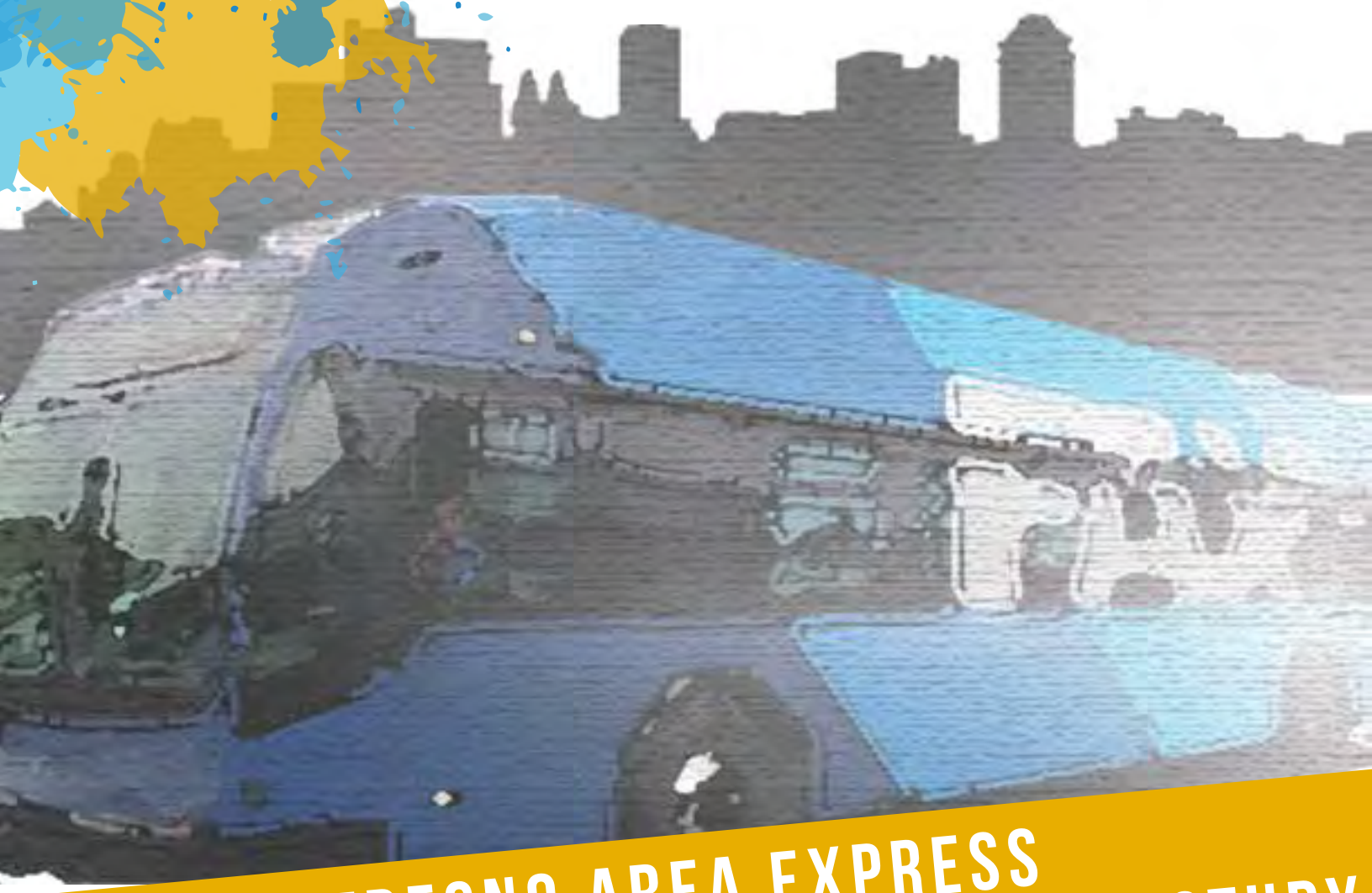
City of FRESNO

FAX FRESNO AREA EXPRESS



FRESNO AREA EXPRESS FIXED-ROUTE SYSTEM RESTRUCTURE STUDY

VRPA TECHNOLOGIES, INC.

mobility PLANNERS

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TRANSIT marketing

Fresno Area Express

FIXED-ROUTE SYSTEM RESTRUCTURE STUDY

Final Draft Report

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Executive Summary

Project Introduction

Fresno Area Express (FAX) is governed by the City of Fresno and is the largest public transportation provider in the Central San Joaquin Valley region, with 9.6 million annual boardings in Fiscal Year 2017 and an operating budget of approximately $36 million per year. FAX service consists of 16 fixed routes in the City of Fresno with three major hubs: the Downtown Transit Mall; the Manchester Transit Center along Blackstone Avenue north of downtown; and a transfer point at the River Park Shopping Center in north Fresno.

In 2014 the Fresno Council of Governments (Fresno COG) completed a Fresno Clovis Metropolitan Area (FCMA) Public Transportation Strategic Service Evaluation Project the purpose of which was to examine areawide travel patterns via extensive origin and destination studies, transit ride check and transfer studies, and public and stakeholder input with a goal of reducing transit travel times, and improving linkages to major trip generators. As a result of this planning effort, FAX is considering implementing a significant number of service improvements that were developed during the process. The proposed adjustments require a very thorough review with the community, stakeholders and policy makers.

Overall objectives of the Faster FAX Planning process included the following:

- ✓ Conduct a Service Equity Analysis of the purposed Faster FAX Plan for system changes, which includes an analysis of adverse effects relating to possible disparate impacts for minority populations and disproportionate burdens for low income populations.
- ✓ Prepare a Public Involvement Plan (PIP) that builds on the outreach and education strategies implemented during the Public Involvement phase of the FCMA Strategic Service Evaluation Project
- ✓ Implement the PIP to inform a wide range of people about the outcomes of the system evaluation effort and to ensure community stakeholders and residents are well engaged and informed about the impact of the proposed route changes.
- ✓ Provide direct community contact as the most effective way to get the project message out.
- ✓ Following the Title VI analysis, and initial public review, identify specific refinements to the Faster FAX Plan.
- ✓ Provide final review and adoption of the Faster FAX Plan.

Faster FAX

The Faster FAX network scenario entails near-term changes intended to improve the frequency of service to key destinations and high-density areas. These service changes are expected to generate more riders at lower costs per passenger compared to the current routes and schedules. The major changes included in the Faster FAX scenario, compared to the existing network (i.e., the network since the implementation of FAX Q Bus Rapid Transit (BRT) in February 2018) are:

- ✓ Extension of FAX 15 high-frequency service on route 38-Cedar for the entire length of the route. Today, 15-minute service is available only on Cedar Avenue between River Park and Jensen Avenue. In the Faster FAX scenario, 15-minute service is available during peak and rush hour on all segments of the route, including the portion between Jensen Avenue and Cedar Avenue and Downtown Fresno passing through southwest Fresno. The changes to Route 38 also include the discontinuation of the existing deviation of the route in southwest Fresno off Walnut Avenue along Church Avenue and Belgravia Avenue serving Computech Middle School. While this increases the walk distance required to access the route, the shorter wait provided by the enhanced frequency of Route 38 (as well as new Route 29 on Martin Luther King Jr. (MLK) Boulevard, described below) will provide faster travel times between this area and other parts of the city.
- ✓ Provide future service on MLK Boulevard in southwest Fresno with a new 15 minute pilot project, Route 29, by discontinuing Route 32 in this area from downtown in order to provide service from downtown to southwest Fresno along Fresno Street to MLK Boulevard to North Avenue to the Fresno Industrial Park area bounded by Freeways 41 and 99 south of Freeway 180, home to Amazon, Ulta, DHL, and other businesses. Route 32 will operate as usual until the pilot project in launched at a time to be determined later.
- ✓ Route adjustment to routes 9 and 39. The segment of Route 9 west of Brawley Avenue is discontinued, and Route 39 is extended north to serve the area west of Highway 99. The extended Route 39 would use the same alignment as the current Route 9, except that instead of using Polk Avenue to reach Shaw Avenue from Fairmont Avenue, the redesigned Route 39 would circulate around Polk Avenue, Gettysburg Avenue, and Hayes Avenue, extending bus service to Inspiration Park and the nearby neighborhoods for the first time. Service to the segments of Shields Avenue, Blythe Avenue, and Clinton Avenue currently served by the one-way turnaround loops of routes 9 and 39 would be discontinued.
- ✓ Route 26 is realigned at Chestnut Avenue, and would now run (described eastbound from Butler Avenue and Chestnut Avenue) south on Chestnut Avenue, east on Hamilton Avenue and north on Winery Avenue, before resuming its current route. This allows Route 26 to more directly serve the Senior Citizen's Village and commercial area at the intersection of Kings Canyon Road and Peach Avenue, which was previously served by the loop of Route 28 (discontinued with the implementation of FAX Q BRT service).
- ✓ Route 34 is realigned at its northern end, in order to facilitate a transfer with BRT and other FAX routes near River Park. Its existing north end one-way turnaround loop via Herndon Avenue, Cedar Avenue, Spruce Avenue, Millbrook Avenue, Nees Avenue, and First Street is replaced with two-way service to Riverpark via Millbrook Avenue and Alluvial Avenue. This improves access to both Kaiser Hospital and Saint Agnes Medical Center.
- ✓ Routes 33 and 35 would now operate every 30 minutes on Saturdays and Sundays, an increase from the current 45 or 60 minute headways each route runs on weekends today.

Figure 2 on page 19 displays route and bus frequency changes under Faster FAX in map form.

Title VI Service Equity Analysis

As a recipient of funding from the Federal Transit administration, FAX is required to comply with the Federal Transit Administration (FTA) Title VI Requirements and Guidelines, as detailed in FTA Circular 4702. 1B and authorized by the Civil Rights Act of 1964. For fixed transit providers operating more than fifty vehicles in peak service, these requirements include evaluating major service changes to determine whether those changes will have a discriminatory impact based on race, color, or national origin. This evaluation process is called a ***service equity analysis*** and requires development and adoption of multiple policies for conduct that is compliant with FTA guidance. The Title VI Service Equity Analysis prepared for FAX serves to discuss, evaluate, and recommend service equity analysis-related policies that have not yet been adopted by FAX.

The policies required to conduct a service equity analysis are:

- ✓ **Major Service Change Policy**: A major service change policy establishes a percentage threshold for what is a major service change. When that threshold is exceeded, it triggers a service equity analysis.
- ✓ **Disparate Impact Policy:** Disparate Impact is a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin. The disparate impact policy establishes a threshold for determining when a major service change has a disparate impact on minority populations.
- ✓ **Disproportionate Burden Policy:** Disproportionate Burden is a facially neutral policy or practice that disproportionately affects low income populations more than non-low income populations. The Disproportionate Burden Policy establishes a threshold for determining whether a major service change has a disproportionate burden on low income populations versus non-low income populations.

Peer Review of Service Equity Analysis Policies

The service equity analysis policies of six peer public transportation programs were reviewed to provide perspective on thresholds that may be appropriate for FAX. The six peer agencies were selected by FAX project staff and include Sun Tran, ABQ RIDE, Sun Metro, San Joaquin RTD, and Sacramento RT. Peers' policies are presented in the Title VI Service Equity Analysis section of this report. Review of these policies included noting the scale of thresholds for change or impact maintained by each peer; exemptions to agency-adopted policies; and criteria included in the policy. Policy considerations were developed from these observations to guide the FAX organization in developing its own Title VI service equity policies.

Drawn from these peer policy observations and informed by operational and demographic characteristics of the FAX public transportation program, recommended FAX service equity policies are presented below.

Major Service Change Policy

A Major Service Change adds or removes **25%** or more:

- ✓ Revenue miles on any route.
- ✓ Revenue hours on any route.

Recommended exemptions to the Major Service Change Policy are:

- ✓ Initiation /discontinuance of temporary or demonstration services lasting one (1) year or less.
- ✓ Initiation/discontinuance of any promotional fares.
- ✓ Changes to or suspension of routes due to natural or catastrophic disasters.
- ✓ Temporary route detours: short-term changes to a route caused by road construction, routine road maintenance, road closures, emergency road conditions, fiscal crisis, civil demonstrations, or any uncontrollable circumstance.
- ✓ Initiation/discontinuance of any Special Event Routing.

Disparate Impact Policy

A Disparate Impact exists if a major service change requires a minority population to bear adverse effects by **20%** 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 requires a low income population to bear adverse effects by **20%** or more than the adverse effects borne by the general population in the affected area.

Faster FAX Title VI Service Equity Analysis – Key Route Changes

Included in this discussion is a preliminary analysis of the impact of Faster FAX on the distribution of service to minority and low-income communities; an overview of impacts that would be anticipated with future service changes introducing adjustments to the network consistent with this scenario. The Title VI analysis module provided in the transit planning software package Remix was used to conduct this assessment. A detailed description of the methodology used for this analysis is described here: https://www.remix.com/title-vi and is summarized in Appendix B.

The flow chart in Figure 1 on page 11 below shows the steps necessary for conducting the Title VI Service Equity Analysis. In essence, the following questions need to be answered in sequential order:

1. Does the Faster FAX service change exceed the proposed major service change threshold policy of **25%** for one or more routes?
2. If yes to #1, does the Faster FAX service change require the minority population to bear adverse effects by **20%** or more than the effects borne by the general population?
3. If yes to #1, does the Faster FAX service change require the low income population to bear adverse effects by **20%** or more than the adverse effects borne by the general population?
4. If yes to #2 or #3, what are the service alternatives for a less discriminatory service change?

Of the changes included in Faster FAX, changes to three routes meet or exceed the Major Change threshold of +/- 25% change in annual revenue hours or miles. The routes exceeding this threshold are routes 9, 29/32 and 39; Route 9 is shortened, and Route 39 is extended to serve the segment of Route 9 where service is discontinued. The service level of this segment (30-minute frequency throughout the day, with 60-minute service in the evenings) remains the same. New Route 29, a high-frequency 15-minute pilot project connecting Downtown Fresno and the North Pointe Business Park located southwest of the

intersection of North Avenue and East Avenue, replaces route 32 south of Courthouse Park, and therefore the combined Route 29/32 exceeds the major change threshold of 25%.

Since Routes 9, 29/32 and 39 exceed the major service change threshold, the study analyzed if minority populations bear adverse affects by 20% or more than the effects borne by the general population. This analysis detailed in the body of the report, shows that the Faster FAX service has no disparate impact on minority populations that approach or exceed the 20% threshold.

Similarly, since Routes 9, 29/32 and 39 exceed the major service change threshold, the study examined whether the service changes on any of these three routes would cause low income populations to bear adverse affects 20% or greater than the effects borne by the general population. The analysis indicates that the Faster FAX service has no disproportionate burden on low income populations in Fresno.

With no disparate impact on minority populations and no disproportionate burden impact on low income populations, there is no need for FAX to make service adjustments to address any discriminatory issues under Title VI.

Public Involvement

Public involvement is a problem-solving approach, which brings together community members and planners to discuss complex issues facing the communities and their residents. Working together to achieve a common goal, this partnership encourages affected parties to bring forward unique ideas and solutions to potential issues. To assist with the outreach program for the Faster FAX Plan, a Public Involvement Plan (PIP) was developed that clarifies the outreach program so that affected agencies, and the public understood how they could become involved and provide input as the Plan was being developed. The purpose of the PIP was to ensure meaningful and sustained participation by the City's elected and appointed officials, stakeholders, residents, and businesses. FAX is committed to active communication with stakeholders, individuals, community leaders, and organizations to ensure that their experiences and opinions are heard and taken into account as part of the Plan's development.

The PIP proposes using a broad array of channels that will enable FAX to foster:

- ✓ Continuous public involvement from the start of the planning process to its completion (and beyond).
- ✓ Diverse participation that includes communities and populations that often go under-represented in similar initiatives.
- ✓ Broad understanding of the Faster FAX Plan at its various stages.

The PIP details the various mechanisms and strategies used to engage the public throughout the Faster FAX Plan outreach process. Providing the framework for achieving consensus and communicating the decision-making process between the general public, public agencies, and governmental officials, the PIP identified solutions for the Faster FAX Plan and lends credibility to key decisions made during the development process.

The public engagement process stemming from the PIP included the development of a project webpage, the use of social media and other media to engage the public. A total of eight (8) workshops were held as part of the outreach efforts for this study, with a total attendance of approximately 120 people. Materials were also disseminated at pop-up events at the Big Fresno Fair, Cencalvia Open Street, and the Veteran's

Day parade. The ultimate goal of the PIP was to provide affected agencies and the public opportunities throughout the process to influence the development of the Faster FAX Plan.

Onboard Survey

A survey of FAX passengers was conducted on four weekdays, a Saturday, and a Sunday between January 12th and January 18th, 2018, excluding the Martin Luther King Jr. holiday on January 15th. The survey sample included morning, midday, and evening runs. Onboard surveys were administered by a survey staff that were trained to ask every rider who appeared to be over the age of twelve to complete the questionnaire. When discussing the survey with FAX riders, the survey staff explained the purpose of the survey, offered a pencil, and were available to answer questions and assist as needed. Most survey staff were bilingual and those who were not were able to convey that the questionnaire was available in Spanish. Survey staff wore a smock identifying themselves as part of the transit survey team.

During the six days that the onboard survey was conducted, survey staff approached approximately 5,366 riders aged 12 or older. Of these, 2,904 accepted a questionnaire and 2,444 completed the questionnaire. Among the people who did not accept a questionnaire 366 were marked down as having a language barrier, 874 had already completed the survey, and 2,096 were general refusals. Of those eligible to complete the survey, the response rate was 45.5%. Additionally, on January 17th two survey staff distributed the survey to passengers boarding and alighting from FAX buses at the downtown transit center. Survey staff asked for and recorded the route number for each person that returned a survey. There were an additional 82 surveys collected at the transit center, and these surveys have been included as part of the onboard survey analysis.

Report Organization and Content

This report discusses the Title VI Service Equity Analysis and parameters (threshold, disparate impact, and disproportionate burden policies), and how they are applied to the analysis of the Faster FAX plan.

The next section describes the public involvement process used to engage stakeholders, residents, businesses, and other as part of the planning process. Included in this discussion is the development of a PIP, public participation objectives, and completed public involvement activities and results from these activities.

Lastly, this report examines the findings of the onboard survey and related surveys conducted to gauge public feedback on the proposed service changes. This summary covers the methodology used for the onboard survey, and details how riders use FAX, rider demographics, service ratings, potential improvements and other areas probed in the surveys.

Title VI Service Equity Analysis

Introduction

As a recipient of funding from the Federal Transit Administration (FTA), FAX is required to comply with FTA's Title VI Requirements and Guidelines, as detailed in FTA Circular 4702.1B. For fixed transit providers operating more than fifty vehicles in peak service, these requirements include evaluating major service changes to determine whether those changes will have a discriminatory impact based on race, color, or national origin.

FAX has developed a 2016 Title VI Report demonstrating its compliance with Title VI requirements. The Title VI report includes how FAX complies with general reporting requirements and requirements for fixed route providers. While the requirement to evaluate service changes is addressed, including a discussion of FAX's locally developed process for evaluating service changes, some elements expressed in FTA C4702.1B are not included.

This Title VI Service Equity Analysis serves to discuss, evaluate, and recommend the additional service equity analysis-related policies that have not yet been adopted by FAX. A complete copy of the Title VI Service Equity Analysis Policies Working Paper can be found in Appendix A.

The recommendations were formulated in a meeting of the FAX representatives and consulting team. Both the peer analysis and public input received during the public participation process were considered.

Title VI Service Equity Analysis Requirements and Policies

FTA requirements for evaluating major service changes include developing the following policies:

- ✓ Major Service Change Policy.
- ✓ Disparate Impact Policy.
- ✓ Disproportionate Burden Policy.

These policies must be developed with public input. Details about service equity analysis policies are provided below. The basis of Title VI and definitions of the three service equity policies were summarized in boards and handouts in English and Spanish and presented at eight community workshops.

Major Service Change Policy

A major service change policy ***establishes a percentage threshold for what is a major service change***. When that threshold is exceeded, it triggers a service equity analysis.

A major service change policy is typically presented as a numerical standard, such as a change that affects "x" percent of a route or "x" number of route miles or hours. There can also be a threshold for the number of people affected. It can be route-specific or systemwide. If the threshold is exceeded, then a service equity analysis is required for disparate impacts for minority populations and disproportionate burden for low income populations.

Disparate Impact Policy

Disparate Impact is a ***facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin***.

The Disparate Impact Policy establishes a threshold for determining when a major service change has a disparate impact on minority populations. That is, do minority populations bear more of the impacts than nonminority populations?

Disproportionate Burden Policy

Disproportionate Burden is a ***facially neutral policy or practice that disproportionately affects low income populations*** more than non-low income populations.

The Disproportionate Burden Policy establishes a threshold for determining whether a major service change has a disproportionate burden on low income populations versus non-low income populations. That is, do low income populations bear more of the impacts than non-low income populations?

The Disproportionate Burden Policy applies only to low income populations that are not also minority populations.

Title VI Target Populations

Title VI protects individuals from discrimination based on their race, color, or national origin. While low income populations are not specifically protected under Title VI, this population must be considered when evaluating service changes. FTA C 4702.1B states that, "recognizing the inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent, FTA requires transit providers to evaluate proposed service and fare changes to determine whether low income populations will bear a disproportionate burden of the changes", (Chapter IV-11).

Defining Minority Population

Minority population means any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, are geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed Federal Department of Transportation program, policy, or activity.

Minority persons include the following:

- ✓ American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
- ✓ Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- ✓ Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
- ✓ Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- ✓ Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

Defining Low Income Population

Low income population refers to any readily identifiable group of low income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.

Low income person means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines of 150 percent of the poverty line. Based upon 2017 Federal Poverty Levels, this would reflect an income of less than $18,090 for a single individual and less than $36,900 for a family of four.

Title VI Service Equity Analysis Process

FTA Title VI regulations provide guidelines for the development of the required Title VI service equity analysis procedures and the conduct of a service equity analysis. This process, also presented in Figure 1, is summarized below:

- ✓ The transit provider must develop a Major Service Change Policy to identify what changes are considered "major." Service changes that meet this threshold are subject to a service equity analysis.
  - The transit provider shall engage the public in the decision-making process to develop the Major Service Change Policy.
- ✓ The transit provider must develop a Disparate Impact Policy to establish a threshold for determining when adverse effects of service changes are borne disproportionately by minority populations.
  - The transit provider shall engage the public in the decision-making process to develop the Disparate Impact Policy.
- ✓ The transit provider must develop a Disproportionate Burden Policy to establish a threshold for determining when adverse effects of service changes are borne disproportionately by low income populations.
  - The transit provider shall engage the public in the decision-making process to develop the Disproportionate Burden Policy.

- The transit provider's approval of these policies must be included in the provider's Title VI Program.

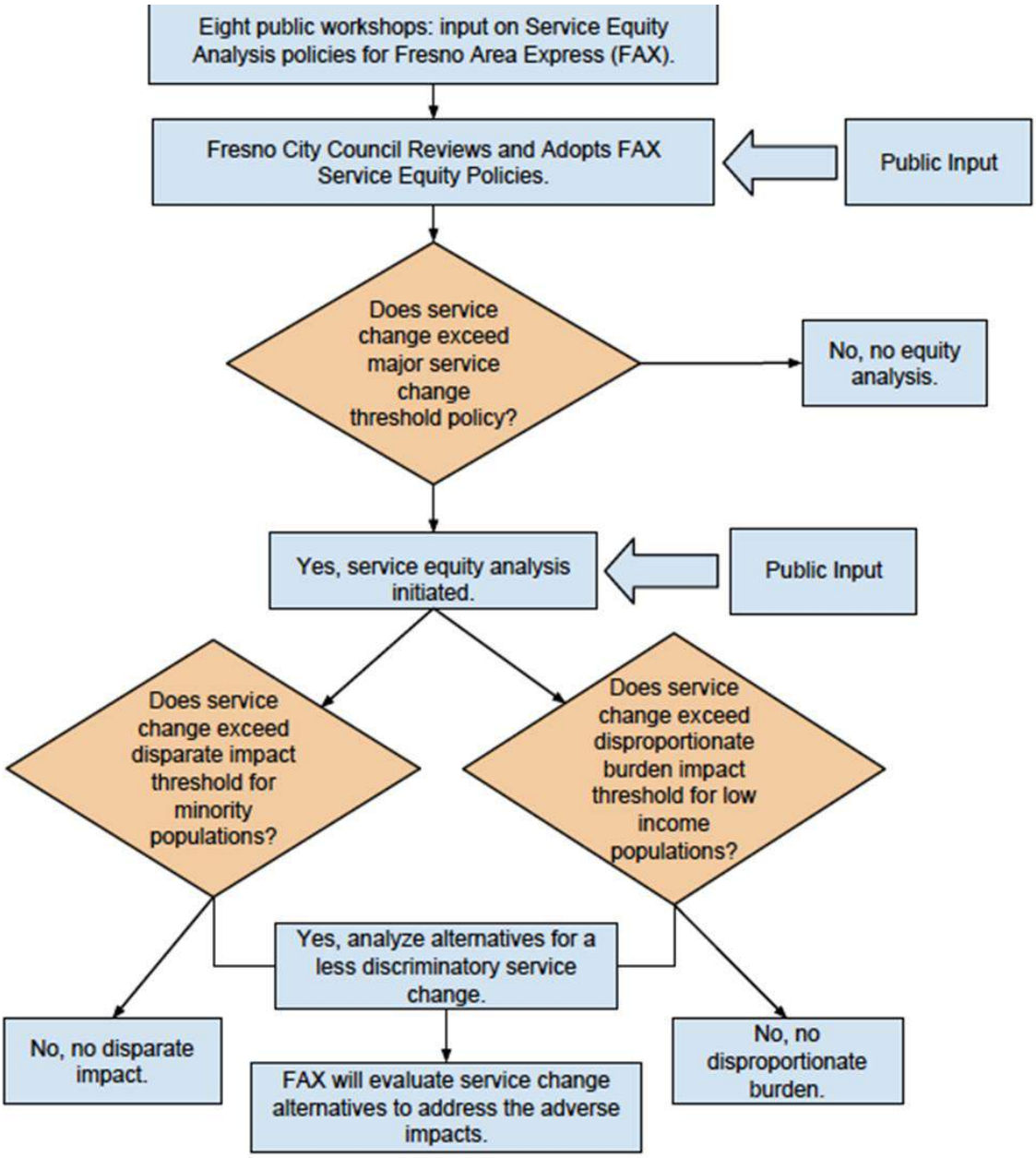
✓ When the transit provider is considering changes that meet the established major service change policy, the transit provider must conduct a service equity analysis.

- A service equity analysis shall include evaluating the impacts of proposed service changes on minority and low-income populations and use the established thresholds to determine if any of the impacts will result in disparate burdens on minority populations or disproportionate burdens on low income populations
- The transit provider must develop written procedures for evaluation of service changes consistent with FTA C 4702. 1B, Chapter IV, Section 7. Framework for these procedures are detailed in FTA C 4702. 1B.

✓ If the threshold for disparate impacts or disproportionate burdens has been exceeded, the transit provider will take steps to avoid, minimize, or mitigate impacts where practicable.

- Where disparate impacts are identified, the transit provider shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including any less discriminatory alternatives that may be available.
- The transit provider may implement the service change only if the transit provider has a substantial legitimate justification for the proposed service change, and the transit provider can show that there are no alternatives that would have a less disparate impact
- Additional requirements for analyzing and implementing alternatives are detailed in FTA C 4702. 1B, Chapter IV, Section 7.
- The written procedures and results of equity analyses and the board's consideration, awareness, and approval of the analysis shall be included in the transit provider's Title VI Program.

Figure 1 - Title VI Service Equity Analysis Process Flowchart



Review of Peer Policies

Introduction

The Title VI service equity analysis policies of several of FAX's peers were reviewed to understand how similar agencies identify these policies. The six peer agencies were selected by FAX project staff and include Sun Tran, ABQ RIDE, Sun Metro, San Joaquin RTD, and Sacramento RT. The Title VI Program and polices of a seventh peer, Modesto Area Express, was reviewed but not included in this analysis as they are not required to develop these policies based on the number of vehicles they operate.

Peer Major Service Change Policies

Observations

Observations from the review of Peer Major Service Change Policies, as shown in Table 1, included:

- ✓ All peer policies for major service changes are at the individual route level.
- ✓ Peer policies demonstrate how thresholds can apply to multiple criteria, such as revenue hours; revenue miles; route length; bus stops; or ridership. All peers used more than one criterion to define major service change.
- ✓ Major service change includes reductions and increases in service.
- ✓ The threshold for determining a major service change varies among peers from 15 percent change to 35 percent change on any route, including new and existing.
- ✓ Five of the six peers (all Peers except ABQ Ride) identify exemptions to their Major Service Change Policy, including changes to demonstration, temporary, or special event services and changes due to emergencies or natural disasters.

Policy Considerations

The adopted major service policy should clearly state that:

- ✓ ***The percentage change that is considered "major."*** A 25% percent threshold seems to be a reasonable threshold for being a major change and is the midpoint of peer agencies.
- ✓ ***Major change is at the route level.***
- ✓ ***The service parameters to be included.*** Keeping it simple as RTD in Stockton has done is one clear option. Including: 1) the number of route miles of a route and 2) daily revenue miles provides two simple parameters as part of the policy.
- ✓ ***The exemptions that FAX would like to include in the policy.*** At a minimum, these exemptions should be included:
  - Emergency changes due to forces of nature.
  - Temporary route detours.
  - Elimination of a demonstration or pilot route lasting 1 year or less.
  - Initiation/discontinuance of any promotional fares.

Table 1 - Peer Major Service Change Policies

Peer Agencies	Major Service Change Thresholds	Exemptions
Sun Tran Tucson, AZ	A Major Service Change adds or removes **25% or more** of the: 1. Revenue miles on any route; 2. Revenue hours on any route; 3. Ridership on any route.	1. Initiation/discontinuance of temporary or demonstration services. 2. Initiation/discontinuance of any promotional fares. 3. Natural or catastrophic disasters. 4. Temporary route detours.
ABQ RIDE Albuquerque, NM	A Major Service Change increases or decreases service on any route by **35% or more** of the: 1. Revenue hours of service; 2. Service to bus stops on that route.	N/A
GET Bus Bakersfield, CA	A Major Service Change is the establishment of a new transit route, or increases or decreases of **25% or more** of: 1. Route length of a route; 2. Revenue miles on a route; 3. Revenue hours on a route.	1. Discontinuance of temporary services. 2. Adjustments during new line "Break-In" period. 3. Forces of nature. 4. Competing infrastructure failures. 5. Reductions to overlapping services.
Sun Metro El Paso, TX	A Major Service Change is a reduction or increase of **30% or more** in: 1. Revenue miles on any service area or route; 2. Revenue hours on any service area or route.	1. Changes to routes with fewer than 20 total trips. 2. Introduction/discontinuation of short/limited-term service. 3. Sun Metro-operated transit service replaced by different mode or operator. 4. Deactivation of routes with fewer than 10 passengers/hour or 1.0 passengers/mile after 6 months.
San Joaquin RTD Stockton, CA	A Major Service Change increases or reduces **25% or more** of: 1. Daily revenue miles of a route; 2. The number of transit route miles of a route.	1. Experimental or emergency service. 2. Standard seasonal variations in service.
Sacramento RT Sacramento, CA	A Major Service Change: 1.Creation of any new bus route exceeding **150 daily revenue miles**; 2. Creation of any new light rail route or extension of any existing light rail routes; 3. Any change to an existing bus or light rail route that affects **15% or more** of daily revenue miles.	1. Elimination of routes according to RT's route sunset process. 2. Creation/alteration/elimination of a supplemental route 1. 3. Emergency changes. 4. Creation/alteration/elimination of temporary/demonstration service lasting 1 year or less. 5. Creation/alteration/elimination of special event service.

Recommendation for Major Service Change Policy

A Major Service Change adds or removes 25% or more:

- ✓ Revenue miles on any route.
- ✓ Revenue hours on any route.

Recommended exemptions to the Major Service Change Policy are:

- ✓ Initiation /discontinuance of temporary or demonstration services lasting one (1) year or less.
- ✓ Initiation/discontinuance of any promotional fares.
- ✓ Changes to or suspension of routes due to natural or catastrophic disasters.
- ✓ Temporary route detours: short-term changes to a route caused by road construction, routine road maintenance, road closures, emergency road conditions, fiscal crisis, civil demonstrations, or any uncontrollable circumstance.
- ✓ Initiation/discontinuance of any Special Event Routing.

Peer Disparate Impact Policies

Observations

The review of Peers' Disparate Impact Policies, as shown in Table 2, yielded the following observations:

- ✓ Three of the six peers (Sun Tran; Sun Metro; Sacramento RT) analyze the impact of changes to the minority population compared to the impact on the general population.
- ✓ Two peers (ABQ Ride; Get Bus) analyze impact of changes to the minority population compared to the size of the minority population in the service area.
- ✓ One peer (San Joaquin RTD) has classified routes as minority or non-minority. To identify disparate impact, they analyze change to vehicle revenue miles on affected minority-classified routes compared to change to vehicle revenue miles on affected non-minority-classified routes.
- ✓ The threshold for identifying a disparate impact varies among peers from 10 percent to 25 percent.

Policy Considerations for Disparate Impact

The disparate impact policy should include:

- ✓ ***The population that the minority population is compared to.*** The whole rationale of the service equity analysis is to ensure that discrimination against minority populations along route does not occur. The best basis for this comparison would appear to be the comparison with either non-minority populations or the general population.
- ✓ ***The percentage change threshold that when exceeded would be a disparate impact.*** Overall, a 10% threshold seems low and a 25% disparate impact seems like a very high bar for a disparate impact. A disparate impact of 15% to 20% would seem like a reasonable threshold.

Table 2 - Peer Disparate Impact Policies

Peer Agencies	Disparate Impact Policy (Minority only or Minority and Low income)
Sun Tran Tucson, AZ	A Disparate Impact exists if a major service change requires a minority population to bear adverse effects by **20%** or more than the adverse effects borne by the general population.
ABQ RIDE Albuquerque, NM	A Disparate Impact exists when the percent of minorities adversely affected by a major service change is greater by **10%** than the average percent of minorities in the service area.
GET Bus Bakersfield, CA	A Disparate Impact exists when the minority population adversely affected by a major service change is more than **10%** than the average minority population in the service area.
Sun Metro El Paso, TX	A Disparate Impact exists if a major service change requires a minority population to bear adverse effects over **25%** than the adverse effects borne by the general population.
San Joaquin RTD Stockton, CA	A Disparate Impact exists if the percentage of vehicle revenue hours on minority-classified routes affected by the major service change is at least **25%** higher than the vehicle revenue hours on non-minority-classified routes affected by the major service change.
Sacramento RT Sacramento, CA	A Disparate Impact exists if a major service change requires a minority population to bear adverse effects by **15%** or more than the adverse effects borne by the general population.

Recommendation for Disparate Impact Policy

A Disparate Impact exists if a major service change requires a minority population to bear adverse effects by **20%** or more than the adverse effects borne by the general population in the affected area.

Peer Disproportionate Burden Policies

Observations

The review of Peers' Disproportionate Burden Policies, depicted in Table 3, yielded the following observations:

- ✓ Three of the six peers (Sun Tran; Sun Metro; Sacramento RT) analyze the impact of changes to the low income population compared to the impact on the general population.
- ✓ Two peers (ABQ Ride; Get Bus) analyze impact of changes to the low income population compared to the size of the low income population in the service area.
- ✓ One peer (San Joaquin RTD) has classified routes as below-poverty-level or above-poverty-level. To identify disproportionate burden, they analyze change to vehicle revenue miles on affected on below-

poverty-level-classified routes compared to change to vehicle revenue miles on affected above-poverty-level-classified routes.

- ✓ The threshold for identifying a disproportionate burden varies among peers from 10 percent to 25 percent.

Policy Considerations for Disproportionate Burden

The disproportionate burden policy should include:

- ✓ ***The population that the low income population is compared to.*** The purpose of the service equity policy is to ensure lack of discrimination against low income populations. It would make sense to compare the low income population compared to the general population.
- ✓ ***The percentage threshold that when exceeded would be a disproportionate burden.*** This should likely be the same percentage established for disparate impact of 15% to 20% but FAX has the option of considering alternative thresholds.

Table 3 - Peer Disproportionate Burden Policies

Peer Agencies	Disproportionate Burden Policies (Low income only)
Sun Tran Tucson, AZ	A Disproportionate Burden exists if a major service change requires a low income population to bear adverse effects by **20%** or more than the adverse effects borne by the general populations.
ABQ RIDE Albuquerque, NM	A Disproportionate Burden exists when the percent of low income households adversely affected by a major service change is greater by **10%** than the average percent of low income households in the service area.
GET Bus Bakersfield, CA	A Disproportionate Burden exists when the low income population adversely affected by a major service change is more than **10%** than the average low income population of the service area.
Sun Metro El Paso, TX	A Disproportionate Burden exists if a major service change requires a low income population to bear adverse effects over **25%** than the adverse effects borne by the general population.
San Joaquin RTD Stockton, CA	A Disproportionate Burden exists if the percentage of vehicle revenue hours on below-poverty-level classified routes affected by the major service change is at least **25%** higher than the percentage of vehicle revenue hours on above-poverty-level classified routes affected by the major service change.
Sacramento RT Sacramento, CA	A Disproportionate Burden exists if a major service change requires a low income population to bear adverse effects by **15%** or more than the adverse effects borne by general populations.

Recommendation for Disproportionate Burden Policy

A Disproportionate Burden exists if a major service change requires a low income population to bear adverse effects by **20%** or more than the adverse effects borne by the general population.

Title VI Analysis of "Faster FAX' Network Redesign Scenario

An analysis of the impact of potential future service adjustments on minority, low-income and general populations served by FAX was conducted to gauge the degree to which the changes to the network currently under consideration would impact different groups. This analysis compared a model of the existing network to a future redesign scenario called "Faster FAX", key elements of which were presented to the public in meetings, public workshops, and pop-up events. This scenario was designed to introduce elements of the 2015 "Strategic Service Enhancement" network into the system as currently operated.

Faster FAX

The Faster FAX network scenario describes a set of possible changes to the FAX network intended to improve the frequency of service to key destinations and high-density areas capable of generating high ridership per unit cost. Elements of this scenario are likely to be implemented by FAX in the future, though the ultimate design of the service to be implemented will depend on currently-available operational resources and the time of the service change in which they are introduced.

The major changes included in the Faster FAX scenario, compared to the existing network (i.e., the network since the implementation of FAX Q BRT in February 2018) are:

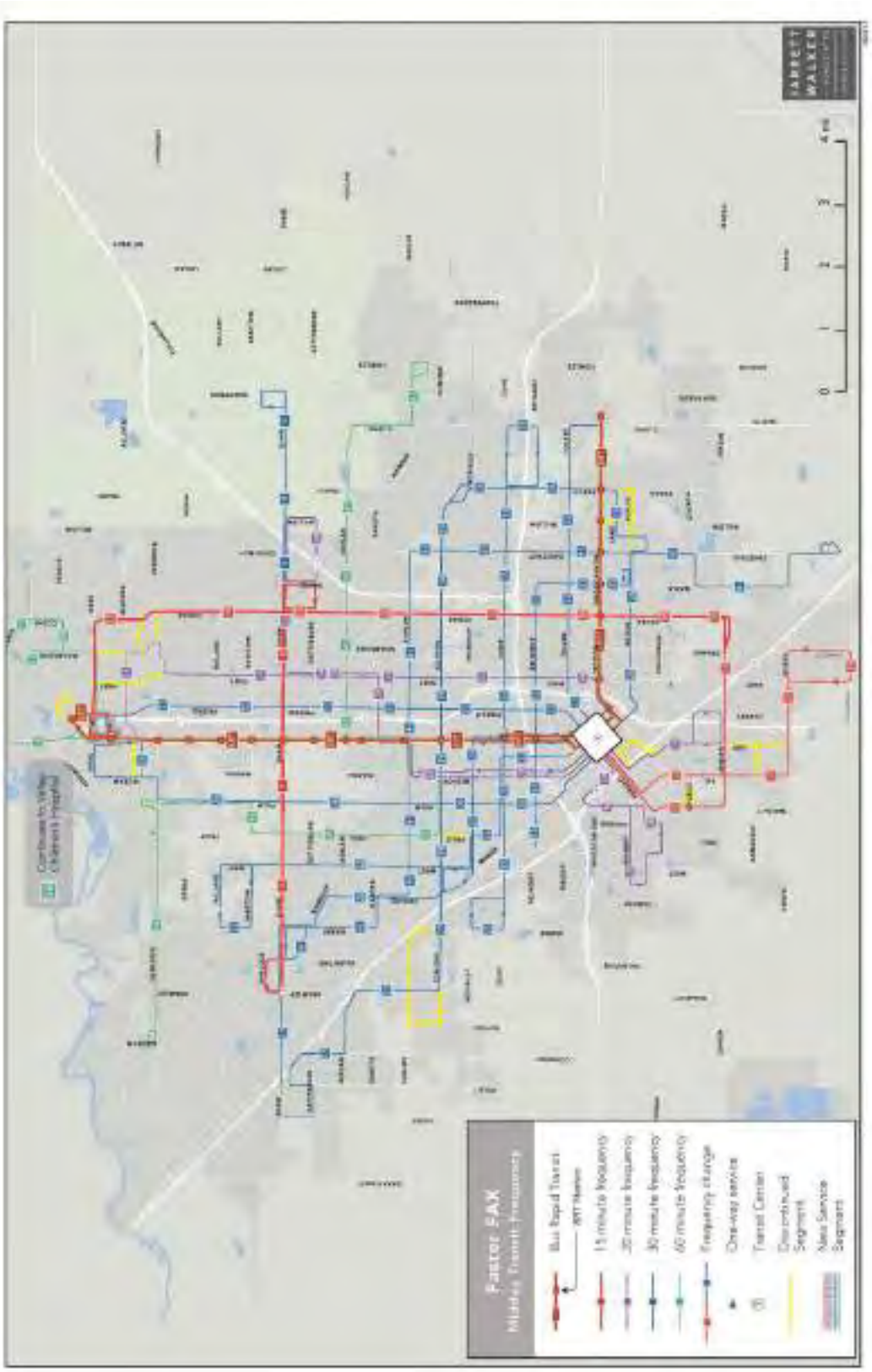
- ✓ Extension of FAX 15 high-frequency service on route 38-Cedar for the entire length of the route. Today, 15-minute service is available only on Cedar Avenue between River Park and Jensen Avenue. In the Faster FAX scenario, 15-minute service is available during peak and rush hour on all segments of the route, including the portion between Jensen Avenue and Cedar Avenue and Downtown Fresno passing through southwest Fresno. The changes to Route 38 also include the discontinuation of the existing deviation of the route in southwest Fresno off Walnut Avenue along Church Avenue and Belgravia Avenue serving Computech Middle School. While this increases the walk distance required to access the route, the shorter wait provided by the enhanced frequency of Route 38 (as well as new Route 29 on Martin Luther King Jr. (MLK) Boulevard, described below) will provide faster travel times between this area and other parts of the city.
- ✓ Provide future service on MLK Boulevard in southwest Fresno with a new 15 minute pilot project, Route 29, by discontinuing Route 32 in this area from downtown in order to provide service from downtown to southwest Fresno along Fresno Street to MLK Boulevard to North Avenue to the Fresno Industrial Park area bounded by Freeways 41 and 99 south of Freeway 180, home to Amazon, Ulta, DHL, and other businesses. Route 32 will operate as usual until the pilot project in launched at a time to be determined later.
- ✓ Route adjustment to routes 9 and 39. The segment of Route 9 west of Brawley Avenue is discontinued, and Route 39 is extended north to serve the area west of Highway 99. The extended Route 39 would use the same alignment as the current Route 9, except that instead of using Polk Avenue to reach Shaw Avenue from Fairmont Avenue, the redesigned Route 39 would circulate around Polk Avenue, Gettysburg Avenue, and Hayes Avenue, extending bus service to Inspiration Park and the nearby

neighborhoods for the first time. Service to the segments of Shields Avenue, Blythe Avenue, and Clinton Avenue currently served by the one-way turnaround loops of routes 9 and 39 would be discontinued. This service adjustment is mapped in detail in Figure 2.

- ✓ Route 26 is realigned at Chestnut Avenue, and would now run (described eastbound from Butler Avenue and Chestnut Avenue) south on Chestnut Avenue, east on Hamilton Avenue and north on Winery Avenue, before resuming its current route. This allows Route 26 to more directly serve the Senior Citizen's Village and commercial area at the intersection of Kings Canyon Road and Peach Avenue, which was previously served by the loop of route 28 (discontinued with the implementation of FAX Q BRT service).
- ✓ Route 34 is realigned at its northern end, in order to facilitate a transfer with BRT and other FAX routes near River Park. Its existing north end one-way turnaround loop via Herndon Avenue, Cedar Avenue, Spruce Avenue, Millbrook Avenue, Nees Avenue, and First Street is replaced with two-way service to Riverpark via Millbrook Avenue and Alluvial Avenue. This improves access to both Kaiser Hospital and Saint Agnes Medical Center.
- ✓ Routes 33 and 35 would now operate every 30 minutes on Saturdays and Sundays, an increase from the current 45 or 60 minute headways each route runs on weekends today.

A map of Faster FAX is shown below in Figure 2. This map color codes each line by its midday frequency, the level of service that would be available between approximately 10 am and 3 pm. Dashed lines represent segments of new service (new routing or major frequency changes), while yellow lines represent currently served segments where service would be discontinued.

Figure 2 - Faster FAX Network Scenario



Faster FAX Title VI Service Equity Analysis

This section provides the analysis of the impact of Faster FAX on the distribution of service to minority and low-income communities, an overview of impacts that would be anticipated with future service changes introducing adjustments to the network consistent with this scenario. The Title VI analysis module provided in the transit planning software package Remix was used to conduct this assessment. A detailed description of the methodology used for this analysis is described here: https://www.remix.com/title-vi and is summarized in Appendix B.

The flow chart in Figure 1 shows the steps necessary for conducing the Title VI Service Equity Analysis. In essence, the following questions need to be answered in sequential order:

1. Does the Faster FAX service change exceed the proposed major service change threshold policy of **25%** for one or more routes?
2. If yes to #1, does the Faster FAX service change require the minority population to bear adverse effects by **20%** or more than the effects borne by the general population?
3. If yes to #1, does the Faster FAX service change require the low income population to bear adverse effects by **20%** or more than the adverse effects borne by the general population?
4. If yes to #2 or #3, what are the service alternatives for a less discriminatory service change?

1. Does the Faster FAX service change exceed the proposed major service change threshold policy of 25% for one or more routes?

To answer question #1, Table 4 below shows the change in the distribution of service for the Existing System compared to Faster FAX. The far right column indicates whether or not the proposed 25% major service change threshold policy by route has been exceeded.

Of the changes included in Faster FAX, changes to three routes meet or exceed the Major Change threshold of +/- 25% change in annual revenue hours or miles. The routes exceeding this threshold are routes 9, 29/32 and 39; Route 9 is shortened, and Route 39 is extended to serve the segment of Route 9 where service is discontinued. The service level of this segment (30-minute frequency throughout the day, with 60-minute service in the evenings) remains the same. New Route 29, a high-frequency 15-minute pilot project connecting Downtown Fresno and the North Pointe Business Park located southwest of the intersection of North Avenue and East Avenue, replaces route 32 south of Courthouse Park, and therefore the combined Route 29/32 exceeds the major change threshold of 25%.

Table 4 - Change in Distribution of Service by Route

	Existing Network (Actual Annual Revenue Hours and Miles from Trapeze Export)		Faster FAX (Estimated Annual Revenue Hours and Miles)		% Change Revenue Hours and Miles		
Route	Revenue Hrs.	Revenue Miles	Revenue Hrs.	Revenue Miles	% Change Revenue Hours	% Change Revenue Miles	Meets or Exceeds Major Changes Threshold (+/- 25%)?
1	70285	764299	70285	764299	0%	0%	
9	36813	418247	30249	303504	-18%	-27%	✓
20	15105	186913	16056	196097	6%	5%	
22	24337	298409	24768	291822	2%	-2%	
26	27006	345523	30120	333179	12%	-4%	
28	37674	413402	39786	394852	6%	-4%	
29/32	25541	269995	40716	247651	59%	47%	✓
33	7981	97841	8226	101756	3%	4%	
34	33339	356457	36720	386251	10%	8%	
35	13772	167338	13692	159208	-1%	-5%	
38	41708	551457	48423	662261	16%	20%	
39	14772	161143	23825	296008	61%	84%	✓
41	26473	330283	30120	335508	14%	2%	
45	13227	186316	13194	184299	0%	-1%	
58	3916	65493	3786	64324	-3%	-2%	
Total	391950	4613115	429966	4869895	10%	6%	

2. Since Routes 9, 29/32 and 39 exceed the major service change threshold, does the Faster FAX service change on any of these three routes the minority population to bear adverse affects by 20% or more than the effects borne by the general population?

Table 5 is a summary of the disparate impact analysis for Routes 9, 29/32, and 39. On Route 9, minorities bear an 8.4% disparate impact compared to the general population, but is significantly less than the 20% disparate impact threshold. Routes 29/32 and 39 have a positive impact on minority populations with Faster FAX providing a higher level of service to minority populations than the general public. An example of these improved service levels is the 15-minute service on the new Route 29 from Courthouse Park to North Pointe Business Park via Fresno Street, Martin Luther King (MLK) Boulevard, North Avenue, Orange Avenue, Central Avenue and East Avenue.

Table 5 – Disparate Impact on Minority Populations

Route	Disparate Impact for Minorities*	Exceeds 20% Threshold?
9	8.42%	No
29/32	-8.43%	No
39	-0.81%	No

* % impact borne more by minorities compared to general public. Negative percentage means minorities bear less Burden or benefit more that general population

An important finding of the analysis is that the Faster FAX service has no disparate impact on minority populations that exceed the 20% threshold.

3. Since Routes 9, 29/32 and 39 exceed the major service change threshold, does the Faster FAX service change on any of these three routes the low income population to bear adverse affects by 20% or more than the effects borne by the general population?

On Routes 9 and 39, there is about a 1% disproportionate burden on low income populations compared to the general public, as seen in Table 6. The reconfigured Routes 29/32 has a positive impact on low income populations. This is also very likely due to the improved service level of 15-minute service on the new Route 29.

Table 6 – Disproportionate Burden On Low Income Populations

Route	Disproportionate Burden Low Income*	Exceeds 20% Threshold?
9	0.93%	No
29/32	-5.76%	No
39	1.28%	No

* % impact borne more by low income individuals compared to general public. Negative percentage means low income individuals bear less burden than general population or benefit more than the general population.

An important finding of the analysis is that the Faster FAX service has no disproportionate burden on low income populations in Fresno.

With no disparate impact on minority populations and no disproportionate burden impact on low income populations, there is no need for FAX to make service adjustments to address any discriminatory issues.

Public Involvement

Public involvement is a problem-solving approach, which brings together community members and planners to discuss complex issues facing the communities and their residents. Working together to achieve a common goal, this partnership encourages affected parties to bring forward unique ideas and solutions to potential issues. As each community member is different, so too are their hopes and aspirations and the ways to implement them. By listening to each other, the decisions generated will reflect the greater community at large.

The process of community engagement is most successful when the process is transparent with access to decisions, services, and information for all interested stakeholders and community members. The active participation of the community ensures that the outcomes are better tuned to meeting the community's needs today and into the future. State and federal transportation laws, regulations, policies, and guidance require and encourage public involvement throughout the planning process, particularly in regard to environmental justice populations and underserved communities, including low-income and minority populations.

Public Involvement Plan

It was vital to have a written document that clarifies the outreach program for the Faster FAX Plan so that FAX and other affected agencies, and the public understood how they could become involved and provide input during the Plan development process. Hence, a Public Involvement Plan (PIP) was prepared that clarifies the outreach program.

It was critical to communicate recommended changes to the FAX transit network and the public in a timely and effective manner. A major goal of the plan was to reach out to nontraditional as well as traditional audiences to include them in the implementation process. Lack of information or understanding of how the system works is often a significant barrier to utilization.

The aim of the PIP was to connect with community stakeholders; including community members, schools, public agencies, underserved populations, business community, and community-based organizations, youth, seniors, and elected officials. An integral part of a plan was to reach bus passengers, businesses, and property owners, particularly near the transit routes. The database of contacts developed during the public involvement phase of the FCMA Strategic Service Evaluation Project and the Consultant Team's existing databases covering Fresno served as the mailing list for meetings, announcements, newsletters, project documents and other initial project notices. A key stakeholder lists was also developed and used to keep all stakeholders up to date on the proposed changes.

Multiple public involvement and information strategies and activities were conducted to support the separate branding strategy, route changes and generate interest and participation from the community. Key among the strategies was a basic customer opinion survey as part of the plan to obtain an early indication of public feedback on the proposed changes.

Public Participation Objectives

For the public and agencies to effectively evaluate and comment on the Faster FAX Plan, they must be adequately informed about the study and understand the details associated with the analysis. The PIP is designed to provide a roadmap for the process that maximizes public engagement and information, and at the same time create opportunities for stakeholders and interested members of the public to provide input. The objectives of the PIP included:

- ✓ Identify effective coordination and communication with affected public agencies.
- ✓ Ensure broad-based involvement in the Plan development process.
- ✓ Engage a variety of interests and stakeholders, as well as the public-at-large, especially those who have not been involved in the outreach process historically.
- ✓ Provide meaningful opportunities for involvement and input before, after, and during Workshops covering seven (7) geographic areas or "communities" within the City of Fresno.
- ✓ Listen to and fully consider participants' comments and concerns while at the same time documenting the issues.
- ✓ Ensure that expectations and the desires of the public, stakeholders, and the elected officials are met.
- ✓ Educate the community by helping it envision the Faster FAX System.
- ✓ Maximize engagement opportunities and disseminate Project information in a proactive and timely manner.
- ✓ Provide clear, concise information regarding the project.
- ✓ Build awareness among the general public and decision makers utilizing innovative methods and combinations of different public engagement techniques.
- ✓ Establish opportunities for early and continuing public engagement and provide adequate notice.
- ✓ Provide the public a reasonable opportunity to comment on the proposed Plan by utilizing methods, aside from traditional public meetings, such as email correspondence and web-based outreach strategies.

Public Engagement Activities

As part of the Faster FAX Plan development process, the Project Team utilized several participation and communication methods to ensure that continuous public access to Project information was provided throughout the planning process.

It is important to ensure that the public, interested parties, and stakeholder groups have ample opportunities to provide informed input throughout the planning process. For this to happen a variety of public engagement activities were used to reach each different audience in the most effective manner. Factors considered in determining the most appropriate public engagement tool included the size and type of audience, level, awareness and knowledge of transportation issues, geographic distributions, and preferred formats. The most effective public engagement efforts use a combination of methods and

technologies to convey and receive information; build awareness; provide resources; and develop relationships. The public outreach methods used to keep the public informed were:

- ✓ PIP.
- ✓ Stakeholder Database.
- ✓ Project Webpage.
- ✓ Media Relations.
- ✓ Fact Sheets/Brochures.
- ✓ Surveys.
- ✓ Public Workshops.
- ✓ Stakeholder Meetings and Interviews.
- ✓ Pop-Up Events and Materials.
- ✓ Staffing public information booths at key transit centers and high-volume locations.

A complete copy of the Public Outreach Synopsis for this effort can be found in Appendix C.

Completed Public Involvement Activities

One of the major components of the planning process being used to help inform the development of the Faster FAX Plan is receiving comments and input from the public. To help achieve public input during this phase of the project, the Project Team participated in multiple outreach activity events in October through December 2017. These outreach events included public workshops, pop-up events, and a media event. Public workshops allowed the Project team an opportunity to hear from and provide access to information regarding the Faster FAX Plan to all residents, employers, and other stakeholders representing all the diverse socioeconomic characteristics of the Study Area. Workshop locations were chosen to provide geographic equity across the Fresno Metropolitan Area. Pop-up events were a subset of the public workshops and called for short, but meaningful interactions with the public at already established events. The Project Team participated in the following public involvement activities:

- ✓ October 1, 2017 – Cencalvia Open Streets pop-up event at the FAX Information Booth located on Ventura Avenue, between First Street and Cedar Avenue. Materials disseminated at the Cencalvia Open Streets event included fliers of the workshops in November and December 2017.
- ✓ October 14, 2017 and October 15, 2017 – Big Fresno Fair Pop-up event at the Fresno Council of Governments (Fresno COG) Fair Booth located at 1121 S. Chance Ave. Materials disseminated at the Big Fresno Fair included fliers of the upcoming in November and December 2017.
- ✓ October 30, 2017 – Media Event at Fresno City Hall Media Room located at 2600 Fresno Street, and held between 11:00 AM – 12:00 PM.
- ✓ November 4, 2017 – Workshop at Fresno City College, Skylight Room located at 1101 E. University Avenue, and held between 11:00 AM and 1:00 PM.
- ✓ November 6, 2017 – Workshop at the Central Valley Regional Center located at 4615 N. Marty Avenue, and held between 5:30 PM and 7:30 PM.
- ✓ November 7, 2017 – Workshop at the Mosqueda Community Center located at 4670 E. Butler Avenue and held between 5:30 PM and 7:30 PM.
- ✓ November 8, 2017 – Workshop at the Frank H. Ball Community Center located at 760 Mayor Avenue and held between 5:30 PM and 7:30 PM.
- ✓ November 9, 2017 – Workshop at the Woodward Library, Woodward Park Meeting Room located at 944 E. Perrin Avenue, and held between 10:00 AM and 12:00 PM.

- ✓ November 9, 2017 – Workshop at the Pinedale Community Center located at 7170 N. San Pablo Avenue and held between 5:30 PM and 7:30 PM.
- ✓ November 11, 2017 – Workshop at the Holmes Community Center located at 212 S. First Street and held between 11:00 AM and 1:00 PM.
- ✓ November 11, 2017 – Veteran's Day Parade Pop-up event at the FAX Booth located in downtown Fresno by the Old Fresno Water Tower on Fresno Street and O Street and held between 10:00 AM and 2:00 PM. Materials disseminated at the Veteran's Day Parade included a notice of the Wrap-Up Workshop to be held on December 6, 2017 at the Pinedale Community Center, a short explanation of the Faster FAX Plan, and a short survey to determine participant opinion regarding the Draft Plan.
- ✓ November 28, 2017 - Pop-up presentation to Leadership Counsel invitees at Jane Addams Elementary School held between 9:00 and 11:00 AM. The event included a PowerPoint presentation and two group exercises.
- ✓ December 6, 2017 – Wrap-up Workshop at the Pinedale Community Center located at 7170 N. San Pablo Avenue and held between 5:30 PM and 7:30 PM.

Workshop Noticing

All noticing was completed in both English and Spanish and was posted online and in the targeted newspaper, at least one (1) week, but no more than two (2) weeks prior to scheduled workshops. Noticing strategies included the following:

- ✓ Email content created for all workshops scheduled. Content included a workshop flyer with the date, time, and location information of all workshops. Content was distributed via email to the Stakeholder Database, which included well over 400 contacts including stakeholders, elected officials, the general public, and other government agencies.
- ✓ A regional workshop notice was placed in the *Vida En El Valle* (Spanish version of the Fresno Bee) newspaper.
- ✓ The workshop flyer was provided to FAX and posted to the project webpage, and to its social media links such as Facebook and Twitter.
- ✓ Graphical posters were created and distributed to FAX for placement on each of the City's transit buses, and to select Community Based Organizations (CBOs) for posting. All information was provided in English and Spanish.

Finally, the Project Team coordinated with FAX staff and other members of the Project Team (reference Project Team Members in the Public Outreach Synopsis) to ensure that members of disadvantaged and disabled communities were engaged and invited. The Project Team also contacted every CBO, Faith-Based Organization (FBO), health associations, youth organizations, and college and school district identified in the Stakeholder Database to assist with the identification and noticing of workshop participants.

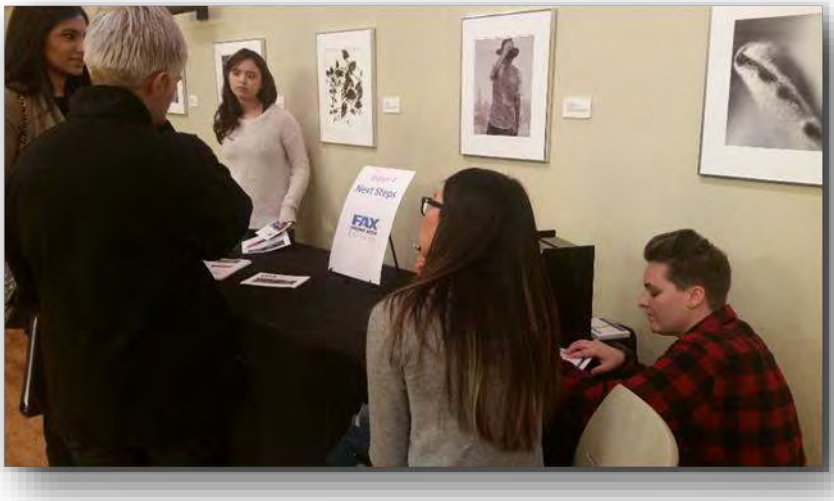
Conducting Each Workshop Session

A total of eight (8) workshops were held as part of the outreach efforts for this study, with a total attendance of approximately 120 people. Each of the venues used for the workshops met the following criteria: equitable geographic distribution; adequate space for attendees, displays, and involvement exercises; low venue cost; ADA accessible; and directly accessible to public transportation.

Spanish language interpreters and headsets were available at all workshops. Meeting announcement information regarding special accommodations was also provided.

The workshops followed an open house format and included an introductory PowerPoint presentation (reference English and Spanish PowerPoint in the Public Outreach Synopsis). Each of the workshops, (except for the Wrap-Up Workshop where noted below) included the following elements:

- ✓ Public input on Title VI policies, including the threshold changes, disparate impact and disproportionate burden. Options from earlier tasks would be provided with the rationale for recommended policies. Input would be solicited from participants on the both the policy options and the recommended policies. Each of the displays/handouts are provided in the Public Outreach Synopsis.
- ✓ A review of the key findings of the Draft Strategic Service Evaluation and the three scenarios evaluated. The recommendation from that study effort were explained to individual attendees. In addition, the "Jane" travel distances from three scenarios were shown to illustrate the travel time, residential and job access from a key location in each of the seven (7) geographic areas or "communities" within the City of Fresno. Maps of the existing, productivity, and coverage scenarios, as well as the "Jane" scenarios generated from Remix, were also available so that participants could understand the strengths, weaknesses, and opportunities for refinement on the recommended network from the Strategic Service Evaluation. Finally, a review of lifeline mobility options for residents located in lower demand areas that currently do not generate sufficient fixed-route ridership. Each of these displays are provided in the Public Outreach Synopsis.



- ✓ The Project Team incorporated the use of Turning Point software, a tool that allows the Project Team to not only educate, but to gather ideas and input simultaneously from everyone attending a workshop. Turning Point can solicit answers, selections, and priorities using a real-time response key pad. The software provides the opportunity to stratify the polling results by stakeholder group and other demographic information received during the poll. A poll was not conducted at the Wrap-Up Workshop.
- ✓ Two group exercises were conducted at the workshops to receive critical feedback regarding funding priorities for various FAX service improvements and priority elements that FAX should consider as the Draft Faster FAX Plan is implemented. Group exercises were not conducted at the Wrap-Up Workshop.
- ✓ Comment cards were available for comments and feedback.

- ✓ The Project Team displayed the existing FAX network and the Draft Strategic Service Evaluation recommended network (reference Public Outreach Synopsis).
- ✓ A map of the existing FAX route structure was available to attendees so that they could post comments regarding a specific route or issue using Post It Notes. This made it easy for the Project Team and FAX to identify attendee issues with specific routes and other route amenities/characteristics. The Public Outreach Synopsis provides the resulting comments from each workshop.
- ✓ A map of Fresno was also made available to attendees to post where their residential neighborhood was located and the location of their primary daily destination. A map was not available at the Wrap-up Workshop.
- ✓ As noted above, translation was provided at all workshops using available translation equipment.
- ✓ Comment sheets and workshop displays were also translated for ease of understanding.
- ✓ The Project Team also provided stations for registration, comments, and refreshments.
- ✓ During the Wrap-up workshop, attendees were presented with a synopsis of all polling, group exercise results, and comments received during the seven (7) workshops conducted in November 2017 and as described above.

Summary of Workshop Findings

Polling

Results of each poll conducted at most of the workshops are provided in the Public Outreach Synopsis. A total of 67 workshop attendees participated in the polling exercise. A synopsis of each question polled for all workshops combined is also provided in the Public Outreach Synopsis. A few of the workshops were lightly-attended; therefore, a poll was not conducted. Major findings for combined polling included:

- ✓ 75% of workshop attendees lived in the City of Fresno and thirty percent were between the ages of 51 and 65.
- ✓ More than a third of the workshop attendees were public citizens; public agency staff accounted for just under a third of attendees.
- ✓ 81% of attendees have regular access to a motor vehicle and more than half of the attendees drove a car to the workshop location; 17% arrived via bus.
- ✓ If a car is not available, 33% of attendees use the bus for transportation while 34% would ask a friend, neighbor, or relative for a ride.
- ✓ 23% of attendees take FAX four or more days a week with the most important trip noted as to and from work.
- ✓ About 30% of the respondents are not sure if the Draft Faster FAX Plan will be better for them or their family and friends; 25% feel that the Draft Faster FAX Plan is definitely not better for their neighborhoods; but 31% do feel that it is better for Fresno.
- ✓ More than half of the respondents do not feel that the Draft FAX Plan will lead them to take transit for work or family trips.
- ✓ 32% of workshop attendees feel that if FAX were able to obtain more funding that the best service option for the low-density areas seeing less service from the Draft Faster FAX Plan would be coordinated Uber/Lyft or Taxi services to reach the nearest FAX line with a 40% discount.

- ✓ 44% of respondents noted that well-paved, well-lighted safe sidewalks and other pathways would offset the longer distances between stops for faster FAX service *(FAX has noted that the City of Fresno Public Work Department is responsible for improvements related to sidewalks and other pathways).*
- ✓ Over 60% of attendees felt that the Turning Point technology used at the workshop was very effective.
- ✓ 26% of attendees heard about the workshops through a noticing email.

Group Exercises

As mentioned previously, two group exercises were conducted at the workshops to receive critical feedback regarding funding priorities for various FAX service improvements and priority elements that FAX should consider as the Draft Faster FAX Plan is implemented. Results of the Priority Funding Improvement exercise and the System Feature Priorities exercise for each Workshop are provided in the Public Outreach Synopsis along with a total for all workshops.

The top three FAX Priority Funding Improvements for all workshops combined were:

- ✓ Improving frequency of buses.
- ✓ Real time information (electronic signs and internet) at all bus shelters showing when the bus arrives.
- ✓ Extensions of routes to additional areas of Fresno including new activity centers.

The top three FAX System Feature Priorities for all workshops combined included:

- ✓ Ease of bus transfers between FAX buses.
- ✓ Reliability (on-time buses).
- ✓ Safety and security.

Comment Cards

Comment cards were available for comments and feedback at all of the public workshops. Comments received at each individual workshop and comments received during or following the workshop series can be found in the Public Outreach Synopsis. Primary comments received included:

- ✓ Public friendly interface for real-time (GPS) information.
- ✓ Faster, more frequent service.
- ✓ Faster, more efficient transfers.
- ✓ Expanded routes, less wait time.
- ✓ Increase frequencies over coverage.
- ✓ Additional weekend hours.

- ✓ More frequent service, especially evenings for FAX 45 and Clovis 50.
- ✓ Extended night services; need west side services for Zacky Farms and Cargill after 11:30pm.
- ✓ Accessible public transportation for students @ Clovis Community College.
- ✓ Services to Veteran's Home.
- ✓ Add services for Fig Garden Loop area.
- ✓ Add services for Herndon between West & Willow.
- ✓ Expand services at S. Peach and E. Church.
- ✓ On bus Wi-Fi and portable electronic charging stations.
- ✓ Bike share would be helpful for the last mile.
- ✓ Stronger promotion of transit-oriented development.
- ✓ Deeper integration with other jurisdictions and agencies.
- ✓ Express routes connecting to major transportation hubs and serving more education institutions.
- ✓ Building a foundation for a regional light-rail system connecting with other cities.

Mapping

As mentioned previously, a map of the existing FAX route structure was available to attendees so that they could post comments regarding a specific route or issue using Post It Notes. This made it easy for the project Team and FAX to identify attendee issues with specific routes and other route amenities/characteristics. The Public Outreach Synopsis contains summarized comments for each workshop.

Pop-up Events (Information Booths), Materials, and Results

Pop-up event materials were available for dissemination at short, but meaningful interactions with the public that allowed their feedback to be incorporated into the Draft Plan while ultimately reaching a significantly higher number of residents than a traditional public workshop. The Project Team worked with FAX staff to provide materials for dissemination at high-volume locations in the City of Fresno. Such locations included the Big Fresno Fair, the Cencalvia Open Streets event, and the Veteran's Day Parade.

Materials disseminated at the Big Fresno Fair (October 14 and 15, 2017) and the Cencalvia Open Streets (October 1, 2017) events included fliers of the workshops in November and December 2017.

Materials distributed at the Veteran's Day Parade (November 11, 2017) included a notice of the Wrap-Up Workshop to be held on December 6 at the Pinedale Community center, a short explanation of the Draft

Faster Fax Plan, and a short survey (described below) to determine participant opinion regarding the Draft Plan.

The Project Team developed and implemented a survey instrument aimed at gathering general public transit user feedback on the proposed system changes. The survey form was provided to participants at the Veteran's Day Parade. The survey form and results from the survey can be found in the Public Outreach Synopsis. Approximately 55 completed surveys were submitted by participants. Primary survey results indicate that a majority of participants (46%) agreed that the Draft Faster FAX Plan would be better for them, 44% believed that more comfortable stops should be provided to off-set longer distances between some stops in order to make FAX service faster, and 28% of participants indicated that coordinated Uber/Lyft service to reach the nearest FAX line discounted to 40% should be utilized to off-set a few areas in Fresno where less FAX bus service will occur under the Draft Faster FAX Plan. Comment cards completed at the Veteran's Day Parade can be found in the Public Outreach Synopsis, common themes include:

- ✓ Love the system, keep up the good work.
- ✓ East/West buses should run more often, including weekends.
- ✓ Bus stops should have shade coverings and benches.
- ✓ Drivers need more customer service training; need to be patient with riders.
- ✓ SE/SW Fresno needs transportation, most benefit to them.
- ✓ More frequent service, with longer hours, less wait time.
- ✓ Need buses between Ashlan and Shields on Willow.
- ✓ Evening services.
- ✓ Buses are not safe; adult fist fighting with no help.
- ✓ Buses leaving riders because a shift was over.

Other Outreach

One (1) additional event was held following the workshops to receive additional input from the community. On November 28, 2017 the Leadership Counsel for Justice and Accountability invited the Consultant Team and FAX Staff to Jane Addams Elementary to present information related to the Faster FAX Plan and receive input from attendees. Approximately 18 attendees were present and provided valuable input regarding existing route issues and the proposed Plan. Sign in sheets, comments cards, and polling results from the presentation can be found in the Public Outreach Synopsis.

Stakeholder Interviews

The consultant team sought stakeholder input on the Draft Faster FAX Plan, as presented at the November workshops. The stakeholder outreach built upon and was coordinated with a parallel set of interviews performed for a parallel Long Range Transit Plan study for Fresno COG; the two efforts resulted in approximately 25 interviews. Stakeholder groups consulted include major employers and educational institutions, FAX management, other transit transportation providers, City and County officials, health providers, educational institutions and youth groups and environmental advocates.

For a typical interview, the Draft Faster Fax Plan was provided in advance; questions were tailored to individual interviewees but generally asked:

- ✓ What are you hearing from your institution or clients about getting around that is relevant to the Draft Faster FAX Plan, or to longer term transit planning and trends?
- ✓ From your group's and your clients' perspectives, what are the most important areas for FAX to focus on?
- ✓ Other topics important to the stakeholder (e.g., safety).

Below are the major themes from the stakeholder interviews.

Route Specific comments on the Faster FAX Plan

- ✓ The County sees a need for-30 minute service on Route 45 due to planned consolidation of social services.
- ✓ More tripper services are needed at some high schools.
- ✓ There was a general sentiment that the route changes be well publicized to riders and potential riders.

Key Longer Range Comments

General

- ✓ There is significant appreciation for FAX services among key stakeholders.
- ✓ Public sector stakeholders understand the dilemmas posed increasing costs of providing transportation services and maintaining infrastructure with limited funding.
- ✓ Some stakeholders understand constraints on FAX, e.g., funding source limitations farebox requirements – but many do not.
- ✓ While there is some movement toward more compact growth in parts of Fresno, sprawl continues and makes transit service more difficult.
- ✓ Timely information is key: Many don't know what transit options are available to them.
- ✓ Existing services need improved frequency, later evening service, and improved connectivity before expansions are considered.
- ✓ Goal should be to reduce the time it takes by transit between key "Points A and B."

Safety, Convenience and the Image of Transit

- ✓ Perceived issues with safety and security riding bus, bike, and walking make consideration of alternatives to driving difficult for some.
  - Transit volunteers – regular riders with simple uniforms were suggested by some. Volunteers would provide directions and a sense of order on buses and would be able to summon aid without involving the driver in minor incidents.
- ✓ Transit to many is not safe and "cool" (several stakeholders mentioned this). YARTS was offered as an example of a safe, cool, and fun transit option.
  - Wi-Fi on buses was suggested to make transit more attractive.
  - Bathrooms at major stops were also viewed as a valued amenity.

Educational Institutions and Major Employers

- ✓ The community colleges are growing and there will be a deficit of parking – a transit market if the right services can be provided.

- ✓ Bulk fare programs (e.g., where a college ID becomes a fare card) are viewed a good way to promote ridership but such programs need promotion and a champion to be successful, even at the colleges where they are currently implemented.
- ✓ Other, non-educational employers and medical providers were intrigued by bulk fare programs for their employees but had no plans to implement such a program.

Compact Development, Economic Development, Infill, and Transit Services

- ✓ Transit is more and more a part of land use decision-making, but local control over land use decisions still leads to decisions without consideration of mobility options.
- ✓ Mixed use development is possible, but current zoning is a big problem.
- ✓ Local government officials need access to training or education about the value of Transit, TOD and mixed-use.
- ✓ Improved investment in local community mobility options and traditional demand response services is supported.

Coordination with Other Modes

- ✓ Sidewalk improvements and quality bus stops.
- ✓ Active transportation infrastructure improvement is "in style." FAX needs to coordinate and benefit with active transportation plans and projects.
- ✓ There was support for secure bike parking at transit facilities and bike racks at stops.
- ✓ Connectivity to schedules of intercity transportation providers is important; seamless connections are critical.
- ✓ Land use opportunities for affordable housing and mixed-use development adjacent to high speed rail is an important opportunity.

Collaborative Decision-making

- ✓ Collaboration with all government and nongovernmental entities is needed for effective transit service. Competing interests often do not match the needs of the riding public.
- ✓ There needs to be a better job including voices that have been historically excluded.
- ✓ School districts and students need to be at the table. High school students offered very insightful and detailed critiques of services and issues.

FAX Onboard Survey

Methodology

A survey of FAX passengers was conducted on four weekdays, a Saturday, and a Sunday between January 12th and January 18th, 2018, excluding the Martin Luther King Jr. holiday on January 15th. The survey sample included morning, midday, and evening runs. Survey staff were trained to ask every rider who appeared over 12 to complete the questionnaire. Staff briefly explained the purpose of the survey, offered a pencil, and were available to answer questions and assist as needed. Most survey staff were bilingual and those who were not were able to convey that the questionnaire was available in Spanish. Survey staff wore a smock identifying themselves as part of the transit survey team.

The survey questionnaire was distributed on 8.5x14 cardstock with English and Spanish on opposing sides. Individual questionnaires were serially numbered in order to keep track of the specific routes and trips they were distributed on. The final survey can be found in the FAX Onboard Survey Report. Survey staff kept a log of the passengers that did not accept a questionnaire separated into the following categories: rider was under 12, there was a language barrier, rider had already completed the survey, or general refusal. Passengers who were unable to complete the survey onboard were instructed to turn the survey into any driver by the following day.

During the six days that the onboard survey was conducted, survey staff approached approximately 5,366 riders aged 12 or older. Of these, 2,904 accepted a questionnaire and 2,444 completed the questionnaire. Among the people who did not accept a questionnaire 366 were marked down as having a language barrier, 874 had already completed the survey, and 2,096 were general refusals. Of those eligible to complete the survey, the response rate was 45.5%. Additionally, on January 17th two survey staff distributed the survey to passengers boarding and alighting from FAX buses at the downtown transit center. Survey staff asked for and recorded the route number for each person that returned a survey. There were an additional 82 surveys collected at the transit center, and these surveys have been included as part of the onboard survey analysis. A complete copy of the FAX Onboard Survey report can be found in Appendix D.

Prior to analysis, the data set was weighted to reflect actual ridership by route. This eliminates any disproportionality in response rates and ensures that the information included in this report is representative of FAX's overall ridership.

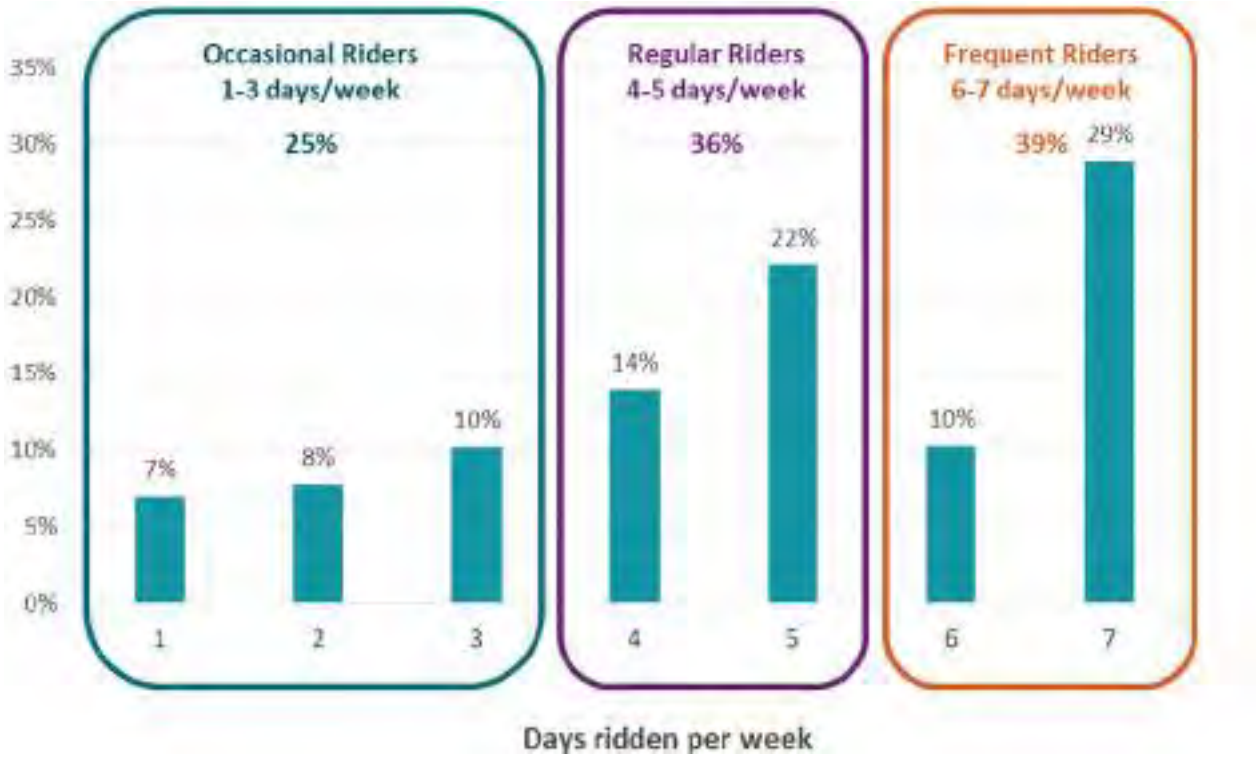
A separate survey effort using the same questionnaires was conducted to gather input from Punjabi and Hmong populations. Nearly all questionnaires were completed at religious spaces. In many cases, a translator interpreted the questions and recorded the answers for the respondent. Most respondents were of an older age segment, as younger people tend not to attend religious events as regularly or tended not to congregate with elders when filling out the questionnaires. The results of these surveys are discussed separately in a later section of this report.

How Riders Use FAX

Frequency Riding

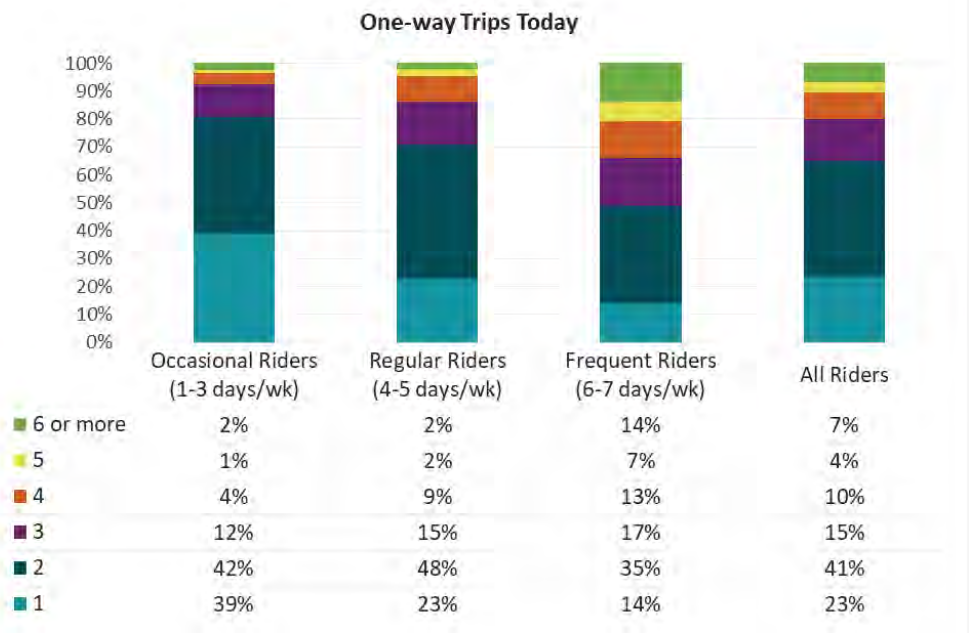
Riders were asked how many days out of the past seven they rode FAX. A large proportion (39%) of FAX riders are frequent riders who use the bus six to seven days per week, as seen in Figure 3. Regular riders that use the bus four to five days per week make up another 36%. The final quarter of riders are occasional riders who ride one to three days per week. Predictably, people that were traveling for work or school were more likely to use the bus five or more days per week than people traveling for other purposes.

Figure 3 - Days Ridden Per Week



Another measure of intensity of use is the number of trips riders make on the bus in one day. For this purpose, a trip was defined as origin to destination even if the trip took more than one bus. Overall, 64% of riders made one to two trips on the day they were surveyed and 21% made four or more, as presented in Figure 4. Occasional riders were much likelier to take fewer trips in a day (81%) than regular and frequent riders. Frequent riders were likelier to take four or more trips in a day (34%).

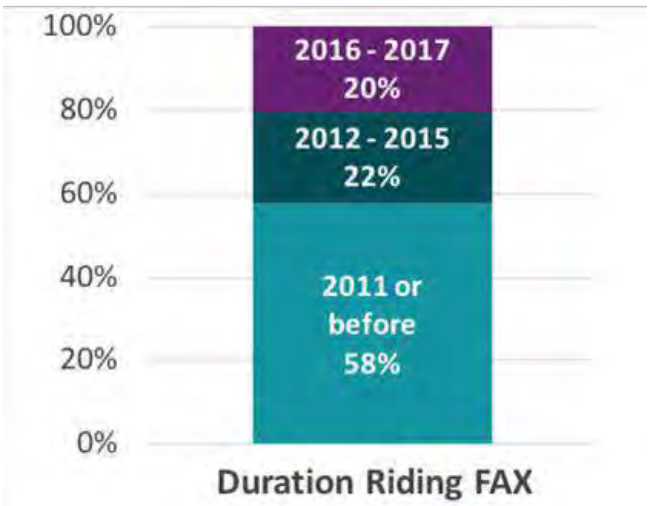
Figure 4 - One-way Trips Today



Duration of Use

Figure 5 shows that a majority of FAX riders are long-term users, having begun riding in 2011 or before (6+ years). Twenty percent are new riders that began riding in 2016 or 2017. New riders were more likely to be on their way to/from school or college and are presumably students.

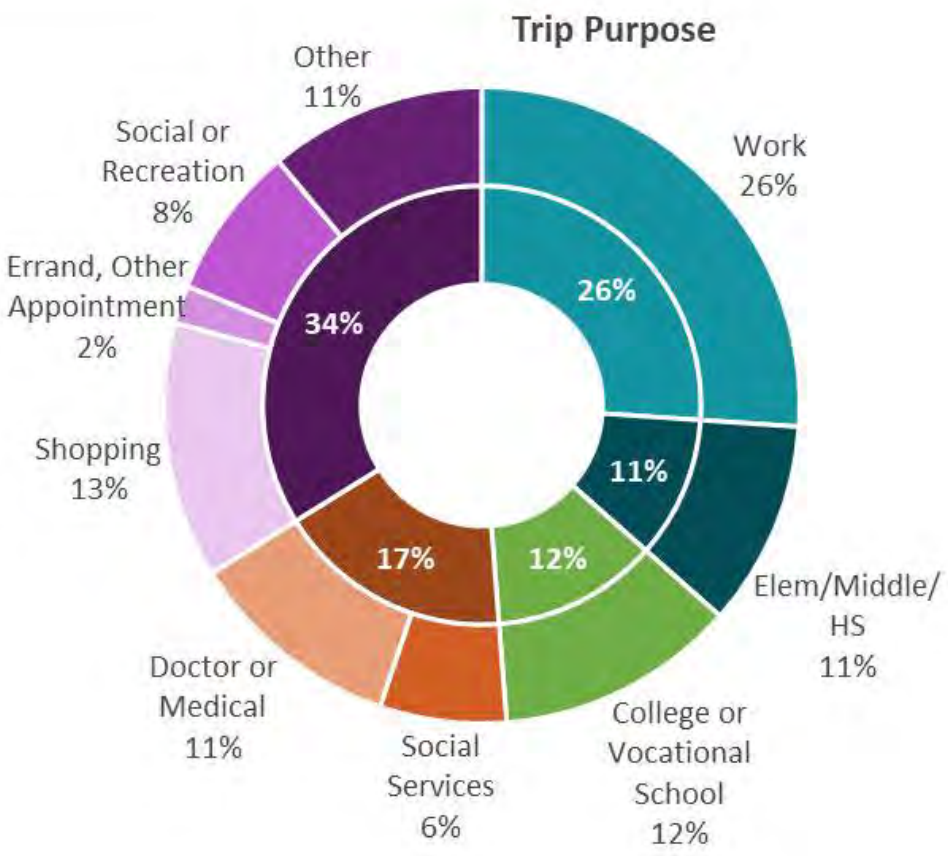
Figure 5 - Duration Riding FAX



Trip Purpose

Riders were asked to select the main purpose of their bus trip. About half of all riders were making commute trips traveling for work or school, with 26% going to/from work, 11% elementary, middle, or high school, and 12% college or vocational school, as displayed in Figure 6. Non-commute riders reported traveling for a variety of other reasons, including social services, doctor or medical, shopping, errand or other appointment, social or recreation, and other trip purpose.

Figure 6 - Trip Purpose of Riders



Transportation Options

Use of Uber & Lyft

Riders were asked whether they've used the Uber and/or Lyft services in Fresno in the past month, for what purpose(s), and how often. Figure 7 shows than a third (38%) reported that they had used the services during the past month.

As displayed in Figure 8, Uber/Lyft usage rates were highest among riders who were employed part time (47%), full time (45%), and in college (43%). They were lowest among retired (23%) and not employed (27%) riders.

Figure 7 - Have you used Uber or Lyft in the City of Fresno in the past month?

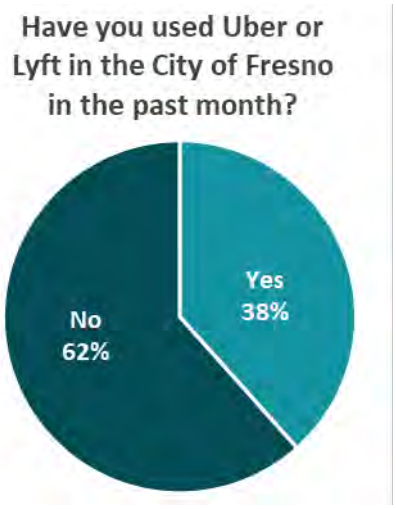
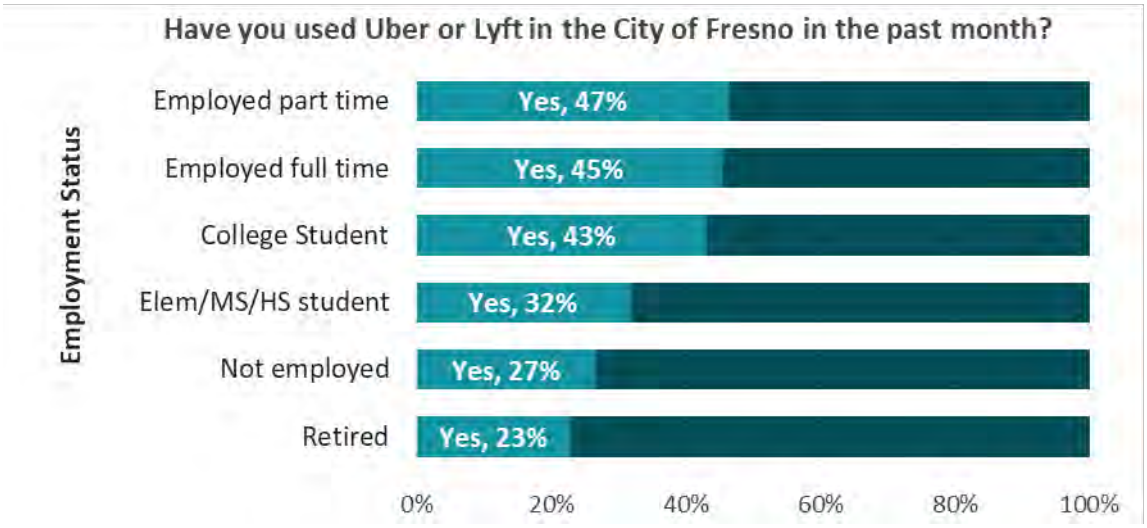


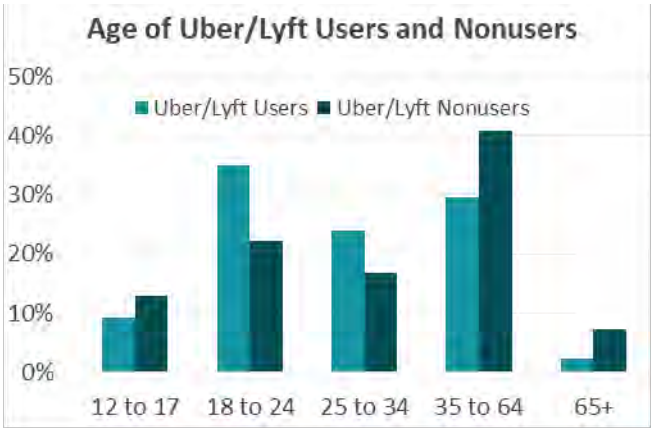
Figure 8 - Employment Status of Uber or Lyft Users



When looking at the distribution of household income, there was no significant difference between FAX riders who had used Uber/Lyft and those that had not. There was also very little difference in the rate of Uber/Lyft usage between occasional, regular, and frequent FAX riders.

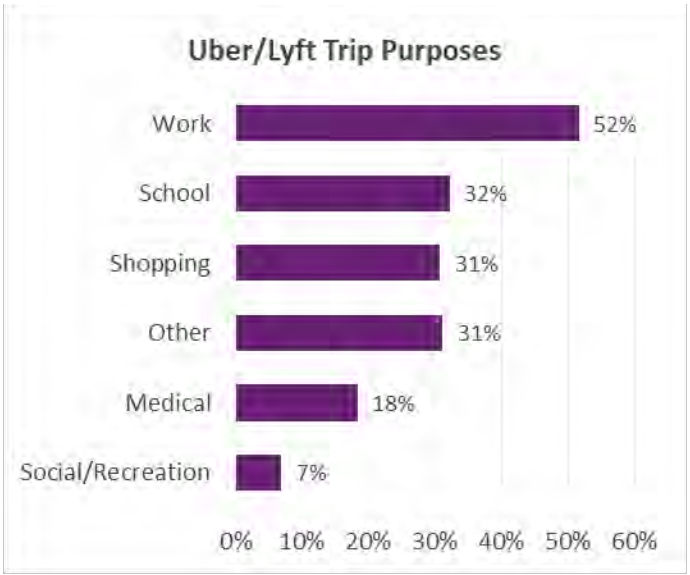
Figure 9 summarizes that riders aged 18 to 34 were more likely to have used Uber/Lyft. Riders aged 12-17 and over 35 were more likely to have not.

Figure 9 - Age of Uber or Lyft Users and Nonusers



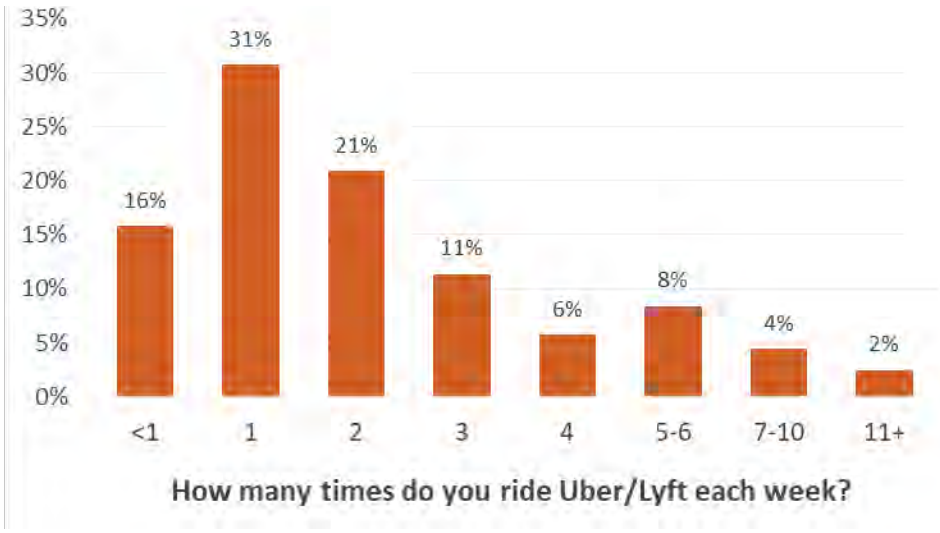
Riders that used Uber/Lyft were asked which trip purposes they use the services for. Multiple purposes could be selected. Figure 10 shows that about half of the riders who used Uber/Lyft indicated that they use the services to get to/from work, the most common trip purpose. Medical (18%) and Social/ Recreation (7%) were the least common trip purposes.

Figure 10 - Trip Purposes of Uber or Lyft Users



Most FAX riders who used Uber/Lyft do so infrequently. As seen in Figure 11, sixteen percent reported that they use the services less than once a week and 52% used the service once or twice a week. Another 25% used Uber/Lyft 3 to 6 times per week.

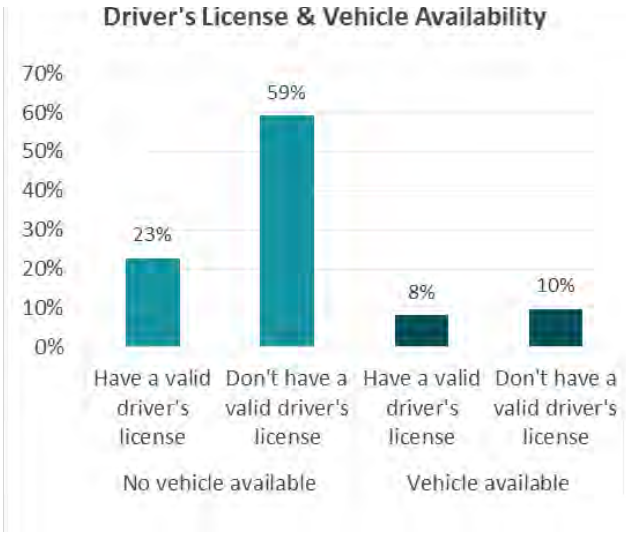
Figure 11 - How Many Times Do You Ride Uber or Lyft Each Week?



Driver's License & Vehicle Availability

In order to determine FAX riders' dependence on transit, they were asked if they have a valid driver's license and if a vehicle was available for them to drive for the trip they were currently making, as seen in Figure 12. A majority of riders (59%) reported that they don't have a driver's license and that there was not a vehicle available for their trip. Only 8% of riders indicated that a vehicle had been available and that they have a valid driver's license.

Figure 12 - Driver's License and Vehicle Availability

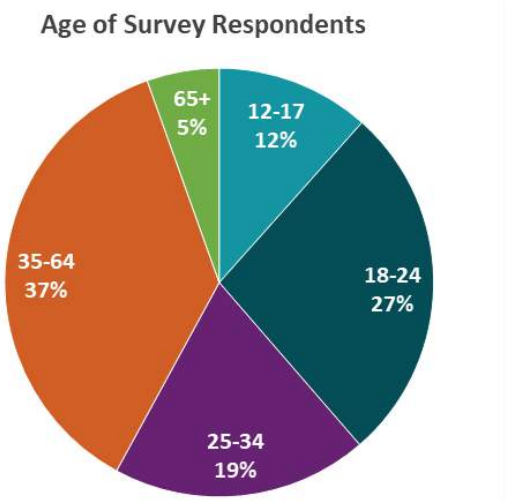


Demographics

Age

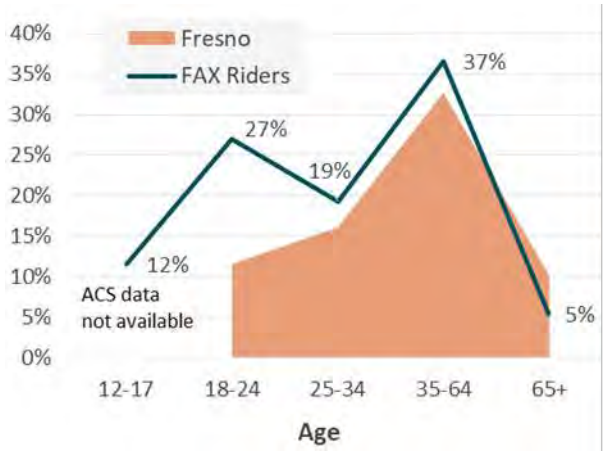
Surveys were distributed to FAX riders aged 12 and older. As displayed in Figure 13, youth aged 12 to 17 accounted for 12% of returned surveys, however survey staff noted that riders in this age range were less likely to accept a survey.

Figure 13 - Age of Survey Respondents



The proportions of riders aged 25 to 34, 35 to 64, and 65+ are reflective of the City of Fresno population as a whole. The proportion of riders aged 18 to 24 (27%) is significantly higher than Fresno residents overall (12%), as presented in Figure 14.[1]

Figure 14 – Age of Riders Compared to Age of City of Fresno Population



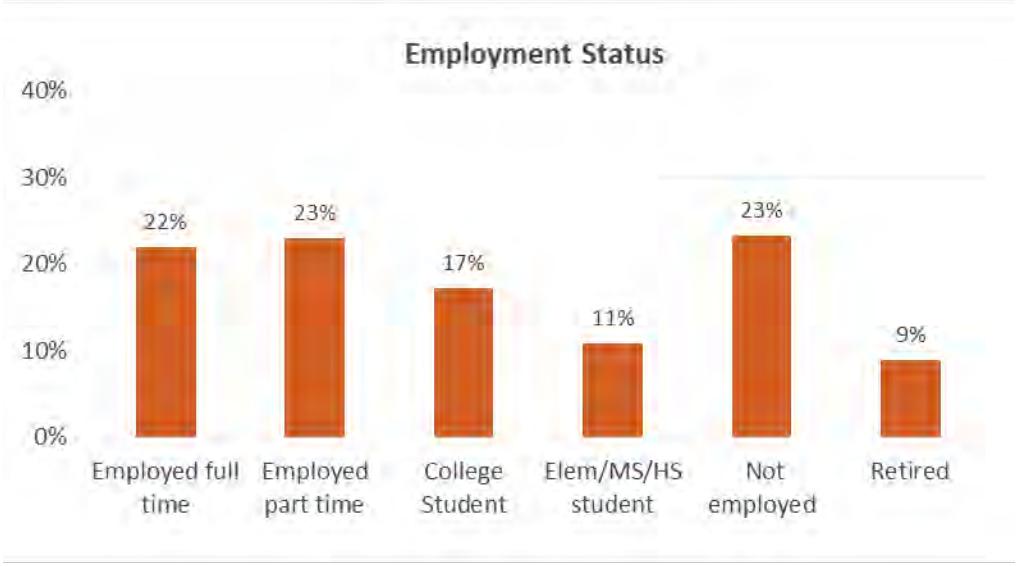
[1] The data for the City of Fresno is from the American Community Survey (ACS) 5-year estimates from 2012 to 2016. This data was not available for the category 12 to 17.

Employment Status

Riders were asked to describe their employment status by selecting one or more of the options shown in Figure 15 below. Most people selected only one option, however there are a small number of college students who are also employed part time. Riders who are employed full time and part time comprise 22% and 23%, respectively. A significant proportion of riders are not employed (23%).

College students account for 17% of riders and retired persons account for 9%. Riders in elementary, middle, and high school comprise 11%, but, as previously noted, this group was less inclined to accept a survey.

Figure 15 - Employment Status of Riders



Income

The household income of most FAX riders is quite low. As seen in Figure 16, more than three quarters of fax riders have a household income of less than $25,000. When compared to the annual income of the City of Fresno residents overall from the American Community Survey, the proportion of FAX riders with an annual household income under $10,000 is far higher (45%) than total city residents (10%).

Federal poverty levels vary depending on household size. The poverty level for a one-person household in 2017 is an annual income of $12,060 or less and $16,240 or less for a two-person household. Given these thresholds it can reasonably be assumed that a large proportion of FAX riders are living in poverty.

Figure 16 - Annual Household Income of Riders

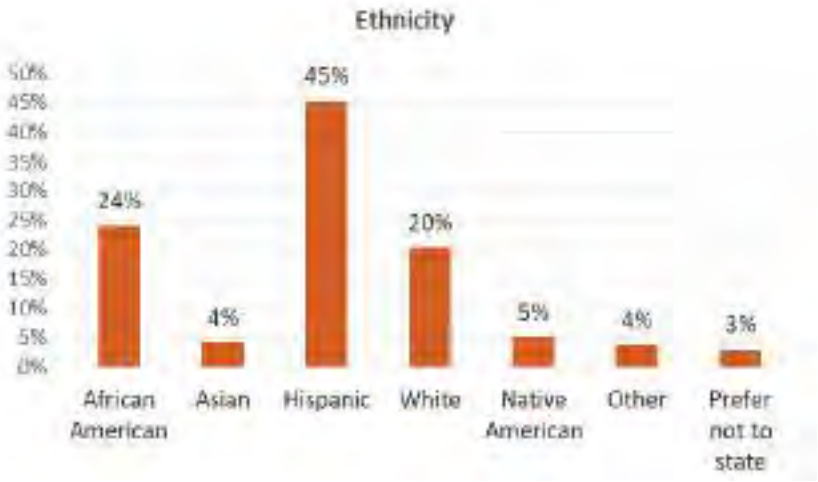
Language

Ten percent of FAX riders indicated that they primarily speak Spanish at home and a large majority (88%) of FAX riders reported that they speak English at home. Similarly, 97% of returned surveys were filled out in English and 3% in Spanish. Riders that speak Hmong and Punjabi are discussed separately in the Hmong and Punjabi section of this report.

Ethnicity

FAX riders were asked to select one or more ethnicities that describe themselves. The largest proportion of riders identified as Hispanic (45%). The second largest group identified as African American (24%) and the third largest identified as white (20%). A summary of the ethnicity of FAX riders is provided in Figure17.

Figure 17 – Ethnicity of Riders



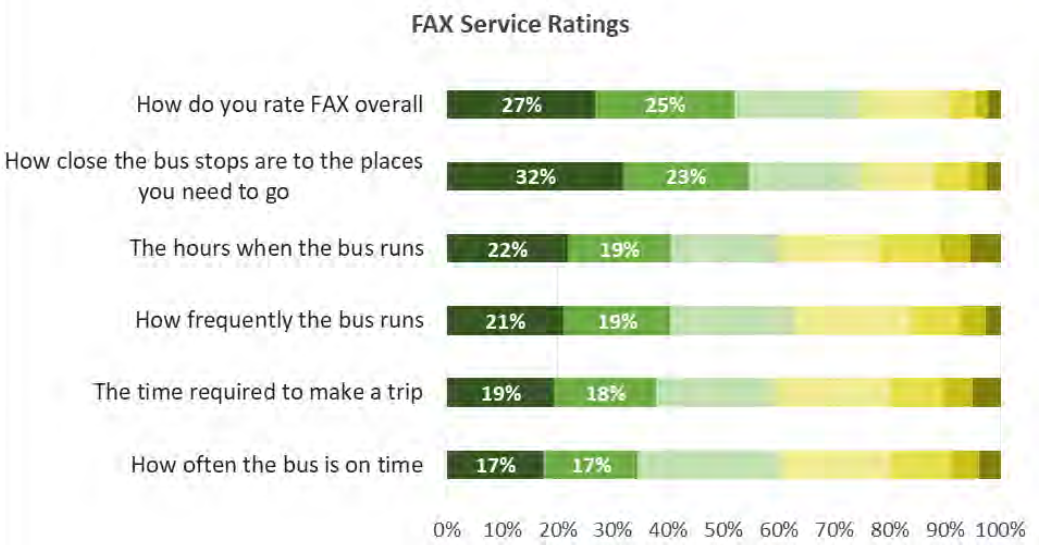
Service Ratings

Riders were asked to rate six aspects of FAX service and FAX service overall on a scale of 1 (poor) to 7 (excellent). Figure 18 shows the distribution of responses for each service aspect and Figure 19 displays the average score for each. "How close the bus stops are to the places you need to go" received the highest proportion of excellent ratings (32%) and the highest average rating (5.41). FAX service overall received the second highest proportion of excellent ratings (27%) and average rating (5.37).

The bottom four service aspects received similar proportions of excellent ratings, ranging from 17% to 22%, and have similar average ratings. It is important to note that these four bottom service aspects are all important for growing ridership.

The service aspects with the largest proportion of poor ratings (ratings of a 1 or 2) were "The hours when the bus runs" and "The time required to take a trip." The service attribute with the lowest mean rating was "How often the bus runs on time."

Figure 18 - FAX Service Ratings



	How often the bus is on time	The time required to make a trip	How frequently the bus runs	The hours when the bus runs	How close the bus stops are to the places you need to go	How do you rate FAX overall
7 Excellent	17%	19%	21%	22%	32%	27%
6	17%	18%	19%	19%	23%	25%
5	26%	21%	22%	20%	20%	23%
4	20%	21%	22%	18%	13%	16%
3	11%	10%	9%	11%	6%	5%
2	5%	5%	5%	5%	3%	2%
1 Poor	4%	5%	3%	5%	3%	2%

Figure 19 - Average Service Ratings

Potential Improvements

FAX Riders were asked to rate ten potential service improvements on a scale from 1 (not important) to 7 (very important). Figure 20 shows the distribution of responses for each potential improvement and Figure 21 displays the average importance rating for each improvement. Most potential improvements were rated as highly important and all but one improvement has an average score above 5.

The top five important improvements all pertain to service frequency or span of service improvements. “More routes with 15-minute service from 6 AM to 6 PM” received the highest importance rating with 65% of riders rating the importance at “7”, an additional 15% rating it at “6”, and an average score of 6.24. “More late night bus routes that run until 1 AM” received the second highest importance ratings.

The following five important improvements received very similar ratings in the middle of the spectrum:

- ✓ More frequent bus service on weekends.
- ✓ Extended service to new areas of Fresno.
- ✓ More frequent service on the route you ride most often.
- ✓ Realtime info displays at bus shelters.
- ✓ Bus shelters at more bus stops.

The lowest importance ratings went to:

- ✓ Better sidewalk access to bus stops.
- ✓ Coordinated Uber/Lyft/Taxi service to reach the nearest FAX bus stop at discounted price.
- ✓ Bike share stations at major FAX bus stops.

However, these least important improvements were still rated “very important” by at least 25% of riders.

Figure 20 - Importance of Service Improvements

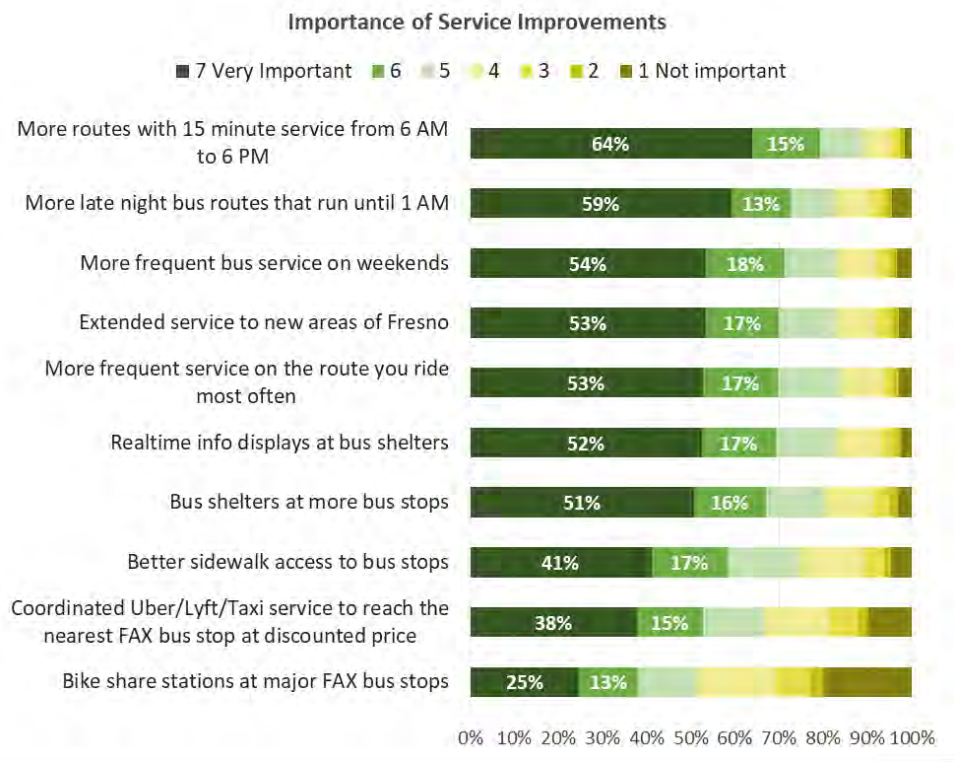
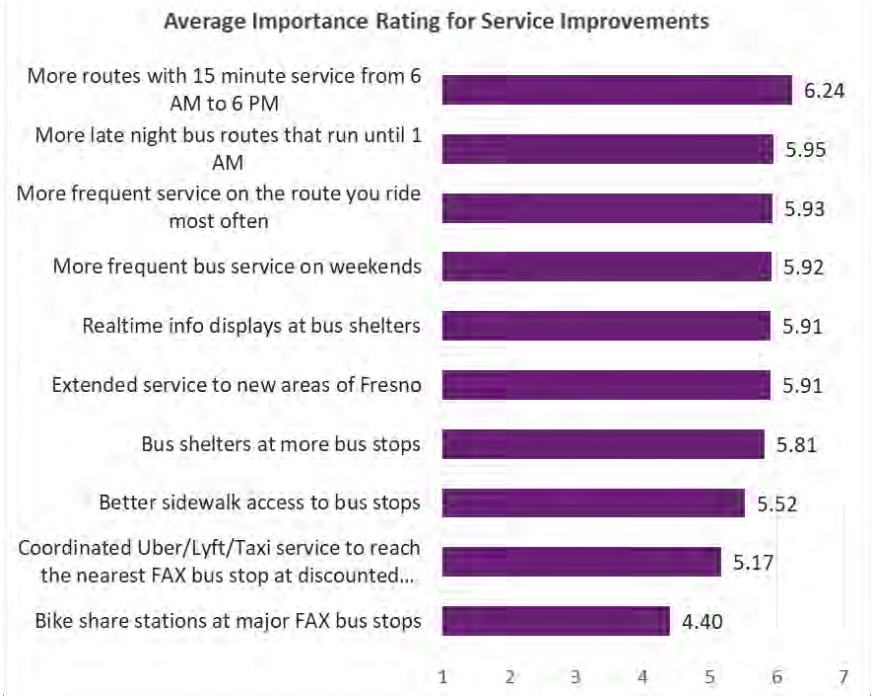


Figure 21 - Average Importance Rating for Service Improvements



As seen in Figure 22, riders were asked which of the improvements they would choose if FAX could only make one, in order to clarify priorities. This produced a more varied spectrum of importance. The top five were the same service improvements that also received the highest proportions of high importance ratings.

"More late night bus routes that run until 1 AM" was the most popular priority improvement, selected by nearly a quarter of riders. The result was the same across trip purposes and all but one income category. This was the highest priority improvement that passengers would like to see implemented by a significant margin.

The second and third top choices each have to do with increased frequency. "More routes with 15 minute service from 6 AM to 6 PM" received 16% and "More frequent service on the route you ride most often" received 15%. The specific routes associated with riders who chose "More frequent service on the route you ride most often" are shown in Figure 38.

The least important improvements were "Better sidewalk access" at 4%, "Bike share stations at major FAX bus stops" at 3%, and "Coordinated Uber/Lyft/Taxi service to reach the nearest FAX bus stop at discounted price at 3%.

Figure 22 - What is the Most Important Improvement?

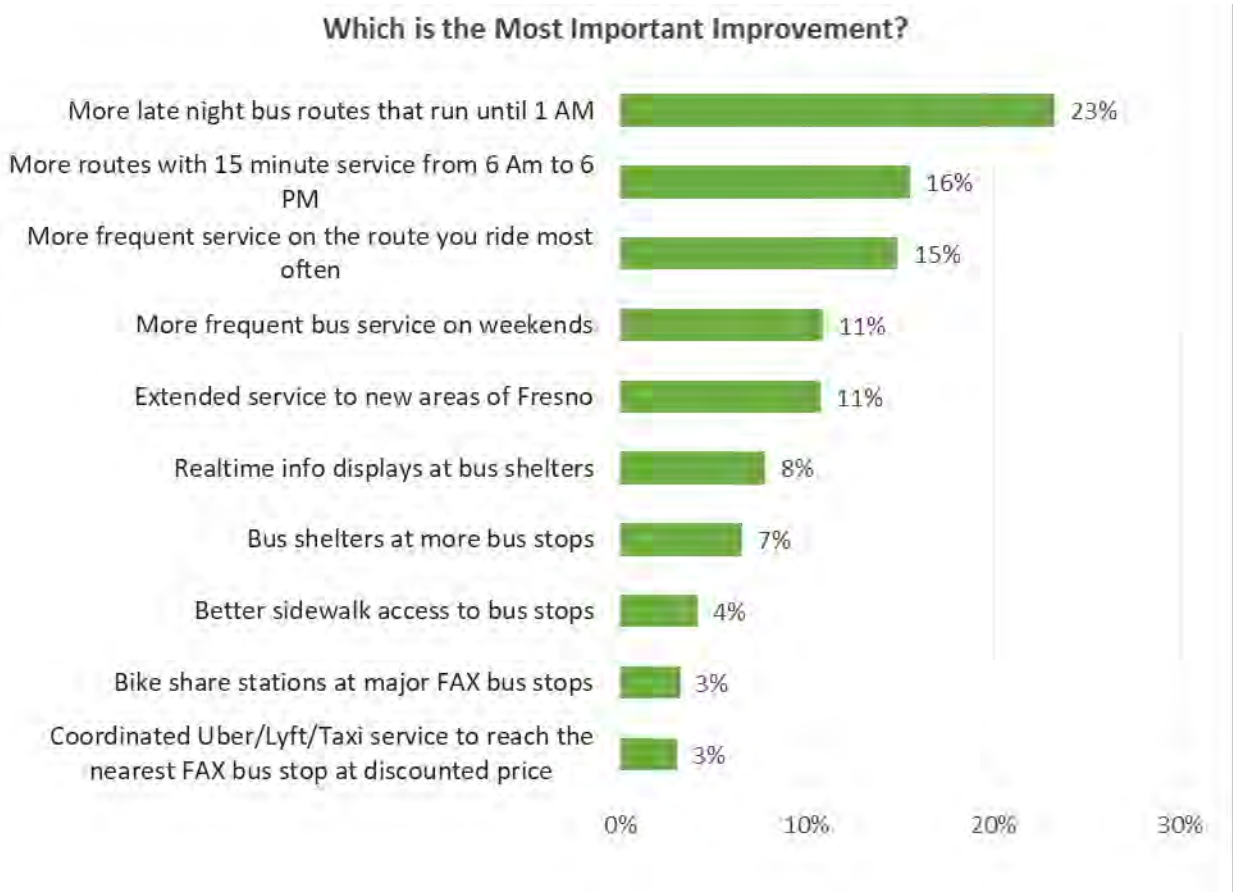


Figure 23 shows that more late night bus routes that run until 1 AM was the top choice for all trip purposes. Riders making work and shopping/errand trips especially favored more late night service. More frequent service was the second and third choices for most trip purposes, with one exception. People riding to social service or medical destinations slightly favored more frequent service on weekends over more frequent service on the route they ride most often.

There were little or no differences when selections for the most important improvement were compared by riders' frequency of FAX usage, age, income, and whether or not they use Uber/Lyft.

Figure 23 - Most Important Improvement by Trip Purpose

Most Important Improvement by Trip Purpose

	Work	Elem/ MS/HS	College	Soc. Service/ Medical	Shoping/ Errand/ Rec/Other	All Riders
More late night bus routes that run until 1 AM	25%	19%	21%	22%	25%	23%
More routes with 15 minute service from 6 AM to 6 PM	15%	16%	19%	16%	15%	16%
More frequent service on the route you ride most often	14%	18%	15%	12%	16%	15%
More frequent bus service on weekends	12%	8%	7%	14%	12%	11%
Extended service to new areas of Fresno	10%	9%	9%	11%	12%	10%
Realtime info displays at bus shelters	7%	11%	13%	8%	5%	8%
Bus shelters at more bus stops	7%	8%	8%	7%	5%	7%
Better sidewalk access to bus stops	4%	5%	3%	4%	4%	4%
Discounted Uber/Lyft/Taxi service to reach the nearest FAX bus stop	3%	2%	4%	2%	3%	3%

Service Improvement Tradeoffs

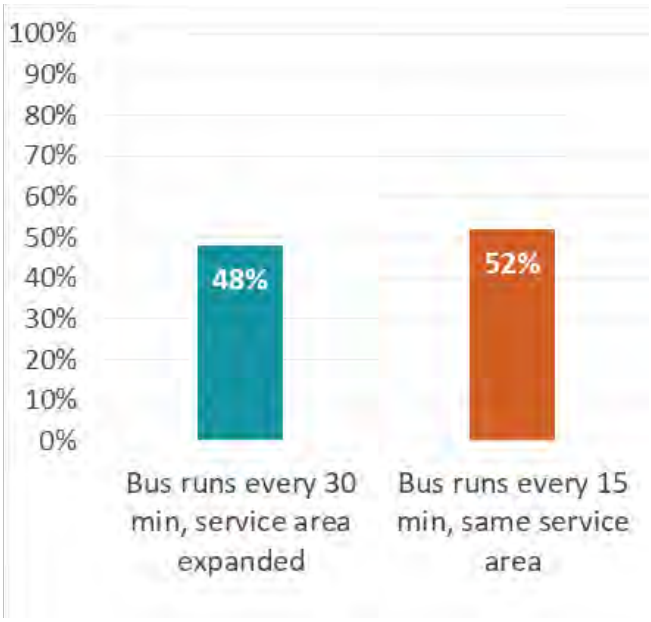
Given limited resources, transit service levels often represent tradeoffs between various service aspects, dependent upon priorities. In order to determine riders' priorities, they were asked four questions that required them to choose between two service alternatives.

As presented in Figure 24, the first tradeoff question matched bus frequency against the distance to a stop. Riders are willing to travel farther to a stop for more frequent service. There was a clear preference for "A bus runs every 15 minutes, but the bus stop is ½ mile away" (72%) over "A bus runs every 30 minutes, but the stop is ¼ mile away" (28%). This aligns with the finding that riders chose increases to bus frequency as the second and third most important improvements.

Figure 24 – Results of First Tradeoff Question

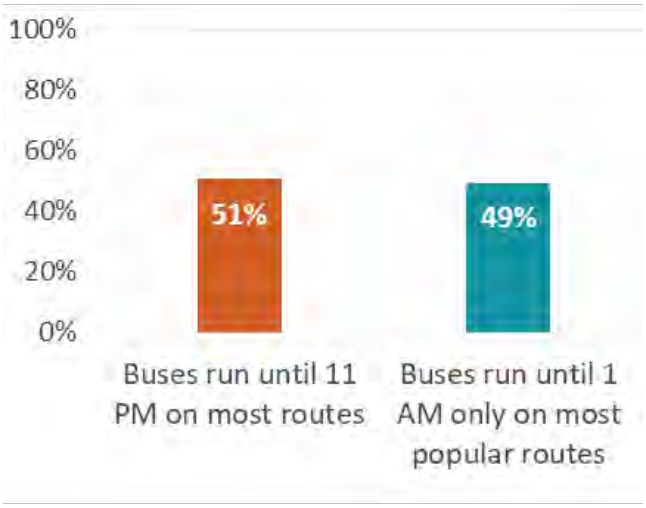
As displayed in Figure 25, the second tradeoff question compared the same bus frequencies against the overall service area. An expanded service area to new parts of Fresno was the fourth most popular selection for most important improvement, below the improvement rating for improve frequency. However, riders were very closely split when asked to choose between "Buses that run every 15 minutes but only operate in the current FAX service area" (52%) over "Bus routes that runs every 30 minutes and the service area is expanded to serve areas of Fresno not currently served" (48%). Overall, improved frequency is very important to passengers. However, input received from the public workshops on the need to expand service geographically is also important to 48% of existing FAX passengers when they had to choose between "Bus runs every 30 minutes and the service area is expanded or "Bus runs every 15 minutes with the same service area."

Figure 25 – Results of Second Tradeoff Question



"More late night bus routes that run until 1 AM" was chosen as the top most important improvement. However, in the third tradeoff question regarding late night service riders were almost evenly split on their preference for "Buses run until 11 PM on most routes" (51%) versus "Buses run until 1 AM on most popular routes" (49%), as seen in Figure 26.

Figure 26 – Results of Third Tradeoff Question



The last tradeoff question compared the service hours and bus frequency of weekend service. There was a moderate preference for "Later service on weekends ending at 10 PM" (61%) over "More frequent service on the weekends, during the hours currently served" (39%), which is depicted in Figure 27.

Figure 27 – Results of Fourth Tradeoff Question

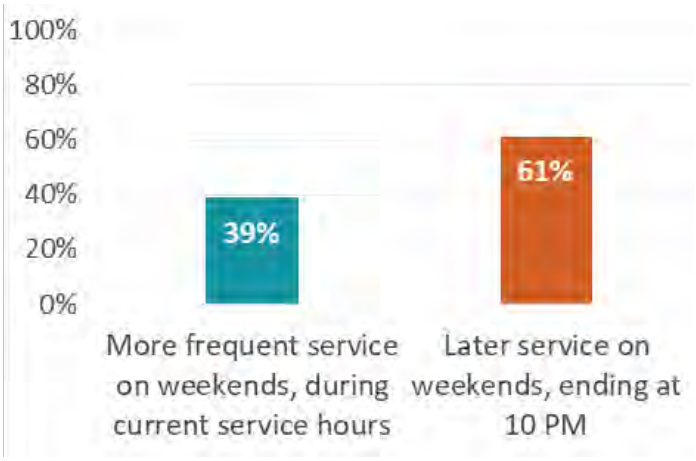
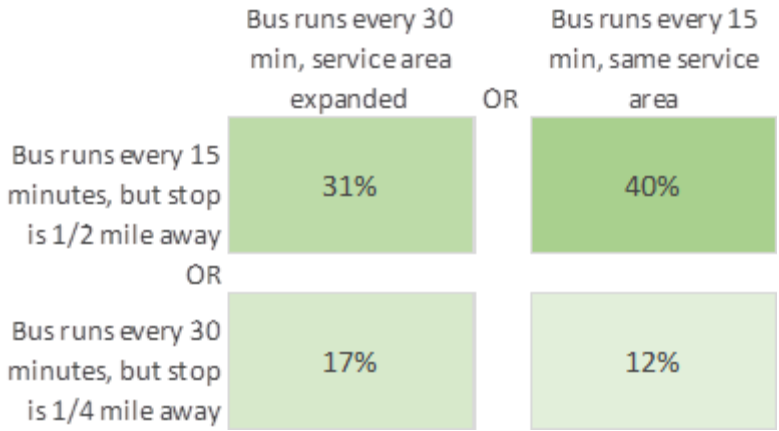


Figure 28 compares the first two questions that include bus frequency tradeoffs. The highest proportion of riders (40%) chose both "A bus runs every 15 minutes, but the bus stop is ½ mile away" and "Buses that run every 15 minutes but only operate in the current FAX service area." This again demonstrates a high preference for increased frequencies over other service improvements. The second most popular combination with 31% was "A bus runs every 15 minutes, but the bus stop is ½ mile away" and "Bus routes that runs every 30 minutes and the service area is expanded to serve areas of Fresno not currently served."

Figure 28 – Comparison of Tradeoff Questions One and Two



Answers to the third and fourth tradeoff questions combined are shown in Figure 29. The highest proportion (33%) favored later service on weekends and buses that run until 1 AM on the most popular routes.

Figure 29 – Comparison of Tradeoff Questions Three and Four

	More frequent service on weekends, during current service hours	OR	Later service on weekends, ending at 10 PM
Buses run until 11 PM on most routes	22%		28%
OR			
Buses run until 1 AM only on most popular routes	16%		33%

Comparison by Route

This section presents the results of the onboard survey broken down by the route that the rider was on when they received a survey. Results that are considerably different between routes are noted, but in many cases, there were no significant differences. Route 58 was not included due to the low number of surveys returned for this route

How Riders Use FAX

Figure 30 shows that for all routes, except route 39, more than half of riders are long term riders that have been riding FAX since 2011 or before. Routes 9, 39, 41, and 45 have relatively higher than average proportions of newer riders.

Most riders use FAX at least four days per week and take one to two trips per day. Route 9 and 33 have the highest proportions of occasional riders that ride only one to three days per week.

Figure 30 – How Riders Use FAX

	First year riding FAX			Days ridden this week			One-way trips today		
Route	2011 or before	2012 - 2015	2016 - 2017	1-3 days/ week	4-5 days/ week	6-7 days/ week	1-2	3-4	5+
9	51%	23%	26%	19%	39%	42%	71%	19%	9%
20	59%	22%	19%	22%	36%	42%	67%	24%	9%
22	64%	21%	15%	22%	35%	43%	68%	22%	10%
26	60%	23%	18%	21%	38%	41%	66%	24%	10%
28	58%	21%	21%	21%	34%	44%	61%	25%	14%
30	63%	21%	16%	23%	38%	40%	58%	30%	12%
32	59%	22%	20%	32%	28%	41%	64%	24%	12%
33	67%	16%	16%	19%	49%	33%	70%	23%	7%
34	68%	19%	14%	26%	34%	40%	59%	30%	11%
35	68%	18%	15%	28%	40%	32%	69%	22%	9%
38	51%	27%	22%	31%	37%	32%	65%	25%	10%
39	46%	26%	29%	35%	33%	31%	68%	24%	8%
41	52%	21%	26%	26%	35%	39%	66%	23%	11%
45	52%	19%	29%	29%	40%	31%	74%	22%	4%
Avg.	58%	21%	20%	25%	37%	38%	66%	24%	10%

Route 9 has the highest proportion of riders (46%) going to/from work, however the results were fairly consistent across routes with most between 30% and 40%. Routes 26, 33, 39, and 41 have the highest proportions of students taking a trip to/from elementary, middle, and high school and routes 20, 28, and 39 have high proportions of college/vocational students. These results are displayed in Figure 31.

Figure 31 - Trip Purpose of Riders by Route

	Trip Purpose				
Route	Work	Elementary MS/HS	College	Social service Medical	Errand/Shop Rec/Other
9	46%	11%	7%	14%	22%
20	36%	14%	25%	10%	15%
22	41%	8%	3%	9%	39%
26	39%	23%	8%	13%	17%
28	30%	8%	25%	12%	25%
30	36%	8%	14%	15%	27%
32	35%	4%	7%	24%	30%
33	31%	17%	7%	12%	33%
34	33%	13%	8%	22%	24%
35	36%	6%	14%	20%	23%
38	31%	12%	13%	14%	29%
39	29%	17%	18%	12%	24%
41	32%	25%	6%	16%	20%
45	36%	14%	12%	5%	32%
Avg.	35%	13%	12%	15%	25%

Transportation Options

As seen in Figure 32, most riders do not have a valid driver's license nor a vehicle available for them to make their trip and this holds true across routes. Routes 9 and 45 have the relatively highest proportion of Uber/Lyft users and route 35 has the lowest.

Figure 32 – Transportation Options for Riders by Route

	Valid driver's license		Vehicle availability		Uber/Lyft Usage	
Route	Yes	No	Yes	No	Yes	No
9	30%	70%	21%	79%	45%	55%
20	31%	69%	28%	72%	37%	63%
22	32%	68%	15%	85%	36%	64%
26	26%	74%	18%	82%	36%	64%
28	32%	68%	14%	86%	38%	62%
30	35%	65%	22%	78%	40%	60%
32	36%	64%	22%	78%	37%	63%
33	33%	67%	22%	78%	31%	69%
34	35%	65%	14%	86%	39%	61%
35	25%	75%	15%	85%	23%	77%
38	29%	71%	17%	83%	34%	66%
39	26%	74%	17%	83%	40%	60%
41	25%	75%	15%	85%	40%	60%
45	38%	62%	14%	86%	46%	54%
Avg.	31%	69%	18%	82%	37%	63%

Demographics

Age

No single age group comprises a majority for any of the routes. As would be expected, the routes with higher than average proportions of riders aged 12 to 17 mirror those with high proportions of riders traveling to/from elementary, middle, and high school and riders who listed these as their employment status.

Routes 20 and 28 have high proportion of riders aged 18 to 24, that were traveling to/from college or vocational school, and that named college/vocational school as their employment status.

Route 20 also has the lowest proportion of riders aged 25 to 64. In most cases riders over the age of 65 comprise a very small share (0% to 7%). The exceptions are route 45 with 10% over age 65 and route 33 with 12%. An overall summary of the age of FAX riders can be seen in Figure 33.

Figure 33 – Age of Riders by Route

Age

Route	12 to 17	18 to 24	25 to 34	35 to 64	65+
9	11%	35%	20%	31%	4%
20	17%	42%	9%	24%	7%
22	5%	30%	17%	42%	5%
26	10%	27%	19%	40%	3%
28	7%	38%	21%	30%	5%
30	14%	20%	29%	33%	4%
32	8%	25%	22%	41%	4%
33	13%	29%	17%	29%	12%
34	17%	21%	22%	34%	7%
35	6%	33%	24%	31%	7%
38	18%	37%	18%	27%	1%
39	23%	25%	16%	36%	0%
41	20%	23%	16%	42%	0%
45	2%	25%	24%	39%	10%
Avg.	12%	29%	20%	34%	5%

Language & Ethnicity

Figure 34 and Figure 35 show that riders who identify as Hispanic comprise the largest proportion for each route. Routes 20, 22, and 34 have higher than average percentages of riders who primarily speak Spanish.

Route 20 has a much higher than average share of riders who identify as African American (34%) and the highest share of both Native American riders (10%) and riders who identified as "Other." Route 39 has the highest share of Asian riders (12%).

Figure 34 - Primary Language of Riders by Route

Primary Language

Route	English	Spanish	Other
9	94%	4%	2%
20	85%	15%	0%
22	79%	20%	2%
26	86%	13%	1%
28	86%	11%	2%
30	93%	5%	2%
32	91%	8%	1%
33	86%	12%	2%
34	83%	15%	2%
35	87%	13%	0%
38	85%	12%	3%
39	89%	10%	2%
41	92%	5%	3%
45	92%	6%	1%
Avg.	88%	11%	2%

Figure 35 – Ethnicity of Riders by Route

Ethnicity

Route	African Am.	Asian	Hispanic	White	Native Am.	Other
9	19%	8%	39%	27%	6%	6%
20	34%	6%	39%	10%	10%	8%
22	24%	1%	50%	23%	0%	3%
26	25%	4%	48%	15%	2%	3%
28	24%	5%	45%	20%	6%	3%
30	30%	3%	37%	20%	6%	5%
32	27%	2%	40%	24%	6%	2%
33	24%	2%	55%	8%	4%	0%
34	26%	3%	42%	18%	4%	2%
35	14%	0%	52%	25%	10%	3%
38	18%	5%	49%	16%	6%	4%
39	27%	12%	41%	19%	5%	1%
41	20%	4%	47%	18%	5%	4%
45	22%	3%	38%	30%	3%	6%
Avg.	24%	4%	44%	19%	5%	4%

Income

FAX riders with annual household incomes under $20,000 comprise the majority across all routes. Routes 20, 26, 33, and 39 have especially high proportions of riders who have household incomes under $10,000. Household income data is played in Figure 36.

Figure 36 - Household Income of Riders by Route

Household Income

Route	Less than $10,000	$10,000 to $19,999	$20,000 to $34,999	$35,000 to $49,999	$50,000 to $74,999	More than $75,000
9	41%	15%	36%	2%	4%	2%
20	52%	14%	20%	11%	2%	2%
22	38%	21%	33%	4%	2%	2%
26	51%	12%	24%	3%	5%	6%
28	48%	20%	22%	4%	3%	2%
30	46%	20%	25%	3%	4%	2%
32	41%	23%	27%	4%	3%	1%
33	51%	17%	14%	9%	6%	3%
34	47%	15%	29%	3%	4%	2%
35	39%	19%	29%	2%	5%	7%
38	44%	24%	22%	5%	3%	2%
39	50%	17%	16%	9%	4%	4%
41	41%	15%	27%	8%	5%	4%
45	42%	23%	25%	4%	6%	0%
Avg.	45%	18%	25%	5%	4%	3%

Service Ratings

As seen in Figure 37, the average ratings for different aspects of FAX service by route. Riders on routes 9, 22, and 33 tended to rate FAX service characteristics positively, including FAX service overall.

Routes 22, 33, and 45 riders rated the proximity of stops to their destinations especially well, although this service characteristic was rated highly in general.

Riders on routes 39 and 45 tended to rate "How frequently the bus runs" relatively poorly. Route 39 has 30 minute service and Route 45 has 60 minute service frequencies.

Riders on routes 39 and 41 rated "The hours when the bus runs" relatively poorly. Both routes run until around 9 pm on weekdays and 7 pm on weekends.

Figure 37 - Average Service Ratings by Route

Average Service Ratings by Route

	9	20	22	26	28	30	32	33	34	35	38	39	41	45	Avg.
How do you rate FAX overall	5.6	5.3	5.8	5.3	5.3	5.3	5.2	5.7	5.4	5.4	5.4	5.1	5.2	5.4	5.4
How close the bus stops are to your destination	5.6	5.4	5.7	5.5	5.4	5.3	5.4	5.7	5.3	5.4	5.5	5.2	5.2	5.7	5.4
How frequently the bus runs	5.3	4.9	5.5	4.9	4.9	5.0	4.8	5.2	5.0	5.0	5.1	4.6	4.8	4.6	5.0
The hours when the bus runs	5.0	4.9	5.4	4.8	4.9	4.9	4.7	4.9	4.9	4.8	4.9	4.6	4.5	4.7	4.9
The time required to make a trip	5.0	4.7	5.3	4.9	4.8	4.8	4.6	5.3	4.9	4.8	4.9	4.5	4.6	4.8	4.8
How often the bus is on time	5.0	4.7	5.4	4.6	4.7	4.8	4.7	5.0	5.0	5.2	4.8	4.2	4.4	4.8	4.8

Improvements

Riders' selection for the most important improvement was fairly consistent across routes, as summarized in Figure 38. "More late night bus routes that run until 1 AM" was the top selection for all but one route - riders on route 45 showed a strong preference for "More frequent service on the route your ride most." As stated above, this is not surprising as Route 45 has 60 minute service frequency.

Improvements to frequency of service on the route they ride most and from 6 AM to 6 PM were consistently the second and third most popular choice, with some exceptions. Riders on route 22 preferred "Extended service to new areas of Fresno" nearly as much as late night bus service, their top choice. Riders on route 30 preferred "More frequent bus service on weekends" as their second most popular choice.

Figure 38 - Most Important Improvements by Route

Most important improvement?

	9	20	22	26	28	30	32	33	34	35	38	39	41	45	Avg.
More late night bus routes that run until 1 AM	21%	26%	22%	22%	23%	23%	26%	21%	21%	24%	23%	21%	28%	15%	23%
More frequent service on the route you ride most	13%	11%	13%	16%	14%	9%	16%	21%	14%	24%	14%	16%	15%	33%	16%
More routes with 15 min service from 6AM to 6PM	12%	19%	6%	24%	17%	14%	17%	13%	17%	14%	15%	16%	12%	15%	15%
Extended service to new areas of Fresno	10%	10%	21%	7%	9%	12%	7%	5%	15%	8%	13%	10%	10%	8%	10%
More frequent bus service on weekends	14%	7%	7%	7%	13%	15%	15%	11%	10%	3%	12%	6%	9%	8%	10%
Realtime info displays at bus shelters	12%	7%	6%	7%	9%	6%	6%	13%	7%	8%	6%	12%	11%	2%	8%
Bus shelters at more bus stops	6%	10%	9%	7%	6%	6%	6%	5%	9%	5%	6%	6%	7%	11%	7%
Better sidewalk access to bus stops	6%	8%	5%	4%	3%	3%	3%	5%	5%	7%	3%	6%	3%	5%	5%
Bike share stations at major FAX bus stops	3%	1%	7%	3%	2%	7%	1%	3%	2%	2%	4%	2%	3%	3%	3%
Discounted Uber/Lyft/Taxi to the nearest bus stop	3%	1%	3%	2%	4%	5%	3%	3%	1%	5%	4%	5%	1%	2%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Service Improvement Tradeoffs

Figure 39 shows that across routes, riders consistently chose increased frequency to 15 minutes with a stop a ½ mile away over 30 minute frequency with a stop ¼ mile away.

Riders on routes 26, 35, and 38 showed a preference for 15 minute frequency in the same service area. Routes 26 and 35 currently have 30 minute service and route 38 has 15 to 20 minute service. Conversely, riders on routes 20, 32, and 45 showed a preference for an expanded service with 30 minute frequency. Routes 20 and 32 currently have 30-minute service. For route 45, 30 minute frequency would be an increase from the current 60 minute frequencies.

Riders on routes 20 and 45 preferred that buses run until 11 pm on most routes over buses running until 1 AM on the most popular routes. Both of these routes currently run until 9-10 pm on weekdays. Riders on routes 26, 35, and 58 preferred the opposite.

The tradeoff results for weekend service were fairly similar across routes with a moderate preference for later service on weekends over more frequent service during the same service hours.

Figure 39 - Service Improvement Tradeoffs

Service Tradoffs

Route	Bus every 15 min, stop is 1/2 mi away	OR	Bus every 30 min, stop is 1/4 mile away	Bus runs every 30 min, service area expanded	OR	Bus runs every 15 min, same service area
9	70%		30%	48%		52%
20	71%		29%	57%		43%
22	65%		35%	51%		49%
26	67%		33%	41%		59%
28	75%		25%	48%		52%
30	72%		28%	44%		56%
32	71%		29%	54%		46%
33	68%		32%	46%		54%
34	77%		23%	53%		47%
35	74%		26%	40%		60%
38	78%		22%	42%		58%
39	66%		34%	47%		53%
41	64%		36%	52%		48%
45	69%		31%	57%		43%
Avg.	71%		29%	49%		51%

Route	Buses run until 11 PM on most routes	OR	Buses run until 1 AM only on most popular routes	More frequent service on weekends, during current hours	OR	Later service on weekends, ending at 10 PM
9	46%		54%	40%		60%
20	61%		39%	39%		61%
22	48%		52%	41%		59%
26	44%		56%	47%		53%
28	55%		45%	35%		65%
30	49%		51%	34%		66%
32	55%		45%	36%		64%
33	55%		45%	38%		62%
34	51%		49%	42%		58%
35	44%		56%	31%		69%
38	50%		50%	44%		56%
39	55%		45%	36%		64%
41	47%		53%	39%		61%
45	61%		39%	38%		62%
58	33%		67%	38%		63%
Avg.	51%		49%	38%		62%

Hmong and Punjabi Riders

This section presents the results of a concentrated effort to gather input from Hmong and Punjabi communities in Fresno. The surveys were filled out mostly at religious sites and none were distributed or completed onboard the bus. The analysis includes 96 completed surveys from riders who's primary

language is Hmong and 342 surveys from riders who's primary language is Punjabi. Selected charts below show the onboard survey results to provide context for how the communities differ from the overall FAX rider population.

Demographics

A majority (59%) of Hmong and most (84%) Punjabi survey respondents were over the age of 51, as seen in Figure 40. These proportions are much higher than FAX ridership overall with only 21% over the age of 51. Moreover, the largest portion (42%) of Punjabi respondents are retired compared to only 9% from the onboard survey. There were no Hmong and Punjabi respondents in elementary, middle, or high school. This overrepresentation of older Hmong and Punjabi riders is due to the survey collection method and should be taken into account for the following discussion of results.

Figure 40 – Demographics of Hmong and Punjabi Riders

	HMONG	PUNJABI	ONBOARD
Age	n=96	n=342	
11 to 23	12%	3%	35%
24 to 30	2%	2%	16%
31 to 43	10%	3%	20%
44 to 50	18%	8%	8%
51 or older	59%	84%	21%
Employment Status			
Employed full time	10%	12%	22%
Employed part time	32%	26%	23%
College Student	11%	3%	17%
Elem/MS/HS	0%	0%	11%
Not employed	33%	16%	23%
Retired	14%	42%	9%

How Riders Use FAX

The Hmong and Punjabi riders are relatively new to using FAX when compared to FAX ridership overall. Very few Hmong and Punjabi riders have been riding since 2011 or before, around half have been riding since 2012 to 2015, and a significant portion are new riders, as displayed in Figure 41.

The majority of Hmong and Punjabi riders tend to be occasional riders who use the bus one to three days per week and a smaller portion are regular riders who ride four to five days per week. Almost none are frequent riders, compared to 39% of overall FAX ridership. This finding aligns with dominant age and retirement status of the respondents.

Figure 41 – How Hmong and Punjabi Riders Use FAX

First year riding FAX	HMONG	PUNJABI	ONBOARD
2011 or before	7%	3%	58%
2012 - 2015	50%	61%	22%
2016 - 2017	43%	37%	20%
Days ridden this week			
1-3 days/wk	65%	75%	25%
4-5 days/wk	35%	23%	36%
6-7 days/wk	0%	2%	39%
One-way trips today			
1-2	69%	84%	65%
3-4	29%	15%	25%
5+	1%	1%	10%

Transportation Options

A higher proportion (43%) of Hmong riders reported having a valid driver's license than Punjabi riders and overall FAX ridership. Vehicle availability was very low (5%) for both Hmong and Punjabi riders. A summary of these findings is depicted in Figure 42.

Figure 42 – Transportation Options for Hmong and Punjabi Riders

	HMONG	PUNJABI	ONBOARD
Driver's License: Yes	43%	25%	32%
Driver's License: No	57%	75%	68%
Vehicle available: Yes	5%	5%	18%
Vehicle available: No	95%	95%	82%

As presented in Figure 43, Hmong and Punjabi riders use Lyft and Uber at a much lower rate than FAX ridership overall. Only 16% of Hmong riders and 8% of Punjabi riders reported using Uber or Lyft in the past month. Of those that had, nearly all reported using the services only once or twice per week.

Figure 43 – Uber or Lyft Usage for Hmong and Punjabi Riders

Do you use Uber/Lyft?	HMONG	PUNJABI	ONBOARD
Yes	16%	8%	38%
No	84%	92%	62%
If yes, how many times per week?			
1	60%	48%	31%
2	40%	44%	21%
3	0%	8%	11%
4+	0%	0%	21%

Service Ratings

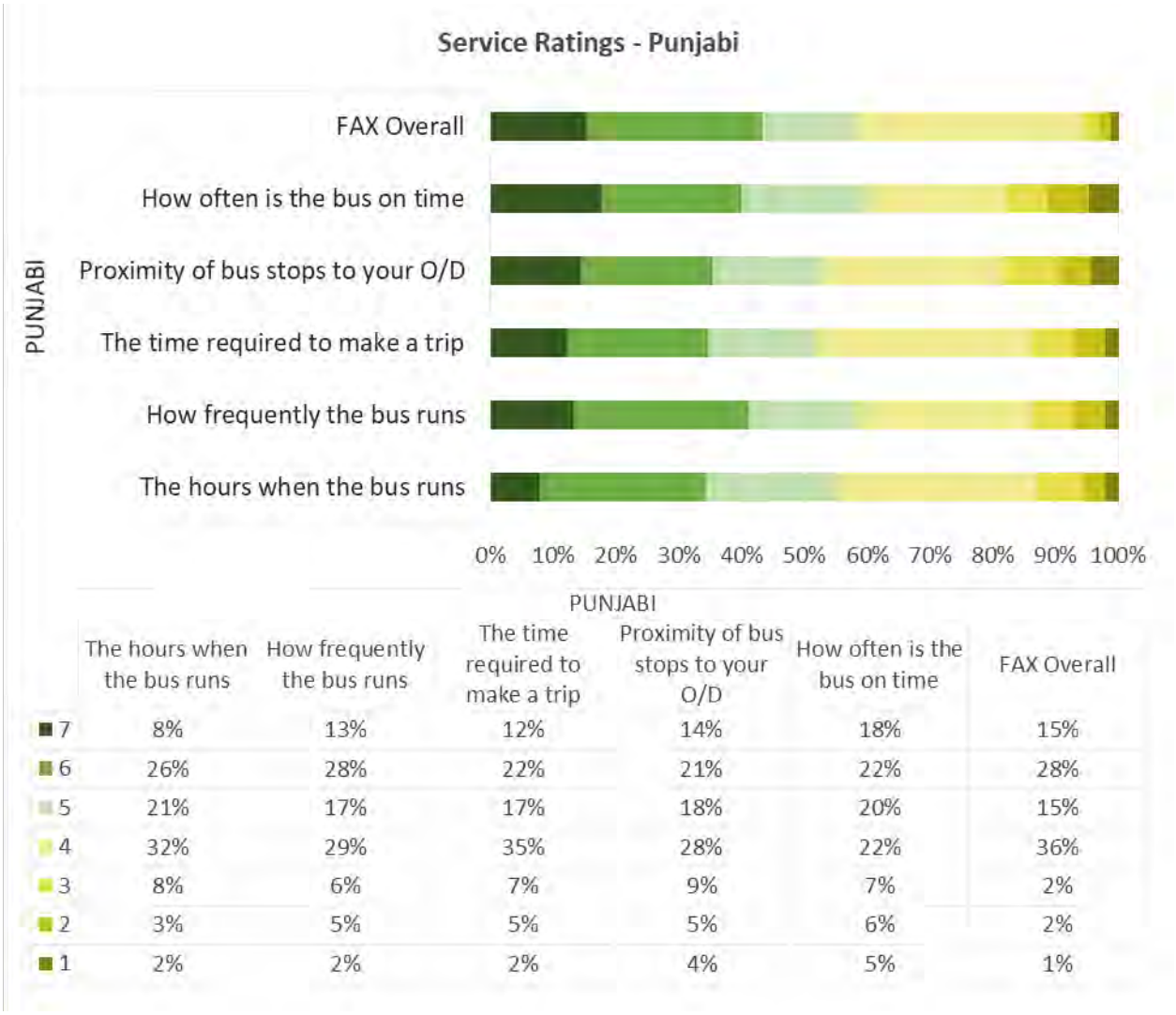
Hmong and Punjabi riders tended to rate service aspects and FAX service overall lower than the onboard survey respondents. Hmong riders tended to give neutral ratings. These riders rated the proximity of bus stops to their origin/destination and the time required to make a trip the highest. Punjabi riders rated how often the bus is on time the highest. Hmong and Punjabi service ratings are presented in Figure 44 and Figure 45.

Figure 44 - Service Ratings - Hmong

HMONG

	The hours when the bus runs	How frequently the bus runs	The time required to make a trip	Proximity of bus stops to your O/D	How often is the bus on time	FAX Overall
6	4%	4%	11%	12%	2%	7%
5	15%	22%	19%	20%	23%	23%
4	54%	37%	37%	37%	19%	44%
3	15%	14%	19%	16%	32%	17%
2	12%	22%	12%	9%	19%	7%
1	1%	1%	3%	5%	5%	1%

Figure 45 - Service Ratings - Punjabi



PUNJABI

	The hours when the bus runs	How frequently the bus runs	The time required to make a trip	Proximity of bus stops to your O/D	How often is the bus on time	FAX Overall
7	8%	13%	12%	14%	18%	15%
6	26%	28%	22%	21%	22%	28%
5	21%	17%	17%	18%	20%	15%
4	32%	29%	35%	28%	22%	36%
3	8%	6%	7%	9%	7%	2%
2	3%	5%	5%	5%	6%	2%
1	2%	2%	2%	4%	5%	1%

Improvements

As seen in Figure 46, Punjabi riders chose "More frequent service on the route you ride most often" as their most important improvement. When asked which route this is, 37% chose route 9, 32% chose route 20, and 25% chose route 22. This improvement was a close second most popular among Hmong riders and they chose routes 22 (40%), 41 (20%), and 28 (17%).

The most popular choice for Hmong riders was realtime information displays at bus shelters. In contrast, this improvement ranked 5th or 6th among FAX riders overall. The second most popular choice among Punjabi riders was better sidewalk access to bus stops. Again, this improvement ranked 8th for FAX riders overall. The discrepancy in preference between Hmong/Punjabi and the onboard survey respondents does not seem to be a result of the difference in age, since riders 55 and older that responded to the onboard survey also ranked these two improvements as low priority.

Figure 46 - Most Important Improvement for Hmong and Punjabi Riders

Most important improvement	HMONG	PUNJABI
More frequent service on the route you ride most often	19%	25%
Better sidewalk access to bus stops	11%	20%
More routes with 15 minute service from 6 AM to 6 PM	6%	19%
Extended service to new areas of Fresno	13%	11%
Bus shelters at more bus stops	12%	11%
Realtime info displays at bus shelters	21%	9%
More frequent bus service on weekends	11%	4%
More late night bus routes that run until 1 AM	2%	2%
FAX bus stop at discounted price	2%	0%
Bike share stations at major FAX bus stops	2%	0%

Service Improvement Tradeoffs

Figure 47 shows that Hmong and Punjabi riders mirrored the preference of all riders for more frequent service that is a ½ mile away. Punjabi riders showed more of a preference for more frequent service over an expanded service area, a tradeoff that FAX riders overall were split evenly on.

Hmong riders preferred that buses run until 1 AM only on most popular routes over buses running until 11 PM on most routes, which is also a tradeoff that FAX riders overall were split evenly on.

Both Hmong and Punjabi riders expressed a moderate preference for more frequent service on weekends during current service hours rather than later service on weekends, the opposite of FAX riders overall.

Figure 47 – Service Improvement Tradeoffs for Hmong and Punjabi Riders

	HMONG	PUNJABI
Bus runs every 15 min but stop is 1/2 mi away	81%	74%
Bus runs every 30 min but stop is 1/4 mi away	19%	26%
	HMONG	**PUNJABI**
Bus runs every 30 min, service area expanded	46%	30%
Bus runs every 15 min, same service area	54%	70%
	HMONG	**PUNJABI**
Buses run until 11 PM on most routes	35%	45%
Buses run until 1 AM only on most popular routes	65%	55%
	HMONG	**PUNJABI**
More frequent service on weekends, during current service hours	58%	57%
Later service on weekends, ending at 10 PM	42%	43%

FAX Driver Surveys

A parallel survey of drivers was conducted by FAX, using selected questions from the on-board passengers, as well as questions to elicit drivers' ideas for improving service in conjunction with the Route Restructuring. The survey form was a truncated version of the on-board rider survey and the drivers were selected to reflect the same routes covered by the rider survey.

The drivers echo public workshop participant's preference for expansion of service to new areas. There was also a large segment in the onboard survey that wants additional service area covered: There was almost equal support among passengers between "Bus runs every 30 min, service area expanded" (48%) versus "Bus runs every 15 minutes, same service area" (52%). The drivers and community respondents both show a preference for more coverage, while current passengers are divided between wanting more coverage. Frequency has the highest rating for improvement, but there is a compelling number of passengers and the community who want expanded coverage.

Examining driver comments, the single most important change FAX should make is improving on-time performance. Driver comments and other data suggest that on-time performance is important to growing ridership. The FAX study has focused on routes and frequencies, but improved schedule adherence particularly at transfer points appears to be a critical need.

Drivers responded quite differently than passengers to the tradeoff questions: they strongly favor evening service until 11 pm as opposed to 1 am. Drivers generally do not favor discounted Uber/Lyft/Taxi service to reach the nearest FAX bus stop. They favor in real time information availability, and voiced support for Route 45 service going to 30-minute headways.

Nineteen drivers participated in the FAX driver survey. Results from the tradeoff questions are displayed in Figure 48. The full list of questions and a tabulated summary of responses can be found in Appendix E.

Figure 48 – Driver Surveys Tradeoff Question Results

Bus runs every 15 min but stop is 1/2 mi away	71%
Bus runs every 30 min but stop is 1/4 mi away	29%

Bus runs every 30 min, service area expanded	81%
Bus runs every 15 min, same service area	19%

Buses run until 11 PM on most routes	82%
Buses run until 1 AM only on most popular routes	18%

More frequent service on weekends, during current service hours	47%
Later service on weekends, ending at 10 PM	53%

Appendix A

Title VI Service Equity Analysis Policies Working Paper

FAX FIXED-ROUTE SYSTEM RESTRUCTURE STUDY

Title VI Service Equity Analysis Policies Working Paper

REVISED DRAFT January 4, 2018

FAX Title VI Service Equity Analysis Policies Working Paper

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FAX Title VI Service Equity Analysis Policies Working Paper

Executive Summary

Introduction

As a recipient of funding from the Federal Transit administration, FAX is required to comply with FTA's Title VI Requirements and Guidelines, as detailed in FTA Circular 4702. 1B and authorized by the Civil Rights Act of 1964. For fixed transit providers operating more than fifty vehicles in peak service, these requirements include evaluating major service changes to determine whether those changes will have a discriminatory impact based on race, color, or national origin. This evaluation process is called a ***service equity analysis*** and requires development and adoption of multiple policies for conduct that is compliant with FTA guidance.

This paper serves to discuss, evaluate, and recommend service equity analysis-related policies that have not yet been adopted by FAX.

Title VI Service Equity Analysis Policies

Per FTA C 4702.1B, when a transit operator wishes to undertake changes over a certain threshold, the impact of those changes must be evaluated. The intent of this evaluation, a service equity analysis, is to identify any adverse effects on members of a group identified by race, color, or national origin.

The policies required to conduct a service equity analysis are:

- **Major Service Change Policy**: A major service change policy establishes a percentage threshold for what is a major service change. When that threshold is exceeded, it triggers a service equity analysis.
- **Disparate Impact Policy:** Disparate Impact is a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin. The disparate impact policy establishes a threshold for determining when a major service change has a disparate impact on minority populations.
- **Disproportionate Burden Policy:** Disproportionate Burden is a facially neutral policy or practice that disproportionately affects low income populations more than non-low income populations. The Disproportionate Burden Policy establishes a threshold for determining whether a major service change has a disproportionate burden on low income populations versus non-low income populations.

Peer Review of Service Equity Analysis Policies

The service equity analysis policies of six of peer public transportation programs were reviewed to provide perspective on thresholds that may be appropriate for FAX. The six peer agencies were selected by FAX project staff and include Sun Tran, ABQ RIDE, Sun Metro, San Joaquin RTD, and Sacramento RT. Peers' policies are presented in the following pages of this report. Review of these policies included noting the scale of thresholds for change or impact maintained by each peer; exemptions to agency-adopted policies; and criteria included in the policy. Policy considerations were developed from these observations to guide the FAX organization in developing its own Title VI service equity policies.

Drawn from these peer policy observations and informed by operational and demographic characteristics of the FAX public transportation program, recommended FAX service equity policies are presented here.

Major Service Change Policy

A Major Service Change adds or removes **25%** or more:

1. Revenue miles on any route
2. Revenue hours on any route.

Recommended exemptions to the Major Service Change Policy are:

1. Initiation /discontinuance of temporary or demonstration services lasting 1 year or less
2. Initiation/discontinuance of any promotional fares
3. Changes to or suspension of routes due to natural or catastrophic disasters
4. Temporary route detours: short-term changes to a route caused by road construction, routine road maintenance, road closures, emergency road conditions, fiscal crisis, civil demonstrations, or any uncontrollable circumstance.
5. Initiation/discontinuance of any Special Event Routing.

Disparate Impact Policy

A Disparate Impact exists if a major service change requires a minority population to bear adverse effects by **20%** 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 requires a low income population to bear adverse effects by **20%** or more than the adverse effects borne by the general population in the affected area.

Introduction

As a recipient of funding from the Federal Transit administration, FAX is required to comply with FTA's Title VI Requirements and Guidelines, as detailed in FTA Circular 4702. 1B. For fixed transit providers operating more than fifty vehicles in peak service, these requirements include evaluating major service changes to determine whether those changes will have a discriminatory impact based on race, color, or national origin.

FAX has developed a 2016 Title VI Report demonstrating its compliance with Title VI requirements. The Title VI report includes how FAX complies with general reporting requirements and requirements for fixed route providers. While the requirement to evaluate service changes is addressed, including a discussion of FAX's locally developed process for evaluating service changes, some elements expressed in FTA C4702.1B are not included.

This paper serves to discuss, evaluate, and recommend the additional service equity analysis-related policies that have not yet been adopted by FAX.

The recommendations were formulated in a meeting of the FAX representatives and consulting team. Both the peer analysis and public input received during the public participation process were considered. Final recommendations will be provided to the City of Fresno City Council at a future date.

Title VI Service Equity Analysis Requirements and Policies

FTA requirements for evaluating major service changes include developing the following policies:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy

These policies must be developed with public input. Details about service equity analysis policies are provided below. The basis of Title VI and definitions of the three service equity policies were summarized in boards and handouts in English and Spanish and presented at eight community workshops. The community participation process for public input is described later in the working paper.

Major Service Change Policy

A major service change policy ***establishes a percentage threshold for what is a major service change***. When that threshold is exceeded, it triggers a service equity analysis.

A major service change policy is typically presented as a numerical standard, such as a change that affects "x" percent of a route or "x" number of route miles or hours. There can also be a threshold for

the number of people affected. It can be route-specific or systemwide. If the threshold is exceeded, then a service equity analysis is required for disparate impacts for minority populations and disproportionate burden for low income populations.

Disparate Impact Policy

Disparate Impact is a ***facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin***.

The Disparate Impact Policy establishes a threshold for determining when a major service change has a disparate impact on minority populations. That is, do minority populations bear more of the impacts than nonminority populations?

Disproportionate Burden Policy

Disproportionate Burden is a ***facially neutral policy or practice that disproportionately affects low income populations*** more than non-low income populations.

The Disproportionate Burden Policy establishes a threshold for determining whether a major service change has a disproportionate burden on low income populations versus non-low income populations. That is, do low income populations bear more of the impacts than non-low income populations.

The Disproportionate Burden Policy applies only to low income populations that are not also minority populations.

Title VI Target Populations

Title VI protects individuals from discrimination based on their race, color, or national origin. While low income populations are not specifically protected under Title VI, this population must be considered when evaluating service changes. FTA C 4702.1B states that, "recognizing the inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent, FTA requires transit providers to evaluate proposed service and fare changes to determine whether low income populations will bear a disproportionate burden of the changes," (Chapter IV-11).

Defining Minority Population

Minority population means any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, are geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed Federal Department of Transportation program, policy, or activity.

Minority persons include the following:

> (1) American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
>
> (2) Asian, which refers to people having origins in any of the original peoples of the Far East,

Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

(3) Black or African American, which refers to people having origins in any of the Black racial groups of Africa.

(4) Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.

(5) Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

Defining Low Income Population

Low income population refers to any readily identifiable group of low income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.

Low income person means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines of 150 percent of the poverty line. Based upon 2017 Federal Poverty Levels, this would reflect an income of less than $18,090 for a single individual and less than $36,900 for a family of four.

Title VI Service Equity Analysis Process

FTA Title VI regulations provide guidelines for the development of the required Title VI service equity analysis procedures and the conduct of a service equity analysis. This process, also presented in Figure 1, is summarized here.

1. The transit provider must develop a Major Service Change Policy to identify what changes are considered “major.” Service changes that meet this threshold are subject to a service equity analysis.
    a. The transit provider shall engage the public in the decision-making process to develop the Major Service Change Policy.
2. The transit provider must develop a Disparate Impact Policy to establish a threshold for determining when adverse effects of service changes are borne disproportionately by minority populations.
    a. The transit provider shall engage the public in the decision-making process to develop the Disparate Impact Policy.
3. The transit provider must develop a Disproportionate Burden Policy to establish a threshold for determining when adverse effects of service changes are borne disproportionately by low income populations.

a. The transit provider shall engage the public in the decision-making process to develop the Disproportionate Burden Policy.

b. The transit provider's approval of these policies must be included in the provider's Title VI Program.

4. When the transit provider is considering changes that meet the established major service change policy, the transit provider must conduct an equity analysis.

    a. An equity analysis include shall evaluating the impacts of proposed service changes on minority and low income populations and use the establish thresholds to determine if any of the impacts will result in disparate burdens on minority populations of disproportionate burdens on low income populations

    b. The transit provider must develop written procedures for evaluation of service changes consistent with FTA C 4702. 1B, Chapter IV, Section 7. Framework for these procedures are detailed in FTA C 4702. 1B.

5. If the threshold for disparate impacts or disproportionate burdens has been exceeded, the transit provider will take steps to avoid, minimize, or mitigate impacts where practicable.

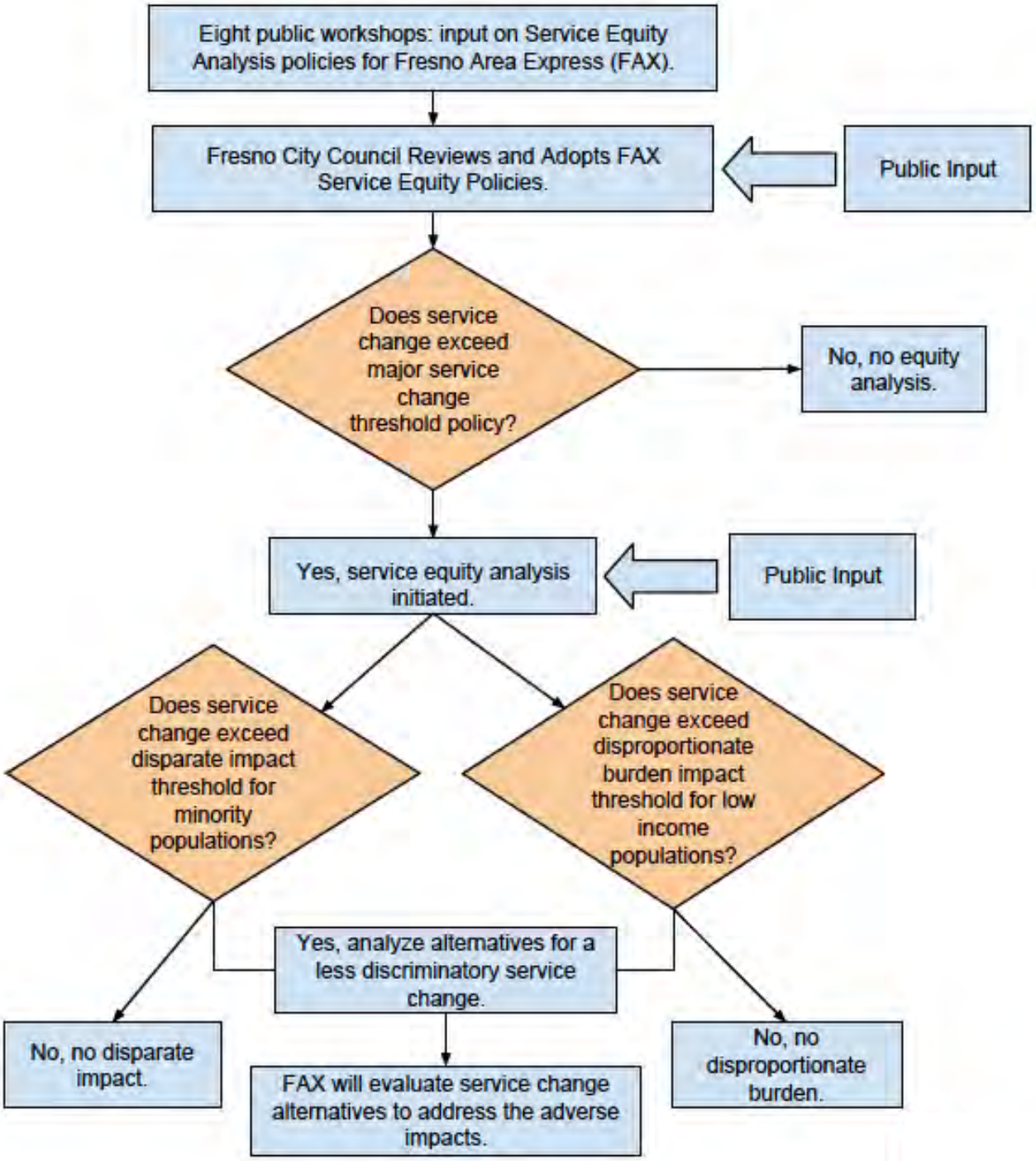
    a. Where disparate impacts are identified, the transit provider shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including any less discriminatory alternatives that may be available.

    b. The transit provider may implement the service change only the transit provider has a substantial legitimate justification for the proposed service change, and the transit provider can show that there are no alternatives that would have a less disparate impact

    c. Additional requirements for analyzing and implementing alternatives are detailed in FTA C 4702. 1B, Chapter IV, Section 7.

    d. The written procedures and results of equity analyses and the board's consideration, awareness, and approval of the analysis shall be included in the transit provider's Title VI Program.

Figure 1, Title VI Service Equity Analysis Process Flowchart



Review of Peer Policies

Introduction

The Title VI service equity analysis policies of several of FAX's peers were reviewed to understand how similar agencies identify these policies. The six peer agencies were selected by FAX project staff and include Sun Tran, ABQ RIDE, Sun Metro, San Joaquin RTD, and Sacramento RT. The Title VI Program and polices of a seventh peer, Modesto Area Express, was reviewed but not included in this analysis as they are not required to develop these policies based on the number of vehicles they operate.

Peer Agencies	Major Service Change Thresholds	Exemptions
Sun Tran Tucson, AZ	A Major Service Change adds or removes **25% or more** of the**:** 1. Revenue miles on any route; 2. Revenue hours on any route; 3. Ridership on any route.	1. Initiation/discontinuance of temporary or demonstration services 2. Initiation/discontinuance of any promotional fares. 3. Natural or catastrophic disasters 4. Temporary route detours
ABQ RIDE Albuquerque, NM	A Major Service Change increases or decreases service on any route by **35% or more** of the: 1. Revenue hours of service; 2. Service to bus stops on that route.	N/A
GET Bus Bakersfield, CA	A Major Service Change is the establishment of a new transit route, or increases or decreases of **25% or more** of: 1. Route length of a route; 2. Revenue miles on a route; 3. Revenue hours on a route.	1. Discontinuance of temporary services 2. Adjustments during new line "Break-In" period 3. Forces of nature 4. Competing infrastructure failures 5. Reductions to overlapping services
Sun Metro El Paso, TX	A Major Service Change is a reduction or increase of **30% or more** in: 1. Revenue miles on any service area or route; 2. Revenue hours on any service area or route.	1. Changes to routes with fewer than 20 total trips 2. Introduction/discontinuation of short/limited-term service 3. Sun Metro-operated transit service replaced by different mode or operator 4. Deactivation of routes with fewer than 10 passengers/hour or 1.0 passengers/mile after 6 months
San Joaquin RTD Stockton, CA	A Major Service Change increases or reduces **25% or more** of: 1. Daily revenue miles of a route; 2. The number of transit route miles of a route.	1. Experimental or emergency service 2. Standard seasonal variations in service

Sacramento RT Sacramento, CA	A Major Service Change: 1.Creation of any new bus route exceeding **150 daily revenue miles**; 2. Creation of any new light rail route or extension of any existing light rail routes; 3. Any change to an existing bus or light rail route that affects **15% or more** of daily revenue miles.	1. Elimination of routes according to RT's route sunset process 2. Creation/alteration/elimination of a supplemental route1 3. Emergency changes 4. Creation/alteration/ elimination of temporary/demonstration service lasting 1 year or less 5. Creation/alteration/elimination of special event service

Peer Major Service Change Policies

Observations

Observations from the review of peer Major Service Change Policies included:

- All peer policies for major service changes are at the individual route level.
- Peer policies demonstrate how thresholds can apply to multiple criteria, such as revenue hours; revenue miles; route length; bus stops; or ridership. All peers used more than one criterion to define major service change.
- Major service change includes reductions and increases in service.
- The threshold for determining a major service change varies among peers from 15 percent change to 35 percent change on any route, including new and existing.
- Five of the six peers (all Peers except ABQ Ride) identify exemptions to their Major Service Change Policy, including changes to demonstration, temporary, or special event services and changes due to emergencies or natural disasters.

Policy Considerations

The adopted major service policy should clearly state that:

- The percentage change that is considered "major". A 25% percent threshold seems to be a reasonable threshold for being a major change, and is the midpoint of peer agencies.
- Major change is at the route level.
- The service parameters to be included. Keeping it simple as RTD in Stockton has done is one clear option. Including 1) the number of route miles of a route and 2) daily revenue miles provides two simple parameters as part of the policy.
- The exemptions that FAX would like to include in the policy. At a minimum, these exemptions should be included:
    - Emergency changes due to forces of nature
    - Temporary route detours
    - Elimination of a demonstration or pilot route lasting 1 year or less
    - Initiation/discontinuance of any promotional fares

Recommendation for Major Service Change Policy

A Major Service Change adds or removes 25% or more:

1. Revenue miles on any route
2. Revenue hours on any route.

Recommended exemptions to the Major Service Change Policy are:

1. Initiation /discontinuance of temporary or demonstration services lasting 1 year or less

2. Initiation/discontinuance of any promotional fares
3. Changes to or suspension of routes due to natural or catastrophic disasters
4. Temporary route detours: short-term changes to a route caused by road construction, routine road maintenance, road closures, emergency road conditions, fiscal crisis, civil demonstrations, or any uncontrollable circumstance.
5. Initiation/discontinuance of any Special Event Routing

Peer Disparate Impact Policies

Peer Agencies	Disparate Impact Policy (Minority only or Minority and Low income)
Sun Tran Tucson, AZ	A Disparate Impact exists if a major service change requires a minority population to bear adverse effects by **20%** or more than the adverse effects borne by the general population.
ABQ RIDE Albuquerque, NM	A Disparate Impact exists when the percent of minorities adversely affected by a major service change is greater by **10%** than the average percent of minorities in the service area.
GET Bus Bakersfield, CA	A Disparate Impact exists when the minority population adversely affected by a major service change is more than **10%** than the average minority population in the service area.
Sun Metro El Paso, TX	A Disparate Impact exists if a major service change requires a minority population to bear adverse effects over **25%** than the adverse effects borne by the general population.
San Joaquin RTD Stockton, CA	A Disparate Impact exists if the percentage of vehicle revenue hours on minority-classified routes affected by the major service change is at least **25%** higher than the vehicle revenue hours on non-minority-classified routes affected by the major service change.
Sacramento RT Sacramento, CA	A Disparate Impact exists if a major service change requires a minority population to bear adverse effects by **15%** or more than the adverse effects borne by the general population.

Observations

The review of peers' Disparate Impact Policies yielded the following observations:

- Three of the six peers (Sun Tran; Sun Metro; Sacramento RT) analyze the impact of changes to the minority population compared to the impact on the general population.
- Two peers analyze (ABQ Ride; Get Bus) impact of changes to the minority population compared to the size of the minority population in the service area.

- One peer (San Joaquin RTD) has classified routes as minority or non-minority. To identify disparate impact, they analyze change to vehicle revenue miles on affected minority-classified routes compared to change to vehicle revenue miles on affected non-minority-classified routes.
- The threshold for identifying a disparate impact varies among peers from 10 percent to 25 percent.

Policy Considerations for Disparate Impact

The disparate impact policy should include:

- The population that the minority population is compared to. The whole rationale of the service equity analysis is to ensure that discrimination against minority populations along route does not occur. The best basis for this comparison would appear to be the comparison with either non-minority populations or the general population
- The percentage change threshold that when exceeded would be a disparate impact. Overall, a 10% threshold seems low and a 25% disparate impact seems like a very high bar for a disparate impact. A disparate impact of 15% to 20% would seem like a reasonable threshold.

Recommendation for Disparate Impact Policy

A Disparate Impact exists if a major service change requires a minority population to bear adverse effects by **20%** or more than the adverse effects borne by the general population in the affected area.

Peer Disproportionate Burden Policies

Peer Agencies	Disproportionate Burden Policies (Low income only)
Sun Tran Tucson, AZ	A Disproportionate Burden exists if a major service change requires a low income population to bear adverse effects by **20%** or more than the adverse effects borne by the general populations.
ABQ RIDE Albuquerque, NM	A Disproportionate Burden exists when the percent of low income households adversely affected by a major service change is greater by **10%** than the average percent of low income households in the service area.
GET Bus Bakersfield, CA	A Disproportionate Burden exists when the low income population adversely affected by a major service change is more than **10%** than the average low income population of the service area.
Sun Metro El Paso, TX	A Disproportionate Burden exists if a major service change requires a low income population to bear adverse effects over **25%** than the adverse effects borne by the general population.
San Joaquin RTD Stockton, CA	A Disproportionate Burden exists if the percentage of vehicle revenue hours on below-poverty-level classified routes affected by the major service change is at least **25%** higher than the percentage of vehicle revenue hours on above-poverty-level classified routes affected by the major service change.
Sacramento RT Sacramento, CA	A Disproportionate Burden exists if a major service change requires a low income population to bear adverse effects by **15%** or more than the adverse effects borne by general populations.

Observations

The review of peers' Disproportionate Burden Policies yielded the following observations:

- Three of the six peers (Sun Tran; Sun Metro; Sacramento RT) analyze the impact of changes to the low income population compared to the impact on the general population.
- Two peers analyze (ABQ Ride; Get Bus) impact of changes to the low income population compared to the size of the low income population in the service area.
- One peer (San Joaquin RTD) has classified routes as below-poverty-level or above-poverty-level. To identify disproportionate burden, they analyze change to vehicle revenue miles on affected on below-poverty-level-classified routes compared to change to vehicle revenue miles on affected above-poverty-level-classified routes.
- The threshold for identifying a disproportionate burden varies among peers from 10 percent to 25 percent.

Policy Considerations for Disproportionate Burden

The disproportionate burden policy should include:

- The population that the low income population is compared to. Again, the whole purpose of the service equity policy is to ensure lack of discrimination against low income populations. It would make sense to compare the low income population compared to the general population.
- The percentage threshold that when exceeded would be a disproportionate burden. This should likely be the same percentage established for disparate impact of 15% to 20% but FAX has option of considering alternative thresholds.

Recommendation for Disproportionate Burden Policy

A Disproportionate Burden exists if a major service change requires a low income population to bear adverse effects by **20%** or more than the adverse effects borne by the general population.

Community Outreach

Per FTA C4702.1B, FAX engaged the public to develop these service equity analysis policies. A series of community workshop were held in November to solicit public input on the fixed route system restructure study and these policies. Eight workshops were held in the morning and evening in various locations throughout Fresno.

An information station was dedicated to Title VI issues to solicit input on the criteria and thresholds making up FAX's Title VI service equity analysis policies. Considerable effort was taken to develop materials that communicated the service equity analysis purposes, process, and policies in plain language that could be readily understood by members of the public. Workshop materials included:

- Display board summarizing Title VI and the service equity analysis process and policies;
- Maps of minority and low income populations within FAX's service area (shown in the picture at the right);
- Service Equity Analysis process flowchart (Figure 1);
- Handouts that presented the peer analysis of policies and encouraged participants to vote on appropriate thresholds and criteria for FAX's policies.

Workshop Content:

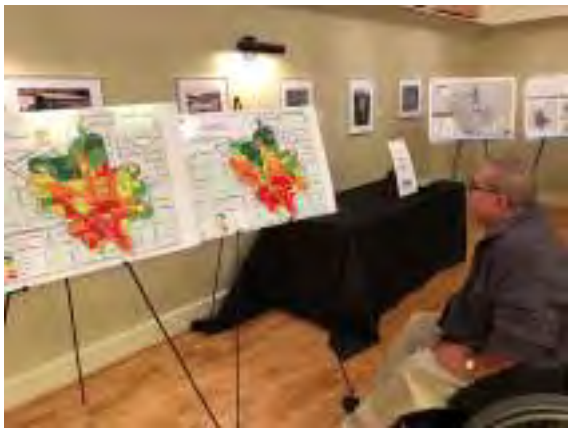
- Introductory presentation
- Information stations
- Visioning exercise
- interactive polling exercises
- Spanish Translation

Workshop Locations:

- Fresno City College
- Central Valley Regional Center
- Mosqueda Community Center
- Frank H. Ball Community Center
- Woodward Library
- Pinedale Community Center: workshop and wrap-up
- Holmes Community Center

- All boards and handouts were translated into Spanish. A member of the consultant team was present at the station to walk through the materials with participants, answer questions, and invite feedback.

Appendix A is the workshop poster publicizing the workshop including the invitation for the public to participate in establishing service equity policies.



Appendix B provides all of the handouts made available at the eight public workshops.

One of the English and Spanish handouts included summaries of FAX peer transit system's service equity analysis policies and included a questionnaire soliciting public input on FAX's service equity analysis policies. Appendix C summarize the results from the four respondents. Overall, this was too small of a sample size for any meaningful interpretation of the survey results.

Appendix D provides the four poster that we were utilized for the Title VI Service Equity Analysis station at seven of the public workshops.

Appendix B

Title VI Service Equity Analysis Methodology and Calculations

Service Equity Analysis Methodology and Calculations

This appendix provides documentation on how the service equity analysis was conducted for the Faster FAX service changes. The Title VI requirements, public participation process and recommended policies are fully documented in the FAX Fixed Route System Restructure Study report.

As described in the FAX Fixed Route System Restructure Study report , Routes 9, 29/32 and 39 all exceeded the proposed major service change threshold of 25%. Per the Title VI Circular, only routes that exceed the major service change threshold are subject to the service equity analysis.

The Title VI Circular on Service Equity Analysis (FTA C 4702. 1B) guidelines provides transit operators the choice of either utilizing ridership data or population data for the analysis. FAX has chosen to utilize the population data analysis. FAX is licensed to Remix, a software platform that was utilizing for transit planning for the Faster FAX network. The software includes methodology for the Title VI service equity analysis. Described briefly, this method, for each scenario (Existing and Faster FAX):

- ✓ Calculates the number of annual trips provided on each route.
- ✓ Produces a shape representing the area within ¼ mile of each stop, and calculates the total population, minority population, and low-income population within ¼ mile of the route. The population data is American Community Survey 2009-13 data. Block group data is utilized.
- ✓ Multiplies the total number of bus trips per route by the total population of the routes' service area, and the population of minority and low-income people in the route's service area, to produce the number of trips provided per person per year (described as "total person-trips", "minority person-trips", and "low-income person trips", respectively). It's important to note that the total number of low-income or minority person-trips can approach or exceed the number of total person-trips, since some people are counted in both categories.
- ✓ Calculates the total difference in person-trips by subtracting the number calculated for all routes in the scenario from the number calculated for all routes in the existing network.
- ✓ Calculates the percentage of the change in total person-trips borne by the general population minority and low-income populations.

The output of Remix is a hypothetical number of total population, minority population, and low income population by multiplying the number of bus trips times the population within a ¼ mile of the existing and Faster FAX route. Therefore, the output has very large person trip numbers as the Remix methodology multiplies the total population times the number of trips on the route. It should be clear that this is the population estimate and NOT a ridership estimate.

The full documentation of the Remix methodology can be found at: https://www.remix.com/title-vi

Table 1 shows the output of person trips for the three routes with a major service change. In millions of person trip, the table shows how total, low-income and minority person trips there are for the existing FAX network compared to the Faster FAX network. For example, for Route 9, based on the Remix methodology of population living with a ¼ mile of Route 9 times the number of bus trip on Route 9, this equates 939 million total person trips, 418 million low-income person trips and 628 million minority person trip. With Faster FAX, with the shortened route length that would be picked up by Route 39, there are 797 million total person trips, 351 low-income person trips and 488 million person-trips. For Route 9, the proportion of Faster FAX person-trips is 85% for total trips, 84% of low-income individuals and 78% for minority individuals.

Table 1 - Person Trips by Route for Three Routes with Major Service Change (Existing Network and Faster FAX)

	Existing Network Person-Trips			Faster FAX Person-Trips			% Change Person-Trips		
Route	Total	Low-Income	Minority	Total	Low-Income	Minority	Total	Low-Income	Minority
9	939M	418M	628M	797M	351M	488M	85%	84%	78%
29/32	686M	555M	386M	1024M	859M	610M	149%	154%	158%
39	512M	258M	407M	723M	359M	579M	141%	139%	142%

Disparate Impact Calculations

For there to be a finding that there is no disparate impact for minority population, there has to be less than a 20% difference in the adverse effects of the minority populations before and after the major service change, compared to the general population.

Table 2 shows the Summary of Disparate Impacts for minority populations.

Table 2 – Summary of Disparate Impact for Minority Populations for Three Routes with Major Service Changes (Existing FAX Network compared to Faster FAX)

Route	Disparate Impact Minorities*	Exceeds 20% Threshold?
9	8.4%	No
29/32	-3.6%	No
39	-0.81%	No

* % impact borne more by minorities compared to general public. Negative percentage means minorities bear less burden than general population or a positive benefit for minority populations

The formula for calculating disparate impact of minority populations is:

1- ((minority person trips Faster FAX)/(minority person trips Current FAX Network))/((total persons trips Faster FAX)/(total person trips Current FAX Network))

For Route 9, utilizing the data (in millions) from Table 1:

1-((488/628))/((797/939))= 8.4% (small rounding errors from truncating millions). 8.4% is below the 20% threshold for disparate impacts. Therefore, there is not a disparate impact for minority populations for Route 9.

Route 29/32 has a higher proportion of minority person trips due to the Faster FAX network when compared to the general population. There is a 158% increase in person trips for minority trips from the Faster FAX network, compared to a 149% increase for the general population. This results in a negative 3.6% disparate impact, which means that minority populations have a positive benefit from the proposed changes. A small positive benefit is also realized for Route 39.

None of the three Faster Fax routes that result in a major service change have a disparate impact on minority populations that exceed the 20% threshold.

Disproportionate Burden Calculations

For there to be a finding that there is no disparate impact for low-income populations, there has to be less than a 20% difference in the adverse effects of the low-income populations before and after the major service change, compared to the general population.

Table 3 shows a summary of the disproportionate burden for the three routes that exceed the 25% major service change threshold.

Table 3 – Summary of Disproportionate Burden for Low Income Populations for Three Routes with Major Service Change (Existing FAX Network compared to Faster FAX)

Route	Disproportionate Burden Low Income*	Exceeds 20% Threshold?
9	0.93%	No
29/32	-5.76%	No
39	1.28%	No

* % impact borne more by low income individuals compared to general public. Negative percentage means low income individuals bear less burden than general population or a positive benefit for low-income populations

The formula for calculating disparate impact of minority populations is:

1- ((low-income person trips Faster FAX)/(low-income person trips Current FAX Network))/((total persons trips Faster FAX)/(total person trips Current FAX Network))
For Route 9, utilizing the data (in millions) from Table 1:

1-((351/418))/((797/939))= 0.93% (small rounding errors from truncating millions). 0.93% is below the 20% threshold and is therefore does not exceed the 20% threshold. Therefore, there is not a disproportionate burden for low income populations for Route 9.

For Route 29/32, low income populations have a positive benefit from the proposed Faster FAX service change with a 5.76% more low income person trips than the total general population person trips when comparing the proportions of the proposed Faster FAX to the current FAX network. The negative sign in Table 3 means less adverse impact for low income person or a positive benefit.

For Route 39, there is 1.28 % more general population person trips compared to low income person trips, well below the 20% disparate impact threshold.

None of the three routes that have a major service change from implementation of Faster FAX have a disproportionate burden for low income populations.

Appendix C

Public Outreach Synopsis

Fresno Area Express

FIXED-ROUTE SYSTEM RESTRUCTURE PUBLIC INVOLVEMENT SERVICES

Draft

Public Outreach Synopsis

Outreach Activities Between October 1, 2017 and December 6, 2017

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Introduction

Fresno Area Express (FAX) is considering implementing a significant number of service improvements that were developed during preparation of the Fresno Clovis Metropolitan Area (FCMA) Public Transportation Strategic Service Evaluation Project conducted through the Fresno Council of Governments (Fresno COG). The purpose of the project was to examine metropolitan travel patterns through extensive origin and destination studies, transit ride check and transfer studies, and public and stakeholder input with a goal of reducing transit travel times, and improving linkages to major trip generators.

The proposed adjustments require a very thorough review with the community, stakeholders and policy makers. VRPA Technologies, Inc. and its subconsultants are working with FAX staff to develop and implement a public review process that will lead to the adoption of a FAX Preferred Network Plan. Overall objectives of the FAX Preferred Network Planning process include the following:

- ✓ Conduct a Service Equity Analysis of the purposed FAX Preferred Network Plan for system changes, which includes an analysis of adverse effects relating to possible disparate impacts and disproportionate burdens - *Underway*.
- ✓ Prepare a public involvement plan that builds on the outreach and education strategies implemented during the Public Involvement phase of the FCMA Strategic Service Evaluation Project needs to be developed – *Draft Public Involvement Plan (PIP) is complete*.
- ✓ Implement the PIP to inform a wide range of people about the outcomes of the system evaluation effort and to ensure community stakeholders and residents are well engaged and informed about the impact of the proposed route changes – *Underway*.
- ✓ Provide direct community contact as the most effective way to get the project message out - *Underway*.
- ✓ Following the Title VI analysis, and initial public review, identify specific refinements to the Preferred Network Plan – *To be completed*.
- ✓ Provide final review and adoption of the FAX Preferred Network Plan – *To be completed*.

Public Involvement Plan Outreach Goals

The ultimate goal of the outreach process is to allow the public and other community members opportunities throughout the process to influence the development of the FAX Preferred Network Plan. The PIP reflects ways to identify and contact the community, inform them of the need for the FAX Preferred Network Plan, and involve them in the decision-making process. The PIP includes tasks that will identify the affected public creating an inventory of neighborhoods and school organizations, businesses, church groups, ethnic organizations, homeowners' associations, environmental or cultural organizations, special interest groups and civil rights groups; educate the identified stakeholders on the planned FAX Preferred Network Plan; and provide opportunities for participation and feedback.

The goal of the PIP is to actively seek the participation of communities and their stakeholders, agencies, individual interest groups, and the general public throughout the FAX Preferred Network Plan development process. The PIP provides the framework for achieving consensus and communicating the decision-making process between the general public, public agencies, and governmental officials to identify solutions for the FAX Preferred Network Plan. Public involvement provides the public and agencies with continuing opportunities to be involved. Input from affected agencies and the public also lends credibility to key decisions made during the FAX Preferred Network Plan development process.

Organizational Structure

The FAX Preferred Network Plan planning process includes several tiers designed to ensure overall management of the analysis and planning phases as well as to secure appropriate guidance from the various audiences' essential to the FAX Preferred Network Plan's success.

Project Team

The Project Team consists of key FAX staff, several Community Based Organizations (CBOs), as well as staff from VRPA Technologies, Inc., the lead consultant, and it subconsultant affiliates. To ensure goals and objectives are addressed in a timely manner, the Project Team will meet on a weekly basis to monitor Plan progress, coordinate activities, identify strategic issues with development and next steps. The Project

Team is tasked with producing materials to be presented to specific audiences in the various tiers and the engagement activities to ensure that feedback is summarized and addressed as appropriate in the FAX Preferred Network Plan. A list of Project Team members can be found in Appendix A.

Elected Officials

Elected officials will be kept apprised of the planning process and their input sought. Information on Plan milestones and public meetings will be provided to elected officials to be distributed to their constituencies.

Stakeholder Groups

Stakeholders are organizations that serve as a vehicle for reaching a broader audience, having a strong interest in transit and transportation planning and a constituency that must be included in the process. Stakeholders also include members of other community or business organizations, governmental entities, or service organizations that have a high level of interest in the Plan and can work cooperatively with the Project Team on engagement activities. Stakeholders will receive detailed information about the Plan and be given opportunities to comment on existing conditions, future scenarios, and other critical path issues. The Project Team will work with stakeholders to keep the broader community informed on Plan progress and ask them to provide feedback as the development process advances. The stakeholder list will be updated throughout the process.

Interested Parties

Interested parties can either be organizations or individuals who learn of the Plan and express interest in receiving regular details related to the Plan and its development. This can include property owners, business owners, state and local officials, community groups and development corporations, local institutions, transit users, motorists and non-motorists. Any individual or group that shows interest in the Plan will be added to the stakeholder listing ensuring that receipt of meeting invitations, plan status updates, and other materials or information. Information about the project and all public meetings will be disseminated through as many avenues as possible to reach a broad cross-section of Fresno residents. This will include extending information through the above-mentioned committee structures as well as the outreach mechanisms listed below. Anyone who attends a public meeting or provides contact information through the Project webpage will be added to the stakeholder list. It is anticipated that

participation by interested parties will occur throughout the course of the FAX Preferred Network Plan development process.

Public Participation Objectives

For the public and agencies to effectively evaluate and comment on the FAX Preferred Network Plan, they should be adequately informed about the study and understand the details associated with the analysis. The PIP is designed to provide a roadmap for the process that maximizes public engagement and information at the same time that it creates opportunities for stakeholders and interested members of the public to provide input. The objectives of the PIP are:

- ✓ Identify effective coordination and communication with affected public agencies.
- ✓ Ensure broad-based involvement in the Plan development process.
- ✓ Engage a variety of interests and stakeholders, as well as the public-at-large, especially those who have not been involved in the outreach process historically.
- ✓ Provide meaningful opportunities for involvement and input before, after, and during Workshops covering seven (7) geographic areas or "communities" within the City of Fresno.
- ✓ Listen to and fully consider participants' comments and concerns while at the same time documenting the issues.
- ✓ Ensure that expectations and the desires of the public, stakeholders, and the elected officials are met.
- ✓ Educate the community by helping it envision the restructured FAX System.
- ✓ Maximize engagement opportunities and disseminate Project information in a proactive and timely manner.

- ✓ Provide clear, concise information regarding the project.
- ✓ Build awareness among the general public and decision makers utilizing innovative methods and combinations of different public engagement techniques.
- ✓ Establish opportunities for early and continuing public engagement and provide adequate notice.
- ✓ Provide the public a reasonable opportunity to comment on the proposed Plan by utilizing methods, aside from traditional public meetings, such as email correspondence and web-based outreach strategies.

Key Audiences

As mentioned above, stakeholders for the study will include various groups or individuals who are affected by, or have an interest in the development of the FAX Preferred Network Plan. Because of the diverse audiences that will be participating in the study process, the Project Team will reach out to stakeholders in different ways, striving to identify, target and strategize on how best to engage each group and individuals. The PIP will create a structure for gaining an understanding of different community interests and characteristics. The following listing provides additional potential stakeholders:

- ✓ **Affected Public Agencies** including representatives of State transportation organizations, regional transportation planning staff and officials, local elected officials, economic development agencies, and others.
- ✓ **Public Transit and Transportation Users and Providers/Employers** including other regional transit providers and mass transit organizations.
- ✓ **Business Organizations** including the Chamber of Commerce, transit workers unions, and local businesses.
- ✓ **Educational Institutions** including universities, colleges, and school districts.
- ✓ **Persons with Disabilities** including those with visual, hearing, and mobility impairments, and the mentally challenged.
- ✓ **Cultural, Historical, and Resource Advocacy Groups.**
- ✓ **Representatives of Environmental Justice Organizations.**
- ✓ **Other Individuals and parties** including youth and seniors who may be interested in commenting.

Public Engagement Activities

As part of the FAX Preferred Network Plan development process, the Project Team is utilizing several participation and communication methods to ensure that continuous public access to Project information is provided throughout the planning process.

It is important to ensure that the public, interested parties, and stakeholder groups have ample opportunities to provide informed input throughout the planning process. For this to happen a variety of public engagement activities will be used to reach each different audience in the most effective manner. Factors to be considered in determining the most appropriate public

engagement tool include the size and type of audience, level, awareness and knowledge of transportation issues, geographic distributions, and preferred formats. The most effective public engagement efforts use a combination of methods and technologies to convey and receive information; build awareness; provide resources; and develop relationships. The public outreach methods that will be used to keep the public informed are:

- ✓ PIP
- ✓ Stakeholder Database
- ✓ Project Webpage
- ✓ Media Relations
- ✓ Fact Sheets/Brochures
- ✓ Surveys
- ✓ Public Workshops
- ✓ Stakeholder Meetings and Interviews
- ✓ Pop-Up Events and Materials
- ✓ Staffing public information booths at key transit centers and high-volume locations

Stakeholder Database

The Project Team continues to research and create one (1) stakeholder database. Existing databases have been compiled and augmented with additional interested members. The database contains the name of the agency or individual, their physical and email addresses, telephone number(s), notes regarding attendance at workshops or events, and comments received. This is an on-going task throughout the FAX Preferred Network Plan development process, which includes adding stakeholder, workshop attendee, webpage commenter, pop-up event attendee, and other community outreach activity participant contact information to the growing database.

Project Webpage

The project has been included on the FAX webpage at the link below to provide user-friendly, easy Internet access to information about the FAX Preferred Network Plan planning process:

https://www.fresno.gov/transportation/help-fax-improve-transit-attend-a-fixed-route-public-involvement-workshop-in-november-2017/.

The Project Team coordinated with FAX's webmaster and provided materials for posting related to the November 2017 Workshops and the Pop-Up Events. A final "Wrap-Up Workshop" was held on December 6, 2017 at the Pinedale Community Center. Such materials included the Workshop Flier (reference Appendix B and C), Workshop PowerPoint Presentation, and Polling Questions. All materials are provided in both English and Spanish. Also included on the Webpage are descriptions of the planning process and Title VI requirements. The webpage will continue to serve as a repository for all future documents related to the Project.

Media Relations

Social Media

Social networking has made significant strides in areas of civic engagement, which is just one of the reasons the Project Team suggested using FAX's current social media platforms to engage greater numbers of City residents in the FAX Preferred Network Plan planning process. FAX and Project Team staff utilized Facebook and Twitter to post materials related to the November and December Workshops. The Project Team will continue to provide materials to FAX staff for posting Project-related updates on social media sites.

Other Media

Media relations related to the scheduled workshops was completed by FAX and other City Staff. Specifically, a media event was held on October 30, 2017 in the Media Room at Fresno City Hall. News outlets attended the event, along with City and FAX staff, and a member of the Project Team. The Project Team and City/FAX staff also distributed and sent a media advisory related to the workshops, which was distributed to print, television, radio, and online media by the City (reference Appendix D). A Public Service Announcement (PSA) with a video was also sent to the Lotus Communications Digital platform regarding the workshop series. Links for news articles and segments produced following the media event can be found below:

- ✓ "How Can Fresno build a better bus services? City leaders want your advice", http://www.fresnobee.com/news/local/article181759566.html
- ✓ "City of Fresno seeking public's input on improving FAX services:, http://www.yourcentralvalley.com/news/city-of-fresno-seeking-publics-input-on-improving-fax-services/847802879
- ✓ "Fresno Fighting FAX's "Significant Decline in Ridership", http://www.kmjnow.com/2017/10/30/fresno-fighting-faxs-significant-decline-in-ridership/
- ✓ "How your input can improve the FAX Bus service", http://abc30.com/society/how-your-input-can-improve-the-fax-bus-service/2585562/

Public Workshops

Public workshops were held in November 2017 during the planning process as a way to disseminate information about the Draft Preferred Network Plan and its development process, as well as to secure feedback. The Project Team identified seven (7) workshops locations with the assistance of City and FAX staff. A final wrap-up workshop was held in December 2017. Appendix B (English) and C (Spanish) provide the locations, dates and time of each of the workshop conducted.

Workshop Noticing

All noticing was completed in both English and Spanish and was posted online and in the targeted newspaper, at least one (1) week, but no more than two (2) weeks prior to scheduled workshops. Noticing strategies included the following:

- ✓ Email content created for all workshop scheduled. Content included the date, time, and location information. Content was distributed via email to the Stakeholder Database, which included well over 400 contacts including stakeholders, elected officials, the general public, other government agencies
- ✓ A regional workshop notice was placed in the *Vida En El Valle* (Spanish version of the Fresno Bee) newspaper.
- ✓ The workshop notice was provided to FAX and posted to the project webpage, and to its social media links such as Facebook and Twitter.
- ✓ Graphical posters were created and distributed to FAX for placement on each of City's transit buses, and to selected CBOs for posting. All information was provided in English and Spanish.

Finally, the Project Team coordinated with FAX staff and other members of the Project Team referenced in Appendix A to ensure that members of disadvantaged and disabled communities were engaged and

invited. The Project Team also contacted every CBOs, Faith-Based Organizations (FBOs), health associations, youth organizations, and college and school district identified in the Stakeholder Listing to assist with the identification and noticing of workshop participants.

Workshop Overview and Results

Sign-in sheets for each workshop, including the Wrap-up Workshop, can be found in Appendix E and Appendix V. Attendees included:

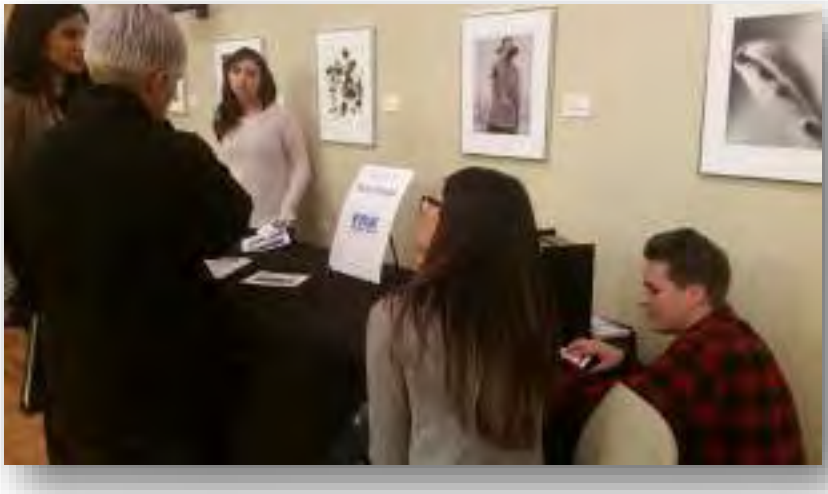
- ✓ City of Fresno and FAX staff, employees, and representatives
- ✓ Planning Team Members
- ✓ Staff from the offices of Senator Andy Vidak (R-Hanford)
- ✓ County of Fresno staff including representatives from the Department of Public Health
- ✓ City of Clovis staff
- ✓ Fresno Handy Ride
- ✓ Transit unions
- ✓ Clovis Community College administrators, teachers, and students
- ✓ Central Unified School District staff
- ✓ State Center Community College District
- ✓ Fresno Economic Opportunities Commission (EOC)
- ✓ Veterans Home of California
- ✓ KG Communications
- ✓ Community Medical Center
- ✓ Resources for Independence Central Valley
- ✓ Cultiva La Salud
- ✓ Leadership Counsel for Justice & Accountability
- ✓ Action and Change
- ✓ The League of Women Voters
- ✓ Woodward Park Library
- ✓ Members of the bicycle and pedestrian community
- ✓ Jakara Movement
- ✓ Boys and Men of Color
- ✓ Youth Leadership Institute
- ✓ Fresno Barrios Unidos
- ✓ Building Healthy Communities
- ✓ Residents, business owners, and employees
- ✓ Other stakeholders

Each of the venues used for the workshops all met the following criteria: equitable geographic distribution; adequate space for attendees, displays, and involvement exercises; low venue cost; ADA accessible; and directly accessible to public transportation.

Spanish language interpreters and headsets were available at all workshops. Meeting announcement information regarding special accommodations was also provided.

The workshops followed an open house format and included an introductory PowerPoint presentation (reference Appendix F and G provided in English and Spanish). Each of the workshops included the following elements, except for the Wrap-Up Workshop, where noted below:

- ✓ Public input on Title VI policies, including the threshold changes, disparate impact and disproportionate burden. Options from earlier tasks would be provided with the rationale for recommended policies. Input would be solicited from participants on the both the policy options and the recommended policies. Each of the displays/handouts are provided in Appendix H.
- ✓ A review of the key findings of the Draft Strategic Service Evaluation and the three scenarios evaluated. The recommendation from that study effort were explained to individual attendees. In addition, the "Jane" travel distances from three scenarios were shown to illustrate the travel time, residential and job access from a key location in each of the seven (7) geographic areas or "communities" within the City of Fresno. Maps of the existing, productivity, and coverage scenarios, as well as the "Jane" scenarios generated from Remix, were also available so that participants could understand the strengths, weaknesses, and opportunities for refinement on the recommended network from the Strategic Service Evaluation. Finally, a review of lifeline mobility options for residents located in lower demand areas that currently do not generate sufficient fixed-route ridership. Each of these displays are provided in Appendix I.
- ✓ The Project Team incorporated the use of Turning Point software, a tool that allows the Project Team to not only educate, but to gather ideas and input simultaneously from everyone attending a workshop. Turning Point can solicit answers, selections, and priorities using a real-time response key pad. The software provides the opportunity to stratify the polling results by stakeholder group and other demographic information received during the poll.



Results of each poll conducted at most of the workshops are provided in Appendix J. A poll was not conducted at the Wrap-Up Workshop. A total of 67 workshop attendees participated in the polling exercise for all workshops. A synopsis of each question polled for all workshops combined is provided in Appendix K. A few of the workshops were lightly-attended; therefore, a poll was not conducted. Major findings for combined polling include:

  - 75% of workshop attendees lived in the City of Fresno and thirty percent were between the ages of 51 and 65

- More than a third of the workshop attendees were public citizens; public agency staff accounted for just under a third of attendees
- 81% of attendees have regular access to a motor vehicle and more than half of the attendees drove a car to the workshop location; 17% arrived via bus
- If a car is not available, 33% of attendees use the bus for transportation while 34% would ask a friend, neighbor, or relative for a ride
- 23% of attendees take FAX four or more days a week with the most important trip noted as to and from work
- About 30% of the respondents are not sure if the Draft FAX Plan will be better for them or their family and friends; 25% feel that the Draft FAX Plan is definitely not better for their neighborhoods; but 31% do feel that it is better for Fresno
- More than half of the respondents do not feel that the Draft FAX Plan will lead them to take transit for work or family trips
- 32% of workshop attendees feel that if FAX were able to obtain more funding that the best service option for the low-density areas seeing less service from the Draft FAX Plan would be coordinated Uber/Lyft or Taxi services to reach the nearest FAX line with a 40% discount
- 44% of respondents noted that well-paved, well-lighted safe sidewalks and other pathways would offset the longer distances between stops for faster FAX service *(FAX has noted that the City of Fresno Public Work Department is responsible for improvements related to sidewalks and other pathways)*
- Over 60% of attendees felt that the Turning Point technology used at the workshop was very effective
- 26% of attendees heard about the workshops through a noticing email

✓ Two group exercises were conducted at the workshops to receive critical feedback regarding funding priorities for various FAX service improvements and priority elements that FAX should consider as the Draft Preferred Network Plan is implemented. Results of the funding priorities for each Workshop are provided in Appendix L along with a total for all workshops. Results of the priority FAX Service Features for each workshop are provided in Appendix M, along with a total for all workshops. Group exercises were not conducted at the Wrap-Up Workshop. The top three FAX Priority Funding Improvements for all workshops combined were:

- Extensions of routes to additional areas of Fresno including new activity centers

- Real time information (electronic signs and internet) at all bus shelters showing when the bus arrives
- Improving frequency of buses

The top three FAX System Feature Priorities for all workshops combined included:

- Ease of bus transfers between FAX buses
- Reliability (on-time buses)
- Safety and security

A synopsis of each group exercise from the seven (7) workshops was presented at the Wrap-up workshop and are presented in Appendix L and M.

✓ Comment cards were available for comments and feedback. Appendix N provides comments received at each individual workshop, Appendix V provides comments received at the wrap-up workshop, and Appendix O provides comments received during or following the workshop series. Primary comments received include:

- Public friendly interface for real-time (GPS) information
- Faster, more frequent service
- Faster, more efficient transfers
- Expanded routes, less wait time
- Increase frequencies over coverage
- Additional weekend hours
- More frequent service, especially evenings for FAX 45 and Clovis 50
- Extended night services; need west side services for Zacky Farms and Cargill after 11:30pm
- Accessible public transportation for students @ Clovis Community College
- Services to Veteran's Home
- Add services for Fig Garden Loop area
- Add services for Herndon between West & Willow
- Expand services at S. Peach and E. Church
- On bus Wi-Fi and portable electronic charging stations
- Bike share would be helpful for the last mile
- Stronger promotion of transit-oriented development
- Deeper integration with other jurisdictions and agencies
- Express routes connecting to major transportation hubs and serving more education institutions
- Building a foundation for a regional light-rail system connecting with other cities
- One-hour service is an issue
- Planned on-board surveys need to be language sensitive; especially to Hmong riders since their language is not easy to read or write
- Ned a transit stop at Hayes and Polk
- Ned additional ways to communicate with riders
- Would like Uber/Lyft service available on all routes between 8am and 12pm at a discount
- Improve bus security
- Add WIFI service on the buses

- Real time mapping of bus locations along routes

- ✓ The Project Team displayed the existing FAX network and the Draft Strategic Service Evaluation recommended network (reference Appendix P and Q).
- ✓ A map of the existing FAX route structure was available to attendees so that they could post comments regarding a specific route or issue using Post It Notes. This made it easy for the project Team and FAX to identify attendee issues with specific routes and other route amenities/characteristics. Appendix R provides the resulting comments from each workshop. Comments from the wrap-up Workshop are included in Appendix V. With the exception of the workshop held at the Mosqueda Community Center, comments for each workshop are summarized below:

Fresno City College Mapping Comments

- There are virtually no stops at or near Clovis Community College. This makes it way difficult for students to get school on time.
- Lack of transportation to students of Clovis Community College coming other areas of Fresno (southeast downtown). There is no bus that directly goes there, and equal service is important.
- Scenario of what one of our students (Clovis Community College Student) have to do to get to our campus school
  1. Catch bus near Ashlan and Marks
  2. Bus near Fresno state
  3. Another bus near Herndon Campus
  4. Walk to Herndon Campus
  5. Catch Shuttle to Campus
- Clovis Community College, another scenario:
  1. Catches bus near FCC
  2. Take that bus to Blackstone
  3. Another Bus to River Park
  4. Takes that bus to Champlain and Perrin
  5. Rides bike to campus
- This system map drives me crazy because the distorted scale makes FAX coverage appear more comprehensive (area wise) than it is
- “99 R Bus Route”

    - Herndon/99 (El Paseo) to downtown
    - Stops at: Veterans, Shaw, Ashlan, Clinton, and Olive interchanges
    - Rideshare coordination
- Need more East/West buses
- Route Bus 45 run early on weekends
- Route Bus 45 every half hour
- Route 26, some bus stops too close to each other, eliminate some (global comment)
- Need more frequency during peak times
- Route 32 by CH & VA hospitals old buses slow to kneel or lift wheel chairs. Should use new buses with ramps.
- Service to Vets home

Central Valley Regional Center Mapping Comments

- Service to El Paseo
- Increase frequency 45
- Service to Campus Pointe Line 28
- Extend route 20 to Figarden and Bullard
- Crosstown service along Ashlan
- Stop line 20 at Blackstone and McKinley
- Service to Veterans home

Frank H. Ball Community Center Mapping Comments

- Herndon Ave Expansion?
- More availability from Northeast/Clovis to the south end of town, from south of Jensen to Annadale and Cherry Avenue
- Park and Ride in the low density/residential areas
- Bus stop should all have: seating, coverage, lighting
- Route 28 peak hour frequency increase
- Need more seating on 30
- Reorganize S.W Fresno night service to serve larger area
- Increase service on weekends from Southwest Fresno to entertainment and retail on the north end
- Info for each stop posted at bus stop
- Clovis Ave/Sunnyside expansion

Woodward Library Mapping Comments

- Clovis College FAX and Clovis Stageline
- Need access to Clovis Community College
- Add Clovis Community College to this map
- Connection to Clovis Community College
- Bus service to Clovis North High school
- Bus Service to connect CCC to Fresno residents
- We need transportation to Clovis Community College!
- Clovis Community College!!
- We need a bus to Clovis Community College and Willow and International in Fresno

- Fill access on Herndon between Willow and Cedar
- Convince Clovis to update their system
- Route 32, 20-minute service
- Need lines North to South
- Connect 45 to 9
- El Paseo *(arrow pointing West on Route 45)*
- Forgotten Fresno *(arrow pointing West of Island Water Park)*
- More frequent schedule for #45
- Direct shuttle to the airport and Amtrak

Pinedale Community Center Mapping Comments

- Clovis Community College Students should be able to use a FAX bus (along with a Clovis bus) if needed to commute to school
- Clovis Community College
- Everybody deserves the right to go to their college of choice
- If students need public transit access to Clovis Community College, it should be provided to them
- Fig Garden Loop Area Service
- More frequency on Route 45 – extended schedules
- Service to Veterans home
- Service to Industrial after 11:30pm, Cargill Meat Solutions

Holmes Community Center Mapping Comments

- Need bus stop at Inspiration Park
- Need bus stop at Patch Farms, 4565 W Dakota
- Have hand sanitizer on bus
- The bus Line 30 late night is good
- Install exact change machines in each bus
- Have bathrooms on the bus
- Keep buses clean of graffiti and painted
- Time based transfers
- Service East/West on McKinley
- Courteous behaviors from bus drivers
- Electronic announcements of bus arrival posted
- Safe, smooth, wheelchair/walker accessible routes to bus stop
- More frequent buses

Wrap-up Workshop Mapping Comments (at Pinedale Community Center)

- Add Clovis Community College as at stop along Rte. 58
- Need more grid-based east-west routes like a single route along Herndon Avenue
- Need a bus top at Hayes and Shaw Avenues
- Need a bus stop at Inspiration Park

✓ A map of Fresno was also made available to attendees to post where their residential neighborhood was located and the location of their primary daily destination. A map was not available at the Wrap-

up Workshop. They were then asked to identify the route they took between their neighborhood and the primary destination. This information gives the Project Team and FAX staff a sense of where attendees reside and where they travel to on a daily basis compared to the FAX routes available to provide the connection between the two locations. Appendix S provides results of this mapping exercise from all workshops.

- ✓ As noted above, translation was provided at all workshops using available translation equipment.
- ✓ Comment sheets and workshop displays were also translated for ease of understanding.
- ✓ The Project Team also provided stations for registration, comments, and refreshments.
- ✓ During the Wrap-up workshop, attendees were presented with a synopsis of all polling, group exercise results, and comments received during the seven (7) workshops conducted in November 2017 and as described above. Appendix K also includes the synopsis of polling conducted at the 7 workshops.

Pop-Up Events (Information Booths), Materials, and Results

Pop-up event materials were available for dissemination at short, but meaningful interactions with the public that allowed their feedback to be incorporated into the Draft Plan while ultimately reaching a significantly higher number of residents than a traditional public workshop. The Project Team worked with FAX staff to provide materials for dissemination at high-volume locations in the City of Fresno. Such locations included the Big Fresno Fair, the Cencalvia Open Streets event, and the Veteran's Day Parade.

Materials disseminated at the Big Fresno Fair (October 14 and 15, 2017) and the Cencalvia Open Streets (October 1, 2017) events included fliers of the upcoming workshops in November and December 2017.

Materials distributed at the Veteran's Day Parade (November 11, 2017) included a notice of the Wrap-Up Workshop to be held on December 6 at the Pinedale Community center, a short explanation of the Draft Fax Preferred Network Plan, and a short survey (described below) to determine participant opinion regarding the Draft Plan.

The VRPA Team developed and implemented a survey instrument aimed at gathering general public transit user feedback on the proposed system changes. The survey form was provided to participants at the Veteran's Day Parade (reference Appendix T). Survey results are also provided in Appendix T. Approximately 55 completed surveys were submitted by participants. Primary survey results indicate that a majority of participants (46%) agreed that the Draft FAX Plan would be better for them, 44% believed that more comfortable stops should be provided to off-set longer distances between some stops in order to make FAX service faster, and 28% of participants indicated that coordinated Uber/Lyft service to reach the nearest FAX line discounted to 40% should be utilized to off-set a few areas in Fresno where less FAX

bus service will occur under the Draft FAX Plan. Comment cards completed at the Veteran's Day Parade can be found in Appendix T, common themes include:

- ✓ Love the system, keep up the good work
- ✓ East/West buses should run more often, including weekends
- ✓ Bus stops should have shade coverings and benches
- ✓ Drivers need more customer service training; need to be patient with riders
- ✓ SE/SW Fresno needs transportation, most benefit to them
- ✓ More frequent service, with longer hours, less wait time
- ✓ Need buses between Ashlan and Shields on Willow
- ✓ Evening services
- ✓ Buses are not safe; adult fist fighting with no help
- ✓ Buses leaving riders because a shift was over

Other Outreach

One (1) additional event was held following the workshops to receive additional input from the community. On November 28, 2017 the Leadership Counsel invited the Consultant Team and FAX Staff to Jane Addams Elementary to present information related to the FAX Restructure Plan and receive input from attendees. Approximately 18 attendees were present and provided valuable input regarding existing route issues and the proposed Plan. Sign in sheets, comments cards, and polling results from the presentation can be found in Appendix U.

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Appendix A

Project Team Members

Project Team Members

Name | Title	Firm	Email	Phone
Bruce Rudd	City of Fresno, Department of Transportation	Bruce.Rudd@fresno.gov	(559) 621-7433
Gregory Barfield, Assistant Director	City of Fresno, Department of Transportation – Fresno Area Express	Gregory.Barfield@fresno.gov	(559) 621-1520
Todd Sobrado, Planning Coordinator	City of Fresno	Harold.Sobrado@fresno.gov	(559) 621-1532
Jeff Long, Senior Regional Planner	City of Fresno – Fresno Area Express	Jeff.Long@fresno.gov	(559) 621-1436
Ashley Werner, Senior Attorney	Leadership Counsel for Justice and Accountability	awerner@leadershipcounsel.org	(559) 369-2790
Grecia A. Elenes, Policy Advocate	Leadership Counsel for Justice and Accountability	gelenes@leadershipcounsel.org	(559) 369-2790
Genoveva Islas, MPH, Program Director	Cultiva La Salud	genoveva@cultivalasalud.org	559-498-0870 x101
Georgiena Vivian, President,	VRPA Technologies, Inc.	gvivian@vrpatechnologies.com	(559) 259-9257
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Selena Barlow	Transit Marketing, LLC	transit@transitmarketing.com	(520) 322-9607
Heather Menninger	AMMA Transit Planning	heather@ammatransitplanning.com	(951) 784-1333
Jarrett Walker, Principal	Jarrett Walker + Associates	jarrett@jarrettwalker.com	(530) 208-4249
Evan Landman, Senior Associate	Jarrett Walker + Associates	evan@jarrettwalker.com	(503) 564-8077
PJ Houser, Associate	Jarrett Walker + Associates	pj@jarrettwalker.com	(971) 266-4220

Appendix B

Workshop Flier - English

WE NEED YOUR HELP DEFINING FAX TRANSIT SERVICE FOR 2018 AND BEYOND

The City of Fresno is making a significant investment to improve Fresno Area Express (FAX) services. We need your help envisioning a FAX transit system that reflects your and the community's needs to improve your experience on FAX. With rapid growth, auto-oriented development, and strict air quality and environmental justice requirements, FAX is challenged with maintaining a sustainable and efficient public transportation system that addresses your needs!

Get Involved

We invite you to join us at an upcoming workshop to provide your input.

We encourage you to invite your friends, family and neighbors to attend as well.

Note: Workshop Locations have changed!

Saturday, November 4, 2017 11:00 am - 1:00pm **Fresno City College, Skylight Room** 1101 E. University Avenue Fresno, CA 93741	**Monday, November 6, 2017** 5:30 pm – 7:30 pm **Central Valley Regional Center** 4615 N. Marty, Fresno, CA 93722	**Tuesday, November 7, 2017** 5:30 pm – 7:30 pm **Mosqueda Community Center** 4670 E. Butler Avenue Fresno, CA 93702
Wednesday, November 8, 2017 5:30 pm – 7:30 pm **Frank H. Ball Community Center** 760 Mayor Avenue Fresno, CA 93706	**Thursday, November 9, 2017** 10:00 am – 12:00 pm **Woodward Library, Woodward Park Meeting Room** 944 E. Perrin Avenue Fresno, CA 93720	**Thursday, November 9, 2017** 5:30 pm – 7:30 pm **Pinedale Community Center** 7170 N. San Pablo Avenue Pinedale, CA 93650
Saturday, November 11, 2017 11:00 am – 1:00 pm **Holmes Community Center** **212 S. First Street** **Fresno, CA 93702**	**Wrap-up Workshop** **Wednesday, December 6, 2017** 5:30 pm – 7:30 pm **Pinedale Community Center** 7170 N. San Pablo Avenue Pinedale, CA 93650	Workshops will include: ✓ An introductory presentation ✓ Information stations ✓ A visioning exercise ✓ An interactive polling exercise ✓ Spanish Translation ✓ Refreshments and Raffle Prizes

QUESTIONS?

Todd Sobrado, Planning Coordinator (559) 621-1532 or Harold.Sobrado@fresno.gov	Jeff Long, FAX Senior Regional Planner (559) 621-1436 or Jeff.Long@fresno.gov

The event location is physically accessible. Services of an interpreter and additional accommodations such as assistive listening devices can be made available. Requests for accommodations should be made more than five working days but no later than 48 hours prior to the scheduled meeting/event. Please contact Todd Sobrado at 559-621-1532 or Harold.Sobrado@fresno.gov.

FAX FRESNO AREA EXPRESS

City of FRESNO

Appendix C

Workshop Flier - Spanish

NECESITAMOS TU AYUDA DEFINIENDO EL SERVICIO DE TRANSITO DE FAX APARTIR DEL 2018 EN ADELANTE

La Ciudad de Fresno está haciendo inversiones significantes para mejorar los servicios de autobús del Fresno Area Express (FAX). Necesitamos tu ayuda en visionando el sistema de transito FAX que refleje las necesidades tuyas y las de la comunidad para darte una mejor experiencia de FAX. Con el crecimiento rápido, el desarrollo auto-orientado, y estrictos requerimientos de calidad de aire y justicia ambiental, FAX confronta el reto de lograr mantener un sistema de transportación publica sustentable y eficiente que tome en cuenta sus necesidades.

Involúcrate

Te invitamos a que te unas a nosotros para los siguientes talleres para que des tu punto de vista. Te motivamos a que invites a tus amigo/as, familia, y vecinos a que participen también.

Nota: ¡Localidades para los talleres han cambiado!

Sábado 4 de noviembre del 2017 11:00 am - 1:00pm **Colegio Comunitario de Fresno, En el Salon Skylight** 1101 E. University Avenue Fresno, CA 93741	**Lunes 6 de noviembre del 2017** 5:30 pm – 7:30 pm **Centro Regional del Valle Central** 4615 N. Marty Fresno, CA 93722	**Martes 7 de noviembre del 2017** 5:30 pm – 7:30 pm **Centro Comunitario Mosqueda** 4670 E. Butler Avenue Fresno, CA 93702
Miércoles 8 de noviembre del 2017 5:30 pm – 7:30 pm **Centro Comunitario Frank H. Ball** 760 Mayor Avenue Fresno, CA 93706	**Jueves 9 de noviembre del 2017** 10:00 am – 12:00 pm **Libreria Woodward, Cuarto de Reuniones del Parque Woodward** 944 E. Perrin Avenue Fresno, CA 93720	**Jueves 9 de noviembre del 2017** 5:30 pm – 7:30 pm **Centro Comunitario Pinedale** 7170 N. San Pablo Avenue Pinedale, CA 93650
Sabado 11 de noviembre del 2017 11:00 am – 1:00 pm **Centro Comunitario Holmes** **212 S. First Street** **Fresno, CA 93702**	**Taller para Unificar** **Miércoles 6 de Diciembre del 2017** 5:30 pm – 7:30 pm **Centro Comunitario Pinedale** 7170 N. San Pablo Avenue Pinedale, CA 93650	Los talleres incluirán: ✓ Una presentación introductoria ✓ Estaciones Informativas ✓ Ejercicio de Visión ✓ Ejercicio de Votación Interactiva ✓ Traducción en español ✓ Refrigerios y Premios de Rifas

¿Preguntas?

Todd Sobrado, Coordinador de Planeamiento (559) 621-1532 o Harold.Sobrado@fresno.gov	Jeff Long, FAX Planeador Regional con Señoría (559) 621-1436 o Jeff.Long@fresno.gov

La ubicación del evento es físicamente accesible. Servicios de un intérprete y herramientas adicionales como dispositivos de ayuda auditiva pueden ser disponibles. Las solicitudes de dispositivos de ayuda auditiva deben realizarse más de cinco días hábiles, pero a más tardar 48 horas antes de la reunión / evento programado. Favor de ponerse en contacto con Todd Sobrado al 559-621-1532 o Harold.Sobrado@fresno.gov.

FAX FRESNO AREA EXPRESS

City of FRESNO

Appendix D

Workshop Media Advisory

Fresno Area Express Fixed-Route System Restructure Study

Community Engagement Workshops

Are you INTERESTED in helping FAX plan transit service improvements for the FUTURE?

Fresno Area Express (FAX) is operated by the City of Fresno as a public service to residents and visitors. It is the largest public transportation provider in the Central San Joaquin Valley region serving the communities and residents of Fresno with 16 fixed routes operating from three major hubs: the Downtown Transit Mall; the Manchester Transit Center; and a transfer point at the River Park Shopping Center. FAX is currently looking at transit service improvements and needs your help envisioning a FAX transit system that reflects the needs of Fresno's communities and residents and provides a positive public transportation experience. With rapid growth, auto-oriented development, and strict air quality and environmental justice requirements, FAX is challenged with maintaining a sustainable and efficient public transportation system that is accessible for all.

FAX invites you to attend an upcoming workshop to ensure that any changes to current services benefit you and improves your experience with public transportation in the City of Fresno. All workshops are open to the public and will be easily accessible to attendees. Join us to learn more about the planning process, talk to the planning team, and provide your ideas, concerns, and thoughts.

Get involved and encourage your friends, family, and neighbors to join you!

Saturday, November 4, 2017 11:00 am - 1:00pm **Fresno City College, Skylight Room** 1101 E. University Avenue Fresno, CA 93741	**Monday, November 6, 2017** 5:30 pm – 7:30 pm **Central Valley Regional Center** 4615 N. Marty, Fresno, CA 93722	**Tuesday, November 7, 2017** 5:30 pm – 7:30 pm **Mosqueda Community Center** 4670 E. Butler Avenue Fresno, CA 93702
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Saturday, November 11, 2017 11:00 am – 1:00 pm **Holmes Community Center** 212 S. First Street Fresno, CA 93702	**Wrap-up Workshop** **Wednesday, December 6, 2017** 5:30 pm – 7:30 pm **Pinedale Community Center** 7170 N. San Pablo Avenue Pinedale, CA 93650	Workshops will include: ✓ An introductory presentation ✓ Information stations ✓ A visioning exercise ✓ An interactive polling exercise ✓ Spanish Translation ✓ Refreshments and Raffle Prizes

Visit www.fresno.gov/transportation/fax/ for additional information.

Todd Sobrado, Planning Coordinator (559) 621-1532 or Harold.Sobrado@fresno.gov	Jeff Long, FAX Senior Regional Planner (559) 621-1436 or Jeff.Long@fresno.gov

Appendix E

Workshop Sign-In Sheets

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

Saturday, November 4, 2017
11:00am to 1:00pm
Fresno City College, Skylight Room
1101 E. University Avenue
Fresno, CA 93741

Name	Organization	Email	Phone	Address
Olga Bowles		olga.bowles@yahoo.com		
Michael Hernandez Jr	RCV	mhernandez@rcv.org		
Vidal Medina	RICV	vmedina@rcv.org		
Gregory Barfield	FAX	gregory.barfield@fresno.gov		
YONAS PAULOS	Veteran Advocate	YPAULOS2@Hotmail.com		
Jim Appleton	Veterans Home of California - Fresno	jaimeal vetfresno@gmail.com		
Murasa Kezala	Self	Murasa.Kezala@gmail		
Tim Higuera	Self	tmh19577000@yahoo.com		
GENE CORLEA	FAX	GENECORLEA@GMAIL.com		
George Hostetler		georgehostetler@gmail.com		
Farah Khurshid	CCC ASG	farahkhurshid@gmail.com		

More information is available at: www.fresno.gov/transportation/fax/

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

Saturday, November 4, 2017
11:00am to 1:00pm
Fresno City College, Skylight Room
1101 E. University Avenue
Fresno, CA 93741

Name	Organization	Email	Phone	Address
Tracy Beckham	Student	tabeckham1@my.scccd.edu		
David Luchini	Dept of Public Health	dluchini@co.fresno.ca.us		
Jessica Wills	KG Communications	jessica@kgcomm.net		
Ken Morph		kenmorph@gmail		
Gene Richards		igenerichards@gmail.com		
JAIME SANDOVAL	City of Fresno	JAIME.SANDOVAL@FRESNO.GOV		

More information is available at: www.fresno.gov/transportation/fax/

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

Saturday, November 4, 2017
11:00am to 1:00pm
Fresno City College, Skylight Room
1101 E. University Avenue
Fresno, CA 93741

Name	Organization	Email	Phone	Address
Andrea Bogle		0749404@my.sccd.edu		
SANDRA RIBS	KG COMMUNICATIONS	SANDRA@KGCOMM.NET		
Reem Arani	Clovis Community College	reem.arani97@gmail		

More information is available at: www.fresno.gov/transportation/fax/

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

Saturday, November 4, 2017
11:00am to 1:00pm
Fresno City College, Skylight Room
1101 E. University Avenue
Fresno, CA 93741

Name	Organization	Email	Phone	Address
John Reynolds	Cal Vet House Fresno	—		
Jacqui Wills	KG communication	jacqui@kgcommnet		
Daniel Burnnick	Odell Planning & Research	daniel@odellplanning.com		

More information is available at: www.fresno.gov/transportation/fax/

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

Monday, November 6, 2017
5:30pm to 7:30pm
Central Valley Regional Center
4615 N. Marty
Fresno, CA 93722

Name	Organization	Email	Phone	Address
Joe Vargas	FAX	joe.vargas@fresno.gov		
Michael Mendez Jr	RICU	mmendez@ricu.org		
Judith Nishi	FAX	judith.nishi@fresno		
Nicole Convers	ASG Clovis Community College	nicoleconvers@hotmail.com		
Marianne Kast	LWV Fresno	fourkasts@gmail.com		
Flores Ishboz	—	yahoo marcincajigne		
Itzi Robles	City of Fresno District 1	itzi.robles@fresno.gov		
Brandon Hill	n/a	bhill968@gmail.com		

More information is available at: www.fresno.gov/transportation/fax/

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

Monday, November 6, 2017
5:30pm to 7:30pm
Central Valley Regional Center
4615 N. Marty
Fresno, CA 93722

Name	Organization	Email	Phone	Address
Vidal Medina	RICV	vmedina@RICV.org		
Rick Stotz	FAX.			
Deman Rapada	Associated Student Government of Clovis Community College			
Yasmeen Pakiani	Associated Student Governt at Clovis Community			

More information is available at: www.fresno.gov/transportation/fax/

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

Tuesday, November 7, 2017
5:30pm to 7:30pm
Mosqueda Community Center
4670 E. Butler Ave
Fresno, CA 93702

Name	Organization	Email	Phone	Address
Steven Martinez	—	—		
Brittney Watson	Senator Vidak	brittney.watson@sen.ca.gov		
Juan CASTILLO	CULTIVA La Salud	juan@ccropp.org		
Vincent Castillo	AFL	vincentrcastillo@gmail.com		

More information is available at: www.fresno.gov/transportation/fax/

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

Tuesday, November 7, 2017
5:30pm to 7:30pm
Mosqueda Community Center
4670 E. Butler Ave
Fresno, CA 93702

Name	Organization	Email	Phone	Address
Gabriela Mares	Cultiva La Salud	gabriela@cultivalasalud.org		

More information is available at: www.fresno.gov/transportation/fax/

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

Wednesday, November 8, 2017
5:30pm to 7:30pm
Frank H. Ball Community Center
760 Mayor Ave
Fresno, CA 93706

Name	Organization	Email	Phone	Address
Michaelynn Lewis	Action & CHANGE	Mlynnlew2@gmail		
Andy Hansen-Smith		ahansensmith gmail		
Ashley Werner	Leadership Council	awerner@leadershipcouncil.org		
Inés Mendéz	Lidership Council			
Fidel Alvarado				
Edith Ruiz	Community Member			

More information is available at: www.fresno.gov/transportation/fax/

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

Wednesday, November 8, 2017
5:30pm to 7:30pm
Frank H. Ball Community Center
760 Mayor Ave
Fresno, CA 93706

Name	Organization	Email	Phone	Address
June Stanfield	Resident	Kaysmith2665@gmail -		
Page Stanfield	Resident	—		

More information is available at: www.fresno.gov/transportation/fax/

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

Thursday, November 9, 2017
10:00am to 12:00pm
Woodward Library,
Woodward Park Meeting Room
944 E. Perrin Ave
Fresno, CA 93720

Name	Organization	Email	Phone	Address
Sandi Seely	Fresno County	sseely@co.fresnoca.us		
BRIANNA SHERMAN	FRESNO COUNTY	brisherman@co.fresno.ca.us		
Gordon Yamanaka	—	pomimi@hotmail.com		
Crystal Lanfranco	Central Unified	clanfranco@centralusd.k12.ca.us		
Lori Bennett	Clovis Comm. College	lori.bennett@cloviscollege.edu		
Shonna Halterman	City of Clovis	shonnatl@cityofclovis.com		
Rob Eymann	n/a			
Emilie Gorety	Clovis Comm College	emilie.gorety@cloviscollege.edu		
John Forbes	Clovis Community College	john.forbes@cloviscollege.edu		
Ron Thomas	SELF	ronthomasre@GM		

More information is available at: www.fresno.gov/transportation/fax/

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

Thursday, November 9, 2017
10:00am to 12:00pm
Woodward Library,
Woodward Park Meeting Room
944 E. Perrin Ave
Fresno, CA 93720

Name	Organization	Email	Phone	Address
Kira Tippins	Clovis Community College	kira.tippins@clovis college.edu		
Tammy McKinney	Central Unified	TMckinney@cusd.k12ca.us		
Eliana Troncal	community Regional	etroncal@community mdi		
Carmina Hernandez	Fresno EOC WIC Program	Carmina.hernandez@fresnoeoc.org		
Cliff Hathaway	Handy Ride			
Noela Rios	Handy Ride			
Kathy Monteverde	Library	kj'milne58@gmail.com		

More information is available at: www.fresno.gov/transportation/fax/

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

Thursday, November 9, 2017
10:00am to 12:00pm
Woodward Library,
Woodward Park Meeting Room
944 E. Perrin Ave
Fresno, CA 93720

Name	Organization	Email	Phone	Address
Deborah Ikeda	SCCCD	deborah.ikeda@scccd.edu		
Cathy Ostos	CCC-SCCCD			
James Ortez	CCC	james.ortez@clovisrollege.edu		
Sebastian DiMauro	CCC ASG	sebastiandimauro2018@gmail.com		

More information is available at: www.fresno.gov/transportation/fax/

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

Thursday, November 9, 2017
5:30pm to 7:30pm
Pinedale Community Center
7170 N. San Pablo Ave
Pinedale, CA 93650

Name	Organization	Email	Phone	Address
Ellen Lipp		ellenl@csufresno.edu		
Nicholas D. Paladino		ndpaladino@sbcglobal.net		
Erica Rodriguez		eyrodriguez.art@gmail.com		
Austin T. D. Hall		austintdhall@gmail.com		
Benjamin Tuggy		benjamint@outlook.com		
Sue Bowers		meanmomsue2@yahoo.		
Edward Peter Gomes				

More information is available at: www.fresno.gov/transportation/fax/

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

Thursday, November 9, 2017
5:30pm to 7:30pm
Pinedale Community Center
7170 N. San Pablo Ave
Pinedale, CA 93650

Name	Organization	Email	Phone	Address
Leo Pedretti	retired	lpedretti1@mac.com		
Von Torres	Clovis Community College	von.torres@cloviscollege.edu		
Brodie Major SR	Amalgamated Transit Union	brodiemajor67@gmail.com		
Lori Bennett	Clovis Comm College	lori.bennett@cloviscollege.edu		
Gurdeep Hebert	CCC	gurdeep.hebert@cloviscollege.edu		

More information is available at: www.fresno.gov/transportation/fax/

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

Saturday, November 11, 2017
11:00am to 1:00pm
Holmes Community Center
212 S. First Street
Fresno, CA 93702

Name	Organization	Email	Phone	Address
Los Enrouto	CCMRS	ccmrsra2@gmail.com		
Jacob Garcia	citizen	Jacobmgarcia@outlook.com		
Estela Ortega		ortegaestela524@gmail.com.		

More information is available at: www.fresno.gov/transportation/fax/

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

Saturday, November 11, 2017
11:00am to 1:00pm
Holmes Community Center
212 S. First Street
Fresno, CA 93702

Name	Organization	Email	Phone	Address
Tonya Pitt				
Susan Dall				
Sandra Vasquez	Leadership Counsel			

More information is available at: www.fresno.gov/transportation/fax/

Appendix F

Workshop PowerPoint Presentation - English

FAX Fixed-Route System Restructure Study

November 2017

FAX Route Restructuring

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City of FRESNO

VRPA TECHNOLOGY INC

Agenda for this Evening (All aboard)!

- 5:30 – 6:00 Open House
- 6:00 Presenting FAX's Draft Route Restructure
- 6:35 Group Exercise: Your ranking of FAX Features and Funding
- 7:00 Interactive Poll: Tell us what you think
- 7:35 Raffle Prizes & Workshop Wrap-up

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FAX and the Draft FAX Plan

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FAX Fixed-Route System Restructure Study

The Existing System

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FAX Map of the Existing System

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City of FRESNO

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Current projects FY17-18

- Open BRT line in February 2018
- Increase bus frequency on busier segments of the FAX network. This consists of those routes that intersect primarily with BRT
- Construct bus stop and transit center improvements

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What is the *Draft FAX Plan?*
It's All About Meeting Needs

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Factors driving FAX ridership

1. Frequency: How often buses come
2. Duration: How long the trip takes:
   a) Time on the bus
   b) Waiting time
   c) Transfer time (if you need to change buses)
3. Density: How many people and destinations are on the route
4. Walkability: How easy it is to get the bus
5. How Direct your route is, both:
   a) On the bus
   b) Getting to and from the bus

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Frequency is an important variable

- Frequency means "we're ready to go when you are"
- Frequency is expensive, BUT it leads to high ridership in high-demand places
- Frequency makes FAX something you can rely on, not something you have to plan around
- Frequency is one big factor that needs to be reviewed to determine how FAX is meeting the needs of transit users

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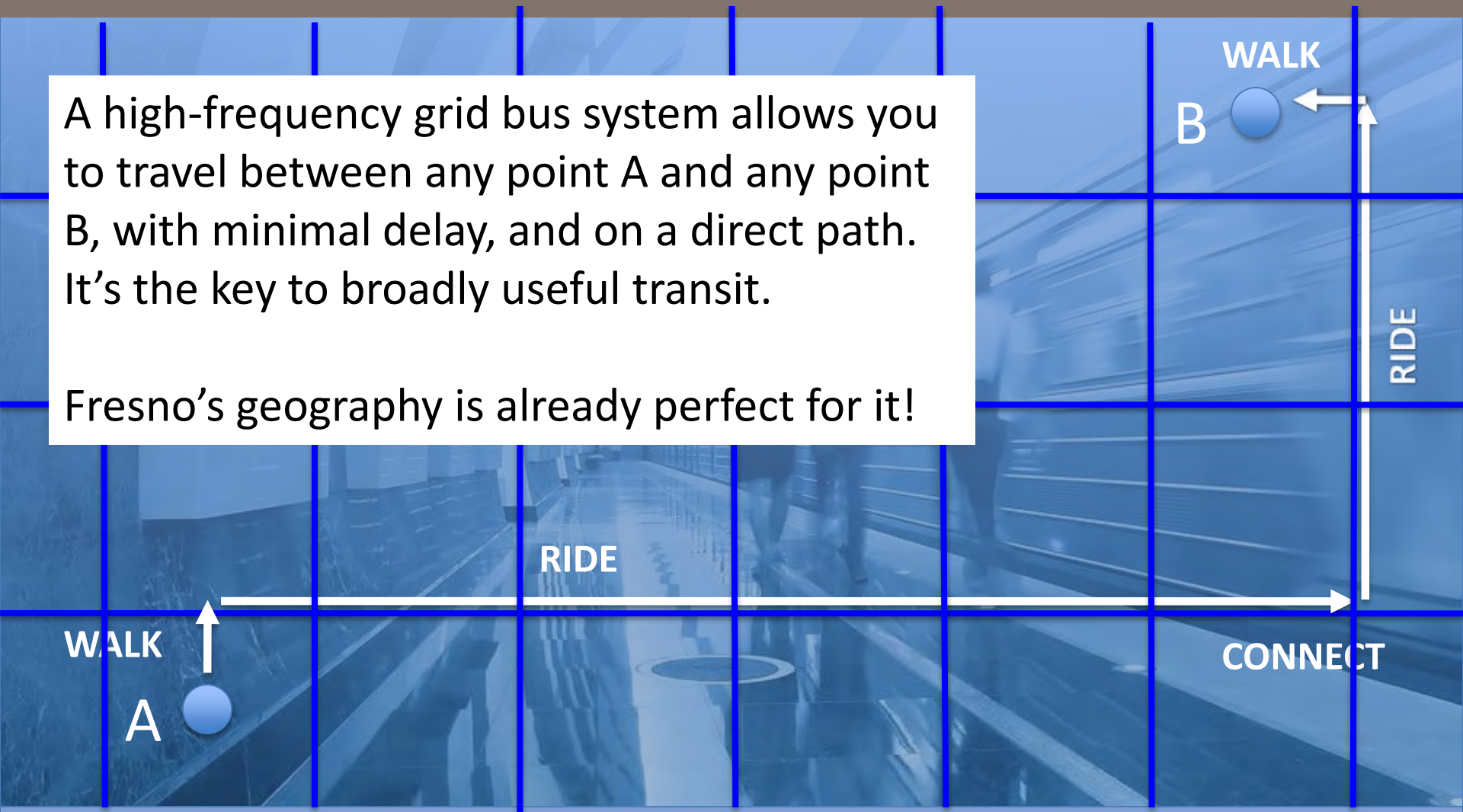
Frequent ***grids*** especially benefit riders

A high-frequency grid bus system allows you to travel between any point A and any point B, with minimal delay, and on a direct path. It's the key to broadly useful transit.

Fresno's geography is already perfect for it!



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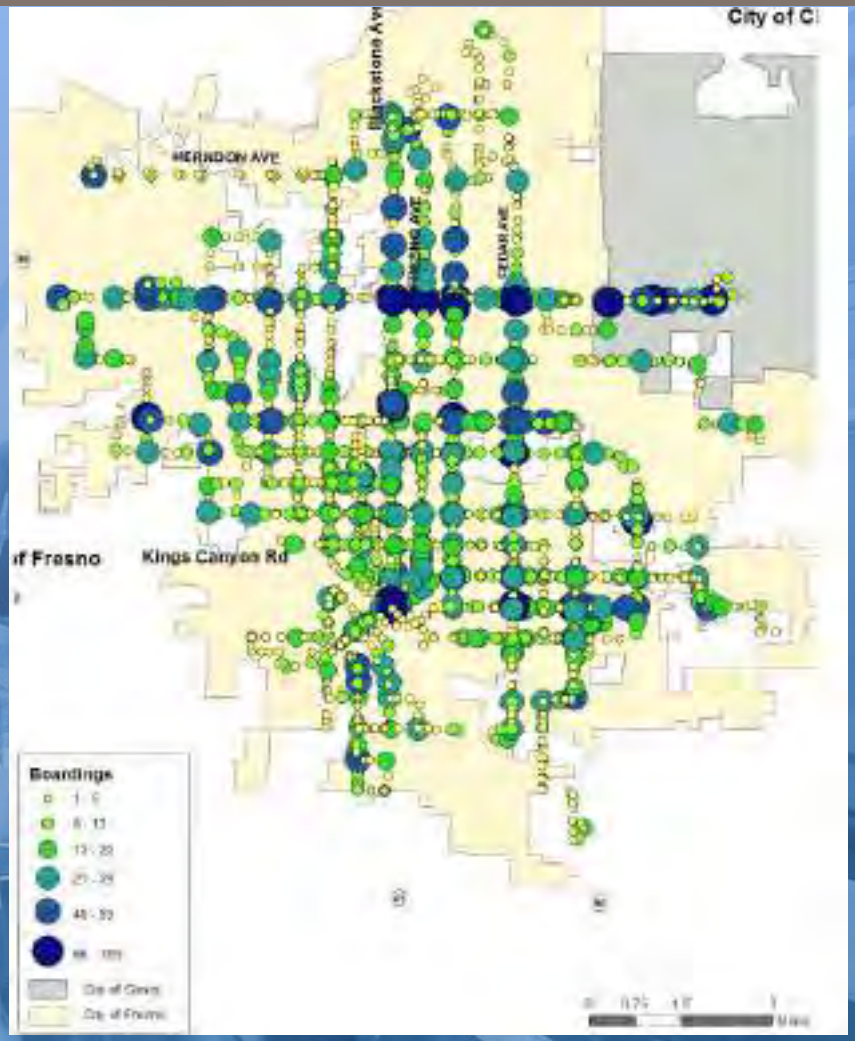
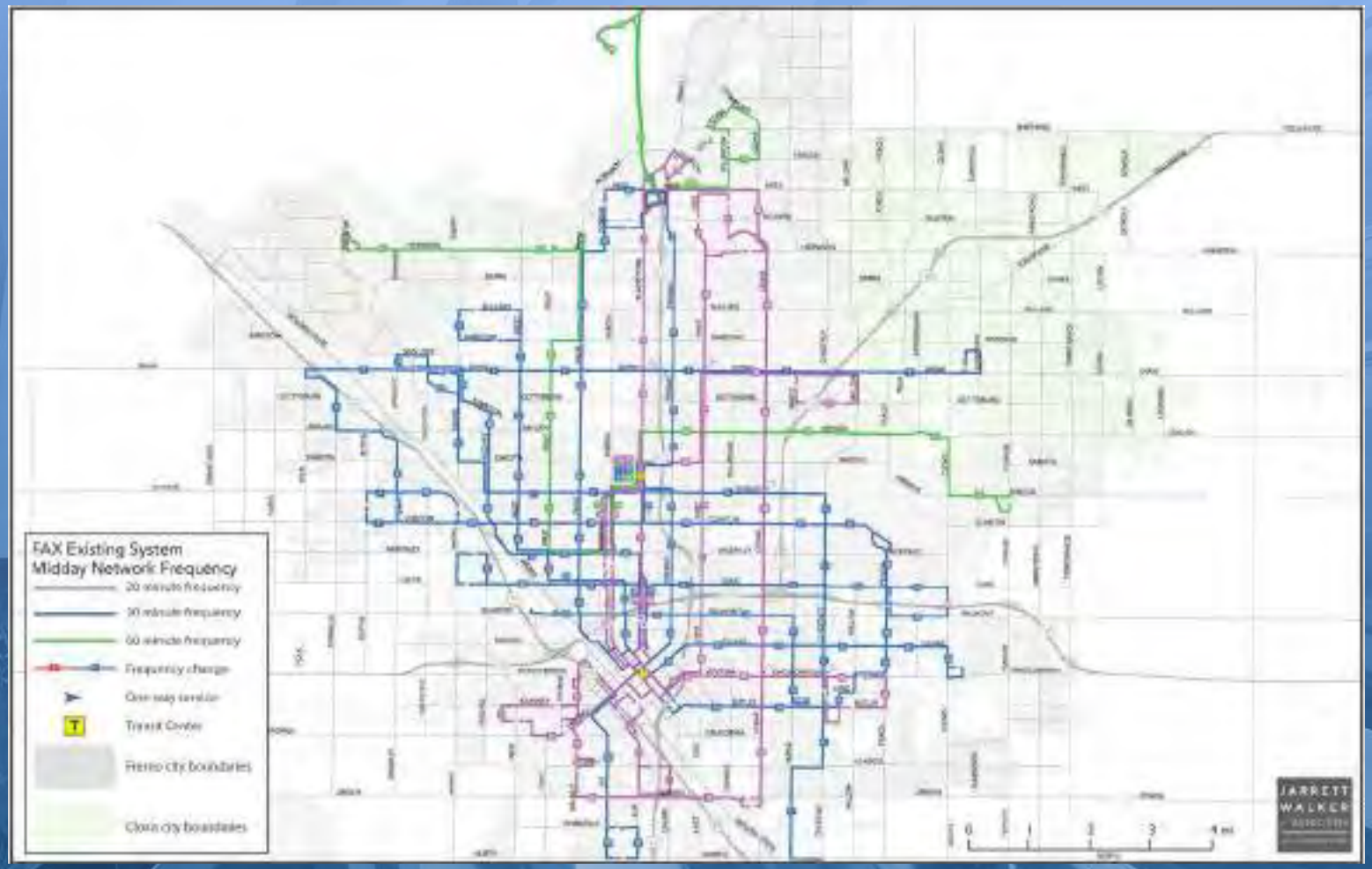
FAX ridership today shows grid's value

- DEEP Blue = most boardings
- **BRT will concentrate on Blackstone and Kings Canyon/Ventura whereas FAX 15 focuses on Cedar and Shaw**
- **Especially strong where frequent lines <u>cross</u>**
- **Why there?**
  - **Highest frequency**
  - **Development along lines encourages transit ridership**
  - **Easy Transfers**



Frequency is 1 factor. But there are others.



Time of day is another important factor

When **should FAX maintain frequency so that "the bus is always coming soon" and connections become easy and attractive?**

- **Should weekend service be higher?**
- **Evening service is important so people can get home from evening jobs and activities**
- **Evening and weekend service**

  helps people own fewer cars,

  rely on transit more

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City of FRESNO

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Buses can't be frequent everywhere

- Some parts of Fresno are just not dense or walkable enough to generate high ridership
- High ridership always arises from these key features:
  - Density – lots of people and activity around the stops
  - Walkability – people can easily walk to the stop
  - Directness – straight paths for transit, easy in Fresno!
  - Proximity – many destinations close to one another

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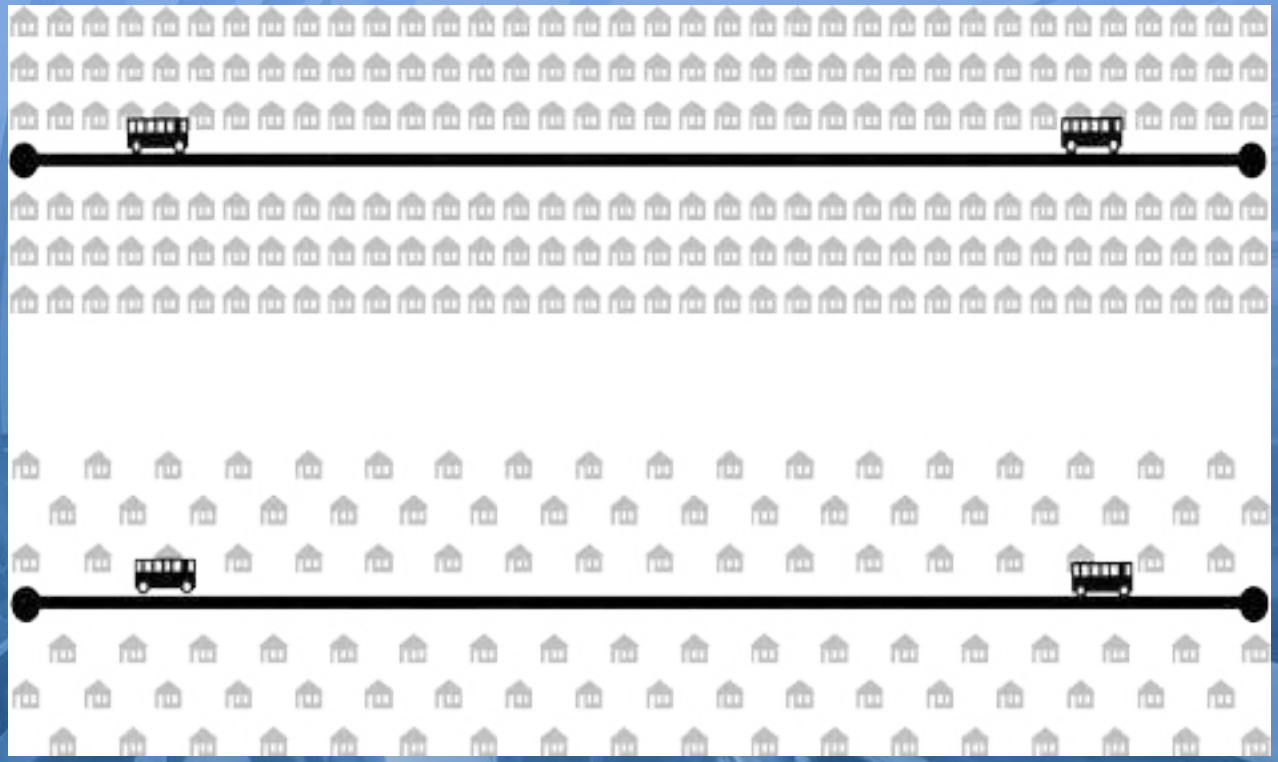
Density

How many people are going to and from the area around each stop?

High Ridership

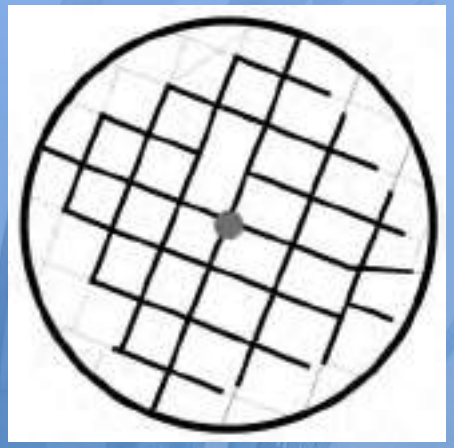
Lower Ridership



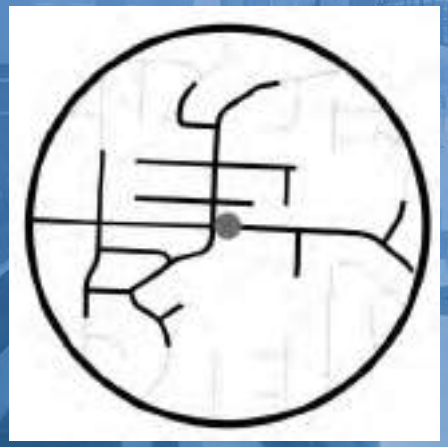
Walkability

Can the people around the stop walk to the stop?

High Ridership



Lower Ridership



And it must be possible to cross the street at the stop!

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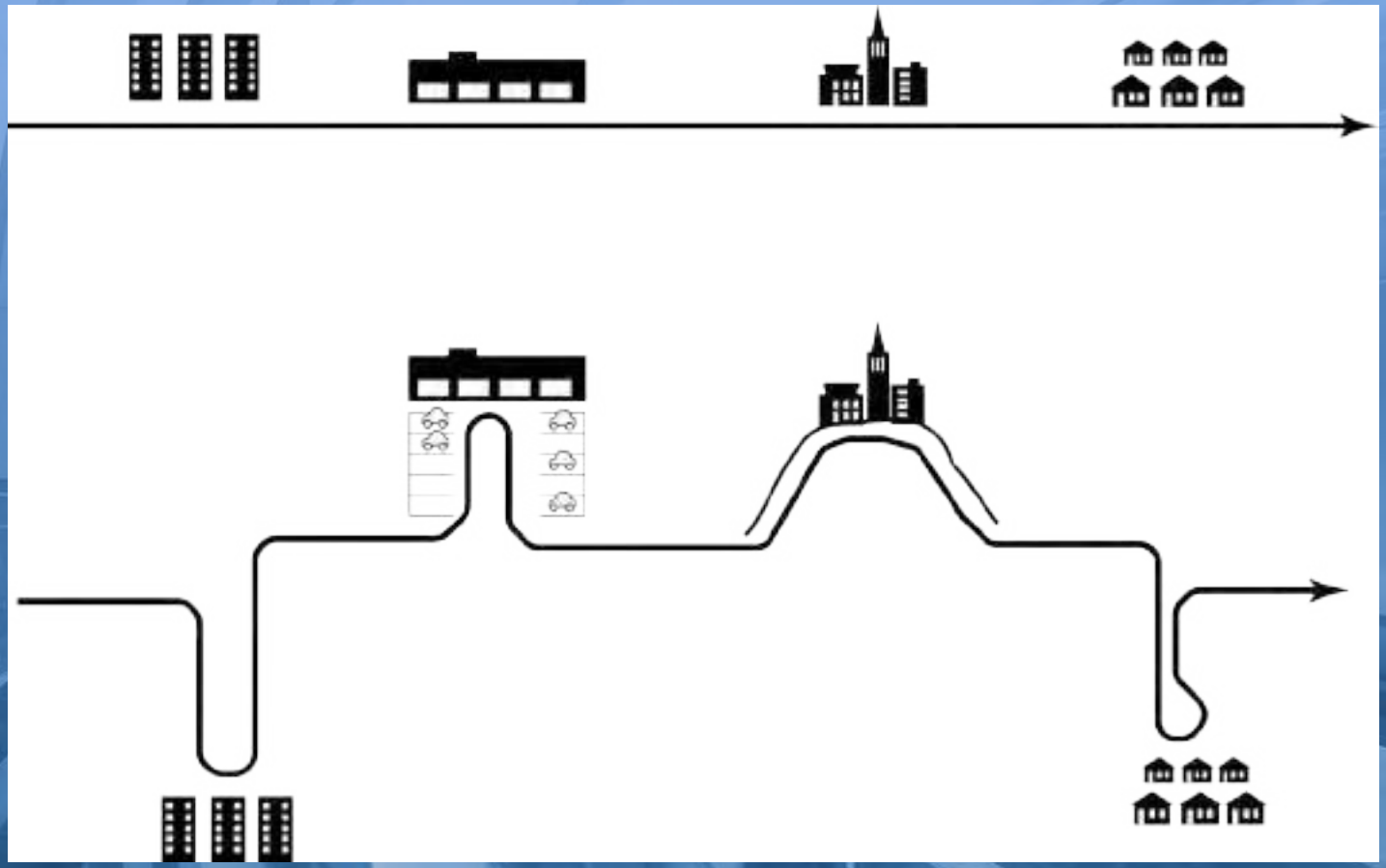
Directness

Can transit buses run in straight lines that attract through-riders?

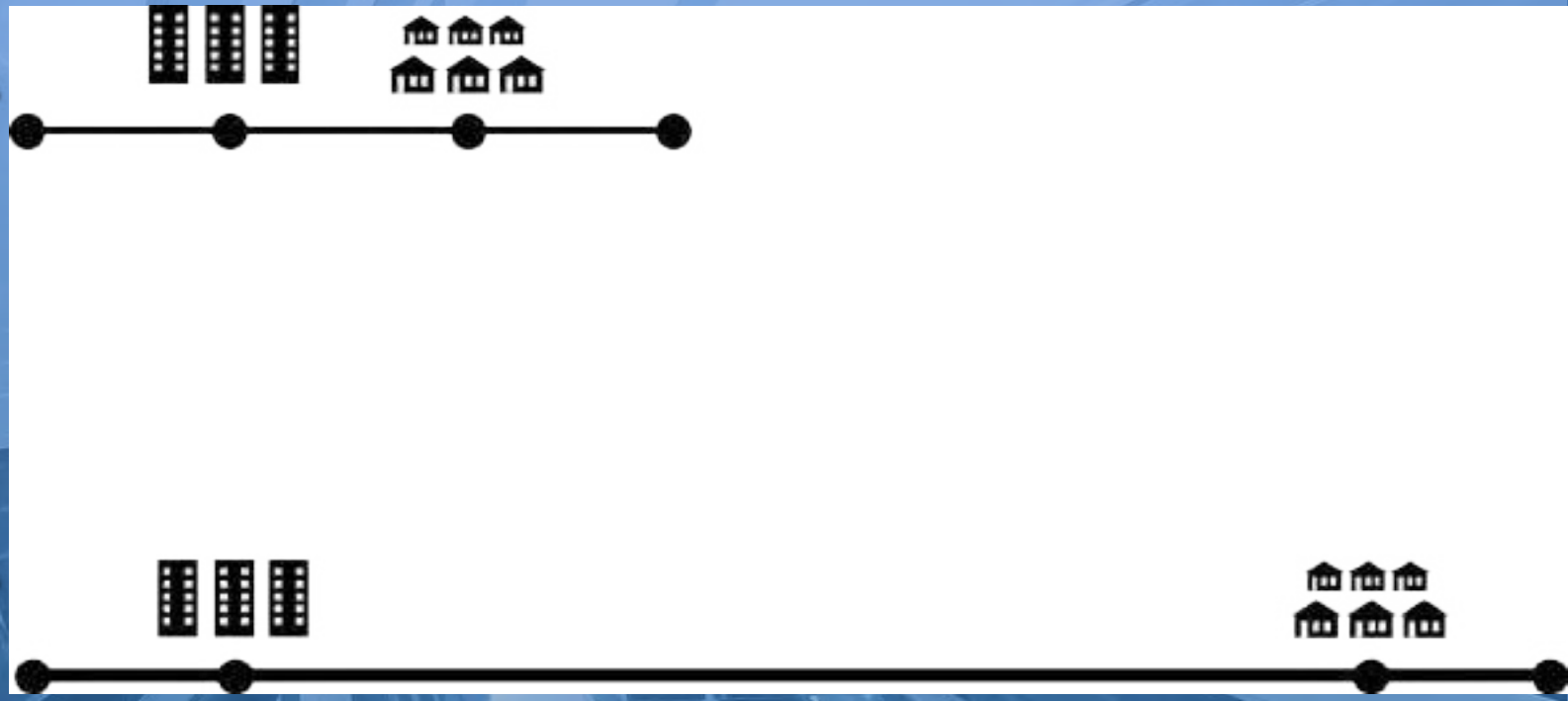
High Ridership

Lower Ridership



Proximity

Do transit buses have to cross long low-ridership gaps?



FAX Fixed-Route System Restructure Study

Designing a transit system

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City of FRESNO

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Is Ridership the Goal?

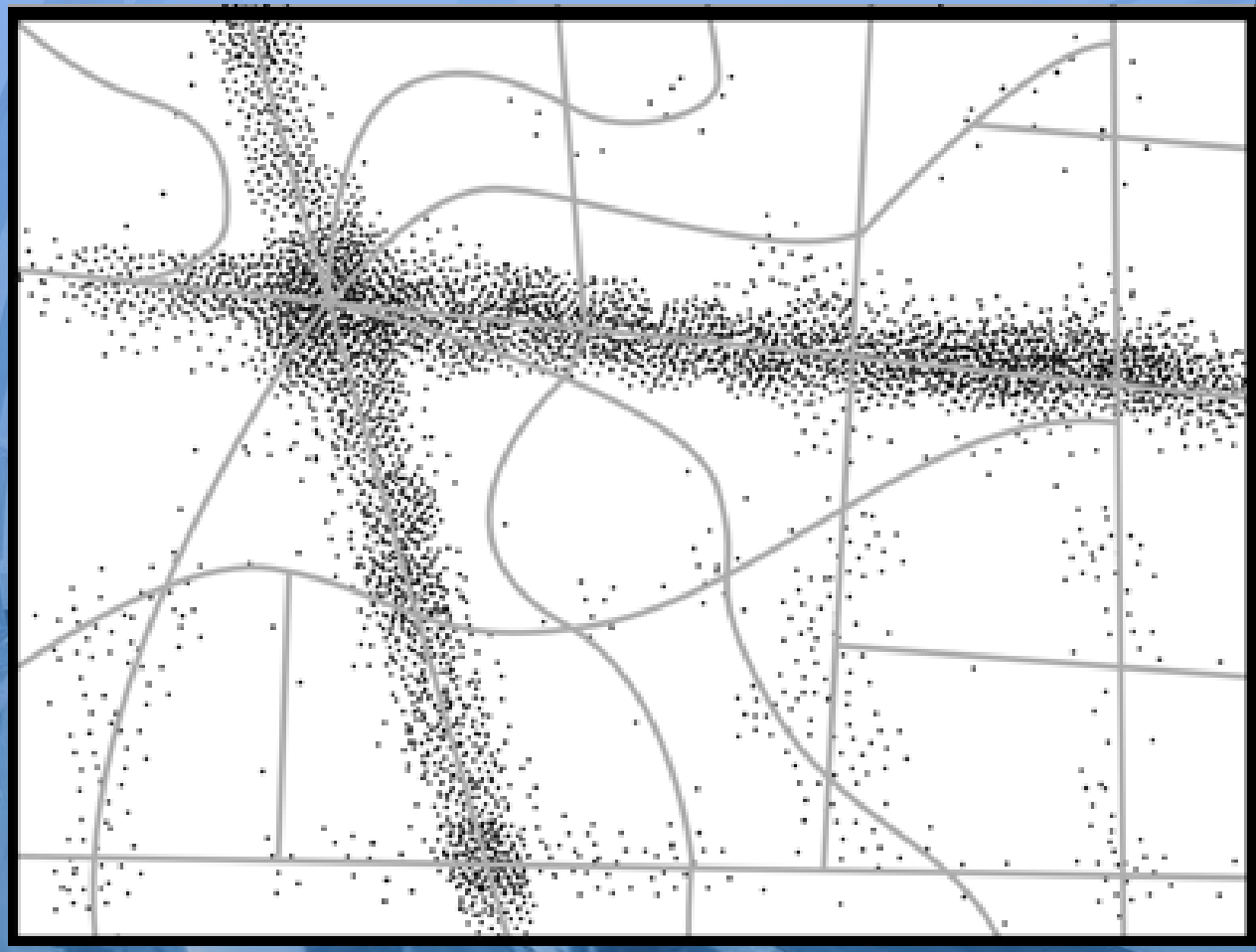
- Most people assume the measure of transit's success is ridership
- But transit agencies are expected to run service for non-ridership reasons, such as:
  - Social service needs in expensive-to-serve places
  - Desire that the network cover the whole city
- Those non-ridership goals are the basis of "coverage" service
- So how much of our budget should be focused on a ridership goal vs. a coverage goal?

Ridership or Coverage?

Why are ridership and coverage opposites?

Think about this simple urban area, where each dot represents people or jobs. Dots close together mean *density*

Suppose we had 18 buses to deploy



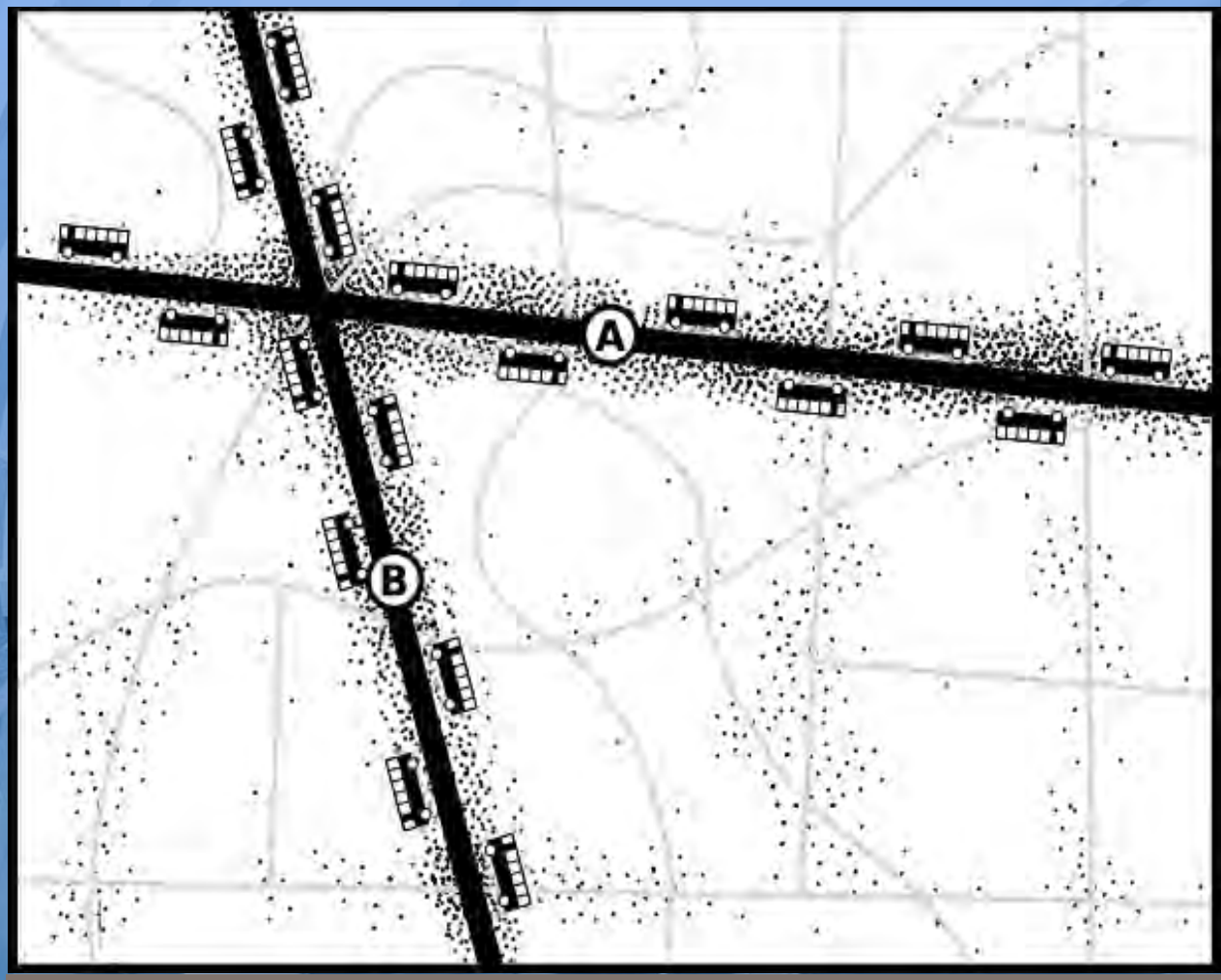
Ridership or Coverage?

- **To maximize <u>ridership</u> you think like a business, *choosing which markets you will enter***
- **The straight lines offer density, walkability, and an efficient transit path, so you focus frequent, attractive service there**

Performance Measure: *Productivity*

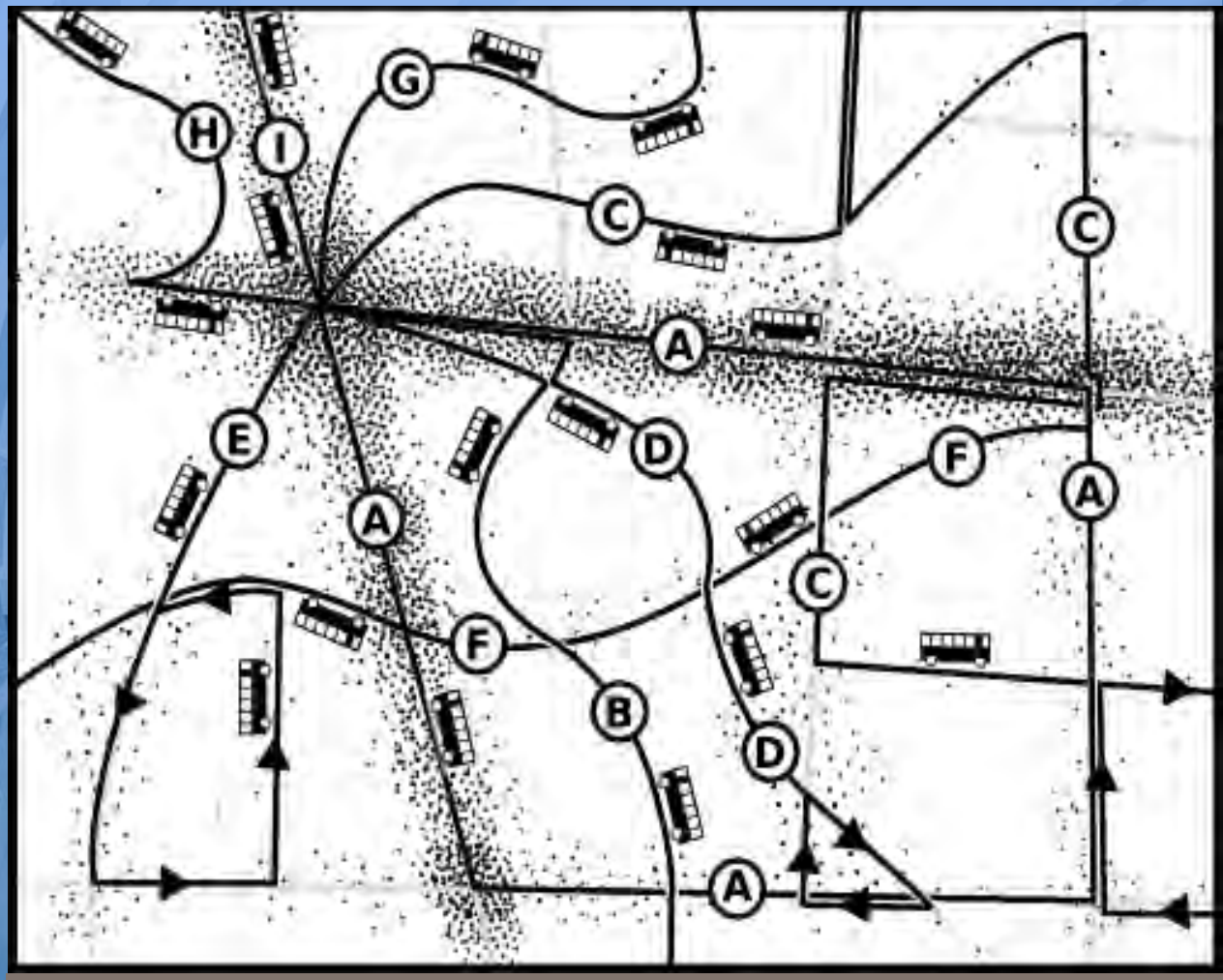
Productivity: Passengers per unit of service cost (high)

Operating cost per rider, subsidy per rider (low)



Ridership or Coverage?

- **To maximize <u>coverage,</u> think like a government service. Try to serve everyone, *even those in expensive-to-serve places***
- **The result is more routes covering everyone, but less frequency, more complexity, and lower ridership**



Performance Measure:
Availability

% of population and jobs that can walk to some all-day service

Two Extreme Alternatives

Ridership Alternative

- Focus resources on high-ridership, high-density areas to provide frequent, convenient service
- This alternative pushes the balance of resources even more towards ridership

Coverage Alternative

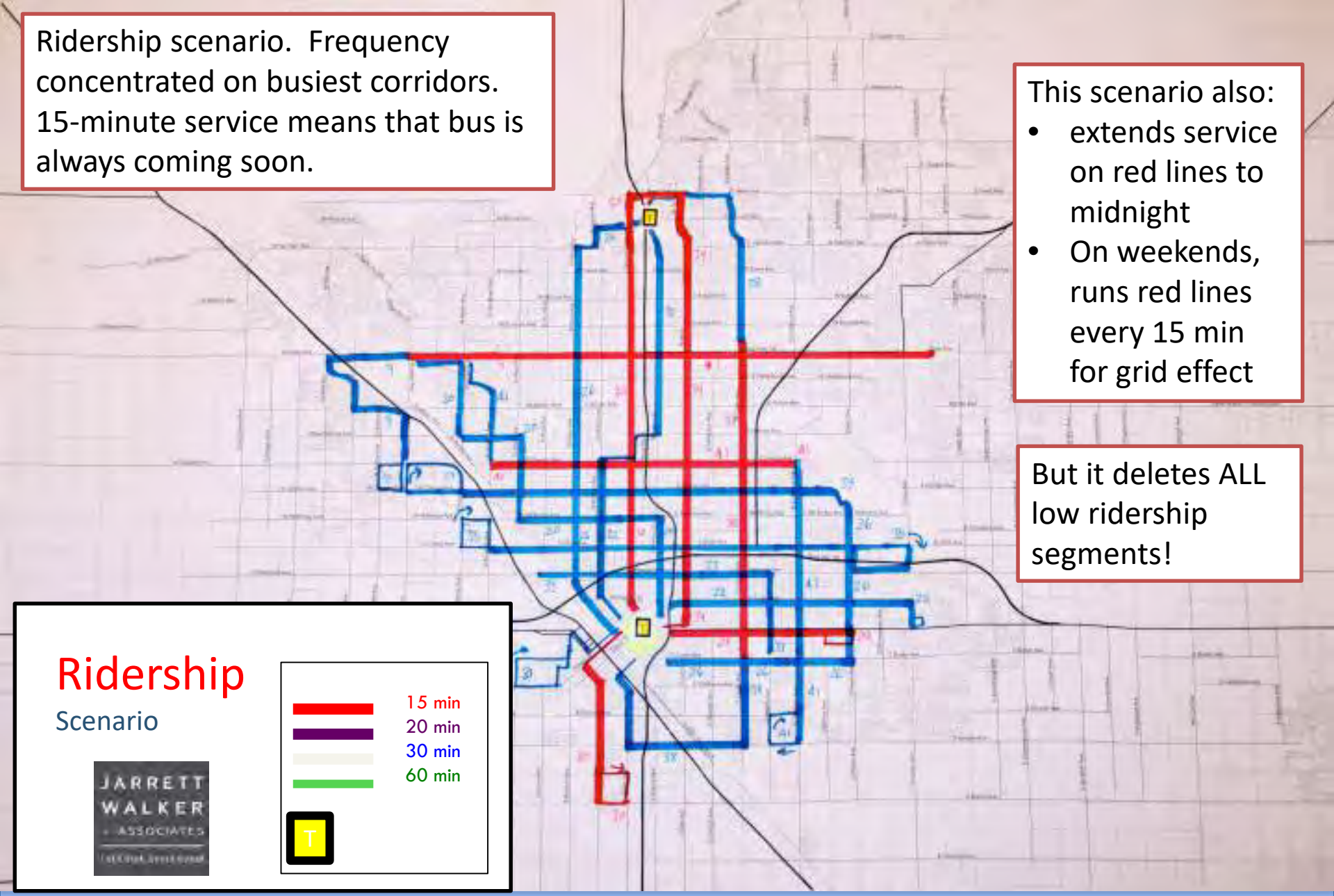
- Extends low-frequency service to a larger area
- This alternative reduces the level of service on the most productive segments, instead investing in extending service to new parts of the region that currently don't have access to FAX routes

Ridership scenario. Frequency concentrated on busiest corridors. 15-minute service means that bus is always coming soon.

This scenario also:

- extends service on red lines to midnight
- On weekends, runs red lines every 15 min for grid effect

But it deletes ALL low ridership segments!



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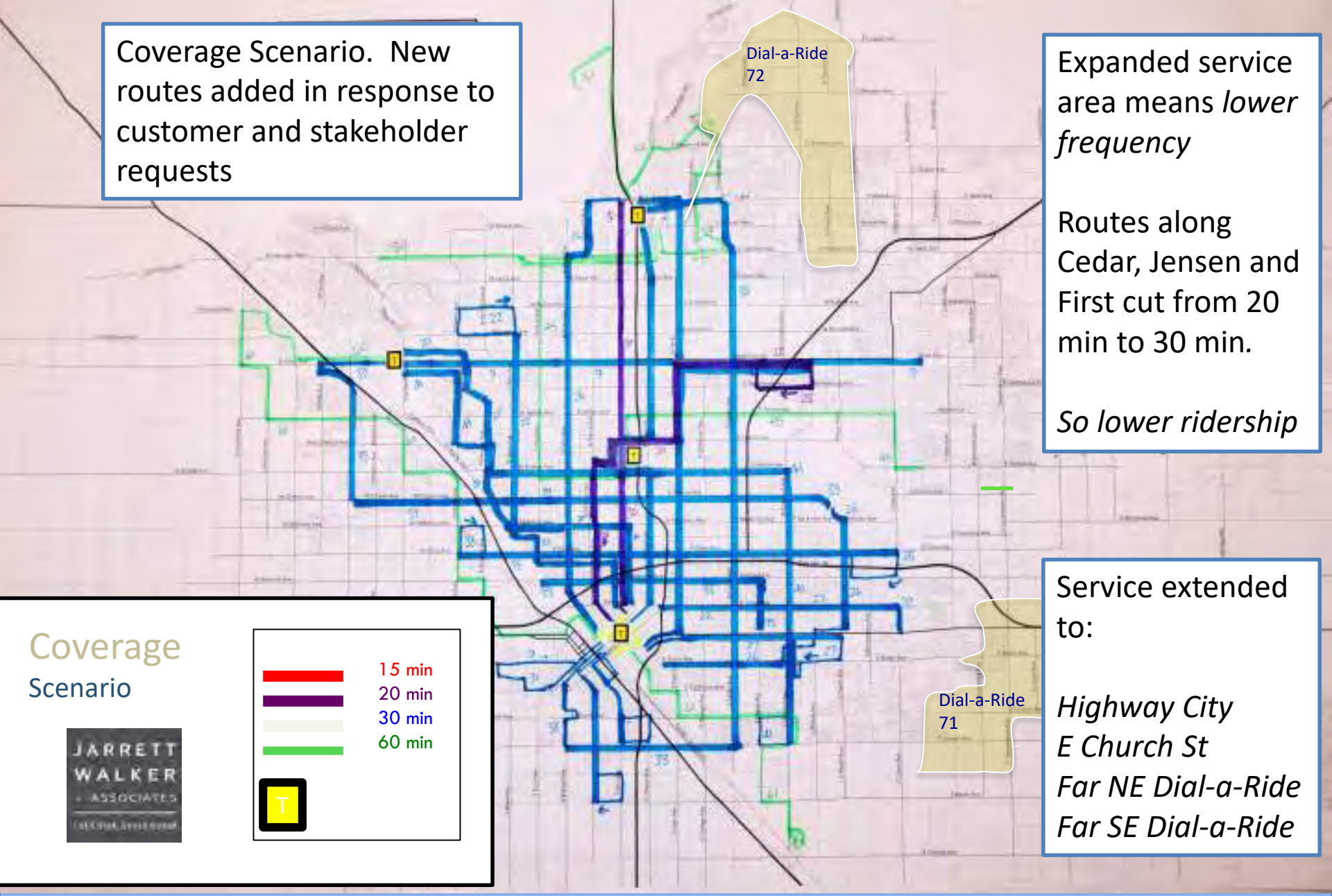
Coverage Scenario. New routes added in response to customer and stakeholder requests



Expanded service area means *lower frequency*

Routes along Cedar, Jensen and First cut from 20 min to 30 min.

So lower ridership

Service extended to:

Highway City
E Church St
Far NE Dial-a-Ride
Far SE Dial-a-Ride

Coverage

Scenario

JARRETT WALKER + ASSOCIATES

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City of FRESNO

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The Conversation and Direction

- Hopefully, this information gives you an understanding of what is involved in redesigning a transit system
- Equipped with this information, help us envision a FAX transit system that better meets the needs of all citizens of the City of Fresno in 2018 and beyond
- By providing us with feedback, we can together design a FAX transit system that meets the needs of our citizenry, as well as Federal and state requirements

FAX Fixed-Route System Restructure Study

Please go to the Stations to provide your comments and ideas

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City of FRESNO

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Appendix G

Workshop PowerPoint Presentation - Spanish

FAX Fixed-Route System Restructure Study

Noviembre de 2017

Reestructuración de Rutas FAX

FAX FRESNO AREA EXPRESS

City of FRESNO

VRPA TECHNOLOGIES INC

Agenda para esta tarde (¡Todos a bordo)!

- 11:00 – 11:30 Casa Abierta
- 12:00 Presentación de la reestructuración de ruta de FAX
- 11:50 Remix 12:05 Ejercicio: su votación de FAX características
- 12:30 Encuesta Interactiva: Déjanos saber lo que piensas
- 12:55 Premios de la Rifa y cierre del taller

FAX y el Plan de FAX

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City of FRESNO

VRPS TECHNOLOGIES INC

FAX Fixed-Route System Restructure Study

El Sistema Existente

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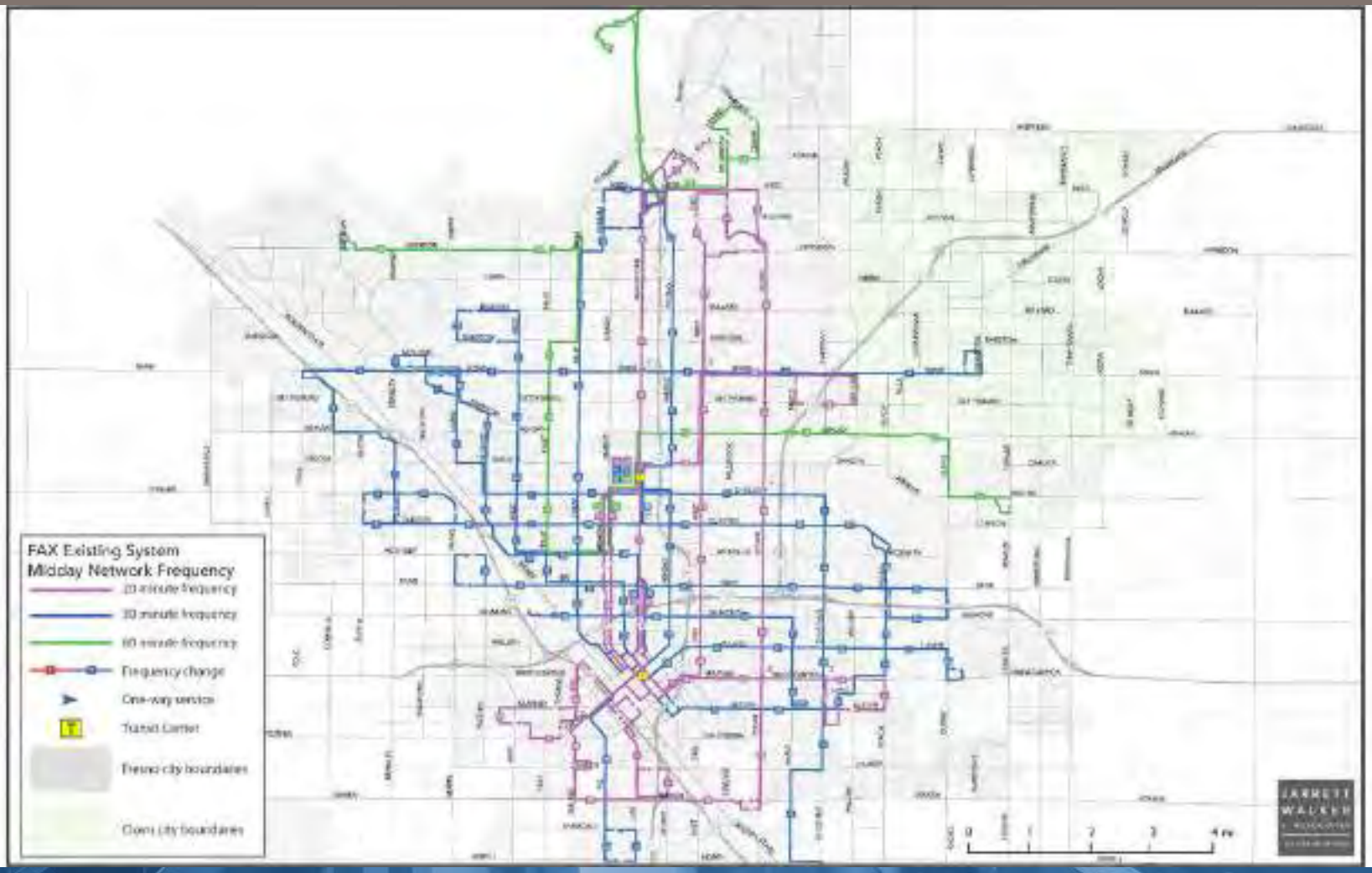
City of FRESNO

VRPS

Mapa del Sistema Existente de FAX



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City of FRESNO

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Proyectos Actuales FY17-18

- Abrir línea BRT en Febrero del 2018
- Aumentar la frecuencia del autobús en los segmentos más ocupados de la red de FAX. Esto consiste en aquellas rutas que se cruzan principalmente con BRT
- Construcción de paradas de autobuses y mejoras al centro de tránsito

¿Que es el *Plan FAX?*

Se trata de satisfacer las necesidades

FAX FRESNO AREA EXPRESS

City of FRESNO

Factores que impulsan el uso del FAX

1. **Frecuencia**: Con qué frecuencia vienen los autobuses
2. **Duración:** Cuánto dura el viaje:
   a) Tiempo en el autobús
   b) Tiempo de espera
   c) Tiempo de transferencia (si necesitas tomar otro autobús)
3. **Densidad:** Cuantas personas y destinos hay en la ruta
4. **Transabilidad:** Qué tan fácil es subirse al autobús
5. Que tan directo es su ruta, tanto:
   a) En el autobus
   b) Ir y venir del autobús

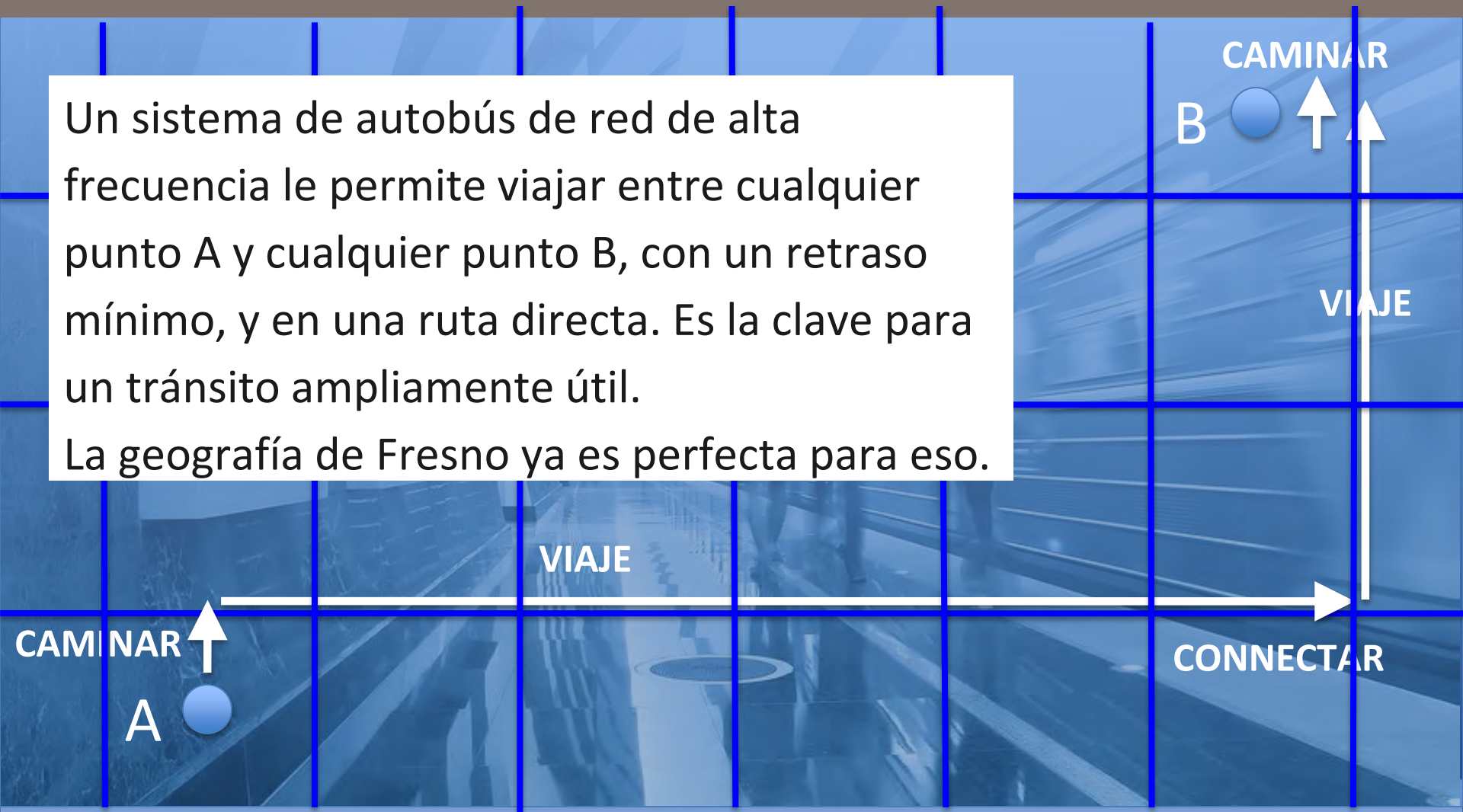
La frecuencia es un variable importante

- Frecuencia significa "Estamos listos para ir cuando tú estes"
  - La frecuencia es costosa, PERO conduce a un alto número de pasajeros en lugares de alta demanda
- La frecuencia hace del FAX algo en lo que puede confiar, no algo que tenga que planificar
  - La frecuencia es un factor importante que debe revisarse para determinar cómo FAX satisface las necesidades de los usuarios del tránsito

Las redes frecuentes benefician especialmente a los pasajeros

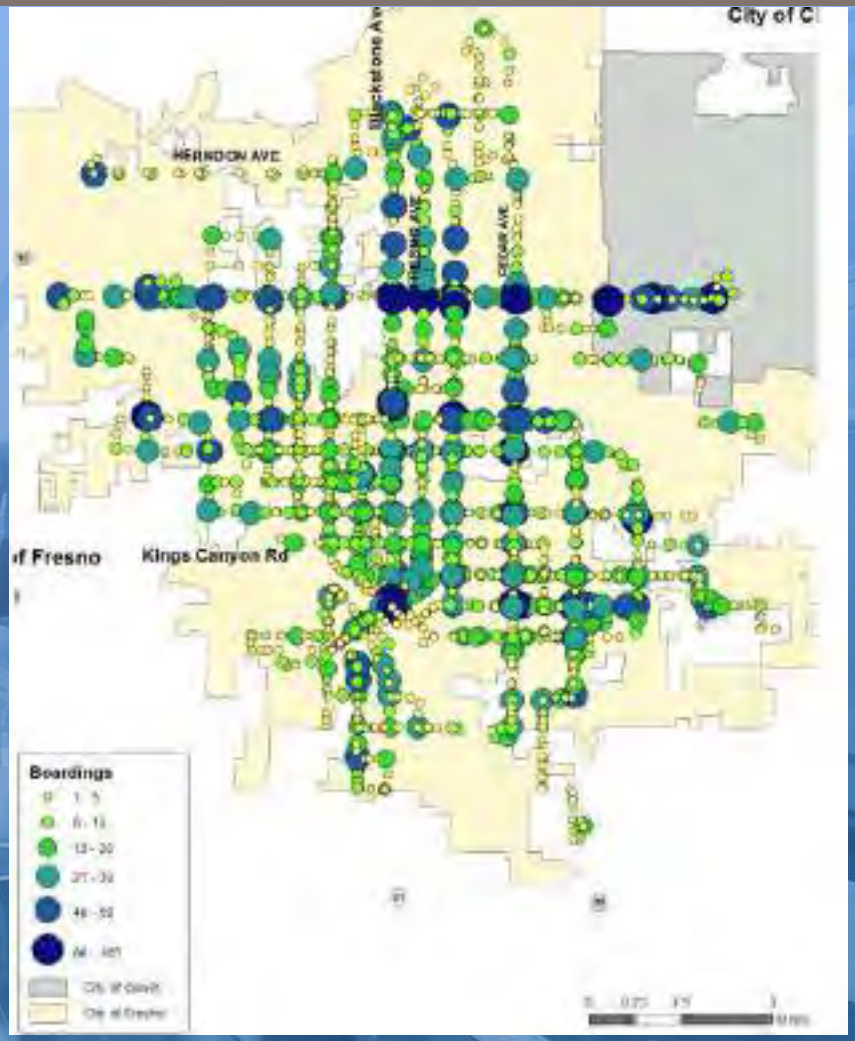
Un sistema de autobús de red de alta frecuencia le permite viajar entre cualquier punto A y cualquier punto B, con un retraso mínimo, y en una ruta directa. Es la clave para un tránsito ampliamente útil.

La geografía de Fresno ya es perfecta para eso.

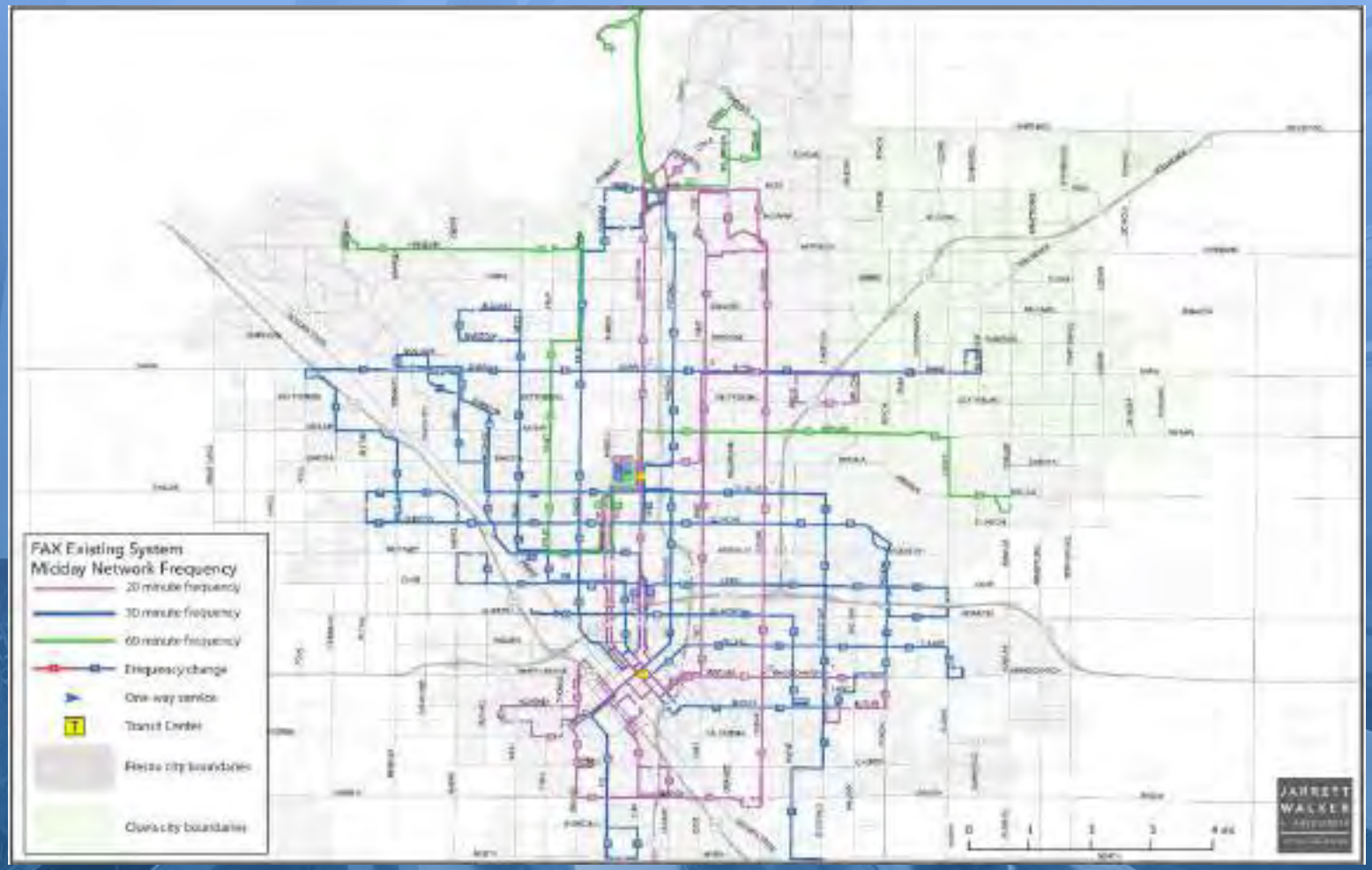


El número de usuarios de FAX hoy muestra el valor de la red

- Azul Oscuro = la mayoría de los abordajes
  - BRT se concentrará en Blackstone y Kings Canyon / Ventura, mientras que FAX 15 se enfocará en Cedar y Shaw
  - Especialmente fuerte donde las líneas frecuentes se cruzan
- ¿Por qué allí?
  - Mayor frecuencia
  - El desarrollo a lo largo de las líneas alienta a los pasajeros en tránsito
  - Transferencias fáciles



La frecuencia es 1 factor. Pero hay otros.



La hora del día es otro factor importante

¿Cuándo debería FAX mantener la frecuencia para que "el autobús siempre llegue pronto" y las conexiones se vuelvan fáciles y atractivas?

- ¿Debe el servicio de fin de semana ser más alto?
- El servicio nocturno es importante para que las personas puedan llegar a casa después de los trabajos y actividades nocturnas
- Servicio de tarde y fin de semana ayuda a las personas a tener menos automóviles, confiando en el tránsito más

Los autobuses no pueden ser frecuentes en todas partes

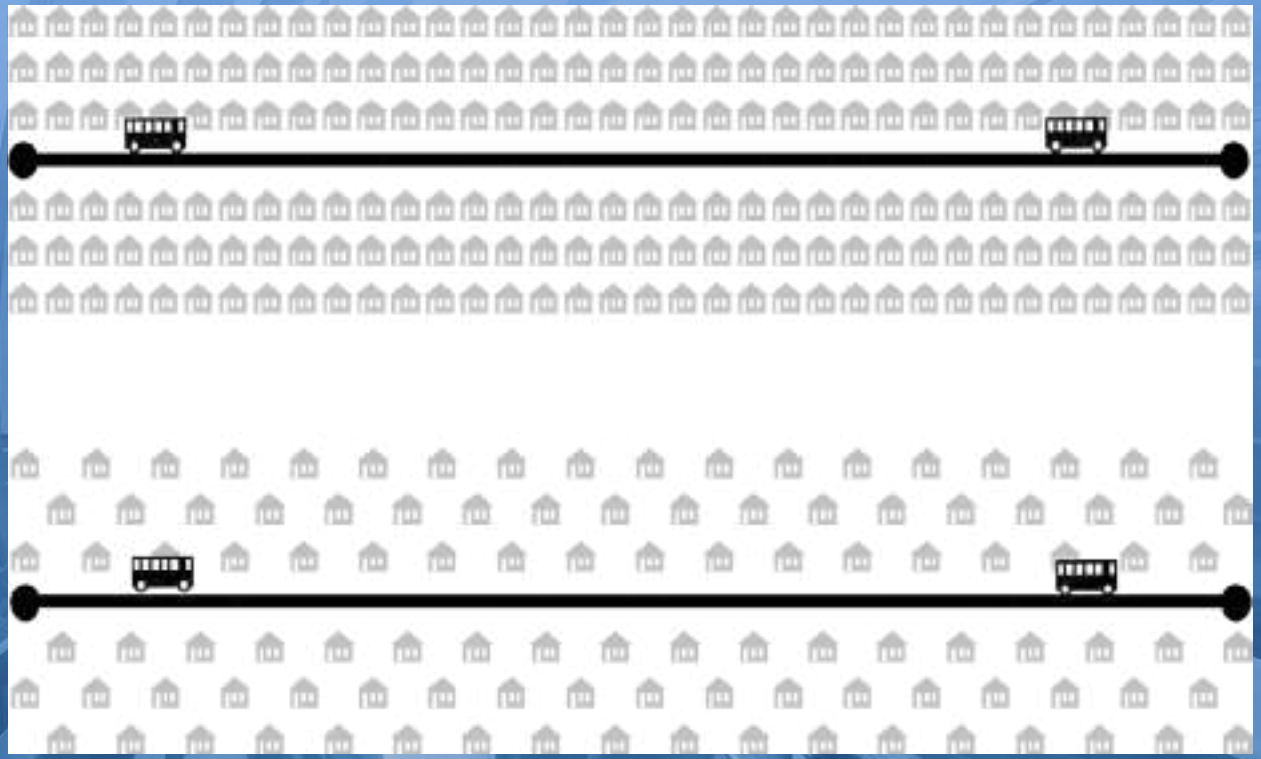
- Algunas partes de Fresno no son lo suficientemente densas o transitables como para generar un alto número de pasajeros
- El alto número de usuarios siempre surge de estas características clave:
  - Densidad: mucha gente y actividad alrededor de las paradas
  - Transabilidad: las personas pueden caminar fácilmente hasta la parada
  - Directo: caminos sencillos para el tránsito, ¡fácil en Fresno!
  - Proximidad: muchos destinos cerca de uno a otro

Densidad

¿Cuántas personas van y vienen del área alrededor de cada parada?

Mayor cantidad de pasajeros

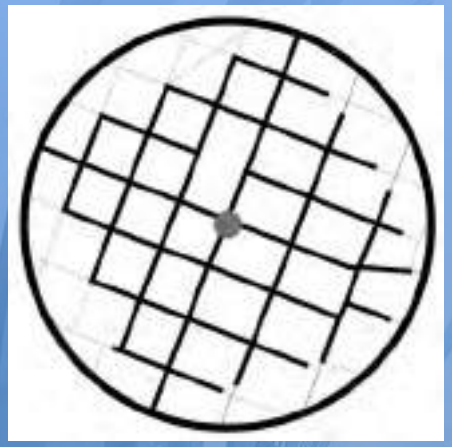
Menor cantidad de usuarios



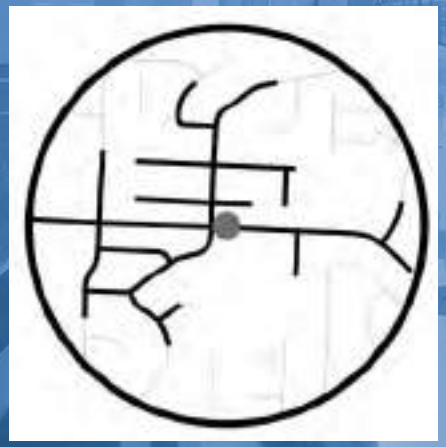
Transabilidad

¿Pueden las personas alrededor de la parada caminar hasta la parada?

Mayor cantidad de pasajeros



Menor cantidad de usuarios



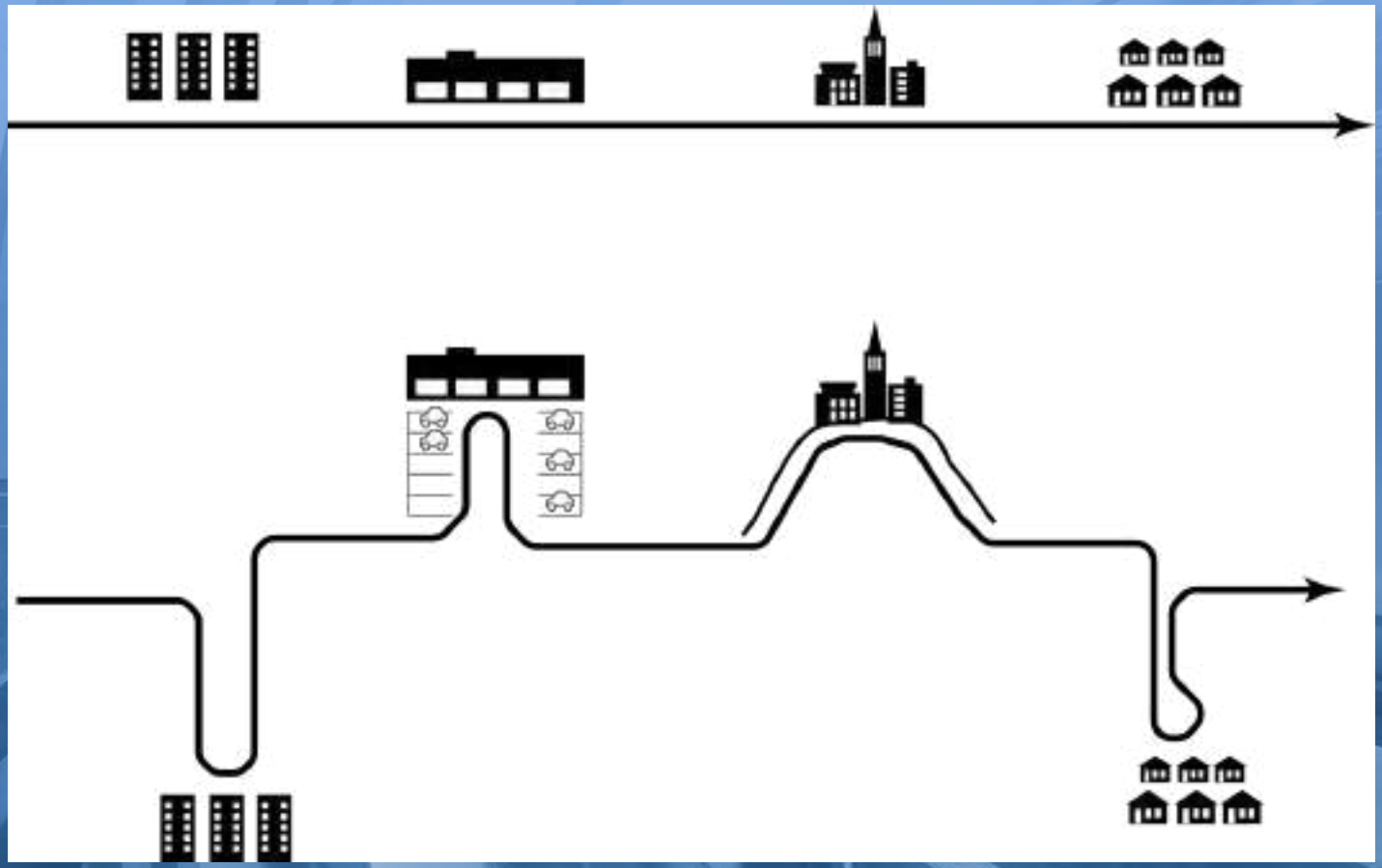
¡Y debe ser posible cruzar la calle en la parada!

Franqueza

¿Pueden los autobuses de tránsito circular en líneas rectas que atraen a los pasajeros?

Mayor cantidad de pasajeros

Menor cantidad de usuarios

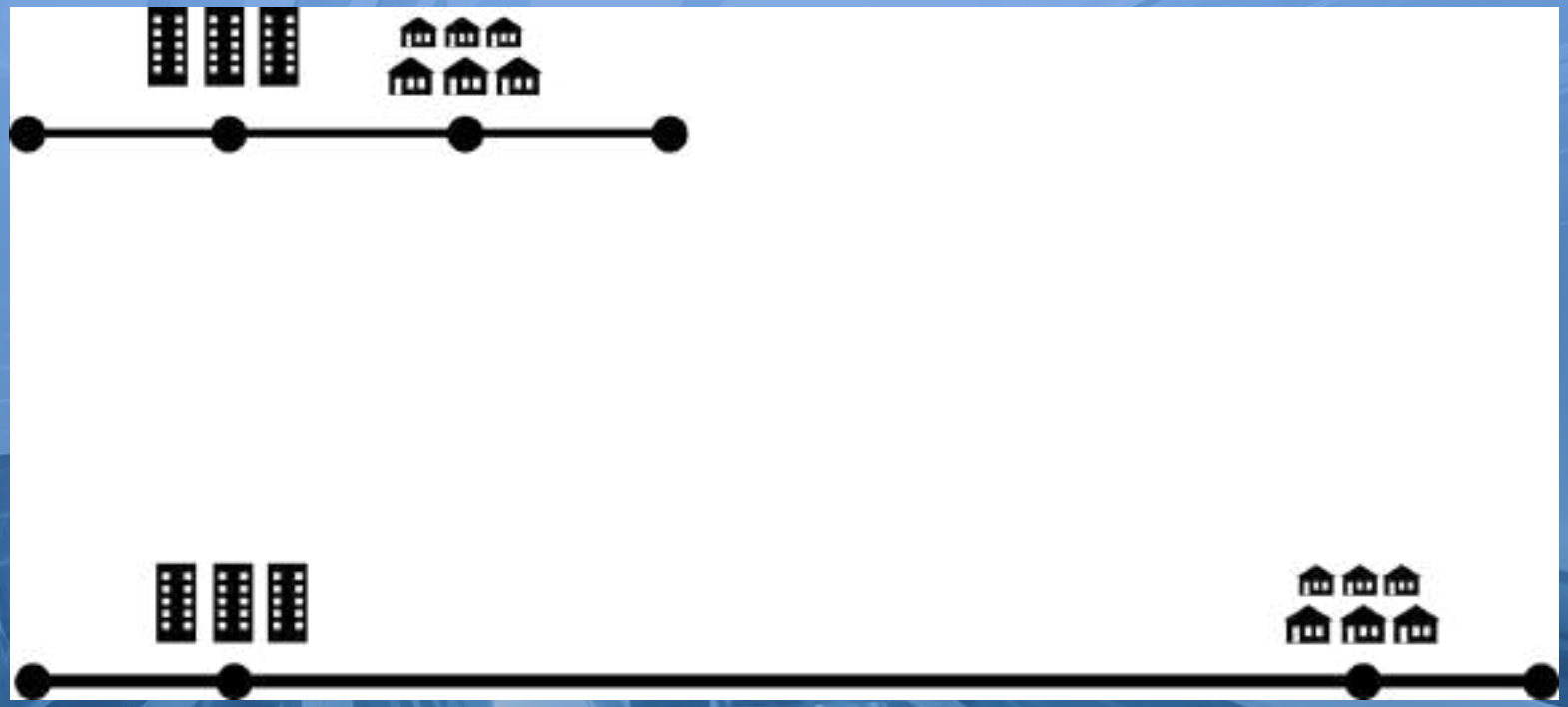


Proximidad

¿Deben cruzar los autobuses de tránsito las brechas largas de baja cantidad de pasajeros?

Mayor cantidad de pasajeros

Menor cantidad de usuarios



FAX Fixed-Route System Restructure Study

2. Diseñando un sistema de tránsito

FAX FRESNO AREA EXPRESS

City of FRESNO

¿Mas pasajeros el objetivo?

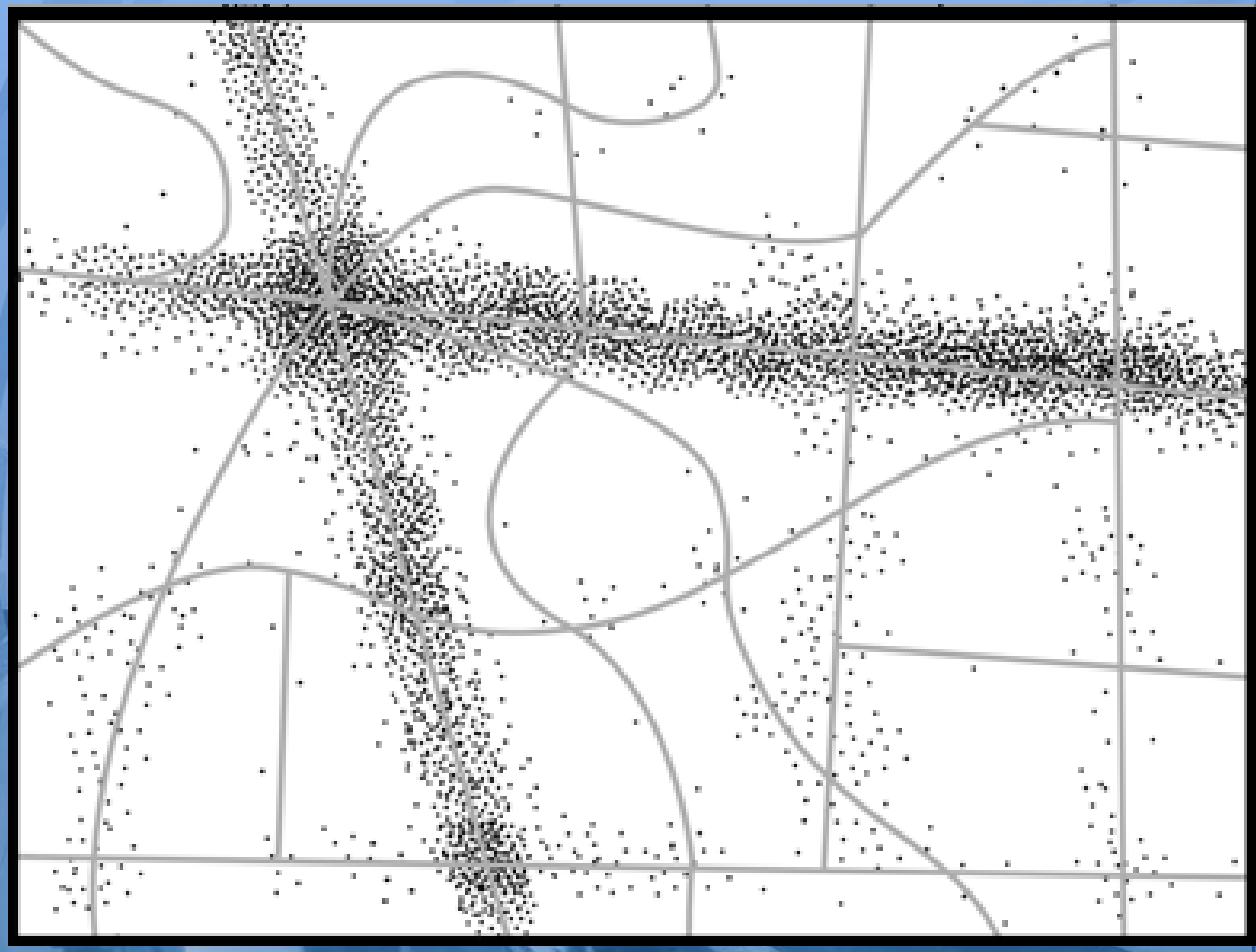
- La mayoría de las personas asume que la medida del éxito del tránsito es la cantidad de pasajeros
- Sin embargo, se espera que las agencias de transporte publiquen el servicio por motivos que no involucran pasajeros, como por ejemplo:
  - Necesidades de servicios sociales en lugares caros para servir
  - Deseo que la red cubra toda la ciudad
- Estos objetivos no basados en pasajeros son la base del servicio de "cobertura"
- Entonces, ¿qué parte de nuestro presupuesto debe enfocarse en un objetivo de transporte versus un objetivo de cobertura?

¿Pasajero o cobertura?

¿Por qué los usuarios y la cobertura son opuestos?

Piensa en esta simple área urbana, donde cada punto representa personas o trabajos. Los puntos muy juntos significan densidad

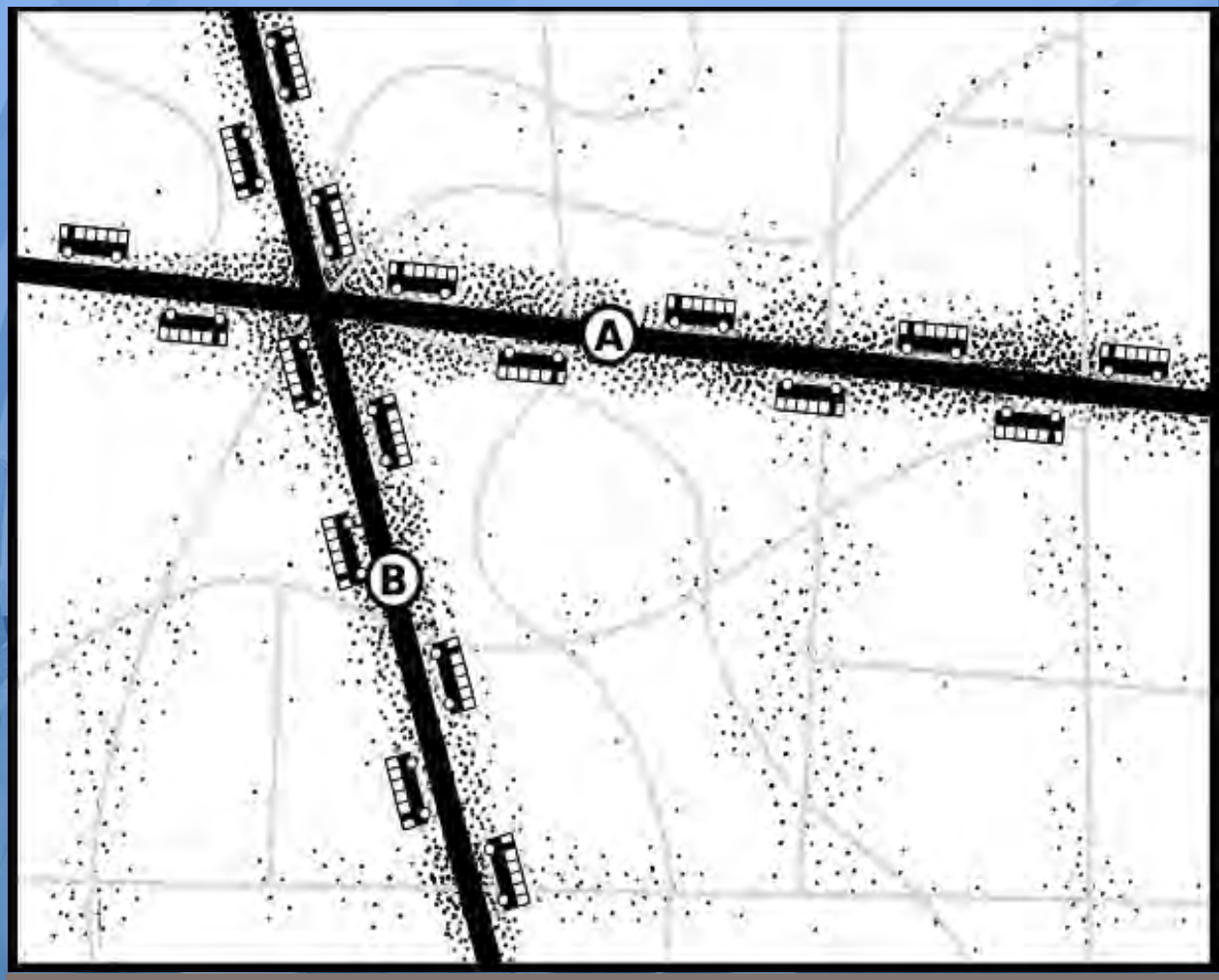
Supongamos que tenemos 18 autobuses para desplegar



¿Pasajero o cobertura?

- Para maximizar la cantidad de pasajeros, piense como un negocio, elija en qué mercados ingresará

- Las líneas rectas ofrecen densidad, transitabilidad y una ruta de tránsito eficiente, por lo que se concentra el servicio frecuente y atractivo allí.



Medida de rendimiento: Productividad

Productividad: Pasjeros por unidad de servicio (alto)

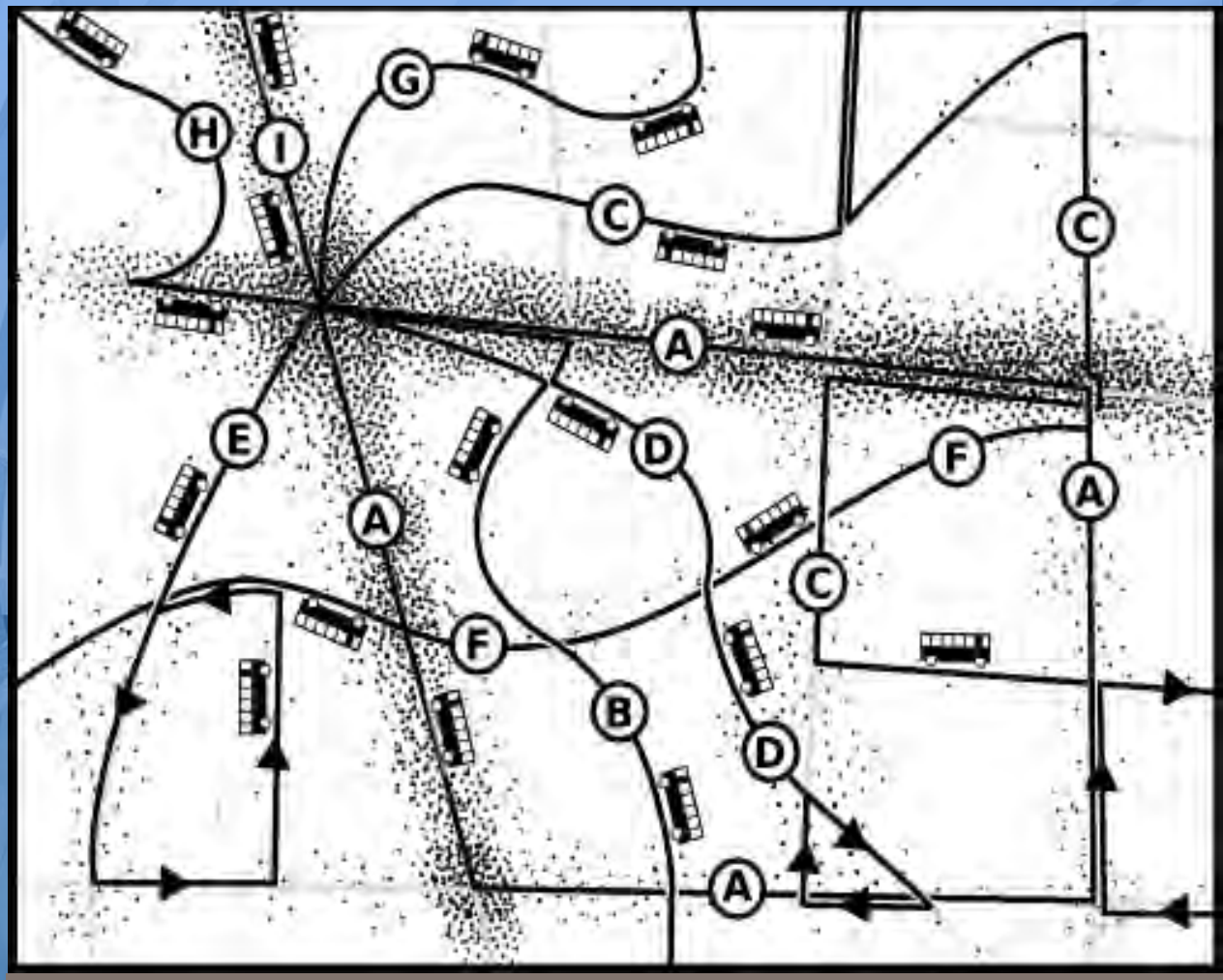
Costo de operación por pasajero, costo por subsidio (bajo) Medida de rendimiento: productividad

Productividad: Pasajeros por unidad

¿Pasajero o cobertura?

- Para maximizar la cobertura, piense como un servicio del gobierno. Trate de servir a todos, incluso aquellos en lugares caros para servir

- El resultado es más rutas que cubren a todos, pero con menos frecuencia, más complejo y menor cantidad de usuarios.



Medida de rendimiento: disponibilidad

% de población y empleos que pueden caminar a algún servicio de todo el día

Dos Alternativas Extremas

Alternativa de Pasajeros

- Concentrar los recursos en áreas de alta densidad de pasajeros para brindar un servicio frecuente y conveniente
- Esta alternativa empuja el equilibrio de recursos aún más hacia el uso de pasajeros

Alternativa de cobertura

- Extiende el servicio de baja frecuencia a un área más grande
- Esta alternativa reduce el nivel de servicio en los segmentos más productivos, en lugar de invertir en extender el servicio a nuevas partes de la región que actualmente no tienen acceso a las rutas de FAX.

Escenario de Pasajeros. La frecuencia se concentró en los corredores más concurridos. El servicio de 15 minutos significa que el autobús siempre llegará pronto.

Este escenario también:

- extiende el servicio en líneas rojas a la medianoche
- Los fines de semana, pasa líneas rojas cada 15 minutos para obtener un efecto de red

¡Pero borra TODOS los segmentos bajos de usuarios!

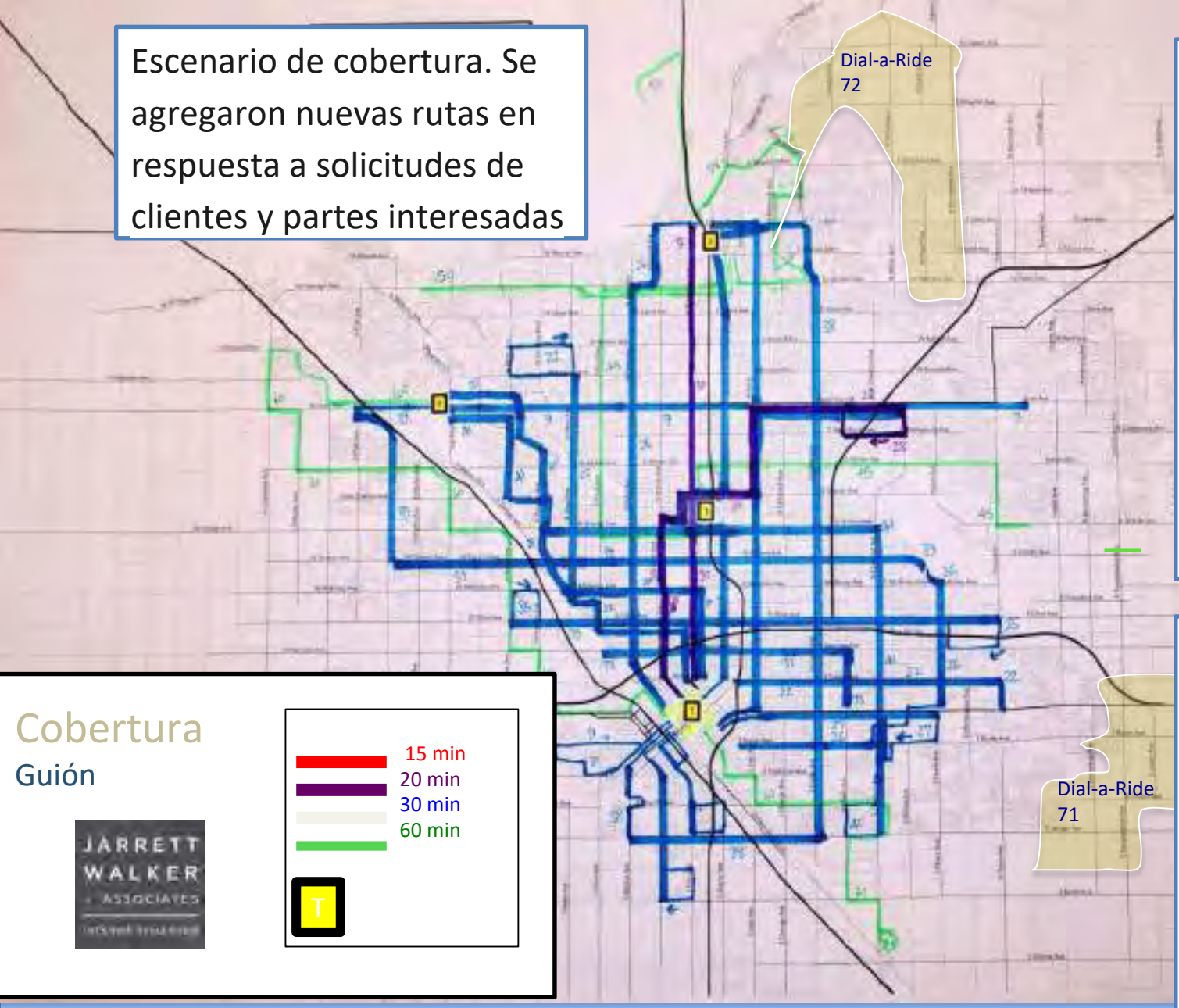
Ridership

Guión

15 min
20 min
30 min
60 min

T

Escenario de cobertura. Se agregaron nuevas rutas en respuesta a solicitudes de clientes y partes interesadas



El área de servicio ampliada significa una frecuencia más baja

Rutas a lo largo de Cedar, Jensen y First recortadas de 20 min a 30 min.

Por lo tanto, menor cantidad de usuarios

Servicio extendido a:

Highway City
E Church St
Far NE Dial-a-Ride
Far SE Dial-a-Ride

Cobertura

Guión

JARRETT WALKER + ASSOCIATES

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VRPA

La conversación y la dirección

- Con suerte, esta información le brinda una comprensión de lo que implica el rediseño de un sistema de tránsito
- Equipado con esta información, ayúdenos a visualizar un sistema de tránsito FAX que satisfaga mejor las necesidades de todos los ciudadanos de la Ciudad de Fresno en 2018 y más allá
- Al proporcionarnos sus comentarios, podemos diseñar juntos un sistema de tránsito FAX que satisfaga las necesidades de nuestra ciudadanía, así como los requisitos federales y estatales.

FAX Fixed-Route System Restructure Study

Por favor, vaya a las estaciones para proporcionar sus comentarios e ideas

FAX FRESNO AREA EXPRESS

City of FRESNO

Appendix H

Workshop Title VI Materials

Major Service Change Policies: Both Service Reductions and Service Expansions

A Major Service Change Policy is typically presented as a numerical standard, such as a change that affects "x" percent of a route or "x" number of route miles or hours. There can also be a threshold for the number of people affected. It can be route-specific or systemwide. If the threshold is exceeded, then a service equity analysis is required to identify disparate impacts for minority populations and disproportionate burdens for low income populations.

Peer Agencies	Major Service Change Thresholds
Sun Tran Tucson, AZ	A Major Service Change adds or removes **25% or more** of the: 1. Revenue miles on any route; 2. Revenue hours on any route; 3. Ridership on any route.
ABQ RIDE Albuquerque, NM	A Major Service Change increases or decreases service on any route by **35% or more** of the: 1. Revenue hours of service; 2. Service to bus stops on that route.
GET Bus Bakersfield, CA	A Major Service Change is the establishment of a new transit route, or increases or decreases of **25% or more** of: 1. Route length of a route; 2. Revenue miles on a route; 3. Revenue hours on a route.
Sun Metro El Paso, TX	A Major Service Change is a reduction or increase of **30% or more** in: 1. Revenue miles on any service area or route; 2. Revenue hours on any service area or route.
San Joaquin RTD Stockton, CA	A Major Service Change increases or reduces **25% or more** of: 1. Daily revenue miles of a route; 2. The number of transit route miles of a route.
Sacramento RT Sacramento, CA	A Major Service Change: 1.Creation of any new bus route exceeding **150 daily revenue miles**; 2. Creation of any new light rail route or extension of any existing light rail routes; 3. Any change to an existing bus or light rail route that affects **15% or more** of daily revenue miles.

Tell us what you think:

1. Should the Major Service Change threshold be for changes at the systemwide level or individual route level?
Circle one answer.

a) Systemwide level
b) Route level
c) No opinion

2. Which service characteristic is most important to you in measuring Major Service Changes?
Circle one answer.

a) Revenue miles
b) Revenue hours
c) Route length in miles
d) Number of people affected
e) No opinion

3. What percentage should be used to measure a Major Service Change in the FAX service area?
Circle one answer.

a) 15%
b) 20%
c) 25%
d) 30%
e) No opinion

Disparate Impact Policies

The Disparate Impact Policy establishes a threshold for determining when a major service change has a disparate impact on minority populations. That is, do minority populations bear significantly more of the impacts than non-minority populations.

Peer Agencies	Disparate Impact Policy (Minority only or Minority and Low-Income)
Sun Tran Tucson, AZ	A Disparate Impact exists if a major service change requires a minority population to bear adverse effects by **20%** or more than the adverse effects borne by the general population.
ABQ RIDE Albuquerque, NM	A Disparate Impact exists when the percent of minorities adversely affected by a major service change is greater by **10%** than the average percent of minorities in the service area.
GET Bus Bakersfield, CA	A Disparate Impact exists when the minority population adversely affected by a major service change is more than **10%** than the average minority population in the service area.
Sun Metro El Paso, TX	A Disparate Impact exists if a major service change requires a minority population to bear adverse effects over **25%** than the adverse effects borne by the general population.
San Joaquin RTD Stockton, CA	A Disparate Impact exists if the percentage of vehicle revenue hours on minority-classified routes affected by the major service change is at least **25%** higher than the vehicle revenue hours on non-minority-classified routes affected by the major service change.
Sacramento RT Sacramento, CA	A Disparate Impact exists if a major service change requires a minority population to bear adverse effects by **15%** or more than the adverse effects borne by the general population.

Tell us what you think:

1. FAX is proposing to use the difference in impact on minority population compared to the general population.

Is this basis of comparison acceptable?
Circle one answer.

a) Yes
b) No

2. Which percentage should represent this difference in impact between the minority population and the general population?
Circle one answer.

a) 10%
b) 15%
c) 20%
d) 25%
e) No opinion

Disproportionate Burden Policies

The Disproportionate Burden Policy establishes a threshold for determining whether a major service change has a disproportionate burden on low-income populations versus non-low-income populations. That is, do low-income populations bear more of the impacts than non-low-income populations.

Peer Agencies	Disproportionate Burden Policies (Low-Income only)
Sun Tran Tucson, AZ	A Disproportionate Burden exists if a major service change requires a low-income population to bear adverse effects by **20%** or more than the adverse effects borne by the general populations.
ABQ RIDE Albuquerque, NM	A Disproportionate Burden exists when the percent of low-income households adversely affected by a major service change is greater by **10%** than the average percent of low-income households in the service area.
GET Bus Bakersfield, CA	A Disproportionate Burden exists when the low-income population adversely affected by a major service change is more than **10%** than the average minority population of the service area.
Sun Metro El Paso, TX	A Disproportionate Burden exists if a major service change requires a low-income population to bear adverse effects over **25%** than the adverse effects borne by the general population.
San Joaquin RTD Stockton, CA	A Disproportionate Burden exists if the percentage of vehicle revenue hours on below-poverty-level classified routes affected by the major service change is at least **25%** higher than the percentage of vehicle revenue hours on above-poverty-level classified routes affected by the major service change.
Sacramento RT Sacramento, CA	A Disproportionate Burden exists if a major service change requires a low-income population to bear adverse effects by **15%** or more than the adverse effects borne by general populations.

Tell us what you think:

1. FAX is proposing to use the difference in impact on low-income populations compared to the general population.
Is this basis of comparison acceptable?
Circle one answer.

a) Yes
b) No

2. Which percentage should represent this difference in impact between the low-income population and the general population?
Circle one answer.

a) 10%
b) 15%
c) 20%
d) 25%
e) No opinion

Pólizas de Cambio de Servicio Mayor: Ambos Reducción de Servicio y Expansión de Servicio

Una Póliza de Cambio de Servicio Mayor es típicamente presentada como un estándar numérico, tal como un cambio que afecta "x" porcentaje de una ruta o "x" numero de ruta, millas u horas. También puede haber un límite para la cantidad de personas afectadas. Puede ser específico a una ruta o atreves del sistema. Si el límite es excedido, entonces un análisis de equidad de servicio es requerido para identificar impactos desproporcionados para poblaciones de minorías y cargas desproporcionadas en poblaciones de bajos ingresos.

Agencias a la Par	Límites de Cambios de Servicio Mayores
Sun Tran Tucson, AZ	Un Cambio de Servicio Mayor agrega o reduce un **25% o más** del: 1. Redito por millas de cualquier ruta; 2. Redito por horas de cualquier ruta; 3. Pasajeros en cualquier ruta.
ABQ RIDE Albuquerque, NM	Un Cambio de Servicio Mayor incrementa o reduce servicio en cualquier ruta por **35% o más** del: 1. Redito de horas de servicio; 2. Servicio a paradas de autobús en esta ruta.
GET Bus Bakersfield, CA	Una Cambio de Servicio Mayor es el establecimiento de una nueva ruta de tránsito, o incremento o reducción de **más del 25%** de: 1. Distancia de Ruta en una ruta; 2. Redito de millas en una ruta; 3. Redito de horas en una ruta.
Sun Metro El Paso, TX	Un Cambio de Servicio Mayor es una reducción o incremento del **30% o más** en: 1. Redito de millas en cualquier área de servicio o ruta; 2. Redito de horas en cualquier área de servicio o ruta.
San Joaquin RTD Stockton, CA	Un Cambio de Servicio Mayor incrementa o reduce un **25% o más** de 1. Redito diario de millas por ruta; 2. El número de millas de transito de una ruta.
Sacramento RT Sacramento, CA	Un Cambio de Servicio Mayor: 1.Creaccion de cualquier ruta de autobús nueva excediendo **150 millas de redito diarias;** 2. Creación de cualquier ruta nueva de vía liviana de ferrocarril o extensión de cualquier ruta liviana de ferrocarril existente 3. Cualquier cambio a una ruta de autobús o vía de ferrocarril liviana que afecte a **15% o más** del redito por millas diarias.

Déjanos Saber Lo Que Tú Piensas:

1. ¿Debe el límite de Cambio de Servicio Mayor ser para cambios al nivel de sistema-completo o nivel de ruta individual?
Circula una respuesta.

a) Nivel de Sistema-Completo
b) Nivel de Ruta
c) No opinión

2. ¿Qué característica es más importante para ti en medir Cambios de Servicio Mayor?
Circula una respuesta.

a) Redito de millas
b) Redito de horas
c) Distancia de ruta en millas
d) Número de personas afectadas
e) No opinión

3. ¿Qué porcentaje debe ser usado para medir un Cambio de Servicio Mayor en el área de servicio de FAX?
Circula una respuesta.

a) 15%
b) 20%
c) 25%
d) 30%
e) No opinión

Pólizas de Impacto Desproporcionado

La Póliza de Impacto Desproporcionado establece el límite para determinar cuando un cambio de servicio mayor ha tenido un impacto desproporcionado a poblaciones de minorías. ¿Eso es decir, las poblaciones de minorías soportan más impactos significativos que los impactos a poblaciones que no son minorías?

Agencias a la Par	Póliza de Impacto Desproporcionado (Minorías solamente o Minorías y Bajos-Ingresos)
Sun Tran Tucson, AZ	Un Impacto Desproporcionado existe si un cambio de servicio mayor requiere que una población de minorías soporte efectos adversos de un **20%** o más que los efectos adversos que impactan a la población general.
ABQ RIDE Albuquerque, NM	Un Impacto Desproporcionado existe cuando un porcentaje de minorías adversamente afectadas por un cambio de servicio mayor es más de **10%** que el margen promedio de las minorías en el área de servicio.
GET Bus Bakersfield, CA	Un Impacto Desproporcionado existe cuando un porcentaje de población de minorías adversamente afectadas por un cambio de servicio mayor es más de **10%** que el margen promedio de las minorías en el área de servicio.
Sun Metro El Paso, TX	Un Impacto Desproporcionado existe si un cambio a servicio mayor requiere que una población minoría cargue con los efectos adversos sobre un **25%** que los efectos adversos soportados por la población general.
San Joaquín RTD Stockton, CA	Un Impacto Desproporcionado existe si el porcentaje de rédito por horas de vehículo en rutas clasificadas para minorías son afectadas por el cambio de servicio mayor por lo menos por un **25%** más alto que el redito de horas pro vehículo que las rutas no clasificadas como minorías por el cambio de servicio mayor.
Sacramento RT Sacramento, CA	Un Impacto Desproporcionado existe si un cambio de servicio mayor requiere que una población de minorías soporte los efectos adversos por un **15%** o más de los efectos adversos soportados por la población general.

Déjanos Saber Lo Que Tú Piensas:

1. FAX está proponiendo usar la diferencia en impacto a poblaciones de minorías en comparación a la población general.

¿La base de comparación es aceptable?
Circula una respuesta.

a) Si
b) No

2. ¿Cuál porcentaje debe representar la diferencia en impacto entre la población minoría y la población general?
Circula una respuesta.

a) 10%
b) 15%
c) 20%
d) 25%
e) No opinión

Pólizas de Carga Desproporcionada

La Póliza de Carga Desproporcionada establece un límite para determinar si un cambio de servicio mayor tiene una carga desproporcionada a poblaciones de bajos-ingresos versus poblaciones que no son de bajos ingresos. ¿Esto es decir, poblaciones de bajos-ingresos soportan más el impacto que poblaciones que no son de bajos-ingresos?

Agencias a la Par	Póliza de Carga Desproporcionada (Bajos-Ingresos solamente
Sun Tran Tucson, AZ	Una Carga Desproporcionada existe si un cambio de servicio mayor requiere que una población de bajos ingresos soporte los efectos adversos por un **20%** o más que los efectos adversos soportados por la población general.
ABQ RIDE Albuquerque, NM	Una Carga Desproporcionada existe cuando el porcentaje de viviendas de bajos-ingresos son adversamente afectadas por un cambio de servicio mayor que es más del **10%** que el porcentaje promedio de viviendas de bajos-ingresos en el área de servicio.
GET Bus Bakersfield, CA	Una Carga desproporcionada existe cuando la población de bajos-ingresos es adversamente afectada por un cambio mayor de servicio por más de **10%** que el promedio de la población de minorías en el área de servicio.
Sun Metro El Paso, TX	Una Carga Desproporcionada existe si un cambio de servicio mayor requiere que la población de bajos-ingresos soporte efectos adversos sobre un **25%** más que los efectos adversos soportados por la población general.
San Joaquín RTD Stockton, CA	Una Carga Desproporcionada existe si el porcentaje de redito de horas por vehículo en rutas clasificadas por-debajo-del-nivel-de-pobreza son afectados por el cambio de servicio mayor por lo menos por un **25%** más alto que el porcentaje de redito de horas por vehículo en rutas clasificadas por-encima-del-nivel-de-pobreza afectadas por un cambio de servicio mayor.
Sacramento RT Sacramento, CA	Una Carga Desproporcionada existe si un cambio de servicio mayor requiere que una población de bajos-ingresos soporte los efectos adversos por un **15%** o más que los efectos adversos soportados por la población general.

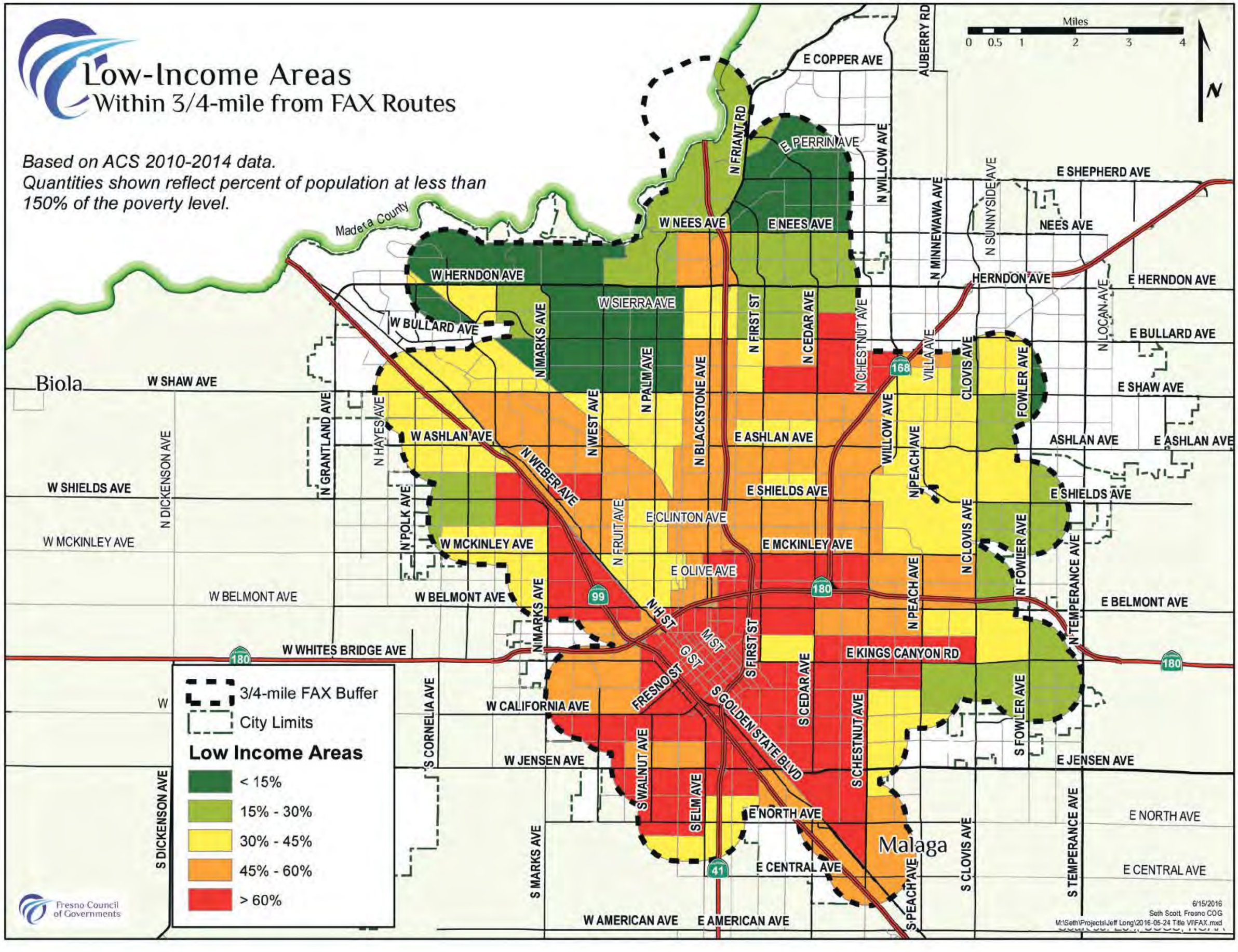
Déjanos Saber Lo Que Tú Piensas:

1. FAX está proponiendo usar la diferencia en impacto a poblaciones de bajos-ingresos comparada a la población general. ¿Esta base de comparación es aceptable?
Circula una respuesta.

a) Si
b) No

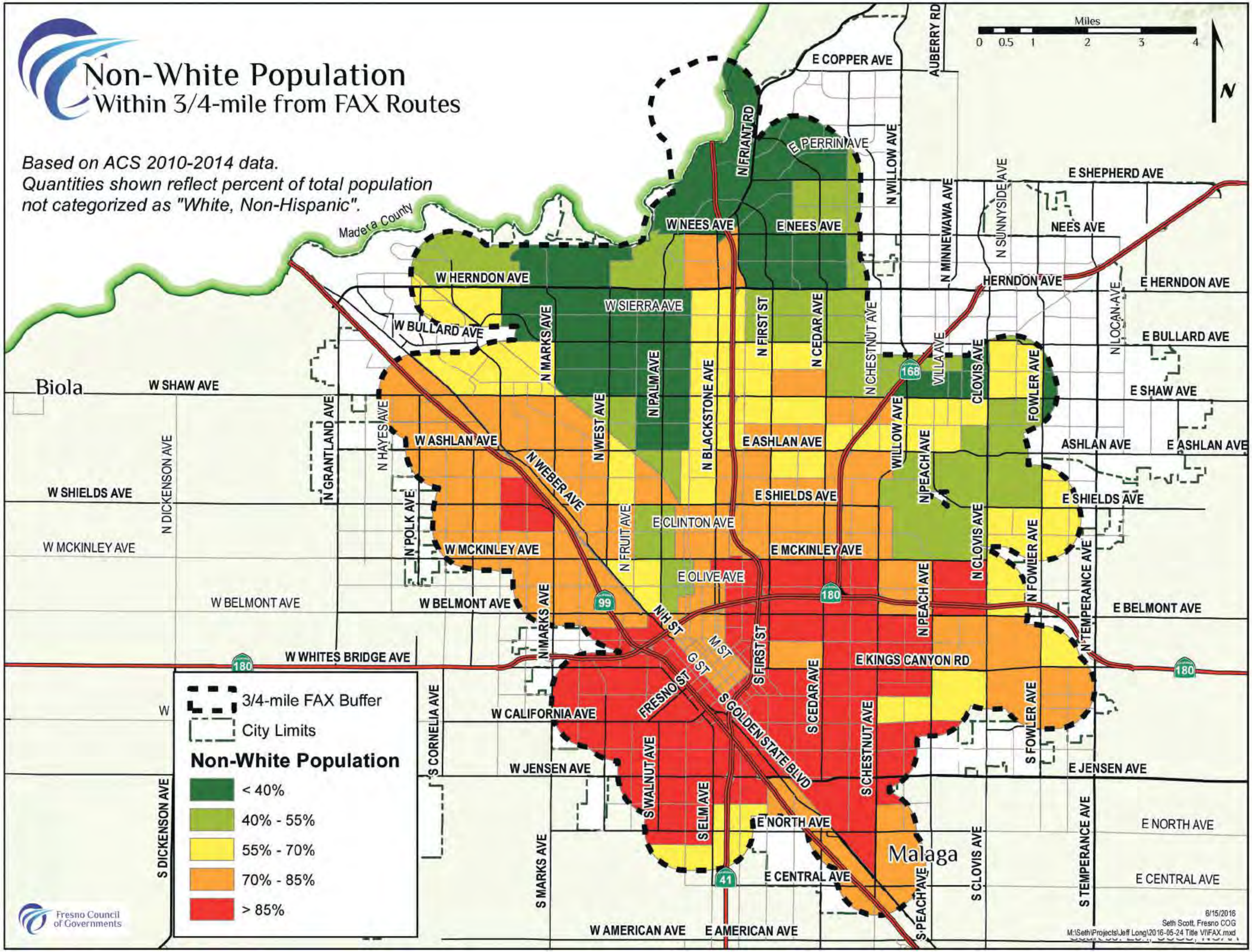
2. ¿Qué porcentaje debe representar esta diferencia en impacto entre la población de bajos-ingresos y la población general?
Circula una respuesta.

a) 10%
b) 15%
c) 20%
d) 25%
e) No opinión


Low-Income Areas
Within 3/4-mile from FAX Routes
Based on ACS 2010-2014 data.
Quantities shown reflect percent of population at less than 150% of the poverty level.
Miles
0 0.5 1 2 3 4
N
Madera County
Biola
Malaga
E COPPER AVE
AUBERRY RD
N FRIANT RD
E PERRIN AVE
N WILLOW AVE
N MINNEWAWA AVE
N SUNNYSIDE AVE
E SHEPHERD AVE
NEES AVE
W NEES AVE
E NEES AVE
W HERNDON AVE
HERNDON AVE
E HERNDON AVE
W SIERRA AVE
W BULLARD AVE
N MARKS AVE
N FIRST ST
N CEDAR AVE
N CHESTNUT AVE
N LOCAN AVE
E BULLARD AVE
VILLA AVE
CLOVIS AVE
FOWLER AVE
W SHAW AVE
E SHAW AVE
N PALM AVE
N BLACKSTONE AVE
N WEST AVE
N HAYES AVE
N GRANTLAND AVE
N DICKENSON AVE
W ASHLAN AVE
E ASHLAN AVE
ASHLAN AVE
E ASHLAN AVE
N WEBER AVE
WILLOW AVE
N PEACH AVE
W SHIELDS AVE
E SHIELDS AVE
E SHIELDS AVE
N POLK AVE
E CLINTON AVE
N FRUIT AVE
W MCKINLEY AVE
E MCKINLEY AVE
N CLOVIS AVE
N FOWLER AVE
N TEMPERANCE AVE
E OLIVE AVE
W BELMONT AVE
W BELMONT AVE
E BELMONT AVE
N H ST
M ST
G ST
S FIRST ST
N PEACH AVE
W WHITES BRIDGE AVE
E KINGS CANYON RD
FRESNO ST
S GOLDEN STATE BLVD
S CEDAR AVE
S CHESTNUT AVE
S FOWLER AVE
W CALIFORNIA AVE
S CORNELIA AVE
W JENSEN AVE
E JENSEN AVE
S WALNUT AVE
S ELM AVE
E NORTH AVE
E NORTH AVE
S DICKENSON AVE
S MARKS AVE
E CENTRAL AVE
E CENTRAL AVE
S CLOVIS AVE
S TEMPERANCE AVE
S PEACH AVE
W AMERICAN AVE
E AMERICAN AVE
99
180
168
41
3/4-mile FAX Buffer
City Limits
Low Income Areas
< 15%
15% - 30%
30% - 45%
45% - 60%
> 60%
Fresno Council of Governments
6/15/2016
Seth Scott, Fresno COG
M:\Seth\Projects\Jeff Long\2016-05-24 Title VI\FAX.mxd

Non-White Population
Within 3/4-mile from FAX Routes

Based on ACS 2010-2014 data.
Quantities shown reflect percent of total population not categorized as "White, Non-Hispanic".



Title VI and Service Equity Frequently Asked Questions

What is Title VI?

Part of the Civil Rights Act of 1964, Title VI prohibits federally-funded programs from discriminating on the basis of race, color, or national origin.

What Does This Mean for You?

If you think you've been excluded from participation in, or denied benefits or services of any Fresno Area Express (FAX) program or activity on the basis of race, color, or nation origin, you can lodge a complaint with FAX. FAX has submitted a Title VI Plan to the Federal Transit Administration and a subsequent update. A summary of the FAX Title VI Policy is on the FAX website and can be access through this link:
https://www.fresno.gov/transportation/wp-content/uploads/sites/13/2016/10/FAX-Title-VI-Policy-Procedure.pdf

It has also established procedures for investigating Title VI discrimination complaints. The complaint form can be access at this link: https://www.fresno.gov/transportation/wp-content/uploads/sites/13/2016/10/FAX-Title-VI-Complaint-Form.pdf

What Does This Mean for FAX?

- FAX will not discriminate on the basis on race, color, or national origin.
- FAX will ensure meaningful access to its programs and services for minority and Limited English Proficient (LEP) persons. This means FAX will provide language assistance.
- FAX will promote inclusive public participation, ensuring minority and LEP individuals are involved in the transportation decision making process.
- FAX will develop policies, with public input, to determine when a detailed analysis of impacts should be undertaken.
- FAX will develop thresholds, with public input, to determine when an action will impact minority and low-income populations less favorably than non-minority and non-low-income populations.

What is a Title VI Service Equity Analysis?

When service changes meet the Major Service Change Threshold, FAX must analyze how the proposed action would impact minority populations as compared to non-minority populations, or low-income populations as compared to non-low-income populations.

If impacts or burdens are found that exceed the established thresholds, FAX must evaluate whether there is an alternative that has a more equitable impact. FAX will implement the proposed change that is the least discriminatory alternative and will take measures to mitigate the impact of the proposed action on the affected population(s).

What is a Major Service Change and Why is a Major Service Change Threshold Policy Established?

FAX often makes minor changes to its schedule or on individual route segments. A major service change policy establishes a percentage threshold that when the threshold is exceeded, it triggers a service equity analysis.

A major service change policy is typically presented as a numerical standard, such as a change that affects "x" percent of a route, or "x" number of route miles or hours. There can also be a threshold for the number of people affected. It can be route-specific or systemwide. If the threshold is exceeded, then a service equity analysis is required for disparate impacts for minority populations and disproportionate burden for low-income populations.

What is a Disparate Impact and Why is a Disparate Impact Policy Established?

Disparate Impact is a policy or practice that unintentionally disproportionately affects members of a group identified by race, color, or national origin. A finding of Disparate Impact requires FAX to evaluate alternatives and mitigate impacts where feasible.

The Disparate Impact policy establishes a threshold for determining when a major service change has a disparate impact on minority populations. That is, do minority populations bear more of the impacts than non-minority populations?

What is a Disproportionate Burden Policy and Why is a Disproportionate Burden Policy Established?

Disproportionate Burden is a policy or practice that unintentionally 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 feasible.

Disproportionate Burden Policy

The Disproportionate Burden policy establishes a threshold for determining whether a major service change has a disproportionate burden on low-income populations versus non-low-income populations. That is, do low-income populations bear more of the impacts than non-low-income populations?

The Disproportionate Burden Policy applies only to low-income populations that are not also minority populations.

Who Are the Minority Populations and How are Minorities Defined for the Purposes of Title VI?

Minority population means any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed Federal Department of Transportation program, policy, or activity.

Minority persons include the following:

(1) American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
(2) Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
(3) Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
(4) Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
(5) Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

How Are Low-Income Populations Defined and Who is Included?

Low-income population refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.

Low-income person means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. Recipients are encouraged to use a locally developed threshold, such as the definition found in 49 U.S.C. 5302 as amended by MAP-21: "refers to an individual whose family income is at or below 150 percent of the poverty line (as that term is defined in Section 673(2) of the Community Services Block Grant Act (42 U.S.C 9902(2)), including any revision required by that section) for a family of the size involved" or another threshold, provided that the threshold is at least as inclusive as the HHS poverty guidelines.

What is a Revenue Hour or Revenue Mile?

A revenue hour is essentially when a bus in available when passengers can get on and off the bus. A revenue hour is when the bus travels one hour and is available for passengers to pay a fare. A revenue mile is when bus travels a mile when the bus in service available for passenger to pay a fare.

Titulo VI y Preguntas Frecuentes sobre Equidad de Servicio

¿Qué es Titulo VI?

Parte de la Ley Civil de Derechos del 1964, Titulo VI prohíbe a programas federalmente-fundados de discriminar sobre la base de raza, color, u origen nacional.

¿Qué Quiere Decir Esto para Ti?

Si tú crees que has sido excluido de participar en, o se te han negado beneficios o servicios de cualquier programa o actividad de Express del Área de Fresno (FAX) en base a raza, color u origen nacional, puedes someter un reclamo con FAX. FAX ha sometido el Plan de Titulo VI a la Administración Federal de Transito y una revisión subsecuente. Un sumario de la Póliza de FAX Titulo VI está en el sitio de internet de FAX y puede ser visto utilizando este enlace: https://www.fresno.gov/transportation/wp-content/uploads/sites/13/2016/10/FAX-Title-VI-Policy-Procedure.pdf

También ha establecido procedimientos para investigar Titulo VI de reclamos de discriminación. La forma de reclamo puede ser vista utilizando este enlace: https://www.fresno.gov/transportation/wp-content/uploads/sites/13/2016/10/FAX-Title-VI-Complaint-Form.pdf

¿Qué quiere decir esto para FAX?

- FAX no va a discriminar en base a raza, color u origen nacional.
- FAX va a asegurar acceso significativo a sus programas y servicios para minorías y personas de Conocimiento en Ingles Limitada (LEP). Esto quiere decir que FAX proveerá asistencia de lenguaje.
- FAX va a promover inclusión de participación asegurando que minorías e individuos de LEP son involucrados en el proceso de decisiones sobre transportación.
- FAX va a desarrollar pólizas, con comentarios e participación publica, para determinar cuando un análisis detallado de impactos debería ser llevado a cabo.
- FAX va a desarrollar límites, con comentarios e participación publica, para determinar cuando una acción impactara minorías y poblaciones de bajos-ingresos menos favorablemente que a los que no son minoría y no son de población de bajos ingresos.

¿Qué es un Análisis de Equidad de Servicio Titulo VI?

Cuando cambios en servicio topan con el Límite de Cambios de Servicio Mayores, FAX debe analizar como la acción propuesta impactaría a poblaciones de minorías en comparación a la población sin minorías o poblaciones de bajos-ingresos en comparación a las poblaciones que no son de bajos-ingresos.

Si se encuentra que los impactos o carga exceden los límites establecidos, FAX debe evaluar si hay una alternativa que tenga un impacto más equitativo. FAX implementara el propuesto cambio que sea la alternativa menos discriminatoria y tomara medidas para mitigar el impacto de la propuesta acción y los efectos sobre la (s) población (es).

¿Qué es un Cambio de Servicio Mayor y Porque se Establece un Límite de Cambios en Servicio Mayores?

Fax seguido hace cambios menores a sus horarios o segmentos de rutas. La póliza que establece un porcentaje de límites a cambios de servicio mayores, indica que cuando excedidos debe hacerse un análisis de equidad de servicio

Una póliza de cambio de servicio mayor típicamente es representada como un standard numérico, tal como el cambio que afecta "x" porcentaje de una ruta o "x" numero de millas de ruta u horas. También puede haber un límite para la cantidad de personas afectadas. También puede ser específica a una ruta o atreves del sistema. Si el límite se excede, entonces un análisis de equidad de servicio es requerido para medir impactos desproporcionados para poblaciones de minorías y carga desproporcionada a poblaciones de bajo-impacto.

¿Qué es un Impacto Desproporcionado y Porque se Establece una Póliza de Impacto Desproporcionado?

Impacto Desproporcionado es una póliza o practica que sin intención desproporcionadamente afecta a miembros de un grupo identificado por raza, color u origen nacional. Cuando se encuentra Impacto Desproporcionado se requiere que FAX evalué alternativas y mitigue impacto donde sea factible.

La póliza de Impacto Desproporcionado establece un límite para determinar cuando un cambio de servicio mayor ha tenido un impacto desproporcionado en poblaciones de minorías. ¿Eso es decir, las poblaciones de minorías soportan más del impacto que poblaciones no minorías?

¿Por Que se Establece una Póliza de Carga Desproporcionada y Por Que es Establecida una Póliza de Carga Desproporcionada?

Carga Desproporcionada es una póliza o practica que sin intención desproporcionadamente afecta poblaciones de bajos-ingresos más que a poblaciones que no son de bajos-ingresos.

Cuando se encuentra una Carga Desproporcionadamente requiere que el recipiente evalué alternativas para mitigar la carga donde sea factible.

Póliza de Carga Desproporcionada

La póliza de Carga Desproporcionada establece un límite para determinar cuándo un cambio de servicio mayor tiene una carga desproporcionada a poblaciones de bajos ingresos versus cuando no son de bajos-ingresos. ¿Eso es decir, las poblaciones de bajos ingresos cargan más el impacto que poblaciones que no son de bajos ingresos?

La Póliza de Carga Desproporcionada solo aplica a poblaciones de bajos ingresos que no son también poblaciones de minorías.

¿Quiénes son las Poblaciones de Minorías y Como son Definidas las Minorías para Propósito de Titulo VI?

Poblaciones de minorías quiere decir un grupo fácilmente identificado de personas de minorías quienes viven en una geografía aproximada y que si las circunstancias se dan, geográficamente dispersas/poblaciones transcendentes (tales como trabajadores migrantes o Nativo Americanos) quienes serán similarmente afectados por un programa, póliza o actividad propuesta por el departamento de Transportación Federal.

Personas de Minorías incluyen los siguientes:

(1) Indio Americanos o Nativos de Alaska, a quienes se les refiere de esta manera si tienen orígenes de cualquier persona de Norte y Sud América (incluyendo América del Centro), y a quienes mantienen afiliación tribal o vehículo comunitario
(2) Asiáticos, que se refiere a personas que tienen orígenes de cualquiera de las personas del Lejano Este, Sureste de Asia, o subcontinente de India, incluyendo por ejemplo, Cambodia, China, India, Japón, Korea, Malaysia, Pakistán, y las Islas Filipinas, Tailandia y Vietnam.
(3) Negros o Afro Americanos, que se refiere a personas teniendo orígenes en cualquiera de los grupos de raza Negras de África.
(4) Hispano o Latina, que se refiere a personas de Cuba, México, Puerto Rico, Sud o Centro América, u otras culturas u orígenes Españoles, sin referencia a raza.
(5) Nativo Hawaianos o de Otras Islas Pacificas, que se refiere a personas que tienen orígenes de cualquiera de las personas originales de Hawái, Guam, Samoa, u otras Islas Pacificas.

¿Cómo Son Las Poblaciones De Bajos-Ingresos Definidas y Quien es Incluido?

Población de Bajos-Ingresos se refiere a cualquier grupo fácilmente identificable de personas de bajos-ingresos que viven en una proximidad geográfica, y que si las circunstancias se dan, geográficamente dispersas/personas transcendentes (tales como trabajadores migrantes o nativo Americanos) quienes serán similarmente afectados por un propuesto programa, póliza o actividad del FTA.

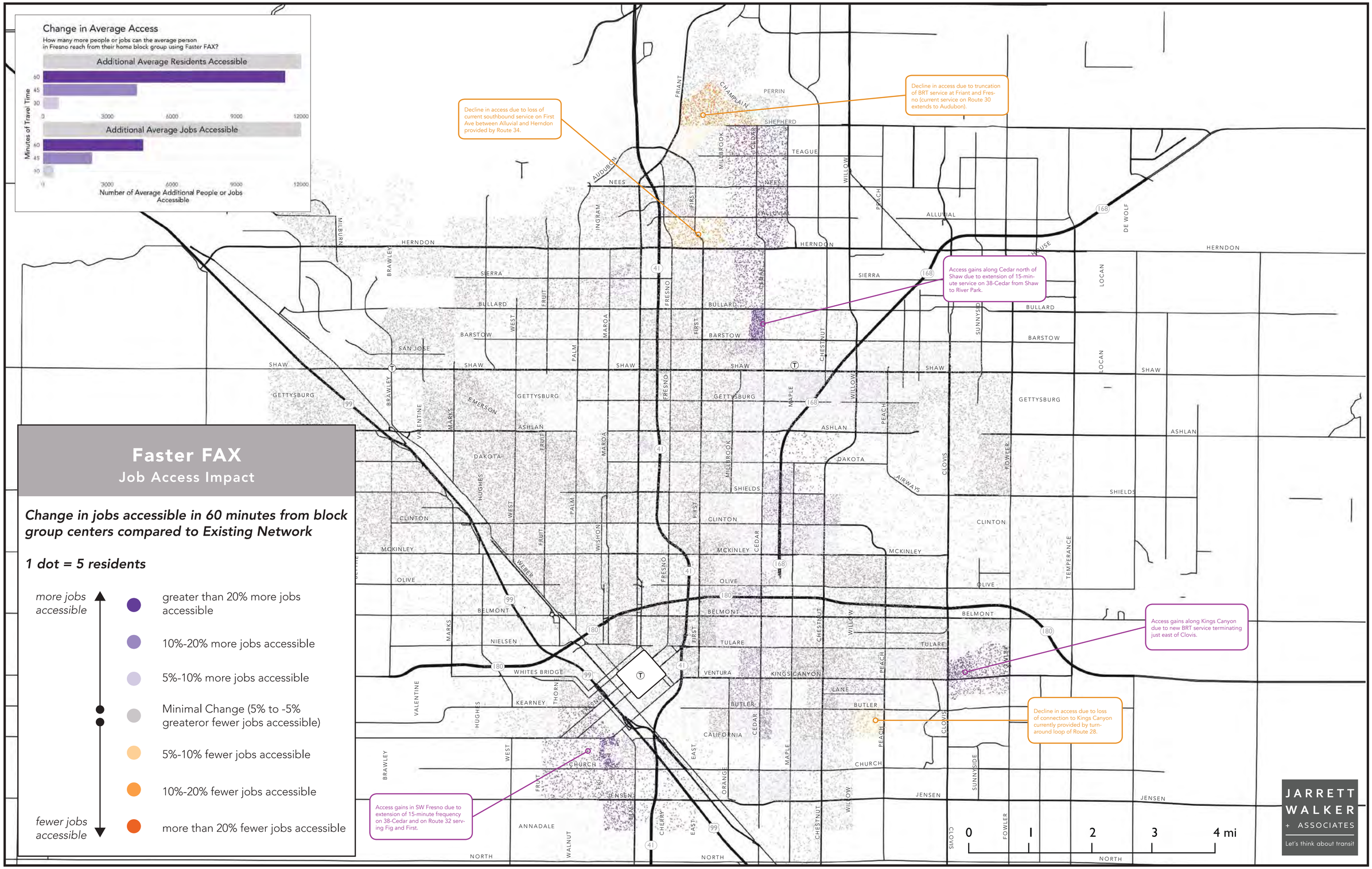
Personas de Bajos-Ingresos ser refiere a personas quienes su ingreso de hogar promedio esta en o abajo de las guías de pobreza del Departamento de Salud y Recursos Humanos (HHS) de E.E.U. Recipientes son motivados a que usen un límite desarrollado local, tal como la definición encontrada en 49 U.S.C. 5302 como fue enmendada por MAP-21: “se refiere a individuos quienes su ingreso esta en o debajo de 150 por ciento de la línea de pobreza (como es definido el termino en Sección 673(2) de la Ley de Becas por Cuadra de Servicios Comunitarios (42 U.S.C. 9902 (2)), incluyendo cualquier revisión requerida por esa sección) para el tamaño de vivienda involucrado” u otro limite, proveído que el límite este en o por lo menos inclusivo de las guías de pobreza del HHS.

¿Qué es un Redito por Hora o Redito por Milla?

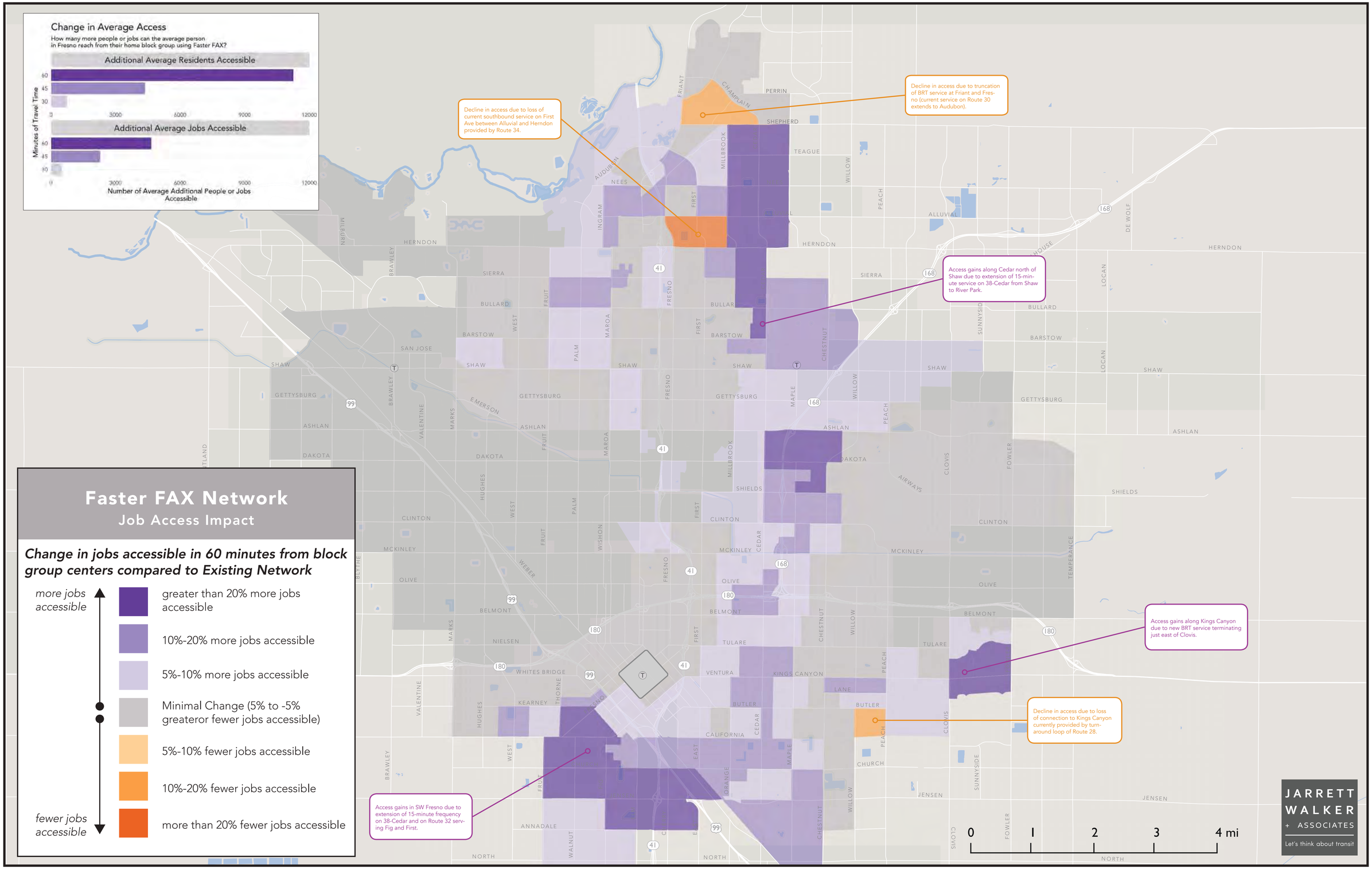
Un redito por hora es esencialmente cuando un autobús está disponible para que pasajeros suban y bajen del autobús. Un redito por hora es cuando el autobús viaja por una hora y está disponible para que los pasajeros paguen su tarifa. Un redito por milla es cuando el autobús viaja una hora cuando el autobús esta en servicio y disponible para que los pasajeros paguen una tarifa.

Appendix I

Workshop REMIX Materials


Change in Average Access
How many more people or jobs can the average person in Fresno reach from their home block group using Faster FAX?
Additional Average Residents Accessible
Additional Average Jobs Accessible
Minutes of Travel Time
Number of Average Additional People or Jobs Accessible
Faster FAX
Job Access Impact
Change in jobs accessible in 60 minutes from block group centers compared to Existing Network
1 dot = 5 residents
more jobs accessible
fewer jobs accessible
greater than 20% more jobs accessible
10%-20% more jobs accessible
5%-10% more jobs accessible
Minimal Change (5% to -5% greateror fewer jobs accessible)
5%-10% fewer jobs accessible
10%-20% fewer jobs accessible
more than 20% fewer jobs accessible
Decline in access due to loss of current southbound service on First Ave between Alluvial and Herndon provided by Route 34.
Decline in access due to truncation of BRT service at Friant and Fresno (current service on Route 30 extends to Audubon).
Access gains along Cedar north of Shaw due to extension of 15-minute service on 38-Cedar from Shaw to River Park.
Access gains along Kings Canyon due to new BRT service terminating just east of Clovis.
Decline in access due to loss of connection to Kings Canyon currently provided by turn-around loop of Route 28.
Access gains in SW Fresno due to extension of 15-minute frequency on 38-Cedar and on Route 32 serving Fig and First.
0 1 2 3 4 mi
JARRETT WALKER + ASSOCIATES
Let's think about transit

10/25/17



10/25/17

City of FRESNO

FAX FRESNO AREA EXPRESS

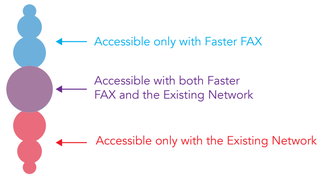
JARRETT WALKER + ASSOCIATES

VRPA TECHNOLOGIES, INC.

Access to and from Major Destinations

Everywhere you could reach in 45 minutes

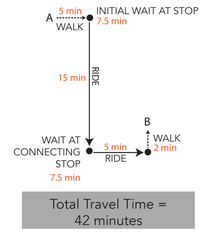
This poster shows maps comparing travel times from important places around Fresno using either the Existing FAX transit network or the Faster FAX proposal. Each map shows the area of the city that could be reached in 45 minutes by walking and transit during the middle of the day, starting from the given location, using either transit network.



The area that can be reached in either scenario is color-coded. If a place is outside of the colored area, it cannot reliably be reached in 45 minutes of travel time; if it is in one of the colored bubbles, one or both transit networks allow a rider to reach it in 45 minutes.

How do we know how far you could go?

The shape on each map represents every place that could be reached in 45 minutes by walking or transit. We figure average travel time like this:



Transit travel time is the sum of time spent walking to the initial stop, the average wait for the bus at the stop (1/2 the headway), the time spent riding, and the time to walk to the final destination.

If the trip involves a connection between two routes, an average wait of 1/2 the headway is assumed, as shown in the diagram.

What could you get to?

The shape on each map represents every place that could be reached in 45 minutes by walking or transit, but what sorts of opportunities do those areaa actually contain?

Counting jobs is a way of assessing all the potential opportunities (to work, shop, dine, access services, etc) that could be reached **FROM** the origin point.

Counting people is a way of looking at how many people in the city could get **TO** the origin point, since travel times are generally very comparable in both directions.

% Change Population	% Change Jobs
+5.5%	+2.5%

Change in people or jobs that can be reached in 45 minutes with Faster FAX, compared to the Existing Network

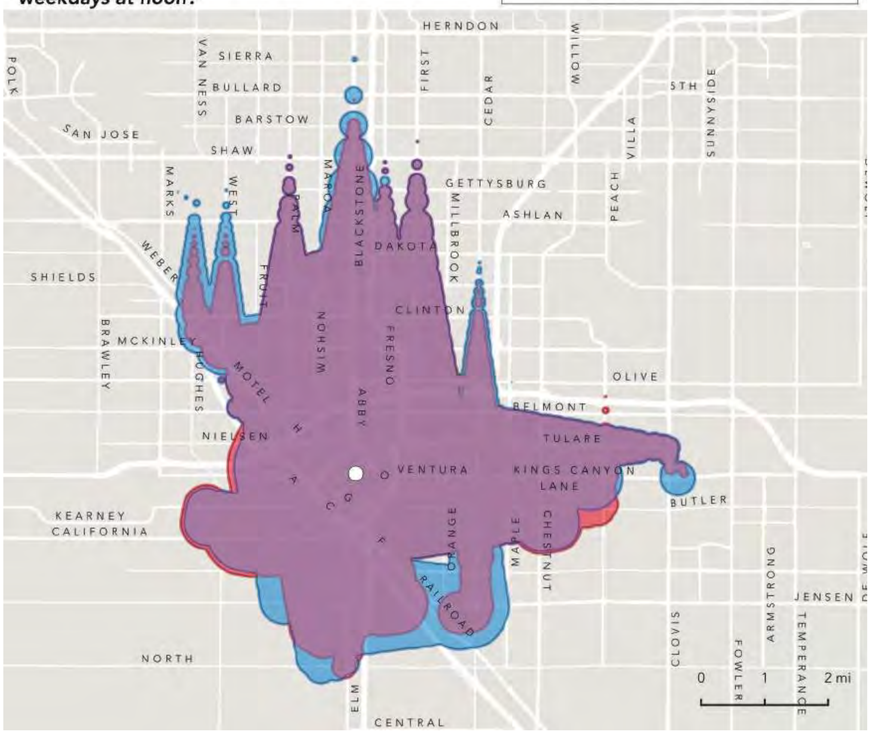
Downtown Fresno

From Courthouse Park,

Where could I travel to in 45 minutes, on weekdays at noon?

How many people and jobs could a person reach in 45 minutes, compared to the Existing Network?

% Change Population	% Change Jobs
+7.61%	+5.44%



Accessible only with Faster FAX

Places that could be reached in 45 minutes with Faster FAX that cannot be reached today, because of shorter travel times.

Accessible with both Faster FAX and Existing

Places that can be reached within 45 minutes using either network. Travel times to these places would not change much.

Accessible only with the Existing Network

Places that can only be reached within 45 minutes with the Existing Network. Travel to these locations would take longer with Faster FAX.

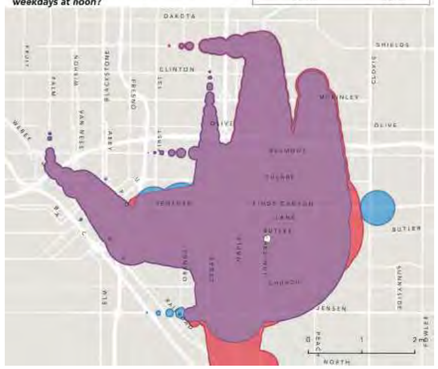
Major Educational Institutions

From Fresno Pacific University,

Where could I travel to in 45 minutes, on weekdays at noon?

How many people and jobs could a person reach in 45 minutes, compared to the Existing Network?

% Change Population	% Change Jobs
-0.19%	-3.87%



From Fresno State University,

Where could I travel to in 45 minutes, on weekdays at noon?

How many people and jobs could a person reach in 45 minutes, compared to the Existing Network?

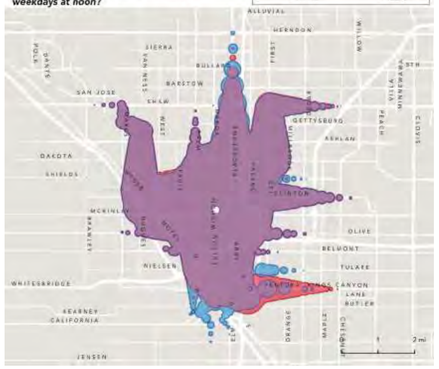
% Change Population	% Change Jobs
+8.92%	+17.75%

From Fresno City College,

Where could I travel to in 45 minutes, on weekdays at noon?

How many people and jobs could a person reach in 45 minutes, compared to the Existing Network?

% Change Population	% Change Jobs
+1.11%	+1.22%



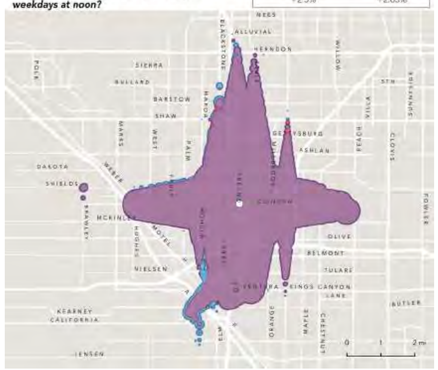
Hospitals and Medical Centers

From VA Medical Center,

Where could I travel to in 45 minutes, on weekdays at noon?

How many people and jobs could a person reach in 45 minutes, compared to the Existing Network?

% Change Population	% Change Jobs
+2.5%	+2.63%

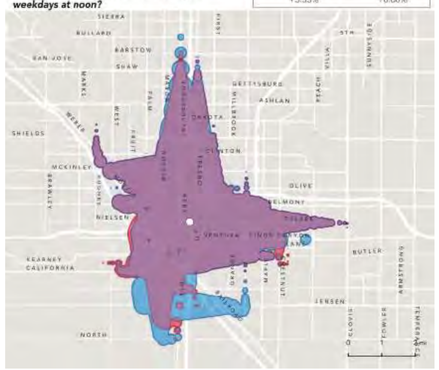


From Community Medical Center,

Where could I travel to in 45 minutes, on weekdays at noon?

How many people and jobs could a person reach in 45 minutes, compared to the Existing Network?

% Change Population	% Change Jobs
+5.33%	+6.68%



From St. Agnes Hospital,

Where could I travel to in 45 minutes, on weekdays at noon?

How many people and jobs could a person reach in 45 minutes, compared to the Existing Network?

% Change Population	% Change Jobs
+40.18%	+47.08%

Appendix J

Workshop Polling Exercise Results by Workshop

FAX Fixed-Route System Restructure Study

Fresno City College
Saturday, November 4, 2017
11:00am – 1:00pm

FAX Proposed Route Restructuring

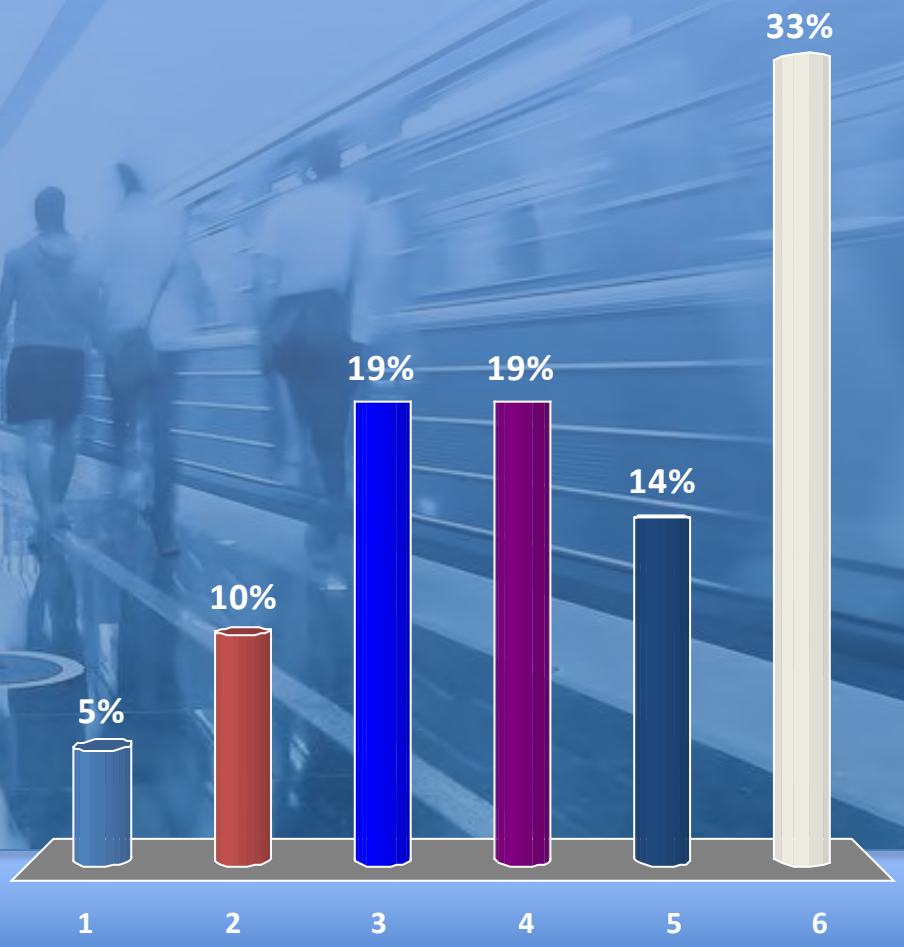
FAX FRESNO AREA EXPRESS

City of FRESNO

VRPA

What is your age?

1. Less than 16
2. 16-25
3. 26-35
4. 36-50
5. 51-65
6. Greater than 65

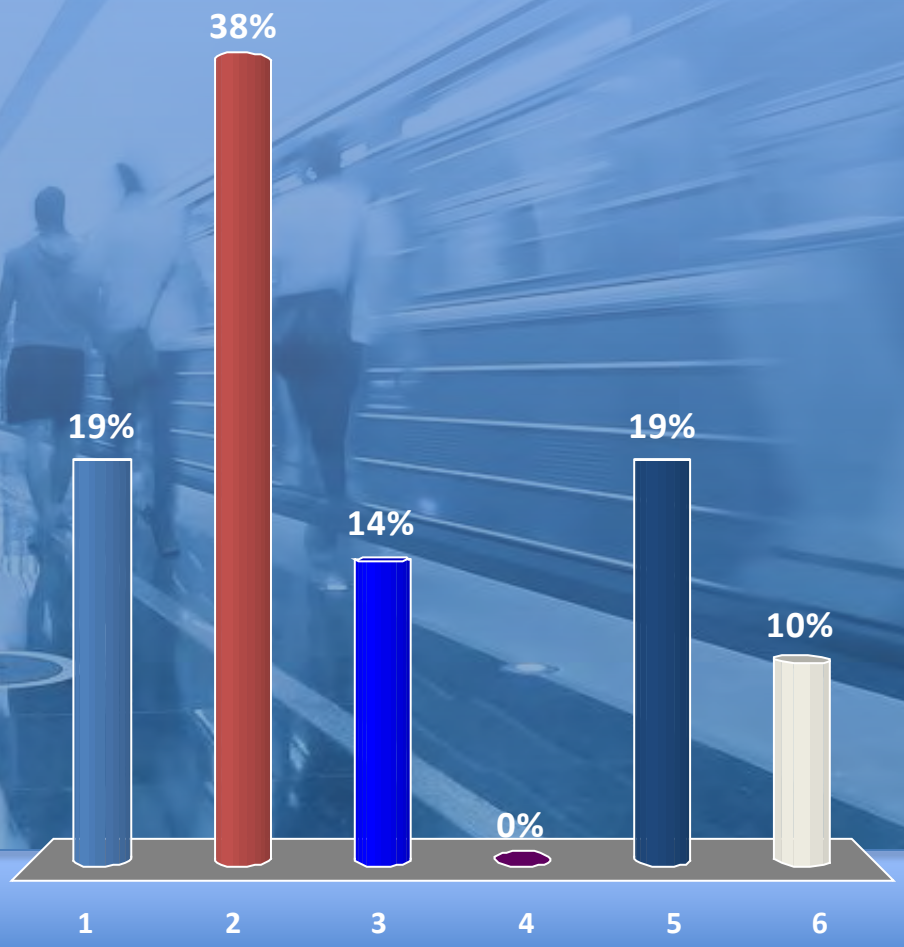


What is your racial or ethnic background?

1. Anglo/White
2. Hispanic/Chicano/Latino
3. American Indian/Native American
4. African American/Black
5. Asian/Oriental/Pacific Islander
6. Other
7. Rather not answer

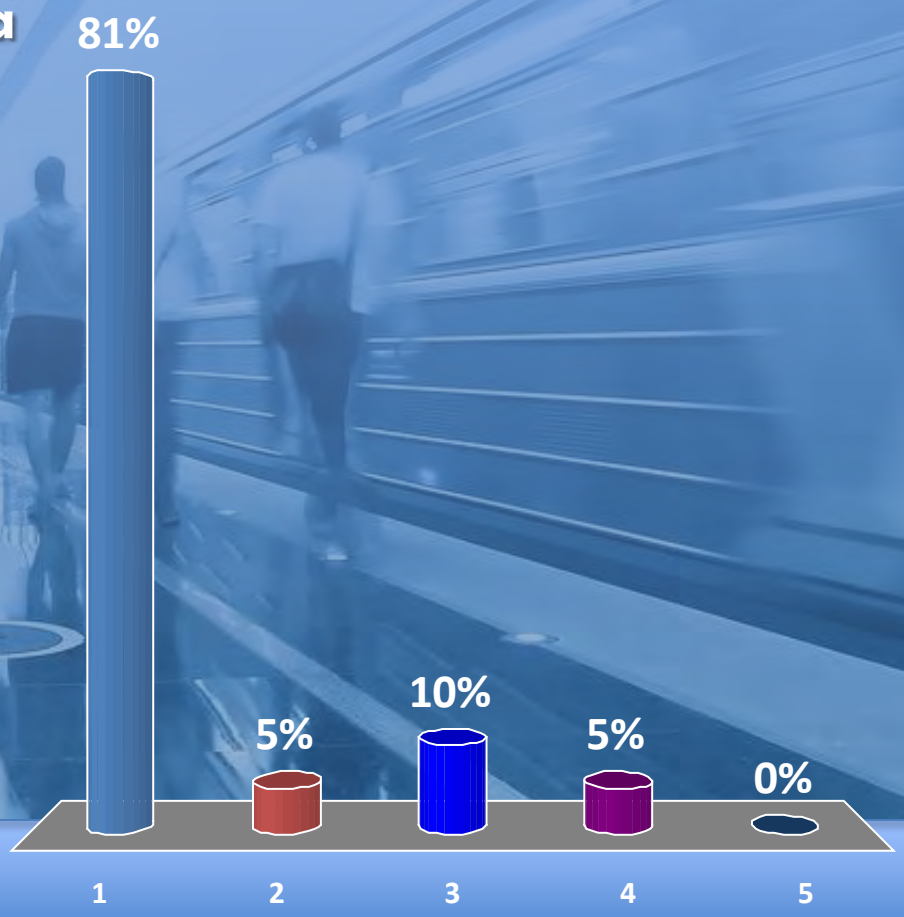
What is your household income?

1. Less than $25,000
2. $25,000 - $49,999
3. $50,000 - $74,999
4. $75,000 - $99,999
5. More than $100,000
6. Rather not say



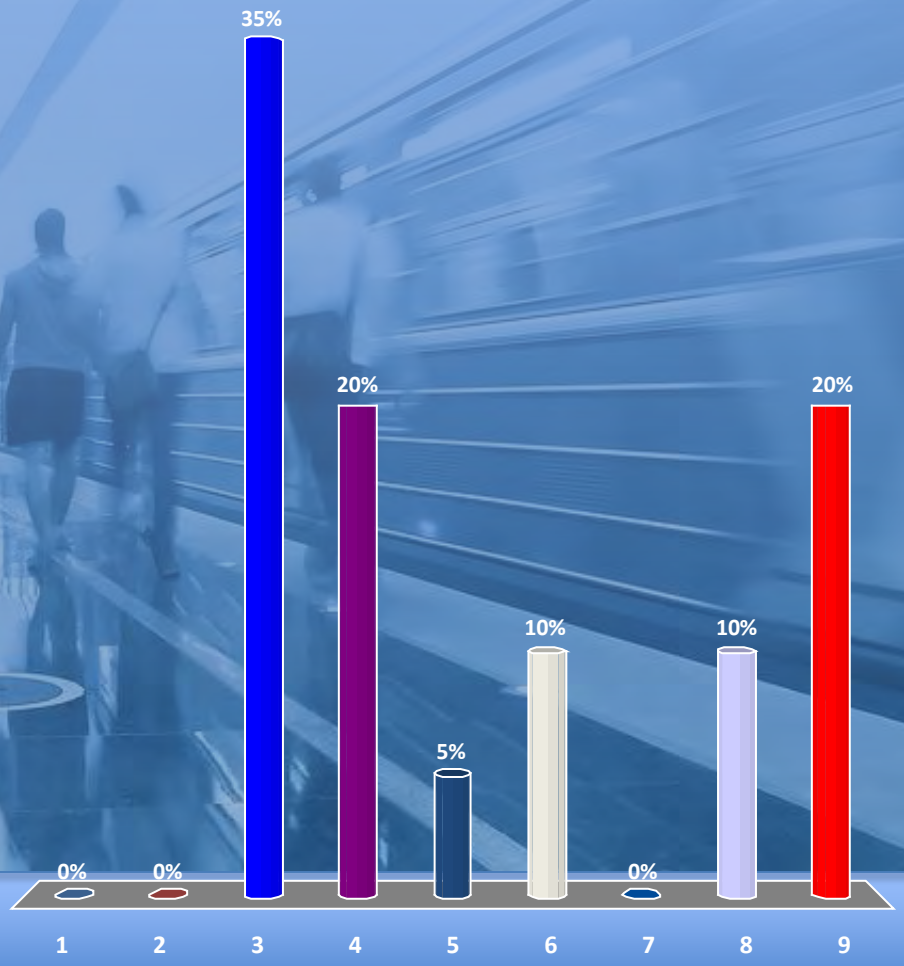
Where do you live?

1. City of Fresno
2. Unincorporated County Area outside of City of Fresno
3. City of Clovis
4. Other Fresno County City
5. Outside of Fresno County



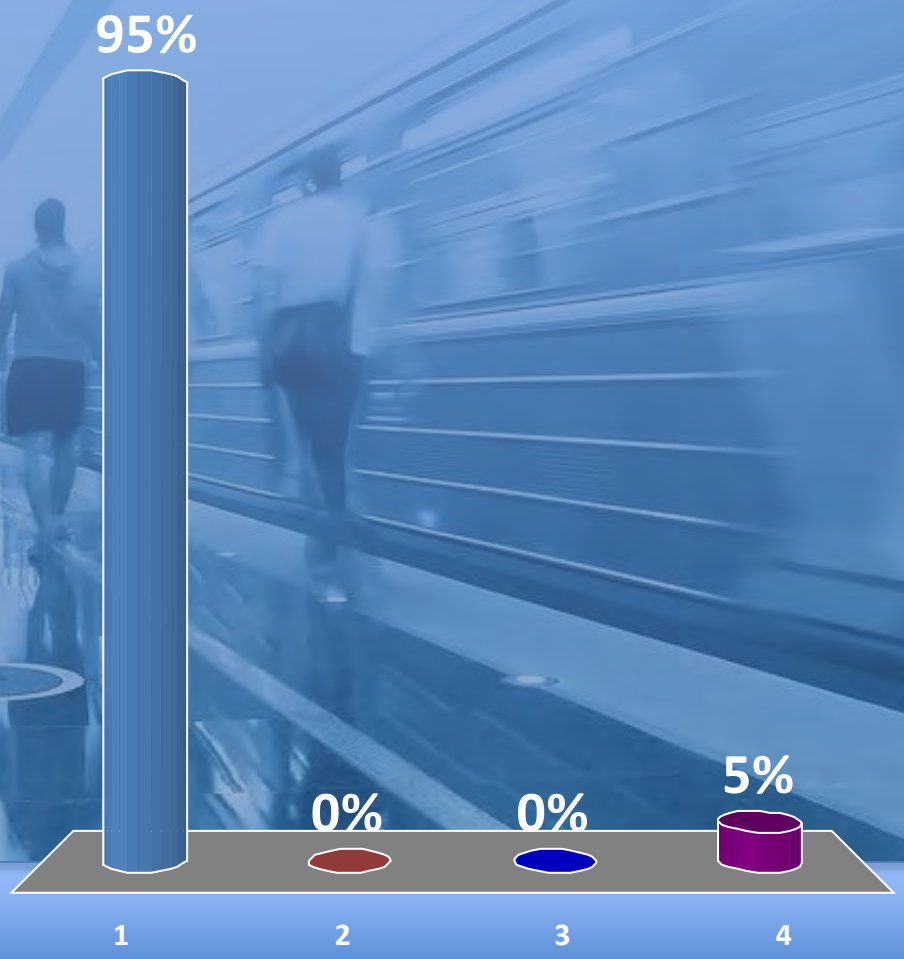
Which of the following subgroups BEST describes you?

1. Elected Official
2. Appointed Official
3. Private Citizen
4. Student
5. Public Agency Staff
6. Community Based Organization/Faith Based Organization
7. Environmental Justice Advocate
8. Union Member or Representative
9. Other



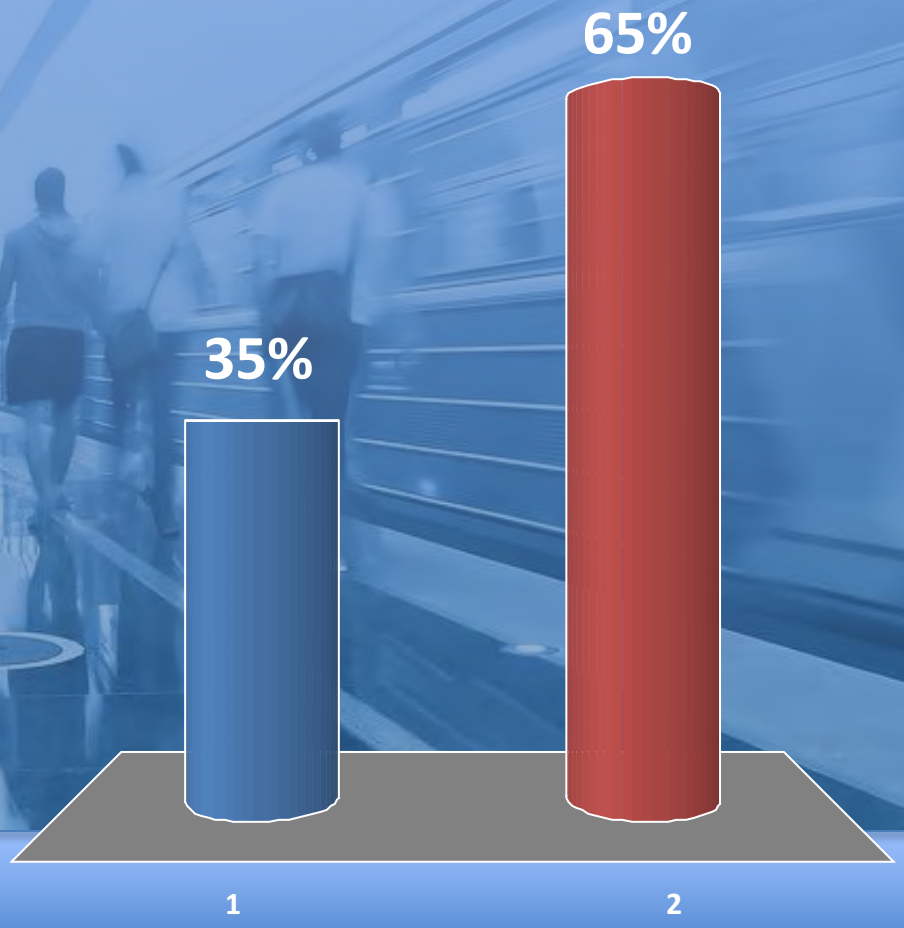
What is your preferred language?

1. English
2. Spanish
3. Southeast Asian dialect (Hmong, Laotian, etc.)
4. Other



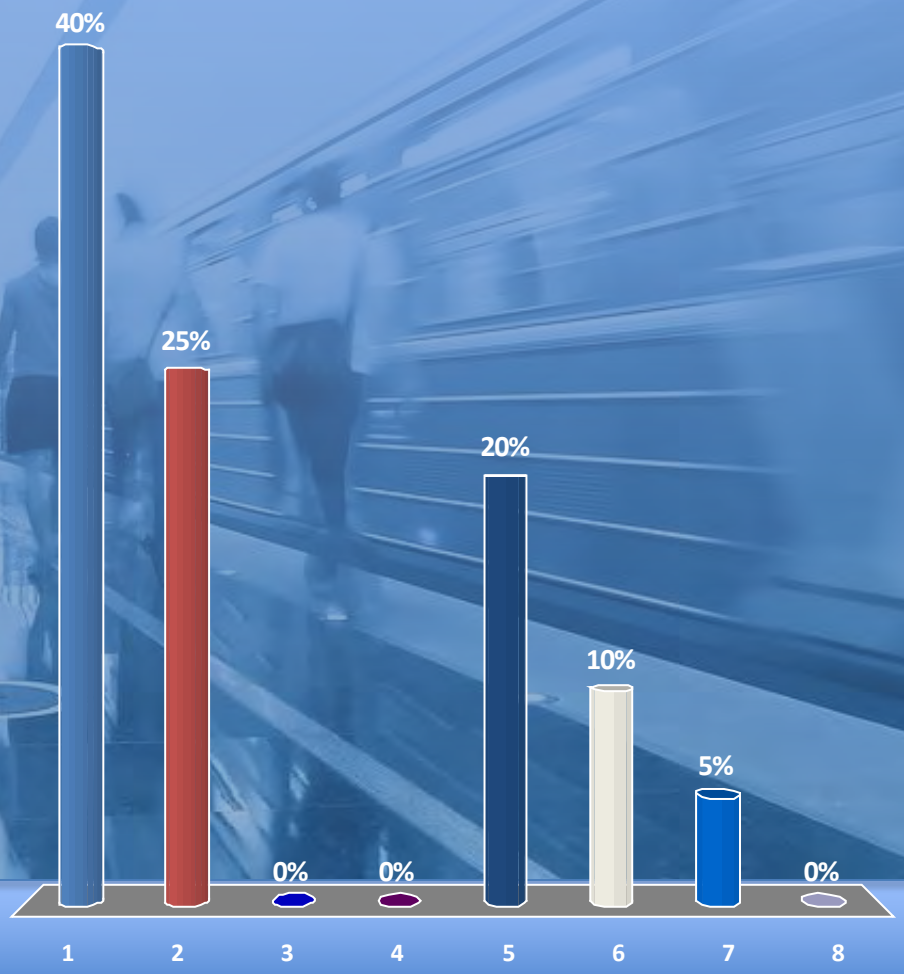
Are you disabled?

1. Yes
2. No



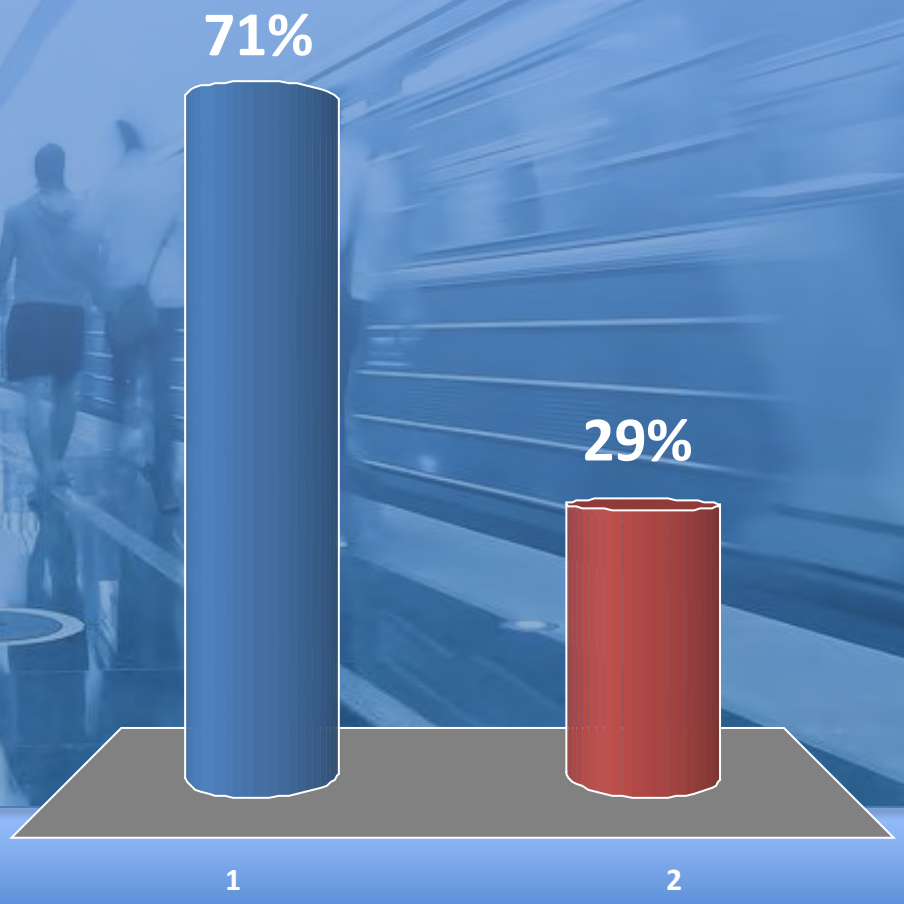
How did you get to this workshop today?

1. Drove a car
2. Rode in a car with family/friends
3. Rode on a motorcycle
4. Took Uber/Lyft
5. Took the bus
6. Rode a bike
7. Walked
8. Other



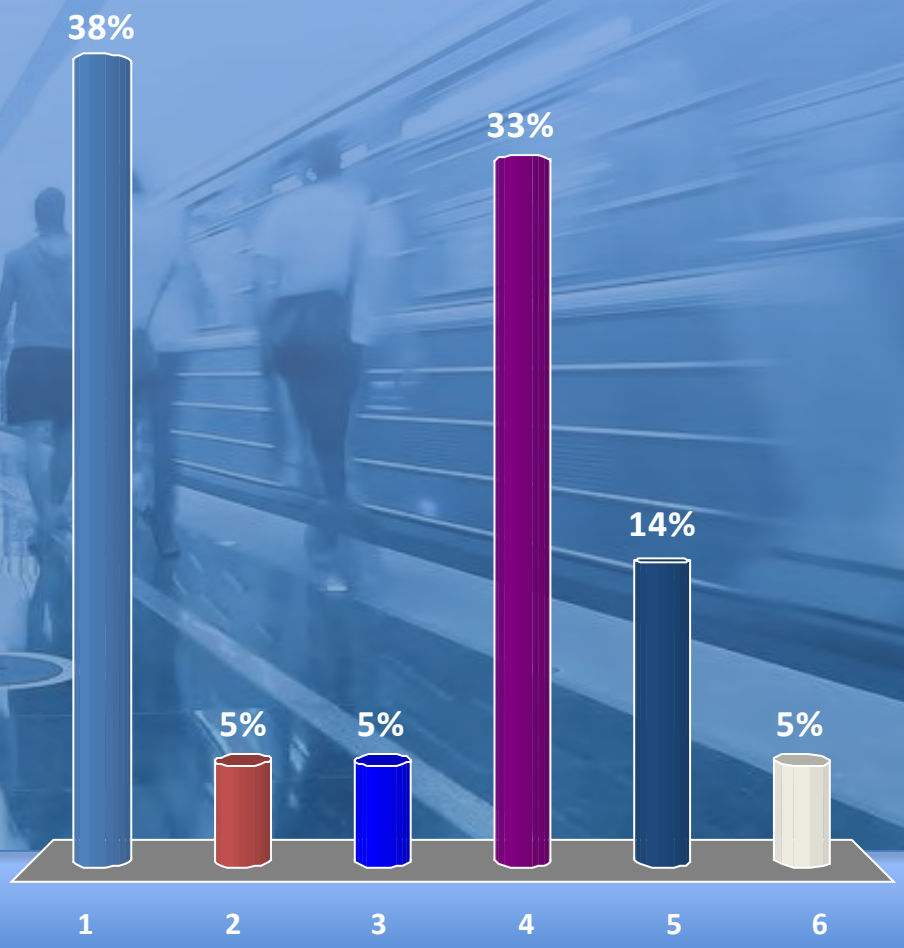
Do you own or have regular access to a vehicle?

1. Yes
2. No



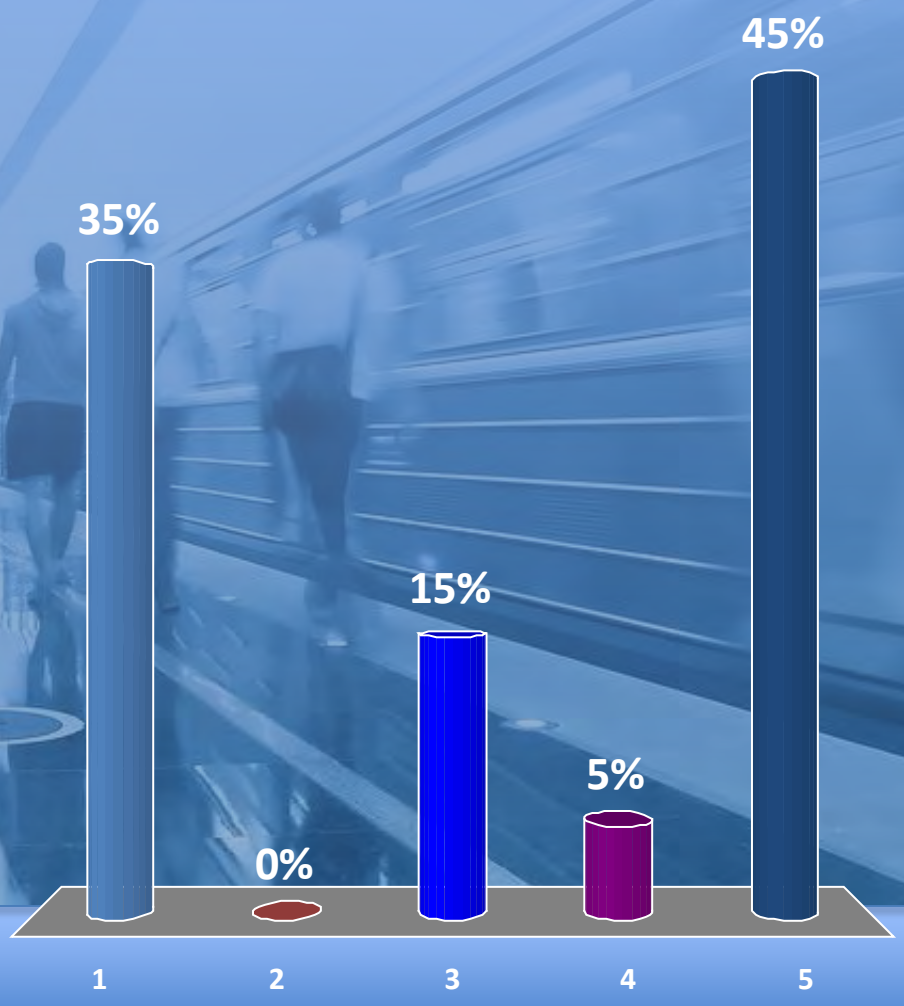
If a motor vehicle is not available, what type of transportation do you use?

1. Bus
2. Bicycle
3. Walk
4. Ask for a ride from friend, neighbor or family member
5. Uber/Lyft
6. Other



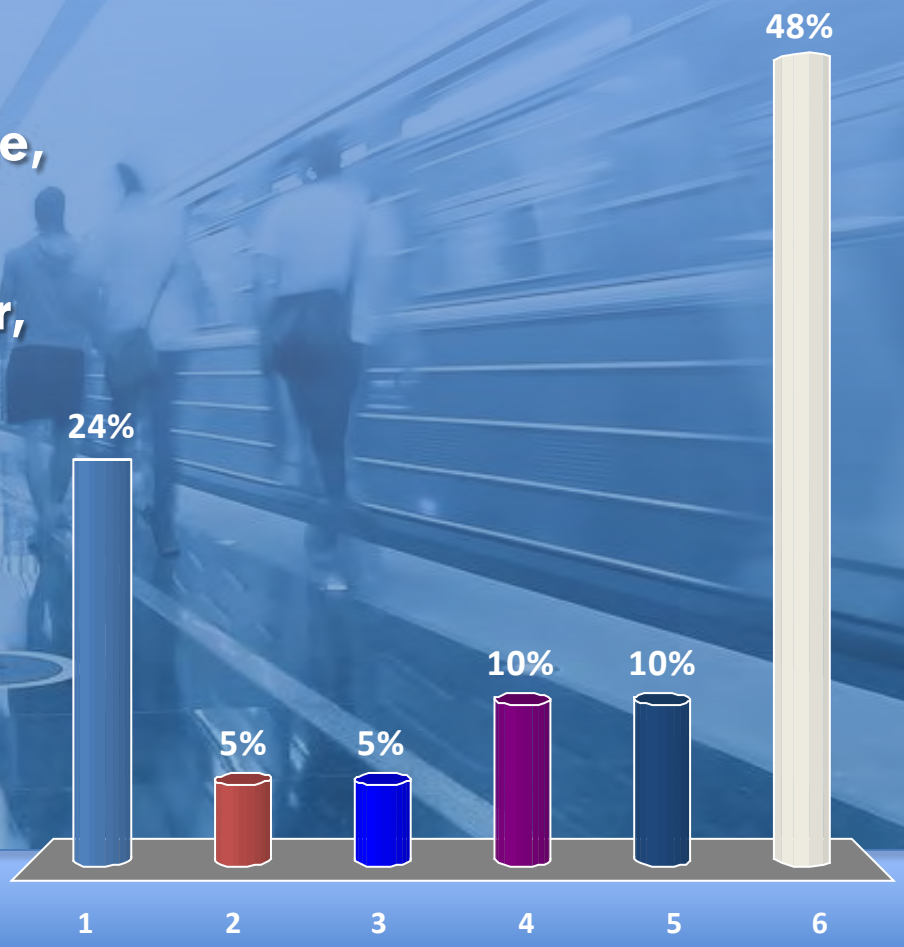
How often do you ride FAX?

1. Four or more days a week
2. Two to three days a week
3. About once every week or two
4. About once a month
5. Rarely/Never



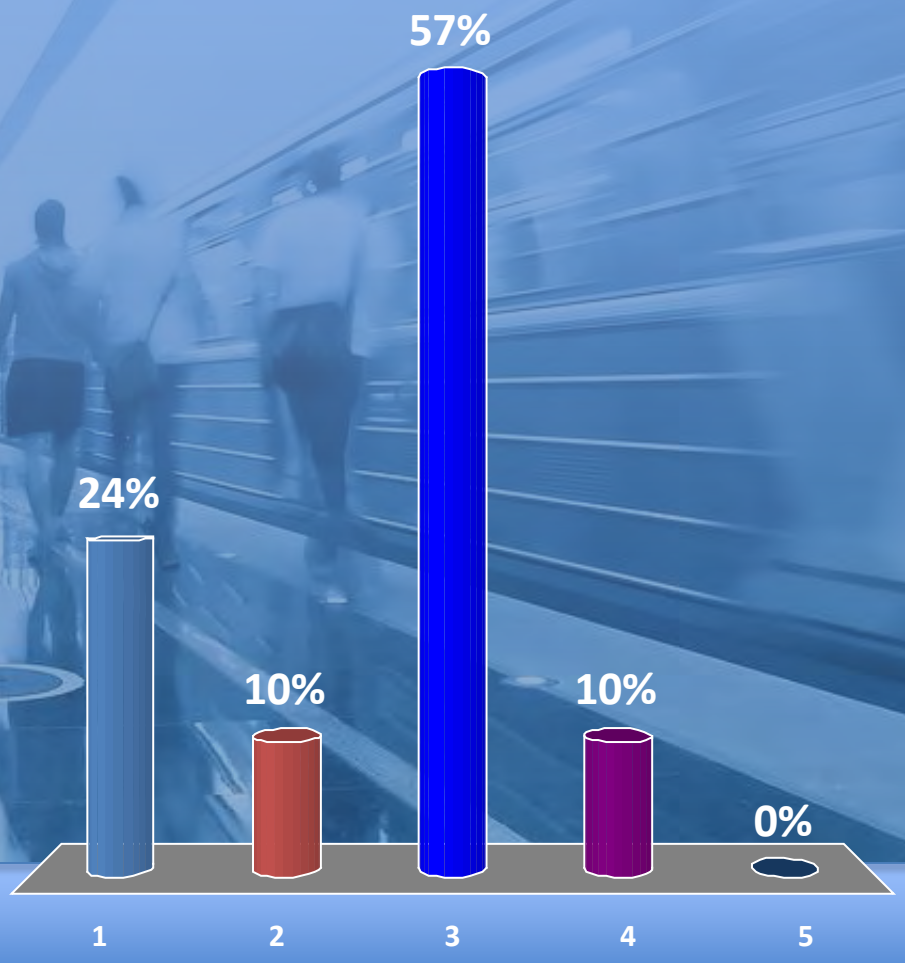
What do you currently ride FAX for (most important trip only)?

1. Trips to and from work
2. Shopping trips
3. Education trips (school, college, job-related classes)
4. Personal business trips (doctor, haircut, etc.)
5. Social and recreational trips (visiting friends/family, entertainment)
6. Do not ride FAX



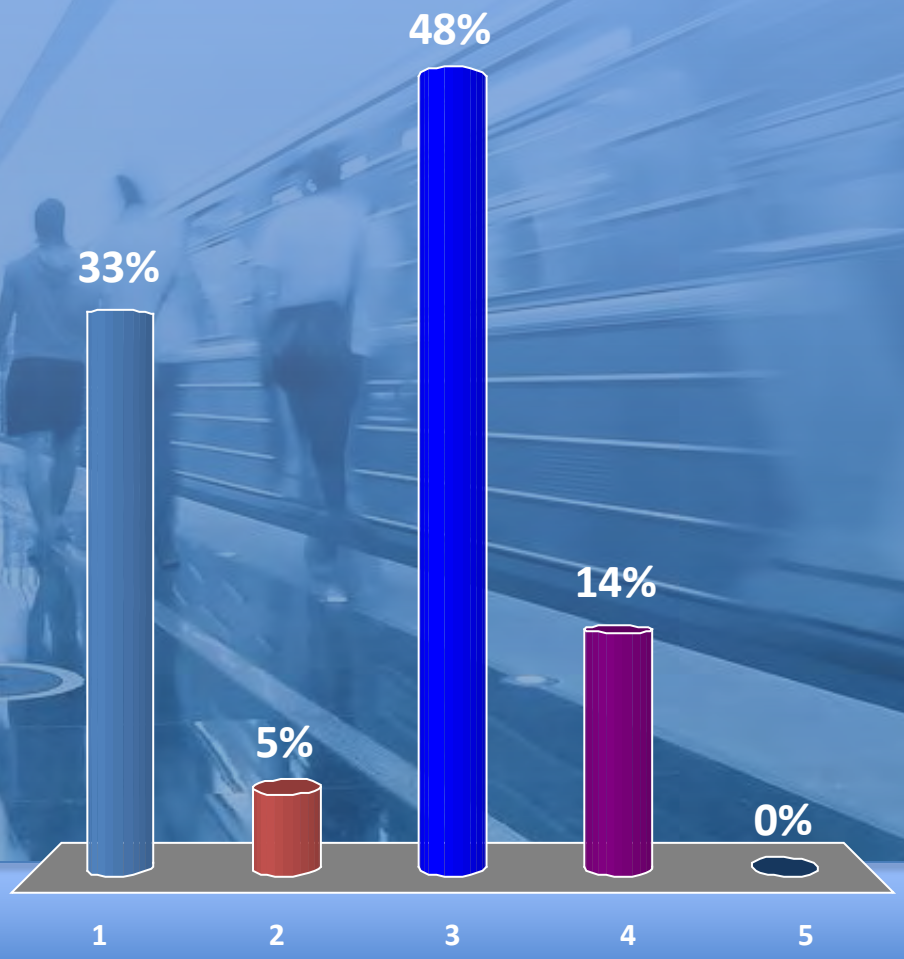
Is the *FAX Plan* better for me?

1. Definitely
2. Probably
3. Maybe/Not Sure
4. Probably Not
5. Definitely Not



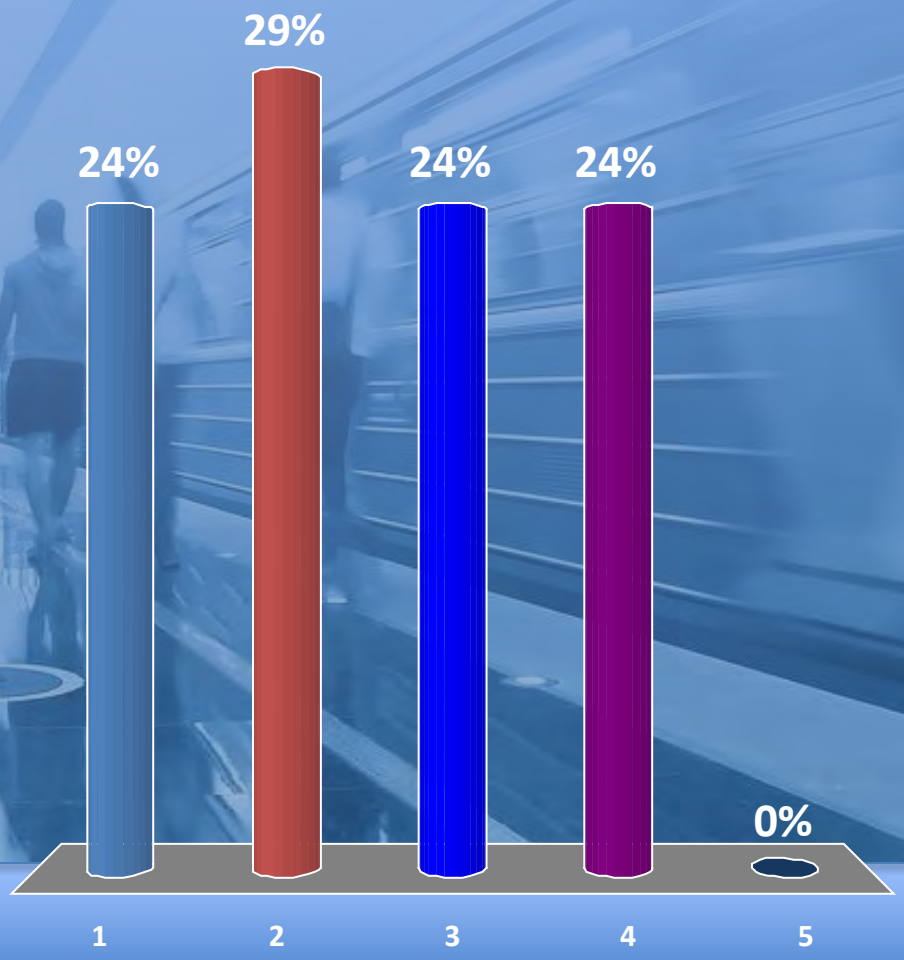
Is the *FAX Plan* better for my friends and family?

1. Definitely
2. Probably
3. Maybe/Not Sure
4. Probably Not
5. Definitely Not



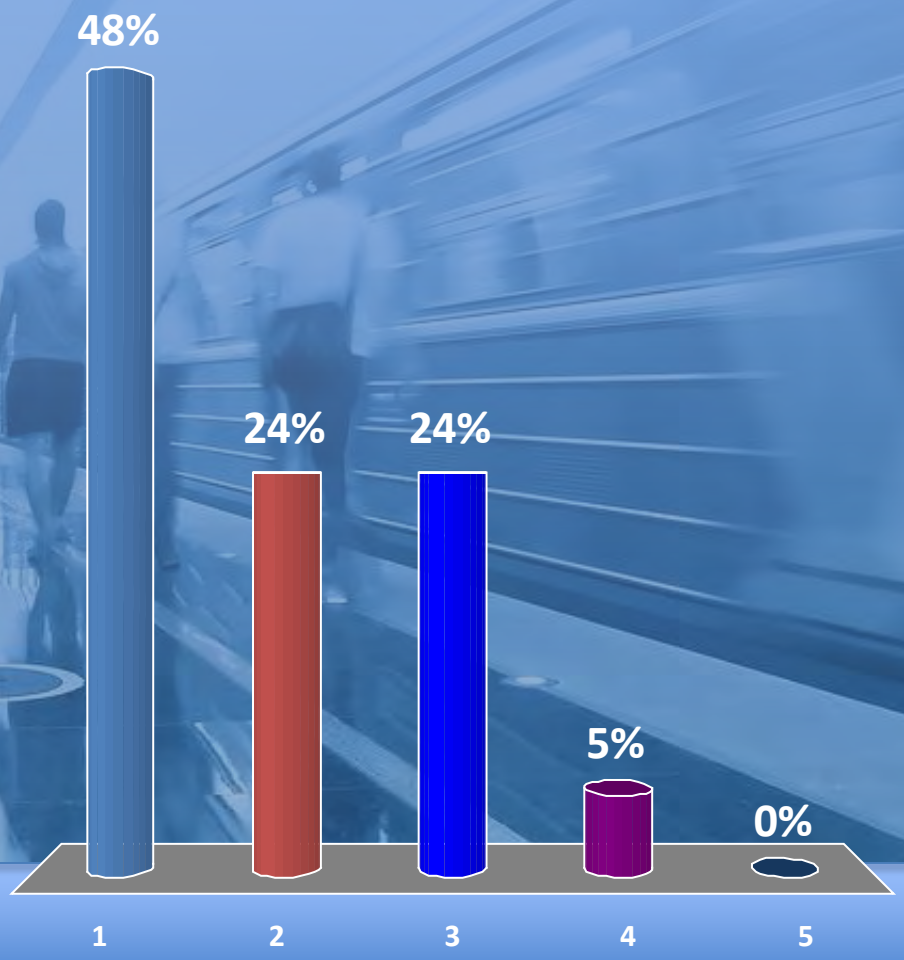
Is the *FAX Plan* better for my neighborhood?

1. Definitely
2. Probably
3. Maybe/Not Sure
4. Probably Not
5. Definitely Not



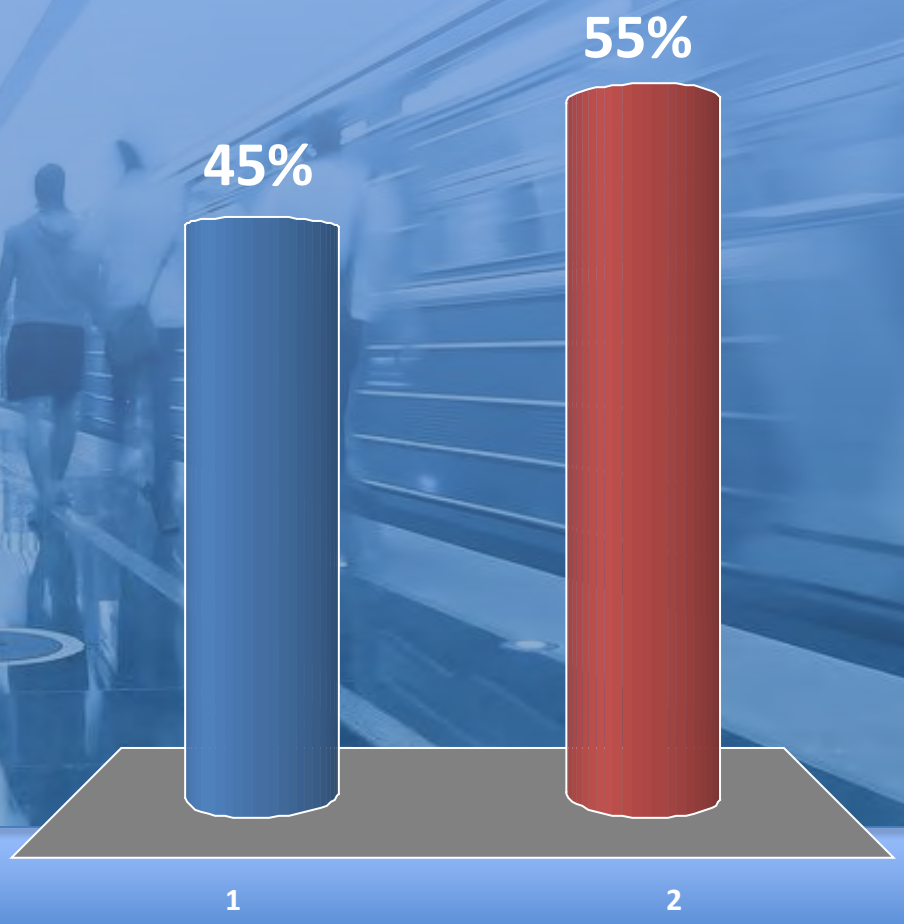
Is the *FAX Plan* better for Fresno?

1. Definitely
2. Probably
3. Maybe/Not Sure
4. Probably Not
5. Definitely Not



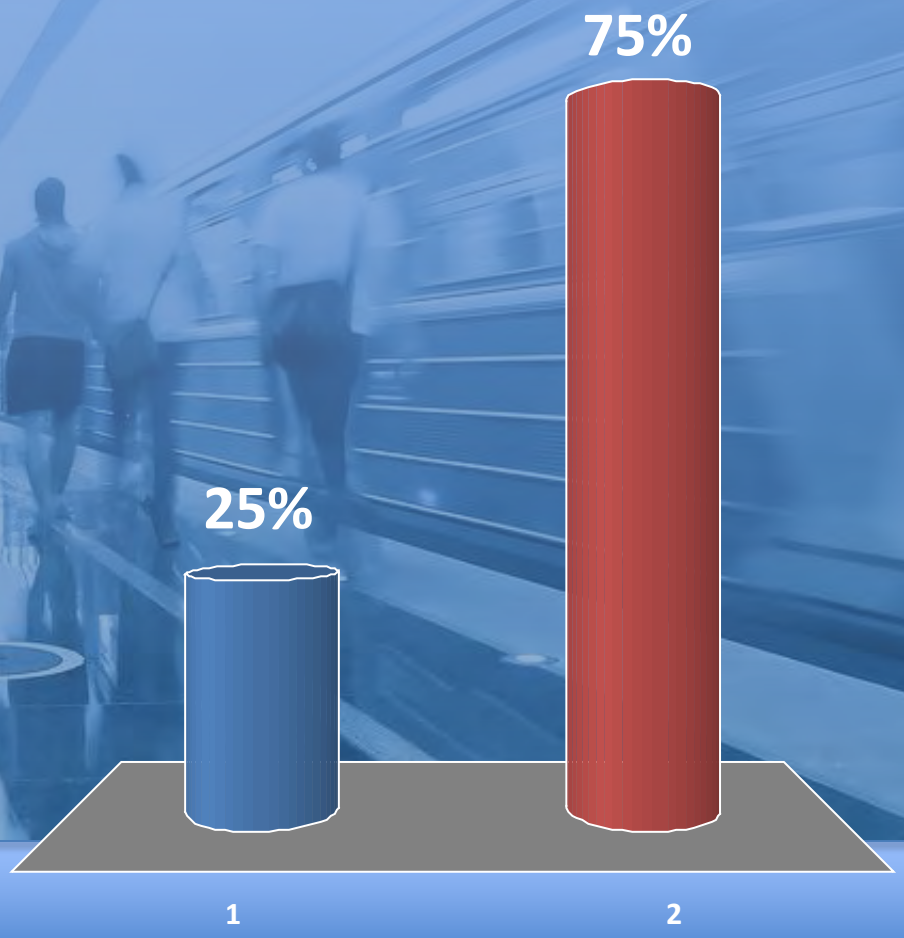
Do you think the *FAX Plan* will lead you to ride transit for more trips to and from work?

1. Yes
2. No



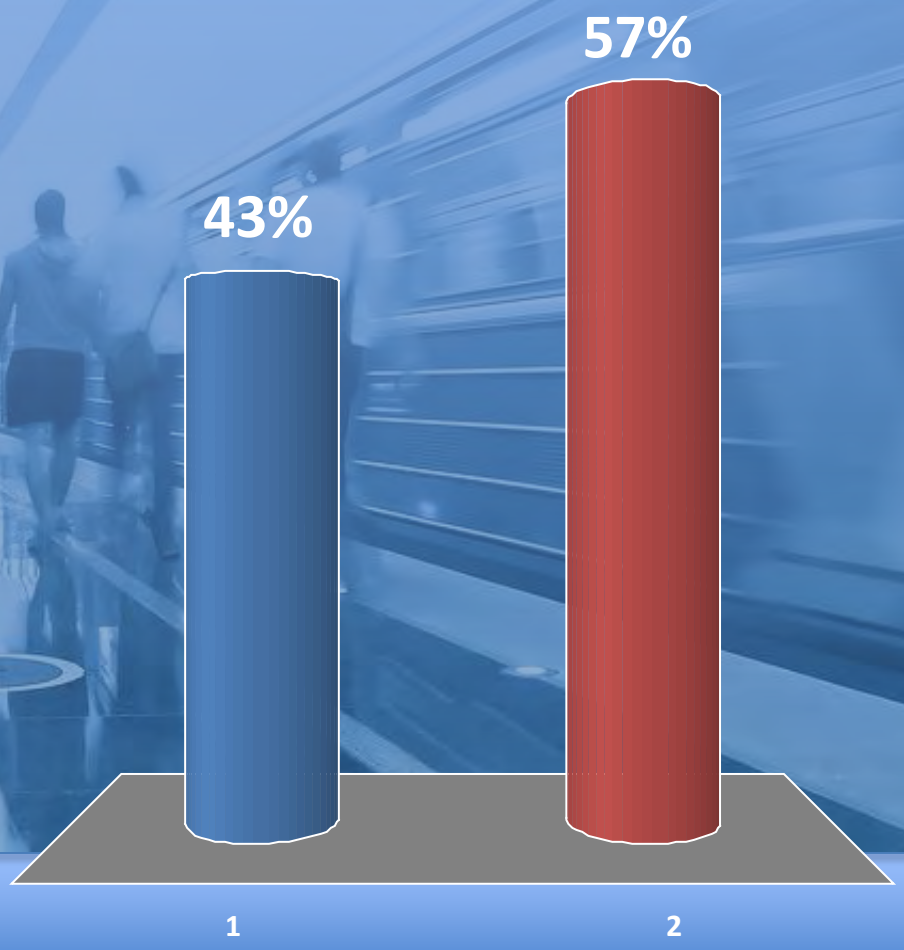
Do you think the *FAX Plan* will lead you to ride transit for more shopping trips?

1. Yes
2. No



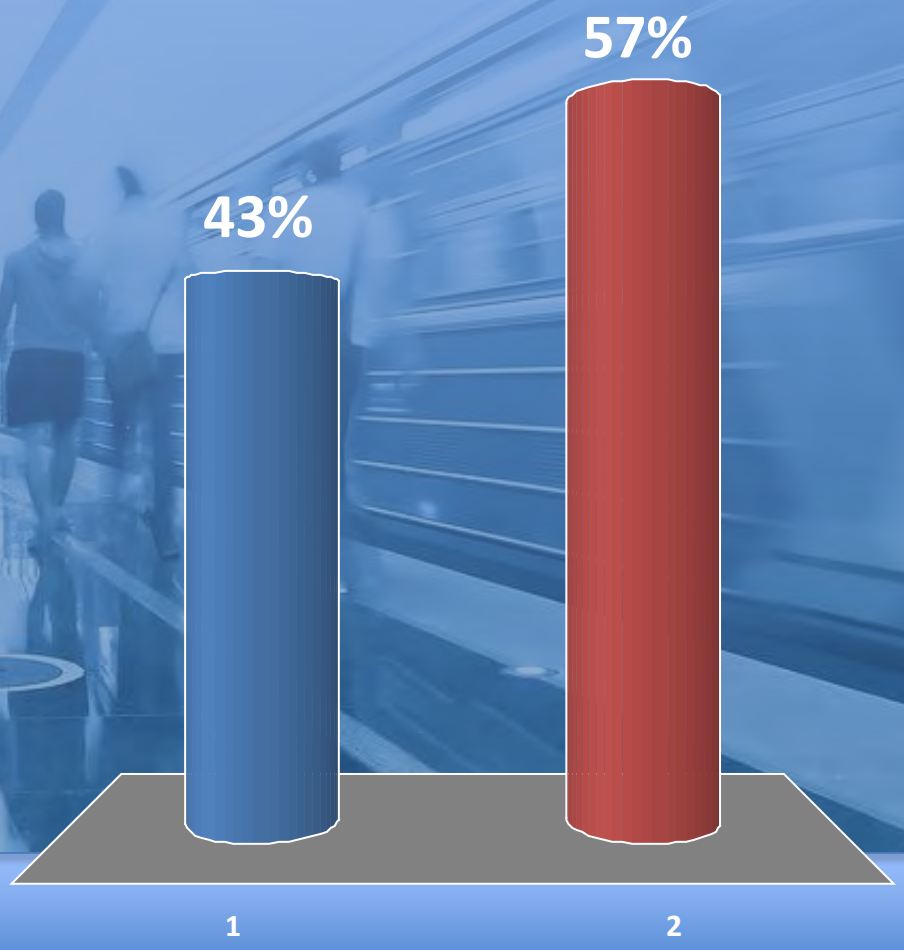
Do you think the *FAX Plan* will lead you to ride transit for more education trips (school, college, job-related classes)?

1. Yes
2. No



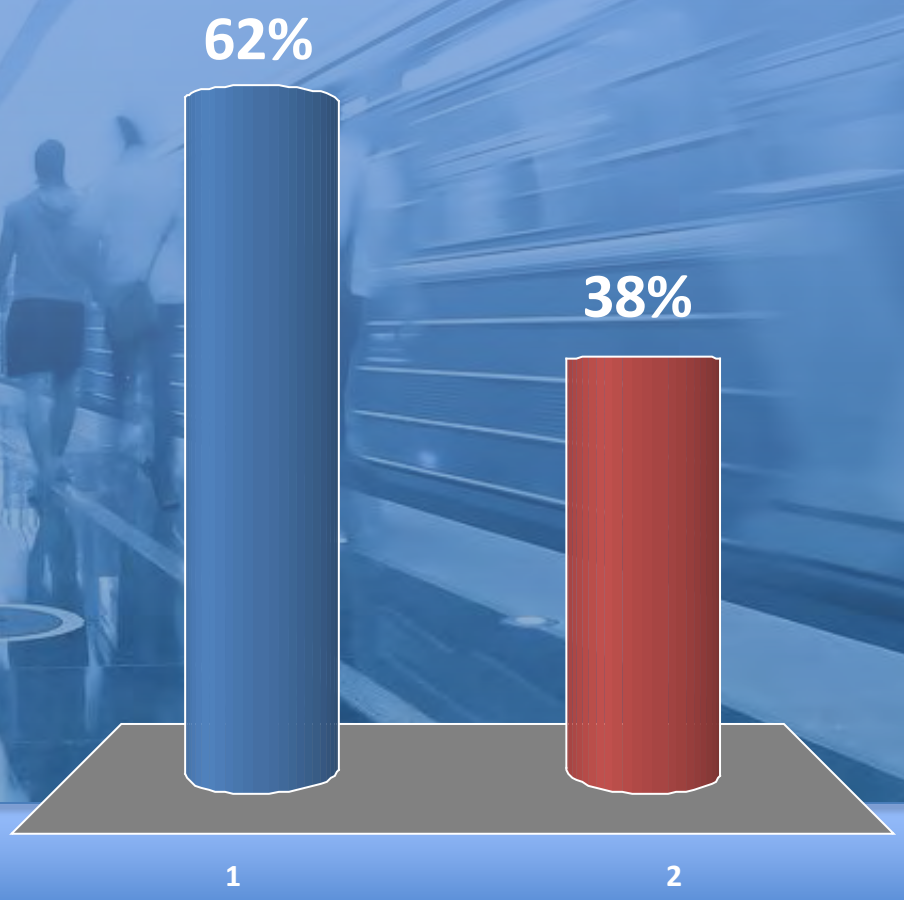
Do you think the *FAX Plan* will lead you to ride transit for more personal trips (doctor, haircut, etc.)?

1. Yes
2. No



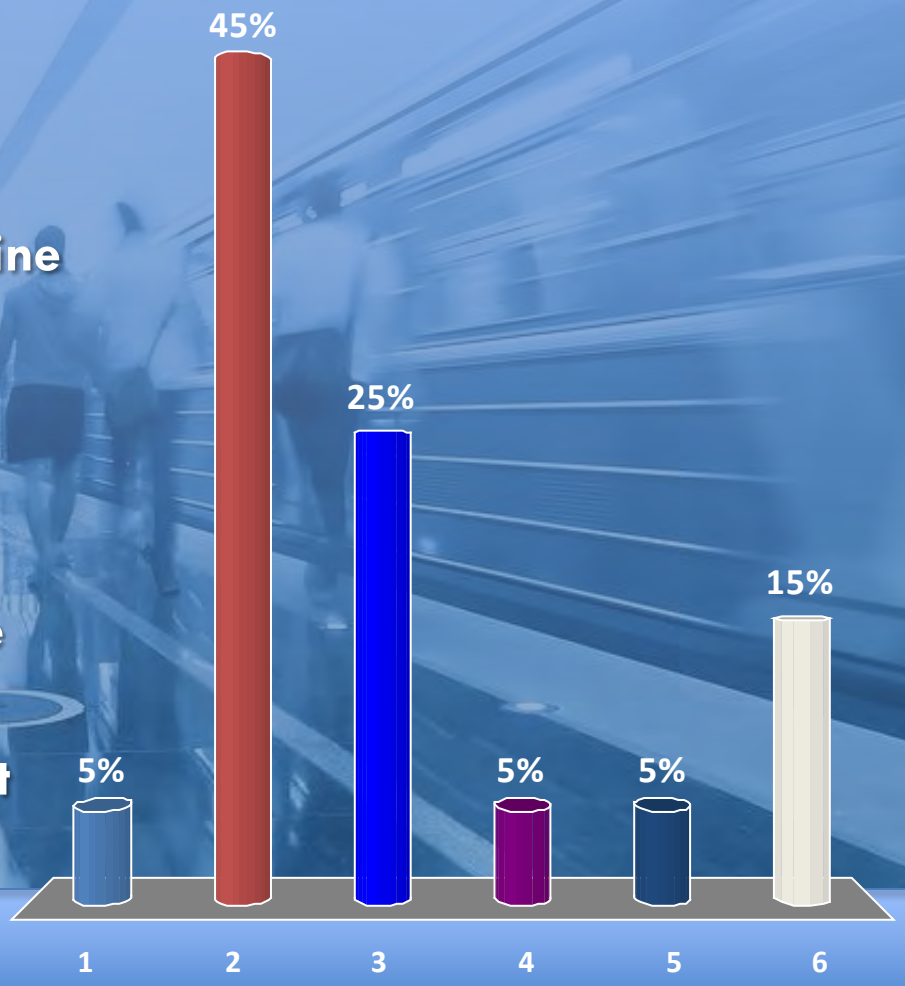
Do you think the *FAX Plan* will lead you to ride transit for more social and recreational trips (visiting friends/family, entertainment)?

1. Yes
2. No



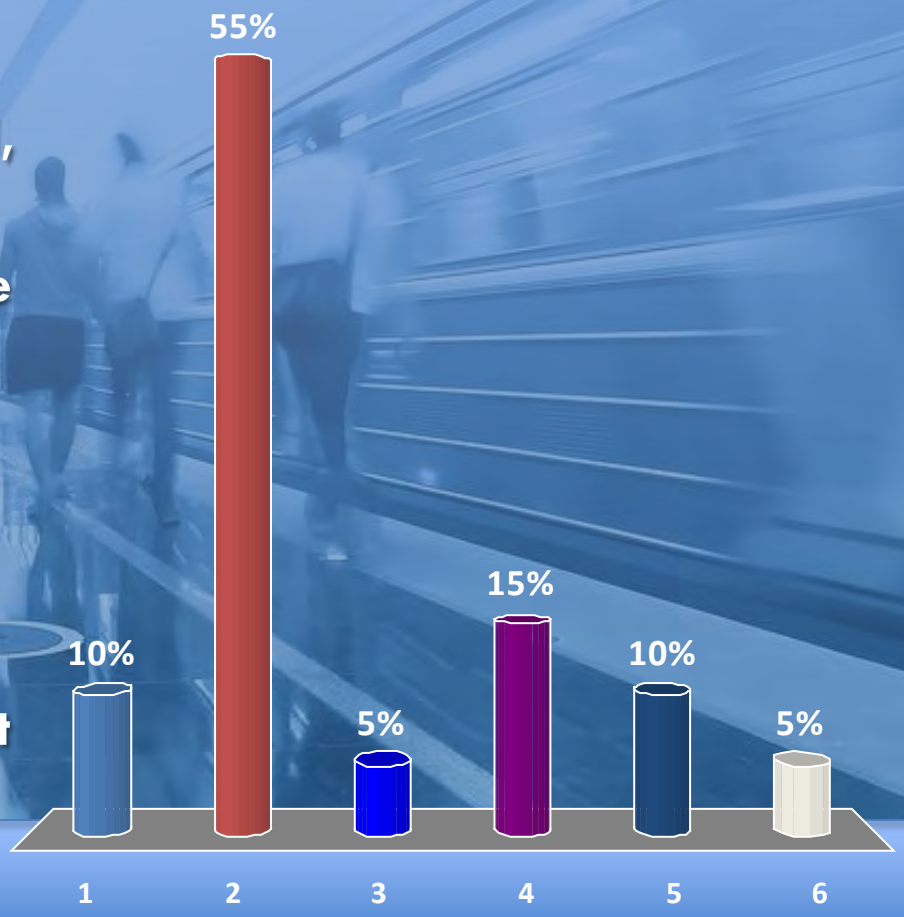
The ***FAX Plan*** will provide better service in most areas, but some low-density areas will see less service. ***If*** FAX were to obtain more funding, what is the best option for these areas?

1. No additional service is needed in these areas.
2. Coordinated Uber/Lyft or Taxi services to reach the nearest FAX line with a 40% discount
3. Uber/Lyft or Taxi services to any destination with a 20% discount
4. Bikeshare system in these areas
5. FAX should keep bus service at the same level
6. Other (please describe on comment card)



To make FAX service faster, there will be longer distances between some stops. What would help offset this?

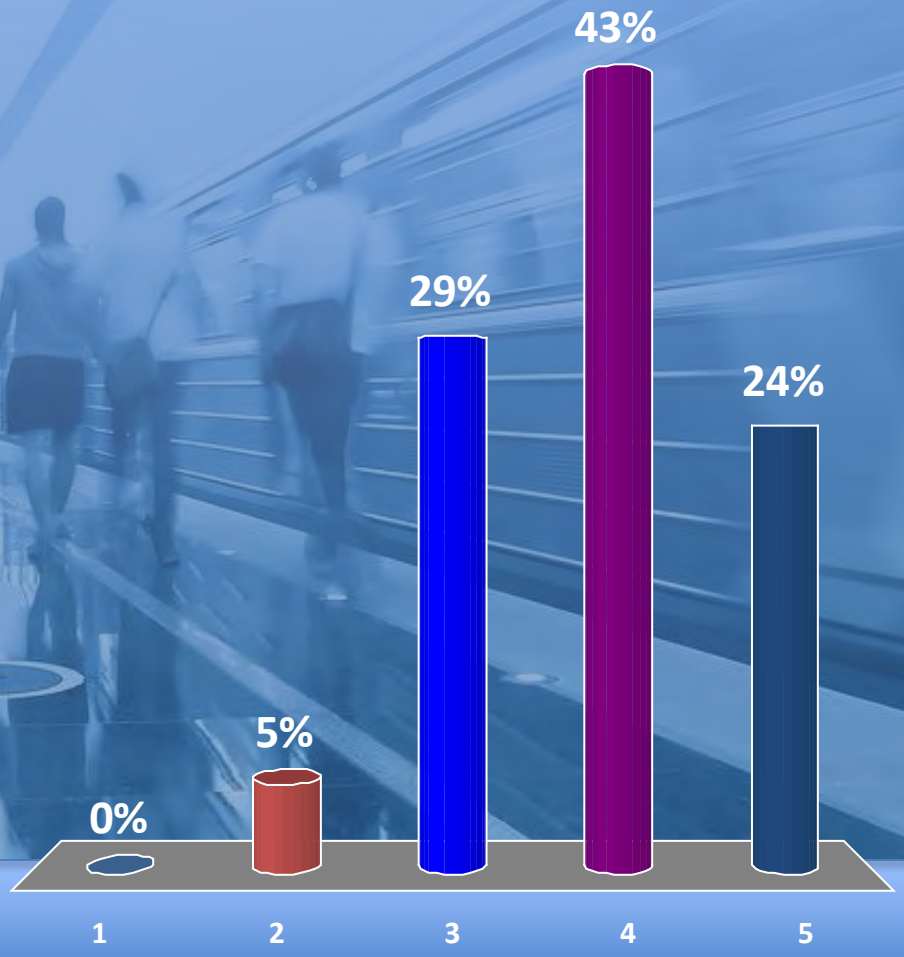
1. More comfortable stops – shade, seating, etc.
2. Ensure that sidewalks and other pathways to stops are well- paved, well-lighted and safe
3. Better bike access/more secure bike parking at key bus stops.
4. Alternating "skip stop" service on routes
5. Nothing more is needed – faster service is enough
6. Other (please describe on comment card)



Meeting Evaluation

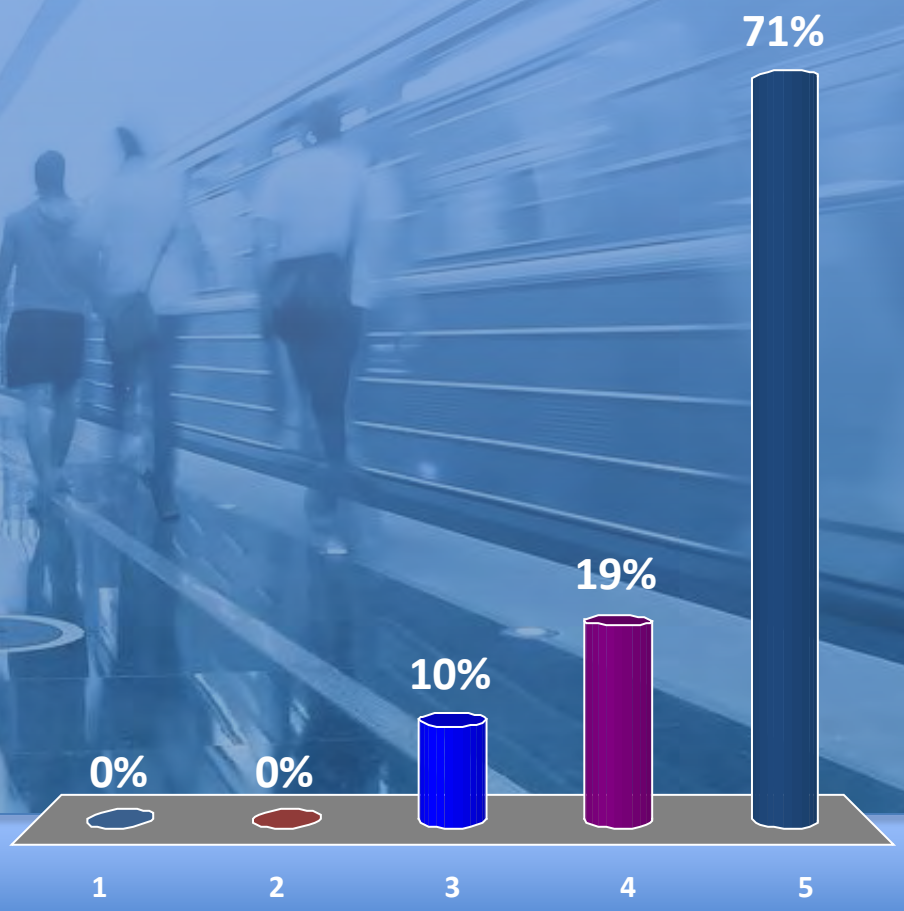
How effective has this meeting been so far to express your opinions?

1. Not at all effective
2. Not very effective
3. Somewhat effective
4. Effective
5. Very effective



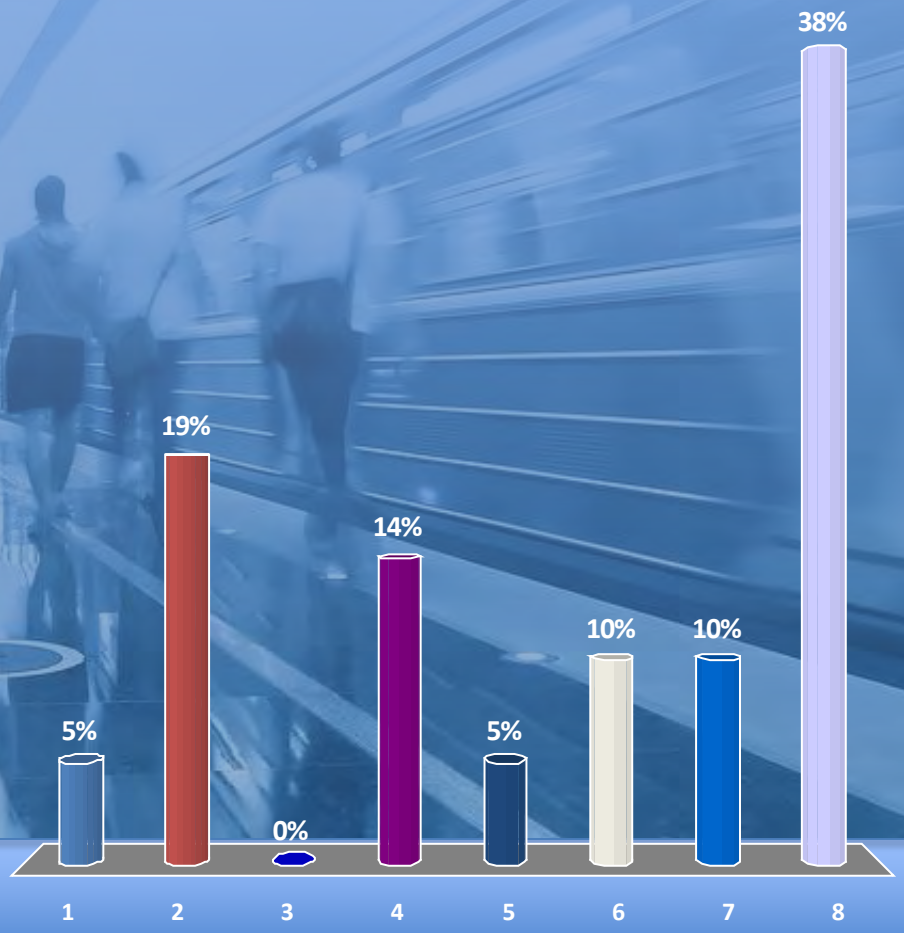
How useful were the clickers to provide your opinion?

1. Not at all effective
2. Not very effective
3. Somewhat effective
4. Effective
5. Very effective



How did you learn about today's workshop?

1. Received a flyer
2. Received an email
3. Heard about it on television
4. Radio
5. Vida En El Valle
6. Saw advertisement on bus
7. Word of mouth
8. Other



FAX Fixed-Route System Restructure Study

Central Valley Regional Center
Monday, November 6, 2017
5:30pm – 7:30pm

FAX Proposed Route Restructuring

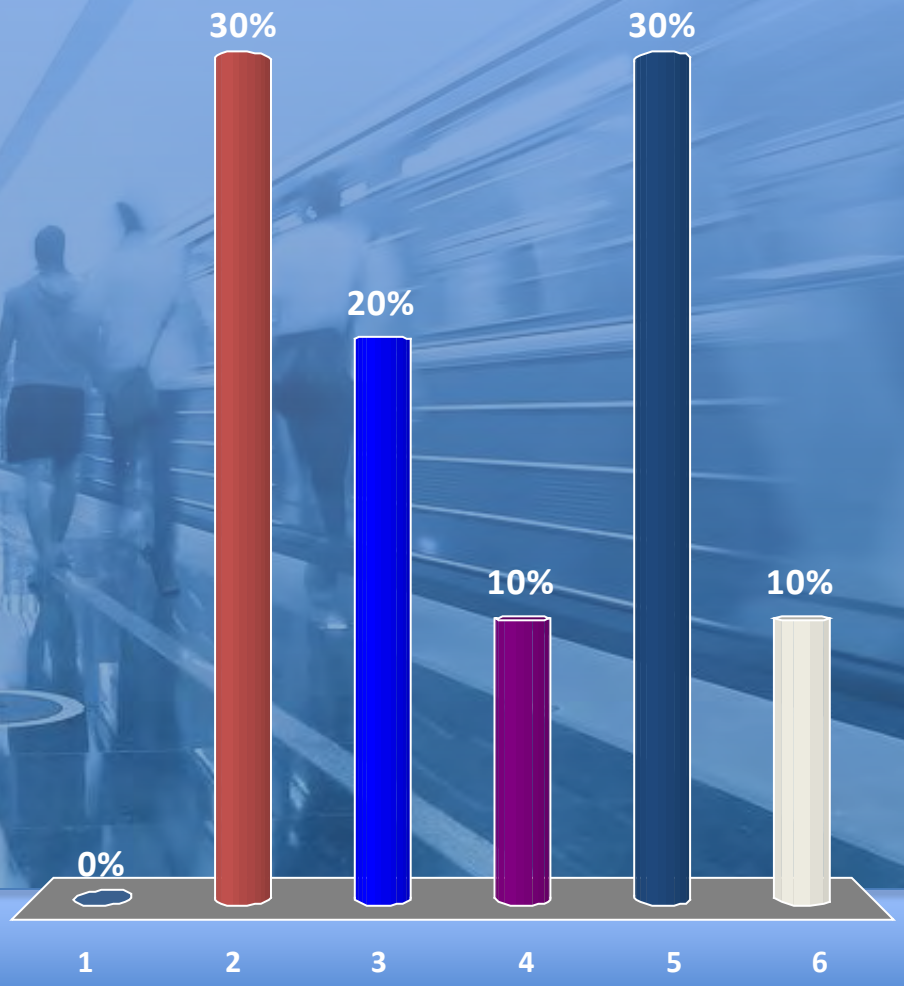
FAX FRESNO AREA EXPRESS

City of FRESNO

VRPA

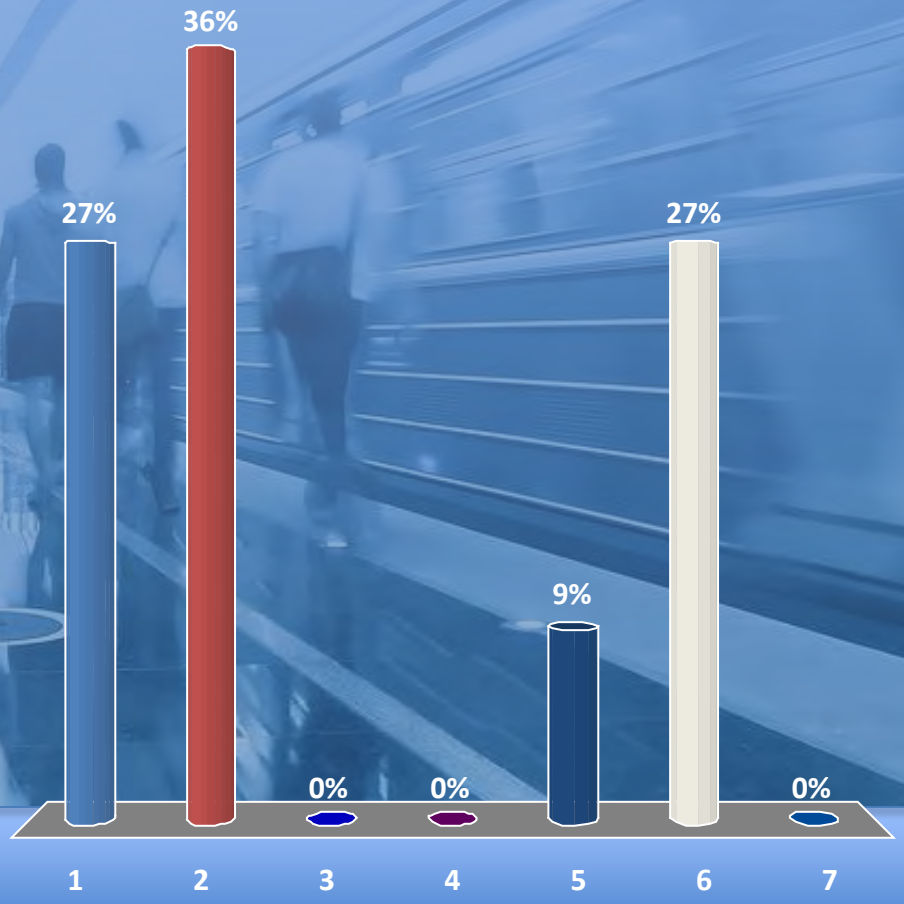
What is your age?

1. Less than 16
2. 16-25
3. 26-35
4. 36-50
5. 51-65
6. Greater than 65



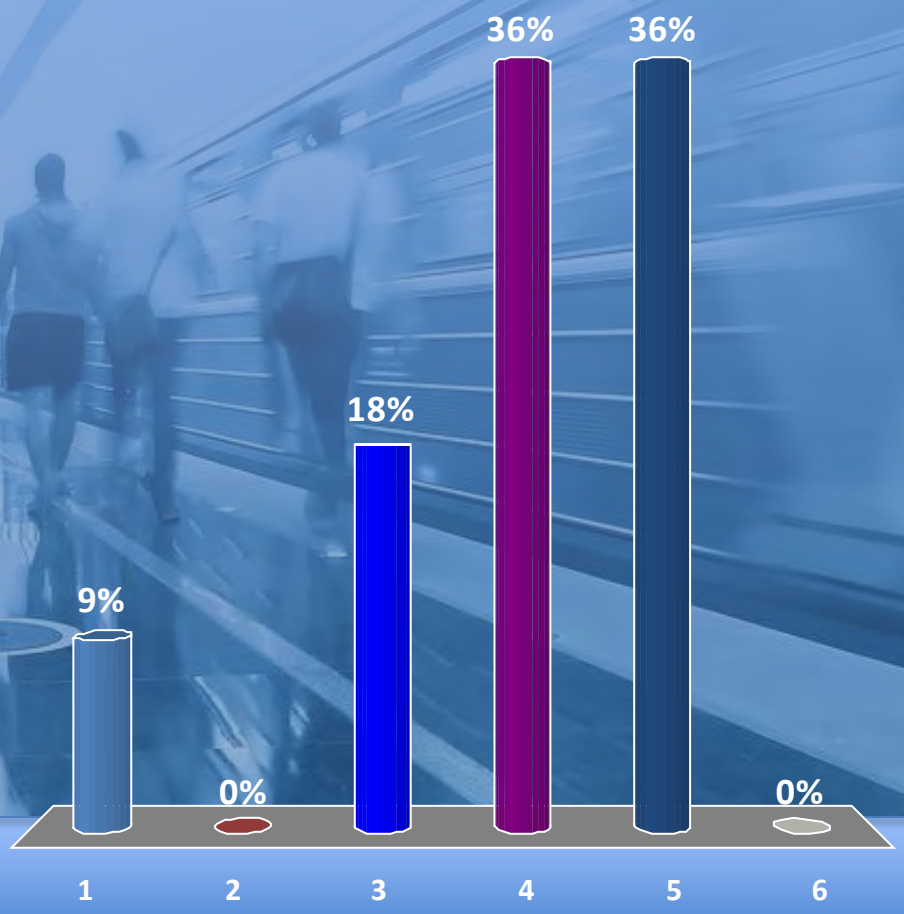
What is your racial or ethnic background?

1. Anglo/White
2. Hispanic/Chicano/Latino
3. American Indian/Native American
4. African American/Black
5. Asian/Oriental/Pacific Islander
6. Other
7. Rather not answer



What is your household income?

1. Less than $25,000
2. $25,000 - $49,999
3. $50,000 - $74,999
4. $75,000 - $99,999
5. More than $100,000
6. Rather not say

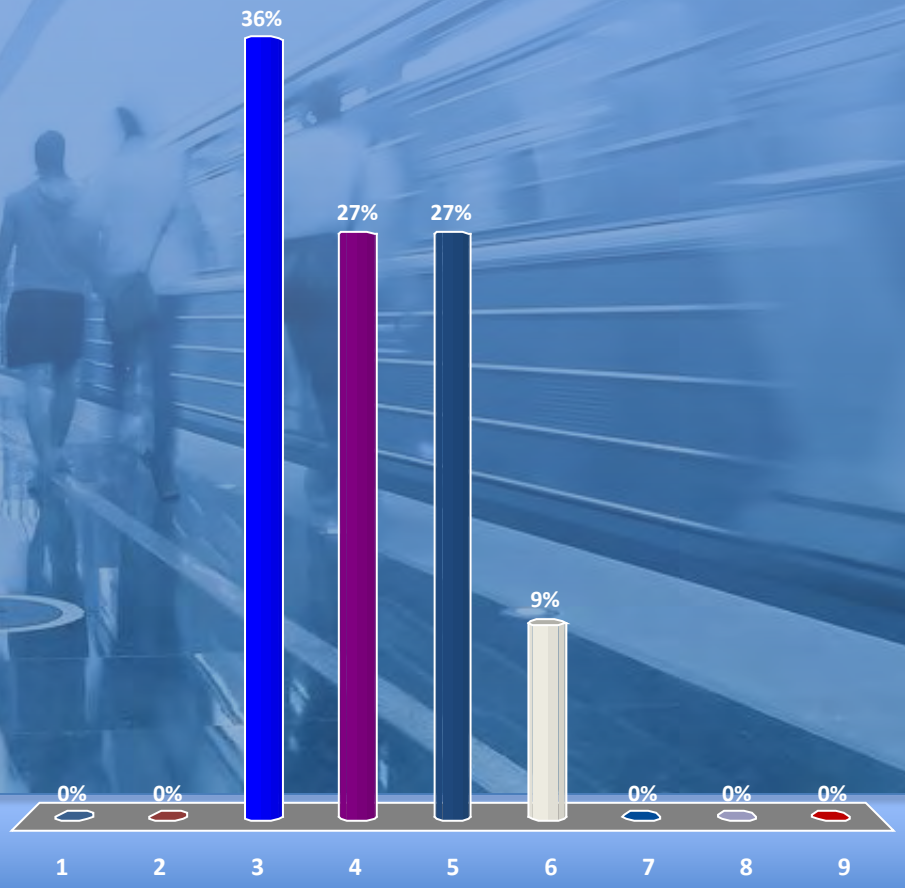


Where do you live?

1. City of Fresno
2. Unincorporated County Area outside of City of Fresno
3. City of Clovis
4. Other Fresno County City
5. Outside of Fresno County

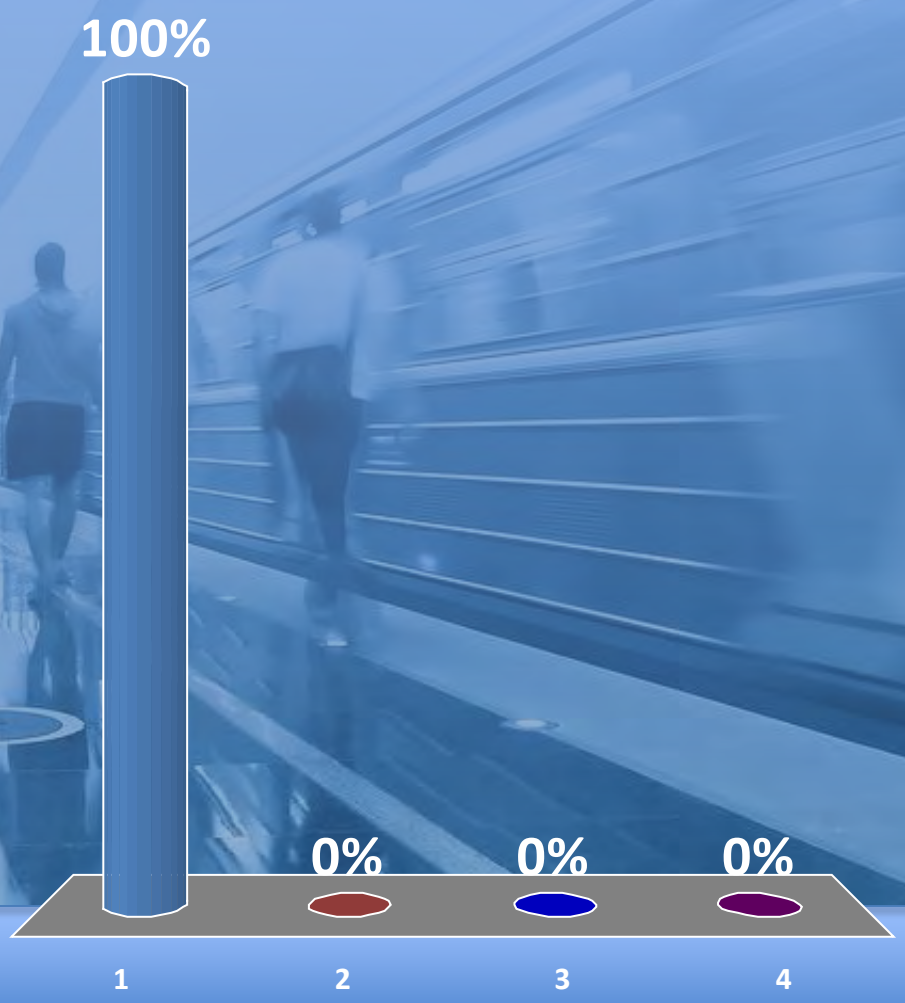
Which of the following subgroups BEST describes you?

1. Elected Official
2. Appointed Official
3. Private Citizen
4. Student
5. Public Agency Staff
6. Community Based Organization/Faith Based Organization
7. Environmental Justice Advocate
8. Union Member or Representative
9. Other



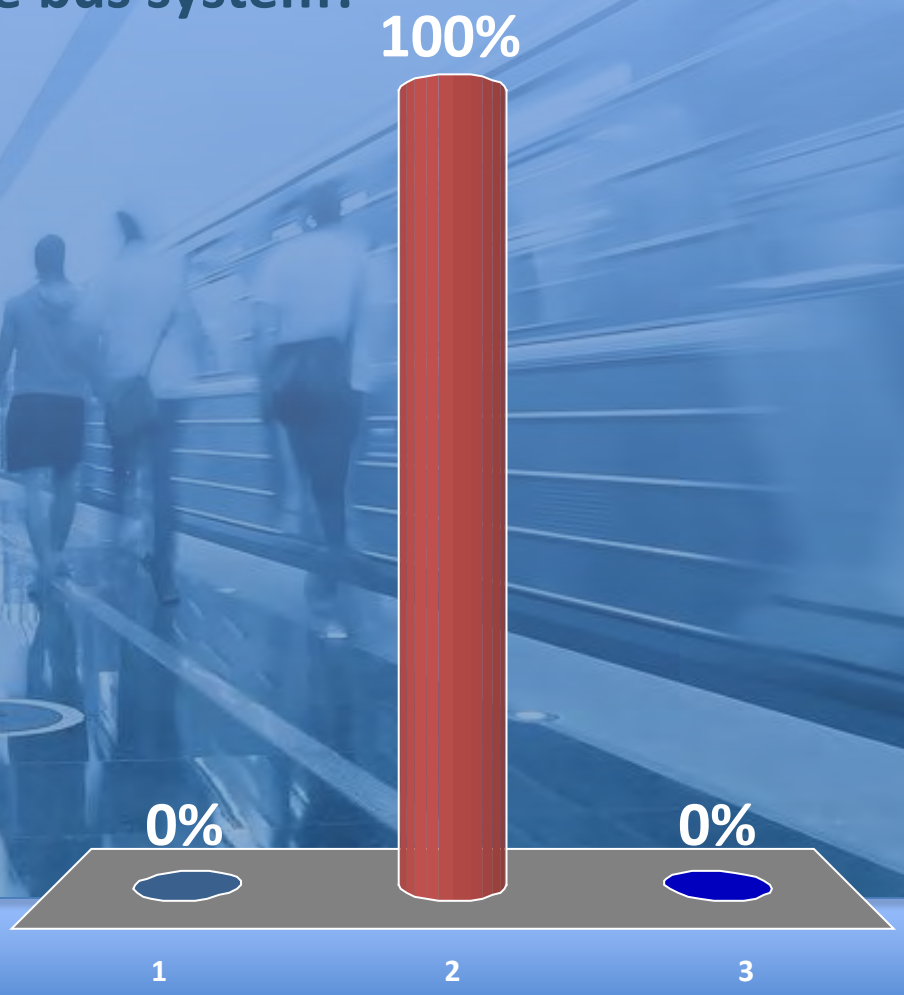
What is your preferred language?

1. English
2. Spanish
3. Southeast Asian dialect (Hmong, Laotian, etc.)
4. Other



Do you have a disability that either prevents you from getting to or from a bus route, accessing a bus, or understanding how to use the bus system?

1. Yes
2. No
3. Prefer not to answer

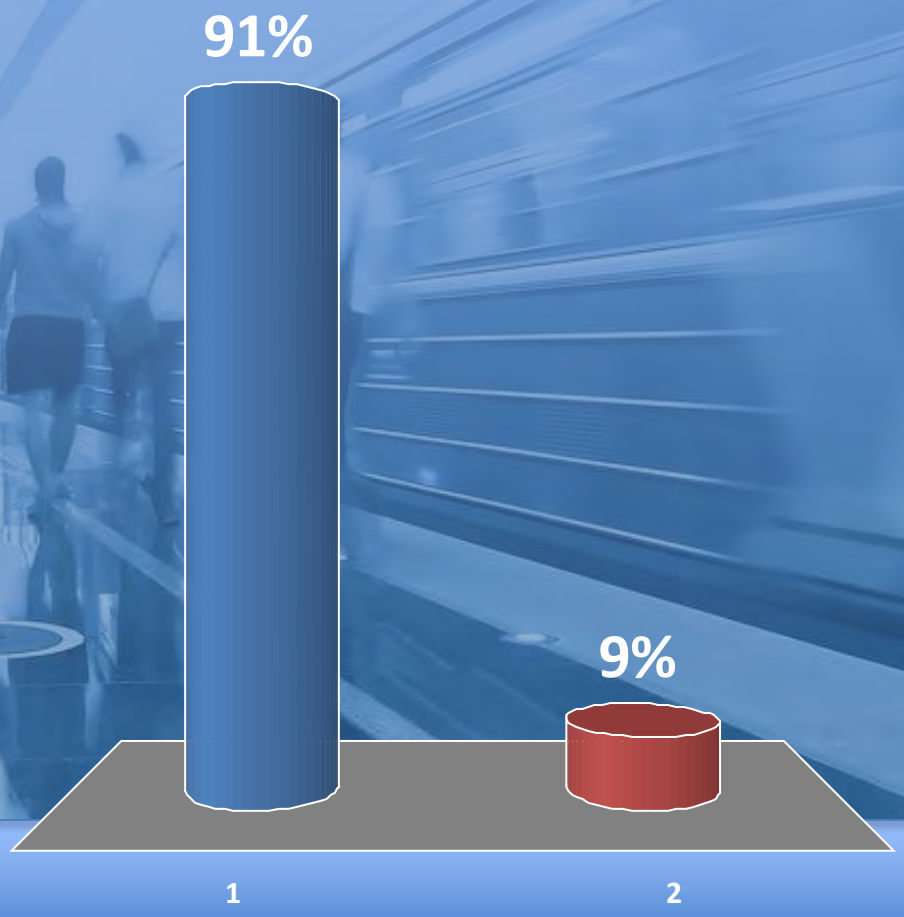


How did you get to this workshop today?

1. Drove a car
2. Rode in a car with family/friends
3. Rode on a motorcycle
4. Took Uber/Lyft
5. Took the bus
6. Rode a bike
7. Walked
8. Other

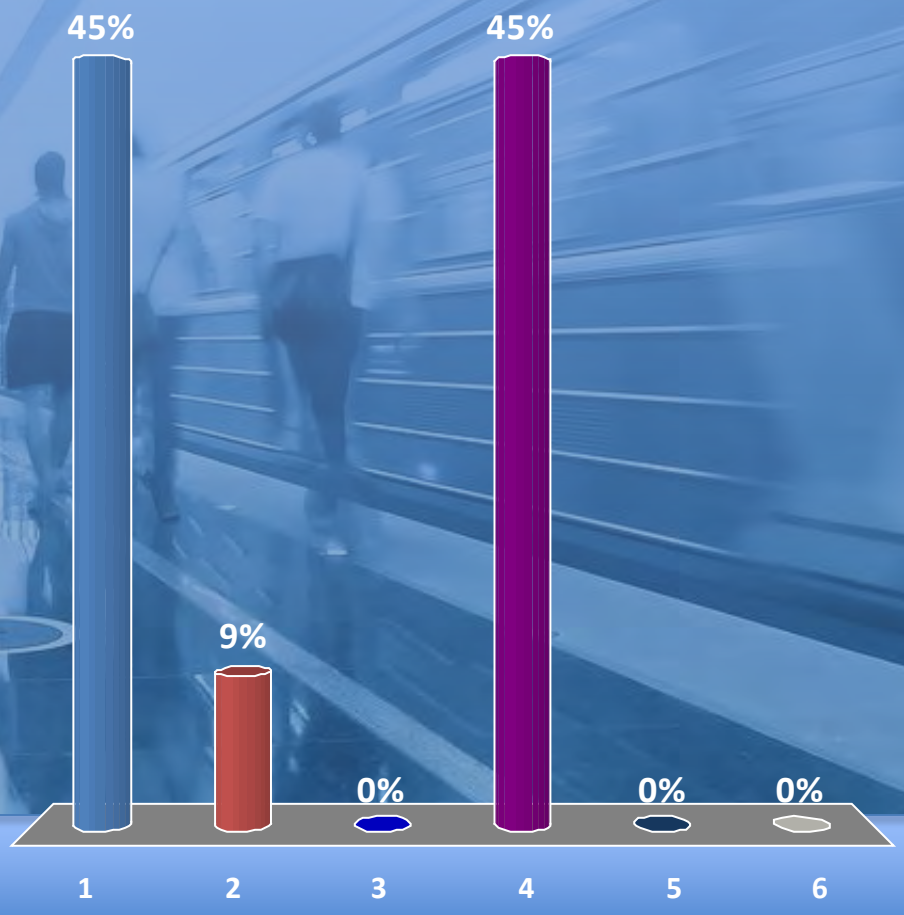
Do you own or have regular access to a vehicle?

1. Yes
2. No



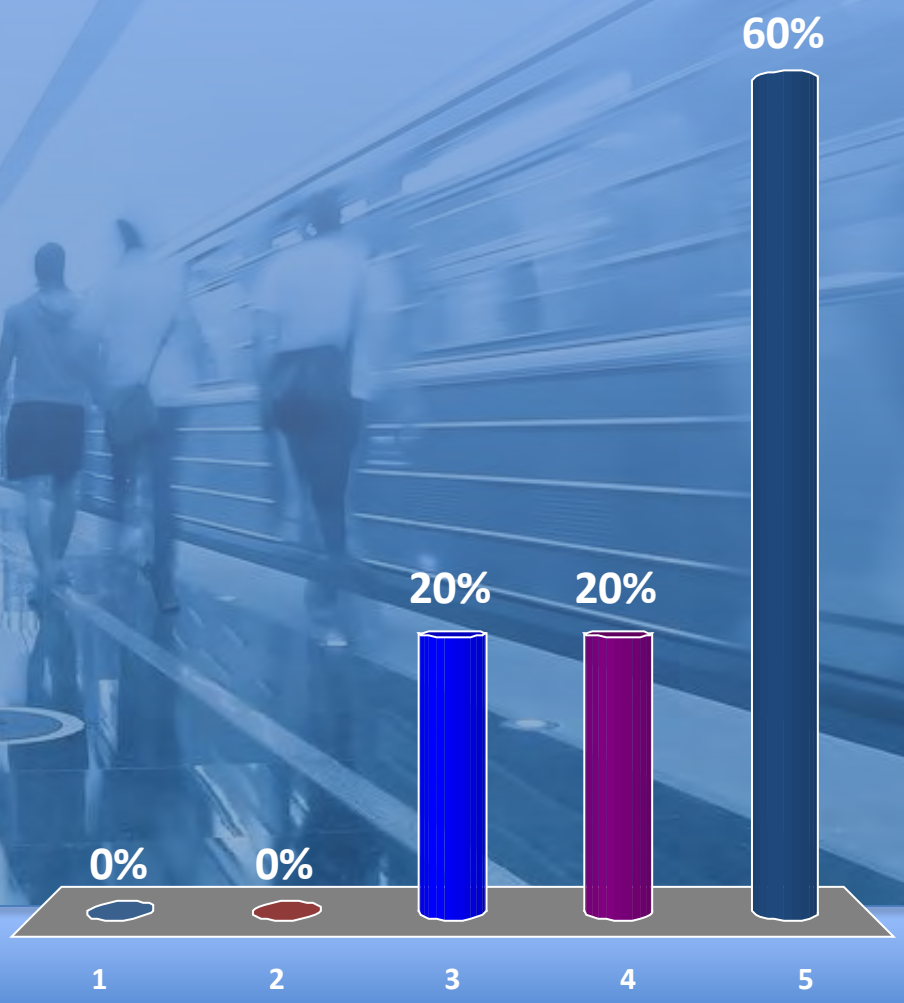
If a motor vehicle is not available, what type of transportation do you use?

1. Bus
2. Bicycle
3. Walk
4. Ask for a ride from friend, neighbor or family member
5. Uber/Lyft
6. Other



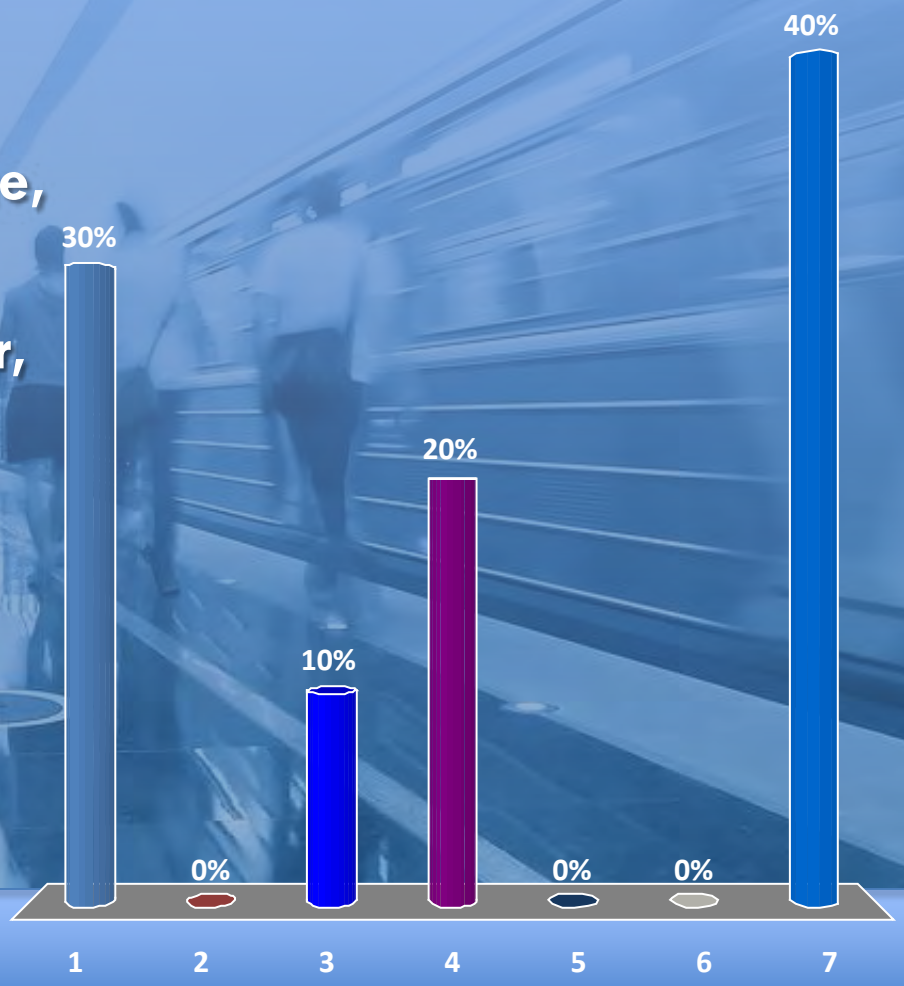
How often do you ride FAX?

1. Four or more days a week
2. Two to three days a week
3. About once every week or two
4. About once a month
5. Rarely/Never



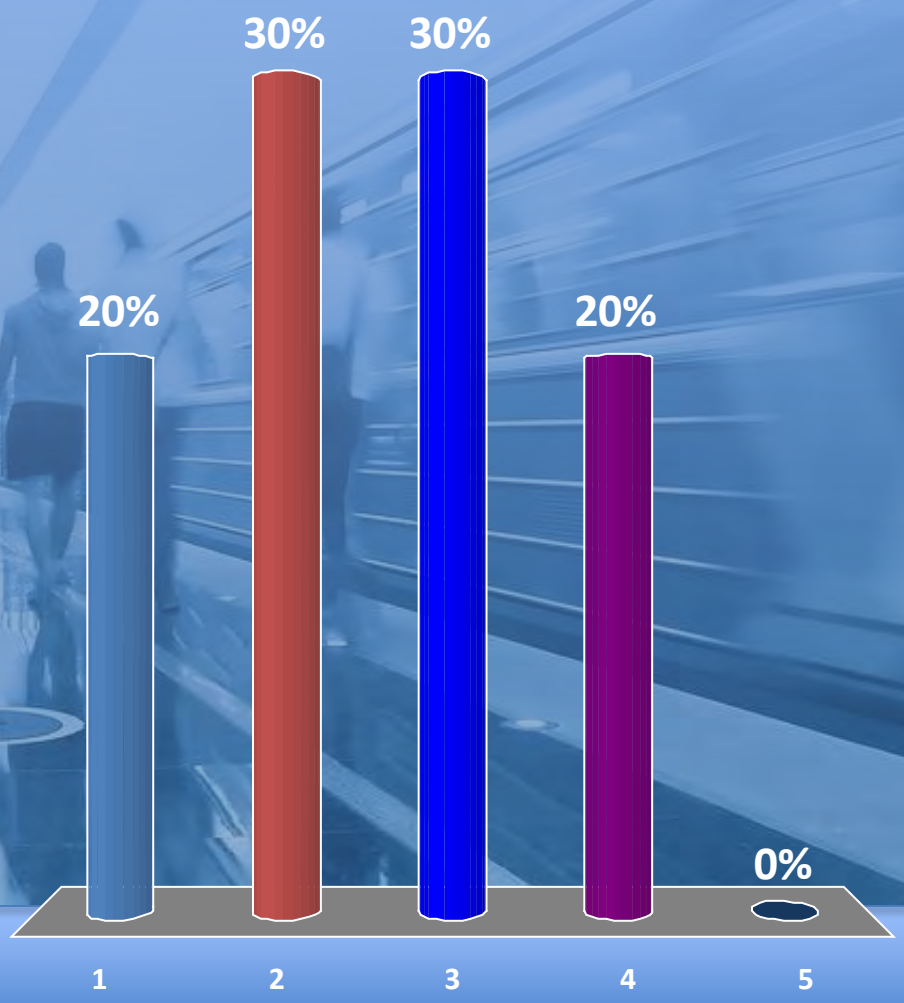
What do you currently ride FAX for (most important trip only)?

1. Trips to and from work
2. Shopping trips
3. Education trips (school, college, job-related classes)
4. Personal business trips (doctor, haircut, etc.)
5. Social and recreational trips (visiting friends/family, entertainment)
6. I use FAX for all my trips
7. Do not ride FAX



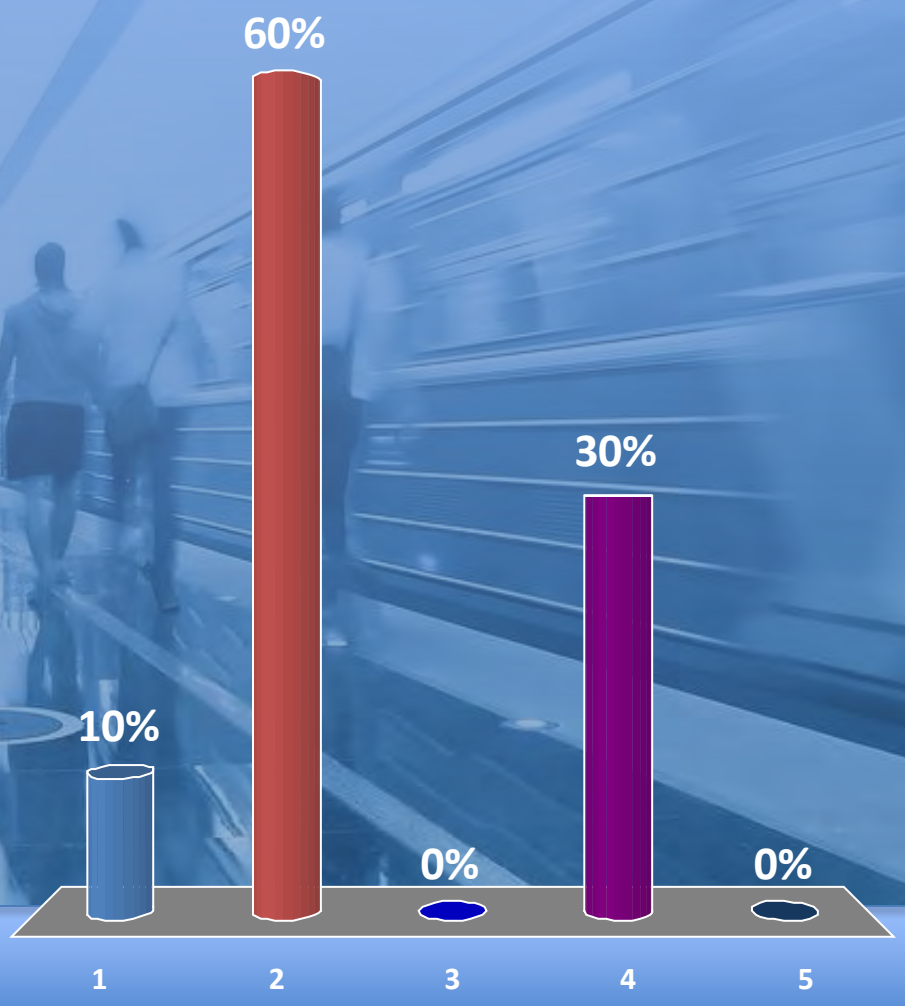
Is the *Draft FAX Plan* better for me?

1. Definitely
2. Probably
3. Maybe/Not Sure
4. Probably Not
5. Definitely Not



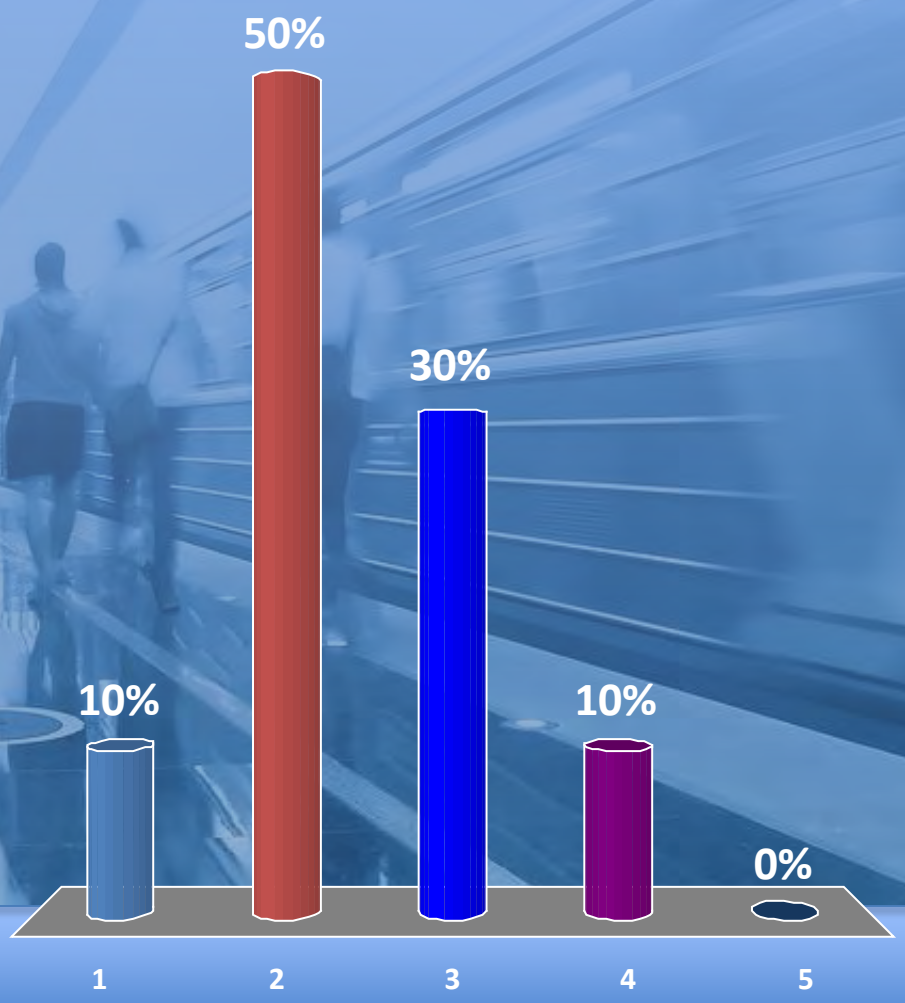
Is the *Draft FAX Plan* better for my friends and family?

1. Definitely
2. Probably
3. Maybe/Not Sure
4. Probably Not
5. Definitely Not



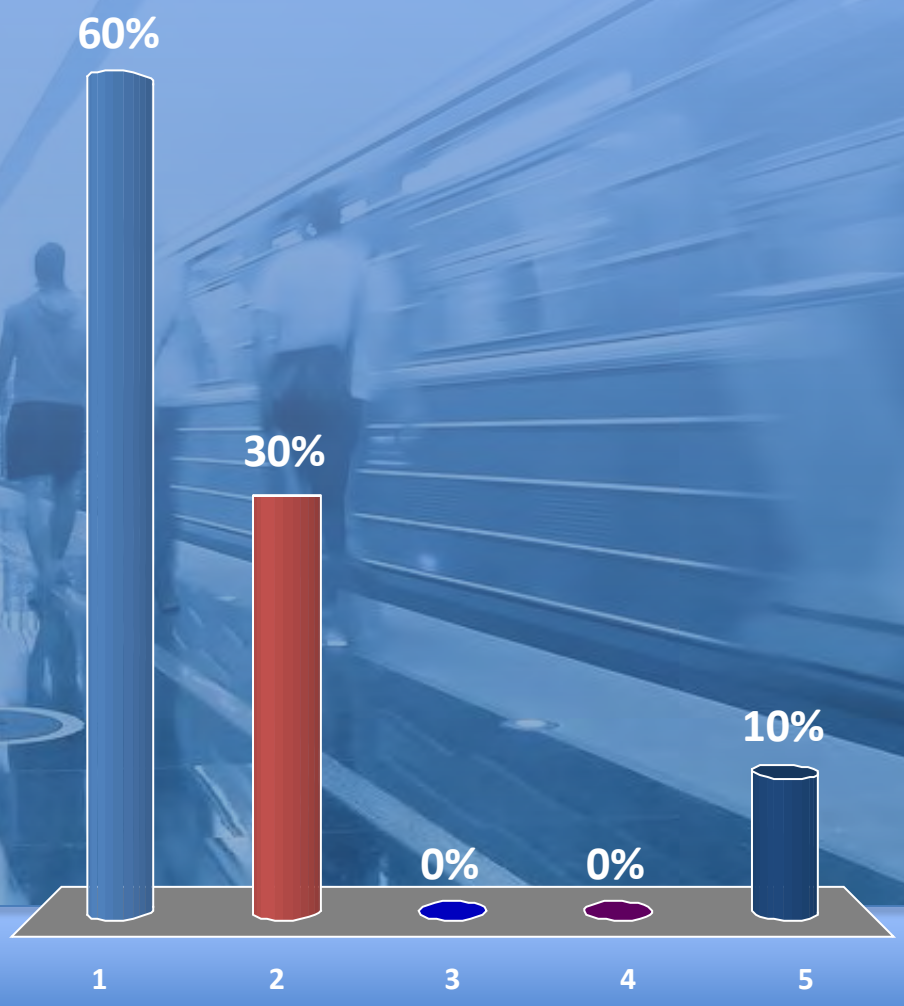
Is the *Draft FAX Plan* better for my neighborhood?

1. Definitely
2. Probably
3. Maybe/Not Sure
4. Probably Not
5. Definitely Not



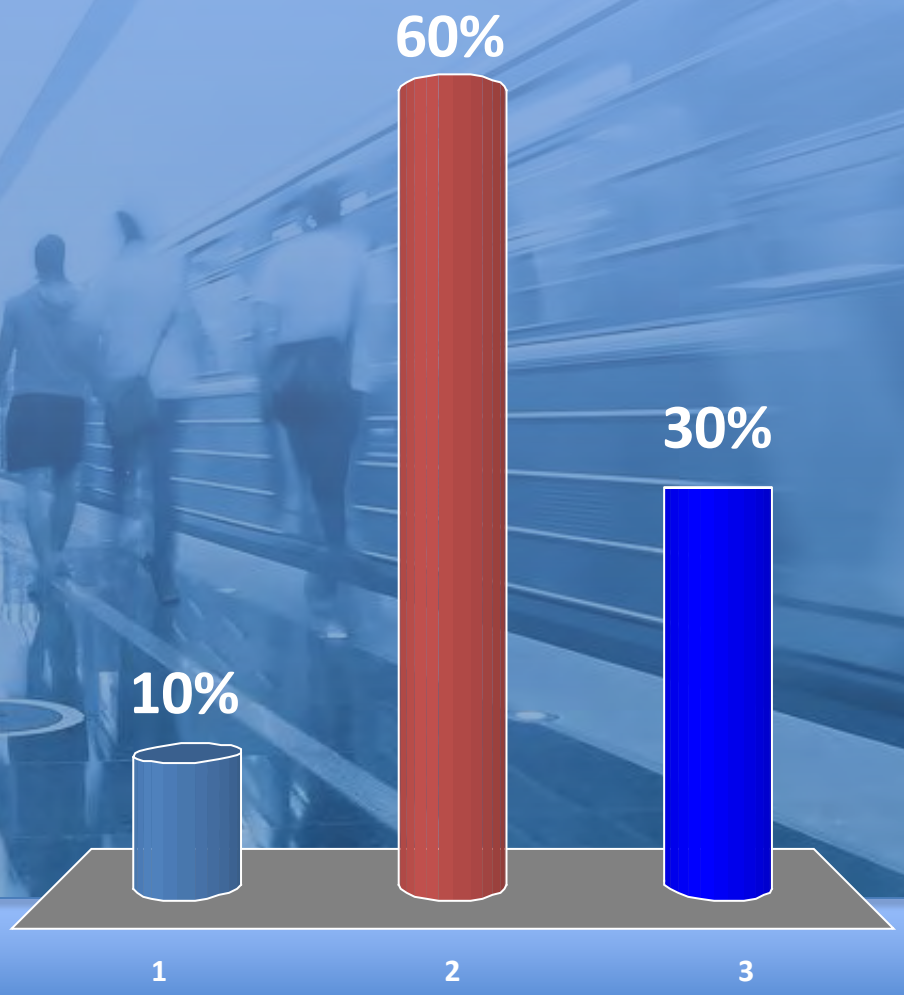
Is the *Draft FAX Plan* better for Fresno?

1. Definitely
2. Probably
3. Maybe/Not Sure
4. Probably Not
5. Definitely Not



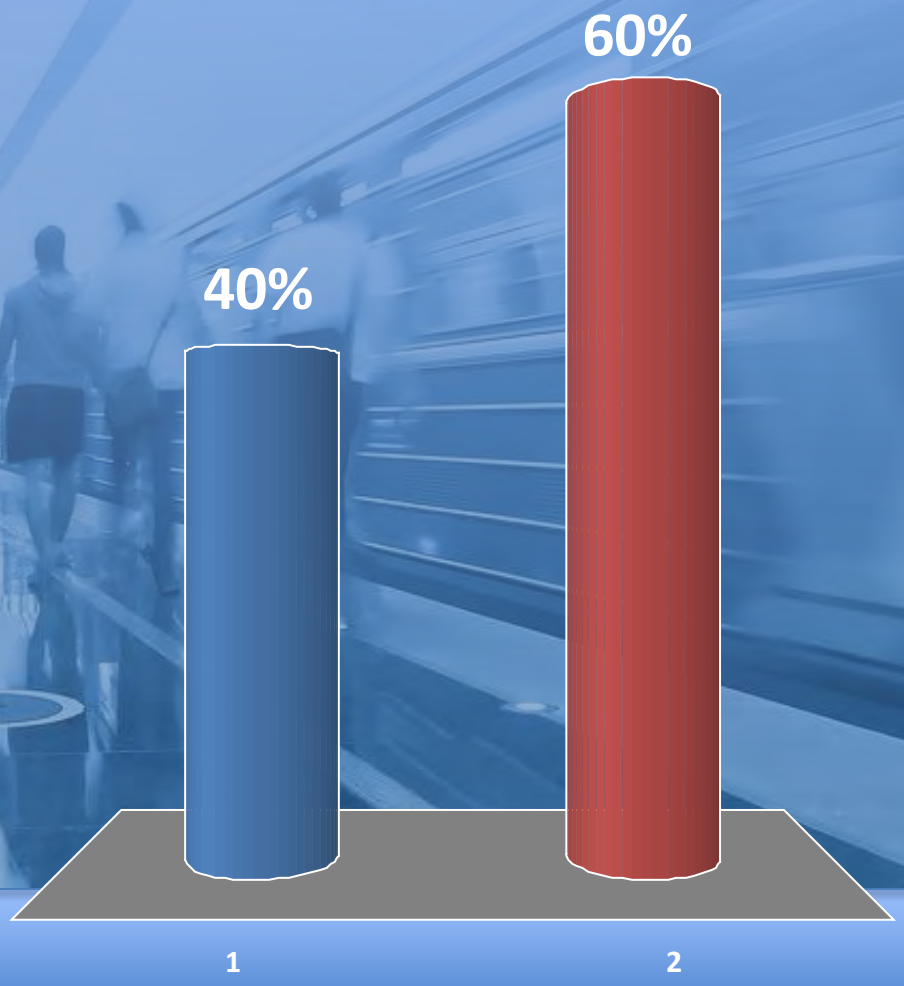
Do you think the *Draft FAX Plan* will lead you to ride transit for more trips to and from work?

1. Yes
2. No
3. I am not employed



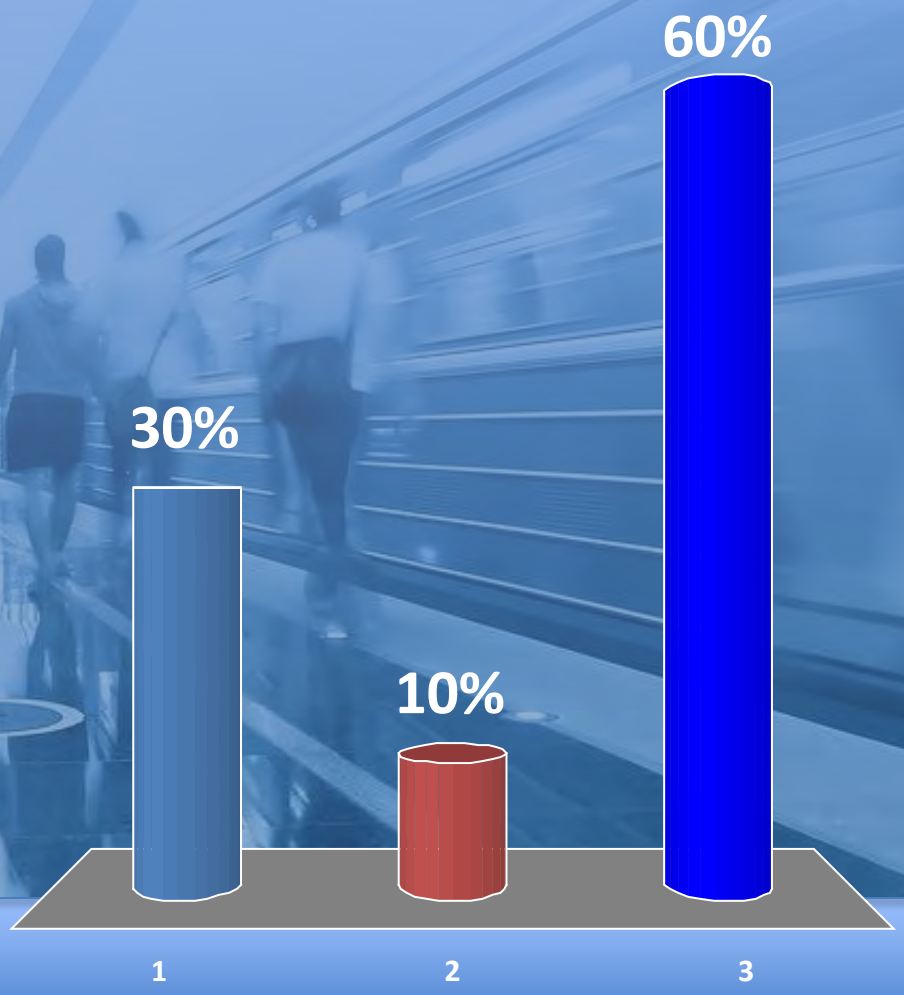
Do you think the *Draft FAX Plan* will lead you to ride transit for more shopping trips?

1. Yes
2. No



Do you think the *Draft FAX Plan* will lead you to ride transit for more education trips (school, college, job-related classes)?

1. Yes
2. No
3. I am not a student

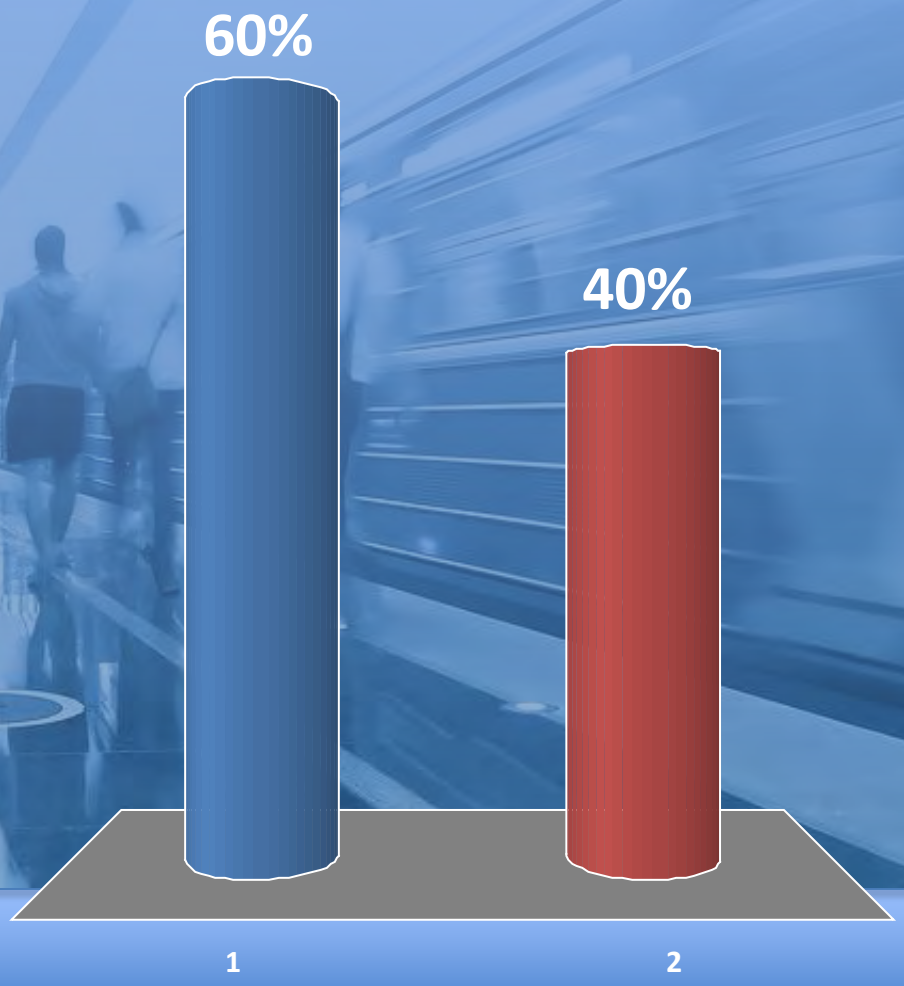


Do you think the *Draft FAX Plan* will lead you to ride transit for more personal trips (doctor, haircut, etc.)?

1. Yes
2. No

Do you think the *Draft FAX Plan* will lead you to ride transit for more social and recreational trips (visiting friends/family, entertainment)?

1. Yes
2. No



The ***Draft FAX Plan*** will provide better service in most areas, but some low-density areas will see less service. ***If*** FAX were to obtain more funding, what is the best option for these areas?

1. No additional service is needed in these areas.
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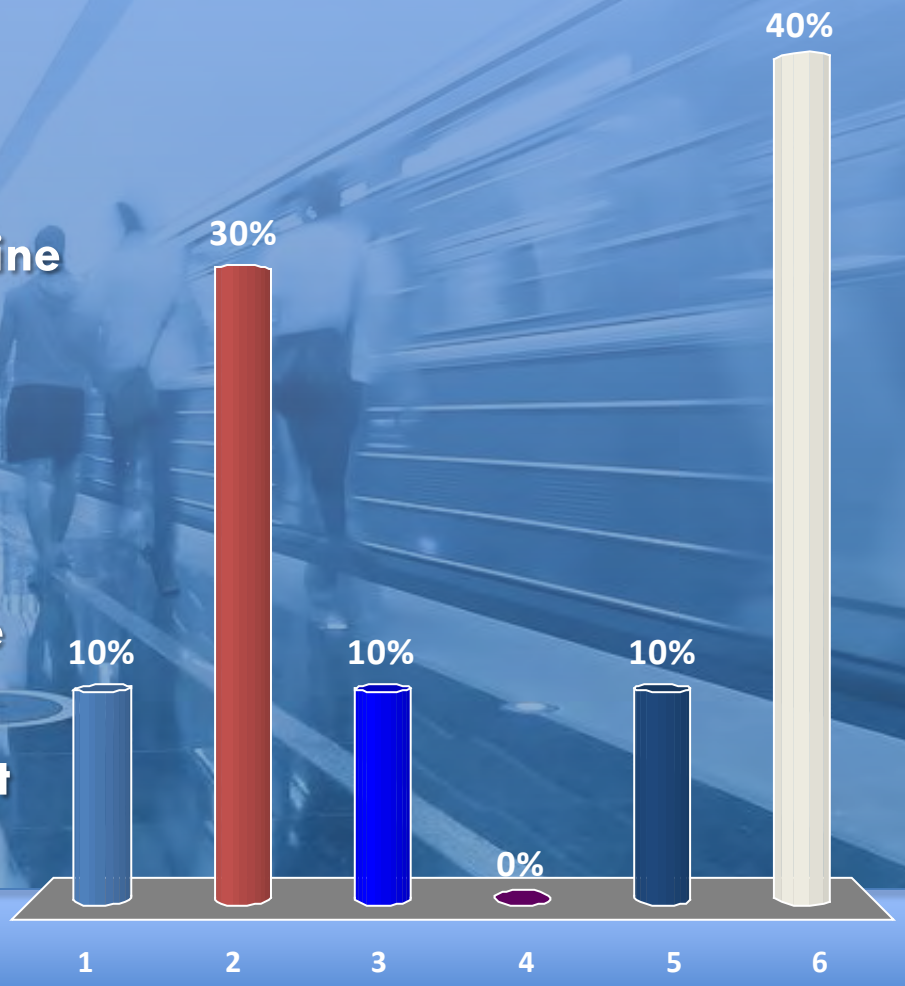
6. Other (please describe on comment card)



To make FAX service faster, there will be longer distances between some stops. What would help offset this?

1. More comfortable stops – shade, seating, etc.
2. Ensure that sidewalks and other pathways to stops are well- paved, well-lighted and safe
3. Better bike access/more secure bike parking at key bus stops.
4. Alternating "skip stop" service on routes
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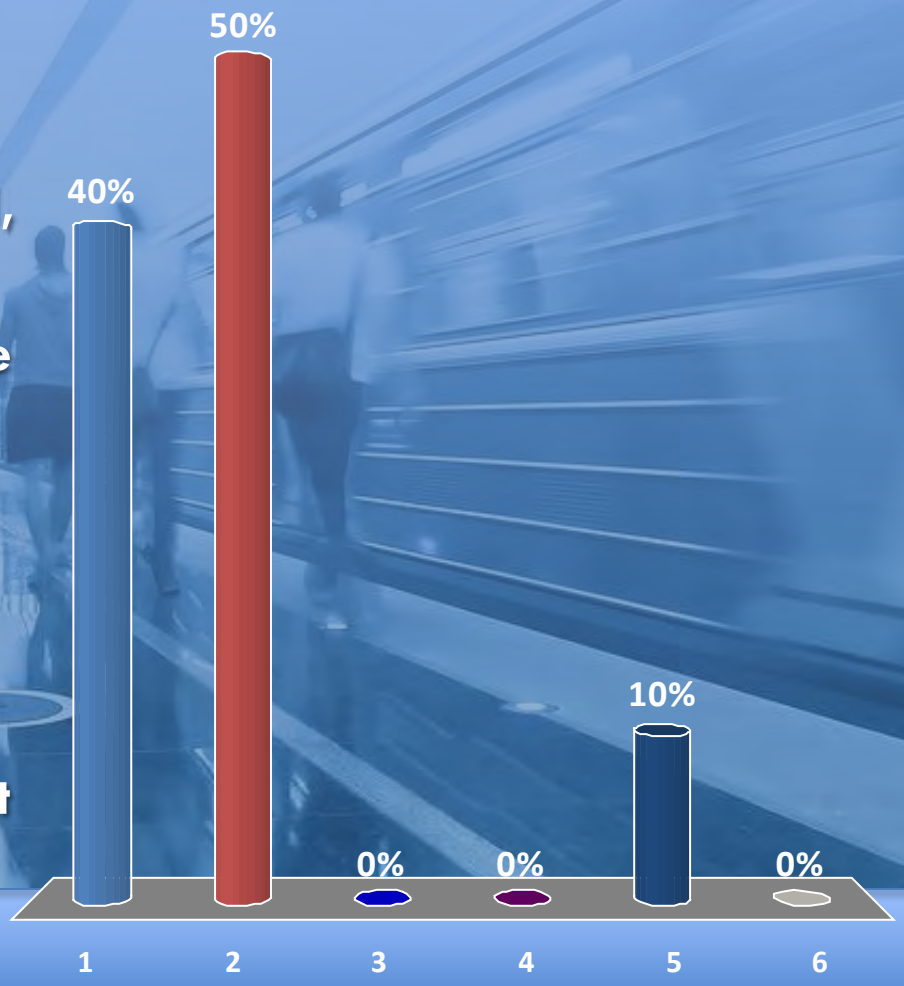

Meeting Evaluation

How effective has this meeting been so far to express your opinions?

1. Not at all effective
2. Not very effective
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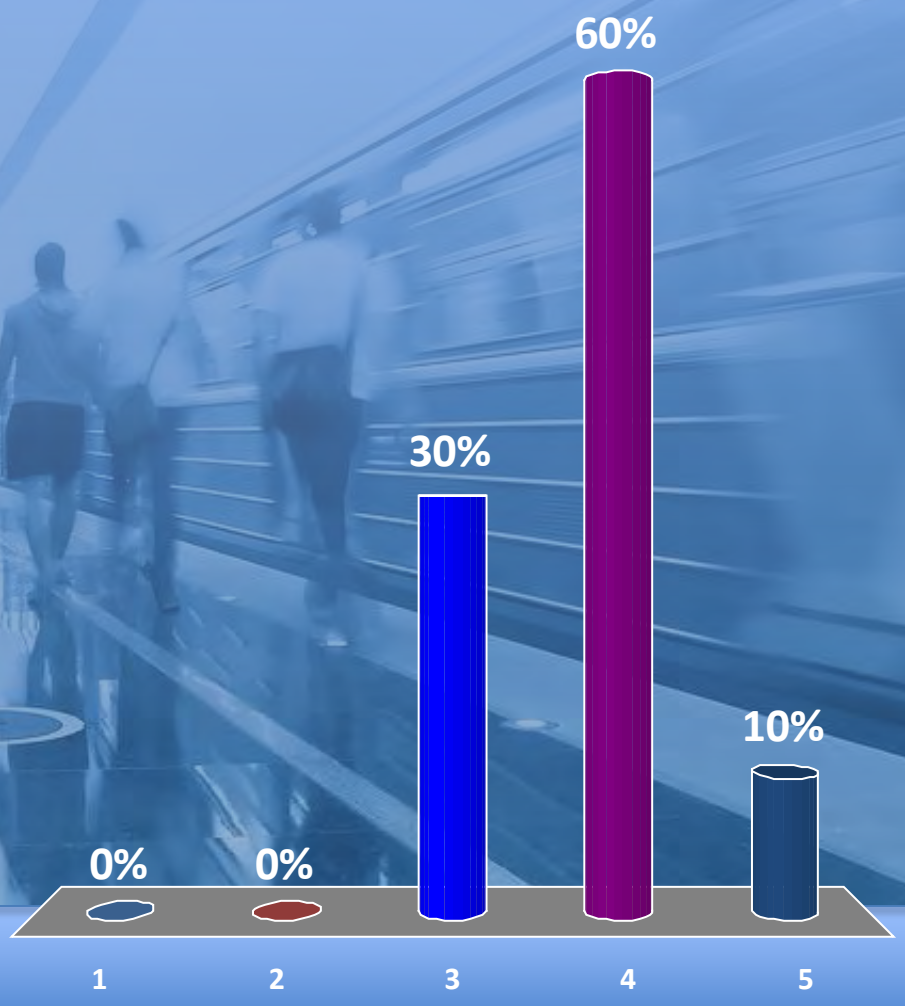
4. Effective
5. Very effective



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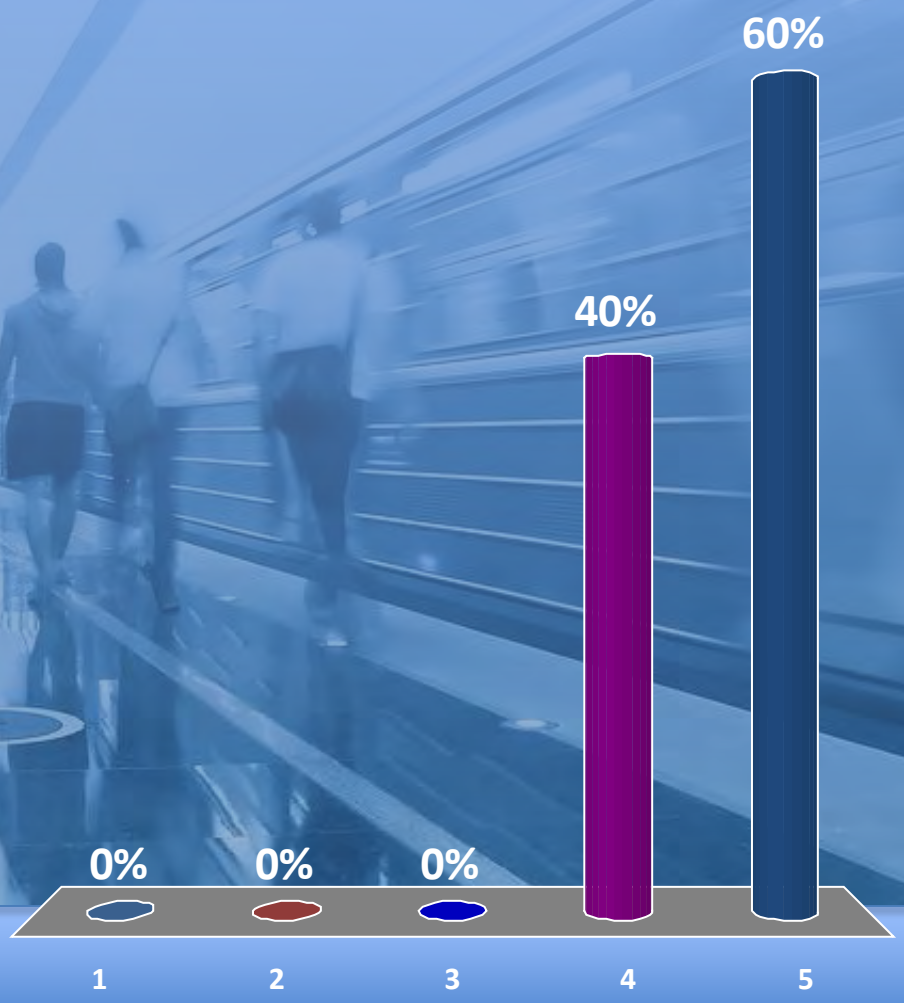

How did you learn about today's workshop?

1. Received a flyer
2. Received an email
3. Heard about it on television
4. Radio
5. Vida En El Valle
6. Social Media
7. Internet
8. Saw advertisement on bus
9. Word of mouth
10. Other

FAX Fixed-Route System Restructure Study

Frank H. Ball Community Center
Wednesday, November 8, 2017
5:30pm – 7:30pm

FAX Proposed Route Restructuring

FAX FRESNO AREA EXPRESS

City of FRESNO

VRPA

What is your age?

1. Less than 16
2. 16-25
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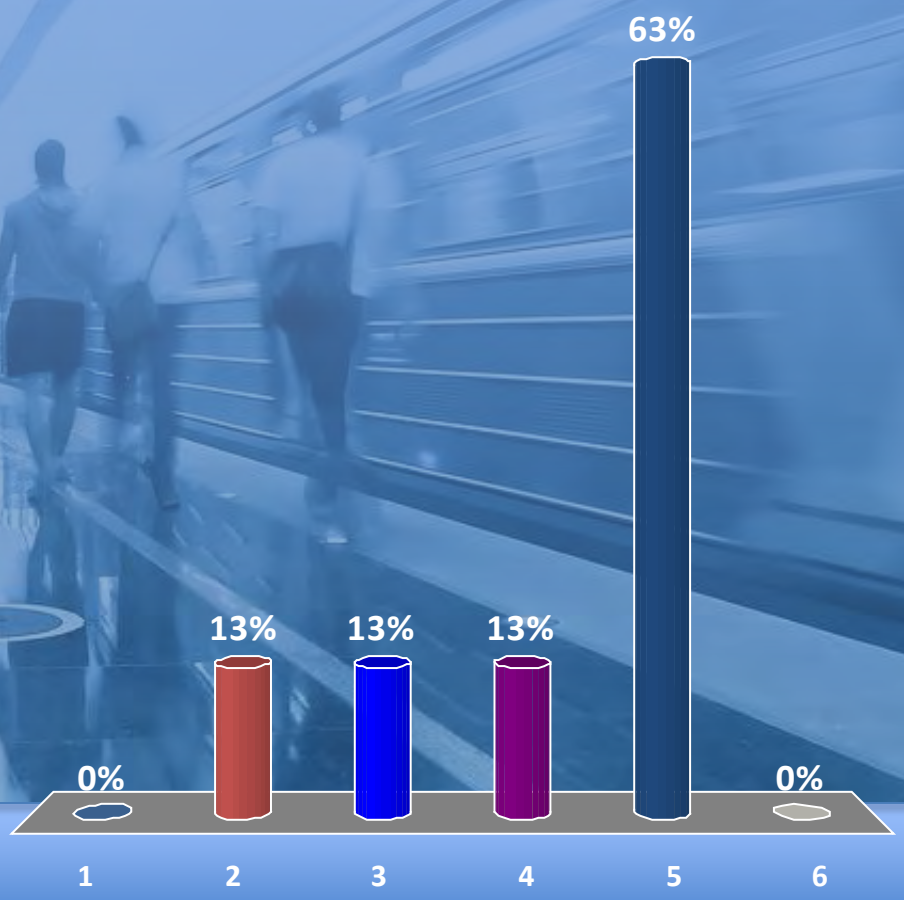

What is your racial or ethnic background?

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3. American Indian/Native American
4. African American/Black
5. Asian/Oriental/Pacific Islander
6. Other
7. Rather not answer

What is your household income?

1. Less than $25,000
2. $25,000 - $49,999
3. $50,000 - $74,999
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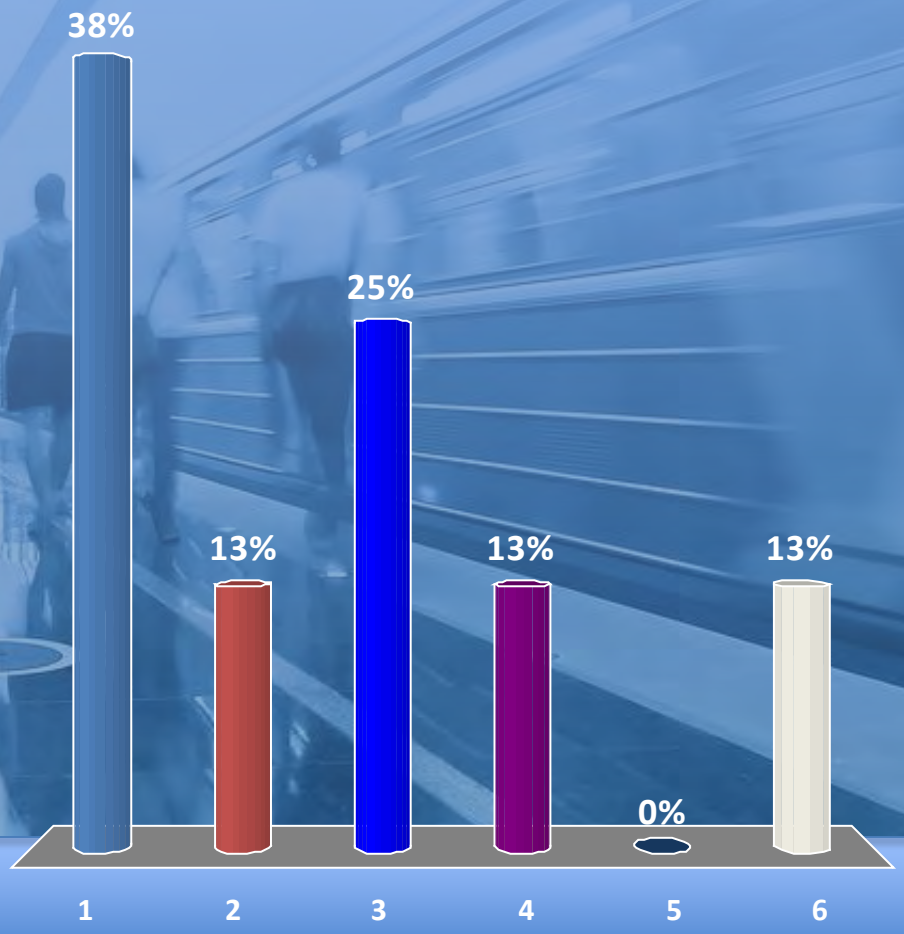

Where do you live?

1. City of Fresno
2. Unincorporated County Area outside of City of Fresno
3. City of Clovis
4. Other Fresno County City
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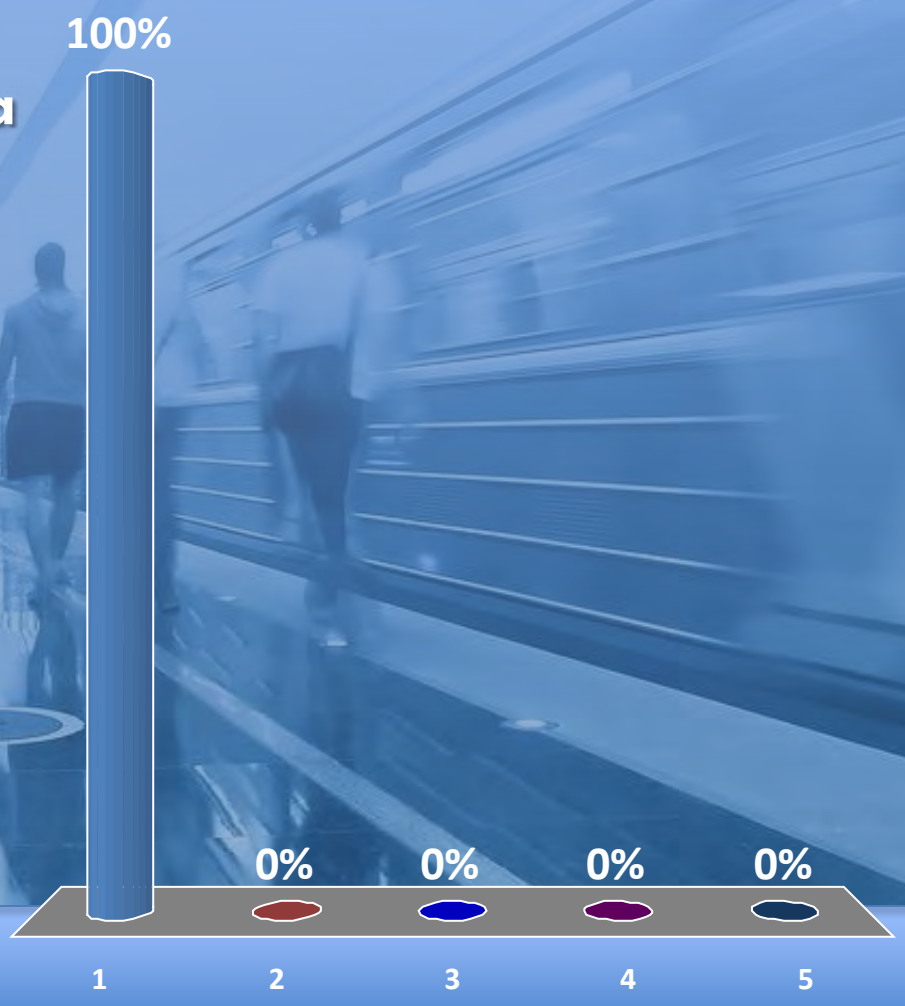

Which of the following subgroups BEST describes you?

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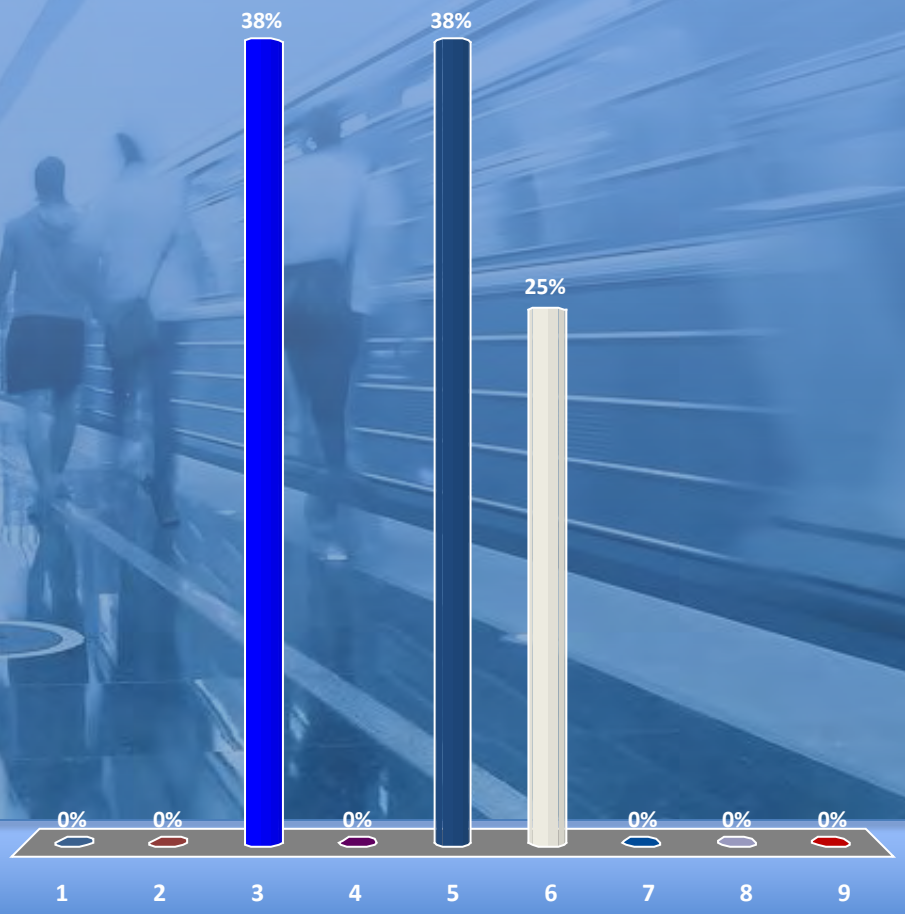
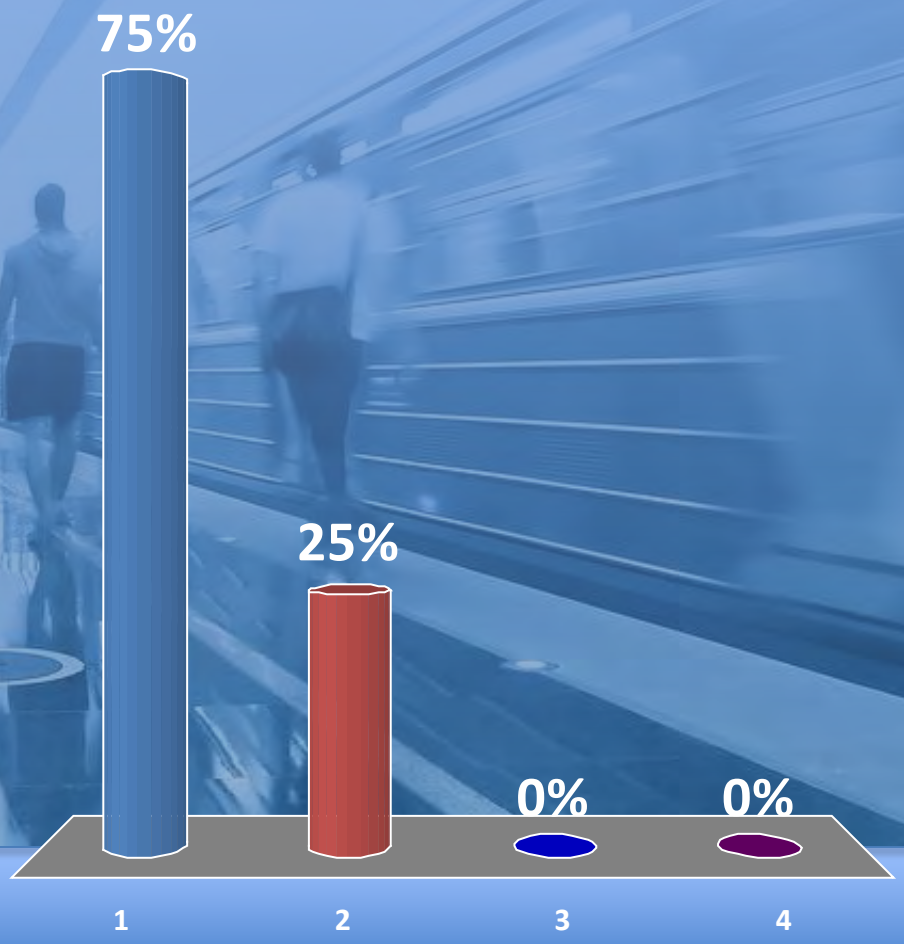


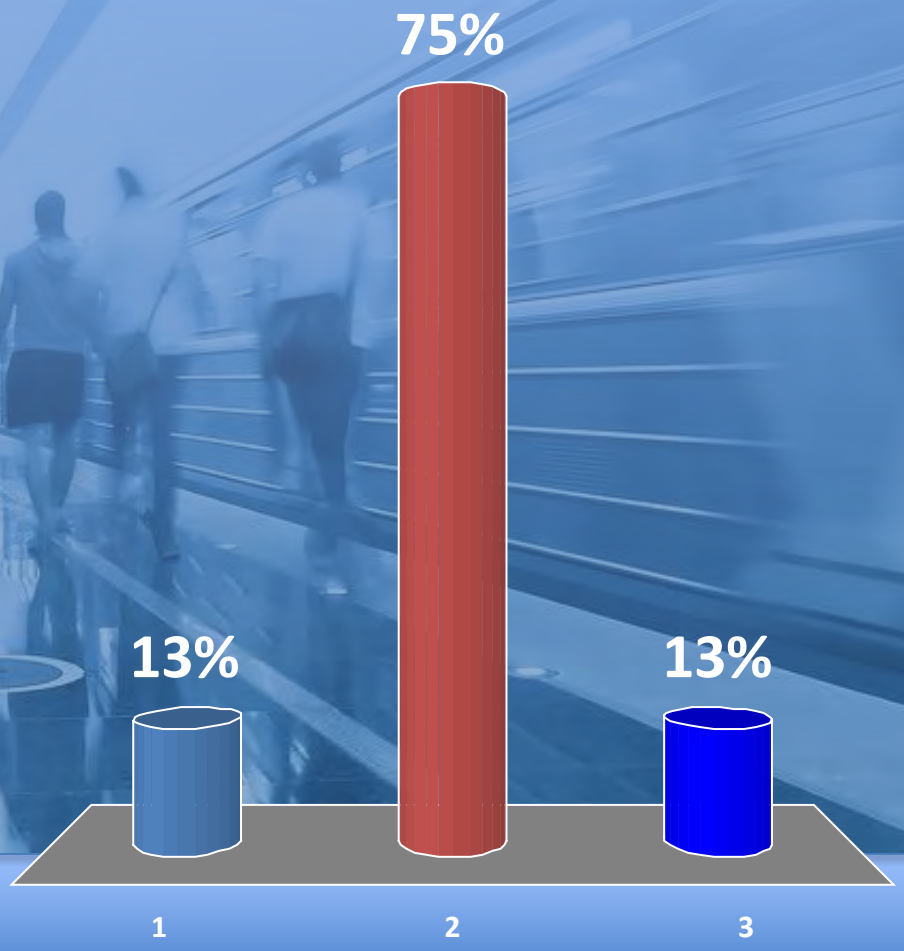
What is your preferred language?

1. English
2. Spanish
3. Southeast Asian dialect (Hmong, Laotian, etc.)
4. Other



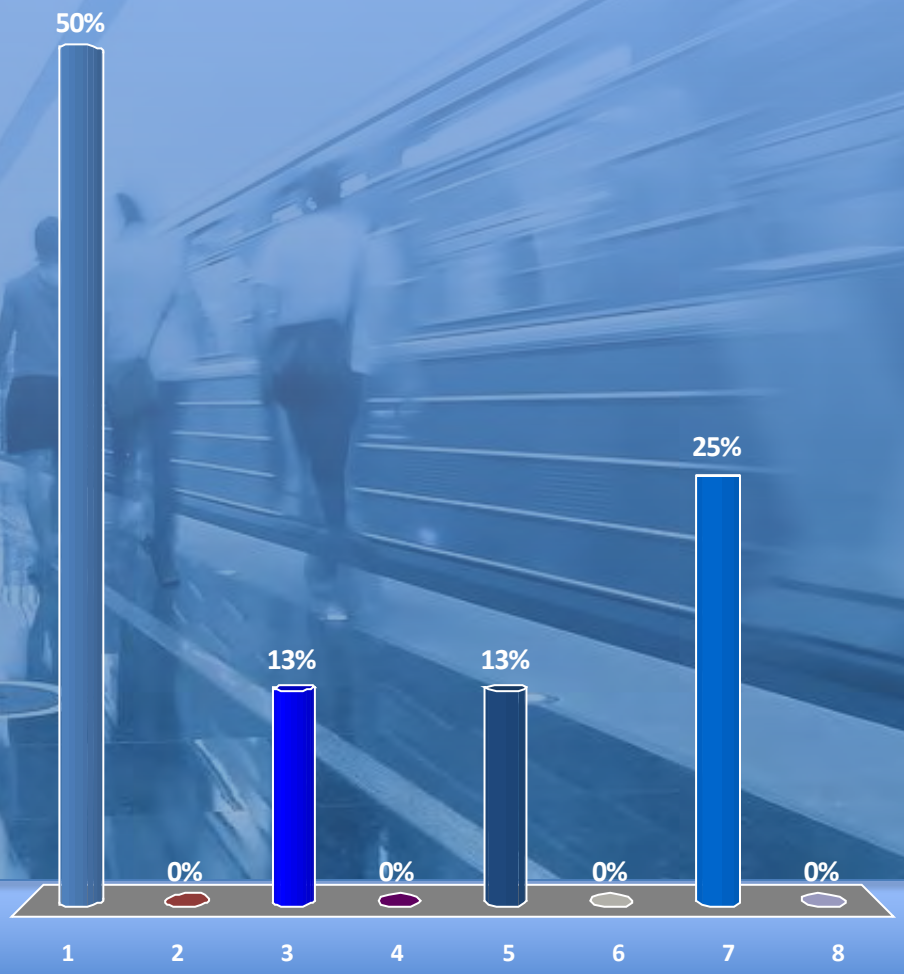
Do you have a disability that either prevents you from getting to or from a bus route, accessing a bus, or understanding how to use the bus system?

1. Yes
2. No
3. Prefer not to answer



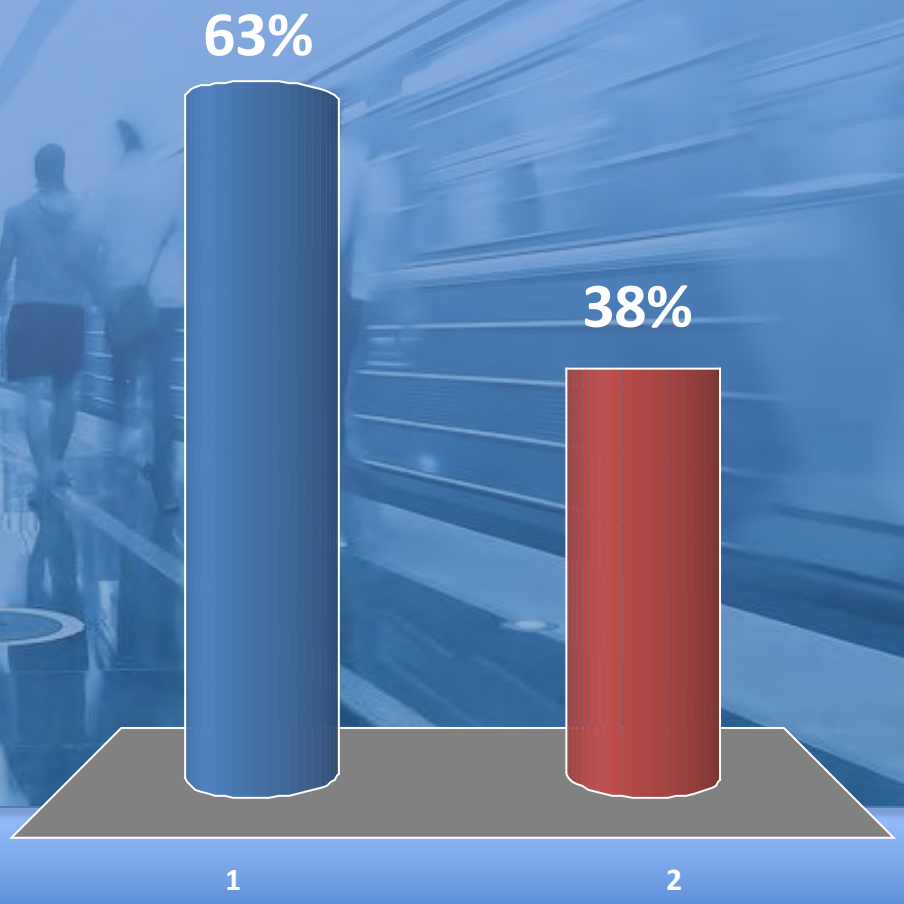
How did you get to this workshop today?

1. Drove a car
2. Rode in a car with family/friends
3. Rode on a motorcycle
4. Took Uber/Lyft
5. Took the bus
6. Rode a bike
7. Walked
8. Other



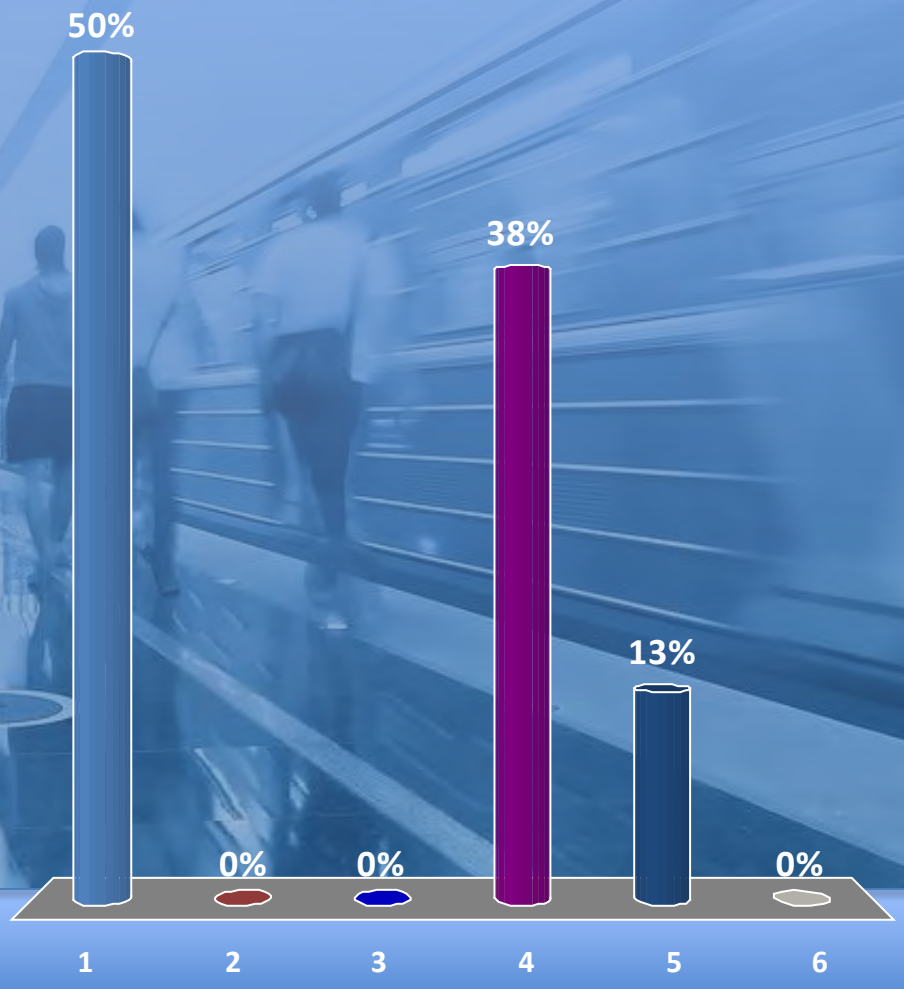
Do you own or have regular access to a vehicle?

1. Yes
2. No



If a motor vehicle is not available, what type of transportation do you use?

1. Bus
2. Bicycle
3. Walk
4. Ask for a ride from friend, neighbor or family member
5. Uber/Lyft
6. Other

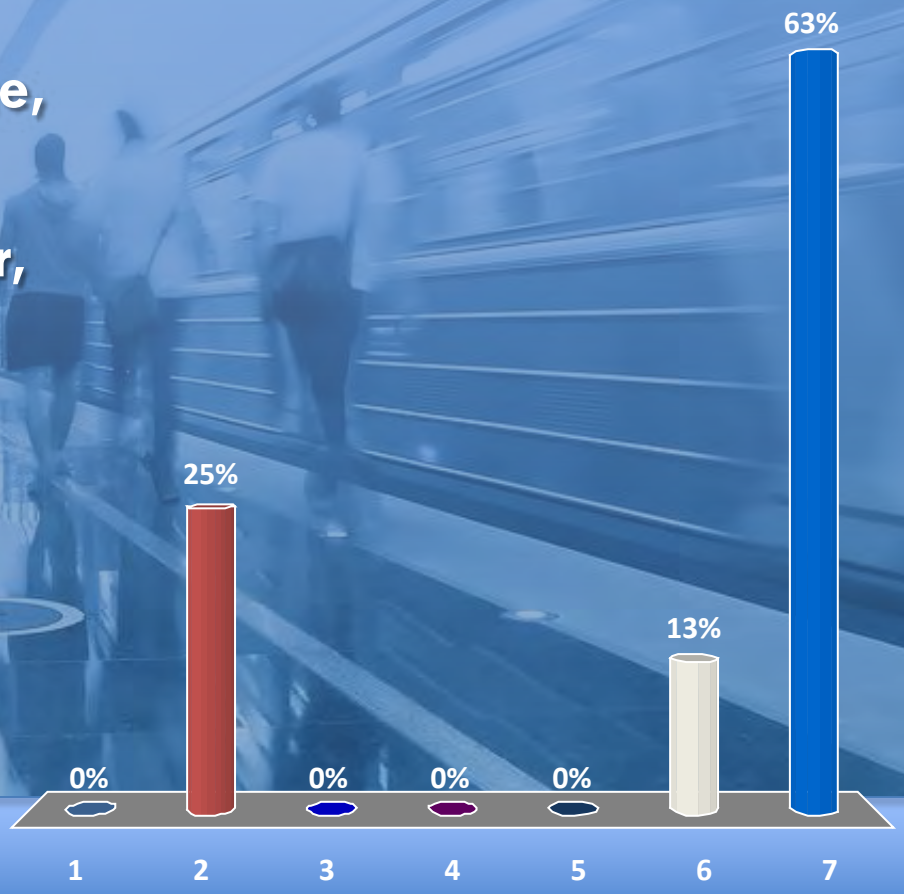


How often do you ride FAX?

1. Four or more days a week
2. Two to three days a week
3. About once every week or two
4. About once a month
5. Rarely/Never

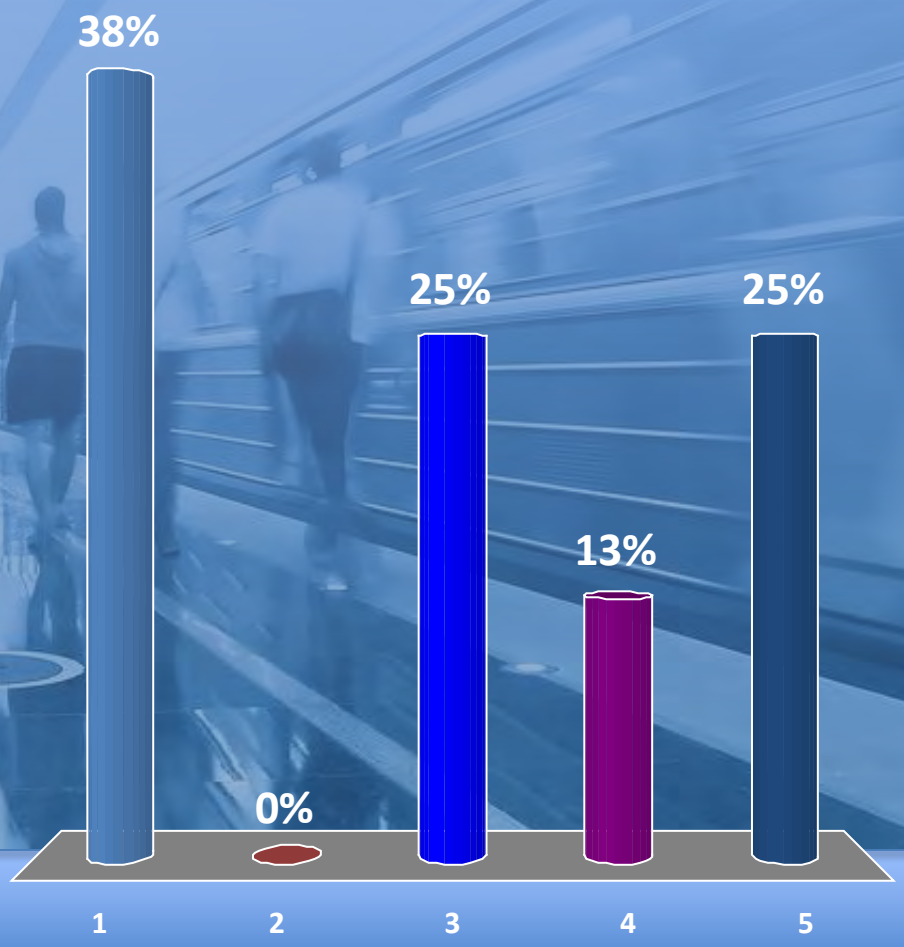
What do you currently ride FAX for (most important trip only)?

1. Trips to and from work
2. Shopping trips
3. Education trips (school, college, job-related classes)
4. Personal business trips (doctor, haircut, etc.)
5. Social and recreational trips (visiting friends/family, entertainment)
6. I use FAX for all my trips
7. Do not ride FAX



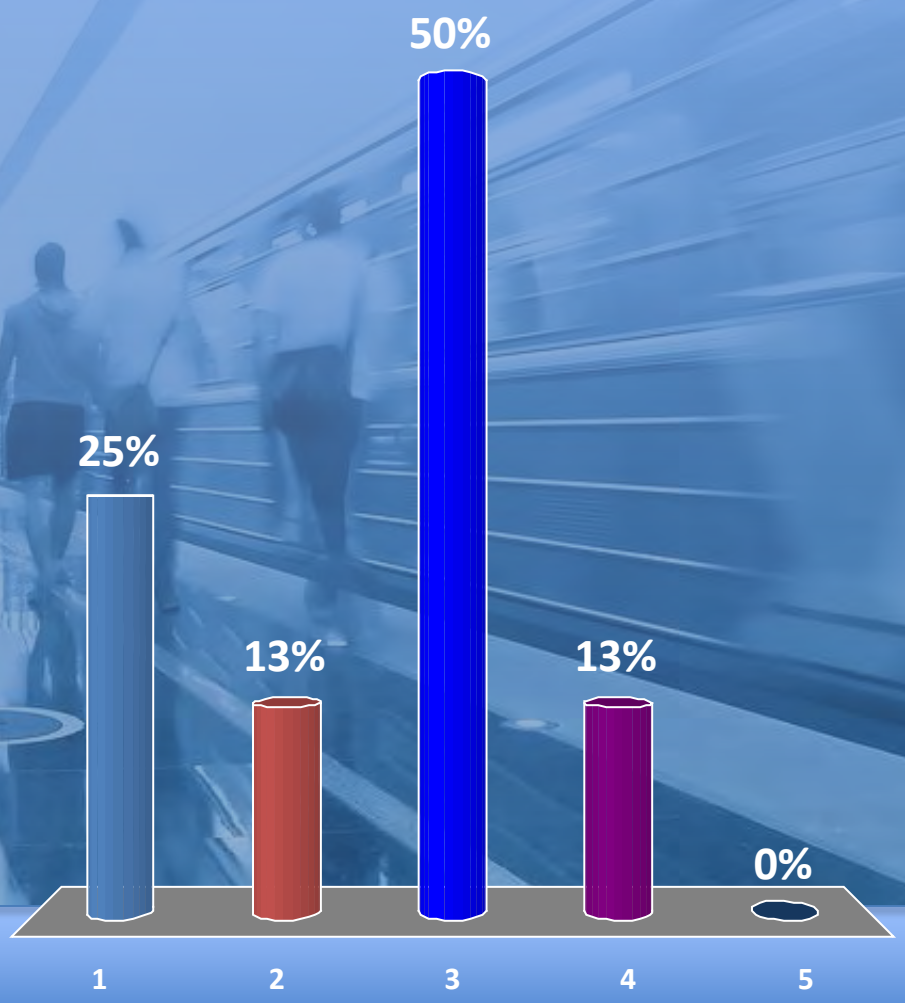
Is the *Draft FAX Plan* better for me?

1. Definitely
2. Probably
3. Maybe/Not Sure
4. Probably Not
5. Definitely Not



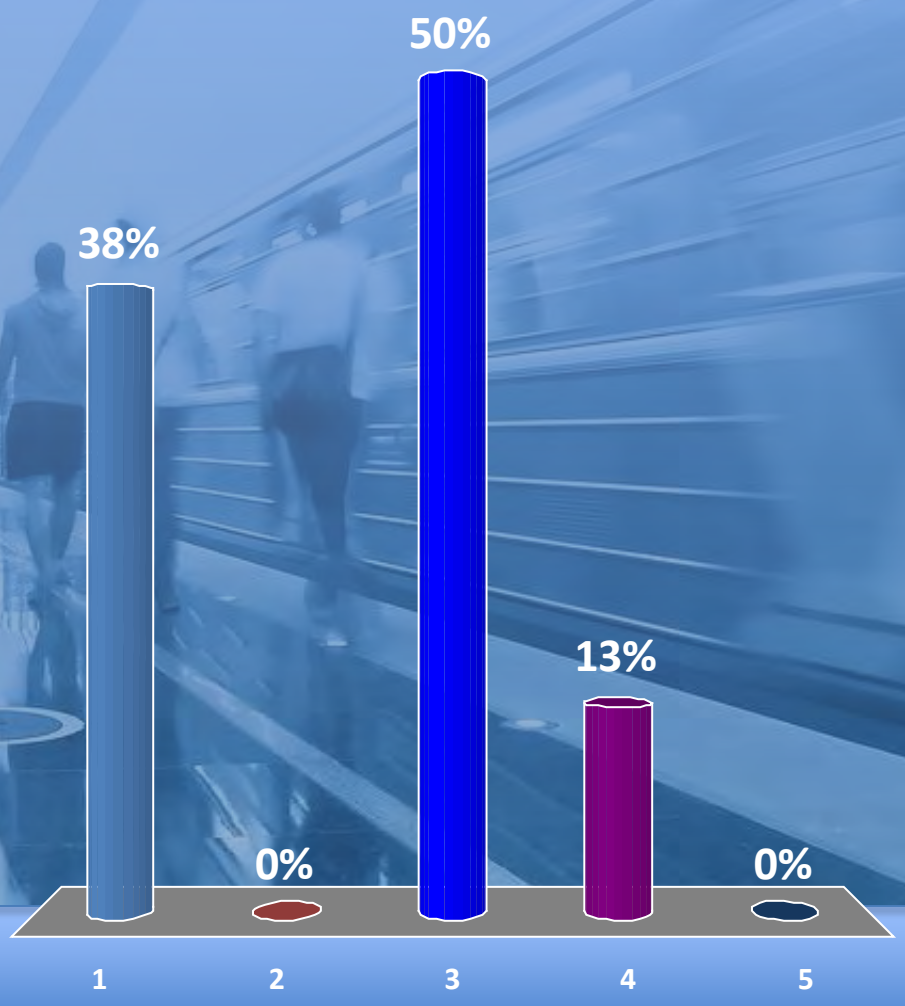
Is the *Draft FAX Plan* better for my friends and family?

1. Definitely
2. Probably
3. Maybe/Not Sure
4. Probably Not
5. Definitely Not



Is the *Draft FAX Plan* better for my neighborhood?

1. Definitely
2. Probably
3. Maybe/Not Sure
4. Probably Not
5. Definitely Not



Is the *Draft FAX Plan* better for Fresno?

1. Definitely
2. Probably
3. Maybe/Not Sure
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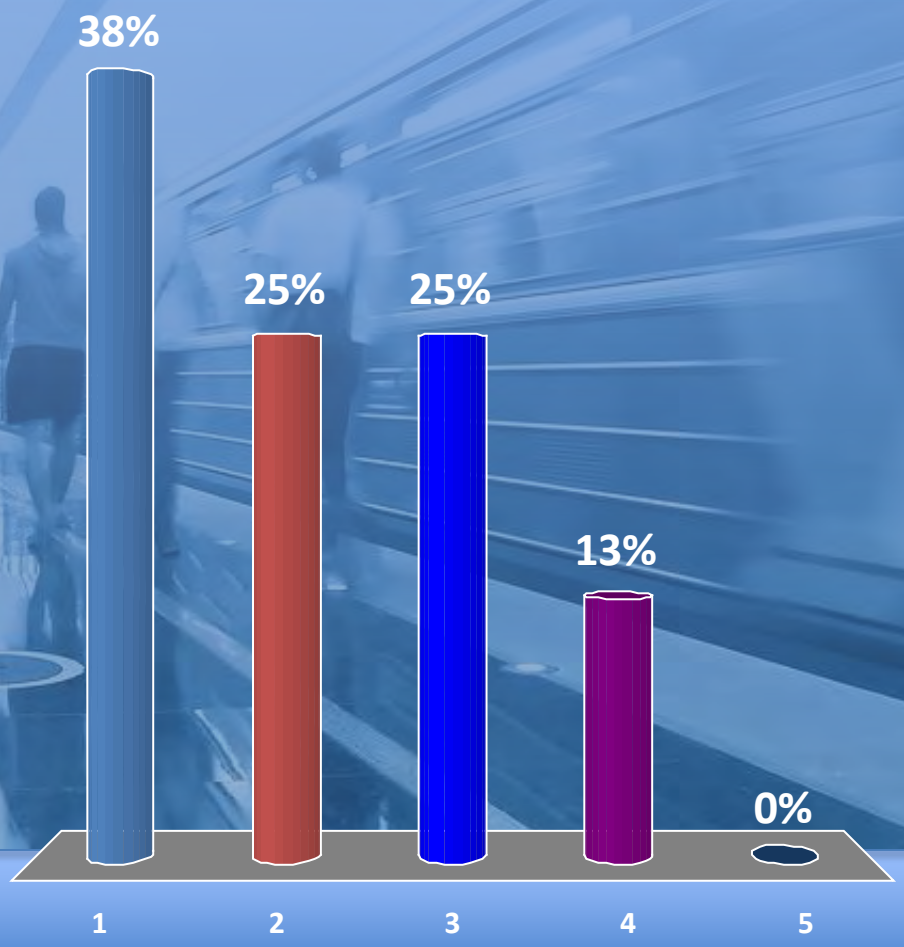
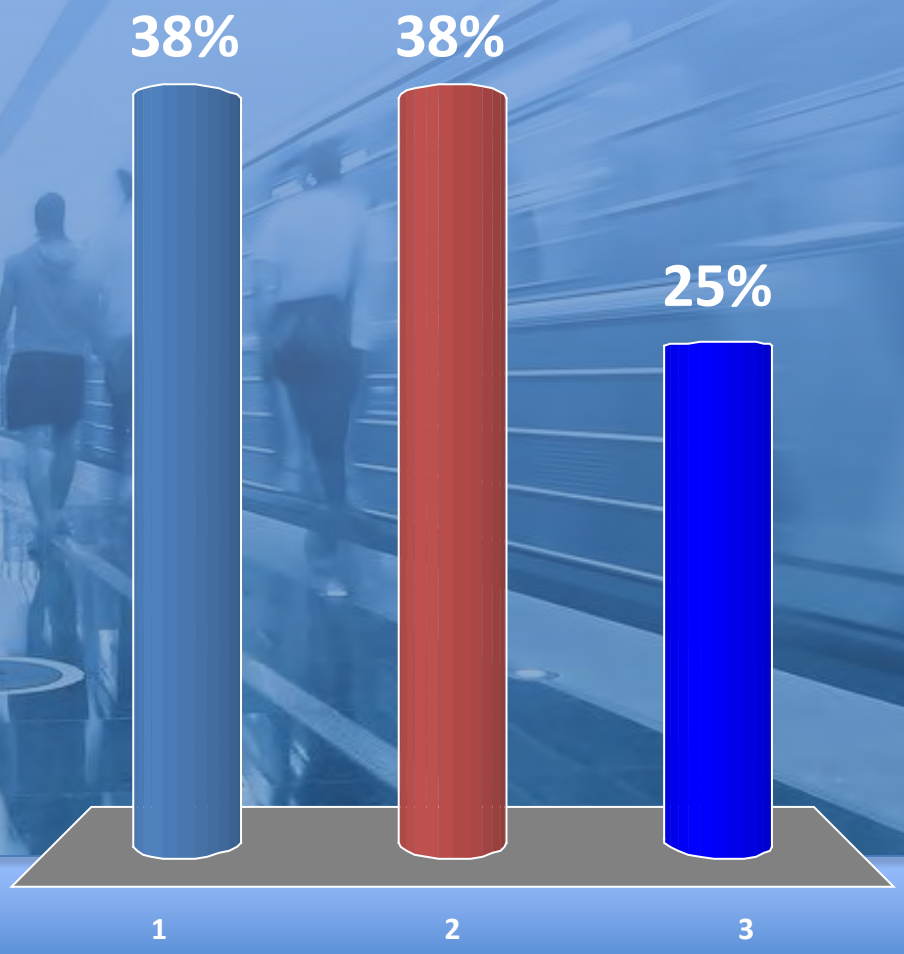


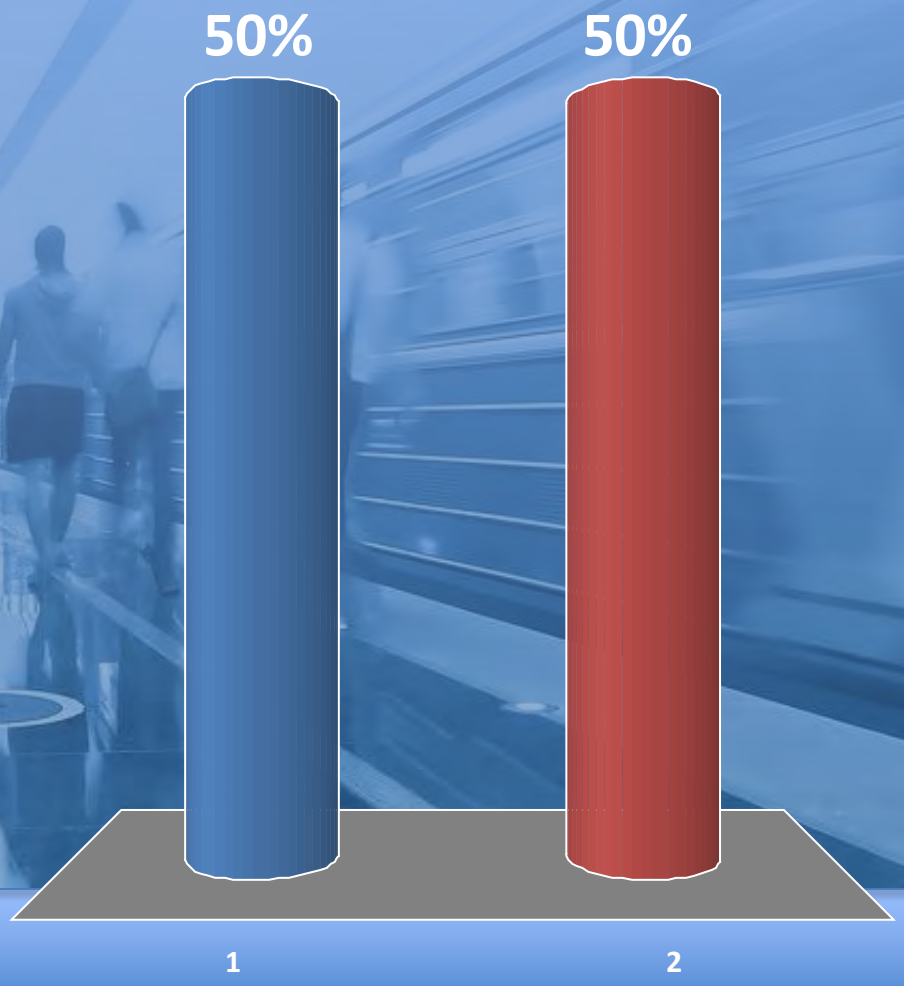
Do you think the *Draft FAX Plan* will lead you to ride transit for more trips to and from work?

1. Yes
2. No
3. I am not employed



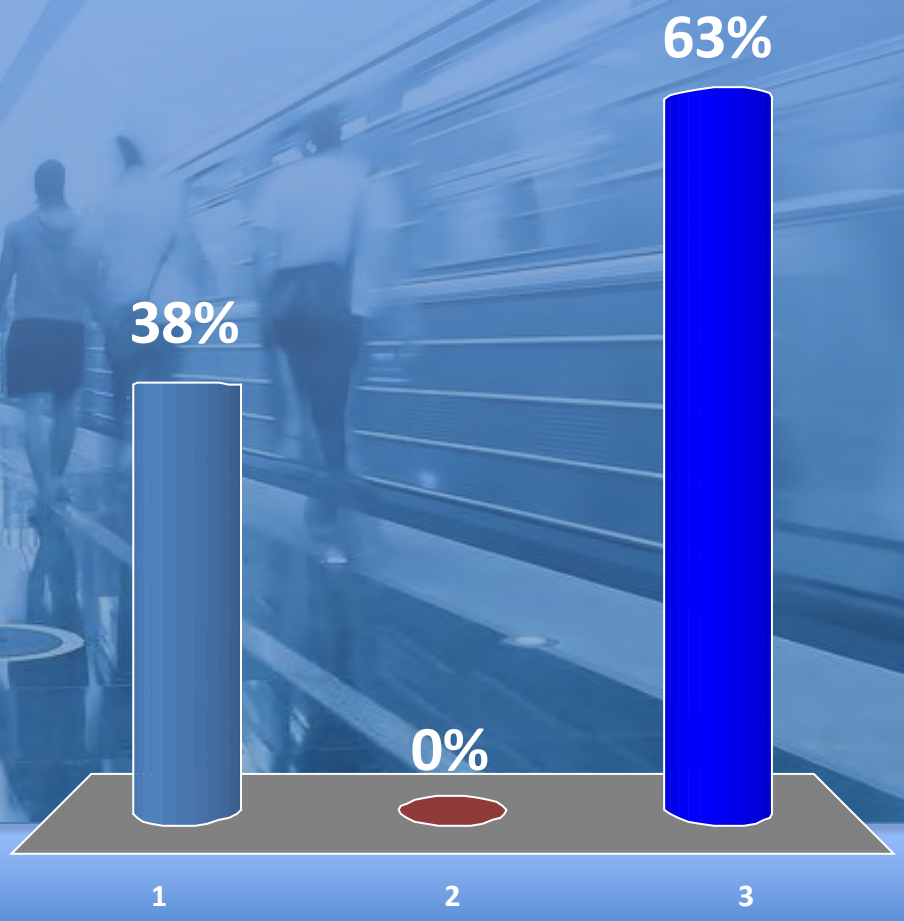
Do you think the *Draft FAX Plan* will lead you to ride transit for more shopping trips?

1. Yes
2. No



Do you think the *Draft FAX Plan* will lead you to ride transit for more education trips (school, college, job-related classes)?

1. Yes
2. No
3. I am not a student



Do you think the *Draft FAX Plan* will lead you to ride transit for more personal trips (doctor, haircut, etc.)?

1. Yes
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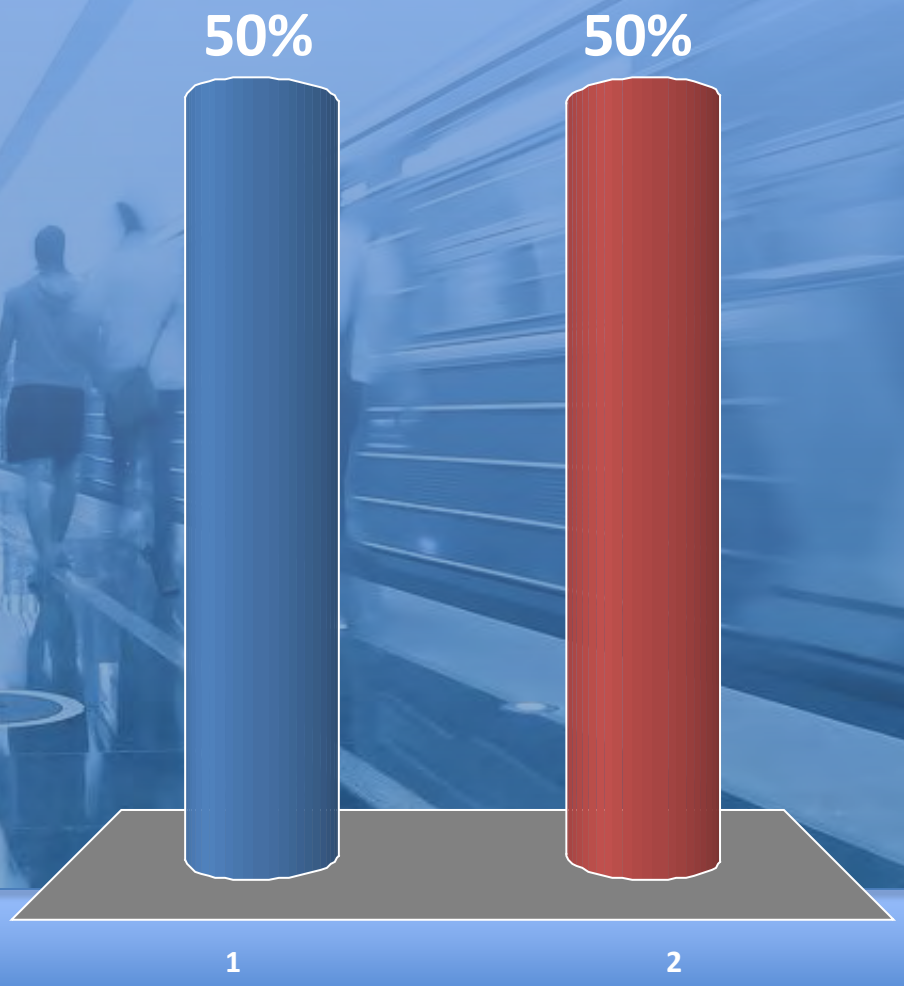

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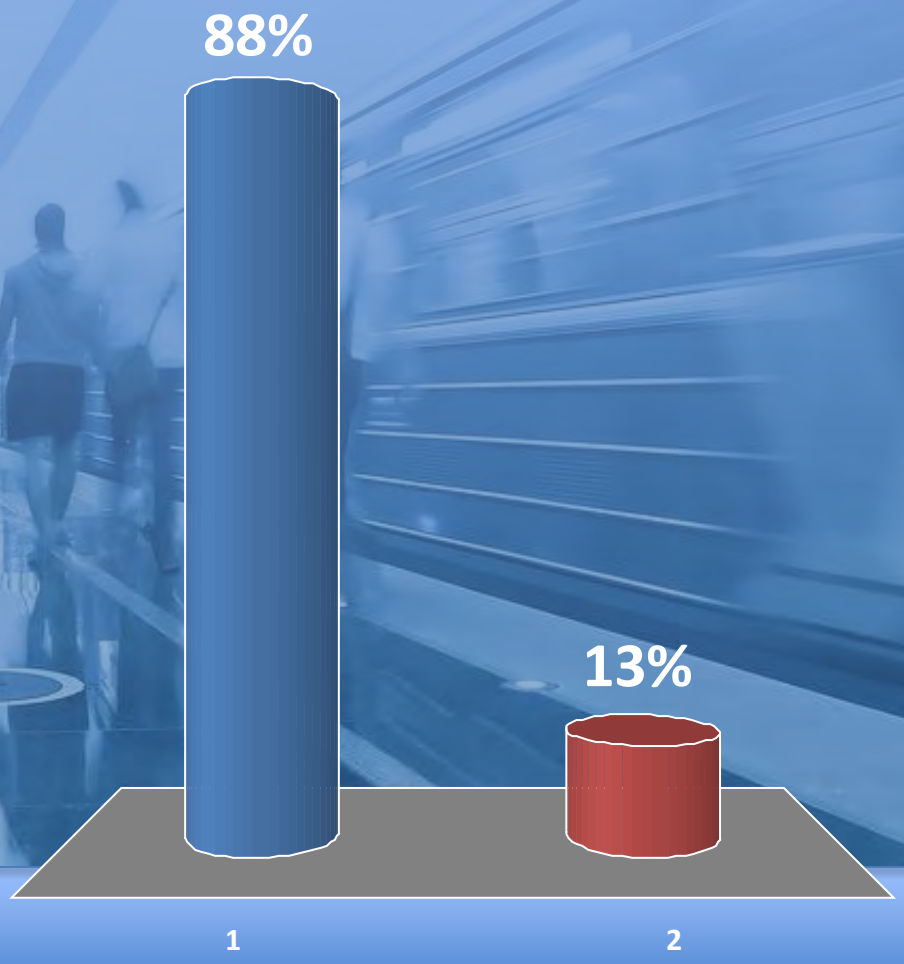
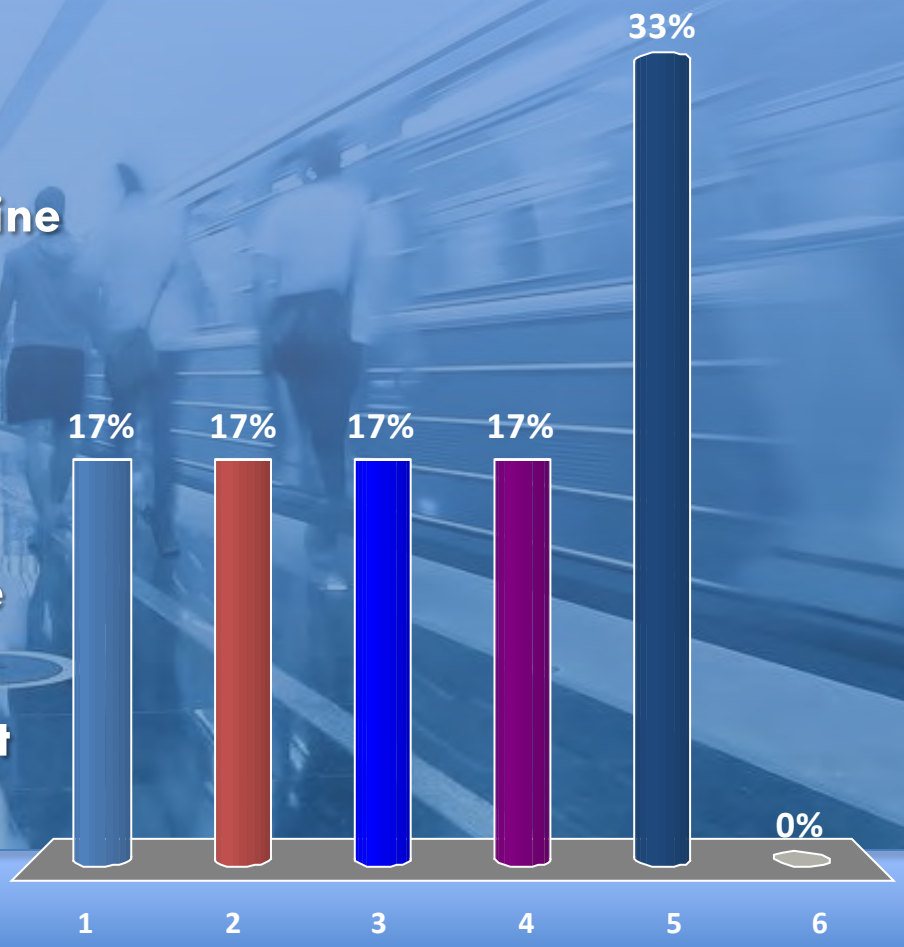


The *Draft FAX Plan* will provide better service in most areas, but some low-density areas will see less service. *If* FAX were to obtain more funding, what is the best option for these areas?

1. No additional service is needed in these areas.
2. Coordinated Uber/Lyft or Taxi services to reach the nearest FAX line with a 40% discount
3. Uber/Lyft or Taxi services to any destination with a 20% discount
4. Bikeshare system in these areas
5. FAX should keep bus service at the same level
6. Other (please describe on comment card)



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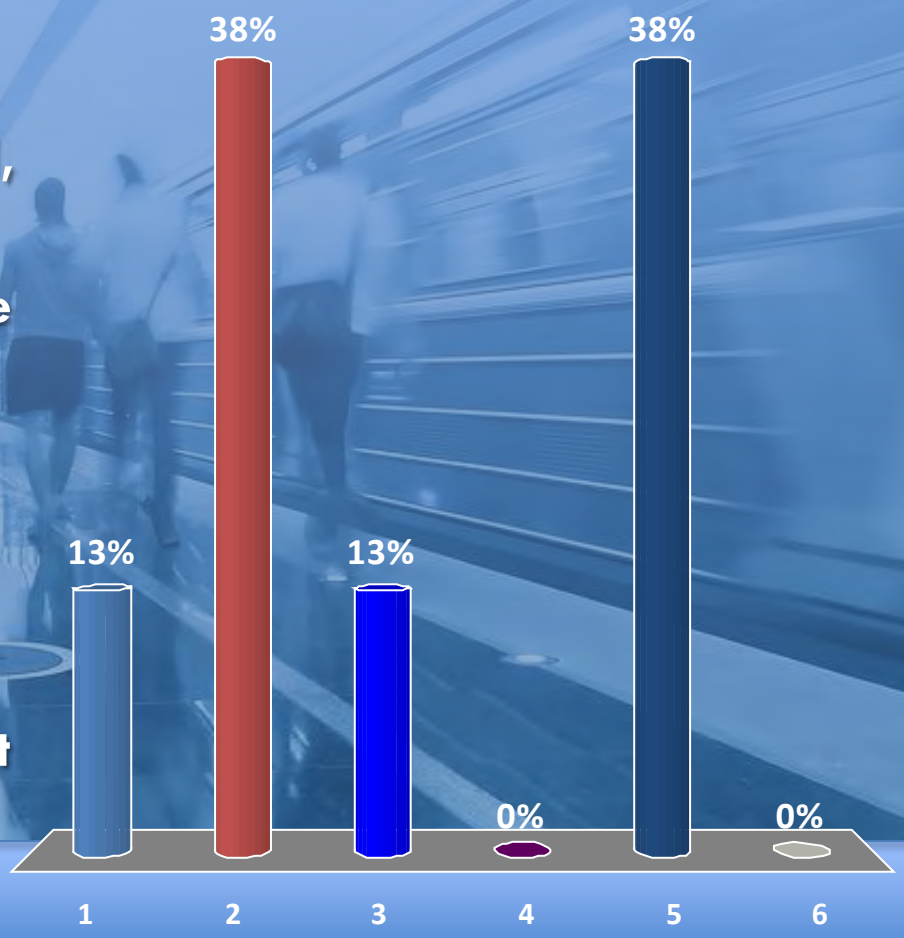

Meeting Evaluation

How effective has this meeting been so far to express your opinions?

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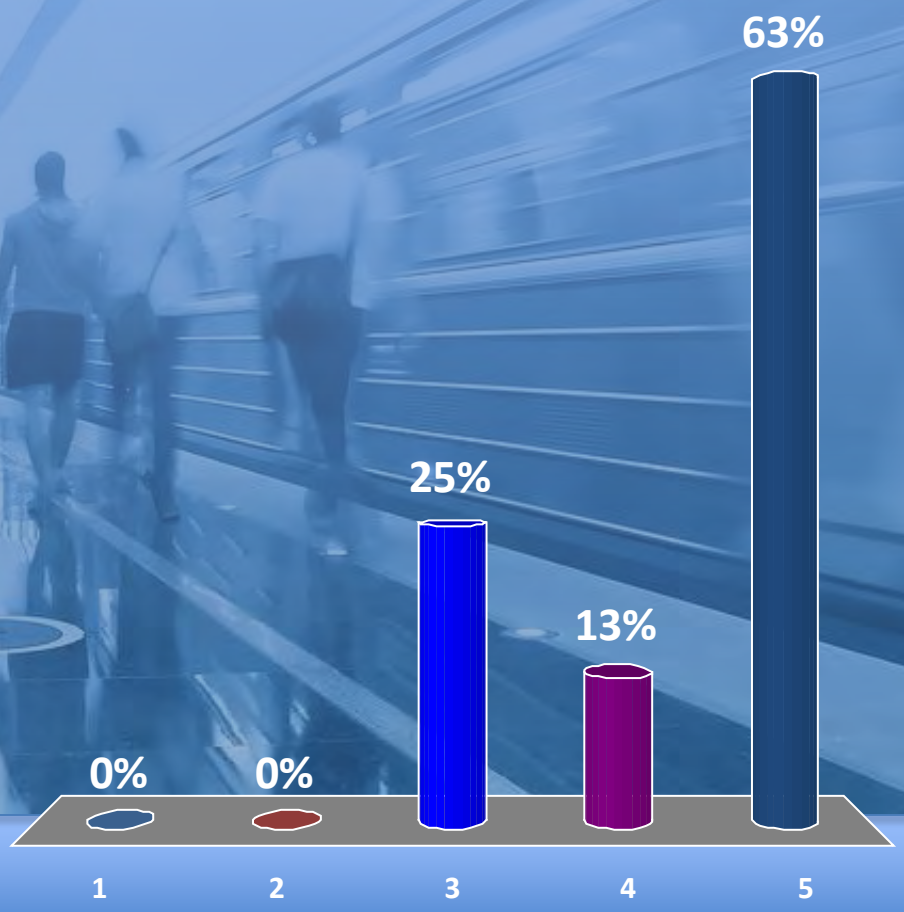

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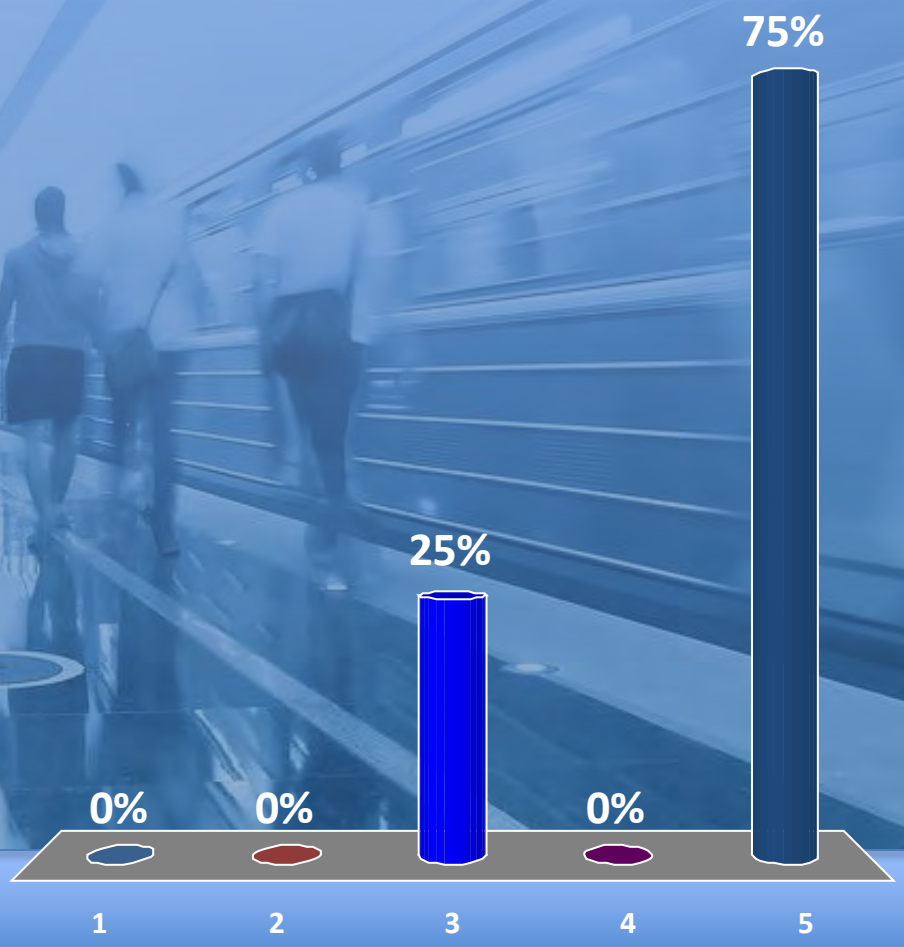

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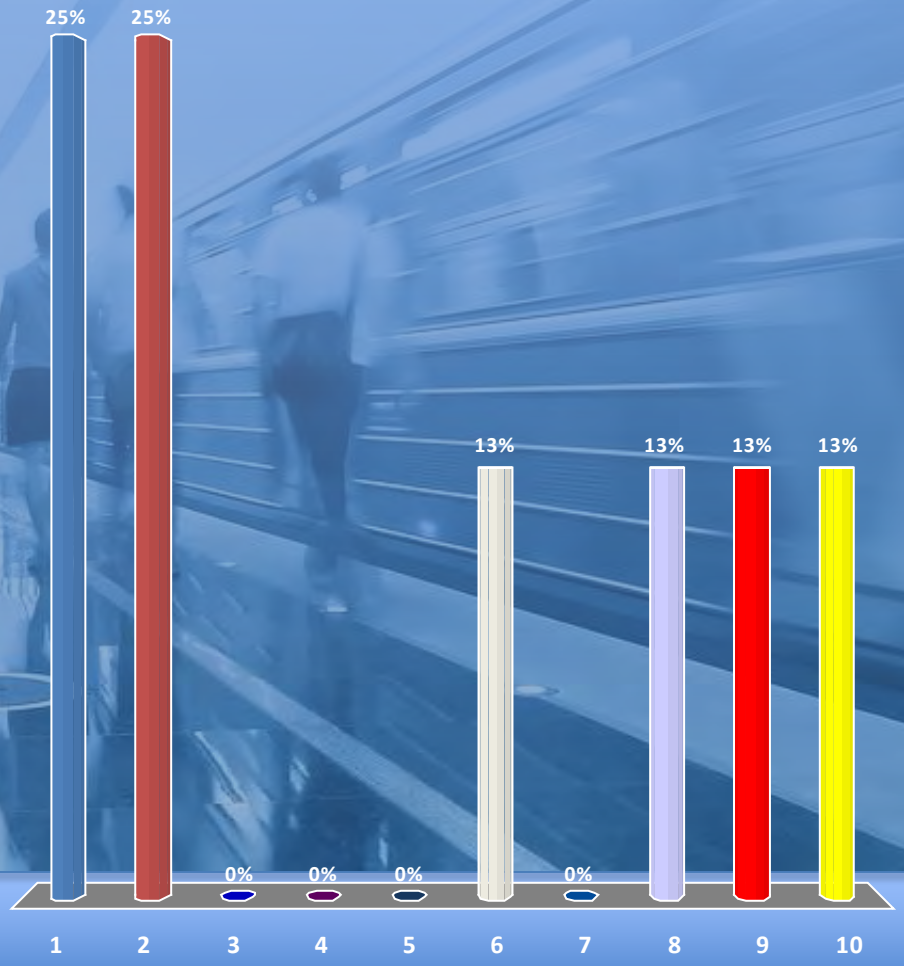

FAX Fixed-Route System Restructure Study

Woodward Library
Thursday, November 9, 2017
10:00am – 12:00pm

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City of FRESNO

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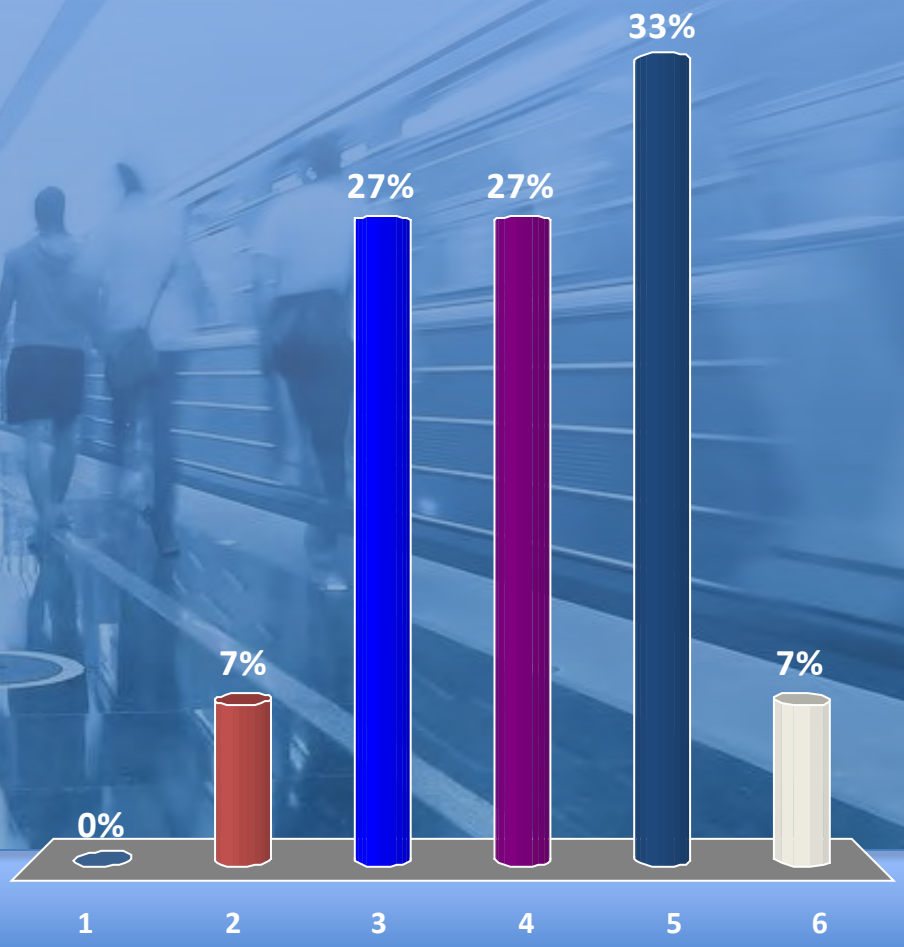

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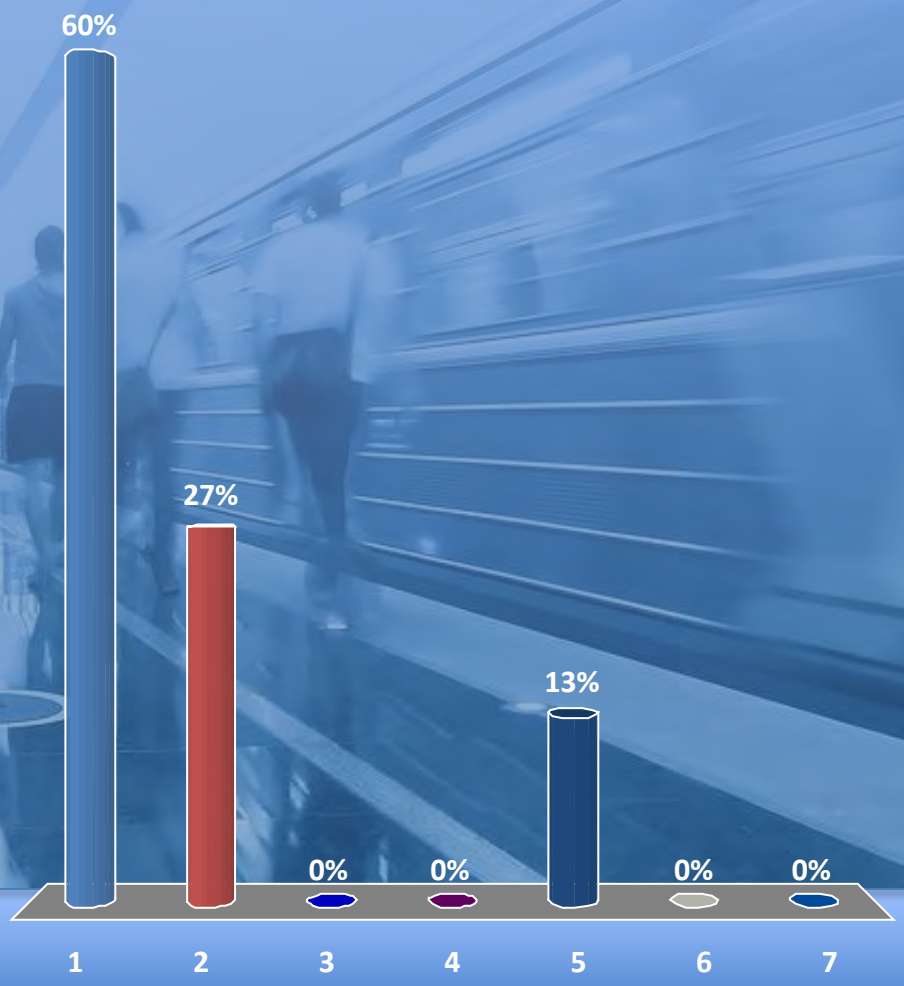

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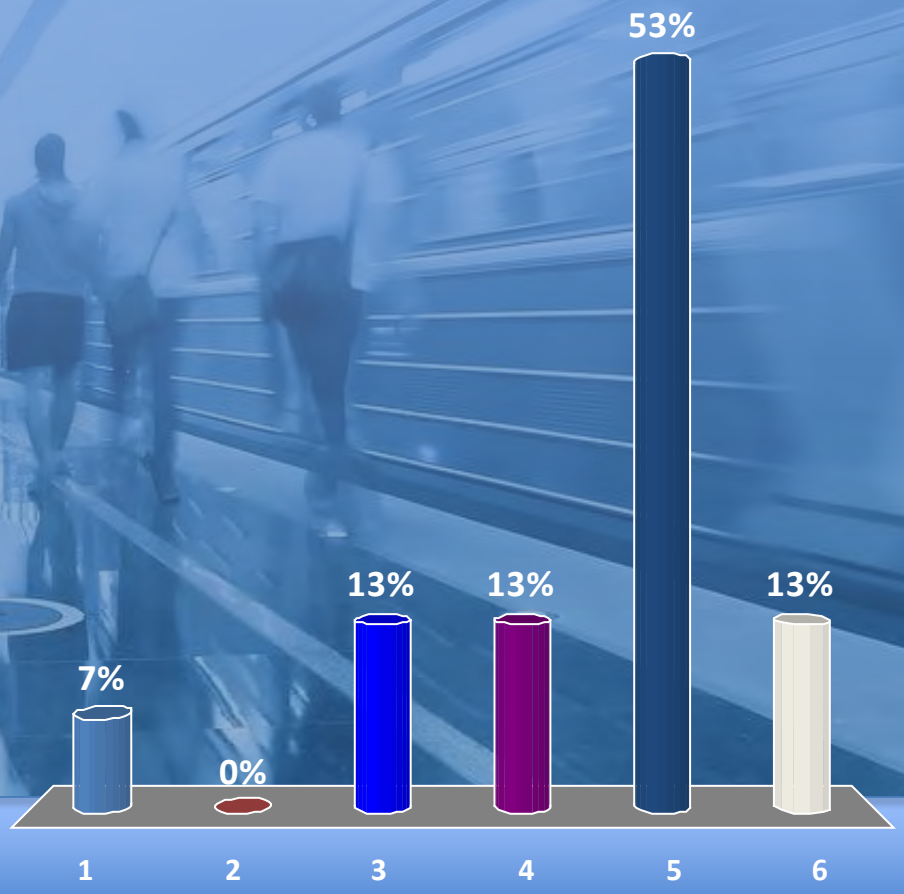

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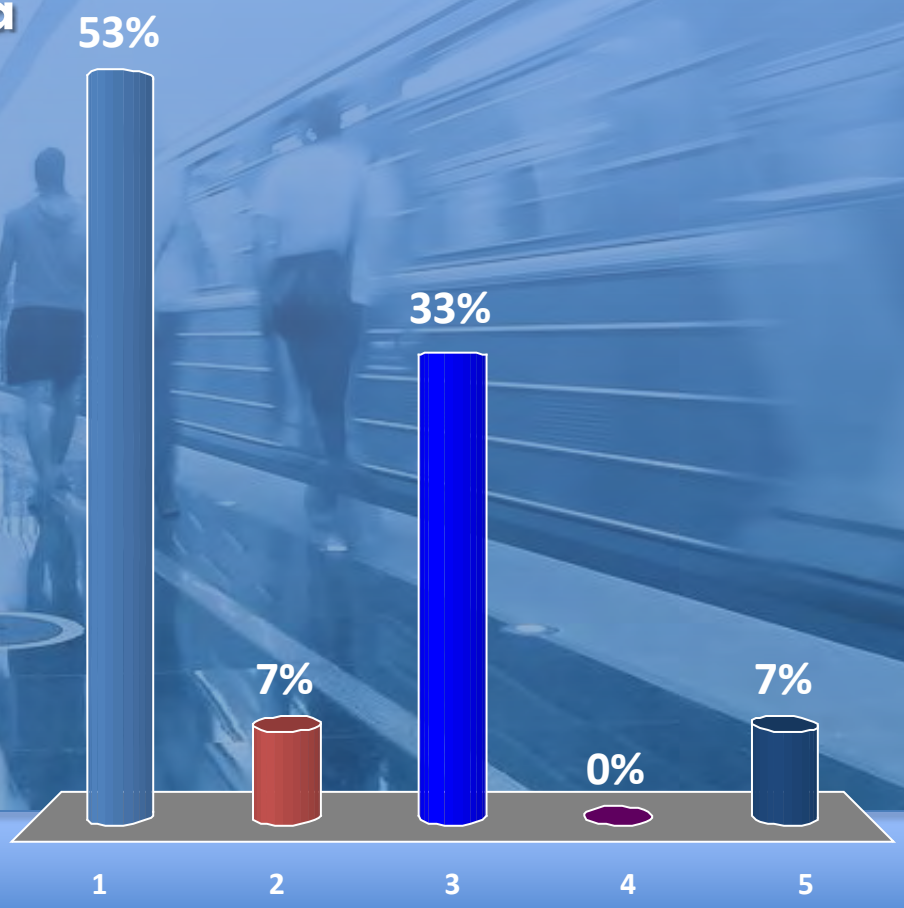

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2. Spanish
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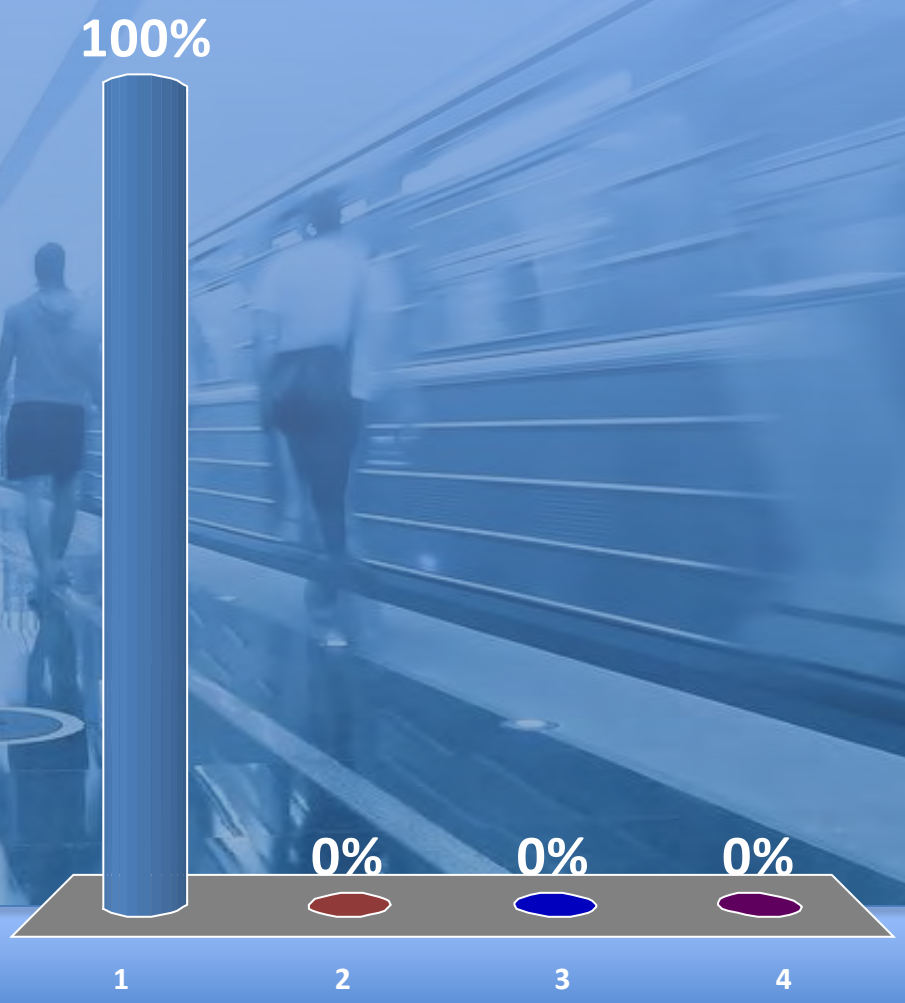
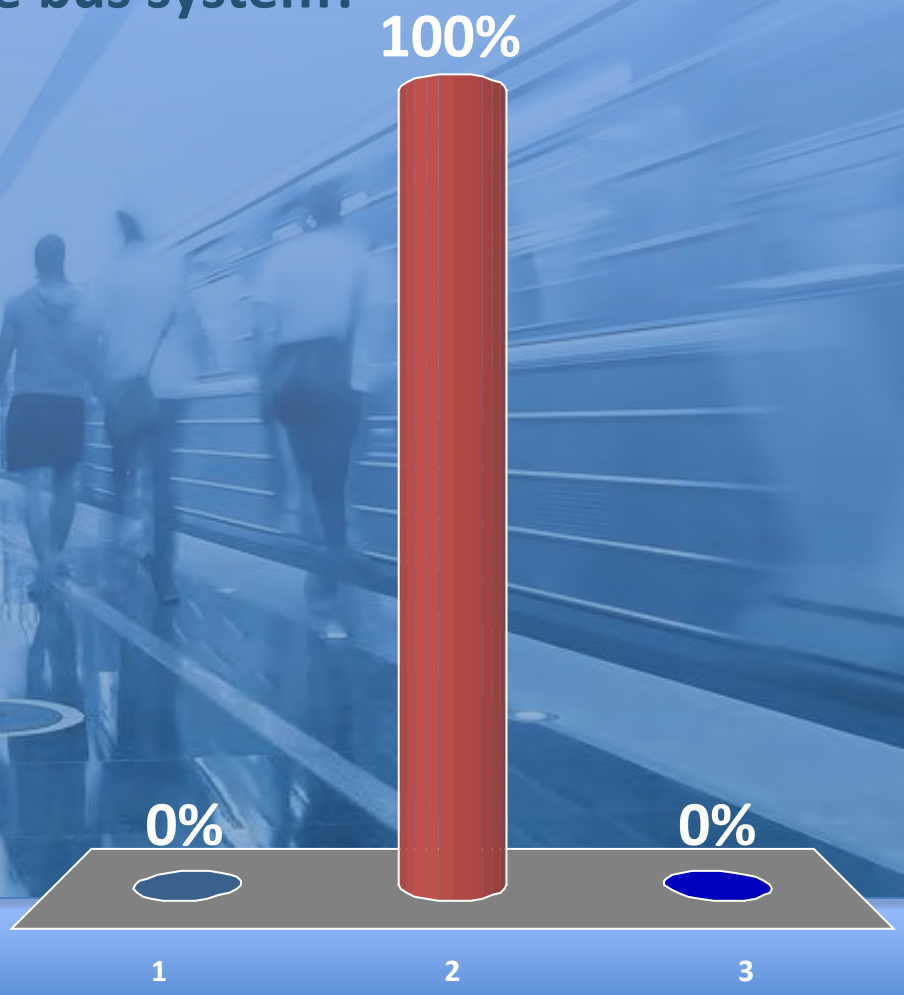
4. Other



Do you have a disability that either prevents you from getting to or from a bus route, accessing a bus, or understanding how to use the bus system?

1. Yes
2. No
3. Prefer not to answer



How did you get to this workshop today?

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5. Took the bus
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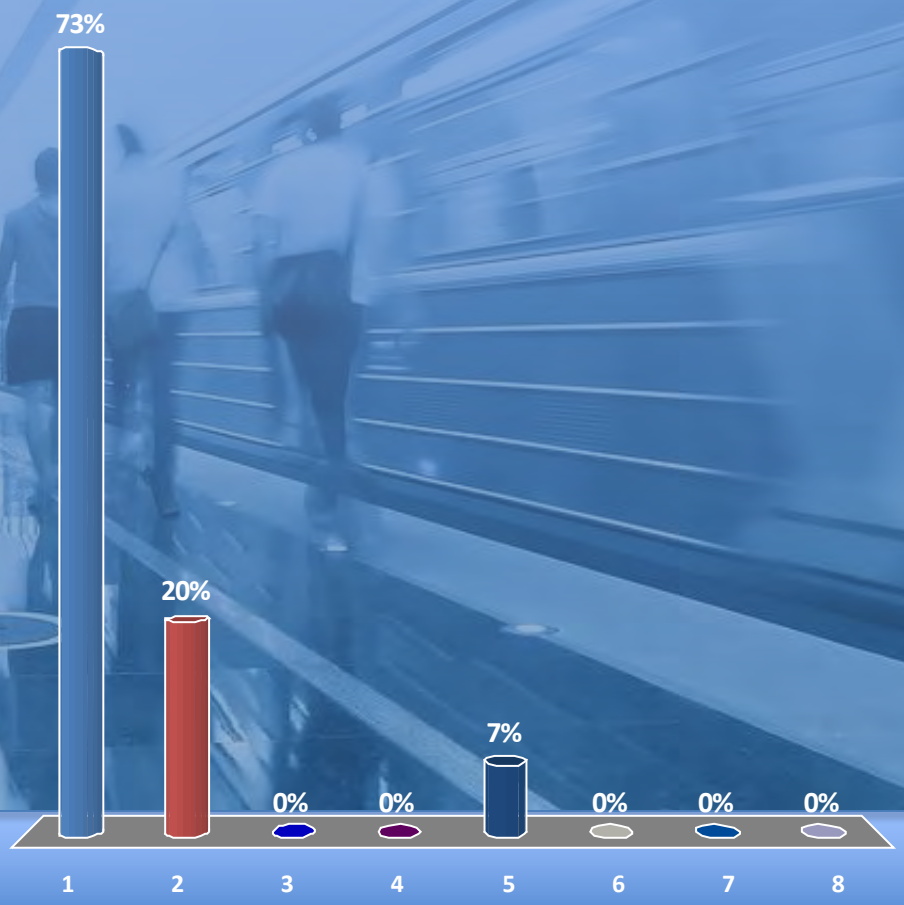

Do you own or have regular access to a vehicle?

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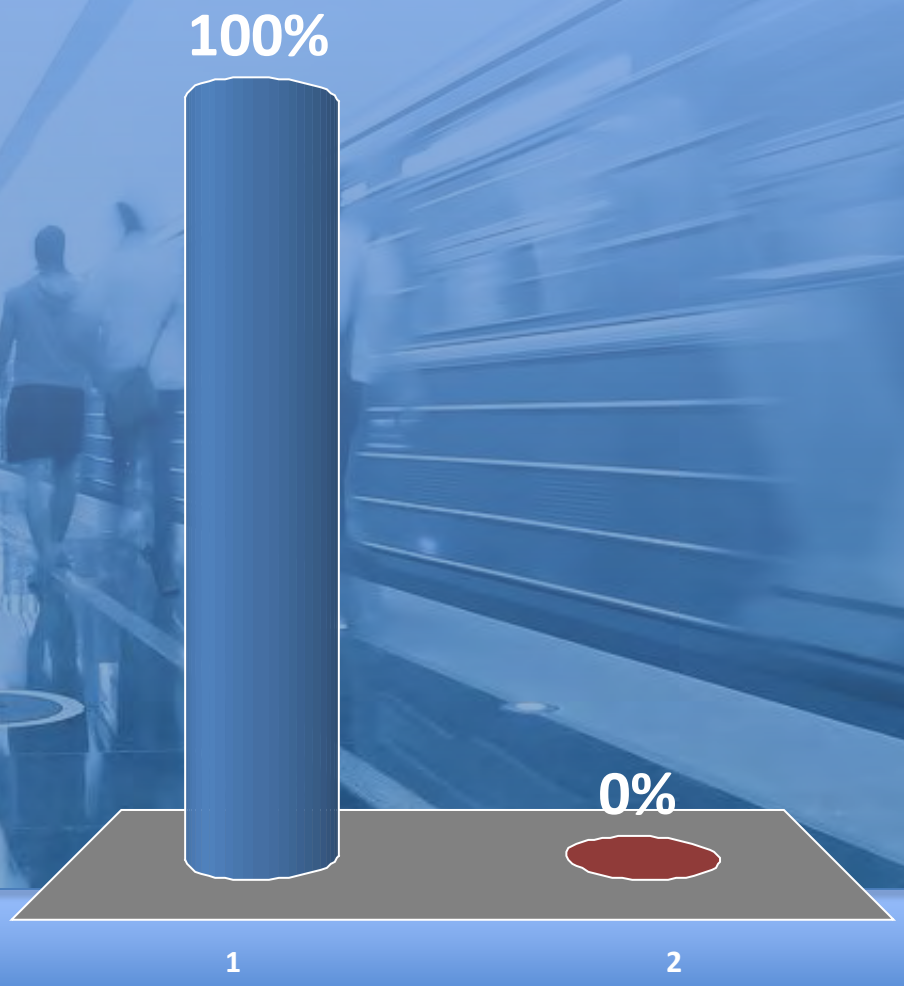

If a motor vehicle is not available, what type of transportation do you use?

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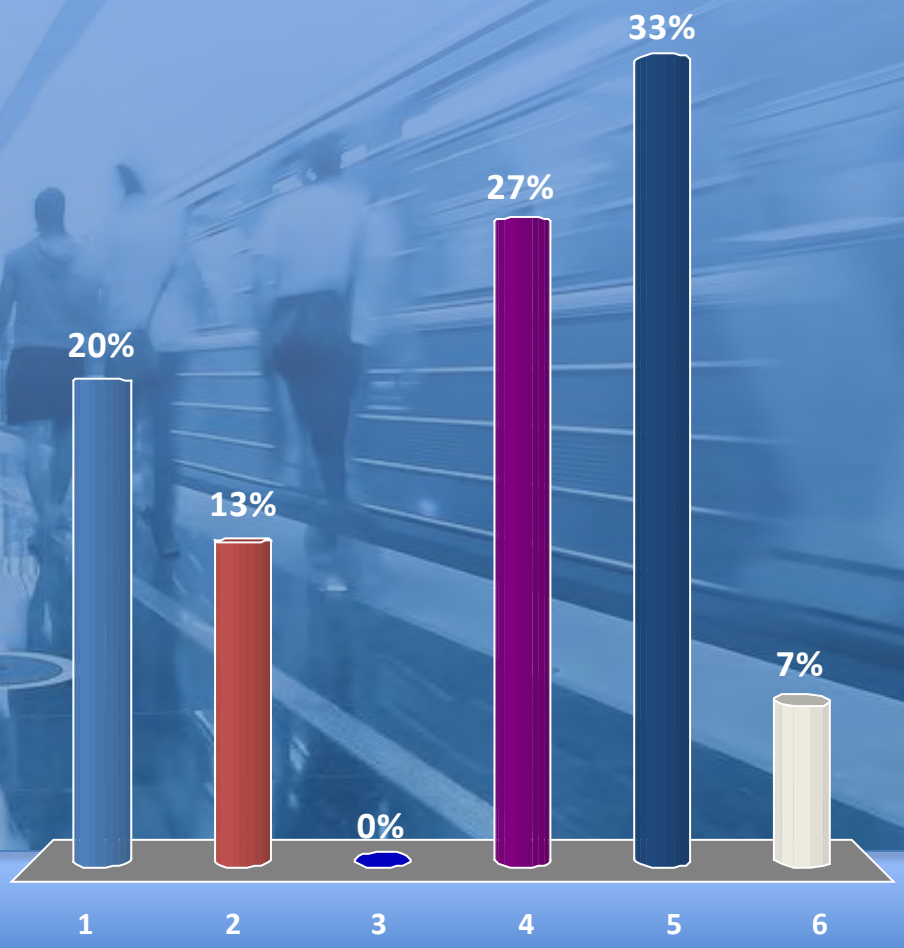
6. Other



How often do you ride FAX?

1. Four or more days a week
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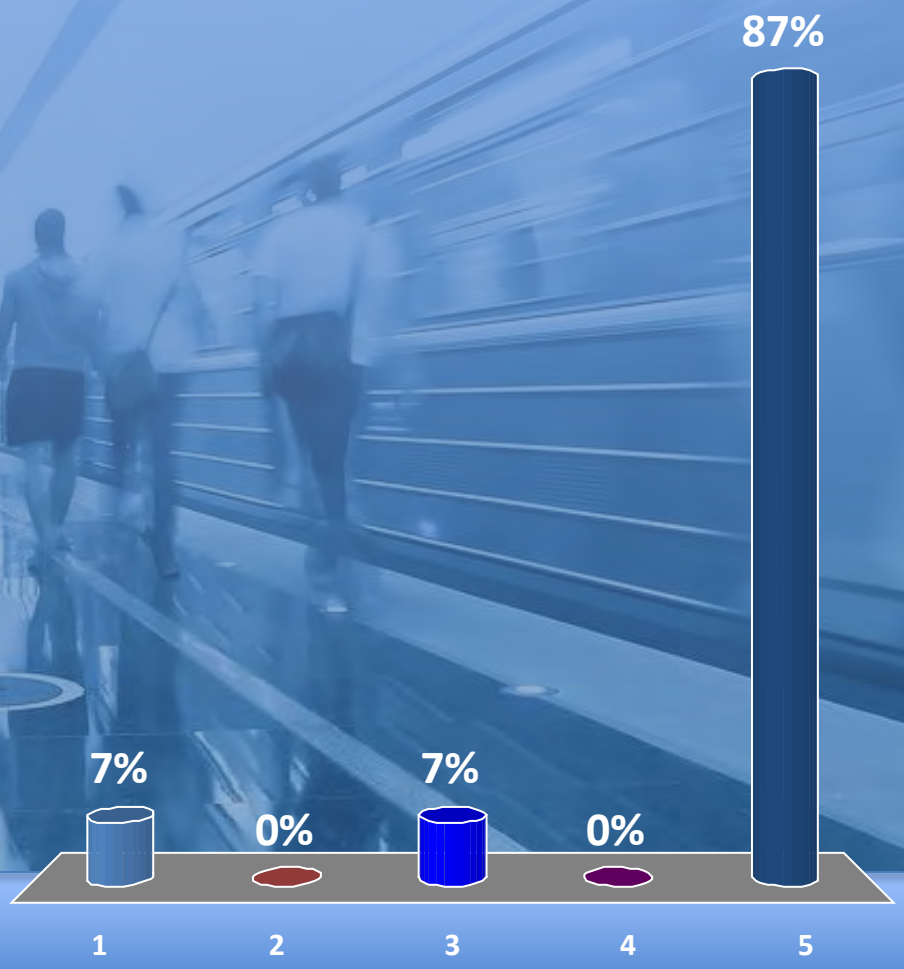
3. About once every week or two
4. About once a month
5. Rarely/Never

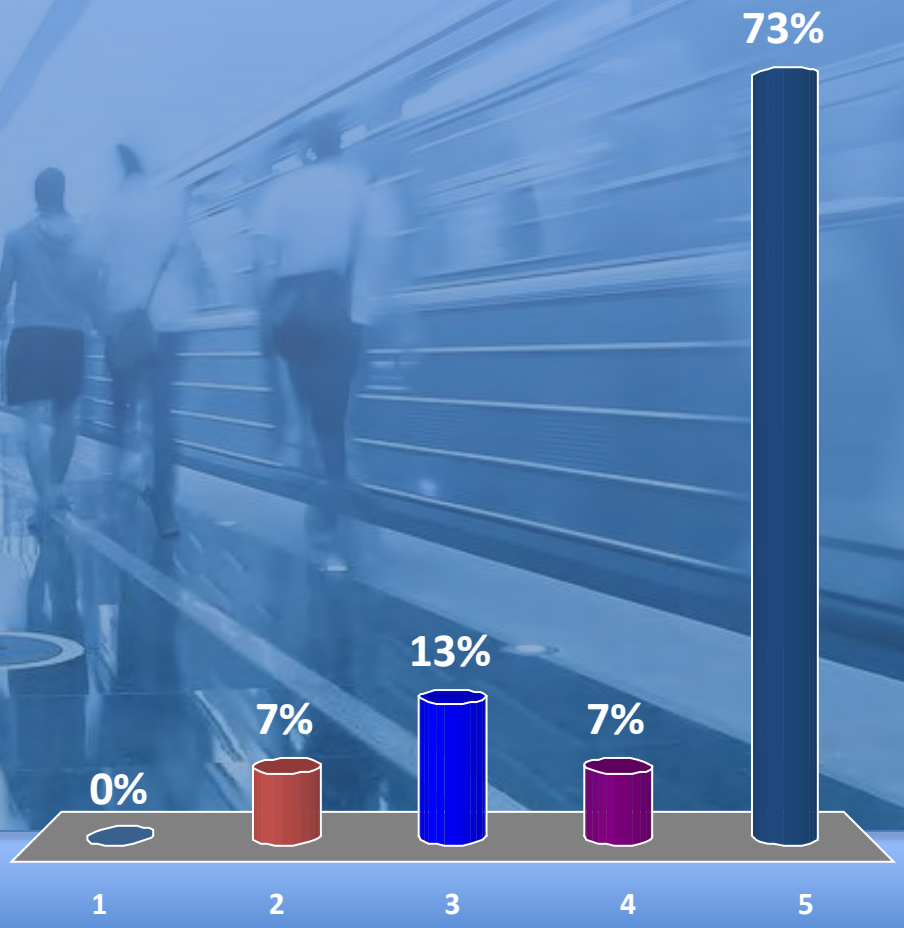


What do you currently ride FAX for (most important trip only)?

1. Trips to and from work
2. Shopping trips
3. Education trips (school, college, job-related classes)
4. Personal business trips (doctor, haircut, etc.)
5. Social and recreational trips (visiting friends/family, entertainment)
6. I use FAX for all my trips
7. Do not ride FAX

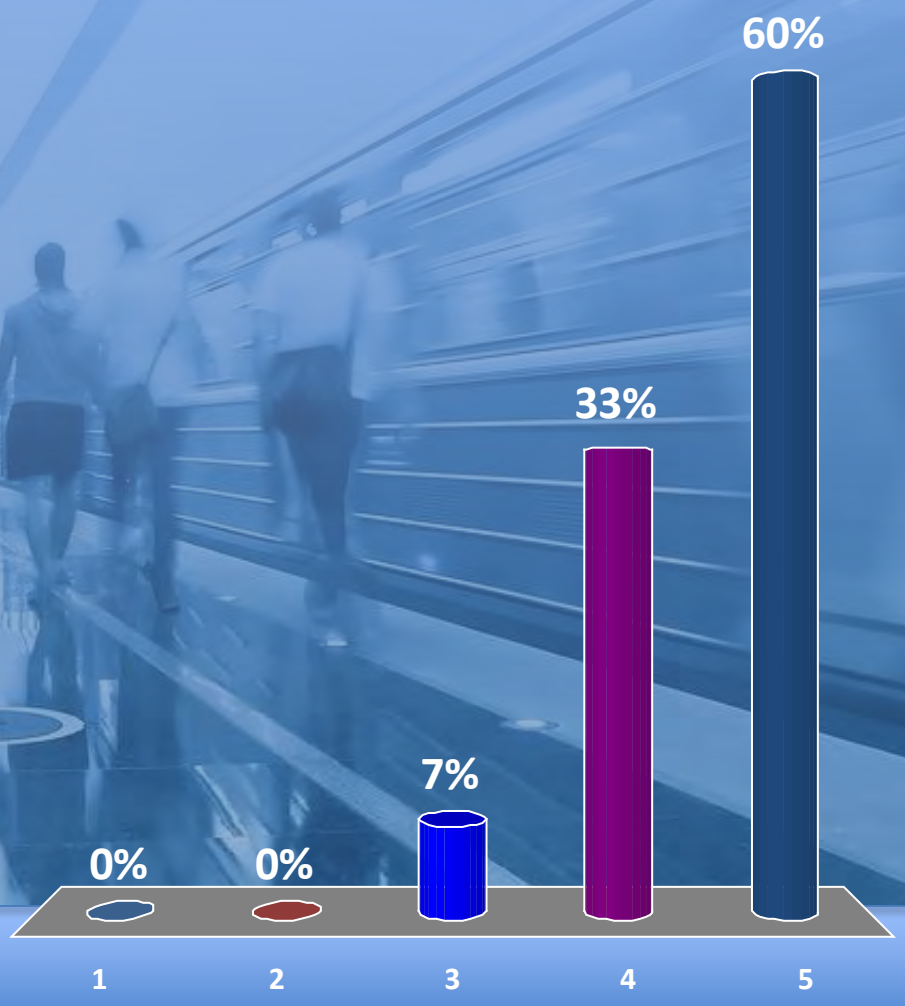
Is the *Draft FAX Plan* better for me?

1. Definitely
2. Probably
3. Maybe/Not Sure
4. Probably Not
5. Definitely Not



Is the *Draft FAX Plan* better for my friends and family?

1. Definitely
2. Probably
3. Maybe/Not Sure
4. Probably Not
5. Definitely Not



Is the *Draft FAX Plan* better for my neighborhood?

1. Definitely
2. Probably
3. Maybe/Not Sure
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Is the *Draft FAX Plan* better for Fresno?

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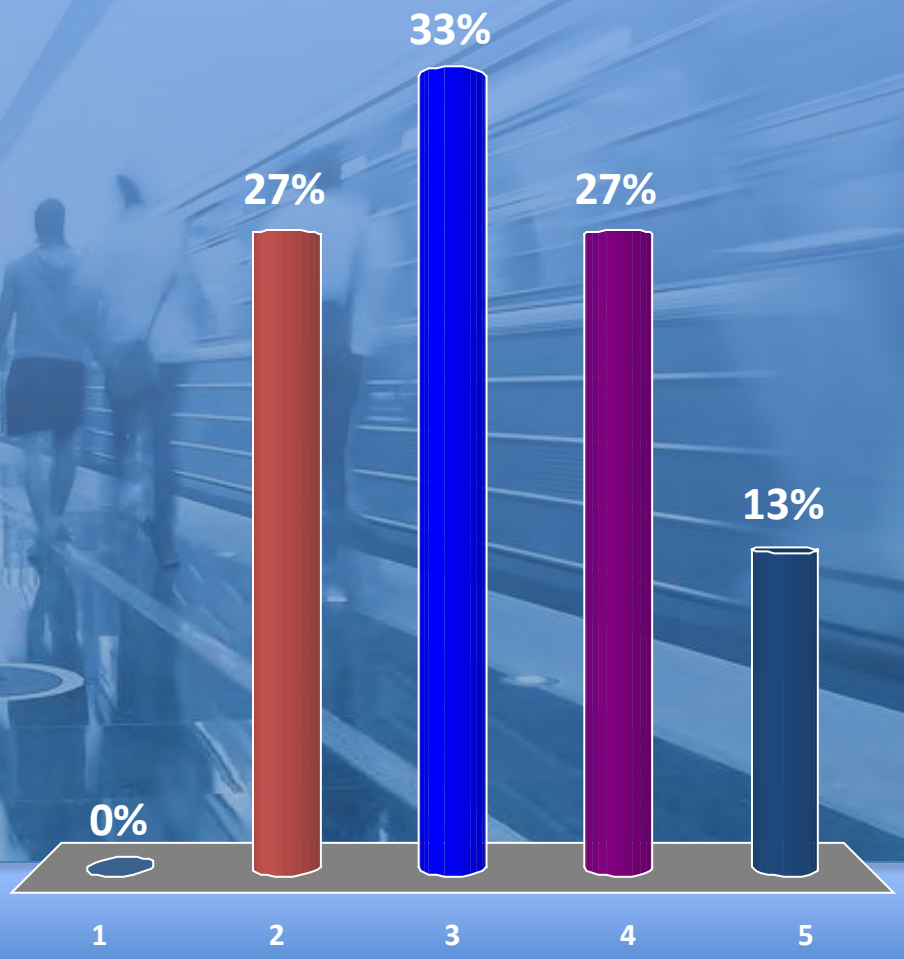
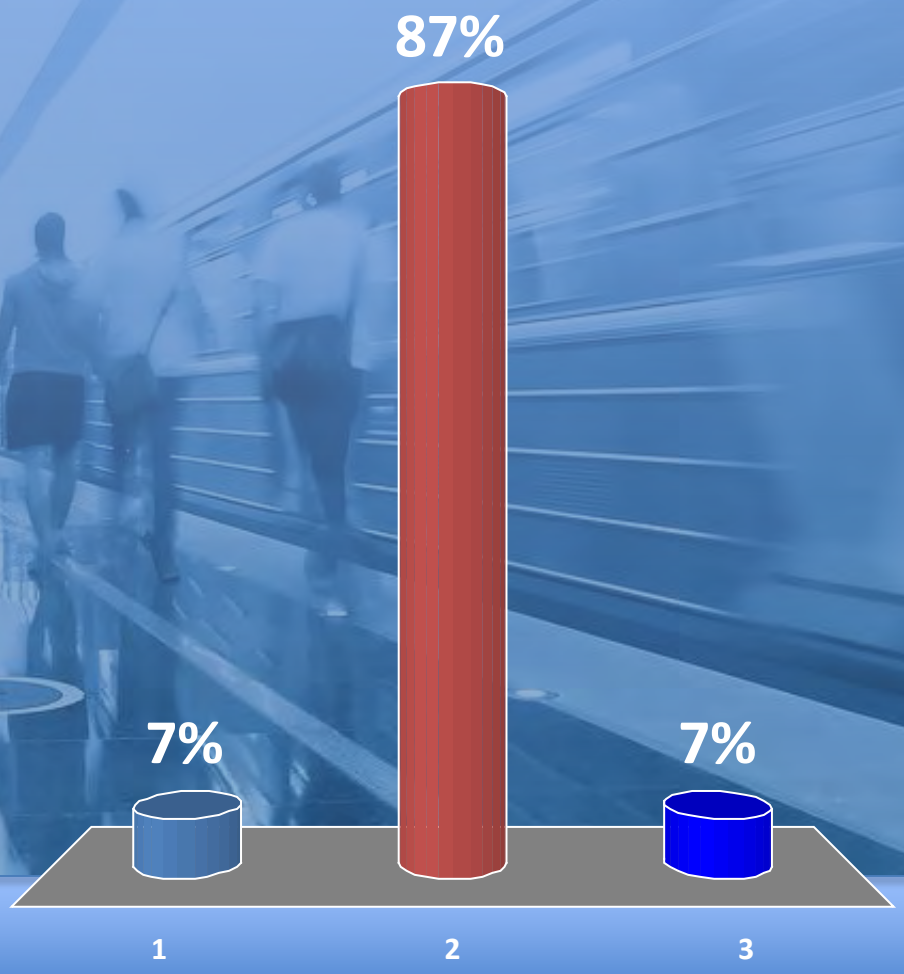


Do you think the *Draft FAX Plan* will lead you to ride transit for more trips to and from work?

1. Yes
2. No
3. I am not employed

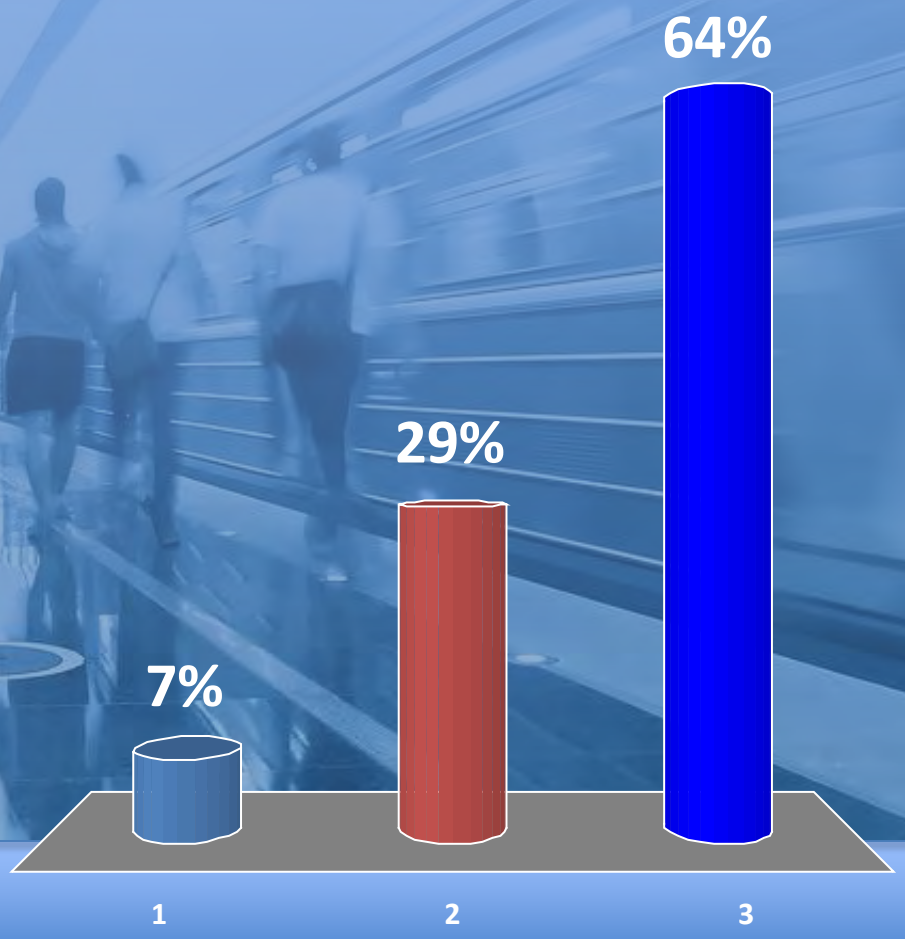


Do you think the *Draft FAX Plan* will lead you to ride transit for more shopping trips?

1. Yes
2. No

Do you think the *Draft FAX Plan* will lead you to ride transit for more education trips (school, college, job-related classes)?

1. Yes
2. No
3. I am not a student



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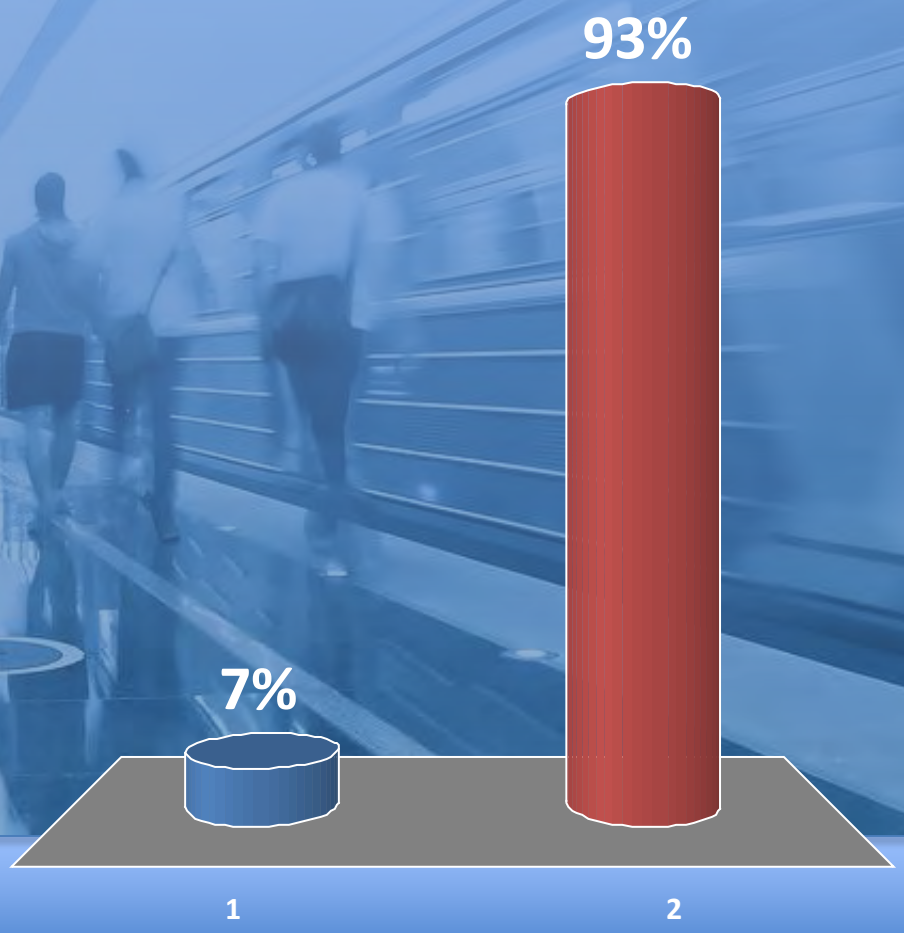
2. No



Do you think the *Draft FAX Plan* will lead you to ride transit for more social and recreational trips (visiting friends/family, entertainment)?

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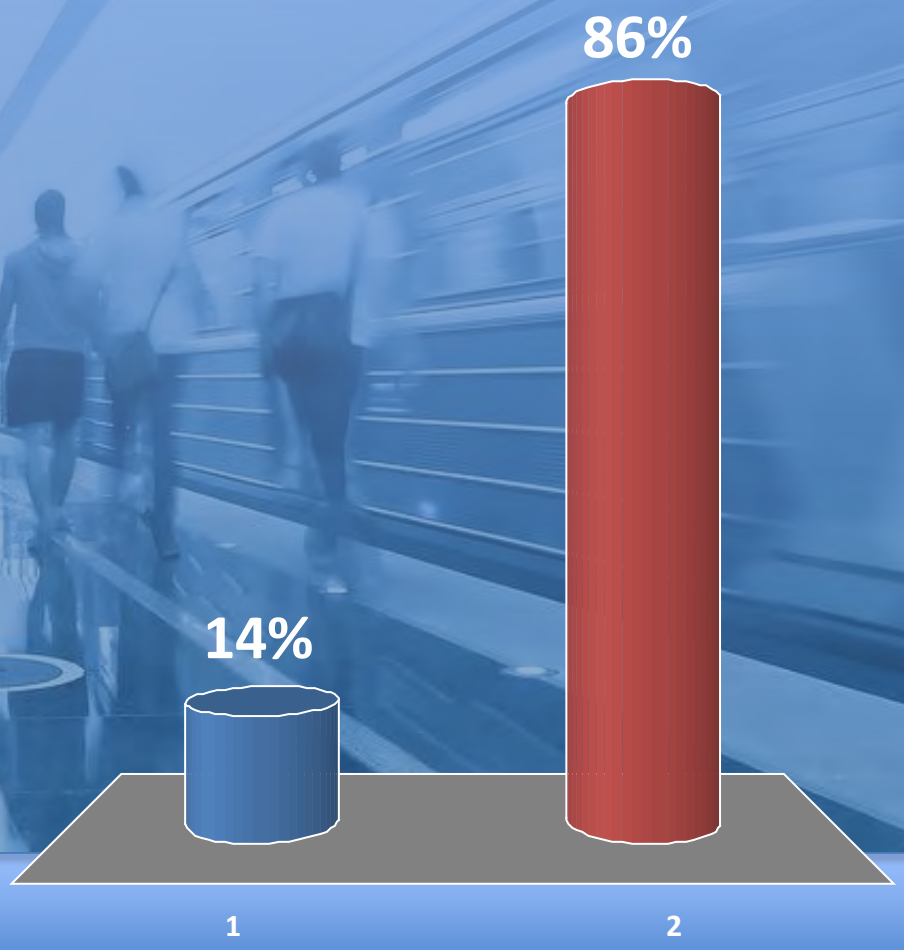

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1. No additional service is needed in these areas.
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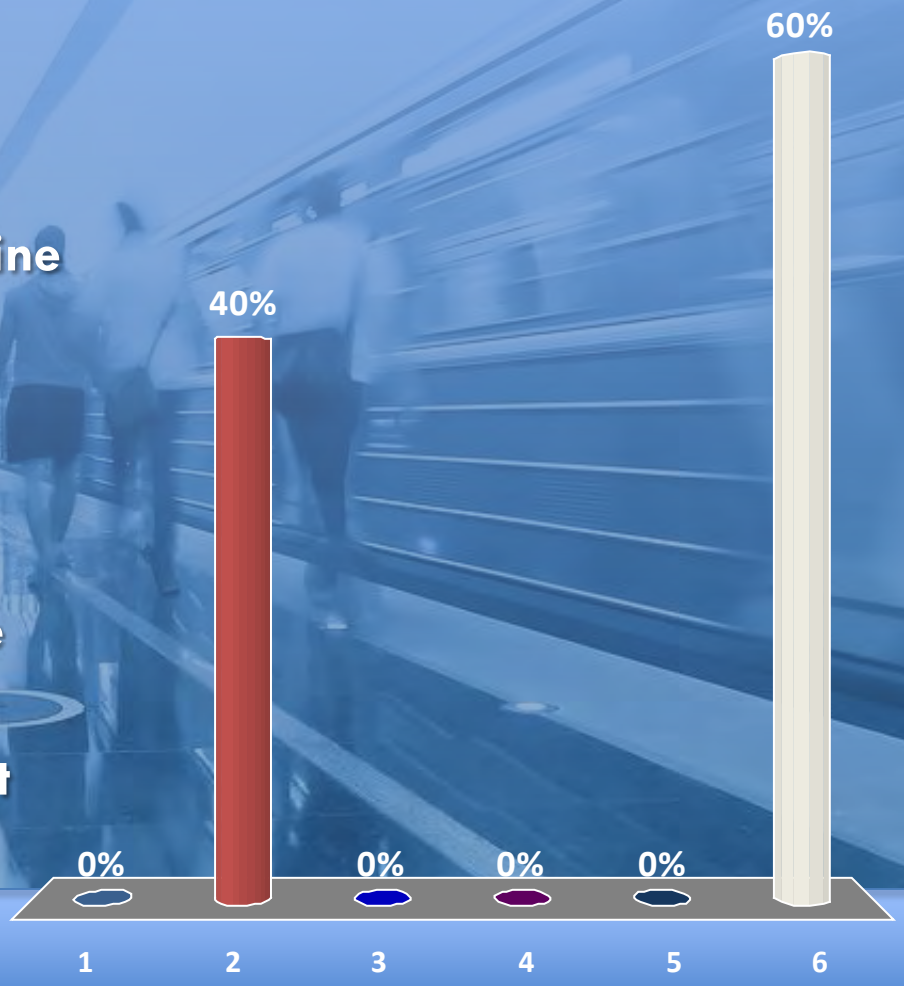
3. Uber/Lyft or Taxi services to any destination with a 20% discount
4. Bikeshare system in these areas
5. FAX should keep bus service at the same level
6. Other (please describe on comment card)



To make FAX service faster, there will be longer distances between some stops. What would help offset this?

1. More comfortable stops – shade, seating, etc.
2. Ensure that sidewalks and other pathways to stops are well- paved, well-lighted and safe
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5. Nothing more is needed – faster service is enough
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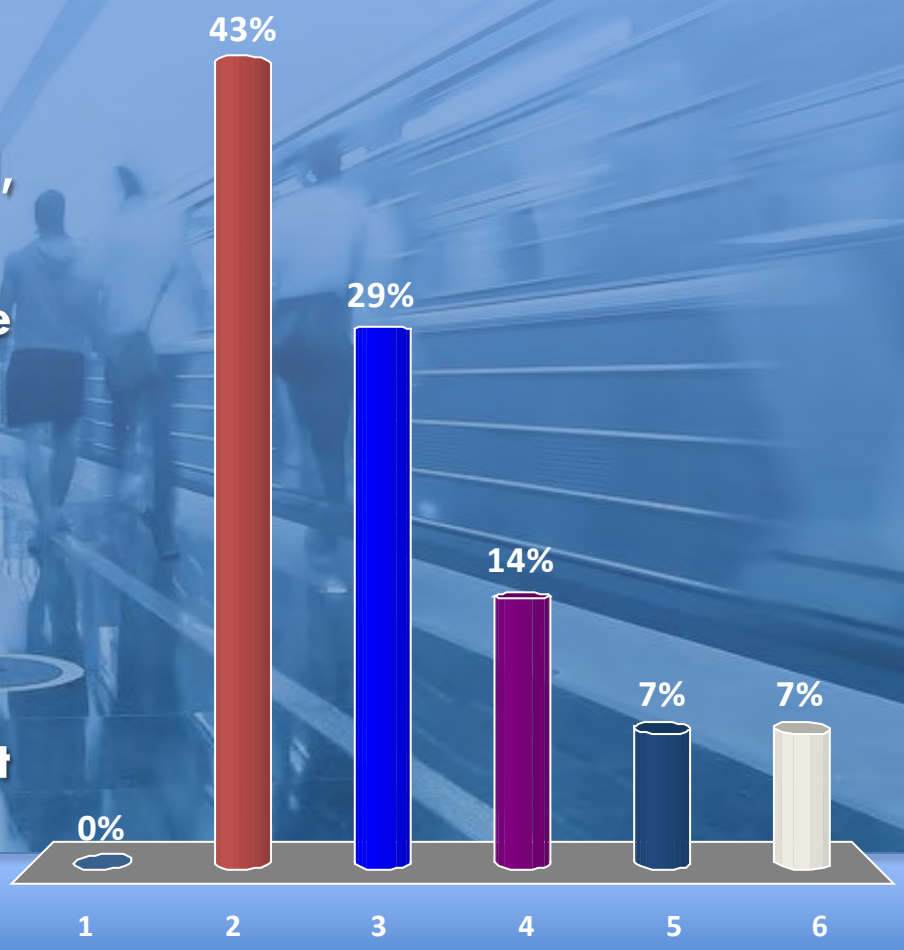
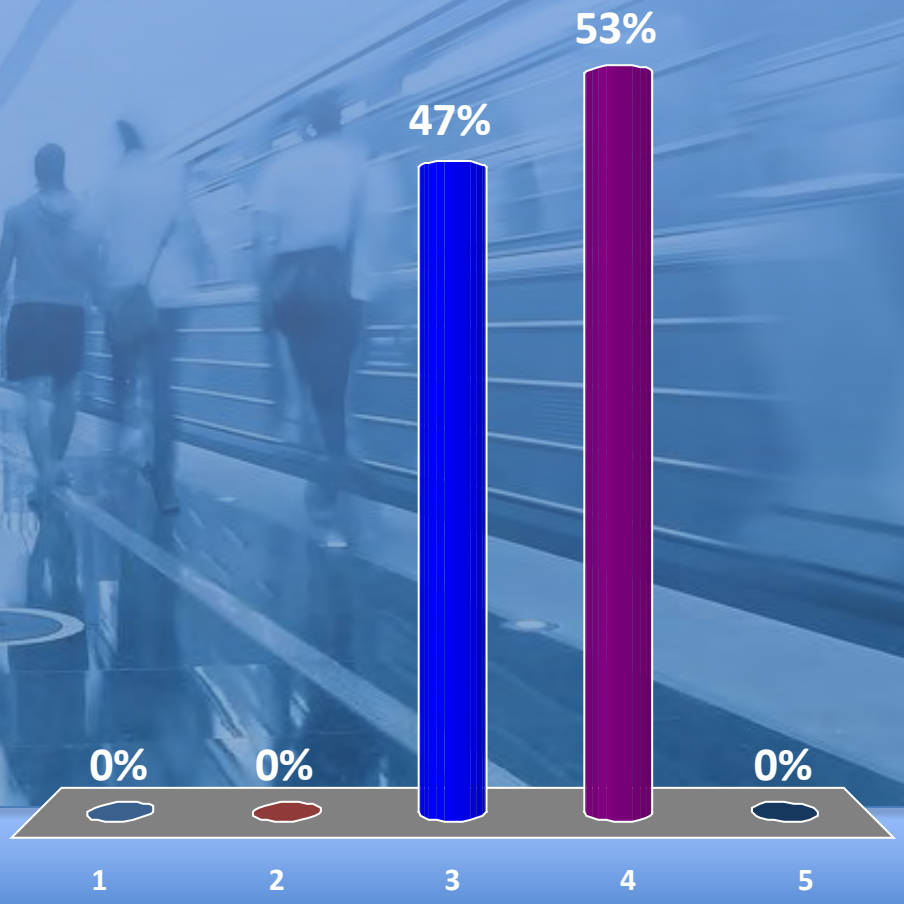


Meeting Evaluation

How effective has this meeting been so far to express your opinions?

1. Not at all effective
2. Not very effective
3. Somewhat effective
4. Effective
5. Very effective



How useful were the clickers to provide your opinion?

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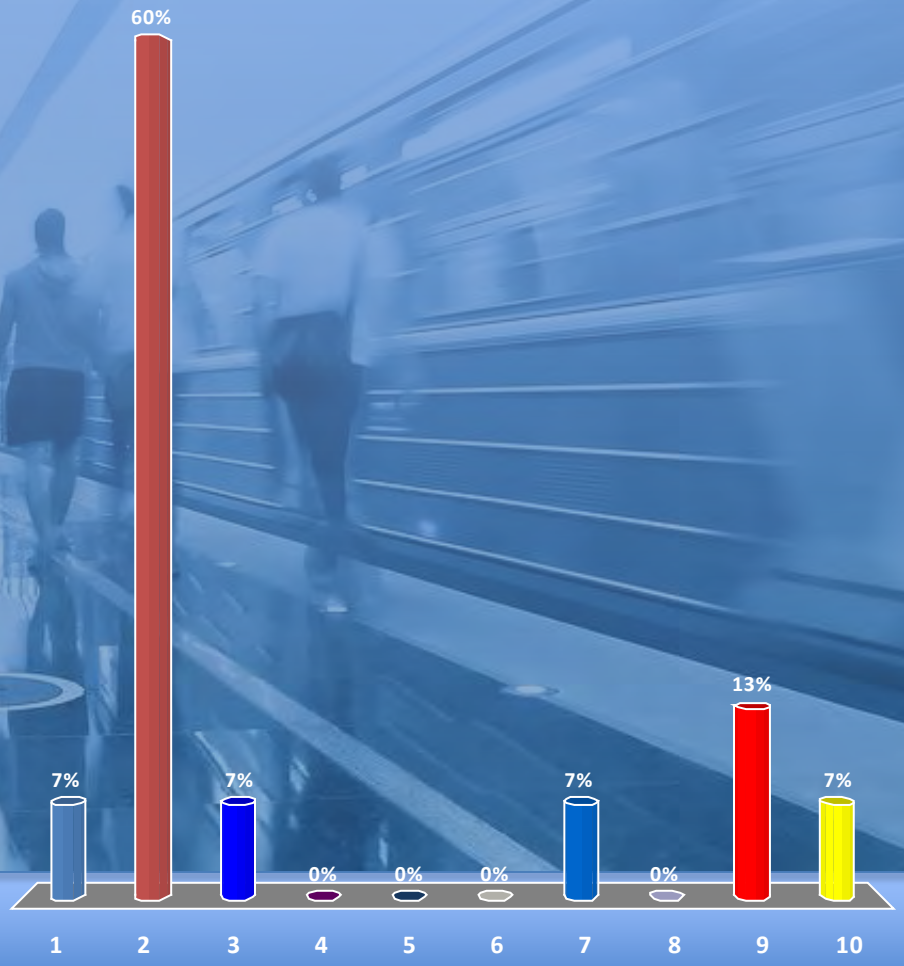
How did you learn about today's workshop?

1. Received a flyer
2. Received an email
3. Heard about it on television
4. Radio
5. Vida En El Valle
6. Social Media
7. Internet
8. Saw advertisement on bus
9. Word of mouth
10. Other



FAX Fixed-Route System Restructure Study

Pinedale Community Center
Thursday, November 9, 2017
5:30pm – 7:30pm

FAX Proposed Route Restructuring

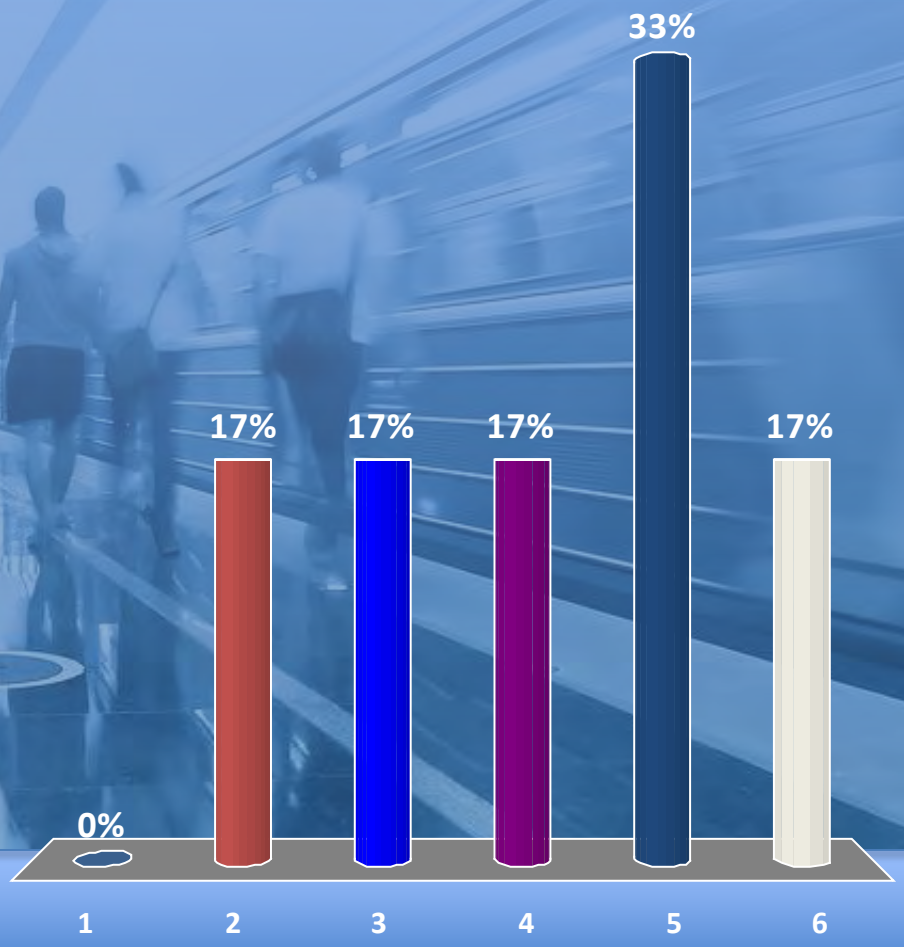
FAX FRESNO AREA EXPRESS

City of FRESNO

VRPA

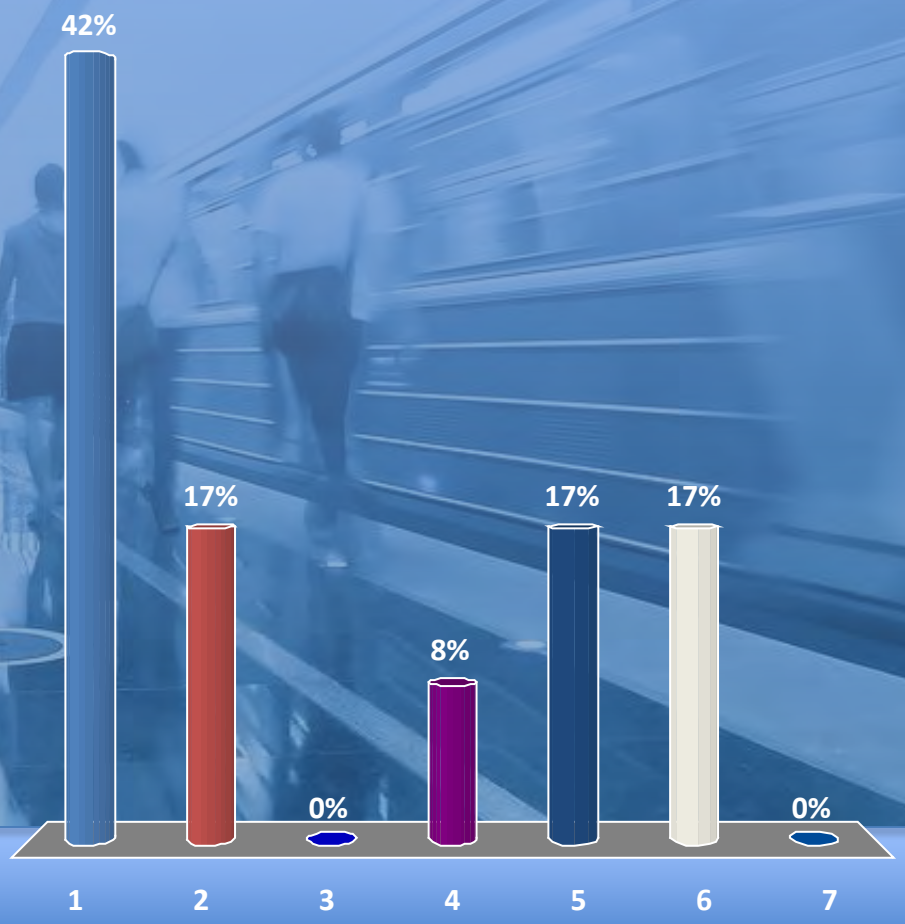
What is your age?

1. Less than 16
2. 16-25
3. 26-35
4. 36-50
5. 51-65
6. Greater than 65



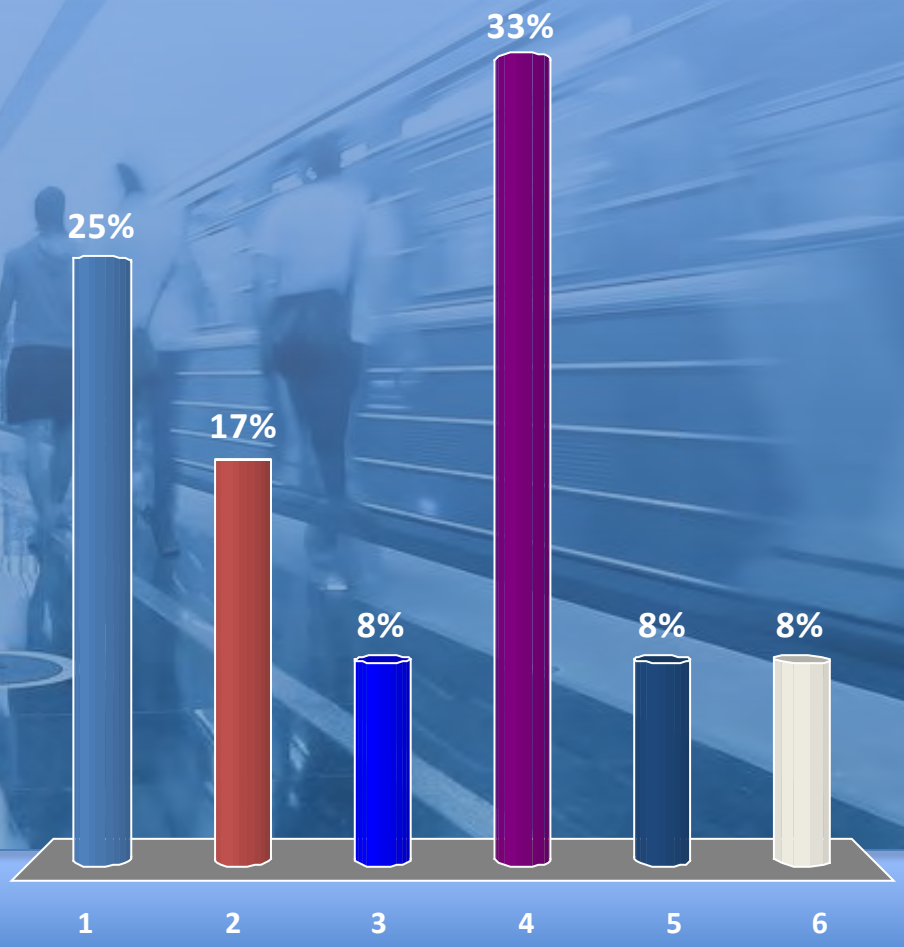
What is your racial or ethnic background?

1. Anglo/White
2. Hispanic/Chicano/Latino
3. American Indian/Native American
4. African American/Black
5. Asian/Oriental/Pacific Islander
6. Other
7. Rather not answer



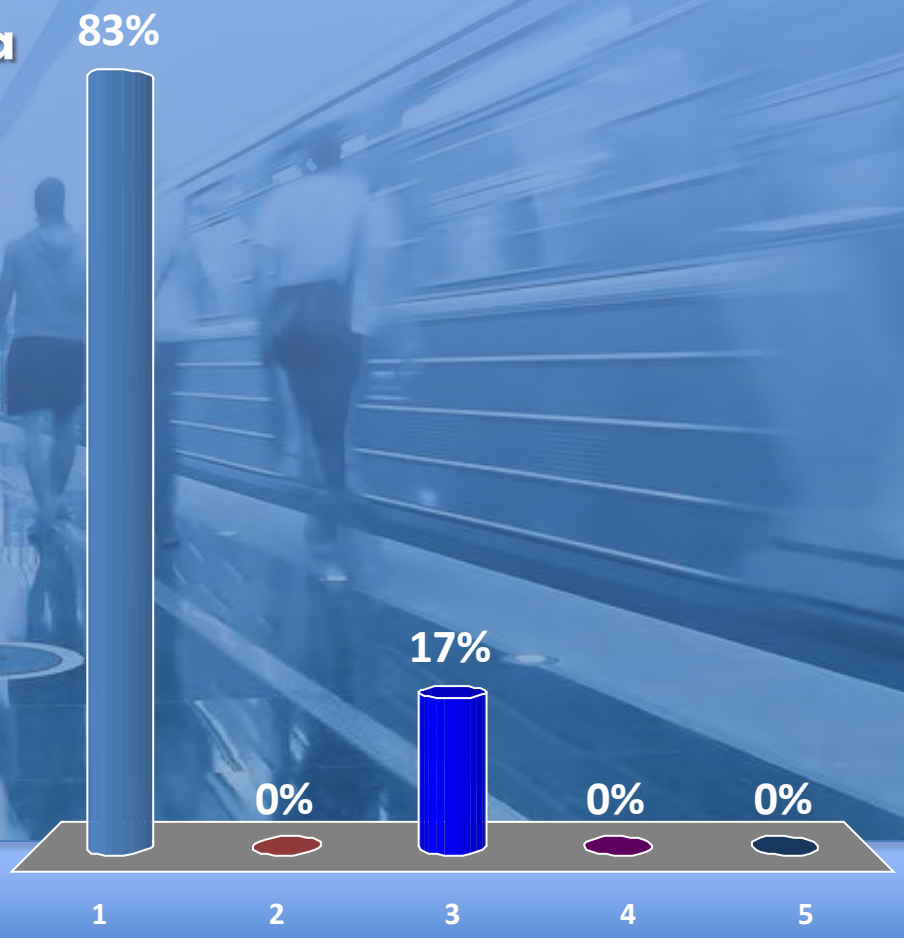
What is your household income?

1. Less than $25,000
2. $25,000 - $49,999
3. $50,000 - $74,999
4. $75,000 - $99,999
5. More than $100,000
6. Rather not say



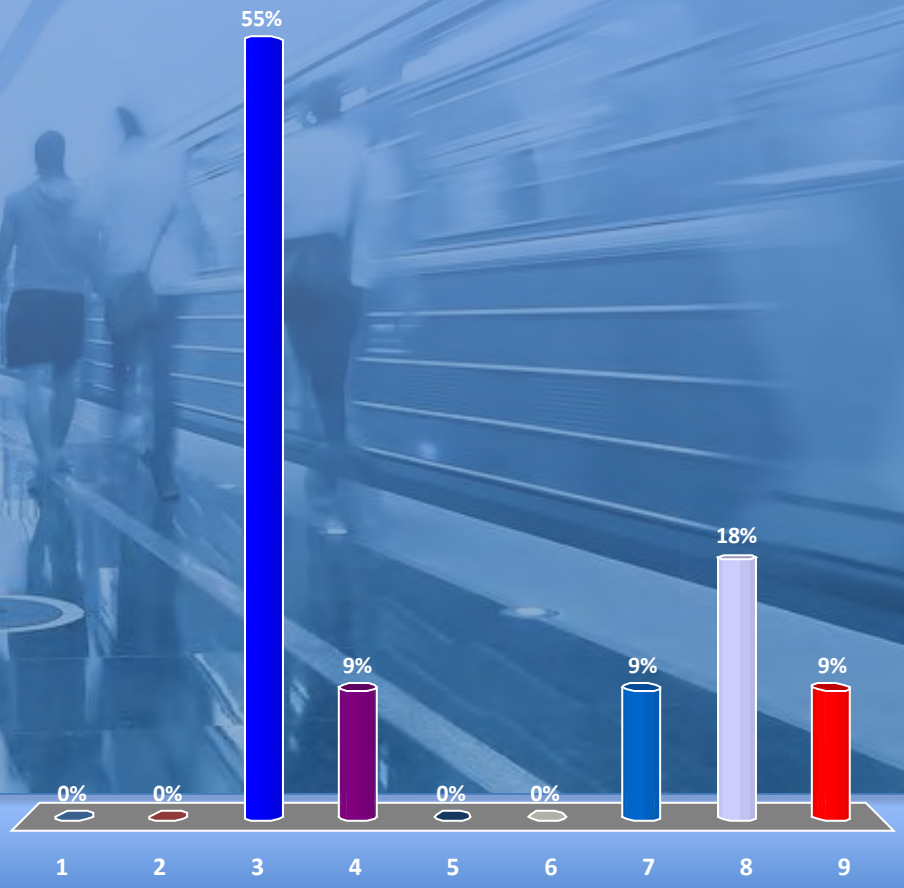
Where do you live?

1. City of Fresno
2. Unincorporated County Area outside of City of Fresno
3. City of Clovis
4. Other Fresno County City
5. Outside of Fresno County



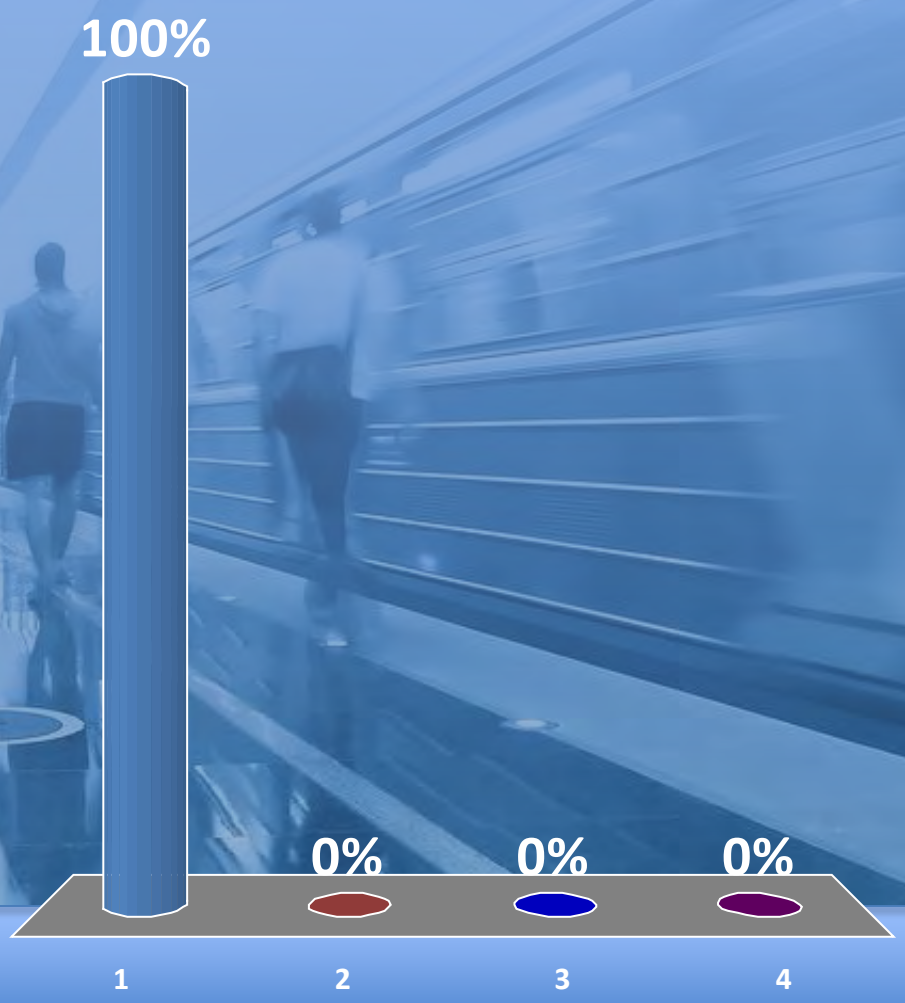
Which of the following subgroups BEST describes you?

1. Elected Official
2. Appointed Official
3. Private Citizen
4. Student
5. Public Agency Staff
6. Community Based Organization/Faith Based Organization
7. Environmental Justice Advocate
8. Union Member or Representative
9. Other



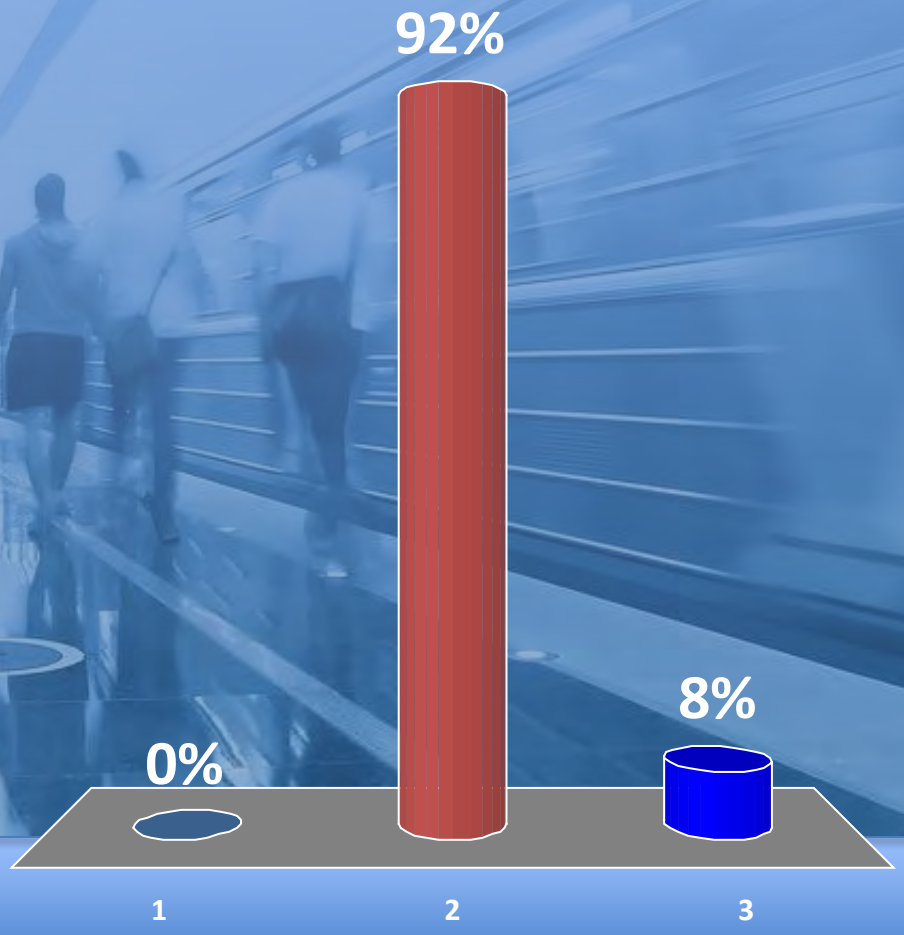
What is your preferred language?

1. English
2. Spanish
3. Southeast Asian dialect (Hmong, Laotian, etc.)
4. Other



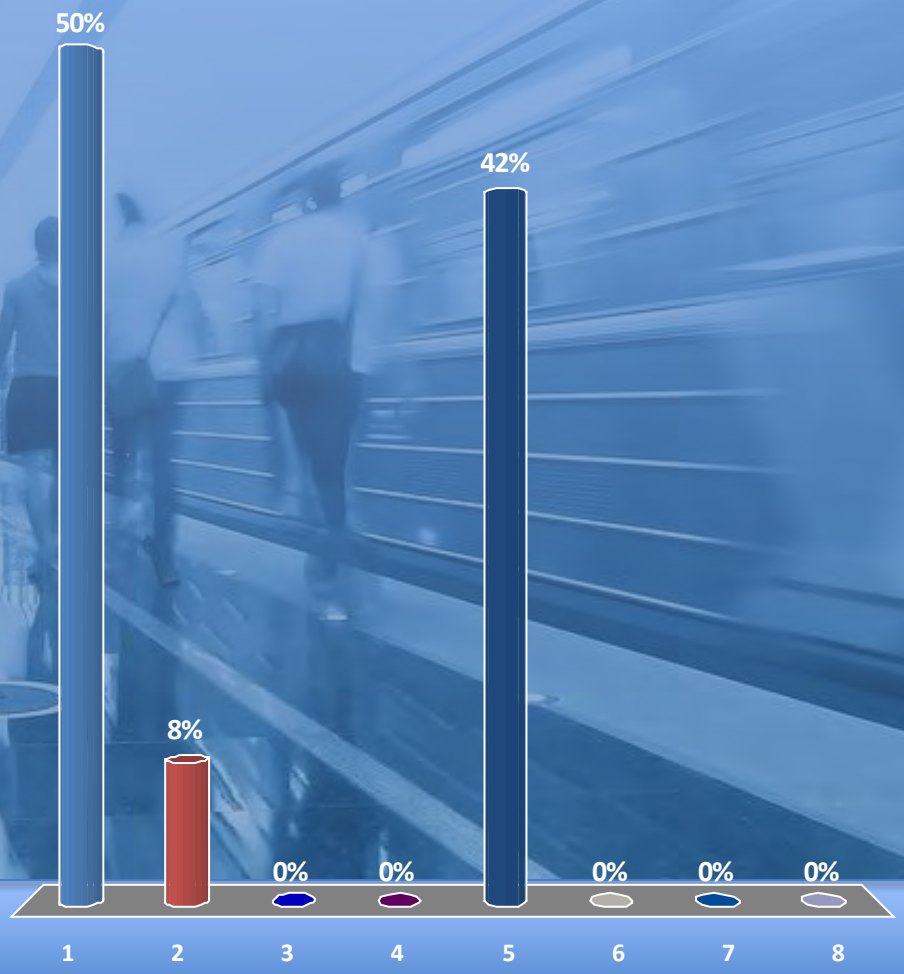
Do you have a disability that either prevents you from getting to or from a bus route, accessing a bus, or understanding how to use the bus system?

1. Yes
2. No
3. Prefer not to answer



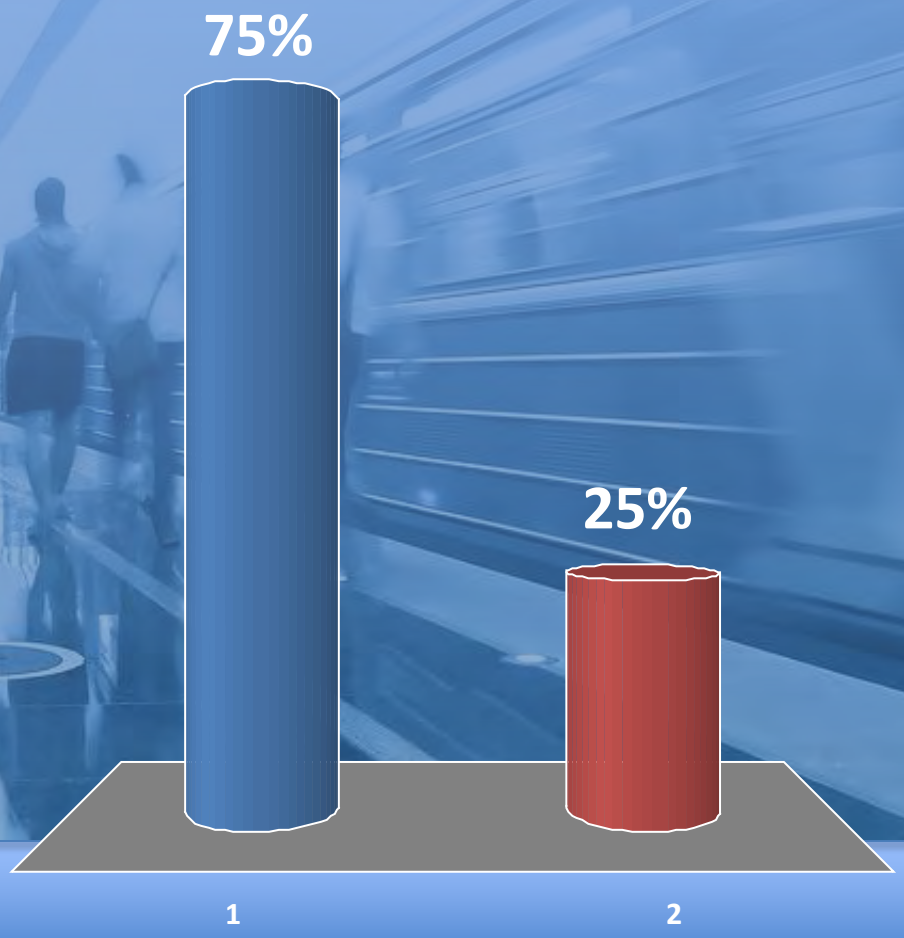
How did you get to this workshop today?

1. Drove a car
2. Rode in a car with family/friends
3. Rode on a motorcycle
4. Took Uber/Lyft
5. Took the bus
6. Rode a bike
7. Walked
8. Other



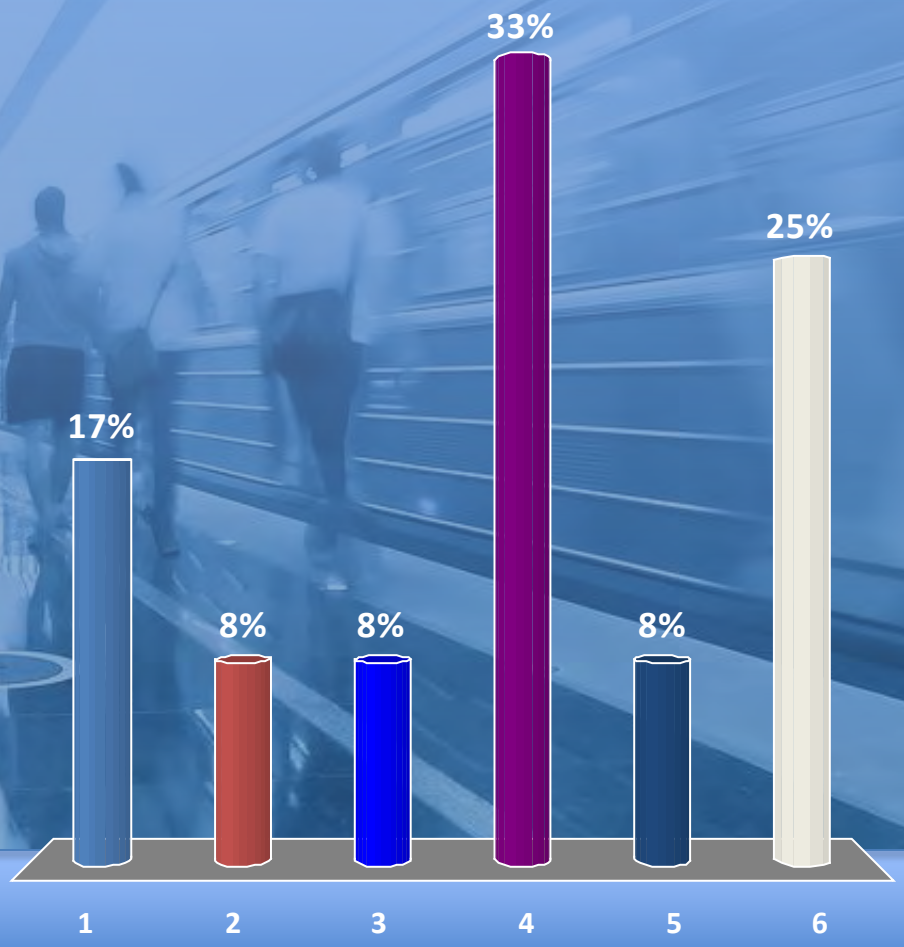
Do you own or have regular access to a vehicle?

1. Yes
2. No



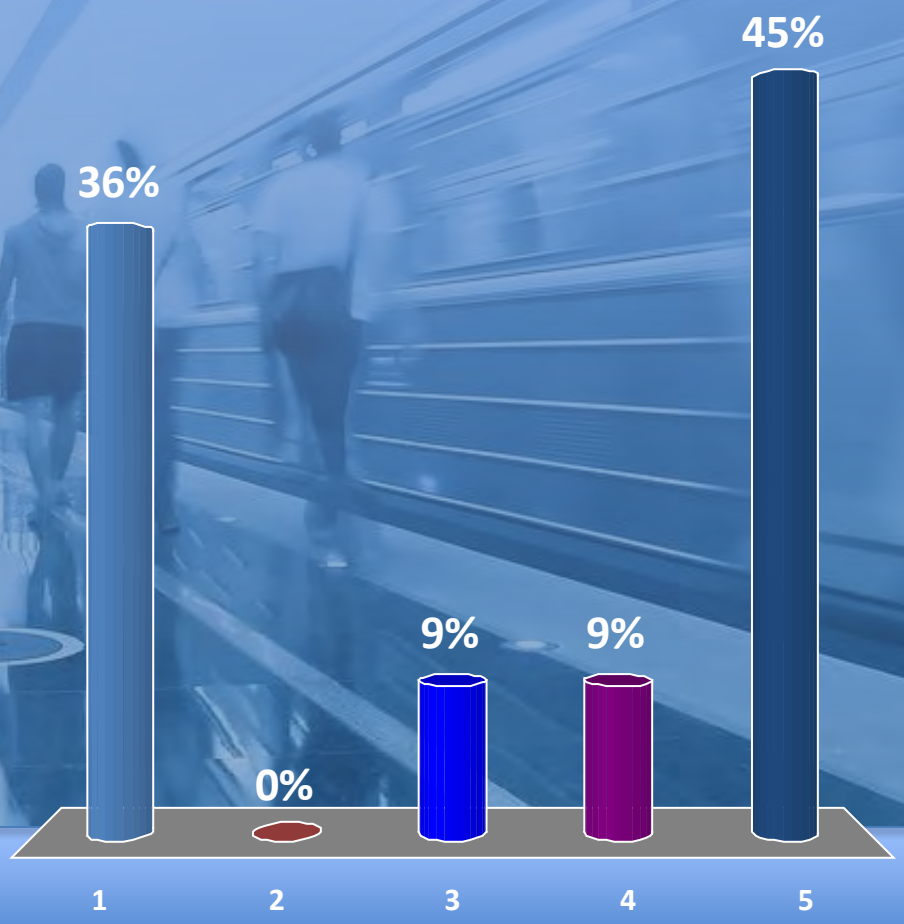
If a motor vehicle is not available, what type of transportation do you use?

1. Bus
2. Bicycle
3. Walk
4. Ask for a ride from friend, neighbor or family member
5. Uber/Lyft
6. Other



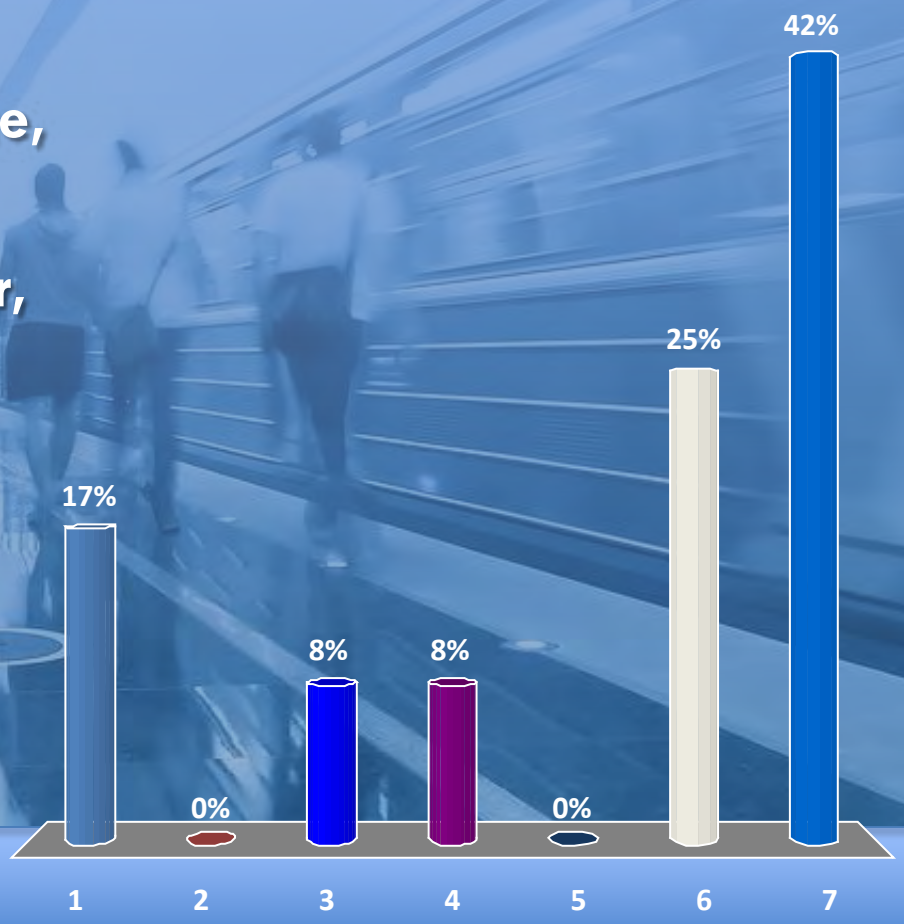
How often do you ride FAX?

1. Four or more days a week
2. Two to three days a week
3. About once every week or two
4. About once a month
5. Rarely/Never



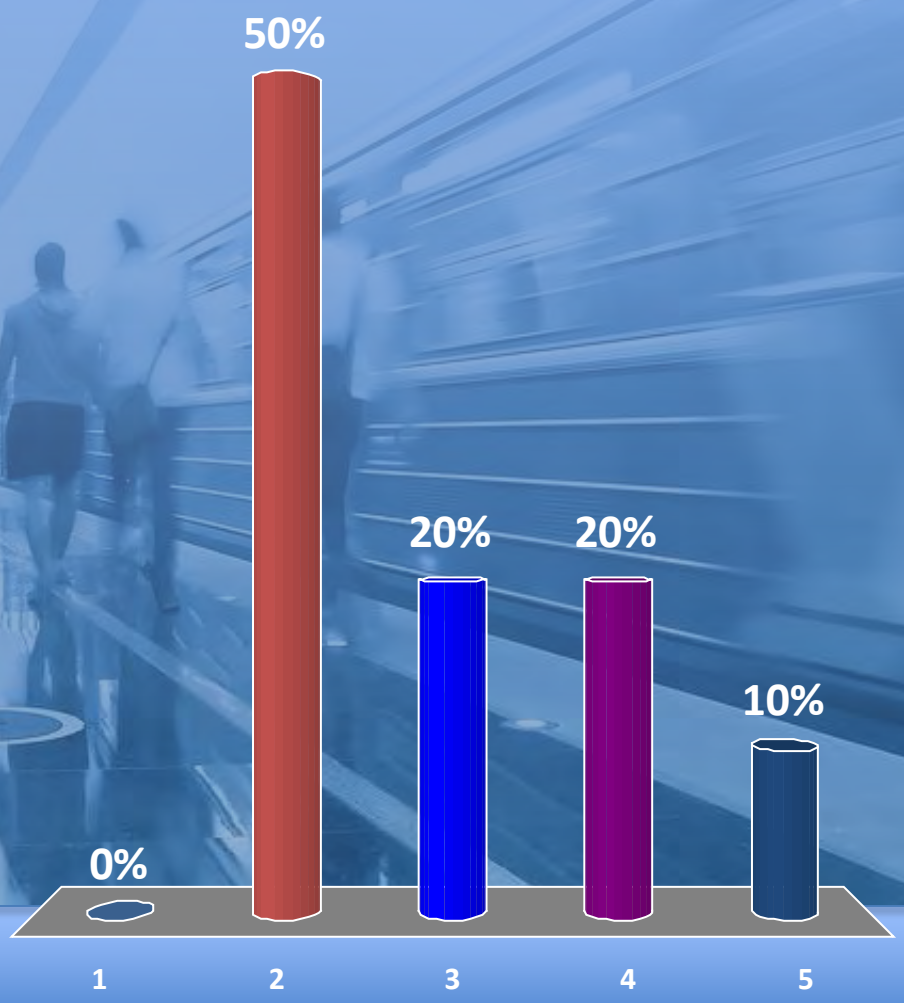
What do you currently ride FAX for (most important trip only)?

1. Trips to and from work
2. Shopping trips
3. Education trips (school, college, job-related classes)
4. Personal business trips (doctor, haircut, etc.)
5. Social and recreational trips (visiting friends/family, entertainment)
6. I use FAX for all my trips
7. Do not ride FAX



Is the *Draft FAX Plan* better for me?

1. Definitely
2. Probably
3. Maybe/Not Sure
4. Probably Not
5. Definitely Not



Is the *Draft FAX Plan* better for my friends and family?

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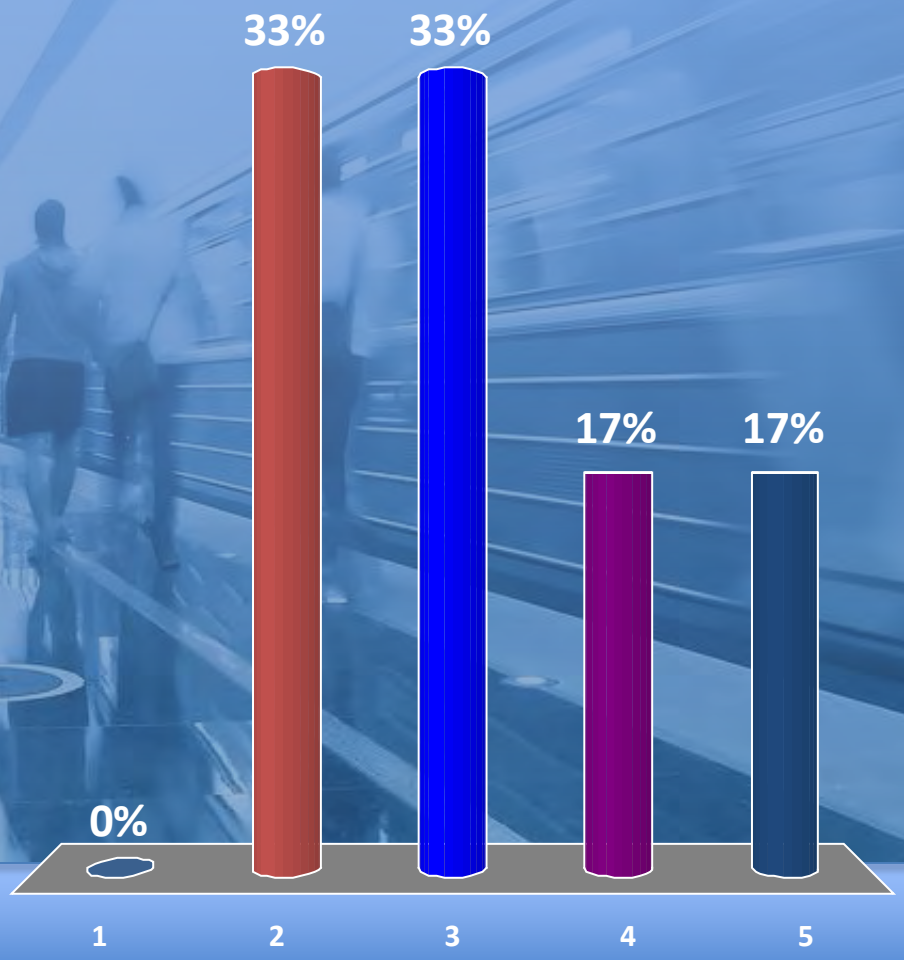
5. Definitely Not



Is the *Draft FAX Plan* better for my neighborhood?

1. Definitely
2. Probably
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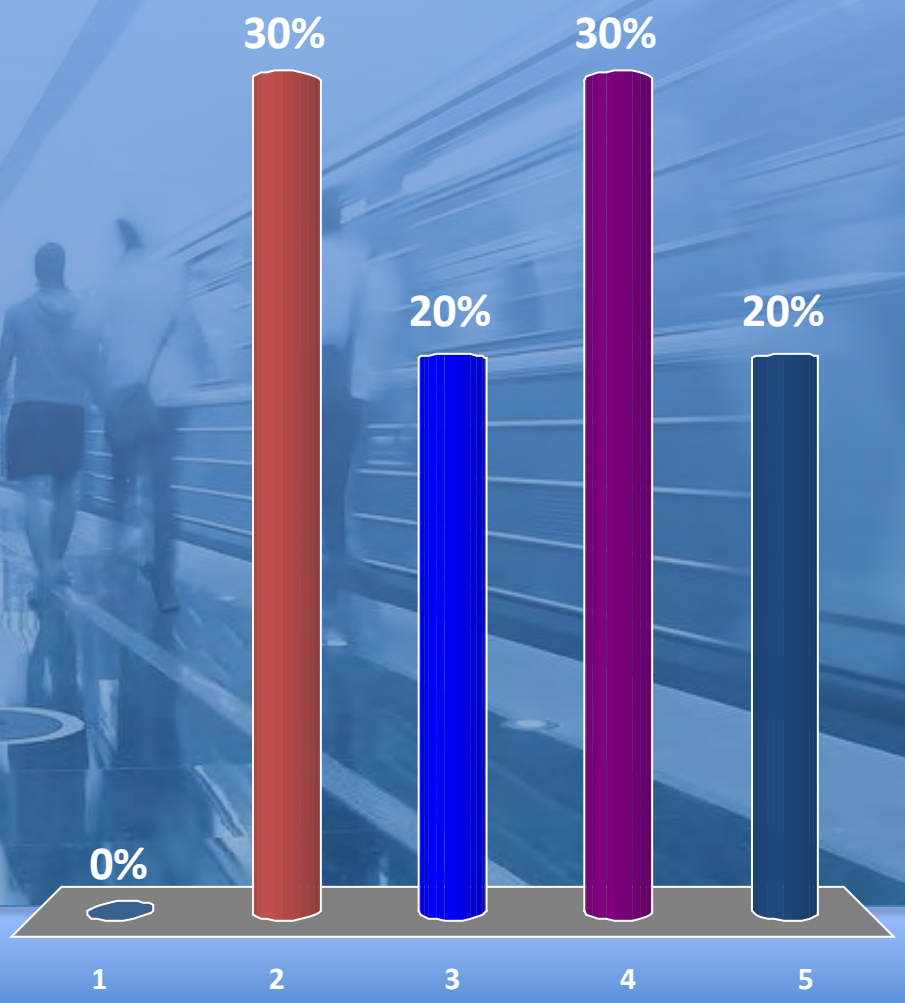

Is the *Draft FAX Plan* better for Fresno?

1. Definitely
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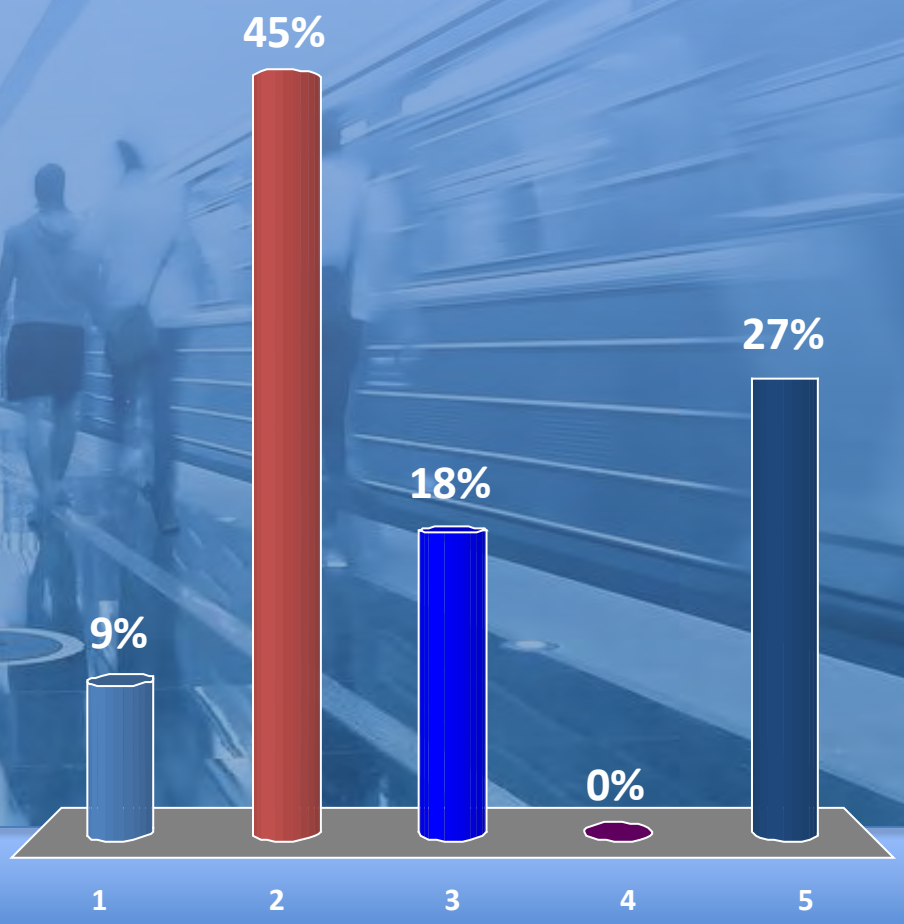
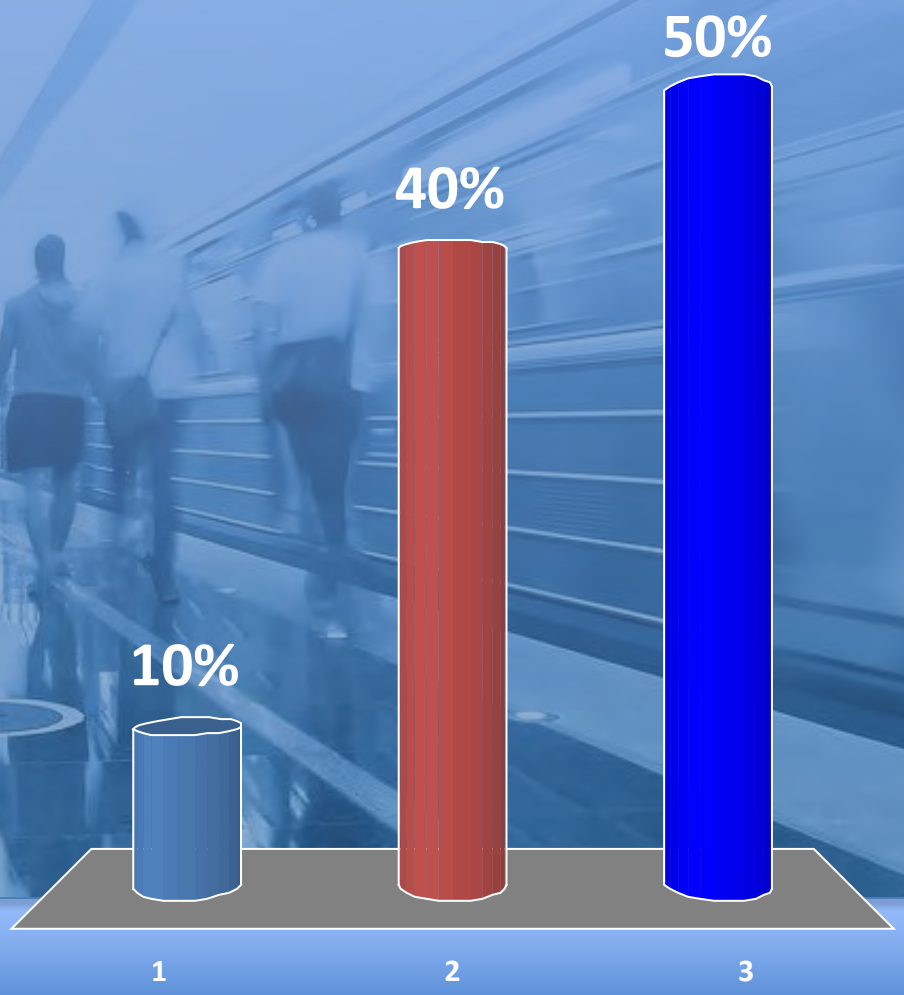


Do you think the *Draft FAX Plan* will lead you to ride transit for more trips to and from work?

1. Yes
2. No
3. I am not employed



Do you think the *Draft FAX Plan* will lead you to ride transit for more shopping trips?

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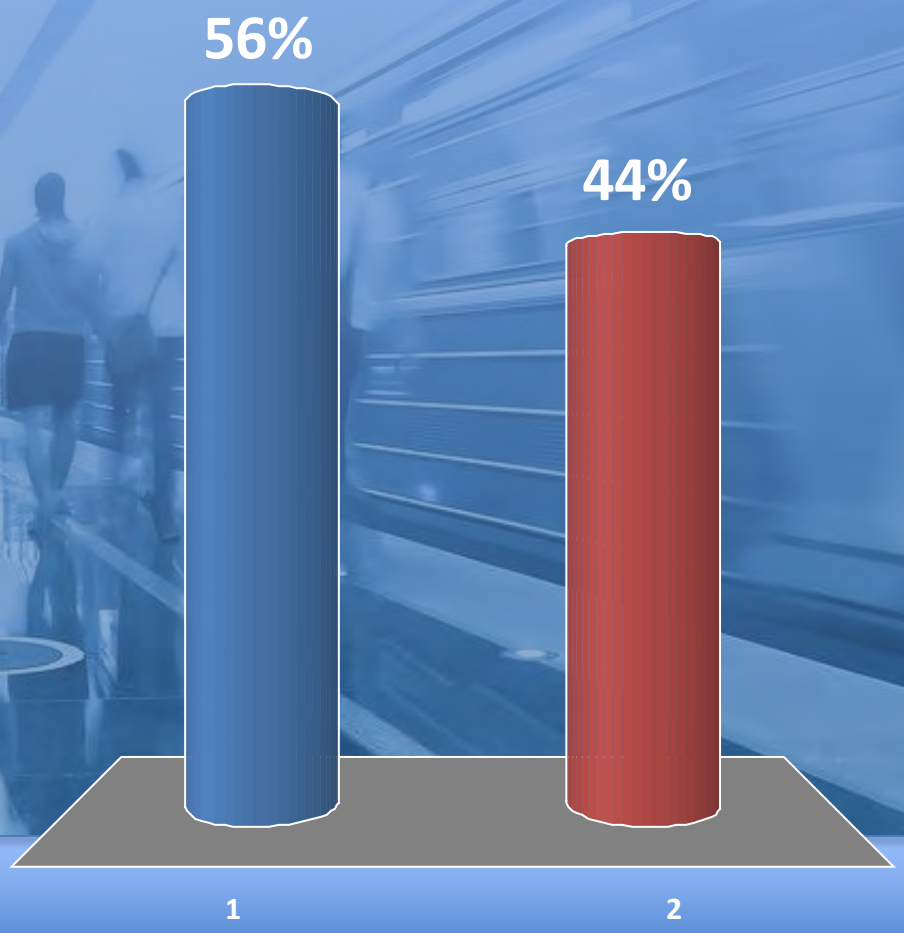

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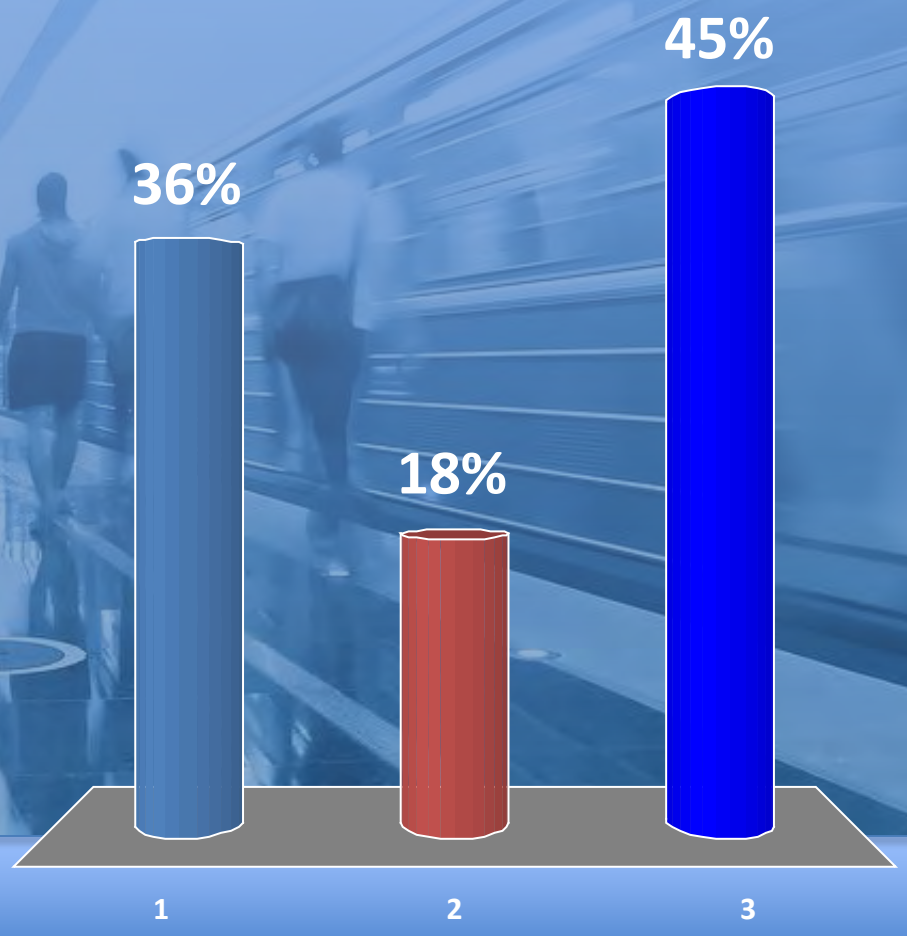

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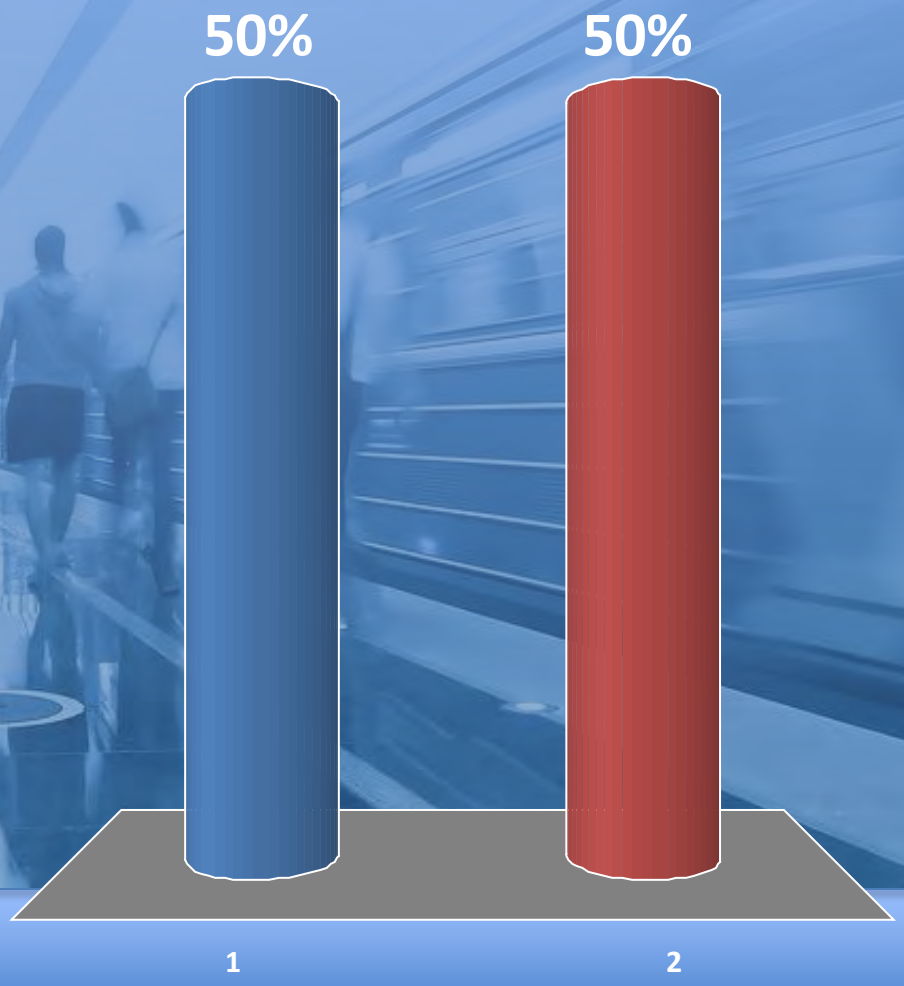

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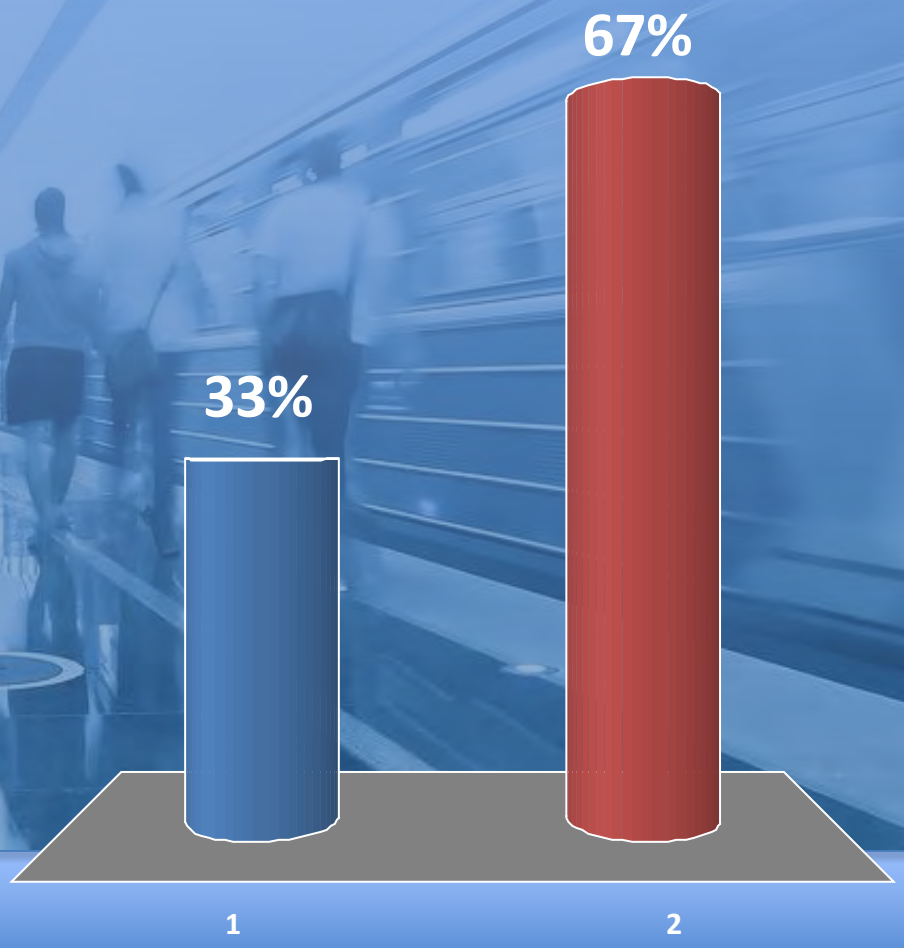

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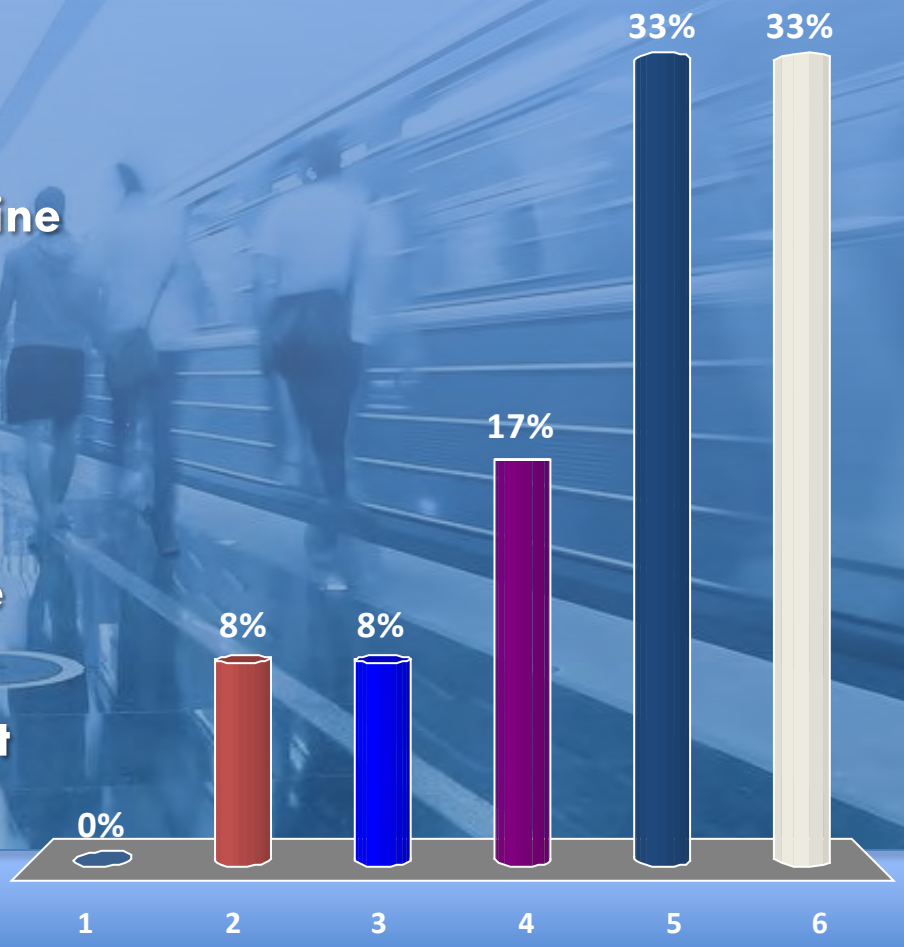

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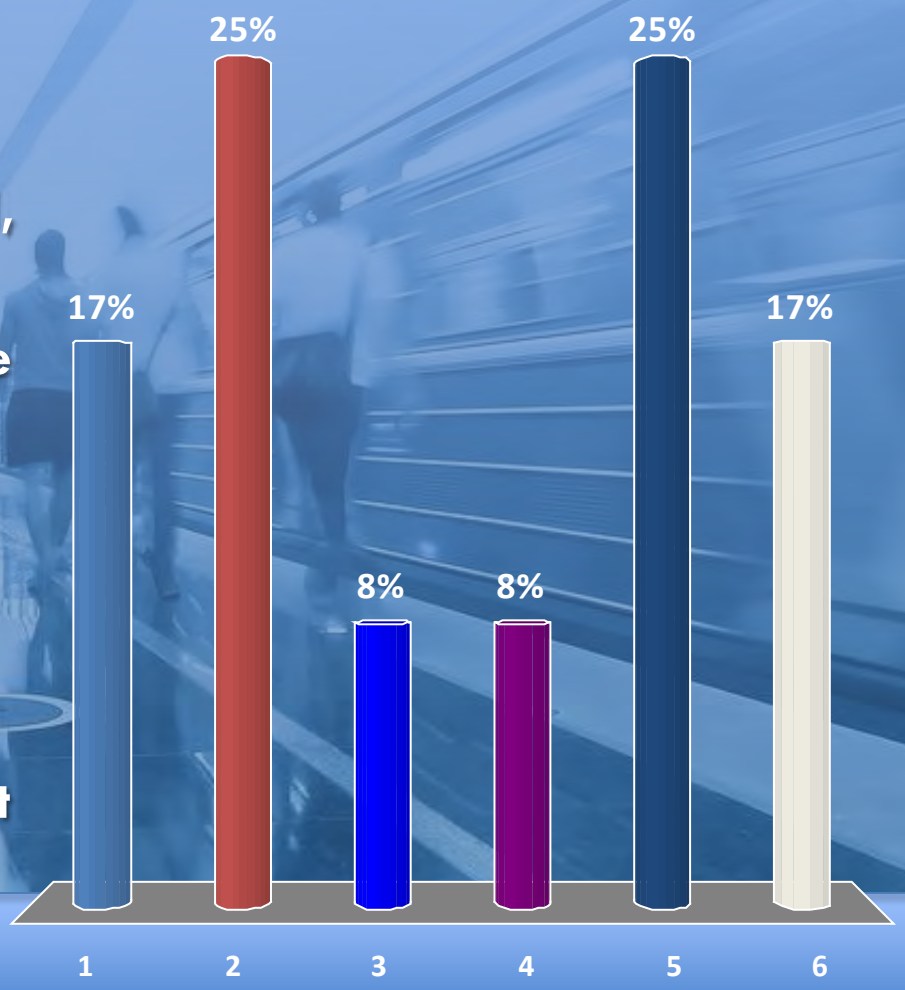

Meeting Evaluation

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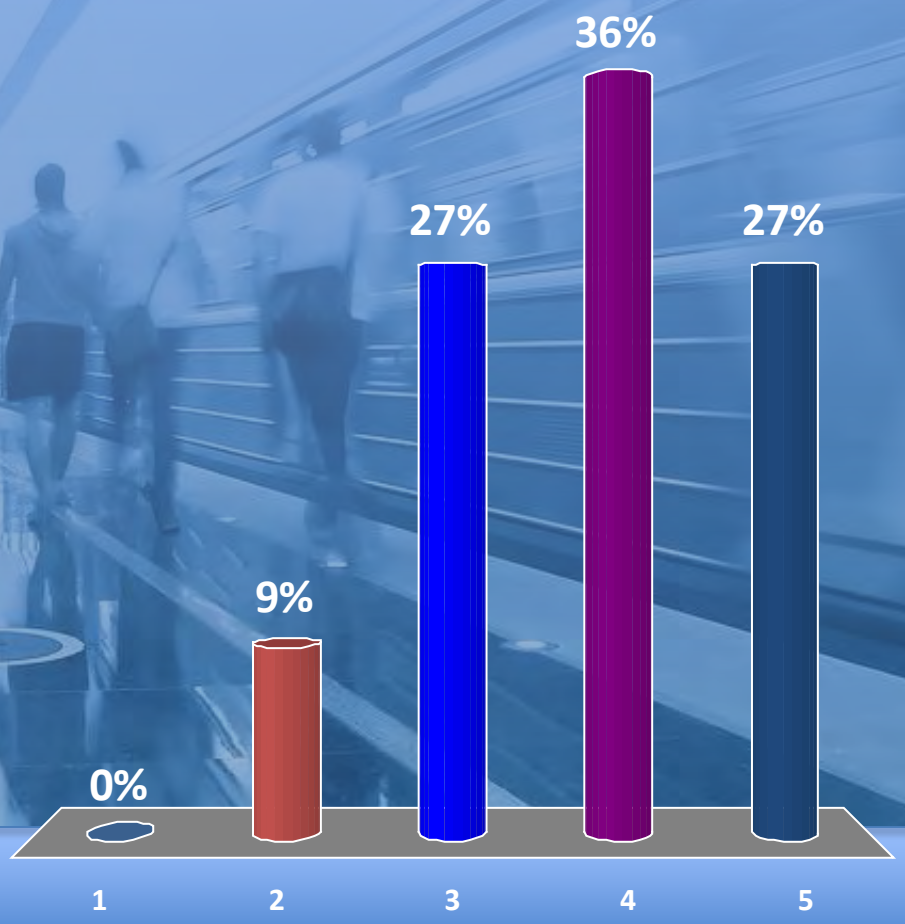

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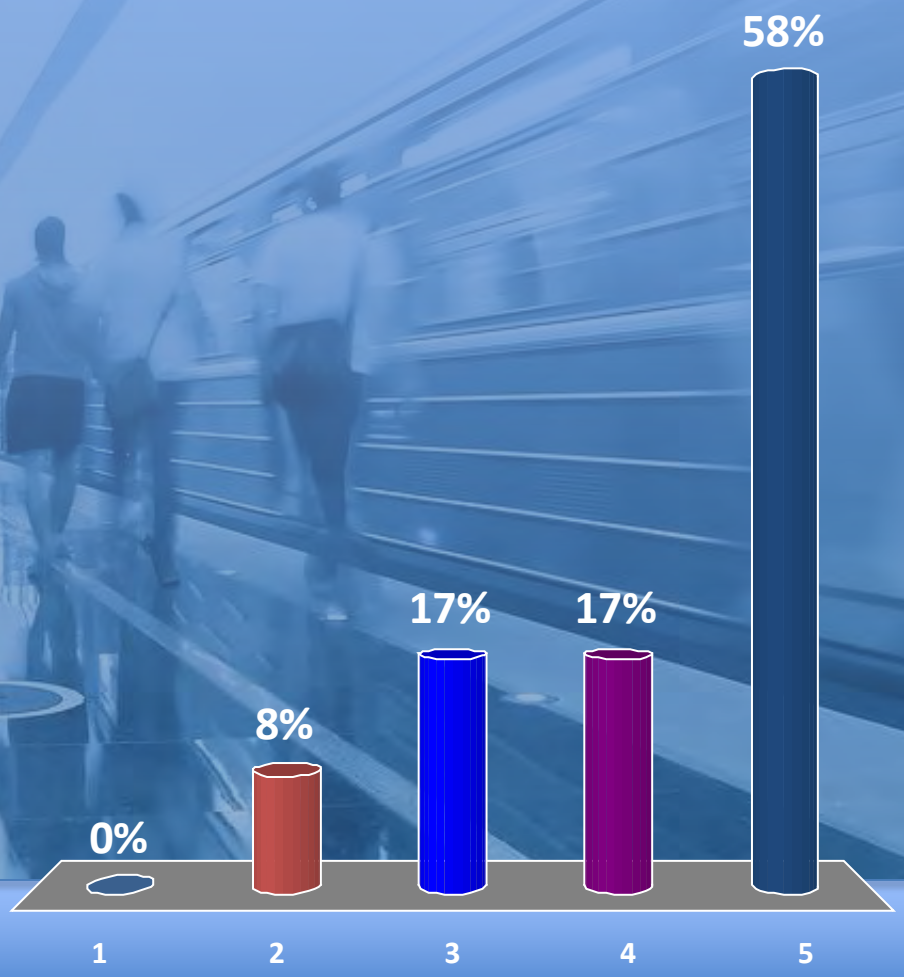

How did you learn about today's workshop?

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2. Received an email
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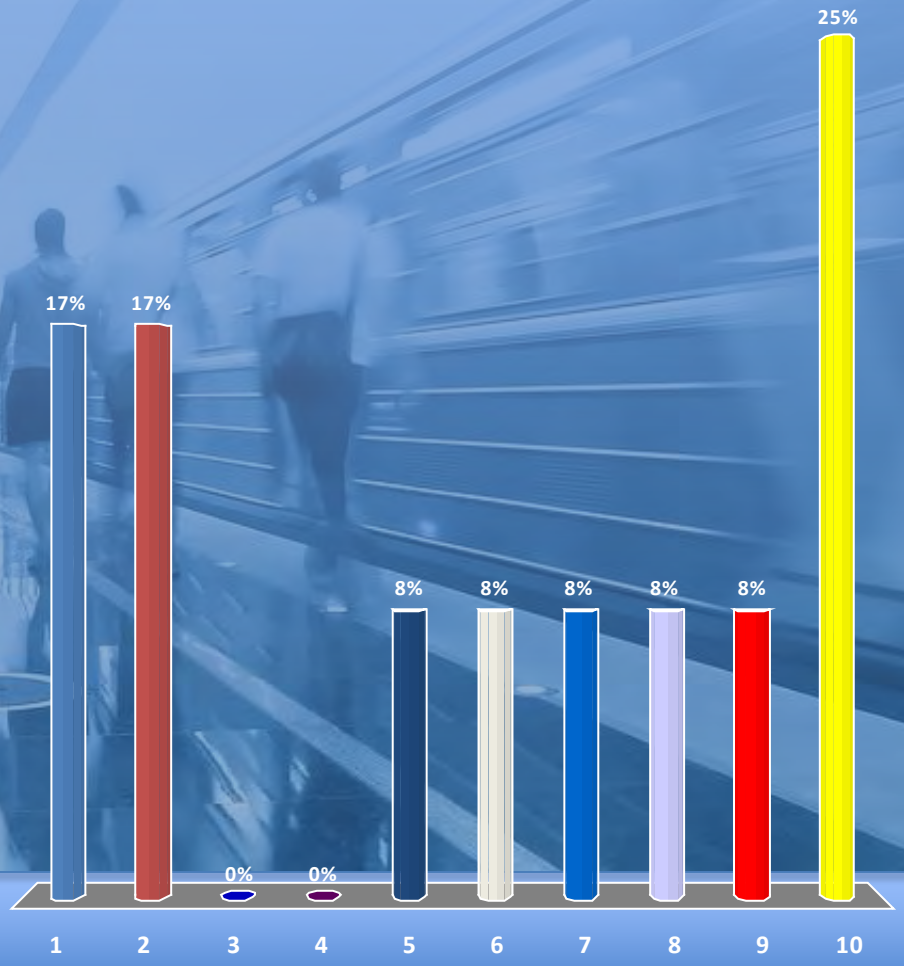
6. Social Media
7. Internet
8. Saw advertisement on bus
9. Word of mouth
10. Other



Appendix K

Workshop Polling Exercise Results – Totals for All Workshops

FAX Fixed-Route System Restructure Study

November 2017 Workshops
Combined Polling Results

FAX Proposed Route Restructuring

FAX FRESNO AREA EXPRESS

City of FRESNO

VRPA

What is your age?

1. Less than 16
2. 16-25
3. 26-35
4. 36-50
5. 51-65
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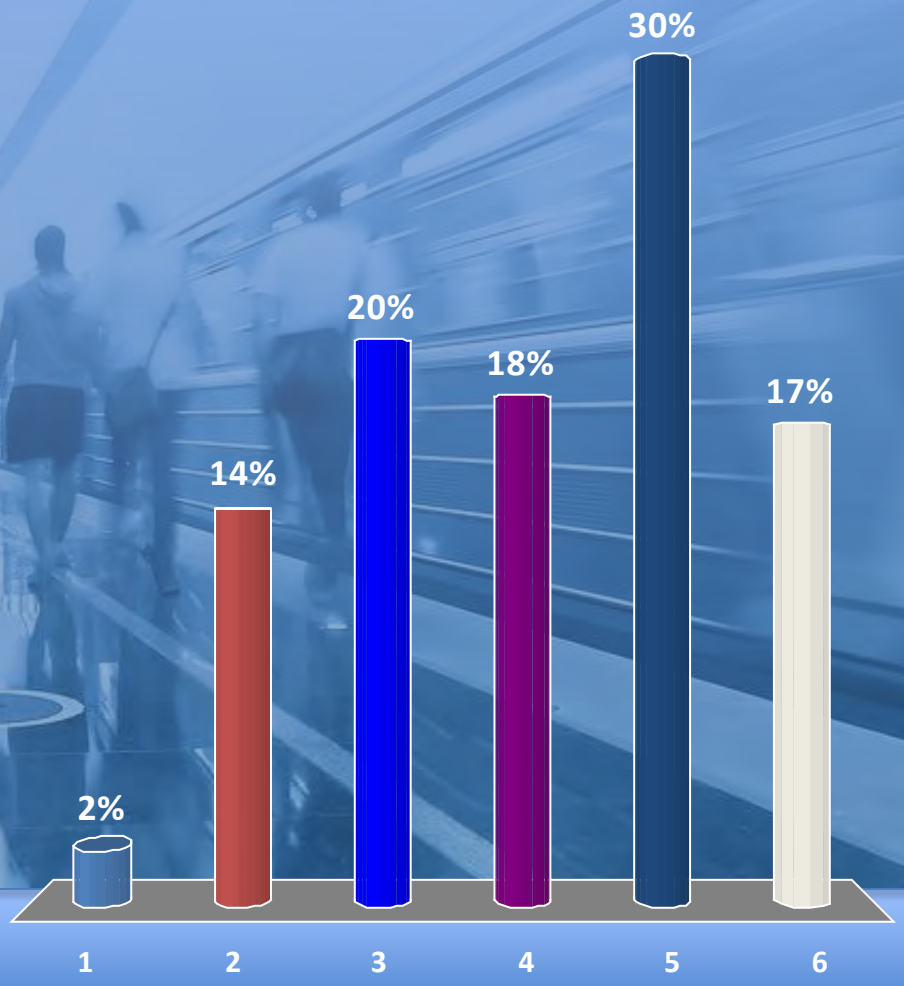

What is your racial or ethnic background?

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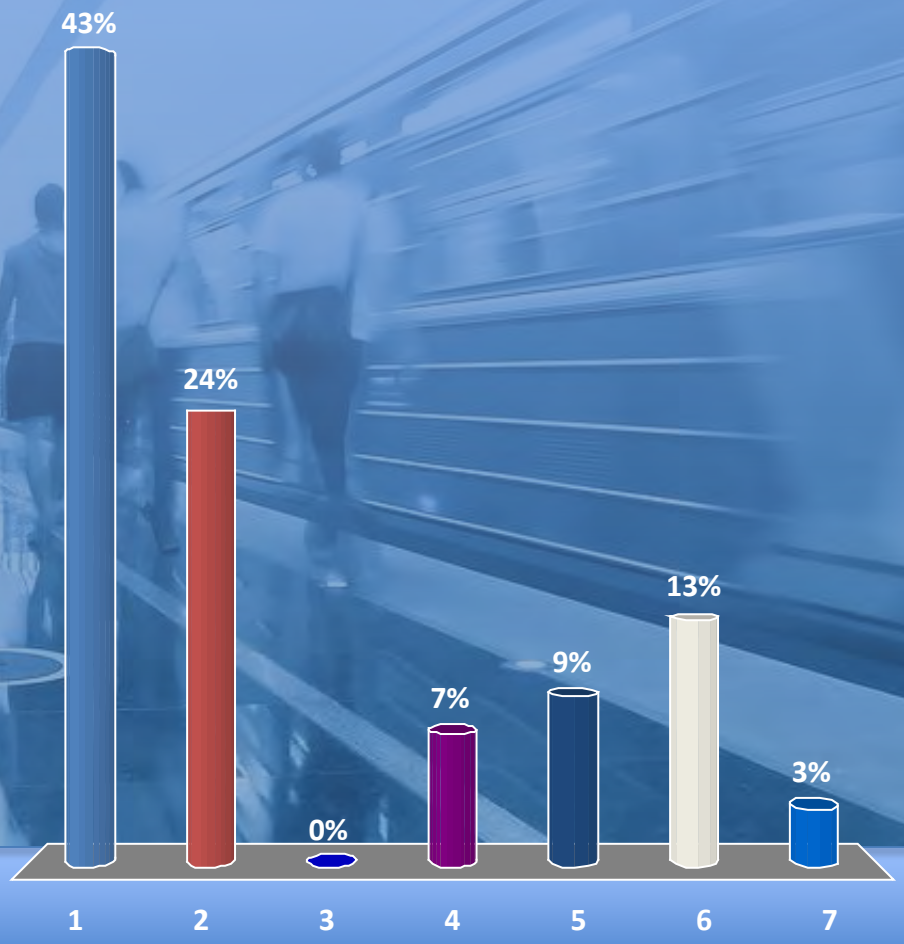
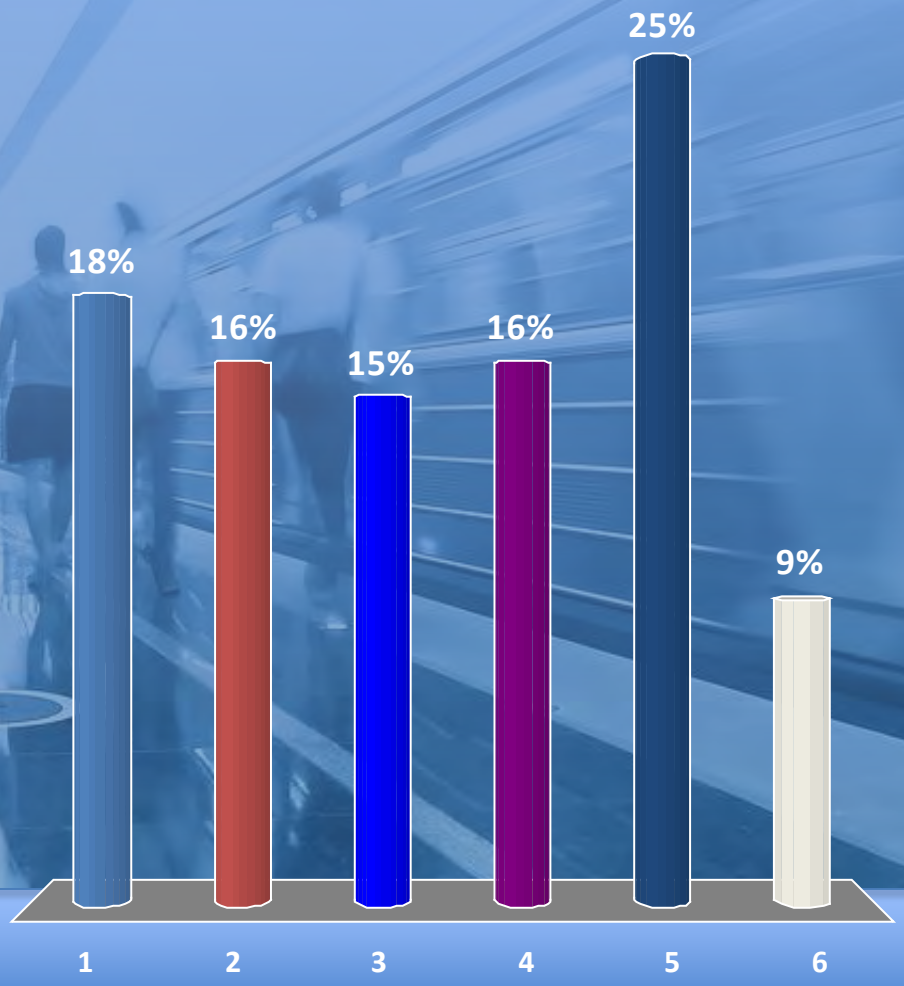
2. Hispanic/Chicano/Latino
3. American Indian/Native American
4. African American/Black
5. Asian/Oriental/Pacific Islander
6. Other
7. Rather not answer



What is your household income?

1. Less than $25,000
2. $25,000 - $49,999
3. $50,000 - $74,999
4. $75,000 - $99,999
5. More than $100,000
6. Rather not say

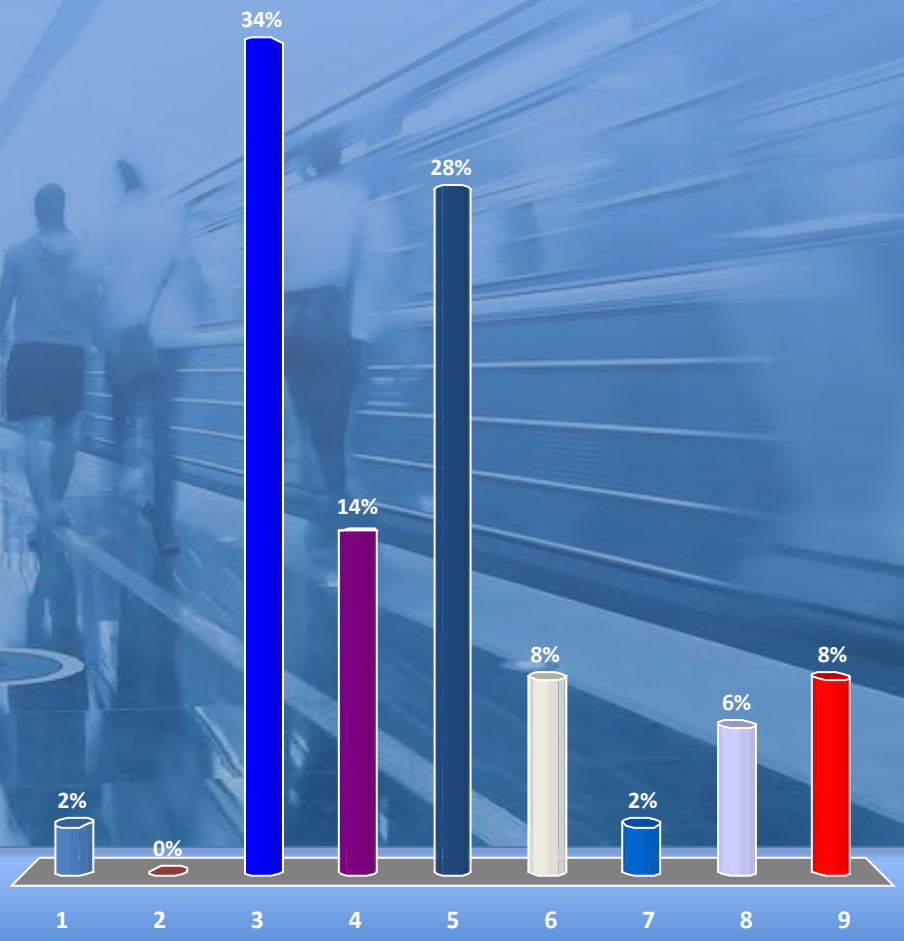


Where do you live?

1. City of Fresno
2. Unincorporated County Area outside of City of Fresno
3. City of Clovis
4. Other Fresno County City
5. Outside of Fresno County

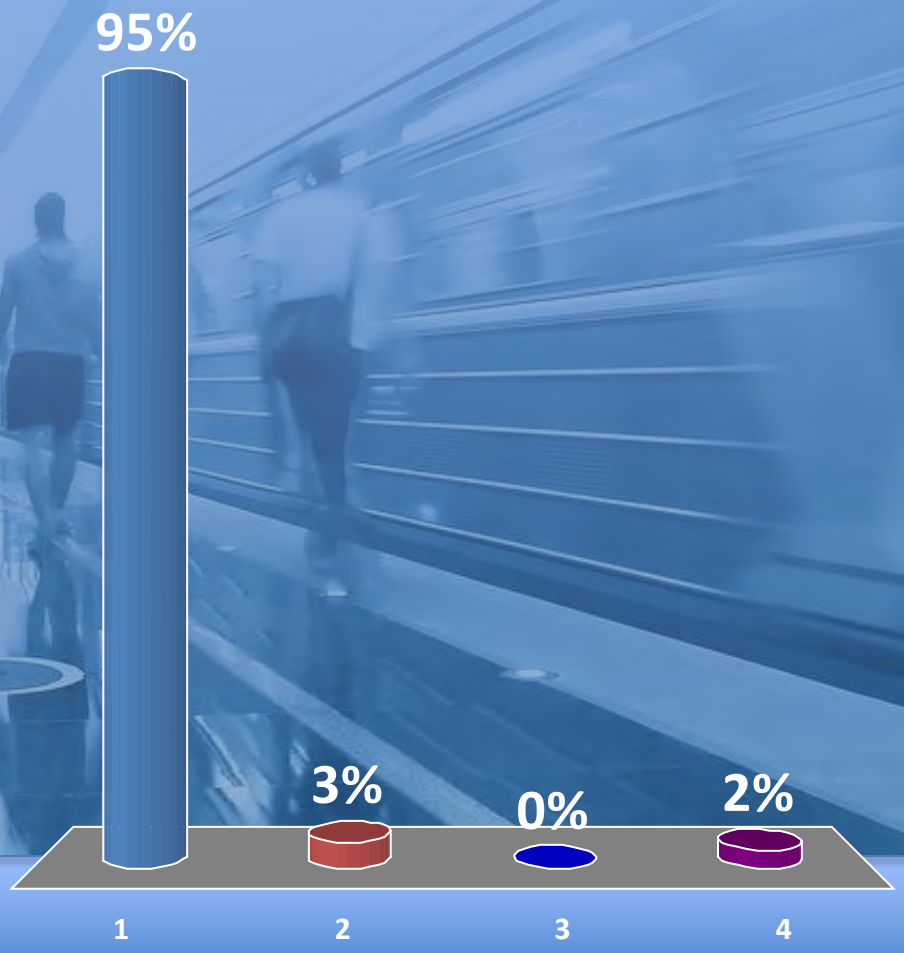
Which of the following subgroups BEST describes you?

1. Elected Official
2. Appointed Official
3. Private Citizen
4. Student
5. Public Agency Staff
6. Community Based Organization/Faith Based Organization
7. Environmental Justice Advocate
8. Union Member or Representative
9. Other



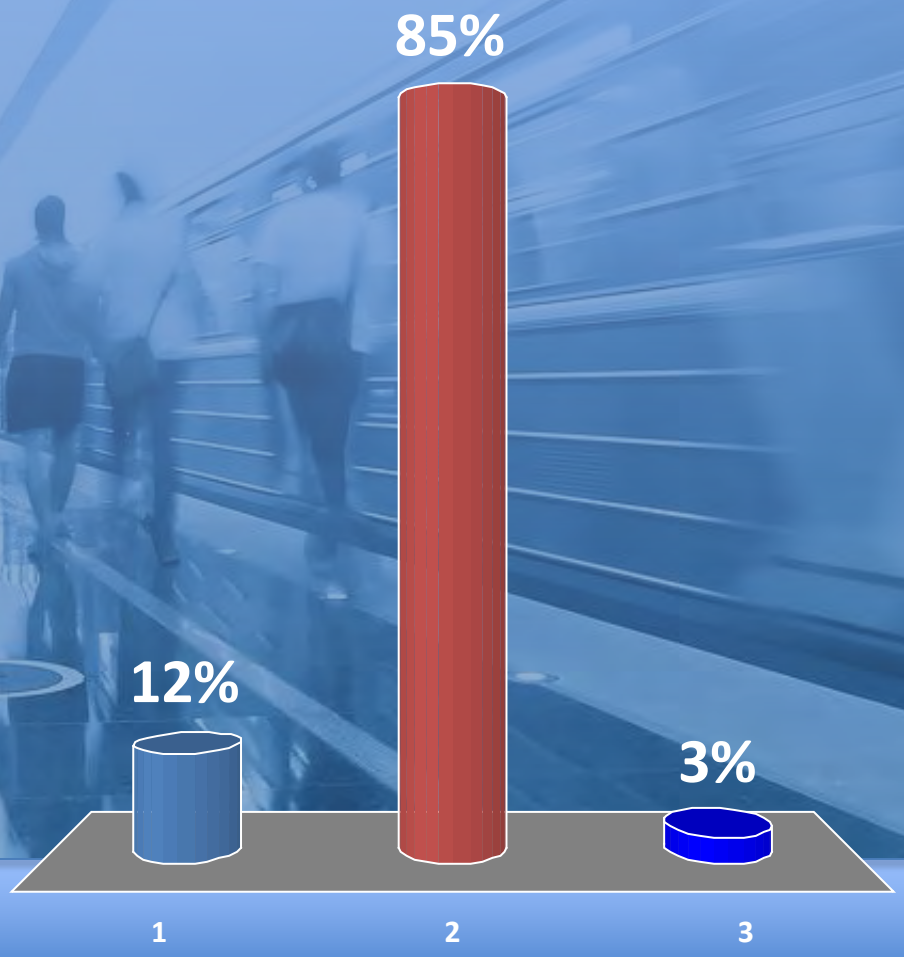
What is your preferred language?

1. English
2. Spanish
3. Southeast Asian dialect (Hmong, Laotian, etc.)
4. Other



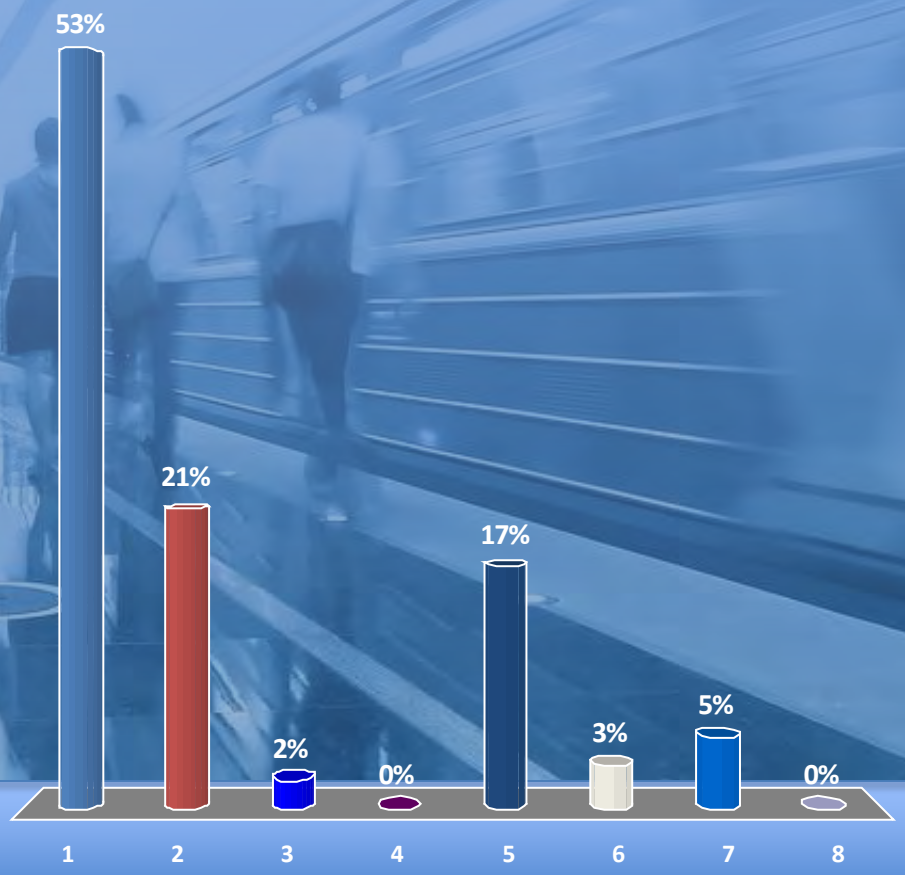
Do you have a disability that either prevents you from getting to or from a bus route, accessing a bus, or understanding how to use the bus system?

1. Yes
2. No
3. Prefer not to answer



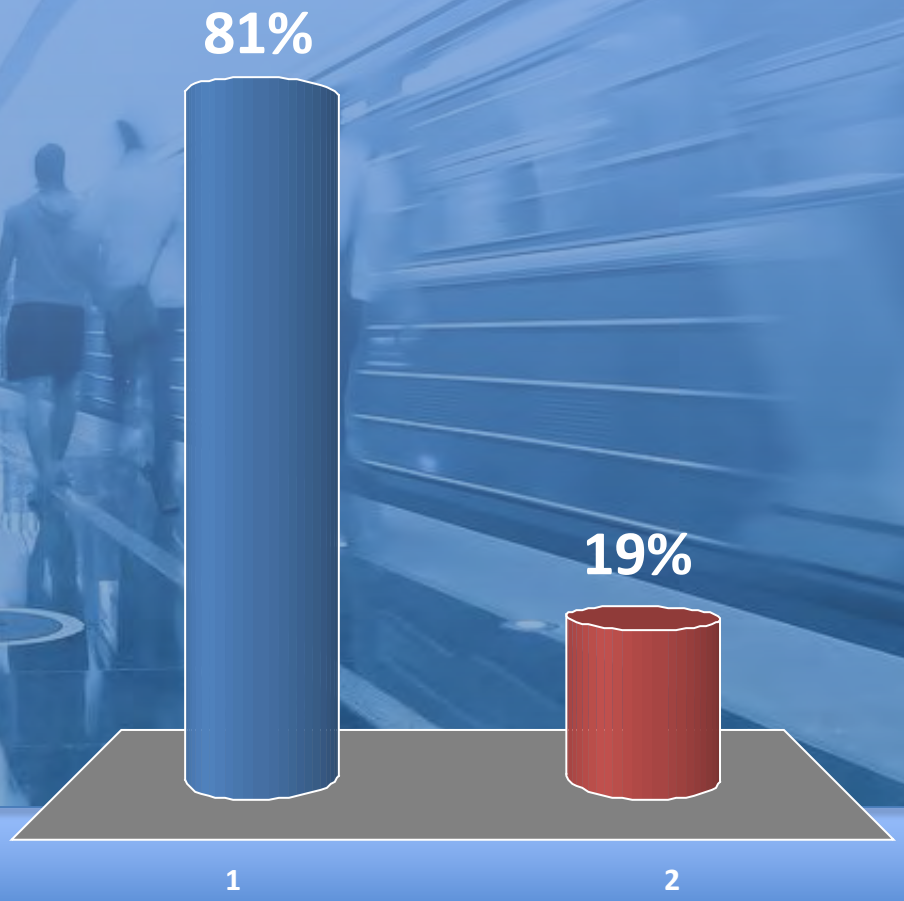
How did you get to this workshop today?

1. Drove a car
2. Rode in a car with family/friends
3. Rode on a motorcycle
4. Took Uber/Lyft
5. Took the bus
6. Rode a bike
7. Walked
8. Other



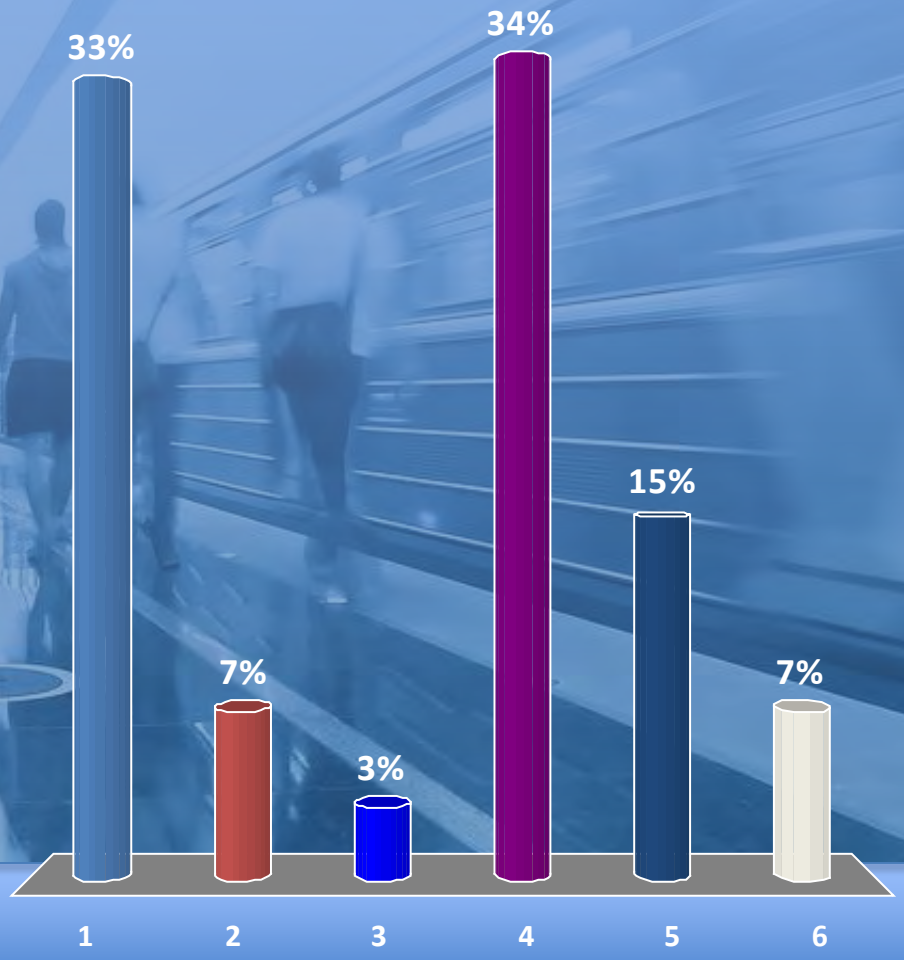
Do you own or have regular access to a vehicle?

1. Yes
2. No



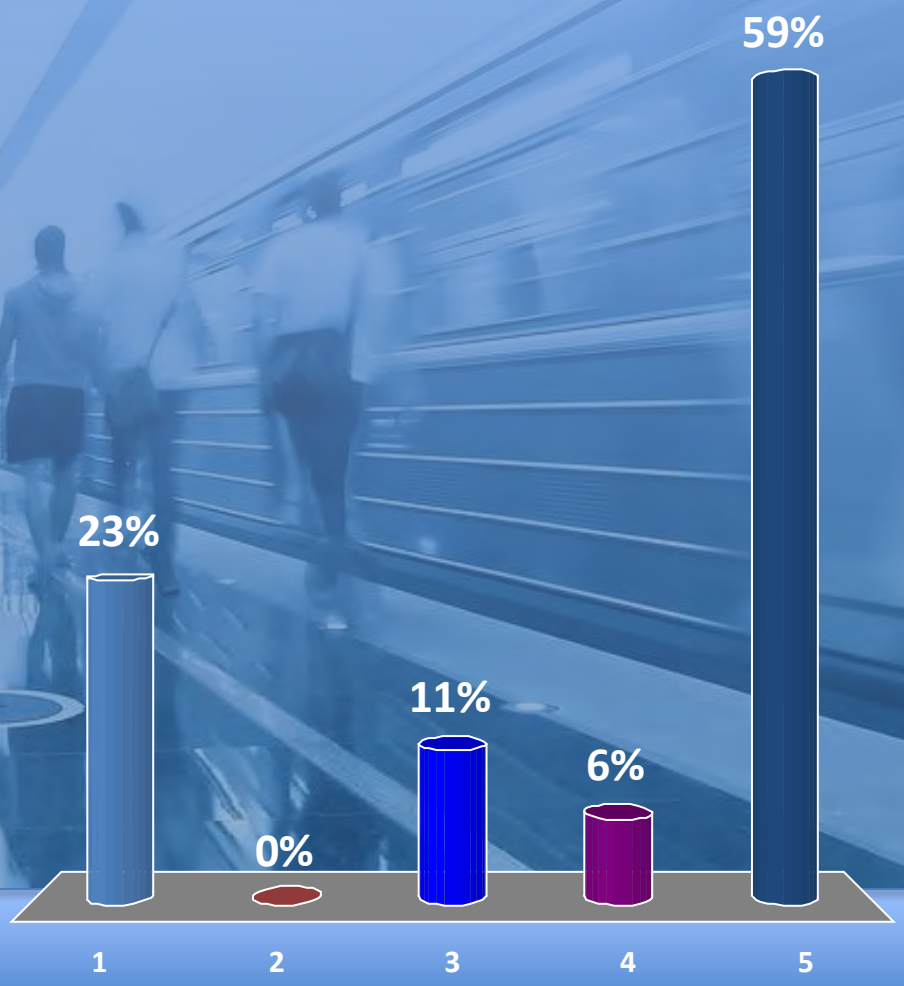
If a motor vehicle is not available, what type of transportation do you use?

1. Bus
2. Bicycle
3. Walk
4. Ask for a ride from friend, neighbor or family member
5. Uber/Lyft
6. Other



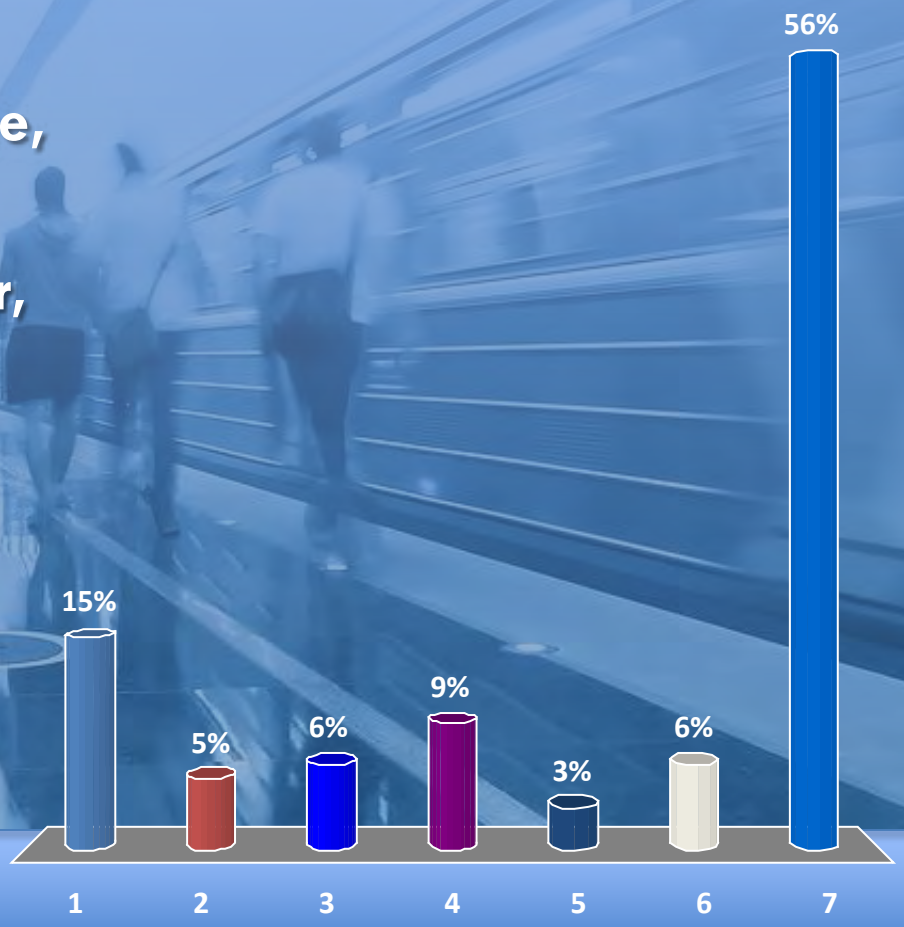
How often do you ride FAX?

1. Four or more days a week
2. Two to three days a week
3. About once every week or two
4. About once a month
5. Rarely/Never



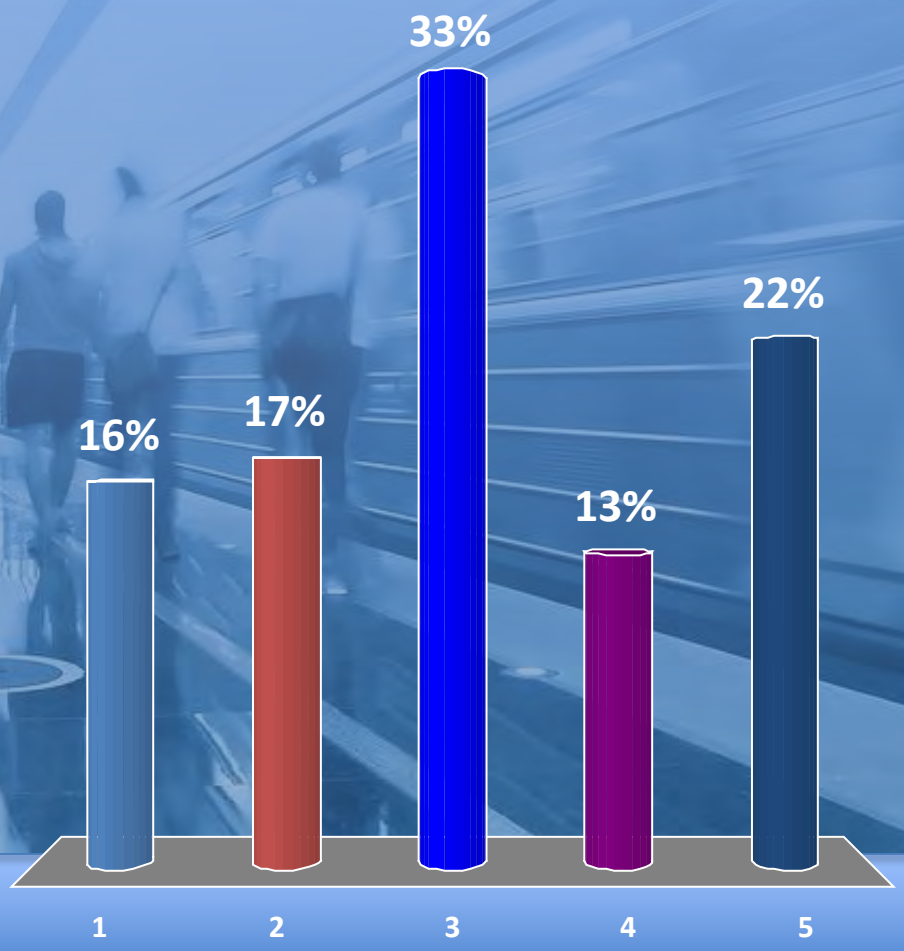
What do you currently ride FAX for (most important trip only)?

1. Trips to and from work
2. Shopping trips
3. Education trips (school, college, job-related classes)
4. Personal business trips (doctor, haircut, etc.)
5. Social and recreational trips (visiting friends/family, entertainment)
6. I use FAX for all my trips
7. Do not ride FAX



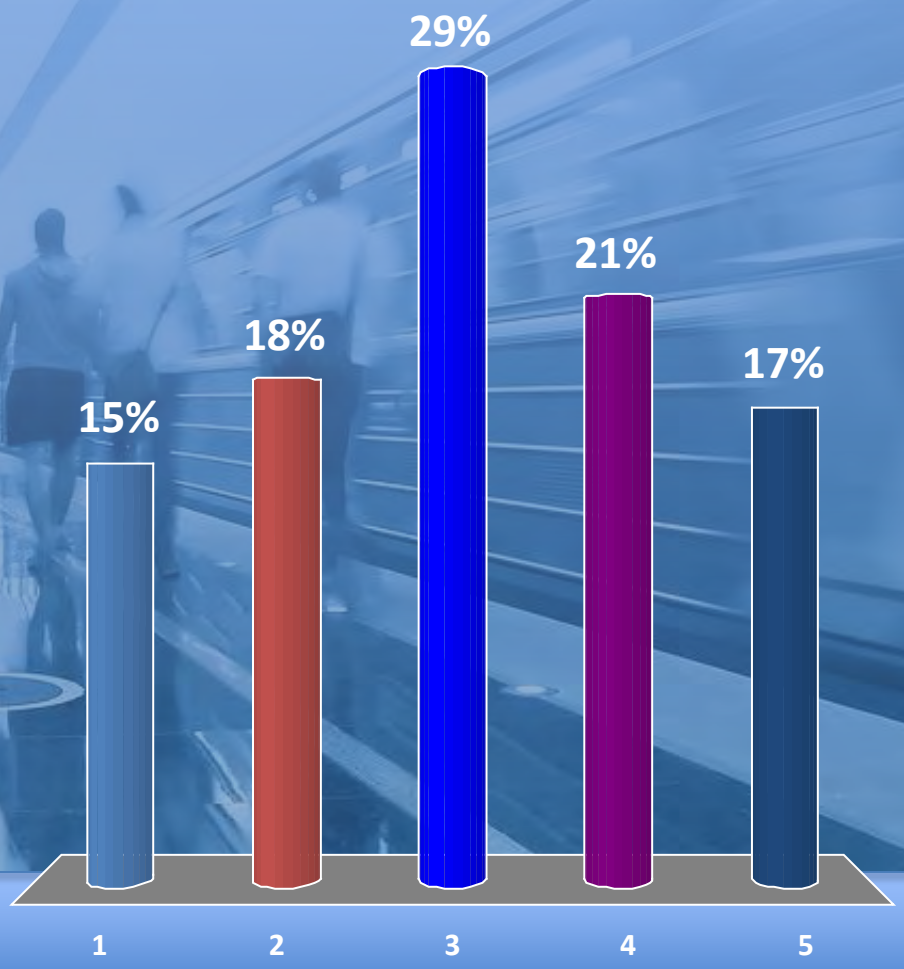
Is the *Draft FAX Plan* better for me?

1. Definitely
2. Probably
3. Maybe/Not Sure
4. Probably Not
5. Definitely Not



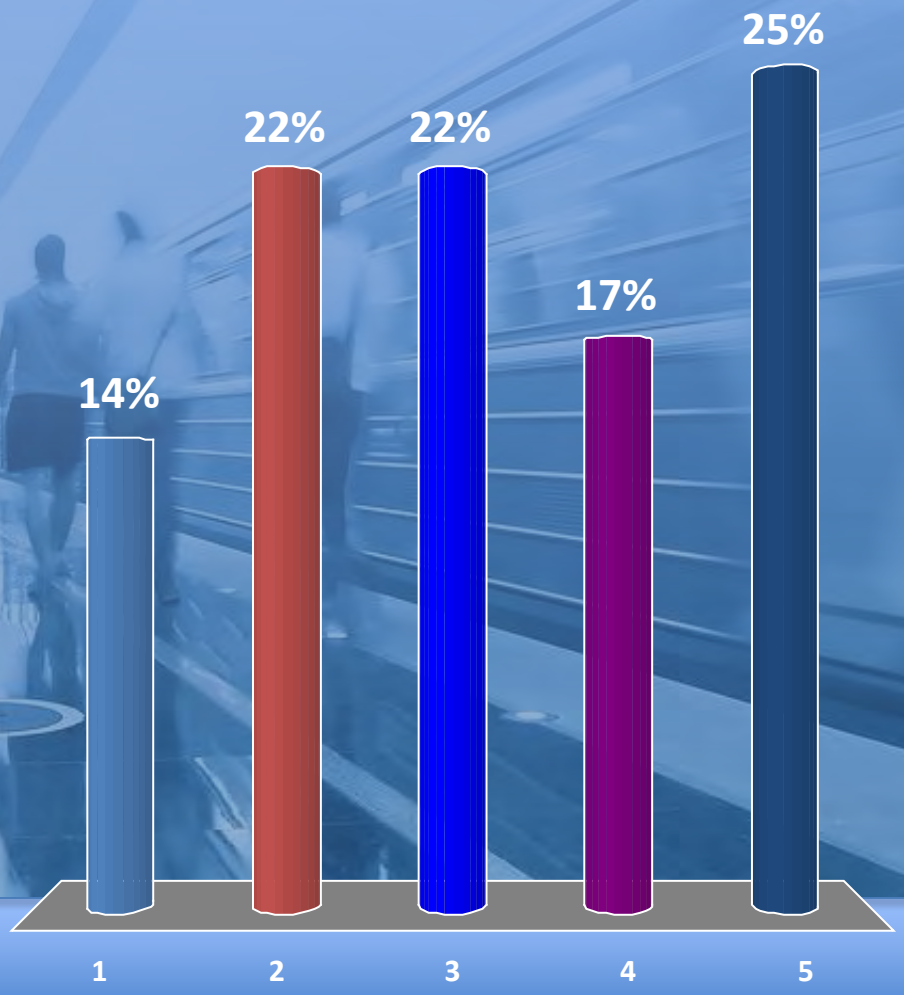
Is the *Draft FAX Plan* better for my friends and family?

1. Definitely
2. Probably
3. Maybe/Not Sure
4. Probably Not
5. Definitely Not



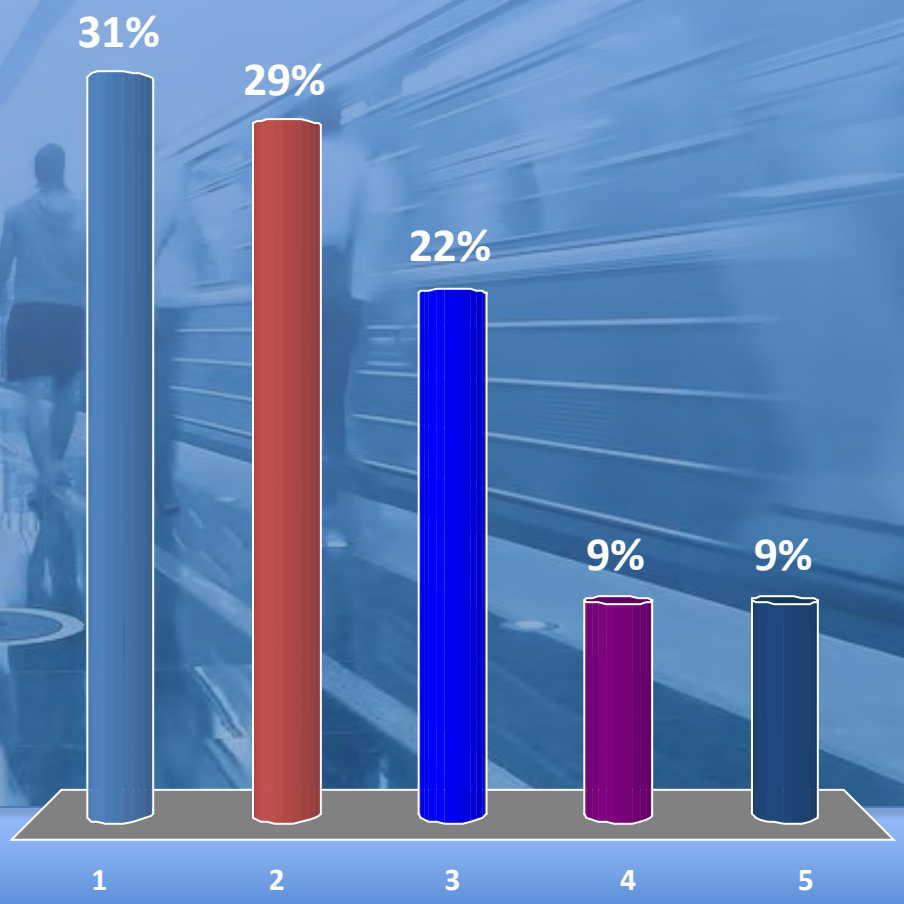
Is the *Draft FAX Plan* better for my neighborhood?

1. Definitely
2. Probably
3. Maybe/Not Sure
4. Probably Not
5. Definitely Not



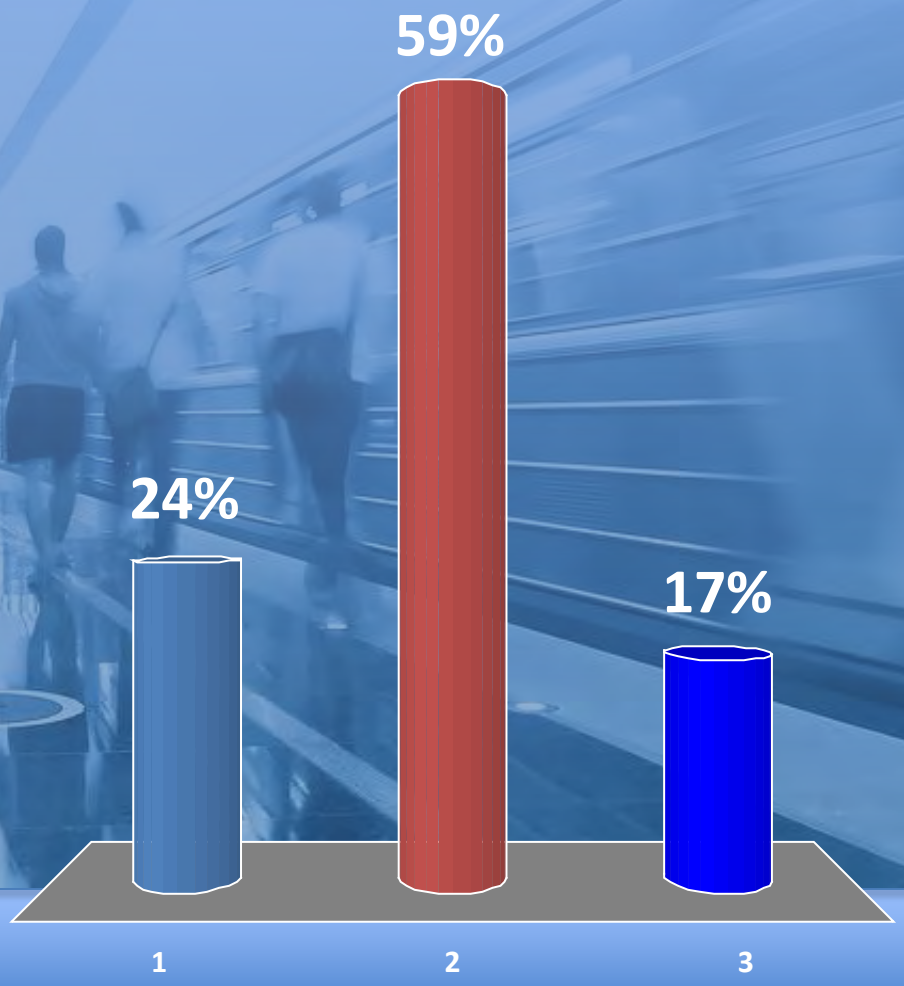
Is the *Draft FAX Plan* better for Fresno?

1. Definitely
2. Probably
3. Maybe/Not Sure
4. Probably Not
5. Definitely Not



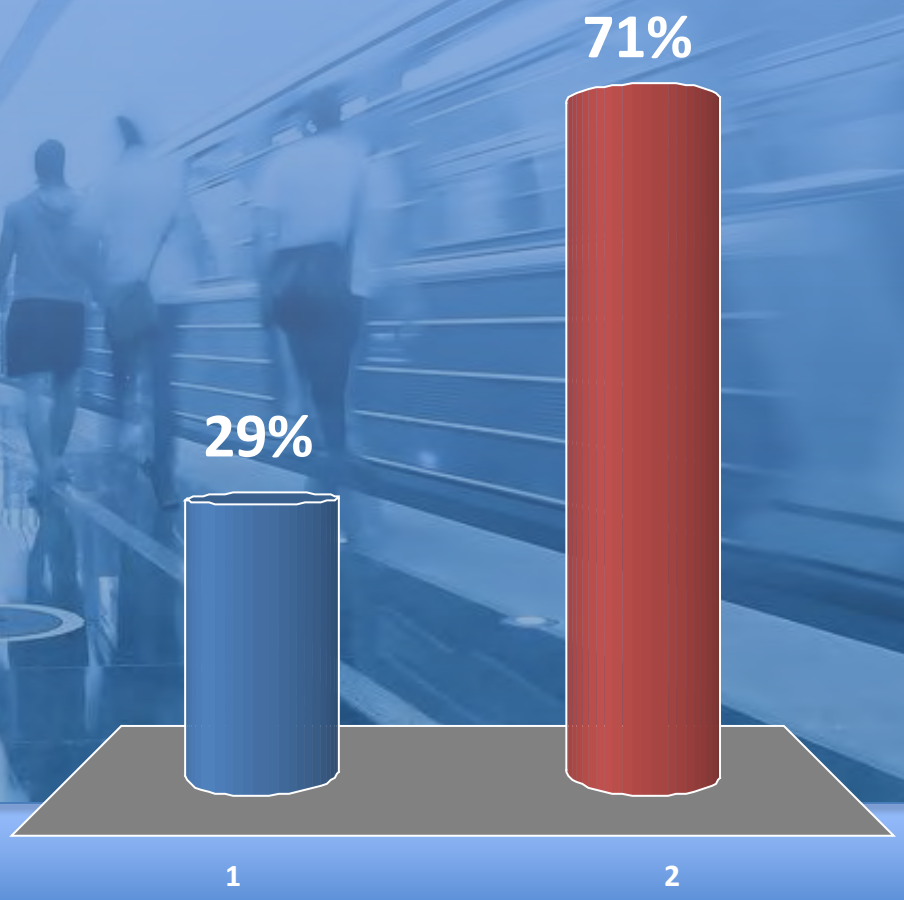
Do you think the *Draft FAX Plan* will lead you to ride transit for more trips to and from work?

1. Yes
2. No
3. I am not employed



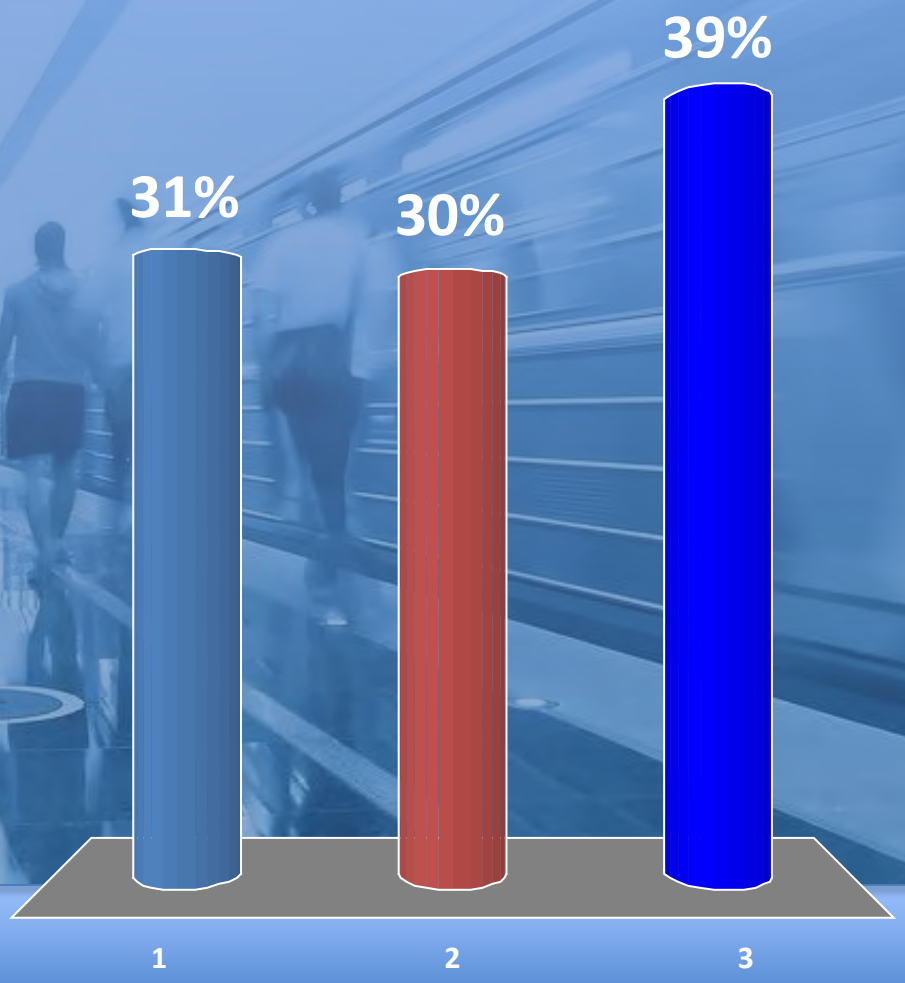
Do you think the *Draft FAX Plan* will lead you to ride transit for more shopping trips?

1. Yes
2. No



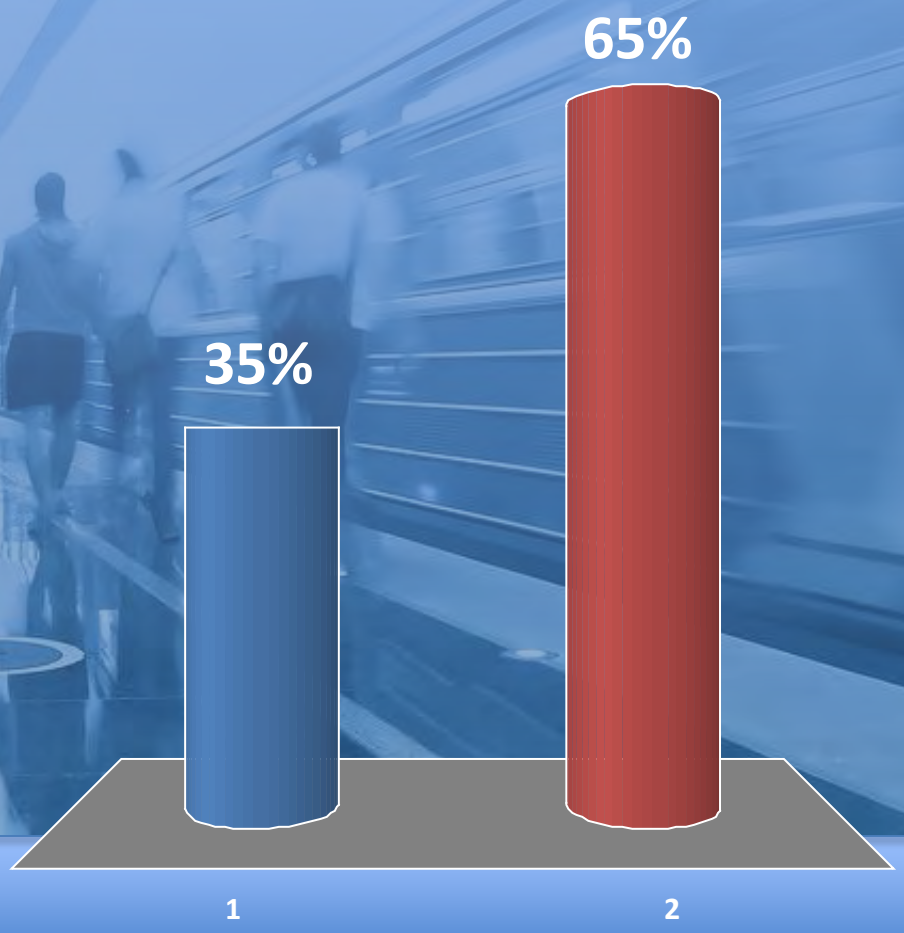
Do you think the *Draft FAX Plan* will lead you to ride transit for more education trips (school, college, job-related classes)?

1. Yes
2. No
3. I am not a student



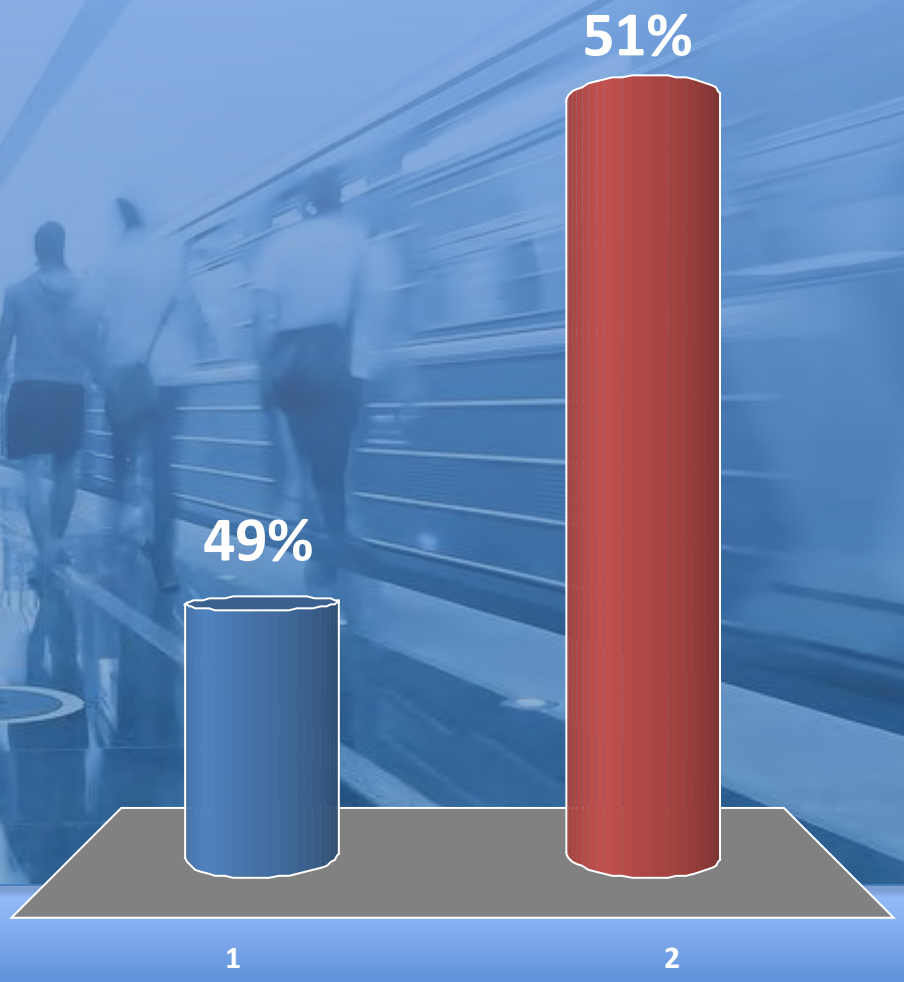
Do you think the *Draft FAX Plan* will lead you to ride transit for more personal trips (doctor, haircut, etc.)?

1. Yes
2. No



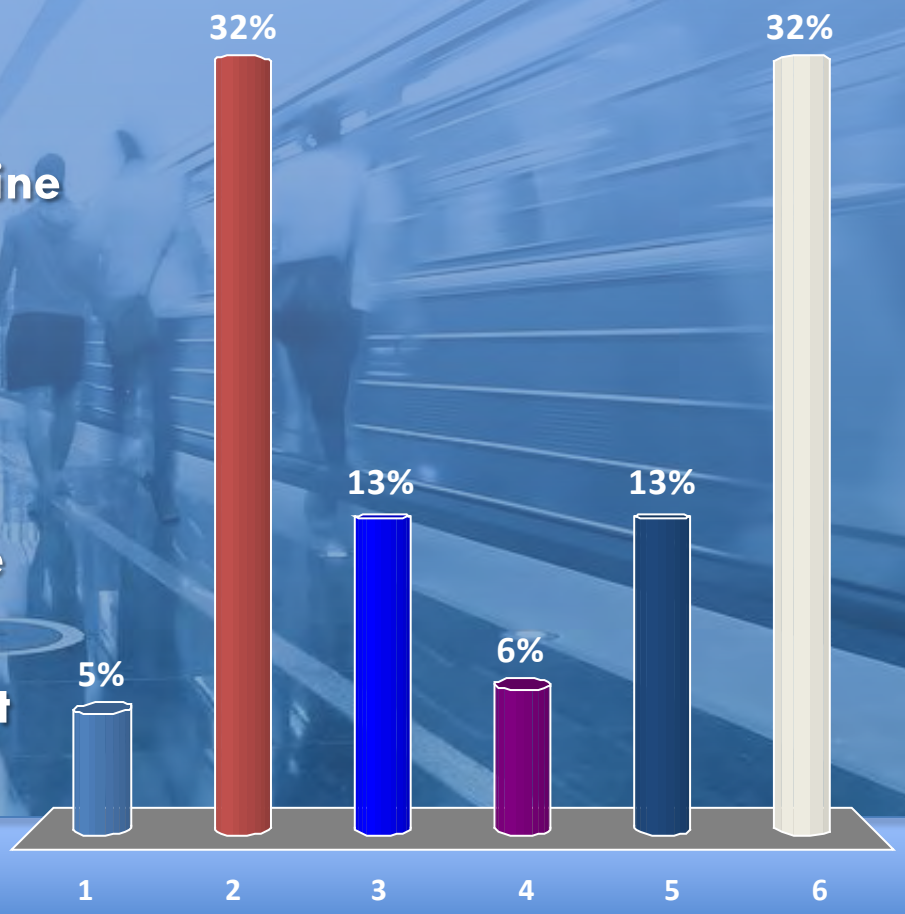
Do you think the *Draft FAX Plan* will lead you to ride transit for more social and recreational trips (visiting friends/family, entertainment)?

1. Yes
2. No



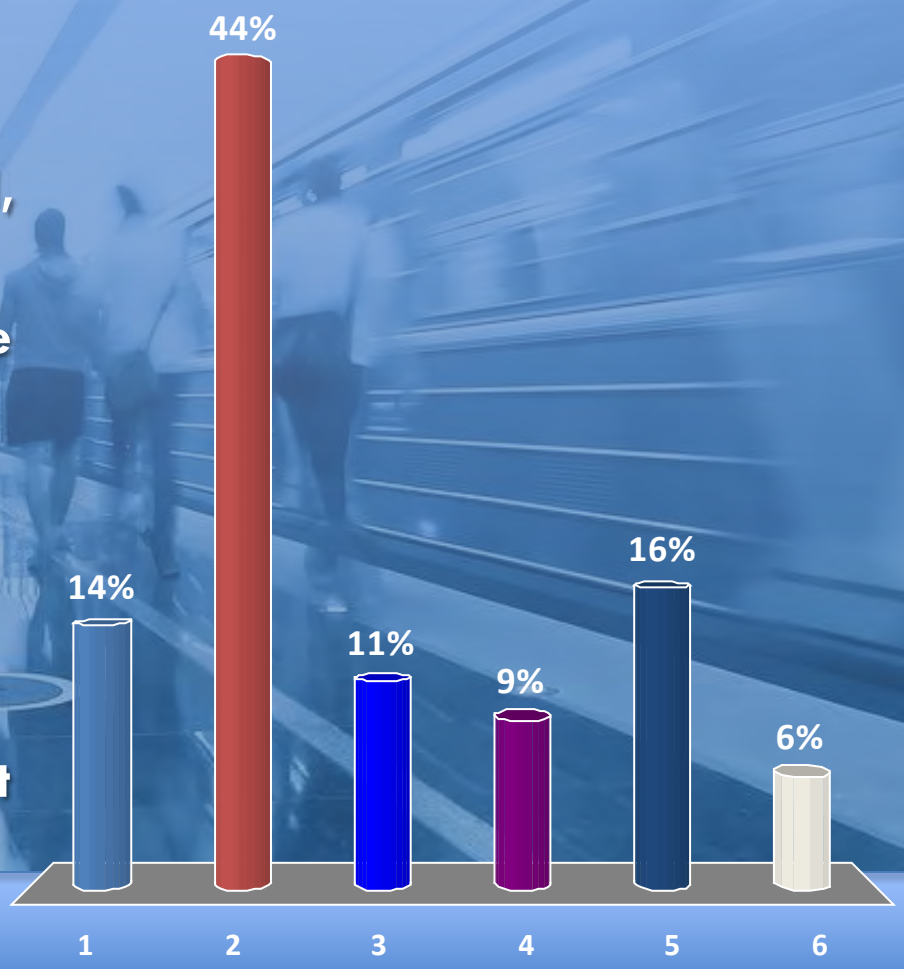
The ***Draft FAX Plan*** will provide better service in most areas, but some low-density areas will see less service. ***If*** FAX were to obtain more funding, what is the best option for these areas?

1. No additional service is needed in these areas.
2. Coordinated Uber/Lyft or Taxi services to reach the nearest FAX line with a 40% discount
3. Uber/Lyft or Taxi services to any destination with a 20% discount
4. Bikeshare system in these areas
5. FAX should keep bus service at the same level
6. Other (please describe on comment card)



To make FAX service faster, there will be longer distances between some stops. What would help offset this?

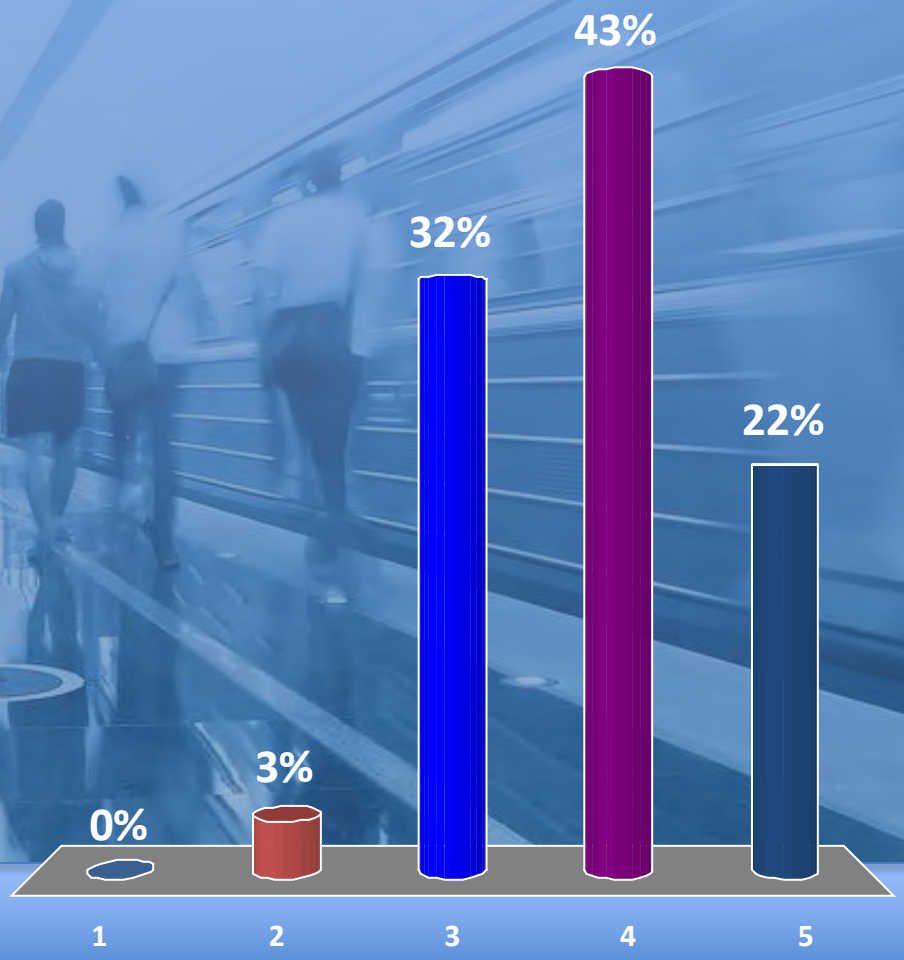
1. More comfortable stops – shade, seating, etc.
2. Ensure that sidewalks and other pathways to stops are well- paved, well-lighted and safe
3. Better bike access/more secure bike parking at key bus stops.
4. Alternating "skip stop" service on routes
5. Nothing more is needed – faster service is enough
6. Other (please describe on comment card)



Meeting Evaluation

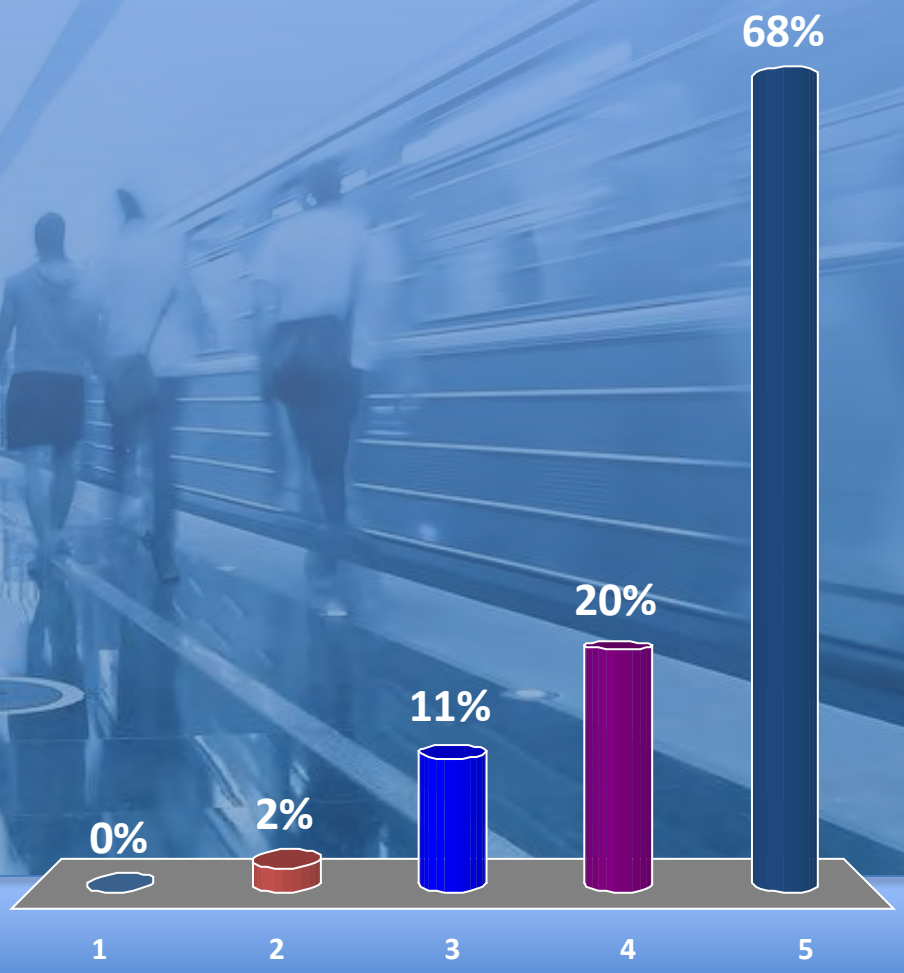
How effective has this meeting been so far to express your opinions?

1. Not at all effective
2. Not very effective
3. Somewhat effective
4. Effective
5. Very effective



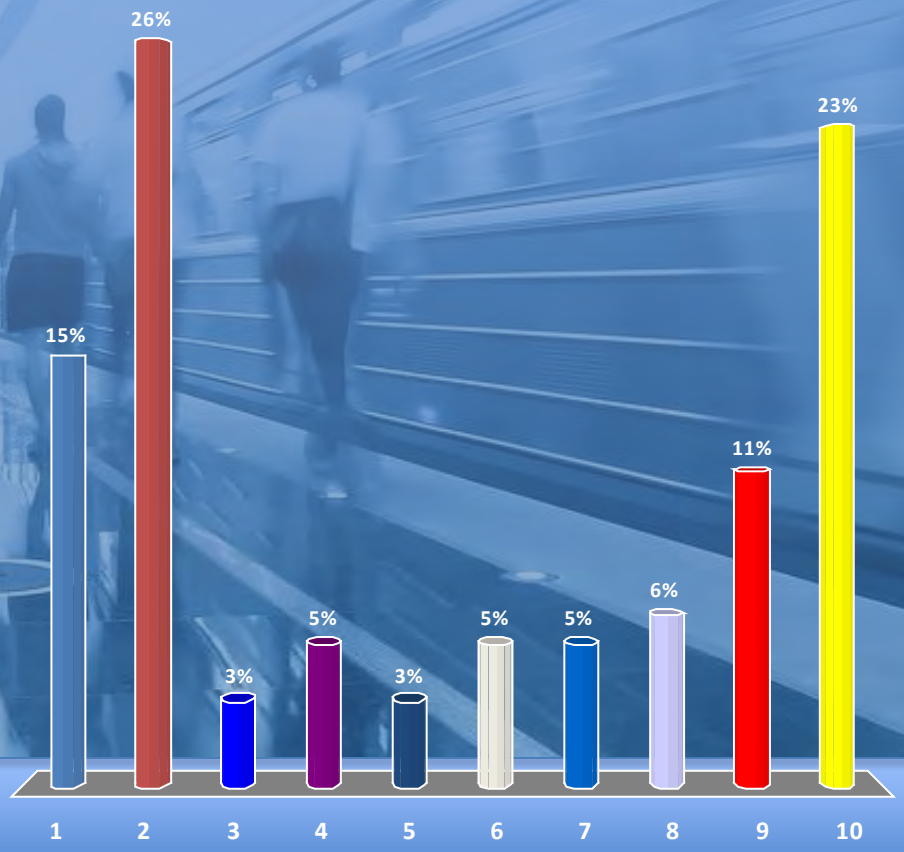
How useful were the clickers to provide your opinion?

1. Not at all effective
2. Not very effective
3. Somewhat effective
4. Effective
5. Very effective



How did you learn about today's workshop?

1. Received a flyer
2. Received an email
3. Heard about it on television
4. Radio
5. Vida En El Valle
6. Social Media
7. Internet
8. Saw advertisement on bus
9. Word of mouth
10. Other



Appendix L

Workshop – Group Exercise
FAX Funding Priorities by Workshop and Total for All Workshops

FAX Fixed-Route Restructure Study - Workshop Bucket Exercises

FAX Funding Priorities

FAX Services Improvements	Fresno City College	Central Valley Regional Center	Mosqueda Community Center	Frank H. Ball Commuinty Center	Woodward Library	Pinedale Commuinty Center	Holmes Community Center	TOTALS
1) Improving frequency of buses. Which route or routes ?	$80.00	$190.00	$40.00	$20.00	$150.00	$70.00	$40.00	**$590.00**
2) Additional Bus Rapid Transit (BRT) routes: 10-minute peak service	$40.00	$100.00	$10.00	$20.00	$80.00	$90.00	$40.00	**$380.00**
3) Additional routes with 15-mintue service: 6am to 6pm	$80.00	$140.00	$10.00	$20.00	$130.00	$80.00	$50.00	**$510.00**
4) More routes on Night Service to approximately 11am	$120.00	$30.00	$20.00	$80.00	$10.00	$90.00	$0.00	**$350.00**
5) Discounted Uber and Lyft- type services between 10pm and 5am	$130.00	$100.00	$20.00	$40.00	$10.00	$40.00	$0.00	**$340.00**
6) Additional bus stop shelters	$90.00	$100.00	$0.00	$40.00	$60.00	$100.00	$60.00	**$450.00**
7) Extensions of routes to additional areas of Fresno including new activity centers	$400.00	$210.00	$100.00	$20.00	$770.00	$220.00	$50.00	**$1,770.00**
8) Reduce Metro Pass from $48 to $36 per month	$70.00	$10.00	$0.00	$30.00	$50.00	$20.00	$40.00	**$220.00**
9) Real time information (Electronic signs and on Internet) at all bus shelters showing when bus arrives	$240.00	$100.00	$20.00	$160.00	$60.00	$20.00	$30.00	**$630.00**
10) Improve bus stops	$80.00	$80.00	$30.00	$80.00	$40.00	$60.00	$30.00	**$400.00**
11) City of Fresno should improve sidewalks providing access to bus stop/ BRT stations	$40.00	$40.00	$20.00	$40.00	$30.00	$70.00	$70.00	**$310.00**
12) Additional or more frequent weekend bus/ BRT service	$40.00	$30.00	$20.00	$50.00	$0.00	$60.00	$40.00	**$240.00**
13) Bike share stations at major FAX stops/ BRT stations	$60.00	$40.00	$0.00	$50.00	$0.00	$60.00	$20.00	**$230.00**
14) More Handy Ride Services	$30.00	$20.00	$10.00	$10.00	$40.00	$40.00	$30.00	**$180.00**
15) Marketing	$0.00	$20.00	$0.00	$40.00	$30.00	$80.00	$0.00	**$170.00**

Appendix M

Workshop – Group Exercise
FAX System Features Priorities by Workshop and Total for All Workshops

FAX Fixed-Route Restructure Study - Workshop Bucket Exercises
FAX System Feature Priorities

Most Important Features	Fresno City College	Central Valley Regional Center	Mosqueda Community Center	Frank H. Ball Commuinty Center	Woodward Library	Pinedale Commuinty Center	Holmes Community Center	TOTALS
1) Fare Level/ Ease of Payments	10	0	6	9	0	2	5	**32**
2) Frequency of Service	9	20	4	2	16	15	5	**71**
3) Reliability (Buses on time)	17	24	8	10	10	15	8	**92**
4) Direct routing of buses	11	23	2	2	23	6	4	**71**
5) Speed of bus service	11	12	1	14	2	13	3	**56**
6) Minimizing walk distance to bus stop	11	3	1	2	17	6	7	**47**
7) Ease of bus transfers between FAX buses	12	12	2	4	20	10	4	**64**
8) Ease of transfers from FAX to Clovis and FCRTA Transit buses	22	9	0	5	33	17	7	**93**
9) Real -time service information	28	3	1	6	4	6	3	**51**
10) Safety and Security	9	10	6	13	13	20	5	**76**

Appendix N

Workshop – Comments Received by Workshop

FAX Fixed-Route System Restructure Study
Public Workshops
November 4 - 11 and December 6, 2017

Name: Jacqui Wills

Address:

City: State: Zip:

Representing Organization or Agency: KG Communication

Comments:

A public friendly interface for real time information. (where is the bus? how far away? Is there a delay in traffic?)

WE HAVE THIS READY TO DEPLOY!

Please return card by November 24, 2017
Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops
November 4 - 11 and December 6, 2017

Name: YONAS PAULOS

Address:

City: State: Zip:

Representing Organization or Agency: Veteran Advocate

Comments: This is agreat Idea to get us involve to assist you on Routes. GOD bless you all.

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Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops
November 4 - 11 and December 6, 2017

Name: OLGA BOWLES

Address:

City: State: Zip:

Representing Organization or Agency: Private Citizen

Comments: 25 always late
and not hour on weekend
32 late
28 usually on time

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Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops
November 4 - 11 and December 6, 2017

Name: Nicole Conners

Address:

City: State: Zip:

Representing Organization or Agency: ASG Clovis Community College

Comments: There are a lot of students @ our campus who are in need of accessible public transportation. Some do extended commutes varing from catching the bus near FCC, then Blackstone, then river park then Chaw plain AND rides his bus to campus. Public transportation is essential & significant to this state to succeed

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FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops
November 4 - 11 and December 6, 2017

Name: Yasmeen Makkawi

Address:

City: State: Zip:

Representing Organization or Agency: Associated Student Gov't Clovis Community

Comments: There is no bus that comes directly to or near our campus (Clovis Community College). The closest is the Herndon Campus and on Chainplain and Perrin. Once there, students are left to finish the route on foot.

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FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops
November 4 - 11 and December 6, 2017

Name: Darron Rapada

Address:

City: State: Zip:

Representing Organization or Agency: Associated Student Government, C.C.C

Comments: Students at Clovis Community College not only need a direct route to the campus, but faster & more efficient transfers. We have students riding an hour or two just to make it to their classes.

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FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops
November 4 – 11 and December 6, 2017

Name: Damon Rapada

Address:

City: State: Zip:

Representing Organization or Agency: Clovis Community College, A.S.G.

Comments: We need a direct line that goes directly on our campus. The closest stop is at our Herdon Campus, which then requires students to ride a shuttle to our main campus. We need a bus stop at Clovis Community College or a closer one that goes past Perrin.

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FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops
November 4 – 11 and December 6, 2017

Name: Andy Hansen-Smith

Address:

City: State: Zip:

Representing Organization or Agency:

Comments:
Bike Share would be helpful for last mile of trip.

Increase gas tax to encourage more to take Bus

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FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops
November 4 - 11 and December 6, 2017

Name: James Ortez

Address:

City: State: Zip:

Representing Organization or Agency: Clovis Community College

Comments:

Our students NEED a direct line to the main campus.

Please return card by November 24, 2017
Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops
November 4 - 11 and December 6, 2017

Name:

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: Have they considered a bus down willow to the Clovis community college; a bus down Herndon from 99 to Clovis Ave. OR even a bus for Bullard OR Nees. Why are all the buses on one side of town

Please return card by November 24, 2017
Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops
November 4 - 11 and December 6, 2017

Name: Rob Eymoma

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: reroute 58 to serve Clovis Community College only serve Clovis West at school peak. Extend route 45 to el paseo

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Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops
November 4 - 11 and December 6, 2017

Name: Gordon Yamanaka

Address:

City: State: Zip:

Representing Organization or Agency: Self

Comments: RE: longer bus stops, #1, 2, 3 on the slide.

I'd use FAX more often if Clovis was better. Now I drive to Sierra Vista Mall and use #9

Please return card by November 24, 2017
Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops
November 4 - 11 and December 6, 2017

Name: Deborah Ikeda

Address:

City: State Zip:

Representing Organization or Agency: Clovis Community College

Comments:

We need a bus to Clovis Community College. There are 11,000 students with no bus access.

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Visit www.fresno.gov/transportation/fax/ for more information.

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops
November 4 - 11 and December 6, 2017

Name: Lori Bennett

Address:

City: State: Zip:

Representing Organization or Agency: Clovis Community College

Comments:

We need bus service to Clovis Community College - M-F

Please return card by November 24, 2017
Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops
November 4 - 11 and December 6, 2017

Name:

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: Clovis Community College & Clovis North HS need service!

Please return card by November 24, 2017
Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops
November 4 - 11 and December 6, 2017

Name: Erica Rodriguez

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: I live near Fowler/Ashlan, so in daytime I take Clovis 50 + FAX 45 to get to Palm/Herndon for work. I wish this route was more frequently available, especially during nighttime. I spend $20 on Lyft back home.

Please return card by November 24, 2017
Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops
November 4 - 11 and December 6, 2017

Name: Benjamin Tuggy benjamint@outlook.com

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: I would love to see a focus on transit as an alternative to driving. Faster and more frequent service (like in the BRT project) is probably the biggest factor. Hopefully we can secure more transit funding to allow both that and expanded routes, as well as electrification of more and more buses.

Please return card by November 24, 2017
Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops
November 4 - 11 and December 6, 2017

Name:

Address:

City: State: Zip:

Representing Organization or Agency:

Comments:

Service needs to be expanded. Taking people where they want to go.

Please return card by November 24, 2017
Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops
November 4 – 11 and December 6, 2017

Name: SUE BOWERS

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: LOOKING FORWARD TO NEW SYSTEM. WILL USE BUS MORE OFTEN IF IT HAS LESS WAIT TIMES.

Please return card by November 24, 2017
Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops
November 4 – 11 and December 6, 2017

Name: Austin Travis Dylan Hall

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: Good workshop. I feel the biggest challenge to FAX is car-centric design of the City. I would like to see stronger promotion of transit-oriented development from FAX as well as deeper integration with other jurisdictions/agencies

Please return card by November 24, 2017
Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

Appendix O

Other Comments Received During or Following the Workshop Series

From: Daren Miller [mailto:ibedam@gmail.com]
Sent: Wednesday, November 08, 2017 10:38 AM
To: Harold Sobrado
Subject: System Restructuring Study

Good morning. Unfortunately, I will not be able to attend any of the scheduled meetings because I am just becoming aware of the dates and leaving out-of-town tonight.

I do want to share my thoughts about possible improvements to the system. I am a current infrequent rider of FAX, however, through the 1980's and 90's I rode lines 26, 26, and 38, daily. I raise this point to highlight that I can still ride those lines, some 35 years later, with great familiarity because they are unchanged. I am over joyous that FAX is considering restructuring routes to benefit a the vastly different landscape.

Some of my considerations, given that Fresno is a Major City in California and the Central Valley:

1. Regional routes ie. routes that circle through a specific region of Fresno such as NE, NW, SE, and SW.
2. Expanded future BRT service down Shaw Ave.
3. Specific express routes that connect major transportation hubs (airport, Greyhound/Amtrak and future High-Speed Rail.
4. Specific express routes and agreements to serve the major educational institutions in the area (Fresno City- in place, Fresno State, Reedley College, Madera Center, and UC Merced- in addition to Fresno and Clovis Unified)
5. Building a foundation for a (futuristic) regional light-rail system to connect with other cities in the area (Clovis, Madera, Merced, Reedley, Selma, Kerman, Visalia, Hanford, etc.)

I am just sharing some thoughts that I believe will help FAX and Fresno move into the 21st century. Thank you for your time.

--
DAREN Andrew Miller
ibedam@gmail.com
559-930-4909 cellular

From: Bridget Watkins [mailto:BridgetWatkins@live.com]
Sent: Tuesday, November 14, 2017 4:10 PM
To: Harold Sobrado
Subject: FAX improvement ideas

Hello Todd,

As requested, I am writing to give you my ideas on improvements to FAX routes.

1. Bus on Herndon- from approximately Willow Ave. to West Ave., this would allow passengers to access Doctor's offices along this corridor.
2. FAX 15- 38 and 9- better service to the passenger base if the buses ran the full route. The 9 especially, as the full route 9 is almost always full with passengers standing in the aisles. While the FAX 15 is mostly empty. I experience this on both days I drive 9-03.
3. I have spoke with many passengers that are requesting a couple more hours be added to weekend service. For example, run the buses till 9 pm instead of 7ish. I'm not sure if this would be beneficial as my route 32 on the weekend is light especially north of Shaw ave.
4. Route 9 out of service point- I think it would benefit passengers if the 9 returned to Willow Ave to meet up with the 28 that is laid over at south bound Willow next to Carl's Jr. to allow passengers to return to Fresno and not be stranded at Shaw and Cole ave. at 7:00 pm on week nights. The bus could go out of service at West bound Willow at the Red Carpet and return to the yard via the 168 freeway.
5. WiFi on the bus, this is a big request.
6. Charging stations for phones, laptops, tablets, this is an idea to draw corporate types out of their cars and on to public transportation.
7. An app that gives real time GPS of the Buses so a passenger could see where their bus is and if it's on time so they know if they need to be at the bus stop early or if they still have a few minutes. Especially helpful in extreme weather. Similar to Uber driver tracking.

Thank You,
Bridget Watkins

From: Deep Singh [mailto:deep@jakara.org]
Sent: Wednesday, November 15, 2017 2:39 PM
To: Harold Sobrado; Jeff Stine; Hector Guerra; Gregory Barfield
Cc: Kamaljit Kaur; Simranjit Singh
Subject: Re: FAX Route Restructuring Public Workshops Summary

Dear Harold, Jeff, and Hector,

I am writing to you as the Executive Director of the Jakara Movement. We represent the over 50,000 wide Sikh community here in Fresno County, with our membership base of over 5,000 members. We do have some important concerns about the FAX restructuring.

Unfortunately our key staff members were at a conference last week and with only one-week available to give comments, we weren't able to present our very important concerns. We have had meeting with Mayor Brand and even the other key city officials on the topic. We were hoping and our understanding was that the December meeting was one of still taking input. We are expecting over 20 members from the Sikh community alone to be at the Pinedale meeting. When reading your email today, I am very concerned that the process is being drawn to a close so hastily after only one week of input and that too with very few community members participating.

I wanted to find out if there was time to sit down together and speak about our specific concerns in West Fresno, or if the December meeting will still be a chance for public input. Again this is a grave matter and I appreciate your immediate response on it.

Look forward to being in touch. My number is 559-647-4700.

Kind Regards,
Naindeep Singh
Executive Director
Jakara Movement
www.jakara.org

From: ron deContreras [mailto:rondecon@yahoo.com]
Sent: Monday, November 20, 2017 12:47 PM
To: Harold Sobrado
Subject: Community meeting in pinedeal

I was wondering if I could express my concerns to you instead of going to the meeting. It is not convenient because I am in wheelchair and if the meeting last til 7:30 my routes to get home might nit be running anymore for the day. Thanks for your consideration Ron de Contreras

Sent from my iPhone

From: ron deContreras [mailto:rondecon@yahoo.com]
Sent: Monday, November 20, 2017 1:27 PM
To: Harold Sobrado
Subject: Re: Community meeting in pinedeal

I live on ashlan I. Clovis, I take the 45 to come to fresno. Great for connections going but coming is very hard because of one hour schedule. I always have to take an other bus to. It wait for my transfer that long. The buses always look busy to me, so I don't know why it can't run every have hour too. It hard to be in my chair more than two hours. So I try to get joe as soon as possible. If not the 45, I have to travel 3 long blocks more to get home.
Thank you for addressing my concerns.
Ron de contreras

Sent from my iPhone

From: Emily Madrigal
Sent: Tuesday, November 21, 2017 11:21 AM
To: Jeff Long; Harold Sobrado
Subject: Bus Route Planning

Hello,

I missed the route planning workshops that were held in November, but I want to express that I've lived near the intersection of S. Peach and E. Church Avenues in the neighborhood behind Storey Elementary School since 1995. All during this time, there has been not been a City bus route there. A lot of new homes have been built in the area over the last 10 years bringing many more residents who could use the service. I see Sunnyside High School students walk the two miles on Peach Avenue to Sunnyside High School which is also where the nearest bus stop is located. I think that students would ride the City bus to Sunnyside High and back home again if bus service was available on Peach Avenue. Also, there have been times when I've taken my car in for service and or repairs, and I rode the City bus to go home....only to be able to go as far as Peach and Butler and then have to walk the two miles to get to where I live.

I would appreciate it if you would consider the extension of a bus route to reach the intersection of S. Peach and E. Church Avenues.

Thank you.

Emily Madrigal

FRESNO YOSEMITE

Emily Madrigal | Senior Secretary, Projects Division
Emily.Madrigal@fresno.gov | **www.flyfresno.com**
4995 E. Clinton Way, Fresno, CA 93727
Direct: **559.621.4507** | Fax: 559.251.4825

City of Fresno, Airports Department - Administration Office

Comments and Thoughts from the meeting with ATU (Bus Drivers) CFPEA (Supervisors), CFMEA (Managers/ Trainers) and Administration along with Cliff

There were 13 present in total.

Introductions
Overview of Community Outreach Meetings
Review of PowerPoint Slides
Concerns / Fixes / Improvements / Comments

Route 45, increase headways from one hour headways
Increase frequencies on routes over coverage
Fax 15 to serve the entire routes on 9 & 38 not just a portion
Address west of Shaw past Brawley on Fax 15, Route 9
Add service to the Fig Garden Loop area
Extended Night Service to add more lines
Whatever we do need to be reliable in our service
Need something on Westside to serve Zacky Farms and Cargill in West Fresno after 11:30pm
Service to Veterans Home and Clovis Community College
Increase frequency at night

Gregory A. Barfield M.A.
Assistant Director,
City of FRESNO
Department of Transportation (FAX, Fleet, & Handy Ride)
-FAX Operations, Planning, Support Services, Training, and Community Relations
Bruce Rudd Administration Building
2223 G Street
Fresno, California 93706
559 621-1520 (office)
559 908-2481 (cell)
Gregory.Barfield@fresno.gov

From: ATU 1027 [mailto:atu1027fax@gmail.com]
Sent: Monday, November 27, 2017 12:58 PM
To: Gregory Barfield
Subject: Steve Brandau on KMJ

Greg:

We are partners in transit. We all have a responsibility to make sure that we protect the integrity of the Department. We will be seeing Steve on Friday and request a meeting with him then.

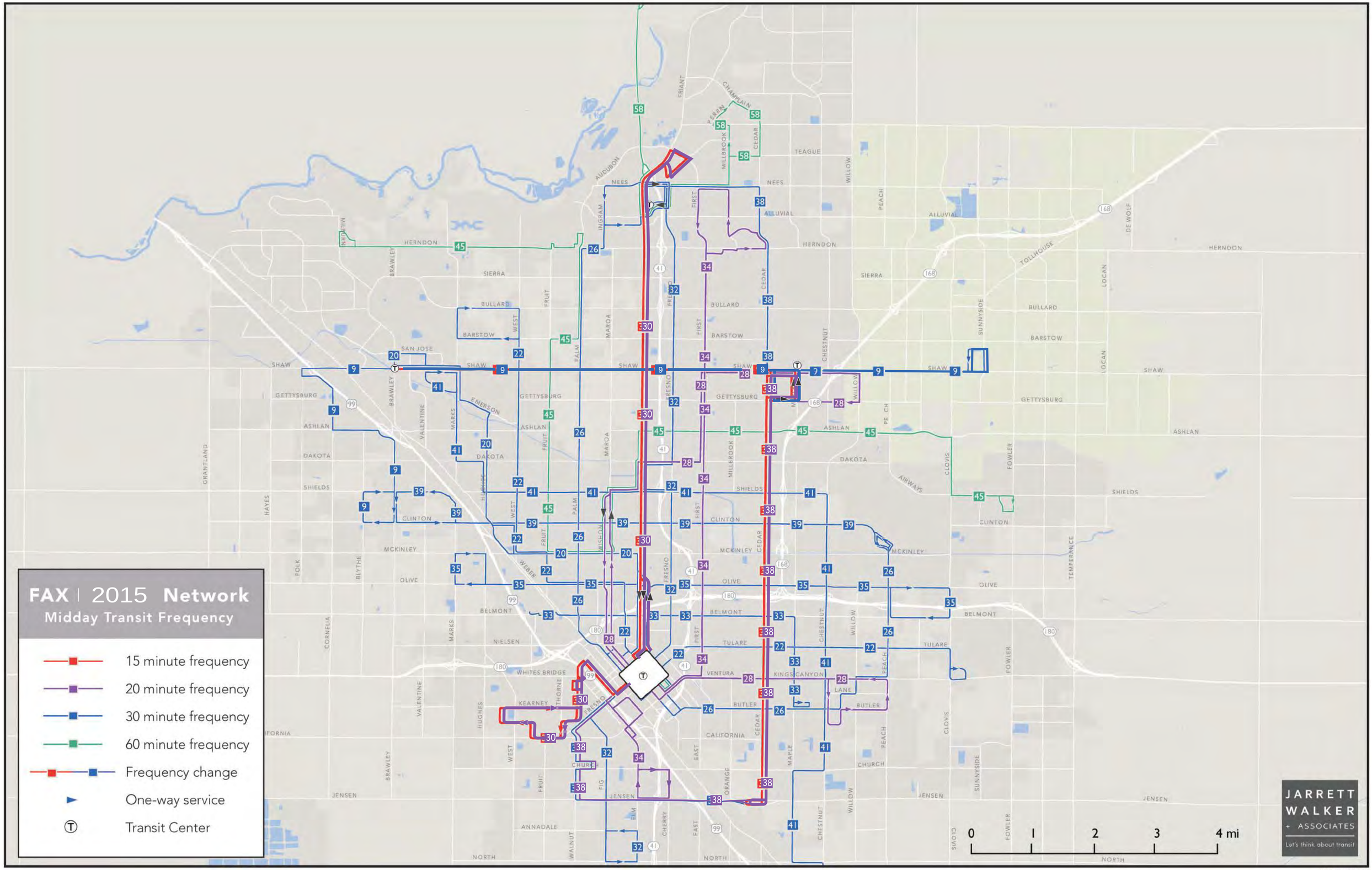
KMJ Now – All Podcasts | KMJ-AF1

--

Vincent R. Casella
Sec/Treasurer ATU 1027
atu1027fax@gmail.com
(559)349-5801 Cell
(559)442-4140 Office

Appendix P

Existing FAX Service Network



10/24/17

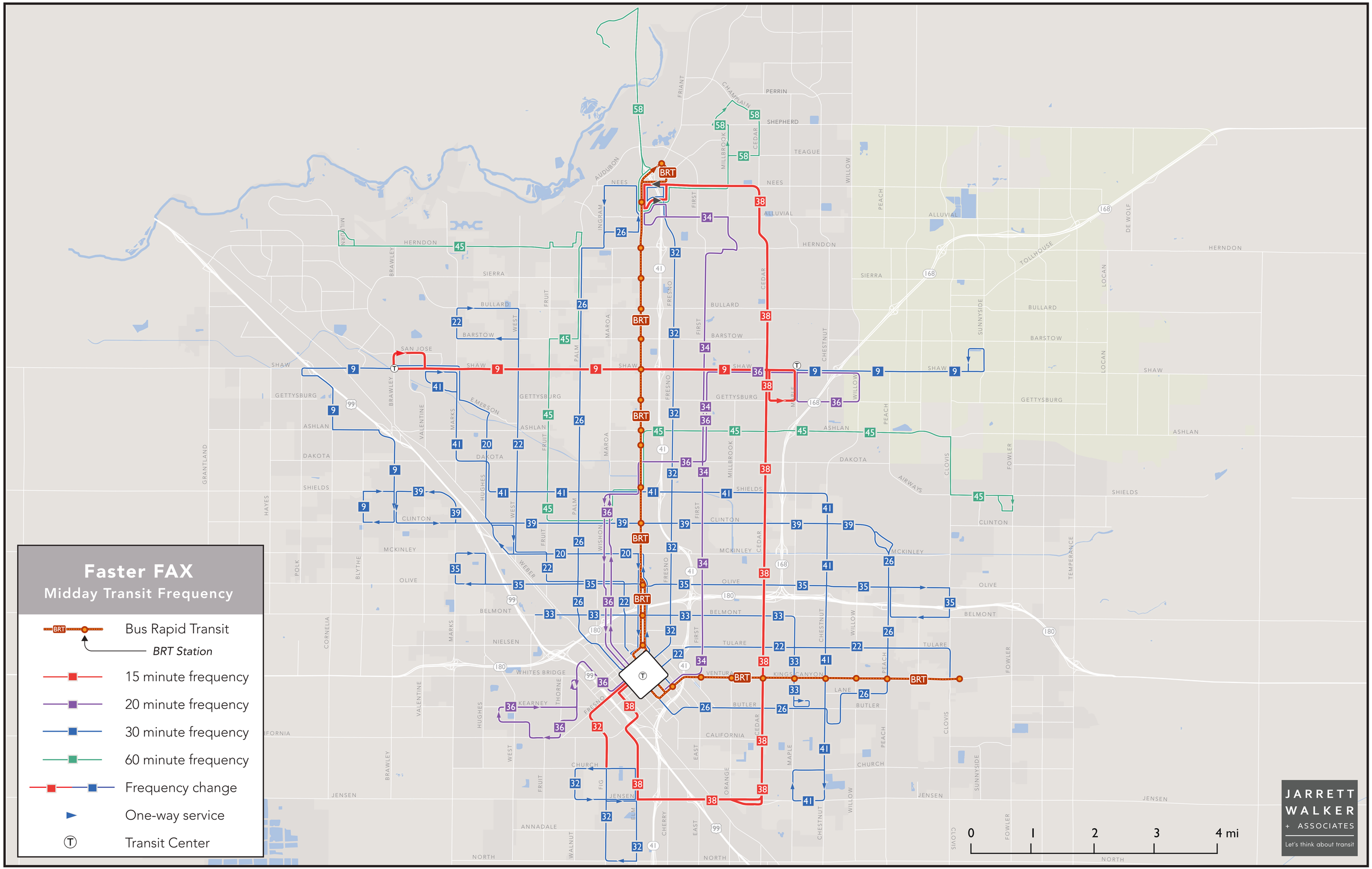
City of FRESNO

FAX FRESNO AREA EXPRESS

JARRETT WALKER + ASSOCIATES

Appendix Q

FAX Draft Preferred Network Plan Route Map



10/27/17

City of FRESNO

FAX FRESNO AREA EXPRESS

JARRETT WALKER + ASSOCIATES

VRPA TECHNOLOGIES, INC.

Appendix R

Existing FAX Transit System Route Map with Workshop Attendee Comments by Workshop

Fresno City College

Existing FAX Transit System Route Map Comments

USING POST-IT NOTES, PLEASE PROVIDE YOUR IDEAS, COMMENTS, AND ISSUES REGARDING FAX'S CURRENT TRANSIT SERVICES

SERVICES

There are virtually no stops at or near Clovis Community College. This makes it very difficult for students to get to school in time.

10

Lack of transportation to students of Clovis Community College coming other areas of Fresno (southeast, Downtown). There is no bus that directly goes there and equal service is important.

11

Clovis Community College.

12

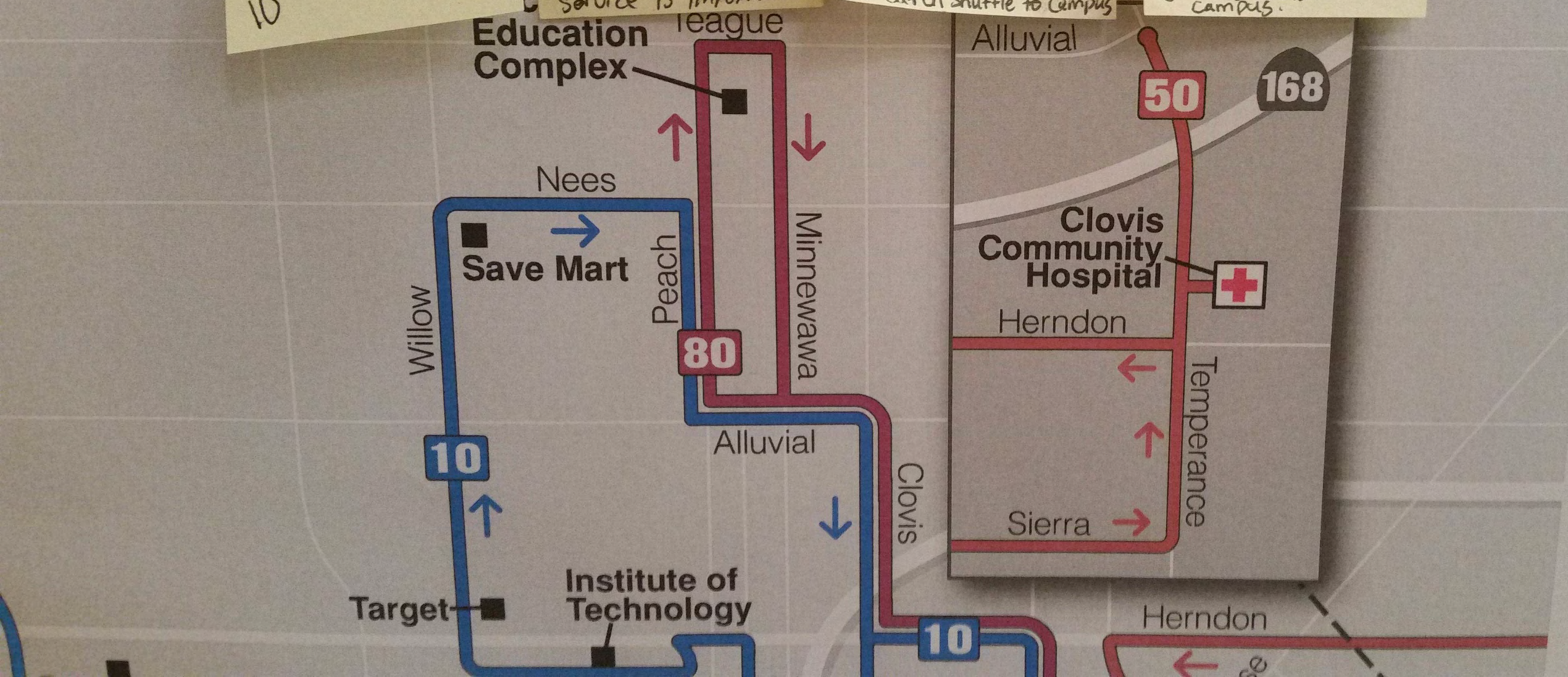
Scenario of what one of our students have to do to get to our campus:

1. Catch Bus near Ashlan & Marks
2. Bus near Fresno State
3. Another Bus near Herndon Campus.
4. Walk to Herndon Campus.
5. Catch Shuttle to Campus

Clovis Community College Another Scenario:

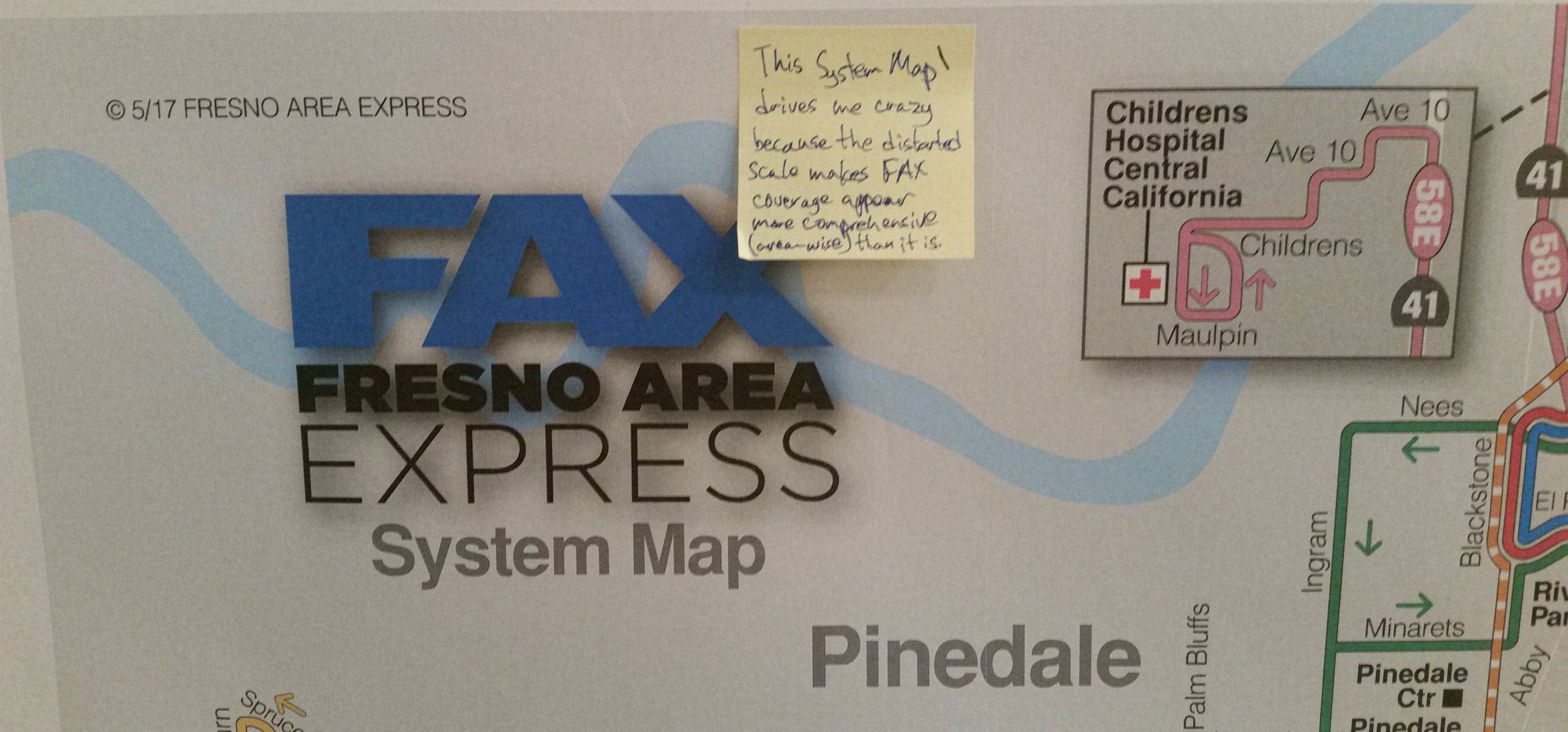
13

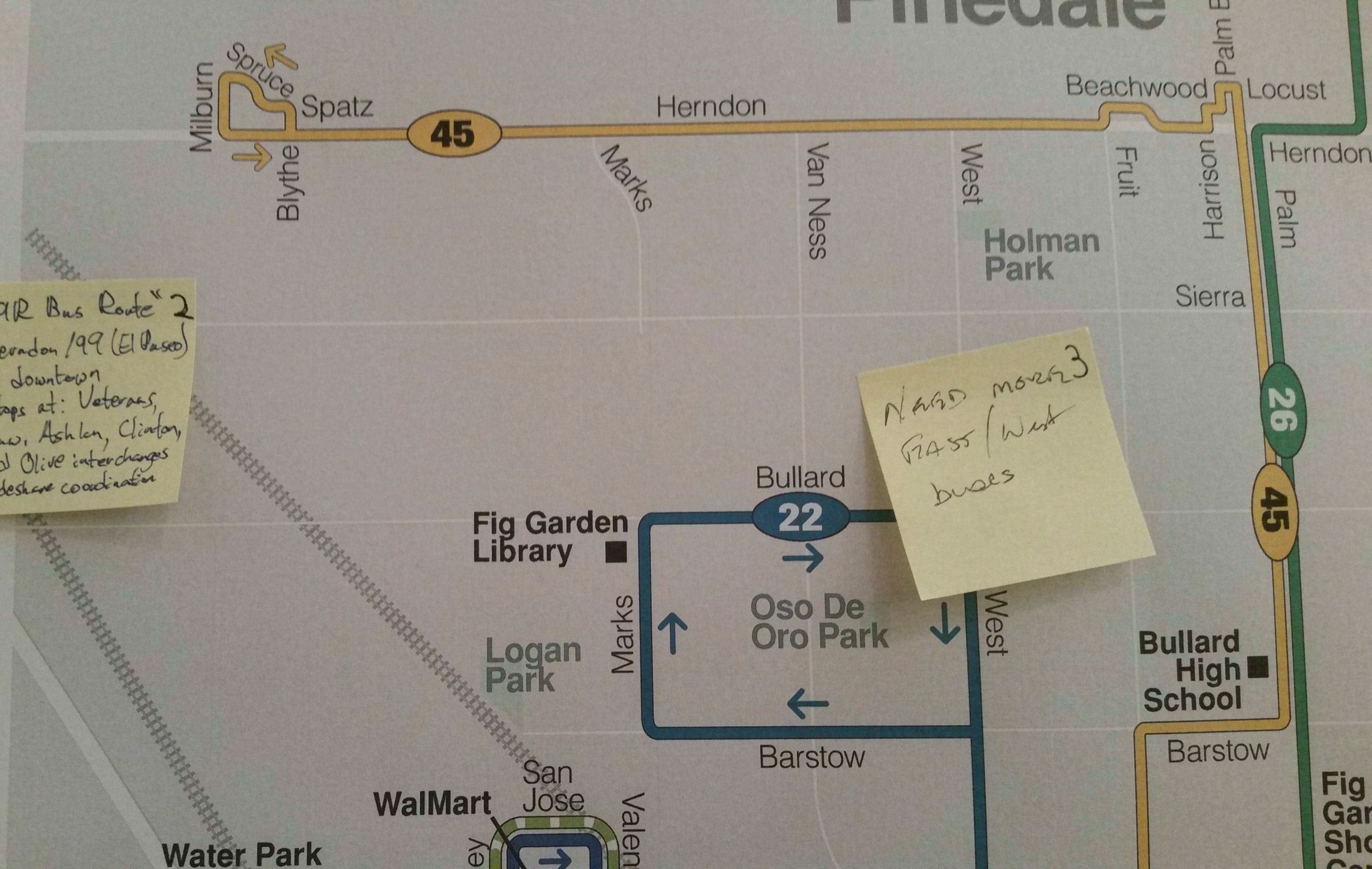
1. Catches Bus near FCC
2. Take that Bus to Blackstone
3. Another Bus to River Park
4. That Bus to Champlain & Perrin
5. Rides ~~[illegible]~~ Bike to campus.



REGARDING FAX'S

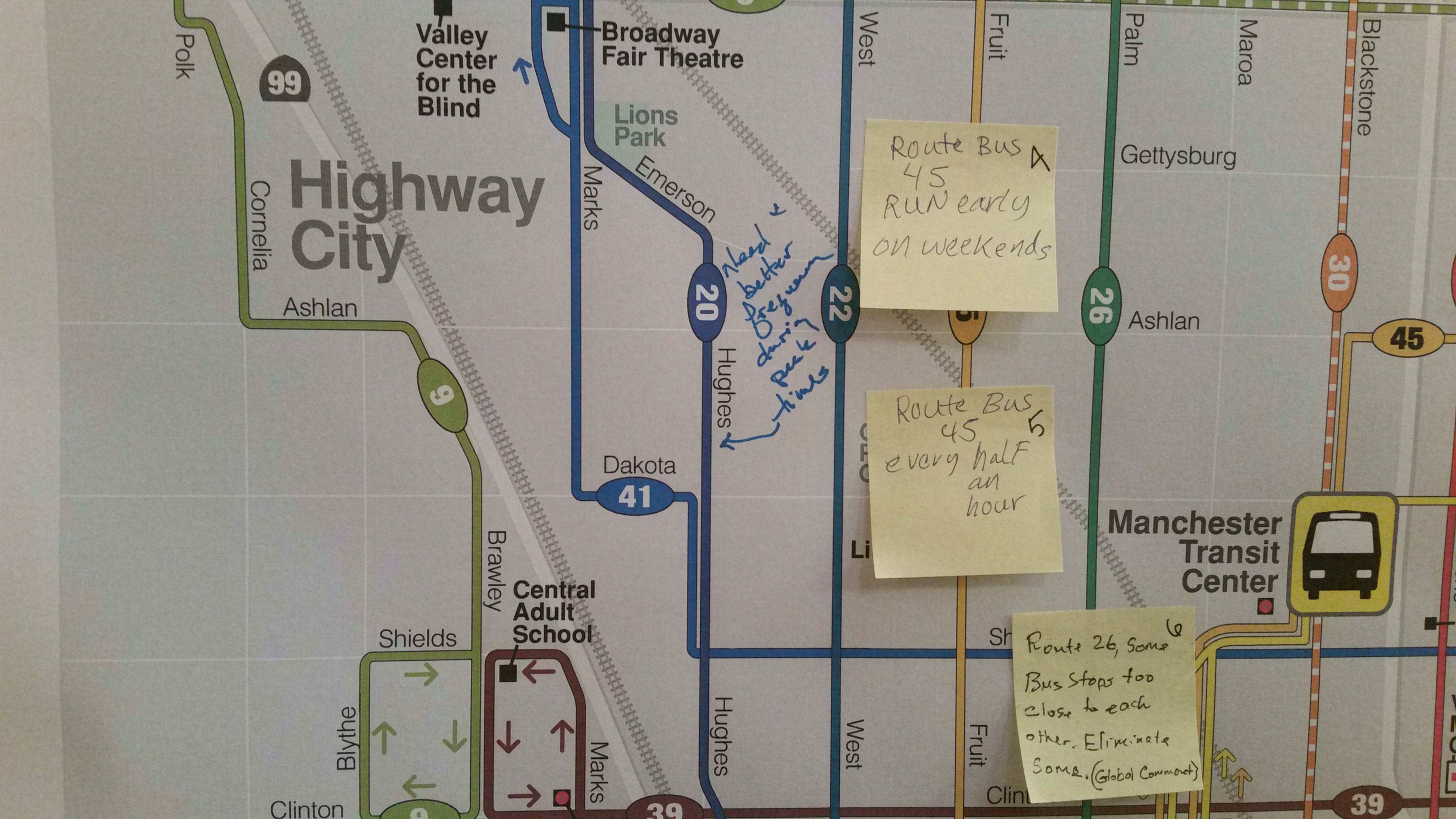
This System Map! drives me crazy because the distorted scale makes FAX coverage appear more comprehensive (area-wise) than it is.

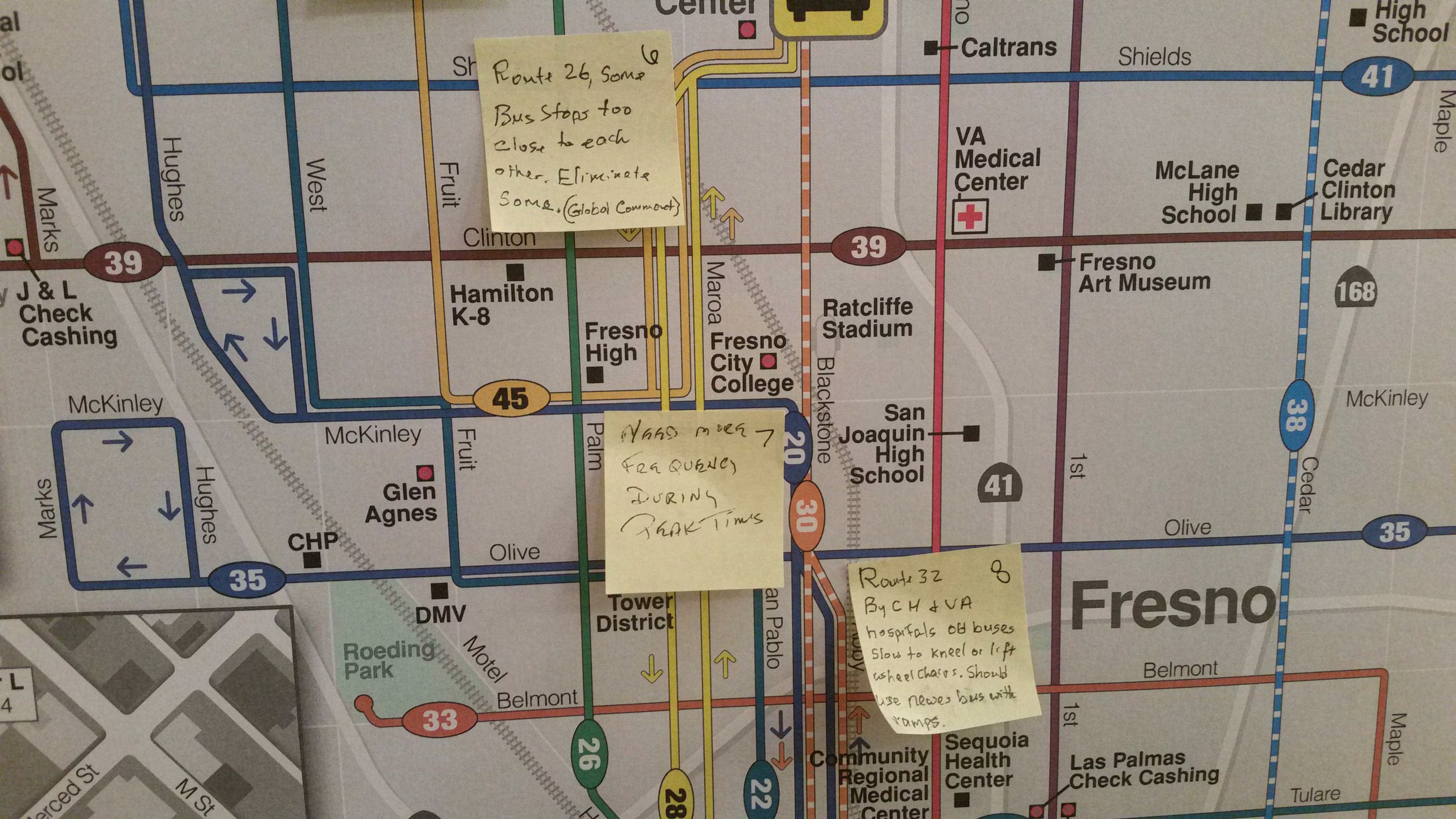


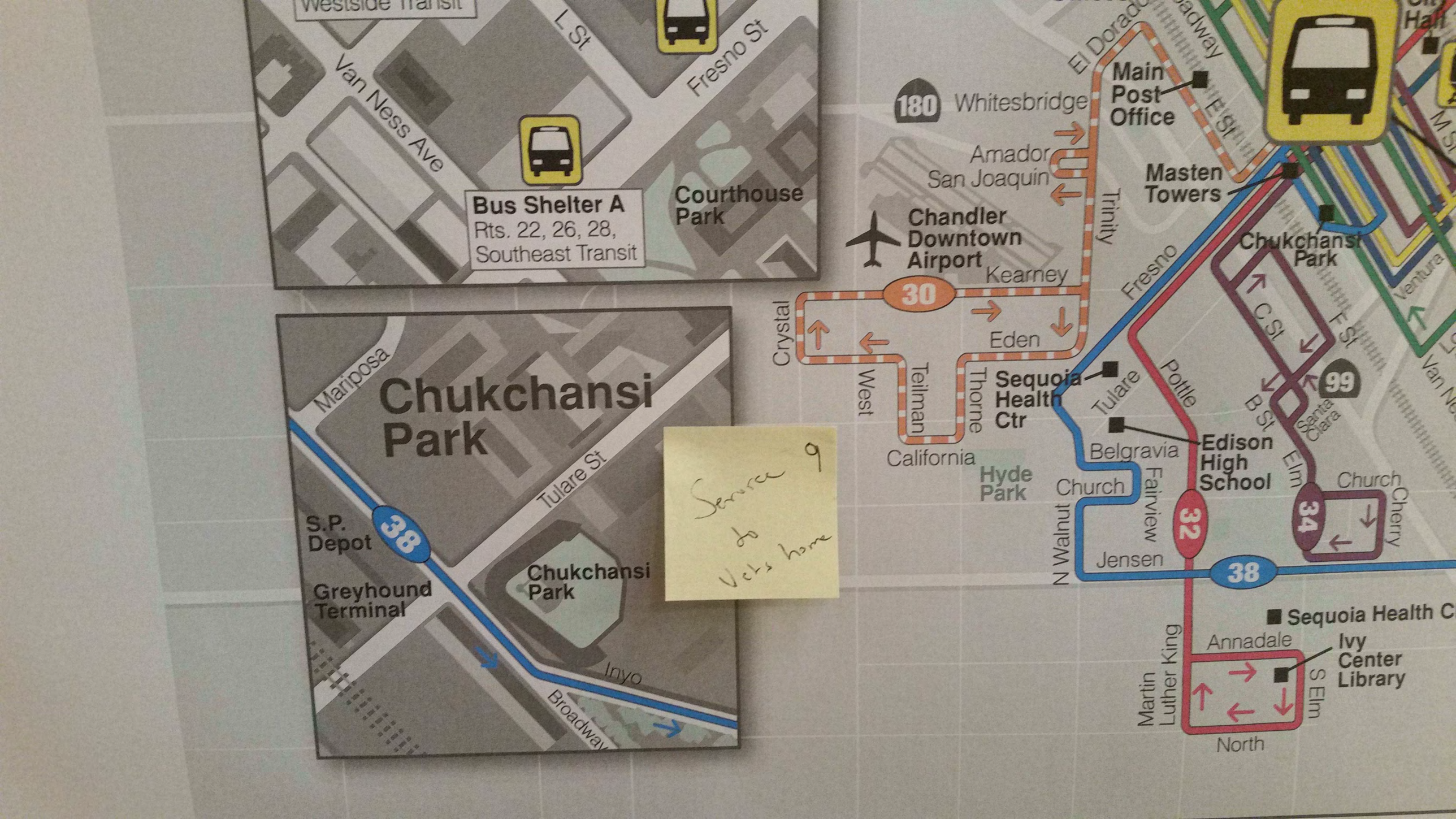


"99R Bus Route" 2
- Herndon/99 (El Paseo) to downtown
- Stops at: Veterans, Shaw, Ashlan, Clinton, and Olive interchanges
- Rideshare coordination

Need more 3 East/West buses


Valley Center for the Blind
Broadway Fair Theatre
Lions Park
Highway City
Polk
99
Cornelia
Ashlan
Marks
Emerson
20
Hughes
22
West
Fruit
Palm
Maroa
Blackstone
Gettysburg
26
Ashlan
30
45
9
Dakota
41
Brawley
Central Adult School
Shields
Blythe
Clinton
Marks
Hughes
West
Fruit
39
Manchester Transit Center
Route Bus 45 RUN early on weekends
Route Bus 45 every half an hour
Route 26, Some Bus Stops too close to each other. Eliminate Some. (Global Commout)
need better frequency during peak times


Route 26, Some 6
Bus Stops too
close to each
other. Eliminate
Some. (Global Connect)
Need more 7
FREQUENCY
DURING
PEAK TIMES
Route 32 8
By CH & VA
hospitals old buses
slow to kneel or lift
wheel chairs. Should
use newer bus with
ramps.
Center
Caltrans
Shields
High School
41
Maple
VA
Medical
Center
McLane
High
School
Cedar
Clinton
Library
Hughes
West
Fruit
Clinton
39
Marks
J & L
Check
Cashing
Hamilton
K-8
Fresno
High
Maroa
Fresno
City
College
Ratcliffe
Stadium
Fresno
Art Museum
168
45
McKinley
McKinley
Palm
20
Blackstone
San
Joaquin
High
School
38
McKinley
Glen
Agnes
CHP
Olive
30
41
1st
Cedar
35
DMV
Tower
District
Roeding
Park
Motel
Belmont
33
26
28
22
Fresno
Belmont
Community
Regional
Medical
Center
Sequoia
Health
Center
Las Palmas
Check Cashing
Tulare
Maple
Merced St
M St



Westside Transit
L St
Fresno St
Van Ness Ave
Bus Shelter A
Rts. 22, 26, 28,
Southeast Transit
Courthouse
Park
Mariposa
Chukchansi
Park
Tulare St
S.P.
Depot
38
Greyhound
Terminal
Chukchansi
Park
Inyo
Broadway
Service 9
to
Vets home
180
Whitesbridge
Amador
San Joaquin
Chandler
Downtown
Airport
Kearney
30
Crystal
Eden
West
Teilman
Thorne
California
Hyde
Park
Sequoia
Health
Ctr
El Dorado
Broadway
Main
Post
Office
E St
Masten
Towers
Trinity
Fresno
Chukchansi
Park
C St
F St
Ventura
Van Ne
99
Santa
Clara
B St
Tulare
Pottle
Belgravia
Edison
High
School
Elm
Church
Fairview
32
34
Church
Cherry
N Walnut
Jensen
38
Sequoia Health C
Annadale
Ivy
Center
Library
Martin
Luther King
S Elm
North

Central Valley Regional Center

Existing FAX Transit System Route Map Comments

USING POST-IT NOTES, PLEASE PROVIDE YOUR IDEAS, COMMENTS, AND ISSUES REGARDING FAX'S CURRENT TRANSIT SERVICES

Fresno Area Express

9 Shaw
Tioga Middle School, Fresno State, International English Institute, Fashion Fair Shopping Center, Fig Garden Village Shopping Center, Sierra Vista Mall

20 Hughes/McKinley
Fresno High, Cooper Middle School, Fresno City College, Fulton Mall, Cesar E Chavez Adult School, Co. Library, Fresno City Hall

22 West Ave/Tulare
Roosevelt High School, Kings Canyon Middle School, Bullard West Shop Ctr, Fulton Mall, City Hall, State Building, County Library, Fresno City Personnel Office

26 Palm/Butler
Bullard H School, Kings Canyon Mid School, Fig Garden Village, Riverpark, The Shops at Riverpark, IRS, Fresno H School, Hamilton K-8, Pacific College, Fulton Mall, FAX Dwntwn Transfer Ctr, Fresno Yosemite Int'l Airport, Sunnyside H School, Mosqueda Comm Ctr, Walmart, Food Maxx, Kings Canyon Pavilion

28 FSU/Manchester Center/Sunnyside
Fort Miller School, Tioga School, Fresno State, Fresno Pacific Univ, Eastgate Shop, PG & E, Fashion Fair Shop Ctr, Manchester Shop Ctr, Fulton Mall, Social Services Dept, IRS, Sunnyside High School

30 Blackstone
DeWolf High School, Opportunity Program School, Fort Miller Middle School, Northgate Shop Ctr, Manchester Shop Ctr, Cesar E Chavez Adult School, Fulton Mall, City Hall, Federal Bldg, State Bldg, County Library, Fresno City Personnel Office

32 Fresno St
San Joaquin Memorial High School, De Wolf High, Veteran's Hospital, Opportunity Program School, Fort Miller Middle School, Tehipite Middle School, Eastgate Plaza Inc, Fashion Fair Shopping Center, Community Hospital, Kearney Palms Shop Center, Kaiser Hospital

33 Belmont
Roeding Park, Chaffee Zoo, Tehipite Mid School

34 1st St
Tioga Middle School, Kearney Palms Shop Ctr, Fashion Fair Shopping Center, Fulton Mall, Saint Agnes Medical Center

35 Olive
The Tower District, DMV, Roeding Park, Yosemite Middle School, Social Security Office

38 Cedar
Fresno State, McLane High School, Edison High School, Edison Computech Mid School, Duncan Polytechnical High School, Roosevelt High School, Sequoia Mid School, Yosemite Mid School, Kearney Palms Shopping Center

39 FYI/Clinton
McLane H School, Manchester Mall, Veteran's Medical Ctr, Radio Park, Fresno Art Museum, Cedar Clinton Library, Fresno Yosemite Int'l Airport, Discover Ctr, Fresno H School, Hamilton K-8, Alliant Univ, Fresno City College, Gateway Ice Ctr

41 Malaga/Shields/Chestnut
Fort Miller Middle School, Scandinavian Middle School, California Christian College, Fresno Pacific College, Eastgate Shopping Ctr, Manchester Shopping Ctr

45 Herndon/Fruit/Ashlan
Fresno High School, Fort Miller Middle School, Fresno City College, Ashlan Park Shopping Center, Manchester Shopping Center

58 NE Fresno
Clovis West High School, Market Place, US Post Office, Shopping Centers

58E Children's Hospital
Market Place, Childrens Hospital Central California

FAX Service Hours

Monday – Friday 5:30 a.m. to 10:00 p.m.
Weekends 6:30 a.m. to 7:00 p.m.

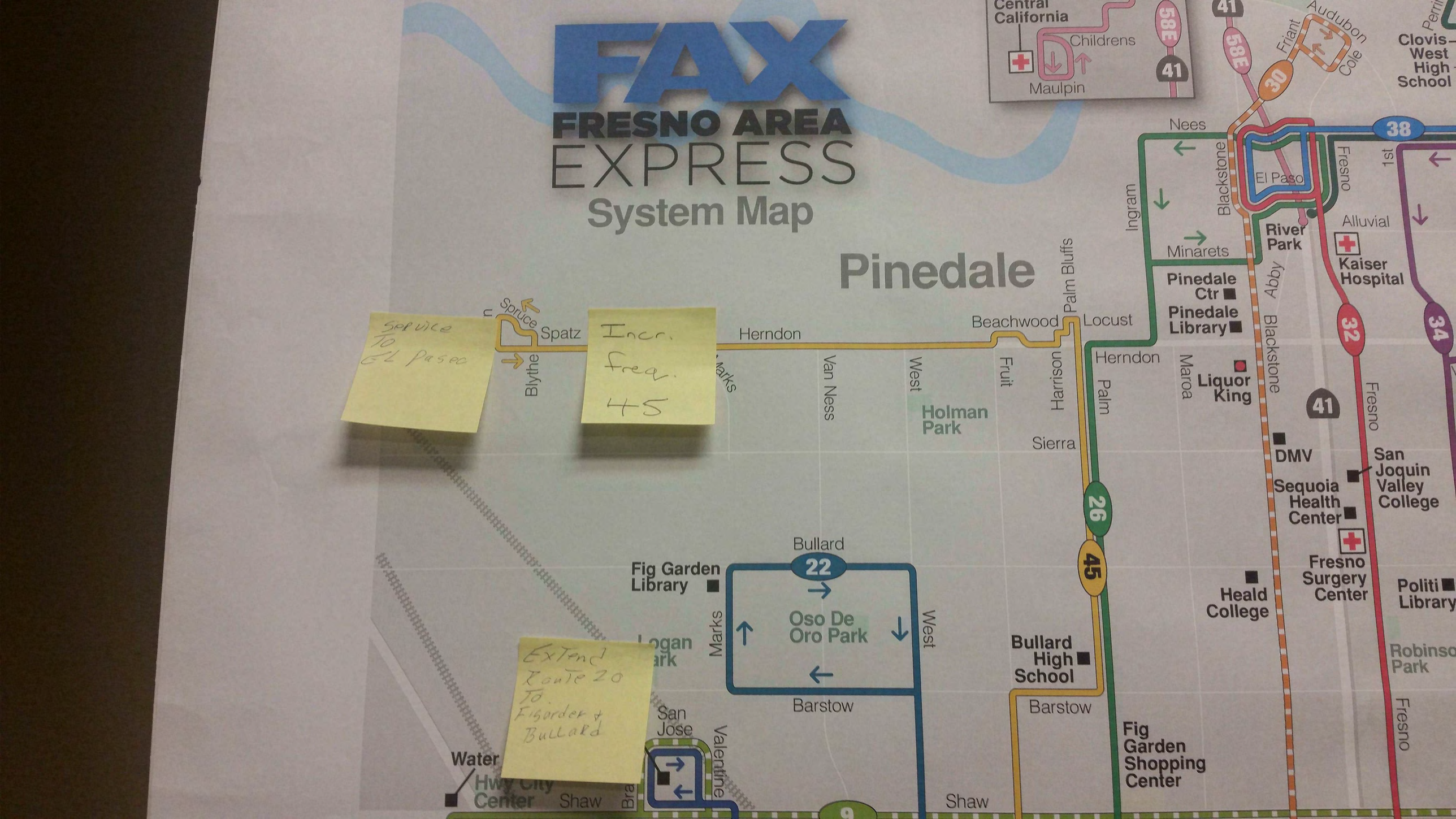
Clovis Transit

10 Fresno State University/ Northwest Clovis
Clovis Civic Center, Letterman Park, Clark Jr. High School, Clovis Adult Education, City Hall, Post Office, Old Town Clovis, Bicentennial Park, Fresno State University, Indian Health Center, Peachwood Medical Center, ITT, Institute of Technology, Target, Trader Joes, Save Mart, Buchanan High School

50 Northeast Clovis/Southwest Clovis
Sierra Vista Mall, DMV, Civic Center, City Hall, Clovis Senior Center, Clovis High School, Clark Jr. High School, Mickey Cox Elementary, Clovis Community Hospital, Kaiser, Vons, Save Mart, Costco, Winco, Gateway High School, Cedarwood Elementary, Clovis Elementary, CART, Clovis Rec Center, Miramonte Elementary, Gettysburg Elementary

70 Reagan Education Center Express
Gettysburg Elementary, Reyburn Intermediate, Clovis East High School, Sierra Vista Mall

80 Buchanan Education Center Express
Bicentennial Park, Clovis Adult Education, Wal-Mart, Alta Sierra Intermediate School


FAX
FRESNO AREA
EXPRESS
System Map
Pinedale
Service To El Paseo
Incr. freq. 45
Extend Route 20 To Figarden & Bullard
Central California
Childrens
Maulpin
58E
41
Audubon
Friant
Cole
30
Clovis West High School
Nees
38
Blackstone
El Paso
Fresno
1st
Ingram
River Park
Alluvial
Kaiser Hospital
Minarets
Pinedale Ctr
Pinedale Library
Abby
32
34
Spruce
Spatz
Blythe
Herndon
Beachwood
Palm Bluffs
Locust
Van Ness
West
Holman Park
Fruit
Harrison
Palm
Maroa
Liquor King
Sierra
DMV
San Joquin Valley College
Sequoia Health Center
Fresno Surgery Center
Heald College
Politi Library
Robinson Park
26
45
Bullard
22
Fig Garden Library
Oso De Oro Park
Marks
Bullard High School
Barstow
San Jose
Valentine
Water
Hwy City Center
Shaw
Fig Garden Shopping Center

Clovis Transit
STAGELINE
Sierra
Rotary East Park
Center
Park
Sierra
Sunnyside
Fowler
Sierra
Armstrong
San Joquin Valley College
Clovis Rodeo Grounds
Civic Center
5th
80
38
Bullard
Bullard
Politi Library
Save Mart
Fresno State University
168
50
Clovis
Villa
Letterman Park
Robinson Park
Hoover High School
Beiden Field
Barstow
Barstow
10
Bulldog Stadium
Softball Diamond
Rotary Park
Hoblitt
Clovis High School
Fresno
Cole
Armstrong
Shaw
10
9
DMV
Shaw
Fashion Fair
1st
Sierra Vista Mall
Sunnyside
Fowler
Cedar
Maple
Chestnut
Willow
San Gabriel Park
Cary Park
28
Vinland Park
50
CART
Gettysburg
70
Gettysburg
28
Gettysburg
Rotary Sports Center
Large Park
Peach
Minnewawa
Clovis
32
34
Ashlan
Ashlan
Service To Campus point Line 28

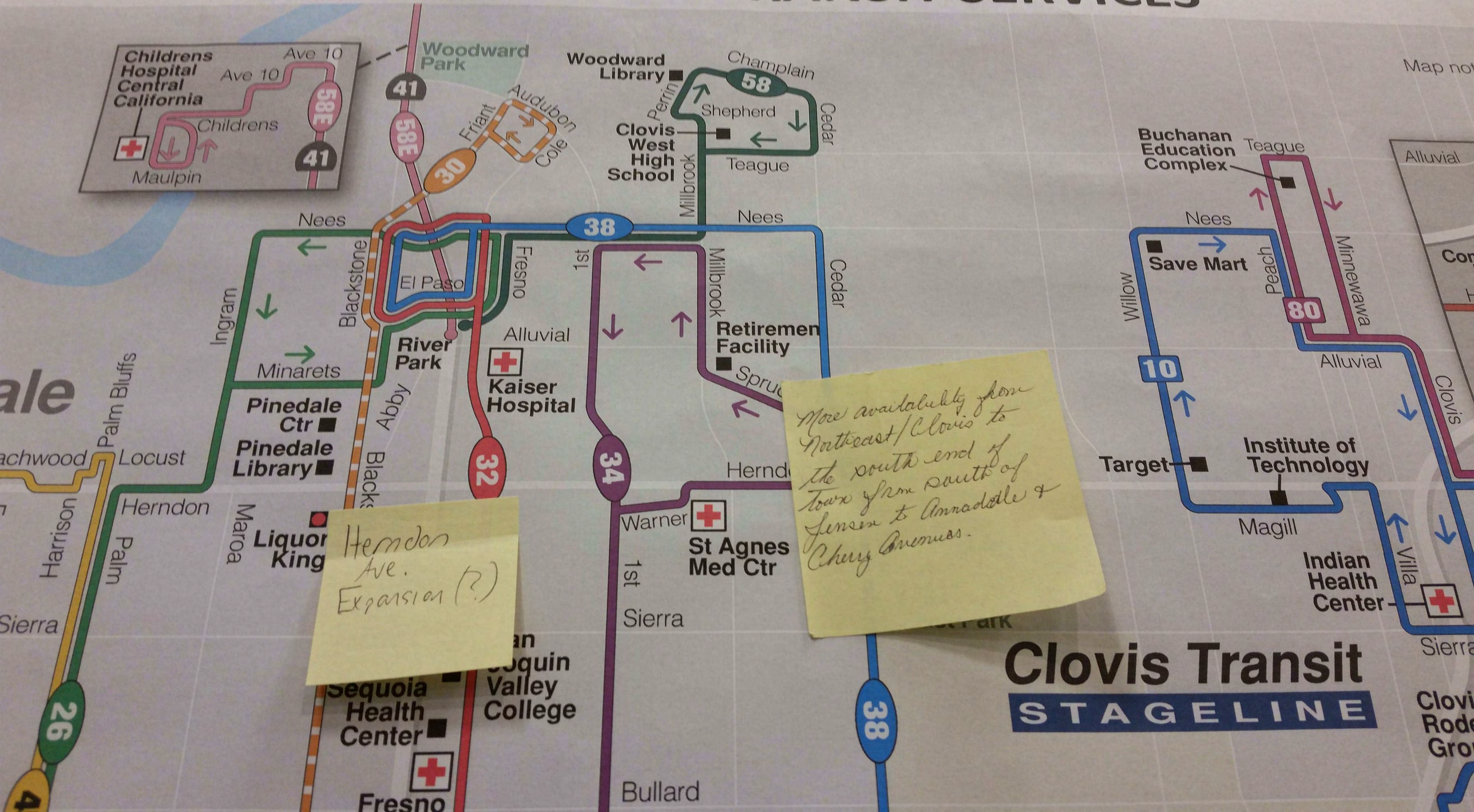
Crosstown Service along Ashlan
Stop Line 20 AT Black Stone + McKinley
Ashlan
Dakota
Shields
Clinton
McKinley
Olive
Hughes
Marks
Brawley
West
Fruit
Palm
Wishon
Maroa
Fulton
Van Ness
Fresno
1st
Maple
Chestnut
Cedar
Gettysburg
Rotary Sports Center
Large Park
Quigly Play Ground
Gillis Library
Manchester Transit Center
Central Adult School
Brawley Park
J & L Check Cashing
Hamilton K-8
Fresno High
Fresno City
Ratcliffe Stadium
Caltrans
VA Medical Center
Einstein Park
McLane High School
Cedar Clinton Library
Fresno Art Museum
Duncan Polytech High School
Blackbear
Discove Center
California Christian College
Carozza Park
Glen Agnes
CHP
DMV
Tower District
Shelter L
20
22
45
26
30
32
34
41
39
35
168
38

Westside Transit
L St
Fresno St
Van Ness Ave
Bus Shelter A
Rts. 22, 26, 28,
Southeast Transit
Courthouse Park
Chukchansi Park
Mariposa
Tulare
S.P. Depot
38
Greyhound Terminal
Chukchansi Park
Inyo
Broadway
Service to Veterans Home
Fax Offices
El Dorado
Broadway
City Hall
Tulare
180
Whitesbridge
Main Post Office
E St
Amador
San Joaquin
Masten Towers
M St
Chandler Downtown Airport
Trinity
Chukchansi Park
Kearney
30
Fresno
Crystal
Eden
C St
F St
Ventura
Los Angeles
West
Teilman
Thorne
Sequoia Health Ctr
Tulare
Pottle
99
B St
Santa Clara
Van Ness
California
Belgravia
Edison High School
Hyde Park
Church
Fairview
Elm
Church
Cherry
N Walnut
32
34
Jensen
38
Jens
Sequoia Health Clinic
Annadale
Ivy Center Library
Martin Luther King
S Elm
North

Frank H. Ball Community Center

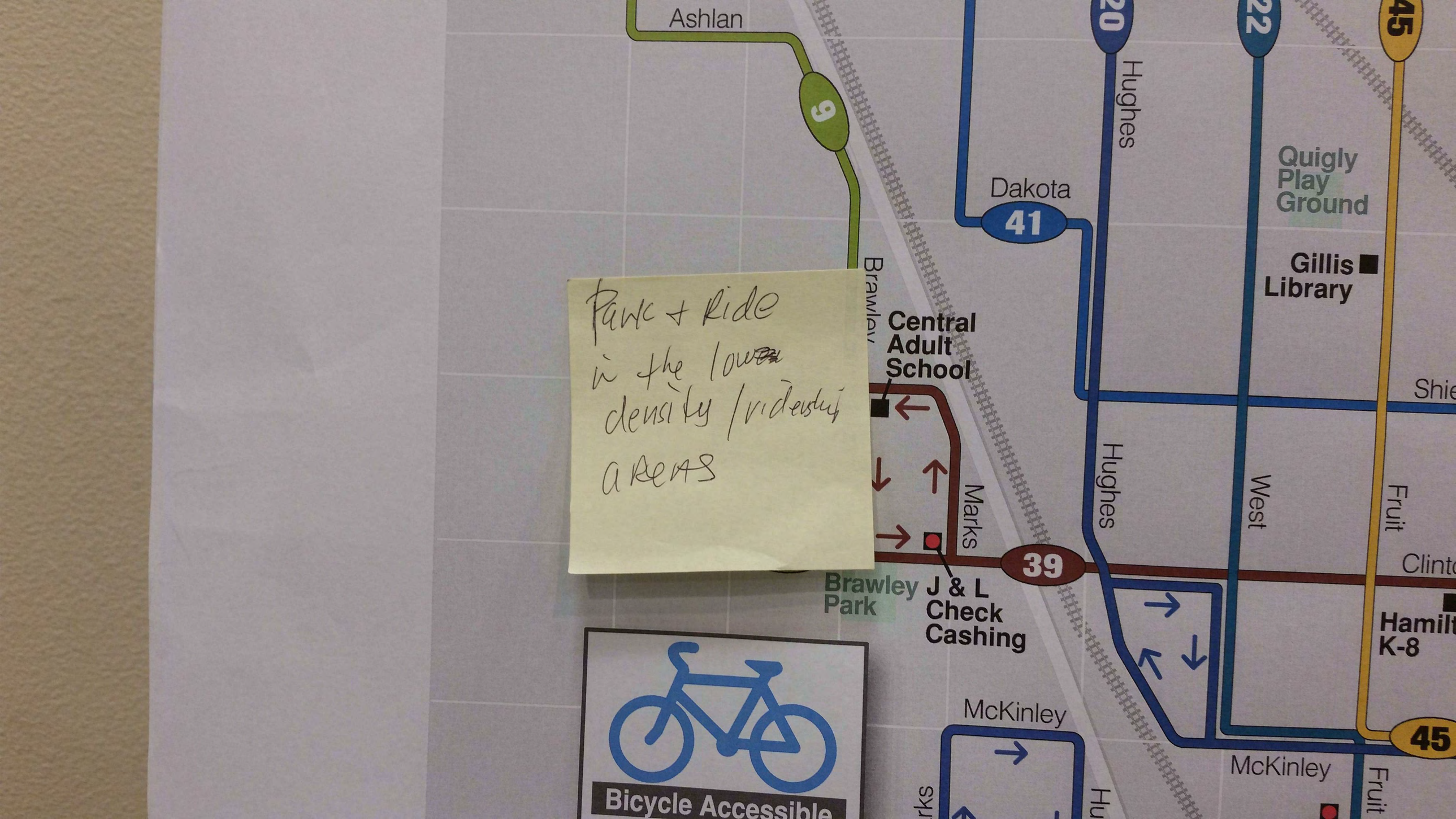
Existing FAX Transit System Route Map Comments

GARDING FAX'S CURRENT TRANSIT SERVICES

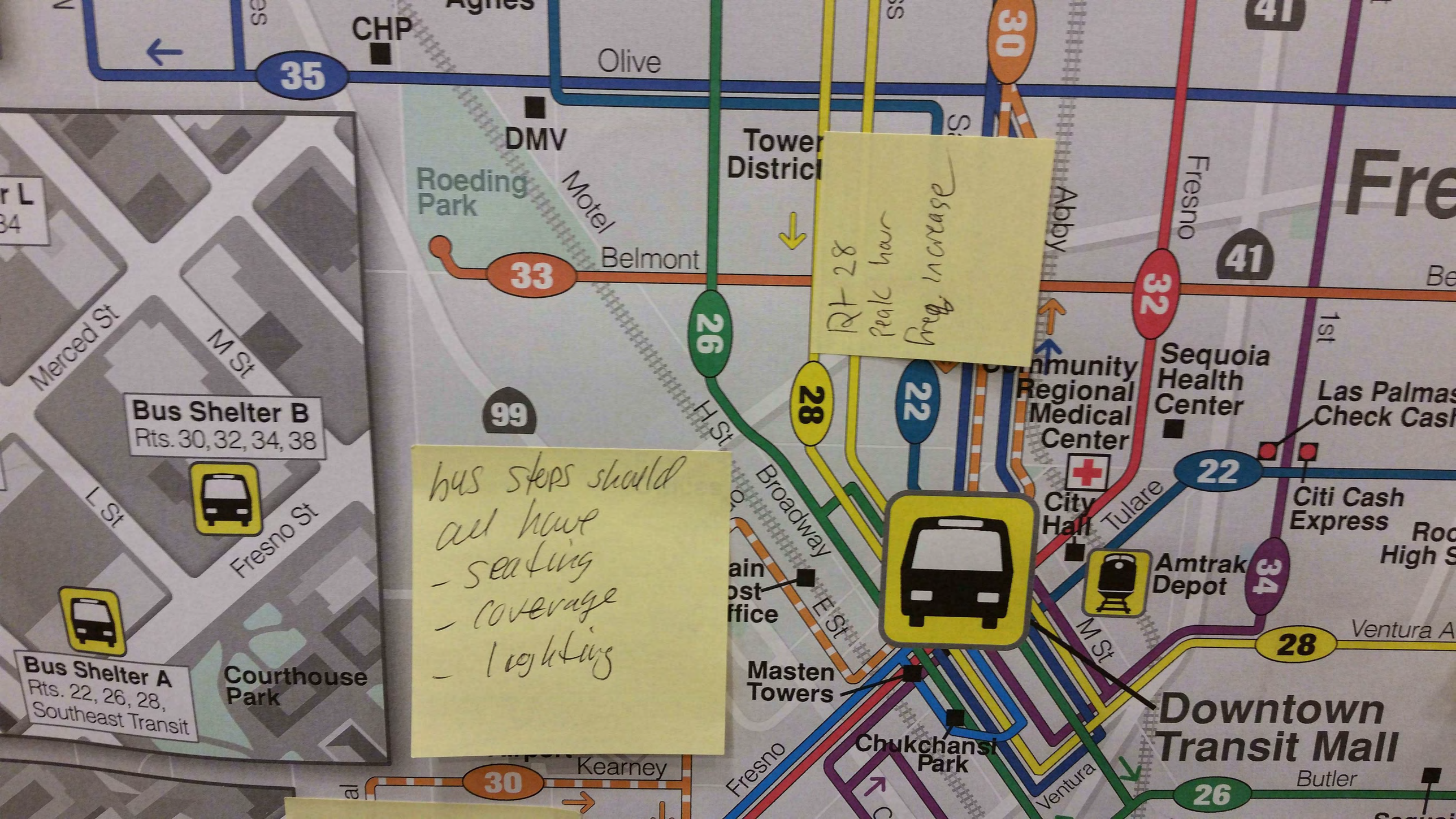


Herndon Ave. Expansion (?)

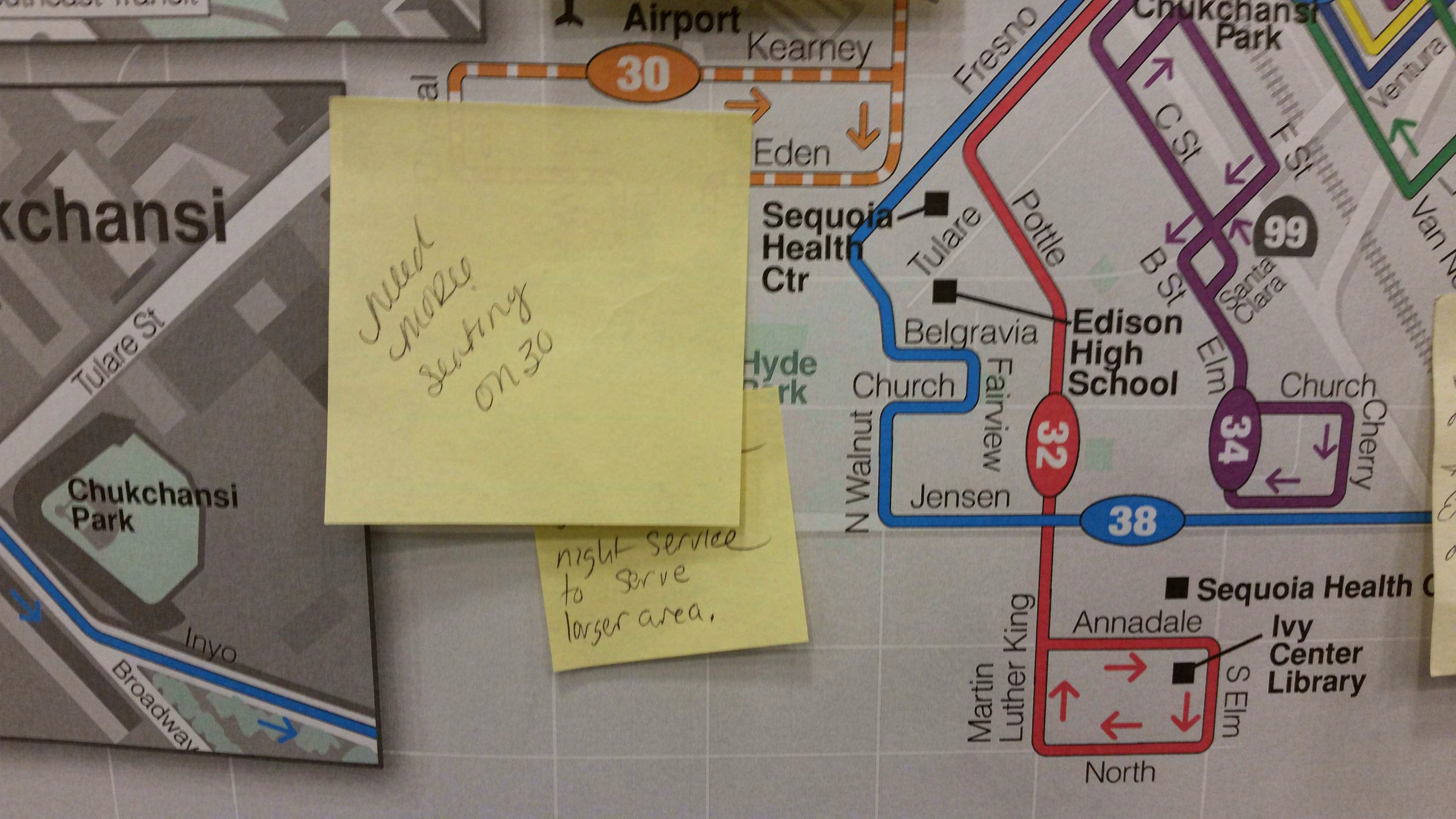
More availability from Northeast/Clovis to the south end of town from south of Jensen to Annadale & Cherry Avenues.

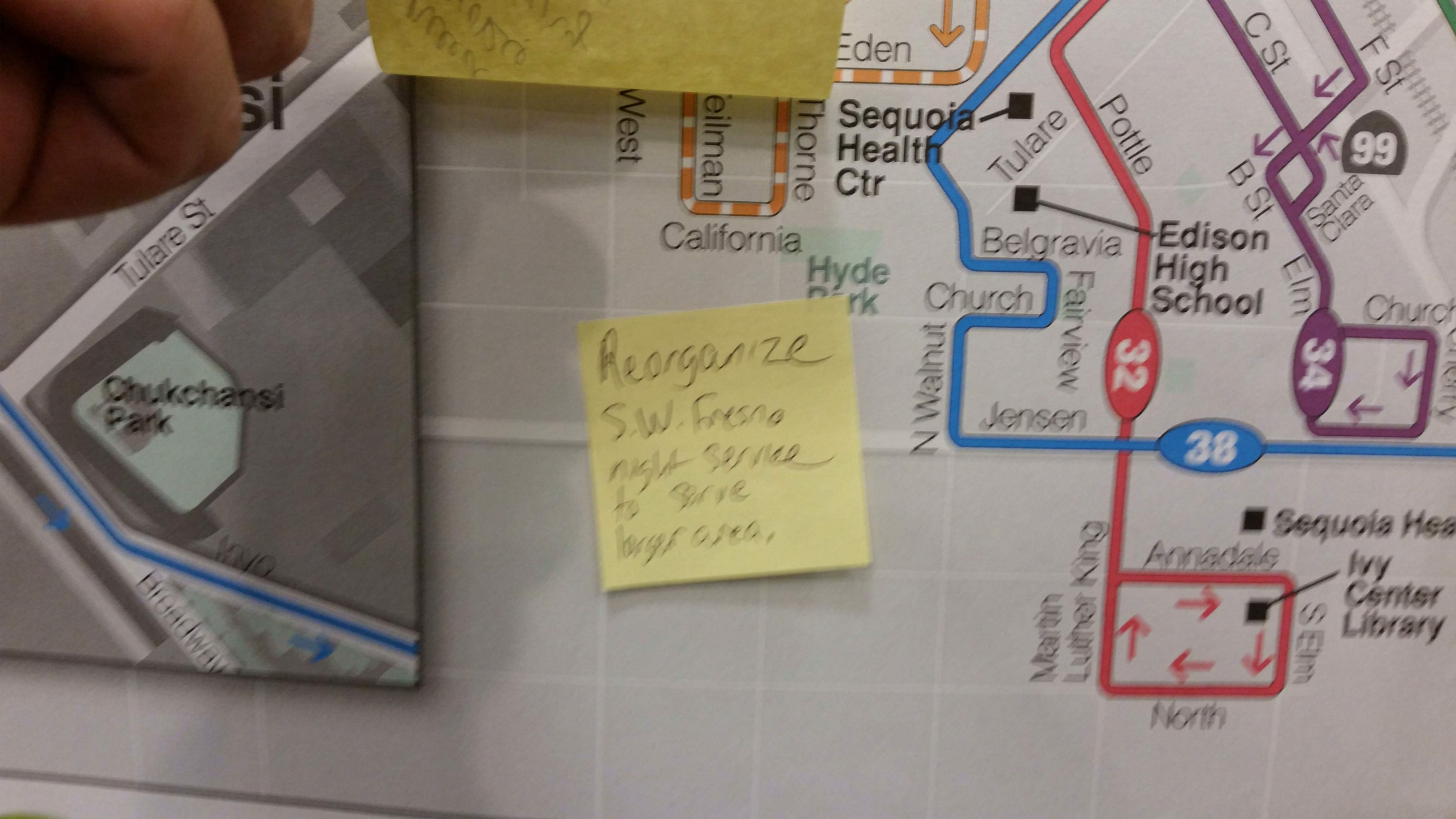


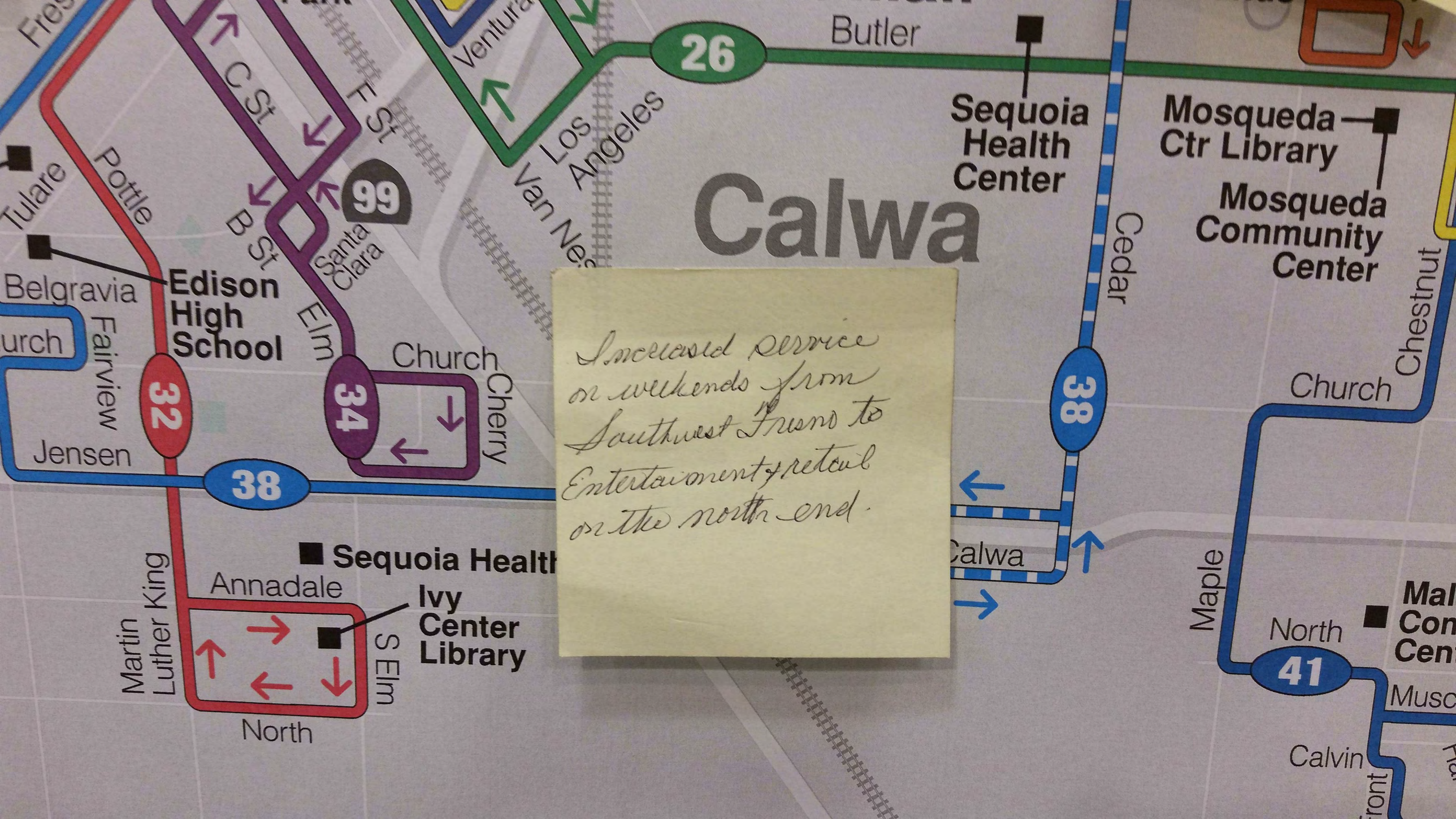
Park + Ride in the low density / ridership areas



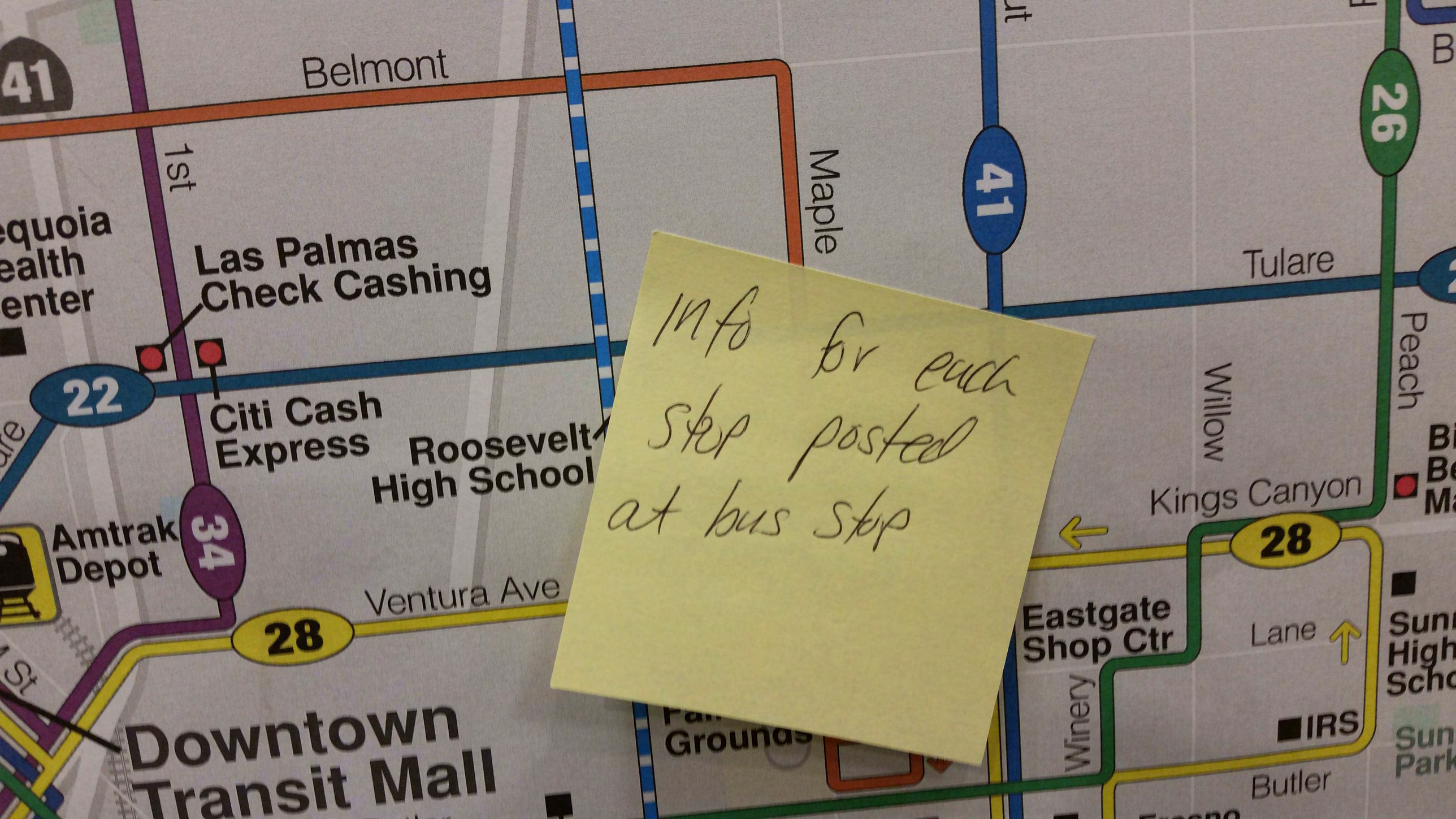
CHP
Olive
35
DMV
Roeding Park
Motel
Belmont
33
Tower District
26
30
Abby
Fresno
41
32
Fre
1st
Community Regional Medical Center
Sequoia Health Center
Las Palmas Check Cash
22
Citi Cash Express
Roo High S
Tulare
City Hall
Amtrak Depot
34
Ventura A
28
Downtown Transit Mall
Butler
26
Ventura
Chukchansi Park
Masten Towers
Fresno
Kearney
30
Merced St
M St
L St
Fresno St
Bus Shelter B
Rts. 30, 32, 34, 38
Bus Shelter A
Rts. 22, 26, 28, Southeast Transit
Courthouse Park
99
H St
Broadway
E St
M St
28
22
Rt 28
peak hour
freq. increase
bus stops should all have
- seating
- coverage
- lighting

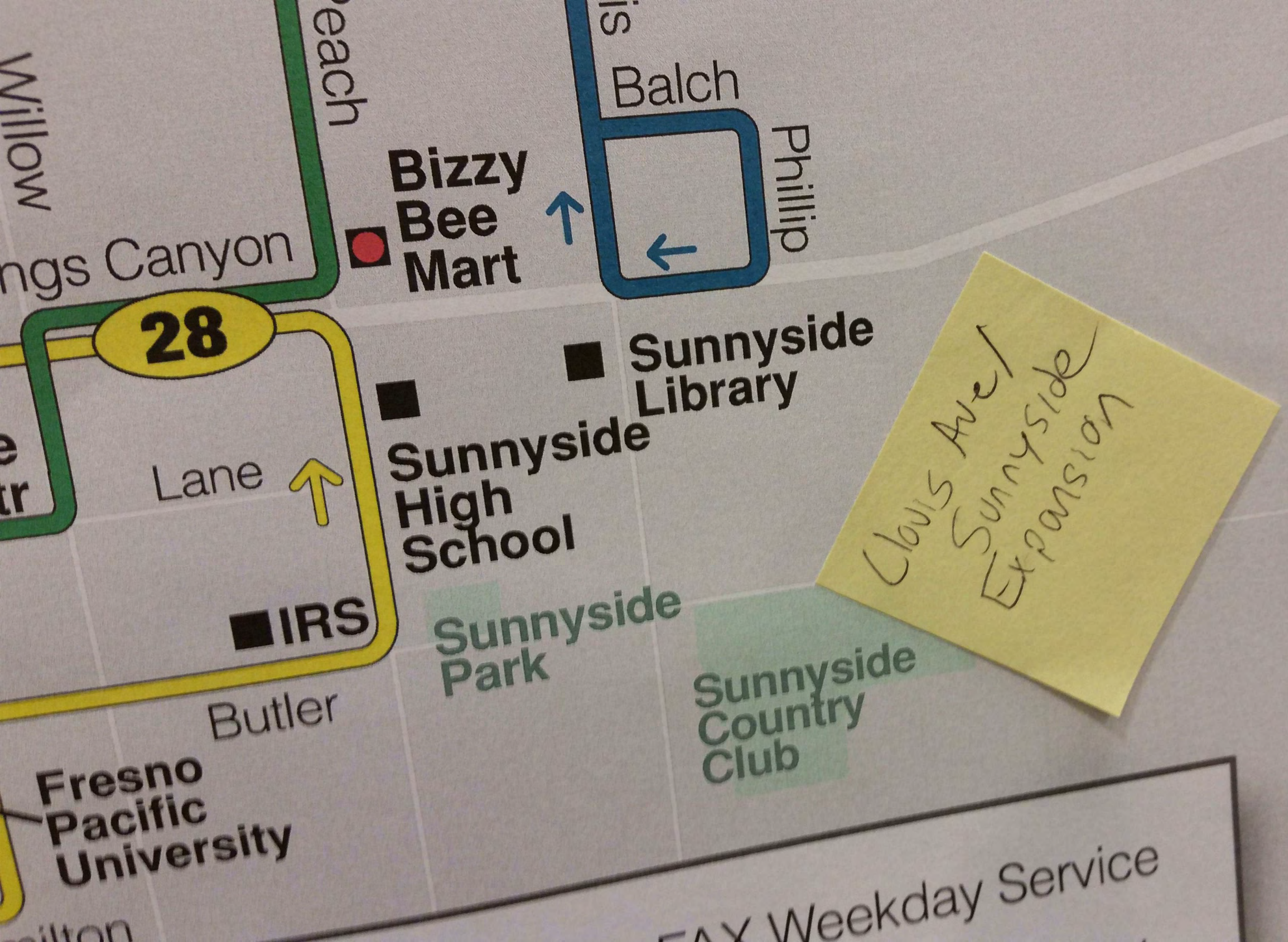

need more seating on 30
night service to serve larger area.
Airport
Kearney
30
Eden
Sequoia Health Ctr
Tulare
Belgravia
Hyde Park
Church
Fairview
Jensen
N Walnut
Fresno
Pottle
Edison High School
32
38
Chukchansi Park
C St
B St
F St
99
Santa Clara
Elm
34
Church
Cherry
Ventura
Van Ness
Sequoia Health C
Annadale
Ivy Center Library
Martin Luther King
S Elm
North
Chukchansi
Tulare St
Chukchansi Park
Inyo
Broadway


Eden
West
Thorne
Sequoia Health Ctr
Tulare
Pottle
C St
F St
99
B St
Santa Clara
Tulare St
California
Belgravia
Edison High School
Hyde Park
Church
Fairview
Elm
Church
N Walnut
32
34
Jensen
38
Chukchansi Park
Ivy
Broadway
Sequoia Hea
Annadale
Ivy Center Library
Martin Luther King
S Elm
North
Reorganize
S.W. Fresno
night service
to serve
larger area.



Increased service on weekends from Southwest Fresno to Entertainment & retail on the north end.


Belmont
41
1st
Maple
41
26
Tulare
Las Palmas
Check Cashing
22
Citi Cash
Express
Roosevelt
High School
Willow
Peach
Kings Canyon
Amtrak
Depot
34
Ventura Ave
28
28
Eastgate
Shop Ctr
Lane
Winery
IRS
Butler
Downtown
Transit Mall
Grounds
info for each
stop posted
at bus stop

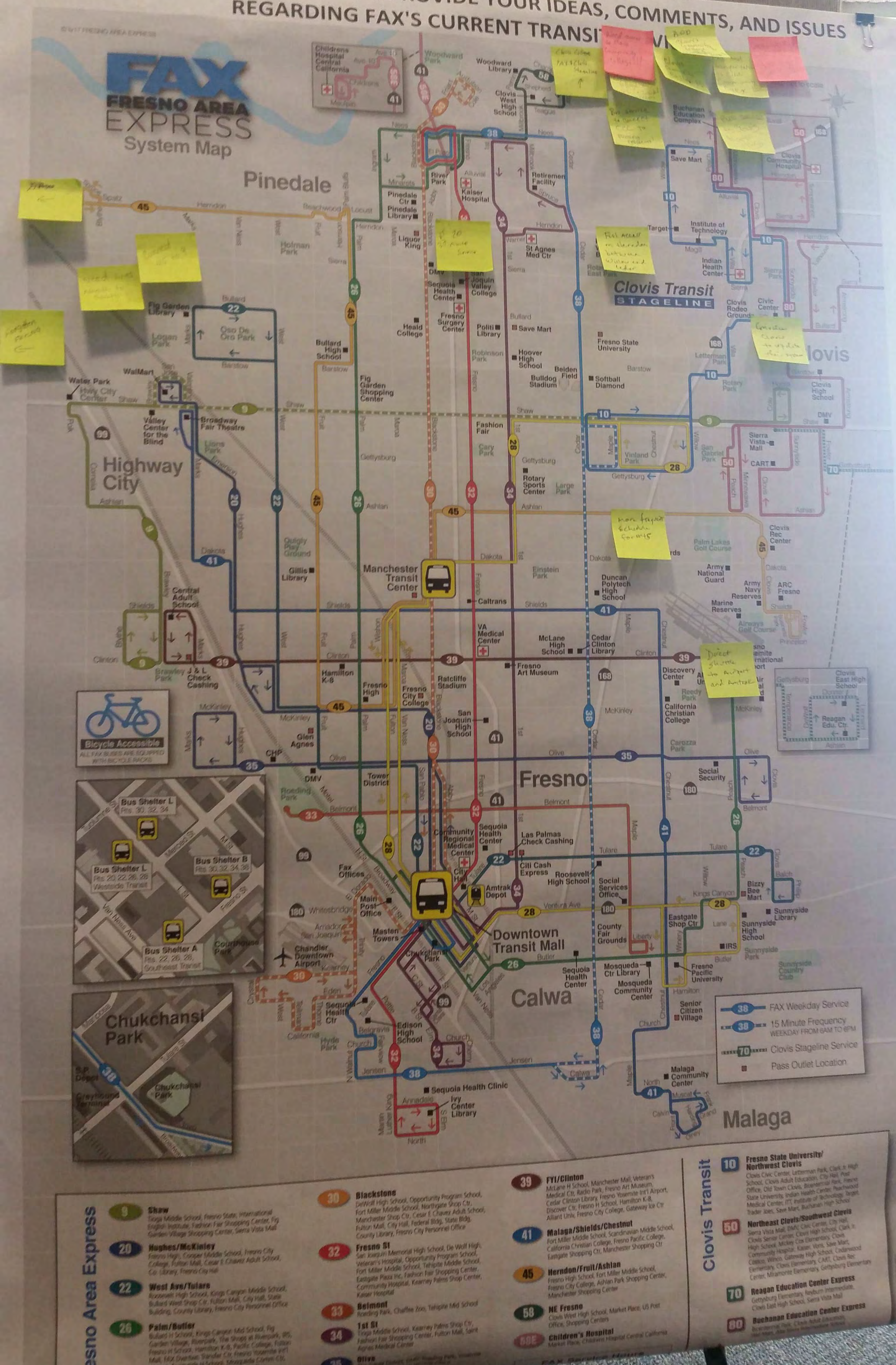


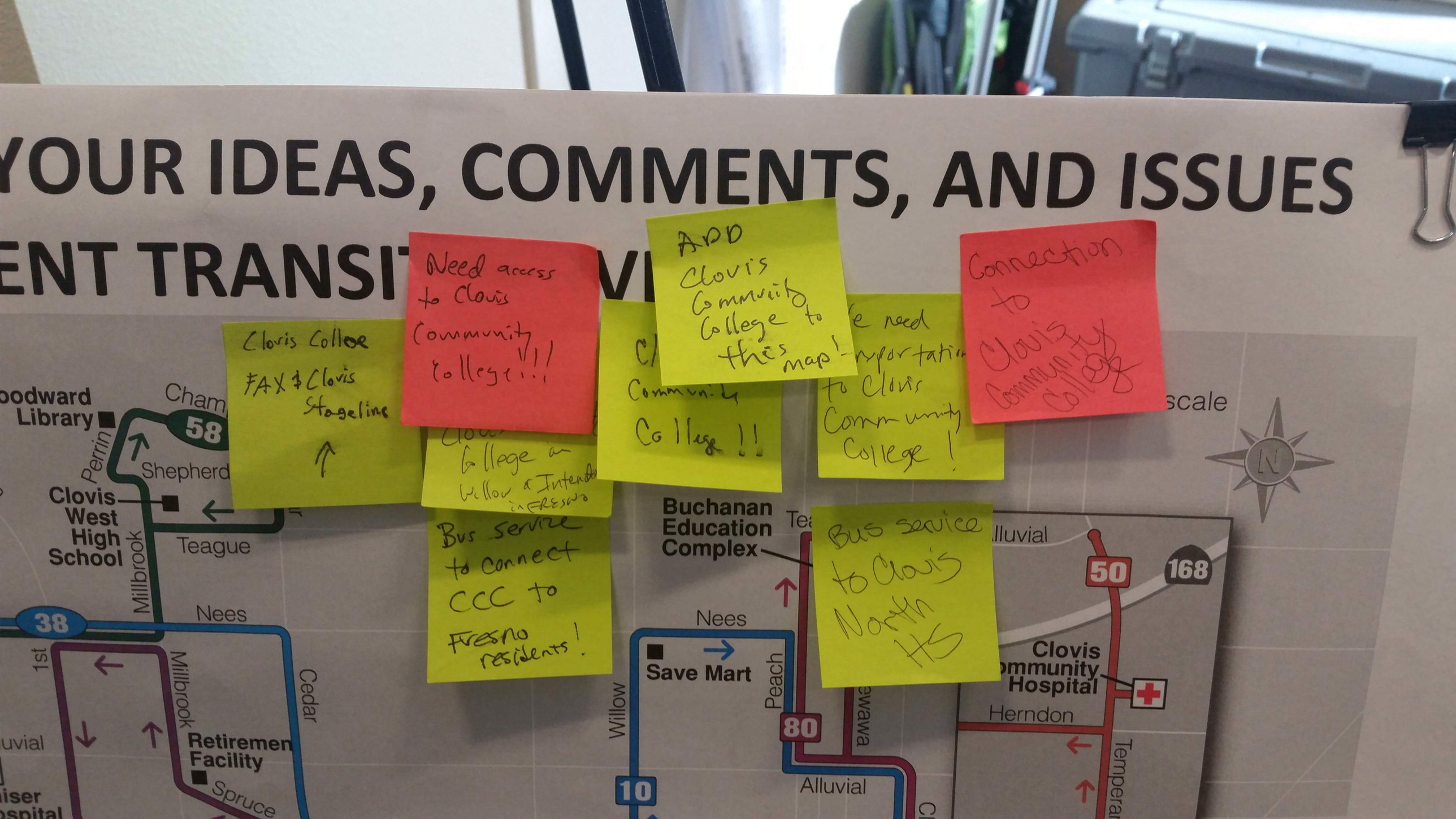
FAX Weekday Service

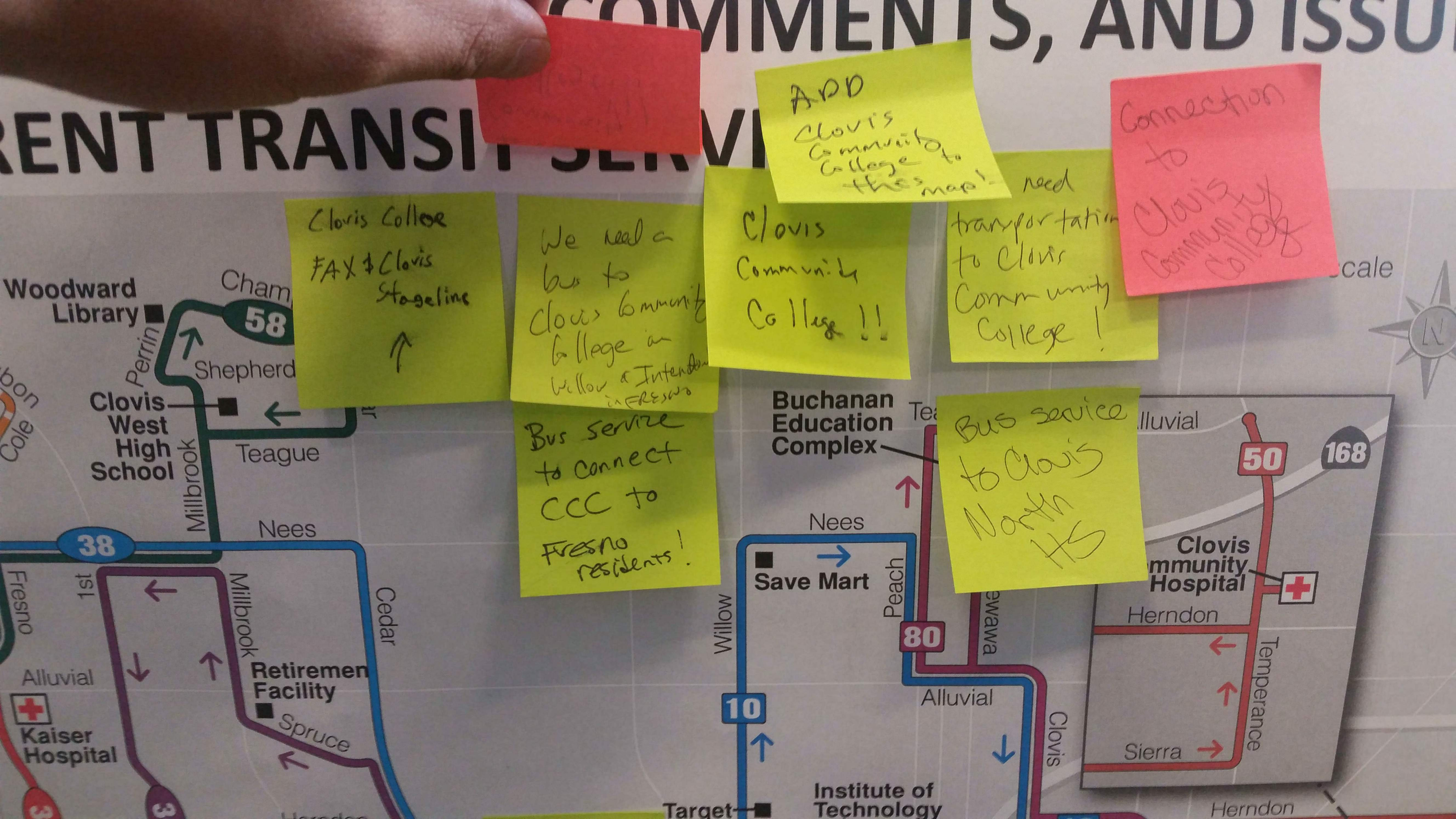
Woodward Library

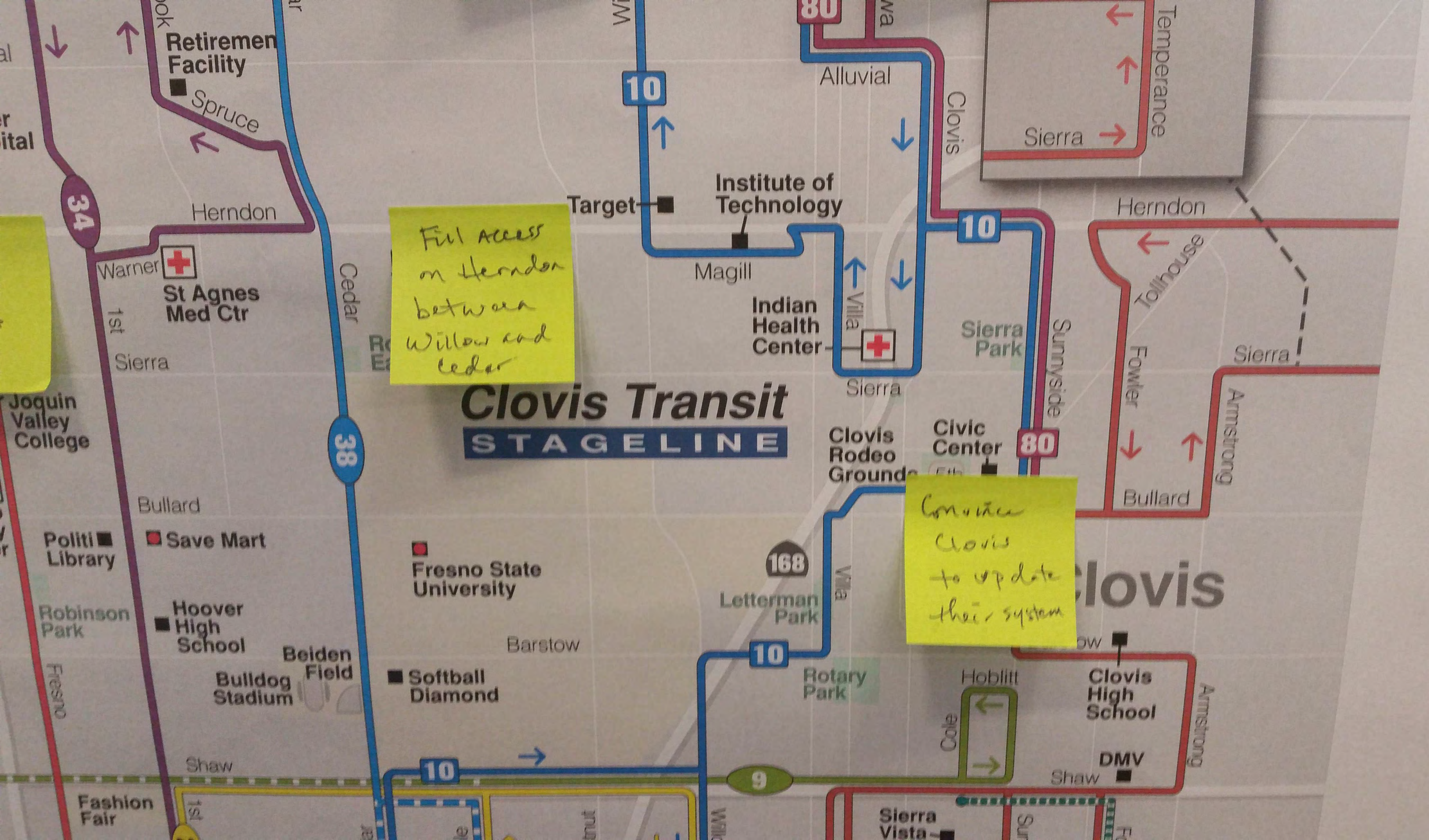
Existing FAX Transit System Route Map Comments

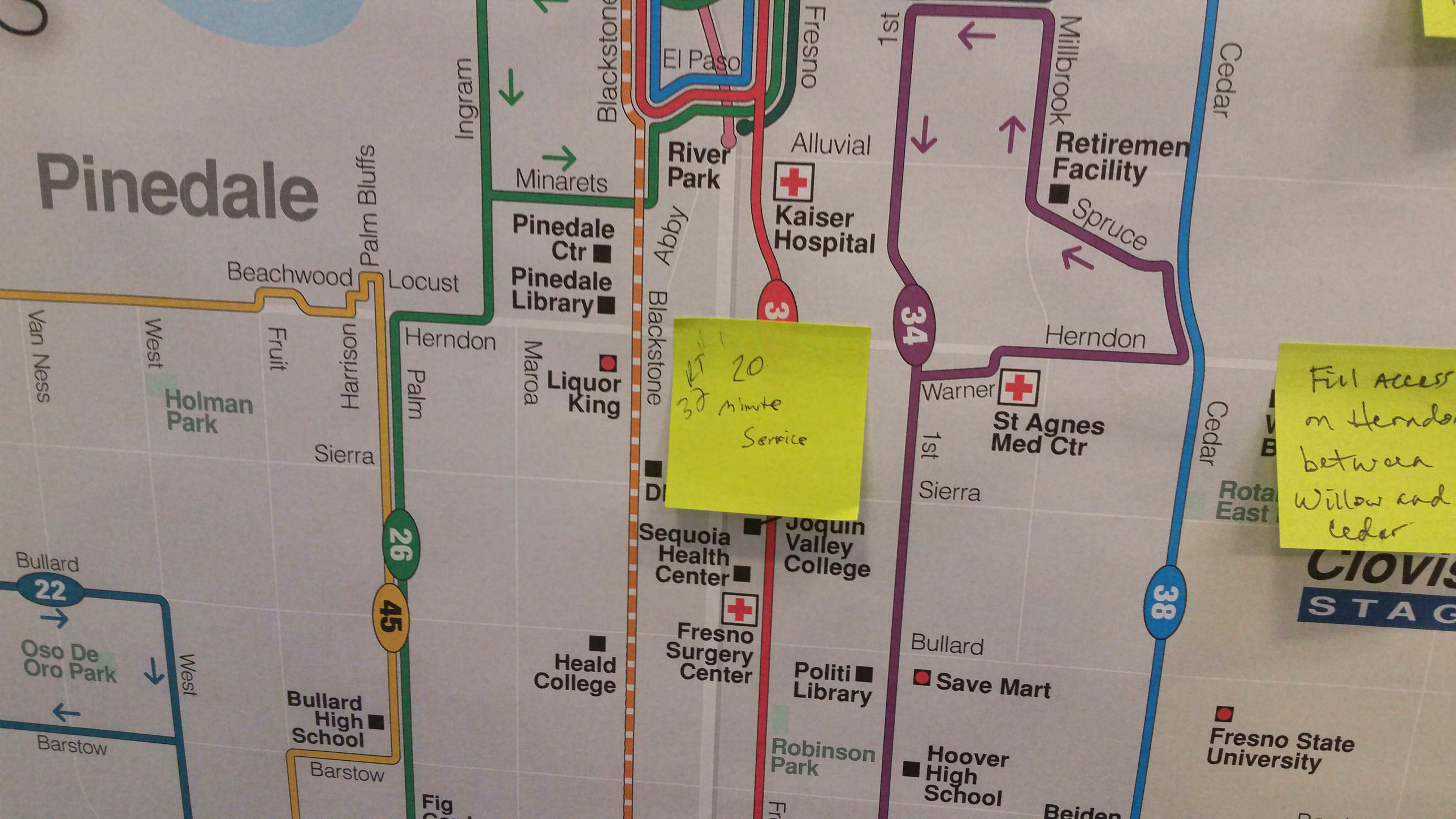
USING POST-IT NOTES, PLEASE PROVIDE YOUR IDEAS, COMMENTS, AND ISSUES REGARDING FAX'S CURRENT TRANSIT SYSTEM

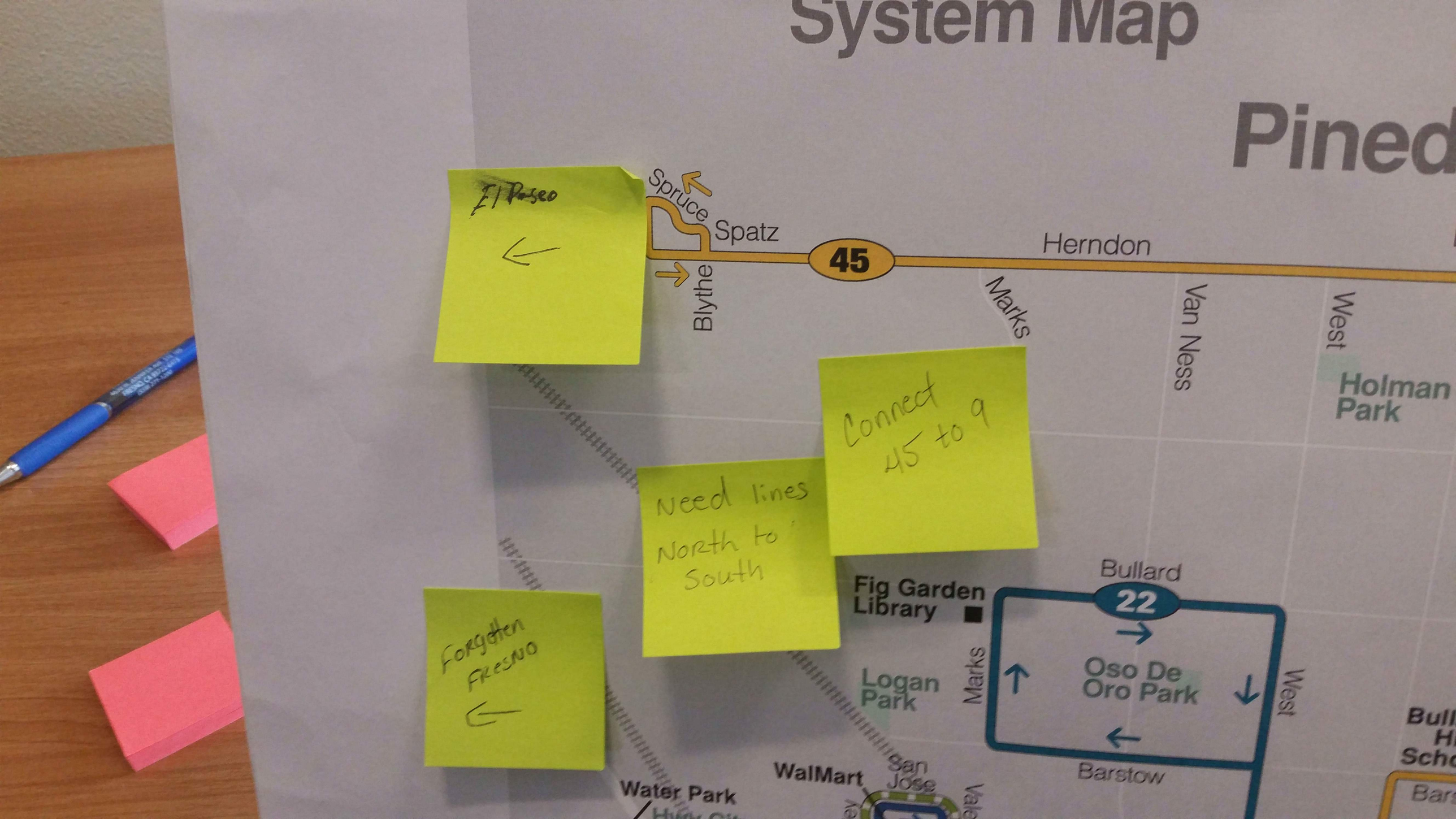


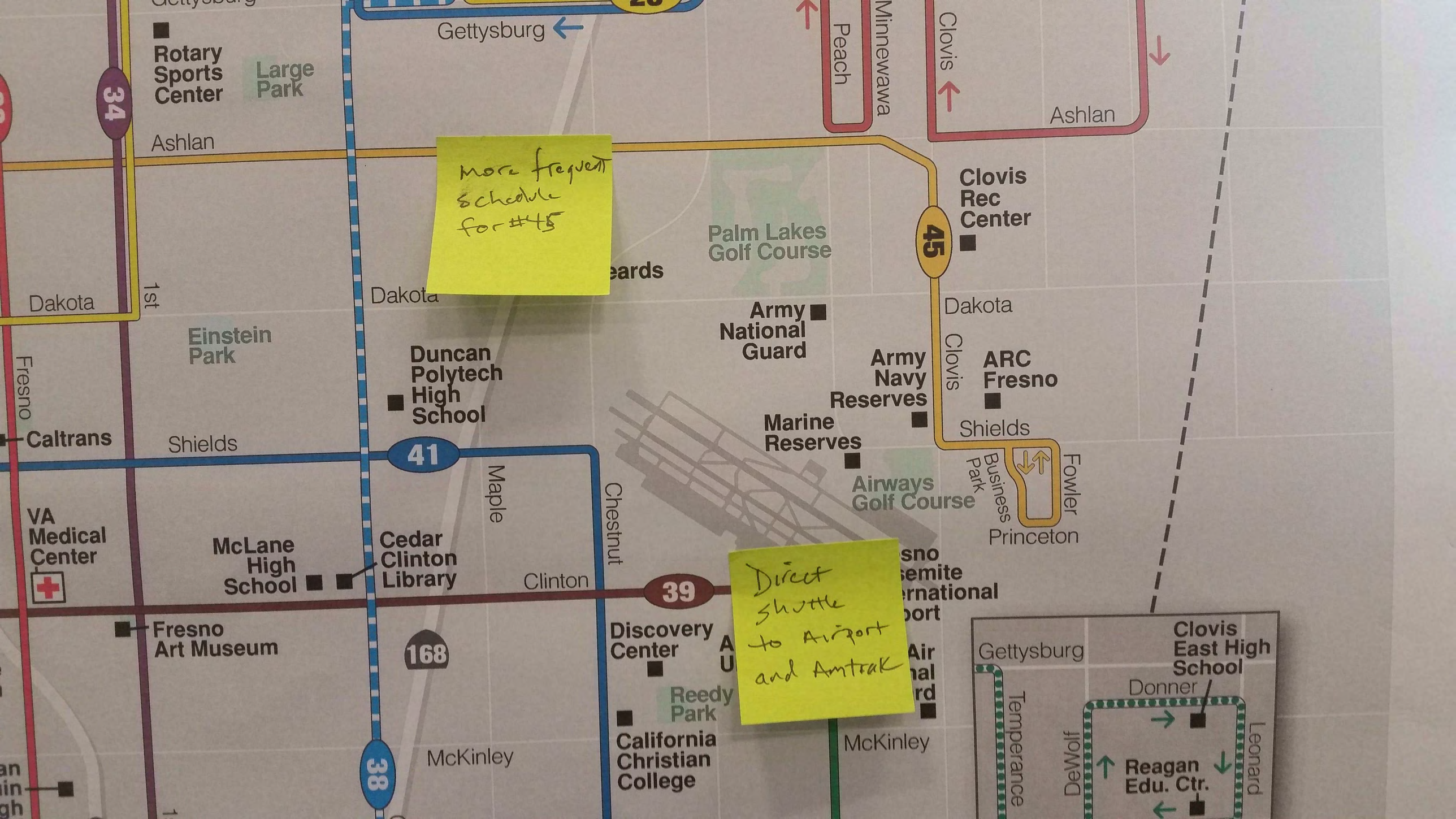

YOUR IDEAS, COMMENTS, AND ISSUES
ENT TRANSIT
Need access to Clovis Community College!!!
ADD Clovis Community College to this map!
Connection to Clovis Community College
Clovis College FAX & Clovis Stageline
College in Willow & Intendo in FRESNO
Bus service to connect CCC to Fresno residents!
Bus service to Clovis North HS
Community College!!
Community College!
Library
Perrin
Shepherd
Clovis West High School
Teague
Millbrook
Nees
1st
Cedar
Retirement Facility
Spruce
Buchanan Education Complex
Save Mart
Willow
Peach
Alluvial
Herndon
Clovis Community Hospital
Temperance
scale
58
38
80
10
50
168


COMMENTS, AND ISSU
RENT TRANSIT SERVI
ADD Clovis Community College to this map!
Connection to Clovis Community College
Clovis College FAX & Clovis Stageline
We need a bus to Clovis Community College in Willow & Intendon in FRESNO
Clovis Community College !!
need transportation to Clovis Community College !
Bus service to connect CCC to Fresno residents!
Bus service to Clovis North HS
Woodward Library
Shepherd
Clovis West High School
Teague
Millbrook
Nees
Fresno
1st
Cedar
Alluvial
Kaiser Hospital
Retiremen Facility
Spruce
Buchanan Education Complex
Save Mart
Peach
Willow
Alluvial
Clovis
Institute of Technology
Target
Herndon
Sierra
Temperance
Clovis Community Hospital
Alluvial
Herndon
58
38
50
168
80
10


Clovis Transit
STAGELINE
Retirement Facility
Spruce
Herndon
Warner
St Agnes Med Ctr
1st
Sierra
Joquin Valley College
Cedar
Bullard
Politi Library
Save Mart
Robinson Park
Hoover High School
Beiden Field
Bulldog Stadium
Fresno
Shaw
Fashion Fair
Fresno State University
Barstow
Softball Diamond
Target
Institute of Technology
Magill
Indian Health Center
Villa
Alluvial
Clovis
Sierra
Sierra Park
Sunnyside
Clovis Rodeo Grounds
Civic Center
Letterman Park
Rotary Park
Hoblitt
Cole
Clovis High School
DMV
Sierra Vista
Temperance
Tollhouse
Fowler
Armstrong
Clovis
Full access on Herndon between Willow and Cedar
Convince Clovis to update their system


Pinedale
Ingram
Blackstone
El Paso
Fresno
1st
Millbrook
Cedar
Minarets
River Park
Alluvial
Retiremen Facility
Spruce
Kaiser Hospital
Pinedale Ctr
Pinedale Library
Abby
Palm Bluffs
Beachwood
Locust
Van Ness
West
Fruit
Harrison
Herndon
Palm
Maroa
Liquor King
Holman Park
Sierra
Warner
St Agnes Med Ctr
Sequoia Health Center
Joquin Valley College
Fresno Surgery Center
Bullard
22
26
45
34
38
Oso De Oro Park
Barstow
Heald College
Bullard High School
Politi Library
Robinson Park
Save Mart
Hoover High School
Fresno State University
Clovis
STAG
RT 20
37 minute Service
Fill access on Herndon between Willow and Cedar

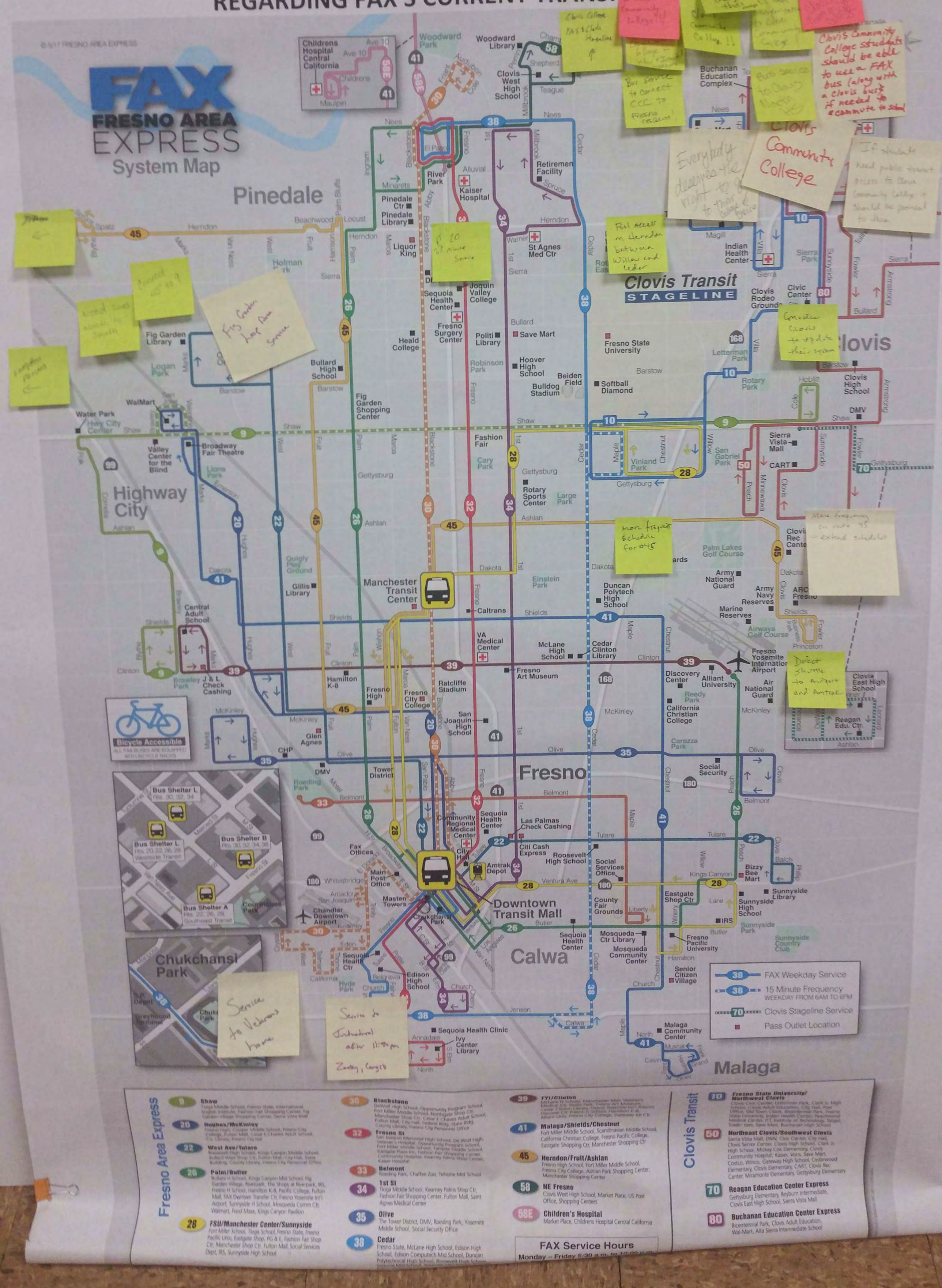

System Map
Pined
El Paseo
Spruce
Spatz
Blythe
45
Herndon
Marks
Van Ness
West
Holman Park
Connect 45 to 9
Need lines North to South
Forgotten FRESNO
Fig Garden Library
Bullard
22
Oso De Oro Park
Marks
West
Barstow
Logan Park
WalMart
San Jose
Water Park


Gettysburg
Rotary Sports Center
Large Park
34
Ashlan
Peach
Minnewawa
Clovis
Ashlan
more frequent schedule for #45
Clovis Rec Center
Palm Lakes Golf Course
45
Dakota
1st
Dakota
Dakota
Army National Guard
Clovis
Einstein Park
Duncan Polytech High School
Army Navy Reserves
ARC Fresno
Fresno
Caltrans
Shields
41
Marine Reserves
Shields
Business Park
Fowler
Maple
Chestnut
Airways Golf Course
Princeton
VA Medical Center
McLane High School
Cedar Clinton Library
Clinton
39
Direct shuttle to Airport and Amtrak
Fresno Art Museum
168
Discovery Center
Reedy Park
California Christian College
McKinley
38
McKinley
Gettysburg
Clovis East High School
Temperance
Donner
DeWolf
Reagan Edu. Ctr.
Leonard

Pinedale Community Center

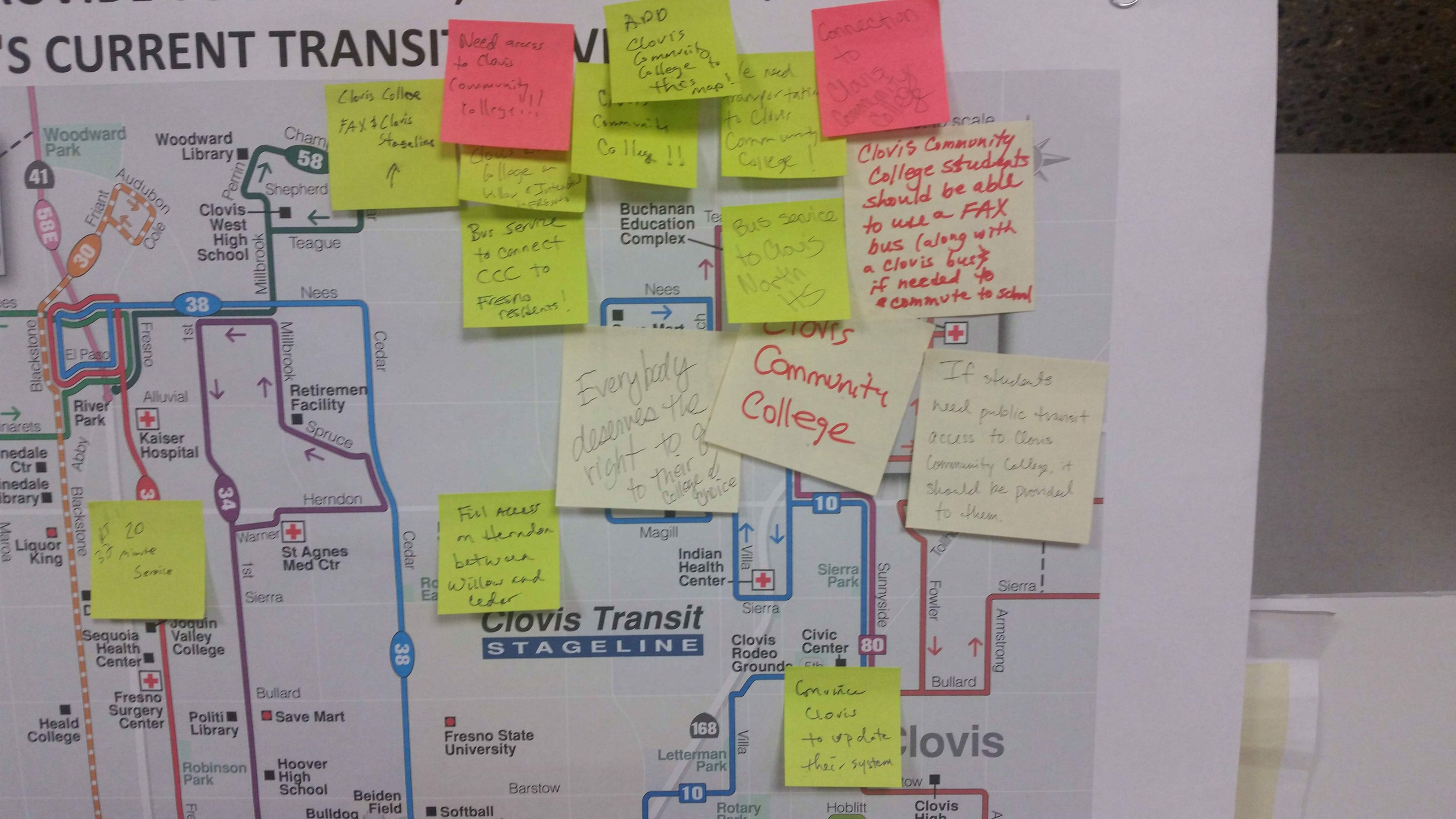
Existing FAX Transit System Route Map Comments

USING POST-IT NOTES, PLEASE PROVIDE YOUR IDEAS, COMMENTS, AND ISSUES REGARDING FAX'S CURRENT TRANSIT SYSTEM



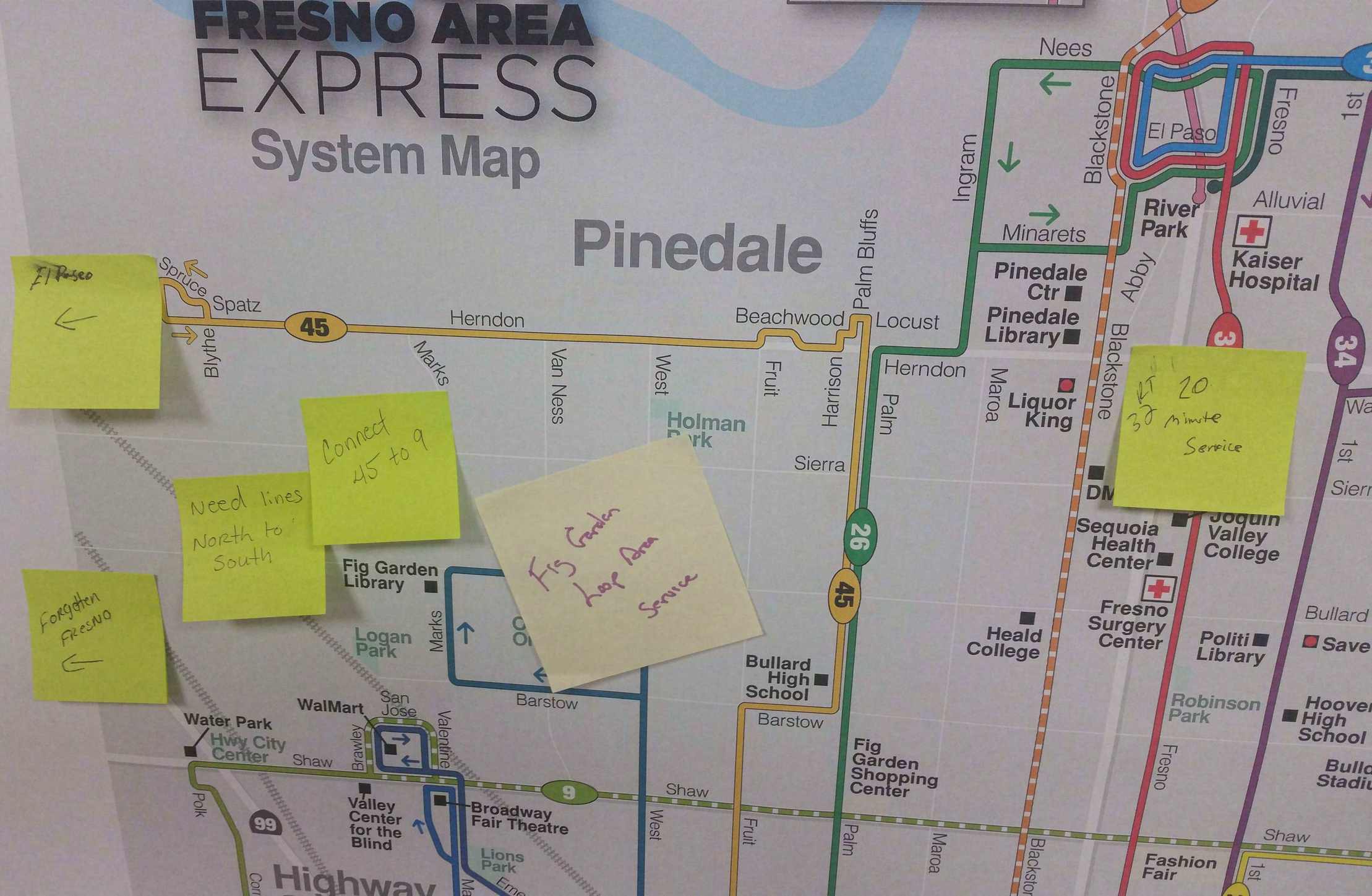
DE YOUR IDEAS, COMMENTS, AND ISSUES

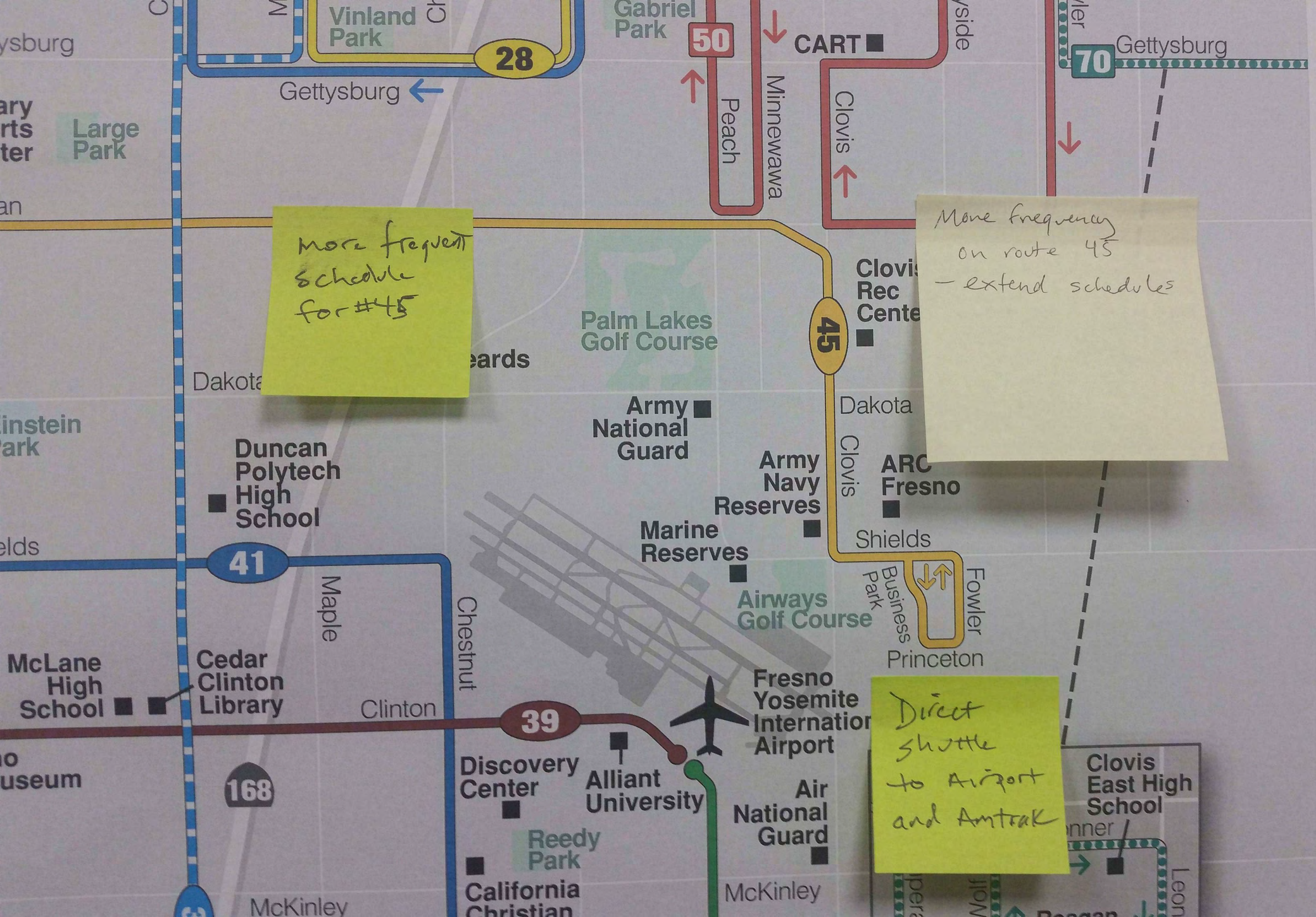
URRENT TRANSIT

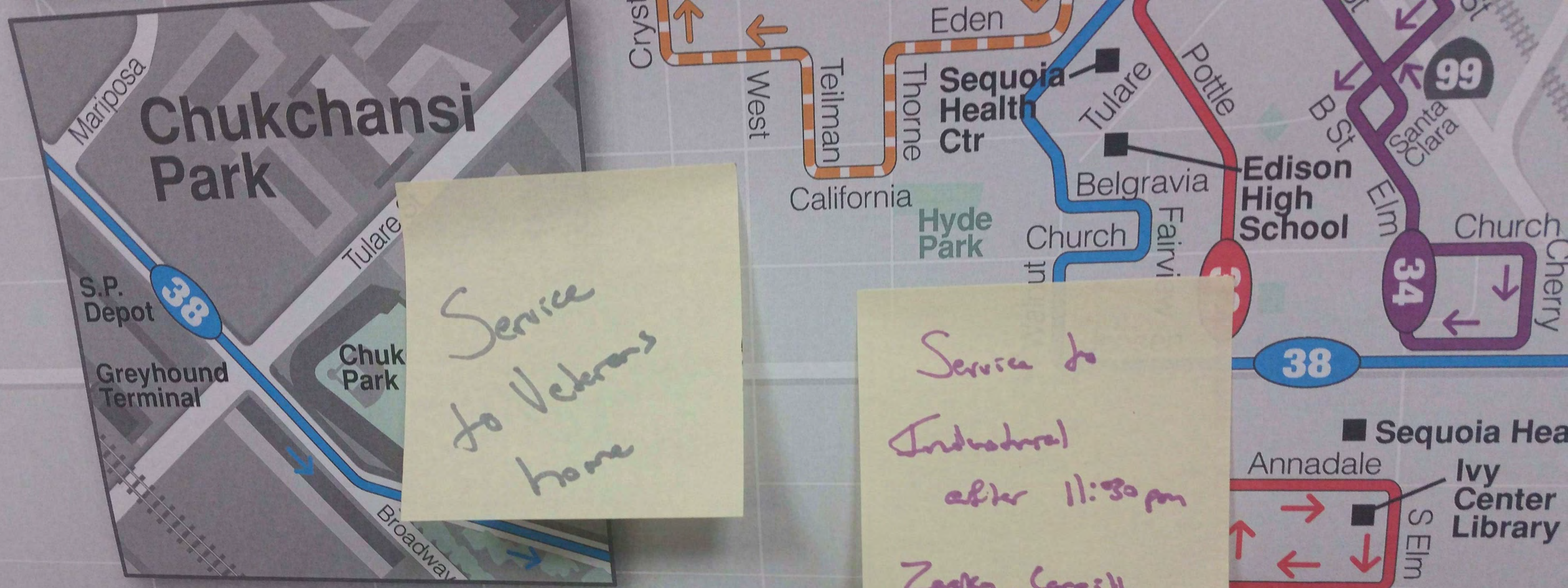

'S CURRENT TRANSIT
Need access to Clovis Community College!!!
ADD Clovis Community College to this map!
Connection to Clovis Community College
Clovis College FAX & Clovis Stageline
Clovis Community College !!
Clovis Community College students should be able to use a FAX bus (along with a Clovis bus) if needed to commute to school
Bus service to connect CCC to Fresno residents!
Bus service to Clovis North HS
Everybody deserves the right to go to their College of choice
Clovis Community College
If students need public transit access to Clovis Community College, it should be provided to them.
Fill access on Herndon between Willow and Cedar
Convince Clovis to update their system
Clovis Transit
STAGELINE
Woodward Park
Woodward Library
Audubon
Friant
Cole
Clovis West High School
Shepherd
Teague
Millbrook
Nees
Buchanan Education Complex
El Paso
Fresno
Blackstone
River Park
Alluvial
Kaiser Hospital
Retiremen Facility
Spruce
Cedar
Herndon
Warner
St Agnes Med Ctr
Sierra
Liquor King
Sequoia Health Center
Joquin Valley College
Fresno Surgery Center
Heald College
Politi Library
Bullard
Save Mart
Robinson Park
Hoover High School
Beiden Field
Fresno State University
Barstow
Softball
Magill
Indian Health Center
Villa
Sierra Park
Sunnyside
Fowler
Armstrong
Clovis Rodeo Grounds
Civic Center
Letterman Park
Rotary
Hoblitt
Clovis
Clovis High
41
58E
30
58
38
34
10
80
168

FRESNO AREA EXPRESS

System Map




Vinland Park
28
Gettysburg
Gabriel Park
50
Peach
Minnewawa
CART
Clovis
70
Gettysburg
Large Park
More frequent schedule for #45
Palm Lakes Golf Course
Clovis Rec Center
45
More frequency on route 45 – extend schedules
Dakota
Dakota
Duncan Polytech High School
Army National Guard
Army Navy Reserves
Marine Reserves
Clovis
ARC Fresno
Shields
Business Park
Fowler
Princeton
Airways Golf Course
41
Maple
Chestnut
McLane High School
Cedar Clinton Library
Clinton
39
Fresno Yosemite International Airport
Direct shuttle to Airport and Amtrak
Discovery Center
Alliant University
Air National Guard
Clovis East High School
168
Reedy Park
California Christian
McKinley
McKinley



Service to Veterans home

Service to Industrial after 11:30 pm

Zacky, Cargill

Area Express

9 Shaw
Tioga Middle School, Fresno State, International English Institute, Fashion Fair Shopping Center, Fig Garden Village Shopping Center, Sierra Vista Mall

20 Hughes/McKinley
Fresno High, Cooper Middle School, Fresno City College, Fulton Mall, Cesar E Chavez Adult School, Co. Library, Fresno City Hall

22 West Ave/Tulare
Roosevelt High School, Kings Canyon Middle School, Bullard West Shop Ctr, Fulton Mall, City Hall, State Building, County Library, Fresno City

30 Blackstone
DeWolf High School, Opportunity Program School, Fort Miller Middle School, Northgate Shop Ctr, Manchester Shop Ctr, Cesar E Chavez Adult School, Fulton Mall, City Hall, Federal Bldg, State Bldg, County Library, Fresno City Personnel Office

32 Fresno St
San Joaquin Memorial High School, De Wolf High, Veteran's Hospital, Opportunity Program School, Fort Miller Middle School, Tehipite Middle School, Eastgate Plaza Inc, Fashion

Holmes Community Center

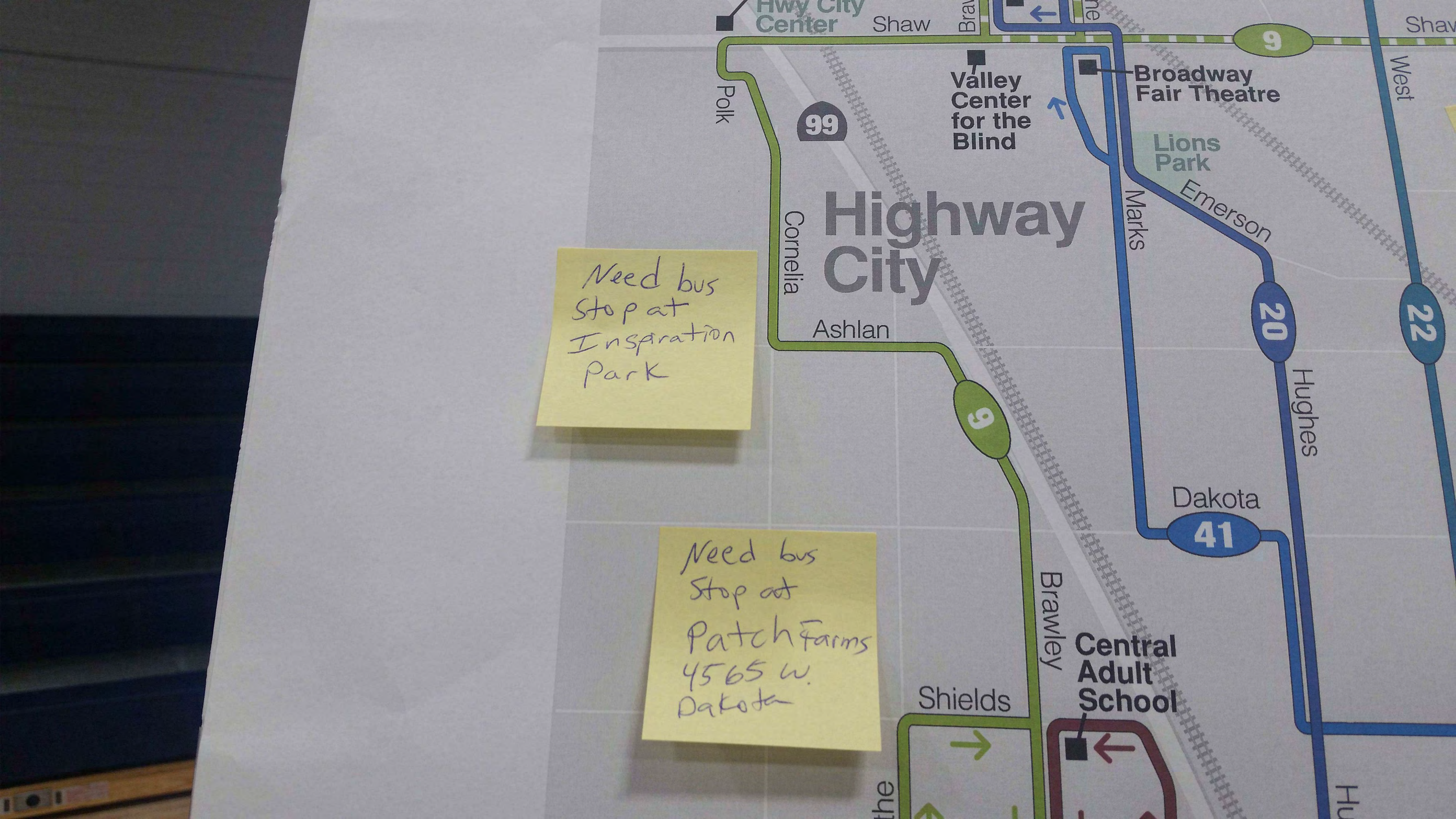
Existing FAX Transit System Route Map Comments

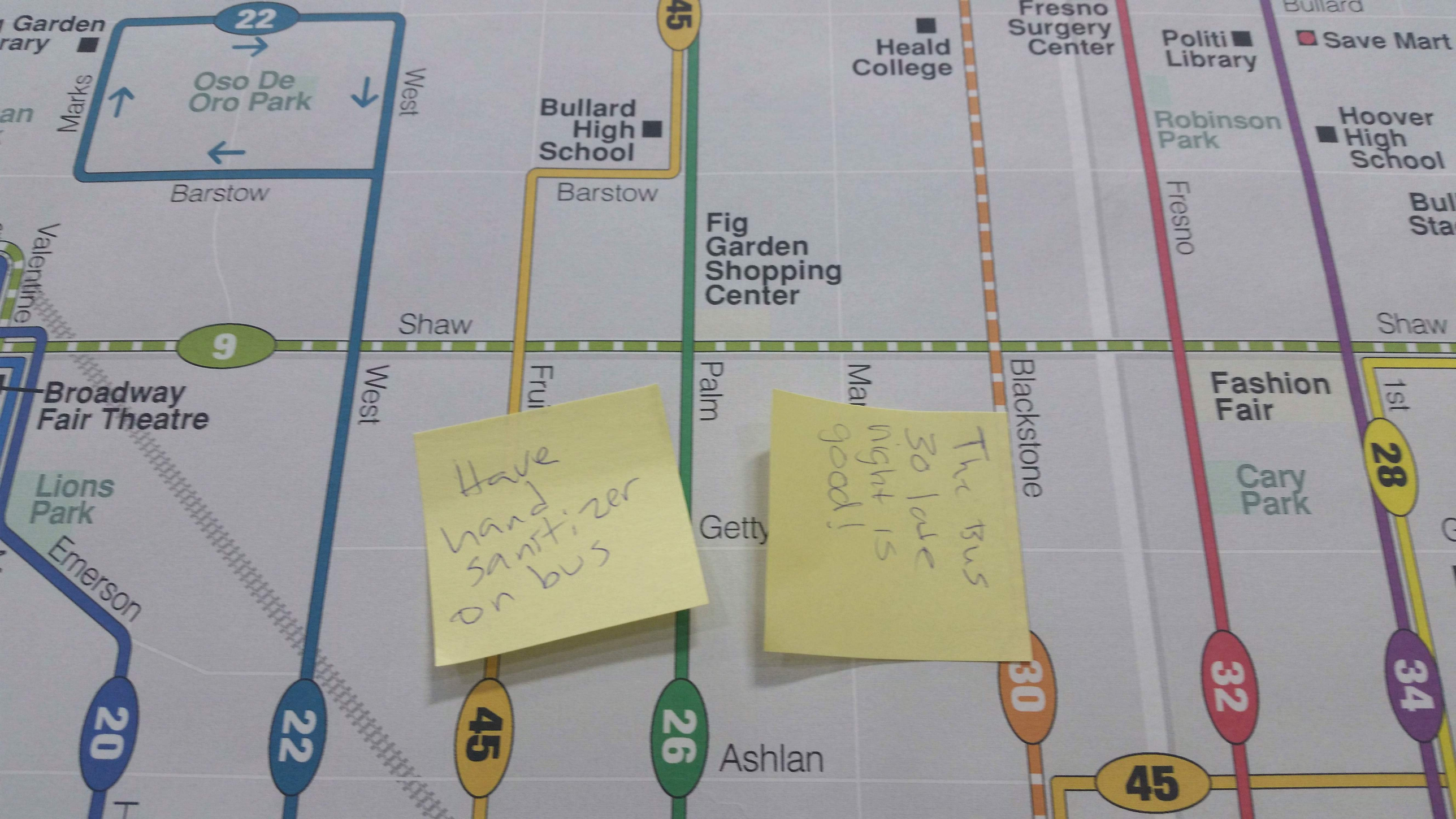
USING POST-IT NOTES, PLEASE PROVIDE YOUR IDEAS, COMMENTS, AND ISSUES REGARDING FAX'S CURRENT TRANSIT SERVICES

Fresno Area Express

Clovis Transit

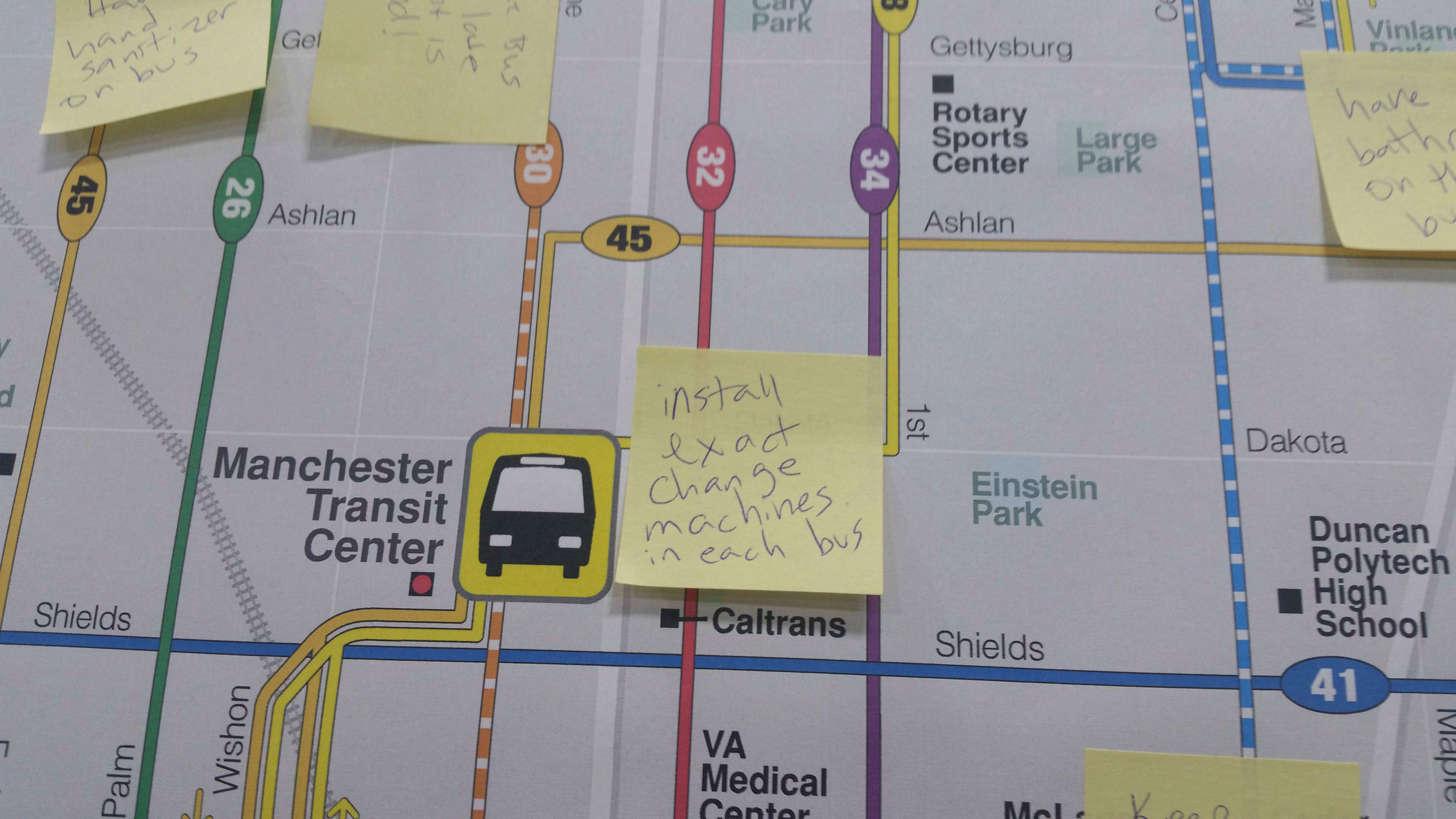
FAX Service Hours


Hwy City Center
Shaw
Shaw
9
Valley Center for the Blind
Broadway Fair Theatre
West
Polk
99
Lions Park
Highway City
Cornelia
Marks
Emerson
Need bus Stop at Inspiration Park
Ashlan
20
22
9
Hughes
Dakota
41
Need bus Stop at Patch Farms 4565 W. Dakota
Brawley
Central Adult School
Shields

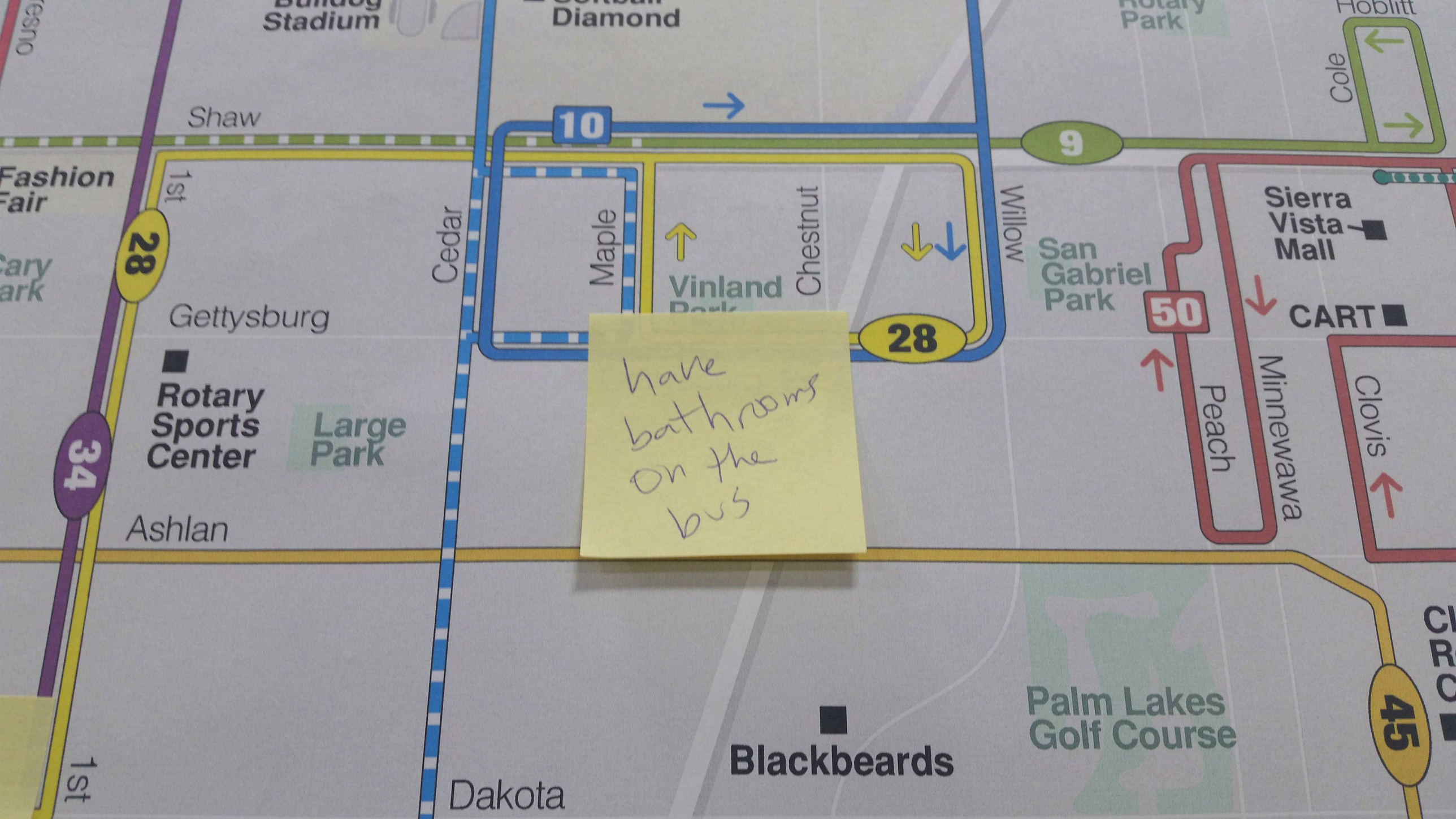


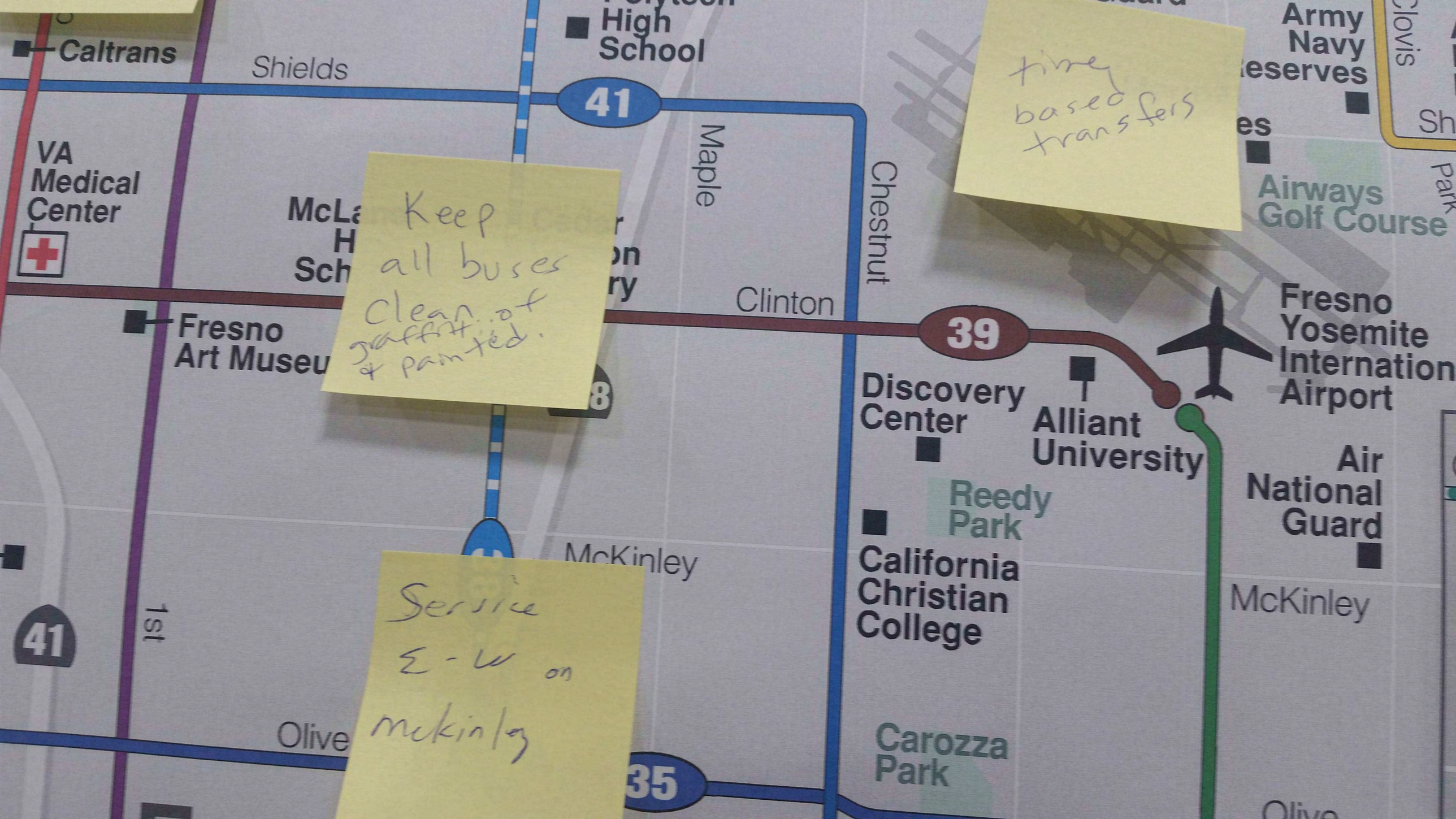
Have hand sanitizer on bus

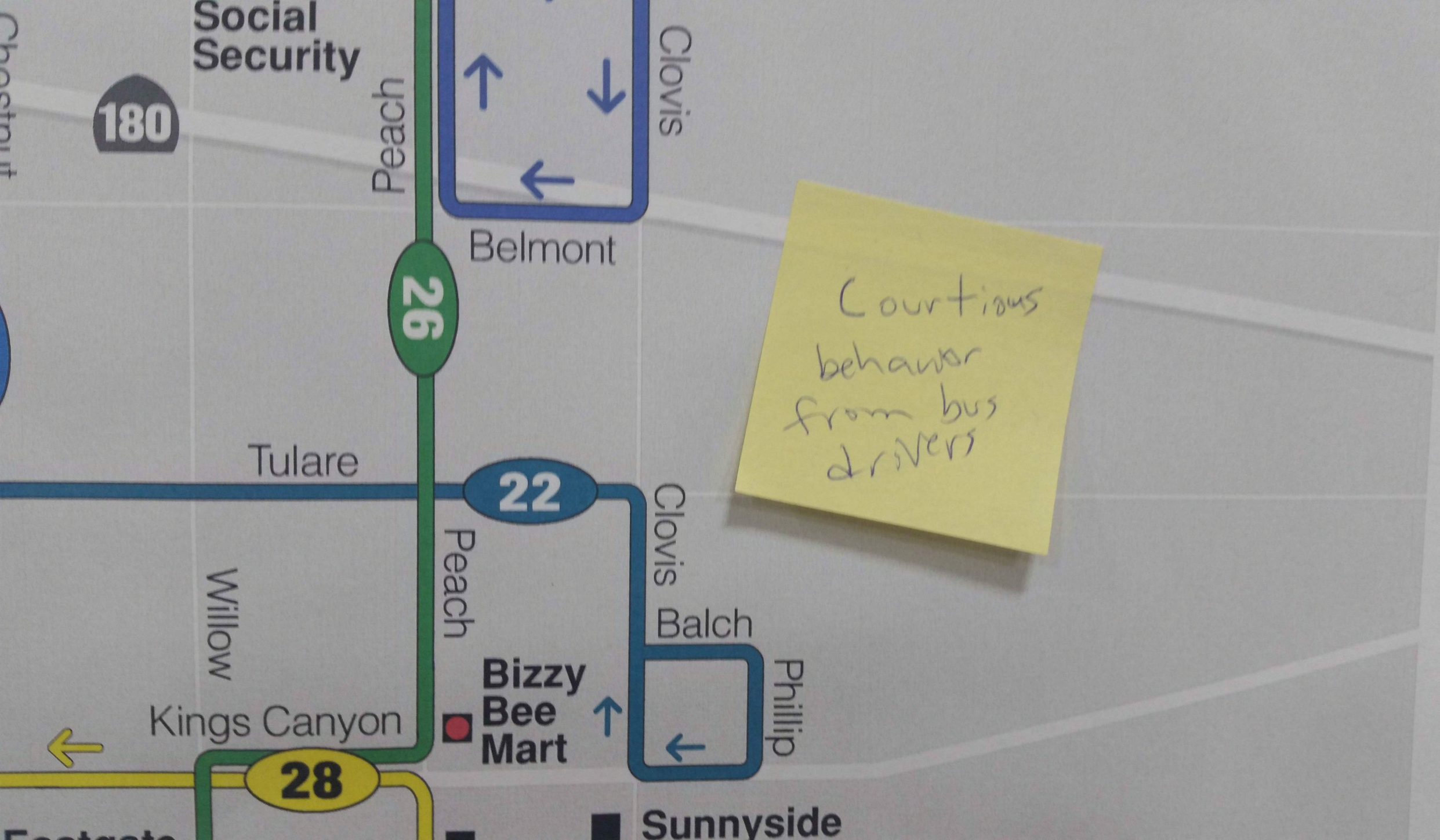
The bus so late night is good!



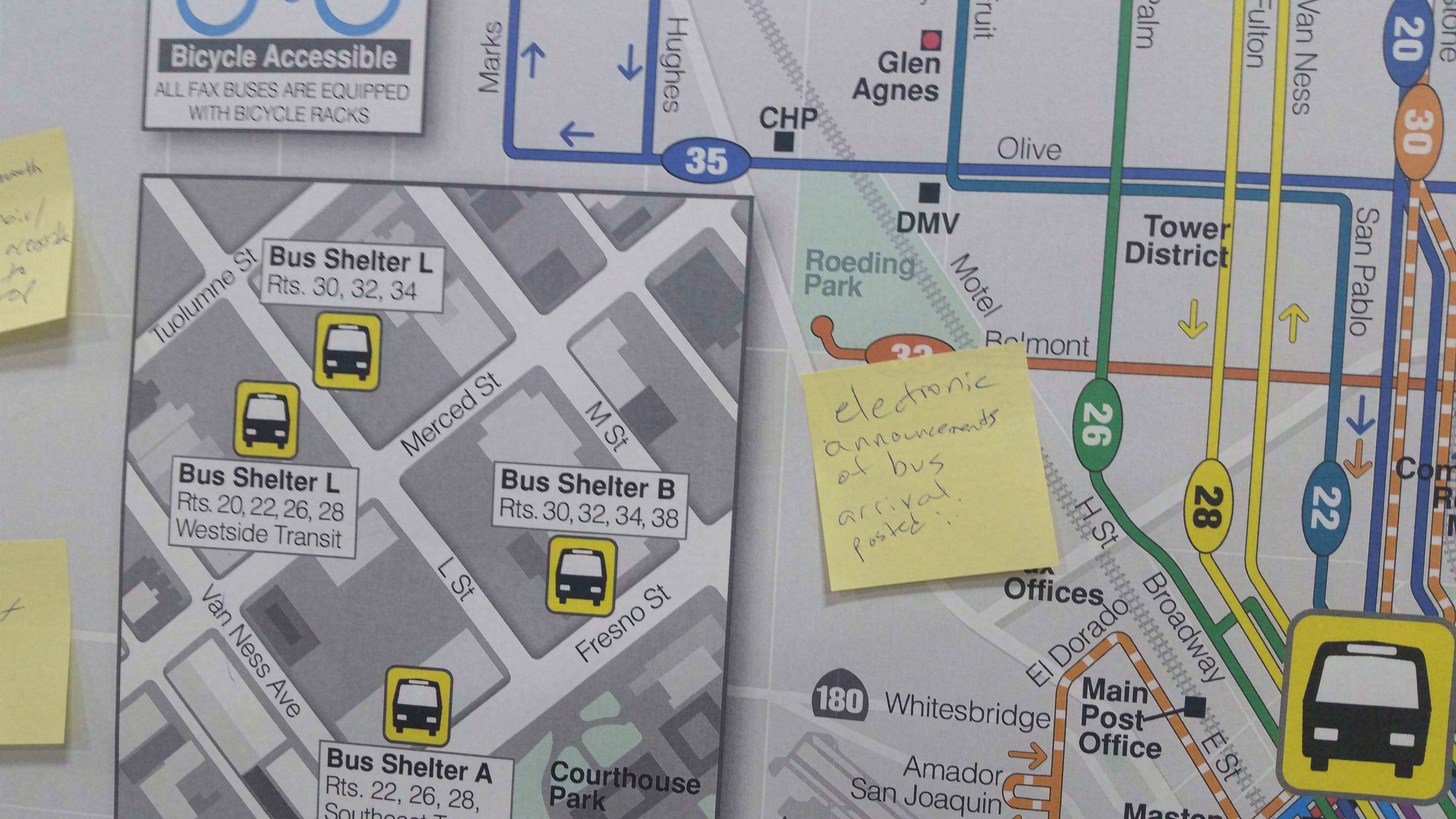
Gettysburg
Rotary Sports Center
Large Park
Ashlan
45
26
30
32
34
Manchester Transit Center
Shields
Caltrans
Einstein Park
Dakota
Duncan Polytech High School
41
1st
VA Medical Center
Wishon
Palm
Maple
install exact change machines in each bus
have bath
hand sanitizer on bus

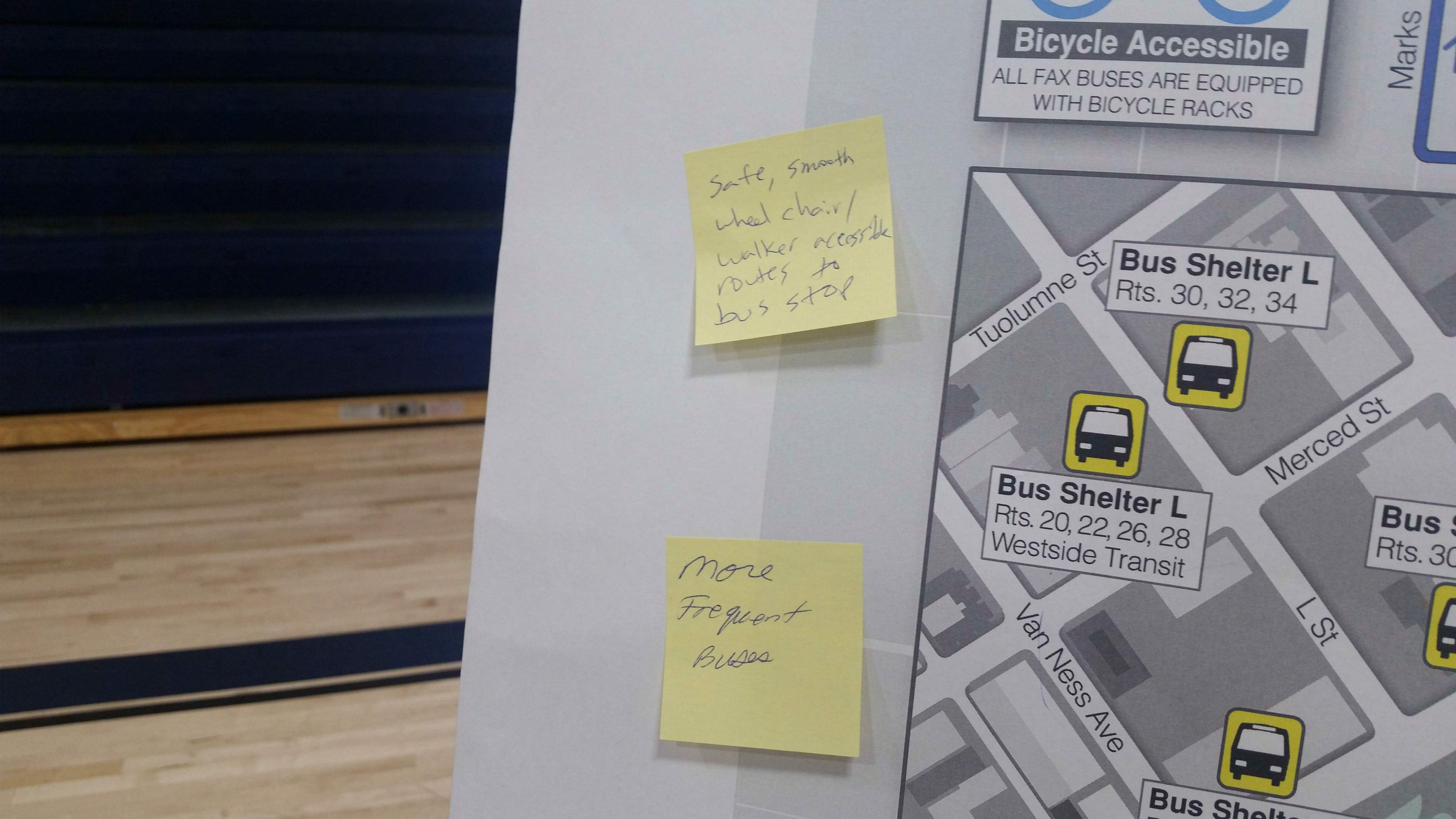

Bulldog Stadium
Diamond
Rotary Park
Hoblitt
Cole
Shaw
10
9
Fashion Fair
1st
28
Cedar
Maple
Vinland Park
Chestnut
Willow
San Gabriel Park
Sierra Vista Mall
CART
50
Gettysburg
Rotary Sports Center
Large Park
34
Peach
Minnewawa
Clovis
Ashlan
have bathrooms on the bus
Palm Lakes Golf Course
Blackbeards
45
1st
Dakota


Caltrans
Shields
High School
41
Maple
Chestnut
VA Medical Center
Clinton
39
Fresno Art Museu
Discovery Center
Alliant University
Fresno Yosemite International Airport
Reedy Park
California Christian College
Air National Guard
McKinley
1st
Olive
Carozza Park
Army Navy
Airways Golf Course
Clovis
Keep all buses clean of graffiti & painted.
time based transfers
Service E-W on mckinley



Courtious behavior from bus drivers


Bicycle Accessible
ALL FAX BUSES ARE EQUIPPED WITH BICYCLE RACKS
Marks
Hughes
Glen Agnes
CHP
Olive
Palm
Fulton
Van Ness
20
30
35
DMV
Roeding Park
Motel
Belmont
Tower District
San Pablo
26
28
22
H St
Offices
Broadway
El Dorado
Main Post Office
E St
180
Whitesbridge
Amador
San Joaquin
Tuolumne St
Bus Shelter L
Rts. 30, 32, 34
Merced St
M St
Bus Shelter L
Rts. 20, 22, 26, 28
Westside Transit
Bus Shelter B
Rts. 30, 32, 34, 38
L St
Van Ness Ave
Fresno St
Bus Shelter A
Rts. 22, 26, 28,
Courthouse Park
electronic announcements of bus arrival posted!!

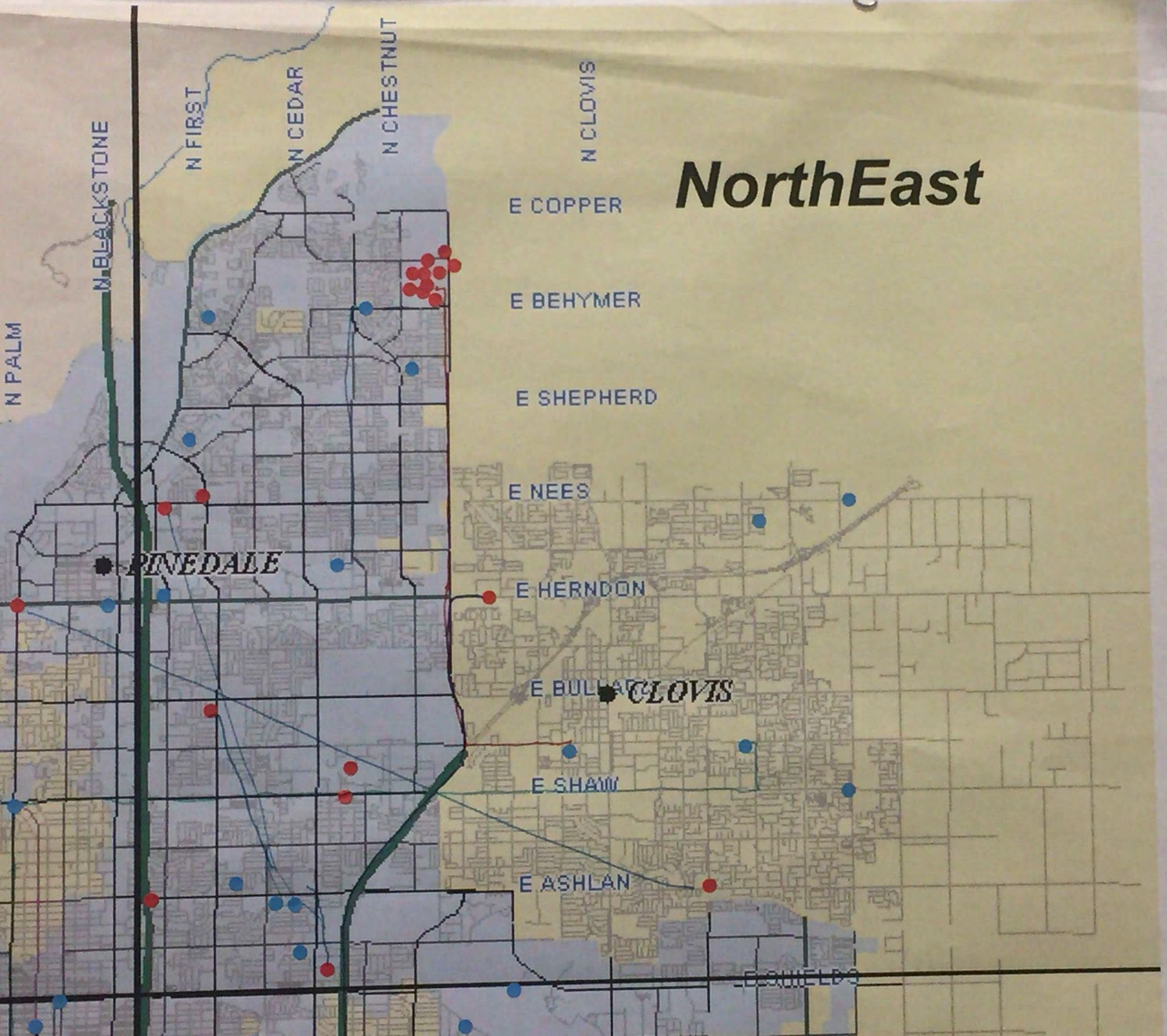

Bicycle Accessible
ALL FAX BUSES ARE EQUIPPED WITH BICYCLE RACKS
Marks
Safe, smooth wheel chair/ walker accessible routes to bus stop
More Frequent Buses
Tuolumne St
Bus Shelter L
Rts. 30, 32, 34
Merced St
Bus Shelter L
Rts. 20, 22, 26, 28
Westside Transit
Van Ness Ave
L St

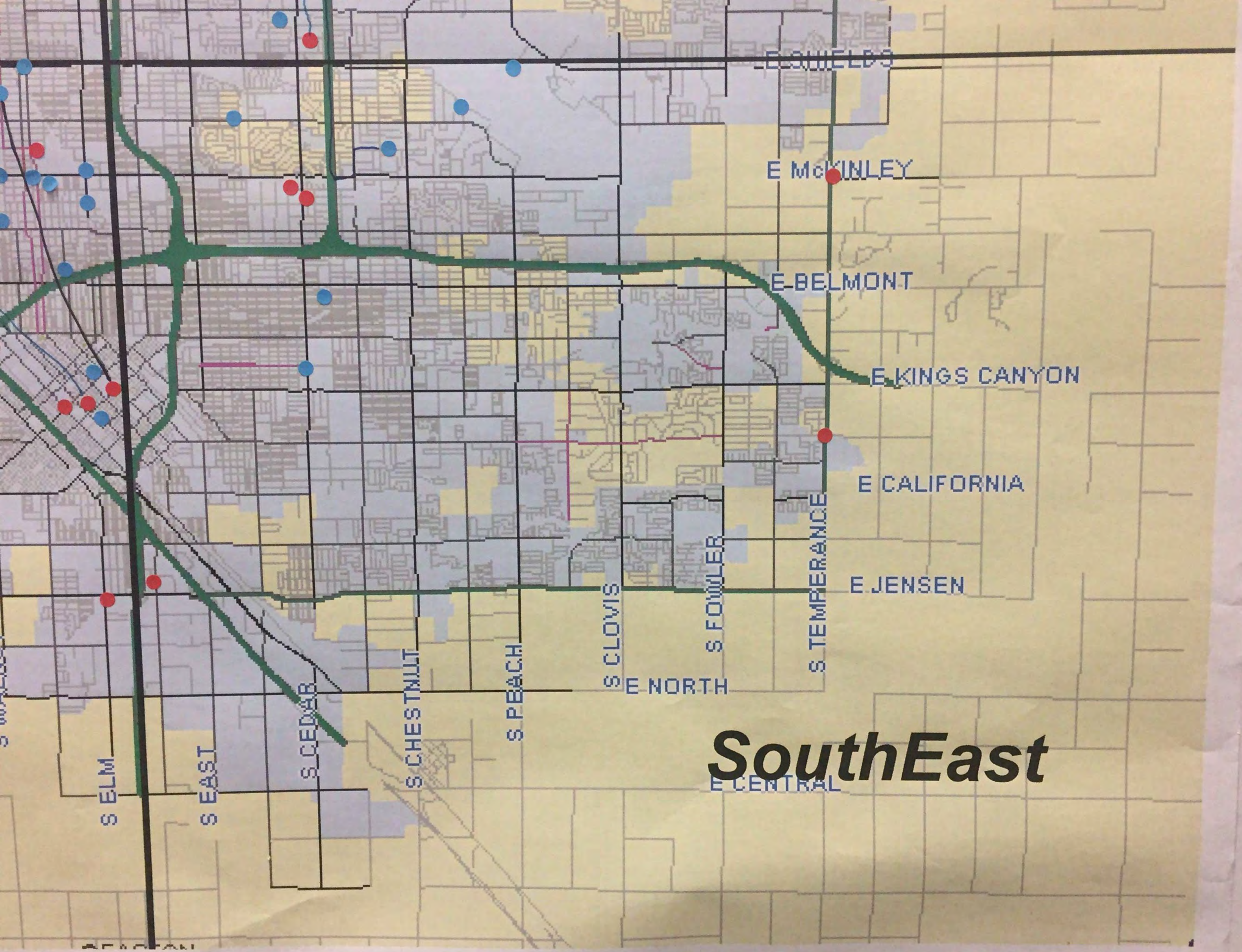
Appendix S

Location Map of Workshop Attendee's Residential Neighborhood, Primary Daily Destination, and Route Utilized Between the Locations

Please place a blue dot where you live and a red dot representing your most frequent daily destination.

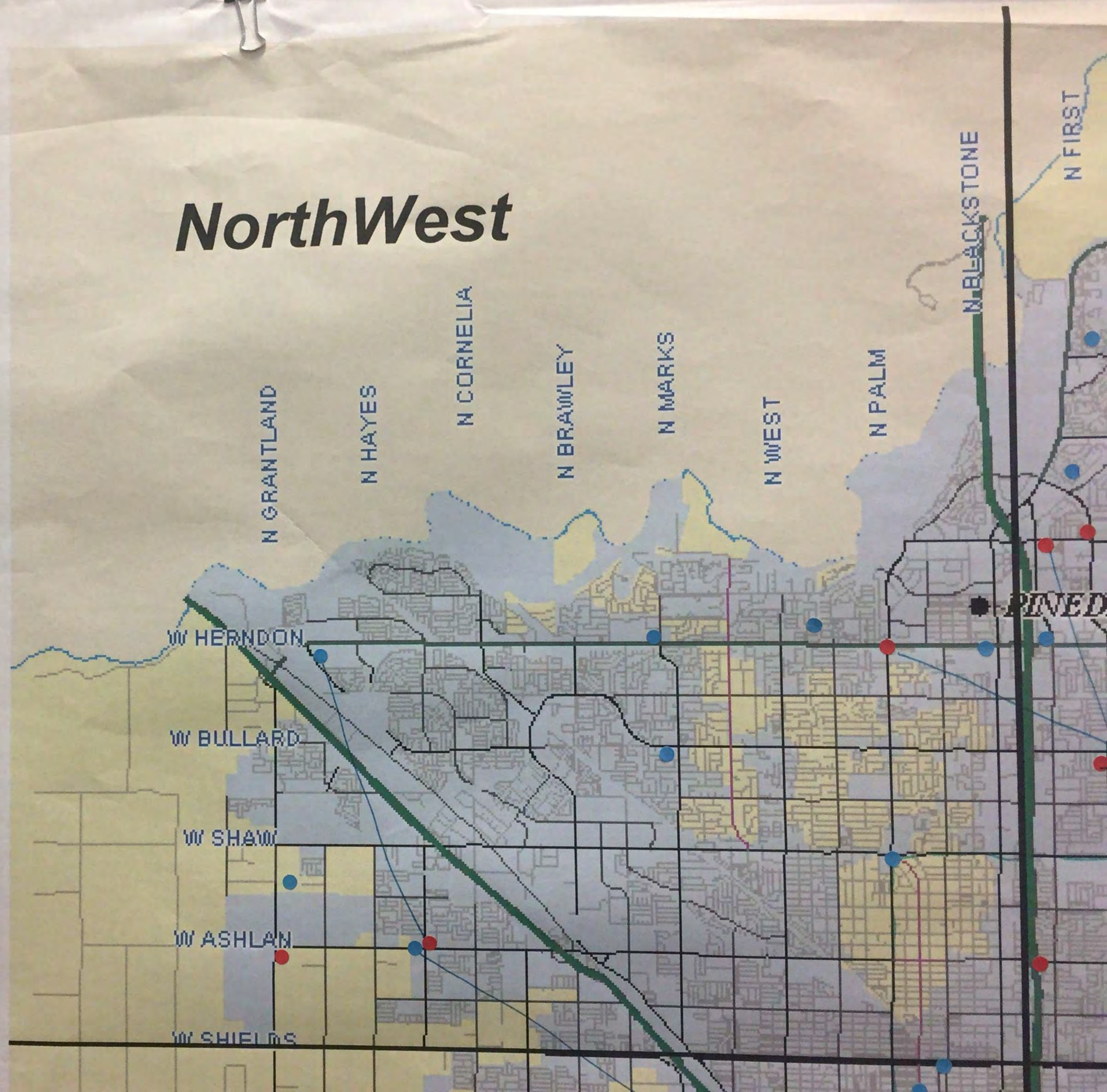
NorthEast


N CLOVIS
N CHESTNUT
N CEDAR
N FIRST
N BLACKSTONE
N PALM
E COPPER
E BEHYMER
E SHEPHERD
E NEES
E HERNDON
E BULLARD
E SHAW
E ASHLAN
PINEDALE
CLOVIS


E SHIELDS
E McKINLEY
E BELMONT
E KINGS CANYON
E CALIFORNIA
E JENSEN
E NORTH
E CENTRAL
S ELM
S EAST
S CEDAR
S CHESTNUT
S PEACH
S CLOVIS
S FOWLER
S TEMPERANCE
SouthEast

Please place a blue dot where you live and a red dot
Then draw a line representing the route

NorthWest


N GRANTLAND
N HAYES
N CORNELIA
N BRAWLEY
N MARKS
N WEST
N PALM
N BLACKSTONE
N FIRST
W HERNDON
W BULLARD
W SHAW
W ASHLAN
W SHIELDS

Appendix T

Veteran's Day Parade Pop-Up Event – Survey Instrument, Survey Instrument Results, and Comment Cards

WHAT IS THE FAX PLAN?

- ✓ Provides buses every 15-minutes during the day along FAX's highest ridership routes
- ✓ Most of these routes will connect with the soon to implemented Bus Rapid Transit (BRT) or "The Q" (The Q will have 10-minute peak service along Blackstone and Ventura/Kings Canyon Blvd.)
- ✓ Provides extended evening service past midnight on some key routes
- ✓ Provides enhanced weekend service on some key routes with buses that run every 30-minutes
- ✓ Most areas will have improved service.

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Fresno Area Express Fixed-Route System Restructure Study

Phone Number _____ Email Address_____

Where do you live? _____Fresno _____Unincorporated County Area outside of the City of Fresno _____Clovis _____Other Fresno County City _____Outside of Fresno County

How did you get to today's event? ___Drove a car ____Rode in a car with family/friends ___Rode a motorcycle ___Took Uber/Lyft ____Took the Bus ____Rode a Bike ____Walked _____Other

How often do you ride FAX?

_____4 or more days a week _____2 to 3 days a week _____About once every week or two _____About once a month _____Rarely/Never

Is the *Draft FAX Plan* better for me?

_____Definitely _____Probably _____Maybe/Not Sure _____Probably Not _____Definitely Not

To make FAX service faster, there will be longer distances between some stops.

What would help offset this?

_____More comfortable stops (shade, seating, etc.) ____Ensure that sidewalks/pathways to stops are well-paved, well-lighted & safe ____Better bike access/more secure bike parking at key bus stops ____Nothing more is needed – faster service is enough ___Other

A few areas in Fresno will have less service under the *Draft FAX Plan.* What is the best option for these areas if funding is available?

____No additional service is needed in these areas ____Coordinated Uber/Lyft or Taxi services to reach the nearest FAX line with a 40% discount ____Uber/Lyft or Taxi services to any destination with a 20% discount ___Bikeshare system in these areas ___FAX should keep bus service at the same level

Fresno Area Express Fixed-Route System Restructure Study

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Phone Number _____ Email Address_____

Where do you live? _____Fresno _____Unincorporated County Area outside of the City of Fresno _____Clovis _____Other Fresno County City _____Outside of Fresno County

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How often do you ride FAX?

_____4 or more days a week _____2 to 3 days a week _____About once every week or two _____About once a month _____Rarely/Never

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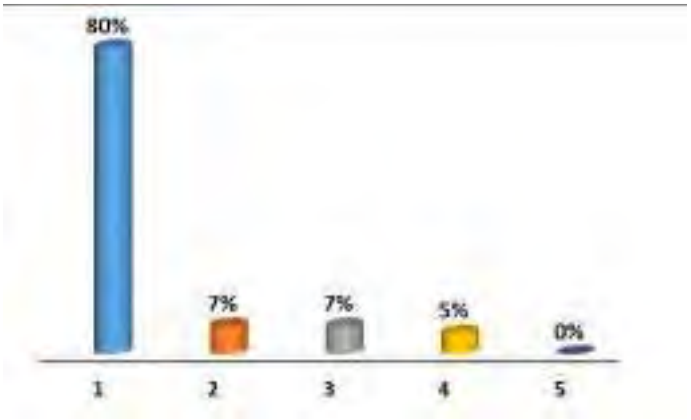
Survey Instrument

The Survey Instrument available for respondents during the Veterans Day Parade pop-up event consisted of six multiple choice questions. The questions were designed to determine respondents' opinions on the Draft FAX Plan. Participants were able to provide input on the survey questions by selecting their preferred answer and submitting their completed survey card to Study Team staff that was present at the pop-up event. Answers from all surveys were totaled and have been graphically displayed below. Numbers in parentheses following each survey question correspond to the total number of responses received for each question. A total of 55 surveys were completed by pop-up event attendees.

1. Where do you live?

1. Fresno
2. Unincorporated County Area outside of the City of Fresno
3. Clovis
4. Other Fresno County City
5. Outside of Fresno County

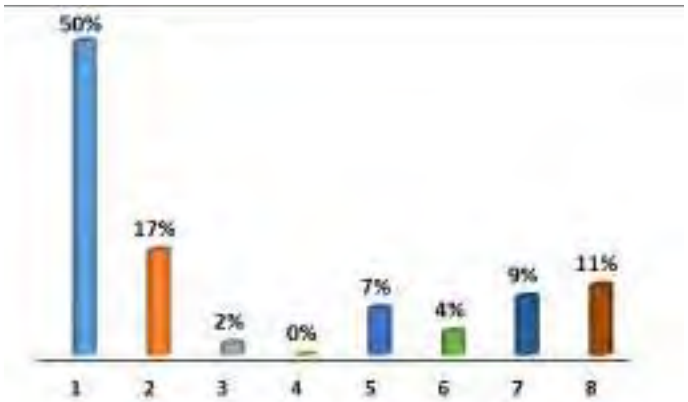
(55 Responses)



2. Where did you get to today's event?

1. Drove a car
2. Rode in a car with family/friends
3. Rode a motorcycle
4. Took Uber/Lyft
5. Took the Bus
6. Rode a Bike
7. Walked
8. Other

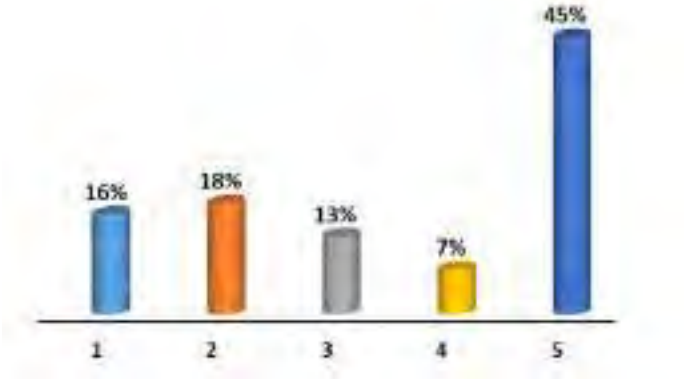
(54 Responses)



3. How often do you ride FAX?

1. Four or more days a week
2. Two to three days a week
3. About once every week or two
4. About once a month
5. Rarely/Never

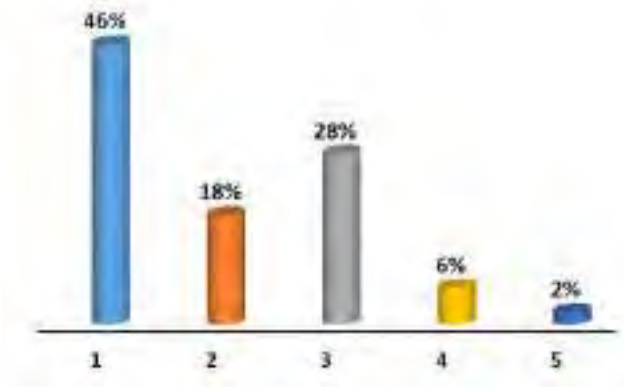
(55 Responses)



4. Is the Draft FAX Plan better for me?

1. Definitely
2. Probably
3. Maybe/Not sure
4. Probably Not
5. Definitely Not

(50 Responses)

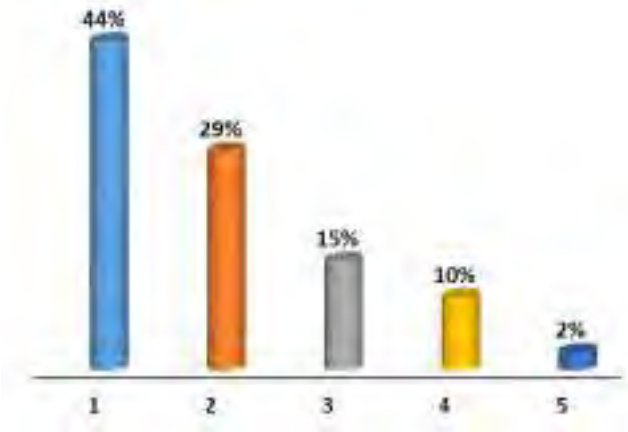


5. To make FAX service faster, there will be longer distance between some stops. What would help offset this?

1. More comfortable stops (shade, seating, etc.)
2. Ensure that sidewalks/pathways to stops are well-paved, well-lighted and safe
3. Better bike access/more secure bike parking at key bus stops
4. Nothing more is needed – faster service is enough
5. Other

(82 Responses)

**Question 5 was designed for a single answer/response. However, many respondents selected multiple answers.*

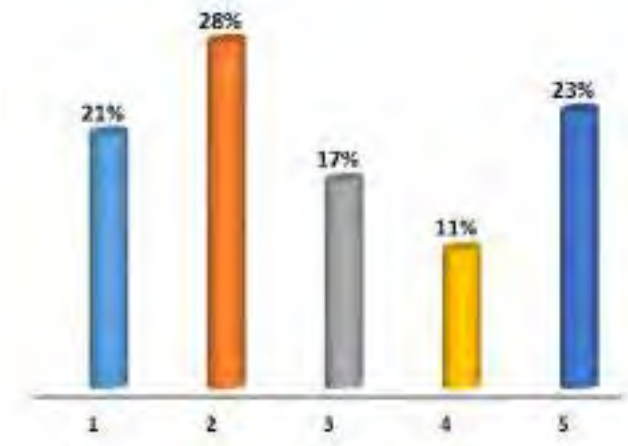


6. A few areas in Fresno will have less service under the Draft Fax Plan. What is the best option for these areas if funding is available?

1. No additional service is needed in these areas
2. Coordinated Uber/Lyft or Taxi services to reach the nearest FAX line with a 40% discount
3. Uber/Lyft or Taxi services to any destination with a 20% discount
4. Bikeshare system in these areas
5. FAX should keep bus service at the same level

(53 Responses)

**Question 6 was designed for a single answer/response. However, many respondents selected multiple answers.*



FAX Fixed-Route System Restructure Study
Veterans Day Parade

November 11, 2017

Name: Rusti Painter

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: I Love Our Bussystem.

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Veterans Day Parade

November 11, 2017

Name: GLORIA J. ESPINOZA

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: BUSES THAT RUN EAST/WEST SHOULD RUN MORE OFTEN, EVEN ON WEEKENDS. ALL BUSSTOPS SHOULD HAVE COVERINGS (FOR SHADE) AND HAVE BENCHES. DRIVERS NEED MORE CUSTOMER SERVICE TRAINING.

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Veterans Day Parade

November 11, 2017

Name: Phillip Thomas

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: I Think SE SW Fresno needs the transportation most benefit them tremendously

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Veterans Day Parade

November 11, 2017

Name:

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: There no buses between Shield + Ashland on willow. And bused need to run more than Every 30 min

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Veterans Day Parade

November 11, 2017

Name: Melissa Jimenez

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: Make it a faster pickup not have to wait a long time

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Veterans Day Parade

November 11, 2017

Name: Carlos Aragonda

Address:

City: State: Zip:

Representing Organization or Agency: Measure C

Comments: Keep up the Good Work

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Veterans Day Parade

November 11, 2017

Name: Manuela Diaz

Address:

City: State: Zip:

Representing Organization or Agency:

Comments:

Gracias por ampliar sus servicios y por pasar mas tarde

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Veterans Day Parade

November 11, 2017

Name: THOMAS ARVISO

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: BUSES NEED to BE PATIENT with BUS RIDERS. AND NEEDS to RUN DOWN SHAW AFTER 6pm

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Veterans Day Parade

November 11, 2017

Name: Alvin Areizaga

Address:

City: State: Zip:

Representing Organization or Agency: N/A

Comments: Thanks for changing & fixing the bus system!

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Veterans Day Parade

November 11, 2017

Name: Laura Higollen

Address:

City: State: Zip:

Representing Organization or Agency:

Comments:

Safe! Adults in fight is scary ... the prson got fist fight & help.

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Veterans Day Parade

November 11, 2017

Name: Tony Rodriguez

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: Longer Hours

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Veterans Day Parade

November 11, 2017

Name: Mike DeJuarez

Address:

City: State: Zip:

Representing Organization or Agency: Self

Comments:

Looks Great
Excited to see

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Veterans Day Parade

November 11, 2017

Name: Marlene Martinez

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: please don't leave riders cause shift was over.

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Veterans Day Parade

November 11, 2017

Name: Michael Rosen & Lamiez

Address:

City: State Zip:

Representing Organization or Agency:

Comments: Respect the New Const. on the Bus Shelters & New Fax Buildings

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study

Veterans Day Parade

November 11, 2017

Name: Laura meza

Address:

City: State Zip:

Representing Organization or Agency:

Comments: it will relley help if you put chouing for shade.

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

Appendix U

Jane Addams Elementary School Presentation – Sign-in Sheets, Comment Cards, Polling Results

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

Tuesday, November 28, 2017
8:30am to 10:00pm
Addams Elementary School
2117 W. McKinley
Fresno, CA 93728

Name	Organization	Email	Phone	Address
Grecia Elenes	LCJA	gelenes@leadershipcounsel.org	559-369-2790	
Maria Guzman				
Josefina Vazquez		(		
Sandra Carrenio		CARRENO.74.SC@GMAIL.COM		
Imelda Berrellezo				
Josefina Salinas				
Claudia Hernandez				
Guadalupe Morales				
Stephanie Magana				
Luis Magana		(		
Virginia Sixto		(		
Yolanda Sixto				

More information is available at: www.fresno.gov/transportation/fax/

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

Tuesday, November 28, 2017
8:30am to 10:00pm
Addams Elementary School
2117 W. McKinley
Fresno, CA 93728

Name	Organization	Email	Phone	Address
Yesenia Reyes	Parent	geraldie77@gmail.com		
Salome Romero	Padre			
Laura Garcia	Madre			
Sara Ann Carter	Parent			
Sara Ann Carter	Parent	N/A		
Josefina Martinez	parent			
Irma Vasquez	madre			

More information is available at: www.fresno.gov/transportation/fax/

FAX Fixed-Route System Restructure Study
Public Workshops

November 28, 2017

Name: Sara Ann Carter

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: Increase 9 route to Shaw & cole on weekends. Especially with holidays going on. Drivers CE on how to treat Disabled people. Been treated horrible very recently. I might not look disabled but I am.

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops

November 28, 2017

Name: Rosalba Cordenas

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: Como pueden ayudarnos a que haya ruta cerca del golden state en medio de Mckenly y Clinton gracias

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops

November 28, 2017

Name: Josefina Martinez

Addres

City: State: Zip:

Representing Organization or Agency:

Comments: no hay asientos para esperar el bus. necesitamos hacientes.

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops

November 28, 2017

Name: Guadalupe Morales

Address:

City: State: Zip:

Representing Organization or Agency:

Comments:

Que pongas mas bases por la area de la wes y estender los horarios

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops

November 28, 2017

Name: Josefina Salinas H

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: Mas Rutas del area
wes

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops

November 28, 2017

Name: claudia Hernandez

Address:

City: State: Zip:

Representing Organization or Agency: Mas Rutas

Comments: del area de la wes

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops

November 28,2017

Name: Salome Romero

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: Quisiera que dejen la ruta 39 que pusieron temporalmente cuando el puente de Clinton y Weber estaba en construccion ya que en Marks y Mckinley hay mucha gente que se beneficia del Servicio Tambien que el Servicio BO Fare

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops

November 28,2017

Name: Virginia Sixto.

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: Poner mas rutas del lado west

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops

November 28, 2017

Name: Stephanie Magana

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: It was much esery

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops

November 28, 2017

Name: Luis Magana

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: It was much ersy for Me

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops

November 28, 2017

Name: Rosalina Cuson de la Comunidad Addams

Address:

City: State: Zip:

Representing Organization or Agency: Comunidad addams

Comments: yo supiero que aiga mas comunicacion con la comunidad esta escuela esta para las juntas para los abitantes de esta comunidad y mas seguridad para niños y adultos porque ai mas trafico

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops

November 28, 2017

Name: Laura García

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: que sean frecuentes a los horarios

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops

November 28, 2017

Name: Imelda Barrellera

Address:

City: State: Zip:

Representing Organization or Agency:

Comments:

mas Rutas de area
ures y pacas a tiempo y no
tarde

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops

November 28,2017

Name: Josefina Vazquez

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: Mas rutas del lado
west y poner en las paradas
que pongan mas sombras

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Public Workshops

November 28, 2017

Name: Maria Guzman

Address:

City: State: Zip:

Representing Organization or Agency:

Comments:

No uso bus, porque la ruta 35 es la unica que pasa, pero el problema es que siempre viene atrasado y no lleva a ningun lado, y algo importante que deje de usar, porque un conductor de la ruta 35, siempre preguntaba que edad tiene mi hija, siempre le contestaba que 3 años, pero solo lo hacia conmigo, y yo venia que a otras razas nunca les preguntaba, y mejor decidi nunca volver a tomar el autobus 35 en la tarde, cuando ese conductor estaba.

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

Hacer mas seguido la ruta 35 para poder llegar mas rapido al doctor, de compras

FAX Fixed-Route System Restructure Study

November 2017

FAX Proposed Route Restructuring

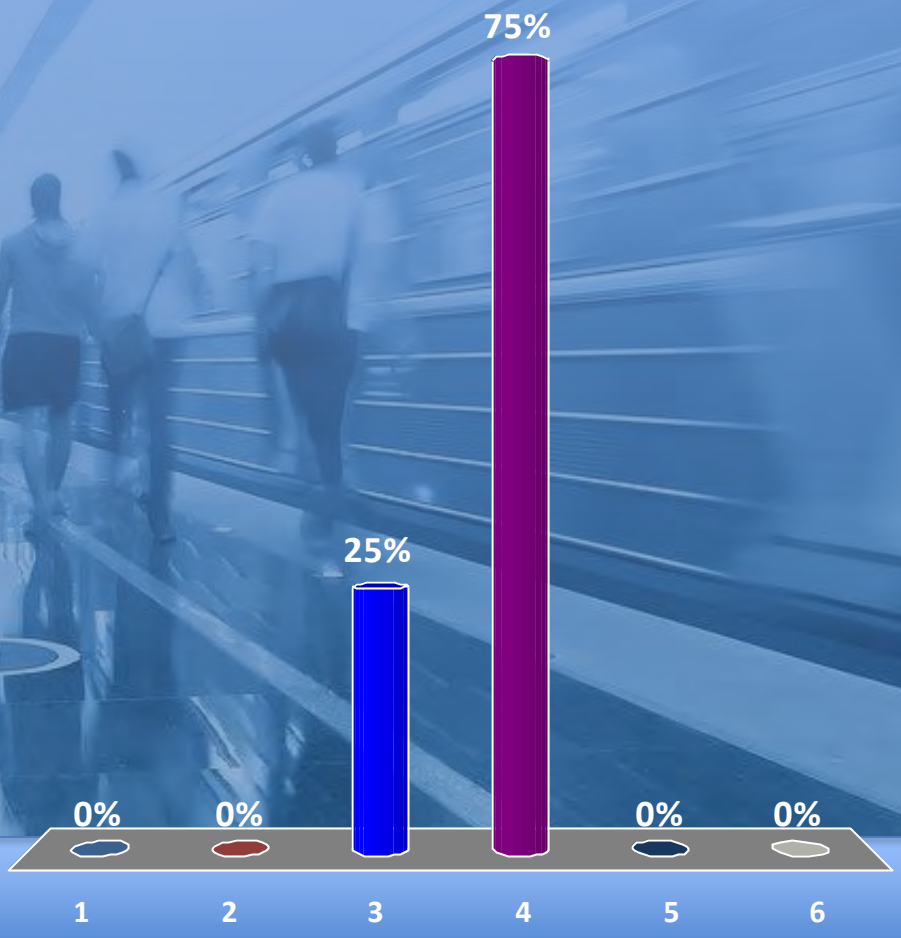
FAX FRESNO AREA EXPRESS

City of FRESNO

VRPA TECHNOLOGIES INC

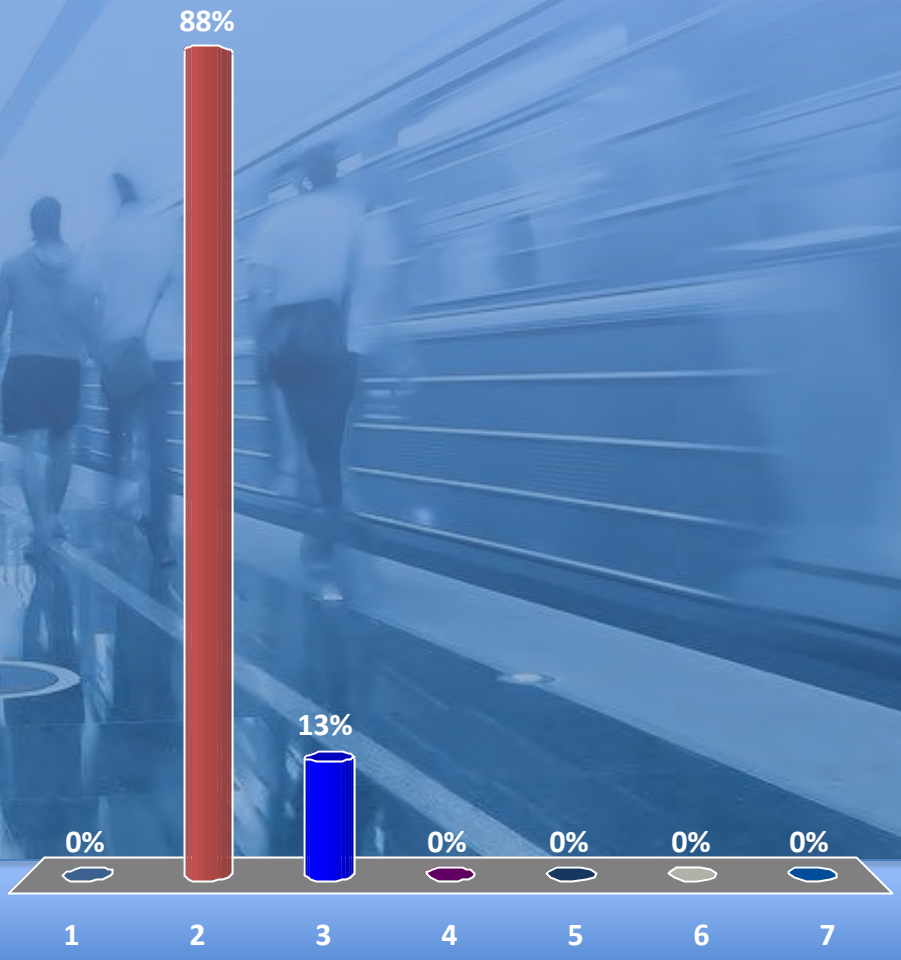
What is your age?

1. Less than 16
2. 16-25
3. 26-35
4. 36-50
5. 51-65
6. Greater than 65



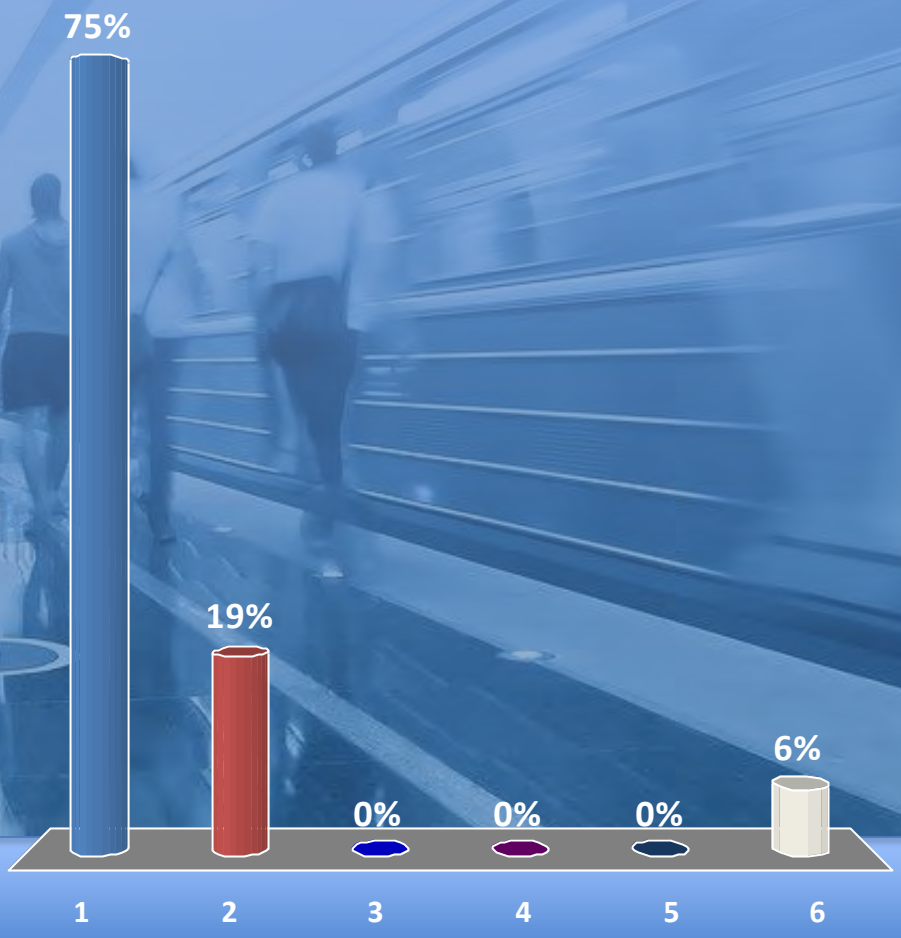
What is your racial or ethnic background?

1. Anglo/White
2. Hispanic/Chicano/Latino
3. American Indian/Native American
4. African American/Black
5. Asian/Oriental/Pacific Islander
6. Other
7. Rather not answer



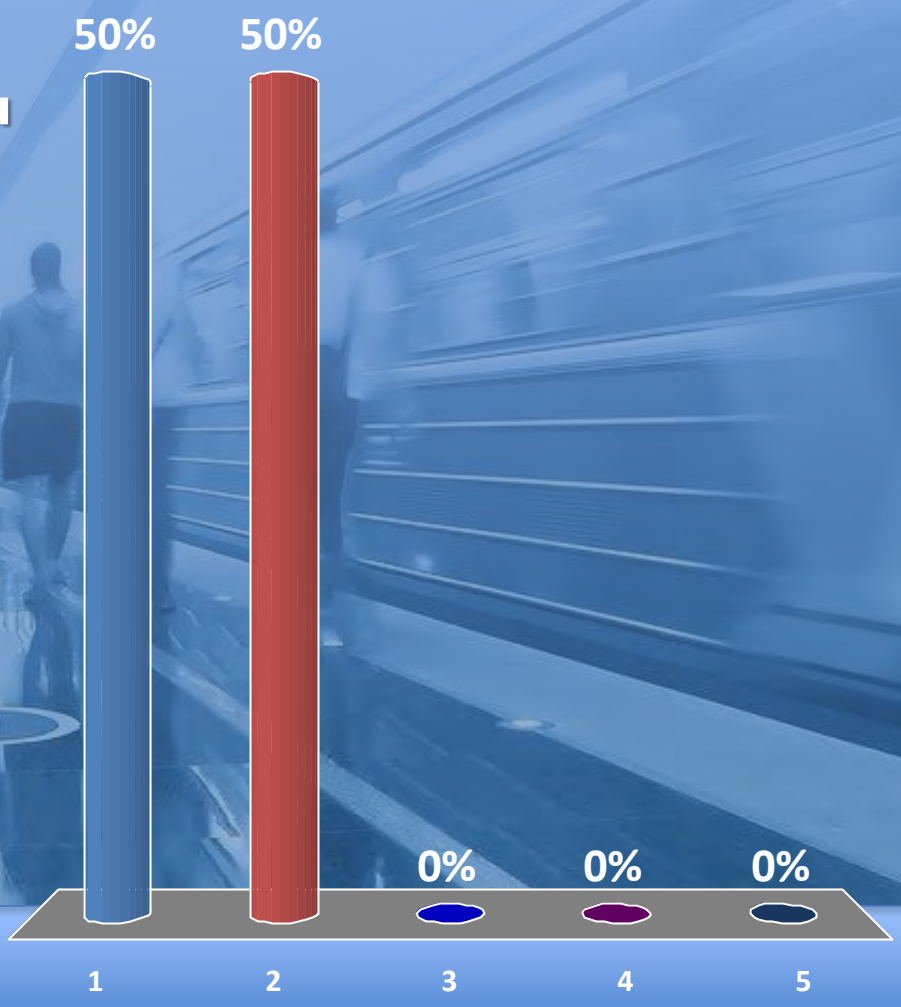
What is your household income?

1. Less than $25,000
2. $25,000 - $49,999
3. $50,000 - $74,999
4. $75,000 - $99,999
5. More than $100,000
6. Rather not say



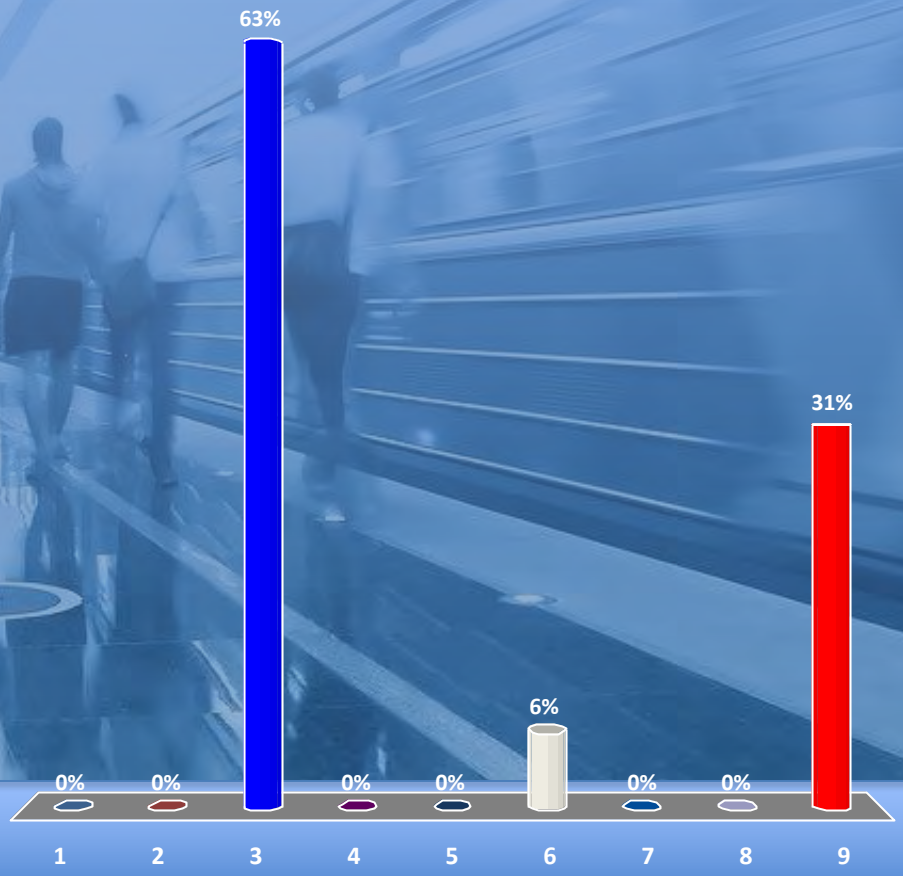
Where do you live?

1. City of Fresno
2. Unincorporated County Area outside of City of Fresno
3. City of Clovis
4. Other Fresno County City
5. Outside of Fresno County



Which of the following subgroups BEST describes you?

1. Elected Official
2. Appointed Official
3. Private Citizen
4. Student
5. Public Agency Staff
6. Community Based Organization/Faith Based Organization
7. Environmental Justice Advocate
8. Union Member or Representative
9. Other

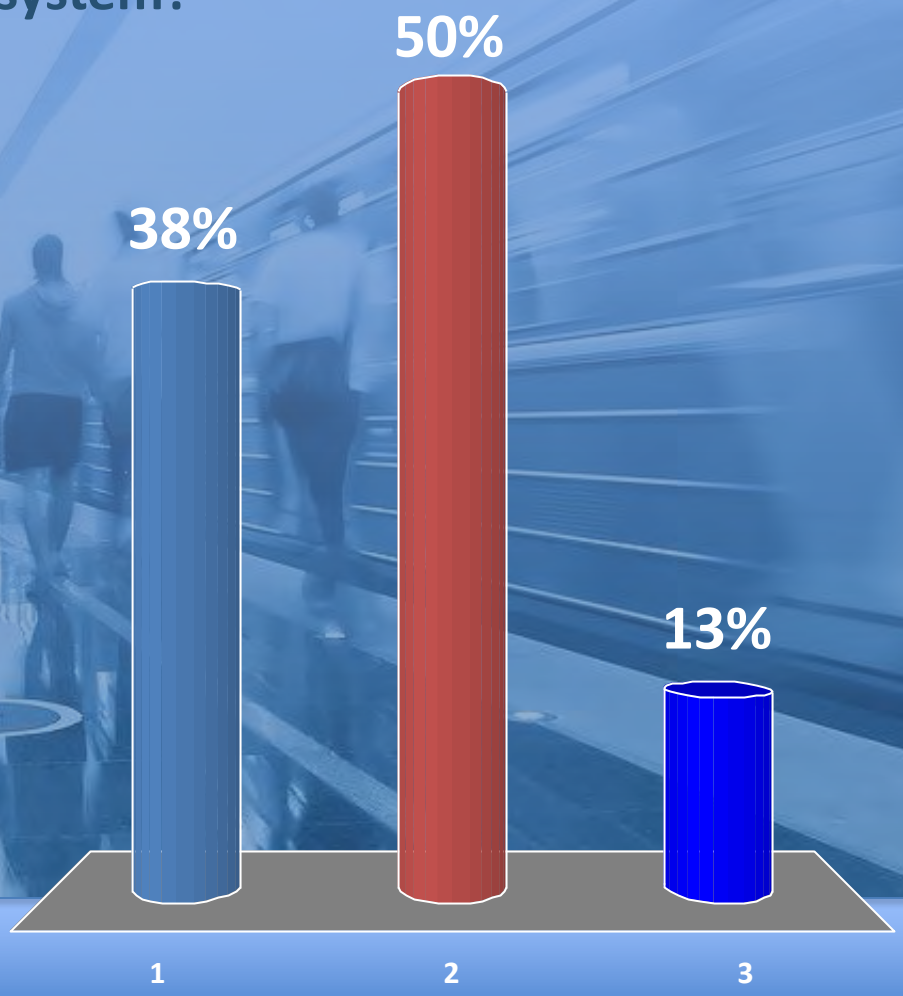


What is your preferred language?

1. English
2. Spanish
3. Southeast Asian dialect (Hmong, Laotian, etc.)
4. Other

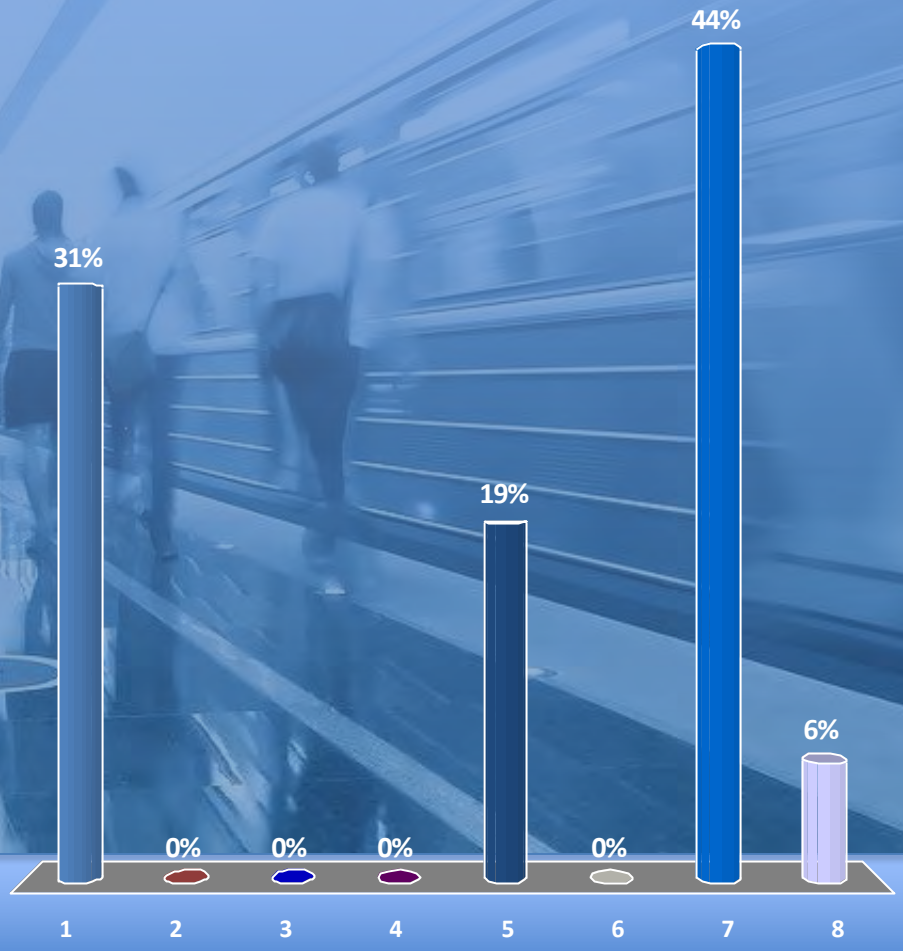
Do you have a disability that either prevents you from getting to or from a bus route, accessing a bus, or understanding how to use the bus system?

1. Yes
2. No
3. Prefer not to answer



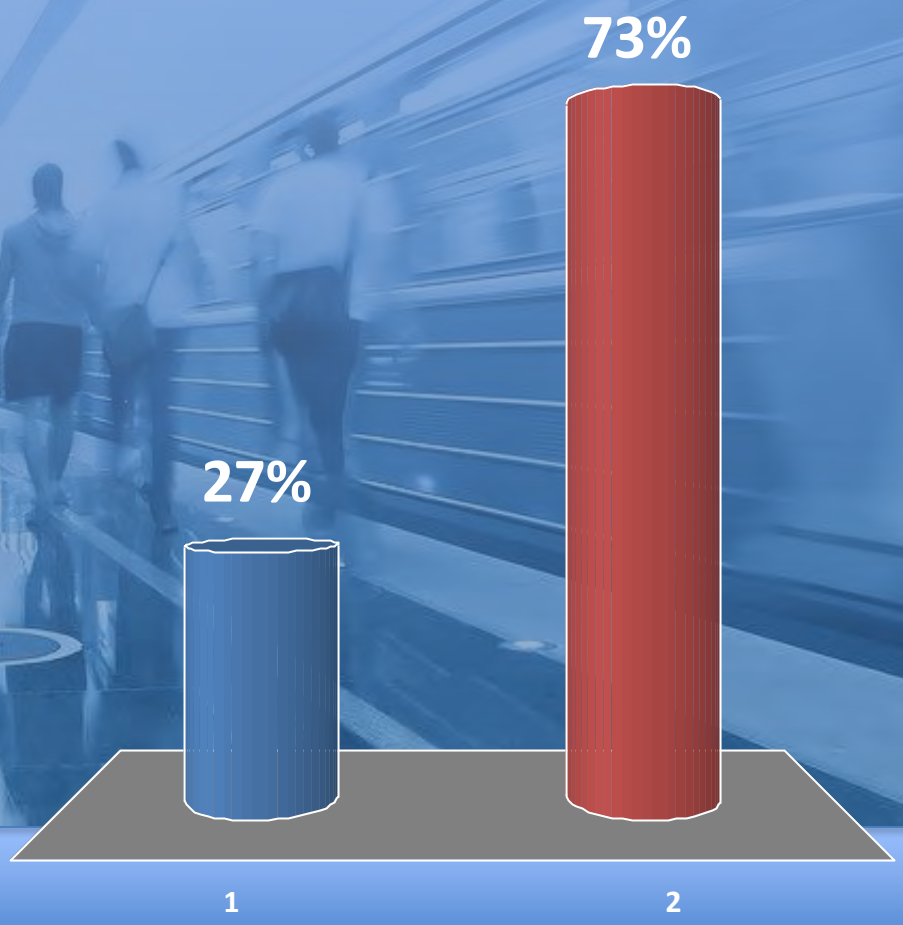
How did you get to this workshop today?

1. Drove a car
2. Rode in a car with family/friends
3. Rode on a motorcycle
4. Took Uber/Lyft
5. Took the bus
6. Rode a bike
7. Walked
8. Other



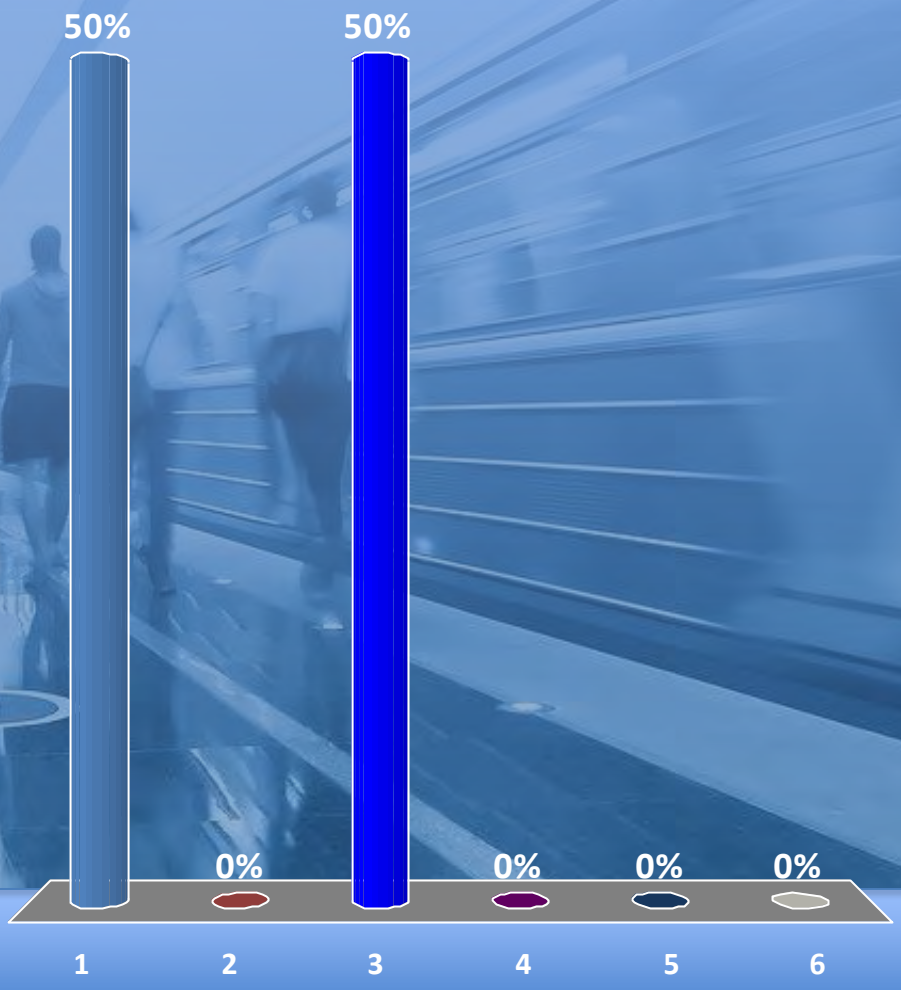
Do you own or have regular access to a vehicle?

1. Yes
2. No



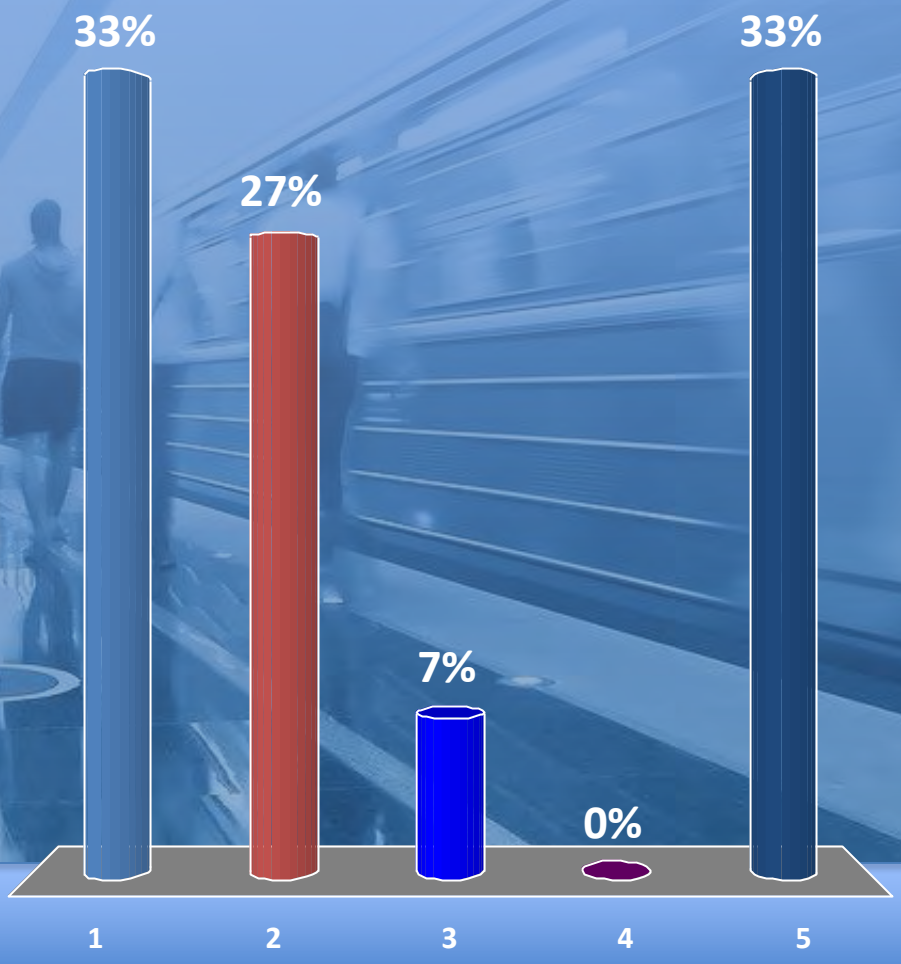
If a motor vehicle is not available, what type of transportation do you use?

1. Bus
2. Bicycle
3. Walk
4. Ask for a ride from friend, neighbor or family member
5. Uber/Lyft
6. Other



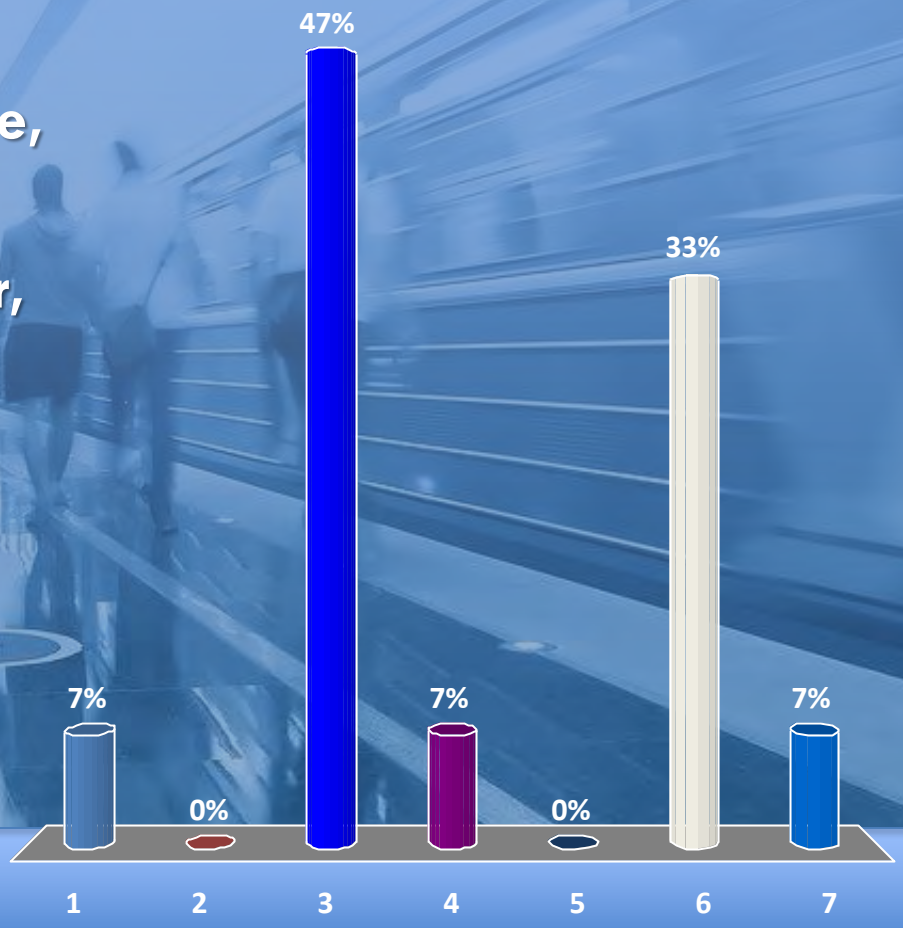
How often do you ride FAX?

1. Four or more days a week
2. Two to three days a week
3. About once every week or two
4. About once a month
5. Rarely/Never



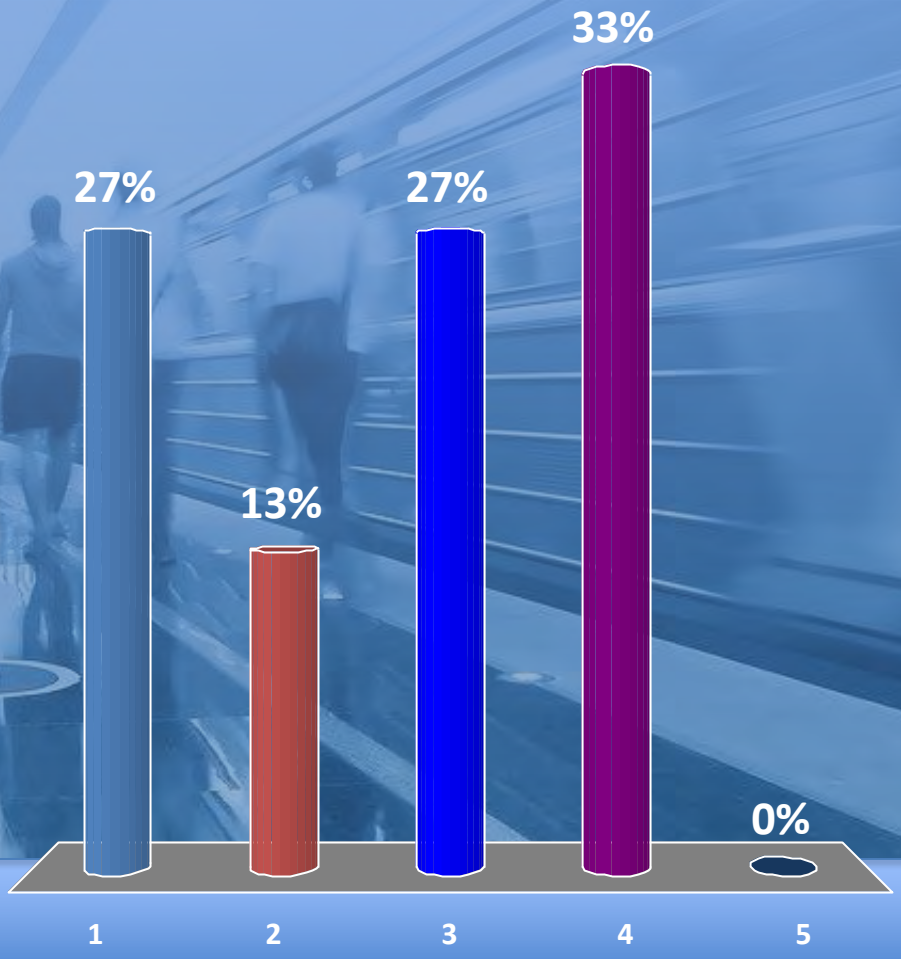
What do you currently ride FAX for (most important trip only)?

1. Trips to and from work
2. Shopping trips
3. Education trips (school, college, job-related classes)
4. Personal business trips (doctor, haircut, etc.)
5. Social and recreational trips (visiting friends/family, entertainment)
6. I use FAX for all my trips
7. Do not ride FAX



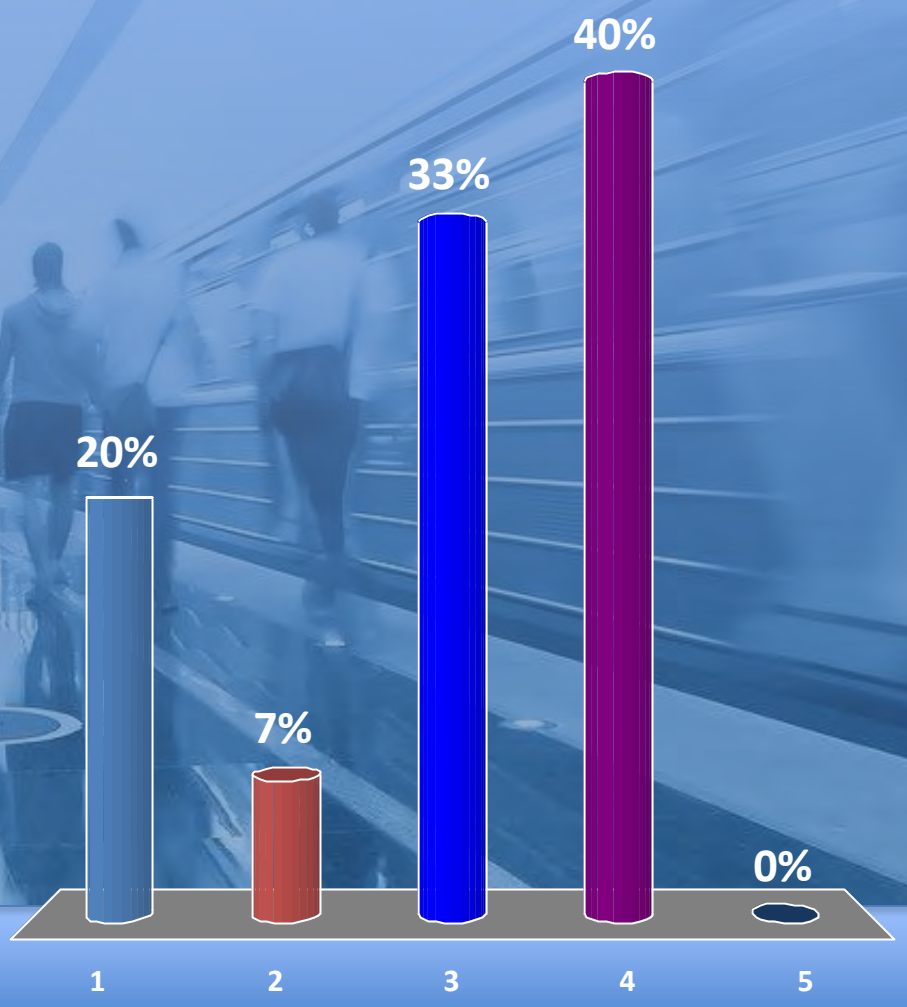
Is the *Draft FAX Plan* better for me?

1. Definitely
2. Probably
3. Maybe/Not Sure
4. Probably Not
5. Definitely Not



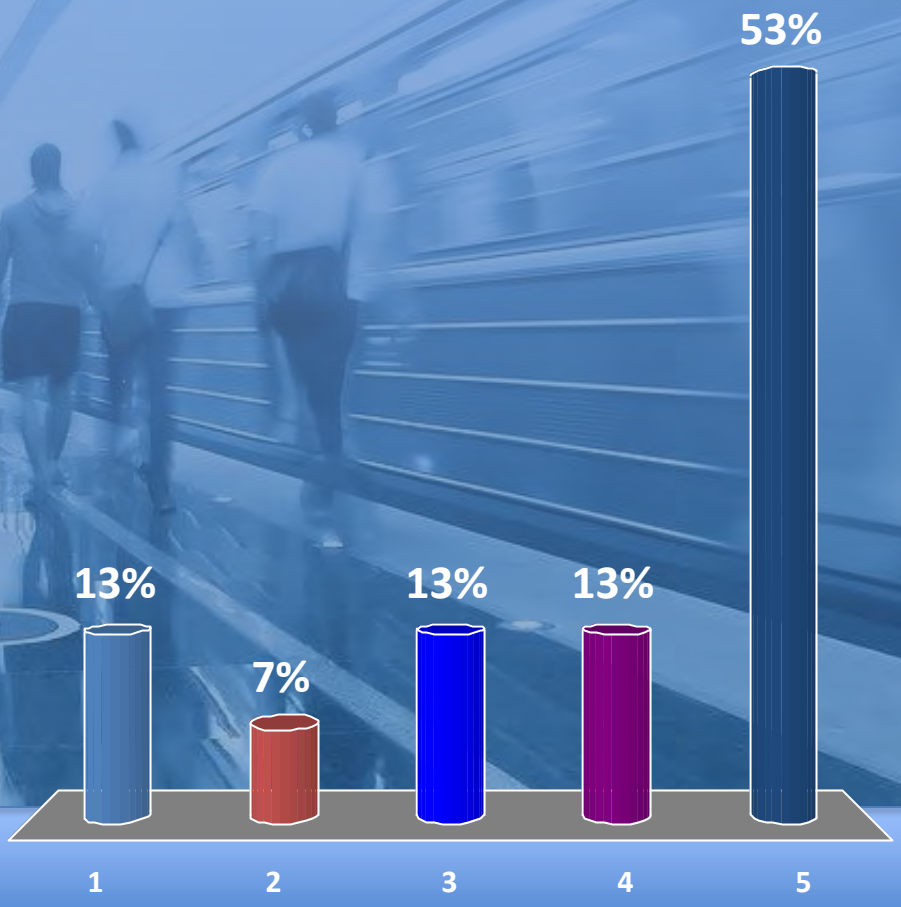
Is the *Draft FAX Plan* better for my friends and family?

1. Definitely
2. Probably
3. Maybe/Not Sure
4. Probably Not
5. Definitely Not



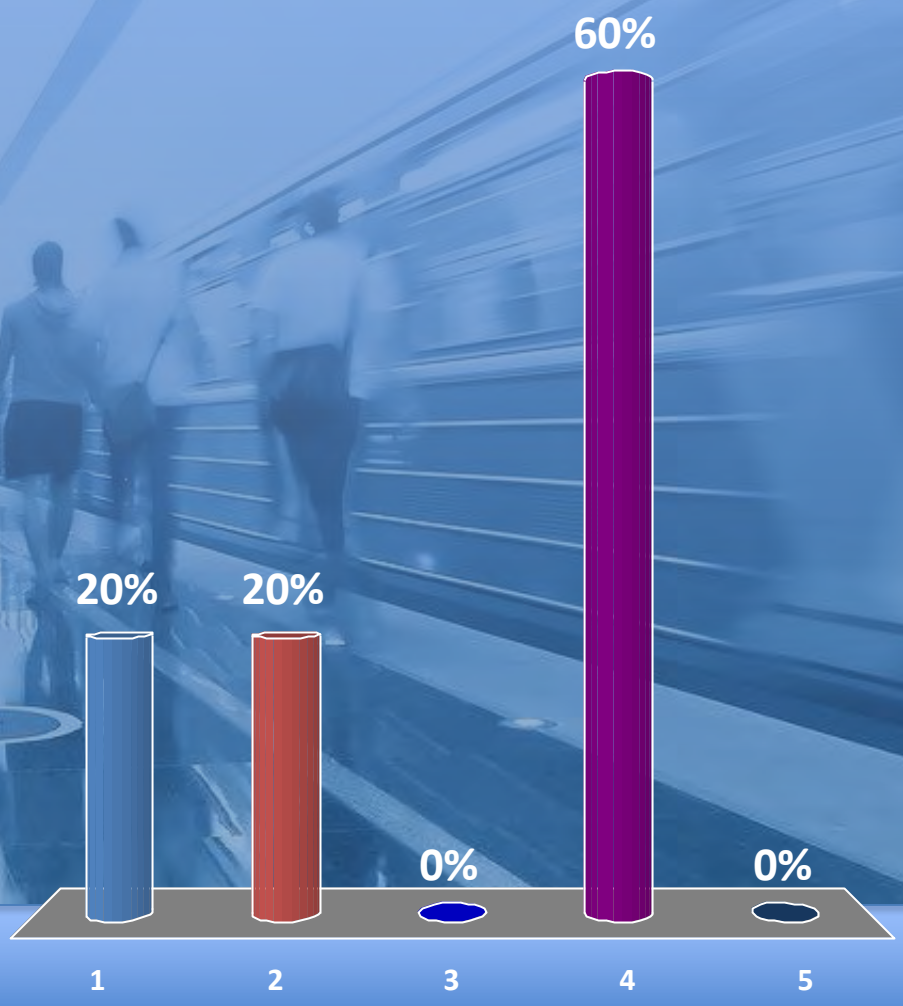
Is the *Draft FAX Plan* better for my neighborhood?

1. Definitely
2. Probably
3. Maybe/Not Sure
4. Probably Not
5. Definitely Not



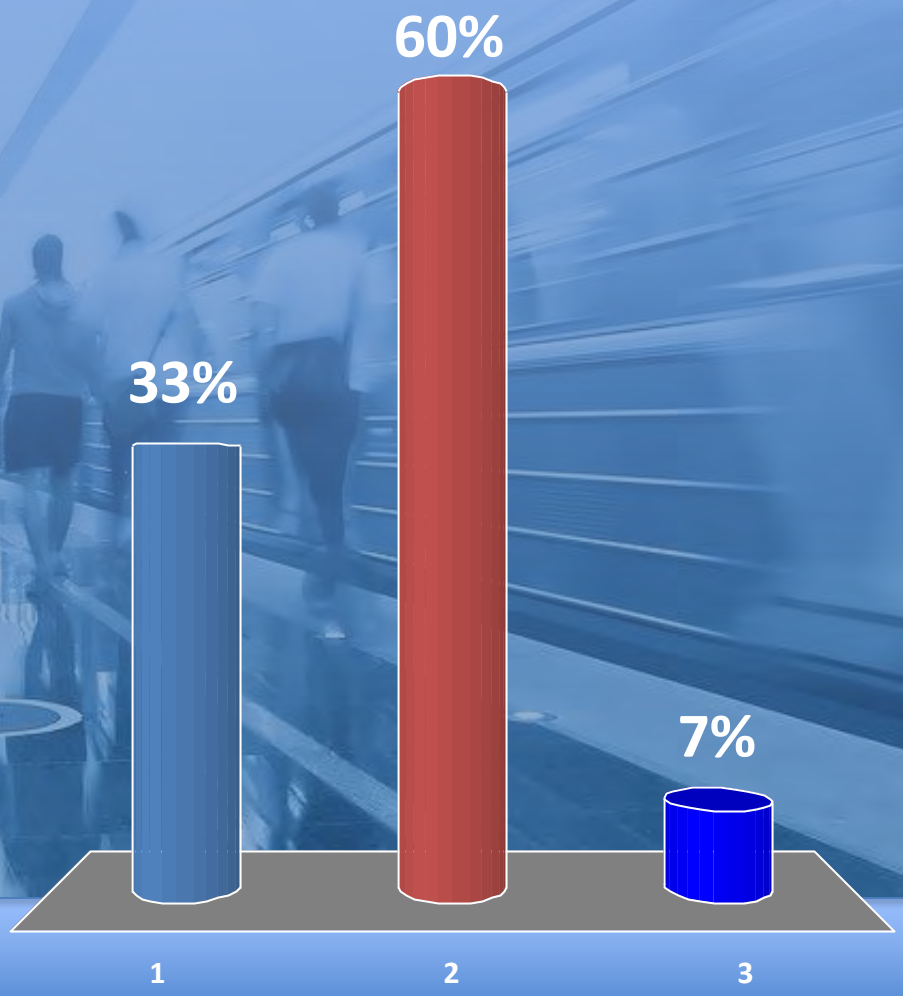
Is the *Draft FAX Plan* better for Fresno?

1. Definitely
2. Probably
3. Maybe/Not Sure
4. Probably Not
5. Definitely Not



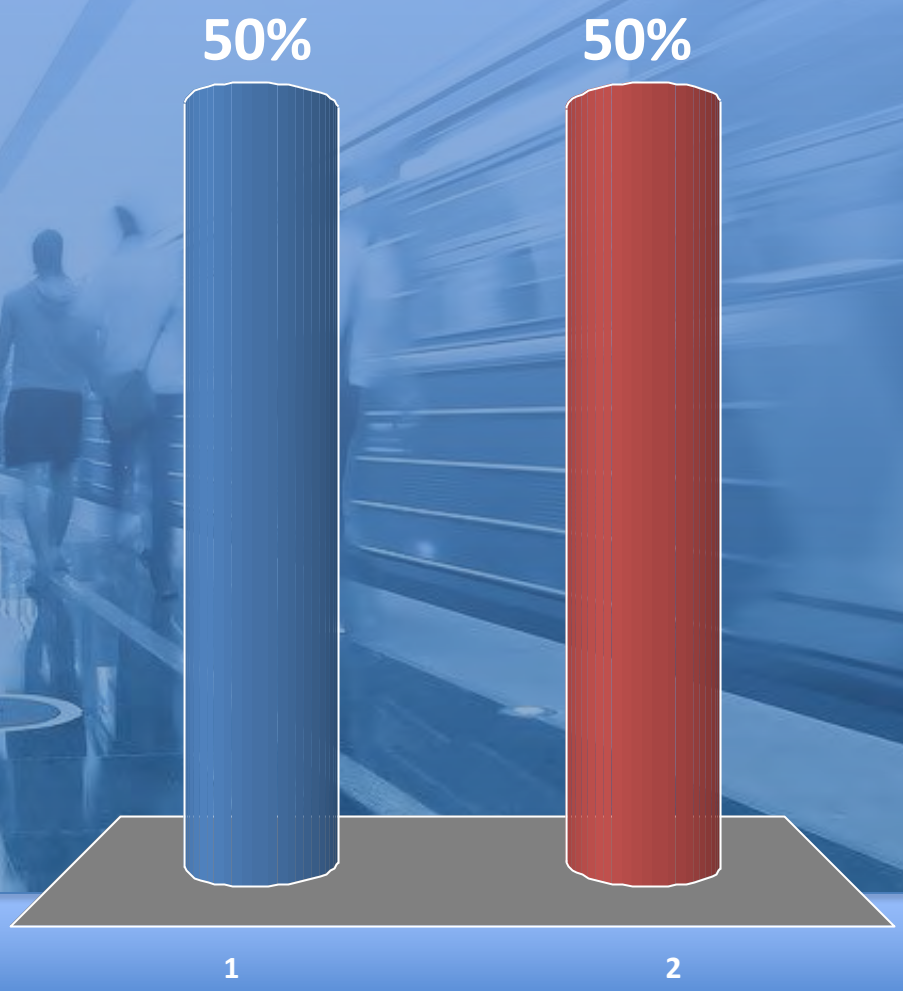
Do you think the *Draft FAX Plan* will lead you to ride transit for more trips to and from work?

1. Yes
2. No
3. I am not employed



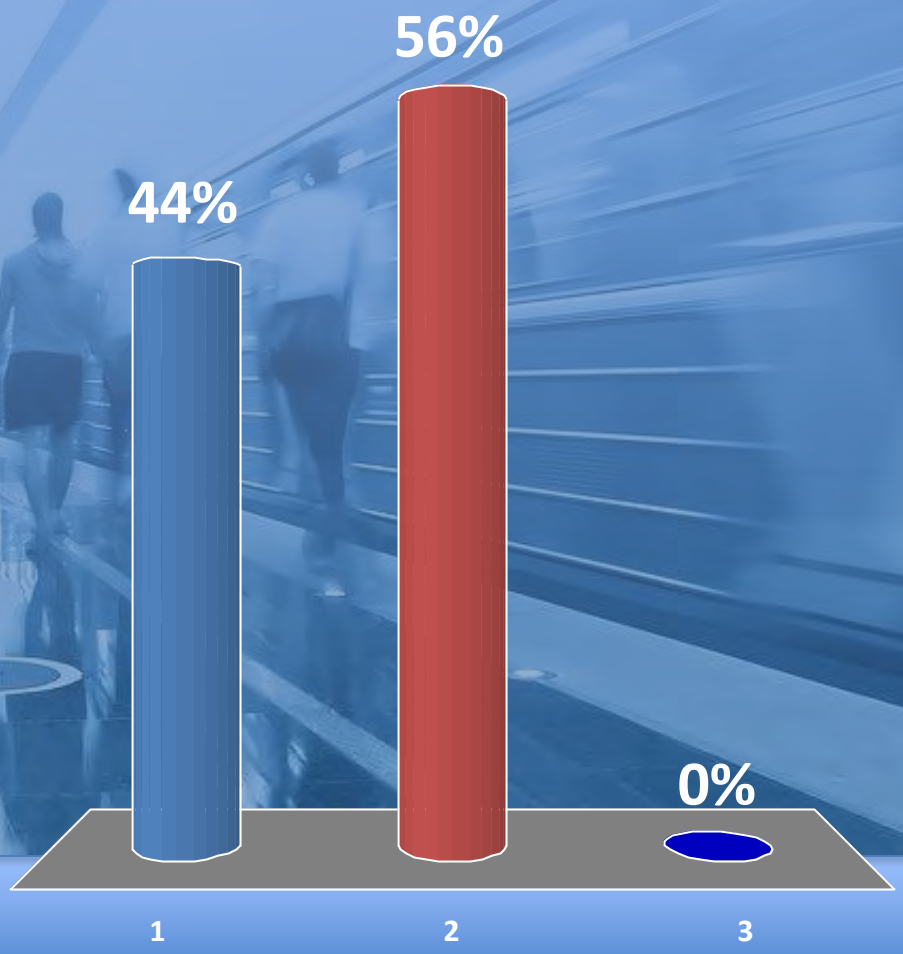
Do you think the *Draft FAX Plan* will lead you to ride transit for more shopping trips?

1. Yes
2. No



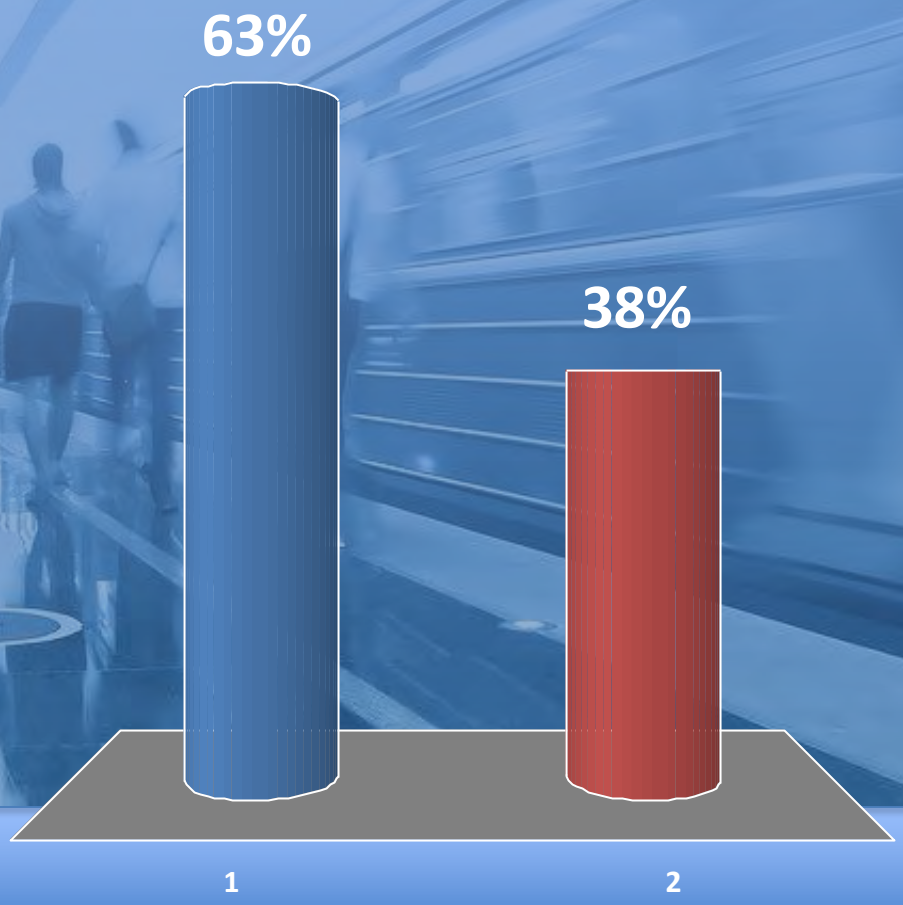
Do you think the *Draft FAX Plan* will lead you to ride transit for more education trips (school, college, job-related classes)?

1. Yes
2. No
3. I am not a student



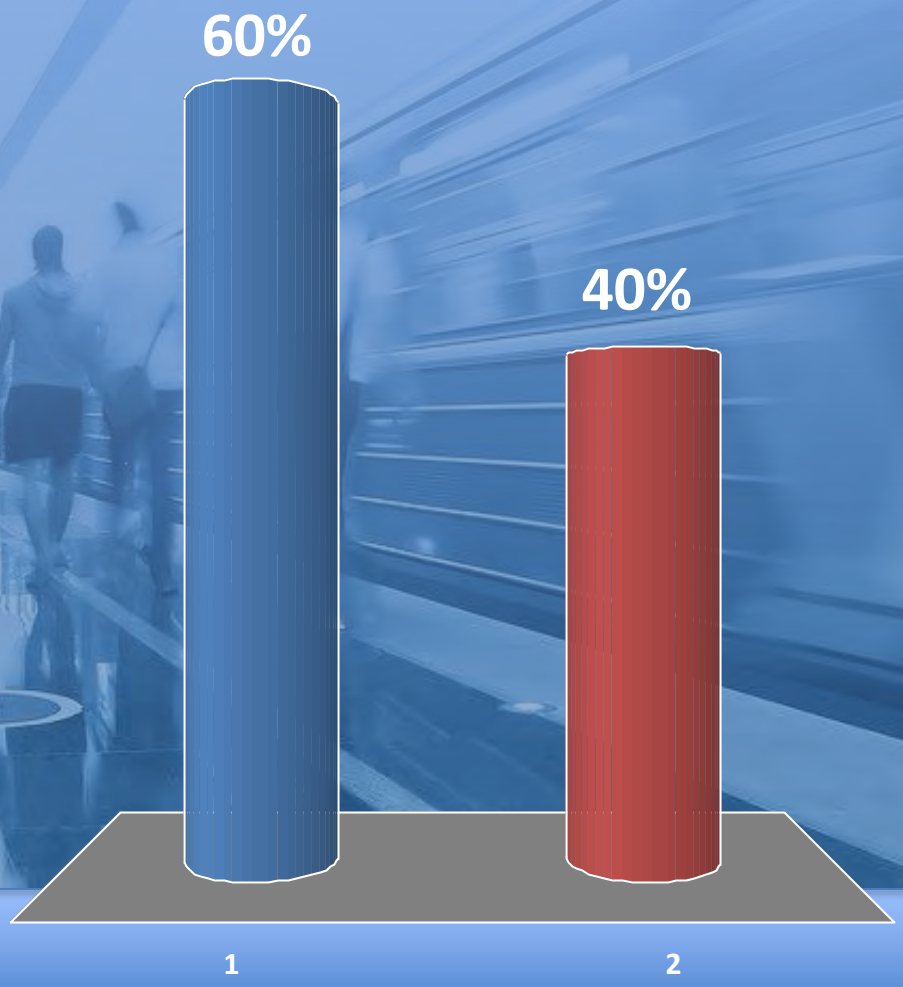
Do you think the *Draft FAX Plan* will lead you to ride transit for more personal trips (doctor, haircut, etc.)?

1. Yes
2. No



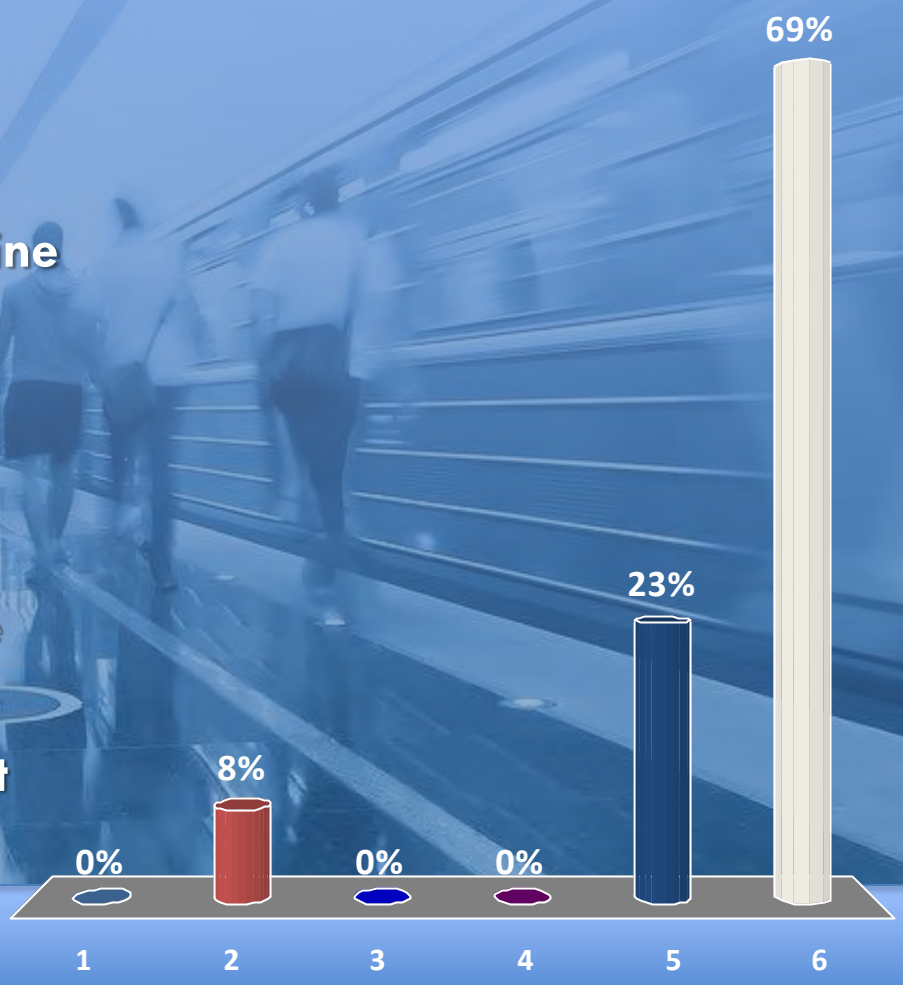
Do you think the *Draft FAX Plan* will lead you to ride transit for more social and recreational trips (visiting friends/family, entertainment)?

1. Yes
2. No



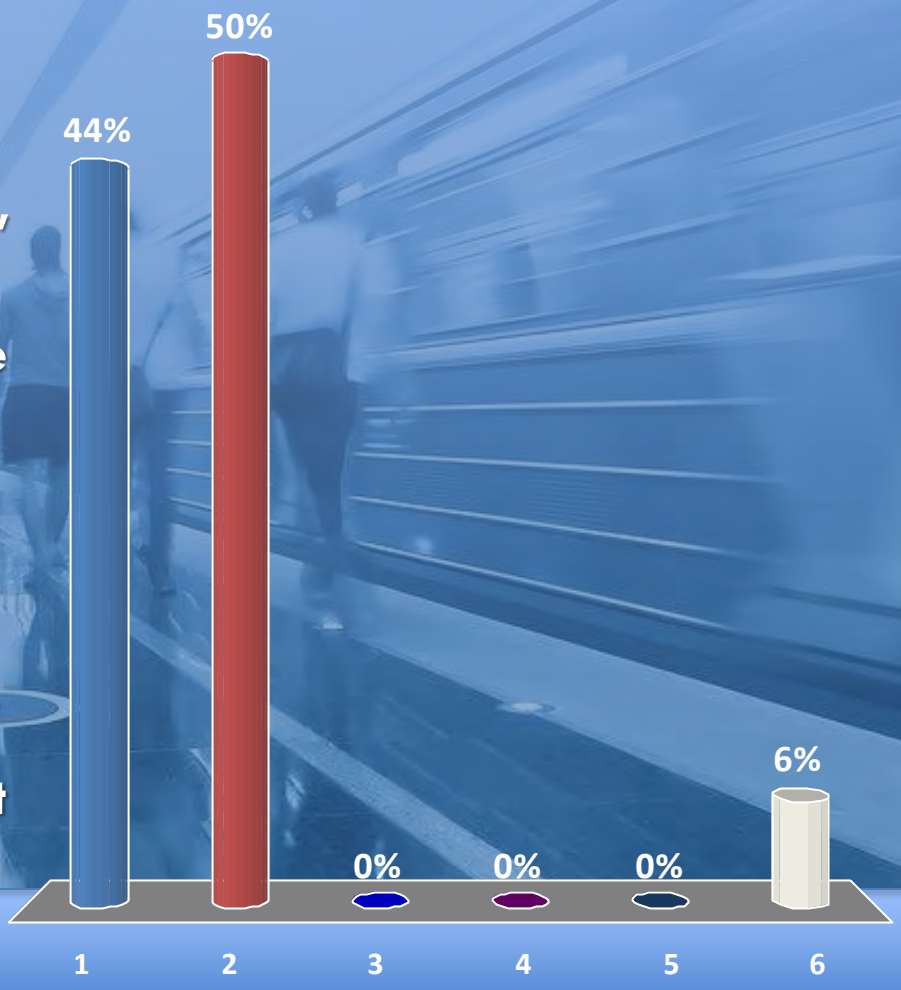
The *Draft FAX Plan* will provide better service in most areas, but some low-density areas will see less service. *If* FAX were to obtain more funding, what is the best option for these areas?

1. No additional service is needed in these areas.
2. Coordinated Uber/Lyft or Taxi services to reach the nearest FAX line with a 40% discount
3. Uber/Lyft or Taxi services to any destination with a 20% discount
4. Bikeshare system in these areas
5. FAX should keep bus service at the same level
6. Other (please describe on comment card)



To make FAX service faster, there will be longer distances between some stops. What would help offset this?

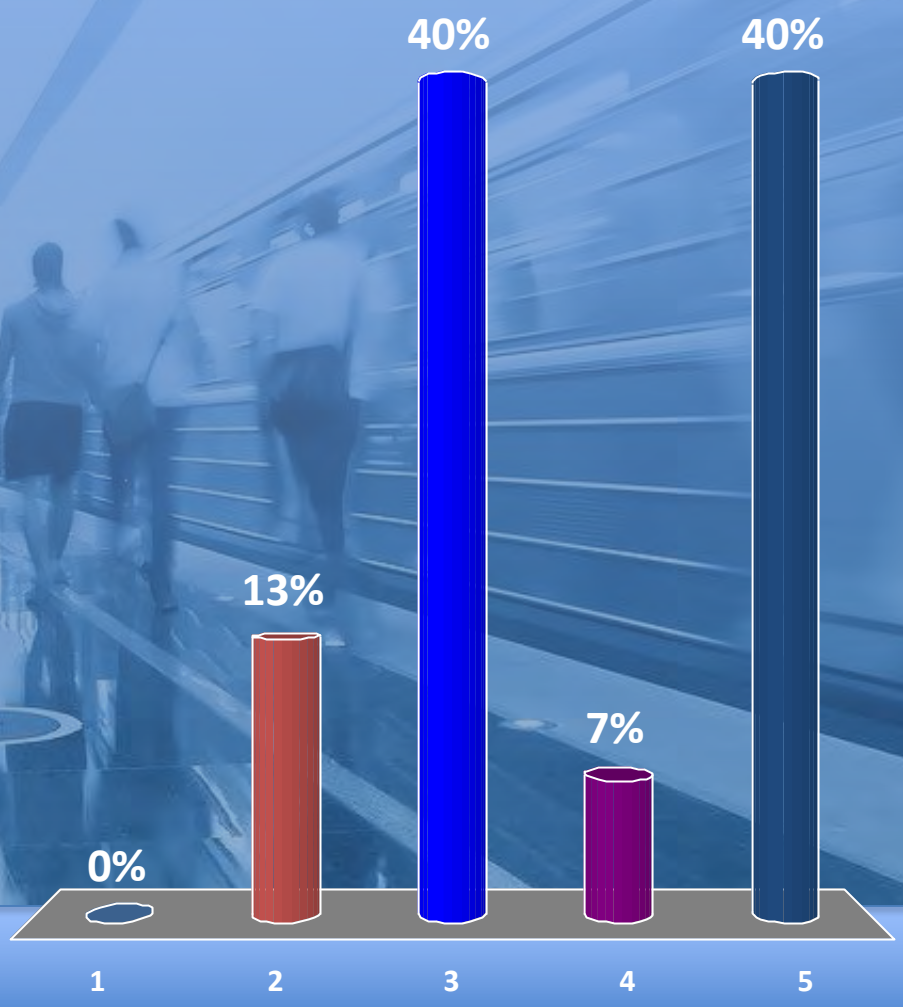
1. More comfortable stops – shade, seating, etc.
2. Ensure that sidewalks and other pathways to stops are well- paved, well-lighted and safe
3. Better bike access/more secure bike parking at key bus stops.
4. Alternating "skip stop" service on routes
5. Nothing more is needed – faster service is enough
6. Other (please describe on comment card)



Meeting Evaluation

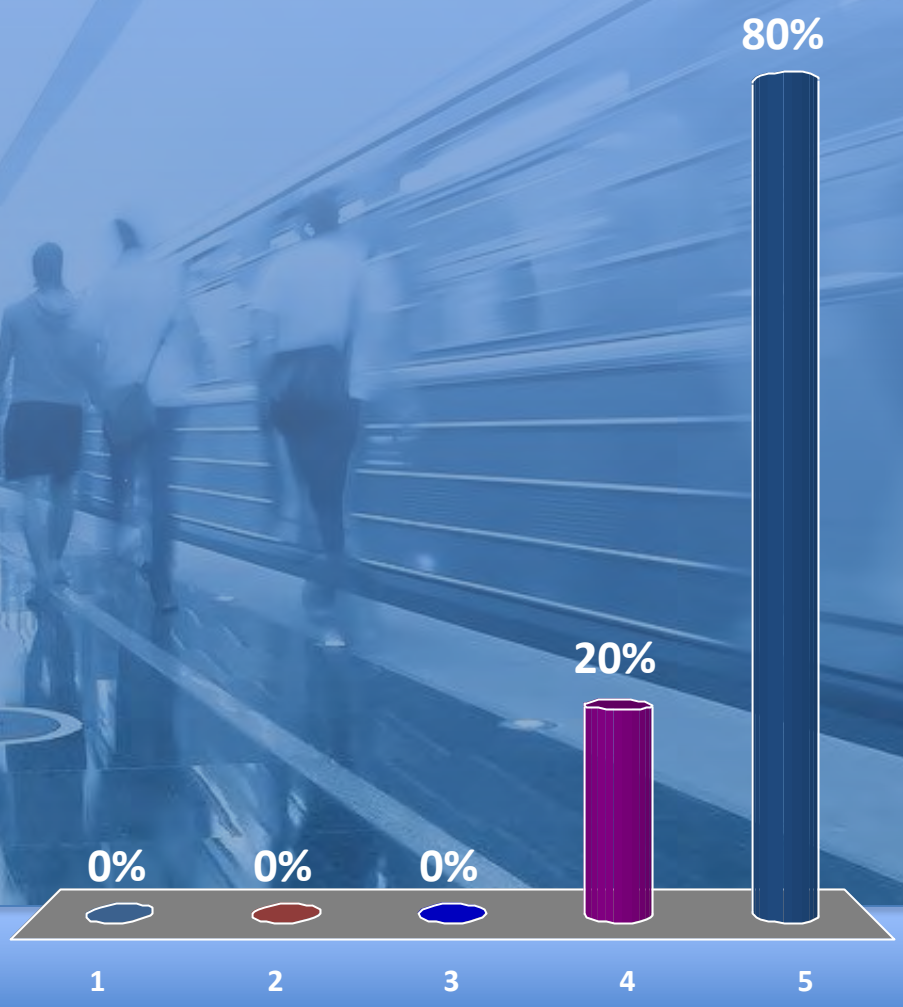
How effective has this meeting been so far to express your opinions?

1. Not at all effective
2. Not very effective
3. Somewhat effective
4. Effective
5. Very effective



How useful were the clickers to provide your opinion?

1. Not at all effective
2. Not very effective
3. Somewhat effective
4. Effective
5. Very effective



How did you learn about today's workshop?

1. Received a flyer
2. Received an email
3. Heard about it on television
4. Radio
5. Vida En El Valle
6. Social Media
7. Internet
8. Saw advertisement on bus
9. Word of mouth
10. Other

Appendix V

Wrap-up Workshop (Pinedale Community Center)
All Workshop Materials

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

Wednesday, December 6, 2017
5:30pm to 7:30pm
Pinedale Community Center
7170 N. San Pablo Ave
Pinedale, CA 93650

Name	Organization	Email	Phone	Address
Vidal Medina	RICV	vmedina@RICVio.org		
Benjamin Tuggy	—	benjamint@outlook.com		
Bonnie Lopez	Bmoc			
Efrain Botello	Boys & men of Color	efrain@fresnobarriosunidos.org		
DAVID BOUTTAVONG	Boys & Men of Color Fresno Barrios Unidos	david@fresnobarriosunidos.org		
Sher Moua	Fresno Boys and Men of Color Youth Leadership Institute	smoua@yli.org		
Deep Singh	Jatara Movement	deep@jatara.org		
Darbara Singh	"	"		
Ekam Singh	"	"		
Mohinder Singh	"	"		
M CHACON				
Stephanie Babb	Clovis Community College	stephanie.babb@cloviscollege.edu		

More information is available at: www.fresno.gov/transportation/fax/

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

Wednesday, December 6, 2017
5:30pm to 7:30pm
Pinedale Community Center
7170 N. San Pablo Ave
Pinedale, CA 93650

Name	Organization	Email	Phone	Address
Shelley Evans		scancer2@yahoo.com		
Von Torres	Clovis Community College	von.torres@cloviscollege.edu		
Sam Morgan	Clovis Community			
Deborah Ikeda	SCCCD	deborah.ikeda@scccd.edu		
Lorrie Hopper	Clovis Community College	lorrie.hopper@scccd.edu		
Believe Mbodo	Fresno barrios Unidos	believemj10@gmail.com		
Josh Cruat	Fresno Barrios Unidos	jcruat@fresnobarrios		
Adrien Ferguson	Fresno Boys & Men of Color			
Javier Guerrero	Fresno Boys and Men of Color / Fresno Barrios Unidos	javier@fresnobarriosunidos.org		
Rasmart Crawford	BMOC	rasmartd crawford@gmail.com		

More information is available at: www.fresno.gov/transportation/fax/

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

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Pinedale Community Center
7170 N. San Pablo Ave
Pinedale, CA 93650

Name	Organization	Email	Phone	Address
David Jimenez	Fresno Barrios Unidos	david_jimenez@fresnobarriosunidos.org		
Josh Barrientes	Fresno Barrios Unidos			
Silvino Espinoza	Fresno Boys and men of color	—		
Mark Pizana	Youth Leadership Inst Boys and men of Color	MPIZANA@YLI.OR[illegible]		
Enrique Little	BMOC	enriqueraymondsarlos little@gmail		
Rick Steitz				
Al Munoz	ATU 1027	atu1027FAX@gmail		
Sim Sran	Jakara Movement	sim@jakara.org		
Hou Vang	FIRM/BMOC	hou@firminc.org		
Bill McEwen	GV Wire	bmcewen@gvwire.com		

More information is available at: www.fresno.gov/transportation/fax/

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

Wednesday, December 6, 2017
5:30pm to 7:30pm
Pinedale Community Center
7170 N. San Pablo Ave
Pinedale, CA 93650

Name	Organization	Email	Phone	Address
Angie Blancas	Fresno BHC	ablanca@fresnobhc.org		
Lori Bennett	Clovis Comm Coll	lori.bennett@cloviscollege.edu		
Juan Castillo	Cultiva La Salud	juan@ccropp.org		
RD Eymann	none	reymann84@gmail.com		
Steve Brandau	City			
Grecia Elenes	Leadership Counsel	gelenes@leadershipcounsel.org		

More information is available at: www.fresno.gov/transportation/fax/

Fresno Area Express Fixed-Route System Restructure Study

FAX FRESNO AREA EXPRESS

Community Engagement Workshops

Wednesday, December 6, 2017
5:30pm to 7:30pm
Pinedale Community Center
7170 N. San Pablo Ave
Pinedale, CA 93650

Name	Organization	Email	Phone	Address
Olga Bowles		olga.bowles@yahoo.com		
Kerry Starks	BMOC	KStarks@yahoo.com		

More information is available at: www.fresno.gov/transportation/fax/

FAX Fixed-Route System Restructure Study
Wrap-up Workshop

December 6, 2017

Workshop Well Conducted Thank You

Name: Shelley Evans

Address:

City: State: Zip:

Representing Organization or Agency: N/A - Private Citizen

Comments:

I am a senior now [redacted] & retired. Used to take bus to work. Now would like to take bus to other activities. Biggest concern is the 1hr service - works going out but can be difficult returning home.

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Wrap-up Workshop

December 6, 2017

Name: Hue Vang

Address:

City: State: Zip:

Representing Organization or Agency: FIRM / BMOC

Comments: Surveys will need to be language sensitive in terms of more than just english & spanish. Difficulty may also arise from having surveys in Hmong or other languages as well as many elderly Hmong folks are illiterate. Can workshops be implemented to solve this issue?

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Wrap-up Workshop

December 6, 2017

Name: Simranjit Sran

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: Need a stop on Hayes for my family, friends and grandparents

Hayes & Polk

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Wrap-up Workshop

December 6, 2017

Name: Stephanie Babb

Address:

City: State: Zip:

Representing Organization or Agency: Clovis Community College

Comments: good overview
Thank you

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Wrap-up Workshop

December 6, 2017

Name: Deep Singh

Address:

City: State: Zip:

Representing Organization or Agency: Jakara Movement

Comments:

Very concerned re: Route 9 → want a stop on Hayes - since housing development has extended beyond Polk & a stop at Inspiration Park

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Wrap-up Workshop

December 6, 2017

Name: [illegible]

Address:

City: State: Zip:

Representing Organization or Agency: BMOC

Comments: Needs more [illegible] those riding trains

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Wrap-up Workshop

December 6, 2017

Name: Angel G. Blancas

Address:

City: State: Zip:

Representing Organization or Agency: Fresno BHC

Comments: Community involvement needed for a meaningful impactful plan.

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Wrap-up Workshop

December 6, 2017

Name:

Address:

City: State: Zip:

Representing Organization or Agency:

Comments: From 8-9 to 12 pm if a rider is at a FAX stop can get Uber/Lyft to any stop in Fresno for half off

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Wrap-up Workshop

December 6, 2017

Name: Javier Guerrero

Address:

City: State: Zip:

Representing Organization or Agency:

Comments:

More outreach, there should be more people at the workshops mentioned. 87 participants over 7 workshops is not rep. of community.

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Wrap-up Workshop

December 6, 2017

Name: Adrien Ferguson

Address:

City: State: Zip:

Representing Organization or Agency: Fresno BMoC

Comments: It was brought to my attention that some bus drivers don't give transfers to riders that use the one fair passes. How do you plan to correct this?

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Wrap-up Workshop

December 6, 2017

Name: Josh Cruzat

Address:

City: State: Zip:

Representing Organization or Agency: Fresno Barrios Unidos

Comments: Wifi on the bus that all people can ~~exp~~ use

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Wrap-up Workshop

December 6, 2017

Name: Kerry Sturks

Address:

City: State: Zip:

Representing Organization or Agency: BMOC

Comments: Improve on Bus Security

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Wrap-up Workshop
December 6, 2017

Name: David Jimenez

Address:

City: State: Zip:

Representing Organization or Agency: Fresno Boys & Men of Color & Fresno Parents Unidos

Comments: I usually ride buses 20 & 9 when I had school. Usually when trying to transfer bus 9 would leave as I'm getting out of the 20 bus, ~~if bus~~ There needs to be a system for bus drivers to communicate so riders do not miss their bus ride.

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Wrap-up Workshop
December 6, 2017

Name: Mark Pizana, Jr.

Address:

City: State: Zip:

Representing Organization or Agency: Youth Leadership Inst Boys and Men of Color

Comments: A live map of where the buses are.

~~FAX~~ Fresno Transit App - doesn't have a live map, it's more of a on time route system

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Wrap-up Workshop

December 6, 2017

Name: Olga Rowles

Address:

City: State: Zip:

Representing Organization or Agency: Private Citizen

Comments: Buses do not wait for other buses if you need to transfer. Why don't you have solar panels at the bus shelters?

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

FAX Fixed-Route System Restructure Study
Wrap-up Workshop

December 6, 2017

Name: DAVID BOUTTAVONG

Address:

City: State: Zip:

Representing Organization or Agency: FRESNO BARRIOS UNIDOS
FRESNO BOYS & MEN OF COLOR

Comments:

SURVEYS SHOULD BE GIVEN IN HMONG
SOME HMONG [redacted] RIDERS MAY NOT BE ABLE TO EVEN READ OR WRITE IN HMONG. HOW ARE THEY SUPPOSE BE AWARE OF CHANGING ROUTES? THEY WILL END UP LOST IN FRESNO!!!

Visit www.fresno.gov/transportation/fax/ for more information

FAX FRESNO AREA EXPRESS

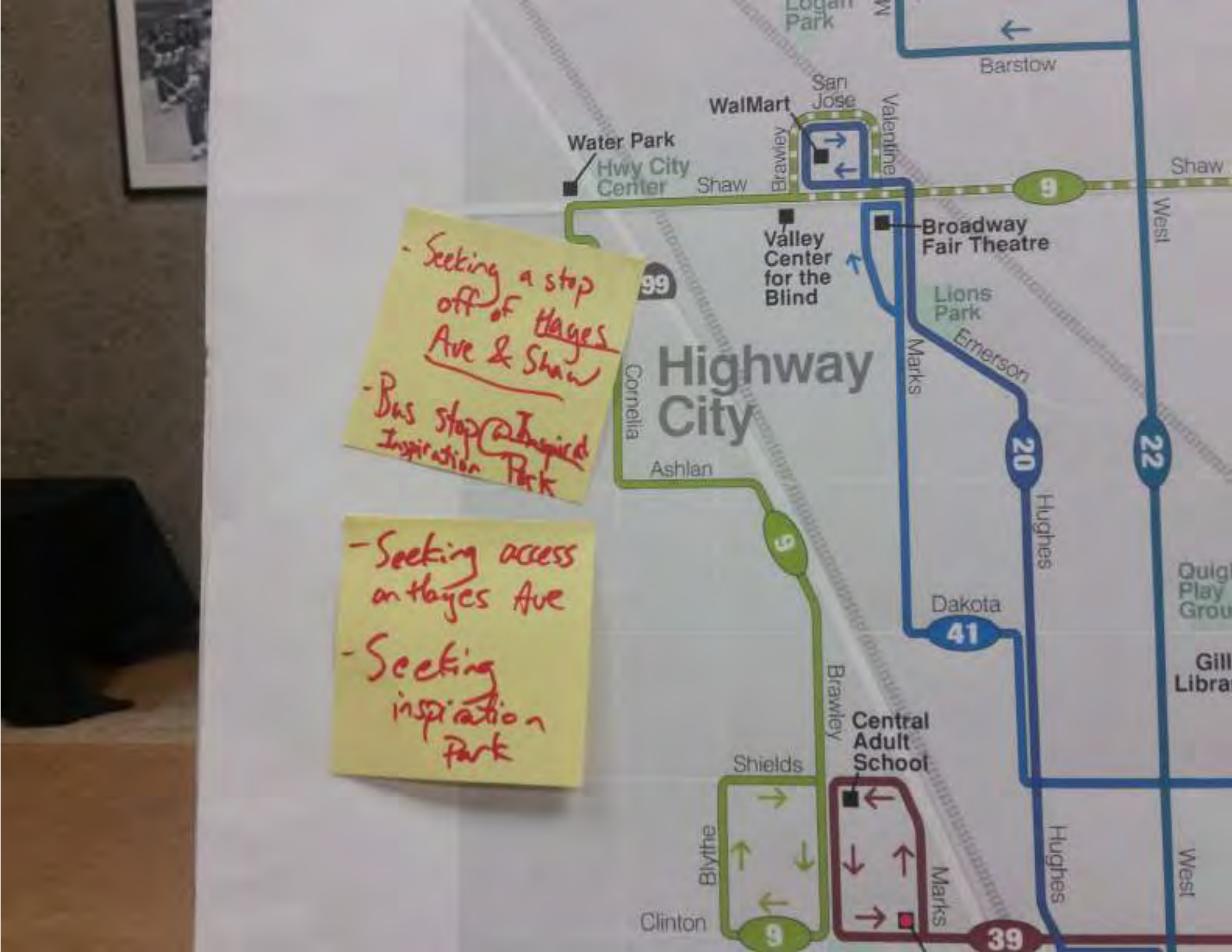
FAX SHOULD GET AN APP LIKE THE BART APPS IN THE BAY.

USING POST-IT NOTES, PLEASE PROVIDE YOUR IDEAS, COMMENTS, AND ISSUES REGARDING FAX'S CURRENT TRANSIT SERVICES

, PLEASE PROVIDE YOUR IDEAS, COMMENTS, AND ISSUES
DING FAX'S CURRENT TRANSIT SERVICES

Add Clovis Community College to route 58

More grid-based E-W routes, like a single Herndon route


Logan Park
Barstow
San Jose
WalMart
Valentine
Water Park
Hwy City Center
Shaw
Brawley
9
Shaw
West
Valley Center for the Blind
Broadway Fair Theatre
99
Lions Park
Emerson
Marks
Highway City
Cornelia
Ashlan
20
22
Hughes
9
Dakota
41
Brawley
Central Adult School
Shields
Blythe
Clinton
9
Marks
39
Hughes
West
- Seeking a stop off of Hayes Ave & Shaw
- Bus stop @ Inspiration Park
- Seeking access on Hayes Ave
- Seeking inspiration Park

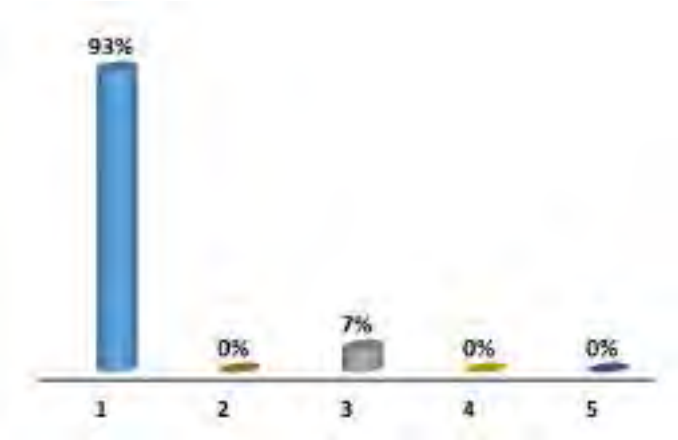
Survey Instrument

The Survey Instrument available for respondents during the Wrap-up workshop consisted of six multiple choice questions. The questions were designed to determine respondents' opinions on the Draft FAX Plan. Participants were able to provide input on the survey questions by selecting their preferred answer and submitting their completed survey card to Study Team staff that was present at the workshop. Answers from all surveys were totaled and have been graphically displayed. Numbers in parentheses following each survey question correspond to the total number of responses received for each question. A total of 28 surveys were completed by pop-up event attendees.

1. Where do you live?

1. Fresno
2. Unincorporated County Area outside of the City of Fresno
3. Clovis
4. Other Fresno County City
5. Outside of Fresno County

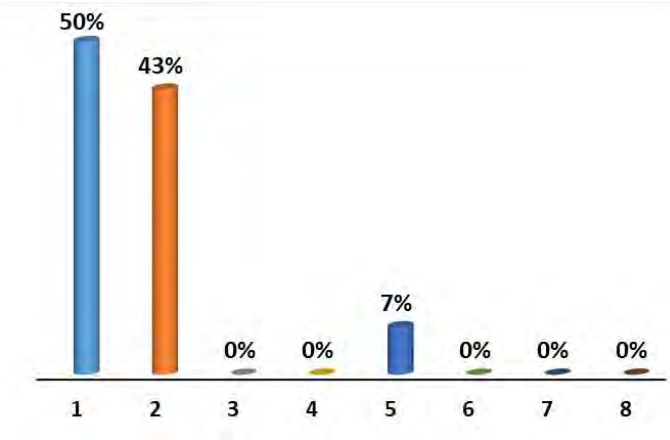
(28 Responses)



2. Where did you get to today's event?

1. Drove a car
2. Rode in a car with family/friends
3. Rode a motorcycle
4. Took Uber/Lyft
5. Took the Bus
6. Rode a Bike
7. Walked
8. Other

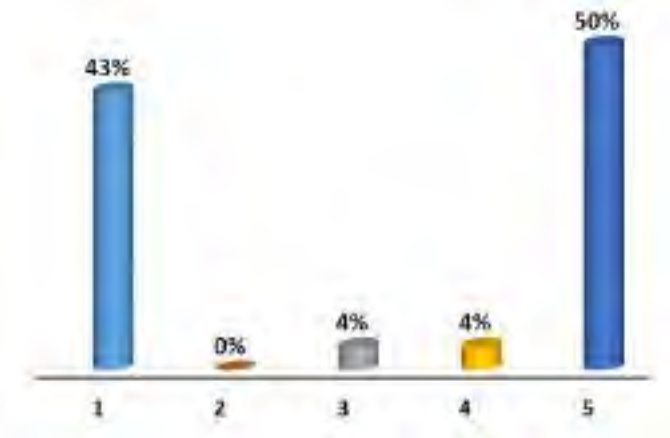
(28 Responses)



3. How often do you ride FAX?

1. Four or more days a week
2. Two to three days a week
3. About once every week or two
4. About once a month
5. Rarely/Never

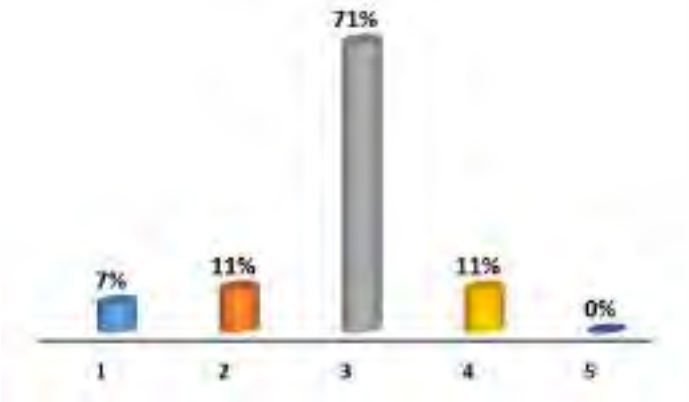
(28 Responses)



4. Is the Draft FAX Plan better for me?

1. Definitely
2. Probably
3. Maybe/Not sure
4. Probably Not
5. Definitely Not

(28 Responses)

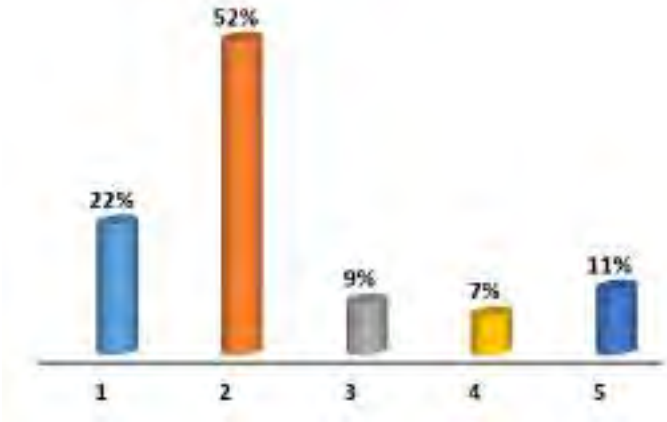


5. To make FAX service faster, there will be longer distance between some stops. What would help offset this?

1. More comfortable stops (shade, seating, etc.)
2. Ensure that sidewalks/pathways to stops are well-paved, well-lighted and safe
3. Better bike access/more secure bike parking at key bus stops
4. Nothing more is needed – faster service is enough
5. Other

(46 Responses)

**Question 5 was designed for a single answer/response. However, many respondents selected multiple answers.*

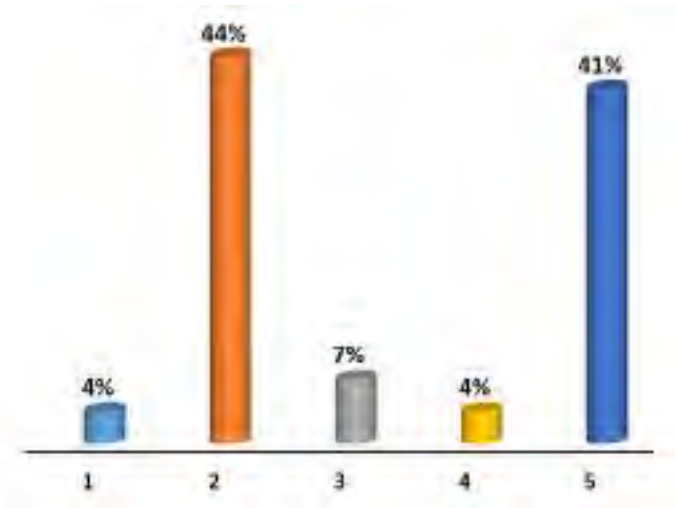


6. A few areas in Fresno will have less service under the Draft Fax Plan. What is the best option for these areas if funding is available?

1. No additional service is needed in these areas
2. Coordinated Uber/Lyft or Taxi services to reach the nearest FAX line with a 40% discount
3. Uber/Lyft or Taxi services to any destination with a 20% discount
4. Bikeshare system in these areas
5. FAX should keep bus service at the same level

(27 Responses)

**Question 6 was designed for a single answer/response. However, many respondents selected multiple answers.*



Appendix D

FAX Onboard Survey Report

FAX FIXED-ROUTE SYSTEM RESTRUCTURE STUDY

FAX 2018 ONBOARD SURVEY

Draft Summary of Findings, March 2018

RONNY KRAFT CONSULTING

VRPA TECHNOLOGIES, INC.

mobility PLANNING

TRANSIT marketing

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Service Ratings 37
Improvements 39
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METHODOLOGY

A survey of FAX passengers was conducted on four weekdays, a Saturday, and a Sunday between January 12th and January 18th, excluding the Martin Luther King Jr. holiday on January 15th. The survey sample included morning, midday, and evening runs.

Survey staff were trained to ask every rider who appeared over 12 to complete the questionnaire. They briefly explained the purpose of the survey, offered a pencil, and were available to answer questions and assist as needed. Most survey staff were bilingual and those who were not were able to convey that the questionnaire was available in Spanish. Survey staff wore a smock identifying them as part of the transit survey team.

The survey questionnaire was distributed on 8.5x14 cardstock with English and Spanish on opposing sides. Individual questionnaires were serially numbered in order to keep track of the specific routes and trips they were distributed on. The formatted survey is shown in Appendix A.

Survey staff kept a log of the passengers that did not accept a questionnaire separated into the following categories: rider was under 12, there was a language barrier, rider had already completed the survey, or general refusal. Passengers who were unable to complete the survey onboard were instructed to turn the survey into any driver by the following day.

During the six days, survey staff approached approximately 5,366 riders aged 12 or older. Of these, 2,904 accepted a questionnaire and 2,444 completed the questionnaire. Among the people who did not accept a questionnaire 366 were marked down as having a language barrier, 874 had already completed the survey, and 2,096 were general refusals. Of those eligible to complete the survey, the response rate was 45.5%.

On January 17th two survey staff distributed the survey to passengers boarding and alighting from FAX buses at the downtown transit center. Survey staff asked for and recorded the route number for each person that returned a survey. There were 82 surveys collected at the transit center that are included in the analysis.

Prior to analysis, the data set was weighted to reflect actual ridership by route. This eliminates any disproportionality in response rates and insures that the information included in this report is representative of FAX's overall ridership.

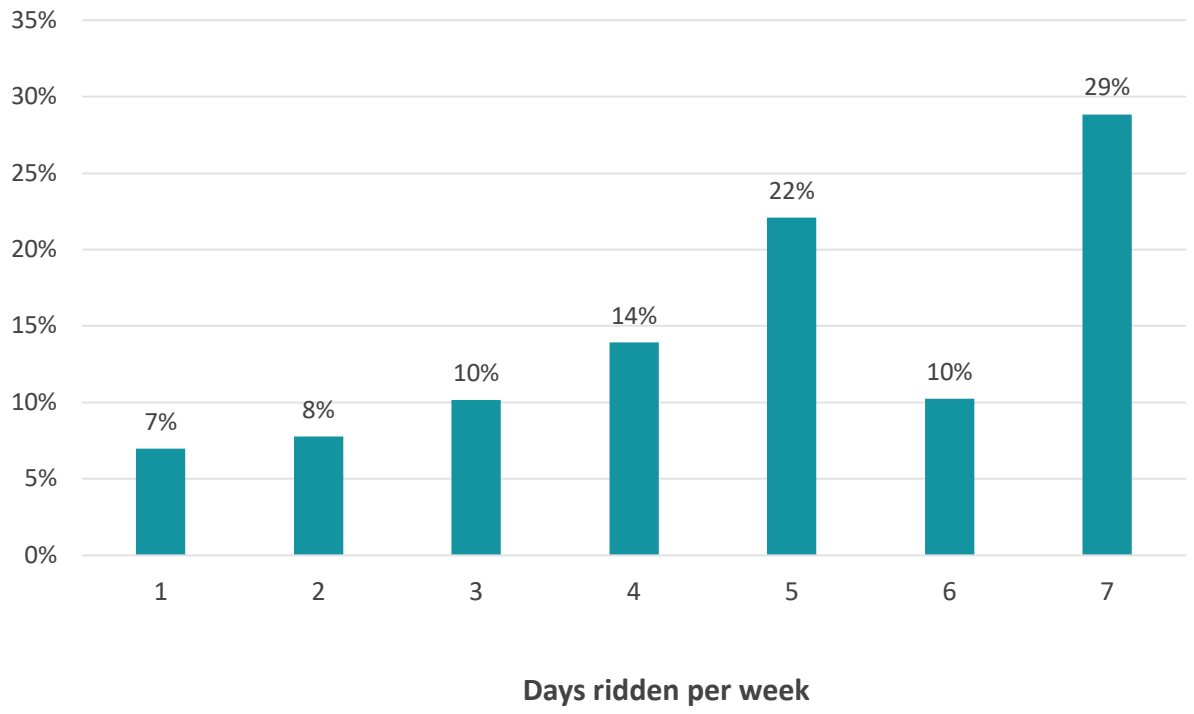
A separate survey effort using the same questionnaires was conducted to gather input from Punjabi and Hmong populations. Nearly all questionnaires were completed at religious spaces. In many cases, a translator interpreted the questions and recorded the answers for the respondent. Most respondents were of an older age segment, as younger people tend not to attend religious events as regularly or tended not to congregate with elders when filling out the questionnaires. The results of these surveys are discussed separately in the final section of this report.

The survey effort was intended to provide direct passenger input into the FAX Restructure Public Involvement Study. The prime consultant to the City of Fresno is VRPA Technologies, Inc. The survey effort and analysis was a team effort of Mobility Planners LLC, Ronny Kraft Consulting, and Transit Marketing, subcontractors to VRPA Technologies, Inc.

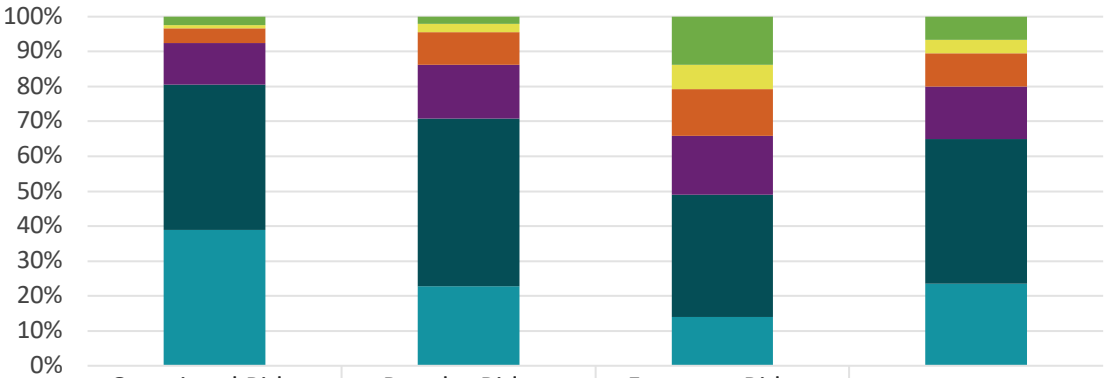
FAX ONBOARD SURVEY

HOW RIDERS USE FAX

FREQUENCY RIDING



Riders were asked how many days out of the past seven they rode FAX. A large proportion (39%) of FAX riders are frequent riders who use the bus six to seven days per week. Regular riders that use the bus four to five days per week make up another 36%. The final quarter of riders are occasional riders who ride one to three days per week. Predictably, people that were traveling for work or school were more likely to use the bus five or more days per week than people traveling for other purposes.



	Occasional Riders (1-3 days/wk)	Regular Riders (4-5 days/wk)	Frequent Riders (6-7 days/wk)	All Riders
6 or more	2%	2%	14%	7%
5	1%	2%	7%	4%
4	4%	9%	13%	10%
3	12%	15%	17%	15%
2	42%	48%	35%	41%
1	39%	23%	14%	23%

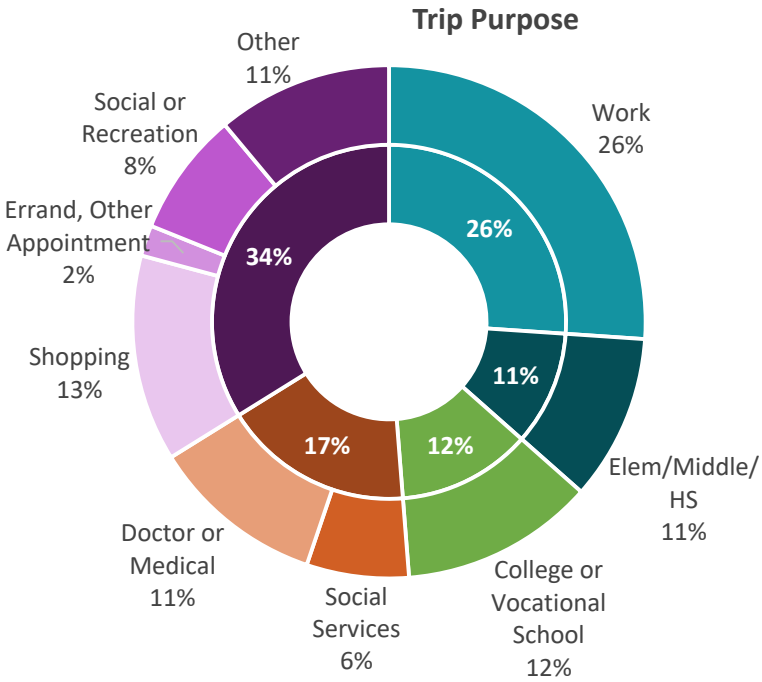
Another measure of intensity of use is the number of trips riders make on the bus in one day. For this purpose, a trip was defined as origin to destination even if the trip took more than one bus. Overall, 64% of riders made one to two trips on the day they were surveyed and 21% made four or more. Occasional riders were much likelier to take fewer trips in a day (81%) than regular and frequent riders. Frequent riders were likelier to take four or more trips in a day (34%).

DURATION OF USE

A majority of FAX riders are long-term users, having begun riding in 2011 or before (6+ years). Twenty percent are new riders that began riding in 2016 or 2017. New riders were more likely to be on their way to/from school or college and are presumably students.

TRIP PURPOSE

Riders were asked to select the main purpose of their bus trip. About half of all riders were making commute trips traveling for work or school, with 26% going to/from work, 11% elementary, middle, or high school, and 12% college or vocational school. Non-commute riders reported traveling for a variety of other reasons, including social services, doctor or medical, shopping, errand or other appointment, social or recreation, and other trip purpose.

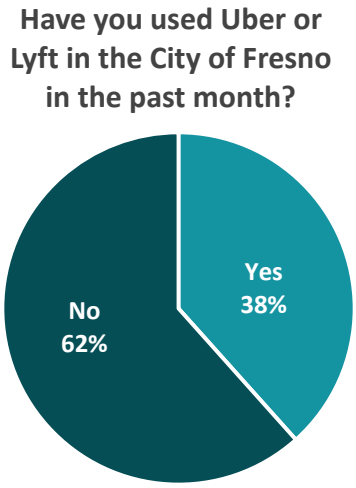


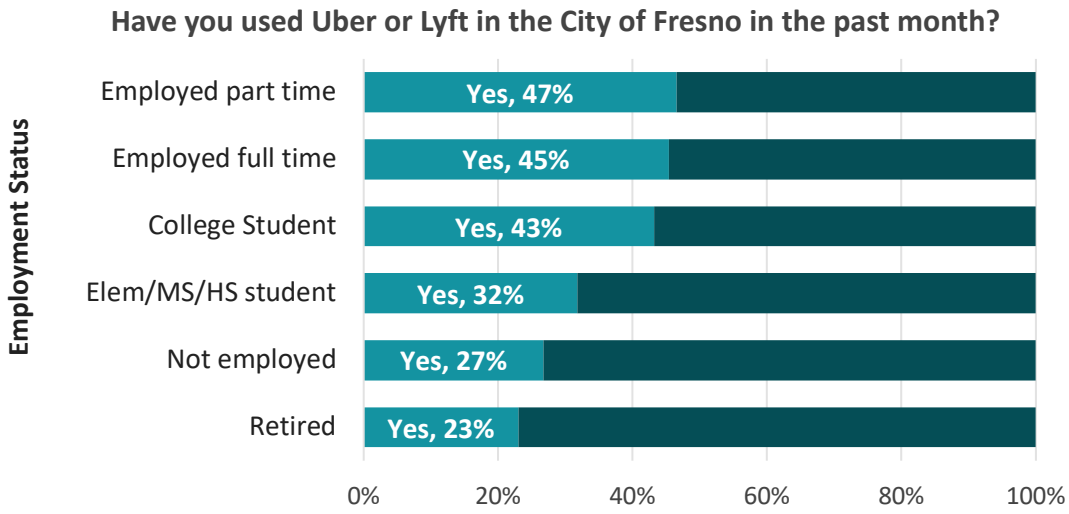
TRANSPORTATION OPTIONS

USE OF UBER & LYFT

Riders were asked whether they've used the Uber and/or Lyft services in Fresno in the past month, for what purpose(s), and how often. More than a third (38%) reported that they had used the services during the past month.

Uber/Lyft usage rates were highest among riders who were employed part time (47%), full time (45%), and in college (43%). They were lowest among retired (23%) and not employed (27%) riders.



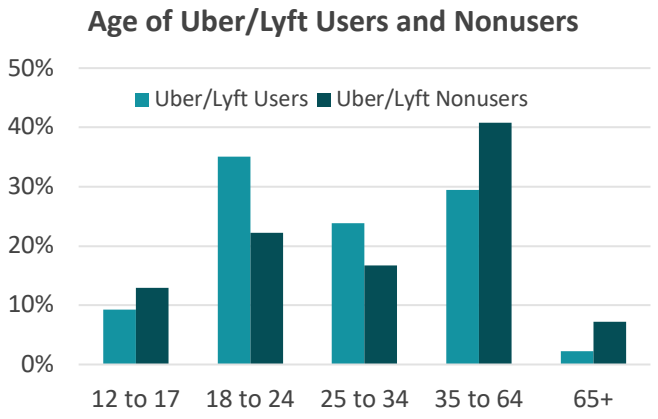


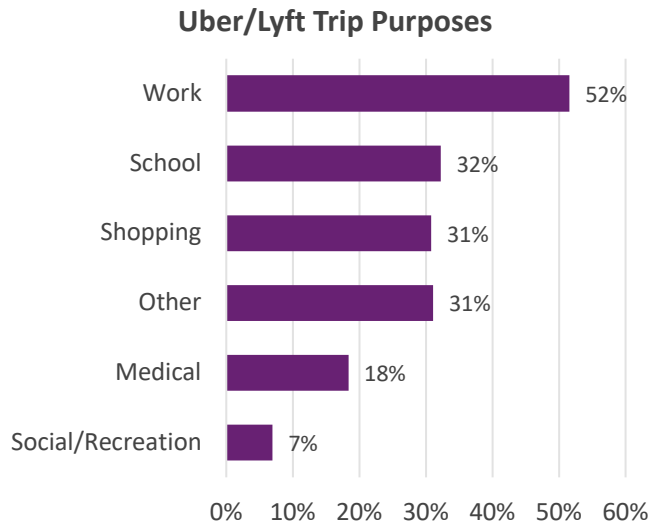
When looking at the distribution of household income, there was no significant difference between FAX riders who had used Uber/Lyft and those that had not. There was also very little difference in the rate of Uber/Lyft usage between occasional, regular, and frequent FAX riders.

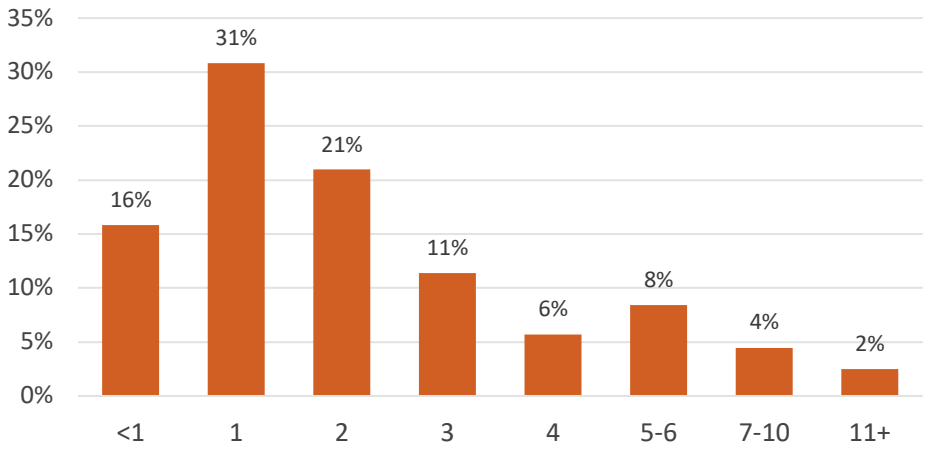
Riders aged 18 to 34 were more likely to have used Uber/Lyft. Riders aged 12-17 and over 35 were more likely to have not.

Riders that used Uber/Lyft were asked which trip purposes they use the services for. Multiple purposes could be selected. About half of the riders who used Uber/Lyft indicated that they use the services to get to/from work, the most common trip purpose. Medical (18%) and Social/ Recreation (7%) were the least common trip purposes.

Most FAX riders who used Uber/Lyft do so infrequently. Sixteen percent reported that they use the services less than once a week and 52% used the service once or twice a week. Another 25% used Uber/Lyft 3 to 6 times per week.



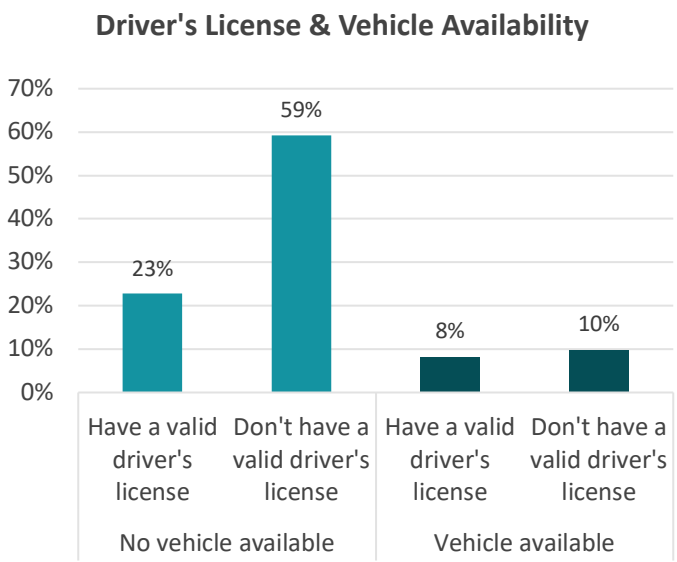




How many times do you ride Uber/Lyft each week?

DRIVER'S LICENSE & VEHICLE AVAILABILITY

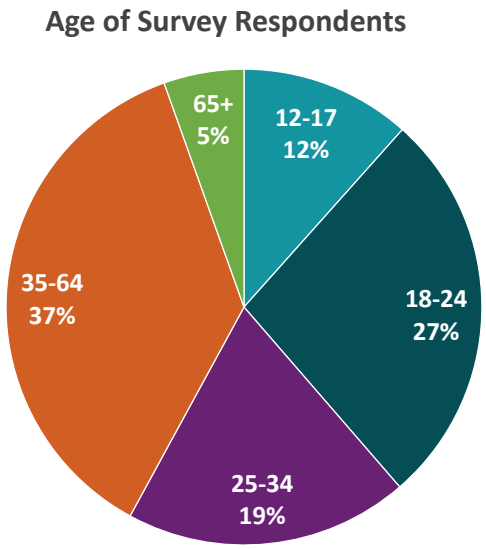
In order to determine FAX riders' dependence on transit, they were asked if they have a valid driver's license and if a vehicle was available for them to drive for the trip they were currently making. A majority of riders (59%) reported that they don't have a driver's license and that there was not a vehicle available for their trip. Only 8% of riders indicated that a vehicle had been available and that they have a valid driver's license.



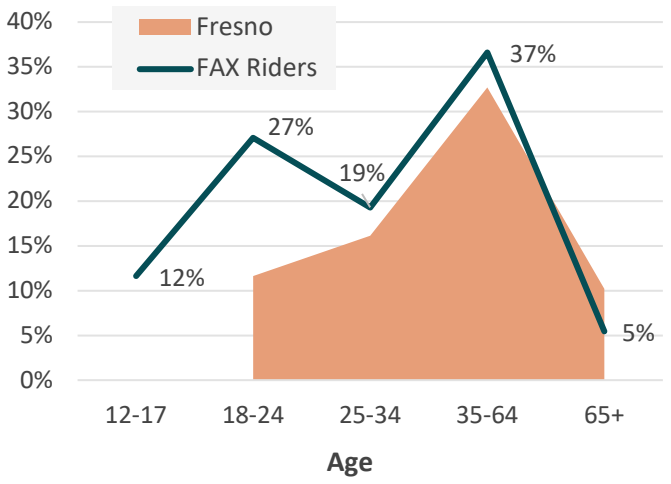
DEMOGRAPHICS

AGE

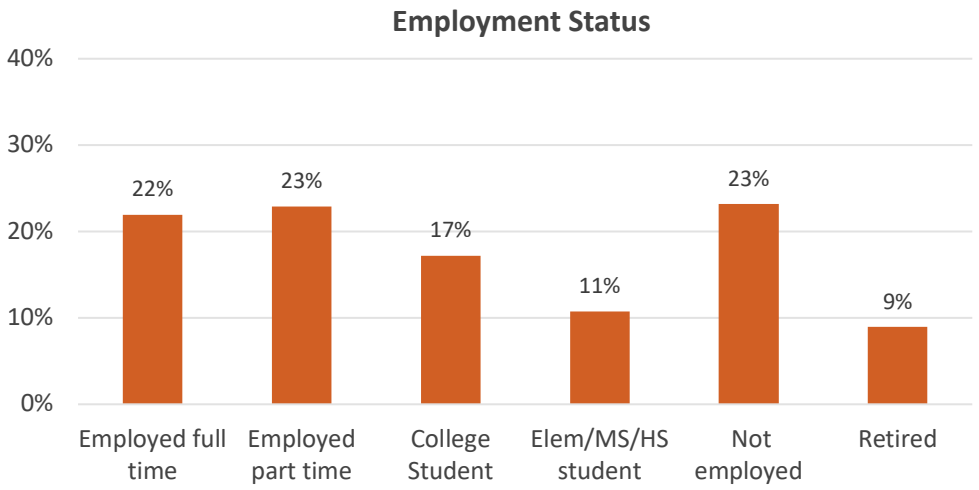
Surveys were distributed to FAX riders aged 12 and older. Youth aged 12 to 17 accounted for 12% of returned surveys, however survey staff noted that riders in this age range were less likely to accept a survey.



The proportions of riders aged 25 to 34, 35 to 64, and 65+ are reflective of the City of Fresno population as a whole. The proportion of riders aged 18 to 24 (27%) is significantly higher than Fresno residents overall (12%).[1]



EMPLOYMENT STATUS

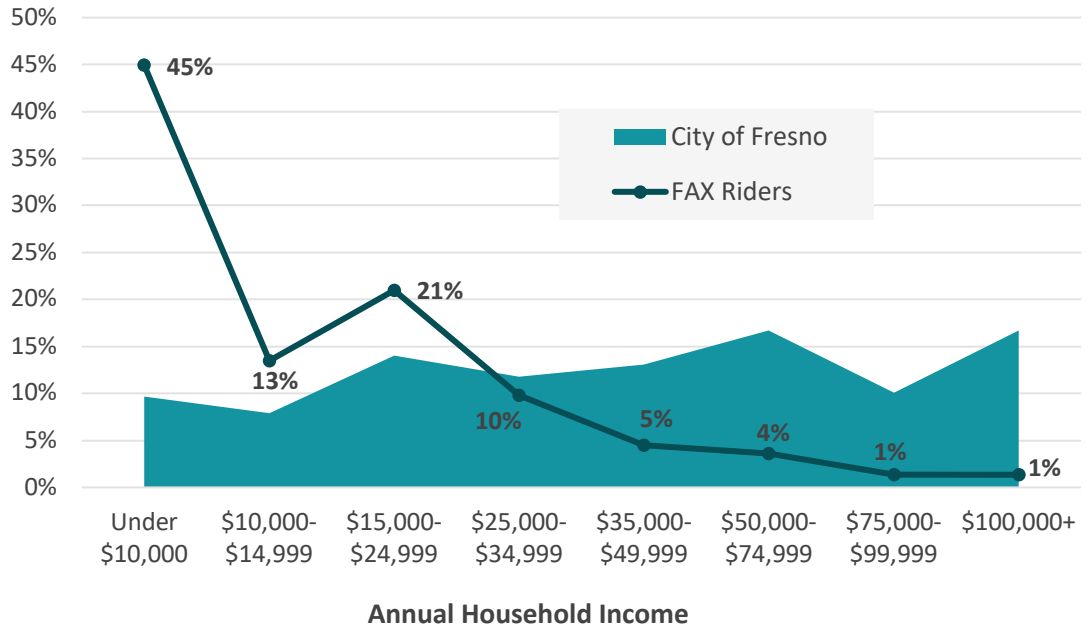


Riders were asked to describe their employment status by selecting one or more of the options shown in the chart above. Most people selected only one option, however there are a small number of college students who are also employed part time. Riders who are employed full time and part time comprise 22% and 23%, respectively. A significant proportion of riders are not employed (23%).

[1] The data for the City of Fresno is from the American Community Survey (ACS) 5-year estimates from 2012 to 2016. This data was not available for the category 12 to 17.

College students account for 17% of riders and retired persons account for 9%. Riders in elementary, middle, and high school comprise 11%, but, as previously noted, this group was less inclined to accept a survey.

INCOME



The household income of most FAX riders is quite low. More than three quarters of fax riders have a household income of less than $25,000. When compared to the annual income of the City of Fresno residents overall from the American Community Survey, the proportion of FAX riders with an annual household income under $10,000 is far higher (45%) than total city residents (10%).

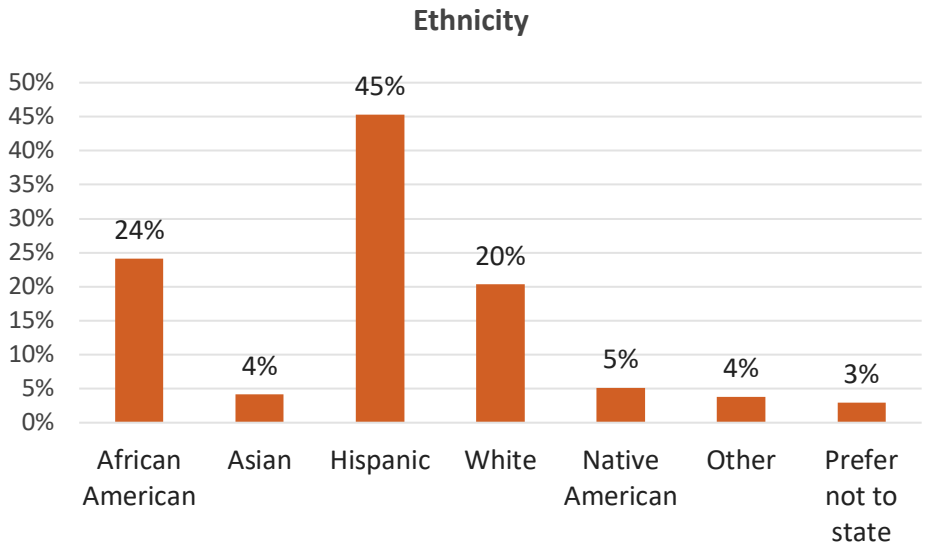
Federal poverty levels vary depending on household size. The poverty level for a one-person household in 2017 is an annual income of $12,060 or less and $16,240 or less for a two-person household. Given these thresholds it can reasonably be assumed that a large proportion of FAX riders are living in poverty.

LANGUAGE

Ten percent of FAX riders indicated that they primarily speak Spanish at home and a large majority (88%) of FAX riders reported that they speak English at home. Similarly, 97% of returned surveys were filled out in English and 3% in

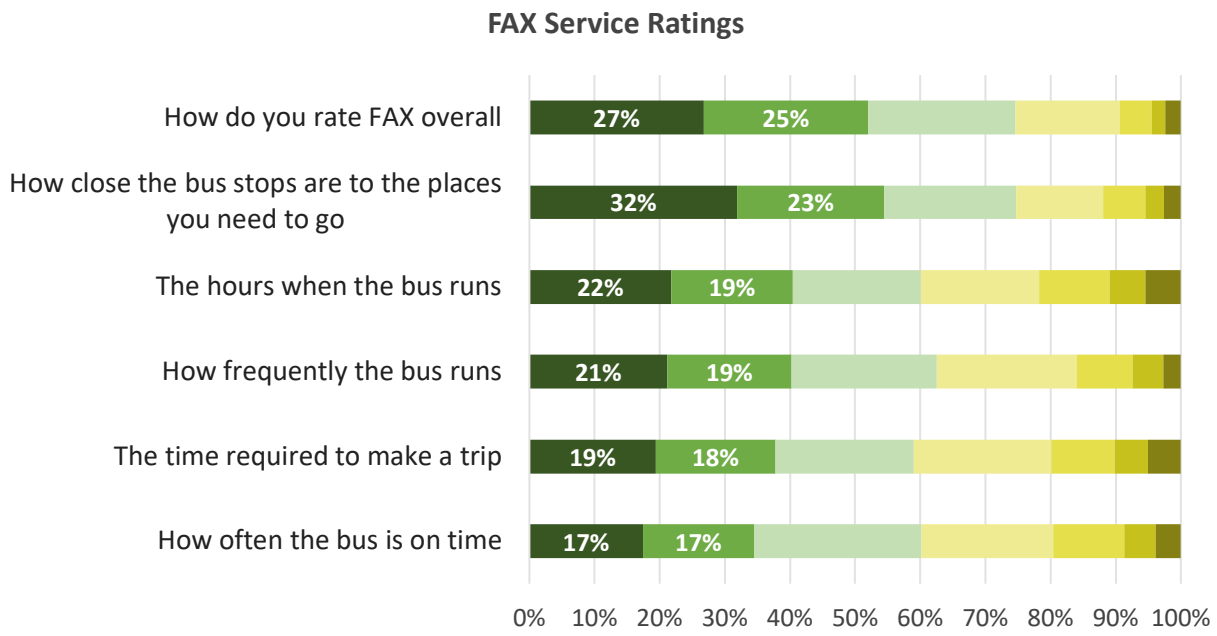
Spanish. Riders that speak Hmong and Punjabi are discussed separately on page 34.

ETHNICITY



FAX riders were asked to select one or more ethnicities that describe themselves. The largest proportion of riders identified as Hispanic (45%). The second largest group identified as African American (24%) and the third largest identified as white (20%).

SERVICE RATINGS

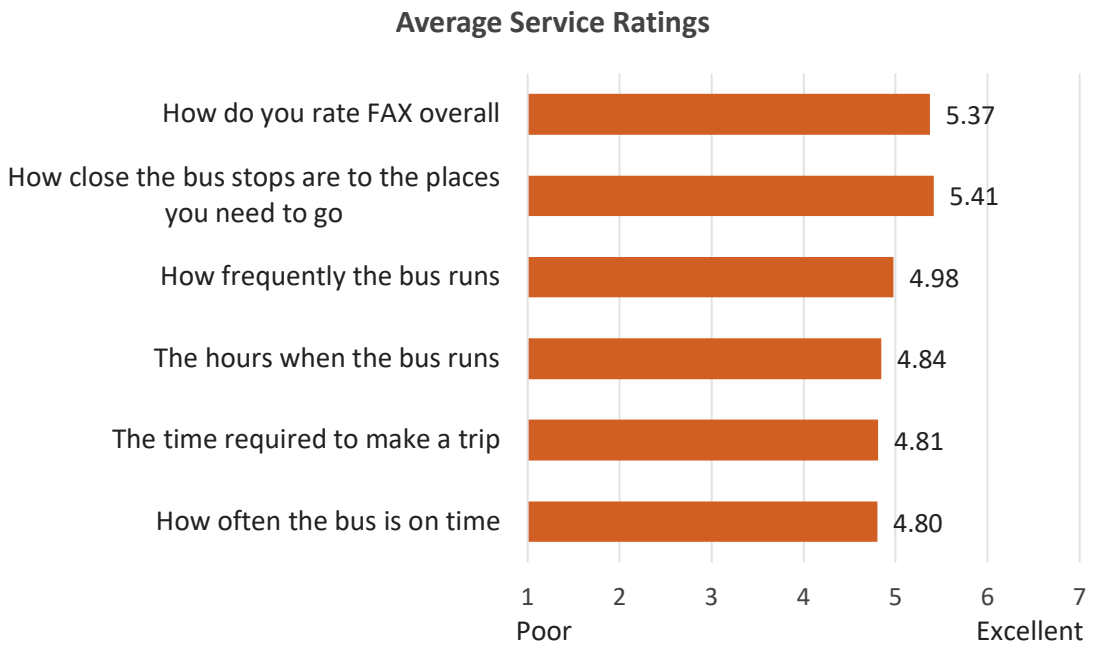


	How often the bus is on time	The time required to make a trip	How frequently the bus runs	The hours when the bus runs	How close the bus stops are to the places you need to go	How do you rate FAX overall
7 Excellent	17%	19%	21%	22%	32%	27%
6	17%	18%	19%	19%	23%	25%
5	26%	21%	22%	20%	20%	23%
4	20%	21%	22%	18%	13%	16%
3	11%	10%	9%	11%	6%	5%
2	5%	5%	5%	5%	3%	2%
1 Poor	4%	5%	3%	5%	3%	2%

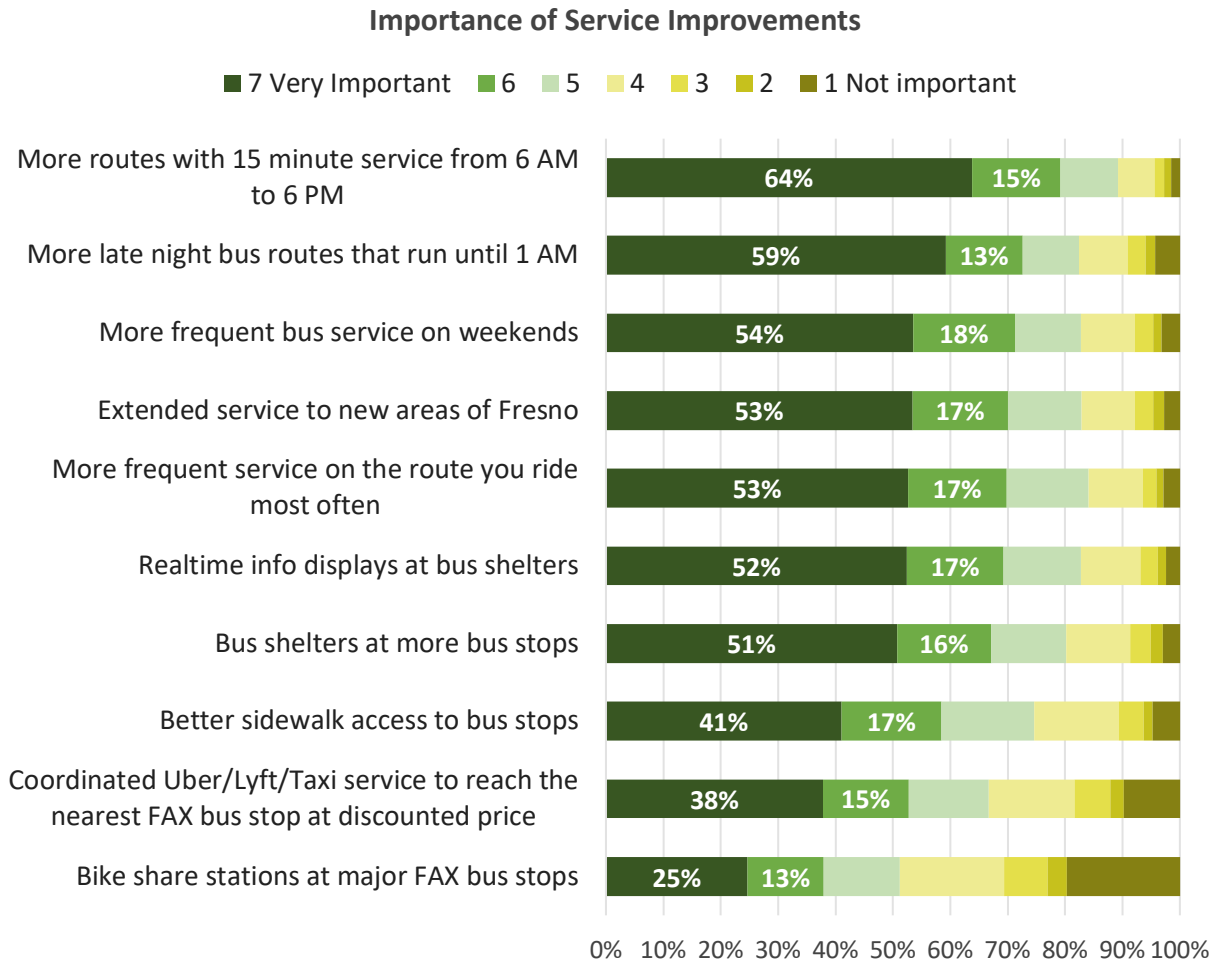
Riders were asked to rate six aspects of FAX service and FAX service overall on a scale of 1 (poor) to 7 (excellent). The chart above shows the distribution of responses for each service aspect and the chart on the following page shows the average score for each. "How close the bus stops are to the places you need to go" received the highest proportion of excellent ratings (32%) and the highest average rating (5.41). FAX service overall received the second highest proportion of excellent ratings (27%) and average rating (5.37).

The bottom four service aspects received similar proportions of excellent ratings, ranging from 17% to 22%, and have similar average ratings. It's important to note that these four bottom service aspects are all important for growing ridership.

The service aspects with the largest proportion of poor ratings (ratings of a 1 or 2) were "The hours when the bus runs" and "The time required to take a trip." The service attribute with the lowest mean rating was "How often the bus runs on time.

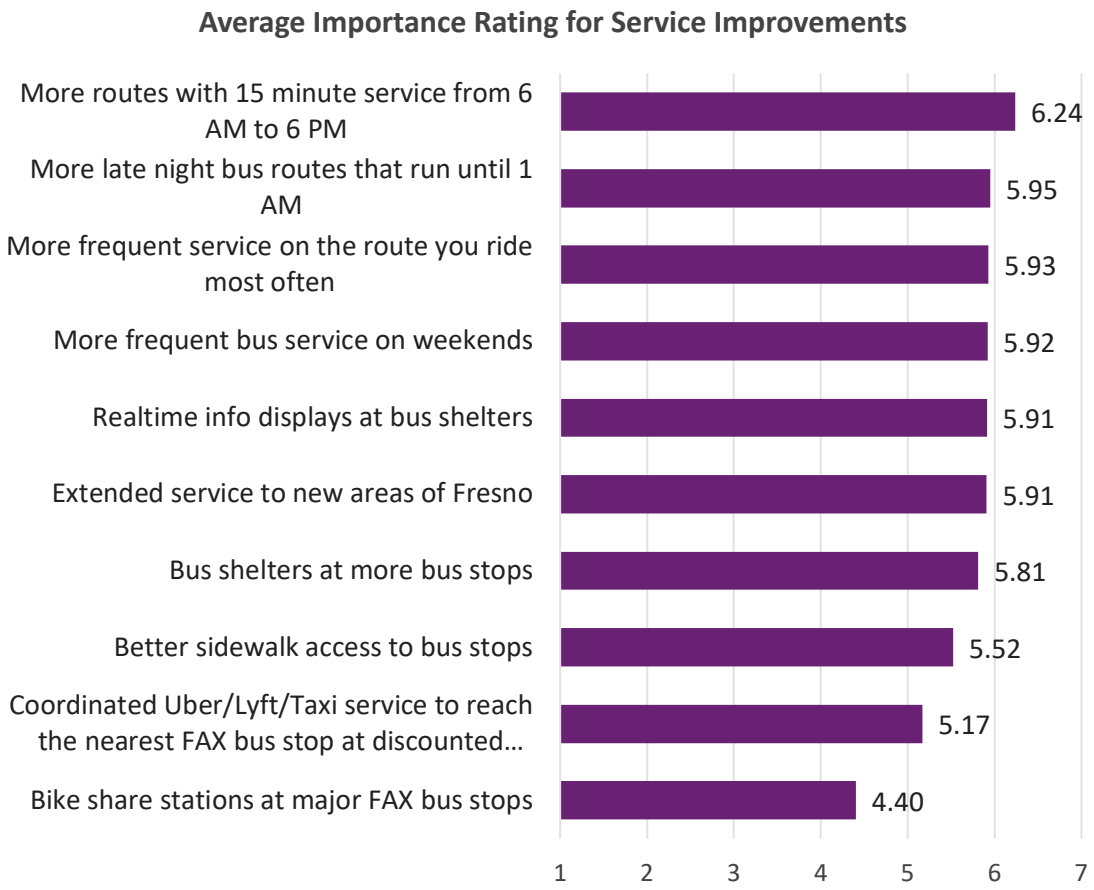


POTENTIAL IMPROVEMENTS



FAX Riders were asked to rate ten potential service improvements on a scale from 1 (not important) to 7 (very important). The chart above shows the distribution of responses for each potential improvement and the chart on the following page shows the average importance rating for each improvement. Most potential improvements were rated as highly important and all but one improvement has an average score above 5.

The top five important improvements all pertain to service frequency or span of service improvements. "More routes with 15-minute service from 6 AM to 6 PM" received the highest importance rating with 65% of riders rating the importance at "7", an additional 15% rating it at "6", and an average score of 6.24. "More late night bus routes that run until 1 AM" received the second highest importance ratings.



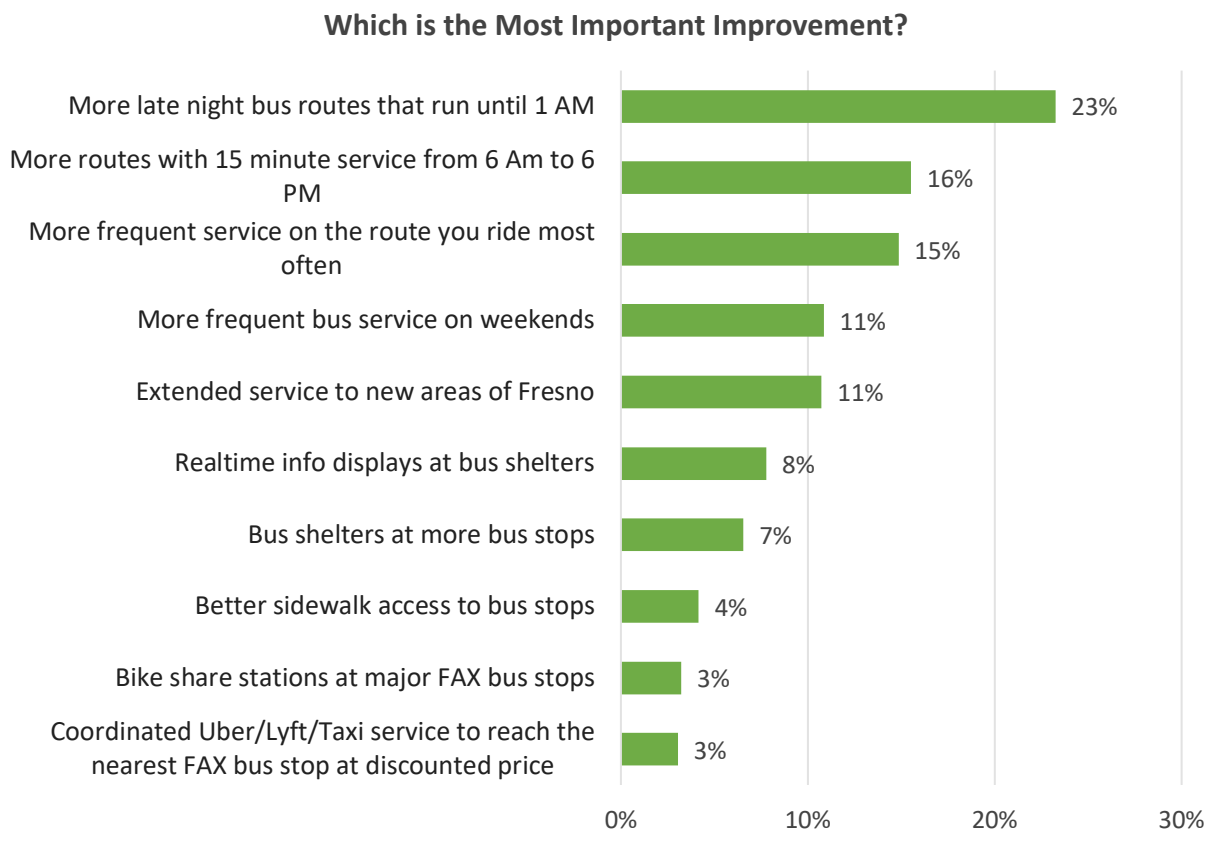
The following five important improvements received very similar ratings in the middle of the spectrum:

- More frequent bus service on weekends
- Extended service to new areas of Fresno
- More frequent service on the route you ride most often
- Realtime info displays at bus shelters
- Bus shelters at more bus stops

The lowest importance ratings went to:

- Better sidewalk access to bus stops
- Coordinated Uber/Lyft/Taxi service to reach the nearest FAX bus stop at discounted price
- Bike share stations at major FAX bus stops

However, these least important improvements were still rated "very important" by at least 25% of riders.



Riders were asked which of the improvements they would choose if FAX could only make one, in order to clarify priorities. This produced a more varied spectrum of importance. The top five were the same service expansion improvements that also received the highest proportions of high importance ratings.

"More late night bus routes that run until 1 AM" was the most popular priority improvement, selected by nearly a quarter of riders. The result was the same across trip purposes and all but one income category. This was the highest priority improvement that passengers would like to see implemented by a significant margin.

The second and third top choices each have to do with increased frequency. "More routes with 15 minute service from 6 AM to 6 PM" received 16% and "More frequent service on the route you ride most often" received 15%. The specific routes associated with riders who chose "More frequent service on the route you ride most often" are shown on page 31.

The least important improvements were "Better sidewalk access" at 4%, "Bike share stations at major FAX bus stops" at 3%, and "Coordinated Uber/Lyft/Taxi service to reach the nearest FAX bus stop at discounted price at 3%.

Most Important Improvement by Trip Purpose

	Work	Elem/ MS/HS	College	Soc. Service/ Medical	Shoping/ Errand/ Rec/Other	All Riders
More late night bus routes that run until 1 AM	25%	19%	21%	22%	25%	23%
More routes with 15 minute service from 6 AM to 6 PM	15%	16%	19%	16%	15%	16%
More frequent service on the route you ride most often	14%	18%	15%	12%	16%	15%
More frequent bus service on weekends	12%	8%	7%	14%	12%	11%
Extended service to new areas of Fresno	10%	9%	9%	11%	12%	10%
Realtime info displays at bus shelters	7%	11%	13%	8%	5%	8%
Bus shelters at more bus stops	7%	8%	8%	7%	5%	7%
Better sidewalk access to bus stops	4%	5%	3%	4%	4%	4%
Discounted Uber/Lyft/Taxi service to reach the nearest FAX bus stop	3%	2%	4%	2%	3%	3%

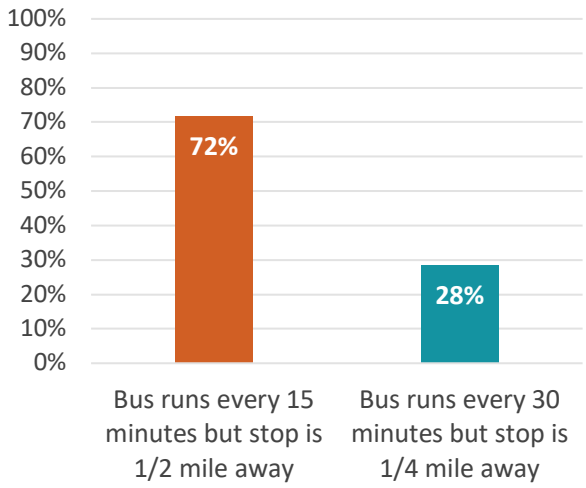
The chart above shows that more late night bus routes that run until 1 AM was the top choice for all trip purposes. Riders making work and shopping/errand trips especially favored more late night service. More frequent service was the second and third choices for most trip purposes, with one exception. People riding to social service or medical destinations slightly favored more frequent service on weekends over more frequent service on the route they ride most often.

There were little or no differences when selections for the most important improvement were compared by riders' frequency of FAX usage, age, income, and whether or not they use Uber/Lyft.

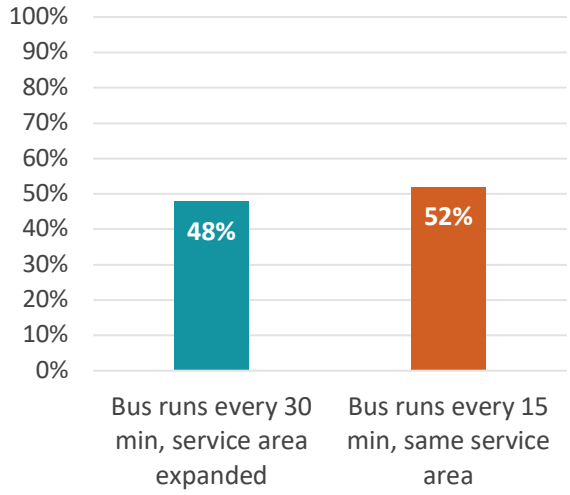
SERVICE IMPROVEMENT TRADEOFFS

Given limited resources, transit service levels often represent tradeoffs between various service aspects, dependent upon priorities. In order to determine riders' priorities, they were asked four questions that required them to choose between two service alternatives.

The first tradeoff questions matched bus frequency against the distance to a stop. Riders are willing to travel farther to a stop for more frequent service. There was a clear preference for "A bus runs every 15 minutes, but the bus stop is ½ mile away" (72%) over "A bus runs every 30 minutes, but the stop is ¼ mile away" (28%). This aligns with the finding that riders chose increases to bus frequency as the second and third most important improvements.

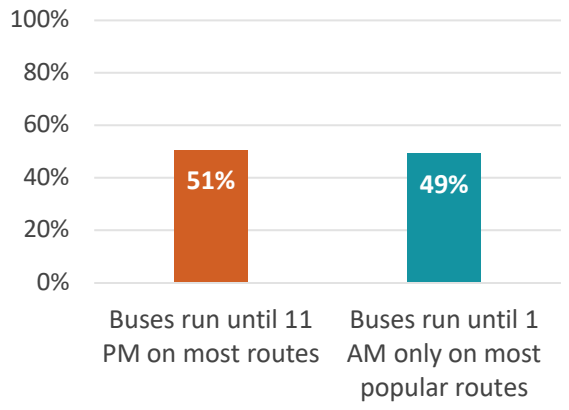


The second question compared the same bus frequencies against the overall service area. An expanded service area to new parts of Fresno was the fourth most popular selection for most important improvement, below the improvement rating for improve frequency. However, riders were very closely split when asked to choose between "Buses that run every 15 minutes but only operate in the current FAX service area" (52%) over "Bus routes that runs every 30 minutes and the service area is expanded to serve areas of Fresno not currently served" (48%). Overall, improved frequency is very important to passengers. However, input received from the public workshops on the need to expand service geographically is also important to 48% of existing

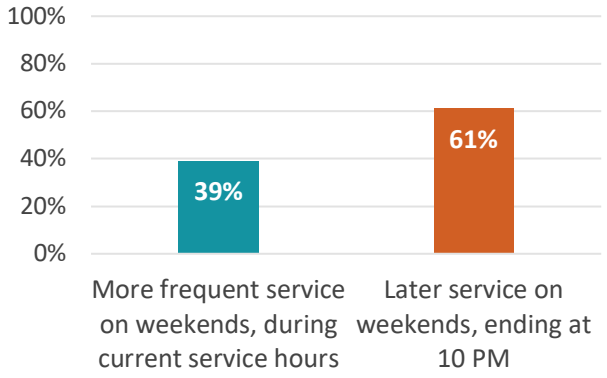


FAX passengers when they had to choose between "Bus runs every 30 minutes and the service area is expanded or "Bus runs every 15 minutes with the same service area. "

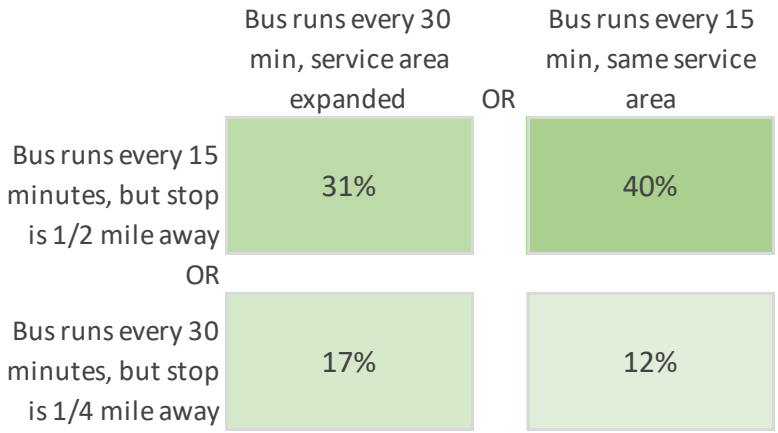
"More late night bus routes that run until 1 AM" was chosen as the top most important improvement. However, in the tradeoff question regarding late night service riders were almost evenly split on their preference for "Buses run until 11 PM on most routes" (51%) versus "Buses run until 1 AM on most popular routes" (49%).



The last tradeoff question compared the service hours and bus frequency of weekend service. There was a moderate preference for "Later service on weekends ending at 10 PM" (61%) over "More frequent service on the weekends, during the hours currently served" (39%).



The chart to the right compares the first two questions that include bus frequency tradeoffs. The highest proportion of riders (40%) chose both "A bus runs every 15 minutes, but the bus stop is ½ mile away" and "Buses that run every 15 minutes but only operate in the current FAX service area." This again demonstrates a high preference for increased frequencies over other service improvements. The second most popular combination with 31% was "A bus runs every 15 minutes,



but the bus stop is ½ mile away" and "Bus routes that runs every 30 minutes and the service area is expanded to serve areas of Fresno not currently served."

Answers to the third and fourth tradeoff questions combined are shown to the right. The highest proportion (33%) favored later service on weekends and buses that run until 1 AM on the most popular routes.

	More frequent service on weekends, during current service hours	OR	Later service on weekends, ending at 10 PM
Buses run until 11 PM on most routes	22%		28%
OR			
Buses run until 1 AM only on most popular routes	16%		33%

COMPARISON BY ROUTE

This section presents the results of the onboard survey broken down by the route that the rider was on when they received a survey. Results that are considerably different between routes are noted, but in many cases, there were no significant differences. Route 58 was not included due to the low number of surveys returned for this route.

HOW RIDERS USE FAX

	First year riding FAX			Days ridden this week			One-way trips today		
Route	2011 or before	2012 - 2015	2016 - 2017	1-3 days/ week	4-5 days/ week	6-7 days/ week	1-2	3-4	5+
9	51%	23%	26%	19%	39%	42%	71%	19%	9%
20	59%	22%	19%	22%	36%	42%	67%	24%	9%
22	64%	21%	15%	22%	35%	43%	68%	22%	10%
26	60%	23%	18%	21%	38%	41%	66%	24%	10%
28	58%	21%	21%	21%	34%	44%	61%	25%	14%
30	63%	21%	16%	23%	38%	40%	58%	30%	12%
32	59%	22%	20%	32%	28%	41%	64%	24%	12%
33	67%	16%	16%	19%	49%	33%	70%	23%	7%
34	68%	19%	14%	26%	34%	40%	59%	30%	11%
35	68%	18%	15%	28%	40%	32%	69%	22%	9%
38	51%	27%	22%	31%	37%	32%	65%	25%	10%
39	46%	26%	29%	35%	33%	31%	68%	24%	8%
41	52%	21%	26%	26%	35%	39%	66%	23%	11%
45	52%	19%	29%	29%	40%	31%	74%	22%	4%
Avg.	58%	21%	20%	25%	37%	38%	66%	24%	10%

For all routes, except route 39, more than half of riders are long term riders that have been riding FAX since 2011 or before. Routes 9, 39, 41, and 45 have relatively higher than average proportions of newer riders.

Most riders use FAX at least four days per week and take one to two trips per day. Route 9 and 33 have the highest proportions of occasional riders that ride only one to three days per week.

Trip Purpose

Route	Work	Elementary MS/HS	College	Social service Medical	Errand/Shop Rec/Other
9	46%	11%	7%	14%	22%
20	36%	14%	25%	10%	15%
22	41%	8%	3%	9%	39%
26	39%	23%	8%	13%	17%
28	30%	8%	25%	12%	25%
30	36%	8%	14%	15%	27%
32	35%	4%	7%	24%	30%
33	31%	17%	7%	12%	33%
34	33%	13%	8%	22%	24%
35	36%	6%	14%	20%	23%
38	31%	12%	13%	14%	29%
39	29%	17%	18%	12%	24%
41	32%	25%	6%	16%	20%
45	36%	14%	12%	5%	32%
Avg.	35%	13%	12%	15%	25%

Route 9 has the highest proportion of riders (46%) going to/from work, however the results were fairly consistent across routes with most between 30% and 40%. Routes 26, 33, 39, and 41 have the highest proportions of students taking a trip to/from elementary, middle, and high school and routes 20, 28, and 39 have high proportions of college/vocational students.

TRANSPORTATION OPTIONS

	Valid driver's license		Vehicle availability		Uber/Lyft Usage	
Route	Yes	No	Yes	No	Yes	No
9	30%	70%	21%	79%	45%	55%
20	31%	69%	28%	72%	37%	63%
22	32%	68%	15%	85%	36%	64%
26	26%	74%	18%	82%	36%	64%
28	32%	68%	14%	86%	38%	62%
30	35%	65%	22%	78%	40%	60%
32	36%	64%	22%	78%	37%	63%
33	33%	67%	22%	78%	31%	69%
34	35%	65%	14%	86%	39%	61%
35	25%	75%	15%	85%	23%	77%
38	29%	71%	17%	83%	34%	66%
39	26%	74%	17%	83%	40%	60%
41	25%	75%	15%	85%	40%	60%
45	38%	62%	14%	86%	46%	54%
Avg.	31%	69%	18%	82%	37%	63%

Most riders do not have a valid driver's license nor a vehicle available for them to make their trip and this holds true across routes. Routes 9 and 45 have the relatively highest proportion of Uber/Lyft users and route 35 has the lowest.

DEMOGRAPHICS

Age

Route	12 to 17	18 to 24	25 to 34	35 to 64	65+
9	11%	35%	20%	31%	4%
20	17%	42%	9%	24%	7%
22	5%	30%	17%	42%	5%
26	10%	27%	19%	40%	3%
28	7%	38%	21%	30%	5%
30	14%	20%	29%	33%	4%
32	8%	25%	22%	41%	4%
33	13%	29%	17%	29%	12%
34	17%	21%	22%	34%	7%
35	6%	33%	24%	31%	7%
38	18%	37%	18%	27%	1%
39	23%	25%	16%	36%	0%
41	20%	23%	16%	42%	0%
45	2%	25%	24%	39%	10%
Avg.	12%	29%	20%	34%	5%

Age

No single age group comprises a majority for any of the routes. As would be expected, the routes with higher than average proportions of riders aged 12 to 17 mirror those with high proportions of riders traveling to/from elementary, middle, and high school and riders who listed these as their employment status (chart for employment status not shown).

Routes 20 and 28 have high proportion of riders aged 18 to 24, that were traveling to/from college or vocational school, and that named college/vocational school as their employment status.

Route 20 also has the lowest proportion of riders aged 25 to 64. In most cases riders over the age of 65 comprise a very small share (0% to 7%). The exceptions are route 45 with 10% over age 65 and route 33 with 12%.

Language & Ethnicity

Riders who identify as Hispanic comprise the largest proportion for each route. Routes 20, 22, and 34 have higher than average percentages of riders who primarily speak Spanish.

Route 20 has a much higher than average share of riders who identify as African American (34%) and the highest share of both Native American riders (10%) and riders who identified as "Other." Route 39 has the highest share of Asian riders (12%).

Primary Language

Route	English	Spanish	Other
9	94%	4%	2%
20	85%	15%	0%
22	79%	20%	2%
26	86%	13%	1%
28	86%	11%	2%
30	93%	5%	2%
32	91%	8%	1%
33	86%	12%	2%
34	83%	15%	2%
35	87%	13%	0%
38	85%	12%	3%
39	89%	10%	2%
41	92%	5%	3%
45	92%	6%	1%
Avg.	88%	11%	2%

Ethnicity

Route	African Am.	Asian	Hispanic	White	Native Am.	Other
9	19%	8%	39%	27%	6%	6%
20	34%	6%	39%	10%	10%	8%
22	24%	1%	50%	23%	0%	3%
26	25%	4%	48%	15%	2%	3%
28	24%	5%	45%	20%	6%	3%
30	30%	3%	37%	20%	6%	5%
32	27%	2%	40%	24%	6%	2%
33	24%	2%	55%	8%	4%	0%
34	26%	3%	42%	18%	4%	2%
35	14%	0%	52%	25%	10%	3%
38	18%	5%	49%	16%	6%	4%
39	27%	12%	41%	19%	5%	1%
41	20%	4%	47%	18%	5%	4%
45	22%	3%	38%	30%	3%	6%
Avg.	24%	4%	44%	19%	5%	4%

Income

Household Income

Route	Less than $10,000	$10,000 to $19,999	$20,000 to $34,999	$35,000 to $49,999	$50,000 to $74,999	More than $75,000
9	41%	15%	36%	2%	4%	2%
20	52%	14%	20%	11%	2%	2%
22	38%	21%	33%	4%	2%	2%
26	51%	12%	24%	3%	5%	6%
28	48%	20%	22%	4%	3%	2%
30	46%	20%	25%	3%	4%	2%
32	41%	23%	27%	4%	3%	1%
33	51%	17%	14%	9%	6%	3%
34	47%	15%	29%	3%	4%	2%
35	39%	19%	29%	2%	5%	7%
38	44%	24%	22%	5%	3%	2%
39	50%	17%	16%	9%	4%	4%
41	41%	15%	27%	8%	5%	4%
45	42%	23%	25%	4%	6%	0%
Avg.	45%	18%	25%	5%	4%	3%

FAX riders with annual household incomes under $20,000 comprise the majority across all routes. Routes 20, 26, 33, and 39 have especially high proportions of riders who have household incomes under $10,000.

SERVICE RATINGS

Average Service Ratings by Route

	9	20	22	26	28	30	32	33	34	35	38	39	41	45	Avg.
How do you rate FAX overall	5.6	5.3	5.8	5.3	5.3	5.3	5.2	5.7	5.4	5.4	5.4	5.1	5.2	5.4	5.4
How close the bus stops are to your destination	5.6	5.4	5.7	5.5	5.4	5.3	5.4	5.7	5.3	5.4	5.5	5.2	5.2	5.7	5.4
How frequently the bus runs	5.3	4.9	5.5	4.9	4.9	5.0	4.8	5.2	5.0	5.0	5.1	4.6	4.8	4.6	5.0
The hours when the bus runs	5.0	4.9	5.4	4.8	4.9	4.9	4.7	4.9	4.9	4.8	4.9	4.6	4.5	4.7	4.9
The time required to make a trip	5.0	4.7	5.3	4.9	4.8	4.8	4.6	5.3	4.9	4.8	4.9	4.5	4.6	4.8	4.8
How often the bus is on time	5.0	4.7	5.4	4.6	4.7	4.8	4.7	5.0	5.0	5.2	4.8	4.2	4.4	4.8	4.8

The chart above shows the average ratings for different aspects of FAX service by route. Riders on routes 9, 22, and 33 tended to rate FAX service characteristics positively, including FAX service overall.

Routes 22, 33, and 45 riders rated the proximity of stops to their destinations especially well, although this service characteristic was rated highly in general.

Riders on routes 39 and 45 tended to rate "How frequently the bus runs" relatively poorly. Route 39 has 30 minute service and Route 45 has 60 minute service frequencies.

Riders on routes 39 and 41 rated "The hours when the bus runs" relatively poorly. Both routes run until around 9 pm on weekdays and 7 pm on weekends.

IMPROVEMENTS

Most important improvement?

	9	20	22	26	28	30	32	33	34	35	38	39	41	45	Avg.
More late night bus routes that run until 1 AM	21%	26%	22%	22%	23%	23%	26%	21%	21%	24%	23%	21%	28%	15%	23%
More frequent service on the route you ride most	13%	11%	13%	16%	14%	9%	16%	21%	14%	24%	14%	16%	15%	33%	16%
More routes with 15 min service from 6AM to 6PM	12%	19%	6%	24%	17%	14%	17%	13%	17%	14%	15%	16%	12%	15%	15%
Extended service to new areas of Fresno	10%	10%	21%	7%	9%	12%	7%	5%	15%	8%	13%	10%	10%	8%	10%
More frequent bus service on weekends	14%	7%	7%	7%	13%	15%	15%	11%	10%	3%	12%	6%	9%	8%	10%
Realtime info displays at bus shelters	12%	7%	6%	7%	9%	6%	6%	13%	7%	8%	6%	12%	11%	2%	8%
Bus shelters at more bus stops	6%	10%	9%	7%	6%	6%	6%	5%	9%	5%	6%	6%	7%	11%	7%
Better sidewalk access to bus stops	6%	8%	5%	4%	3%	3%	3%	5%	5%	7%	3%	6%	3%	5%	5%
Bike share stations at major FAX bus stops	3%	1%	7%	3%	2%	7%	1%	3%	2%	2%	4%	2%	3%	3%	3%
Discounted Uber/Lyft/Taxi to the nearest bus stop	3%	1%	3%	2%	4%	5%	3%	3%	1%	5%	4%	5%	1%	2%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Riders' selection for the most important improvement was fairly consistent across routes. "More late night bus routes that run until 1 AM" was the top selection for all but one route - riders on route 45 showed a strong preference for "More frequent service on the route your ride most." As stated above, this is not surprising as Route 45 has 60 minute service frequency.

Improvements to frequency of service on the route they ride most and from 6 AM to 6 PM were consistently the second and third most popular choice, with some exceptions. Riders on route 22 preferred "Extended service to new areas of Fresno" nearly as much as late night bus service, their top choice. Riders on route 30 preferred "More frequent bus service on weekends" as their second most popular choice.

SERVICE IMPROVEMENT TRADEOFFS

Service Tradoffs

Route	Bus every 15 min, stop is 1/2 mi away	OR	Bus every 30 min, stop is 1/4 mile away	Bus runs every 30 min, service area expanded	OR	Bus runs every 15 min, same service area
9	70%		30%	48%		52%
20	71%		29%	57%		43%
22	65%		35%	51%		49%
26	67%		33%	41%		59%
28	75%		25%	48%		52%
30	72%		28%	44%		56%
32	71%		29%	54%		46%
33	68%		32%	46%		54%
34	77%		23%	53%		47%
35	74%		26%	40%		60%
38	78%		22%	42%		58%
39	66%		34%	47%		53%
41	64%		36%	52%		48%
45	69%		31%	57%		43%
Avg.	71%		29%	49%		51%

Route	Buses run until 11 PM on most routes	OR	Buses run until 1 AM only on most popular routes	More frequent service on weekends, during current hours	OR	Later service on weekends, ending at 10 PM
9	46%		54%	40%		60%
20	61%		39%	39%		61%
22	48%		52%	41%		59%
26	44%		56%	47%		53%
28	55%		45%	35%		65%
30	49%		51%	34%		66%
32	55%		45%	36%		64%
33	55%		45%	38%		62%
34	51%		49%	42%		58%
35	44%		56%	31%		69%
38	50%		50%	44%		56%
39	55%		45%	36%		64%
41	47%		53%	39%		61%
45	61%		39%	38%		62%
58	33%		67%	38%		63%
Avg.	51%		49%	38%		62%

Across routes, riders consistently chose increased frequency to 15 minutes with a stop a ½ mile away over 30 minute frequency with a stop ¼ mile away.

Riders on routes 26, 35, and 38 showed a preference for 15 minute frequency in the same service area. Routes 26 and 35 currently have 30 minute service and route 38 has 15 to 20 minute service. Conversely, riders on routes 20, 32, and 45

showed a preference for an expanded service with 30 minute frequency. Routes 20 and 32 currently have 30-minute service. For route 45, 30 minute frequency would be an increase from the current 60 minute frequencies.

Riders on routes 20 and 45 preferred that buses run until 11 pm on most routes over buses running until 1 AM on the most popular routes. Both of these routes currently run until 9-10 pm on weekdays. Riders on routes 26, 35, and 58 preferred the opposite.

The tradeoff results for weekend service were fairly similar across routes with a moderate preference for later service on weekends over more frequent service during the same service hours.

HMONG & PUNJABI RIDERS

This section presents the results of a concentrated effort to gather input from Hmong and Punjabi communities in Fresno. The surveys were filled out mostly at religious sites and none were distributed or completed onboard the bus. The analysis includes 96 completed surveys from riders who's primary language is Hmong and 342 surveys from riders who's primary language is Punjabi. Selected charts below show the onboard survey results to provide context for how the communities differ from the overall FAX rider population.

DEMOGRAPHICS

	HMONG	PUNJABI	ONBOARD
Age	n=96	n=342	
11 to 23	12%	3%	35%
24 to 30	2%	2%	16%
31 to 43	10%	3%	20%
44 to 50	18%	8%	8%
51 or older	59%	84%	21%
Employment Status			
Employed full time	10%	12%	22%
Employed part time	32%	26%	23%
College Student	11%	3%	17%
Elem/MS/HS	0%	0%	11%
Not employed	33%	16%	23%
Retired	14%	42%	9%

A majority (59%) of Hmong and most (84%) Punjabi survey respondents were over the age of 51. These proportions are much higher than FAX ridership overall with only 21% over the age of 51. Moreover, the largest portion (42%) of Punjabi respondents are retired compared to only 9% from the onboard survey. There were no Hmong and Punjabi respondents in elementary, middle, or high school. This overrepresentation of older Hmong and Punjabi riders is due to the survey collection method and should be taken into account for the following discussion of results.

HOW RIDERS USE FAX

First year riding FAX	HMONG	PUNJABI	ONBOARD
2011 or before	7%	3%	58%
2012 - 2015	50%	61%	22%
2016 - 2017	43%	37%	20%
Days ridden this week			
1-3 days/wk	65%	75%	25%
4-5 days/wk	35%	23%	36%
6-7 days/wk	0%	2%	39%
One-way trips today			
1-2	69%	84%	65%
3-4	29%	15%	25%
5+	1%	1%	10%

The Hmong and Punjabi riders are relatively new to using FAX when compared to FAX ridership overall. Very few Hmong and Punjabi riders have been riding since 2011 or before, around half have been riding since 2012 to 2015, and a significant portion are new riders.

The majority of Hmong and Punjabi riders tend to be occasional riders who use the bus one to three days per week and a smaller portion are regular riders who ride four to five days per week. Almost none are frequent riders, compared to 39% of overall FAX ridership. This finding aligns with dominant age and retirement status of the respondents.

TRANSPORTATION OPTIONS

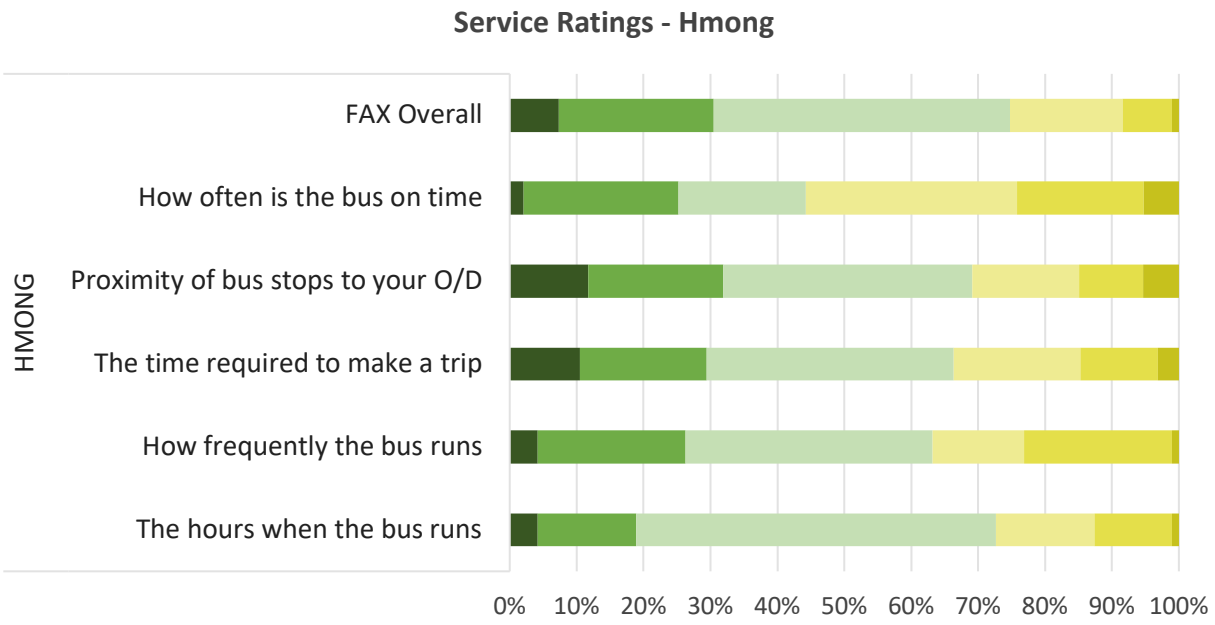
	HMONG	PUNJABI	ONBOARD
Driver's License: Yes	43%	25%	32%
Driver's License: No	57%	75%	68%
Vehicle available: Yes	5%	5%	18%
Vehicle available: No	95%	95%	82%

A higher proportion (43%) of Hmong riders reported having a valid driver's license than Punjabi riders and overall FAX ridership. Vehicle availability was very low (5%) for both Hmong and Punjabi riders.

Do you use Uber/Lyft?	HMONG	PUNJABI	ONBOARD
Yes	16%	8%	38%
No	84%	92%	62%
If yes, how many times per week?			
1	60%	48%	31%
2	40%	44%	21%
3	0%	8%	11%
4+	0%	0%	21%

Hmong and Punjabi riders use Lyft and Uber at a much lower rate than FAX ridership overall. Only 16% of Hmong riders and 8% of Punjabi riders reported using Uber or Lyft in the past month. Of those that had, nearly all reported using the services only once or twice per week.

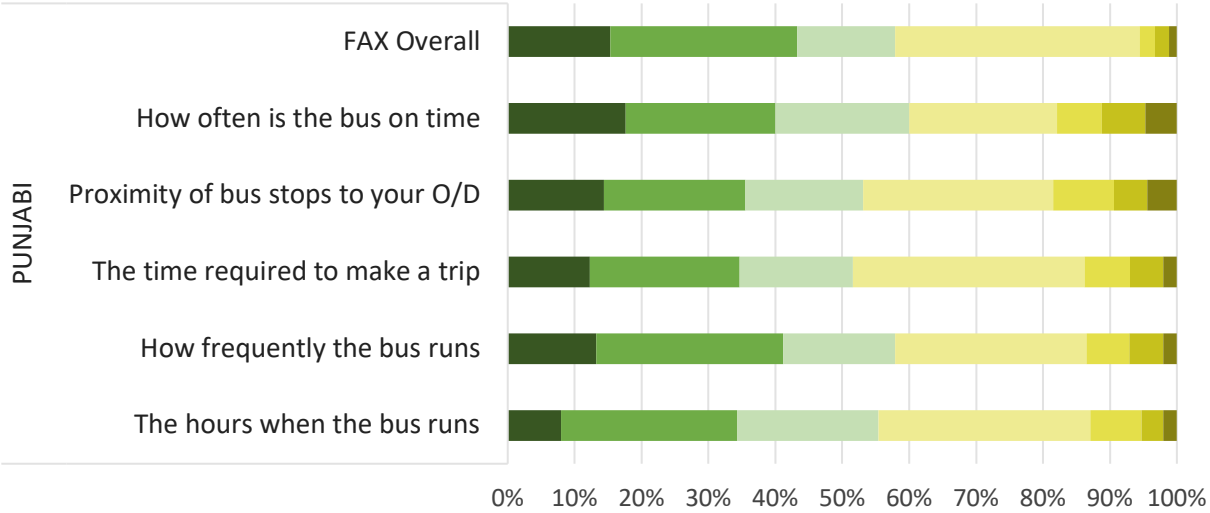
SERVICE RATINGS



	HMONG					
	The hours when the bus runs	How frequently the bus runs	The time required to make a trip	Proximity of bus stops to your O/D	How often is the bus on time	FAX Overall
6	4%	4%	11%	12%	2%	7%
5	15%	22%	19%	20%	23%	23%
4	54%	37%	37%	37%	19%	44%
3	15%	14%	19%	16%	32%	17%
2	12%	22%	12%	9%	19%	7%
1	1%	1%	3%	5%	5%	1%

Hmong and Punjabi (shown on the following page) riders tended to rate service aspects and FAX service overall lower than the onboard survey respondents. Hmong riders tended to give neutral ratings. These riders rated the proximity of bus stops to their origin/destination and the time required to make a trip the highest. Punjabi riders rated how often the bus is on time the highest.

Service Ratings - Punjabi



	PUNJABI					
	The hours when the bus runs	How frequently the bus runs	The time required to make a trip	Proximity of bus stops to your O/D	How often is the bus on time	FAX Overall
7	8%	13%	12%	14%	18%	15%
6	26%	28%	22%	21%	22%	28%
5	21%	17%	17%	18%	20%	15%
4	32%	29%	35%	28%	22%	36%
3	8%	6%	7%	9%	7%	2%
2	3%	5%	5%	5%	6%	2%
1	2%	2%	2%	4%	5%	1%

IMPROVEMENTS

Most important improvement	HMONG	PUNJABI
More frequent service on the route you ride most often	19%	25%
Better sidewalk access to bus stops	11%	20%
More routes with 15 minute service from 6 AM to 6 PM	6%	19%
Extended service to new areas of Fresno	13%	11%
Bus shelters at more bus stops	12%	11%
Realtime info displays at bus shelters	21%	9%
More frequent bus service on weekends	11%	4%
More late night bus routes that run until 1 AM	2%	2%
FAX bus stop at discounted price	2%	0%
Bike share stations at major FAX bus stops	2%	0%

Punjabi riders chose "More frequent service on the route you ride most often" as their most important improvement. When asked which route this is, 37% chose route 9, 32% chose route 20, and 25% chose route 22. This improvement was a close second most popular among Hmong riders and they chose routes 22 (40%), 41 (20%), and 28 (17%).

The most popular choice for Hmong riders was realtime information displays at bus shelters. In contrast, this improvement ranked 5th or 6th among FAX riders overall. The second most popular choice among Punjabi riders was better sidewalk access to bus stops. Again, this improvement ranked 8th for FAX riders overall. The discrepancy in preference between Hmong/Punjabi and the onboard survey respondents does not seem to be a result of the difference in age, since riders 55 and older that responded to the onboard survey also ranked these two improvements as low priority.

SERVICE IMPROVEMENT TRADEOFFS

	HMONG	PUNJABI
Bus runs every 15 min but stop is 1/2 mi away	81%	74%
Bus runs every 30 min but stop is 1/4 mi away	19%	26%

	HMONG	PUNJABI
Bus runs every 30 min, service area expanded	46%	30%
Bus runs every 15 min, same service area	54%	70%

	HMONG	PUNJABI
Buses run until 11 PM on most routes	35%	45%
Buses run until 1 AM only on most popular routes	65%	55%

	HMONG	PUNJABI
More frequent service on weekends, during current service hours	58%	57%
Later service on weekends, ending at 10 PM	42%	43%

Hmong and Punjabi riders mirrored the preference of all riders for more frequent service that is a ½ mile away. Punjabi riders showed more of a preference for more frequent service over an expanded service area, a tradeoff that FAX riders overall were split evenly on.

Hmong riders preferred that buses run until 1 AM only on most popular routes over buses running until 11 PM on most routes, which is also a tradeoff that FAX riders overall were split evenly on.

Both Hmong and Punjabi riders expressed a moderate preference for more frequent service on weekends during current service hours rather than later service on weekends, the opposite of FAX riders overall.

FAX
FRESNO AREA EXPRESS

TRANSIT PASSENGER SURVEY

Please check, circle, or write in your answers. *El cuestionario en español se encuentra en la parte posterior.*

Tell Us How You Use This Bus System

1. In what year did you first start riding FAX?
2017 2016 2015 2014 2013 2012 2011 or before

2. During the past week *(7 days)*, **on how many days have you ridden the bus?**
1 2 3 4 5 6 7

3. How many one-way trips will you make on the bus today? *(A one-way trip is from your origin to your destination, even if it takes more than one bus.)*
1 2 3 4 5 6 or more one-way trips

4. What is the main purpose of this bus trip today? *(circle one)*
1 ☐ Work
2 ☐ Elementary, Middle or High School
3 ☐ Shopping
4 ☐ College or Vocational School
5 ☐ Social services
6 ☐ Doctor or medical visit
7 ☐ Social or recreation
8 ☐ Other _____

Tell Us About Yourself

5. Do you have a valid driver's license? 1 ☐ Yes 2 ☐ No

6. Was a vehicle available for you to drive for the trip you are currently making? 1 ☐ Yes 2 ☐ No

7. How old are you? _____

8. Which of the following describe your employment status *(circle all that apply)*
1 ☐ Employed full time
2 ☐ Employed part time
3 ☐ College Student
4 ☐ Middle/HS Student
5 ☐ Not employed
6 ☐ Retired

9. What is the primary language you speak at home?
1 ☐ English 2 ☐ Spanish 3 ☐ Other _____

10. Which do you consider yourself? *(circle all that apply)*
1 ☐ African American/Black
2 ☐ Asian
3 ☐ Hispanic
4 ☐ White
5 ☐ Native American Indian
6 ☐ Other _____
7 ☐ Prefer not to declare

11. What is your approximate annual household income?
1 ☐ Less than $10,000
2 ☐ $10,000 to $14,999
3 ☐ $15,000 to $19,999
4 ☐ $20,000 to $24,999
5 ☐ $25,000 to $34,999
6 ☐ $35,000 to $49,999
7 ☐ $50,000 to $74,999
8 ☐ $75,000 to $100,000
9 ☐ More than $100,000
10 ☐ Don't know or prefer not to say

Tell us how you rate FAX service TODAY? *(Circle your rating)*

How do you rate FAX on…	7=Excellent						1=Poor
12. How often the bus is on time	7	6	5	4	3	2	1
13. How frequently the bus runs	7	6	5	4	3	2	1
14. The hours when the bus runs	7	6	5	4	3	2	1
15. How close bus stops are to the places you need to go	7	6	5	4	3	2	1
16. The time required to make a trip	7	6	5	4	3	2	1
17. How do you rate FAX OVERALL?	7	6	5	4	3	2	1

How important would each of these improvements be to YOU?

Circle your rating	7=Very Impt.						1=Not Impt.
18. Bike Share stations at major FAX bus stops	7	6	5	4	3	2	1
19. More frequent bus service on weekends	7	6	5	4	3	2	1
20. Better sidewalk access to bus stops	7	6	5	4	3	2	1
21. Realtime info displays at bus shelters	7	6	5	4	3	2	1
22. Extended service to new areas of Fresno	7	6	5	4	3	2	1
23. Bus shelters at more bus stops	7	6	5	4	3	2	1
24. Coordinated Uber/Lyft/Taxi service to reach the nearest FAX bus stop at discounted price	7	6	5	4	3	2	1
25. More late night bus routes that run until 1 AM	7	6	5	4	3	2	1
26. More routes with 15 minute service from 6 AM to 6 PM	7	6	5	4	3	2	1
27. More frequent service on the route you ride most often	7	6	5	4	3	2	1

Which Route? _____

28. If FAX could make <u>only one</u> of these improvements, which would be most importantant to you personally?
18 19 20 21 22 23 24 25 26 27

Tell us which types of service you would prefer

FAX has limited resources and must choose between service improvements. Following are some tradeoffs they might have to make. Check the box in front of the option you would prefer from each pair.

29. 1 ☐ **A bus that runs every 15 minutes, but the bus stop is 1/2 mile away.** ***OR*** 2 ☐ **A bus that runs every 30 minutes, but the bus stop is 1/4 mile away.**

30. 1 ☐ **Bus routes that run every 30 minutes and are expanded to serve areas of Fresno not currently served.** ***OR*** 2 ☐ **Buses that run every 15 minutes but only operate in the current FAX service area.**

31. 1 ☐ **Buses run until 11 PM on most routes.** ***OR*** 2 ☐ **Buses run until 1 AM only on most popular routes.**

32. 1 ☐ **More frequent service on the weekends, during the hours currently served.** ***OR*** 2 ☐ **Later service on weekends, so that the last buses depart the end of the route at 10 PM.**

33. Have you used Uber or Lyft in the City of Fresno during the past month?
1 ☐ Yes 2 ☐ No

34. If yes, for what trip purpose*(s)* **have you used Uber/Lyft?**
1 ☐ Work
2 ☐ School
3 ☐ Shopping
4 ☐ Medical
5 ☐ Other _____

35. If yes to 33, about bout how many times do you use Uber or Lyft each week? _____ rides per week

What one change would you most like FAX to make?

_____

_____

_____

_____

_____

Please return the questionnaire to the surveyor on the bus, or to any FAX bus driver today. THANK YOU!

FAX
FRESNO AREA EXPRESS

ENCUESTA DE PASAJEROS DE TRÁNSITO

Por favor marque, circule o escriba sus respuestas.

Cuéntenos cómo se utiliza este sistema de autobuses

1. ¿En qué año comenzaste a usar FAX por primera vez?
2017 2016 2015 2014 2013 2012 2011 o antes

2. Durante la semana pasada *(7 días)*, **¿cuántos días ha usado el autobús?**
1 2 3 4 5 6 7

3. ¿Cuántos viajes de un sentido hará en el autobús hoy? *(Un viaje de un sentido es desde su origen hasta su destino, incluso si toma más de un autobús).*
1 2 3 4 5 6 o más viajes de un sentido

4. ¿Cuál es el objetivo principal de este viaje en autobús hoy? *(circule uno)*
1 ☐ Trabajo
2 ☐ Escuela primaria, media o secundaria
3 ☐ Compras
4 ☐ Colegio o escuela vocacional
5 ☐ Servicios sociales
6 ☐ Visita médica o doctor
7 ☐ Social o recreación
8 ☐ Otro _____

Cuéntanos acerca de tí

5. ¿Tiene una licencia de conducir válida? 1 ☐ Sí 2 ☐ No

6. ¿Había un vehículo disponible para que manejara para el viaje que está realizando actualmente? 1 ☐ Sí 2 ☐ No

7. ¿Cuantos años tienes? _____

8. ¿Cuál de los siguientes describe su estado de empleo? *(circule todos los que correspondan)*
1 ☐ Empleado tiempo completo
2 ☐ Empleado medio tiempo
3 ☐ Estudiante universitario
4 ☐ Estudiante de HS/Secundaria
5 ☐ Desempleado
6 ☐ Jubilado

9. ¿Cuál es el idioma principal que hablas en casa?
1 ☐ Inglés 2 ☐ Español 3 ☐ Otro _____

10. ¿Cuál te consideras tú? *(circule todos los que correspondan)*
1 ☐ Afroamericano/Negro
2 ☐ Asiático
3 ☐ Hispano
4 ☐ Blanco
5 ☐ Indio Nativo Americano
6 ☐ Otro _____
7 ☐ Prefiero no declarar

11. ¿Cuál es su ingreso familiar anual aproximado?
1 ☐ Menos de $10,000
2 ☐ $10,000 a $14,999
3 ☐ $15,000 a $19,999
4 ☐ $20,000 a $24,999
5 ☐ $25,000 a $34,999
6 ☐ $35,000 a $49,999
7 ☐ $50,000 a $74,999
8 ☐ $75,000 a $100,000
9 ☐ Menos de $100,000
10 ☐ No se o prefiero no decir

Cuéntanos cómo calificas el servicio de FAX HOY? *(Circule su calificación)*

¿Cómo califica FAX en …	7=Excelente						1=Malo
12. Frecuencia que el autobús está a tiempo	7	6	5	4	3	2	1
13. Frecuencia que corre el autobús	7	6	5	4	3	2	1
14. Las horas cuando el autobús corre	7	6	5	4	3	2	1
15. Cercania de las paradas de autobús a lugares que necesitas ir	7	6	5	4	3	2	1
16. Tiempo requerido para hacer un viaje	7	6	5	4	3	2	1
17. ¿Cómo califica FAX en GENERAL?	7	6	5	4	3	2	1

¿Qué tan importante sería para ti cada una de estas mejoras?

Circule su calificación	7=Muy importante						1=No importante
18. Estaciones de Bike Share en el las principales paradas de FAX	7	6	5	4	3	2	1
19. Servicio más frecuente los fines de semana	7	6	5	4	3	2	1
20. Mejor acceso a la acera a las paradas	7	6	5	4	3	2	1
21. Información Realtime en paradas techadas	7	6	5	4	3	2	1
22. Servicio extendido a nuevas áreas de Fresno	7	6	5	4	3	2	1
23. Más paradas de autobús techadas	7	6	5	4	3	2	1
24. Servicio coordinado de Uber/Lyft/Taxi para llegar a la parada de autobús FAX más cercana a precio rebajado	7	6	5	4	3	2	1
25. Más rutas de autobús nocturno que corren hasta la 1 AM	7	6	5	4	3	2	1
26. Más rutas con 15 minutos de servicio de 6 AM a 6 PM	7	6	5	4	3	2	1
27. Servicio más frecuente en la ruta que viaja más a menudo	7	6	5	4	3	2	1

¿Qué ruta? _____

28. Si FAX solo pudiera hacer <u>solo una</u> de estas mejoras, ¿cuál sería la más importante para usted personalmente?
18 19 20 21 22 23 24 25 26 27

Díganos qué tipo de servicio preferiría

FAX tiene recursos limitados y debe elegir entre las mejoras del servicio. A continuación hay algunas ventajas y desventajas que podrían tener que hacer. Marque la casilla en frente de la opción que prefiera de cada par.

29. 1 ☐ **Un autobús que sale cada 15 minutos, pero la parada está a 1/2 milla de distancia.** ***O*** 2 ☐ **Un autobús que sale cada 30 minutos, pero la parada de autobús está a 1/4 de milla.**

30. 1 ☐ **Rutas de autobuses que corren cada 30 minutos y se expanden para servir a las áreas de Fresno que actualmente no se sirven.** ***O*** 2 ☐ **Autobuses que funcionan cada 15 minutos pero solo operan en el área de servicio de FAX actual.**

31. 1 ☐ **Autobuses que funcionan hasta las 11 PM en la mayoría de las rutas.** ***O*** 2 ☐ **Autobuses que funcionan hasta la 1 AM solo en las rutas más populares.**

32. 1 ☐ **Servicio más frecuente los fines de semana, durante las horas que se sirven actualmente.** ***O*** 2 ☐ **Servicio mas tarde los fines de semana, para que los últimos autobuses salgan del final de la ruta a las 10 PM.**

33. ¿Ha usado Uber o Lyft en la ciudad de Fresno durante el último mes?
1 ☐ Sí 2 ☐ No

34. En caso que sí, ¿para qué propósito*(s)* de viaje usó Uber/Lyft?
1 ☐ Trabajo
2 ☐ Escuela
3 ☐ Compras
4 ☐ Medico
5 ☐ Otro _____

35. Si la respuesta es sí a 33, ¿aproximadamente cuántas veces usa Uber o Lyft cada semana? _____ paseos por semana

¿Qué cambio singular le gustaría más que FAX hiciera?

_____

_____

_____

_____

Por favor devuelva el cuestionario al encuestador en el autobús, o a cualquier conductor de bus FAX el día de hoy. ¡GRACIAS!

Appendix E

Driver Survey Results

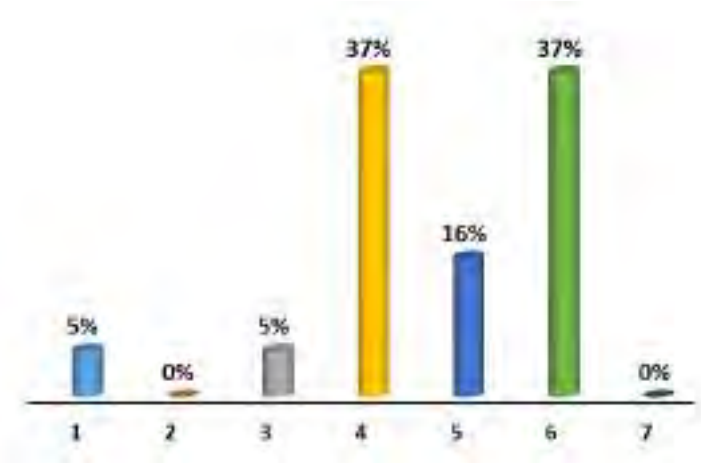
Driver Survey Results

A parallel survey of drivers was conducted by FAX, using selected questions from the on-board passengers, as well as questions to elicit drivers' ideas for improving service in conjunction with the Route Restructuring. Nineteen drivers participated in the survey. Questions and tabulated summary of responses follow.

Tell us how you rate FAX service TODAY?

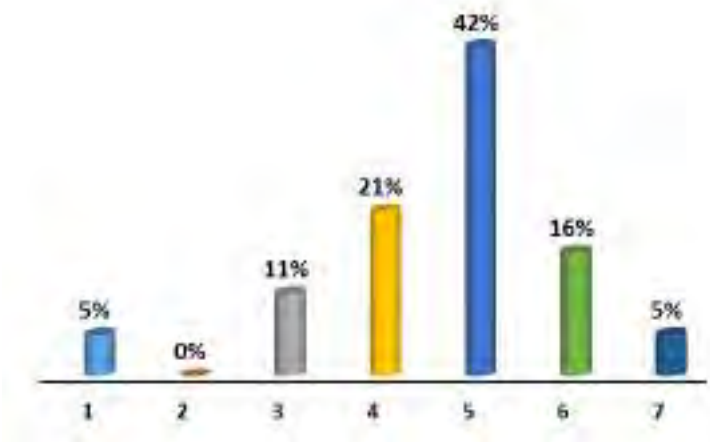
KEY: 7=Excellent 1=Poor

How often the bus is on time



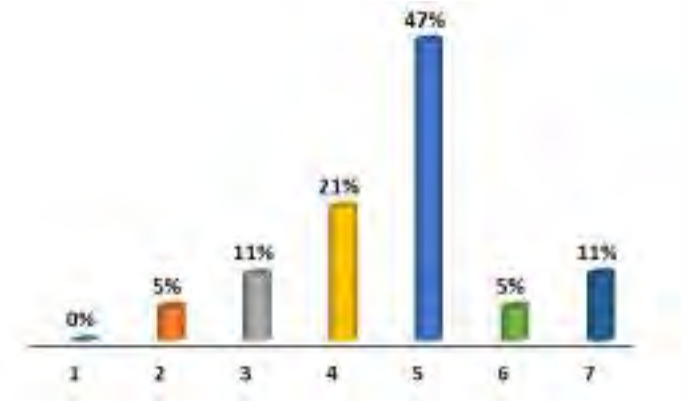
(19 Responses)

How frequently the bus runs



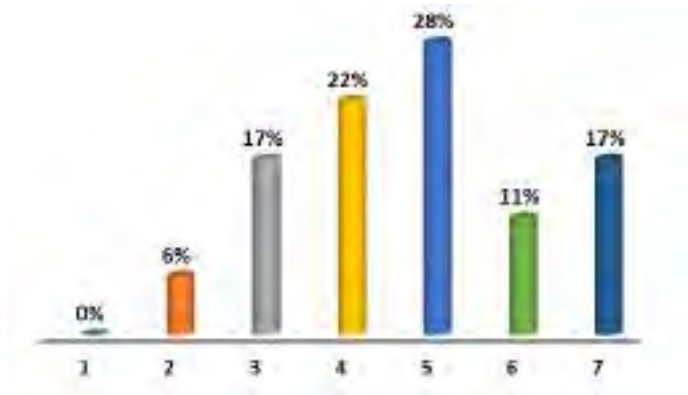
(19 Responses)

The hours when the bus runs



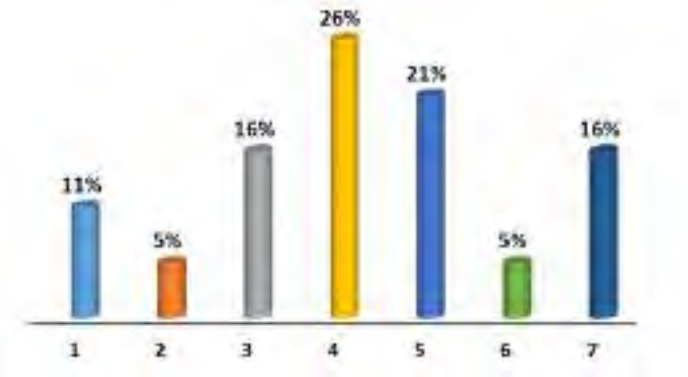
(19 Responses)

How close bus stops are to the places you need to go



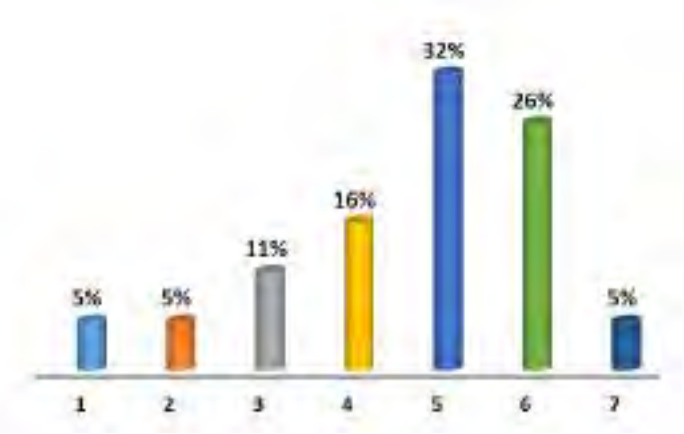
(18 Responses)

The time required to make a trip



(19 Responses)

How do you rate FAX OVERALL?

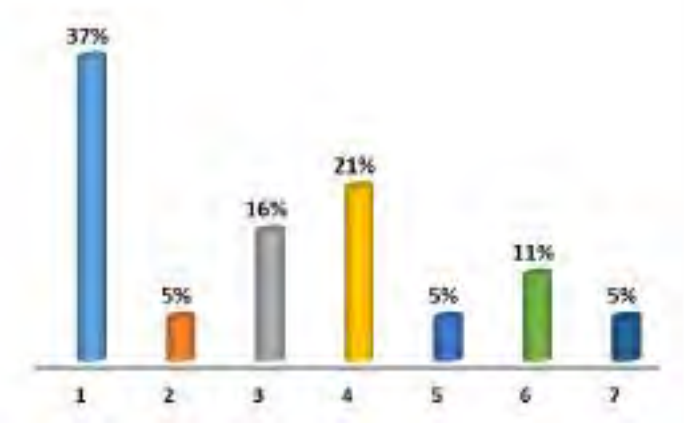


(19 Responses)

How important would each of these improvement be to YOU?

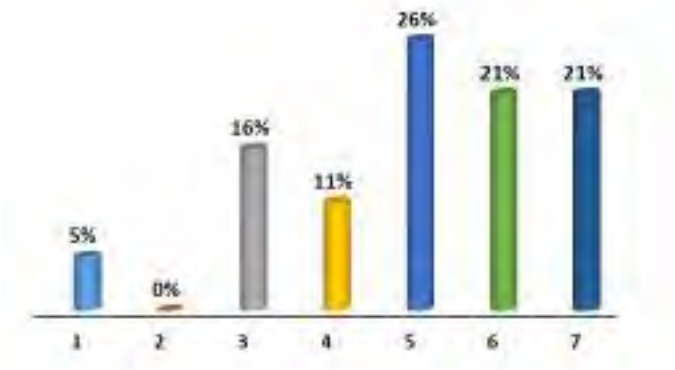
7=Very Important 1=Not important

Bike Share stations at major FAX bus stops



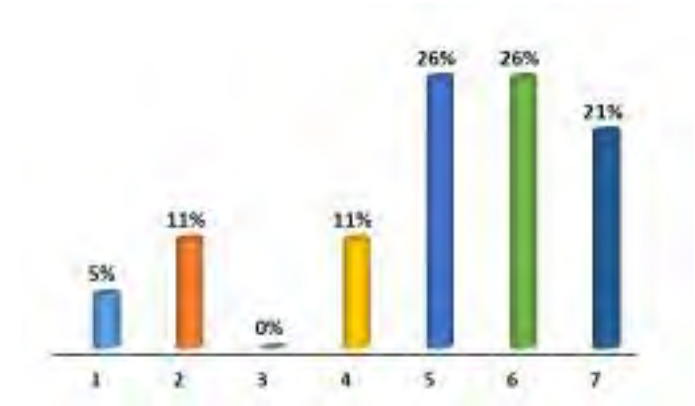
(19 Responses)

More frequent bus service on weekend



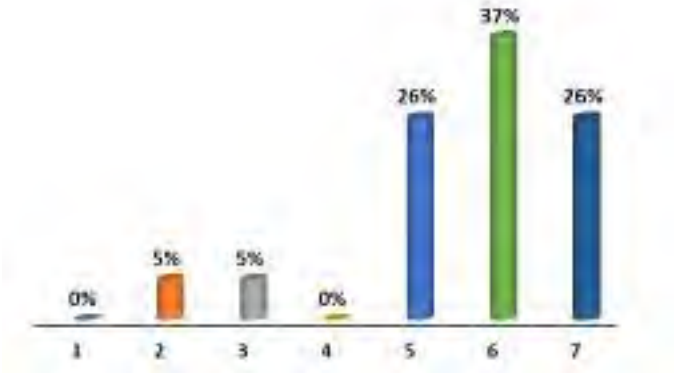
(19 Responses)

Better sidewalk access to bus stops



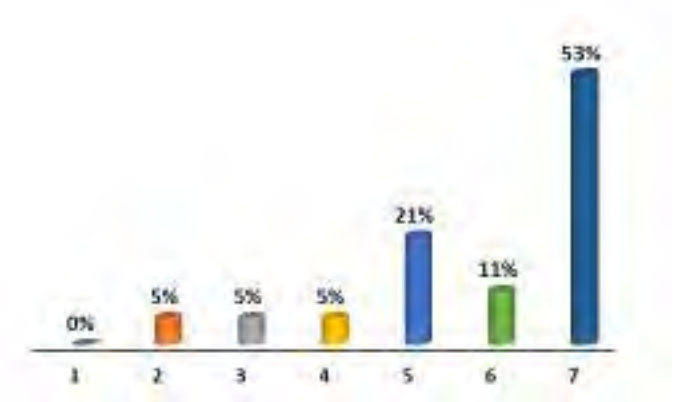
(19 Responses)

Realtime info displays at bus shelters



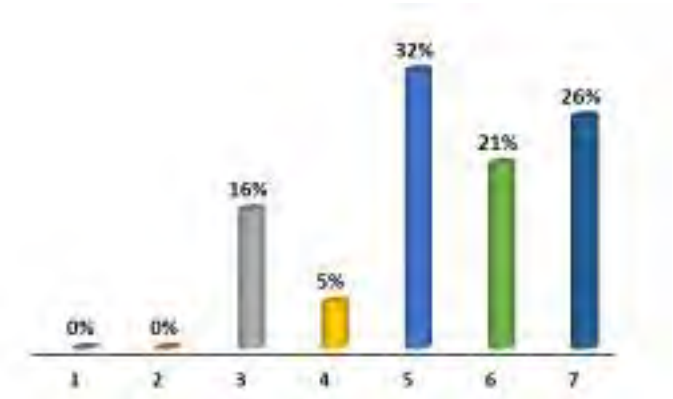
(19 Responses)

Extended service to new areas of Fresno



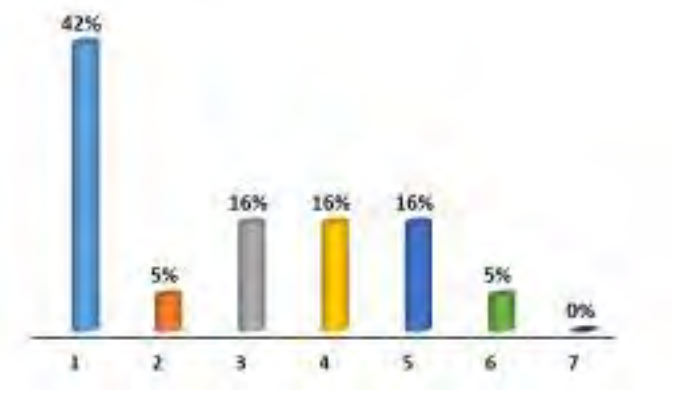
(19 Responses)

Bus shelters at more bus stops



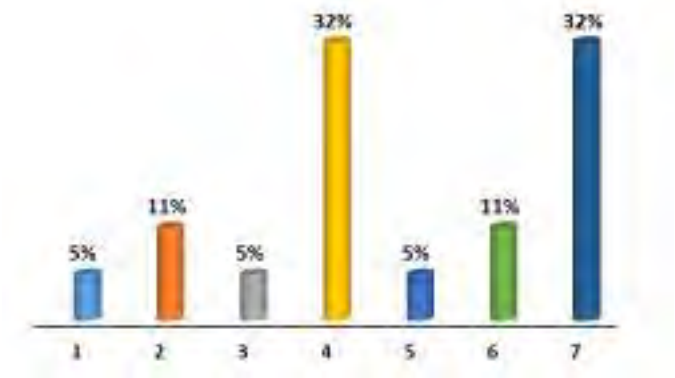
(19 Responses)

Coordinated Uber/Lyft/Taxi service to reach the nearest FAX bus stop at discounted price



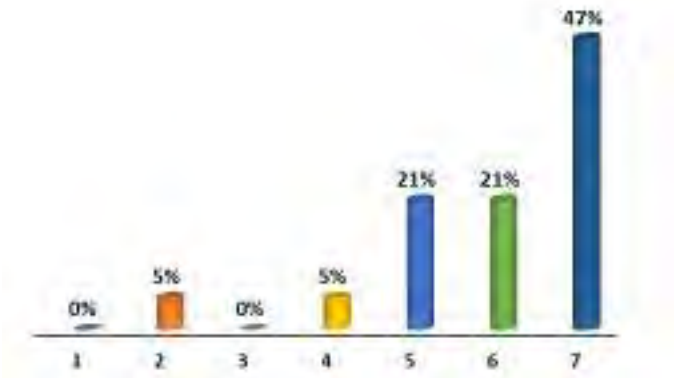
(19 Responses)

More late night bus routes that run until 1 AM



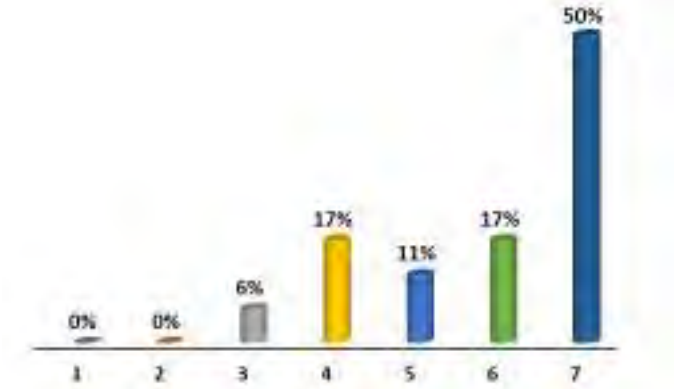
(19 Responses)

More routes with 15 minute service from 6 AM to 6 PM



(19 Responses)

More frequent service on the route you ride most often. Which Route?



(18 Responses)

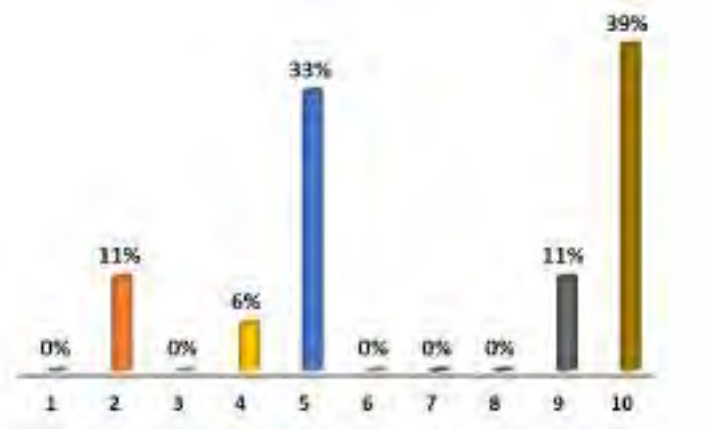
Routes as listed by respondents (13 responses):

- ✓ 34
- ✓ 9, 28, 32, 38, 41
- ✓ 32
- ✓ 45
- ✓ 32
- ✓ All
- ✓ 26
- ✓ 45
- ✓ 45, 39, 26, 41, 32
- ✓ 45, 26, 58
- ✓ 34
- ✓ 45
- ✓ 45

Route 45 listed 6x; 32, 4x; 34, 2x; 26, 2x; 41, 1x; 38, 1x; 28 1x; 9, 1x

More If FAX could make <u>only one</u> of these improvements, which would be most important to you personally?

1. Improvement #18
2. Improvement #19
3. Improvement #20
4. Improvement #21
5. Improvement #22
6. Improvement #23
7. Improvement #24
8. Improvement #25
9. Improvement #26
10. Improvement #27



(18 Responses)

More frequent service on the route you ride (drive) most often and extended service into new areas of Fresno were listed as the top improvement by 7 and 6 drivers respectively. Two drivers on time performance and more 15-minute service as top improvements. One listed real time info at stops.

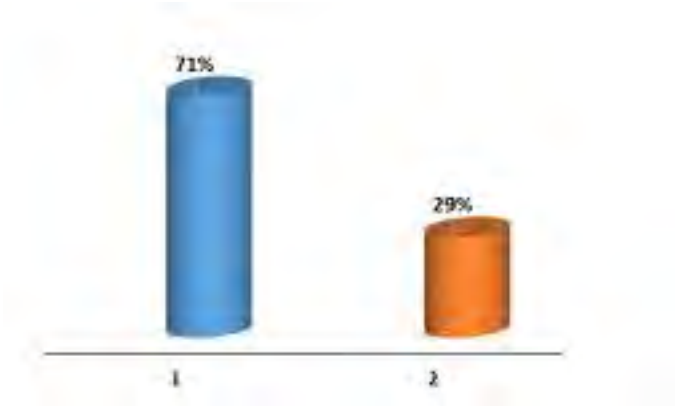
Tell us which types of service you would prefer?

FAX has limited resources and must choose between service improvements. The following are some tradeoffs they might have to make. Check the box in front of the option you would prefer from each pair.

1) A bus that runs every 15 minutes, but the bus stop is ½ mile away

OR

2) A bus that runs every 30 minutes, but the bus stop is ¼ mile away

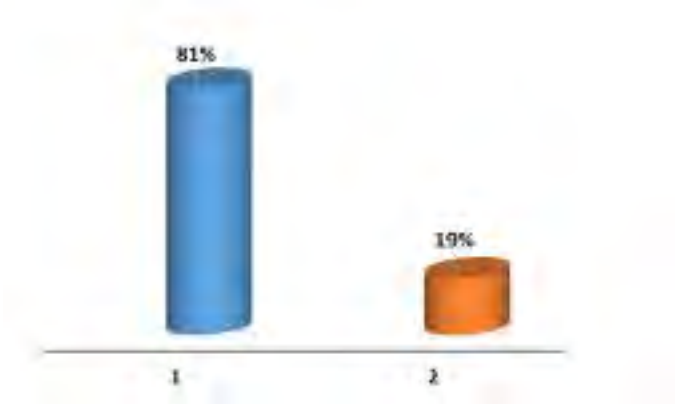


(17 Responses)

1) Bus routes that run every 30 minutes and are expanded to serve areas of Fresno not currently served

OR

2) Buses that runs every 15 minutes but only operate in the current FAX service area

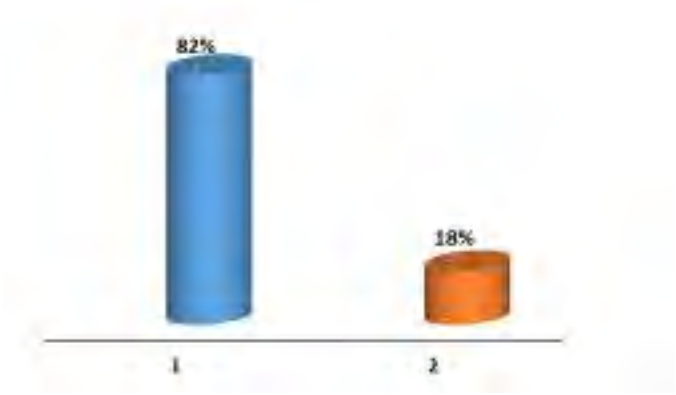


(16 Responses)

1) Buses run until 11 PM on most routes

OR

2) Buses run until 1 AM only on most popular routes

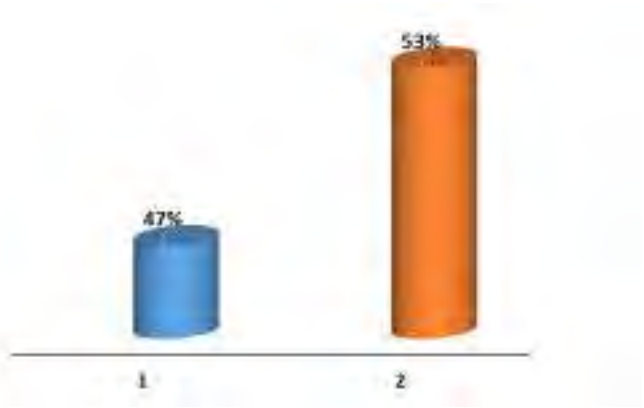


(17 Responses)

1) More frequent service on the weekends, during the hours currently served

OR

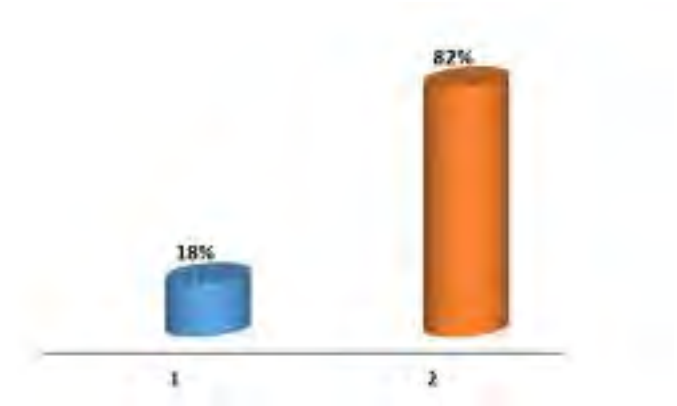
2) Later service on weekends, so that the last buses depart the end of the route at 10 PM



(17 Responses)

Have you used Uber of Lyft in the City of Fresno during the past month?

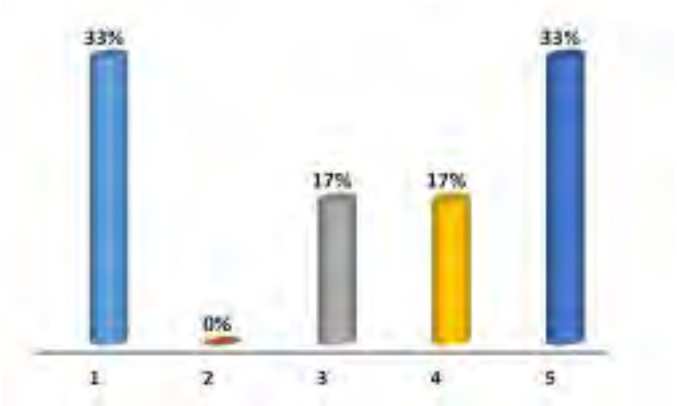
1. Yes
2. No



(17 Responses)

If yes, for what trip purpose(s) have you used Uber/Lyft?

1. Work
2. School
3. Shopping
4. Medical
5. Other



(6 Responses)

If yes to 33, about how many times do you use Uber or Lyft each week? _____rides per week

Number of rides per week listed by respondents (3 responses):

- ✓ 1 per week
- ✓ 3-4 per week
- ✓ 4 + per week

What one change would you most like FAX to make?

Changes listed by respondents (12 responses):

- ✓ There needs to be a certain level of odor control/cleanliness in detail inside the bus. We need more buses
- ✓ Fixed route times from point "A" to point "B" so buses are not running late all the time
- ✓ Allow the buses that cross to be closer together so I don't have to wait so long to transfer
- ✓ Make Route 45 30 minute run
- ✓ Late service on weekends
- ✓ Make every route 15-20 minute service. Route 45 should be 30 minute service every day. Les stops on all routes. Also make a reloadable bus pass
- ✓ On time service
- ✓ Expand service areas
- ✓ Most routes 15 minute service
- ✓ On time buses
- ✓ More bus rule announcements. More officers on the buses so that passengers feel safer
- ✓ Start early on weekends