



RCTC

**RIVERSIDE
COUNTY
TRANSPORTATION
COMMISSION**



FY 2022-2024

Triennial Performance Audit of City of Beaumont Transit

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Submitted by:

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Section I

Introduction

California’s Transportation Development Act (TDA) requires that a triennial performance audit be conducted of public transit entities that receive TDA revenues. The performance audit serves to ensure accountability in the use of public transportation revenue per Public Utilities Code (PUC) 99246.

The Riverside County Transportation Commission (RCTC) engaged the Michael Baker International team to conduct the TDA triennial performance audit of the public transit operators under its jurisdiction in Riverside County. This performance audit is conducted for the City of Beaumont Transit (Beaumont Transit) covering the most recent triennial period, fiscal years 2021-2022 through 2023-2024.

The purpose of the performance audit is to evaluate Beaumont Transit’s effectiveness and efficiency in its use of TDA funds to provide public transportation in its service area. This evaluation is required as a condition for continued receipt of these funds for public transportation purposes. In addition, the audit evaluates Beaumont Transit’s compliance with the conditions specified in the California Public Utilities Code (PUC). This task involves ascertaining whether the transit agency is meeting the PUC’s reporting requirements. Moreover, the audit includes calculations of transit service performance indicators and a detailed review of the transit administrative functions. From the analysis that has been undertaken, a set of recommendations has been made which is intended to improve the performance of transit operations.

In summary, this TDA audit affords the opportunity for an independent, constructive, and objective evaluation of the organization and its operations that otherwise might not be available. The methodology for the audit included in-person interviews with management, collection and review of agency documents, data analysis, and on-site observations. The *Performance Audit Guidebook for Transit Operators and Regional Transportation Planning Entities*, published by the California Department of Transportation (Caltrans), was used to guide the development and conduct of the audit.

Overview of the Transit System

The City of Beaumont has operated public transportation service since 1975. The current transit system is composed of both fixed-route and demand response service modes. Fixed-route service began as a single 15-mile route in 1979, after the then existing general public Dial-A-Ride service could not meet the growing demand. The fixed route serves the City of Beaumont and the unincorporated community of Cherry Valley to the north. Dial-A-Ride is limited to Americans with Disabilities Act (ADA) certified passengers. Dial-A-Ride service extends 0.75-mile from any Beaumont Transit fixed route. In July 2019, the Cities of Banning and Beaumont adopted an interagency service agreement, which allows the two transit providers to provide interconnected service through June 30, 2022. This agreement came after the discontinuation of Pass Transit, an initiative that began in 2002 to integrate the two cities’ transit services into one regional service.

With the termination of the Pass Transit agreement, Pass Transit branding has been phased out, and Beaumont Transit Route 2 service was discontinued through the City of Banning.

Based on the 2020 US Census, Beaumont’s population is 53,036, which has grown 43.8 percent since the 2010 US Census. The senior citizen population, composed of residents aged 65 and over, is 13.5 percent. The 2025 population for Beaumont is estimated to be 59,708 as reported by the California Department of Finance, Population Estimates for Cities, Counties, and the State January 1, 2025. The city covers a 30.30-square-mile area.

System Characteristics

Beaumont Transit operates both fixed route and demand-responsive service modes. During the audit period, the fixed-route system was composed of three commuter/express regional and five local routes. Local routes serve Beaumont, Cherry Valley, and Cabazon, with transfers to Banning Connect routes. The commuter routes provide service between Beaumont and the San Bernardino Metrolink station, Redlands and the Loma Linda Veterans Administration (VA) Hospital, and the Cabazon Outlets and Morongo Resort and Casino. The system operates Monday through Friday from 5:30 a.m. to 7:00 p.m. and Saturdays from 7:30 a.m. to 5:20 p.m. Beaumont Transit does not operate on Sundays and the following holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Limited service following a weekend schedule is offered on Martin Luther King Jr. Day, Presidents’ Day, Indigenous Peoples’ Day, Veterans Day, and day after Thanksgiving. Beaumont Transit’s fixed-route services during the audit period are summarized in Table I-1.

**Table I-1
Beaumont Transit Fixed Route Services**

Route	Destination	Frequency/Operation	Key Time Points
Route 3	Beaumont High – Walmart	Every 60 minutes (Monday through Friday from 6:15 a.m. to 4:52 p.m.)	<ul style="list-style-type: none"> ▪ Beaumont High School ▪ Brookside Ave & Beaumont Ave ▪ Noble Creek Apartments ▪ Walmart ▪ San Gorgonio Hospital ▪ Chatigny Recreation Center
Route 4	Downtown Beaumont	Every 60 minutes (Monday through Friday from 6:30 a.m. to 6:35 p.m.)	<ul style="list-style-type: none"> ▪ Pennsylvania & 8th Street ▪ Walmart ▪ San Gorgonio Hospital ▪ Beaumont Library ▪ Cougar Way @ Beaumont Avenue
Route 3/4 (Saturday Only)	Walmart – Cherry Valley	Every 60 minutes (Saturday from 8:00 a.m. to 5:00 p.m.)	<ul style="list-style-type: none"> ▪ Beaumont High School ▪ Cherry Ave & Oak Valley Parkway ▪ Walmart ▪ San Gorgonio Hospital ▪ Beaumont Civic Center

Route	Destination	Frequency/Operation	Key Time Points
			<ul style="list-style-type: none"> ▪ Cougar Way & Beaumont Ave
Route 7-1	Tournament Hills – Fairway Canyon	Two a.m. trips & two p.m. trips Weekdays (from 6:45 a.m. to 4:25 p.m.)	<ul style="list-style-type: none"> ▪ Oak Valley & Desert Lawn ▪ Palmer & Morris ▪ Palmer & Trevino ▪ Champions & Bay Hill ▪ Beaumont High School ▪ Cougar Way & Beaumont Avenue ▪ Fellowship Church ▪ Rite Aid
Route 7-2	Olivewood – Civic Center	Two a.m. trips & two p.m. trips Weekends (from 6:45 a.m. to 4:31 p.m.)	<ul style="list-style-type: none"> ▪ Civic Center ▪ Rangel Park ▪ Oak Valley & Potrero ▪ Tukwet Canyon & Sorenstam ▪ Champions & Bay Hill ▪ Monte Verde & Morgan ▪ Beaumont High School ▪ Cougar Way & Beaumont Ave
Route 9	Seneca Springs – Cherry Valley	Two a.m. trips & two p.m. trips (Monday through Friday from 6:45 a.m. to 4:23 p.m. when school is in session)	<ul style="list-style-type: none"> ▪ Manzanita Parkway @ Brownie Way ▪ DeForge Park ▪ Walmart ▪ Beaumont Co-Op ▪ Pennsylvania Avenue @ 8th Street ▪ Cougar Way @ Beaumont Avenue ▪ Beaumont High School
Commuter Link 120	Beaumont Walmart – San Bernardino Transit Center	Every 60 minutes on Weekdays (from 5:15 a.m. to 7:25 p.m.); Two a.m. trips and two p.m. trips on Saturdays (from 7:45 a.m. to 6:00 p.m.)	<ul style="list-style-type: none"> ▪ Walmart ▪ Beaumont Civic Center ▪ SBTC ▪ Wells Fargo ▪ Casino Morongo
Commuter Link 125	Beaumont-Redlands- Loma Linda VA-Crafton Hills	Two a.m. trips & two p.m. trips (Monday through Friday from 6:30 a.m. to 5:00 p.m.)	<ul style="list-style-type: none"> ▪ Walmart ▪ Beaumont Civic Center ▪ Crafton Hills College ▪ Redlands Transit Center ▪ Loma Linda VA Hospital ▪ Beaumont Wells Fargo
Casino Express	Beaumont Walmart – Amazon – Casino Morongo	Five a.m. trips & Five p.m. trips (Monday through Friday from 6:25 a.m. to 6:35 p.m.)	<ul style="list-style-type: none"> ▪ Walmart ▪ Rangel park ▪ Amazon (36900 W 4th Street) ▪ Amazon (1010 W 4th Street)

Route	Destination	Frequency/Operation	Key Time Points
			<ul style="list-style-type: none"> ▪ Wells Fargo ▪ Casino Morongo

Source: Beaumont Transit

Commuter Link 125 was implemented in September 2018 and is the second regional route connecting the Pass Area with San Bernardino County. Commuter Link 125 was designed to provide more direct service to Loma Linda VA Hospital, thus enabling Commuter Link 120 to operate more frequencies to the San Bernardino Transit Center. The Casino Express route was implemented in August 2020, providing service to the Morongo Casino and Cabazon Outlets.

In April 2020, Beaumont Transit adjusted service schedules in response to a March 2020 shelter-in-place order resulting from the COVID-19 pandemic. Service changes included combining Routes 3 and 4 and combining Commuter Links 120 and 125.

Dial-A-Ride

Dial-A-Ride offers complementary demand-response door-to-door service in the Beaumont/Cherry Valley area to passengers certified under the ADA. ADA certification is conducted through the Riverside Transit Agency (RTA). Dial-A-Ride service operates Monday through Friday from 8:00 a.m. to 5:00 p.m. with Saturday service offered to ADA-certified persons only from 8:00 a.m. to 5:00 p.m. After March 2020, Sunday service on Dial-A-Ride was no longer offered as an impact from the pandemic. Reservations are required at least 24 hours and up to 21 days in advance on a first-come, first-served basis. A cancellation fee is charged in the event of a no-show or insufficient notice of a cancelled trip.

Fares

Beaumont Transit’s fares are structured based on passenger, route, and service type. Multi-trip passes are also available for purchase. In August 2023, Beaumont Transit launched a three-year discounted fare program with funding from the Low Carbon Transit Operations Program (LCTOP). This program lowers bus fares through July 31, 2026. Under this discount fare program, Beaumont Transit offered \$0.25 rides to all passengers on all fixed routes and \$1.00 rides on all Commuter Link Routes. Dial-a-Ride passengers can also ride for \$0.50. Before the implementation of the free or reduced fare promotions, the one-way base fare was \$1.50 per ride. Fare schedule is summarized in Table I-2.

**Table I-2
Beaumont Transit Fixed-Route Fare Schedule**

Fare Category	Fares
General Public	\$0.25 (\$1.50 reg)
Youth (grades K-12)	N/A
Seniors (ages 60 and older)	\$0.25 (\$0.75 reg)
Persons with Disabilities (ADA or Medicare Card)	\$0.25 (\$0.75 reg)
Military Veterans (with photo ID)	\$0.25 (\$0.75 reg)
Active Military	Free
Child (46" tall or under)	\$0.25 (\$0.75 reg)
Zone Deviations (one way to/from Route 4)	\$0.50
Day Pass – General Public	\$3.50
Day Pass – Youth	N/A
Day Pass – Seniors/Disabled/Veterans	\$2.50
10-Tripper Punch Pass (youth)	N/A
10-Ticket Book – General Public	\$15.00
10-Ticket Book – Seniors/Disabled/Veterans	\$10.00
Monthly Pass – General Public	\$45.00
Monthly Pass – Youth	N/A
Monthly Pass – Seniors/Disabled/Veterans	\$30.00
Commuter Link – General Public	\$1.00 (\$3.75 reg)
Commuter Link – Youth/Seniors/Disabled/Veterans	Free
Commuter Link – Active Military	Free
Commuter Link Day Pass – General Public	\$8.50
Commuter Link Day Pass – Youth	\$6.50
Commuter Link Day Pass – Seniors/Disabled/Veterans	\$6.50
Commuter Link 10 Ride Punch Card – General Public	\$34.00
Commuter Link 10 Ride Punch Card – Youth	\$25.00
Commuter Link 10 Ride Punch Card – Seniors/Disabled/Veterans	\$25.00
Commuter Link Monthly Pass – General Public	\$80.00
Commuter Link Monthly Pass – Youth	\$60.00
Commuter Link Monthly Pass – Seniors/Disabled/Veterans	\$60.00

Source: Beaumont Transit

The Dial-A-Ride fare schedule is summarized in Table I-3.

**Table I-3
Beaumont Transit Dial-A-Ride Fare Schedule**

Fare Category	Fares
One-Way	\$0.50 (\$3.00 reg)
Companion	\$1.00 (\$4.00 reg)
Personal Care Attendant (with ID)	Free
No-Show (collected during the next ride)	\$3.00
Child (46" tall or under accompanied by full fare paying adult)	\$1.00
10-Ride Punch Card	\$27.00

Source: Beaumont Transit; fares as of June 24, 2025

Fleet

There were 24 vehicles in the transit fleet during the audit period with 22 in active service at any given time. Both demand response vehicles are powered by electric; seven of the fixed-route vehicles are gasoline and the remaining 15 are CNG. Vehicles are wheelchair accessible with tie-downs in compliance with the ADA. Table I-4 summarizes the Beaumont Transit fleet.

**Table I-4
Beaumont Transit Fleet**

Year	Make/Model	Quantity	Fuel Type	Service Mode	Seating Capacity
2009	C5500 Starcraft	1	CNG	Fixed Route	28 (2 W/C)
2009	GMC 5500	1	CNG	Fixed-Route	28 (2 W/C)
2010	C5500 Starcraft	1	CNG	Fixed-Route	28 (2 W/C)
2010	Chevy C5500 Starcraft	1	Gasoline	Fixed-Route	30 (2 W/C)
2010	Ford E-450 Starcraft	3	Gasoline	Fixed-Route	16 (2 W/C)
2011	El Dorado National	3	Gasoline	Fixed-Route	30 (2 W/C)
2011	El Dorado National	1	CNG	Fixed-Route	30 (2 W/C)
2015	El Dorado National	3	CNG	Fixed-Route	43 (2 W/C)
2016	Ford E-450 El Dorado National	1	CNG	Fixed-Route	20 (2 W/C)
2016	Ford F550 El Dorado National	1	CNG	Fixed-Route	30 (2 W/C)
2018	EZ Rider El Dorado National	1	CNG	Fixed-Route	30 (2 W/C)
2019	Greenpower	2	EV	Demand Response	10 (1 W/C)
2019	Glaval Entourage	3	CNG	Fixed-Route	28 (2 W/C)
2023	El Dorado National	2	CNG	Fixed-Route	27 (2 W/C)
Total		24			

Source: Beaumont Transit

Section II

Operator Compliance Requirements

This section of the audit report contains the analysis of Beaumont Transit’s ability to comply with state requirements for continued receipt of TDA funds. The evaluation uses the Caltrans guidebook *Performance Audit Guidebook for Transit Operators and Regional Transportation Planning Agencies, September 2008* (third edition) to assess transit operators. The guidebook contains a checklist of 11 measures taken from relevant sections of the PUC and the California Code of Regulations. Each of these requirements is discussed in the table below, including a description of the system’s efforts to comply with the requirements. In addition, the findings from the compliance review are described in the text following the table.

Table II-1 Operator Compliance Requirements Matrix		
Operator Compliance Requirements	Reference	Compliance Efforts
<p>The transit operator has submitted annual reports to the RTPA based upon the Uniform System of Accounts and Records established by the State Controller. Report is due within seven (7) months after the end of the fiscal year (on or before January 31). The report shall contain underlying data from audited financial statements prepared in accordance with generally accepted accounting principles, if this data is available.</p>	<p>Public Utilities Code, Section 99243</p>	<p>Completion/submittal dates: FY 2022: January 24, 2023 FY 2023: January 31, 2024 FY 2024: February 3, 2025</p> <p>The FY 2024 Transit Operator Financial Transactions Report was submitted slightly beyond the submittal date.</p> <p>It is also noted that a single Transit Operators Financial Transaction Report was prepared by Beaumont Transit for both fixed route and Dial-A-Ride for two out of three audit years. Since Dial-A-Ride has been designated as a specialized service for ADA-certified, senior, and disabled passengers, State Controller instructions require that separate reports be submitted for each service type.</p> <p>The City began completing a separate State Controller’s report for demand response for FY 2024. However, the Specialized Service report provided for review is missing financial and operating data for Dial-A-Ride. The</p>

Table II-1 Operator Compliance Requirements Matrix		
Operator Compliance Requirements	Reference	Compliance Efforts
		<p>data for both fixed route and Dial-A-Ride continued to be combined in the report intended for the fixed-route service mode.</p> <p>Conclusion: Partial Compliance.</p>
<p>The operator has submitted annual fiscal and compliance audits to the RTPA and to the State Controller within 180 days following the end of the fiscal year (Dec. 27) or has received the appropriate 90-day extension by the RTPA allowed by law.</p>	<p>Public Utilities Code, Section 99245</p>	<p>Completion/submittal dates:</p> <p>FY 2022: March 30, 2023 FY 2023: March 29, 2024 FY 2024: March 31, 2025</p> <p>Beaumont Transit requested and was granted a 90-day extension for the fiscal and compliance audits by RCTC as allowed by law.</p> <p>Conclusion: Complied.</p>
<p>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 a CHP inspection of the operator’s terminal.</p>	<p>Public Utilities Code, Section 99251 B</p>	<p>Beaumont Transit participates in the California Highway Patrol (CHP) Transit Operator Compliance Program in which the CHP has conducted inspections within the 13 months prior to each TDA claim.</p> <p>Inspections were conducted at the City of Beaumont located at 550 East 6th Street.</p> <p>Inspection dates applicable to the audit period were May 19, 2021; May 26, 2022; and May 23, 2023.</p> <p>Conclusion: Complied.</p>
<p>The operator’s claim for TDA funds is submitted in compliance with rules and regulations adopted by the RTPA for such claims.</p>	<p>Public Utilities Code, Section 99261</p>	<p>As a condition of approval, Beaumont Transit’s annual claims for Local Transportation Funds and State Transit Assistance funds are submitted in</p>

Table II-1 Operator Compliance Requirements Matrix		
Operator Compliance Requirements	Reference	Compliance Efforts
		<p>compliance with the rules and regulations adopted by RCTC.</p> <p>Conclusion: Complied.</p>
<p>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.</p>	<p>Public Utilities Code, Section 99270.1</p>	<p>This requirement is not applicable, as Beaumont Transit only serves a nonurbanized area.</p> <p>Note: Beaumont’s service area was previously classified as rural, but following the 2020 Census Urbanized Area maps, most of it is now designated as urbanized. As a result, starting in FY 2027-28, Beaumont Transit will be subject to a 20 percent farebox recovery ratio, or a blended ratio, for fixed-route and commuter link services. This will be reflected in future fiscal audits, and performance audits.</p> <p>Conclusion: Not Applicable.</p>
<p>The operator’s operating budget has not increased by more than 15% 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 unless the operator has reasonably supported and substantiated the change(s).</p>	<p>Public Utilities Code, Section 99266</p>	<p>Percentage change in Beaumont Transit’s operating budget in TransTrack:</p> <p>FY 2022: -1.1% FY 2023: +1.0% FY 2024: +8.0%</p> <p><i>Source: Table 4.0 - Summary of Funding Requests - City of Beaumont FYs 2021-2024.</i></p> <p>Conclusion: Complied.</p>
<p>The operator’s definitions of performance measures are consistent with Public Utilities Code Section 99247, including (a) operating cost,</p>	<p>Public Utilities Code, Section 99247</p>	<p>Beaumont Transit’s definition of performance is consistent with PUC Section 99247. A review of trip sheets generated during the audit period</p>

Table II-1 Operator Compliance Requirements Matrix		
Operator Compliance Requirements	Reference	Compliance Efforts
(b) operating cost per passenger, (c) operating cost per vehicle service hour, (d) passengers per vehicle service hour, (e) passengers per vehicle service mile, (f) total passengers, (g) transit vehicle, (h) vehicle service hours, (i) vehicle service miles, and (j) vehicle service hours per employee.		indicates that correct performance data are being collected. Conclusion: Complied.
If the operator serves an urbanized area, it has maintained a ratio of fare revenues to operating costs 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 fare revenues to operating costs of at least equal to three-twentieths (15 percent), if so determined by the RTPA.	Public Utilities Code, Sections 99268.2, 99268.3, 99268.12, 99270.1	This requirement is not applicable, as Beaumont Transit only serves a nonurbanized area. Note: Beaumont’s service area was previously classified as rural, but following the 2020 Census Urbanized Area maps, most of it is now designated as urbanized. As a result, starting in FY 2027-28, Beaumont Transit will be subject to a 20 percent farebox recovery ratio, or a blended ratio, for fixed-route and Commuter Link services. This may be reflected in future fiscal and performance audits as per RCTC’s direction. Conclusion: Not Applicable.
If the operator serves a rural area, or provides exclusive services to elderly and disabled persons, it has maintained a ratio of fare revenues to operating costs at least equal to one-tenth (10 percent).	Public Utilities Code, Sections 99268.2, 99268.4, 99268.5	Operating ratios for Beaumont Transit using audited data were as follows: FY 2022: 6.38% FY 2023: 18.61% FY 2024: 25.59% Audited farebox ratio accounts for local support revenue and exclusion of new or expanded service. Beaumont Transit is subject to a system-wide farebox standard of 10 percent. The system did not meet the minimum farebox ratio in FY 2022*.

Table II-1 Operator Compliance Requirements Matrix		
Operator Compliance Requirements	Reference	Compliance Efforts
		<p>*Assembly Bill (AB) 90 prohibits the imposition of a penalty on an operator that does not maintain the required ratio of fare revenues to operating cost during FYs 2019–20, 2020–21, and 2021–22.</p> <p>*AB 149 extends the penalty exemption through FY 2022–23 and authorizes transit operators to include federal grant funds as local funds for the purpose of computing fare revenue ratios. This bill, until July 1, 2026, would exempt an operator from specified requirements related to fare box ratios and eligibility standards for a fiscal year in which the operator expended from local funding, as defined, an amount for transit operations not less than the amount the operator expended from local funding for transit operations during FY 2018–19.</p> <p><i>Source: City of Beaumont Transit System Financial Statements (audited).</i></p> <p>Conclusion: Complied.</p>
<p>The current cost of the 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 within 40 years.</p>	<p>Public Utilities Code, Section 99271</p>	<p>To be eligible for TDA funds, the annual TDA claims form requires a sign-off from the transit claimant to comply with standard assurances, one of which is that the City of Beaumont’s retirement system is funded.</p> <p>City staff’s retirement is funded through the California Public Employees’ Retirement System.</p>

Table II-1 Operator Compliance Requirements Matrix		
Operator Compliance Requirements	Reference	Compliance Efforts
		Conclusion: Complied.
If the operator receives state transit assistance funds, the operator makes full use of funds available to it under the Urban Mass Transportation Act of 1964 before TDA claims are granted.	California Code of Regulations, Section 6754(a)(3)	As a recipient of State Transit Assistance funds, Beaumont Transit does not utilize federal funds (other than those funds that are passed through RCTC). Conclusion: Not Applicable.

Findings and Observations from Operator Compliance Requirements Matrix

1. Of the compliance requirements pertaining to Beaumont Transit, the operator fully complied with seven out of the eight applicable requirements. Beaumont Transit was in partial compliance regarding the timely completion and submittal of its FY 2024 Transit Operator Financial Transactions Report to the State Controller. Three additional compliance requirements did not apply to the operator (intermediate and urban farebox recovery ratio and the use of federal funds).
2. Based on the farebox calculation in the annual Transit System Financial Statements (*audited*), Beaumont's farebox recovery ratio met or exceeded the required minimum standard of 10 percent in two of the three audit years. The system-wide farebox recovery ratios were 6.38 percent in FY 2022, 18.61 percent in FY 2023, and 25.59 percent in FY 2024.¹ The Beaumont Transit utilized an allowable combination of additional local support revenues plus exclusion of new services costs in order to meet minimum farebox recovery attainment in FY 2023 and FY 2024.
3. Beaumont Transit participates in the CHP Transit Operator Compliance Program in which the CHP conducted inspections within the 13 months prior to each TDA claim. The CHP inspection reports submitted for review were found to be satisfactory.
4. The annual operating budget did not increase above 15 percent but did exhibit fluctuations during the audit period. The budget exhibited a decrease of 1.1 percent in FY 2022. Beaumont saw increases of 1 percent and 8 percent, respectively, during FY 2023 and FY 2024. The FY 2024 budgetary increase is attributed to increased staffing and fuel costs.

¹ AB 90, passed into law and signed by the governor in June 2020 in response to the COVID-19 pandemic impacts, prohibits the imposition of penalties on a transit operator that does not maintain the required ratio of fare revenues to operating cost during FY 2019–20 or FY 2020–21. AB 149 extends the penalty exemption through FY 2022–23 and authorizes transit operators to include federal grant funds as local funds for the purpose of computing fare revenue ratios. This bill, until July 1, 2026, would exempt an operator from specified requirements related to fare box ratios and eligibility standards for a fiscal year in which the operator expended from local funding, as defined, an amount for transit operations not less than the amount the operator expended from local funding for transit operations during FY 2018–19.

Section III

Prior Triennial Performance Recommendations

Beaumont Transit's efforts to implement the recommendations made in the prior triennial performance audit are examined in this section of the report. For this purpose, each prior recommendation for the agency is described, followed by a discussion of Beaumont Transit's efforts to implement the recommendation. Conclusions concerning the extent to which the recommendations have been adopted by the agency are then presented.

Prior Recommendation 1

Prepare and submit separate State Controller Transit Operators Financial Transactions Reports for general public transit and specialized service.

Background: This recommendation was carried over from the prior performance audit. Beaumont's annual Transit Operators Financial Transactions Report to the State Controller has historically combined information for both general public (fixed route/commuter) and specialized service for seniors and persons with disabilities (ADA-certified and noncertified). Although the State Controller's Office has not provided notice to the City, written instructions by the state to prepare this particular report require separate reporting of these modes. In the General Instruction Form completed by Beaumont Transit, a selection must be made as to which mode of transit is represented in the report. The options are general public use or elderly/disabled.

The Transit Operators Financial Transactions Report Instructions contain the following passages under the General Instruction Form:

Transit operators providing two types of service (general public use and transit service exclusively for the elderly/handicapped) must complete a separate report for each type of service.

... a separate report must be filed for each type of service provided: General Public Use Service or Specialized Service exclusive for elderly and/or handicapped. For example, if an agency has received Article 4 and Article 8(c) monies to provide General Public Use Service, the agency should submit one report. If that agency has also received Article 4 monies to provide Specialized Service for the elderly and/or handicapped, then a report must be submitted for the Specialized Service operations.

The submission of separate reports to the State Controller will further demonstrate Beaumont's proactive approach to compliance with state reporting instructions. It was suggested that Beaumont Transit coordinate preparation of separate reports with the City Finance Department to complete separate financial reporting of general public and specialized services. This would involve obtaining a new identification number for Dial-A-Ride reports from the State Controller's Office, and separating financial, asset, and operating data between the two modes in their respective State Controller's reports.

Actions taken by Beaumont Transit

The City continued to prepare and submit a single Transit Operators Financial Transaction Report for both fixed route and Dial-A-Ride for two out of three audit years. Since Dial-A-Ride has been designated as a specialized service for ADA-certified, senior, and disabled passengers, State Controller instructions require that separate reports be submitted for each service type.

For FY 2024, the City initiated the completion of separate Transit Operators Financial Transaction Reports for both fixed route and Dial-A-Ride. However, the Specialized Service (Dial-A-Ride) report provided for review was missing financial and operating data for Dial-A-Ride. The data for both fixed-route and Dial-A-Ride continued to be combined in the report, intended solely for the fixed-route service mode.

Conclusion

This recommendation has been partially implemented and is being carried forward for full implementation. Beaumont Transit should ensure in its Transit Operators Financial Transaction Report submissions that financial and operating data of general public and specialized services are complete. This would include separating financial, asset, and operating data between the two modes in their respective State Controller reports.

Prior Recommendation 2

Ensure timely completion and submittal of external TDA financial reports.

Background: Beaumont Transit was in partial compliance with the timely completion and submittal of its annual fiscal and compliance audits. The late submittal may have been due to the financial closeout procedures needed to generate the financial information required in the Controller's report. This in turn also impacts the timely submittal of its fiscal and compliance audits which cannot be completed until the financial closeout by the City. The TDA statute provides the submittal timelines and allowable extensions granted by RCTC. Although City financial closeout procedures were not within the scope of this performance audit, it was suggested that a schedule be coordinated between the City's Finance Department, TDA fiscal auditor, and RCTC that anticipates financial closeout by the City and completion of the external TDA financial reports. The financial closeout triggers the undertaking of the TDA financial reports, and close tracking of the timeliness of the closeout could advance some aspects and earlier preparation of the TDA reports.

Actions taken by the Beaumont Transit

The City's TDA fiscal and compliance audits were completed and submitted with the statutory timeline. Beaumont Transit requested and was granted a 90-day extension for the fiscal and compliance audits by RCTC as allowed by law. The typically submits audit materials in October.

Conclusion

This recommendation has been implemented; however, the City has suggested that to support timely completion, it is recommended that RCTC communicate deadlines in advance. This coordination will help ensure all parties stay on schedule.

Prior Recommendation 3

Regularly update the vehicle fleet list in TransTrack.

Background: A printout of the Beaumont Transit fleet in TransTrack provided to the auditor incorrectly included three Gillig commuter buses in FY 2020-21, artificially raising the total fleet number. Beaumont transit staff verified the incorrect listing and provided a separate vehicle list that did not include these commuter bus models. It was suggested that TransTrack data be reviewed, modified, and verified regularly to accurately reflect the current vehicle fleet and services type, whether local, commuter, or demand response.

Actions taken by Beaumont Transit

Beaumont continues to update the vehicle inventory list in TransTrack on a regular basis to ensure accuracy. For the purposes of this performance audit, the City of Beaumont provided a printout of its transit vehicle inventory for both service modes. The Gillig vehicles have since been removed from the vehicle inventory list. According to the City, “inactive” vehicles refer to those that were replaced during fiscal year 2024-25 but were active either throughout fiscal year 2023-24 or as of June 30, 2024. When these vehicles were updated in the fleet inventory within TransTrack following their replacement in FY 2024-25, the system also retroactively updated the fleet records for prior years.

Conclusion

This recommendation has been implemented.

Prior Recommendation 4

Re-engage with riders and collect user input.

Background: Given the relatively new branding of the service, emphasis on cleanliness during the COVID pandemic, and alterations of routes, Beaumont Transit has undergone multiple changes over the past several years. As a means to improve, it was suggested that the transit operator re-engage with its customers to gain feedback firsthand and collect direct input about its operations. Regular surveying of riders could be undertaken as a customer facing activity to gauge public perception of the changes made to the transit system. Various low cost and low barrier survey means should be considered such as an on-line survey on the transit page on Beaumont Transit’s website, or informal conversations occurring between passengers and drivers that are reported

back to transit management. Additional assets such as electric vehicles also provide opportunities for the system to capitalize on its brand and appeal to its ridership and service area.

Actions taken by Beaumont Transit

Beaumont Transit conducted community surveys in FY 2022 and subsequently in FY 2025 to gather feedback from riders and residents. Ongoing outreach and rider engagement will continue, including a major effort planned as part of the upcoming Comprehensive Operational Analysis (COA) being initiated in the fall of 2025.

Conclusion

This recommendation has been implemented.

Section IV

TDA Performance Indicators

This section reviews Beaumont Transit's performance in providing transit service to the community in an efficient and effective manner. The TDA requires that at least five specific performance indicators be reported, which are contained in the following tables. Farebox recovery ratio is not one of the five specific indicators but is a requirement for continued TDA funding. Therefore, farebox calculation is also included. Two additional performance indicators that gauge service effectiveness and revenue, operating cost per mile and average fare per passenger, are included as well. Findings from the analysis are contained in the section following the tables.

Tables IV-1 through IV-3 provide the performance indicators for Beaumont Transit system-wide, fixed route, and Dial-A-Ride. Graphs are also provided to depict the trends in the indicators. It is noted that the system-wide operating costs and fare revenues are based on audited data. Modal operating costs and fare revenues are calculated from the audited figures.

Total operating costs and fare revenues are shown in the tables and include the exempted services (e.g., new or extended services) to illustrate overall expenses and revenue for the transit system. The exempted services are then excluded from expenses and revenue to generate the farebox recovery ratios as allowed by the TDA and shown in the audit figures.

**Table IV-1
Beaumont Transit TDA Performance Indicators
System-wide**

Performance Data and Indicators	FY 2021	Audit Period			% Change FY 2021-2024
		FY 2022	FY 2023	FY 2024	
Operating Cost (less depreciation) ⁽¹⁾	\$2,646,509	\$2,647,125	\$2,398,743	\$2,986,922	12.9%
Operating Costs Related to Exclusions & New Services	\$1,355,626	\$1,285,132	\$896,432	\$514,090	-62.1%
Adjusted Operating Costs (less exclusions) ⁽¹⁾	\$1,290,883	\$1,361,993	\$1,502,311	\$2,472,832	91.6%
Total Passengers	39,213	68,468	91,318	102,577	161.6%
Vehicle Service Hours	15,106	19,908	18,950	19,685	30.3%
Vehicle Service Miles	336,542	376,814	382,938	411,715	22.3%
Employee FTE's	24	23	23	23	-4.2%
Passenger Fares	\$18,116	\$88,117	\$91,077	\$101,975	462.9%
Passenger Fare Exclusions	\$9,394	\$43,683	\$76,396	\$20,872	122.2%
Other Fare Revenue Contributions	\$281,999	\$42,480	\$264,898	\$551,653	95.6%
Total Fare Revenue	\$290,721	\$86,914	\$279,579	\$632,756	117.7%
Operating Cost per Passenger ⁽²⁾	\$67.49	\$38.66	\$26.27	\$29.12	-56.9%
Operating Cost per Vehicle Service Hour ⁽²⁾	\$175.20	\$132.97	\$126.58	\$151.74	-13.4%
Operating Cost per Vehicle Service Mile ⁽²⁾	\$7.86	\$7.03	\$6.26	\$7.25	-7.7%
Passengers per Vehicle Service Hour	2.6	3.4	4.8	5.2	100.7%
Passengers per Vehicle Service Mile	0.12	0.18	0.24	0.25	113.8%
Vehicle Service Hours per Employee	629.4	865.6	823.9	855.9	36.0%
Average Fare per Passenger	\$0.46	\$1.29	\$1.00	\$0.99	115.2%
Farebox Recovery Ratio (passenger fares only) ⁽²⁾	0.68%	3.33%	3.80%	3.41%	398.7%
Adjusted Farebox Recovery Ratio (adjusted operating costs & other fare revenue contributions) ⁽³⁾	22.52%	6.38%	18.61%	25.59%	13.6%
Systemwide Adjusted Farebox Recovery Ratio Target	10.00%	10.00%	10.00%	10.00%	
Percentage Change in Consumer Price Index (CPI-All Items & Consumers, LA-Riverside-Orange Co.)	3.31%	2.45%	2.85%	8.24%	

⁽¹⁾ Systemwide operating costs are as shown in Basic Financial Statements (Audited). Modal operational costs in subsequent tables are calculated from audited data.

⁽²⁾ Calculation uses operating costs less depreciation.

⁽³⁾ Calculation uses adjusted operational costs

Source: City of Beaumont Transit System Financial Statements (Audited); Table 2.1 SRTP Performance Report - TransTrack; Transit Operator Financial Transactions Report

**Table IV-2
Beaumont Transit TDA Performance Indicators
Fixed Route**

Performance Data and Indicators	FY 2021	Audit Period			% Change FY 2021-2024
		FY 2022	FY 2023	FY 2024	
Operating Cost ⁽¹⁾	\$2,462,029	\$2,441,437	\$2,120,642	\$2,752,263	11.8%
Total Passengers	37,130	65,977	87,332	97,931	163.8%
Vehicle Service Hours	14,453	17,233	17,040	17,635	22.0%
Vehicle Service Miles	322,449	364,174	361,685	389,302	20.7%
Employee FTE's	22	22	22	20	-9.1%
Total Fares	\$12,373	\$80,597	\$80,281	\$92,829	650.2%
Operating Cost per Passenger	\$66.31	\$37.00	\$24.28	\$28.10	-57.6%
Operating Cost per Vehicle Service Hour	\$170.35	\$141.67	\$124.45	\$156.07	-8.4%
Operating Cost per Vehicle Service Mile	\$7.64	\$6.70	\$5.86	\$7.07	-7.4%
Passengers per Vehicle Service Hour	2.6	3.8	5.1	5.6	116.2%
Passengers per Vehicle Service Mile	0.12	0.18	0.24	0.25	118.5%
Vehicle Service Hours per Employee	657.0	783.3	774.5	881.8	34.2%
Average Fare per Passenger	\$0.33	\$1.22	\$0.92	\$0.95	184.4%
Farebox Recovery Ratio (Total Fixed Route Mode Only)	0.50%	3.30%	3.79%	3.37%	571.1%
Percentage Change in Consumer Price Index (CPI-All Items & Consumers, LA-Riverside-Orange Co.)	3.31%	2.45%	2.85%	8.24%	

⁽¹⁾ Modal operational costs are calculated from audited data.

Source: City of Beaumont Transit System Financial Statements (Audited); Table 2.1 SRTP Performance Report - TransTrack; Transit Operator Financial Transactions Report

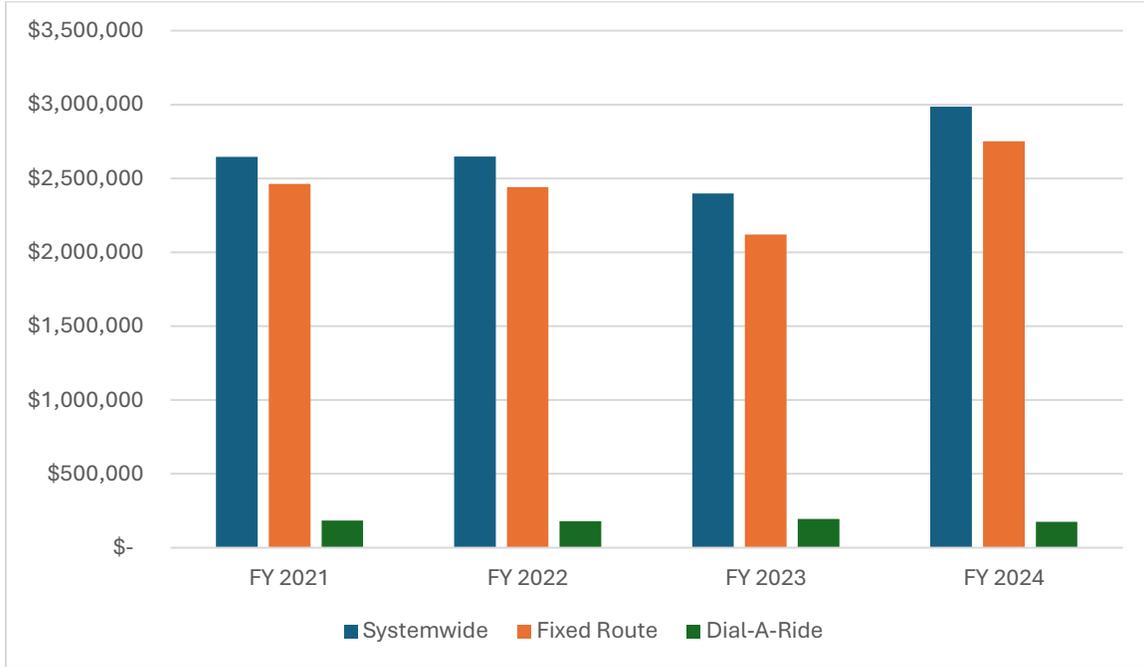
**Table IV-3
Beaumont Transit TDA Performance Indicators
Dial-A-Ride**

Performance Data and Indicators	FY 2021	Audit Period			% Change FY 2021-2024
		FY 2022	FY 2023	FY 2024	
Operating Cost ⁽¹⁾	\$184,480	\$180,151	\$195,274	\$176,337	-4.4%
Total Passengers	2,083	2,491	3,986	4,646	123.0%
Vehicle Service Hours	653	2,675	1,910	2,050	213.9%
Vehicle Service Miles	14,093	12,640	21,253	22,413	59.0%
Employee FTE's	2	1	1	3	50.0%
Passenger Fares	\$5,743	\$7,520	\$10,796	\$9,146	59.3%
Operating Cost per Passenger	\$88.56	\$72.32	\$48.99	\$37.95	-57.1%
Operating Cost per Vehicle Service Hour	\$282.51	\$67.35	\$102.24	\$86.02	-69.6%
Operating Cost per Vehicle Service Mile	\$13.09	\$14.25	\$9.19	\$7.87	-39.9%
Passengers per Vehicle Service Hour	3.19	0.93	2.09	2.27	-29.0%
Passengers per Vehicle Service Mile	0.15	0.20	0.19	0.21	40.2%
Vehicle Service Hours per Employee	326.5	2,675.0	1,910.0	683.3	109.3%
Average Fare per Passenger	\$2.76	\$3.02	\$2.71	\$1.97	-28.6%
Farebox Recovery Ratio	3.11%	4.17%	5.53%	5.19%	66.6%
Percentage Change in Consumer Price Index (CPI-All Items & Consumers, LA-Riverside-Orange Co.)	3.31%	2.45%	2.85%	8.24%	

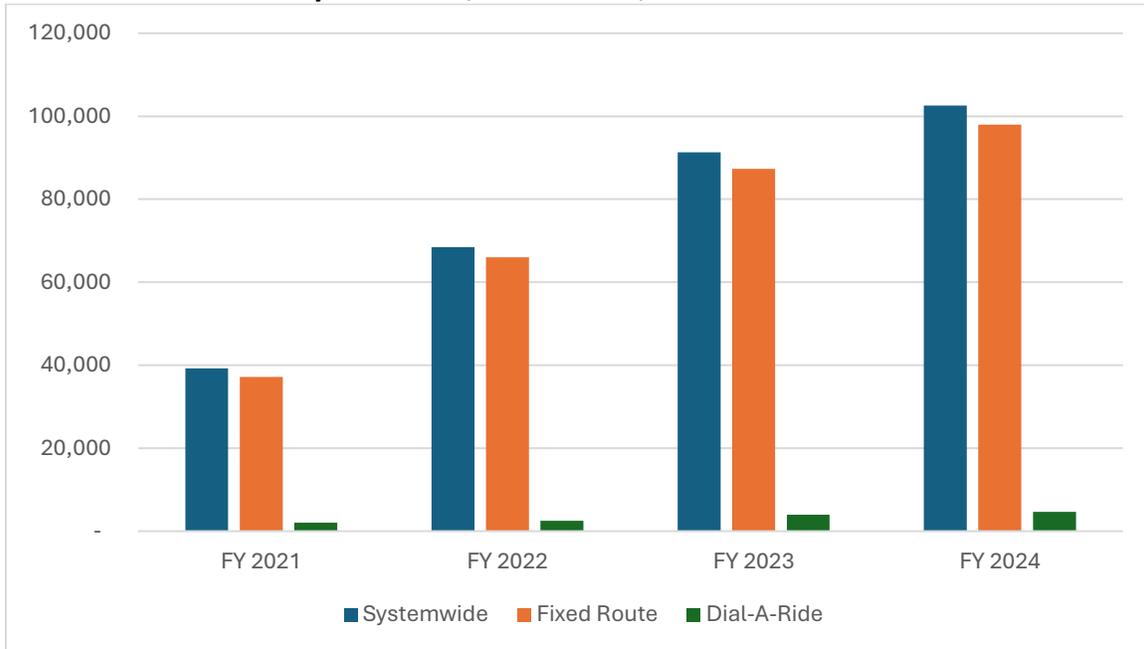
⁽¹⁾ Modal operational costs are calculated from audited data.

Source: City of Beaumont Transit System Financial Statements (Audited); Table 2.1 SRTP Performance Report - TransTrack; Transit Operator Financial Transactions Report

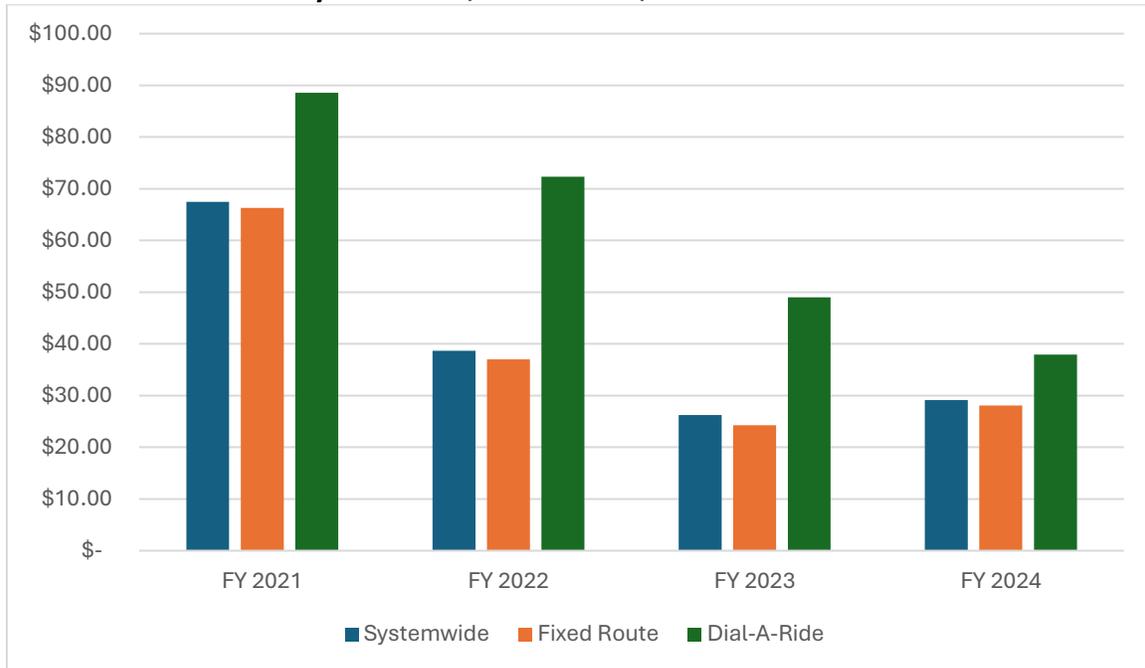
Graph IV-1
Operating Costs (less depreciation, without exemptions)
System-wide, Fixed Route, and Dial-A-Ride



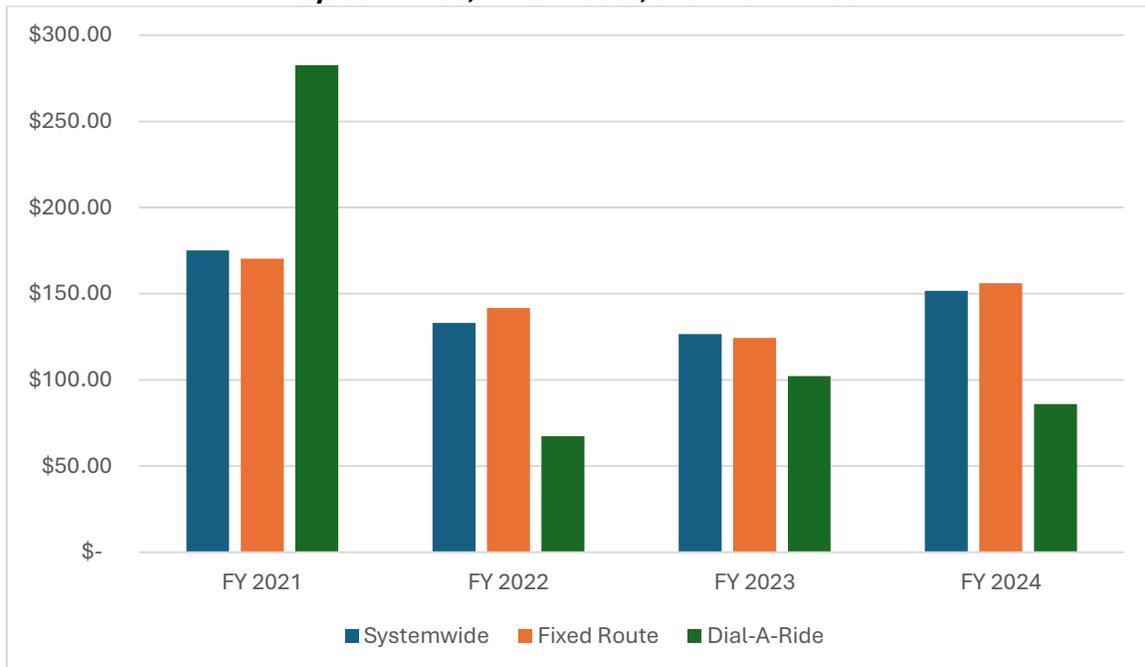
Graph IV-2
Ridership
System-wide, Fixed Route, and Dial-A-Ride



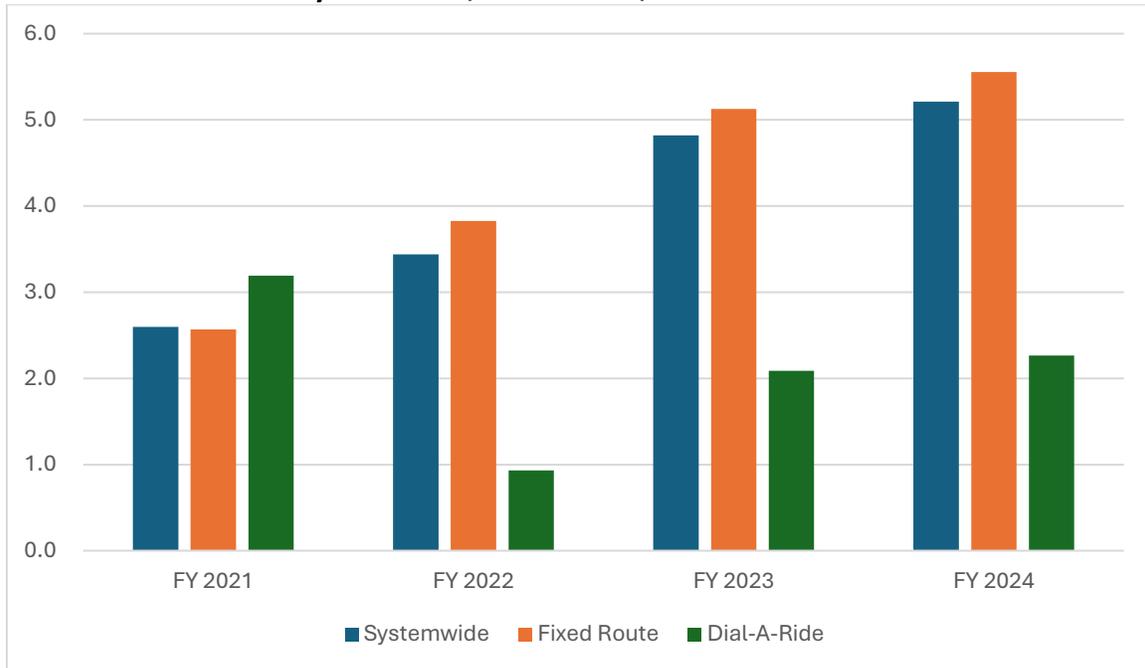
Graph IV-3
Operating Cost per Passenger
System-wide, Fixed Route, and Dial-A-Ride



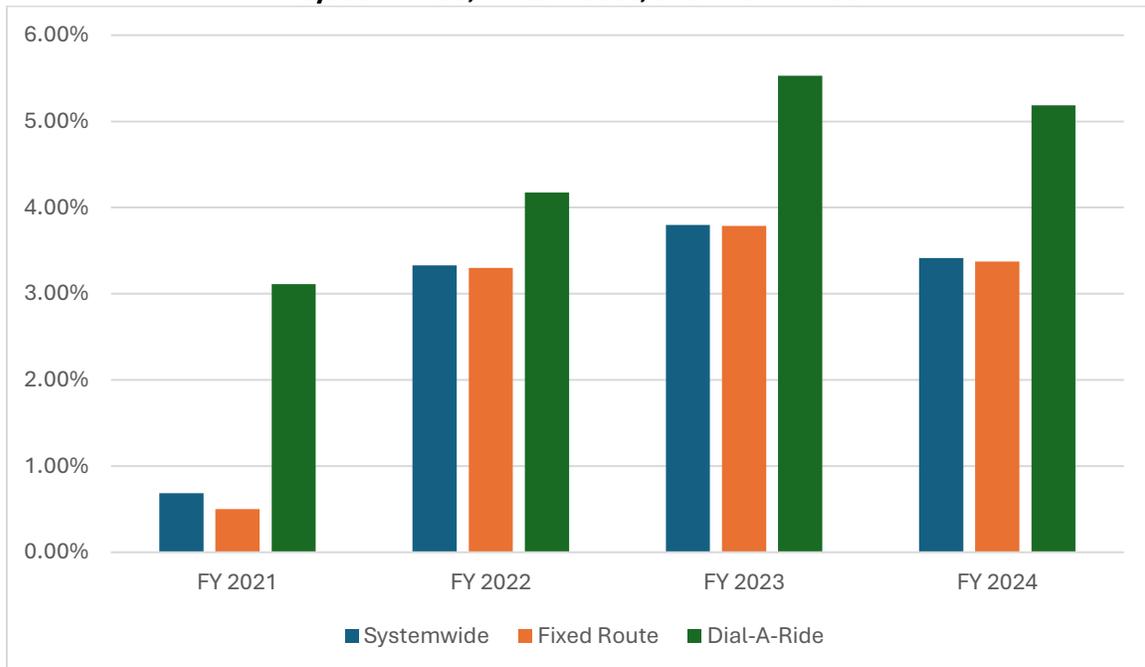
Graph IV-4
Operating Cost per Vehicle Service Hour
System-wide, Fixed Route, and Dial-A-Ride



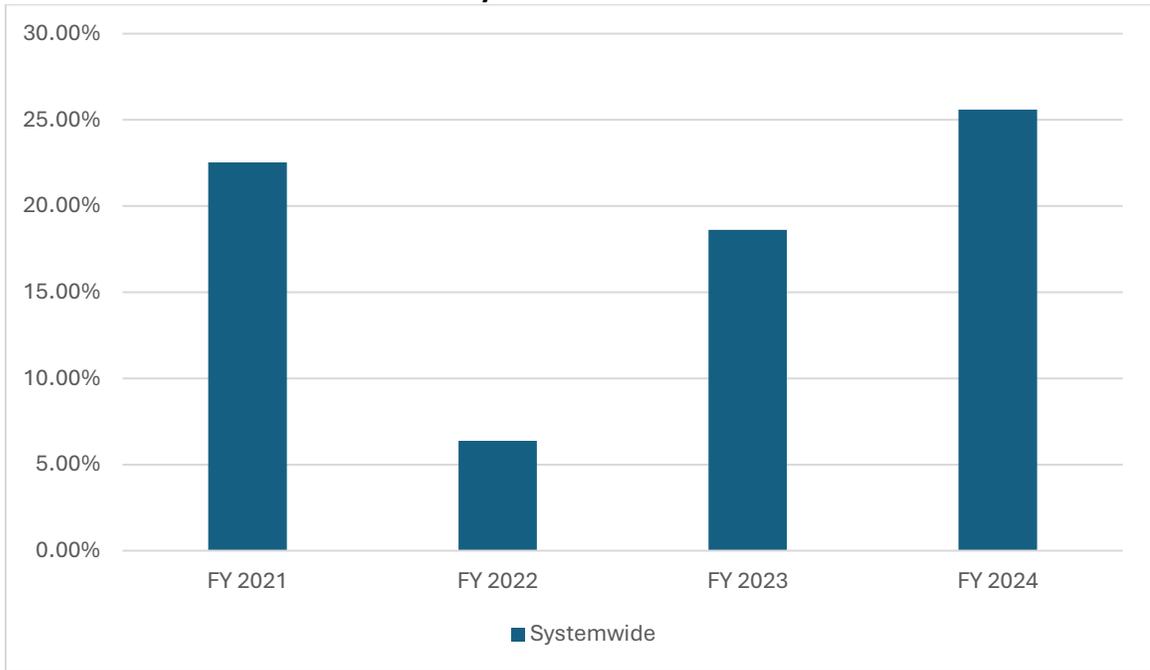
Graph IV-5
Passengers per Vehicle Service Hour
System-wide, Fixed Route, and Dial-A-Ride



Graph IV-6
Fare Recovery Ratio (passenger fares & operating costs, less depreciation)
System-wide, Fixed Route, and Dial-A-Ride



Graph IV-7
Adjusted Fare Recovery Ratio (adjusted operating costs & other fare revenue contributions)
System-wide



Findings from Verification of TDA Performance Indicators

1. **Operating cost per vehicle service hour**, an indicator of cost efficiency, decreased 13.4 percent system-wide from \$175.20 in the FY 2021 base year to \$151.74 in FY 2024. System-wide operating costs (based on audited data less depreciation) increased 12.9 percent during the period, while vehicle service hours increased by 30.3 percent. This trend was driven by both fixed-route and Dial-A-Ride services increasing their service hours as pandemic-induced restrictions eased—fixed-route operations exhibited a 22.0 percent increase in service hours, and Dial-A-Ride service hours increased by 213.9 percent.
2. **Operating cost per passenger**, an indicator of cost effectiveness, decreased 56.9 percent system-wide from \$67.49 in FY 2021 to \$29.12 in FY 2024. Ridership system-wide increased 161.6 percent during the review period from 39,213 passengers in FY 2021 to 102,577 passengers in FY 2024, while operating costs only increased by 12.9 percent over the same period. At the modal level, cost per passenger also decreased 57.6 percent on fixed route and by a comparable 57.1 percent on Dial-A-Ride.
3. **Passengers per vehicle service hour**, which measures the effectiveness of the service delivered, increased 100.7 percent between FY 2021 and FY 2024 system-wide from 2.6 to 5.2 passengers per hour. Fixed-route operations were consistent with this trend, with an increase of 116.2 percent over the same period from 2.6 to 5.6 passengers per hour. In contrast, Dial-A-Ride operations exhibited a decrease of 29.0 percent from 3.19 to 2.27 passengers per hour. This indicator demonstrates a significant increase in passenger trips as compared to a modest increase in fixed-route vehicle service hours and a significant increase in Dial-A-Ride service hours.
4. **Passengers per vehicle service mile**, another indicator of service effectiveness, increased 113.8 percent between FY 2021 and FY 2024 system-wide from 0.12 to 0.25 passengers per mile. For fixed-route operations, the number of passengers per service mile increased by 118.5 percent from 0.12 to 0.25. Passengers per service mile on Dial-A-Ride increased by a more moderate 40.2 percent during the same period, from 0.15 in FY 2021 to 0.21 in FY 2024. From the FY 2021 base year to FY 2024, actual vehicle service miles increased 22.3 percent system-wide.
5. **Vehicle service hours per employee** increased 36.0 percent system-wide between FY 2021 and FY 2024. This change was attributed to a net increase in vehicle service hours for both fixed route and Dial-A-Ride services, and net employee full-time equivalents (FTE) remaining constant over the audit period. This measure is based on the number of employee FTEs, calculated using employee pay hours from the State Controller Report and dividing by 2,000 hours per employee.
6. **Farebox recovery** calculated, taking into consideration passenger fares, fare exclusions, and adjusted operating costs, less depreciation and exclusions, exhibited an overall increase of 13.6 percent system-wide between FY 2021 and FY 2024 from 22.52 percent to 25.59 percent.

System-wide, passenger fare revenues increased 462.9 percent based on audited data while operating costs, less depreciation, increased only 12.9 percent. Adjusted operating costs, less depreciation and exclusions, increased 91.6 percent, indicating that route exclusions increased over the audit period. Other fare contributions also increased over the audit period as well, yielding a 117.7 percent increase to total fare revenues system-wide. At a modal level, fixed-route farebox recovery increased 571.1 percent whereas Dial-A-Ride farebox recovery increased 66.6 percent.

Conclusion from the Verification of TDA Performance Indicators

Between FY 2021 and FY 2024, Beaumont Transit demonstrated significant improvements in cost efficiency, service effectiveness, and farebox recovery, reflecting a strong rebound from pandemic-era disruptions and a strategic expansion of transit services. After a significant decrease in demand over the prior audit period due to the COVID-19 pandemic and shelter-in-place order starting in March 2020, passenger trips exhibited a steady rebound, increasing 161.6 percent from the FY 2021 base year to FY 2024.

The increases on fixed route and Dial-A-Ride services mirrored the system-wide percentage. Fixed-route operating costs grew 11.8 percent during the reporting period while Dial-A-Ride operating costs decreased 4.4 percent. The modal changes in cost do not include exclusions for new routes or expanded services. Vehicle service hours increased overall by 30.3 percent and vehicle service miles increased by 22.3 percent.

Although farebox recovery has rebounded from a pandemic-induced low of 0.68 percent in FY 2021, both fixed-route and Dial-A-Ride farebox recovery remain well below the minimum standard of 10 percent. Beaumont supports the farebox with local revenue support, primarily lease revenue, LCTOP, and Measure A.

Section V

Review of Operator Functions

This section provides an in-depth review of various functions in the Beaumont Transit System. The review highlights accomplishments, issues, and/or challenges that were determined during the audit period. The following functions were reviewed at the City of Beaumont:

- Operations
- Maintenance
- Planning
- Marketing
- General Administration and Management

Within some departments are subfunctions that require review as well, such as Grants Administration that falls under General Administration.

Operations

Beaumont Transit demonstrated notable progress in its operational performance, marked by strategic enhancements, technological upgrades, and a strong recovery from pandemic-related disruptions. One of the most significant accomplishments was a 50 percent increase in ridership, attributed to a combination of fare promotions, service improvements, and regional coordination.

The agency's recovery from the COVID-19 pandemic has been steady. Fare-free service during the pandemic transitioned into discounted fare promotions, which have helped restore ridership. However, Sunday service, which was suspended during the pandemic, has not yet been reinstated, though it remains under consideration for future implementation.

The agency implemented a fare-free program for seniors, persons with disabilities, and youth through Low Carbon Transit Operations Program (LCTOP) funding. In FY 2024, Beaumont Transit transitioned to a \$0.25 flat fare for all riders. This discounted fare structure is scheduled to continue through June 2026.

Prior to these promotions, Beaumont Transit implemented a fare increase of 20 percent, raising the base fare from \$1.25 to \$1.50. This adjustment was part of a broader effort to align fare revenues with rising operational costs while maintaining service quality. To mitigate the impact on riders, the agency launched a reduced fare promotion in July 2023, offering discounted rates to eligible passengers and encouraging continued ridership. This balanced approach allowed Beaumont Transit to sustain financial viability without significantly disrupting access for its core rider base.

An analysis of individual route performance during the audit period reveals notable trends in ridership, connectivity, and operational effectiveness across Beaumont Transit's fixed-route services. Several routes demonstrated strong growth and regional integration, while others faced persistent challenges in attracting and retaining riders.

Route 3 has shown steady ridership growth over the audit period, particularly benefiting from improved connectivity and infrastructure upgrades. The Walmart bus stop, which serves as a key transfer hub for Route 3, was upgraded during this time, enhancing accessibility and coordination with neighboring agencies such as RTA, SunLine, and Banning Connect. This improvement contributed to increased passenger volumes and smoother transfers. The route serves a mix of residential and commercial areas, and its performance has remained consistently strong.

Commuter Link 120 has consistently been ranked among Beaumont Transit's best performing routes throughout the audit period. Designed to provide weekday and Saturday service between Beaumont and the San Bernardino Transit Center, this route serves as a vital regional connector, linking passengers to broader transit networks including Omnitrans, Metrolink, and other intercity services.

Ridership on Commuter Link 120 has remained strong and stable, benefiting from several key factors. First, the route's alignment with major employment centers and transit hubs makes it highly attractive to commuters, students, and riders seeking regional mobility. Its schedule is well suited to traditional work hours, and its reliability has helped build a loyal rider base.

Commuter Link 125 has consistently been one of Beaumont Transit's lowest-performing routes throughout the audit period. Despite serving key regional destinations—including the San Bernardino Transit Center, Redlands Transit Center, and Loma Linda Veterans Administration Hospital—the route has struggled to attract and retain riders. Several factors contribute to this trend.

First, the route's commuter-oriented schedule may not align well with the travel patterns of the local population. While it offers valuable regional connectivity, the frequency and timing may not be sufficient to meet the needs of potential riders, especially those with non-traditional work hours or limited access to first-mile/last-mile connections. Second, the areas served by Commuter Link 125 include a mix of residential and industrial zones, some of which were not previously served by transit.

The Casino Express route has similarly experienced low ridership and ranks among the least productive services in the Beaumont Transit system. Designed to provide direct service to local casinos, the route has not generated the expected passenger volumes, even with fare promotions and system-wide ridership increases.

Several factors may explain this underperformance. Casino-related travel tends to be sporadic and event-driven, making it difficult to sustain consistent ridership. Additionally, the route may lack sufficient marketing or visibility among potential riders, particularly those who might benefit from transit access to entertainment destinations.

Operationally, the Casino Express shares some infrastructure with other routes, including transfer points at Walmart and coordination with Banning Connect. However, these connections have not translated into significant ridership gains for this particular service. The route's performance has remained flat or declined, and it is frequently cited in internal reviews as a candidate for restructuring or replacement.

Beaumont Transit previously served the Amazon Fulfillment Center located at 1010 West 4th Street through a deviation on Route 4. Based on passenger feedback, the stop was incorporated into the Casino Express as a fixed route stop. Beaumont Transit also placed a bus stop at the Amazon facility, which has shown modest ridership gains but has not met expectations. The surrounding area, characterized by a mix of residential and industrial uses, had not previously been served by transit, presenting both challenges and opportunities for future service planning.

Looking ahead, Beaumont Transit's interest in microtransit and flexible service models may provide a more effective way to serve the casino corridor, especially if demand can be captured through on-demand scheduling or targeted outreach.

Passenger amenities include refurbished bus shelters at the Walmart transit hub. The shelters are larger with lean bars installed. Vehicles operated on the commuter routes are equipped with USB ports and luggage racks. Beaumont Transit also received delivery of two battery electric buses outfitted with a distinctive wrap containing a green stripe and electric bolt livery.

Transit operations are administered by the Administrative Services Department from Building D at the Beaumont Civic Center Complex from the Fleet Maintenance facility at 550 North California Avenue. The City has acquired a 6.15-acre parcel at the southwest corner of West 4th Street and Veile Avenue, located in an industrial area of the city, for the development of a new Beaumont Transit Yard. The proposed facility is planned to consolidate administration, operations, and fleet maintenance functions into a centralized campus. The site will feature a Compressed Natural Gas (CNG) fueling station, which is intended to be open to the general public, and there are confirmed plans to include Electric Vehicle (EV) charging and hydrogen fueling infrastructure to support California's zero-emission vehicle mandates. Design work is actively underway, with architectural plans already submitted and reviewed by the City Council as of mid-2025.

Technology played a significant role in improving service delivery and passenger experience. Beaumont Transit launched a real-time bus tracking system using the Swiftly Computer-Aided Dispatch and Automatic Vehicle Location (CAD/AVL) platform, allowing riders to view vehicle locations via a mobile app, the agency's website, and Google Maps. Additionally, a new Safe Fleet video camera system was installed across the fleet, replacing outdated equipment that had never been properly implemented.

Trip Master software is used to schedule Dial-A-Ride trips, generating manifests and tracking no-shows. Driver trip sheets for both service modes include sections for recording the passenger count and fare categories, fuel mileage, revenue hours and miles, and yard hours and miles. The

yard hours and miles include deadhead hours and mileage. Drivers also use Samsung-branded tablets to assist with routing and communications with dispatch.

Vehicles are equipped with Diamond vaulted fareboxes. Fare collection protocols are well-established and secure. At the end of each shift, drivers pull out the vaults but do not handle the revenues. The vaults automatically shut and lock upon removal. Drivers deposit fare vaults into lockers at the end of their shifts, and the fares are counted the following business day by two Transit Division employees and reconciled with the trip sheets in a secure cubicle at the administration building. The count is entered into a computer system, and the revenues are sealed for deposit. The Finance Department receives a copy of the deposit record and matches it up with the deposit slip for comparison. An armored service then picks up the secured fare bags for bank deposit.

Beaumont Transit utilizes the Token Transit mobile ticketing platform for online pass and ticket purchases. Approximately 20 percent of riders use this cashless option. Despite this progress, cash remains the predominant fare medium, supported by onboard Diamond fareboxes and vaults.

Personnel

Beaumont Transit personnel are City employees. The Transit Division is composed of 28 personnel, including 13 full-time drivers, two lead drivers, and five part-time drivers. Part-time drivers typically work approximately 20 hours per week. The agency also employs a Customer Service Coordinator (CSC) who serves multiple roles, including dispatching, fare counting, and front-line customer service. Additional administrative staff include the Transit Manager and Management Analyst, while the maintenance team is led by Fleet Supervisor and supported by five mechanics.²

Drivers and nonexempt employees are represented by Service Employees International Union (SEIU), Local 721 under a five-year Memorandum of Understanding (MOU) from January 1, 2021, through June 30, 2026. The MOU outlines wages, benefits, and working conditions, and provides a framework for labor relations and dispute resolution. Disciplinary actions are handled in accordance with City policy, and during the audit period, three to four employees were terminated, primarily due to performance or conduct issues. Turnover was otherwise limited and attributed to retirements. Notably, the agency's senior mechanic retired after 36 years of service, reflecting long-term stability within the maintenance team.

Beaumont Transit offers a range of employee incentives and benefits, including a \$50.00 monthly wellness/gym membership reimbursement (up to \$300 annually), 14 paid holidays, participation in a 457-retirement plan, CalPERS pension, and a 2.5 percent annual merit pay increase. While there is no onboarding bonus, the agency celebrates Transit Employee Appreciation Days and has implemented a 7.5 percent post-COVID pay increase to support retention.

Drivers are required to have a Class B license with passenger endorsement. School bus operator experience is considered a plus. Training consists of 40 hours behind-the-wheel instruction. In

² Vehicle maintenance staff service all City vehicles including transit.

2023, the agency added two lead drivers and is preparing to promote a supervisor from within the ranks. This approach has helped build morale and retain institutional knowledge. Drivers at Beaumont Transit average five to seven years of experience, and many arrive with the required credentials. However, the agency does provide in-house training for new hires when appropriate, including Vehicle Transit Training (VTT) and air brake endorsements. New drivers undergo two weeks to one month of onboarding, which includes pre-trip inspection evaluations, wheelchair securement procedures, and cadeting with experienced operators. Ongoing training includes 8 to 12 hours of VTT annually, typically delivered in monthly safety sessions.

Routes are assigned based on seniority, and this bidding process has remained consistent throughout the audit period. While overall morale is stable, some drivers have expressed frustration with fueling logistics—specifically, the need to travel out of town for CNG fueling, which can take up to 90 minutes. This issue is expected to be resolved with the development of a new transit facility that includes an on-site fueling station.

Recruitment during the audit period relied on standard job postings and internal referrals, with no specialized recruitment programs in place. A compensation study conducted during the period found Beaumont Transit’s pay scale to be mid-range compared to peer agencies, which may have contributed to both retention and recruitment outcomes. While no formal pay increases were implemented during the audit period, proposals for adjustments were scheduled to go before the City Council in late 2024.

Maintenance

Vehicle maintenance for Beaumont Transit is conducted by the City. Preventive maintenance inspections (PMIs) conducted on a mileage-based schedule, typically every 5,000 miles or every 90 days, depending on vehicle type and usage. Tune-ups are performed every 45,000 miles or 1,500 hours on the Cummins powered CNG buses. Fire suppression systems are inspected every six months and CNG tanks are inspected every 36,000 miles or one year, whichever comes first.

Bus vehicle maintenance occurs at the City Fleet Maintenance facility located at 550 North California Avenue. The garage has three service bays; however, the service bays cannot accommodate the vehicles due to their size. Therefore, a portable lift is used to service the vehicles outside.

The five mechanics on staff are required to hold a commercial driver’s license (CDL) and are encouraged to pursue Automotive Service Excellence (ASE) certifications. The City provides regular safety training for equipment and power tools and is exploring additional training opportunities for electric and hydrogen vehicle technologies in anticipation of future fleet transitions. The maintenance team is well-established, with low turnover and long-tenured staff, including a senior mechanic who retired after 36 years of service.

The City made several equipment upgrades at its existing maintenance facility. These included the installation of a tire changing machine, storage tanks, transmission jack, upgraded lighting, and a new shade structure. These enhancements improved operational efficiency and safety, although

no major infrastructure upgrades were completed, as the City is actively designing a new transit facility. The future site—located on the opposite side of the freeway at West 4th Street and Veile Avenue—will consolidate administration, operations, and maintenance functions. It will feature a CNG fueling station, hydrogen fueling infrastructure, and electric vehicle charging, aligning with California’s zero-emission vehicle mandates.

Beaumont Transit utilizes the Dossier fleet maintenance software program, which operates on a web-based platform. Pre- and post-trip inspections are conducted using Zonar, an on-demand digital platform that supports real-time reporting and compliance tracking. While Zonar is available for broader maintenance tracking, the agency primarily uses Dossier software to manage its maintenance operations, including active modules for parts inventory, work orders, and fleet diagnostics.

Parts inventory is managed using the DataDis parts module, which allows for barcode tracking and daily cycle counts. Parts are stored on-site to minimize downtime, and the system enables direct ordering from dealerships using vehicle identification numbers (VINs). This streamlined process has helped maintain service continuity and reduce repair turnaround times.

Maintenance practices have also evolved in response to the agency’s transition toward zero-emission vehicles. Training programs have been updated, and vehicle upgrades have been implemented to extend the life of existing assets while preparing staff for new technologies. Outsourced maintenance is rare and typically limited to warranty repairs, major rebuilds, or specialized inspections, such as rooftop evaluations.

Road calls have been manageable during the audit period, reflecting the effectiveness of the maintenance program. The City attributes this positive trend to its commitment to completing PM services and predictive maintenance. Repairs are typically addressed comprehensively when vehicles are in the shop, minimizing the likelihood of recurring issues. A summary of road calls incurred during the audit period is presented in Table V-1.

**Table V-1
Beaumont Transit Road Calls**

Category	FY 2022	FY 2023	FY 2024
Mechanical Road calls	27	26	41
Non-Mechanical Road calls	16	8	16
Total	43	34	57

Source: City of Beaumont TransTrack Manager (<https://www.transtrack.net/RCTC/DataEntry/MonthlyRoadcalls/>)

Beaumont Transit experienced fluctuating trends in vehicle road calls, with a notable increase in FY 2024. Total road calls declined from 43 in FY 2022 to 34 in FY 2023, before rising sharply to 57 in FY 2024, marking a 67 percent increase over the previous year. Mechanical road calls remained relatively stable between FY 2022 and FY 2023 (27 and 26 respectively) but increased significantly to 41 in FY 2024. This increase coincided with the introduction of new buses into the fleet during FY 2024 and was largely attributable to initial equipment and system issues associated with the new vehicles. These issues have since been identified and addressed and are not indicative of

ongoing maintenance deficiencies or declining fleet reliability. Non-mechanical road calls dropped by half from 16 in FY 2022 to 8 in FY 2023, then rebounded to 16 in FY 2024, returning to the initial level. These calls may reflect operational issues such as farebox malfunctions, communication system failures, or other non-vehicle-related disruptions.

During the audit period, Beaumont Transit faced persistent challenges related to CNG fueling logistics, which impacted both operational efficiency and driver morale. Historically, Beaumont Transit relied on the Beaumont Unified School District’s CNG station. Fueling the CNG buses has been problematic and, more frequently than not, the school district station was unavailable or unreliable, forcing the fleet to fuel at stations located as far away as Hemet and Moreno Valley. As a result, the agency entered into a temporary fueling agreement with the City of Banning, allowing transit vehicles to refuel at the Banning City Corporation Yard. While this arrangement ensured continued access to CNG, it introduced several operational burdens.

The most significant issue was fueling-related downtime. Drivers reported that the process of traveling to and from Banning for refueling could take up to 90 minutes, depending on traffic and queue times. This extended fueling cycle not only disrupted daily schedules but also added strain to driver workloads and route planning. Complaints about the fueling process were documented and became a recurring topic in internal feedback logs. Despite these challenges, the partnership with Banning was essential in maintaining fleet operations while Beaumont pursued a long-term solution involving the design and construction of its new transit facility.

The CHP is responsible for certifying Beaumont’s maintenance facilities and inspecting vehicles on an annual basis. Inspections conducted during the audit period were rated satisfactory.

Planning

The City of Beaumont plays a proactive and engaged role in the development and implementation of key transit planning initiatives. As part of its commitment to continuous improvement, the City recently embarked on the development of a Comprehensive Operational Analysis (COA). This forthcoming study will include a bus stop improvement plan and a microtransit feasibility assessment, aimed at identifying service opportunities in areas currently served by underperforming routes. Beaumont Transit also conducts annual route evaluations through its Short-Range Transit Plan (SRTP), using performance criteria such as transferability between systems and feedback from the community.

Beaumont Transit prepares an SRTP on an annual basis. The SRTP covers a three-year planning horizon and includes a system overview; services and performance analysis for each route and service provided; service changes; and financial and capital plans. Under the Existing Service and Route Performance chapter, a series of recommendations for service improvements is presented for each route or program. Performance data from TransTrack Manager is also included to provide an annual comparison.

In 2023, Beaumont Transit released its Zero-Emission Bus (ZEB) Rollout Plan in response to California’s Innovative Clean Transit (ICT) regulation, which requires all public transit agencies to

transition to zero-emission fleets by 2040. The plan outlines Beaumont’s phased strategy for replacing its existing fleet with battery-electric buses, the preferred technology based on the City’s service area characteristics and operational needs. The rollout includes infrastructure upgrades such as charging station installations and coordination with local utilities to ensure adequate power supply. Beaumont Transit is actively pursuing state and federal grant opportunities to support vehicle procurement and facility improvements.

In addition to the annual SRTP process, Beaumont Transit is currently undertaking a COA with the goal of optimizing its transit services to better meet community needs and regional mobility goals. The City of Beaumont issued a formal Request for Proposals (RFP) for the COA in the summer of 2025, outlining a robust scope of work that includes a detailed evaluation of existing operations, a microtransit feasibility study, and a bus stop improvement plan. A consultant was selected in September 2025.

The COA is designed to assess current service performance, identify inefficiencies, and recommend actionable strategies to enhance service quality and increase ridership—all within the framework of existing financial constraints. The analysis will cover Beaumont Transit’s fixed route and paratransit services, which currently span approximately 40 square miles (inclusive of Commuter Link routes to San Bernardino) and serve over 140 bus stops with a fleet of 22 vehicles.

A key component of the COA is a microtransit study, which will explore flexible, demand-responsive service models that could replace or supplement underperforming fixed routes. This is particularly relevant for areas with lower ridership or limited connectivity, where traditional transit may not be the most effective solution.

The COA process also emphasizes public engagement. Beaumont Transit plans to incorporate extensive community input through surveys, public meetings, and stakeholder interviews. This participatory approach ensures that the final recommendations reflect the needs and preferences of riders, residents, and regional partners. The final deliverables are expected to include a set of prioritized recommendations for service adjustments, infrastructure improvements, and potential pilot programs for microtransit or other innovative solutions.

It has been suggested that agencies developing COAs involve RCTC early and frequently in the process. Since RCTC is the funding agency, the Commission is able to provide valuable insight on things being recommended.

Marketing

Beaumont Transit made meaningful strides in its marketing and outreach efforts, with a focus on digital engagement, community presence, and accessibility. The agency’s website (<https://www.beaumontca.gov/90/Transit>) has served as a central hub for transit information, featuring maps, schedules, fare details and real-time bus tracking. General content updates have kept the site current, and transit was identified as the fourth most visited section of the City’s website. A full redesign is underway, which will include a new icon and improved navigation to enhance user experience.

Social media has become an increasingly valuable tool for Beaumont Transit. The agency expanded its digital footprint by launching an Instagram page, which has generated more engagement than its existing Facebook presence. Beaumont Transit also maintains a presence on LinkedIn and collaborates with other agencies to promote events such as Transit Equity Day. Social media platforms have been used to advertise fare changes, job openings, and service promotions, contributing to increased visibility and ridership. While the agency is not active on NextDoor, the City of Beaumont maintains a presence there, offering another channel for community updates.

Marketing success is measured through ridership trends and engagement metrics. As social media reach has grown, so too has ridership, suggesting a positive correlation between digital outreach and service utilization. Promotions and service updates are consistently advertised online, and the agency maintains a balance between digital and in-person engagement.

Printed materials remain a key component of Beaumont Transit's outreach strategy. A newly redesigned route guide was released and is available both in print and digital formats. The guide consolidates all essential information—including ADA accessibility details—into a single booklet, making it easier for riders to navigate the system. While there has been a gradual shift toward electronic information, printed materials continue to play a vital role, especially for seniors and riders with limited internet access.

The agency has also reinstated travel training trips, which were paused during the pandemic. These trips serve as educational outings for new or hesitant riders and have included destinations such as Lake Arrowhead, Downtown Disney in Anaheim, and Metrolink connections to Downtown Los Angeles from San Bernardino. These experiences help build rider confidence and promote transit as a viable travel option.

Complaint handling is managed through a centralized process. The Customer Service Coordinator (CSC) receives complaints, which are forwarded to the designated staff member for follow-up. A suggestion and dispatch log are maintained to track issues such as delays or service disruptions. While there is no formal complaint form on the website, contact information is clearly posted for public access. One recurring complaint from drivers involved extended downtime associated with refueling, as vehicles must travel out of town to access fueling stations..

Marketing for specialized services, particularly for seniors and individuals with disabilities, is conducted through printed booklets and online resources. ADA-related information is prominently featured in both formats to ensure accessibility and compliance.

The City of Beaumont is currently developing a Title VI Plan with assistance from Caltrans. Although Beaumont Transit does not currently receive federal transit funds, the agency is being included in the planning process to ensure future compliance with Federal Highway Administration (FHWA) requirements. The plan addresses language access and includes a Limited English Proficiency (LEP) analysis, though some languages did not meet the five percent threshold for translation services.

Community perception of Beaumont Transit is generally positive, bolstered by active participation in outreach events. The agency hosted pop-up booths and presentations at Back-to-School nights, Veterans Expo Job Fairs, Senior Health Fairs, assisted living centers, and apartment complexes such as Liberty Village. These efforts have helped build trust, raise awareness, and foster a sense of connection between the transit system and the community it serves.

General Administration and Management

The City of Beaumont was incorporated on November 18, 1912, and is classified as a general law city, meaning it operates under the laws of the State of California rather than a city charter. Beaumont currently functions under a council-manager form of government, in which the elected City Council sets policy and appoints a professional City Manager to oversee day-to-day operations. The five-member City Council serves as the City’s principal legislative body, with each councilmember elected to a four-year term. The Mayor and Mayor Pro Tem are selected from among the councilmembers and typically serve one-year terms, with a limit of two consecutive terms. Regular City Council meetings are held on the first and third Tuesdays of each month at 6:00 p.m. at the Beaumont Civic Center, located at 550 E. 6th Street. The Council has been consistently supportive of the City’s transit services, recognizing their role in regional mobility and community access.

The City Manager, appointed by the City Council, serves as the chief administrative officer and is responsible for coordinating all City departments and services, including transit operations. Beaumont Transit is organized as a division within the Administrative Services Department and is overseen by the Administrative Services Director. Supporting this role are two administrative staff members: a Transit Operations Manager and a Management Analyst, who assist in service planning, performance monitoring, and interagency coordination.

The primary source of transit funding support is derived from the Local Transportation Fund (LTF) for operations. Beaumont Transit submits the annual TDA claim for funds to RCTC. TDA claims are based on Beaumont Transit’s annual budget projections and the financial element of the SRTP. Based on the audited financial statements, Beaumont Transit’s LTF allocation was \$2,411,849 in FY 2022; \$2,449,618 in FY 2023; and \$2,656,495 in FY 2024. State Transportation Assistance (STA) funds received by Beaumont Transit were \$518,448 in FY 2022; \$491,084 in FY 2023; and \$2,964,848 in FY 2024. STA is used primarily toward capital assistance.

Beaumont Transit’s annual TDA claim, and transit budget are based on the prior year’s budget and the transit department’s analysis of the SRTP projections. Costs for service expansion are estimated and include projected employee compensation and benefit increases. The finance director is tasked with completion and submittal of Beaumont Transit’s TDA claim and external reports such as the Transit Operators Financial Transactions Report to the State Controller.

Grants Management

Grant funding allocated toward the transit system has been derived from state sources composed of Proposition 1B, SB 1 State of Good Repair (SGR), and LCTOP funds. Beaumont Transit applied

for SB 1 SGR program funds toward the construction of the new consolidated administrative, fleet maintenance, and operations facility. In addition, Beaumont Transit received LCTOP funding toward the rehabilitation of three bus stops and shelter adjacent to the Walmart transfer station as well as toward free fare promotion.

The transit department tracks the financial element of the SRTP and provides updates to RCTC at quarterly meetings or as requested. A management analyst in the Administrative Services Department maintains a grant tracking spreadsheet and supports grant application, reporting, and compliance activities. The transit department oversees capital project management and procurement with support from the Public Works Department for construction-related projects. Beaumont does not utilize federal transit funding for operating expenses, thus avoiding federal transit grant and Title VI reporting requirements.

Following its designation as an urbanized area in the 2020 U.S. Census, the City of Beaumont became newly eligible for a range of federal transit funding programs administered by the Federal Transit Administration (FTA). This designation—defined as having a population of 50,000 or more—qualifies Beaumont for participation in the Urbanized Area Formula Funding Program (FTA Section 5307). It is suggested that Beaumont Transit actively pursue and strategically leverage its eligibility for federal transit funding under FTA Section 5307 and related discretionary grant opportunities.

Under FTA Section 5307, Beaumont Transit would be eligible to receive federal formula funds for a variety of transit-related activities, including capital investments, planning, engineering, design, and operating assistance. For urbanized areas with populations under 200,000, such as Beaumont, operating assistance remains an eligible expense, which is particularly valuable for sustaining and expanding local transit services.

Additionally, Beaumont's urbanized status opens the door to discretionary funding opportunities, such as competitive grants for bus and bus facility upgrades, low- or no-emission vehicle programs, and mobility innovation initiatives. These programs allow transit agencies to apply for federal support beyond formula allocations, often with a focus on sustainability, equity, and technological advancement.

Section VI

Statement of Facts

The following summarizes factual events and trends obtained from this triennial audit covering fiscal years 2022 through 2024. A set of recommendations is then provided.

1. Of the compliance requirements pertaining to Beaumont Transit, the operator fully complied with seven out of the eight applicable requirements. Beaumont Transit was in partial compliance regarding the timely completion and submittal of its FY 2024 Transit Operator Financial Transactions Report to the State Controller. Three additional compliance requirements did not apply to the operator (intermediate and urban farebox recovery ratio and the use of federal funds).
2. Based on the farebox calculation in the annual Transit System Financial Statements (*audited*), Beaumont's farebox recovery ratio met or exceeded the required minimum standard of 10 percent in two of the three audit years. The system-wide farebox recovery ratios were 6.38 percent in FY 2022, 18.61 percent in FY 2023, and 25.59 percent in FY 2024.³ The Beaumont Transit utilized an allowable combination of additional local support revenues plus exclusion of new services costs in order to meet minimum farebox recovery attainment in FY 2023 and FY 2024.
3. Beaumont Transit participates in the CHP Transit Operator Compliance Program in which the CHP conducted inspections within the 13 months prior to each TDA claim. The CHP inspection reports submitted for review were found to be satisfactory.
4. The annual operating budget did not increase above 15 percent but did exhibit fluctuations during the audit period. The budget exhibited a decrease of 1.1 percent in FY 2022. Beaumont saw increases of 1 percent and 8 percent, respectively, during FY 2023 and FY 2024. The FY 2024 budgetary increase is attributed to increased staffing and fuel costs.
5. Beaumont satisfactorily implemented three of the four prior audit recommendations pertaining to the timely submittal of TDA financial reports, regular updates to the vehicle fleet inventory in TransTrack, and rider engagement with the City demonstrating consistent compliance and proactive outreach. The remaining recommendation, to submit separate State Controller Transit Operators Financial Transaction Reports for general public and specialized

³ AB 90, passed into law and signed by the governor in June 2020 in response to the COVID-19 pandemic impacts, prohibits the imposition of penalties on a transit operator that does not maintain the required ratio of fare revenues to operating cost during FY 2019–20 or FY 2020–21. AB 149 extends the penalty exemption through FY 2022–23 and authorizes transit operators to include federal grant funds as local funds for the purpose of computing fare revenue ratios. This bill, until July 1, 2026, would exempt an operator from specified requirements related to fare box ratios and eligibility standards for a fiscal year in which the operator expended from local funding, as defined, an amount for transit operations not less than the amount the operator expended from local funding for transit operations during FY 2018–19.

services, has been partially implemented. While the City initiated separate reporting for FY 2024, the Dial-A-Ride report lacked complete financial and operating data, resulting in continued data consolidation. This recommendation is being carried forward for full implementation.

6. Operating cost per vehicle service hour, an indicator of cost efficiency, decreased 13.4 percent system-wide from \$175.20 in the FY 2021 base year to \$151.74 in FY 2024. System-wide operating costs (based on audited data less depreciation) increased 12.9 percent during the period, while vehicle service hours increased by 30.3 percent. This trend was driven by both fixed-route and Dial-A-Ride services increasing their service hours as pandemic-induced restrictions eased—fixed-route operations exhibited a 22.0 percent increase in service hours, and Dial-A-Ride service hours increased by 213.9 percent.
7. Operating cost per passenger, an indicator of cost effectiveness, decreased 56.9 percent system-wide from \$67.49 in FY 2021 to \$29.12 in FY 2024. Ridership system-wide increased 161.6 percent during the review period from 39,213 passengers in FY 2021 to 102,577 passengers in FY 2024, while operating costs only increased by 12.9 percent over the same period. At the modal level, cost per passenger also decreased 57.6 percent on fixed route and by a comparable 57.1 percent on Dial-A-Ride.
8. Passengers per vehicle service hour, which measures the effectiveness of the service delivered, increased 100.7 percent between FY 2021 and FY 2024 system-wide from 2.6 to 5.2 passengers per hour. Fixed-route operations were consistent with this trend, with an increase of 116.2 percent over the same period from 2.6 to 5.6 passengers per hour. In contrast, Dial-A-Ride operations exhibited a decrease of 29.0 percent from 3.19 to 2.27 passengers per hour. This indicator demonstrates a significant increase in passenger trips as compared to a modest increase in fixed-route vehicle service hours and a significant increase in Dial-A-Ride service hours.
9. Passengers per vehicle service mile, another indicator of service effectiveness, increased 113.8 percent between FY 2021 and FY 2024 system-wide from 0.12 to 0.25 passengers per mile. For fixed-route operations, the number of passengers per service mile increased by 118.5 percent from 0.12 to 0.25. Passengers per service mile on Dial-A-Ride increased by a more moderate 40.2 percent during the same period, from 0.15 in FY 2021 to 0.21 in FY 2024. From the FY 2021 base year to FY 2024, actual vehicle service miles increased 22.3 percent system-wide.
10. During the audit period, Beaumont Transit demonstrated meaningful operational progress, highlighted by a 50 percent increase in ridership, strategic fare adjustments, and targeted service improvements. The agency transitioned from pandemic-era fare-free service to a discounted fare structure, supported by LCTOP funding, while maintaining free rides for youth through June 2026.
11. Route-level performance varied, with Route 3 and Commuter Link 120 showing strong growth, while Commuter Link 125 and Casino Express struggled with low productivity. Technology

upgrades, facility planning, and enhanced passenger amenities further supported service delivery and positioned the agency for future expansion.

12. Beaumont Transit maintained a stable and well-structured workforce composed of 28 City employees, including full-time, part-time, and administrative staff. The Transit Division included 13 full-time drivers, two lead drivers, and five part-time drivers, supported by a Customer Service Coordinator, Transit Manager, Management Analyst, and a maintenance team led by a Fleet Supervisor with five mechanics. Labor relations were governed by a five-year MOU with SEIU Local 721, effective through June 2026.
13. Beaumont Transit maintained a structured and proactive vehicle maintenance program administered by the City. Preventive maintenance inspections were conducted on a mileage-based schedule, with additional inspections for fire suppression systems and CNG tanks. Maintenance operations were based at the City's Fleet Maintenance facility, which, despite space limitations, utilized portable lifts and upgraded equipment to support service delivery. Fleet management was enhanced using Dossier and DataDis software platforms, which supported real-time inspections, inventory tracking, and diagnostics.
14. Transit faced persistent challenges with CNG fueling logistics, relying on a temporary agreement with the City of Banning after losing access to the local school district's fueling station. Plans for a new transit facility—including on-site CNG, hydrogen, and EV fueling infrastructure—are underway to resolve these issues and consolidate maintenance, operations, and administration functions.
15. Beaumont Transit demonstrated a strong commitment to strategic planning and continuous improvement. The agency conducted annual updates to its SRTP, which includes route-level performance analysis, service recommendations, and financial planning over a three-year horizon. In 2023, Beaumont Transit released its ZEB Rollout Plan, outlining a phased transition to battery-electric buses and associated infrastructure upgrades. The agency also initiated a COA in 2025, with a scope that includes a microtransit feasibility study and a bus stop improvement plan.
16. Beaumont Transit made significant progress in marketing and public outreach, emphasizing digital engagement, accessibility, and community presence. The agency's website served as a central hub for transit information and ranked among the most visited sections of the City's site, with a full redesign underway to improve user experience. Social media outreach expanded with the launch of an Instagram page, increased engagement across platforms, and collaboration with regional partners to promote events and service updates.

Recommendations

1. Prepare and submit separate State Controller Transit Operators Financial Transactions Reports for general public transit and specialized service.

This recommendation has been partially implemented and is being carried forward for full compliance. Historically, Beaumont Transit has submitted a single Transit Operators Financial Transactions Report to the State Controller’s Office that combines data for both general public (fixed-route/commuter) and specialized services (Dial-A-Ride for seniors and persons with disabilities). However, written instructions from the State Controller require separate reporting for each service mode.

Specifically, the General Instruction Form and reporting guidelines state that transit operators providing both general public and specialized services must file two distinct reports, each reflecting the financial, asset, and operating data for the respective mode. This includes obtaining a separate identification number for Dial-A-Ride and coordinating with the City Finance Department to ensure accurate data segregation.

During the audit period, Beaumont Transit continued to submit combined reports for two of the three fiscal years reviewed. In FY 2024, the City initiated the process of preparing separate reports; however, the Specialized Service report lacked distinct financial and operating data, and the submission remained incomplete. Beaumont Transit should ensure that future Transit Operators Financial Transactions Reports submitted to the State Controller’s Office include complete and separate data for general public and specialized services. This will require coordination with the Finance Department, proper identification of service modes, and adherence to state reporting instructions to demonstrate transparency and regulatory compliance.

2. Actively pursue and strategically leverage Beaumont Transit’s eligibility for federal transit funding under the Federal Transit Administration’s Urbanized Area Formula Program and related discretionary grant opportunities.

Following its designation as an urbanized area in the 2020 U.S. Census, Beaumont now qualifies for federal operating and capital assistance, which can support service expansion, fleet modernization, infrastructure upgrades, and planning initiatives. It is suggested that the City work closely with RCTC and other regional partners to ensure timely access to available funds, align projects with federal priorities, and strengthen its competitive position for discretionary awards. Formalizing a grant strategy and enhancing internal capacity for grant administration will help maximize funding potential and support long-term system sustainability. In addition, leveraging FTA Section 5307 formula funds and discretionary grants will be essential to implementing COA recommendations—particularly those involving infrastructure upgrades, fleet modernization, and service expansion. Coordinating funding strategies with COA outcomes will ensure that Beaumont Transit maximizes its eligibility and positions itself for long-term sustainability and growth.