Appendix 1: Survey of Transportation Disadvantaged Populations
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Introduction – Methodology

The objective of the survey was to determine the characteristics of the populations most in need of transportation but lacking it to some degree. A survey was designed to examine the demographics and the attitudes and transportation behaviors of people likely to be more disadvantaged in terms of transportation options than the general population of Fresno County.

It was decided that using telephone or mailed survey methods would likely be unsuccessful in targeting this special population since there are no lists of telephone numbers from which to draw samples with characteristics that would make it likely interviewers would reach the target population. Further, the relatively low-income population in question is more likely than higher income populations to rely only on cellular telephones, often prepaid. There are no lists of prepaid cell phones from which to sample, nor any list of any cell number with the demographic characteristics of its user. In addition, some of the target population would be sufficiently transient that the addresses for a mailed survey would be invalid. More importantly, although targeting the low income population likely to be transportation disadvantaged would be feasible using census block group data, the likely response rates without cash incentive would be too low to produce meaningful results.

The solution to this sampling challenge was to sample by cluster, defining “cluster” as locations at which people most likely to be at a disadvantage in terms of transportation would tend to congregate. A sample of clusters was developed by setting target quotas for urban and rural populations and having the Rios Company select sites appropriate to filling the target clusters. For the most part the locations at which surveying took place were rural and urban health or social service agencies serving lower income populations.

Interviewing was conducted orally for the most part. The primary exception was at the Central Valley Regional Center (CVRC) at which the survey was self-administered, with staff assistance provided as needed. Interviews were in the language in which the respondent was most comfortable. The Rios Company’s bilingual speakers conducted the English and Spanish surveys. The Rios Company interviewers conducted surveys in other languages, such as Hmong, with the assistance of translators.

Prior to analysis, the data were weighted to reflect the urban/rural population distribution in Fresno County. In addition they were weighted to adjust for a disproportion in the sample caused by the great success of staff at the CVRC in obtaining responses from clients which made that population comprise twenty-seven percent (27%) of the sample. Population characteristics of that clientele have unique aspects that are not characteristic of the low income or general populations. It was estimated by the director of the CVRC that the total population with disability characteristics similar to those of CVRC clients would be approximately 15,000 persons, or 2% of the population. Thus the data were weighted to reflect that proportion statistically.

The resulting weighted sample is an excellent representation of the populations with substantial unmet transportation need. The reader should keep in mind that the tables represent percentages of the targeted population that tend to be of low income households. It does not represent the total population of Fresno County because that was not the objective.
Demographics of Transportation Need
Household income in sample

Given the assumption that transportation disadvantage is closely related to income, the sampling strategy involved seeking sites at which persons of relatively low income could be found and interviewed. The figure above demonstrates that that goal was achieved. Of the entire weighted sample, 41% indicated their households had incomes of less than $10,000, while another 17% indicated their incomes as being less than $15,000.
Comparing income of sample with income of county households

When we compare incomes of the sample with incomes of households throughout Fresno County, we find additional evidence that the sampling strategy was very successful in locating a population likely to be transportation disadvantaged. For example, notice that while 41% of the sample reported incomes below $10,000, only 7% of the total population fell into that income category. Conversely while 29% of the total County fall into the highest income category, only 3% of the sample did so.
Figure 3 Income differences, urban/rural

Income differences, urban/rural

Income levels differ between urban and rural areas. (The urban areas in this study were defined as the cities of Fresno and Clovis. Rural areas were the balance of the County.) The figure compares data from the survey and the American Community Survey (ACS).

The figure above makes it evident that the survey achieved its objective of reaching a very low income population in both rural and urban areas. It also makes it clear that in the transportation disadvantaged population, incomes in the rural areas are lower than incomes in the urban area. That is not true of the general population ACS data, however, which compares the combined urban areas of Fresno City and Clovis with the balance of county, defining the former as urban and the latter as rural.

For example, in the survey results, while 47% of the rural population reported household incomes of less than $10,000, 39% of respondents from urban areas reported incomes that low. Data from the ACS shows only 7% of the rural and 10% of the urban population with such low incomes. The latter probably do not show the same rural disadvantage that the survey shows. This may be because the objective of the survey was to locate the severely disadvantaged who are likely to lack many of the mobility advantages as higher income persons (rural as well as urban). Rural populations with these low income levels may incur greater financial disadvantage from their rural isolation.

Conversely, while 21% of urban respondents to the survey reported incomes of $35,000 or more, only 8% of rural respondents indicated incomes that high. But for ACS households, 58% of rural and 56% of urban households reported incomes in excess of $35,000.
Self-description of transportation challenges

Respondents were asked a very key question which described their own perceptions of the transportation challenges they face. The figure above indicates all of the choices. Basically they range on a continuum from always being able to get to the places people in the household need to go (25%) to the other extreme in which many times someone in the household is unable to get where they need to go because of a lack of transportation (13%).

In between those extremes are more moderate challenges, including people who are not always, but usually able to get where they need to go (32%) and those who can get places but find that it takes a long time to do so (14%). We will see later in this analysis that these two groups are similar in many respects. The really disadvantaged appear to be the 13% who say that many times they cannot get where they need to go because of a lack of transportation.
Income and transportation challenges

Income is related to transportation challenges because of the obvious fact that it costs a considerable amount of money to own and operate a vehicle (we will examine this relationship further in several figures that follow Figure 5 above.)

We can see in Figure 5 that although the entire sample represents a very low-income population, there is income differentiation within it. Those respondents who answered that they can always get to the places they need to go tend to have the highest incomes in the sample, with more than one fourth (28%) indicating their household income is $35,000 or more. In contrast of those who say they often cannot get the places they need to go, only 7% fall into that income category. Moreover, there is a clear step-increase in the percentage of households earning less than $10,000 annually as we move up the scale of transit disadvantage from being always able to get places (41% in the lowest income category) to being often unable to get places (55% in the lowest income category).
In our auto-dependent society, greatest mobility is available to individuals with both a valid driver’s license and a vehicle to drive. The chart above shows percentages of all respondents with both licensed drivers in the household and vehicles which are available to them. For obvious reasons the two statistics are reasonably well matched, although there are differences. Some households have more drivers than vehicles and others vice versa.

Of all households included in the sample, 23% report having no vehicle, and 17% report having no licensed driver in the household. The fact that there are a total of 52% of respondent households with two or more drivers, but only 36% with two or more vehicles means that there are substantial numbers of households in which a vehicle is shared among several drivers.
Relationship of licensed drivers and vehicles available to them

In Figure 7 a clear relationship is visible between the number of vehicles and the number of licensed drivers in the households. For example, of those households in which there are no licensed drivers, 70% also have no vehicle but 18% indicate they have one vehicle and 12% that they have more than one vehicle. This paradox is always a bit confusing. In some cases it has to do with vehicles not in working order, and in other cases it has to do with licenses having been suspended because of lack of insurance or traffic violations. In other cases it has to do with the broad definition of having a vehicle available, which sometimes means a vehicle which can be borrowed occasionally, but is not part of the household.

Among those households with one licensed driver, approximately one fourth (24%) indicate that although they have a license, they have no vehicle. Consequently they are dependent on other modes.
Another way to look at the option to drive is to compare the number of licensed drivers in the household to the number of available vehicles.

The table above makes this comparison. Each cell represents the percent of the total sample with a specific combination of vehicles and drivers in their household.\(^1\) We can sum the possibilities into three general categories:

- Households with no vehicle or no licensed driver. 28% of households fall into this category and are thus relatively dependent on transportation services or rides with others.
- Households with fewer vehicles than licensed drivers. 27% of households fall into this category – with multiple drivers sharing vehicles. Hence the option of driving exists, but not for everyone at once.
- Households with at least one vehicle per driver. 46% of households fall into this category – these households can be assumed to have the choice of driving to meet their transportation needs.

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\(^1\) The table sums to 101% due to rounding percentages to whole numbers. This is not significant.
Having the use of a vehicle is closely related to transportation disadvantage for obvious reasons. Of those who indicated they often cannot get the places they need to go, 71% indicated they have no vehicle or no driver’s license within the household, while for the total sample of all respondents only 29% indicated that that was true.

Thus, for this population, countywide, approximately 29% will lack access to a vehicle and many of them will find themselves unable to get where they need to go.

Interestingly, there are populations who indicate that although they have no vehicle or no licensed driver they can always get places (13%) or can usually get places (22%). Approximately 1/3 of those who say they can get places but it takes them a long time or that sometimes they cannot get places indicate they have no vehicle or no driver’s license in the household. Thus, obviously, people are finding alternative methods of traveling, although many of them find that travel somewhat problematic.
Figure 9 raises the question of the modes people use to get to work and for other needs if they have no vehicle. And why do they feel they can always or usually get where they need to go if the lack access to a vehicle? To answer these questions it is helpful to combine categories from the survey results, thus isolating those people who perceive that they have little or no difficulty with local mobility and those who believe they have some more great difficulty with local mobility, and dividing each of those groups into those who have access to a vehicle and those who do not. The schematic shows the resulting four groups, showing both how they are combined, and the percent of the transit disadvantaged population that fall into each cell of the table. For example, a total of (3% +7% =10%) in the yellow block have no access to a vehicle, but say they are always or usually able to get to the places they need to go.

Figure 10 displays the mode to work or school for each of those four color-coded groups. For the sake of brevity in the charts, the four groups are given simple names corresponding to their perception of their transportation challenges and their access to a vehicle.

Can get around, but lack car or license or both:
- Many of those (33%) who lack access to a vehicle but say they can get where they need to go say they walk to work or school, and another 12% say they bicycle. Paradoxically, 14% say they drive alone. Open-ended comments regarding mode to work suggests that at least in some cases this means borrowing a car, or in many cases they may be driving without a license.
- Two percent (2%) said they use a social service bus or van, and another 2% said they use Dial a Ride.
• 12% of this group said that they ride in a vanpool. This was also a common response among those in the group color-coded blue who said they have challenges getting around and they lack access to a vehicle (13%).

• Another very common response in this group is that they get a ride or carpool (14%). This is also true of the other three groups. Apparently ridesharing is meeting a great deal of the demand, even among those who have access to a vehicle.

• Finally, 10% take the bus to work.

Can get around and have car and license (color-coded green)

• As one would anticipate among those who have access to a vehicle, most (37%) said they drive alone to work.

• Compared to the groups that lack access to a vehicle, very few of this group say they walk to work (3%). In the yellow color code group and the tan group, both of which lack vehicles, 33% and 30%, respectively, walk to work or school.

• 14% indicated they drive, taking passengers along, and 16% said they get a ride with someone else, making a total of 30% who say they carpool.

Have challenges getting around and lack car or license or both (color-coded tan)

• Those who indicate they face challenges in getting around and lack a vehicle most often 31% said they ride the bus.

• Another 31% said they walk to work.

• Few ride to work or school in a social service program bus or van (3%), but a substantial number ride in a vanpool (13%).

Have challenges getting around but have car and license

• Those who say they have challenges getting around although they have a car and license most often say they drive alone to work (32%).

• Some in this group take the bus (13%) but none uses Dial ride.

• Many in this group carpool. A total of 31% said they drive with other passengers (16%) or get a ride with someone (15%). In either case they are carpooling.

• Another 10% vanpool to work.

• Only 4% walk while another 4% bike.
Mode to medical appointment, with and without access to a vehicle

For those who lack a car or license or both, riding the bus (28%) or using Dial a Ride (19%) is the most common mode. Getting a ride with someone is also commonly used (24%), and not only by this group, but by all of the other three color-coded groups.

Many of those who lack access to a vehicle walked to their most recent medical appointment. This includes 12% among those who say they can usually are always get around although they lack access to a vehicle, and 25% among those who say they have challenges getting around and lack access to a vehicle. This compares to only 2% of those who can get around and have a car and 4% of those that say they face challenges getting around although they have access to a vehicle.

In this case to have the paradox that of those who say they can get around although they lack access to a vehicle, 14% say they drove themselves, presumably by borrowing a vehicle. As one would expect, those in the color-coded green and blue groups who have access to a vehicle tend to say they drove themselves (55% and 31% respectively).
Disabilities in the household and transportation challenges

If income, and lack of access to a vehicle contribute to transportation disadvantage, those are not the only sources of transportation challenges. Another significant source of transportation challenge involves disabilities. Respondents were asked a series of questions as to whether anyone in the household (including the respondent and others) had one or more disabilities that made it difficult to travel.

The columns in Figure 12 do not sum to 100% because each question about disabilities was asked independently and only the positive response is shown in the chart.

One of the questions was whether there was a vision impairment or other disability that prevents someone in the household from driving. Fifteen percent (15%) indicated that was the case in their household. Another question involved whether there was a disability that prevented people in the household from using public transportation independently. To that question, 6% answered that there was such a disability. Also, 9% indicated that they have a physical disability that keeps them from getting to a bus stop and or that they use a wheelchair scooter or walker for mobility.

It is interesting to note that the highest percentage of disabilities limiting access to transit occur among those who said that they can usually get places (11%), rather than among those who said they often cannot get to the places they need to go (6%).
Age and transportation challenges

Age can be a barrier to personal mobility. The figure above indicates the relationship between age and perceived transportation disadvantage. The average age, shown in the black strip at the bottom of the chart, indicates that the average ages of the different transportation groups were similar, ranging from 41 years to 46 years old.

One might have supposed that the highest proportion of persons age 60 or older would be among those who indicated they sometimes or often could not get places they need to go. However, that is not the case. Among those two groups 23% and 22% respectively indicated they are 60 or older. This is actually lower than the groups who reported easier mobility. However, those groups are more likely to include large proportions of persons between the ages of 36 and 59 (45% and 50% respectively).
Figure 14 Household size and age composition

Q8. In general, which of these phrases best describes how well your household’s transportation needs are currently met?

<table>
<thead>
<tr>
<th>Presence of child or children under the age of 16</th>
<th>All Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>We are always able to get to the places we need to go</td>
<td>27% 35% 10% 14% 14% 100%</td>
</tr>
<tr>
<td>We are usually able to get to the places we need to go</td>
<td>33% 32% 10% 13% 12% 100%</td>
</tr>
<tr>
<td>We can get to our destination, but it takes a long time</td>
<td>20% 31% 15% 16% 18% 100%</td>
</tr>
<tr>
<td>Sometimes someone in our household is not able to go where they need to go because of lack of transportation</td>
<td>21% 29% 19% 23% 8% 100%</td>
</tr>
<tr>
<td>Many times someone in our household is not able to go where they need to go because of lack of transportation</td>
<td>29% 33% 11% 15% 12% 100%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Presence of person(s) 65 or older</th>
<th>All Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>No one 65 or older</td>
<td>25% 31% 13% 17% 14% 100%</td>
</tr>
<tr>
<td>One or more persons 65 or older</td>
<td>22% 34% 19% 18% 8% 101%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Presence of person(s) 85 or older</th>
<th>All Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>No one 85 or older</td>
<td>25% 33% 14% 16% 12% 100%</td>
</tr>
<tr>
<td>Someone or all 85 or older</td>
<td>16% 13% 10% 30% 31% 100%</td>
</tr>
</tbody>
</table>

Household size and age composition
[In the table above, the percentages sum to 100% horizontally across the rows, not vertically down the columns.]

This table indicates various household characteristics having to do with the size of the household and the ages of people in the household.

- There is some tendency, although it is slight, for those households that are relatively large, with three, four, or five or more persons to answer that they sometimes find it difficult to get where they need to go because of the lack of transportation.
- Those households with no children under the age of 16 are somewhat more likely to say they are always able to get to the places they need to go, presumably because of easier family logistics. However, there is no strong relationship between having children in this age range and perceiving that it is sometimes or often the case that someone in the household cannot get where they need to go.
- One might assume that households with persons who are 65 or older would have more challenges and find that they could not always get to where they needed to go because of a lack of transportation. However there is no relationship.
- There is however relationship between the presence of persons 85 or older in the household and the ability to get where one needs to go. Of that group with persons 85 or older in the household, a total of 61% say that they often find they are unable to go with a need to go because of the lack of transportation or that sometimes they are unable to do so.

Thus, while there is no general rule about the relationship between household size and having difficulties due to a lack of transportation, there is a subset of households with truly elderly people, aged 85 or older who clearly face transportation disadvantages.
Employment and transportation challenges

Probably because it is related closely to income, employment is closely related to transportation disadvantage. Of those who say they often cannot get places, 78% indicate they are unemployed and of those who say they are always able to get where they need to go, 59% are not employed. Conversely, of those who can always get where they need to go, 26% are employed full-time. In contrast, only 6% of those who say they often cannot get places say they are employed full-time. Moreover, the relationship is direct and linear. That is, the more difficult one finds obtaining transportation, the more likely it is that part of the reason is a lack of employment.
Status as a student or employee and transportation challenges

Respondents were asked whether they were employed full-time or part-time, and whether they were students, and if they were students what type of student. The column at the far right of the chart above, labeled “all respondents,” indicates the general distribution of the targeted population in this regard.

Of all respondents:

- 57% indicated that they are neither employed nor students.
- On the other hand 5% indicated that they are higher education students who are employed as well.
- 9% indicated they are higher education students who are not employed.
- 2% indicated they are high-or middle school students.
- 5% indicated they are employed year around and are not students.
- 7% indicated they are employed part-time seasonally, and are not students.
- Finally, 16% indicated they are employed full-time and are not students.

Overall, in each of the categories of transportation challenges more people fall into the category of not employed and not a student than any other category. At the low level of income represented by the sample, this is not surprising.

Of those who indicated that often they cannot get places they need to go, a substantial number (15%) are persons who are employed part-time and seasonally and are not students. They represent 7% of this low-income population and comprise a small but significant group of those facing serious transportation challenges.
Gender and transportation challenges

Gender is closely related to facing difficulties with transportation. Although this sample of low income persons is broken down 60% female and 40% male, those who say they often cannot get places they need to go, have a strong tendency to be female (72%). Moreover, the figure above clearly shows that this is a linear relationship; the more difficult the transportation challenges faced, the more likely the person is to be female. Turning this relationship in reverse, we can clearly say that transportation disadvantage is a far more often a challenge faced by women than by men.
Ethnicity and transportation challenges

[Because racial and ethnic categories are not mutually exclusive, respondents were encouraged to indicate all characteristics that apply to them. This means that the sums of the percentages for the racial/ethnic groups exceed 100% in the chart above.]

Of all respondents in this low-income population, more identified themselves as Hispanic or Latino (46%) than any other group. The next largest groups are Asian (19%), Caucasian/white (18%), and African-American (10%).

Those who say they face the most severe challenge of often being unable to get where they need to go are more likely than any of the other transportation disadvantage levels to identify themselves as being Asian (38%). While Asians make up 19% of the target population, they make up 38% of that severely disadvantaged group, which is an indication that this is a pocket of the population that faces relatively severe challenges in terms of transportation.

Those who identify as Hispanic/Latino(a) are not more likely to populate the segment that is most transportation-disadvantaged, but they are disproportionately represented among those in the next two levels of disadvantage (can get places but take a long time, 53% Hispanic; sometimes cannot get places, 56% Hispanic).
How transportation disadvantage is distributed by ethnicity/race

An alternative way to examine the relationship between ethnicity and transportation disadvantage is shown in the chart above. The percentages in this chart represent the total sample of transportation-disadvantaged persons in this study. What this approach demonstrates is the percentage of the entire low income, transportation-disadvantaged population that is a member of each ethnic/racial group. Thus, for example, of the entire targeted population under study, 6% are both Hispanic and have a severe problem with transportation in that many times someone in their households is unable to go where they need to go because of the lack of transportation.

The fact that the Hispanic population is so much larger than that of other ethnic groups means that at every level of transportation disadvantaged they will tend to be the majority. What is interesting is that within the entire population represented by the table, 6% are both extremely transportation-disadvantaged and Hispanic, but that in spite of their much smaller numbers, Asians who are extremely transportation-disadvantaged comprise 5% of this target population. In other words, of the entire population under study which is, by definition potentially transportation disadvantaged, a total of 11% are either Hispanic or Asian. Another 3%, including 1% of Caucasians, African-Americans, and Native Americans are also included in the category of extreme transportation-disadvantage, for a total of 14%. Thus of that 14%, most (11%) are either Hispanic or Asian. Eleven percent (11%) of 14% amounts to 79% of the total population of those who are most transportation-disadvantaged.

This means that in dealing with the challenge of serving the transportation-disadvantaged means dealing with the cultural and language-related challenges in the Hispanic and Asian communities.
Language spoken at home and transportation challenges

The findings regarding race/ethnicity are echoed in the findings regarding the language most often spoken at home. This suggests that at least one aspect of the difficulty people face involves negotiating transportation challenges when they are not native speakers of English.

- Notice that of those facing the greatest level of difficulty meeting their transportation needs, that 38% -- more than one-third -- speak Hmong at home, although Hmong-speakers comprise only 16% of the targeted population.
- This relationship is less pronounced than it is for the Hmong speakers, but those who speak Spanish at home are somewhat more likely than others to perceive some level of disadvantage with respect to meeting transportation needs. For example, while approximately one-fourth (24%) of those who say they can always get where they need to go say they speak Spanish at home, 31% of those who say they often cannot get places say they speak Spanish at home. The same tendency occurs for those who say they sometimes cannot get places (30%) and those who say they can get places but that it take a long time (39%).
Facility in English and transportation challenges

Consistent with the findings in the previous several charts, we find that self-rated facility in speaking English is closely related to transportation-disadvantage. Of those who say they often cannot get places they need to go, for example, one third (33%) said they cannot speak English at all, while another 18% indicate that they do not speak it well.

This aspect of language primarily affects the most severely transportation-disadvantaged group. When we examine those who say they sometimes cannot get to the places they need to go the percentage saying they cannot speak English at all falls to 15%, and for those who say they can usually get to places it falls to 7%.

One interesting aspect of this table is that of those who are most optimistic about their ability to travel locally (i.e., say they can always get places they need to go) 13% indicate they cannot speak English at all, and another 3% indicate they do not speak it well. Thus, for some people at least, the language barrier appears to be surmountable perhaps because they have a vehicle and/or family members to provide rides.
Awareness of Existing Transit Service
Knowing the location of the nearest bus stop

It is obvious that one essential requirement for using transit is knowing the location of the nearest bus stop. Overall throughout the sample most people, 75%, indicate they know the location of the nearest bus stop but, conversely, this means that 25% do not know where it is.

Knowing the location of the bus stop is, partially, inversely related to the level of transportation disadvantage. For example of those who say they often cannot get the places they need to go, only 17% (compared to 25% for the total sample and compared to 30% for those that say they can always get places they need to go) say they do not know where the nearest bus stop is. In other words, people that are transportation-disadvantaged are somewhat more likely to know whether nearest bus stop is than those who are not transportation disadvantaged.

The exception in the ascending continuum of awareness-of-bus-stop occurs among those who sometimes can get where they need to go. Conceptually, they are in the middle of the disadvantage spectrum, but they are more likely (90%) than any of the other groups to be aware of the location of the bus stop.
Figure 23 Awareness of and proximity to the nearest bus stop

Awareness of and proximity to the nearest bus stop
Knowing the location of the bus stop deals with only half of the challenge. Distance is the other important aspect. When respondents were asked how far the bus stop was, 44% did not know, 49% said it was less than or equal to a 15 minute walk, and 7% said it was greater than a 15 minute walk. Oddly those who are the most transportation-disadvantaged were most likely to be aware that they were in close proximity to the nearest bus stop, with 56% indicating that the bus stop was less than or equal to a 15 minute walk rather than longer.
Figure 24 Urban/rural differences in bus stop proximity

**Urban - Rural Differences in Distances to the nearest Bus Stop**

<table>
<thead>
<tr>
<th>Q20. Is the bus stop within walking distance of your home?</th>
<th>Rural</th>
<th>Urban</th>
<th>All Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>No, not in walking distance</td>
<td>47%</td>
<td>21%</td>
<td>30%</td>
</tr>
<tr>
<td>Yes, in walking distance</td>
<td>53%</td>
<td>79%</td>
<td>70%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q21 Minutes to bus stop if in walking distance</th>
<th>Rural</th>
<th>Urban</th>
<th>All Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>One to four minutes</td>
<td>7%</td>
<td>16%</td>
<td>14%</td>
</tr>
<tr>
<td>Five to nine minutes</td>
<td>29%</td>
<td>28%</td>
<td>28%</td>
</tr>
<tr>
<td>Ten to fourteen minutes</td>
<td>28%</td>
<td>29%</td>
<td>29%</td>
</tr>
<tr>
<td>Fifteen minutes or more</td>
<td>36%</td>
<td>27%</td>
<td>29%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q22 Distance in miles to bus stop if not in walking distance</th>
<th>Rural</th>
<th>Urban</th>
<th>All Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>One mile</td>
<td>23%</td>
<td>29%</td>
<td>27%</td>
</tr>
<tr>
<td>Two miles</td>
<td>13%</td>
<td>35%</td>
<td>27%</td>
</tr>
<tr>
<td>Three to nine miles</td>
<td>31%</td>
<td>12%</td>
<td>19%</td>
</tr>
<tr>
<td>10 or more miles</td>
<td>33%</td>
<td>23%</td>
<td>27%</td>
</tr>
</tbody>
</table>

**Urban/rural differences in bus stop proximity**

Given that the level of service in rural areas of Fresno County is substantially lower than service in the city of Fresno, one would expect there to be substantial differences between respondents from rural and from urban areas. Such differences are clear in the sample, and are described by the table above.

Of those respondents from rural areas, 47% indicated that the nearest bus stop was not within walking distance, compared to only 21% of those living in urban areas. In addition, of those living in rural areas, 36% said that it would take 15 minutes or more to walk to the nearest bus stop compared to only 27% of those living in the urban areas. Another way to describe this is that for rural residents, 36% perceived that the bus stop was less than 10 minutes from home, but of urban residents 44% perceived the stop to be that close.

When we consider only those who feel that their stop is not within walking distance, we find that a total of 64% of those in rural areas feel that the stop is from three to nine miles from home, compared to 35% of those living in urban areas.

One might assume that those with the greatest transportation disadvantage will live farthest from the bus stop. However, that relationship is not clear. When we examine the relationship between the number of miles to the bus stop and transportation-disadvantage we find that of those living 10 or more miles away none (0%) say that they often cannot get places they need to go. The reason for this probably lies in the fact that 90% of those living 10 miles or more away from the bus stop say they have at least one vehicle and licensed driver in the household. We can assume that the lack of a vehicle would represent a severe transportation-disadvantage, and that this would be pronounced in the rural areas. However, it appears that many people have compensated by obtaining a vehicle. Moreover, it is likely that others receive some type of transportation assistance, or get rides, thus confounding any direct relationship between distance to the stop and perception by people that they have a severe problem getting where they need to go.
Awareness of Service – FAX

Awareness of the bus stop is only one element of the awareness dimension. Quite obviously, awareness of the basic transit services in the area would also be central to taking advantage of them. In Figure 25, we can see that in the entire sample 29% indicate that they already use the FAX service regularly, while another 23% said they have used it in the past six months. On the other hand, 23% indicated that they had heard of the service but never used it, and 25% were unaware of it.

We would expect that awareness of this service which primarily serves the City of Fresno would vary between rural and urban areas, and indeed it does. Of the rural respondents, 49% said that they don’t know of such a service compared to only 18% of the urban respondents.

<table>
<thead>
<tr>
<th>Q23. How familiar are you with FAX bus service in the Fresno area?</th>
</tr>
</thead>
<tbody>
<tr>
<td>I don’t know of such a service</td>
</tr>
<tr>
<td>I’ve heard of this service but have never used it</td>
</tr>
<tr>
<td>I’ve used this service at least once in the past six months</td>
</tr>
<tr>
<td>I use this service regularly</td>
</tr>
</tbody>
</table>

Awareness of the FAX service has an unexpected relationship with transit-disadvantage. Specifically, of those who say they often cannot get places they need to go 42% indicate that they use the FAX service regularly; 32% of those who say they sometimes cannot get where they need to go and 45% of those who say that it takes them a great deal of time, say they use FAX regularly compared to only 20% and 24% of those who always or usually can get where they need to go. Apparently then, many of the users of FAX find that it leaves them at a substantial transportation-disadvantage.
FAX is not, of course, the only transportation service in Fresno County. There is, for example bus service from various communities to the Fresno area. Only non-Fresno residents were asked about the service. Of that rural sub-sample, approximately one third (32%) said they were not aware of such a service. However, 17% said that they use it regularly, and 23% said they had used it at least once in the past six months.

Again we see the paradox that the highest level of use of a local transit services among those who indicated that they often cannot get places they need to go. In fact, the more transit-disadvantaged respondents are, the more likely they are to say that they use this intercity bus service regularly.

Apparently, then, any transportation disadvantage these respondents feel is not related to their lack of awareness of this service but may perhaps be suggestive of shortcomings in the service related to their needs.
Awareness of Service – Rural Dial-a-Ride

Another service that already exists in areas outside of Fresno is a Dial-a-Ride service. Among all respondents, 53% said they had not heard of such a system, and this did not vary greatly with the level of transportation-disadvantage. Again we see the phenomenon that the greater the level of transportation-disadvantage, the greater the likelihood that respondents would say they regularly use the service. However, familiarity and utilization are much lower than for the fixed route service.
Access to Transit Service through Transportation Subsidies
Among all respondents who are students or are employed, 28% indicated that their employer or their school provided some type of discount or other subsidy for their commuting needs. This tendency varies among those with various levels of transportation-disadvantage. Of those who said they can always get where they need to go, 65% reported that financial support of this type was available to them.

The response of those who said they can usually get places they need to go was very similar (67%). However, on the disadvantage spectrum, the three more disadvantaged groups (can get places, but takes a long time, 18%; sometimes cannot get places, 21%; often cannot get places, 19%) are distinctly less likely to have a subsidy from a school or employer. We shall see in the next figure that they are somewhat more likely to have a subsidy from a social service agency.

Given that we know that people in the target population tend to be aware of the transportation services available in their area, and that they are of very low income households, this suggests that a substantial barriers leading to transportation-disadvantage involve financial constraints.
Social service agency subsidies

Social service agencies appear to be providing financial assistance for many of the target population. While of all respondents, 44% indicated that social service agencies provide them with such assistance, two thirds (66%) of those with the greatest level of transportation-disadvantage indicate that a social service agency does help them in that respect.

Perhaps the most interesting feature of this figure is that of those who say they can always get where they need to go, 44% say they receive financial assistance from a social service agency. Thus their apparent independence of mobility is being provided for by public agencies in 44% of the disadvantaged population.

What types of subsidies are received from the social service agencies? The numbers (see inset table below) are all extremely small. Apparently many people did not know or did not answer the question about the nature of the subsidy because while 44% said they receive such subsidies, a total of only 17% provided information concerning the nature of the subsidy. However, they do offer an indication that suggests that assistance is primarily transit-oriented, and not oriented to subsidy of clients’ automobile travel needs.

<table>
<thead>
<tr>
<th>Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus token</td>
<td>7%</td>
</tr>
<tr>
<td>Other</td>
<td>5%</td>
</tr>
<tr>
<td>Monthly bus pas</td>
<td>3%</td>
</tr>
<tr>
<td>Gas Card</td>
<td>1%</td>
</tr>
<tr>
<td>Mileage reimbursement</td>
<td>1%</td>
</tr>
</tbody>
</table>
Figure 30 Social service agencies providing subsidies

Q28. If a social service agency provides you with transportation assistance, what agency is it?

(Percent of those who say they receive assistance)

<table>
<thead>
<tr>
<th>Agency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>DSS</td>
<td>38.34%</td>
</tr>
<tr>
<td>School</td>
<td>7.29%</td>
</tr>
<tr>
<td>CVRC</td>
<td>6.95%</td>
</tr>
<tr>
<td>Calworks</td>
<td>6.42%</td>
</tr>
<tr>
<td>Welfare To Work</td>
<td>5.49%</td>
</tr>
<tr>
<td>Dial-A-Ride</td>
<td>4.57%</td>
</tr>
<tr>
<td>City Of Fresno</td>
<td>3.64%</td>
</tr>
<tr>
<td>Cps</td>
<td>3.64%</td>
</tr>
<tr>
<td>Design Science High School</td>
<td>3.64%</td>
</tr>
<tr>
<td>Firm, Inc.</td>
<td>3.64%</td>
</tr>
<tr>
<td>Fresno County</td>
<td>3.64%</td>
</tr>
<tr>
<td>EOC</td>
<td>2.39%</td>
</tr>
<tr>
<td>Arc Fresno</td>
<td>1.03%</td>
</tr>
<tr>
<td>Community Center</td>
<td>0.93%</td>
</tr>
<tr>
<td>FAX</td>
<td>0.93%</td>
</tr>
<tr>
<td>Jobs 2000</td>
<td>0.93%</td>
</tr>
<tr>
<td>Proteus Inc</td>
<td>0.93%</td>
</tr>
<tr>
<td>Reedley Transit</td>
<td>0.93%</td>
</tr>
<tr>
<td>Rural Transit</td>
<td>0.93%</td>
</tr>
<tr>
<td>Transportation</td>
<td>0.93%</td>
</tr>
<tr>
<td>Used Dial-A-Ride</td>
<td>0.93%</td>
</tr>
<tr>
<td>VA</td>
<td>0.93%</td>
</tr>
<tr>
<td>Access ADP</td>
<td>0.46%</td>
</tr>
<tr>
<td>The Arc Fresno/Madera County</td>
<td>0.20%</td>
</tr>
<tr>
<td>Bus Token</td>
<td>0.15%</td>
</tr>
<tr>
<td>Handy Ride</td>
<td>0.15%</td>
</tr>
</tbody>
</table>

Social service agencies providing subsidies

Overwhelmingly, it is DSS that apparently provides the greatest percentage of the subsidies, although schools CVRC, and others provide appreciable percentages as well.
Destination and Mode
Community to community travel patterns for work/school

Figure 31 provides a view of the community to community travel patterns of the target population, showing for each pair of communities, the percent of the total travel for employment or for school, that the pair accounts for. Thus, for example, travel from Fresno to Fresno (i.e., within Fresno city for purposes of school or work) accounts for 45.2% of all persons making school or work trips in this population. The sum of these percentages appears at the bottom of each column. For example, in the Fresno column we can see that all trips originating in Fresno account for 55.7% of all of the work in school trips taken by this population.
Rural and Urban Commute Destinations

The chart above looks at the distribution of work or school destinations among rural and urban respondents, and for the total weighted sample.

If we look at only the rural respondents who are employed or students, we find that the vast majority of work and school destinations are NOT in the urban area but in various other communities throughout the county. The largest concentrations of work and school destinations are in Parlier (27%) and Auberry (11%).
### Communities where employed persons work or students attend school

For the most part, regardless of their level of transportation-disadvantage, the majority of respondents who are employed or students work or go to school in Fresno. Much smaller numbers commute to each of several rural communities.

- **Fresno:**
  - Can always get places: 63%
  - Can usually get places: 58%
  - Can get places, but takes a long time: 67%
  - Sometimes cannot get places: 50%
  - Often cannot get places: 67%

- **Parlier:**
  - Can always get places: 13%
  - Can usually get places: 5%
  - Can get places, but takes a long time: 9%
  - Sometimes cannot get places: 7%
  - Often cannot get places: 0%

- **Clovis:**
  - Can always get places: 3%
  - Can usually get places: 10%
  - Can get places, but takes a long time: 7%
  - Sometimes cannot get places: 6%
  - Often cannot get places: 0%

- **Auberry:**
  - Can always get places: 3%
  - Can usually get places: 4%
  - Can get places, but takes a long time: 4%
  - Sometimes cannot get places: 15%
  - Often cannot get places: 5%

- **San Joaquin:**
  - Can always get places: 2%
  - Can usually get places: 3%
  - Can get places, but takes a long time: 2%
  - Sometimes cannot get places: 9%
  - Often cannot get places: 8%

- **Sanger:**
  - Can always get places: 2%
  - Can usually get places: 3%
  - Can get places, but takes a long time: 2%
  - Sometimes cannot get places: 6%
  - Often cannot get places: 2%

- **Huron:**
  - Can always get places: 2%
  - Can usually get places: 2%
  - Can get places, but takes a long time: 0%
  - Sometimes cannot get places: 4%
  - Often cannot get places: 8%

- **Kerman:**
  - Can always get places: 2%
  - Can usually get places: 3%
  - Can get places, but takes a long time: 2%
  - Sometimes cannot get places: 0%
  - Often cannot get places: 3%

- **Reedley:**
  - Can always get places: 3%
  - Can usually get places: 2%
  - Can get places, but takes a long time: 5%
  - Sometimes cannot get places: 0%
  - Often cannot get places: 2%

- **Other:**
  - Can always get places: 4%
  - Can usually get places: 3%
  - Can get places, but takes a long time: 0%
  - Sometimes cannot get places: 3%
  - Often cannot get places: 0%

- **Mendota:**
  - Can always get places: 1%
  - Can usually get places: 4%
  - Can get places, but takes a long time: 0%
  - Sometimes cannot get places: 0%
  - Often cannot get places: 2%

- **Orange Cove:**
  - Can always get places: 1%
  - Can usually get places: 2%
  - Can get places, but takes a long time: 0%
  - Sometimes cannot get places: 0%
  - Often cannot get places: 2%

- **Selma:**
  - Can always get places: 2%
  - Can usually get places: 1%
  - Can get places, but takes a long time: 2%
  - Sometimes cannot get places: 0%
  - Often cannot get places: 3%

- **Firebaugh:**
  - Can always get places: 1%
  - Can usually get places: 1%
  - Can get places, but takes a long time: 0%
  - Sometimes cannot get places: 0%
  - Often cannot get places: 0%

- **Fowler:**
  - Can always get places: 0%
  - Can usually get places: 1%
  - Can get places, but takes a long time: 2%
  - Sometimes cannot get places: 0%
  - Often cannot get places: 0%

- **Coalinga:**
  - Can always get places: 0%
  - Can usually get places: 1%
  - Can get places, but takes a long time: 0%
  - Sometimes cannot get places: 0%
  - Often cannot get places: 0%

- **Kingsburg:**
  - Can always get places: 0%
  - Can usually get places: 1%
  - Can get places, but takes a long time: 0%
  - Sometimes cannot get places: 0%
  - Often cannot get places: 0%
The contrast between the survey respondents and the general population is revealed starkly in the comparison of the survey results for mode to work with the American Community Survey results for mode to work (2010-2012 American Community Survey 3-Year Estimates). Some categories in the survey data had to be combined for comparison. For example, getting a ride and van pooling had to be included with car pool. However, the comparison is still useful because of the fact that it reveals the extent of alternative means of mobility the transportation disadvantaged are using.

The comparison shows that while 80% of the general adult population drives alone, only 36% of the transportation-disadvantaged population who are employed do so. Some of the solutions they use include carpooling or getting a ride or in some cases vanpooling (27% compared to 12%). Many more (19% compared to 1%) use public transportation. More walk (6% compared to 2%). And more use an “Other form” of transportation such as a bicycle or social service agency vehicle.
Mode to work or school among employed persons and students

The mode to work or school is closely related to the level of transportation-disadvantage. Of those who say they can always get places 50% say they drive alone, while for those who said they often cannot get places, only 19% say they drive alone. Conversely, of those who are at some level of transportation disadvantage the tendency is to ride the bus or use a vanpool. Many of those that the greatest level of disadvantage (25%) say they walk.

Those who can get places but find it takes a long time are more likely (22%) than those who sometimes cannot get where they need to go (10%). Conversely, the latter group is more likely (24%) than the former (4%) to get a ride with someone else. In either case they are effectively carpooling, but there is a difference in who is taking the wheel.
Community where people seek medical care

Figure 36, like Figure 31, displays a community to community or area to area pattern of travel, but in this case the purpose of the travel is medical care, and, since most medical care is provided in the greater Fresno area, the destination communities are limited to parts of Fresno and to Clovis. Again, the percentages sum to 100% through the entire table. Thus, to take an example, 4.6% of all of the population studied here originate their medical trips somewhere in Fresno with the destination in southwest Fresno. To take another example, 1.9% of all the participants originate their trips in Clovis with the destination of Southeast Fresno.
The table above shows the distribution of destinations for the respondent’s most recent medical appointment – for urban respondents and rural respondents.

Urban respondents get their medical care at locations throughout the Fresno-Clovis urban area, with destinations somewhat concentrated in downtown and Northeast Clovis.

On the other hand, rural respondents are most often (62%) getting their medical care outside of Fresno. Reedley (19%), Selma (15%) and Coalinga (12%) were the most often cited rural locations.

This finding indicates that rural health clinics are reducing somewhat the need for individuals to travel to Fresno. However, most specialty care is still likely to occur in the urban area and in fact 39% of rural respondents said their last medical appointment was in Fresno-Clovis, mostly (23%) in downtown Fresno.
Traveling for medical appointments

There is no meaningful and consistent relationship between transportation-disadvantage and the specific destinations for medical trips. It is true, that those who say they can often not get places they need to go have a greater tendency to go to Northwest Fresno (16%) or southeast Fresno (11%) or downtown Fresno (28%) compared to those who say they can always get where they need to go who tend to go to North East Fresno (26%) or downtown Fresno imprints (24%). The major difference between those groups is travel for medical need to northeast Fresno, where only 12% of the most disadvantaged say they go for medical purposes compared to 26% of the least disadvantaged group. However, exactly why this difference exists and how it is related to any type of transportation-disadvantage is unclear in the data.
For all respondents to the survey, the mode used to get to the respondent’s most recent medical appointment was most often driving oneself (34%) or getting a ride with someone else (31%). These tendencies vary somewhat with the degree of transportation-disadvantage.

As one would expect those who say they can always get places they need to go tended to say they drove themselves (58%) while only 12% of those with the greatest degree of transportation dependency said the same thing. On the other hand, the latter group frequently walked to the most recent medical appointment (32%).

Those in the middle of the transportation disadvantage spectrum (can get places but takes a long time/ sometimes cannot get places) are quite similar in their mode split, and both are more likely than those with lesser disadvantage to say the got a ride or rode the bus.

The fact that to get to their most recent medical appointment so many of those walked who often cannot get to places the need to go, may mean that they lived in easy proximity to the medical facility they use, or it could mean that they were greatly inconvenienced then walked a long distance. Unfortunately we cannot tell from the data at hand.
Dependency on transit or other mode than having one’s own vehicle
Income and vehicle availability

For obvious reasons, income is closely related to having access to a vehicle. Of those respondents who indicate that their household lives on less than $10,000 a year, surprisingly, 52% indicate that they have both a vehicle and a licensed driver in the household. However, 48% say they do not. This percentage decreases as income increases so that when respondents reach an income of $25,000 or more only 6% say they lack a vehicle and/or driver in the household.
**Income-related demographics**

[For compact presentation the percentages in this table are to be read left to right rather than vertically within the column.]

Given the importance of income to access to vehicular transportation of one’s own, it is useful to also understand the demographics associated with various income levels, understanding that the entire sample tends to have income far lower than that of the general population. Several points stand out:

- The rural elements of the target population tend to have considerably lower income than the urban. For example, 46% of the rural population studied here indicates that their household income is less than $10,000 annually while that is true for 36% of the urban population. Conversely only 19% of the rural population indicates an income of $25,000 or more, while 34% of the urban population indicates the same level.
- Gender makes some difference in income. Males are more likely (34%) than females (28%) to report incomes of $25,000 or more.
- Ethnicity makes a substantial difference. Of Hispanic respondents, almost half, 48%, report having incomes of less than $10,000, and of African-American and Asian respondents 35% report incomes of that level, and only 24% of Caucasians report such low incomes.
Mode to work/school by having license and vehicle in household

For obvious reasons, those who have a vehicle and driver in the household are quite likely to drive to work or school, either alone (35%) or taking others along (14%). On the other hand, those lacking vehicle and/or driver tend to walk to work or school (32%), take the bus (24%), or ride in a carpool (13%) or van pool (12%).
The mode to the most recent medical appointment follows a pattern much like that to get to work or school. Those with vehicles available tend to drive (48%) or get a ride (35%), whereas those without one or both tend to ride the bus (33%), get a ride (25%), or walk (21%).
Seeking transit information
Transportation Disadvantage and How People Currently Seek Transit Information

Q29. If you need information about public transportation services, how do you currently get it?

<table>
<thead>
<tr>
<th></th>
<th>Can always get places</th>
<th>Can usually get places</th>
<th>Can get places, but takes a long time</th>
<th>Sometimes cannot get places</th>
<th>Often cannot get places</th>
<th>All respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>I've never tried to get public transit information</td>
<td>31%</td>
<td>27%</td>
<td>9%</td>
<td>18%</td>
<td>17%</td>
<td>23%</td>
</tr>
<tr>
<td>I use the internet</td>
<td>22%</td>
<td>28%</td>
<td>24%</td>
<td>14%</td>
<td>12%</td>
<td>21%</td>
</tr>
<tr>
<td>I ask a friend or family member</td>
<td>13%</td>
<td>14%</td>
<td>20%</td>
<td>39%</td>
<td>23%</td>
<td>20%</td>
</tr>
<tr>
<td>I call the transportation agency</td>
<td>18%</td>
<td>14%</td>
<td>14%</td>
<td>12%</td>
<td>5%</td>
<td>14%</td>
</tr>
<tr>
<td>I look in the phone book</td>
<td>10%</td>
<td>10%</td>
<td>15%</td>
<td>9%</td>
<td>6%</td>
<td>10%</td>
</tr>
<tr>
<td>I ask a bus driver</td>
<td>4%</td>
<td>4%</td>
<td>12%</td>
<td>15%</td>
<td>14%</td>
<td>8%</td>
</tr>
<tr>
<td>I use the system's printed passenger guide</td>
<td>11%</td>
<td>1%</td>
<td>7%</td>
<td>7%</td>
<td>10%</td>
<td>7%</td>
</tr>
<tr>
<td>I ask a social service provider, case worker or social worker</td>
<td>3%</td>
<td>2%</td>
<td>6%</td>
<td>3%</td>
<td>8%</td>
<td>4%</td>
</tr>
<tr>
<td>Other</td>
<td>4%</td>
<td>8%</td>
<td>6%</td>
<td>5%</td>
<td>10%</td>
<td>6%</td>
</tr>
</tbody>
</table>

Q8. In general, which of these phrases best describes how well your household's transportation needs are currently met?

<table>
<thead>
<tr>
<th></th>
<th>Can always get places</th>
<th>Can usually get places</th>
<th>Can get places, but takes a long time</th>
<th>Sometimes cannot get places</th>
<th>Often cannot get places</th>
<th>All respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>I've never tried to get public transit information</td>
<td>32%</td>
<td>20%</td>
<td>23%</td>
<td>21%</td>
<td>20%</td>
<td>20%</td>
</tr>
<tr>
<td>I use the internet</td>
<td>17%</td>
<td>23%</td>
<td>21%</td>
<td>20%</td>
<td>19%</td>
<td>20%</td>
</tr>
<tr>
<td>I ask a friend or family member</td>
<td>24%</td>
<td>19%</td>
<td>20%</td>
<td>13%</td>
<td>10%</td>
<td>14%</td>
</tr>
<tr>
<td>I call the transportation agency</td>
<td>15%</td>
<td>9%</td>
<td>10%</td>
<td>8%</td>
<td>5%</td>
<td>10%</td>
</tr>
<tr>
<td>I look in the phone book</td>
<td>15%</td>
<td>9%</td>
<td>10%</td>
<td>8%</td>
<td>5%</td>
<td>10%</td>
</tr>
<tr>
<td>I ask a bus driver</td>
<td>2%</td>
<td>10%</td>
<td>8%</td>
<td>7%</td>
<td>5%</td>
<td>6%</td>
</tr>
<tr>
<td>I use the system's printed passenger guide</td>
<td>2%</td>
<td>8%</td>
<td>7%</td>
<td>4%</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>I ask a social service provider, case worker or social worker</td>
<td>4%</td>
<td>4%</td>
<td>4%</td>
<td>4%</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
<td>8%</td>
<td>6%</td>
<td>6%</td>
<td>5%</td>
<td>6%</td>
</tr>
</tbody>
</table>

How Urban and Rural Transportation Disadvantaged Persons Currently Seek Transit Information

How Urban and Rural Transportation Disadvantaged Persons Currently Seek Transit Information

Q29. If you need information about public transportation services, how do you currently get it?

How people seek transit information

The tables on this page look at how people get information about transit services.

We have already seen that the segments of this population that are relatively more transportation-disadvantaged are more likely to rely on public transit than those who are able to get to places of their choosing. For this reason, those who say that they can always or usually get where they need to go are roughly twice as likely to say that they have never tried to get public transit information as those who are more transportation-disadvantaged.

It is typical of low-income populations to rely on word-of-mouth sources of information more often than persons of greater income, and presumably education. That is the case here.

Those who are the most transportation-disadvantaged are also the most likely to say that for transit information they would ask a friend or family member (22%), ask a bus driver (13%), or ask a social service provider (8%), for a total of 43% relying on word-of-mouth. This contrasts with those who say they can always get where they need to go among the analogous percentage is only 17%.
This suggests that to reach this population requires a word-of-mouth strategy that relies on community contacts and provides informational materials in Spanish and Hmong to the bus drivers.

Those who can get places but find that it takes long time are very similar to those who often cannot get places they need to go with the major exception that 33% of the latter say they would ask family or friends, while only 18% of the former group would do that. One might think that perhaps cultural differences would dictate that difference, but in fact the two groups are very similar ethnically. Thus why this communication difference exists is uncertain.

Rural residents (as shown in the lower chart) are even more likely than urban to rely on word of mouth.
Q30. How would you like to get information about public transit services?

<table>
<thead>
<tr>
<th>Method of Obtaining Information</th>
<th>Can always get places</th>
<th>Can usually get places</th>
<th>Can get places, but takes a long time</th>
<th>Sometimes cannot get places</th>
<th>Often cannot get places</th>
<th>All respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>By calling the transit agency on the telephone</td>
<td>21%</td>
<td>17%</td>
<td>27%</td>
<td>12%</td>
<td>8%</td>
<td>17%</td>
</tr>
<tr>
<td>In printed materials such as bus schedules or maps</td>
<td>17%</td>
<td>21%</td>
<td>13%</td>
<td>22%</td>
<td>23%</td>
<td>19%</td>
</tr>
<tr>
<td>On the internet</td>
<td>26%</td>
<td>36%</td>
<td>24%</td>
<td>13%</td>
<td>11%</td>
<td>24%</td>
</tr>
<tr>
<td>Displays or signs at the bus stop</td>
<td>9%</td>
<td>8%</td>
<td>9%</td>
<td>11%</td>
<td>23%</td>
<td>11%</td>
</tr>
<tr>
<td>From a social service provider, case worker, social worker or employer</td>
<td>7%</td>
<td>10%</td>
<td>10%</td>
<td>18%</td>
<td>12%</td>
<td>11%</td>
</tr>
<tr>
<td>From friends or family</td>
<td>21%</td>
<td>8%</td>
<td>17%</td>
<td>25%</td>
<td>23%</td>
<td>17%</td>
</tr>
</tbody>
</table>

Preference for Seeking Transit Information

<table>
<thead>
<tr>
<th>Q30. How would you like to get information about public transit services?</th>
<th>Urban</th>
<th>Rural</th>
<th>All respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>By calling the transit agency on the telephone</td>
<td>16%</td>
<td>22%</td>
<td>17%</td>
</tr>
<tr>
<td>In printed materials such as bus schedules or maps</td>
<td>18%</td>
<td>25%</td>
<td>20%</td>
</tr>
<tr>
<td>On the internet</td>
<td>24%</td>
<td>25%</td>
<td>24%</td>
</tr>
<tr>
<td>Displays or signs at the bus stop</td>
<td>11%</td>
<td>9%</td>
<td>11%</td>
</tr>
<tr>
<td>From a social service provider, case worker, social worker or employer</td>
<td>13%</td>
<td>4%</td>
<td>11%</td>
</tr>
<tr>
<td>From friends or family</td>
<td>18%</td>
<td>15%</td>
<td>17%</td>
</tr>
</tbody>
</table>

**Preferred method of obtaining transit information**

Respondents were also asked how they would prefer to get this kind of information.

Those who say they can always get places they need to go tend to favor the Internet (26%) or printed materials (17%), calling the transit agency on the telephone (21%), or obtaining it from friends and family (21%). Those who are the most disadvantaged are more likely than others to say they would like to have information displays at the bus stops (23%), from printed materials or from friends or family (23%).

The lower one’s income, the shorter one’s time-planning horizon is likely to be for various reasons including that education levels are likely to be lower, but also because limited income makes longer term planning impractical, and even risky. Thus reliance on the immediacy of signage at stops as well as reliance on word of mouth, and a lack of reliance on the Internet makes sense.

Both rural and urban respondents would prefer to get information from a variety of sources including the internet, printed guides and calling the transit agency.
Figure 46 How people who speak languages other than English seek transit information

How people who speak languages other than English seek transit information

Figure 46 answers the question of how people who speak one of the several languages spoken in Fresno County tend to seek information about public transit. We see in the figure that those who speak Hmong are least likely to have ever tried to get public transit information. Thirty-four percent (34%) of that group said they had never tried to obtain such information. This contrasts with only 15% of those who speak English, and 22% of those who speak Spanish at home. Among the speakers of Hmong, most who responded to the question said they would ask a family member (27%). In this they were identical to those who speak Spanish at home. Although the sample is very small, of those who speak Chinese at home, 55% indicated they would ask a friend or family member, although another 22% said they would look in the telephone directory.

Neither the speakers of Chinese nor the speakers of Hmong said they would use the Internet. This is quite possibly because it is unlikely that the Internet sites carry information in those languages, especially Hmong, which tends to be primarily an oral language.

Those who speak Spanish at home are somewhat more diverse in terms of their use of information sources. While many would ask a friend or family member, a substantial proportion (18%) would use the Internet, and 14% would use the telephone book. It is interesting that none of those who speak a language other than English at home would tend to call the transportation agency for
information. Calling the transportation agency is a characteristic of many English speakers (18%) but not of others. English speakers were also less likely to rely on a friend or family member (11%), but were more likely to ask a bus driver (10%). It is interesting that those who speak English at home were more willing to use “official sources” such as a bus driver or the Internet or calling the transportation agency than those whose cultures and languages perhaps marginalize them.
How people who speak English or other languages would prefer to seek transit information

Respondents were also asked how they prefer to seek transit information. As one would expect, those who speak Hmong at home were most likely (46%) to say they would prefer to obtain information from friends or family. Those who speak Chinese were, interestingly, strongly more likely to prefer printed materials such as bus schedules or maps (72%). The latter sample is extremely small, and this may not accurately reflect the entire Chinese community, but it is an interesting clue to what may characterize that community.

Those who speak either English or Spanish at home are very similar in terms of how they prefer to obtain information. In contrast to speakers of Hmong, who prefer the face-to-face contacts of friends or family or even social service workers, speakers of English and Spanish tend to prefer official sites including the Internet, printed materials, and calling the transit agency on the telephone.
Questionnaire
FRESNO COUNTY TRANSPORTATION NEEDS SURVEY

1. What is the nearest community to where you live now?
   a. Fresno    i. Mendota
   b. Clovis     j. Orange Cove
   c. Auberry    k. Parlier
   d. Coalinga   l. Reedley
   e. Firebaugh  m. Sanger
   f. Fowler     n. San Joaquin
   g. Huron      o. Selma
   h. Kerman     p. Other ________________________

2. How many people in each of these age groups live in your household?
   a. Adults (16-64) __________
   b. Children (under 16) ________
   c. Older Adults (65+) __________
   d. Older adults (85+) _________

3. What is your age? ___________

4. Do you or any member of your household….? (Check all that apply)
   a. Have a vision impairment or other disability that prevents them from driving
   b. Use a wheelchair, scooter or walker
   c. Have a physical disability that keeps them from getting to the bus stop
   d. Have a disability that prevents them from using public transportation independently
   e. None of the above

5. How many working vehicles (cars, trucks, motorcycles) does your household have the use of?
   None  1  2  3  4  More than 4

6. Do you have a valid driver’s license?
   a. Yes  b. No

7. How many other people in your household have a valid driver’s license?
   No one  1  2  3  4  More than 4

8. In general, which of these phrases best describes how well your household’s transportation needs met (choose one)?
   a. We are always able to get to the places we need to go.
   b. We are usually able to get to the places we need to go.
   c. We can get to our destination, but it takes a long time.
   d. Sometimes someone in our household is not able to go where they need to go because of lack of transportation.
   e. Many times someone in our household is not able to go where they need to go because of lack of transportation.
9. Are you employed full time or part time?
   a. Employed full time
   b. Employed part time
   c. Not employed

10. If you are employed, is your job seasonal – do you only work part of the year?
    a. YES  b. NO

11. IF your job is seasonal ➔ About how many months out of 12 months do you work in Fresno County? ____________________ months

12. Are you a student?  a. YES  b. NO

13. IF you are a student, what type of student?
    a. College student
    b. High school or middle school student
    c. Student in a training program

14. IF you are employed or a student, does your employer or school provide discounts, monthly transit passes or other subsidies for your commuting needs?
    a. Yes  b. No

15. If you are employed or a student, in or near what community do you work or go to school?
    a. Fresno   i. Mendota
    b. Clovis   j. Orange Cove
    c. Auberry   k. Parlier
    d. Coalinga   l. Reedley
    e. Firebaugh   m. Sanger
    f. Fowler   n. San Joaquin
    g. Huron   o. Selma
    h. Kerman   p. Other ____________________

16. If employed or a student, how do you most often travel to work or school?
    a. Drive alone
    b. Drive with other passengers (carpool)
    c. Get a ride with someone (carpool)
    d. Ride in a Vanpool
    e. Ride the bus (FAX, Rural Transit or Clovis Stage)
    f. Use Dial-a-Ride (Rural Transit, HandyRide or Clovis Roundup)
    g. Ride in a social service program bus or van (such as EOC or CVRC)
    h. Walk  i. Bike  j. Take a Taxi  k. Other ___________

17. To what community do you go for most of your medical services?
    a. Downtown Fresno  b. NE Fresno  c. NW Fresno
    d. SE Fresno  e. SW Fresno  f. Clovis
g. Other_________________________________

18. For your last medical appointment, how did you get there?
   a. Drove myself       b. Got a ride with someone
   c. Rode the bus (FAX, Rural Transit or Clovis Stage)
   d. Used Dial-a-Ride (Rural Transit, HandyRide or Clovis Roundup)
   e. Walked     f. Biked     g. Took a Taxi     h. Other ________

19. Do you know the location of the public bus stop nearest your home?
   a. Yes                      b. No

20. Is it within walking distance of your home?    a. Yes       b. No

21. If the bus stop is within walking distance, how long would it take you to walk there?
       ____________ minutes

22. If it is not within walking distance, about how far is it to the bus stop?
       ____________ miles

**How familiar are you with these transportation services?**

23. FAX bus service in the Fresno area?
   a. I don’t know of such a service
   b. I’ve heard of this service but have never used it
   c. I’ve used this service at least once in the past six months
   d. I use this service regularly

24. Bus service from the community where you live to Fresno?
   a. I don’t know of such a service
   b. I’ve heard of this service but have never used it
   c. I’ve used this service at least once in the past six months
   d. I use this service regularly

25. Dial-a-Ride service – a van that will pick you up at your home and take you where you need to go within your local community?
   a. I don’t know of such a service
   b. I’ve heard of this service but have never used it
   c. I’ve used this service at least once in the past six months
   d. I use this service regularly

26. Does a social service agency provide you financial assistance with your transportation needs?    a. YES       b. NO
27. If a social service agency provides you with transportation assistance, what type of assistance is it?
   d. Gas card  e. Other ________________

28. If a social service agency provides you with transportation assistance, what agency is it?
   __________________________________________

29. If you need information about public transportation services, how do you currently get it?
   a. I've never tried to get public transit information
   b. I call the transportation agency
   c. I look in the phone book
   d. I use the system's printed passenger guide
   e. I use the internet
   f. I ask a friend or family member
   g. I ask a social service provider, case worker or social worker
   h. Other _____________________

30. How would you like to get information about public transit services?
   a. By calling the transit agency on the telephone
   b. In printed materials such as bus schedules or maps
   c. On the internet
   d. Displays or signs at the bus stop
   e. From a social service provider, case worker, social worker or employer
   f. From friends or family

31. Are you male or female? a. Male  b. Female

32. Which of the following do you consider yourself (check all that apply)?
   a. African-American/Black  e. Hispanic or Latino
   b. Asian  f. Native American/Alaskan
   c. Caucasian/White  g. Pacific Islander/Hawaiian Native
   d. Other _____________________

33. What is your total annual household income?
   a. Less than $10,000  e. $35,000 to $44,999
   b. $10,000 to $14,999  f. $45,000 to $54,999
   c. $15,000 to $24,999  g. $55,000 to $74,999
   d. $25,000 to $34,999  h. $75,000 to $99,999

34. What language do you most often speak at home?
   a. English  d. Chinese
   b. Spanish  e. Vietnamese
   c. Hmong  f. Russian  g. Other ___________
35. How well do you speak English?
   a. Very well   b. Well   c. Not well   d. Not at all
Appendix 2: Focus Groups
Fresno County Public Transportation Gap Analysis and Services Coordination Study - Task 8-1 Field Work: Intercept Surveys
Focus Group Guide

Date: September 26, 2013
Facilitator: MBE/SN/ AR
Note Taker: AR/ MBE

Group:
Name: Margarita Rocha
Title: Executive Director
Organization: Centro La Familia Advocacy Services, Inc.
Address: 302 Fresno Street, Suite 102, Fresno 93706
Phone: 559-237-2961
Email: mroacha@centrolafamilia.org

The Rios Company coordinated with Centro La Familia Advocacy Services, Inc. to host the focus group session with Adults/Spanish Speaking participants. It was held on Thursday, September 26 at the Fresno County Branch Library in the city of Mendota. The organization assisted with the facilitation and recruitment of participants.

Centro La Familia has been serving low income families throughout Fresno County since 1972. They are a family resource center and provide a variety of support and social services.

Ten participants completed the intercept survey. A total of ten adults participated in the focus group component. They represented residents from the following: 4 - Firebaugh, 1 - Fowler and 5 – Mendota.

The focus group component included six questions (#4, 8, 16, 18, 28 and 29) from the intercept survey. The questions were expanded upon for the discussion. Below is a summary of the focus group session.
Demographic Data *(compiled from intercept surveys)*

**Gender:**
10 Females

**How old are you?**
1 - 18-24
4 - 25-39
5 - 40-54
0 - 55+

**What language do you most often speak at home?**
0 - English
10 - Spanish
0 - Hmong
0 - Chinese
0 - Vietnamese
0 - Russian
0 - Other

**Which of the following do you consider yourself (check all that apply)?**
0 - African-American/Black
0 - Asian
0 - Caucasian/White
10 - Hispanic/Latino
0 - Native American/Alaskan
0 - Pacific Islander/Hawaiian Native
0 - Other _____________________

**How well do you speak English?**
1 - Very well
0 - Well
3 - Not well
6 - Not at all
**Topic Areas**

**Question 4:** Do you or any member of your household...? (Check all that apply)

- a. Have a vision impairment or other disability that prevents them from driving
- b. Use a wheelchair, scooter or walker
- c. Have a physical disability that keeps them from getting to the bus stop
- d. Have a disability that prevents them from using public transportation independently
- e. None of the above

➤ How does their disability affect their mobility?
➤ How and where they want and need to go?

**Responses:**

Question four pertains to disabled residents in the household.
- One participant suffers from a disability that prevents her from getting to the bus stop. She identified herself as a driver and did not know where the bus stops are located.

**Question 8:** In general, which of these phrases best describes how well your household’s transportation needs are currently met? (choose one)?

- a. We are always able to get to the places we need to go.
- b. We are usually able to get to the places we need to go.
- c. We can get to our destination, but it takes a long time.
- d. Sometimes someone in our household is not able to go where they need to go because of lack of transportation.
- e. Many times someone in our household is not able to go where they need to go because of lack of transportation.

➤ Probe why the answered question the way they did?
➤ How much time is needed [taken] when you travel?

**Responses:**

- Six participants reported they were always able to get to the places they need to go.
- One indicated she is usually able to get where she needs to go.
• One identified someone in her household who is not able to go where they need.
• Two reported they frequently are not able to get to where they need to go.

Upon requesting an expansion of those who responded to answers, b thru e, the responses varied:

1. One consumer replied that the first time she accessed public transit the bus arrived on time. Other attempts resulted in the bus not arriving at all or arriving late by as much as an hour.
2. The respondents from Mendota indicated they have to call 1.5 hours in advance to schedule a pick-up by the public transit system. They are told to be ready 15 minutes prior to arrival of the bus. Frequently the bus does not arrive or arrives up to 1.5 hours after the bus was scheduled to arrive. This has negatively impacted the participants and resulted in them arriving late for appointments or missing them all together.
3. The participants reported they are not informed when the transit is running late.
4. Several participants identified issues with poor customer service by two women who answer the telephone and take reservations for the transit. One is nice and the other treats them disrespectfully. One consumer reported the scheduler frequently treats her rudely. Others in the group agreed. The scheduler often lets out a long breath when they are asking to place a reservation and responds to them curtly.
5. Four reported they do not use public transit because of the challenges in being picked up.
6. Others reported they have seen the stops but do not know the routes or times they arrive.
7. One participant reported she called the local pharmacy to secure information on the public transportation and was referred to the transit department. When she called the transit number, she was not provided with any information to access the transit system. She has become frustrated and does not use the transit system due to the negative experience. She prefers to walk.
8. Several participants from Firebaugh reported that the transit system is a positive thing and is efficient in arriving on time and transporting families and students to their destinations.

Question 16: If employed or a student, how do you most often travel to work or school?

a. Drive alone
b. Drive with other passengers (carpool)
c. Get a ride with someone (carpool)
d. Ride in a Vanpool  
e. Ride the bus (FAX, Rural Transit or Clovis Stageline)  
f. Use Dial-a-Ride (Rural Transit, HandyRide or Clovis Roundup)  
g. Ride in a social service program bus or van (such as EOC or CVRC)  
h. Walk  
i. Bike  
j. Take a Taxi  
k. Other

Responses:

- All the participants identified themselves as students due to their enrollment in the classes/workshop sponsored by Centro La Familia.
- Some worked seasonally while others were not employed.
- They identified various means of transportation: accessed rural transit, carpool groups, walked, drove or at times borrowed a car.
  - One walked
  - Two carpooled
  - Seven used a combination of the above

Question 18: For your last medical appointment, how did you get there?

a. Drove myself  
b. Got a ride with someone  
c. Rode the bus (FAX, Rural Transit or Clovis Stageline)  
d. Used Dial-a-Ride (Rural Transit, HandyRide or Clovis Roundup)  
e. Walked  
f. Biked  
g. Took a Taxi  
h. Other

- Getting to medical appointments. If they use the bus, open the discussion for them to share their experience in getting to and from their medical appointment.
- For those not living in Fresno, explore their familiarity with public transportation services that may or may not be available to them.
- Do they know of a public transportation services and are not utilizing it?  
- What are the barriers they perceive for utilization?  
- In rural areas, same thing with Dial-A-Ride service?

Responses:

- Five of the participants reported that they access the clinic’s transportation service. Previously available from Monday through Friday or Monday, Wednesday and Friday, it requires the rider to be ready 15 minutes prior to the scheduled pick-up.
- Others indicated they walk, carpool or request assistance from family members, neighbors or friends. If they secure rides from family, neighbors or
friends the rider pays for gas and meals.
  - One walked
  - Two carpooled
  - Seven used a combination of the above

**Question 28:** If a social service agency provides you with transportation assistance, what agency is it?

- Probe on how they are getting information about public transportation and how they would like to get the information. (need to understand how best to distribute information to the focus group)
- How do we best reach them in the future?

**Responses:**

- None responded to this question.

**Question 29:** If you need information about transportation services, how do you currently get it?

a. I’ve never tried to get public transit information
b. I call the transportation agency
c. I look in the phone book
d. I use the system’s printed passenger guide
e. I use the internet
f. I ask a friend or family member
g. I ask a bus driver
h. I ask a social service provider, case worker or social worker
i. Other _____________________

- Probe on how they are getting information about public transportation and how they would like to get the information. (need to understand how best to distribute information to the focus group).
- How do we best reach them in the future?
- Ask for their ideas for what steps or actions they would like to see to improve mobility for the trips they need to make in Fresno County.
Responses:

- All of the participants reported they receive information from family and friends.

- When asked how they would like to receive transit information, the following recommendations were made:

  1. Mail
  2. Television
  3. Pharmacy
  4. School
  5. Telephone
  6. Utility bills – insert
  7. Library
  8. Government facilities, like City Hall
  9. Local stores

- How can system be improved?

  1. Set and post routes at all bus stops
  2. Maintain constant schedules
  3. Have transit staff that treat the public with respect
  4. Assure scheduled pick-ups of the public
The Rios Company coordinated with West Fresno Family Resource Center (WFFRC) to host the focus group session with Adults/Southwest Fresno Resident participants. It was held on Friday, September 27 at the agency’s office located in Southwest Fresno. The organization assisted with the facilitation and recruitment of participants.

WFFRC is a coalition that aims to empower and support those who reside in Southwest Fresno through outreach, engagement, education and advocacy. They are a family resource center and provide a variety of support and social services.

Ten participants completed the intercept survey. Two had previously completed it on Wednesday, September 25 at the WFFRC office. A total of ten adults, all African Americans participated in the focus group component. They represented residents from the following: 9 – Urban Fresno, 1 - Tarpey Village, an unincorporated town near the City of Clovis.

The focus group component included six questions (#4, 8, 16, 18, 28 and 29) from the intercept survey. The questions were expanded upon for the discussion. Below is a summary of the focus group session.
Demographic Data (compiled from intercept surveys)

Gender:
6 - Females
4 - Males

How old are you?
0 - 18-24
0 - 25-39
2 - 40-54
7 - 55+

What language do you most often speak at home?
10 - English
0 - Spanish
0 - Hmong
0 - Chinese
0 - Vietnamese
0 - Russian
0 - Other

Which of the following do you consider yourself (check all that apply)?
10 - African-American/Black
0 - Asian
0 - Caucasian/White
0 - Hispanic/Latino
0 - Native American/Alaskan
0 - Pacific Islander/Hawaiian Native
0 - Other _____________________

How well do you speak English?
10 - Very well
0 - Well
0 - Not well
0 - Not at all
Topic Areas

Question 4: Do you or any member of your household…? (Check all that apply)

a. Have a vision impairment or other disability that prevents them from driving  
b. Use a wheelchair, scooter or walker  
c. Have a physical disability that keeps them from getting to the bus stop  
d. Have a disability that prevents them from using public transportation independently  
e. None of the above

➢ How does their disability affect their mobility?  
➢ How and where they want and need to go?

Responses:

Question four pertains to disabled residents in the household.
• Four participants reported having a vision impairment or other disability that prevents them from driving.
• Three use a wheelchair, scooter or walker.
• Four indicated having a physical disability that keeps them from getting to the bus stop.
• Two marked that they have a disability that keeps them from using public transportation independently.
• Three indicated none of the above.

➢ Upon requesting an expansion of those who responded to answers, b thru e, the responses varied:

1. It was noted that Handy Ride is not considered very handy but seen as merely a ride.
2. They mentioned that the drivers are not allowed to leave their vehicle.

Question 8: In general, which of these phrases best describes how well your household’s transportation needs are currently met? (choose one)?

a. We are always able to get to the places we need to go.  
b. We are usually able to get to the places we need to go.  
c. We can get to our destination, but it takes a long time.  
d. Sometimes someone in our household is not able to go where they need to go because of lack of transportation.
Many times someone in our household is not able to go where they need to go because of lack of transportation.

- Probe why they answered question the way they did?
- How much time is needed [taken] when you travel?

**Responses:**

- Two people indicated they are always able to get to the places they need to go.
- Two indicated they usually get to the places they need to go.
- Two responded that they can get to their destination but it takes a long time.
- Four responded that sometimes someone in their household is not able to go where they need to go because of lack of transportation.
- Two identified that many times someone in their household is not able to go where they need to because of lack of transportation.

- When asked why they responded in the fashion they did, the following responses were received:
  1. Walking is a problem for them
  2. They can’t attend evening meetings due to limited bus routes and hours of operation.
  3. They must leave early. Some leave 15-20 minutes earlier and others several hours. One participant indicated she used to schedule all her doctor’s appointments in the morning. Now, she schedules them in the afternoon because it takes too long to travel on the bus in the morning. Her appointments are located on Herndon between Millbrook and Chestnut. There are no direct routes to her doctor’s office. She has to be walk from the bus stop to the office which is very far.
  4. It takes an excessive amount of time to take the bus and arrive prior to scheduled appointments.
  5. Disabled seating is not available to those with disabilities. Frequently young people are sitting in the seats forcing the disabled to sit in the back of the bus.

**Question 16:** If employed or a student, how do you most often travel to work or school?

- a. Drive alone
- b. Drive with other passengers (carpool)
- c. Get a ride with someone (carpool)
d. Ride in a Vanpool
e. Ride the bus (FAX, Rural Transit or Clovis Stageline)
f. Use Dial-a-Ride (Rural Transit, HandyRide or Clovis Roundup)
g. Ride in a social service program bus or van (such as EOC or CVRC)
h. Walk  
i. Bike  
j. Take a Taxi  
k. Other

Responses:

• None were employed.

Question 18: For your last medical appointment, how did you get there?

a. Drove myself
b. Got a ride with someone
c. Rode the bus (FAX, Rural Transit or Clovis Stageline)
d. Used Dial-a-Ride (Rural Transit, HandyRide or Clovis Roundup)
e. Walked  
f. Biked  
g. Took a Taxi  
h. Other

Getting to medical appointments. If they use the bus, open the discussion for them to share their experience in getting to and from their medical appointment.
For those not living in Fresno, explore their familiarity with public transportation services that may or may not be available to them.
Do they know of a public transportation services and are not utilizing it?
What are the barriers they perceive for utilization?
In rural areas, same thing with Dial-A-Ride service?

Responses:

• The majority of those in attendance indicated they travel by bus to their doctor’s appointments.

Upon requesting an expansion of those who responded to answers the responses varied:

1. One person reported that she has to schedule all her appointments in the afternoon because it takes her very long to travel by bus. Previously she had them scheduled in the morning and could travel by bus and arrive on time, but not anymore. She has to leave her home in the early morning to take a series of buses which drop her off along Herndon and Cedar or Maple depending on her doctor’s appointment. Then she has to walk. She reports there are no
buses running along the frontage road of Herndon which is a problem for her.

2. Others reported similar challenges. Returning from doctor’s appointments is also difficult due to the possibility of missing connections or the last bus. Sometimes they have to take other routes and be dropped off far from home resulting in them walking a long distance at night.

3. Several reported that Handy Ride was no longer Handy.

4. One person reported Handy Ride was accessed in an effort to get to his doctor’s appointment and the driver drove around for over an hour looking for another passenger. While the client repeatedly asked to be dropped off because he might be late to his appointment, the driver did not comply. The client called Handy Ride’s office to ensure he was dropped off in time for his appointment.

5. Another issue with Handy Ride mentioned is having to qualify for the service and for some their ailments don’t qualify.

6. One person, a veteran, indicated that riding the bus has caused him to be repeatedly late for appointments even though he leaves early from home. There is no guarantee that leaving early means you will arrive early at your appointment when traveling on the bus. He mentioned that if he is late 3 times to appointments at Veterans Hospital, he has to be re-certified which is a very long process. He has resolved to get up earlier for each medical appointment in an effort to arrive on time.

**Question 28**: If a social service agency provides you with transportation assistance, what agency is it?

- Probe on how they are getting information about public transportation and how they would like to get the information. (need to understand how best to distribute information to the focus group)
- How do we best reach them in the future?

**Responses:**

- None responded to this question.

**Question 29**: If you need information about transportation services, how do you currently get it?

a. I’ve never tried to get public transit information
b. I call the transportation agency
c. I look in the phone book
d. I use the system’s printed passenger guide
Probe on how they are getting information about public transportation and how they would like to get the information. (need to understand how best to distribute information to the focus group).

How do we best reach them in the future?

Ask for their ideas for what steps or actions they would like to see to improve mobility for the trips they need to make in Fresno County.

Responses:

- The majority of the participants reported they seek and receive information from the bus drivers.
- One Veteran indicated he utilizes the FAX guide
- One reported she uses the phone book.

When asked how they would like to receive transit information, the following recommendations were made:

1. Call directly to FAX
2. Through their doctor’s offices
3. Utilizing the telephone
4. Bus Drivers – they should be educated, informed trained on all bus routes so that they can share with the passengers.
5. Email
6. Internet
7. Mail
8. Television
9. Government offices
10. Telephone (live person due to vision disability)
11. FAX guide book

How can system be improved?

1. Establish and maintain bus shelters to prevent inclement weather from reaching bus riders.
2. Require all bus drivers to take the bus from home to work for a week prior to becoming a driver. They should experience the use of FAX and treatment by
the drivers.

3. Require bus drivers to know all of FAX bus routes and times.

4. Correct written schedules to reflect the correct time of routes. Drivers only know their own route and are not able to assist passengers when questioned about various FAX routes.

5. Post routes and maps on the bus stops

6. Have buses traveling every 15 minutes versus their current schedules.

7. Add a minimum of 6 drivers and buses per route to reduce wait time.

8. Concerns over missing the last bus has resulted in passengers having to take alternate routes that leave them four-five blocks from home and at times many miles (Shield and Blackstone to Kings Canyon and Winery). This has resulted in disabled passengers seeking alternate means of getting home such as walking.

9. Request drivers to move non-disabled youth from the disabled seating thus allowing those with disabilities the opportunity to sit in the designated seating.

10. Reinstate bus routes linking inter-city County of Fresno routes and southeast Fresno.

11. Provide bus drivers customer service training to treat the public with courtesy and respect.

12. Honor the transfer tickets even if they are from another bus stop.

13. Allocate enough time for those with transfer tickets to ensure they are able to walk across the street to their connections.

14. Reduce extensive delays in pick-up and drop off locations.

15. Reinstate the radios/communication tools that allow bus drivers to communicate with each other for passengers who need to be connected with another bus.

16. After five years the FAX system still remains a challenge. Action is needed versus further discussion and delays in increasing services.

17. Need curb-to-curb service rather than door-to-door.

18. Need FAX services for those in wheel chairs so that additional time and space may be allocated to them. An example given is a disabled individual in a wheel chair was waiting for the bus. When it arrived, the doors opened and immediately closed leaving him behind. When the second bus arrived the passenger filed a complaint with the supervisor. The next day when the passenger waited again for the bus, the driver stopped and explained that he saw him waiting the day before but that he could not pick him up because it would have resulted in him being late. The driver reported that being late is held against them and they have to keep to the time schedule.

19. Utilize other forms of bus services to maximize the routes such as EOC buses. These are all wheel chair accessible.

20. Provide flexibility to pay – scan card, develop another disabled card that can be purchased for the amount of trips needed versus monthly. For those with limited/fixed incomes, monthly bus passes for regular and disable cards are too
expensive.
21. Operate longer hours to allow passengers to secure employment after buses current operating hours. Also, increases safety for them since they don’t have to walk long distances in the dark.
22. Stop increasing the costs to ride FAX, it is becoming too expensive. They cannot afford further rate increases
23. Release Measure C funds and allow them to be used to improve FAX.
Fresno County Public Transportation Gap Analysis and Services Coordination Study - Task 8-1 Field Work: Intercept Surveys
Focus Group Guide

Date: September 26, 2013
Facilitator: MBE/SN/ AR
Note Taker: AR/ MBE

Group: Name _____ Moises Lozano ________________________
Title: _____ Executive Director __________________________
Organization: American Indian Veterans Association ________
Address: ___ 545 W. Hammond, Fresno 93728 _____________
Phone: ___ 559-375-2300 ________________________________
Email: _____ captlozano99@yahoo.com _____________________

The Rios Company coordinated with the American Indian Veterans Association to host the focus group session with Veterans participants. The participants all identified with the American Indian ethnicity. It was held on Thursday, September 26 at a restaurant in West Fresno. The organization assisted with the facilitation and recruitment of participants.

The American Indian Veterans Association’s mission is to assist other veterans who have disabilities or other claims and to actively help youth achieve their goals.

Eight participants completed the intercept survey. Two surveys were completed on Wednesday, September 25th as part of the intercept survey session held with the Veterans Service Office. A total of ten Veterans participated in the focus group component. All ten reside in Fresno.

The focus group component included six questions (#4, 8, 16, 18, 28 and 29) from the intercept survey. The questions were expanded upon for the discussion. Below is a summary of the focus group session.
Demographic Data *(compiled from intercept surveys)*

**Gender:**
1 - Females
7 - Males

**How old are you?**
0 - 18-24
0 - 25-39
2 - 40-54
5 - 55+
1 decline to state

**What language do you most often speak at home?**
6 - English
1 - Spanish
0 - Hmong
0 - Chinese
0 - Vietnamese
0 - Russian
1 – Other – One reported speaking English & Spanish at home.

**Which of the following do you consider yourself (check all that apply)?**
0 - African-American/Black
0 - Asian
0 - Caucasian/White
1 - Hispanic/Latino
6 - Native American/Alaskan
0 - Pacific Islander/Hawaiian Native
1 - Other One identified Hispanic/Latino and Native American

**How well do you speak English?**
5 - Very well
2 - Well
1 - Not well
0 - Not at all
**Topic Areas**

**Question 4: Do you or any member of your household...? (Check all that apply)**

- a. Have a vision impairment or other disability that prevents them from driving
- b. Use a wheelchair, scooter or walker
- c. Have a physical disability that keeps them from getting to the bus stop
- d. Have a disability that prevents them from using public transportation independently
- e. None of the above

- How does their disability affect their mobility?
- How and where they want and need to go?

**Responses:**

Question four pertains to disabled residents in the household.
- One participant suffers from a disability which prevents him from walking to the bus stop.
- One mentioned that his disability renders him unable to walk long distances.
- One participant reported that he needs to use the bus when his vehicle breaks down. This results in difficulties getting to and from his doctor appointments and shopping.
- Five other Veterans reported they usually seek a neighbor, friend or carpool group when possible.

**Question 8: In general, which of these phrases best describes how well your household’s transportation needs are currently met? (choose one)?**

- a. We are **always** able to get to the places we need to go.
- b. We are **usually** able to get to the places we need to go.
- c. We can get to our destination, but it takes a long time.
- d. Sometimes someone in our household is not able to go where they need to go because of lack of transportation.
- e. Many times someone in our household is not able to go where they need to go because of lack of transportation.

- Probe why the answered question the way they did?
- How much time is needed [taken] when you travel?
Responses:

- One person indicated they were able to always get to where they needed to go.
- Two Veterans reported they are usually able to get to where they need to go.
- Three reported they are able to get to their destination but it takes a long time.
- Two reported there are times they are not able to get to where they need to go due to lack of transportation.

➢ When asked why they responded in the fashion they did, the following responses were received:

1. Walking is a problem for them.
2. They have to leave home very early to get to their destination. Even when they have left early, sometimes they still arrive late to their doctor’s appointments. An example that was given was a Veteran leaving early to try to ensure plenty of time to get to a doctor’s appointment at Veteran’s hospital. Should he arrive late two to three times, regardless of his efforts, he has to reapply to receive health care services. It is a very lengthy reinstatement process which creates barriers to their healthcare.
3. It takes an excessive amount of time to take the bus and arrive prior to scheduled appointments.
4. If they miss the bus, the wait for the next bus is very long. They find it quicker, easier and less stressful to walk to their destination sometimes.
5. One Veteran reported that in an effort to get to his destination sooner, they might walk to the next bus stop. However, this can be problematic because transfers are not always honored by the bus driver of that bus and they have to pay again.
6. Others reported that on several occasions it took over 1.5 hours to travel from 99 and Ashlan to H and Ventura Avenue.
7. One person reported that during the Stand Down events, it took over two hours to get from Fresno/Shaw to 99 and Ashlan. The bus driver stopped four times to smoke and use his cell phone. The passengers waited in excess of 10 minutes during each stop.
8. Disabled seating is often not available to those with disabilities and frequently young people are sitting in the designated seats. The disabled are forced to sit in the back of the bus.
9. Other times the passengers traveling on the bus miss their connection and their transfers become invalid. They have to pay again. An example provided was the bus a woman was riding stopped at the transfer point, but when she left the bus and was in the process of waiting for the light to get to bus stop across the street, the bus she was to ride arrived early but did not stop.
10. This transfer issue was brought up by others as well. Many reported transfers were missed many times by minutes resulting in additional wait time.

**Question 16:** If employed or a student, how do you most often travel to work or school?

- a. Drive alone
- b. Drive with other passengers (carpool)
- c. Get a ride with someone (carpool)
- d. Ride in a Vanpool
- e. Ride the bus (FAX, Rural Transit or Clovis Stageline)
- f. Use Dial-a-Ride (Rural Transit, HandyRide or Clovis Roundup)
- g. Ride in a social service program bus or van (such as EOC or CVRC)
- h. Walk
- i. Bike
- j. Take a Taxi
- k. Other

**Responses:**

- Only one was employed part-time and uses the bus to travel to work.
- The remaining seven were unemployed.

**Question 18:** For your last medical appointment, how did you get there?

- a. Drove myself
- b. Got a ride with someone
- c. Rode the bus (FAX, Rural Transit or Clovis Stageline)
- d. Used Dial-a-Ride (Rural Transit, HandyRide or Clovis Roundup)
- e. Walked
- f. Biked
- g. Took a Taxi
- h. Other

- Getting to medical appointments. If they use the bus, open the discussion for them to share their experience in getting to and from their medical appointment.
- For those not living in Fresno, explore their familiarity with public transportation services that may or may not be available to them.
- Do they know of a public transportation services and are not utilizing it?
- What are the barriers they perceive for utilization?
- In rural areas, same thing with Dial-A-Ride service?

**Responses:**

- Three Veterans drove themselves
• Two carpooled
• Two rode the bus
• One reported that he drove, carpooled, rode the bus or biked when needing to commute.

➢ If they utilized the bus system, they had to coordinate their appointments with the bus schedule. However, it is not always possible. When the buses run late, the Veterans arrive late to their appointments. Sometimes the appointment is cancelled due to the late arrival. As a result, they must often leave their homes three hours ahead of their appointments in order to arrive on time. Some reported that if they have to transfer to another bus, the buses will not wait nor can they communicate with each other to inform them of passengers who need to transfer. As a result, they miss their connection and have to wait for the next bus which is usually late. Even when they leave early they often just barely arrive at their destination on time. Frequently they miss their connection and their transfers are no longer valid and they have to pay again. The Veterans report this negatively impacts them financially since they are on a fixed income.

Question 28: If a social service agency provides you with transportation assistance, what agency is it?

➢ Probe on how they are getting information about public transportation and how they would like to get the information. (need to understand how best to distribute information to the focus group)
➢ How do we best reach them in the future?

Responses:

• None responded to this question.

Question 29: If you need information about transportation services, how do you currently get it?

a. I’ve never tried to get public transit information
b. I call the transportation agency
c. I look in the phone book
d. I use the system’s printed passenger guide
e. I use the internet
f. I ask a friend or family member
g. I ask a bus driver
h. I ask a social service provider, case worker or social worker
i. Other _____________________

➢ Probe on how they are getting information about public transportation and how they would like to get the information. (need to understand how best to distribute information to the focus group).
➢ How do we best reach them in the future?
➢ Ask for their ideas for what steps or actions they would like to see to improve mobility for the trips they need to make in Fresno County.

Responses:

• The majority of the participants reported they seek and receive information from the bus drivers.
• One Veteran indicated he utilizes the FAX guide.
• Another reported he used the phone book.

➢ When asked how they would like to receive transit information, the following recommendations were made:

1. American Indian Veterans Association
2. Tribal offices
3. Mail
4. Television
5. Government offices
6. Telephone (live person)
7. FAX guide book

➢ How can system be improved?

1. Post routes/maps on the bus stops
2. Implement 15 minute bus intervals versus their current schedule
3. Add more drivers, buses and routes to reduce wait time
4. Request drivers to move non-disabled youth from the disabled seating
5. Create a new route from Belmont to Marks and one to the new Veterans home
6. Train bus drivers on how to treat the public with respect
7. Honor the transfer tickets even if they are from another bus stop
8. Honor the paper tokens
9. Reduce extensive delays in pick-up and drop off locations due to bus drivers taking 10+ minute breaks (talking on the cell or smoking).
10. Develop a means for bus drivers to communicate with one another for those who need to connect with another bus.
Appendix 3: Phase I Report
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Phase 1 Working Paper Purpose and Context

This appendix of the Research Report is a revised working paper from the May 13, 2013 “Phase I Report, Findings of Stakeholder Interviews and Agency E-Survey.” Comments received at the June 18, 2013 have been incorporated into this appendix. The purpose of the working paper is to simply report back what we learned from 45 stakeholder interviews at the beginning of the study and the e-survey of 600 case managers who work with transportation disadvantaged populations. The main body of the report utilizes these results in combination with the result of survey of 573 low income individuals who typically have a higher propensity of being transportation disadvantaged, which is included as Appendix 1. The Phase I report is also combined with the results of focus groups included as Appendix 2, and an inventory of public and human service transportation, included as Appendix 4 and a series of demographic maps in Appendix 5 that show the location of concentrations of individuals who have a higher than average propensity for being transportation disadvantaged.

Therefore, the content of this appendix is limited to two sources of input and reflect what stakeholders and agency case managers reported to the consulting team. In the next phase of the Gap Analysis and Coordination project, we will be developing strategies to address several of the mobility gaps identified both in this appendix as well as from other findings of the Research Report. Most of the strategies will involve partnership among human service agencies, public social service agencies and public transportation providers. It is recognized that efforts to close existing mobility will need to be a collaborative effort that will require both human and financial capital from each party to achieve. In many cases in this appendix, the stakeholders report an issue, but solutions and/or partnerships are not offered to address the mobility. This will be the subject of the next phase of the study.

Phase 1 Methodology

During Phase 1 of the Fresno Transportation Gap Analysis and Coordination Plan, information was collected from a wide variety of stakeholders including transportation providers, community leaders and social service agencies representing the communities and populations throughout Fresno County. Data was collected through two methods:

- **Stakeholder Interviews**
  In-depth stakeholder interviews were conducted with 45 individuals representing 28 organizations. These interviews were conducted by senior consulting team members with elected officials, city managers, social service managers and transportation managers. They explored the following topics:
  - Population represented by the stakeholder and the population’s demographic and social characteristics
  - Transportation needs of and modes used by the population
  - Utilization of existing mobility services
  - Awareness of existing mobility services
  - Barriers to use of existing mobility services
  - Transportation gaps – transportation needs that are not met by existing public transit or human services transportation modes
Suggestions for how to better meet the needs of the transportation disadvantaged
– Willingness to participate in further research efforts

These interviews were conducted in two rounds – in December 2012 and January 2013. A complete list of stakeholders interviewed is included in Appendix A.

• **E-Survey of Social Service Providers**

An e-survey was conducted of social service agency employees who work directly with clients to provide social, medical, legal or other types of services which focus on low-income, elderly, disabled and non-English speaking populations. More than 600 social service providers participated in the survey which explored transportation needs, barriers, gaps and awareness.

Fifteen primary agencies and a much larger number of programs and sub-agencies participated in the survey. Agency managers sent out e-mail invitations with a link to the on-line survey and an encouragement for their front line staff to complete it. The online survey started on March 18 and the last online survey was completed on April 5, 2013. A list of participating agencies is included in Appendix B. A hard copy version of the e-survey is included as Appendix C. ¹ As the charts on the next page show, the agency respondents work with clients from throughout Fresno County and with a variety of transportation disadvantaged populations.

¹ Please note that there are several branches of the survey that depended on respondent responses and the paper version is not easy to follow, but has been included in response to comments received.
In which rural communities do you have clients?

What percent of your clients are...?
(mean of those who answered)
Phase 1 Findings

Transportation Disadvantaged Populations
As is evident from census data, Fresno County has a large population of individuals likely to be transportation disadvantaged. This includes nearly one quarter (23.4%) of its residents who live below the poverty level compared to 14.4% statewide, and 19.2% of residents who speak English “less than very well.” As is shown in main body of the research report and Appendix 1, there is a large continuum of individuals who might be considered transportation disadvantaged. In general, being transportation advantaged is the degree to which an individual cannot travel to the places he or she needs to travel due to a lack of available personal, public or human service agency transportation.

Interviews with stakeholders demonstrated that there are in fact significant human service needs among these transportation disadvantaged populations.

- Fresno County Department of Social Services (DSS) reports 80,000 residents on food stamps and 125,000 on MediCal.
- Stakeholders report that, in rural areas, unemployment is as high as 40%. Many jobs are in Fresno and there are limited transit options for getting to these jobs. This is the perception of stakeholders and what is reported in the survey of the transportation disadvantaged individuals is that in 19% of this target population utilize public or human service transportation compared to 1% of the general public in Fresno County.
- Children’s Hospital of Central California, located in Madera County, reported that 75% of inpatients and 65% of outpatients are on MediCal. The hospital’s geographic isolation from its client base makes serving the transportation disadvantaged quite difficult. Children’s Hospital of Central California contributes $100,000 annually to FAX to operate the 58E Children’s Express that operates hourly service between River Park and Children’s Hospital between 6:20 am and 6 pm on weekdays and 11:30 am and 6 pm on weekends. Children’s Hospital also provides passes and tickets on public transportation to low income individuals for FAX, Greyhound, and Amtrak. It also provides limited mileage reimbursements to families who cannot utilize regional or public transportation.
- 9.1% of the households in Fresno County do not have automobiles according to the American Community Survey. For one-person households, 18.5% of the households do not own an automobile.

The diverse language utilization in Fresno County provides a challenge in delivering and communicating mobility services.

- Numerous stakeholders mentioned language as a critical issue. For example, Central California Legal Services reports that 30-35% of their clients have limited English proficiency (LEP), while a City of Reedley representative stated that their city’s 70% Hispanic population is largely Spanish speaking. Countywide, the Hispanic or Latino origin population is 50.9% compared to 38.1% statewide.
- The agency e-survey was conducted in English to social service agency case managers and found that most respondents work with LEP populations. Fifty-seven percent (57%)
of respondents to the e-survey said that a quarter or more of their clients have limited English proficiency. Twenty-percent said that 75% or more of their clients have LEP.

**Transportation Modes and Needs**

**Current transportation modes used by social service clients**

Agency e-survey respondents were asked what share of their clients use a variety of transportation modes. This is the perceptions of the agency front line staff. The findings are shown in the chart below.

- The most prevalent transportation mode is getting a ride - 28% of agency respondents say that most (27%) or all (1%) of their clients get rides, while another 40% say that some do. Driving is the second most common mode – twenty percent of respondents say that most (19%) or all (1%) of their clients drive, while 34% say some do.
- FAX was the third most common mode – 23% said most (22%) or all (1%) of their clients used FAX, while 28% said some do.
- Smaller percentages of clients rely on Clovis Stage, paratransit, County services and human services transportation. For the rural and paratransit services, agency respondents were much more likely to “not know” if their clients were using these services.
It should be noted in the “other” category that many respondents noted walking, bicycling and skateboarding as primary modes of transportation. A much smaller number noted taxis or paying someone for a ride.

*Needs for transportation among transportation disadvantaged population are broad and exist among both rural and urban populations.*

Agency e-survey respondents were asked if their clients are able to meet all of their transportation needs either using personal transportation or with existing public and human service transportation services. The chart at the right shows that 54% say that not all of their clients are able to fully meet their transportation needs. The perception of front line agency staff is a bit higher than survey of actual transportation disadvantaged individuals. In the survey of 573 low income individuals, 57% of respondents feel their transportation needs are reasonably met and 43% have transportation needs that are not being met.

The agency front line staff respondents (n=304) were asked a series of questions about the types of needs their clients are unable to meet. The two charts on the following pages shows the findings for respondents who work with urban clients and those who work with rural clients.

### Transportation Needs Among Urban Clients
(n=265 staff who have clients in urban area)

<table>
<thead>
<tr>
<th>Activity</th>
<th>DOES NOT AFFECT MY CLIENTS</th>
<th>A FEW</th>
<th>SOME</th>
<th>MOST</th>
<th>ALL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work after 10 pm</td>
<td>38%</td>
<td>47%</td>
<td>37%</td>
<td>38%</td>
<td>41%</td>
</tr>
<tr>
<td>Door thru door</td>
<td>28%</td>
<td>27%</td>
<td>34%</td>
<td>29%</td>
<td>30%</td>
</tr>
<tr>
<td>Betw Fresno &amp; Clovis on Paratran</td>
<td>26%</td>
<td>19%</td>
<td>22%</td>
<td>26%</td>
<td>22%</td>
</tr>
<tr>
<td>Paratran in urban area outside boundary</td>
<td>7%</td>
<td>5%</td>
<td>4%</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Children’s Hospital in Madera</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>Work before 6 am</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>Work betw 6 am &amp; 10 pm</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>Medical Facilities in Fresno-Clovis</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>2%</td>
<td>2%</td>
</tr>
</tbody>
</table>

*All needs met personally, 20%
*Needs met by existing services, 26%
*Needs not fully met, 54%
Urban Needs

- All of the needs tested were viewed as needs for significant portions of the populations served.
- The most prevalent need is to get to medical facilities in the Fresno-Clovis area. This is cited as a need for some to all of their clients by about half of all respondents (some 33%, most 14%, all 3%).
- Work transportation is the second most common need noted, including both work between 6 am and 10 pm when FAX is running, and work before and after service hours. It was seen as a need for some to all of their clients by 44% of respondents.

Rural Needs

- The two needs which appear to impact the most rural clients are the need for transportation to medical appointments in Fresno and the need for public transit on weekends. In each of these cases, 60% of agency e-survey respondents said this need impacts some to all of their clients.
- The next tier of need is for other types of trips to Fresno – for jobs, college or training. 52% of respondents said job transportation to Fresno is a need for some to all of their clients, while 48% said that college or training in Fresno is a need for some to all of their clients.
- Paratransit trips from the county to the urban area and between rural communities were seen as a need among somewhat fewer clients, but were still noted as a need among some to all clients by 40% of respondents.
**Existing Mobility Services**

There is an impressive array of mobility services available throughout Fresno County. These include conventional public transportation, human services transportation and mobility management services. The inventory of the extensive available mobility services is documented in the inventory in Appendix C.

**Public Transportation**

- **FAX**, operated by the City of Fresno, provides fixed route services within the City of Fresno and to Children’s Hospital in Madera. Service generally operates from 5:30 am to 10 pm on weekdays and from 6:30 am to 7:00 pm on weekends.
- **Handy Ride** provides complementary paratransit service within the City of Fresno, strictly in accordance with the ADA requirements.
- **Clovis Stageline**, operated by the City of Clovis, provides four fixed routes which serve the City of Clovis and connect with FAX routes.
- **Clovis Round Up** provides ADA paratransit service to Clovis residents, both for local trips and trips between Clovis and Fresno.
- **Fresno County Rural Transit Agency (FCRTA)** provides local demand response services in many rural communities including Auberry, Del Rey, Firebaugh, Fowler, Huron, Kerman, Kingsburg, Mendota, Orange Cove, Parlier, San Joaquin, Selma, Coalinga, Reedley and Sanger.
- Some local communities operate their own local demand response services including Coalinga, Kerman, Reedley and Sanger.
- **FCRTA** provides a countywide Dial-A-Ride service for residents who do not live within the service area of one of the community Dial-A-Rides, commonly known as “rural transit.”
- **FCRTA** operates three intercity fixed routes – Westside (Firebaugh to Fresno, two round trips per day), Southeast (Kingsburg to Fresno, three round trips per day) and Orange Cove (Orange Cove to Fresno, two round trips per day). Each route serves several communities between its origin and Fresno.
- The City of Coalinga, under FCRTA, operates an intercity route, one round trip per day, between Coalinga and Fresno.
- **Kings Area Rural Transit** operates an intercity fixed route between Hanford (Kings County) and Laton, two round trips per day.
- Greyhound also provides intercity service connecting Fresno with Sacramento and Los Angeles and other destinations.

**Human Services Transportation**

- **Fresno Economic Opportunities Commission (EOC)** operates many of the services provided by FCRTA. In addition, EOC operates a social service transportation network which serves its own clients as well as those of Head Start, Senior Centers, Central Valley Regional Center, CalWORKS and other organizations.
Some social service agencies provide transportation for their own clients using staff cars or dedicated vehicles. More detail on this is provided in Appendix 3, inventory of public and human service agency transportation.

**Mobility Management**

- CalVans, in collaboration with FCRTA and Fresno County, operates a network of 48 farmworker vanpools and 127 commuter vanpools. According to CalVans, Measure C provides $700,000 a year for the support of vanpool activities. An agricultural vanpool can receive up to $30 per day or $150 per week in subsidy support. A general vanpool group can receive $600 a month for the first year and $300 per month the second year. The San Joaquin Valley Air District provides $30 monthly vouchers for any rider in its eight county region. The vouchers are good for three years and represent a $1.2 million subsidy to San Joaquin Valley vanpoolers.

Appendix 4 is a more detailed inventory of public transportation and human service agency transportation.

Some stakeholders feel that there is not enough recognition of the array of existing mobility services that are currently available to transportation disadvantaged populations within Fresno County. This lack of recognition appears to be largely due to lack of awareness among social service providers and front line staff about many of these services. This issue is explored in more detail under the next section of this report, “Awareness and Communication.”

**Several human service agencies in provide transportation assistance to their clients – particularly bus passes and tickets.**

- DSS spends $700,000 annually on bus passes and tokens.
- Central Valley Regional Center purchases vouchers for bus and Handy Ride for their clients.

The chart below shows the findings on the e-survey regarding the types of transportation support provided by agencies who participated in the e-survey to their clients.

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2 More detail on agencies purchasing bus passes and tokens in included in Appendix C, inventory of public transportation and human service agency transportation.
51% of all front line agency staff respondents said that their agency provides tickets or passes to clients. Smaller, but significant, numbers said that their agencies provide mileage reimbursement or cover other car expenses for their clients.
Perception of Existing Mobility Services

Local demand response service and local fixed routes in rural communities and suburban communities are working quite well.
Most city managers or representatives interviewed were pleased with the local demand response services provided by FCRTA/EOC or that are locally managed.

- Firebaugh: “...receive nothing but positive feedback regarding local demand response service.”
- Kingsburg: “…don’t hear any complaints about the local bus.”
- Fowler: “Local demand response bus serves the need...mostly children and seniors ride.”
- Orange Cove: “Have not received complaints and public transit has not been an item or issue of discussion with the council.”
- Selma: Transitioned from providing service themselves to contracting with EOC. Pleased with advantages.

Intercity services from rural areas to Fresno are too time consuming and not well understood by for many rural residents.
While FCRTA’s network of intercity routes serve many of the Fresno County communities, their usefulness to the transportation disadvantaged is limited for several reasons:

- Stakeholder after stakeholder reported that a trip from rural Fresno takes all day and is too time consuming. “A trip to Fresno by transit is an all day trip for something that might take an hour by car.” This is a result of the fact that most intercity routes provide only two round trips per day – early morning and late afternoon.
- Awareness/understanding of the rural routes is very limited; however, stops are not generally signed and provide no information about routes and schedules.
- Once in Fresno, transfers between rural routes and FAX are difficult and confusing - particularly for seniors and youth.

There is a high level of need for rural residents to access social, medical and educational services and work opportunities in Fresno. Closing of rural courts has significantly increased the need for trips to Fresno.

- The closure of the Fresno County courts in rural communities has caused difficulty for people with 8:00 am appointment times. Many are not able to make their appointments because the bus arrives in Fresno after the scheduled appointment time.

Existing services are not able to meet this need. Many stakeholders from rural areas felt that getting people to Fresno was their highest need and most significant mobility gap. This belief was mirrored by the e-survey of social service providers discussed in the prior section. Getting to medical appointments in Fresno was the most widespread need; however, most respondents also reported broad needs for transportation to jobs, college or training programs and courts in
Fresno. The issue of service and funding partnerships to mitigate this mobility gap will be further addressed in the development of strategies in Phase 3 of this study.

**FAX’s fixed route network provides good coverage but is not convenient for most trips.** Stakeholders report that trips by bus take too long, the route system is too complicated and not customer friendly, and that the span of service limits job opportunities for the transportation disadvantaged.

- Several stakeholders report that the “timeliness of transportation” is the biggest mobility problem and that “the time required for taking transit is a significant issue.” Even short trips can be very time consuming and the need to combine travel for work, childcare and social service or medical appointments makes it almost impossible for many transit dependent individuals.
- One agency head, focused on job transportation, said: “If you don’t have a car in Fresno it is complete and utter hell. Bus service is there, but it is an issue of timeliness. It takes a long time (often several hours) to get where you’re going.”
- A medical provider noted that “Travelling by FAX, even if a patient lives in Fresno, can be an all day event.”

It is perceived that long travel times are the result of circuitous/indirect routing, low frequencies and the need to transfer.

- One stakeholder noted, “Fresno is a grid, why does the route structure have to be so inconvenient?”
- Another stakeholder felt that FAX is designed to serve commercial interests and does not serve human service needs such as medical clinics very well. Several stakeholders felt that the system design is flawed and doesn’t “align” to meet important origins and destinations.
- Fresno’s Bus Rapid Transit plan received high marks for potentially reducing travel time for some trips.

Other stakeholder comments related to the general user friendliness of the transit system.

- According to some stakeholders, FAX drivers reportedly pass by passengers in some cases.
- An advocate for the Hmong community noted the need for a sustained effort of travel training, not printed materials translated to Hmong (since most Hmong do not read the written language).

Issues of FAX circuitous and indirect routing are currently being addressed in separate study, “Fresno Clovis Metropolitan Area (FCMA) Public Transportation Strategic Service Evaluation Project.”

**The reliability and availability of Handy Ride is a key issue for some stakeholders.**

- Key stakeholders at three different agencies working with seniors indicated that Handy Ride reliability problems are reported daily.
• Another stakeholder noted that the “hard boundary” for Handy Ride service means that FCRTA is often asked to pick up riders on the edge of Fresno and transport them within the city. FCRTA is unable to do so, due the proximity of the Fresno City limits.
• While Clovis Round Up brings Clovis residents into Fresno, Handy Ride does not go into Clovis. Passengers are required to transfer at Shaw and Willow or Herndon and Willow.
• There is no Handy Ride service to Children’s Hospital in Madera, as the fixed route there is considered a commuter route. Also the EOC service is not available, as EOC will not leave Fresno County. In Phase 3 of this Gap Analysis and Coordination project, service and funding partnerships among Children’s Hospital, Handy Ride and EOC will be explored further if there are avenues to mitigate this important mobility gap.

**Awareness and Communication of Existing Mobility Services**

*Lack of information is a significant barrier to utilization of existing transportation services.*

While there is a good array of mobility services throughout Fresno County, there is little coordinated information dissemination and little or no marketing of many services. As a result, stakeholders perceive “gaps in service,” where in fact services exist but are unknown.

• Key stakeholders in responsible positions often had very little knowledge of existing services, particularly specialized transportation programs, and no idea of where to get the information. In Phase 3 of this project, strategies will be developed to have social service agencies make regular efforts to ensure case managers have this information. Communication strategies will also be developed.
• During interviews several stakeholders (including transportation providers) noted areas of the county where there is “no service at all,” while FCRTA indicated that they offer a Dial-A-Ride program that serves all areas of the county not served otherwise.
  – A transportation manager in Selma did not know about the rural transit Dial-A-Ride program. “If people call who are outside our ‘sphere of influence’ I just tell them ‘sorry.’”
  – A Clovis representative noted that the unincorporated area east of Clovis includes an aging population. Clovis Round Up gets calls for service because it is a Clovis address, but is in the County and therefore “not served.”
• When respondents to the e-survey were asked to identify needed transportation services, they often identified services that actually exist such as transportation from the rural communities of San Joaquin, Mendota, Firebaugh to Fresno and farmworker transportation.
• The agency e-survey specifically asked respondents about their familiarity with a number of services which stakeholder interviews indicated suffered from low awareness. These included:
  – Countywide senior taxi subsidy program
  – Specialized transportation for CalWORKs participants (6 pm to 6 am)
  – FCRTA countywide $5 Dial-A-Ride service (for areas not served by other transit services)
  – FAX bus service from River Park to Children’s Hospital in Madera
- Farmworker Vanpool Program
- Fresno County COG vanpool program subsidy
- Google Transit automated transit trip planning

The chart below shows the results of the e-survey, indicating a distressingly low level of familiarity with all of these services.

**Familiarity with Specialized Transportation Programs**
(n=549)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very familiar</th>
<th>Somewhat familiar</th>
<th>Not very familiar</th>
<th>Don’t know about at all</th>
</tr>
</thead>
<tbody>
<tr>
<td>Google Transit</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fresno COG vanpool subsidy</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Farmworker Vanpool Program</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FAX bus to Children’s Hospital</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FCRTA Countwide $5 DAR</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CalWORKS transportation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Senior taxi subsidy</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For every service tested, more than 50% of the 549 respondents said they didn’t know about it at all or weren’t very familiar with the service. The highest level of familiarity was for the FAX bus to Children’s Hospital; and even for this very visible service, 40% of social service staff respondents didn’t know about it and less than 10% said they were very familiar.

For every service tested, respondents who work primarily with rural clients (as opposed to those who work primarily with urban clients) were even more likely to say that they don’t know about the service at all.

*There is no coordination in the delivery of information, so even the diligent passenger will have trouble finding out what is available.*

- There is no coordination among the FCRTA, FAX, Clovis, EOC, COG and CalVans websites. All offer important services which can be used in tandem to travel within the County, but the information is provided only in silos requiring the potential user to search for information about services they may not even know exist.
- FCRTA’s website and the Fresno County Transportation Guide (last produced by Fresno COG in 2007) do not provide up-to-date information about available transit services. It is unclear where a potential rider would access current information, likely only by calling the particular provider (assuming they know who to call).
• Several stakeholders reported that even available information is confusing and not enough information is available in Spanish and Hmong (a particular challenge since few Hmong read the written language).
• Since very few stakeholders were familiar with Google Transit and its use for planning trips within the Fresno area, they have not been able to pass this knowledge on to clients or use it to help them with travel planning.

**Bus shelters, bus stop signs and buses do not have sufficient branding or information to promote the various services outside of the urban area.**

• With few exceptions, fixed route bus stops in the rural communities are not signed and no information is provided. Even when a shelter is provided, it is in no way designated as a transit stop, nor is any route or schedule information posted.
• Buses used on intercity routes are designated as “Rural Transit” and provide a phone number. They do not use graphics or information on the vehicle as a marketing tool.
• Due to the fact that EOC operates much of the rural transit service, sometimes with EOC branded vehicles, there is some misperception that general public services are just for seniors or just for some designated population.

**Barriers to Use of Existing Mobility Services**
Both stakeholder interviews and the agency e-survey explored barriers that prevent the transportation disadvantaged from accessing the existing transportation services. The chart below shows the findings of the e-survey to the question: “For how many of your clients (all, most, some, a few or none) do the following barriers prevent them from accessing the available public and human services transportation options?”
Safety was emphasized as a barrier to using public transit by a variety of stakeholders representing different populations.

- Older adults are concerned that they are targets when waiting for the bus with walkers or canes.
- Many areas are not pedestrian safe – walking to the bus stop is difficult, especially with a stroller and small children.
- Gang activity is a concern for younger populations – it may not be safe to walk to the bus stop if it requires you to go through a gang territory.
- In the e-survey, 36% of respondents said that safety concerns impact some to all of their clients (some 26%, most 8%, all 2%).

These are issues that were brought up in the e-survey and stakeholder interviews. Many of the issues are beyond the purview of public transportation and human service agency providers. To address the issues, it will require collaboration will local government and public safety officials.

For many of the County’s non-English speaking residents, language can be a significant barrier to understanding and using transportation services.

Census data shows that 19.2% of the Fresno County population speaks English less than very well and that more than 40% speak another language at home. This reality was reflected in a variety of comments by stakeholders.

In July of 2013, FCRTA purchased a new dispatching system and has worked with EOC to address the centralized dispatch for bi-lingual staff. This a good example of proactively address a known barrier to understanding and using transportation services.
• 40% of respondents to the e-survey said that language barriers prevent some to all of their clients from accessing transit services. The chart at the right shows the percent who noted each language as relevant among their clients. Spanish and Hmong are the most prevalent.

• The inability of Oaxacan populations (who do not speak Spanish) to communicate with bus drivers was cited as a specific example of a language barrier.

• Among Hmong speakers, most do not read the written version of the language, making the delivery of transit information more difficult. Oral travel training is required.

• Limited English proficiency appears to be a particular problem in rural areas. Among e-survey respondents who work primarily with rural clients, they report an average of 53% of their clients who have LEP. Among those working primarily with urban clients, the mean percent reported is 38%.

Literacy is another major language related barrier. 53% of respondents to the e-survey said that literacy is a barrier for some to all of their clients (some 31%, most 9%, all 1%).

**Excessive travel time and limited schedules are often a barrier to utilization of fixed route services.**

In prior sections we discussed the fact that travel times are often seen as excessive either due to indirect trips or very limited levels of service. This is perceived by stakeholders as a major barrier to use.

• Many stakeholders said that a trip from a rural community to Fresno for a brief appointment may require a 10+ hour day of travel if using the intercity fixed routes which only provide two round trips.

• A worker at Children’s Hospital of Central California noted that travelling by FAX to Children’s Hospital, even if a patient lives in Fresno, can be an “all day event.” “It’s not unusual to take 2.5 hours to get there. From downtown, you need to get a bus to the Downtown Transit Center, then take a bus to the Manchester Transit Center and then a bus to River Park Shopping Center, before finally catching 58E. It can literally take a whole day for a 30 minute appointment.”

**Lack of transportation information may be the greatest barrier to use of existing services.**

• Repeatedly we encountered stakeholders who were not familiar with innovative transportation services that have been implemented in Fresno County.
Simultaneously, these agencies told us that they and their clients are confused even by the existing service network that they are aware of – both rural and urban.

As the chart above shows, among respondents to the agency e-survey, 16% said lack of information is a barrier for most (14%) or all (2%) of their clients, while another 37% said it is a barrier for some.

Appendix 1 provides additional detail and direct perspectives from low income individuals in Fresno County. It provides detailed information on how individuals get information and how they would like to receive it in the future.

Fresno County has done an excellent job of filling many mobility gaps and proactively addressing several barriers to access. It is the consulting teams’ perception that the “information gap” may be the biggest mobility gap that exists.

**Mobility Gaps**

*Existing span of service for public transportation services has created an important temporal mobility gap.*

For those involved in connecting low income individuals with jobs, the span of service for public transit services is a major mobility gap.

- An elected official representing Fresno felt that “the primary gap is span of service...people can’t get to and from swing or night shift jobs.”
- This thought was echoed by a variety of work-oriented social service providers and came up frequently in comments on the e-survey. For example, a case worker with EOC noted: “A lot of my clients who work a 2nd shift get out of work after the FAX buses stop running. I’ve had clients turn down very good job opportunities due to this fact.”
- In many rural areas, weekend service is not offered. Sixty percent of agency e-survey respondents said that weekend public transit is a need among some to all of their rural clients.

*The lack of Fresno County institutional cooperation has been a barrier to better coordination on mobility service delivery.*

- Several high level stakeholders mentioned historical issues of cooperation and coordination among the City of Fresno and Fresno County. A simple example is the transfer coordination among FAX and FCRTA rural buses.
- Mixed messages were provided on the current status of mobility coordination between Fresno and Clovis; a few stakeholders hoped this study would address the lack of consistency in policies. Examples being that Handy Ride does not come into Clovis, while Clovis does come into Fresno; seniors ride free on Clovis fixed route but not on Fresno services.
- Institutional issues about who serves what trip occur in the boundary areas between urban to rural areas. For example, who serves disabled residents of Fresno who live outside the Handy Ride boundaries, or County residents who live just outside Clovis but have Clovis addresses.
The rural geography of Fresno County creates some mobility gaps.

- Fresno County is very large and some areas with lower population density have very few mobility options if a local FCRTA service is not provided.

Land use decisions have created mobility service demand and gaps where it is not economically feasible to serve.

- In the words of one stakeholder: “As this community has grown, growth has outpaced transportation services.”
- Several new growth areas have been built beyond where FAX can serve and residents cannot expect mobility services to be provided, but of course they do.
- The decision to locate Children’s Hospital of Central California in southern Madera County was driven by the donation of free land, but at the cost of mobility access. The location is very difficult and expensive to serve and has required a special contract with FAX to provide lifeline service.

Solutions Suggested by Stakeholders

During the data collection effort, stakeholders often had suggestions for how to improve the transportation network, reduce barriers to utilization or eliminate perceived gaps in service. Following are the most often cited suggestions.

To meet the needs of low income workers:

- CalVans suggested there are significant opportunities for vanpools to serve low income workers in Fresno County.

To address the need for getting rural residents to Fresno:

- All intercity routes to Fresno should have a minimum of three round trips daily so that an appointment would not require a 10 hour trip.
- Rural routes should serve major activity centers in Fresno and not rely on transfers to FAX. This was considered especially important for elderly and disabled persons.

To address the need for more and better coordinated information about transportation services:

- A regional approach to marketing all services in a coordinated fashion.
- A single repository of transportation information (e.g. online), that would be up-to-date and easily available to gatekeepers and consumers.
- One stakeholder suggested use of the 211 system to provide information about both public transportation and specialized transportation services.

To address the diverse needs within the County:

- Some stakeholders would like more of a regional approach to mobility solutions, rather than what is perceived as a fragmented transportation system.
• One open ended response to the agency e-survey asked for “A county wide transportation system that is totally integrated, not hodge podge like it is now.”

These are solutions that were suggested by stakeholders. The next phase of the Gap Analysis and Coordination study will evaluate the feasibility and potential roles and responsibilities among potential partners, including funding, to address mobility gaps.
Appendix A: Stakeholder Interviews

California Rural Legal Assistance Foundation
   Walter Ramirez, Community Advocate

CalVans
   Ron Hughes, Director

Catholic Charities
   Alan Lopes, Senior Companion Program Director

Central California Legal Services
   Luisa Medina, Director of Development
   Jeffrey Clason, Deputy Director - Legal

Central Valley Regional Center
   Bill Hyatt, Resource Developer

Children’s Hospital Central California
   Tim Curley, Director, Community and Government Relations
   Tony Yamamoto, Director, Social Work Services

City of Firebaugh
   Ben Gallegos, Public Works Director

City of Fowler
   David Elias, City Manager

City of Fresno
   Honorable Blong Xiong, Councilmember, District 1
   Honorable Oliver Baines, Councilmember, District 3

City of Kingsburg
   Don Pauley, City Manager

City of Orange Cove
   Samuel A. Escobar, City Manager
   Gary D. Horn, Principal Engineer, Yamabe & Horn Engineering, Inc.
Dr. John Quinto, Assistant Superintendent, Kings Canyon Unified School District
Aida Garza, Senior Administrative Assistant, Kings Canyon Unified School District

City of Parlier

Lou Martinez, City Manager
E. Shun Patlan, Community Development Director
Maria Resendez, Recreation/Senior Center Coordinator

City of Reedley

Nicole Zieba, City Manager

City of San Joaquin

Diana Brooks, Assistant City Manager/City Clerk
Lupe Estrada, Grants Coordinator/Admin Assist
Stan Bulla, Public Works Director
Erica Mejia, Front Office Staff

City of Sanger

Steve Carrigan, Assistant City Manager

City of Selma

Mikal Kirchner, Director of Recreation & Community Services

Clinica Sierra Vista

Kevin Hamilton, Deputy Chief of Programs

Clovis Transit

Shonna Haltermann, General Services Manager
Amy Hance, Transit Supervisor

Community Regional Medical Center

James VanDeVelde, Director of Business Development

County of Fresno Board of Supervisors

Honorable Phil Larson, Supervisor, District 1

Fresno County Department of Social Services

Howard Himes, Director
Fresno County Department of Veterans Services

Charles Honeycutt

Fresno County Economic Opportunities Commission

Gary Joseph, Director of Food Services & Transit Systems
Naomi Quiring-Mizumoto, Chief Programs Officer
Rob Weyant, Business Manager

Fresno County Rural Transit Agency

Jeff Webster, General Manager
Moses Stites, Operations Manager

Fresno Metro Ministry

Sarah Sharpe, Director

Handy Ride/FAX

Carlos Duarte, Paratransit Specialist

Health Net/CalViva

Lupe Gonzalez, Supervisor

Housing Authorities City and County of Fresno

Ruxana Lotia, Manager

Resources for Independence, Central Valley

Bob Hand, Executive Director
Joseph Cody, Director of Technology and Resources
Linda Hightower, Director of Core Services
Appendix B: E-Survey Participant Agencies

County of Fresno, Department of Social Services – All Programs (463)

Welfare to Work
MediCal
Food stamps
Adult Protective Services
Human Services
In-Home Supportive Services
Cal Learn
ETA

Fresno Economic Opportunities Commission (67)
Proteus, Inc. (20)
Workforce Connection
HCAP

Fresno Healthy Communities Access Partners (15)
Centro La Familia Advocacy Services, Inc.
Clovis Unified School District
Fresno Center for New Americans
Fresno Co. Dept. of Social Services
Fresno HCAP
Health Care Options
I-5 S.S.C Huron Child Development
I-5 Social Services Corporation
West Fresno Family Resource Center
Fresno County CHDP Program
Health Net
United Health Centers of the San Joaquin Valley
United Way of Fresno County

Fresno Madera Area Agency on Aging (11)
  Huron Senior Center
  Kingsburg Senior Center
  Kerman Senior Center
  Reedley Senior Center
  Sanger Senior Center
  Valley Caregiver Resource Center (2)

Housing Authorities City/County of Fresno (7)
Clinica Sierra Vista (7)
Community Regional Medical Center (7)
Resources for Independence, Central Valley
  Valley Center for the Blind
Central Valley Regional Center (5)
Youth Leadership Institute (2)
Children's Hospital Central California (1)
Appendix C Online Survey Instrument

Important Note: This is a hard copy of an online survey that has numerous branches that in hard copy are hard to follow.

FRESNO GAP ANALYSIS

Agency Survey

This survey is part of a study of public and human services transportation needs within Fresno County. The information you provide will help us to identify gaps in the transportation network and design solutions that will increase mobility options for older adults, persons with disabilities, low income persons and other transportation disadvantaged segments. The survey should only take about 15 minutes. Your time and participation is very much appreciated.

1. Your Contact Information/Programs

1a Name:
1b Organization:
1c Title:
1d E-mail:
1e Phone:
1f Specific Program(s) with which you work:
   1f(a) Program
   1f(b) Address of Program
   1f(b) Program
   1f(b) Address of Program

2. Client Base

2a Do you work directly with clients to provide social, medical, counseling, educational, legal, case management or other services?  Yes  No (Skip to 2)

[IF YES – Work directly with clients]

We are going to ask you a number of questions about the types of clients you work with and their transportation needs. In several instances we will ask for numbers or percentages of clients in order to understand how broad a need is. In these cases, approximations or ballpark figures are fine.
2b How many clients are included in your current case load? _______________ (number)

2c Approximately what percent of your clients fall into each of the following groups (recognizing that some clients may fall into more than one group)?

<table>
<thead>
<tr>
<th>Group</th>
<th>None</th>
<th>None</th>
<th>None</th>
<th>None</th>
<th>None</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Older Adults (65+)</td>
<td></td>
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<td></td>
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<tr>
<td>b. Persons with Disabilities-ambulatory</td>
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<td></td>
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<tr>
<td>c. Persons with Disabilities – in wheelchairs/non-ambulatory</td>
<td></td>
<td></td>
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<tr>
<td>d. Persons with Disabilities who can travel only with an aid</td>
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<tr>
<td>e. Youth (12-18)</td>
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<td></td>
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<td>f. Youth (under 12)</td>
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<td></td>
<td></td>
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<tr>
<td>g. Homeless persons</td>
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<td></td>
<td></td>
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<tr>
<td>h. Veterans</td>
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<td></td>
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</tr>
</tbody>
</table>

2d Approximately what percent of your clients are certified as eligible for ADA paratransit service?

ADA Paratransit = The Americans with Disabilities Act requires public transit agencies to provide “dial-a-ride” type service for people who are unable to use regular fixed route buses because of a disability. A certification process is required to use this service. HandyRide and Clovis RoundUp are ADA paratransit services.

<table>
<thead>
<tr>
<th>None</th>
<th>None</th>
<th>None</th>
<th>None</th>
</tr>
</thead>
</table>

2e Approximately what percent of your clients are in each of these income levels?

If you know clients are low income, but aren’t sure at what level, place them in category c.

<table>
<thead>
<tr>
<th>Income Level</th>
<th>None</th>
<th>None</th>
<th>None</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Very low income (below poverty level)</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>b. Low income (in the range of 100% to 150% of poverty level)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2f About what percent of your clients have limited English proficiency? None

__________%

Don’t know

2ga Approximately what percent of your clients reside in:

a. Fresno
   None
   _____%

b. Clovis
   None
   _____%

c. Outside of the urban area
   None
   _____%

2h [If they have clients outside urban area] In which communities do you have clients? (check all that apply)

a. Countywide

b. Auberry

c. Coalinga

d. Firebaugh

e. Fowler

f. Huron

g. Kerman

h. Mendoza

i. Orange Cove

j. Parlier

k. Reedly

l. Sanger

m. San Joaquin

n. Selma

2i How many of your clients currently meet their transportation needs in the following way?

OPTIONS FOR EACH QUESTION: ALL, MOST, SOME, A FEW, NONE, DON’T KNOW

a. Drive themselves
b. Get rides with family or friends in carpool

c. Vanpool (7 or more including driver)

d. Use FAX fixed route buses

e. Use HandyRide paratransit

f. Use Clovis Stage fixed route buses

g. Use Clovis Roundup paratransit

h. Use Fresno Country Rural Transit Service – intercity routes

i. Use Fresno County Rural Transit Service – dial-a-ride

j. Use Human Services Transportation provided by your agency

k. Use Human Services Transportation provided by EOC (Economic Opportunities Commission)

l. Some other way __________________________

2j What support, if any, do you provide for client transportation? (CHECK ALL THAT APPLY)

a. Directly transport clients yourself using an agency vehicle

b. Someone else in your agency transports your clients, using an agency vehicle.

c. Arrange for paratransit (such as HandyRide) trips

d. Provide trip planning assistance for public transit trips

e. Provide clients with tickets or passes to use public transit or paratransit

f. Provide mileage reimbursement or gas money

g. Pay for car repair or other car expenses

h. Other _________________________________

SKIP to 3

[IF NO, don’t work directly with clients]

2k We are going to ask a few questions about the types of clients your organization serves. When we ask for percentages, approximations or ballpark figures are fine.

What is the approximate size of your organizations client base?
2l Approximately what percent of your organization’s clients fall into each of the following groups (recognizing that some clients may fall into more than one group)?

a. Older Adults (65+)
   None ________ %

b. Persons with Disabilities-ambulatory
   None ________ %

c. Persons with Disabilities – in wheelchairs/non-ambulatory
   None ________ %

d. Persons with Disabilities who can travel only with an aid
   None ________ %

e. Teens (12-18)
   None ________ %

f. Youth (under 12)
   None ________ %

g. Homeless persons
   None ________ %

h. Veterans
   None ________ %

2m Approximately what percent of your organization’s clients are in each of these income levels?

a. Below poverty level (very low income)
   None __________ %

b. Low income (up to 150% of poverty level)
   None __________ %

2n About what percent of your organization’s clients have limited English proficiency?
   ________ %

2o In which of the following areas do your organization’s clients reside? (check all that apply)

a. Fresno

b. Clovis

c. Outside of the urban area

2p [If they have clients outside urban area] In which communities do you have clients? (check all that apply)

a. Countywide

b. Auberry

c. Coalinga
d. Firebaugh
e. Fowler
f. Huron
g. Kerman
h. Mendoza
i. Orange Cove
j. Parlier
k. Reedly
l. Sanger
m. San Joaquin
n. Selma

3. Perception of needs, gaps and barriers

3a Are all of your clients able to fully meet their transportation needs using their own private transportation resources – driving or riding with family?

   Yes (Skip to 4)      No

   [IF NO]

3b Are all of these clients (those not able to provide all of their own transportation) able to meet all of their transportation needs using existing public and human service transportation services?

   Yes (Skip to 4)      No

   [IF NO]

Next we will ask you how many of your clients encounter specific types of transportation needs, and are unable to meet them using existing public and human services transportation options. For each need select one of the following options: Does not affect my clients, a few, some, most or all.

If they have clients in Fresno and/or Clovis

3c AMONG YOUR CLIENTS WHO LIVE WITHIN THE FRESNO/CLOVIS URBAN AREA how many of your clients encounter the following transportation needs, and are unable to meet them using existing public and human services transportation options?
OPTIONS FOR EACH QUESTION:  DOES NOT AFFECT MY CLIENTS
A FEW
SOME
MOST
ALL

3ca Need for door through door transportation for those with severe disabilities or frailty? This would be service where someone would help the person from inside their home to inside their destination.

3cb Need for transportation to medical facilities within the Fresno/Clovis area

3cc Need for transportation to Children’s Hospital in Madera

3cd Need for transportation to and from work between 6 a.m. and 10 p.m.

3ce Need for transportation to jobs that start before 6 a.m.

3cf Need for transportation home from work after 10 p.m.

3cg Need to travel between Fresno and Clovis via ADA paratransit or Dial-a-Ride

3ch Need for paratransit or Dial-a-Ride service in parts of the urban area that are outside the HandyRide or Clovis RoundUp service areas.

If they have clients outside of the urban area in the rural area -- 2c

3d AMONG CLIENTS WHO LIVE IN THE RURAL AREAS OF FRESNO COUNTY how many of your clients encounter the following transportation needs, and are unable to meet them using existing public and human services transportation options?

OPTIONS FOR EACH QUESTION:  DOES NOT AFFECT MY CLIENTS
A FEW
SOME
MOST
ALL

3da Need to get to Fresno for medical appointments.

3db Need to get from rural communities to Fresno for jobs.

3dc Need to get to Fresno for college or other training programs.
3dd Need for paratransit trips (Dial-a-Ride type service) between county communities that are outside the Fresno/Clovis urban area.

3de Need for paratransit (Dial-a-Ride type service) trips from county communities to the urban area of Fresno/Clovis.

3df Need to travel via public transportation on weekends.

3dg Need to get to Fresno for courts.

3e OPEN ENDED: Are there specific communities or geographic areas where transportation is most problematic for your clients? Where?

3f OPEN ENDED: What other transportation gaps are a problem for your clients?

3g OPEN ENDED: What gap in transportation services is the biggest problem for your clients?

4. Barriers

4a For how many of your clients do the following barriers prevent them from accessing the available public and human services transportation options?

OPTIONS FOR EACH QUESTION: DOES NOT AFFECT MY CLIENTS

A FEW

SOME

MOST

ALL

4aa Safety concerns – such as fear of waiting at bus stop or riding with other people

4ab Language barriers – resulting in inability to arrange trips or get transit information

4aba Among your clients, for what language groups is language a barrier to using public transportation? (check all that apply)

Spanish

Hmong

Chinese

Punjabi

Russian

Armenian
Vietnamese

Other ___________

4ac Literacy – inability to read or understand information about transportation services.

4ad Lack of knowledge about what transportation services are available or how to use them.

4b OPEN ENDED: What other barriers prevent your clients from using the transportation services that are available?

5. Awareness of services

How familiar would you say that you are with each of the following public transportation services within Fresno County? For each service listed please select:

- Very familiar
- Somewhat familiar
- Not very familiar
- Don’t know about at all

5a Countywide senior taxi subsidy program.

5b. Specialized transportation for Calworks participants available from 6 pm to 6 am.

5c. FCRTA countywide $5 Dial-a-Ride service for areas of the county not served by other transit services.

5d FAX bus service from River Park to Children’s Hospital in Madera.

5e Farmworker Vanpool Program that provides vouchers to help farm laborers pay for their transportation to various job sites when they ride in an approved Farmworker Vanpool.

5f Fresno County COG vanpool program which provides a monthly subsidy of $600 for first year for new vanpool.

5g Google Transit which provides automated transit trip planning for trips anywhere within the Fresno/Clovis metropolitan area.

5h OPEN ENDED: What additional transportation services or programs would you most like to see available for your clients?

6. Consumer Survey

During the next stage of this project we will be surveying individuals who fall into the various transportation-disadvantaged groups we have asked about. We will be doing this through in-person interviews at places where individuals congregate, small focus groups and other
channels. Can you recommend a way for us to insure that we represent the needs of your clients?

- A location where they congregate and could be interviewed?
- A venue for an informal focus group discussion?
- Another channel for asking them to complete a brief survey?
Appendix 4: Inventory
Fresno County Transportation Inventory

Appendix 4 details the specific public transportation and human services transportation programs available in Fresno County, in terms of type and quantities of services provided to Fresno County residents. Information was drawn from the stakeholder interviews and the agency E-survey, supplemented by telephone and secondary sources research. Every effort was made to be as accurate as possible with the information reported.

Public Transportation Service Types and Quantities

Public transportation providers fall into several types. The majority of trips are municipal transit programs operated directly by or on behalf of Fresno or Clovis – specifically the City of Fresno FAX services and the Handy Ride paratransit program or the City of Clovis Stageline and Round Up services. The almost 14.8 million trips these programs provided in FY 2012/13 accounted for 88% of trips provided, using 39% of all 499 vehicles reported for public transportation services countywide.

Public transportation is provided in the rural areas through the Fresno County Rural Transit Agency (FCRTA), either as rural inter-city and inter-county services or as local rural community services. The inter-city programs of Auberry, Coalinga, Del Rey, Dinuba Connection, Firebaugh-Mendota, Huron, Orange Cover, Southeast Transit and Westside Transit provided a modest 96,777 trips, 0.6% of annual trips provided but making important regional connections for Fresno County residents. Some operate infrequently; for example Auberry runs only on Tuesdays to Clovis and Fresno while the Dinuba Connection to Reedley operates only in the summer. The other inter-county services operate every weekday while the Coalinga intercity service also runs on Saturdays.

FCRTA importantly supports rural community transportation in fifteen Fresno County intra-city programs and 9 inter-city routes. Table 4-1 details the individual services, either intra-city or inter-city and identifies who is operating each.

The 373,834 trips of the FCRTA services combined accounted for just 2.2% of trips countywide, while representing significant local mobility for residents of these small towns. The 28 active vehicles associated with these programs represent 5.6% of the public transportation fleet countywide.

<table>
<thead>
<tr>
<th>FCRTA Public Transportation Services, as of December 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Intra-City DR</strong></td>
</tr>
<tr>
<td>------------------</td>
</tr>
<tr>
<td>1 Auberry Transit</td>
</tr>
<tr>
<td>2 Coalinga Transit</td>
</tr>
<tr>
<td>3 Firebaugh Transit</td>
</tr>
<tr>
<td>4 Fowler Transit</td>
</tr>
<tr>
<td>5 Huron</td>
</tr>
<tr>
<td>6 Kerman Transit</td>
</tr>
<tr>
<td>7 Kingsburg Transit</td>
</tr>
<tr>
<td>8 Mendota Transit</td>
</tr>
<tr>
<td>9 Orange Cove Transit</td>
</tr>
<tr>
<td>10 Parlier Transit</td>
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<tr>
<td>11 Reedley Transit</td>
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<tr>
<td>12 Rural Transit</td>
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<tr>
<td>13 Sanger Transit</td>
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<tr>
<td>14 San Joaquin Transit</td>
</tr>
<tr>
<td>15 Selma Transit</td>
</tr>
<tr>
<td>16 Del Rey Transit</td>
</tr>
<tr>
<td>17 Dinuba Transit</td>
</tr>
<tr>
<td>18 Southeast Transit</td>
</tr>
<tr>
<td>19 Westside Transit</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Total Programs</strong></th>
<th><strong>EOC Operated</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Intra-City DR</strong></td>
<td>15</td>
</tr>
<tr>
<td><strong>Inter-City Deviated FR</strong></td>
<td>9</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>24</td>
</tr>
<tr>
<td><strong>EOC Operated</strong></td>
<td>12</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>19</td>
</tr>
</tbody>
</table>
**Mobility Partnerships**

Important mobility partnerships in Fresno County include the CTSA services — Consolidated Transportation Services Agency – operated by the Fresno County Economic Opportunity Commission (FCEOC). The partnership includes both human service agencies and public transportation provisions. The CTSA provides Head Start transportation for pre-school aged children, a CalWORKs night time service to transport enrolled CalWORKs participants to work or training between 6 pm and 6 am, 7 days a week, selected demand response transit services for older adults and persons with disabilities, and a contract with Central Valley Regional Center for their day program and supported employment trips for persons with developmental disabilities. These 440,000 trips provided by the CTSA represent 2.6% of the Countywide total, operating with a fleet of 95 vehicles, 19% of the countywide fleet. The CTSA is also responsible for the operation of 14 of the rural transportation service under contract to FCRTA.

Another important partnership is with CalVans which provides vanpool services in collaboration with FCRTA and Fresno County. CalVans operates a network of 48 farmworker vanpools and 127 commuter vanpools, representing over 1 million trips last year or 6.4% of countywide public transit trips. According to CalVans, Measure C provides $700,000 a year for the support of vanpool activities. An agricultural vanpool can receive up to $30 per day or $150 per week in subsidy support. A general vanpool group can receive $600 a month for the first year and $300 per month the second year. The San Joaquin Valley Air District provides $30 monthly vouchers for any rider in its eight county region. The vouchers are good for three years and represent a $1.2 million subsidy to San Joaquin Valley vanpoolers.

ValleyRides, which helps to match individuals with one another, promotes ridesharing and carpools to commuters and employer-based ridesharing programs. It also administers a taxi voucher program to subsidize the cost of taxis for older adults, a $20 book of tickets available to eligible seniors for $5.

Human service agencies are also providing transportation, beyond the programs of the CTSA, often in partnership with public transportation agencies. Other human service agency transportation generally falls into one of the three groups as depicted in Figure 4-1 on the following page:

- Trips provided by public transit programs, such as FAX and the City of Clovis
- Trips provided by human services organizations, either directly or under contract
- Trips subsidized through agency support of public transit routes or purchase of bus passes
Some of the human services agencies in Fresno County offer transportation through a contracted service provider or directly operate a very modest level of transportation in-house to meet the immediate and short term needs of their clients. The Area Agency on Aging spends more than $50,000 per year under contract with FCEOC to provide transportation to and from five meal sites in Fresno County, while the Central Valley Regional Center’s contract with FCEOC draws from a fleet of 58 vehicles to deliver 194,000 annual passenger trips. A list of other human services agencies that directly operate transportation services are:

- Arc of Fresno and Madera Counties – Transportation to day programs
- Adult Protective Services – Fresno County Department of Social Services – Life sustaining trips for dependent adults
- Disabled American Veterans – Veteran’s medical transportation
- Health Net/Cal Viva – Door-to-door transportation
- United Health Centers – Medical center transportation
- Valley Center for the Blind – Field trip transportation
- Youth Leadership Institute – Transportation to training and social events

The most common transportation function of human services agencies in Fresno County is the subsidy to provide clients with free bus passes. A large agency such as the Department of Social Services is spending approximately $780,000 annually on bus passes and tokens to meet the mobility needs of the transportation disadvantaged while Clinical Sierra Vista reported spending only $4,500 per year on bus passes. A transportation subsidy is provided by Children’s Hospital, where FAX is given $100,000 per year to run a special express route from the Riverpark shopping center to the hospital. Additional human services agencies that provide a transportation subsidy include:
• Arc of Fresno and Madera Counties – Bus passes
• Central Valley Regional Center – Bus passes
• Fresno County Workforce Investment Board – Reimburses automobile costs
• Fresno Housing Authority – Bus passes
• Proteus – Gas vouchers for trainees

**Inter-Regional Carriers**

Greyhound, Amtrak’s corridor services and Transportes Intercalifornias are other regional and inter-city transportation options available to Fresno County residents.

Amtrak operates twelve daily intercity San Joaquin trains that make multiple runs between the San Francisco Bay Area (or Sacramento) and Bakersfield serving Fresno County at the Santa Fe Passenger Depot in Downtown Fresno. Amtrak augments the San Joaquin trains with an extensive system of thruway buses that have guaranteed connections at trainside.

Greyhound Bus Lines is the largest provider of intercity bus transportation in North America and offers multiple daily departures from the Downtown Fresno terminal to hundreds of possible locations nationwide. Greyhound fares vary depending on origin and destination. Discounted Greyhound tickets are available when bundled with Amtrak train ticketing.

Transportes Intercalifornias offers statewide intercity transportation, including three daily runs that originate from the international Mexican border cities of Tijuana and Mexicali to as far north as Sacramento, with multiple stops in between. Buses make stops in the Fresno County cities of Fresno, Firebaugh, Mendota, Dinuba, Kerman, and Kingsburg.

**Transit Utilization and Comparison with Other Metropolitan Areas**

As discussed above, there is an impressive array of mobility services available throughout Fresno County that are well utilized by Fresno County residents. Trips per capita is a demand-side measure, providing a ratio of trips per resident to provide some indication of the volume of transit trips taken within the County. Table 4-2 following presents a summary of the public transit trips provided and, to the extent that information was available, of selected human service agency program transportation.

This section has detailed the available public transportation programs in Fresno County in terms of type, numbers of trips provided and reported fleet size. Table 4-2 following characterizes public transit services in terms of two countywide measures – trips per capita and vehicles per square mile. Trips per capita is a demand-side measure, providing a ratio of trips per resident to provide some indication of the volume of transit trips taken within the County. Vehicles per square mile is a ratio of vehicles to countywide square miles to suggest the transit supply available, in relation to the county’s size. Fresno County’s public transit services – combining fixed route and demand responsive programs – provided 17.9 trips per capita countywide with a vehicle fleet that reflected 0.09 vehicles per square mile.
Table 4-3

<table>
<thead>
<tr>
<th>Public Transportation Programs in Fresno County, FY 2012/13</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>One-Way Passenger Trips</strong></td>
</tr>
<tr>
<td><strong>Fresno Area Express</strong></td>
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<tr>
<td><strong>Handy Ride</strong></td>
</tr>
<tr>
<td><strong>City of Clovis</strong></td>
</tr>
<tr>
<td>Stageline</td>
</tr>
<tr>
<td>Round Up</td>
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<tr>
<td><strong>Fresno County Rural Transit Agency (FCRTA)</strong></td>
</tr>
<tr>
<td>Auberry</td>
</tr>
<tr>
<td>Coalinga</td>
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<tr>
<td>Del Rey</td>
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<tr>
<td>Dinuba Connection</td>
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<td>Firebaugh</td>
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<td>Huron</td>
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<tr>
<td>Orange Cove</td>
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<tr>
<td>Southeast Transit</td>
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<tr>
<td>Westside Transit</td>
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<tr>
<td><strong>Total Local Rural Community Transportation</strong></td>
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<tr>
<td><strong>California Vanpool Authority</strong></td>
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<tr>
<td>CalVans (vanpools originating or ending Fresno County)</td>
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<tr>
<td><strong>Total Vanpool</strong></td>
</tr>
<tr>
<td><strong>Consolidated Transportation Services Agency (CTSA)</strong></td>
</tr>
<tr>
<td>Head Start Program</td>
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<tr>
<td>Transit Programs (for seniors and disabled persons)</td>
</tr>
<tr>
<td>Regional Center Transportation</td>
</tr>
<tr>
<td>CalWorks Night Transportation</td>
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<tr>
<td><strong>Total CTSA Services</strong></td>
</tr>
<tr>
<td><strong>All Public Transportation Programs</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Trips</strong></th>
<th><strong>Vehicles</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>Countwide Public Transit Service Utilization and Supply Measures</strong></td>
<td></td>
</tr>
<tr>
<td>Total Population (American Community Survey, 2011)</td>
<td>930,450</td>
</tr>
<tr>
<td>Square Mileage (US Census)</td>
<td>5,958</td>
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<tr>
<td><strong>Per Capita Measures</strong></td>
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<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Trips per capita</td>
<td>18.0</td>
</tr>
<tr>
<td>Vehicles per square mile</td>
<td>0.08</td>
</tr>
</tbody>
</table>
To provide some context for these levels of demand and of fleet resources available to meet that demand, Table 4-4 following presents some comparative information, with data pulled from the National Transit Database for fixed-route services. The systems listed have varying service areas sizes and fleet sizes, related to the characteristics of their particular environments.

Fresno County’s public transit services – combining fixed route and demand responsive programs – provided 17.9 transit trips per capita countywide. In the FAX service area, the figure is 28.4 transit trips per capita. For comparison purposes, the Bakersfield GET Bus service has 13.2 trips per capita, Sacramento Regional Transit has 15.5 transit trips per capita, and the Riverside Transit Agency has just 4.6 transit trips per capita. Fresno County public transportation services are very well utilized compared to other metropolitan areas of similar and even larger size.

Table 4-4, Transit System Comparisons for Two Performance Indicators: Trip per Capita and Vehicles per Square Mile

<table>
<thead>
<tr>
<th>2011 NTD - Motor Bus Only Statistics</th>
<th>Service Area Population</th>
<th>Unlinked Passenger Trips</th>
<th>Trips per Capita</th>
<th>Fleet Size</th>
<th>Service Area Square Mileage</th>
<th>Vehicles Per Square Miles</th>
<th>Populatio n per Square Mile (in persons)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fresno County, All Public Transit Services</td>
<td>930,450</td>
<td>16,674,593</td>
<td>17.9</td>
<td>527</td>
<td>5,958</td>
<td>0.09</td>
<td>156</td>
</tr>
<tr>
<td>Fresno Area Express (FAX)</td>
<td>505,882</td>
<td>14,304,147</td>
<td>28.3</td>
<td>118</td>
<td>171</td>
<td>0.69</td>
<td>2,958</td>
</tr>
</tbody>
</table>

Fixed Route Only Operations

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Population</th>
<th>Mileage</th>
<th>Per Square Mileage</th>
<th>Vehicles</th>
</tr>
</thead>
<tbody>
<tr>
<td>LA Metro</td>
<td>8,626,817</td>
<td>357,300,518</td>
<td>41.4</td>
<td>2,295</td>
</tr>
<tr>
<td>Valley Metro - Phoenix, Regional Public Transit</td>
<td>3,629,114</td>
<td>7,813,519</td>
<td>2.2</td>
<td>203</td>
</tr>
<tr>
<td>Orange County Transit Authority</td>
<td>2,787,432</td>
<td>51,305,413</td>
<td>18.4</td>
<td>614</td>
</tr>
<tr>
<td>San Diego MTS</td>
<td>1,960,086</td>
<td>49,154,737</td>
<td>25.1</td>
<td>478</td>
</tr>
<tr>
<td>Riverside Transit Agency</td>
<td>1,700,356</td>
<td>7,762,130</td>
<td>4.6</td>
<td>178</td>
</tr>
<tr>
<td>San Bernardino - Omnitrans</td>
<td>1,460,000</td>
<td>14,468,986</td>
<td>9.9</td>
<td>184</td>
</tr>
<tr>
<td>Sacramento Regional Transit</td>
<td>875,967</td>
<td>13,617,462</td>
<td>15.5</td>
<td>195</td>
</tr>
<tr>
<td>North County Transit District (San Diego)</td>
<td>850,000</td>
<td>7,722,646</td>
<td>9.1</td>
<td>144</td>
</tr>
<tr>
<td>Bakersfield GET Bus</td>
<td>523,994</td>
<td>6,902,592</td>
<td>13.2</td>
<td>84</td>
</tr>
<tr>
<td>Sunline Transit Agency</td>
<td>345,580</td>
<td>4,045,018</td>
<td>11.7</td>
<td>68</td>
</tr>
<tr>
<td>Victor Valley Transit Authority</td>
<td>334,988</td>
<td>1,580,298</td>
<td>4.7</td>
<td>40</td>
</tr>
</tbody>
</table>

Source: National Transit Database (www.ntdprogram.gov)

2011 NTD Database - Agency Information
2011 NTD Data Tables - Table 19: Transit Operating Statistics: Service Supplied and Consumed

In terms of individual systems presented in Table 4-3, FAX is providing significantly more trips per capita, at its 28.3, than Sacramento RT at 15.5 or Bakersfield’s GET at 13.2. San Diego’s MST has a comparable trips per capita rate at 25.1, above the FAX rate of 17.9 while serving a much larger service area, and in the range of Fresno’s Countywide rate of 28.3 for both demand response and fixed-route systems. In terms of fleet size in relation to service area, Los Angeles County has the greatest fleet capacity, its 1.52 vehicles per square mile are well above the 0.69 for the FAX service area or the 0.09 for Fresno County as a whole.

Immediately following is Table 4-5 is an inventory of Fresno County’s public transportation programs, providing additional detail for the public operators, human service agencies and inter-regional carriers related to service area, fares, span of service and transfer information, and other informational items.
<table>
<thead>
<tr>
<th>Service</th>
<th>Service Description</th>
<th>Reservations or Information</th>
<th>Service Area</th>
<th>Days and Hours of Service</th>
<th>Eligibility</th>
<th>Fare</th>
<th>Transfers/ Policies</th>
<th>Vehicles</th>
<th>Trips</th>
</tr>
</thead>
</table>
| Fixed-Route Bus      | FAX is the largest mass public transportation provider in the San Joaquin Valley, serving the metropolitan area of Fresno. | For information contact: 559-621-RIDE www.fresno.gov | The service area boundaries are generally Copper Avenue to the north, east to Willow Avenue, south to Ashlan Avenue, east to Temperance Avenue, south to Central Avenue, west to Polk Avenue, north to the Fresno County line, and east to Copper Avenue. | Service Hours: Weekdays 5:30 a.m. - 10:00 p.m. Sat - Sun 6:30 a.m. - 7:00 p.m. | General Public | Base Fare: $1.25  
Senior (65+): 60¢  
Disabled: 60¢  
Medicare Cardholder: 60¢  
Children (under 6) - Free (Limited to 4 children)  
Tokens (Singles): $1.25  
Tokens (20 Token Roll): $22.50  
Tokens (50 Token Roll): $55.00 | Transfers are free, and allow you to use up to two additional buses in order to complete your one-way trip. Bus transfers can be made only where routes intersect, and are not valid for layovers or return trips. Transfers are valid for one hour past the time cut on the transfer. | 118 buses  
14,304,147 |
| Handy Ride Paratransit | Handy Ride is a shared ride, curb-to-curb paratransit service, provided from any origin to any destination throughout the service area for any trip purpose. Handy Ride operates during the same hours and days as the FAX City bus system. | For reservations call: 559-621-7770  
Reservations must be made between 1-2 days ahead.  
For information contact: 559-621-7433 www.fresno.gov | The service area boundaries are generally Copper Avenue to the north, east to Willow Avenue, south to Ashlan Avenue, east to Temperance Avenue, south to Central Avenue, west to Polk Avenue, north to the Fresno County line, and east to Copper Avenue. | Service Hours:  
Weekdays 5:30 a.m. - 10:00 p.m.  
Sat - Sun 6:30 a.m. - 7:00 p.m.  
Reservation Hours:  
Mon-Sun 8:00 a.m. - 5:00 p.m.  
Latest Scheduled Pick - Up Time Offered: Weekdays - 9:30 p.m.  
Sat - Sun - 7:00 p.m.  
Latest Time to Call for a Will-Call Pick-Up? Weekdays - 9:00 p.m.  
Sat-Sun - 6:00 p.m. | Handy Ride provides service to ADA eligible individuals, a personal care attendant, one companion, and limited to a maximum of 4 children under 6. | ADA Eligible Individual: $150  
ADA Eligible Monthly Pass $48.00 (60 one way trips)  
Personal Care Attendant: Free  
Individual’s Companion: $1.50 | 48 lift-equipped mini buses  
7 sedans | 209,473 |
<table>
<thead>
<tr>
<th>Service</th>
<th>Service Description</th>
<th>Reservations or Information</th>
<th>Service Area</th>
<th>Days and Hours of Service</th>
<th>Eligibility</th>
<th>Fare</th>
<th>Transfers/ Policies</th>
<th>Vehicles</th>
<th>Trips</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stageline</td>
<td>Stageline operates along fixed routes with regularly scheduled stops.</td>
<td>For Stageline routes and information, call (559) 324-2770. <a href="http://www.Clovistransit.com">www.Clovistransit.com</a></td>
<td>City of Clovis</td>
<td>Weekdays 6:15 am to 6:15 pm Limited service on Saturday 7:30 am to 3:30 pm Routes 10 and 50</td>
<td>General Public</td>
<td>- General public: $1.25 - Seniors 65 and over: FREE - Persons with disability*: FREE - Children under 6: Up to 4 children free - Transfers: Free - Twenty ride passes are $23. - Metro Pass, valid on Stageline and FAX: $48.00 Clovis Transit does not accept the Fresno Area Express regular monthly convenience pass or FAX tokens</td>
<td>Transfers to complete a one-way trip: Free (Transfers may be used on either Clovis or FAX buses) *Proof of disability for reduced fare includes any of the following: Medicare card, DMV issued disabled placard, Clovis Transit ID card, FAX special rider ID card, Fresno Handy Ride ID card, or disability identification from any public transit agency in the United States.</td>
<td>12 Buses, Lift-Equipped, 1 trolley</td>
<td>171,925</td>
</tr>
<tr>
<td>Round Up</td>
<td>Round Up is a demand-response service for disabled residents who call in advance to schedule trips within Clovis and to Fresno</td>
<td>For Round Up reservations and information, call (559) 324-2760. <a href="http://www.Clovistransit.com">www.Clovistransit.com</a></td>
<td>City of Clovis and service to Fresno</td>
<td>Service in Clovis Weekdays 6:15 a.m. to 6:15 p.m. Saturday-Sunday 7:30 a.m. to 3:00 p.m. Service to Fresno Weekdays Only 7 a.m. to 4 p.m.</td>
<td>Riders must complete and submit an Americans with Disabilities Act form and be approved for eligibility before using Round Up for the first time. The form is available by telephoning (559) 324-2760.</td>
<td>One-way fares for Round Up within Clovis are $1.25. Travel to Fresno ranges from $2.00 to $2.75. Twenty ride passes are available for $23, $36, and $50, depending on destination.</td>
<td>Round Up provides service to ADA eligible individuals, a personal care attendant, one companion, and up to 4 children under the age of 6 years. ADA paratransit certified eligible visitors to the area (outside the Round Up service area) may receive Round Up service up to 21 days.</td>
<td>17 Buses, 5 Passenger Vans, 2 wheelchair Accessible vans</td>
<td>62,919</td>
</tr>
</tbody>
</table>
# PUBLIC TRANSPORTATION PROVIDERS

<table>
<thead>
<tr>
<th>Service</th>
<th>Service Description</th>
<th>Reservations or Information</th>
<th>Service Area</th>
<th>Days and Hours of Service</th>
<th>Eligibility</th>
<th>Fare</th>
<th>Transfers/ Policies</th>
<th>Vehicles</th>
<th>Trips</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auberry</td>
<td>Intercity services to the Fresno-Clovis Metropolitan Area</td>
<td>24hr prior reservation For service information call 800-325-7433</td>
<td>Fresno-Clovis Friant Area Foothills Auberry</td>
<td>Intercity Service Only on Tuesdays 8:00 am to 5:00 pm</td>
<td>General Public</td>
<td>Intercity Service: $5.00 per round trip</td>
<td></td>
<td>1</td>
<td>550</td>
</tr>
<tr>
<td>Coalinga</td>
<td>Scheduled, round-trip, intercity services, with route deviation</td>
<td>For service information call 951-935-1511 <a href="http://www.ruraltransit.org">www.ruraltransit.org</a></td>
<td>Coalinga, Huron, Five Points, Five Star, Lanare, Riverdale, Caruthers, Raisin City, Fowler, Easton, Fresno-Clovis</td>
<td>Monday - Saturday 8:00 am to 6:15 pm</td>
<td>General Public</td>
<td>One-way: $2.00 to $6.75 Round Trip: $2.00 to $11.00</td>
<td></td>
<td>1</td>
<td>8,806</td>
</tr>
<tr>
<td>Del Rey</td>
<td>Scheduled, round-trip, intercity services, with route deviation</td>
<td>For service information call 800-325-7433 <a href="http://www.ruraltransit.org">www.ruraltransit.org</a></td>
<td>Del Rey to Sanger</td>
<td>Weekdays 8:00am to 5:00pm</td>
<td>General Public</td>
<td>Elderly, disabled, children: $0.50 General Public: $0.75</td>
<td>Connections to other Intercity service vary depending on origin and destination</td>
<td>1</td>
<td>5,539</td>
</tr>
<tr>
<td>Dinuba Connection</td>
<td>Inter-county service</td>
<td>For service information call 1-877-404-6473</td>
<td>Dinuba Reedley</td>
<td>Summer 7:05 am to 2:55 pm School Year 7:05 to 8:55</td>
<td>General Public</td>
<td>Full fare: $1.50 Youth (6-12) fare: $1.25 Senior/Disabled/Medicare: $1.25</td>
<td>FCTA offers informal connections to the Fresno-Clovis Metropolitan Area through the following providers: Fresno Area Express’ (FAX) FAX’s Handy Ride ADA services</td>
<td>1</td>
<td>Not available</td>
</tr>
<tr>
<td>Firebaugh-Mendota</td>
<td>Intercity service</td>
<td>For service information call 800-325-7433 <a href="http://www.ruraltransit.org">www.ruraltransit.org</a></td>
<td>Firebaugh Mendota</td>
<td>Weekdays 7:00 a.m. to 5:30 pm</td>
<td>General Public</td>
<td>One-way: $1.00</td>
<td>Clovis Transit’s Stageline Clovis Round-Up</td>
<td>1</td>
<td>36,765</td>
</tr>
<tr>
<td>Huron Intercity</td>
<td>Intercity services</td>
<td>For service information call 800-325-7433 <a href="http://www.ruraltransit.org">www.ruraltransit.org</a></td>
<td>Huron and Coalinga</td>
<td>Weekdays 6:00 am to 6:00 pm</td>
<td>General Public</td>
<td>One-way: $2.00 Round-trip: $4.00</td>
<td></td>
<td>2</td>
<td>5,760</td>
</tr>
<tr>
<td>Orange Cove</td>
<td>Scheduled, multiple round trip, intercity service, with route deviation.</td>
<td>For service information call 800-325-7433 <a href="http://www.ruraltransit.org">www.ruraltransit.org</a></td>
<td>Orange Cove Roedeley Parlier Sanger Fresno-Callos</td>
<td>Weekdays 7:00 am to 5:30 pm</td>
<td>General Public</td>
<td>Gen Pub 1-way: $8.50 to $2.00 Gen Pub R/T: $1.70 to $4.00 60+/Dis/Child 1-way: $5.00 to $1 60+/Dis/Child R/T: $1 to $2</td>
<td></td>
<td>1</td>
<td>36,765</td>
</tr>
<tr>
<td>Southeast Corridor Transit</td>
<td>Scheduled, multiple round trip, intercity service, with route deviation.</td>
<td>For service information call 800-325-7433 <a href="http://www.ruraltransit.org">www.ruraltransit.org</a></td>
<td>Kingsburg Selma Fowler Fresno-Clovis</td>
<td>Weekdays 7:00 am to 5:30 pm</td>
<td>General Public</td>
<td>Gen Pub 1-way: $2.50 to $2.75 Gen Pub R/T: $2.25 to $4.75 60+/Dis/Child 1-way: $1.75 to $2.25 60+/Dis/Child R/T: $1.75 to $4.25</td>
<td></td>
<td>1</td>
<td>12,650</td>
</tr>
<tr>
<td>Westside Transit</td>
<td>Scheduled, multiple round trip, intercity service</td>
<td>For service information call 800-325-7432 <a href="http://www.ruraltransit.org">www.ruraltransit.org</a></td>
<td>Firebaugh Mendota Kerman Fresno-Clovis</td>
<td>Weekdays 7:00 am to 6:00 pm</td>
<td>General Public</td>
<td>Gen Pub 1-way: $8.50 to $2.00 Gen Pub R/T: $1.70 to $4.00 60+/Dis/Child 1-way: $5.00 to $1.50 60+/Dis/Child R/T: $1.75 to $4.25</td>
<td></td>
<td>1</td>
<td>10,797</td>
</tr>
<tr>
<td>Service</td>
<td>Service Description</td>
<td>Reservations or Information</td>
<td>Service Area</td>
<td>Days and Hours of Service</td>
<td>Eligibility</td>
<td>Fare</td>
<td>Transfers/ Policies</td>
<td>Vehicles</td>
<td>Trips</td>
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</tr>
<tr>
<td>Auberry</td>
<td>Local inter-community services between foothill communities</td>
<td>Call 800-325-7433 the day before you wish to travel to request a service pick-up</td>
<td>Friant Area Foothills Auberry</td>
<td>Weekdays 8:00 am to 3:00 pm</td>
<td>General Public</td>
<td>$0.35 General Public: $0.50 Disabled: Free</td>
<td></td>
<td>1</td>
<td>2,364</td>
</tr>
<tr>
<td>Coalinga</td>
<td>Demand responsive services in Coalinga</td>
<td>To request Demand Response service call 559-835-1511.</td>
<td>Coalinga Fresno-Clovis Avenal-Huron Avenal Prison</td>
<td>Weekdays 6:00 am to 6:00 pm</td>
<td>General Public</td>
<td>$0.50 General Public: $0.50 Disabled: Free</td>
<td></td>
<td>1</td>
<td>11,988</td>
</tr>
<tr>
<td>Firebaugh</td>
<td>Demand responsive service</td>
<td>To request Demand Response service call 800-325-7433 <a href="http://www.ruraltransit.org">www.ruraltransit.org</a></td>
<td>Firebaugh Fresno-Clovis Mendota-Kerman</td>
<td>Weekdays 7:00 am to 5:30 pm</td>
<td>General Public</td>
<td>$0.50 General Public: $0.50 Disabled: Free</td>
<td></td>
<td>1</td>
<td>11,392</td>
</tr>
<tr>
<td>Fowler</td>
<td>Demand responsive service in Firebaugh</td>
<td>To request Demand Response service call 800-325-7433 <a href="http://www.ruraltransit.org">www.ruraltransit.org</a></td>
<td>Fowler Fresno-Clovis Mendota-Kerman</td>
<td>Weekdays 7:00 am to 5:30 pm</td>
<td>General Public</td>
<td>$0.50 General Public: $0.75 Disabled: Free Connections to other Inter-city service vary depending on origin and destination</td>
<td></td>
<td>2</td>
<td>7,369</td>
</tr>
<tr>
<td>Huron</td>
<td>Demand responsive service in Huron</td>
<td>To request Demand Response service call 800-325-7433 <a href="http://www.ruraltransit.org">www.ruraltransit.org</a></td>
<td>Huron</td>
<td>Weekdays 6:00 am to 6:00 pm</td>
<td>General Public</td>
<td>$0.75 General Public: $0.50 Disabled: Free Monthly pass: $30</td>
<td></td>
<td>2</td>
<td>92,092</td>
</tr>
<tr>
<td>Kerman</td>
<td>Demand responsive service in Kerman</td>
<td>To request Demand Response service call 559-846-7914 <a href="http://www.ruraltransit.org">www.ruraltransit.org</a></td>
<td>Kerman</td>
<td>Monday to Saturday 7:00 am to 4:00 pm</td>
<td>General Public</td>
<td>$0.75 General Public: $0.50 Disabled: Free Monthly pass: $30</td>
<td></td>
<td>1</td>
<td>5,523</td>
</tr>
<tr>
<td>Kingsburg</td>
<td>Demand responsive service in Kingsburg</td>
<td>To request Demand Response service call 559-897-4331 <a href="http://www.ruraltransit.org">www.ruraltransit.org</a></td>
<td>Kingsburg</td>
<td>Weekdays 7:00 am to 5:30 pm Saturday 8:00 am to 5:00 pm</td>
<td>General Public</td>
<td>$0.75 General Public: $0.50 Disabled: Free Monthly pass: $30</td>
<td></td>
<td>1</td>
<td>27,523</td>
</tr>
<tr>
<td>Mendota</td>
<td>Demand responsive service in Mendota</td>
<td>To request Demand Response service call 800-325-7433 <a href="http://www.ruraltransit.org">www.ruraltransit.org</a></td>
<td>Mendota</td>
<td>Weekdays 7:00 am to 5:30 pm</td>
<td>General Public</td>
<td>$0.50 General Public: $0.75 Disabled: Free Monthly pass: $30</td>
<td></td>
<td>1</td>
<td>17,278</td>
</tr>
<tr>
<td>Service</td>
<td>Service Description</td>
<td>Reservations or Information</td>
<td>Service Area</td>
<td>Days and Hours of Service</td>
<td>Eligibility</td>
<td>Fare</td>
<td>Transfers/ Policies</td>
<td>Vehicles</td>
<td>Trips</td>
</tr>
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</tr>
<tr>
<td>Orange Cove</td>
<td>Demand responsive service in Orange Cove</td>
<td>To request Demand Response</td>
<td>Orange Cove</td>
<td>Weekdays 7:00 am to 5:30 pm</td>
<td>General Public</td>
<td>General Public: $0.50 Elderly and Children: $0.35 Disabled: Free Monthly pass: $30</td>
<td>1</td>
<td>18,084</td>
<td></td>
</tr>
<tr>
<td>Parlier</td>
<td>Demand responsive service in Parlier</td>
<td>To request Demand Response</td>
<td>Parlier</td>
<td>Weekdays 7:00 am to 4:00 pm</td>
<td>General Public</td>
<td>General Public: $0.75 Elderly and Children: $0.50 Disabled: Free Monthly pass: $30</td>
<td>1</td>
<td>10,790</td>
<td></td>
</tr>
<tr>
<td>Reedley</td>
<td>Demand responsive service in Reedley</td>
<td>To request Demand Response</td>
<td>Reedley</td>
<td>Weekdays 7:00 am to 5:30pm Saturday 8:00 am to 5:00 pm</td>
<td>General Public</td>
<td>General Public: $0.75 Elderly and Children: $0.50 Disabled: Free Monthly pass: $30</td>
<td>3</td>
<td>51,795</td>
<td></td>
</tr>
<tr>
<td>Rural Transit</td>
<td>Demand response service that provides gap service not covered in the sphere of influence of other available FCRTA rural services</td>
<td>24 hour Advanced Reservation call 800-325-7434 <a href="http://www.ruraltransit.org">www.ruraltransit.org</a> Anywhere in rural Fresno County not within sphere of influence of other rural systems</td>
<td>Weekdays 7:00 to 5:00pm</td>
<td>Weekdays 7:00 to 5:00pm</td>
<td>General Public</td>
<td>One-Way: $5.00 Additional Stops: $2.50 each stop Connections to other Inter-city service vary depending on origin and destination</td>
<td>4 Vans</td>
<td>720</td>
<td></td>
</tr>
<tr>
<td>Sanger</td>
<td>Demand responsive service in Sanger</td>
<td>To request Demand Response</td>
<td>Sanger</td>
<td>Weekdays 7:00 am to 5:30pm Saturday 8:00 am to 5:00 pm</td>
<td>General Public</td>
<td>General Public: $0.75 Elderly and Children: $0.50 Disabled: Free Monthly pass: $30</td>
<td>3</td>
<td>41,194</td>
<td></td>
</tr>
<tr>
<td>San Joaquin</td>
<td>Demand responsive service in and around San Joaquin</td>
<td>To request Demand Response service call 800-325-7434 <a href="http://www.ruraltransit.org">www.ruraltransit.org</a></td>
<td>San Joaquin</td>
<td>8:00 am to 5:00 pm</td>
<td>General Public</td>
<td>General Public: $0.50 Elderly and Children: $0.35 Disabled: Free Monthly pass: $30</td>
<td>1</td>
<td>11,645</td>
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<tr>
<td>Selma</td>
<td>Demand responsive service in Selma</td>
<td>To request Demand Response service call 559-891-2221 <a href="http://www.ruraltransit.org">www.ruraltransit.org</a> Selma Fowler Fresno-Clovis Kingsburg</td>
<td>Weekdays 7:00 to 5:00pm Saturday 8:00 am to 5:00 pm</td>
<td>General Public</td>
<td>General Public: $0.75 Elderly and Children: $0.50 Disabled: Free Monthly pass: $30</td>
<td>4</td>
<td>64,077</td>
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<tr>
<td>Service</td>
<td>Service Description</td>
<td>Reservations or Information</td>
<td>Service Area</td>
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<td>Fare</td>
<td>Transfers/ Policies</td>
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</table>
| Head Start Program              | Transports students to and from the Tielman site to their homes in the South Valley  | For more information contact: 559-263-1000  
www.fresnoec.org | Fresno County | Varies depending on school hours | Applications are taken for children ages 2.6 years old to kindergarten enrollment age. | Head Start offers free services to families who meet federal low-income guidelines. Families who receive public assistance or other benefits may also be eligible. | N/A | 34 | 221,700 |
| Operator FCRTA                  | Operates 14 demand response transportation services in rural Fresno County for the Fresno County Rural Transportation Agency (FCRTA) | For more information contact FCRTA:  
www.ruraltransit.org  
559-233-6789 | Rural Fresno County | Varies depending on location of FCRTA service. See FCRTA website for more details | General Public/ Senior/ Disabled | Varies depending on location of FCRTA service. See FCRTA website for more details | N/A | See FCRTA services | See FCRTA services | |
| Transit Systems                 | The Fresno EDC Transit Systems contracts with groups or other public and non-profit agencies to provide group transportation to their clientele. | Transit Systems service inquiries: 559-263-8005 | Fresno County | Varies depending on location and parameters of partner agencies | Senior, disabled and other social services agency clients | Monetary donations are welcome to offset the cost of transporting the elderly and disabled. | N/A | 58 | 14,650 |
| Regional Center Transportation  | Provides day program transportation as a contractor to the Regional center to support their clients with developmental disabilities | For more information contact:  
556-276-4300  
www.cvrc.org | Fresno County | Varies | Must be on enrollment on Regional center caseload | N/A | N/A | 194,000 |
| CalWORKs Night Transportation   | Transportation services to CalWORKs participants during non-traditional working hours, Transportation is provided to a place of employment, a training site, or to a childcare facility as requested by Fresno County caseworkers. | For more information contact: 877-600-1377  
www.co.fresno.ca.us | Fresno County | Monday - Sunday  
6:00 pm to 6:00 am | Must be enrolled in the Fresno County's CalWORKs program | N/A | N/A | 3 | 9,350 |
## OTHER INTERCITY AND REGIONAL SERVICES

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<tr>
<th>Service</th>
<th>Service Description</th>
<th>Reservations or Information</th>
<th>Service Area</th>
<th>Days and Hours of Service</th>
<th>Eligibility</th>
<th>Fare</th>
<th>Transfers/ Policies</th>
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<tbody>
<tr>
<td><strong>California Vanpool Authority</strong></td>
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<tr>
<td>CalVans</td>
<td>The project, which began in 2001 with one van, was originally established as an offshoot of Kings Area Rural Transit. CalVans has grown to include more than 200 system-wide vanpools tailored to meet the needs of commuters, plus nearly 150 vans especially designed for farm workers. For more information contact: 866-655-5444 <a href="http://www.calvans.org">www.calvans.org</a></td>
<td>For more information contact: 866-655-5444 <a href="http://www.calvans.org">www.calvans.org</a></td>
<td>El Dorado, Fresno, Kern, Kings, Madera, Merced, Monterey, Napa, Placer, Sacramento, San Benito, Santa Barbara, Santa Cruz, Sutter, Tulare, Ventura, Yolo and Yuba counties. Vehicles are operated by members of the vanpool and travel times vary depending on participant work schedules. General Public</td>
<td>Vanpools costs are incurred on a monthly basis and include fees for van lease, fuel, insurance, maintenance, and administration. These costs are shared equally across participants of the vanpool. There are subsidies available to financially assist vanpool participants, such as a $700k annual contribution from Fresno County’s Measure C and $30 monthly vouchers provided over a 3-year period by the San Joaquin Valley Air District for any rider in its 8 county region.</td>
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<td><strong>Valleyrides</strong></td>
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<td>Ride matching and Information Portal</td>
<td>Valleyrides.com can match an individual with an appropriate carpool, and provide information on contacts for carpool and bike pool programs as well as other available transportation services. Also provides taxi cash vouchers for senior transportation. Contact: Online - <a href="http://www.valleyrides.com">www.valleyrides.com</a> Phone - 559-441-7433</td>
<td></td>
<td>San Joaquin Valley Website available 24 hours a day, 7 days a week General Public for ride matching and information portal Ages 70+ for taxi scrip</td>
<td>Taxi Voucher Program: Seniors buy $20 taxi scrip books at a discounted price of $5. Taxi Scrip is then used as cash to pay the metered fare for a taxi trip.</td>
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<td><strong>Kings Area Public Transit Agency</strong></td>
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<tr>
<td>Kings Area Rural Transit (KART)</td>
<td>Fixed-route service from Hanford to Fresno and service from Laton to Kings County</td>
<td>For information contact: 1-800-675-8881 <a href="http://www.mykartbus.com">www.mykartbus.com</a></td>
<td>Fresno Selma Hanford Hanford-Fresno Weekdays 9:00 am to 2:30 pm Hanford Weekdays 9:00 am to 3:00 pm</td>
<td>General Public</td>
<td>General Fare: $1.50(one-way) $50.00 (monthly) Half Fare: Senior/ Disabled/ ADA/ Medicare, Ages 7-12</td>
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Valleyrides spends $318,401 in taxi Scrip annually when you board the bus and pay your fare, the driver may give you a transfer to complete your one-way trip. Transferring to a more expensive route or service will require additional payment.
<table>
<thead>
<tr>
<th>Service</th>
<th>Service Description</th>
<th>Reservations or Information</th>
<th>Service Area</th>
<th>Days and Hours of Service</th>
<th>Eligibility</th>
<th>Fare</th>
<th>Transfers/ Policies</th>
<th>Vehicles</th>
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<tr>
<td><strong>Amtrak</strong></td>
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<td>General Public</td>
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<tr>
<td>State-supported corridor services</td>
<td>Operates twelve daily intercity San Joaquin trains</td>
<td>For schedule and fare information, call (800) USA RAIL – for local Fresno Depot information call 559-486-7651, or visit <a href="http://www.amtrak.com">www.amtrak.com</a> on the internet.</td>
<td>To the South: Hanford, Corcoran, Wasco, Bakersfield</td>
<td>The Santa Fe Amtrak Station is open from 6:15 a.m. to 10:00 p.m.</td>
<td>General Public</td>
<td>For schedule and fare information, call (800) USA RAIL – for local Fresno Depot information call 559-486-7651, or visit <a href="http://www.amtrak.com">www.amtrak.com</a> on the internet.</td>
<td>Amtrak augments the San Joaquin trains with an extensive system of thruway buses that have guaranteed connections at trainside.</td>
<td>12 Trains daily</td>
<td>Not available</td>
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<tr>
<td><strong>Greyhound</strong></td>
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<td></td>
<td>General Public</td>
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<tr>
<td>Nationwide Intercity Bus</td>
<td>Largest provider of intercity bus transportation in North America</td>
<td>Greyhound Terminal: 1033 H Street in downtown Fresno. For information call: 559-268-1829 or 1-800-231-2222 or visit online at: <a href="http://www.greyhound.com">www.greyhound.com</a></td>
<td>Daily service to 102 California destinations. Connections across North America</td>
<td>Station Hours: Open 24/7 Ticketing Hours: Open 24/7 Service Hours: Call 559-268-1829</td>
<td>General Public</td>
<td>Fares vary depending on destination</td>
<td>Amtrak passengers use Greyhound to make connections to cities not served by rail on Amtrak Thruway service, by purchasing a ticket for the bus connection from Amtrak in conjunction with the purchase of their rail ticket.</td>
<td>Not available</td>
<td>Not available</td>
</tr>
<tr>
<td>Intercity Bus Service</td>
<td>Intercity Bus service between Mexico and Northern California</td>
<td>Located at: 1142 F St, Fresno, CA 93706. For information Call: 559-233-7488</td>
<td>Fresno to: Stockton, San Jose Bakersfield, San Fernando, Los Angeles, Santa Ana San Ysidro, Mexico and many points between.</td>
<td></td>
<td>General Public</td>
<td>Fares vary depending on destination</td>
<td>Not available</td>
<td>Not available</td>
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</table>

Greyhound Terminal: 1033 H Street in downtown Fresno.
For information call: 559-268-1829 or 1-800-231-2222 or visit online at: www.greyhound.com

Station Hours: Open 24/7
Ticketing Hours: Open 24/7
Service Hours: Call 559-268-1829

General Public Fares vary depending on destination
<table>
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<tr>
<th>Service</th>
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<th>Vehicles</th>
<th>Annual Trips</th>
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<tbody>
<tr>
<td>Taxi Voucher Program</td>
<td>Provides mostly incidental taxi trips through Title IIIB funding, some contracted transportation for five meal sites in Fresno, bus passes for the City of Madera, and provides transportation information to its clients.</td>
<td>For more information contact: 559-600-4405 <a href="http://www.fmaaa.org">www.fmaaa.org</a></td>
<td>Fresno and Madera Counties</td>
<td>Spends $50,880 on the FMAAA senior meal site transportation</td>
<td>Not available</td>
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</tr>
<tr>
<td>Senior Companion Program</td>
<td>Senior Companions assist in a wide range of areas including: light meal preparation, shopping, light household tasks, respite care, and offer their friendship and companionship.</td>
<td>For more information contact: 559-498-6377 <a href="http://www.ccdof.org">www.ccdof.org</a></td>
<td>Fresno County</td>
<td>Program pays volunteers a stipend of $2.65 per hour and reimburse mileage at $.45 per mile up to 100 miles per month.</td>
<td>No agency vehicles</td>
<td>N/A</td>
</tr>
<tr>
<td>Transportation Program</td>
<td>Provides day program transportation to support its clients with developmental disabilities; purchases bus passes for clients who use public transit; provides vouchers to reimburse clients other transportation expenses.</td>
<td>For more information contact: 556-276-4300 <a href="http://www.cvrc.org">www.cvrc.org</a></td>
<td>6-County service area with offices in Fresno, Merced and Visalia</td>
<td>Eligibility: Persons with Developmental Disabilities</td>
<td>EOC Contractor has an available shared fleet of 58 vehicles</td>
<td>194,000 (See Economic Opportunities Commission)</td>
</tr>
<tr>
<td>Medical Transportation</td>
<td>Subsidizes transportation in the form of passes on public transit, greyhound, and Amtrak. Also reimburses mileage.</td>
<td>For more information contact: 559-353-3000 <a href="http://www.childrenscentralca.org">www.childrenscentralca.org</a></td>
<td>Madera and Fresno Counties</td>
<td>Contribute $100k to FAX to operate Route 58E from River Park shopping center</td>
<td>No agency vehicles</td>
<td>N/A</td>
</tr>
<tr>
<td>Health Insurance Assistance Program</td>
<td>Provides bus tokens on the FAX transit system to clients who have no transportation to or from medical appointments. Provides transportation to clients in staff vehicles for clients living in rural areas of the county.</td>
<td>Eligibility: Client must be an established care recipient with a scheduled medical appointment.</td>
<td>Fresno County</td>
<td>Generally provide transportation to farmworkers, homeless, and behavioral health clients. Agency spends $4,500 per year on bus tokens.</td>
<td>No agency vehicles</td>
<td>Not applicable</td>
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<tr>
<td>Community Connections</td>
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<td>Service</td>
<td>Service Description</td>
<td>Reservations or Information</td>
<td>Service Area</td>
<td>Notes</td>
<td>Vehicles</td>
<td>Annual Trips</td>
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<td>Disabled Veterans Transportation</td>
<td>Provides medical transportation for veterans to and from the V/A Medical Center. Vans are not lift equipped and the service is limited in the rural areas of Fresno County.</td>
<td>For more information contact: 559-237-0273 <a href="http://www.DAV.org">www.DAV.org</a></td>
<td>Fresno-Clovis Some rural communities</td>
<td>Eligibility: Any man or woman who served in the armed forces during a period of war or under conditions simulating war, and was wounded, disabled to any degree, or left with long-term illness as a result of military service, and was discharged or retired from military service under honorable conditions.</td>
<td>Not available</td>
<td>Not available</td>
</tr>
<tr>
<td>Program Transportation</td>
<td>Provides transportation to its clients for travel to and from Arc program sites in Fresno County and provides bus passes on FAX services to clients that can utilize fixed-route bus service.</td>
<td>Eligibility: Must have a developmental or cognitive disability</td>
<td>Fresno and Madera Counties</td>
<td>Bus passes are only available to clients in Madera County</td>
<td>63 W/C accessible vehicles</td>
<td>Not available</td>
</tr>
<tr>
<td>Bus Pass Subsidy and APS Transportation</td>
<td>Spends $700k per year in bus passes and tokens to meet the mobility needs of the transportation disadvantaged. Adult protective services provides transportation to its clients for life sustaining trips and provides bus tokens for FAX bus.</td>
<td>For more information contact: 877-600-1377 <a href="http://www.co.fresno.ca.us">www.co.fresno.ca.us</a></td>
<td>Fresno County</td>
<td>DPS spends $700K annually on bus passes Eligibility - Cal works: CalFresh: Medi-Cal: APS: Must be a dependent adult on agency client roster.</td>
<td>APS: 9 Ford Taurus</td>
<td>Does not track APS trips</td>
</tr>
<tr>
<td>Transportation Assistance</td>
<td>Retrains unemployed and underemployed workers, reimbursing clients for public transit and automobile costs for travelling to the one-stop center for training.</td>
<td>For more information contact: Coalinga - (559) 935-7886 Firebaugh - (866) 452-5020 Fresno - (559) 499-3709 Reedley - (559) 637-2444 <a href="http://www.workforce-connection.com">www.workforce-connection.com</a></td>
<td>Coalinga Firebaugh Fresno Reedley</td>
<td>No agency vehicles</td>
<td>Not applicable</td>
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<tr>
<td>Bus Pass Subsidy</td>
<td>Case workers provide support services for clients with transportation tokens.</td>
<td>For more information contact: 559-443-8400 <a href="http://www.fresnohousing.org">www.fresnohousing.org</a></td>
<td>Fresno County</td>
<td>No agency vehicles</td>
<td>Not applicable</td>
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<tr>
<td>Medical Transportation</td>
<td>Provides seed money through grants to clinics such as United Health to provide transportation. Also provides door-to-door transportation for specialty care where 2-3 member are transported daily throughout Fresno, Merced and Kern counties.</td>
<td>Must make transportation arrangements 5 days in advance.</td>
<td>Fresno, Merced and Kern counties</td>
<td>Eligibility: An individual must not be able to use public transit.</td>
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## Human Services Agency Transportation

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<tr>
<th>Service</th>
<th>Service Description</th>
<th>Reservations or Information</th>
<th>Service Area</th>
<th>Notes</th>
<th>Vehicles</th>
<th>Annual Trips</th>
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<tr>
<td><strong>Proteus</strong></td>
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<tr>
<td>Dept. of Labor Farmworkers</td>
<td>Provides transportation assistance in the form of weekly or bi-weekly gas vouchers for travel to job search or job training</td>
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<td>Eligibility for gas vouchers is based on income</td>
<td>Fresno County</td>
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<tr>
<td>Program (WIA 167)</td>
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<td>No agency vehicles</td>
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<td>Evaluates school/training attendance on a weekly base to ensure gas vouchers are being used appropriately.</td>
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<td>Resources for Independence</td>
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<tr>
<td>Central Valley</td>
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<tr>
<td>Travel Training</td>
<td>Travel training for clients that are referred from partner agencies.</td>
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<td>Anyone with disability</td>
<td>City of Fresno</td>
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<td>No agency vehicles</td>
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<tr>
<td>United Health Centers</td>
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<tr>
<td>Transportation Program</td>
<td>United Health Centers offers its patients free transportation to and from their medical appointments.</td>
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<td>When the patient makes an appointment, they can schedule their ride at the same time.</td>
<td>Corcoran, Earlimart, Kerman, Mendota, Orange Cove, Parlier, Sanger</td>
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<tr>
<td>Valley Center for the Blind</td>
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<td>Independent Living Skills</td>
<td>VCFB has an agreement with FAX to sell fixed-route bus passes. Has a newly hired Certified Mobility specialist that offers limited local transportation training to clients according to their eligibility.</td>
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<td>Eligibility: Persons with vision impairment</td>
<td>Fresno County</td>
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<td>Has a grant for seniors where they can pay for and get reimbursed for client transportation if needed. However, this has not been utilized in the past year.</td>
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<tr>
<td>Youth Leadership Institute</td>
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<tr>
<td>Friday Night Live</td>
<td>Transports youth clients to monthly training and social campaign events.</td>
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<td>Events are located in different parts of the county. Students are from Fresno, Selma, Kerman</td>
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<td>Staff will transport students with their own vehicles for local trips. Agency will rent a bus for long distance trips.</td>
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Appendix 5: Demographic Maps
Median Income by Census Block Group
Fresno County

Source: U.S. Census Bureau, 2007-2011 American Community Survey 5-Year Estimates; Fresno County; City of Fresno. June 2013.
Median Income by Census Block Group
Central Fresno County

Median Income by Block Group
- $0 - $28,188
- $28,189 - $37,585
- $37,586 - $50,208
- $50,209 - $69,299
- $69,300 - $163,581

Urbanized Areas

Percentage of Zero Car Households by Census Block Group

Fresno County

Source: U.S. Census Bureau, 2007-2011 American Community Survey 5-Year Estimates; Fresno County; City of Fresno. June 2013.
Percentage of Zero Car Households by Census Block Group
Central Fresno County

Source: U.S. Census Bureau, 2007-2011 American Community Survey 5-Year Estimates; Fresno County; City of Fresno. June 2013.
Percentage of Population Not Speaking English Well, by Census Block Group
Central Fresno County

0 - 1.7%
1.7% - 7.4%
7.4% - 15.0%
15.0% - 30.1%
30.1% - 76.3%

Urbanized Areas

Source: U.S. Census Bureau, Fresno County, City of Fresno