

Figure 1
Matrix of Public Comments Received, Operator Responses, and Determinations
on Unmet Needs that are Reasonable to Meet

NO	JURISDICTION	PUBLIC COMMENT	OPERATOR RESPONSE	UNMET NEED? (Yes, No, N/A)	REASONABLE TO MEET? (Yes, No, N/A)
1.	Regional	Why not do a light rail line between Fresno and Visalia with service added to Bakersfield in the future?	<p>Visalia Transit operates transit service between Visalia and Fresno six times per day, seven days a week starting at 4 a.m.</p> <p>FCRTA prepared a planning grant application in 2019 for a light rail / BRT project; however, it was not submitted. When considering new transit services, multiple modes must be considered and analyzed through a series of feasibility analyses examining metrics including anticipated ridership, capital and operating costs, funding sources, fare estimates, farebox recovery ratios, and other performance metrics.</p>	No	N/A
2.	Regional	Need to increase integration of	All transit agencies in Fresno County currently work	N/A	N/A

		service with other transit agencies in the region.	together, including FAX, FCRTA, Clovis Transit, and Fresno Economic Opportunities Commission (FEOC). In addition, FCRTA currently has agreements with KARTS in Kings County and the City of Dinuba in Tulare County for service into Fresno County, and FAX and Clovis Transit have agreements for service between the two jurisdictions.		
3.	FAX	Need to increase the number of Handy Ride transfer points.	There are three transfer points between Handy Ride and Clovis Transit Round Up paratransit service. The three current transfer points are at Willow and Herndon, Willow and Shaw, and Clovis and Ashlan. A fourth transfer point is anticipated for Peach and Dakota in the near future.	N/A	N/A
4.	Clovis	Need to add service in those parts of Clovis where new development is taking place.	The City of Clovis will undertake a transit study in the near future to continue to refine transit service.	No	N/A

5.	Clovis	Within the City of Clovis, add a stop at the Taco Bell at Ashlan and Peach since drivers already stop there to use the facilities.	Clovis Transit Route 50 includes a stop on the north side of Ashlan and then the route heads north on Peach, so without changing the direction of Route 50, it is not possible to add a stop at the Taco Bell for the bus drivers.	No	N/A
6.	Regional	What ADA services are available between Fresno and the smaller cities?	All transit vehicles in the region are ADA-equipped for both fixed-route and demand-response routes countywide.	No	N/A
7.	FAX	What is FAX doing about potholes?	Potholes fall under the jurisdiction of the Public Works Department. The City encourages residents to use the “FresGo” app to report potholes. When potholes impact FAX service, FAX communicates the potholes to the Public Works Department.	N/A	N/A
8	FAX	More bus service is needed west of SR99.	The area west of Highway 99 is identified in the Fresno Clovis Metropolitan Areas (FCMA) Short Range Transit Plan (SRTP) as an area of growth and future public transit need. FAX has recently proposed changes to	No	N/A

			the fixed route transit system that would affect this area. These proposed changes include extending service westbound along Route 45 on Ashlan Avenue to Central High School, and connecting Routes 12 and 35 along Marks. Because FAX is actively working on adding service to this area, this is not considered an Unmet Need.		
9.	FAX	Bus service is needed to Amazon / Ulta for employees.	FAX is evaluating service to the North Pointe Industrial Park area to determine feasibility of service, anticipated ridership, and funding to pay for service. Because FAX is actively working on evaluating service in this area, this is not considered an Unmet Need.	No	N/A
10.	Clovis Transit	Clovis Transit needs additional service hours, especially weekends.	The City of Clovis will undertake a transit study in the near future to continue to refine transit service. Days and hours of service will be included in that study.	No	N/A
11.	FAX	Service is needed to El	FAX has proposed service expansion	No	N/A

		Paseo along Herndon. This applies not only to regular bus service but Handy Ride service as well.	along Herndon Avenue that would run from the El Paseo shopping center at Herndon and SR 99 to Willow Avenue. If implemented, Handy Ride boundaries would be expanded to provide comparable service coverage. FAX is seeking grant funding to implement this service. Because FAX is actively working on adding service to this area, this is not considered an Unmet Need.		
12.	FCRTA	Does Orange Cove have a pharmacy? Is there medical transportation?	There is no pharmacy in Orange Cove, but there is one in Reedley. FCRTA does not provide medical transportation.	N/A	N/A
13.	FAX and Fresno COG	Transit service is needed between the City of Fresno and Madera to places such as Madera Ranchos.	FAX operates service to Valley Children's Hospital (VCH) in Madera. Residents of Madera can ride Madera County Connection to VCH and transfer to FAX. The Unmet Transit Needs process only applies within the Fresno County limit.	No	N/A
14.	FAX	The bus stop at Jensen and Clara is	The bus stop on the north side of Jensen at Clara does not have a	N/A	N/A

		<p>dangerous for students. Teacher advises students to avoid it and instead walk farther to a safer stop down the road.</p>	<p>sidewalk, as the parcel of land is not developed. FAX is the public transit operator for the City of Fresno. Curbs, gutters and sidewalks fall under the jurisdiction of the Public Works Department. If/when the parcel is developed, a sidewalk would be added, and the stop would become safer.</p>		
15.	FAX	<p>Continue with implementing cross-town service across the City of Fresno.</p>	<p>FAX has evaluated and proposed cross-town service on Herndon, Ashlan, McKinley, and Dakota, and is seeking grant funds to implement service. Because FAX is actively working on adding service to these areas, this is not considered an Unmet Need.</p>	No	N/A