

# SHORT RANGE TRANSIT PLAN

FY 2018 – 2020



# City of Corona

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# Chapter 1 – System Overview

## *1.0 INTRODUCTION*

The Short Range Transit Plan (SRTP) sets the objectives and strategies for Fiscal Year (FY) 2017/18 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 2017/18 – 2019/20).

## *1.1 DESCRIPTION OF SERVICE AREA*

CCTS operates a general public, demand response Dial-A-Ride (DAR) and fixed route dubbed the Corona Cruiser. DAR service commenced in 1977 and 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). The complementary paratransit Dial-A-Ride service area extends beyond city limits to ensure compliance with the Americans with Disabilities Act (ADA)  $\frac{3}{4}$  mile corridor from a Corona Cruiser fixed route. Door-to-door service is available upon request for Dial-A-Ride patrons certified under the ADA. Corona Cruiser fixed route began operating in 2001 and serves the city-center as well as commercial, retail, and residential areas on the eastern and southern portion of the city.

See service maps on the following pages.

City of Corona  
THE CIRCLE CITY  
**CORONA CRUISER  
SERVICE AREA MAP**

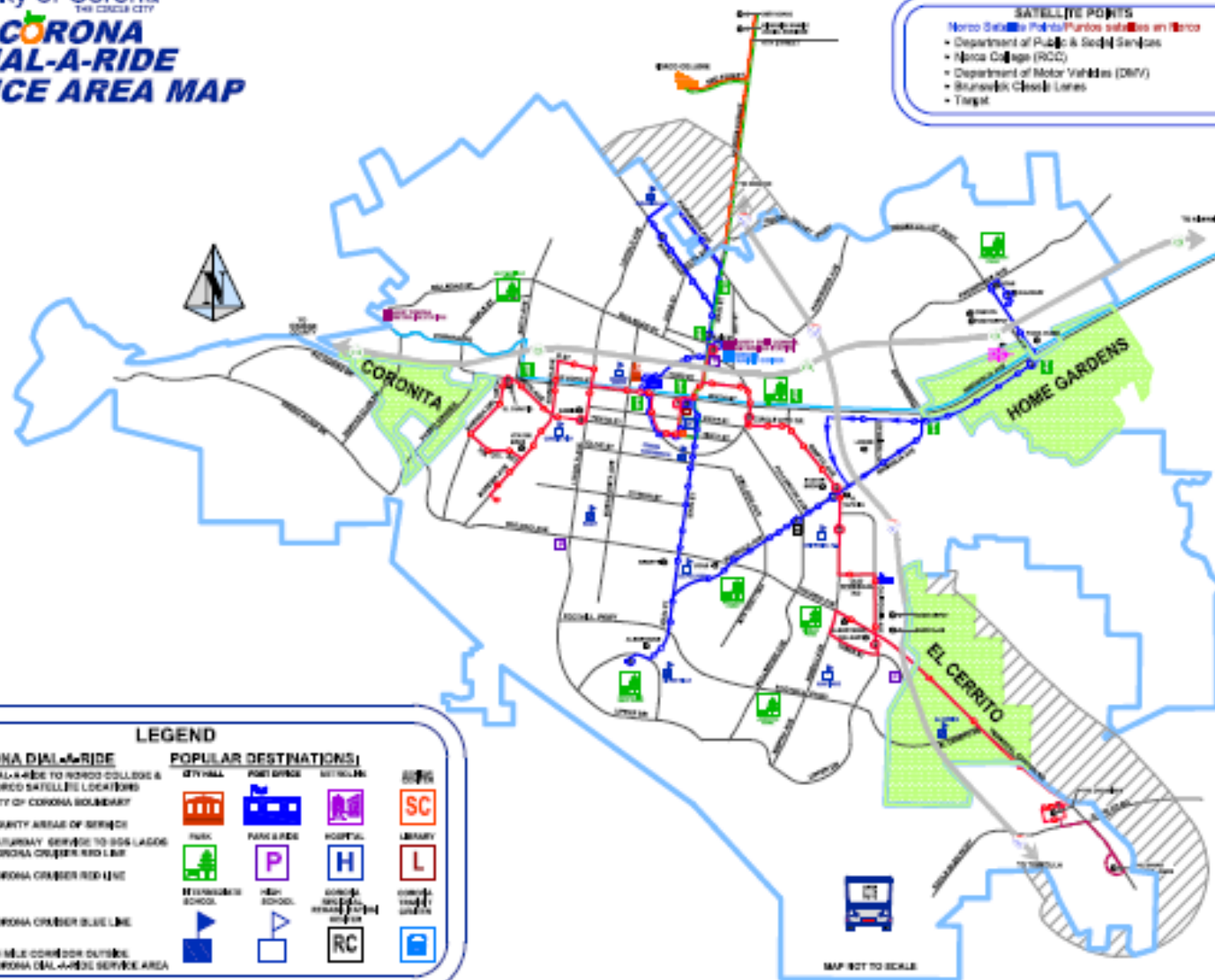


City of Corona  
THE CIRCLE CITY  
**CORONA**  
**DIAL-A-RIDE**  
**SERVICE AREA MAP**

- SATELLITE POINTS**  
 Norte Satellite Points (Puntos satélite) en Norco  
 • Department of Public & Social Services  
 • Norco College (NCC)  
 • Department of Motor Vehicles (DMV)  
 • Riverside Credit Union  
 • Target

**LEGEND**

CORONA DIAL-A-RIDE	POPULAR DESTINATIONS
DIAL-A-RIDE TO NORCO COLLEGE & NORCO SATELLITE LOCATIONS	CITY HALL
CITY OF CORONA BOUNDARY	POST OFFICE
COUNTY AREAS OF SERVICE	SATELLITE
SATURDAY SERVICE TO DOW LAGOON	SC
CORONA CHAMBER RED LINE	LIBRARY
CORONA CHAMBER BLUE LINE	HOSPITAL
SH-BUS CORRIDOR OUTSIDE CORONA DIAL-A-RIDE SERVICE AREA	COMMERCIAL RECREATION CENTER
	PARK
	PARK & RIDE
	HIGH SCHOOL
	ELEMENTARY SCHOOL
	COMMUNITY CENTER



April 2016 G.S.

## 1.2 POPULATION PROFILE AND DEMOGRAPHIC PROJECTIONS

CCTS serves a diverse population of 159,595 city residents. The city encompasses 39 square miles. That diversity is reflected in the table below.

### City Population and Diversity

Demographic		Population Estimate	Percent
Race			
Total population		159,595	100.0%
One race		153,106	95.9%
Two or more races		6,489	4.1%
One race		153,106	95.9%
White		112,864	70.7%
Black or African American		8,222	5.2%
American Indian and Alaska Native		761	0.5%
Asian		17,630	11.0%
Native Hawaiian and Other Pacific Islander		830	0.5%
Some other race		12,799	8.0%
Two or more races		6,489	4.1%
White and Black or African American		681	0.4%
White and American Indian and Alaska Native		673	0.4%
White and Asian		1,901	1.2%
Black or African American and American Indian and Alaska Native		79	0.0%
Hispanic or Latino and Race			
Total population		159,595	100.0%
Hispanic or Latino (of any race)		68,904	43.2%
Mexican		59,705	37.4%
Puerto Rican		520	0.3%
Cuban		1,006	0.6%
Other Hispanic or Latino		7,673	4.8%
Not Hispanic or Latino		90,691	56.8%
White alone		60,382	37.8%
Black or African American alone		7,788	4.9%
American Indian and Alaska Native alone		206	0.1%
Asian alone		17,402	10.9%
Native Hawaiian and Other Pacific Islander alone		780	0.5%
Some other race alone		335	0.2%
Two or more races		3,798	2.4%

Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimate



The table below lists passenger characteristics for Dial-A-Ride and Cruiser service. Passenger characteristic estimates are based on derived data compiled over the first nine months of FY 2016/17.

### Passenger Characteristics

Dial-A-Ride		Corona Cruiser	
Seniors/Persons with Disabilities	87%	General Public	43%
General Public	8%	Students	25%
Metrolink Transfers	2%	Seniors/Persons with Disabilities	23%
Personal Care Attendants	2%	RTA Transfers	5%
Children	1%	Children	2%
		Metrolink Transfers	1%

### 1.3 FIXED ROUTE TRANSIT SERVICES AND PARATRANSIT SERVICE

Using passenger trips from the first nine months of FY 2016/17 as a basis for estimating annual totals, system wide passenger trips will decrease by as much as 8.1 percent to 198,457 total passenger trips. While it is difficult to pinpoint with certainty the cause of declining passenger trips, increased congestion due to construction projects throughout most of the CCTS' service area is a factor in challenging buses to remain on schedule. When buses are less reliable, passengers will find better alternatives. Adding to the challenges of reliability was Corona's aging bus fleet and maintenance shortcomings. CCTS experienced in-service breakdowns and longer duration repairs as buses aged. Similar to the impact of increasing congestion, buses breaking down in-service make using CCTS bus service less reliable, and, again, passengers will find reliable alternatives to using the service.

CCTS staff is optimistic that the decrease in passenger trips will bottom-out in December 2017 and begin to slowly improve throughout FY 2017/18. A system-wide 1.7 percent increase in passenger trips – to 201,841, or 3,383 more passenger trips (made up of 6,653 more passenger trips on the Corona Cruiser and a reduction 3,270 passenger trips on Dial-A-Ride) for FY 2017/18 based on the following factors:

- A new fixed route schedule by January 2018. CCTS staff is surveying each Blue Line and Red Line trip to derive an average time each trip actually requires. In addition to reflecting actual trip times, the new schedule will adjust the amount of recovery time built into the schedule. Recovery time is the time between the end of a trip and the start of the next trip, and works to compensate for unanticipated delays. Adequate recovery time also helps to ensure drivers have time for restroom breaks when the need arises.
- Improvements around Corona Regional Medical Center (CRMC) are complete opening up the service area to serve the Corona Public Library and Corona Senior Center which are major trip generators along the Blue Line and Red Line. CCTS staff is hopeful that seniors will resume using the bus for trips to the Senior Center, as well as students using the bus for trips to the Library.



- State Route 91 Corridor Improvement Project was substantially completed March 2017. While minor improvements are anticipated through July 2017, the reduction in construction-related lane reductions, street closures, and freeway on-ramp and off-ramp closures, along with the opening/re-opening of these facilities, should improve traffic flow and reduce travel times. This will assist in improving on-time performance and reliability of the service and increase ridership.
- Increase bus frequency during morning peak hours by adding an additional bus to both the Blue Line and the Red Line. This component will be funded by Low Carbon Transit Operations Program funds. Therefore, upon approval of the project by CalTrans, these changes will be reflected in the new fixed route schedule for January 2018.
- Focus on Dial-A-Ride for Seniors, Disabled, patrons identified as ADA and remove general public use in an effort to reduce operating expenses. As general public and metrolink transfers account for 10 percent of the total DAR riders, CCTS staff anticipates a decline in the overall ridership on DAR. CCTS staff will focus its efforts on transitioning the general public riders to fixed route system. While some of the riders may opt for other mode of transportation, CCTS staff anticipates an increase to the fixed route system as a result of this change.

### **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, public service agencies, library, civic center, and commercial/retail areas. This route also serves the unincorporated area of Home Gardens.

The Red Line connects the residential areas of central Corona with commercial areas along Sixth Street and the Ontario Avenue/California Avenue retail area. The Red Line also covers South Corona along Ontario Avenue/Temescal Canyon Road to serve the county area of El Cerrito, The Crossings shopping complex at Cajalco Road/Temescal Canyon Road, and The Shops at Dos Lagos on Saturdays.

The Cruiser schedule is:

	Blue Line	Red Line
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.

Passenger trips on the Cruiser totaled 152,728 in FY 2015/16. Using the number of passenger trips recorded during the first nine months of FY 2016/17 as a basis for estimating year-end totals, passenger trips on the Corona Cruiser are projected to decline by 12.9 percent, or 19,667 trips, compared to the previous year. Based on improving conditions as outline in the previous section, CCTS staff is cautiously projecting a 5.0 percent increase in year-over-year passenger trips for FY 2017/18.

The Cruiser 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. 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/North Main Metrolink Station.

CCTS and RTA have a reciprocal agreement that allows valid pass-holders a no cost, one way transfer between the Cruiser and RTA buses at bus stops served by both Cruiser and RTA buses. 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.

### **Corona Dial-A-Ride**

Dial-A-Ride provides service to the general public, seniors, persons with disabilities, and individuals certified for complementary paratransit service under the Americans with Disabilities Act (ADA). Reservations can be made from one to fourteen days in advance; however, same day service may be accommodated if space is available. Dial-A-Ride 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. 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.

The ADA certification process in western Riverside County is administered by the Riverside Transit Agency (RTA). Additional information and application is available online at [www.riversidetransit.com](http://www.riversidetransit.com) or by calling RTA at (951) 795-7887.

For individuals certified for ADA complementary service, service hours are expanded to match Cruiser hours. Passengers certified under the ADA receive priority service. Voicemail message reservations are accepted for ADA clients on Sundays and Holidays for next day service.

The Dial-A-Ride schedule is:

	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

Dial-A-Ride service does not operate on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Passenger trips taken on Dial-A-Ride in FY 2015/16 totaled 63,162. Using data collected from the first nine months of FY 2016/17 as a basis for estimating year-end totals, passenger trips may increase by 3.5 percent, or 2,234 trips, as compared to FY 2015/16. Based on changes outlined in section 1.3 above (elimination of general DAR), CCTS staff is projecting a 5 percent decrease, or 3,270 less trips, in year-over-year passenger trips for FY 2017/18.

As mentioned in section 1.3, CCTS staff is looking at the option of eliminating general public DAR services in an effort to reduce operating cost and reduce the farebox recovery ratio to ten percent. By removing general public DAR, the overall system farebox recovery ratio will be reduced to a blended rate of 15 percent. This action will take into effect during the first half of FY 2017/18. During FY 2017/18, CCTS staff will also focus on developing and implementing the No Show Policy to address approximately 9 percent of DAR passengers who make appointments but do not show up. This will assist in reducing the operating cost for the DAR service. In addition, as part of eliminating general public DAR services, CCTS will need to develop criterias and an application process for the senior and persons with disabilities to ensure only the qualified patrons are utilizing the service.

#### *1.4 CURRENT FARE STRUCTURE AND PROPOSED FARE STRUCTURE*

The current fare structure appears on the following page.

## 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>	
General Public	\$4.00
Seniors / Persons with Disabilities / Medicare Card Holders	\$2.50
Children	\$0.50

Note: Current Fare Structure implemented July 5, 2010.

To incentivize the use of public transit as a viable alternative to automobile trips, CCTS is using Air Quality Management District (AQMD) funds to subsidize multi-day passes (15 day and 31-day passes) on the Cruiser. The use of these funds allows CCTS to reduce the cost of multi-day passes by 30 percent for Cruiser riders, but enables CCTS to recover an adequate fare.

### 1.5 REVENUE FLEET

The CCTS active fleet consists of 19 transit buses. All CCTS buses are compliant with the Americans with Disabilities Act (ADA) requirement for accessibility and wheelchair securement.

The Dial-A-Ride fleet consists of 12 buses made up of:

- Ten 2012 EIDorado National Aerotech 240s
- One 2007 EIDorado National Aerotech 220
- One 2008 EIDorado Starcraft

Of the 12 buses in the Dial-A-Ride fleet, CCTS leases the 2008 ELDorado Starcraft from contractor. To keep in line with the bus replacement schedule, CCTS plans on replacing eleven Dial-A-Ride buses in the next 12-14 months with new CNG powered buses.

The Fixed Route fleet consists of seven 2015 ELDorado National EZ Rider II heavy-duty/low-floor buses. EZ Rider II buses are powered with CNG and were placed into Corona Cruiser service in February 2016.

## *1.6 EXISTING FACILITY/PLANNED FACILITIES*

CCTS operates from a newer facility located at 735 Public Safety Way. Transportation Concepts, the vendor 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 vendor at an off-site garage.

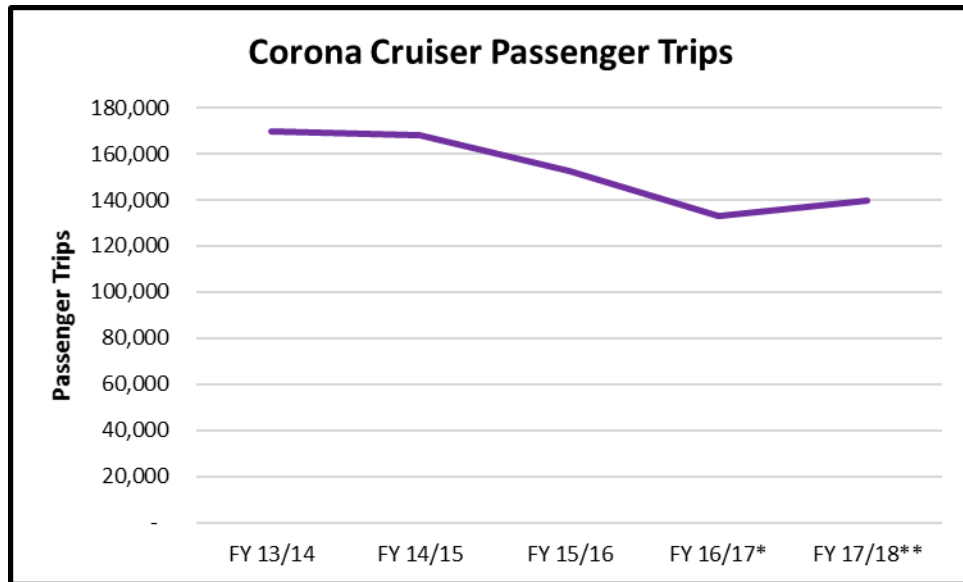
## *1.7 EXISTING COORDINATION BETWEEN TRANSIT AGENCIES*

CCTS staff and Riverside Transit Agency (RTA) planning and operations staff work together to coordinate bus stop location/re-location, bus routing, layover areas/facilities, and transfer points where Cruiser and RTA passengers possessing valid day or multi-day passes can ride for free with a one-way transfer between systems.

# Chapter 2 – Existing Service and Route Performance

## *2.1 FIXED ROUTE SERVICE – ROUTE BY ROUTE ANALYSIS*

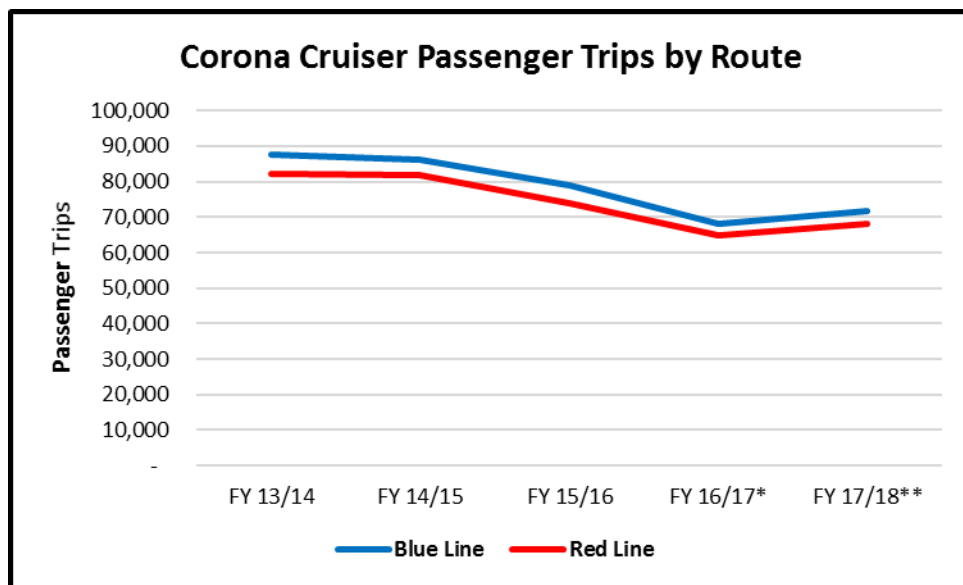
CCTS operates the Cruiser along two fixed routes – the Blue Line and Red Line. Using data gathered from July 2016-March 2017 as a basis for estimating passenger trips for FY 2016/17, it is estimated that the number of passenger trips will decline by 12.9 percent, or 19,667 trips, compared to the previous fiscal year. Based on improving conditions as outlined in section 1.3 above, CCTS staff is cautiously projecting a 5.0 percent increase, or 6,653 more trips, in year-over-year passenger trips for a total of 139,714 passenger trips for FY 2016/17. See graphs on the following page.



\* FY 2016/17 year-end estimate is based on data collected from July 2016-March 2017.

\*\* FY 2017/18 projections are based on a 5.0 percent increase over estimated FY 2016/17 year-end totals.

Passenger trips on the Blue Line are expected to decrease by 13.5 percent or 10,607 trips in FY 2016/17 when compared to the previous year. Passenger trips on the Red Line are estimated to decline 12.3 percent or 9,060 trips when compared to the same period.



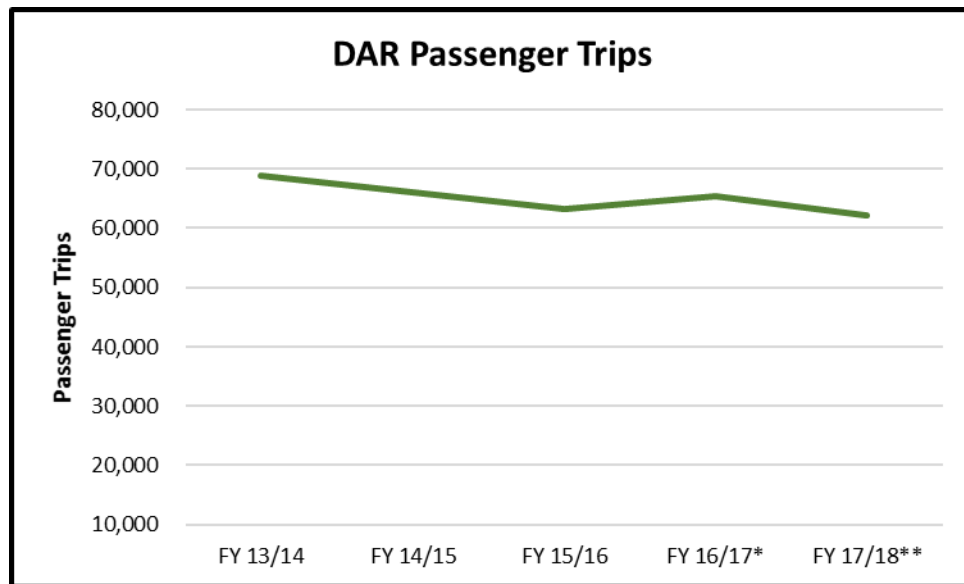
\* FY 2016/17 year-end estimate is based on data collected from July 2016-March 2017.

\*\* FY 2017/18 projections are based on a 5.0 percent increase over estimated FY 2016/17 year-end totals.

## 2.2 DIAL-A-RIDE SERVICE – SYSTEM PERFORMANCE

Dial-A-Ride provided 63,162 passenger trips in FY 2015/16. Based on demand during the period of July 2016 to March 2017, passenger trips are expected to increase by 3.5

percent in FY 2016/17. This increase in demand equates to 2,234 more trips for the year. The increase in ridership for DAR in many parts is due to patrons transferring from using the fixed route to DAR. The unreliability of the fixed route system as mentioned in section 1.3 affected the on-time performance, whereas patrons started utilizing DAR. In addition, CCTS has seen an increase in overall ADA and Senior riders. However, due to the elimination of general DAR services, CCTS staff is anticipating a 5 percent decrease in passenger trips for FY 2017/18.



\* FY 2015/16 year-end estimate is based on data collected from July 2015-March 2016.

\*\* FY 2016/17 projections are based on a 1.9 percent increase over estimated FY 2015/16 year-end totals.

Senior citizens and people with disabilities represent 87% of total Dial-A-Ride passengers. General public and Metrolink riders make up another 10% of DAR riders. Due to higher fares (\$4.00 instead of \$2.50 for Senior/Disabled riders) general public and Metrolink riders contribute about 15% of the passenger fare revenue.

### 2.3 KEY PERFORMANCE INDICATORS

The Riverside County Transportation Commission (RCTC) is the designated Regional Transportation Planning Agency (RTPA) with fiduciary and administrative oversight of transit operators in Riverside County. Each year, RCTC reviews and approves the Short Range Transit Plan (SRTP) and allocates local, state and federal funding. RCTC developed and monitors eight performance indicators that measure productivity – these indicators and year-to-date performance are listed in the table on the next page. By statute, transit operators serving urban areas must recover a minimum of 20.0 percent of operating cost through fare revenue. Fare revenue includes passenger fares, interest on investments, advertising revenue, local contributions, and the proceeds from the sale of surplus vehicles. A farebox recovery ratio below 20.0 percent endangers the receipt of state funding. The farebox recovery ratio is a mandatory performance indicator.



## Performance Indicators

### Combining Corona Cruiser fixed route and Dial-A-Ride Performance

Performance Indicators		FY 2016/17 Target	FY 2016/17 3rd Qtr. Performance	Year-to-Date Performance Scorecard
<b>Mandatory:</b>				
1.	Farebox recovery ratio	≥ 20.0%	15.15%	Fails to Meet Target
<b>Discretionary</b>				
1.	Operating cost per revenue hour	≤ \$68.71	\$70.97	Fails to Meet Target
2.	Subsidy per passenger	≥ \$7.01 and ≤ \$9.49	\$9.54	Fails to Meet Target
3.	Subsidy per passenger mile	≥ \$1.65 and ≤ \$2.23	\$2.22	Meets Target
4.	Subsidy per hour	≥ \$48.08 and ≤ \$65.04	\$60.22	Meets Target
5.	Subsidy per mile	≥ \$3.89 and ≤ \$5.27	\$4.83	Meets Target
6.	Passenger per revenue hour	≥ 5.87 and ≤ 7.94	6.30	Meets Target
7.	Passengers per revenue mile	≥ 0.48 and ≤ 0.64	0.51	Meets Target

Note: Data from RCTC TransTrack Table 7 for the period July 2016-March 2017.

Through the third quarter of this fiscal year (July 2016-March 2017), CCTS has recorded a farebox recovery of 15.15 percent. A farebox recovery ratio in this range is anticipated at this point in the fiscal year. At the close of each fiscal year, the City contributes a sufficient amount of funding to bridge the gap between fare revenue received throughout the year and the amount required to meet the 20 percent farebox recover ratio. The contribution of funds is made only after all revenues and expenses are finalized following the close of the fiscal year. The size of the contribution varies each year depending on the final amount of revenues and expenses; however, the City's year-end contribution has always ensured CCTS meets the mandatory 20 percent farebox recovery ratio. In addition, CCTS expects to meet the target for Subsidy per Passenger upon close of the fiscal year as final revenues are recognized and subsidy is decreased.

Table 7, Service Provider Performance Targets Report, appearing on page 39 of this plan, shows in greater detail on FY 2016/17 performance targets and actual performance by indicator.

Table 8, SRTP Performance Report, appearing on page 40 of this plan, lists performance targets set by RCTC for FY 2017/18.

Table 8 indicates CCTS meets the mandatory farebox recovery ratio and six of seven discretionary targets. The target for farebox recovery ratio is set for 20 percent. However, if general public Dial-A-Ride is eliminated, the recovery ratio will be reduced to 10 percent. Thereby reducing the overall blended rate to 15 percent. The target set by RCTC for operating costs per revenue hour is \$72.17. The target for operating costs per revenue hour for FY 2017/18 is calculated using operating costs accumulated during the first nine months of the current fiscal year (July 2016-March 2017 in this case) and adjusted by the Consumer Price Index (CPI). Currently, CPI is 1.69 percent.

Increased costs in materials, marketing and utility contributed to the increase in cost per hour. This is due to annual cost in licensing fee for the cloud-based dispatching system. In addition, FY 17-18 budget includes consulting services for a Comprehensive Operational Analysis. Also contributing to the increase in cost per hour is an increased cost to maintain low-floor buses. As noted earlier in Section 1.5, CCTS put seven low-floor buses into service in February 2016. These are heavy-duty, 12-year assets. To properly maintain these buses, and ensure a full 12-year service life, additional maintenance costs are incurred. CCTS continues to contract with a private sector vendor to operate transit service to ensure a lower cost alternative than a City-operated service.

## **2.4 PRODUCTIVITY IMPROVEMENT EFFORTS**

Productivity, as measured by the number of passengers per revenue hour and revenue miles showed year-over-year improvement between FY 2012/13 and FY 2013/14 on the Corona Cruiser. Productivity slightly declined in FY 2014/15, and continued to drop through the current year. Productivity for Dial-A-Ride showed an improvement between FY 2012/13 and FY 2013/14, but showed similar declines in productivity for FY 2014/15 and FY 2015/16. However for FY 2016/17, productivity showed a slight improvement. Along with all other vehicles, bicycles, and pedestrians, Corona Cruiser and Dial-A-Ride buses are impacted by increased traffic congestion resulting from construction work on the SR-91 Corridor Improvement Project and other construction projects on-going throughout Corona. 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.

Adding to the challenges to reliability was Corona's aging bus fleet. CCTS experienced in-service breakdowns and longer duration repairs as buses aged. Similar to the impact of increasing congestion, buses breaking down in-service make using CCTS bus service less reliable - motivating passengers to find more reliable alternatives to using the service.

As related previously in this plan, CCTS staff is optimistic that the decline in productivity, as well as the decrease in passenger trips, will start to bottom-out and begin to slowly improve throughout FY 2017/18. As construction projects move to completion, commuters and community members will begin to reap the benefits from these traffic flow improvements. See productivity measures in the table on the following page.

## Productivity Measures

Mode	Productivity Measure	FY 12/13	FY 13/14	FY 14/15	FY 15/16	FY 16/17*
Corona Cruiser	Passengers per revenue hour	11.60	11.70	11.50	10.42	9.10
	Passengers per revenue mile	0.98	0.99	0.97	0.89	0.78
Dial-A-Ride	Passengers per revenue hour	4.00	4.20	3.90	3.65	3.88
	Passengers per revenue mile	0.29	0.31	0.29	0.28	0.30

\*FY 2016/17 performance is measured covering the period July 2016 through March 2017.

### 2.5 MAJOR TRIP GENERATORS AND PROJECTED GROWTH

Major trip destinations within the city are the commercial/retail areas along McKinley Street and Sixth Street, The Crossings shopping area on Cajalco Road and Temescal Canyon, medical facilities along Magnolia Avenue, regional transit facilities off Main Street, the Corona Public Library, the Senior Center, and the Civic Center. El Cerrito Middle School and Centennial High are also major trip generators.

Cruiser patrons use the service for work, shopping trips, making stops at pharmacies and grocery stores, and accessing restaurants and movie theaters. Over the past three years, students have made up an increasing share of Corona Cruiser and Dial-A-Ride passengers. Many Dial-A-Ride passengers use the service to get to work and care centers, doctor visits, and Corona's two Metrolink Stations.

CCTS staff is cautiously optimistic that the decrease in passenger trips experienced in the current Fiscal Year (July 2016 - June 2017) will start to bottom-out, and slowly improve throughout FY 2017/18. As such, a 1.7 percent increase in passenger trips – to 201,841, or 3,383 more passenger trips (made up of 6,653 more passenger trips on the Corona Cruiser and a decrease of 3,270 passenger trips on Dial-A-Ride) - is projected for FY 2017/18.

### 2.6 EQUIPMENT, PASSENGER AMENITIES, AND FACILITY NEEDS

CCTS plans to continue upgrading bus stop accessibility and passenger amenities in FY 2017/18 and FY 2018/19; planned improvements are as follows:

- Battery replacement on solar-powered lighting at various bus passenger shelters.
- Relocate passenger shelter from Fullerton (adjacent to Centennial High School) to the corner of Magnolia and Fullerton to serve the Blue Line WB bus stop.

- Replace existing passenger shelters that display advertising with new shelters. The design of the new shelters will be based on the existing design, but re-worked to include two panels for advertising; and,
- Replace older blue fiberglass bus benches with metal benches.
- Add, expand, and/or replace damaged concrete at bus stops to improve accessibility.

CCTS staff anticipates completing this work by July 2019.

## Chapter 3 – Planned Service Changes and Implementation

### *3.1 RECENT SERVICE CHANGES*

Minor service changes were implemented in FY 2016/17 as outlined below:

- October 2016 – Opening of Bell Street upon completion of construction improvements at the Corona Regional . This change affected both the Blue Line and the Red Line in both directions allowing service to resume at the Corona Senior Center and the Corona Library.
- September 2016 – Redline Wesbound to stand down at Centennial High School from 2:49 to 2:55 PM to allow students time to get onto the bus.

### *3.2 RECOMMENDED LOCAL & EXPRESS ROUTE MODIFICATIONS*

CCTS staff is proposing the following service enhancements in FY 2017/18:

- New weekday schedule – To be an effective and useful transportation option, buses need to consistently operate according to the published schedule. Bus passengers need to be able to rely on the bus to pick them up on schedule, and deliver them to their destination on schedule. An unreliable transit system will lose riders. Passenger trips peaked for the Corona Cruiser and Dial-A-Ride in FY 2013/14, and have declined since. Increased traffic congestion from a growing local and regional population, delays related to a myriad of construction projects, operational challenges, and a slow response by CCTS to adjust published schedules addressing these challenges has contributed to declining passenger trips.

CCTS staff is in the process of measuring individual trip times in an effort to devise a schedule that reflects actual trip times to assemble a new schedule. CCTS staff anticipates having the new schedule in place in January 2018. A new, reliable schedule, combined with new buses, 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.

- Increase weekday bus frequency during morning peak hours by adding an additional bus on the Blue Line and the Red Line. This will reduce headway by 30 minutes, thereby improving transit service and opportunity to increase

ridership. This will provide patrons with options to utilize Corona Cruiser with additional time intervals.

### **3.3    *MARKETING PLANS AND PROMOTION***

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. The program is in its ninth year with artwork and poetry totaling 141 entries in 2017.

### **3.4    *BUDGET IMPACT AND PROPOSED CHANGES***

CCTS relies on a contribution from the City's general fund to meet the mandatory farebox recovery ratio (mandated to recover 20 percent of operating costs through fare revenue). However, the City's general fund continues to reflect a sluggish regional economy so CCTS is incrementally increasing service next Fiscal Year to not overburden the general fund. In addition, CCTS is proposing to eliminate general use Dial-A-Ride service to reduce the farebox recovery ratio to a blended rate of 15% (for both Fixed Route & DAR) and introducing federal funds for operating in an effort to reduce the general fund contribution.

## **Chapter 4 – Financial and Capital Plans**

### **4.1    *OPERATING AND CAPITAL BUDGET***

To continue to provide Corona Cruiser fixed route and Dial-A-Ride service, CCTS is proposing a balanced budget of \$2.52 million for FY 2017/18, representing a 1.7 percent increase (\$42,720) over the current year FY 16-17 budget. Year-over-year increases in operating costs are largely driven by increases in administrative and contracted service costs. In addition FY 2017/18 budget includes operating costs for a comprehensive operational analysis to assess the service for future improvements.

FY 16-17 budget had reflected increased cost of operating more service in order to update the fixed route bus schedule. Due to limited staff (vacancy of the position for Transportation Planning Supervisor), the changes to the bus schedule did not materialize. Therefore, FY 17-18 budget will continue to reflect costs for increased revenue hour service effective January 2018 and inclusion of a comprehensive operational analysis, increasing the cost of operating by 3.2 percent (\$55,799). In addition, FY 17-18 budget reflects a 24.9 percent increase in the cost of marketing, materials, and utilities due to annual cost in licensing fee for RouteMatch, cloud-based dispatching system.

These costs however are partially offset by decrease in the cost of fuel (-10.7 percent). The decrease in fuel costs are attributable to: 1) fuel costs in FY 16-17 was over-budgeted; 2) replacement of five gasoline-powered vehicles with compressed natural gas vehicles in December 2017/January 2018. See Budget by Category and Mode as shown below:

### Budget by Category and Mode

Category	Mode	FY 2016/17 SRTP	FY 2017/18 Plan	Variance	
				\$	%
Salaries & Benefits					
	Dial-A-Ride	\$ 185,781	\$ 186,846	\$ 1,065	0.6%
	Fixed Route	\$ 228,245	\$ 227,041	\$ (1,204)	-0.5%
	Subtotal	\$ 414,026	\$ 413,887	\$ (139)	0.0%
Materials, Marketing and Utilities					
	Dial-A-Ride	\$ 28,215	\$ 38,475	\$ 10,260	36.4%
	Fixed Route	\$ 28,175	\$ 31,975	\$ 3,800	13.5%
	Subtotal	\$ 56,390	\$ 70,450	\$ 14,060	24.9%
Fuel					
	Dial-A-Ride	\$ 119,000	\$ 100,000	\$ (19,000)	-16.0%
	Fixed Route	\$ 134,000	\$ 126,000	\$ (8,000)	-6.0%
	Subtotal	\$ 253,000	\$ 226,000	\$ (27,000)	-10.7%
Contracted Services					
	Dial-A-Ride	\$ 983,701	\$ 963,000	\$ (20,701)	-2.1%
	Fixed Route	\$ 766,600	\$ 843,100	\$ 76,500	10.0%
	Subtotal	\$ 1,750,301	\$ 1,806,100	\$ 55,799	3.2%
Total					
	Dial-A-Ride	\$ 1,316,697	\$ 1,288,321	\$ (28,376)	-2.2%
	Fixed Route	\$ 1,157,020	\$ 1,228,116	\$ 71,096	6.1%
	Total	\$ 2,473,717	\$ 2,516,437	\$ 42,720	1.7%

## **4.2 FUNDING PLANS TO SUPPORT PROPOSED OPERATING AND CAPITAL PROGRAM**

CCTS is proposing a funding plan that includes state funding (Local Transportation Fund), Federal Transit Administration (FTA) funds and Low Carbon Transportation Operations Program) to support 80 percent of operating costs. The remaining 20 percent will be generated by passenger fares, bus shelter advertising, and local funds. CCTS will use State Transit Assistance, Proposition 1B/Public Transportation Modernization, Improvement & Service Enhancement Program and Proposition 1B/California Transit Security Grant Program funding to cover proposed capital purchases in FY 2017/18.

## **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 ADA requires that complementary paratransit service be available to ADA certified persons during the same hours and days of operation available to Cruiser (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 a general population Dial-A-Ride 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). When demand exceeds capacity, requests for service from 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 – The 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 Cruiser (fixed route system). No fares may be charged for Personal Care Attendants (PCAs). ADA certified individuals are charged \$2.50 per trip which is less than twice the fare for a trip on the 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 anticipates using federal section FTA 5307 funds for future projects including the use of these funds for operating and capital projects. Therefore, the City will be required to submit a DBE program to the FTA Region IX prior to programming funds in a grant prior to submitting in the TrAMS.

## **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.

CCTS Title VI program is in the process of being revised and updated and will need City Council approval prior to submission to the Federal Transit Administration. Title VI programs are in effect for a three-year period. CCTS has not received any Title VI complaints.

## **Transportation Development Act Triennial Audit**

CCTS underwent a Transportation Development Act (TDA) Triennial Performance Audit document review in September 2015 and site visit in October 2015 covering Fiscal Years 2012/13 through 2014/15. The triennial performance audits are administered and coordinated by RCTC. 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 three areas as summarized in Table 6 Progress Implementing Triennial Performance Audit Recommendations.

### **Federal Transit Administration Triennial Review**

A Federal Transit Administration (FTA) Triennial Review field review for the period of 2014-2016 was completed in March 2017. The FTA recommended corrective action in the following areas:

<b>Review Area</b>	<b>Deficiency</b>	<b>Corrective Action</b>
Technical Capacity	Late MPRs/FFRs	Submit to the FTA Region IX Office procedures for submitting Milestone Progress Reports (MPRs) and Federal Financial Reports (FFRs) on time
Title VI	Title VI program not submitted or expired	Upload the required Title VI program to the TrAMS and notify the FTA REGIONIX RCRO
Satisfactory Continuing Control	Real property use issues	<p>Submit to FTA Region IX Office the following items:</p> <ul style="list-style-type: none"> <li>Excess Real Property Inventory and Utilization Plan for the FTA-funded contribution to the facility that is no longer needed for transit purposes, as stated in the City's Grant Agreement, and that states how</li> <li>Identify which disposition method the City will pursue, along with a timeline, in compliance with FTA Circular 5010.1E, Chapter IV: Real Property, Section 2.j, "Real Estate Disposition" and Section 2.j. (2), "Disposition".</li> </ul>

### **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 2016 was October 30, 2016. CCTS staff provided responses and clarification to NTD reviewers following the initial review. The annual NTD report for 2016 was closed out in March 2017.

### **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. While gasoline is a recognized alternative fuel for demand response/Dial-A-Ride buses, CCTS integrated CNG-powered Dial-A-Ride buses with funding through the federal government's American Recovery and Reinvestment Act (ARRA) program. CCTS currently runs a mixed fleet of eight

gasoline-powered buses and four CNG-powered buses. CCTS Corona Cruiser (fixed route) service operates using seven CNG-powered buses which began service in February 2016. CCTS plans on replacing eleven DAR vehicles within the next 12-14 months. At that time, all of CCTS fleet will be CNG-powered.

**Table 1 - Fleet Inventory**  
**FY 2017/18 Short Range Transit Plan**  
**City of Corona**

**Bus (Motorbus) / Purchased Transportation**

Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2016/17	# of Contingency Vehicles FY 2016/17	Life to Date Vehicle Miles Prior Year End FY 2015/16	Life to Date Vehicle Miles through March FY 2016/17	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2016/17
2015	EDN	EZ RiderII	30	7	32	CN	7	0	68,615	68,615	9,802
<b>Totals:</b>			30	7			7	0	68,615	68,615	9,802

**Demand Response / Purchased Transportation**

Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2016/17	# of Contingency Vehicles FY 2016/17	Life to Date Vehicle Miles Prior Year End FY 2015/16	Life to Date Vehicle Miles through March FY 2016/17	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2016/17
2007	EDN	AeroTech	16	1	24	GA	1	0	238,757	238,757	238,757
2012	EDN	AEROTECH	20	6	26	GA	6	0	698,783	819,080	136,513
2012	EDN	AEROTECH	20	4	26	CN	4	0	413,086	413,086	103,271
2008	STR	Starcraft	18	1	25	GA	1	0	249,912	249,912	249,912
<b>Totals:</b>			74	12			12	0	1,600,538	1,720,835	143,403

**Table 2 -- Corona-BUS -- SRTP Service Summary**  
**FY 2017/18 Short Range Transit Plan**  
**All Routes**

	FY 2014/15 Audited	FY 2015/16 Audited	FY 2016/17 Plan	FY 2016/17 4th Qtr Actual	FY 2017/18 Plan
<b>Fleet Characteristics</b>					
Peak-Hour Fleet			5		5
<b>Financial Data</b>					
Total Operating Expenses	\$991,395	\$987,358	\$1,157,020	\$770,028	\$1,228,116
Total Passenger Fare Revenue	\$199,488	\$187,521	\$231,404	\$118,165	\$240,084
Net Operating Expenses (Subsidies)	\$791,906	\$799,837	\$925,616	\$651,863	\$988,032
<b>Operating Characteristics</b>					
Unlinked Passenger Trips	168,303	152,728	161,614	99,796	139,715
Passenger Miles	664,797	603,276	638,378	394,194	551,874
Total Actual Vehicle Revenue Hours (a)	14,671.4	14,660.0	16,482.0	10,955.4	16,344.0
Total Actual Vehicle Revenue Miles (b)	172,786.0	171,379.0	193,581.0	128,290.0	176,912.0
Total Actual Vehicle Miles	189,065.0	188,192.0	212,995.0	139,388.0	192,204.0
<b>Performance Characteristics</b>					
Operating Cost per Revenue Hour	\$67.57	\$67.35	\$70.20	\$70.29	\$75.14
Farebox Recovery Ratio	20.12%	18.99%	20.00%	15.35%	19.54%
Subsidy per Passenger	\$4.71	\$5.24	\$5.73	\$6.53	\$7.07
Subsidy per Passenger Mile	\$1.19	\$1.33	\$1.45	\$1.65	\$1.79
Subsidy per Revenue Hour (a)	\$53.98	\$54.56	\$56.16	\$59.50	\$60.45
Subsidy per Revenue Mile (b)	\$4.58	\$4.67	\$4.78	\$5.08	\$5.58
Passenger per Revenue Hour (a)	11.5	10.4	9.8	9.1	8.5
Passenger per Revenue Mile (b)	0.97	0.89	0.83	0.78	0.79

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

**Table 2 -- Corona-DAR -- SRTP Service Summary**

**FY 2017/18 Short Range Transit Plan**

**All Routes**

	<b>FY 2014/15 Audited</b>	<b>FY 2015/16 Audited</b>	<b>FY 2016/17 Plan</b>	<b>FY 2016/17 4th Qtr Actual</b>	<b>FY 2017/18 Plan</b>
<b>Fleet Characteristics</b>					
Peak-Hour Fleet			9		9
<b>Financial Data</b>					
Total Operating Expenses	\$1,179,406	\$1,164,365	\$1,316,697	\$903,834	\$1,288,321
Total Passenger Fare Revenue	\$236,878	\$186,329	\$263,340	\$135,353	\$128,832
Net Operating Expenses (Subsidies)	\$942,529	\$978,036	\$1,053,357	\$768,481	\$1,159,489
<b>Operating Characteristics</b>					
Unlinked Passenger Trips	66,015	63,162	63,430	49,047	62,126
Passenger Miles	332,055	317,705	319,052	246,706	312,495
Total Actual Vehicle Revenue Hours (a)	16,995.4	17,309.8	17,788.0	12,628.8	16,774.0
Total Actual Vehicle Revenue Miles (b)	226,331.0	223,539.0	229,015.0	165,930.0	220,842.0
Total Actual Vehicle Miles	261,796.0	256,125.0	261,968.0	190,753.0	253,878.0
<b>Performance Characteristics</b>					
Operating Cost per Revenue Hour	\$69.40	\$67.27	\$74.02	\$71.57	\$76.80
Farebox Recovery Ratio	20.08%	16.00%	20.00%	14.98%	9.99%
Subsidy per Passenger	\$14.28	\$15.48	\$16.61	\$15.67	\$18.66
Subsidy per Passenger Mile	\$2.84	\$3.08	\$3.30	\$3.12	\$3.71
Subsidy per Revenue Hour (a)	\$55.46	\$56.50	\$59.22	\$60.85	\$69.12
Subsidy per Revenue Mile (b)	\$4.16	\$4.38	\$4.60	\$4.63	\$5.25
Passenger per Revenue Hour (a)	3.9	3.6	3.6	3.9	3.7
Passenger per Revenue Mile (b)	0.29	0.28	0.28	0.30	0.28

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



**Table 2 -- City of Corona -- SRTP Service Summary**  
**FY 2017/18 Short Range Transit Plan**  
**All Routes**

	FY 2014/15 Audited	FY 2015/16 Audited	FY 2016/17 Plan	FY 2016/17 4th Qtr Actual	FY 2017/18 Plan
<b>Fleet Characteristics</b>					
Peak-Hour Fleet			14		14
<b>Financial Data</b>					
Total Operating Expenses	\$2,170,801	\$2,151,722	\$2,473,717	\$1,673,862	\$2,516,437
Total Passenger Fare Revenue	\$436,366	\$373,850	\$494,744	\$253,518	\$368,916
Net Operating Expenses (Subsidies)	\$1,734,435	\$1,777,873	\$1,978,973	\$1,420,344	\$2,147,521
<b>Operating Characteristics</b>					
Unlinked Passenger Trips	234,318	215,890	225,044	148,843	201,841
Passenger Miles	996,852	920,980	957,430	640,901	864,369
Total Actual Vehicle Revenue Hours (a)	31,666.8	31,969.8	34,270.0	23,584.3	33,118.0
Total Actual Vehicle Revenue Miles (b)	399,117.0	394,918.0	422,596.0	294,220.0	397,754.0
Total Actual Vehicle Miles	450,861.0	444,317.0	474,963.0	330,141.0	446,082.0
<b>Performance Characteristics</b>					
Operating Cost per Revenue Hour	\$68.55	\$67.30	\$72.18	\$70.97	\$75.98
Farebox Recovery Ratio	20.10%	17.37%	20.00%	15.15%	14.66%
Subsidy per Passenger	\$7.40	\$8.24	\$8.79	\$9.54	\$10.64
Subsidy per Passenger Mile	\$1.74	\$1.93	\$2.07	\$2.22	\$2.48
Subsidy per Revenue Hour (a)	\$54.77	\$55.61	\$57.75	\$60.22	\$64.84
Subsidy per Revenue Mile (b)	\$4.35	\$4.50	\$4.68	\$4.83	\$5.40
Passenger per Revenue Hour (a)	7.4	6.8	6.6	6.3	6.1
Passenger per Revenue Mile (b)	0.59	0.55	0.53	0.51	0.51

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



Table 3 - SRTP Route Statistics

City of Corona -- 3

FY 2017/18

All Routes

Data Elements

Route #	Day Type	Peak Vehicles	Passengers	Passenger Miles	Revenue Hours	Total Hours	Revenue Miles	Total Miles	Operating Cost	Passenger Revenue	Net Subsidy
COR-BLUE	All Days	3	71,637	282,966	8,076.0	8,441.0	83,149.0	90,336.0	\$601,777	\$117,641	\$484,136
COR-DAR	All Days	9	62,126	312,495	16,774.0	18,928.0	220,842.0	253,878.0	\$1,288,321	\$128,832	\$1,159,489
COR-RED	All Days	2	68,078	268,908	8,268.0	8,785.0	93,763.0	101,868.0	\$626,339	\$122,443	\$503,896
Service Provider Totals		14	201,841	864,369	33,118.0	36,154.0	397,754.0	446,082.0	\$2,516,437	\$368,916	\$2,147,521

**Table 3 - SRTP Route Statistics**

City of Corona -- 3

FY 2017/18

All Routes

Performance Indicators											
Route #	Day Type	Operating Cost Per Revenue Hour	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	\$74.51	\$7.24	\$8.40	19.54%	\$6.76	\$1.71	\$59.95	\$5.82	8.9	0.86
COR-DAR	All Days	\$76.80	\$5.83	\$20.74	9.99%	\$18.66	\$3.71	\$69.12	\$5.25	3.7	0.28
COR-RED	All Days	\$75.75	\$6.68	\$9.20	19.54%	\$7.40	\$1.87	\$60.95	\$5.37	8.2	0.73
<b>Service Provider Totals</b>		\$75.98	\$6.33	\$12.47	14.66%	\$10.64	\$2.48	\$64.84	\$5.40	6.1	0.51

*TABLE 3A – INDIVIDUAL ROUTE DESCRIPTIONS AND AREA SERVICED*

Mode	Route	Description	Area / Sites Service
Corona Cruiser			
Blue Line		Wal-Mart at McKinley Street west 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, Corona Transit Center/North Main Corona Metrolink Station, Fender museum, north Main Street shopping area and restaurants
Red Line		The Crossings shopping area at Cajalco Road and Temescal Canyon to the El Tapatio at West Sixth Street via downtown / Civic Center	The Crossings shopping area, 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 on west Sixth Street near Smith Avenue (service is extended to the Shops at Dos Lagos on Saturdays)
Dial-A-Ride			
City-wide		Demand response / reservation based service	City-wide, neighboring county areas of Coronita, El Cerrito and Home Gardens as well as satellite locations in the city of Norco - Department of Motor Vehicles, Department of Public Social Services and Norco College

*TABLE 4 – SUMMARY OF FUNDS REQUESTED FOR FY 2017/18*

**Table 4 - Summary of Funds Requested for FY 2017/18**

**City of Corona**

Project Description	Capital Project No.	Total Amount of Funds	LTF	STA	5307 Funds	Toll Credits	LCTOP***	Prop 1B Security CTS GP	AQMD AB 2766 Subvention Funds	Fare Box*	Other **
FY 18 - Operating Revenues		1,812,437	1,386,521	-			57,000	-	-	334,100	34,816
Capital Cost of Operating for Fixed Route & Dial-A-Ride		644,000	128,800	-	515,200				-	-	
Comprehensive Operational Analysis (COA)		60,000			48,000	12,000					
<b>Subtotal: Operating</b>		<b>\$2,516,437</b>	<b>\$1,515,321</b>	<b>\$0</b>	<b>\$563,200</b>	<b>\$12,000</b>	<b>\$57,000</b>	<b>-</b>	<b>-</b>	<b>\$334,100</b>	<b>\$34,816</b>
		-	-	-				-	-	-	-
<b>Subtotal: Capital</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>\$0</b>	<b>\$0</b>
<b>Total: Operating &amp; Capital</b>		<b>\$2,516,437</b>	<b>\$1,515,321</b>	<b>\$0</b>				<b>\$0</b>	<b>-</b>	<b>\$334,100</b>	<b>\$34,816</b>

\* Includes AB 2766 congestion and emission reduction funds to incentivize Cruiser multi-day passes \$20,000.

\*\*Other revenues include City contribution \$17,816; Bus Shelter Advertising \$7,000; and local contribution \$10,000. City contribution based on blended rate of 15% farebox recovery ratio due to elimination of general DAR. If general DAR not eliminated, then 20% farebox recovery ratio will apply requiring an additional \$122,971 in general fund contribution.

\*\*\*Using \$57,000 of \$121,890 (FY 16-17 allocation of LCTOP funds); remaining funds to be utilized in FY 18-19.

**TABLE 5.1 – SUMMARY OF FUNDS REQUESTED FOR FY 2018/19**

**Table 5.1 - Summary of Funds Requested for FY 2018/19**

**City of Corona**

Project Description	Capital Project No.	Total Amount of Funds	LTF	STA	5307 Funds	Toll Credit	LCTOP	Prop 1B Security CTSGP	AQMD AB 2766 Subvention Funds	Fare Box*	Other **
Operating Revenues		1,910,131	1,432,105	-			120,000	-	-	337,241	20,785
Capital Cost of Operating for Fixed Route & Dial-A-Ride		644,000	103,040	-	515,200			-	-	-	25,760
<b>Subtotal: Operating</b>		<b>\$2,554,131</b>	<b>\$1,535,145</b>	<b>\$0</b>	<b>\$515,200</b>	<b>\$0</b>	<b>\$120,000</b>	<b>\$0</b>	<b>-</b>	<b>\$337,241</b>	<b>\$46,545</b>
Intelligent Transportation System (ITS) including following components: Automatic Vehicle Locator and Automatic Vehicle Annunciator	19-01	500,000		100,000	400,000						
<b>Subtotal: Capital</b>		<b>\$500,000</b>	<b>-</b>	<b>\$100,000</b>				<b>-</b>	<b>\$0</b>	<b>-</b>	<b>-</b>
<b>Total: Operating &amp; Capital</b>		<b>\$3,054,131</b>	<b>\$1,535,145</b>	<b>\$100,000</b>				<b>-</b>	<b>\$0</b>	<b>\$337,241</b>	<b>\$46,545</b>

\* Includes AB 2766 congestion and emission reduction funds to incentivize Cruiser multi-day passes \$20,000.

\*\* Other revenues include City contribution \$29,545; Bus Shelter Advertising \$7,000; and local contribution \$10,000.

**TABLE 5.1A – CAPITAL PROJECT JUSTIFICATION**

**PROJECT NUMBER:** SRTP Project No: 19-01 FTIP No: not applicable

**PROJECT NAME:** Intelligent Transportation System (ITS))

**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.

**PROJECT SCHEDULE:**

Start Date	Completion Date
July 2018	June 2020

**PROJECT FUNDING SOURCES (REQUESTED):** CCTS is requesting State Transit Assistance  
(STA) capital funds from Riverside County Transportation Commission.

Fund Type	Fiscal Year	Amount
FTA	FY 2018/19	\$400,000
STA	FY 2018/19	\$100,000
Total		\$500,000

**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	Unexpended Balance (as of 6/30/18)
Not applicable				



*TABLE 5.2 – SUMMARY OF FUNDS REQUESTED FOR FY 2019/20*

**Table 5.2 - Summary of Funds Requested for FY 2019/20**

**City of Corona**

Project Description	Capital Project No.	Total Amount of Funds	LTF	STA	5307 Funds	Toll Credit	LCTOP	Prop 1B Security CTS GP	AQMD AB 2766 Subvention Funds	Fare Box*	Other **
Operating Revenues		2,023,015	1,522,412	-			120,000	-	-	340,413	40,190
Capital Cost of Operating for Fixed Route & Dial-A-Ride		644,000	103,040	-	515,200			-	-	-	25,760
<b>Subtotal: Operating</b>		<b>\$2,667,015</b>	<b>\$1,625,452</b>	<b>\$0</b>	<b>\$515,200</b>	<b>\$0</b>	<b>\$120,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$340,413</b>	<b>\$65,950</b>
		-	-					-		-	-
<b>Subtotal: Capital</b>		<b>\$0</b>	<b>-</b>	<b>\$0</b>				<b>-</b>	<b>\$0</b>	<b>-</b>	<b>-</b>
<b>Total: Operating &amp; Capital</b>		<b>\$2,667,015</b>	<b>\$1,625,452</b>	<b>\$0</b>				<b>-</b>	<b>\$0</b>	<b>\$340,413</b>	<b>\$65,950</b>

\* Includes AB 2766 congestion and emission reduction funds to incentivize Cruiser multi-day passes \$20,000.

\*\*Other revenues include City contribution \$38,950; Bus Shelter Advertising \$7,000; and local contribution \$10,000.

*TABLE 6 – PROGRESS IMPLEMENTING TRANSPORTATION DEVELOPMENT ACT (TDA)  
TRIENNIAL PERFORMANCE AUDIT RECOMMENDATIONS\**

Audit Recommendations (Covering FY 2012/13 to FY 2014/15)	Action/Remedy
Revise the no-show policy in conformance with FTA findings	<p>The rate of no-shows has averaged over 8 percent on the Dial-A-Ride service which is above general industry norms (generally below 5 percent). The City's Dial-A-Ride is open to the general public; general public rides comprise close to 20 percent and seniors and disabled individuals comprise slightly over 80 percent. No-shows affect the timeliness and efficiency of service delivery in the areas of service hours and on-time performance. The City and the FTA agreed that any future no-show policy would not take into account no-shows caused by reasons beyond the rider's control, and would only suspend riders who truly had established a pattern or practice of no-shows. A pattern or practice involves intentional, repeated, or regular actions, not isolated, accidental, or singular incidents.</p> <p>The City should continue efforts to revise its no-show policy, which provides a deterrent for repeat violators. The City and the contract operator should take the necessary steps to revise the no-show policy in a way that addresses the FTA's concern, and include the policy in transit brochures and on the website. The RTA no-show policy outlines example steps for evaluating patterns and the process for violations of the policy: It considers a customer's overall frequency of use, and establishes "a pattern of practice of abuse" that is relative to how often a person travels. The overall no-show rate for all customers is considered so that customers with average no-show records are not penalized.</p> <p><b>CCTS staff anticipates rolling out a No-Show policy and procedure during FY 2017/18.</b></p>
Review alternative farebox standards under the TDA	<p>The current farebox standard for Corona Transit is a 20 percent ratio system-wide. This ratio is met by the combination of both fixed route and Dial-A-Ride services. Other local contributions from the City have made up the difference between passenger fares and revenue needed to meet the required ratio. The local contributions have a cap on how much can be provided to transit.</p> <p>TDA allows alternative farebox recovery ratios for urban systems. One alternative is a split farebox standard: one for fixed route, and another for Dial-A-Ride. The fixed-route standard would still be 20 percent; however, the Dial-A-Ride standard could be reduced to 10 percent. The caveat with the alternative lower Dial-A-Ride standard is that it applies only to service for seniors and disabled. This means the Dial-A-Ride would need to switch from general public to a specialized service. As noted above, seniors and disabled individuals currently comprise slightly over 80 percent of the Dial-A-Ride ridership. By complying with a lower farebox standard for Dial-A-Ride, the</p>

	<p>City might be able to reallocate its transit funds to support enhanced and more productive service and/or possibly reduce its reliance on the local contribution. The alternative farebox standard and the change from general public to specialized Dial-A-Ride should be evaluated by the City as a means to further strengthen its ability to maintain the farebox recovery. Any change to the farebox would need to be formally approved by RCTC as required by TDA.</p> <p><b>CCTS is evaluating changing from general public to specialized Dial-A-Ride in an effort to reduce the farebox recovery ratio to a blended rate of 15 percent.</b></p>
Review feasibility of implementing ADA	<p>Passengers certified under the Americans with Disabilities Act (ADA) currently comprise about 25 percent of all Corona Dial-A-Ride passengers. Another 40 percent of riders are disabled but are not ADA-certified. A call must be made to schedule each ride on Corona Dial-A-Ride. 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 in-take system.</p> <p>ADA subscription service is generally on a space-available basis, and scheduled on a first-come, first-served basis for a given time period (e.g., 14 or 30 days of subscription service). Federal ADA law permits the use of subscription service as long as it does not absorb more than 50 percent of the available trips at a given time of day, and does not result in next-day ADA trip denials. Subscription service is discretionary and not mandated under ADA, which allows the City to investigate its feasibility through a demonstration period to determine whether additional scheduling efficiencies through the new scheduling software can be made, as well as whether there is some reduced staff and cost burden from the number of calls for reservations.</p> <p><b>CCTS staff work with current contractor (provider of transportation services) and review feasibility of establishing an ADA Subscription Services Policy. After review and consideration, City will proceed with adopting the policy.</b></p>

\*Recommendations from the FY 2013-FY 2015 Transportation Development Act (TDA) Triennial Performance Audit.

# Table 7 -- Service Provider Performance Targets Report

FY 2016/17 Short Range Transit Plan Review  
City of Corona

Data Elements	FY 2016/17 Plan	FY 2016/17 Target	FY 2016/17 Year to Date Through 3rd Quarter	Year to Date Performance Scorecard
Unlinked Passenger Trips	225,044			
Passenger Miles	957,430			
Total Actual Vehicle Revenue Hours	34,270.0			
Total Actual Vehicle Revenue Miles	422,596.0			
Total Actual Vehicle Miles	474,963.0			
Total Operating Expenses	\$2,473,717			
Total Passenger Fare Revenue	\$494,744			
Net Operating Expenses	\$1,978,973			
Performance Indicators				
Mandatory:				
1. Farebox Recovery Ratio	20.00%	>= 20.00%	15.15%	Fails to Meet Target
Discretionary:				
1. Operating Cost Per Revenue Hour	\$72.18	<= \$68.71	\$70.97	Fails to Meet Target
2. Subsidy Per Passenger	\$8.79	>= \$7.01 and <= \$9.49	\$9.54	Fails to Meet Target
3. Subsidy Per Passenger Mile	\$2.07	>= \$1.65 and <= \$2.23	\$2.22	Meets Target
4. Subsidy Per Hour	\$57.75	>= \$48.08 and <= \$65.04	\$60.22	Meets Target
5. Subsidy Per Mile	\$4.68	>= \$3.89 and <= \$5.27	\$4.83	Meets Target
6. Passengers Per Revenue Hour	6.60	>= 5.87 and <= 7.94	6.30	Meets Target
7. Passengers Per Revenue Mile	0.53	>= 0.48 and <= 0.64	0.51	Meets Target

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

<b>Productivity Performance Summary:</b>
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<b>Service Provider Comments:</b> A farebox recovery ration in this range is anticipated at this point in the fiscal year. At the close of each fiscal year, the City contributes a sufficient amount of funding to bridge the gap between fare revenue received throughout the year and the amount required to meet the 20 percent farebox recovery ratio. This will also reduce subsidy per passenger, thereby meeting the target.
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Performance Indicators	FY 2015/16 End of Year Actual	FY 2016/17 4th Quarter Year-to-Date	FY 2017/18 Plan	FY 2017/18 Target	Plan Performance Scorecard (a)
Passengers	215,890	148,843	201,841	None	
Passenger Miles	920,980	640,901	864,369	None	
Revenue Hours	31,969.8	23,584.3	33,118.0	None	
Total Hours	35,354.2	25,915.6	36,154.0	None	
Revenue Miles	394,918.0	294,220.0	397,754.0	None	
Total Miles	444,317.0	330,141.0	446,082.0	None	
Operating Costs	\$2,151,722	\$1,673,862	\$2,516,437	None	
Passenger Revenue	\$373,850	\$253,518	\$368,916	None	
Operating Subsidy	\$1,777,873	\$1,420,344	\$2,147,521	None	
Operating Costs Per Revenue Hour	\$67.30	\$70.97	\$75.98	<= \$72.17	Fails to Meet Target
Operating Cost Per Revenue Mile	\$5.45	\$5.69	\$6.33	None	Fails to Meet Target
Operating Costs Per Passenger	\$9.97	\$11.25	\$12.47	None	
Farebox Recovery Ratio	17.37%	15.15%	14.66%	>= 20.0%	
Subsidy Per Passenger	\$8.24	\$9.54	\$10.64	>= \$8.11 and <= \$10.97	
Subsidy Per Passenger Mile	\$1.93	\$2.22	\$2.48	>= \$1.89 and <= \$2.55	
Subsidy Per Revenue Hour	\$55.61	\$60.22	\$64.84	>= \$51.19 and <= \$69.25	
Subsidy Per Revenue Mile	\$4.50	\$4.83	\$5.40	>= \$4.11 and <= \$5.55	
Passengers Per Revenue Hour	6.80	6.30	6.10	>= 5.36 and <= 7.25	
Passengers Per Revenue Mile	0.55	0.51	0.51	>= 0.43 and <= 0.59	

a) The Plan Performance Scorecard column is the result of comparing the FY 2017/18 Plan to the FY 2017/18 Primary Target.

**Service Provider Comments:**

Total operating costs includes funding from Low Carbon Transportation Operations Program (LCTOP) funds which does not require a farebox recovery ratio.

**Service Provider Comments:**

Blended rate of 15% farebox recovery ratio due to elimination of general DAR. If general DAR not eliminated, then 20% farebox recovery ratio will apply.

*TABLE 9 – CCTS HIGHLIGHTS FY 2017/18*

Operations

- Implement a new Fixed Route schedule:
  - Adjust Corona Cruiser bus schedule to reflect actual trip times.
  - Introduce additional morning peak service
- Improve Dial-A-Ride Services
  - Eliminate general DAR
  - Roll-out no show policy
- Continue working with the City's contract transportation operator to improve:
  - Operations of Corona Cruiser and Dial-A-Ride service;
  - Bus maintenance;
  - Cleanliness and maintenance of bus stops; and
  - Monitoring and verifying contractor performance.
- Conduct a Comprehensive Operational Analysis to identify strengths as well as opportunities for improvements

Capital Projects

- Procure, test, and accept delivery of Dial-A-Ride replacement buses.
- Bus stop improvements – replace batteries on solar-powered lighting

*TABLE 9A – OPERATING AND FINANCIAL DATA*

Performance Measure	FY 2012/13	FY 2013/14	FY 2014/15	FY 2015/16	FY 2016/17 Est	FY 2017/18 Planned
System-wide Passenger Trips	228,689	238,597	234,318	215,890	198,457	201,841
Cost per Service Hour	\$67.41	\$66.30	\$68.55	\$70.13	\$74.08	\$75.98

*TABLE 9B – FAREBOX REVENUE CALCULATION*

**(Consistent with Riverside County Transportation Commission Farebox Recovery Policy)**

Farebox Recovery Ratio Revenues	FY 2013/14	FY 2014/15	FY 2015/16	FY 2016/17 Est.	FY 2017/18 Plan
Passenger Fares	\$370,007	\$372,165	\$338,282	\$322,466	\$314,100
Interest Income	\$4,361	\$4,214	\$27,627	\$0	\$0
General Fund Contribution*	\$5,000	\$32,500	\$54,001	\$107,395	\$17,816
Measure A	\$0	\$0	\$0	\$0	\$0
Passenger Shelter Advertising Revenue	\$14,473	\$10,426	\$7,977	\$7,421	\$7,000
Gain on Sale of Capital Assets	\$1,465	\$0	\$0	\$0	\$0
CNG Revenues	\$0	\$0	\$0	\$0	\$0
Lease / Other Revenue	\$0	\$0	\$0	\$0	\$0
Federal Excise Tax Refund	\$0	\$0	\$0	\$0	\$0
Investment Income	\$0	\$0	\$0	\$0	\$0
CalPers CERBT	\$0	\$0	\$0	\$0	\$0
Fare Revenues from Exempt Routes	\$0	\$0	\$0	\$0	\$0
Other Revenues	\$14,506	\$17,061	\$27,008	\$28,518	\$30,000
<b>Total Farebox Revenues</b>	<b>\$409,812</b>	<b>\$436,366</b>	<b>\$454,895</b>	<b>\$465,800</b>	<b>\$368,916</b>
<b>Total Operating Expense</b>	<b>\$2,042,898</b>	<b>\$2,170,801</b>	<b>\$2,242,025</b>	<b>\$2,329,000</b>	<b>\$2,516,437</b>
<b>Farebox Recovery Ratio</b>	<b>20%</b>	<b>20%</b>	<b>20%</b>	<b>20%</b>	<b>15%</b>

\*City contribution based on blended rate of 15% farebox recovery ratio due to elimination of general DAR. If general DAR not eliminated, then 20% farebox recovery ratio will apply requiring an additional \$122,971 in general fund contribution.