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# SHORT RANGE TRANSIT PLAN

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FY2023/24 through FY 2025/26



**CITY OF CORONA TRANSIT SERVICE**



# Table of Contents

<b><u>CHAPTER 1 – SYSTEM OVERVIEW AND SERVICE PROFILE.....</u></b>	<b><u>4</u></b>
1.0 INTRODUCTION .....	4
1.1 DESCRIPTION OF SERVICE AREA.....	4
TABLE 1 – INDIVIDUAL ROUTE DESCRIPTIONS AND AREA SERVICED .....	6
1.2 POPULATION PROFILE AND DEMOGRAPHIC .....	8
1.3 DESCRIPTION OF SERVICES .....	10
1.4 OPERATING DATA FOR CORONA TRANSIT SERVICES .....	11
1.5 CURRENT FARE STRUCTURE.....	13
1.6 REVENUE FLEET.....	15
TABLE 1.1 – FLEET INVENTORY .....	16
1.7 EXISTING FACILITIES AND BUS STOP AMENITIES .....	18
1.8 EXISTING COORDINATION BETWEEN TRANSIT AGENCIES.....	18
1.9 REFERENCE OF PRIOR AND/OR EXISTING STUDIES AND PLANS .....	19
<b><u>CHAPTER 2 – EXISTING SERVICE AND ROUTE PERFORMANCE.....</u></b>	<b><u>26</u></b>
2.1 KEY PERFORMANCE INDICATORS .....	26
TABLE 2.0 – SERVICE PROVIDER PERFORMANCE TARGET REPORT .....	28
2.2 SRTP PERFORMANCE REPORT .....	29
TABLE 2.1 – FY2023/24 SRTP PERFORMANCE REPORT .....	30
2.3 SERVICE SUMMARY.....	31
TABLE 2.2 – SRTP SERVICE SUMMARY .....	35
2.4 SERVICE PERFORMANCE .....	38
TABLE 2.3 – SRTP ROUTE STATISTICS: DATA ELEMENTS & PERFORMANCE INDICATORS.....	39
2.5 PRODUCTIVITY IMPROVEMENT EFFORTS.....	41

2.6	MAJOR TRIP GENERATORS.....	41
2.7	RECENT SERVICE CHANGES.....	42

**CHAPTER 3 – FUTURE SERVICE PLANS, FARE CHANGES, CAPITAL PLANNING AND MARKETING .....42**

3.1	PLANNED SERVICE CHANGES .....	42
3.2	MARKETING PLANS AND PROMOTION .....	43
3.3	PROJECTED RIDERSHIP GROWTH .....	45
3.4	PROPOSED FARE STRUCTURE CHANGES.....	45
3.5	CAPITAL IMPROVEMENT PLANNING .....	46
	TABLE 3 – CCTS FY 2023/24 HIGHLIGHTS .....	50

**CHAPTER 4 – FINANCIAL PLANNING .....51**

4.1	OPERATING AND CAPITAL BUDGET FOR FY 23/24.....	51
	TABLE 4 – SUMMARY OF FUNDS REQUESTED FOR FY 2023/24.....	54
	TABLE 4A – CAPITAL PROJECT JUSTIFICATION.....	56
	TABLE 4B – FAREBOX REVENUE CALCULATION .....	67
4.2	FUNDING PLANS TO SUPPORT PLANNED OPERATING AND CAPITAL PROGRAM (FY24/25 & FY25/26)	68
	TABLE 4.2 – SUMMARY OF FUNDS REQUESTED FOR FY 2024/25.....	69
	TABLE 4.2 – SUMMARY OF FUNDS REQUESTED FOR FY 2025/26.....	70
4.3	REGULATORY AND COMPLIANCE REQUIREMENTS .....	71
4.4	OPEN PROJECTS .....	75

## Executive Summary

The Riverside County Transportation Commission is the designated Regional Transportation Planning Agency with fiduciary and administrative oversight of transit operators in Riverside County. The Short-Range Transit Plan (SRTP) 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 Riverside County Transportation Commission (RCTC) every three-years. Each year, RCTC reviews and approves the SRTP and allocates local, state and federal funding. The SRTP 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 SRTP 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 2023/2024, 2024/2025 and 2025/2026. The plan includes the first year, FY2023/2024, 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

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### 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 2023/24 – 2025/26).

### 1.1 DESCRIPTION OF SERVICE AREA

Corona is a suburban community located ~45 miles southeast of Los Angeles in western Riverside County, 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 157,000, with the estimated median household income at \$90,529. 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 data gathered, it was determined 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 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 alignment adjustments. Existing routes provide access to commercial, retail, residential areas, medical facilities, schools, municipal facilities/service, jobs and links to other transit services.

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

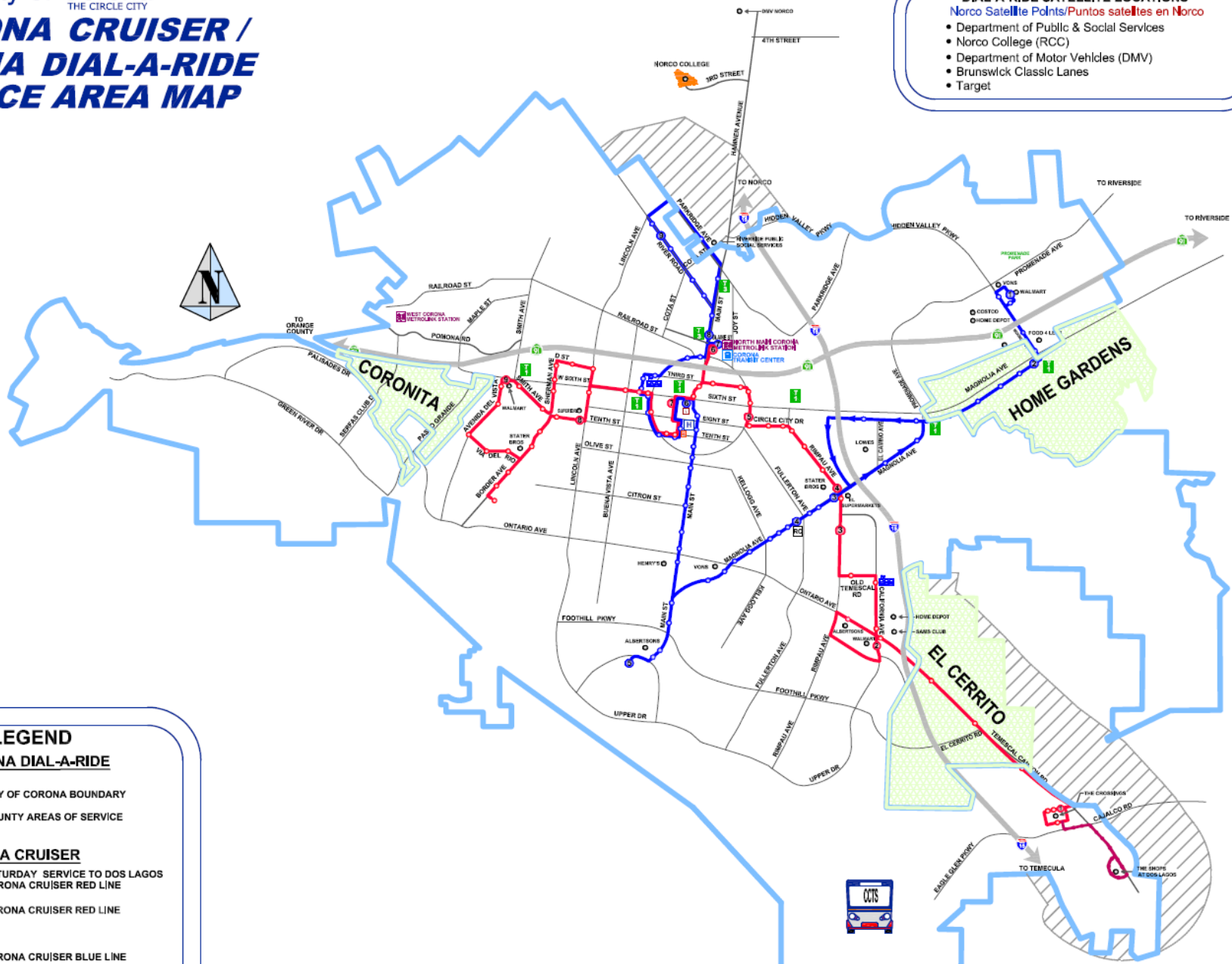
**TABLE 1 – INDIVIDUAL ROUTE DESCRIPTIONS AND AREA SERVICED**

Mode	Route	Description	Service Area/Sites
<b>Corona Cruiser</b>			
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.
<b>Dial-A-Ride</b>			
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 satelites 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

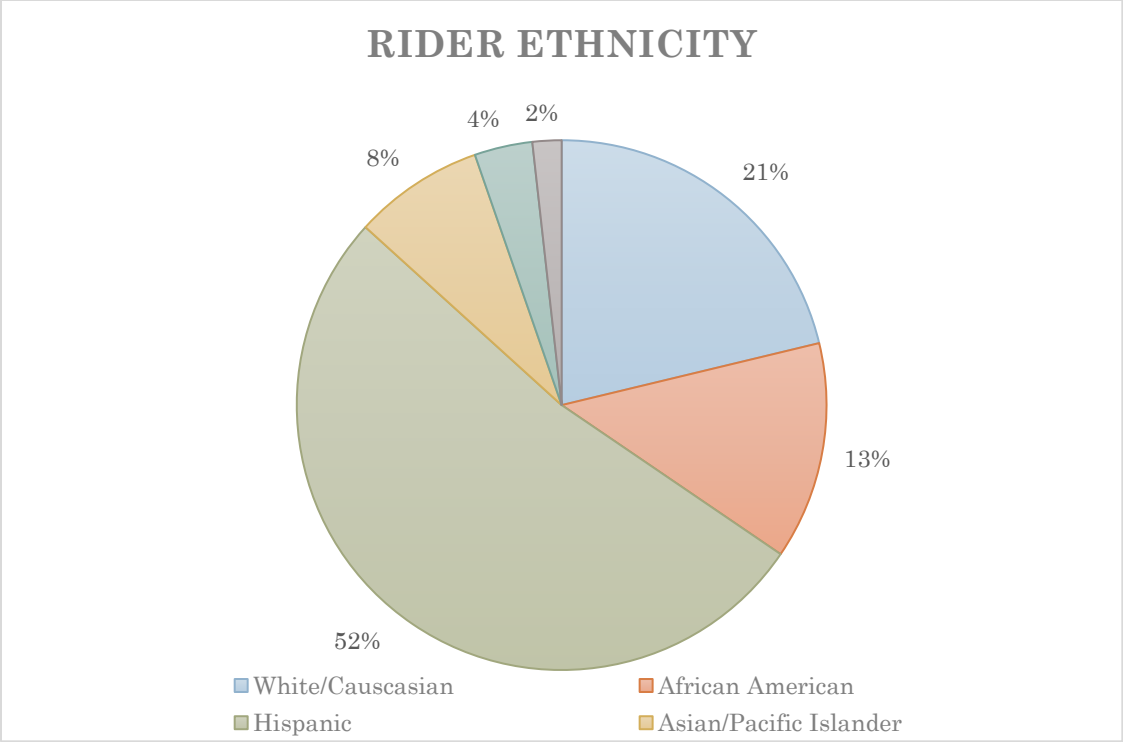
Based on the 2017-2021 American Community Survey 5-year Estimate, CCTS serves a diverse population of 157,844 city residents. That diversity is reflected in the table below.

### *City Population and Diversity*

Demographic	Population Estimate	Percent
Race		
Total population	157,844	100.0%
One race	141,084	89.4%
Two or more races	16,760	10.6%
One race	141,084	89.4%
White	79,111	50.1%
Black or African American	9,518	6.0%
American Indian and Alaska Native	1,185	0.8%
Asian	16,195	10.3%
Native Hawaiian and Other Pacific Islander	627	0.4%
Some other race	34,448	21.8%
Two or more races	16,760	10.6%
White and Black or African American	828	0.5%
White and American Indian and Alaska Native	1,246	0.8%
White and Asian	2,266	1.4%
Black or African American and American Indian and Alaska Native	105	0.1%

Source: U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimate

The following graph on the following page depicts the racial makeup of the City which mirrors the riders based on the onboard survey conducted during the Comprehensive Operations Analysis.



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 2022/23.

*Passenger Characteristics*

Dial-A-Ride		Corona Cruiser	
Seniors	30.4%	General Public	33.0%
Persons with Disabilities	45.7%	Students	30.2%
ADA Certified	21.6%	Seniors/Persons with Disabilities	34.7%
Personal Care Attendants	2.0%	RTA Transfers	0.9%
Metrolink Transfers	0.2%	Metrolink Transfers	0.1%
Children	0.1%	Children	1.1%

# 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, 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*

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 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 are allowed to leave voicemail message reservations on Sundays and Holidays for next day service.

The DAR schedule is as follows:

	Non-ADA Complementary Paratransit	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**

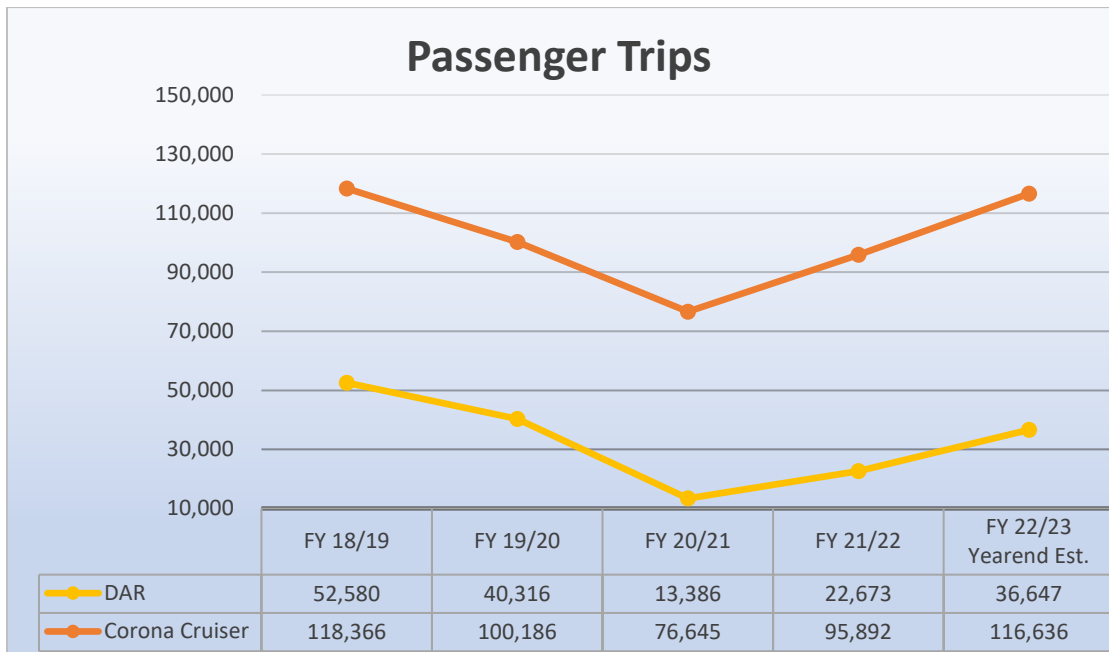
The table below reflects FY 2022/23 planned versus year end estimates using data from July 2022 through March 2023.

<b>Performance Indicator</b>	<b>Planned</b>	<b>Yearend Estimate</b>
Operating Expense	\$ 2,975,046	\$ 2,716,220
Fare Revenue*	\$ 232,300	\$ 285,516
Passenger Trips	125,486	153,283
Vehicle Revenue Hours (VRH)	29,414	25,486
Vehicle Revenue Miles (VRM)	365,205	323,967
Operating Cost per VRH	\$ 101	\$ 107

\*Includes LCTOP revenues for free fare subsidy.

Due to prior year statistics and persistent pandemic impacts on public transit systems, the original passenger trip projection for FY2022/23 was 125,486. Based on current data, that projection has been surpassed. The current projection is 153,283 in ridership on DAR and the Cruiser, which is an estimated increase of 22% based on data gathered from July 2022 through March 2023.

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



While ridership numbers are still below pre-Covid-19, the system is slowly recovering. Staff believes the increase in ridership this fiscal year is due to free fares. Free fares were reinstated on September 1, 2022 for all riders on both the Cruiser and DAR service. Funding utilized to sponsor free fares 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 has been in place since 2010.

### *Fare Structure*

Fare Type	Fare Price
<b>Corona Cruiser</b>	
Cash - General Public	\$1.50
Cash - Seniors / Persons with Disabilities / Medicare Card Holders	\$0.70
Cash - Children (46" tall or under)	\$0.25
Day Pass - General Public	\$4.00
Day Pass - Seniors / Persons with Disabilities / Medicare Card Holders	\$2.00
15-day Pass - General Public	\$17.50
15-day Pass - Seniors / Persons with Disabilities / Medicare Card Holders	\$8.05
15-day Pass - Students	\$12.25
31-day Pass - General Public	\$35.00
31-day Pass - Seniors / Persons with Disabilities / Medicare Card Holders	\$16.10
31-day Pass - Students	\$24.50
<b>Dial-A-Ride</b>	
Seniors / Persons with Disabilities / Medicare Card Holders	\$2.50
Buddy Fare	\$1.25
Children	\$0.50

Note: Fare structure effective since July 5, 2010.

To incentivize the use of public transit, CCTS will continue to use Air Quality Management District (AQMD) funds to subsidize Cruiser multi-day passes, 15-day 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.

Currently, riders are able to ride free on both the Cruiser and DAR. The city is using LCTOP funds to subsidize the free fares. CCTS expects to continue the program into the following year. CCTS has submitted an allocation request for the following fare subsidy program for the next three years:

	Corona Cruiser	Corona Dial-A-Ride
General Public	\$1.50 to \$1.00	N/A
Student (k-12 & with college ID)	FREE	N/A
Senior, person with disabilities, & Medicare	FREE	FREE

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

### *CCTS Fare Collection System*

CCTS offers the following two options to pay for trips on CCTS buses: cash (paid to the bus driver at 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 both on board the bus or in advance, Multi-day passes must be purchased in advance. Cash and paper fare-media ticket 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 initial the pass; this process activates the pass for the fifteen (15) or a thirty-one (31) consecutive day period. At time of each use, the bus operator verifies multi-day pass is current and the passenger possess the corresponding documentation for a student and/or senior/disabled pass holders.

CCTS recognizes the current fare collection and validating systems are onerous, inefficient, and insufficient. Future plans to improve this service includes 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 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 requirement 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 with Compressed Natural Gas (CNG). The 2017 buses were placed in service July 2018.



**Table 1.1 - Fleet Inventory**  
*FY 2023/24 Short Range Transit Plan*  
City of Corona

**Bus (Motorbus) / Purchased Transportation**

<b>Year Built</b>	<b>Mfg. Code</b>	<b>Model Code</b>	<b>Seating Capacity</b>	<b>Lift and Ramp Equipped</b>	<b>Vehicle Length</b>	<b>Fuel Type Code</b>	<b># of Active Vehicles FY 2022/23</b>	<b># of Contingency Vehicles FY 2022/23</b>	<b>Life to Date Vehicle Miles Prior Year End FY 2021/22</b>	<b>Life to Date Vehicle Miles through March FY 2022/23</b>	<b>Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2022/23</b>
2015	EDN	EZ RiderII	30	7	32	CN	7	0	1,125,203	1,249,086	178,440
<b>Totals:</b>			30	7			7	0	1,125,203	1,249,086	178,441

**Table 1.1 - Fleet Inventory**  
*FY 2023/24 Short Range Transit Plan*  
City of Corona

**Demand Response / Purchased Transportation**

<b>Year Built</b>	<b>Mfg. Code</b>	<b>Model Code</b>	<b>Seating Capacity</b>	<b>Lift and Ramp Equipped</b>	<b>Vehicle Length</b>	<b>Fuel Type Code</b>	<b># of Active Vehicles FY 2022/23</b>	<b># of Contingency Vehicles FY 2022/23</b>	<b>Life to Date Vehicle Miles Prior Year End FY 2021/22</b>	<b>Life to Date Vehicle Miles through March FY 2022/23</b>	<b>Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2022/23</b>
2012	EDN	AEROTECH	20	2	26	CN	2	0	312,620	313,582	156,791
2017	GLV	E-450	18	11	25	CN	11	0	661,410	814,499	74,045
<b>Totals:</b>			38	13			13	0	974,030	1,128,081	86,775

## **1.7 EXISTING FACILITIES AND BUS STOP AMENITIES**

CCTS operates from 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 a total 187 bus stops and 27 bus stop shelters. The Contractor is responsible for maintaining all bus stops. CCTS supplies Contractor with all required equipment (I-stop signs, kiosks, benches, trash receptacles, etc.) to properly maintain the bus stop facilities.

In 2022, CCTS had purchased solar powered dusk to dawn bus stop lighting and signaling LED and ADA compliant activation push buttons. These lights and push buttons will be installed 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 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)*

CCTS is in the process of finalizing the Comprehensive Operations Analysis (COA). A contract was awarded in December 2021 to Transportation Management and Design (TMD) to assist staff conduct an in-depth study of the current transit operations and services to identify opportunities for improvement. 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, fare structure as well opportunities to expand or enhance the program to on-demand, micro-transit, including demand response program targeting low-income households.

During the past year and a half, TMD and City staff has collaborated to get the best possible outcome for the study. The COA was expected to be completed first quarter of FY 22/23 but competing priorities delayed the progress of this project. In addition, staff wanted to put more effort on outreach to ensure that feedback was received.

#### *Some key components of this study include the following analysis:*

- Onboard rider survey- - total of 123 rider surveys 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 and older. Youth riders under the age of 18 are the 2<sup>nd</sup> 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

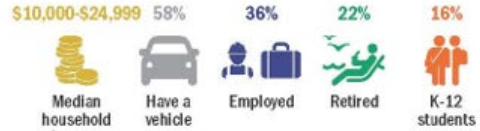


24%  
Have a valid driver's license

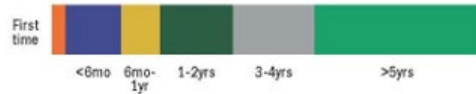


hello  
58.4%  
Speak English

Hola  
35.2%  
Speak Spanish

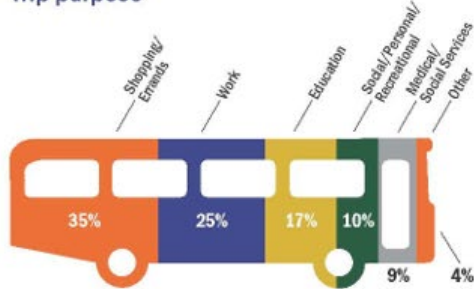


### Length of time using the Corona Cruiser

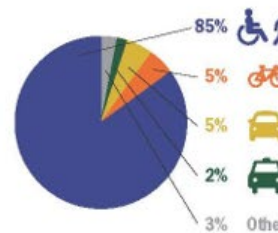


## HOW DO THEY RIDE?

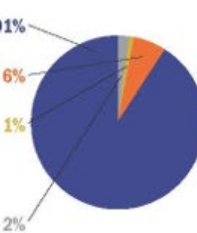
### Trip purpose



### 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



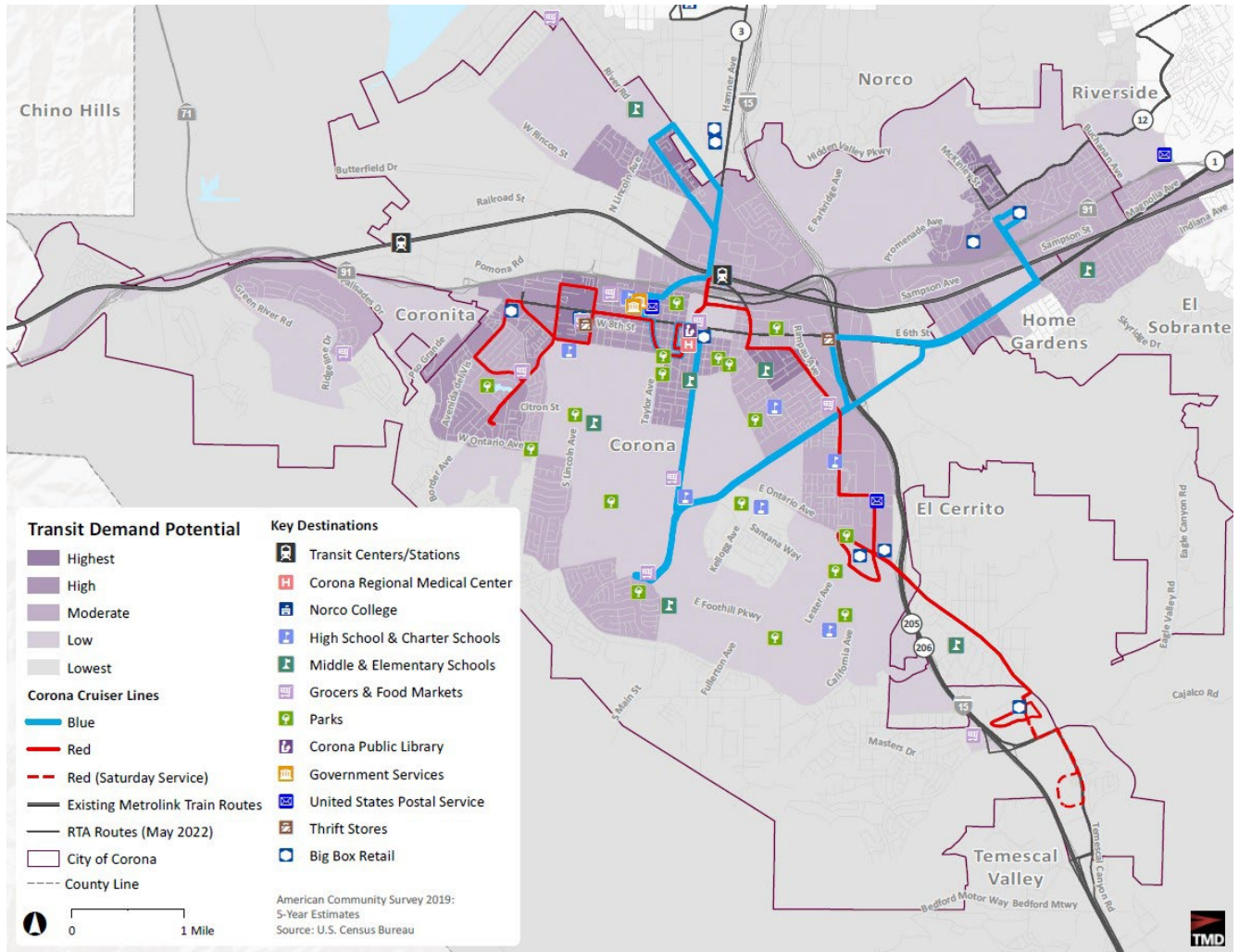
### Transit Demand Potential

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

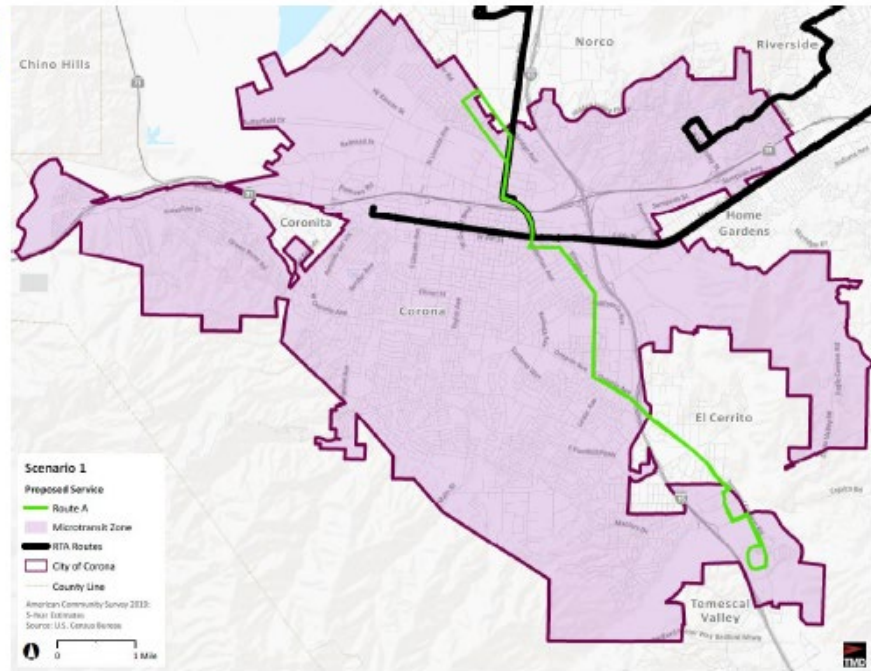
- Provide services that are sustainable and within projected budget enhancement.

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 City Council November 2022 followed by public outreach events to seek input from the public and target populations such as seniors and students.

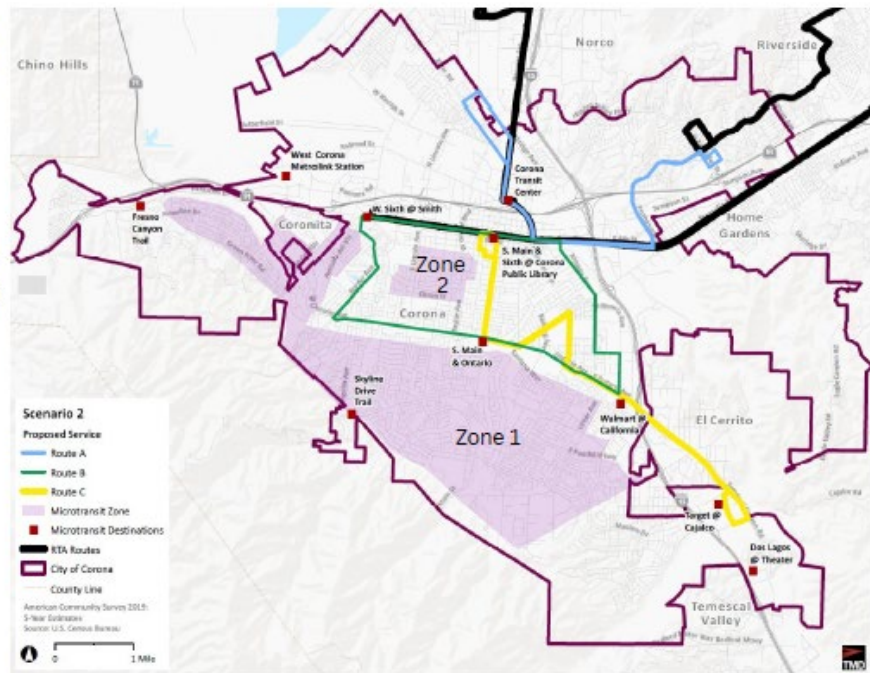
# Scenario 1

- 1 Fixed Route operating every 30 minutes.
- Citywide On-Demand Microtransit Zone.
- Service would operate Monday through Saturday.



# Scenario 2

- 3 Fixed Routes operating every 60 minutes.
- 2 Microtransit Zones serving 10 Microtransit Destinations within the City.
- Service would operate Monday through Saturday (and potentially Sunday if funding is available).



Of the two scenarios, the scenario 2 was the preferred choice. TMD is developing 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 effective date. CCTS will utilize either LCTOP or AB2766 funds to subsidize the difference.

Staff is expecting to go to Council June/July 2023 for adoption of the plan for implementation in FY 24/25.

### *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 has developed the draft rollout plan based on the approved technology. Staff expect to take it to Council on June 7, 2023 for adoption of the rollout plan.

## Chapter 2 – Existing Service and Route Performance

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### 2.1 KEY PERFORMANCE INDICATORS

The Riverside County Transportation Commission 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 measure 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 2022/23), the upcoming year's performance (FY 2023/24), 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 services changes that took place in FY 2022/23.

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 cost 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 2022-March 2023), CCTS lags behind the mandatory farebox recovery ratio due to reduced ridership which impacted fare revenues. In addition, the CCTS is offering free fares to all riders which eliminates the purchase of multi-day passes. Sale of multi-day passes provides subsidy from AB2766 funds which has been reduced by 90%. Further, sale of bulk Dial-A-Ride tickets has been significantly as all rides are free. While free fares are great opportunity to entice riders and reduce burden on disadvantaged communities, the fare subsidies collect are not sufficient to recover the mandatory farebox requirement. Therefore, CCTS has recorded a systemwide farebox recovery of 6.41 percent for July 2022-March 2023.

Under normal circumstance, at the close of each fiscal year, 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. The size of the contribution varies each year. Further, CCTS will utilize exclusions and inclusions available in CA State Assembly Bill 149 (AB 149) to meet the farebox recovery ratio. Table 2.0 below does not include all of the recently approved legislative exclusions included in AB 149.

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

- Sanitization of buses and bus stop shelters and equipment
- Continue to provide hand sanitizer and mask 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 Targets Report**

FY 2022/23 Short Range Transit Plan Review  
City of Corona

Data Elements	FY 2022/23 Plan	FY 2022/23 Target	FY 2022/23 Year to Date Through 3rd Quarter	Year to Date Performance Scorecard
Unlinked Passenger Trips	125,485			
Passenger Miles	523,592			
Total Actual Vehicle Revenue Hours	29,693.0			
Total Actual Vehicle Revenue Miles	365,254.0			
Total Actual Vehicle Miles	409,341.0			
Total Operating Expenses	\$2,975,046			
Total Passenger Fare Revenue	\$232,300			
Net Operating Expenses	\$2,742,746			
<b>Performance Indicators</b>				
<b>Mandatory:</b>				
1. Farebox Recovery Ratio	7.80%	>= 15.00%	6.41%	Fails to Meet Target
<b>Discretionary:</b>				
1. Operating Cost Per Revenue Hour	\$100.19	<= \$103.51	\$107.21	Fails to Meet Target
2. Subsidy Per Passenger	\$21.86	>= \$15.94 and <= \$21.56	\$16.59	Meets Target
3. Subsidy Per Passenger Mile	\$5.24	>= \$4.96 and <= \$6.70	\$14.24	Fails to Meet Target
4. Subsidy Per Hour	\$92.37	>= \$80.39 and <= \$108.77	\$100.33	Meets Target
5. Subsidy Per Mile	\$7.51	>= \$6.55 and <= \$8.86	\$7.88	Meets Target
6. Passengers Per Revenue Hour	4.23	>= 4.29 and <= 5.81	6.05	Better Than Target
7. Passengers Per Revenue Mile	0.34	>= 0.35 and <= 0.47	0.47	Meets Target

**Note:** Must meet at least 4 out of 7 Discretionary Performance Indicators

**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 2023/24.

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 23/24 plan includes passenger fares, fare subsidy using LCTOP and Federal Transit Administration funds as local funds. With the inclusion of LCTOP and FTA funds, CCTS will be able to meet its farebox recovery ratio. If unable to meet the FFR using the inclusions, CCTS will utilize General Fund to close any gaps in funding. As such, Table 2.1 does not include the recently approved exclusions from AB 149, which is determined when the annual financial statements are provided.

Performance Indicators	FY 2021/22 End of Year Actual	FY 2022/23 3rd Quarter Year-to-Date	FY 2023/24 Plan	FY 2023/24 Target	Plan Performance Scorecard (a)
Passengers	118,565	113,849	185,772	None	
Passenger Miles	378,773	132,651	783,270	None	
Revenue Hours	22,424.5	18,830.0	32,770.0	None	
Total Hours	24,857.4	21,333.8	37,727.0	None	
Revenue Miles	278,920.0	239,873.0	420,282.0	None	
Total Miles	308,592.0	267,856.0	478,773.0	None	
Operating Costs	\$2,157,427	\$2,018,700	\$3,390,291	None	
Passenger Revenue	\$233,241	\$129,465	\$269,217	None	
Measure-A Revenue			\$0	None	
LCTOP Revenue			\$225,350	None	
Operating Subsidy	\$1,924,186	\$1,889,235	\$3,121,074	None	
Operating Costs Per Revenue Hour	\$96.21	\$107.21	\$103.46	<= \$116.04	Meets Target
Operating Cost Per Revenue Mile	\$7.73	\$8.42	\$8.07	None	
Operating Costs Per Passenger	\$18.20	\$17.73	\$18.25	None	
Farebox Recovery Ratio	10.81%	6.41%	14.58%	>= 0.2	Fails to Meet Target
Subsidy Per Passenger	\$16.23	\$16.59	\$16.80	>= \$14.10 and <= \$19.08	Meets Target
Subsidy Per Passenger Mile	\$5.08	\$14.24	\$3.98	>= \$12.10 and <= \$16.38	Better Than Target
Subsidy Per Revenue Hour	\$85.81	\$100.33	\$95.24	>= \$85.28 and <= \$115.38	Meets Target
Subsidy Per Revenue Mile	\$6.90	\$7.88	\$7.43	>= \$6.70 and <= \$9.06	Meets Target
Passengers Per Revenue Hour	5.29	6.05	5.67	>= 5.14 and <= 6.96	Meets Target
Passengers Per Revenue Mile	0.43	0.47	0.44	>= 0.40 and <= 0.54	Meets Target

a) The Plan Performance Scorecard column is the result of comparing the FY 2023/24 Plan to the FY 2023/24 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 which equates to a systemwide 15% blended rate.

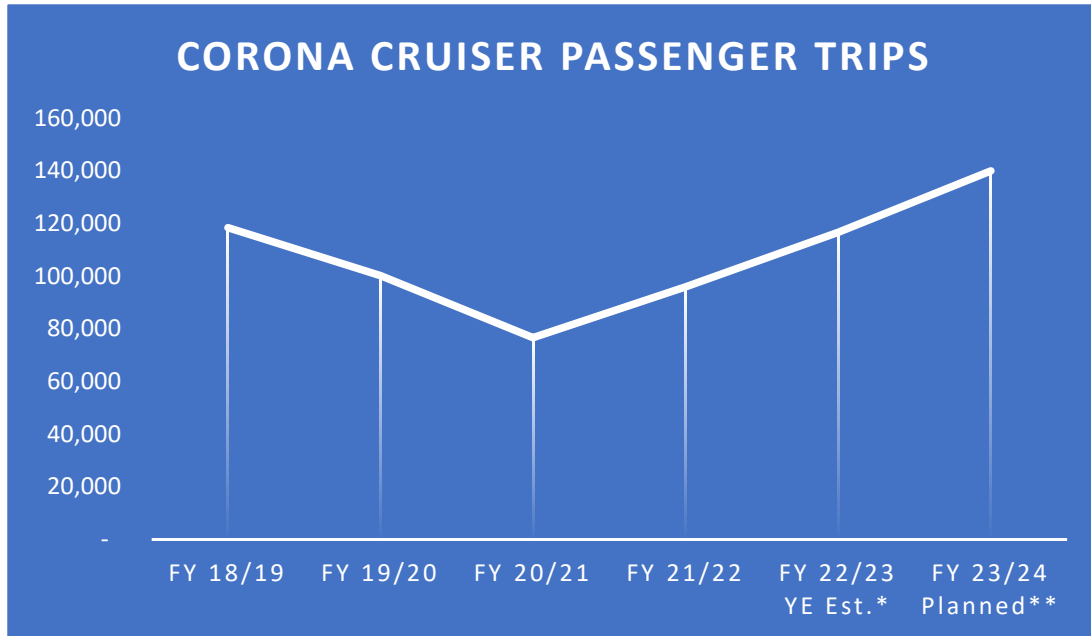
## 2.3 SERVICE SUMMARY

Although COVID-19 pandemic continues to negatively impact passenger trips for both the Cruiser and DAR, CCTS anticipated an increase in ridership during FY 2022/23.

Ridership in FY 2023/24 is expected to increase an estimated 29% (or ~35k riders) from the previous fiscal year. Table 2.2 depicts the year-to-year performance data for the past five years – importantly, it captures pre-pandemic data which provides a clear picture of the devastating impacts. While it may take a few years to recover ridership, data for the past nine months indicates a positive trend. Therefore, based on this data, projections indicate a 21% increase for FY 2023/24 in systemwide ridership.

### Corona Cruiser

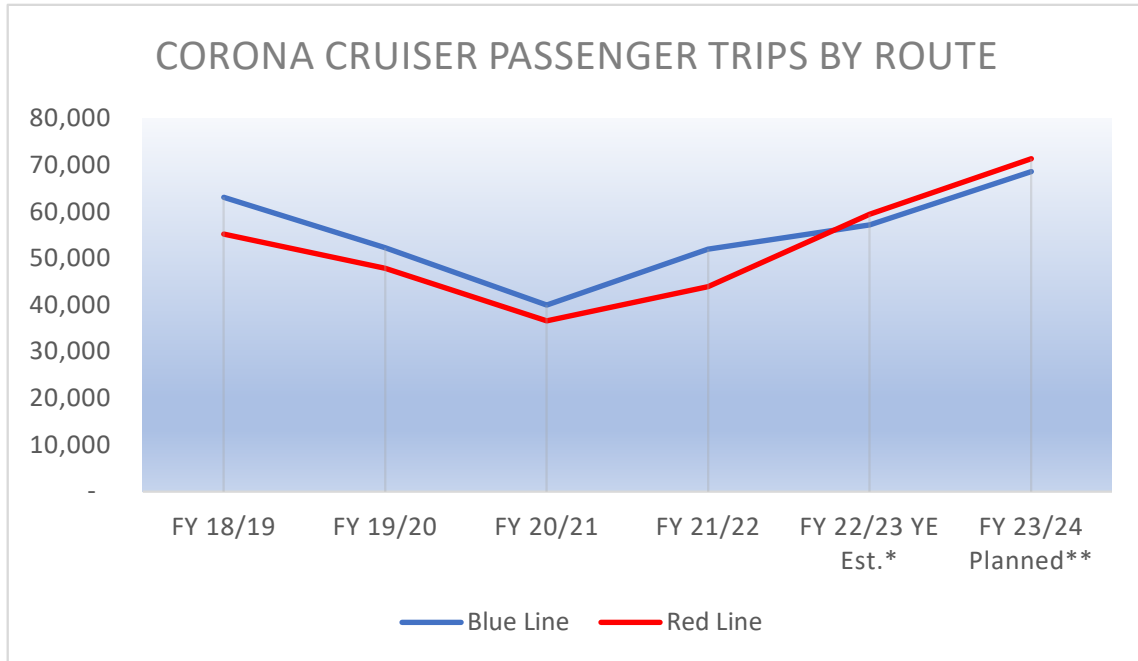
CCTS operates the Cruiser along two fixed routes – the Blue Line and Red Line. The Cruiser totaled 95,892 passenger trips in FY 2021/22. Using the number of passenger trips recorded during the first nine months of FY 2022/23 as a basis for estimating year-end totals, passenger trips on the Corona Cruiser are projected to increase by 20 percent, or estimated 23,300 trips, compared to the previous fiscal year for a total of approximately 117, 000 trips. For FY 2023/24, Staff is optimistic and is projecting a 20 percent increase in ridership. See graphs below and on the following page of passenger trends by route.



\* FY 2022/23 year-end estimate is based on data collected from July 2022-March 2023.

\*\* FY 2023/24 projections are based on a 20 percent increase over estimated FY 2022/23 year-end totals.



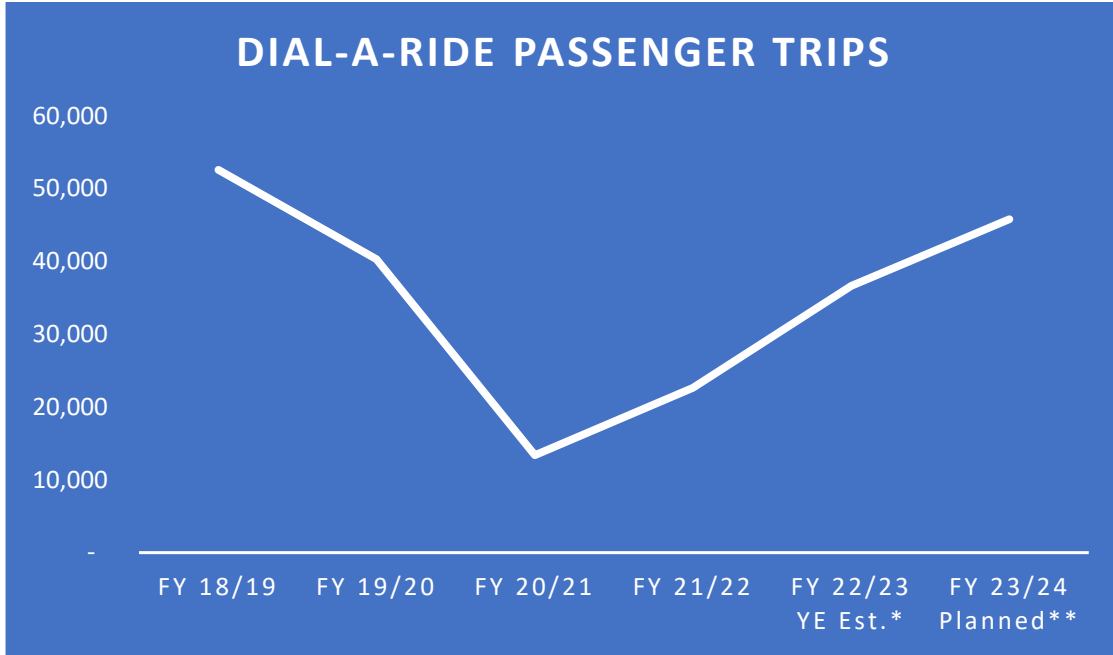


\* FY 2022/23 year-end estimate is based on data collected from July 2022-March 2023.

\*\* FY 2023/24 projections are based on a 20 percent increase over estimated FY 2022/23 year-end totals.

### *Dial-A-Ride*

Dial-A-Ride provided 22,673 passenger trips in FY 2021/22. Using data collected from the first nine months of FY 2022/23 as a basis for estimating year-end totals, passenger trips is estimated to increase by 62 percent, or 14,000 trips, as compared to FY 2021/22. While this increase is significant, ridership has not yet recovered to pre-COVID numbers. Using data for the first nine months of FY 2022/23, staff is projecting an increase of 25% for FY 2023/24 based on improving COVID-19 conditions and free fare program.



\* FY 2022/23 year-end estimate is based on data collected from July 2022-March 2023.

\*\* FY 2023/24 projections are based on a 25 percent increase over estimated FY 2022/23 year-end totals.

***Productivity Measures***

Productivity has been declining since FY 2014/15 on the Cruiser and DAR as measured by the number of passengers per revenue hour and revenue miles. The reduction in ridership started during SR-91 Corridor Improvement Project which caused freeway lane reductions and ramp closures contributing to increased congestion and delayed buses which ultimately led to loss in ridership. Ridership was expected to level off and see a gradual increase in FY 2019/20; unfortunately, productivity continued to drop into FY 2020/21 due to the impact of COVID-19 on public transit ridership. However, ridership has been slowly recovering. This trend is expected to continue into FY 2023/24.

In addition to COVID-19 impacts, increased traffic congestion resulting from construction work throughout city continue 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**
Corona Cruiser	Passengers per revenue hour	8.18	6.88	5.30	6.66	8.08	9.77
	Passengers per revenue mile	0.69	0.58	0.46	0.57	0.65	0.78
Dial-A-Ride	Passengers per revenue hour	3.59	3.42	2.11	2.82	3.31	2.48
	Passengers per revenue mile	0.30	0.27	0.16	0.21	0.26	0.19

\*FY 2022/23 performance is measured based on estimates covering the period July 2022 through March 2023.

\*\*FY 2023/24 performance is measured based on FY 2022/23 estimated yearend total with a ~21 increase in ridership (20% for Corona Cruiser and 25% for DAR).

Performance Measure	FY 2018/19	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23 Yeared Estimate*	FY 2023/24 Planned
System-wide Passenger Trips	170,946	140,175	90,031	118,565	153,283	185,771
Cost per Service Hour	\$85.48	\$86.22	\$91.33	\$96.21	\$109.51	\$103.39

\*All expenses (including operations contract cost and fuel) upto quarter ending March 2023.

**Table 2.2 -- City of Corona -- SRTP Service Summary**  
**FY 2023/24 Short Range Transit Plan**  
**All Routes**

	<b>FY 2020/21 Audited</b>	<b>FY 2021/22 Audited</b>	<b>FY 2022/23 Plan</b>	<b>FY 2022/23 3rd Qtr Actual</b>	<b>FY 2023/24 Plan</b>
<b>Fleet Characteristics</b>					
Peak-Hour Fleet	3	3	11	3	13
<b>Financial Data</b>					
Total Operating Expenses	\$1,901,148	\$2,157,427	\$2,975,046	\$2,018,700	\$3,390,291
Total Passenger Fare Revenue	\$81,503	\$233,241	\$232,300	\$129,465	\$494,567
Net Operating Expenses (Subsidies)	\$1,819,645	\$1,924,186	\$2,742,746	\$1,889,235	\$3,121,074
<b>Operating Characteristics</b>					
Unlinked Passenger Trips	90,031	118,565	125,485	113,849	185,772
Passenger Miles	370,079	378,773	523,592	132,651	783,270
Total Actual Vehicle Revenue Hours (a)	20,815.3	22,424.5	29,693.0	18,830.0	32,770.0
Total Actual Vehicle Revenue Miles (b)	250,039.0	278,920.0	365,254.0	239,873.0	420,282.0
Total Actual Vehicle Miles	280,868.0	308,592.0	409,341.0	267,856.0	478,773.0
<b>Performance Characteristics</b>					
Operating Cost per Revenue Hour	\$91.33	\$96.21	\$100.19	\$107.21	\$103.46
Farebox Recovery Ratio	4.29%	10.81%	7.80%	6.41%	14.58%
Subsidy per Passenger	\$20.21	\$16.23	\$21.86	\$16.59	\$16.80
Subsidy per Passenger Mile	\$4.92	\$5.08	\$5.24	\$14.24	\$3.98
Subsidy per Revenue Hour (a)	\$87.42	\$85.81	\$92.37	\$100.33	\$95.24
Subsidy per Revenue Mile (b)	\$7.28	\$6.90	\$7.51	\$7.88	\$7.43
Passenger per Revenue Hour (a)	4.3	5.3	4.2	6.1	5.7
Passenger per Revenue Mile (b)	0.36	0.43	0.34	0.47	0.44

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

**Table 2.2 -- Corona-BUS -- SRTP Service Summary**  
**FY 2023/24 Short Range Transit Plan**  
**All Routes**

	<b>FY 2020/21 Audited</b>	<b>FY 2021/22 Audited</b>	<b>FY 2022/23 Plan</b>	<b>FY 2022/23 4th Qtr Actual</b>	<b>FY 2023/24 Plan</b>
<b>Fleet Characteristics</b>					
Peak-Hour Fleet	2	2	5	2	5
<b>Financial Data</b>					
Total Operating Expenses	\$1,222,585	\$1,242,229	\$1,415,058	\$1,100,603	\$1,555,373
Total Passenger Fare Revenue	\$28,262	\$233,241	\$136,700	\$129,465	\$311,075
Net Operating Expenses (Subsidies)	\$1,194,323	\$1,008,988	\$1,278,358	\$971,138	\$1,369,748
<b>Operating Characteristics</b>					
Unlinked Passenger Trips	76,645	95,892	99,630	87,477	139,964
Passenger Miles	302,748	378,773	393,541		552,855
Total Actual Vehicle Revenue Hours (a)	14,471.3	14,397.8	14,420.0	10,823.0	14,300.0
Total Actual Vehicle Revenue Miles (b)	167,171.0	169,157.0	166,705.0	135,588.0	179,194.0
Total Actual Vehicle Miles	180,886.0	180,629.0	178,010.0	143,973.0	190,301.0
<b>Performance Characteristics</b>					
Operating Cost per Revenue Hour	\$84.48	\$86.28	\$98.13	\$101.69	\$108.77
Farebox Recovery Ratio	2.31%	18.78%	9.66%	11.76%	20.00%
Subsidy per Passenger	\$15.58	\$10.52	\$12.83	\$11.10	\$9.79
Subsidy per Passenger Mile	\$3.94	\$2.66	\$3.25		\$2.48
Subsidy per Revenue Hour (a)	\$82.53	\$70.08	\$88.65	\$89.73	\$95.79
Subsidy per Revenue Mile (b)	\$7.14	\$5.96	\$7.67	\$7.16	\$7.64
Passenger per Revenue Hour (a)	5.3	6.7	6.9	8.1	9.8
Passenger per Revenue Mile (b)	0.46	0.57	0.60	0.65	0.78

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

**Table 2.2 -- Corona-DAR -- SRTP Service Summary**  
**FY 2023/24 Short Range Transit Plan**  
**All Routes**

	<b>FY 2020/21 Audited</b>	<b>FY 2021/22 Audited</b>	<b>FY 2022/23 Plan</b>	<b>FY 2022/23 4th Qtr Actual</b>	<b>FY 2023/24 Plan</b>
<b>Fleet Characteristics</b>					
Peak-Hour Fleet	1	1	6	1	8
<b>Financial Data</b>					
Total Operating Expenses	\$678,563	\$915,198	\$1,559,988	\$918,097	\$1,834,918
Total Passenger Fare Revenue	\$53,241		\$95,600		\$183,492
Net Operating Expenses (Subsidies)	\$625,322	\$915,198	\$1,464,388	\$918,097	\$1,751,326
<b>Operating Characteristics</b>					
Unlinked Passenger Trips	13,386	22,673	25,855	26,372	45,808
Passenger Miles	67,332		130,051	132,651	230,415
Total Actual Vehicle Revenue Hours (a)	6,344.0	8,026.7	15,273.0	8,007.0	18,470.0
Total Actual Vehicle Revenue Miles (b)	82,868.0	109,763.0	198,549.0	104,285.0	241,088.0
Total Actual Vehicle Miles	99,982.0	127,963.0	231,331.0	123,883.0	288,472.0
<b>Performance Characteristics</b>					
Operating Cost per Revenue Hour	\$106.96	\$114.02	\$102.14	\$114.66	\$99.35
Farebox Recovery Ratio	7.85%		6.12%		10.00%
Subsidy per Passenger	\$46.71	\$40.37	\$56.64	\$34.81	\$38.23
Subsidy per Passenger Mile	\$9.29		\$11.26	\$6.92	\$7.60
Subsidy per Revenue Hour (a)	\$98.57	\$114.02	\$95.88	\$114.66	\$94.82
Subsidy per Revenue Mile (b)	\$7.55	\$8.34	\$7.38	\$8.80	\$7.26
Passenger per Revenue Hour (a)	2.1	2.8	1.7	3.3	2.5
Passenger per Revenue Mile (b)	0.16	0.21	0.13	0.25	0.19

(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 FY2023/24. See above sections regarding route-by-route breakdown of these services.

**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	68,578	270,882	7,088	7,632	90,653	94,723	\$770,925	\$92,006		\$62,180
COR-DAR	All Days	8	45,808	230,415	18,470	22,264	241,088	288,472	\$1,834,918	\$83,592		\$99,900
COR-RED	All Days	3	71,386	281,973	7,212	7,831	88,541	95,578	\$784,448	\$93,619	\$0	\$63,270
		13	185,772	783,270	32,770	37,727	420,282	478,773	\$3,390,291	\$269,217	\$0	\$225,350



**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	\$678,919	\$108.76	\$8.50	\$11.24	20.00%	\$9.90	\$2.51	\$95.78	\$7.49	9.68	0.76
COR-DAR	All Days	\$1,751,326	\$99.35	\$7.61	\$40.06	10.00%	\$38.23	\$7.60	\$94.82	\$7.26	2.48	0.19
COR-RED	All Days	\$690,829	\$108.77	\$8.86	\$10.99	19.99%	\$9.68	\$2.45	\$95.79	\$7.80	9.90	0.81
		\$3,121,074	\$103.46	\$8.07	\$18.25	14.58%	\$16.80	\$3.98	\$95.24	\$7.43	5.67	0.44

## **2.5 PRODUCTIVITY IMPROVEMENT EFFORTS**

CCTS staff will continue to focus on improving the overall service monitoring key performance metrics such as passengers per revenue hour and farebox recovery, improving performance metrics include reviewing the operation to ensure established standards are being met. Staff holds 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 is in the midst of finalizing the Comprehensive Operation Analysis (COA) of the fixed route system to determine underperforming stops and potential for expansion of service. The study will also help determine if bus stop improvements are necessary based on number of riders at the stops. Based on the study, CCTS may adopt a tiered bus stop improvement policy.

Furthermore, CCTS realizes the need to update the current route schedule and provide increased connections to the Corona Transit Center. To be an effective and useful transportation option, buses need to consistently operate according to the published schedule. The COA implementation plan will include a draft of the schedule and stops based on the proposal of new service. Upon adoption by City Council, staff will proceed towards implementation of the proposed service which will include restructuring of the current two routes to three small routes and addition of two micro transit zones with ten key destinations or transfer points. These improvements will not be expected to be implemented till FY 24/25 as much staff time is needed to coordinate the various components of this project.

For the time being, CCTS will continue to implement its fare subsidy program to entice riders and focus on improving 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 2022/23. While requests have been received to provide service in different parts of the City, changes will be guided based on all data collected under the Comprehensive Operation Analysis.

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

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## **3.1 PLANNED SERVICE CHANGES**

CCTS has plans for service changes, these changes and improvements will be dependent upon the recommendations from the COA. As mentioned in section 1.9, the COA study is nearing completion. The COA will be used to formulate recommendations for service improvements that maximize ridership and service performance effectiveness in meeting the needs of the patrons.

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.
- Potential 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.

Recommendations 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. Moreover, recommendations shall include chronological order as to plan revisions to the service with a ranking of short-term to long-term.

## **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 itself function as marketing tool inviting motorist 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 22/23, competing priorities has made it difficult restart this program. .
- Free Fare Program – During FY 2021/22, staff implemented a free fare program for the entire system starting February 21, 2022 and ending June 30, 2022. CCTS is 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 and expect 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 submitted an allocation request FY 2022/23 LCTOP funds for the following fare subsidy program to start 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 general public on Corona Cruiser.

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

A decrease in public transit ridership was expected to continue across the nation for FY 2020/21 due to the impacts of COVID-19 pandemic. CCTS projected a five (5) percent decrease from FY 2019/20 to 2020/21, however the actual decrease in ridership was over 40 percent based on data collected through the third quarter FY 2020/21. In FY 2021/22, ridership increased by 32 percent compared to the previous due to various factors including availability of COVID-19 vaccines, reopening of California per Governor Gavin Newson, and the free fare program. Therefore, CCTS had projected a 13 percent increase for FY 2022/23, but this projection is expect to surpass by additional 16 percent with total yearend projected rider increase by 29 percent compared to FY 2021/22

For FY 2023/24, CCTS is projecting an increase in ridership based on data for 3<sup>rd</sup> quarter FY 2022/23. CCTS expects this trend to continue. CCTS staff will utilize marketing efforts outlined in section 3.2 as an effort to increase ridership. Further, CCTS will utilize the study mentioned in section 1.9 and ongoing surveys to assess the need for service improvements including service frequency, connectivity, span of service and on-time performance. CCTS will continue to explore options that address service attributes to attract new ridership while retaining the existing riders.

### 3.4 PROPOSED FARE STRUCTURE CHANGES

Historically, CCTS followed RTA’s fare structure. However, CCTS fares have fallen out of line with their structure and have not been increased for over a decade. Therefore, fares are under analysis under the Comprehensive Operations Analysis (COA). It is anticipated a fare increase will be recommended as part of the adoption of the service recommendations. The following fare increase is being proposed:

<b>FARES</b>	<b>RTA</b>	<b>Corona (Existing)</b>	<b>Corona (Proposed)</b>
Fixed Route (General Public One-Ride)	\$1.75	\$1.50	<b>\$1.75</b>
DAR	\$3.50	\$2.50	<b>\$3.50</b>
Microtransit	--	--	<b>\$1.75</b>

Riders will be allowed to continue paying the current fares for the first 2 years by subsidizing the difference using AB2766 subvention funds and Low Carbon Transit Operations Program Funds.

### **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 passengers boardings at stops along the routes. CCTS plans to continue on-going improvements to bus stops which includes 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.
- Install newly purchased lights and push buttons for greater visibility in lowly lit areas.
- Redesign signage.

Currently, bus stop improvements are on an as needed basis. Replacement of damaged equipment and assessment are based on customer complaints.

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

<b>Description</b>	<b>Amenities</b>
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

An assessment of each location was conducted through the COA process. It was determined that 82% of the stops fall in the Tier 2 category of which 23% fall in 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 minimum, CCTS intends to have Tier 2 bus stop amenities (with lighting in locations that are dimly lit). Once the list of new stops are developed, 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 systems performance. Upgrading our existing systems and installation of 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 to 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 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, 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, purchase of an ADA accessible van to support the current DAR program to transport fewer passengers (or one wheelchair). This will allow the usage of a smaller vehicle for situations when a larger vehicle is not warranted. With the use of a smaller vehicle, it 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 generate 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.

### *Route Development Bus Purchase*

Route development buses are needed to operate more frequent services and/or additional bus route(s). The details of this need is currently under analysis under the COA. Based on the results of the analysis, recommendations and financial factors, additional buses for the fixed route, Corona Cruiser, program may be needed. The purchase of any needed buses will go through the California Association for Coordinated Transportation/Morongo Basin Transit Authority (CalACT/MBTA) Cooperative Purchasing Schedule (Cooperative). The Cooperative was developed in accordance with the Local Government Purchasing Schedule, as defined by 49 Code of Federal Regulations (CFR) §18.36, wherein the FTA extends to states and local governments the authority to make arrangements with multiple vendors to provide options for goods or services at established prices.

The estimated cost for this project depends on the recommendations of the COA and is unknown at this time.

### *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 Buss Conversion – By 2040, all transit providers are mandated to convert its entire fleet to electric vehicles. Staff will continue their efforts towards full compliance.

## TABLE 3 – CCTS FY 2023/24 HIGHLIGHTS

### Operations

- Plan for implementation of financially feasible recommendations from the Comprehensive Operational Analysis
- Improve Fixed Route Service
  - Adjust Corona Cruiser bus schedule to reflect actual trip times.
  - Establish a Reduced and Free Fare Program
  - Increase Ridership
- Improve Dial-A-Ride Services
  - Review feasibility of 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.
- Continue with triannual vehicle inspection of the buses to ensure state of good repair

### 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

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### 4.1 OPERATING AND CAPITAL BUDGET FOR FY 23/24

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#### *Operating Budget*

To continue to provide Corona Cruiser fixed route and Dial-A-Ride service, CCTS is proposing an operating budget of \$3.39 million for FY 2023/24, representing a 14 percent increase (\$415,245) over the current year FY 2022/23 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 includes wages, fringe benefits (pension, medical, worker's compensation) and OPEB expenses for post-employment benefits. This expense accounts for 5 percent of the budget.
- Materials, Marketing and Utilities: expenses accounting for 3 percent of the budget includes printing and publications, advertising, Routematch Dispatching software, utilities, office supplies, minor office equipment, translation services and administrative/ITS support services. The 3.4 percent increase in this category is due to increased annual costs for Routematch software.
- Fuel: expenses to accounting for 7 percent of the total expense. The 23 percent increase in this line item is from 1) increased per gallon rate charged by Southern California Gas (SoGal Gas), and 2) increased DAR service.
- Contract Services: constitutes the largest component of the budget at 85 percent. These expenses represent purchased transportation services for Dial-A-Ride and Corona Cruiser. In addition, this line item also reflects costs for a Vehicle Maintenance Oversight/inspection service and consulting services for project management.

Operating costs for services are expected to increase to pay for revenue hour rate compensation pursuant to the awarded contract with MV Transportation. Under the contract, the City is required to compensate MV using the variable rate (higher per revenue hour cost) to recompense for the decrease in revenue hours.

*Budget by Category and Mode*

Category	Mode	FY 2022/23 SRTP	FY 2023/24 Plan	Variance	
				\$	%
<b>Salaries &amp; Benefits</b>					
	Dial-A-Ride	\$ 108,000	\$ 72,023	\$ (35,977)	-33.3%
	Fixed Route	\$ 110,000	\$ 112,230	\$ 2,230	2.0%
	<b>Subtotal</b>	<b>\$ 218,000</b>	<b>\$ 184,253</b>	<b>\$ (33,747)</b>	<b>-15.5%</b>
<b>Materials, Marketing and Utilities</b>					
	Dial-A-Ride	\$ 46,844	\$ 49,396	\$ 2,552	5.4%
	Fixed Route	\$ 36,394	\$ 36,746	\$ 352	1.0%
	<b>Subtotal</b>	<b>\$ 83,238</b>	<b>\$ 86,142</b>	<b>\$ 2,904</b>	<b>3.5%</b>
<b>Fuel</b>					
	Dial-A-Ride	\$ 75,000	\$ 108,240	\$ 33,240	44.3%
	Fixed Route	\$ 110,000	\$ 119,100	\$ 9,100	8.3%
	<b>Subtotal</b>	<b>\$ 185,000</b>	<b>\$ 227,340</b>	<b>\$ 42,340</b>	<b>22.9%</b>
<b>Contracted Services</b>					
	Dial-A-Ride	\$ 1,330,144	\$ 1,605,259	\$ 275,115	20.7%
	Fixed Route	\$ 1,158,664	\$ 1,287,297	\$ 128,633	11.1%
	<b>Subtotal</b>	<b>\$ 2,488,808</b>	<b>\$ 2,892,556</b>	<b>\$ 403,748</b>	<b>16.2%</b>
<b>Total</b>					
	Dial-A-Ride	\$ 1,559,988	\$ 1,834,918	\$ 274,930	17.6%
	Fixed Route	\$ 1,415,058	\$ 1,555,373	\$ 140,315	9.9%
	<b>Total</b>	<b>\$ 2,975,046</b>	<b>\$ 3,390,291</b>	<b>\$ 415,245</b>	<b>14.0%</b>

For FY 2023/24, 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 and revenues generated by passenger fares, bus shelter advertising, and local funds.

*Capital Budget*

CCTS is requesting capitals funds for replacement of the 2017 Dial-A-Ride buses and additional funding for the 2012 Dial-A-Ride buses. Funds previously requested for the 2012 buses is not

sufficient to new pricing schedule per CalACTMBTA.. Requested FTA 5307, 5339 and STA funds for these two projects. In addition, staff will utilize funding from prior approved SRTP projects for capital projects planned for FY 2023/24. See section 4.4 for list of open projects.



## Table 4.0 - Summary of Funding Requests - FY 2023/24

City of Corona

Original

Operating																
Project	Total Amount of Funds	5307 RS [1]	5307 RS OB	5339 RS	5339 RS OB	AB 2766	FARE [2]	LCTOP OB	LCTOP PUC99313	LCTOP PUC99314	LTF	OTHR LCL	SGR PUC99313	SGR PUC99314	SGR-OB PUC99313	STA - OB
Corona Cruiser Operating	\$1,555,372	\$762,642				\$7,000	\$15,350	\$36,000	\$82,248	\$7,202	\$597,640	\$37,000			\$10,290	
Corona Dial-A-Ride Operating Assistance	\$1,834,918	\$861,568					\$0	\$19,500	\$80,400		\$842,340	\$12,000			\$19,110	
<b>Sub-total Operating</b>	<b>\$3,390,290</b>	<b>\$1,624,210</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$7,000</b>	<b>\$15,350</b>	<b>\$55,500</b>	<b>\$162,648</b>	<b>\$7,202</b>	<b>\$1,439,980</b>	<b>\$49,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$29,400</b>	<b>\$0</b>

Capital																
Project	Total Amount of Funds	5307 RS [1]	5307 RS OB	5339 RS	5339 RS OB	AB 2766	FARE [2]	LCTOP OB	LCTOP PUC99313	LCTOP PUC99314	LTF	OTHR LCL	SGR PUC99313	SGR PUC99314	SGR-OB PUC99313	STA - OB
21-3 Intelligent Transportation System - 21-3	\$-345,000				\$-64,700											\$-280,300
22-1 Intelligent Transportation System - 22-1	\$-405,000		\$-324,000													\$-81,000
Bus Stop Improvements - 24-3	\$661,644												\$145,469	\$4,531		\$511,644
Intelligent Transportation System (ITS) 19-01 - 24-4	\$1,300,000		\$724,000		\$104,700											\$471,300
Intelligent Transportation System (ITS) 20-01 - 20-01	\$-50,000				\$-40,000											\$-10,000
Passenger shelter fabrication, site improvement, installation 17 - 17-02	\$-511,644															\$-511,644
Purchase Two Corona Cruiser Route Development Buses 15-03 - 15-03	\$-70,281															\$-70,281
Replacement of 2012 Buses - 24-1	\$205,456			\$205,456												
Replacement of 2017 Buses - 24-2	\$2,783,000	\$1,466,400	\$760,000													\$255,281
Route Development Buses 19-02 - 19-02	\$-945,000		\$-760,000													\$-185,000
<b>Sub-total Capital</b>	<b>\$2,623,175</b>	<b>\$1,466,400</b>	<b>\$400,000</b>	<b>\$205,456</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$145,469</b>	<b>\$4,531</b>	<b>\$0</b>	<b>\$100,000</b>
<b>Total Operating &amp; Capital</b>	<b>\$6,013,465</b>	<b>\$3,090,610</b>	<b>\$400,000</b>	<b>\$205,456</b>	<b>\$0</b>	<b>\$7,000</b>	<b>\$15,350</b>	<b>\$55,500</b>	<b>\$162,648</b>	<b>\$7,202</b>	<b>\$1,439,980</b>	<b>\$49,000</b>	<b>\$145,469</b>	<b>\$4,531</b>	<b>\$29,400</b>	<b>\$100,000</b>

FY 2023/24 Projected Funding Details	
Total Estimated Operating Funding Request	\$3,390,290



## Table 4.0 - Summary of Funding Requests - FY 2023/24

City of Corona  
Original

<b>Operating</b>													
Project	Total Amount of Funds	STA PUC99313	STA PUC99314										
Corona Cruiser Operating	\$1,555,372												
Corona Dial-A-Ride Operating Assistance	\$1,834,918												
<b>Sub-total Operating</b>	<b>\$3,390,290</b>	\$0	\$0										

<b>Capital</b>													
Project	Total Amount of Funds	STA PUC99313	STA PUC99314										
21-3 Intelligent Transportation System - 21-3	-\$345,000												
22-1 Intelligent Transportation System - 22-1	-\$405,000												
Bus Stop Improvements - 24-3	\$661,644												
Intelligent Transportation System (ITS) 19-01 - 24-4	\$1,300,000												
Intelligent Transportation System (ITS) 20-01 - 20-01	-\$50,000												
Passenger shelter fabrication, site improvement, installation 17 - 17-02	-\$511,644												
Purchase Two Corona Cruiser Route Development Buses 15-03 - 15-03	-\$70,281												
Replacement of 2012 Buses - 24-1	\$205,456												
Replacement of 2017 Buses - 24-2	\$2,783,000	\$266,307	\$35,012										
Route Development Buses 19-02 - 19-02	-\$945,000												
<b>Sub-total Capital</b>	<b>\$2,623,175</b>	\$266,307	\$35,012										
<b>Total Operating &amp; Capital</b>	<b>\$6,013,465</b>	\$266,307	\$35,012										

<b>FY 2023/24 Projected Funding Details</b>		
5307 RS	\$1,624,210	[1] Used \$197,867 for Farebox Recovery Calculation (\$71592 for DAR and \$126,275 for Fixed Route).
AB 2766	\$7,000	
FARE	\$15,350	[2] The City is using LCTOP funds for fare subsidies. Therefore, the majority of the passenger fares are reflected under LCTOP.
LCTOP OB	\$55,500	
LCTOP PUC99313	\$162,648	
LCTOP PUC99314	\$7,202	
LTF	\$1,439,980	
OTHR LCL	\$49,000	
SGR-OB PUC99313	\$29,400	
5307 RS	\$1,466,400	[1] Used \$197,867 for Farebox Recovery Calculation (\$71592 for DAR and \$126,275 for Fixed Route).
5307 RS OB	\$400,000	
5339 RS	\$205,456	
5339 RS OB	\$0	
SGR PUC99313	\$145,469	
SGR PUC99314	\$4,531	
STA - OB	\$100,000	
STA PUC99313	\$266,307	
STA PUC99314	\$35,012	
Total Estimated Capital Funding Request	\$2,623,175	
<b>Total Funding Request</b>	<b>\$6,013,465</b>	



**TABLE 4A – CAPITAL PROJECT JUSTIFICATION**



# FY 2023/24 SRTTP

## City of Corona

### Table 4.0 A - Capital Project Justification Original

**Project Number:** 15-03

**FTIP No:** Not Assigned - New Project

**Project Name:** Purchase Two Corona Cruiser Route Development Buses 15-03

**Category:** Bus

**Sub-Category:** Expansion

**Fuel Type:** CNG

**Project Description:** This request provides funds to purchase two buses to be used in Corona Cruiser fixed route service. These buses will be wheelchair accessible, capable of carrying two bicycles and have up to twenty seats.

**Project Justification:** Corona residents are requesting more fixed route service. Additional buses are required to operate more frequent service and/or additional bus routes. The buses proposed here will be used as route development vehicles and /or spare vehicles.

**Project Schedule:**

Start Date	Completion Date
July 2014	June 2015

**PROJECT FUNDING SOURCES (REQUESTED):**

Fund Type	Fiscal Year	Amount
STA - OB	FY 2023/24	-\$70,281
Total		-\$70,281

**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
		15-03	



# FY 2023/24 S RTP

## City of Corona

### Table 4.0 A - Capital Project Justification Original

**Project Number:** 17-02

**FTIP No:** Not Assigned - New Project

**Project Name:** Passenger shelter fabrication, site improvement, installation 17

**Category:** Bus Stop and Amenities

**Sub-Category:** Rehabilitation/Improvement

**Fuel Type:** N/A

**Project Description:** The CCTS is proposing to replace aging passenger shelters currently installed at bus stops along Corona Cruiser Red and Blue Lines as well as some bus stops along Riverside Transit Agency routes 1 and 3.

**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. Approximately 20 passenger shelters are installed along the Corona Cruiser Red and Blue Lines and Riverside Transit Agency routes 1 and 3 that need replacement. These shelters feature two advertising panels. The City of Corona contracts with a private sector vendor to sell advertising space, clean, and repair these shelters.

**Project Schedule:**

Start Date	Completion Date
July 2016	June 2017

**PROJECT FUNDING SOURCES (REQUESTED):**

Fund Type	Fiscal Year	Amount
STA - OB	FY 2023/24	-\$511,644
Total		-\$511,644

**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
		17-02	



# FY 2023/24 SRTP

## City of Corona

### Table 4.0 A - Capital Project Justification Original

**Project Number:** 19-02

**FTIP No:** Not Assigned - New Project

**Project Name:** Route Development Buses 19-02

**Category:** Bus

**Sub-Category:** Expansion

**Fuel Type:** CNG

**Project Description:** This request provides funds to purchase two Compressed Natural Gas (CNG) buses to be used in Corona Cruiser Fixed Route Service. These buses will be wheelchair accessible, capable of carrying two bicycles and have up to twenty seats.

**Project Justification:** Corona residents are requesting more fixed route service. Additional buses are required to operate more frequent services and/or additional bus routes. The buses proposed here will be used as route development vehicles.

**Project Schedule:**

Start Date	Completion Date
July 2018	June 2019

**PROJECT FUNDING SOURCES (REQUESTED):**

Fund Type	Fiscal Year	Amount
5307 RS OB	FY 2023/24	-\$760,000
STA - OB	FY 2023/24	-\$185,000
Total		-\$945,000

**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
		19-02	



# FY 2023/24 SRTP

## City of Corona

### Table 4.0 A - Capital Project Justification Original

**Project Number:** 20-01

**FTIP No:** Not Assigned - New Project

**Project Name:** Intelligent Transportation System (ITS) 20-01

**Category:** Communication and ITS

**Sub-Category:** Systems

**Fuel Type:** N/A

**Project Description:** Add an advanced fare payment system to the ITS project (19-01). Including an advanced fare payment system will provide customers with convenience for paying fares and will improve bus efficiency by simplifying fare collection for the operators.

**Project Justification:** The ITS is necessary as an effort to ensure customers are receiving the highest quality information on time as well as ensuring that CCTS is operating at optimal efficiency.

**Project Schedule:**

Start Date	Completion Date

**PROJECT FUNDING SOURCES (REQUESTED):**

Fund Type	Fiscal Year	Amount
5339 RS OB	FY 2023/24	-\$40,000
STA - OB	FY 2023/24	-\$10,000
Total		-\$50,000

**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
		20-01	



# FY 2023/24 SRTP

## City of Corona

### Table 4.0 A - Capital Project Justification Original

**Project Number:** 21-3

**FTIP No:** Not Assigned - New Project

**Project Name:** 21-3 Intelligent Transportation System

**Category:** Communication and ITS

**Sub-Category:** Systems

**Fuel Type:** N/A

**Project Description:** Purchase and install an Intelligent Transportation System that will support the following GPS based components: 1) Automatic Vehicle Location (AVL); 2) Automated Vehicle Annunciator System (AVAS); 3) Computer Aided Dispatching (CAD) and; 4) Automated Passenger Count (APC). The system will improve performance monitoring, and reporting capabilities, and improve service quality and bus efficiency.

**Project Justification:** The ITS is necessary as an effort to ensure customers are receiving the highest quality information on time as well as ensuring that CCTS is operating at optimal efficiency. This project will entail additional funding for prior approved ITS projects.

**Project Schedule:**

Start Date	Completion Date
July 2020	June 2022

**PROJECT FUNDING SOURCES (REQUESTED):**

Fund Type	Fiscal Year	Amount
5339 RS OB	FY 2023/24	-\$64,700
STA - OB	FY 2023/24	-\$280,300
Total		-\$345,000

**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
	RIV190603	21-3	Open



# FY 2023/24 SRTP

## City of Corona

### Table 4.0 A - Capital Project Justification

#### Original

**Project Number:** 22-1

**FTIP No:** Not Assigned - New Project

**Project Name:** 22-1 Intelligent Transportation System

**Category:** Communication and ITS

**Sub-Category:** Systems

**Fuel Type:** N/A

**Project Description:** Purchase and install an Intelligent Transportation System that will support the following GPS based components: 1) Automatic Vehicle Location (AVL); 2) Automated Vehicle Annunciator System (AVAS); 3) Computer Aided Dispatching (CAD) and; 4) Automated Passenger Count (APC). The system will improve performance monitoring, and reporting capabilities, and improve service quality and bus efficiency.

**Project Justification:** The ITS is necessary as an effort to ensure customers are receiving the highest quality information on time as well as ensuring that CCTS is operating at optimal efficiency. This project will entail additional funding for prior approved ITS projects to in order to capitalize the 3-5 year operating costs.

**Project Schedule:**

Start Date	Completion Date
July 2021	December 2023

**PROJECT FUNDING SOURCES (REQUESTED):**

Fund Type	Fiscal Year	Amount
5307 RS OB	FY 2023/24	-\$324,000
STA - OB	FY 2023/24	-\$81,000
Total		-\$405,000

**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
	RIV190603	22-1	Open



# FY 2023/24 SRTP

## City of Corona

### Table 4.0 A - Capital Project Justification

#### Original

**Project Number:** 24-1

**FTIP No:** RIV210606

**Project Name:** Replacement of 2012 Buses

**Category:** Bus

**Sub-Category:** Replacement

**Fuel Type:** CNG

**Project Description:** Purchase two (2) replacement Compressed Natural Gas (CNG) cutaway buses for Dial-a-Ride service.

**Project Justification:** These buses were put into service in 2012. In 2018, CCTS purchased eleven new buses to replace the one purchased in 2012, however two of the buses were kept as these buses are also used for fixed route service on an as needed basis. These remaining two buses are showing signs of wear and tear and need replacing as these buses have exceeded their useful life of five years.

**Project Schedule:**

Start Date	Completion Date
December 2021	June 2023

**PROJECT FUNDING SOURCES (REQUESTED):**

Fund Type	Fiscal Year	Amount
5339 RS	FY 2023/24	\$205,456
Total		\$205,456

**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
		22-2	New Project
		22-2	





# FY 2023/24 SRTP

## City of Corona

### Table 4.0 A - Capital Project Justification Original

**Project Number:** 24-2

**FTIP No:** Not Assigned - New Project

**Project Name:** Replacement of 2017 Buses

**Category:** Bus

**Sub-Category:** Replacement

**Fuel Type:** CNG

**Project Description:** Purchase eleven (11) replacement Compressed Natural Gas buses for Dial-A-Ride Service

**Project Justification:** 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 of 2023.

**Project Schedule:**

Start Date	Completion Date
July 2022	December 2023

**PROJECT FUNDING SOURCES (REQUESTED):**

Fund Type	Fiscal Year	Amount
5307 RS	FY 2023/24	\$1,466,400
5307 RS OB	FY 2023/24	\$760,000
STA - OB	FY 2023/24	\$255,281
STA PUC99313	FY 2023/24	\$266,307
STA PUC99314	FY 2023/24	\$35,012
Total		\$2,783,000

**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
		23-1	New Project



# FY 2023/24 S RTP

## City of Corona

### Table 4.0 A - Capital Project Justification Original

**Project Number:** 24-3

**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 (REQUESTED):**

Fund Type	Fiscal Year	Amount
SGR PUC99313	FY 2023/24	\$145,469
SGR PUC99314	FY 2023/24	\$4,531
STA - OB	FY 2023/24	\$511,644
Total		\$661,644

**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
		21-2	Open



# FY 2023/24 SRTTP

## City of Corona

### Table 4.0 A - Capital Project Justification

#### Original

**Project Number:** 24-4

**FTIP No:** RIV190603

**Project Name:** Intelligent Transportation System (ITS) 19-01

**Category:** Communication and ITS

**Sub-Category:** Systems

**Fuel Type:** N/A

**Project Description:** Purchase and install an Intelligent Transportation System that will support the following GPS based components: 1) Automatic Vehicle Location (AVL); 2) Automated Vehicle Annunciator System (AVAS); 3) Computer Aided Dispatching (CAD) and; 4) Automated Passenger Count (APC). The system will improve performance monitoring, and reporting capabilities, and improve service quality and bus efficiency. In addition, include an advanced fare payment system which will provide customers with convenience for paying fares and will improve bus efficiency by simplifying fare collection for the operators.

**Project Justification:** The ITS is necessary as an effort to ensure customers are receiving the highest quality information on time as well as ensuring that CCTS is operating at optimal efficiency.

**Project Schedule:**

Start Date	Completion Date

**PROJECT FUNDING SOURCES (REQUESTED):**

Fund Type	Fiscal Year	Amount
5307 RS OB	FY 2023/24	\$724,000
5339 RS OB	FY 2023/24	\$104,700
STA - OB	FY 2023/24	\$471,300
Total		\$1,300,000

**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
		19-01	

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

Farebox Recovery Ratio Revenues	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23 YE Est.	FY 2023/24 Est*
Passenger Fares	\$212,953	\$51,370	\$130,707	\$31,970	\$15,350
Interest Income	\$0	\$0	\$0	\$0	\$0
General Fund Contribution	\$76,849	\$0	\$0	\$0	\$0
Measure A	\$0	\$0	\$0	\$0	\$0
Passenger Shelter Advertising Revenue	\$6,161	\$8,000	\$9,854	\$8,041	\$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	\$0	\$134,807	\$144,874	\$211,844
LCTOP	\$0	\$0	\$74,325	\$195,685	\$225,350
Investment Income	\$0	\$0	-\$49,165	\$0	\$0
Fare Revenues from Exempt Routes	\$0	\$0	\$0	\$0	\$0
Other Revenues*	\$98,447	\$22,136	\$31,269	\$49,820	\$47,000
<b>Total Farebox Revenues</b>	<b>\$394,410</b>	<b>\$81,506</b>	<b>\$331,797</b>	<b>\$430,390</b>	<b>\$508,544</b>
<b>Total Operating Expense</b>	<b>\$2,309,461</b>	<b>\$1,901,148</b>	<b>\$2,157,427</b>	<b>\$2,716,220</b>	<b>\$3,390,291</b>
<b>Farebox Recovery Ratio**</b>	<b>17%</b>	<b>4%</b>	<b>15%</b>	<b>16%</b>	<b>15%</b>

\*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 (FY24/25 & FY25/26)**

### ***Operating Program***

CCTS funding plan to support FY 2024/25 and FY 2025/26 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 funding gap in order to meet the farebox recovery ratio, and other local funds.

### ***Capital Program***

Capital program funds supporting FY 2024/25 and FY2025/26 will include FTA sections 5307 & 5339, State Transit Assistance (STA) and State of Good Repair for prior approved projects and current request.



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

City of Corona

Original

<b>Operating</b>													
Project	Total Amount of Funds	5307 RS	AB 2766	FARE	GF REV	LCTOP PUC99313	LTF	OTHR LCL	SGR-OB PUC99313				
Corona Cruiser Operating	\$1,914,370	\$826,390	\$10,000	\$144,120	\$163,130	\$143,120	\$580,320	\$37,000	\$10,290				
Corona Dial-A-Ride Operating	\$1,765,549	\$838,404		\$134,000	\$31,755		\$742,280		\$19,110				
<b>Sub-total Operating</b>	<b>\$3,679,919</b>	<b>\$1,664,794</b>	<b>\$10,000</b>	<b>\$278,120</b>	<b>\$194,885</b>	<b>\$143,120</b>	<b>\$1,322,600</b>	<b>\$37,000</b>	<b>\$29,400</b>				

<b>Capital</b>													
Project	Total Amount of Funds	5307 RS	AB 2766	FARE	GF REV	LCTOP PUC99313	LTF	OTHR LCL	SGR-OB PUC99313				
<b>No Capital Projects</b>													
<b>Total Operating &amp; Capital</b>	<b>\$3,679,919</b>	<b>\$1,664,794</b>	<b>\$10,000</b>	<b>\$278,120</b>	<b>\$194,885</b>	<b>\$143,120</b>	<b>\$1,322,600</b>	<b>\$37,000</b>	<b>\$29,400</b>				

<b>FY 2024/25 Projected Funding Details</b>	
5307 RS	\$1,664,794
AB 2766	\$10,000
FARE	\$278,120
GF REV	\$194,885
LCTOP PUC99313	\$143,120
LTF	\$1,322,600
OTHR LCL	\$37,000
SGR-OB PUC99313	\$29,400
Total Estimated Operating Funding Request	\$3,679,919
<b>Total Funding Request</b>	<b>\$3,679,919</b>



## Table 4.0 - Summary of Funding Requests - FY 2025/26

City of Corona

Original

<b>Operating</b>														
Project	Total Amount of Funds	5307 RS	AB 2766	FARE	GF REV	LCTOP PUC99313	LTF	OTHR LCL	SGR PUC99313	SGR-OB PUC99313				
Corona Cruiser Operating	\$1,976,388	\$835,918	\$15,000	\$172,740	\$136,190	\$171,740	\$597,510	\$37,000		\$10,290				
Corona Dial-A-Ride Operating	\$2,046,857	\$825,457		\$160,790	\$15,820	\$160,790	\$852,890	\$12,000	\$19,110					
<b>Sub-total Operating</b>	<b>\$4,023,245</b>	<b>\$1,661,375</b>	<b>\$15,000</b>	<b>\$333,530</b>	<b>\$152,010</b>	<b>\$332,530</b>	<b>\$1,450,400</b>	<b>\$49,000</b>	<b>\$19,110</b>	<b>\$10,290</b>				

<b>Capital</b>														
Project	Total Amount of Funds	5307 RS	AB 2766	FARE	GF REV	LCTOP PUC99313	LTF	OTHR LCL	SGR PUC99313	SGR-OB PUC99313				
<b>No Capital Projects</b>														
<b>Total Operating &amp; Capital</b>	<b>\$4,023,245</b>	<b>\$1,661,375</b>	<b>\$15,000</b>	<b>\$333,530</b>	<b>\$152,010</b>	<b>\$332,530</b>	<b>\$1,450,400</b>	<b>\$49,000</b>	<b>\$19,110</b>	<b>\$10,290</b>				

FY 2025/26 Projected Funding Details	
5307 RS	\$1,661,375
AB 2766	\$15,000
FARE	\$333,530
GF REV	\$152,010
LCTOP PUC99313	\$332,530
LTF	\$1,450,400
OTHR LCL	\$49,000
SGR PUC99313	\$19,110
SGR-OB PUC99313	\$10,290
Total Estimated Operating Funding Request	\$4,023,245
<b>Total Funding Request</b>	<b><u>\$4,023,245</u></b>

## **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. The fare for an elderly person (60+), a person with disabilities, and Medicare cardholders is \$0.70 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 \$2.50 per trip which is less than twice the fare for a trip on the fixe route Cruiser (\$1.50 x 2 = \$3.00). A companion is charged \$2.50 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 17, 2020. The DBE goal & methodology is for federal Fiscal Years 2021-2023 (October 1, 2020 through September 30, 2023). The City received concurrence on the 2021-2023 Triennial DBE Goal on May 3, 2021 and concurrence on the updated DBE Program on June 16, 2021. The next Triennial DBE Goal is due on August 1, 2023.

### ***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](mailto: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 (2021-2023) on September 17, 2020, which received concurrence on May 17, 2022. The next Title VI program update is due on June 1, 2023. Staff expects to go to Council for adoption of the updated Title VI program for 2024-2026 in May 2023.

### ***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 which includes processes and procedures for implementing the Safety Management Systems (SMS). The documented SMS ensures 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 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 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

<b>TDA Triennial Performance Audit Period Covering FY 2018/19 through FY 2020/21</b>	
<b>Audit Recommendations</b>	<b>Action / Remedy</b>
<b>Continue process of implementing ADA subscription services on Dial-A-Ride</b>	<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 trips are for employment, medical, and/or educational purposes. These trips can be prescheduled, thus reducing the burden on the scheduler/dispatcher and call intake 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><b>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</b></p>

	<p><b>improve operating efficiency and effectiveness. The City will be incorporating call-back function in the next ITS project.</b></p>
<p><b>Include additional locally generated revenue in the farebox recovery.</b></p>	<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 current RCTC practice of allowing other locally generated revenues in the farebox ratio. These other revenues could include advertising generated by the transit system, 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><b>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.</b></p>

### *Federal Transit Administration Triennial Review*

A Federal Transit Administration Triennial Review for the period of 2017-2020 was completed in April 2020. The final report was received June 8, 2021. There were no deficiencies found. The City was able to successfully comply 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 2022 was October 30, 2022. CCTS staff provided responses and clarification to NTD reviewers following the initial review. The 2022 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 regarding detailed information about each of the projects listed.

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					\$ 950,000	\$ 950,000	
	24-2					\$ 1,767,719	\$ 1,767,719	
	<b>Amount Available for Route Development Buses:</b>						<b>\$ 2,788,000</b>	
Bus Stop Improvements	17-2	24-3	4	1	on going	\$ 600,000	\$ 511,644	
	21-2					\$ 50,646	\$ 50,646	
						\$ 99,354	\$ 99,354	
	<b>Amount Available for Bus Stop Improvements:</b>						<b>\$ 661,644</b>	
Intelligent Transportation System (ITS)	19-01	24-4	3	1	Dec-24	\$ 500,000	\$ 500,000	
	20-1					\$ 50,000	\$ 50,000	
	21-3					\$ 345,000	\$ 345,000	
	22-1					\$ 405,000	\$ 405,000	
	<b>Amount Available for ITS:</b>						<b>\$ 1,300,000</b>	
ADA Accessible Van	19-03		1	1	Dec-24	\$ 48,039	\$ 48,039	
	20-3					\$ 48,198	\$ 48,198	
	<b>Amount Available for ADA Accessible Van:</b>						<b>\$ 96,237</b>	
Digital Land Mobile Radio (DLMR)	20-2		5	1	Dec-25	\$ 135,000	\$ 135,000	
	<b>Amount Available for DLMR:</b>						<b>\$ 135,000</b>	
Bus Parking Canopy	21-1		4	1	Dec-25	\$ 100,000	\$ 100,000	
	<b>Amount Available for Bus Parking Canopy:</b>						<b>\$ 100,000</b>	
Support Equipment & Software	19-4		3	1	Jun-24	\$ 10,000	\$ 2,867	
	<b>Amount Available for Support Equipment:</b>						<b>\$ 2,867</b>	
Replacement of 2012 Dial-A-Ride Buses	22-2	24-1	1	1	Dec-24	\$ 306,330	\$ 306,330	
	24-1					\$ 205,456	\$ 205,456	
	<b>Amount Available for DLMR:</b>						<b>\$ 511,786</b>	
<b>TOTAL AMOUNT AVAILABLE FROM ALL PROJECTS:</b>							<b>\$ 5,595,534</b>	

**Legend**

**Project Elements:**

- 1 Revenue Vehicle Purchases
- 2 Non-Revenue Vehicle Purchases
- 3 Vehicle Systems and Equipment
- 4 Building, 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/Feasibility

**Funding Category**

- 1 Fully Funded
- 2 Partially Funded