

# El Dorado County Transit Authority TRIENNIAL PERFORMANCE AUDIT

Fiscal Years 2021/22 - 2023/24

FINAL



*Prepared for the*

## El Dorado County Transit Authority

April 18, 2025



Prepared by LSC Transportation Consultants

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**TRIENNIAL PERFORMANCE AUDIT**  
*for the*  
**El Dorado County Transit Authority**

Fiscal Years 2021/22 - 2023/24

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# EXECUTIVE SUMMARY

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The California Public Utilities Code requires that all transit operators who receive funding under Article 4 of the Transportation Development Act (TDA) be subject to a performance audit every three years. This document presents the findings from the performance audit of transit operations managed by the El Dorado County Transit Authority (EDCTA). As the Regional Transportation Planning Agency (RTPA) responsible for TDA funding in western El Dorado County, these audits were performed under the authority of the El Dorado County Transportation Commission (EDCTC).

This audit report covers Fiscal Years (FY) 2021-22 through FY 2023-24, and was conducted by LSC Transportation Consultants, Inc. Data collection, initial review, and on-site interviews were conducted in late 2024 and early 2025. The audit process follows guidelines outlined in the *Performance Audit Guidebook for Transit Operators and Regional Transportation Planning Entities* developed by Caltrans (2008).

## BACKGROUND

Transit services in western El Dorado County, excluding the portion of the county within the Tahoe Basin, are provided by El Dorado County Transit Authority (EDCTA) under the authority of a Joint Powers Agreement between the County of El Dorado and the City of Placerville. EDCTA is an independent entity and is governed by a Board of Directors composed of representatives from both the County and the City. EDCTA is the sole regional transit operator for western El Dorado County and provides local fixed route and commuter route service, special services, demand response services, and contracted social service transportation. EDCTA brands its transit service as El Dorado Transit (EDT). Throughout this report, the agency will be referred to as EDT except for instances where it is more appropriate to refer to the overall role of the agency as EDCTA.

## ORGANIZATION OF TRIENNIAL PERFORMANCE AUDIT REPORT

The following TPA report provides the following:

- Presentation of operating and financial statistics for EDT for the current audit period as well as for the prior audit period.
- Verification and use of performance indicators for all EDT services.
- Review of transit operator compliance with certain TDA regulations that relate to transit performance.
- The status of prior audit recommendations.
- Detailed review of transit operator functions to evaluate standard functions in terms of efficiency and effectiveness.
- Findings and recommendations.

## FINDINGS

- Both Fiscal and Compliance Audits and State Controller Reports were submitted on-time for EDT all audit years.
- EDT began restoring service during the audit period. Vehicle service hours and vehicle service miles increased by 16.9 percent and 17.9 percent, respectively. Still, vehicle service hours and miles are only 72 percent and 74 percent, respectively, of FY 2018-19 (pre-pandemic) levels.
- Ridership increased by 41.1 percent during the audit period (FY 2021-22 to FY 2023-24).
- Productivity systemwide increased from 4.00 to 4.83 one-way passenger trips per vehicle service hour during the audit period. Local fixed-route service productivity increased from 4.14 to 5.09 passenger trips per hour. Commuter service productivity increased from 4.64 to 6.49. Dial-A-Ride (DAR) increased from 2.02 to 2.39 passenger trips per hour. Local Fixed Route and Dial-A-Ride exceeded the EDT performance standards in Fiscal Year 2023-24 as reported in the annual Administrative Operations Report. Commuter service still remains below the productivity goal of 10 passengers per vehicle revenue hour.
- Systemwide operating cost per trip decreased from \$47.39 to \$44.95 during the audit period. This is on par with similar small transit agencies: Placer County Transit saw an operating cost per trip of \$41.95 in FY 2023-24. Nevada County Transit Services' cost per trip was \$35.44 in FY 2022-23 while the Calaveras Transit Agency cost per trip was \$50.11. The decrease in this figure for EDT over the audit period remains encouraging and is mainly a result of the increase in ridership.
- Reliability of transit service, as measured in terms of on-time performance, exceeded the EDT target of 90 percent for demand response services, but fell slightly short of the Local Fixed Route target of 85 percent and Commuter target of 90 percent.
- EDT has complied with the requirements listed in the TDA and other statutes related to performance in the *Performance Audit Guidebook*.
- All three of the prior audit recommendations have been sufficiently addressed.

## RECOMMENDATIONS

The auditor has the following recommendations which relate to the TDA. Recommendations are outlined in greater detail in Section 3.

**Recommendation 1:** Should the farebox recovery requirement be reinstated by SB 125 beginning July 1, 2026, and should no additional TDA reforms be made related to farebox recovery requirements, EDCTA should work with EDCTC to review the current urbanized boundaries, ridership numbers and revisit the blended farebox recovery ratio it has established for EDCTA to reflect 2020 US Census population data. EDCTA should also work directly with EDCTC to engage and inform statewide efforts to reform farebox recovery requirements under TDA to ensure reasonable and relevant standards are placed upon transit operators.



## **BACKGROUND**

The TDA, also known as the “Mills-Alquist Deddeh Act,” provides two major sources of funding for public transportation providers in California: The Local Transportation Fund (LTF) and the State Transit Assistance (STA). The LTF is derived from 0.25 percent of the 7.25 percent retail sales tax collected statewide and can be used for a variety of transportation purposes, according to a set of priorities detailed in the Act. The California Department of Tax and Fee Administration returns the LTF to each county in accordance with the amount of tax collected in that county. STA funds are derived from statewide sales tax on diesel fuel and the funds are allocated to each county based on the following formula: 50 percent according to population and 50 percent according to operator revenues from the prior fiscal year. STA funds can only be used to pay for transit planning, capital projects, and operations.

The California Public Utilities Code (PUC) requires that a Triennial Performance Audit (TPA) be conducted for all transit operators and Regional Transportation Planning Agencies (RTPAs). A performance audit is a systematic process of evaluating an organization’s effectiveness, efficiency, and economy of operations under management control. The objectives of the audit are to provide a means for evaluating an organization’s performance and to enhance the performance by making recommendations for improvements. In addition, the audit evaluates the adequacy of an organization’s systems and the degree of compliance with established policies and procedures. This TPA covers FY 2021-22 through FY 2023-24.

## **PERFORMANCE AUDIT AND REPORT ORGANIZATION**

The performance audit consists of the following elements:

- Transit program description
- Initial review of transit operator functions
- Review of compliance requirements
- Follow-up review of prior performance audit recommendations
- Verification and use of performance indicators
- Detailed review of various transit operator functions
- Preparation of the Draft Audit report
- Preparation of the Final Audit report

## **TRANSIT PROGRAM DESCRIPTION**

EDCTA, branded El Dorado Transit (EDT), is the regional transit operator for western El Dorado County. Public transit in El Dorado County originally began in the 1970s to serve the elderly and disabled population of greater Placerville before being opened to the general public in 1980. EDCTA was created in 1993 through a Joint Powers Agreement (JPA) between the County of El Dorado and the City of

Placerville. EDCTA is governed by a five-member Board of Directors, with three members appointed by the County Board of Supervisors and two members appointed by the Placerville City Council.

El Dorado Transit operates a wide range of services including local rural fixed-routes, demand response, urban commuter routes, special services, and contracted social service transportation. The following describes each of the existing services.

## **EL DORADO TRANSIT SERVICE CHARACTERISTICS**

EDT, like most other transit agencies, reduced service significantly at the beginning of the COVID-19 pandemic in March of 2020. In FY 2020-21, the first full fiscal year of the COVID-19 pandemic, vehicle service hours decreased by 38 percent and ridership decreased by 72 percent compared to pre-pandemic (FY 2018-19). By the end of the audit period – FY 2023-24 – vehicle service hours had increased by 16 percent and ridership increased by 70 percent over FY 2020-21. Still, FY 2023-24 vehicle service hours were at 72 percent of pre-pandemic levels and ridership is 47 percent of pre-pandemic ridership.

The current services evaluated under this TPA are described below.

### **El Dorado Transit Local Routes**

**Placerville Route 20** – This route travels to major activity centers around the City of Placerville and serves the Placerville Station Transfer Center Monday through Friday between 6:30 AM and 7:25 PM.

**Diamond Springs Route 30** – The Diamond Springs route begins and ends at the Missouri Flat Transfer Center and serves a loop around Diamond Springs Monday through Friday between 7:00 AM and 6:55 PM. Service is provided to the Folsom Lake College El Dorado Campus.

**Cameron Park Route 40** – This route loops around Cameron Park and Shingle Springs Monday through Friday between 6:30 AM and 7:20 PM and provides transfers to the 50 Express and Sacramento Commuter Routes.

**Pollock Pines Route 60** – The Pollock Pines route travels east/west between the Placerville Station Transfer Center and Pollock Pines Monday through Friday between 7:00 AM and 6:55 PM.

**50 Express Route 50X** – This route connects the Placerville Station Transfer Center to the Folsom Iron Point Light Rail Station and Folsom Lake College Monday through Friday between 6:00 AM and 7:00 PM.

**Saturday Express Route 25** – This route combines the Placerville and Pollock Pines routes and connects the Missouri Flat Transfer Center and Pollock Pines on Saturdays between 9:00 AM and 4:55 PM.

**Diamond Springs Saturday Route 35** – This route is a Saturday version of the Diamond Springs route operating between 9:00 AM and 4:55 PM.

### **El Dorado Transit Commuter Routes**

**Sacramento Commuter** – EDT provides weekday commuter service to downtown Sacramento during the morning and afternoon commute periods from several Park and Ride locations in El Dorado County. Five runs are offered to Sacramento in the morning with five return runs in the afternoon.

**Sacramento Reverse Commuter** – Additionally, EDT offers “Reverse Commuter” service in the morning and afternoon from Sacramento to Placerville. These are provided by each Sacramento Commuter bus, which would be running in the off-peak direction regardless.

**Sacramento/South Lake Tahoe Connecting Bus** – Implemented at the beginning of the audit period – July 2021 – this route provides service from Sacramento Amtrak to Stateline Transit Center in South Lake Tahoe, serving Cameron Park, Placerville Station Transfer Center, and intersection of Emerald Bay Road and Lake Tahoe Boulevard in South Lake Tahoe along the way. This route operates one roundtrip seven days per week, departing Sacramento at 10:00 AM and returning at 4:45 PM on weekdays and 5:55 PM on weekends and holidays.

### El Dorado Transit Demand Response Services

**Dial-A-Ride (DAR)** – Reservation service for seniors (persons 60 or older) and persons with disabilities is offered seven days a week in the greater Placerville, Camino, Diamond Springs, El Dorado Hills, Cameron Park, Coloma, and Pollock Pines area. Reservations can be made up to three business days in advance.

**SAC MED** – This demand response type service is a non-emergency medical transportation service for seniors and disabled persons with medical appointments in Sacramento County. Service is offered twice weekly on Tuesday and Thursday between roughly 10:00 AM and 2:00 PM. Reservations must be made at least four days in advance.

**M.O.R.E** – EDT contracts with Mother Lode Rehabilitation Enterprises (M.O.R.E.) to provide subscription DAR service between program participant homes and the M.O.R.E. program facility in Placerville or workplaces. ALTA California Regional Center provides funding for this M.O.R.E program.

**Complimentary Paratransit** – American with Disabilities Act (ADA) paratransit provides door-to-door service for qualified passengers within a ¼ mile radius of the local fixed routes: Placerville, Diamond Springs, Pollock Pines, and Cameron Park. This service is offered during the operating hours of the local fixed route each day.

### Special Services

**El Dorado County Fair Shuttle** – This service provides transportation for fair-goers between parking lots and the fairgrounds and is funded through an El Dorado County Air Quality Management District grant.

### Other Transit Services

**My Ride** – New during the audit period, El Dorado Transit now offers a mileage reimbursement program for seniors, veterans, and disabled persons within western El Dorado County to reimburse friends, neighbors, or family members who provide this individual with transportation.

### Fares

Passengers on local fixed routes and commuter routes have the option to purchase single-ride and monthly passes as well as ticket books called “Scrip Tickets”. Discounted fares are available for seniors aged 60 or older, ADA-eligible disabled persons, and K-12 students. A lifetime pass is available for seniors aged 80 and older. Paratransit and SAC MED passengers can purchase single-ride tickets.

Fares for the Sacramento/South Lake Tahoe Connecting Bus are purchased through Amtrak.

El Dorado Transit also accepts the regional Connect Card through which passengers can buy tickets or passes using a credit or debit card. The Connect Card enables easy transfers between regional transit providers and digital payment.

## TRIENNIAL PERFORMANCE AUDIT RESULTS

### EL DORADO TRANSIT OPERATING AND FINANCIAL STATISTICS

This section quantitatively analyzes the efficiency and effectiveness of public transit services in western El Dorado County. Operating data and financial statistics are presented in Tables 1-3 and Figures 1-7. Operating data was obtained from annual administrative operations reports and financial data was obtained from Fiscal and Compliance Audits. Systemwide EDT data for the current and previous audit periods are presented in Table 1. Table 2 presents operating and financial statistics for local fixed routes, commuter, and special services. Table 3 provides the same for demand-response services.

Due to the COVID-19 pandemic, year-to-year comparisons of performance statistics during this audit period should be viewed with caution. During FY 2021-22, COVID-19 continued to have tremendous impacts on transit performance while FY 2022-23 and FY 2023-24 reflect the beginning of recovery.

### DATA COLLECTION METHODS

As part of the TPA process, the auditor must collect and verify the following transit operator statistics:

- Annual Passenger Count
- Annual Vehicle Service Hours
- Annual Vehicle Service Miles
- Annual Operating Cost
- Annual Employee Hours
- Annual Fare Revenues

**Passenger Count** represents one-way passenger trips. TDA defines passenger counts as one-way unlinked trips. EDT's counting of passengers is consistent with this definition. EDT employs computer tablets to record operating statistics such as passengers, hours, and miles.

Table 1 presents annual ridership data for EDT services during the audit period, as well as data for the prior three-year period for purposes of comparison. Figure 1 shows annual systemwide ridership for the six-year period. This audit period begins to show recovery in ridership from the COVID-19 pandemic. FY 2020-21, in the previous audit period, was the low point of ridership, as it was the first full fiscal year of the pandemic. Ridership increased each year of this audit period as service levels were restored and passengers returned. However, ridership remains well below the pre-pandemic levels. The following ridership trends are notable:

- FY 2018-19 increased by 7.4 percent from the prior year (not shown).
- FY 2019-20, the first pandemic year, experienced a 25.5 percent decrease.
- FY 2020-21, the first full year of the pandemic, was 72 percent below FY 2018-19.
- Ridership increased significantly in each of the three audit years (20.5, 22.3, and 15.4 percent).
- FY 2023-24 was a 70 percent increase from the end of the last audit period.
- FY 2023-24 was 41 percent above the beginning of the current audit period.
- Ridership in FY 2023-24 is 47 percent of the FY 2018-19 (pre-pandemic) ridership.
- While not part of this audit period, it is notable that ridership continues to increase with year-to-date ridership up 28.5 percent through October 2024 compared to the same period in 2023.

**TABLE 1: El Dorado Transit Systemwide Performance Measures**

Performance Measures	Prior Audit Period			Current Audit Period		
	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
<b>One-Way Passenger-Trips</b>	399,537	297,846	111,494	134,322	164,281	189,583
<i>% Change from Previous Year</i>	7.4%	-25.5%	-62.6%	20.5%	22.3%	15.4%
<b>Vehicle Service Hours</b>	54,495	46,344	33,918	33,573	33,501	39,256
<i>% Change from Previous Year</i>	-1.0%	-15.0%	-26.8%	-1.0%	-0.2%	17.2%
<b>Vehicle Service Miles</b>	1,130,508	960,112	663,275	712,726	712,783	840,245
<i>% Change from Previous Year</i>	-1.8%	-15.1%	-30.9%	7.5%	0.0%	17.9%
<b>Operating Costs <sup>(1)</sup></b>	\$7,781,036	\$8,105,635	\$6,928,863	\$6,364,905	\$7,385,480	\$8,521,145
<i>% Change from Previous Year</i>	-6.8%	4.2%	-14.5%	-8.1%	16.0%	15.4%
<b>Full-Time Equivalent Employees (FTE)</b>	68	66	58	49	51	54
<i>% Change from Previous Year</i>	-5.6%	-2.9%	-12.1%	-15.5%	4.1%	5.9%
<b>Farebox Revenues <sup>(1)</sup></b>	\$1,494,679	\$1,243,873	\$210,370	\$509,166	\$652,008	\$786,696
<i>% Change from Previous Year</i>	-1.5%	-16.8%	-83.1%	142.0%	28.1%	20.7%
<b>Other Qualifying Revenue <sup>(2)</sup></b>	--	--	--	\$1,906,548	\$1,977,920	\$1,466,111
<i>% Change from Previous Year</i>	--	--	--	--	3.7%	-25.9%
<b>Operating Cost per One-Way Passenger-Trip</b>	\$19.48	\$27.21	\$62.15	\$47.39	\$44.96	\$44.95
<i>% Change from Previous Year</i>	-13.2%	39.7%	128.4%	-23.8%	-5.1%	0.0%
<b>Operating Cost per Vehicle Service Hour</b>	\$142.78	\$174.90	\$204.28	\$189.58	\$220.46	\$217.07
<i>% Change from Previous Year</i>	-5.8%	22.5%	16.8%	-7.2%	16.3%	-1.5%
<b>Passengers per Vehicle Service Hour</b>	7.33	6.43	3.29	4.00	4.90	4.83
<i>% Change from Previous Year</i>	8.5%	-12.3%	-48.9%	21.7%	22.6%	-1.5%
<b>Passengers per Vehicle Service Mile</b>	0.353	0.310	0.168	0.188	0.230	0.226
<i>% Change from Previous Year</i>	9.3%	-12.2%	-45.8%	12.1%	22.3%	-2.1%
<b>Vehicle Service Hours per FTE</b>	801	702	585	685	657	727
<i>% Change from Previous Year</i>	4.8%	-12.4%	-16.7%	17.2%	-4.1%	10.7%
<b>Farebox Recovery Ratio (including qualifying revenue)</b>	19.2%	15.3%	3.0%	38.0%	35.6%	26.4%
<i>% Change from Previous Year</i>	5.6%	-20.1%	-80.2%	1150.1%	-6.2%	-25.8%
<b>Farebox Recovery Ratio (excluding qualifying revenue)</b>	19.2%	15.3%	3.0%	8.0%	8.8%	9.2%
<i>% Change from Previous Year</i>	--	-20.1%	-80.2%	163.5%	10.4%	4.6%

Note: Previous audit period data obtained from prior performance audit.

Note 1: Includes local support for the prior audit period.

Note 2: Includes LCTOP, and local grant revenue and federal operating funds (5307, 5311, 5311-CARES ACT, 5311-CRRSAA) per AB 149 for the purposes of calculating farebox recovery ratio. LCTOP was used to supplement fares in FY 2021-22 and FY 2022-23.

Note 3: Includes only farebox revenue and excludes other qualifying revenue for the purpose of internal performance tracking.

**TABLE 2: El Dorado Transit Fixed Route Services Performance Measures**

Performance Measures	Local Fixed Routes			Commuter Routes			Special Services <sup>(2)</sup>		
	2021-22	2022-23	2023-24	2021-22	2022-23	2023-24	2021-22	2022-23	2023-24
<b>One-Way Passenger-Trips</b>	84,773	99,700	116,563	22,770	32,734	37,347	10,547	12,783	10,837
<i>% Change from Previous Year</i>	--	17.6%	16.9%	--	43.8%	14.1%	--	21.2%	-15.2%
<b>Vehicle Service Hours</b>	20,492	19,310	22,901	4,904	5,120	5,758	152	211	196
<i>% Change from Previous Year</i>	--	-5.8%	18.6%	--	4.4%	12.5%	--	38.8%	-7.1%
<b>Vehicle Service Miles</b>	389,262	367,737	435,044	166,307	169,809	188,501	1,140	1,410	1,293
<i>% Change from Previous Year</i>	--	-5.5%	18.3%	--	2.1%	11.0%	--	23.7%	-8.3%
<b>Operating Costs</b>	\$3,825,039	\$4,958,613	\$4,766,518	\$1,114,315	\$1,522,601	\$1,483,471	\$23,238	\$27,153	\$22,907
<i>% Change from Previous Year</i>	--	29.6%	-3.9%	--	36.6%	-2.6%	--	16.8%	-15.6%
<b>Farebox Revenues<sup>(1)</sup></b>	\$91,567	\$106,064	\$123,700	\$425,119	\$363,814	\$439,162	\$20,738	\$5,500	\$20,407
<i>% Change from Previous Year</i>	--	15.8%	16.6%	--	-14.4%	20.7%	--	-73.5%	271.0%
<b>Operating Cost per One-Way Passenger-Trip</b>	\$45.12	\$49.74	\$40.89	\$48.94	\$46.51	\$39.72	\$2.20	\$2.12	\$2.11
<i>% Change from Previous Year</i>	--	10.2%	-17.8%	--	-5.0%	-14.6%	-92.1%	-3.6%	-0.5%
<b>Operating Cost per Vehicle Service Hour</b>	\$186.66	\$256.79	\$208.14	\$227.23	\$297.38	\$257.64	\$152.88	\$128.69	\$116.87
<i>% Change from Previous Year</i>	--	37.6%	-18.9%	--	30.9%	-13.4%	--	-15.8%	-9.2%
<b>Passengers per Vehicle Service Hour</b>	4.14	5.16	5.09	4.64	6.39	6.49	69.39	60.58	55.29
<i>% Change from Previous Year</i>	--	24.8%	-1.4%	--	37.7%	1.5%	--	-12.7%	-8.7%
<b>Passengers per Vehicle Service Mile</b>	0.22	0.27	0.27	0.14	0.19	0.20	9.25	9.07	8.38
<i>% Change from Previous Year</i>	--	24.5%	-1.2%	--	40.8%	2.8%	--	-2.0%	-7.6%
<b>Farebox Recovery Ratio</b>	2.39%	2.14%	2.60%	38.15%	23.89%	29.60%	89.24%	20.26%	89.09%
<i>% Change from Previous Year</i>	--	-10.6%	21.3%	--	-37.4%	23.9%	--	-77.3%	339.8%

Note 1: Represents actual fare revenue. Does not include any additional qualifying funds for farebox ratio calculations.

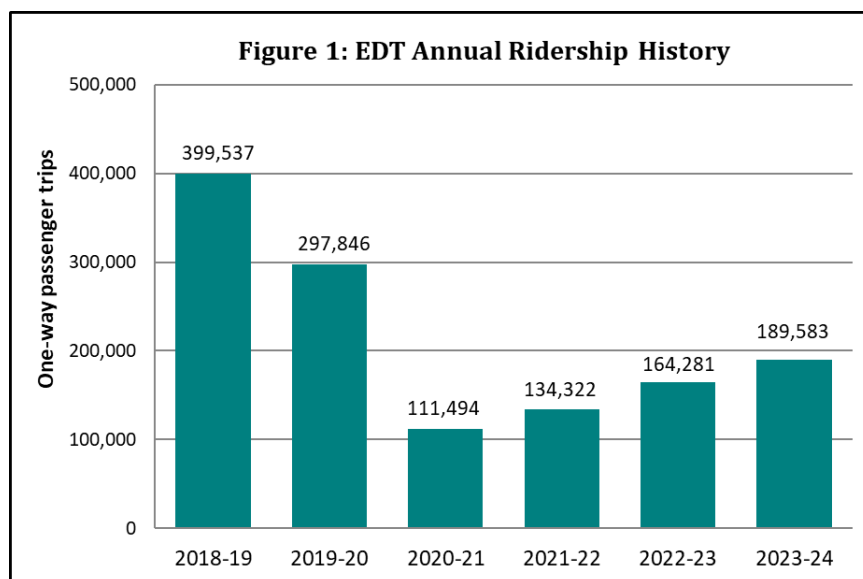
Note 2: Represents annual El Dorado County Fair Shuttle.

**TABLE 3: El Dorado Transit Demand Response and Special Services Performance Measures**

Performance Measures	Demand Response <sup>1</sup>		
	2021-22	2022-23	2023-24
<b>One-Way Passenger-Trips</b>	16,232	19,064	24,836
<i>% Change from Previous Year</i>	--	17.4%	30.3%
<b>Vehicle Service Hours</b>	8,025	8,860	10,401
<i>% Change from Previous Year</i>	--	10.4%	17.4%
<b>Vehicle Service Miles</b>	156,017	173,827	215,407
<i>% Change from Previous Year</i>	--	11.4%	23.9%
<b>Operating Costs</b>	\$1,501,471	\$2,278,777	\$2,224,064
<i>% Change from Previous Year</i>	--	51.8%	-2.4%
<b>Farebox Revenues</b>	\$160,446	\$189,822	\$224,536
<i>% Change from Previous Year</i>	--	18.3%	18.3%
<b>Operating Cost per One-Way Passenger Trip</b>	\$92.50	\$119.53	\$89.55
<i>% Change from Previous Year</i>	--	29.2%	-25.1%
<b>Operating Cost per Vehicle Service Hour</b>	\$187.10	\$257.20	\$213.83
<i>% Change from Previous Year</i>	--	37.5%	-16.9%
<b>Passengers per Vehicle Service Hour</b>	2.02	2.15	2.39
<i>% Change from Previous Year</i>	--	6.4%	11.0%
<b>Passengers per Vehicle Service Mile</b>	0.10	0.11	0.12
<i>% Change from Previous Year</i>	--	5.4%	5.1%
<b>Farebox Recovery Ratio</b>	10.69%	8.33%	10.10%
<i>% Change from Previous Year</i>	--	-22.0%	21.2%

Note 1: Includes DAR, Sac-Med, M.O.R.E., complementary paratransit.





As can be seen in Table 2, local fixed route ridership increased by 37.5 percent during the audit period and commuter ridership grew by 64 percent as employees started to return to work in offices in downtown Sacramento. Special services ridership increased by 2.7 percent during the audit period. As shown in Table 3, combined ridership for demand response services increased by 53 percent during the audit period. EDT has a goal of increasing systemwide ridership by 3 percent annually.

**Operating Cost** data (Tables 1-3) for EDT services systemwide was obtained from fiscal and compliance audits. Per TDA, operating costs include the annual cost of running a transit operation exclusive of depreciation, capital expenditures, vehicle lease costs, and direct costs of providing charter service. Extension of service can be excluded per Section 6633.8, as well as a variety of other costs, when calculating farebox ratio per AB 149.

Systemwide operating costs increased by 33.9 percent between FY 2021-22 and FY 2023-24. This is due to the 16.9 percent increase in vehicle service hours and 17.9 percent increase in vehicle service miles as service began to be restored after the COVID-19 pandemic. In addition, overall inflation during this period was significant. The Consumer Price Index for All Urban Consumers – West Region increased by 15.1 percent between July of 2021 and June of 2024.

**Vehicle Service Hour** data is shown in Tables 1-3. Vehicle Service Hour data was obtained from EDT internal performance summary reports. Appendix B of the *Performance Audit Guidebook* defines vehicle service hours as the time during which a revenue vehicle is available to carry fare-paying passengers. In other words, the time between the first and last scheduled stop (for fixed routes) and the time between the first scheduled passenger pickup and the last passenger drop off (for DAR). Vehicle service hours were recorded and reported in accordance with TDA *Performance Audit Guidebook* definitions.

Over the three-year audit period, EDT systemwide service hours increased by 16.9 percent during the audit period (Table 1). However, over the past six years, vehicle hours decreased by 28 percent. As seen in Tables 1, 2, and 3, this increase in hours can be attributed to a significant increase in all services due to reinstatement of service post-COVID.

**Vehicle Service Mile** data is shown in Tables 1-3. Vehicle service miles are defined in Appendix B of the *Performance Audit Guidebook* as the miles traveled during vehicle service hours. EDT records and reports vehicle service miles to the State Controller in accordance with the TDA definition.

During this audit period, systemwide annual vehicle service miles increased by 17.9 percent (Table 1). Like vehicle service hours, vehicle service miles decreased over the six-year period by 25.7 percent.

The **Full-Time Equivalent (FTE) Employee** data (Table 1) was obtained from the State Controller Reports. Appendix B of the *Performance Audit Guidebook* defines full-time equivalent employee hours as dividing the number of person-hours worked by transit-related employees by 2,000. The Full-Time Equivalent (FTE) definition currently used by EDT is consistent with the definition presented in Appendix B of the *Performance Audit Guidebook*. However, FTEs reported in the Administrative Operations Reports (and shown in Table 1) do not match the figures obtained from the State Controller Reports. EDT added staff during this audit period to meet increased service levels.

**Fare Revenue** data (Tables 1-3) was obtained from fiscal and compliance audits. It should be noted that PUC Section 99205.7 states that fare revenues are defined as revenue object classes 401, 402, and 403, as specified in Section 630.12 of Title 49 of the Code of Federal Regulations:

- Object class 401 revenues include full adult, senior, student, child, handicapped, Park-and-Ride lot revenues (must be operated by transit operator), special and reduced fares collected from passengers.
- Object class 402 revenues include guaranteed revenues collected from an organization rather than a rider for rides given along special routes.
- Object class 403 revenues include revenues collected from schools for providing service to children to and from school.

Fare revenue also includes the amount of revenue received by an entity under contract for transit services not yet transferred to the claimant. Additionally, the definition of fare revenues includes fares collected (1) for a specified group of employees, members, or clients, or (2) to guarantee a minimum revenue on a line operated especially for the benefit of the paying entity (e.g., an employer, shopping center, university, etc.), or (3) cash donations made by individual passengers in lieu of a prescribed fare.

Fare revenue differs from and does not include local support or local funds, which have been recently redefined as any nonstate grants or other revenues generated by, or distributed to, the operator, per AB 149. Local funds can be used to supplement fare revenues for farebox ratio calculation purposes if fare revenues alone are not sufficient. Charter revenue cannot be included in the fare revenue category. EDT has a practice of not offering charter services to avoid violating federal regulations and due to staffing constraints.

It should be noted that Low Carbon Transit Operations Program (LCTOP) funds acquired for the purpose of having fare-free transit service can be categorized as fare revenue for the purpose of calculating fare recovery ratios, calculated as the current full retail value of the fare. In Table 1, LCTOP funds are included with other qualifying revenue sources.

EDT provided reduced fares during the audit period, utilizing LCTOP funds and other local funding in partial place of farebox revenues. EDCTA spent \$50,013 of LCTOP on reduced fares in FY 2021-22 and \$75,000 in FY 2022-23. Rollover LCTOP funds were used toward reduced fares in FY 2023-24.

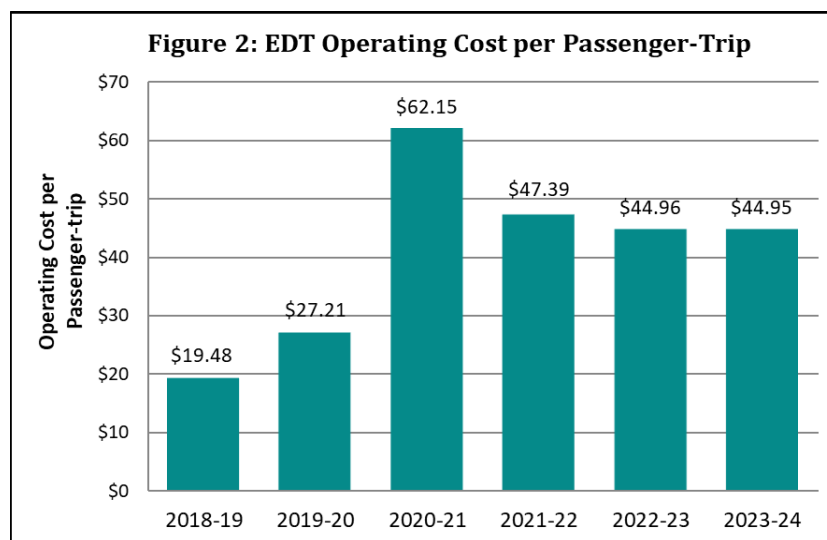
## CALCULATION AND EVALUATION OF PERFORMANCE INDICATORS

Performance indicators are frequently used to quantify and review the efficiency and effectiveness of a transit operator’s activities. Such indicators can provide insight into current operations as well as the operator’s performance over a period of time. Using the data described above, the following performance indicators are calculated as required in Section 99246(d) of the Public Utilities Code:

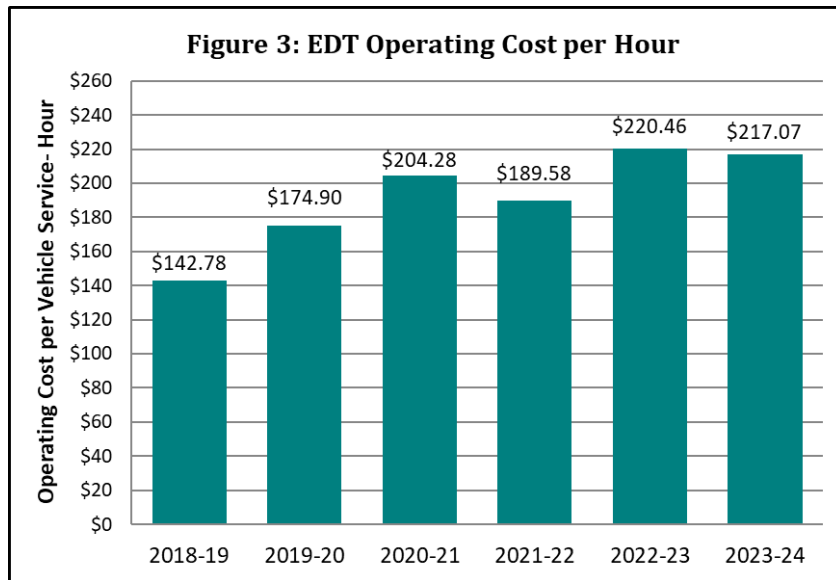
- Operating Cost per Passenger
- Operating Cost per Vehicle Service Hour
- Passengers per Vehicle Service Hour
- Passengers per Vehicle Service Mile
- Vehicle Revenue Hours per Employee

In addition, the Farebox Recovery Ratio is calculated and evaluated herein, as required in Section 99268 et seq. of the Public Utilities Code. Lastly, on-time performance is discussed as this performance metric is reported annually to the EDCTA Board.

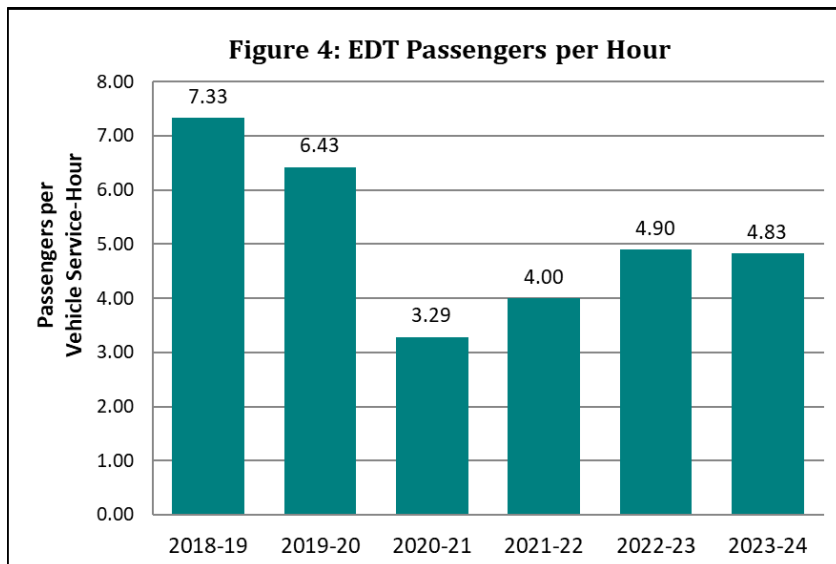
The **Operating Cost per (One-way) Passenger-Trip** data is presented in Tables 1-3 and Figure 2. This performance measure is a key indicator of a transit system’s cost-effectiveness. Systemwide operating cost per trip decreased by 5.1 percent over the audit period (from \$47.39 in FY 2021-22 to \$44.95 in FY 2023-24). Much of this is due to the significant increase in ridership. Over the six-year period, operating cost per trip increased by 130.8 percent. The fixed-route operating cost per trip decreased by 9.4 percent (from \$45.12 in FY 2021-22 to \$40.89 in FY 2023-24). Commuter Bus service operating cost per trip decreased by 18.8 percent (from \$48.94 in FY 2021-22 to \$39.72 in FY 2023-24). DAR operating cost per trip decreased by 3.2 percent from \$92.50 in FY 2021-22 to \$89.55 in FY 2023-24. Demand-response services, such as DAR services, are the least cost-effective type of service; thus, it is reasonable that the operating cost per trip was higher for DAR.



The **Operating Cost per Vehicle Service Hour** data is presented in Tables 1-3 and Figure 3. This performance measure is a key indicator of a transit system’s cost efficiency. Systemwide operating cost per vehicle service hour increased by 14.5 percent during the audit period from \$189.58 in FY 2021-22 to \$217.07 in FY 2023-24. This is in line with the CPI increase of 15.1 percent during the same period. Over a six-year period, operating cost per hour increased by 52 percent. Operating cost per hour for fixed routes was \$186.66 in FY 2021-22, increasing 11.5 percent to \$208.14 in FY 2023-24. Commuter bus cost per hour increased by 13.4 percent (from \$227.23 in FY 2021-22 to \$257.64 in FY 2023-24). DAR cost per hour increased by 14.3 percent (from \$187.10 in FY 2021-22 to \$213.83 in FY 2023-24).

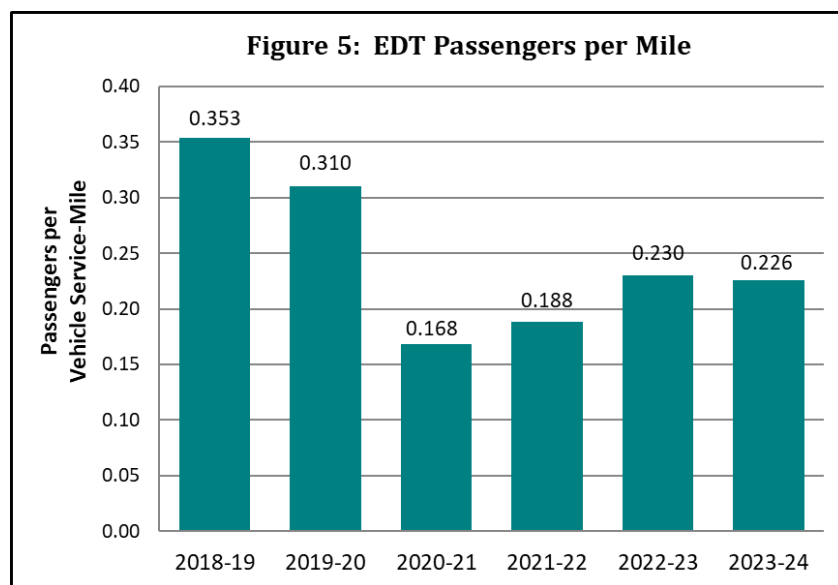


The **Passengers per Vehicle Service Hour** (commonly referred to as “productivity”) data is presented in Tables 1-3 and Figure 4. Systemwide productivity over the audit period increased from 4.00 to 4.83 passenger trips per service hour (a 20.7 percent increase over the audit period). Although productivity in FY 2023-24 is still far below the six-year high of 7.33 passenger trips per service hour (in FY 2018-19), this audit period showed improvement.



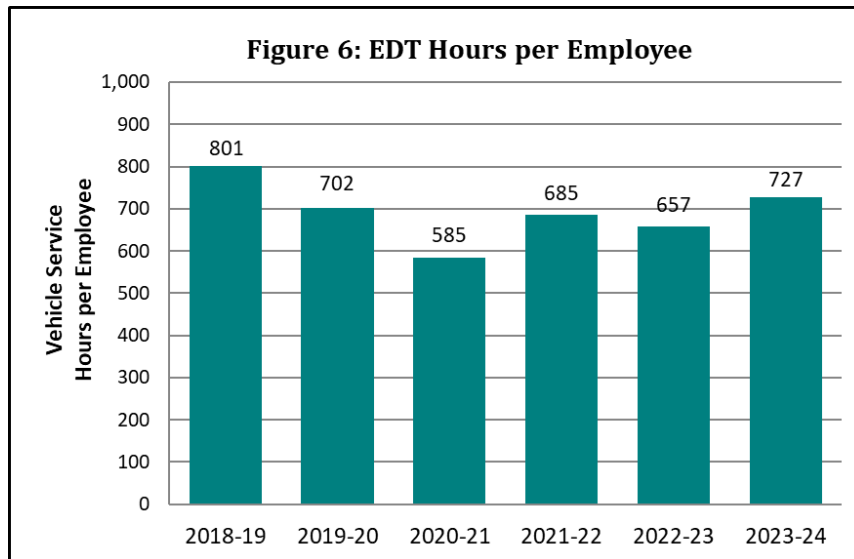
Looking at productivity by type of service (Tables 2 and 3), local fixed route passenger trips per vehicle service hour increased over this audit period (from 4.14 to 5.09), exceeding the EDT standard of 5.0 passenger trips per vehicle service hour by the end of the audit period. Commuter Bus passenger trips per hour also increased over the audit period (from 4.64 to 6.49) but remains below the EDT standard of 10 passenger trips per vehicle service hour. DAR service productivity saw an increase over the audit period (from 2.02 to 2.39 trips per hour) and exceeded the 2 trips per hour standard for DAR services.

**Passengers per Vehicle Service Mile** data is presented in Tables 1-3 and Figure 5. This performance indicator had results similar to passengers per vehicle service hours. Passengers per vehicle service mile increased by 19.7 percent systemwide during the audit period (from .188 to .226). This does, however, represent a 36 percent decrease since FY 2018-19. For local fixed routes, passengers per mile increased over the audit period (from 0.22 to 0.27). Commuter bus passengers per mile increased as well (from .14 to .20). Passengers per mile for DAR services also increased during the audit period (from 0.10 to 0.12).

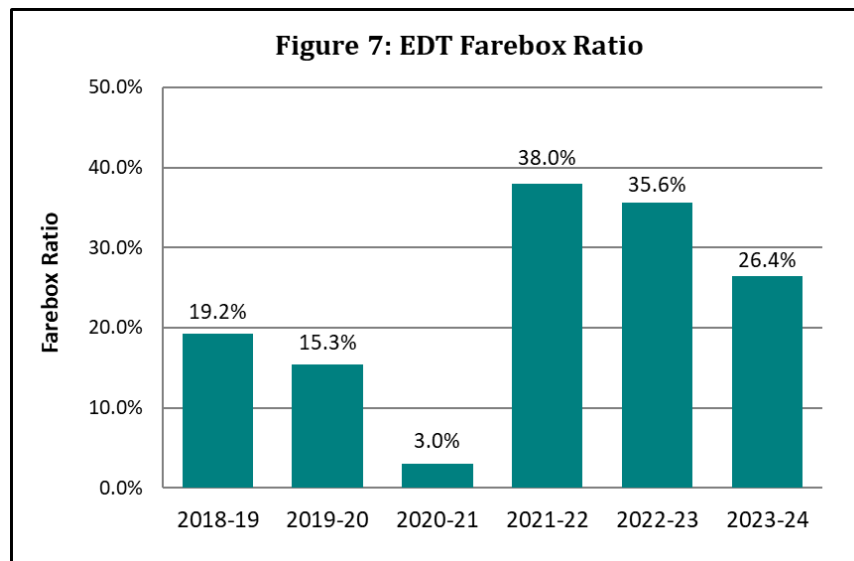


As noted above with the increase in vehicle revenue hours and miles, EDT began to restore service levels, but not to pre-pandemic levels. In FY 2023-24, vehicle revenue hours were at 72 percent and vehicle revenue miles were at 74 percent of FY 2018-19 levels. It is notable that despite significant increases in service levels during the audit period, service productivity improved for all EDT services.

The **Vehicle Service Hours per Full-Time Equivalent (FTE) Employee** data is presented in Table 1 and Figure 6. As presented, the number of vehicle revenue hours per Full Time Equivalent (FTE) increased by 6.1 percent during the audit period (from 685 in FY 2021-22 to 727 in FY 2023-24) because of service hours starting to be restored to pre-pandemic levels. This indicator is now only 9 percent below the six-year high of FY 2018-19 and 24 percent above the six-year low in FY 2020-21. This means that service is being restored to match the staffing levels of EDCTA.



The **Farebox Recovery Ratio** data is presented in Tables 1-3 and Figure 7. The farebox ratio represents the proportion of operating costs paid for by fare revenues. Prior to the COVID-19 pandemic, the California Transportation Development Act (TDA) required transit agencies which operate in both rural and urban areas (such as EDT) to have a farebox ratio established by the regional transportation agency. The blended ratio established by EDCTC is 12.22 percent. If the 12.22 percent farebox ratio were not attained, the difference between the amount of actual fare revenue collected and the required amount of fare revenue needed to meet the 12.22 percent ratio would be assessed as a penalty. One grace year is allowed per TDA.



During the COVID-19 pandemic in FY 2019-20 and FY 2020-21, transit operators who did not meet the required minimum farebox-recovery ratio requirement could not be penalized (per Assembly Bill 90). This temporary relief was extended through FY 2022-23, per Assembly Bill 149 and through FY 2025-26, per Senate Bill 125.

Since the beginning of FY 2021-22, local funds, allowable per TDA to supplement fare revenue to meet the minimum farebox recovery ratio requirement, are defined in Assembly Bill (AB) 149 passed in July 2021 as, “any nonstate grant funds or other revenues generated by, earned by, or distributed to an operator.” Examples include advertising revenue, lease revenue, or funds provided by a local agency. Note that federal grant funds can now be classified as local funds. For this audit period, therefore, federal grant funds allocated for operating expenditures, such as 5311, 5311-CARES ACT, and 5311-CRRSSA, are included in the calculation of the farebox recovery ratio along with advertising revenue.

On the expense side, operating cost increases beyond the change in the Consumer Price Index for the following categories can be excluded from farebox-ratio calculation:

- Complementary paratransit service,
- Fuel,
- Alternative fuel programs,
- Power, including electricity,
- Insurance premiums and payments,
- State and federal mandates, and
- Startup costs for new services for a period of not more than two years.

Beginning in FY 2021-22, operating cost increases for additional categories can also be excluded per AB 149, such as costs and revenue vehicle hours required to operate demand-response and microtransit services that expand access to transit service beyond fixed-route corridors, costs of funding or improving payment and ticketing systems and services, costs of security services and public safety contracts, any expense greater than the actuarially determined contribution associated with pensions and other post-employment benefits as required by Government Accounting Standards, costs of planning improvements in transit operations, integration with other operators and agencies, and transitioning to zero-emission operations.

Farebox recovery ratio for the EDT system was calculated using data obtained from fiscal and compliance audits for all fiscal years. TDA law does not require a performance auditor to calculate farebox recovery ratio and determine compliance with TDA farebox ratio minimums, as this is the role of the Fiscal and Compliance Auditor. However, as farebox ratio has historically determined TDA funding eligibility, it is worthwhile reviewing this performance indicator.

Table 1 and Figure 7 present a systemwide farebox ratio including local funds. In El Dorado County, local funds include LCTOP funds (FY 2021-22 and FY 2022-23) and FTA 5311, CARES Act, CRRSAA funds in all three audit years. For the purposes of TDA compliance, farebox ratio is only calculated at the systemwide level. As shown, EDT met the 12.22 percent minimum requirement for each of the three audit years bolstered by the inclusion of federal grant funds as local support allowable per AB 149.

The importance of relying on farebox recovery ratio as an indicator of performance has decreased as unprecedented service interruptions and changes in calculation requirements have occurred during the audit period. EDT staff, however, continue to evaluate route efficiency and have made significant changes to services to increase efficiency and ridership. EDT implemented reduced fares prior to the audit period and through the first two audit years as part of EDT’s immediate response to COVID-19 to

offer essential trip service. LCTOP funds were utilized to produce fare revenue for the purpose of calculating farebox ratio.

## OVERALL PERFORMANCE

Public transit ridership in California and across the country had been declining before the COVID-19 pandemic and EDT experienced similar trends. Over the past four performance audit periods (from FY 2012-13 to FY 2023-24), EDT's highest ridership and passengers per vehicle service hour occurred in FY 2012-13. Ridership and passengers per vehicle service hour declined for five consecutive years through FY 2017-18. However, in FY 2018-19, ridership increased by 7.4 percent, and passengers per vehicle service hour rose by 8.5 percent.

The onset of the COVID-19 pandemic in FY 2019-20 had a severe impact on ridership across all public transit systems, including EDT. FY 2020-21 marked the lowest point for ridership, as it was the first full year of the pandemic. Since then, ridership gradually increased each year as service levels were restored and passengers returned. From FY 2020-21 to FY 2023-24, both ridership and passengers per vehicle service hour increased by 70 percent and 47 percent, respectively. Despite this growth, ridership and passengers per hour are still only 47 percent and 66 percent of FY 2018-19 levels, respectively.

The key takeaway is that EDT's ridership and performance trends mirror those of other public transit agencies over the past few years. Notably, while service has been gradually restored, EDT has seen an increase in performance, as evidenced by higher passengers per vehicle service hour and mile in the current audit period. Additionally, EDT continues to show positive signs of recovery, with ridership up by 28.5 percent through October 2024 compared to the previous fiscal year.

## ASSESSMENT OF INTERNAL CONTROLS

To ensure that the information gathered as part of this audit is dependable and valid, a review of internal controls is necessary. A transit operator's internal controls are intended to do the following:

- Provide reasonable assurance that program goals and objectives are met.
- Ensure that resources are adequately safeguarded and efficiently used.
- Ensure that reliable data are obtained, maintained, and fairly disclosed in reports.
- Ensure that the transit operator complies with laws and regulations.

EDT has a well-developed system of internal controls appropriate to the size of the transit system. This statement is echoed in interviews with EDT and EDCTC staff.

## REVIEW OF COMPLIANCE REQUIREMENTS

As an entity receiving TDA funds for transit purposes, EDT is required to comply with laws and statutes set forth in the Act. Below is a discussion of EDT's compliance with sections of the Public Utilities Code which relate to transit performance, as recommended in the *Performance Audit Guidebook*. Table 4 displays the results of the compliance analysis:



**TABLE 4: Transit Operator Compliance Requirements - El Dorado County Transit Authority**

Requirement	PUC Reference	In Compliance?		Notes
		Yes	No	
(1) The transit operator submitted annual reports to the RTPA based upon the Uniform System of Accounts and Records established by the State Controller within the specified time period.	99243	<b>X</b>		Submittal Dates FY 2021-22 - 01/27/23 FY 2022-23 - 01/26/24 FY 2023-24 - 01/02/25
(2) The operator has submitted annual fiscal and compliance audits to its RTPE and to the State Controller within 180 days following the end of the fiscal year, or has received the 90-day extension allowed by law.	99245	<b>X</b>		Board Agenda Dates FY 2021-22 - 12/01/22 FY 2022-23 - 12/07/23 FY 2023-24 - 12/05/24
(3) The CHP has, within the 13 months prior to each TDA claim submitted by an operator certified the operator's compliance with Vehicle Code Section 1808.1 following CHP inspection of the operator's terminal.	99251 b	<b>X</b>		CHP Inspection Dates 10/18/2022 10/19/2023 10/08/2024
(4) The operator's claim for TDA funds is submitted in compliance with rules and regulations adopted by the RTPA for such claims.	99261	<b>X</b>		Board Agenda Dates FY 2021-22 - 03/04/21 FY 2022-23 - 03/03/22 FY 2023-24 - 04/06/23
(5) If an operator serves urbanized and non-urbanized areas, it has maintained a ratio of fare revenues to operating costs at least equal to the ratio determined by the rules and regulations adopted by the RTPA.	99270.1	<b>X</b>		EDT complies with the blended farebox recovery ratio of 12.22% determined by EDCTC pursuant to PUC 99270.1
(6) The operator's operating budget has not increased by more than 15 percent over the preceding year, nor is there a substantial increase or decrease in the scope of operations or capital budget provisions for major new fixed facilities.	99266	<b>X</b>		
(7) The operator's definitions of performance measures are consistent with Public Utilities Code Section 99247.	99247	<b>X</b>		
(8) If the operator serves an urbanized area, it has maintained a ratio of fare revenue to operating cost at least equal to one-fifth (20 percent), unless it is in a county with a population of less than 500,000, in which case it must maintain a ratio of at least three-twentieths (15 percent). (1)	99268.2, 99268.3, and 99268.1		<b>NA</b>	
(9) If the operator serves a rural area, it has maintained a ratio of fare revenues to operating costs at least equal to one-tenth (10 percent).	99268.2, 99268.4, and 99268.5		<b>NA</b>	
(10) The current cost of operator's retirement system is fully funded with respect to the officers and employees of its public transportation system, or the operator is implementing a plan approved by the RTPA, which will fully fund the retirement system for 40 years.	99271	<b>X</b>		Unfunded Liability paid by 2044 per the current schedule posted on the June, 2023 CalPERS Actuarial Valuation
(11) If the operator receives state transit assistance funds, the operator makes full use of funds if available to it under the Urban Mass Transportation Act of 1964 before TDA claims are granted.	California Code of Regulations, Section 6754 (a) (3)	<b>X</b>		

Note 1: Per Assembly Bill 90 (2020), any penalty on transit operators for non-compliance of farebox recovery ratio requirements is prohibited in FY 2020-21 and FY 2021-22. AB 149 (2021) extended this relief through FY 2022-23.

1. According to Public Utilities Code Section 99243, EDCTA must submit annual reports to EDCTC, based on the Uniform System of Accounts and Records established by the State Controller. These reports must be filed with EDCTC and the State Controller seven months after the end of the fiscal year. During this audit period, EDCTA submitted reports on time for all three years. Therefore, EDCTA is in compliance with PUC 99243.
2. Regarding Public Utilities Code Section 99245, EDCTA must submit annual Fiscal and Compliance Audits to EDCTC and the State Controller within 180 days of the end of the fiscal year or file and receive a 90-day extension. For this audit period, Fiscal and Compliance Audits were completed on time for all fiscal years. Therefore, EDCTA is in compliance with PUC 99245.
3. In accordance with Public Utilities Code Section 99251, EDCTA has submitted evidence that the California Highway Patrol (CHP) has certified compliance with Vehicle Code Section 1808.1 within the 13 months prior to each TDA claim submitted. The EDCTA Terminal received a “Satisfactory” carrier rating for each of the three years.
4. In accordance with Public Utilities Code Section 99261, EDCTA’s claims for TDA funds are submitted in compliance with rules and regulations adopted by EDCTC for such claims.
5. Per TDA, transit operators serving rural areas are required to maintain a ratio of fare revenues to operating costs at least equal to one-tenth (10 percent) as detailed in Public Utilities Code Sections 99268.2, 99268.4, and 99268.5. Per California Code of Regulations 6633.2(d) a farebox recovery ratio of 15 percent may be set by the transportation planning agency for an operator which operates in a county with a population of 500,000 or less and serves an urbanized area. The 2010 US Census designated the westernmost portion of El Dorado County to be part of the Sacramento Urbanized Area; because of this designation for a portion of El Dorado County, EDCTA serves both an urbanized and non-urbanized area and is subject to a blended farebox ratio of 12.22 percent as calculated by EDCTC and pursuant to PUC 99270.1.
6. Public Utilities Code Section 99266 requires that EDCTA’s operating budget not increase by more than 15 percent over the preceding year and no substantial increase or decrease in the scope of operations or capital budget provisions for major new fixed facilities be realized unless the operator has reasonably supported and substantiated the change(s). This is reviewed during the annual TDA claim process. During the audit period, the annual operating budget for EDT services exceeded the 15 percent threshold over the preceding year in FY 2021-22. The budgeting process for FY 2021-22 was likely impacted by uncertainty resulting from Covid impacts in addition to planning for the new Sacramento/South Lake Tahoe Connecting Bus service, so a significant increase is justified. Actual operating costs for FY 2021-22 were slightly below those of FY 2020-21. The budget for FY 2022-23 was 5 percent over the prior year and the FY 2023-24 was 8 percent below the prior year. Actual annual operating costs are shown in Table 1.
7. EDCTA’s definition of performance measures is consistent with Public Utilities Code Section 99247.
8. As the EDCTA service area is located within both an urbanized and non-urbanized area, EDT is subject to a farebox recovery ratio determined per PUC 99270.1 and PUC 99268.2, PUC 99268.3 and PUC 99268.1 are not applicable to EDCTA.

9. PUC 99268 (rural farebox ratio) is not applicable. As EDCTA serves both urbanized and rural areas, EDCTA is subject to fare revenue ratio requirements as defined in PUC 99270.1.
10. In reference to PUC Section 99271, EDCTA offers a retirement plan to its employees through the California Public Employees Retirement System (PERS). EDT also participates in a Risk Pool as required by PERS. CalPERS is taking steps to increase the funded status, such as shortening the amortization period and adopting new strategic asset allocation. Additionally, as referenced above, GASB 68 and 75 now require that employers show the pension and OPEB liabilities on their balance sheets instead of in the footnotes. This is a way of forcing employers (including cities, counties, and joint powers authorities) to recognize their share of the state's unfunded liability in hopes that the employers take more interest in having these liabilities paid off.

The net pension liability for EDCTA, as of June 30, 2024 (as stated in the fiscal audit), is \$3,122,217. Actuarial valuations performed by CalPERS for EDCTA assume that the amortization period for the unfunded liability for CalPERS is 30 years or less. Specifically, for EDCTA, the amortization schedule shows the PERS pension liability being funded by 2044. Therefore, the retirement system will be funded within 40 years, per PUC 99271.

11. In accordance with California Code of Regulations Section 6754(a)(3), EDCTA makes full use of funds available to it under the Urban Mass Transportation Act of 1964 and its successors (in particular, FTA Section 5311 Non-Urbanized Area Formula Program funds) before TDA claims are granted. During the audit period, EDCTA received funding from a variety of sources for planning and operating expenses in addition to TDA, including FTA and LCTOP.

## STATUS OF PRIOR AUDIT RECOMMENDATIONS

The previous audit was completed by Moore and Associates in 2022. The recommendations from that effort are enumerated below.

**Recommendation 1:** Budget for an additional full-time Assistant or Technician position to assist with purchasing/procurement not related to vehicle parts.

**Implementation Complete:** El Dorado Transit has delegated tasks related to purchasing/procurement of non-vehicle parts to existing staff. The Administrative Coordinator, Safety Coordinator, and Office Assistants have been tasked with purchasing items not related to vehicle parts. The agency feels the need for a full-time purchaser is not warranted at this time.

**Recommendation 2:** Track the impact of IT issues on maintenance activities and secure additional IT support if needed.

**Implementation Complete:** IT issues are currently not frequent enough to formally warrant tracking. Our current IT support is managing issues in a timely manner. The additional IT support recommendation was based on reoccurring, minor issues with our Connect Card system (electronic payment) and other technology related to vehicles. Since its integration, the number of Connect Card issues has decreased overall as our maintenance staff became more familiar with the system. With additional vehicle technology (Zero Emission Buses, Hi-tech Cameras, etc.), more IT staff might be needed soon. EDT staff indicated they will continue to track and monitor need for additional IT support.

**Recommendation 3:** Work with EDCTC to conduct post-COVID strategic planning for transit in western El Dorado County.

**Implementation Complete:** El Dorado Transit has worked closely with EDCTC to closely monitor post-COVID trends in transit. During the audit period, El Dorado Transit updated its Short-Range Transit Plan and Park and Ride Master Plan to reflect the most recent trends post-COVID.

## **DETAILED REVIEW OF TRANSIT OPERATOR FUNCTIONS**

This section presents a review of the various functions of EDT. In general, transit operator functions can be divided into the following areas:

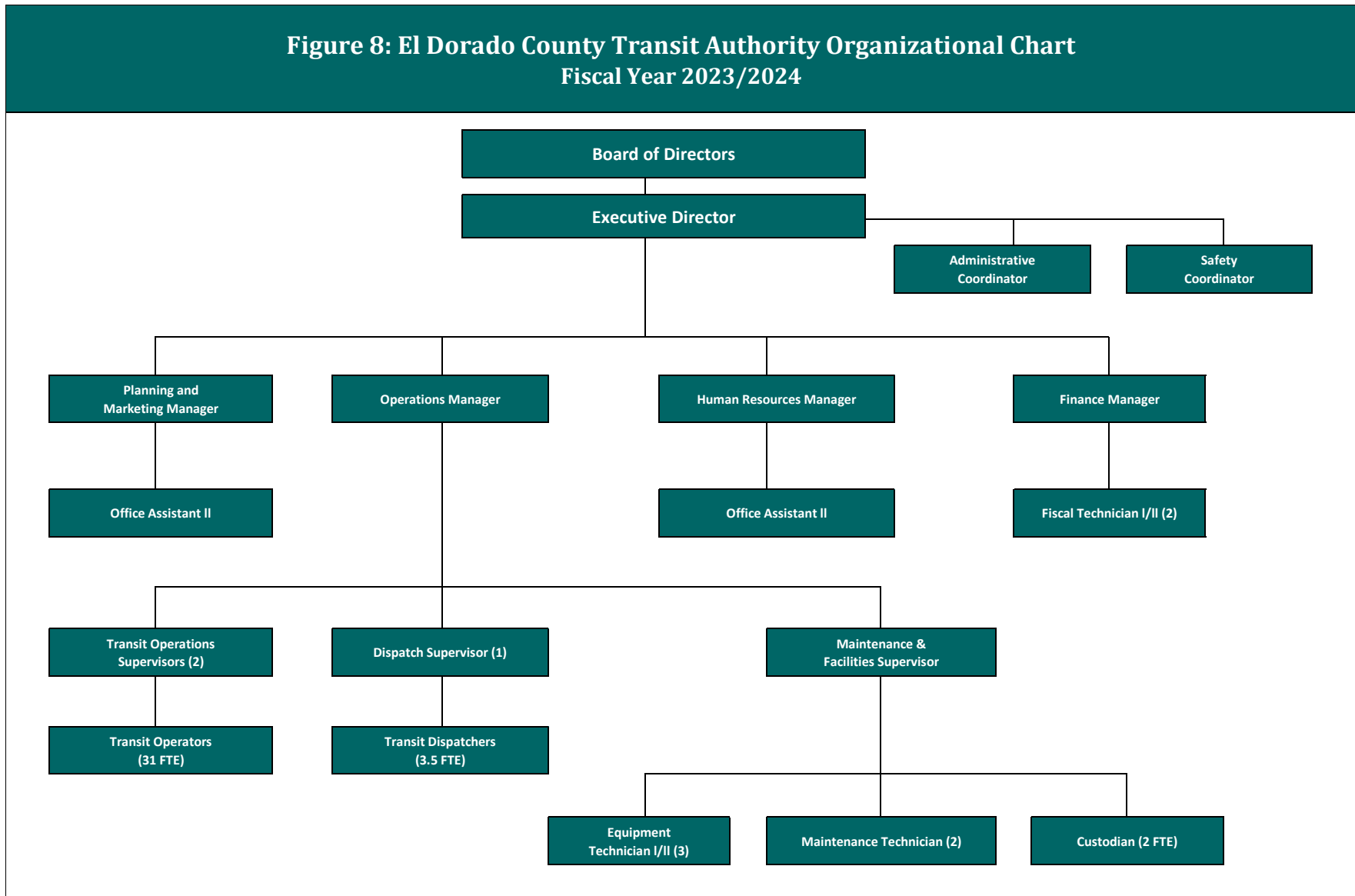
- General Management and Organization
- Service Planning
- Scheduling, Dispatch, and Operations
- Personnel Management and Training
- Administration
- Marketing and Public Information
- Maintenance

### **General Management and Organization**

#### ***Administrative Oversight***

All operations, administration, and maintenance are performed at EDT's facility in Diamond Springs, California. EDT is operated by a staff of 56.5 in-house employees, as shown in Figure 8. The management team includes five personnel: the Executive Director, Operations Manager, Finance Manager, Human Resources Manager, and Planning and Marketing Manager. The Operations Manager oversees a total of 45.5 employees. A Maintenance & Facilities Supervisor, two Transit Operations Supervisors, and one Dispatch Supervisor report directly to the Operations Manager. The 31 Transit Operators report directly to the Transit Operations Supervisors. The 3.5 Transit Dispatchers report directly to the Dispatch Supervisor. The 7.5 maintenance and equipment staff report directly to the Maintenance & Facilities Supervisor.

**Figure 8: El Dorado County Transit Authority Organizational Chart  
Fiscal Year 2023/2024**



Transit drivers are covered by a collective bargaining Memorandum of Understanding between EDT and the Operating Engineers Local No. 3 Union. The total number of positions increased from 46 to 56.5 during the audit period. The following position changes were made during the audit period primarily in response to increased services coming out of the COVID-19 pandemic:

- +10 FTE drivers
- +1 Dispatch Supervisor
- - 1 Transit Operations Supervisor
- + 1 Fiscal Technician
- -.5 Custodian

Given the size and scope of the EDT program and the amount of administrative work which accompanies transit system operation, the new staff positions are appropriate. Lines of reporting are clearly defined.

Management staff and operations management meet weekly. There is an all-staff meeting, including bus drivers and mechanics, every May and joint staff meetings occur quarterly. Drivers have safety meetings with the safety coordinator and the operations supervisors.

EDT has an appropriately well-defined program of administrative oversight. It regularly receives reviews and acts upon performance and financial information. The Executive Director reviews operations reports on a monthly basis and more frequently if prompted by passenger complaints, issues, or after new services have been implemented. The EDCTA Board receives transit performance reports monthly as part of their agenda packet.

EDT has established an Open Door Policy. All employees are encouraged to share concerns and provide input. Supervisors and managers are encouraged to actively resolve conflicts. EDT revised and adopted the Personnel Policies & Procedures Manual each year during the audit period which clearly outlines sick leave, vacation, disciplinary actions, drug-free workplace requirements, dress code, etc.

### ***Recent Program Changes***

During the audit period, the following service changes occurred:

#### **FY 21/22**

- Addition of intercity service between the Sacramento Valley Station and South Lake Tahoe with stops in Cameron Park and Placerville began in July of 2021.
- Commuter services continued to operate at decreased levels of 4 buses in the morning and afternoon.
- Reduction of service to Pollock Pines and the Camino Area due to the Caldor Fire in August through October of 2021.
- Reduction of service due to staffing shortages.

#### **FY 22/23**

- No significant changes noted.

## **FY 23/24**

- Older Adult Day Services re-opened after being closed due to COVID-19.
- Local routes began being restored, including Saturday service.
- Commuter Bus service was increased from four to five morning and afternoon trips. Reverse commute trips increased from two to four.

The Executive Director reviews the impact of service changes as part of the monthly operational review and compares results with previous expectations. New services are implemented typically as three-year demonstration projects and reevaluated if the service does not meet expectations. Fixed route service in El Dorado Hills is a good example. The Short-Range Transit Plan Update completed in January 2024 includes several recommended service changes that EDCTA plans to implement in upcoming months and years. Bus driver staffing is one of the most significant constraints to implementing some of the recommendations.

### ***Communications with Other Government Agencies***

Discussions with both EDT and EDCTC staff show that there is an effective and positive relationship between the two agencies. EDT also maintains a good relationship with other governmental agencies. The Executive Director serves on advisory and ad hoc committees such as the Transit Coordinating Committee (TCC) for the Sacramento Area Council of Governments (SACOG). At the time of writing, the Executive Director serves as the chair of the TCC. The Executive Director also serves on the Connect Card executive committee, SAGOG Grants Management RFP committee, SACOG TAC for Multimodal Transportation and the CalTIP Board and membership committee.

### **Service Planning**

#### ***Strategic Planning***

Prior to implementing service changes that will significantly affect passengers, EDT conducts studies and changes are reviewed by the TAC and board. The EDCTC completed the Western El Dorado County Short- and Long-Range Transit Plan (SRTP, LRTP) in 2019. EDT completed an update to the local service elements of the 2019 SRTP/LRTP in January 2024. This update was completed due to the changes in demand and ridership resulting from the COVID-19 pandemic. The EDCTA Board received and filed the updated plan in February of 2024.

In terms of strategic planning, EDT has set clear, reasonable goals and objectives in the SRTP and LRTP. The Administrative Operations report provides the Executive Director and the governing board with an easy-to-understand view of how EDT services measure up to adopted SRTP goals and standards. The report includes a comparison by type of service for TDA performance measures such as passenger-trips per hour as well as reliability performance measures such as on-time performance and road calls. Annual Administrative Operations reports are publicly available on the EDT website.

In terms of short-range planning, the SRTP identifies residential, retail, and other developments which may require transportation. The Executive Director is provided the opportunity to comment on local

entity commercial, retail, multi-family, and low-income new development projects if the project may require public transit.

On-board and online surveys were conducted as part of the SRTP update in May and June 2023 to determine origin-destination patterns, how services were perceived and to ascertain what shortcomings, if any, were present. An additional online survey was conducted in order to reach a wider range of residents who may not currently use public transit. These responses were used to guide the alternatives process for the Short Range Transit Plan.

### ***Evaluation of Existing Services***

EDT staff review service performance at least monthly. A monthly ridership report is included in each EDCTA Board agenda. The report includes ridership by route and mode compared to the same month in the prior year as well as a year-to-date comparison to the last five years. The report includes a brief staff report pointing out significant changes in ridership.

### ***Planning For and Serving Special Transportation Needs***

EDT's entire fleet of revenue vehicles is wheelchair accessible. To ensure compliance with the Americans with Disabilities Act (ADA), EDT offers paratransit service to complement the Placerville, Diamond Springs, Pollock Pines, and Cameron Park routes. Several EDT services focus on transportation for elderly and disabled residents, including contracted transportation for human service agencies. EDT is in compliance with ADA requirements.

### ***Public Participation***

All EDCTA meetings are open to the public and are conducted in an accessible facility per the requirements of the ADA. Most monthly board meetings are held at the El Dorado County Board of Supervisors chambers. EDT policy requires public notification for major service changes (more than 25 percent of total system square mile service area) or any fare change. A public hearing is conducted, and the EDT TAC is consulted. The public is notified by publishing legal notices and press releases. There have been no changes meeting these thresholds during the audit period. In addition, transit service revision notices are posted on EDT vehicles, in passenger facilities and on the website. However, public outreach is typically conducted for most service changes. The EDCTC Social Services Transportation Advisory Council (SSTAC) also acts as an important conduit for soliciting public input. EDCTA has a written public participation plan.

### **Scheduling, Dispatch, and Operations**

This functional area concerns the short-term scheduling of routes, drivers, and vehicles, the daily coordination and assurance that each customer is served, and the specific function of providing transportation service.

EDT drivers are appropriately certified for the types of vehicles operated for EDT. Drivers choose shifts based on seniority (permanent hire date) and are trained to operate each vehicle in the fleet. Driver bids change at least twice each year. EDT drivers are represented by the Operating Engineers Local No. 3 Union. Both part-time and full-time employees are eligible for vacation, sick leave, and any other



employer-paid benefits. EDT's Personnel Policies & Procedures Manual details procedures regarding vacation, absences, and sick leave. In addition to part-time drivers, EDT hires "extra help" drivers to cover shifts for drivers on vacation or sick leave.

DAR scheduling is performed using TripSpark software. EDT changed from Route Match to TripSpark during the audit period. This software allows schedulers to easily access a database of passenger information, sort passenger-trip requests geographically, and provides several trip options for dispatchers to choose from. Passengers are allowed to schedule rides up to three days in advance and subscription service is available. EDT allows up to 40 percent of trips to be subscription trips. This is well within the ADA Guidance. EDT's no-show policy is also clearly outlined on the website. No-shows amounted to 1.4 percent of demand response ridership in FY 2023-24.

## **Personnel Management and Training**

EDT has a well-developed and comprehensive Operator Handbook and Personnel Policies and Procedures Manual. Driver performance evaluations are conducted by EDT staff at least once a year. Each evaluation includes a ride along and a "trail check" from a supervisor's car. EDT's Personnel Policies & Procedures Manual details its formalized employee discipline program and conforms to labor agreements. All safety-sensitive employees are covered by the EDT's Drug and Alcohol Policy outlined in the Personnel Policies & Procedures Manual, which appears to meet all applicable state and federal requirements. EDCTA regularly reviews the policies and procedures for compliance with federal and state laws, clarification of current policy language, as well as consideration of new policies based on best industry practices. The Policies & Procedures Manual was first adopted in 1996 and has been updated 22 times through the end of the audit period. Updates to the manual were adopted in all three years of the audit period.

The 2024 Compensation and Benefit Study conducted by Ralph Andersen & Associates showed that EDT's total compensation is below the median of the labor market, on average. The compensation plan makes recommendations for compensation adjustments and implementation. The benefits package may not be as attractive to younger applicants on top of the fact that EDT is competing with other higher wage hourly jobs in a tight labor market.

Regarding insurance, EDT is covered for up to \$25 million for general liability, \$100,000 for vehicle physical damage and \$1 million for employment practices under the CalTIP insurance pool. Established procedures for processing and investigating accident/injury claims are currently in place.

The EDT facility in Diamond Springs provides adequate office space for administrative and dispatching functions. If necessary, EDT could expand at their existing location. There is no foreseeable need for EDT to relocate their facility. The EDT fleet is parked outside in a secure lot at the facility. Entry into non-public areas of the facility requires a key card. Security cameras have also been positioned at various entrances and in the counting room. The facility is maintained in-house. Bus stops are maintained through a contract with an advertising vendor or by an EDT maintenance technician.

## ***Recruiting***

EDT has an ongoing recruitment process through various means, including well known web sites and social media, job fairs and local newspapers. EDT will need more drivers to implement Microtransit services recommended in the SRTP update. During the COVID-19 pandemic, EDT had a difficult time recruiting and retaining bus drivers. However, EDT management reports that recruiting has improved within the last year. Although, EDT has found it challenging to retain good drivers, particularly younger recruits.

## ***Motivation***

The Operator Handbook outlines a non-monetary safety incentive program that involves recognition through presentation of certificates, pins and plaques at various intervals. EDCTA has a longevity pay program to encourage employees to remain at EDCTA for their career. EDCTA also has a professional development program that reimburses employees for further education or work-related seminars.

Employee turnover at EDT was relatively low during the audit period (2.6 percent) based on the average monthly turnover rate for each of the 36 months. Turnover that did occur resulted in employees retiring, resigning or being terminated.

## ***Training and Safety***

EDT provides initial and ongoing driver training on-site using EDT staff. All new recruits must pass a one-year probation period. Drivers are trained in all aspects of each type of vehicle in the fleet, including training on first aid, accident procedures, and wheelchair procedures.

The position of Safety Coordinator has been in place at EDCTA for approximately eight years. This position was added in anticipation of the FTA requirement for a Safety Manager and the ever-increasing role of safety reporting and training. Job duties include safety specific training, inspections of bus stops, observing work practices, injury and illness prevention, Occupational Safety and Health Administration (OSHA) matters, coordination with the Office of Emergency Services (OES) and other emergency response agencies. The Safety Coordinator maintains a safety committee and makes recommendations to the Executive Director. Formerly, these duties were under the purview of the Operations Manager, who now has more time to spend on managing day-to-day transit operations.

EDT coordinates with the County OES and is prepared to assist in the event of a disaster. All supervisors are trained in the National Incident Management System (NIMS).

## **Administration**

### ***Budgeting and Management Information Systems***

EDT has a well-developed budget and reporting system that is appropriate to the size and scope of the transit program. The Finance Manager prepares the budget and the Executive Director reviews and approves it prior to presentation to the board. The EDT Board sees the budget four times per year: the preliminary, adopted, mid-year and final year-end amended. The Board must approve substantial

changes in the budget and/or spending. During this audit period, there were no substantial excesses in the budget.

Each month, the Planning and Marketing Manager compiles financial information and performance indicators into the Administrative Operations Report. The report is reported to the Board and TAC every six months.

EDT does all accounting and payments in-house. EDCTA uses a service called Paylocity for payroll. Pay checks are issued in-house. The Executive Director has the authority to sign checks up to \$5,000. For checks of more than \$5,000, dual signatures of the Executive Director and a Board Member are needed.

### ***Financial and Grants Management***

EDT staff prepares FTA and some discretionary grant applications and handles grant administrative duties, depending on the type of grant. FTA grants are typically managed by the Planning and Marketing Manager with assistance from the Finance Manager. During the audit period, EDT did not lose a grant due to negligence or improper procedure. EDT is a subrecipient of Sacramento Regional Transit District (SacRT) for FTA 5307 funds. The allocation of FTA 5307 funds in the region is determined by SACOG. EDT receives FTA 5311 and 5310 funds from Caltrans. EDT has been successful during the audit period in obtaining LCTOP funding, as well as FTA CARES Act, CRRSAA, and ARPA relief funding. EDT performs grant reporting in-house to Caltrans and SacRT. EDT undergoes a triennial review in concurrence with SacRT's triennial review process.

EDCTA maintains significant reserves for future capital purchases such as battery electric buses and charging infrastructure. These reserves are identified annually in the fiscal audits as unearned revenues. The balance increased from \$74,688 in July 2021 to \$15,744,763 in June 2024.

### ***Risk Management and Insurance***

EDCTA is a member of the California Transit Indemnity Pool (CalTIP) along with 34 other public transit agencies in California. CalTIP provides insurance for general liability, vehicle physical damage insurance, employer practices liability and safety services to EDCTA and its member agencies. The EDCTA Executive Director serves as a board member for CalTIP. EDCTA carries \$25 million in general liability coverage, \$100,000 for vehicle physical damage, and \$1 million for employment practices through CalTIP. EDCTA also carries excess workers compensation, employer's liability, and property loss insurance.

### ***Safety***

The Safety Coordinator is responsible for investigating incidents and accidents and handling insurance claims. The Operations Supervisor follows up with employees on incidents and accidents. EDT staff routinely review safety data captured in employee safety reports, safety meeting minutes, customer complaints, and other safety communication channels. EDCTA updated the Public Transportation Agency Safety Plan in December of 2024. This plan is required by the FTA.

EDT has accident response procedures in place that are documented in the Operator Handbook. Both the drivers and dispatch have post-accident checklists to guide any accident response. The Operations Manager and supervisors are notified in the event of an accident.

The Safety Coordinator conducts and documents regular safety audits of the Diamond Springs facility.

### ***Contract Management***

EDT provides all transit services directly with agency personnel. EDT contracts out major services such as facilities maintenance, landscaping, legal services, software and marketing and information technology. Contract management is assigned to appropriate managers in the organization.

### ***Facility Management***

The EDT operations and maintenance facility is located at 6565 Commerce Way, Diamond Springs, California. EDT's staff are based in this facility, which includes administrative offices, a conference room, a transit dispatch center, driver check-in locker room, and employee breakroom. Access to the facility is by key card entry and security cameras are placed at the various entries. The maintenance facility includes three maintenance bays, three lifts (two portable), a drive-through bus wash, a parts supply room, a mechanic's breakroom, and the senior equipment mechanic's office. The fully fenced bus parking lot is striped to accommodate up to 62 vehicles. To accommodate the transition to a battery electric fleet to comply with the California Air Resources Board (CARB) Innovative Clean Transit rule (ICT), the Zero Emission Bus Strategy Final Report identifies the phasing in of charging infrastructure between 2025 and 2040. By 2026, the EDT facility will need only five dispensers. By 2030, a total of 43 dispensers will be needed. And, by 2040, a total of 61 dispensers will be needed for the full conversion of the bus fleet. A new 1,500 kVA transformer and a 4,000-amp switchboard will be needed to provide adequate power to the facility. A new 1,500 kW generator with 800 gallons of onsite diesel fuel storage will be needed to support one day of an electrical outage.

### ***Revenue Collection and Cash Management***

Currently, EDT uses manual fareboxes for cash fare collection. EDT has an established daily farebox count procedure which is secure and requires accountability. The vaults automatically lock when removed from the farebox on the bus. At the end of every operating day, bus drivers bring the locked vaults from their bus to dispatch staff. The bus driver notes which bus each vault came from. The dispatcher sets the locked vaults into the vault room that remains locked overnight. An empty vault is placed on each bus, allowing the vaults with cash to be counted every morning by a fiscal technician. A second fiscal technician will verify the count. One of the fiscal techs prepares the bank deposit daily and transports the cash to the bank. Periodically, vault audits are conducted to compare boardings to fare revenue collected. Security cameras have been installed in the vault room, separate staff members verify the daily cash balance and access to the vault room and vault keys are limited to authorized staff.

EDT is part of the regional Connect Card program, an electronic transit fare system which allows passengers to use one "smart card" for all SacRT, Placer County Transit, Roseville Transit, Yuba Sutter Transit, South County Transit and YoloBus services. At the end of the day, Connect Card ridership data is downloaded wirelessly and transmitted to Sac RT who prepares monthly reports regarding revenue owed and costs shared.

During the current audit period, EDT continued to coordinate with regional partners on updating the regional Connect Card system. In February 2022, EDCTA applied for Transit and Intercity Rail Capital

Program (TIRCP) funds in partnership with SacRT, SACOG, the Capitol Corridor Joint Powers Authority (CCJPA), and other local transit providers in the Sacramento region. The region was successful in its application and was awarded nearly \$2.2 million to purchase, install, and implement the California Integrated Travel Project (Cal-ITP) supported contactless payment equipment and services on bus fleets throughout the region. The full funding amount was allocated at the California Transportation Commission meeting held in December 2023. In September 2024, EDCTA authorized the agency to enter into a subrecipient agreement with SACOG to receive the allocated funds for the project. The new contactless fare collection equipment is expected to be installed on EDT buses in 2025.

### ***Procurement***

EDT approved a purchase order with Regional Government Services in October 2024 to update the Purchasing Policies and Procedures Manual from 2012 and the DBE program from 2022. The update is in process at time of writing.

EDT follows a purchasing policy which is compliant with FTA rules and regulations. Vehicles are procured through the Calact purchasing consortium headed up by Basin Transit. All fiscal duties are performed by EDT staff. The Executive Director is empowered to make purchases of under \$25,000 without the Board's approval.

### **Marketing and Public Information**

#### ***Public Information***

The EDT website is a good source of route and schedule information and provides clear avenues to provide input or contact the agency via email, phone, or in person. The website has a trip planner, interactive route maps and real-time bus tracking. Passengers can purchase EDT passes through the website or be redirected to the Connect Card website. EDT maintains Facebook, X and Instagram accounts and regularly posts service updates or alerts.

#### ***Marketing***

EDT has a robust marketing program. In 2015, EDT completed an update of the Assessment and Marketing Plan, which included the development of the new logo and vehicle graphics. The Planning and Marketing Manager, along with an Office Assistant, travels to various groups to make on-site marketing presentations a couple of times per month.

An annual summary of customer complaints and compliments is included in the Administrative Operations Report so that the EDT and EDCTC boards are aware of the public's opinion of the transit system. Passenger comments are tracked by date and route. It is EDT's policy to respond to complaints or concerns within two business days, but most are responded to within the same day or early the next business day. The public's perception of EDT services is seemingly favorable, as evidenced in recent on-board surveys and community workshops conducted as part of the SRTP 2023 update.

Consistent on-time performance is an important part of marketing for a transit system. EDT had good on-time performance during this audit period as reported in the annual Administrative Operations

reports. Overall, EDT staff dedicates sufficient resources to useful marketing materials, promotional campaigns, and other public outreach efforts.

## **Maintenance**

Maintenance is conducted on-site at the Diamond Springs facility. The shop space is adequate for the needs of EDT.

A key performance indicator for vehicle maintenance is the number of road calls occurring. A road call is a response to a disabled transit vehicle while in service. EDT reports the number of systemwide road calls in its annual Administrative Operations Report. The rate of road calls improved during this audit period. The number of vehicle service miles per road call increased from 10,711 in the prior audit period to 13,816 in the current audit period. This is an increase of 29 percent in vehicle service miles per road call. The vehicle service miles per road call steadily increased in each of the three years of the current audit period from 12,288 in FY 2021-22 to 15,277 in FY 2023-24 (a 24 percent increase).

EDT maintenance staff use Squarerigger® Fleet Maintenance software to track preventative maintenance repairs for the transit fleet. A preventive maintenance schedule is in place that meets the requirements of the bus manufacturers. With the exception of bodywork, windshield replacement, smog checks for gasoline vehicles, and major overhauls, most vehicle repairs are performed by in-house mechanics. Some overhauls are conducted in-house if time allows and space is available.

EDT currently uses Zonar Electronic Vehicle Inspection Report Technology for fleet maintenance management. Electronic “tags” are placed at important inspection points on each vehicle. During daily vehicle inspections, each driver places a handheld reader near each tag and keys in the condition of that part of the vehicle. After the inspection is complete, the reader is returned to a docking station inside the bus where the data is transmitted wirelessly to maintenance and operations staff. This technology improves operational efficiency by informing managers of potential maintenance issues in a timely manner. The Zonar system also ensures that pre-trip vehicle inspections are properly performed, and appropriate staff members are notified of any repairs are needed. EDT has a good procedure in place for prioritizing repairs. There is good communication between mechanics and dispatchers with respect to maintenance. An adequate supply of parts is kept on-hand to minimize vehicle downtime.

Security cameras have been installed on all buses.

## **Vehicle Condition**

EDT has a fleet of 50 active revenue vehicles. The average age of the fleet is 10 years, and the average vehicle mileage is 207,507 as of September 2024. One vehicle was acquired during the audit period: a Ford Transit Van. Fifteen of the active fleet vehicles have reached their Transit Asset Management Plan (TAM) performance target in terms of years and only one has exceeded the TAM performance target in terms of mileage. EDT plans to replace 37 buses between 2024 and 2032.

## CONCLUSIONS AND RECOMMENDATIONS

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The Auditor's analysis of EDT indicates that, in terms of operations, the system was efficiently run and well managed during the audit period. The following notes are the auditor's findings and recommendations:

### FINDINGS

- Both Fiscal and Compliance Audits and State Controller Reports were submitted on-time for EDT all audit years.
- EDT began restoring service during the audit period. Vehicle service hours and vehicle service miles increased by 16.9 percent and 17.9 percent, respectively. Still, vehicle service hours and miles are only 72 percent and 74 percent, respectively, of FY 2018-19 (pre-pandemic) levels.
- Ridership increased by 41.1 percent during the audit period (FY 2021-22 to FY 2023-24).
- Productivity systemwide increased from 4.00 to 4.83 one-way passenger trips per vehicle service hour during the audit period. Local fixed-route service productivity increased from 4.14 to 5.09 passenger trips per hour. Commuter service productivity increased from 4.64 to 6.49. Dial-A-Ride (DAR) increased from 2.02 to 2.39 passenger trips per hour. Local Fixed Route and Dial-A-Ride exceeded the EDT performance standards in Fiscal Year 2023-24 as reported in the annual Administrative Operations Report. Commuter service still remains below the productivity goal of 10 passengers per vehicle revenue hour.
- Systemwide operating cost per trip decreased from \$47.39 to \$44.95 during the audit period. This is on par with similar small transit agencies: Placer County Transit saw an operating cost per trip of \$41.95 in FY 2023-24. Nevada County Transit Services' cost per trip was \$35.44 in FY 2022-23 while the Calaveras Transit Agency cost per trip was \$50.11. The decrease in this figure for EDT over the audit period remains encouraging and is mainly a result of the increase in ridership.
- Reliability of transit service, as measured in terms of on-time performance, exceeded the EDT target of 90 percent for demand response services, but fell slightly short of the Local Fixed Route target of 85 percent and Commuter target of 90 percent.
- EDT has complied with the requirements listed in the TDA and other statutes related to performance in the *Performance Audit Guidebook*.
- All three of the prior audit recommendations have been sufficiently addressed.

### RECOMMENDATIONS

The auditor has the following recommendations which relate to the TDA.

**Recommendation 1:** Should the farebox recovery requirement be reinstated by SB 125 beginning July 1, 2026, and should no additional TDA reforms be made related to farebox recovery requirements, EDCTA should work with EDCTC to review the current urbanized boundaries, ridership numbers and revisit the blended farebox recovery ratio it has established for EDCTA to reflect 2020 US Census population data. EDCTA should also work directly with EDCTC to engage and inform statewide efforts to reform farebox

recovery requirements under TDA to ensure reasonable and relevant standards are placed upon transit operators.

Pursuant to PUC 99270.1, if an operator serves urbanized and nonurbanized areas in the area of jurisdiction of a transportation planning agency, the transportation planning agency shall adopt rules and regulations to determine what portion of public transportation services serves urbanized areas and what portion serves nonurbanized areas to determine its required ratio of fare revenues to operating cost.

The blended farebox ratio applies the proportion of EDT services serving residents in the urbanized area and the portion serving residents in the non-urbanized area of El Dorado County (excluding the Tahoe Basin) to the 10 percent minimum farebox recovery ratio requirement for non-urbanized rural areas and the 15 percent minimum for the urbanized areas.

The existing blended farebox recovery ratio of 12.22 percent was established in 2014 and reflects 2010 US Census population data. Since that time, the population within the Sacramento Urbanized Area portion of El Dorado County has gradually increased. With new population numbers available from the 2020 US Census, the blended farebox ratio can be re-calculated. The method for calculating the farebox ratio should be mutually agreed upon by EDCTA and EDCTC and adopted by the EDCTC board.

The method could be based entirely on the proportion of population within the urbanized and non-urbanized areas. Or the method could be based on the proportion of route miles and demand response service area within the urbanized and non-urbanized areas.