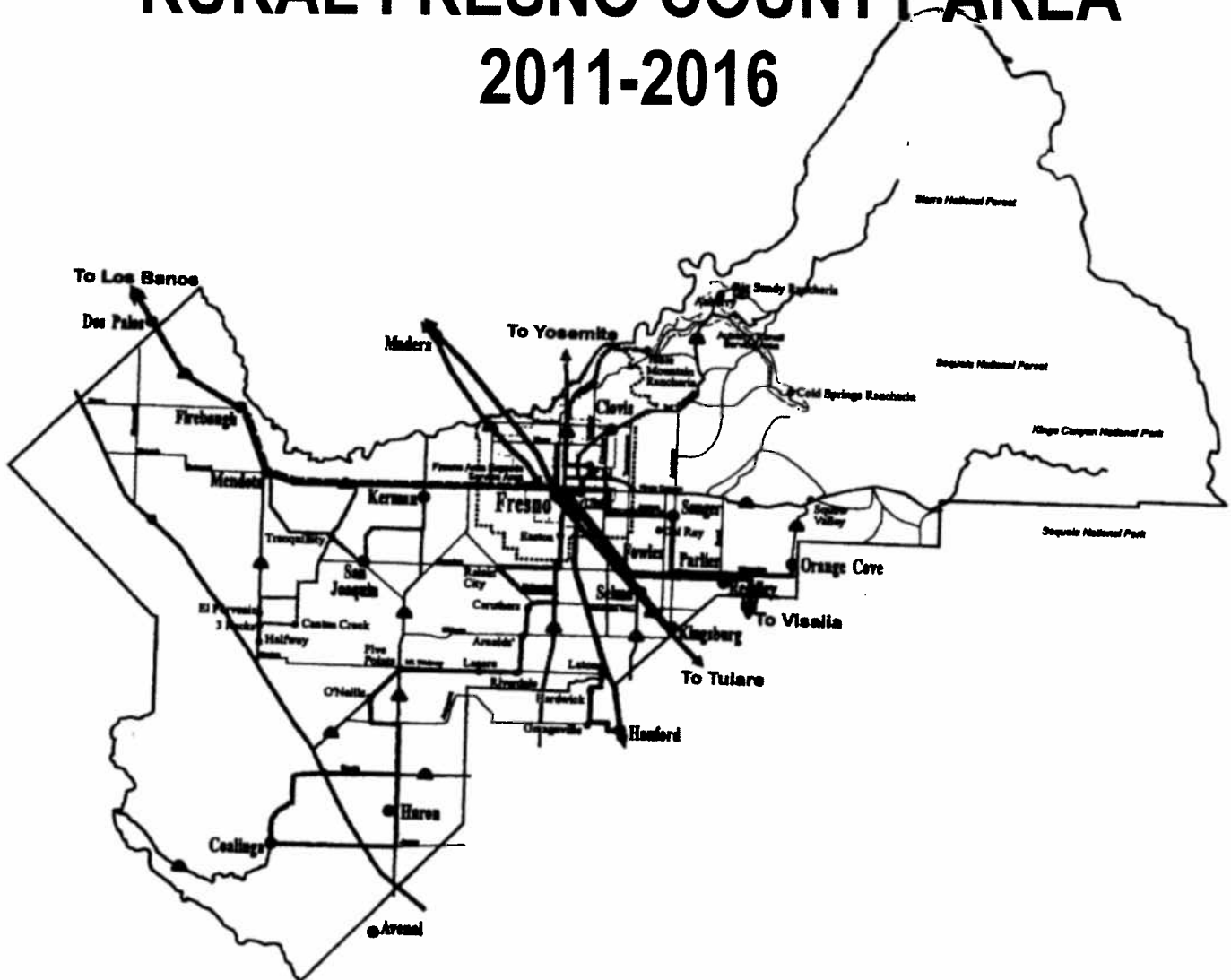


SHORT RANGE TRANSIT PLAN FOR THE RURAL FRESNO COUNTY AREA 2011-2016



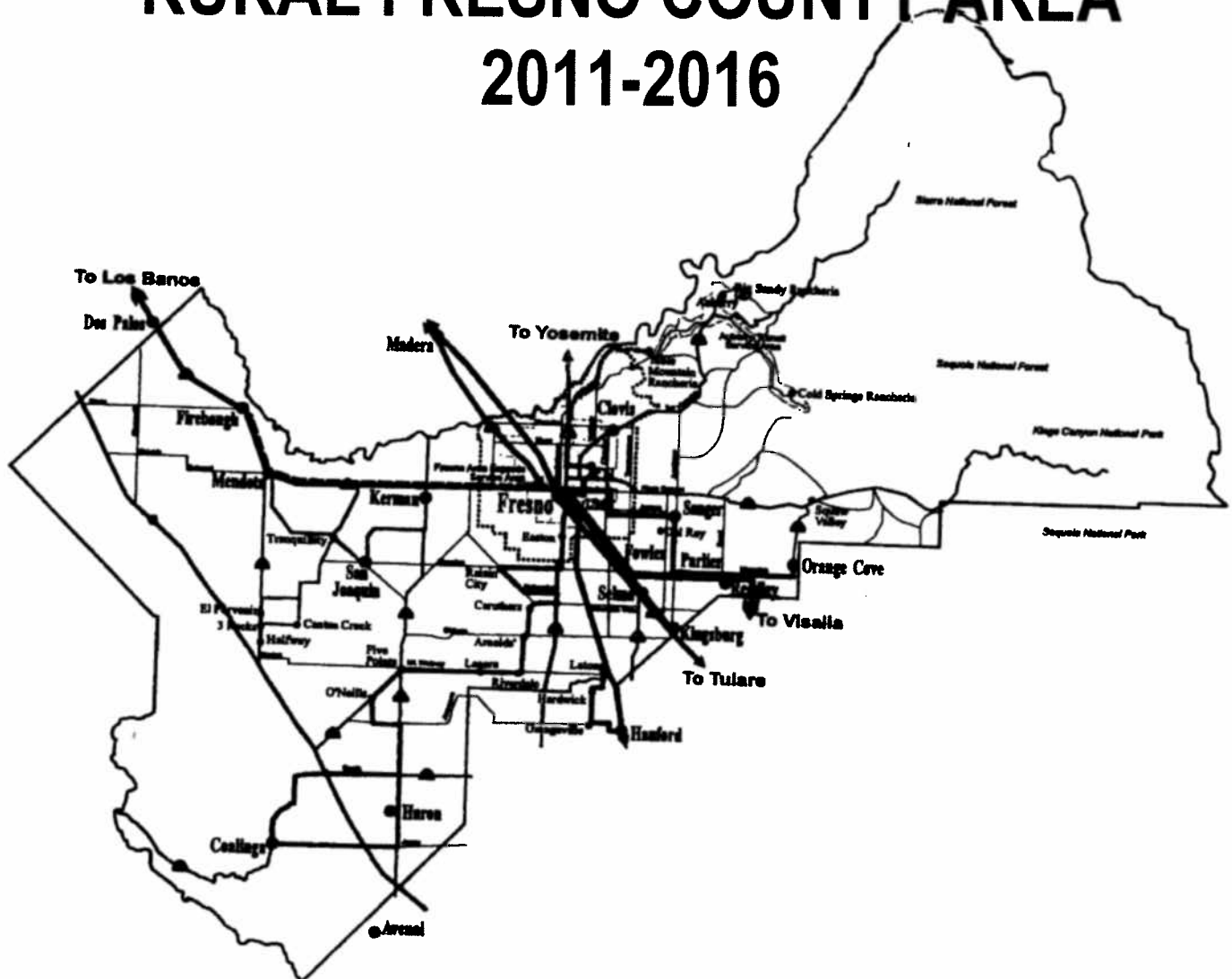
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2035 Tulare Street, Suite 201
Fresno, CA 93721

LIST OF ACRONYMS

ARRA	American Recovery and Reinvestment Act
ADA	Americans with Disabilities Act
Caltrans	California Department of Transportation
CARB	California Air Resources Board
CHP	California Highway Patrol
CMAQ	Congestion Mitigation / Air Quality program
CNG	Compressed Natural Gas
COFCG	Council of Fresno County Governments
CTC	California Transportation Commission
CTSA	Consolidated Transportation Service Agency
EPA	Environmental Protection Agency
FAX	Fresno Area Express
Fresno COG	Council of Fresno County Governments
FCEOC	Fresno County Economic Opportunities Commission
FCMA	Fresno-Clovis Metropolitan Area
FCRTA	Fresno County Rural Transit Agency
FCTA	Fresno County Transportation Authority
FHWA	Federal Highway Administration
FTA	Federal Transit Administration
FY	Fiscal Year
GIS	Geographic Information Systems
GPS	Global Positioning Satellite
HOV	High Occupancy Vehicle
ITS	Intelligent Transportation System
JARC	Job Access / Reverse Commute
LTF	Local Transportation Fund
LNG	Liquid Natural Gas
Measure "C"	Fresno County's self imposed 1/2% sales tax
MOU	Memorandum of Understanding
MPO	Metropolitan Planning Organization
OWP	Overall Work Program
PAC	Policy Advisory Committee
Propane	Liquid Petroleum Gas
RSTP	Regional Surface Transportation Program
RTIP	Regional Transportation Improvement Program
RTP	Regional Transportation Plan
RTPA	Regional Transportation Planning Agency
SAFETEA-LU	Safe, Accountable, Flexible, & Efficient Transportation Efficiency Act, A Legacy for Users
Section 5310	Current Federal Transit Administration Non-Profit Elderly & Disabled Capital Fund Program
Section 5311	Current Federal Transit Administration Rural Capital & Operating Fund Program
Section 5311(f)	Current Federal Transit Administration Inter-City Bus Funding Program
Section 5316	Job Access / Reverse Commute
Section 5317	New Freedoms (beyond ADA)
SIP	State Implementation Plan
SJVAPCD	San Joaquin Valley Unified Air Pollution Control District\
SOV	Single Occupant Vehicle
SRTP	Short Range Transit Plan
SSTAC	Social Services Transportation Advisory Council
STA	State Transit Assistance
STIP	State Transportation Improvement Program
TCM	Transportation Control Measure
TDA	Transportation Development Act
TIP	Transportation Improvement Program
TTC	Transportation Technical Committee
VMT	Vehicle Miles Traveled

SHORT RANGE TRANSIT PLAN FOR THE RURAL FRESNO COUNTY AREA 2011-2016



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CHAPTER I

INTRODUCTION

The Short Range Transit Plan (SRTP) for the Rural Fresno County Area has been developed by the Fresno Council of Governments (Fresno COG) in cooperation with the Cities of Coalinga, Firebaugh, Fowler, Huron, Kerman, Kingsburg, Mendota, Orange Cove, Parlier, Reedley, Sanger, San Joaquin, Selma, the County of Fresno, and Fresno County Economic Opportunities Commission (FCEOC). It is intended to serve the following four (4) purposes:

- A. The SRTP for the Rural Fresno County Area provides a five (5)-year, action-oriented program to implement the Public Transportation Element of the Regional Transportation Plan.

In March 1975, the first edition of the Regional Transportation Plan (RTP) was adopted. It recommended that provisions for public transportation services in rural portions of Fresno County should include the following by 1995:

1. Demand-responsive intra-city service in the small incorporated cities; and
2. The initial fixed-route inter-city service along the following five (5) corridors. The RTP's SRTP's 1975 map (Exhibit I-1) illustrates service to the Fresno-Clovis Metropolitan Area (FCMA):
 - a. Firebaugh-Mendota-Kerman Corridor.
 - b. Kingsburg-Selma-Fowler Corridor.
 - c. Orange Cove-Reedley-Parlier-Sanger Corridor.
 - d. Coalinga-San Joaquin Corridor.
 - e. Coalinga-Huron--Riverdale-Caruthers-Easton Corridor.

From the perspective of the local governments responsible for carrying out the Public Transportation Element recommendations, the Plan offered new opportunities for long-range mutual involvement and interaction. Political recognition of local needs provided the consensus that the recommended services were necessary during the original twenty (20) year planning period (1975-1995). Local governments further demonstrated their willingness to undertake broad-scale implementation of the Plan by adopting a "Short Range Transit Planning Process" on May 27, 1976. A total of 36 public hearings (including continued hearings) were held during the initial process of developing and approving the previous individual Fresno County Rural TDP's. The City Councils and the Fresno County Board of Supervisors were extensively involved in the decision-making process and made commitments toward implementation.

The intended services have been implemented. Ridership statistics are continually monitored and evaluated to determine beneficial modifications and/or Plan amendments. Public involvement is continually sought in conjunction with the continuing planning and implementation process. This document is a direct result of that process.

- B. The SRTP for the Rural Fresno County Area, as implemented, provides a basis for local governments to demonstrate that public transportation needs within their jurisdiction have been, and may continue to be, reasonably met.

Fresno COG, acting in its capacity as the Regional Transportation Planning Agency for Fresno County is required by the California Transportation Development Act (TDA) of 1971 to annually make findings that public transportation needs have been reasonably met before it may approve Local Transportation Fund (LTF) claims for streets and roads projects. A copy of Section 6658 of the California Administrative Code which details this process is included in Appendix A of this document.

- C. The SRTP for the Rural Fresno County Area may serve to document the "planning basis" for Federal and State assistance programs for public transportation in rural areas of Fresno County.

Currently, the principal sources of grant funding for rural public transportation services are from the Federal Transit Administration (FTA) Section 5311, Capital and Operating Assistance grants; Congestion Mitigation / Air Quality (CMAQ) grants.

Additional supplemental grant funding for specialized service is also available from State Transportation Development Act (TDA), Article 4.5 funds. These funds are used to support Consolidated Transportation Service Agency (CTSA) activities.

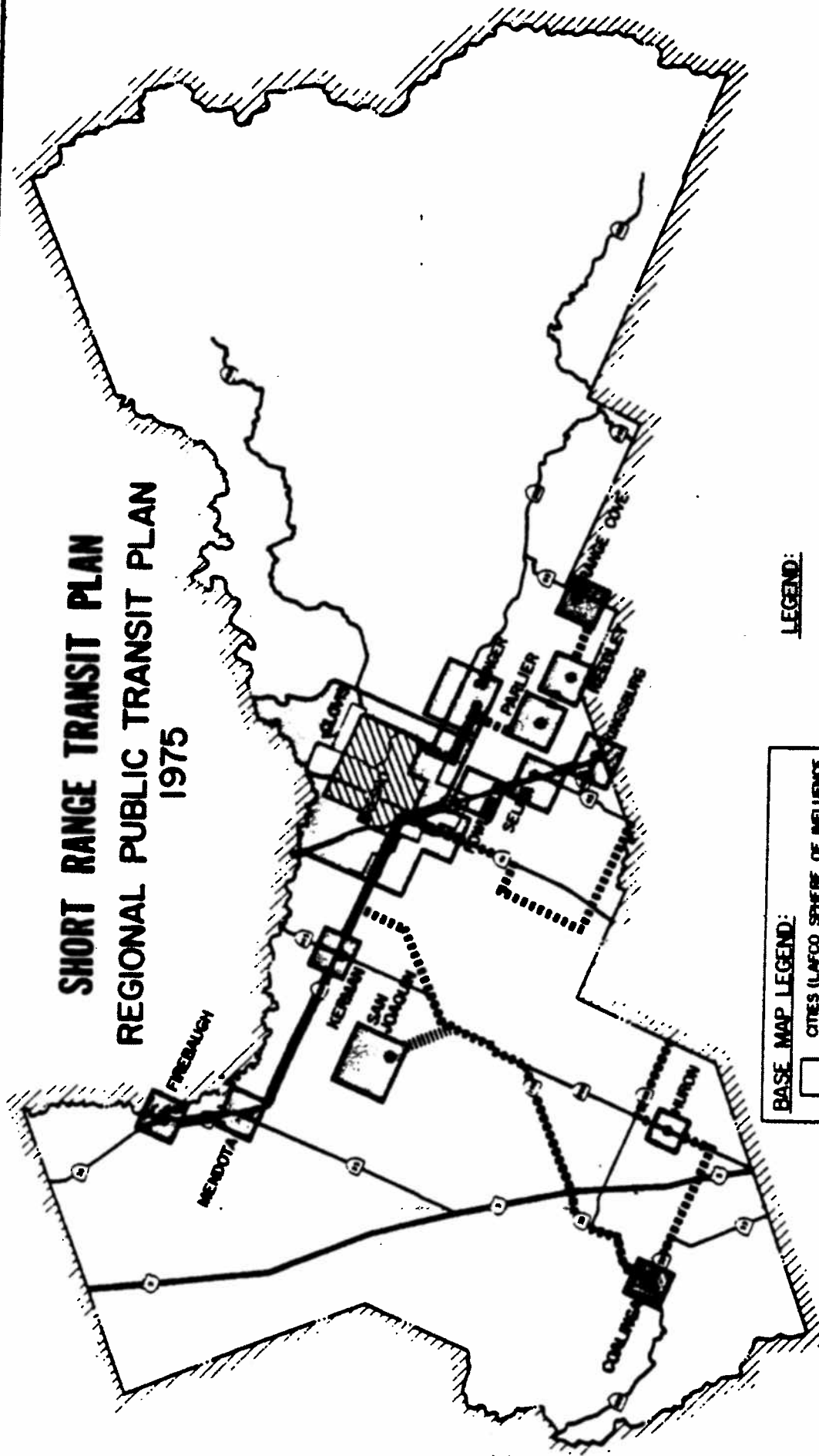
The SAFETEA-LU Program set aside additional new funding to support the implementation of Human Service / Social Service Plans. Additional Federal funding through FTA Section 5316 – "Job Access / Reverse Commute" (JARC) and FTA Section 5317 – "New Freedoms" will provide further enhancements in the time frame of this document.

In November 2006, Fresno County voters approved (78%) an extension of Measure – C the ½ cent local sales tax to fund specific transportation programs over the next twenty (20) years (2027). The Expenditure Plan designates four percent (4%) of the annual funds to be directed to the FCRTA for expansion and enhancements to the rural transit services.

In February 2009, Congress and the President signed into law the American Recovery and Reinvestment Act (ARRA). Short term economic stimulus funds were made available for projects that could be implemented quickly as a means of creating jobs and stimulating the weakening economy.

- D. The SRTP for the Rural Fresno County Area serves as a valuable resource document of specific information for citizens and local elected officials.

SHORT RANGE TRANSIT PLAN REGIONAL PUBLIC TRANSIT PLAN 1975



BASE MAP LEGEND:

- CITIES (LAFCO SPHERE OF INFLUENCE BOUNDARIES)
- TRANSPORTATION FACILITIES
- INTERSTATE FREEWAYS
- STATE FREEWAY/HIGHWAY

LEGEND:

- FIXED TRANSIT ROUTE - CONTRACTED FROM TRANSIT DISTRICT
- FIXED TRANSIT ROUTE - COALINGA TRANSIT
- DEMAND-RESPONSIVE ZONE
- FIXED-ROUTE COVERAGE
- TAXI LINKAGE



EXHIBIT
I-1

CHAPTER II

GOALS, OBJECTIVES AND POLICIES FOR RURAL PUBLIC TRANSPORTATION

The adopted 2011 Regional Transportation Plan (Seventeenth Edition – 2011 to 2035) declares many goals, objectives and policies for the Consolidated Multi-Modal Plan. The following goals and objectives are "generally" applicable to rural public transportation operation:

GOAL: PROVIDE PUBLIC TRANSPORTATION MOBILITY OPPORTUNITIES TO THE MAXIMUM NUMBER OF PEOPLE IN THE REGION.

Objective:

- Continue to pursue expanded federal, state and local funding for both public and social service transportation.

Policies:

- Provide a transit system that meets the public transportation needs of the service area.
- Provide transit services that serve elderly and disabled communities.
- Support the coordination and consolidation of social service transportation.

GOAL: PROVIDE QUALITY, CONVENIENT AND RELIABLE PUBLIC TRANSPORTATION SERVICE

Objective:

- Encourage safety, appropriate frequency of bus service, reasonable fares and the provision of adequate service to satisfy the transit needs which are reasonable to meet.

Policies:

- Provide reliable and convenient public transit service.
- Provide clean, attractive and comfortable vehicles and facilities.
- Provide a safe system.

GOAL: PROVIDE AN EFFICIENT AND EFFECTIVE PUBLIC TRANSPORTATION SYSTEM

Objective:

- Consider advantages and disadvantages of projects, including economic, environmental and social factors.

Policies:

- Maximize public transportation patronage.
- Minimize operating and capital expenses.
- Encourage the private sector to provide service when economically feasible.

GOAL: PROMOTE PUBLIC TRANSIT'S SERVICE AND IMAGE IN COMMUNITY

Objective:

- Provide complete and accurate information that makes public transportation "user friendly".

Policies:

- Create and produce publications that promote the use of public transportation.

GOAL: PROVIDE FOR AN INTEGRATED MULTI-MODAL TRANSPORTATION SYSTEM WHICH FACILITATES THE MOVEMENT OF PEOPLE AND GOODS.

Objective:

- Develop a multi-modal transportation network.

Policies:

- Coordinate service to facilitate multi-modal and inter-system transfers.
- Coordinate fare and transfer policies along with service information programs.

GOAL: COORDINATE PUBLIC TRANSPORTATION POLICIES WITH LAND USE AND AIR QUALITY POLICIES

Objective:

- Support transportation investments that work toward accomplishing air quality goals, optimize utilization of land and encourage a stable economic base.

Policies:

- Provide incentives to reduce dependency on automobile travel without compromising travel mobility.
- Evaluate the transportation system for air quality, energy and efficiency impacts.

The Fresno County Rural Transit Agency has further developed Goals, Objectives, and Policies for the four (4) functional areas of its operations. The areas are:

- Transportation;
- Maintenance;
- Service Planning; and

- Administration.

Each is discussed in terms of the area Goal, Objective, Policy, and Standard for implementation evaluation purposes. The on-going process shall be evaluated annually as part of the Performance Evaluation Process.

TRANSPORTATION

GOAL: THE FRESNO COUNTY RURAL TRANSIT AGENCY SHALL PROVIDE GENERAL PUBLIC TRANSIT IN ACCORDANCE TO THE COUNCIL OF FRESNO COUNTY GOVERNMENT'S REGIONAL TRANSPORTATION PLAN AND SHORT RANGE TRANSIT PLAN FOR RURAL FRESNO COUNTY.

Objective:

- Provide a transit system that meets the public transportation needs within the specified service areas.

Policies:

- Provide transit service within each rural incorporated city's Sphere of Influence as designated by the Fresno County Local Agency Formation Commission.
- Provide transit service through unincorporated rural communities as warranted.
- Work with common carrier operators that provide inter-city services within Fresno County.
- Provide "back-up" inter-city accessible transit services to individuals that are unable to negotiate the steps of the common carrier vehicles.

Standards:

- The performance characteristics of the implemented services shall be evaluated for:
 - Passenger per Hour;
 - Passengers per Mile;
 - Cost per Hour;
 - Cost per Mile;
 - Cost per Passenger; and
 - Farebox Recovery.

Recorded information shall be averaged for the entire operation, any yet analyzed on a Subsystem by Subsystem basis. The System "Mean" shall be noted. Performance adherence shall be evaluated on: "60% of Mean" for "Passengers per Hour" and "Passengers per Mile"; "140% of Mean" for "Cost per Hour", "Cost per Mile", and "Cost per Passenger"; and "60% of Farebox Standard". The number of occurrence beyond "Acceptable Standards" shall be noted for resolution purposes.

Transit fares shall be set a rates consistent with stipulated regulatory agencies, and to meet minimum farebox recovery requirements as stipulated by the Fresno Council of Governments.

MAINTENANCE

GOAL: EQUIPMENT SHALL BE MAINTAINED TO STANDARDS ESTABLISHED BY THE MANUFACTURER, STATE AND FEDERAL REGULATORY AGENCIES, AND PROVEN STAFF PRACTICES.

Objective:

- Maintain equipment within factory specifications at all times to ensure safe reliable equipment.

Policies:

- Adhere to stipulated specifications of parts and system components to ensure equipment reliability.
- Ensure that detailed records are maintained in accordance with regulations and agency practices.
- Provide safe, reliable equipment for delivery of services to the staff and patron of services.

Standards:

- Maintain equipment in a reliable condition.
- Each vehicle driver shall perform the specified pre-trip inspect daily, defects shall be recorded and reported for appropriate resolution by responsible qualified personnel.
- Vehicles shall be inspected as specified every 45 days or 3,000 miles, which ever comes first, to ensure that preventative maintenance is scheduled and completed in a timely basis.
- Vehicle equipment failures shall be resolved as quickly as possible. Equipment failure documentation shall be maintained to determine if a pattern of component reliability is evident, if so, modifications to the inspection process shall be noted and implemented.
- Back-up service vehicles shall be dispatched, in a timely fashion, to ensure service reliability to patrons requesting specified services.

SERVICE PLANNING

GOAL: BE AN ACTIVE PARTICIPANT IN THE FRESNO COUNCIL OF GOVERNMENTS' ANNUAL UNMET TRANSIT NEEDS PROCESS.

Objective:

- Adhere to the stipulated transportation planning process as stipulated by state and federal laws and regulatory agencies.

Policies:

- Cooperate to the maximum extent feasible to ensure that existing operations are evaluated, as appropriate (daily, monthly, quarterly, semi-annually, annually, and triennially).
- Participate with the Fresno COG's Social Service Transportation Advisory Council (SSTAC) on-going mandated evaluation process to ensure that transit needs are identified, analyzed, addressed and resolved to the mutual satisfaction of all affected parties.

Standards:

- Address each request as it is received to determine adherence to the adopted policy and implementation documents, or amend as warranted.
- Complete, at a minimum, one cycle of the planning and implementation process annually to coincide with the July through June Fiscal Year.
- Determine compliance with the "Transportation" Functional Area "Policies" and "Standards" to guard against system degradation.
- Fixed route service should be available to passengers within three-quarters of a mile, on either side of the route. Route deviation shall be practiced for frail elderly and disabled passenger who are unable to access the service at designated bus stops.

ADMINISTRATION

GOAL: ADMINISTER THE FRESNO COUNTY RURAL TRANSIT AGENCY UNDER THE RULES AND REGULATIONS OF A JOINT POWERS AGENCY RESPONSIBLE FOR IMPLEMENTING GENERAL PUBLIC TRANSIT SERVICES TO RURAL PORTIONS OF FRESNO COUNTY IN ACCORDANCE WITH POLICIES SET FORTH BY THE FRESNO COUNCIL OF GOVERNMENTS, AND STATE AND FEDERAL REGULATORY AGENCIES.

Objective:

- To ensure a well managed operation for the benefit of all affected parties, agencies, and the general public.

Policies:

- Practice administrative skills consistent with those stipulated in the Joint Powers Agreement as adopted, and amended, by member agencies.
- Regulate and manage the operation as efficiently and effectively as possible.
- Ensure fiscal responsibility over the assets of the Agency.
- Provide required services with a minimum of personnel.

Standards:

- Maintain records in accordance with generally acceptable office principals, procedures and accounting practices.
- Respond to requirements as stipulated and warranted.

CHAPTER III

THE RURAL AREA SERVICE PROVIDERS

A. Fresno County Rural Transit Agency (FCRTA)

The primary provider of public transportation services in the rural areas of Fresno County is the Fresno County Rural Transit Agency (FCRTA). This Agency was formed under a Joint Powers Agreement (signed September 27, 1979) which delegated overall administrative and financial supervision of governmentally-financed rural transit operations to the FCRTA. Signatories to the Agreement include all non-metropolitan rural area cities (Cities of Coalinga, Firebaugh, Fowler, Huron, Kerman, Kingsburg, Mendota, Orange Cove, Parlier, Reedley, Sanger, San Joaquin and Selma) plus the County of Fresno. FCRTA is considered the overall operator of all rural systems, with most of the day-to-day operational authority vested with the local agencies or service contractors. FCRTA Staff is responsible for preparing budgets, allocating financial resources, conducting marketing programs, preparing grant applications, and contracting for services where required. The potential service area for FCRTA is shown in Exhibits III-1 and III-2; FCRTA may provide service within this area only if the service is in conformity with that shown in the Regional Transportation Plan.

At the present time, public transportation wheelchair lift-equipped services are available within the Spheres of Influence of each of the thirteen (13) incorporated cities in rural Fresno County, with the cities linked to the Fresno Metropolitan Area.

B. Consolidated Transportation Service Agency (CTSA) for the Rural Fresno County Area

In 1979, the State mandated through Assembly Bill 120 that Consolidated Transportation Service Agencies (CTSA's) be considered to improve the coordination and efficiency of transportation provided by social service agencies. The Fresno Council of Governments subsequently developed a report entitled "Assembly Bill 120 Action Plan Concerning Consolidated Transportation Service Agency Designation for Fresno County (February 1982). The document and the Inventory were updated pursuant to Senate Bill 826 (1988) and adopted in January 2002. The Plans designated FCRTA and the Fresno County Economic Opportunities Commission (FCEOC), as the co-designated CTSA for rural Fresno County. FCEOC is the lead agency responsible for the overall administration of social service transportation operations.

Several distinctions exist between FCRTA and the CTSA with respect to who is served and where service is provided. Prior to the formation of the rural CTSA, FCRTA served the general public, including the elderly, disabled and low-income individuals. The AB 120 law recognized that many social service agencies also provided "special" transportation to their immediate clients. The Legislature was aware of the obvious duplication of services by various agencies and mandated that consolidation be considered in these times of increasing needs and diminishing financial resources. With the initiation of CTSA service, however, FCRTA's primary focus is to serve the general public. FCRTA serves the Spheres of Influence of each incorporated city in rural Fresno County and provides inter-city fixed-route service.

The CTSA provides specialized service to social service agencies located anywhere in rural Fresno County or participates financially to allow social service agencies to utilize existing resources. The provision of such service improves the coordination and consolidation of rural transportation services. It also reduces the need for the FCRTA to provide "specialized service" to social service patrons associated with social service agencies working with the Rural CTSA. A more detailed description of CTSA services in the rural Fresno County area can be found on page III-23 of this

Plan and in the updated "Operations Program for the Consolidated Transportation Service Agencies for Metropolitan Fresno and Rural Fresno County 2011-12" (proposed adoption June 30, 2011).

SHORT RANGE TRANSIT PLAN PUBLIC TRANSPORTATION AREAS

EXHIBIT
III-1

LEGEND:

- POTENTIAL METRO SERVICE AREA
- POTENTIAL FORTA SERVICE AREA

BASE MAP LEGEND:

TRANSPORTATION FACILITIES

- INTERSTATE FREEWAYS
- STATE FREEWAY/HIGHWAY



PREPARED BY: COUNCIL OF FRESNO COUNTY GOVERNMENTS JULY, 1987



BASE LEGEND:

- STATE FREEWAY/HIGHWAY
- EXPRESSWAY
- SUPER ARTERIAL
- ARTERIAL
- COLLECTOR
- RAILROAD
- SPHERE OF INFLUENCE BOUNDARY

LEGEND:

- BOUNDARY FIXED ROUTE SERVICE AREA
- BOUNDARY HANDY RIDE SERVICE AREA
- CLOVIS SPHERE OF INFLUENCE
- CLOVIS CITY BOUNDARY

FRESNO AND CLOVIS TRANSIT SERVICE AREAS

SHORT RANGE TRANSIT PLAN

C. Existing Transit Services (through 2009-10)

The following listing shows the sub-systems and services operating within each of the rural incorporated cities in Fresno County, as well as between cities and rural communities:

<u>Intra-City Operations</u>	<u>Inter-City Operations</u>	<u>Inter-Community Operations</u>
Coalinga Transit	Auberry Transit	Auberry Transit
Del Rey Transit	Coalinga Transit	Rural Transit
Firebaugh Transit	Huron Transit	
Fowler Transit	Laton Transit	
Huron Transit	Orange Cove Transit	
Kerman Transit	Southeast Transit	
Kingsburg Transit	Westside Transit	
Mendota Transit		
Orange Cove Transit		
Parlier Transit		
Reedley Transit		
Sanger Transit		
San Joaquin Transit		
Selma Transit		

Exhibit III-3 shows the relationship of rural inter-city and inter-community transit services. Exhibit III-4 provides a detailed description of each of FCRTA's subsystems. Population statistics for each of the cities and their Spheres of Influence are contained in Appendix B. Also included are population comparisons of inter-city route segments and total population of rural unincorporated communities.

The following narrative details the services available within and between communities, while the accompanying maps indicate the service areas and additional communities served.

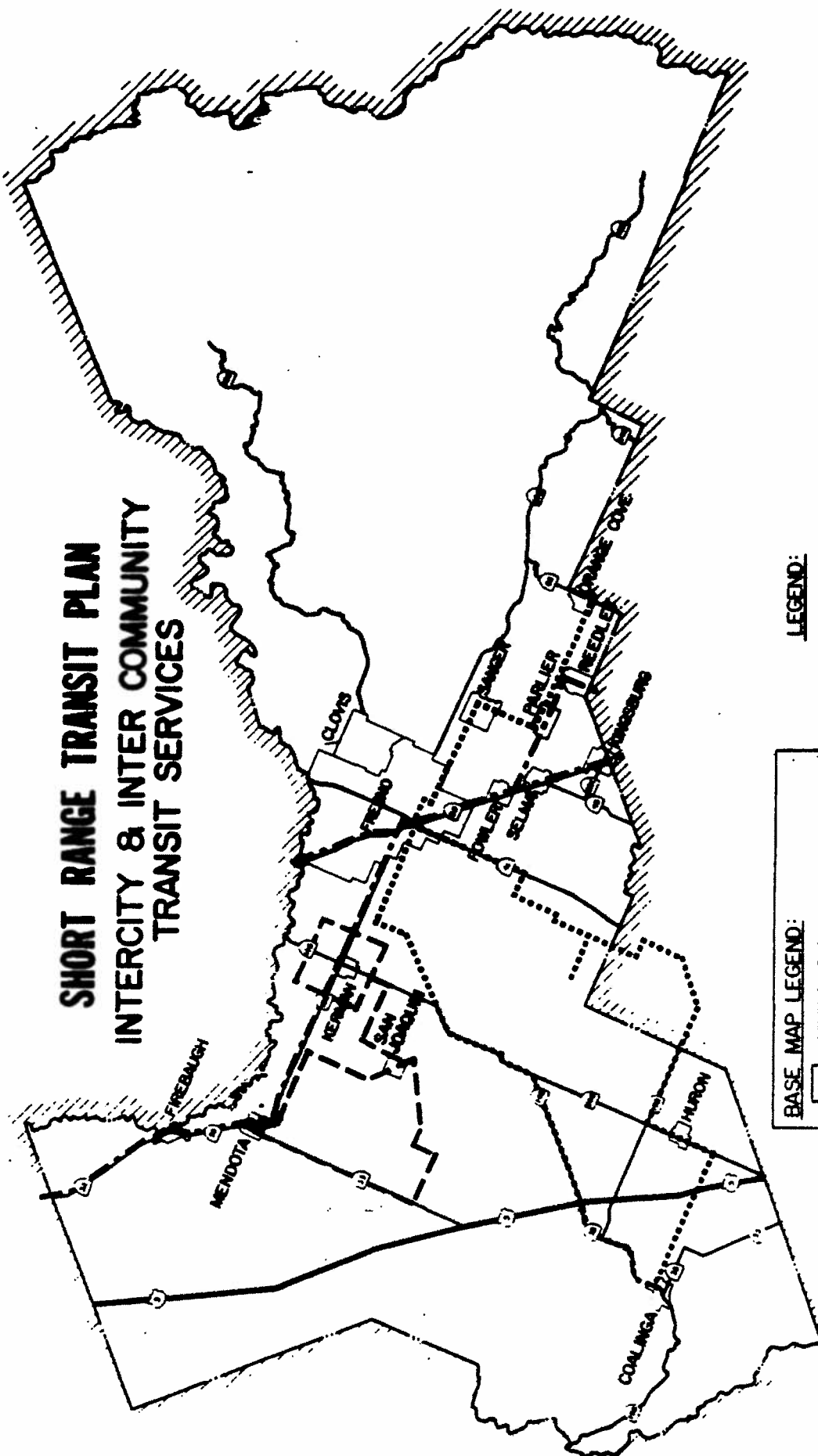
D. Marketing of Transit Services

In the Winter of 2007 the Fresno Council of Governments (Fresno COG) 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 Fresno COG'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 will 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.

SHORT RANGE TRANSIT PLAN **INTERCITY & INTER COMMUNITY** **TRANSIT SERVICES**



BASE MAP LEGEND:

- CITIES (LAFCO SPHERE OF INFLUENCE BOUNDARIES)
- TRANSPORTATION FACILITIES
- INTERSTATE FREEWAYS
- STATE FREEWAY/HIGHWAY

LEGEND:

- PRIVATE INTERCITY CARRIER (GREYHOUND AND/OR ORANGE BELT STAGES); HANDICAPPED BACK-UP SERVICE BY PUBLIC OPERATOR
- PUBLICLY OPERATED INTERCITY CARRIER
- PUBLICLY OPERATED INTER COMMUNITY TRANSIT SERVICE

EXHIBIT
 III-3



**Exhibit III-4
FCRTA Service Summary**

FCRTA Subsystem	Days and Times of Operation	Type of Service	Frequency of Inter-City Trips	Also Serves
<u>Auberry Transit</u> Inter-Community Service Inter-City Service	M-F; 8:00am-3:00pm Tu; 8:00am-5:00pm	Demand-Responsive 24 Hour Prior Reservation-Demand Responsive	-- One R.T. Tu	Adler Springs, Auberry, New Auberry, Big Sandy Indian Rancheria, Burrough Valley, Cold Springs Indian Rancheria, Friant, Jose Basin, Marshall Station, Meadow Lakes, Mile High, Prather, Sycamore, Tollhouse, Fresno-Clovis Metropolitan Area
<u>Coalinga Transit</u> Intra-City Service General Public Disabled Inter-City Service General Public/Disabled	M-F; 8:00am-5:00pm M-Sa; 8:00am-6:15pm	Demand-Responsive Fixed-Route with Route Deviation	-- One R.T. M-Sa	Sphere of Influence Huron, Five Points, Lanare, Riverdale, Caruthers, Raisin City, Easton Fresno
<u>Del Rey Transit</u> Intra-City Service and Inter-Community Service	M-F; 8:00am-5:00pm	Demand-Responsive	Demand-Responsive	Del Rey Sanger
<u>Dinuba Transit</u> Inter-Community Service	M-F; 7:00am-9:00pm	Scheduled Fixed Route	Scheduled Fixed Route	Dinuba (Tulare Co.) Reedley (Fresno Co.)
<u>Firebaugh Transit</u> Intra-City Service Inter-City Service General Public Westside Transit	M-F; 7:00am-5:30pm M-F; 7:00am-5:30pm	Demand-Responsive Fixed-Route with Route Deviation	-- Two R.T. M-F	Sphere of Influence Firebaugh, Mendota, Kerman San Joaquin Cantua Creek El Porvenir Half Way Tranquility Three Rocks Fresno
<u>Fowler Transit</u> Intra-City Service Inter-City Service General Public/Disabled Southeast Transit	M-F; 7:00am-5:30pm M-F; 7:00am-5:30pm	Demand-Responsive Fixed-Route with Route Deviation	-- Three R.T. M-F	Sphere of Influence Fresno, Fowler, Selma, Kingsburg
<u>Huron Transit</u> Intra-City Service Inter-City Service General Public/Disabled Coalinga Transit Inter-Community Service General Public/Disabled Huron Transit	M-F; 6:00am-6:00pm M-F; 8:00am-6:15pm M-F; 9:00am-3:00pm	Demand-Responsive Fixed-Route with Route Deviation Fixed-Route with Route Deviation	-- One R.T. M-F Two R.T. M-F	Sphere of Influence Coalinga, Huron, Riverdale, Lanare, Caruthers, Easton, Fresno Coalinga, West Hills College, I-5/198 Interchange, Harris Ranch, Huron

FCRTA Service Summary (Continued)

FCRTA Subsystem	Days and Times of Operation	Type of Service	Frequency of Inter-City Trips	Also Serves
<u>Kerman Transit</u> Intra-City Service Inter-City Service General Public/Disabled Westside Transit	M-F; 7:00am-4:00pm M-F; 7:00am-5:30pm	Demand-Responsive Fixed-Route with Route Deviation	-- Two R.T. M-F	Sphere of Influence Firebaugh, Mendota, Kerman San Joaquin Cantua Creek El Porvenir Half Way Tranquility Three Rocks Fresno
<u>Kingsburg Transit</u> Intra-City Service Southeast Transit	M-F; 7:00am-5:30pm Sa; 8:00am-5:00pm M-F; 7:00am-5:30pm	Demand-Responsive Fixed-Route with Route Deviation	-- Three R.T. M-F	Sphere of Influence Kingsburg, Selma, Fowler, Fresno
<u>Laton Transit (KART)</u> Inter-City Service General Public Kings Rural Area Transit (Kings County) Fresno	Scheduled M-F Scheduled M, W, F	Fixed-Route Fixed-Route	One R.T. M-F One R.T. M, W, F	Grangeville (K.C.), Hanford (K.C.), Hardwick (K.C.) Hanford (K.C.), Selma, Fresno-Clovis
<u>Mendota Transit</u> Intra-City Service Inter-City Service General Public/Disabled Westside Transit	M-F; 7:00am-5:30pm M-F; 7:00am-5:30pm	Demand-Responsive Fixed-Route with Route Deviation	-- Three R.T. M-F	Sphere of Influence Firebaugh, Mendota, Kerman, San Joaquin Cantua Creek El Porvenir Half Way Tranquility Three Rocks Fresno
<u>Orange Cove Transit</u> Intra-City Service Inter-City Service General Public/Disabled	M-F; 7:00am-5:30pm M-F; 7:00am-5:30pm	Demand-Responsive Fixed-Route with Route Deviation	-- Two R.T. M-F	Sphere of Influence Orange Cove, Reedley, Parlier, Sanger, Fresno
<u>Parlier Transit</u> Intra-City Service Inter-City Service Orange Cove Transit	M-F; 7:30am-4:30pm Scheduled	Demand-Responsive Fixed-Route with Route Deviation	-- Two R.T. M-F	Sphere of Influence Orange Cove, Parlier, Reedley, Sanger, Fresno

FCRTA Service Summary (Continued)

FCRTA Subsystem	Days and Times of Operation	Type of Service	Frequency of Inter-City Trips	Also Serves
<u>Reedley Transit</u> Intra-City Service Inter-City Service General Public/Disabled Orange Cove Transit	M-Sa; 7:00am-5:30pm M-F; 7:00am-5:30pm	Demand-Responsive Fixed-Route with Route Deviation	-- Two R.T. Wkdays	Sphere of Influence Orange Cove, Reedley, Parlier, Sanger, Fresno
<u>Sanger Transit</u> Intra-City Service Inter-City Service General Public/Disabled Orange Cove Transit	M-Sa; 7:00am-5:30pm M-F; 7:00am-5:30pm	Demand Responsive Fixed-Route with Route Deviation	-- Two R.T. Wkdays	Sphere of Influence Orange Cove, Reedley, Parlier, Sanger, Fresno
<u>San Joaquin Transit</u> Intra-City Service and Inter-Community Service Westside Transit	M-F; 7:00am-5:30pm M-F; 7:00am-5:30pm	Demand-Responsive Fixed-Route with Route Deviation	One R.T. Two R.T. M-F	Sphere of Influence San Joaquin, Cantua Creek, El Porvenir, Half Way, Tranquility, Three Rocks, Kerman, Mendota, Firebaugh Kerman, Fresno
<u>Selma Transit</u> Intra-City Service Southeast Transit	M-F; 7:00am-5:30pm Sa; 8:00am-5:00pm M-F; 7:00am-5:30pm	Demand-Responsive Fixed Route Fixed-Route with Route Deviation	-- Three R.T. Wkdays	Sphere of Influence Kingsburg, Selma, Fowler, Fresno
<u>Southeast Transit</u> Inter-City Service	M-F; 7:00am-5:30pm	Fixed-Route with Route Deviation	Three R.T. Wkdays	Kingsburg, Selma, Fowler, Fresno

E. 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-one (31) years. The Agency's fleet has always been 100% accessible. All of FCRTA's seventy (70) vehicles are wheelchair accessible 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). Fifteen (15) 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, and Selma 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 remain in full compliance with the spirit and intent of the ADA law.

F. Ridership Survey

Results of an On-Board Ridership Survey in 2009 indicated that:

1. 84.4% of FCRTA's riders have either no other way to make their trip, or would have to walk;
2. 58.9% of FCRTA's riders use the system five (5) days a week;
3. Female ridership out numbers male ridership, two-to-one; and
4. The ethnic cross-section of FCRTA ridership was:

24.5%	White
73.3%	Hispanic
0.5%	Black
0.9%	Asian
0.8%	American Indian
100.0%	Total

G. 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 decreased -0.030% (-3,587) in 2009-10. The reduced appears to reflect recent declines in economic. Seniors have reduced the frequency of their single purpose trips. They now have grouped their trips together to accomplish their needs, before returning home. For example, previously seniors may have made a trip to the store, or the bank, or the senior center, and returned home. Now they go to the store, then to the bank, and then to the senior center, before returning home. The ridership decrease was also surprising despite the 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 2009-10 Fiscal Year, qualifying seniors made 92,020 free trips on FCRTA subsystems; this represented a decline from the previous year of -5,841 (-6.34%). FCRTA's Measure C funds reimbursed the individual subsystems a total of \$46,872.50; this represented a decline of -\$2,058.00 (-4.69%) between FY 2008-09 and 2009-10. Over the past three (3) Fiscal Years senior ridership decreased -3,365 or 0.029% between 2007-08 and 2009-10.

Fiscal Year	Senior Ridership	Numeric Change	Percent Change	Three Fiscal Year Percent Change
2007-08	119,115			
		221	0.002%	
2008-09	119,336			
		-3,587	-0.030%	
2009-10	115,750			-0.029% (-3,365)

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

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 2010-11 consisted of seventy (70) vehicles. Fifty-eighty (58) have been alternatively fueled, and the other sixteen (16) 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:

1. Three (3) 1997 unleaded gasoline powered twenty-two (22) passenger modified Ford vans;
2. One (1) 1999 propane powered fourteen (14) passenger modified Ford van.
3. Five (5) 2001 unleaded gasoline powered twenty-two (22) passenger modified Ford vans.
4. Four (4) 2003 unleaded gasoline powered twenty-two (22) passenger modified Ford vans;
5. Fourteen (14) 2004 CNG powered twenty-two (22) passenger modified Ford vans;
6. Five (5) 2006 CNG powered twenty-two (22) passenger modified Ford vans; and
7. Three (3) 2006 CNG powered thirty-seven (37) passenger Blue Bird buses.

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

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.

Thirty-six (36) 1992 and 1997 vehicles were identified "for sale" between 2009 and 2011. The California Air Resources Board (CARB) previously determined by a simple paper calculation of their age, to be emitting pollution equivalent to a diesel powered vehicles. This finding did not acknowledge FCRTA biannual testing of its fleet vehicles in accordance with the California Bureau of Automotive Repairs' (BAR) "Smog Check Program". The FCRTA has never shown any of FCRTA fleet vehicles to be out of California emission standards. The CARB determination did not permit the vehicles to be sold to anyone for further use in California. The vehicles must be transferred to another state or foreign government. This process was delayed, to resolve acquisition problem of necessary CNG refueling equipment, and its installation before our twenty-seven (27) new Glaval twenty-two (22) vans could be introduced into service.

The FCRTA shall continue with the process of systematically implementing necessary modifications to bring its fleet vehicles into full compliance with the spirit and intent of Federal and State air quality laws and regulations.

I. Driver Training

Twenty-one (21) 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.

J. 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 April 2008. The documentation is included with FCRTA's 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.

K. Triennial Performance Audit Recommendations (FY2006-07 to FY 2008-09)

The most recent Triennial Performance Audit report that was prepared for the Fresno COG, 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 2006-07; 2007-08; and 2008-09 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. Three (3) recommendations were identified. The FCRTA Board of Director accepted the Report and its recommendation at their September 30, 2010 meeting, following an expressed opportunity for public comment. The three (3) recommendations were:

1. Consider using an advertising co-op for placement of telephone book listings.

FCRTA spends a significant portion of its marketing budget on telephone book listings. The Agency is listed in fourteen (14) community telephone books, including two (2) Spanish-language publications. The cost of these listings ranges from \$60 to \$600 per monthly. While it is understood that these listings provide the Agency with the exposure that the public has come to expect, it would be prudent to consider other more cost-effective approaches. To obtain greater value for its expenditures, it is suggested that the Agency utilize an advertising co-op or Certified Market Representative (CMR) for the placement of telephone book listings. Participation in an advertising co-op would enable FCRTA to leverage its marketing dollars by having its phone listings and service information disseminated in bulk. A CMR is approved by the Yellow Pages Publishers Association (YPPA) who could take care of all of FCRTA's placements in Yellow Pages, White Pages and online directories, deal with all the publishers of directories in the Fresno Metropolitan Area, and negotiate the best prices.

2. **Format driver logs to enable the recording of actual time of pick-ups and drop-off.**

The demand responsive systems within FCRTA should maintain actual pick-up and drop-off information for each trip provided. The daily logs should include columns next to the trip description to allow for recording actual pick-up and drop-off times. The information provides a measure of service efficiency and effectiveness when compared to the dispatch call in times. It also could provide additional assurances against customer comments about their pick-up time and ride time.

3. **Ensure Annual Fiscal Audits and State Controller Reports are submitted on time.**

The submittal of the State Controllers Reports and the annual fiscal audits has, overall, been timely. However, the FY 008 State Controllers Report was submitted past the designated filing deadline. Likewise, the FY 2009 fiscal audit was submitted beyond the ninety (90) day extension period. It is suggested that FCRTA coordinate with Fresno COG as part of enhanced oversight procedures to ensure that both State Controller Report and the fiscal audit are submitted within their statutory time lines and allowable extensions.

The FCRTA Staff will address these recommendations as part of its annual ongoing compliance process as monitored by the Fresno COG's Social Service Transportation Advisory Council (SSTAC) for subsequent reporting to other technical and policy advisory committees for forwarding to the Policy Board.

L. Social Service Transportation Advisory Council

Fresno COG is mandated by state law to have a Social Service Transportation Advisory Council that, among other things, annually evaluates the performance of the County's four (4) transit operators, including the FCRTA. In 2007-08, following their review of FCRTA's operations, they made a series of recommendations to the FCRTA to continue the improvement of the services.

1. Continue to implement recommendations in the *"Short-Range Transit Plan for the Rural Fresno County Area"* to increase productivity.
2. Continue to modify services as warranted.
3. 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.
4. Respond to recommendations referenced in the Triennial Performance Audit for FY2003-2004 to 2005-2006 Report.
5. Continue to address responsibilities under the Americans with Disabilities Act of 1990.
6. 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 Fresno COG's Transportation Control Measures Plan and State's Congestion Management System.
7. Continue to perform community outreach and marketing activities in an effort to increase ridership and improve public awareness and perception of public transit.
8. Continue to pursue coordination of services between the various transportation agencies in the County towards possible agency consolidation.

M. Fresno COG Staff Recommendations

In addition to the recommendations presented by the Transit Productivity Evaluation Committee, Fresno COG Staff recommends that two (2) major areas of concern be addressed in their on-going regional transportation planning process. These pertain to (1) interface between FCRTA and metropolitan area transit operations; and (2) implementation of inter-city services to replace withdrawn services by common carriers.

1. Interface between FCRTA and Metropolitan Area Operations

- a. The Greyhound Depot in downtown Fresno, has reverted to a "commission agent" form of operation. An evaluation of their eighteen (18) bus bay facility and building space needs clearly indicate that other transit operations, including FCRTA's, could successfully negotiate terminal and office rights to facilitate inter-modal transfers.
- b. FCRTA shall also participate with the Fresno COG's multi-modal facilities study to coordinate the proposed new Amtrak Depot on the Burlington Northern Santa Fe rail lines. All service providers could transfer patrons at one common location.

With the voter approval of bonds to begin funding High Speed Rail from Northern to Southern California with a stop in Fresno, the transit operators, including FCRTA, should coordinate their services to interface at the future Fresno station.

In the long term, it was recommended that FCRTA consider some arrangement with the designated metropolitan area CTSA's to provide a more personalized services that elderly and infirm persons require.

2. Future Expansion of Service

a. 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 asked the FCRTA to respond to these deteriorating circumstances. The adopted Rural Short Range Transit Plan recommended 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.

- b. FCRTA members have also expressed a desire to program a couple of inter-community/regional demonstration programs to promote economic and community

development. They envision short-term, subsidized transit operations that could prove self-supporting and assumable by the private sector.

Several specific projects have been suggested. FCRTA's plans could include subsidizing a service for three (3) to six (6) month period in which ridership would be attracted to make the service totally self-supporting by participants. Some of the programs would invite contracting with a vanpool vehicle provider. Possible examples include:

- (1) Offering services to employees living in and around Fresno County Communities. The program could involve multiple vehicles.

In 1994, the Fresno County Economic Opportunities Commission (FCEOC) as the Consolidated Transportation Service Agency (CTSA) submitted a Grant Application for a Federal Demonstration Program through the U.S. Department of Health and Human Services' - Job Opportunities and Basic Skills Training Program. The demonstration program was referred to as "Joblinks". It was administered by the Community Transportation Association of America (CTAA).

In February 1995, the CTAA awarded California's only Joblinks Contract to the FCEOC. The FCEOC provided transportation services for clients participating in Job Training Partnership Act (JTPA) training programs for three (3) employment and training agencies in Fresno County: the Fresno Private Industry Council (FPIC); the Fresno County Department of Social Services' Greater Avenues in Independence (GAIN) Program; and Proteus, Inc. The target area of service consisted of the thirteen (13) incorporated rural cities in Fresno County and inner-city neighborhoods of the City of Fresno. The eleven (11) month Contract was for \$108,148, of which \$83,000 came from the grant and \$25,148 will come from the CTSA's Transportation Development Act, Article 4.5 Local Transportation Funds.

The program proved to be a success for addressing commuter "home" to "training / work" needs in Fresno County. The model may be utilized in the future.

- (2) Volunteer Driver Mileage Reimbursement Program for rural residents who do not live within existing transit service areas.
- (3) FCEOC's Rural Passenger Transportation Technical Assistance Plan for the I-5 Business Development Corridor Area in Western Fresno County

In December 1996, the Fresno County Economic Opportunities Commission (FCEOC) as a non-profit organization submitted a Grant Application to the Community Transportation Association of America (CTAA) in response to a U.S. Department of Agriculture funded program. The grant was one (1) of just five (5) projects that were selected nationwide for funding.

The purpose of the study was to develop a comprehensive Subregional Transit Plan to address and facilitate inter-community travel needs of Firebaugh, Kerman, Mendota, San Joaquin and unincorporated communities of Western Fresno County. The study results complimented the I-5 Business Development Corporations School-to-Work Grant from the Federal Departments of Education and Labor; address the dynamics of community health care services; and inter-community transportation to employment opportunities in the area; and local adult education and training programs to address changes in the Federal Welfare Program.

The consulting firm of TPG Consulting, Inc. (Transportation Planning Group) of Visalia and Fresno was selected to perform the FCEOC's Rural Passenger Transportation Technical Assistance Grant for the I-5 Business Development Corridor Area of Western Fresno County.

The resultant plan was completed in September 1998. It recommended twelve (12) hours of service per week day to adequately address the diverse needs of the Area. However, some entities felt that a phased approach would be more reasonable. Service was expanded to ten (10) hours pr day for the 1998-99 Fiscal Year. Ridership continues to grow in the Area. Service interaction to neighboring communities has proved to be very successful. Further expansion has been proposed since the 2000-01 Fiscal Year. Modifications to the operations were further funded with Measure "C" beginning in 2006-07. Consideration is given annually to further service expansion to address the growing needs of the Westside of Fresno County.

(4). Service Expansion Analysis

Staff studied service expansion proposals to address changing service needs following the Federal adoption of Welfare Reform Act (WRA). Extensive regulations were imposed on the State and County governments. Affected service needs included: home to work; home to job training; home to health care services; and home to child care services.

Staff initially attempted to work with the Staff of the Fresno County Department of Social Services (DSS) to identify potential impacts to the rural transit services.

The State certified the County's CalWorks Plan in the Spring of 1998. It referenced a cooperative working relationship with the existing transit operators in Fresno County.

Eleven (11) years ago, attention was focused on the Fresno-Clovis Metropolitan Area (FCMA). The DSS and the Fresno Workforce Development Corporation (FWDC) purchased Fresno Area Express (FAX) monthly passes for social service case workers to hand out to welfare clients needing transportation within the FCMA. The arrangement was quite simple at the time, FAX operated on a twelve (12) hour per day basis (generally 6:30am to 6:30pm). The fixed route system operates on a grid pattern throughout the Area, clients can generally walk to a bus stop location within a half (½) mile of their residence and the buses generally takes them within a half mile of their employment or training location destination. The passes were the same ones used by the general public so on one could distinguish them as a welfare client. This arrangement continues to maintain a high degree of confidentiality and autonomy.

In the rural areas the situation is quite different. In 1975 when the Fresno Council of Governments (Fresno COG) first prepared and adopted its Regional Transportation Plan (RTP), the Plan reflected rural Board Policy stipulating that transportation "to" and "from" employment was the responsibility of the employee and/or the employer. This Policy was reinforced when specific Transportation Development Plans (TDPs) were developed in 1978. Previously, rural transit service have "primarily" operated on a demand responsive basis Monday through Friday from 8:00am to 5:00pm with an hour lunch break for the drivers.

The FCRTA's eighteen (18) individual services have recognized the holiday schedule of the local City in which they are operated. As such, service may

not be provided eight (8) to thirteen (13) weekdays a year. It was acknowledged that many employers do not recognize the same holidays as our local governments. This type of arrangement has been "certified" annually by the Fresno COG Policy Board at the recommendation of its advisory committees, and following an opportunity for written and oral public testimony at legally noticed Public Hearings, to meet the rural transit needs within Fresno County.

Under the previous arrangements, a few of FCRTA's daily general public passengers used the rural transit services one-way to a full time job or round trip if they have a part-time position that takes place within FCRTA's operating period.

The circumstances of these previous arrangements were seriously challenged by the Federal Welfare Reform Act. The Federal law stipulates maximum walking distances and travel times while in transit for child day care and employment/training. The maximum travel time was one (1) hour. No provisions existed to adjust this regulation. Simply, it is somewhat difficult (and in many cases impossible) to travel from "home" to "work or training" and "a child care location" within most urban metropolitan areas (including our own FCMA) within one (1) hour. This provision is even more difficult in a rural County such as ours with 6,005 square miles.

In preliminary discussions eleven (11) years ago with DSS Staff, Staff was told that approximately 40,000 Fresno County residents were on welfare. The location of these clients are scattered throughout the County, with concentrations in each incorporated City. The number of welfare residents living beyond the fifteen (15) incorporated City's Sphere of Influence boundaries (generally the rural intra-city service area boundary) is quite staggering. The referenced unincorporated communities include: Auberry; Big Creek; Friant; Pinedale; Prather; Shaver Lake; Tollhouse; Burrel; Caruthers; Del Rey; Dunlap; Laton; Piedra; Riverdale; Squaw Valley; Cantua Creek; Dos Palos; Five Points; Helm; Raisin City; Tranquility. No travel patterns were readily evident.

Staff respectfully asked if they could determine where specific clients live, their intended employment or training destination and when they need to come and go there. DSS Staff reported that the information was "confidential". Staff informed them that they understood, but without this information it was impossible to provide appropriate services in existing service areas, or expand our operations to meet additional needs in unincorporated communities or areas.

In 1998-99 Staff was faced with the dilemma of having to prepare plans and budgets with incomplete information. The result was a "status quo" Plan and Budget. Staff, however, felt that the Rural SRTP should be prepared to enhance flexibility for inter-community travel between Cities in sub-regions of our County. Existing transit service area boundaries were relaxed from the City's Sphere of Influence limits to accommodate residents within close proximity to their respective city. Such actions allowed the FCRTA to augment its services to respond to the changing needs of all residents.

In support of this recommendation Staff offered the following observations:

- a. A number of new rural health care facilities have been created within the last eleven (11) years. Specific services are not being duplicated at each facility. Patients are needing to travel between facilities in the rural area to receive required care.

- b. The County Board of Supervisors directed its Staff in 1999 to merge the Departments of Health and Social Services. These departments operate numerous programs that directly impact rural residents. The delivery of service was oriented away from the FCMA to better serve rural residents. Specific proposals were evaluated.
- c. The first Fresno County Human Service System Regional Center was established in Selma to serve the Eastern Communities in Fresno County. The site was dedicated in the Autumn of 1999. Nearly one hundred (100) employees were reassigned to the Center to address the needs of Fowler, Kingsburg, Orange Cove, Parlier, Reedley and Selma.
- d. The Coalinga Service Center was expanded in the Winter of 2000, a Satellite office was also opened in Huron.
- e. The FCHSS Staff worked to establish a Western Fresno County site to serve the needs of Firebaugh, Kerman, Mendota, San Joaquin and the surrounding rural unincorporated Communities. The implementation of a specific site was hampered by the unavailability of a vacant facility that could meet the needs of Staff. The I-5 Business Development Corridor favored building a new facility in the areas between Kerman and Mendota. Financing and construction of a facility delayed implementation of a western regional center.
- f. The one (1) hour travel time limitation on rural welfare clients is requiring job creation and training programs to be located within closer proximity to rural cities.

In order to facilitate these changing objectives, the FCRTA Board felt the policy towards employment travel on FCRTA's subsystems needed to be refocused to a new minimum standard. FCRTA Staff suggested that each of FCRTA's existing services be expanded one (1) hour before an 8:00am work/training period and one (1) hour after 5:00pm (representing the typical 8:00am to 5:00pm work day period). The FCRTA Board supported this recommendation realizing that FCRTA's services would be in operation from 7:00am to 6:00pm, or ten (10) hours per service day, again considering an hour lunch period for the driver.

Staff initially suggested that these additional hours, beyond the existing service periods that have been deemed to "meet unmet transit needs" be paid for by new funding sources. The obvious new resources were tied to the Federal mandate and funding imposed by the Welfare Reform Act. Staff recognized that the County's CalWorks Plan was to receive \$50 million per year for five (5) years. Staff also knew that the U.S. Department of Labor was funding Private Industry Councils (PIC), (Fresno County's Workforce Development Corporation), \$50 million per year for five (5) years. It was felt that between these two (2) sources, there should be adequate monies to fund these minimal services. In fact, as these two (2) agencies continue to refine their respective programs, and identify their additional needs, additional service hours may be funded for subsequent implementation.

The five (5) year funding ended in 2005-06. Many welfare clients were unsuccessful in getting jobs to support themselves. The FCRTA discontinued the expanded services as ridership and funding decreased to warrant continuation.

N. Recap of Transit Service Expansions

Over the past thirty-one (31) years the FCRTA has implemented several Demonstration Programs including:

1. Coalinga Transit Inter-County Service (through Avenal and Lemoore Naval Air Station in Kings County , to Fresno)
2. Westside Transit (Intercity service between San Joaquin, Tranquillity, Mendota and Firebaugh - discontinued);
3. Kerman Transit's Service Expansion (between Kerman and Biola - *discontinued*);
4. Firebaugh Transit's Inter-County Extension Service (between Firebaugh and East Acres in Madera County -*discontinued*);
5. Auberry Transit (service from Auberry and the foothill communities of: Adler Springs; New Auberry; Big Sandy Indian Rancheria; Friant; Jose Basin; Marshall Station; Meadow Lakes; Mile High; Prather; Sycamore; Tollhouse to the Fresno-Clovis Metropolitan Area - modified and *ongoing*);
6. Friant Transit (service within Friant and to the Fresno-Clovis Metropolitan Area - *discontinued*);
7. Laton Transit (service extension of Kings Area Rural Transit's Inter-County route from Laton in Fresno County to Hanford in Kings County - *ongoing*);
8. Coalinga Transit's I-5 Interchange Development Service (between Coalinga to Interchange developments at Interstate Highway -5 and State Highway 198, Harris Ranch with connection to Kings Area Rural Transit for service to Hanford in Kings County, and to Huron - *discontinued*);
9. Eastside Transit (between Selma, with connections from Southeast Transit and Reedley, with connections from Orange Cove Transit - discontinued);
10. Huron Transit's Inter-City Service (between Huron and Coalinga - *ongoing*);
11. Kings Area Rural Transit's Medical Service (to medical appointments in Fresno County at the Kaiser Clinic in Selma, Community Regional Medical Center in Downtown Fresno, Veterans Hospital, Kaiser Hospital, Saint Agnes Hospital, and Children's Hospital - Central California in Madera County - *ongoing*);
12. Biola Transit (within Biola and to Fresno - *discontinued*);
13. Juvenile Justice Campus Transit (between Downtown Fresno and the Juvenile Justice Campus at State Highway 99 and American Avenue, *twice* - initially to provide service for visitors of clients retained at the facility, and reintroduced when the Juvenile Justice Courtrooms and Probation Offices were completed - *discontinued*);
14. Dinuba Transit Connection (Inter-County service between Dinuba in Tulare County and Reedley in Fresno County with connections to Reedley Transit and Orange Cove Transit - *ongoing*);
15. South Sierra Transit (within the foothill communities of Dunlap, Miramonte, Pinehurst, and Squaw Valley and to Orange Cove, Reedley, parlier, Sanger and the Fresno-Clovis Metropolitan Area - *discontinued*);

16. Rural Transit (service to unincorporated areas of Fresno County, beyond incorporated cities - ongoing); and
17. Coalinga Transit's Medical Express Service (from Coalinga to medical appointments in the Fresno-Clovis Metropolitan Area- *discontinued*).

A Demonstration Service is subject to meeting stipulated minimum performance criteria. In each case where a service was "discontinued" actual ridership and farebox receipts did not meet minimum expectations and standards, despite extra efforts.

N. **Service Responsibilities**

Transportation service responsibilities are addressed by a number of organizations both in the public and private sector. The Fresno COG's Regional Transportation Planning Process recognizes the roles and cooperative partnerships that ensure adequate service to the individual, at a reasonable cost.

Over the past thirty-one (31) years the Fresno COG has been actively involved in addressing service needs, a number of questions have arisen regarding the primary roles and responsibilities of delivering transit services. While overlap is understood, certain considerations have been expressed as they relate to the implementation of rural transportation services.

The following Exhibit IV-15 summarizes a number of these relationships:

EXHIBIT III-5
Primary Service Responsibilities

SERVICE PROVIDER	TYPES OF SERVICE					
	General Public	Employment	Social Service	Recreation	School Pupils	Medical Healthcare
FCRTA	X	X				
RURAL CTSA		X	X	X		
SCHOOL DISTRICTS					X	
MEDICAL SPECIALISTS						X

Clearly, the FCRTA is responsible for serving the "general public" transportation "needs" of County residents living beyond the Fresno-Clovis Metropolitan Area, to the extent that they are reflected in the adopted Regional Transportation Plan and the Rural Short Range Transit Plan. Services are available equally to the able-bodied and the disabled. Transit disadvantaged individuals, including: elderly, disabled, and low-income individuals may utilize the services with "other" patrons. All forms of trip purposes may be addressed within the limits of the specified service area, during the specified time periods. Priority service continues to be extended to elderly patrons attending noon-time meal programs. Trips for employment, training, education and child care purposes may also be accommodated.

Subscription services are also available when requested services are beyond those described in the transportation plans. Costs are calculated to return the actual cost of operations. Service restrictions may be imposed as a condition of our existing insurance coverage.

During the first six (6) years of FCRTA's existence, limited services were offered on a one hundred percent (100%) reimbursement of costs basis, when the vehicles were not in regular scheduled service.

The Federal Government has since mandated that federally funded transit vehicles and services may no longer offer "charter" services in locations where private providers are capable of offering their services for such purposes. Fresno County alone, has over a dozen such providers.

While the recent federal law may appear counterproductive to our general public service responsibilities, alternative service arrangements may be handled by local private sector operators. Staff shall continue to offer their assistance, by referring requests.

Private Sector involvement is encouraged. Portions of FCRTA's operations have been, and will continue to be competitively bid to ensure that transportation cost remain as low as market conditions will allow.

Rural CTSA (Consolidated Transportation Service Agency)

The Consolidated Transportation Service Agency (CTSA) is for coordinating the social service transportation needs of social services agency clients. Individual program and service objects are addressed within the financial framework of the funding sources. All types of trips, including: meal; medical; shopping; social; welfare services and training; employment; recreational; etc., may be provided within parameters specified by a social service agency. Unfortunately, the number of clients served by a typical organization versus their available resources limits the extent of personalized individual services. Therefore, group services are often arranged to meet the needs of their clientele. Many organizations schedule annual assessment of service needs to ensure their respective programs are responsive to the constituents.

School Districts

It is understood that local school districts and boards are responsible for the provision of services to their pupils. Transportation services for school aged children, Kindergarten through 12th Grade, are regulated by the State to insure their safety. Service decisions should continue to rest with elected school board representatives. Budgetary decisions by these individuals should continue to be conducted in public forums. Parents, teachers, administrators and interested parties should continue to express their values as to the means (walking, biking, automobile, bus, etc.) by which children get "to" and "from" their school.

Medical Specialists

Medical patient transportation services remain the primary responsibility of qualified commercial providers. Trips prescribed by a medical doctor are considered to be part of the health care system. Service arrangements are to be handled on an individual basis by trained personnel.

O. Insurance

The FCRTA, like many other transit operators who are not self-insured, have experienced significant fluctuations in insurance rates as well as availability of coverage.

The FCRTA General Manager has worked through the California Transit Association (CTA) to determine the feasibility of the Agency joining the California Transit Insurance Pool (CalTIP). The results did not net a savings to the Agency. The FCRTA in FY 2009-10 also reevaluated the possibility of seeking insurance through "Non-Profits United", the group used by the Fresno County Economic Opportunities Commission, but the results did not meet FCRTA's stipulated protection requirements.

The FCRTA has been successful in securing insurance for its entire fleet of seventy (70) passenger vehicles at very competitive rates, because the FCRTA's experience rating is remarkably low for such a diverse rural operation. Primary and excess coverage totaling \$6,500,000 continues to be secured through conventional insurance companies. The arrangements were contrary for a public agency. Liability limits did not meet FCRTA's current coverage.

P. Estimating Demand for Rural Public Transportation Service

Prior to the formation of FCRTA, individual Transportation Development Programs (TDP's) were developed at the end of the 1978-79 fiscal year. As input to these programs and to better understand the demand for rural public transportation services, a socio-economic analysis of each rural incorporated City, its Sphere of Influence and the unincorporated communities was undertaken.

This socio-economic information served as input into a mathematical model used to estimate the scale of latent public transportation demand in these areas. The model used, the Proportional Demand Model, is designed to forecast the number of public transportation trips based on the trip-making frequency of elderly and low-income persons. The model assumes that eighty percent (80%) of the transit trips would be made by persons from these two (2) groups with the remaining twenty percent (20%) made by "other" persons in the community. A comparison of the forecasted transit trips and actual ridership in fiscal year 1980-81 revealed that actual ridership was approximately half (½) of what the Proportional Demand Model projected.

Q. Service Evaluation - New Service

Throughout the year, requests for service to rural areas not currently served by FCRTA are directed either to the Fresno Council of Governments (acting as the Regional Transportation Planning Agency (RTPA)) or the FCRTA. A particularly important forum for the presentation of these service requests occurs during the annual "Unmet Public Transit Needs" public hearings.

Prior to the allocation of any Transportation Development Act (TDA) funds for streets and roads related activities, the Fresno COG must make a finding that "there are no unmet transit needs that can be reasonably met". Definition and documentation of "Unmet Transit Needs" and "Reasonable to Meet" are wholly the responsibility of the RTPA (Section 6658, California Administrative Code).

The following definitions have been formulated in accordance with the mandate of the aforementioned section and include factors related to transit services deemed appropriate by the RTPA:

1. Unmet Transit Needs

"Those public transportation or specialized transportation services that are identified in the Regional Transportation Plan and that have not been implemented or funded."

2. Reasonable to Meet

"Those public transportation services identified in the Regional Transportation Plan, or proposed amendment thereto which meet the following criteria:

- a. Services which, if implemented or funded, would not cause the responsible operator or service claimant to exceed its appropriations limitation as set forth by Proposition 4 (Gann Limit).
- b. Service which, if implemented or funded, would not cause the responsible operator to incur expenditures in excess of the maximum amount of:
 - (1) Local Transportation Funds and State Transit Assistance Funds which may be available for such operator to claim;
 - (2) Federal Transportation Administration (FTA) funds or other Federal and/or State support for public transportation services which are committed by Federal and/or State agencies by formula or tentative approval of specific grant requests; and

- (3) Farebox and local funding in compliance with PUC Section 99268 et. seq. The fact that an identified need cannot fully be met based on available resources, however, shall not be the sole reason for finding that a transit need is not reasonable to meet.
- c. Services which, if implemented or funded, would result in the responsible operator or service claimant meeting the farebox recovery and local support requirements as set forth by PUC Section 99268 et. seq. Evaluation of existing operators shall be based on records provided to Fresno COG by operators pursuant to the Transit Productivity Evaluation Process (PUC Section 99244). Evaluation of proposed new service shall be based upon a feasibility analysis which includes, but is not limited to:
 - (1) Forecast of anticipated ridership if service is provided.
 - (2) Estimate of capital and operating costs for the provision of such services.
 - (3) Estimate of fares and local support in relation to estimated operating costs for providing such services (Fresno County Rural Transit Agency - 10%; Clovis Stagelines - 20%; Clovis Seniors Round Up - 10%; Fresno Transit - 20%).
 - (4) An estimated fare which the Fresno COG Board would determine to be sufficient to meet farebox recovery requirements, but would not be so high that it would pose a financial burden on transit dependent patrons.

Subsequent to these evaluations, any new service recommended by the Fresno COG Policy Board will be incorporated into the Short Range Transit Plan for the Rural Fresno County Area. The evaluation of service requests should occur concurrent with the "Unmet Transit Needs" hearings. The purpose of attempting to schedule the evaluation (and any subsequent changes resulting there from) is to maintain system familiarity for users, and insure that system changes are coordinated with annual funding cycles.

In 1993, at the direction of the Fresno COG's Social Service Transportation Advisory Council (SSTAC), Staff was directed to seek more definitive information from individuals and/or agencies that may request or suggest new transit services. The initial evaluation criteria includes:

- (1) Service area boundary;
- (2) Specific origin and destination information;
- (3) Trip times and frequency;
- (4) Estimate of potential patrons or clients who intend to utilize the service on an infrequent, regular, and/or consistent basis;
- (5) Special needs of ambulatory and/or disabled passengers;
- (6) Ability, source of funding, and potential constraints in paying required share of transit expenditures and/or subsidized fares.

In 1998 the requested supported information was simplified to attract additional public comments:

- (1) Where new service is needed, and where the potential trips would begin and end;
- (2) When and how often trips need to be scheduled;
- (3) A description of the individual needing the service including age group, financial constraints and whether they have disabilities requiring special services.

If adherence to minimum urban/rural performance evaluation standards (passenger per hour, passengers per mile, cost per passenger, cost per hour, cost per mile and farebox recovery) were possible, then an in depth service proposal may be developed by Staff for further consideration.

As part of our expanded information gathering process of 2009, the Fresno Council of Governments (Fresno COG) Social Service Transportation Advisory Council (SSTAC) mailed over 500 letters to interested parties and held three (3) public meetings to seek additional opportunities for Unmet Transit Needs comments from County-wide residents.

The COFCG Policy Board must determine that public transportation needs within Fresno County will be reasonably met in Fiscal Year 2011-12 prior to approving claims of Local Transportation Funds for streets and roads. The COFCG's Social Service Transportation Advisory Council (SSTAC) is responsible for evaluating unmet transit needs. Each year the SSTAC begins the process of soliciting comments from the public by sending approximately 400 letters to agencies and individuals interested in providing feedback on their public transportation needs within Fresno County. The request for comments letters, English and Spanish, were sent on February 8, 2011.

In addition to the request for written comments, SSTAC held four information-gathering meetings.

The first meeting was held in the City of Sanger on February 16, 2011. The meeting location was set to facilitate comments from the residents of Eastern Fresno county including: Fowler, Kingsburg, Orange Cove, Parlier, Reedley, Sanger, Selma, and the surrounding unincorporated communities. The meeting time was set for 2:00 p.m. No comments were received.

The second meeting was held in City of San Joaquin on February 17, 2011. The meeting time was 5:00 p.m. and was not part of the original schedule, but was added to coincide with a planned community dinner. No comments were received.

A third meeting was held again in the City of San Joaquin on February 23, 2011. The location was selected to facilitate comments from the residents of Western Fresno county including: Coalinga, Firebaugh, Huron, Kerman, Mendota, San Joaquin, and the surrounding unincorporated communities. The meeting was set for 2:00 p.m. No comments were received.

The final meeting was held in City of Clovis on February 25, 2011. The meeting location was selected to facilitate comments from the residents of the Fresno-Clovis Metropolitan Area (FCMA) and surrounding unincorporated communities. The meeting time was set for 1:00 p.m. No comments were received.

The SSTAC Chairman received three (3) letters regarding perceived "Unmet Transit Needs". Each response was regarding the rural area.

The first letter came from Mr. Augustine Martinez, commenting on the lack of rural service directly to the Amtrak station in Downtown Fresno. FCRTA General Manager, Jeffrey Webster, informed Mr. Augustine that the current schedules include "shuttle time" to facilitate pick-up and drop-offs of passengers on a "request" basis to the driver. Certainly, when in Downtown Fresno each of FCRTA's inter-city services are capable of diverting six (6) blocks to accommodate access to the Amtrak Station. In order to address and resolve this particular service deficiency, Mr. Webster will

be amending their printed inter-city schedules, effective July 1, 2011, to include scheduled stops at the Amtrak Station when arriving in Fresno and before departing Fresno.

The second comment came from Ms. Veronica Garibay, of California Rural Legal Assistance, Inc. (CRLA). Ms. Garibay's comments were on behalf of her client "Community United" in Lanare. CRLA's comments reference the need for bus shelters and an additional mid-day round trip to Fresno to adequately accommodate their needs. Mr. Webster noted that currently, Lanare is serviced by Coalinga Transit. Actual ridership is very low from Lanare. In follow-up correspondence, Mr. Webster attempted to determine the perceived ridership increase that could be anticipated as a result of the requested service modifications. The response from Ms. Garibay was not conclusive to facilitate appropriate analysis or evaluation at this time. It maybe necessary to formally survey the residents themselves to determine if the requests can meet the minimum performance standards to support an additional trip and amenity thresholds to support bus stop shelters.

The last comment letter came from Ms. Catherine Huerta of the County of Fresno Department of Social Services. Ms. Huerta is requesting additional service to the rural communities of: Coalinga; Firebaugh; Fowler; Kerman; Kingsburg; Mendota; Orange Cove; Reedley; San Joaquin; and Selma.

Mr. Webster has responded in depth to explain that each of observations had previously been studied by her Department's predecessor. From 2000 to 2003, the Fresno County Human Services Department of Employment and Temporary Assistance funded the FCRTA to expand its services in response to the Federal "Welfare to Work" and State CalWorks directives and funding. The FCRTA had been under Contract to expand their services form 6:00am to 6:00pm Monday through Saturday, and recognized just four (4) Holidays: New Years' Day; Americans' Independence Day; Thanksgiving Day; and Christmas Day. The intend of the County's program was to ensure access to: Employment; Training; Education; and Child Care. Despite a significant number of clients in the rural areas and coordination by case workers that issued prepaid monthly bus passes, actual ridership was not significant or regular enough to warrant service continuation, and so the FCRTA service were reduced to respond to actual ridership.

Now, the primary interest in the County's request is to again to expand FCRTA services, this time at our expense, in an effort to address their clients reported needs to be transported to the FCMA for employment purposes. There is simply no evidence, that even after ten (10) years, their clients would access such services now, without the previous subsidies, that did not attract ridership for such purposes.

Mr. Webster's then explains the FCRTA response to the need for Employment and Adult Education Transportation. The FCRTA believes the real answer is best addressed by commuter vanpools, operated by participants from a common rural area that need to go to jobs or educational programs in another common area at times convenient to the needs of the participants. The actual fees have proven to be very nominal for an employed person with a paycheck. This arrangement has proven very successful for regular home-to-work or school trips.

This understanding was acknowledged in the preparation and successful passage of the Measure-C half-cent Sales Tax Expenditure Plan in 2006. Specifically the Plan sets aside ample funding to subsidize the implementation of three (3) rideshare programs for Fresno County residents. They include: Carpooling; Commuter Vanpools, and Farm Labor Vanpools. The programs are in place and are administered by the Fresno COG Staff.

Additionally, the FCRTA was concerned about the economic impacts to rural area residents during the downturn of these economic times, and in light the water issues impacting agriculture and the job's situation throughout Fresno County.

The FCRTA has been working closely with the Kings County Area Public Transit Agency's vanpool programs for commuters and farm workers. Their programs have developed and matured over the previous decade.

Last year, after ongoing requests by individuals, City Managers, City Councils, and Departments of Fresno County, the FCRTA Staff advanced a proposal that was embraced and acted upon by the FCRTA Board of Directors. They recognize the diverse nature of such requests, including the location of the origins and destinations, and the time-frame for needed arrival and desired departure of such trips, and the resulting actual commuting time for such a service is very difficult to be viable for a rural public transit provider. A review of the vanpooling participants actual share of the daily transportation is approximately \$5.00 per day, depending on the actual distance traveled. For an employed person that cost is understood to be very reasonable. But some remarked that some individuals were just starting work, and they wondered if the cost could be even lower. FCRTA Staff recommended in the adoption of this year's Budget, to set aside up to \$1 million of its Capital Reserve funds to purchase thirty-five (35) vehicles that were delivered in March 2011. The vehicles are available through the Kings County program for rural Fresno County residents. The first vehicle was on display prior to the FCRTA's Board Meeting in late March. A qualifying participant was present to be handed the first set of keys to begin utilizing a vehicle. The monthly cost of the vanpool will not be required to include the original vehicle cost that was paid for by the FCRTA. The net result is to lower the daily shared costs to nearly \$2.00 per day, per participant. This amount is much less than what a rural public operator would have to charge, in order to achieve the minimum ten percent (10%) fare ratio to actual expenses. Thirty-four (34) similar vehicles are immediately available to specifically address this previously perceived need in a low-cost effective manner, personalized to the very individuals participating.

Mr. Webster concluded by suggesting that the Department of Social Service staff should immediately refer their clients to the Valley Rides Program. They may be contacted at 441-RIDE (7433) or www.valleyrides.com to learn of the details. Valley Rides Staff, and their designated program vendors (VPSI, Enterprise, and Kings County Area Public Transit Agency), continue to be available to make on-site presentations to employers, employees, and clients who may want to know more about the programs.

No specific comments were received regarding Fresno or Clovis. Each of the actual comment letters and Staff responses letters are contained in the Fresno COG's "Unmet Transit Needs" Staff report that is forwarded to their SSTAC for review, comment and recommendations.

The Fresno COG's Social Service Transportation Advisory Council (SSTAC) will continue to be involved in determining appropriate Staff responses. Other proposals may yet be presented at the Fresno COG's Annual Unmet Transit Needs Public Hearing scheduled for 5:00 p.m. on Thursday, June 30, 2011. After adoption, other amendments may be funded with available contingency funds.

R. Specialized Services

Since the enactment of Assembly Bill 120--the Social Service Transportation Improvement Act in September 1979, much has been accomplished with respect to improved coordination and consolidation of transportation services for social service agencies within Fresno County.

An Action Plan, "Assembly Bill 120 Action Plan Concerning Consolidated Transportation Service Agency Designation for Fresno County" (February 1982), was subsequently developed by Fresno COG Staff describing the steps required to accomplish consolidation of social service transportation services. The Plan recommended co-designation of FCRTA and FCEOC as the Consolidated Transportation Service Agency (CTSA) for the rural area. Biannual updates of the Inventory and Action Plan are submitted to Caltrans for compilation and submittal to the State Legislature as per Senate Bill 826. The report documents the continued successful operation to coordinate and consolidate social service agency transportation within Fresno County.

In June 1988 an inventory of public and private social service agencies in Fresno County was completed by a consultant hired by the Fresno COG and is contained in two (2) documents entitled "Updated Rural AB 120 Action Plan - 1988" and "Updated Social Service Transportation Inventory - 1988". The documents were further updated in 1990-91. A 1994-95 Inventory was

completed on June 30, 1994. Subsequent updates were completed in December 1995 and December, 2001.

In 2009-10 the Rural CTSA provided transportation services to nine (9) social service agencies, operating thirty (30) different social service programs. The organization provided 642,651 passenger trips in 2009-10. CTSA operations are coordinated to high degrees with the public transit services of FCRTA to optimize the effectiveness of the services provided.

The CTSA as a part of its operation plan, opened a centralized maintenance program on March 3, 1988. The initial facility had two (2) service bays for a maximum of three (3) vehicles, and the necessary equipment to conduct most repairs. At the time, the facility currently had a Staff of one (1) lead mechanic, three (3) mechanics, a parts puller and a gas pump attendant.

During 2004-05, construction of a new maintenance facility was approved. The current facility is over 5,000 square feet, with eight (8) service bays and new service equipment. The facility was opened on June 18, 2006.

The maintenance facility has enabled affected agencies to realize the goal of cost savings through centralized maintenance.

Exhibits III-6 reflects the existing fiscal I year 2008-09 Rural Area Program and Operations. Exhibit III-7 reflects the 2009-10 fiscal year. For complete details of the CTSA program, consult the draft CTSA Operations Program and Budget for fiscal year 2009-10.

Exhibit III-6
Fresno Rural CTSA Services
RURAL CTSA SERVICES

AGENCY	TRANSPORTATION						Meal Delivery		MAINTENANCE
	GENERAL	ELDERLY	DISABLED	STUDENT	INTERCITY	SHARED PUBLIC & SOCIAL SVC	CONGRE- GATE	HOME- BOUND	VEHICLES
CENTRAL VALLEY REGIONAL CENTER			X						X
FRESNO COUNTY EOC									
Head Start				X			X		X
FMAAA Senior Meals							X		X
Rural Meal Delivery Contracted							X		X
FRESNO COUNTY DEPT. OF EDUCATION:									
COURT SCHOOLS				X					X
SUNNYSIDE HIGH MEDICAL SCHOOL PROGRAM				X					X
Special Events-Non-Profit Charter Timeshares	X	X	X	X					X
Services below are not in Rural OPB Rural Budget:									
FRESNO COUNTY RURAL									
TRANSIT AGENCY -SUB-CONTRACTED									
Auberry Transit-	X	X				X			
Auberry Transit-Inter-City Transit	X				X				
Del Rey Transit	X	X			X	X			
Firebaugh Transit	X	X				X			
Fowler Transit	X	X							
Huron Inter-City Transit	X				X				
Huron Transit	X	X				X			
Kingsburg Transit	X	X				X			
Mendota Transit	X	X				X			
Orange Cove Transit	X	X				X			
Orange Cove Inter-City Transit	X				X				
Parlier Transit	X	X				X			
San Joaquin Transit	X	X				X			
Selma Transit	X	X							
Southeast Corridor Service	X				X				
Westside Corridor Transit	X				X				
County Wide Unmet Needs Service	X				X				

** Provide own transportation and Driver.

**Exhibit III-7
Fresno Rural CTSA**

SERVICE DESCRIPTION	FY 2010-11 (ESTIMATE)				FY 2011-12 (PROJECTED)		
	TYPE	PASSENGER TRIPS	VEHICLE HOURS	VEHICLE MILES	PASSENGER TRIPS	VEHICLE HOURS	VEHICLE MILES
PASSENGER TRANSPORTATION:							
Student (School Bus) Programs							
Head Start	Consolidate	113,563	6,135	65,869	114,699	6,196	66,528
Other Programs							
Central Valley Regional Center	Timeshare	69,000	25,500	494,000	69,690	25,755	498,940
Fresno County Office of Education -Court School	Consolidate	4,550	1,250	27,700	4,596	1,263	27,977
Fresno County Office of Education -Medical School	Consolidate	7,900	1,495	29,795	7,979	1,510	30,093
Special Trips	Consolidate	1,275	200	3,810	1,288	202	3,848
Subtotal		82,725	28,445	555,305	83,552	28,729	560,858
FCRTA (Public Transportation)							
Kingsburg Transit		25,350	4,400	41,100	25,604	4,444	41,511
Selma Transit (All routes)		62,355	9,328	101,701	62,979	9,421	102,718
Southeast Corridor Service		11,500	2,110	41,025	11,615	2,131	41,435
Westside Corridor		9,805	2,110	49,300	9,903	2,131	49,793
Huron Inter-City		5,935	1,245	26,700	5,994	1,257	26,967
Orange-Cove Inter-City & In-City		36,765	4,975	60,800	37,133	5,025	61,408
Subtotal		151,710	24,168	320,626	153,227	24,410	323,832
FCRTA (Shared Public & Social Svc)	Rideshare						
Auberry Transit (incl. Inter-City)		2,375	1,910	35,800	2,399	1,929	36,158
Firebaugh Transit		23,200	4,000	63,000	23,432	4,040	63,630
Fowler Transit		12,900	4,000	39,900	13,029	4,040	40,299
Huron Transit		78,200	4,700	27,480	78,982	4,747	27,755
					0	0	0
Mendota Transit		16,600	2,500	29,200	16,766	2,525	29,492
Del Rey Transit		5,540	1,985	31,100	5,595	2,005	31,411
Parlier Transit		8,095	1,995	15,320	8,176	2,015	15,473
San Joaquin Transit		9,930	2,500	41,400	10,029	2,525	41,814
Subtotal		156,840	23,590	283,200	158,408	23,826	286,032
Passenger total		504,838	82,338	1,225,000	509,886	83,161	1,237,250
MEAL DELIVERY TRANSPORTATION:							
Congregate							
FCEOC Meal Delivery -All	Timeshare	446,500	10,540	240,000	450,965	10,645	242,400
Delivery Total		446,500	10,540	240,000	450,965	10,645	242,400
FRESNO RURAL CTSA TOTAL		951,338	92,878	1,465,000	960,851	93,807	1,479,650

S. Fresno County Coordinated Human Services Transportation Plan

In August of 2005, Congress passed SAFETEA-LU (Safe, Accountable, Flexible, Efficient, Transportation Equity Act; A Legacy for Users). SAFETEA-LU is a federal surface transportation program which provides funding for transportation. Specific transit programs are part of the Surface Act. They include the following programs:

1. Elderly and Persons with Disabilities Transportation - (Section 5310);
2. Rural Public Transportation - (Section 5311);
3. Job Access and Reverse Commute (JARC) - (Section 5316); and
4. New Freedom - (Section 5317)

As part of fulfilling the requirement to receive funding from any of these sources, Fresno County must complete a 'Coordinated Human Services Transportation Plan'. The plan accomplishes the following:

1. Identifies resources currently in use for public transit;
2. surveys users to determine current needs and future expectation of users, and
3. develops strategies to close gaps in perceived service levels.

The federal funds are the resources used to close the gaps identified in the plan. The Fresno County Coordinated Human Services Transportation Plan was developed in close cooperation with public transit and human services providers and other stakeholders.

Fresno COG and FAX Staff completed the Fresno County Coordinated Human Services Transportation Plan in November 2007. Following an extended 45 day review period for public comments, the document was adopted by the Fresno COG Board on January 24, 1008 by Resolution 2008-03.

T. Service Recognition

In October 1991, at the National Rural Public Transit Conference in Asheville, North Carolina, the FCRTA was singled out from among 650 other rural transit operators by Mr. Brian Clymer, Administrator of the Federal Transit Administration (formerly the Urban Mass Transportation Administration). He presented his *Outstanding Public Service Award* "in recognition of FCRTA's outstanding efforts in coordination of rural public transit service and efficient and effective service delivery".

The Fresno Council of Governments' Transportation Achievement Award for a Rural Program was presented to the "Fresno County Rural Transit Agency in recognition of our outstanding contributions in enhancing transportation services in Fresno County". A plaque was presented on March 20, 1997 as part of their Annual Transportation Forum at the Center Plaza Holiday Inn in Fresno.

United States Congressman George Radanovich also recognized the tribute by stating: "This award signifies the great honor and respect with which the FCRTA is held by the community. I applaud your dedication to the enhancement of the rural areas. I am confident that whichever new endeavors you seek will provide an even greater source of inspiration for the citizens of the Central Valley. Congratulations again and thank you for your outstanding accomplishments. I send to you my best wishes for every continued success."

California Senator Jim Costa also issued a "Certificate of Recognition in Honor of the Award for Years of Outstanding Dedication and Community Service".

In March 2009, the California Association for Coordinated Transportation (CalACT) awarded individual recognition plaques to the FCRTA and the FCEOC as founding members and in recognition for twenty-five (25) years of continuous membership, and continued recognition of active involvement to promote exceptional transit services to the public. The FCRTA General Manager, Jeffrey D. Webster, also was singled out for the "Distinguished Service Award" for "Always working hard to improve coordination of rural transportation in California".

In April 2011, the California Association for Coordinated Transportation (CalACT) presented the FCEOC with the "Outstanding Rural System Award". They recognized that the Fresno Council of Governments had co-designated FCEOC with the City of Fresno's Fresno Area Express (FAX) and the FCRTA as a Consolidated Transportation Service Agency (CTSA) twenty-eight (28) years ago. And together they have delivered exemplarily service to clients of over two dozen non-profit agencies and general public passengers in Fresno County.

U. Farm Labor Transportation

The tragic 1999 collision of a van transporting field laborers with a semi truck at Five Points in Fresno County caused thirteen (13) farm worker fatalities and became the unfortunate landmark in the history of transportation for agricultural workers in the State of California. This event, which resonates for farm workers even today, resulted in a directive from the Governor's office to begin the Agricultural Industries Transportation Service (AITS) Project in July 2001 with funding from Caltrans and the Federal Transit Administration. Its purpose was to address the pervasive absence of safe and viable options for traveling "to" and "from" the agricultural work sites for thousands of workers who sustain California's agricultural industry.

The California Department of Transportation (Caltrans) funded the AITS Statewide Needs Assessment Study to determine the existence and extent of the unmet transportation needs among the State's agricultural worker population. Additionally, Caltrans wanted to initiate a pilot agricultural worker transportation program in four (4) Central Valley Counties: Fresno, Kern Kings and Tulare. The objective of the study was to build upon the limited information compiled on this population, and to recommend strategies to address the outstanding issues surrounding this form of transportation. In order to achieve the stated goals, the consultant team engaged in several data collection activities which included focus groups and community forums with farm workers and their families conducted throughout the State's major growing regions, telephone and personal interviews with major stakeholder representatives, and mail surveys to the State's licensed farm labor contractors.

The results of the study are contained in a 132 page final report entitled, "Agricultural Industries Transportation Services (AITS) Statewide Needs Assessment Study" that was completed after a three (3) year effort in May 2003. There are several transportation and related improvements needed to create sufficient opportunities for farm workers to avail themselves of safe, affordable and dependable transportation. Further, fundamental changes in access to vehicle insurance, the introduction of vanpools, modifications of federal rules and greater enforcement of vehicle safety lanes will improve the existing situation for the targeted implementation. The final report includes seventeen (17) recommendations for Caltrans to consider for further review, and implementation. The report also recommends further review of both the AITS Pilot Program, and the Farm worker Driver Safety Program, which were beginning to be implemented in late Spring 2003.

The initial AITS Pilot Project budget totaled \$8 million; \$4 million from an FTA Job Access/Reverse Commute (JARC Grant) and \$4 million in matching funds from the Public Transportation Account. An additional \$1 million grant from the National Agency of Traffic Safety Administration to the California Office of Traffic Safety was to fund seat belt education and CHP inspection of farm labor vehicles.

The AITS needs assessment was used to guide the expansion of the Pilot Project currently underway in Fresno, Kern, Kings, and Tulare Counties into a Statewide public transportation service available to farm workers and meeting the needs of the agricultural industry.

The Fresno, Kings, Tulare County AITS project is operated as a public transit component in order to come into compliance with the Federal Department of Labor regulatory guidelines. An ever-expanding fleet of fifteen passenger vans has been purchased. The program began with forty-eight (48) vehicles in Kings County. Following the FCRTA Board of Directors action to enter into a Memorandum of Understanding (MOU) with Kings County, seventy-five (75) additional vans were ordered for eventual service introduction to address the needs in Fresno County.

The Central Valley AITS Pilot Project sought to target transportation services specifically for agricultural workers. Via inter-agency agreements with Fresno and Tulare Counties, the Kings AITS project endeavors to deliver a unique hybrid system of public transportation that is a combination of public sector management services and a private section business model to aid sustainability. They have collaborated with Proteus, the leading service provider in the region and have designed the pilot program with the potential of inherent sustainability given a business model of affordable fares and controlling program overhead costs.

In the Spring of 2007, the Project has 105 farm labor vanpools in operation by residents in each of the three (3) Counties. The residents are trained and certified, to safely operate the vanpool vehicles. The operators of these vehicles both drive the vans and work at agricultural fields and packing facilities in the designated service area. Vanpool fares are \$25 per week based on a total trip length of less than three hundred (300) miles per week, with operating cost averaging \$880 per month.

The initial efforts of the Pilot Program has been confronted with numerous obstacles, barriers, and unforeseen challenges. A few examples of these barriers are the United States Department of Labor (USDOT) regulations barring the project from charging passengers the estimated fares, limits on the number of passengers that can be transported in these vehicles by drivers that are also workers and other impediments that have prevented the Project from being fully implemented in a more timely manner. Over the past year additional concessions have been reached with the Department of Labor.

The Pilot Program now focuses on marketing to target populations while assisting other agencies in establishing their own projects. Valley farm workers now see the AITS project as a viable option in getting to work. Outreach continues at various events held in the area. Extended outreach to other agencies is taking place in areas outside the original three (3) county project area. Interested individuals continue to participate in bilingual classroom and behind-the-wheel training. Numerous participants have graduated, been tested and licensed are now successfully providing transportation service to fellow farm labor workers.

The Central Valley AITS Project has been embraced by workers, local community service providers, legislators, the media and the California Highway Patrol as the single best effort in meeting the transportation needs of both the agricultural industry and the people that work for them. Ongoing performance evaluation status reports will be provided to the FCRTA Board of Directors and the general public.

The ATIS program continues to receive recognition for the positive results benefitting valley farm workers. This resulted in the passage of SB 1135 in 2006, funding expansion into Kern and Madera counties, as well as spurring others to implement Projects in other areas of the State. During the first cycle in 2006-07, \$5,255,552 was awarded. A second cycle in 2007-08 funded additional Projects worth \$10,166,506. The final cycle in 2008-09 funded \$4,577,942 in projects. Presently, all funds are expended with projects underway in twelve (12) additional counties.

The "San Joaquin Valley Express Transit Study" conducted by the County of Merced, is recommending creation of the regional agency. It also made the finding that a publicly operated vanpool system is the most practical and cost effective way of addressing transit needs in the rural San Joaquin Valley. In addition, they recommend the establishment of a central rideshare website and creation of additional park and ride lots.

Expansion of the vanpool project outside of Kings County has resulted in the move to create a State-wide Joint Powers Agency (JPA) of multiple Counties to guide the operations. The Agency would assume operation of both the ATIS Project and the KART Vanpool Program. The Agency is to be referred to as "CalVAN'S". As of April 2011, approximately twelve (12) Counties Council of Governments Policy Boards have signed on to be part of the new organization, which is scheduled to begin on July 1, 2011.

Locally, Measure – C will add to additional available funding in Fresno County. Annually through 2027, \$1,000,000 will be available to expand Farm labor van pools and an equal amount (\$1,000,000) will be available for commuter vanpools.

V. Measure C

The final edition of the Measure "C" Expenditure Plan included the following text relating specifically to rural transit to be addressed and implemented over the next twenty (20) years. These provisions were specifically approved by the Fresno County voters in November, 2006. Staff will address the specifics through the Short Range Transit Plan for the Rural Fresno County area document and annual FCRTA budgets. Many implementation details are yet to be addressed.

Fresno County Rural Transit Agency

Primary Program

1. Install and integrate a regional automated farebox system to enhance transit coordination and seamless passenger travel between transit systems;
2. Expand intra-city services to improve demand responsive paratransit service frequencies to the elderly, disabled, low-income, and youth of rural Fresno County;
3. Complete fleet conversion to low emission buses;
4. Deploy other operational and infrastructure improvements such as construction of a dispatch terminal, utilizing intelligent transportation system technology such as safety surveillance cameras and global positioning systems to provide better services within and between the rural incorporated cities and unincorporated communities;
5. Expand inter-city service to improve scheduled fixed-route service frequencies to address trips for employment;
6. Implement an unincorporated County area shuttle program;
7. Implement escort medical transit service program;
8. Expand transit services to the Eastside and Westside of Fresno County; and
9. Implement sub-regional Eastside and Westside transit terminal facilities with compressed natural gas and hydrogen refueling stations.

Secondary Program

1. FCRTA's phased implementation will accomplish all the Primary Programs within the twenty year time frame of available funding resources.

The following Measure "C" funding policies will apply to each of the transit agencies, and/or entity, to implement with their respective programs.

Seniors Fare Subsidy Earmark Programs

Primary Program

Free General Public Transit Fare Program for Seniors 65 years of age and Older

1. Each transit agency will commit to implement a Measure "C" reimbursement program from earmarked funds, to implement free fares for general transit ridership, for seniors 65 years of age and older. This program was implemented by Fresno, Clovis and the FCRTA in July 2007. It has been well received.
2. At 5-year intervals, each transit agency will conduct a performance evaluation to determine if the free senior fare reimbursement program is meeting its intended goals of increasing senior ridership on general public transit services. The evaluation will measure actual senior usage and fare reimbursement versus available program funding to ensure continued viability.
3. If ridership increases beyond the earmark of available Measure "C" funding other funding sources may be utilized to continue the free senior fare program, otherwise the transit agencies may charge a reduced fare to augment and continue this Measure "C" fare subsidy program.

Secondary Program

Taxi Scrip Program for Seniors 70 years of age and Older

1. Each of the three (3) transit agencies will commit to develop a *Taxi Scrip Program* for persons 70 years of age and older, who do not meet ADA eligibility requirements for access to paratransit services.
2. The program will be uniform between the three agencies and will provide for the purchase of a predetermined amount of scrip to be used for taxi service by those who are qualified to use the program.
3. The details of the "scrip ratio" will be determined by the transit agencies at the time the program is implemented. This program was implemented in July 2008. It has been advertized with radio and television commercials in the Winter of 2008-09. It has been well received, and has become quite popular county-wide.
4. At 5 year intervals each transit agency will conduct a performance evaluation to determine if the program is meeting its intended goals of increasing ridership amongst eligible seniors of the *Taxi Script Program* and assess whether or not to continue, or redirect the funding to a more effective alternative

Public Transit Agency Performance Criteria

1. Measure "C" funds can be used to provide new / demonstration service for a period of up to three (3) years. The service must meet the minimum performance standards of each transit agency.
2. Service that does not meet the minimum performance standards may be discontinued; unless the transit agency can demonstrate that continued reduced / minimal "life-line" service is in the best interest of the community.
3. Any request to extend such "life-line" service(s) shall be reviewed by the Council of Fresno County Government's Fresno COG Social Service Transportation Advisory Council (SSTAC) with final approval made by the appropriate transit agency board

Phase 1 - Public Transportation Infrastructure Study / Transit Consolidation

In 2006, Fresno County Voters approved a Measure "C" half-cent sales tax for transportation. Measure "C" included a projected \$5 million reserve for the completion of the Public Transportation and Infrastructure Study (PTIS) and the formation of a regional transit agency. The Public Transportation Infrastructure Study (PTIS) will evaluate mobility needs and opportunities, and identify strategies for public transit and transit supportive infrastructure development that will result in wider acceptance and use of non-automobile transportation modes such as public transit, bicycle and pedestrian travel. In addition to the development of viable alternative public transportation options for Fresno County, this study seeks to develop ridership projections and cost estimates for various growth and development scenarios that will be used to establish a long-range plan leading to optimum connectivity within the region.

Phase I of the PTIS evaluated existing and planned land uses, mapped residential and employment densities, and identified primary travel corridors for communities outside of the Fresno/Clovis Metropolitan Area (FCMA). Phase I also reviewed existing land use policies and developed a set of transit supportive recommendations. The document was accepted by the Fresno COG Board in Phase I reports are available on the Fresno COG website at www.fresnocog.org.

Phase 2 – Public Transportation Infrastructure Study (PTIS)

The Measure C Extension Plan includes a projected \$5.1 million (\$255,000 annually) for the completion of the PTIS and the formation of a regional transit agency. A General Planning Task Order Request for Proposal (TORFP) has been developed for this process. The advantages of a General Planning Task Order include: maximizing the benefit of the Consultant's knowledge and experience; maintaining flexibility in the process so that new information, public comment and changing circumstances such as advances in technology can be addressed by adjusting work tasks; and lastly, it only encumbers funds for ordered tasks rather than for the entire project.

The original PTIS budget was set at \$3 million; however, because significant work has already been completed including Phase I of the PTIS and other related planning studies such as the Fresno Downtown Transportation and Infrastructure Study (DTIS), a Bus Rapid Transit Plan, City of Fresno Activity Center Study, City of Fresno South East Growth Area Specific Plan and a Metro Rural Loop Feasibility Study, Staff does not anticipate needing \$3 million to complete the PTIS.

Additionally, the Downtown Fresno Streetcar Feasibility Study has been included in the scope of services for the Phase II PTIS. Funding for the streetcar study has been capped at \$250,000, which is the amount that the COG Policy Board approved in September 2007.

On April 7, 2008, a Request for Proposals for Phase II of the PTIS was released. On May 15, 2008, four (4) proposals were received. A proposal selection committee evaluated the proposals and recommend a preferred consulting team. The Fresno COG Board approved the selection of Kimley-Horn and Associates to conduct Phase II of the PTIS. The study should be completed in June 2011.

Transit Consolidation

Fresno COG commissioned a study to determine if consolidation of the various public transit agencies is viable. This Measure "C" Plan will provide funding to implement study recommendations should consolidation be warranted. Activities included coordination with each transit agency to discuss the consolidation effort, development of a Joint Powers Agreement (JPA) or some other similar document to consolidate under one agency all transit service functions, and other required consolidation tasks that will result in implementation of Study recommendations.

The "Public Transportation Regional Agency Formation" Report, included peer evaluations, policy level stake holder interviews, an evaluation of existing system performance and coordination efforts, found that Fresno County public transportation operators already have a high level of

cooperation and coordination. Additionally, based on peer evaluations, Fresno County Operators are providing a cost effective and productive service. The Study recommends the formation of a "Transit Coordinating Council" which would consist of policy level members and technical Staff support. The purpose of the Council would be to continue to explore improved coordination potentially leading a regional transit agency. The final report was accepted by the Fresno COG Board on September 27, 2007. The Report is available on the Fresno COG website at www.fresnocog.org.

Another Contract was awarded to the same consultant to explore the specific details of each of the three (3) Agencies (City of Fresno's Fresno Area Express, City of Clovis' Clovis Transit, and the FCRTA) in order to compare there similarities to other transit agency who have successfully consolidated their transit operators to determine how they did it, what are the lessons learned, and any pitfalls that they experienced and how they were resolved satisfactorily. The study team consists of the professions representing each agency, with an additional peer. The results of this Study will be available in the September 2011, and should be able to recommend if the concept is a "go" or "no go". If it's a "no go", the study will document the findings and the alternative will be put to rest, until a future time. If it's a "go" a "Policy Coordinating Council will be formed with elected officials, Agency Administrative Staff, and other interested participants. Their Meetings will be open to the general public to encourage comments in order to facilitate the transition to a single entity that may be responsible for all the Urban and Rural general public transit services in Fresno County.

ADA / Seniors / Paratransit

Dedicated funding would be available for ADA and Senior / Paratransit services under the Regional Public Transit Program and could be used as matching funds for state or federal funds or to augment funding under the Public Transit Agencies Program or programs contained in the Local Transportation Program. Details regarding the funding process and implementing guidelines were further defined by Fresno COG and considered for approval by the Authority.

Van Pool Programs

Public / Private Competition

Measure "C" funds can subsidize van pool programs within Fresno County. The programs would be evaluated for funding allocation based upon an open competitive process. The Vanpool Program should provide an equal opportunity for both public and private industry competition, as well as potential public / private partnerships. Details regarding the funding process and implementing guidelines were further defined by Fresno COG and considered for approval by the Authority in 2007.

Commuter Van Pool Performance Criteria

1. The Fresno County Transportation Authority, in coordination with Fresno COG issued a Request for Proposals to qualified entities to provide such a service. Two (2) vendors were approved.

All commuter vanpools using Measure "C" funds allocated for this purpose must originate within Fresno County. This does not preclude an agency to use other Measure "C" funds (e.g., Regional Public Transit, Local Transportation Program) to subsidize additional Commuter Vanpools.

2. Allocations of Measure "C" funds for vanpools will be prioritized based on overall cost effectiveness and air quality benefit.
3. Kings County and Enterprise Car Rental are currently implementing the program. Several new vanpools have been formed successfully.

Farm Worker Van Pools

1. Dedicated Revenue Stream for Farm worker Vanpools.

Each of the two sub-programs (Car & Van Pool and Farm worker Van Pool) should receive equal Measure "C" funding. In addition, the Farm worker Van Pool Program is required to operate in accordance with federal regulations and Measure "C" funding for Farm worker Van Pool Programs within Fresno County is to be allocated to entities through an open competitive process. Details regarding the funding process and implementing guidelines were further defined by Fresno COG and considered for approval by the Authority.

Farm Worker Van Pool Performance Criteria

1. The Fresno County Transportation Authority will issue a Request for Proposals to qualified entities to provide such a service.
2. The RFP included specific performance criteria and specific operating standards needed to operate such a service in the State of California.
3. All farm worker vanpools using Measure "C" funds allocated for this purpose must originate within Fresno County. This does not preclude an agency to use other Measure "C" funds (e.g., Regional Public Transit, Local Transportation Program) to subsidize additional Farm worker Vanpools.
4. Allocations of Measure "C" funds for vanpools will be prioritized based on overall cost effectiveness and air quality benefit

Advanced Transportation Technologies

Eligible Projects & Urban / Rural Allocation

A portion of this funding allocation can be programmed and available for efforts needed to implement the new technologies. Also, the sub-category should be renamed to New Technology Reserve, and defined as a funding program for new transit technologies such as Personal Rapid Transit (PRT) or similar system. A further recommendation was that if the sub-category does not resonate with the voters in the follow-up poll it could be eliminated. It can also be eliminated if during the biennial Expenditure Plan update a detailed evaluation of the feasibility and likelihood of implementing such a system after ten (10) years is not eminent, or if construction is not eminent within 15 years after the Measure passes. The funds would then revert back to the Expenditure Plan update process to be allocated where the greatest need then exists. Details regarding the funding process and implementing guidelines will be further defined by Fresno COG and considered for approval by the Authority.

W. Public Transportation Modernization, Improvement and Service Enhancement Account (PTMISEA)

In November 2006, California voters approved Proposition 1B which placed \$3.6 billion into a new account referred to as the Public Transportation Modernization, Improvement and Service Enhancement Account (PTMISEA). It is at the discretion of the State legislature to appropriate this funding to transit operators. In 2007 the legislature appropriated \$600 million via Senate Bill (SB) 88. They may appropriate different levels in future years. The criteria by which they make allocations may also change.

SB 88 calls for the \$600 million to be allocated to agencies and transit operators who are eligible to receive State Transit Assistance funding pursuant to Sections 99313 and 99314 under new sections 8879.55 (a2) and 8879.55(a3) respectively.

Allocations were proportional to the share of State Transit Assistance (STA) allocated to each agency in FY 2004-05, 2005-06, and 2006-07. Eligible projects were submitted to Caltrans to determine eligibility with SB 88.

The State Controllers Office initially calculated and distributed the Section 8879.55(a3) funding based on the Section 99314 revenue formula. The Section 8879.55(a2) funding is distributed by the Metropolitan Planning Organization's (MPO) per Section 99313 by population. The initial allocation to Fresno County operators totaled \$8,217,473.

Eligible Capital Projects (or a minimum operable segment of a project) must address the following purposes:

1. Rehabilitation, safety, or modernization improvements;
2. Capital service enhancement or expansion;
3. New capital projects;
4. Bus rapid transit improvement; or
5. Rolling stock procurement, rehabilitation or replacement.

A month later the State Controller decided to included the PTMISEA as part of the State Transit Assistance Estimate and the 2007-08 Transportation Development Act Claims were adopted using this estimate. However, STA can be used for operations while the PTMISEA must be used for capital. Therefore, approximately \$6.5 million in PTMISEA was adjusted out of the STA resulting in Local Transportation Funding (LTF) that was originally claimed for Streets and Roads being transferred to Transit Operations.

The current appropriation is for three years, therefore funding not allocated in 2007-08 will carry over, however there is no guarantee that the Legislature will not revise the guidelines. In 2007-08 Transit agencies, including the Fresno County Rural Transit Agency (FCRTA) began preparing a list of eligible projects to submit to Caltrans.

To date, the FCRTA has submitted six (6) Applications for twenty-two (22) vehicles, sixty (60) electronic fareboxes, Mendota Transit Service expansion to serve the new prison, four (4) CNG pumps totaling \$2,659,275.

In November 2008, the Legislature and the Governor decided to eliminate future STA funding as a means of balancing the State Budget. In December of 2007-08, PTMISEA funding was suspended by the Governor due to the circumstances of the growing deficit in the State Budget. The State Controller was unable to sell the necessary Bonds to support this and many other Programs. The PTMISEA Program is expected to be restored as the economy recovers.

X. California Transit Assistance Fund (CTAF)

California voters approved Proposition 1B in November 2006. It included \$600 million for Transit System Safety, Security and Disaster Response to be available over a ten year period per Senate Bill (SB) 88. Fresno County's share of the first year's apportionment was \$821,939. The program is to be administered similar to the Public Transportation Modernization, Improvement and Service Enhancement Program (PTMISEA) in that the funds are allocated to Transit Operators per the formula used to allocate State Transit Assistance funds. Project applicants submit projects to the Fresno COG in its role as the Metropolitan Planning Organization (MPO). Fresno COG forwards them to the State Office of Homeland Security, (OHS) who then instructs the State Controller to make allocations directly to the applicant.

The State Controller's office first notified the Fresno COG of this program in January 2007, however at the time the Department of Homeland Security had not published grant guidelines. In

the subsequent organization, the Fresno COG was omitted from the initial mailing list, but repeated contacts resolved the matter. The deadline for the projects was April 11, 2008. Funds not requested in the year of apportionment will carry over to the following year but may be subject to changes in legislation. Currently, the Department of Homeland Security will allow applicants to submit a project based on future allocations, however, they will not guarantee the amount of year to year allocations.

Eligible activities include:

1. A capital project that provides increased protection against a security or safety threat, including, but not limited to the following:
 - a.. Construction or renovation projects that are designed to enhance the security of public transit stations, tunnels, guide ways, elevated structures or other transit facilities and equipment.
 - b. Explosive device mitigation and remediation equipment.
 - c. Chemical, biological, radiological and nuclear explosives search, rescue or response equipment.
 - d. Interoperable communications equipment.
 - e. The installation of fencing barriers, gates or related security enhancements that are designed to improve the physical security of transit stations, tunnels, guide ways, elevated structures or other transit facilities and equipment.
 - f. Other security related projects approved by OHS.
- 2.. A capital project that increases the capacity of transit operators to prepare for disaster response transportation systems that can move people, goods, emergency personnel and equipment in the aftermath of disaster.

The Fresno County transit operators (FAX, Clovis and FCRTA) were notified and put together 8879.55(a)(2) applications totaling \$719,757. The FCRTA submitted an Application for a Phase 1 On- Board Vehicle Video Surveillance Recording System for \$169,697. The second year funding for the three (3) operators increased to \$819,958. The FCRTA submitted it's second Application for Phase 2 for an additional \$170,941.

CHAPTER IV

EXISTING SERVICE EVALUATION & RECOMMENDATIONS

A. Summary of Operational Indicators

In an effort to evaluate the efficiency and effectiveness of each of the transit operating components in the rural areas, operating standards have been developed to analyze FCRTA's individual subsystems. The standards are based on the individual performance of each subsystem measured in relation to the average operation of all similar services.

For purposes of this analysis, eighteen (18) FCRTA subsystems have been reviewed for their performance during fiscal year 2009-10

Six (6) primary operational indicators have been developed from performance standard indicators recommended in Section 99244 of the Transportation Development Act of 1982 as amended. These indicators will be utilized to evaluate the various transit operations.

1. Passengers per Hour
2. Passengers per Mile
3. Cost per Passenger
4. Cost per Hour
5. Cost per Mile
6. Farebox Recovery Ratio

The objective of comparing the subsystem operations is to provide an indicator of the relative strengths and weaknesses of individual components of the FCRTA system, as well as indicate general areas where changes should be considered. Where changes are indicated, additional information (including further variations of the primary operational indicators, ridership surveys, etc.) should be utilized in evaluation efforts, and substantive recommendations will be made. The field of recommendations that may result from the evaluations may range from complete elimination of service to service expansion and any variation in between.

The following pages note the development of a system-wide average for each operational indicator, for each similar type of transit operation. FCRTA's subsystem standards are expressed (Exhibit IV-8) for a typical full-time (40 hours per week) intra-city operation. It should be understood that further deviations from these standards occur with part-time, and inter-community and inter-city rural services. In addition to these standards, a minimum performance standard is established at 60% of the average. This 60% figure is an overall industry standard that assumes a transit system such as FCRTA will tolerate some components below average performance, balanced against the higher performing components. This 60% figure represents a point at which it becomes necessary to re-evaluate the particular service that falls below unexplained or justified minimum standards with the objective of modifying it to make it more efficient. To this end, each service component of the total FCRTA system should attempt to achieve, if technically feasible, 60% of the system-wide performance standard for similar components for each indicator (except

cost indicators). To permit more flexibility for the differing costs incurred by each component (recognizing size of community, service area, inter-city/community travel distances, differing equipment, types of service, etc.) the standard for "Cost per Hour" and "Cost per Passenger" is established at 140% of the average of similar operations. Exhibits IV-1 and IV-2 summarize the results of the productivity evaluation for fiscal years 2205-06 through 2009-10. Exhibits IV-3 through IV-15 summarize the relative performance of each of FCRTA's operations by indicator.

Following the presentation of the performance indicators is a component-by-component summary of relative strengths and weaknesses, and a notation of areas where changes should be considered.

It should be noted that expenditures and revenues attributable to "charter" operations have not been considered in this analysis, since charter activities are no longer permitted by Federal Law.

B. FCRTA Sub-System Productivity Evaluation

The annual "Transit Productivity Evaluation" for the fiscal year 2009-10 is presented to Fresno COG Policy Board in conjunction with this Plan. This evaluation is conducted annually to assess the progress of transit operators who receive State Transportation Development Act (TDA) funds and to recommend potential productivity improvements. The following sections and associated exhibits are derived from the evaluation of FCRTA and its subsystems.

As shown on Exhibits IV-1 through IV-15, eighteen (18) subsystems were analyzed for their productivity during fiscal year 2009-10.

Eleven (11) of the subsystems operated beyond reasonable performance expectations for at least one (1) of the six (6) productivity criteria used to evaluate FCRTA's annual performance. Incorrectly assuming that exceedance of one (1) productivity measure could result in termination of a subsystem, Huron Transit, Kerman Transit, Kingsburg Transit, San Joaquin Transit, Southeast Transit and Westside Transit service would be affected. Del Rey Transit, Laton Transit and Parlier Transit exceeded the standard for two (2) criteria. Auberry Transit and Coalinga Transit did not meet the standards for three (3) criteria.

One of the overriding unresolved issues in evaluating the rural subsystems is determining the point at which a subsystem is considered unproductive. Is a subsystem "unproductive" when one (1) or more of six (6) of the productivity criteria are not met without reasonable justification and over what time period? If a subsystem fails to meet one (1) of the criteria but performs above the overall system average in other productivity criteria, what impact does this have on the evaluation process? Further, should the criteria be weighted based on passengers, cost or farebox for determining the efficiency of a subsystem? Or is the basis of the current evaluation methodology at fault, is it indeed appropriate to lump all the subsystems together, irrespective of the known circumstances for each operation? Does the level and type of service and operator in a given community affect the resultant performance of the operation? Does a community's layout, land use, street network influence an operator's ability to effectively provide service? Does vehicle type, size, and number help or hinder an operation?

Upon such determinations, the concern then is whether to allow the subsystem to implement efficiency measures to improve its productivity within a given period of time, or whether to immediately eliminate or reconsider the subsystem for an alternative type of transit service. The Fresno COG political process must address these issues directly. Resulting policy decisions could impact the definition of "reasonable to meet" as defined for purposes of the annual Unmet

Transit Needs process, and most importantly, would determine the continuation or elimination of transit services in rural communities in Fresno County.

While the questions addressed above pose numerous political problems, a number of organizational and operational alternatives are available to alleviate certain issues. For example, "unproductive" general public service may be reflecting a service that would be more appropriately operated as "specialized service" by the CTSA and funded through Article 4.5 and/or Article 8© funds.

Additionally, the service provider should be evaluated to determine the efficiency of the operation i.e., a contract provider such as the rural CTSA versus a city staff operation.

C. 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 2007-2008 through 2009-2010. 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 FY2008-2009 and FY 2009-2010 resulted in mixture of increases and decreases as a reflection in the overall economy. The total vehicle service hours increased 1,431 hours or 2.13%. This in turn resulted in an increase in vehicle miles traveled, 24,305 miles or 2.63%. Costs increased \$170,484.32, or 3.86%. Total passengers increased 14,832, or 3.32%. Of the total passengers: seniors decreased -3,587, or -3.01%; disabled increased 269 or 2.56%; and general public increased 18,141, or 5.73%. Resultant fares decreased -\$6,529.55, or -1.14%.

Performance characteristics changed incrementally over the previous year's productivity characteristics: 6.72 passengers per hour, up from 6.64; 0.49 passengers per mile, up from last year's 0.48. Cost per hour decreased \$0.19 per hour (from \$67.06 to \$66.87); costs per mile decreased \$0.04 (from \$4.88 to \$4.84); cost per passenger decreased \$0.14 (from \$10.10 to \$9.96). The resulting farebox recovery percentage decreased 0.37% (from 12.70% to 12.33); still in excess of the minimum 10.00% requirement.

It must be noted that during the 2009-10 Fiscal Year, the economic downturn continued to 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 increased slightly 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 increased on most

subsystems. The impact was most reflected on farebox receipts. Twelve (12) 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 10.75%. 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 meet the minimum 10% farebox recovery standard. After that action, the resulting overall farebox was 12.33%.

	Achieved Farebox Percentage	Addition of Measure -C Revenues	Resultant Farebox Percentage
1. Auberry Transit	5.39%	\$ 6,533.36	10.00%
2. Coalinga Transit	14.31%	\$ 0.00	14.31%
3. Del Rey Transit	22.27%	\$ 0.00	22.27%
4. Dinuba Transit	15.54%	\$ 0.00	15.54%
5. Firebaugh Transit	6.61%	\$ 7,414.26	10.00%
6. Fowler Transit	4.64%	\$11,246.75	10.00%
7. Huron Transit	18.50%	\$ 0.00	18.50%
8. Kerman Transit	7.93%	\$ 3,607.08	10.00%
9. Kingsburg Transit	6.60%	\$10,707.05	10.00%
10. Laton Transit	3.18%	\$ 0.00	3.18%
11. Mendota Transit	8.26%	\$ 2,794.50	10.00%
12. Orange Cove Transit	18.37%	\$ 0.00	18.37%
13. Parlier Transit	5.26%	\$ 6,832.94	10.00%
14. Reedley Transit	9.39%	\$ 3,359.79	10.00%
15. Sanger Transit	11.28%	\$ 0.00	11.28%
16. San Joaquin Transit	4.86%	\$ 9,717.95	10.00%
17. Selma Transit	8.74%	\$ 6,680.40	10.00%
18. Southeast Transit	21.56%	\$ 0.00	21.56%
19. Juvenile Justice Transit	2.27%	\$ 3,931.32	10.00%
20. Westside Transit	21.29%	\$ 0.00	21.29%
TOTAL	10.75%	\$72,825.38	12.33%

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 increase their base fare from \$1.00 to \$1.25 in FY2010-11) 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 2010-11 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 an 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 (S RTP) for the Rural Fresno County Area.

TABLE IV-1
FY 2007-2008 to FY 2009-2010 Summary of FCRTA Totals

Fiscal Year	Seniors	Disabled	General Public	Total Passengers	Fares	Mileage	Hours	Cost
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	67,246	\$4,422,171
FY 2009 – 10	115,750	10,767	334,712	461,229	\$566,363	949,181	68,677	\$4,592,655

TABLE IV-2
FY 2007-2008 to FY 2009-2010 Summary of FCRTA Performance Characteristics

Fiscal Year	Pass/Hour	Pass/Mile	Cost/Hour	Cost/Mile	Cost/Pass	% Farebox
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
FY 2009 – 10	6.72	0.49	\$66.87	\$4.84	\$9.96	12.3

EXHIBIT IV-3
Performance Characteristics

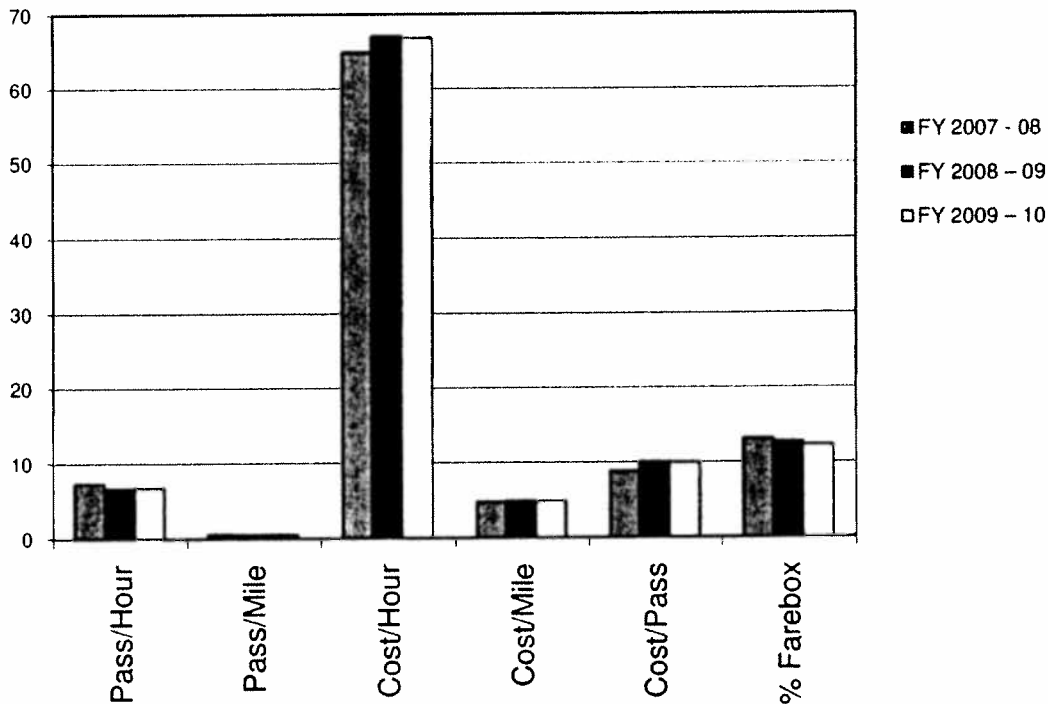


Table IV-4
FY 2008-2009 FCRTA System Summary

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	\$4,422,170.68

Table IV-5
FY 2009-2010 FCRTA System Summary

FCRTA Subsystems:	Total Seniors:	Total Disabled:	Total General Public:	Total Passengers:	Total Fares:	Total Mileage:	Total Hours:	Total Cost:
Auberry Transit	1,968	24	372	2,364	\$14,183.26	35,460	1,756	\$141,832.58
Coalinga Transit	1,735	16	11,988	13,739	\$57,704.30	83,463	3,345	\$403,166.02
Del Rey Transit	2,669	27	2,843	5,539	\$20,719.75	30,949	1,746	\$93,057.85
Dinuba Transit	1,000	0	10,573	11,573	\$7,814.34	48,514	2,602	\$50,286.68
Firebaugh Transit	6,898	262	16,009	23,169	\$21,896.19	62,647	3,836	\$218,961.89
Fowler Transit	5,013	1,053	6,815	12,881	\$21,001.30	39,622	3,828	\$210,012.96
Huron Transit	7,648	133	76,358	84,139	\$59,110.23	53,557	5,688	\$319,518.44
Kerman Transit	2,803	21	5,096	7,920	\$17,460.14	13,098	1,772	\$174,601.39
Kingsburg Transit	12,088	1,886	11,330	25,304	\$31,490.05	40,798	4,232	\$314,900.48
Laton Transit	1,476	0	5,903	7,379	\$1,705.00	26,896	1,401	\$53,590.00
Mendota Transit	2,635	455	13,477	16,567	\$16,106.38	28,927	2,366	\$161,063.79
Orange Cove Transit	8,227	1,279	26,663	36,169	\$59,951.89	60,252	4,716	\$326,428.11
Parlier Transit	2,605	95	5,391	8,091	\$14,410.39	15,067	1,868	\$144,103.85
Reedley Transit	10,654	2,409	55,694	68,757	\$55,329.46	104,573	8,973	\$553,294.56
Sanger Transit	21,811	1	20,768	42,580	\$37,084.75	63,557	4,652	\$328,696.01
San Joaquin Transit	83	4	9,813	9,900	\$18,892.89	41,185	2,375	\$188,928.92
Selma Transit	22,847	2,177	37,736	62,760	\$53,197.27	101,504	8,760	\$531,972.67
Southeast Transit	1,233	698	9,545	11,476	\$25,525.50	40,537	1,986	\$118,416.43
Juvenile Justice Campus Transit	0	10	1,117	1,127	\$5,087.32	13,507	791	\$50,873.23
Westside Transit	2,357	217	7,221	9,795	\$27,692.90	45,068	1,986	\$130,100.47
SYSTEM TOTALS	115,750	10,767	334,712	461,229	\$566,363.31	949,181	68,677	\$4,592,655.00

Table IV-6

Numeric Change in FCRTA System Summaries
FY 2008-2009 vs. FY 2009-2010

FCRTA Subsystems:	Total Seniors:	Total Disabled:	Total General Public:	Total Passengers:	Total Fares:	Total Mileage:	Total Hours:	Total Cost:
Auberry Transit	424	2	-147	-569	\$1,777.88	4,927	17	\$17,778.75
Coalinga Transit	32	-7	1,384	1,409	\$18,275.20	3,992	123	-\$4,078.48
Del Rey Transit	-51	13	-176	-214	-\$171.80	230	10	\$464.27
Dinuba Transit	487	0	4,623	4,136	\$3,398.88	708	208	\$6,771.68
Firebaugh Transit	141	47	-2,103	2,009	-\$88.59	4,159	-8	\$6,166.93
Fowler Transit	318	129	-3,980	-3,533	-\$1,400.98	-1,796	-14	-\$6,956.99
Huron Transit	128	92	3,870	4,090	\$4,113.70	2,501	-10	\$703.80
Kerman Transit	-143	-27	1,091	921	\$52.48	-1,079	-95	\$7,577.55
Kingsburg Transit	806	4	911	109	-\$1,366.47	1,338	10	-\$6,611.89
Laton Transit	181	0	723	904	-\$3,635.60	41	-201	\$183.99
Mendota Transit	-1,018	130	574	-314	-\$47.49	-2,293	0	\$6,577.88
Orange Cove Transit	-404	222	2,738	2,556	\$2,949.01	-192	-34	\$26,729.49
Parlier Transit	-354	-30	1,140	756	\$92.39	-2,221	-8	\$7,976.63
Reedley Transit	-311	619	1,890	2,198	\$3,452.10	8,906	605	\$47,400.86
Sanger Transit	183	-672	906	417	-\$258.27	-3,061	-45	\$18,844.01
San Joaquin Transit	39	-7	-1,896	-1,864	\$3,173.75	-1,896	-10	\$38,790.26
Selma Transit	41	426	3,648	4,115	-\$4,608.44	4,872	587	-\$39,031.72
Southeast Transit	-711	-665	2,051	675	\$1,833.80	221	0	-\$22,145.54
South Sierra Transit	-97	7	1,022	932	\$1,693.15	4,699	296	\$16,931.54
Westside Transit	157	80	-129	108	\$786.15	249	0	-\$32,437.37
SYSTEM TOTALS	-3,587	269	18,141	14,823	-\$6,529.55	24,305	1,431	\$170,484.32

Table IV-7

Percentage Change in FCRTA System Summaries
FY 2008-2009 vs. FY 2009-2010

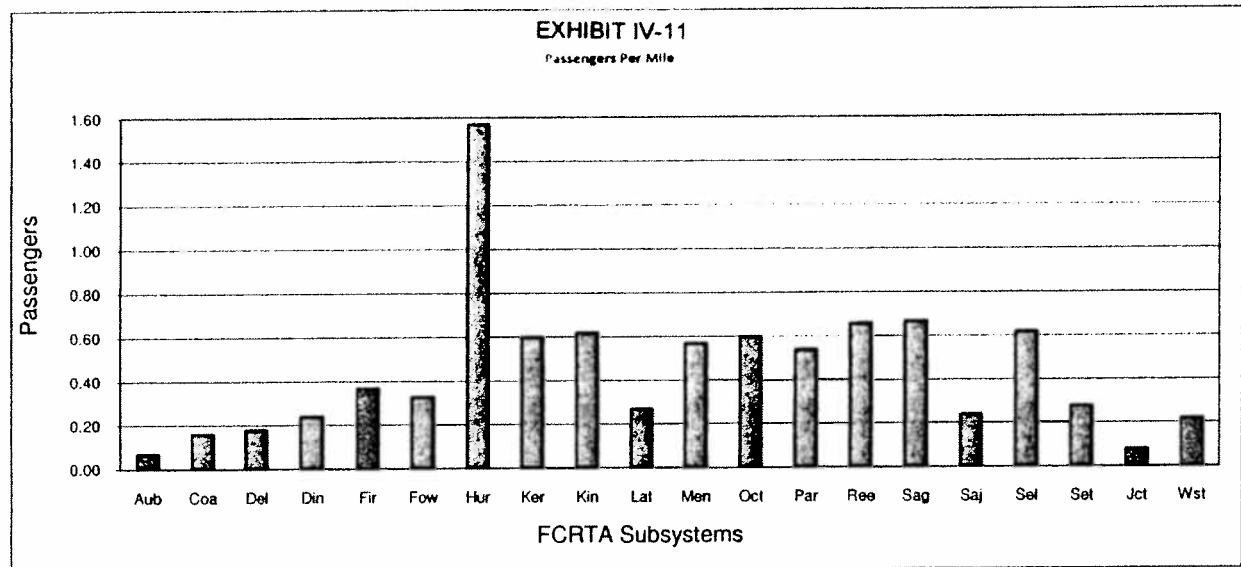
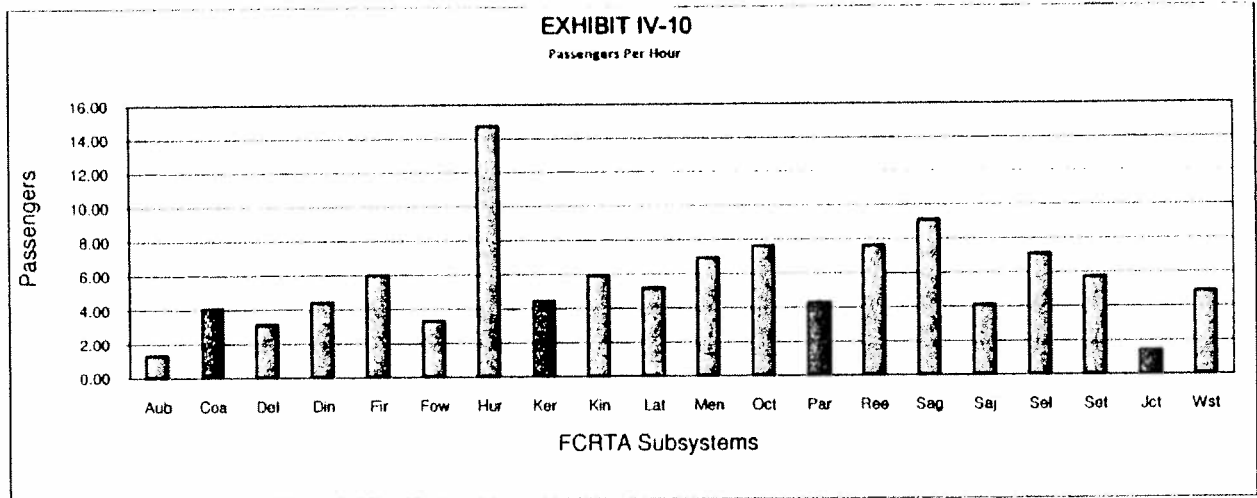
FCRTA Subsystems:	Total Seniors:	Total Disabled:	Total General Public:	Total Passengers:	Total Fares:	Total Mileage:	Total Hours:	Total Cost:
Auberry Transit	-17.73%	9.09%	-28.32%	-19.40%	14.33%	16.14%	0.98%	14.33%
Coalinga Transit	1.88%	-30.43%	13.05%	11.43%	-24.05%	5.02%	3.82%	-1.00%
Del Rey Transit	-1.88%	92.86%	-5.83%	-3.72%	-0.82%	0.75%	0.58%	0.50%
Dinuba Transit	-32.77%	0.00%	77.71%	55.61%	76.98%	1.48%	8.69%	15.56%
Firebaugh Transit	2.09%	-15.21%	-11.61%	-7.98%	-0.40%	7.11%	-0.21%	2.90%
Fowler Transit	6.77%	13.96%	-36.87%	-21.52%	-6.25%	-4.34%	-0.35%	-3.21%
Huron Transit	1.70%	224.39%	5.34%	5.11%	7.48%	4.90%	-0.18%	0.22%
Kerman Transit	-4.85%	-56.25%	27.24%	13.16%	0.30%	-7.61%	-5.09%	4.54%
Kingsburg Transit	-6.25%	0.21%	8.74%	0.43%	-4.16%	3.39%	0.24%	-2.06%
Laton Transit	13.96%	0.00%	13.96%	13.96%	-68.07%	0.15%	-12.55%	0.34%
Mendota Transit	-27.87%	40.00%	4.45%	-1.86%	-0.29%	-7.34%	0.00%	4.26%
Orange Cove Transit	-4.68%	21.00%	11.44%	7.60%	5.17%	-0.32%	-0.72%	8.92%
Parlier Transit	-11.96%	-24.00%	26.82%	10.31%	0.65%	-12.85%	-0.40%	5.86%
Reedley Transit	-2.84%	34.58%	3.51%	3.30%	6.65%	9.31%	7.22%	9.37%
Sanger Transit	0.85%	-99.85%	4.56%	0.99%	-0.69%	-4.59%	-0.96%	6.08%
San Joaquin Transit	88.64%	-63.64%	-16.19%	-15.84%	20.19%	-4.40%	-0.40%	25.84%
Selma Transit	0.18%	24.33%	10.70%	7.02%	-7.97%	5.04%	7.18%	-6.84%
Southeast Transit	-36.57%	-48.79%	27.37%	6.25%	7.74%	0.55%	0.00%	-15.76%
South Sierra Transit	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Westside Transit	7.14%	58.39%	-1.76%	1.11%	2.92%	0.56%	0.00%	-19.96%
SYSTEM TOTALS	-3.01%	2.56%	5.73%	3.32%	-1.14%	2.63%	2.13%	3.86%

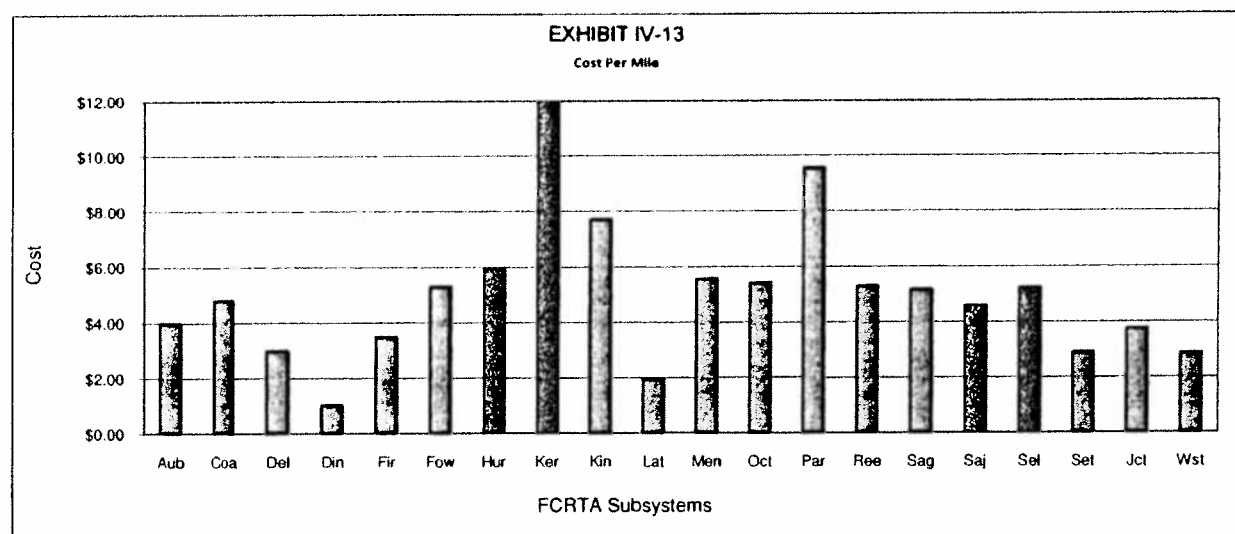
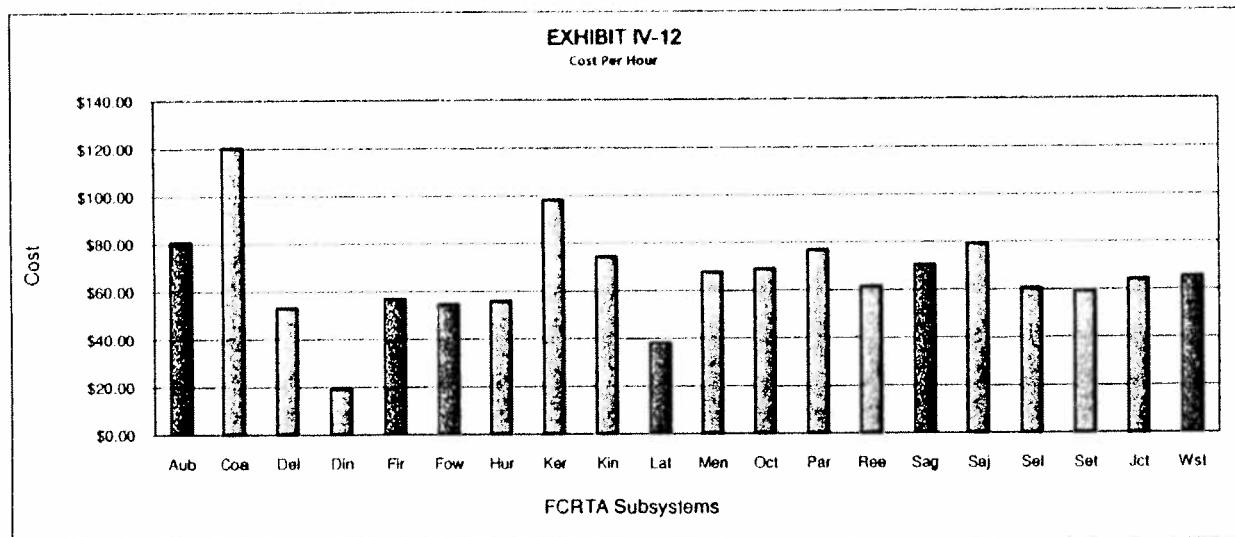
Table IV-8
FY 2008-2009 Summary of FCRTA Performance Characteristics

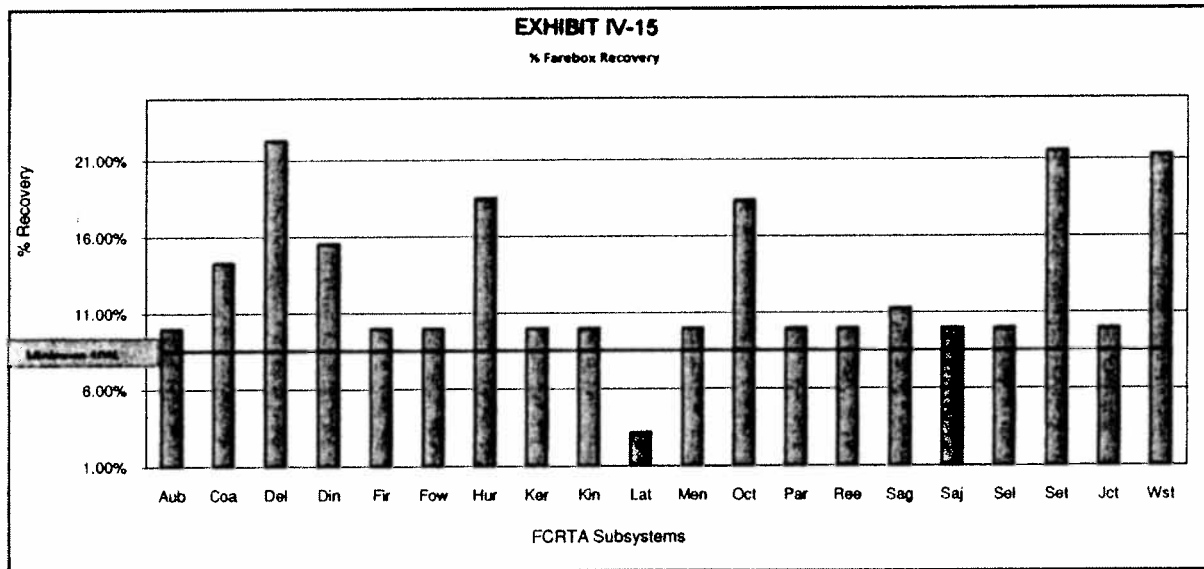
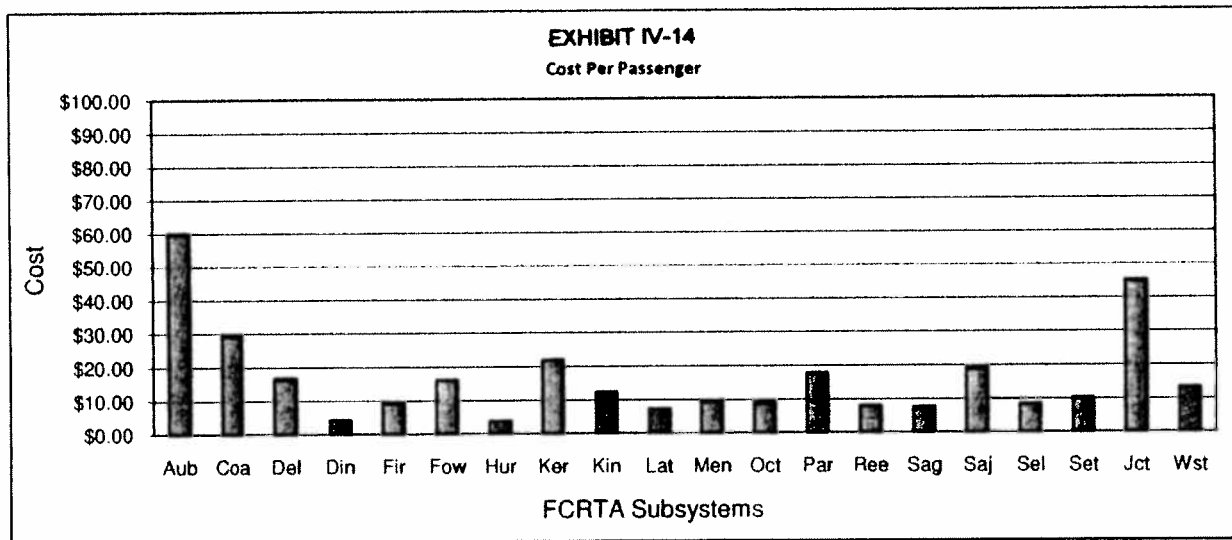
FCRTA Subsystems:	Pass/ Hour	Pass/ Mile	Cost/ Hour	Cost/ Mile	Cost/ Pass	Farebox Percentage	Times Beyond Reasonable Standards
Auberry Transit	1.69	0.10	\$71.34	\$4.06	~~\$42.30~~	10.00%	3
Coalinga Transit	3.83	0.16	~~\$126.39~~	\$5.12	~~\$33.03~~	18.66%	3
Del Rey Transit	3.31	0.19	\$53.34	\$3.01	\$16.09	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	~~\$8.24~~	\$3.98	17.25%	1
Kerman Transit	3.75	0.49	~~\$89.46~~	~~\$11.78~~	~~\$23.88~~	10.42%	3
Kingsburg Transit	5.97	0.64	\$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	na	na	na	6.00%	
140% of FCRTA Standard	na	na	\$88.20	\$6.06	\$17.64	na	

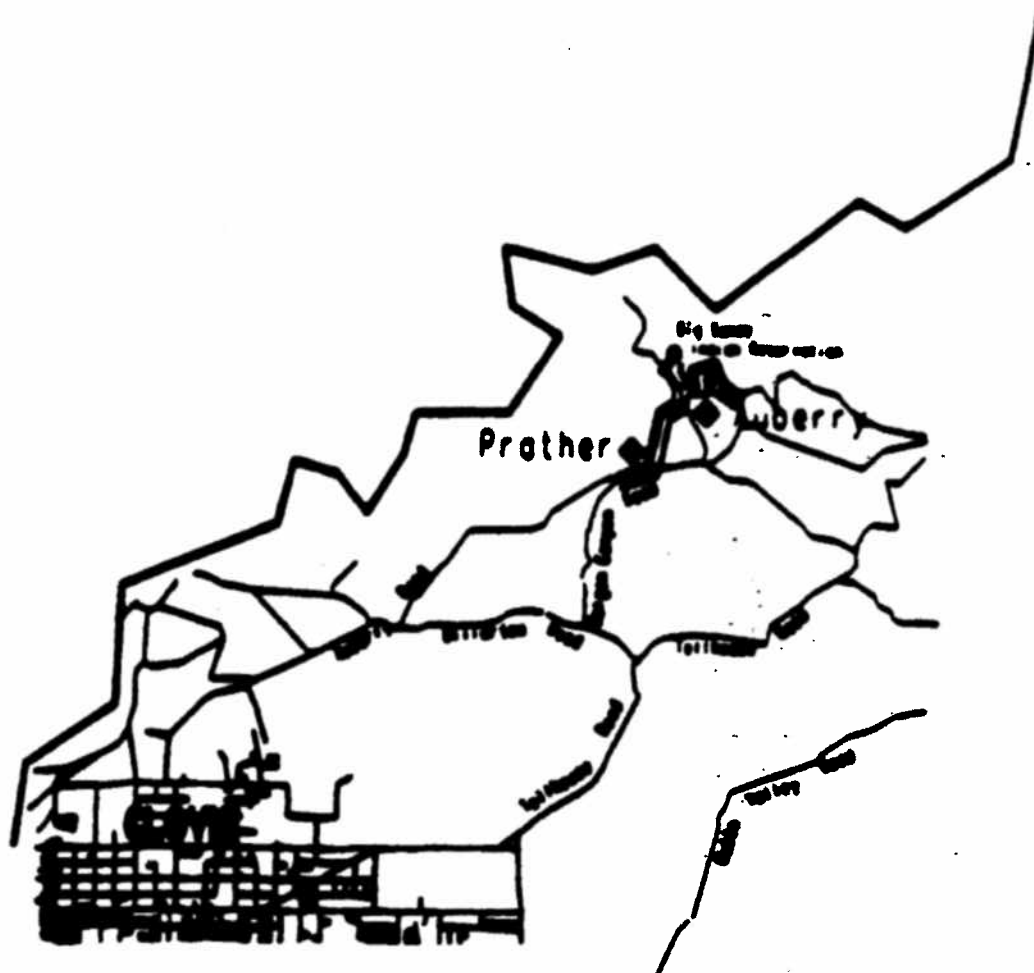
Table IV-9
FY 2009-2010 Summary of FCRTA Performance Characteristics

FCRTA Subsystems:	Pass/ Hour	Pass/ Mile	Cost/ Hour	Cost/ Mile	Cost/ Pass	Farebox Percentage	Times Beyond Reasonable Standards
Auberry Transit	1.35	0.07	\$80.77	\$4.00	~~\$60.00~~	10.00%	3
Coalinga Transit	4.11	0.16	~~\$120.53~~	\$4.83	~~\$29.34~~	14.31%	3
Del Rey Transit	3.17	0.18	\$53.30	\$3.01	\$16.80	22.27%	1
Dinuba Transit	4.45	0.24	\$19.33	\$1.04	\$4.35	15.54%	1
Firebaugh Transit	6.04	0.37	\$57.09	\$3.50	\$9.45	10.00%	0
Fowler Transit	3.36	0.33	\$54.86	\$5.30	\$16.30	10.00%	0
Huron Transit	14.79	1.57	\$56.17	\$5.97	\$3.80	18.50%	1
Kerman Transit	4.47	0.60	~~\$98.53~~	~~\$13.33~~	~~\$22.05~~	10.00%	3
Kingsburg Transit	5.98	0.62	\$74.41	~~\$7.72~~	\$12.44	10.00%	1
Laton Transit	5.27	0.27	\$38.25	\$1.99	\$7.26	3.18%	1
Mendota Transit	7.00	0.57	\$68.09	\$5.57	\$9.72	10.00%	0
Orange Cove Transit	7.67	0.60	\$69.22	\$5.42	\$9.03	18.37%	0
Parlier Transit	4.33	0.54	\$77.16	~~\$9.56~~	\$17.81	10.00%	1
Reedley Transit	7.66	0.66	\$61.67	\$5.29	\$8.05	10.00%	0
Sanger Transit	9.15	0.67	\$70.66	\$5.17	\$7.72	11.28%	0
San Joaquin Transit	4.17	0.24	\$79.55	\$4.59	\$19.08	10.00%	1
Selma Transit	7.16	0.62	\$60.73	\$5.24	\$8.48	10.00%	0
Southeast Transit	5.78	0.28	\$59.63	\$2.92	\$10.32	21.56%	1
South Sierra Transit	1.43	0.08	\$64.36	\$3.77	~~\$45.14~~	10.00%	3
Westside Transit	4.93	0.22	\$65.51	\$2.89	\$13.28	21.29%	1
SYSTEM AVERAGE	6.72	0.49	\$66.87	\$4.84	\$9.96	12.33%	
FCRTA "Intra-City" Standard	5.00	0.50	\$63.00	\$4.33	\$12.60	10.00%	
60% of FCRTA Standard	3.00	0.30	na	na	na	6.00%	
140% of FCRTA Standard	na	na	\$88.20	\$6.06	\$17.64	na	









AUBERRY TRANSIT

IV-13

EXHIBIT
IV-16

Summary of 2009-10 Fiscal Year Operational Indicators By Sub-System and Recommendations for Implementation to 2015-16

1. AUBERRY TRANSIT

2009-10 Inter-Community Operations

FCRTA contracts with the Fresno County Economic Opportunities Commission (FCEOC) as the Rural Consolidated Transportation Service Agency (CTSA) to provide service as Auberry Transit. Services are available six (6) hours per weekday, to participants in the Senior Nutrition Program, and general public patrons, including Native American Indians of all ages. Service is available to residents of the following communities: Alder Springs, Auberry, New Auberry, Big Sandy Indian Rancheria, Burrough Valley, Cold Springs, Indian Rancheria, Jose Basin, Marshall Station, Meadow Lakes, Mile High, Prather, Yucamore, Table Mountain Indian Rancheria and Tollhouse. (Exhibit IV-16).

2009-10 Productivity Evaluation Analysis

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 -569 passengers (-19.40%). Senior ridership decreased by -424 passengers (-17.73%), disabled passengers increase by 2 (9.09%), and general public passengers decreased by -147 (-28.32%) for the Fiscal Year. Total fares decreased by \$1,777.88 (14.33%). Mileage increased 16.14% (4,927); hours increased 0.98% (17). Costs increased \$17,778.75. (14.33%). The initial farebox recovery was 5.39%, before adding \$6,533.36 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, just equal to the minimum 10.00% standard.

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

- passengers / hour (1.35 vs. 3.00);
- passengers / mile (0.07 vs. 0.30); and
- cost / passenger (\$60.00 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.

Recommendations

The Auberry Transit service has been carefully monitored during the past nine (9) years. Services were modified in an effort to attract a wide range patronage. Monthly ads in the "Mountain Press" newspaper have reminded the mountain area residents of both the inter-community and inter-city services and yet ridership has primarily been just seniors attending the hot meal nutrition program. After the passage of Measure-C, Seniors sixty-five (65) and older ride for free. Very few general public passengers utilize the services. Previous interest by members of the Big Sandy Rancheria does not demonstrate the basis for regular consistent usage and yet the service remains available to them. Minimum ridership standards are not achieved even for six (6) service hours per weekday, but that time period is necessary to service the area to facilitate senior attendance "to" and "from" the Senior Center programs. During the Third Quarter of 2010-11, the Cold Springs Indian Rancheria requested an additional one (1) hour and fifteen (15) minute

time extension on Tuesdays and Thursdays so that their member could take advantage of programs offered at the Big Sandy Indian Rancheria. The Cold Springs Indian Rancheria Coordinator calls twenty-four (24) hours in advance when their group needs to access the service. The additional ridership is very welcome. Hopefully, ridership levels may sustain the service from further cutbacks or elimination.

Inter-city service to Fresno has not attracted a consistent minimum ridership base. Minimum ridership of six (6) round trip passengers per day has only been attained a couple of times in nine (9) years. When utilized, only one (1) or two (2) passengers on average ride on a given day. Many days each month there are no service requests and so the service is not operational. The resultant cost per trip is exorbitant. It is difficult to recommend any service extension. Staff, however, continues to recommend that "lifeline" service be extended into the coming fiscal year for one (1) day a week service. If this limited service cannot attract a minimum of six (6) passengers per week, all services may be discontinued.

2011-12

- Continue monitoring farebox recovery, adjust fares as warranted.
- Maintain service to elderly residents associated with the Nutrition Program.
- Continue augmenting the financial support of both intra- and inter-city service with LTF Article 4.5 and 8c as necessary.
- Respond to Americans with Disabilities Act requirements.
- Respond to Clean Air Act requirements.
- Expand Transit Service Area Boundaries to transport rural residents in close proximity to existing communities served.

2012-13

- Implement improvements as indicated by performance indicators.
- Seek additional local (non-governmental) funding to support transit service expenses.

2013-14

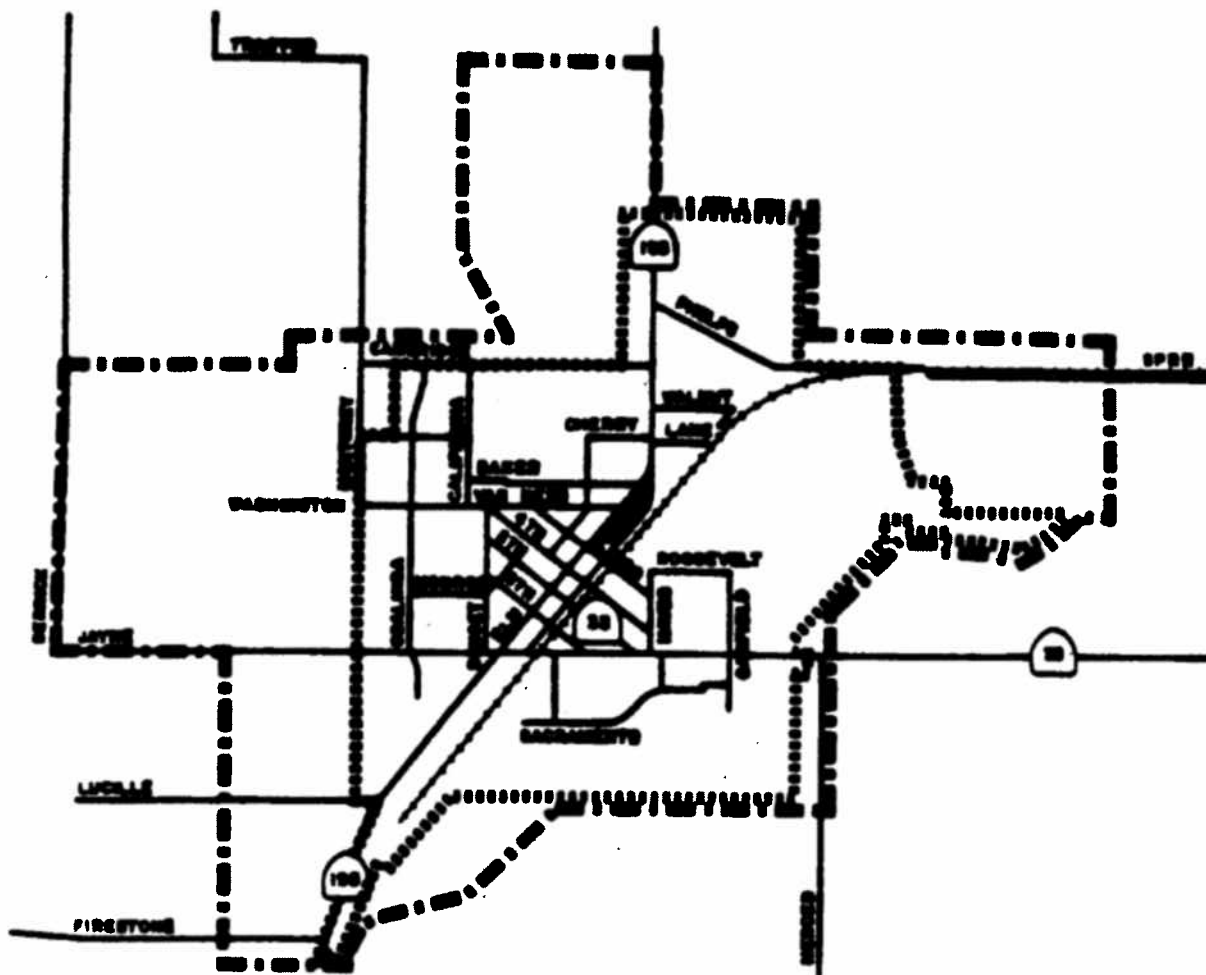
- Further evaluate expansion or reduction of inter- community services.

2014-15

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.

2015-16

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.



LEGEND

- CITY BOUNDARY
- - - - - SPHERE OF INFLUENCE

CITY OF COALINGA

IV-17

EXHIBIT
IV-17

2. COALINGA TRANSIT

2009-10 Intra- and Inter-City Operations

Coalinga Transit: Coalinga Transit's offered varied services in 2009-10 (Exhibit IV-17). Both modes observe the City's Holiday schedule. The Intra-City services remained unchanged. The Inter-City service to Fresno, included the demonstration service introduction of an additional vehicle to provide express service to Fresno for medical appointments.

2009-10 Productivity Evaluation Analysis

Coalinga Transit provided three (3) modes of varied services: 1) the in-city demand responsive service transported 3,479 passengers; 2) the inter-city fixed route service to the Fresno-Clovis Metropolitan Area transported 8,851 passengers; 3) the inter-city express service transported just 3 passengers during the three (3) month demonstration program, which began on October 6, 2009. The service was discontinued on December 29, 2009.

In summary, Coalinga Transit's three (3) modes achieved a collective ridership increase of 11.43% (1,409). Senior ridership increased 32 (1.88%) and disabled ridership decreased by -7 (-30.43%). General public ridership increased by 1,384 (13.05%). Fares decreased -\$18,252.70 (-24.02%), mileage increased 5.02% (3,992) along with an increase in hours 3.82% (123). The overall costs decreased -1.00% (-\$4,078.48). The resultant farebox was 14.31%.

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

- passengers / mile (0.16 vs. 0.30);
- cost / hour (\$120.53 vs. \$88.20); and
- cost / passenger (\$29.54 vs. \$17.64).

The higher than average operating costs are attributed to the operation of five (5) 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 three (3) individual modal operations.

Recommendations

Intra-City demand responsive service should continue to be offered with a single vehicle for eight (8) hours per weekday.

Inter-City fixed route service to Fresno should continue Monday through Friday. Ridership trends for Saturday service should be reevaluated to determine if continuation is indeed warranted.

The very limited number of Coalinga residents who may desire to travel "to" and "from" Huron can be accommodated by Huron Transit's existing Inter-City service.

The new State Mental Hospital opened in 2006. The employment base of the 24/7 facility has not warrant consideration for additional specific transit services. The Fresno Council of Governments Central Valley Ridesharing (441-RIDE) continues to provide computer match lists for employees of such facilities. It has been instrumental in setting up a several dozen vanpools for employees utilizing Pleasant Valley Prison in the past several years. Additional commuter and farm labor vanpools can also be added to address employee and employer needs.

Requests for school bus services should continue to be referred to the Coalinga-Huron Unified School District. Fees for pupil services may be necessary to address District financial limitations.

2011-12

- Consider and evaluate the potential ridership for direct "express service" from Coalinga to the Fresno-Clovis Metropolitan Area.
- Continue to monitor farebox recovery, adjust fares as warranted.
- Continue to market the intra-city transit services to attract non-elderly fare-paying patrons.
- Maintain service to elderly residents associated with Nutrition Program.
- Continue to evaluate inter-city patron ridership patterns to determine if route modifications may be evident
- Continue to implement recommendations resulting from the annual Transit Productivity Evaluation and the State Triennial Performance Audit.
- Respond to Americans with Disabilities Act requirements.
- Respond to Clean Air Act requirements.
- Expand Transit Service Area Boundaries to transport rural residents in close proximity to existing communities served.

2012-13

- Implement improvements as indicated by performance indicators.
- Seek additional local (non-governmental) funding to support transit service expenses.

2013-14

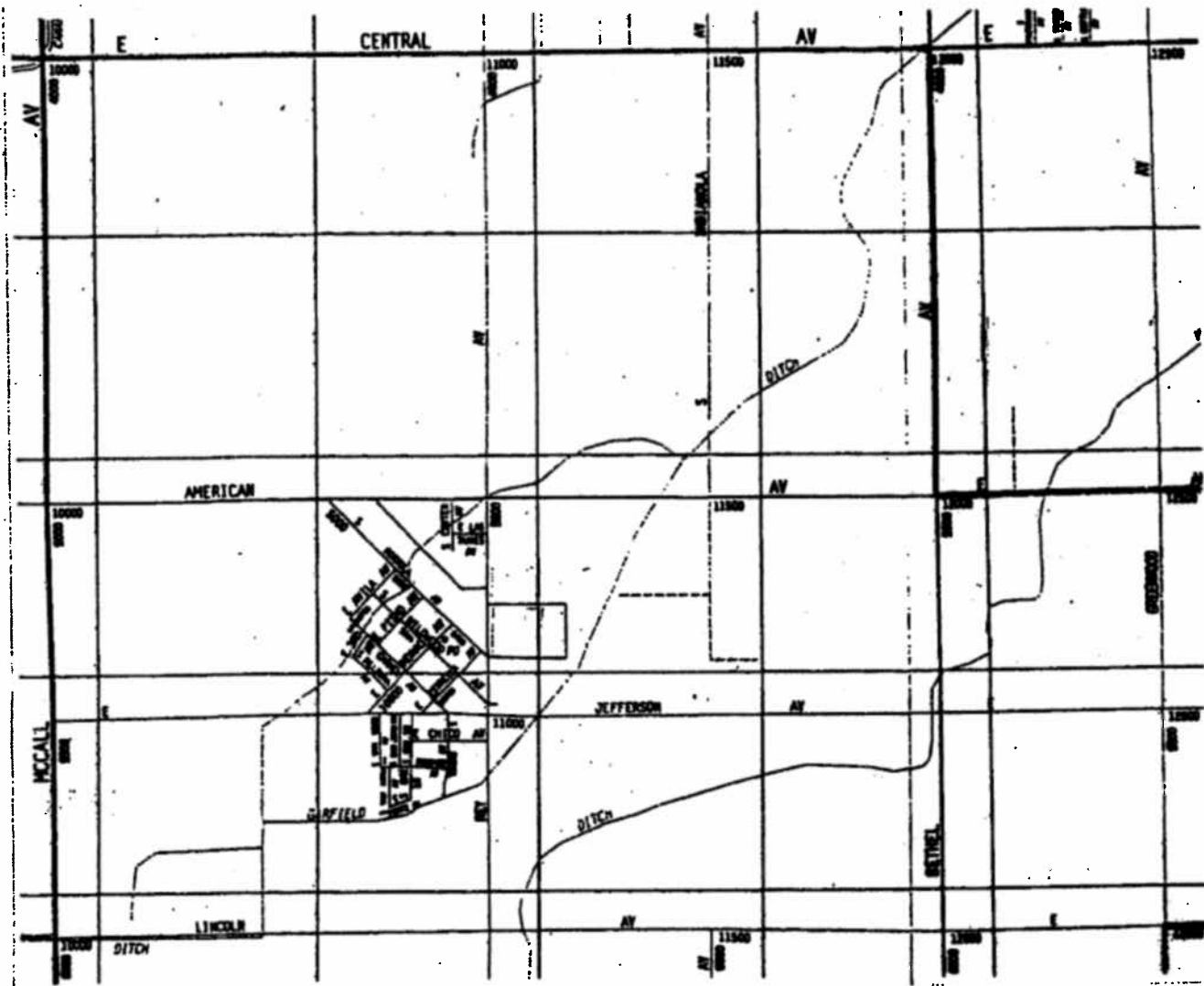
- Evaluate expansion or reduction of intra- and inter-city services.

2014-15

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.

2015-16

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.



DEL REY TRANSIT

IV-21

EXHIBIT
IV-18

3. DEL REY TRANSIT

2009-10 Intra- and Inter-City Operations

FCRTA currently contracts for transportation services with the Fresno County Economic Opportunities Commission (FCEOC) as the Rural Consolidated Transportation Service Agency (CTSA) to provide service as Del Rey Transit. Del Rey Transit operates a lift-equipped demand-responsive service within its Community and "to" and "from" Sanger (Exhibit IV-18). Service is currently provided Monday through Friday from 8:00 a.m. to 5:00 pm.

Orange Cove Transit also provides wheelchair-accessible service, from Sanger with route deviation to pick-up disabled passengers, to Fresno or Parlier, Reedley, Orange Cove.

2009-10 Productivity Evaluation Analysis

Del Rey Transit was in its tenth (10th) year of general public operation, eight (8) hours per week day. Overall ridership decreased -3.72% (-214). Senior ridership decreased by -51 (1.88%), there was an increase of 13 (92.86%) in disabled ridership, general public ridership decreased -176 (-5.83%). Total fares decreased -0.82% (-\$171.80). Mileage increased by 230 (0.75%) miles, hours increased 0.58% (10), and costs increased by \$464.27 (0.50%). The resultant farebox recovery was 22.27%, significantly higher than the 10.00% minimum standard.

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

- passengers / mile (0.18 vs. 0.30).

Recommendations

Del Rey Transit has proven to be successful as a general public service. Staff continues to recommend securing the existing CTSA funding for four (4) hours of service. The current service should continue to be available from 8:00am to 5:00pm Monday through Friday. The other additional four (4) hours of service would be a Transportation Development Act (TDA) funding responsibility of Fresno County. Fares for the general public riders should continue to be \$.75 per one-way trip; and \$.50 for the elderly (60+), disabled, and children when accompanied by an adult. The operation should continue to give priority service to seniors attending the mid-day Hot Meal Nutrition Program. The demand responsive service should continue to transport passengers within the community on a shared ride basis; arrange passenger grouping for trips to Sanger; and transfers in Sanger to Orange Cove Transit for service to Fresno and Parlier, Reedley and Orange Cove.

2011-12

- Monitor farebox recovery, adjust fares as warranted.
- Continue marketing the intra-city transit services to attract non-elderly fare-paying patrons.
- Encourage further grouping of passenger trips as a means to address increased requests for service within the community.
- Continue implementing recommendations resulting from the annual Transit Productivity Evaluation and the State Triennial Performance Audit.

- Respond to Americans with Disabilities Act requirements.
- Respond to Clean Air Act requirements.
- Expand Transit Service Area Boundaries to transport rural residents in close proximity to existing communities served.

2012-13

- Implement improvements as indicated by performance indicators.
- Seek additional local (non-governmental) funding to support transit service expenses.

2013-14

- Evaluate expansion or reduction of intra- and intercity services.

2014-15

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.

2015-16

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.

4. Dinuba Transit

2009-10 Inter-Community Operations

Dinuba Connection was begun in August 2008 year in cooperation with the FCRTA, the City of Dinuba (in Tulare County) began an inter-County service, referred to as the Dinuba Connection, between Dinuba and Reedley (in Fresno County). It allows Dinuba residents to travel from their City and its Vocational Training Center to the Sierra Kings Hospital (for on-the-job training) and to attend Reedley College. Eastern Fresno County residents travel to regional retail and entertainment centers in Dinuba. The service has proven to be very successful. The operations encourage transfers between Reedley Transit's Intra-City services and Orange Cove Transit's Inter-City services, to facilitate connectivity between Orange Cove, Reedley, Parlier, Sanger and Fresno (Exhibit IV-).

2009-10 Productivity Evaluation Analysis

Dinuba Transit second year of service continued to be successful. Its total ridership increased 4,136 (55.61%). Senior riders decreased -487 (-32.77%), there were no disabled passengers; general public riders increased 4,136 (77.71%). Total fares increased \$3,398.88 (76.98%). Mileage increased 708 (1.48%). Hours of service increased 208 (8.69%). The total cost (for half the expenditures, the City of Dinuba pays the other half) increased \$6,771.68 (15.56%). The resultant farebox recovery was 15.54%, in excess of the minimum 10.00% standard.

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

- passengers / mile (0.24 vs. 0.30).

Recommendations

Both entities (the City of Dinuba and the FCRTA) will continue to utilize a portion of their locally approved ½ cent sales tax (Measure R in Tulare County and Measure-C in Fresno County) to continue to split the costs of this transit expansion program.

Service adjustments may be warranted as we begin the 2011-12 Fiscal Year. The service is especially sensitive to the scheduling of classes at Reedley College.

The service will continue to be fully coordinated with Reedley Transit and Orange Cove Transit to ensure convenient transfers for the passengers.

2011-12

- Continue monitoring farebox recovery, adjust fares as warranted.
- Continue augmenting the financial support of the inter-city service with Measure –C funds, as necessary.
- Respond to Americans with Disabilities Act requirements.
- Respond to Clean Air Act requirements.

2012-13

- Implement improvements as indicated by performance indicators.
- Seek additional local (non-governmental) funding to support transit service expenses.

2013-14

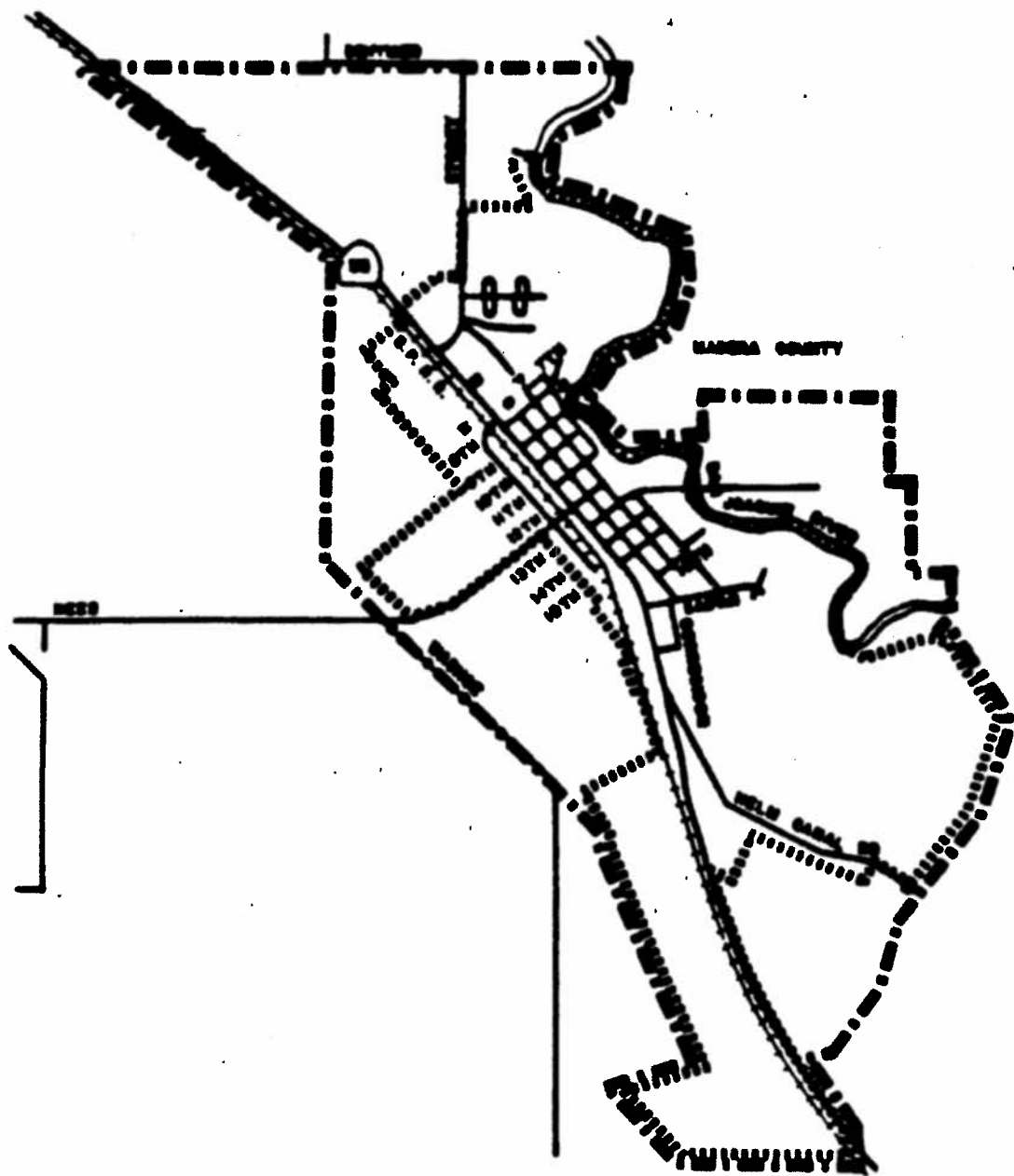
- Further evaluate expansion or reduction of inter- community services.

2014-15

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.

2015-16

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.



LEGEND

..... CITY BOUNDARY

- - - - - SPHERE OF INFLUENCE

CITY OF FIREBAUGH

IV-29

EXHIBIT
IV-20

5. FIREBAUGH TRANSIT

2009-10 Intra-City and Inter-City Operations

The FCRTA, under an inter-agency services Agreement with the City of Firebaugh currently contracts with Fresno County Economic Opportunities Commission (FCEOC) for the provision of transportation services. Demand-responsive service within Firebaugh's Sphere of Influence (Exhibit IV-20) was available by FCRTA's two (2) twenty two (22) passenger lift-equipped vans Monday through Friday from 7:00am to 5:30pm.

The FCRTA also provided multiple weekday round trip service between Firebaugh and Mendota.

2009-10 Productivity Evaluation Analysis

Firebaugh Transit reported a decrease of -7.98% (-2,009) in overall ridership. Senior ridership increased 2.09% (141), disabled passengers decreased by -15.21% (-47), and general public ridership decreased -11.61% (- 2,103). Farebox revenues decreased - \$88.59 (-0.40%). Mileage increased 4,159 miles (7.11%). Service hours decreased - 0.21% (-8 hours). Costs increased \$6,166.93 (2.09%). The initial farebox recovery was 6.61%, before adding \$7,414.26 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, equal to the minimum 10.00% standard.

As a result of the ridership drop, the second vehicle, funded by Measure-C was discontinued in 2010-11.

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

Recommendations

Firebaugh Transit's in-city services have been effected by the elimination of the previous vehicle, because the single in-city vehicle has continued to make inter-city trips to Mendota upon request. In order to maintain the programed hours of in-city service, a second vehicle will be reintroduced again in 2011-12 with the expressed understanding that it will be used exclusively to address inter-city service between Firebaugh and Mendota. This is intended to ensure that the programmed in-city services of Firebaugh and Mendota are maintained to serve their respective Cities.

Continue contract operation because it offers an opportunity to respond to anticipated service level considerations that may occur during the fiscal year.

2011-12

- The operation of the second vehicle for service between Firebaugh and Mendota should be funded by Measure – C to enhance the service.
- Continue augmenting the financial support of the inter-city transit services (Westside Transit) with a combination of LTF Articles 4.5 and 8c.
- Continue to monitor farebox recovery, adjust fares as warranted.
- Undertake increased marketing efforts for intra-city transit service to attract non-elderly fare-paying patrons.
- Continue to maintain service to elderly residents associated with the Nutrition Program.
- Implement recommendations resulting from the annual Transit Productivity Evaluation and the State Triennial Performance Audit.

- Expand general public services if warranted.
- Respond to Americans with Disabilities Act requirements.
- Respond to Clean Air Act requirements.
- Expand Transit Service Area Boundaries to transport rural residents in close proximity to existing communities served.

2012-13

- Consider the introduction of a second service vehicle if sufficient TDA revenues are available for such purposes.
- Implement improvements as indicated by performance indicators.
- Implement alternative inter-city general public service to Fresno with new CMAQ funded bus.

2013-14

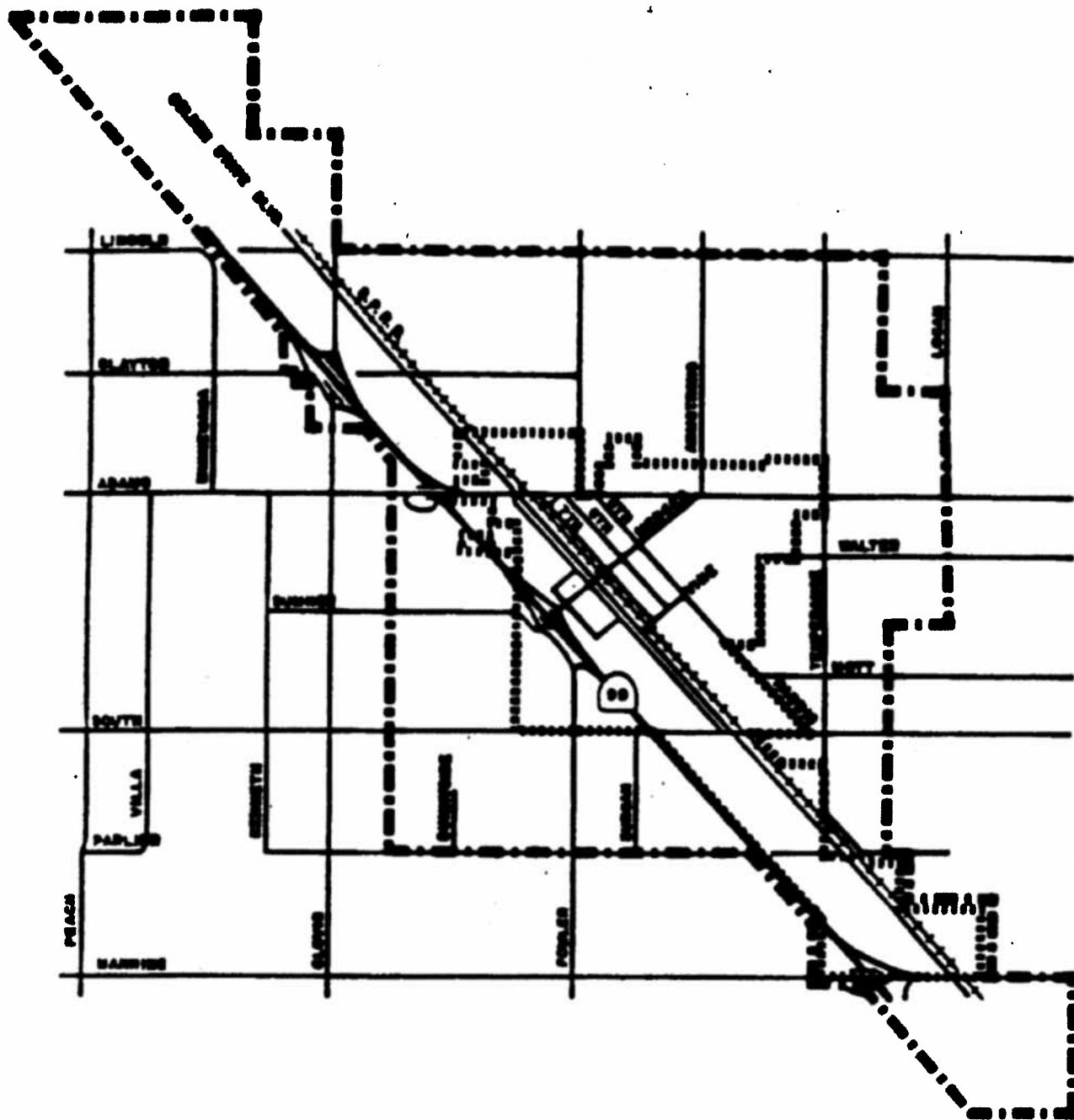
- Further evaluate expansion or reduction of intra- and inter-city services.

2014-15

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.

2015-16

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.



SCALE IN MILES
0 1

LEGEND

- CITY BOUNDARY
- SPHERE OF INFLUENCE

CITY OF FOWLER

IV-33

EXHIBIT
IV-21

6. FOWLER TRANSIT

2009-10 Intra- and Inter-City Operations

The FCRTA, under an inter-agency services Agreement with the City of Fowler contracts with Fresno County Economic Opportunities Commission (FCEOC) for public transportation services within its Sphere of Influence (Exhibit 21) Two (2) twenty-two (22) passenger lift-equipped FCRTA vans serve the Area nine and a half (9 ½) hours per day, Monday through Friday. The contractor has permission to travel one mile beyond the current boundary limits to transfer passenger in Malaga by meeting Fresno Area Express (FAX) busses on their fixed route schedule, on an as requested basis.

Inter-city general public service to Fresno, Selma, and Kingsburg is provided on FCRTA's Southeast Transit utilizing a twenty-two (22) passenger bus for three (3) round trips within an eight (8) hour period, Monday through Friday.

2009-10 Productivity Evaluation Analysis

Fowler Transit noted a decrease in overall ridership, -3,533 (-21.52%). Senior ridership increased 318 or 6.77%, while disabled ridership increased by 129 (13.96%) passengers, and general public ridership decreased -3,980 (-36.87%). Fares decreased -6.25% (-\$1,400.98), while mileage decreased -4.34% (-1,796). Total hours decreased -0.35% (-14). Costs decreased -3.21% (-\$6,956.99). The initial farebox recovery was 4.64%, before adding \$11,246.75 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, equal to the minimum 10.00% standard.

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

Recommendations

The City of Fowler should continue to contract out for its public transportation service to FCEOC. As the result of declining ridership, the second vehicle was discontinued in July 2010. Fowler Transit should continue to be monitored for efficiency and effectiveness of service to ensure its continued success.

Inter-city service to Fresno should continue to be provided by the Southeast Transit. Increased service efficiencies should be realized through expanded marketing approaches.

Staff should encourage and market the service to the appropriate target groups in the Community.

2011-12

- Monitor farebox recovery, adjust fares as warranted.
- Maintain service to elderly residents associated with the Nutrition Program.
- Continue augmenting the financial support of inter-city service (Southeast Transit) with LTF Article 4.5 and 8c.
- Continue implementing recommendations resulting from the annual Transit Productivity Evaluation and the State Triennial Performance Audit.
- Respond to Americans with Disabilities Act requirements.
- Respond to Clean Air Act requirements.

- Expand Transit Service Area Boundaries to transport rural residents in close proximity to existing communities served.

2012-13

- Implement improvements as indicated by performance indicators.

2013-14

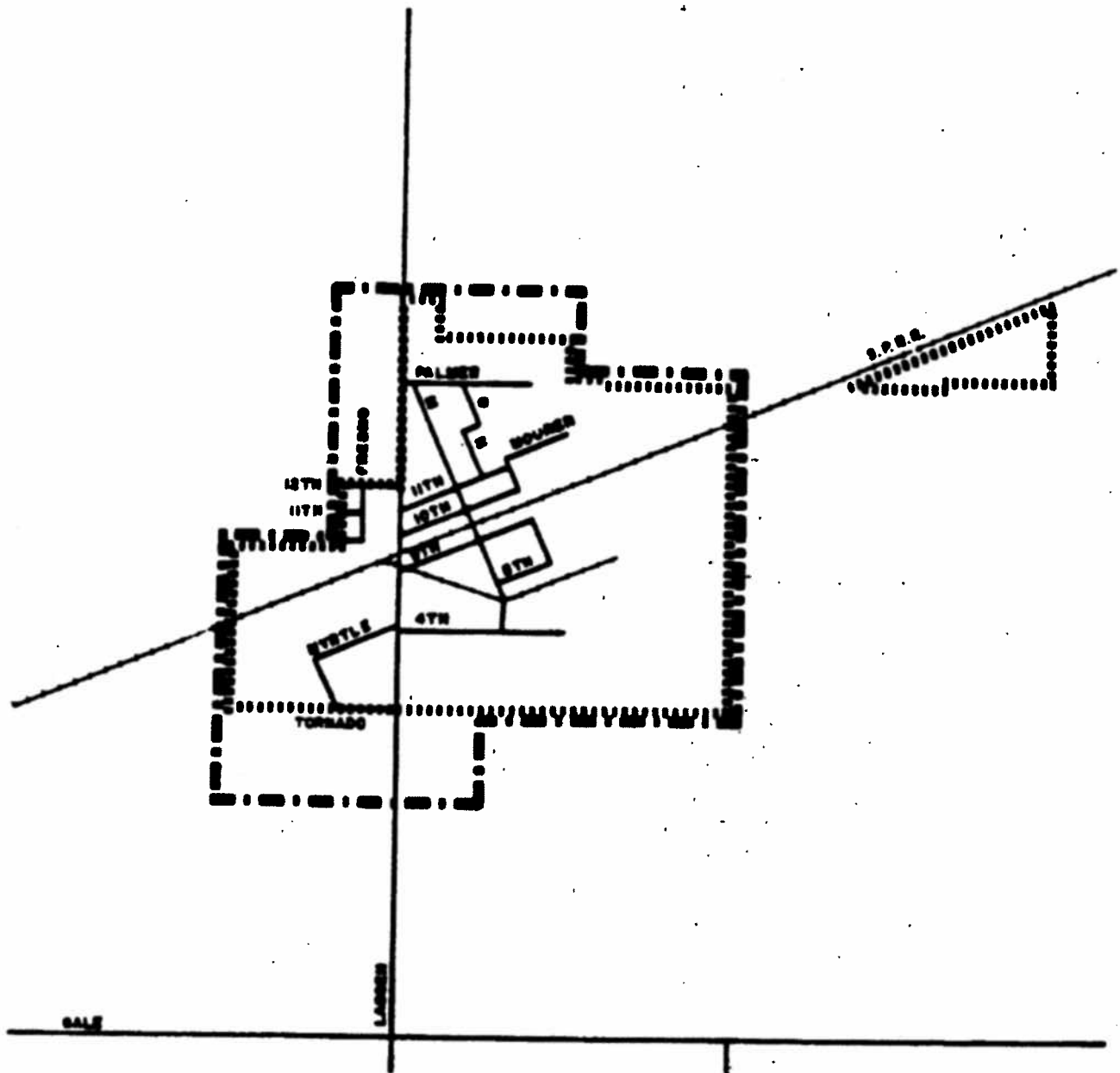
- Further evaluate expansion or reduction of intra-city services.

2014-15

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.

2015-16

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.



LEGEND

..... CITY BOUNDARY

..... SPHERE OF INFLUENCE

CITY OF HURON

IV-37

IV-22

7. HURON TRANSIT

2009-10 Intra- and Inter-City Operations

The FCRTA, under an inter-agency services Agreement with the City of Huron contracts with the Fresno County Economic Opportunities Commission (FCEOC) for the provision of general public transportation service within the Sphere of Influence (Exhibit IV-22). Intra-city lift-equipped services are available eleven (11) hours per day, Monday through Friday utilizing two (2) twenty-two (22) passenger lift equipped vans.

Huron residents utilized Huron Transit's inter-community fixed route service to meet some of their medical, prescription, shopping and education needs available in the City of Coalinga.

Inter-city lift-equipped services to and from Fresno and Coalinga are available via Coalinga Transit with reduced fares available to elderly, disabled and low-income persons.

2009-10 Productivity Evaluation Analysis

Huron Transit's ridership increased 4,090 (5.11%). Senior riders increased 128 (1.70%), disabled increased 92 (224.39%), while general public ridership increased 3,870 (5.34%). Total fares increased 7.48% (\$4,113.70). Mileage increased 4.90% (2,501). Hours of service decreased - 0.18% (-10 hours). Costs increased 0.22% (\$703.80). The resultant farebox recovery was 18.50%, well in excess of the minimum 10.00% standard.

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

- passengers / mile (1.57 vs. 0.30).

Recommendations

The provision of intra-city service by FCEOC has been beneficial with respect to both cost savings and service reliability. Huron should continue to contract its services with FCEOC/CTSA. This objective will continue to ensure lower direct operating costs for the service.

The operation of the second in-city vehicle has proven to serve the increased transit service demands of the community. The operation of the intra-city service to Coalinga continues to be utilized in the morning and afternoon. Many residents appreciate the needed service.

The overall implementation of service hours should span from 6:00 am to 6:00pm Monday through Friday.

The inter-City service to Coalinga should continue.

2011-12

- The operation of the second In-city vehicle, should continue to be funded by Measure to enhance the service.
- Monitor farebox recovery, adjust fares as warranted.

- Maintain service to elderly residents associated with the Nutrition Program.
- Continue implementing recommendations resulting from the annual Transit Productivity Evaluation and the State Triennial Performance Audit.
- Respond to Americans with Disabilities Act requirements.
- Respond to Clean Air Act requirements.
- Expand Transit Service Area Boundaries to transport rural residents in close proximity to existing communities served.

2012-13

- Implement improvements as indicated by performance indicators.
- Seek additional local (non-governmental) funding to support transit service expenses.

2013-14

- Further evaluate expansion or reduction of intra- city services.

2014-15

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.

2015-16

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.



SPHERE OF INFLUENCE

EXHIBIT
IV-23

8. KERMAN TRANSIT

2009-10 Intra- and Inter-City Operations

The FCRTA, under an inter-agency services Agreement with the City of Kerman, provides demand-responsive public transportation service with a FCRTA vehicle within the Sphere of Influence (Exhibit IV-23) using a twenty-two (22) passenger lift-equipped FCRTA van eight (8) hours a day, Monday through Friday.

Westside Transit service provides two (2) round trip Monday through Friday schedule on a scheduled fixed-route basis, via Firebaugh, Mendota, and Fresno with connections to San Joaquin Transit for service to Cantua Creek, El Porvenir, Halfway, Tranquillity and Three Rocks.

2009-10 Productivity Evaluation Analysis

Kerman Transit reported a 13.16% increase in ridership (921). Ridership by elderly passengers decreased by -143 rides (-4.85%), disabled decreased by -27 passengers (-56.25%), and general public passengers increased by 1,091 riders (27.24%). Farebox receipts increased \$52.48 (0.30%). Mileage decreased -7.61% (-1,079 miles). Hours of operation decreased -95 hours (-5.09%). Costs increased 4.54% (\$7,577.55). The initial farebox recovery was 7.93%, before adding \$3,607.08 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, equal to the minimum 10.00% standard.

Three (3) performance indicator for Kerman Transit was inconsistent with FCRTA System standards:

- cost per hour (\$98.53 vs. \$88.20);
- cost per mile (\$13.33 vs. \$6.06); and
- cost per passenger (\$22.05 vs. 17.64).

Recommendations

FCRTA Staff continues to recommend service implementation from 7:00am to 4:00pm, with a mid-day lunch hour for the driver, Monday through Friday.

Service expansion opportunities need to be explored locally in order to attract additional ridership to support the service.

2011-12

- Monitor farebox recovery, adjust fares as warranted.
- Undertake increased marketing efforts for intra-city transit services to attract non-elderly fare-paying patrons.
- Maintain service to elderly residents associated with the Nutrition Program.
- Continue to augment the financial support of inter-city services (Westside Corridor Service) with LTF Article 4.5 and 8c.
- Continue implementing recommendations resulting from the annual Transit Productivity Evaluation and the State Triennial Performance Audit.
- Respond to Americans with Disabilities Act requirements.
- Respond to Clean Air Act requirements.
- Expand Transit Service Area Boundaries to transport rural residents in close proximity to existing communities served.

2012-13

- Consider the service introduction of a second vehicle, funded by Measure – C, as warranted.
- Implement improvements as indicated by performance indicators.
- Seek additional local (non-governmental) funding to support transit service expenses.
- Implement alternative inter-city general public service to Fresno with CMAQ funded bus.

2013-14

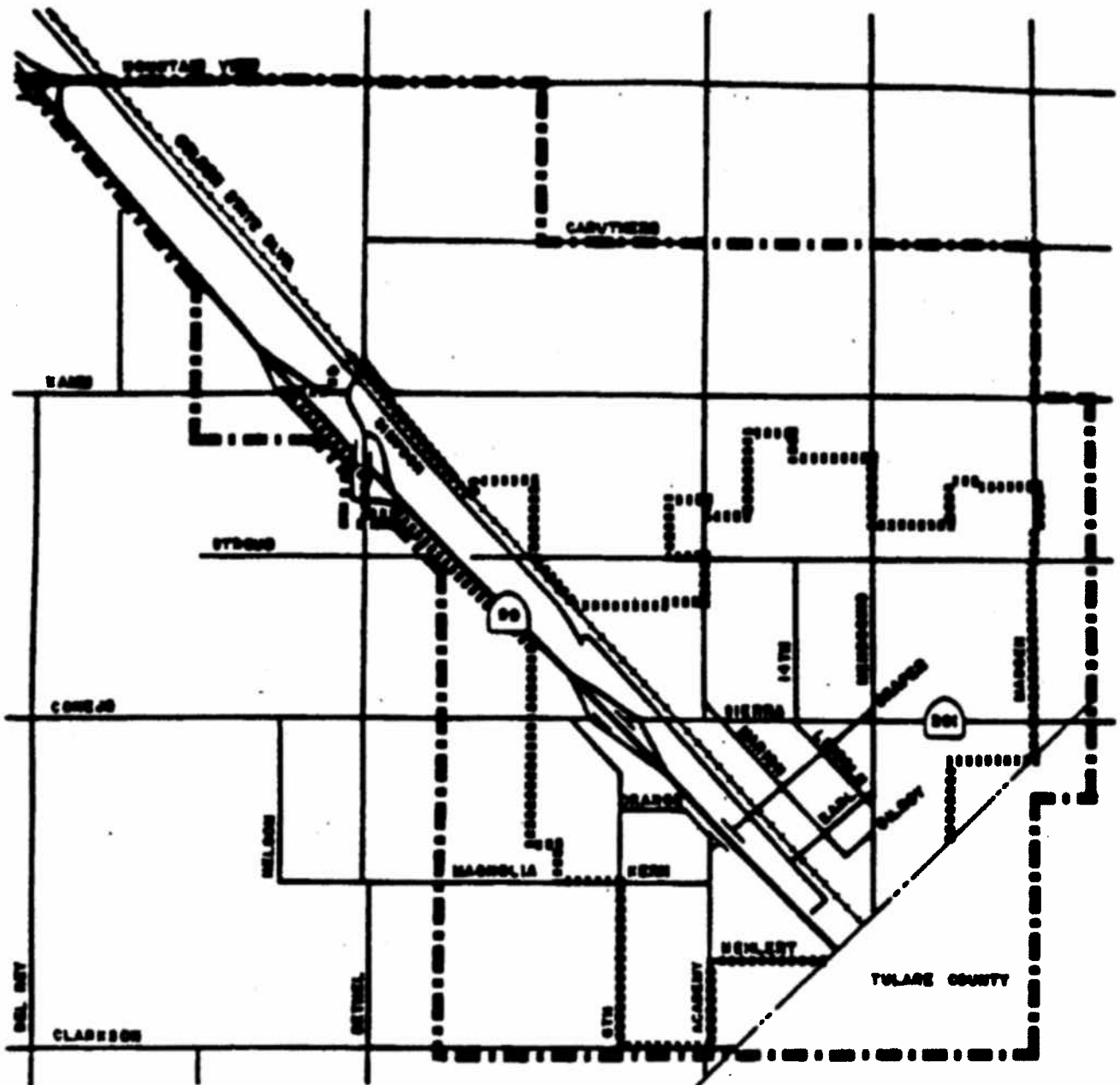
- Further evaluate expansion or reduction of intra- and inter-city services.

2014-15

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.

2015-16

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.



LEGEND

----- CITY BOUNDARY

..... SPHERE OF INFLUENCE

CITY OF KINGSBURG

IV-45

EXHIBIT
IV-24

9. KINGSBURG TRANSIT

2009-10 Intra- and Inter-City Operations

Two (2) FCRTA wheelchair lift-equipped vans are available for providing public transportation services to Kingsburg Area residents. The FCRTA, under an inter-agency services Agreement with the City of Kingsburg contracts with the Fresno County Economic Opportunities Commission (FCEOC) for the provision of general public service within the Sphere of Influence (Exhibit IV-24) is on a demand-responsive basis nine and a half (9.5) hours per weekday, and eight (8) hours on Saturdays.

Inter-city trips to Fresno are available on FCRTA's scheduled fixed route Southeast Transit. Services are available for three (3) round trips Monday through Friday from 7:00am to 5:30pm through Selma and Fowler to Fresno.

2009-10 Productivity Evaluation Analysis

Kingsburg Transit's ridership increased 0.43% (109). Senior rides decreased -806 (-6.25%), 4 (0.21%) more disabled riders rode, while general public rides increased by 911 (8.74%). Fares decreased -\$1,366.47 (-4.16%). Mileage increased 3.39% (1,338) and hours increased 0.24% (10). Costs decreased -\$6,611.89 (-2.06%). The initial farebox recovery was 6.60%, before adding \$10,707.05 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, equal to the minimum 10.00% standard.

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

- cost / mile (\$7.72 vs. \$6.06).

Recommendations

The operation of the Kingsburg Transit warrants the continued operation of two (2) service vehicles, Monday through Friday. One (1) service vehicle on Saturday is sufficient. The second vehicle should continue to be funded with Measure "C" funds to enhance the service.

2011-12

- The operation of the second vehicle should continue to be funded by Measure – C to enhance the service.
- Monitor farebox recovery, adjust fares as warranted.
- Maintain service to elderly residents associated with the Nutrition Program.
- Continue augmenting the financial support of inter-city service (Southeast Transit) with LTF Article 4.5 and 8©, as necessary.
- Continue the contracting of intra-city services to the FCEOC as the rural CTSA.
- Continue implementing recommendations resulting from the annual Transit Productivity Evaluation and the State Triennial Performance Audit.
- Respond to Americans with Disabilities Act requirements.
- Respond to Clean Air Act requirements.
- Expand Transit Service Area Boundaries to transport rural residents in close proximity to existing communities served.

2012-13

- Implement improvements as indicated by performance indicators.
- Seek additional local (non-governmental) funding to support transit service expenses.
- Implement alternative inter-city general public service to Fresno with CMAQ funded bus.

2013-14

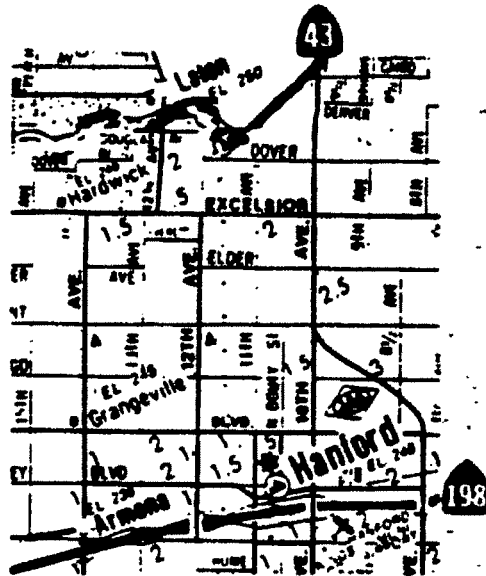
- Further evaluate expansion or reduction of intra- and inter-city services.

2014-15

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.

2015-16

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.



LATON TRANSIT

IV-49

COUNTY
VI-25

10. LATON TRANSIT

2009-10 Inter-City Operations

The FCRTA, under a contractual agreement with the Kings Area Rural Transit (KART) in Kings County, provides inter-community service between Laton (Exhibit IV-26) and Hanford. The service is available Monday through Friday. One rural trip per service day links the unincorporated community of Laton in Fresno County with the unincorporated communities of Grangeville, Hardwick, and Hanford in Kings County.

A second inter-County service contract was implemented to three (3) days a week (Monday, Wednesday, and Friday), with FCRTA funding cooperation. The service facilitates transit from Hanford (in Kings County) through Selma (Kaiser Medical Clinic) to Fresno for stops at Fresno Community Regional Hospital, Veteran's Hospital, Kaiser Hospital, and Children's Hospital Central Valley (in Madera County).

2009-10 Productivity Evaluation Analysis

Laton Transit's ridership increased 13.96% (904). Local interest in the service is still strong. Senior riders increased 181 (13.96%); disabled riders remained unchanged, while general public ridership increased 723 (13.96%). Passenger fares are retained by KART. Mileage increased 41 miles (0.15%). Hours decreased by -201 (-12.55%). Costs increased \$183.99 (0.34%). FCRTA's recorded fares resulted in the farebox recovery of 3.19%, additional Measure - C augmentation funds were not deemed necessary because sufficient passengers fares are recorded by KART and they exceed the minimum 10.00% standard.

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

- passengers / mile (0.27 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.

Recommendation

Based on the success of the demonstration program, FCRTA should continue to contract with KART to provide round trip service five (5) days per week, between Laton and Hanford in Kings County.

Following a service evaluation of the inter-city medical transportation, it has become evident that there is sufficient ridership demand to extend the service to five (5) days a week (Monday through Friday). Measure "C" funds should be programmed to support the service expansion to the inter-county service for medical services should be evaluated to determine if the service should be expanded, with Measure "C" funding, to five (5) days per week.

2011-12

- Monitor farebox recovery, adjust fares as warranted.

- Undertake increased marketing efforts for inter-city transit services to attract fare-paying patrons.
- Continue implementing recommendations resulting from the annual Transit Productivity Evaluation and the State Triennial Performance Audit.
- Respond to Americans with Disabilities Act requirements.
- Respond to Clean Air Act requirements.

2012-13

- Consider service expansion to five (5) days a week, with Measure – C funding, for inter-County services to medical facilities.
- Implement improvements as indicated by performance indicators.
- Seek additional local (non-governmental) funding to support transit service expenses.

2013-14

- Evaluate expansion or reduction of inter-city services.

2014-15

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.

2015-16

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.



SPHERE OF INFLUENCE

IV-53

EXHIBIT
IV-26

11. MENDOTA TRANSIT

2009-10 Intra- and Inter-City Operations

The FCRTA, under an inter-agency services Agreement with the City of Mendota, contracts with the Fresno County Economic Opportunities Commission (FCEOC) for the provision of demand-responsive service within its Sphere of Influence (Exhibit IV-27) using a FCRTA lift-equipped van. This service is provided Monday through Friday, between the hours of 7:00am and 5:30pm.

Westside Transit provides multiple round trips Monday through Friday to facilitate travel between Mendota, Firebaugh and Kerman to Fresno.

2009-10 Productivity Evaluation Analysis.

Mendota Transit's ridership decreased -1.86% (-314), fewer seniors (-1,018) rode representing a decrease of -27.87%, 130 more disabled passengers rode (40.00%) and 574 (4.45%) more general public patrons utilized the service. Fares decreased -0.29% (-\$47.49). Mileage decreased -2,293 (-7.34%), while hours remained unchanged. Cost increased \$6,577.88 (4.26%). The initial farebox recovery was 8.26%, before adding \$2,794.50 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, equal to the minimum 10.00% standard.

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

Recommendations

Mendota Transit's in-city services have been effected by the elimination of a second Firebaugh Transit Vehicle. Mendota Transit, on occasion, transported passenger between Mendota and Kerman. This practice reduced the vehicle's availability to serve the City. In order to maintain the programed hours of in-city service in Mendota, the FCRTA has programmed a second vehicle for Firebaugh Transit. The second vehicle is to be reintroduced in 2011-12 with the expressed understanding that it will be used exclusively to address inter-city service between Firebaugh and Mendota. This is intended to ensure that the in-city services Mendota and Firebaugh are maintained to serve their respective Cities.

FCRTA Staff continues to recommend service implementation from 7:00 am to 5:30pm with a mid-day lunch hour for the driver, Monday through Friday.

A new Federal Prison is scheduled to complete the hiring of employees, and may be operational in the Fall of 2011. The facility represents economic and employment opportunities for its residents who may be underemployed or unemployed. Mendota Transit and Westside Transit may need to be modified to accommodate commuter needs. The Fresno COG's Central Valley Ridesharing Services may also assist in addressing the special needs of commuter and farm labor workers.

Additional consideration for modifying the inter-city services may be necessary to address weekend visitors to the prison.

A second prison may be built across the street from the Federal Prison to accommodate additional inmates.

There has been expressed interest to build a Recreational Facility half-way between Mendota and Firebaugh. The existing inter-city services should be able to also address the transit needs of local participants in the course of the regular services.

2011-12

- Monitor progress towards a Western Fresno County Regional Job Initiative Center to ensure transit needs are addressed.
- Monitor farebox recovery, adjust fares as warranted.
- Continue the contracting of the intra-city services to the FCEOC as the Rural CTSA.
- Continue increased marketing efforts for intra-city transit services to attract non-elderly fare paying patrons.
- Maintain service to elderly residents associated with the Nutrition Program.
- Continue to augment the financial support of inter-city service (Westside Corridor) with LTF Article 4.5 and 8c.
- Continue implementing recommendations resulting from the annual Transit Productivity Evaluation and the State Triennial Performance Audit.
- Respond to Americans with Disabilities Act requirements.
- Respond to Clean Air Act requirements.
- Expand Transit Service Area Boundaries to transport rural residents in close proximity to existing communities served.

2012-13

- Consider the need for the operation of a second vehicle, to be funded by Measure – C, to enhance the service.
- Consider the need to implement additional transit services to support the new Western Fresno County Regional Job Initiative Center.
- Implement improvements as indicated by performance indicators.
- Seek additional local (non-governmental) funding to support transit service expenses.
- Implement alternative inter-city general public service to Fresno with CMAQ funded bus.

2013-14

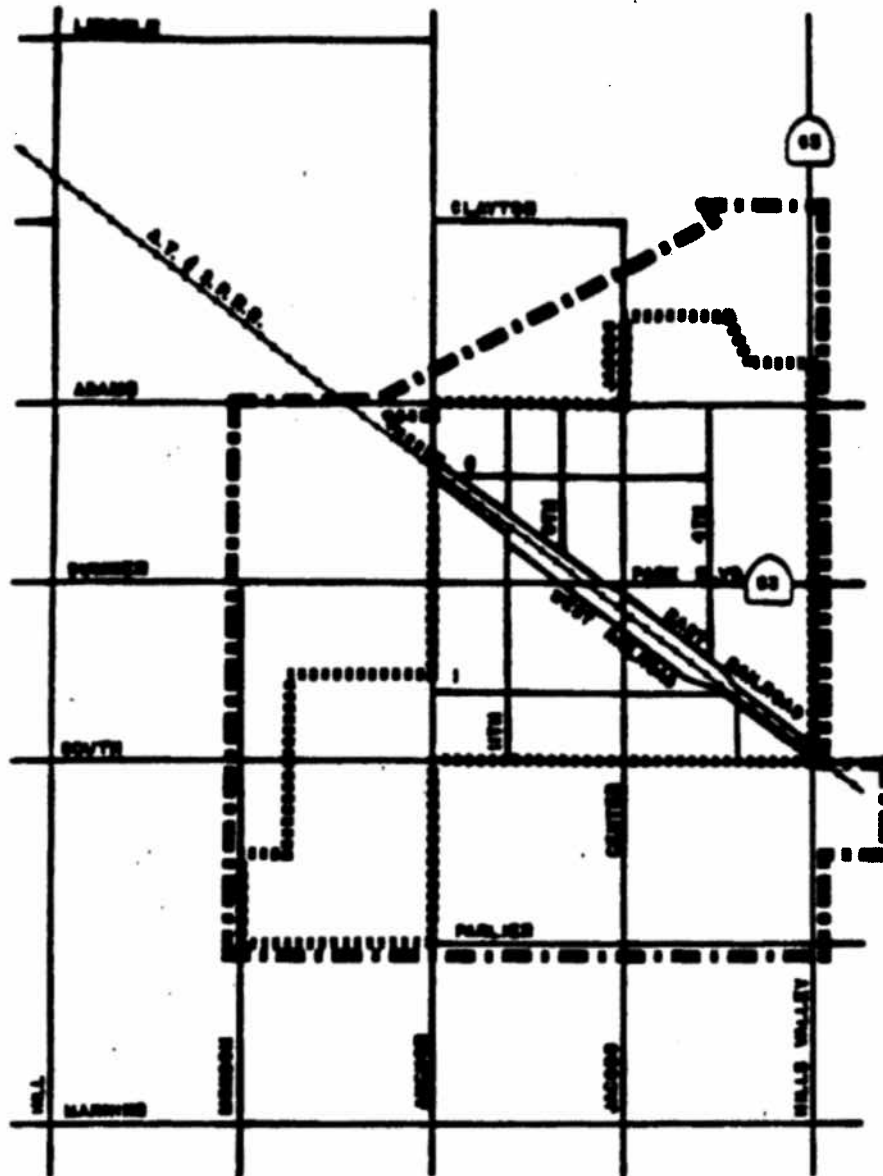
- Evaluate expansion or reduction of intra- and inter-city services.

2014-15

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.

2015-16

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.



SCALE IN MILES
0 1/2 1

LEGEND

..... CITY BOUNDARY

- - - - - SPHERE OF INFLUENCE

CITY OF ORANGE COVE

IV-57

EXHIBIT
IV-27

12. ORANGE COVE TRANSIT

2009-10 Intra- and Inter-City Operations

The FCRTA, under an inter-agency services Agreement with the City of Orange Cove contracts with the Fresno County Economic Opportunities Commission (FCEOC) for the provision of transportation services. Orange Cove Transit operates a FCRTA lift-equipped van on demand-responsive basis within its Sphere of Influence (Exhibit IV-26) between the hours of 7:00am to 5:30pm., Monday through Friday.

Orange Cove Transit also provides a thirty-seven (37) passenger lift-equipped inter-city fixed-route service, with route deviation to pick-up disabled passengers, linking Orange Cove to Fresno via Reedley, Parlier and Sanger to Fresno. Currently multiple round trips are available each service day. The inter-city service is provided from 7:00am to 5:30pm, Monday through Friday.

2009-10 Productivity Evaluation Analysis

Orange Cove Transit has reported an increase in ridership of 7.60% (2,556). Seniors ridership decreased -4.68% (-404), 222 more disabled (21.00%), and 2,738 (11.44%) more general public passengers rode last year. Fares increased 5.17% (\$2,949.91), mileage decreased -0.32% (-192). Hours of service decreased -0.72% (-34). Costs increased \$37,309.42 (8.92%). The resultant farebox recovery was 18.37%.

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

Recommendations

The City of Orange Cove, in conjunction with FCRTA, has taken positive steps to increase the efficiency of providing public transit service within its Community. Contract operation through the FCEOC/CTSA has proven to be quite successful, for both intra-city and inter-city operations. Continued growth is projected through on-going marketing programs.

Inter-city service to Fresno continues to lend itself to CTSA operation and funding. Cooperative financial arrangements should continue to ensure that service costs are shared equitably.

A residential development in Orange Cove was approved contingent on the contractor constructing a Bus Stop Station Facility to enhance travel by Eastern Fresno County residents.

Passengers utilizing the Orange Cove Transit's inter-city service have an opportunity in Reedley to transfer to Dinuba Transit for service to Tulare County.

FCRTA Staff continues to recommend service implementation from 7:00am to 5:30pm, including a mid-day lunch hour for the driver, Monday through Friday for both intra-city and inter-city services.

Recently the FCRTA Staff has received a few requests for additional round trip service between Orange Cove and Reedley. One individual expressed a desire to attend

Reedley College. The other individual wanted to access stores in Reedley. In both cases Staff mentioned that such service requests may be address by utilizing the existing Orange Cove Transit's inter-city service. If a number of additional request are received, service modifications may be warranted. The existing in-city service may be able to make a mid-morning and mid-afternoon trip to Reedley. If needs increase, an additional vehicle may be warranted in the future to exclusively provide such transit trips.

2011-12

- Monitor farebox recovery, adjust fares as warranted.
- Continue to market the intra-city transit services to attract non-elderly fare-paying patrons.
- Maintain service to elderly residents associated with the Nutrition Program.
- Evaluate inter-city patron ridership patterns to determine if route modifications may be evident.
- Continue implementing recommendations resulting from the annual Transit Productivity Evaluation and the State Triennial Performance Audit.
- Respond to Americans with Disabilities Act requirements.
- Respond to Clean Air Act requirements.
- Expand Transit Service Area Boundaries to transport rural residents in close proximity to existing communities served.

2012-13

- Consider the need for the operation of a second vehicle, to be funded by Measure – C, to enhance the service.
- Implement improvements as indicated by performance indicators.
- Seek additional local (non-governmental) funding to support transit service expenses.

2013-14

- Evaluate expansion or reduction of intra- and inter-city services.

2014-15

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.

2015-16

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.



SCALE IN MILES

5

LEGEND

..... CITY BOUNDARY

SPHERE OF INFLUENCE

CITY OF PARLIER

IV-61

EXHIBIT

IV-28

13. PARLIER TRANSIT

2009-10 Intra- and Inter-City Operations

Under an inter-agency services Agreement with the City of Parlier, FCRTA currently contracts for transportation services with the Fresno County Economic Opportunities Commission (FCEOC). Parlier Transit operates a twenty-two (22) passenger lift-equipped demand-responsive service within its Sphere of Influence (Exhibit IV-29). Service is currently provided Monday through Friday from 7:00 a.m. to 4:00 pm.

The City of Parlier has an independent taxi operator within its community. The service provider is able to serve the area on an as-requested basis. Residents may now have to access service at times beyond Parlier Transit's regular hours. The taxi operator is also participating in the Measure "C" Taxi Scrip Program for seniors seventy (70) years of age or older. Residents are able to purchase coupons through the Fresno COG's Central Valley Rideshare Program for twenty-five percent (25%) of the usual fares. At this time, the operator's vehicles are not wheelchair accessible for the disabled.

Orange Cove Transit also provides general public, wheelchair-accessible, service, with route deviation to pick-up disabled passengers, to Fresno, Sanger, Reedley and Orange Cove. Connections to Dinuba Transit in Reedley to provide service to Dinuba in Tulare County.

2009-10 Productivity Evaluation Analysis

Parlier Transit transported 756 more passengers for an increase of 10.31%. Senior riders decreased -11.96% (-354), -30 (-24.00%) less disabled, and general public riders increased 1,140 (26.82%). Fares increased 0.65% (\$92.39). Mileage decreased -2,221 (-12.85%), while service hours decreased -0.40% (-8). Cost increased \$7,975.63 or 5.86%. The initial farebox recovery was 5.26%, before adding \$6,832.94 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, just equal to the minimum 10.00% standard.

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

- cost / mile (\$9.56 vs. \$6.06); and
- farebox recovery (5.73% vs. 10.0%)

Recommendations

It is recommended that the FCEOC/CTSA continue the operation of Parlier Transit.

FCRTA Staff continues to recommend service implementation from 7:00am to 4:00pm, with a mid-day lunch hour for the driver, Monday through Friday.

With the continued growth and development of Parlier, Staff will be evaluating the possibility of expanded service hours and perhaps the need to introduce a second vehicle when warranted.

2011-12

- Monitor farebox recovery, adjust fares as warranted.

- Continue marketing the intra-city transit services to attract non-elderly fare-paying patrons.
- Encourage further grouping of passenger trips as a means to address increased requests for service within the community.
- Continue implementing recommendations resulting from the annual Transit Productivity Evaluation and the State Triennial Performance Audit.
- Respond to Americans with Disabilities Act requirements.
- Respond to Clean Air Act requirements.
- Expand Transit Service Area Boundaries to transport rural residents in close proximity to existing communities served.

2012-13

- Consider expansion of service hours.
- Consider the need for the operation of a second vehicle, to be funded by Measure C, to enhance the service.
- Implement improvements as indicated by performance indicators.
- Seek additional local (non-governmental) funding to support transit service expenses.

2013-14

- Evaluate expansion or reduction of intra- and intercity services.

2014-15

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.

2015-16

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.



..... CITY BOUNDARY
- - - - - SPHERE OF INFLUENCE

IV-65

14. REEDLEY TRANSIT

2009-10 Intra- and Intra-City Operations

The City of Reedley, through an inter-agency services Agreement with the FCRTA, provides demand-responsive public transportation within its Sphere of Influence (Exhibit IV-30) nine and a half (9.5) hours per day, Monday through Friday. In 2009-10, five (5) twenty-two (22) passenger lift-equipped FCRTA vans were utilized.

Orange Cove Transit provides wheelchair-accessible, inter-city, fixed-route service, with route deviation to pick-up disabled passengers, to Fresno, Parlier, Sanger and Orange Cove. They provide multiple round trips daily, Monday through Friday.

Passengers from Reedley Transit and Orange Cove Transit may transfer for service between Reedley (Fresno County) and Dinuba (Tulare County).

2009-10 Productivity Evaluation Analysis

Reedley Transit's ridership increased 2,198 passengers, representing a 3.30% change from the previous Fiscal Year. Seniors ridership decreased -2.84% (-311), 619 (34.58%) more disabled rides rode, and 1,890 (3.51%) more general public. Fares increased 6.65% (\$3,452.10). Mileage increased 9.31% (8,906) while hours increased 7.22% (605). Costs increased \$47,400.86 (9.37%). The initial farebox recovery was 9.39%, before adding \$3,359.79 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, just equal to the minimum 10.00% standard.

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

Recommendations

The intra-city services of Reedley Transit have focused on grouping passengers throughout the day in an effort to accommodate ridership. The dispatchers have maintained constant communications with the drivers in an effort "add passengers" in close proximity to each service vehicle. An adequate number of back-up drivers have must be employed to ensure that all service vehicles are in service throughout the day. As a result, ridership increase slightly.

In 2009-10, the FCRTA Staff recommended that the service be increased to five (5) demand responsive vehicles for eight (8) service hours each staggered over a ten (10) hour service period from 7:00am to 5:30pm, Monday through Friday and a single (1) vehicle for eight (8) hours on Saturday from 8:00 a.m. to 5:00pm with a mid-day lunch hour for the driver. The fifth (5th) vehicle's costs were being covered by FCRTA's Measure "C" funds as a service expansion. Upon further examination at the end of the Fiscal Year, it was determined that the inclusion of a fifth (5th) was simply *not* warranted. Many years ago the same number of riders were adequately address with just three (3) vehicles, but four (4) vehicles should be utilized to ensure prompt service. Ridership mid-way through 2010-11 decreased slightly. If in the future, ridership demand increases significantly, a fifth (5th) vehicle may again be added.

Passengers from Reedley Transit and Orange Cove Transit's inter-city service from Orange Cove, through Reedley, Parlier, Sanger and Fresno, have the opportunity to transfer in Reedley to Dinuba Transit for service into Tulare County.

The City of Reedley has issued a taxi permit to an independent operator within the City. The service provider is able to serve the area on an as-requested basis. Residents may now have to access service at times beyond Parlier Transit's regular hours. The taxi operator is also participating in the Measure "C" Taxi Scrip Program for seniors seventy (70) years of age or older. Residents are able to purchase coupons through the Fresno COG's Central Valley Rideshare Program for twenty-five percent (25%) of the usual fares. At this time, the operator's vehicles are not wheelchair accessible for the disabled.

2011-12

- Monitor farebox recovery, adjust fares as warranted.
- Continue marketing the intra-city transit services to attract non-elderly fare-paying patrons.
- Maintain service to elderly residents associated with the Nutrition Program.
- Continue implementing recommendations resulting from the annual Transit Productivity Evaluation and the State Triennial Performance Audit.
- Respond to Americans with Disabilities Act requirements.
- Respond to Clean Air Act requirements.
- Expand Transit Service Area Boundaries to transport rural residents in close proximity to existing communities served.

2012-13

- Implement improvements as indicated by performance indicators.
- Seek additional local (non-governmental) funding to support transit service expenses.

2013-14

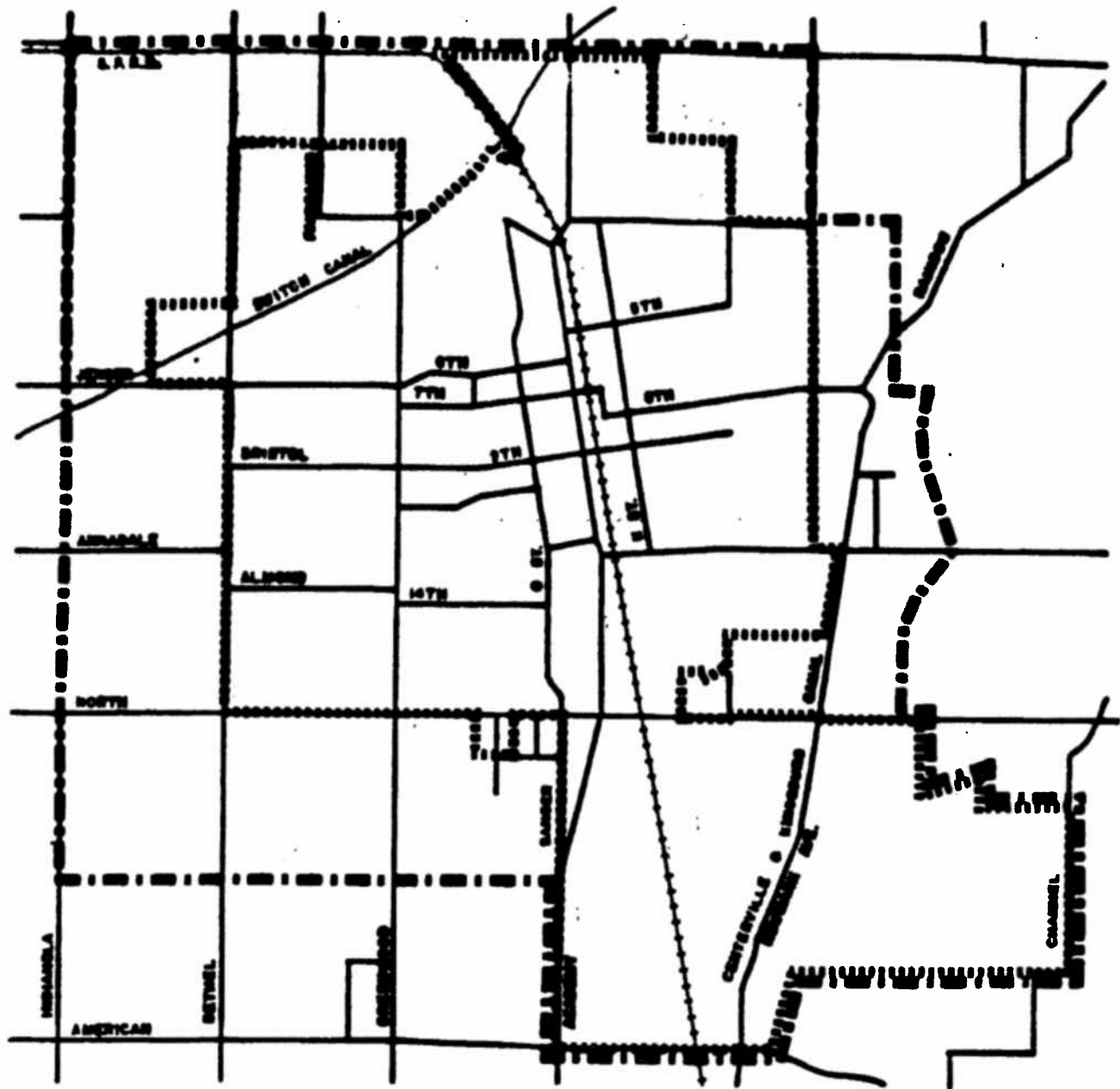
- Evaluate expansion or reduction of intra- and inter-city services.

2014-15

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.

2015-16

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.



LEGEND

- CITY BOUNDARY
- - - - - SPHERE OF INFLUENCE

CITY OF SANGER

IV-69

EXHIBIT
IV-30

15. SANGER TRANSIT

2009-10 Intra- and Inter-City Operations

The FCRTA, under an inter-agency services Agreement with the City of Sanger, has contracted with Transportation Specialties to provide public transportation service within the Sanger Sphere of Influence (Exhibit IV-31). Two (2) twenty-two (22) passenger lift-equipped FCRTA vans offer demand-responsive service in Sanger. The service is provided nine and a half (9.5) hours per day, Monday through Friday, and eight (8) hours on Saturday.

Orange Cove Transit provides two (2) round-trips daily, with route deviation to pick-up disabled passengers, to Fresno or Parlier, Reedley and Orange Cove on its FCRTA lift-equipped thirty-seven (37) passenger bus.

2009-10 Productivity Evaluation Analysis

Sanger Transit's ridership increased 0.99% (417). Ridership by seniors increased 0.85% (83), while the disabled passengers decreased by -672 (-99.85%), and general public passengers increased 4.56% (906). Fares decreased -0.69% (-\$258.27). Mileage decreased -4.59% (-3,061 miles), and hours decreased -0.96% (-45 hours). Costs increased 6.08% (\$18,844.01). The resultant farebox recovery was 11.28%, more than the minimum 10.00% standard.

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

Recommendations

Sanger Transit's service contract is may need to be reviewed, to ensure all aspects of the service are being adequately addressed. Since the Spring of 2007, two (2) twenty-two (22) passenger lift-equipped vans have been providing demand responsible service in the community. Actual ridership continues to increase. As the community continues to grow, a third (3rd) vehicle needs to be added in July 2011. The operation of an additional vehicle will be covered by Measure "C" as a service expansion.

Passengers from Sanger Transit and Del Rey Transit have an opportunity to utilize Orange Cove Transit's inter-city service to travel to Fresno, Parlier, Reedley and Orange Cove. In Reedley passengers have an opportunity to transfer to Dinuba Transit for service to Tulare County.

2011-12

- Reconsider current service contractor, or possible changes, and alternative would be the Fresno County Economic Opportunities Commission as the Rural Consolidated Transportation Service Agency (CTSA). This alternative option is utilized in the delivery of fourteen (14) of FCRTA's twenty (20) subsystems.
- Introduce a third (3rd) vehicle into demand responsive service.
- Continue to monitor farebox recovery, adjust fares as warranted.
- Continue marketing the intra-city transit services to attract non-elderly fare-paying patrons.
- Maintain service to elderly residents associated with the Nutrition Program.

- Continue implementing recommendations resulting from the annual Transit Productivity Evaluation and the State Triennial Performance Audit.
- Respond to Americans with Disabilities Act requirements.
- Respond to Clean Air Act requirements.
- Expand Transit Service Area Boundaries to transport rural residents in close proximity to existing communities served.

2012-13

- Implement improvements as indicated by performance indicators.
- Seek additional local (non-governmental) funding to support transit service expenses.

2013-14

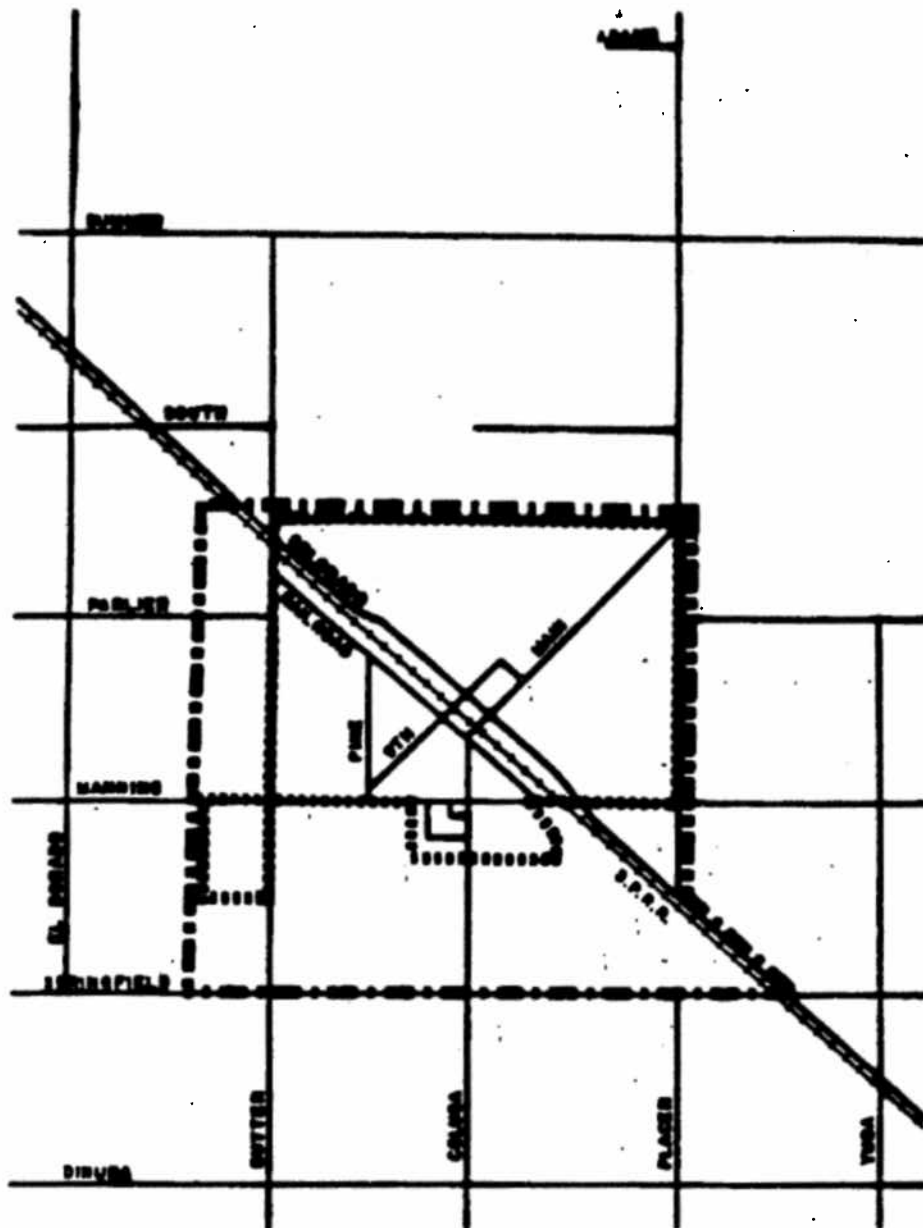
- Evaluate expansion or reduction of intra- and inter-city services.

2014-15

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.

2015-16

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.



SCALE IN MILES
0 1/2 1

LEGEND

----- CITY BOUNDARY

..... SPHERE OF INFLUENCE

CITY OF SAN JOAQUIN

IV-73

EXHIBIT
IV-31

16. SAN JOAQUIN TRANSIT

2009-10 Intra-, Inter City and Inter-Community Operations

The FCRTA, under an inter-agency Agreement with the City of San Joaquin, contracts with the Fresno County Economic Opportunities Commission (FCEOC) for demand-responsive service within their Sphere of Influence (Exhibit IV-32). This wheelchair accessible service is provided Monday through Friday for ten (10) hours daily from 7:00am to 6:00pm using a twenty-two (22) passenger lift equipped FCRTA van. San Joaquin Transit also responds to transit service requests of the communities of Cantua Creek, El Porvenir, Halfway, Tranquillity and Three Rocks.

The Rural CTSA also operates wheelchair-accessible inter-city services, with route deviation to pick-up disabled passengers, to Kerman, Mendota, Firebaugh and Fresno. The Westside Transit service provides two (2) round trips Monday through Friday on a scheduled fixed-route basis.

2009-10 Productivity Evaluation Analysis

San Joaquin Transit ridership decreased -15.84% (-1,864). Senior ridership increased 88.64% (39), disabled decreased by -7 (-63.64%), and general public ridership decreased -16.19% (-1,896). Fares increase 20.19% (\$3,173.75). Mileage decreased -4.40% (-1,896 miles) while hours decreased -0.40% (-10 hours). Cost increased 25.84% (\$38,790.26). The initial farebox recovery was 4.86%, before adding \$9,717.95 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, equal to the minimum 10.00% standard.

During the 2009-10 Fiscal Year San Joaquin Transit operated beyond reasonable FCRTA System standards in the following one (1) performance indicators:

- passenger / mile (0.24 vs. 0.30).

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

Recommendations

San Joaquin has aggressively worked to group passenger trips. The service needs to be operated as a shared ride demand responsive service. The existing scheduled pick-up locations include: Cantua Creek; El Porvenir; Halfway; Tranquillity; Three Rocks; and Kerman, result in high unproductive mileage. The passengers need to support the shared ride concept in order to retain current low farebox rates.

Ridership continues to increase as a result of a child care center in Cantua Creek. More early morning and late afternoon service requests caused the FCRTA Staff to recommend that the service be expanded, with Measure – C funding, two additional hours 7:00am to 5:30pm, Monday through Friday.

As ridership demands continue to increase for the intra-community service and the need for inter-city service is compromised, then it may become necessary to add a second (2nd) vehicle to ensure service to Kerman in order to meet the Westside Transit service to and from Fresno, Mendota and Firebaugh. It would be an expansion of service, that would be funded by FCRTA's Measure "C" funds.

Consideration for distributing a transit needs questionnaire in the community may determine if there are any other service arrangements that may need to be implemented.

2011-12

- Distribute a transit needs questionnaire to the residents of the City of San Joaquin, tabulate findings, implement any warranted changes or modifications.
- Monitor farebox recovery, adjust fares as warranted.
- Continue marketing the intra-city transit services to attract non-elderly fare-paying patrons.
- Maintain service to elderly residents associated with the Nutrition Program.
- Continue augmenting funding of inter-city transit services (Westside Corridor) to include LTF Article 4.5 and 8© monies.
- Continue implementing recommendations resulting from the annual Transit Productivity Evaluation and the State Triennial Performance Audit.
- Respond to Americans with Disabilities Act requirements.
- Respond to Clean Air Act requirements.
- Expand Transit Service Area Boundaries to transport rural residents in close proximity to existing communities served.

2012-13

- Implement improvements as indicated by performance indicators.
- Seek additional local (non-governmental) funding to support transit service expenses.

2013-14

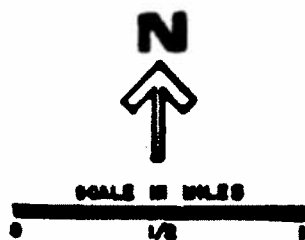
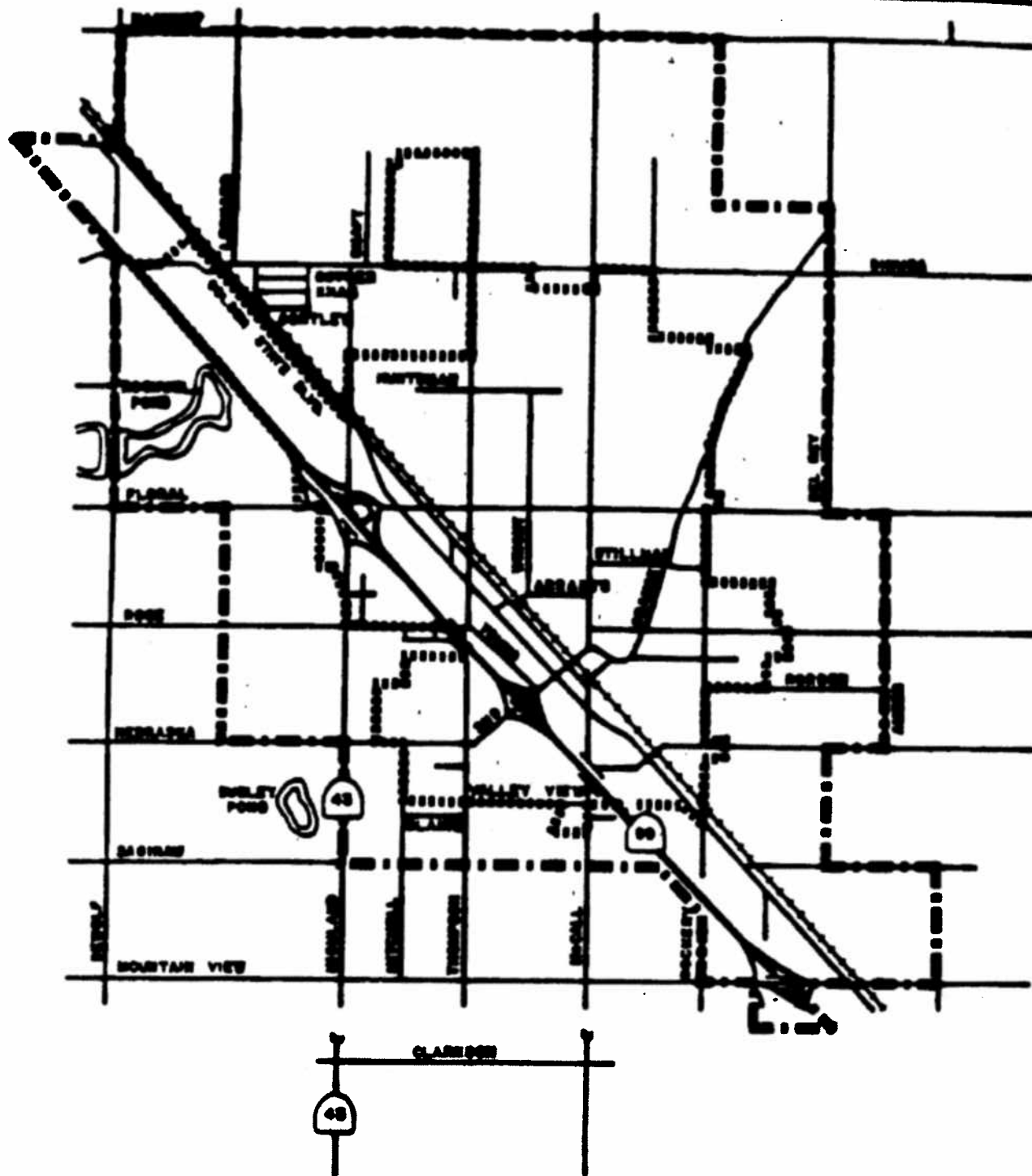
- Consider the need for the operation of a second vehicle, to be funded by Measure – C, to enhance the service.
- Evaluate expansion or reduction of intra- and inter-city services.

2014-15

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.

2015-16

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.



LEGEND

- CITY BOUNDARY
- SPHERE OF INFLUENCE

CITY OF SELMA

IV-77

EXHIBIT
IV-32

17. SELMA TRANSIT

2009-10 Intra- and Inter-City Operations

The City Council acted on a previous Rural Short Range Transit Plan recommendation to reconsider service contracting as a means of reducing operational costs.

The City of Selma determined that they would discontinue operating Selma Transit, after an exhaustive evaluation of several alternatives as a means of controlling the City's Budget crisis (very common to many other city and county governments, in the current economic down turn). The Council recognized that the operator of their Saturday service had been the Fresno County Economic Opportunities Commission (FCEOC) as the Rural Consolidated Transportation Service Agency (CTSA), under contract and direction of the FCRTA. In July 2009, the arrangement was expanded to cover the entire service. The FCEOC was able to hire previous drivers and dispatchers, who were familiar with the services and community to ensure a seamless transition. Selma Transit provides service within Selma's Sphere of Influence (Exhibit IV-33).

This service utilizes five (5) FCRTA lift-equipped vans. Three (3) are currently operated on a demand-responsive basis, Monday through Friday, for an average of eight (8) hours per service day. The individual vehicle operations are staggered from 7:00am to 5:30pm, Monday through Friday, and a single (1) vehicle is operated for eight (8) hours on Saturdays. A fourth (4th) vehicle augments service on a scheduled fixed route. A fifth (5th) vehicle is operated mid-day, Monday through Friday, to cover the lunch hours of the other drivers and maintain consistent service during the busiest period of the day. Service is also available on Saturdays for eight (8) hours.

Inter-city general public service to Kingsburg, Fowler and Fresno is provided for three (3) round trips on FCRTA's Southeast Transit within a nine and a half (9.5) hour period, Monday through Friday. Inter-city transfers between the three (3) communities are also accommodated.

Kings Area Rural Transit (KART) in Kings County provides inter-county service, with FCRTA funding cooperation. The service facilitates transit from Hanford through Selma with a stop at Kaiser Hospital before proceeding to Fresno, to the Downtown Community Regional Medical Center, and then to Veteran's Hospital, Kaiser Hospital, Saint Agnes Hospital and on to Children's Hospital Central Valley (in Madera County).

2009-10 Productivity Evaluation Analysis

Following the operation transition from the City of Selma to the FCEOC, Selma Transit's ridership increased 7.02% (4,115). Senior ridership increased 41 (0.18%), disabled passengers increased by 426 (24.33%) while general public ridership increased 3,648 (10.70%). Fares decreased -7.97% (-\$4,608.44). Mileage increased 5.04% (4,872). The hours of service increased 7.18% (587 hours). The resultant costs decreased -6.84% (-\$39,031.72). The initial farebox recovery was 8.74%, before adding \$6,680.40 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, equal to the minimum 10.00% standard.

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

Recommendations

The alternative operations of Selma Transit has proven to be successful. The FCEOC has been able to provide reliable back-up support Staff to ensure maximum service during the stipulated times. As such the service has attracted additional riders on a consistent basis. Programmed improvements should continue to be implemented.

The intra-city services of Selma Transit needs to focus on grouping more passengers together in an effort to accommodate increased ridership demand. Each dispatcher needs to visualize the relative location of each vehicle and subsequent service requests in an effort to "add additional passengers" to each vehicle trip. The dispatchers need to maintain constant radio feedback with the drivers to seek their suggestions as to who can best handle the next passenger.

During the coming fiscal year, the City Council may direct the FCRTA to conduct an evaluation of the success of the current fixed route service. The study may recommend switching three (3) vehicles to operate on a scheduled fixed route basis, with the fourth (4th) vehicle providing demand responsive service to transport frail elderly and disabled riders unable to walk to one of the routes for service. The fifth (5th) vehicle may continue to operated mid-day, Monday through Friday, to cover the lunch hours of the other drivers. The general public trade-offs of switching from flexible demand responsive services to a fixed route service must have overall transit patron support. Otherwise demands for the remaining demand responsive vehicle can exceed operational possibilities.

Another option may be to discontinue the operation of the fourth (4th) vehicle on a fixed route basis in favor of that vehicle also being operated on a demand responsive basis.

In either case, Saturday service would continue to be available with one (1) vehicle operated on a demand responsive basis for eight (8) hours from 8:00am to 5:00pm with a lunch hour for the driver from 12 Noon to 1:00pm.

2011-12

- Seniors in Selma have requested consideration for a once a month trip to the Fresno-Clovis metropolitan area. Implementation of such a request would be an expansion of service. Such a service would be done on a demonstration basis and funded by FCRTA's Measure "C" funds. The service would be offered for a three (3) month period to determine if minimum performance standards are met to warrant construction. The service may begin in September 2009.
- The Selma City Council may divert Staff to reassess the operational modes (demand responsive and fixed route) to ensure Selma Transit continues to meet the needs of an every increasing population.
- Continue monitoring farebox recovery, adjust fares as warranted.
- Maintain service to elderly residents associated with the Nutrition Program.
- Continue to augment the financial support of inter-city services (South-East Corridor) with LTF Article 4.5 and 8c.
- Continue providing limited service to the Selma Airport.
- Continue implementing recommendations resulting from the annual Transit Productivity Evaluation and the State Triennial Performance Audit.
- Consider city Staff operation of the Saturday intra-city services.
- Respond to Americans with Disabilities Act requirements.

- Respond to Clean Air Act requirements.
- Expand Transit Service Area Boundaries to transport rural residents in close proximity to existing communities served.

2012-13

- Consider the need for the operation of a sixth (6th) vehicle, to be funded by Measure – C, to enhance the service.
- Implement improvements as indicated by performance indicators.
- Seek additional local (non-governmental) funding to support transit service expenses.
- Implement alternative inter-city general public service to Fresno with CMAQ funded bus.

2013-14

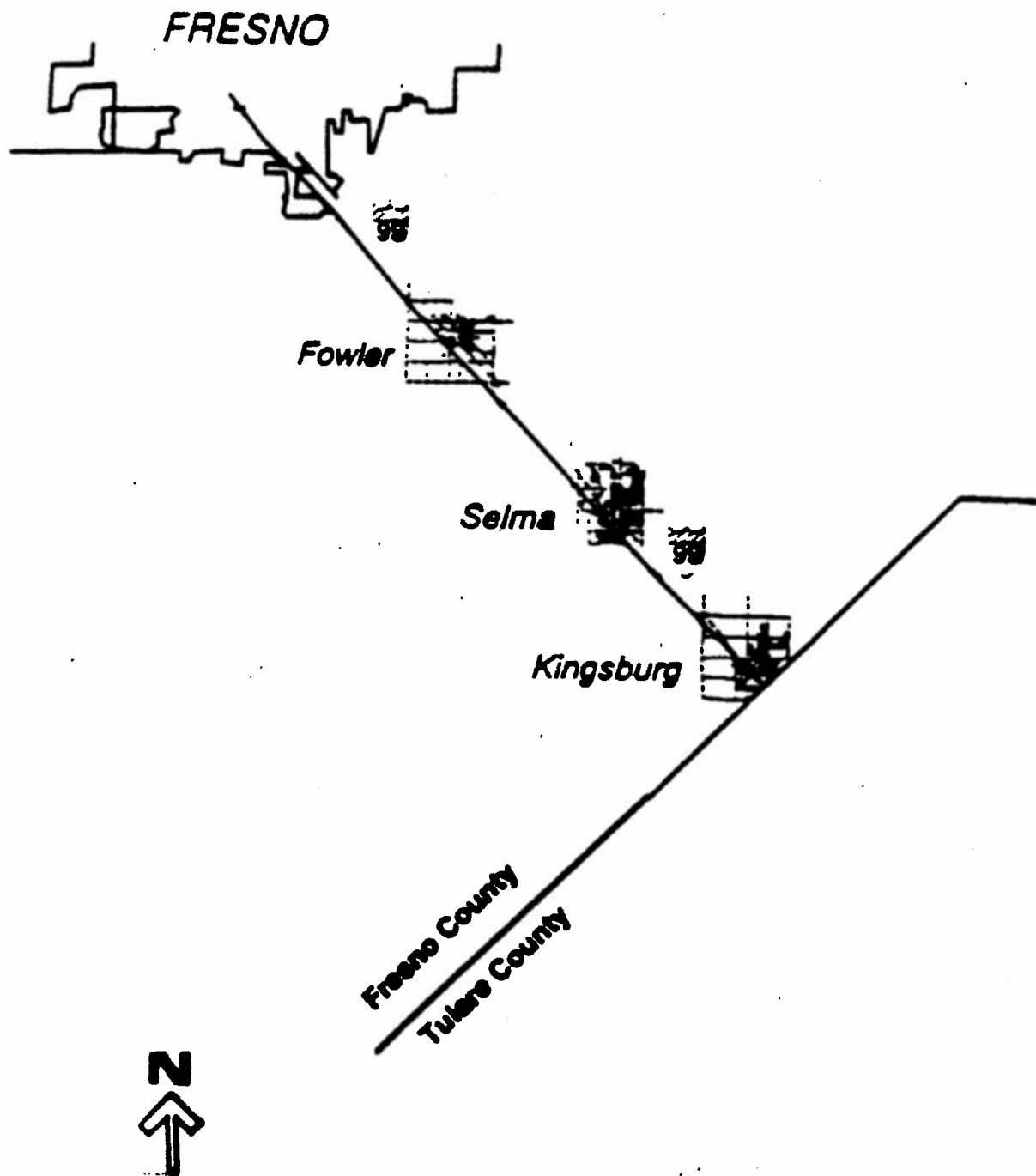
- Evaluate expansion or reduction of intra- and inter-city services.

2014-15

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.

2015-16

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.



SOUTHEAST TRANSIT

IV-81

ROUTE
IV-33

18. SOUTHEAST TRANSIT

2009-10 Inter-City Operations

Inter-city service responsibilities from Kingsburg, Selma and Fowler to Fresno (Exhibit IV-34) is provided through a contractual service agreement between the FCRTA and the Rural CTSA (FCEOC).

Inter-city general public service between Kingsburg, Selma, Fowler, and Fresno is provided on FCRTA's Southeast Transit, utilizing a twenty-two (22) passenger modified van for three (3) round trips, within a nine and a half (9.5) hour period, Monday through Friday.

2009-10 Productivity Evaluation Analysis

Southeast Transit ridership increased 6.25% (675) during the past Fiscal Year. Ridership by seniors decreased by -711 (-36.57%), while disabled ridership decreased by -665 (-48.79%) and general public increased by 2,051 (27.37%). Fares increased 7.74% (\$1,833.80). Mileage increased 211 miles (0.55%). The service hours remained unchanged. The costs decreased -\$22,145.54 (-15.76%). The resultant farebox recovery was 21.56%.

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 (0.28 vs. 0.30).

Recommendations

Southeast Transit must be marketed effectively to attract the patrons that have previously requested the service.

FCRTA Staff should analyze the existing route schedule to determine how an additional (4th) round trip could be accommodated to possible enhance the service.

FCRTA Staff continues to recommend implementation of the service during a nine and a half (9.5) hour per service day from 7:00am to 5:30pm, with a mid-day lunch hour for the driver, Monday through Friday.

2011-12

- Continue monitoring farebox recovery, maintain fares at half price for those granted by the California Public Utilities Commission for Common Carriers operating along identical routes.
- Continue augmenting the financial support of the service with LTF Article 4.5 and 8c (City of Fowler, City of Kingsburg, City of Selma), as necessary.
- Continue implementing recommendations resulting from the annual Transit Productivity Evaluation and the State Triennial Performance Audit.
- Respond to Americans with Disabilities Act requirements.
- Respond to Clean Air Act requirements.
- Expand Transit Service Area Boundaries to transport rural residents in close proximity to existing communities served.

2012-13

- Consider an expansion of service hours to address inter-City service enhancements with Measure – C funding.
- Implement improvements as indicated by performance indicators.
- Seek additional local (non-governmental) funding to support transit service expenses.
- Implement alternative inter-city general public service to Fresno with CMAQ funded bus.

2013-14

- Further evaluate expansion or reduction of inter- city services.

2014-15

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.

2015-16

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.

19. WESTSIDE TRANSIT SERVICE

2009-10 Inter-City Operations

Westside Transit Service is provided by the Rural CTSA. The service links the communities of Firebaugh, Mendota, San Joaquin, Tranquillity, Cantua Creek, Three Rocks and Kerman to the City of Fresno (Exhibit IV-35). The Westside Transit Service operates two (2) round trips Monday through Friday 7:00am to 6:00pm service is provided in FCRTA's twenty-two (22) passenger lift-equipped bus.

2009-10 Productivity Evaluation Analysis

Westside Transit's ridership increased 1.11% (108). Senior ridership increased 7.14% (157), disabled increased by 80 (58.39%) and general public decreased -1.76% (-129). Fares increased \$786.15 (2.92%). Mileage increased 0.58% (249 miles), and hours remained unchanged. Costs decreased -\$32,437.37 (-19.96%). The farebox recovery was 21.29%.

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

- passenger / mile (0.22 vs. 0.30).

Recommendation

Service contracting with the CTSA has proven very successful and should continue.

Westside Transit must be marketed effectively to attract the patrons that have previously requested the expanded service.

FCRTA Staff should analyze the existing route schedule to determine how an additional (3rd) round trip could be accommodated to possible enhance the service.

Westside Transit may need to expand its services to facilitate additional inter-city connectivity to address pending transit service needs associated with the Mendota Prison, which is scheduled to open the end of 2009.

FCRTA Staff continues to recommend implementation of the service ten (10) hours per service day from 7:00am to 5:30pm, with a mid-day lunch hour for the driver, Monday through Friday.

2011-12

- Continue monitoring farebox recovery, maintain fares at half price for those granted by the California Public Utilities Commission for Common Carriers operating along identical routes.
- Continue augmenting the financial support of the service with LTF Article 4.5 and 8c (City of Firebaugh, City of Kerman, City of Mendota, and the City of San Joaquin), as necessary.
- Continue implementing recommendations resulting from the annual Transit Productivity Evaluation and the State Triennial Performance Audit.
- Respond to Americans with Disabilities Act requirements.
- Respond to Clean Air Act requirements.

- Expand Transit Service Area Boundaries to transport rural residents in close proximity to existing communities served.

2012-13

- Consider an expansion of service hours to address inter-City service enhancements with Measure – C funding.
- Implement improvements as indicated by performance indicators.
- Seek additional local (non-governmental) funding to support transit service expenses.
- Implement alternative inter-city general public service to Fresno with CMAQ funded bus.

2013-14

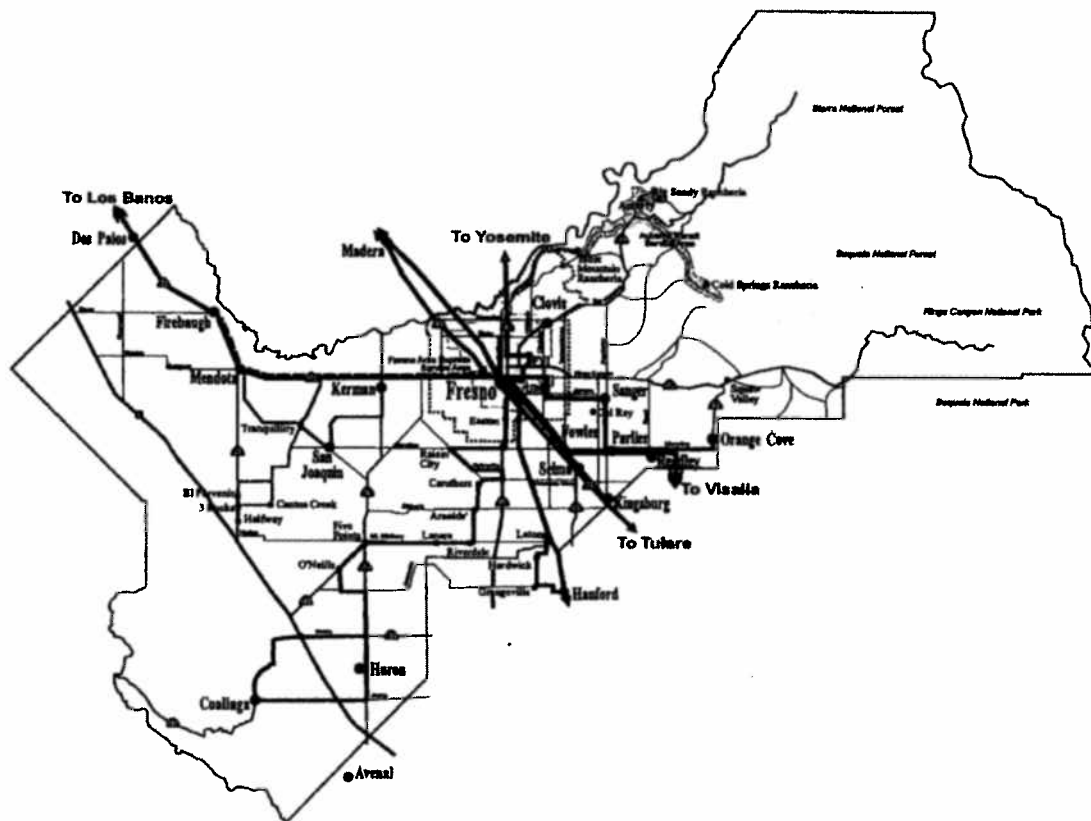
- Further evaluate expansion or reduction of inter- city services.

2014-15

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.

2015-16

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.



RURAL TRANSIT

IV-89

EXHIBIT
IV-35

20. RURAL TRANSIT

2009-10 Inter-Community Operations

Rural Transit was not implemented for service in 2009-10.

Rural Transit between remote areas of Fresno County has been mentioned in the Regional Transportation Plan and Rural SRTTP for many years. The Measure-C Expenditure Plan referenced the concept for funding and implementation. Service beyond the current transit service areas associated with incorporated cities has been difficult to justify. Following the successful passage of Measure-C in November 2006, the FCRTA has been preparing to offer such a service. The 2009-10 FCRTA Budget reflects Measure-C funding for the new "Rural Transit" service. (Exhibit IV- 36).

2009-10 Productivity Evaluation Analysis

Rural Transit did not exist for evaluation purposes during the 2009-10 Fiscal Year.

The Rural Transit subsystem will be evaluated as part of the 2010-11 Productivity Evaluation Report in September 2011.

Recommendations

The Rural Transit subsystem will be implemented as an demonstration expansion service. Four (4) vehicles have been purchase to facilitate the operation of three (3) in regular service, Monday through Friday, with the fourth (4th) reserved as a back-up vehicle. The updated Rural SRTTP reflects the demand responsive operation to be available on a twenty-four (24) hour prior reservation basis. The details for actual implementation need to be determined, and marketed to ensure rural area residents have the opportunity to utilize the service to ensure sustainability.

Transfers to existing operations should eliminate service duplications.

The FCRTA will be contracting with Fresno County Economic Opportunities Commission (FCEOC) as the Rural Consolidated Transportation Service Agency (Rural CTSA) for the provision of this transportation services.

It is recognized that this is an important new service, and yet it will still need to be subjected to minimum performance evaluation criteria in order to justify the future number of service vehicles

2011-12

- Continue monitoring farebox recovery, adjust fares as warranted.
- Continue augmenting the financial support of the inter-city service with Measure –C funds, as necessary.
- Respond to Americans with Disabilities Act requirements.
- Respond to Clean Air Act requirements.

2012-13

- Implement improvements as indicated by performance indicators.
- Seek additional local (non-governmental) funding to support transit service expenses.

2013-14

- Further evaluate expansion or reduction of inter- community services.

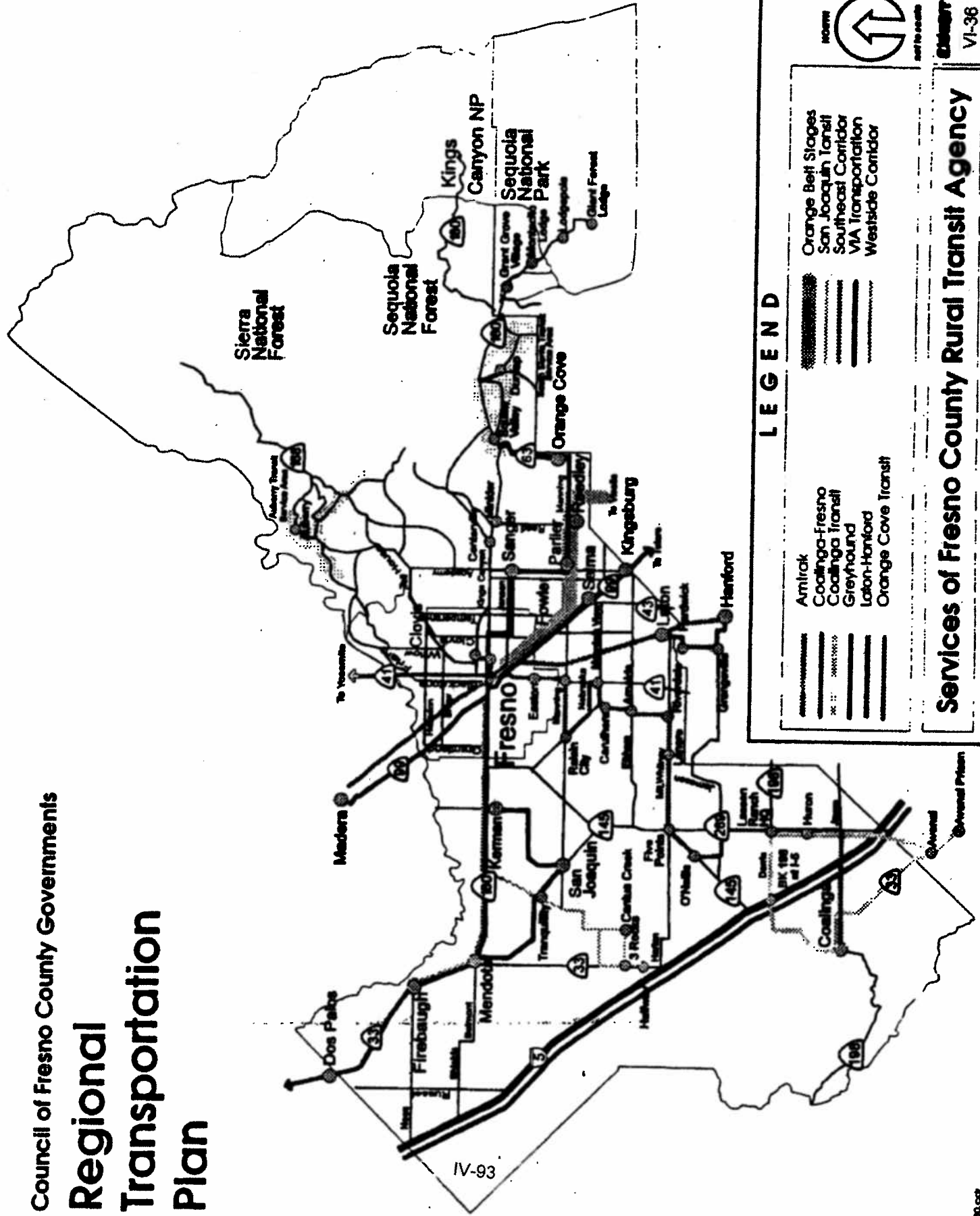
2014-15

- Continue similar recommendations, as in previous years, to modify services as needed and warranted.

2015-16

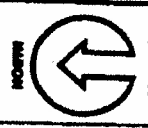
- Continue similar recommendations, as in previous years, to modify services as needed and warranted.

Council of Fresno County Governments Regional Transportation Plan



LEGEND

- | | | | |
|--|---------------------|--|---------------------|
| | Amtrak | | Orange Belt Stages |
| | Coalinga-Fresno | | San Joaquin Transit |
| | Coalinga Transit | | Southeast Corridor |
| | Greyhound | | VIA Transportation |
| | Luton-Hanford | | Westside Corridor |
| | Orange Cove Transit | | |



Services of Fresno County Rural Transit Agency

VI-36

21. PUBLIC AND PRIVATE INTER-CITY CARRIERS

As noted in the existing 2009-10 City transit summaries, scheduled inter-city service between rural cities and “to” and “from” the Fresno Metropolitan Area is provided by both privately and publicly operated carriers (Exhibit IV-37):

Auberry Transit: A publicly-operated inter-community transit service from foothill mountain communities and the Indian Rancherias of Big Sandy, Cold Springs and Table Mountain to the Fresno-Clovis Metropolitan Area.

Coalinga Transit: A publicly-operated wheelchair accessible carrier serves Coalinga, Huron, Five Points, Lanare, Riverdale, Caruthers, Raisin City, Easton, and Fresno. Each service may deviate from the routes for disabled passengers.

Dinuba Transit: A publicly-operated wheelchair assessable service between the City of Dinuba (Tulare County) and the City of Reedley (Fresno County).

Huron Transit has provided inter-city service between Huron, the Interchange Developments at Interstate 5 and State Highway 198, West Hills College, and the City of Coalinga.

Greyhound: A privately-operated common carrier provides inter-regional service to other location in the State and Nation.

Kings Area Rural Transit: A publicly-operated carrier that provides services primarily within Kings County. Contract service is provided between Laton and Hanford. Inter-County service from Kings County to Fresno County and Madera County has been provided periodically during the week. Service between Hanford, Kaiser Clinic in Selma to Fresno for medical appointments at the Downtown Community Regional Medical Center, Veteran's Hospital, Kaiser Hospital, Saint Agnes Hospital and Children's Hospital of Central California in Madera County.

Orange Belt Stages: A privately-operated common carrier may be providing inter-regional service in the State.

Orange Cove Transit: A publicly-operated wheelchair accessible carrier is currently serving Orange Cove, Reedley (with connections to Dinuba Transit), Parlier, Sanger, and Fresno. The service may deviate from the route for disabled passengers.

Southeast Transit: A publicly-operated carrier currently provides demand responsive inter-city wheelchair accessible service between Kingsburg, Selma and Fowler and to Fresno.

Transportes Intercalifornias: A privately-operated common carrier currently provides service between Fresno, Los Angeles, Santa Ana, San Ysidro and Tijuana, Mexico.

Westside Transit: A publicly-operated service which currently provides inter-city wheelchair accessible service between the Cities of Firebaugh, Mendota, Kerman with connectivity from San Joaquin, to Fresno.

It should be noted that the Federal Bus Regulatory Reform Act of 1982 has allowed interstate bus companies to eliminate their unprofitable routes. As a result, Greyhound filed a proposal in January 1983 with the California Public Utilities Commission to eliminate approximately ninety (90) of its stops in the State, most of which are in rural areas. All stops between Fresno and Bakersfield have been eliminated. In Fresno County, sites have been affected, including Herndon, Kerman, Malaga, Fowler and Kingsburg..

As previously noted, the service declines of Greyhound and Orange Belt Stages services have seriously declined within Fresno County in recent years.

The FCRTA has taken appropriate action over the previous fourteen (14) years to address the problem. As previously mentioned, the FCRTA has acquired larger capacity, wheelchair accessible and alternatively fueled, buses to ensure regular general public services between rural communities and the FCMA.

E. FCRTA Systemwide Recommendations

There are a number of issues at the FCRTA management level which must be addressed to ensure continuation of basic public transportation services throughout the rural area.

The 2011 Regional Transportation Plan identifies unresolved needs and issues for further consideration. The rural transit service needs centered around the following ten (10) issues:

1. *Implementation of adequate inter-city services to augment increasingly inadequate services between rural communities and the Fresno-Clovis Metropolitan Area.* Connectivity to and through rural communities and the metropolitan area is critical to the economic vitality of the region and its residents.
2. Reciprocal fare / transfer programs between rural and metropolitan area transit services. A common transfer mechanism could facilitate inter-community ridership throughout the County. Existing farebox revenue requirements on each respective agency hampers a satisfactory arrangement because the sharing of individual farebox receipts further erodes current receipts. The three (3) transit agencies are currently working towards the purchase and implementation of a unified electronic farebox system to promote seamless transit travel throughout Fresno County. The program may be implemented in 2011-12.
3. *Expanded service to unincorporated rural area residents who live beyond city transit area boundaries.* Previously, it has not been "reasonable" to set up a roving service vehicle to provide this extra service because requests were sporadic. Furthermore, patrons appeared unwilling to transfer to another provider's vehicles when entering a different service area to complete their trip. Varying fares, based on distance/time traveled is yet another issue. The FCRTA Expenditure Plan for its portion of Measure-C funds has allowed the Agency to develop another Subsystem called Rural Transit. Four (4) wheelchair accessible five (5) passenger mini-vans were acquired to begin implementing this much needed service in 2010-11. Three (3) vehicles are available on a twenty-four (24) hour prior reservation basis. The fourth (4th) is intended for back-up purposes. Advertising the service has proved to be difficult. The vehicles and service are expressly intended for persons living in

rural unincorporated areas, not by persons living within an existing transit service area, who would like to have an exclusive personal service to identical destinations, similar to that of a taxi. To date only a few patrons have utilized the new service..

4. *Adequate and stable funding for additional transportation improvements.* Transit vehicles and passengers are being subjected to less than optimum driving conditions. A significant revenue base must be secured to replace the decaying infra-structure. The condition of the economy and the reaction of the public to any form of increased taxation have proven to be very detrimental to even short-term financial planning. Dedicated funding sources, with escalation factors for inflation and population growth are a common theme for transportation providers. Again, with the implementation of provisions and funding contained in the Measure-C Expenditure Plan these vary issues should be adequately addressed during the twenty (20) year period for 2007 through 2027. However, the legislature and the Governor eliminated State Transit Assistance (STA) funding in November 2008 as a means of balancing the State budget. Since that time alternative means were instituted and challenged in court, and overturned. Local, State, and Federal programs are being delayed in an effort balance their respective budgets. The federal six year transportation act expired nearly two (2) years ago, with little hope for any timely consideration.

Staff continues to respond to periodic request form the State and Federal Government to program our needs on an immediate, short-term, and long-term basis, without recognizing their inability to provide us with any timely revenue projection information.

5. *Home to work - commuter transportation services.* The public appears to be reluctant to change, especially in matters of their "lifestyle". In order to significantly reduce the total vehicle miles traveled and thus air quality emissions, of single occupancy vehicles, the public must accept carpooling, vanpooling, and commuter bus service. Suggested programs, to date, have not been universally embraced. Measure-C specifically included funding and implementation provision for computer vanpool and farm labor vanpools services for the next twenty (20) years.

Current specific Measure-C programs implementation programs to address this matter are now in place. They include: subsidized carpooling, commuter vanpooling and farm labor vanpooling. The financial incentives are significant and attractive, especially as the price of petroleum fuels continue to rise towards \$5.00 per gallon. The Fresno COG programs have been offering monthly drawings for \$1,000, with an annual drawing. Last year of a hybrid vehicle was given away along with other valuable prizes. Vehicle pooling providers include: VPSI, Enterprise, and King County Public Area Public Transit Agency. Together they have provided well over 400 vehicles in the South San Joaquin Valley in particular the Counties of: Fresno, Kern, Kings, Madera, and Tulare. The Kings County program is preparing to spin-off another public Joint Powers Agency to be called CalVans in July 2011. Approximately fifteen (15) Counties are currently determining their desire to actively participate

Last year, after ongoing requests by individuals, City Managers, and City Councils and Departments of Fresno County regarding desire to see the

FCRTA services expanded to address transportation service for employment, and educational purposes. The diverse nature of such requests, including the location of the origins and destinations, and the time-frame for needed arrival and desired departure of such trips, and the resulting actual commuting time for such a service is very difficult to be viable for a rural public transit provider. A review of the vanpooling participants actual share of the daily transportation is approximately \$5.00 per day, depending on the actual distance traveled. For an employed person that cost is understood to be very reasonable. But some remarked that some individuals were just starting work, and they wondered if the cost could be even lower. FCRTA Staff recommended in the adoption of last years Budget to set aside up to \$1 million of its capital reserve funds to purchase up to forty (40) vans. When the final cost of a properly equipped commuter van was determined, thirty-five vehicles could actually be purchased. The vehicles were delivered and equipped for service in March 2011. A vehicle was on display prior to the FCRTA's Board Meeting in late March. A qualifying participant was present to be handed the first set of keys to begin utilizing the vehicle. The individual was a resident from Kingsburg that was a teacher in Pixley in Tulare County. He had organized a group that needed reliable transportation to South Valley communities. The monthly cost of the vanpool will not be required to include original vehicle costs paid for by the FCRTA. The net result is to lower the daily shared costs nearly \$2.00 per day per participant. This amount is much less than what a rural public operator would have to charge, in order to achieve the minimum ten percent (10%) fare ration to actual expenses. Thirty-four (34) similar vehicle are immediately available to specifically address this previous perceived need in a low-cost effective manner, personalized to the very individuals participating.

6. *Inter-county connectivity* of transit services to facilitate travel between the eight (8) Counties adjacent to Fresno County: Inyo County, Kings County, Madera County, Merced County, Mono County, Monterey County, San Benito County, and Tulare County. Further enhancement to periodic inter-regional common carrier services, facilitate trip purposes for: employment; medical; commercial; recreational; and social services.

To date the FCRTA has implemented several demonstration programs to facilitate access to adjacent Counties. Coalinga Transit provided inter-city service to Avenal and the Lemoore Naval Air Station in Kings County. Firebaugh Transit provided service to Eastside Acres in Madera County. King County Public Area Public Transit Agency provides service to Laton in Fresno County for patrons going to Hanford in Kings County. Previously they also provided connection between Hanford and Coalinga. They currently provide access from Hanford to Fresno and Madera for access to medical facilities. Dinuba Transit provides service from Dinuba in Tulare County to Reedley in Fresno County.

7. *Farm Worker Transportation.* Agricultural workers need access to transportation services that are safe, affordable, reliable, and available. Traditional transit services do not meet the needs of farm workers because of varying work schedules, changing locations, seasonality of the work itself, and the unusual and varied hours of the actual work. The Caltrans Agricultural Industries Transportation Services (AITS) Pilot Program involving Fresno, Kern, Kings, and Tulare Counties is the first of its kind in California, and should continue. It offers a unique approach to help individuals to come

together and share independence in meeting their collective need to travel "to" and "from" their work, as necessary. To date there are over sixty (60) farm labor van pools are operating within Fresno County. Additional programs are also being explored. Funding under recently approved State program will be coupled with Measure-C funding to dramatically expand the farm labor vanpool program over the next twenty (20) years.

8. *Maintain service for the transit dependent population (i.e. elderly and disabled).* Basic services are literally a lifeline between this growing segment of the population and required services to sustain one's quality of life.

The FCRTA and the Rural CTSA have been implementing programs recommended in the recently adopted Human Service Coordination Plan for Fresno County. Both Agencies work closely with nearly two dozen other Agencies to ensure the transit dependent population may receive at least life-line service. However, many of the programs offered by non-profit and other public agencies have been dependent on County, State and Federal funding programs that may loose funding as each entity determines what they may need to cut in order to balance their respective budgets.

9. *Additional marketing and education programs to promote services.*

There is always a need to market the services available. And there is never enough money to do everything suggested. The Fresno Area Express and FCRTA has received Federal Transit Administration Section 5316 (New Freedom) Grant funding to develop a volunteer "Transit Ambassador". The Ambassadors are then to do actual "Travel Training" of new passengers. The program would involve the Ambassador actually going to meet the "first time" rider. The Ambassador would then actually ride with the person on their entire trip. The net result would be to attract additional regular riders who could themselves help others navigate the services.

10. *Elimination of repetitive documentation of regular activities.* The Paper Work Reduction Act of the Carter Administration has been ignored and promises by the Clinton Administration to streamline grant approval processes were not realized. The Bush Administration promised to consolidate programs and funding as part of their long-term tax reduction program but the number of programs actually increased. The Obama Administration is trying to restart the economy with numerous stimulus funding programs. Administrative expenditures must be kept in check.

11. *Further Consolidation and Coordination of Transportation Services.* Efforts such as these are specifically being addressed and funded by Local, State and Federal sources. As mentioned previously, Fresno COG is taking a proactive approach to these previously identifies needs and issues

The implementation of the Measure-C Expenditure Plan specifically identifies a portion of funds be utilized to fully consider the Consolidation of the City of Fresno's Fresno Area Express (FAX), the City of Clovis' Clovis Transit, and the services provided by the FCRTA. A Consultant is currently working with a technical group to determine how the three (3) Agencies are currently providing their respective services. The Study is than to select which Agencies have successfully consolidated their service and further determine the details that made it happen. Understand the challenges they faced, the

considered options, the selected alternative that was implemented, and evaluation of the results. The study may be completed in the September of 2011. A recommendation of "go" or "no go" is to be reported back to the Agencies governing body, for comment and direction. Further study would involve the elected policy makers.

CHAPTER V

FINANCIAL STATUS OF THE FCRTA SYSTEM

A. Revenues

Exhibit V-1 presents funding sources for the 2011-12 and 2012-13 fiscal year Budget. Total revenues for 2011-12 are expected to be \$7,120,232. State Transportation Development Act (TDA) Local Transportation Funds (LTF) account for 67.4% of total revenues. Measure C represents 9.5% of the total revenues. The balance of revenues is derived from fare receipts for 9.0%. FTA Section 5311 Grant matching funds assistance represents 14.1%.

B. Expenditures

Exhibit V-2 presents anticipated expenditures for fiscal year 2011-12 and 2012-13. During fiscal year 2011-12, total operating expenditures are projected to be \$5,426,960 of which 11.7% or \$634,891 is for administration. Total operating expenditures are projected to increase approximately 3.0% annually through fiscal year 2013-14 (Exhibit V-3).

FCRTA's 2011-12 capital budget reflects the programming of \$8,446,000 in funds to support the purchase of fixed/ assets including: eighty (80) Electronic Fareboxes for \$1,200,000; four (4) Employment Shuttle Vehicles; Phone 511 Travel Information Software; Passenger Travel Training \$80,000; four (4) Vehicles with Heavy Duty Wheelchair Lifts; three (3), eight (8) Wheelchair Position Vehicles \$255,000; twenty-four (24), twenty-two (22) Passenger Vehicles \$3,408,000; seventy (70) Electronic Intelligent Transportation System (ITS) Vehicle Inspection Monitors \$90,000; Install CNG FuelMakers \$375,000; twenty (20) Bus Stop Bench & Shelters \$212,000; CNG Refueling Facility \$1,000,000; two (2) Multi-Frequency Emergency Radios \$10,000; eighty (80) Mobile Emergency Radios \$100,000; one (1) CNG Refueling Bottle Truck \$150,000; seven (7) Mobile Emergency Electric Generators \$140,000; FCRTA Website Development \$30,000; FCRTA Office Equipment \$10,000.

Exhibits V-3 and V-4 present a summary by major category of the Operating and Capital Budgets for the twenty-one (21) components of the rural transit operations for the period 2009-10 through 2013-14. It should be noted that a factor for estimating the annual increase in cost per line item of the Operational Budget has been provided; factors will be reviewed annually and modified as required. (Note: The Operational Budget has been projected out for five (5) subsequent years based on service levels specified in 2009-10 and only reflect currently planned modification in annual service levels.) Actual shares of costs are negotiated annually among the member agencies; actual shares of costs are expected to vary in future years as non-local funding sources vary.

FRESNO COUNTY RURAL TRANSIT AGENCY

Exhibit V-1 OPERATING REVENUES

		11-May-11	
FCRTA	2011/12 BUDGET	2012/13 BUDGET	
	LINE ITEM	LINE ITEM	TOTAL
REVENUES	TOTAL	REVENUES	
[PAST CARRYOVER/(SHORTFALL)]			
1 FCRTA	2,657,080	2,736,792	
2 Fresno County	724,860	746,606	
TOTAL CARRYOVER	3,381,940		3,483,398
[FARE RECEIPTS (002/)]			
401 Farebox			
1 Intra-City	186,204	191,790	
3 Inter-City	202,543	208,619	
2 Local Fare Augmentation	95,509	98,374	
4 Common Carrier	125	129	
402/2 Spec. Fare - Measure "C"	152,929	157,517	
404 Freight	0	0	
405 Other	0	0	
TOTAL FARE RECEIPTS	637,310		656,429
[OPERATING REVENUE (003/)]			
407 Interest	96,440	99,333	
409 LTF and/or STA Fund Revenues			
1 Cities	1,047,468	986,339	
2 Fresno County	196,170	209,514	
3 CTSA-Article 4.5	76,748	79,050	
409/5 Measure "C"	679,257	699,635	
TOTAL Oper. REVENUES	2,096,083		2,073,871
[STATE/FEDERAL GRANT REVENUE (005/)]			
413 FTA-Section 5311			
1 Regional	1,004,899	1,035,046	
2 CMAQ	0		
TOTAL STATE & FEDERAL GRANTS	1,004,899		1,035,046
[REVENUE SUMMARY]			
1. Carryover	3,381,940		3,483,398
2. Current Revenue	3,738,292		3,765,346
***** TOTAL REVENUES *****	7,120,232		7,248,744

FRESNO COUNTY RURAL TRANSIT AGENCY

Exhibit V-2
OPERATING EXPENDITURES

11-May-11

FCRTA	2011/12 BUDGET		2012/13 BUDGET	
	LINE ITEM	TOTAL	LINE ITEM	TOTAL
=====	=====	=====	=====	=====
EXPENDITURES			EXPENDITURES	
[OPERATIONS (010/)]				
501 Salaries & Wages				
1 Driver	275,962		284,241	
2 Dispatcher	72,138		74,302	
502 Fringe Benefits				
0 Other Fringe Benefits	7,136		7,350	
1 FICA	24,655		25,395	
2 Workman's Compensation	19,535		20,121	
3 Retirement	44,508		45,843	
4 Medical Insurance	111,455		114,799	
503 FCRTA Direct Expense				
0 Training	7,200		7,416	
4 Drug Testing/Physicals	11,500		11,845	
505 Telephone/Radio Dispatch Costs	42,100		43,363	
506 Casualty & Liability Costs	337,500		347,625	
507 Ticket Purchases/Expenses	2,249		2,316	
508 Contracted Services	2,289,270		2,357,948	
509 Miscellaneous Expenses	7,728		7,960	
512 Vehicle Leases & Rentals	13,268		13,666	
TOTAL OPERATIONS EXPENDITURES		3,266,204		3,364,190
[VEHICLE MAINTENANCE/REPAIR (041/)]				
504 Vehicle Expenses				
0 Fuel	341,000		351,230	
1 Lubricants (Oil/Grease/Fluids)	0		0	
2 Tires, Batteries	77,012		79,322	
3 Maintenance/Repair	1,100,000		1,133,000	
509 Miscellaneous	7,853		8,089	
TOTAL MAINTENANCE/REPAIR EXPENDITURES		1,525,865		1,571,641
[ADMINISTRATION (160/)]				
501 Local Salaries & Wages				
2 Administration	98,279		101,227	
502 Local Fringe Benefits				
0 Other Fringe Benefits	2,914		3,001	
1 FICA	7,480		7,704	
2 Workman's Compensation	5,200		5,356	
3 Retirement	14,327		14,757	
4 Medical Insurance	15,413		15,875	
503 FCRTA Direct Expense	0			
1 FCRTA Administration	421,215		433,851	
2 CTSA Administration	10,002		10,302	
3 Marketing	44,470		45,804	
4 Drug Testing/Physicals	0		0	
505 Utilities	5,230		5,387	
509 Miscellaneous Office Expenses	10,361		10,672	
512 Administrative Leases & Rentals	0		0	
TOTAL ADMINISTRATION EXPENDITURES		634,891		653,936
TOTAL CURRENT OPERATING EXPENDITURES		5,426,960		5,589,767
NON OPERATING EXPENSES:				
170/520/0 Operator Acquired Asset	0			
000/101/5 Addition to Capital Reserve	1,100,000		1,100,000	
TOTAL NON OPERATING EXPENDITURES		1,100,000		1,100,000
Operating Contingency +/-(-)		593,272		558,977
***** TOTAL EXPENDITURES *****		7,120,232		7,248,744
=====	=====	=====	=====	=====

FRESNO COUNTY RURAL TRANSIT AGENCY

Exhibit V-3 ANTICIPATED OPERATING REVENUES AND EXPENDITURES

\$ in 1,000's							
LINE ITEM DESCRIPTION	Projected Budget 2010/11	Draft Budget 2011/12	2012/13	2013/14	2014/15	2015/16	TOTAL
REVENUES							
Carry-forward	\$2,975	\$3,382	\$3,483	\$3,587	\$3,695	\$3,806	\$20,929
Fares	478	637	656	676	696	717	3,859
TDA Fund Revenues:							
LTF/STA (Local/County) & 8c	1,380	1,244	1,196	1,223	1,251	1,279	7,573
Article 4.5	78	77	79	81	84	86	486
Measure "C"	728	680	699	699	699	699	4,204
Interest	96	96	100	100	100	100	592
FTA Section 5311 & ARRA Regional Grant	1,865	1,004	1,035	1,066	1,098	1,131	7,199
TOTAL REVENUES	\$7,600	\$7,120	\$7,248	\$7,433	\$7,623	\$7,818	\$44,841

FRESNO COUNTY RURAL TRANSIT AGENCY

Exhibit V-4
ANTICIPATED CAPITAL REVENUES AND EXPENDITURES

\$ in 1,000's							
LINE ITEM DESCRIPTION	Projected Budget 2010/11	Draft Budget 2011/12	2012/13	2013/14	2014/15	2015/16	TOTAL
EXPENDITURES							
OPERATIONS:							
Salaries, Wages	317	348	361	372	383	394	2,175
Fringe Benefits	192	207	213	219	228	233	1,290
FCRTA Direct Expense	3	20	19	20	20	21	102
Telephone/Radio Dispatch	35	42	43	44	46	47	257
Casualty/Liability	239	338	347	357	368	379	2,029
Ticket Purchases	0	2	2	2	2	2	11
Contracted Services	1,930	2,289	2,358	2,429	2,502	2,577	14,084
Miscellaneous	3	8	8	8	8	9	44
Vehicle Leases & Rentals	9	13	14	14	15	15	81
VEHICLE MAINTENANCE & REPAIR:							
Fuel	239	341	351	362	372	384	2,048
Tires & Batteries	45	77	79	81	84	86	463
Vehicle Maintenance & Repair	838	1,100	1,133	1,167	1,202	1,238	6,678
Miscellaneous	2	8	8	8	9	9	44
ADMINISTRATION:							
Salaries, Wages	95	98	101	104	107	110	616
Fringe Benefits	40	45	46	47	49	50	277
FCRTA Direct Expense	342	478	490	505	520	535	2,868
Utilities	1	5	5	5	5	5	27
Misc. Office Expenses	1	10	11	11	12	12	57
Administrative Leases & Rentals							0
TOTAL OPERATING EXPENDITURES	\$4,331	\$5,427	\$5,589	\$5,757	\$5,930	\$6,108	\$33,142
NON-OPERATING EXPENDITURES							
Operator Acquired Assets	0	0					0
Addition to Capital Reserve	1,950	1,100	1,100	1,100	1,100	1,100	7,450
Contingency	1,319	593	559	578	593	611	4,248
TOTAL EXPENDITURES	\$7,600	\$7,120	\$7,248	\$7,433	\$7,623	\$7,818	\$44,840

FRESNO COUNTY RURAL TRANSIT AGENCY

Exhibit V-5

VEHICLE INVENTORY and REPLACEMENT SCHEDULE

Number	Year	Make	Passenger Capacity	Wheelchair Capacity	Fuel	Useful Life	Scheduled Replacement	Number For Sale	For Sale
11	1992	Ford	14	1	Propane	5	1996-97	-11	2010-11
16	1997	Ford	14	1	CNG	5	2001-02	-16	2010-11
1	1999	Ford	14	1	Unleaded	5	2001-02		
1	1997	SVMC	22	1	Electric Battery	7	2003-04	-1	2010-11
1	1997	SVMC	22	1	Electric Battery	7	2003-04	-1	2010-11
3	1997	Ford	22	2	Unleaded	5	2001-02		
2	1997	Bluebird	24	2	CNG	7	2003-04	-2	2010-11
5	1997	Bluebird	31	2	CNG	10	2007-08	-5	2010-11
5	2001	Ford	22	2	Unleaded	5	2006-07		
8	2002	Ford	22	2	Unleaded	5	2007-08		
10	2004	Ford	22	2	CNG	5	2009-10		
5	2006	Ford	22	2	CNG	5	2011-12		
3	2006	Bluebird	37	2	CNG	10	2016-17		
4	2008	Bluebird	37	2	CNG	10	2017-18		
27	2009	Glaval	22	2	CNG	10	2018-19		
4	2009	Chevrolet	5	2	Unleaded	5	2003-14		
Totals	106							-36	
Net Total	70								

APPENDICES

APPENDIX A

TRANSPORTATION DEVELOPMENT ACT SECTION 6658

6658. UNMET TRANSIT NEEDS FINDING. *Before any allocation is made for a purpose not directly related to public transportation services, specialized transportation services or facilities provided for exclusive use of pedestrians and bicycles, the transportation planning agency shall have taken the following actions.*

(a) The transportation planning agency shall ensure that the following factors, for the jurisdiction of the claimant, have been considered in the transportation planning process:

(1) The size and location of identifiable groups likely to be dependent upon transit. Such groups should include but not necessarily be limited to the elderly, the handicapped, and the poor. Special consideration should also be given to public transportation needs within coastal zones and other environmentally sensitive areas.

(2) The adequacy of existing public transportation services and specialized transportation services, including both privately and publicly provided services. This should include taxi operations and other paratransit services.

(3) Potential alternative public transportation and specialized transportation services and service improvements that would meet all or part of the travel demand. Alternatives should be defined to the extent necessary to identify anticipated users and to estimate revenues, capital costs, and operating expenses.

(b) The transportation planning agency shall hold a public hearing to receive testimony identifying or commenting on unmet transit needs that may exist within the jurisdiction of the claimant and that might be reasonable to meet by establishing or contracting for new public transportation or specialized transportation services or by expanding existing services. Notice of the public hearing shall be published in a newspaper of general circulation at least 10 days in advance of the hearing, and the notice shall specify the transportation planning agency's intent to identify unmet transit needs within the jurisdiction of the claimant. In addition, the agency shall notify the persons and organizations that it knows, through its citizens participation program, to have an interest in the subject of the hearing.

(c) The transportation planning agency shall determine its definitions of the terms "unmet transit needs" and "reasonable to meet" for the purposes of this section, which shall be documented by resolution or within the minutes of the agency. The agency's definition of "unmet transit needs" shall include, at a minimum, those public transportation or specialized transportation services that are identified in the Regional Transportation Plan and that have not been

implemented or funded. The agency's definition of "reasonable to meet" may take into consideration such factor as equity, timing, feasibility, community acceptance, economy (short-term and long-term), cost- effectiveness, and other factors related to transit services deemed appropriate by the transportation planning agency.

(d) The transportation planning agency shall, after consideration of all available information, including that presented at the public hearing, adopt by resolution its finding for the area of the claimant. The finding shall be either (1) that there are no unmet needs, (2) that there are no unmet transit needs that are reasonable to meet, or (3) that there are unmet transit needs, including needs that are reasonable to meet. The determination as to whether an unmet transit need is reasonable to meet shall be made with reference to the agency's definition of "reasonable to meet" determined in accordance with subdivision (c) and shall not be made by comparison of unmet transit needs with streets and roads needs. The resolution shall make specific reference to the efforts undertaken in the transportation planning process to identify and consider the factors described in subdivision (a). If the second finding is made (that there are no unmet transit needs that are reasonable to meet), the resolution shall specify why the unmet transit needs are not reasonable to meet, making reference as appropriate to supporting documentation and to the transportation planning agency's definition of "reasonable to meet."

(e) If the third finding is made (that there are no unmet transit needs that are reasonable to meet), then the unmet transit needs shall be funded before any allocation is made for streets and roads within the jurisdiction of the claimant. If the finding is inconsistent with the Regional Transportation Plan, then the transportation planning agency shall resolve the inconsistency by timely amendment or supplement to the Plan.

6658.1. NOTICE OF FINDING. *Upon adoption of a finding, pursuant to Section 6658(d), that there are no unmet transit needs or that there are no unmet transit needs that are reasonable to meet, the transportation planning agency may allocate funds for local streets and roads provided that the allocation does not become effective less than 20 days after acknowledgment of receipt by the Secretary of documentation of the finding. The transportation planning agency shall, in any case, submit the documentation before August 15 of the fiscal year of the allocation or within 10 days after the adoption of the finding, whichever is later. The documentation shall include all of the following documents:*

(a) A copy of the notice of hearing and proof of publication and a statement of the actions taken to encourage citizen participation.

(b) A copy of the resolution or minutes documenting the transportation planning agency's definitions of "unmet transit needs" and "reasonable to meet," as determined pursuant to Section 6658(c).

(c) A copy of the resolution adopting the unmet needs finding described in Section 6658(d).

APPENDIX B

POPULATION STATISTICS FOR AREAS SERVED BY FCRTA



County of Fresno

DEPARTMENT OF PUBLIC WORKS AND PLANNING
Alan Weaver, DIRECTOR

April 15, 2011

RECEIVED

APR 22 2011

BY: 

Jeffrey Webster
General Manager
Fresno County Rural Transit Agency
2035 Tulare Street, Suite 201
Fresno, CA 93721

Subject: 2010 Population Figures for Routes and Cities

Dear Mr. Webster:

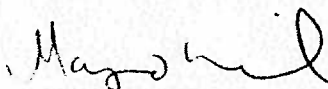
To assist you in preparing an accurate reflection of associated costs for your budget for each route and city served, we have enclosed a table with updated population figures for all routes and spheres of influence (SOIs).

Between February 1, 2010 and January 31, 2011, along the routes served by the FCRTA, there was a population increase of 80, and for the SOIs, population was unchanged.

If you have questions about the table or require additional information, please call me at 600-4534.

Sincerely,

Janet Dailey, P.E.
Design Engineer



Margo Lerwill
Staff Analyst

ML:nll

Enclosure: 2010 Population of Route Segments and City Spheres of Influence

Fresno County Rural Transit Agency
2009 Population of Route Segments and City Spheres of Influence

Route Segment Number	Population of Residential Parcels w/in 3/4 Mile of Route February 2009	Additional population since last year-as of Feb 2010	Total Population 2010
02	144	-4	140
04	470	0	470
05	101	0	101
06	21	0	21
07	49	0	49
09	222	0	222
11	355	0	355
12	1,055	0	1,055
13	2,861	0	2,861
14	2,597	3	2,600
15	721	3	724
16	820	0	820
17	546	0	546
18	739	0	739
19	288	0	288
21	93	0	93
22	927	0	927
23	543	3	546
27	510	5	515
28	954	5	959
30	119	0	119
31	279	0	279
34	92	0	92
38	705	0	705
39	1,124	5	1,129
41	140	0	140
44	5,748	13	5,761
47	3,067	3	3,070
48	2,497	3	2,500
49	1,638	8	1,646
50	2,073	5	2,078
52	1,965	4	1,969
53	641	0	641
54	3,408	16	3,424
56	1,033	8	1,041
Total	38,545	80	38,625

City	Sphere of Influence Population February 2009	Additional population since last year-as of Feb 2010	Total Population 2010
COALINGA	15	0	15
FIREBAUGH	281	0	281
FOWLER	410	0	410
HURON	4	0	4
KERMAN	386	0	386
KINGSBURG	401	0	401
MENDOTA	81	0	81
ORANGE COVE	78	0	78
PARLIER	252	0	252
REEDLEY	678	0	678
SAN JOAQUIN	37	0	37
SANGER	888	4	892
SELMA	2,417	-4	2,413
Total S of I Population	5,928	0	5,928

Total Route Population	38,545	80	38,625
Total S of I Population	5,928	0	5,928
Grand Total Population	44,473	80	44,553

Population for Cities based on 1/1/10 State Department of Finance Persons per Household, times the number of new residential permits on parcels within incorporated cities' Spheres of Influence, between February 1, 2010 and January 31, 2011.

Route population is based on Census 2000 *Average Household Population* for Census Designated Places and Rancherias, and 1/1/10 State Department of Finance *Persons Per Household* for Cities along routes, times the number of new residential permits between February 2010 and February 2011, on parcels within 3/4 of a mile of either side of each route segment.