



# Roundup Review

Volume 1, Issue 1

Winter /Spring 2015

## Clovis Transit

## Introducing Easy Rides...

### Inside this issue:

|                           |   |
|---------------------------|---|
| Growing Ridership         | 2 |
| Did You Know?             | 2 |
| Just a Reminder           | 2 |
| Round Up Service Calendar | 3 |
| FAQ's                     | 3 |
| Bus Fares and Passes      | 3 |
| Department News           | 4 |

### How to Contact Us:

- \* Round-Up Service  
324-2760  
Press 1 to make a future ride appointment  
Press 2 to talk to the dispatch center for a return ride
- \* Stageline Bus Service  
324-2770
- \* Website  
[www.cityofclovis.com/transit](http://www.cityofclovis.com/transit)
- \* Follow us on Twitter  
@Clovis Transit

Grants from the State of California have allowed Clovis Transit to move forward with new software and equipment for our dispatch office and the drivers.

The new system, called Easy Rides, is an upgraded software package that we are using to dispatch buses, schedule rides, and register passengers. Drivers now use wireless tablets to keep track of their schedules, passengers, and routes.

Changes to driver schedules can now be made with the click of a

mouse. Information about our passenger's trips, bus mileage, appointments and drop-offs is available almost instantly.

Collecting, computing, and archiving data used to take days, if not weeks. With Easy Rides,

our staff is able to quickly download information and extremely accurate statistics.

We will be using this data to better plan our operations, which will allow us to provide more efficient service to our passengers.



**Happy New Year from your drivers and office staff at Clovis Transit!**

## The Supervisor's Corner

Happy New Year from all of us at Clovis Transit. We are excited for 2015 and continuing to provide a transportation option for our passengers. We had an eventful 2014 with the addition of new wheelchair accessible vans to the fleet, selection and implementation of the

new software program, Easy Rides, and hiring of new drivers to boost our staffing levels. All this activity was performed with the goal of improving our service to our passengers. You are the reason we strive each day to work more efficiently and effectively.

I welcome your comments and feedback and can be reached at (559)324-2769 or by email at [amyh@cityofclovis.com](mailto:amyh@cityofclovis.com).

Amy Hance  
Clovis Transit Supervisor

## Growing Ridership

With the growth of the city, Transit has also experience a growth in the number of passengers who have applied for and have been approved to use the Round Up service.

From our fiscal year\* 2012-2013 to 2013-2014, the total number of passengers increased by 1.28%. While that may not seem like a big number, the difference is an increase of **804** individual riders!

While we did see a slight decrease in the number of Clovis trips, the number of Fresno trips



increased by 2.4% or 648 individual rides.

The increase in numbers is significant because it shows how many passengers our drivers are moving and how many people rely on our service for their transportation needs. On average, a driver may

cover 150-200 miles in a day.

We will be happy to take your ride reservation up to 14 days in advance. If you have a trip that repeats at least weekly (usually school or work schedules) call our office as we may be able to set up a standing ride. Remember that we are not able to accommodate same-day appointments and are unable to make changes to schedules the day of your ride.

\*The City of Clovis' fiscal year runs from July 1 – June 30.

## Did You Know...?

Any new ride reservations or changes to existing reservations must be made by 5:00pm on the day prior to your ride. For example, if you have an appointment for a ride on a Tuesday, you must call us by Monday at 5:00pm to make changes.

Don't forget that you can call up to 14 days in advance for your

ride. It's important to remember this because if you wait too long, you may not get the time slot you need or want.

If you're not sure when to call for a

**We Cannot Accommodate:**  
**Same-day appointments**  
**Same-day changes**

certain date, contact us, and we'll help you!

If you want to go to more than one destination, schedule it ahead of time. You can always cancel it - but be sure to cancel your unwanted trip to avoid no-show penalties. The only same-day change we make is to drop at a different address other than home. The understanding is that you will find your own way home at that point.

## Just a Reminder...

When you call for an appointment, please have the following information ready:

- The date of your ride.
- The time you want/need to be at your destination.
- The destination address. This is especially important if you are going to a medical office.

Certain doctors, physical therapy offices, etc. have more than one location. You don't want to miss your appointment because you were dropped off at the wrong address.

For common destinations, such as shopping malls, grocery stores (Vons, Savemart), drug stores (Walgreens, CVS), Wal-Mart or Tar-

get, we don't require that you give us the address.



## Round Up Service Calendar

### 2014 Holidays—No Service

- New Year's Day 1/1/15
- President's Day 2/16/15
- Easter Sunday 4/5/15
- Memorial Day 5/25/15
- Independence Day 7/4/15
- Labor Day 9/7/15
- Thanksgiving Day 11/26/15
- Christmas Day 12/25/15

### 2014 Limited Service Days

- Martin Luther King, Jr Day 1/19/15
- Veteran's Day 11/11/15
- Day after Thanksgiving 11/27/15

On limited schedule days, Round Up operates in Clovis only.

These holidays also apply to the Stageline bus service.



## FAQ's

### WHAT DOES "BE READY" MEAN?

When you call to make an appointment, the staff person will give you a time to "be ready." Why do we say "be ready"? Here's why:

When a passenger is scheduled, a cushion of time for the pickup is given so that the driver is able to pickup more than one person (if needed). For example, if you need

to be somewhere by 10:00 in Clovis, you will be asked to be ready by 9:15. That may seem too early, but another passenger near your pick-up or drop-off location may also need a ride at the same time.

### HOW DO YOU SCHEDULE RIDES?

On a daily basis, our Dispatch center creates schedules for each of the drivers. Passengers are sched-

uled together based on the requested time and destination. A passenger going to Kaiser Hospital on Fresno Street will be paired with someone going to the same place or close to the same address.

This is called a "shared-ride" system and follows the requirements set for us by the Americans with Disabilities Act.

## Bus Fares and Passes

- Rides in Clovis are \$1.25 per trip.
- Rides in Fresno depend on the address:
  - Destinations east of Palm Avenue and north of McKinley Avenue —\$2.00 per trip.
  - Between Palm and West Avenues, and between McKinley and Kings Canyon Avenues—\$2.75 per trip.
- Exact amount is required. The drivers do not carry change and return rides cannot be pre-paid.
- If you ride often, consider purchasing a bus pass.
  - Zone 1 (pink pass) \$23.00 for 20 rides in Clovis.
  - Zone 2 (blue pass) \$36.00 for 20 rides in Fresno (as far as Palm or McKinley)
  - Zone 3 (purple pass) \$50.00 for 20 rides in Fresno (between Palm and West Aves. and McKinley and Kings Canyon Aves.)

\*If you need an order form, give us a call and we'll mail one out to you.

# Clovis Transit

City of Clovis  
Transit Division  
155 N. Sunnyside Ave.  
Clovis, CA 93611

Phone: 559-324-2760  
Fax: 559-324-2853

PRST STD  
U.S. POSTAGE  
PAID  
CLOVIS, CA 93612  
PERMIT NO. 16

Address Service Requested

**Hours of Operation**  
**M-F 7:00am to 6:00pm**  
**Sat. & Sun. 7:30am to 3:00pm**

---

## Department News

### Employee of the Month

Employees are nominated by their peers for outstanding performance. Employees receive good-ies, a gift card to a local business, and the use of the Employee of the Month parking space.

Employees who received the award in the past year are:

Crystal Dominguez, bus driver  
Dillon Ekmalian, van driver  
Chris Aguilar, bus driver  
Richard Stahl, bus driver  
Susan Pannett, van driver  
Janell Fitch, trainer  
Donna Ball, bus driver  
Kyle Brisendine, van driver  
Jeff Cripe, bus driver

David Hinojosa, bus driver  
Susan Avila, dispatcher  
Lionel Hawkins, bus driver

Congratulations and thank you to our awesome employees!



### New Employees

Please welcome our newest drivers!

Joshua Bishop, van driver  
Laura Brooks, bus driver  
Liz Gomez, bus driver  
Lionel Hawkins, bus driver  
Gracie Nava, bus driver  
Monica Perez, bus driver  
Eduardo Rodriguez, van driver  
Luis Solis, bus driver

---