

Section III

Fresno County Rural Transit Agency (FCRTA)

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SECTION III

2019 PRODUCTIVITY EVALUATION

FRESNO COUNTY RURAL TRANSIT AGENCY

I. SUMMARY DESCRIPTION OF SERVICE

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

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

The FCRTA is responsible for the overall administrative and financial oversight of the general public operations. Prior to FCRTA's formation in September 1979, limited services were provided in a few communities within Fresno County. In fiscal year 2018-2019, FCRTA began and ended the year with twenty-two (22) rural Subsystems.

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

Three (3) systems operated by City Staff:

1. Coalinga Transit - City of Coalinga;
2. Kerman Transit - City of Kerman; and
3. Reedley Transit - City of Reedley.

Two (2) systems under Public Contractors:

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

Seventeen (17) systems under a private contractor agreement with MV Transportation that commenced on September 4, 2018.

1. Auberry Transit;
2. Del Rey Transit;
3. Firebaugh Transit;
4. Fowler Transit;
5. Huron Transit;
6. Kingsburg Transit;
7. Mendota Transit;
8. Orange Cove Transit;
9. Parlier Transit;
10. Rural Transit;
11. Sanger Transit;
12. San Joaquin Transit;
13. Selma Transit;
14. Shuttle Transit;
15. Southeast Transit;
16. Westside Transit; and
17. Kingsburg – Reedley College Transit.

II. SYSTEM SERVICE AND ADMINISTRATIVE CHANGES

System Service Modifications for 2019

In 2019 the FCRTA General Manager recommended the most reasonable service hours of operation for each of FCRTA’s individual Subsystems. The Board of Directors concurred. The adopted and implemented services were recapped as follows:

Recap of Services for 2019

<u>FCRTA Subsystem</u>	<u>Location</u>	<u>Mode</u>	<u>Hours / Days</u>
Auberry Transit	Intra-Community	Demand Response	1 x 7hrs - M-F
	Inter-City Fresno	Demand Response	1 x 8hrs – Tu
Coalinga Transit	Intra-City	Demand Response	1 x 8hrs - M-F
	Inter-City (Fresno)	Fixed Route	1 x 9.75hrs - M-Sa
Del Rey Transit	Intra-City	Demand Response	1 x 8hrs - M-F
Dinuba Transit	Inter-County (Dinuba-Reedley)	Fixed Route	1 x 12hrs - M-F
Firebaugh Transit	Intra-City	Demand Response	1 x 9.50hrs - M-F
	Inter-City (Firebaugh & Mendota)	Fixed Route	1 x 9.hrs - M-F

Fowler Transit	Intra-City	Demand Response	1 x 8hrs - M-F
Huron Transit	Intra-City	Demand Response	2 x 8hrs - M-F
	Inter-City (Huron - I-5 - Coalinga)	Fixed Route	1 x 8hrs - M-F
Kerman Transit	Intra-City	Demand Response	1 x 8hrs - M-F
Kingsburg Transit	Intra-City	Demand Response	2 x 8hrs - M-F
	Intra-City	Demand Response	1 x 8hrs - Sa
Laton Transit	Inter-City (Laton & Hanford)	Fixed Route	2 x 2hrs - M-F
	Inter-City (Hanford & Fresno)	Fixed Route	1 x 8hrs - M-F
Mendota Transit	Intra-City	Demand Response	1 x 9hrs - M-F
Orange Cove Transit	Intra-City	Demand Response	1 x 10hrs - M-F
	Inter-City (Fresno)	Fixed Route	1 x 10hrs - M-F
Parlier Transit	Intra-City	Demand Response	1 x 8hrs - M-F
Reedley Transit	Intra-City	Demand Response	4 x 8hrs - M-F
	Intra-City	Demand Response	1 x 8hrs - Sa
Rural Transit	Inter-Community	Demand Response	4 x 8hrs - M-F
Sanger Transit	Intra-City	Demand Response	1 x 11.5hrs - M-F
	Intra-City	Demand Response	1 x 8hrs - M-Sa
	Intra-City	Demand Response	2 x 8hrs - M-F
	Inter-City (Sanger - Reedley)	Fixed Route	1 x 8hrs - M-F
San Joaquin Transit	Intra-City	Demand Response	1 x 9.50hrs - M-F
Selma Transit	Intra-City	Demand Response	4 x 8hrs - M-F
	Intra-City	Demand Response	1 x 8hrs - Sa
Shuttle Transit	Intra-City (Fresno)	Demand Response	1 x 8hrs - M-Sa
Southeast Transit	Inter-City (Fresno)	Fixed Route	1 x 8.5hrs - M-F
Westside Transit	Inter-City (Fresno)	Fixed Route	1 x 8.5hrs - M-F
K-R College Transit	Inter-City (Kingsburg - Reedley)	Fixed Route	1 x 8hrs - M-F

The twenty-two (22) subsystem service modifications are summarized as follows:

Auberry Transit: The mountain area service continued to specifically address the primary usage by seniors attending the Hot Meal Nutrition Program and minimal general public ridership for local shopping and medical trips during a seven (7) hour period Monday through Friday. The limited ridership on the Inter-City service to Fresno appears to warrant continuation of the “life-line” service one (1) day a week to address primarily medical trips.

Coalinga Transit: Coalinga Transit operated two (2) modes of service. The Dial-A-Ride service has provided with a single vehicle’s operation eight (8) hours per day Monday through Friday. The Inter-City service from Coalinga through Huron, Five Points, Lanare, Riverdale, Caruthers, Raisin City, and Easton to Fresno was changed to 9.75 hours per day, Monday through Saturday during 2016.

Del Rey Transit: The Del Rey Transit service continues to be provided eight (8) hours per week day to the general public. The demand responsive service transported passengers within the community on a shared ride basis; arranges passenger grouping for trips to Sanger; and transfers in Sanger to Orange Cove Transit for service to Fresno or Parlier, Reedley and Orange Cove.

Dinuba Transit: Began in August 2008 to provide Inter-County services between Dinuba and Reedley. The service is available from 7am to 9pm Monday through Friday on a fixed route basis.

Firebaugh Transit: This service operates from 7:00am to 5:30pm with a mid-day lunch hour for the driver, Monday through Friday. Measure-C funds were utilized to provide inter-City service expansion between Firebaugh and Mendota utilizing a second (2nd) twenty-two (22) passenger bus on a scheduled fixed route basis

Fowler Transit: This service operates from 7:00am to 4:00pm with a mid-day lunch hour for the driver, Monday

through Friday. During FY 17-18, FCRTA introduced one (1) nine (9) passenger Electric Van to perform this service throughout the day.

Huron Transit: The service was provided by two (2) twenty-two (22) passenger bus to address passenger loading requirements. The service is operated from 7:00am to 6:00pm, with a staggered mid-day lunch hour for the drivers, Monday through Friday. The City also funds an inter-city “life line” service to Coalinga during a five (7) hour period Monday through Friday from 9:00am to 5:00pm. Two (2) round trips are available, with two (2) ninety (90) minute shuttle periods in Coalinga for passenger drop-offs and pick-ups. FCRTA emphasizes the sale of bus passes for this route for students riding to West Hills College in Coalinga.

Kerman Transit: Ridership continued to indicate that one (1) twenty-two (22) passenger vehicle should be operated from 7:00am to 4:00pm, Monday through Friday.

Kingsburg Transit: Two (2) twenty-two (22) passenger vehicles continue to address existing ridership demand. The service was provided during a nine and a half (9.5) hour period, Monday through Friday from 7:00am to 5:30pm, with a staggered mid-day lunch hour for the drivers. *Saturday Service* is also available from 8:00am to 5:00pm.

Laton Transit: This route service extension contract with Kings Area Rural Transit (KART) continued to be the most effective solution to address transit needs of Laton area residents. One (1) round trip between Laton and Hanford in Kings County is available Monday through Friday. FCRTA also funds two (2) of the five (5) days of service (Monday through Friday) per week for a KART inter-city service from Hanford (Kings County) through Selma (Kaiser Medical Clinic) to Fresno Hospitals - Community Regional Medical Center, Veteran’s Hospital, Kaiser Hospital, Saint Agnes Hospital, and to Valley Children’s Hospital (Madera County).

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

Orange Cove Transit: Both the Intra-City and Inter-City service from Orange Cove through Reedley, Parlier, and Sanger to Fresno, from 7:00am to 5:30pm, Monday through Friday.

Parlier Transit: Intra-City service continues to be available from 7:00am to 4:00pm, Monday through Friday.

Reedley Transit: Four (4) vehicles are operated eight (8) hours each day 8:00am to 5:00pm Monday through Friday. One (1) vehicle is operated on Saturdays from 8:00am to 5:00pm.

Rural Transit: Introduced during Fiscal Year 2014-15, this service addresses the previously unmet transit needs of truly rural area residents living beyond the existing FCRTA subsystem transit service areas outside the sphere of influence of each city. Riders must request service twenty-four (24) hours in advance. Four (4) accessible four (4) passenger mini-vans provide service (on a rotating basis) for eight (8) hours from 8:00am to 5:00pm and meet Lifeline criteria. During FY 17-18 an Electric Van was introduced into the rotation of vans that are performing this service.

Sanger Transit: Four (4) twenty-two (22) passenger vans are operated on a demand response basis from 7:00am to 5:30pm, Monday through Friday; and one (1) vehicle for eight (8) hours on Saturday from 8:00am to 5:00pm, with a mid-day lunch hour for the driver. As a new part of the Sanger Transit subsystem, Sanger Express began service on August 14, 2014 to provide Inter-City services between Sanger and Reedley College. The service is intended to address access to Reedley College, with additional access to additional goods and services in Reedley and Sanger. This service, provided by a separate single vehicle, is available from 6:45am to 4:05pm Monday through Friday on a fixed route basis 8 hours per day.

San Joaquin Transit: One (1) twenty-two (22) passenger vehicle is available to address service needs within the large service area, Monday through Friday between the hours of 7:00am and 5:30pm. This “life-line” service continues to be essential to the community residents for connectivity to senior, social service and medical clinics

in neighboring communities and “to” and “from” Kerman for connections on Westside Transit for weekday service to Fresno. Passenger trips are grouped to share rides. The San Joaquin Transit service area also includes Cantua Creek, El Porvenir, and Tranquility with set dates and times.

Selma Transit: Four (4) demand responsive vehicles are operated consistently eight (8) hours each per weekday, on a staggered basis from 7:00am to 5:30pm., a fifth (5th) vehicle is operated four (4) hours mid-day to insure continuous service during the respective lunch hour of the other four (4) drivers. One (1) demand responsive vehicle is operated on Saturdays for eight (8) hours from 8:00am to 5:00pm.

Shuttle Transit: FCRTA introduced Shuttle Transit in August of 2014. This unique service came about as an effort by FCRTA to address the issue of rural passengers having arrived in Fresno via various Inter-City routes having difficulty making connections with Fresno FAX routes thus sometimes missing their appointments elsewhere in Fresno. In response a demand response service was created to pick up FCRTA riders, upon request only, at the downtown FCRTA bus stop at Greyhound/Amtrak and take them to their requested destinations throughout Fresno and then return them to the FCRTA bus stop so they can catch their FCRTA Inter-City bus back home for a fee of \$2.50. One vehicle provides this service Monday through Saturday from 8:15am to 4:30pm.

Southeast Transit: This service operates from 7:00am to 5:30pm, Monday through Friday. It provides three (3) round trips per weekday from Kingsburg through Selma and Fowler to Fresno.

Westside Transit: This service operates from 7:00am to 5:30pm, Monday through Friday. It provides two (2) round trips per weekday from Firebaugh through Mendota, Kerman, with connections to San Joaquin Transit, to Fresno.

Kingsburg - Reedley College Transit: Began service on January 11, 2016 to provide Inter-City services between Kingsburg and Reedley. This service, provided by a separate single vehicle, is available from 7:00 am to 4:35 pm Monday through Friday on a fixed route basis.

FCRTA Administration and Operations Management

During FY 2015, the FCRTA added the new position of Senior Transit Planner. The Senior Transit Planner assists the General Manager with the analysis and reporting of the FCRTA subsystems; Coordinates FCRTA bus schedules and transit operations services; Provides analysis and reports for service and maintenance contractors; Assists in administration of local, state, and federal grant programs; assists with transit planning programs. During FY 17-18 FCRTA added the new position of a second Senior Transit Planner also to help with the analysis and reporting of the FCRTA subsystems and to work on many other transit projects.

At the end of FY 2015 the maintenance contract with the City of Fresno ended. FCRTA subsequently contracted with the FEOC for maintenance of FCRTA vehicles. A new maintenance operation was established and staffed at the FEOC transit facility located at 3120 W. Nielson in Fresno. Maintenance operations began on August 1, 2015. However, FCRTA has outgrown the current Maintenance and Operations facilities and is looking into relocating its maintenance and possibly its operations functions to another site that can accommodate FCRTA’s ongoing fleet expansion. During FY 17-18 FCRTA looked for a new maintenance site and found a suitable site in Selma, CA. FCRTA subsequently made an offer to buy this land in the City of Selma. During FY 18-19 relocated its Maintenance operations to a temporary site in Selma which opened in September of 2018. During 2019 FCRTA purchased land in Selma for a permanent Maintenance and Operations site and preparations were underway for the construction of the Maintenance and Operations building in 2020.

Between Fiscal Years 2015-16 and 2018-19, FCRTA took major steps toward obtaining Electric Vehicles (EV) for its vehicle fleet. Several grants were obtained for funds for Electric Vans, Electric Buses, EV Chargers, Solar EV Chargers and Solar EV Charger “Trees.” FCRTA has secured grant funding from the State of California’s Low Carbon Transit Operations Program for Zenith Electric Vans and for Chevy Bolt Electric Sedans; grant

funds from the California Air Resources Board for Proterra Electric Buses, grant funds from the San Joaquin Valley Air Pollution Control District's Charge Up Program for Solar EV Chargers; and grant funds from the Fresno Council of Government's Measure C New Technology program for two (2) BYD Electric buses and two (2) Solar EV Charger Trees (a larger, more powerful version of the Solar EV Charger). All of these EVs and EV charging infrastructure equipment was procured by FCRTA during Fiscal Year 2017-18 and 2018-19.

During FY 2017, FCRTA made great strides in obtaining, installing, and operating new EV Charging Infrastructure and Electric Vans. In September 2016 FCRTA obtained and installed 5 EV Chargers for its Maintenance Facility in Fresno. In October 2016 FCRTA obtained 6 more EV Chargers intended for use in cities where FCRTA vehicles are stored and operated. In January 2017 FCRTA received and installed 13 Solar Chargers in the cities of Firebaugh, Kerman, Fowler, Sanger, Parlier, San Joaquin, Mendota, Selma, Kingsburg, Huron, Orange Cove, Reedley, and Coalinga. On May 24, 2017 FCRTA held a ribbon cutting ceremony for the Solar Charger unit in Fowler in conjunction with Envision Solar, Caltrans, the California Energy Commission, CALSTART, The San Joaquin Valley Air District, and the City of Fowler. This event was well attended and covered extensively by the media. In December 2016 FCRTA received 4 Zenith Electric Vans. Because of the unique characteristics of this electric battery technology, much test driving and studying of the vans was required before these vans could be operated in revenue service. This testing and evaluation process was completed during the summer of 2017 and these vans were put into revenue service in August of 2017. Also during FY 2017-18 and FY 2018-19 preparations continued for the beginning of grant projects that will include the use of Proterra Electric Buses, BYD Electric Buses, and Solar Tree EV Chargers that took place during 2018 and 2019. During FY 17-18, 5 Proterra 40-foot Electric Buses were delivered to FCRTA in June of 2018 and began revenue service in the summer of 2019. In FY 2018-19 FCRTA installed and made operational three Level 3 EV Chargers, took delivery of 2 BYD Electric Buses, and received 10 Chevy Bolt Electric sedans.

Marketing of Transit Services

During FY 16-17 the FCRTA website was re-designed with revised and new information and now has many features added to it such as a new transportation guide and "how-to" videos for using FCRTA transit services. This new, improved website went online during April 2017 and it is working well for users and staff. The FCRTA has also prepared individual informational flyers identifying the specifics of an individual transit subsystem. This simplified approach was intended to address suggestions offered by the current transit users.

FCRTA Technology Upgrades

During Fiscal Year 2015-16 FCRTA implemented several technology upgrades that have served to increase the capabilities of FCRTA staff and increase the efficiency of FCRTA transit operations. In October 2013 Mobilitat Dispatching Software was first implemented. This software allows FCRTA to dispatch trips quicker and more efficiently than before and eliminated the need for constant 2-way radio communication with drivers. FCRTA dispatchers are now able to monitor all transit trips system-wide as the Mobilitat software tracks the location and passenger activity for each vehicle in the FCRTA system on a countywide basis. FCRTA also acquired Tablets from Verizon that enabled drivers to use Mobilitat software and enter, store, and send transit data from Tablets on buses back to the transit operations center. Verizon "Jet Packs" were also acquired to provide Wi-Fi capability for the Tablets thus allowing transit data to be sent via the internet. During FY 15-16 ongoing upgrades included Apollo Camera equipment being installed on buses. This camera equipment allows bus operations both inside and outside of the bus to be shown to transit staff both live and recorded. During Fiscal Year 16-17 technology upgrades included the introduction of High Definition cameras, DVR recorders, and SIM cards. During Fiscal Year 17-18 technological upgrades included the installation of Surveillance Cameras for FCRTA Buses, Maintenance Yards, and Bus Stops, the installation of Security Lights for Maintenance Yards and the installation of automated gates for Maintenance Yards. In Fiscal Year 18-19 installation work on the above mentioned equipment and upgrades continued. Another technology upgrade for FCRTA is a Ride Request app funded by the New Technology Grant that will be implemented in Fiscal Year 19-20.

Management and Organization

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

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

Request for proposals (RFP) for Transit Operations & Maintenance Contractor

After studying the performance of its transit operations, based on safety issues (driver training and accidents), FCRTA determined that significant improvements were needed in the way that FCRTA transit operations are conducted by its Transit Operations Contractor. Therefore during FY 17-18 FCRTA made the decision to start the Request for proposals (RFP) process for selection of a new Transit Operations Contractor. The incumbent Transit Operations Contractor, the Fresno Economic Opportunities Commission (FEOC), was informed that while it will be afforded an opportunity to retain its contract, that FCRTA would accept responsible bids from other Transit Operations Contractors and possibly award a contract to a new party at the conclusion of the RFP process. During the winter and spring of FY 17-18 FCRTA met with multiple interested contractors and wrote the RFP with the assistance of TMTP Consulting which was formally approved by Caltrans Headquarters. The RFP was issued in April of 2018. This RFP contained an option for bidders to bid either on Maintenance and Transit Operations together or separately. On May 17, 2018 bid proposals were due and bids were received from FEOC, First Transit, MV Transportation, and Ride Right. All of these four proposals were for both Maintenance and Transit Operations together. The City of Selma also submitted a bid, for Maintenance only. At the end of FY 17-18 a decision on the selected bidder or bidders was still pending and the contract with the current contractor was extended for a two (2) month period to ensure a smooth transition. Early in FY 18-19 MV Transportation was awarded the Transit Operations contract and the City of Selma was awarded the Maintenance Contract with both Transit Operations and Maintenance Operations commencing in September of 2018. This RFP process was a result of the previous contractor having extensive safety and operational issues without resolution.

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

The FCRTA has recognized its responsibilities in ensuring accessible services to passengers since 1979. One hundred one (101) of FCRTA's one hundred eleven (111) vehicles are wheelchair accessible to permit access by disabled patrons in accordance with the latest Americans with Disabilities Act (ADA) accessibility requirements of 1990. The non ADA-accessible vehicles are 10 Chevy Bolt Electric Sedans.

Since its inception, the Agency operations were carefully considered to meet the special needs of the transit disadvantaged (elderly, disabled, and low-income). Sixteen (16) of FCRTA's Subsystems (Auberry Transit, Coalinga Transit, Del Rey Transit, Firebaugh Transit, Fowler Transit, Huron Transit, Kerman Transit, Kingsburg Transit, Mendota Transit, Orange Cove Transit, Parlier Transit, Reedley Transit, Sanger Transit, San Joaquin Transit, and Selma Transit) are operated as "*real-time*" demand responsive services. A portion of nine (9) FCRTA Subsystems (Coalinga Transit, Dinuba Transit; Huron Transit, Kingsburg-Reedley Transit, Laton Transit, Orange Cove Transit, Sanger-Reedley Transit, Southeast Transit, and Westside Transit) are provided on a scheduled fixed-route basis. The Auberry Transit inter-city service and Rural Transit are the only services

requiring twenty-four (24) hour prior reservations to access the accessible mini-vans. Since January 26, 1992, in compliance with requirements of the ADA, each respective service may, however, deviate from its specified route on a demand responsive basis up to a three-quarter (3/4) mile in either direction (1-1/2 mile path) to pick-up or drop-off a disabled passenger. As such, the FCRTA is exempt from the requirement to prepare a "*Comparable Service Paratransit Plan*" for implementing the ADA (a common requirement for other fixed route transit operators such as Fresno Area Express and Clovis Transit). FCRTA also provides the Rural Transit service which provides connections to other transit services.

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

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

Following the passage of the Federal Clean Air Act in 1990, the FCRTA followed pending regulations that were to mandate public transit agencies throughout the Nation to consider and implement alternative fuel programs as an example to other the public governmental entities, and the non-profit sector and private sector. These issues were also very important to the San Joaquin Valley Air Basin of California. At the time, the FCRTA Board of Directors understood that the Valley had potentially for the worst air quality in the Nation. This understanding is confirmed by the Valley's current non-attainment status for the 8-hour ozone (extreme non-attainment classification) and the PM2.5 National Ambient Air Quality Standards.

The FCRTA Board of Directors, which is composed of the Mayors of each of the thirteen (13) Cities and a Supervisor from the County Board of Supervisors, has recognized its responsibilities to be part of the air quality solution, and an example for others to emulate. As a small rural transit agency we did not have the resources of a large urban transit operator. The FCRTA Staff consistently went with proven technology and readily available fuels. From 1992 through 2010 the FCRTA successfully operated eleven (11) vehicles on propane. In 1997 the FCRTA purchased twenty-three (23) compressed natural gas (CNG) powered vehicles, and two (2) zero emission electric battery powered buses that were successfully operated through 2010. FCRTA in FY 16-17 obtained 4 Zero Emission Electric Vans. In FY 17-18, FCRTA obtained two more Electric Vans, five Proterra Electric buses, two Ford E350 CNG buses, and a Utility Trailer. In FY 18-19 FCRTA obtained two BYD Electric buses and ten Chevy Bolt Electric sedans.

The FCRTA vehicle fleet in 2018-2019 reached one hundred and eleven (111) vehicles, quite an achievement for a small rural transit operator. Forty-three (43) are powered by CNG, twenty-three (23) are powered by electric batteries, forty-four (44) are powered by unleaded gasoline and one (1) is a non-motorized trailer. The FCRTA does not operate any diesel powered vehicles. The FCRTA vehicle fleet consisted of:

- One (1) 2018 Big Tex Utility Trailer;
- Two (2) 2013 unleaded gasoline powered Ford service trucks;
- Two (2) 2016 CNG powered twelve (12) passenger Ford E350 Buses;
- Two (2) 2013 unleaded gasoline powered seven (7) passenger 4 wheel drive Ford vans;
- Thirty-eight (38) 2013 unl. gasoline powered seventeen (17) passenger Chevrolet-Arboc vans;
- Four (4) 2007 CNG powered thirty-seven (37) passenger Blue Bird buses;
- Eleven (11) 2008 CNG powered twenty-two (22) passenger modified GMC - Glaval Vans;

- Sixteen (16) 2009 CNG powered twenty-two (22) passenger modified GMC - Glaval Vans; and
- Four (4) 2009 gasoline powered five (5) passenger modified Chevrolet Mini-Vans;
- Eight (8) 2016 CNG powered thirty-five (35) passenger El Dorado buses;
- Five (5) 2018 Electric battery powered thirty (30) passenger Proterra Electric Buses;
- Six (6) 2016 Electric battery powered nine (9) passenger Zenith Ram 3500 Electric Vans;
- Two (2) 2019 Electric battery powered thirty (33) passenger BYD Electric Buses;
- Ten (10) 2019 Electric battery powered four (4) passenger Chevy Bolt Electric sedans.

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

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

During Fiscal Year 2015-16 FCRTA demonstrated a new commitment to zero emission vehicles in the form of EVs. During the year several grants were pursued for the purpose funding EVs and EV infrastructure, in the form of EV Chargers, Solar EV Chargers, Solar Tree EV Chargers, related electric equipment, and electricity infrastructure upgrades. FCRTA was successful in obtaining funding from several grants that enabled FCRTA to begin purchasing EVs and EV Charging infrastructure during Fiscal Year 2016-17. During FY 16-17 FCRTA did receive its first EVs in the form of four Electric Vans and also received its first EV Chargers and Solar EV Chargers. During FY 17-18 FCRTA acquired two more Electric Vans and five 40-ft Electric Buses. Two Electric Chargers for both Electric Vans and one of the five Electric Chargers for the five new buses were received by FCRTA by the end of FY 17-18. In FY 18-19 all of the Electric Chargers for the Proterra buses, two BYD Electric Buses, and ten Chevy Bolt Electric Sedans were received.

The FCRTA shall continue with the process of systematically implementing necessary modifications to comply with the spirit and intent of these air quality laws and plans.

Driver Training

Twenty-five (25) years ago in 1989, the State mandated a law (SB 1586) that created the General Public Transit Vehicle (GPPV) driver training, licensing, and background check requirements. The FCRTA was required to develop and implement a forty (40) hour training program that included classroom and behind-the-wheel training for all drivers assigned to its operations. Topics covered in the training sessions included:

1. Defensive Driver Training;
2. Operational Guidelines for Safety;
3. Motor Vehicle Code Regulations;
4. Patron Assistance Techniques;
5. Daily Vehicle Inspections;
6. Maintenance; and
7. Record Keeping and Reporting Procedures.

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

Personnel responsible for dispatching are also trained to: provide effective, professional, and courteous service to the patrons; efficiently schedule transit operations; and to comply with the FCRTA administrative and operational procedures required by legislative mandates. This function will be reviewed on an on-going basis.

Vehicle Maintenance

The GPPV law also required vehicle inspection and maintenance program standards. The California Highway Patrol (CHP) Motor Carrier Division is responsible for certifying the FCRTA's maintenance terminal in Selma, California and inspecting the transit vehicles annually to ensure that the Agency complies with mandated daily, forty-five (45) day or 3,000 mile, and annual inspections. The premise of the State requirements is that the transit vehicles are never out of original factory specification tolerances. Therefore, while the vehicles may continue to get older, they are no longer permitted to progressively wear out. The CHP again issued a "*satisfactory*" rating of FCRTA's vehicles and terminal facility in May of 2019. The documentation is included with FCRTA's annual TDA Claim, as required by law.

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

After the expiration of a three year contract, the FCRTA transferred its vehicle maintenance responsibilities and contract from the City of Fresno – Fleet Maintenance, to the FEOC on August 1, 2015 on an interim basis. However, FCRTA was looking to relocate the maintenance facility due to the acquisition of larger 30, 35, and 40 foot buses in the fleet. The facility in Fresno was built in 1985 where FCRTA started with 20 vehicles. The fleet today includes 111 vehicles and the Fresno maintenance site had only 2 bays with very limited space for future expansion due to other services/programs on the property. FCRTA plans to build a new facility on 2-6 acres to meet the current needs and future needs of the expanding fleet as well as space for a CNG fast-fill fueling station, an electric vehicle charging area, a dispatch center and vocational center for bus repair and new technology training. During FY 17-18 FCRTA took action to relocate to a new maintenance site by making an offer to buy land in the City of Selma. As a result of the 2018 RFP, the City of Selma was awarded the Maintenance Operations Contract commencing in September of 2018 and Maintenance operations were relocated to a temporary site in Selma. During 2019 FCRTA purchased land in Selma for a permanent Maintenance and Operations site and preparations were underway for the construction of the Maintenance and Operations building in 2020.

III. TRIENNIAL PERFORMANCE AUDIT RECOMMENDATIONS (FY2016 to 2018)

The most recent Triennial Performance Audit report that was prepared for the FCOG, under Contract by Moore and Associates. This audit was mandated by the Transportation Development Act (TDA) of 1971.

The most recent report represents an exhaustive effort to evaluate every aspect of FCRTA's operations during the 2016 to 2018 Fiscal Year periods. The FCRTA was found to be in compliance with applicable TDA requirements, as well as those regulations imposed by the State Controller's Office. The Auditor's overall assessment was that the FCRTA *"is operating in an economical, efficient, and effective manner"*.

The results, findings, and recommendations were enumerated for implementation. Two (2) findings were identified. The two (2) findings were:

Compliance Finding 1: FCRTA does not report FTE using the TDA definition.

Criteria: The Transit Operators Financial Transaction Report Instructions published by the State Controller state the following with respect to the reporting of Total Employees – Public and Contract:

Report the number of employee equivalents. Public Utilities Code Section 99247(j) defines "Vehicle service hours per employee" as the vehicle service hours divided by the number of employees employed in connection with the public transportation system. Use the assumption that 2,000 person-hours of work in one year constitutes one employee. The number of employees shall also include those individuals employed by the operator which provide services to the agency of the operator responsible for the operation of the public transportation system even though not employed in that agency.

Condition: FCRTA calculates FTE using vehicle service hours rather than actual labor hours derived from payroll records or position allocations.

Cause: There may be a lack of clarity as to how the FTE metric is defined by the State Controller.

Effect: Use of a definition other than the TDA definition puts the City out of compliance with the TDA.

Recommendation: Employ the TDA definition in calculating FTE for reporting to the State Controller.

Recommended Action(s): Use payroll records to document the total amount of time spent on transit by all employees, and use that figure (divided by 2,000) to calculate FTE for reporting to the State Controller. This should include contractor employees (drivers, dispatchers, etc.) as well as FCRTA employees. Once the hours have been calculated, they can be split between fixed-route and demand-response using a percentage formula (which can be based on Vehicle Service Hours). The resulting hours should be divided by 2,000 and rounded to the nearest whole number for reporting to the State Controller. Calculate farebox recovery using revised method contained in new state legislation.

Compliance Response: FCRTA agrees with this finding and will take steps in Fiscal Year 2019-20 to correctly calculate its FTE.

Functional Finding 1: The FCRTA website does not include service information or Title VI information in Spanish.

Criteria: The prior audit included a recommendation that FCRTA make available online the Title VI plan, procedures, and complaint form in English and Spanish. During this audit, it was determined that recommendation was only partially implemented.

Condition: While Title VI information is currently available on the website in English, it is not provided in Spanish. In addition, no Spanish service information is included on the website.

Cause: The reason for the lack of Spanish information is unknown.

Effect: This places FCRTA out of compliance with its own Title VI program, which states that local scheduled include Spanish translation and that Spanish language contact information (phone and email) is posted on the FCRTA website.

Recommendation: Add Spanish-language Title VI and service information to the FCRTA website.

Recommended Action(s): The Title VI complaint form is included in Spanish in the Title VI Program. It needs to be saved separately from the document and posted on the website under its own link. Adding a translation widget to the FCRTA website (which allows the viewer to translate the website into Spanish) may be sufficient for the service information; however, the site includes many pop-ups, and it is unclear as to whether these would be included under the translation widget. FCRTA should consult with its website developer to determine the most appropriate way to incorporate Spanish content into its website.

Compliance Response: FCRTA agrees with this finding and will take steps in Fiscal Year 2019-20 to add Spanish-language Title VI and service information to the FCRTA website.

IV. HIGHLIGHTS OF PRODUCTIVITY DATA

Overall System

FCRTA System Summary Totals from the current (1) and two (2) previous Transit Productivity Evaluation Reports are presented in Table III-1. A Summary of FCRTA Performance Characteristics are calculated in Table III-2 for the three (3) previous Fiscal Years. Exhibit III-1 graphs the FCRTA Performance Indicator Summary data for Fiscal Years: 2016-17, 2017-18, and 2018-19. FCRTA continues to modify its overall performance to respond to the needs of its ridership.

As noted in Tables III-3 through III-8, performance characteristics between FY2017-2018 and FY 2018-2019 resulted in a mixture of increases and decreases per subsystem but overall FCRTA ridership is decreasing steadily which is a reflection of the overall trend of decreased transit ridership statewide and nationally. Total vehicle service hours decreased -4,785 hours or -6.63%. Vehicle miles traveled decreased -94,463 miles or -9.94%. Costs increased \$722,457.00, or 14.65%. Total passengers decreased -58,196, or -15.42%. Of the total passengers: seniors decreased -12,185, or -14.85%; disabled decreased -7,986 or -16.12%; and general public decreased -30,729, or -12.88%. Resultant fares increased 23,774.00, or 4.01%.

Performance characteristics changed incrementally over the previous year's productivity characteristics: 0.49 less passengers per hour, 5.23 to 4.74 (-9.37%); 0.37 passengers per mile was less than last year's 0.40 passengers per mile (-0.75%). Cost per hour increased \$15.58 per hour (18.57%) from \$64.97 to \$68.36; costs per mile increased \$1.42 (21.49%) from \$5.19 per mile to \$6.61 per mile; cost per passenger increased \$4.65 (from \$13.07 to \$17.72, or 26.25%). Farebox recovery percentage difference decreased from 12.01% last year to 10.90% this year (or a 9.25% decrease); still in excess of the minimum 10.00% requirement.

Seventeen (17) of FCRTA's twenty-three (23) individual subsystems failed to achieve the minimum ten percent (10.00%) farebox requirement, but totaling all twenty-three (23) system farebox receipts together equaled an overall recovery of 8.67%. The FCRTA transferred a portion of its Measure - C funds (\$270,362.65) to make-up the difference to meet the minimum 10% farebox recovery standard for each subsystem. After that action, the resulting overall farebox was 10.90%.

During FY 18-19 the trend of overall decreased ridership of the FCRTA transit system continued and was now recognized not only locally but on a regional, State and National level as part of a definite recent change in rider behavior. In the last few years there has been a nation-wide switch away from public transit use towards other new emerging modes of transportation. The recent growth of Transportation network companies (TNCs) such as Uber and Lyft and other similar forms of transportation in California have been steadily “taking” ridership from public transit agencies to the point where public transit agencies are developing and implementing similar types of transportation services. FCRTA has also started looking into the possibility of operating “on-demand” transportation services, similar to TNCs that would make use of Chevy Bolt Electric Sedans. In FY 18-19 FCRTA acquired 10 Chevy Bolts is making operational plans to deploy these vehicles in the near future.

	Achieved Farebox Percentage	Addition of Measure -C Revenues	Resultant Farebox Percentage
1. Auberry Transit	3.44%	\$ 11,261.21	10.00%
2. Coalinga Transit	3.83%	\$ 31,372.63	10.00%
3. Del Rey Transit	17.32%	\$ 0.00	17.32%
4. Dinuba Transit	15.01%	\$ 0.00	15.01%
5. Firebaugh Transit	3.00%	\$ 19,875.52	10.00%
6. Fowler Transit	1.72%	\$ 11,742.27	10.00%
7. Huron Transit	11.33%	\$ 1,966.50+	11.84%
8. Kerman Transit	7.75%	\$ 5,338.47	10.00%
9. Kingsburg Transit	2.61%	\$ 24,147.31	10.00%
10. Kingsburg-Reedley Transit	8.62%	\$ 1,557.45	10.00%
11. Laton Transit	2.57%	\$ 4,918.11	10.00%
12. Mendota Transit	4.74%	\$ 10,687.07	10.00%
13. Orange Cove Transit	11.55%	\$ 2,409.00+	12.17%
14. Parlier Transit	3.21%	\$ 11,856.56	10.00%
15. Reedley Transit	3.47%	\$ 39,592.24	10.00%
16. Rural Transit	1.38%	\$ 13,163.30	10.00%
17. Sanger Transit	5.26%	\$ 29,523.61	10.00%
18. San Joaquin Transit	4.23%	\$ 10,334.05	10.00%
19. Selma Transit	3.01%	\$ 39,397.08	10.00%
20. Shuttle Transit	3.85%	\$ 1,220.27	10.00%
21. Southeast Transit	15.74%	\$ 0.00	15.74%
22. Westside Transit	17.92%	\$ 0.00	17.92%
TOTAL	6.11%	\$270,362.65	10.90%

+Measure C funds were added to the Orange Cove subsystem in order to increase the farebox ratio to 10.00% for the demand response service portion of this subsystem and these funds were added to the Huron subsystem to increase the farebox ratio to 10.00% for the fixed route service portion of this subsystem.

Clarifications

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

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

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

Subsystem Comments

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

1. **Auberry Transit** ridership on both the foothill community's intra-community and inter-city service to Fresno, has stabilized in recent years. In FY 18-19 it decreased slightly by 180 passengers (-5.00%). Senior ridership increased by 203 passengers (15.00%), disabled passengers decreased by 213 (-12.86%), and general public passengers decreased by 170 (-28.67%) for the Fiscal Year. Total fares increased by \$2,031.25 or 13.42%. Mileage decreased -2.17% (-1,066); hours decreased -3.63% (-72). Costs increased \$24,543.70 (16.69%). The initial farebox recovery was 3.44%, before adding \$11,261.21 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

- a. passengers / hour (1.79 vs. 3.00);
- b. passengers / mile (0.07 vs. 0.30);
- c. cost / hour (\$89.71 vs. \$88.20); and
- d. cost / passenger (\$50.15 vs. \$17.64).

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

2. **Coalinga Transit** provided two (2) modes of varied services: 1) the in-city demand responsive service transported 2,219 passengers; and 2) the inter-city fixed route service to the Fresno-Clovis Metropolitan Area transported 4,167 passengers, for a total of 6,386 passengers. In summary, Coalinga Transit's two (2) modes accounted for a ridership increase of 3.10% (192). Senior ridership increased 978 (489.00%) and disabled ridership increased by 381 (470.37%). General public ridership decreased by -1,167 (-19.74%). Fares increased \$2,559.19 (5.30%); mileage increased 7.71% (5,181) along with an increase in hours 33.14% (936). The overall costs increased 6.48% (30,974.59). The resultant farebox was 3.83%, before adding \$31,372.63 of Measure C funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard. It should also be noted that the City of Coalinga has had challenges in keeping drivers in both the inter-city fixed route and demand responsive services.

Five (5) performance indicators for Coalinga Transit were inconsistent with FCRTA System standards:

- a. passengers / hour (1.70 vs. 3.00);
- b. passengers / mile (0.09 vs. 0.30);
- c. cost / hour (\$135.30 vs. \$88.20);
- d. cost / mile (\$7.03 vs. \$6.06)
- e. cost / passenger (\$79.66 vs. \$17.64).

The inter-City service operates over long distances with many passenger loading stops. Service hours are also longer. Excessive route mileage and travel time, in turn, directly impacts fuel, maintenance, and repair costs. Even with significant increases in the number of passengers transported, the travel patterns still yield excessive mileage and time to reach destinations. Adherence to average System standards is clearly *not* possible when considering the unusual nature of these two (2) individual modal operations.

3. **Del Rey Transit** experienced a total ridership decrease of 20.69% (-1,368). Senior ridership decreased by -579 (-28.58%), there was a decrease of -25 (-3.90%) in disabled ridership, general public ridership decreased -764 (-19.36%). Total fares decreased -1.13% (-\$239.75). Mileage decreased by -1,978 miles (-7.49%), hours barely decreased -0.05% (-1), and costs increased by 20,506.59 (20.34%). The resultant farebox recovery was 17.32%, significantly higher than the 10.00% minimum standard.

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

- a. passengers / mile (0.21 vs. 0.30);
 - b. passengers / hour (2.63 vs. 3.00); and
 - c. cost / passenger (\$23.13 vs. \$12.60).
4. **Dinuba Transit** total ridership decreased -1,981 (-16.43%). Senior riders decreased -237 (-38.10%), there were 37 (-26.43%) less disabled passengers; general public riders decreased -1,707 (-15.11%). Total fares decreased -\$5,086.99 (-39.92%). Mileage increased 1,196 (4.04%). Hours of service increased by 66 (4.23%). The total cost (for half the expenditures, the City of Dinuba pays the other half) decreased -\$16,140.84 (-24.04%). The resultant farebox recovery was 15.01%, in excess of the minimum 10.00% standard.

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

5. **Firebaugh Transit** reported a decrease of -40.61% (-8,349) in overall ridership. Senior ridership decreased -35.85% (1,724), disabled passengers decreased by -665 (-34.09%), and general public ridership decreased -43.19% (-5,960). Farebox revenues increased \$1,384.06 (5.13%). Mileage decreased -16,011 miles (-31.24%). Service hours decreased -21.77% (-1,015). Costs increased \$18,659.09 (7.04%). The initial farebox recovery was 3.00%, before adding \$19,875.52 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

- a. cost / mile (\$8.05 vs. \$6.06); and
 - b. cost / passenger (\$23.23 vs. \$17.64).
6. **Fowler Transit** noted a decrease in overall ridership, of -1,291 (-29.11%). Senior ridership decreased -265 or -16.38%, while disabled ridership increased by 164 passengers (41.41%), and general public ridership decreased -1,190 (-49.15%). Fares increased 14.93% (\$1,841.65), while mileage decreased -46.83% (-7,707). Total hours decreased -4.58% (-95). Costs increased 18.75% (\$22,388.97). The initial farebox recovery was 1.72%, before adding \$11,742.27 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

- a. passengers / hour (1.59 vs. 3.00);
- b. cost / mile (\$16.20 vs. \$6.06); and
- c. cost / passenger (\$45.10 vs. \$17.64).

7. **Huron Transit's** ridership decreased -10,853 (-15.74%). Senior riders decreased -240 (-7.01%), disabled decreased -1,024 (-55.65%), while general public ridership decreased -2,293 (-4.07%). Total fares decreased -9.90% (-\$5,011.81). Mileage decreased -9.20% (-5,770). Hours of service decreased -8.76% (-517) hours. Costs increased 20.09% (\$64,459.50). The resultant farebox recovery was 11.33%, in excess of the minimum 10.00% standard.

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

8. **Kerman Transit** reported a -0.86% decrease in ridership (-59). Senior passengers increased by 462 rides (41.89%), disabled increased by 6 passengers, 0.36%, and general public passengers decreased by -527 riders (-13.03%). Farebox receipts increased \$848.44 (3.71%). Mileage increased 7.64% (879 miles). Hours of operation increased 8 hours (0.40%). Costs increased 5.41% (\$12,174.73). The initial farebox recovery was 7.75% before adding \$5,338.47 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

- a. cost / hour (\$119.47 vs. \$88.20);
- b. cost / mile (\$19.14 vs. \$6.06); and
- c. cost per passenger (\$35.01 vs. \$17.64).

9. **Kingsburg Transit's** reported a -19.39% decrease in ridership (-3,848). Ridership by elderly passengers decreased by -1,950 riders (-22.46%), disabled decreased by -717 passengers (-10.27%), and general public passengers decreased by -1,181 riders (-28.20%). Farebox receipts increased \$4,934.47 (17.78%). Mileage decreased -12.19% (-4,788 miles). Hours of operation decreased -204 hours (-4.63%). Costs increased 19.86% (\$54,163.21). The initial farebox recovery was 2.61%, before adding \$24,147.31 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

- a. cost / mile (\$9.48 vs. \$6.06); and
- b. cost per passenger (\$20.43 vs. \$17.64).

10. **Kingsburg - Reedley College Transit** ridership increased 1,878 riders (33.72%). Senior ridership decreased by -4 (-12.50%), disabled ridership increased by 119 (96.75%), and general public ridership increased 1,763 (32.56%). Mileage decreased by -3.07% (-1,120) and service hours decreased by -8.51% (-174). Farebox receipts increased \$1,413.37 (14.37%) above last year. Costs increased \$18,376.08 (19.53%). The initial farebox recovery was 8.62%, before adding \$1,557.45 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

- a. passengers / mile (0.21 vs. 0.30)

11. **Laton Transit's** ridership increased 57.12% (2,867). Senior riders increased by 467 (42.26%); disabled riders increased 183 (89.27%), general public ridership increased 2,217 (59.77%). Passenger fares increased \$875.20 (15.23). Mileage increased 11,594 miles (59.64%). Hours increased by 268. (38.62%) Costs increased \$8,752.04 (15.23%). The initial farebox recovery was 2.57%, before adding \$4,918.11 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, just equal to the minimum 10.00% standard.

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

- a. passengers / mile (0.25 vs. 0.30)

12. **Mendota Transit's** ridership decreased -27.52% (-4,522), less seniors (-410) rode representing an decrease of -13.57%, 197 less disabled passengers rode (-28.89%) and -3,915 (-30.77%) less general public patrons utilized the service. Fares increased 6.66% (\$1,266.84). Mileage decreased -1,556 (-8.31%), while hours decreased -10.77% (-268). Cost increased \$16,358.79 (8.77%). The initial farebox recovery was 4.74%, before adding \$10,687.07in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

- a. cost per hour (\$91.39 vs \$88.20)
- b. cost / mile (\$11.82 vs. \$6.06).

13. **Orange Cove Transit** has reported a decrease in ridership of -0.65% (-236). Seniors ridership decreased -15.34% (-1,448), 626 (26.53%) more disabled participated, and 586 (2.37%) more general public passengers rode last year. Fares decreased -0.65% (-\$130.53); mileage increased 0.06% (38). Hours of service decreased -4.73% (-235). Costs increased \$94,042.10 (31.70%). The resultant farebox recovery was 12.17%.

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

- a. cost / mile (\$6.48 vs. \$6.06).

14. **Parlier Transit** transported -2,273 less passengers for a decrease of -22.31%. Senior riders decreased -25.93% (-1,183), 99 (17.65%) more disabled, and general public riders decreased -1,189 (-23.47%). Fares increased 12.51% (\$1,941.65). Mileage decreased -340 (-2.14%), while service hours decreased -24 (-1.20%) hours. Cost increased \$23,388.98 or 15.46%. The initial farebox recovery was 3.21%, before adding \$11,856.56in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

- a. cost per hour (\$88.76 vs \$88.20)
- b. cost / mile (\$11.26 vs. \$6.06).
- c. cost per passenger (\$22.07 vs. \$17.64).

15. **Reedley Transit's** ridership decreased -5,302 passengers, representing a -14.27% change from the previous Fiscal Year. Seniors ridership decreased -19.48% (-1,538), -517 (-8.12%) less disabled rides rode, and -3,247 (-14.19%) less general public rode. Fares increased 4.48% (\$2,595.60). Mileage decreased by -9.12% (-5,275) while hours decreased -11.12% (-688). Costs increased \$34,723.83 (6.08%). The initial farebox recovery was 3.47%, before adding \$39,592.24in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

- a. cost per hour (\$110.21 vs \$88.20)
- b. cost / mile (\$11.53 vs. \$6.06).
- c. cost per passenger (\$19.03 vs. \$17.64).

16. **Rural Transit's** ridership increased by 17 (1.88%) more passengers than the previous year. Less seniors rode (-70) (-14.46%), there were 255 (1,416.67%) more disabled passengers, and there were -168 (-41.58%) less general public passengers. Farebox receipts increased \$4,046.31 (34.66%). The mileage decreased -7,465 (-18.48%) and the hours increased 115 (8.78%) hours. The cost increased \$41,605.00 (37.45%). The initial farebox recovery was 1.38%, before adding \$13,163.30 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

Four (4) performance indicators for Rural Transit were inconsistent with FCRTA System standards:

- a. passengers per hour (0.65 vs. 3.00).
- b. passengers per mile (0.03 vs. 0.30)
- c. cost per hour (\$107.17 vs \$88.20)
- d. cost per passenger (\$165.45 vs. \$17.64).

17. **Sanger Transit's** ridership decreased -21.04% (-10,193). Ridership by seniors decreased -22.20% (-3,765), while the disabled passengers decreased by -1,629 (-20.17%), and general public passengers decreased by -20.50% (-4,799). Fares increased 16.73% (\$8,931.52). Mileage decreased -14.32% (-16,234), and hours decreased -8.83% (-850). Costs increased 18.67% (\$98,083.03). The initial farebox recovery was 5.26%, before adding \$29,523.61 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

- a. cost / mile (\$6.42 vs. \$6.06).

18. **San Joaquin Transit** ridership decreased -20.92% (-772). Senior ridership decreased -67.65% (-253), disabled decreased by -171 (-58.36%), and general public ridership decreased -11.51% (-348). Fares increased 4.71% (\$805.82). Mileage decreased -27.33% (-13,718) while hours decreased by -321 (-12.92%). Cost increased 7.56% (\$12,594.81). The initial farebox recovery was 5.79%, before adding \$7,464.99 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

San Joaquin Transit operated beyond reasonable FCRTA System standards in the following three (3) performance indicators:

- a. passengers / hour (1.35 vs. 3.00);
- b. passengers / mile (0.08 vs 0.30); and
- c. cost / passenger (\$61.35 vs \$17.64).

19. **Selma Transit's** ridership decreased -24.71% (-9,598). Senior ridership decreased -429 (-4.24%), disabled passengers decreased by -4,599 (-32.99%) while general public ridership decreased -4,570 (-30.92%). Fares increased 14.05% (\$6,938.99). Mileage decreased -15.55% (-12,033). The hours of service decreased -11.49% (-899 hours). The resultant costs increased 16.11% (\$78,157.82). The initial farebox recovery was 3.01%, before adding \$39,397.08 in Measure - C augmentation funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

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

- a. cost / mile (\$8.62 vs. \$6.06); and
- b. cost / passenger (\$19.27 vs \$17.64).

20. **Shuttle Transit's** ridership decreased -75.95% (-120). Senior ridership decreased by -10 (-50.00%), disabled passengers decreased by -10 (-62.50%). General public ridership decreased -100 (-81.97%). Fares decreased -5.19% (-\$108.59). Mileage decreased -84.56% (-2,481). Hours decreased -72.46% (-100) hours. Costs increased 9.58% (\$1,734.84). Farebox recovery was 3.85%, before adding \$1,220.27 in Measure - C funds to achieve the resultant farebox recovery of 10.00%, the minimum 10.00% standard.

Five (5) performance indicators for Shuttle Transit were inconsistent with FCRTA System standards:

- a. passengers / hour (1.00 vs. 3.00);
- b. passengers / mile (0.08 vs. 0.30);
- c. cost / hour (\$522.16 vs. \$88.20);
- d. cost / mile (\$43.80 vs. \$6.06); and
- e. cost / passenger (\$114.60 vs. \$17.64).

21. **Southeast Transit** ridership decreased -0.59% (-59). Ridership by seniors decreased by -1,109 (-60.57%), while disabled ridership increased by 288 (25.29%) and general public increased by 762 (10.87%). Fares decreased -5.81% (-\$1,443.74). Mileage decreased -3,071 (-7.26%). Service hours decreased -61 (-2.82%) hours. Costs increased \$34,862.12 (30.58%). Farebox recovery was 15.74%.

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

- a. passengers / mile (0.25 vs. 0.30).

22. **Westside Transit's** ridership decreased -11.46% (-1,722). Senior ridership increased 40.18% (945), disabled decreased by -253 (69.89%) and general public decreased -19.60% (-2,414). Fares decreased -\$5,958.31 (-15.02%). Mileage decreased -1.50% (-737 miles), and hours decreased -35 (-1.56%) hours. Costs increased \$57,939.50 (44.50%). The farebox recovery was 17.92%.

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

- a. passengers / mile (0.27 vs. 0.30).

V. FY 2019 PRODUCTIVITY EVALUATION COMMITTEE RECOMMENDATIONS

It is recommended that FCRTA take the following actions:

- A. Continue to implement recommendations in the *"Short-Range Transit Plan for the Rural Fresno County Area"* to increase productivity and meet mandated 10% farebox.
- B. Continue to modify services as warranted to address ridership.
- C. Continue to monitor subsystem farebox recovery percentages to ensure the minimum ten percent (10%) TDA requirement is maintained for the entire System.
- D. Respond to recommendations referenced in the completed Triennial Performance Audit for: FY2015-2016; 2016-2017; and 2018-2019 Report.
- E. Continue to comply with the responsibilities under the Americans with Disabilities Act of 1990.

- F. Continue to comply with the responsibilities under the Clean Air Act of 1990, the San Joaquin Valley Unified Air Pollution Control District's Air Quality Plan and FCOG's Transportation Control Measures Plan and State's Congestion Management System.
- G. Continue to perform community outreach and marketing activities in an effort to increase ridership and improve public awareness and perception of public transit.
- H. Continue to pursue coordination of services between the various transportation agencies in the County.
- I. Construct a new maintenance facility to accommodate the growth of a larger fleet, especially with the addition of the new bus sizes (30, 35, & 40 foot) and to include infrastructure to accommodate electric operated buses.
- J. Monitor the existing services: Intra-City, Inter-City, and Maintenance to improve efficiency and customer service and determine whether to issue an RFP for services or FCRTA will operate the services.

**TABLE III-1
FY 2017 to FY 2019 Summary of FCRTA Totals**

Fiscal Year	Seniors	Disabled	General Public	Total Passengers	Fares	Mileage	Hours	Cost
FY 2019	69,870	41,568	207,763	319,201	\$616,414	855,403	67,376	\$5,655,534
FY 2018	82,055	49,554	245,788	377,397	\$592,640	949,866	72,161	\$4,933,077
FY 2017	88,374	52,314	251,173	391,861	\$572,674	995,829	75,449	\$4,901,554

**TABLE III-2
FY 2017 to FY 2019 Summary of FCRTA Performance Characteristics**

Fiscal Year	Pass / Hour	Pass / Mile	Cost / Hour	Cost / Mile	Cost / Pass	% Farebox
FY 2018 - 19	4.74	0.37	\$83.94	\$6.61	\$17.72	10.90
FY 2017 - 18	5.23	0.40	\$68.36	\$5.19	\$13.07	12.01
FY 2016 - 17	5.19	0.39	\$64.97	\$4.92	\$12.51	11.68

**EXHIBIT III-1
Performance Characteristics**

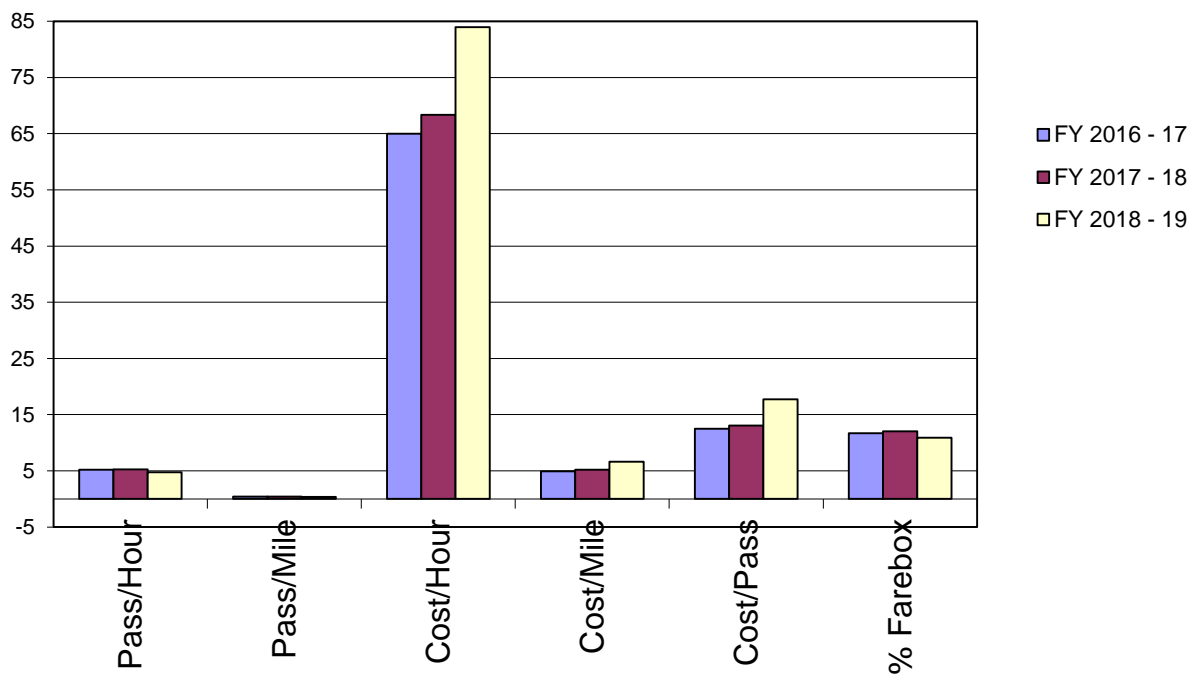


Table III-3
FY 2019 FCRTA System Summary

FCRTA	Total	Total	Total	Total	Total	Total	Total	Total
Subsystems:	Seniors:	Disabled:	General Public:	Passengers:	Fares:	Mileage:	Hours:	Cost:
Auberry Transit	1,556	1,443	423	3,422	\$17,162.35	48,102	1,913	\$171,623.45
Coalinga Transit	1,178	462	4,746	6,386	\$50,871.07	72,347	3,760	\$508,710.71
Del Rey Transit	1,447	616	3,182	5,245	\$21,014.48	24,440	1,991	\$121,301.80
Dinuba Transit	385	103	9,587	10,075	\$7,656.00	30,787	1,627	\$51,000.01
Firebaugh Transit	3,085	1,286	7,841	12,212	\$28,363.84	35,234	3,648	\$283,638.38
Fowler Transit	1,353	560	1,231	3,144	\$14,178.88	8,751	1,980	\$141,788.82
Huron Transit	3,183	816	54,111	58,110	\$45,598.42	56,923	5,382	\$385,244.74
Kerman Transit	1,565	1,686	3,519	6,770	\$23,703.24	12,385	1,984	\$237,032.38
Kingsburg Transit	6,731	6,263	3,007	16,001	\$32,686.00	34,478	4,198	\$326,859.97
Kingsburg-Reedley Transit	28	242	7,178	7,448	\$11,247.56	35,335	1,870	\$112,475.60
Laton Transit	1,572	388	5,926	7,886	\$6,623.11	31,034	962	\$66,231.10
Mendota Transit	2,612	485	8,810	11,907	\$20,298.54	17,176	2,221	\$202,985.44
Orange Cove Transit	7,989	2,986	25,267	36,242	\$47,528.16	60,266	4,735	\$390,672.03
Parlier Transit	3,379	660	3,877	7,916	\$17,467.87	15,517	1,968	\$174,678.72
Reedley Transit	6,356	5,849	19,635	31,840	\$60,592.72	52,557	5,498	\$605,927.21
Rural Transit	414	273	236	923	\$15,721.09	32,927	1,425	\$152,710.90
Sanger Transit	13,196	6,446	18,608	38,250	\$62,332.54	97,147	8,776	\$623,325.38
San Joaquin Transit	121	122	2,676	2,919	\$17,908.86	36,469	2,164	\$179,088.61
Selma Transit	9,691	9,340	10,212	29,243	\$56,340.32	65,364	6,924	\$563,403.23
Shuttle Transit	10	6	22	38	\$1,984.22	453	38	\$19,842.18
Southeast Transit	722	1,427	7,769	9,918	\$23,425.19	39,206	2,100	\$148,862.62
Westside Transit	3,297	109	9,900	13,306	\$33,709.66	48,505	2,212	\$188,131.07
SYSTEM TOTALS	69,870	41,568	207,763	319,201	\$616,414.12	855,403	67,376	\$5,655,534.35

Table III-4
FY 2018 FCRTA System Summary

FCRTA	Total	Total	Total	Total	Total	Total	Total	Total
Subsystems:	Seniors:	Disabled:	General Public:	Passengers:	Fares:	Mileage:	Hours:	Cost:
Auberry Transit	1,353	1,656	593	3,602	\$15,131.10	49,168	1,985	\$147,079.75
Coalinga Transit	200	81	5,913	6,194	\$48,311.88	67,166	2,824	\$477,736.12
Del Rey Transit	2,026	641	3,946	6,613	\$21,254.23	26,418	1,992	\$100,795.21
Dinuba Transit	622	140	11,294	12,056	\$12,742.99	29,591	1,561	\$67,140.85
Firebaugh Transit	4,809	1,951	13,801	20,561	\$26,979.78	51,245	4,663	\$264,979.29
Fowler Transit	1,618	396	2,421	4,435	\$12,337.23	16,458	2,075	\$119,399.85
Huron Transit	3,423	1,840	56,404	68,963	\$50,610.23	62,693	5,899	\$320,785.24
Kerman Transit	1,103	1,680	4,046	6,829	\$22,854.80	11,506	1,976	\$224,857.65
Kingsburg Transit	8,681	6,980	4,188	19,849	\$27,751.53	39,266	4,402	\$272,696.76
Kingsburg-Reedley Transit	32	123	5,415	5,570	\$9,834.19	36,455	2,044	\$94,099.52
Laton Transit	1,105	205	3,709	5,019	\$5,747.91	19,440	694	\$57,479.06
Mendota Transit	3,022	682	12,725	16,429	\$19,031.70	18,732	2,489	\$186,626.65
Orange Cove Transit	9,437	2,360	24,681	36,478	\$47,658.69	60,228	4,970	\$296,629.93
Parlier Transit	4,562	561	5,066	10,189	\$15,526.22	15,857	1,992	\$151,289.74
Reedley Transit	7,894	6,366	22,882	37,142	\$57,997.12	57,832	6,186	\$571,203.38
Rural Transit	484	18	404	906	\$11,674.78	40,392	1,310	\$111,105.90
Sanger Transit	16,961	8,075	23,407	48,443	\$53,401.02	113,381	9,626	\$525,242.35
San Joaquin Transit	374	293	3,024	3,691	\$17,103.04	50,187	2,485	\$166,493.80
Selma Transit	10,120	13,939	14,782	38,841	\$49,401.33	77,397	7,823	\$485,245.41
Shuttle Transit	20	16	122	158	\$2,092.81	2,934	138	\$18,107.34
Southeast Transit	1,831	1,139	7,007	9,977	\$24,868.93	42,277	2,161	\$114,000.50
Westside Transit	2,352	362	12,314	15,028	\$39,667.97	49,242	2,247	\$130,191.57
West Park Transit	26	50	348	424	\$661.00	12,001	619	\$29,891.62
SYSTEM TOTALS	82,055	49,554	238,492	377,397	\$592,640.48	949,866	72,161	\$4,933,077.49

Table III-5
 Numeric Change in FCRTA System Summaries
 FY 2018 vs. FY 2019

FCRTA Subsystems:	Total Seniors:	Total Disabled:	Total General Public:	Total Passengers:	Total Fares:	Total Mileage:	Total Hours:	Total Cost:
Auberry Transit	203	-213	-170	-180	\$2,031.25	-1,066	-72	\$24,543.70
Coalinga Transit	978	381	-1,167	192	\$2,559.19	5,181	936	\$30,974.59
Del Rey Transit	-579	-25	-764	-1,368	-\$239.75	-1,978	-1	\$20,506.59
Dinuba Transit	-237	-37	-1,707	-1,981	-\$5,086.99	1,196	66	-\$16,140.84
Firebaugh Transit	-1,724	-665	-5,960	-8,349	\$1,384.06	-16,011	-1,015	\$18,659.09
Fowler Transit	-265	164	-1,190	-1,291	\$1,841.65	-7,707	-95	\$22,388.97
Huron Transit	-240	-1,024	-2,293	-10,853	-\$5,011.81	-5,770	-517	\$64,459.50
Kerman Transit	462	6	-527	-59	\$848.44	879	8	\$12,174.73
Kingsburg Transit	-1,950	-717	-1,181	-3,848	\$4,934.47	-4,788	-204	\$54,163.21
Kingsburg-Reedley Transit	-4	119	1,763	1,878	\$1,413.37	-1,120	-174	\$18,376.08
Laton Transit	467	183	2,217	2,867	\$875.20	11,594	268	\$8,752.04
Mendota Transit	-410	-197	-3,915	-4,522	\$1,266.84	-1,556	-268	\$16,358.79
Orange Cove Transit	-1,448	626	586	-236	-\$130.53	38	-235	\$94,042.10
Parlier Transit	-1,183	99	-1,189	-2,273	\$1,941.65	-340	-24	\$23,388.98
Reedley Transit	-1,538	-517	-3,247	-5,302	\$2,595.60	-5,275	-688	\$34,723.83
Rural Transit	-70	255	-168	17	\$4,046.31	-7,465	115	\$41,605.00
Sanger Transit	-3,765	-1,629	-4,799	-10,193	\$8,931.52	-16,234	-850	\$98,083.03
San Joaquin Transit	-253	-171	-348	-772	\$805.82	-13,718	-321	\$12,594.81
Selma Transit	-429	-4,599	-4,570	-9,598	\$6,938.99	-12,033	-899	\$78,157.82
Shuttle Transit	-10	-10	-100	-120	-\$108.59	-2,481	-100	\$1,734.84
Southeast Transit	-1,109	288	762	-59	-\$1,443.74	-3,071	-61	\$34,862.12
Westside Transit	945	-253	-2,414	-1,722	-\$5,958.31	-737	-35	\$57,939.50
SYSTEM TOTALS	-12,185	-7,986	-30,729	-58,196	\$23,773.64	-94,463	-4,785	\$722,456.86

Table III-6
 Percentage Change in FCRTA System Summaries
 FY 2018 vs. FY 2019

Subsystems:	Seniors:	Disabled:	General Public:	Passengers:	Fares:	Mileage:	Hours:	Cost:
Auberry Transit	15.00%	-12.86%	-28.67%	-5.00%	13.42%	-2.17%	-3.63%	16.69%
Coalinga Transit	489.00%	470.37%	-19.74%	3.10%	5.30%	7.71%	33.14%	6.48%
Del Rey Transit	-28.58%	-3.90%	-19.36%	-20.69%	-1.13%	-7.49%	-0.05%	20.34%
Dinuba Transit	-38.10%	-26.43%	-15.11%	-16.43%	-39.92%	4.04%	4.23%	-24.04%
Firebaugh Transit	-35.85%	-34.09%	-43.19%	-40.61%	5.13%	-31.24%	-21.77%	7.04%
Fowler Transit	-16.38%	41.41%	-49.15%	-29.11%	14.93%	-46.83%	-4.58%	18.75%
Huron Transit	-7.01%	-55.65%	-4.07%	-15.74%	-9.90%	-9.20%	-8.76%	20.09%
Kerman Transit	41.89%	0.36%	-13.03%	-0.86%	3.71%	7.64%	0.40%	5.41%
Kingsburg Transit	-22.46%	-10.27%	-28.20%	-19.39%	17.78%	-12.19%	-4.63%	19.86%
Kingsburg-Reedley Transit	-12.50%	96.75%	32.56%	33.72%	14.37%	-3.07%	-8.51%	19.53%
Laton Transit	42.26%	89.27%	59.77%	57.12%	15.23%	59.64%	38.62%	15.23%
Mendota Transit	-13.57%	-28.89%	-30.77%	-27.52%	6.66%	-8.31%	-10.77%	8.77%
Orange Cove Transit	-15.34%	26.53%	2.37%	-0.65%	-0.27%	0.06%	-4.73%	31.70%
Parlier Transit	-25.93%	17.65%	-23.47%	-22.31%	12.51%	-2.14%	-1.20%	15.46%
Reedley Transit	-19.48%	-8.12%	-14.19%	-14.27%	4.48%	-9.12%	-11.12%	6.08%
Rural Transit	-14.46%	1416.67%	-41.58%	1.88%	34.66%	-18.48%	8.78%	37.45%
Sanger Transit	-22.20%	-20.17%	-20.50%	-21.04%	16.73%	-14.32%	-8.83%	18.67%
San Joaquin Transit	-67.65%	-58.36%	-11.51%	-20.92%	4.71%	-27.33%	-12.92%	7.56%
Selma Transit	-4.24%	-32.99%	-30.92%	-24.71%	14.05%	-15.55%	-11.49%	16.11%
Shuttle Transit	-50.00%	-62.50%	-81.97%	-75.95%	-5.19%	-84.56%	-72.46%	9.58%
Southeast Transit	-60.57%	25.29%	10.87%	-0.59%	-5.81%	-7.26%	-2.82%	30.58%
Westside Transit	40.18%	-69.89%	-19.60%	-11.46%	-15.02%	-1.50%	-1.56%	44.50%
SYSTEM TOTALS	-14.85%	-16.12%	-12.88%	-15.42%	4.01%	-9.94%	-6.63%	14.65%

Table III-7
FY 2019 Summary of FCRTA Performance Characteristics

FCRTA	Pass / Hour	Pass / Mile	Cost / Hour	Cost / Mile	Cost / Pass	Farebox Percentage	Times Beyond Reasonable Standards
Subsystems:							
Auberry Transit	1.79 x	0.07 x	\$89.71 x	\$3.57	\$50.15 x	10.00%	3
Coalinga Transit	1.70 x	0.09 x	\$135.30 x	\$7.03 x	\$79.66 x	10.00%	4
Del Rey Transit	2.63 x	0.21 x	\$60.93	\$4.96	\$23.13 x	17.32%	1
Dinuba Transit	6.19	0.33	\$31.35	\$1.66	\$5.06	15.01%	0
Firebaugh Transit	3.35	0.35	\$77.75	\$8.05 x	\$23.23 x	10.00%	1
Fowler Transit	1.59 x	0.36	\$71.61	\$16.20 x	\$45.10 x	10.00%	3
Huron Transit	10.80	1.02	\$71.58	\$6.77 x	\$6.63	11.84%	0
Kerman Transit	3.41	0.55	\$119.47 x	\$19.14 x	\$35.01 x	10.00%	3
Kingsburg Transit	3.81	0.46	\$77.86	\$9.48 x	\$20.43 x	10.00%	1
Kingsburg-Reedley Transit	3.98	0.21 x	\$60.15	\$3.18	\$15.10	10.00%	1
Laton Transit	8.20	0.25 x	\$68.85	\$2.13	\$8.40	10.00%	0
Mendota Transit	5.36	0.69	\$91.39 x	\$11.82 x	\$17.05	10.00%	1
Orange Cove Transit	7.65	0.60	\$82.51	\$6.48 x	\$10.78	12.17%	0
Parlier Transit	4.02	0.51	\$88.76 x	\$11.26 x	\$22.07 x	10.00%	1
Reedley Transit	5.79	0.61	\$110.21 x	\$11.53 x	\$19.03 x	10.00%	1
Rural Transit	0.65 x	0.03 x	\$107.17 x	\$4.64	\$165.45 x	10.00%	5
Sanger Transit	4.36	0.39	\$71.03	\$6.42 x	\$16.30	10.00%	0
San Joaquin Transit	1.35 x	0.08 x	\$82.76	\$4.91	\$61.35 x	10.00%	3
Selma Transit	4.22	0.45	\$81.37	\$8.62 x	\$19.27 x	10.00%	0
Shuttle Transit	1.00 x	0.08 x	\$522.16 x	\$43.80 x	\$522.16 x	10.00%	0
Southeast Transit	4.72	0.25 x	\$70.89	\$3.80	\$15.01	15.74%	0
Westside Transit	6.02	0.27 x	\$85.05	\$3.88	\$14.14	17.92%	0
System Average	4.74	0.37	\$83.94	\$6.61	\$17.72	10.90%	

Table III-8
FY 2018 Summary of FCRTA Performance Characteristics

FCRTA	Pass / Hour	Pass / Mile	Cost / Hour	Cost / Mile	Cost / Pass	Farebox Percentage	Times Beyond Reasonable Standards
Subsystems:							
Auberry Transit	1.81 x	0.07 x	\$74.10	\$2.99	\$40.83 x	10.29%	3
Coalinga Transit	2.19 x	0.09 x	\$169.17 x	\$7.11 x	\$77.13 x	10.11%	4
Del Rey Transit	3.32	0.25 x	\$50.60	\$3.82	\$15.24	21.09%	1
Dinuba Transit	7.72	0.41	\$43.01	\$2.27	\$5.57	18.98%	0
Firebaugh Transit	4.41	0.40	\$56.82	\$5.17	\$12.89	10.18%	1
Fowler Transit	2.14 x	0.27 x	\$57.54	\$7.25 x	\$26.92 x	10.33%	3
Huron Transit	11.69	1.10	\$54.38	\$5.12	\$4.65	15.78%	0
Kerman Transit	3.46	0.59	\$113.79 x	\$19.54 x	\$32.93 x	10.16%	3
Kingsburg Transit	4.51	0.51	\$61.95	\$6.94 x	\$13.74	10.18%	1
Kingsburg-Reedley Transit	2.73 x	0.15 x	\$46.04	\$2.58	\$16.89	10.45%	1
Laton Transit	7.23	0.26 x	\$82.82	\$2.96	\$11.45	10.00%	0
Mendota Transit	6.60	0.88	\$74.98	\$9.96 x	\$11.36	10.20%	1
Orange Cove Transit	7.34	0.61	\$59.68	\$4.93	\$8.13	16.07%	0
Parlier Transit	5.11	0.64	\$75.95	\$9.54 x	\$14.85	10.26%	1
Reedley Transit	6.00	0.64	\$92.34 x	\$9.88 x	\$15.38	10.15%	1
Rural Transit	0.69 x	0.02 x	\$84.81	\$2.75	\$122.63 x	10.51%	5
Sanger Transit	5.03	0.43	\$54.56	\$4.63	\$10.84	10.17%	0
San Joaquin Transit	1.49 x	0.07 x	\$67.00	\$3.32	\$45.11 x	10.27%	3
Selma Transit	4.96	0.50	\$62.03	\$6.27 x	\$12.49	10.18%	0
Shuttle Transit	1.14 x	0.05 x	\$131.21 x	\$6.17 x	\$114.60 x	11.56%	0
Southeast Transit	4.62	0.24 x	\$52.75	\$2.70	\$11.43	21.81%	0
Westside Transit	6.69	0.31	\$57.94	\$2.64	\$8.66	30.47%	0
West Park Transit	0.68 x	0.04 x	\$48.29	\$2.49	\$70.50 x	2.21%	0
System Average	5.23	0.40	\$68.36	\$5.19	\$13.07	12.01%	

EXHIBIT III-2
Passengers Per Hour

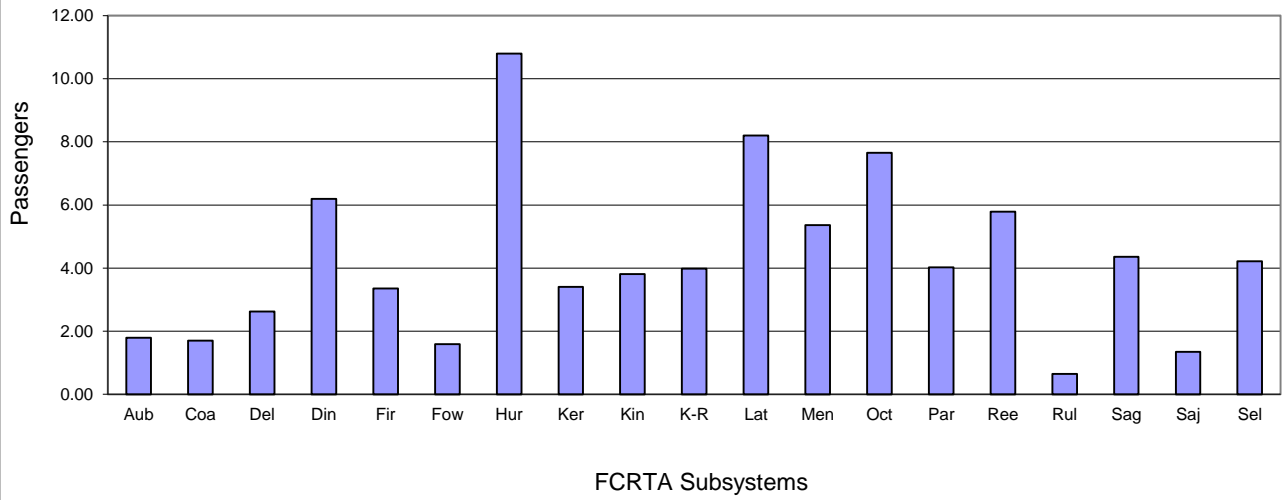
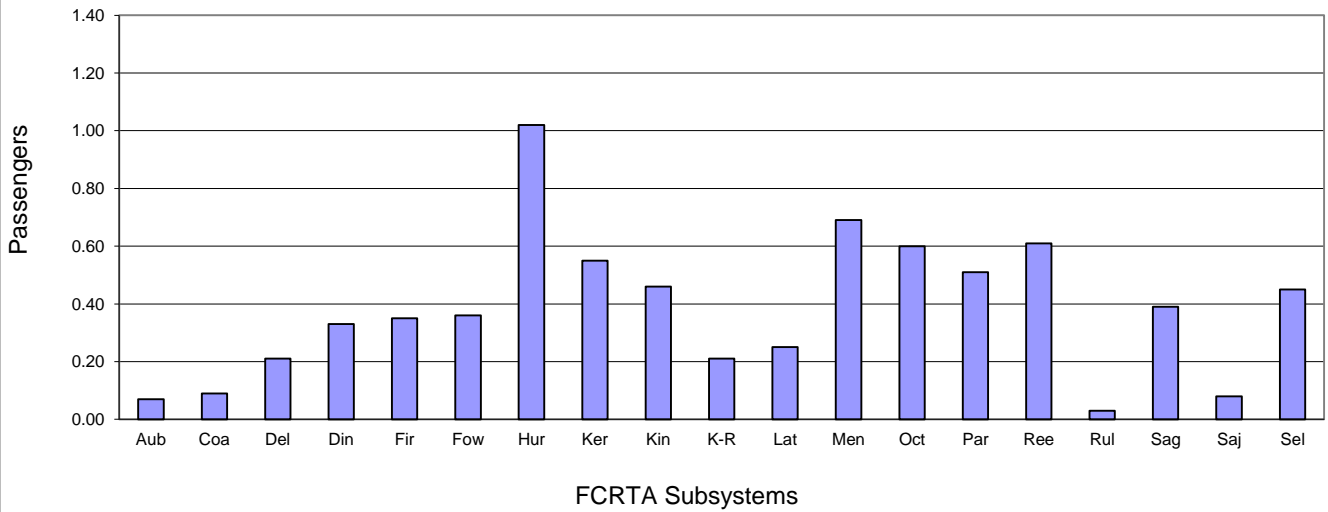


EXHIBIT III-3
Passengers Per Mile



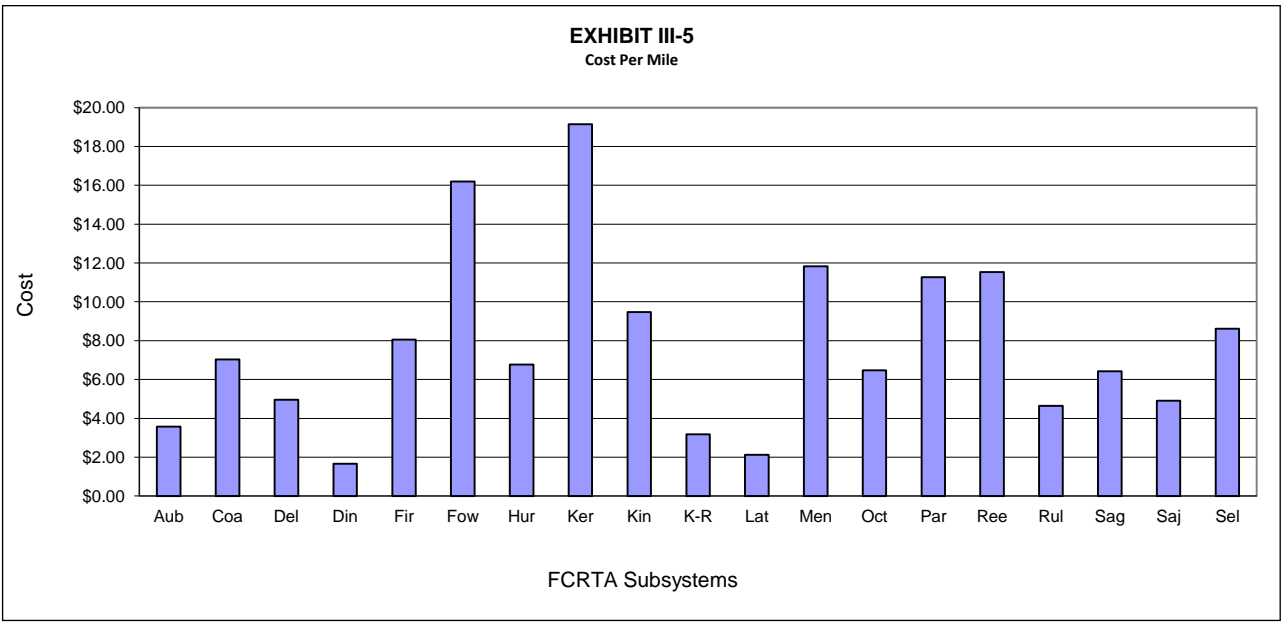
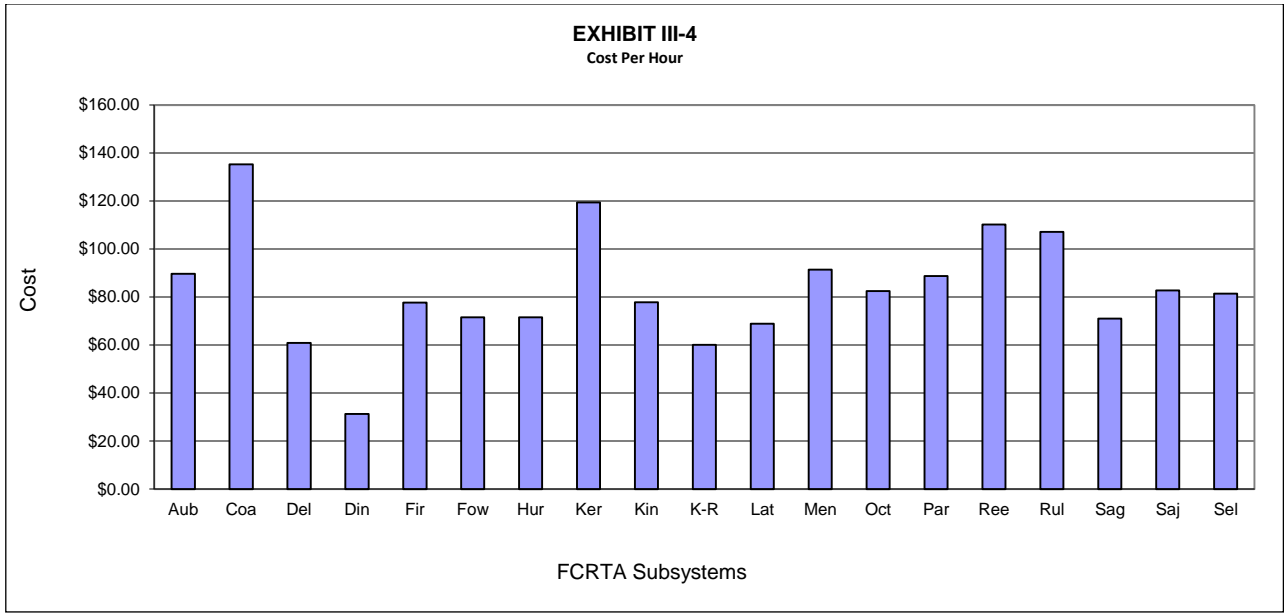


EXHIBIT III-6
Cost Per Passenger

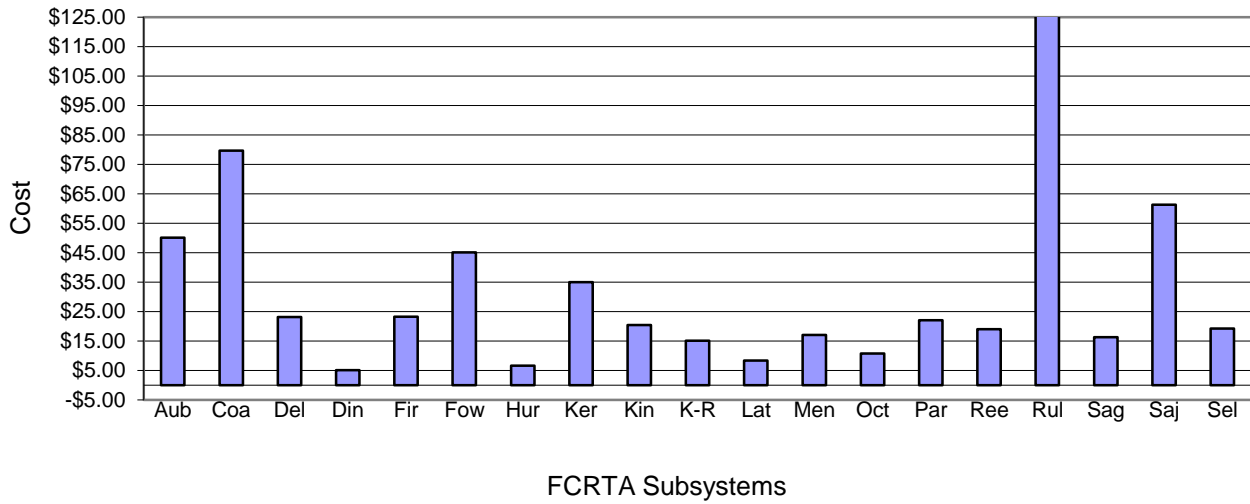


EXHIBIT III-7
% Farebox Recovery

