

FRESNO-CLOVIS METROPOLITAN AREA (FCMA) SHORT RANGE TRANSIT PLAN (SRTP)

2024 – 2028

FINAL DRAFT

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FAX FRESNO AREA EXPRESS



CITY of CLOVIS



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1.1.0 Purpose of SRTP

The Fiscal Year (FY) 2024-2028 Fresno-Clovis Metropolitan Area (FCMA) Short Range Transit Plan (SRTP) is the biennial update to the operating plans and capital programs of Fresno County's two urban transit providers – Fresno Area Express (FAX) and Clovis Transit. The purpose of this Plan is to promote a comprehensive, coordinated, and continuous planning process for transit service in the FCMA over a five-year planning horizon. This short-range plan proposes specific recommendations for implementing the long-range objectives of Fresno County's 2022-2046 Regional Transportation Plan/ Sustainable Communities Strategy and will guide the provision of transit services in the FCMA over the next five years.

The Plan provides both the Federal Transit Administration (FTA) and the Fresno Council of Governments (Fresno COG) with the detailed planning justification for awarding operating and capital grants to FAX and Clovis Transit. This Plan was developed through an analysis of existing needs and available services and provides an evaluation of projected needs and funding availability for the next five years.

1.2.0 Overview of SRTP

The SRTP consists of five chapters. The first four chapters focus primarily on FAX and its paratransit system, known as Handy Ride. The fifth chapter focuses on Clovis Transit and its paratransit system, known as Round Up. More specifically:

- Chapter 1 explains the purpose of the SRTP, provides an overview of the transit system in the Fresno-Clovis Metropolitan Area and describes the FAX and Handy Ride mission statements and organizational structures.
- Chapter 2 provides a general overview of the existing FAX transit and Handy Ride paratransit systems and related programs.
- Chapter 3 describes the proposed service improvement plan for FAX and Handy Ride, including recommendations for new transit services, enhanced customer service, and improved mobility and access.
- Chapter 4 includes a detailed five-year financial plan for FAX and Handy Ride and describes the capital plans that support the services described in Chapters 2 and 3.
- Chapter 5 provides an overview of the existing City of Clovis transit system and Round Up, including descriptions of current transit services, recommendations for enhancing customer service, and a detailed five-year financial plan for the transit system.

The SRTP includes appendices with more detailed information on the fleet inventories of each transit agency, a glossary of terms, Title VI implementation plans, and other important information.

1.2.1 Background and Legislative Framework

Fresno County has 1,011,273 people and represents the fifth largest region in the state of California. Approximately 65% of the County's population resides in the cities of Fresno and Clovis, which together, comprise the FCMA. The County's population is expected to grow by 21%, to 1.22 million people by 2046.

Most of Fresno's travel market has its origins and destinations in metropolitan Fresno. 71.6% of Fresno residents work in Fresno County and 28.4% commute to destinations outside the county. Of the total commute trips in Fresno County, 86.3% are via automobile, 0.7% are by transit, 1.6% are through school transportation and 11.4% are by people walking or biking. Due to heavy rural-to-rural commute patterns of farm workers, correctional officers, and teachers in the San Joaquin Valley, carpools and vanpools represent the largest mode share after the single-occupant automobile.

The passage of Senate Bill (SB) 375, the Sustainable Communities and Climate Protection Act of 2008, called for metropolitan planning areas in the state to commit to sustainable solutions that integrate transportation, land use, and housing policies to reduce greenhouse gas emissions. More recently, the passage of SB 743 in 2013 furthered the greenhouse gas reduction goals of SB 375 by changing the way local jurisdictions analyze transportation impacts from development projects. Instead of evaluating traffic impacts based on congestion metrics, the law requires jurisdictions to assess traffic impacts based on the amount of driving and trip lengths resulting from new development, measured through vehicle miles traveled (VMT). Lowering VMT from new development aligns with California's goals to reduce greenhouse emissions by encouraging more infill development, increasing public transit, and providing more active transportation opportunities such as walking and biking. Implementing a robust transit network is not only a key component to reach the state's climate goals, but also a way to expand mobility choices, enhance the quality of life in our local communities, and provide transit resources to those who may rely on transit for their daily needs..

1.2.2 Impacts of COVID-19

Like other transit operators across the United States and the world, transit providers in Fresno faced a tremendous challenge starting in March of Fiscal Year (FY) 2020 in the form of the COVID-19 Coronavirus global pandemic. In late 2019, the first case of COVID was reported in China. In January 2020, the first case was reported in California. By March 2020, to prevent the spread, the State of California imposed a mandatory stay-at-home order. While transit ridership throughout the County had generally been trending upward since the

Great Recession with over 11.6 million passenger rides in FY 2019, the pandemic caused immediate and dramatic declines in ridership and related productivity metrics. As the pandemic continued and worsened in FY 2020, transit providers experienced even more drastic performance declines, due in large part to the prolonged time during which a fraction of passengers could board buses and paratransit vehicles. As of early 2021, FAX ridership had dropped by approximately 50% and Clovis Transit ridership had declined by approximately 62% in comparison to pre-COVID ridership levels. In FY 2022 and FY 2023, public transit ridership in Fresno County has been steadily increasing. Ridership countywide is approximately 66% of its pre-pandemic number. The comprehensive impact on performance metrics for each of the operators is more fully captured in the Transit Productivity Evaluation reports, which can be found on the Fresno COG website.

The local transit agencies are maintaining some of the proactive health and safety protocols instituted in the early days of the pandemic. These include self-screening checks for employees and passengers, encouraging the voluntary use of face masks for both passengers and staff, maintaining cleaning/sanitizing procedures on vehicles and at bus stops, and hand sanitizer dispensers on vehicles. Agencies continue to provide public outreach and education campaigns to promote COVID-safe travel behaviors, both individually and in partnership with the American Public Transit Association, using traditional printed materials as well as social media.

Performance metrics for all three transit service providers, including FAX, Clovis Transit, and the Fresno County Rural Transit Agency (FCRTA)¹, continue to be below pre-pandemic numbers, but are showing increases over previous years. In FY 2022, passengers per hour increased by 17.8%, the farebox recovery ratio improved by 52%, and costs per hour only increased by 1.6%. Costs remained relatively flat, demonstrating that the transit agencies maintained service levels throughout the pandemic. The agencies relied on traditional transit subsidies as well as federal financial assistance via the Coronavirus Aid, Relief, and Economic Security (CARES) Act to maintain fixed route and paratransit service and address the additional operating costs of implementing the necessary COVID health and safety measures.

1.2.3 Land Use and Transportation Integration

Through regional planning efforts, the Fresno region has been working toward policies, goals, and funding priorities that reduce urban sprawl, support higher densities in urbanized areas, and promote opportunities for multi-modal transportation choices, including a shift away from automobile-dominated transportation planning. COVID showed the world that while many people are willing and able to adjust their travel behaviors, including more telecommuting, walking, and bike-riding, transit is an essential service for many people and

¹ The FCRTA operates transit in the non-FCMA service area and prepares a separate Short Range Transit Plan for rural transit in Fresno County.

equity issues must be addressed more comprehensively. As vaccines have become widely available and people have built immunity, they are resuming their pre-COVID daily activities and travel patterns continue to return to pre-COVID levels. As a result, it is important that the region continue to work towards its pre-COVID goals of less land consumption and more transportation options, including a robust transit network, to serve residents and meet climate change challenges.

The pre-COVID plans and projects that had been moving the region in this direction included: implementation of the Bus Rapid Transit (BRT) system along the Blackstone and Ventura/Kings Canyon corridors; 15-minute service frequencies along Shaw and Cedar via High Frequency Network (HFN) routes; the City of Fresno General Plan and Zoning Code update which encouraged higher mixed use densities in Downtown Fresno and along the Blackstone and Shaw corridors; the Fresno COG's 2022-2046 Regional Transportation Plan/Sustainable Communities Strategy and 2050 Long Range Transit Plan; the transit oriented development (TOD) grants awarded by the Fresno COG and development of regional guidelines and tools to implement Senate Bill 743; active transportation projects providing improved sidewalks and bike lanes; and movement toward zero-emission buses and charging infrastructure by the transit operators.

Despite these efforts, challenges remain, including poor air quality, leapfrog development at the edges of the metropolitan area, and the high percentage of greenhouse gas emissions generated by current transportation modes.

1.2.4 Air Quality and Greenhouse Gas Emissions

Fresno County currently does not meet air quality standards, including ozone and particulates. As a result, the County must satisfy Federal requirements calling for consideration of transportation control measures to reduce emissions and demonstrate conformity with the State Implementation Plan for Air Quality. It follows that whatever transportation projects are considered and ultimately implemented must not deteriorate the existing air quality and must support efforts to bring the County into air quality attainment.

In 2018, the California Air Resources Board approved a regulation requiring public transit agencies to transition to 100% zero-emission bus fleets by 2040. This "Innovative Clean Transit" (ICT) regulation is part of California's effort to reduce emissions from the transportation sector and meet the state's air quality and climate goals.

Auto and truck travel account for about one-third of greenhouse gas emissions in Fresno County. In addition to the implementation of the ICT regulation by the local transit operators, the region must continue to move toward implementing more efficient, high-capacity modes of transportation that provide attractive options to the auto, with a focus on higher density and mixed-use corridors where large numbers of households and businesses can be well-served by transit and active transportation investments. Such transportation modes must

also provide suitable travel options to parts of the population who have limited mobility, including the elderly and people with low incomes and disabilities.

Currently, most of Fresno’s transit riders use the system out of necessity, rather than choice. To maximize transit ridership and reduce greenhouse gas emissions in the future, it will be important to continue to serve and attract ridership among households that need transit, as well as those who might choose to take transit though they can afford to drive. It will also be important to complement existing and future transit services with first and last mile services through innovative technologies and complete street approaches, as well as through new demand-based transit services such as microtransit, fare payment and trip planning applications, and other emerging trends, such as Mobility as a Service (MaaS).

1.3.0 Summary of Existing Transit System

Fresno Transit System: FAX fixed route transit system and Handy Ride para-transit system - FAX is a department of the City of Fresno and is governed by the Fresno City Council. FAX’s ability to deliver transit service is impacted by the laws, regulations, and policy decisions of several external agencies. These agencies include the Federal Transit Administration (FTA), the California Department of Transportation (Caltrans), the Fresno Council of Governments (Fresno COG), Fresno County, the City of Clovis, the Fresno County Rural Transit Agency (FCRTA), the Consolidated Transportation Service Agencies (CTSA), and various private transportation operators. Although FAX is responsible for providing metropolitan transit service and for implementing the City of Fresno’s SRTP recommendations, its actions will also be influenced by the actions of these external agencies.

FAX is the largest provider of transit services in the region, with almost 7 million annual boardings and an FY 2023 projected operating budget of approximately \$76 million. A highly efficient operation for its size, FAX transit service consists of 18 fixed routes in the City of Fresno with three major hubs: the Downtown Transit Center at Courthouse Park, the Manchester Transit Center at Blackstone and Shields Avenues north of downtown, and a transfer point at the River Park shopping center in north Fresno. The flagship service for FAX is the “Q” (Route 1), a 15.7-mile Bus Rapid Transit line that operates on Blackstone Avenue from north Fresno to downtown and along Ventura/ Kings Canyon from downtown to Clovis Avenue. This service was implemented in February 2018 and operates every 10 minutes during peak periods and every 15 minutes during off-peak periods. Additional high-frequency service is available on two HFN routes that operate every 15 minutes from approximately 6:00am to 6:00pm (weekdays) on Shaw Avenue (Route 9) and Cedar Avenue (Route 38) with service to Courthouse Park.

In September 2021, FAX implemented a new fare structure. The standard adult fare went from \$1.25 to \$1.00; this is well below market average compared to other cities this size. Children under age 12 now ride for free, as well as veterans and active-duty

military. Fares for seniors, medicare card holders, and the disabled went from 60 cents to 50 cents.

Service frequencies vary from 10 minutes to 60 minutes with most routes operating at 30-minute headways. Regular service stops at 10:00 pm on most routes on weekdays, with extended service until midnight on the most heavily traveled sections of certain routes. On weekends, FAX operates its transit services until approximately 7:00 pm, with extended service to midnight on Saturdays on the most heavily traveled sections of certain routes.

The FAX fixed route network follows a modified grid pattern with intersecting north-south and east-west bus lines. The SRTP proposes to maintain and enhance the grid network in the service area, as recommended in the 2015 Strategic Service Evaluation; provide higher levels of service and improved amenities to make transit more attractive; and implement innovative approaches to address congestion and air quality concerns. The Plan includes an ongoing process of system evaluation and management to assess the effectiveness and efficiency of existing and proposed services. FAX operates some fixed route transit service to the City of Clovis and unincorporated urban areas and receives funding from the City of Clovis and the County of Fresno for this service.

FAX Improvements since last SRTP - Since the last update to the SRTP two years ago, FAX has implemented the following service improvements:

Route 58/58E Interline: In January 2022, FAX implemented a service change to Routes 58 and 58E that established an interline between the two routes. This change was an operational efficiency that allowed FAX to improve reliability and improve individual route performance metrics.

Route 3: In January 2022, FAX extended Route 3 to the Clovis Community College campus at Willow and International. Previously this route terminated at Willow and Hendon. Route 3 services medical centers, commercial areas, and housing developments along Herndon. This route provides service every 45 minutes on weekdays and weekends. This service change also increased the Handy Ride service area in northeast Fresno.

Wi-Fi on Buses: In October 2021, FAX instituted free Wi-Fi on Route 1 (BRT) as a demonstration project. With the success of the demonstration project, FAX rolled out free Wi-Fi on Routes 9 and 38, the other high-frequency routes in the FAX system. By the end of FY 2023, free Wi-Fi will be available on all FAX buses.

New Transfer Policy: In January 2022, FAX instituted a new transfer policy that is less restrictive and allows passengers to have unlimited transfers for 90 minutes. Previously FAX had constraints that would not allow passengers to transfer to the

same route they initially boarded. Now passengers can ride any route, in any direction for up to 90 minutes for the price of a single fare.

Subsidized Reduced Fares: In May 2022, the City of Fresno adopted a resolution supporting subsidized fares for Seniors, Disabled, and Medicare Card holders. This program was funded by a grant from Kaiser and was implemented by FAX in July 2022.

Veterans – West Park – 3 Palms Shuttle Service: In July 2022, FAX, as the urban Consolidated Transportation Services Agency (CTSA) established a shuttle service for residents of the California Veterans Home, the community of West Park, and the 3 Palms Mobile Home Park. Each of the locations has their own individual transit issues. West Park and the Veterans Home are in a rural area outside the City of Fresno service area. 3 Palms Mobile Home Park is an isolated location constrained by State Route 99 on the west and the UP railroad and future High-Speed Rail on the east. FAX partnered with Fresno Economic Opportunities Commission (FEOC) to provide the service.

Student Fares: In January 2023, FAX implemented a new fare category for students. Students can now ride for a reduced cash fare of 75 cents for a single ride or \$22.00 for an unlimited 31-Day pass. These fares are available for all students through the university, with a valid student ID card. In addition, FAX established fare programs with California State University, Fresno and the State Center Community College District to subsidize free fares for their students, staff, and faculty.

Transit Queue Jump Lane: In February 2023, the City of Fresno activated its first queue jump transit signal. This signal is located on Fresno Street at the L Street shelter at Courthouse Park. This signal now allows up to 3 buses to proceed through the signal before the regular traffic. In addition, the signal at L Shelter now allows left turns out of the transit center, creating greater efficiency for Route 38. To facilitate this operation, FAX relocated Route 38 to the inside lane and moved Route 22 to the outside lane. With the installation of the queue jump lane, the City of Fresno implemented a pedestrian scramble at the intersection.

Handy Ride: Handy Ride is a demand response paratransit program oriented toward providing a high level of service to disabled persons who, because of physical, psychological, or cognitive disabilities, are unable to ride the fixed route system. In November 2020, FAX awarded the contract for Handy Ride services to National Express Transit (NEXT). The contract includes measures to evaluate NEXT to ensure that FAX meets its responsibilities under the Americans with Disabilities Act (ADA) for paratransit service.

Clovis Transit System: Stageline fixed route transit system and Round Up paratransit system - Clovis Transit operates four Stageline fixed route transit lines that serve the Clovis area and provide approximately 130,000 pre-COVID passenger trips annually at a cost of approximately \$2.3 million per year. Two of the Stageline routes operate weekdays from approximately 6:00 am to 6:30 pm and Saturdays from 7:00 am to 3:00 pm. The other two routes serve local schools and operate on weekdays only on the Clovis Unified School District schedule. Clovis Transit also operates Round Up, a demand-response paratransit service for seniors (age 65+) and disabled residents who call in advance to schedule trips. In addition, Clovis contracts with FAX to operate Route 9 into Clovis on Shaw Avenue on weekdays from 6:30 am to 7:30 pm and on weekends from 8:15 am to 3:15 pm. Clovis Transit operates a fare-free system.

1.3.1 FAX and Handy Ride Mission Statements

The following FAX and Handy Ride Mission Statements set a strategic direction and framework for making policy, planning, and budgetary decisions.

FAX Mission Statement

Serving our Community Through Safe, Sustainable, and Reliable Transportation

Handy Ride Mission Statement

Handy Ride provides transportation comparable to the FAX fixed route bus system to meet the needs of Americans with Disabilities Act (ADA) eligible persons who cannot functionally use FAX fixed route buses.

1.3.2 Regional Policy Guidance

The following policies are contained in the [2022-2046 Regional Transportation Plan/Sustainable Communities Strategy](#) for Fresno County (adopted by the Fresno COG in June 2022) and provide general guidance to transit operators within the metropolitan area. They are specifically targeted toward the public transit and social service transportation systems.

• Goal 1: IMPROVED MOBILITY AND ACCESSIBILITY FOR ALL

Policies:

- Encourage and prioritize full, fair, and equitable participation by all affected communities in transportation decision-making processes.
- Actively work to ensure equitable distribution of the benefits and burdens of transportation projects.

- Promote the improvement and expansion of accessible transportation options to serve the needs of all residents, especially those who have historically faced disproportionate transportation burdens.

- **Goal 2: VIBRANT COMMUNITIES THAT ARE ACCESSIBLE BY SUSTAINABLE TRANSPORTATION OPTIONS.**

Policies:

- Encourage alternatives to single-occupancy vehicles that reduce vehicle miles travelled (VMT) and greenhouse gas emissions.
- Support investment in promotion of active transportation and transit to improve public health and mobility, especially in historically underinvested areas.
- Encourage sustainable development that focuses growth near activity centers and mobility options that achieve greater location efficiency.
- Support local jurisdictions' efforts to minimize the loss of farmland, environmentally sensitive areas, and natural resources
- Support local jurisdictions' efforts to facilitate the development of diverse housing choices for all income groups.
- Facilitate and promote interagency coordination and consistency across planning efforts.
- Incentivize and support efforts to improve air quality and minimize pollutants from transportation.

- **Goal 3: A SAFE, WELL-MAINTAINED, EFFICIENT, AND CLIMATE RESILIENT TRANSPORTATION NETWORK.**

Policies:

- Prioritize investment in and promote multimodal safety measures to reduce traffic fatalities and incidents in the region.
- Promote enhanced Transportation Demand Management (TSM) and Transportation Demand Management (TDM) strategies to reduce congestion and vehicle miles travelled.
- Encourage improvements in travel connections across all modes to create an integrated, accessible, and seamless transportation network.

- Maximize the cost-effectiveness of transportation improvements.
 - Encourage investments that increase the system's resilience to extreme weather events, natural disasters, and pandemics.
 - Preserve and maintain existing multimodal transportation assets in a state of good repair.
- **Goal 4: A TRANSPORTATION NETWORK THAT SUPPORTS A SUSTAINABLE AND VIBRANT ECONOMY.**

Policies:

- Support local and regional economic development by leveraging planning and transportation funds that foster public and private investment.
 - Facilitate efficient, reliable, resilient, and sustainable goods movement.
- **Goal 5: A REGION EMBRACING CLEAN TRANSPORTATION, TECHNOLOGY, AND INNOVATION.**

Policies:

- Support innovative mobility solutions that are accessible, affordable, reduce greenhouse gas emissions, and improve air quality.
- Support efforts to expand broadband access throughout the region.

1.3.3 FAX Strategic Plan and Performance Measures

At the core of the FAX strategic plan are seven goals, each with specific performance measures. The performance measures encompass the full range of FAX's responsibilities.

Goal 1: Service Levels: Provide public transportation to a maximum number of people in the Fresno area.

Objective A: Meet the public transportation needs of the service area.

Standard 1: Minimum of 88% of the service area population should reside within one-half mile of a bus route.

Standard 2: Maximum headways of 30 minutes.

Standard 3: Operate seven days a week.

Objective B: Adequately serve the elderly and disabled population through fixed route and paratransit.

Standard 1: Fixed route fare for elderly and disabled no higher than one-half the base fares.

Standard 2: All wheelchair lifts/ramps should operate at all times.

Standard 3: Increase ADA-compliant bus stops per the ADA Transition Plan.

Standard 4: Operate paratransit in compliance with the Americans with Disabilities Act of 1990.

Objective C: Serve low-income and minority populations equitably throughout the system.

Standard 1: Complete Title VI Program every three years, as required by federal law.

Standard 2: Conduct fare and/or service equity analyses when there is a fare change or a change in service levels leading to a 25% or greater change in total revenue service hours or miles.

Standard 3: Evaluate and prioritize potential service changes within the context of Disadvantaged Area Communities.

Objective D: Secure a stable and sufficient funding mechanism.

Standard 1: Identify and coordinate funding mechanisms.

Standard 2: Identify short- and long-range funding needs and maximize revenues.

Goal 2: Service Quality: Provide quality, convenient, and reliable service.

Objective A: Provide reliable and convenient public transit service.

Standard 1: Operate fixed route buses with on-time performance of at least 90%.

Standard 2: Complete 97.5% of all scheduled trips.

Objective B: Provide clean, attractive, and comfortable vehicles and facilities.

Standard 1: Vacuum, clean, and disinfect all buses before service the following day.

Standard 2: Clean exteriors of FAX buses at least once a week, or as needed.

Standard 3: Service bus stops weekly (signs, bench/shelter, litter, and weed control), or as needed.

Standard 4: In the winter, heaters on FAX buses should work 100% of the time.

Standard 5: In the summer, air conditioning on FAX buses should work 100% of the time.

Standard 6: Maintain accurate and up-to-date information at Manchester Transit Center, in vehicles, on the website, and on transit applications.

Objective C: Provide a safe system.

Standard 1: Operate buses at least 100,000 miles between preventable accidents.

Standard 2: Operate paratransit vehicles at least 100,000 miles between preventable accidents.

Standard 3: Check buses daily for proper operation and condition of all safety and mechanical equipment. Inspect based on proper maintenance schedules. Provide safety training at the beginning of employment and provide continued training regularly.

Standard 4: Utilize the Transit Asset Management Plan (TAM Plan) to help prioritize funding for asset maintenance and repair.

Standard 5: Maintain all video surveillance equipment at stations, on-board vehicles, and at FAX facilities.

Objective D: Record and respond to public feedback.

Standard 1: Track, evaluate, and follow up on all compliments, complaints and inquiries.

Goal 3: Efficient and Effective Service: Operate an efficient and effective bus system

Objective A: Establish and maintain system-wide productivity indicators.

Standard 1: Achieve a 20% farebox recovery ratio.

Standard 2: Achieve a system-wide standard of 25 passengers per revenue hour.

Standard 3: Record and report at least, monthly, the following performance indicators:

Total Monthly Ridership	Passengers per Revenue Hour
Total Monthly Revenue	Passengers per Revenue Mile
Total Monthly Expenses	Average Weekday Ridership
Total Revenue Hours	Average Saturday Ridership
Total Revenue Miles	Average Sunday Ridership
Total Operating Expense per Revenue Mile	Percentage of Scheduled Trips Completed
Total Operating Expense per Passenger	On-Time Performance
Total Operating Expense per Revenue Hour	Total Road Calls
Total Revenue per Revenue Hour	Farebox Recovery Ratio
Total Revenue per Revenue Mile	

Goal 4: Marketing and System Image: Promote public transit service and FAX's image in the community and at large.

Objective A: Maintain an active and multilingual marketing program.

Standard 1: Promote FAX image through press releases, newsletters, social media, presentations, and involvement in community activities.

Standard 2: Work with resident groups, Chamber of Commerce, Downtown Association, and merchant associations to communicate services and benefits both to residents and to attract new residents to Fresno who would want to live in a transit-oriented development environment.

Standard 3: Maintain public outreach programs with area employers, educational institutions (kindergarten-college), and community groups.

Objective B: Provide complete and accurate public transit information.

Standard 1: Provide current bus schedules and system information at all major public facilities, trip generators, transit centers, and via phone and the FAX website.

Standard 2: Maintain a compliant Static and Real-Time General Transit Feed Specification (GTFS) that is publicly available.

Standard 3: Provide real-time information via mobile applications.

Goal 5: Public Involvement: Provide opportunities for the public to provide input on the transit system.

Objective A: Provide opportunities for public input into FAX's operations.

Standard 1: Hold workshops, pop-up events, and public hearings, per federal requirement; when there is a change in fare (except promotional fare changes for up to 180 days) or when there is a service change leading to a 25 percent or greater change in total revenue service hours or revenue service miles.

Standard 2: Coordinate and cooperate with the Fresno Council of Governments (Fresno COG) in its annual "unmet transit needs" process, including participation in the Fresno COG Social Services Transportation Advisory Council (SSTAC) meetings.

Standard 3: Participate in the City of Fresno’s Disability Advisory Commission Transportation Subcommittee.

Standard 4: Conduct customer satisfaction surveys in multiple languages every 2-3 years.

Standard 5: Actively seek out and engage members of Fresno’s minority, low income, and Limited English-speaking populations to listen to their needs, provide meaningful information about utilizing the transit system, and comply with State and Federal environmental justice requirements.

Goal 6: Integrated Multi-Modal Transportation Network: Facilitate the movement of people.

Objective A: Implement a multi-modal transportation network.

Standard 1: Provide transit connections to all airport and passenger rail facilities in the Fresno Clovis Metropolitan Area (FCMA).

Standard 2: Maintain bike racks on all fixed route buses and key transit facilities.

Standard 3: Work with the Department of Public Works to facilitate active transportation access to transit stations.

Objective B: Use innovative technologies to facilitate multi-modal access to transit services.

Standard 1: Explore and use up-to-date, on-demand, real-time platform-based services that can include combinations of transportation methods (car-sharing, bike-sharing, taxis, micro-transit, and others) and provide a seamless customer experience, from travel planning to payments. Platform-based services should address first- and last-mile challenges, helping customers connect to the transit network.

Goal 7: Coordination: Coordinate Transportation, Land Use, and Air Quality Policies

Objective A: Support transportation investments that improve air quality, promote sustainability, optimize land use, and encourage economic prosperity.

Standard 1: Evaluate the FAX system for air quality, energy, and efficiency impacts.

Standard 2: Coordinate with City, County, and regional agencies to promote the integration of smart growth land use and transportation policies.

Standard 3: Implement FAX's Zero Emission Bus (ZEB) Roll-out Plan

1.3.4 FAX Development Review Program

The City of Fresno has a Development Review Committee, which reviews proposed development projects within city boundaries and the City's sphere of influence. Under this program, the City shares proposed development projects with FAX to provide an opportunity for comment during the approval process. FAX recommends conditions or mitigation measures for project approval to ensure compatibility between the transit system and the proposed development project.

FAX reviews all development proposals and has played a critical role, along with the Department of Public Works, in securing the construction of improvements by the private sector that support the City's current and future transit network. These include new or improved ADA-compliant bus stops, bicycle, and pedestrian pathways that connect to transit stops, and street improvements adjacent to bus stops, ensuring ADA compliant path of travel to FAX bus stops.

FAX also coordinates with the Department of Public Works on capital improvements to local streets and roads, as well as active transportation projects, to ensure coordination with the operations of the bus network.

1.3.5 Organizational Chart

FAX - FAX is operated by the City of Fresno and is a department headed by the City's Director of Transportation. The Organizational Structure of FAX is shown in Exhibit 1.1.

Fresno City Council - The Fresno City Council consists of seven members representing the seven Council Districts of the City of Fresno and is the policy-making board for FAX. The Council is responsible for setting operating policy and annually adopting the budget. FAX and Fresno COG maintain a contractual agreement in which the two agencies share employees to coordinate planning, service evaluation, service development, and public outreach functions. This cooperative agreement between the agencies has eliminated duplication of effort and has resulted in substantial cost savings.

FAX Committees - The City of Fresno established the Disability Advisory Commission (DAC) in 2008 to promote the inclusion of people with disabilities in all areas of community life. The

Commission membership is representative of the diversity of the disabled community. In addition, the Fresno COG Policy Board formed the Social Services Transportation Advisory Committee (SSTAC) to aid in its review of transit issues with an emphasis on the annual identification of transit needs within Fresno County. These include the needs of transit-dependent people, including the elderly, disabled, and persons of limited means. This Advisory Committee to the Fresno COG consists of members from the public that advise the Fresno COG Board on major transit issues. FAX staff participate as part of this committee regularly.

FAX Staff - The Director of the Department of Transportation is responsible for the day-to-day management of FAX and reports directly to the City Manager. The office of the Director includes the Community Coordinator who is responsible for Marketing, Public Outreach, Internal Communications, and Brand Management.

The Administration Division is responsible for intergovernmental coordination, budgets, grant management, data collection, personnel, contract administration, and policy development. This division also includes the following sections:

- **Capital and Innovative Projects:** Responsible for capital improvements to bus stops, transit centers, the FAX Maintenance Yard; Information Systems (IS) projects; ADA compliance; other capital projects; and maintaining bus stops and shelters.
- **Information Services:** Responsible for the maintenance of FAX-specific software, computers, vehicle technology, and physical backend systems.

The Operations Division is responsible for managing the day-to-day operations of transit service, including driver training. In FY23, FAX vehicle operations will consist of 319 permanent full-time bus driver positions, 25 permanent part-time bus driver positions, 25 Transit Supervisor I's, and 4 Transit Supervisor II positions. Weekday service currently requires an average of 177 drivers. Saturday service requires 112 drivers and Sunday service requires 107 drivers. The remaining drivers are designated for the extra board, vacation, and sick relief.

The Planning Division is responsible for service planning, public outreach, development review, short-range planning, long-range planning, and the preparation of the Productivity Evaluation Report, Short Range Transit Plan, Unmet Transit Needs Assessment, and Title VI Program. The Planning Division works closely with the Community Coordinator on public outreach and marketing campaigns.

The Support Services Division, also known as the Customer Experience Division is responsible for the two FAX customer service centers: Manchester Transit Center (MTC) and Handy Ride, which is the FAX demand-response paratransit service.

Maintenance is responsible for maintaining the fixed route vehicles and monitoring the maintenance of Handy Ride vehicles.

Exhibit 1.1: FAX Organizational Chart



Chapter 2: System Description

2.1.0 History of Fresno's Transit Service

Public transit began in Fresno, as in many cities, with horse-drawn streetcars. The first horse car franchise was issued to the Fresno Street Railroad in 1887, and it began operation in 1889. By the turn of the century, interest in electric streetcars had grown to a point where the Fresno City Railway (FCRY) had been granted a 50-year franchise for the operation of electric streetcars. The system started operations in 1902, and by the end of World War I (now the Fresno Traction and Rail Company) had 50 miles of track. In 1939, bus service completely replaced the streetcar system.



Fixed Route Service - From the 1930s to 1961, fixed route bus service was provided by Fresno City Lines, Inc., which was a private corporation. In 1961, the corporation sought to discontinue public transportation due to increasing deficits. The City of Fresno entered into a lease-purchase agreement with Fresno City Lines, Inc., in 1961, and established the City of Fresno as the operator of transit services in the Fresno metropolitan area. The early system configuration consisted of a modified radial pattern with all routes originating in the downtown area. This pattern remained essentially the same until 1977. During FY 1977, FAX instituted numerous changes which increased service to nearly all of the urbanized FCMA, the most significant being the implementation of a grid system consisting of 19 lines in place of the former 13-line radial system. The change was made possible by the purchase of 50 full-sized buses. Today FAX operates 18 routes on 10, 15, 20, 30, 45, and 60-minute headways. The system continues to be operated on a modified grid pattern with seven routes intersecting in downtown Fresno, three connecting at Manchester Transit Center, and seven making connections at the River Park Shopping Center.

Paratransit Service - Specialized transportation services for Fresno's elderly and disabled were started in 1967 by the West Fresno Federation, a nonprofit corporation. The City provided increasing support to the program, and in 1975 assumed the service. In April 1977, FAX began operating the Handy Ride service. Handy Ride operates as a demand-response paratransit service for those who are unable to use the regular fixed route service due to a disability. Handy Ride offers advanced reservation and limited subscription service to "ADA Certified" riders. To effectively carry out the provisions of the Americans with Disabilities Act of 1990, FAX awarded the contract for Handy Ride service to Laidlaw (formerly Mayflower) Contract Service effective April 3, 1993. In December 2005, MV Transportation assumed the contract and provided service until December 2012 when the contract was awarded to

Keolis Transit America to continue paratransit operations. In November 2020, FAX awarded the paratransit contract to National Express Transit (NEXT) and in January 2021, NEXT assumed Handy Ride paratransit service operations. Service hours for Handy Ride mirror those of FAX fixed route service, and reservations are required one day in advance of the scheduled trip to comply with ADA regulations. A limited number of will calls are provided each day based on availability, with priority going to medical appointments. FAX is in full compliance with the ADA. For a more detailed discussion of the ADA, refer to the Americans with Disabilities Act Section 2.3 or the FAX ADA Paratransit Service Plan Updated in June 2003.

2.2.0 Bus Transit

FAX and Clovis Transit’s service areas consist of the urban spheres of the General Plans of the cities of Fresno and Clovis, with a combined Census 2020 population of 662,231. The 2010 Census population of the Fresno-Clovis Metropolitan Area (FCMA), an area slightly larger than the Fresno and Clovis urban spheres, is 664,000. The FCMA contains 299 square miles with an overall average population density of 2,200 persons per square mile.

As shown in Table 2.1 below, the FCMA’s population has increased 129% in the last 50 years.

Table 2.1 FCMA Population Trend		
Year	Population	Source
1970	289,200	Decennial Census
1980	358,800	Decennial Census
1990	477,400	Decennial Census
2000	570,299	Decennial Census
2010	664,000	Decennial Census
2020	662,231	Decennial Census

2.2.1 Bus Services

The core bus routes that are operated by FAX and other service agencies are as follows. Bus routes operated by Clovis Transit are detailed in Chapter 5.

City of Fresno - The City of Fresno provides fixed route service for the general public seven days a week and paratransit service to the elderly and disabled seven days a week.

FAX Fixed Route - FAX operates on a modified grid system and provides service on 18 transit routes on weekdays and weekends. The fixed-route system consists of ten lines that provide service in a predominantly north-south direction, seven east-west cross-town lines, and a 15.7 mile Bus Rapid Transit line that operates on Blackstone Avenue from north Fresno to downtown and Ventura/Kings Canyon from downtown to Clovis Avenue. In addition to the BRT, FAX operates 15-minute frequencies on Routes 9 (Shaw Avenue) and 38 (Cedar Avenue). The system is designed to facilitate bus travel by making transfers convenient between intersecting lines and between seven lines that converge downtown at Courthouse Park. The FAX system map is shown in Exhibit 2.1.

The FAX system serves the Central Business District (CBD) as well as the rest of the FCMA. The CBD is in the shape of a triangle bounded by Freeways 41, 180, and 99. The CBD is the local and regional governmental center for federal, state, county, city, and educational offices, and contains Community Regional Medical Center. The CBD also serves as a regional financial and legal center, as well as a regional shopping center (Fulton Street). The Fresno Convention Center, Chukchansi Park, a major hotel, various private office buildings, Amtrak, the regional bus station, and the future high-speed rail station, are also located in this area. Seven of FAX's eighteen routes converge in the CBD at Courthouse Park, including the Q, FAX's Bus Rapid Transit system with median stations on Van Ness at Mariposa. There are six other regional shopping centers located within the FCMA. They include Fresno Fashion Fair (First/Shaw), Fig Garden Village (Palm/Shaw), Manchester Center (Blackstone/ Shields), Sierra Vista Mall in Clovis (Clovis/Shaw), the Marketplace at El Paseo (Freeway 99 and Herndon), and the River Park Shopping Center (Blackstone/El Paso). FAX operates service to all of these regional shopping centers. Manchester Center and the River Park Shopping Center serve as major connection locations. Three routes converge at the Manchester Transit Center to form a transfer point in Fresno's geographic center, and seven routes serve the River Park Shopping Center in north Fresno.

Other commercial land uses are spread throughout the FCMA with strip commercial concentrated along Shaw and Blackstone Avenues, which are zoned for future high-density mixed-use. Additional office commercial is located along N. First Street, N. Palm Avenue, and in the vicinity of Fresno Yosemite International Airport (FYI). Significant commercial development continues in the Woodward Park community near the River Park Business Complex (Friant/Audubon) and Kaiser Permanente Hospital (Fresno/Nees). The FAX network serves various middle schools, high schools, colleges, and universities, as well as numerous parks, entertainment complexes, and social service agencies.

Handy Ride Paratransit - Handy Ride service is available to persons who, because of an impairment or disability, are unable to use the FAX fixed-route system. Handy Ride offers a demand response, curb-to-curb, shared-ride service seven days a week during the same hours as FAX fixed route service. Rides are booked through a defined reservation system up to 48 hours before the scheduled ride. The Handy Ride service area mirrors the FAX

fixed route service area plus $\frac{3}{4}$ of a mile. The current service area, as identified in Exhibit 2.2, is bounded by Copper on the north, Central Avenue on the south, Grantland/Polk Avenue on the west, and Willow/Temperance Avenue on the east. In November 2020, a contract was awarded to National Express Transit (NEXT) for the provision of the Handy Ride service, and they assumed operation of the service on January 1, 2021. FAX monitors NEXT to ensure compliance with the City contract and with the ADA requirements. Handy Ride customers first go through an eligibility process to be certified to ride the service. Population numbers developed for the FAX ADA Paratransit Service Plan indicate that the FCMA contains between 7,000 and 12,500 persons who would be eligible for paratransit service under these guidelines.

Fresno County - Fresno County reimburses FAX to partially offset operating costs for fixed route and Handy Ride services in the unincorporated urbanized area (i.e., County islands inside the FAX service area). As of April 2023, an estimated 542,573 people lived within one-half mile of a FAX route. Of those, approximately 77,960 are residents of Fresno County. The Fresno County Rural Transit Agency and other government agencies and private providers provide support for rural transit services as described below.

Fresno County Rural Transit Agency (FCRTA) - In August 1979, a joint powers agency was created to coordinate and operate rural transit services in Fresno County. FCRTA, through contract providers or private carriers, provides intracity and intercity service to rural communities and downtown Fresno. Intercity service to Fresno is provided via municipal providers and through Greyhound and Orange Belt Stages. The rural systems interface with FAX in downtown Fresno, the Amtrak/Greyhound Station, and Fresno Yosemite International Airport, and the Fresno County Department of Social Services.

Consolidated Transportation Service Agency (CTSA) - In 1980, the Fresno Council of Governments (Fresno COG) adopted "Assembly Bill 120 Action Plan for Fresno County" (AB120, September 1979) to coordinate social service transportation in Fresno County. The Plan designates the City of Fresno (FAX) as the CTSA for the Fresno Metropolitan Area and the City of Clovis as the CTSA for the Clovis Urbanized Area. The Fresno County Rural Transit Agency is the CTSA for the rural area. Social service transportation in the FCMA began in April 1983 and was initiated in the rural county area in May 1983. Services are provided through vehicle timesharing, ridesharing, and consolidation and include some of the agencies and services listed in Table 2.2.

Private Operators - Intercity bus service to the FCMA is provided by Greyhound Lines, FlixBus, and Transportes Inter Californias. Amtrak provides an intercity rail service. The FCMA is also served by numerous private taxi companies and other private operators such as Lyft and Uber, transportation network companies (TNC) connecting paying passengers with drivers who provide transportation in their personal non-commercial vehicles. Several nonprofit agencies and private companies operate services designed to accommodate

disabled riders. Table 2.2 lists current public and private transportation providers in the FCMA.

Ridesharing - The Fresno COG is responsible for administering a regional rideshare program and retains a Rideshare Coordinator to implement the program. The Rideshare Coordinator has been instrumental in developing an effective outreach program to major employers throughout Fresno County for providing match lists for both carpools and vanpools. In addition, through Measure C, a ½ cent sales tax approved in 2006, the Fresno COG manages a Senior Scrip program that allows seniors 70 years of age and older to purchase taxi scrip at a reduced rate. Measure C also provides a subsidy for vanpools originating in Fresno County.

Regional Vanpool Program - The CalVans vanpool program is a Joint Powers Authority (JPA) operating in seven Valley counties (Fresno, Kern, Kings, Madera, Merced, San Joaquin, and Tulare), and in nine other counties throughout California. The multi-county Valley transit agency is at the forefront of this pioneering vanpool effort with about 702 vanpools currently operating. The CalVans vanpool program provides a high-quality, low-cost travel option for rural-to-rural commuters including farmworkers, prison workers, and teachers.

Figure 2.1: FAX Route Map

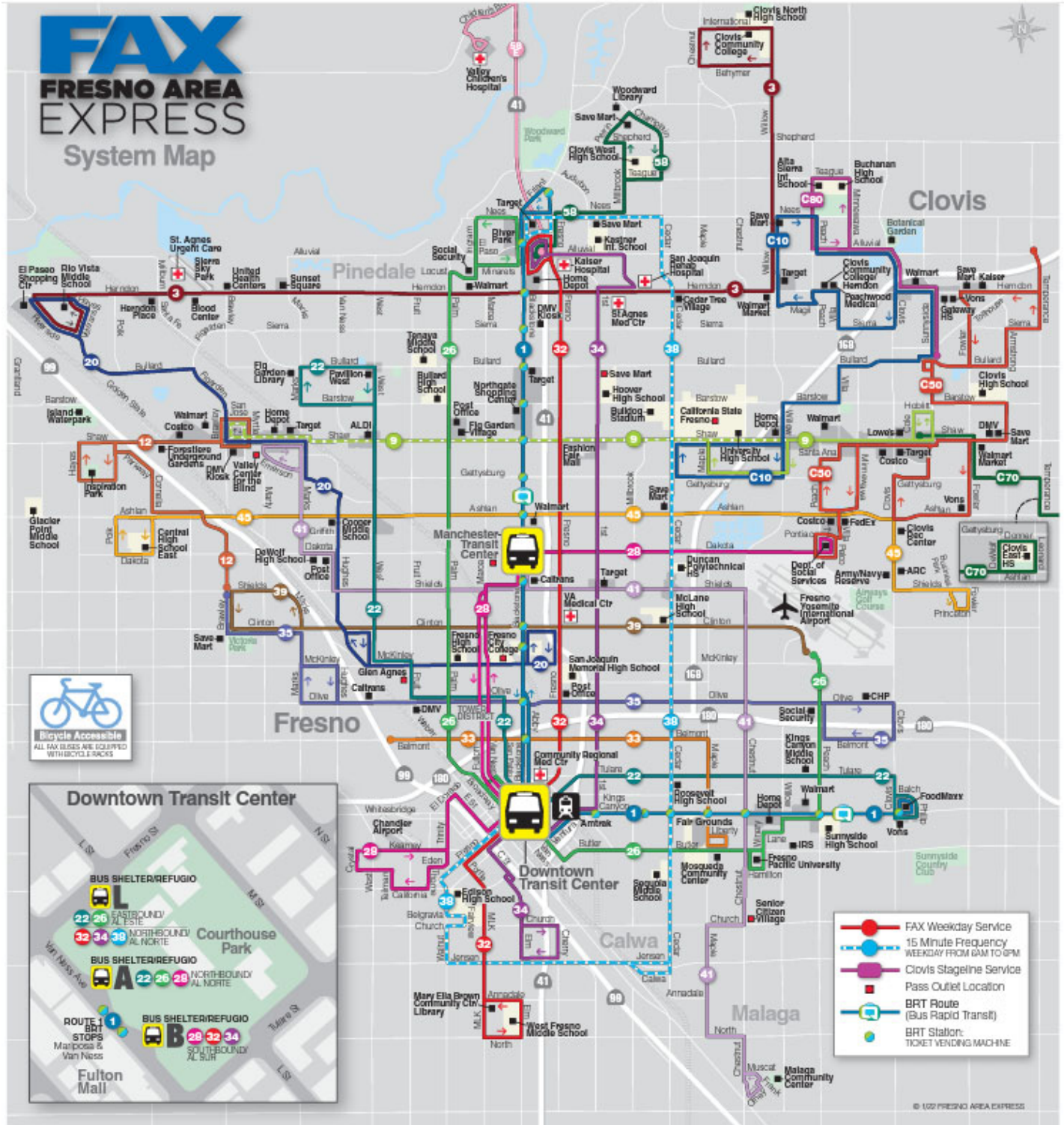


Figure 2.2 Handy Ride Service Area

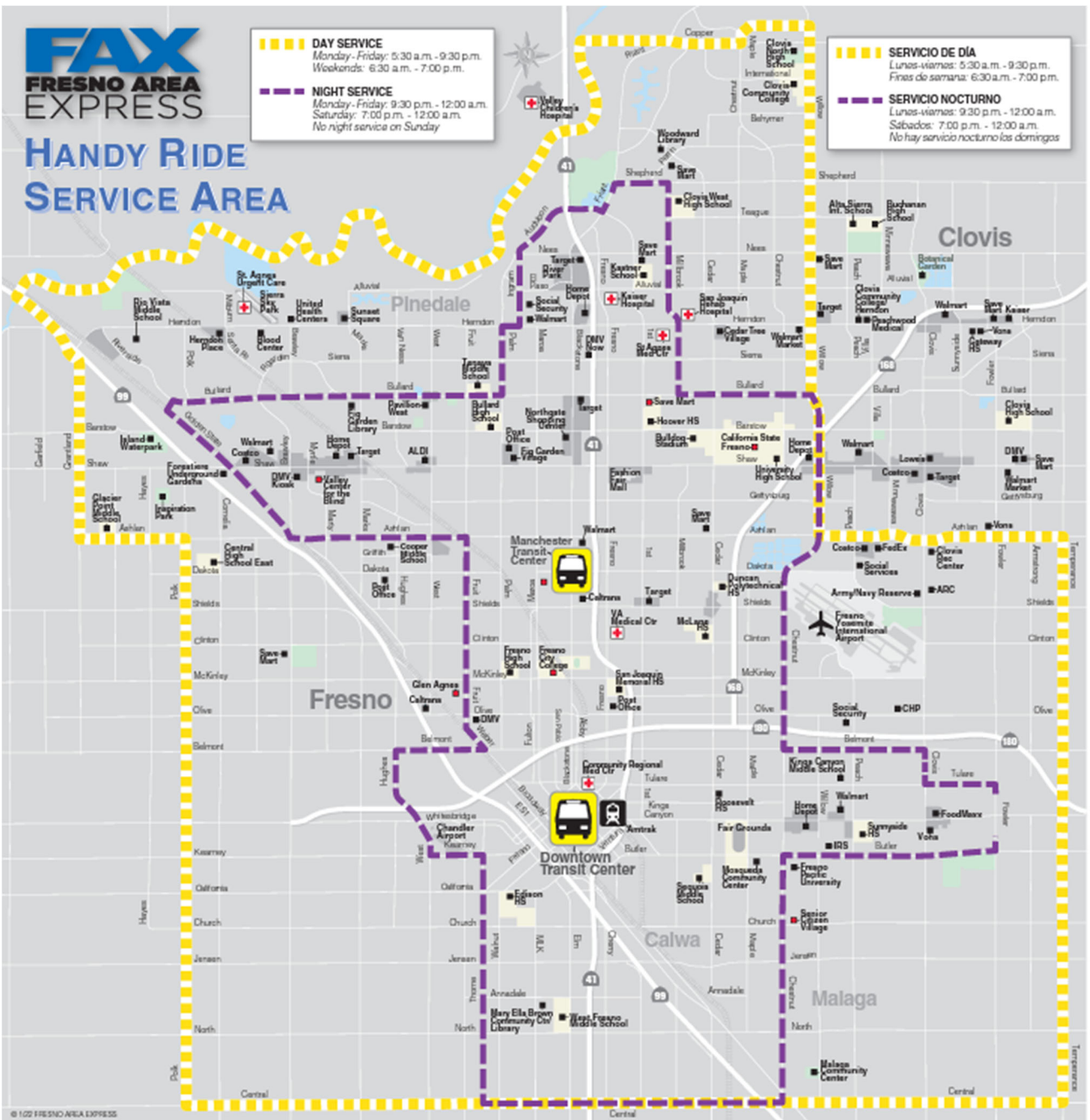
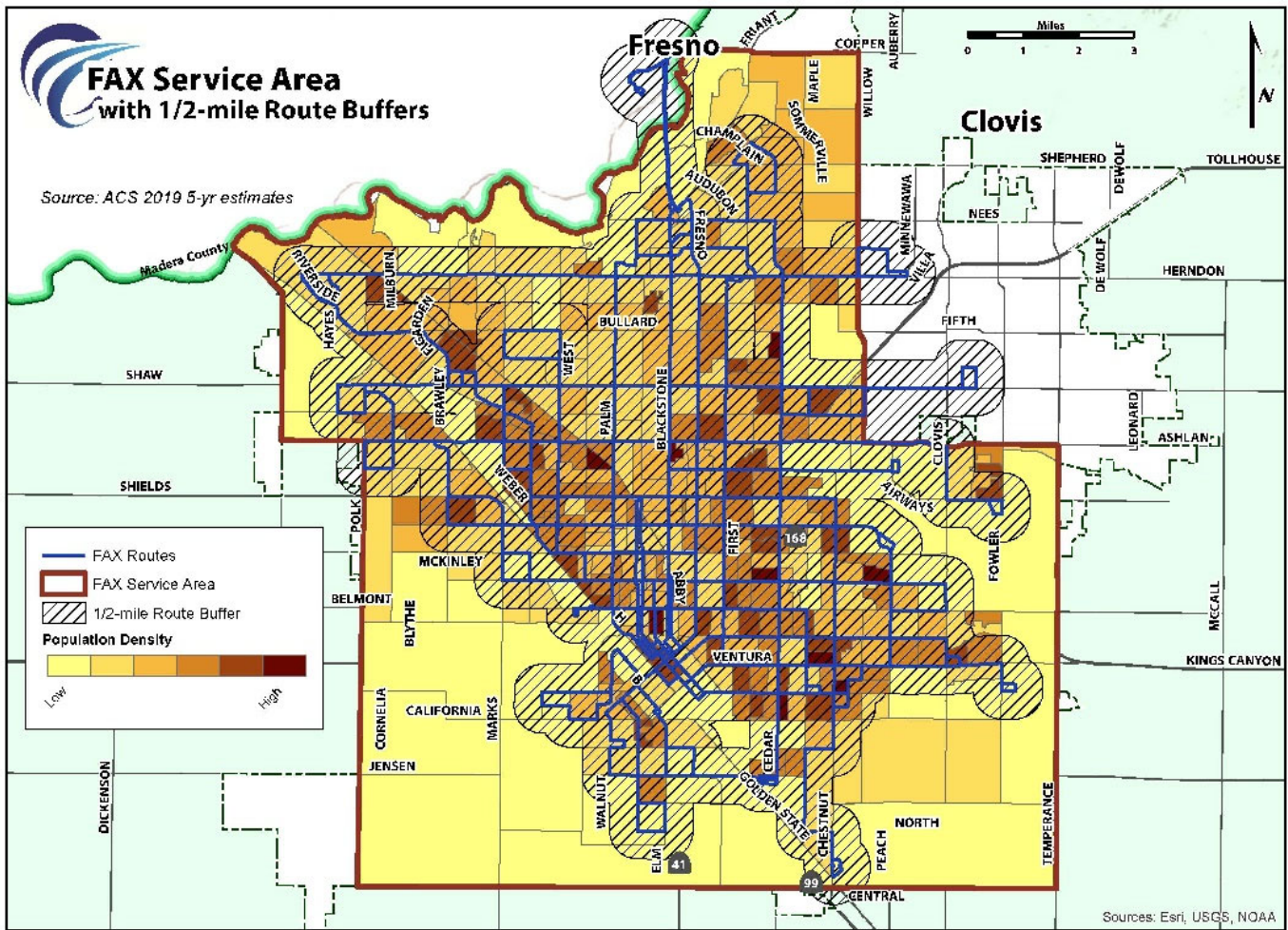


Figure 2.3: FAX Service Area Map – 1/2 Mile Catchment Area from Existing Routes



5/5/2021
 S:\GIS\Projects\2021\2021-05-20 FAX Population\FAX_Population_05_20210525.mxd

Table 2.2 Service Providers in the FCMA in 2023

BUS LINES & VAN SERVICE

Clovis Roundup*
Clovis Stageline*
Fresno Economic Opportunities
Commission*
FlixBus
Fresno County Rural Transit Agency*
Fresno Handy Ride*
Fresno Area Express*
Greyhound Bus Lines
Inspiration Transportation
Transportes Inter Californias

BUSES CHARTER & RENTAL

Absolute Luxury Limo
Awesome Charters & Tours
Best Tours & Travel
Bus Charter Express
Charters of America
Classic Charter
First Transit
Fresno Van Rental
Golden Eagle Charter
Got U there Tours
Limo for You
No Limit Limousine
Society Transportation
Tours by Invitation
Via Trailways

BUSES - SCHOOL TRANSPORTATION

Laidlaw
First Student

* *Public Agency*

*Source: The RealYellow Pages
(yellowpages.com).*

BUSES—MEDICAL TRANSPORTATION

AAA Medical Transportation
AmPm
American Ambulance
America’s Finest Medical Transport
HB Medical Transportation
One on One Medical Transportation
On Point Medical Transport
24-7 Medical Transportation
JM Medical Transport Services
MGM Medical Transport
Hope Medical Transport

TAXICABS

A-1 Taxi Cab
Alpha Cab
American Taxi
American Yellow Cab
Bulldog Cab Co.
City Cab Company
Checker Cab Company
Clovis City Cab Company
Faretta Cab Company
Fiesta Cab Company
Fresno City Taxi
Fresno Taxi
Fresno X-Press Taxi
Golden Express Taxi
Hispano Taxi Cab Co
Scrip Taxi
Sierra Vista Cab Company
Taxi El Cora
Taxi Latino
Taxi Mexico
Taxi Rosa
White Star Cab Transportation
Yellow Cab
Yellow Cab of Fresno
Yosemite Cab

2.2.2 Bus Fleet

FAX's bus fleet policy is to operate equipment that is suitable for the needs of the public and is cost-effective to operate and maintain. In making decisions regarding vehicle procurement, FAX considers passenger needs and comfort, including the needs of people with disabilities, standardization of parts and equipment, ease of operation and maintenance, conformity to the latest clean air, accessibility and safety requirements, and the requirement to transition the fleet toward zero-emission vehicles, discussed below.

FAX currently has an active fleet of 126 vehicles, the majority of which are 40-foot Compressed Natural Gas (CNG) buses. In addition, all FAX buses are low-floor buses, which are outfitted with ramps for wheelchairs or mobility devices that are much easier to maneuver than traditional lifts. The low-floor buses can also lower or kneel to reduce the angle of the ramp. FAX also uses three 30-foot CNG buses that replaced the 28-foot cut-away transit coaches previously used. FAX will continue to evaluate the need for 60-foot articulated buses in the future on routes that have higher-than-normal ridership.

In 2014, the California Air Resources Board approved an Innovative Clean Transit (ICT) regulation² setting a statewide goal for public transit agencies to transition to 100 percent zero-emission bus fleets by 2040 and requiring that all new bus procurements be carbon-free by 2029. In FY 2020, FAX published its transition plan to convert the bus and paratransit fleet to zero-emission vehicles. It is estimated to cost \$264 million to transition the fleet to zero-emission by 2040. Through these investments, FAX continues to display its commitment to cleaner vehicles and support the ICT regulation.

All new buses meet the accessibility requirements of the Americans with Disabilities Act (ADA), the standards mandated by the Federal Clean Air Act (CAA), the California Air Resources Board (CARB) exhaust emissions standards, the Federal Transit Administration (FTA) First Article Bus Durability Tests and the California Highway Patrol (CHP). Buses in the active fleet operate an average of 45,000 miles annually. An inventory of the current bus fleet is presented in Table 2.3. The FAX Bus replacement schedule is detailed in Appendix C of this document.



² The City of Fresno adopted FAX's ICT Plan in 2020.

**Table 2.3
FAX Fleet Inventory**

Quantity	Make	Model	Year	Comments
7	Proterra	ZX5	2022	ZX5 Electric Bus
2	Proterra	ZX5	2021	ZX5 Electric Bus
6	Gillig	CNG	2021	40' Low Floor-Ramp
8	Gillig	CNG	2020	40' Low Floor-Ramp
2	Gillig	CNG	2019	40' Low Floor-Ramp
1	Gillig	CNG	2018	40' Low Floor-Ramp
26	Gillig	CNG	2017	40' Low Floor-Ramp
17	Gillig	CNG	2016	40' Low Floor-Ramp
8	Gillig	CNG	2014	40' Low Floor-Ramp
2	Gillig	CNG	2013	40' Low Floor-Ramp
3	Gillig	CNG	2012	30' Low Floor-Ramp
9	Gillig	CNG	2011	40' Low Floor-Ramp
16	New Flyer	CNG	2009	40' Low Floor-Ramp
14	New Flyer	CNG	2006	40' Low Floor-Ramp
5	New Flyer	CNG	2005	40' Low Floor-Ramp
126	Total Active Fleet			

Handy Ride - Handy Ride's fleet is composed of 48 wheelchair lift-equipped mini-buses and 7 sedans, all operated and maintained by NEXT.

2.3.0 Accessible Transit Service

In 2008, the City of Fresno created the Disability Advisory Commission (DAC). The Commission's charge is to advise the Mayor, City Council, and staff on issues affecting persons with disabilities and seek avenues for improving services for people with disabilities in the larger community. Included in this charge is public transportation. FAX staff are members of the commission and the DAC Transportation Subcommittee, providing input to the DAC and the public that attends the DAC meetings.

2.3.1 Americans with Disabilities Act

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990. Key ADA requirements and compliance regulations issued by the U.S. Department of Transportation (DOT) and the Architectural and Transportation Barriers Compliance Board are described below:

- All newly constructed transit facilities such as bus stops and transit centers must meet ADA accessibility design guidelines.
- All procurement of bus vehicles must meet the ADA accessibility design guidelines.
- Information distributed to the public is required to be made available in accessible formats, such as accessible documents online, large print, and/or via telephone.
- State and local governments are required to either demonstrate that their facilities providing space for programs, services, and activities are fully compliant with existing federal and state access requirements or develop a plan where barriers to access exist, to document the existing barriers to access by preparing an ADA Self-evaluation and Transition Plan for physical facilities and the policies or practices that require revisions.
- Operators of fixed route service are required to provide complementary paratransit services with hours that match those of fixed route service.
- Handy Ride fares can be up to two times the regular fixed-route fare.



FAX has implemented these requirements and continues to work toward full compliance.

2.3.2 Accessible Buses

FAX designated all buses as accessible effective July 1, 1997. All FAX buses are equipped with devices to secure a wheelchair or other mobility device and with ramps for boarding passengers using common mobility devices. Buses purchased since 1993 are equipped with automatic audible announcements in both English and Spanish to assist passengers with visual impairments. The announcements are activated when the doors are opened and provide information on the route number, destination, and upcoming bus stops.

FAX has adopted standard operating policies and procedures for compliance with ADA which include the following: regular maintenance and prompt repair of accessibility equipment; helping with boarding; calling out bus stops and stations; providing alternative transportation if a passenger cannot board because of failure of accessibility equipment; allowances for service animals; and specialized training for bus drivers.

2.3.3 Accessible Bus Stops and ADA Transition Plan

The Fresno City Council approved the FAX ADA Transition Plan for facilities where City transportation programs, services, and activities are provided by FAX. The plan was finalized in FY 2022 and identifies remediation of barriers to access for people with disabilities. As part of this plan, a physical assessment of each bus stop location was performed. The field investigation of the FAX system contained images of each physical element with GPS coordinates captured at each location, while manual measurements were taken to establish as-built conditions and to facilitate the process of cost estimating. Per the US Department of Justice requirement for ADA Transition Plans, an Implementation Schedule has been developed. This schedule was developed using information about upcoming projects, feedback from the public outreach process, and facility priorities provided by designated FAX staff. FAX has provided an estimated budgetary allotment of \$500,000 per year for ADA Transition Plan remediation. It is anticipated that additional barrier remediation will be completed over time through a combination of ADA Transition Plan barrier removal in-house, renovation projects, procurement of new equipment and elements, along with conditions of approval on future development/redevelopment.

2.3.4 ADA Paratransit Services

Paratransit service is a specialized form of transportation operated for people, who, because of their disabilities, cannot use conventional fixed-route public transit service. As an operator of a fixed-route bus service, FAX is required under ADA to ensure that paratransit service is provided to eligible individuals with disabilities. The level of service provided must be comparable to the fixed-route service in terms of hours of service and area served.

The FAX ADA Paratransit Service Plan and subsequent updates have been adopted by the Fresno City Council and approved by the FTA. The Paratransit Service Plan addresses FAX's responsibilities under the ADA for both fixed-route and demand response services. The FAX complementary paratransit service has complied with federal requirements since 1995.

FAX contracts for paratransit services with National Express Transit (NEXT). Eligible riders call NEXT to schedule their trips and NEXT provides the trips accordingly. NEXT also provides subscription trips according to policies developed and adopted by FAX.

In FY 2022, FAX's annual operating cost for paratransit services was \$7.5 million. Handy Ride provided 134,767 paratransit trips during this period. Ridership was up over 39% from the previous year but is still only at 62% of pre-pandemic ridership.

2.4.0 Transit Maintenance Program

FAX takes a functional approach to the maintenance and servicing of all vehicles, equipment, and facilities, and emphasizes preventive maintenance, comprehensive inspections, and overall efficiency and cost-effectiveness to ensure reliable and safe transit service.

The purpose of FAX's maintenance program is to provide consistent, systematic, and integrated program guidance that will enable the department to properly maintain and service the assigned vehicles, equipment, and facilities in support of revenue operation. Policies in support of this plan reflect the following:

- Standardized procedures and practices.
- Compliance with all applicable regulatory requirements.
- An effective maintenance program.

Key components of FAX's current maintenance program are as follows:

- A comprehensive bus vehicle maintenance program that includes daily maintenance.
- An aggressive preventive maintenance and component change-out program.
- A running repair procedure to avoid removing vehicles from service.
- A centralized overhaul and repair program.

Maintenance Program - The following maintenance functions are described below:

- Bus Maintenance
- Facilities Maintenance
- Handy Ride Maintenance Oversight

Bus Maintenance - The components of the FAX Bus Maintenance program are as follows:



Daily Servicing - Daily servicing items include the following:

- Vault pull
- Driver defect (squawk) card analysis
- Fuel island servicing
- Interior/exterior cleaning
- Seat and window cleaning/replacement

Preventive Maintenance - Regular maintenance is performed at prescheduled cycles to ensure optimal performance, efficiency, safety, and reliability of assigned equipment. Preventive maintenance inspections are performed within four hundred miles of scheduled cycles. Table 2.4 shows FAX’s Preventive Maintenance cycles.

Table 2.4 FAX Maintenance Schedule

P.M. Type	Inspection	Cycle	Within
Minor/Safety	A	7,000 miles	+/- 400 miles
Intermediate	B	14,000 miles	+/-400 miles
Intermediate	C	21,000 miles	+/-400 miles
Major	D	28,000 miles	+/-400 miles
Special Service	Winter	Seasonal	
	Summer	Seasonal	

Note: Services vary by mile range depending upon warranty and manufacturer’s requirements.

Running Repair/Corrective Maintenance - This establishes a procedure to repair items identified by operators during the daily operation of a bus. These repairs are usually completed without removing or withholding a vehicle from normal service. Maintenance repairs or actions for road calls are documented in the fleet information system to assure that proper corrections are made, to provide for consideration of fleet inspections, and to modify the Preventive Maintenance Program, as needed.

Scheduled Component Change-Out - FAX’s component change-out program is based on the manufacturer’s recommendations, failure history, and failure analysis. Designated components are tracked and monitored to ensure that the program is efficient and cost-effective. This program allows for the preparation of complete standardized kits with standardized replacement practices for improved efficiency.

Overhaul and Repair Program - The O & R Program is a centralized maintenance program that includes paint and body repair, upholstery, farebox repair, component overhaul, and heavy repair/rebuild of engines and other components.

Facilities Maintenance - FAX's Facilities Maintenance includes overall environmental regulatory record-keeping and oversight; hazardous waste disposal and manifests; timely and reliable maintenance, preventive maintenance, inspections, repair, and servicing of FAX's communication system, buildings, shelters, grounds, bus stops, and related equipment.

FAX's maintenance facility consists of 49,000 square feet and can accommodate up to 126 buses. The Maintenance Division provides standard bus maintenance and has facilities for bodywork, painting, welding, machine tooling, and air conditioning maintenance. Since the facility enables FAX to perform nearly all maintenance work in-house, the reliability of the fleet is ensured.

FAX operates one of the largest CNG fueling stations in the area, composed of three natural gas compressors that provide on-demand fueling using renewable natural gas. The CNG facility is utilized by other City of Fresno departments and is open to the public on an account-based program. In FY 2022, FAX fixed-route bus service levels required approximately 132,415 gasoline gallon equivalent (GGE) of CNG per month.

Transit Asset Management - FAX has developed its Transit Asset Management Plan (TAMP) to monitor and manage public transportation capital assets to enhance safety, reduce maintenance costs, increase reliability, and improve performance in compliance with the mandates of 49 U.S.C. 5326 and 49 CFR Part 625 for TAM as well as the City of Fresno's Administrative Order 1-3 (Fixed Assets).

The TAMP is intended to measure and analyze the condition of assets to provide the best prioritization of funding to keep FAX's transit system in a State of Good Repair. The TAMP allows FAX to predict the impact of its policies and investment justification decisions on the condition of its assets throughout the asset's life cycle and enhances the ability to maintain a State of Good Repair by proactively investing in an asset before the asset's condition deteriorates to an unacceptable level. FAX implemented a new digital Enterprise Asset Management (EAM) system in 2023 to assist with the data management involved in the operation of the TAMP.

The TAMP covers a horizon period of four years and is updated at least once every four years to coincide with the planning cycle for our local Statewide Transportation Improvement Program/Federal Transportation Improvement Program.

Handy Ride Maintenance - Handy Ride maintains a total of forty-eight vans and seven sedans, which are maintained and serviced by National Express Transit (NEXT). The preventive maintenance schedule for Handy Ride vehicles includes a regular tune-up of vehicles to ensure that maximum performance and fuel economy are obtained. Gasoline tune-ups are performed at 12 months or 24,000km/15,000-mile intervals. Additional vehicle components such as brakes and oil filters are changed at various intervals according to NEXT certified inspection interval and procedures maintenance plan. FAX performs bi-annual inspections of the entire Handy Ride fleet to ensure NEXT is adhering to the prescribed standards.

2.5.0 Transit Passenger Facilities

This section describes FAX passenger facilities including transit centers, transit stop improvements, and amenities. It also addresses actions to improve operations and passenger convenience as part of FAX's goal to enhance the customer experience and improve mobility and access.

2.5.1 Transit Improvements and Amenities

FAX maintains one transfer center at Manchester Mall and three additional transfer centers at Courthouse Park in the downtown area, all within the City of Fresno. The transfer centers are safe and convenient facilities for bus-to-bus transfers as well as for inter-modal passenger transfers. Due to age and usage, periodic rehabilitation of FAX's transit amenities has been necessary to maintain them in attractive, safe, and functional condition. Examples of rehabilitation needs include sidewalk repair, painting and repair of structures, and replacement of benches and trash receptacles.

In addition, FAX has approximately 1,500 bus stops that need to be maintained. An ongoing transit stop improvement program, guided by the ADA Transition Plan that was approved in FY2022, provides convenient passenger access to and assures the safe operation of transit service. Bus stop signs are provided at all stops, and passenger amenities such as shelters, benches, information signs, and trash receptacles are provided at many transit stops. Transit stop improvements are provided both by FAX and by private developers as conditions of project approval by the City.



The Shaw-Cedar Bus Stop Upgrades project is expected to complete by Summer 2023. This project provided sidewalk, curb, and gutter renovations, ADA improvements, and new amenities to 63 bus stops along Shaw and Cedar Avenues in Fresno.

Bus Stop Accessibility Improvements - To ensure compliance with ADA, FAX established a program to construct passenger waiting pads, sidewalk extensions, and wheelchair curb ramps where needed. These bus stop improvements benefit transit operations by improving the efficiency of boardings by passengers with disabilities and reducing the need for ADA paratransit trips. These improvements also provide improved accessibility to passengers without disabilities. FAX has completed and is implementing its ADA Transition Plan, as described in Section 2.3.3.

Bus Stop Shelter Program - FAX is in the process of renovating its bus stop amenities. Many of the older brown shelters are being powder coated and having their polycarbonate roofs replaced to match the new gray and blue color scheme of newer amenities. The design and placement of shelters complies with ADA guidelines. FAX inspects, cleans, and maintains shelters as required. New contracts are being procured to help provide FAX with a reliable source of new transit amenities that match the modernized brand guidelines. FAX is also utilizing solar lighting both on the shelters and on poles wherever possible at bus stops.

Transit Stop and Information Signs - FAX maintains approximately 1,500 bus stop information signs throughout the service area. In 2012, FAX replaced all of its bus stop signs with more customer-friendly, dual-sided signs. In 2016, an additional sign for the visually impaired was installed at all stops. These signs include raised print as well as Braille. These signs continue to receive updates and repairs as needed or as route changes are implemented. Solar-powered, digital message signs are also beginning to be installed throughout the transit system and include LED pole-top-mounted as well as passenger-level e-ink signs. The first major implementation of these digital signs will be along Shaw and Cedar Avenues.

Bus Stop Amenities - Benches are provided at over 500 bus stops for the comfort of waiting passengers and are often provided at bus stops with concentrations of elderly and mobility-impaired patrons. Benches are installed based on passenger requests, ridership figures, and acceptable site conditions. The current bench program consists primarily of the replacement of old or damaged benches. The FAX maintenance crew continually assesses the condition of the equipment when servicing a bus stop, and documents when repairs are needed. An emphasis continues to be placed on the cleanliness of stops. To achieve this, FAX stepped up its efforts to clean stops by adding new staff, increasing the number of trash receptacles throughout the system, and procuring new washing equipment.

Bikes on Buses - In 1997, FAX installed bike racks on all fixed route buses. The Bikes on the Bus Program significantly enhanced mobility and access for cyclists in Fresno and helped to increase transit ridership by creating a new ridership market. In 2008, FAX began installing three-position bike racks, and to date, all FAX buses now have bike racks that can hold three bicycles at a time.

2.6.0 Fare Structure

On March 1, 2021, to alleviate economic difficulties resulting from the COVID-19 pandemic, the Fresno City Council enacted Free Fares. The free fare period ran for 6 months and ended in September 2021, at which point, FAX implemented a new fare structure that effectively reduced fares for passengers. FAX’s regular adult fare was reduced from \$1.25 to \$1.00 and reduced fares for Seniors, Disabled, and Medicare Card Holders went from 60 cents to 50 cents for fixed-route service. FAX also reduced the costs of the 31-Day Pass (Regular and Reduced) and a 10-Ride Card (Regular and Reduced), which can be purchased throughout the city at the 52 Bus Rapid Transit (BRT) stations and the City Hall Ticket Vending Machine (TVM), as well as at Manchester Transit Center. The 31-Day Pass allows unlimited use of the FAX fixed-route system. Table 2.5 shows the regular fare structure as well as Handy Ride fares, which remain non-magnetic and are not available at the TVMs currently.

Table 2.5: Regular FAX Fare Structure

Fare Category	Regular Fare FAX	Reduced Fare* FAX	Student	HANDY RIDE
1-Ride Card	\$1.00	\$.50	\$.75	\$1.25
10-Ride Card	\$ 9.00	\$ 4.50	N/A	N/A
31-Day Pass	\$36.00 (unlimited rides)	\$18.00 (unlimited rides)	\$22.00 (unlimited rides)	\$48.00 (Valid for up to 60 rides)
Children under 12 (with a fare-paying family member)	Free	N/A	N/A	Free
Active Military and Veterans	Free	N/A	N/A	N/A

*Reduced fares are available to seniors (65+), the disabled, and Medicare cardholders.

2.7.0 Customer Services

FAX is committed to providing high-quality service and portraying a positive image of FAX, Handy Ride, and public transit in general by providing customer services described below.

2.7.1 Internet Access

As part of the City of Fresno website, FAX maintains transit-specific content (<http://www.fresno.gov/fax>), including maps, schedules, fare structure information, plans, announcements, and guidance documents about the transit system. Information is posted to the website in both English and Spanish as well as an accessible format for the visually impaired. The website contains a Google Translate button that provides translation to 133 languages.

2.7.2 Public Information Programs

Described below are various information services and programs FAX offers to meet the needs of our customers.

Information Services - FAX provides transit information and trip planning services via the FAX website, through social media (Twitter, Instagram, and Facebook), by phone, in person, at kiosks at Courthouse Park and Manchester Transit Center (MTC), via newspaper advertisements, and through cell phone applications. FAX system and route maps are accessible on the FAX website and included in the free schedule guides that are available on all FAX buses and at MTC and Handy Ride. The Bus Rapid Transit stations on Blackstone and Ventura/Kings Canyon have 52 upgraded, lighted stations with a full display of the system map and real-time arrival and departure electronic signage. These electronic passenger information signs are also located at the Manchester Transit Center and Courthouse Park Transit Center. In FY 2019, The City of Fresno introduced the free real-time “MyFAXBus” app for passengers to track live buses, plan trips, and ride the bus. FAX also makes its transit information available to 3rd parties such as Moovit and Google Transit, through the General Transit Feed Specifications (GTFS).

Manchester Transit Center Customer Service Center - FAX operates a walk-up customer service center at the Manchester Mall in central Fresno. The center allows customers to receive personalized trip planning, pick up schedule guides, purchase passes and tickets, sign up for programs, and register a passenger suggestion, compliment, or complaint. A kiosk displaying the system map and other important information is located immediately outside of the MTC office. Reduced fare applications and Handy Ride applications can also be picked-up and/or dropped off at the MTC office.

Outreach and Partnership Programs - FAX provides public outreach at the most heavily used bus stops, and to various agencies in the area including senior groups, students, and new immigrants to survey our passengers and familiarize residents with the advantages of using transit. Since the COVID-19 pandemic, FAX focuses a greater share of its outreach to passengers electronically, via social media, through monthly newsletters, onboard the

buses, and at the FAX kiosks. FAX staff has returned to attending, in person, events in the community and provides these public groups and individuals with information such as how to use public transit, how to read schedules and maps, and about the role transit plays in contributing to a cleaner environment.

Multi-Cultural Marketing Programs - FAX provides multi-lingual materials and uses multi-lingual advertisements to reach, educate, and promote ridership among multi-cultural communities. According to 2016-2020 ACS data included in FAX's most recent Title VI Programs Four-Factor Analysis, approximately 15% of the population within the FAX service area speaks English less than very well. This equates to over 94,000 people who need language assistance to understand and communicate their basic travel needs. (See the detailed maps of minority, low-income, and Limited English Proficiency population concentrations in the Title VI Appendix B of this document.

Employer Services Program - FAX's employer services program is designed to benefit local employers by increasing awareness and interest in FAX services. Among the services offered are free informational and promotional materials, on-site promotions, and trip-planning assistance. FAX also provides service to several major employers in the area and continues to seek ways to encourage Single Occupant Vehicle (SOV) riders to consider alternative transportation choices.

Media Relations - FAX interacts, as needed, through City Hall with local media to promote existing and new services, programs, and issues involving transit. FAX is also active on social media platforms including Facebook, Instagram, and Twitter. Information is provided in English, and Spanish, and is designed to provide general awareness of FAX to both the media and the public alike.

National Public Transit Day - FAX has joined forces with 200 other transit agencies across the United States to spread the word about riding public transit through the annual "Get on Board Day". FAX also joined the American Public Transit Association to promote COVID-safe travel practices for transit passengers and drivers.



2.7.3 Transit Safety and Security Program

FAX customers value safety and security when using the transit system.

Transit Security Plan - The FAX security plan provides a visible security presence for transit customers and employees. FAX uses City of Fresno police officers to deliver system-wide protection. Customers see uniformed patrol officers on buses and at transit facilities. Because of the police presence, passengers report feeling safer, and public property has been protected from vandalism and graffiti. Since the introduction of police officers, the number of crimes has been reduced.

Video Surveillance System - To prevent graffiti and vandalism on buses and at facilities, FAX utilizes a Video Surveillance program. This consists of cameras on board the vehicles as well as bus stops and stations. Each bus has 8 cameras and there are 245 Pelco high-definition security cameras and associated equipment along the Bus Rapid Transit corridor and at its two major transit centers, Manchester Transit Center and Courthouse Park, to improve security and safety.



The security cameras have been integrated with the City's video policing system and are monitored by both FAX and the Police Department's Real Time Crime Center.

The addition of these cameras has provided significant benefits to the City and FAX's customers. These benefits include:

- Provided a safer environment for FAX customers and the public.
- Provided the feeling of a safe and secure place to wait for a bus.
- Protected city assets from vandalism and graffiti.
- Deterred criminal activities and acts of terrorism.
- Expanded the City's video police network by including the transit system in the Real Time Crime Center.
- Expanded response capabilities of first responders to criminal activities.
- Helped identify suspects for crimes that occurred on FAX buses or at FAX bus stops.

Safety Management System (SMS) Plan - In support of the effort to provide continuous safety improvement in the delivery of transit services and to conform to the requirements of the FTA, FAX has adopted a Safety Management System (SMS) Plan. This Plan describes FTA SMS safety requirements and provides guidance, processes, and tools to FAX directors and managers for managing safety and building on existing safety initiatives to

support the daily activities of FAX staff. The Plan describes the functions, components, and principles of the SMS and guidance to apply them effectively.

Public Transit Agency Safety Plan (PTASP) - Moving Ahead for Progress in the 21st Century (MAP-21) grants the FTA the authority to establish and enforce a comprehensive framework to oversee the safety of public transportation throughout the United States. As a component of this safety oversight framework, MAP-21 requires recipients of FTA Chapter 53 funding to develop and implement a Public Transit Agency Safety Plan (PTASP) that addresses performance measures, strategies, and staff training opportunities. Safety performance management is a critical tool that will support FAX in identifying safety concerns and monitoring progress in safety improvements. Safety performance targets will help transit agencies monitor their safety performance.

FTA also requires recipients to have a "safety committee convened by a joint labor-management process; consist of an equal number of frontline employee representatives and management representatives who meet to review issues and make recommendations to improve safety.

2.7.4 Special Community Services

FAX considers itself a good neighbor and a vital part of the community. The following programs provide examples of special services to the community:

Project SafePlace - FAX participates with transit operators around the nation in the SafePlace Program. The program is a national partnership of community organizations, schools, and neighborhood businesses that provide SafePlace designated locations for children and runaways who may be exposed to crime and exploitation. Each one of FAX's 126 buses is a designated SafePlace and the FAX schedule guide includes a SafePlace phone number, as well as SafePlace sites in both English and Spanish.

Bus Interior Public Service - To work more closely with the non-profit community, FAX provides space within the buses for various organizations to provide information at no charge. Different agencies have used this service to provide information regarding social services such as Narcotics Anonymous, Girl Scouts of America, Social Security Administration, Census information, Fresno County Department of Social Services, and the Workforce Development Department. Agencies are only responsible for producing the cards.

Cooling/Heating Centers - FAX provides free public transit to heating and cooling centers on days with extreme temperatures.

Voting Centers - FAX provides free public transit to voting centers during election cycles in collaboration with the Fresno County Registrar of Voters.

Clean Fuels Program - FAX has been very involved in converting its fleet to cleaner burning fuels to attain maximum efficiencies and protect the environment. As of FY 2019, all FAX buses have been converted to clean-burning CNG engines. Beginning in FY 2020, FAX transitioned to renewable natural gas as the supply for CNG. FAX also received its first battery electric vehicles (BEB) in 2021, and 7 more BEB's in 2023. FAX will purchase its first 2 hydrogen fuel cell electric buses in 2023, further increasing our zero-emission vehicles in accordance with our Innovative Clean Transit (ICT) plan.

3.1.0 Introduction

FAX's Strategic Goals reflect a commitment to making transit a more attractive option for travelers within the FCMA. To achieve these goals, FAX continually plans for the funding and implementation of system improvements. The City's socio-economic demographics, shifting employment base, and constrained transit budget result in the need for continual refinement of transit services within the FCMA in a cost-neutral manner. To achieve service improvements, FAX requires coordination with federal, state, and locally mandated programs and priorities, ranging from air quality, greenhouse gas reduction, energy, congestion management, and zero-emission vehicles, to protection and the fair treatment of people with disabilities, minorities, low income, and non-English speaking populations. Additional funding is critical for FAX to conform to mandated requirements, improve the quality of service, move toward integrated digital solutions, and implement progressive transit services. Appendix E provides background information, including but not limited to air quality and environmental laws, federal Title VI requirements, and federal, state, and local funding sources, which will affect FAX over the next five years and beyond.

3.1.1 Unfunded Transit Needs: Proposed Transit Projects over Next Five Years, Pending Funding Availability

FAX strives to operate a cost-neutral transit system to maintain the services currently in place. However, FAX continually strives to improve the transit network and meet all legislative requirements. In this context, FAX identifies and plans for proposed transit projects to improve the system. The SRTP identifies the implementation of transit projects in the following four categories over the next five years, pending funding availability:

- (1) Increased Service Frequencies,
- (2) Additional Coverage,
- (3) Enhanced Access and Passenger Facilities, and
- (4) System Performance Enhancements and Infrastructure Investments.

This section provides an overview of proposed projects in these categories.

(1) Increased Service Frequencies

In 2015, FAX and the Fresno Council of Governments completed the FCMA Public Transportation Strategic Service Evaluation (SSE), which included a "Frequent Service Network." The Frequent Service Network is intended to serve a large share of Fresno's population (though not necessarily its land area) with a level of service that will improve transit for existing riders and make transit more appealing for potential riders. The Frequent Service Network establishes a long-term set of priority corridors for implementing more frequent transit service as funding becomes available. The Frequent Service Network can also be referred to as High-Quality Transit Corridor (HQTC) or High-Frequency Transit (HFT). An HQTC or HFT is a corridor with fixed route bus service with service intervals no

longer than 15 minutes during peak commute hours. These are similar operating characteristics to the FAX Bus Rapid Transit route.

The priority order of these corridor segments, as well as new/updated segments, is based on current ridership, density, and stakeholder and staff input. The high-priority segments for increased service frequencies, as funding becomes available, are listed below. Lower priority segments are described in the SSE and will be included in future SRTPs.

- Ashlan Avenue (Route 45)
- Herndon Avenue (Route 3)
- Hughes/McKinley (Route 20)
- First Street (Route 34)
- Martin Luther King (North Ave. to Downtown) (Route 32)
- Fulton Street/Van Ness (Downtown to Manchester Transit Center) (Route 28)
- Shields Ave (Hughes Ave. to Clovis Ave.) (Route 41)
- Palm Ave (Route 26)
- Chestnut Ave (Route 41)
- Clinton Ave (Route 39)
- Peach Ave (Route 26)
- Olive (Route 35)
- Fresno (Route 32)

(2) Additional Coverage

In addition to the increased service frequencies described above, FAX anticipates implementing the following projects over the next five years, as funding becomes available. These projects are drawn from the [2022-2046 Regional Transportation Plan](#), the [2050 Long Range Transit Plan](#), and staff refinements. They represent the most realistic near-term projects to be initiated and/or completed within the five-year SRTP planning timeframe (2024-2026) and are not necessarily listed in order of priority.

- Implement service from Downtown Fresno to North Pointe Business Park.
- Add cross-town service along Church Avenue.

- Evaluate higher-frequency services and service expansions in Southeast Fresno and plan for the Route 1 BRT extension to the Southeast Development Area (SEDA).
- Evaluate higher-frequency services and service expansions to the Southwest Fresno Specific Plan area.
- Evaluate transit service and service expansions, including microtransit to areas west of Highway 99 in the West Area Specific Plan.
- Evaluate and implement microtransit in areas with less frequent fixed route transit services and/or night service or paratransit service.
- Implement service from Downtown Fresno to North Pointe Business Park.
- Extend Route 45 (Ashlan Ave.) to Justin Garza High School.
- Extend service to Fancher Creek.
- Evaluate service along McKinley Avenue to the Fresno Yosemite International Airport.
- Evaluate east-west service along Bullard Ave. from El Paseo Shopping Center to Fresno State University.
- Evaluate a north-south route along Chestnut/Willow from Malaga to Clovis Community College and extend Route 41 (Shields Ave.) to Fresno-Yosemite International Airport.
- Evaluate extending night service to more routes.
- Partner with Clovis Transit on more seamless connections within the FCMA.
- Conduct a comprehensive transit planning study and other smaller scale relevant transit studies as necessary.

(3) Enhanced Access and Passenger Facilities

- Design a new regional multimodal transit and mobility center in Downtown Fresno at the anticipated Fresno High-Speed Rail station.
- Develop transit stops at Fancher Creek.
- Enhance on-street transfer locations at intersecting routes across the city.
- Invest in enhanced transit station amenities, including ADA compliance, and improved passenger waiting environments across the city.

- Explore and implement mobility hubs, including micro-mobility options such as shared electric bikes, shared bikes, shared electric scooters, EV car share, and/or other amenities at key transit locations.
- Support and participate in the complete streets transformation effort envisioned in the adopted Southern Blackstone Avenue Smart Mobility Strategy.
- Explore innovative technologies and Mobility as a Service (MaaS) applications, such as rideshare, car-share, and bike-share programs linked to transit through online apps.
- Evaluate demand and explore funding for a downtown circulator serving Chinatown, the future High-Speed Rail Station, and the regional medical center.
- Update the FAX Facilities Standards.
- Market FAX transit services more proactively.
- Expand the travel-training program to include schools and other social service programs.

(4) System Performance Enhancements and Infrastructure Investments

- Install Transit Signal Priority (TSP) on corridors with the highest frequencies.
- Implement Mobility as a Service (MaaS) technologies including mobile fare payment, real-time passenger information, and trip planning apps.
- Purchase zero-emission vehicles and related supporting infrastructure as detailed in the FAX Zero Emission Bus Rollout Plan and the FAX Zero Emission Bus Wholesale Agency Plan Addendum.
- Purchase replacement vehicles for fixed route and paratransit services.
- Implement security and safety enhancements for the transit system, including the replacement of obsolete camera equipment.
- Implement system-wide ADA improvements and maintain ADA Transition Plan up to date.
- Update City of Fresno development standards to include standard drawings and specifications for transit-related facilities.
- Explore dedicated Business Access Transit (BAT) lanes or Tactical Transit lanes on key transit corridors.
- Replace the end-of-life radio system.

- Update the 2014 FAX Facility Master Plan and evaluate the need for property acquisition for new satellite facilities.
- Purchase property for new bus yard, conduct planning, environmental, and design work for new yard or remodel of the existing yard to accommodate future service expansion.
- Engineer and remodel FAX buildings, yards, and facilities to meet current capacity needs, updated building codes, and ADA requirements.
- Implement an electronic vehicle inspection system for pre-trip inspection reports.

3.1.2 Route Evaluation Process

The primary assessment of transit service is accomplished by measuring individual route performance using FAX's route evaluation process using key transit system performance indicators (listed below). FAX also compares its performance against that of other transit agencies in areas with similar demographics and transit systems. When appropriate, corrective action is taken to modify route alignments, change the service schedule to meet the needs of FAX passengers, and ensure that resources are used productively.

3.1.3 Key Transit System Performance Indicators

There are many methods for evaluating the efficiency and effectiveness of public transportation services. 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. These are summarized below and described in more detail in Appendix H.

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

FAX utilizes detailed on-board surveys. 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 provides FAX with insights into the concerns of our passengers.

In conjunction with the Fresno Council of Governments (Fresno COG), FAX has hired various firms to conduct Customer Satisfaction Surveys since 1994. The purpose of the surveys is to identify areas that need improvement. Based on the survey findings, FAX has developed training programs and procedures to improve customer satisfaction in specifically identified areas. The surveys include a telephone survey and on-board surveys. The most

recent survey, completed in 2022, coming out of COVID-19, (see appendix G), consisted of 876 completed survey forms with a margin of error of +/-3.3%. The timing of the survey was greatly affected by the on-going pandemic. Ridership was down, as well as passenger hesitancy to interact personally with the surveyors, resulting in fewer survey opportunities. The primary purpose of the surveys was to assess the extent to which FAX customers are satisfied with the service they receive. Results of the previous surveys are identified in Table 3.1 further below. Specific areas of inquiry included the following:

- Frequency of riding the bus.
- Trip purpose.
- Availability of a car for the current trip and other trips.
- The extent and ease of using the bus ramp.
- Interest in training on how to use the ramp.
- Method of fare payment.
- Convenience of the locations where tickets and passes are sold.
- The extent to which drivers announce the next stop if the automatic announcements are not working.
- Helpfulness of bus stop announcements.
- FAX safety precautions during COVID (for example, masking/sanitation protocols)
- The extent to which riders feel safe while waiting for the bus and while on the bus
- Reasons for not feeling safe.
- Effect of knowing that the bus is equipped with a working video camera.
- Effect of knowing that there is a vehicle tracking system in place.
- Satisfaction with evening service.
- Suggestions for improving FAX's overall service.
- Respondent demographics such as employment, age, ethnicity, income, and gender.

Using a traditional academic grading system, FAX riders gave FAX an 'A-' for the following attributes: Bus Driver's Helpfulness, Driving Skills, Safety Awareness, and Courtesy; Value for the Price Paid; Closeness of Bus Stops to Home and Destination; COVID Safety Precautions and Overall Comfort of Bus Rides. FAX received a 'B+' for Safety on Board the Buses, Availability of Route/Schedule Information and Hours of Operation – Weekdays, On-Time Performance, Service Frequency, Time to Complete Trip, and Cleanliness Inside Buses. The overall service provided by FAX received an A-. Table 3.1 is the complete FAX report card.

**Table 3.1: FAX Passenger Survey Report Card
Rea and Parker Research - April 2022**

Service Attribute	Mean Rating	Report Card
Bus drivers' safety awareness	1.80	A-
Bus drivers' driving skills	1.77	A-
Bus drivers' helpfulness	1.86	A-
Value provided by FAX for the price paid	1.71	A-
Proximity of bus stops to destination	1.93	A-
Bus drivers' courtesy	1.89	A-
Proximity of bus stops to home	1.94	A-
The overall comfort of the bus rides	1.91	A-
Safety on-board buses	2.03	B+
Availability of route/schedule info	2.00	B+
Bus hours of operation on weekdays	2.05	B+
Safety at bus stops/stations	2.22	B+
Time to complete trip	2.21	B+
Frequency of buses	2.24	B+
On-time performance	2.14	B+
Cleanliness inside buses	2.25	B+
Cleanliness of bus stops/stations	2.46	B
Bus hours of operation on weekends	2.61	B
Overall service provided by FAX	1.88	A-

Table 3.2 Historical Survey Results

Research Firm	R & P 2022 *	R & P 2018 *	R & P 2014 *	AIS 2011 *	AIS 2009*
Trip Purpose					
Work	32.0%	26.0%	31.0%	42.0%	47.0%
School	21.0%	28.0%	32.0%	38.0%	40.0%
Shopping	16.0%	11.0%	11.0%	25.0%	31.0%
Medical	7.0%	8.0%	7.0%	17.0%	18.0%
Recreation	2.0%	6.0%	3.0%	21.0%	24.0%
Personal Business	20.0%	17.0%	14.0%	39.0%	38.0%
Other	2.0%	4.0%	2.0%	2.0%	N/A
Transit Dependent	70%	77%	79%	77%	82%
Total Annual Household Income Less Than \$20K	63%	76%	82%	71%	70%
Employed Full or Part-time	52%	50%	46%	41%	41%
Student	17%	24%	21%	28%	30%

* Respondents could select multiple answers for trip purpose.

Handy Ride Assessment of Service and Rider Needs

In April 2022, FAX commissioned Rea and Parker Research to conduct a statistically reliable customer opinion and satisfaction telephone survey among Handy Ride’s customer base. The purpose of the survey is threefold – first, to provide current information and opinions concerning customer satisfaction with the Handy Ride system, second to compare the results of this 2022 study with the results of prior satisfaction surveys (in particular, the 2018, 2014, and 2011 customer satisfaction studies), and third, to indicate any effects that the COVID pandemic may have had on travel behavior and bus satisfaction.

The survey was conducted by a random telephone sample of 254 customer respondents selected from a list of 2,768 Handy Ride customers who had used the system within the past 3 years. This survey was conducted during the period February 12, 2022, through February 20, 2022. This sample yields a margin of error of +/-5.9 percent at the 95 percent level of confidence.

Features of the Handy Ride system that are closely related to the performance of the drivers demonstrate the highest levels of satisfaction. These include drivers’ traffic safety and drivers’ driving skills. New in the 2022 survey, as part of the Covid issues, was Reservation Staff’s Implementation of COVID Screening and Driver’s Enforcement of COVID

Procedures. Features of the Handy Ride system for which improvement would lead to even higher satisfaction ratings are will-call pickups and scheduled on-time pickups.

There is strong evidence that Handy Ride customers demonstrate a very high level of satisfaction with the services provided on the system. This high overall satisfaction with the Handy Ride system has been sustained and documented over 18 years – since the 2004 Customer Satisfaction Survey. This satisfaction is further evidenced by a strong record of customer retention.

3.2.1 Bus Service Expansion Program

Unmet Transit Needs - The annual Unmet Transit Needs Report, administered by the Fresno COG, is currently underway and has identified no Unmet Transit Needs that are reasonable to meet in the FAX service area in FY 2023.

The City of Fresno, in cooperation with the Fresno COG, reaches out to all the major employers in the greater Fresno metropolitan area to determine the public's awareness of the availability of the FAX bus service.

As the urbanized area continues to spread, more and more development is occurring where public transportation does not currently exist. These newly developed areas do not generally have sufficient densities to justify fixed route transit service on 30-minute headways. Additionally, adjusting trunk line service is a difficult and often costly process. FAX continues to support increased densities in key corridors to provide a transit system that functions more effectively and efficiently. FAX encourages businesses and social service agencies that serve the transit-dependent to consider locating in transit-developed corridors whenever relocation is needed.

3.3.0 Relevant Planning Activities

Planning studies that have a relationship to this SRTP are detailed below.

The Public Transportation Infrastructure Study (PTIS), Kimley-Horn and Associates, 2008-2011 - The PTIS study, funded by Measure "C" monies, made detailed recommendations to enhance walking, bicycling, and transit use by intensifying development densities near the planned high capacity transit corridors. The PTIS policy recommendations illustrated how FAX policies could be integrated into an implementation action plan.



Summary of PTIS Policy Recommendations:

Policy recommendations were made by the consulting team on the PTIS Study for implementation by the City of Fresno, Fresno County, and the cities and towns of greater

Fresno County to meet the study objectives. These land use recommendations, endorsed by City of Fresno staff fell under seven broad categories:

1. Locate a major portion of all new households, offices, and retail/commercial employment within planned and proposed high-capacity transit corridors.
2. Approve general plan and zoning authorization to support high-capacity transportation corridors: 15 to 18 du/ac average residential infill density within ½-mile proximity and 8 to 12 du/ac within ½ to 1-mile proximity of planned and proposed transit corridors and downtown of Fresno.
3. Implement the general plan and zoning authorization, together with other incentives and creative public-private partnerships to facilitate the establishment of transit-oriented developments that provide a variety of housing types to serve a broad range of household sizes and incomes within BRT and other identified transit corridors and downtowns of Fresno, Clovis, and other Fresno County cities.
4. Reduce the parking requirements for new development within planned BRT and other designated transit corridors and downtown Fresno and Clovis to promote a higher return on investment for TOD projects.
5. Reduce the existing over-supply of surface parking within the planned BRT corridors and downtown Fresno, utilizing shared parking agreements, reciprocal access agreements, public parking facilities, and the conversion of surface parking to other uses.
6. Limit the extent of fringe development and expansion of the sphere of influence within the County of Fresno and the incorporated cities in conjunction with the other identified strategies to promote infill development and achieve the smart growth objectives.
7. Require that proposed new development located within the fringe areas of the Fresno-Clovis Metropolitan Area and the surrounding Fresno County area bear the full costs of providing public infrastructure improvements together with the long-term maintenance of these public facilities.

FCMA Public Transportation Strategic Service Evaluation (SSE) - In 2013, the Fresno Council of Governments (COG) embarked on a Strategic Service Evaluation of the Fresno-Clovis Metropolitan Area (FCMA). The study's goal: Define changes that would make transit a better option than the auto. The study revealed that this could be accomplished by reducing travel times, improving linkages to major trip generators, and boosting overall productivity, including cost-effectiveness and sustainability of transit.

The Strategic Service Evaluation focused on three main transit considerations:

- Long-term policy goals – review of the current federal, state, and local policies that influence transit service.
- Cost-effectiveness – evaluation of current transit system performance, including revenue hour/vehicle hour, max load factors, and boardings per hour.
- Customer service and safety – review existing travel patterns on both transit and auto modes and consider public opinion of the current transit.

The Fresno COG circulated the Public Transportation System Assessment publicly and solicited feedback from transit users and key stakeholders. This outreach effort culminated in the identification of a Preferred Network Plan for possible implementation. The Preferred Network solidified the FAX bus service as a productivity-based network through a series of operational and capital improvements that work together to improve efficiency, customer service, and address perceptions of safety.

A key component of the Preferred Network was the establishment of a Frequent Service Network. With the Frequent Service Network, popular routes operate 15-minute or better frequencies throughout peak and midday periods, serving a large share of Fresno's population (though not its land area) with a level of service that improves transit for existing riders and makes transit more appealing to potential riders.

In addition to the recommended service and capital improvements, a series of policy changes were proposed to facilitate the potential implementation of the Preferred Network.

In June 2015, the Fresno Council of Governments approved the FCMA Public Transportation Strategic Service Evaluation.

Fresno County Public Transportation GAP Analysis and Service Coordination Plan - Completed in January 2015, this planning and research project met the goals of the Fresno County Human Services Coordinated Transportation program by identifying the specific needs of transportation-disadvantaged people in Fresno County and preparing an implementable plan to meet those needs. Identifying the barriers and gaps experienced by these groups as they seek to gain employment or simply travel to and from work, and determining the best methods to overcome those barriers were of the highest priority.

Fixed Route System Restructure/Public Involvement Services - The Fixed Route System Restructure and Public Involvement Services project was completed in 2016. The purpose of this project was a follow-up to the 2015 Strategic Services Evaluation and further defined the FAX Preferred Network Plan, performed the Service Equity Analysis, developed the public information and involvement plan, and completed the public outreach and review process. One of the main components was the Service Equity Analysis.

The Service Equity Analysis was a Federal Transit Administration (FTA) requirement based on the level of service changes. As part of the project, FAX was able to redefine the major

service change threshold, and develop a disparate impact policy and a disproportionate burden policy. Each of these was taken into consideration during the service analysis to determine whether no protected classes would be adversely affected.

2022-2046 Regional Transportation Plan / Sustainable Communities Strategy - Adopted in July 2022 by the Fresno COG, the Regional Transportation Plans address the mobility needed to keep our region moving and our communities connected. [Fresno COG's 2022 Regional Transportation Plan \(RTP\)](#) charts the long-range vision of Regional Transportation through the year 2046. As we address new requirements for reducing greenhouse gas emissions it has been and will remain our goal to plan in partnership with our communities throughout the region, providing transportation choices that encourage and cultivate thriving economies and cultural richness. This RTP identifies existing and future transportation-related needs, while considering all modes of travel, analyzing alternative solutions, and identifying what can be completed with anticipated available funding for the over 3,000 projects and multiple programs included within it. It contains a variety of different elements or chapters, augmented by additional documentation contained in the Appendices.

Long Range Transportation Plan - Adopted in April 2019 by the Fresno COG, the [Fresno County Regional Long Range Transit Plan \(LRTP\)](#) will guide transit and multimodal investments and services in the Fresno region through the year 2050. The plan builds on Fresno COG's 2018 Regional Transportation Plan (RTP) and prior transit planning studies and will inform the 2022 RTP. More importantly, the LRTP will integrate appropriate and effective public transportation planning and projects into the fabric of the region's overall circulation networks and systems.

The LRTP has been developed in line with state and federal transportation goals, guidance, and funding programs. It creates a blueprint for a sustainable, safe, innovative, integrated, and efficient transit system to enhance the region's economy and livability for all.

Specifically, the LRTP will:

- Integrate the efforts, projects, and future operations of the major transit providers serving Fresno County through the year 2050.
- Identify a preferred long-range vision for Fresno County's public transit system.
- Guide future investments, projects, and programs to enhance transit service.
- Identify transit projects and alternatives that consider and improve sustainability, preservation, mobility, safety, innovation, economy, health, and equity.
- Integrate regional bicycle and pedestrian planning with public transit plans and projects.

All of these planning activities have helped form the foundation for FAX's current transit network, and when combined with this FY 2024-2028 SRTP, lay the groundwork for implementing the proposed improvements identified in this chapter.

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4.1.0 Introduction

The FAX financial plan consists of an operating budget as well as a separate capital budget. The operating budget is focused primarily on the operations and maintenance of FAX’s fixed route bus service, Handy Ride paratransit service, and operating the customer service office at Manchester Transit Center. The capital budget is focused primarily on amenities and capital assets.

4.2.0 Operating Budget

FAX projects an annual operating budget of \$76.2 million in FY23, increasing over the next five years to \$97.6 million in FY27. Table 4.1 summarizes the projected revenues and expenditures for FAX’s operating budget from FY23 through FY27 in FY23 dollars.

Department of Transportation – Fresno Area Express

Table 4.1: Operating Revenue and Expenditure Projections

Budget Breakdown	2023 Projections	2024 Projections	2025 Projections	2026 Projections	2027 Projections
Carryover					
Carryover	\$ 31,829,900	\$ 58,629,400	\$ 38,665,700	\$ 20,558,351	\$ (2,701,387)
Revenues					
TDA / LTF & STA	\$ 43,900,700	\$ 33,716,000	\$ 33,041,680	\$ 34,363,347	\$ 35,737,881
TDA / CTSA	\$ 1,485,700	\$ 1,730,000	\$ 1,695,400		
Passenger Fares	\$ 3,397,800	\$ 4,187,000	\$ 4,815,050	\$ 5,537,308	\$ 6,367,904
Measure C	\$ 15,668,100	\$ 16,314,100	\$ 14,840,630	\$ 15,434,255	\$ 16,051,625
Federal Grants (5307)	\$ -	\$ 20,271,000	\$ 15,000,000	\$ 15,000,000	\$ 15,000,000
Federal Grants (CARES)	\$ -	\$ -	\$ -	\$ -	\$ -
Federal Grants (CRRSAA)	\$ 5,605,200	\$ -	\$ -	\$ -	\$ -
Federal Grants (ARPA)	\$ 28,944,700	\$ -	\$ -	\$ -	\$ -
State/Federal One-Time Grants	\$ 420,000	\$ 1,555,300	\$ 1,200,000	\$ 1,200,000	\$ 600,000
CMAQ Operating Grants	\$ 1,300,000	\$ 480,000	\$ 3,200,000	\$ -	\$ -
State/Local Misc. Revenue	\$ 661,100	\$ 812,000	\$ 828,240	\$ 844,805	\$ 861,701
Transfers In/Out - Current Capital Match	\$ -	\$ (11,240,800)	\$ (2,000,000)	\$ (2,000,000)	\$ (2,000,000)
LCFS/Renewable Energy Credits/CNG Rebate	\$ 1,403,200	\$ 1,400,000	\$ 1,200,000	\$ 1,000,000	\$ 1,000,000
Interest	\$ 232,000	\$ 280,000	\$ 224,000	\$ 179,200	\$ 143,360
Revenue Total	\$ 103,018,500	\$ 69,504,600	\$ 74,045,000	\$ 71,558,915	\$ 73,762,471
Expenditures					
51000 - Employee Services	\$ 44,987,500	\$ 52,780,500	\$ 54,363,915	\$ 55,994,832	\$ 57,674,677
53000 - Purchased Prof and Tech	\$ 8,752,800	\$ 9,589,800	\$ 9,877,494	\$ 10,173,819	\$ 10,479,033
54000 - Purchased Property Services	\$ 3,677,200	\$ 4,038,800	\$ 4,159,964	\$ 4,284,763	\$ 4,413,306
55000 - Other Purchased Services	\$ 309,400	\$ 322,000	\$ 331,660	\$ 341,610	\$ 351,858
56000 - Supplies	\$ 7,135,100	\$ 9,553,600	\$ 9,840,208	\$ 10,135,414	\$ 10,439,477
57000 - Property	\$ 41,300	\$ 27,000	\$ 27,810	\$ 28,644	\$ 29,504
58000 - Other Objects	\$ 3,509,700	\$ 3,616,100	\$ 3,724,583	\$ 3,836,320	\$ 3,951,410
59000 - Interdepartmental Charges	\$ 7,806,000	\$ 9,540,500	\$ 9,826,715	\$ 10,023,249	\$ 10,223,714
Expenditure Total	\$ 76,219,000	\$ 89,468,300	\$ 92,152,349	\$ 94,818,652	\$ 97,562,979
Net Operating Surplus/(Deficit)	\$ 58,629,400	\$ 38,665,700	\$ 20,558,351	\$ (2,701,387)	\$ (26,501,895)

The biggest difference from a financial standpoint between this SRTP and the previous SRTP was the diminishing effect of the COVID-19 global epidemic. In March 2020, the State of California imposed a mandatory stay-at-home order to prevent the spread of COVID. While transit ridership in the FAX service area had generally been trending upward with over 10.5 million passenger rides in FY19, the pandemic caused dramatic ridership declines, accompanied by significant revenue losses from passenger fares, and the recovery from those changes is still underway. Like many other transit operators around the nation, FAX received federal financial assistance to continue operating bus service for essential trips, with passenger capacity limits enforced for social distancing.

The projected operating budgets shown in Table 4.1 assume that directly generated revenues from transit fares will increase by 25 percent in FY23 and FY24. The operating budgets also reflect federal COVID-relief funding, including the Coronavirus Aid, Relief, and Economic Security (CARES) Act, the Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA), and the American Recovery Plan (ARP).

	FY 2022 Actuals	FY 2023 Approved Budget	Percentage Change: FY 2022 to FY 2023
FAX Operating Expenditures	\$ 62,704,488	\$73,426,900	17.10%
Authorized Positions*	548	508	-7.30%

*At the end of FY22, the Fleet Divisions were reassigned from FAX to General Services, accounting for the reduction of authorized positions.

Table 4.2 details the changes in FAX budget and authorized positions from FY22 to FY23, demonstrating that operating expense is expected to increase even as the position count is reduced by the move of the Fleet Divisions. Table 4.3 reflects FAX's overall operating budget actuals for both fixed route and demand response service for the past 9 fiscal years and the FAX FY 2023 approved budget. Operating costs for transit and paratransit services totaled \$62.7 million in FY 2022. While FY 2023 actuals are not available yet, the approved FY 2023 budget was \$73.4 million, due to rising costs of personnel, goods, and services.

FAX's operating budget actuals increased from \$41.9 million in FY 2014 to \$62.7 million in FY 2022.

Table 4.3 - FAX Operating Actuals – FY 2014 through FY 2022

(\$ thousands)

	Fixed Route	% Costs	Paratransit	% Costs	Total Operating Costs
2014	\$36,195	86.4%	\$5,706	13.6%	\$41,901
2015	\$39,535	85.4%	\$6,530	14.2%	\$46,065
2016	\$36,450	85.4%	\$6,240	14.6%	\$42,690
2017	\$40,204	86.2%	\$6,417	13.8%	\$46,621
2018	\$44,656	86.5%	\$6,993	13.5%	\$51,649
2019	\$47,375	87.2%	\$6,961	12.8%	\$54,336
2020	\$51,616	89.6%	\$6,005	10.4%	\$57,621
2021	\$51,136	89.3%	\$6,136	10.7%	\$57,272
2022	\$55,188	88.0%	\$7,516	12.0%	\$62,704

As detailed below, the largest share of operating expense has traditionally been from employee services. Table 4.4 shows the FAX operating budget actuals divided by major cost categories from FY 2018 to FY 2022.

- Employee Services: wages, salaries, and fringe benefit costs.
- Purchased Professional Services: consulting, public relations, and legal services; as well as other specialized services, supplies, and property.
- Interdepartmental Charges: self-insurance, fleet rental, data processing, and fixed reimbursements to the General Fund.
- Paratransit: cost of providing Handy Ride services.

Table 4.4: FAX Operating Actuals by Major Cost Category

FY 2018 through FY 2022

(\$ thousands)

	2018	2019	2020	2021	2022
Employee Services	31,790	34,496	36,312	\$38,833	\$39,730
Purchased Prof Services	6,824	6,712	7,470	\$6,088	\$7,040
Interdepartmental	6,042	6,167	7,834	\$6,215	\$8,424
Paratransit	6,993	6,961	6,005	\$6,136	\$7,516
Total Operating Costs	51,649	54,336	57,621	\$57,272	\$62,704

Percentage of Total Annual Operating Budget

FY	2018	2019	2020	2021	2022
Employee Services	61.6%	63.5%	63.0%	67.8%	63.4%
Purchased Prof Services	13.2%	12.4%	13.0%	10.6%	11.2%
Interdepartmental	11.7%	11.3%	13.6%	10.9%	13.4%
Paratransit	13.5%	12.8%	10.4%	10.7%	12.0%
Total Operating Costs	100%	100%	100%	100%	100%

4.3.0 Capital Expenditures

The FAX capital improvement program focuses on improving amenities and services that enhance transportation options, maintain capital assets, and increase safety for our customers and employees. The total five-year Capital Improvement Program (CIP) for FY 2023 through FY 2027 is projected to cost \$93 million, as identified in Tables 4.5 and 4.6 (below). Capital expenditures are targeted in the following areas:

- Facility remodel and rehabilitation
- Zero emission vehicle infrastructure
- ADA improvements
- Traffic signal priority
- CAD/AVL system replacement
- Passenger amenities and bus stop improvements
- Heavy-duty 40' buses purchases and rehabs (CNG, hydrogen fuel cell, and electric)
- Handy Ride vehicle purchases and equipment
- Non-revenue vehicle replacements
- Planning

The CIP also includes expenditures for planning projects and services performed by Fresno COG staff assigned to FAX; preventive maintenance and vehicle tire leases that are reimbursed through the FTA; capital leases for paratransit vehicle tires and the paratransit facility; and the paratransit maintenance program provided through a contractual agreement with National Express Transit.

Note: All Revenue and Operating Cost data are projected and include FTA reimbursements for planning and preventive maintenance expenses.

Table 4.5: FAX Five-Year Capital Improvement Plan FY 2022-FY 2026

Project Descriptions	Funding Source	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	5 Year Total
ADA Bus Stop Accessibility Improvements	5307, LCTOP	\$862,000	\$620,000	\$500,000	\$500,000	\$500,000	\$2,982,400
Admin/Operations Facility Improvements	PTMISEA, 5339a, 5307	\$8,230,200	5,540,400	\$0	\$500,000	\$0	\$14,270,600
Bus Purchases: Battery Electric	TIRCP	\$1,000,000	\$1,316,000		\$1,200,000		\$3,516,000
Bus Purchases: CNG	Measure C, SGR	\$126,000	\$19,731,300	\$1,800,000	\$1,800,000	\$1,800,000	\$25,257,300
Bus Purchases: Hydrogen Fuel Cell	5339c	\$2,417,500	\$2,417,500	\$1,200,000		\$1,200,000	\$7,235,000
BRT Closeout Project	FTA Small Starts	\$300,000	\$246,500	\$0	\$0	\$0	\$546,500
Bus Stop Improvements, Rehabs, and Amenities	5307	\$1,529,700	\$3,367,700	\$250,000	\$250,000	\$250,000	\$5,647,400
Bus Wash Construction	5307, 5339a, PTMISEA, SGR	\$4,136,900	\$1,000,000	\$0	\$0	\$0	\$5,136,900
CAD/AVL and Radio/Dispatch System	PTMISEA, SGR	\$3,410,000	\$600,000	\$0	\$0	\$0	\$4,010,000
CNGBus Rehab	5339a	\$652,000	\$326,000	\$0	\$0	\$0	\$978,000
COVID Safety Enhancements	5339a	\$953,000	\$1,528,000	\$0	\$0	\$0	\$2,481,000
Employee Parking Lot & Solar Panel Installation	PTMISEA	\$1,700,000	\$1,000,000	\$0	\$0	\$0	\$2,700,000
Facility Camera Upgrade Project	SGR	\$500,000	\$501,000	\$0	\$0	\$0	\$1,001,000
Handy Ride Facility Improvements	5339a	\$50,000	\$12,500	\$15,000	\$15,000	\$15,000	\$107,500
High-Frequency Network Stop Improvements	5307, PTMISEA, TIRCP	\$1,298,400	\$956,000	\$0	\$0	\$0	\$2,254,400
Maintenance Facility Improvements	5339a, SGR, LCTOP	\$4,647,000	\$6,735,000	\$500,000	\$0	\$500,000	\$12,382,000
Maintenance Parking Lot Repair	SGR	\$550,000	\$560,000	\$0	\$0	\$0	\$1,110,000
Non-Revenue Vehicle Purchases	PTMISEA, TIRCP, 5307	\$670,000	\$371,100	\$150,000	\$150,000	\$150,000	\$1,491,100

Project Descriptions	Funding Source	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	5 Year Total
Paratransit Vehicles and Equipment	5310, PTMISEA, 5307, 5339a	\$2,357,000	\$1,857,000	\$850,000	\$0	\$850,000	\$5,914,000
Planning Projects	5307	\$909,600	\$1,575,000	\$250,000	\$250,000	\$250,000	\$3,234,600
Real-Time Bus Stop Display Signs	TIRCP, LCTOP	\$560,000	\$415,000	\$0	\$0	\$0	\$975,000
Solar Bus Stop Lighting Installation	LCTOP	\$125,000	\$95,000	\$0	\$50,000	\$0	\$270,000
Transit Asset Management	5307	\$0	\$65,000	\$0	\$0	\$0	\$65,000
Transit Signal Prioritization	CMAQ	\$115,000	\$45,000	\$0	\$0	\$0	\$160,000
Zero-Emissions Bus Charging Infrastructure	TIRCP, 5339a, 5307	\$1,525,000	\$687,000	\$0	\$0	\$0	\$2,212,000
Total Capital Projects (All Sources)							\$92,950,600

Table 4.6: Capital Funding by Source FY 2022-FY 2026

Funding Source	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	5 Year Total
FTA 5307	\$7,948,400	\$28,460,100	\$582,400	\$250,000	\$250,000	\$37,490,900
FTA 5310	\$1,557,000	\$1,557,000	\$100,000	\$0	\$100,000	\$3,314,000
FTA 5339	\$8,678,800	\$8,433,400	\$250,000	\$250,000	\$250,000	\$17,862,200
CMAQ	\$393,000	\$323,000	\$0	\$0	\$0	\$716,000
FTA CARES	\$0	\$575,000	\$0	\$0	\$0	\$575,000
FTA Small Starts	\$350,000	\$246,500	\$0	\$0	\$0	\$596,500
HHS	\$500,000	\$500,000	\$0	\$0	\$0	\$1,000,000
CA LCTOP	\$2,045,000	\$1,995,000	\$0	\$0	\$0	\$4,040,000
Measure C New Technology	\$40,000	\$40,000	\$0	\$0	\$0	\$80,000
CA PTMISEA	\$8,617,600	\$0	\$0	\$0	\$0	\$8,617,600
CA SGR	\$4,090,000	\$6,462,000	\$250,000	\$250,000	\$250,000	\$11,302,000
CA TIRCP	\$1,991,900	\$900,000	\$0	\$0	\$0	\$2,891,900
FAX Capital Funds (non-match)	\$2,388,500	\$2,076,000	\$0	\$0	\$0	\$4,464,500
Total Capital Funding (all sources)						\$92,950,600

4.3.1 Revenue Vehicles and Vehicle Equipment

The FAX revenue service vehicle fleet includes buses and paratransit vans. Replacement of existing revenue vehicles is among FAX's highest capital priorities.

Bus Replacement

Fixed route buses - Cost estimates for replacement buses programmed in FY 2023 and beyond are based primarily on vendor price quotes for CNG, hydrogen fuel cell, and battery-electric 40-foot heavy-duty, low-floor transit buses. Primary funding for replacement buses is assumed to come from the FTA in the form of Section 5307 (Urbanized Area Capital) and Section 5339 (Bus and Bus Facilities). Each of these programs requires approximately 20% FAX local match. Additional funding can come from Congestion Mitigation and Air Quality (CMAQ) grants and the State of California Senate Bill (SB) 1 – State of Good Repair program.

In FY 2021, FAX executed its first contract for battery electric buses (BEBs) to the vendor Proterra and has received nine (9) BEBs as of 2023. A contract with vendor New Flyer for hydrogen fuel cell buses (FCEBs) will be awarded shortly, with the first two (2) FCEBs scheduled to join the FAX fleet in 2024. With these purchases, FAX is implementing its commitment to cleaner air. The total five-year fleet, as shown in Table D-1, Fleet Replacement Schedule will purchase 52 buses comprised of 18 expansion buses and 34 replacements.

Paratransit Buses - In 2022, FAX executed a contract for gasoline-powered cutaways. So far, 3 have been received and another 14 have been ordered, with an anticipated delivery date of late 2023. A total of 35 replacement vehicles are programmed over the five-year SRTP period at a cost of \$3.36 million. This figure includes all vehicles funded through the FTA 5310 program, 5339 program, and State PTMISEA funds.

Bus Expansion

Route cost analysis based on fully allocated costs will be an integral part of determining feasible tradeoffs and future service improvements. Service adjustments will be made on individual routes to reflect existing and changing ridership characteristics and to address on-time performance. Any future service adjustments will continue to be made based on the goals, standards, and objectives listed in Chapter 1 and project priorities listed in chapter 3.

Paratransit Facility

FAX is required by Federal statute to provide complementary paratransit service to ADA-eligible passengers within its fixed route transit service area. FAX provides this service through a program known as Handy Ride to serve passengers who are unable to use the fixed route system due to a disability. Handy Ride is demand-response and therefore requires extensive reservation and dispatch functions, including computer and radio technology applications, and the staff to operate the system. Additionally, Handy Ride

encompasses the paratransit staff and equipment involved in the certification of ADA eligible customers, as well as a fleet of 55 vehicles that require secure parking and maintenance facilities. Since February 2012, FAX's Handy Ride facility on north Blackstone, just south of Gettysburg, has allowed FAX staff and the contract provider to reside in the same building, providing FAX with direct access to contract monitoring.

4.3.2 Support Vehicles

FAX's fleet of non-revenue support vehicles assists in the operation of the fixed route service. The fleet is composed of sedans and small SUVs, which are used to make driver shift changes, provide for road supervisor inspection and respond to road calls. Also included are large utility trucks, pickup trucks, forklifts, and trailers, which are used in maintenance and operations.

The optimal point to replace non-revenue vehicles to minimize capital outlays, maximize reliability, and keep repair costs as low as possible ranges between vehicle type and usage as identified in the Transit Asset Management Plan (TAMP). Vehicles are generally scheduled for replacement according to age, mileage, vehicle condition, and reliability requirements for each vehicle type as follows:

- Heavy-duty transit bus 12 years or 350,000 miles
- Paratransit cutaway 7 years or 250,000 miles
- Sedans & passenger vans 8 years or 150,000 miles
- Service vehicles 10 years or 100,000 miles

4.3.3 Passenger Facilities Expansion and Rehabilitation

FAX's passenger facility CIP includes bus stop improvements, and replacement of transit passenger amenities such as information signs, shelters, benches, and trash receptacles.

Bus Stop Improvements – To meet ADA requirements for bus stop accessibility, FAX has developed an ADA Transition Plan to upgrade all identified deficient bus stops to be fully accessible. FAX will also upgrade bus stops for convenience, comfort, and safe passenger waiting areas

Planning Projects - Planning staff members from FAX and Fresno COG perform short-range and long-range planning functions for FAX. In addition, a Transit Scheduler is included in the FAX planning section to perform scheduling duties. Consultant studies are also coordinated by FAX and Fresno COG staff.

4.3.4 Preventive Maintenance

The FTA Operating and Maintenance Expense Reimbursement project provides FTA reimbursements for expenses in programs directly related to preventive maintenance on fixed route and paratransit vehicles, capital lease of vehicle tires, and allowable contracted paratransit expenses. Fixed route vehicle preventive maintenance programs are eligible for 80% FTA reimbursement. Handy Ride contracted vehicle maintenance expenses are eligible for 32% reimbursement.

4.4.0 Sources and Uses of Capital and Operating Funds

Major capital investments such as new BRT or rail lines or extensions are costly and usually require a variety of funding sources from all levels of government. Rarely are new transit projects funded from only one or two sources. Given the state of the economy, California's traditional capital funding sources have decreased or have been deferred or eliminated. Federal sources, in particular New Starts funding, remain critical for significant capital investment. The FTA's New Starts program is a competitive funding program for transit system expansions such as Bus Rapid Transit. FAX received Very Small Starts funding as a part of the New Starts program in 2012, for the now complete BRT improvements along Blackstone and Ventura/Kings Canyon.

Funding transit operations is relatively more difficult than funding capital projects. The number and variety of sources are not as varied or plentiful, and most sources are not within the control of the transit agency. The possibility of fare increases is always considered a potential revenue source because transit agencies directly control fares. There are limits to fare increases, as riders will choose other modes of transportation if they cannot afford it or if they perceive that the fare is too high. Thus, fare increases alone cannot address significant funding gaps.

Revenues are only one-half of the financial picture – overall expense planning must also be considered. As with transit agencies across the country, FAX has dealt with revenue shortfalls through cost-cutting measures including cuts in service and layoffs. Transit agencies are finding that service cuts and layoffs are not sufficient to address significant shortfalls. The underlying structural problem of costs increasing at a pace greater than revenues requires significant analysis and future financial planning.

Transit capital, operations, and maintenance are funded from a variety of federal, state, and regional/local sources in Fresno. Existing capital funds, most of which have been used in the past or are presently in use in Fresno, are summarized in Table 4.7. Operating and maintenance funds are summarized in Table 4.8. These revenues are fully utilized to operate the transit system and are unlikely to increase soon.

Table 4.7: Revenues Available for Transit Capital

	Source
Federal	<ul style="list-style-type: none"> ▪ FTA Section 5307 – Congestion Mitigation and Air Quality Improvement Program (CMAQ) ▪ FTA Section 5307 – Urbanized Area Formula Program ▪ FTA Section 5339(a) – Bus and Bus Facilities, Formula ▪ FTA Section 5339(b) – Bus and Bus Facilities, Discretionary ▪ FTA Section 5339(c) – Low or No Emission Vehicle Program, Discretionary ▪ FTA Section 5309 – New and Small Starts Program³ ▪ FTA Section 5310 – Enhanced Mobility for Seniors and Individuals with Disabilities ▪ FTA Better Utilizing Investments to Leverage Development (BUILD) Transportation Grants
State	<ul style="list-style-type: none"> ▪ Transportation Development Act/Local Transportation Fund (LTF) - Art. 4 ▪ Transportation Development Act/State Transit Assistance Funds (STA) ▪ AB 118 - Alternative & Renewable Fuel and Vehicle Technology Program ▪ Transit and Intercity Rail Capital Program (TIRCP) ▪ Low Carbon Transit Operations Program (LCTOP) ▪ SB-1 State of Good Repair (SGR) ▪ Affordable Housing Sustainable Communities (AHSC)
Regional/Local	<ul style="list-style-type: none"> ▪ Measure C ▪ Property-Based Business Improvement District (PBID) ▪ Developer Fees ▪ Fares ▪ San Joaquin Valley Air Pollution Control District (SJVAPCD) – various programs

Table 4.8: Revenues Available for Transit Operations and Maintenance

	Source
Federal	<ul style="list-style-type: none"> ▪ FTA Section 5307 – Congestion Mitigation and Air Quality Improvement Program (CMAQ) ▪ FTA Section 5307 – Urbanized Area Formula Program ▪ Human Trafficking Awareness and Public Safety Initiative
State	<ul style="list-style-type: none"> ▪ Transportation Development Act/Local Transportation Fund (LTF) - Art. 4 ▪ Transportation Development Act/State Transit Assistance Funds (STA) ▪ Low Carbon Transit Operations Program (LCTOP) ▪ SB-1 State of Good Repair (SGR) ▪ Affordable Housing Sustainable Communities (AHSC)
Regional/Local	<ul style="list-style-type: none"> ▪ Measure C ▪ Fares

4.4.1 Federal Government – Federal Transit Administration (FTA)

The FAST Act authorized \$61.1 billion over the five fiscal years, FY 2016 through FY 2020 for programs administered by the FTA. The law authorized \$11.8 billion for public transit programs in FY 2016 and increased the total authorization to \$12.6 billion in FY 2020, an increase of 17.7 percent over the FY 2015 level. In 2021, the FAST Act was extended for one year.

In 2022, the FAST Act was replaced by the Bipartisan Infrastructure Law (BIL). Under the law, much of the federal transit program structure remained in place, with increased funding levels. BIL retains the urban and rural formula programs that distribute mostly capital assistance based on need and a program for new fixed guideway starts and extensions. It preserves the state of good repair formula program, a formula program for seniors and individuals with disabilities, and the formula programs for growing states and high-density states.

The measure maintains the existing bus and bus facilities formula program and grows federal investment levels in buses and bus facilities. The BIL retains authority for small transit systems in large urban areas to use a portion of their formula funds for operating costs and includes demand response-only fleets in determining which systems may use a portion of those funds for operating. The BIL continues the Pilot Program for Innovative Coordinated Access and Mobility, and consolidation of transit research programs under the Public Transportation Innovation program. Funding for a portion of this program, including the Transit Cooperative Research Program (TCRP), now comes from the Mass Transit Account (MTA) rather than general funds. BIL also continues the Capital Investment Grant program, which streamlines the regulatory process for project sponsors willing to receive a smaller federal share, and it reduces the maximum federal match for projects with full funding grant agreements from 80 percent to 60 percent. The law increases procurement flexibility for rolling stock, and it reduces current regulatory impediments related to vehicle leasing. The measure keeps the Transportation Infrastructure Finance and Innovation Act (TIFIA) and the Railroad Rehabilitation and Improvement Financing programs under a single agency in the U.S. DOT and conforms to some standards under the two programs. It continues the transit safety program established under MAP-21 that gave FTA greater authority over state safety oversight agencies.

4.4.2 State Government

Sources that traditionally fund transit capital and operating costs include sales taxes and gas taxes. The state of California has diverted some transportation revenues to be used for other purposes.

Sales Tax - The State's Transportation Development Act (TDA) provides two sources of transit revenue, the Local Transportation Fund (LTF) and the State Transit Assistance Fund (STA). The LTF is generated by a quarter-cent statewide sales tax and then apportioned back to counties by population. The Fresno COG apportions these funds within Fresno County based on population. In FY23, the City of Fresno is budgeted to receive approximately \$36.0 million from these funding sources. All of these funds are allocated to FAX.

The LTF resources (Table 4.9) are legislated to continue indefinitely, and the Plan's projected LTF revenues are based upon projections provided by the Fresno COG, but the actual revenue will fluctuate based on the economy and inflation. To qualify for LTF, FAX must recover a minimum of 20% from farebox revenues.

Transit operators cannot rely on the availability of STA funds from year to year. Further, as a condition for receiving STA funds, Senate Bill 3 (Katz) also requires operators to meet an efficiency standard based on operating costs per hour.

Gas Tax - To stabilize the State funding sources and provide funding for transportation projects across the state, the California Legislature passed Senate Bill 1 (Beal), which was signed by Governor Brown on April 28, 2017.

The \$5.24 billion per year statewide funding package generates new revenues from various taxes and fees and is designed to repair and maintain state highways and local roads, improve trade corridors, and support public transit and active transportation across the state of California. The tax increases took effect on November 1, 2017, and new vehicle registration fees began on January 1, 2018. Fees on zero-emission vehicles took effect in 2020.

Table 4.9 TDA Fund History 2013-2022
(thousands)

FY	LTF	STA	Total	% Change
2013	\$16,239,112	\$3,825,351	\$20,064,463	1.37%
2014	\$16,807,547	\$4,024,355	\$20,831,902	3.82%
2015	\$18,073,517	\$3,072,991	\$21,146,508	1.51%
2016	\$19,270,622	\$3,238,080	\$22,508,702	6.44%
2017	\$19,939,327	\$2,945,909	\$22,885,236	1.67%
2018	\$18,084,882	\$4,344,817	\$22,429,699	-1.99%
2019	\$17,668,106	\$4,506,130	\$22,174,236	-1.14%
2020	\$19,443,112	\$4,779,949	\$24,223,061	9.24%
2021	\$21,826,513	\$5,534,093	\$27,360,606	12.95%
2022	\$24,878,095	\$4,871,296	\$29,749,391	8.73%

To raise a projected \$52.4B over 10 years across the state of California, SB 1 changes to taxes and fees included:

- A 12-cent increase in the gasoline excise tax.
- A 20-cent increase in the diesel excise tax.
- A 5.75 percent increase in the diesel sales tax.
- A new vehicle fee, which annually charges drivers between \$25 and \$175, depending on the value of the vehicle.
- A \$100 annual fee on zero-emission vehicles.

The vote brings California's gas excise tax to 30 cents per gallon and provides a more stable and predictable funding source to transit agencies throughout the state.

Consolidated Transportation Service Agency (CTSA) - In 1980, the state-mandated, through Assembly Bill 120, that an inventory of social service agencies be conducted to determine the degree of transportation services provided by these agencies and to identify additional transportation needs. The objective of the legislation was to improve the efficiency of providing transportation within the community through the formation of Consolidated Transportation Service Agencies and to promote increased coordination and consolidation of transportation services. The Fresno COG developed an action plan that designates the City of Fresno/FAX and the Fresno Economic Opportunities Commission (FEOC) as the CTSA co-designates for the Fresno Urbanized area. The City of Clovis is the CTSA designate for its area. In 2021, FAX became the sole designee for the Fresno Urbanized Area.

The sources of funding for the CTSA are 45% from Transportation Development Act, (Article 4.5 funds allocated by Fresno COG), a 45% match from participating social service agencies, and 10% from farebox recovery.

Via a contractual relationship with FAX, FEOC is the primary CTSA transportation provider in the Fresno metropolitan area. As such, FEOC provides transportation brokerage service to all eligible social service agencies assuring efficient, low-cost transportation service within the Fresno urbanized area.

4.4.3 Regional/Local Government

Countywide Sales Tax: Measure C - In November 2006, a local proposal to continue a one-half cent sales tax countywide for the next twenty years was approved by a majority of voters in Fresno County. Unlike the previous Measure C, the reauthorization dedicated nearly 20% to FAX, without the discretion of the City Council as to how the funds are allocated. The revenue is expected to reach over \$12 million annually for FAX during FY 2022 through FY 2026. Measure C is anticipated to be on the ballot for renewal in the 2024 election cycle.

Farebox and Other Revenues from Operations - The FAX Strategic Plan envisioned an increase in transit service with major gains in ridership and farebox revenues. Fare revenues are projected based on ridership forecasts and assume an increase in ridership based on the increases over the last few years. In FY21, FAX implemented the Zero Fare Clean Air Act, effective March 1, 2021. All passenger fares were suspended to help residents with COVID-19 hardships. FAX has since resumed passenger fare collection as of September 1, 2021, at new, reduced rates. FAX is budgeting for \$3.4 million from fare revenue in FY 2023.

General Fund – FAX receives no revenue from the City of Fresno General Fund.

4.4.4 Potential New Funding Sources

Potential new funding opportunities are available at the regional and local levels. Selected sources that might apply to existing and new transit service in Fresno are listed in Table 4.10 and Appendix H.

In addition to these revenue sources, there are sometimes existing sources that have not yet been funneled into specific grant opportunities. For example, the San Joaquin Valley Air Pollution Control District has increased the vehicle registration fee to collect funds to pay penalty fees mandated under Section 185 of the Federal Clean Air Act. They may collect more funds than necessary to pay the penalty, and in that case, these additional funds may be available to invest in projects that reduce emissions. A public agency can work with the San Joaquin Valley Air Pollution Control District to create a funding opportunity for specific programs or projects. These opportunities need to be sought out and monitored by FAX and the Fresno Council of Governments to best position transit projects to take advantage of this funding.

Implementing new revenue sources is time-consuming and can be costly. Many sources require technical studies and long lead times for ballot initiatives. Certain sources do not require voter approval, but they do require approval by governing boards, and some require the approval of property owners or business owners. Potential sources should be evaluated for revenue yield, administrative and compliance costs, equity, political and public acceptance, and technical feasibility.

Table 4.10: Potential New Revenue Sources

Voter Approval Required	<ul style="list-style-type: none"> ▪ Local Sales Tax ▪ Utility Users Tax ▪ Business Taxes (Payroll) ▪ Parcel Tax ▪ Local Gas Tax ▪ Regional Gas Tax ▪ Vehicle Miles Travelled Tax (VMT)
Voter Approval Not Required	<ul style="list-style-type: none"> ▪ Parking Fees and Surcharges ▪ Transient Occupancy (Hotel) Tax ▪ Employer-Sponsored Transit ▪ Development Impact Fee ▪ Benefit Assessment Districts ▪ Mello-Roos Community Facilities District ▪ Property-Based Business Improvement Districts (PBID) ▪ SB 743 Implementation – VMT reduction

Through this SRTP and its other planning efforts, FAX is working towards a proactive financial plan to implement high-quality transit services throughout the FAX service area.

Chapter 5: City of Clovis SRTP

5.1.0 Purpose of SRTP

The City of Clovis Short-Range Transit Plan (SRTP), FY 2024-2028, is the biennial update to the operating plan and the capital program. The purpose of this Plan is to promote a comprehensive, coordinated, and continuous planning process for transit service in the Fresno-Clovis Metropolitan Area (FCMA) over a five-year planning horizon. This plan proposes specific recommendations for implementing the long-range objectives of Fresno County's Regional Transportation Plan and will guide the provision of transit services in the FCMA over the next five years.

5.1.1 Summary of Existing Transit System

This document will address the City of Clovis Transportation systems, which are described as follows:



The City of Clovis provides fixed route service through Clovis Stageline. This service consists of two fixed routes and two routes for specialized school transportation within the City of Clovis. The City of Clovis offers demand responsive service to disabled persons through Clovis Roundup. The City of Clovis also offers service to residents of the Tarpey Village county island through a reimbursement agreement with the County of Fresno.

FAX operates some service within the City of Clovis and the unincorporated urban areas and receives funding from Clovis and Fresno County for this service. It is appropriate that both agencies have a role in the policy-making process impacting FAX. The Plan includes a mechanism for such a role.

5.1.2 Public Transportation Policy Directions

The policies contained in the Regional Transportation Plan (RTP) for Fresno County, (adopted by the Fresno Council of Governments, June 2022) provide general guidance to transit operations within the metropolitan area. The following Goals, Objectives, and Policies provide the framework for developing a sound public transportation system throughout Fresno County. They are specifically targeted toward improving air quality and providing improved mobility and accessibility for all.

2022 RTP Vision & Goals:

- Equity
- Sustainability & Resiliency
- Infrastructure & Safety
- Economy
- Innovation

In 1985, the Clovis City Council adopted the following policies for Clovis Transit as part of the transit planning process. The Council reviews and amends these standards as needed. Chapter 1120 of the 1979 California Statutes and Assembly Bill 120; Action Plan declare policies and goals which apply to CTSA services.

Policy Direction for Clovis

- Centralized administration for the elimination of duplicated administrative requirements.
- Identification and consolidation of all sources of funding for the provision of more effective and cost-efficient services.
- Centralized dispatching for more efficient vehicle use.
- Centralized maintenance for adequate, regular, and cost-effective vehicle maintenance.
- Adequate driver training programs for safer vehicle operation, and lower insurance costs.
- Combined purchasing for more effective cost savings.

5.1.3 Strategic Plan

At the core of the City of Clovis' strategic plan are four goals, each with specific performance measures. The performance measures encompass the full range of Clovis' responsibilities. The transit-specific performance measures reflecting Clovis' current targets for achievement are discussed below.

Goals for Clovis

GOAL 1: SERVICE LEVELS

Clovis Transit will provide public transportation service to a maximum number of people in the Fresno-Clovis Metropolitan Area (FCMA).

Objective A: To provide a transit system that meets the public transportation needs of the service area.

Standard 1: Clovis Transit fixed route service (Stageline) should operate weekdays (Monday-Friday) from 6:15 a.m. to 6:15 p.m. and Saturday from 7:30 to 3:30 pm, demand response service (Roundup) will operate during the same hours as fixed route service.

Standard 2: Clovis Transit shall implement real-time dispatching for demand response service to improve overall operations and increase ridership.

Objective B: To provide a transit service that adequately serves the elderly and disabled population.

Standard 1: Clovis Transit should maintain base fare level for elderly and disabled riders, those qualifying for ADA/curb to curb.

Standard 2: As per ADA, all new vehicles purchased must have ADA lifts.

Objective C: To secure a stable and sufficient local funding mechanism.

Standard 1: Clovis Transit should identify and coordinate funding mechanisms that will address all transportation funding needs in the Clovis Area.

Standard 2: Clovis Transit should identify short and long-range funding needs and maximize revenue resources, utilizing all funding mechanisms including federal grants, State enabling legislation, and farebox revenue.

GOAL 2: SERVICE QUALITY

Clovis Transit will provide a quality, convenient, and reliable service.

Objective A: To provide reliable and convenient public transit service.

Standard 1: Clovis Transit should operate its demand response service within five (5) minutes before the scheduled pick-up time and no more than fifteen (15) minutes after the scheduled pick-up time. Drivers shall not wait for patrons for more than five (5) minutes after arrival at the designated pick-up time. Passengers going to Fresno must be ready an hour before their appointment time and may wait 45 minutes to one hour for a ride back to Clovis.

Objective B: To provide clean, attractive, and comfortable vehicles and facilities.

Standard 1: All vehicles returning to the yard after revenue service should be swept and dusted before being assigned for service the following day.

Standard 2: The exteriors of Clovis Transit buses should be cleaned at least once a week.

Standard 3: In the winter, the heaters on Clovis Transit buses should work 100% of the time.

Standard 4: In the summer, at least 95% of all vehicles on the street should have operable air conditioners.

Objective C: To provide a safe system.

Standard 1: Clovis Transit buses should operate in excess of 150,000 miles between preventable accidents, and bus operators should be formally recognized for their safe driving.

Standard 2: Buses should be checked daily for proper operation and condition of lights, mirrors, radios, and fluid; detailed mechanical inspections should be done every 3,000 miles/45 days. Operations, maintenance, and other employees will be provided safety training at the beginning of their employment, and such training will be updated on a regularly scheduled basis.

Objective D: To record and respond to all public comments.

Standard 1: Clovis Transit will continue to track and evaluate all compliments, complaints, and inquiries from the public.

GOAL 3: SERVICE PRODUCTIVITY

Clovis Transit will operate an efficient and effective bus system.

Objective A: To establish and maintain system wide productivity indicators.

Standard 1: Clovis Transit should achieve a 10% farebox recovery ratio for demand response (Roundup service) and 20% for fixed route (Stageline Services). *Farebox ratio has been suspended until July 1, 2026, through Legislation AB149. AB149 is currently under review for possible extension.*

Standard 2: Clovis Transit should record and report, at least monthly, the following performance indicators.

Total Monthly Ridership	Total Revenue per Revenue Mile	Total Operating Expense per Revenue Hour
Total Monthly Revenue	Passengers per Revenue Hour	Total Operating Expense per Passenger
Total Monthly Expenses	Passengers per Revenue Mile	Total Operating Expense per Revenue Mile
Total Revenue Hours	Average Weekday Ridership	Percentage of Scheduled Trips Completed
Total Revenue Miles	Average Saturday Ridership	Total Revenue per Revenue Hour
Farebox Ratio	Average Sunday Ridership	Total Road Calls
On-Time Performance		

GOAL 4: SYSTEM IMAGE

Clovis Transit will strive to promote its service and image in the community.

Objective A: To develop and implement a Clovis Transit Marketing Program.

Standard 1: Clovis Transit will continue to review and update its marketing efforts.

Standard 2: Clovis Transit should stress the positive impact of Clovis Transit in the community through press releases, speeches, and involvement in community activities at least once a month.

Standard 3: Through effective marketing, Clovis Transit should increase overall system ridership by at least 5% during the fiscal year.

Objective B: To provide complete and accurate public transit information.

Standard 1: Current bus schedules and system information should be available to the public at all major public facilities and via the internet.

Standard 2: Telephone service information should be available to the public at all times.

Objective C: To provide for community involvement in transit system affairs.

Standard 1: Clovis Transit should become involved in and work with citizens groups, the Chamber of Commerce, the Old Town Association, and other area merchant associations, to communicate the services and benefits of Clovis Transit.

Standard 2: Clovis Transit should develop a public relations program with area schools to educate children about the bus system.

5.1.4 Organization of City of Clovis

In 1988, The Clovis City Council designated its Roundup service solely as a Consolidated Transportation Service Agency (CTSA). Local Measure C dollars are used to provide the necessary match of TDA/LTF Article 4.5 funds. The most significant social service provider in Clovis is the Clovis Senior Activity Center. Most social services in the area are provided by or through the Senior Center.

Clovis City Council

The City of Clovis consists of five at-large members, one of which is selected to be mayor for a two-year term.

Committees

The City of Clovis has two standing committees, which provide input into the decision-making process. The ADA Advisory Committee is a standing committee that consists of City staff and members of the public and makes recommendations regarding transit ADA issues. The Social Services Transportation Advisory Committee (SSTAC) also consists of members from the public with varied interests and makes recommendations on policy and technical issues to the City of Clovis and the Fresno Council of Governments (Fresno COG).

Clovis Staff

The Transit Section is under the City of Clovis Community Services Division and is part of the General Services Department. The Transit Section is overseen by a Transit Supervisor who manages the day-to-day operations of Clovis Transit and the General Services Manager who oversees projects and planning for transit. In the division there are two Management Analysts, one for operations and the other for grants, financial management, and projects. The division includes a staff of 80 +/- full and part-time employees.

5.2.0 Introduction to Clovis Transit System

The City of Clovis operates two types of public transit service. Clovis Stageline provides fixed route service within the City limits and into Fresno near Fresno State University. Clovis Roundup operates specialized demand response service for disabled residents with scheduled trips within Clovis and into many areas of Fresno, including downtown. The City of Clovis has designated Roundup services as the Consolidated Transportation Service Agency (CTSA) for the Clovis transit service area.

5.2.1 Bus Service

Fixed Route- This service was originally offered in July 1980 as demand response, replacing fixed route service formerly provided by FAX. On August 13, 1990, Stageline's fixed route service was initiated. Originally operated by contractors, the City of Clovis brought the Stageline system in-house to be operated



by City employees in September 1999. Clovis Stageline operates two routes on 30-minute headways and two special routes in early morning and late afternoon to accommodate school transportation. Stageline buses connect within minutes to and from five of FAX's routes. The service operates Monday through Friday from 6:15 a.m. to 6:15 p.m. and Saturdays from 7:30 a.m. to 3:30 p.m. Clovis Stageline generally operates within the Clovis city limits (See Exhibit 5.1). Clovis presently reimburses FAX, through a formal contract, to offset operating costs for fixed route service to Clovis. FAX Lines 3, 9 and 45 currently provide service to Clovis residents.

Demand Response - The second service provided by Clovis Transit is Clovis Roundup, which is a demand-response paratransit system providing service to persons with a disability. It is the backbone of disabled transportation in the Clovis area. Service is available to qualified riders requesting transportation within the service area and provides essential service to many ambulatory and non-ambulatory passengers. Service is provided by tablet and radio dispatched; lift-equipped mini-buses and passenger vans. The City of Clovis has designated Roundup services as the Consolidated Transportation Service Agency (CTSA) for the Clovis transit service area.

The City of Clovis' demand-responsive service, Clovis Roundup, (See Exhibit 5.2) transports ADA certified disabled residents within its sphere of influence, primarily along Shepherd Avenue to the north, Dakota Avenue to the south, DeWolf Avenue to the east and Winery Avenue to the west. Zonal service is provided within the City of Fresno as far north as Shepherd Avenue, south to Kings Canyon, west to West Avenue and south to Kings Canyon Avenue including downtown Fresno.



System boundaries are adjusted as land is annexed into the city. The system operates on weekdays from 6:15 a.m. to 7:15 p.m., and on weekends 7:30 a.m. until 3:30 p.m. Fresno is served Monday to Friday from 7:00 a.m. until 5:00 p.m. Service is provided on both an advance reservation and a real time space available basis. Passengers may make reservations up to 14 days in advance or if there is vehicle availability, we may be able to accommodate same day appointments. Current software technology allows passengers to submit a request for a same-day trip, and the request may be scheduled based on vehicle availability. Roundup policy requires passengers to be ready at least one hour before a scheduled Fresno ride and 45-minutes for a Clovis ride with pick-up within five minutes of the designated pick-up time and no longer than 15 minutes after the designated pick-up time.

Service is available to those persons age six and older who are certified that because of a disability, they are unable to use the Clovis Transit's fixed route system. To become certified, the applicant must complete an ADA application including a doctor's certification, which is evaluated by Clovis Transit staff or an outside agency if questionable. Roundup does not restrict trips based on purpose. Dispatchers schedule as many trips as can be accommodated beyond pre-scheduled subscription trips. The service does not restrict the number of trips provided to an individual nor is a waiting list maintained. Roundup's operational practices do not allow for substantial numbers of untimely pick-ups, trip denials, missed trips, or excessively long trips, which would limit the availability of service.

5.2.2 Bus Transit

The service area is consistent with the Planned Urbanized Area (PUA) of the City of Clovis General Plan and represents the area planned for urban growth during the 20-year planning period. Within the PUA, are the Cities of Fresno (2021 population of 544,510 – American Community Survey) and Clovis (2021 population of 122,985 – American Community Survey). The 2021 American Community Survey population for Fresno County is 1,013,580. According to the 2020 Census, Fresno County has approximately 5,960 square miles and a population of 169 people per square mile.

5.2.3 Bus Fleet

City of Clovis - The City of Clovis has a fleet of twenty-nine (29) transit buses, two (2) battery-electric buses, eleven (11) wheelchair accessible vans, and three (3) regular mini-vans which are used to move both



passengers and staff, and a trolley, all of which are serviced by the City of Clovis fleet department. Roundup operates with 16 lift-equipped passenger buses and eleven wheelchair accessible passenger vans. Stageline uses 13 lift equipped buses and 3 mini-vans for staff to relieve drivers, and the trolley is used as a bus on fixed-route for marketing purposes, special city events, and private rentals.

5.2.4 Accessible Bus Service

City of Clovis - All City of Clovis Stageline buses used to provide fixed route service are wheelchair accessible. Roundup service also meets the ADA compliance requirements. For additional reference to the ADA requirements, see Section 2.3.0.

5.2.5 Transit Maintenance Program

City of Clovis - The City of Clovis has a citywide maintenance facility that is used to maintain and service Clovis Transit’s 46 vehicles.

5.2.6 Fare Structure

In April 2020, the Clovis City Council suspended fares under an emergency order from the City Manager for Clovis Stageline and Clovis Roundup service in response to the coronavirus pandemic. In October 2020, the zero-fare model was adopted permanently, providing free rides for fixed route and paratransit passengers.

In February 2021, the Fresno City Council adopted a similar zero-fare model for its operations. This action alleviated the need for passes so the Clovis Bus Passes and Metro Passes have been eliminated. In 2022, Fresno Area Express (FAX) reinstated fares, but at a discounted price.

Table 5.1: Clovis Fare Structure

Fare Category	STAGELINE
Single Rider (Adult)	FREE
Persons with a Disability or Seniors Age 65+	FREE
Monthly Pass	ELIMINATED
Children Under Age 6	FREE

Fare Category	ROUNDUP
All trips	FREE
Passes	ELIMINATED

Figure 5.1: Clovis Stageline Service Area

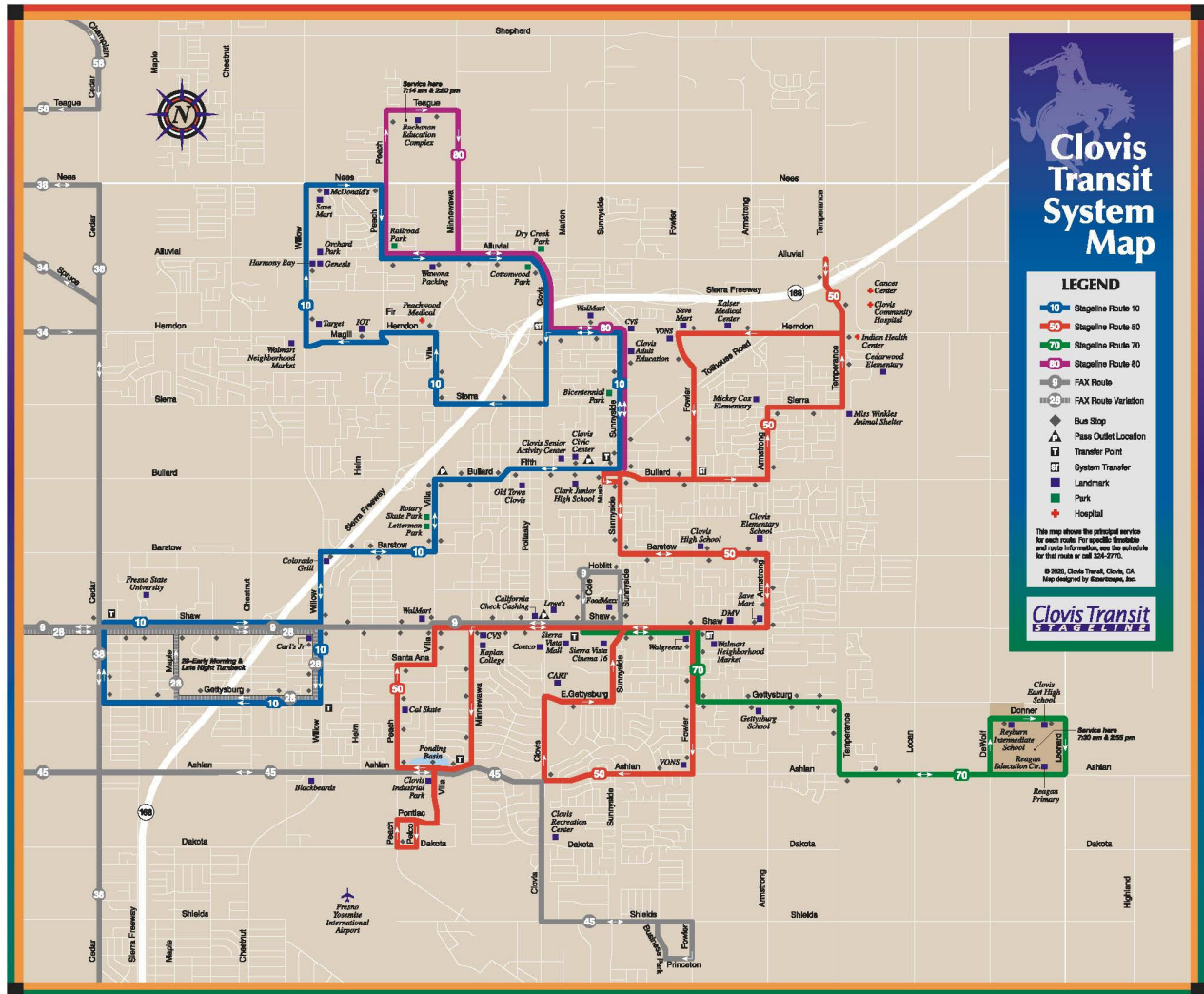
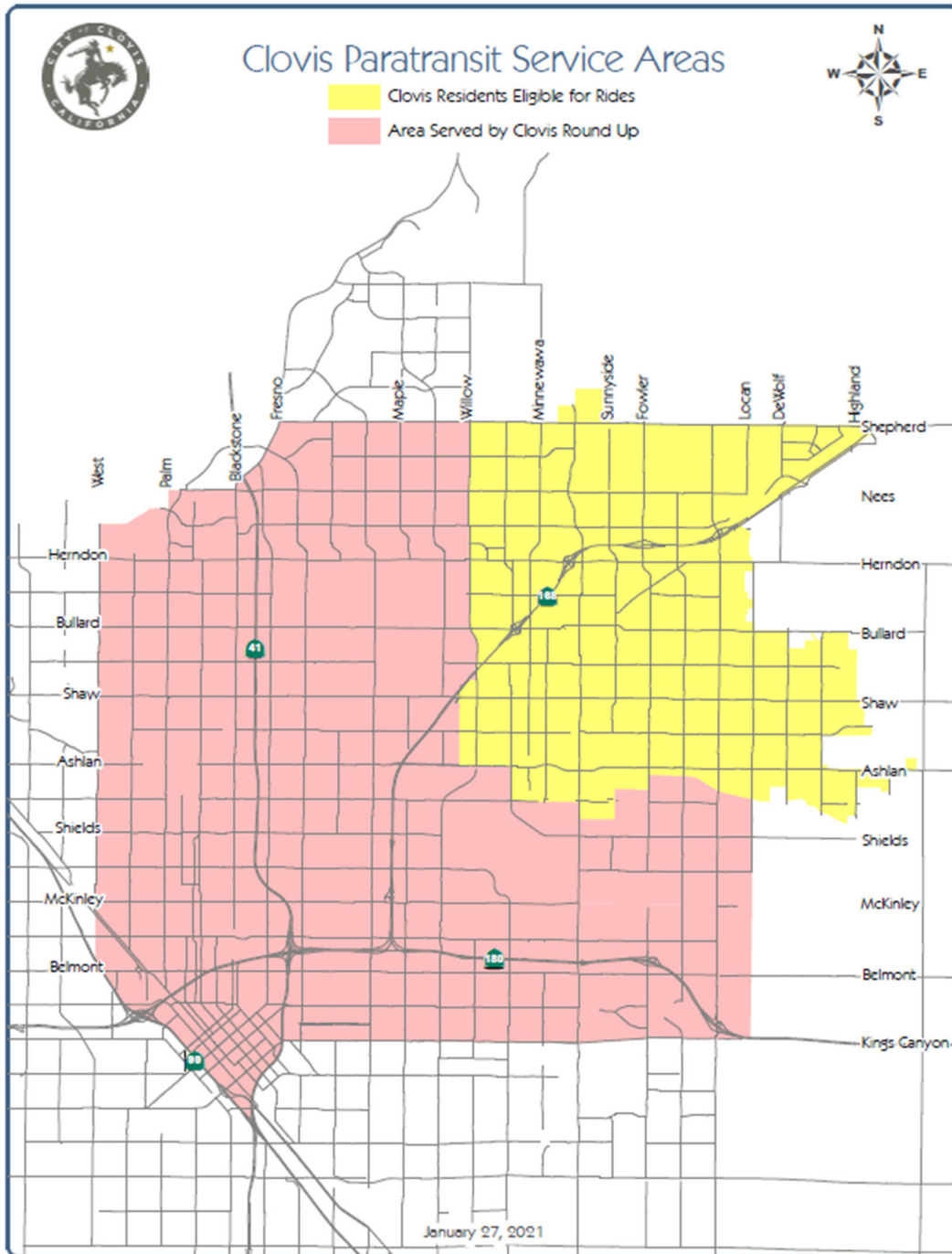


Figure 5.2: Clovis Round-Up Service Area



5.2.7 Integration of Transportation and Land Use

The Clovis Air Quality Element establishes a policy foundation for the implementation of local government control measures. The Element also provides the framework for the coordination of air quality planning efforts with surrounding jurisdictions. The amount, location, and type of land use in the Clovis Project Area have long-term air quality implications. A pattern of land uses that facilitates an efficient urban form is essential to improving and maintaining air quality. The integration of land uses can eliminate the length and number of vehicle trips. An effective strategy for improving air quality involves making fewer automobile trips and when such trips are necessary, making them shorter. The provision and availability of alternative modes of transportation are essential to the success of this strategy. Alternative transportation demand strategies can increase the efficiency of the transportation system, reduce congestion, and improve regional air quality.

Clovis Transit obtained full fleet compliance for the December 31, 2010, California Air Resources Board fleet emission requirements by reducing NOx and PM10 to the required levels. Many transit agencies had difficulty in meeting the required reductions, but Clovis Transit attained the goal.

5.2.8 Development Review Program

The strategy which will be undertaken by the City of Clovis involves the appropriate management of the transportation system. With the ever-increasing traffic volumes and limited resources to expand the capacity of some of the existing streets, transportation system management will play an important role in the future. The goal of the Clovis Transportation Management system is to expand the carrying capacity of streets and transit systems through the implementation of low-cost strategies. The strategies are to be used to prolong or avoid costly expansion of the facility or service. Traffic signal timing or coordination, additional lanes at intersections, transit service enhancements, parking management, and traffic management are all examples of transportation system management strategies, which can be expected to be used by Clovis throughout the development review process. Coupled with air quality and congestion management, these strategies will result in significant improvement of the operating characteristics of the existing facilities and services.

5.3.0 Key Transit System Performance Indicators

Clovis Transit – Over the past several years, Clovis Transit has experienced decreasing ridership and increasing operational costs. Many other transit agencies were experiencing a similar trend. In 2019, ridership was on the rise primarily due to a robust economy and a successful zero-fare promotional project in the late summer/early fall of 2019. In March of

2020, a global pandemic was declared, and ridership declined overnight to historically low levels. Predictions indicate that it will be 10 years before ridership will recover to pre-pandemic levels for a variety of factors. As of February 28, 2023, the State of California terminated the COVID-19 state of emergency. Although, all restrictions have been lifted, ridership has not yet fully recovered. The City of Clovis continues a steady rise towards pre-pandemic levels.

Short-, medium-, and long-term planning continues for the operation as we move into the post-pandemic period. The new transit office project began construction in 2021 and is expected to be completed in Fall of 2023. The regional farebox project was determined to be infeasible and the funding was reprogrammed for the Administrative Office Expansion Project. Funds were expended as of July 2022.

Clovis Transit has received CalEMA Proposition 1B Transit Safety and Security grants for the following projects:

- Camera and security systems for the new transit office. The project began in concurrence with the start of construction of the new transit office. All system equipment has been purchased and funds expended as of February 2022. Systems will be installed once transit office has been constructed.
- Replacement of camera security system at Operations & Maintenance Yard where buses are parked. Project was completed and closed out August 2021.

Clovis Transit received PTMISEA Proposition 1B funds for the following projects:

- Regional Farebox system was infeasible, and the funding was reprogrammed to the already-approved Administrative Office Expansion Project. Reprogrammed funds were added to current PTMISEA funding for the project.
- The balance of the funding from the Regional Farebox project was used for the purchase of Automated Passenger Counter systems for the fixed-route buses during FY21/22.

Clovis Transit has received LCTOP funding for the following projects:

- Three years of LCTOP funding has been combined to conduct a route evaluation and re-design project in conjunction with the opening of the new transit hub. This project was set to begin in FY20/21, but the pandemic drastically shifted rider patterns to the extent that re-designing the routes was extraordinarily difficult and may have resulted in less-than-optimal reconfiguration. This project was modified and updated to continue despite a complete shift in ridership patterns and available data. The needs assessment was created and completed in August 2021. The

second step in the project, re-designing the routes, has begun. Once the preliminary routes are finalized, feedback will be solicited from the community.

- A portion of LCTOP FY18/19 funding will be used to fund the electric bus pilot project charging infrastructure design and construction.
- Bus stop furniture was installed at the new Fresno County Department of Social Services Clovis Center at the corner of Dakota and Peach Avenues. This large bus stop was designed to accommodate FAX, Clovis Transit, and FCRTA buses with three large shelters and additional benches for seating. Project was completed and closed out in October 2022.

Utilizing a Sustainable Communities Grant, Clovis Transit has begun planning for the eventual conversion to a zero-emission fleet as required by the California Air Resources Board's Innovative Clean Transit Rule. The grant funded the Electrification Master Plan which was completed in February 2023. The master plan provides guidance for foundational decisions for the Transit operation over the next 5 – 10 years.

Upcoming projects for FY 22/23 include:

- The new transit building is anticipated to finalize construction and open in Fall 2023.
- A zero-emission bus pilot project is on-going with the first phase completed. Chargers have been installed and training has begun for maintenance, public safety, and transit staff. The next phase includes deployment of the vehicles for use on fixed route and paratransit routes. Small electric battery buses are relatively new to the public transit arena and are untested in the small urban transit environment. This project will provide accurate data on battery range and capacity that will be used to plan for the eventual conversion to a zero-emission transit fleet.
- The ICT Roll-Out Plan will be created and submitted to California Air Resources Board (CARB) by July 2023.
- Purchase and install a 'real-time' bus locator system and end user application for next bus data accessible by passengers.
- Complete the Federal Transit Administration (FTA) new recipient requirements to become an FTA recipient.

The following is a list of additional planned improvements between FY 2024 and 2029 (depending upon funding):

- Planning for the purchase of replacement vehicles, if needed, as current vehicles age out and to maintain compliance with ADA 'no denial' requirements for paratransit services.
- Bus shelter improvements to include new installation of ADA compliant shelters and lighting.
- Finalize re-design of routes to improve service levels and entice ridership.

- Service to the Willow/International College campus and the adjacent Clovis North High School Campus.
- Update existing camera system in fleet to increase bus safety and security.
- Re-branding of bus services to attract new riders.

As we look forward to the next five years, these are potential areas that will continue to be evaluated. Some of those include:

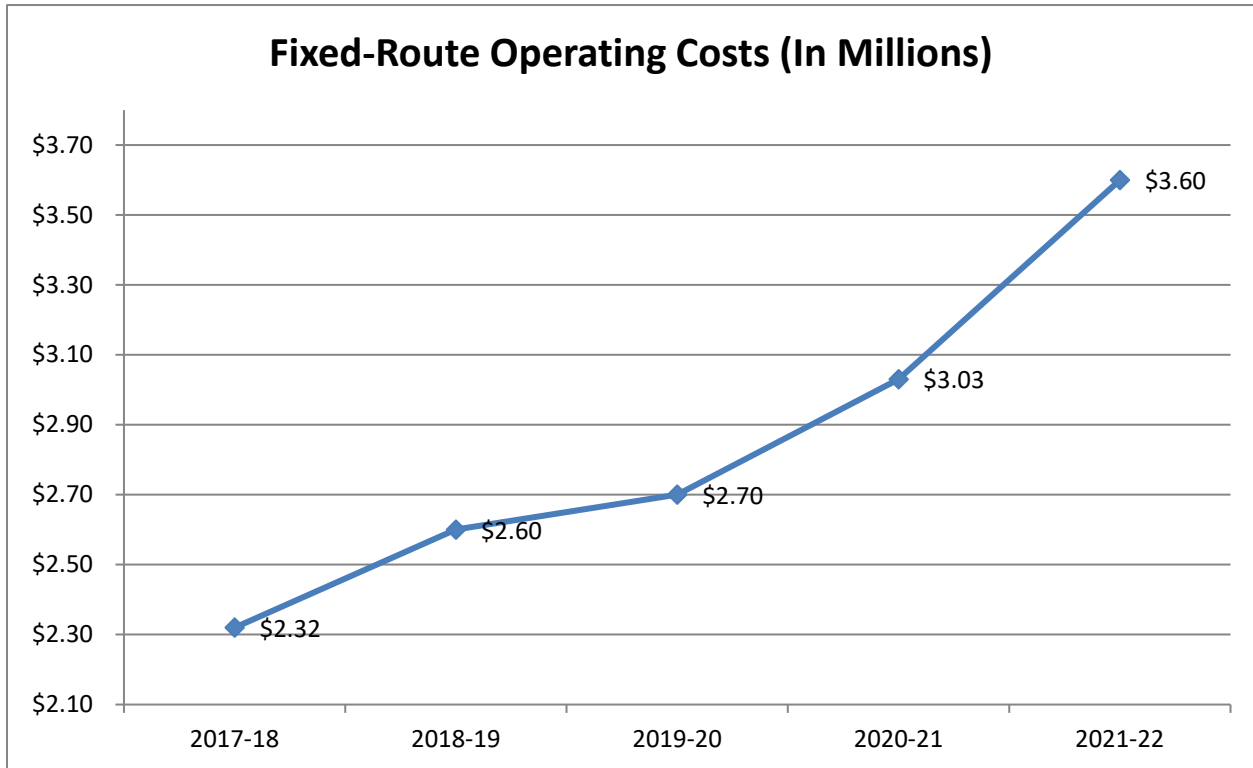
- Expansion service into new build areas, particularly in the north and east of Clovis with awareness of the VMT requirements for new developments.
- Analysis of future potential locations, possible partnerships, and funding opportunities for construction of a new Transportation Center in Clovis. A new center is required to provide Clovis Transit the ability to transition to a zero-emission fleet.
- Monitor and review federal funding opportunities for transit requirements and future transportation developments.
- Increase service hours later in the day and on weekends.
- Increase reliability through increasing frequency of bus service, buses to operate in 15-minute frequencies.
- Analysis of possible bus rapid transit on Shaw Avenue.
- .

Table 5.2: Clovis Stageline Operating and Productivity Trends FY 2018-2022

Indicator	FY					/		% Change		
	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY2019	FY 2020	FY 2021	FY 2022	
Total Passengers	130,515	116,911	112,478	55,171	86,127	-10.4%	-3.8%	-51.0%	56.1%	
Vehicle Hours	21,631	21,841	19,473	21,488	22,310	1.0%	-10.8%	10.4%	3.8%	
Vehicle Miles	256,067	252,928	235,712	261,226	263,819	-1.2%	-6.8%	10.8%	1.0%	
Operating Costs	\$2,328,477	\$2,635,317	\$2,719,150	\$3,033,205	\$3,613,855	13.2%	3.2%	11.6%	19.1%	
Fares	\$465,695	\$527,063	\$114,832*	\$0	\$0	13.2%	-78.2%	-100%	0%	
Employees	16.5	16.5	16.5	16.5	21	0.0%	0.0%	0%	27.3%	
Passenger/Hour	6.03	5.35	5.78	2.57	3.86	-11.3%	8.0%	-55.5%	50.2%	
Passenger/Mile	0.51	0.46	0.48	0.21	0.33	-9.8%	4.4%	-56.3%	57.1%	
Cost/Vehicle Hour	\$107.65	\$120.66	\$139.64	\$141.16	\$161.98	12.1%	15.7%	1.1%	14.8%	
Cost/Vehicle Mile	\$9.09	\$10.42	\$11.54	\$11.61	\$13.70	14.6%	10.6%	0.6%	18.0%	
Veh Hours/Employee	1,311	1,324	1,180	1,302	1,062	1.0%	-10.9%	10.3%	-18.4%	
Op Subsidy/Passenger	\$17.84	\$21.67	\$23.15	\$54.98	\$37.91	21.5%	6.8%	137.5%	-31.1%	
Farebox Ratio	20%	20%	0%*	0%*	0%*	0.0%	-	-	-	
Fbox ratio w/out Measure C	5.0%	3.9%	0%*	0%*	0%*	-22.0	-	-	-	

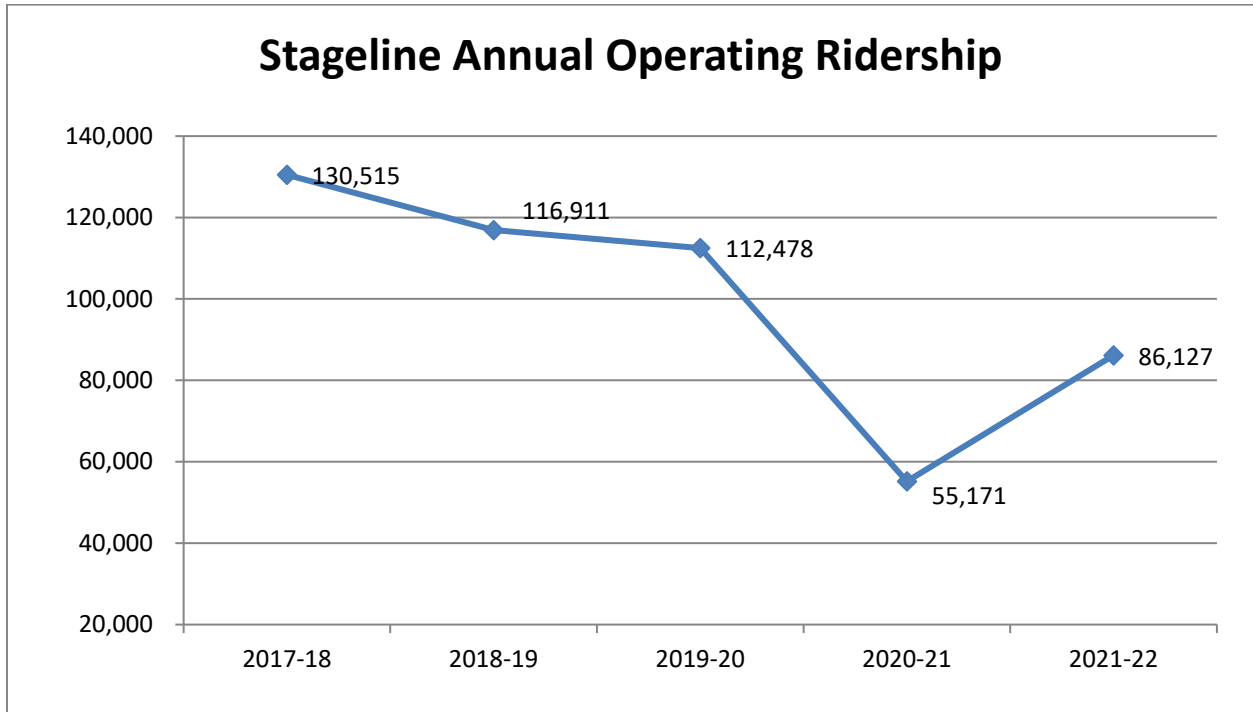
Farebox ratio was suspended due to the coronavirus pandemic by California State Legislature. Fare calculation for FY 2020 only includes cash fare, trolley rental, and advertising revenue. Previous years included Measure C to meet the required farebox ratio.

Figure 5.3: Clovis Stageline Fixed Route Operating Costs FY 2018-2022



Operating costs for Clovis' fixed route system have grown steadily from a low of \$2.32 million per year in FY 2017/2018 to \$3.60 million per year in FY 2021/2022, keeping pace with inflation, increased cost of labor, and increased fuel costs.

Figure 5.6: Clovis Stageline Fixed Route Annual Ridership FY 2018 – 2022



Stageline ridership had a less than 4% decline from FY18/19 to 2019/20, which may have signaled a stabilization of the prior year declines. However, the coronavirus pandemic stalled any improvement in ridership despite an improving rider trend in the first two quarters of 2020. In FY20/21, ridership dropped drastically, approximately 90% overnight, due to the COVID-19 pandemic. As restrictions have diminished an increase in ridership has begun to reflect in FY2021/22 and ridership is moving towards pre-pandemic totals.

Figure 5.7: Clovis Stageline Fixed Route Annual Ridership and Operating Costs Comparison FY 2018 – 2022

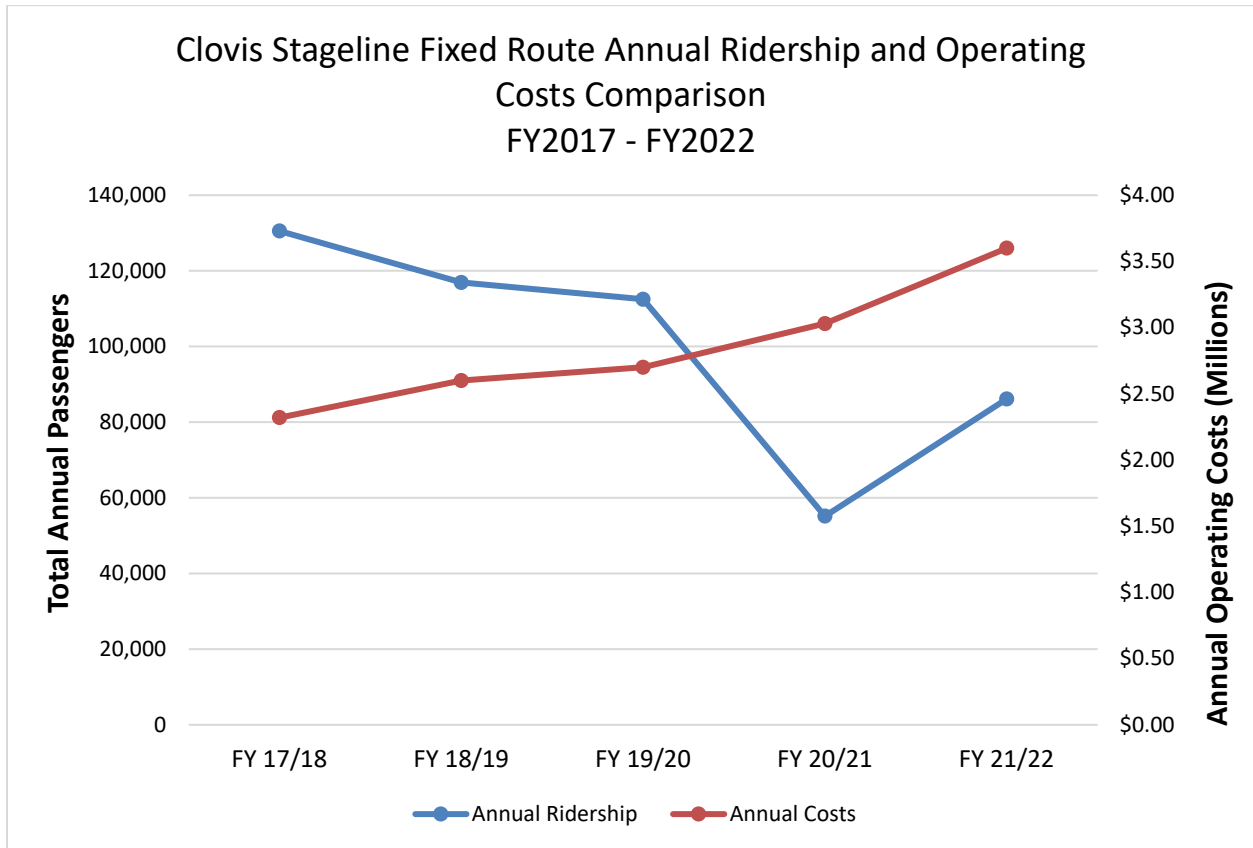
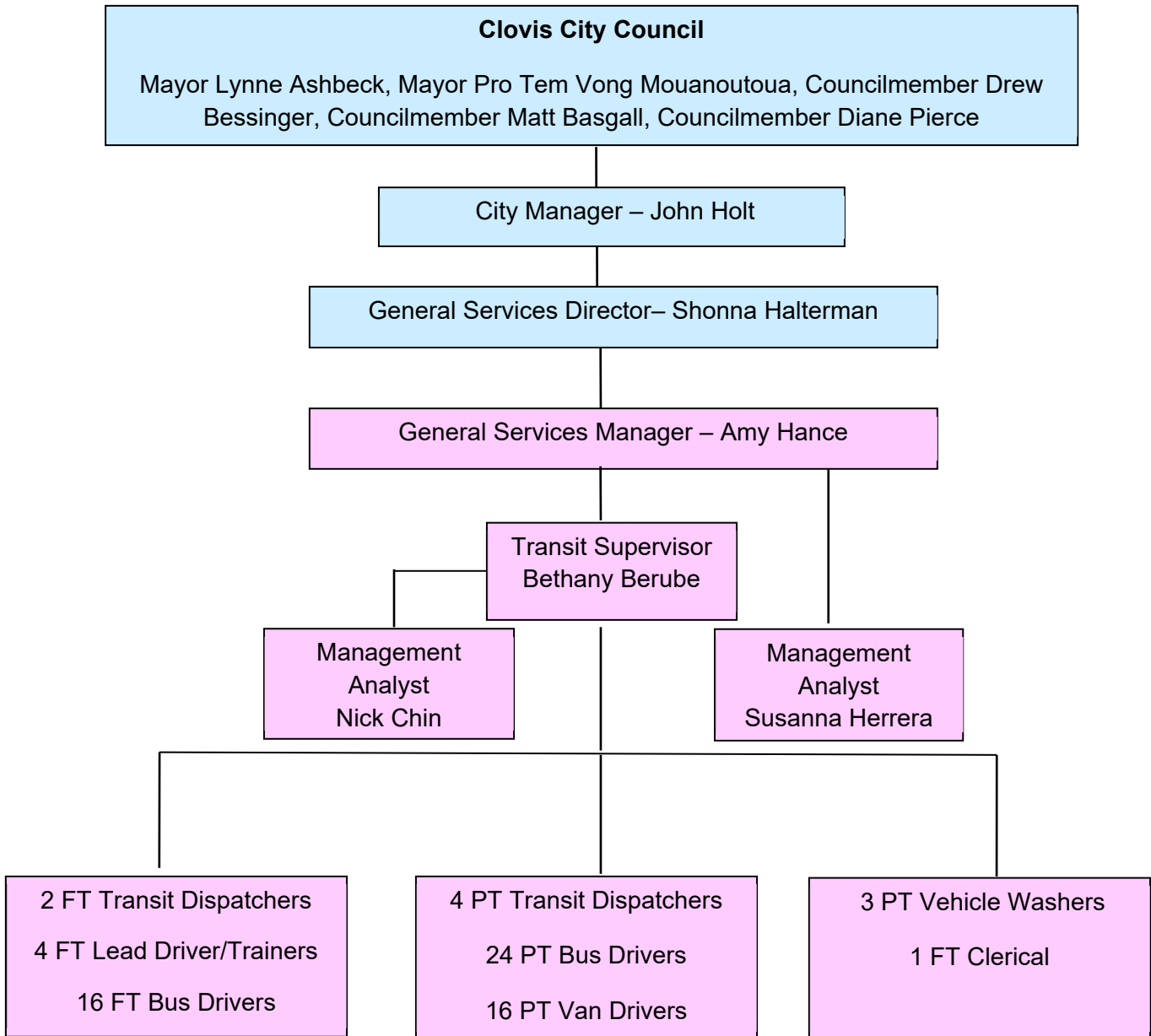


Table 5.3: Roundup Operating and Productivity Trends FY 2018 – FY 2022

	FY					% Change			
	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY2019	FY2020	FY2021	FY2022
Total Passengers	52,061	47,321	50,384	33,489	45,552	-9.1%	6.5%	-33.5%	36.0%
Vehicle Hours	28,040	31,313	28,448	22,166	26,503	11.7%	-9.2%	-22.2%	19.6%
Vehicle Miles	346,495	377,173	346,021	229,783	298,061	8.9%	-8.3%	-33.6%	29.7%
Operating Costs	\$2,916,969	\$3,407,650	\$3,316,107	\$3,229,655	\$3,580,265	16.8%	-2.7%	-2.6%	10.9%
Fares*	\$291,696	\$340,765	\$76,485*	\$0*	\$0*	16.8%	-77.6%	-100%	0.0%
Employees	19	19	19	20	21	0.0%	0.0%	05.3%	5.0%
Passenger/Hour	1.86	1.69	1.77	1.51	1.72	-9.1%	4.7%	-14.7%	13.9%
Passenger/Mile	.15	.14	.15	.15	.15	-6.7%	7.1%	0.0%	0.0%
Cost/Vehicle Hour	\$104.02	\$108.83	\$116.57	\$145.70	\$135.09	4.6%	7.1%	25.0%	-7.3%
Cost/Vehicle Mile	\$8.42	\$9.03	\$9.58	\$14.06	\$12.01	7.24%	6.1%	46.8%	-14.6%
Veh Hours/Employee	1,475	1,648	1,497	1,477	1,262	11.7%	-9.2%	-1.3%	-14.6%
Op Subsidy/Passenger	\$54.26	\$70.23	\$64.30	\$96.44	\$78.60	29.4%	-8.4%	50.0%	-18.5%
Farebox Ratio	10%	10%	0%*	0%*	0%*	0.0%	-	-	-
Fbox ratio w/out Measure C	3.0%	2.5%	0%*	0%*	0%*	-16.7%	-	-100%-	0.0%-

*Farebox ratio was suspended due to the coronavirus pandemic by California State Legislature. Fare calculation for FY 2020 only includes cash fare. Previous years included Measure C to meet the required farebox ratio.

Figure 5.8: Clovis Transit Organization Chart



5.4.0 Capital Financial Plan

Clovis - Clovis Transit's five-year Capital Plan projects a balanced budget. State Proposition 1B funds for PTMISEA grants and Proposition 1B homeland security grant funds have provided for capital purchases. LCTOP funding has been used and is planned for use in the future for bus stop improvements, route redesign project, and the purchase of zero-emission vehicles. Measure C continues to be used for operational expenses and to meet the required farebox recovery ratio. After SB1 was confirmed by the voters, it will be a reliable funding source for capital projects that fit within its moderately strict guidelines. As per the usual process, any funding source will be evaluated for operational impacts, and then utilized to the maximum benefit of the community to enhance operations.

Table 5.4 - Stageline Operating and Revenue Budget FY 2018 – FY 2022

Operating Revenue	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Grants/Other	\$205,200	\$410,633	\$427,650	\$300,260	\$594,308
Passenger Fares	\$91,247	\$78,431	\$42,387	\$44,130	\$48,306
Measure C	\$1,463,004	\$1,164,000	\$1,187,000	\$1,188,000	\$1,233,000
LTF	\$1,509,000	\$1,535,000	\$1,592,700	\$1,493,000	\$2,310,300
STA	\$636,441	\$1,208,320	\$438,600	\$454,000	\$905,000
Total Operating Revenues	\$3,904,892	\$4,396,384	\$3,688,337	\$3,479,390	\$5,090,914
Operating Costs	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Employee Services	\$1,354,807	\$1,488,759	\$1,468,265	\$1,711,717	\$1,462,765
Operations, Maint. & Training	\$502,844	\$468,145	\$444,856	\$419,683	\$892,780
Direct Operating Expenses	\$469,836	\$708,934	\$533,810	\$468,162	\$559,253
Transit Contracts	\$247,687	\$258,499	\$272,213	\$284,920	\$298,385
Capital	\$524,554	\$555,745	\$0	\$1,386	\$16,456
Total Operating Costs	\$3,099,728	\$3,480,082	\$2,719,144	\$2,885,868	\$3,213,183

Table 5.5 - Roundup Operating and Revenue Budget FY 2018 – FY 2022

Operating Revenue	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Passenger Fares	\$91,860	\$84,161	\$46,255	\$0	\$0
Grants/Other	\$325,829	\$25,000	\$0	\$0	\$0
Measure C	\$455,000	\$479,000	\$491,000	\$491,000	\$501,000
LTF	\$2,430,092	\$2,662,877	\$2,723,503	\$2,755,089	\$2,736,062
STA	\$441,000	\$745,000	\$687,900	\$454,000	\$905,000
Total Operating Revenues	\$3,743,601	\$3,996,038	\$3,948,658	\$3,700,089	\$4,142,062
Operating Costs	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Employee Services	\$1,695,693	\$1,931,457	\$2,090,950	\$1,942,318	\$2,101,384
Operations, Maint. & Training	\$591,259	\$621,222	\$550,457	\$445,139	\$562,892
Direct Operating Expenses	\$601,578	\$845,068	\$664,106	\$565,344	\$683,431
Capital	\$106,203	\$552,517	\$0	\$156,473	\$0
Total Operating Costs	\$2,994,733	\$3,950,264	\$3,305,513	\$3,109,274	\$3,347,707

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Appendix A: Caltrans Public Transportation, Ridesharing, Park-and-Ride and Bicycle Policies

Caltrans will support the provisions of public transportation services, as appropriate, within urban areas, rural areas, and between regions. In both urban and rural areas, adequate public transportation services are required to meet the mobility needs of the poor, the elderly, and the disabled (in general, those people who are financially unable or physically incapable of owning and operating an automobile). In urban areas, public transportation is also needed to serve additional objectives (particularly as they relate to home to work or commuter trips); namely, relief of congestion, savings in energy consumption, and improvement in air quality. Interregional intercity or longer distance public transportation is needed, both to serve the transit-dependent population and to serve long-term environmental and social objectives such as reduction in energy consumption.

The Department's authorities and responsibilities in the transit area were clarified and broadened in 1979 with the passage of SB 620, which enables the Department to engage in the design and construction of transit facilities. The statute also indicates the Legislature's intent that there be a state commitment to investments in rail and guideway systems, transit stations, park and ride lots, and local transit services. It is departmental policy to aggressively make such investments as expeditiously as possible.

In a more general sense, Caltrans will concentrate its transit activities in the following five areas (not listed in order of priority):

- 1) Assure adequate transportation facilities and services for low mobility people in all regions of the State.
- 2) Foster development of interregional public transportation. The Department will promote a continuing program of intercity and commuter rail service and intercity bus services.
- 3) Support measures to better integrate transit facilities and services with other parts of the transportation system in a given area. Specifically, along these lines, the Department will:
 - a) Support measures to increase bus ridership on State highways in urban areas, thus making more efficient use of these highway facilities.
 - b) Aid in the securing and protection of corridors for fixed guideway transit service, either on a shared basis with existing highway or rail routes or along abandoned rail lines or vacant highway rights of way.

- c) Develop a program of Intermodal transfer facilities to provide connections between different modes and to connect interregional transit services with local transit systems.
 - d) Support measures to coordinate social service transportation and increase services provided by the private sector.
- 4) Sponsor and evaluate transit demonstration projects where the results of the project may have applicability in several jurisdictions.
 - 5) Provide technical, financial, and other assistance and services to transit operators to ensure equitable, efficient, and effective use of available resources.

Ridesharing and Park and Ride Policies

A goal of the State is to reduce the automobile's contribution to air pollution, energy use, and traffic congestion. Two of the primary means of achieving this goal are to reduce the number of vehicles entering urbanized areas and increasing the number of passengers per vehicle entering these areas. These are emphasized through departmental programs which:

- Provide for the development of fringe area park and ride lots rather than the development of new single occupant vehicle parking facilities in core areas.
- Give priority on freeways to high occupancy vehicles (HOV's) by providing special lanes for these vehicles which results in reduced commute time.
- Provide centralized offices in several areas of the District that coordinate and encourage the use of carpools, van pools, and bus pools by all employers in the area.
- Set an example for the private sector by providing preferential parking facilities for HOV's.
- Encourage RTPA's to plan and coordinate local governments and private industry to implement urban parking strategies which are measures taken to alter the supply or cost of parking to either reduce automobile travel in a selected area or to make the operation of the urban street system more efficient.

Bicycle Policies

It is departmental policy to develop programs and projects, which encourage the use of bicycles as an alternative to the use of the automobile. Particular emphasis is on bicycle facilities in urban areas to increase the use of the bicycle for commute and other short utilitarian trips. To encourage bicycle use, it is Department policy to:

- 1) Provide for continuous and convenient bicycle routes to places of employment, shopping centers, universities, and other high activity areas with potential for increased bicycle use.
- 2) Encourage the development of safe bicycle storage facilities, and other support facilities, i.e., those that would encourage increased bicycle usage.
- 3) Provide coordination and assistance to Federal, State, regional, local, and private agencies in developing plans and facilities to encourage bicycle usage.
- 4) Consider bicyclists' needs through TSM and Air Quality Maintenance Plan (AQMP) strategies.
- 5) Encourage the integration of bicycles with other modes of transportation such as promoting the carrying of bicycles on mass transit vehicles or the provision of safe bicycle storage at transit terminals.
- 6) Make improvements on or adjacent to State Highway corridors to increase the safety and convenience for bicyclists.
- 7) Provide route information and education materials to bicyclists.

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Appendix B: Title VI Compliance

As a condition of receiving assistance from the Federal Transit Administration (FTA), FAX complies with the requirements of Title VI of the Civil Rights Act of 1964, which requires reporting to FTA every three years, and FAX prepared a triennial report in 2022. Links to the current report as well as the FTA mandated Service Equity Analysis and Fare Equity Analysis are below:

The [Fresno Area Express \(FAX\) Title VI Report](#) was prepared following the FTA Title VI guidelines as stated in FTA Circular 4702.1 dated May 26, 1988. This report has since been updated per the new FTA circular 4702.1B dated October, 2012. Title VI of the Civil Rights Act states the following: “No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discriminations under any program or activity receiving Federal financial assistance.”

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

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

Service Equity Analysis

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

Fare Equity Analysis

The Federal Transit Administration (FTA) requires transit agencies receiving federal funding to demonstrate compliance with Title VI of the Civil Rights Act of 1964, including conducting service and fare equity analyses to ensure the level and quality of public transportation service is provided in a nondiscriminatory manner. A fare equity analysis evaluates the distribution of potential adverse impacts created by proposed fare changes to ensure the burden is not borne disproportionately by minority or low-income populations. FAX will consider the following analysis and make any necessary modifications to the proposed fare media changes based on the findings.

Appendix C: Vehicle Fleet Replacement Schedules

Table C.1: Fixed route Vehicle Fleet Replacement Schedule

	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028
Total Fleet	136	140	140	141	142
Active Fleet	113	116	116	117	118
Peak Service	23	24	24	24	24
Spare Fleet	5	4	4	5	5
Contingency Fleet	8	0	2	8	0
Replacement Buses	136	140	140	141	142
Expansion Buses	4	3	0	1	1
Spare Bus Ratio	20%	19%	20%	20%	20%

Table C.2: Handy Ride Vehicle Fleet Replacement Schedule

	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028
Total Fleet	48	51	52	52	53
Active Fleet	48	51	52	52	53
Peak Service	40	42	43	43	44
Spare Fleet	8	9	9	9	9
Replacement Buses	8	0	11	3	0
Expansion Buses	0	3	2	2	2
Spare Bus Ratio	20%	20%	20%	20%	20%

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Appendix D: Glossary

ADA	<p><i>Americans with Disabilities Act</i> was signed into law on July 26, 1990. The law requires transit systems to make services fully accessible to persons with disabilities, as well as to underwrite a parallel network of paratransit service for those who are unable to use the regular transit system.</p>
CAD/AVL	<p><i>Computer Aided Dispatch/Automated Vehicle Location</i> is the use of electronic technologies to allow fleet managers to know where vehicles are located at a given time and to assign vehicles electronically. In addition to its primary use by transit dispatchers and supervisors, CAD/AVL can be linked into other systems and used to provide real-time arrival information for transit customers.</p>
AQMP/AQAP	<p><i>Air Quality Attainment Plan</i> is a plan prepared by an Air Pollution Control District/Air Quality Management District designated as a nonattainment area, for incorporation into the State Implementation Plan for purpose of meeting the requirements of the National and/or California Ambient Air Quality Standards.</p>
BRT	<p>Bus Rapid Transit is an advanced form of bus service that operates much like light rail trains, often in designated rights-of-way, but without the tracks or catenary wires. BRT features include shaded and elevated station platforms and ticketing machines at the stations.</p>
CALTRANS	<p><i>California State Department of Transportation</i> is responsible as the owner-operator of the state highway system for its safe operation and maintenance. Caltrans is the implementing agency for most state highway projects, intercity rail, interregional roads, sound wall, toll bridge, and aeronautics programs.</p>
CAA	<p><i>Clean Air Act</i> is a federal law established in 1970 that regulated air emissions. The CAA gives the U.S. Environmental Protection Agency (EPA) authority to establish National Ambient Air Quality Standards (NAAQS) for the protection of the public and the environment. The Act was amended in 1990 (FCAAA).</p>
CARB	<p><i>California Air Resources Board</i> is a state regulatory agency charged with regulating the air quality in California.</p>

CEQA	<i>California Environmental Quality Act</i> is a state law intended to protect the California environment. CEQA established mandatory ways by which governmental decision-makers are informed about the potentially significant environmental effects of proposed projects and identify ways to avoid or significantly reduce damage to the environment.
CIP	<i>Capital Improvement Plan</i> is a five-year program of projects.
CONFORMITY	<i>Conformity</i> means that under the Federal Clean Air Act, transportation plans, programs and projects are required to conform to applicable state implementation plans. The conformity determinations must be based on the most recent estimates of emissions and those emissions estimates must be based upon the most recent population, employment, travel, and congestion estimates as determined by the MPO's.
CMA	<i>Congestion Management Agency</i> is responsible for developing the Congestion Management Program and coordinating and monitoring its implementation.
CMP	<i>Congestion Management Program</i> is a state-mandated multi-jurisdictional program to reduce traffic congestion. Required of every county in California with an urbanized area as defined by the Census Bureau of at least 50,000 people.
CMAQ	<i>Congestion Mitigation and Air Quality Improvement Program</i> is a funding program established by ISTEA specifically for projects and programs that will contribute to the attainment of a national ambient air quality standard. The funds are available to non-attainment areas for ozone and carbon monoxide based on population and pollution severity.
COG	<i>Council of Governments</i> is a voluntary consortium of local government representatives, from contiguous communities, meeting regularly, and formed to cooperate on common planning and solve common development problems of their area. COG's can function as the Regional Transportation Planning Agencies and Metropolitan Planning Organizations in urbanized areas.

CO SIP	<i>Carbon Monoxide State Implementation Plan</i> is required by the Federal Clean Air Act to attain and maintain national ambient air quality standards for Carbon Monoxide (CO). CO is a colorless, odorless gas resulting from the incomplete combustion of fossil fuels. The plan is adopted by local air pollution control districts/air quality management districts and the State Air Resources Board.
CTC	<i>California Transportation Commission</i> is a body appointed by the Governor and confirmed by the legislature that reviews Regional Transportation Improvement Programs (RTIP) and the Proposed State Transportation Improvement Program (PSTIP) and adopts some transportation projects from these programs into the State Transportation Improvement Program (STIP).
CTSA	<i>Consolidated Transportation Services Agency</i> is responsible for contract services to various social service agencies within the Fresno County area. The CTSA also receives funding from TDA and LTF Article 4.5 revenues.
DAC	<i>Disability Advisory Commission</i> of the City of Fresno.
DBE	<i>Disadvantaged Business Enterprise</i> Program was designed to ensure maximum opportunity for disadvantaged business enterprises to compete for and perform FAX contracts. Consistent with Federal requirements, the definition of socially disadvantaged and economically disadvantaged individuals for the DBE program includes women as well as minority business enterprises.
DOT	<i>Department of Transportation</i> is the department of the federal government that includes the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA).
EPA	<i>Environmental Protection Agency</i> is the Federal Agency charged with setting policy and guidelines and carrying out legal mandates for the protection of national interests in environmental resources.
FAX	<i>Fresno Area Express</i> , the transit operator for the City of Fresno, operates within the City of Fresno Department of Transportation.

FCMA	<i>Fresno/Clovis Metropolitan Area</i> includes the geographical boundaries of both the Cities of Fresno and Clovis and the unincorporated areas within the City of Fresno.
FCRTA	<i>Fresno County Rural Transit Agency</i> provides fixed route services throughout the rural unincorporated cities which link communities with each other and with the FCMA.
FHWA	<i>Federal Highway Administration</i> is a component of the US Department of Highways (US DOT), established to ensure the development of an effective national road and highway transportation system. It assists states in constructing highways and roads and provides financial aid at the local level.
FTA	<i>Federal Transit Administration</i> is the Federal Department of Transportation, which is under USDOT. The sister agency to FHWA.
FTIP	<i>Federal Transportation Improvement Program</i> is a federally required document produced by the regional transportation planning agency that states the investment priorities for transit and transit-related improvements, mass transit guideways, general aviation, and highways.
GHG	<i>Greenhouse Gas</i> emissions are now being measured and tracked under California SB375 and AB32 legislation to reduce vehicle emissions that cause global warming.
IIJA	<i>Infrastructure Investment and Jobs Act, also known as the Bipartisan Infrastructure Bill</i> , is a piece of legislation passed by Congress in and signed into law November 15, 2021 that provides funding for broadband access, clean water and electric grid renewal in addition to the transportation and road proposals of the original house bill.
LTF	<i>Local Transportation Funds</i> are derived from ¼-cent of the statewide sales tax. LTF revenue is returned to local governments for transportation purposes with public transportation the primary focus. LTF is distributed to each city and unincorporated area based on population.

MEASURE C	A Fresno County ballot measure that raised the local sales tax by one-quarter cent for twenty years until 2026. The measure identified a specific program of priority transportation improvement projects throughout the County.
MPO	<i>Metropolitan Planning Organization</i> is the federal designation for Fresno COG. MPO works with technical advisory committees, interested citizens, and other government agencies. A coordinated effort has been made to develop a multi-modal regional transportation plan for Fresno County.
PM-10	<i>Particulate Matter</i> is a major air pollutant consisting of solid or liquid matter such as soot, dust aerosols, fumes, and mists less than 10 microns in size.
RTIP	<i>Regional Transportation Improvement Plan</i> is a State-mandated document that includes a list of proposed transportation projects submitted by the CTC and by the regional transportation planning agency as a request for State funding. The RTIP has a seven-year planning horizon and is updated every two years.
RTP/SCS	<i>Regional Transportation Plan/Sustainable Communities Strategy</i> is a comprehensive twenty-year plan for the region, updated every four years by the regional transportation planning agency. The RTP includes policy, action, financial, and implementation elements.
SIP	<i>State Implementation Plan</i> is a document prepared by each State describing existing air quality conditions and measures which will be taken to attain and maintain National Ambient Air Quality Standards. It is adopted by local air pollution control districts/air quality management districts and the State Air Resources Board.
SJVAPCD	<i>San Joaquin Valley Air Pollution Control District</i> is the designated air district for the eight-county nonattainment areas, which includes San Joaquin, Stanislaus, Merced, Madera, Kings, Kern, Fresno, and Tulare Counties.

SSTAC	<i>Social Services Transportation Advisory Council</i> was established in 1988 to review transit issues with an emphasis on annually identifying transit needs within Fresno County. Transit needs include those of transit-dependent and transit-disadvantaged persons, including the elderly, disabled, and persons of limited means. The council participates annually in identifying transit needs and working closely with Fresno COG to recommend appropriate action.
STA	<i>State Transit Assistance</i> is a fund derived from a portion of the Motor Vehicle Fuel Tax. The STA supports public transportation services and is apportioned through the Regional Transportation Planning Agencies to their member agencies on a population basis.
TAM	<i>Transit Asset Management</i> is an approach that uses asset conditions per established guidelines to help prioritize funding.
TCM	<i>Transportation Control Measures</i> are intended to reduce pollutant emissions from motor vehicles. Examples of TCM's include programs to encourage ride sharing or public transit usage, city or county trip reduction ordinances, and the use of cleaner-burning fuels in motor vehicles.
TDA	<i>Transportation Development Act</i> is a California law that provides funding for transit through the Local Transportation Fund and the State Transit Assistance fund.
TIP	<i>Transportation Improvement Program</i> is an expenditure program that is updated every two years. It lists the highway and transit capital improvement projects that have been prioritized in the County for state and federal gas tax funds.
TMA	<i>Transportation Management Area</i> is an urbanized area with a population of over 200,000, as defined by the Bureau of the Census and designated by the Secretary of the U.S. Department of Transportation (DOT). The planning processes in MPOs in TMAs also must be certified by the Secretary of DOT as complying with federal requirements.

TSM *Transportation Systems Management* is designed to identify short-term, low-cost capital improvements that improve the operational efficiency of the existing transportation infrastructure.

TTC *Transportation Technical Committee* is a part of the Area-wide Transportation Policy Committee, composed of technical staff from member agencies, other interested agencies, public members, and Caltrans. TTC evaluates specific regionally significant issues and projects.

VMT *Vehicles Miles Traveled* is the sum of the linear distance covered by all vehicles in a given period.

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Appendix E: Air Quality Background

Air Quality - The very same characteristics that make the San Joaquin Valley the world's most productive agricultural region also create optimal conditions for creating and trapping air pollution. Due to the Valley's unique geography and meteorology, the bowl-shaped valley is perfect for the creation of ozone in the long, hot summers and the trapping of particulates in the cold, damp winter months. This makes it critically important that the state and federal governments continue their present level of resource allocation to support local transit programs.

The San Joaquin Valley faces the serious environmental problem of poor air quality during most of the year. National Ambient Air Quality Standards (NAAQS) are established for criteria air pollutants to protect human health and welfare. Criteria pollutants are pollutants proven to be able to harm individuals' health and the environment and cause property damage. Of the six criteria pollutants, particle pollution and ground-level ozone are the most widespread health threats. EPA calls these pollutants "criteria" air pollutants because it regulates them by developing human health-based and/or environment-based criteria (science-based guidelines) for setting permissible levels. Under federal law, the Environmental Protection Agency (EPA) has designated the entire San Joaquin Valley Air Basin (SJVAB) a nonattainment area that does not meet established standards for ozone and particulate matter. The San Joaquin Valley is currently designated as nonattainment for the National Ambient Air Quality Standard (NAAQS) for 8-hour ozone (revoked 1997, 2008, and 2015 standards), particulate matter under 2.5 microns in diameter (PM_{2.5}) (1997, 2006, and 2012 standards); and has a maintenance plan for particulate matter under 10 microns in diameter (PM-10). Note that the urbanized/metropolitan areas of Kern, Fresno, Stanislaus, and San Joaquin Counties have attained the CO standard and maintained attainment for 20 years. In addition, the State of California also has set "health protective" standards for air pollutants that are even more stringent than federal levels. At the state level, the SJVAB is designated as nonattainment for ozone and particulate matter.

The following section summarizes the air pollutants that are of major concern in the San Joaquin Valley.

Ozone

Ground level ozone is the major component of Fresno County's summertime "smog" and it affects human health and vegetation. Ozone is formed when two chemicals, volatile organic compounds (VOCs) and nitrogen oxides (NO_x), interact with sunlight and heat. (VOC is also referred to as reactive organic gases or ROG) Generally, low wind, stagnant air, no clouds, and warm temperatures provide the best conditions for ozone formation; the conditions in San Joaquin Valley Air Basin are ideal for this reaction. Since the formation of ozone occurs during warmer weather, it is mostly a problem in summer and early fall. Ozone does not form immediately, but occurs over time and distance; therefore, ozone is a regional pollutant and often affects a large area. VOCs and NO_x are emitted from fuel combustion, agricultural

processes, and industrial processes, consumer products as well as from natural sources (biogenic sources such as some species of plants and trees). EPA has established ozone standards based on 1-hour averaging periods, and for 8-hour averaging periods.

Particulate Matter

The other significant pollutant in the San Joaquin Valley is particulate matter (PM). Particulate matter is a mixture of solid particles and liquid droplets in the air. The size of PM is directly related to potential health problems. EPA has set federal standards for PM₁₀ (PM that is 10 microns or less in diameter) and PM_{2.5} (PM that is 2.5 microns or less in diameter). As a reference: a human hair is anywhere from about 50 to 100 microns. The chemical composition of PM is also a factor in the type and severity of health impacts. In addition to directly emitted particles, “PM can form in the atmosphere through photochemical reactions of precursors. These particles can include basic elements such as carbon and metals or can be complex mixtures such as diesel exhaust and soil.

Much of the ambient particulate matter is formed from atmospheric reactions of NO_x (nitrogen oxides). NO_x is also a precursor for ozone. Mobile sources are the major contributor to NO_x.

In addition to the ozone problem in summer and early fall, the San Joaquin Valley exceeds the standards for particulate matter at other times of the year. The highest levels of particulate matter in Fresno County and the San Joaquin Valley are found in late fall (October) through winter (February). This, in combination with ozone, creates a year-round air pollution problem. This produces an additional concern for human health in our Valley in that we do not have a “clean” season that would allow for respiratory system recovery. The primary sources of particulate matter include farming operations, paved road dust, fugitive dust, unpaved road dust, and waste burning.

The finer particles pose an increased health risk because they can reach deep into the lungs and are associated with both acute and chronic health effects including aggravation of existing respiratory diseases, heart and lung disease, coughing, and bronchitis. Diesel particulate matter is further recognized by California’s Air Resources Board as a toxic air contaminant based on its ability to cause cancer and other health effects.

Carbon Monoxide

Carbon monoxide (CO) is formed by the incomplete combustion of fuels. The main source is motor vehicles. CO has been an air quality problem in the past, affecting four of the eight Valley counties in the San Joaquin Valley Air Basin, including Fresno, Kern, San Joaquin, and Stanislaus. The Fresno/Clovis Metropolitan Area was redesignated to a “maintenance area” when EPA proposed direct, final approval for the *1996 Carbon Monoxide Redesignation Request and Maintenance Plan*. On April 26, 1996, ARB approved the *Carbon Monoxide Redesignation Request and Maintenance Plan*, EPA approved and redesignated on June 1, 1998; on October 22, 1998, ARB revised the SIP to incorporate

the effects of ARB action to remove the wintertime oxygen requirement for gasoline in certain areas. Currently, the San Joaquin Valley is designated as attainment for CO, as of June 1, 2018.

Currently, the region conducts regional emissions analysis in years 2021, 2022, 2023, 2024, 2025, 2026, 2029, 2031, 2037, and 2042 for each applicable pollutant as reasonable further progress (RFP) baseline years, including updated transportation conformity budgets with safety margins for RFP and attainment, RFP contingency, and attainment contingency.

A close relationship exists between Transportation Systems Management, Transportation Demand Management, air quality, and energy planning. Transportation Systems Management is the efficient management of existing transportation systems to improve upon the level of performance (i.e., traffic flow improvements), while Transportation Demand Management involves planning strategies for managing human behavior regarding how, when, and where people travel. Because Transportation System and Demand Management efforts have secondary benefits, (the associated reduction of vehicle miles traveled and fuel use), they prove to be effective strategies in reducing sources of air pollution from transportation sources.

Federal Requirements - The Intermodal Surface Transportation Efficiency Act (ISTEA) of 1991 redefined the joint regulations and created a new framework for linking air quality, transportation, and land use. It intended to produce a significant shift in federal transportation policy from reliance on roads and motor vehicles to a multimodal approach. ISTEA and its successors TEA-21, SAFETEA-LU, Moving Ahead for Progress in the 21st Century, (MAP-21), and the current Surface Transportation Reauthorization Act: Fixing America's Surface Transportation, (FAST Act), delegates major planning decisions to the states and MPOs. They also reinforce the goals of the Federal Clean Air Act by making air pollution a central concern of transportation planning and spending decisions.

Federal and state legislation requires an integrated transportation/air quality planning process. The Federal Clean Air Act Amendments of 1990 reaffirmed that all areas are required to attain the National Ambient Air Quality Standards. Numerous specific reductions of emissions and an aggressive attainment time frame were required.

Under certain conditions, failure to meet requirements may be met with sanctions imposed by the EPA.

State Implementation Plans (SIPs) - Federal clean air laws require areas with unhealthy levels of criteria air pollutants (designated as non-attainment) to develop plans, known as State Implementation Plans (SIPs). SIPs are comprehensive plans that detail how an area will attain National Ambient Air Quality Standards (NAAS). SIPs are not single documents, but a compilation of new and previously submitted plans, programs, district rules, state regulations, and federal controls.

Federal Title VI Requirements - Title VI of the Civil Rights Act of 1964, Section 601 states: “No persons in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”³

FAX’s responsibility is to guarantee that all transit service, and access to its facilities, are equitably distributed and provided without regard to race, color, or national origin. FAX’s goal is also to ensure equal opportunities for all individuals to participate in all local, sub-regional, and regional transit planning and decision-making processes.

State Requirements - In addition to federal requirements, the State of California Air Resources Board requires local air districts to show progress toward meeting the California Clean Air Act (CCAA) air standards. The California Clean Air Act set air quality standards that are more stringent than the federal National Ambient Air Quality Standards. Local air districts are required to draft *California Clean Air Act Triennial Progress Report and Plan Review*, which demonstrates local air districts’ reasonable progress to attain the more stringent California air pollution standards.

Modifying travel demand is an increasingly important issue for the future, both in terms of congestion management and modifying travel demand. Current financial, energy and environmental resources are overburdened, and the seriousness of this region's air quality problems may lead to the implementation of more stringent measures to reduce future vehicle travel. Public transit will continue to play a major role in any proposed transportation systems management activities, which are undertaken. This makes it critically important that the state and federal governments continue at least their present level of resource allocation to support local transit programs.

SB 375 (Chapter 728, Statutes of 2008) directs the California Air Resources Board to set regional targets for reducing greenhouse gas emissions. The law establishes a "bottom up" approach to ensure that cities and counties are involved in the development of regional plans to achieve those targets. SB 375 builds on the existing framework of regional planning to tie together the regional allocation of housing needs and regional transportation planning to reduce greenhouse gas (GHG) emissions from passenger vehicle trips. Public transit plays an important role in reducing transportation-related GHG emissions and will play an even greater role as transit fleets are converted to zero-emission buses.

AB32 - California's Global Warming Solutions Act of 2006, gives the California Air Resources Board authority over sources of greenhouse gas emissions, including cars and light trucks. According to the California Air Resources Board, transportation accounts for

³ United States Department of Justice, Civil Rights Division, Title VI of the Civil Rights Act of 1964

some 40 percent of greenhouse gas emissions, with cars and light trucks accounting for almost three-quarters of those emissions (30 percent overall).

SB 375, authored by Senator Darrell Steinberg, directs the Air Resources Board to set regional targets for the reduction of greenhouse gas emissions. Aligning these regional plans is intended to help California achieve GHG reduction goals for cars and light trucks under AB 32, the state's landmark climate change legislation.

Because the existing regional transportation planning and housing allocation processes are overseen by local elected officials selected by their peers to serve on regional agency boards, the law is intended to ensure that cities and counties are closely involved in developing an effective plan for the region to achieve the targets. To increase public participation and local government input, the law strengthens several existing requirements for public involvement in regional planning. The new law establishes a collaborative process between regional and state agencies to set regional GHG reduction targets and provides CEQA incentives for development projects that are consistent with a regional plan that meets those targets. Cities and counties maintain their existing authority over local planning and land use decisions.

Federal Congestion Management System - In June 1990, California voters approved legislation requiring that Congestion Management Plans (CA CMP) be developed in urbanized counties to address congestion on California's highways and roads. At the federal level, Congestion Management System (CMS) was first introduced in the Intermodal Surface Transportation Efficiency Act (ISTEA) in 1991. CMS became Congestion Management Process (CMP) when the Safe Accountable Flexible Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU) was enacted in 2005. Fresno COG developed its first Congestion Management Program in November 1991, and it was updated subsequently based on legislative requirements. The passage of CA Assembly Bill 2419 (Bowler) in 1996 allowed counties to “opt out” of the California Congestion Management Program if most local governments elected to exempt themselves from the California CMP. The Fresno COG Policy Board rescinded the Congestion Management Program on September 25, 1997, at the request of the local member agencies. The current Fresno County Congestion Management Process is designed to meet the federal requirement under 23 CFR 500.109 and 450.320.

The SAFETEA-LU and the subsequent Moving Ahead for Progress in the 21st Century Act (MAP-21) and the Fixing America's Surface Transportation Act (FAST Act) mandate that Transportation Management Areas (TMAs), urban areas with a population over 200,000, “shall address congestion management through a process that provides for effective management and operation, based on a cooperatively developed and implemented metropolitan-wide strategy, of new and existing transportation facilities ... through the use of travel demand reduction and operational management strategies.” It is further required that federal funds may not be programmed in a carbon monoxide and/or ozone non-attainment TMA for any highway project that will result in a significant increase in single-occupant-vehicle (SOV) capacity unless the project is based on an approved CMP. Fresno

County is designated as a non-attainment TMA for ozone and was so designated for carbon monoxide, but the Fresno Urbanized Area was reclassified as attainment for carbon monoxide effective on June 1, 1998. However, because of the ozone non-attainment status, Fresno COG is required to comply with such requirements.

Need for Additional Transit Funding - The key problem facing all transportation modes is a lack of available funding. For public transportation, both service enhancement and ongoing operations and maintenance funding issues remain. Traditional sources of transit funding even when augmented by the locally approved Measure C 1/2 percent sales tax, are inadequate to meet identified public transportation needs within the FCMA. Other sources such as the SJVAPCD Remove grants and Moyer funds, and Petroleum Escrow Violation Account (PEVA) funds continue to be pursued. While these sources may provide some one-time capital or short-term project demonstration funds, necessary ongoing operating revenues must be obtained if public transportation is to meet the goals outlined in the Regional Transportation Plan.

The financial outlook assumes stable revenue sources over the next five years. Any significant unanticipated decline in this revenue stream likely would result in reduced levels of service to the community or increases in fares to offset any deficits.

FAST, the Fixing America's Surface Transportation Act (P.L. 114-94), was signed into law by President Obama on December 4, 2015. Funding surface transportation programs at over \$305 billion for fiscal years 2016 through 2020, and extended to September 30, 2021, FAST Act was the first federal law in a decade to provide long-term funding certainty for surface transportation infrastructure, planning, and investment.

Dedicated Local Support - On November 7, 2006, the voters of Fresno County authorized the continuation of a ½ cent retail transaction and use tax over twenty years. The sales tax extension was estimated to provide an estimated \$1.7 billion in new revenues for transportation improvements throughout the county according to projections estimated through 2027. Prior Measure C funds that were dedicated to the City of Fresno were allocated at the discretion of the Fresno City Council. The reauthorized measure allocated approximately 13% of the Measure C revenues to FAX as a Local Agency Pass-through. Through Measure C, FAX was estimated to receive \$235 million over the 20-year-life of the measure, amounting to approximately \$11.7 million per year. Based on the estimated revenue streams, FAX established two programs in 2007 to guide the expenditures of Measure C funds:

Primary Program – The goal of the Primary Program was to improve the level of public transit services within the City of Fresno and to continue to seek ways to coordinate and/or consolidate public transit services to achieve a seamless transit system for the public.

- Improve bus frequencies to every 15 minutes on the busiest routes on the public transportation system in Fresno.
- Enhance the delivery of paratransit services to the disabled community consistent with federal and state law.
- Install and integrate a regional Automated Fare Collection System (AFC) to enhance transit coordination and seamless passenger travel between transit systems.
- Complete fleet conversion to low emission buses.
- Expansion of service areas to all riders, as Fresno's sphere of influence changes.

Secondary Program – Secondary Programs included improvements that would be funded after projects in the Primary Program were implemented, provided funding availability.

- Extend weekend service hours
- Enhance the delivery of paratransit services to the senior community
- Pursue other alternative mass public transportation options such as bus rapid transit, automated people movers, light rail, etc.
- Deploy other operational and infrastructure improvements such as “real-time” bus arrival and departure information displays to provide better service to transit users
- Taxi Scrip Program for Seniors 70 years of age and older

Measure C has had a major impact on public transit in the City of Fresno, and to date, a number of the program's goals have been implemented, such as senior scrip, the Automated Fare Collection System, and 15-minute frequencies on key corridors. Measure C revenue has increased from pre-economic downturn value and is projected to be \$13.4 million in FY 2022. Using federal and state funds to match and supplement Measure C funds, projects in both the Primary and Secondary Programs have been implemented, but more remains to be done.

In addition, Measure C will expire in 2026. Efforts are underway by the Fresno COG to initiate regional conversations on the extension of Measure C, but there are no guarantees that the extension, if it passes with the required 2/3 vote, will provide the current funding levels. Given the steady funding that Measure C currently provides to the transit operators, it will be critical for the transit operators to find a continued funding source.

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Appendix F: Transit System Performance Indicators

Peer Review Analysis - Peer Review Analysis uses standard service measurement criteria to compare one system’s 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.

FAX Peer Review Analysis - For this Peer Review Analysis, an automated peer selection process that identifies comparable transit systems for peer analyses was used. This approach was derived by the Florida Transit Information System (www.ftis.org) and uses a variety of criteria in the selection process. Criteria include Urban Area Population, Vehicle Miles Operated, Operating Budget, Population Density, Service Area Type, Population Growth Rate, Percent Low Income, and others. The five transit agencies selected were El Paso, TX; Albuquerque, NM; Tucson, AZ; Bakersfield, CA (GET); and Stockton, CA (RTD). All five agencies are Federal Transit Administration (FTA) Grant Recipients, and therefore, 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.

**Table F.1: System Comparison – Cost-Effectiveness
National Transit Database FY 2021**

	Passengers Per Hour	Passengers Per Mile	Cost Per Hour	Cost Per Passenger	Farebox Recovery	Score	Ranking
Tucson	1	1	1	1	6	2.00	1
Bakersfield	3	3	2	2	1	2.20	2
FAX	2	2	4	3	4	3.00	3
El Paso	6	6	3	4	2	4.20	4
Albuquerque	4	5	5	5	3	4.40	4
Stockton	5	4	6	6	5	5.20	6

As shown in Table F.1, System Comparison - Cost-effectiveness, FAX places very well among the selected peers in three of the five categories. With an average of 13.68 passengers per hour, 4.8 percent higher than the peer system average of 13.05. FAX ranked number two in this important productivity indicator.

Figure F.2: FAX Passengers per Revenue Hour Comparison with Peer Operators

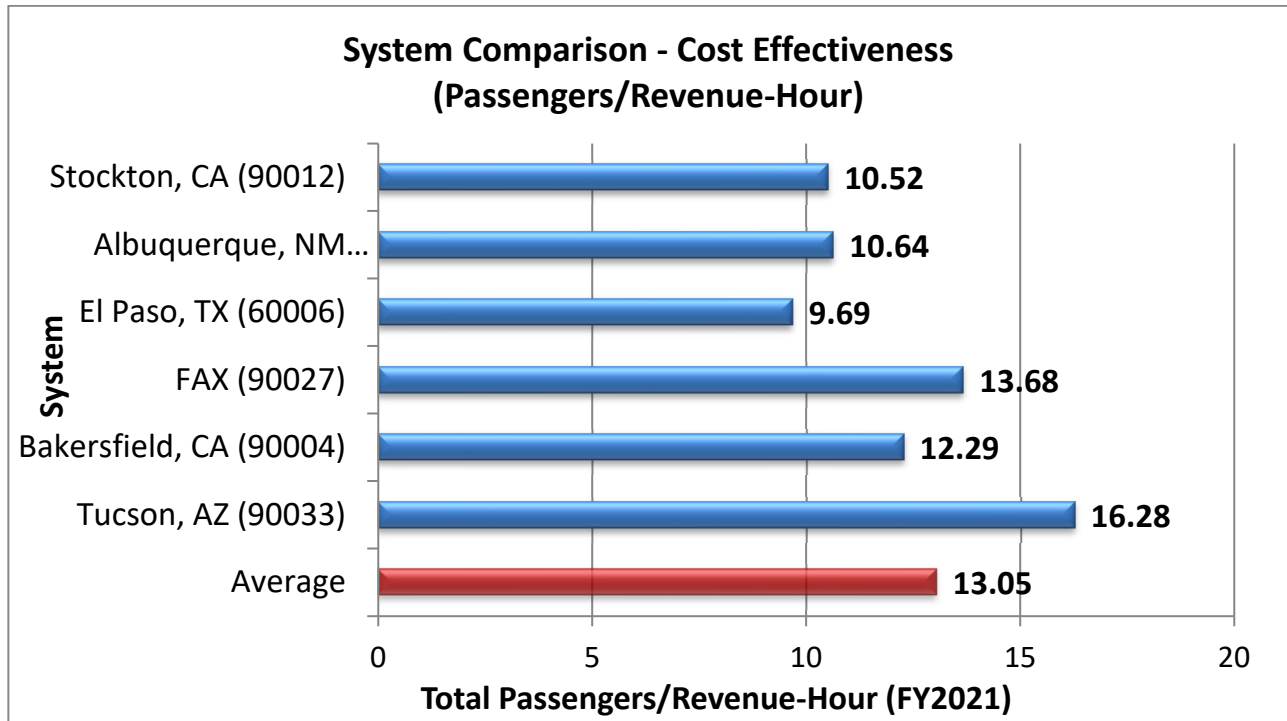
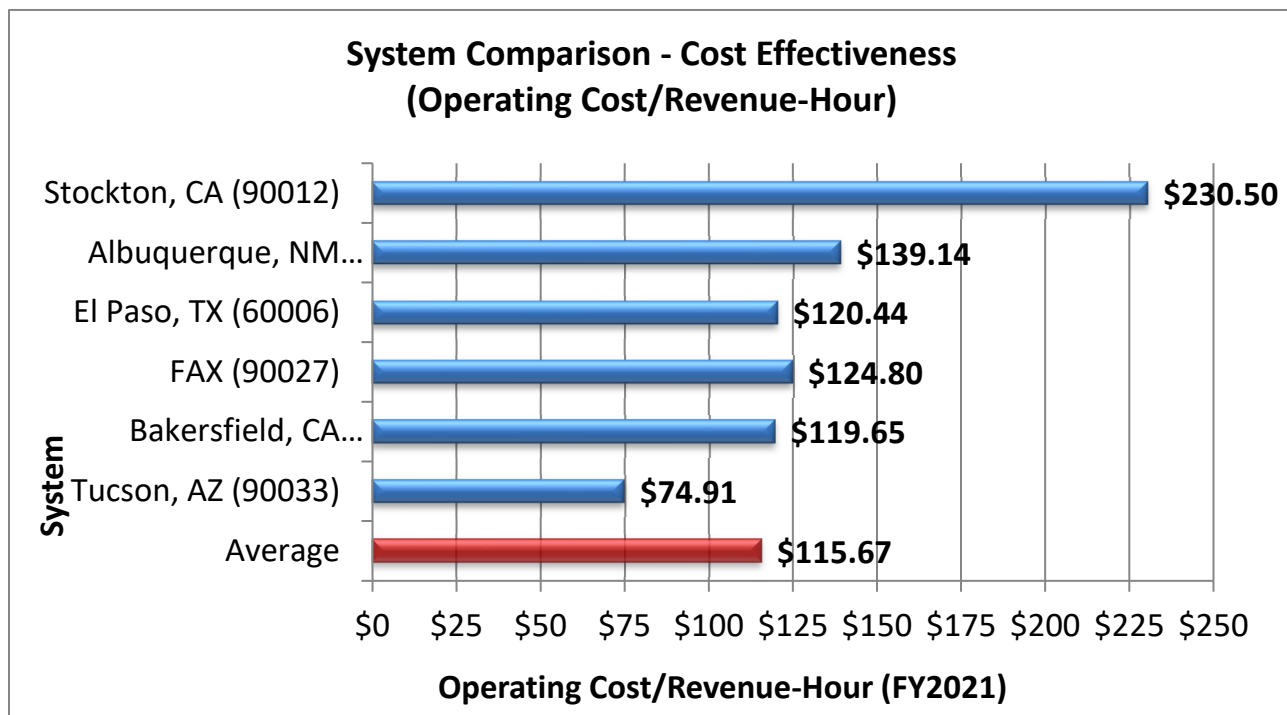


Figure F.2 above illustrates that FAX is carrying more passengers per hour than the average of the peer operators.

Figure F.3: FAX Operating Cost Per Revenue Hour Comparison with Peer Operators



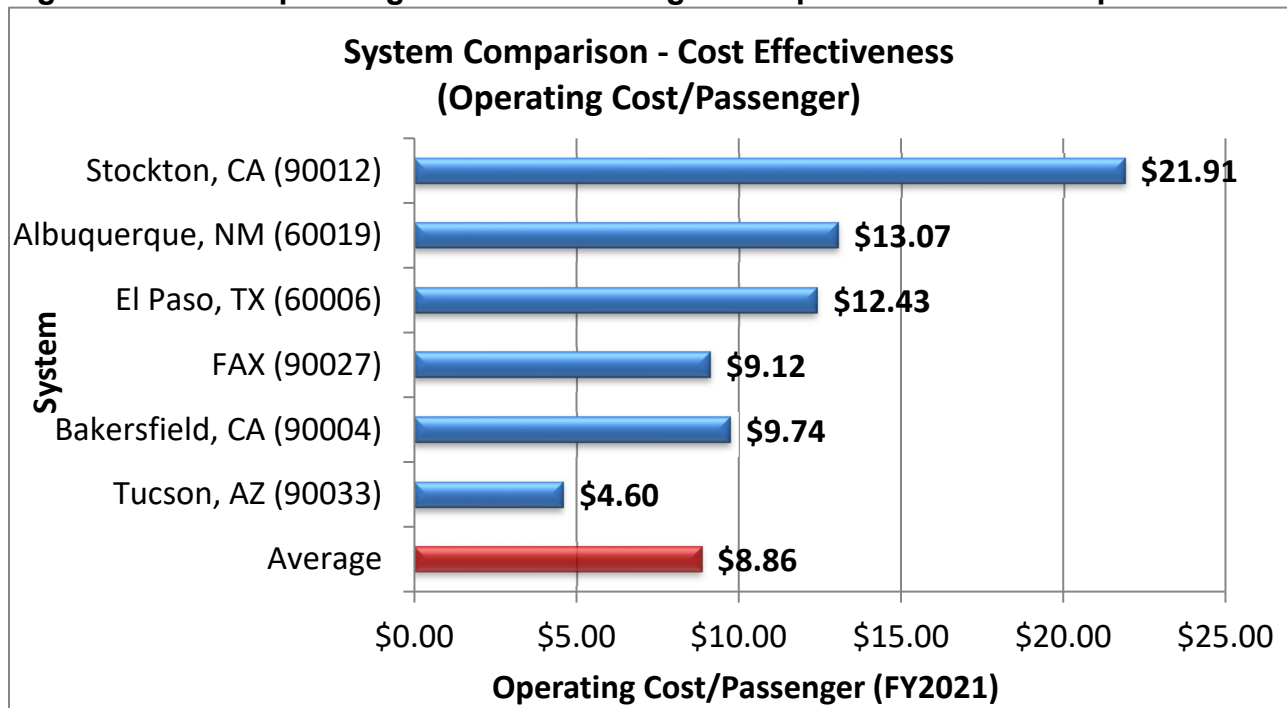
At just over \$124 per hour, FAX is operating above the peer systems average cost per hour and is operating at below the cost of just two of the five peer systems. FAX’s operating expense per hour is \$124.80, or 7.9 percent higher than the peer system average of \$115.67. FAX ranks fourth in terms of operating expense per hour.

It is important to remember that each of the systems used in this comparative analysis has its own unique set of operating properties that can have significant impacts on various performance measures.

The same is true for providing more frequent service, increasing service frequency from 30-minute 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. Therefore, while improved service frequency and longer service hours are important and positive service improvements, they also reduce overall passenger productivity.

Similarly, Stockton RTD 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 passenger per hour and mile, and higher in cost per passenger. This is certainly reflected in Stockton RTD productivity.

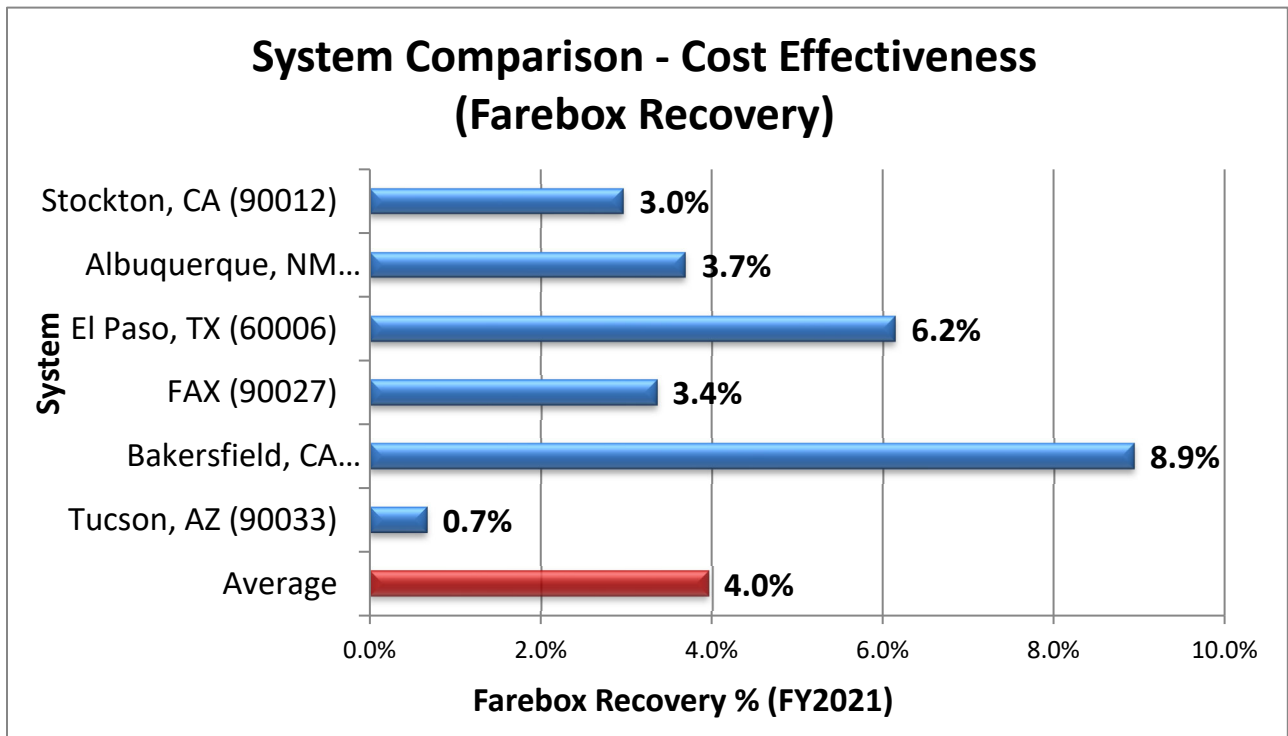
Figure F.4: FAX Operating Cost Per Passenger Comparison with Peer Operators



FAX's operating cost per passenger of \$9.12 is slightly higher than the peer operators' average of \$9.12 and ranks second behind only Tucson. FAX operates a very cost-efficient transit service. As with improved service frequencies and service duration, improvements in passenger amenities and supportive services are positive improvements in customer service; however, these improvements come at a significant cost.

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 that it makes allowances for unique operating practices and environments. FAX Minimum Standards are established both 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. FTA has rules governing the provision of "Charter Service."

Figure F.5: FAX Farebox Recovery Comparison with Peer Operators



FAX's farebox recovery rate of 3.4% was below the system average of 4.0% in FY 2021.

The State TDA regulations require FAX to maintain a minimum 20 percent farebox recovery ratio. The TDA also places restrictions on the use of State Transit Assistance (STA) Funds. FAX used local revenues (Measure C), to make up the 20% farebox recovery. Regulations

require transit agencies to keep cost increases under the State Cost of Living Index (CPI). If cost increases exceed the State CPI, transit agencies are not allowed to use STA Funds for operating expenses. 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 the Fresno Council of Governments (Fresno COG). The Fresno COG's Regional Transportation Plan (RTP) and Short-Range Transit Plan for the Fresno Clovis Urbanized Area (SRTP), set guidelines for service evaluation. Additionally, each year the 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.

At a minimum, an individual route should exceed 60 percent of the system-wide average for several 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, and especially if the component helps meet the needs of the transit-dependent riders.

FAX uses several operational indicators to measure the performance and financial status of the system and individual routes. Individual routes should achieve 60 percent of the system average, except for those indicators, which measure cost efficiency. Cost performance measures should not exceed 140 percent of the total system average, with 140 percent representing the system maximum. Table F.2 shows individual routes and their performance in various categories.

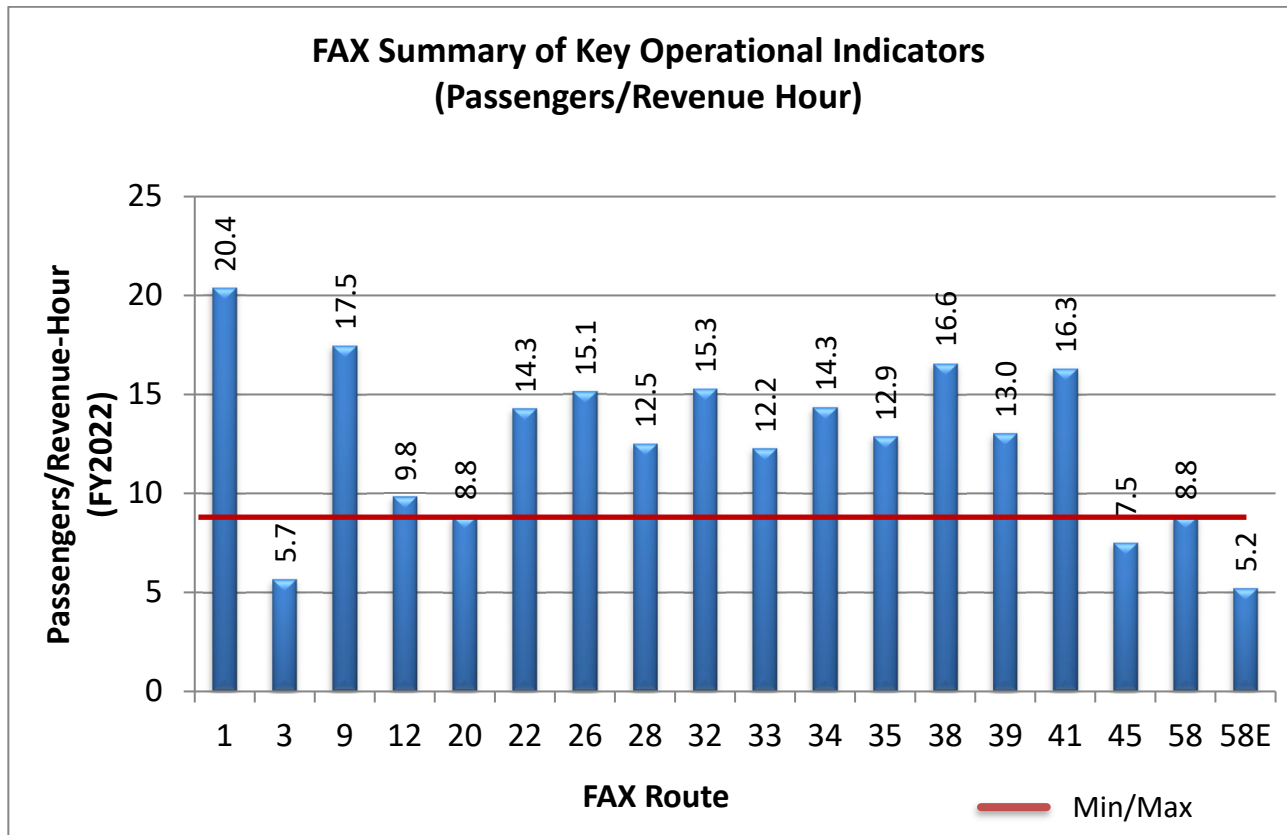
Table F.2: FAX Summary of Key Operational Indicators by Route
July 2021 to June 2022

Route	Passengers	Miles	Hours	Farebox	Cost	Pass/ Hour	Pass/ Mile	Cost/ Hour	Cost/ Pass.	Fare/ Op. Cost
1	1,587,399	769,950	77,901	\$714,330	\$5,808,592	20.38	2.06	\$74.56	\$3.66	12.3%
3	93,082	156,661	16,464	\$41,887	\$1,220,526	5.65	0.59	\$74.13	\$13.11	3.4%
9	634,081	329,266	36,307	\$285,336	\$2,672,550	17.46	1.93	\$73.61	\$4.21	10.7%
12	136,631	136,894	13,925	\$61,484	\$1,037,441	9.81	1.00	\$74.50	\$7.59	5.9%
20	164,079	172,687	18,577	\$73,836	\$1,372,382	8.83	0.95	\$73.88	\$8.36	5.4%
22	364,060	300,502	25,510	\$163,827	\$1,958,686	14.27	1.21	\$76.78	\$5.38	8.4%
26	421,345	341,255	27,853	\$189,605	\$2,154,007	15.13	1.23	\$77.33	\$5.11	8.8%
28	455,574	381,682	36,484	205,008	\$2,745,072	12.49	1.19	\$75.24	\$6.03	7.5%
32	422,140	275,673	27,643	\$189,963	\$2,064,066	15.27	1.53	\$74.67	\$4.89	9.2%
33	111,823	98,955	9,138	\$50,320	\$691,478	12.24	1.13	\$75.67	\$6.18	7.3%
34	609,392	382,857	42,492	\$274,226	\$3,126,096	14.34	1.59	\$73.57	\$5.13	8.8%
35	275,606	237,414	21,447	\$124,023	\$1,628,935	12.85	1.16	\$75.95	\$5.91	7.6%
38	882,383	632,556	53,272	\$397,073	\$4,096,251	16.56	1.39	\$76.89	\$4.64	9.7%
39	216,659	161,519	16,635	\$97,496	\$1,236,982	13.02	1.34	\$74.36	\$5.71	7.9%
41	449,628	331,507	27,586	\$202,333	\$2,125,769	16.30	1.36	\$77.06	\$4.73	9.5%
45	127,925	182,395	17,047	\$57,566	\$1,287,338	7.50	0.70	\$75.52	\$10.06	4.5%
58	17,872	26,224	2,022	\$8,042	\$1158,068	8.84	0.68	\$78.17	\$8.84	5.1%
*58E	9,960	39,319	1,916	\$4,482	\$166,711	5.20	0.25	\$87.01	\$16.74	2.7%
Totals	6,979,641	4,958,315	472,218	\$3,140,838	\$35,550,951	14.78	1.41	\$75.29	\$5.09	8.8%
					<i>Min/Max</i>	8.87	0.84	\$105.40	\$7.13	5.3%
System-Wide Totals						System-Wide Ratios				

(* Routes indicated receive funding support from outside agencies.)

It is important to note that Route 58E is subsidized by an outside agency. Previously, Routes 58 and 58E were combined. In FY 2022, an interline of these two was created to better reflect the individual operating characteristics of the two routes. Route 58E provides service to Valley Children’s Hospital (VCH) and receives incremental funding from VCH. Incremental costs are the direct costs associated with the service (such as fuel, tires, and driver wages). Incremental costs do not include overhead costs (such as FAX Administration costs or facility costs). Revenues received from the farebox on these routes are earned in addition to incremental costs.

Figure F.6: FAX Passengers per Revenue Hour by Route in FY 2022



As Figure F.6 illustrates, FAX Routes 3, 20, 45, 58 and 58E were operating below the minimum standard of 8.87 passengers per hour, which is 60% of the system average.

Figure F.7: FAX Operating Cost per Revenue Hour by Route

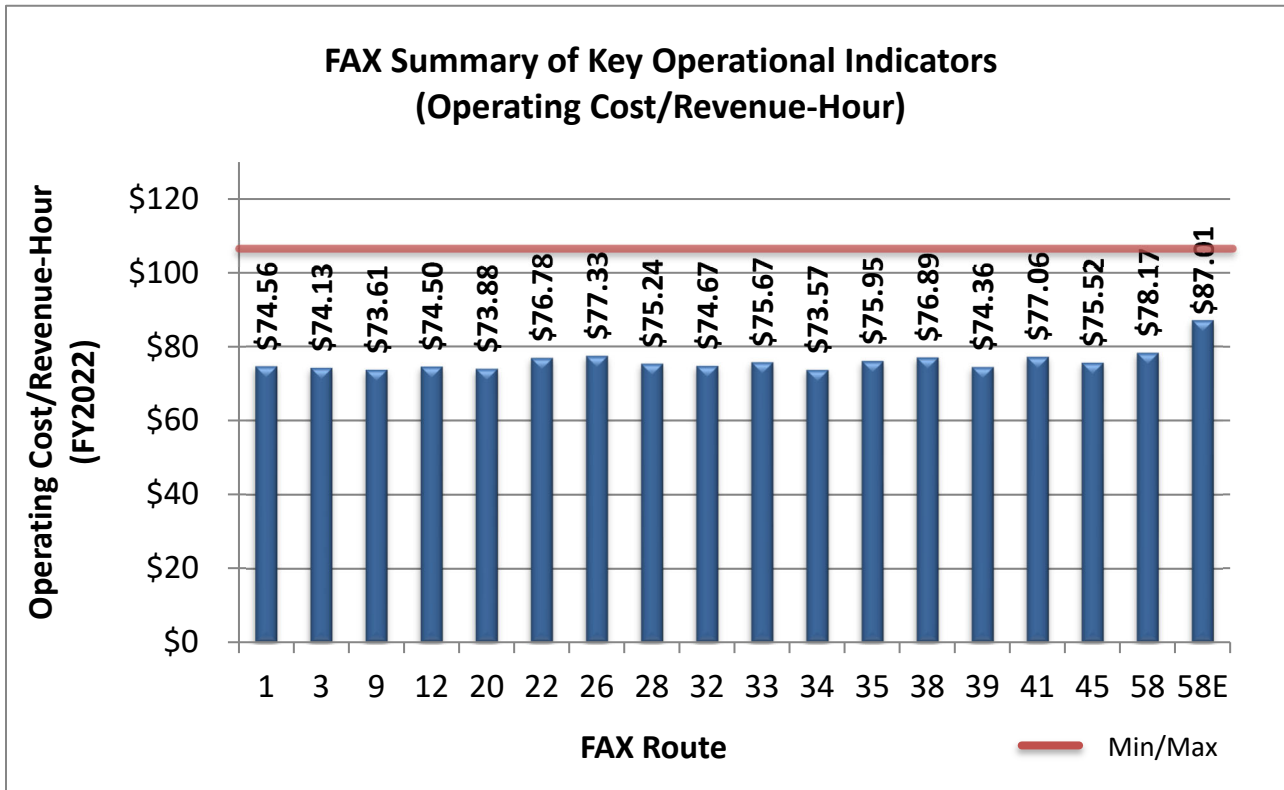


Figure 3.7 illustrates that currently, all FAX routes are operating at below the cost per hour system maximum of \$105.40.

Figure F.8: FAX Operating Cost per Passenger by Route

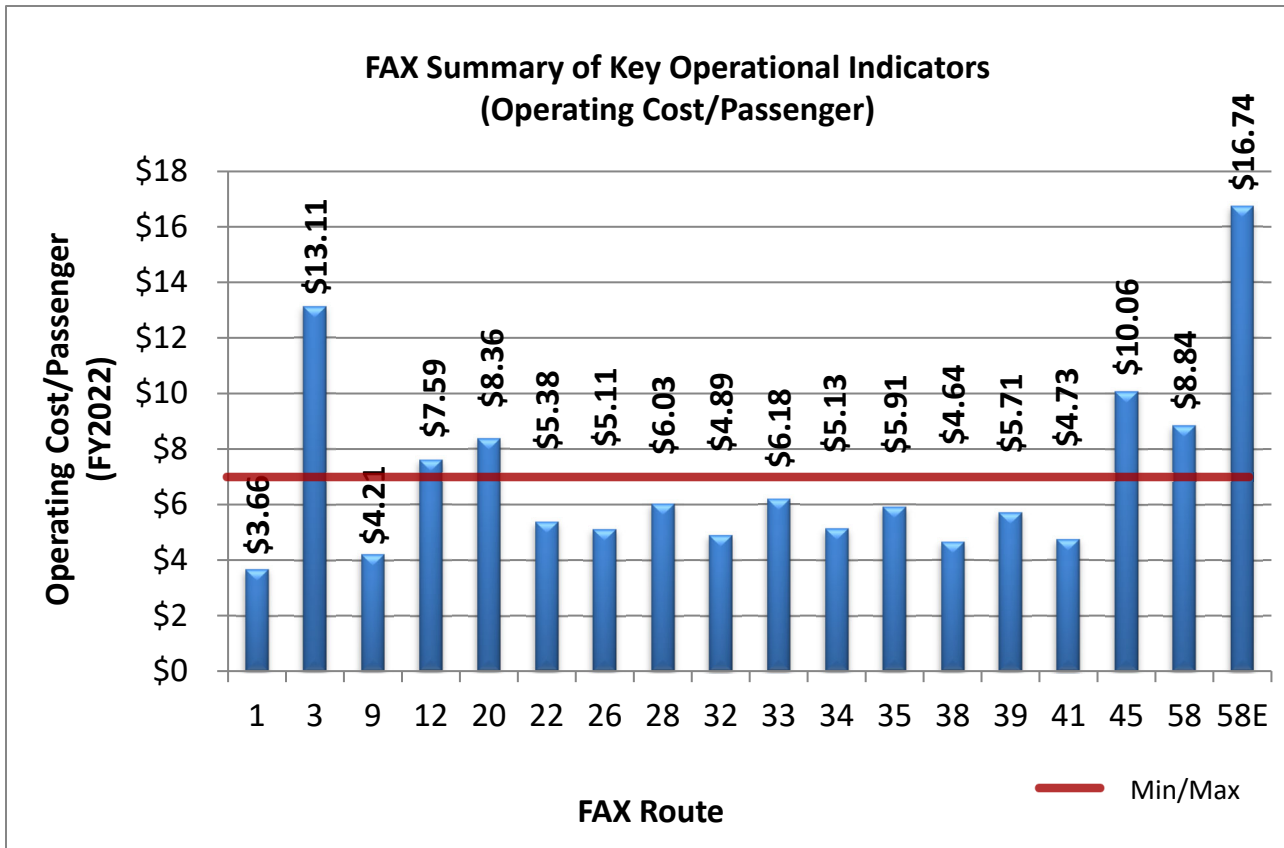


Figure F.8 illustrates that route 58E had the highest operating cost per passenger in FY 2022. The routes with the highest cost per passenger are also the routes with the lowest ridership.

Figure F.9: FAX Farebox Recovery by Route

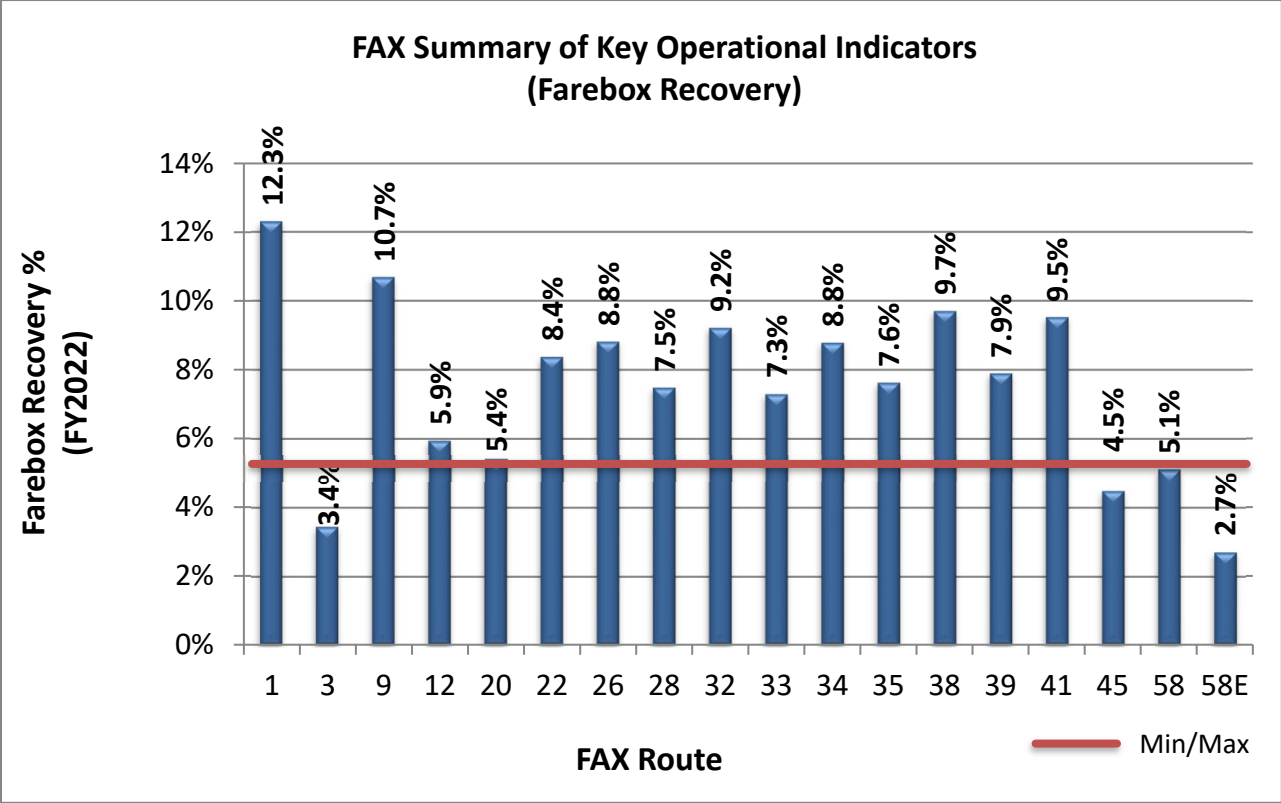


Figure F.9 above illustrates the highest farebox recovery is on routes 1 and 9.

FAX Route Ranking – Table F.3 below shows how each route compares with other routes in the system. Using five key indicators including, Percent of Farebox Recovery, Passenger Trips per Revenue Hour, Passengers per Mile, Operating Cost per Hour, and Operating Cost per Passenger. The five key indicator scores for each route were then averaged to develop an overall route ranking score. As expected, the overall ranking places the routes which exceeded system minimum and maximum standards at the bottom of the list.

Table F.3: FAX Route Ranking July 2021 - June 2022

Route	Passengers/ Hour	Passengers/ Mile	Cost/ Hour	Cost/ Passenger	Farebox Recovery	Score	Overall Ranking
9	2	2	2	2	2	2.0	1
1	1	1	7	1	1	2.2	2
34	7	3	1	7	7	5.0	3
32	5	4	8	5	5	5.4	4
38	3	5	14	3	3	5.6	5
41	4	6	15	4	4	6.6	6
39	9	7	5	9	9	7.8	7
26	6	8	16	6	6	8.4	8
22	8	9	13	8	8	9.2	9
28	11	10	9	11	11	10.4	10
35	10	11	12	10	10	10.6	11
12	13	13	6	13	13	11.6	12
33	12	12	11	12	12	11.8	13
20	15	14	3	14	14	12.0	14
3	17	17	4	17	17	14.4	15
45	16	15	10	16	16	14.6	16
58	14	16	17	15	15	15.4	17
58E	18	18	18	18	18	18.0	18

Route 58E operated on schedules limited by contract with an outside agency.

Weekend Service Indicators - Table F.4 (Fresno Area Express Saturday Service), and Table F.5 (Fresno Area Express Sunday Service Indicators) utilize a similar methodology to assess weekend route performance. As indicated by the **bold type**, the routes showing indicators outside of acceptable standards are Routes 3, 20, 33, 45, 58 and 58E. The lower performing routes tend to be the routes with lower ridership. System-wide, FAX's weekend service provides 15.12 passengers per revenue hour on Saturday, and 11.95 passengers per revenue hour on Sunday. The minimum acceptable is 60 percent of those measures or 9.07 passengers per revenue hour for Saturday and 7.17 passengers per revenue hour for Sunday.

Passengers per mile averaged 1.29 on Saturday, and 1.02 on Sunday, therefore, the minimum productivity standards are 0.78 and 0.61 respectively. The cost per passenger average on Saturday was \$5.13 and on Sunday \$6.42. Using the 140 percent standard, the Saturday maximum would be \$7.18, and the Sunday maximum would be \$8.98. The farebox recovery ratio for Saturdays averaged 8.8 percent, while on Sundays the average farebox recovery ratio was 7.1 percent. As with the passengers per hour measure, we evaluate individual routes based on a minimum of 60 percent of the system average or 5.3 percent for Saturdays and 4.3 percent for Sundays. As noted earlier, Route 58E receives funding support from Children's Hospital.

**Table F.4: FAX Saturday Service Indicators
July 2021 to June 2022**

Route	Revenue	Revenue Miles	Revenue Hours	Total Passengers	Operating Cost	Pass/ Hour	Pass/ Mile	Cost/ Hour	Cost/ Pass	Farebox Recovery	
1	\$73,169	79,964	7,079	162,598	\$539,535	22.97	2.03	\$76.22	\$3.32	13.6%	
3	\$4,251	13,740	1,275	9,446	\$96,401	7.41	0.69	\$75.61	\$10.21	4.4%	
9	\$26,485	27,250	2,653	58,855	\$199,022	22.18	2.16	\$75.02	\$3.38	13.3%	
12	\$7,511	15,201	1,409	16,690	\$106,552	11.85	1.10	\$75.62	\$6.38	7.0%	
20	\$6,901	18,858	1,759	15,336	\$132,881	8.72	0.81	\$75.54	\$8.66	5.2%	
22	\$15,627	35,969	2,944	34,727	\$227,556	11.80	0.97	\$77.29	\$6.55	6.9%	
26	\$16,628	40,369	2,931	36,950	\$231,885	12.61	0.92	\$79.11	\$6.28	7.2%	
28	\$16,287	34,277	3,264	36,193	\$245,736	11.09	1.06	\$75.29	\$6.79	6.6%	
32	\$19,616	33,492	3,074	43,592	\$233,766	14.18	1.27	\$76.05	\$5.36	8.4%	
33	\$3,540	7,029	571	7,866	\$75,159	13.78	0.23	\$131.63	\$9.55	4.7%	
34	\$24,708	34,903	3,494	54,906	\$228,346	15.71	7.81	\$65.35	\$4.16	10.8%	
35	\$13,002	26,537	2,191	28,893	\$178,870	13.19	0.83	\$81.64	\$6.19	7.3%	
38	\$31,764	49,806	3,798	70,586	\$270,322	18.59	2.66	\$71.17	\$3.83	11.8%	
39	\$8,068	19,069	1,640	17,928	\$161,593	10.93	0.36	\$98.53	\$9.01	5.0%	
41	\$18,048	39,272	2,849	40,106	\$201,798	14.08	2.10	\$70.83	\$5.03	8.9%	
45	\$6,318	21,020	1,773	14,041	\$157,647	7.92	0.36	\$88.92	\$11.23	4.0%	
58	\$756	2,679	196	1,679	\$36,941	8.57	0.08	\$188.48	\$22.00	2.0%	
*58E	\$404	3,616	175	897	\$14,159	5.13	0.33	\$80.91	\$15.79	2.9%	
Totals	\$293,080	503,051	43,075	651,289	\$3,338,168	15.12	1.29	\$77.50	\$5.13	8.8%	
						Min/Max	9.07	0.78	\$108.50	\$7.18	5.3%

* Note: Route 58 is subsidized by Valley Children's Hospital.

**Table F.5: FAX Sunday Service Indicators
July 2021 to June 2022**

	Total Passengers	Revenue	Revenue Miles	Revenue Hours	Operating Cost	Pass/ Hour	Pass/ Mile	Cost/ Hour	Cost/ Pass	Farebox Recovery
Route										
1	138,405	\$62,282	87,156	7,883	\$598,602	17.56	1.59	\$75.94	\$4.32	10.4%
3	8,417	\$3,788	16,487	1,530	\$115,680	5.50	0.51	\$75.61	\$13.74	3.3%
9	43,394	\$3,788	27,711	2,598	\$196,096	3.24	0.30	\$75.48	\$23.30	1.9%
12	14,855	\$19,527	18,241	1,690	\$127,812	25.68	2.38	\$75.63	\$2.95	15.3%
20	13,586	\$6,685	22,629	2,111	\$159,469	7.04	0.66	\$75.54	\$10.74	4.2%
22	35,911	\$6,114	43,163	3,528	\$272,765	3.85	0.31	\$77.31	\$20.08	2.2%
26	43,273	\$16,160	48,443	3,513	\$277,997	10.22	0.74	\$79.13	\$7.74	5.8%
28	34,704	\$19,473	38,320	3,616	\$272,642	11.97	1.13	\$75.40	\$6.30	7.1%
32	40,130	\$15,617	37,540	3,437	\$260,453	10.10	0.92	\$75.78	\$7.50	6.0%
33	8,135	\$18,059	8,434	685	\$53,023	58.58	4.76	\$77.41	\$1.32	34.1%
34	51,596	\$3,661	41,883	4,193	\$313,162	1.94	0.19	\$74.69	\$38.50	1.2%
35	25,902	\$23,218	31,844	2,629	\$202,884	19.63	1.62	\$77.17	\$3.93	11.4%
38	63,500	\$11,656	54,539	4,220	\$329,671	6.14	0.47	\$78.12	\$12.73	3.5%
39	17,842	\$28,575	22,882	1,968	\$150,756	32.27	2.78	\$76.60	\$2.37	19.0%
41	37,630	\$8,029	47,126	3,419	\$270,534	5.22	0.38	\$79.13	\$15.16	3.0%
45	12,930	\$16,934	25,223	2,128	\$163,575	17.68	1.49	\$76.87	\$4.35	10.4%
58	1,370	\$5,819	3,214	235	\$18,565	55.02	4.02	\$79.00	\$1.44	31.3%
*58E	867	\$617	4,339	210	\$18,307	4.13	0.20	\$87.17	\$21.11	3.4%
Totals	592,447	269,999	579,174	49,593	\$3,801,993	11.95	1.02	\$76.66	\$6.42	7.1%
					Min/Max	7.17	0.61	\$107.33	\$8.98	4.3%
* Note Route 58E is subsidized by Valley Children's Hospital.										

Weekend Service Ranking - As with the weekday service, Tables F.6 and F.7 use performance standards to rank each route in the system, with routes that fall below the minimum standard ranked at the bottom.

**Table F.6: FAX Saturday Service Ranking
July 2021 - June 2022**

Route	Passengers/ Hour	Passengers/ Mile	Cost/ Hour	Cost/ Passenger	Farebox Recovery	Score	Rank
9	2	1	4	2	2	2.2	1
1	1	2	10	1	1	3.0	2
34	4	3	1	4	4	3.2	3
38	3	4	3	3	3	3.2	3
41	6	10	2	5	5	5.6	5
32	5	5	9	6	6	6.2	6
12	10	7	8	9	9	8.6	7
35	8	8	14	7	7	8.8	8
28	12	9	5	11	11	9.6	9
26	9	13	12	8	8	10.0	10
22	11	11	11	10	10	10.6	11
33	7	6	17	14	14	11.6	12
20	14	14	6	12	12	11.6	12
39	13	12	16	13	13	13.4	14
3	17	15	7	15	15	13.8	15
45	16	16	15	16	16	15.8	16
58E	18	18	13	17	17	16.6	17
58	15	17	18	18	18	17.2	18

* Note Route 58 is subsidized by Valley Children's Hospital.

**Table F.7: FAX Sunday Service Ranking
July 2021 - June 2022**

Route	Passengers/ Hour	Passengers/ Mile	Cost/ Hour	Cost/ Passenger	Farebox Recovery	Score	Rank
1	1	7	8	1	6	4.6	1
33	6	1	13	7	1	5.6	2
39	12	3	9	12	3	7.8	3
32	7	10	7	6	9	7.8	4
12	13	4	6	13	4	8.0	5
28	11	8	2	11	8	8.0	6
35	10	5	11	10	5	8.2	7
9	2	17	3	2	17	8.2	8
26	4	9	17	5	10	9.0	9
38	3	13	14	3	12	9.0	10
34	5	18	1	4	18	9.2	11
58	16	2	15	16	2	10.2	12
45	15	6	10	15	7	10.6	13
20	14	11	4	14	11	10.8	14
41	8	15	16	8	15	12.4	15
22	9	16	12	9	16	12.4	16
3	17	14	5	17	14	13.4	17
58E	18	12	18	18	13	15.8	18

* Note Route 58 is subsidized by Valley Children’s Hospital.

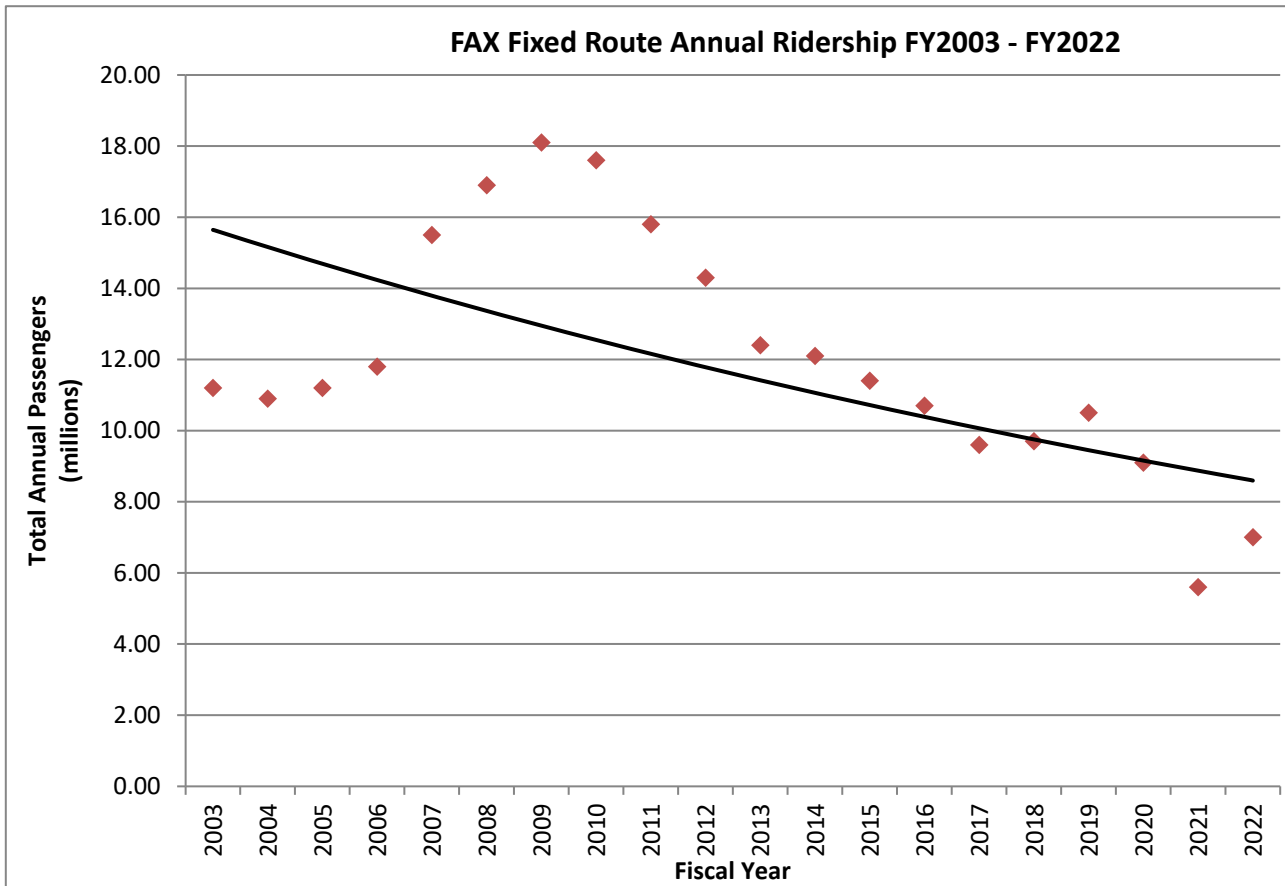
Night Service - Table F.8 below includes productivity data for FAX night service. Night service is defined as all weekday service after 7:00 p.m. Previous SRTP’s defined Night Service as starting after 6:00 p.m. Changing that is more reflective of when the service transitions from day to night. There is still significant commute travel at 6:00 p.m. Only five FAX routes provided service up to midnight, those are 1, 9, 28, 32, and 38. As with day-to-day service evaluations, individual routes are evaluated using system productivity standards. Routes not performing as required are shown in boldface type. In the case of FAX night service, routes 12, 22, 26, 32 41, and 45 are all performing outside of productivity guidelines in one or more indicators.

**Table F.8: FAX Night Service
July 2021- June 2022**

Routes	Passengers	Hours	Miles	Revenue	Operating Cost	Pass/ Hour	Pass/ Mile	Cost/ Hour	Cost/ Pass	Farebox Recovery
1	230,629	9,862	126,191	\$103,783	\$768,949	23.39	1.83	\$77.97	\$3.33	13.5%
3	13,964	2,363	26,813	\$6,284	\$180,240	5.91	0.52	\$76.28	\$12.91	3.5%
9	81,104	3,190	34,775	\$36,497	\$241,657	25.42	2.33	\$75.75	\$2.98	15.1%
12	21,892	6,279	25,077	\$9,851	\$424,917	3.49	0.87	\$67.67	\$19.41	2.3%
20	23,593	2,907	32,736	\$10,617	\$221,442	8.12	0.72	\$76.18	\$9.39	4.8%
22	28,167	1,928	25,771	\$12,675	\$151,616	14.61	1.09	\$78.64	\$5.38	8.4%
26	33,354	4,359	34,947	\$15,009	\$315,505	7.65	0.95	\$72.38	\$9.46	4.8%
28	65,049	5,222	59,088	\$29,272	\$398,119	12.46	1.10	\$76.24	\$6.12	7.4%
32	52,269	3,727	41,492	\$23,521	\$283,347	14.02	1.26	\$76.03	\$5.42	8.3%
33	9,359	719	9,275	\$4,212	\$56,149	13.02	1.01	\$78.09	\$6.00	7.5%
34	57,226	3,765	43,217	\$25,752	\$287,759	15.20	1.32	\$76.43	\$5.03	8.9%
35	39,999	3,990	47,579	\$18,000	\$307,037	10.02	0.84	\$76.95	\$7.68	5.9%
38	86,755	3,727	52,427	\$39,040	\$296,141	23.28	1.65	\$79.46	\$3.41	13.2%
39	20,719	1,680	18,879	\$9,324	\$127,928	12.33	1.10	\$76.15	\$6.17	7.3%
41	36,401	2,123	31,471	\$16,380	\$170,570	17.15	1.16	\$80.34	\$4.69	9.6%
45	16,500	2,376	29,791	\$7,425	\$184,543	6.94	0.55	\$77.67	\$11.18	4.0%
Totals	816,980	58,217	639,529	\$367,641	\$4,415,920	14.03	1.28	\$75.85	\$5.41	8.3%
					<i>Min/Max</i>	8.42	0.77	\$106.19	\$106.19	5.0%

As the table shows, FAX night service performance is lower than weekday service and is similar to weekend service performance; however, this is typical of transit systems across the country.

Figure F.10: FAX Fixed Route Annual Ridership FY 2003 – FY 2022



Annual Ridership on FAX bus routes had been steadily decreasing up until FY 2018 when FAX reported its first ridership increase since the financial crisis of 2008. It increased again in FY 2019 (7.6%) and was trending toward a double-digit increase in FY 2020 before the COVID-19 pandemic. Ridership is slowly recovering from the pandemic low in FY 2021 of 5,604,778. Overall, FAX ridership has decreased 37.7% in the 20-year period from 2003 to 2022 from 11,213,049 riders to 6,985,740 riders respectively.

Figure F.11: FAX Fixed Route Annual Operating Costs FY 2003 – FY 2022

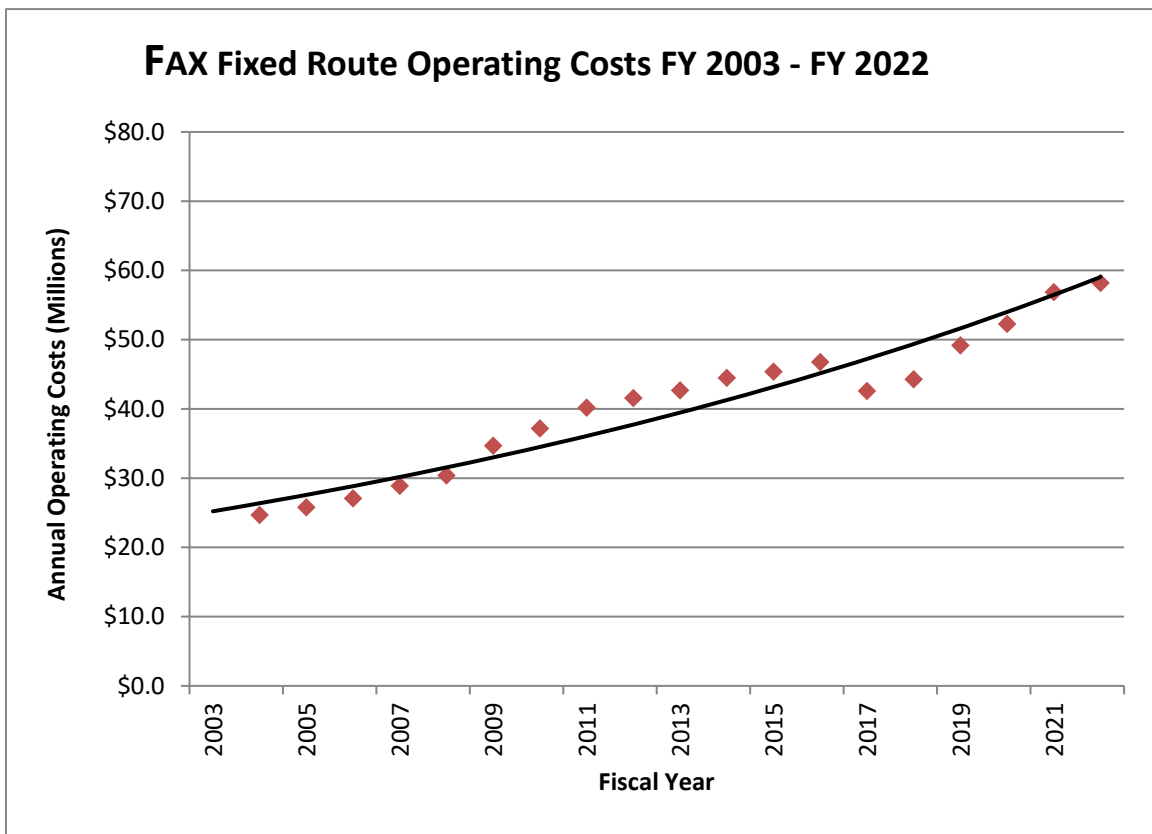


Figure F.12 illustrates how annual operating costs for the FAX system have steadily increased year after year – from \$24.7 million in FY 2003 to \$61.9 million in FY 2022.

Figure F.12: Comparison of Ridership vs Operating Costs

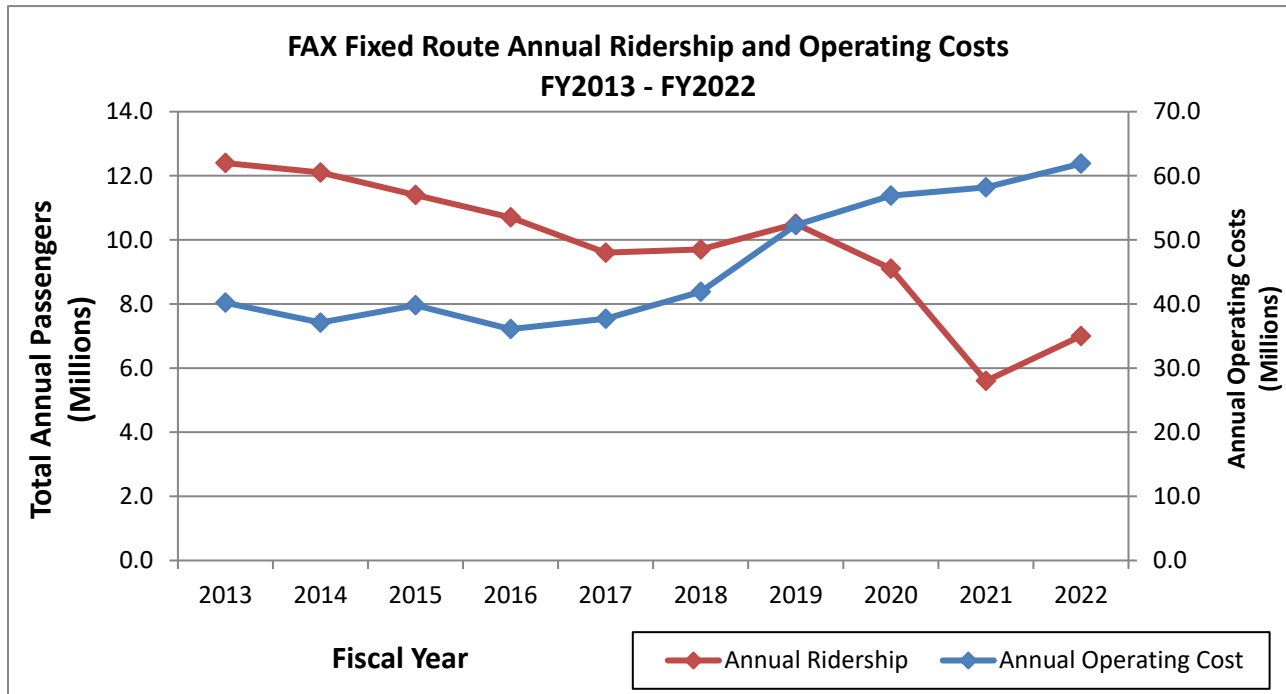


Figure F.13 illustrates that ridership continued to fall until 2017. Between 2017 and 2018, FAX invested in higher frequency service on Routes 1 (BRT), 9, and 38. There were also increases in frequency on the weekends and later weeknight service. All of these services have increased the operating budget. 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 24.5% increase in FY 2022 over the previous year. 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.

Table F.14: Handy Ride Annual Mileage and Ridership FY 2003– FY 2022

FISCAL YEAR	VEHICLE MILES	% CHANGE	TOTAL PASS.	%CHANGE	MILES/ PASS.
2003	1,011,081	16.90%	133,483	29.63%	7.6
2004	1,182,065	5.90%	169,898	27.01%	7.0
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

Findings - For this SRTP, an automated peer selection process that identifies comparable transit systems for peer analyses was used. This approach was derived by the Florida Transit Information System (www.ftis.org) and uses a variety of criteria in the selection process. Criteria include Urban Area Population, Vehicle Miles Operated, Operating Budget,

Population Density, Service Area Type, Population Growth Rate, Percent Low Income, and others. The five transit agencies selected were El Paso, TX; Albuquerque, NM; Tucson, AZ; Bakersfield, CA; and Stockton, CA. All five agencies are Federal Transit Administration (FTA) Grant Recipients, and therefore, 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. The data used in this comparison is the most recent available from NTD (FY 2021).

FAX placed well in the peer review process, with the 2nd highest passenger per hour and passengers per mile overall. In an overall ranking with the peer systems, FAX scored second in two out five categories, placed third in cost per passenger, fourth in farebox recovery, and fourth in cost per hour.

In the systems minimum/maximum standard assessment, six routes were shown to fall outside of accepted standards. These were Routes 3, 12, 20, 45, 58, and 58E. Routes 3, 12, 45, 58, and 58E, have some of the lowest ridership in the FAX network and routes 3, 20, and 45 operate at the low frequency of every 45 minutes. Route 58E is subsidized through a contract with Valley Children's Hospital, which pays the incremental cost of operation, and as such, provides service to the citizens of Fresno at no extra cost.

Conclusions - The bottom line of Table F.2 shows the total gross indicators and the system-wide performance measure. Starting with the first minimum indicator, Passengers per Service Hour, 60 percent of 14.78 is 8.87. Indicators that do not meet the system standard are shown in boldface type. Moving to Cost per Service Hour, the system-wide average is \$75.29 and 140 percent of that is \$105.40. Route indicators that exceed this maximum are shown in boldface type.

The Third indicator is Cost per Passenger. The FAX system-wide average is \$5.09, and 140 percent of that is \$7.13. As with the other indicators, those that exceed the maximum have been boldfaced. The final indicator is the farebox recovery ratio. The FAX system-wide average is 8.8 percent and 60 percent of that is 5.3 percent. Again, those indicators that do not achieve the minimum are shown in boldface type.

At this point in the analysis, it is important to note the route marked with an asterisk: Route 58E is a route that is subsidized by an outside agency. Route 58E is the service to Valley Children's Hospital (VCH) and receives incremental funding from VCH. Incremental costs are the direct costs associated with the service (such as fuel, tires, and driver wages). Incremental costs do not include overhead costs (such as FAX Administration costs, or facility costs). Revenues received from the farebox on these routes are earned in addition to incremental costs.

Appendix G: 2022 Rea and Parker Key Survey Findings

Fresno Area Express (FAX) has elected to conduct a statistically reliable customer opinion and satisfaction survey among customers of the system. The purpose of the survey is to provide current information and opinions concerning customer satisfaction, travel behavior, and rider demographics regarding the FAX system and to compare the results of this 2022 study with the results from prior studies, in particular the more recent 2014 and 2018 FAX customer satisfaction studies, and to highlight any changes that may be related to ridership effects of the COVID pandemic.

The survey was conducted through bus stop intercept, online and on-board interviews of 876 FAX passengers, which yields a margin of error of +/-3.3 percent at the 95 percent level of confidence.⁴

Rider Demographics

- The mean household size is 3.0 persons with nearly one half (49 percent) reporting either a 1-person household (27 percent) or a two-person household (22 percent). This is a notably smaller household size than in 2018 (3.5 persons per household).
- Respondents are primarily Hispanic/Latino (43 percent), White (27 percent), and Black/African American (15 percent), with White riders showing a marked increase from 2018 and Black/African American riders declining.
- Just over two-fifths of respondents (41 percent) earn an annual household income of less than \$10,000 and another 22 percent earn between \$10,000 and \$19,999 on an annual basis. The median respondent annual household income is \$13,800, which represents a considerable increase over 2018 (\$9,300), including 9 percent earning \$75,000 or more per year in contrast to only 2 percent in 2018.
- Approximately one-third of respondents (32 percent) are between 18 and 34 years of age with another 36 percent between the ages of 35 and 54. The median age of 41.3 years of age is a quantum leap over 2018, 2014 and 2011 (all approximately 33 years of age). This age increase is likely tied to a substantial decline in school-age riders during the COVID pandemic and is not necessarily reflective of a long-term effect.
- Over three-fifths (62 percent) have a high school education or less while 26 percent have a college degree or more education, again a substantial difference from 2018, 2014, and 2011, where college graduates were only 15-to 17 percent of the ridership.
- Almost one-half (48 percent) of these respondents are either employed full-time (25 percent), employed part-time (14 percent), self-employed (6 percent) or homemakers (3 percent). An additional 17 percent are students (7 percent employed and 10 percent unemployed). As

¹ Prior years' surveys had more respondents than 2022. This decline in numbers had a small impact on the margin of error, which was +/- 2.3 percent for 1,803 respondents in 2018. The 2022 survey budget constraints and reduced ridership volume that has resulted from the COVID pandemic led to an objective of 1,000 respondents; however, riders were more oriented to their cell phones and did not want to be diverted from these media to take a survey. Response rates were down from 6.5 per hour in 2018 to 2.5 per hour in 2022 owing to a smaller rider volume and this growing disinterest among riders in participating. These observations were reported by Rea & Parker's field supervisor as well as the surveyors assigned to this project. That said, a response from 876 riders can be considered exceptional, aided by supplemental online and in-person intercept surveys.

mentioned above, student usage of the bus is quite low, likely due to Fresno State University and other colleges in the Fresno area conducting in-person classes at lower levels than before the COVID pandemic at the time this survey was undertaken. For example, in Spring 2022 (the semester during which the survey was conducted), classes at Fresno State were taught in a variety of modalities, including fully online, virtual, hyflex⁵, hybrid⁶, and face-to-face.

- Among the remaining respondents, 13 percent are unemployed, 9 percent are retired, and 13 percent are disabled and unable to work. Nine percent of the respondents are active-duty military or a veteran.
- The major residential zip codes of the respondents are as follows: 93706, 93702, and 93726 (10 percent each), as they were in the prior surveys.
- One-half of respondents (50 percent) are male.
- English is the primary language spoken in the home for nearly 9 in 10 (88 percent) of respondents.

Customer Travel Characteristics

- The dominant typical trip purposes of FAX customers are work/business (32 percent) followed by errands/personal (20 percent), and shopping (16 percent). Similar patterns are found in previous survey results.
- Just under three-fifths (59 percent) of FAX customers made 5 or more trips per week. This represents a decline in riding frequency from the survey results in 2018, 2014 and 2011, when 61 percent, 66 percent, and 75 percent respectively, made 5 or more trips per week.
- FAX has both long-term bus riders as well as relatively new riders. Two fifths (40 percent) have ridden FAX for 10 years or more; on the other hand, 34 percent have ridden the system for less than 3 years. The mean length of time customers have ridden FAX is 10.2 years, which is longer than in past years (7.5 years in 2018 and 7.9 years in 2014).
- Seven in ten (70 percent) of FAX customers do not have access to a car or other vehicle. This represents a decline among FAX customers who do not have access to a vehicle. In 2018, 77 percent did not have access to a vehicle.
- Among the 30 percent who do have access to a vehicle, over one-fourth (27 percent) use FAX instead of their vehicle because they wish to save gasoline, noting that the bus is less expensive than using their vehicle. Similar results are found in previous survey periods. The 2022 survey did, however, show that environmental concerns are growing as a reason to take the bus (increasing from 1 percent in 2018 to 9 percent in 2022).

² A Hybrid-Flexible or HyFlex course is a student-centered model of class delivery that can integrate in-class instruction, online synchronous video sessions, or asynchronous content delivery.

³ Hybrid courses (also known as blended courses) replace a portion of traditional face-to-face instruction with web-based online learning (e.g., video lectures, online discussions, or activities).

- Four fifths of bus customers (80 percent) are willing to use an electronic fare payment system if such a system becomes available. This finding is consistent with the results in 2018.

Customer Satisfaction with FAX Bus Service

- Customers express substantial overall satisfaction with the FAX bus system. Four fifths (80 percent) are either very satisfied (44 percent) or satisfied (36 percent). Another 15 percent are slightly satisfied. On a scale of 1 to 6, where 1 = very satisfied and 6 = very dissatisfied, the mean
- The highest overall satisfaction with the FAX bus system is accorded to bus routes 22 (1.66), 20 (1.68), 34 (1.70), and 38 (1.71).
- Customers provide very high mean ratings for drivers' characteristics including drivers' driving skills and drivers' safety awareness (mean of 1.8 each), drivers' helpfulness and drivers' courtesy (each with a mean of 1.9). These satisfaction means represent a highly consistent level of satisfaction with the 2018 survey and a notable increase in satisfaction from the 2014 and 2011 surveys.
- Regarding time considerations, respondents are most satisfied with the hours of operation on weekdays and on-time performance (each with a mean of 2.1) and express satisfaction with time to complete their trip and frequency of buses (each with a mean of 2.2). Customers are much less satisfied with the hours of operation on weekends (mean of 2.6). It is noteworthy that these five categories of time characteristics show strong improvement in satisfaction levels over the 2011 and 2014 surveys periods. The results of the 2018 survey show similar patterns of satisfaction found in the current survey.
- Regarding bus features that revolve around the proximity of bus stops and safety considerations, customers are comfortably satisfied with accessibility for people with disabilities (mean of 1.8) and safety precautions during COVID (mean of 1.9). Customers are also satisfied with the closeness of bus stops to home and closeness of bus stops to their destination (each with a mean of 1.9), and safety on-board buses (mean of 2.0). Again, the satisfaction levels in 2018 parallel those found in the current survey, but these results depict distinct improvement in customer satisfaction over the 2014 survey results.
- Customers report particularly good levels of satisfaction with value for price paid (mean of 1.7—the highest rating accorded any of the bus characteristics in the survey), overall comfort of bus riders (mean of 1.9), and the availability of route/schedule information (mean rating of 2.0). Regarding cleanliness, customers are somewhat satisfied with the cleanliness inside the buses (mean rating of 2.3) and with the cleanliness of bus stops/stations (mean rating of 2.5). The current ratings are consistent with the 2018 results but represent a notable improvement from the 2011 and 2014 survey periods.
- Customers identify on-time performance as the most important weighted bus feature (41 percent) followed at some considerable distance by frequency of buses (17 percent). Customers accord the next level of weighted importance to time to

complete a trip (9 percent). These same bus service features were given similar levels of weighted importance in the 2014 and 2018 surveys.

- Based upon a satisfaction/importance quadrant analysis, the following bus features are the core characteristics that lead to the overall rating of the FAX bus service as very satisfactory: drivers' courtesy, drivers' helpfulness, and safety precautions relative to Covid. Potential characteristics for improvement include on-time performance, frequency of buses, time to complete a trip, safety on board buses, safety at bus stops, cleanliness inside buses, and hours of operation on weekends.
- The "report card" that was developed for prior surveys shows that FAX has been a consistent success with high customer satisfaction. The grades themselves, remain as they were in 2018; however, improvement within each grade level is found for almost all characteristics. The level of satisfaction has markedly improved between 2014 and 2011.

Customer Preferences for Receiving FAX Communications

- The preference for electronic communication systems such as the use of rider alerts, the FAX website, and MyFAXBus app has increased substantially in 2022 (55 percent). In 2018, 39 percent preferred such communication technology and in 2014 and 2011, the percentages were 25 percent and 6 percent, respectively. The preference for social media as a technology for communication doubled since the 2018 survey.
- Nearly 7 in 10 (69 percent) FAX customers use mobile apps to help plan their bus trips. Among those who use mobile apps for bus trip planning, Google Transit (50 percent) and MyFAX Bus (49 percent) are by far the most widely used apps.

Conclusion

- There is compelling evidence that FAX customers demonstrate a very high level of satisfaction with the services provided on the bus system. The level of satisfaction for all features of the bus service has improved significantly since the previous two survey periods.

Appendix H: Potential New Funding Sources

Table H.1: Potential New Revenue Sources for Fresno Transit Projects

Source	Description	Capital or Operating Expenditure Eligibility	Legal/Legislative Requirements	Voter Approvals Required	Revenue Stability	Ease of Administration and Collection	Implementation Experience
Local Sales Tax	An incremental addition to County/local sales for transportation	Both	Requires governing Board to approve a ballot measure to be submitted for voter approval	Approval by two-thirds of the electorate	Medium	High	Half Cent Sales tax measure (Measure C) in place in Fresno since 2006; most counties in California
Utility Users Tax	A tax imposed on utility services to be used for a specific or general purpose	Both	Requires governing Board to approve a ballot measure to be submitted for voter approval	Approval by two-thirds of the electorate if dedicated to specific use, such as transit	High	High	Pullman, Washington
Business Taxes (Payroll)	A local payroll tax imposed through employer withholding	Both	Requires the Board of Supervisors to approve a ballot measure to be submitted for voter approval	Majority vote of the electorate if general tax. Two-thirds approval is required if dedicated (special tax).	Medium	Medium	San Francisco
Parcel Tax	Flat tax on each parcel of real property.	Both	Requires governing Board to approve a ballot measure to be submitted for voter approval	Approval by two-thirds vote of the electorate	High	High	Cities and counties throughout California; AC Transit in Alameda and Contra Costa Counties
Employer-Sponsored Transit	Employers participate financially in the transit service serving their business.	Both	None	None	Low	Low	San Mateo, San Francisco, and Alameda Counties

Source	Description	Capital or Operating Expenditure Eligibility	Legal/ Legislative Requirements	Voter Approvals Required	Revenue Stability	Ease of Administration and Collection	Implementation Experience
Local Gas Tax	A tax imposed on each gallon of gas sold in the local community	Both	Governing Board must approve the ballot initiative.	Two-thirds vote of the electorate.	Low	Medium	None known
Regional Gas Tax	A tax imposed on each gallon of gas sold in the region	Both	Governing Boards of any communities in the region affected must approve the ballot initiative	Approval by two-thirds of the region's electorate	Medium	Medium	None known
Parking Fees and Surcharges	Local government-imposed fee or surcharge on on-street and garage parking, usually metered	Both	Governing Board approval	None	Medium	High	In most California cities, revenue dedicated to transit in San Francisco
Transient Occupancy (Hotel) Tax	A tax imposed on hotel users by local government	Both	Governing Board approval	None	Low	High	Most California cities, including Fresno
Vehicle Miles Travelled Tax/Fee (VMT)	Tax/fee on automobile miles traveled	Both	Likely to require state enabling legislation and Governing Board approval.	Two-thirds vote of the electorate.	Medium	Low	Oregon pilot project
Development Impact Fee	One-time fee charged on new development.	Capital	State law requires demonstration of a direct nexus between the fee charges and the impact improvements funded. Approval by	None	Low	Low	Cities and counties throughout California. Only San Francisco specific to transit.

Source	Description	Capital or Operating Expenditure Eligibility	Legal/ Legislative Requirements	Voter Approvals Required	Revenue Stability	Ease of Administration and Collection	Implementation Experience
Benefit Assessment Districts	An assessment of properties within a defined area; the assessment is related to the amount of benefit that the property receives.	Both	governing Board required. Local government to determine funding needs and establish boundaries.	Property owners within the district must approve. A majority of the weighted ballots exceed the weighted ballots opposing the creation of the district.	Low	Medium	Cities and counties throughout California. Los Angeles is specific to transit.
Mello-Roos Community Facilities District	Tax on properties within a defined area to fund public improvements within that district.	Capital	Local government establishes boundaries and sets rate.	Two-thirds majority vote of property owners within the proposed boundaries of the district.	Low	Medium	Cities and counties throughout California
Business Improvement Districts (BID)	Assessment district in which business owners choose to be assessed a fee, which is collected on their behalf by the City, for use in improving the business in the area	Both	Governing Board approves the creation of the district	A majority of business owners may protest the formation of the BID.	Low	Medium	Cities and counties throughout California. Emeryville is specific to transit.

