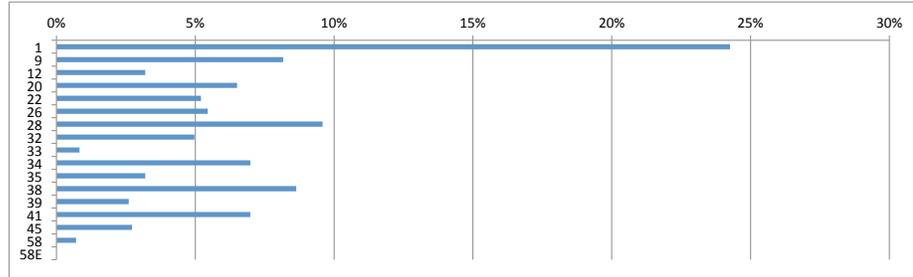




## 2020 FAX RIDER SURVEY, CONDUCTED FEBRUARY THROUGH MARCH 2020

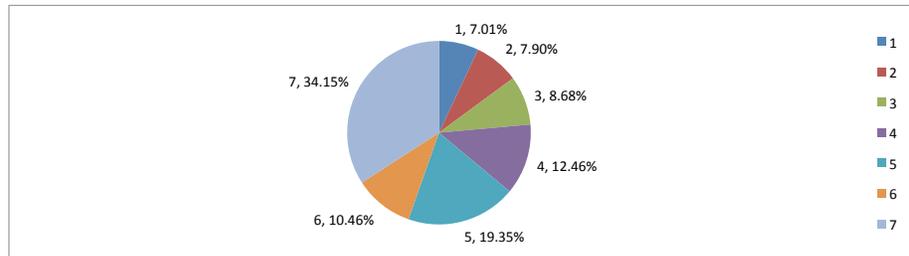
Q1. What route are you currently riding or did you last ride?



Answer Choices

Answer Choices	Response Percent	Responses
1	24.26%	205
9	8.17%	69
12	3.20%	27
20	6.51%	55
22	5.21%	44
26	5.44%	46
28	9.59%	81
32	4.97%	42
33	0.83%	7
34	6.98%	59
35	3.20%	27
38	8.64%	73
39	2.60%	22
41	6.98%	59
45	2.72%	23
58	0.71%	6
58E	0.00%	0
<b>Answered</b>		<b>845</b>
<b>Skipped</b>		<b>54</b>

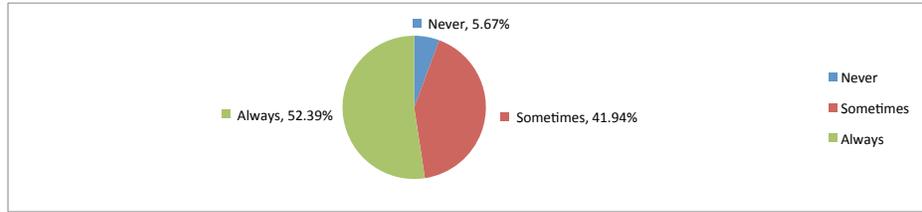
Q2. In an average week, how many times do you ride the bus?



Answer Choices

Answer Choices	Response Percent	Responses
1	7.01%	63
2	7.90%	71
3	8.68%	78
4	12.46%	112
5	19.35%	174
6	10.46%	94
7	34.15%	307
<b>Answered</b>		<b>899</b>
<b>Skipped</b>		<b>0</b>

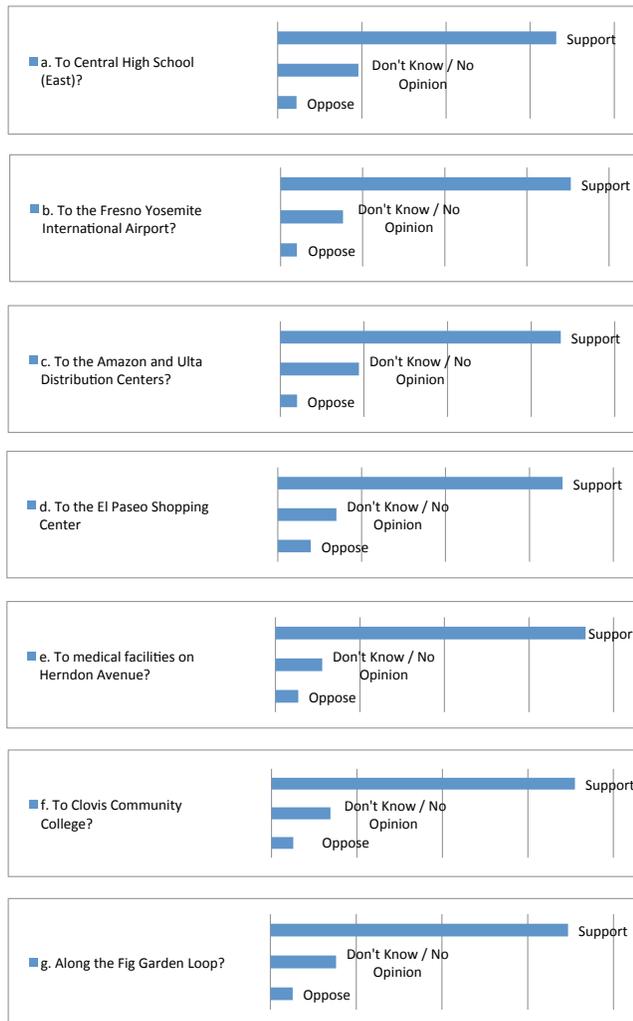
**Q3. How often do you transfer among FAX buses?**



Answer Choices  
 Never  
 Sometimes  
 Always

Response Percent	Responses
5.67%	51
41.94%	377
52.39%	471
Answered	899
Skipped	0

**Q4 How would you feel about adding new bus service...**



Answer Choices

- a. To Central High School (East)?
- b. To the Fresno Yosemite International Airport?
- c. To the Amazon and Ulta Distribution Centers?
- d. To the El Paseo Shopping Center
- e. To medical facilities on Herndon Avenue?
- f. To Clovis Community College?
- g. Along the Fig Garden Loop?

	Support	No opinion / don't know	Oppose	Total
a. To Central High School (East)?	662	192	45	899
b. To the Fresno Yosemite International Airport?	707	152	40	899
c. To the Amazon and Ulta Distribution Centers?	671	188	40	899
d. To the El Paseo Shopping Center	679	140	79	898
e. To medical facilities on Herndon Avenue?	734	111	54	899
f. To Clovis Community College?	710	138	51	899
g. Along the Fig Garden Loop?	694	153	52	899

**Q5. In what other areas do you feel new bus service should be considered?**

The following Word Cloud shows the comments received in the table below, in response to Question 5 on the survey. The bigger and bolder the word appears, the more it is mentioned. Comments received are listed starting on Page 7, below.

**Q5 In what other areas do you feel new bus service should be considered?**

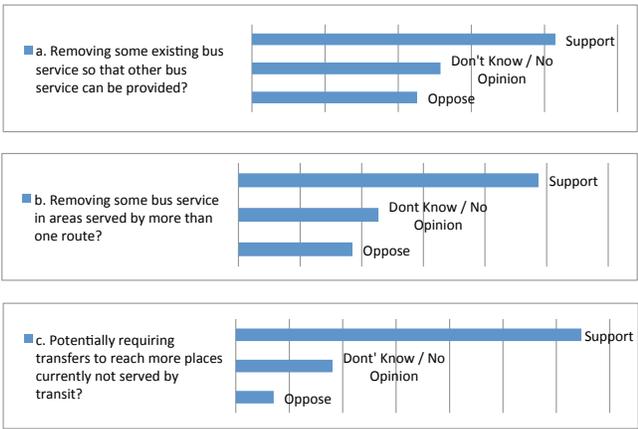
Avenue Clovis Community College DAKOTA GETTYSBURG West Fresno work bus service  
 dont know Sanger airport JENSEN GOLDEN STATE late town north shaw MAPLE Central  
 CHERRY Bullard ave BELMONT city good need Rural areas west time service  
 Sunnyside area North know MCKINLEY East Fresno ASHLAN  
 running bus B W B HERNDON W B new N B new shopping  
 Clovis West side area South ave towards Fresno E B W  
 CLOVIS ave NORTH WEST FRESNO route barstow none  
 Fig Garden Loop routes CHURCH go polk new shopping center bus stops sure  
 shopping center Bullard cedar HERNDON W B old WILLOW late nights east crosstown  
 SHAW CHESTNUT everywhere FOWLER marks SHAW KINGS CANYON along way



Additional comments received are listed in the "Additional Suggestions" worksheet attached herein.

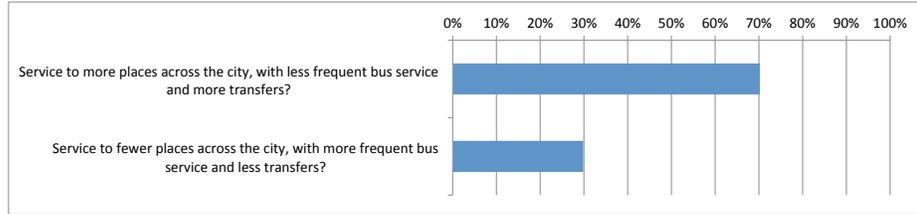
Answer Choices	Percentage	Count
Answered	57.17%	514
Skipped	42.83%	385
		899

**Q6. FAX has limited resources and must choose between service improvements. In order to add the bus services, how do you feel about the following:**



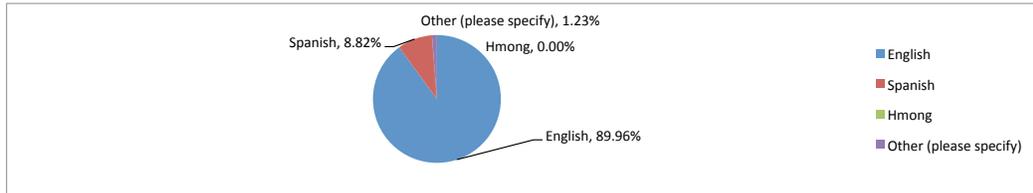
Answer Choices	Support	No opinion / don't know	Oppose	Total
a. Removing some existing bus service so that other bus service can be provided?	415	258	226	899
b. Removing some bus service in areas served by more than one route?	487	227	185	899
c. Potentially requiring transfers to reach more places currently not served by transit?	647	181	71	899

**Q7. If you had to choose, what would you prefer? (pick one)**



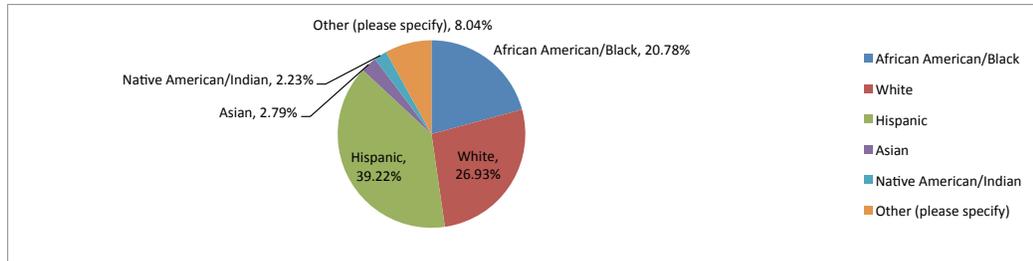
Answer Choices	Response Percent	Responses
Service to more places across the city, with less frequent bus service and more transfers?	70.19%	631
Service to fewer places across the city, with more frequent bus service and less transfers?	29.81%	268
<b>Answered</b>		<b>899</b>
<b>Skipped</b>		<b>0</b>

**Q8. What is the primary language you speak at home?**



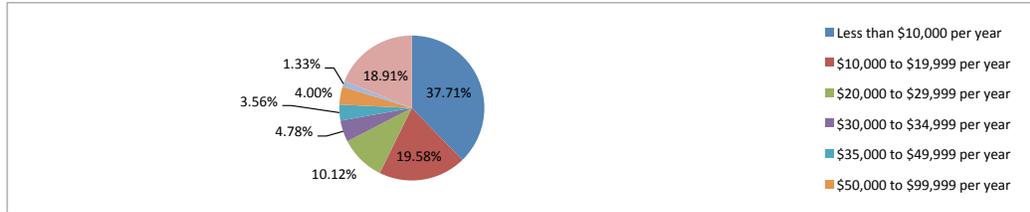
Answer Choices	Response Percent	Responses
English	89.96%	806
Spanish	8.82%	79
Hmong	0.00%	0
Other (please specify)	1.23%	11
<b>Answered</b>		<b>896</b>
<b>Skipped</b>		<b>3</b>

**Q9. What do you consider yourself?**



Answer Choices	Response Percent	Responses
African American/Black	20.78%	186
White	26.93%	241
Hispanic	39.22%	351
Asian	2.79%	25
Native American/Indian	2.23%	20
Other (please specify)	8.04%	72
<b>Answered</b>		<b>895</b>
<b>Skipped</b>		<b>4</b>

**Q10. What is your approximate annual household income?**

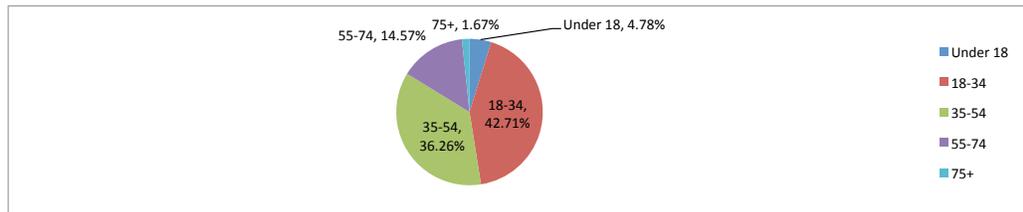


Answer Choices	Response Percent	Responses
Less than \$10,000 per year	37.71%	339
\$10,000 to \$19,999 per year	19.58%	176
\$20,000 to \$29,999 per year	10.12%	91
\$30,000 to \$34,999 per year	4.78%	43
\$35,000 to \$49,999 per year	3.56%	32
\$50,000 to \$99,999 per year	4.00%	36
\$100,000 or more	1.33%	12
Don't know/prefer not to say	18.91%	170
Answered		899
Skipped		0

**Q11. What is your residential zip code?**

Answered	899
Skipped	0

**Q12. What is your approximate age?**

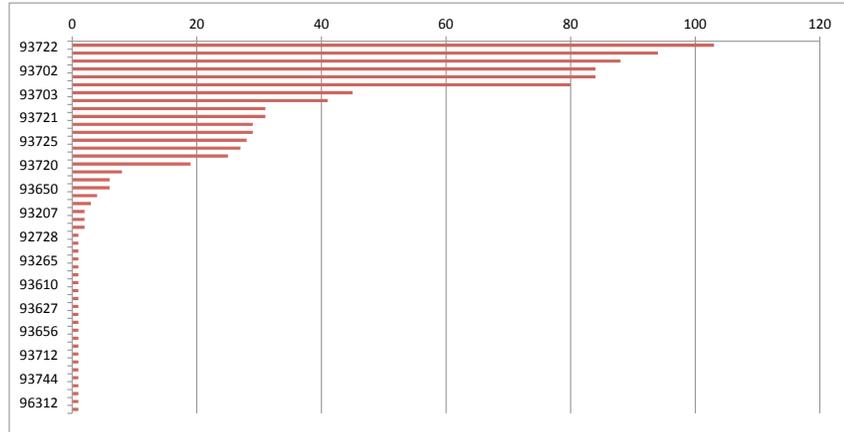


Answer Choices	Response Percent	Responses
Under 18	4.78%	43
18-34	42.71%	384
35-54	36.26%	326
55-74	14.57%	131
75+	1.67%	15
Answered		899
Skipped		0

**Q13. Thank you for your feedback! If you would like to enter a drawing to win a \$100 gift card to Target or Walmart, please make sure that you have filled out ALL of the questions on this survey and the information below so that we can contact you if you win. FAX will highlight the winners in an upcoming FAX newsletter.**

Answer Choices	Response Percent	Responses
Name	95.67%	817
E-Mail Address	64.87%	554
Phone Number	85.36%	729
Today's Date	96.25%	822
Answered		854
Skipped		45

## Zip Codes of Survey Respondents



Zip Code	Number of Respondents
93722	103
93706	94
93727	88
93702	84
93726	84
93705	80
93703	45
93711	41
93701	31
93721	31
93704	29
93728	29
93725	28
93710	27
93612	25
93720	19
93723	8
93611	6
93650	6
93619	4
93730	3
93207	2
93657	2
93708	2
92728	1
93070	1
93210	1
93265	1
93273	1
93406	1
93610	1
93616	1
93625	1
93627	1
93636	1
93640	1
93656	1
93670	1
93707	1
93712	1
93716	1
93737	1
93744	1
93750	1
95702	1
96312	1
98726	1

**Comments Received From FAX Survey**

The table is organized in alphabetical order, with the first column capturing all symbols, numbers, and letters up to the letter "c." All responses are reflected exactly as written on the survey, including quotes, symbols, and misspellings.

Table of Comments Received		
Comments Received (" - C)	Comments Received (C-M)	Comments (M-Y)
"some buses that will go to near by cities"	clovis to shaw	more 33 till 7 or 8pm
*kids going to school should ride free during school times* & OLIVE & BLACKSTONE	clovis toward new costco	More BRT lines on existing routes, later service.
22, 26, 28, 32, 34, 38	CORNELIA / CLINTON	more buses on BELMONT
26, 41, 35	Costco, Clovis	More buses to run the 45.
28, & BRT	crosstown ashlan	more Clovis access
38, 22, 9, 45	Dakota and Ashlan	more connections to Fowler, CA
45 at 30 minutes	Doing good work	more down WILLOW & GETTYSBURG
45 Route	don't know much about other areas, sorry	more east and west and longer service
45 rte	Don't have any suggestions	MORE FREQUENCY
99 / HERNDON W/B to new shopping center	dont know at this time	more Fresno Community College routes
99 & HERNDON, new shopping center	down ASHLAN	More in the zoo areas
99 & HERNDON, new shopping center	Down Belmont further	more often on route 45
99 & HERNDON, W/B & W/B into Clovis	Down Clovis	more options for west end
A bus to Kearney Park	down CLOVIS - NORTH & CLOVIS	more out to clovie
Accuracy	down CLOVIS ave	more routes along CLOVIS & HERNDON ave
add late service to sunday	down HERNDON ave & MCKINLEY ave	more to Clovis Walmart and that area
add more buses on route 45	down HERNDON or other cross streets	N/W FRESNO
airport	down MCKINLEY AVE to Airport	national park
all	down WILLOW towards TEAGUE, out by Buchanan	NE Fresno, on the border of Clovis, maybe even inside Clovis.
all	Downtown	near the Clovis Kaiser facilities
All	downtown Clovis	NEES & FIRST streets
all	E/B & W/B ASHLAN	NEES & FIRST streets
all around Clovis & West side	E/B SHIELDS to ARMSTRONG	new fig garden area's on North Figarden Dr. and surrounding area's new shopping center at Herndon Avenue and Golden state Blvd
all bus	East Fresno	nights
all Fresno & Clovis	East fresno	north ave
all of the above	East Fresno	North ave
All Oven	east-west routes in northern fresno area	north east areas of Fresno & Clovis
all the way down DAKOTA	Easton	North East Fresno
All the way up and down ashlan.	El Paseo Marketplace needs bus service. Fax should also consider a bus in the Fig Garden Loop area if ridership projections are with it (from Fig Garden to about Maroa, there's a large gap in bus service) Areas west of Highway 99 are in need aswell.	north of shaw
all the way up ASHLAN	Everything west of 99 requires one bus to get across 99 before the bus you need, with very few exceptions. Make more buses that go west of 99, pass through major transits, and continue to useful destinations. That goes for southwest, central west / parkside, and northwest / fig garden loop. Also, we need an east-west running street north of shaw so people can easier access all the services there. Ideally herndon, but I realize that causes problems. As close to herndon as is safe, at any rate. Also, youre not fooling anyone about having limited resources. You mismanage them and could absolutely serve the whole city if you bothered. What does question 6c even mean? You worded it so strangely. And question 7 should not have been asked, and is an abuse of power to put the wellbeing of a large part of the city into a mandatory ultimatum to get a chance at monetary compensation. Whoever wrote this quiz should be ashamed of themselves.	North of SHAW / CEDAR - WILLOW

Comments Received (" - C)	Comments Received (C-M)	Comments (M-Y)
Along Herndon from Willow to 99	Everywhere	North of Shaw on marks
Along Willow Avenue between Fresno State and Clovis Community College	everywhere	North on marks
Amazon / Ulta / faster service, West Fresno campus	everywhere	NORTH WEST FRESNO
Amazon and Ulta	everywhere in Fresno	North West Fresno
Any area that needs bus service.	everywhere you don't go now	NORTH WEST FRESNO / IMPROVE 45
Any areas where there are large stores	extend 33 West of 99	North, not enough northbound routes
any new service is great for the city	F street by poverello	Northeast
Any or all major activity areas or regions. Preferably Clovis community, there are some people I know who take classes at both Fresno City College and Clovis Community. Also, I'm an occasional rider, but I consider myself to be a transit advocate. I happened to be taking the bus today, but you should include an option on the survey for people who ride FAX, but don't take it on a weekly basis. TLDR; I strongly support public transit. I wish it went everywhere in this city.	FDK	Northwest
anywhere where theirs no bus	feels coverage is good for my needs	Not sure at the moment.
ASHLAN / DAKOTA / BULLARD E/B - W/B	Fig Garden	not sure but more central east
ashlan and herndon	Fig Garden Loop	Nothing they're great!!
Ashlan Ave	First and ness area.	NW Fresno
ASHLAN ave	Fix the 45. No one rides cuz no one wants to wait an hour for a bus. And they stop much earlier than the other route. Weekend just stink. Cant even get to work cuz it doesnt stop running till 11am. Something needs to be done. More people would ride if it was fixed.	offer& promote additional routes during special events like the fair
ASHLAN ave	Fog garden loop and along el paseo shopping center as that's close to my house and I would love to see bus routes here so I can go to a friends house or go places without spending tons of money on Lyft or Uber	okay for now
ASHLAN ave E/B to W/B	Fort Washington area	Old town Clovis/Clovis North
Ashlan crosstown. The 45 needs to run more frequently and much later in the evening	FOWLER AVE	on all busy streets (main streets)
ASHLAN E/B & W/B	Fresno City College	on HERNDON
ASHLAN every 30min	FRESNO CITY COLLEGE, COLLINS AVE	on JENSEN
ASHLAN W/B to HAYNES	fresno high bullar high	on MCKINLEY (all the way)
at Childrens Hospital	Fresno Rescue Mission	on more main streets
at the new pelco building	Fresno State	one bus (9) that goes to CLOVIS and SHIELDS and BRAWLEY
Barstow	Friant/Fort Washington	Other areas I feel the bus service should be is along Ashlan from Valentine to Clovis. Maybe the buses in clovis can be accessible to people in Fresno as well.
BARSTOW	from kerman area	out of town
barstow and cedar	FRUIT ave	outskirts of town
basically all over because people need rides	further down GOLDEN STATE South	past marks on mckinley and more out that area
Better rider service from the drivers.	further down HERNDON and ASHLAN into Clovis	polk, belmont and hughes, dakota
Better routes, West area, route 12	further out into Clovis areas where bus can't reach	Q-LINE on SHAW
Bullard	GETTYSBURG	Raisin City, Porterville
bullard	GOLDEN STATE / CHURCH	Regional Service by all Fresno and Clovis Transit
Bullard	good	Removing the homeless who try to stay on the bus all day
BULLARD AVE	herndon	Route 28, down MCKINLEY
BULLARD AVE / DAKOTA AVE	Herndon	Route 33 East of MAPLE
Bullard Ave crosstown	Herndon	ROUTE 39 improvements
BULLARD Ave, HERNDON & SIERRA	HERNDON / 99	route 58 need somethin??
Bullard Ave.	HERNDON / 99	rte 45
Bullard ave. east of Blackstone	HERNDON / GOLDEN STATE	run 24 hours
Bullard loop	Herndon and 99 area	running later
BULLARD West to East	herndon and clovis	rural area
bullard, herndon/99	HERNDON ave	rural areas

Comments Received (" - C)	Comments Received (C-M)	Comments (M-Y)
bus 33 needs to run later and to foster farms	HERNDON E/B to MAPLE	Rural areas
Bus 38 to go to shepard and cedar	HERNDON to MOROA	Rural areas
Bus 45 needs to run 30min	HERNDON W/B to 99, new shopping center	sanger
Bus 9, all the way down SHAW.	HERNDON W/B to 99, new shopping center	Sanger
Bus out to Clovis Community College	HERNDON W/B to new shopping center	Sanger
Bus routes to Sanger	HERNDON W/B to new shopping center on 99	SANGER
by route 12	Herndon/99 shopping center	Sanger, CA
By the airport and more further	Highway 180 & 168 old highway 99	Satisfied with the routes provided
calwa	I currently go to school here and I believe having a route there would be beneficial	schools
CALWA, JENSEN area, Sunnyside, childrens hospital	I don't know	Service is fine
Casinos	i don't know	Service on Bullard ave
ced	I don't know yet	shopping center at 99 & HERNDON W/B
ced	i dont know	south east area
CEDAR to CHAMPLAIN all the way	i dont know	South Fresno & greater Clovis area
Cedar/tulare	i dont really know where	Southeast Fresno (Towards Jensen and Clovis) / Clovis Avenue Route
Central & 99	i feel the bus already has ok routes	Southeast Fresno, Sunnyside area Church & Clovis Ave.!!!!
Central arca	I would like to ride late on the main lines.	Southeast/Southwest areas that don't have service.
central area	I'm sure you will decide whats best	ST AGNES HOSPITAL
Central district going towards Kerman	idk	Storcy Elementary
Central High school	Improve bus services to never be late	straight down Kings Canyon so i dont have to transfer
Central, and Fig Garden loop	in Clovis	Sunnyside area
change the time	in Clovis bus stops @ 3:30 on weekends.	Sunnyside area
CHERRY / NORTH AVE	in Clovis until 7pm on the weekend	Sunnyside Area, a quick and direct route north
CHERRY ave	In general, I would say to significant destinations on the edge of the city. The proposed route additions seem to do largely just that.	Temperance and North
CHESTNUT to JENSEN	in the area of West side	the less accessible areas in Fresno
Chestnut/Nees	in the area of West side	the timing because of work schedule from job
CHURCH ave	in the Clovis area	the transfer points Manchester destination is inconvenient
CHURCH ave	INCREASED SERVICE ON 45	to animal shelters
cities in county of Fresno	Island water park and surrounding neighborhoods. Grantland ave. Farther west on Ashlan Avenue.	to Clovis
CLINTON W/B to POLK ave	it pretty good now	To Fowler
CLINTON, WEST SIDE	It would be helpful if all buses came at least every 20 minutes, no matter the route.	to homeless shelters no bus stops
clovis	its good for now	towards cherry st
clovis	Jenen ave cedar to fowler to butler, there is NO BUS THERE AT ALL, houses etc and clovis businesses have no bus. Clovis ave is another.	towards Friant
clovis	JENSEN & ELM	TOWER DISTRICT
clovis	Jinei County is moving to Clovis (old Pelco Bldg) you need to increase 45 frequency	TVMS need to be fixed
clovis	Just have 26 go through riverpark past target like it used to	unkown
Clovis	KC and clovis, barstow and clovis	unsure
Clovis	KENNY ave / BELMONT & 168 / CLOVIS ave	up / down Clovis ave
Clovis	KINGS CANYON & FOWLER	Veterans Home
Clovis	Late Night	Visalia
Clovis	late night run	W.WHITESBRIDGE & MARKS
CLOVIS	late nights	W/B on ASHLAN
clovis and nees	Later night servi e to Westside Fresno, ie Route 20	wb herndon 99
Clovis area	later times	We need buses services acroos Dakota Street, next to Vallarta, and Fort Miller middle school.
clovis ave	latter weekends with wider coverage	Weldon

Comments Received (" - C)	Comments Received (C-M)	Comments (M-Y)
LOVIS ave	like to establishments that are hard to reach	West Fresno
CLOVIS ave	Literally everywhere in town.	West Fresno / cornellia McKinley Polk Shields
CLOVIS AVE	local	WEST FRESNO, CORNELIA / CLINTON
CLOVIS AVE	Madera	west fresno/ashlan
CLOVIS ave	Madera	west of 99
Clovis ave	Make weekend schedule more frequent.	west of 99
CLOVIS ave / SHAW to KINGS CANYON	MAPLE to HERNDON	West SHAW / GETTYSBURG
CLOVIS AVE from SHAW to K.C.	MARKS ave	West side / ELM st.
Clovis Ave going toward Shaw	MARKS north of SHAW	whitesbridge
CLOVIS AVE North & South	mckinely	willow
Clovis ave south of Shaw to kings canyon ave	MCKINLEY	Willow/International area of Northeast Fresno
Clovis Ave.	Mckinley	woodward park
Clovis ave. Shaw to Kings canyon	MCKINLEY	Woodward Park (Frint Rd), Palm & Nees.
Clovis Avenue	MCKINLEY	Woodward park area, north west fresno
Clovis Community area	MCKINLEY - from BLACKSTONE to PEACH	yes MCKINLEY bus & DAKOTA
CLOVIS COMMUNITY COLLEGE	McKinley and Maple area	yes, add more buses for 45
Clovis Community Hospital	MCKINLEY ave	You've already mentioned my consideration above, Herndon Avenue. * Thank You!
Clovis Community Hospital	MCKINLEY between CLOVIS to BLACKSTONE	You've got all the areas covered as long as they get approved
CLOVIS North of SHAW	MCKINLEY by CHESTNUT	more 33 till 7 or 8pm
clovis to fresno	McKinley East of Blackstone	More BRT lines on existing routes, later service.
CLOVIS to JENSEN	MCKINLEY W/B & MAPLE	more buses on BELMONT