



City of Fresno Department of Transportation Fresno Area Express (FAX) 2025 Title VI Program

Federal Recipient Identification Number: 1649

Developed August 2025

Proposed for adoption by the Fresno City Council: October 16, 2025

Proposed for submittal to:

Region 9 Office
Federal Transit Administration
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December 1, 2025

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INTRODUCTION

Fresno Area Express (FAX) is pleased to present its triennial Title VI Program submission covering the period from July 1, 2022 to June 30, 2025 to the Federal Transit Administration (FTA) Office of Civil Rights. FAX provides fixed-route and paratransit services in Fresno, California, with some service extending into nearby communities. The City of Fresno's Transportation Department, also known as FAX, provided more than nine million annual passenger trips (FY 2024), the majority of which are provided directly to minority and disadvantaged individuals.

This Title VI Program reviews the practices and operations of FAX for compliance with Title VI of the Civil Rights Act of 1964. This Program update has been prepared in accordance with the FTA circular 4702.1B dated October 1, 2012. Title VI of the Civil Rights Act states the following:

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

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

The City of Fresno/FAX 2025 Title VI Program consists of two sections. The first section, General Reporting Requirements, contains information concerning Title VI assurances; Title VI Program requirements for FAX; notification of protections afforded by Title VI; Title VI complaint procedures and form; active complaints, investigations, and lawsuits; public participation; and meaningful access for Limited-English Proficiency (LEP) persons.

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

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

The appendices contained at the end of the 2025 Title VI Program include a sample page from the FAX schedule guide; a signed FTA Civil Rights Assurance; the FAX fixed-route service map; a low-income population distribution map of the Fresno-Clovis Metropolitan



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Area (FCMA); a population and racial distribution chart of the FCMA; a population distribution of LEP persons; the current membership listing of the Social Service Transportation Advisory Council (SSTAC); summary data specific to the Fall 2024 customer satisfaction surveys and survey instruments; the public notice to transit users of their Title VI rights; the FAX Title VI complaint form to be used when filing a complaint; the Title VI Program approval by the City of Fresno city council; FAX 2023 Service Equity Analysis; all Title VI workshop materials relating to the 2025 Title VI Plan update, the FAX Language Assistance Plan (LAP) training materials, and Title VI Program update surveys.

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

I. GENERAL REPORTING REQUIREMENTS

Title VI General Reporting Requirements include the following:

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

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

A. Annual Title VI Certification and Assurance

In accordance with 49 CFR Section 21.7(a), the City of Fresno/FAX has in the past submitted its annual Title VI assurances via TEAMWEB as part of its annual Certifications and Assurances submission to the FTA. With the implementation of the new grant management system, the 2025 Title VI assurance will be submitted as part of the annual Certifications and Assurances via the Transit Asset Management System (TrAMS). A signed FTA Civil Rights statement assures all of the records and other information required under FTA Circular 4702.1B dated October 1, 2012 is retained at the FAX administration office in Fresno (Appendix B).

B. Title VI Program Submission

In compliance with 49 CFR Section 21.9(b), the City of Fresno/FAX is submitting its triennial Title VI report for the period covering July 1, 2022 to June 30, 2025, to the FTA, Office of Civil Rights. The program submission includes the following as required by Circular 4702.1B:

1. The City/FAX Title VI notice to the public.
2. Instructions for the public on how to file a Title VI complaint.
3. List of any active Title VI investigations, complaints, and/or lawsuits.

4. FAX public participation plan.
5. FAX language assistance plan.
6. Additional information regarding transit specific requirements.

C. Notification of Protection under Title VI

FAX publishes a schedule guide that is updated up to five times annually. The schedule guide is available onboard all FAX buses and at the Manchester Transit Center (major transfer station). Pages 10 and 11 of the schedule guide contain the Title VI statement in English and Spanish, including FAX contact information for additional information (Appendix A). Bus placards informing passengers of their Title VI public rights (Appendix K) are posted onboard all FAX fixed-route buses. Title VI notification is also posted in the reception areas at the FAX administration office, the Manchester Transit Center, and the Handy Ride paratransit office. In addition, this information is available electronically in English and Spanish, on the City of Fresno's website at:

<https://www.fresno.gov/transportation/fax/title-vi-non-discrimination-policy/>

D. Title VI Complaint Procedures

FAX Title VI Policy

The City of Fresno/FAX is committed to ensuring no individual or organization is excluded from participation in; denied the benefits of its programs, activities, or services; or subject to discrimination on the basis of race, color, or national origin, according to Title VI of the Civil Rights Act of 1964, as amended. To that end, every department, division, and employee of FAX is responsible for carrying out FAX's commitment to non-discrimination.

This includes the following:

- To ensure that the same level and quality of transportation services are provided to all, regardless of race, color, or national origin;
- To promote full and fair participation in transportation decision making; and
- To provide meaningful access to FAX services, programs, and activities by persons with limited English proficiency. FAX management is responsible for providing leadership, direction, and policy to ensure compliance with Title VI.

Complaint Procedure

Any person who believes he or she has been excluded from participation in or denied the benefits of the FAX programs, activities, or services due to discrimination based on race, color, or national origin may file a complaint with FAX within 180 days from the date of the alleged discrimination. The FAX Title VI Complaint Form (Appendix M) is available online in both English and Spanish and must be returned to FAX to begin a Title VI investigation.

The form can be downloaded at:

<https://www.fresno.gov/transportation/fax/title-vi-non-discrimination-policy/>.

There are several ways to file a complaint:

- **By mail** – Addressed to Fresno Area Express, Title VI Coordinator, 2223 “G” Street, Fresno, CA 93706;
- **On-line** – at <https://www.fresno.gov/transportation/online-complaint-form/>
- **By phone** – By calling (559) 621-RIDE (7433) or dialing 711 California Relay Service for assistance filling out the Complaint Form; or
- **In person** – By visiting either the Manchester Transit Center (MTC) at 3590 N. Blackstone Avenue, Fresno, CA 93726 or the FAX Administrative Office at 2223 “G” Street, Fresno, CA 93706.

If an individual needs assistance completing the complaint form by phone or in person, FAX staff is available to help.

Once a complaint is filed, the FAX Title VI Coordinator will record the complaint in the FAX Title VI Complaint Log and in the FAX Complaints Database as a Title VI Complaint. The Coordinator will then notify the Senior Administrative Clerk.

Upon determining that the claim raises a Title VI issue, a Title VI investigation will be undertaken. The Title VI Coordinator will send a letter to the individual to notify the complainant that FAX will investigate the claim, copying the City Attorney’s office for its files and assistance. It is FAX’s intent to communicate with the complainant throughout the Title VI complaint review process, regardless of the outcome of the investigation.

The Title VI Coordinator will work directly with the appropriate supervisor. The Title VI Coordinator and/or the supervisor may interview any individuals named as witnesses and any other individuals who may have information. The Title VI Coordinator and/or supervisor may review relevant documentation. Failure of the complainant to respond to requests for information from the Title VI Coordinator and/or supervisor may result in closure of the complaint. Staff shall complete their investigation no later than 60 calendar days after the date FAX received the signed Title VI Complaint Form. If more time is required, the Title VI Coordinator shall notify the complainant of the estimated timeframe for completing the review.

If it is found that there is or has been a violation of Title VI, staff will identify immediate remediation for consideration by the Director of Transportation and/or the City Manager. FAX will send a letter via certified mail to the complainant stating the outcome of the investigation. If a violation exists, the complainant will be advised that the appropriate level of action has been undertaken. Additionally, staff may recommend improvements to FAX’s processes relative to Title VI, as appropriate. Conversely, if the claim is invalid, in error, or does not represent a Title VI violation, the Title VI Coordinator will send a letter via certified mail to the complainant with their findings.

If the complainant disagrees with the response, they may request reconsideration by submitting the request in writing to the Director of Transportation within 10 calendar days after receipt of the response. The request for reconsideration shall be sufficiently detailed to contain any items the complainant feels were not fully understood by the Title VI Coordinator and/or other staff reviewing the claim. The Director of Transportation or designee will notify the complainant of their decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Director of Transportation or designee agrees to reconsider, the matter shall be returned to the Title VI Coordinator to re-evaluate re-following the steps noted above.

If the claim is not related to Title VI, but instead to other issues, the Title VI Coordinator will send the complaint back to the Senior Administrative Clerk to send it to the appropriate department or FAX division for resolution and will send a letter to the complainant explaining the process. Divisions/Departments that are responsible for the resolution of the claim are responsible to investigate the non-Title VI complaint and respond to the complainant. Although FAX management strives to promptly resolve all complaints, this process will differ depending on the complexity of the complaint, the individuals involved, and other factors.

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

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

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

Further information, including the federal complaint form, is available at <https://www.transit.dot.gov>.

E. Active Lawsuits and Complaints

FAX was the recipient of no active investigations, complaints, or lawsuits with respect to Title VI during the period of July 1, 2022, through June 30, 2025. FAX has not received any complaints which allege discrimination on the basis of race, color, or national origin and is not currently involved in any active lawsuits alleging discrimination.

F. Public Participation

Requirement

Recipients must develop a Public Participation Plan, including information about outreach methods to engage minority and LEP persons, as well as a summary of outreach efforts made subsequent to the prior Title VI Program submission. FAX promotes a proactive approach in reaching out to the public for comments on potential transit issues, such as service or fare changes, construction projects, technology upgrades and additions, and other important decisions affecting the passengers' experience. Transparency in decision-making and open lines of communication ensure all stakeholders in the community have an opportunity to contribute to the process.

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

Outreach Philosophy

FAX emphasizes involvement with the public in its planning process and looks for inclusive and collaborative participation in its decision-making. FAX's goal is to make decisions regarding plans, projects, and service and fare changes only after providing opportunities for public comment and input, including for all fare changes regardless of the amount of increase or decrease (except temporary fare reductions that last six months or less), and for all major service changes (except demonstration services, changes to routes due to natural or catastrophic disasters, short route detours, and special event routing). FAX analyzes any feedback received to mitigate concerns brought forth. All perspectives should be considered, and FAX conducts proactive ongoing outreach, as well as project- and proposal-specific outreach.

FAX has participated and provided information at the following outreach events since its prior Title VI Plan submission:

1. Pop-up tents at heavily-used transit stops.
2. Employer sponsored job, transit, and health fairs.
3. Community events, such as parades and back-to-school events.
4. School presentations.
5. Take-one brochures.
6. Informational signage inside FAX buses, at transit kiosks, and via digital message signs at Bus Rapid Transit (BRT) stations.
7. Web postings and FAX newsletters.
8. Media releases and advertisement in local newspapers.
9. Social media (Facebook, X, and Instagram).
10. Presentations at affordable housing complexes.
11. Print advertisements and other public notices.
12. Car cards.
13. Community meetings.

Ongoing Public Engagement

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

Exhibit 1 Public Engagement Contact List

Organization
ACLU Fresno Chapter
Active Transportation Advisory Committee
Amazon
America Works
Bethany Christian Services
BPAC
Building Industry Association
California Avenue Neighborhood, Fresno Housing Authority
California Council of the Blind, Fresno
California Regional Medical Center
California Rural Legal Assistance Foundation
California State University, Fresno Rehabilitation Counseling Program
Caltrans District 6
Catholic Diocese of Fresno
Center for Community Transformation, Fresno Pacific University
Central California Asthma Collaborative
Central California Hispanic Chamber of Commerce
Central California Legal Services
Central Valley Air Quality Coalition
Central Valley Regional Center
Central Valley Community Foundation
Centro Binacional Para el Desarrollo Indígena Oaxaqueño
Centro La Familia Advocacy, Inc.
City of Clovis
City of Fresno
City of Fresno Department of Transportation
City of Fresno PARCS
Community and Neighborhood Centers:
Dickey Youth Development Center
Einstein Neighborhood Center
El Dorado Neighborhood Center
Fink-White Neighborhood Center

Organization
Frank H. Ball Neighborhood Center
Highway City Neighborhood Center
Holmes Neighborhood Center
Lafayette Neighborhood Center
Mary Ella Brown Community Center
Maxie L. Parks Community Center
Melody Neighborhood Center
Mosqueda Community Center
Pinedale Community Center
Quigley Neighborhood Center
Romaine Neighborhood Center
Sunset Neighborhood Center
Ted C. Wills Community Center
Community Food Bank
Community Health System
Cultiva La Salud
Council on American-Islamic Relations (CAIR)
Court Appointed Special Advocates
Deaf and Hard of Hearing Service Center, Inc.
Department of Rehabilitation
Downtown Fresno Partnership
Every Neighborhood Partnership
Fresno Arts Council
Fresno Center for New Americans
Fresno Chamber of Commerce
Fresno Council of Governments
Fresno County Bicycle Coalition
Fresno County Department of Social Services
Fresno County Rural Transit Agency
Fresno Downtown Partnership
Fresno Economic Development Corporation
Fresno Economic Opportunities Commission
Fresno Housing Authority
Fresno Housing Alliance
Fresno Interdenominational Refugee Ministries
Fresno Irrigation Department
Fresno Metro Black Chamber of Commerce
Fresno Metro Ministry
Fresno Regional Workforce Investment Board
Fresno Street Saints

Organization
Fresno-Madera Area Agency on Aging (FMAAA)
Greater Fresno Area Chamber of Commerce
Habitat for Humanity
Housing Authorities of City and County of Fresno
I Bike Fresno
Jakara Movement
Latino Coalition for a Healthy California
Leadership Counsel for Justice and Accountability
Manchester Transit Center
Proteus, Inc.
Resources for Independence, Central Valley
Saint Rest Economic Development Corporation
School Districts/Higher Education Institutions:
California State University, Fresno
Central Unified School District
Clovis Unified School District
Clovis Community College
Fresno City College
Fresno County Office of Education
Fresno Pacific University
Fresno Unified School District
State Center Community College District
Southeast Fresno Community Economic Development Association
Stone Soup
Tree Fresno
Transform Fresno
United Way of Fresno County
Valley Center for the Blind
West Fresno Family Resource Center
Westside Church of God
Workforce Connections
Yonas Paulos (Advocate for Homeless Veterans)
Youth Organizations:
Boys and Girls Club of Fresno
Building Healthy Communities - Youth Engagement Team
Center for Multicultural Cooperation
Fresno Boys and Men of Color (BMoC)
The kNow Youth Group

In addition to engaging community groups, FAX seeks ongoing feedback from the public. Comments can be submitted at any time throughout the year on the FAX website, social media (Facebook and Instagram), by phone through a live customer service agent or other staff member, or by mail or in-person to the FAX administrative office. The FAX website is updated regularly with information on projects to encourage the public to comment on these proposals. When financially and resource-feasible, FAX seeks information from current and prospective riders through onboard or online surveys. These surveys are usually conducted every two to three years. The data is collected and analyzed for inclusion in the most current service or project plans. The most recent customer surveys for fixed-route transit and Handy Ride paratransit services were conducted in Fall 2024 (Appendices H and I).

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

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

Outreach Regarding Major Service or Fare Changes

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

Definition of Title VI Major Service Change, Disparate Impact, and Disproportionate Burden Policy

FAX must ensure that there is Title VI consideration whenever there is a change in fares or a change in service that could affect minority or low-income communities. The purpose of conducting fare and service equity analyses prior to implementing changes is to determine whether the planned changes will have a disparate impact on the basis of race, color, or national origin, or disproportionate burdens on the basis of income. This section summarizes the definitions of major service changes, disparate impacts, and disproportionate burdens as adopted by the Fresno City Council in August 2018 and described in detail in Appendix L (Title VI Major Service Change, Disparate Impact, and Disproportionate Burden Policy).

A. Major Service Change

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

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

B. 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.

C. 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.

All FAX outreach and participation efforts are emphasized with a focus on the following:

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

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

Stakeholder Meetings

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

Pop-Up Meetings at Heavily Used Bus Stops

More recently, FAX has adopted the approach of “going to our passengers” by holding bilingual pop-up tent meetings at the most heavily used bus stops throughout the transit system and, more specifically, along routes where service changes are proposed. Staff sets up a FAX-branded tent and a table with information, comment cards, reduced fare applications, schedule guides, FAX system maps, FAX memorabilia, and water bottles or other goodies. Two to three FAX staff members staff the pop-up events for two to three hours at a time. The pop-up tents are generally set up at a minimum of five locations, and sometimes up to 15 locations, depending upon the level of outreach needed. This has proven to be an effective way to communicate directly and conveniently with a wide range of FAX passengers in both English and Spanish, create visibility, promote goodwill, encourage a collaborative relationship with our customers, and help educate our passengers about near-term changes.

Public Meetings

As an important method of seeking community input, significant planning and preparation is conducted in advance of every public gathering. The following considerations assure minority, low income, and disabled populations can attend and actively take part in the decision-making process with respect to potential service and fare changes:

- **Location:** Public meetings are scheduled in locations with transit access near the routes or communities affected by the proposed changes, with added considerations for members of the population with limited accessibility, such as minority, low-income, and disabled populations. All hosting facilities are fully ADA- accessible, familiar, and convenient to the public, including local libraries, community centers, social service organizations, and schools.
- **Time:** Public meetings are scheduled, at a minimum, twice (preferably on two different days) during daytime and evening hours to allow for varied work and school schedules. Start and end times are planned around the nearby transit schedules and hours of operation to encourage participation by transit-dependent individuals.
- **Publicity:** Before major public meetings are held, the following procedures are followed, as appropriate:
 - a. Public meeting notices are posted onboard FAX buses, at major transit centers, and at the FAX administration office.
 - b. Rider Alerts are published on the FAX website.
 - c. News releases are sent to the local media.

- d. All meeting announcements inform the public that auxiliary aids and interpretation services will be provided when requested at a minimum of 72 hours in advance.
 - e. Announcements are made through the FAX newsletter and via social media outlets (e.g., Facebook, Instagram, etc.).
 - f. E-mails are sent to interested stakeholders and groups.
- **Format:** Public meetings follow an informal structure throughout the meeting to allow for dialogue, comments, and questions. Key elements are presented visually through handouts, large print display boards, electronic projection, and presentations. Attendees are free to take part according to their comfort level. Comments can be given verbally or in writing at the time of the meeting or by mail or e-mail at a later date.
 - **Accessibility:** Bilingual staff members are in attendance for Spanish interpretation. FAX also accommodates lower literacy skilled populations through clear, concise, and simple language to the greatest degree possible. Auxiliary aids and services, such as translators, sign language interpreters, assistive listening devices, or special seating, are available upon advance request.

Public Participation in Recent Planning Activities

The following is a list of public involvement activities conducted by FAX staff since the last Title VI Program submission.

Exhibit 2 2023 Outreach

2023 FAX COMMUNITY ACTIVITIES / OUTREACH	
Date	Event
1/1/2023	Social Media Post: Happy New Year
1/4/2023	Social Media Post: Bus Driver Recruitment Video
1/5/2023	Social Media Post: New Student Fares
1/6/2023	Social Media Post: Bus Driver Recruitment
1/9/2023	Social Media Post: Four Storm Relief Center
1/13/2023	Social Media Post: Human Trafficking Awareness
1/16/2023	Social Media Post: Honoring Dr. Martin Luther King
1/17/2023	Social Media Post: Storm Relief Centers Reverting back to Warming Centers
1/18/2023	Social Media Post: Senior Dance Info
1/19/2023	Social Media Post: FAQ - What is MTC?
1/19/2023	Social Media Post: National Popcorn Day post, Highlighting Route 1
1/24/2023	Social Media Reel: Happy Lunar New Year reel
1/26/2023	Social Media Post: Honoring Employees of the Quarter
1/26/2023	Social Media Post: Warming Centers remaining open through Feb 8
1/27/2023	Social Media Post: FAQ: Why isn't there background music on the bus?
1/31/2023	Social Media Post: City of Fresno Collaboration - Queue Jump Light
2/1/2023	Social Media Post - Black History Month
2/1/2023	Social Media Post - FAQ: Why didn't the bus driver let me on, once the doors were shut?
2/2/2023	Social Media Post - Groundhog Day

2023 FAX COMMUNITY ACTIVITIES / OUTREACH	
Date	Event
2/6/2023	Social Media Post - Route Highlight (Fresno State)
2/6/2023	Social Media Post - Warming Centers - Opened through February 8th
2/7/2023	Fresno County Superintendent of Schools 2023 African American Student Leadership Conference
2/8/2023	Handy Ride Outreach - RICV Peer Support Group - Virtual (presentation about general FAX fixed-route and Handy ride service)
2/14/2023	Social Media Post - Valentine's Day
2/15/2023	Social Media Post - FAQ: Why should I stand on the sidewalk as the bus is pulling in?
2/15/2023	Social Media Post - PSA: Temporary Closure of Downtown Bus Stops
2/15/2023	Fresno Council of Governments Unmet Transit Needs Meeting - Pinedale
2/16/2023	Fresno Council of Governments Unmet Transit Needs Meeting - Virtual Meeting
2/16/2023	Fresno Council of Governments Unmet Transit Needs Meeting - Clovis
2/18/2023	Social Media Post - FAX Handy Ride
2/18/2023	Social Media Post - Happy Birthday Route 1 "the Q"
2/20/2023	Social Media Post - Presidents Day post
2/22/2023	Fresno Council of Governments Unmet Transit Needs Meeting - Virtual Meeting
2/24/2023	Social Media Post - Fresno Council of Governments Workshop
2/25/2023	Fresno Council of Governments Unmet Transit Needs Meeting - Downtown Fresno
2/27/2023	Social Media Post - Warming Centers - Opened through March 8th
2/27/2023	Social Media Post - Alan Jacobsen - Cycle Across America
3/2/2023	Social Media Post - Thank you for Asking! - What is a Timepoint
3/3/2023	Social Media Post - Celebrating Women's History
3/7/2023	Social Media Post - Warming Centers - Extended through March 15th (English/Spanish)
3/7/2023	Social Media Post - Route Highlight (Monster Jam)
3/8/2023	Social Media Post - International Women's Day
3/13/2023	Social Media Post - Route Highlight (Spicy J's)
3/15/2023	Social Media Post - Route Highlight (Senior Dance)
3/15/2023	Social Media Post - Warming Centers - Extended through March 21st
3/16/2023	Social Media Post - FAQ - "How do I know that riding the bus is safe?"
3/17/2023	Social Media Post - St. Patrick's Day
3/17/2023	Transit Driver Appreciation Day - Lunches for FAX drivers
3/18/2023	Social Media Post - Driver Appreciation Lunches
3/18/2023	Social Media Post - National Transit Driver Appreciation Day
3/21/2023	Social Media Post - Route Highlight (Fig Garden Village)
3/21/2023	Fresno Council of Governments Coordinated Plan Meeting - Pop-up at MTC
3/21/2023	Fresno Council of Governments Coordinated Plan Meeting - Pop-up at CHP
3/22/2023	Fresno Council of Governments Coordinated Plan Meeting - Public Workshop Ted C Wills
3/23/2023	Social Media Post - Route Highlight (FresYes Fest)
3/24/2023	Fresno Council of Governments Coordinated Plan Meeting - Public Workshop Maxie L Parks

2023 FAX COMMUNITY ACTIVITIES / OUTREACH	
Date	Event
3/29/2023	Social Media Post - FAQ (Wheelchair info)
4/4/2023	Social Media Post - Now Hiring Bus Mechanics
4/4/2023	Social Media Post - Route Highlight (ArtHop)
4/5/2023	Social Media Post - National Public Health Week
4/6/2023	Social Media Post - Driver Highlight (Harbinder S. Gill)
4/11/2023	Social Media Post - Route Highlight (Vintage Days)
4/11/2023	Veterans Job Fair - Clovis Memorial District
4/13/2023	Social Media Post - Route Highlight (Senior Dance)
4/14/2023	Presentation to McLane High School about FAX and transit planning
4/15/2023	Social Media Post - FAQ (Showing ID)
4/18/2023	Social Media Post - Route Highlight (Boots in the Park)
4/18/2023	Social Media Post - PSA : Route 22/35 Olive Detour
4/21/2023	Earth Day: Picnic in the Park, Inspiration Park
4/21/2023	Social Media Post - FAX to Earth Day at Tioga-Sequoia Brewing Co.
4/22/2023	Social Media Post - Happy Earth Day
4/26/2023	Social Media Post - Route Highlight - Route 3 to Ampersand Ice Cream
4/27/2023	Social Media Post - Administrative Professionals Day
4/27/2023	Fresno Council of Governments Unmet Transit Needs Public Hearing - Downtown Fresno
4/27/2023	Social Media Post - Thank you For Asking! - How should I board the bus with a stroller?
5/2/2023	Social Media Post - Govaganza promotion
5/3/2023	Social Media Post - Route Highlight (FFD ArtHop)
5/4/2023	Social Media Post - Star Wars Day/Recruitment Post
5/5/2023	Social Media Post - Cinco De Mayo
5/10/2023	Social Media Post - Route Highlight (Fresno Grizzlies Baseball)
5/14/2023	Social Media Post - Mother's Day
5/15/2023	Social Media Post - Cooling Center News
5/16/2023	Social Media Post - Cooling Center News (City Council Resolution)
5/17/2023	Social Media Post - TSA PreCheck
5/24/2023	Social Media Post - Thank You for Asking! - Where am I allowed to stand on the bus?
5/25/2023	Social Media Post - National Missing Children's Day
5/26/2023	Social Media Post - Golden 1 Pan Dulce and Coffee
5/29/2023	Social Media Post - Memorial Day
5/30/2023	Social Media Post - Route Highlight (Forestiére Underground Gardens)
6/1/2023	Handy Ride Outreach - RICV Disability Advocacy Team - (Virtual service animals and transportation speech by Chenier Derrick)
6/1/2023	Social Media Post - Route Highlight (93706 Art Fest)
6/3/2023	Social Media Post - Pride Parade
6/3/2023	Fresno Pride Parade with FAX bus and staff
6/7/2023	Social Media Post - Driver Highlight (Lavelle Gearin)
6/7/2023	Handy Ride Outreach - RICV Peer Support Group - Virtual (service animals and transportation speech by Chenier Derrick)
6/8/2023	Social Media Post - Thank you for Asking (Traffic Jam)
6/9/2023	Social Media Post - Route Highlight (Gibson Farm Market)

2023 FAX COMMUNITY ACTIVITIES / OUTREACH	
Date	Event
6/14/2023	Social Media Post - City Hall Job Fair
6/17/2023	Juneteenth Pop up - Valdez Hall - (spoke to attendees and handed out FAX related apparel)
6/18/2023	Social Media Post - Father's Day
6/19/2023	Social Media Post - Juneteenth
6/21/2023	Social Media Post - Route Highlight (Regal at El Paseo)
6/23/2023	Social Media Post - National Parent's Day
6/26/2023	Fresno State University Wayfinders event - Fresno State University - (Fixed-route and paratransit PowerPoint presentation)
6/27/2023	Social Media Post - Cooling Center News!
6/27/2023	Social Media Post - Collab w/ WayFinders Fresno
7/6/2023	Social Media Post - Attention Riders (Asphalt Repair)
7/11/2023	Social Media Post - Cooling Center News (City Council Resolution)
7/11/2023	Social Media Post - Route Highlight (Free Slurpee @ 7/11)
7/13/2023	Social Media Post - Cooling Center News
7/17/2023	Social Media Post - Cooling Center News
7/20/2023	Social Media Post - Cooling Center News
7/21/2023	Social Media Post - Cooling Center News
7/24/2023	The Advocate Newspaper Ad Published on Route Extensions and Frequency Enhancements
7/24/2023	Social Media Post - Cooling Center News
7/28/2023	Social Media Post - Free Rides Next Weekend
8/2/2023	La Vida Newspaper Ad Published on Route Extensions and Frequency Enhancements
8/3/2023	Social Media Post - Lost & Found
8/3/2023	Social Media Post - Free Rides Tomorrow
8/4-7/2023	Free Back to School Bus Rides - Across entire City of Fresno - Promotional effort
8/5/2023	WFFRC Back to School event - Chukchansi Park - (community back to school resourcing event. Spoke with attendees and passed out promotional material)
8/8/2023	Social Media Post - Free WiFi on FAX Buses
8/8/2023	Social Media Post - Fresno County Microtransit Study
8/9/2023	Social Media Post - Microtransit Survey
8/10/2023	Social Media Post - Extending Reach/ Reducing Wait Time
8/14/2023	Social Media Post - Cooling Center News
8/14/2024	Mayor's Press Conference on Route Extensions and Service Enhancements
8/21/2023	Social Media Post - Reminder to Students and Reduced fare riders to have ID ready
8/21/2023	Social Media Post - World Senior Citizens Day/Free Fax Rides for Seniors
8/21/2024	Social Media Post - Fresno Bee Column on first bus ride
8/22/2023	Social Media Post - IDs necessary for Reduced Student Fares
8/30/2023	Social Media Post - Now Hiring Bus Drivers!
8/31/2023	Social Media Post - Collab W/ Parks - Route 45 extension makes Inspiration Park more Accessible
9/6/2023	Social Media Post - FAX to Boots in the Park
9/7/2023	Social Media Post - Now Hiring Bus Drivers!

2023 FAX COMMUNITY ACTIVITIES / OUTREACH	
Date	Event
9/8/2023	Social Media Post - Thank you for Asking - Are pets allowed on the bus?
9/14/2023	Handy Ride Outreach - Kiwanis Aktion Club - Willow Avenue Mennonite Church - (Handy ride presentation and application distribution)
9/15/2023	Social Media Post - Route Spotlight - Valley Foods
9/19/2023	Social Media Post - Route Spotlight - California Native American Day
9/20/2023	Presentation on how to use Handy Ride at Brand Haven Retirement Community at Fancher Creek
9/20/2023	Social Media Post - Thank you for Asking - Smoking and Food/Beverage Policy
9/20/2023	Social Media Post - Route 58 Apology
9/21/2023	Social Media Post - City Job Fair Post
9/26/2023	Central California Women's Conference (in-person)
9/27/2023	City of Fresno Job Fair (in-person)
10/11/2023	FSU Job Fair
10/12/2023	Fresno County Health Fest
10/13/2023	Bullard Talent School Carnival - In-person with bus.
10/14/2023	Handy Ride Outreach - White Cane Day - Inspiration Park - (Bringing awareness and giving support to community)
10/19/2023	Women's Transportation Seminar (WTS) Cen Cal Chapter
10/20/2023	Social Media Post - Thank you for Asking - How do I pay for my Fare?
10/24/2023	Social Media Post - Pedestrian Month
10/26/2023	Disability Awareness Event - Fresno City College
10/27/2023	PARCS item
10/27/2023	First Responder Fair for Adaptive Recreation - Ted C. Willis Community Center
10/27/2023	Social Media Post - Congratulations to new Bus Drivers
10/30/2023	Social Media Post – Thank you for Asking - FAX Holiday service schedule
10/31/2023	Social Media Post - Safe Halloween and let us do the driving promotion
11/4/2023	Social Media Post - Rider Alert Temp Stop Closures for Two Cities Marathon
11/11/2023	Veterans Day Parade
11/14/2023	Social Media Post - Route 45 Highlight Aerozone
11/15/2023	J.F. Herrera Elementary Career Day (in-person)
11/21/2023	Social Media Post - Route 34 Highlight Fashion Fair Mall
11/22/2023	Social Media Post - Thanksgiving Schedule Reminder
12/1/2023	Social Media Post - December Schedule Calendar
12/1/2023	Social Media Post - Rosa Parks Day Outreach
12/11/2023	Social Media Post - Holiday Bus
12/11/2023	Fresno High School/Christmas Tree Lane ride
12/21/2023	Social Media Post - Holiday Schedule Reminder

Exhibit 3 2024 Outreach

2024 FAX COMMUNITY ACTIVITIES / OUTREACH	
Date	Event
1/3/2024	Social Media Post - January Schedule Calendar
1/5/2024	Social Media Post - Warming Centers Open
1/5/2024	Social Media Post - Route 9 Highlight Fashion Fair Mall
1/8/2024	Social Media Post - Warming Centers Open
1/15/2024	Social Media Post - MLK Day Schedule Reminder
1/18/2024	Social Media Post - Winter EOQ
1/24/2024	Social Media Post - Route 20 Highlight IMAX Theater
1/25/2024	Social Media Post - Congratulating Clovis Transit Department
1/26/2024	YJCP Job Fair - City Hall
1/31/2024	Social Media Post - Route 3 Highlight John's Incredible Pizza
2/1/2024	Social Media Post - February Schedule Calendar
2/2/2024	Social Media Post - Stormy Weather Notice/Warning
2/5/2024	Social Media Post - Route 26 Highlight Saroyan Theatre
2/6/2024	African American Student Leadership Conference Outreach
2/15/2024	Social Media Post - Thanks for Asking "How often do FAX buses get cleaned?"
2/23/2024	Social Media Post - Route 39 Highlight Fresno Art Museum
2/29/2024	Social Media Post - Black History Month Post
3/1/2024	Social Media Post - Women's History Month Post
3/4/2024	Social Media Post - March Schedule Calendar
3/5/2024	Social Media Post - Thanks for Asking "Does the driver control the temperature on FAX buses?"
3/6/2024	Social Media Post - Thanks for Asking "How do I use the bike racks?"
3/8/2024	Social Media Post - International Women's Day Post
3/18/2024	Social Media Post - Transit Driver Appreciation Day
3/29/2024	Social Media Post - Bus Driver Application Deadline Extension Update
4/3/2024	Social Media Post - April Schedule Calendar
4/3/2024	Social Media Post - Spring EOQ
4/9/2024	Social Media Post - Route 26 Highlight Fresno County Public Library
4/9/2024	Social Media Post - Bus Driver Recruitment Last Week to Apply Reminder
4/11/2024	Social Media Post - Route 28 Highlight Warnors Theater
4/17/2024	Social Media Post - Thanks for Asking "What are some reasons my bus is late or doesn't show up at all?"
4/19/2024	Social Media Post - Thanks for Asking "When, and why, do drivers get breaks?"
4/20/2024	Social Media Post - Route 12 Highlight Forestiere Underground Gardens
4/22/2024	Social Media Post - Earth Day "How is FAX working towards a healthier, more eco-friendly future?"
4/24/2024	Fort Washington Elementary School Outreach
4/24/2024	Social Media Post - Administrative Professionals Day Post
4/25/2024	Social Media Post - 2024 Spring Service Awards

2024 FAX COMMUNITY ACTIVITIES / OUTREACH	
Date	Event
4/26/2024	Social Media Post - Route 33 Highlight Storyland
5/1/2024	Social Media Post - May Schedule Calendar
5/1/2024	Extravaganza Clovis Community College Outreach
5/2/2024	Social Media Post - Thanks for Asking "What are some tips for first-time riders?"
5/13/2024	Social Media Post - Bike to Work Day
5/15/2024	Social Media Post - Heat Illness Prevention
5/16/2024	Social Media Post - Bike to Work Day Reminder
5/17/2024	Social Media Post - Free Bus Wifi
5/21/2024	Social Media Post - Thanks for Asking "What are the different types of fare?"
5/25/2024	Social Media Post - National Missing Children's Day - Info/Bus Safety Reminder
5/28/2024	Social Media Post - Route 1 Highlight Dave & Buster's
5/31/2024	Social Media Post - Fresno Rainbow Pride Parade Post
6/1/2024	Fresno Rainbow Pride Parade Outreach
6/1/2024	Social Media Post - June Schedule Calendar
6/1/2024	Social Media Post - pRIDE the Bus Post
6/4/2024	Social Media Post - Cooling Centers Open
6/6/2024	Social Media Post - Route 28 Highlight Arthrop
6/7/2024	Social Media Post - Route 1 Highlight Krispy Kreme
6/10/2024	Social Media Post - Route 1 Highlight Regal
6/12/2024	Social Media Post - Thanks for Asking "How do I connect to the free FAX Wi-Fi on the bus?"
6/14/2024	Social Media Post - Route 32 Highlight Mary Ella Brown Community Center Pool
6/20/2024	Social Media Post - Route 26 Highlight Kocky's
6/20/2024	Social Media Post - DBE Survey
6/21/2024	Social Media Post - Cooling Centers Open
6/24/2024	Social Media Post - Do you choose FAX?
6/28/2024	Social Media Post - Route 22 Highlight Oso de Oro Park
7/1/2024	Social Media Post - July Schedule Calendar
7/1/2024	Social Media Post - Cooling Centers Open
7/2/2024	Social Media Post - Cooling Centers Open
7/4/2024	Social Media Post - Cooling Centers Open
7/5/2024	Social Media Post - Cooling Centers Open
7/5/2024	Social Media Post - Driver Graduation
7/6/2024	Social Media Post - Route 9 Highlight Vinland Park
7/9/2024	Social Media Post - Cooling Centers Open
7/11/2024	Social Media Post - Route 41 Highlight 7/11 Free Slurpie Day
7/15/2024	Social Media Post - Cooling Centers Closing
7/15/2024	Social Media Post - Route 28 Highlight Veteran's Memorial Museum
7/17/2024	Social Media Post - Route 32 Highlight Meux Home Museum

2024 FAX COMMUNITY ACTIVITIES / OUTREACH	
Date	Event
7/18/2024	Hispanic Chamber of Commerce Meeting Outreach
7/21/2024	Social Media Post - Route 28 Highlight Ampersand Ice Cream Shop
7/21/2024	Social Media Post - Cooling Centers Open
7/23/2024	Social Media Post - Cooling Centers Open
7/25/2024	Social Media Post - "There are many reasons to choose FAX..."
7/26/2024	Social Media Post - Route 9 Highlight Dog House Grill
7/29/2024	Social Media Post - Service Delays Announcement
8/2/2024	Social Media Post - Thanks for Asking "What do I do if someone is having a health emergency on the bus?"
8/3/2024	Social Media Post - Cooling Centers Open
8/5/2024	Social Media Post - Cooling Centers Open
8/6/2024	Social Media Post - August Schedule Calendar
8/7/2024	Social Media Post - Back to School Free Rides Dates
8/8/2024	Social Media Post - Thanks for Asking "Can bring large bags or luggage on the bus?"
8/10/2024	Social Media Post - Route 9 Highlight Free Movies for Seniors
8/12/2024	Social Media Post - Thanks for Asking "Why doesn't the bus driver stop for me once pulled away from the curb..."
8/13/2024	Social Media Post - Route 26 Highlight Big Fresno Fair Job Fair
8/14/2024	Social Media Post - Route 33 Highlight Playland
8/15/2024	Social Media Post - Route 28 Highlight Back to School Health Fair
8/17/2024	West Fresno Family Resource Back to School Outreach Event
8/27/2024	Social Media Post - Do you choose FAX? #ichoosefax Post
9/1/2024	Social Media Post - September Schedule Calendar
9/3/2024	Social Media Post - Do you choose FAX? #ichoosefax Post
9/4/2024	Social Media Post - Cooling Centers Open
9/6/2024	Social Media Post - Thanks for Asking "Why did the bus drive past me?"
9/9/2024	Social Media Post - Central Valley Veterans 2024 Stand Down
9/9/2024	Social Media Post - FAX to Boots in the Park
9/10/2024	Social Media Post - Do you choose FAX? #ichoosefax Post
9/13/2024	Social Media Post - Thanks for Asking "Am I allowed to spray [aerosols etc] on the bus?"
9/16/2024	Social Media Post - Central California Women's Conference
9/17/2024	Social Media Post - Do you choose FAX? #ichoosefax Post
9/17/2024	Central California Women's Conference Outreach
9/19/2024	Social Media Post - Thanks for Asking "Can I bring a stroller on the bus?"
9/20/2024	Social Media Post - Bus Driver Graduation
9/25/2024	Social Media Post - Do you choose FAX? #ichoosefax Post
9/25/2024	Bizwerx Mobility Conference Outreach
9/28/2024	Social Media Post - Route 1 Highlight Bowlero

2024 FAX COMMUNITY ACTIVITIES / OUTREACH	
Date	Event
9/30/2024	Social Media Post - Thanks for Asking "What should I do if people are being loud/disruptive on the bus?"
10/1/2024	Social Media Post - Do you choose FAX? #ichoosefax Post
10/1/2024	Social Media Post - October Schedule Calendar
10/8/2024	Social Media Post - Do you choose FAX? #ichoosefax Post
10/14/2024	Social Media Post - We Work For You - Val Grenados
10/15/2024	Social Media Post - Do you choose FAX? #ichoosefax Post
10/16/2024	Social Media Post - Boss's Day - Greg Barfield Highlight
10/16/2024	Fresno County Employee Benefits Health Fair Outreach
10/17/2024	Social Media Post - Thanks for Asking "How do I get access to Handy Ride?"
10/21/2024	Social Media Post - Fresno COG Survey
10/22/2024	Social Media Post - Do you choose FAX? #ichoosefax Post
10/23/2024	Career Tech Expo Chukchansi Park Outreach
10/24/2024	Social Media Post - \$52.1 Million Awarded Announcement
11/1/2024	Social Media Post - November Schedule Calendar
11/11/2024	Veteran's Day Parade Outreach
11/20/2024	Social Media Post - Stat Update - Rider Count 2023-2024
11/21/2024	Social Media Post - Who is our average rider?
12/2/2024	Social Media Post - Worker Highlight - Lionel Johnson
12/9/2024	Social Media Post - December Schedule Calendar
12/10/2024	Social Media Post - Holiday Safety/Bus Safety Post
12/13/2024	Social Media Post - Holiday Safety/Partnering with Fresno PD Post
12/19/2024	Social Media Post - FCC, CCC Student ID Update

Exhibit 4 2025 Outreach

2025 FAX COMMUNITY ACTIVITIES / OUTREACH	
Date	Event
1/6/2025	Social Media Post - DBE and ACDBE Workshop
1/7/2025	Social Media Post - Human Trafficking Prevention Month - See Something, Say Something
1/9/2025	Social Media Post - LA Fires Post
1/12/2025	Social Media Post - Warming Centers Open
1/13/2025	Social Media Post - Fresno COG Mobility Hubs – Spanish & English Posts
1/13/2025	Social Media Post - Warming Centers Open
1/26/2025	Social Media Post - Free Online Webinar Notice
1/29/2025	Social Media Post - Free Online Webinar Reminder
2/4/2025	Social Media Post - Route 32 Highlight Build a Connection Day
2/7/2025	Social Media Post - Thanks for Asking "Are there security personnel/cameras on buses/at stops?"
2/7/2025	Social Media Post - Warming Centers Open

2025 FAX COMMUNITY ACTIVITIES / OUTREACH	
Date	Event
2/9/2025	Social Media Post - Super Bowl Sober Ride Home
2/10/2025	Social Media Post - Warming Centers Open
2/13/2025	Social Media Post - Rain Safety Reminders
2/14/2025	Social Media Post - FAX Valentine Story
2/14/2025	FAX-FSU Shade Structure Showcase Outreach
2/21/2025	Social Media Post - We Are Hiring Post
2/24/2025	Social Media Post - Fresno County Unmet Transit Needs Survey Spanish & English Post
2/25/2025	Social Media Post - FAX is here for you - Video
2/26/2025	Social Media Post - Fares/Have your fare ready Post
2/27/2025	Social Media Post - Thanks for Asking "What happens when a bus reaches capacity...?"
2/28/2025	Social Media Post - FAX Facts
3/3/2025	Social Media Post - Community Open House
3/4/2025	West Fresno Active Transportation Project Community Open House Outreach
3/7/2025	Fresno International Transportation Summit Outreach
3/25/2025	Social Media Post - Route 9 Highlight - Shopping
3/26/2025	Social Media Post - New Driver Graduation
4/2/2025	Social Media Post - FAX to Fresno Grizzlies Season Opener
4/4/2025	Creative Alternatives School Outreach
4/8/2025	Social Media Post - Route 58 Highlight Ben & Jerry's
4/10/2025	Social Media Post - Rider Alert Police Activity at MTC
4/10/2025	Social Media Post - Rider Alert MTC Office Closed due to Police Activity
4/10/2025	Social Media Post - Rider Alert MTC Update
4/18/2025	Social Media Post - Route 1 Highlight Fresno Fire Chiefs Cornhole Tournament
4/24/2025	Social Media Post - FAX to Independent Bookstore Day
5/2/2025	Social Media Post - Route 39 Highlight to Fresno Discovery Center
5/5/2025	Social Media Post - FAX Pop-up at Church and Chestnut
5/5/2025	Route 29 Pop-up Outreach 9AM Church & Chestnut
5/6/2025	Social Media Post - FAX Pop-up at Cedar & Ventura and MTC
5/6/2025	Route 29 Pop-up Outreach X2 7AM Cedar & Ventura and 10:30AM Manchester Transit Center
5/7/2025	Social Media Post - FAX Pop-up at Courthouse Park
5/7/2025	Route 29 Pop-up Outreach CHP
5/12/2025	Social Media Post - Route 29 in-person and virtual outreach events
5/12/2025	Social Media Post - Bike and Ride FAX to Work Day
5/13/2025	Social Media Post - Route 29 Workshop at FCC West Fresno Campus
5/13/2025	Route 29 Outreach Workshop at FCC West Fresno Campus
5/14/2025	Social Media Post - Route 28 Highlight to Historic Fresno Pub Quiz event
5/14/2025	Social Media Post - Route 29 Workshop at Sequoia Elementary

2025 FAX COMMUNITY ACTIVITIES / OUTREACH	
Date	Event
5/15/2025	Bike and Ride FAX to Work Day Outreach - Free Fares for riders with bikes
5/15/2025	Route 29 Outreach Workshop at Sequoia Elementary
5/21/2025	Social Media Video - How to use bus bike rack
5/27/2025	Social Media Post - Route 29 Virtual Workshops
5/28/2025	Social Media Post - Route 32 Highlight to Mary Ella Brown Community Center Pool
5/29/2025	Social Media Post Cooling Center Open
5/29/2025	Route 29 Virtual Workshops x2 - 10AM & 5:30PM Via Zoom
6/2/2025	Social Media Post - Luskin Center for Innovation Transform Fresno Survey
6/3/2025	Social Media Post - FAX Trapeze Workforce Management Article Announcement
6/4/2025	Social Media Post - Fresno Rainbow Pride Parade Announcement
6/5/2025	Social Media Post - World Environment Day
6/7/2025	Fresno Rainbow Pride Parade Outreach
6/13/2025	Social Media Post - Rider Alert Bus Stop Closures
6/14/2025	Social Media Post - Bus Detours
6/14/2025	Social Media Post - Bus Detours canceled

Ongoing Public Engagement

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

Passenger Surveys

FAX conducted an onboard customer survey (Appendix H) during the review period to gather information on rider demographics, travel patterns, customer satisfaction, unmet transportation needs, and other useful feedback. This survey was conducted in Fall 2024. This survey of FAX riders gathered detailed travel information from approximately 1,000 FAX fixed-route passengers. Origin, boarding, alighting, and destination locations were requested, as well as work hours, frequency of use, method of arrival at bus stop, satisfaction with service, and other relevant travel and customer satisfaction metrics.

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

A telephone survey of Handy Ride paratransit customers was also conducted in 2024 (Appendix I).

Rider Demographics

Over half of respondents (53 percent) were male, and English was the primary language spoken in the home for nearly 9 in 10 (88 percent) respondents. Respondents were primarily Hispanic/Latino (35 percent), African American/Black (20 percent), and White (25 percent).

Just over one-third (35 percent) earned an annual household income of less than \$10,000 and another 19 percent earned between \$10,000 and \$19,999 on an annual basis. The median respondent annual household income was \$17,900.

Over one half of respondents (51 percent) were between 18 and 34 years of age with another 35 percent recorded as between 35 to 54 years of age. More than 7 in 10 (72 percent) had a high school education or less, while 15 percent had a college degree or higher.

Sixty-nine percent of these respondents were employed full-time (25 percent) or part-time (21 percent), and 21 percent were students (11 percent employed and 10 percent unemployed). Among non-student respondents, 12 percent were unemployed.

Outreach for 2023 Service Changes

In 2023, FAX released its final report on the service equity analysis for proposed changes to four of its 17 routes, including Routes 3, 20, 34, and 45. In May and August 2022, FAX held a series of bilingual outreach events, including six pop-up events at key bus stops and eight public workshops throughout the city, to gauge support and collect input on the proposed route changes. FAX also conducted a rider survey in both English and Spanish asking passengers for their opinions on the proposed service changes and collected information on respondent demographics so results could be considered in a Title VI context, along with census information and demographic information from the 2022 FAX passenger survey. The analysis found that no mitigation measures were necessary because the proposed changes, when examined in context and taken as a whole, did not cause any disparate impacts or disproportionate burdens. The Fresno City Council approved the Title VI Service Equity Analysis in 2023, and the service changes were implemented in multiple phases over the course of this Title VI Program. The full text of the service equity analysis is provided in Appendix Q.

Outreach for Fare Changes

FAX did not implement or propose any fare changes during the period from July 1, 2022, to June 30, 2025; thus, FAX did not conduct any outreach for fare-related changes.

Outreach regarding this 2025 FAX Title VI Program

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

The outreach specific to the preparation of this 2025 FAX Title VI Program occurred during June and July 2025 and focused on ensuring meaningful access to FAX services for Limited-English Proficiency (LEP) individuals. These efforts included conducting a bilingual survey sent to 108 community stakeholders throughout the FAX service area as well as FAX front-line staff to assess the manner and frequency in which FAX staff interact with LEP individuals. The results of these surveys supplemented data gathered through the November 2024 FAX Bus Customer Satisfaction survey.

Collectively, these three data sources were used to prepare the Four-Factor Analysis required by the U.S. Department of Transportation Policy Guidance to prepare the Language Assistance Plan (LAP), which is included in this 2025 Title VI Program. The LAP details FAX's program for ensuring that appropriate language assistance is provided to persons with limited-English proficiency, and includes a wide range of actions including translation of written vital documents into Spanish; bilingual presentation of written information such as flyers, kiosk displays, advertisements, presentations, and monthly newsletters; real-time interpretation for Spanish, Hmong, and Punjabi callers contacting the FAX customer information phone service; Spanish-language interpretation at public meetings and hearings; and advanced request for additional interpretation including American Sign Language¹ at public meetings.

In addition to the public engagement activities discussed above, FAX also conducted four public workshops in August 2025 to provide a direct opportunity for public input specifically about the Title VI Update as well as ask questions and/or discuss potential concerns regarding FAX services with qualified FAX staff. The workshops were held both during the day as well as in the evening at locations that were both ADA-accessible as well as transit accessible. The workshops were held at the following locations:

- Courthouse Park
- Manchester Transit Center
- Virtually

The workshops were promoted via emails and hard copy brochures sent to the community stakeholder database, brochures posted on-board FAX and Handy Ride vehicles, information posted on the FAX website, an article via the FAX newsletter, and via FAX social media channels. Content was provided in English and Spanish.

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

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

¹ Interpretation in American Sign Language (ASL) falls under the Americans with Disabilities Act (ADA), not Title VI.

Background

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

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

Analysis using the Four-Factor Framework

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

Examine Experiences with LEP Individuals

Staff Survey: A survey of front-line FAX staff was conducted in July 2025 to assess the type of experiences staff have had with LEP individuals. Seventy-seven FAX staff members completed the survey. Of those respondents, 38 were transit operators, 6 were customer service representatives/dispatchers, 7 were supervisor/managers, and 26 reported some other position (respondents were given the opportunity to select more than one role). Both drivers and other public-facing staff reported interacting with multiple LEP individuals in a week. Among the drivers, 26 percent said they interacted with fewer than five LEP individuals a week, 21 percent said they interact with five to ten, and 45 percent said they interact with more than 10. Among the customer service representatives/dispatchers, 33 percent said they interact with less than five LEP individuals in a week, while 17 percent said five to ten and 50 percent said more than 10.

Spanish was the most frequent language encountered (cited by 94 percent of respondents), followed by Punjabi (32 percent). Other languages cited were Hmong (27 percent), Chinese (four respondents), and American Sign Language (ASL)² (two respondents). Most respondents (45 percent) said they have occasional issues communicating with LEP customers. Only 16 percent (twelve respondents) cited frequent issues.

Staff members were asked what the most beneficial resources would be to communicate with LEP individuals. Website or app-based visual or live-voice translation services such as Google Translate were cited most frequently (60 percent), followed by translation service brochures or brochures in multiple languages (40 percent), and translated service through

² Interpretation in American Sign Language (ASL) falls under the Americans with Disabilities Act (ADA), not Title VI.

call center/dispatch (38 percent). It is important to note that respondents had the option to choose more than one answer choice.

The most common topic where communication barriers arise is routes and destinations (61 percent of respondents), followed by where to get off or when the destination is reached (44 percent), how to use the service (29 percent), and fares and how to pay (27 percent). One respondent said they noticed more questions when there is bus stop construction but aren't sure what exactly is being asked due to the language barrier. For this question, respondents were able to choose more than one.

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

- Flash cards with simple questions and answers in Spanish.
- Cards that let clients point which language they speak so staff can get the correct translator.
- Offer guides in other languages.
- Different language instructions on the communication speaker.
- The VOYCE app is effective for language barriers.
- Being able to pull out phones, use customer phones, or having a FAX-provided tablet to use Google Translate.

Public Meetings: Occasionally Spanish interpretation is requested; however, none of the outreach meetings for the Service Equity Analysis or 2025 Title VI meetings required language translation services. It is more common to need translation for a single request on service-related issues.

Onboard Survey: FAX conducted an onboard survey in October 2024 that was offered in English and Spanish. Two percent of the survey responses were in Spanish. One survey was offered in Hmong. No requests for the survey in Punjabi were received.

Identify the Geographic Boundaries of the Area your Agency Serves

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

Obtain Census Data on LEP Populations in your Service Area

Nearly 14 percent of persons over the age of five living within the Fresno Urbanized Area do not speak English well or at all, representing 94,248 individuals who are in need of language assistance.

The FTA has adopted the Department of Justice's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations. (This is incorporated into the Title VI regulations.) The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents

for each eligible LEP language group that constitutes five percent (5 percent) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5 percent) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials³.

It is important to note that the Safe Harbor Provision applies to those LEP populations that are "likely to be affected or encountered" during the provision of service. Therefore, identification of language groups that appear to fall under the Safe Harbor Provision using census data is only one consideration. The purpose of the Four-Factor Analysis is to determine whether those populations are "likely to be affected or encountered" by FAX. Consequently, not all of the languages initially identified as meeting the Safe Harbor threshold through census data alone will ultimately be identified for written translation of vital documents under Title VI. This will be examined further in Factors 2 and 3.

³ FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, October 1, 2012, page III-9.

Exhibit 5 Persons Who Speak English Less Than “Very Well” (2023)

Language	Estimate	Percent
Total Population 5 Years and Older in the Fresno Urbanized Area	674,793	100.00%
Speaks Only English	390,472	61.75%
Speaks English “very well”	163,850	24.28%
Speak English less than “very well”	94,248	13.97%
Spanish	58,759	8.71%
Other Asian and Pacific Island Languages	16,748	2.48%
Other Indo-European Languages	10,001	1.48%
Chinese (including Mandarin and Cantonese)	2,437	0.36%
Tagalog (including Filipino)	2,245	0.33%
Vietnamese	1,686	0.25%
Korean	924	0.14%
Arabic	690	0.10%
[1] Source: US Census Bureau – 2019-2023 ACS 5-Year Summary File		
[2] The following languages represent languages spoken at home with the ability to speak English less than “very well” by less than 0.10% of the population in the FAX service area: Russian, Polish, or other Slavic languages; Other and unspecified languages; French, Haitian, or Creole; and German or other West Germanic Languages.		
[3] Average % LEP in Fresno Urbanized Area = 13.97%		

Recent changes to the data available through the American Community Survey have made it more difficult to identify potential LEP languages. For the 2023 ACS five-year estimates, Spanish, Vietnamese, Chinese, Tagalog, Arabic, Korean, and German are identified individually. All other languages are grouped into three broad categories: Other Asian and Pacific Islander Languages, Other Indo-European Languages, and All Other Languages. These broad categories include the following languages (among others):

- Other Asian and Pacific Islander Languages: Japanese, Hmong, Khmer, Thai, Lao, Samoan, and Hawaiian.
- Other Indo-European Languages: Italian, Portuguese, Greek, Serbo-Croatian, Armenian, Persian/Farsi, Gujarati, Hindi, Urdu, Punjabi, Bengali, Nepali, Marathi, Telugu, Tamil, and Kannada.
- All Other Languages: Navajo, other native languages of North America, Hebrew, Amharic, Somali, Yoruba, Igbo, Swahili, and Hungarian.

Prior to 2016, the ACS provided a detailed analysis of English proficiency for speakers of individual languages. Beginning in 2016, this data was still available at the state level and for several major metropolitan areas, but not for smaller locations such as Fresno. As a result, it is necessary to draw on other localized sources (such as English learner data, discussed later in this section) to identify language needs in the service area.

Only Spanish meets the Safe Harbor threshold of five percent of the total population. Nearly 9 percent of persons over the age of five in the Fresno Urbanized Area are Spanish-speakers who speak English less than “very well” and are therefore considered to be LEP. Chinese, Tagalog, and Vietnamese are spoken by LEP populations greater than 1,000, but do not comprise more than five percent of the population.

There are significant LEP populations represented by two language groups in the 2019-2023 American Community Survey. These include Other Asian and Pacific Island Languages and Other Indo-European Languages. While neither group comprises five percent of the total population, each is well above 1,000 individuals. As cited above, these groups include languages such as Japanese, Hmong, Khmer, Thai, Lao, Samoan, Hawaiian, Italian, Portuguese, Greek, Serbo-Croatian, Armenian, Persian/Farsi, Gujarati, Hindi, Urdu, Punjabi, Bengali, Nepali, Marathi, Telugu, Tamil, and Kannada. Based on feedback from FAX staff, the most prevalent languages from these groups appear to be Punjabi and Hmong.

English Learner Data

In addition to the census, data from the California Department of Education’s DataQuest resource (<https://dq.cde.ca.gov/dataquest/>) can be used to identify concentrations of English learners within the FAX service area. In total, Fresno Unified School District identified 13,364 English learners from grades K-12 in the 2024/25 school year. Of those, the vast majority (84 percent) speak Spanish. The next most common language is Hmong, with 8.91 percent of English learners. Exhibit 6 shows languages that comprise 0.05 percent or greater of the total number of English learners in the district.

While 2024-2025 data provides a revealing snapshot of English learners in Fresno USD, it is also helpful to look at trends across several years. English learners are considered to be English learners until they are reclassified as proficient in English. As a result, a downward trend in English learners can mean some are achieving proficiency and being reclassified or alternately leaving the District. An increase in English learners would reflect new English learners moving into the district, which can be indicative of an increasing population of speakers of those languages in the community.

Spanish, which has the greatest number of English learners, has increased by 1.38 percent since the last update which used data from 2021-2022. Hmong experienced a decrease of 2.43 percent over the past three years. Punjabi rose from fourth to third place, increasing from 0.84 percent to 1.35 percent. In contrast, Arabic dropped to fourth place as it decreased from 1.34 percent to 1.06 percent.

Exhibit 6 Fresno Unified School District English Learner Data, 2024-2025

Language	K	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Total	Percent
Spanish; Castilian	1,049	1,113	1,108	1,120	954	951	926	773	686	630	701	625	588	11,224	83.99%
Hmong; Mong	79	100	111	107	99	105	119	118	67	78	76	68	64	1,191	8.91%
Panjabi; Punjabi	24	20	18	21	10	18	12	14	14	4	9	11	5	180	1.35%
Arabic	15	13	13	12	14	11	13	11	9	13	6	7	5	142	1.06%
Otomian languages (Mixteco)	7	13	11	8	10	8	8	16	5	5	6	5	3	105	0.79%
Lao	5	2	7	6	8	9	6	4	10	8	3	6	2	76	0.57%
Mon-Khmer languages (Cambodian)	2	1	2	8	4	2	7	6	7	7	13	6	7	72	0.54%
Hindi	6	9	9	6	5	6	4	1	4	4	3	1	3	61	0.46%
Persian (Farsi)	8	5	8	7	5	3	4	2	3	2	6	1	3	57	0.43%
Armenian	9	4	3	5	6	5	1	2	2	2	4	3	4	50	0.37%
Vietnamese	5	2	6	0	5	3	1	3	1	0	2	4	0	32	0.24%
Uncoded languages (Other non-English languages)	2	2	0	1	5	2	4	5	2	1	1	4	1	30	0.22%
Pushto; Pashto	1	1	2	2	2	1	2	2	3	3	1	1	2	23	0.17%
Russian	0	1	1	1	3	0	0	1	2	0	0	1	1	11	0.08%
Philippine languages	0	0	1	1	1	0	1	2	0	2	1	0	1	10	0.07%
Mandarin (Putonghua, Guoyu)	0	3	0	1	0	1	3	0	0	1	1	0	0	10	0.07%
Cantonese	0	1	0	1	1	2	0	0	2	0	0	1	1	9	0.07%
Urdu	0	0	0	1	1	2	0	1	0	0	0	2	2	9	0.07%

Analyze the Data You Have Collected

The six languages within the FAX service area with more than 1,000 persons who speak English less than very well are Spanish, Other Asian and Pacific Island languages, Other Indo-European languages, Chinese, Tagalog, and Vietnamese. FAX analyzed census data from the 2019-2023 American Community Survey for each of these nine languages/language categories:

- Spanish: The data identified 58,759 individuals within the FAX service area who speak English less than very well.
- Other Asian and Pacific Island Languages: The data identified 16,748 individuals within the FAX service area who speak English less than very well. The languages included in the category of other Asian and Pacific Islander languages are Japanese, Hmong, Khmer, Thai, Lao, Samoan, and Hawaiian. However, given this is a grouping of languages and no individual languages are identified, there is no way to know whether any of these languages meets the Safe Harbor threshold of 1,000 individuals.
- Other Indo-European Languages: The U.S. Census aggregates multiple languages in the category of "Other Indo-European Languages." The data identified 10,001 individuals within the FAX service area who speak English less than very well. The languages included in the category of other Indic languages are Italian, Portuguese, Greek, Armenian, Persian/Farsi, Gujarati, Hindi, Urdu, Punjabi, Bengali, Nepali, Marathi, Telugu, Tamil, and Kannada. However, given this is a grouping of languages and no individual languages are identified, there is no way to know whether any of these languages meets the Safe Harbor threshold of 1,000 individuals.
- Chinese: The data identified 2,437 individuals within the FAX service area who speak English less than very well.
- Tagalog: The data identified 2,245 individuals within the FAX service area who speak English less than very well.
- Vietnamese: The data identified 1,686 individuals within the FAX service area who speak English less than very well.

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

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

Consult Directly with LEP Persons

FAX monitors the frequency with which LEP persons come in contact with the program by periodically reviewing requests for language assistance through calls to customer service, passengers on the bus, attendance at public meetings, and walk-in individuals to the administration office. FAX interacts with Spanish-speaking individuals and provides verbal

interpretation and written translation services in Spanish. FAX has provided translation services in Hmong on an as-needed basis. Most recently, there were requests for the Handy Ride application to be provided in Punjabi and for information on fixed-route services in Farsi. The Handy Ride application was translated via Google Translate and reviewed/confirmed by a Punjabi-speaking FAX staff member, and FAX prepared a PowerPoint presentation on how to ride the fixed-route bus in multiple languages, including Farsi, with assistance from bilingual members of the Afghan community. The presentation was also translated into Spanish, Hmong, and Punjabi with assistance from professional interpreters.

In addition, FAX conducted an onboard customer survey during the review period to gather information on rider demographics, travel patterns, customer satisfaction, unmet transportation needs, and other useful feedback. The Fall 2024 survey of FAX riders gathered detailed travel information from approximately 1,000 FAX fixed-route passengers. Origin, boarding, alighting, and destination locations were requested, as well as work hours, frequency of use, method of arrival at bus stop (i.e., park & ride, walk, bike), satisfaction with service, and other relevant travel metrics. Responses are used for general service planning.

The surveys were available in English and Spanish both onboard the transit vehicles and at key bus stop/transit center locations throughout Fresno. Respondents were primarily Hispanic/Latino (35 percent), African American/Black (20 percent), and White (25 percent). For 12 percent of the respondents, English was not the primary language spoken in the home. Seven percent of respondents spoke Spanish or Spanish Creole as the primary language in their homes, while three percent spoke various Asian languages.

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

Identify Community Organizations

Community organizations and social service agencies potentially serving significant numbers of LEP individuals were identified. FAX provided a stakeholder survey to these organizations during June and July 2025. Those organizations marked with an asterisk (*) provided a response to the survey, and the results are summarized below.

1. ACLU Fresno Chapter
2. Active Transportation Advisory Committee*
3. Amazon
4. America Works*
5. Bethany Christian Services*
6. Boys and Girls Club of Fresno*
7. BPAC
8. Building Healthy Communities - Youth Engagement Team
9. Building Industry Association
10. California Avenue Neighborhood, Fresno Housing Authority
11. California Council of the Blind, Fresno
12. California Regional Medical Center
13. California Rural Legal Assistance Foundation

14. California State University, Fresno
15. California State University, Fresno Rehabilitation Counseling Program
16. Caltrans District 6
17. Catholic Diocese of Fresno
18. Center for Community Transformation, Fresno Pacific University
19. Center for Multicultural Cooperation
20. Central California Asthma Collaborative*
21. Central California Hispanic Chamber of Commerce*
22. Central California Legal Services
23. Central Unified School District
24. Central Valley Air Quality Coalition
25. Central Valley Community Foundation
26. Central Valley Regional Center
27. Centro Binacional Para el Desarrollo Indígena Oaxaqueño
28. Centro La Familia Advocacy, Inc.
29. City of Clovis
30. City of Fresno*
31. City of Fresno Department of Transportation*
32. City of Fresno PARCS*
33. Clovis Community College
34. Clovis Unified School District
35. Community Food Bank
36. Community Health System*
37. Council on American-Islamic Relations (CAIR)
38. Court Appointed Special Advocates
39. Cultiva La Salud
40. Deaf and Hard of Hearing Service Center, Inc.
41. Department of Rehabilitation
42. Dickey Youth Development Center
43. Downtown Fresno Partnership*
44. Einstein Neighborhood Center
45. El Dorado Neighborhood Center
46. Every Neighborhood Partnership
47. Fink-White Neighborhood Center
48. Frank H. Ball Neighborhood Center
49. Fresno Arts Council*
50. Fresno Boys and Men of Color (BMoC)
51. Fresno Center for New Americans
52. Fresno Chamber of Commerce
53. Fresno City College
54. Fresno Council of Governments
55. Fresno County Bicycle Coalition
56. Fresno County Department of Social Services
57. Fresno County Office of Education
58. Fresno County Rural Transit Agency
59. Fresno Downtown Partnership

60. Fresno Economic Development Corporation
61. Fresno Economic Opportunities Commission
62. Fresno Housing Alliance
63. Fresno Housing Authority
64. Fresno Interdenominational Refugee Ministries
65. Fresno Irrigation Department
66. Fresno Metro Black Chamber of Commerce
67. Fresno Metro Ministry
68. Fresno Pacific University
69. Fresno Regional Workforce Investment Board
70. Fresno Street Saints
71. Fresno Unified School District*
72. Fresno-Madera Area Agency on Aging (FMAAA)
73. Greater Fresno Area Chamber of Commerce
74. Habitat for Humanity*
75. Highway City Neighborhood Center*
76. Holmes Neighborhood Center
77. Hope Now for Youth
78. Housing Authorities of City and County of Fresno
79. I Bike Fresno
80. Jakara Movement
81. Lafayette Neighborhood Center
82. Latino Coalition for a Healthy California
83. Leadership Counsel for Justice and Accountability
84. Manchester Transit Center
85. Mary Ella Brown Community Center
86. Maxie L. Parks Community Center
87. Melody Neighborhood Center
88. Mosqueda Community Center
89. Pinedale Community Center
90. Proteus, Inc.
91. Quigley Neighborhood Center
92. Resources for Independence, Central Valley*
93. Romaine Neighborhood Center
94. Saint Rest Economic Development Corporation
95. Southeast Fresno Community Economic Development Association
96. State Center Community College District
97. Stone Soup
98. Sunset Neighborhood Center
99. Ted C. Wills Community Center
100. The kNow Youth Group
101. Transform Fresno
102. Tree Fresno
103. United Way of Fresno County
104. Valley Center for the Blind*
105. West Fresno Family Resource Center

- 106. Westside Church of God
- 107. Workforce Connections*
- 108. Yonas Paulos (Advocate for Homeless Veterans)

Contact Relevant Community Organizations

Organizations and agencies contacted were prioritized based on their apparent level of involvement with LEP individuals. Staff members at representative community organizations were sent an online survey.

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

Respondents were asked to identify the languages spoken by their customers, clients, members, or employees. Spanish was the most frequently cited (85 percent of respondents), followed by Hmong (50 percent), Punjabi (20 percent), and Chinese (20 percent). Other languages cited included Arabic, Armenian, Dhari, Khmer, Korean, Lao, Mixteco, and Vietnamese.

Stakeholders were also asked to prioritize the languages used within their organization, with number one being the most frequently used and number 8 being the least used. Overall, the order of priority was English, Spanish, Hmong, Chinese/Punjabi (tied), Farsi, and Armenian. The eighth choice was the "Other" category.

Stakeholders were asked how often they experience language barriers at their organization. Twenty-five percent said they "rarely" or "never" experience language barriers. Fifty percent said they "occasionally" experience language barriers. Twenty percent said they "often" experience language barriers. Stakeholders were asked whether their customers, clients, or members use FAX. Nearly 85 percent said yes, while all other respondents said, "I don't know." The 85 percent who indicated "yes" were then asked to estimate what percent of their customers, clients, or members were non-native English speakers⁴. Nearly 20 percent of the stakeholders responded that more than half of their clients are non-native English speakers, as shown below.

- Less than one-quarter non-native English speakers – 25 percent
- One-quarter to one-half non-native English speakers – 35 percent
- One-half to three-quarters non-native English speakers – 10 percent
- More than three-quarters non-native English speakers – 10 percent

Stakeholders who indicated their customers, clients, or members use FAX were asked if

⁴ Non-native English speaker" refers to individuals for whom English is not their native language. It does not indicate how well a given individual speaks English, nor whether that individual is considered to have limited proficiency in English. The stakeholder survey did not ask stakeholder representatives to determine whether the individuals they serve are LEP, only whether they speak a primary language other than English (which can easily be observed).

they were aware of any instances where a language barrier prevented use of public transit services. Nearly 10 percent of those stakeholders said they were aware of such instances. Of those, one indicated significant challenges. One said they were aware of 20 instances in the last 12 months, while the other said 3.

Almost 70 percent of respondents said they provided translation services. 70 percent provide Spanish translation. Others include Hmong (35 percent), Punjabi (30 percent), Chinese (25 percent), ASL (10 percent), and Dhari (5 percent).

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

- Ensuring public facing documents are accessible to users with screen-readers.
- Provide multilingual route profiles online.
- Provide translation aids.
- Use an app, AI, or other useful resource for interpretation assistance.
- Include pictures and visuals of instructions in resources.

The previous Title VI report cited that through the mayor's Office of Community Affairs, FAX has worked collaboratively with local immigrant groups to prepare a "How to Ride the Bus" power point presentation in English and translate it into Spanish, Hmong, Punjabi, Farsi, and Ukrainian. The English and all translated Power Point presentations are posted on the FAX web site.

Identify Your Agency's Most Critical Services

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

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

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

Review Input from Community Organizations and LEP Persons

Overall survey sentiments suggests route, schedule, information on how to ride the bus, and fare information are the most vital information needed by LEP individuals. Riders are reasonably satisfied with the quality of audio/visual announcements and availability of route/schedule information. However, ratings were slightly lower in 2024 compared to 2022. A more detailed anecdote includes a FAX driver explained seeing passengers getting confused by the fares and ending up paying more than necessary. Additionally, a community organization discussed wanting to have more visuals on how to ride the system.

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

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

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

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

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

Exhibit 7 Language Identification Cards

Language Identification Cards		Side 2 of 2		Instructions: Place a check by the language spoken. ☒
☐ Marchi questa casella se legge o parla italiano.	Italian	☐ 日本語を話んだり、読める場合はここに印を付けてください。	Japanese	
☐ Mark this box if you read or speak English.	English	☐ यदि आपने पढ़ाया या बोलता है कि आपका मातृ भाषा है	Korean	
☐ هذه علامة في هذا المربع إذا كنت تقرأ أو تتحدث بالعربية	Arabic	☐ English/ Khmer/ Spanish/ Hmong/ Vietnamese/ Thai/ Other	Laotian	
☐ Ինչպես՞ ե՞րբ՝ եթե՞ Ինչպե՞ս եք ըստմանում:	Armenian	☐ 日本語を話したり、読める場合はここに印を付けてください。	Marshallese	
☐ यदि आपने पढ़ाया या बोलता है कि आपका मातृ भाषा है	Bengali	☐ 如果你能读中文或讲中文，请选择此框。	Polish	
☐ ភាសាខ្មែរ/ភាសាស្រី: បើអ្នកអាច ឬបើអ្នកមិនអាច ក៏ស្នើ ។	Cambodian	☐ 如果你能读中文或讲中文，请选择此框。	Portuguese	
☐ Marka i khabee go yangin haɓɓingaf nomaɓi paɗɗaɓɓuɓu kumantoo (Chamorro)	Chamorro	☐ 如果你能读中文或讲中文，请选择此框。	Romanian	
☐ 如果你能读中文或讲中文，请选择此框。	Simplified Chinese	☐ Označite ovaj kvadrant ako čitate ili govorite hrvatski jezik.	Russian	
☐ 如果你能读中文或讲中文，请选择此框。	Traditional Chinese	☐ Zaškrtnite ako kolumbo, poklad čete u hrvatskoj školi.	Serbian	
☐ Označite ovaj kvadrant ako čitate ili govorite hrvatski jezik.	Croatian	☐ Kun dit vakje aan als u Nederlands kunt lezen of spreken.	Slovak	
☐ Zaškrtnite ako kolumbo, poklad čete u hrvatskoj školi.	Czech	☐ اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.	Spanish	
☐ Kun dit vakje aan als u Nederlands kunt lezen of spreken.	Dutch	☐ Cocher ici si vous lisez ou parlez le français.	Tagalog	
☐ اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.	Farsi	☐ Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	Thai	
☐ Cocher ici si vous lisez ou parlez le français.	French	☐ Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	Tongan	
☐ Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	German	☐ Make karye sa si ou li owa ou pale kreyl ayisyen.	Ukrainian	
☐ Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	Greek	☐ अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाइें।	Urdu	
☐ Make karye sa si ou li owa ou pale kreyl ayisyen.	Haitian Creole	☐ Kos hñb vaj no yog koj pab twm thab hais im hmoob.	Vietnamese	
☐ अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाइें।	Hindi	☐ Jelölje meg ezt a téglát, ha megérti vagy beszéli a magyar nyelvet.	Yiddish	
☐ Kos hñb vaj no yog koj pab twm thab hais im hmoob.	Hmong			
☐ Jelölje meg ezt a téglát, ha megérti vagy beszéli a magyar nyelvet.	Hungarian			

Source: Language Identification Placeholder - 2004 Census Test
U.S. Census Bureau, Economics and Statistics Administration, U.S. Department of Commerce
www.irs.gov/efile/efileCard/2004.pdf

AOC 2012

Determine What, if Any, Additional Services are Needed

FAX has experienced very few direct requests for providing transit service information in languages other than English and Spanish. Where requested FAX has been able to address these requests using City of Fresno staff. The City of Fresno maintains a list of 97 bilingual staff members throughout the city who speak Cambodian, Hmong, and Spanish. City staff also have access to a third-party telephone interpretation service when additional languages are needed or when bilingual staff are not available. If a driver encounters an individual that requires translation services and they are unable to translate, they are trained to contact a supervisor who will connect the LEP individual to other City staff or third-party interpretation services.

Analyze Your Budget

FAX translates documents to Spanish and provides verbal Spanish translation in-house with staff and will continue to do so. In FY 2025, FAX resources for additional translation services and outreach efforts include \$106,300 budgeted for Public Relations and Information.

Costs of Additional Services

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

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

Consider Cost-Effective Practices for Providing Language Services

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

1. Partnering with community organizations to assist with translation or interpretation – FAX has partnered with a group called Jakara Movement that represents a growing Sikh population in West Fresno. In addition, as stated previously in the report, working in collaboration with the mayor's Office of Community Affairs, FAX has worked collaboratively with local immigrant groups to prepare a "How to Ride the Bus" power point presentation in English and translate it into Spanish, Hmong, Punjabi, and Farsi. All versions of the presentation are posted onto the FAX web site.
2. Partnering with community organizations to assist with distribution of printed information to LEP individuals, or to provide educational or outreach opportunities to LEP individuals – FAX has moved forward with this practice and consistently provides materials in Spanish at community events and at its own outreach events.
3. Live verbal translation service for customer service calls in languages other than English and Spanish – this option is currently available to office-based customer service staff and front-line supervisors, either through bilingual staff or a third-party interpretation service.

Results of Four-Factor Analysis

The Four-Factor Analysis showed approximately 13.97 percent of the population within the FAX service area speaks English "less than very well." Spanish is the most commonly used language other than English. The other languages that exceed 1,000 persons represent less than 5.15 percent of the population within the FAX service area. These include Chinese, Tagalog, Vietnamese, Korean, and Arabic. An additional nearly 26,700 LEP individuals are represented by two language groups (Other Asian and Pacific Island Languages and Other Indo-European Languages); however, individual languages within those groups (such as Hmong and Punjabi) are not specified.

Based on the 2024 Customer Satisfaction Survey, 88 percent of FAX fixed-route transit passengers speak English; seven percent speak Spanish; three percent speak various Asian languages.

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

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

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

Language Assistance Plan (LAP)

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

1. Translation of written vital documents in Spanish, including but not limited to, schedules, Title VI forms and notices, complaint form, Handy Ride and Reduced Fare applications, Measure C Taxi Scrip, interior bus car cards regarding fares and passenger rules, and rider alerts.
2. Bilingual (English/Spanish) presentation of information via newspaper advertisements, placards, flyers, kiosk displays, and monthly newsletters.
3. Verbal translation/interpretation to Spanish, Hmong, Punjabi, and other languages for customer calls.
4. Verbal translation/interpretation to Spanish, Hmong, Punjabi, and other languages at public meetings and hearings upon advance request.
5. Translation of website through Google Translate.
6. Simplified transit service information, bus stop signs, and other resources that utilize graphics when feasible.
7. Opportunity for advance requests for other language services, including sign language, at public meetings.

8. Opportunity to accept comments and questions through a number of means, including verbal, written, and electronic comments. FAX makes the public comment period for proposed service changes or other documents as long as possible in order to allow meaningful access for LEP persons. An extended comment period allows LEP individuals to seek clarification and/or assistance from FAX and other resources.

Providing Notice to LEP Persons Regarding the Availability of Language Assistance FAX publishes schedules, fare information, Title VI notices, passenger rules in the buses, Handy Ride applications, and other key materials in English and Spanish.

Public-facing staff utilize Census Language Identification cards to identify other requested languages. Furthermore, FAX will continue to develop relationships with community organizations in order to notify LEP persons about FAX services and the availability of language assistance.

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

The FAX Title VI policy statement provides information on how to request information in additional languages.

Training

FAX has developed and delivered training for public-facing staff (Appendix S, FAX Language Assistance Plan Instruction) that includes:

1. A summary of responsibilities under the DOT LEP Guidance.
2. A summary of the Language Assistance Plan.
3. A description of the type of language assistance offered by FAX and instructions for accessing these services.
4. Strategies for working effectively with Limited-English Proficient individuals.
5. Cultural sensitivity toward immigrants.

Public-facing staff includes bus operators, supervisors, customer service staff, transit service representatives, paratransit operators, and paratransit eligibility evaluators. Training programs started in April 2022 and will continue annually.

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

Monitoring, Updating, and Evaluating the Language Assistance Plan

At a minimum, the Language Assistance Plan will be evaluated and updated every three years to coincide with submittal of the FAX Title VI Program to the FTA. In the interim,

monitoring activities may identify changes that should be made to the Language Assistance Plan. Monitoring activities will include evaluation of the following:

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

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

H. Minority Representation on Planning and Advisory Bodies

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

I. Provide Assistance to Sub-recipients

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

J. Monitoring of Sub-recipients

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

K. Determination of Site or Location of Facilities

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

L. Request of Additional Information from the FTA

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

II. PROGRAM-SPECIFIC REQUIREMENTS

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

Title VI Program Specific Requirements include the following subsections:

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

A. Requirement to Prepare and Submit a Title VI Program

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

The Fresno City Council adopted the FAX 2025 Title VI Plan on [TBA] (Appendix N).

B. Requirement to Set System-wide Service Standards

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

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

Maximum Vehicle Load

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

Vehicle Headway

Vehicle headway is determined primarily by ridership on the route and is limited by available resources. As a policy, FAX will not establish a base vehicle headways greater than 30 minutes on any route whenever service is operated.

On-Time Performance

FAX should operate its fixed-route buses to achieve on-time performance 90 percent of the time. A bus is considered on time if it arrives no more than five minutes after the scheduled arrival time. The system average for FY 2024 was 87.7 percent, a four percent decrease from FY 2021. Routes that consistently fall below the system standard are examined and evaluated internally in order to get the routes back to the standard on-time performance rating.

C. Requirement to Set System-wide Service Policies

Distribution of Transit Amenities

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

Service Availability

The FAX fixed-route bus system should be designed such that a minimum of 88 percent of the service area population resides within one-half mile of a bus route.

Vehicle Assignment

Vehicle assignments are made based on need criteria as follows:

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

Transit Security

FAX customers value safety and security when using the transit system. To address these concerns, FAX has developed a Public Transit Agency Safety Plan (PTASP), the most recent revision of which was adopted by the Fresno City Council in 2025. The PTASP provides for a highly visible security presence for customers and employees, and also details safety performance targets, risk management, and safety and security program promotion. To meet security goals, FAX utilizes uniformed police officers through a contractual arrangement with Fresno PD to deliver system-wide protection, including along the BRT corridor.

All FAX buses have digital video systems on-board. It is believed the presence of the video surveillance cameras serves as a deterrent to vandalism and other crimes. In addition, FAX utilized American Recovery and Reinvestment Act of 2009 (ARRA) funds for transit facility security enhancements, including an access control system and base facility video monitoring. Since the 2019 Title VI Program, video surveillance has been upgraded at the Manchester Transit Center and has been installed at Courthouse Park, as well as at 16 major street intersections that oversee bus routes as they cross one another, and at all 52 BRT stations.

D. Requirement to Collect Demographic Data**Demographic and Service Profile Maps and Charts**

FAX is utilizing the data collected in the 2019-2023 American Community Survey (ACS), the most recent period for which this level of detail is available.

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

1. Base Map – Service area including major streets and highways, fixed transit facilities, and major activity centers (Appendix C).
2. Demographic Maps – These maps have a 3/4-mile service boundary area and shade those census tracts where the percentage of the minority, low-income, and LEP populations in those areas exceed the average for the service area as a whole (Appendices D, E, and F).
3. Census Tract Chart – The chart outlines the data collected in the 2019-2023 ACS as it relates to minority populations. Highlighted rows represent those tracts where the total minority population percentage exceeds the service area average of 71.0 percent (Appendix O).

Survey Information on Customer Demographics and Travel Patterns

One of the most important elements of the FAX service evaluation process is the passenger survey. These surveys are used to collect information required by federal and state agencies, including passenger demographics, income, origin/destination information, and travel patterns. These surveys are conducted every two to four years. The most recent fixed-route onboard survey was completed in Fall 2024 by Rea and Parker (Appendix H). The survey was available in English and Spanish, and in Hmong upon request. Of the respondents, two percent responded in Spanish, which is consistent with the results of prior surveys. The demographics for this survey are shown in Exhibit 8.

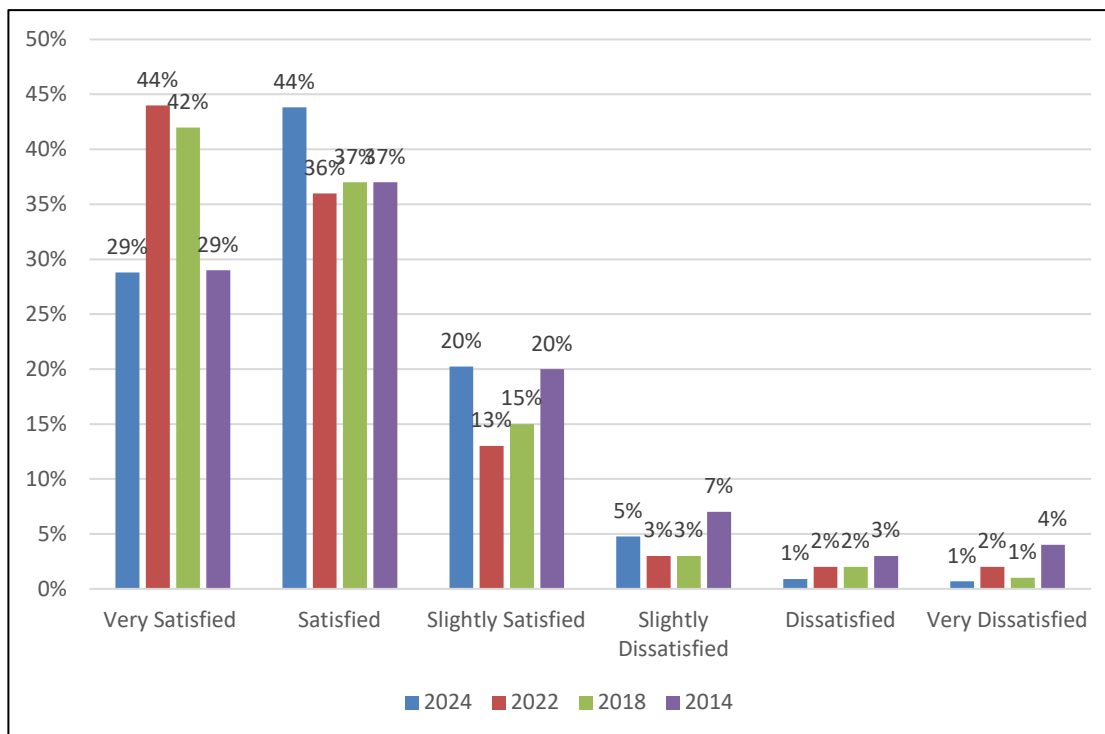
Exhibit 8 Fixed-Route Customer Demographics

Characteristic	2024	2022	2018	2014
Ethnicity				
Hispanic/Latino	35%	43%	47%	46%
African American/Black	20%	15%	22%	18%
White	25%	27%	18%	25%
Asian	5%	4%	3%	6%
American Indian/Alaska Native	4%	2%	3%	2%
Pacific Islander	2%	<0.5%	<0.5%	1%
Middle Eastern	1%	<0.5%	<0.5%	<0.5%
Mixed and Other Ethnicities	8%	10%	7%	2%
Additional details on Asian riders: In 2024, 2.2% of total riders identified themselves as Hmong, 0.9% as Filipino, 0.8% as Asian Indian or other Indic, 0.5% as Japanese, Korean or Chinese, and 0.3% as other Southeast Asian. In 2022, 0.6% identified themselves as Hmong, 0.3% as Asian Indian, 0.3% as Laotian, 0.2% as Cambodian, 0.2% as Vietnamese, and 0.1% as Chinese, Indonesian, or Malaysian.				
Annual Household Income				
Less than \$10,000	35%	34%	54%	57%
\$10,000 - \$19,999	19%	18%	22%	25%
\$20,000 - \$29,999	25%	8%	11%	9%
\$30,000 - \$39,999	14%	7%	5%	5%
\$40,000 - \$49,999	4%	4%	4%	2%
\$50,000 - \$74,999	2%	4%	2%	2%
\$75,000 or more	1%	7%	2%	
Median Household Income	\$17,900	\$13,800	\$9,300	\$8,700
These incomes from year-to-year are not directly comparable. In 2014, Highest income category provided on survey was \$50,000 and above. In 2018, there were additional categories for \$50,000-\$74,999, \$75,000-\$99,999 and \$100,000 or more. 2018 combined categories over \$75,000.				

FAX fixed-route riders appear to be quite satisfied with the value received for the fare paid. Customers expressed overall satisfaction with the FAX bus system. More than three-quarters (81 percent) are “Very Satisfied” (44 percent) or “Satisfied” (37 percent). On a scale

of 1 to 6, where 1 = very satisfied and 6 = very dissatisfied, the mean satisfaction rating is 2.1. This represents a slight decline from the 2022 and 2018 survey results, as the mean satisfaction rating was 1.9 in both of those years.

Exhibit 9 Overall Service Satisfaction



E. Requirement to Monitor Transit Service

Title VI Analysis of Customer Surveys

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

In conjunction with the Fresno Council of Governments, FAX has hired various firms to conduct detailed customer satisfaction surveys since 1994. These surveys are used to collect information required by federal and state agencies, including passenger demographics, origin/destination information, and travel habits. This data also identifies areas that need improvement and provides FAX with insights into the concerns of its passengers. For example, it was feedback from passenger surveys that allowed FAX to prioritize service improvement options, helping inform decisions to add late night service (until 1:00 AM) on weekdays in 2017 and late-night service (until midnight) on Saturdays in

2019. FAX has also developed training programs and procedures to improve customer satisfaction in areas specifically identified by the surveys. The surveys include both telephone and onboard methodologies.

The Fall 2024 fixed-route customer survey consisted of approximately 1,000 completed survey forms with a margin of error of ± 3.09 percent at a 95 percent confidence level. The primary purpose of the surveys was to assess the extent to which FAX customers are satisfied with the service received. Specific areas of inquiry included the following:

- Level of satisfaction with various features of the bus system
- Overall level of satisfaction with the bus system
- Level of importance accorded to various features of the bus system
- Travel characteristics of FAX customers, including:
 - Typical purpose of bus trips
 - Length of time customers have ridden the bus system
 - Number of weekly trips using FAX
 - Use of mobile apps for trip planning
 - Access to a vehicle and reason for using FAX instead of a vehicle that may be available
- Preferences in how customers prefer FAX communicates information to them
- Openness to introduction of an electronic fare payment system
- Demographic characteristics of the respondents

In the 2014, 2018, 2022 and 2024 customer satisfaction reports for FAX, letter grades for FAX performance on the various service characteristics were assigned. These reports assigned grades A, B, C, D, or F (including plus and minus distinctions) based upon the mean ratings provided for each characteristic. The grading scale used in the previous reports, as well as the current report, is depicted in the table below. What emerges from the table is evidence that the FAX system has been a consistent success, with considerable customer satisfaction.

Exhibit 10 Customer Satisfaction Report Card

FAX Customer Satisfaction Report Card and Mean Satisfaction Ratings (Years 2024, 2022, 2018, 2014)								
Categories	2024		2022		2018		2014	
	Grade	Mean	Grade	Mean	Grade	Mean	Grade	Mean
Overall Service	B+	2.07	A-	1.88	A-	1.89	B+	2.30
Value for Price Paid	B+	2.10	A-	1.71	A-	1.95	B	2.38
Drivers' Driving Skills	B+	2.05	A-	1.77	A-	1.84	B+	2.14
Drivers' Safety Awareness	B+	2.07	A-	1.80	A-	1.82	B+	2.17
Accessibility for People with a Disability	B+	2.03	A-	1.81				
Audio/Visual Announcement Quality on Bus	B+	2.18	A-	1.85				
Drivers' Helpfulness	B+	2.08	A-	1.86	A-	1.90	B+	2.17
Drivers' Courtesy	B+	2.15	A-	1.89	A-	1.98	B	2.44
Overall Comfort	B+	2.21	A-	1.91	A-	1.99	B	2.42
Closeness of Bus stops to Destination	B+	2.23	A-	1.93	A-	1.97	B+	2.21
Closeness of Bus stops to Home	B+	2.22	A-	1.94	A-	1.99	B+	2.20
Availability of Route/ Schedule Info	B+	2.21	B+	2.00	B+	2.07	B	2.47
On-time Perform	B+	2.15	B+	2.14	B	2.33	B-	2.71
Frequency of Buses	B+	2.18	B+	2.24	B	2.29	B-	2.83
Time to Complete Trip	B+	2.18	B+	2.21	B	2.27	B-	2.7
Cleanliness of Inside Buses	B	2.41	B+	2.25	B	2.37	B-	2.89
Cleanliness at Stops	B	2.52	B	2.46	B	2.45	B-	2.85
Hours of Operation- Weekdays	B	2.27	B+	2.05	B+	2.13	B	2.67
Hours of Operation-Weekends	B	2.51	B	2.61	B	2.64	C+	3.3

Using the Fall 2024 Customer Survey data, a reported 69 percent of respondents are riding the FAX system five or more times per week. Twenty-six percent of FAX riders use the service 9-12 times per week, with an additional 14 percent using the system more than 12 times per week. Overall, 31 percent of transit riders are taking at least nine trips per week.

Until 2014, the survey allowed individuals to select more than one answer for purpose of trip. However, responses to the 2018, 2022 and 2024 survey required respondents to indicate a single response option. The most popular trip purpose in 2024 was work (27 percent) followed by school (20 percent) (combined college and high/middle/elementary school). Errands/personal was next (19 percent) with shopping, medical, recreation, and other finishing up the list. Rider demographics are less reflective of trip purpose findings than in prior years, with 53 percent of all riders interviewed being employed part-time or full-time (or self-employed) and 21 percent of all riders identifying as students.

Exhibit 11 Trip Purposes

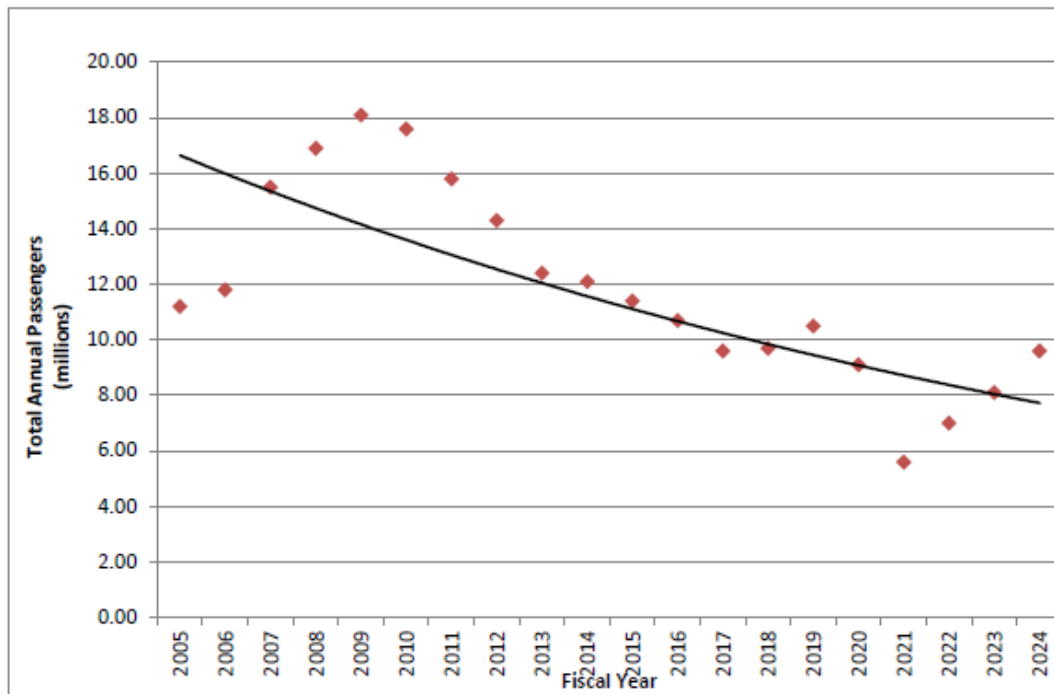
Purpose	2024	2022	2018	2014- Primary Purpose	2014- Secondary Purpose	2014- Combined Primary and Other Purposes
Work/Business	27%	32%	26%	31%	16%	46%
College	13%	12%	19%	23%	8%	30%
High/Middle/Elementary School	7%	9%	9%	9%	4%	13%
Errands/Personal	19%	20%	17%	14%	23%	37%
Shopping	11%	16%	11%	12%	20%	30%
Medical/Dental	4%	7%	8%	7%	11%	18%
Recreational/Social	8%	2%	6%	3%	10%	13%
Other	12%	2%	4%	1%	1%	3%
No secondary trip type					7%	

In addition, Hispanic/Latino respondents comprised 35 percent of those surveyed, while Caucasians and African Americans comprised 25 percent and 20 percent, respectively. Finally, the gender split of the riders interviewed was 51 percent male, 42 percent female, and seven percent other. The survey report identified several features considered to be “most important,” including on-time performance, frequency of buses, time to complete the trip, safety onboard buses, and hours of operation on weekends. 2024 survey findings show overall satisfaction with FAX as a transit provider has decreased with a combined score of 73 percent for “Satisfied” or “Very Satisfied” and, including “Slightly Satisfied,” an overall approval of 93 percent. Seventy-one percent of riders did not have access to a car or other vehicle to make the trip they were taking when they were surveyed. The fact FAX riders are disproportionately low-income and ethnic minorities serves to underscore the importance of FAX service.

FAX Fixed-Route Annual Ridership FY 2005-FY 2024

Annual ridership on FAX bus routes had been steadily decreased since its peak in 2009. FY 2018 was the first-time ridership increased since FY 2009, only to decrease dramatically in FY 2020 and FY 2021 as a result of the COVID-19 pandemic. Ridership is recovering from the pandemic low in FY 2021 of 5,604,778. In FY 2024, ridership was at just under its pre-pandemic level. Overall, FAX ridership has decreased 14.55% in the 20-year period from 2005 to 2024 from 11,241,838 riders to 9,606,251 riders, respectively.

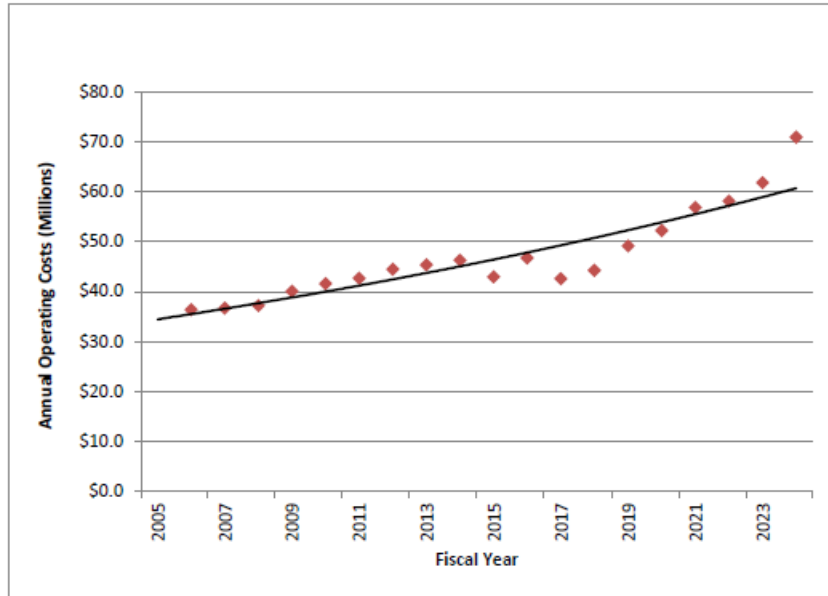
Exhibit 12 Total Ridership, 2005-2024



FAX Fixed-Route Annual Operating Costs FY 2005 – FY 2024

The figure below illustrates how annual operating costs for the FAX system have steadily increased year after year, from \$36.4 million in FY 2005 to \$77.1 million in FY 2024. This represents a 112 percent net increase in costs over a 19-year period. Operating costs declined slightly from 2014 and 2017, but have risen in the years since.

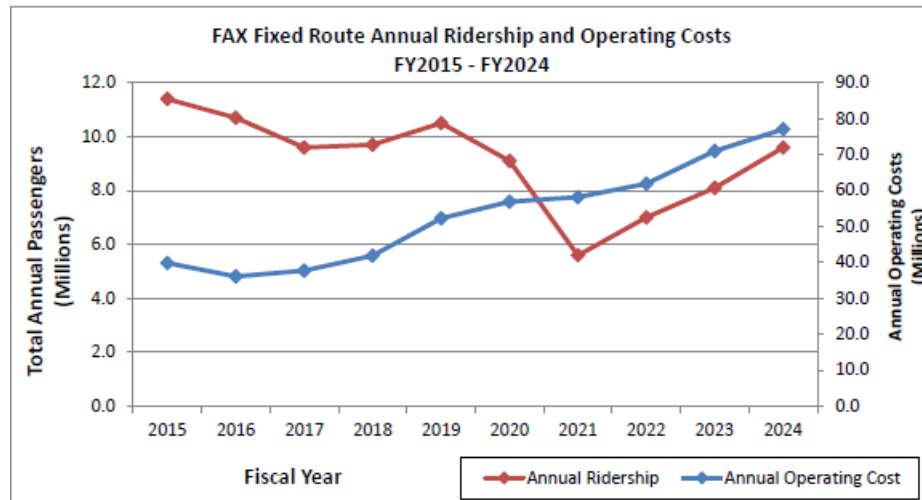
Exhibit 13 Total Operating Costs, 2005-2024



FAX Comparison of Ridership vs. Operating Costs from FY 2015 to FY 2024

The figure below illustrates that ridership continued to fall until 2017. Between 2017 and 2018, FAX invested in higher frequency service on Routes 1 (BRT), 9, and 38. There were also increases in frequency on the weekends and later weeknight service. All of these services have increased the operating budget. At the end of FY 2018, FAX showed the first ridership increase (1.3%) since the economic downturn and an 8.2% increase for FY 2019. Due to the impacts of COVID-19, FAX ridership dropped in FY 2020 and reached a low in FY 2021. Ridership has slowly begun returning with a 16.6% increase in FY 2023 and a 17.9% increase in FY 2024. Because of the effects on service from the economic downturn, FAX began building an operating reserve. Historically, there has been no money set aside for reserves that are used to cover capital expenses before reimbursement or to provide additional operating revenue.

Exhibit 14 Ridership vs. Operating Costs, 2015-2024



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

Since January 2021, National Express Transit (NEXT) has been providing paratransit services under contract for the City of Fresno. The FAX Administration Division is responsible for directly overseeing the administration of the Handy Ride contract and assuring full compliance with the requirements set forth by the 1990 Americans with Disabilities Act (ADA).

FAX continues to closely monitor Handy Ride service in order to assure compliance with the city contract and ADA. Handy Ride ridership increased from 622,633 passenger rides in FY 2021 to 906,764 in FY 2024.

Exhibit 15 Handy Ride Annual Mileage and Ridership

Fiscal Year	Vehicle Miles	% Change	Total Pass.	% Change	Miles/Pass.
2005	1,084,752	-8.23%	192,556	13.34%	5.6
2006	982,540	-10.40%	182,818	-5.30%	5.4
2007	963,836	-1.94%	180,674	-1.20%	5.3
2008	1,172,610	21.66%	222,428	34.00%	5.3
2009	1,119,986	-4.49%	234,423	5.12%	4.8
2010	1,609,206	43.68%	238,707	1.79%	6.7
2011	1,191,892	-25.93%	227,955	-4.72%	5.2
2012	1,123,401	-5.75%	209,473	-8.82%	5.4
2013	1,094,217	-2.60%	203,999	-2.68%	5.4
2014	1,091,972	-0.21%	207,322	1.60%	5.3
2015	1,147,886	5.12%	209,431	1.01%	5.5
2016	1,140,144	-0.67%	201,826	-3.77%	5.6
2017	1,156,767	1.46%	199,948	-0.93%	5.8
2018	1,212,603	4.83%	213,026	6.54%	5.7
2019	1,213,011	0.03%	220,351	3.44%	5.5
2020	928,054	-23.49%	170,721	-22.52%	5.4
2021	622,633	-32.91%	96,478	-43.49%	6.5
2022	798,928	28.31%	134,767	39.69%	5.9
2023	836,817	4.74%	139,543	3.54%	6.0
2024	906,764	8.36%	154,181	10.49%	5.9

Handy Ride Assessment of Service and Rider Needs

In 2024, FAX engaged Rea and Parker Research to conduct a telephone survey of registered Handy Ride customers regarding their satisfaction with various service attributes. The survey, conducted September 25-28, 2024, included a sample of 253 respondents selected at random from a database of 2,945 registered customers who had used the system within the past three years. This sample size yields a margin of error of +/- 5.1 percent at the 95 percent level of confidence. The prior Handy Ride satisfaction study was conducted in 2022.

Survey data indicates Handy Ride customers demonstrate a very high level of satisfaction for the services provided on the system. This high overall satisfaction with the Handy Ride system has been sustained and documented over an 18-year period, since the 2004 Customer Satisfaction Survey.

The Handy Ride performance report card is shown in Exhibit 16. Features of the Handy Ride system are closely correlated to the performance of the drivers. These include driver courtesy, driver driving skills, and driver safety consciousness. Driver courtesy is particularly relevant because it is not only highly satisfactory in the opinion of the customers, but it is also very important to them. Therefore, this is a core feature of Handy Ride that

results in the high regard customers have for the system. Features of the Handy Ride system for which improvement would lead to even higher satisfaction ratings include will-call pickups and scheduled on-time pickups.

Exhibit 16 Handy Ride Report Card 2024

Handy Ride Customer Satisfaction Report Card and Mean Satisfaction Ratings (Years 2024, 2022, 2018, and 2014)								
Service Characteristic	2024 Grade	2024 Mean	2022 Grade	2022 Mean	2018 Grade	2018 Mean	2014 Grade	2014 Mean
Overall Service Provided by Handy Ride	A-	1.78	A-	1.81	A-	1.73	A-	1.75
Drivers' Traffic Safety Consciousness	A	1.41	A	1.56	A	1.45	A	1.4
Drivers' Driving Skills	A	1.44	A	1.6	A	1.57	A	1.39
Drivers' Courtesy	A	1.47	A-	1.76	A	1.52	A	1.39
Cleanliness Inside Handy Ride Vehicles	A	1.5	A-	1.7	A	1.53	A	1.46
Value Provided for Price	A	1.58	A	1.65	A	1.58	A	1.62
Reservation Staff's Courtesy	A	1.65	A-	1.74	A	1.62	A	1.52
Overall Comfort of Van or Sedan	A-	1.78	A-	1.98	A-	1.72	A	1.63
Service Hours	A-	1.79	A-	1.84	A-	1.72	A-	1.81
Reservation Policy--Reserve 1–2 Days in Advance	A-	1.85	A-	1.82	A-	1.95	A-	1.68
Availability of Handy Ride Information	A-	1.8	A-	1.88	A-	1.76	A-	1.72
Reservation Hours	A-	1.83	A-	1.84	A-	1.88	A-	1.85
Locations/Methods of Payment	A-	1.92	B+	2.18	*	*	*	*
Reservation Staff's Accuracy	A-	1.95	A-	1.94	A-	1.86	A-	1.86
Service Area	B+	2.08	*	*	*	*	*	*
Scheduled Pickups	B	2.38	B+	2.22	B+	2.25	B+	2.09

F. Quality of Service Methodology

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

On-time performance measures are not tract-specific but derived from system-wide numbers for the specific routes that operate to or within the sample tract. During FY 2025, routes in minority census tracts performed at 88.06 percent on-time while routes serving non-minority tracts averaged 87.9 percent on-time. Other important characteristics include average load within the specific tract, the average number of routes servicing a specific tract, and population density per acre for the ten randomly selected minority and non-minority census tracts. For minority tracts, the average load is 6.1; for non-minority tracts, the average load is 7.5. Overall, minority tracts have 2.6 routes per tract, and non-minority tracts have 2.0 per tract. The average population density per acre for the ten randomly selected minority census tracts is 10.36, compared to 8.10 for non-minority tracts. The higher average population density per acre along with the lower average load within the tract justifies FAX's continued operation of a higher level of service in these areas in comparison to the service provided to non-minority census tracts.

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

Today, FAX continues to address the transportation needs of minority census tract residents. All 18 FAX routes operate to or within one or more of the 82 minority-termed census tracts. Transit service will continue to be greater in these tracts because of the propensity for lower-income populations to utilize public transit. The following tables compare travel times from minority and non-minority census tracts to primary destinations in the FCMA. Travel times were estimated using trip planning software.

As Exhibit 17 through Exhibit 20 show, the sampled minority census tracts generally have a slight advantage over the non-minority tracts. This is primarily due to greater ridership demands from those areas, explaining the attention to those areas due to the proximity of heavy generators in the more densely populated minority tracts. Lower average and peak

loads in the minority tracts can be attributed to more service in those locations, which spread the ridership across more buses/trips.

Most average travel times between the randomly selected minority census tracts and the major trip generators were lower than for non-minority census tracts. The exceptions are California State University, Fresno and River Park Shopping Center. Both locations are in the northern portion of the service area, which may result in the longer travel times from the census tracts selected. Given the random nature of the census tract selection, the travel times presented in Exhibit 19 and Exhibit 20 represent only a sampling of travel times. Regardless, FAX should continue to be mindful of potential disparities in travel time and work to minimize its impact on minority communities.

Based on the quality of service evaluation and findings, FAX service does not discriminate against minority census tracts within the FCMA.

Exhibit 17 Service Comparison by Census Tract (Minority)

Minority Tracts	FAX Route Number*	Headway (Minutes) Weekdays	Avg. Peak Load In Tract	Avg. Load in Tract	On-Time Performance	Tract Population	Tract Acres	% of Minorities	Population Density
11.00	34 38	15 15	2.4	1.7	86.84%	3,200	927	97.94%	3.45
12.02	41	30	5.0	2.0	87.30%	4,289	840	96.25%	5.11
14.11	1 22	10 30	5.5	0.6	87.09%	8,000	620	79.43%	12.90
29.03	1 22 26 41	10 30 30 30	14.2	7.8	87.10%	3,454	321	94.18%	10.76
33.02	34 38 39	15 15 30	17.6	13.7	87.46%	5,189	321	79.94%	16.17
38.05	12 35 39	30 30 30	5.1	4.0	90.34%	7,695	556	85.98%	13.84
38.07	35 39	30 30	11.1	8.0	88.46%	3,030	1,118	83.23%	2.71
42.11	3 20	30 30	14.0	3.0	90.55%	7,860	558	81.27%	14.09
42.12	9 12 20 41	15 30 30 30	7.5	4.8	88.34%	11,651	1,176	72.14%	9.91
47.04	20 22 41	30 30 30	14.6	15.0	87.12%	4,563	311	88.14%	14.67
Average			9.7	6.1	88.06%				

*GIS routes inside and on the boundary line.

Fresno Area Express 2025 Title VI Program

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

Non-Minority Tracts	FAX Route Number	Headway (Minutes) Weekdays	Peak Load In Tract	Avg. Load in Tract	On-Time Performance	Tract Population	Tract Acres	% of Minorities	Population Density
22.00	1 22 33 35	10 30 30 30	14.9	6.5	86.76%	3,618	327	69.21%	11.07
30.04	22 26 35	30 30 30	7.4	2.7	86.97%	2,192	323	78.60%	6.79
42.13	22 41	30 30	1.8	1.1	86.54%	3,480	290	58.60%	12.00
43.01	3	30	11.3	8.4	92.79%	4,411	1,163	33.67%	3.79
44.09	3 26	30 30	3.7	3.0	89.86%	3,234	724	57.05%	4.47
44.11	26	30	4.4	1.5	86.92%	1,734	799	38.29%	2.17
49.02	26 45	30 30	55.9	21.7	88.05%	1,978	247	68.55%	8.00
54.03	9 34 38	15 15 15	30.2	26.9	85.77%	5,513	320	65.34%	17.20
55.07	58	60	4.3	0.2	91.70%	5,769	638	53.22%	9.04
56.02	9	15	20.5	2.8	83.65%	5,107	792.	52.65%	6.45
Average			15.5	7.5	87.90%				

**GIS routes inside and on the boundary line.*

Exhibit 19 Comparison of Travel Times, Minority Census Tracts

Minority Tracts	Major Trip Generators					
	MTC	FCC	CRMC	CSUF	FSC	RPSC
11.00	47	39	18	50	24	72
12.02	54	65	45	44	35	59
14.11	68	58	41	63	43	81
29.03	45	41	34	56	29	70
33.02	30	20	42	34	47	52
38.05	56	31	54	65	53	70
38.07	52	39	58	62	61	76
42.11	51	47	71	53	68	78
42.12	45	41	78	46	62	66
47.04	17	18	55	49	39	59
Average Travel Time 2025	46.5	39.9	49.6	52.2	46.1	68.3

MTC: Manchester Transit Center/Mall

FCC: Fresno City College

CRMC: Community Regional Medical Center

CSUF: California State University, Fresno

FSC: Fresno Superior Court

RPSC: River Park Shopping Center

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

Non-Minority Tracts	Major Trip Generators					
	MTC	FCC	CRMC	CSUF	FSC	RPSC
22.00	22	12	27	54	25	42
30.04	55	47	36	55	48	73
42.13	52	56	70	59	63	72
43.01	60	66	82	61	81	48
44.09	58	49	66	54	56	28
44.11	44	48	62	52	66	36
49.02	30	23	47	51	46	27
54.03	35	49	46	11	49	38
55.07	51	63	66	35	65	32
56.02	61	67	83	24	83	50
Average Travel Time 2025	46.8	48.0	58.5	45.6	58.2	44.6

MTC: Manchester Transit Center/Mall

FCC: Fresno City College

CRMC: Community Regional Medical Center

CSUF: California State University, Fresno

FSC: Fresno Superior Court

RPSC: River Park Shopping Center

G. Requirement to Evaluate Service and Fare Changes

Locally Developed Evaluation Procedure

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

The FTA defines *disparate impact* as referring to "a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin."⁵

⁵ FTA Circular 4702.1B, Chap. I-2.

The FTA defines disproportionate burden as referring to “a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.”⁶

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

- Major Service Change: Adds or removes 25 percent or more:
 - Revenue miles on any route.
 - Revenue hours on any route.
- Disparate Impact Policy: A disparate impact exists if a major service change, fare change, or fare media change requires a minority population to bear adverse effects by 20 percent or more than the adverse effects borne by the general population in the affected area.
- Disproportionate Burden Policy: A disproportionate burden exists if a major service change, fare change, or fare media change requires a low-income population to bear adverse effects by 20 percent or more than the adverse effects borne by the general population in the affected area.

In accordance with FTA regulation, FAX attempts to notify all concerned stakeholder organizations that may be affected by proposed significant service changes of their opportunity to comment on the proposals via public workshops. Notice is placed in local newspapers, both English and Spanish, at key bus stops, transfer locations, and on-board buses. In addition, FAX posts proposed service changes on its website, which is accessible (via Google Translate) in more than 100 different languages, and via social media. FAX has identified English and Spanish as the primary languages for communicating service and/or fare changes. These two languages represent 87.1 percent of the population within the FAX service area. Overall, the average level of LEP in the FAX service area is 13.97 percent.

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

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

1. Announcements on English and Spanish radio stations.

⁶ FTA Circular 4702.1B, Chap. I-2.

2. Media releases to English and Spanish newspapers.
3. Route change information displayed onboard buses.
4. Public notices posted at key bus stops and transfer locations.
5. Rider alerts posted on the FAX website.
6. Articles in the FAX newsletter, which is emailed to the email distribution list and posted on the FAX website.
7. Calls requesting route change information, as well as regular route information, can be referred to various staff members.
8. Social media (Facebook, Twitter, and Instagram).
9. Community workshops and pop-up events at heavily-used bus stops.
10. Advertisements in local newspapers.

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

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

The purpose of the SSTAC is:

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

announcing the hearing is placed in all Fresno County and Spanish newspapers, and letters requesting comments are sent directly to agencies and individuals who have concerns.

Service Evaluation

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

Peer Review Analysis

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

The FAX peer review analysis is an automated peer selection process that identifies comparable transit systems. This approach was derived by the Florida Transit Information System (www.ftis.org) and uses a variety of criteria in the selection process. Criteria include Urban Area Population, Vehicle Miles Operated, Operating Budget, Population Density, Service Area Type, Population Growth Rate, Percent Low -Income, and others. The five transit agencies selected were Albuquerque, NM; Bakersfield, CA (GET); Eugene, OR (Lane Transit District); Spokane, WA; and Stockton, CA (RTD). All five agencies are FTA Grant Recipients; therefore, they are required to provide their system performance data to the National Transit Database (NTD). Furthermore, two are California agencies that must operate under the same California State Transportation Development Act Guidelines as FAX. Exhibit 21 provides a system comparison of the five transit agencies and reflects the most recent NTD data available through the FTIS system, which is 2020.

Exhibit 21 System Comparison (2024)

System	Passengers/Hour		Passengers/Mile		Cost/Hour		Cost/Passenger		Farebox Recovery		Score	Rank
	Metric	Rank	Metric	Rank	Metric	Rank	Metric	Rank	Metric	Rank		
FAX	18.60	2	1.64	1	\$114.75	2	\$6.17	2	9.45%	3	2.0	1
Bakersfield (CA)	16.07	4	0.29	6	\$97.20	1	\$6.05	1	14.19%	2	2.8	3
Stockton (CA)	14.27	5	0.95	4	\$174.78	6	\$12.25	6	8.17%	4	5.0	5
Albuquerque (NM)	16.68	3	1.17	3	\$118.95	3	\$7.13	4	5.16%	6	3.8	4
Spokane (WA)	10.71	6	0.73	5	\$125.58	5	\$11.73	5	7.22%	5	5.2	6
Eugene (OR)	19.48	1	1.21	2	\$124.10	4	\$6.37	3	27.19%	1	2.2	2

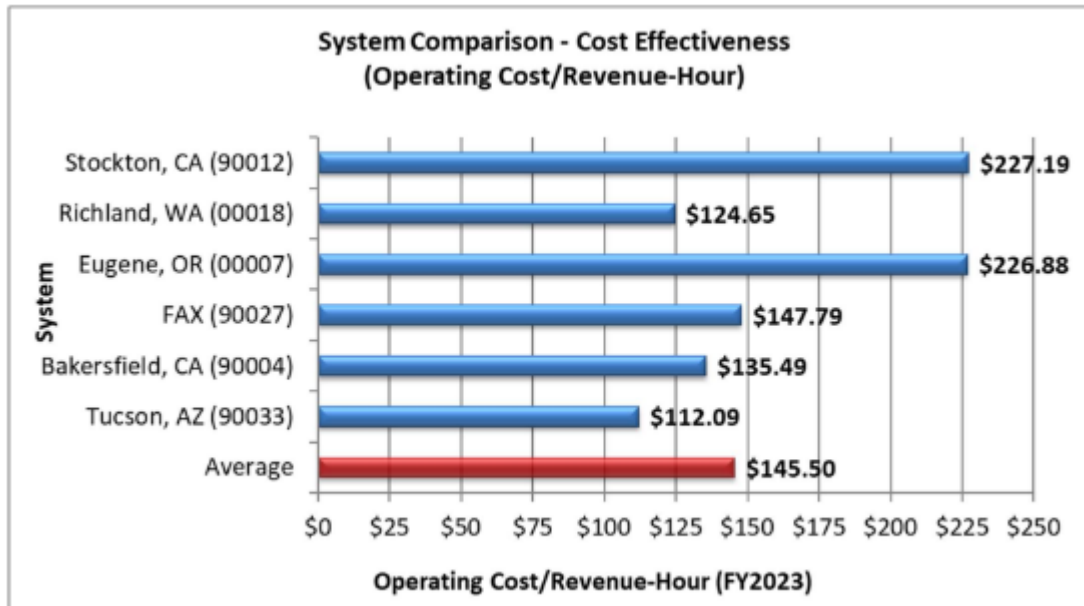
FAX Operating Cost per Revenue Hour Comparison with Peer Operators

At nearly \$148 per hour, FAX is operating just above the peer systems average cost per hour but is operating below the cost per hour of two of the six peer systems. The FAX operating expense per hour is \$147.79, or approximately 1.6 percent more than the peer system average of \$145.50. As shown in Exhibit 22, FAX has the third highest operating expense per hour.

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

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

Exhibit 22 System Comparison: Operating Cost/Revenue Hour (2023)

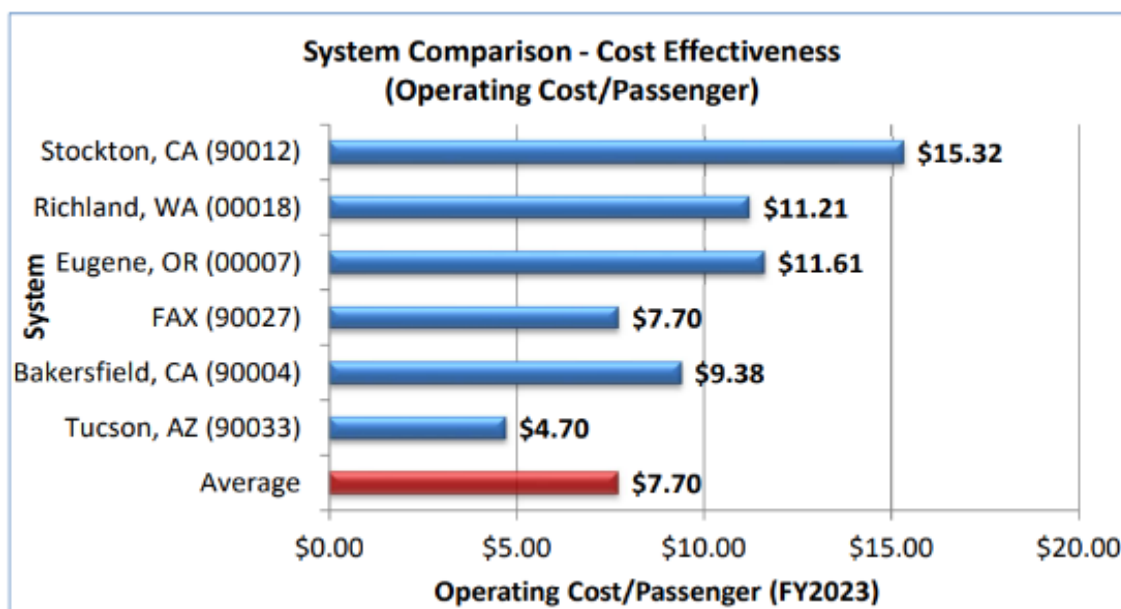


FAX Operating Cost per Passenger Comparison with Peer Operators

FAX operating cost per passenger of \$7.70 is equal to the peer operators' average of \$7.70 and ranks second lowest among the peer operators. FAX operates a cost-efficient transit service relative to similar-size agencies.

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

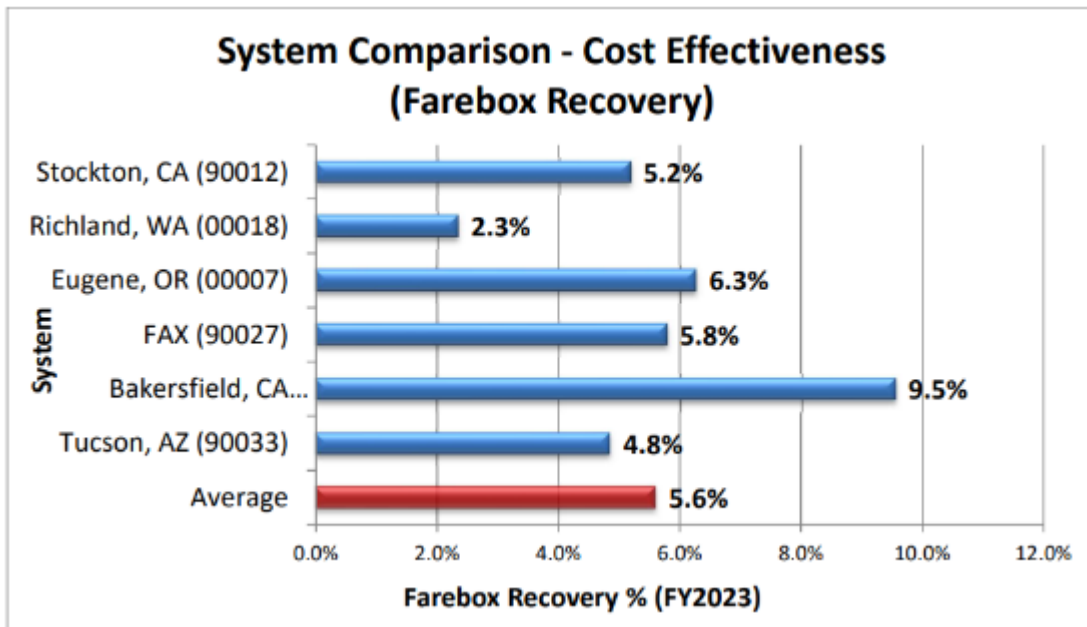
Exhibit 23 System Comparison: Operating Cost/Passenger (2023)



FAX Farebox Recovery Comparison with Peer Operators

The FAX farebox recovery ratio of 5.8 percent was higher than the peer average of 5.6 percent. The State Transportation Development Act (TDA) regulations require FAX to maintain a minimum 20 percent farebox recovery ratio, or else risk forfeiting certain TDA funds. However, due to the impact of the COVID-19 pandemic and its effects on transit ridership, the state of California suspended the financial penalties related to TDA farebox recovery requirements through fiscal year 2025-2026. The data reported to the National Transit Database (NTD) by FAX and all peers (used in the peer analysis) does not necessarily reflect all revenues that can be applied to the farebox recovery ratio under the TDA.

Exhibit 24 System Comparison: Farebox Recovery (2023)



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

System Minimums Assessment

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

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

At a minimum, an individual route should exceed 60 percent of the system-wide average for a number of key indicators. The 60 percent figure is an overall industry standard that assumes a transit system may tolerate some low-performing routes if they provide an important component of the system, especially if the component helps meet the needs of riders with less reliable availability of other transportation options. FAX uses several operational indicators to measure the performance and financial status of the system and individual routes. Individual routes should achieve 60 percent of the system average, except for those indicators that measure cost efficiency. Cost performance measures should not exceed 140 percent of the total system average, with 140 percent representing the system maximum. Exhibit 25 shows individual routes and their performance in various categories. Cells in red are those that do not meet the minimum/maximum thresholds for those key indicators.

Fresno Area Express 2025 Title VI Program

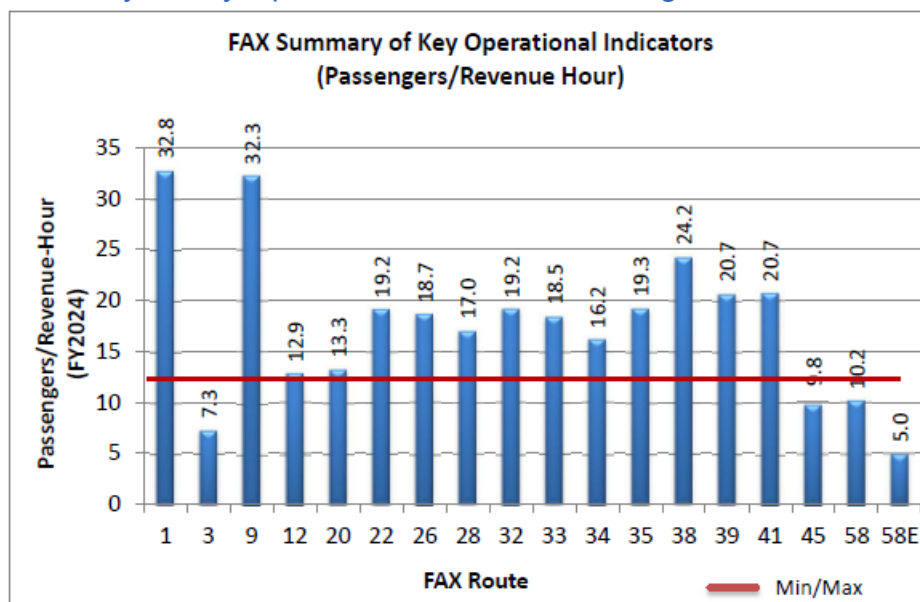
Exhibit 25 Summary of Key Operation Indicators (June 2023 – June 2024)

Route	Passengers	Miles	Hours	Farebox	Cost	Pass/ Hour	Pass/ Mile	Cost/ Hour	Cost/ Pass	Fare/ Op. Cost
1	2,303,017	762,810	70,231	\$1,128,478	\$10,169,930	32.79	3.02	\$144.81	\$4.42	11.1%
3	184,314	291,799	25,280	\$90,314	\$3,709,014	7.29	0.63	\$146.72	\$20.12	2.4%
9	986,403	322,848	30,569	\$483,338	\$4,400,942	32.27	3.06	\$143.97	\$4.46	11.0%
12	151,136	130,263	11,743	\$74,057	\$1,708,061	12.87	1.16	\$145.46	\$11.30	4.3%
20	274,752	242,927	202,655	\$134,628	\$3,043,088	13.3	1.13	\$147.33	\$11.08	4.4%
22	437,384	288,762	23,809	\$224,118	\$3,532,341	19.21	1.58	\$148.36	\$7.72	6.3%
26	513,164	331,584	27,491	\$251,450	\$4,073,404	18.67	1.55	\$148.17	\$7.94	6.2%
28	581,865	369,713	34,186	\$285,114	\$4,945,938	17.02	1.57	\$144.68	\$8.50	5.8%
32	493,196	266,733	25,716	\$241,666	\$3,688,543	19.108	1.85	\$143.44	\$7.48	6.6%
33	150,597	96,230	8,160	\$73,793	\$1,202,917	18.46	1.56	\$147.42	\$7.99	6.1%
34	841,302	569,537	51,966	\$412,238	\$7,539,424	16.19	1.48	\$145.08	\$8.96	5.5%
35	400,113	235,171	20,749	\$196,055	\$3,032,140	19.28	1.7	\$146.13	\$7.58	6.5%
38	1,176,116	605,692	48,509	\$576,297	\$7,245,507	24.25	1.94	\$149.36	\$6.16	8.0%
39	291,004	163,420	14,073	\$142,592	\$2,067,550	20.68	1.78	\$146.91	\$7.10	6.9%
41	536,754	315,326	25,874	\$263,009	\$3,842,180	20.74	1.7	\$148.52	\$7.16	6.8%
45	235,551	302,558	24,099	\$115,420	\$3,604,180	9.77	0.78	\$149.56	\$15.30	3.2%
58	19,292	26,274	1,890	\$9,453	\$289,814	10.21	0.73	\$153.33	\$15.02	3.3%
Total/average	9,606,251	5,361,459	467,079	\$4,707,063	\$68,445,083	20.57	1.79	\$146.54	\$7.13	6.9%
					Min/Max	12.34	1.08	\$205.15	\$9.98	4.1%

FAX Passengers per Revenue Hour by Route

As Exhibit 26 illustrates, FAX Routes 3, 45, 58, and 58 E were the only routes operating below the minimum standard of 13.27 passengers per hour.

Exhibit 26 Summary of Key Operation Indicators: Passengers/Revenue Hour (FY 2024)



FAX Fare Structure

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

FAX maintains a variety of fare media, which are detailed in the City of Fresno Master Fee Schedule. These fees are determined by the Fresno City Council, an elected body. Any changes to the transit fares must undergo a fare equity analysis, including public notification, and presentation before the Fresno City Council. Another factor in determining fares is the State Transportation Development Act (TDA). TDA regulations require FAX to maintain a minimum 20-percent farebox recovery ratio. Since the beginning of the COVID-19 pandemic, compliance with the farebox recovery ratio requirement has been suspended by California State Legislature.

FAX’s last system-wide fare change was in July 2022. The senior or disabled fare decreased, allowing all reduced fare riders to ride for free. There was no fare changes during this triennial Title VI Program period.

Exhibit 27 Fare Structure (2024)

Fare Category	General Public Base Fare	Reduced Fare (Senior/Disabled)
FAX Fixed-Route		
Cash fare (single trip)	\$1.00	\$0.50
1-ride card	\$1.00	\$0.50
10-ride card	\$9.00	\$4.50
31-day pass	\$36.00	\$18.00
Handy Ride		
ADA cash fare (single trip)	N/A	\$1.25
Companion fare (single trip)	\$1.25	N/A
Personal Care Attendant	Free	N/A
Monthly pass (up to 60 rides)	N/A	\$36.00

III. CONCLUSION

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

One hundred sixty-two (162) census tracts comprise the Fresno County Metropolitan Area (FCMA). Of this number, 90 (55.6 percent) of these tracts are deemed minority for the purpose of the Title VI Program analysis. The FCMA minority population makes up 70.1 percent (or 532,970 residents) of the total service area population. Currently, most of FAX routes operate to or within one or more of the minority census tracts' service area (95.6 percent). On the basis of this and the Title VI Program analysis, FAX has guaranteed that no minority group is excluded from, or denied the benefits of, this federally subsidized transit system.