

**CONSOLIDATED TRANSPORTATION SERVICE AGENCY  
OPERATIONS PROGRAM AND BUDGET  
FOR FISCAL YEAR 2018-19  
CLOVIS URBAN AREA**

**Date: May 2018**

SUBMITTED TO  
THE FRESNO COUNCIL OF GOVERNMENTS

PREPARED BY  
CITY OF CLOVIS  
THE CLOVIS CONSOLIDATED TRANSPORTATION SERVICE AGENCY

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

## **INTRODUCTION**

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

### **INTRODUCTION**

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

1. Provide a program of operations, including an implementation schedule for new or modified services, and a program budget for CTSA coordinated and consolidated social service transportation services for the program year, July 1, 2018 through June 30, 2019.
2. Serve as a resource document for local elected officials, social service agencies, and citizens.
3. Demonstrate the CTSA's compliance with Section 99275.5 of the Public Utilities Code concerning Article 4.5 claim evaluation criteria and required findings, and with the Fresno COG Assembly Bill 120 Action Plan (adopted February 1982).
4. Document efforts to improve coordination and consolidation of social service transportation services in order to:
  - a. Demonstrate compliance with Chapter 1120 of the 1979 California Statutes by addressing and substantiating which of the coordination benefits specifically listing in the legislation should be pursued by the CTSA.
  - b. Create additional opportunities to utilize supplemental grant funding available from federal and state assistance programs to support social service transportation services by demonstrating that "coordination criteria" have been met.

Operational concerns for FY19 include:

- Continued coordination for elderly and disabled riders between the fixed route and demand responsive services;
- Additional demand for service to newly expanded service areas to the northeast and southeast, especially the Harlan Ranch area and Loma Vista urban area;
- Design and construction of a new transit facility with offices;
- Final programming and launch of electronic farebox project in concert with Fresno Area Express;
- Purchase of five replacement buses for Stageline to be put into service during FY18/19;
- Purchase of three replacement buses for Round Up to be put into service during FY18/19;
- Consider the addition of real-time bus locator technology accessible by passengers via smartphone app and via transit website;
- Coordination with the City of Fresno to transfer passengers between paratransit services to/from Clovis for Fresno residents;
- Continue to enforce the new no-show policy in an effort to reduce the number of no-shows and late cancellations on Roundup in order to improve efficiency.
- Begin to assess and evaluate the operational considerations of the receipt of federal transit funding.

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

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

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

### **GOAL**

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

### **Objectives Which May Apply**

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

### **Policies**

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

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

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

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

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

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

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

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

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

**Standard 1:** Clovis Transit should maintain base fare levels for elderly and disabled riders, those qualifying for ADA paratransit service.

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

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

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

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

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

**Objective A:** To provide reliable public transit service.

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

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

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

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

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

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

**Objective C:** To provide a safe system.

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

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

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

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

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

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

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

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

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

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

**Objective A:** To provide complete and accurate public transit information.

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

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

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



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

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

## OVERVIEW

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

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

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

Roundup service operates within Clovis Monday through Friday, 6:15 A.M. to 7:15 P.M. and weekends from 7:30 A.M. to 3:00 P.M. Service to Fresno is available Monday through Friday, 7:00 A.M. to 5:00 P.M. Reservations can be made from the day prior to the trip up to fourteen (14) days in advance.

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

Marketing efforts in FY 17-18 include print advertising, bus advertising, newsletters, and community events. Clovis Transit information is listed in the City of Fresno FAX guide. The Metro Pass, which is valid on both Stageline and FAX buses at a cost of \$48.00 per month, has been a successful program and is continuing. A farebox system project used by both Fresno

Area Express and Clovis Transit is in progress and is projected to be fully operational by late 2018. The new system will coordinate with Fresno State University.

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

During FY 17-18, utilizing California Emergency Management Agency Proposition 1B Transit Safety and Security Grants, new on-board bus camera systems were installed. The project includes:

- New on-board camera systems were purchased and installed in all Clovis Transit vehicles, including vans. The new camera systems allows for high-definition recording of bus incidents with enhanced audio capabilities. The system is also web-based which provides immediate access and live views to local law enforcement.

Additionally, Low Carbon Transit Operations Program (LCTOP) funds and SB1 State of Good Repair funds were received and will be used for multi-year projects which include:

- Regional farebox system and redesign of the fare structure and passes.
- Construction of a transit center and administrative offices.
- Implementation of real-time bus tracking for passenger safety and convenience.
- Replacement of boilers in fleet maintenance facility.
- Fixed route efficiency study, community outreach, and route redesign project to coincide with the construction of the new transit hub at Landmark Commons.

## **DESCRIPTION OF EXISTING PARATRANSIT SERVICES**

### **A. CITY OF CLOVIS - ROUNDUP**

#### **1. Background**

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

#### **2. Service Area**

Roundup, operated by the City of Clovis, provides door-to-door service on a demand-responsive basis to disabled residents within its existing boundaries, primarily along Shepherd Avenue to the north, Dakota Avenue to the south, Leonard/Thompson Avenues to the east and west to the City limits. Service for the residents of the Fresno County island of Tarpey Village is also provided with reimbursement from the County of Fresno. Zonal service is also operated within the City of Fresno as far north as Shepherd Avenue, south to Kings Canyon, west to West Avenue and south to Downtown Fresno.

### **3. Days and Hours of Operation**

Currently, Roundup operates within Clovis' Sphere of Influence Monday through Friday from 6:15 A.M. to 7:15 P.M. and Saturday & Sunday service from 7:30 A.M. to 3:00 P.M. as demand requires. Service to Fresno operates Monday through Friday 7:00 A.M. to 5:00 P.M.

### **4. Response Time**

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

### **5. Eligibility/Accommodations**

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

In order to comply with ADA requirements for destination to origin service, the driver will provide assistance to passengers who require assistance to/from the door of their origin or destination. However, for safety purposes, drivers are required to stay in sight of the vehicle at all times and may travel no farther than 100 feet to provide assistance. Drivers will enter a foyer/lobby area to collect a passenger but will not enter a private residence or individual room inside a building. Drivers will assist passengers using a wheelchair over one curb or step only. Case-by-case situations may require additional modifications to ensure that the origin-to-destination requirement is met.

### **6. Fares**

One-way fares are as follows:

- \$1.25 within Clovis (Zone 1)
- \$2.00 for travel to Fresno north to Shepherd, south to McKinley, and west to Palm. (Zone 2)
- \$2.75 for travel to Fresno north to Shepherd, south of McKinley to Kings Canyon and downtown Fresno, and west of Palm Avenue to West Avenue. (Zone 3)

A \$25 convenience pass is offered and is loaded with \$27.50 worth of rides. An attendant may ride free with a certified ADA passenger.

## **7. Restriction on Trip Purpose and Capacity Constraints.**

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

Roundup policies do not restrict the number of trips provided to an individual nor is a waiting list maintained. Roundup's operational practices do not allow for substantial numbers of untimely pick-ups, trip denials, missed trips, or excessively long trips that would limit availability of service. In order to improve efficiency, a no-show policy is enforced. Effective May, 2015, the no show policy states that any passengers who miss four or more trips in a month will be assessed and those passengers who no-show at least 3% of their monthly trips will receive a warning letter. Additional no-shows may lead to suspension from the Roundup service. See the policy for more details.

## **8. Automated Dispatching**

Clovis Transit completed a successful implementation of new transit dispatching software in August, 2014. The system automates all dispatching, routing and scheduling functions as well as creates reports regarding ridership, fares, and operating costs. Drivers use a tablet for their manifest and trip reporting. The new software also allowed for the ability to revise the no-show policy to be a percentage of the planned trips instead of a quantity of trips per month.

## **9. Vehicle Profile**

Roundup operates with seventeen (17) lift-equipped mid-size buses and six (6) wheelchair accessible mini-vans.

**Vehicle Profile -- Roundup Fleet**

| Year         | Model                     | Number    | Lift Equipped |
|--------------|---------------------------|-----------|---------------|
| 2005         | Glaval<br>Cutaway         | 1         | Yes           |
| 2007         | Glaval<br>Cutaway         | 1         | Yes           |
| 2008         | Glaval<br>Cutaway         | 7         | Yes           |
| 2009         | Glaval<br>Cutaway         | 1         | Yes           |
| 2010         | Dodge<br>Entervan         | 2         | Yes           |
| 2012         | Dodge<br>Entervan         | 2         | Yes           |
| 2012         | Arboc                     | 6         | Yes           |
| 2016         | Low-<br>Dodge<br>Entervan | 2         | Yes           |
| <b>Total</b> |                           | <b>22</b> |               |

**10. Ridership**

| Year                  | Inter-city Trips to<br>Fresno | Trips within Clovis | Total  |
|-----------------------|-------------------------------|---------------------|--------|
| FY14-15               | 25,239                        | 35,786              | 61,025 |
| FY15-16               | 24,369                        | 36,323              | 60,692 |
| FY16-17               | 22,978                        | 33,258              | 56,236 |
| FY 17-18<br>projected | 22,302                        | 29,810              | 52,112 |
| FY 18-19<br>estimated | 21,856                        | 29,214              | 51,070 |

**CLOVIS ROUNDUP**  
Annual Productivity Trends FY 2015-2019

| <i>Indicator</i>        | <b>Fiscal Year</b> |                  |                  |                        |                       | <b>Percent Change</b> |              |              |              |
|-------------------------|--------------------|------------------|------------------|------------------------|-----------------------|-----------------------|--------------|--------------|--------------|
|                         | <b>2014-2015</b>   | <b>2015-2016</b> | <b>2016-2017</b> | <b>Proj. 2017-2018</b> | <b>Est. 2018-2019</b> | <b>15-16</b>          | <b>16-17</b> | <b>17-18</b> | <b>18-19</b> |
| Total Passengers        | 61,025             | 60,692           | 56,236           | 52,112                 | 50,548                | .6%                   | -7.7%        | -7.3%        | -3.0%        |
| Vehicle Hours           | 27,649             | 31,586           | 30,589           | 27,279                 | 26,460                | 14.1%                 | -3.0%        | -10.8%       | -3.0%        |
| Vehicle Miles           | 344,739            | 398,735          | 371,753          | 345,106                | 334,752               | 16.6%                 | -7.2%        | -7.2%        | -3.0%        |
| Operating Costs         | \$2,426,662        | \$2,517,231      | \$2,686,329      | \$2,757,890            | \$2,840,010           | 4.5%                  | 5.0%         | 2.6%         | 3.0%         |
| Fares*                  | \$242,666          | \$251,723        | \$268,632        | \$275,789              | \$284,010             | 4.5%                  | 5.0%         | 2.6%         | 3.0%         |
| Employees               | 18                 | 19               | 19               | 19                     | 19                    | 5.5%                  | 0.0%         | 0.0%         | 0.0%         |
| Passengers/Hour         | 2.21               | 1.92             | 1.84             | 2.0                    | 2.0                   | -11.8%                | 27.1%        | 8.7%         | 0.0%         |
| Passengers/Mile         | .18                | .15              | .15              | .15                    | .15                   | -16.7%                | 0.0%         | 0.0%         | 0.0%         |
| Cost/Vehicle Hour       | \$87.77            | \$79.69          | \$87.81          | \$91.02                | \$93.75               | -8.4%                 | 8.4%         | 3.6%         | 3.0%         |
| Cost/Vehicle Mile       | \$7.04             | \$6.31           | \$7.23           | \$7.21                 | \$7.42                | -10.4%                | 13.3%        | -0.3%        | 3.0%         |
| Veh. Hours/Employee     | 1,536              | 1,662            | 1,609            | 1,435                  | 1,393                 | 8.1%                  | -3.0%        | -10.8%       | -2.9%        |
| Op Subsidy/Passenger    | \$38.25            | \$40.05          | \$46.09          | \$47.63                | \$50.56               | 3.9%                  | 6.0%         | 3.3%         | 6.15         |
| Farebox Ratio           | 10%                | 10%              | 10%              | 10%                    | 10%                   | 0.0%                  | 0.0%         | 0.0%         | 0.0%         |
| Fbox ratio w/out Meas C | 3.8%               | 3.0%             | 3.0%             | 3.0%                   | 3.0%                  | -7.9%                 | 0.0%         | 0.0%         | 0.0%         |

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

- \* FY15 fares include \$164,919 in Measure C funds
- \* FY16 fares include \$169,974 in Measure C funds
- \* FY17 fares include \$181,200 in projected Measure C funds
- \* FY18 fares include \$184,000 in estimated Measure C funds

**ROUND-UP TRANSIT ESTIMATE BUDGET FISCAL YEAR 17-18  
C.T.S.A.**

|  | <b>FARES/<br/>ADS/ MISC.</b> | <b>ARTICLE 4<br/>FUNDS</b> | <b>STA<br/>FUNDS</b> | <b>SOC. SVCS./<br/>MEASURE C<br/>FUNDS</b> | <b>T.D.A.<br/>ARTICLE<br/>4.5 FUNDS</b> | <b>PROP<br/>1B/ OTHER</b> | <b>TOTAL<br/>EXPENDITURES</b> |
|--|------------------------------|----------------------------|----------------------|--|---|---------------------------|-------------------------------|
| <b>OPERATING EXPENSES-<br/>PERSONNEL</b>                       |                              |                            |                      |  |   |                           |                               |
| Personnel (Salaries and Overtime)                              | 94,500                       | 504,800                    |                      |  | 199,000                                 |                           | 798,300                       |
| Extra Help   |                              | 465,000                    |                      |  |   |                           | 465,000                       |
| Benefit Package  |                              | 426,700                    |                      |  |   |                           | 426,700                       |
| <b>OPERATING EXPENSES-<br/>SERVICES, MATL'S &amp; SUPPLIES</b> |                              |                            |                      |  |   |                           |                               |
| Vehicle Charges  |                              |                            |                      | 480,000                                    |   |                           | 480,000                       |
| Communication  |                              | 30,400                     |                      | 19,000                                     |   |                           | 49,400                        |
| Marketing and Promotion  |                              | 9,000                      |                      |  |   |                           | 9,000                         |
| General Services/Admin Charges                                 |                              | 425,600                    |                      |  |   |                           | 425,600                       |
| Training, Dues and Subscriptions                               |                              | 3,600                      |                      |  |   |                           | 3,600                         |
| Travel and Meeting Expenses                                    |                              | 5,000                      |                      |  |   |                           | 5,000                         |
| Insurance  |                              | 45,200                     |                      |  |   |                           | 45,200                        |
| <b>CAPITAL EXPENSES</b>  |                              |                            |                      |  |   |                           |                               |
| Fareboxes  |                              | 34,700*                    |                      |  |   |                           | 34,700                        |
| Buses/Vans   |                              |                            | 637,000*             |  |   |                           | 637,000                       |
| Security System  |                              |                            |                      |  |   | 96,000                    | 96,000                        |
| <b>TOTALS</b>  | <b>94,500</b>                | <b>1,950,000</b>           | <b>637,000</b>       | <b>499,000</b>                             | <b>199,000</b>                          | <b>96,000</b>             | <b>3,475,500</b>              |

**\*NOTE: THESE FUNDS WERE ROLLED OVER FROM A PRIOR YEAR.**

**ROUND-UP TRANSIT PROJECTED BUDGET FISCAL YEAR 18-19  
C.T.S.A.**

|  | <b>FARES/<br/>ADS/ MISC.</b> | <b>ARTICLE 4<br/>FUNDS</b> | <b>STA<br/>FUNDS</b> | <b>SOC. SVCS./<br/>MEASURE C<br/>FUNDS</b> | <b>T.D.A.<br/>ARTICLE<br/>4.5 FUNDS</b> | <b>PROP<br/>1B/ OTHER</b> | <b>TOTAL<br/>EXPENDITURES</b> |
|--|------------------------------|----------------------------|----------------------|--|---|---------------------------|-------------------------------|
| <b>OPERATING EXPENSES-<br/>PERSONNEL</b>                       |                              |                            |                      |  |   |                           |                               |
| Personnel (Salaries and Overtime)                              | 94,000                       | 334,900                    | 208,000              |  | 203,000                                 |                           | 839,900                       |
| Extra Help   |                              | 450,000                    |                      |  |   |                           | 450,000                       |
| Benefit Package  |                              | 498,000                    |                      |  |   |                           | 498,000                       |
| <b>OPERATING EXPENSES-<br/>SERVICES, MATL'S &amp; SUPPLIES</b> |                              |                            |                      |  |   |                           |                               |
| Vehicle Charges  |                              | 5,000                      |                      | 455,000                                    |   |                           | 460,000                       |
| Communication  |                              | 65,000                     |                      |  |   |                           | 65,000                        |
| Marketing and Promotion  |                              | 9,000                      |                      |  |   |                           | 9,000                         |
| General Services/Admin Charges                                 |                              | 531,300                    |                      |  |   |                           | 531,300                       |
| Training, Dues and Subscriptions                               |                              | 3,400                      |                      |  |   |                           | 3,400                         |
| Travel and Meeting Expenses                                    |                              | 5,000                      |                      |  |   |                           | 5,000                         |
| Insurance  |                              | 55,200                     |                      |  |   |                           | 55,200                        |
| Other  |                              | 25,200                     |                      |  |   |                           | 25,200                        |
| <b>CAPITAL EXPENSES/GRANTS</b>                                 |                              |                            |                      |  |   |                           |                               |
| LCTOP <a href="#">(Free rides &amp; promotions)</a>            |                              |                            |                      |  |   | 25,000                    | 25,000                        |
| Buses  |                              |                            | 233,000              |  |   |                           | 233,000                       |
| <b>TOTALS</b>  | <b>94,000</b>                | <b>1,982,000</b>           | <b>441,000</b>       | <b>455,000</b>                             | <b>203,000</b>                          | <b>25,000</b>             | <b>3,200,000</b>              |



## FOLLOW-UP ACTIONS ON THE TRIENNIAL PERFORMANCE AUDIT FISCAL YEARS 2013 - 2015

The latest Triennial Performance Audit of the City of Clovis Transit System was completed by PMC Inc. in January, 2017. The audit concluded that during the audited period the City of Clovis was conducting its transit operations in an effective manner. The audit recommended the following:

### FUNCTIONAL REVIEW, FINDINGS AND RECOMMENDATIONS

#### Triennial Audit Findings

1. Of the compliance areas pertaining to Clovis, the operator fully complied with six of eight requirements. The operator was found not in compliance with the timely submittal of its Transit Operators Financial Transactions Report to the State Controller during the audit period. With regard to the timely completion of the annual fiscal and compliance audits, the operator was found in partial compliance. Three additional compliance requirements are not applicable to Clovis (i.e., intermediate farebox recovery ratio, rural area farebox recovery, and use of federal funds).
2. The City of Clovis participates in the CHP Transit Operator Compliance Program in which the CHP has conducted inspections within the 13 months prior to each TDA claim. The CHP inspection reports submitted for review were found to be satisfactory.
3. The City's transit operating budget exhibited modest increases during the audit period, but did not exceed 15 percent. The budget increased 11.7 percent in FY 2013 due to higher salaries and compensation, extra help, administration and overhead, and vehicle charges. The budget increased 2.9 percent in FY 2014 and 7.1 percent in FY 2015.
4. The City's required farebox recovery ratio was met with the assistance of local Measure C funds. The audited farebox with Measure C revenue for fixed route was 20 percent and 10 percent for demand response. The average farebox for the fixed route without local funds was 6.12 percent and the average farebox for demand response without local funds was 4.11 percent during the audit period.
5. Clovis satisfactorily implemented three of the four prior audit recommendations. The recommendations implemented pertained to the use of technology to track on-time performance, representation on the Collision Review Committee, and transit planning in response to SB 716. The recommendation pertaining to travel training was not implemented and is forwarded for full implementation in this audit.
6. Operating costs system-wide increased 14.4 percent based on audited data from the FY 2012 base year through FY 2015. Fixed route operating costs increased by 2.6 percent during the audit period. In contrast, Dial-A-Ride operating costs increased 26.5 percent, 10 times the increase for fixed-route. The increase in operating costs is attributed to higher labor and maintenance costs, insurance and workers compensation and more buses in revenue service.

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7. Ridership decreased 3 percent system-wide during the audit period. Fixed-route ridership decreased 5.1 percent while Dial-A-Ride ridership increased by a modest 3.4 percent. Dial-A-Ride ridership increased 6.6 percent in FY 2013 followed by a 3.6 increase in FY 2014.
8. Fixed-route vehicle service hours decreased for the audit period whereas vehicle service miles increased. On Dial-A-Ride, the trends were reversed; vehicle service hours increased and vehicle service miles decreased. The relative stability in service hours and miles reflects route streamlining and other service efficiencies implemented during the period.
9. Operating cost per passenger, an indicator of cost effectiveness, increased 17.9 percent system-wide. Cost per passenger increased by 8.1 percent on fixed route, yet exhibited a 22.3 percent increase on Dial-A-Ride. The trend for this indicator reflects a larger increase in operating costs when compared to the decline in passenger trips.
10. In 2015, the City purchased the Clovis Lumber Yard, located on 3rd Street just east of Clovis Avenue, for \$2.85 million, which will be part of a larger civic development that would include a transit center, library, and senior center. The proposed transit center will be composed of transit offices, driver break rooms, and meeting rooms as well as a hub for Clovis Transit and other transit systems.
11. The City and Fresno State University executed an agreement in May 2015 whereby Fresno State students, faculty, and staff can ride free on the Stageline fixed route by presenting their university identification cards. This transit agreement complements the free on-campus transit service provided by Fresno State's Bulldog Express shuttle.
12. Clovis and its regional partners have continued to work toward a seamless fare media system in the metropolitan area, including the integration of the SPX Genfare electronic farebox system on Round Up and Stageline vehicles.
13. In November 2012, Clovis received six new Arboc low floor buses that have wheelchair ramps with a 1,000-pound weight capacity rating. The City discovered a few defects with the Arboc buses, which were then made roadworthy with the assistance of mechanics. Clovis received two Champion buses in May and June, 2015.
14. In August 2014, Clovis Transit implemented new dispatching software for Round Up. The Mobilitat Easy Rides dispatching and scheduling software is composed of an Internet desktop interface that is accessible through mobile display tablets. The new software has resulted in more accurate reporting of vehicle service hours and mileage.
15. Clovis Transit Schedule Guide was updated and published in April 2014 for the Stageline fixed route. The schedule guide is a glossy tri-fold brochure that folds out into a system map with schedules, general service information, rider etiquette, fares, and a destination guide and legend.

## **Triennial Audit Recommendations**

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### **1. Establish a formal travel training program in anticipation of the new transportation hub.**

This recommendation is carried over from the prior performance audit. Clovis continues to provide travel training upon request but has yet to establish a formal travel training program. The need for such a program has become more apparent with the increase in the number of wheelchair-bound passengers. The City has proposed the construction of a transportation hub and senior activity center in Old Town Clovis on 3rd Street just east of Clovis Avenue. With the addition of a new transit facility, Clovis Transit will have proper facilities to grow and improve travel training to the community. The new facility will offer space not only for travel training but ADA assessments. The Fresno County Rural Transit Agency recently developed a travel training program, which is conducted through the Fresno Economic Opportunities Commission. It is suggested that the City consider working with the commission in the development of its own travel training program. Additional staff assistance including a management analyst position would provide the personnel to launch a formal program.

*Staff will continue to promote travel training and work with local social service agencies. When the new transit facility is completed, the additional space will allow for training and further expansion of travel training.*

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### **2. Ensure that Clovis Transit information is accessible on the Fresno State University bus transportation webpage.**

Clovis Transit and Fresno State University entered into an agreement in May 2015 whereby Fresno State students, faculty, and staff can ride free on the Stageline fixed route by presenting their university identification cards. This transit agreement complements the free on-campus transit service provided by Fresno State's Bulldog Express shuttle. Information on sustainable transportation is provided through the Fresno State website. On the Fresno State transportation webpage, the left-hand margin has a menu featuring information and links to FAX, the Bulldog Shuttle, and other regional services but omits the Clovis Stageline. It is suggested that the City work with Fresno State to ensure that Clovis' transit service information is accessible on the university's website.

*Clovis Transit's information has been added to Fresno State University transportation website.*

### **3. Ensure the timely completion and submittal of the annual State Controller Transit Operators Financial Transactions Reports.**

For the current audit review period, the City did not submit its annual Transit Operators Financial Transactions Reports to the State within the statutory time frame. Pursuant to PUC 99243 (a), "the operators shall prepare and submit annual reports of their operation to the transportation planning agencies having jurisdictions over them and to the Controller within 90 days of the end of the fiscal year." If the report is filed in

electronic format as mandated by the State Controller, the report shall be furnished within 110 days after the close of the fiscal year.

*Staff will coordinate with Finance Department to ensure timely completion of required annual reports.*

**CLOVIS STAGELINE/ROUNDUP:  
2017 PRODUCTIVITY EVALUATION COMMITTEE RECOMMENDATIONS**

**A. *Comply, where feasible, with the FY13 through FY15 Triennial Performance Audit Recommendations.***

This is ongoing

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

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

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

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

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

This is ongoing. Coordination occurs for Clovis Transit to accommodate transfers from Handy Ride to Round Up. Most recently, Clovis, Fresno County Rural Transit and FAX are working together on a county-wide farebox system.

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

Full compliance has been obtained.

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

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

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

Coordination with Human Services is ongoing including coordinating with bus pass purchases. A number of students in the program attend the Clovis Adult School, Institute of Technology, and Clovis Community College – Herndon Campus, which are served every 30 minutes.

***H. Prepare for the TDA Triennial Performance Audit for FY 2015-2016 through FY 2018-2019.***

Last audit was completed for FY 2012-2013, FY2013-2014, and FY 2014-2015. We received the results in January 2017. Preparation for the next performance audit is ongoing with the maintenance of required records.

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

Measure C funds and LTF funds that are fully allocated to transit as of July 2014 will be analyzed for cost effective service enhancements. All funding is utilized to efficiently support current service levels.

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

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

**GENERAL SERVICES DEPARTMENT**  
General Service Director

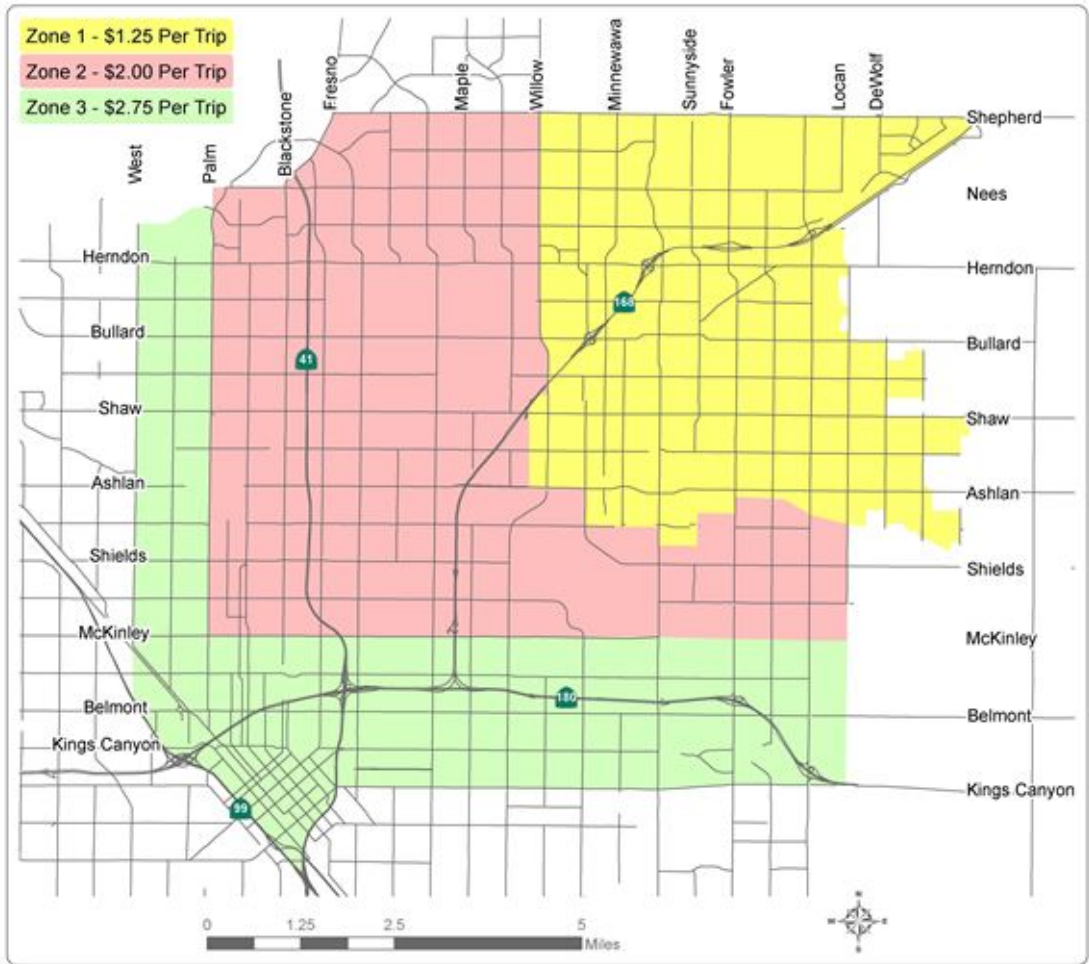
**COMMUNITY SERVICES DIVISION**  
General Services Manager

**TRANSIT DIVISION**  
Transit Supervisor

**TRANSIT DIVISION**  
Management Analyst

| <b>STAGELINE SERVICES</b>    |             |
|------------------------------|-------------|
| Lead Bus Driver              | 1           |
| Dispatcher                   | 1           |
| Full Time Bus Driver         | 7           |
| Part Time Bus Driver         | 11          |
| PT weekend/sub Driver        | 2           |
| Principal Office Asst.       | .5          |
| Part-time Clerical           | 1           |
| Bus Washer                   | 2           |
| <b>Total Stageline Staff</b> | <b>25.5</b> |

| <b>ROUNDUP SERVICES</b>    |             |
|----------------------------|-------------|
| Lead Bus Driver            | 2           |
| Dispatcher                 | 1           |
| Full Time Bus Driver       | 9           |
| Part Time Bus Driver       | 12          |
| Principal Office Asst.     | .5          |
| Part-time Clerical         | 2           |
| Bus Washer                 | 2           |
| <b>Total Roundup Staff</b> | <b>28.5</b> |



**RESOLUTION 18 -**

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

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

**WHEREAS**, the Fresno County Economic Opportunities Commission (FCEOC) has prepared, under contract to the COFCG, the 2018-2019 "Operations and Program Budget for the Fresno CTSA, the Clovis CTSA, and the Rural CTSA"; and,

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

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

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

**NOW, THEREFORE, BE IT RESOLVED**, that the City Council of the City of Clovis does hereby adopt the "Operations and Program Budgets for the Clovis CTSA 2018-2019 (Attachment), as the basis for its continued responsibility as the designated CTSA for the City of Clovis

\* \* \* \* \*

The foregoing resolution was approved at the regularly scheduled meeting of the Clovis City Council on the 5th day of July 20186, by the following vote to wit:

AYES:  
NOES:  
ABSENT:

Dated:

\_\_\_\_\_  
Mayor

\_\_\_\_\_  
City Clerk



