

FY2024-25 FCOG UNMET TRANSIT NEEDS ASSESSMENT COMMENTS RECEIVED, DRAFT V1.0 FOR DISCUSSION AT APRIL 2024 SSTAC MEETING, APRIL 23, 2024

RESPONSIBLE PARTY	COMMENT	COMMENT	UNMET TRANSIT NEED? (Yes, No, N/A)	REASONABLE TO MEET (Yes, No)	PREVIOUSLY RECORDED PROJECT (Yes, No)
FAX	<p>I'm happy to share information with our local tribal community via email. Please add my contact information to your distribution list.</p> <p>I've received a hard copy letter with information I'd like to share. Please send me the information via email for ease of use.</p> <p>Thank you,</p> <p>Jane</p> <p>[Forest Service Shield] Jane Allen, M.A. Tribal Relations Program Manager Forest Service Sierra National Forest c: 559-552-3731 f: 559-294-4809 jane.allen@usda.gov 1600 Tollhouse Rd. Clovis, CA 93611-0532 www.fs.usda.gov [USDA Logo] [Forest Service Twitter] [USDA Facebook] Caring for the land and serving people</p>	Thank you for sharing your information.	No	N/A	No
FAX	<p>Outreach for younger people that has disabilities to be added to getting help with Lyft or Urber transporting with a Discount in Fresno County. This is very much needed!!Thank you</p>	Thank you for this comment. While this is not an Unmet Transit Needs comment it should be noted that FAX also offers paratransit service for eligible persons with disabilities who can't functionally use the fixed-route transit system. Please call (559) 621-7433 with questions or to inquire about eligibility.	No	N/A	No

FCRTA	<p>Question...I am interested in having adequate transportation from the Traver area (Tulare Co.) to Reedley College or perhaps Fresno City College if or when needed. Is there such transport available if needed?</p> <p>George Nord gnord3@gmail.com 5593076240. Text or call</p>	<p>Tulare County transit services are operated by the Tulare County Regional Transit Agency (TCRTA). The Dinuba Connection route provides service from Tulare County to Reedley College, their phone number for more information is (559) 372-2290. The V-line provides service from Visalia to Fresno, and a connection can be made to FAX to Fresno City College. V-line phone number for more information is 1-877-404-6473. There is also the College of the Sequoias located in Visalia which might be closer and a more direct transit service might be available.</p>			Yes
FAX	<p>There are few places that I cannot get to on the FAX system. It would be helpful if the buses could adhere to the schedules though.</p>	<p>Thank you for your comment. We appreciate your feedback. In terms of coverage, we are constantly expanding our routes to reach more places, as our budget allows. We place great importance on adhering to schedules and strive to maintain a high level of on-time performance (OTP). This is a key performance indicator that we continuously measure and work towards improving.</p>	No	N/A	Yes
FCRTA	<p>HURON- I would like children to be able to ride without their parent. Many families want to use it for safety, but a couple of years ago it changed and kids could not ride alone. This is a critical service for the Huron community.</p>	<p>The policy for children to ride without an adult has not changed, to reserve a ride on the Huron transit the phone number is 1-855-612-5184.</p>	No	N/A	No
FAX	<p>YARTS buses to Yosemite! Should be a collaboration between City, County, FrCOG, Chukchansi Casino, and FCRTA.</p>	<p>Not an Unmet Needs comment. Information about the YARTS service to Yosemite is available on YARTS.com.</p>	No	N/A	No
FAX	<p>The cross streets where my mom lives, McKinley and Blythe, there isn't bus i can take to get to her house. I live in the 93706 zip code close to Fink White park. But, regardless from where I took the bus from, there just is not a bus that would get me even a 15 min or a 30min, or even a 1hr walking distance. If I walked from my house to my moms house, it would take me over 2 hours to get there. I got this survey in my email and I'm glad i chose to click on it. Usually I would overlook this type of email since it doesn't look like anything important nor did it stand out. But, I hope the FAX bus system would expand its routes to allow access by public transportation to areas that arent currently included in the FAX bus routes so that people, like myself, would be able to get to areas that are out of reach by FAX at this time.</p>	<p>Currently, the development in the McKinley and Blythe area has not created the densities needed for additional transit service. The closest access you have to that area is by taking Route 28 with a transfer to Routes 35 or 39, which will take you to Clinton and Brawley.</p>	Yes	No	No

FAX	South Elm Street up to 9919 , Fresno, CA. Families need to go out that far to visit Family members in Care. Marks and McKinley need a Bus to go all the way down on both sides.It us hard for people with no cars to buy Groceries & other necessities.	Elm Avenue is serviced by Route 34 from Jensen Avenue to Downtown Fresno and north on First Street to north Fresno. -Due to the dispersed and predominantly low-density development west of Highway 99, establishing efficient fixed-route transit services presents challenges.	Yes	No	No
FAX	Tarpey Village (around Clovis and Ashlan Avenues) has no direct bus service to the airport. The FAX busses stop at Shields and Clovis Avenues, which is too far to walk to the airport. There are a lot of people with jobs near the airport, including me. There are hotels, fast food, and other jobs next to the airport. There needs to be public transportation available from Clovis and Ashlan avenues to the airport.	There is currently no direct service to the Airport from Clovis/Ashlan. However, it can be accessed by taking Route 45, which has a bus stop at Clovis/Ashlan. From there, passengers can transfer to Route 38 at Ashlan/Cedar, and then make another transfer to Route 39 at Clinton/Cedar or Route 41 at Shields/Cedar to reach the airport.	Yes	No	No
FCRTA	Coalinga, Huron, Parlier, Reedley, Kingsburg. There may be individual companies, but the timing is not consistent. For a good idea of how to serve a region, take a look at the transit system in the Denver, Colorado area.	FCRTA provides public transit service to the rural areas in Fresno County which includes fixed route and demand response services. The demand response service is provided on a reservation basis by calling 1-855-612-5184.	No		Yes
FAX	While I can access most locations, sometimes it takes 2 hours to travel or make connections, to travel a distance of 5 miles!	Thank you for this comment. While this is not an Unmet Transit Needs comment, FAX's goal is to deploy our resources as efficiently as possible, to best meet the transportation needs of as many members of the community as we can reach. Your comment has been noted.	No	N/A	Yes
FAX	While I can access several locations, it may take more than 2 hours to make the connections. To some out of town locations, perhaps 2 to 4 hours, just one way.	Thank you for this comment. While this is not an Unmet Transit Needs comment, FAX can only provide transit service within the City of Fresno. It is challenging to coordinate schedules between multiple transit agencies for inter-community transit service. Your comment has been noted.	No	N/A	Yes
CLOVIS AND FAX	We need bus stops along Willow between Alluvial and Behymer, currently there are none. There should be at least a bus stop heading north and south on Willow at Shepherd. The NWC and NEC of the intersection currently has bus bay. This area is growing with residences and businesses. The Habit Hamburger is being built right now.	Route 3 is the newest route in the FAX system. At the current time, the infrastructure along Willow Avenue lacks sidewalks for the safe path of travel. In August 2023, FAX began running buses on Route 3 every 30 minutes and established a new stop at Willow and Behymer.	Yes	No	Yes

FCRTA	<p>Why do I need a reason to where I'm headed? What if I just want to participate in anything that's happening in those areas? If it's to Reedley, I'm usually headed to the quilting center. Or maybe I want to go to Simonian's at Jensen and Clovis for fresh produce.</p> <p>Then, if transit was really smart during the summer, they would have buses to pick up people from Fashion Fair or Sierra Vista and head to Wild Waters. Charge \$10 for a round trip, and parents would be happy to have someone else do the driving.</p>	<p>FCRTA provides public transit service to the rural areas in Fresno County which includes fixed route and demand response services. The Reedley transit demand response service is provided on a reservation basis by calling 1-855-612-5184. The Orange Cove inter-city service is a fixed route which stops in Reedley and provides service into Fresno.</p>	No	N/A	No
All	<p>we need express services in the morning and express services in the afternoon. weekend services to help us do grocery shopping by public transit if needed</p>	<p>Insufficient information. As transit agencies, our goal is to deploy our resources as efficiently as possible, to best meet the transit needs of as many members of the communities we serve as we can. Your comment has been noted.</p>	No	N/A	N/A
FAX and Clovis	<p>I drive past several bus stops regularly, and it's disheartening to see so many without basic amenities like benches or overhead coverings. It's especially concerning when we live in a city with inclement heat and rain and we have elderly, disabled individuals, or children waiting without any place to sit or shelter from the elements. Having comfortable seating and covered areas should be standard at every bus stop to ensure the comfort and safety of those using public transportation. Additionally, incorporating amenities like WiFi services and outlets would greatly enhance the experience for commuters.</p> <p>We need to advocate more vigorously for better facilities and services for public transportation users. It's also crucial to provide clear information and accessibility options for students attending both FUSD and CUSD schools. Currently, the lack of clarity can be confusing for new riders and may deter them from utilizing public transportation.</p> <p>Also, there's a pressing need for improved communication and solutions for junior high and high school bus riders. For instance, I live 2.5 miles away from my daughter's school, which is too far for her to walk, yet she doesn't qualify for the school bus service because it falls just outside the 2-mile criteria. This arbitrary rule doesn't make sense and leaves many families in challenging situations. We need a fairer and more logical approach to ensure all students have access to safe and reliable transportation to school.</p> <p>I understand the concern may be the homeless population utilizing the amenities. However, if a bus stop becomes the best option for someone to find shelter at night, that's a sad reflection of our society's broader issues with homelessness. While it's true that providing amenities like benches and covered areas may attract individuals seeking shelter, it's essential to recognize that this problem shouldn't be the reason we withhold basic comforts from those utilizing public transportation. Moreover, having such amenities can also make a spot more noticeable for police officers, which could potentially address safety concerns and provide</p>	<p>Thank you for your comment. Your comments do not meet the definition of an unmet transit need. However, we will forward them to the appropriate transit agency(ies). FAX works closely with most area school districts to ensure that students have all the resources they need to use public transportation. Fresno Unified School District and other districts offer subsidized FAX passes to their students, free of charge. For those students who don't have access to subsidized bus passes, FAX offers discounted pricing with a valid school ID. FAX is in the process of developing formal design standards for bus stops and amenities across the system. Our goal is to design the optimal bus stop and amenities that meet the needs of transit riders while being financially feasible, enabling us to maximize the benefits for transit riders as a result of our investments.</p>		No	Yes

FAX	Bus stops need to be more visible, lighting, security measures	Thank you for your comment. This comment does not meet the definition of an unmet transit needs. Over the last couple of years, FAX has completed various projects to improve the safety, accessibility, and security of bus stops. In 2020 and 2021, FAX installed solar lighting at over 200 bus stops. In 2022 and 2023, FAX made extensive renovations to improve accessibility at 63 high-traffic bus stops in Fresno. FAX is in the process of developing formal design standards for bus stops and amenities across the system. Our goal is to design the optimal bus stop and amenities that meet the needs of transit riders while being financially feasible, enabling us to maximize the benefits for transit riders as a result of our investments.	No	N/A	Yes
FAX	Safety concerns for passengers both on the bus and at the bus stops.	Thank you for your comment. Your comment does not meet the definition of an unmet transit need. FAX will be conducting a transit passenger satisfaction survey, with an emphasis on passenger safety concerns. This process will enable us to better understand the safety-related issues and concerns our transit riders have. The results of this survey will provide us with priorities to better address the safety of transit riders.	No	N/A	Yes
FAX	Fresno necesita invertir mas fondos equitativos para las comunidades vulnerables y ser mas justos / Fresno needs to invest more equitable funds for vulnerable communities and be more fair.	Thank you for your comment. Your comment does not meet the need of an unmet transit need. As a transit agency receiving federal funding, FAX updates its Title VI Program every three years. The program is designed to prevent discrimination based on race, color, or national origin. Activities making up the program are designed to promote an inclusive and equitable transportation system that meets the needs of all community members, regardless of their background. These protections are also applied to communities housing a disproportionately large number of low-income, disabled, elderly, and minority populations.	No	N/A	No

FCOG	Help to fund YARTS service on a yearly basis!	YARTS bus service to Yosemite is currently operational. For more information about YARTS bus service, please visit YARTS.com.	No	No	Yes
FAX	Given the lack of population density in some areas of town, it might make more sense to create Class IV (protected) bike lanes so more people feel safe using electric bikes (i.e., For mass transit to work economically, you need population density. Given Fresno's sprawl, mass transit may not be a viable option in some areas. In those areas, perhaps a more efficient use of tax dollars would be to expand protected bike lanes for those who can use bikes/e-bikes to meet their transit needs and Handy Ride/FCRTA for those who can't...)	Not an unmet transit need. However, Fresno's Department of Public Works is working to implement our Complete Streets Policy, as funding allows.	No	N/A	No
ALL	service and timely pick ups and drop offs are needed	Insufficient information.	No	N/A	No
CLOVIS	Had Clovis or Fresno public transportation had a bus route that ran Eastbound on Herndon between Willow and Clovis Avenue it would have made it possible for me to get to work on time without having to be up and out of the door walking to and waiting for the bus before 6am when it was still dark out. Anytime I would attempt this, the sun was not out so it would be dark still and there were sketchy individuals roaming the streets that I would have to pass in order to get to the bus stop. Needless to say, I never felt safe walking to the bus stop around my home during that early hour. Not only that, but the bus is not always on time, sometimes the bus would get to a stop too early and not even wait at the bus stop until the actual time the bus guide states the bus would depart. That would cause me to be out waiting at the bus stop even longer until the next bus came by.	Service East of Willow on Herndon is within the jurisdiction of Clovis Transit. Clovis Transit is in the final stage of a route redesign project. The new routes are planned to be in service early in 2025. One route does provide service on Herndon between Willow and Clovis Avenue. The new routes are posted on our website, www.clovistransit.com	No	No	No
FAX	I've used the bus system where there isnt access to seating at the stop. Many older folks would definitely benefit from somewhere to sit waiting for the bus. If we could incorporate seating. Im sure it would definitely be used, and appreciated.	Thank you for your comment. Bus stop amenities are not an unmet transit need. We are aware of this need and are looking at ways to address it as best as possible with the funding available.	No	No	Yes
FCRTA	Es de gran necesidad tener un transporte en nuestra área ya que no contamos con ninguno / It is very necessary to have transportation in our area since we do not have any.	FCRTA provides public transit service to the rural areas in Fresno County which includes fixed route and demand response services. The demand response service is provided on a reservation basis by calling 1-855-612-5184.	No	No	Yes
FCRTA	Nos gustaría que trajeran transportación a cantua creek / We would like you to bring transportation to Cantua Creek	FCRTA currently provides a demand response service in Cantua Creek The demand response service is provided on a reservation basis by calling 1-855-612-5184.	No	No	Yes
FAX	biggest problem is buses keeping their schedule by even showing up. I've waited 1 1/2 hours for bus 38. add to that I'm in a wheelchair of course both seats were taken seats were taken when one finally showed up. I didn't make my dr appointment. But as of al late all bus lines I've used service has declined significantly. I'm glad I don't have to count on this to get me to work on time. Lack of reliability makes it good for sight seeing,	Thank you for your comment. This is not an unmet transit need. However, we will forward your comment to the appropriate transit agency. If you are medically-approved to use a wheelchair, you may qualify to use FAX's paratransit service, Handyride. Please call (559) 621-7433 for more information.	N/A	No	Yes

FAX	MAKE THE DRIVERS WAIT FOR CROSSING BUSES AT OBVIOUS TRANSFER POINTS. THIS IS BY FAR THE BIGGEST PROBLEM WITH TRYING TO TAKE FAX BUSES. THIS IS A MATTER OF A FEW SECONDS SOMETIMES. IT MAKES ME SICK TO WATCH THESE DRIVERS TAKE OFF WHILE SOMEONE IS RUNNING FROM ONE BUS TO ANOTHER. I SEE IT ALL THE TIME.	Thank you for your comment. This is not an unmet transit need. Drivers must adhere to a schedule that are defined by 'time points'. Stopping a bus once it is in motion from a stop is a public safety issue.	No	No	Yes
FAX	I have mobility issues and it is very difficult for me to walk far. The bus stops are far away from each other and I am limited because of my mobility issues. I have had to take Uber to get to my destinations which is a financial	Thank you for your comment. The adopted distance between bus stops within the FAX network is a 1/4 of a mile. The only exception is Route 1, BRT with spacing between stops every 1/2 mile to provide shorter travel times.	No	No	Yes
	Pick ups more often. Every 15 min on all lines. Intersecting lines with better meet up timing	Insufficient information.	N/A	N/A	No
ALL	For an area with the population size of Fresno County, these are some of the worst transit systems. We can't use a credit card to purchase fares, transferring from one line to another requires a lot of work trying to figure out if they connect, they're not reliable (even first thing in the morning). I love working off of the 34 route because it's every 20 minutes, and even if I miss one bus, I know that another will be arriving shortly.	Thank you for your comment. This is not an unmet transit need. FAX has an open RFP for a qualified vendor or vendors to deploy a mobile fare payment and transit trip planner app that would support using a credit card to purchase fares.	No	No	Yes
FCOG	Consider coordinating transit services with nearby Counties. For example, the bus to and from Visalia could stop at Kingsburg. Currently, it would probably take all day to travel from Kingsburg to Visalia, 25 miles apart, using public transportation (stage coaches did better than that). Coordinating the two agencies would be similar to that between the City of Fresno's FAX and Clovis Transit.	V-Line offers service between Visalia and Fresno State six times a day, seven days a week, per the Vline website.	No	No	Yes
FAX	Yes I do why isn't there covered shade in front of Glen Agnes's bus stops over on fruit Avenue	Thank you for your comment. There is a FAX Shelter at the corner of Fruit and Floradora, on the SE corner of the Glen Agnes property.	No	No	No

FAX	<p>None of this involves active travelers such as pedestrians or bicyclists. I'd love to be able to get my ebike on a bus, but can't do that. I'd love it if the sidewalk/multi use path on Herndon between Cedar and Maple didn't feel like a mountain bike trail (seriously, just painting warning stripes doesn't fix the issues).</p> <p>I'd love it if businesses were required to put in bike parking in a way that is actually usable (too often they're put just a foot from a building, meaning you either have to take the entire rack or just lock your front tire).</p> <p>Tree and bush trimming along Palm just south of Herndon to keep the "bike lane" clear would be great. Since those lanes are basically just gutters (which have had a lot of water this year), keeping them as clear as possible makes it safer to ride AND to drive -- since no one will have to dart into the car lane when the bike lane is unsafe.</p> <p>Fining people who regularly park in the bike lane would be great (Gettysburg, especially around First constantly has cars or trailers taking up at least part of the bike lane).</p> <p>I very much appreciate the work on some of the bike lanes either put in or improved over the past year.</p>	<p>Thank you for your comment. This is not an unmet transit need. However, it will be forwarded to the appropriate department. Regarding bus lanes, Fresno's Department of Public Works is working to implement our Complete Streets Policy, as funding allows.</p>	N/A	N/A	No
FCRTA	<p>For Cantua Creek, residents would like sidewalks and a fence through the Safe Routes to School program. El Porvenir would like a crosswalk for the community and transit service two days a week. Both the communities of Lenare and Tombstone would like signage and bike lanes.</p>	<p>The items you bring up are infrastructure projects that do not qualify as "public transportation or specialized transportation services," per resolution 90-15. They can only be undertaken by the local governments having jurisdiction to perform those public infrastructure improvements. These projects have been noted and forwarded to the appropriate agencies. Regarding bus service to El Porvenir, transit service is already provided by FCRTA 5 days a week to El Porvenir residents with advance reservations via an 800-number.</p>	N/A	No	Yes