

**CONSOLIDATED TRANSPORTATION SERVICE AGENCY  
OPERATIONS PROGRAM AND BUDGET  
FOR FISCAL YEAR 2021 - 22  
CLOVIS URBAN AREA**

**Date: May 2021**

**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 into the northeast area of Fresno including CSUF. 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, 2021 through June 30, 2022.
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 FY22 include:

- Continue close monitoring of operations during unprecedented shift in ridership due to coronavirus pandemic;
- Continue enhanced cleaning and safety initiatives to maintain sanitary environment inside vehicle for employees and passengers;
- Monitor demand for service to newly-expanded city areas to the northeast and southeast, including Harlan Ranch, Loma Vista, and Heritage Grove;
- Continue to monitor impacts of VMT and maximize any potential mitigation resulting from route changes;
- Construction of transit hub at Landmark Square;
- Continue zero-emission pilot project;
- Monitor legislative relief in response to coronavirus pandemic and plan for changes in efficiency metrics and potential impacts on funding;
- Continue coordination efforts with other transit agencies in the region including Fresno Area Express, Fresno County Rural Transit Agency, and Fresno Council of Governments; and
- Continue on-going assessment regarding feasibility of federal funding and the potential short- and long-term impacts on operations and services to the community.

## **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 ongoing 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.
8. 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. *(This specific efficiency requirement has been suspended by the California Legislature for FY19/20, FY20/21, and FY21/22 due to impacts of the coronavirus pandemic on public transit.)*

## **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 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 completed 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). *(As of October 2020, the Clovis City Council made permanent an earlier fare suspension that was put into place under an Emergency Order by the City Manager. All productivity indicators will be continued to be measured to ensure efficient and adequate service)*

**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 citizen groups, civic groups, and other area associations to communicate the services and benefits of Clovis Transit.

**Standard 2:** Clovis Transit should maintain a positive presence on the city's social media channels, disseminating useful information to passengers and the community on a regular schedule.

## 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 with limited service in accordance with the ADA ¾ mile rule on Saturday.

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. 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 and in a limited capacity on Saturday in accordance with the ADA ¾ mile rule. Reservations can be made from the day prior to the trip up to fourteen (14) days in advance.

In April of 2020, under an Emergency Order issued by the Clovis City Manager, the Clovis City Council approved the temporary suspension of fares during the COVID19 pandemic. The action was one of many intended to provide a safer environment on the buses by eliminating the need for cash or passes to be passed from person to person. Effective October, 2020, the city council approved a permanent zero-fare model for all Clovis Transit bus services. In fall of 2019, Clovis Transit had provided free rides for all passengers using grant funds to underwrite fares. This resulted in a 35% increase in ridership, and once the health crisis subsides, ridership levels are expected to rise again due to the free-fare model.

Marketing efforts in FY 21-22 will include social media, bus advertising, newsletters, and community events. Clovis Transit uses Google Transit for passenger route-planning and is integrated with Fresno Area Express. Route information is listed in the City of Fresno FAX guide. Fresno Area Express has also adopted a fare-free model, albeit temporary and without a permanent funding stream. Passes and other rider programs have been eliminated by both Clovis Transit and Fresno Area Express.

During FY 20-21, utilizing California Emergency Management Agency Proposition 1B Transit Safety and Security Grants, site cameras and security systems were purchased. The project includes:

- Purchase of security systems and cameras for the Transit building located in Landmark Square. The cameras will be installed inside the new building and on the exterior of the 7-acre project site, providing an enhanced level of safety for visitors and employees. Additionally, a building security system will provide a secure work site for employees assigned to the Transit building. The interior of the building will be accessible by authorized persons only. Several monitoring stations were also purchased to facilitate monitoring of traffic and pedestrians inside and outside the building along with the activity at the large bus shelter north of the transit building.

Other projects were completed including:

- Construction of the DSS bus stop that will serve the new Fresno County Department of Social Services Clovis Campus offices. The 250' bus stop has three 20' bus stops and benches and has been designed to accommodate Clovis Transit, FAX, and FCRTA buses that will be stopping frequently at the service center.
- Replacement of camera systems at the City of Clovis' Operation and Maintenance Yard. The new cameras will provide enhanced security for employees and the bus fleet that is housed at the Yard.
- Replacement of the boiler systems in the Fleet Shop at the Maintenance Yard.

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

- Construction of a transit center and administrative offices.
- Purchase of Automated Passenger Counters and Automated Location Announcer systems.
- Planned replacement of heavy-duty vehicle lifts at fleet shop.
- The first phase of the route re-design project has begun which includes the design and distribution of a community needs survey. This project was delayed due to the pandemic but as health conditions have improved, work has begun again. The survey will be targeted to underrepresented and disadvantaged community members, and also open to the community at large. Results of the survey will be combined with comments received through the Fresno Council of Government's Unmet Needs Process and incorporated into any design and/or service change of the current routes.
- Rolling multiple year allocation of funds toward the purchase of a zero-emission bus.

A Measure C New Technology Grant was awarded in FY18-19 for a three-year zero-emission battery electric bus pilot project. This pilot project will help determine the costs required for infrastructure, charging, and operation of electric buses by a public transit agency. The 2018 mandate from the California Air Resources Board requiring the conversion to zero-emission transit buses for public transit operators by 2030 has made this project necessary to develop a plan to meet that requirement. The infrastructure phase is complete and the buses will be in service and on the road soon.

In March, 2020, the novel coronavirus (COVID-19) spread throughout the globe causing a pandemic and a state of emergency in California and Clovis. A shelter-in-place order along with shuttering of all non-essential businesses resulted in a drastic reduction in ridership on fixed-route services and paratransit services in Clovis. A year after the initial stay-at-home order, schools and businesses are opening with capacity restrictions. As more of the general public become vaccinated, the case rates are predicted to drop and conditions should improve. A plan has been developed by the state government to remove most restrictions in June, 2021. The FY2021-2022 budget was developed with a cautiously optimistic perspective based on a gradual return of ridership and a normalizing of everyday life.

## **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 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, Locan/DeWolf/Leonard 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., and on Saturdays in accordance with the ADA  $\frac{3}{4}$  mile rule.

#### **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 help 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**

All rides on Clovis Transit are free for the passenger. A passenger may be accompanied by one caregiver/attendant, and up to 3 guests.

#### **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. 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 software has 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. Additionally, trips can be booked through the city's web-based app, Go Clovis.

## 9. Vehicle Fleet

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/Ramp Equipped
2007	Glaval Cutaway	1	Yes
2008	Glaval Cutaway	6	Yes
2012	Arboc Low-Floor	6	Yes
2013	Braun Activan	2	Yes
2018	Braun Activan	2	Yes
2019	Champion Low-Floor	3	Yes
2020	Braun Activan	3	Yes
<b>Total</b>		<b>23</b>	

## 10. Ridership

Year	Inter-city Trips to Fresno	Trips within Clovis	Total
FY 17-18	22,303	29,758	52,061
FY 18-19	21,961	30,991	52,952
FY 19-20	20,222	30,162	50,384
Estimated FY 20-21	12,000	20,000	32,000
Projected FY 21-22	14,000	24,000	38,000

### CLOVIS ROUNDUP ANNUAL PRODUCTIVITY TRENDS FY2018-2022

INDICATOR	Fiscal Year					Percentage Change			
	2017-2018	2018-2019	2019-2020	ESTIMATED 2020-2021	PROJECTED 2021-2022	2017-18/ 2018-19	2018-19/ 2019-20	2019-20/ 2020-21	2020-21/ 2021-22
Total Passengers	52,061	52,952	50,384	32,000	38,000	1.7	-4.6	-36.5	18.7
Vehicle Hours	28,040	31,313	28,448	22,000	26,000	11.7	-9.2	-22.7	18.2
Vehicle Miles	346,495	377,173	346,021	220,000	260,000	8.6	-8.3	-36.5	18.2
Operating Costs	\$2,916,696	\$3,407,650	\$3,316,107	\$3,125,000	\$3,280,000	16.8	-2.6	-2.7	5.0
Fares*	\$291,668	\$340,765	\$76,485	\$0	\$0	16.8	-77.6	-100.0	0.0
Employees	19	19	19	19	19	0.0	0.0	0.0	0.0
Passengers/Hour	1.86	1.69	1.77	1.96	1.96	-9.1	4.7	10.7	0.0
Passengers/Mile	0.15	0.14	0.15	0.18	0.18	-6.7	7.1	20.0	0.0
Cost/Vehicle Hour	\$104.02	\$108.83	\$116.57	\$142.05	\$126.15	4.6	7.1	54.4	-11.2
Cost/Vehicle Mile	\$8.42	\$9.03	\$9.58	\$14.20	\$12.62	7.2	6.1	106.2	-11.1
Vehicle Hours/Employee	1,475	1,648	1,497	1,150	1,370	11.7	-9.2	-23.2	19.1
Operation Subsidy/Passenger	\$54.26	\$62.76	\$64.30	\$98.00	\$86.00	15.7	2.5	58.6	-12.2
Farebox Ratio**	10%	10%	N/A	N/A	N/A	0.0	N/A	N/A	N/A
Farebox Ratio w/out Measure C	3.1%	2.0%	N/A	N/A	N/A	-35.5	N/A	N/A	N/A

\*FY18 fares include \$199,811 in Measure C funds

\*FY19 fares include \$256,607 in Measure C funds

\*FY20 fares were suspended in April, 2020 under an EO issued by Clovis City Manager; fb ratio was suspended by California Legislature thru end of Fy21/22

\*FY21 fares were permently eliminated in October, 2020 by the Clovis City Council

<b>ROUNDUP TRANSIT ESTIMATED CTSA BUDGET FISCAL YEAR 2020-2021</b>						
	<b>FARES/MISC.</b>	<b>TDA ARTICLE 4</b>	<b>TDA ARTICLE 4.5</b>	<b>STA FUNDS</b>	<b>MEASURE C</b>	<b>TOTAL EXPENDITURES</b>
<b>PERSONNEL</b>						
Personnel (Salaries and Overtime)	2,800		235,400	627,200		865,400
Extra Help				470,000		470,000
Benefit Package				592,100		592,100
<b>SERVICES, MATERIALS, &amp;</b>						
Vehicle Charges				33,900	491,000	524,900
Admin/Misc./COVID19 Supplies		49,500		15,800		65,300
Communicatations		60,000				60,000
Marketing and Promotion		13,500				13,500
General Services/Admin Charges		508,400				508,400
Training and Membership Dues		3,000				3,000
Travel and Meeting Expenses		300				300
Insurance		53,100				53,100
<b>CAPITAL EXPENSES/GRANTS</b>						
STA purchase of 3 Round Up vans				170,000		170,000
<b>TOTALS</b>	<b>2,800</b>	<b>687,800</b>	<b>235,400</b>	<b>1,909,000</b>	<b>491,000</b>	<b>3,326,000</b>

<b>ROUNDUP TRANSIT PROJECTED CTSA BUDGET FISCAL YEAR 2021-2022</b>						
	<b>FARES/MISC.</b>	<b>TDA ARTICLE 4</b>	<b>TDA ARTICLE 4.5</b>	<b>STA FUNDS</b>	<b>MEASURE C</b>	<b>TOTAL EXPENDITURES</b>
<b>PERSONNEL</b>						
Personnel (Salaries and Overtime)			259,000	679,500		<b>938,500</b>
Extra Help				600,000		<b>600,000</b>
Benefit Package		687,500				<b>687,500</b>
<b>SERVICES, MATERIALS, &amp;</b>						
Vehicle Charges		42,700			501,000	<b>543,700</b>
Admin/Misc./COVID19 Supplies		90,000				<b>90,000</b>
Communicatations		60,000				<b>60,000</b>
Marketing and Promotion		14,000				<b>14,000</b>
General Services/Admin Charges		596,200				<b>596,200</b>
Training and Membership Dues		3,600				<b>3,600</b>
Travel and Meeting Expenses		7,000				<b>7,000</b>
Insurance		78,700				<b>78,700</b>
<b>CAPITAL EXPENSES/GRANTS</b>						
<b>TOTALS</b>	<b>0</b>	<b>1,579,700</b>	<b>259,000</b>	<b>*1,279,500</b>	<b>501,000</b>	<b>3,619,200</b>

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



## **FOLLOW-UP ACTIONS ON THE TRIENNIAL PERFORMANCE AUDIT FISCAL YEARS FY 2015/16 – FY 2017/18**

The latest Triennial Performance Audit of the City of Clovis Transit System was completed by Moore and Associates in June 2019. 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 fifteen compliance areas evaluated by the auditors, the operator was found not in compliance within one area: the timely submittal of its Transit Operators Financial Transactions Report to the State Controller during the audit period. All other applicable audit areas were found within compliance.
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 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 5.47 percent and the average farebox for demand response without local funds was 3.47 percent during the audit period.
5. Clovis satisfactorily implemented two of three prior audit recommendations. The recommendations implemented pertained to ensuring that Clovis Transit's system information was displayed on Fresno State University's website page and that State Controller reports would be submitted by the due date. The recommendation pertaining to travel training was not implemented and is forwarded for full implementation in this audit.
6. Fixed route operating costs increased by 11 percent during the audit period. Dial-A-Ride operating costs increased 15.3 percent. The increase in operating costs is attributed to higher labor and maintenance costs, insurance and workers compensation and more buses in revenue service.
7. Fixed-route ridership decreased 15 percent and Dial-A-Ride ridership decreased 14.2 percent during this evaluation period.
8. Fixed-route vehicle service hours remained essentially the same over the audit period as did vehicle service miles. On Dial-A-Ride, the trend followed the decrease in passengers; vehicle service hours decreased by 11.2 percent and vehicle service miles

decreased by 13.1 percent. This indicates relative stability in service hours and miles and reflects proper route streamlining and other service efficiencies implemented during the period.

9. Operating cost per passenger, an indicator of cost effectiveness, increased 38 percent system-wide. Cost per passenger increased by 25.1 percent on fixed route and 52.3 percent on Dial-A-Ride. The trend for this indicator reflects a substantial 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**

#### **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.

*Comments: The City has plans for a formal travel training program once the new transit hub facility is completed. This will allow adequate space and a central location for travel training.*

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

For current audit review period, the City did not submit its annual Transit Operators Financial Transactions Reports to the State within the statutory time frame. PUC 99243 (a), requires transit operators to file an annual report with the State Controller's Office within a prescribed period of time. In FY2015-16, the deadline was 110 days following the end of the fiscal year, or October 18, 2016, if filing electronically. Beginning in FY2016/17, the deadline was extended to seven months following the end of the fiscal year, or January 31. In FY2015/16, the City's State Controller Report was submitted on October 26, 2016, more than one week after the stipulated deadline. The delinquent submission was due to the unexpected death of the city accountant responsible for the report. The unexpected change in personnel resulted in delays to several job duties, including the filing of that year's State Controller Report

*Comments: All employees involved in the preparation of the State Controller Reports will be aware of the January 31 deadline and will strive to complete and submit the report on time each year. Given subsequent reports have been submitted on time according to the deadline, and that the circumstances resulting in the delay in FY2015-16 are unlikely to reoccur, there is likely no further action required.*

### **CLOVIS STAGELINE/ROUNDUP: 2019 PRODUCTIVITY EVALUATION COMMITTEE RECOMMENDATIONS**

#### **A. Comply, where feasible, with the FY15 through FY18 Triennial Performance Audit Recommendations.**

This is ongoing

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

Although the farebox ratio was not achieved directly from ridership contributions, the Clovis City Council allocated Measure "C" funds be utilized on the Local Transportation Fund Claim to meet the State mandated 20% ratio.

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

Currently, Clovis Transit is working with CVRC by transporting 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 regard 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. Evaluate results of the TDA Triennial Performance Audit for FY 2015-2016 through FY 2018-2019.**

Last audit was completed for FY 2015-2016, FY 2016-2017, and FY 2017-2018. We received the results in June, 2019. Meeting with the auditors have been completed and the results will be continuously evaluated to ensure compliance with recommendations.

**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.

**Clovis City Council**  
Mayor Jose Flores, Mayor Pro Tem Lynne Ashbeck,  
Councilmember Drew Bessinger, Councilmember Vong Mouanoutoua,  
Councilmember Bob Whalen

City Manager – Luke Serpa

General Services Director– Shonna Halterman

General Services Manager – Amy Hance

Transit Supervisor  
Bethany Berube

Management  
Analyst  
Nick Chin

Management  
Analyst  
Susanna Herrera

2 FT Transit Dispatchers  
4 FT Lead Driver/Trainers  
16 FT Bus Drivers  
1 FT Clerical

2 PT Transit Dispatchers  
21 PT Bus Drivers  
5 PT Van Drivers

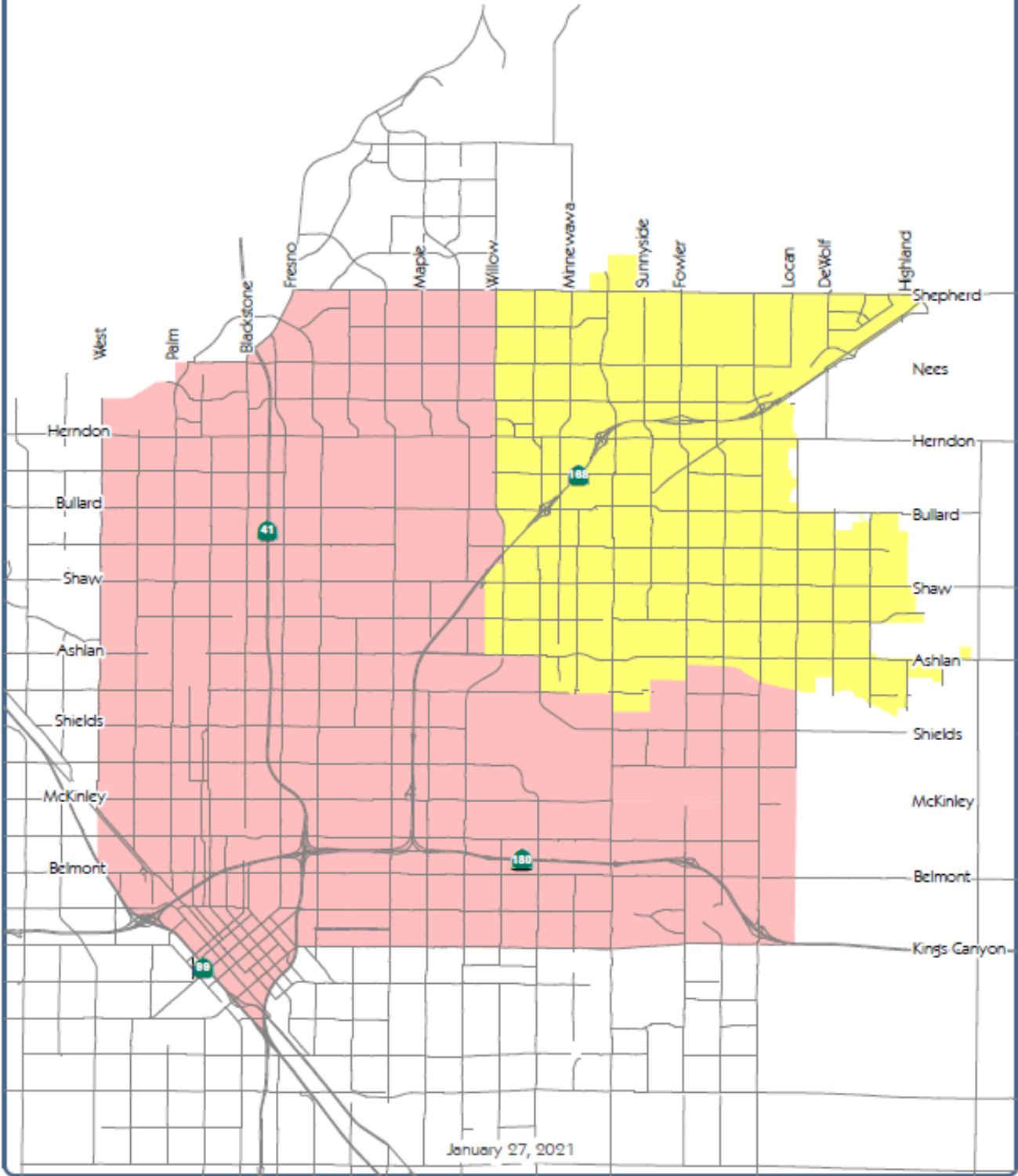
5 PT Vehicle Washers  
2 PT Clerical



# Clovis Paratransit Service Areas



- Clovis Residents Eligible for Rides
- Area Served by Clovis Round Up



**RESOLUTION 21 -**

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

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

**WHEREAS**, Clovis Transit has prepared, under contract, the FY 2021-2022 “Operations Program and Budget for the Clovis CTSA”, 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 2021-2022, 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 21<sup>st</sup> of June, 2021, by the following vote to wit:

AYES:  
NOES:  
ABSENT:

Dated:

\_\_\_\_\_  
Mayor

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