



FAX **FRESNO AREA** EXPRESS

Title VI Program

Submitted to the
Federal Transit Administration
Region IX
90 Seventh Street, Suite 15-300
San Francisco, CA 93103

Accepted by the Fresno City Council
on October 24, 2019

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**City of Fresno Department of Transportation
Fresno Area Express (FAX)
2019 Title VI Program**

Developed August/September 2019

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Submitted to:

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Region IX
90 Seventh Street, Suite 15-300
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INTRODUCTION

Fresno Area Express (FAX) is pleased to present its triennial Title VI Program submission covering the period from July 1, 2016 to June 30, 2019 to the Federal Transit Administration (FTA) Office of Civil Rights. FAX is a substantial provider of fixed-route and paratransit services in Central California. As the City of Fresno's Transportation Department, FAX provides over 10 million annual passenger trips per year, the majority of which are provided directly to minority and disadvantaged groups.

The original report in 1996 reviewed the practices and operations of FAX for compliance with Title VI of the Civil Rights Act of 1964. The report was prepared in accordance with the FTA Title VI guidelines as stated in FTA Circular 4702.1 dated May 26, 1988. This report has since been updated in accordance with the new FTA circular 4702.1B dated October 1, 2012. Title VI of the Civil Rights Act states the following:

"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

It is with this statement in mind that FAX transportation serves the residents of Fresno.

This report consists of two sections. The first section, General Reporting Requirements, contains information concerning Title VI assurances; Title VI Program requirements for FAX; notification of protections afforded by Title VI; Title VI complaint procedures and form; active complaints, investigations, and lawsuits; public participation; and meaningful access for Limited English Proficiency (LEP) persons.

The second section, Program-Specific Requirements, contains information regarding requirements to submit a Title VI Program as a fixed-route transit provider; the Title VI internal review process for service standards and policies; the requirements to collect and report on demographic data; the internal monitoring process for transit service; and the evaluation of service and fare changes with respect to the effect on minority and low-income populations that are specific to the FAX fixed-route transit system.

While protections afforded by Title VI extend to fixed-route and paratransit customers alike, the second section focuses on fixed-route service due to its nature of operating along defined routes serving a variety of communities. Given that paratransit service is on demand and serves the entire FAX service area, it does not require the same level of monitoring and evaluation as the fixed-route service.

The appendices at the end of the Title VI Program contain a page from the FAX schedule guide; a signed FTA Civil Rights Assurance; the FAX fixed-route service map; a low-income population distribution chart of the Fresno-Clovis Metropolitan Area



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(FCMA); a population and racial distribution chart of the FCMA; a population distribution of LEP persons; a membership listing of the Social Service Transportation Advisory Council (SSTAC); the most recent customer satisfaction surveys; the public notice to transit users of their Title VI rights; the FAX internal Title VI policies and procedures document; the Title VI complaint form to be used when filing a complaint; the FAX Title VI Fare Equity Analysis; the FAX Fixed-Route System Restructure Study (inclusive of a service equity analysis); the Title VI Program approval by the City of Fresno governing board; and all Title VI workshop materials for this 2019 Title VI Program.

As a supplement to this report, FTA requires a census tract base map of the service area to be provided with overlays depicting fixed-transit routes and minority population figures. This is included as Appendix P, along with the other required demographic maps.

I. GENERAL REPORTING REQUIREMENTS

Title VI General Reporting Requirements include the following:

- A. Annual Title VI Certifications and Assurances
- B. Title VI Program Submission
- C. Notification of Protection to Beneficiaries under Title VI
- D. Title VI Complaint Procedures
- E. A list of all active lawsuits, investigations, and/or complaints alleging discrimination on the basis of race, color, or national origin with respect to service or other transit benefits
- F. Promotion of Inclusive Public Participation
- G. Meaningful Access to LEP Persons
- H. Minority Representation on Planning and Advisory Bodies
- I. Provide Assistance to Subrecipients
- J. Monitoring of Subrecipients
- K. Determination of Site or Location of Facilities
- L. Request of Additional Information

The sections below contain information that satisfies these requirements where applicable.

A. Annual Title VI Certification and Assurance

In accordance with 49 CFR Section 21.7(a) FAX has in the past submitted its annual Title VI assurances via TEAMWEB as part of its annual Certifications and Assurances submission to the FTA. With the implementation of the new grant management system, the Title VI assurance will be submitted as part of the annual Certifications and Assurances via the Transit Asset Management System (TrAMS). A signed FTA Civil Rights statement assures all of the records and other information required under FTA Circular 4702.1B dated October 1, 2012 is retained at the FAX administration office in Fresno (Appendix B).

B. Title VI Program Submission

In compliance with 49 CFR Section 21.9(b), FAX is submitting its triennial Title VI report for the period covering July 1, 2016 to June 30, 2019, to the FTA, Office of Civil Rights. The program submission includes the following as required by Circular 4702.1B:

1. A copy of the Title VI notice to the public
2. A copy of the instructions for the public on how to file a Title VI complaint

3. A list of any active Title VI investigations, complaints, and/or lawsuits
4. A copy of the FAX public participation plan
5. A copy of the FAX language assistance plan
6. Additional information regarding transit specific requirements

C. Notification of Protection under Title VI

FAX publishes a schedule guide that is updated two to five times per year. The schedule guide is available on all buses and at the Manchester Transit Center (major transfer station). Pages 6 and 11 of the guide contain the Title VI statement in English and Spanish, including who to contact for more information (Appendix A). Bus placards informing passengers of their Title VI rights (Appendix K), are posted on all fixed-route buses. Title VI notification is also posted in both reception areas in the FAX administration office and in the Manchester Transit Center. In addition, this information is available electronically in more than 100 different languages (via Google Translate) on the City of Fresno's website at:

<https://www.fresno.gov/transportation/plans-reports-notice/>

D. Title VI Complaint Procedures

FAX Title VI Policy

FAX is committed to ensuring no individual or organization is excluded from participation in; denied the benefits of its programs, activities, or services; or subject to discrimination on the basis of race, color, and national origin, according to Title VI of the Civil Rights Act of 1964, as amended. Every FAX division and employee is responsible for achieving the FAX commitment to nondiscrimination, including the requirements of Title VI stated in this policy.

This includes the following:

1. To ensure the same level and quality of transportation services are provided to all;
2. To identify and address, as appropriate, the human health, social, economic, and environmental effects of the FAX programs and activities on all populations; and
3. To promote full and fair participation in transportation decision-making.

FAX management is responsible for providing leadership, direction, and policy to ensure compliance with Title VI.



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For additional information on the FAX non-discrimination obligations, please contact FAX Title VI Coordinator, 2223 G Street, Fresno, CA 93706, (559) 621-RIDE (Office) / (559) 457-1589 (Fax).

Complaint Procedure

Any person who believes he or she has been excluded from participation in or denied the benefits of the FAX programs, activities, or services due to discrimination may file a complaint with FAX within 180 days from the date of the alleged discrimination. The bilingual (English/Spanish) complaint form is available online and can be downloaded at <https://www.fresno.gov/transportation/plans-reports-notices/>. A complaint may be filed several ways.

Mail: FAX, Title VI Coordinator, 2223 G Street, Fresno, CA 93706
Fax: Title VI Coordinator at (559) 457-1589
Telephone: (559) 621-RIDE (7433)

Once a complaint is filed, the FAX Title VI Coordinator will record the complaint in the FAX database and forward it to the appropriate supervisor.

The supervisor may interview individuals named as witnesses and any other individuals who may have information. The supervisor may review relevant documentation. Failure of the complainant to respond to requests for information from the supervisor may result in closure of the complaint.

Although FAX management strives to promptly resolve all complaints, this process will differ depending on the complexity of the complaint, the individuals involved, and other factors. The complainant will receive a final written response to the complaint, which shall be approved by the appropriate FAX division manager.

Title VI Complaint to the U.S. Department of Transportation

Organizations or individuals who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color, or national origin may submit a complaint to the U.S. Department of Transportation.

Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Further information, including the complaint form, is available at www.fta.dot.gov. Policies and procedures for the internal complaint process are in the FAX Administrative Manual, Section A1-6 (Appendix L).

E. Active Lawsuits and Complaints

FAX has had no active investigations, complaints, or lawsuits with respect to Title VI during the period of July 1, 2016, through June 30, 2019. FAX has not received any complaints which allege discrimination on the basis of race, color, or national origin and is not currently involved in any active lawsuits alleging discrimination.

F. Public Participation

Requirement

Recipients must develop a Public Participation Plan, including information about outreach methods to engage minority and LEP persons, as well as a summary of outreach efforts made since the last Title VI Program submission.

FAX promotes a proactive approach in reaching out to the public for comments on proposed transit issues, such as service or fare changes, construction projects, technology upgrades and additions, and other important decisions affecting the passengers' experience. Transparency in decision-making and open lines of communication ensure all stakeholders in the community have an opportunity to contribute to the process.

This document outlines the public involvement strategies for the general public, as well as those strategies targeted towards minority and LEP populations. It also outlines the efforts to engage other constituencies that are traditionally under-represented, such as persons with disabilities, low-income populations, and those with low literacy skills.

Outreach Philosophy

FAX emphasizes involvement with the public in its planning process and seeks inclusive and collaborative citizen participation in its decision-making. FAX's goal is to make decisions about plans, projects, and service and fare changes only after providing opportunities for public comment and input. FAX analyzes any feedback received to mitigate concerns brought forth. All perspectives should be considered, and FAX conducts proactive ongoing outreach, as well as project- and proposal-specific outreach.

FAX has participated and provided information in the following outreach events since its last Title VI submission:

1. School registration days
2. Employer sponsored job, transit, and health fairs
3. Community events, such as parades and street parties
4. Mobile workshops
5. School presentations

6. Take-one brochures
7. Car cards inside buses
8. Web postings and FAX newsletters
9. Media press releases
10. Social media (Facebook and Twitter)
11. Senior housing presentations
12. Print advertisements and notices
13. Community meetings (e.g. Chamber of Commerce)

Ongoing Public Engagement

Efforts are made on a regular basis to maintain clear lines of communication between FAX and local community organizations. Maintaining strong working relationships with local advocacy groups, social service organizations, health agencies, major employers, K-12 schools, four-year universities, community colleges, and local leaders ensures FAX remains aware of the issues, needs, and priorities of low-income and minority populations in the community. A representative excerpt of those groups is provided in Exhibit 1.

Exhibit 1 Public Engagement Contact List

Organization
Belmont Merchant's Association
Building Industry Association
California Council of the Blind, Fresno
California Partnership for San Joaquin Valley
California Rural Legal Assistance Foundation
California State University, Fresno Rehabilitation Counseling Program
Caltrans District 6
Catholic Charities - Diocese of Fresno
Catholic Diocese of Fresno
Central California Hispanic Chamber of Commerce
Central California Legal Services
Central California Regional Obesity Prevention Program
Central Valley Air Quality Coalition
Central Valley Regional Center
Centro Binacional Para el Desarrollo Indígena Oaxaqueño
Centro La Familia Advocacy, Inc.
City of Clovis
City of Fresno
Community and Neighborhood Centers:
Dickey Youth Development Center
Einstein Neighborhood Center
El Dorado Neighborhood Center

Organization
Community and Neighborhood Centers (continued):
Fink-White Neighborhood Center
Frank H. Ball Neighborhood Center
Highway City Neighborhood Center
Holmes Neighborhood Center
Lafayette Neighborhood Center
Mary Ella Brown Community Center
Melody Neighborhood Center
Mosqueda Community Center
Pinedale Community Center
Quigley Neighborhood Center
Romaine Neighborhood Center
Sunset Neighborhood Center
Ted C. Wills Community Center
Community Food Bank
Court Appointed Special Advocates
Deaf and Hard of Hearing Service Center, Inc.
Department of Rehabilitation
Every Neighborhood Partnership
Faith in Community
Fresno Area Hispanic Chamber of Commerce
Fresno Arts Council
Fresno Center for New Americans
Fresno Council of Governments
Fresno County Bicycle Coalition
Fresno County Department of Social Services
Fresno County Rural Transit Agency
Fresno Economic Development Corporation
Fresno Economic Opportunities Commission
Fresno Housing Alliance
Fresno Interdenominational Refugee Ministries
Fresno Metro Black Chamber of Commerce
Fresno Metro Ministry
Fresno Regional Workforce Investment Board
Fresno Street Saints
Fresno-Clovis Convention and Visitors Bureau
Fresno-Madera Area Agency on Aging (FMAAA)
Greater Fresno Area Chamber of Commerce

Organization
Hope Now for Youth
Housing Authorities of City and County of Fresno
Jakara Movement
Latino Coalition for a Healthy California
Leadership Counsel for Justice and Accountability
Mental Health America of Central Valley
Ministerial Alliance
PBID Partners of Downtown Fresno
Proteus, Inc.
Reading and Beyond
Relational Culture Institute
Resources for Independence, Central Valley
Saint Rest Economic Development Corporation
San Joaquin Valley Air Pollution Control District
School Districts/Higher Education Institutions:
Clovis Unified School District
Fresno State
Fresno City College
Fresno County Office of Education
Fresno Unified School District
State Center Community College District
Southeast Fresno Community Economic Development Association
Stone Soup
Tree Fresno
United Way of Fresno County
Valley Center for the Blind
Ventura/Kings Canyon Merchants Association
West Fresno Health Care Coalition
Westside Church of God
Workforce Connections
Yonas Paulos (Advocate for Homeless Veterans)
Youth Organizations:
Boys and Girls Club of Fresno
Building Healthy Communities - Youth Engagement Team
Californians for Justice
Center for Multicultural Cooperation
Fresno Boys and Men of Color (BMoC)
The kNow Youth Group
Youth Leadership Institute

In addition to engaging community groups, FAX seeks ongoing feedback from the general public. Comments can be submitted at any time throughout the year on the FAX website, social media (Facebook and Twitter), by phone through a live customer service agent or other staff member, or by mail or in person to the FAX administrative office. The FAX website is updated regularly with information on projects in order to encourage the public to comment on these proposals. When financially and resource-feasible, FAX seeks information from current and prospective riders through onboard or online surveys. These surveys are usually conducted every two years. The data is collected and analyzed for inclusion in the most current service or project plans. The most recent customer surveys for fixed-route transit and Handy Ride paratransit services were conducted in 2018 (Appendices H and I).

FAX regularly participates in numerous cross-agency committees including the SSTAC hosted by the Fresno Council of Governments (FCOG). The list of SSTAC representatives is included in this report (Appendix G). This committee participates in the annual Unmet Transit Needs Assessment process and advises FCOG on other major transit issues (including the Coordinated Public Transit-Human Services Transportation Plan). Active participation in this committee by FAX provides an ongoing venue for feedback and representative stakeholder input from some of its more disadvantaged residents and residents with disabilities.

Input is also sought through the City of Fresno's Disability Advisory Commission (DAC). The DAC is a seven-member body made up of community leaders appointed by the Mayor and approved by the City Council; five of the seven members must be persons with disabilities. DAC has met continuously on the second Tuesday of the month, 10 months a year, since 2008. The DAC receives input from citizens on the needs and concerns of the disability community, formulates and recommends solutions to those concerns, and conveys such recommendations to appropriate departments within the City of Fresno. The DAC has a Transportation Subcommittee which is charged with developing solutions and/or alternatives to current transit issues in the FAX fixed-route and paratransit systems. This includes addressing approval/disapproval of ADA certification appeals. Additionally, the City of Fresno council meetings are held a minimum of biweekly and in compliance with the "Open Meeting Laws" of California, Section 54950 et seq. of the Government Code. The general public is invited to attend and provide input on matters under consideration by the board. FAX is a department within the City of Fresno.

Outreach Regarding Major Service or Fare Changes

When preparing for significant changes to the FAX fare structure or transit service, it is vital to gather input from a broad range of sources and through a variety of methods. No singular means of outreach can effectively gather feedback from all relevant stakeholders. FAX relies on traditional and nontraditional outreach methods to seek public input on service and fare changes, including those not significant enough to meet

the major service change threshold. Outreach and participation efforts are emphasized with focus on the following:

1. Ensure full and fair participation by all potentially affected communities;
2. Avoid, minimize, or mitigate disproportionately high and adverse effects on minority and low-income populations; and
3. Prevent the denial of, reduction of, or significant delay in receipt of transportation benefits by minority and low-income populations.

FAX continually seeks to involve organizations and individuals who may have potential interest in proposed service and fare changes. FAX consults with organizations and agencies that serve environmental justice populations and seeks populations who may be affected to voice their opinion. Public input is documented, considered, and incorporated into the decision-making process.

Stakeholder Meetings

FAX seeks to capitalize on existing community resources to gather input and feedback on proposed service and fare changes. FAX meets with stakeholders from public schools, universities, healthcare institutions, social service agencies, and other local groups to better understand their community needs. These community experts often have localized knowledge that can help guide FAX staff when developing proposals for the general public.

Public Meetings

As the primary method of seeking community input, significant planning and preparation are conducted in advance of every public gathering. The following considerations assure minority, low income, and disabled populations can attend and actively participate in the decision making process for service and fare changes.

- **Location:** Public meetings are scheduled in locations with transit access near the routes or communities affected by the proposed changes, with additional considerations for members of the population with limited accessibility, such as minority, low-income, and disabled populations. All hosting facilities are fully ADA accessible, familiar, and convenient to the public, including the FAX administration office, churches, local libraries, community centers, social service organizations, and schools.
- **Time:** Public meetings are scheduled, at a minimum, twice (preferably on two different days) during day time and evening hours to allow for varied work and school schedules. Start and end times are planned around the nearby transit schedules and hours of operation to facilitate participation by transit-dependent individuals.

- **Publicity:** Before major public meetings are held, the following procedures are followed:
 - a. Public meeting notices are posted on FAX buses, in major transit centers, and at the FAX administration office.
 - b. Rider alerts are distributed on transit vehicles and published on the FAX website.
 - c. Notices are published in newspapers (*The Fresno Bee*, *The Business Journal*, *Vida en El Valle*, *The Collegian*, and *The FCC Rampage*), as appropriate.
 - d. News releases are sent to the media.
 - e. All meeting announcements inform the public that auxiliary aids and interpretation services will be provided when requested at a minimum of 72 hours in advance.
 - f. Announcements are made through FAX's newsletter and via social media outlets (Facebook, Twitter, etc.).
 - g. Announcements are made on radio stations, in English and Spanish, as appropriate.
- **Format:** Public meetings follow an informal structure throughout the meeting to allow for dialogue, comments, and questions. Key elements are presented visually through paper handouts, large print display boards, electronic projection, and presentations. Attendees are free to participate according to their comfort level. Comments can be submitted verbally or in writing at the time of the meeting or may be submitted by mail at a later date.
- **Accessibility:** Bilingual staff members are in attendance for Spanish interpretation assistance. FAX also seeks to accommodate lower literacy skilled populations through clear, concise, and simple language to the greatest degree possible. Auxiliary aids and services, such as translators, sign language interpreters, assistive listening devices, or special seating, are available upon advance request.

Public Participation in Recent Planning Activities

The following is a list of all public involvement initiatives conducted by FAX since the previous Title VI Program submission.

Exhibit 2 FY 2016/17 Outreach

FY 2017 FAX COMMUNITY ACTIVITIES / OUTREACH EVENTS		
	Date	Organization
1	August 7, 2016	Better Blackstone Event
2	August 16, 2016	Grizzlies game community outreach night for primarily CVMC
3	September 24, 2016	Carnaval De Los Niños event, Mosqueda Center interactive booth
4	October 8, 2016	Motor Bus Society tour of FAX yard and buses
5	October 19, 2016	Career Tech Expo Event
6	October 22, 2016	Kids Just Wanna Have Fun Event
7	November 11, 2016	Veterans Day Parade, FAX bus and car
8	January 9, 2017	FAX 15 Launch Event, Fresno State
9	January 26, 2017	FAX 15 Promotional Event
10	February 14, 2017	SSTAC Unmet Transit Needs Meeting, Fresno-Clovis Metropolitan
11	April 22, 2017	Earth Day Event, bus taken to Radio Park
12	June 1, 2017	EOC Sanctuary Outreach Summit I
Ongoing Committee Participation		Central Valley Mayors' Committee for the Partnership and Advocacy of People with Disabilities (CVMC)
		EOC SafePlace Committee
		Social Services Transportation Advisory Council (SSTAC)
		City of Fresno Disability Advisory Commission (DAC)

Exhibit 3 FY 2017/18 Outreach

FY 2018 FAX COMMUNITY ACTIVITIES / OUTREACH EVENTS		
	Date	Organization
1	July 10, 2017	EOC Sanctuary Outreach Summit II
2	August 9, 2017	Department of Behavioral Health In-service
3	August 21, 2017	Bulldog Bash Resource Fair, Fresno State
4	September 9, 2017	Carnaval De Los Niños Event, Mosqueda Center Interactive Booth
5	October 1, 2017	CenCalVia Event – Ventura/Kings Canyon
6	October 18, 2017	Career Tech Expo
7	October 21, 2017	Harley Davidson, static bus display
8	November 4, 2017	FAX Fixed-Route System Restructure Study Workshop – FCC
9	November 6, 2017	FAX Fixed-Route System Restructure Study Workshop – CVRC
10	November 7, 2017	FAX Fixed-Route System Restructure Study Workshop – Mosqueda
11	November 8, 2017	FAX Fixed-Route System Restructure Study Workshop – Frank H. Ball

FY 2018 FAX COMMUNITY ACTIVITIES / OUTREACH EVENTS		
12	November 9, 2017	FAX Fixed-Route System Restructure Study Workshop (a.m.) – Woodward Library, Woodward Park
13	November 9, 2017	FAX Fixed-Route System Restructure Study Workshop (p.m.) – Pinedale
14	November 11, 2017	FAX Fixed-Route System Restructure Study Workshop – Holmes
15	December 6, 2017	FAX Fixed-Route System Restructure Study Workshop (wrap-up) – Pinedale
16	January 17, 2018	BRT Q Community Meeting – Tornino’s
17	January 23, 2018	BRT Q Community Meeting – Fresno City College
18	January 31, 2018	BRT Q Community Meeting – Sunnyside High School
19	February 8, 2018	African American Student Leadership Conference College & Career Fair
20	February 22, 2018	Cart Hop Event, Congo Alley and Mariposa Mall
21	March 20, 2018	SSTAC Unmet Transit Needs Meeting – Clovis Metro
22	March 28, 2018	SSTAC Unmet Transit Needs Meeting – Fresno Metro
23	April 4, 2018	SSTAC Unmet Transit Needs Meeting – Fresno Metro
24	April 5, 2018	SSTAC Unmet Transit Needs Meeting – Fresno Metro
25	May 4, 2018	Senior Spring Fling, Mosqueda Center
26	May 7, 2018	Presentation – VA Home
27	May 11, 2018	Fresno Center Open House
28	May 18, 2018	Fresno Unified School District – Transition Resource Fair
29	May 29, 2018	Presentation – Fresno County Department of Health
30	June 2, 2018	Market Place at El Paseo – Child Safety Day
31	June 16, 2018	Juneteenth Event
		Central Valley Mayors’ Committee for the Partnership and Advocacy of People with Disabilities (CVMC)
		EOC SafePlace Committee
		Social Services Transportation Advisory Council (SSTAC)
		City of Fresno Disability Advisory Commission (DAC)

Exhibit 4 FY 2018/19 Outreach

FY 2019 FAX COMMUNITY ACTIVITIES / OUTREACH EVENTS		
	Date	Organization
1	July 30, 2018	FCC Presentation to New International Students – Promotional
2	July 31, 2018	SER Jobs for Progress Event 9/19/18 – District 7 Promotional Materials
3	July 31, 2018	National Night Out Event 8/7/18 – District 4 Promotional Materials



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FY 2019 FAX COMMUNITY ACTIVITIES / OUTREACH EVENTS		
4	August 3, 2018	National Night Out Event 8/7/18 – District 1 Promotional Materials
5	August 9, 2018	Fresno Unified School District – Jane Addams Special Ed Class
6	August 20, 2018	Fresno State Bulldog Bash
7	September 8, 2018	Carnaval Children’s Festival 2018
8	September 25, 2018	Central California Women’s Conference
9	October 10, 2018	League of Women Voters – Presentation
10	October 11, 2018	Fresno City College Disability Awareness Day
11	October 13, 2018	Senior Resource Fair – Fresno Dharma Center
12	October 17, 2018	Central Valley Career Tech Expo 2018
13	October 19, 2018	Project E3 (Empower, Educate, Employ) Advisor Board Meeting – In-service
14	October 27, 2018	African American College and Career Summit
15	November 12, 2018	Veterans Day Parade
16	December 19, 2018	Council District 4 – Promotional Totebags
17	February 5, 2019	African American Student Leadership Conference College & Career Fair
18	February 26, 2019	Unmet Transit Needs – Public Comment Meeting – Fresno
19	February 27, 2019	Unmet Transit Needs – Public Comment Meeting – Pinedale
20	March 6, 2019	Unmet Transit Needs – Public Comment Meeting – Fresno
21	March 13, 2019	Unmet Transit Needs – Public Comment Meeting – Clovis
22	March 29, 2019	FUSD Transition Resource Fair
23	April 13, 2019	Take a Stand Teen Summit – FAX bags with promotional items
24	April 25, 2019	Fresno Regional Workforce Development Board – Job Fair
25	May 11, 2019	NAMI Walk Event at Fresno State
26	June 1, 2019	Child Safety and Sustainability Fair
27	June 8, 2019	West Fresno Elementary/Middle School
28	June 15, 2019	Juneteenth Event at Frank H. Ball Park.
Ongoing Committee Participation		Central Valley Mayors’ Committee for the Partnership and Advocacy of People with Disabilities (CVMC)
		Social Services Transportation Advisory Council (SSTAC)
		City of Fresno Disability Advisory Commission (DAC)

Ongoing Public Engagement

FAX has continued to work closely with many organizations, community groups, and civic departments to stay current on pertinent local issues. Staff members have participated in regular cross-agency committee meetings, planning studies, and community workshops. From large format presentations at regional conferences to one-on-one meetings with local leaders, FAX continues to maintain open communication with the communities it serves.

Passenger Surveys

FAX conducted an onboard customer survey (Appendix H) during the review period to gather information on rider demographics, travel patterns, customer satisfaction, unmet transportation needs, and other useful feedback. An October 2018 survey of FAX riders gathered detailed travel information from 1,803 FAX fixed-route passengers. Origin, boarding, alighting, and destination locations were requested, as well as work hours, frequency of use, method of arrival at bus stop (i.e., Park & Ride), satisfaction with service, and other relevant travel metrics. Responses were used for general service planning.

The surveys were available in English and Spanish both onboard the transit vehicles and at key bus stop/transit center locations throughout Fresno. Hmong translation of the survey was also available. The information was gathered for use in service planning, market analysis, Title VI and Environmental Justice analysis, regional visioning, and other outreach efforts.

A telephone survey of Handy Ride paratransit customers was also conducted in 2018 (Appendix I).

Rider Demographics

Just over half of respondents (52 percent) were female, and English was the primary language spoken in the home for more than 9 in 10 (91 percent) respondents. Respondents were primarily Hispanic/Latino (47 percent), African-American/Black (22 percent), and White (18 percent).

More than half (55 percent) earned an annual household income of less than \$10,000 and another 22 percent earned between \$10,000 and \$19,000 on an annual basis. The median respondent annual household income was \$9,300.

Nearly one-half of respondents (48 percent) were between 18 and 34 years of age with another 27 percent recorded as between 35 to 54 years of age. More than 7 in 10 (71 percent) had a high school education or less, while 17 percent had a college degree or higher.

Thirty-seven percent of these respondents were employed full-time (20 percent) or part-time (17 percent), and 24 percent were students (8 percent employed and 16 percent unemployed). Among non-student respondents, 14 percent were unemployed.

Outreach through Planning Studies

The Fixed-Route Restructure Study was completed in June 2018. It built on the Strategic Service Evaluation completed in 2014, which examined area-wide travel patterns with a goal of reducing travel times and improving connectivity with major trip generators. The Fixed-Route Restructure Study was undertaken with the goals of conducting a service equity analysis of the proposed Faster FAX Plan for system

changes; preparing and implementing the Public Involvement Plan (PIP) described below to build on prior outreach and education strategies; identifying refinements to the Faster FAX Plan to better comply with Title VI; and providing final review and adoption of the Faster FAX Plan.

The PIP in support of the Restructure Study was robust and comprehensive. It included the following activities:

- Public Involvement Plan,
- Stakeholder database,
- Project webpage,
- Media releases,
- Social media content,
- Fact sheets/brochures,
- Surveys,
- Public workshops,
- Stakeholders meetings and interviews,
- Pop-up events and materials, and
- Public information booths at key transit centers and high-volume locations.

Outreach for Service and Fare Changes

As part of the Fixed-Route Restructure Study, the City conducted a service equity analysis for the Faster FAX plan. It found that service changes to routes 9, 29/32, and 39 exceeded the major service change threshold. However, neither the disparate impact analysis nor the disproportionate burden analysis found that either measure exceeded the 20 percent threshold. The full text of the service equity analysis and associated outreach (within the System Restructure Study) is provided in Appendix R.

In April 2019, FAX issued its final report on the fare equity analysis conducted in support of a future eFare System Smart Card and Mobile Payment Option. While the current fares are not changing, FAX proposes to add a smart card to its fare media offerings in FY 2020. The purpose of the fare equity study was to determine whether the introduction of new smart card media or mobile ticketing create a disparate impact or disproportionate burden. FAX used fare survey data collected in 2018 as well as public outreach to determine the anticipated impacts of these changes. Public participation included pop-up and public meetings as well as a stakeholder engagement meeting. Ultimately, the analysis found that there were no impacts that exceeded the 20 percent disparate impact or disproportionate burden thresholds. The full text of the fare equity analysis is provided in Appendix Q.

Outreach Regarding Construction Projects

Although FAX had no federally funded construction projects issued in the period covered under this report, it continued with development of Bus Rapid Transit (BRT) known as the “Q.” The FAX BRT project involved the construction of a new 15.7-mile

transit corridor that included 52 BRT stops/stations along Blackstone and Ventura/Kings Canyon avenues. The project was identified as eligible for Very Small Starts (VSS) federal funding.

The public outreach and community engagement used for the project development phase of the BRT relied on a proactive public participation process model. This design provided for an open exchange of information and ideas between the public and FAX, as well as complete and timely information. The Outreach Plan demonstrated the City's commitment to early and meaningful community participation throughout the development of the BRT in order to include community input in the final product. The public involvement effort included special methods of targeting the non-English speaking audiences, including the provision of BRT materials in English and Spanish. Notices were also placed in *Vida en el Valle*, Fresno's Spanish-language newspaper. FAX also met with representatives from the Fresno Center for New Americans, which is a Hmong-based community group. Service on the Q began on February 19, 2018.

Outreach Regarding this 2019 FAX Title VI Report

Every three years, FAX updates its Title VI Report, and conducts public outreach to: solicit feedback regarding Title VI issues relating to the transit system; make the public aware of their rights under Title VI, including how to file a Title VI complaint; conduct an analysis of the demographic make-up of its service area; and detail the actions it has taken and/or will take to prevent discrimination. Prior to submission to the FTA, the FAX Title VI Program must be approved by the City Council, which serves as the governing entity of the transit system.

The outreach specific to the preparation of this 2019 FAX Title VI Report was two-fold. The first type of outreach focused on ensuring meaningful access of FAX services to Limited English Proficiency (LEP) individuals. These efforts included conducting a survey of local community stakeholders as well as of FAX front-line staff to assess the manner and frequency with which LEP individuals came into contact with FAX. The results of these surveys supplemented data gathered through the 2018 FAX Bus Customer Satisfaction survey.

Collectively, these three data sources were used to prepare the Four-Factor Analysis required by the U.S. Department of Transportation Policy Guidance to prepare the Language Assistance Plan (LAP), which is included in the Title VI Report. The LAP details FAX's program for ensuring that appropriate language assistance is provided to persons with limited English proficiency, and includes a wide range of actions, including, but not limited to, translation of written vital documents in Spanish; bilingual presentation of written information such as flyers, kiosk displays, advertisements, and monthly newsletters; verbal translation to Spanish, Hmong, and Punjabi for customer calls; verbal translation/interpretation to Spanish at public meetings and hearings; and advanced request for other language services, including sign language, at public meetings.

In addition to the surveys discussed above to gather data for inclusion in the Language Assistance Plan, FAX also conducted four public workshops in August 2019 to provide a direct opportunity for feedback regarding the Title VI Report while it was still in a draft format and an opportunity for the public to talk about Title VI issues. The workshops were held at a variety of times and locations, as shown below.

- August 21, 2019, 3:30 p.m., Pinedale Community Center
- August 21, 2019, 6:30 p.m., Ted C. Wills Community Center
- August 22, 2019, 10:00 a.m., Maxie L. Parks Recreational Center
- August 22, 2019, 1:00 p.m., Ted C. Wills Community Center

The workshops were promoted via flyers mailed to the community organizations that had been invited to participate in the stakeholder survey, as well as notices posted onboard transit vehicles, on the FAX web site, in the FAX newsletter, and via a social media campaign. Notices included content in English and Spanish, and flyers included content in English, Spanish, and Hmong.

Workshop attendees were provided with a written summary (available in English and Spanish) and a verbal overview of the Title VI process and initial findings, encouraged to review the draft Title VI Report, and given the opportunity to ask questions and provide feedback. Spanish assistance was available at all workshops as needed via Spanish-speaking FAX employees (though no assistance in Spanish was needed). In total, there were ten attendees at the four workshops, along with four representatives from the City of Fresno/FAX, and two consultant staff.

During the workshops, there was Title VI-related discussion as to whether the onboard passenger satisfaction surveys conducted in 2018 were available in Hmong (they were), as well as a questions about how to expand the reach of the passenger satisfaction surveys in English (staff responded that some organizations provided their own translations, helping to solicit feedback from passenger who spoke other languages). One attendee was happy to see there were so many FAX employees who speak Spanish, as well as other languages, and noted that he always speaks up to assist with Spanish interpretation as warranted. He also observed that sometimes drivers are caught off guard when they are confronted with a language they do not speak, and may not always react in the most helpful manner, citing the need for greater cultural sensitivity toward immigrants.

While the workshops were designed to provide opportunities for feedback on Title VI issues, attendees also discussed other topics. These included providing FAX fixed-route service to Clovis Community College, discussion of the proposed microtransit pilot programs, improvements to ADA accessibility at FAX bus stops, funding for bus stop improvements, the amount of increasing violence onboard FAX resulting in safety issues for passengers and bus drivers, and suggestions for increased advertising for social service programs to assist individuals dealing with homelessness and Post

Traumatic Stress Disorder (PTSD). All additional topics were noted and will be considered as part of appropriate planning efforts.

Following the workshops, the Final Draft version of the Title VI Report was posted on the FAX website for a two-week public review period from September 6 through September 20, 2019, prior to its proposed approval by the Fresno City Council as part of its October 24, 2019 meeting agenda. An e-mail was sent to every person who attended the workshops, to the stakeholders that were asked to fill out the survey, to the FAX e-mail distribution list, to all City Council members, and to the City of Fresno Disability Advisory Commission (DAC) Transportation Subcommittee, notifying them of the availability of the Draft Title VI report for review and comment.

G. Meaningful Access to Limited English Proficiency (LEP) Persons

The Language Assistance Plan, which is incorporated into this Title VI Report beginning on page 35, is one component of FAX's effort to provide an appropriate level of language assistance to meet the needs of individuals within its service area who are considered to be LEP. LEP individuals are those who have a limited ability to read, write, speak, or understand English. This plan includes a summary of language assistance measures currently provided by FAX as well as future proposed measures.

Background

Title VI of the Civil Rights Act of 1964, as amended, provides that no person in the United States of America shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal financial assistance. Title VI regulations have been interpreted to hold that Title VI prohibits actions that have a disproportionate effect on LEP persons because such conduct constitutes a form of national origin discrimination. Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," directs each federal agency to examine the services it provides and implement a system by which LEP persons can meaningfully access those services, and to publish guidance for their respective recipients to assist them in meeting their obligations to LEP persons under Title VI.

FAX has prepared the Language Assistance Plan using the "Four-Factor Framework" outlined in the U.S. Department of Transportation Policy Guidance.

Analysis using the Four-Factor Framework

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

Examine Experiences with LEP Individuals

Staff Survey: A survey of front-line FAX staff was conducted in August 2019 to assess the type of experiences staff have had with LEP individuals. Twenty-four FAX staff members completed the survey, including 14 transit operators and five customer service representatives/dispatchers. Both drivers and other front-line staff reported interacting with multiple LEP individuals in a given week. Among the 14 drivers, three (21.4 percent) said they interacted with fewer than five LEP individuals in a given week, five drivers (25.7 percent) said they interact with five to ten, and six drivers (42.9 percent) said they interact with more than 10. Among the five customer service representatives/dispatchers, three (60 percent) said they interact with five to ten LEP individuals in a given week, while one said less than five and one said more than 10.

Spanish was the most frequent language encountered (cited by 87.5 percent of respondents), followed by Hmong (50 percent). Other languages cited were Punjabi (four respondents), Chinese (two respondents), and Armenian (one respondent). The majority of respondents (75 percent) said they have occasional issues communicating with LEP customers. Only 8.3 percent (two respondents) cited frequent issues.

Staff members were asked what would be the most beneficial resources for communicating with LEP individuals. Service brochures or information in multiple languages was cited most frequently (50 percent of respondents), followed by third-party telephone translation services (37.5 percent), "I speak" cards (29.2 percent), and translated online materials (25 percent).

The most common topic where communication barriers arises is routes and destinations (70.8 percent of respondents), followed by fares and how to pay (58.3 percent), how to use the service (50 percent), and where to get off or when the destination is reached (41.7 percent). One respondent said communication regarding lost and found items can be an issue as well.

Staff suggestions regarding how FAX could serve the community more effectively included the following Title VI-related comments:

- Doing public outreach and public relations at events that engage the Latino community as well as the Hmong community.
- Hire more bilingual drivers.
- Offer Handy Ride applications in Hmong and Punjabi, since those are languages that are encountered a lot.
- Print the schedule book in multiple languages.

Public Meetings: Occasionally Spanish interpretation is requested; however, none of the outreach meetings for the System Restructure, Fare Equity Analysis, Service Equity Analysis, or 2019 Title VI meetings required translation services. It is more common to need translation for a single request on service-related issues.

Onboard Survey: FAX conducted an onboard survey in October 2018 that was offered in English and Spanish, with translation to Hmong available. Eight percent of the survey responses were in Spanish. No requests for the survey in Hmong were received.

Identify the Geographic Boundaries of the Area your Agency Serves

The FAX Service Area: The FAX service area is located primarily within the city of Fresno (Appendix C). FAX also operates service into Clovis on Route 9 along Shaw Avenue, which is funded by the City of Clovis. FAX also operates express service via Route 58E to Valley Children's Hospital in Madera, which is funded by the hospital.

Obtain Census Data on LEP Populations in your Service Area

More than 15 percent of the people living within the FAX service area do not speak English well or at all, representing 96,405 individuals who are in need of language assistance.

Within Title VI regulations, the FTA adopted the Department of Justice's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5 percent) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5 percent) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials.¹

It is important to note that the Safe Harbor Provision applies to those LEP populations that are "likely to be affected or encountered" during the provision of service. Therefore, identification of language groups that appear to fall under the Safe Harbor Provision using census data is only one consideration. The purpose of the Four-Factor Analysis is to determine whether those populations are "likely to be affected or encountered" by FAX. Consequently, not all of the languages initially identified as meeting the Safe Harbor threshold through census data alone will ultimately be identified for written

¹ FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, October 1, 2012, page III-9.

translation of vital documents under Title VI. This will be examined further in Factors 2 and 3.

A total of nine language groups were identified that appear meet the Safe Harbor threshold of 1,000 persons or more speaking the language in the transit agency service area who also speak English less than “very well.” The LEP language groups within the FAX service area include Spanish, Hmong, Other Indic languages, Laotian, Chinese, Cambodian, Tagalog, Vietnamese, and Armenian. There are additional languages included in the category of “other Indic Languages,” which may include Standard Hindi, Urdu, Bengali, Punjabi, Marathi, Gujarati, Oriya, Sindhi, Nepali, Sinhala, Saraiki, and Assamese.

Exhibit 5 Persons Who Speak English Less Than “Very Well”

Language	Estimate	Percent
Total Population 5 Years and Older in the Fresno Urbanized Area	620,946	100.00%
Speaks Only English	380,638	61.30%
Spanish	61,497	9.90%
Hmong	10,958	1.76%
Other Indic languages	5,084	0.82%
Laotian	3,301	0.53%
Chinese	2,258	0.36%
Mon-Khmer, Cambodian	2,015	0.32%
Tagalog	1,952	0.31%
Vietnamese	1,917	0.31%
Armenian	1,586	0.26%
Arabic	936	0.15%
Korean	710	0.11%
Persian	586	0.09%
Hindi	441	0.07%
Japanese	389	0.06%
Other Pacific Island languages	356	0.06%
Other Asian languages	321	0.05%
Russian	296	0.05%
[1] Source: US Census Bureau – 2011-2015 ACS 5-Year Summary File		
[2] The following languages represent languages spoken at home with the ability to speak English less than “very well” by less than 0.05% of the population in the FAX service area: Thai, Other and unspecified languages, Gujarati, Other Slavic languages, African languages, German, Portuguese and Portuguese Creole, Italian, Urdu, French (including Patios, Cajun), Other Indo-European languages, Greek, Scandinavian languages, Polish, Other West Germanic Languages, Hungarian, Serbo-Croatian, Other Native North American languages.		
[3] Average % LEP in Fresno Urbanized Area = 15.53%		

English Learner Data

In addition to the census, data from the California Department of Education's DataQuest resource (<https://dq.cde.ca.gov/dataquest/>) can be used to identify concentrations of English learners within the FAX service area. In total, Fresno Unified School District identified 13,554 English learners from grades K-12 in the 2018-2019 school year. Of those, the vast majority (81.2 percent) speak Spanish. The next most common language is Hmong, with 12.5 percent of English learners. Exhibit 6 shows languages that comprise 0.05 percent or greater of the total number of English learners in the district.

While there are several languages (specifically, Mixteco and Somali) that appear in Exhibit 6 that do not show up as greater than 0.05 percent on the Census list in Exhibit 5, the actual numbers of English learners for each of those languages is quite modest.



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Exhibit 6 Fresno Unified School District English Learner Data, 2018-2019

Language	K	1	2	3	4	5	6	7	8	9	10	11	12	Total	Percent
Spanish	1,530	1,405	983	908	1,096	965	771	670	622	593	532	464	464	11,003	81.18%
Hmong	232	254	133	136	187	144	107	104	94	79	70	77	71	1,688	12.45%
Arabic	20	25	12	16	13	15	12	8	12	12	8	9	9	171	1.26%
Khmer (Cambodian)	12	17	10	15	19	14	9	6	5	6	4	8	9	134	0.99%
Lao	12	9	15	11	7	11	9	13	9	6	12	7	6	127	0.94%
Punjabi	31	11	13	10	10	8	4	3	4	4	5	4	7	114	0.84%
Mixteco	8	9	7	5	5	6	3	5	2	2	1	5	6	64	0.47%
Armenian	5	6	3	4	5	3	5	1	2	0	1	2	2	39	0.29%
Hindi	5	5	2	2	3	1	1	1	1	3	2	1	2	29	0.21%
Vietnamese	5	2	1	1	4	3	2	0	1	1	0	2	1	23	0.17%
Mandarin (Putonghua)	5	1	2	0	1	1	0	0	1	0	2	2	2	17	0.13%
Filipino (Pilipino or Tagalog)	2	1	2	2	1	2	0	1	1	1	2	0	1	16	0.12%
Cantonese	5	2	1	0	0	1	1	0	0	0	1	0	0	11	0.08%
Samoan	2	1	3	1	2	0	0	0	1	0	0	0	1	11	0.08%
Somali	0	0	2	1	1	2	0	0	0	3	0	0	1	10	0.07%
Russian	1	0	2	0	2	0	0	0	0	0	1	0	1	7	0.05%
Farsi (Persian)	2	0	1	1	2	0	0	0	1	0	0	0	0	7	0.05%

Analyze the Data You Have Collected

The nine languages within the FAX service area with more than 1,000 persons who speak English less than very well are Spanish, Hmong, Laotian, Other Indic languages, Chinese, Cambodian, Armenian, Tagalog, and Vietnamese. FAX analyzed census data from the 2011-2015 American Community Survey for each of these nine languages/language categories.

- Spanish: The data identified 61,497 individuals within the FAX service area who speak English less than very well.
- Hmong: The data identified 10,958 individuals within the FAX service area who speak English less than very well.
- Other Indic Languages: The U.S. Census aggregates 12 languages in the category of "Indic Languages." The data identified 5,084 individuals within the FAX service area who speak English less than very well. The languages included in the category of other Indic languages are Bengali, Punjabi, Marathi, Oriya, Sindhi, Nepali, Sinhala, Saraiki, and Assamese. However, given this is a grouping of languages and no individual languages are identified, there is no way to know whether any of these languages meets the Safe Harbor threshold of 1,000 individuals.
- Laotian: The data identified 3,301 individuals within the FAX service area who speak English less than very well.
- Chinese: The data identified 2,258 individuals within the FAX service area who speak English less than very well.
- Cambodian: The data identified 2,015 individuals within the FAX service area who speak English less than very well.
- Tagalog: The data identified 1,952 individuals within the FAX service area who speak English less than very well.
- Vietnamese: The data identified 1,917 individuals within the FAX service area who speak English less than very well.
- Armenian: The data identified 1,586 individuals within the FAX service area who speak English less than very well.

A tenth language, Arabic, does not quite meet the Safe Harbor threshold of 1,000 persons. However, with 936 individuals speaking English less than very well, there is potential for it to reach the 1,000 person threshold by the time of the next Title VI update. As such, the population of LEP Arabic-speakers should be monitored over the next few years.

Consistent with the American Community Survey, the English Learner data identified two languages with student populations greater than 1,000: Spanish and Hmong. This is also consistent with the most frequently cited languages among persons with limited English proficiency.

Factor 2: The frequency with which LEP persons come into contact with the program.

Consult Directly with LEP Persons

FAX monitors the frequency with which LEP persons come in contact with the program by periodically reviewing requests for language assistance through calls to customer service, passengers on the bus, attendance at public meetings, and walk-in individuals to the administration office. FAX interacts with Spanish-speaking individuals and provides verbal and written translation services in Spanish. FAX has provided translation services in Hmong on an as-needed basis. Most recently, there was a single request for the Handy Ride application to be provided in Punjabi. The document was translated via Google Translate and reviewed/confirmed by a Punjabi-speaking FAX staff member.

In addition, FAX conducted an onboard customer survey during the review period to gather information on rider demographics, travel patterns, customer satisfaction, unmet transportation needs, and other useful feedback. The October 2018 survey of FAX riders gathered detailed travel information from 1,803 FAX fixed-route passengers. Origin, boarding, alighting, and destination locations were requested, as well as work hours, frequency of use, method of arrival at bus stop (i.e., Park & Ride, walk, bike), satisfaction with service, and other relevant travel metrics. Responses were used for general service planning.

The surveys were available in English and Spanish both onboard the transit vehicles and at key bus stop/transit center locations throughout Fresno, with Hmong translation available as needed. Respondents were primarily Hispanic/Latino (47 percent), African-American/Black (22 percent), and White (18 percent). For nine percent of the respondents, English was not the primary language spoken in the home. Eight percent of respondents spoke Spanish or Spanish Creole as the primary language in their homes, while one percent spoke various Asian languages.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.

Identify Community Organizations

Community organizations and social service agencies potentially serving significant numbers of LEP individuals were identified. FAX provided a stakeholder survey to these organizations during July and August 2019. Those organizations marked with an asterisk (*) provided a response to the survey, and the results are summarized below.

1. Building Healthy Communities – Youth Engagement Team*
2. The California Endowment
3. Central California Hispanic Chamber of Commerce
4. Central California Regional Obesity Prevention Program

5. Central Valley Regional Center*
6. Centro Binacional Para el Desarrollo Indígena Oaxaqueño
7. Centro La Familia Advocacy Services*
8. Clinica Sierra Vista
9. Clovis Unified School District*
10. Community Regional Medical Center
11. Concerned Citizens for Representative Government*
12. Fresno American Indian Health Project*
13. Fresno Barrios Unidos
14. Fresno Center for New Americans
15. Fresno County Department of Social Services*
16. Fresno County Office of Education
17. Fresno County Rural Transit Agency*
18. Fresno Economic Opportunities Commission*
19. Fresno Housing Authority
20. Fresno Interdenominational Refugee Ministries*
21. Fresno Latino Rotary Club
22. Fresno Madera Area Agency on Aging
23. Fresno Metro Black Chamber of Commerce*
24. Fresno Metro Ministry*
25. Fresno Unified School District
26. Jakara Movement*
27. Leadership Counsel for Justice and Accountability*
28. Resources for Independence Central Valley*
29. San Joaquin Air Pollution Control District*
30. Southeastern Fresno Community Economic Development Association
31. Stone Soup
32. United Cerebral Palsy Central California*
33. Youth Leadership Institute*

Contact Relevant Community Organizations

Organizations and agencies contacted were prioritized based on their apparent level of involvement with LEP individuals. Staff members at representative community organizations were contacted via direct mail or a telephone interview.

The responding organizations provided health services, social services, employment services, and/or educational services, or were representatives of government/business/industry, faith-based organizations, community-based organizations, or non-profit organizations.

Respondents were asked to identify the languages spoken by their customers, clients, members, or employees. Spanish was the most frequently cited (88.9 percent of respondents), followed by Hmong (66.7 percent), Punjabi (44.4 percent), and Chinese (22.2 percent). Other languages cited included Armenian, Arabic, Cambodian, Farsi, French, Khmer, Lao, Russian, Thai, Urdu, and Vietnamese.

Stakeholders were also asked to prioritize the languages used within their organization, with number one being the most frequently used and number 6 being the least used. In many cases, only two or three languages were identified. Overall, the order of priority was English, Spanish, Hmong, Punjabi, and Chinese/Other (tied for a rank of five). Lao was most frequently specified under “Other.”

Stakeholders were asked how often they experience language barriers at their organization. More than 61 percent said they “rarely” or “never” experience language barriers. Another 16.7 percent said they “occasionally” experience language barriers. More than 22 percent said they “often” experience language barriers.

Stakeholders were asked whether their customers, clients, or members use FAX. Nearly 78 percent said yes, while all other respondents said “I don’t know.” The 78 percent who said yes were then asked to estimate what percent of their customers, clients, or members were non-native English speakers². Almost 30 percent of the stakeholders responded that more than half of their clients are non-native English speakers, as shown below.

- Less than one-quarter non-native English speakers – 28.6 percent
- One-quarter to one-half non-native English speakers – 42.9 percent
- One-half to three-quarters non-native English speakers – 14.3 percent
- More than three-quarters non-native English speakers – 14.3 percent

Stakeholders who indicated their customers, clients, or members use FAX were asked if they were aware of any instances where a language barrier prevented use of public transit services. Nearly 29 percent of those stakeholders said they were aware of such instances. Of those, two indicated significant challenges. One said they were aware of 20 instances in the last 12 months, while the other simply said “many.”

Almost 95 percent of respondents said they provided translation services. More than 83 percent provide Spanish translation. Others include Hmong (44.4 percent), Lao (22.2 percent), Punjabi (22.2 percent), Chinese (16.7 percent), Russian (11.1 percent), Arabic (11.1 percent), Armenian (5.6 percent), Cambodian (5.6 percent), Khmer (5.6 percent), Thai (5.6 percent), and Vietnamese (5.6 percent).

When asked to share suggestions as to how FAX could serve the organizations more effectively, Title VI-related comments included the following:

² “Non-native English speaker” refers to individuals for whom English is not their native language. It does not indicate how well a given individual speaks English, nor whether that individual is considered to have limited proficiency in English. The stakeholder survey did not ask stakeholder representatives to determine whether the individuals they serve are LEP, only whether they speak a primary language other than English (which can easily be observed).

- Provide services in all languages.
- Provide instructional videos on how to use FAX, the Q, etc. in many languages (with a priority on Arabic, Khmer, and Lao).
- Provide information on how and where a potential rider can purchase a ticket or token to board a bus. You assume everyone can read and handle the machine for tickets.
- Keep stakeholder organizations involved in future planning.

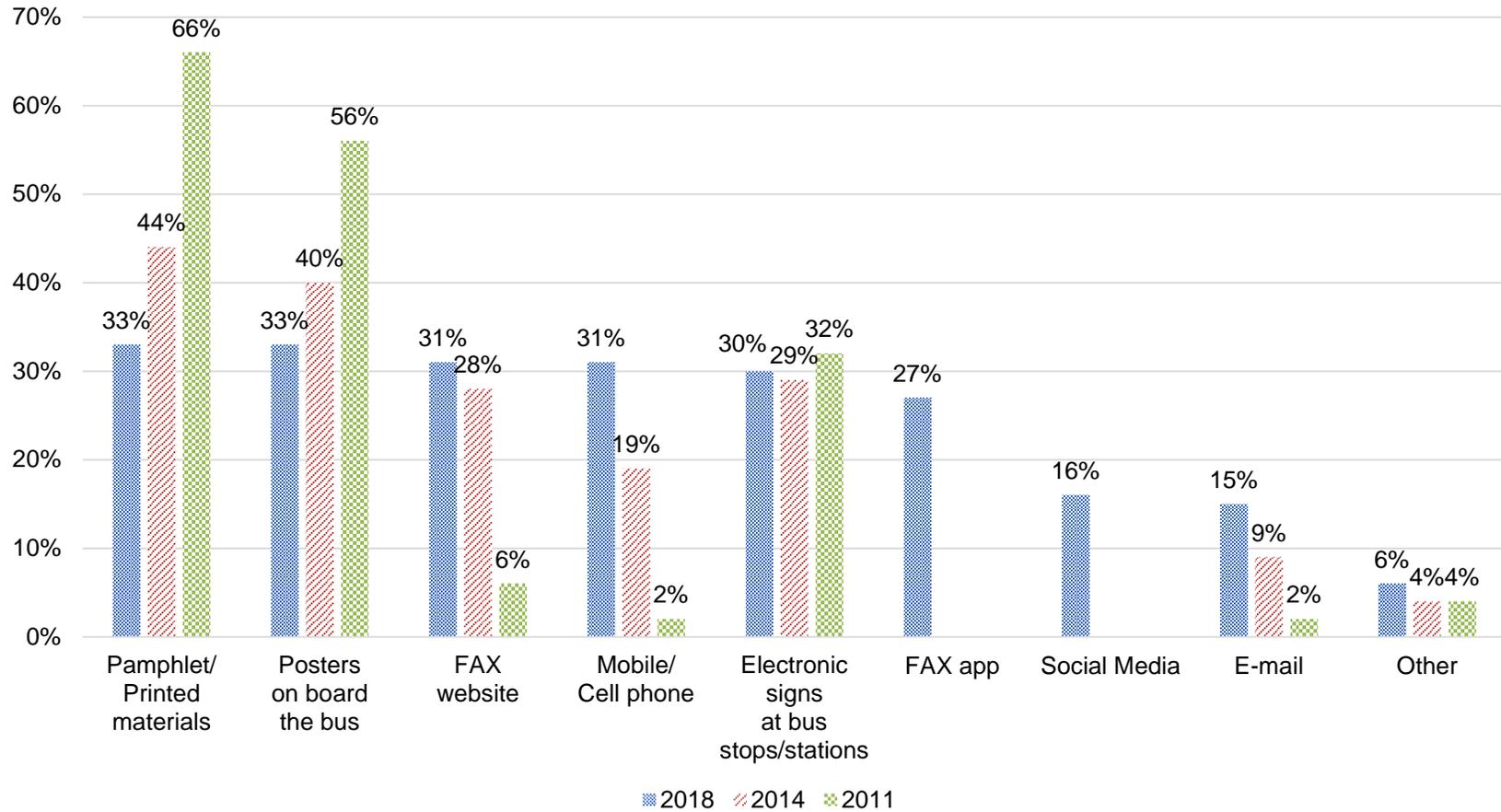
Identify Your Agency's Most Critical Services

Public transportation provides a vital service, allowing passengers to access jobs, medical facilities, shopping, and other necessary programs. Although public transportation does not traditionally provide life-saving or emergency type access to medical services (such as an ambulance), FAX considers its services to be extremely important and believes it is essential to facilitate fixed-route transit and Handy Ride paratransit usage by all, including those who speak English less than very well.

Critical services are defined by the DOT guidance as programs or activities that would have serious consequences for individuals if language barriers prevent a person from benefiting from the activity. Serious consequences could include the inability of an LEP individual to effectively utilize public transportation to obtain health care, education, or access to employment. Critical services provided by FAX include:

1. Route and schedule information,
2. Fare media (payment) information,
3. System rules, particularly transfer rules,
4. Information on how to ride the system,
5. Communication related to transit planning and service changes,
6. Information on ADA Paratransit services, and
7. Non-discrimination (Title VI) policy.

Exhibit 7 Preferred Method of Receiving Route, Schedule, and Fare Information



Review Input from Community Organizations and LEP Persons

Input suggests route, schedule, and fare information is the most vital information needed by LEP individuals. Additionally, community organizations would like to see additional information (such as videos on the website or through social media) on how to ride the system, use the ticket machines, etc.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

These are resources available to the FTA grant recipient for LEP outreach, as well as the costs associated with that outreach.

FAX has 66 staff members who speak Spanish; five who speak Hmong, four who speak Punjabi, and one who speaks Russian and Ukrainian. FAX provides written translation of vital documents, including schedules in Spanish, telephone customer service in Spanish, and Spanish translation at public meetings and hearings. By providing access to services and vital documents in English and Spanish, FAX reaches over 94 percent of the population within the FAX service area. FAX provides translation of its website through Google Translate to more than 100 languages including Spanish, Hmong, Laotian, Chinese, Cambodian, Armenian, Tagalog, and Vietnamese. While these may not be “perfect” translations, they do cover a very broad range of languages and can be incredibly useful.

Additionally, FAX strives to present information in a format that is easily understandable by LEP individuals. These measures include simple formatting and verbiage for schedules and other sources of passenger information and the use of graphics whenever possible. All FAX bus stops feature the international bus symbol for ease of identification, as well as information in Braille.

FAX front-line staff at the Administration Building and the Customer Service office at Manchester Transit Center are equipped with the U.S. Census language identification card in order to identify additional language needs.

Exhibit 8 Language Identification Cards

<p>Language Identification Cards Side 2 of 2</p> <p>Instructions: Place a check by the language spoken. <input checked="" type="checkbox"/></p> <p><input type="checkbox"/> Marchi questa casella se legge o parla italiano. <i>Italian</i></p> <p><input type="checkbox"/> 日本語を話んだり、読める場合はここに印を付けてください。 <i>Japanese</i></p>	
<p>Language Identification Cards Side 1 of 2</p> <p>Instructions: Place a check by the language spoken. <input checked="" type="checkbox"/></p> <p><input type="checkbox"/> Mark this box if you read or speak English. <i>English</i></p> <p><input type="checkbox"/> وضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث بالإنجليزية. <i>Arabic</i></p> <p><input type="checkbox"/> Մարկումք ձեր կողմից՝ արտասանվող կամ ըսվող լեզուները: <i>Armenian</i></p> <p><input type="checkbox"/> यदि आपका बोलने या पढ़ने का भाषा इस बॉक्स में चिह्नित करें। <i>Bengali</i></p> <p><input type="checkbox"/> ប្រសិនបើ អ្នកប្រើប្រាស់ ឬ ប្រាប់ ភាសា ខ្មែរ ក្នុង តំបន់ ប្រទេស កម្ពុជា ។ <i>Cambodian</i></p> <p><input type="checkbox"/> Marka i kahlée ya yangin haɗɗingaf' nomaiki paɗɗingam karamar Chikoma. <i>Chamorro</i></p> <p><input type="checkbox"/> 如果你能读中文或讲中文，请选择此框。 <i>Simplified Chinese</i></p> <p><input type="checkbox"/> 如果你能識中文或講中文，請選擇此框。 <i>Traditional Chinese</i></p> <p><input type="checkbox"/> Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik. <i>Croatian</i></p> <p><input type="checkbox"/> Zaškrtněte into kolonku, pokud čtete u hovoříte šesky. <i>Czech</i></p> <p><input type="checkbox"/> Kreis dit vakje aan als u Nederlands kunt lezen of spreken. <i>Dutch</i></p> <p><input type="checkbox"/> اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید. <i>Farsi</i></p> <p><input type="checkbox"/> Cocher ici si vous lisez ou parlez le français. <i>French</i></p> <p><input type="checkbox"/> Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen. <i>German</i></p> <p><input type="checkbox"/> Σηματοθέστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά. <i>Greek</i></p> <p><input type="checkbox"/> Marka kazye sa u si ou li ouwa ou pale kretyòl ayisyen. <i>Haitian Creole</i></p> <p><input type="checkbox"/> अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएं। <i>Hindi</i></p> <p><input type="checkbox"/> Kos lub voj no yog koj peub twm thlab hais ius Hmoob. <i>Hmong</i></p> <p><input type="checkbox"/> Jelkyje meg est a kockát, ha megért: vagy beszéli a magyar nyelvet. <i>Hungarian</i></p> <p>Source: Language Identification Flycard - 2004 Census Test U.S. Census Bureau, Economics and Statistics Administration, U.S. Department of Commerce www.irs.gov/efile/efile/0006.pdf</p>	<p><i>Korean</i></p> <p><i>Laotian</i></p> <p><i>Macedonian</i></p> <p><i>Polish</i></p> <p><i>Portuguese</i></p> <p><i>Romanian</i></p> <p><i>Russian</i></p> <p><i>Serbian</i></p> <p><i>Slovak</i></p> <p><i>Spanish</i></p> <p><i>Tagalog</i></p> <p><i>Thai</i></p> <p><i>Tongan</i></p> <p><i>Ukrainian</i></p> <p><i>Urdu</i></p> <p><i>Vietnamese</i></p> <p><i>Yiddish</i></p> <p>AOC 2012</p>

Determine What, if Any, Additional Services are Needed

FAX has experienced very few requests for providing system information in languages other than English and Spanish and has been able to accommodate these requests using City of Fresno staff. The City of Fresno maintains a list of 510 bilingual staff members throughout the City who speak Armenian, Cambodian, Hindi/Punjabi, Hmong, Laotian, Spanish, and American Sign Language. City staff also have access to a third-party telephone interpretation service when additional languages are needed or when bilingual staff are not available. However, drivers are not trained on how to contact bilingual staff or access the third-party interpretation service, as they do not have time to do so while driving their routes.

Analyze Your Budget

FAX translates documents to Spanish and provides verbal Spanish translation in house with staff and will continue to do so. The FAX resources for additional translation services include \$89,000 budgeted in FY 2020 for Public Relations and Information.

Costs of Additional Services

Written translation costs through a professional translator for languages other than Spanish cost approximately \$0.08 to \$0.40 per word or \$30 to \$125 per page, depending on document type and language. Live verbal translation via telephone is approximately \$2.00-\$5.00 per minute, with costs dependent upon frequency of use and languages used.

While the accuracy of web-based platforms such as Google Translate have improved significantly over the years, it should not be used for preparing written translations of documents unless a staff member fluent in that written language is available to review the translation. Professional translators should always be used for creating written translations of vital information and documents.

Consider Cost-Effective Practices for Providing Language Services

Three cost-effective practices for providing language services were included in the prior Title VI report, all of which have been implemented.

1. Partnering with community organizations to assist with translation or interpretation – FAX recently partnered with a group called Jakara Movement that represents a growing Sikh population in West Fresno.
2. Partnering with community organizations to assist with distribution of printed information to LEP individuals, or to provide educational or outreach opportunities to LEP individuals – FAX has moved forward with this practice.
3. Live verbal translation service for customer service calls in languages other than English and Spanish – this option is currently available to office-based customer service staff, either through bilingual staff or a third-party interpretation service.

Results of Four-Factor Analysis

The Four-Factor Analysis showed approximately 15 percent of the population within the FAX service area speaks English less than very well. Spanish is the most commonly used language other than English. The other languages that exceed 1,000 persons represent less than 4.7 percent of the population within the FAX service area. These include Hmong, Laotian, Chinese, Mon-Khmer/Cambodian, Tagalog, Vietnamese, and Armenian.

Other languages that do not meet or exceed 1,000 persons in the service area include other individual Indic languages, Arabic, Korean, Persian, Hindi, Japanese, other Pacific Island languages, other Asian languages, Thai, other and unspecified languages, Gujarati, other Slavic languages, African languages, German, Portuguese and Portuguese Creole, Italian, Urdu, French (including Patios, Cajun), other Indo-European languages, Greek, Scandinavian languages, Polish, other West Germanic Languages, Hungarian, Serbo-Croatian, and other Native North American languages.

Based on the 2018 Customer Satisfaction Survey, 91 percent of FAX fixed-route transit passengers speak English; eight percent speak Spanish; 0.2 percent (each) speak Hmong, Mon-Khmer/Cambodian, or Arabic; and one percent speak other languages.

The Safe Harbor Provision stipulates if a recipient of Federal funding provides written translation of vital documents for each eligible LEP language group that constitutes five percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, this action will be considered strong evidence of compliance with the recipient's written translation obligations. The Four-Factor Analysis demonstrated regular, frequent contact with LEP individuals who speak Spanish, but not the same level of contact with those speaking other languages. While Hmong represents a growing LEP population that otherwise meets the Safe Harbor threshold, it has not been demonstrated that there is significant contact with Hmong-speaking LEP individuals by FAX. Therefore, continued translation and distribution of written vital documents in Spanish is required in order to satisfy this provision and ensure FAX services are accessible.

Given the costs and limited resources available, it is not prudent for FAX to invest in formal written translation for a large number of other languages. However, access to online service information in many languages is provided through Google Translate. In addition, providing verbal translation in additional languages by FAX staff will help ensure access and investing in three-way calling order to provide access to a broader range of LEP individuals may be warranted.

Based on the outcome of the Four-Factor Analysis, the FAX Language Assistance Plan includes a description of language assistance services provided; notice to LEP persons; a description of staff training; and the procedure for monitoring, evaluating, and updating the Language Assistance Plan in order to ensure meaningful access for LEP individuals to the FAX services.

Language Assistance Plan (LAP)

Based on the results of the Four-Factor Analysis, the Language Assistance Plan (LAP) details FAX's program for ensuring appropriate language assistance is provided to persons with limited English proficiency. Measures currently taken by FAX to provide assistance to LEP individuals are detailed below.

1. Translation of written vital documents in Spanish, including but not limited to, schedules, Title VI forms and notices, complaint form, Handy Ride and Reduced Fare applications, Measure C Taxi Scrip, interior bus car cards regarding fares and passenger rules, and rider alerts.
2. Bilingual (English/Spanish) presentation of information via newspaper advertisements, stanchion hangers, placards, flyers, kiosk displays, and monthly newsletters.
3. Verbal translation/interpretation to Spanish, Hmong, Punjabi, and other languages for customer calls.

4. Verbal translation/interpretation to Spanish, Hmong, Punjabi, and other languages at public meetings and hearings based on advance request.
5. Translation of website through Google Translate.
6. Simplified schedules, bus stop signs, and other resources that utilize graphics when feasible.
7. Opportunity for advanced requests for other language services, including sign language, at public meetings.
8. Opportunity to accept comments and questions through a number of means, including verbal, written, and electronic comments. The public comment period for proposed changes is extended as long as feasible in order to allow meaningful access for LEP persons. An extended comment period allows LEP individuals to seek clarification and/or assistance from FAX and other resources.

Additional services to be considered for future inclusion by FAX are:

1. Continuing to expand partnerships with community organizations.
2. Provision of service information and/or vital documents in additional languages (should a demonstrated need arise).
3. Production of informational videos that can be produced in English and voiced over or captioned in multiple languages (to reduce the production cost), or produced visually without a specific language to ensure universal understanding.

Providing Notice to LEP Persons Regarding the Availability of Language Assistance

FAX publishes schedules, cards regarding fares, Title VI notices, passenger rules in the buses, Handy Ride applications, and other vital documents in English and Spanish.

Office/counter staff uses the U.S. Census Language Identification cards to identify other requested languages. Furthermore, FAX will continue to develop relationships with community organizations in order to notify LEP persons about FAX services and the availability of language assistance.

Notices for all public hearings are published and disseminated through intermediary groups. FAX provides Spanish translation at public meetings and publishes the ability for others to request additional services, such as translation to other languages with advance notice to FAX. Additionally, FAX accepts public comments through a number of avenues including verbal, written, and electronic means. A public comment period is established for all public hearings to provide LEP individuals a meaningful opportunity to comment. The FAX Title VI policy statement provides information on how to request information in additional languages.

Training

FAX will develop and deliver training for front-line staff that will include:

1. A summary of responsibilities under the DOT LEP Guidance.
2. A summary of the Language Assistance Plan.

3. A description of the type of language assistance offered by FAX and instructions for accessing these services.
4. Strategies for working effectively with Limited English Proficient individuals.
5. Cultural sensitivity toward immigrants.

Front-line staff includes bus operators, customer service staff, transit service representatives, paratransit operators, and paratransit eligibility evaluators.

In developing the training, FAX may make use of the training resources identified in the DOT LEP Guidance.

Monitoring, Updating, and Evaluating the Language Assistance Plan

At a minimum, the Language Assistance Plan will be evaluated and updated every three years to coincide with submittal of the FAX Title VI Program to the FTA. In the interim, monitoring activities may identify changes that should be made to the Language Assistance Plan. Monitoring activities will include evaluation of the following:

1. Needs identified by front-line staff during employee training activities related to LEP or in the day-to-day operations of the system.
2. Needs identified by community partners or LEP individuals during outreach activities or other engagement with FAX staff.
3. New data related to LEP populations in the service area.

If evaluation of new information received during monitoring of the plan leads to substantive changes in language assistance policies or practices, the Language Assistance Plan will be updated accordingly.

H. Minority Representation on Planning and Advisory Bodies

Not applicable. Although FAX participates in various planning and advisory bodies, the selection process for membership of those planning and advisory bodies is not determined by the agency.

I. Provide Assistance to Subrecipients

Not Applicable. FAX is a direct recipient of FTA funds, as well as a subrecipient from the local metropolitan planning agency. FAX has no subrecipients reporting to it; therefore, it has no obligation to provide assistance.

J. Monitoring of Subrecipients

Not Applicable. FAX is a direct recipient of FTA funds, as well as a subrecipient from the local metropolitan planning agency. FAX has no subrecipients reporting to it; therefore, it has no obligation to monitor sub recipients.

K. Determination of Site or Location of Facilities

Not Applicable. FAX did not acquire or pursue any new sites or facilities during this reporting period.

L. Request of Additional Information

FAX has not been asked or directed to investigate complaints of discrimination or to resolve concerns about possible non-compliance with the DOT Title VI regulations.

II. PROGRAM-SPECIFIC REQUIREMENTS

This second section contains information regarding the Title VI internal review process for service delivery, the internal monitoring process, the service standard policies, and a description of service changes specific to the FAX fixed-route transit system and its impacts on the minority population. This section contains information that satisfies these requirements.

Title VI Program Specific Requirements include the following subsections:

- A. Requirement to Prepare and Submit a Title VI Program
- B. Requirement to Set System-wide Service Standards
- C. Requirement to Set System-wide Service Policies
- D. Requirement to Collect Demographic Data
- E. Requirement to Monitor Transit Service
- F. Quality of Service Methodology
- G. Requirement to Evaluate Service and Fare Changes

A. Requirement to Prepare and Submit a Title VI Program

In compliance with 49 CFR Section 21.9(b), Fresno Area Express hereby submits its triennial Title VI Report. This report is being submitted to the FTA, Region 9 Civil Rights Officer. All requirements for the General Reporting, as well as the Program-Specific Requirements, have been achieved.

The Fresno City Council adopted the FAX 2019 Title VI Report on October 24, 2019 (Appendix N).

B. Requirement to Set System-wide Service Standards

FAX established the following minimum standard policies in order to provide the best possible service to all people within the service area. Considerations include cost effectiveness, vehicle load, vehicle headway, access, bus stop frequency, on-time performance, and the distribution of transit amenities.

All standards are applicable to local fixed routes and the BRT service.

Maximum Vehicle Load

FAX has established a maximum seat-to-passenger load ratio of 1:1.1, or 110 percent of vehicle capacity. This is the desired load factor; however, due to the financial constraints, FAX frequently exceeds this standard on many of its high-occupancy routes.

Vehicle Headway

Vehicle headway is determined primarily by ridership on the route and is limited by available resources. As a policy, FAX will not establish vehicle headways greater than 60 minutes on any route whenever service is operated.

On-Time Performance

FAX should operate its fixed-route buses to achieve on-time performance 85 percent of the time. A bus is considered on time if it arrives no more than five minutes after the scheduled arrival time. The system average for FY 2018 was 80.3 percent. Routes that consistently fall below the system standard are examined and evaluated internally in order to get the routes back to the standard on-time performance rating.

C. Requirement to Set System-wide Service Policies

Distribution of Transit Amenities

FAX does not operate any rail stations, park and ride lots, escalators, or similar amenities and does not have a policy for the distribution of such amenities. However, FAX does place and maintain bus stop signs at all bus stop locations. Other amenities revolve around bus stop improvements, such as benches, shelters, bus bays, and major transfer centers. The determination of how bus stops are improved is limited by financial resources, site specific considerations, accessibility to persons with disabilities, vehicle operating safety, and passenger volume. These standards are published in the FAX Transit Facilities and Development Standards document and are made available to planning agencies and developers upon request. An update of the 2005 Transit Facilities and Development Standards document is currently underway. Construction of bus stop amenities, such as curb cuts, sidewalks, and bus bays, is the direct responsibility of city and county public works and traffic engineering departments. FAX is required to coordinate with those departments when planning for and constructing such improvements.

Service Availability

The FAX fixed-route bus system should be designed such that a minimum of 85 percent of the service area population resides within one-half mile of a bus route.

Vehicle Assignment

Vehicle assignments are made based on need criteria as follows:

1. Higher-capacity buses are assigned to the heaviest loading coach runs first.
2. Some routes must have smaller vehicles due to maneuvering considerations.
3. All other considerations are demand-driven to allow the best possible service to FAX riders.

Transit Security

FAX customers value safety and security when using the transit system. To address these concerns, FAX's Transit Security Plan (2010) provides for a highly visible security presence for customers and employees. FAX utilizes uniformed police officers to deliver system-wide protection, and customers see these officers on buses and at transit facilities. As a result of the police presence, passengers feel safer, and public property has been protected from vandalism and graffiti. Since the introduction of the police officers, the number of crimes has been reduced. The FAX police force currently stands at 18 officers, who also patrol the BRT line. The Transit Security Plan is in the process of being updated.

All FAX buses have digital video systems on-board. It is believed the presence of the video surveillance cameras serves as a deterrent to vandalism and other crimes. In addition, FAX utilized American Recovery and Reinvestment Act of 2009 (ARRA) funds for transit facility security enhancements, including an access control system and base facility video monitoring. Since the prior Title VI Report, video surveillance has been upgraded at the Manchester Transit Center and has been installed at Courthouse Park, as well as at 16 major street intersections that oversee bus routes as they cross one another, and at all 52 BRT stations.

D. Requirement to Collect Demographic Data

Demographic and Service Profile Maps and Charts

FAX is utilizing the data collected in the 2013-2017 American Community Survey (ACS), the most recent period for which this level of detail is available. During the last three years, FAX proposed service changes to routes 9, 29/32, and 39 that exceeded the major service change threshold, though the changes have not been implemented. Details regarding the service equity analysis conducted prior to that service change are provided in Appendix R.

FAX was able to utilize Geographic Information System (GIS) technology to generate the recommended maps:

1. Base Map – Service area including major streets and highways, fixed transit facilities, and major activity centers (Appendix C).
2. Demographic Maps – These maps have a 3/4-mile service boundary area and shade those census tracts where the percentage of the minority, low-income, and LEP populations in those areas exceed the average for the service area as a whole (Appendices D, E, and F).
3. Census Tract Chart – The chart outlines the data collected in the 2013-2017 ACS as it relates to minorities. Highlighted rows represent those tracts where the total minority population percentage exceeds the service area average of 67.1 percent (Appendix O).

Survey Information on Customer Demographics and Travel Patterns

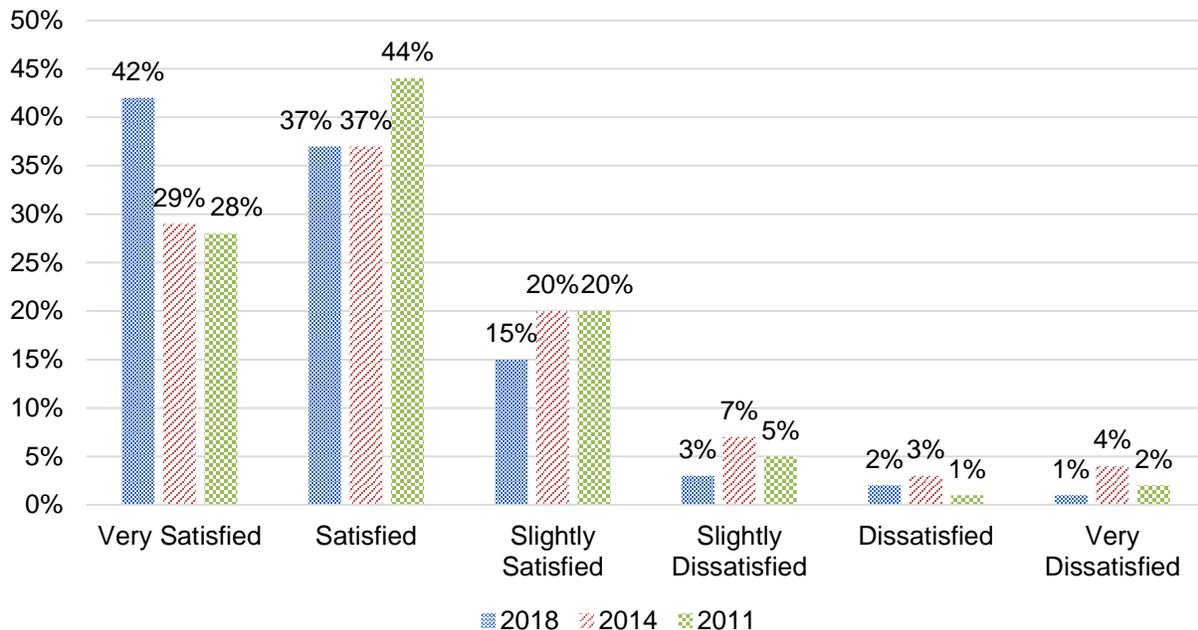
One of the most important elements of the FAX service evaluation process is the passenger survey. These surveys are used to collect information required by federal and state agencies, including passenger demographics, income, origin/destination information, and travel patterns. These surveys are conducted every two to four years. The most recent fixed-route onboard survey was completed in 2018 by Rea and Parker (Appendix H). The survey was available in English and Spanish, and in Hmong upon request. Of the respondents, three percent responded in Spanish, which is consistent with the results of the 2014 survey. The demographics for this survey are shown in Exhibit 8.

Exhibit 8 Fixed-Route Customer Demographics

Characteristic	2018	2014	2011
Ethnicity			
Hispanic/Latino	47%	46%	38%
African American/Black	22%	18%	28%
White	18%	25%	26%
Asian	3% ¹	6% ²	4%
American Indian/Alaska Native	3%	2%	2%
Pacific Islander	-	1%	1%
Middle Eastern	- ³	- ³	1% ⁴
Mixed and Other Ethnicities	7% ⁵	2%	
¹ In 2018, 0.6% identified themselves as Hmong, 0.4% as Filipino, and 0.3% as Cambodian. ² In 2014, more than one-half (3% of the Asian/SE Asian respondents) indicated they were Hmong and another 1% were Filipino. In 2011, 1% were Filipino and 1.5% identified themselves as Hmong. ³ Less than 0.5%. ⁴ Middle Eastern included with Other and Mixed Ethnicities in 2011. ⁵ 3% were American Indian mixed ethnicities, a plurality of whom were Hispanic and American Indian mixed. 1% were Asian mixed ethnicities.			
Annual Household Income			
Less than \$10,000	54%	57%	33%
\$10,000 - \$19,999	22%	25%	38%
\$20,000 - \$29,999	11%	9%	17%
\$30,000 - \$39,999	5%	5%	9%
\$40,000 - \$49,999	4%	2%	2%
\$50,000 - \$74,999	2%	2%	1%
\$75,000 or more	2%	- ⁶	- ⁶
Median Household Income	\$9,300	\$8,700	\$14,500
⁶ These incomes from year-to-year are not directly comparable. In 2011, 33% refused to provide their income; however, in 2018 only 9% refused. In 2014, 14% refused, making the 2018 and 2014 data much less influenced by potential non-response bias. Highest income category provided on 2014 and 2011 surveys was \$50,000 and above. In 2018, there were additional categories for \$50,000 - \$74,999, \$75,000 - \$99,999, and \$100,000 or more.			

FAX fixed-route riders appear to be quite satisfied with the value received for the fare paid. Customers express overall satisfaction with the FAX bus system. More than three-quarters (79 percent) are “Very Satisfied” (42 percent) or “Satisfied” (37 percent). On a scale of 1 to 6, where 1 = very satisfied and 6 = very dissatisfied, the mean satisfaction rating is 1.9. This represents a slight improvement over the 2014 and 2011 survey results, where the mean satisfaction ratings were 2.3 and 2.1, respectively.

Exhibit 9 Overall Service Satisfaction



E. Requirement to Monitor Transit Service

Title VI Analysis of Customer Surveys

Fixed-Route Passenger Survey: One of the most important elements of the FAX service evaluation process is the passenger survey. Passenger surveys allow public transit operators to include human aspects of service in the evaluation mix. Measurements of satisfaction, friendliness, and of opinions about services provided are most appropriately collected through customer surveys. Additionally, customer surveys provide an effective way to measure customer expectations, needs, and provide valuable information for quality decision making.

In conjunction with the Fresno Council of Governments, FAX has hired various firms to conduct detailed customer satisfaction surveys since 1994. These surveys are used to collect information required by federal and state agencies, including passenger demographics, origin/destination information, and travel habits. This data also identifies areas that need improvement and provides FAX with insights into the concerns of its passengers. For example, it was one of these passenger surveys that allowed FAX to

prioritize service improvement options and select night service in 1999. FAX has also developed training programs and procedures to improve customer satisfaction in areas specifically identified by the surveys. The surveys include both telephone and onboard methodologies.

The 2018 fixed-route customer survey consisted of 1,803 completed survey forms with a margin of error of ± 2.3 percent at a 95 percent confidence level. The primary purpose of the surveys was to assess the extent to which FAX customers are satisfied with the service received. Specific areas of inquiry included the following:

- Level of satisfaction with various features of the bus system
- Overall level of satisfaction with the bus system
- Level of importance accorded to various features of the bus system
- Travel characteristics of FAX customers, including:
 - Typical and second most frequent purposes of bus trips
 - Length of time customers have ridden the bus system
 - Change in number of trips taken on bus system since customer began to use FAX
 - Method of fare payment
 - Access to a vehicle and reason for using FAX instead of a vehicle that may be available
- Clarity in the way FAX presents information on fares, routes, and schedules
- Preferences in how customers prefer FAX communicates information to them
- Level of satisfaction with the FAX website
- Demographic characteristics of the respondents
- Access to smartphones and interest in new transit apps

In the 2011 and 2014 customer satisfaction reports for FAX, letter grades for FAX performance on the various service characteristics were assigned. These reports assigned grades A, B, C, D, or F (including plus and minus distinctions) based upon the mean ratings provided for each characteristic. The same scale was also used in assigning grades for FAX service in the 2018 Customer Satisfaction Report. The grading scale used in the previous reports, as well as the current report, is depicted in the table below. What emerges from table is evidence that the FAX system has been a consistent success, with considerable customer satisfaction.

Exhibit 10 Customer Satisfaction Report Card

FAX Customer Satisfaction Report Card and Mean Satisfaction Ratings (Years 2018, 2014, and 2011)						
Service Characteristic	2018		2014		2011	
	Grade	Mean	Grade	Mean	Grade	Mean
Overall Service Provided by FAX Buses	A-	1.89	B+	2.30	B+	2.12
Drivers' Safety Awareness	A-	1.82	B+	2.17	B+	2.06
Drivers' Driving Skills	A-	1.84	B+	2.14	B+	2.09
Drivers' Helpfulness	A-	1.90	B+	2.17	B+	2.17
Value for Price Paid	A-	1.95	B	2.38	B-	2.70
Closeness of Bus Stops to Destination	A-	1.97	B+	2.21	B+	2.28
Drivers' Courtesy	A-	1.98	B	2.44	B+	2.26
Closeness of Bus stops to Home	A-	1.99	B+	2.20	B+	2.30
Overall Comfort of Bus Rides	A-	1.99	B	2.42	B+	2.26
Safety On-Board Buses*	B+	2.04	B	2.35	A	1.67
Availability of Route/Schedule Info	B+	2.07	B	2.47	B	2.64
Hours of Operation-Weekdays	B+	2.13	B	2.67	B-	2.93
Safety at Bus Stops/Stations*	B+	2.24	B	2.54	B+	2.05
Time to Complete Trip	B+	2.27	B-	2.70	B-	2.95
Frequency of Buses	B+	2.29	B-	2.83	B-	2.83
On-Time Performance	B+	2.33	B-	2.71	B-	2.71
Cleanliness Inside Buses	B	2.37	B-	2.89	B	2.57
Cleanliness of Bus Stops/Stations	B	2.45	B-	2.85	B-	2.80
Hours of Operation-Weekends	B	2.64	C+	3.30	D	4.00

*In 2011, safety questions were asked in a different section of the questionnaire and were on a 4-point scale. The means and percentages have been adjusted but readers are cautioned not to draw significant comparison based upon these differences between 2018 and 2014 data versus 2011 data.

The most recent survey findings (collected in October 2018) reported 61 percent of respondents are riding the FAX system five or more times per week. Nineteen percent of FAX riders use the service 9-12 times per week, with an additional 14 percent using the system more than 12 times per week. Overall, 33 percent of transit riders are taking at least nine trips per week.

Beginning in 2007, the survey allowed individuals to select more than one answer for purpose of trip. This gives a better indication of who uses the system for multiple trip types and does not force a single answer. The most popular trip purpose was school (28 percent) (combined college and high/middle/elementary school) followed by work (26 percent). Errands/personal was next (17 percent) with recreation, medical, and

shopping finishing up the list. Rider demographics are less reflective of trip purpose findings than in prior years, with 50 percent of all riders interviewed being employed part-time or full-time and 24 percent of all riders identifying as students.

Exhibit 11 Trip Purposes

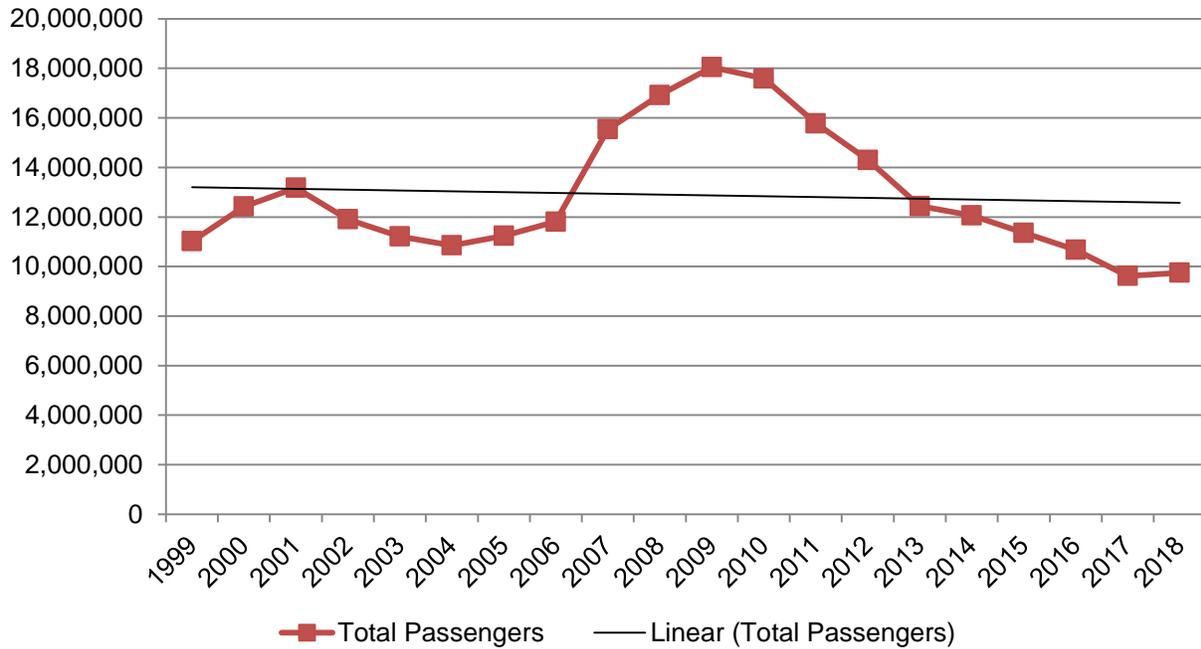
Purpose	2018	2014 - Primary Purpose	2014 - Secondary Purpose	2014- Combined Primary and Other Purposes ¹	2011- Combined Primary and Other Purposes ¹
Work/Business	26%	31%	16%	46%	42%
College	19%	23%	8%	30%	30% ²
High/Middle/Elementary School	9%	9%	4%	13%	
Errands/Personal	17%	14%	23%	37%	39%
Shopping	11%	12%	20%	30%	25%
Medical/Dental	8%	7%	11%	18%	17%
Recreational/Social	6%	3%	10%	13%	21%
Other	4%	1%	1%	3%	2%
Make no secondary trip type			7%		
¹ Percentages are of total responses-2014 = 1542; 2011 = 1024; 2009 = 1000. Therefore, sum of percentages is greater than 100%. ² No distinction in 2011 and 2009 for college trips versus other school trips.					

Other demographics show riders tend to be young (55 percent of riders younger than 35 years of age). In addition, Hispanic/Latino comprised 47 percent of those surveyed, while Caucasians and African-Americans comprised 18 percent and 22 percent, respectively. Finally, the gender split of the riders interviewed was 48 percent male and 52 percent female. The survey report identified several areas for possible improvement, including on-time performance, frequency of buses, time to complete the trip, safety onboard buses, and hours of operation on weekends. Survey findings show overall satisfaction with FAX as a transit provider has increased with a combined score of 79 percent for “Satisfied” or “Very Satisfied” and add in “Slightly Satisfied” for an overall approval of 94 percent (both higher than in 2014 and 2011). Most FAX riders do not have transportation alternatives for work or school. The fact FAX riders tend to be young, low-income, and ethnic minorities serves to underscore the importance of FAX service.

FAX Fixed Route Annual Ridership FY 1999-FY 2018

Annual ridership on FAX bus routes has steadily decreased since its peak in 2009. FY 2018 was the first time ridership increased since FY 2009. Overall, in the 20-year time period from 1999 to 2018, FAX ridership has decreased 11.5 percent, from 11,021,716 riders in FY 1999 to 9,750,802 riders in FY 2018.

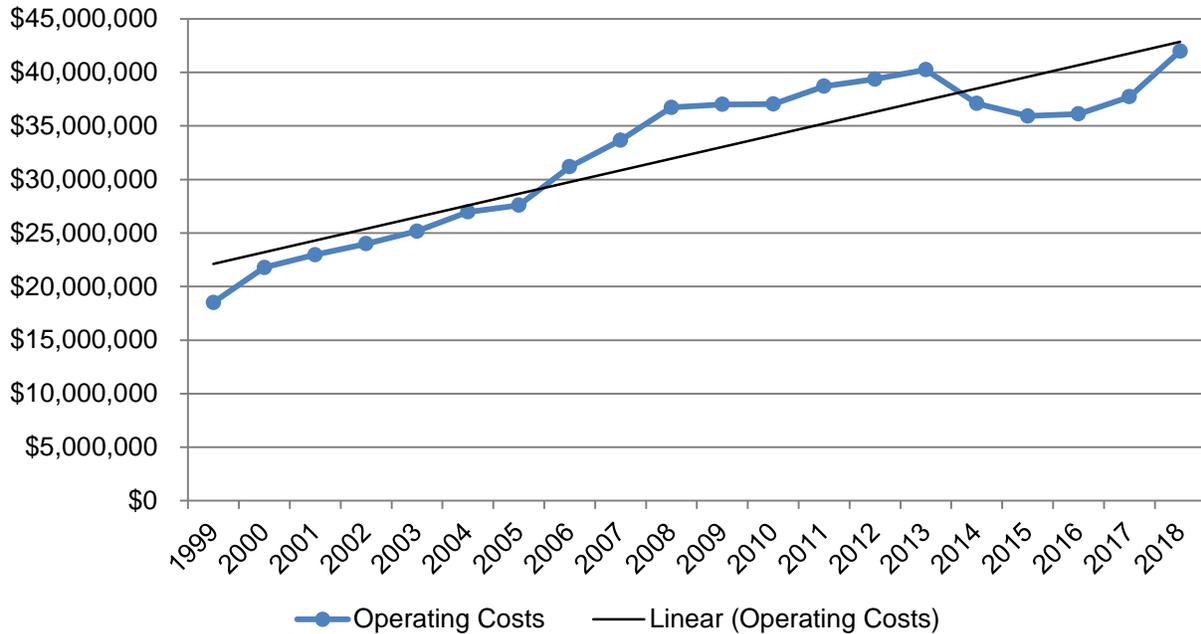
Exhibit 12 Total Ridership, 1999-2018



FAX Fixed-Route Annual Operating Costs FY 1999 – FY 2018

The figure below illustrates how annual operating costs for the FAX system have steadily increased year after year, from \$18.5 million in FY 1999 to \$42 million in FY 2018. This represents a 127 percent net increase in costs. Operating costs did decline slightly in 2014 and 2015, but have risen in the years since.

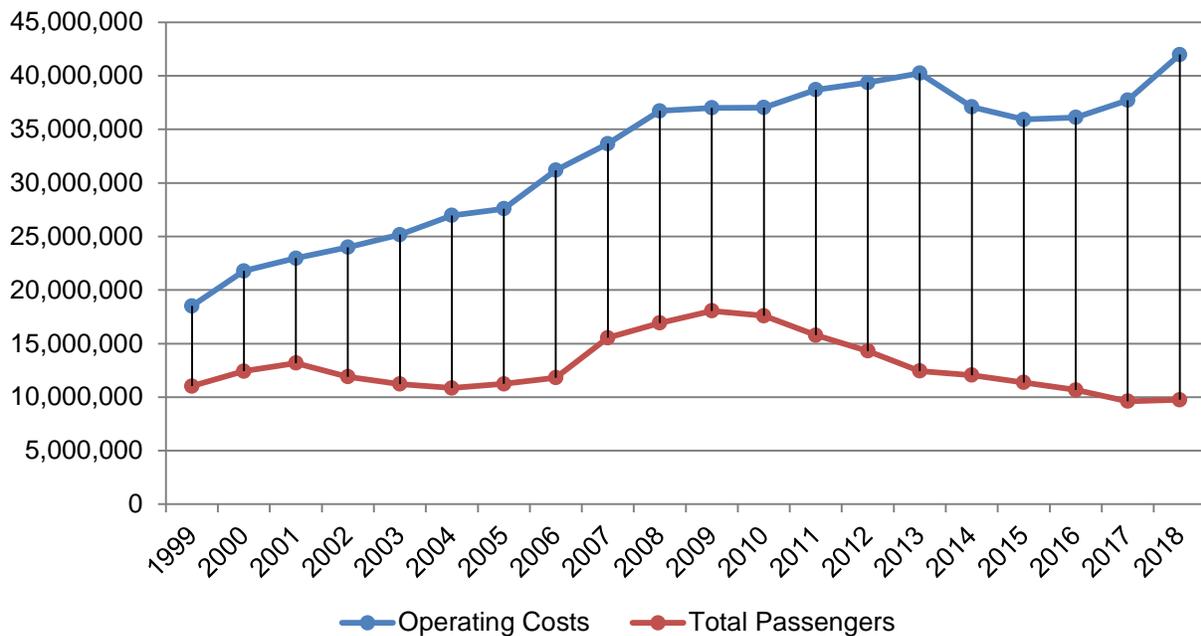
Exhibit 13 Total Operating Costs, 1999-2018



FAX Comparison of Ridership vs. Operating Costs from 1999 to 2018

The figure below illustrates that ridership, since the economic downturn, has fallen and operating costs have fluctuated. During the most challenging years of the economic downturn (2006 to 2010), ridership was trending up, and operating costs were steadily increasing. Historically, there has been no money being set aside for reserves. In 2011, a reduction in service and a fare increase were needed in order to keep core services operating in the City of Fresno. These actions created a very tight operation, with increased crowding on the peak-hour bus routes and increasing numbers of riders left behind at the bus stops because there was no room for them on the bus. Having learned from these lessons, FAX instituted an operating reserve to provide necessary funding to keep services operating during slower economic times.

Exhibit 14 Ridership vs. Operating Costs, 1999-2018



Handy Ride: Handy Ride offers demand-responsive, curb-to-curb service seven days a week during the same hours as the fixed-route service. The Handy Ride service area is somewhat larger than the fixed-route area. Reservations for ADA-certified individuals are accepted during normal business hours the day before the desired trip. Service hours for Handy Ride mirror those of the FAX system.

Since February 2013, Keolis Transit America has been contracted to provide paratransit services for the City of Fresno. The FAX Administration Division is responsible for directly overseeing the administration of the Handy Ride contract and assuring full compliance with the requirements set forth by the 1990 Americans with Disabilities Act (ADA).

FAX continues to closely monitor Handy Ride service in order to assure compliance with the city contract and ADA. Handy Ride ridership decreased from 201,876 passenger rides in FY 2016 to 199,948 in FY 2017, then increased to 213,026 in FY 2018.

Exhibit 15 Handy Ride Annual Mileage and Ridership

Fiscal Year	Vehicle Miles	% Change	Total Passengers	% Change	Miles/ Passenger
1999	687,902	8.2%	97,566	1.6%	7.0
2000	773,874	12.5%	95,603	-2.0%	8.0
2001	868,861	12.2%	100,832	5.4%	8.6
2002	920,744	5.9%	102,976	2.1%	8.9
2003	1,011,081	16.9%	133,483	29.6%	7.5
2004	1,182,065	5.9%	169,898	27.0%	6.9
2005	1,084,752	-8.2%	192,556	13.3%	5.6
2006	982,540	-10.4%	182,818	-5.3%	5.4
2007	963,836	-1.9%	180,674	-1.2%	5.4
2008	1,172,610	17.8%	222,428	34.0%	5.3
2009	1,119,986	-4.7%	234,423	5.1%	4.8
2010	1,609,206	30.4%	238,707	1.8%	6.7
2011	1,191,892	-35.0%	227,955	4.7%	5.2
2012	1,123,401	-6.1%	209,473	8.8%	5.4
2013	1,094,217	-2.7%	203,999	2.7%	5.4
2014	1,091,972	-0.2%	207,322	1.6%	5.3
2015	1,147,886	4.9%	209,431	1.0%	5.5
2016	1,140,144	-0.7%	201,826	-3.6%	5.6
2017	1,156,767	1.5%	199,948	-0.9%	5.8
2018	1,212,603	4.8%	213,026	6.5%	5.7

Handy Ride Assessment of Service and Rider Needs

In 2018, FAX engaged Rea and Parker Research to conduct a telephone survey of registered Handy Ride customers regarding their satisfaction with various service attributes. The survey, conducted between February and July 2018, included a sample of 306 respondents selected at random from a database of 2,007 registered customers. The prior Handy Ride satisfaction study was conducted in April 2014.

Survey data indicates Handy Ride customers demonstrate a very high level of satisfaction for the services provided on the system. This high overall satisfaction with the Handy Ride system has been sustained and documented over a 14-year period – since the 2004 Customer Satisfaction Survey. This satisfaction is evidenced by a strong record of customer retention.

The Handy Ride performance report card is shown in Exhibit 16. Features of the Handy Ride system are closely correlated to the performance of the drivers. These include driver courtesy, driver driving skills, and driver safety consciousness. Driver courtesy is particularly relevant because it is not only highly satisfactory in the opinion of the

customers but it is also very important to them. Therefore, this is a core feature of Handy Ride that results in the high regard customers have for the system. Features of the Handy Ride system for which improvement would lead to even higher satisfaction ratings include will-call pickups and scheduled on-time pickups.

Exhibit 16 Handy Ride Report Card 2018

Handy Ride Customer Satisfaction Report Card and Mean Satisfaction Ratings (Years 2018, 2014, and 2011)						
Service Characteristic	2018		2014		2011	
	Grade	Mean	Grade	Mean	Grade	Mean
Overall service provided by Handy Ride	A-	1.73	A-	1.75	A-	1.75
Drivers' safety consciousness	A	1.45	A	1.40	A	1.40
Drivers' courtesy	A	1.52	A	1.39	A	1.39
Cleanliness inside Handy Ride vans and sedans	A	1.53	A	1.46	A	1.46
Drivers' driving skills	A	1.57	A	1.39	A	1.39
Value provided by Handy Ride for the fare/price paid	A	1.58	A	1.62	A	1.62
Reservation staff's courtesy	A	1.62	A	1.52	A	1.52
Comfort of the Handy Ride vans and sedans	A-	1.72	A	1.63	A	1.63
Service hours for Handy Ride vans and sedans	A-	1.72	A-	1.81	A-	1.81
Availability of information for Handy Ride from FAX	A-	1.76	A-	1.72	A-	1.72
Monday to Sunday 8 am to 5 pm reservation hours	A-	1.88	A-	1.85	A-	1.85
Reservation staff's accuracy (correct time and location)	A-	1.86	A-	1.86	A-	1.86
Handy Ride's reservation policy - 2 days in advance (1 day in 2011)	A-	1.95	A-	1.68	A-	1.68
Getting you home or to your destination on time	B+	2.07	B+	2.23	A-	1.89
Scheduled pick-ups (5 minutes before to 30 minutes after scheduled time)	B+	2.25	B+	2.09	B+	2.09
Will-call pick-ups	B	2.51	B	2.57	B+	2.18

F. Quality of Service Methodology

The procedure for examining the quality of service involved selecting a random sampling of ten minority and ten non-minority census tracts and comparing the level and quality of service between the two sets of tracts. All minority and non-minority tracts within the FCMA are listed in Appendix O. The maps in Appendices D, E, F, and P represent the low-income, minority populations, and LEP by census tract. For this report, the randomly selected census tracts were each evaluated for various indicators, including on-time performance, established headway, vehicle load, and the average time needed to travel to selected destinations. Exhibits 17 and 18 compare service characteristics of the sample minority and non-minority census tracts. As illustrated, overall service characteristics tend to favor minority census tracts within the sample. However, it should be noted the overall population densities of the minority tracts are greater than non-minority tracts.

On-time performance measures are not tract-specific but derived from system-wide numbers for the specific routes that operate to or within the sample tract. During FY 2019, routes in minority census tracts performed at 83.6 percent on-time while routes serving non-minority tracts averaged 83.3 percent on-time. Other important characteristics include average load within the specific tract, the average number of routes servicing a specific tract, and population density per acre for the ten randomly selected minority and non-minority census tracts. For minority tracts, the average load is 6.2; for non-minority tracts, the average load is 3.4. Overall, minority tracts have 3.9 routes per tract, and non-minority tracts have 2.5 per tract. The average population density per acre for the ten randomly selected minority census tracts is 12.24, compared to 7.11 for non-minority tracts. The higher average population density per acre along with the higher average load within the tract justifies the need for FAX to continue operating a higher level of service in these areas in comparison to the service provided to non-minority census tracts.

In addition, approximately one-third of the minority census tracts in the FCMA lie just outside the central city, the hub of the FAX system. These tracts comprise the older communities of Fresno which, over time, have provided minority population groups with low-cost housing in densely developed areas of the city. Residents of these tracts possess the socio-economic characteristics associated with the typical transit rider; most are low-income and often do not have access to an automobile.

Today, FAX continues to address the transportation needs of minority census tract residents. All 16 FAX routes operate to or within one or more of the 79 minority-termed census tracts. Transit service will continue to be greater in these tracts because of the propensity for lower-income populations to utilize public transit. The following tables compare travel times from minority and non-minority census tracts to primary destinations in the FCMA. Travel times were estimated using trip planning software.



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As Exhibits 17 through 20 show, the sampled minority census tracts have a slight advantage over the non-minority tracts. This is primarily due to greater ridership demands from those areas, explaining the attention to those areas due to the proximity of heavy generators in the more densely populated minority tracts. Based on the quality of service evaluation and findings, FAX service does not discriminate against minority census tracts within the FCMA.



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Exhibit 17 Service Comparison by Census Tract (Minority)

Minority Tracts	FAX Route Number*	Headway (Minutes) Weekdays	Peak Load In Tract	Avg. Load in Tract	On-Time Performance	Tract Population	Tract Acres	% of Minorities	Population Density
10	32 38	30 15	20	3	81.11%	3,809	1209.6	97.9%	3.15
13.01	1 26 33 38 41	15 30 30 15 30	33	6	84.47%	5,622	484.5	95.5%	11.60
26.02	1 22 34 38	15 30 20 15	43	9	82.78%	3,643	321.9	81.6%	11.32
27.01	22 33 38 41	30 30 15 30	26	5	81.99%	4,244	321.3	94.1%	13.21
27.02	1 22 33 38 41	15 30 30 15 30	33	7	83.51%	4,995	323.2	95.0%	15.45
29.06	26 35 41	30 30 30	18	4	84.34%	5,385	339.2	90.7%	15.88
33.02	34 38 39	20 15 30	40	9	82.18%	4,894	320.6	84.7%	15.27



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Minority Tracts	FAX Route Number*	Headway (Minutes) Weekdays	Peak Load In Tract	Avg. Load in Tract	On-Time Performance	Tract Population	Tract Acres	% of Minorities	Population Density
37.02	20 22 39 41 45	30 30 30 30 60	30	7	83.55%	4,576	361.6	80.6%	12.65
42.05	9 12 20 39 41	15 30 30 30 30	20	4	86.57%	6,399	1258.9	80.1%	5.08
48.01	26 41 45	30 30 60	33	7	85.13%	5,258	279.7	79.9%	18.80
Average			29.7	6.2	83.56%	4,883	522.1	88.0%	12.24

*GIS routes inside and on the boundary line.

Exhibit 18 Service Comparison by Census Tract (Non-Minority)

Non-Minority Tracts	FAX Route Number*	Headway (Minutes) Weekdays	Peak Load In Tract	Avg. Load in Tract	On-Time Performance	Tract Population	Tract Acres	% of Minorities	Population Density
36	20 26 39 41 45	30 30 30 30 60	34	7	84.51%	4,185	481.3	47.0%	8.70
42.08	45	60	10	2	82.88%	7,857	1376.0	45.6%	5.71
42.14	45	60	10	2	82.88%	4,704	612.5	33.3%	7.68
44.05	1 38 58	15 15 60	10	2	86.84%	3,961	585.6	38.9%	6.76
44.06	32 34 38 58	30 20 15 60	16	2	85.06%	5,200	1281.9	42.5%	4.06
45.03	26 45	30 60	15	3	84.48%	5,036	617.0	40.8%	8.16
46.01	9 22 45	15 30 60	30	6	82.16%	3,284	448.6	43.8%	7.32
54.06	32 34 38	30 20 15	24	3	81.90%	3,967	469.8	46.2%	8.44
55.10	34 38	20 15	23	3	79.95%	4,893	645.1	45.1%	7.58



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Non-Minority Tracts	FAX Route Number*	Headway (Minutes) Weekdays	Peak Load In Tract	Avg. Load in Tract	On-Time Performance	Tract Population	Tract Acres	% of Minorities	Population Density
56.02	9	15	30	5	82.38%	5,282	790.4	46.0%	6.68
Average			20.1	3.4	83.30%	4,837	730.8	42.9%	7.11

*GIS routes inside and on the boundary line.

Exhibit 19 Comparison of Travel Times, Minority Census Tracts

Minority Tracts	Major Trip Generators					
	MTC	FCC	CRMC	CSUF	FSC	RPSC
10.00	50	45	31	90	28	68
13.01	42	37	32	91	23	56
26.02	36	31	26	67	17	58
27.01	34	29	23	65	33	56
27.02	36	31	25	61	20	58
29.06	37	32	51	68	46	59
33.02	28	17	37	57	37	46
37.02	20	18	35	54	28	48
42.05	40	42	55	56	55	67
48.01	18	34	41	51	31	31
Average Travel Time 2019	34.1	31.6	35.6	66.0	31.8	54.7
<p><u>Major Generators:</u> MTC: Manchester Transit Center/Mall FCC: Fresno City College CRMC: Community Regional Medical Center CSUF: California State University, Fresno FSC: Fresno Superior Court RPSC: River Park Shopping Center</p>						

Exhibit 20 Comparison of Travel Times, Non-Minority Census Tracts

Non-Minority Tracts	Major Trip Generators					
	MTC	FCC	CRMC	CSUF	FSC	RPSC
36.00	26	12	35	55	35	33
42.08	79	70	99	86	96	70
42.14	59	50	77	66	70	50
44.05	43	49	66	47	61	19
44.06	34	40	53	46	53	12
45.03	42	35	48	43	38	12
46.01	37	35	45	37	38	47
54.06	53	44	60	47	54	21
55.10	35	45	61	31	53	12
56.02	71	66	86	37	80	55
Average Travel Time 2019	47.9	44.6	63.0	49.5	57.8	33.1
<u>Major Generators:</u> MTC: Manchester Transit Center/Mall FCC: Fresno City College CRMC: Community Regional Medical Center CSUF: California State University, Fresno FSC: Fresno Superior Court RPSC: River Park Shopping Center						

G. Requirement to Evaluate Service and Fare Changes

Locally Developed Evaluation Procedure

Proposed service and fare changes are reviewed by FAX management and the City Manager’s office. If the recommended changes are significant, they are also considered by the full City Council in a public hearing forum, as required by the FTA, and a service or fare equity analysis is completed to ensure that the service change or fare change does not result in disparate impact for minority populations or disproportionate burden for low income populations.

The FTA defines disparate impact as referring to “a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient’s policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate

objectives but with less disproportionate effect on the basis of race, color, or national origin.”³

The FTA defines disproportionate burden as referring to “a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.”⁴

FAX has developed Disparate Impact and Disproportionate Burden policies to be used in evaluating the impact of significant service, fare, and fare media changes. Those policies are:

- **Disparate Impact Policy:** A disparate impact exists if a major service change, fare change, or fare media change requires a minority population to bear adverse effects by 20 percent or more than the adverse effects borne by the general population in the affected area.
- **Disproportionate Burden Policy:** A disproportionate burden exists if a major service change, fare change, or fare media change requires a low-income population to bear adverse effects by 20 percent or more than the adverse effects borne by the general population in the affected area.

In accordance with FTA regulation, FAX attempts to notify all concerned stakeholder organizations that may be affected by proposed significant service changes of their opportunity to comment on the proposals via public workshops. Notice is placed in local newspapers, both English and Spanish, at key bus stops, transfer locations, and on-board buses. In addition, FAX posts proposed service changes on its website, which is accessible (via Google Translate) in more than 100 different languages, and via social media. FAX has identified English and Spanish as the primary languages for communicating service and/or fare changes. These two languages represent 94.4 percent of the population within the FAX service area. Overall, the average level of LEP in the FAX service area is 15.5 percent.

The internal review process for capital program decisions is carried out in the monthly executive staff meetings. The members of the executive staff include the division managers of each of the six divisions, the director of transportation, and two assistant directors of transportation. The Fresno City Council has ultimate responsibility for approving these decisions. If the recommended changes are significant, they are also considered by the City Council in a public hearing forum, as required by the FTA, and the outreach process described above is also used.

³ FTA Circular 4702.1B, Chap. I-2.

⁴ FTA Circular 4702.1B, Chap. I-2.

Information concerning route changes is presented in a variety of formats in order to provide minority population groups an opportunity to become acquainted with the changes before they are implemented. The methods used may include:

1. Radio announcements on English and Spanish radio stations.
2. Press releases to English and Spanish newspapers.
3. Route change information displayed on buses.
4. Public notices posted at key bus stops and transfer locations.
5. Rider alerts posted on the FAX website.
6. Articles in the FAX newsletter, which is emailed to the email distribution list and posted on the FAX website.
7. Calls requesting route change information, as well as regular route information, can be referred to various staff members.
8. Social media (Facebook and Twitter).

Transit schedule guides are printed in English and Spanish. Spanish-speaking staff members are available to assist in providing route, schedule, and fare information at the FAX administration office and Manchester Transit Center. In addition to these services, FAX provides a variety of services for disabled passengers, including large-print materials for the visually impaired and American Sign Language (ASL) interpreters at public meetings upon advance request.

The final decision on service changes rests with the Fresno City Council, an elected body. As such, its membership cannot be predetermined. However, the Fresno Council of Governments (FCOG), which contracts the planning services for FAX, established the Social Services Transportation Advisory Council (SSTAC) on May 26, 1989, to aid in its review of transit issues with emphasis on the annual identification of transit needs within Fresno County. These transit needs include the needs of transit-dependent and transit-disadvantaged persons, including the elderly, disabled, and persons of limited mobility. The FCOG establishment of this advisory council is consistent with State law (SB 498, Chapter 673, 1987), which mandates both the purpose and minimum membership of this body.

The purpose of the SSTAC is:

1. To annually participate in the identification of transit needs (Unmet Transit Needs Hearing Process).
2. To review and recommend appropriate action by the FCOG for a jurisdiction that finds, by resolution, that:
 - a. There are no unmet transit needs.
 - b. There are no unmet transit needs that are reasonable to meet.
 - c. There are unmet transit needs that are reasonable to meet.
3. To advise the FCOG on any other major transit issues, including the Coordinated Public Transit-Human Services Transportation Plan. The SSTAC solicits comments from agencies and individuals who have concerns about unmet transit

needs within the county of Fresno during the Unmet Transit Needs Hearing. A public notice announcing the hearing is placed in all Fresno County and Spanish newspapers, and letters requesting comments are sent directly to agencies and individuals who have concerns. (A list of SSTAC members is in Appendix G.)

Service Evaluation

There are many methods for evaluating the efficiency and effectiveness of public transportation service. Because each method has unique strengths and weaknesses, FAX employs several service evaluation methods. Among the methods used are peer review analysis, system minimums assessment, and passenger surveys.

Peer Review Analysis

The peer review analysis uses standard service measurement criteria to compare one system performance against another. This kind of analysis is most valuable when standard, well-controlled data sets are available, and when the systems being evaluated have similar operating environments.

The FAX peer review analysis is an automated peer selection process that identifies comparable transit systems. This approach was derived by the Florida Transit Information System (www.ftis.org) and uses a variety of criteria in the selection process. Criteria include Urban Area Population, Vehicle Miles Operated, Operating Budget, Population Density, Service Area Type, Population Growth Rate, Percent Low Income, and others. The five transit agencies selected were El Paso, TX; Albuquerque, NM; Tucson, AZ; Bakersfield, CA (GET); and Stockton, CA (RTD). All five agencies are FTA Grant Recipients; therefore, they are required to provide their system performance data to the National Transit Database (NTD). Furthermore, two are California agencies that must operate under the same California State Transportation Development Act Guidelines. Exhibit 21 provides a system comparison of the five transit agencies, and reflects the most recent NTD data available through the FTIS system, which is 2017.



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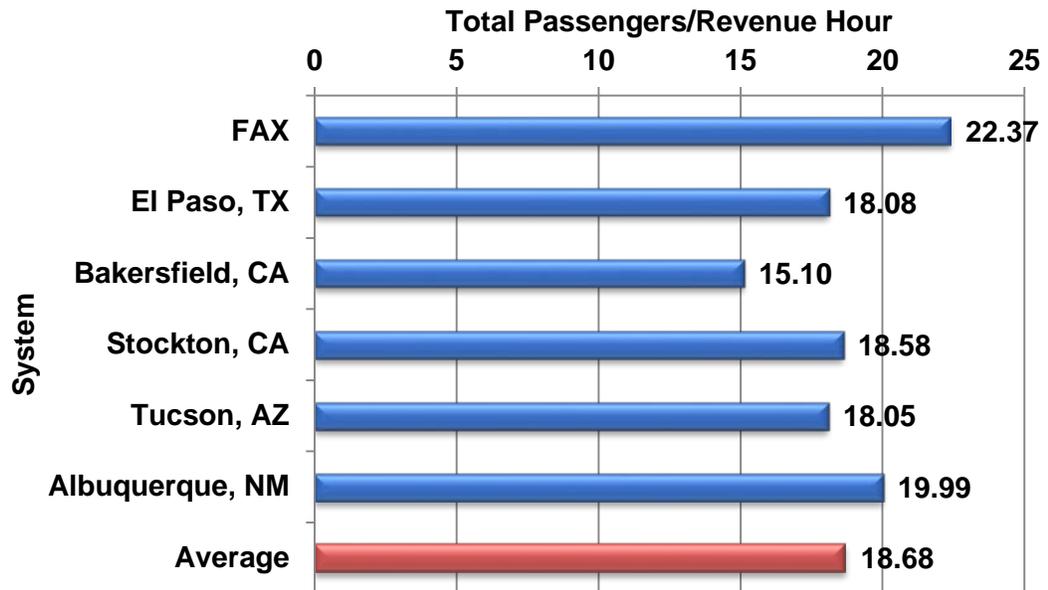
Exhibit 21 System Comparison (2017)

System	Passengers/ Hour		Passengers/ Mile		Cost/Hour		Cost/Passenger		Farebox Recovery		Score	Rank
	Metric	Rank	Metric	Rank	Metric	Rank	Metric	Rank	Metric	Rank		
FAX	22.37	1	1.92	1	\$100.90	5	\$4.51	2	17.83%	1	2.0	1
El Paso	18.08	4	1.28	4	\$87.63	3	\$4.85	3	12.83%	3	3.4	3 (tie)
Bakersfield	15.1	6	1.19	6	\$81.25	2	\$5.38	5	16.00%	5	4.8	4
Stockton	18.58	3	1.23	5	\$156.59	6	\$8.43	6	12.27%	6	5.2	5
Tucson	18.05	5	1.46	2	\$77.40	1	\$4.29	1	15.98%	2	2.2	2
Albuquerque	19.99	2	1.4	3	\$98.69	4	\$4.94	4	6.98%	4	3.4	3 (tie)

System Comparison (Cost-effectiveness): FAX places very well among the selected peers in four of the five categories, and is ranked first among the selected peers. With an average of 22.37 passengers per hour, 20 percent higher than the peer system average of 18.6, FAX ranked number one in this important productivity indicator.

Exhibit 22 clearly illustrates FAX is operating a highly efficient transit service, carrying more than three more passengers per hour than the average of the peer operators.

Exhibit 22 System Comparison: Passengers/Revenue Hour (2017)



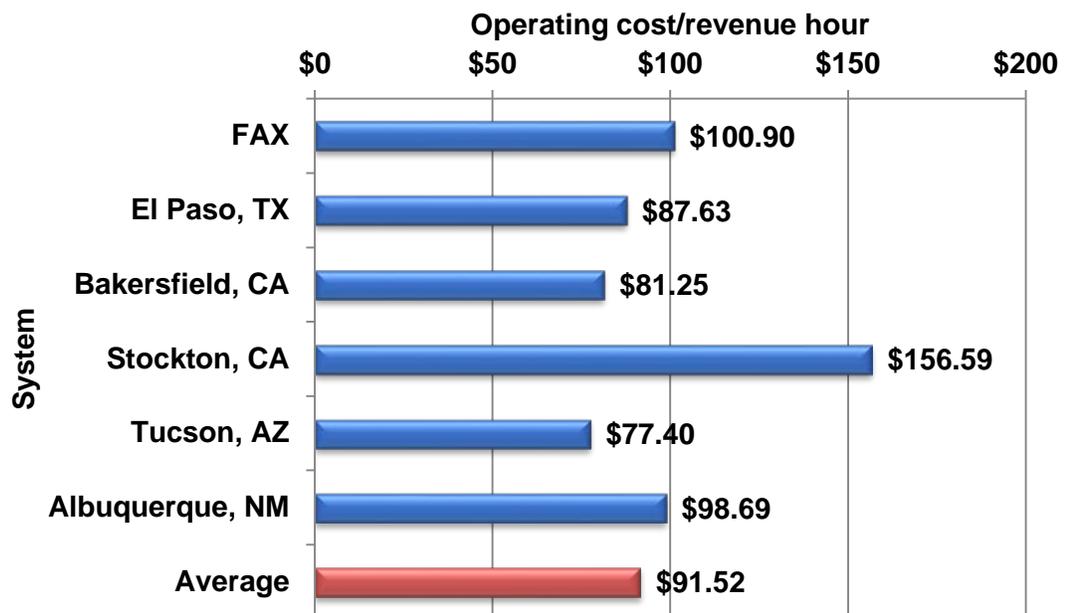
FAX Operating Cost per Revenue Hour Comparison with Peer Operators

At approximately \$101 per hour, FAX is operating above the peer systems average cost per hour and is operating below the cost per hour of just one of the five peer systems. The FAX operating expense per hour is \$100.90, or 10 percent higher than the peer system average of \$91.52. As shown in Exhibit 23, FAX ranks fifth in terms of operating expense per hour.

It is important to remember that each of the systems used in this comparative analysis has its own unique set of operating properties that can have significant impacts on various performance measures. The same is true for providing more frequent service. Increasing service frequency from 30 minutes to 15 minutes effectively doubles the number of service hours; however, only in very rare cases would this lead to a doubling of passenger trips. While improved service frequency and longer service hours are important and positive service improvements, they also reduce overall passenger productivity.

Similarly, San Joaquin RTD (Stockton) provides a high level of commuter service to the Bay Area. Commuter services are predominantly composed of long distance express service. In terms of productivity, commuter services tend to be lower in passengers per hour and mile and higher in cost per passenger. This is certainly reflected in San Joaquin RTD productivity.

Exhibit 23 System Comparison: Operating Cost/Revenue Hour (2017)



FAX Operating Cost per Passenger Comparison with Peer Operators

FAX operating cost per passenger of \$4.51 is lower than the peer operators' average of \$4.90 and ranks second among the peer operators. FAX operates a very cost-efficient transit service.

As with improved service frequencies and service duration, improvements in passenger amenities and supportive services are positive improvements in customer service; however, these improvements come at a significant cost.

Exhibit 24 System Comparison: Operating Cost/Passenger (2017)

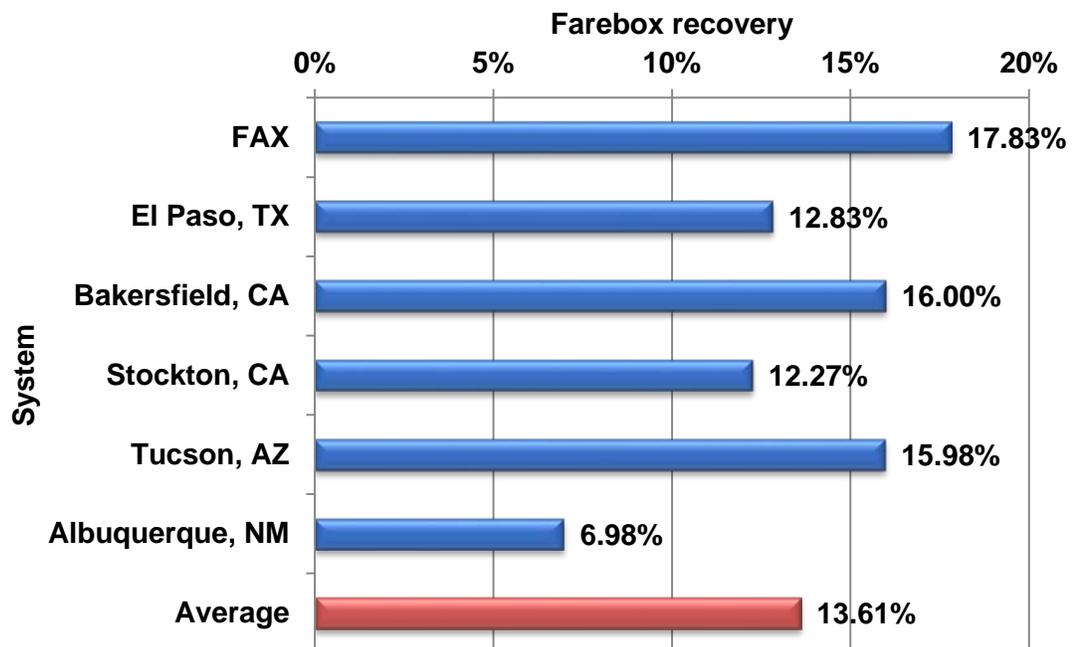


FAX Farebox Recovery Comparison with Peer Operators

The FAX farebox recovery ratio of 17.8 percent exceeded the peer average of 13.6 percent. The State Transportation Development Act (TDA) regulations require FAX to maintain a minimum 20 percent farebox recovery ratio. The data reported to the National Transit Database (NTD) by FAX and all peers (used in the peer analysis) does not necessarily reflect all revenues that can be applied to the farebox recovery ratio under the TDA.

The TDA also places restrictions on the use of State Transit Assistance (STA) funds. Regulations require transit agencies to keep cost increases under the State Consumer Price Index (CPI). If cost increases exceed the State CPI, transit agencies are only allowed to use STA funds for capital expenses on a sliding scale. Finally, local and regional concerns are used to develop minimum productivity standards. For FAX, these standards are developed through a coordinated, comprehensive, continuous process carried out by Fresno COG. The Fresno COG Regional Transportation Plan (RTP) and Short Range Transit Plan for the Fresno Clovis Urbanized Area (SRTTP) set guidelines for service evaluation. Additionally, each year Fresno COG prepares the Annual Transit Productivity Analysis. This document assesses all public transit operators in Fresno County and reviews the most recent triennial audit recommendations.

Exhibit 25 System Comparison: Farebox Recovery (2017)



System Minimums Assessment

System minimums assessment uses measurements from the system under evaluation to assess minimum levels of efficiency and effectiveness of its component sub-systems. The strength of this service evaluation method is it makes allowances for unique operating practices and environments. FAX minimum standards are established through legislation and local effort. From a legislative perspective, federal and state regulations require public transit operators to provide and maintain service in some very specific ways.

In 1981, a Transit Corridor Analysis was completed to evaluate the efficiency and effectiveness of service on a route-by-route basis. At the time, service measures were developed to assist in evaluating individual route performance in relation to the system-wide performance. Those minimum performance measures continue to be the basis of local service evaluation.

At a minimum, an individual route should exceed 60 percent of the system-wide average for a number of key indicators. The 60 percent figure is an overall industry standard that assumes a transit system may tolerate some low-performing routes if they provide an important component of the system, especially if the component helps meet the needs of the transit dependent riders. FAX uses several operational indicators to measure the performance and financial status of the system and individual routes. Individual routes should achieve 60 percent of the system average, except for those indicators that measure cost efficiency. Cost performance measures should not exceed 140 percent of the total system average, with 140 percent representing the system maximum. Exhibit 26 shows individual routes and their performance in various categories. Cells in red are those that do not meet the minimum/maximum thresholds for those key indicators.



Fresno Area Express (FAX) Title VI Report

Exhibit 26 Summary of Key Operation Indicators (2018)

Route	Passengers	Miles	Hours	Farebox	Cost	Pass/ Hour	Pass/ Mile	Cost/ Hour	Cost/ Pass	Fare/ Op. Cost
Route 1	1,405,472	766,214	70,457	\$1,088,225	\$7,355,654	19.95	1.83	\$104.38	\$5.23	14.8%
Route 9	1,014,297	419,539	36,949	\$570,605	\$4,027,574	27.45	2.42	\$109.00	\$3.97	14.2%
Route 20	369,882	187,133	15,124	\$233,561	\$1,796,477	24.46	1.98	\$118.78	\$4.86	13.0%
Route 22	547,561	298,718	24,361	\$376,208	\$2,867,693	22.48	1.83	\$117.72	\$5.24	13.1%
Route 26	977,887	507,234	41,848	\$646,261	\$4,869,446	23.37	1.93	\$116.36	\$4.98	13.3%
Route 28	1,175,545	414,689	37,800	\$583,747	\$3,981,014	31.10	2.83	\$105.32	\$3.39	14.7%
Route 32	709,192	270,326	25,575	\$394,956	\$2,595,130	27.73	2.62	\$101.47	\$3.66	15.2%
Route 33	210,114	98,218	8,012	\$123,730	\$942,893	26.22	2.14	\$117.69	\$4.49	13.1%
Route 34	923,156	357,384	33,433	\$516,307	\$3,430,886	27.61	2.58	\$102.62	\$3.72	15.0%
Route 35	339,703	167,843	13,813	\$213,315	\$1,611,293	24.59	2.02	\$116.65	\$4.74	13.2%
Route 38	1,099,797	553,237	41,848	\$646,261	\$5,311,075	26.28	1.99	\$126.91	\$4.83	12.2%
Route 41	708,354	330,648	26,519	\$409,534	\$3,174,221	26.71	2.14	\$119.70	\$4.48	12.9%
Route 45	226,786	186,835	13,264	\$204,837	\$1,793,616	17.10	1.21	\$135.22	\$7.91	11.4%
Route 58	43,053	65,650	3,926	\$60,629	\$630,240	10.97	0.66	\$160.53	\$14.64	9.6%
Total/average	9,750,799	4,623,668	392,939	\$6,068,176	\$44,387,213	24.82	2.11	\$112.96	\$4.55	13.7%
					Min/Max	14.89	1.27	\$158.15	\$6.37	8.2%

Route 1 (BRT) began service in February 2018. This route replaced part of Route 30 and Route 28. Route 30 was eliminated and the data for Route 30 was combined into Route 1 (BRT). Route 39 is an interline with Route 26. All data is reported under Route 26.

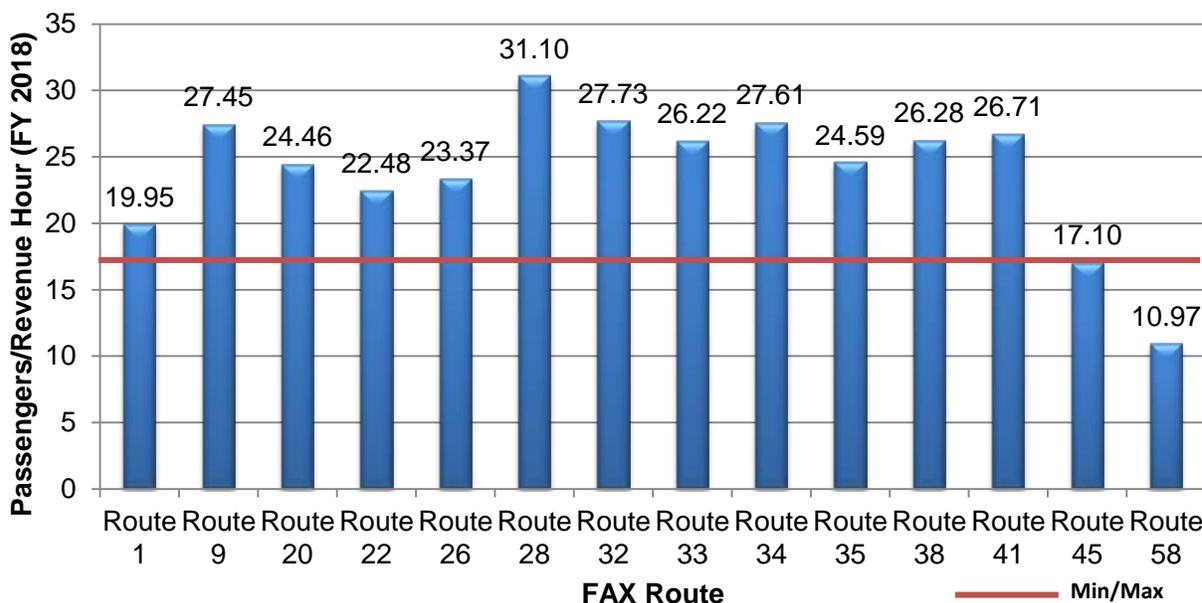
It is important to note Route 58 is subsidized by an outside agency. Route 58 provides service to Valley Children’s Hospital (VCH) and receives incremental funding from VCH. Incremental costs are the direct costs associated with the service (such as fuel, tires, and driver wages). Incremental costs do not include overhead costs (such as FAX administration costs or facility costs). Revenues received from the farebox on these routes are earned in addition to incremental costs.

FAX Passengers per Revenue Hour by Route

As Exhibit 26 illustrates, FAX Route 58 was the only one operating below the minimum standard of 14.89 passengers per hour, which is 60 percent of the system average.

Route 45 (Herndon Avenue, MTC, Ashlan Avenue) is the only weekday route that FAX operates on an hourly headway. Historically, this route has performed below standard in almost every evaluation over the last ten years. In 1999, at the request of Council, Route 45 was extended north of Shaw on Palm and west on Herndon to serve the medical center located at Herndon and Milburn. At the time, Council had received numerous requests to serve the medical facility. Currently, Route 45 is the only route providing service to the medical facilities at Herndon and Milburn and is also the only route providing service to the Association of Retarded Citizens (ARC) Production Center located at Shields and Clovis. This route has the highest number of disabled riders in the system.

Exhibit 27 Summary of Key Operation Indicators: Passengers/Revenue Hour





Fresno Area Express (FAX) Title VI Report

FAX Fare Structure

It is the objective of FAX, as stated in the 2018 Regional Transportation Plan, to “Encourage and prioritize safety, appropriate frequency of bus service, reasonable fares, and the provision of adequate service to satisfy the transit needs which are reasonable to meet.”

FAX maintains a variety of fare media, which are detailed in the City of Fresno Master Fee Schedule. These fees are determined by the Fresno City Council, an elected body. Any changes to the transit fares must go through a public process, including public notification, and presentation before the City Council. Another factor in determining fares is the State Transportation Development Act (TDA). TDA regulations require FAX to maintain a minimum 20 percent farebox recovery ratio.

FAX's last system-wide fare increase was in January 2011. At that time the fare was increased from \$1.00 to \$1.25. The senior or disabled fare increased from \$0.35 to \$0.60 per trip. However, new fare media were introduced on July 24, 2017. A monthly pass was eliminated and one-ride, 10-ride, and 31-day passes were introduced. At that time, FAX also ceased selling tokens but continued to accept them.

Exhibit 28 Fare Structure

Fare Category	General Public Base Fare	Reduced Fare (Senior/Disabled)
FAX Fixed-Route		
Cash fare (single-trip)	\$1.25	\$0.60
1-ride card	\$1.25	\$0.60
10-ride card	\$11.25	\$6.00
31-day pass	\$48.00	\$24.00
Handy Ride		
ADA cash fare (single-trip)	N/A	\$1.50
Companion fare (single-trip)	\$1.50	N/A
Personal Care Attendant	Free	N/A
Monthly pass (up to 60 rides)	N/A	\$48.00

In 2018, FAX conducted a Fare Equity Analysis in advance of its proposed implementation of an eFare System Smart Card and mobile fare payment option. Initial implementation is proposed for FY 2019/20. While FAX does not intend to change the types and pricing of the fare media offered, reloadable smart cards would enhance the fare media options available.

Using a model comparing minority/low-income use of each fare media to the minority/low-income percentage of ridership, the Fare Equity Analysis found no disparate impact or disproportionate burden that exceeded the 20 percent threshold



discussed on page 60. It also found that minority and low-income populations have equal access to existing points of purchase, and found no significant gap in access to internet services or smart phones should a mobile payment option be introduced in the future. Should FAX decide to offer an incentive for use of a smart card or mobile ticket option, it will need to ensure equal access to those financial benefits for minority and low-income populations.

III. CONCLUSION

As a result of the Title VI compliance assessment requirements as stated in FTA Circular 4702.1B, FAX, as a recipient of federal financial assistance, is operating an accessible, efficient, and affordable transit service to all minority and non-minority groups within the FCMA.

One hundred twenty-five (125) census tracts comprise the FCMA. Of this number, 79 (63.2 percent) of these tracts are deemed minority for the purpose of the Title VI Program analysis. The FCMA minority population makes up 67.1 percent (or 416,655 residents) of the total service area population. Currently, all FAX routes operate to or within one or more of the minority census tracts. On the basis of this and the Title VI Program analysis, FAX has guaranteed that no minority group is excluded from, or denied the benefits of, this federally subsidized transit system.



Fresno Area Express (FAX) Title VI Report

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IV. APPENDICES



Fresno Area Express (FAX) Title VI Report

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APPENDIX A: TITLE VI INFORMATION INCLUDED THE SCHEDULE GUIDE

Exhibit A.1 presents an image of page 6 of the FAX Schedule Guide, which includes the Title VI Notice to the Public, which reads:

Fresno Area Express is committed to ensuring that no individual or organization is excluded from participation in, denied the benefits of its programs, activities, or services, or subject to discrimination on the basis of race, color, or national origin as afforded to them by Title VI of the Civil Rights Act of 1964, as amended. For more information, please contact the Complaint Coordinator at 621-RIDE.

Exhibit A.2 presents an image of page 11 of the FAX Schedule Guide, which includes the Title VI Notice to the Public in Spanish, which reads:

Fresno Area Express se comete en asegurarse que ninguna persona e organizacion sea excluida de participacion o que le sean negados los beneficios de sus programas, actividades, servicios, o que sea sujeto a discriminacion, basado en raza, color o nacionalidad, como les esta proveido por el Titulo VI de la Acta de 1964, amendada, de los Derechos Civiles. Para mayor informacion, por favor comuniquese con el coordinador de denuncias, al 621-RIDE.



Fresno Area Express (FAX) Title VI Report

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Exhibit A.1 Title VI Information in Schedule Guide (English)

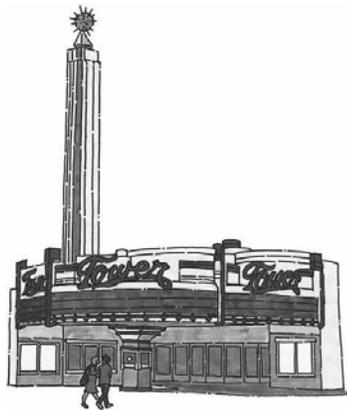
HANDY RIDE Handy Ride is a FAX service designed to assist eligible persons with disabilities who cannot functionally use the FAX city bus system. Handy Ride is a curb-to-curb service, providing service from any origin to any destination throughout the service area, for any trip purpose. As a shared ride service, you may share your ride with other riders, and it is important to be at the curb at your designated pick-up time.

Service is available to those persons who, because of the nature of their disability, are unable to use the FAX Fixed-Route System.

SERVICE HOURS	DAY SCHEDULE	NIGHT SERVICE (Limited Service Area)
Monday – Friday	5:30 am – 9:30 pm	9:30 pm – 1:30 am
Saturday/Sunday	6:30 am – 7:00 pm	
RESERVATION HOURS		
Monday – Friday	8:00 am – 5:00 pm	
Saturday/Sunday	8:00 am – 5:00 pm	

Eligible persons can make an appointment by calling Handy Ride at **621-5770**. When calling in to make trip reservations, **please state your name first**. Reservation Clerks will then ask a series of questions regarding desired pick-up time, pick-up location, destination, etc., in order to schedule the requested trip. Persons who are ADA Handy Ride Certified may make reservations one to two days before the desired trip. If illness or a change in plans cause you to cancel a trip, please inform Handy Ride at least one hour before your scheduled pick-up time.

For complete information regarding Handy Ride eligibility and service contact FAX at **621-7433**.



TITLE VI

Fresno Area Express is committed to ensuring that no individual or organization is excluded from participation in, denied the benefits of its programs, activities or services, or subject to discrimination on the basis of race, color, or national origin as afforded to them by Title VI of the Civil Rights Act of 1964, as amended. For more information please contact the Complaint Coordinator at 621-RIDE.



HOLIDAY SERVICE

Bus service is not provided on Thanksgiving Day and Christmas Day. Other legal holidays may have reduced service. Weekend level of service is provided on New Year's Day, Martin Luther King Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Veterans Day, the day after Thanksgiving and the day before Christmas.

RULES TO RIDE BY

- Do not smoke aboard the bus
- Do not eat or drink aboard the bus
- Walk - do not run aboard the bus
- Keep all bus aisles clear
- Please keep seats clean and feet on the floor
- Place all trash in trash cans
- Listen to your radio only with earphones
- Animals are not allowed except in approved animal carriers (*service animals excepted*)
- No disruptive behavior or foul language
- Do not cross in front of or behind the bus
- Do not attempt to board a bus which has pulled away from the curb
- Children must be supervised at all times
- Remain seated (if seats are available) when the bus is in motion
- Hazardous materials are not allowed on buses
- Always load your bike into the rack closest to the bus



Exhibit A.2 Title VI Information in Schedule Guide (Spanish)

HANDY RIDE - *Handy Ride* es un servicio de FAX diseñado para prestarle asistencia a las personas incapacitadas que funcionalmente no puedan usar el sistema de autobús FAX. *Handy Ride* es un servicio de banqueta a banqueta, con transporte desde cualquier punto de partida hasta cualquier destino y con cualquier fin dentro de la zona en que corre. Ya que el servicio *Handy Ride* se rinde en grupo, puede que usted viaje junto con otros pasajeros, por lo tanto es importante que usted esté en la banqueta a la hora acordada para que lo recojan.

El servicio está a la disposición de personas que, debido a su incapacidad, no pueden utilizar el sistema de ruta fija FAX.

HORAS DE SERVICIO	HORARIO DIURNO	SERVICIO EN LA NOCHE (área de servicio limitada)
Lunes a Viernes	5:30 am – 9:30 pm	9:30 pm – 1:30 am
Sábado/Domingo	6:30 am – 7:00 pm	
HORARIO DE RESERVA		
Lunes a Viernes	8:00 am – 5:00 pm	
Sábado/Domingo	8:00 am – 5:00 pm	

Las personas elegibles pueden hacer cita al llamar a *Handy Ride* al **621-5770**. Al llamar para hacer reservaciones, por favor **DÉ SU NOMBRE PRIMERO**. Los representantes de reservaciones luego le harán una serie de preguntas referente a la hora y lugar de recogida, el destino, etc. para poder programar el viaje deseado. Las personas que estén certificadas por ADA *Handy Ride* pueden hacer reservaciones el día antes de su viaje. Si se enferma o han cambiado sus planes y debe cancelar un viaje, favor de informar a *Handy Ride* por lo menos dos horas antes de la hora programada para la recogida.

Para recibir mayor información sobre la elegibilidad y los servicios de *Handy Ride*, llame a FAX al **621-7433**.

TITULO VI

Fresno Area Express se comete en asegurarse que ninguna persona e organizacion sea excluida de participacion o que le sean negados los beneficios de sus programas, actividades, servicios, o que sea sujeto a discriminacion, basado en raza, color o nacionalidad, como les esta proveido por el Titulo VI de la Acta de 1964, amendada, de los Derechos Civiles. Para mayor informacion, por favor comuniquese con el coordinador de denuncias, al 621-RIDE.



OBJETOS PERDIDOS -

Para localizar cualquier objeto que haya perdido en el autobús, llame al **621-RIDE**. Si es posible, denos la fecha de perdida y una descripcion del objeto perdido para asistirle mejor en localizarlo.

SERVICIO DE DÍAS FERIADOS -

Servicio de autobus no sera proveido el día de Accion de Dar Gracias y el día de Navidad. Otros días feriados, legales, podran tener servicio reducido. Servicio a nivel de fin de semana es proveido el día de Año Nuevo, día de Martin Luther King Jr., día de Los Presidentes, día Conmemorativo de los Caidos, día de la Independencia, día del Trabajador, día de los Veteranos, día despues del día de Accion de Dar Gracias, y el día antes del día de Navidad.

REGLAS DEL AUTOBÚS -

- No fume abordo del autobús
- No coma ni beba abordo del autobús
- Camine, no corra abordo del autobús
- No ponga obstáculos en el pasillo del autobús
- Deje los asientos limpios y mantenga sus pies en el suelo
- Bote la basura en los basureros
- Escuche su radio únicamete con audífonos
- No se permiten los animales (*excepto los animales de servicio*).
- No se permite la conducta escandalosa o el habla grocera
- No cruce por adelante ni por detrás del autobús
- No intente abordar un autobús que ya se esté alejando de la acera



APPENDIX B: FTA CIVIL RIGHTS ASSURANCE STATEMENT

Exhibit B.1 presents an image of the signature page of the Federal Fiscal Year 2019 FTA Certifications and Assurances. It affirms the City of Fresno, as a recipient of federal funding, will comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances applicable to its federal funding program. The document is signed by Gregory A. Barfield, Director of Transportation for the City of Fresno, and Amanda Freeman, Attorney for the City of Fresno.

Exhibit B.1 FY 2019 FTA Certifications and Assurances Signature Page

FEDERAL FISCAL YEAR 2019 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE

PAGE

(Required of all Applicants for federal assistance to be awarded by FTA in FY 2019)

AFFIRMATION OF APPLICANT

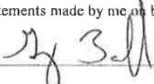
Name of the Applicant: City of Fresno

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in federal fiscal year 2019, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Award for which it now seeks, or may later seek federal assistance to be awarded during federal fiscal year 2019.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute.

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature  Date: 3-14-19

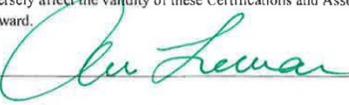
Name Gregory A. Barfield, Director of Transportation Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): City of Fresno

As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Signature  Date: 4-12-19

Name Amanda Freeman Attorney for Applicant

Each Applicant for federal assistance to be awarded by FTA must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney's signature within TrAMS, provided the Applicant has on file and uploaded to TrAMS this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.

APPENDIX C: FAX BASE SYSTEM

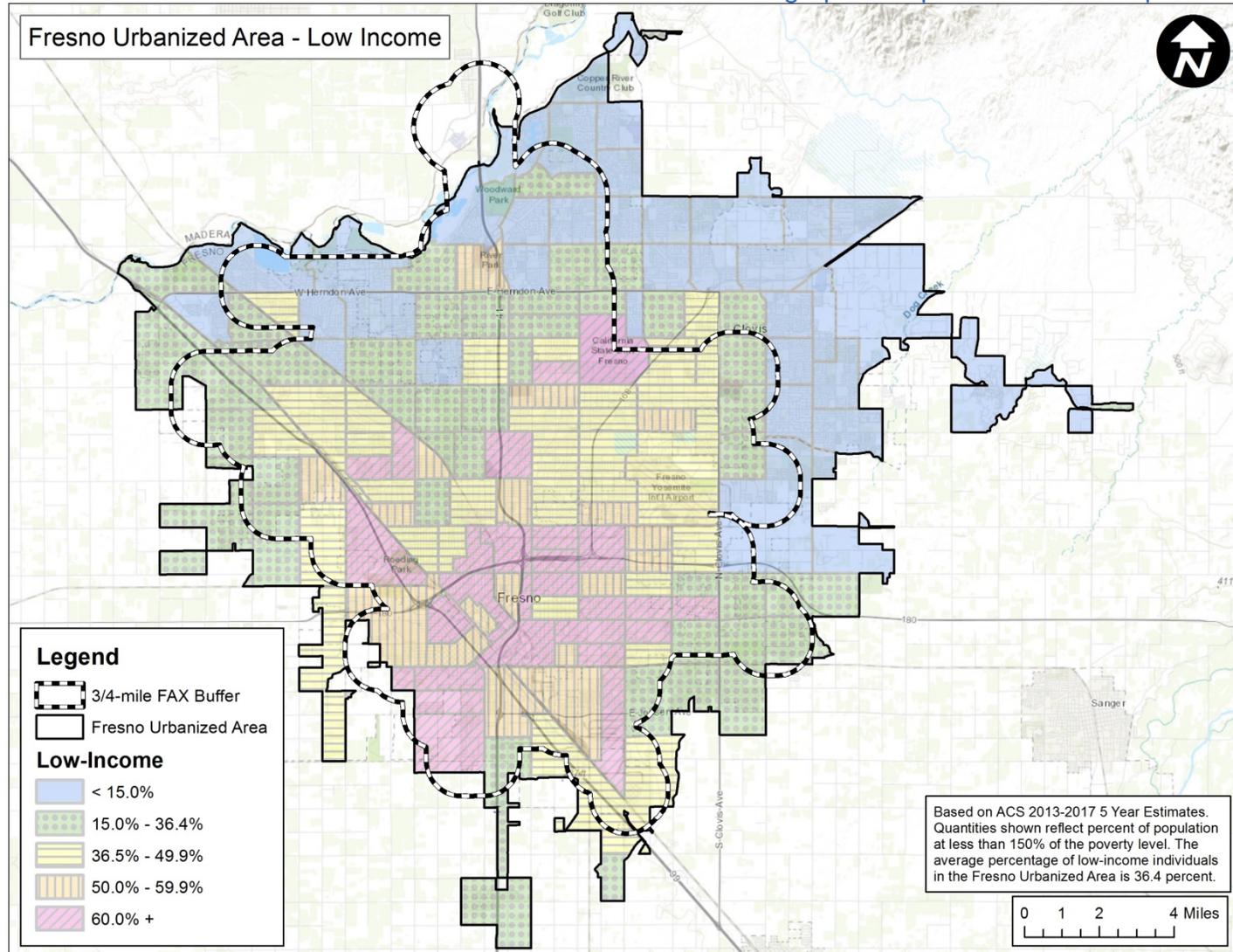
Exhibit C.1 presents an image of the FAX fixed-route system map, which includes bus routes, transit centers, and key activity generators.

**APPENDIX D: LOW-INCOME POPULATION CONCENTRATIONS WITHIN THE
FAX SERVICE AREA**

Exhibit D.1 presents an image of a map identifying low-income population concentrations within the Fresno Urbanized Area. The map is based on the American Community Survey 2013-2017 5-Year Population Estimates. Concentrations represented on the map reflect the percentage of the population at less than 150 percent of the poverty level. The average percentage of low-income individuals in the Fresno Urbanized Area is 36.4 percent.

Concentrations of low-income population are differentiated by colors and patterns at the census tract level. A solid border outlines the Fresno Urbanized Area. A dashed line indicates all areas within three-quarters of a mile of a FAX fixed route.

Exhibit D.1 Demographic Map: Low-Income Population

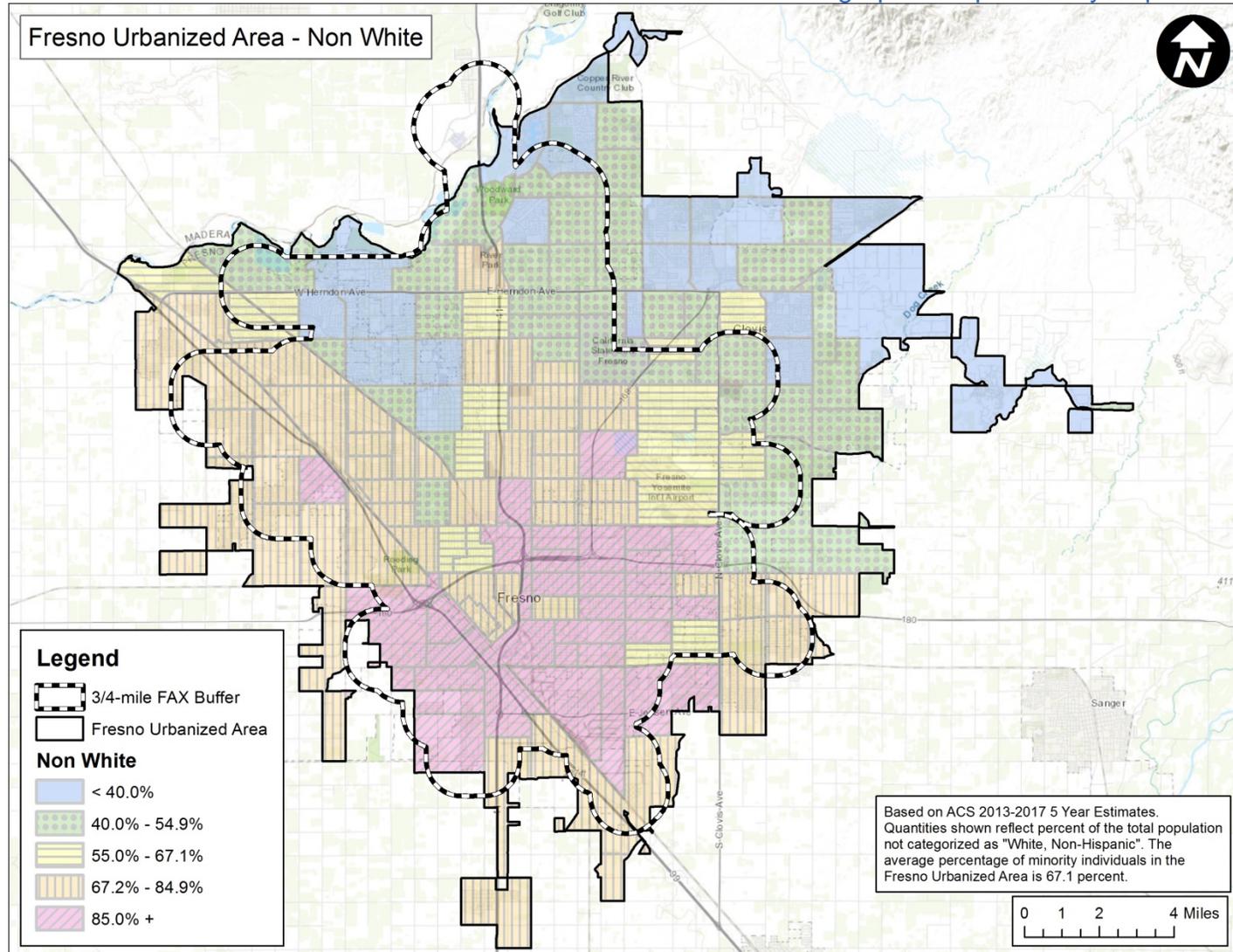


APPENDIX E: MINORITY POPULATION CONCENTRATIONS WITHIN THE FAX SERVICE AREA

Exhibit E.1 presents an image of a map identifying minority population concentrations within the Fresno Urbanized Area. The map is based on the American Community Survey 2013-2017 5-Year Population Estimates. Concentrations represented on the map reflect the percentage of the total population not categorized as “White, non-Hispanic.” The average percentage of minority individuals in the Fresno Urbanized Area is 67.1 percent.

Concentrations of minority population are differentiated by colors and patterns at the census tract level. A solid border outlines the Fresno Urbanized Area. A dashed line indicates all areas within three-quarters of a mile of a FAX fixed route.

Exhibit E.1 Demographic Map: Minority Population

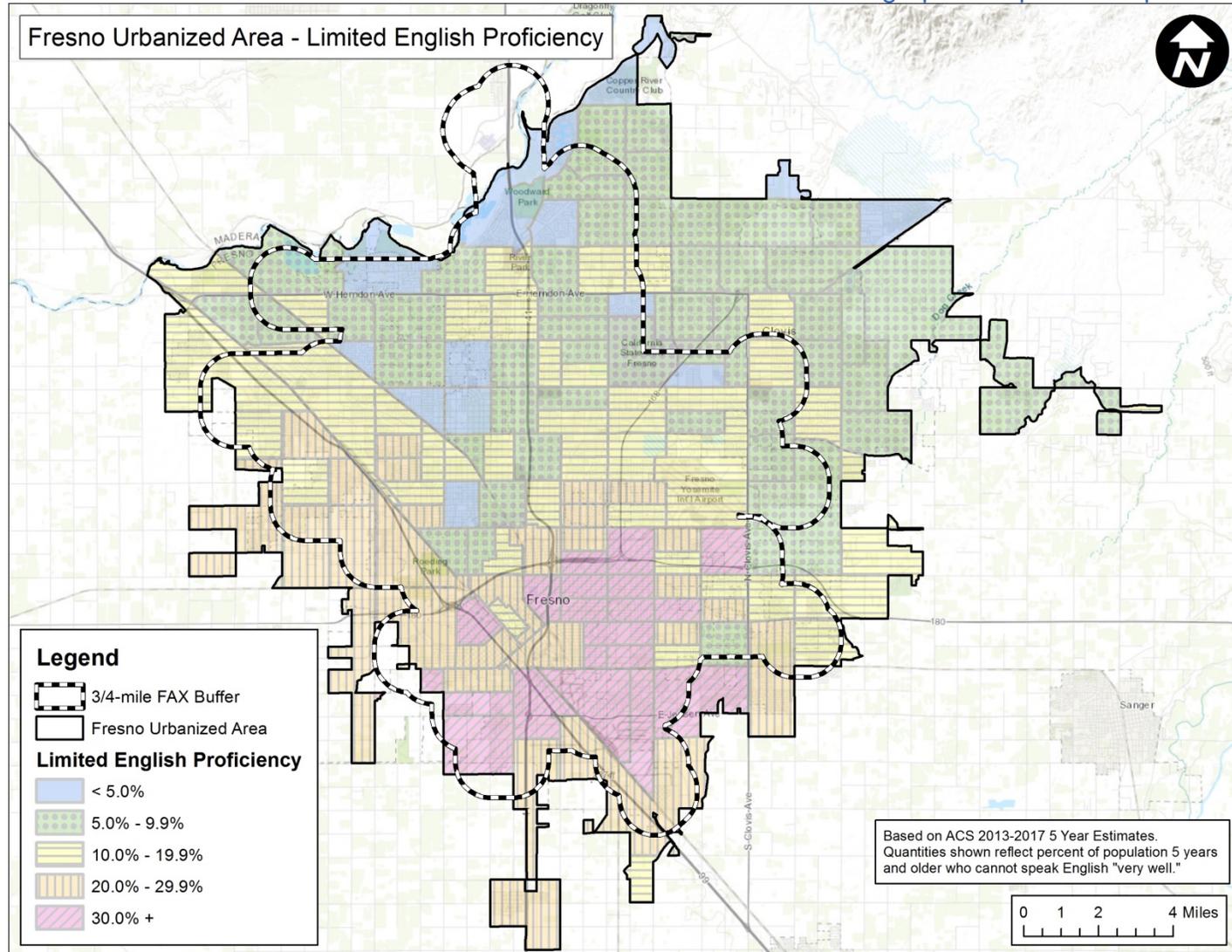


APPENDIX F: LIMITED ENGLISH PROFICIENCY AREAS

Exhibit F.1 presents an image of a map identifying concentrations of populations with Limited English Proficiency (LEP) within the Fresno Urbanized Area. The map is based on the American Community Survey 2013-2017 5-Year Population Estimates. Concentrations represented on the map reflect the percentage of the population five years and older who cannot speak English “very well.”

Concentrations of LEP population are differentiated by colors and patterns at the census tract level. A solid border outlines the Fresno Urbanized Area. A dashed line indicates all areas within three-quarters of a mile of a FAX fixed route.

Exhibit F.1 Demographic Map: LEP Population





Fresno Area Express (FAX) Title VI Report

APPENDIX G: SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEMBERSHIP LIST

[Exhibit G.1 2019 SSTAC Membership List](#)

Social Services Transportation Advisory Council (SSTAC) Membership List Updated January 2019			
Appointment	Resident of/ Geographic Representation	Term Expires	Ethnic Background
Potential transit user 60 years of age or older (minimum of 1)			
Michael Mendez Jr.	Sanger/Fresno County	1-2021	Hispanic
Representatives of the local social service providers for seniors (minimum of 2)			
Sonia Del La Rosa, Fresno County	Fresno/Fresno County	6-2021	Hispanic
Brian Spaunhurst, Fresno County Public Works	Fresno/Fresno County	1-2021	Caucasian
Potential transit user who is disabled (minimum of 1)			
Robert Mesel, FAX	Fresno/Fresno County	1-2021	Caucasian
Representatives of the local social service provider for disabled (minimum of 2)			
Vidal Medina, RICV	Fresno/Fresno County	5-2020	Hispanic
Bill Hyatt, CVRC	Fresno/Fresno County	6-2021	Caucasian
Representative of the local social service provider for persons of limited means (minimum of 1)			
Hector Medina, Fresno County	Fresno/Fresno County	6-2021	Hispanic
Representatives from local Consolidated Transportation Service Agency (minimum of 2)			
Amy Hance, Clovis Transit	Clovis/Fresno County	6-2020	Caucasian
Monty Cox, FEOC/CTSA	Fresno/Fresno County	6-2020	Caucasian
Moses Stites, FCRTA	Fresno/Fresno County	3-2021	Hispanic
Judith Nishi, FAX	Sanger/Fresno County	6-2021	Asian American
Representative of the general public who uses public transit			
Yonas Paulos	Fresno/Fresno County	6-2020	Caucasian



Fresno Area Express (FAX) Title VI Report

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APPENDIX H: 2018 FAX BUS CUSTOMER SATISFACTION SURVEY



Fresno Area Express (FAX) Title VI Report

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APPENDIX I: 2018 HANDY RIDE SATISFACTION SURVEY



Fresno Area Express (FAX) Title VI Report

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APPENDIX J: 2018 CUSTOMER SATISFACTION SURVEY INSTRUMENTS

Exhibit J.1 contains images of the four pages of the 2018 FAX fixed-route customer survey instrument.

Exhibit J.2 contains images of the eight pages of the 2018 Handy Ride customer survey instrument.

Exhibit J.1 FAX 2018 Survey Instrument

FAX CUSTOMER SATISFACTION SURVEY

If you can fill out this short questionnaire either on the bus or after you get off of your bus, you will be providing important information to FAX about your bus service. If you complete the survey on the bus, please return it to the person who handed the survey to you. If you do not have time while on your bus, please take the questionnaire with you to complete. Then mail it back at our cost, or drop it off at Manchester Transit Center (MTC) in the Manchester Mall by Sears by November 19, 2018.



REGISTER TO BE ONE OF THREE TO WIN \$100 BY FULLY COMPLETING THIS SURVEY, RETURNING IT BY NOVEMBER 19, 2018 AND INCLUDING THE FOLLOWING CONTACT INFORMATION.

YOUR ANSWERS WILL STILL COUNT EVEN IF YOU CHOOSE NOT TO SUPPLY THIS INFORMATION

NAME: _____

ADDRESS: _____

CITY: _____ ST _____ ZIP _____

HOME PHONE OR CELL: _____

E-MAIL: _____

TRAVEL CHARACTERISTICS

- Q1. What is the bus route number that you are on? _____ (BUS ROUTE)
- Q2. Is this one of your regular bus routes? 1. ___ Yes [IF YES, SKIP Q2a and GO TO Q3] 2. ___ No
- Q2a. [ANSWER IF Q2 = NO] What is the number of one of your regular bus routes? _____ (BUS ROUTE)
- Q3. How many one-way trips on FAX do you take in a typical week?
(If you take a round trip, that would be counted as two trips) _____ (NUMBER OF WEEKLY TRIPS)
- Q4. What is the purpose of your typical FAX bus trip? (CHECK ONLY ONE)
- | | |
|--------------------------------------|------------------------------|
| 1. ___ College | 5. ___ Errands/Personal |
| 2. ___ High/Middle/Elementary School | 6. ___ Recreational/Social |
| 3. ___ Work/Business | 7. ___ Medical/Dental |
| 4. ___ Shopping | 8. ___ Other, please specify |
- _____
- Q5. How long have you been riding FAX buses, in terms of months or years?
___ years ___ months (write number of years and/or months)
- Q6. How do you normally pay your fare? (CHECK ONLY ONE)
- | | |
|--|------------------------------|
| 1. ___ Cash (on-board or ticket vending machine) | 5. ___ 10-Ride Card Reduced |
| 2. ___ 1-Ride Card Regular | 6. ___ 31-Day Pass Regular |
| 3. ___ 1-Ride Card Reduced | 7. ___ 31-Day Pass Reduced |
| 4. ___ 10-Ride Card Regular | 8. ___ Other, please specify |
- _____
- Q7. If FAX were to introduce an electronic fare payment system, such as a reusable smart card or mobile device ticketing, would you use it?
1. ___ Yes 2. ___ No

- Q8.** Do you use a debit or credit card for any FAX goods or services that you purchase?
 1. _____ Yes 2. _____ No
- Q9.** Do you have access to a car or other vehicle to make the same kinds of trips that you make by FAX?
 1. _____ Yes 2. _____ No **[IF NO, SKIP Q9a AND GO TO #10]**
- Q9a.** (ANSWER IF Q9 = YES) Why do you ride FAX instead of using that car or other vehicle for your trips?

SATISFACTION

Q10. Please indicate your satisfaction or dissatisfaction with each of the FAX bus features listed below by placing a check mark in a box for each feature.

Bus Feature	RANK YOUR SATISFACTION WITH EACH BUS FEATURE ON A SCALE OF 1-to-6 CHECK ONLY ONE COLUMN FOR EACH BUS FEATURE					
	1 = Very Satisfied	2 = Satisfied	3 = Slightly Satisfied	4 = Slightly Dissatisfied	5 = Dissatisfied	6 = Very Dissatisfied
1. On time performance						
2. Frequency of buses						
3. Time it takes to complete trip						
4. Cleanliness inside buses						
5. Cleanliness of bus stops and transfer stations						
6. Personal safety on board FAX buses						
7. Personal safety at bus stops and transfer stations						
8. Typical FAX bus drivers' courtesy						
9. Typical FAX bus drivers' helpfulness						
10. Typical FAX bus drivers' driving skills						
11. Typical FAX bus drivers' safety awareness						
12. Overall comfort of bus rides						
13. Availability of route/ schedule information						
14. Bus hours of operation on weekdays						
15. Bus hours of operation on weekends						
16. Closeness of bus stops to home						
17. Closeness of bus stops to destination						
18. Value provided by FAX for the price paid						
19. Overall service provided by FAX						

- Q11a.** Please write the number of the bus service feature listed in Q10 that you consider to be **MOST IMPORTANT** to you _____ . Please include only features "1" through "18" above in your response.
- Q11b.** Please write the number of the bus service feature listed in Q10 that you consider to be **SECOND MOST IMPORTANT** _____ . Please include only features "1" through "18" above in your response.

COMMUNICATION

Q12a-j. How would you prefer that FAX communicate fare, route, or schedule information/changes to you?
(CHECK ANY/ALL THAT APPLY)

- a. Pamphlet or printed materials
- b. FAX's website
- c. Posters on board the buses
- d. FAX's electronic signs at bus stops or transfer stations
- e. Mobile/Cell Phone Text Alerts
- f. FAX App for Mobile Devices
- g. Social Media (Twitter, Facebook)
- h. Email
- i. Other, please specify _____(j)

Q13. Do you use a Smart Phone?
1. Yes 2. No

Q13a. [ANSWER IF Q13 = YES] If yes, have you downloaded the My FAX bus app?
1. Yes 2. No

Q14. Do you have access to the internet on a daily basis?
1. Yes 2. No

DEMOGRAPHICS

- WORK.** What is your work status?
- 1. Employed Full-Time
 - 2. Employed Part-Time
 - 3. Self-Employed
 - 4. Student and Employed
 - 5. Student and Not Employed
 - 6. Homemaker
 - 7. Retired
 - 8. Unemployed
 - 9. Disabled and Unable to Work

- EDUC.** What is the last grade in school you have completed?
- 1. Less than 8th Grade Education
 - 2. Some High School
 - 3. High School Graduate
 - 4. Vocational/Technical School
 - 5. College Graduate

GENDER. 1. Male 2. Female

HOUSEHOLD SIZE. Including yourself, how many people live in your household? _____

ETHNICITY. Which of the following most closely describes your ethnic background?

- 1. Hispanic
- 2. White/Caucasian
- 3. African American/Black
- 4. Asian/Southeast Asian
(please specify national origin or Asian ethnic group _____)
- 5. American Indian
- 6. Pacific Islander
- 7. Middle Easterner
- 8. Other, please specify _____

INCOME. Which of the following categories best describes your total household income in 2017, before taxes?

- 1. Less than \$10,000 per year
- 2. \$10,000 to \$19,999 per year
- 3. \$20,000 to \$29,999 per year
- 4. \$30,000 to \$39,999 per year
- 5. \$40,000 to \$49,999 per year
- 6. \$50,000 to \$74,999 per year
- 7. \$75,000 to \$99,999 per year
- 8. \$100,000 or more per year

AGE. Which of the following age categories best describes your current age?

1. Under 18 years old
2. 18 to 34 years old
3. 35 to 54 years old
4. 55 to 74 years old
5. 75 years old or more

LANGUAGE. What is the primary language spoken in your home?

1. English
2. Spanish or Spanish Creole
3. Hmong
4. Laotian
5. Other Indic (Indo-Aryan) languages
6. Mon-Khmer, Cambodian
7. Chinese
8. Arabic
9. Vietnamese
10. Armenian
11. Tagalog
12. Other, please specify _____

Handy Ride Telephone Survey

Hello, my name is _____. I'm calling from _____. We're conducting a customer satisfaction survey on behalf of the Fresno Area Express Handy Ride service. FAX would like to have a better understanding of how you feel about their service. This interview will take approximately 10 minutes. Your responses are completely confidential, and all results will be reported in summarized form only.

Are you able to answer questions about the Handy Ride service? [IF NO, IS THERE SOMEONE THERE WHO CAN? (e.g. caretaker, nurse, etc.)]. Ask this other respondent for relationship to customer and confirm that she/he is familiar with Handy Ride and is able to respond about the customer's opinion. Also make certain that actual customer is not able to respond himself/herself.

Could you take a few minutes right now to help us out with your opinions? [IF NO, ARRANGE CB]

RESP: ENTER WHO IS RESPONDING TO SURVEY QUESTIONS

1. _____ HANDY RIDE CUSTOMER
2. _____ CARE GIVER/NURSE
3. _____ FRIEND/RELATIVE
4. _____ OTHER, SPECIFY _____

GENDER: BY OBSERVATION (NAME OF CUSTOMER)—IF TALKING TO CARE GIVER, ETC. AND NOT OBVIOUS FROM NAME—ASK.....

1. _____ MALE
2. _____ FEMALE

IF ASKED FOR A CONTACT NAME:

Please call Richard Parker, Rea & Parker Research 858-279-5070.

IF TOLD "NO TIME":

Could I schedule a more convenient time?

"LM":

This is... calling from _____. It's..(DATE and TIME). We're conducting a customer satisfaction survey on behalf of the FAX Handy Ride service. We'll try again another time. Thank you.

"LM":

This is...calling from _____. We've been trying to reach you for a few days regarding our customer satisfaction survey on behalf of the FAX Handy Ride service. Could you please call us at _____ and leave a message with the best times to reach you? Thank you.

NOTE: SURVEY QUESTIONS TO CUSTOMER WILL USE "YOU" IN QUESTION. OTHERWISE, REFER TO CUSTOMER BY NAME AS MR. _____ or MS. _____.

Q1. How many one-way trips via Handy Ride (for example, if you take a round trip, that would be counted as two trips) do(es) you/NAME take in a typical week? _____ (99 = DK/REF)

Q2. Do(es) you/NAME plan to take more or fewer trips per week on Handy Ride in the next three months?

1. MORE TRIPS
2. FEWER TRIPS
3. SAME—NO CHANGE
4. WILL NOT USE HANDY RIDE ANYMORE.

Q2a. IF Q2=4. Please explain why you are not planning to use Handy Ride anymore? _____

Q3. Based on your ridership experience, and on a scale of 1-to-6, with 1 being VERY SATISFIED, 2 SATISFIED, 3 SLIGHTLY SATISFIED, 4 SLIGHTLY DISSATISFIED, 5 DISSATISFIED and 6 being VERY DISSATISFIED, how satisfied or dissatisfied are(is) you/NAME with Handy Ride in getting you/NAME home or to your/NAME'S destination on time? Again 1 is VERY SATISFIED and 6 is VERY DISSATISFIED _____

Q4a-o. I am now going to ask you/NAME to rate a series of other Handy Ride features that you/NAME have (has) likely experienced as a customer of Handy Ride. We'll use that same 1-to-6 scale, again where 1 is VERY SATISFIED and 6 is VERY DISSATISFIED.

Feature	1	2	3	4	5	6	9= DK Do Not Read
Handy Ride's Scheduled Pick-Ups? (anywhere from 5 minutes before to 30 minutes after your scheduled pick-up time).							
Handy Ride's "Will-Call-Pick-Ups"? (customer is not certain when to be picked up, so return trips are not prescheduled and the customer is picked up up to 90 minutes from the time he or she calls to be picked-up).							
Cleanliness inside Handy Ride vans or sedans							
Drivers' courtesy							
Drivers' driving skills							
Drivers' safety consciousness							
The overall comfort of the van or sedan rides							
Handy Ride reservations staff's accuracy (i.e., they get the correct time and location)							
Handy Ride reservations staff's courtesy							
Handy Ride's Monday to Sunday "8 AM to 5 PM" reservation hours							
Handy Ride's reservation policy where you can reserve your ride 1 to 2 days before your trip							
Handy Ride vans' or sedans' service hours							
Value provided by Handy Ride for the fare/price paid							
Availability of information on Handy Ride from FAX							
Overall service provided by FAX's Handy Ride							

Q5a-b. You/NAME may have considered several factors when thinking about your/NAME'S level of satisfaction with Handy Ride service. What would be the **two** most important factors that impact your/NAME'S level of satisfaction?

DO NOT READ—CODE USING THE FOLLOWING SCHEMA

1. SAFETY on the VAN or SEDAN
2. DRIVERS' DRIVING SKILLS
3. DRIVERS' CUSTOMER SERVICE
4. RESERVATION STAFF'S ACCURACY
5. RESERVATION STAFF'S CUSTOMER SERVICE
6. PICK-UPS BEING ON TIME
7. WAIT TIME FOR PICK-UPS
8. CLEANLINESS INSIDE the VAN or SEDAN
9. REASONABLE FARE / PRICE of MONTHLY PASS
10. HANDY RIDE'S RESERVATION HOURS
11. HANDY RIDE'S HOURS OF OPERATION / SERVICE
12. HOW CIVIL or COURTEOUS are the OTHER RIDERS in the VAN or SEDAN
13. COMFORT LEVEL of the VAN or SEDAN RIDE
14. TYPE OF VEHICLE USED - VAN, SEDAN
20. OTHERS, please specify _____
25. DON'T KNOW

Q6. How safe do(es) you/NAME feel in Handy Ride's vans or sedans?

1. VERY SAFE
2. SOMEWHAT SAFE
3. SOMEWHAT UNSAFE
4. VERY UNSAFE
9. DON'T KNOW [DO NOT READ]

Q7. Have (Has) you/NAME ever waited over 90 minutes (for a Handy Ride "Will-Call-Pick-Up") ?

1. YES, ON THREE OR MORE OCCASSIONS
2. YES, ONCE OR TWICE
3. NO, NEVER HAVE
4. DON'T KNOW / CANT RECALL

Q8. How long was your/NAMES'S longest wait from the time of your call for a Handy Ride Will Call Pickup to arrive? _____ mins.

Q9. How long has your/NAME typical wait been for a "Will-Call-Pick-Up" to arrive? _____ (999 = DK) mins.

Q10. Have (Has) you/NAME ever waited over 30 minutes for a Handy Ride Scheduled pick-up?

1. YES, ON THREE OR MORE OCCASSIONS
2. YES, ONCE OR TWICE
3. NO, NEVER HAVE
4. DON'T KNOW / CAN'T RECALL

Q11. How long was your/NAME'S longest wait for your Scheduled pick-up? _____
(999=DK) mins.

Q12. How long has your/NAME'S typical wait been for a Handy Ride Scheduled pick-up?
_____ (999 = DK) mins.

Q13. What has been the typical duration of your/NAMES'S rides each way (i.e., the time you are on board a Handy Ride vehicle; not the wait time)? _____ (999 = DK)
mins

Q14. Do(es) you/NAME usually allow a 2-hour window between your/NAME'S requested pick-up time and your/NAME'S appointment time (i.e., the time you/NAME need(s) to be at a particular place)?

1. YES, ALWAYS 2 HOURS
2. YES, SOMETIMES
3. NO, USUALLY ALLOW A 1-HOUR WINDOW
4. OTHER (PLEASE SPECIFY)

Q15. Have (Has) you/NAME encountered occasions where Handy Ride arrived to pick you/NAME up earlier than you/NAME anticipated?

1. YES, ON THREE OR MORE OCCASSIONS
2. YES, ONCE OR TWICE
3. NO, NEVER HAVE
4. DON'T KNOW / CAN'T RECALL

Q16. **Would you/NAME find it helpful to receive a reminder call on night before or on the same day for trips scheduled on Handy Ride?**

1. YES, both the night before and on the same day
2. YES, night before only
3. YES, same day only
4. NEITHER WOULD BE HELPFUL

Q17. How do(es) you/NAME normally pay your fare?

- 1. Cash
- 2. Handy Ride Pass
- 3. Other (please specify) _____
- 9. DK—DO NOT READ

Q18. Do(es) you/NAME occasionally ride FAX fixed-route bus?

- 1. YES
- 2. NO—GO TO 18b
- 3. DK [DO NOT READ]

Q18A. What was/were your/NAME’S reason(s) for supplementing your/NAME’S transportation needs with FAX fixed-route buses?

.....

GO TO Q19

Q18B. Would you/NAME consider using FAX’s regular wheelchair accessible buses if FAX provided free training to learn how?

- 1. Yes
- 2. No
- 3. DK/REF—DO NOT READ

Q19. How long have (has) you/NAME been using Handy Ride?

- 1. LESS THAN THREE MONTHS
- 2. 3 TO 6 MONTHS
- 3. 7 MONTHS TO 11 MONTHS
- 4. ONE TO 1.5 YEARS
- 5. MORE THAN 1.5 YEARS BUT UNDER 3 YEARS
- 6. 3 YEARS OR MORE

Q20. When you/NAME use(s) Handy Ride, what is the usual purpose of your/NAME’S trip?

- 1. TO / FROM WORK
- 2. TO / FROM SCHOOL
- 3. TO / FROM SHOPPING
- 4. TO/ FROM APPOINTMENTS (E.G., MEDICAL / DOCTORS, ETC.)
- 5. RUN ERRANDS (E.G., PAY BILLS)
- 6. SOCIAL (E.G., CHURCH) / ENTERTAINMENT
- 7. VISITING FRIENDS / RELATIVES
- 8. OTHER (PLEASE SPECIFY)
- 9. DK—DO NOT READ

Q21. When was your/NAME'S most recent trip using Handy Ride?

1. Within the last two weeks
2. More than 2 weeks ago but more recent than one month ago
3. One-to-Three Months ago
4. More than 3 Months ago
5. CAN'T REMEMBER / DON'T KNOW—DO NOT READ

Q22. How much do(es) you/NAME agree or disagree with this statement: “I/NAME totally depend(s) on Handy Ride for all my/his or her transportation needs” ?

1. STRONGLY AGREE
2. AGREE
3. SLIGHTLY AGREE
4. SLIGHTLY DISAGREE
5. DISAGREE
6. STRONGLY DISAGREE
9. DON'T KNOW –DO NOT READ

Q23. Have (Has) you/NAME ever visited the FAX or Handy Ride webpages to obtain information about transportation services?

1. YES
2. NO
3. DK—DO NOT READ

Q24. Do(es) you/NAME use a smart phone or mobile applications?

1. YES
2. NO
3. DK—DO NOT READ

Q25. Do(es) you/NAME use the Internet at least once a week?

1. YES
2. NO
3. DK—DO NOT READ

Q26. Did you/NAME receive any recorded “NO SHOW” in the past six months?

1. YES
2. NO—GO TO DEMOGRAPHICS
3. DK—DO NOT READ—GO TO DEMOGRAPHICS

Q26a. [IF Q26 =1] How many times did you/NAME receive a recorded NO SHOW in the past six months? _____ (DK=99)

DEMOGRAPHICS

To ensure that we are talking to a wide variety of riders, we would like to ask you a few more questions. First, ...

WORK. What is your/NAME'S work status? Are you/Is NAME....?

1. EMPLOYED FULL-TIME BY A THIRD PARTY (i.e. SOMEONE OR SOME BUSINESS OR AGENCY)
2. EMPLOYED PART TIME BY A THIRD PARTY
3. SELF EMPLOYED
4. STUDENT AND EMPLOYED
5. STUDENT AND NOT EMPLOYED
6. HOMEMAKER
7. RETIRED
8. UNEMPLOYED
9. DISABLED AND UNABLE TO WORK
10. OTHER, Specify _____
11. DK/REFUSED—DO NOT READ

AGE. Which of the following age categories best describes your/NAME'S current age?

1. UNDER 18 YEARS OLD
2. 18 TO 34 YEARS OLD
3. 35 TO 54 YEARS OLD
4. 55 TO 74 YEARS OLD
5. 75 OR OLDER
9. DK/REFUSED TO ANSWER—DO NOT READ

EDUC. What is the last grade in school you have completed?

1. LESS THAN 8TH GRADE EDUCATION
2. SOME HIGH SCHOOL
3. HIGH SCHOOL GRADUATE
4. VOCATIONAL / TECHNICAL
5. COLLEGE GRADUATE
9. DK/REFUSED TO ANSWER—DO NOT READ

ETHNICITY. Which of the following most closely describes your ethnic background?

1. HISPANIC
2. WHITE/CAUCASIAN
3. AFRICAN AMERICAN/BLACK
4. ASIAN/SOUTHEAST ASIAN (PLEASE SPECIFY NATIONAL ORIGIN OR ASIAN ETHNIC GROUP _____)
5. AMERICAN INDIAN
6. PACIFIC ISLANDER
7. MIDDLE EASTERNER
8. OTHER, _____

15. DK/REFUSED TO ANSWER—DO NOT READ

LANGUAGE. What is the primary language spoken in your home?

1. ENGLISH
2. SPANISH OR SPANISH CREOLE
3. HMONG
4. LAOTIAN
5. OTHER INDIC LANGUAGES
6. MON-KHMER, CAMBODIAN
7. CHINESE
8. ARABIC
9. VIETNAMESE
10. ARMENIAN
11. TAGALOG
12. OTHER, _____
20. DK/REFUSED TO ANSWER—DO NOT READ

INCOME. Which of the following categories best describes your **total household income** in 2013, before taxes?

1. LESS THAN \$10,000 PER YEAR
2. \$10,000 TO \$19,999 PER YEAR
3. \$20,000 TO \$29,999 PER YEAR
4. \$30,000 TO \$39,999 PER YEAR
5. \$40,000 TO \$49,999 PER YEAR
6. \$50,000 OR MORE
9. DK/REFUSED TO ANSWER—DO NOT READ

ZIP. What is your residential zip code? _____ (DK=00000)



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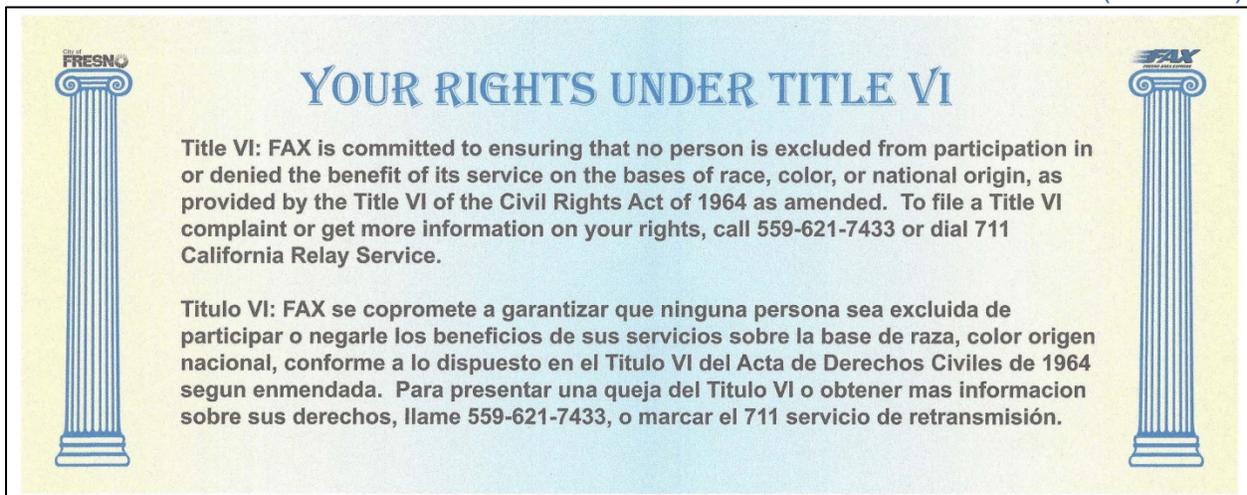
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APPENDIX K: NOTIFICATION OF PUBLIC RIGHTS

Exhibit K.1 is an image of the Title VI Notice to the Public as posted onboard FAX transit vehicles. The entire text of the notice is provided in both English and Spanish.

Exhibit K.2 is an image of the Title VI Notice to the Public as posted within FAX facilities and offices. It contains more detail about filing a complaint. The full text of the notice is in English only. It also includes the phrase, "If information is needed in another language, please contact 555-621-7433" in six additional languages.

Exhibit K.1 Notice to the Public (Onboard)



Notifying the Public of Rights Under Title VI

The City of the Fresno (FAX)

- Fresno Area Express (FAX) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964 as amended. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with FAX.
- For more information on FAX's civil rights program, and the procedures to file a complaint, contact 559-621-7433 or dial 711 for Relay Service; or visit our administrative office at 2223 G Street, Fresno, Ca. 93706-1631. For more information, visit www.fresno.gov/FAX
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- If information is needed in another language, please contact 559-621-7433.
- Si se necesita informacion en otro idioma, comuniquese con 559-621-7433
- Yog hais tias cov lus qhia uas yuav tsum tau nyob rau hauv lwm hom lus, thov hu rau 559-621-7433
- ຖ້າຈຳເປັນໃຊ້ພາສາອື່ນກະລຸນາ, ນາຕິດຕໍ່ 559-621-7433
- 如果信息需要用另一种语言翻译, 请联系 559-621-7433
- Եթե տեղեկատվությունը անհրաժեշտ է այլ լեզվով, դիմեք 559-621-7433
- Nếu thông tin là cần thiết trong một ngôn ngữ khác, liên hệ 559-621-7433

APPENDIX L: TITLE VI INTERNAL POLICIES AND PROCEDURES

Exhibit L.1 consists of nine images representing the full text of FAX's Customer Inquiry Complaint Policies and Procedures. The effective date of the document is June 8, 2000, with a revision on April 19, 2002. It details complaint-related policies and procedures applicable to Title VI as well as other types of complaints.

Exhibit L.1 Customer Inquiry – Complaint Policies and Procedures

CITY OF FRESNO FRESNO AREA EXPRESS/FAX DIVISION: ADMINISTRATION	PAGE: 1 of 7 NUMBER: A1-6 REVISION DATE: 04/19/02 EFFECTIVE DATE: 06/08/00
RESPONSIBLE PARTY: ADMINISTRATIVE CLERK I/II (COMPLAINT COORDINATOR)	
SUBJECT: CUSTOMER INQUIRY - COMPLAINT POLICIES AND PROCEDURES	APPROVED BY: Bruce Rudd Transit General Manager

SECTION A - POLICY:

1. Complaints and/or inquiries from the public about an individual Employee or Bus Operator of Fresno Area Express shall be kept on the Customer Complaint Database and brought to the attention of that Operator or Employee's Supervisor. The employee's signature on the Complaint Form is not an admission of guilt, but rather proof that the employee has seen the Complaint, and has had an opportunity to respond to it.

2. A Complaint against a Bus Operator or employee which is not verified by a witness(es) or put into writing and signed by the complainant shall be considered an Inquiry, and shall not be placed in the employee's personnel file, but may be kept by Fresno Area Express for not more than six (6) months.

3. A Complaint against a Bus Operator or employee which is verified by a witness(es) or put into writing and signed by the complainant shall be considered a Formal Complaint, and shall be placed in the employee's personnel file.

4. FAX management shall provide the Operator or Employee with a written copy of every Inquiry/Complaint made by a member of the public against that operator or Employee as soon as practical. Any Inquiry/Complaints for Operators should be served upon the Operator no more than ten (10) calendar days after the Complaint is received by FAX. The copy of the Complaint shall not include the name of the complainant. (Note: For purposes of this provision, any days during the ten [10] day period on which the Operator is absent for any reason shall not be counted.)

5. FAX management shall promptly investigate all Complaints. Upon completion of the investigation of a Complaint, FAX management shall indicate on the Complaint Form, along with other comments deemed appropriate, the disposition of the Complaint using one of the following designations:

(a) **Sustained:** The evidence establishes, to the satisfaction of FAX management, that the allegation/incident did occur and constitutes a violation of Department policies, rules, or established procedures.

(b) **Unsubstantiated:** The evidence is insufficient to prove or disprove the allegation in the Complaint.

(c) **Exonerated:** The evidence establishes, that the conduct alleged in the complaint occurred but was within Department policies, rules, or established procedures.

(d) **Unfounded:** The evidence establishes that the allegation is either false or not supported by the evidence.

6. If the complaint is determined to be "Sustained", the reasons for such determination shall be stated on the Complaint Form in detail. A copy of the determination shall be provided to the Operator or Employee. Within ten (10) calendar days, the Operator may respond in writing to the allegations contained therein, and said response shall be attached to the original Complaint Form. (Note: For purposes of this provision, any days during the ten [10] day period on which the Operator is absent for any reason shall not be counted.)

SECTION B - DEFINITIONS:

1. **Inquiry:** An informal inquiry is a telephone complaint taken down, and passed on to the Bus Operator or Employee's Supervisor for discussion with the Operator or Employee regarding the alleged infraction. A Complaint which is not verified by a witness or put into writing and signed by the complainant shall be considered an Inquiry.

2. **Complaint:** A Complaint is a formally written and signed statement submitted by a member of the public alleging misconduct on the part of a Fresno Area Express Operator or Employee.

SECTION C – TITLE VI COMPLAINT PROCESSING PROCEDURES:

Title VI: Title VI is a section of the Civil Rights Act of 1964 requiring that "No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance." Note that the Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

Any person who feels that he or she, individually or as member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by the City of Fresno Department of Transportation/Fresno Area Express may file a written complaint with the City of Fresno Transit, Title VI Coordinator or the Federal Transit Administration (FTA).

Filing a Title VI Complaint with the City of Fresno Department of Transportation

The preferred method of filing a Title VI complaint is to file your complaint in writing with using the Title VI complaint form (Attachment D), and sending it to:

City of Fresno Department of Transportation/FAX
Attention: Title VI Coordinator
2223 G Street
Fresno, California 93706

A complaint form is available in hard copy at the Department of Transportation Administration Office or may be downloaded at www.fresno.gov/fax. Such complaints must be filed within 180 calendar days after the date the discrimination occurred.

The Complaint Process

Upon receipt of the complaint, the Title VI Coordinator will record the complaint in the Title VI Complaints, Investigations and Lawsuit Log. This Log included the date of investigation, lawsuit, or complaint; summary of the allegation (s); the status of the investigation, lawsuit or complaint; and actions taken by recipient or sub recipient in response to complaint.

SECTION D - CUSTOMER COMPLAINT/INQUIRY PROCESSING PROCEDURES:

The Administration Division's Administrative Clerk I/II assigned to complaints, shall have overall responsibility for coordinating the complaint process for all fixed-route and Handy Ride operations, and shall serve as the department's primary Complaint Coordinator. The FAX Operations Division staff shall have primary responsibility for investigating fixed-route related complaints. The FAX Paratransit site manager shall have primary responsibility for investigating and responding to all paratransit related complaints. The FAX Paratransit Specialist will oversee that the FAX Paratransit site manager completes all investigations in a timely manner.

1. When a telephone complaint/inquiry for fixed-route and or Handy Ride is received, the order of responsibility for taking the complaint/inquiry shall be (1) the Administrative Clerk I/II assigned as FAX Complaint Coordinator; (2) Administration Division staff assigned to the front counter; (3) Administration Division Secretary; (4) the Personnel Management Analyst II; Additionally, any management or administrative staff member may be called upon to assist with customer complaints as needed.

If the Complaint Coordinator is absent or away from the office or her desk for any period of time the complaint line, 498-5622 will be forwarded to the front counter where the front counter staff will be responsible to take calls. If the calls cannot be forwarded other personnel will be assigned to the complaint desk, until the return of the assigned Complaint Coordinator. In the absence of the assigned Complaint Coordinator other staff assigned will document complaint information, and follow up on any items that cannot wait for the assigned Complaint Coordinators return. Upon the assigned Complaint Coordinators return the other staff assigned will forward the complaints received, and brief her on items handled in her absence.

2. The individual receiving the telephone complaint/inquiry is to use the Telephone Complaint/Inquiry Form (Attachment 1) to obtain as much detailed information as possible regarding the general nature of the complaint, route number if applicable, time and date of the alleged incident, location, bus number, the direction in which the bus was traveling (i.e. northbound, southbound, etc.), and the Operator's name or physical description of the Operator. The date the complaint is received should be written at the top of the form. After talking to the complainant and it is determined that the individual wishes to make a formal complaint, the individual receiving the call will obtain the complainant's name, mailing address and telephone number to complete the Telephone Complaint/Inquiry Form.

3. The Telephone Complaint/Inquiry Form is then forwarded to the Complaint Coordinator(s) for review and a FAX Inquiry/Complaint Form (Attachment 2) will be mailed to the complainant for those wishing to make a formal complaint.

4. When the written and signed FAX Complaint/Inquiry Form is received by return mail or in person at one of our two office locations, the staff receiving the form shall time/date stamp the document and forward the form to the Complaint Coordinator, or the Complaint Coordinator shall time/date stamp the document when documents are received directly by the Coordinator. The Complaint Coordinator will review each Inquiry/Complaint form and verify that the form has been properly date stamped.

NOTE: Exceptions may apply for ADA certified and Special Rider passengers as needed. Upon a request from the complainant, assistance in preparing the official Complaint/Inquiry Form will be provided by FAX or Handy Ride staff members. The complainant will then be asked to verify the information and to sign the form for further processing.

5. Once the Complaint Coordinator receives a call or receives a written and signed Complaint/Inquiry Form, the information is entered into the Customer Complaint Database and the assigned log number will appear on all forms generated by the database. The Complaint Database information (Attachment D) is filled in as follows:

(a) From the original Inquiry/Complaint Form, the Complaint Coordinator will enter the following information to the Customer Complaint Database:

- (1) Assigned Log Number
- (2) Date Complaint was Received
- (3) Date of Incident
- (4) Time of Incident
- (5) Complainants Name, Address, and Phone Number
- (6) Route Number
- (7) Bus Number (if available)
- (8) Buses Traveling Direction
- (9) Location of Incident
- (10) Driver Description
- (11) Description of Incident
- (12) Complaint Type
- (13) System Type
- (14) Incident Type
- (15) Report Type.

(b) Once the complaint is logged, the Complaint Coordinator will send the complainant a standard letter acknowledging receipt of the complaint [Attachment H], and informing the complainant that a Supervisor may be calling them to verify details regarding their complaint.

(c) The Complaint Coordinator logs the data and keeps the original on file pending the return of the signed form. Once a form is returned it will be forwarded to the

appropriate division, either the Operations Division for fixed-route complaints or to the Paratransit Site Manager for Handy Ride complaints for processing.

Operations Division/Fixed-Route Complaints:

1. The Complaint Coordinator will update the information in the database, make sure the complaint form is date-stamped, and generate the Supervisor Form (Attachment G).

2. The Complaint Coordinator will make a total of three (3) copies of the Complaint/Inquiry Form for the Operation Division as follows:

Two (2) copies of the Complaint/Inquiry Form, making sure that the name, address, and telephone number of the complainant and/or witnesses have been blocked out, and; One (1) copy of the Complaint/Inquiry Form with all the complainants information to be used by the assigned Supervisor. The copies are to be attached to the Supervisor Form (Attachment G) and forwarded to the Operations Division.

The original Complaint/Inquiry Form will remain on file with the Complaint Coordinator.

(a) On a separate note [Attachment B, the extra copy of the Complaint/Inquiry Form], Operations staff will enter:

(1) The name of the Bus Operator, and Supervisor assigned to investigate the incident and return it to the Complaint Coordinator. In addition any information that is missing may be added by Operations, such as, bus number if available.

NOTE: If the Operator's Group Supervisor is scheduled to be absent during the ten day period immediately following receipt of a complaint, the Complaint/Inquiry Form is to be given directly to the Transit Operations Manager for processing.

(2) Operations Division staff then logs the date the Complaint Form is due back to the Complaint Coordinator. (All Complaint Forms must be discussed with the Operator within 10 days of receipt of the Complaint.) If at the end of a seven (7) day period the Complaint Form is not received by the Complaint Coordinator, the Complaint Coordinator shall inquire as to where the Complaint/Inquiry is in the process, and will continue to follow-up as necessary. A Complaint/Inquiry report for past-due complaints will be generated by the Complaint Coordinator on and around the 1st and the 15th of the month and will be distributed to the Operations Manager, Administration Manager, Transit Supervisor II's and the Paratransit Site Manager.

(b) Upon receipt of the two copies of the Complaint/Inquiry Form, it shall be the responsibility of the Group Supervisor to research and confirm the identity of the Bus Operator or employee before contacting the employee and to call the complainant if applicable. Once the Group Supervisor has verified the identity of the Bus Operator or employee, he/she shall be responsible for discussing the complaint with the appropriate Bus Operator within the specified ten (10) day period. Copies of the Complaint/Inquiry Form **are not to be placed in the Bus Operator's mail box**, but are to be personally issued to the Operator by their respective supervisor.

3. The Telephone Complaint/Inquiry Form is then forwarded to the Complaint Coordinator(s) for review and a FAX Inquiry/Complaint Form (Attachment 2) will be mailed to the complainant for those wishing to make a formal complaint.

4. When the written and signed FAX Complaint/Inquiry Form is received by return mail or in person at one of our two office locations, the staff receiving the form shall time/date stamp the document and forward the form to the Complaint Coordinator, or the Complaint Coordinator shall time/date stamp the document when documents are received directly by the Coordinator. The Complaint Coordinator will review each Inquiry/Complaint form and verify that the form has been properly date stamped.

NOTE: Exceptions may apply for ADA certified and Special Rider passengers as needed. Upon a request from the complainant, assistance in preparing the official Complaint/Inquiry Form will be provided by FAX or Handy Ride staff members. The complainant will then be asked to verify the information and to sign the form for further processing.

5. Once the Complaint Coordinator receives a call or receives a written and signed Complaint/Inquiry Form, the information is entered into the Customer Complaint Database and the assigned log number will appear on all forms generated by the database. The Complaint Database information (Attachment D) is filled in as follows:

(a) From the original Inquiry/Complaint Form, the Complaint Coordinator will enter the following information to the Customer Complaint Database:

- (1) Assigned Log Number
- (2) Date Complaint was Received
- (3) Date of Incident
- (4) Time of Incident
- (5) Complainants Name, Address, and Phone Number
- (6) Route Number
- (7) Bus Number (if available)
- (8) Buses Traveling Direction
- (9) Location of Incident
- (10) Driver Description
- (11) Description of Incident
- (12) Complaint Type
- (13) System Type
- (14) Incident Type
- (15) Report Type.

(b) Once the complaint is logged, the Complaint Coordinator will send the complainant a standard letter acknowledging receipt of the complaint [Attachment H], and informing the complainant that a Supervisor may be calling them to verify details regarding their complaint.

(c) The Complaint Coordinator logs the data and keeps the original on file pending the return of the signed form. Once a form is returned it will be forwarded to the

(c) Advises the complainant that a FAX representative will be contacting them again in approximately 60 days to insure continued satisfaction with the services provided by Fresno Area Express or Handy Ride.

(d) Thanks the complainant for their participation in the process.

NOTE: Although every effort will be made to reassure passengers that their concerns have been addressed, THE EMPLOYEE'S RIGHT TO PRIVACY SHALL BE STRINGENTLY PROTECTED. Any information provided to the complainant regarding the outcome of an investigation will be based on departmental policy, and SHALL NOT include any specific employee related corrective actions taken by the department.

Handy Ride/Paratransit Services:

The Fresno Area Express Complaint Coordinator is responsible for handling all complaints and inquiries regarding Handy Ride. The FAX Paratransit Site Manager shall be responsible for investigating and responding to all paratransit related complaints. When a paratransit related complaint is taken by the Complaint Coordinator, the coordinator will follow the established process for processing complaints. After talking to the complainant, and it is determined that the individual wishes to make a formal complaint, the Complaint Coordinator will forward the necessary paperwork to the complaint according to the established process for complaints. In the event that a complaint is received by an employee of Handy Ride the Telephone Complaint/Inquiry Form (Attachment A) shall be completed in detail and forwarded to the Complaint Coordinator for logging and processing.

1. The Complaint/Inquiry will be faxed to the attention of the Paratransit Site Manager. Paratransit Site Manager will conduct an investigation and prepare the investigation packet. A copy of the Complaint/Inquiry form will be forwarded to the FAX Paratransit Specialist who is responsible for recording and coordinating the Handy Ride complaint responses.
2. The Paratransit site manager will then be responsible for providing the Complaint Coordinator and FAX Paratransit Specialist with a copy of the investigation report within ten business days, noting the investigation progress, the outcome of the investigation, and any action taken related to sustained complaints and copies of any correspondence with the complainant relating to the incident under investigation.
3. The Complaint Coordinator will process necessary documents to inform the complainant of the investigation. The Paratransit Specialist shall assist the Complaint Coordinator to prepare a written response to the complainant which:

(a) Informs the complainant that the investigation has been completed and indicates in general terms what steps have been taken to correct the situation, if applicable.

(b) States department's policy or position on issues related to the original complaint.

(c) Advises the complainant that a FAX representative will be contacting them again in approximately 60 days to insure continued satisfaction with the services provided by Fresno Area Express or Handy Ride (which ever is appropriate).

(d) Thanks the complainant for their participation in the process.

The Paratransit Specialist shall provide a copy of the written response to the Complaint Coordinator for the departmental complaint log.

NOTE: Although every effort will be made to reassure passengers that their concerns have been addressed, THE EMPLOYEE'S RIGHT TO PRIVACY SHALL BE STRINGENTLY PROTECTED. Any information provided to the complainant regarding the outcome of an investigation will be based on departmental policy, and SHALL NOT include any specific employee related corrective actions taken by the department.

4. After the written response has been completed and mailed to the complainant, the Complaint Coordinator (for fixed-route incidents) and the Paratransit Specialist (for Handy Ride incidents) shall place the complainant's name in a tickler file and at the end of the 60 day period shall contact the complainant either by telephone or in writing to verify that the passenger is receiving satisfactory service.

5. Each month the Complaint Coordinator will be responsible to produce a report for the ADA Meetings which shall include the following information:

(a) Total number of compliments for Fixed Route and Handy Ride.

(a) Total number of formal complaints for Fixed Route and Handy Ride. Total number of complaints will be categorized by reporting type codes.

(b) Total number of inquiry complaints for Fixed Route and Handy Ride. Total number of inquiries will be categorized by reporting type codes.

(c) Total number of service only complaints for Fixed Route and Handy Ride.

(d) Total trips provided for Handy Ride.

(e) Total trips provided for Fixed Route.

6. At the end of each month, the Complaint Coordinator will be responsible to produce a monthly report for the Administration Manager which shall include the following information:

(a) Total number of Inquires/Complaints Received for Fixed Route and Handy Ride.

(b) Total number of Formal Complaints to date for current fiscal year for Fixed Route and Handy Ride.

(c) Total number of Inquires/Complaints which became Formal complaints from prior months for Fixed Route and Handy Ride.

(d) Total number of Compliments to date for current fiscal year for Fixed Route and Handy Ride.

(e) Total number of Open Inquires/Complaints year to date for current fiscal year.

(f) Total number of Closed Inquires/Complaints year to date for current fiscal year.

(e) Average number of days Inquires/Complaints are open year to date for current fiscal year.

This report is to be copied to the Director of Transportation, Transit Operations Manager, Transit Administrative Manager, Transit Maintenance Manager, Transit Planning Manager, and the Personnel Management Analyst II.



APPENDIX M: TITLE VI COMPLAINT FORM

Exhibit M.1 consists of two images of the two pages of the FAX Title VI Complaint Form. The form includes text in both English and Spanish.

Exhibit M.1 Bilingual Title VI Complaint Form

FAX Title VI Complaint Form/FAX Titulo VI Formulario de Quejas



Title VI of the Civil Rights Act of 1964 states "No person in the United States of America shall, on the ground of race, color or national origin, be excluded from, participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

Titulo VI del acta de derechos civiles de 1964 dice "Ninguna persona en los Estados Unidos de América basado en su raza, color, u origen de nacionalidad ser excluida de participar, o ser negada beneficios, o ser sometido a discriminación bajo un programa o actividad de recibir asistencia financiera.

Please provide the following information necessary in order to process your complaint.

Favor de proveer la siguiente informacion necesaria para procesar su queja.

Assistance is available upon request. Complete this form and mail or deliver to:

Tenemos Asistencia Disponible si es necesitada. Complete esta forma y mandela por correo o en persona.

Fresno Area Express
 Attn: Title VI Coordinator
 2223 "G" Street
 Fresno CA 93706-1600

1. Complainant's Name/Nombre: _____

2. Address/Direccion: _____

3. City/Ciudad: _____ State/Estado: _____ Zip Code/Codigo Postal: _____

4. Telephone No. (Home)/Numero de Telefono (Casa): _____ (Work/Trabajo): _____

5. Person discriminated against (if other than complainant)/Persona afectada por la discriminacion:

Name/Nombre: _____

Address/Direccion: _____

City/Ciudad: _____ State/Estado: _____ Zip Code/Codigo Postal: _____

6. What was the discrimination based on? (Check all that apply)/Tipo de discriminacion?

Race/Raza Color/Color de piel National Origin /Origen Nacional

7. Date of incident resulting in discrimination/Fecha en que ocurrio la discriminacion: _____

8. Describe how you were discriminated against/Describe como discriminaron contra usted.

What happened and who was responsible/Que sucedió y quien es responsable?

For additional space, attach additional sheets as needed/Para mas espacio use una nueva pagina.

9. What FAX representative(s) is the person alleging was/were involved?/Cual representante de FAX fue involucrado?

Modified 4/19



10. Where did the incident take place?/Donde tomo acabo la situacion? _____
 Please provide location, bus number, drivers name, etc./Local, numero de autobus, nombre del chofer.

11. Witnesses? Please provide their contact information. /Testigos? Provee la informacion de los testigos.

Name/Nombre: _____

Address/Direccion: _____

City/Ciudad: _____ State/Estado: _____ Zip Code/Codigo Postal: _____

Telephone No. (Home)/Numero de Telefono (Casa): _____ (Work/Trabajo): _____

Name/Nombre: _____

Address/Direccion: _____

City/Ciudad: _____ State/Estado: _____ Zip Code/Codigo Postal: _____

Telephone No. (Home)/Numero de Telefono (Casa): _____ (Work/Trabajo): _____

Name/Nombre: _____

Address/Direccion: _____

City/Ciudad: _____ State/Estado: _____ Zip Code/Codigo Postal: _____

Telephone No. (Home)/Numero de Telefono (Casa): _____ (Work/Trabajo): _____

12. Did you file this complaint with another federal, state, or local agency; or with a federal or state court?
 (Check the appropriate space) Yes No

Registro esta queja con otra agencia federal, estatal, o agencia local; o con el corte federal o estatal?

Si No

If answer is yes, check each agency complaint was filed with:

Federal Agency Federal Court State Agency
 State Court Local Agency Other

Si su respuesta fue "Si" verifique la agencia que uso:

Agencia Federal Corte Federal Agencia Estatal
 Corte Estatal Agencia Local Otra

13. Provide the contact person information for the agency you also filed the complaint with:

Provee informacion de contacto personal de la agencia con quien metio la queja:

Name/Nombre: _____

Address/Direccion: _____

City/Ciudad: _____ State/Estado: _____ Zip Code/Codigo Postal: _____

Telephone No. (Home)/Numero de Telefono (Casa): _____ (Work/Trabajo): _____

Sign the complaint in the space below. Attach any documents you believe supports your complaint.
 Firme en el espacio de abajo. Mande documentos que usted crea puedan soportar sus alegaciones.

Complainant's Signature/Firma: _____ Signature Date/Fecha: _____

Modified 4/19



Fresno Area Express (FAX) Title VI Report

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APPENDIX N: FRESNO CITY COUNCIL TITLE VI PROGRAM APPROVAL

City Council Meeting Minutes – Final October 24, 2019

1-B ID19-11409 Approve the Department of Transportation Title VI Program.

APPROVED The above item was approved on the Consent Calendar.

<https://fresno.legistar.com/Calendar.aspx>



Fresno Area Express (FAX) Title VI Report

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APPENDIX O: CENSUS TRACT CHART

Exhibit O.1 Census 2017 Population Estimates by Race/Ethnicity by Census Tract

Tract	Total	Minority*		Hispanic/Latino**		White		Black or African American		American Indian and Alaska Native		Asian		Native Hawaiian and Other Pacific Islander		Some other race		Two or more races	
1.00	3,218	2,484	77.2%	1,777	55.2%	1,096	34.1%	459	14.3%	174	5.4%	170	5.3%	7	0.2%	1,226	38.1%	86	2.7%
2.00	3,027	2,884	95.3%	2,061	68.1%	1,650	54.5%	477	15.8%	31	1.0%	334	11.0%	26	0.9%	359	11.9%	150	5.0%
3.00	3,716	3,478	93.6%	2,174	58.5%	1,544	41.6%	1,027	27.6%	0	0.0%	179	4.8%	0	0.0%	807	21.7%	159	4.3%
4.00	6,247	5,899	94.4%	4,948	79.2%	3,435	55.0%	465	7.4%	65	1.0%	462	7.4%	0	0.0%	1,799	28.8%	21	0.3%
5.01	2,325	2,139	92.0%	1,830	78.7%	941	40.5%	165	7.1%	60	2.6%	114	4.9%	0	0.0%	987	42.5%	58	2.5%
5.02	3,402	2,801	82.3%	2,446	71.9%	1,775	52.2%	67	2.0%	70	2.1%	157	4.6%	0	0.0%	1,241	36.5%	92	2.7%
6.00	4,684	3,708	79.2%	2,942	62.8%	2,536	54.1%	702	15.0%	19	0.4%	87	1.9%	0	0.0%	1,141	24.4%	199	4.2%
7.00	3,646	3,553	97.4%	2,361	64.8%	1,882	51.6%	924	25.3%	9	0.2%	207	5.7%	0	0.0%	486	13.3%	138	3.8%
8.00	1,164	1,086	93.3%	755	64.9%	710	61.0%	117	10.1%	7	0.6%	207	17.8%	0	0.0%	114	9.8%	9	0.8%
9.01	2,877	2,846	98.9%	1,668	58.0%	1,184	41.2%	600	20.9%	132	4.6%	502	17.4%	0	0.0%	157	5.5%	302	10.5%
9.02	4,786	4,733	98.9%	3,299	68.9%	2,620	54.7%	793	16.6%	44	0.9%	585	12.2%	0	0.0%	395	8.3%	349	7.3%
10.00	3,809	3,728	97.9%	2,088	54.8%	1,475	38.7%	911	23.9%	28	0.7%	640	16.8%	0	0.0%	599	15.7%	156	4.1%
11.00	2,689	2,615	97.2%	2,016	75.0%	1,683	62.6%	525	19.5%	1	0.0%	29	1.1%	0	0.0%	352	13.1%	99	3.7%
12.01	5,752	5,524	96.0%	4,293	74.6%	2,964	51.5%	360	6.3%	208	3.6%	778	13.5%	0	0.0%	1,311	22.8%	131	2.3%
12.02	4,748	4,592	96.7%	3,431	72.3%	1,783	37.6%	324	6.8%	12	0.3%	817	17.2%	0	0.0%	1,752	36.9%	60	1.3%
13.01	5,622	5,370	95.5%	4,740	84.3%	3,351	59.6%	198	3.5%	99	1.8%	432	7.7%	0	0.0%	1,377	24.5%	165	2.9%
13.03	2,427	2,377	97.9%	1,577	65.0%	856	35.3%	231	9.5%	18	0.7%	462	19.0%	0	0.0%	586	24.1%	274	11.3%
13.04	5,274	5,183	98.3%	3,341	63.3%	2,102	39.9%	542	10.3%	30	0.6%	1,229	23.3%	0	0.0%	1,295	24.6%	76	1.4%
14.07	4,418	4,143	93.8%	2,715	61.5%	1,943	44.0%	882	20.0%	7	0.2%	443	10.0%	0	0.0%	1,037	23.5%	106	2.4%
14.08	2,635	1,631	61.9%	1,148	43.6%	1,705	64.7%	131	5.0%	37	1.4%	259	9.8%	11	0.4%	361	13.7%	131	5.0%
14.09	2,048	1,262	61.6%	530	25.9%	1,055	51.5%	125	6.1%	13	0.6%	386	18.8%	132	6.4%	214	10.4%	123	6.0%



Fresno Area Express (FAX) Title VI Report

Tract	Total	Minority*		Hispanic/Latino**		White		Black or African American		American Indian and Alaska Native		Asian		Native Hawaiian and Other Pacific Islander		Some other race		Two or more races	
14.10	11,333	10,238	90.3%	6,168	54.4%	4,218	37.2%	401	3.5%	47	0.4%	3,479	30.7%	0	0.0%	2,978	26.3%	210	1.9%
14.11	6,826	5,248	76.9%	3,121	45.7%	3,404	49.9%	384	5.6%	0	0.0%	1,516	22.2%	7	0.1%	1,153	16.9%	362	5.3%
14.12	3,213	2,443	76.0%	1,260	39.2%	1,474	45.9%	98	3.1%	10	0.3%	1,070	33.3%	0	0.0%	488	15.2%	73	2.3%
14.13	5,988	4,409	73.6%	2,549	42.6%	3,458	57.7%	105	1.8%	0	0.0%	1,565	26.1%	16	0.3%	645	10.8%	199	3.3%
14.14	8,432	6,604	78.3%	2,949	35.0%	4,111	48.8%	352	4.2%	38	0.5%	3,248	38.5%	22	0.3%	516	6.1%	145	1.7%
15.00	2,558	1,854	72.5%	1,757	68.7%	1,907	74.6%	21	0.8%	0	0.0%	59	2.3%	0	0.0%	472	18.5%	99	3.9%
18.00	4,670	3,422	73.3%	3,075	65.8%	3,582	76.7%	68	1.5%	73	1.6%	201	4.3%	0	0.0%	583	12.5%	163	3.5%
20.00	6,717	5,499	81.9%	4,168	62.1%	3,724	55.4%	521	7.8%	42	0.6%	603	9.0%	0	0.0%	1,214	18.1%	613	9.1%
21.00	5,754	4,043	70.3%	3,499	60.8%	3,939	68.5%	349	6.1%	115	2.0%	118	2.1%	7	0.1%	1,055	18.3%	171	3.0%
22.00	3,656	2,228	60.9%	1,857	50.8%	2,838	77.6%	179	4.9%	68	1.9%	38	1.0%	64	1.8%	299	8.2%	170	4.6%
23.00	3,633	2,370	65.2%	2,160	59.5%	2,658	73.2%	34	0.9%	170	4.7%	49	1.3%	0	0.0%	621	17.1%	101	2.8%
24.00	4,383	4,110	93.8%	2,832	64.6%	2,327	53.1%	304	6.9%	58	1.3%	953	21.7%	0	0.0%	606	13.8%	135	3.1%
25.01	5,055	4,686	92.7%	3,525	69.7%	2,618	51.8%	185	3.7%	28	0.6%	949	18.8%	0	0.0%	1,182	23.4%	93	1.8%
25.02	4,719	4,379	92.8%	2,864	60.7%	1,776	37.6%	90	1.9%	17	0.4%	1,387	29.4%	14	0.3%	1,395	29.6%	40	0.8%
26.01	5,235	5,020	95.9%	4,571	87.3%	2,714	51.8%	36	0.7%	71	1.4%	387	7.4%	0	0.0%	1,928	36.8%	99	1.9%
26.02	3,643	2,974	81.6%	2,734	75.0%	2,482	68.1%	150	4.1%	5	0.1%	29	0.8%	0	0.0%	885	24.3%	92	2.5%
27.01	4,244	3,995	94.1%	3,538	83.4%	2,306	54.3%	168	4.0%	139	3.3%	307	7.2%	0	0.0%	1,324	31.2%	0	0.0%
27.02	4,995	4,743	95.0%	3,999	80.1%	2,628	52.6%	183	3.7%	45	0.9%	588	11.8%	2	0.0%	1,450	29.0%	99	2.0%
28.00	4,474	4,355	97.3%	3,224	72.1%	2,043	45.7%	348	7.8%	73	1.6%	797	17.8%	0	0.0%	1,197	26.8%	16	0.4%
29.03	4,334	3,724	85.9%	2,584	59.6%	1,802	41.6%	160	3.7%	105	2.4%	762	17.6%	18	0.4%	1,387	32.0%	100	2.3%
29.04	3,130	2,752	87.9%	1,893	60.5%	1,288	41.2%	171	5.5%	17	0.5%	659	21.1%	0	0.0%	892	28.5%	103	3.3%
29.05	3,075	2,716	88.3%	1,763	57.3%	1,525	49.6%	351	11.4%	51	1.7%	570	18.5%	0	0.0%	513	16.7%	65	2.1%
29.06	5,385	4,882	90.7%	3,423	63.6%	2,550	47.4%	423	7.9%	78	1.4%	999	18.6%	0	0.0%	1,285	23.9%	50	0.9%
30.01	3,419	3,101	90.7%	1,864	54.5%	1,183	34.6%	250	7.3%	16	0.5%	916	26.8%	0	0.0%	837	24.5%	217	6.3%



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30.03	4,739	4,199	88.6%	2,432	51.3%	1,880	39.7%	346	7.3%	18	0.4%	1,425	30.1%	0	0.0%	971	20.5%	99	2.1%
30.04	2,624	2,005	76.4%	1,584	60.4%	1,353	51.6%	69	2.6%	0	0.0%	309	11.8%	0	0.0%	762	29.0%	131	5.0%
31.04	4,030	2,381	59.1%	1,295	32.1%	2,415	59.9%	143	3.5%	12	0.3%	743	18.4%	0	0.0%	510	12.7%	207	5.1%
32.01	5,235	4,345	83.0%	3,100	59.2%	2,998	57.3%	278	5.3%	130	2.5%	909	17.4%	0	0.0%	803	15.3%	117	2.2%
32.02	5,276	4,247	80.5%	2,452	46.5%	2,363	44.8%	548	10.4%	12	0.2%	1,096	20.8%	17	0.3%	930	17.6%	310	5.9%
33.01	3,012	2,257	74.9%	1,772	58.8%	1,769	58.7%	140	4.6%	24	0.8%	265	8.8%	0	0.0%	685	22.7%	129	4.3%
33.02	4,894	4,144	84.7%	3,297	67.4%	3,067	62.7%	208	4.3%	68	1.4%	479	9.8%	0	0.0%	912	18.6%	160	3.3%
34.00	5,458	4,651	85.2%	3,431	62.9%	2,295	42.0%	283	5.2%	126	2.3%	962	17.6%	7	0.1%	1,595	29.2%	190	3.5%
35.00	5,520	4,081	73.9%	3,221	58.4%	3,370	61.1%	387	7.0%	355	6.4%	367	6.6%	0	0.0%	966	17.5%	75	1.4%
36.00	4,185	1,969	47.0%	1,556	37.2%	3,341	79.8%	274	6.5%	9	0.2%	33	0.8%	0	0.0%	382	9.1%	146	3.5%
37.01	3,501	2,699	77.1%	2,365	67.6%	1,518	43.4%	213	6.1%	46	1.3%	104	3.0%	0	0.0%	1,463	41.8%	157	4.5%
37.02	4,576	3,687	80.6%	2,336	51.0%	1,867	40.8%	700	15.3%	148	3.2%	565	12.3%	0	0.0%	1,050	22.9%	246	5.4%
38.03	10,087	7,647	75.8%	4,215	41.8%	5,422	53.8%	452	4.5%	0	0.0%	2,597	25.7%	36	0.4%	1,276	12.6%	304	3.0%
38.04	6,063	4,741	78.2%	3,157	52.1%	3,191	52.6%	497	8.2%	167	2.8%	1,124	18.5%	0	0.0%	868	14.3%	216	3.6%
38.05	7,045	6,265	88.9%	4,173	59.2%	3,444	48.9%	486	6.9%	135	1.9%	1,422	20.2%	0	0.0%	1,269	18.0%	289	4.1%
38.07	3,324	2,744	82.6%	2,063	62.1%	2,050	61.7%	205	6.2%	18	0.5%	396	11.9%	0	0.0%	518	15.6%	137	4.1%
38.08	5,017	4,047	80.7%	2,803	55.9%	2,210	44.1%	322	6.4%	110	2.2%	858	17.1%	0	0.0%	1,307	26.1%	210	4.2%
38.09	5,289	4,247	80.3%	2,179	41.2%	2,638	49.9%	554	10.5%	19	0.4%	1,150	21.7%	14	0.3%	369	7.0%	545	10.3%
38.10	5,804	4,670	80.5%	2,682	46.2%	3,178	54.8%	668	11.5%	0	0.0%	1,207	20.8%	0	0.0%	538	9.3%	213	3.7%
42.05	6,399	5,124	80.1%	3,390	53.0%	4,038	63.1%	756	11.8%	108	1.7%	823	12.9%	0	0.0%	467	7.3%	207	3.2%
42.07	10,052	7,639	76.0%	5,290	52.6%	5,370	53.4%	686	6.8%	41	0.4%	1,557	15.5%	77	0.8%	1,632	16.2%	689	6.9%
42.08	7,857	3,584	45.6%	1,584	20.2%	5,289	67.3%	418	5.3%	0	0.0%	1,443	18.4%	0	0.0%	411	5.2%	296	3.8%
42.10	3,553	2,270	63.9%	1,363	38.4%	2,164	60.9%	446	12.6%	29	0.8%	340	9.6%	0	0.0%	423	11.9%	151	4.2%
42.11	7,341	4,746	64.7%	3,777	51.5%	5,305	72.3%	257	3.5%	49	0.7%	576	7.8%	0	0.0%	766	10.4%	388	5.3%



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42.12	12,669	9,125	72.0%	4,562	36.0%	5,746	45.4%	2,595	20.5%	28	0.2%	1,585	12.5%	0	0.0%	1,399	11.0%	1,316	10.4%
42.13	3,613	1,986	55.0%	1,444	40.0%	2,621	72.5%	82	2.3%	47	1.3%	189	5.2%	0	0.0%	259	7.2%	415	11.5%
42.14	4,704	1,566	33.3%	1,139	24.2%	3,687	78.4%	120	2.6%	0	0.0%	235	5.0%	0	0.0%	356	7.6%	306	6.5%
42.15	4,706	3,204	68.1%	1,812	38.5%	2,703	57.4%	564	12.0%	17	0.4%	433	9.2%	1	0.0%	515	10.9%	473	10.1%
42.16	2,988	1,976	66.1%	1,261	42.2%	1,696	56.8%	241	8.1%	35	1.2%	382	12.8%	0	0.0%	505	16.9%	129	4.3%
43.01	3,977	1,421	35.7%	1,022	25.7%	3,463	87.1%	66	1.7%	2	0.1%	279	7.0%	0	0.0%	60	1.5%	107	2.7%
43.02	5,124	1,558	30.4%	948	18.5%	4,171	81.4%	16	0.3%	14	0.3%	580	11.3%	0	0.0%	208	4.1%	135	2.6%
43.03	4,352	1,262	29.0%	897	20.6%	3,783	86.9%	84	1.9%	59	1.4%	144	3.3%	15	0.3%	149	3.4%	118	2.7%
44.04	3,124	2,425	77.6%	1,758	56.3%	1,680	53.8%	29	0.9%	55	1.8%	229	7.3%	0	0.0%	615	19.7%	516	16.5%
44.05	3,961	1,540	38.9%	1,002	25.3%	3,027	76.4%	63	1.6%	6	0.2%	371	9.4%	0	0.0%	115	2.9%	379	9.6%
44.06	5,200	2,212	42.5%	1,387	26.7%	3,685	70.9%	286	5.5%	44	0.8%	438	8.4%	2	0.0%	610	11.7%	135	2.6%
44.08	3,568	1,538	43.1%	761	21.3%	2,494	69.9%	253	7.1%	93	2.6%	274	7.7%	0	0.0%	228	6.4%	226	6.3%
44.09	3,471	1,852	53.4%	1,531	44.1%	2,248	64.8%	122	3.5%	110	3.2%	134	3.9%	0	0.0%	601	17.3%	256	7.4%
45.03	5,036	2,057	40.8%	1,282	25.5%	3,518	69.9%	198	3.9%	25	0.5%	572	11.4%	0	0.0%	623	12.4%	100	2.0%
45.04	4,858	2,834	58.3%	1,669	34.4%	3,310	68.1%	395	8.1%	0	0.0%	756	15.6%	0	0.0%	364	7.5%	33	0.7%
45.05	5,406	3,773	69.8%	2,907	53.8%	2,795	51.7%	299	5.5%	44	0.8%	409	7.6%	90	1.7%	1,279	23.7%	490	9.1%
45.06	3,235	1,013	31.3%	559	17.3%	2,443	75.5%	67	2.1%	63	1.9%	260	8.0%	27	0.8%	298	9.2%	77	2.4%
46.01	3,284	1,439	43.8%	1,295	39.4%	2,596	79.0%	34	1.0%	28	0.9%	9	0.3%	0	0.0%	485	14.8%	132	4.0%
46.02	2,472	829	33.5%	622	25.2%	2,102	85.0%	131	5.3%	20	0.8%	58	2.3%	0	0.0%	41	1.7%	120	4.9%
47.01	7,463	5,628	75.4%	3,470	46.5%	3,838	51.4%	1,542	20.7%	19	0.3%	511	6.8%	0	0.0%	1,227	16.4%	326	4.4%
47.03	4,299	3,453	80.3%	2,627	61.1%	1,828	42.5%	589	13.7%	125	2.9%	173	4.0%	0	0.0%	1,236	28.8%	348	8.1%
47.04	5,120	4,261	83.2%	3,174	62.0%	2,847	55.6%	477	9.3%	144	2.8%	442	8.6%	8	0.2%	1,035	20.2%	167	3.3%
48.01	5,258	4,202	79.9%	3,173	60.3%	3,147	59.9%	690	13.1%	13	0.2%	159	3.0%	0	0.0%	1,025	19.5%	224	4.3%
48.02	4,922	3,822	77.7%	2,893	58.8%	2,654	53.9%	553	11.2%	29	0.6%	345	7.0%	26	0.5%	1,306	26.5%	9	0.2%



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49.01	3,590	2,236	62.3%	1,835	51.1%	2,421	67.4%	193	5.4%	23	0.6%	147	4.1%	0	0.0%	677	18.9%	129	3.6%
49.02	2,058	1,050	51.0%	770	37.4%	1,405	68.3%	150	7.3%	5	0.2%	106	5.2%	0	0.0%	313	15.2%	79	3.8%
50.00	4,267	2,438	57.1%	1,953	45.8%	3,175	74.4%	379	8.9%	13	0.3%	3	0.1%	0	0.0%	541	12.7%	156	3.7%
51.00	6,817	4,660	68.4%	3,302	48.4%	3,631	53.3%	954	14.0%	27	0.4%	463	6.8%	0	0.0%	1,363	20.0%	379	5.6%
52.02	3,376	2,925	86.6%	1,809	53.6%	1,547	45.8%	215	6.4%	46	1.4%	864	25.6%	0	0.0%	598	17.7%	106	3.1%
52.03	4,793	3,931	82.0%	3,030	63.2%	2,813	58.7%	420	8.8%	65	1.4%	382	8.0%	0	0.0%	810	16.9%	303	6.3%
52.04	4,450	3,140	70.6%	2,105	47.3%	2,693	60.5%	282	6.3%	90	2.0%	658	14.8%	0	0.0%	578	13.0%	149	3.3%
53.01	6,090	4,504	74.0%	3,093	50.8%	3,844	63.1%	554	9.1%	125	2.1%	805	13.2%	0	0.0%	641	10.5%	121	2.0%
53.02	5,247	3,800	72.4%	2,264	43.1%	2,907	55.4%	676	12.9%	29	0.6%	807	15.4%	22	0.4%	689	13.1%	117	2.2%
53.04	5,491	4,035	73.5%	2,860	52.1%	3,073	56.0%	355	6.5%	249	4.5%	455	8.3%	0	0.0%	931	17.0%	428	7.8%
53.05	3,687	2,547	69.1%	1,541	41.8%	1,897	51.5%	272	7.4%	33	0.9%	703	19.1%	0	0.0%	753	20.4%	29	0.8%
54.03	4,225	3,134	74.2%	2,106	49.8%	2,353	55.7%	522	12.4%	143	3.4%	462	10.9%	0	0.0%	462	10.9%	283	6.7%
54.05	4,002	1,817	45.4%	1,331	33.3%	3,296	82.4%	81	2.0%	7	0.2%	308	7.7%	0	0.0%	189	4.7%	121	3.0%
54.06	3,967	1,831	46.2%	1,269	32.0%	2,498	63.0%	354	8.9%	68	1.7%	363	9.2%	0	0.0%	597	15.0%	87	2.2%
54.07	3,317	1,605	48.4%	970	29.2%	2,299	69.3%	114	3.4%	117	3.5%	388	11.7%	9	0.3%	128	3.9%	262	7.9%
54.08	2,570	1,332	51.8%	719	28.0%	1,706	66.4%	377	14.7%	9	0.4%	231	9.0%	25	1.0%	148	5.8%	74	2.9%
54.09	3,621	1,925	53.2%	1,286	35.5%	2,337	64.5%	215	5.9%	116	3.2%	388	10.7%	0	0.0%	408	11.3%	157	4.3%
54.10	3,500	2,381	68.0%	1,709	48.8%	2,074	59.3%	145	4.1%	9	0.3%	267	7.6%	51	1.5%	735	21.0%	219	6.3%
55.03	5,480	1,914	34.9%	993	18.1%	4,383	80.0%	15	0.3%	47	0.9%	806	14.7%	0	0.0%	27	0.5%	202	3.7%
55.04	3,343	1,414	42.3%	591	17.7%	2,398	71.7%	11	0.3%	9	0.3%	690	20.6%	0	0.0%	108	3.2%	127	3.8%
55.05	6,889	3,188	46.3%	1,461	21.2%	4,692	68.1%	178	2.6%	44	0.6%	1,194	17.3%	0	0.0%	98	1.4%	683	9.9%
55.07	5,639	2,646	46.9%	1,700	30.1%	4,116	73.0%	98	1.7%	1	0.0%	622	11.0%	0	0.0%	576	10.2%	226	4.0%
55.08	5,549	2,526	45.5%	983	17.7%	3,892	70.1%	261	4.7%	5	0.1%	1,036	18.7%	11	0.2%	67	1.2%	277	5.0%
55.09	5,084	2,400	47.2%	1,137	22.4%	3,454	67.9%	204	4.0%	80	1.6%	873	17.2%	5	0.1%	256	5.0%	212	4.2%

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55.10	4,893	2,206	45.1%	1,228	25.1%	3,145	64.3%	122	2.5%	9	0.2%	790	16.1%	50	1.0%	661	13.5%	116	2.4%
55.16	5,555	2,261	40.7%	1,546	27.8%	4,340	78.1%	221	4.0%	0	0.0%	340	6.1%	0	0.0%	509	9.2%	145	2.6%
55.17	7,819	2,570	32.9%	1,274	16.3%	6,248	79.9%	18	0.2%	0	0.0%	1,069	13.7%	26	0.3%	203	2.6%	255	3.3%
56.02	5,282	2,431	46.0%	1,713	32.4%	3,959	75.0%	46	0.9%	91	1.7%	364	6.9%	0	0.0%	626	11.9%	196	3.7%
56.05	1,493	469	31.4%	328	22.0%	1,129	75.6%	15	1.0%	5	0.3%	114	7.6%	5	0.3%	137	9.2%	88	5.9%
58.04	7,071	4,202	59.4%	2,957	41.8%	4,957	70.1%	153	2.2%	38	0.5%	965	13.6%	0	0.0%	791	11.2%	167	2.4%
58.05	5,331	2,910	54.6%	1,499	28.1%	3,130	58.7%	149	2.8%	54	1.0%	852	16.0%	27	0.5%	647	12.1%	472	8.9%
59.04	5,426	2,945	54.3%	1,552	28.6%	3,337	61.5%	97	1.8%	13	0.2%	1,065	19.6%	0	0.0%	550	10.1%	364	6.7%

Source: 2013-2017 American Community Survey, five-year estimates, Fresno Urbanized Area.

Blue shading indicates a census tract where the minority percentage exceeds that average minority percentage for the service area as a whole.

*Minority is calculated as anyone who does not identify as “White, Non-Hispanic/Latino.” Using this definition, the Fresno Urbanized Area is 67.1 percent minority.

**In the census, identification as Hispanic/Latino is a separate question from race.

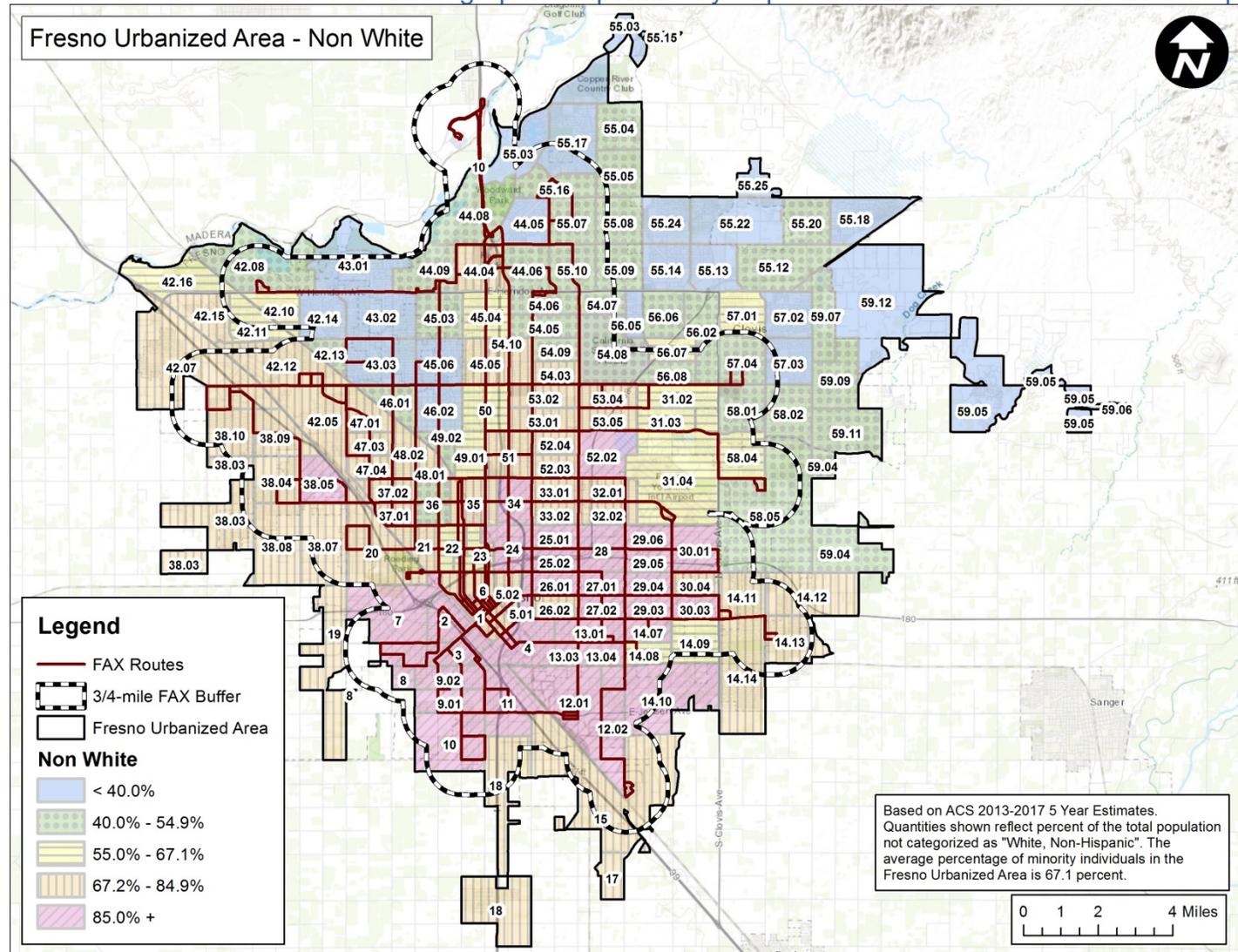
APPENDIX P: CENSUS TRACTS WITH FIXED-ROUTE SERVICE MAP

Exhibit P.1 presents an image of a map identifying minority population concentrations within the Fresno Urbanized Area. The map includes all FAX fixed routes, and each census tract number is identified.

The map is based on the American Community Survey 2013-2017 5-Year Population Estimates. Concentrations represented on the map reflect the percentage of the total population not categorized as “White, non-Hispanic.” The average percentage of minority individuals in the Fresno Urbanized Area is 67.1 percent.

Concentrations of minority population are differentiated by colors and patterns at the census tract level. A solid border outlines the Fresno Urbanized Area. A dashed line indicates all areas within three-quarters of a mile of a FAX fixed route.

Exhibit P.1 Demographic Map: Minority Population with Fixed-Route Service Map





**APPENDIX Q: FAX TITLE VI FARE EQUITY ANALYSIS –
eFARE SYSTEM SMART CARD AND MOBILE PAYMENT OPTION**



Fresno Area Express (FAX) Title VI Report

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APPENDIX R: FAX FIXED-ROUTE SYSTEM RESTRUCTURE STUDY



Fresno Area Express (FAX) Title VI Report

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APPENDIX S: TITLE VI WORKSHOP MATERIALS

Exhibit S.1 contains two images of the Title VI workshop flyer. The first image includes the front of the flyer, which provides information about the workshop dates, times, and locations. The second image is the back of the flyer, which provides the same information in Spanish and Hmong.

Exhibit S.2 contains an image of the Title VI workshop notice, which was posted onboard transit vehicles. It provides information about the workshop dates, times, and locations in English and Spanish.

Exhibit S.3 contains an image of the posting about the Title VI workshops on the FAX website. It includes a link to the Title VI workshop flyer.

Exhibit S.4 includes four images of the bilingual (English/Spanish) wayfinding signage used during the Title VI workshops.

Exhibits S.5 and S.6 include images of the Title VI Workshop summary sheet in English and Spanish. The summary sheet provides a basic overview of Title VI as well as FAX's Title VI update process and initial findings.

Exhibit S.7 includes two images of the bilingual (English/Spanish) comment card offered to workshop attendees to provide comments and/or questions.



Fresno Area Express (FAX) Title VI Report

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FAX Fresno Area Express is updating its
FRESNO AREA Title VI program, let us hear from you!
EXPRESS

The City of Fresno, Department of Transportation/FAX, will conduct four community workshops in connection with the updating of its Title VI Plan. FAX staff will be available to provide an overview of the draft Plan, the update process, and answer questions from the community.

- **Wednesday, August 21 | 3:30 p.m.**
Pinedale Community Center, 7170 N. San Pablo Ave.
- **Wednesday, August 21 | 6:30 p.m.**
Ted C. Wills Community Center, 770 N. San Pablo Ave.
- **Thursday, August 22 | 10:00 a.m.**
Maxie Parks Recreational Center, 1802 E. California Ave.
- **Thursday, August 22 | 1:00 p.m.**
Ted C. Wills Community Center, 770 N. San Pablo Ave.

To request Spanish or Hmong interpretation at any of the workshops, contact Jeff Long at (559) 621-1436 at least 72 hours prior to the session you wish to attend.

Title VI prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives Federal funds or other Federal financial assistance.



FAX
FRESNO AREA
EXPRESS

www.fresno.gov

559.621.1436 | email: jeff.long@fresno.gov Follow us:  @CityofFresno  @FresnoCA

FAX Fresno Area Express **iFresno Area Express está actualizando su programa de Título VI y queremos saber de usted!**

El Departamento de Transporte/FAX de la Ciudad de Fresno llevará a cabo cuatro talleres comunitarios para apoyar la actualización de su Plan Título VI. Únase a nosotros del 21 al 22 de agosto. ¡Quédese durante toda la sesión o pase unos minutos, lo que le funcione mejor!

- **miércoles, 21 de agosto | 3:30 p.m.**
Pinedale Community Center, 7170 N. San Pablo Ave.
- **miércoles, 21 de agosto | 6:30 p.m.**
Ted C. Wills Community Center, 770 N. San Pablo Ave.
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Ted C. Wills Community Center, 770 N. San Pablo Ave.

Para solicitar interpretación en español o hmong en cualquiera de los talleres, comuníquese con Todd Sobrado en (559) 621-1532 por lo menos 72 horas antes del taller al que desea asistir.

Título VI prohíbe la discriminación sobre la base de raza, color u origen nacional en cualquier programa o actividad que reciba fondos federales u otra asistencia financiera federal.

FAX Fresno Area Express **Fresno Area Express tab tom kho nws Txoj Cai Title VI thiab peb xav hnov los ntawm nej sawd daws!**

Lub Nroog Fresno, Lub Tsev Haujlwm Saib Xyuas Kev Khiav Tshab/FAX yuav npaj plaub lub rooj sib tham txog kev pab txhawb rau nws Qhov Kev Npaj Title VI. Tuaj koom peb rau thaum Lub Yim Hlis 21-22! Tuaj yeem koom kom tag lub rooj sib tham los sis tsuas tuaj koom me ntsis li ob peb feeb xwb los yeej tau – raws li qhov yooj yim rau koj!

- **Hnub Wednesday, Lub Yim Hli 21 | 3:30 teev tsaus ntuj.**
Pinedale Community Center, 7170 N. San Pablo Ave.
- **Hnub Wednesday, Lub Yim Hli 21 | 6:30 teev tsaus ntuj.**
Ted C. Wills Community Center, 770 N. San Pablo Ave.
- **Hnub Thursday, Lub Yim Hli 22 | 10:00 teev sawv ntxov.**
Maxie Parks Recreational Center, 1802 E. California Ave
- **Hnub Thursday, Lub Yim Hli 22 | 1:00 teev tav su.**
Ted C. Wills Community Center, 770 N. San Pablo Ave.

Yuav thov kev txhais lus ua lus Mev los sis lus Hmoob rau thaum mus koom cov rooj sib tham no, hu rau Todd Sobrado rau ntawm tus xov tooj (559) 621-1532 tsawg kawg yog 72 teev ua ntej koj yuav mus koom.

Txoj Cai Title VI txwv tsis pub muaj kev ntxub ntxaug vim yog ib haiv neeg, cev nqaij daim tawv tsos xim, los sis neeg keeb kwm hauv lub teb chaws txog kev mus koom los sis cov kev pab txhawb uas tau pab nyiaj los ntawm Tsoom Fwv los sis lwm cov kev pab nyiaj xtiag los ntawm Tsoom Fwv



559.621.1436 | email: jeff.long@fresno.gov Follow us: @CityofFresno @FresnoCA

FAX FRESNO AREA EXPRESS Fresno Area Express is updating its Title VI program, let us hear from you!

The City of Fresno, Department of Transportation/FAX, will conduct four community workshops in connection with the updating of its Title VI Plan. FAX staff will be available to provide an overview of the draft Plan, the update process, and answer questions from the community.

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Ted C. Wills Community Center, 770 N. San Pablo Ave.

To request Spanish or Hmong interpretation at any of the workshops, contact Jeff Long at (559) 621-1436 at least 72 hours prior to the session you wish to attend.

Title VI prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives Federal funds or other Federal financial assistance.

FAX FRESNO AREA EXPRESS iFresno Area Express está actualizando su programa de Título VI y queremos saber de usted!

El Departamento de Transporte/FAX de la Ciudad de Fresno llevará a cabo cuatro talleres comunitarios para apoyar la actualización de su Plan Título VI. Únete a nosotros del 21 al 22 de agosto. ¡Quédese durante toda la sesión o pase unos minutos, lo que le funcione mejor!

- **miércoles, 21 de agosto | 3:30 p.m.**
Pinedale Community Center, 7170 N. San Pablo Ave.
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Para solicitar interpretación en español o hmong en cualquiera de los talleres, comuníquese con Todd Sobrado en (559) 621-1532 por lo menos 72 horas antes del taller al que desea asistir.

Título VI prohíbe la discriminación sobre la base de raza, color u origen nacional en cualquier programa o actividad que reciba fondos federales u otra asistencia financiera federal.



Exhibit S.3 Title VI Workshop Website Posting

The screenshot shows the City of Fresno website with a navigation bar at the top containing icons for bus, water, trash, GO, library, and 311. The main header features the City of Fresno logo and a menu with links for GOVERNMENT, SERVICES, DOING BUSINESS, COMMUNITY, DEPARTMENTS, and I WANT TO... The main content area has a blue-tinted background image of city buildings and a white text box with the following text:

Public Workshops for the update to the FAX Title VI Plan
 Posted: [August 8, 2019](#)

The City of Fresno, Department of Transportation/FAX will conduct four community workshops in connection with the updating of its Title VI Plan. Four workshops are scheduled over a two day period on Wednesday, August 21 and Thursday, August 22, 2019, to provide an overview of the draft Plan, the update process and to address questions.

[Community Workshop Flyer](#)

Navigation: — Prev / Next Post —

Buttons: [Previous »](#)

Right sidebar menu items:

- Department of Transportation
- FAX: Fresno Area Express
- FAX Q
- Handy Ride
- Plans, Reports, & Notices
- Fleet Management
- Directors' Message

Bottom right: [Chat With Us](#)

Exhibit S.4 Title VI Workshop Wayfinding Signage

FAX **Community Workshop**
FRESNO AREA *Taller comunitario*
EXPRESS

Title VI Plan Update

- Review the draft plan
- Comment and question session

Actualización del plan del Title VI

- Revisar el borrador del plan
- Sesión de comentarios y preguntas

City of Fresno | Department of Transportation (FAX)

FAX **Community Workshop**
FRESNO AREA *Taller comunitario*
EXPRESS

Title VI Plan Update

- Review the draft plan
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City of Fresno | Department of Transportation (FAX)

FAX **Community Workshop**
FRESNO AREA *Taller comunitario*
EXPRESS

Title VI Plan Update

- Review the draft plan
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City of Fresno | Department of Transportation (FAX)

FAX **Community Workshop**
FRESNO AREA *Taller comunitario*
EXPRESS

Title VI Plan Update

- Review the draft plan
- Comment and question session

Actualización del plan del Title VI

- Revisar el borrador del plan
- Sesión de comentarios y preguntas

City of Fresno | Department of Transportation (FAX)

Exhibit S.5 Title VI Workshop Summary Sheet (English)



What is Title VI?

The Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin by any program that receives funding from the Federal government.

As a recipient of Federal funding, the City of Fresno (including both Fresno Area Express (FAX) and Handy Ride) is required to implement a Title VI Plan in order to ensure its transit and paratransit programs do not discriminate (intentionally or unintentionally) based on the color of a person's skin, race or ethnicity, or country of origin.

How does Title VI benefit FAX and its customers?

While FAX strives to be non-discriminatory under all circumstances, Title VI spells out specific actions that are considered discriminatory when they are based on an individual's race, color, or national origin. Some examples of prohibited actions include:

- Using race or English-language proficiency as criteria for eligibility for specific transit or paratransit programs.
- Not allowing someone who cannot speak English well to use FAX services because they cannot communicate in English.
- Not providing service information in a language that is spoken by a significant population within the service area.
- Assigning older buses or other equipment to predominately minority areas for chiefly demographic reasons.

Section 601 of Title VI of the Civil Rights Act of 1964 says:

"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Why should I be interested in the 2019 FAX Title VI Report?

Every three years, FAX prepares a Title VI report to make the public aware of their rights under Title VI (including how to file a complaint), conduct an analysis of the demographic make-up of its service area, and detail the actions it has taken and/or will take to prevent discrimination. It also includes an equity analysis undertaken for fare changes, major service changes, and the construction of new transit facilities. A "Four-Factor Analysis" looks at the number and percentage of people who speak a particular language and do not speak English well, how frequently they interact with FAX, the importance of FAX's services to them, and the resources available to FAX to determine what language assistance measures are appropriate to address the needs of the community.

2019 Title VI Findings

In 2019, the demographic analysis of the FAX service area confirmed that Spanish is the most common language among residents who do not speak English well, and is also the language most frequently encountered by FAX drivers and customer service representatives. Therefore, FAX is required to provide vital documents (which include service information, Handy Ride information, Reduced-Fare applications, and notifications) in Spanish.

While many other languages are spoken in the Fresno area, they do not meet the criteria for translation of vital documents. However, FAX continues to take measures to provide assistance to speakers of other languages. These include bilingual employees (who currently speak Spanish, Hmong, Punjabi, Russian, and Ukrainian), offering a Google Translate feature for the FAX website, using a Language Identification card to identify what language an individual is speaking, and providing interpretation upon request at public meetings. FAX also strives to present information using simple formatting, wording, and graphics to make information more accessible to people who may have difficulty speaking English.

Do you have other questions about Title VI or about FAX transit or paratransit services? Ask one of the workshop staff or call (559) 621-7433. We welcome your feedback and questions!

Exhibit S.6 Title VI Workshop Summary Sheet (Spanish)



¿Qué es el Título VI?

La Ley de Derechos Civiles de 1964 prohíbe la discriminación basada en la raza, el color u origen nacional por parte de cualquier programa que reciba fondos del gobierno federal.

Como receptor de fondos federales, la ciudad de Fresno (incluyendo Fresno Area Express (FAX) y Handy Ride) está obligada a implementar un Plan Título VI con el fin de asegurar que sus programas de tránsito y paratransito no discriminen (intencional o involuntariamente) basado en el color de la piel, raza o etnia de una persona, o país de origen.

¿Cómo beneficia el Título VI a FAX y a sus clientes?

Mientras que FAX se esfuerza por no ser discriminatorio bajo todas las circunstancias, el Título VI detalla acciones específicas que se consideran discriminatorias cuando se basan en la raza, el color u origen nacional de una persona. Algunos ejemplos de acciones prohibidas incluyen:

- Uso de la raza o de conocimientos del idioma inglés como criterios de elegibilidad para tránsito específica o paratransit programas.
- No permitir que alguien que no puede hablar bien inglés utilice los servicios FAX porque no puede comunicarse en inglés.
- No proporcionar información de servicio en un idioma que sea hablado por una población significativa dentro del área de servicio.
- Asignar autobuses más antiguos u otros equipos a áreas predominantemente minoritarias por razones principalmente demográficas.

El Artículo 601 del Título VI de la Ley de Derechos Civiles de 1964 dice:

"Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, será excluida de la participación en, se le negarán beneficios de, o será objeto de discriminación en virtud de cualquier programa o actividad que reciba asistencia financiera federal."

¿Por qué debería estar interesado en el Informe 2019 FAX Título VI?

Cada tres años, FAX prepara un informe del Título VI para dar a conocer al público sus derechos en virtud del Título VI (incluyendo cómo presentar una queja), realizar un análisis de la conformación demográfica de su área de servicio y detallar las acciones que ha tomado y/o tomará prevenir la discriminación. También incluye un análisis de capital realizado para los cambios de tarifas, cambios importantes en el servicio y la construcción de nuevas instalaciones de tránsito. Un "Análisis de cuatro factores" examina el número y porcentaje de personas que hablan un idioma en particular y no hablan bien inglés, la frecuencia con la que interactúan con FAX, la importancia de los servicios de FAX para ellos y los recursos disponibles para FAX para determinar qué medidas de asistencia en idiomas son apropiadas para atender las necesidades de la comunidad.

Conclusiones del Título VI de 2019

En 2019, el análisis demográfico del área de servicio FAX confirmó que el español es el idioma más común entre los residentes que no hablan bien inglés, y también es el idioma más frecuentemente encontrado por los conductores de FAX y el cliente representantes de servicios. Por lo tanto, FAX está obligado a proporcionar documentos vitales (que incluyen información de servicio, información de Handy Ride, aplicaciones de tarifa reducida y notificaciones) en español.

Mientras que muchos otros idiomas son hablados en el área de Fresno, no cumplen los criterios para la traducción de documentos vitales. Sin embargo, el fax sigue adoptando medidas para prestar asistencia a los hablantes de otros idiomas. Estos incluyen empleados bilingües (que actualmente hablan español, Hmong, Punjabi, ruso y ucraniano), ofreciendo una función de traducción de Google para el sitio web de FAX, utilizando una tarjeta de identificación de idioma para identificar qué idioma está hablando un individuo, y interpretación previa solicitud en las reuniones públicas. FAX también se esfuerza por presentar información utilizando formato simple, redacción y gráficos para hacer que la información sea más accesible para las personas que pueden tener dificultades para hablar inglés.

¿Tiene otras preguntas sobre el Título VI o sobre los servicios de tránsito o paratransito FAX? Pregunte a uno de los empleados del taller o llame al (559) 621-7433. ¡Damos la bienvenida a sus comentarios y preguntas!

Exhibit S.7 Title VI Workshop Comment Cards (English/Spanish)

Comment Card

Use this card to submit a question or comment for discussion during the meeting.



QUESTION/COMMENT:

Name (optional): _____

Comentario Tarjeta

Utilice esta tarjeta para someter una pregunta o comentario durante la reunión.



PREGUNTA/COMENTARIO:

Nombre (opcional): _____