



SHORT RANGE TRANSIT PLAN

FY 2024/25 through FY 2026/27

CITY OF CORONA TRANSIT SERVICE

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Executive Summary

The Riverside County Transportation Commission (RCTC) is the designated Regional Transportation Planning Agency with fiduciary and administrative oversight of transit operators in Riverside County. The Short-Range Transit Plan (S RTP) is a mandated planning document prepared by all Riverside County participating transit agencies to qualify for federal and state transit funds. The plan is prepared in compliance with the Transportation Development Act and submitted to the RCTC every year. Each year, RCTC reviews and approves the S RTP and allocates local, state, and federal funding. The S RTP is a living document that uses up-to-date information, financial resources, and performance targets for transit agencies to plan their transit services. Additionally, the S RTP is updated annually to provide RCTC updates and funding requests.

The City of Corona Transit Service prepared its three-year Short-Range Transit Plan for Fiscal Years (FY) 2024/2025, 2025/2026, and 2026/2027. The plan includes the first year, FY 2024/2025, action plan, and budget funding request.

Guiding Principle

The City of Corona Transit Service desires to maintain a sustainable public transportation program that offers multiple transit options that are essential to ensuring uninterrupted mobility services to the community.

Mission Statement

The City of Corona Transit Service's mission is to provide a clean, safe, accessible, reliable, and customer-friendly transportation system that improves the quality of life in the community.

With the Guiding Principle and Mission Statement at the forefront, the City of Corona Transit Service program is working towards achieving the following goals while providing public transportation services that are financially sustainable within existing local, state, and federal funding programs and regulations in a cost-efficient manner:

- Goal 1: Provide safe and convenient public transportation services to the residents of City of Corona for employment, shopping, education, and social service trips. Safe and Accessible services are achieved through routine assessment of all transit infrastructure and execution of improvements, as needed. (Safe and accessible goal)

- Goal 2: Ensure that all transit programs can be provided at a high quality of service. Quality of service is achieved through staffing experienced personnel, maintaining quality, safe fleets, reliable service, and, if possible, expanding service. (Service quality goal)
- Goal 3: Provide an effective level of service in response to demonstrated community market needs. Service levels and needs are monitored through regular outreach with riders and with in-depth analysis of the entire transit system. (Service reliable and friendly goal)

Chapter 1 – System Overview and Service Profile

1.0 INTRODUCTION

The Short-Range Transit Plan (SRTP) sets the objectives and strategies for the City of Corona Transit Service (CCTS) by evaluating current transit system performance, projected demographic changes, operating and capital funding needs, anticipated funding from federal, state and local sources, and other factors to create a reasonable projection of conditions over the next three years (FY 2024/25 – 2026/27).

1.1 DESCRIPTION OF SERVICE AREA

Corona is a suburban community located ~45 miles southeast of Los Angeles in western Riverside County, and it is situated at the junction of two major freeways, the 91 and 15. The City limits encompass approximately 39.2 square miles. The population is over 179,000, with the estimated median household income at \$99,953. Within the City limits, there are 43 parks, 28 elementary and middle schools, 5 high schools, two Metrolink Train Stations, and Corona Transit Center. The Corona Transit Center is owned and operated by Riverside Transit Agency. CCTS provides demand response Dial-A-Ride/paratransit service and fixed route service dubbed the Corona Cruiser services. The City contracts with the private sector to provide a turn-key transit operation. MV Transportation is the current operating contractor.

Dial-A-Ride (DAR) service commenced in 1977 and was available to the general public throughout the city of Corona service area until January 2, 2018. Based on the data

gathered, it was determined that DAR service level changes were warranted, and the program was shifted to a Specialized Service model. DAR is now focused on transit services to the following rider groups: Seniors 60 and older, Persons with Disabilities, and persons certified under the Americans with Disability Act (ADA). DAR provides curb-to-curb service throughout the city of Corona and neighboring county areas of Coronita, El Cerrito, and Home Gardens as well as satellite locations in the City of Norco, i.e., Department of Motor Vehicles, Department of Public Social Services, and Norco College. The ADA requires complementary paratransit service to be provided within a $\frac{3}{4}$ mile of fixed-route services. CCTS provides citywide service and in some instances extends beyond the city limits to reach the most vulnerable group of rides. Door-to-door service is available upon request for Dial-A-Ride patrons certified under the ADA.

The Fixed Route Corona Cruiser (Cruiser) service commenced in 2001. The Cruiser's existing Blue and Redline route alignment dates to 2004 and has experienced minor adjustments. The existing routes provide access to commercial, retail, and residential areas, medical facilities, schools, municipal facilities/services, jobs, and links to other transit services.

See Table 1 and Section 1.3 for a detailed description of service by mode. Service maps on the following pages.

**TABLE 1 – INDIVIDUAL ROUTE DESCRIPTIONS AND
AREA SERVICED**

Mode	Route	Description	Service Area/Sites
Corona Cruiser			
	Blue Line	WalMart at McKinley Street West through Home Gardens to River Run Apartments via Mountain Gate Park and downtown/Civic Center	McKinley Street shopping areas, Magnolia Avenue, Centennial High, Medical Facilities, Senior Center, Corona Library, Grand Avenue Post Office Corona Transit Center/North Main Corona Metrolink Station, Circle City Center (Community Center), North Main Street shopping area and restaurants
	Red Line	The Crossings shopping area at Cajalco Road and Temescal Canyon Road through El Cerrito to the Walmart at Neighborhood Market at West Sixth Street via downtown/Civic Center	The Crossings shopping area, El Cerrito Middle School, Walmart, California Avenue Post Office, Centennial High, Corona Transit Center/North Main Corona Metrolink Station (selected AM & PM trip), Corona Library, Senior Center, Civic Center, Corona High and Walmart Neighborhood Market on West Sixth Street near Smith Avenue. Service is extended to The Shops at Dos Lagos on Saturdays.
Dial-A-Ride			
	City-Wide	Demand Response / Reservation based service	City-wide, neighboring county areas of Coronita, El Cerrito and Home Gardens as well as the following statellite locations in the City of Norco: Department of Motor Vehicles, Department of Public Social Services, Target, Bowlero Norco Lanes and Norco College

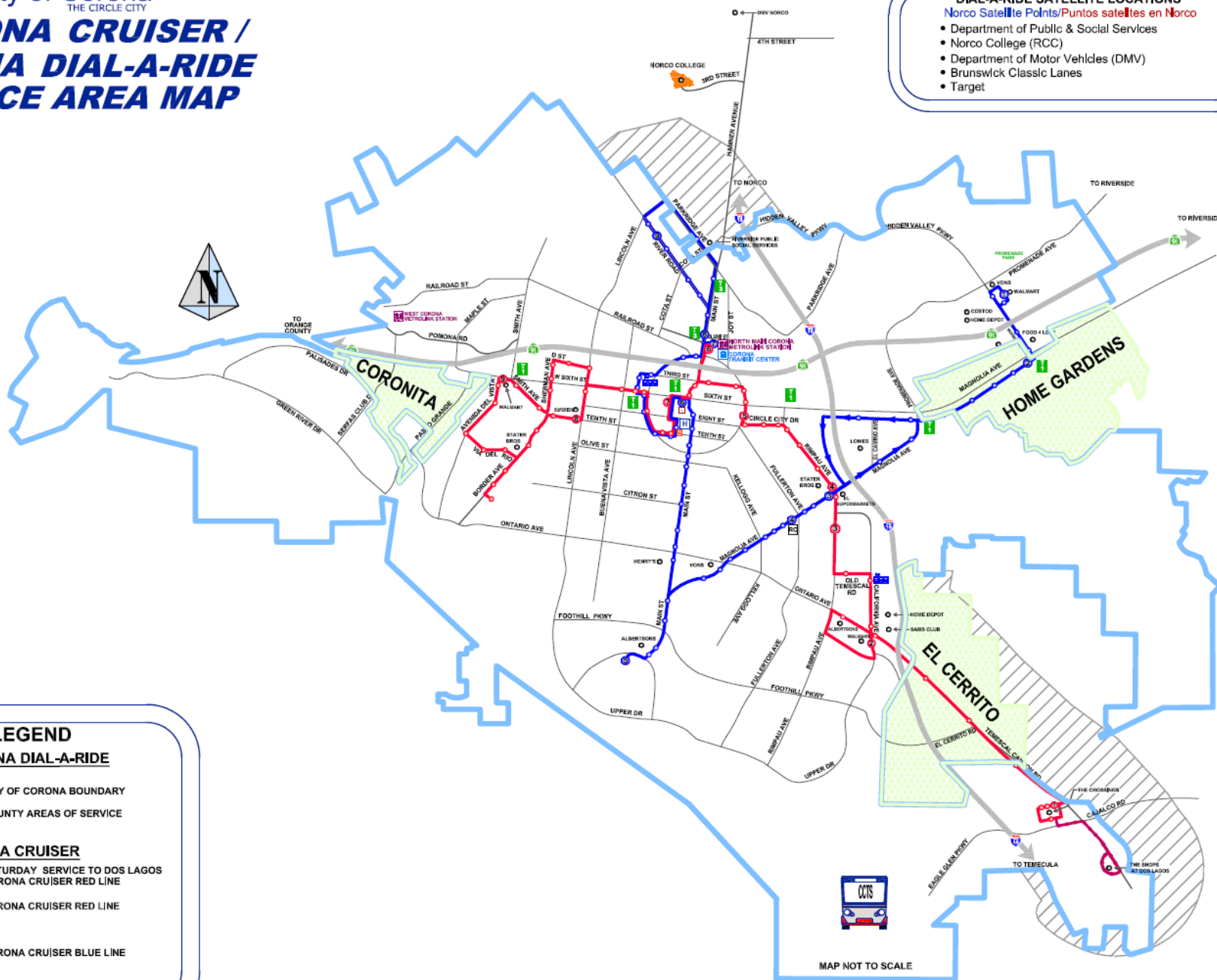
City of Corona
THE CIRCLE CITY

CORONA CRUISER / CORONA DIAL-A-RIDE SERVICE AREA MAP

DIAL-A-RIDE SATELLITE LOCATIONS

Norco Satellite Points/Puntos satélites en Norco

- Department of Public & Social Services
- Norco College (RCC)
- Department of Motor Vehicles (DMV)
- Brunswick Classic Lanes
- Target



LEGEND

CORONA DIAL-A-RIDE

- CITY OF CORONA BOUNDARY
- COUNTY AREAS OF SERVICE

CORONA CRUISER

- SATURDAY SERVICE TO DOS LAGOS
CORONA CRUISER RED LINE
- CORONA CRUISER RED LINE
- CORONA CRUISER BLUE LINE
- 3/4 MILE ADA CORRIDOR OUTSIDE
CORONA DIAL-A-RIDE SERVICE AREA

MAP NOT TO SCALE

1.2 POPULATION PROFILE AND DEMOGRAPHIC

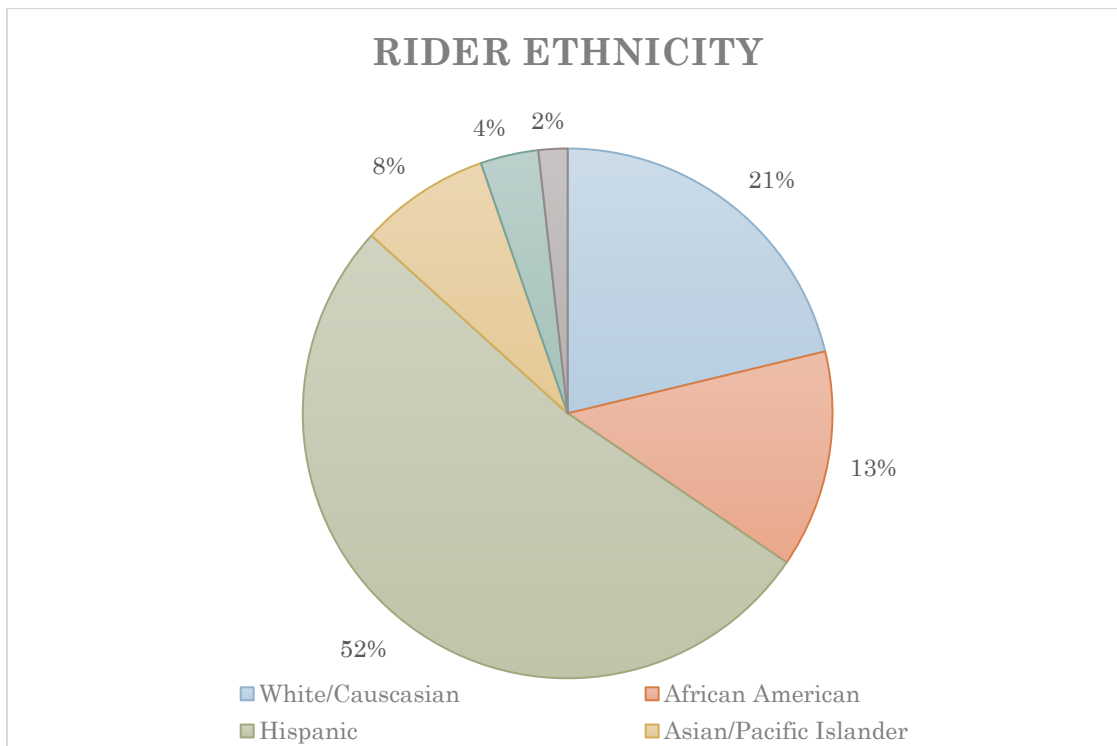
Based on the 2018-2022 American Community Survey 5-year Estimate, CCTS serves a diverse population of 179,187¹ city residents. That diversity is reflected in the table below, which includes the City of Corona and El Cerrito, Home Gardens, and Coronita in the unincorporated county areas.

¹ 2022 ACS 5-Year Estimates – US Census Bureau: [DP05: ACS Demographic and ... - Census Bureau Table](#)

City Population and Diversity

Demographic	Population Estimate	Percent
Race		
Total population	158,346	100.0%
One race	137,163	86.6%
Two or more races	21,183	13.4%
One race	137,163	86.6%
White	73,293	46.3%
Black or African American	9,377	5.9%
American Indian and Alaska Native	1,753	1.1%
Asian	17,215	10.9%
Native Hawaiian and Other Pacific Islander	591	0.4%
Some other race	34,934	22.1%
Two or more races	21,183	13.4%
White and Black or African American	906	0.6%
White and American Indian and Alaska Native	1,132	0.7%
White and Asian	2,377	1.5%
Black or African American and American Indian and Alaska Native	122	0.1%
Hispanic or Latino and Race		
Total population	158,346	100.0%
Hispanic or Latino (of any race)	76,626	48.4%
Mexican	66,360	41.9%
Puerto Rican	1,459	0.9%
Cuban	1,141	0.7%
Other Hispanic or Latino	7,666	4.8%
Not Hispanic or Latino	81,720	51.6%
White alone	49,544	31.3%
Black or African American along	8,682	5.5%
American Indian and Alaska Native alone	245	0.2%
Asian alone	16,670	10.5%
Native Hawaiian and Other Pacific Islander alone	497	0.3%
Some other race alone	699	0.4%
Two or more races	750	0.5%
Source: U.S. Census Bureau, 2018-2022 American Community Survey 5-Year Estimate		

The following graph depicts the racial makeup of the riders which closely mirrors the demographics of the City of Corona as a whole based on the onboard survey conducted during the Comprehensive Operations Analysis in February 2023.



The median household income in City of Corona is \$99,953² which is greater than California state median of \$91,551³. However, pursuant to the COA, 51% of the employed riders report making less than \$25,000. Because of these lower income levels, a large portion of employed ridership may be entirely dependent on transit for their mobility needs.

² 2022 ACS 1-Year Estimate for City of Corona – US Census Bureau: [S1901: Income in the Past 12 Months ... - Census Bureau Table](#)

³ 2022 ACS 1-Year Estimate for California – US Census Bureau: [S1901: Income in the Past 12 Months ... - Census Bureau Table](#)

The table below lists passenger characteristics for DAR and Cruiser service. Passenger characteristic estimates are based on data compiled over the first nine (9) months of FY 2023/24.

Passenger Characteristics

Dial-A-Ride		Corona Cruiser	
Seniors	35.1%	General Public	31.2%
Persons with Disabilities	45.2%	Students	36.0%
ADA Certified	16.3%	Seniors/Persons with Disabilities	30.7%
Personal Care Attendants	2.3%	RTA Transfers	0.5%
Companion	0.8%	Metrolink Transfers	0.1%
Children	0.2%	Children	1.3%

While seniors 60 and over account for 16⁴ percent of the population, they, however, represent over 30 percent of the riders systemwide. Eight percent of the population is characterized by a disability⁵, yet, riders in this category account for 45 percent for Dial-A-Ride and 2 percent for Cruiser. The majority of Persons with Disabilities utilize Dial-A-Ride to commute to Adult Day Care centers. Student ridership accounts for 36% of the riders.

1.3 DESCRIPTION OF SERVICES

Fixed Route Service – Corona Cruiser: Blue and Red Lines

The Blue Line serves the McKinley Street retail area, then travels on to Magnolia Avenue and Main Street to the River Road area. This route passes by many trip generators such as hospitals, medical facilities, schools, public service agencies, senior center, library, civic center, community center and commercial/retail areas. This route serves the following schools: Centennial High School, Corona Fundamental Intermediate School,

⁴ 2022 ACS 5-year Estimate – US Census Bureau: [DP05: ACS Demographic and ... - Census Bureau Table](#)

⁵ 2022 ACS 5-Year Estimate for Disability Characteristics – US Census Bureau: [S1810: Disability Characteristics - Census Bureau Table](#)

and Lee Pollard High School. This route also serves the unincorporated area of Home Gardens. The Blue Line operates with a frequency of 60-67 minutes.

The Red Line connects the residential areas of central Corona with commercial and retail areas along Sixth Street and the Ontario Avenue/California Avenue industrial and retail area. The Red Line also covers South Corona along Ontario Avenue to, Temescal Canyon Road to serve the El Cerrito county area and The Crossings shopping complex at Cajalco Road. This route serves the following schools: Centennial High School, Corona High School and El Cerrito Middle School, as well as the library, community center and Corona Transit Center and North Main Corona Metrolink Station (on selected AM & PM trips). The service is extended to The Shops at Dos Lagos on Saturdays. The Red Line operates with a frequency of 50-66 minutes.

The Cruiser schedule is as follows:

	<u>Blue Line</u>	<u>Red Line</u>
Monday – Friday	6:30 a.m. – 7:09 p.m.	6:30 a.m. – 7:05 p.m.
Saturday	8:52 a.m. – 3:50 p.m.	9:00 a.m. – 5:09 p.m.
Sunday	no service	no service

The Cruiser does not operate on the following holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Corona Dial-A-Ride/Paratransit Service

Dial-A-Ride (DAR) provides specialized service to seniors (60 and older), persons with disabilities, and individuals certified for complementary paratransit service under the Americans with Disabilities Act. Reservations for DAR service can be made one (1) to fourteen (14) days in advance; same-day service may be accommodated if space is available. DAR provides curb-to-curb service throughout the city of Corona and neighboring county areas of Coronita, El Cerrito, and Home Gardens, as well as satellite locations in the City of Norco (Department of Motor Vehicles, Department of Public Social Services, and Norco College). Door-to-door assistance for ADA certified passengers is available upon request when:

- Drivers can maintain visibility of the bus at all times;
- The outermost door is within 150 feet from the bus;

- Driver safety and security is maintained; and
- A safe parking area is available.

The ADA certification process in western Riverside County is administered by the Riverside Transit Agency (RTA). Additional information and an application is available online at [Home - Riverside Transit Agency](#) or by calling RTA at (951) 795-7887.

Individuals certified for ADA complementary service are afforded priority service, expanded service hours to match the Corona Cruiser hours, and the ability to leave voicemail message reservations on Sundays and Holidays for next-day service.

The DAR schedule is as follows:

	Non-ADA Complementary	ADA Complementary Paratransit
Monday – Friday	6:42 a.m. – 6:00 p.m.	6:30 a.m. – 7:09 p.m.
Saturday	8:52 a.m. – 5:09 p.m.	8:52 a.m. – 5:09 p.m.
Sunday	no service	no service

DAR service does not operate on the following holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

1.4 OPERATING DATA FOR CORONA TRANSIT SERVICES

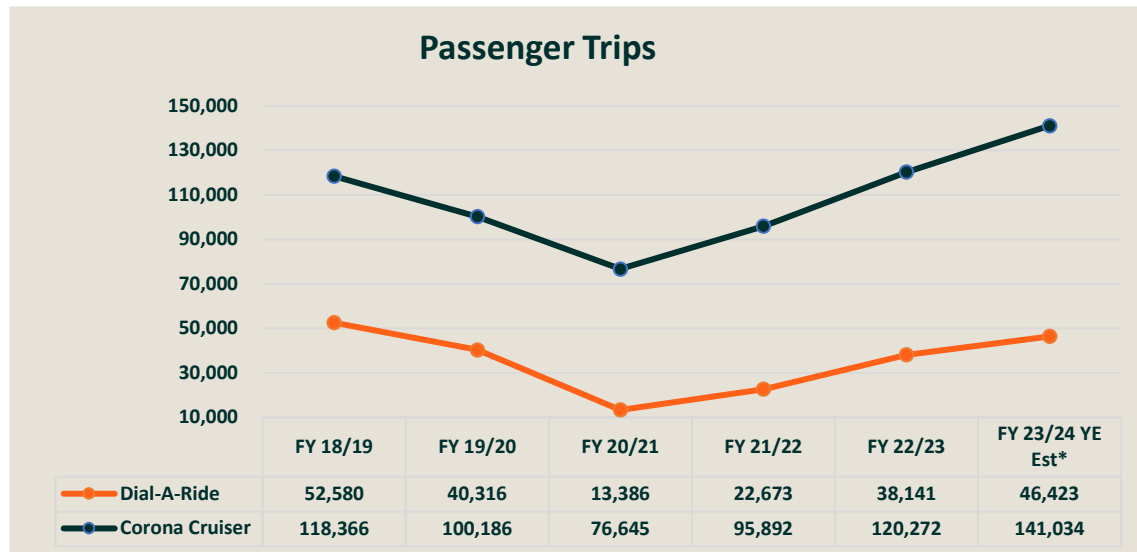
The table below reflects FY 2023/24 planned versus year-end estimates using data from July 2023 through March 2024.

<i>Performance Indicator</i>	Planned	Yearend Estimate
Operating Expense	\$ 3,390,291	\$ 2,990,854
Fare Revenue*	\$ 296,700	\$ 293,033
Passenger Trips	185,771	187,457
Vehicle Revenue Hours (VRH)	32,790	28,097
Vehicle Revenue Miles (VRM)	420,518	356,545
Operating Cost per VRH	\$ 103	\$ 106

*Includes LCTOP revenues for fare subsidy. Does not include federal funds for fare recovery calculation nor interest revenue.

The original passenger trip projection for FY2023/24 was 185,771. Based on current data, that projection is expected to be surpassed. The current projection is 187,457 in ridership on DAR and the Cruiser, an estimated increase of 18% increase compared to FY22-23, based on data gathered from July 2023 through March 2024.

The following graph reflects the ridership for the fixed route service and the Dial-A-Ride service over the past six years.



* FY 2023/24 year-end estimate is based on data collected from July 2023-March 2024.

** FY 2024/25 projections are based on a 10 percent increase over estimated FY 2023/24 year-end totals.

Ridership for the system has been recovering. Staff believes the increase in ridership has been due to free fares. Free fares for all were offered through September 30, 2023.

Effective October 1, 2023, a new fare subsidy program was started, which included free fares for students, seniors, and persons with disabilities and a reduced fare of \$1.00 for the general public. Funding utilized to sponsor free fares, and the fare subsidy was provided by the CA State Department of Transportation under the Low Carbon Transit Operations Program Funds.

1.5 CURRENT FARE STRUCTURE

The table below depicts the current fare structure, which the City Council adopted on August 16, 2023, as part of the service improvement plan.

Fare Structure

Corona Cruiser				
Fare Type	Per Ride	Day Pass	31 Day	15 Day
General Public	\$1.75	\$ 4.00	\$35.00	\$17.50
Student	\$1.75	\$ 4.00	\$24.50	\$12.25
Seniors (60+)	\$0.75	\$ 2.00	\$16.10	\$ 8.05
Persons with Disabilities	\$0.75	\$ 2.00	\$16.10	\$ 8.05
Medicare Card Holders	\$0.75	\$ 2.00	\$16.10	\$ 8.05
Children (46" tall or under)	\$0.50	-	-	-
Dial-A-Ride				
Fare Type	Per Ride			
Seniors (60+)	\$3.50			
Persons with Disabilities/ADA Certif	\$3.50			
Medicare Card Holders	\$3.50			
Children (46" tall or under)	\$0.50			

Although the fares were increased, effective October 1, 2023, the City implemented a new fare subsidy program that includes free fares for students, seniors, and persons with

disabilities and a reduced fare of \$1.00 for the general public. This program is effective through June 30, 2026. The City is utilizing LCTOP funds to subsidize the fares.

General Public riders will have the option to continue to purchase the multi-day pass.

In addition, CCTS will continue to use Air Quality Management District (AQMD) funds to subsidize Cruiser multi-day passes, 15-day passes, and 31-day passes. AQMD funds allow riders to purchase their multi-day passes at a 30% reduced price. On average, riders save 18-22% with the purchase of multi-day passes. With the addition of this program, riders save an average of 50% on fares.

CCTS Fare Collection System

CCTS offers the following two options to pay for trips on CCTS buses: cash (paid to the bus driver at the time of boarding) and paper fare media. Paper fare media includes one-way DAR tickets, Day and Multi-Day passes. While Day passes can be purchased on board the bus or in advance, Multi-day passes must be purchased in advance. Cash and paper fare-media tickets are dropped into the “farebox” that possesses a top compartment that facilitates the bus operator’s ability to verify at a glance the fare deposited. The operator activates a lever that allows the fares to drop into the secure bottom compartment.

Multi-day Passes must be validated and activated by the bus operator on the first day of use. Bus operators are tasked with writing the initial use date and expiration date and initialing the pass; this process activates the pass for fifteen (15) or thirty-one (31) consecutive days. At the time of each use, the bus operator verifies that the multi-day pass is current and that the passenger possesses the corresponding documentation for a student and/or senior/disabled pass holder.

CCTS recognizes that the current fare collection and validating systems are onerous, inefficient, and insufficient. Future plans to improve this service include the implementation of a comprehensive Intelligent Transportation System (ITS). ITS features that will be explored include digital fareboxes, smart card system and/or mobile ticketing applications. Of note, cash payment options will remain available. CCTS staff is working with Caltrans under their California Integrated Travel Project (Cal-ITP) to participate in their statewide procurement for a fare payment system.

1.6 REVENUE FLEET

The CCTS active fleet consists of 20 transit buses (see Table 1.1). All buses are compliant with the Americans with Disabilities Act requirements for accessibility and wheelchair securement.

The Fixed Route fleet consists of seven (7) 2015 El Dorado National EZ Rider II heavy-duty/low-floor buses. EZ Rider II buses are powered with Compressed Natural Gas (CNG) and were placed into Corona Cruiser service in February 2016.

The Dial-A-Ride fleet consists of eleven (11) 2017 Glaval Universal E450 and two (2) 2012 El Dorado Aerotech 240 cutaway vehicles. These buses are also powered by Compressed Natural Gas (CNG). The 2017 buses were placed in service July 2018.

Table 1.1 - Fleet Inventory
FY 2024/25 Short Range Transit Plan
 City of Corona

Bus (Motorbus) / Purchased Transportation

Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2023/ 24	# of Contingency Vehicles FY 2023/24	Life to Date Vehicle Miles Prior Year End FY 2022/23	Life to Date Vehicle Miles through March FY 2023/24	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2023/24
2015	EDN	EZ RiderII	30	7	32	CN	7	0	1,295,855	1,434,954	204,993
Totals:			30	7			7	0	1,295,855	1,434,954	204,993

Table 1.1 - Fleet Inventory
FY 2024/25 Short Range Transit Plan
 City of Corona

Demand Response / Purchased Transportation

Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2023/24	# of Contingency Vehicles FY 2023/24	Life to Date Vehicle Miles Prior Year End FY 2022/23	Life to Date Vehicle Miles through March FY 2023/24	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2023/24
2012	EDN	AEROTECH	20	2	26	CN	2	0	313,895	313,971	156,985
2017	GLV	E-450	18	11	25	CN	11	0	871,206	1,040,747	94,613
Totals:			38	13			13	0	1,185,101	1,354,718	104,209

1.7 EXISTING FACILITIES AND BUS STOP AMENITIES

CCTS operates from a City-owned facility located at 735 Public Safety Way, known as the Corporation Yard. MV Transportation (Contractor), the contractor retained to operate transit service, provides administrative and dispatching service from this location, as well as fueling and vehicle parking. Maintenance is performed by the contractor at an off-site facility located at 1930 S. Rochester Ave., Suite 119, Ontario, CA 917661.

The Cruiser (Blue and Red Line) fixed route service includes 187 bus stops and 27 bus stop shelters. The Contractor is responsible for maintaining all bus stops. CCTS supplies the Contractor with all required equipment (I-stop signs, kiosks, benches, trash receptacles, etc.) to maintain the bus stop facilities properly.

In 2022, CCTS purchased solar-powered dusk-to-dawn bus stop lighting and signaling LED and ADA-compliant activation push buttons. These lights and push buttons were installed in November 2023 at various dimly lit bus stops to improve safety and visibility.

The Cruiser also serves the Corona Transit Center, owned and operated by the Riverside Transit Agency (RTA). The Corona Transit Center provides a safe and efficient transfer point between local and regional bus lines as well as regional commuter trains serving Los Angeles, Orange, Riverside, and San Bernardino counties. Trains are accessible via a pedestrian bridge to the adjacent North Main Corona Metrolink commuter rail station.

1.8 EXISTING COORDINATION BETWEEN TRANSIT AGENCIES

CCTS staff and RTA planning and operations staff work together to coordinate bus stop location, relocations, bus routing, layover areas and facilities, and transfer points. CCTS and RTA have a reciprocal agreement that allows valid pass-holders a 'no cost' one-way transfer between Cruiser and RTA buses at bus stops served by both Cruiser and RTA routes 1 and 3. Transfers between bus systems are an effective way to promote public transit as a low-cost, eco-friendly and stress-free alternative to automobile trips.

In addition, CCTS coordinates marketing efforts with Metrolink to promote the use of both Metrolink and Corona's transit services. To incentivize multimodal transportation, valid Metrolink pass-holders ride at no charge on Cruiser Blue and Red Lines to and from the Corona Transit Center and North Main Metrolink Station.

1.9 REFERENCE OF PRIOR AND/OR EXISTING STUDIES AND PLANS

Comprehensive Operations Analysis (COA)

In 2023, CCTS conducted a Comprehensive Operational Analysis (COA) that included a route-by-route analysis of the Corona Cruiser Fixed Route service with the primary goal of developing a plan to enhance the efficiency and effectiveness of the City of Corona Transit Service with an outlook to respond to the changing demands for transit throughout Corona's service area and to provide recommendations for service improvements derived from the analysis. The COA was conducted by Transportation Management and Design (TMD). The goal of the COA is to analyze the current transit system and produce a comprehensive plan to enhance customer experience and routes, improve services within the program's financial capacity, and outline steps to implement service alternatives to ensure the program's sustainability. Further, through the COA process, CCTS wants to improve the customer travel experience by reducing travel time, improving service frequencies and connections where possible, and introducing new and innovative transit options such as micro transit and/or on-demand services.

In addition, the COA will evaluate the DAR program cost/benefit and fare structure as well as opportunities to expand or enhance the program to on-demand, micro-transit, including a demand response program targeting low-income households.

During the past year and a half, TMD and City staff have collaborated to achieve the best possible outcome for the study. The COA was expected to be completed in the first quarter of FY 2022/23, but competing priorities delayed the project's progress.

Some key components of this study include the following analysis:

- Onboard rider survey – A total of 123 rider surveys were collected; a \$10 gift card was provided to incentivize the completion of the survey.
- Community-wide survey – over 500 surveys collected with five3 \$50 gift card prizes given randomly.
- Route Productivity analysis for potential restructuring of services to provide improved frequency and improved coordination with our regional service providers.
- Fare analysis.

- Unmet Needs Analysis to determine if any expansion or implementation of new service should be incorporated.

Onboard Corona Cruiser rider survey results- key takeaways

- 31% of our riders are seniors 60 years of age and older. Youth riders under the age of 18 are the second largest age group, making up 18% of the boarding.
- 52% of the riders are Hispanic/Latino which closely mirrors the demographic of the City as a whole.
- We do a good job of retaining of existing riders with 39% using Cruiser for five years or more.



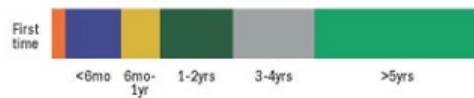
ONBOARD SURVEY Summary Results

WHO RIDES THE CORONA CRUISER?

Demographic info

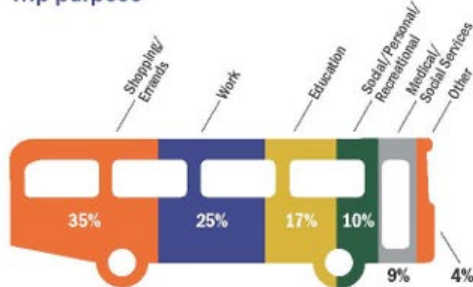


Length of time using the Corona Cruiser

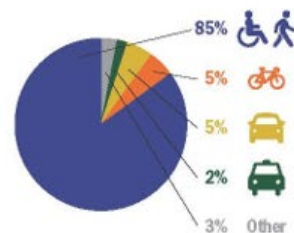


HOW DO THEY RIDE?

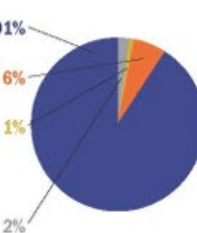
Trip purpose



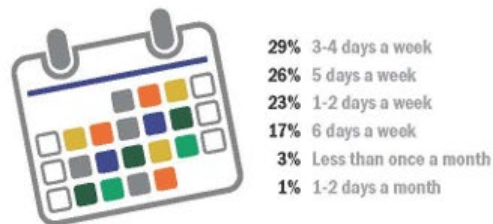
Riders access the Corona Cruiser by



Trips completed by



How often they ride



WHAT DO THEY THINK?

Overall rating of the Corona Cruiser



Rider opinions



Desired improvements



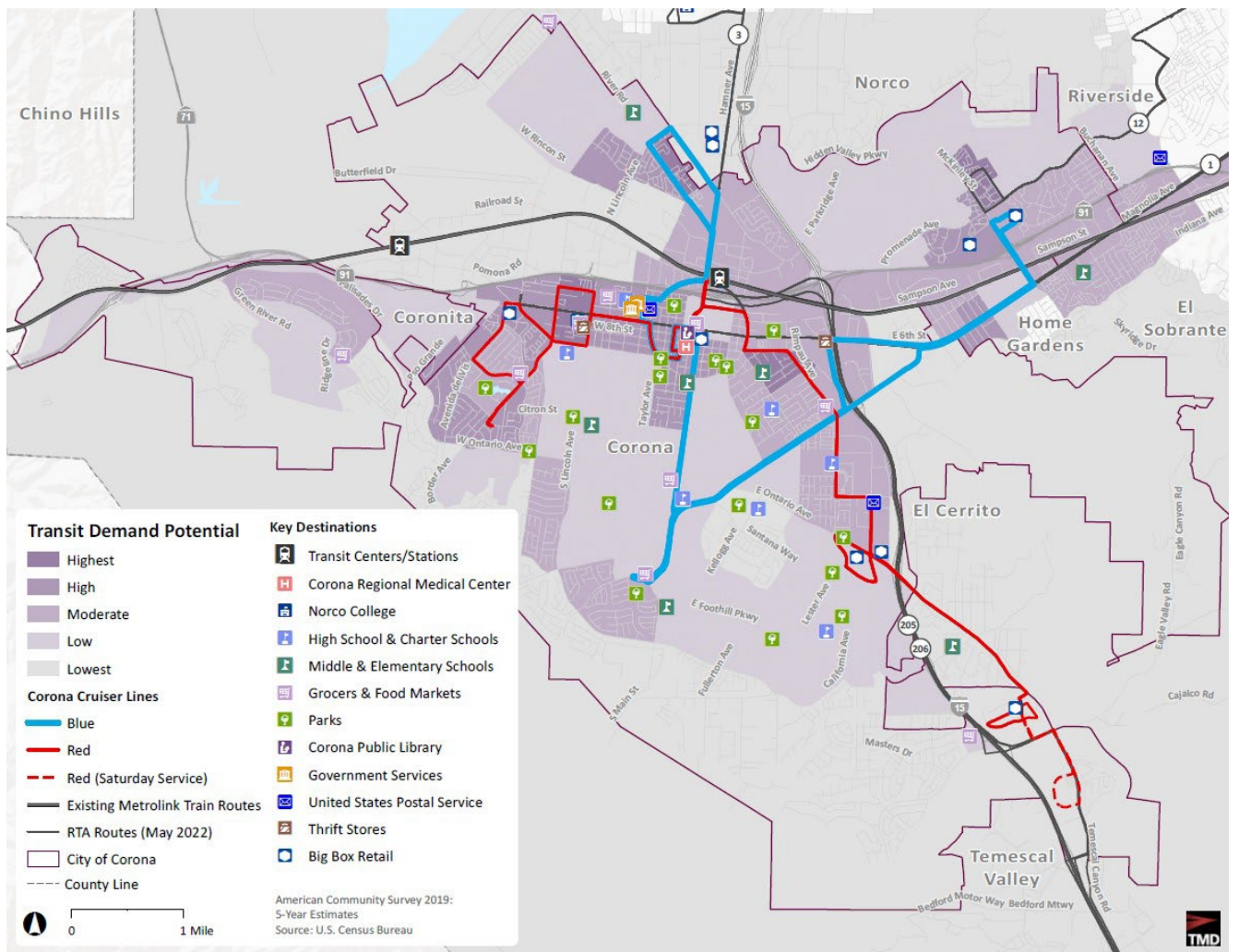
Riders get info from



Transit Demand Potential

TMD performed a market analysis to help understand who in the community needs transit, and where and when they need it. They used indicators such as residential and job density, census demographics, profile of riders, community trip patterns and the shape of land use patterns and street networks to determine the transit demand potential in the City of Corona. While the current routes already provide service to many of the areas scoring high on the transit demand potential map, there are locations along the routes that do not have enough housing or employment density for public transit to perform well. These suggest various options for changes to the Corona Cruiser network including on-demand services and modifying the segments of the routes.

TMD used the travel demand modeling online platform Replica, which gathers anonymous location-based data from cellphone carriers, credit card processors, the U.S. Census Bureau and more, it is possible to compare the data collected in the Corona Cruiser on-board survey with the origin-destination travel patterns for all trips that start and end within the City of Corona service area on an average day. These general community travel patterns reveal a few locations that the Corona Cruiser does not currently serve, including the areas immediately north of SR-91, both toward the North Corona and Downtown Corona areas. There are additional heavy travel patterns within smaller areas including in the neighborhoods of West and South Corona.



Goals of Service Alternatives

The following goals and objectives were identified to assist with developing service recommendations:

Objective 1 – Coverage

- Maintain coverage for the majority of existing riders.
- Expand access to more destinations.
- Enhance direct service to and from key shopping areas without requiring transfers (e.g., Citrus Village, Corona Village, Corona Town & Country, Corona Hills Plaza).
- Pilot a new microtransit service in areas presumed to be difficult to service effectively with fixed route service.

Objective 2 – Reliability

- Update schedules to improve service reliability.
- Improve frequency on productive corridors.

Objective 3 – Productivity

- Increase ridership through various service enhancements.
- Eliminate unproductive route deviations and streamline route alignments.

Objective 4 – Cost

- Provide services that are sustainable and within projected budget enhancement.

COA Recommendations

Based on the analysis of the routes, rider and community survey, transit demand potential, TMD recommended two scenarios with varied service enhancements in the following years for growth opportunities. These scenarios were presented to the City Council in November 2022, followed by public outreach events to seek input from the public and target populations such as seniors and students.

Of the two scenarios, scenario 2 was the preferred choice. TMD developed an implementation plan based on scenario 2, which will include draft schedules and bus stop changes.

The COA will provide a multi-year service expansion and/or restructuring plan that will include increased frequency and Sunday service after the initial implementation. Further, the plan will include the adoption of increased fares to match that of RTA fares. While fares will be increased, the fares to the public will stay stagnant for the first two years after

the effective date. CCTS will utilize either LCTOP or AB2766 funds to subsidize the difference.

On August 6, 2023, the City Council approved Scenario Two (2) of the proposed service recommendation as outlined in the final report of the Comprehensive Operational Analysis. The final plan is available at [Comprehensive Operation Analysis | City of Corona \(coronaca.gov\)](https://www.coronaca.gov/Comprehensive-Operation-Analysis). The City desires to enter into an agreement with a qualified professional consulting firm to perform the activities and various tasks included in the final plan.

Zero Emission Bus Analysis and Rollout Plan

The California Air Resources Board (CARB) instituted the Innovative Clean Transit (ICT) regulation in December 2018. Per the regulation, all public transit agencies are required to develop the Zero Emission Bus (ZEB) Rollout Plan to deploy zero-emission buses by 2040. The ZEB rollout plan will provide a timeline and estimated cost for a phased transition to meet CARB's regulation. The development of the ZEB rollout plan for CCTS is being conducted through a joint collaboration with RCTC and the smaller transit agencies in Riverside County. RCTC awarded the contract to Center for Transportation and the Environment (CTE) to develop the ZEB Rollout and Implementation Plans for the smaller transit agencies. On March 15, 2023, Corona Council approved mixed-fleet technology. CTE developed the rollout plan based on the approved technology. On June 7, 2023, the City Council adopted the rollout plan. The Plan received CARB approval on July 14, 2023.

Chapter 2 – Existing Service and Route Performance

2.1 KEY PERFORMANCE INDICATORS

The Riverside County Transportation Commission (RCTC) is the designated Regional Transportation Planning Agency (RTPA) with fiduciary and administrative oversight of transit operators in Riverside County. Each year, RCTC reviews and approves the Short-Range Transit Plan and allocates local, state, and federal funding. RCTC monitors performance that measures the effectiveness and efficiency of CCTS services. Over this chapter, you will see these measurements through Tables 2.0 - 2.3. These tables measure the current year's performance (FY 2023/24), the upcoming year's performance (FY 2024/25), performance by service (fixed-route and DAR), and then performance by

route (Red and Blue lines, and DAR). The remaining components of Chapter 2 will explain what CCTS staff is doing to improve services, where major trip generators are located, and finally, any service changes that took place in FY 2023/24.

Table 2.0 provides a breakdown of all services by RCTC's performance metrics including farebox recovery ratio in the current fiscal year. By statute, transit operators serving urban areas must recover a minimum of 20 percent of operating costs through fare revenue for fixed route and 10 percent for Dial-A-Ride Specialized Service. Table 2.0 provides a summary of Fare revenue, which includes passenger fares, interest on investments, advertising revenue, local contributions, and the proceeds from the sale of surplus vehicles. A farebox recovery ratio below the minimum requirement endangers the receipt of state funding. The farebox recovery ratio is a mandatory performance indicator.

Through the third quarter of this fiscal year (July 2023-March 2024), CCTS lags behind the mandatory farebox recovery ratio. However, Table 2.0 – 2.2 below does not include all of the approved legislative inclusions and exclusions in AB 149. At the end of the fiscal year, CCTS expects to meet the FFR by utilizing the inclusions and exclusions in AB149. LCTOP and federal funds will be used as local match and DAR service will be excluded in the calculation to meet the FFR of 20% for fixed route.

If needed, the City contributes the difference to bridge the gap between fare revenue received throughout the year and the amount required to meet the farebox recovery ratio. The contribution of funds is made only after all revenues and expenses are reconciled following the close of the fiscal year.

Further, CCTS continued focusing on other areas of improvement, including implementing several COVID protocols, which include:

- Sanitization of buses and bus stop shelters and equipment
- Continue to provide hand sanitizer and masks on board the buses.
- Increased customer satisfaction by reducing the number of complaints.
- Timely repairs and preventive maintenance of revenue vehicles to reduce road calls and missed service.
- Increase on-time performance.

Table 2.0 -- Service Provider Performance Measures Report

FY 2023/24 Short Range Transit Plan Review
City of Corona

Data Elements	FY 2023/24 Plan	FY 2023/24 Target	FY 2023/24 Year to Date Through 2nd Quarter	Year to Date Performance Scorecard
Unlinked Passenger Trips	185,772			
Passenger Miles	783,270			
Total Actual Vehicle Revenue Hours	32,770.0			
Total Actual Vehicle Revenue Miles	420,282.0			
Total Actual Vehicle Miles	478,773.0			
Total Operating Expenses	\$3,390,291			
Total Passenger Fare Revenue	\$269,217			
Net Operating Expenses	\$3,121,074			
Performance Indicators				
Mandatory:				
1. Farebox Recovery Ratio	14.58%	>= 15.00%	2.60%	Fails to Meet Target
Additional:				
1. Operating Cost Per Revenue Hour	\$103.46	<= \$103.51	\$104.54	Fails to Meet Target
2. Subsidy Per Passenger	\$16.80	>= \$15.94 and <= \$21.56	\$15.13	Better Than Target
3. Subsidy Per Passenger Mile	\$3.98	>= \$4.96 and <= \$6.70	\$3.17	Better Than Target
4. Subsidy Per Hour	\$95.24	>= \$80.39 and <= \$108.77	\$101.82	Meets Target
5. Subsidy Per Mile	\$7.43	>= \$6.55 and <= \$8.86	\$8.00	Meets Target
6. Passengers Per Revenue Hour	5.67	>= 4.29 and <= 5.81	6.73	Better Than Target
7. Passengers Per Revenue Mile	0.44	>= 0.35 and <= 0.47	0.53	Better Than Target

Note: Targets reflect +/- 15%

Productivity Performance Summary:
--

Service Provider Comments:

2.2 SRTP PERFORMANCE REPORT

Table 2.1, SRTP Performance Report, lists planned performance targets set by RCTC for FY 2024/25.

Table 2.1 indicates that CCTS fails to meet the mandatory farebox recovery ratio. As previously noted, the farebox recovery ratio is:

- 10 percent for Specialized DAR, and
- 20 percent for fixed route.

As mentioned in section 2.0, CCTS intends to utilize inclusions included in AB149 to assist with meeting the farebox recovery ratio. FY 2024/25 plan includes passenger fares, fare subsidy using LCTOP, and Federal Transit Administration funds as local funds. With the inclusion of LCTOP and FTA funds and the exclusion of specialized services, CCTS will be able to meet its farebox recovery ratio. If unable to meet the FFR using the inclusions, CCTS will utilize the General Fund to close any gaps in funding. As such, Table 2.1 does not include the approved exclusions from AB 149, determined when the annual financial statements are provided.

In addition, as the table indicates, CCTS also fails to meet other targets (operating costs per revenue hours and subsidy per passenger mile and per revenue hour/mile). This is resulting from increased costs for contracted services. CCTS is planning on amending the contract for transit operations with MV Transportation for another three years. MV Transportation submitted a three-year proposal with a 19% cost increase from the current fiscal year to FY 24/25. CCTS expects to go to the Council for approval of the amendment in May 2023. Further FY24/25 budget includes costs for additional staff and consulting services. The consultant will be responsible for assisting with activities relating to the approved service improvements.

FY 2024/25 - Table 2.1 -- SRTP Performance Report
Service Provider: City of Corona
All Routes

Performance Indicators	FY 2022/23 End of Year Actual	FY 2023/24 3rd Quarter Year-to-Date	FY 2024/25 Plan	FY 2024/25 Target	Plan Performance Scorecard (a)
Passengers	158,413	140,593	210,845	None	
Passenger Miles	191,849	669,580	893,002	None	
Revenue Hours	26,019.8	21,073.0	28,820.0	None	
Total Hours	29,682.6	24,431.1	33,559.0	None	
Revenue Miles	329,473.0	267,409.0	367,290.0	None	
Total Miles	368,738.0	300,670.0	413,627.0	None	
Operating Costs	\$2,685,728	\$2,216,360	\$3,754,492	None	
Passenger Revenue	\$66,461	\$53,287	\$89,300	None	
Measure-A Revenue				None	
LCTOP Revenue			\$277,103	None	
Operating Subsidy	\$2,619,268	\$2,163,073	\$3,665,192	None	
Operating Costs Per Revenue Hour	\$103.22	\$105.18	\$130.27	<= \$112.30	Fails to Meet Target
Operating Cost Per Revenue Mile	\$8.15	\$8.29	\$10.22	None	
Operating Costs Per Passenger	\$16.95	\$15.76	\$17.81	None	
Farebox Recovery Ratio	2.47%	2.40%	9.75%	>= 0.2	
Subsidy Per Passenger	\$16.53	\$15.39	\$17.38	>= \$13.08 and <= \$17.70	
Subsidy Per Passenger Mile	\$13.65	\$3.23	\$4.10	None	
Subsidy Per Revenue Hour	\$100.66	\$102.65	\$127.18	>= \$87.25 and <= \$118.05	
Subsidy Per Revenue Mile	\$7.95	\$8.09	\$9.98	>= \$6.88 and <= \$9.30	
Passengers Per Revenue Hour	6.09	6.67	7.32	>= 5.67 and <= 7.67	
Passengers Per Revenue Mile	0.48	0.53	0.57	>= 0.45 and <= 0.61	

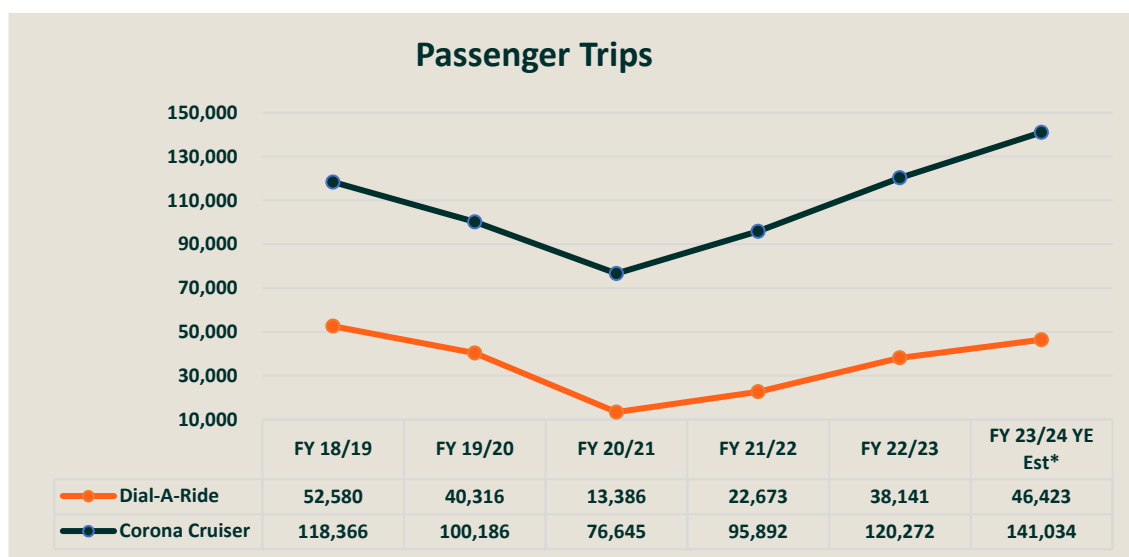
a) The Plan Performance Scorecard column is the result of comparing the FY 2024/25 Plan to the FY 2024/25 Primary Target.

Service Provider Comments:

CCTS intends to utilize LCTOP and FTA funds as local match to meet farebox recovery requirements (FFR). FFR for CCTS is as follows: 20% for fixed route and 10% for Dial-A-Ride.

2.3 SERVICE SUMMARY

Table 2.2 depicts the year-to-year performance data. Ridership in FY 2023/24 is expected to increase an estimated 18.3 percent (or ~29k riders) from the previous fiscal year. While the COVID-19 pandemic had devastating impacts, the system has been slowly recovering. It may take another few years to recover systemwide ridership, but data for the past nine months indicates a positive trend. See graph below of the passenger trips for the past five years. Therefore, based on this data, projections indicate a 12.5 percent increase for FY 2024/25 in systemwide ridership.



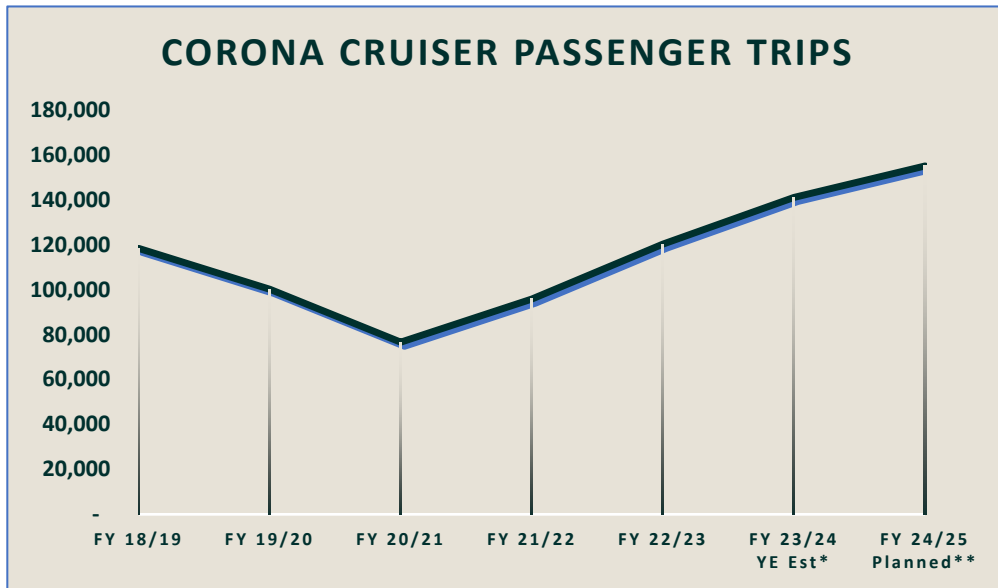
* FY 2023/24 year-end estimate is based on data collected from July 2023-March 2024.

** FY 2024/25 projections are based on a 10 percent increase over estimated FY 2023/24 year-end totals.

Corona Cruiser

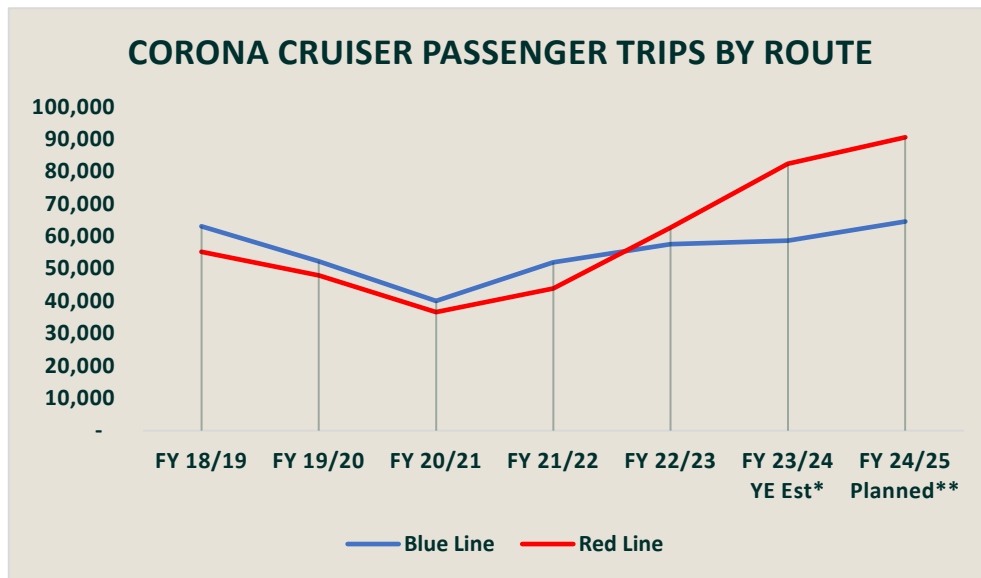
CCTS operates the Cruiser along two fixed routes – the Blue Line and Red Line. The Cruiser totaled 120,272 passenger trips in FY 2022/23. Using the number of passenger trips recorded during the first nine months of FY 2023/24 as a basis for estimating year-end totals, passenger trips on the Corona Cruiser are projected to increase by 17 percent, or an estimated 20,760 trips, compared to the previous fiscal year for a total of approximately 141,032 trips. Further, these numbers are expected to surpass the planned numbers for FY 2023/24. However, independently, the Red Line is performing better than the Blue Line. The Blue Line has been slowly recovering, but impacts from the McKinley Grade Separation project have impacted the performance, making it a less

reliable service. For FY 2024/25, Staff is optimistic and is projecting a 10 percent increase in ridership. See the graphs below and the following page of passenger trends by route.



* FY 2023/24 year-end estimate is based on data collected from July 2023-March 2024.

** FY 2024/25 projections are based on a 10 percent increase over estimated FY 2023/24 year-end totals.

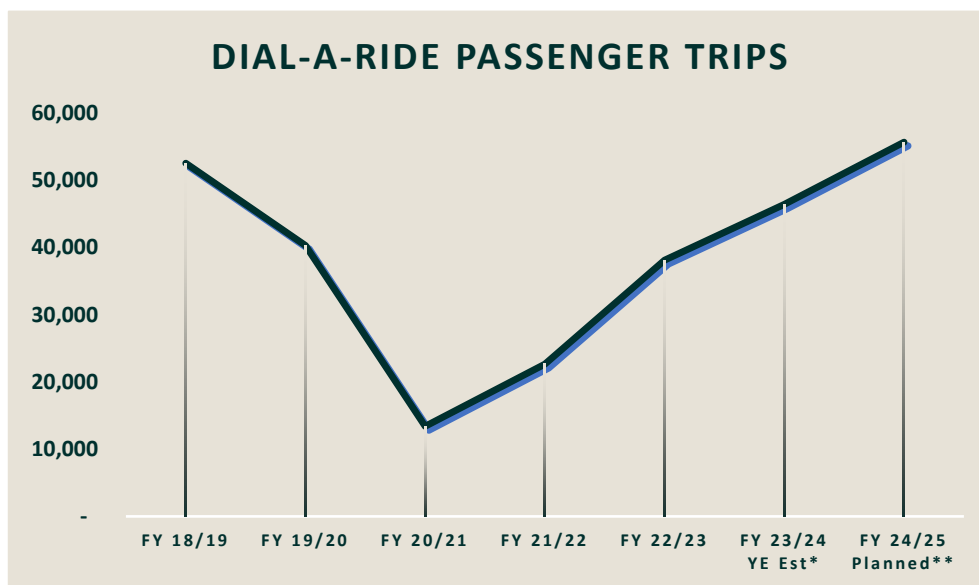


* FY 2023/24 year-end estimate is based on data collected from July 2023-March 2024.

** FY 2024/25 projections are based on a 10 percent increase over estimated FY 2023/24 year-end totals.

Dial-A-Ride

Dial-A-Ride provided 38,141 passenger trips in FY 2022/23. Using data collected from the first nine months of FY 2023/24 as a basis for estimating year-end totals, passenger trips is estimated to increase by 22 percent, or 8,300 trips, as compared to FY 2022/23. While this increase is significant, ridership has not yet recovered to pre-COVID numbers. Using data for the first nine months of FY 2023/24, staff is projecting an increase of 20% for FY 2024/25 based on improving COVID-19 conditions and free fare program.



* FY 2023/24 year-end estimate is based on data collected from July 2023-March 2024.

** FY 2024/25 projections are based on a 10 percent increase over estimated FY 2023/24 year-end totals.

Productivity Measures

Productivity has been steadily increasing since FY 2021/22 on the Cruiser and DAR as measured by the number of passengers per revenue hour and revenue miles. This trend is expected to continue into FY 2023/24. The increase in productivity is due to multiple factors including improved COVID-19 conditions and implementation of fare subsidy programs. However, increased traffic congestion resulting from construction work throughout the city continues to impact the Cruiser and DAR service. Freeway lane reductions and ramp closures, local street and lane closures, detours, and the movement of heavy equipment all increase congestion and impact traffic flow, which slows buses. Slower speeds result in longer duration trips, thereby impacting productivity.

Mode	Productivity Measure	FY 18/19	FY 19/20	FY 20/21	FY 21/22	FY 22/23	FY 23/24*	FY 24/25**
Corona Cruiser	Passengers per revenue hour	8.18	6.88	5.30	6.66	8.34	9.87	10.83
	Passengers per revenue mile	0.69	0.58	0.46	0.57	0.66	0.77	0.84
Dial-A-Ride	Passengers per revenue hour	3.59	3.42	2.11	2.82	3.29	3.36	3.84
	Passengers per revenue mile	0.30	0.27	0.16	0.21	0.26	0.27	0.30

*FY 2023/24 performance is measured based on estimates covering the period July 2023 through March 2024.

**FY 2024/25 performance is measured based on FY 2023/24 estimated yearend total with a ~15 increase in ridership (10% for Corona Cruiser and 20% for DAR).

Performance Measure	FY 2018/19	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24 Yearend Estimate*	FY 2024/25 Planned
System-wide Passenger Trips	170,946	140,175	90,031	118,565	158,413	187,457	210,845
Cost per Service Hour	\$85.48	\$86.22	\$91.33	\$96.21	\$103.22	\$106.45	\$130.27

*Estimate based on all expenses (including operations contract cost and fuel) up to the quarter ending March 2024.

Table 2.2 -- City of Corona -- SRTP Service Summary
FY 2024/25 Short Range Transit Plan
All Routes

	FY 2021/22 Audited	FY 2022/23 Audited	FY 2023/24 Plan	FY 2023/24 3rd Qtr Actual	FY 2024/25 Plan
Fleet Characteristics					
Peak-Hour Fleet	3	3	13	3	13
Financial Data					
Total Operating Expenses	\$2,157,427	\$2,685,728	\$3,390,291	\$2,216,360	\$3,754,492
Total Passenger Fare Revenue	\$233,241	\$66,461	\$494,567	\$53,287	\$366,403
Net Operating Expenses (Subsidies)	\$1,924,186	\$2,619,268	\$3,121,074	\$2,163,073	\$3,665,192
Operating Characteristics					
Unlinked Passenger Trips	118,565	158,413	185,772	140,593	210,845
Passenger Miles	378,773	191,849	783,270	669,580	893,002
Total Actual Vehicle Revenue Hours (a)	22,424.5	26,019.8	32,770.0	21,073.0	28,820.0
Total Actual Vehicle Revenue Miles (b)	278,920.0	329,473.0	420,282.0	267,409.0	367,290.0
Total Actual Vehicle Miles	308,592.0	368,738.0	478,773.0	300,670.0	413,627.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$96.21	\$103.22	\$103.46	\$105.18	\$130.27
Farebox Recovery Ratio	10.81%	2.47%	14.58%	2.40%	9.75%
Subsidy per Passenger	\$16.23	\$16.53	\$16.80	\$15.39	\$17.38
Subsidy per Passenger Mile	\$5.08	\$13.65	\$3.98	\$3.23	\$4.10
Subsidy per Revenue Hour (a)	\$85.81	\$100.66	\$95.24	\$102.65	\$127.18
Subsidy per Revenue Mile (b)	\$6.90	\$7.95	\$7.43	\$8.09	\$9.98
Passenger per Revenue Hour (a)	5.3	6.1	5.7	6.7	7.3
Passenger per Revenue Mile (b)	0.43	0.48	0.44	0.53	0.57

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

Table 2.2 -- Corona-BUS -- SRTP Service Summary

FY 2024/25 Short Range Transit Plan

All Routes

	FY 2021/22 Audited	FY 2022/23 Audited	FY 2023/24 Plan	FY 2023/24 3rd Qtr Actual	FY 2024/25 Plan
Fleet Characteristics					
Peak-Hour Fleet	2	2	5	2	5
Financial Data					
Total Operating Expenses	\$1,242,229	\$1,401,431	\$1,555,373	\$1,069,883	\$1,905,268
Total Passenger Fare Revenue	\$233,241	\$66,461	\$311,075	\$53,287	\$222,413
Net Operating Expenses (Subsidies)	\$1,008,988	\$1,334,971	\$1,369,748	\$1,016,596	\$1,825,968
Operating Characteristics					
Unlinked Passenger Trips	95,892	120,272	139,964	105,776	155,138
Passenger Miles	378,773		552,855	532,053	612,795
Total Actual Vehicle Revenue Hours (a)	14,397.8	14,425.7	14,300.0	10,718.2	14,320.0
Total Actual Vehicle Revenue Miles (b)	169,157.0	181,113.0	179,194.0	136,949.0	184,082.0
Total Actual Vehicle Miles	180,629.0	192,427.0	190,301.0	146,072.0	196,344.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$86.28	\$97.15	\$108.77	\$99.82	\$133.05
Farebox Recovery Ratio	18.78%	4.74%	20.00%	4.98%	11.67%
Subsidy per Passenger	\$10.52	\$11.10	\$9.79	\$9.61	\$11.77
Subsidy per Passenger Mile	\$2.66		\$2.48	\$1.91	\$2.98
Subsidy per Revenue Hour (a)	\$70.08	\$92.54	\$95.79	\$94.85	\$127.51
Subsidy per Revenue Mile (b)	\$5.96	\$7.37	\$7.64	\$7.42	\$9.92
Passenger per Revenue Hour (a)	6.7	8.3	9.8	9.9	10.8
Passenger per Revenue Mile (b)	0.57	0.66	0.78	0.77	0.84

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

Table 2.2 -- Corona-DAR -- SRTP Service Summary

FY 2024/25 Short Range Transit Plan

All Routes

	FY 2021/22 Audited	FY 2022/23 Audited	FY 2023/24 Plan	FY 2023/24 3rd Qtr Actual	FY 2024/25 Plan
Fleet Characteristics					
Peak-Hour Fleet	1	1	8	1	8
Financial Data					
Total Operating Expenses	\$915,198	\$1,284,297	\$1,834,918	\$1,146,477	\$1,849,224
Total Passenger Fare Revenue			\$183,492		\$143,990
Net Operating Expenses (Subsidies)	\$915,198	\$1,284,297	\$1,751,326	\$1,146,477	\$1,839,224
Operating Characteristics					
Unlinked Passenger Trips	22,673	38,141	45,808	34,817	55,707
Passenger Miles		191,849	230,415	137,527	280,207
Total Actual Vehicle Revenue Hours (a)	8,026.7	11,594.2	18,470.0	10,354.8	14,500.0
Total Actual Vehicle Revenue Miles (b)	109,763.0	148,360.0	241,088.0	130,460.0	183,208.0
Total Actual Vehicle Miles	127,963.0	176,311.0	288,472.0	154,598.0	217,283.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$114.02	\$110.77	\$99.35	\$110.72	\$127.53
Farebox Recovery Ratio			10.00%		7.78%
Subsidy per Passenger	\$40.37	\$33.67	\$38.23	\$32.93	\$33.02
Subsidy per Passenger Mile		\$6.69	\$7.60	\$8.34	\$6.56
Subsidy per Revenue Hour (a)	\$114.02	\$110.77	\$94.82	\$110.72	\$126.84
Subsidy per Revenue Mile (b)	\$8.34	\$8.66	\$7.26	\$8.79	\$10.04
Passenger per Revenue Hour (a)	2.8	3.3	2.5	3.4	3.8
Passenger per Revenue Mile (b)	0.21	0.26	0.19	0.27	0.30

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

2.4 SERVICE PERFORMANCE

Table 2.3 on the following two pages lists various detailed performance metrics by route for planned FY2024/25. See above sections regarding route-by-route breakdown of these services.

Table 2.3 - SRTP Route Statistics

City of Corona -- 3

FY 2024/25

All Routes

Data Elements												
Route #	Day Type	Peak Vehicles	Passengers	Passenger Miles	Revenue Hours	Total Hours	Revenue Miles	Total Miles	Operating Cost	Passenger Revenue	Measure-A Revenue	LCTOP Revenue
COR-BLUE	All Days	2	64,536	254,918	7,099	7,908	94,793	99,969	\$944,511	\$39,362		\$70,946
COR-DAR	All Days	8	55,707	280,207	14,500	17,498	183,208	217,283	\$1,849,224	\$10,000		\$133,990
COR-RED	All Days	3	90,602	357,877	7,221	8,153	89,289	96,375	\$960,757	\$39,938		\$72,167
		13	210,845	893,002	28,820	33,559	367,290	413,627	\$3,754,492	\$89,300		\$277,103

Table 2.3 - SRTP Route Statistics

City of Corona -- 3

FY 2024/25

All Routes

Performance Indicators												
Route #	Day Type	Net Subsidy	Operating Cost Per Revenue Mile	Operating Cost Per Revenue Mile	Cost Per Passenger	Farebox Recovery Ratio	Subsidy Per Passenger	Subsidy Per Passenger Mile	Subsidy Per Revenue Hour	Subsidy Per Revenue Mile	Passengers Per Hour	Passengers Per Mile
COR-BLUE	All Days	\$905,149	\$133.05	\$9.96	\$14.64	11.67%	\$14.03	\$3.55	\$127.50	\$9.55	9.09	0.68
COR-DAR	All Days	\$1,839,224	\$127.53	\$10.09	\$33.20	7.78%	\$33.02	\$6.56	\$126.84	\$10.04	3.84	0.30
COR-RED	All Days	\$920,819	\$133.05	\$10.76	\$10.60	11.66%	\$10.16	\$2.57	\$127.52	\$10.31	12.55	1.01
		\$3,665,192	\$130.27	\$10.22	\$17.81	9.75%	\$17.38	\$4.10	\$127.18	\$9.98	7.32	0.57

2.5 PRODUCTIVITY IMPROVEMENT EFFORTS

CCTS staff will continue to focus on improving the overall service monitoring, improving key performance metrics such as passengers per revenue hour and farebox recovery, and improving performance metrics, including reviewing the operation to ensure established standards are being met. The staff holds the contractor responsible for various performance standards pursuant to the contract. Some of these standards include:

- On-time performance.
- Customer service experience.
- ADA compliance standards.
- Fleet maintenance.
- Maintenance of bus stop area and equipment.

As mentioned in section 1.9, CCTS conducted the Comprehensive Operation Analysis (COA) of the fixed route system to determine underperforming stops and service expansion. As a result of the approved service improvements, the program will undergo revisions and modifications to all aspects of the transit operations. Service improvements will include restructuring of the current two routes to three small routes and the addition of two micro transit zones with ten key destinations or transfer points.

The adopted COA implementation plan included a draft of the schedules and stops based on the proposal of new service. CCTS is soliciting a consultant to develop the strategic approach necessary to execute the implementation of activities and tasks outlined in the Final Plan. Consulting services would be provided in support of needs ranging from program development and planning to project identification, project development, and system operations.

For the time being, CCTS will continue to implement its fare subsidy program to entice riders and focus on improving the customer service experience.

The abovementioned approach to reviewing standards, performing a study, and revising the schedule is intended to improve ridership, productivity, and farebox recovery.

2.6 MAJOR TRIP GENERATORS

Based on the recent service assessment performed as part of the Comprehensive Operations Analysis, the majority of boardings occur at the River Run Apartments in North Corona, as well as on two locations on the Blue Line: Magnolia Avenue at Rimpau Avenue and McKinley Street at Walmart. The stops with the next highest number of boardings is located in South Corona near El Cerrito Middle School at Temescal Canyon Road at Envoy Avenue. These suggest a few common use cases for the Corona Cruiser: trips from densely populated residential areas where there are apartment complexes, trips from school, and trips to shopping and employment centers. These are not common regional transfer locations, suggesting that Corona Cruiser passengers are mostly traveling locally within city limits.

Additional stops with higher ridership are located near shopping areas (Main Street & Parkridge Avenue, Target at Cajalco Road, Magnolia Avenue & McKinley Street, etc.), Downtown Corona (Main Street & Sixth Street at Corona Library), and local high schools (Centennial High School).

2.7 RECENT SERVICE CHANGES

CCTS has not implemented any service changes during FY 2023/24. While requests have been received to provide service in different parts of the City, changes will be guided based on the approved COA Plan.

Chapter 3 – Future Service Plans, Fare Changes, Capital Planning and Marketing

3.1 PLANNED SERVICE CHANGES

CCTS has plans for service changes as outlined in the approved COA Plan. As mentioned in section 1.9, the COA recommendations were adopted by City Council.

The following services changes are planned for the next few years:

Service	Current	1-3 years	3-10 years
Fixed Routes	2 routes	3 routes	3 routes

Service Frequency	60-70 minutes	60 minutes	30 minutes
Span of Service (Weekday)	6:30am-7:09	Same	Increase span
Span of Service (Saturday)	9:00am-5:00pm	Same	Increase span
Sunday Service	Not available	Not available	Yes
Microtransit	Not available	Yes	Yes

Dial-A-Ride service will continue to operate the same days and hours as fixed route service.

The above changes will reflect restructuring of the current service to encompass the following:

- Extend transit service to areas not currently served;
 - Green River Road vicinity (northwest area of the City)
 - South Corona to connect this area to North Corona
 - Northwest Corona along promenade
 - Reinstate service at Vintage Terrace Senior Apartments
 - Extending Redline to Dos Lagos on weekdays and/or during holidays/summer
- Bus stop consolidation
- Added service for City events, weekend transit to trails, parks, civic facilities loop service.
- Expansion or restructuring of service area to provide improved inter-city integration and improved interconnectivity with Riverside Transit Agency and Metrolink service plan, along with expansion into adjacent neighborhoods, such as;
 - Service to/from City of Corona to John F. Kennedy High and Norco College in City of Norco
 - Frequent service to/from the Corona Transit Center to increase connections with Metrolink and RTA
 - Service to the West Corona Metrolink Station.

Service improvements will include route alignments, schedules, headways, hours of service, areas served, interlines, time points, traffic considerations, estimates of cost and schedules for implementation, and bus stop locations.

3.2 MARKETING PLANS AND PROMOTION

The CCTS staff is continuously looking for strategies to increase ridership and increase awareness of Corona Transit services. These marketing strategies include:

- **Bus Shelter Program** – CCTS plans to replace existing advertising shelters at 20-25 bus stops. Shelters provide bus patrons with relief from the sun during hot days and protection from rain during inclement weather. These shelters will feature two panels for advertising, a bench, an area for a person with a mobility device/wheelchair, and solar-powered security lighting. These new shelters will act as a destination for bus passengers and as an ambassador as to how public transit can beautify a neighborhood and function as a marketing tool inviting motorists to try public transit.
- **Poetry and Art on the Bus Program** – in cooperation with Centennial High and Corona High, CCTS continues to conduct poetry and art contest inviting students to submit original poetry and artwork to be displayed on the interior of Cruiser buses. Selected poems and artwork are rotated each month. The program works as an outreach effort and marketing campaign at high schools while providing a creative outlet for students. Cruiser patrons are rewarded with expressive, introspective, and entertaining poems to read and artwork to ponder during their time on the bus. This program was canceled during FY 2020/21 due to COVID-19. While this program was expected to continue during FY 2022/23, competing priorities have made it difficult to restart this program.
- **Free Fare Program** – During the first quarter of FY 2023/24, CCTS continued it free fare for all using prior year's Low Carbon Transit Operations Program fund allocation for the free fare program. LCTOP authorized to continue using the funds for free fares, therefore, the program was reinstated on September 1, 2022, whereas the funds last through September 30, 2023. Staff saw a significant increase in ridership. Therefore, CCTS plans to establish an on-going reduced and free fare program. Offering various free fare programs allows the riders to experience the service with little to no cost to them with the intent the rider will continue to use the service. CCTS received approval to utilize FY 2022/23 LCTOP funds for the following three-year fare subsidy program starting on October 1, 2023:
 - Free fares for students on Corona Cruiser

- Free fares for seniors and persons with disabilities on Corona Cruiser and Dial-A-Ride
 - Reduced fare of \$1.00 for the general public on Corona Cruiser.
- Countywide Free Fare Days – Participate in the following countywide free fare days
 - Car Free Day - September 22, 2024
 - California Clean Air Day – October 2, 2024
 - Rideshare Week – October 1-5, 2024
 - Election Day - November 5, 2024
 - Transit Equity Day - February 4, 2024
 - Earth Day - April 22, 2024
 - Dump the Pump Day - June 20, 2024
- Community Service Events – CCTS and contractor staff will participate in community events to inform attendees of those events about available transit services.
- Updated Schedule – A new, reliable schedule, combined the completion of constructions projects, and upgrades in passenger amenities should go a long way in gaining back passengers that may have left the system for more reliable transportation alternatives.
- Social Media – Use of social media such as Facebook, Twitter etc. to market transit services available and to update the public with ongoing changes.
- Customer Satisfaction Survey – On-going solicitation of customer feedback to increase rider satisfaction as well as conduct an annual rider survey.
- Target Outreach – Continue building and expanding partnership with Senior living facilities and service providers, schools, churches, chamber of commerce, etc.

The above strategies will assist CCTS in regaining ridership lost due to COVID-19 pandemic.

3.3 PROJECTED RIDERSHIP GROWTH

For FY 2023/24, CCTS is projecting an increase in ridership based on data for 3rd quarter of FY 2023/24. An estimated 18.3 percent increase is expected compared to the previous year. While fixed route ridership will have exceeded pre-pandemic numbers, Dial-A-Ride

is still down 20%. However, staff is optimistic that ridership across the system will continue to grow in the following years. Staff will utilize the marketing strategies outlined in Section 3.2 in an effort to increase ridership. Further, CCTS will continue to explore options that address service attributes to attract new ridership while retaining the existing riders. Therefore, staff anticipates a 12.5 percent increase in ridership for FY 2024/25. CCTS believes this trend will continue in the following years.

3.4 PROPOSED FARE STRUCTURE CHANGES

On August 16, 2023, the City Council approved the new fare structure as part of the adoption of the service recommendations. The fares were evaluated through a comprehensive operations analysis to keep in line with RTA's fare structure. See Section 1.5 for details.

Therefore, CCTS is not planning another fare structure change at this time.

3.5 CAPITAL IMPROVEMENT PLANNING

Bus Stop Improvements

CCTS provides and maintains benches, shelters, signage, and trash receptacles at bus stops. Installation of transit amenities along bus routes are based on numerous factors including, the number of passenger boardings at stops along the routes. CCTS plans to continue on-going improvements to bus stops which include upgrading bus stop accessibility and passenger amenities:

- Redesign and replace shelters that provide advertisement opportunities to generate revenue.
- Replace older blue fiberglass bus benches with metal benches.
- Update bus stops to improve ADA accessibility.
- Assess locations missing amenities and where feasible install new shelters, benches and trash receptacles.
- Redesign signage.

Currently, bus stop improvements are made as needed. The replacement of damaged equipment and assessment are based on customer complaints.

Bus stops within the City of Corona are of the following Tier System:

Description	Amenities
Tier 1	Sign, trash receptacle
Tier 2	Tier 1 with bench seating
Tier 3	Tier 2 with shelter and shelter lighting
Landmark	Tier 3 with landscaping

Each location was assessed through the COA process. It was determined that 82% of the stops fall in the Tier 2 category, and 23% fall in the Tier 3 category.

However, major bus stop improvement efforts will be undertaken as a result of the COA recommendations. These efforts include:

- Removal and relocation of bus stop amenities
- New bus stop and bus stop amenities
- New ADA-accessible stops

While many stops will be eliminated and/or relocated due to restructuring of the current routes, over 60 new bus stops will be added to accommodate the one new route. All new stops will be ADA-accessible.

At a minimum, CCTS intends to have Tier 2 bus stop amenities (with lighting in locations that are dimly lit). Once the list of new stops is developed, a determination will be made for Tier 3 and Landmark locations.

Intelligent Transportation System (ITS)

This system is for the purpose of ensuring customers are receiving the highest quality information on time as well as ensuring that CCTS is operating at optimal efficiency. ITS will include components such as: Computer Aided Dispatching; Automatic Vehicle Location; Automated Annunciators and Reader Boards to meet ADA Requirement; Relay real-time transit information; Automated Passenger Counter; and an Advance Fare Payment System. Customers are demanding enhanced information on a more immediate basis. Additionally, reporting requirements add increased pressure to provide more accurate and detailed information in order to monitor the performance of the system. Upgrading our existing systems and installing new technologies will ensure that customers are receiving the highest quality information on time, as well as ensuring that

CCTS is operating at optimal efficiency. The use of ITS technologies contributes to enhanced customer service, improved productivity, and the overall fiscal responsibility of the transit system. CCTS plans to release the solicitation for an ITS.

CCTS is currently in the investigation phase to explore the various technologies available based on CCTS' needs. CCTS staff has participated in numerous vendor demonstrations and has attended the ITS seminar to assist staff with the potential scope of work for the Request for Proposal. Based on prior year estimates, the cost is projected at \$1.5 million dollars for this project, but given the market changes, the cost may be higher. A solicitation for ITS services is scheduled to be released end of FY 2023/24. Completion of this project is anticipated in FY 2025/26.

Purchase ADA Accessible Van

To provide additional transit options, an ADA-accessible van will be purchased to support the current DAR program and transport fewer passengers (or one wheelchair). This will allow the use of a smaller vehicle for situations when a larger vehicle is not warranted. The use of a smaller vehicle may lead to improved efficiency and an overall improved experience, i.e., punctuality, cost efficiency, comfort, etc. In addition, these vehicles will be used for the proposed microtransit service.

Canopy/Roof Structure for Bus Parking Area

Purchase and install canopies over the bus parking stalls at the City's Corporation Yard to protect and prolong the life of the buses and the associated equipment. CCTS will explore options for canopies equipped with solar panels, which will provide shade for the buses while simultaneously generating renewable energy.

Digital Land Mobile Radio System

The existing radio communication system is nearing its life-expectancy. Purchase and install a new digital land mobile radio communications system.

Replacement Buses

Purchase replacement cutaway buses for Dial-A-Ride service. The purchase of these buses will go through the California Association for Coordinated Transportation/Morongo Basin Transit Authority (CalACT/MBTA) Cooperative Purchasing Schedule (Cooperative

Replacement of two (2) 2012 buses - CCTS put into service ten Type C buses in 2012. Of the ten buses, eight were replaced with 2017 buses and two were kept as service increased. These two buses need replacing as they are showing more signs of wear and tear. These 2012 buses have exceeded their useful life of five years and 150k miles.

Replacement of eleven (11) 2017 buses – CCTS put into service eleven cutaway buses in 2018. These buses have a useful life of five years or a minimum of 150k miles, whichever comes first. These buses will reach their useful life in July 2023.

Zero Emissions Bus Conversion – By 2040, all transit providers are mandated to convert their entire fleet to electric vehicles. Staff will continue their efforts toward full compliance.

TABLE 3 – CCTS FY 2024/25 HIGHLIGHTS

Operations

- Plan for implementation of the recommendations from the Comprehensive Operational Analysis by bringing a consultant on board to assist with the activities outlined in the final plan.
- On-boarding of additional staff who will assist with day-to-day operations as well as data analysis and grant reporting.
- Improve Fixed Route Service
 - Adjust Corona Cruiser bus schedule to reflect actual trip times.
 - Establish an Reduced and Free Fare Program
 - Increase Ridership
- Improve Dial-A-Ride Services
 - Establishing an ADA Subscription Services Policy
- Work with the City's contract transportation operator to improve:
 - Operations of Corona Cruiser and Dial-A-Ride service;
 - Bus maintenance and cleanliness/maintenance of bus stops; and
 - Monitoring and verifying contractor performance.
 - Improve On-Time Performance
- Continue monthly field inspections of all transit operations, i.e., inspect bus stops, buses, control/dispatch center, etc.
- Continue biweekly meetings with transit Contractor for updates on operations, safety, staff training, procedures, etc.

Capital Projects

- Intelligent Transportation System
- Bus Stop Improvement Project
- Purchase of ADA Accessible Van
- Digital Mobile Land Communication System
- Canopy/roof structure for Bus Parking Area
- Replacement Buses

Chapter 4 – Financial Planning

4.1 OPERATING AND CAPITAL BUDGET FOR FY 24/25

Operating Budget

To continue to provide Corona Cruiser fixed route and Dial-A-Ride service, CCTS is proposing an operating budget of \$3.75 million for FY 2024/25, representing a 11 percent increase (\$364,201) over the current year FY 2023/24 planned budget. The operating budget as depicted in the table on the following page is distributed among the following four categories:

- Salaries and Benefits: expenses include wages, fringe benefits (pension, medical, worker's compensation) and OPEB expenses for post-employment benefits. This expense accounts for 8 percent of the budget and a 56 percent increase in the budget line item to account for additional staffing.
- Materials, Marketing, and Utilities: expenses accounting for 2 percent of the budget include printing and publications, advertising, Routematch Dispatching software, utilities, office supplies, minor office equipment, translation services, and administrative/ITS support services.
- Fuel: expenses account for 6 percent of the total budget.
- Contracted Services: constitutes the largest component of the budget at 84 percent. These expenses represent purchased transportation services for Dial-A-Ride and Corona Cruiser. Contract expenses increased by 9 percent due to increased costs for transit operations. CCTS is planning on extending the current contract with MV Transportation, which includes a 19 percent increase in the contract cost. In addition, this line item also reflects costs for consulting services to assist with various activities outlined in the Service Improvement Plan.

Budget by Category and Mode

Category	Mode	FY 2023/24 S RTP	FY 2024/25 Plan	Variance	
				\$	%
Salaries & Benefits					
	Dial-A-Ride	\$ 72,023	\$ 126,789	\$ 54,766	76.0%
	Fixed Route	\$ 112,230	\$ 161,368	\$ 49,138	43.8%
	Subtotal	\$ 184,253	\$ 288,157	\$ 103,904	56.4%
Materials, Marketing and Utilities					
	Dial-A-Ride	\$ 49,396	\$ 50,340	\$ 944	1.9%
	Fixed Route	\$ 36,746	\$ 36,730	\$ (16)	0.0%
	Subtotal	\$ 86,142	\$ 87,070	\$ 928	1.1%
Fuel					
	Dial-A-Ride	\$ 108,240	\$ 110,000	\$ 1,760	1.6%
	Fixed Route	\$ 119,100	\$ 120,000	\$ 900	0.8%
	Subtotal	\$ 227,340	\$ 230,000	\$ 2,660	1.2%
Contracted Services					
	Dial-A-Ride	\$ 1,605,259	\$ 1,562,095	\$ (43,164)	-2.7%
	Fixed Route	\$ 1,287,297	\$ 1,587,170	\$ 299,873	23.3%
	Subtotal	\$ 2,892,556	\$ 3,149,265	\$ 256,709	8.9%
Total					
	Dial-A-Ride	\$ 1,834,918	\$ 1,849,224	\$ 14,306	0.8%
	Fixed Route	\$ 1,555,373	\$ 1,905,268	\$ 349,895	22.5%
	Total	\$ 3,390,291	\$ 3,754,492	\$ 364,201	10.7%

For FY 2024/25, CCTS is proposing a funding plan that includes Local Transportation Funds (LTF), Federal Transit Administration (FTA) Section 5307 funds, State of Good Repair (SGR prior year funds), Low Carbon Transit Operations Program funds, AB2766 funds and revenues generated by passenger fares, bus shelter advertising, and local funds.

Capital Budget

CCTS is requesting capital funds for the following projects:

- Bus Stop Improvements
- Hydrogen Fueling Station
- Infrastructure for Battery Electric Buses

The following funds are being programmed for the above projects: STA, SGR, SB 125 TIRCP, and SB125 ZETCP. In addition, staff will utilize funding from prior approved SRTP projects for capital projects planned for FY 2024/25. See section 4.4 for a list of open projects.



Table 4.0 - Summary of Funding Requests - FY 2024/25

City of Corona
Original

Operating															
Project	Total Amount of Funds	5307 RS	AB 2766	FARE	LCTOP PUC99313	LTF	OTHR LCL	SB 125 TIRCP GF	SB 125 ZETCP GGRF	SB 125 ZETCP PTA	SGR PUC99313	SGR PUC99314	STA PUC99314		
Capital Cost of Contracting - Dial-A-Ride	\$574,838	\$459,870				\$114,968									
Capital Cost of Contracting - Fixed Route	\$584,868	\$467,894				\$116,974									
Corona Cruiser Operating	\$1,320,400	\$374,660	\$5,000	\$35,200	\$143,113	\$723,427	\$39,000								
Corona Dial-A-Ride Operating	\$1,274,386	\$374,660		\$0	\$133,990	\$755,736	\$10,000								
Sub-total Operating	\$3,754,492	\$1,677,084	\$5,000	\$35,200	\$277,103	\$1,711,105	\$49,000	\$0	\$0	\$0	\$0	\$0	\$0		

Capital															
Project	Total Amount of Funds	5307 RS	AB 2766	FARE	LCTOP PUC99313	LTF	OTHR LCL	SB 125 TIRCP GF	SB 125 ZETCP GGRF	SB 125 ZETCP PTA	SGR PUC99313	SGR PUC99314	STA PUC99314		
Bus Stop Improvements - 25-3	\$114,869										\$75,297	\$4,703	\$34,869		
Hydrogen Fueling Station - 25-01	\$10,303,948							\$4,223,515	\$2,077,380	\$4,003,053					
Infrastructure for Battery Electric Buses - 25-02	\$2,096,052							\$2,096,052							
Sub-total Capital	\$12,514,869	\$0	\$0	\$0	\$0	\$0	\$0	\$6,319,567	\$2,077,380	\$4,003,053	\$75,297	\$4,703	\$34,869		
Total Operating & Capital	\$16,269,361	\$1,677,084	\$5,000	\$35,200	\$277,103	\$1,711,105	\$49,000	\$6,319,567	\$2,077,380	\$4,003,053	\$75,297	\$4,703	\$34,869		

FY 2024/25 Projected Funding Details															
5307 RS	\$1,677,084														
AB 2766	\$5,000														
FARE	\$35,200														
LCTOP PUC99313	\$277,103														
LTF	\$1,711,105														
OTHR LCL	\$49,000														
Total Estimated Operating Funding Request	\$3,754,492														
SB 125 TIRCP GF	\$6,319,567														
SB 125 ZETCP GGRF	\$2,077,380														
SB 125 ZETCP PTA	\$4,003,053														
SGR PUC99313	\$75,297														
SGR PUC99314	\$4,703														
STA PUC99314	\$34,869														
Total Estimated Capital Funding Request	\$12,514,869														
Total Funding Request	\$16,269,361														

TABLE 4A – CAPITAL PROJECT JUSTIFICATION



FY 2024/25 S RTP

City of Corona

Table 4.0 A - Capital Project Justification Original

Project Number: 25-01

FTIP No: Not Assigned - New Project

Project Name: Hydrogen Fueling Station

Category: Buildings and Facilities

Sub-Category: Rehabilitation/Improvement

Fuel Type: Hydrogen

Project Description: A Hydrogen fueling infrastructure to support the deployment of the FCEB is needed . FCEB infrastructure deployment will require hiring an infrastructure planning contractor. FCEB deployment requires the installation of a fueling station and may require improvements such as upgrades to the switchgear or utility service connections. Planning and design work, including the development of detailed electrical and construction drawings required for permitting, is also necessary once specific charging equipment has been selected. The hydrogen fueling station, for on-site fueling, will include a hydrogen delivery system, hydrogen storage tanks, vaporizer (for liquid storage), compressor, chiller, and dispensing system that delivers fuel to the vehicles. Infrastructure is assumed to be built out in one project that will conclude prior to the first FCEB deployment in 2028.

Project Justification: To comply with the CARB's Innovative Clean Technology (ICT) Regulation, the City of Corona Council approved a mixed-fleet source technology to provide greater redundancy and resilience benefits and less reliance on a single fuel source. These technologies include Battery Electric Bus (BEB) and Fuel Cell Electric Bus (FCEB). The City of Corona's transit fleet includes twenty compressed natural gas buses, seven (7) 32' buses, and thirteen (13) cutaway buses. To support the deployment of the mixed fleet BEB and FCEB, installation of charging stations and improvements to existing electrical infrastructure as well as hydrogen fueling infrastructure are required. The infrastructure supporting the ZEB fleet must be completed prior to each bus delivery.

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
SB 125 TIRCP GF	FY 2024/25	\$4,223,515
SB 125 ZETCP GGRF	FY 2024/25	\$2,077,380
SB 125 ZETCP PTA	FY 2024/25	\$4,003,053
Total		\$10,303,948

**PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS
APPROVED BUT NOT YET ORDERED**

FTA Grant No.	FTIP ID No.	RCTC/S RTP Project No.	Description



FY 2024/25 SRTP

City of Corona

Table 4.0 A - Capital Project Justification Original

Project Number: 25-02

FTIP No: Not Assigned - New Project

Project Name: Infrastructure for Battery Electric Buses

Project Description: Infrastructure is needed to support the deployment of Battery Electric Buses (BEB). BEB infrastructure deployment will require infrastructure planning, the purchase of dispensers and chargers, and electric service upgrades to add service capacity. CCTS BEB charging depot will consist of seven chargers with two dispensers per charger. An electric service upgrade includes an estimated 1 megawatt of additional electricity capacity to accommodate charging for thirteen BEBs. Infrastructure is assumed to be built out in one project that will conclude prior to the first BEB deployment in 2029.

Project Justification: To comply with the CARB's Innovative Clean Technology (ICT) Regulation, the City of Corona Council approved a mixed-fleet source technology to provide greater redundancy and resilience benefits and less reliance on a single fuel source. These technologies include Battery Electric Bus (BEB) and Fuel Cell Electric Bus (FCEB). The City of Corona's transit fleet includes twenty compressed natural gas buses, seven (7) 32' buses, and thirteen (13) cutaway buses. To support the deployment of the mixed fleet BEB and FCEB, installation of charging stations and improvements to existing electrical infrastructure, as well as hydrogen fueling infrastructure, are required. The infrastructure supporting the ZEB fleet must be completed before each bus delivery.

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
SB 125 TIRCP GF	FY 2024/25	\$2,096,052
Total		\$2,096,052

**PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS
APPROVED BUT NOT YET ORDERED**

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description



FY 2024/25 SRTTP

City of Corona

Table 4.0 A - Capital Project Justification Original

Project Number: 25-3

FTIP No: Not Assigned - New Project

Project Name: Bus Stop Improvements

Category: Buildings and Facilities

Sub-Category: Rehabilitation/Improvement

Fuel Type: N/A

Project Description: The Corona Cruiser serves 185 bus stops along two routes – the Red and Blue Lines. This project will provide funding to improve ADA accessibility, maintain bus stop furniture and equipment in a proper and safe manner and provide funding to place additional stops as demand warrants. This transit enhancement project will entail the purchase and installation of new and/or replacement bus stop amenities to improve accessibility and/or removing barriers to accessibility. Project funding will enable the purchase of bus stop shelters, benches, solar lighting, bus stop signage, trash receptacles and bus stop post mounted lights. This project is a multi-year/on-going activity.

Project Justification: Bus stop shelters provide patrons with shelter during inclement weather and shaded respite from the sun. Shelters also provide lighting for convenience and enhanced passenger safety.

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
SGR PUC99313	FY 2024/25	\$75,297
SGR PUC99314	FY 2024/25	\$4,703
STA PUC99314	FY 2024/25	\$34,869
Total		\$114,869

**PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS
APPROVED BUT NOT YET ORDERED**

FTA Grant No.	FTIP ID No.	RCTC/SRTTP Project No.	Description
		21-2	Open
		24-3	

TABLE 4B – FAREBOX REVENUE CALCULATION
(Consistent with Riverside County Transportation Commission Farebox Recovery Policy)

Farebox Recovery Ratio Revenues	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24 YE Est*	FY 2024/25 Est*
Passenger Fares	\$51,370	\$130,707	\$32,070	\$30,381	\$35,200
Interest Income	\$0	\$0	\$14,314	\$0	\$0
General Fund Contribution	\$0	\$0	\$0	\$0	\$0
Measure A	\$0	\$0	\$0	\$0	\$0
Passenger Shelter Advertising Revenue	\$8,000	\$9,854	\$9,742	\$9,000	\$9,000
Gain on Sale of Capital Assets	\$0	\$0	\$0	\$0	\$0
CNG Revenues	\$0	\$0	\$0	\$0	\$0
Lease / Other Revenue	\$0	\$0	\$0	\$0	\$0
Federal	\$0	\$134,807	\$198,136	\$197,867	\$196,871
LCTOP	\$0	\$74,325	\$205,600	\$216,420	\$277,103
Investment Income	\$0	-\$49,165	\$0	\$0	\$0
Fare Revenues from Exempt Routes	\$0	\$0	\$0	\$0	\$0
Other Revenues*	\$22,136	\$31,269	\$52,368	\$37,111	\$45,000
Total Farebox Revenues	\$81,506	\$331,797	\$512,230	\$490,779	\$563,174
Total Operating Expense	\$1,901,148	\$2,157,427	\$2,685,728	\$2,990,854	\$3,754,492
Farebox Recovery Ratio**	4%	15%	19%	16%	15%

*Includes Corona Medical Regional Center contribution, AB2766 Fare subsidy and contractor penalties.

** Farebox recover ratio requirement is based on a system-wide blended rate of 15% (10% for DAR Specialized Service and 20% for Corona Cruiser fixed route service. Utilizing FTA funds for farebox recovery.

4.2 FUNDING PLANS TO SUPPORT PLANNED OPERATING AND CAPITAL PROGRAM (FY25/26 & FY26/27)

Operating Program

CCTS funding plan to support FY 2025/26 and FY 2026/27 includes:

- Local Transportation Funds (LTF)
- FTA Section 5307 funds
- State of Good Repair
- Low Carbon Transit Operations Program (LCTOP)
- Passenger Fare revenues
- AB2766 funds
- Bus shelter advertising
- General funds to close the funding gap in order to meet the farebox recovery ratio, and other local funds.

Capital Program

Capital program funds supporting FY 2025/26 and FY 2026/27 will include FTA sections 5307 & 5339, State Transit Assistance (STA), State of Good Repair, and SB125 TIRCP and ZETCP for prior approved projects and current requests.



Table 4.1 - Summary of Funding Requests - FY 2025/26

City of Corona
Original

Operating															
Project	Total Amount of Funds	5307 RS	AB 2766	FARE	LCTOP OB	LTF	OTHR LCL								
Corona Cruiser Operating	\$1,955,765	\$857,991	\$5,000	\$35,200	\$171,736	\$846,838	\$39,000								
Corona Dial-A-Ride Operating	\$1,900,301	\$849,703		\$0	\$160,788	\$879,810	\$10,000								
Sub-total Operating	\$3,856,066	\$1,707,694	\$5,000	\$35,200	\$332,524	\$1,726,648	\$49,000								

Capital															
Project	Total Amount of Funds	5307 RS	AB 2766	FARE	LCTOP OB	LTF	OTHR LCL								
No Capital Projects															
Total Operating & Capital	\$3,856,066	\$1,707,694	\$5,000	\$35,200	\$332,524	\$1,726,648	\$49,000								

FY 2025/26 Projected Funding Details															
5307 RS	\$1,707,694														
AB 2766	\$5,000														
FARE	\$35,200														
LCTOP OB	\$332,524														
LTF	\$1,726,648														
OTHR LCL	\$49,000														
Total Estimated Operating Funding Request	\$3,856,066														
Total Funding Request	\$3,856,066														



Table 4.2 - Summary of Funding Requests - FY 2026/27

City of Corona
Original

Operating																
Project	Total Amount of Funds	5307 RS	AB 2766	FARE	LCTOP PUC99313	LCTOP PUC99314	LTF	OTHR LCL								
Corona Cruiser Operating	\$2,018,765	\$877,442	\$5,000	\$70,200	\$107,300	\$7,700	\$912,123	\$39,000								
Corona Dial-A-Ride Operating	\$1,962,845	\$868,820			\$160,800		\$923,225	\$10,000								
Sub-total Operating	\$3,981,610	\$1,746,262	\$5,000	\$70,200	\$268,100	\$7,700	\$1,835,348	\$49,000								
Capital																
Project	Total Amount of Funds	5307 RS	AB 2766	FARE	LCTOP PUC99313	LCTOP PUC99314	LTF	OTHR LCL								
No Capital Projects																
Total Operating & Capital	\$3,981,610	\$1,746,262	\$5,000	\$70,200	\$268,100	\$7,700	\$1,835,348	\$49,000								
FY 2026/27 Projected Funding Details																
5307 RS	\$1,746,262															
AB 2766	\$5,000															
FARE	\$70,200															
LCTOP PUC99313	\$268,100															
LCTOP PUC99314	\$7,700															
LTF	\$1,835,348															
OTHR LCL	\$49,000															
Total Estimated Operating Funding Request	\$3,981,610															
Total Funding Request	\$3,981,610															

4.3 REGULATORY AND COMPLIANCE REQUIREMENTS

Half Fare During Non-Peak Hours

According to federal statute, transit operators must allow 1) elderly persons, 2) persons with disabilities, and 3) Medicare card holders to ride fixed route service during off-peak hours for a fare that is not more than one-half the base fare charged to other persons during peak hours. The base fare for Cruiser service is \$1.50 during peak and non-peak hours (\$1.75 effective 1/1/24). The fare for an elderly person (60+), a person with disabilities, and Medicare cardholders is \$0.70 (\$.75 effective 1/1/24) throughout the service day.

Americans with Disabilities Act (ADA)

The Americans with Disability Act requires that complementary paratransit service be available to ADA-certified persons during the same hours and days of operation available to fixed route passengers. Complementary paratransit service must be provided within $\frac{3}{4}$ of a mile corridor from each side of a fixed route. CCTS operates Dial-A-Ride service that extends beyond the $\frac{3}{4}$ mile corridor to the city limits, into the county areas of Coronita, El Cerrito, and Home Gardens, as well as satellite locations in the City of Norco (Department of Motor Vehicles, Department of Public Social Services and Norco College). ADA-certified passengers receive priority. As such, CCTS maintains zero denials for ADA-certified passengers.

Provision of Service – ADA complementary paratransit must be provided to an ADA eligible individual, including those with temporary eligibility, a Personal Care Attendant (PCA) if necessary, and one other individual accompanying the ADA-eligible individual, if requested. Additional companions may be provided service, if space is available. Service also must be provided to visitors. Any visitor who presents ADA eligibility documentation from another jurisdiction must be provided service.

Type of Service – ADA specifies “origin to destination” service. In certain instances, this might require service beyond strict curb-to-curb. Door-to-door assistance for ADA-certified passengers is available upon request. Door-to-door service is available when:

- Drivers can see the bus at all times;
- The outermost door is within 150 feet from the bus;
- Driver safety and security is maintained; and

- Where a safe parking area is available.

Fares – The ADA complementary paratransit fare cannot exceed twice the fare for a trip of similar length, at a similar time of day, on the fixed route system, and no fares may be charged for PCAs accompanying an ADA-certified passenger. ADA-certified individuals are charged \$3.50 per trip, which is twice the fare for a trip on the fixed route Cruiser (\$1.75 x 2 = \$3.50). A companion is charged \$3.50 per trip as well.

Disadvantaged Business Enterprise

Pursuant to Federal Regulation 49 CFR Part 26 - Disadvantaged Business Enterprise (DBE), all public agencies receiving U.S. Department of Transportation (USDOT) funds that anticipate awarding \$250,000 or more in USDOT-assisted contracts must establish a three-year (3) overall DBE goal for potential contracting opportunities for certified suppliers.

CCTS will continue using federal section FTA 5307 funds for future projects including the use of these funds for operating and capital projects. The City submitted its' updated DBE program and DBE triennial goal and methodology on September 1, 2023. The DBE goal & methodology is for federal Fiscal Years 2024-2026 (October 1, 2023 through September 30, 2026). The DBE Goal and Program are pending review and concurrence by FTA. The next Triennial DBE Goal is due on August 1, 2026.

Title VI

In compliance with Title VI of the Civil Rights Act of 1964, no person on the basis of race, color, or national origin, is excluded from participation in, or is denied the benefits of, or is subjected to discrimination within the scope of services offered by CCTS. The following notification to passengers of their right to file a complaint is included on the City of Corona website, service brochures, and posted on board CCTS buses.

No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity of the City of Corona Transit Service (CCTS). The Public Works Director is the CCTS Title VI Compliance Officer. For more information, or to file a Title VI Civil Rights complaint, contact the Corona Public Works Department by telephone at (951) 736-2266, by email at publwks@ci.corona.ca.us, or by visiting the Public Works Department at 400 S. Vicentia Avenue, Suite 210, Corona, CA 92882.

The City submitted its' updated Title VI program (2024-2026) on May 25, 2023, which is pending concurrence from FTA. The next Title VI program update is due on June 1, 2026.

Transit Asset Management (TAM) Plan

Federal regulations 49 CFR 625 requires agencies to develop a transit asset management (TAM) plan if it owns, operates, or manages capital assets used to provide public transportation and receives federal financial assistance under 49 U.S.S. Chapter 53 as a recipient or subrecipient. As a recipient of federal funds and operating a public transit system, CCTS is required to comply with this regulation. Under this regulation, CCTS is defined as a Tier II provider. Tier II transit provider are that own, operate less than 100 vehicles in revenue service during peak regular service across all fixed route modes or in any one non-fixed route mode. CCTS' TAM plan includes the following four required elements: 1) An inventory of assets; 2) Condition assessment of inventoried assets; 3) Description of decision support tool; and 4) A prioritized list of investments.

As required, on October 29, 2018, the completed TAM Plan was submitted to Southern California Association of Government, the metropolitan planning organization for the region. In addition, CCTS prepares an annual report and submits it to Federal Transit Administration's National Transit Database. The report includes asset inventory data, condition assessments and performance results and projected targets for the following fiscal year along with a narrative report on any changes.

Per regulations, the TAM plan is required to be updated every four (4) years. CCTS submitted its updated TAM plan to SCAG on November 3, 2022.

Public Transit Agency Safety Plan (PTASP)

Federal Transit Administration (FTA) published the PTASP Final Rule (49 C.F.R. Part 673), which requires public transportation systems that receive federal funds under FTA's Urbanized Area Formula Grants to develop safety plans that include processes and procedures for implementing the Safety Management Systems (SMS). The documented SMS ensures that the CCTS is performing the necessary risk management activities, monitoring its results, and making the necessary adjustments in maintaining a safe system. This plan outlines how CCTS, in partnership with its transit operations contractor, will continually identify, monitor, and mitigate various safety risks and hazards present in its transit operating environment.

In addition, under the PTASP rule, the transit operator is required to set safety performance targets based on the safety performance measures established by the National Public Transportation Safety Plan (NSP). The NSP safety performance measures are for the following categories: Fatalities, Injuries, Safety Events, and System Reliability (State of Good Repair). The first set of performance targets has been shared with Corona’s Metropolitan Planning Organization (MPO), the Southern California Association of Governments (SCAG) and the California Department of Transportation.

The plan was approved and adopted by the City Council on April 15, 2020. The plan has also been approved by the California Department of Transportation, Division of Rail & Mass Transportation.

Furthermore, as a result of the pandemic, the Federal Transit Administration requires all safety plans to be amended in compliance with 49 U.S. Code 5329(d) to include infectious disease prevention protocols and safety performance targets. The safety plan was updated and approved by City Council on December 7, 2022. The amended plan was submitted to SCAG on December 27, 2022.

Transportation Development Act Triennial Audit

The triennial performance audits are administered and coordinated by RCTC. CCTS underwent a Transportation Development Act (TDA) Triennial Performance Audit in October 2021 and a site visit in December 2021 covering Fiscal Years 2018/19 through 2020/21. While the audit results reveal CCTS operations meeting the major goals and objectives of the TDA program, room for improvement is always paramount with the audit, which suggests improvements in two areas as summarized in Table 4.3 Progress Implementing Triennial Performance Audit Draft Recommendations.

TABLE 4.5 – PROGRESS IMPLEMENTING TRANSPORTATION DEVELOPMENT ACT (TDA) TRIENNIAL PERFORMANCE AUDIT RECOMMENDATIONS

TDA Triennial Performance Audit Period Covering FY 2018/19 through FY 2020/21	
Audit Recommendations	Action / Remedy
Continue process of implementing ADA subscription services on Dial-A-Ride	<p>This recommendation is being carried forward from the prior audit.</p> <p>Subscription service is a convenience offered to ADA paratransit passengers who take the same trip on a regular basis, as it reduces the need to make repeated calls for each ride. Many agencies have subscription service trips (i.e., having a standing reservation scheduled) that make up a portion of their trip requests. Subscription service trips generally are trips that a patron makes multiple times per month, often multiple times per week, and have a specific origin and destination that do not change. Most often, these types of</p>

	<p>trips are for employment, medical, and/or educational purposes. These trips can be prescheduled, thus reducing the burden on the scheduler/dispatcher and call in-take system.</p> <p>ADA subscription service is generally on a space-available basis, and scheduled on a first-come, first-served basis for a given time period (e.g., 14 or 30 days of subscription service). Federal ADA law permits the use of subscription service as long as it does not absorb more than 50 percent of the available trips at a given time of day, and does not result in next-day ADA trip denials. Subscription service is discretionary and not mandated under ADA, which allows the City to investigate its feasibility through a demonstration period to determine whether additional scheduling efficiencies through the new scheduling software can be made, as well as whether there is some reduced staff and cost burden from the number of calls for reservations.</p> <p>Dial-a-Ride's transition from general public to a specialized service for ADA-certified and senior passengers makes the subscription service option more feasible. Subscription trips to many adult day care centers have been ongoing. In addition, the CCTS staff in conjunction with the contracted transit operator already monitor ADA trips to ensure that there are no capacity constraints. Nevertheless, staff will continue to work with the contract operator and review the feasibility of establishing a formal ADA Subscription Services Policy. A call-back function to remind riders of their upcoming trips will also improve operating efficiency and effectiveness. The City will be incorporating call-back function in the next ITS project.</p>
Include additional locally generated revenue in the farebox recovery.	<p>During the audit period, Corona adopted a blended farebox recovery standard of 15 percent. The revenues in the farebox ratio are composed primarily of passenger fares, City supplemental support revenues, and air district subsidies. New state legislation (SB 508) reinforces the current RCTC practice of allowing other locally generated revenues in the farebox ratio. These other revenues could include advertising generated by the transit system, and bus wraps on the vehicles, and other local contributions from the City to the transit program. Corona allows advertising space on its bus shelters and has expressed interest in allowing advertising on board its vehicles. The City currently does not have an advertising policy but has expressed interest in developing one. However, staffing and budgetary constraints make it difficult to pursue. Nevertheless, given the farebox recovery trends, the City should pursue this measure to incorporate other locally generated revenue in its farebox recovery.</p> <p>CCTS staff will continue to look for additional revenue sources to meet farebox recovery ratio of 10% for specialized Dial-A-Ride service and 20% for fixed route.</p>

Federal Transit Administration Triennial Review

A Federal Transit Administration Triennial Review for the period 2017-2020 was completed in April 2020. The final report was received on June 8, 2021. No deficiencies were found, and the city successfully complied with all 21 areas covered in the review process.

National Transit Database

The National Transit Database (NTD) approved CCTS' request to submit transit financial and performance data through a Small Systems Waiver starting in report year 2011; the waiver is available to transit providers operating 30 or fewer buses. The submission date for Report Year 2023 was October 30, 2023. CCTS staff provided responses and clarification to NTD reviewers following the initial review. The 2023 annual NTD report is pending closeout.

Alternative Fueled Vehicles (RCTC Policy)

The Riverside County Transportation Commission (RCTC) encourages all Riverside County transit operators to transition from diesel-powered transit buses to alternative fuel buses. Compressed Natural Gas (CNG) and liquefied natural gas (LNG) are recognized as preferred options. CCTS operates using CNG-powered buses.

4.4 OPEN PROJECTS

CCTS has twelve (12) prior SRTP-approved projects open. The table on the following page reflects these open projects. See Section 3.5 for detailed information about each of the projects listed.

table

Project Name	SRTP Project #	New Project #	Project Element	Funding Category	Project Timeline	Original Project Award	Project Balance
Route Development Buses - Changed Scope to Replacement of 2017 DAR Buses	15-03	24-2	1	1	Dec-25	\$ 300,000	\$ 70,281
	19-02					\$ 945,000	\$ 945,000
	24-2					\$ 1,767,719	\$ 1,767,719
	Amount Available for Replacement of 2017 DAR Buses:						\$ 2,783,000
Bus Stop Improvements	17-2	24-3	6	1	On-going	\$ 600,000	\$ 511,644
	21-2					\$ 50,646	\$ 50,646
	24-3					\$ 99,354	\$ 99,354
	25-3	\$ 114,869				\$ 114,869	
	Amount Available for Bus Stop Improvements:						\$ 776,513
Intellegent Transportation System (ITS)	19-01	24-4	3	1	Jun-26	\$ 500,000	\$ 500,000
	20-1					\$ 50,000	\$ 50,000
	21-3					\$ 345,000	\$ 345,000
	22-1					\$ 405,000	\$ 405,000
	Amount Available for ITS:						\$ 1,300,000
ADA Accesible Van	19-03		1	1	Dec-25	\$ 48,039	\$ 48,039
	20-3					\$ 48,198	\$ 48,198
	Amount Available for ADA Accessible Van:						\$ 96,237
Digital Land Mobile Radio (DLMR)	20-2		5	1	Dec-25	\$ 135,000	\$ 135,000
	Amount Available for DLMR:						\$ 135,000
Bus Parking Canopy	21-1		4	1	Dec-25	\$ 100,000	\$ 100,000
	Amount Available for Bus Parking Canopy:						\$ 100,000
Support Equipment & Software	19-4		3	1	Dec-24	\$ 10,000	\$ 2,867
	Amount Available for Support Equipment:						\$ 2,867
Replacement of 2012 Dial-A-Ride Buses	22-2	24-1	1	1	Dec-25	\$ 306,330	\$ 306,330
	24-1					\$ 205,456	\$ 205,456
	Amount Available for Replacement of 2012 DAR Buses:						\$ 511,786
Hydrogen Fueling Station	25-1		4	1	Jun-26	\$ 10,303,948	\$ 10,303,948
	Amount Available for Hydrogen Fueling Station:						\$ 10,303,948
Infrastructure for Battery Electric Buses	25-2		4	1	Jun-26	\$ 2,096,052	\$ 2,096,052
	Amount Available for Infrastructure for Battery Electric Buses:						\$ 2,096,052
TOTAL AMOUNT AVAILABLE FROM ALL PROJECTS:							\$ 18,105,403

Legend

Project Elements:

- 1 Revenue Vehicle Purchases
- 2 Non-Revenue Vehicle Purchases
- 3 Vehicle Systems and Equipment
- 4 Buliding, Land and Facilities
- 5 Communications and Information Technology Systems
- 6 Transit Shelters and Amenities
- 7 Fixed Guideways and Tracks
- 8 Debt Service
- 9 Maintenance
- 10 Security
- 11 Planning/Feasability

Funding Category

- 1 Fully Funded
- 2 Partially Funded

City of Corona Transit Service

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