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

2026 – 2030

Adopted
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1.1.0 Purpose of SRTP

The Fiscal Year (FY) 2026 - 2030 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 1,017,162 people and represents the fifth largest region in the state of California. Approximately 71.4% 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 11.6% to 1.125 million people by 2050.

Most of Fresno County's travel market has its origins and destinations in metropolitan Fresno. 67.1% of City of Fresno residents work in Fresno County and 32.9% commute to destinations outside the county. Of the total commute trips in Fresno County, 74.7% are via single occupant automobile, 11.6% are by carpool, 0.9% are by transit, 1.6% are through other means including school transportation, taxicab, motorcycles and 1.9% 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. According to the 2023 ACS 5-year estimates, 9.5% of the population worked from home.

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. Since FY 2022 , public transit ridership in Fresno County has been steadily increasing. Ridership countywide is approximately 90% 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 cleaning/sanitizing procedures on vehicles, keeping hand sanitizer dispensers on every bus, and physical driver barriers inside the vehicles.

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 2024, passengers per hour increased by 10.9%, the farebox recovery ratio improved by 8.45%, and costs per hour increased by 6.6%.

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 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 transportation 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, Cedar, and First 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

[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.

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 County’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 over 9.6 million annual boardings and an FY 2024 projected operating budget of approximately $68.5 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 three HFN routes that operate every 15 minutes from approximately 6:00am to 6:00pm (weekdays) on Shaw Avenue (Route 9) Cedar Avenue (Route 38) and First Street (Route 34). Routes 34 and 34 provide highe frequency service to the Central Business District in downtown Fresno.

Service frequencies vary from 10 minutes to 30 minutes with the exception of Route 58, serving northeast Fresno and Valley Children's Hospital at 60 minute frequency. The Valley Children's Hospital service is funded by the hospital. With the exception of the HFN service, 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 45 (Ashlan Avenue): In August 2023, FAX implemented a service change to Route 45 that extended service to Justin Garza High School.

Route 34 (First Street): Also in August 2023, FAX extended Route 34 (First Street) to the North Pointe Business Park in south central Fresno. This business park is a major job generator with large distribution operations including Amazon, Ulta, and FedEx to name a few.

Frequency Improvements: The follow routes had improvents to their frequencies.

- Route 3: From 45 minutes to 30 minutes
- Route 20: From 45 minutes to 30 minutes
- Route 34: From 20 minutes to 15 minutes
- Route 45: From 45 minutes to 30 minutes

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. As of August 2023, Wi-Fi is available on all FAX buses.

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. With the sunsetting of the Kaiser grant funds, FAX has elected to continue offering the free fares for the Reduced Fare eligible riders.

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 with a valid student ID card.

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 provided approximately over 176,000 passenger trips in FY 2024 at a cost of approximately $5 million. 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 faceddisproportionate transportation burdens.

- **Goal 2: VIBRANT COMMUNITIESTHAT 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 healthand mobility, especially in historically underinvested areas.
  - Encourage sustainable development that focues 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.
  - Incentivze and support efforts to improve air quality and minimize pollutants from transportation.

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

  Policies:

  - Prioritize investment in an 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.
  - Maximaize 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.

Standard 3: Identify additional funding opportunities, including State, Federal, and Local sources

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 and clean 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
	Farebox Recovery Ratio

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 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.

The Operations Division is responsible for managing the day-to-day operations of transit service, including driver training. In FY25, FAX vehicle operations will consist of 335 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 194 drivers. Saturday service requires 119 drivers and Sunday service requires 116 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.

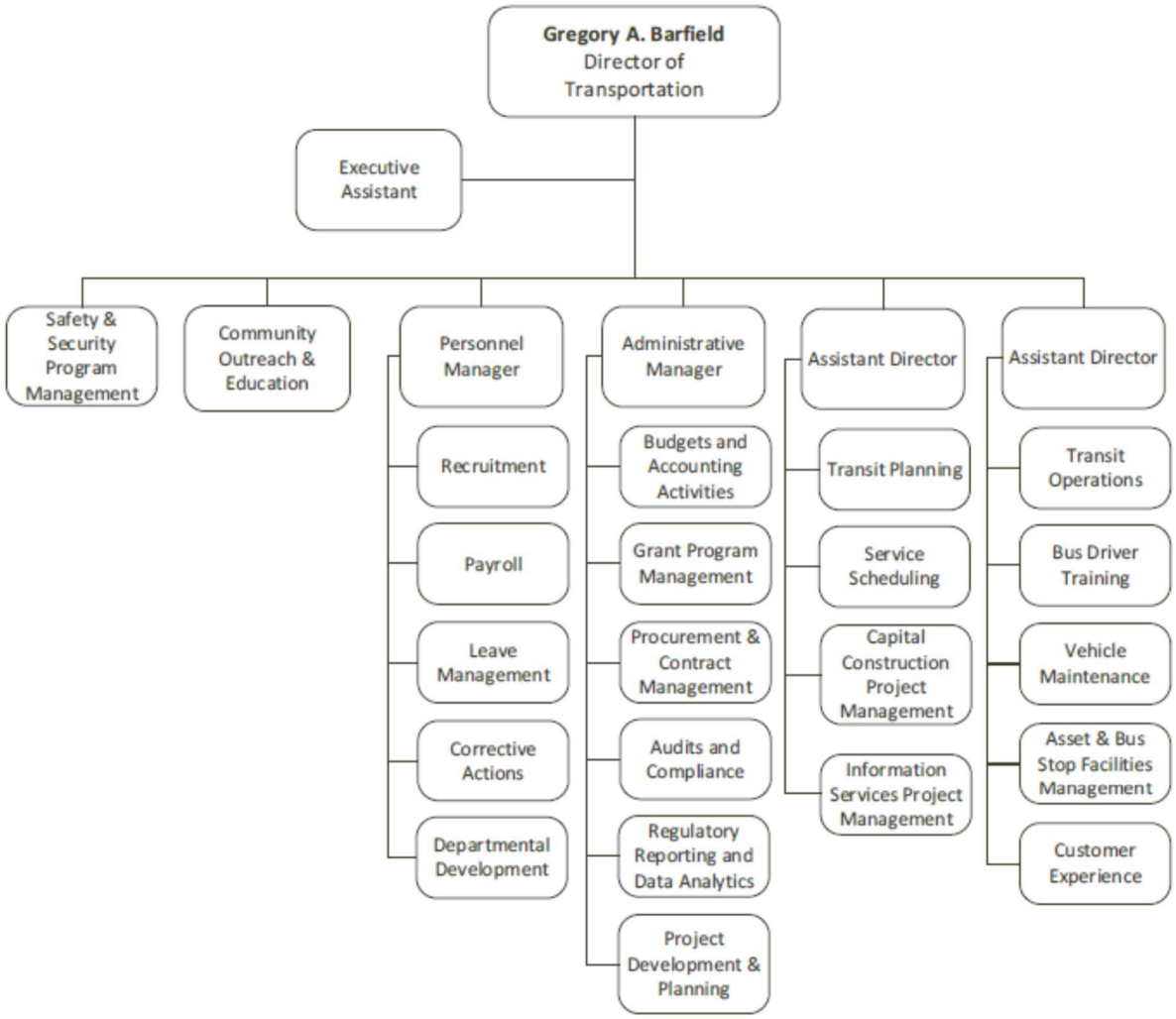
The Customer Experience (CX) Division is responsible for the two FAX customer service centers: Manchester Transit Center (MTC) and Handy Ride (FAX's demand-response paratransit service). The CX Division is a front-line team that interacts with Fresno residents and visitors every weekday in multiple ways, including over the phone, in person, and through electronic communication. Each month, in addition to a high volume of phone calls and in-person interactions, the team processes an average of 105 complaints and compliments, $21,000 in financial transactions, handles and logs more than 300 Lost & Found items, and processes 120 paratransit eligibility applications. While CX isn't a large team, they make a difference for FAX customers daily, helping them understand the transit system and get where they need to go.

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

The FAX staff responsible for Capital and Innovative Projects and for Information Services, report directly to one of the two Assistant Directors. The Capital responsibilities include capital improvements to bus stops, transit centers, and the FAX Maintenance Yard, as well as information systems (IS) projects; ADA compliance; other capital projects; and maintaining bus stops and shelters.

The Information Services group are responsible for the maintenance of FAX-specific software, computers, vehicle technology, and physical backend systems.

Exhibit 1.1: FAX Organizational Chart



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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, 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 Cesar Chavez/Kings Canyon from downtown to Clovis Avenue. In addition to the BRT, FAX operates 15-minute frequencies on Routes 9 (Shaw Avenue), 34 (First Street), 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 island 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 ¾ 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 545,683 people lived within one-half mile of a FAX route. Of those, approximately 64,725 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 - Known today as CalVans, a Joint Powers Agency, California Vanpool Authority formed CalVans in 2011 and has grown to include hundreds of vanpools tailored to meet the needs of not only government employees, but student populations and mega commuters.The statewide transit agency is at the forefront of this pioneering vanpool effort with about 736 vanpools serving 357 cities in 41 different counties. The CalVans vanpool program provides a high-quality, low-cost travel option for rural-to-rural commuters including farmworkers, prison workers, and teachers.

In October of 2023, CalVans acquired 393 Ford eTransit electric passenger vans to further provide disadvantaged communities an efficient and reliable means of getting to and from work. In collaboration with the Affordable Housing and Sustainable Communities (AHSC) projects, CalVans will provide key housing projects all electric transit vehicles to serve the Affordable Housing Community residents and their surrounding community with safe, telematics-driven, clean transportation while removing vehicles from California roadways.

Figure 2.1: FAX Route Map

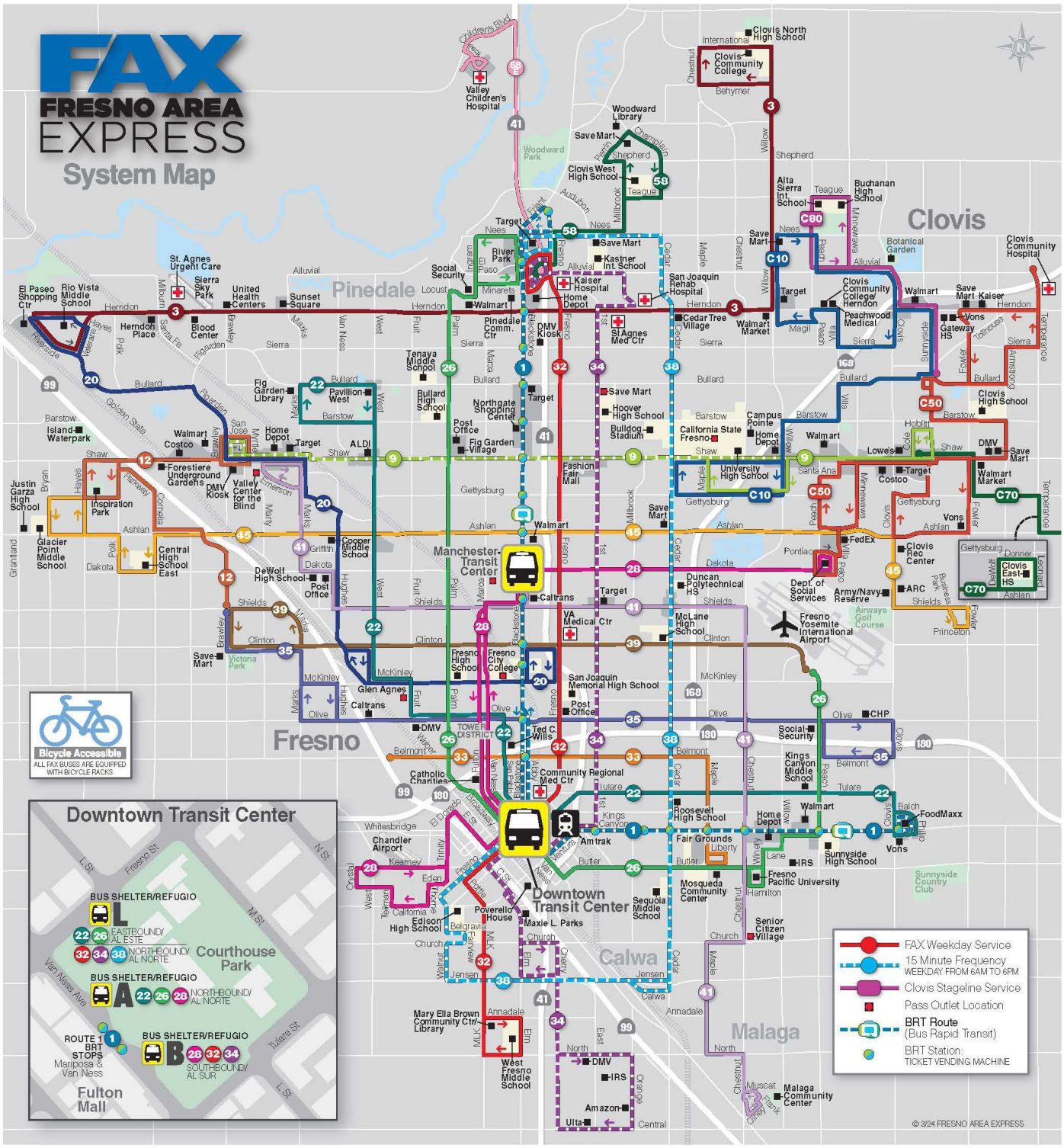

Figure 2.2 Handy Ride Service Area

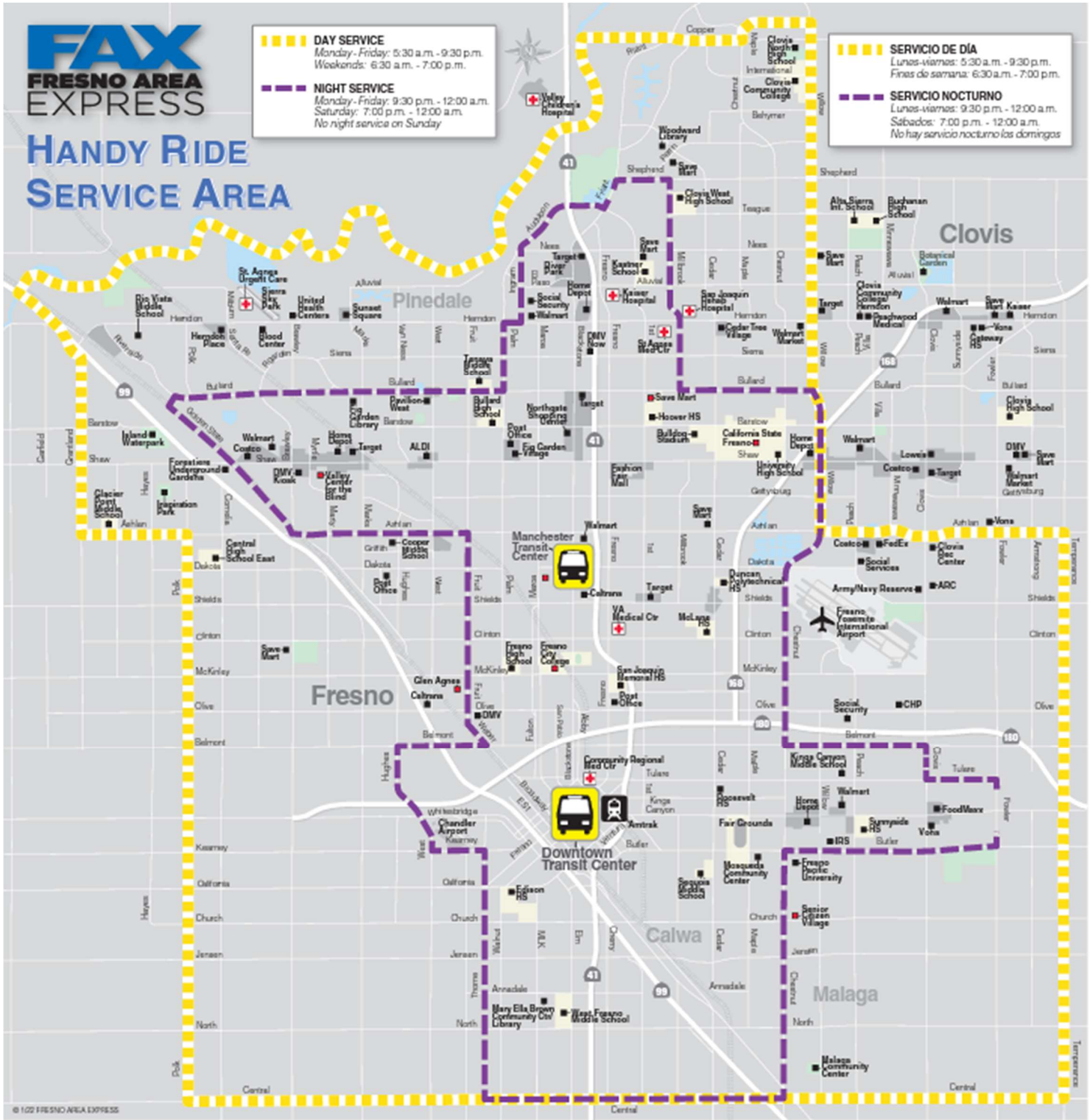

Figure 2.3: FAX Service Area Map – 1/2 Mile Catchment Area from Existing Routes

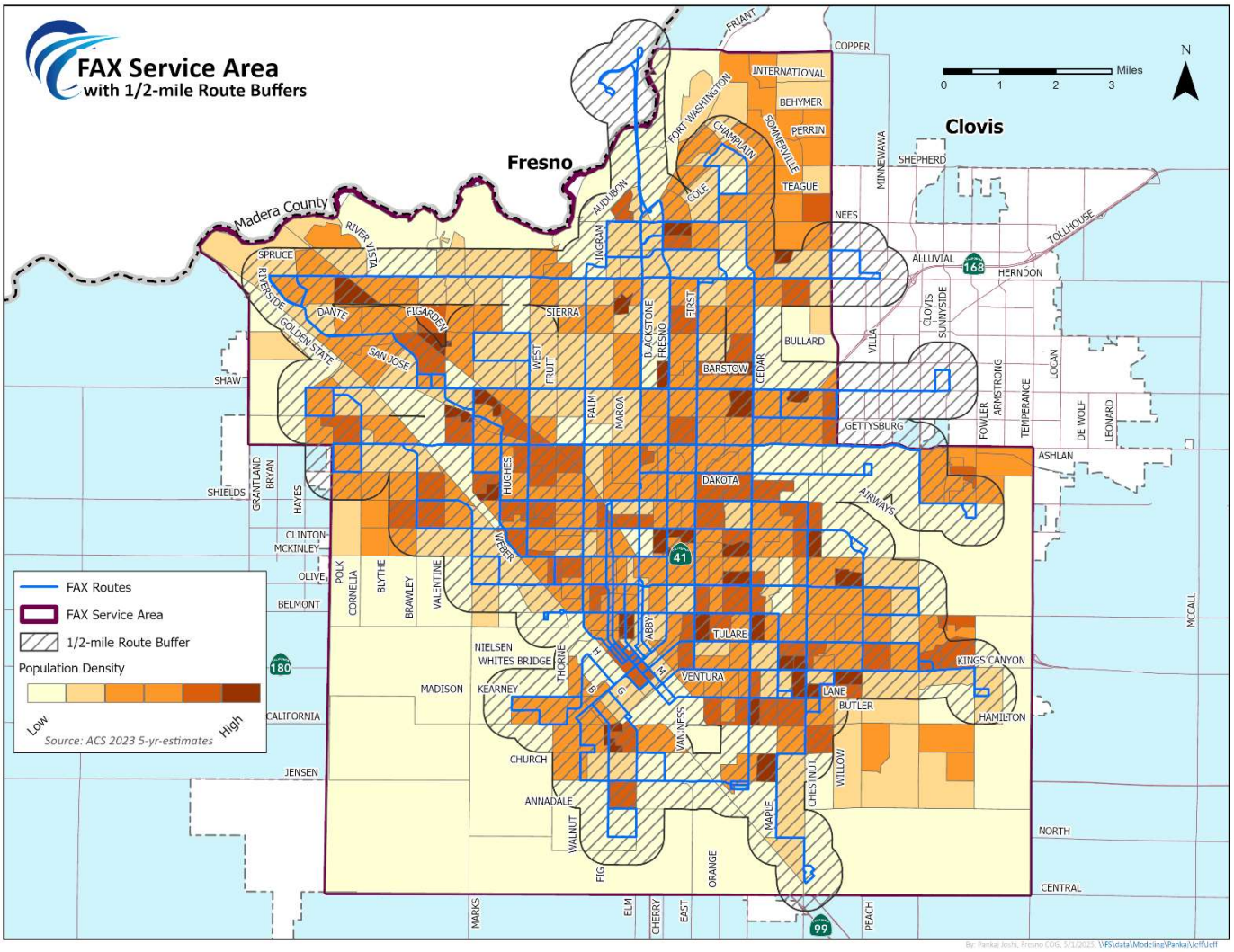

Table 2.2 Service Providers in the FCMA in 2025

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
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 138 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) regulation[2] 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
12	Gillig	CNG	2024	40’ Low Floor-Ramp
2	New Flyer	FCEB	2024	40’ Fuel Cell Electric Bus
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
11	Gillig	CNG	2012	30’ Low Floor-Ramp
1	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
3	New Flyer	CNG	2005	40’ Low Floor-Ramp
138	**Total Active Fleet**			

Handy Ride - Handy Ride's fleet is composed of 50 wheelchair lift-equipped mini-buses and 5 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 2024, FAX’s annual operating cost for paratransit services was $8.6 million. Handy Ride provided 154,181 paratransit trips during this period. Ridership was up 10.5% from the previous year but is still only at 70% 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 138 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 2024, FAX fixed-route bus service levels required approximately 154,254 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 polices 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 fifty vans and five 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.

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 being 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 was 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. In July 2022, through a grant from Kaiser Hospitals, all passengers that qualified for Reduced Fraes, were allowed to ride for free. After this subsidy ended, FAX kept the free fares for the Reduced Fare riders. 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 and since July 2022, have been free.

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 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, FAX makes its real time transit information available to 3rd parties such as Moovit and Google Transit, through the General Transit Feed Specifications (GTFS-RT).

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".

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 138 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 purchased its first 2 hydrogen fuel cell electric buses in 2024, further increasing our zero-emission vehicles in accordance with our Innovative Clean Transit (ICT) plan.

Chapter 3: Transit Service Improvement Program

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 of 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.

- Clinton Ave (Route 39)
- 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)
- 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.

- Extend Route 35 to inside of Roeding Park and the Fresno Chaffee Zoo.
- Evaluate higher-frequency services and service expansions to the Southwest Fresno Specific Plan area.
- Evaluate transit service and service expansions to areas west of Highway 99 in the West Area Specific Plan.
- Evaluate feasibility for on-demand service in areas with less frequent fixed route transit services and/or night service or paratransit service.

- 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 weekday and weekend 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 facilities 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 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 and Transit Design Guidelines.

- 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.
- 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.
- Research and implement ITS technologies into FAX and Handy Ride operations.

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 2024, (see appendix G), consisted of 1,004 completed survey forms with a margin of error of +/-3.09%. 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:

- Level of satisfaction with various features of the bus system
- Overall level of satisfaction with the FAX bus system
- Level of importance accorded to various features of the FAX bus system.
- Travel characteristics of FAX riders including:
    - Purpose of FAX bus trips on day of interview
    - Length of time riders have ridden FAX.
    - Number of weekly trips by FAX riders
    - Access to a vehicle and reason for using FAX instead of a vehicle that may be available.
- Demographic characteristics of the respondents

- Experience of harassing behavior on the FAX bus system

Table 3.1: FAX Passenger Survey Report Card
Rea and Parker Research - April 2024

Service Attribute	Mean Rating	Report Card
Bus drivers' safety awareness	2.07	B+
Bus drivers' driving skills	2.05	B+
Bus drivers' helpfulness	2.08	B+
Value provided by FAX for the price paid	2.10	B+
Proximity of bus stops to destination	2.23	B+
Bus drivers' courtesy	2.15	A-
Proximity of bus stops to home	2.22	B+
The overall comfort of the bus rides	2.21	B+
Availability of route/schedule info	2.21	B+
Bus hours of operation on weekdays	2.27	B+
Time to complete trip	2.18	B+
Frequency of buses	2.18	B+
On-time performance	2.15	B+
Cleanliness inside buses	2.41	B+
Cleanliness of bus stops/stations	2.52	B
Bus hours of operation on weekends	2.51	B
Overall service provided by FAX	2.07	A-

Table 3.2 Historical Survey Results

Research Firm	R & P 2024 *	R & P 2022 *	R & P 2018 *	AIS 2014 *	AIS 2011*
Trip Purpose					
Work	27.0%	32.0%	26.0%	31.0%	42.0%
School	20.0%	21.0%	28.0%	32.0%	38.0%
Shopping	11.0%	16.0%	11.0%	11.0%	25.0%
Medical	4.0%	7.0%	8.0%	7.0%	17.0%
Recreation	8.0%	2.0%	6.0%	3.0%	21.0%
Personal Business	19.0%	20.0%	17.0%	14.0%	39.0%
Other	8.0%	2.0%	4.0%	2.0%	2.0%
Transit Dependent	70%	70%	77%	79%	77%
Total Annual Household Income Less Than $20K	54%	63%	76%	82%	71%
Employed Full or Part-time	64%	52%	50%	46%	41%
Student	21%	17%	24%	21%	28%

* Respondents could select multiple answers for trip purpose.

Handy Ride Assessment of Service and Rider Needs

Fresno Area Express (FAX) has elected to conduct a statistically reliable customer opinion and satisfaction telephone survey among Handy Ride's customer base. This survey has three purposes: first, to provide current information and opinions concerning customer satisfaction regarding the Handy Ride system and second to compare the results of this 2024 study with the results of the 2022 Handy Ride customer satisfaction study. The third purpose is to inquire whether Handy Ride customers have experienced or witnessed various types of harassing behavior, insulting language, and or sexual misconduct while using the Handy Ride system. Rea & Parker Research was selected to conduct the 2024 study, as it was for the 2022, 2018 and 2014 studies as well.

The Key Findings include only the 2024 survey results. Comparisons that consider the 2022, 2018, and 2014 surveys can be obtained in the body of the report.

The survey was conducted by a random telephone sample of 253 customer respondents selected from a list of 2,945 Handy Ride customers who had used the system within the past 3 years. This survey was conducted during the period of September 25, 2024 through September 28, 2024. This sample yields a margin of error of +/-5.1 percent at the 95 percent level of confidence.

There is strong evidence that Handy Ride customers demonstrate a very high level of satisfaction for the services provided on the system. This high overall satisfaction with the Handy Ride system has been sustained and documented over 18 years – since the 2004 Customer Satisfaction Survey. This satisfaction is further evidenced by a strong record of customer retention. 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' Courtesy, Drivers' Driving Skills, and Drivers' Safety Consciousness. Also among the most satisfactory features are Reservation Staff Courtesy and Overall Comfort of the Vehicle. An important feature of the Handy Ride system for which improvement would lead to even higher satisfaction ratings is that pickups could be more punctual.

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.

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.

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.

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.

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.

Fresno County Public Transportation GAP Analysis and Service Coordination Plan - Completed in October 2023, 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.

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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 $95.1 million in FY26, increasing over the next five years to $106.6 million in FY30. Table 4.1 summarizes the projected revenues and expenditures for FAX's operating budget from FY26 through FY30 in FY26 dollars.

Department of Transportation – Fresno Area Express

Table 4.1: Operating Revenue and Expenditure Projections

Operating Budget Detail	2026 Projections	2027 Projections	2028 Projections	2029 Projections	2030 Projections
Carryover					
Carryover	$ 72,058,143	$ 41,846,543	$ 22,783,607	$ 2,823,396	$ (17,884,159)
Revenues					
TDA / LTF & STA	$ 40,327,700	$ 41,940,808	$ 43,618,440	$ 45,363,178	$ 47,177,705
TDA / CTSA	$ 1,689,100	$ 1,655,318			
Passenger Fares	$ 4,428,400	$ 4,871,240	$ 5,358,364	$ 5,492,323	$ 5,629,631
Measure C	$ 15,952,900	$ 14,840,630	$ 15,434,255	$ 16,051,625	$ 16,693,690
Federal Grants (5307)	$ 9,500,000	$ 13,500,000	$ 13,500,000	$ 13,500,000	$ 13,500,000
Federal Grants (CARES)	$ -	$ -	$ -	$ -	$ -
Federal Grants (ARPA & CRRSSA)	$ -	$ -	$ -	$ -	$ -
State/Federal One-Time Grants (LCTOP)	$ 1,630,000	$ -	$ 1,200,000	$ 1,200,000	$ 1,200,000
CMAQ Operating Grant (Rte 3, 20, 45, Industrial Park)	$ -	$ -	$ -	$ -	$ -
State/Local Misc. Revenue	$ 819,400	$ 835,788	$ 852,504	$ 869,554	$ 886,945
Transfers In/Out - Current Capital Match	$ (13,257,400)	$ (2,000,000)	$ (2,000,000)	$ (2,000,000)	$ (2,000,000)
LCFS/Renewable Energy Credits/CNG Rebate	$ 1,528,700	$ 1,200,000	$ 1,000,000	$ 1,000,000	$ 1,000,000
Interest	$ 2,241,600	$ 2,017,440	$ 1,815,696	$ 1,452,557	$ 1,162,045
Revenue Total	**$ 64,860,400**	**$ 78,861,224**	**$ 80,779,259**	**$ 82,929,237**	**$ 85,250,017**
Expenditures					
51000 - Employee Services	$ 55,086,800	$ 56,739,404	$ 58,441,586	$ 60,194,834	$ 62,000,679
53000 - Purchased Prof and Tech	$ 10,132,100	$ 10,436,063	$ 10,749,145	$ 11,071,619	$ 11,403,768
54000 - Purchased Property Services	$ 3,542,900	$ 3,649,187	$ 3,758,663	$ 3,871,422	$ 3,987,565
55000 - Other Purchased Services	$ 413,200	$ 425,596	$ 438,364	$ 451,515	$ 465,060
56000 - Supplies	$ 10,505,600	$ 10,820,768	$ 11,145,391	$ 11,479,753	$ 11,824,145
57000 - Property	$ 82,100	$ 84,563	$ 87,100	$ 89,713	$ 92,404
58000 - Other Objects	$ 3,424,400	$ 3,527,132	$ 3,632,946	$ 3,741,934	$ 3,854,192
59000 - Interdepartmental Charges	$ 11,884,900	$ 12,241,447	$ 12,486,276	$ 12,736,001	$ 12,990,721
Expenditure Total	**$ 95,072,000**	**$ 97,924,160**	**$ 100,739,470**	**$ 103,636,792**	**$ 106,618,535**
Net Operating Surplus/(Deficit)	**$ 41,846,543**	**$ 22,783,607**	**$ 2,823,396**	**$ (17,884,159)**	**$ (39,252,677)**

FAX is pleased to report the continued diminishing effect of the COVID-19 global epidemic upon transit ridership. In March 2020, the State of California imposed a mandatory stay-at-home order to prevent the spread of COVID. 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. 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 nearly complete. Ridership for FY25 is projected to reach 10.3 million passengers, approaching pre-COVID ridership figures.

The projected operating budgets shown in Table 4.1 assume that directly generated revenues from transit fares will increase by 10 percent in FY26 and FY27. The operating budgets also reflect continued carryover fund balances due to the 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).

Table 4.2: FAX Budget Changes

	FY 2024 Actuals	FY 2025 Approved Budget	Percentage Change: FY 2024 to FY 2025
FAX Operating Expenditures	$79,583,768	$92,467,600	16.18%
Authorized Positions	515	529	2.72%

Table 4.2 details the changes in FAX budget and authorized positions from FY24 to FY25, demonstrating that operating expense is expected to grow at a greater rate than the position count is increased. This is driven in part by the escalation of non-personnel expenses, such as parts and equipment, as well as price increases of intangible services such as liability insurance and workers' compensation insurance.

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 2025 approved budget. Operating costs for transit and paratransit services totaled $79.6 million in FY 2024. While FY 2025 actuals are not available yet, the approved FY 2025 budget was $92.5 million, due to rising costs of personnel, goods, and services.

FAX operating budget actuals grew from $42.7 million in FY 2016 to $79.6 million in FY 2024, an increase of 86.4% across 9 fiscal years.

Table 4.3 - FAX Operating Expense – FY 2016 through FY 2025 ($ thousands)					
	Fixed Route	% Costs	Paratransit	% Costs	Total Operating Costs
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
2023	$64,185	86.8%	$9,739	13.2%	$73,924
2024	$68,835	86.5%	$10,749	13.5%	$79,584
2025*	$81,066	87.7%	$11,402	12.3%	$92,468

**2025 figures reflected are based on approved budget, not actual expenses. All other years are reflected as actuals.*

Table 4.4 shows the FAX operating budget actuals divided by major cost categories from FY 2020 to FY 2024. As detailed below, the largest share of operating expense has traditionally been from employee services. Cost categories include:

- 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 2020 through FY 2024

($ thousands)

FY	2020	2021	2022	2023	2024
Employee Services	$36,312	$38,833	$39,730	$44,594	$48,027
Purchased Prof Services	$7,470	$6,088	$7,040	$12,191	$12,035
Interdepartmental	$7,834	$6,215	$8,424	$7,400	$8,773
Paratransit	$6,005	$6,136	$7,516	$9,739	$10,749
Total Operating Costs	$57,621	$57,272	$62,704	$73,924	$79,584

Percentage of Total Annual Operating Budget

FY	2020	2021	2022	2023	2024
Employee Services	63.0%	67.8%	63.4%	60.3%	60.3%
Purchased Prof Services	13.0%	10.6%	11.2%	16.5%	15.1%
Interdepartmental	13.6%	10.9%	13.4%	10.0%	11.1%
Paratransit	10.4%	10.7%	12.0%	13.2%	13.5%
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, maintaining capital assets, expanding facilities to accommodate zero-emissions vehicles, and increasing safety for our customers and employees. The total five-year Capital Improvement Program (CIP) for FY 2025 through FY 2029 is projected to cost $300 million, as identified in Tables 4.5 and 4.6 (below). Capital expenditures are targeted in the following areas:

- Facility relocation and build out
- Maintenance facility improvements
- Hydrogen fueling station build
- CNG fueling station rehab
- ADA improvements
- CAD/AVL system replacement
- Passenger amenities and bus stop improvements
- Bus purchases and rehabs (CNG, hydrogen fuel cell, and paratransit cutaways)
- Non-revenue vehicle replacements
- Planning projects

The CIP also includes expenditures for planning projects and services performed by Fresno COG staff assigned to FAX, pass-through funding for pedestrian crossing projects to be completed jointly with the Department of Public Works, and completion of a number of small tasks related to past projects, such as the Bus Rapid Transit build out, bus wash build facility build out, and facility parking lot improvements.

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 2025-FY 2029							
Project Descriptions	**Funding Source**	**FY 2025**	**FY 2026**	**FY 2027**	**FY 2028**	**FY 2029**	**5 Year Total**
ADA Bus Stop Accessibility Improvements	5307, TIRCP, LCTOP, Local	$1,230,300	$1,767,600	$2,511,000	$2,511,000	$1,951,000	**$9,970,900**
Admin/Operations Facility Improvements	5307, 5339, Local	$2,227,500	$1,220,000	$0	$0	$0	**$3,447,500**
Bus Equipment and Parts Purchases	SGR	$250,000	$475,000	$0	$0	$0	**$725,000**
Bus Purchases: CNG	5339, Local	$10,391,100	$14,465,600	$0	$0	$0	**$24,856,700**
Bus Purchases: Hydrogen Fuel Cell	CMAQ, SB125, TIRCP, LCTOP, Local	$33,440,000	$68,840,200	$2,800,000	$2,800,000	$2,800,000	**$110,680,200**
Bus Purchases: Paratransit Cutaways	5310, 5339	$1,041,200	$1,138,000	$0	$0	$0	**$2,179,200**
Bus Stop Improvements, Rehabs, and Amenities	5307, CMAQ, TIRCP, SB125	$2,774,200	$5,694,100	$2,500,000	$1,500,000	$805,300	**$13,273,600**
CAD/AVL and Radio/Dispatch System	SGR, Local	$1,050,000	$1,050,000	$0	$0	$0	**$2,100,000**
CNG Bus Rehab	5339	$651,600	$651,600	$0	$0	$0	**$1,303,200**
CNG Fueling Station Rehab	5339, SGR	$2,100,000	$3,196,600	$0	$0	$0	**$5,296,600**
Facility Relocation	SB125, TIRCP, Local	$0	$10,100,000	$21,000,000	$11,000,000	$8,000,000	**$50,100,000**
Hydrogen Fueling Station Development	5339, SB125, TIRCP, Local	$2,500,000	$8,672,100	$6,800,000	$10,750,000	$14,750,000	**$43,472,100**
High-Frequency Network Stop Improvements	TIRCP	$600,000	$117,000	$0	$0	$0	**$717,000**
Maintenance Facility Improvements	LCTOP, 5307, 5339, SGR, Local	$9,401,000	$9,051,000	$800,000	$800,000	$386,200	**$20,438,200**
Maintenance Parking Lot Repair	SGR	$560,000	$520,000	$0	$0	$0	**$1,080,000**
Mobile Fare and Trip Planning Application	Local	$0	$150,000	$0	$0	$0	**$150,000**
Non-Revenue Vehicle Purchases	SJVAPCD, 5307, SGR	$714,000	$1,910,000	$0	$0	$0	**$2,624,000**
Planning Projects	5307, AoPP, TIRCP, Local	$1,986,700	$2,239,900	$25,000	$25,000	$25,000	**$4,301,600**
Real-Time Bus Stop Display Signs	LCTOP	$354,200	$0	$0	$0	$0	**$354,200**
Security Cameras and Safety Projects	5339, SGR	$2,001,000	$1,271,400	$0	$0	$0	**$3,272,400**
Total		**$73,272,800**	**$132,530,100**	**$36,436,000**	**$29,386,000**	**$28,717,500**	**$300,342,400**

Table 4.6: Capital Funding by Source FY 2025-FY 2029						
Funding Source	**FY 2025**	**FY 2026**	**FY 2027**	**FY 2028**	**FY 2029**	**5 Year Total**
DOE ARCHES	$0	$2,307,000	$3,670,000	$3,670,000	$734,000	$10,381,000
DOT CMAQ	$7,613,800	$15,285,400	$2,500,000	$2,500,000	$2,500,000	$30,399,200
DOT CRP	$1,268,900	1,268,900	$0	$0	$0	$2,537,800
DOT Reconnecting Communities	$600,000	$670,000	$0	$0	$0	$1,270,000
DOT STBG	$0	$1,200,000	$0	$0	$0	$1,200,000
FTA 5307	$15,109,700	$38,135,100	$8,000,000	$8,000,000	$8,000,000	$77,244,800
FTA 5310	$824,400	$824,300	$500,000	$0	$500,000	$2,648,700
FTA 5339	$16,169,000	$14,988,400	$1,250,000	$1,250,000	$1,250,000	$34,907,400
FTA AoPP	$785,400	$707,900	$0	$0	$0	$1,493,300
CA AHSC	$2,995,000	$3,750,000	$750,000	$750,000	$750,000	$8,995,000
CA LCTOP	$2,190,000	$2,465,500	$3,500,000	$3,500,000	$1,750,000	$13,408,500
CA SB125 – TIRCP (allocation)	$6,604,500	$60,000,000	$13,400,000	$5,000,000	$0	$85,004,500
CA SB125 – ZETCP (allocation)	$6,000,000	$14,400,000	$0	$0	$0	$20,400,000
CA SGR	$4,013,200	$4,817,500	$800,000	$800,000	$386,200	$10,816,900
CA STEP	$0	$3,150,000	$2,600,000	$0	$0	$5,750,000
CA TIRCP (competitive)	$1,991,900	$20,051,800	$7,325,400	$9,659,700	$13,218,500	$52,247,300
Regional SJVAPCD	$100,000	$100,000	$100,000	$100,000	$100,000	$500,000
Measure C New Technology	$40,000	$0	$0	$0	$0	$40,000
FAX Capital Funds (non-match)	$345,500	$250,000	$0	$0	$0	$595,500
					Total Capital Funding (all sources)	**$332,539,900**

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 2025 and beyond are based primarily on vendor price quotes for CNG and hydrogen fuel cell electric (FCEB) 40-foot heavy-duty, low-floor transit buses. In past years, 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), requiring approximately 20% FAX local match. Additional funding is generally available from Congestion Mitigation and Air Quality (CMAQ) grants and the State of California Senate Bill (SB) 1 – State of Good Repair program. In FY 2025, FAX received both a funding allocation under SB 125 and a competitive funding award from the Transit and Intercity Rail Capital Program (TIRCP) for greenhouse gas reducing projects. Portions of both funding pots are budgeted for FCEB purchases from FY 2025 forward.

A contract with vendor New Flyer for FCEBs was awarded FY 2025, and the first two (2) FCEBs have been received. With these purchases and those planned for future years, FAX is implementing its commitment to cleaner air. The total five-year fleet, as shown in Table C-1, Fleet Replacement Schedule will purchase 80 buses comprised of 13 expansion buses and 67 replacements.

Paratransit Buses - In 2024, FAX executed a contract for gasoline-powered cutaways. 10 were received in 2024 with more on order for FY 2025. A total of 10 more replacement vehicles are programmed over the five-year SRTP period at a cost of $1.14 million. This figure includes all vehicles funded through the FTA 5310 program and 5339 program.

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 54 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 ..... 14 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 Capital Improvement Plan (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 transit routes, 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. In the recent past, California's traditional capital funding sources had decreased or been deferred or eliminated, but FY 2025 saw a reinvestment at the state level with programs such as SB 125 and TIRCP. 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.

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	▪ 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 Program[3] ▪ FTA Section 5310 – Enhanced Mobility for Seniors and Individuals with Disabilities ▪ FTA Better Utilizing Investments to Leverage Development (BUILD) Transportation Grants
State	▪ 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	▪ 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	▪ 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	▪ 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	▪ 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 FY 2025, the City of Fresno is budgeted to receive approximately $43.8 million from these funding sources. All of these funds are allocated to FAX.

LTF resources (Table 4.9) are legislated to continue indefinitely, and the Plan's projected LTF revenues are based upon projections provided by 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, including any supplemental revenue from local sales tax measures, such as Measure C.

Table 4.9 TDA Fund History 2016-2025

(apportionment amounts, minus any surplus received)

FY	LTF	STA	Total	% Change
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%
2023	$28,019,959	$6,620,159	$34,640,118	16.44%
2024	$30,690,927	$8,369,932	$39,060,859	12.76%
2025	$31,752,656	$8,382,009	$40,134,665	2.75%

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.

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 CTSAs and to promote increased coordination and consolidation of transportation services. The Fresno COG developed an action plan that designated FAX and the Fresno Economic Opportunities Commission (FEOC) as the CTSA co-designates for the Fresno Urbanized area, and the City of Clovis as 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 services 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 2026 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 $4.2 million from fare revenue in FY 2025.

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	▪ 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	▪ 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 2026-2030, 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:

Clovis Transit provides fixed-route service through Clovis Stageline. This service consists of eight fixed routes within the City of Clovis. Clovis Transit offers demand-response service to disabled persons through Clovis Round Up. Round Up service includes the 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 6:45 p.m. and Saturday from 7:30 to 3:30 pm. Demand-response service (Roundup) will operate seven (7) days a week, excluding City-observed holidays. Operational hours for demand-responsive service in Clovis are 6:00 a.m. to 7:00 p.m. (Monday-Friday) and 7:30 a.m. to 3:30 p.m. on Saturday and Sunday.

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 will provide fare-free service for elderly and disabled riders who qualify for paratransit service.

St**andard 2:** In accordance with the Americans with Disabilities Act of 1990 (ADA) all new vehicles purchased shall have ADA compliant lifts or ramps. All vehicles met those regulations as of March 16, 1997.

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 local funding sources, state-enabling legislation, and federal grants.

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 30-minute booking windows. Drivers shall not wait for passengers for more than five (5) minutes after arrival at the designated pick-up time. Passengers must be ready for their pickup as directed by transit staff or through information provided by the ride application.

Standard 2: Clovis Transit shall operate its fixed-route service with 30-minute headways.

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 shall continue to track and evaluate all compliments, complaints, and inquiries from the public, in accordance with the City's Title VI Policy.

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

GOAL 4: SYSTEM IMAGE

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

Objective A: Develop and implement a Clovis Transit Marketing Program.

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

Standard 2: Clovis Transit shall promote its positive impact on 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: Provide clear, consistent, and accurate public transit information to passengers.

Standard 1: Current bus schedules and system information shall be available to the public at all major public facilities and on the Internet.

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

Objective C: Ensure community involvement in transit system affairs.

Standard 1: Clovis Transit shall engage 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.

Standard 3: Clovis Transit shall maintain a positive presence on the City's social media channels, regularly disseminating useful information to passengers and the community.

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 whom 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 Transit Staff

Clovis Transit falls under the City of Clovis Community Services Division and operates within the General Services Department. Transit is overseen by the Deputy General Services Director who oversees projects and planning for Transit. The Transit Manager manages the day-to-day operations of Clovis Transit with the support of the Transit Supervisor. In the division, there are three Management Analysts who support operations, funding, and compliance. The division includes a staff of approximately 100 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 Fresno Area Express (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 Transit operates eight fixed routes on 30-minute headways. Stageline buses connect within minutes to and from five (5) of FAX's routes (routes 3, 9, 28, 38, and 45). The service operates Monday through Friday from 6:15 a.m. to 6:45 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).

Demand Response - Round Up is a demand-response, door-to-door transportation service available to qualified riders within the service area. It provides essential transportation for both ambulatory and non-ambulatory passengers. Service is currently provided by lift- or ramp-equipped buses and wheelchair-accessible passenger vans.

The primary service area is defined by Shepherd Avenue to the north, Dakota and Ashlan Avenues to the south, Locan, DeWolf, and Leonard, Avenues to the east, and Winery and Willow Avenues to the west. Service is also extended to residents of the Fresno County Island, Tarpey Village, with reimbursement from the County of Fresno. Additionally, zonal service is provided within the City of Fresno as far north as Shepherd Avenue, including service to Clovis Community College, south to Kings Canyon Road, west to West Avenue, and south to Downtown Fresno.

Round Up operates within Clovis' Sphere of Influence Monday through Friday, 6:00 A.M. to 7:00 P.M. and on weekends from 7:30 A.M. to 3:30 P.M. as demand requires. Service to Fresno is available Monday through Friday 6:00 A.M. to 5:00 P.M., and on a limited basis on Saturday, in accordance with, the ADA three-quarters of a mile rule.

Reservations for paratransit service can be made at least one day in advance (next-day service), as required by the Americans with Disabilities Act (ADA), or up to fourteen (14) days in advance. Requests for next-day service can be made during normal business hours on all days preceding a service day, including weekends and holidays. Additionally, passengers can now book trips through the City's mobile app, Clovis Transit, or the web-based app at https://clovistransit.com/paratransit/.

While Clovis Transit offers same-day service as an additional convenience, all next-day service requests are **guaranteed** under ADA regulations, regardless of how the scheduling system processes requests.

Service is available to individuals who have been certified as ADA-eligible. To become certified, applicants must complete an ADA application, which includes verification of their disability by a medical or other professional. Completed applications should be returned to the administrative offices located at 785 3rd Street, Clovis, CA 93612. Applications are reviewed and approved by Clovis Transit Staff. If further evaluation is required, applications will be referred to the Transit Supervisor or Fresno Area Express (FAX) for assessment and determination by qualified medical personnel. An appeals process is available for individuals who are found ineligible for ADA paratransit service, ensuring that all applicants have the opportunity to seek reconsideration of their eligibility status.

To comply with ADA requirements for origin-to-destination service, drivers will provide assistance to passengers who require help to or from the door of their origin or destination. For safety purposes, drivers are generally required to remain in sight of the vehicle and may travel up to 100 feet to assist. Drivers will enter a foyer or lobby area to collect a passenger, but will not enter private residences or individual rooms within buildings.

Reasonable modifications will be made on a case-by-case basis to ensure that the origin-to-destination requirement is met. If a passenger's needs cannot be accommodated within

the general safety guidelines, Clovis Transit will work with the passenger to provide appropriate assistance that ensures accessible 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 (2023 population of 545,717 – American Community Survey) and Clovis (2023 population of 125,833 – American Community Survey). The 2023 American Community Survey population for Fresno County is 1,017,162. 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

Clovis Transit operates a fleet of fifty-three (53) total vehicles.

Round Up operates with eighteen (18) lift- and ramp-equipped mid-size buses, eleven (11) ProMaster passenger vans, and eight (8) minivans.

Stageline uses fifteen (15) lift-equipped buses and one (1) trolley that is used as a bus on fixed-route for marketing purposes, special city events, and community events.

5.2.4 Accessible Bus Service

All Clovis Transit fixed route buses are wheelchair accessible. Paratransit vehicles also meet the ADA compliance requirements**.** For additional reference to the ADA requirements, see Section 2.3.0.

5.2.5 Transit Maintenance Program

The City of Clovis has a citywide maintenance facility that is used to maintain and service Clovis Transit's fifty-three (53) vehicles.

5.2.6 Fare Structure

In April 2020, the Clovis City Council suspended fares under an emergency order from the City Manager for both fixed-route and paratransit services in response to the coronavirus pandemic. In October 2020, the zero-fare model was adopted permanently, providing free rides for all passengers. This action alleviated the need for transfer passes from Fresno Area Express (FAX), so the Clovis Bus Passes

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 - 2025

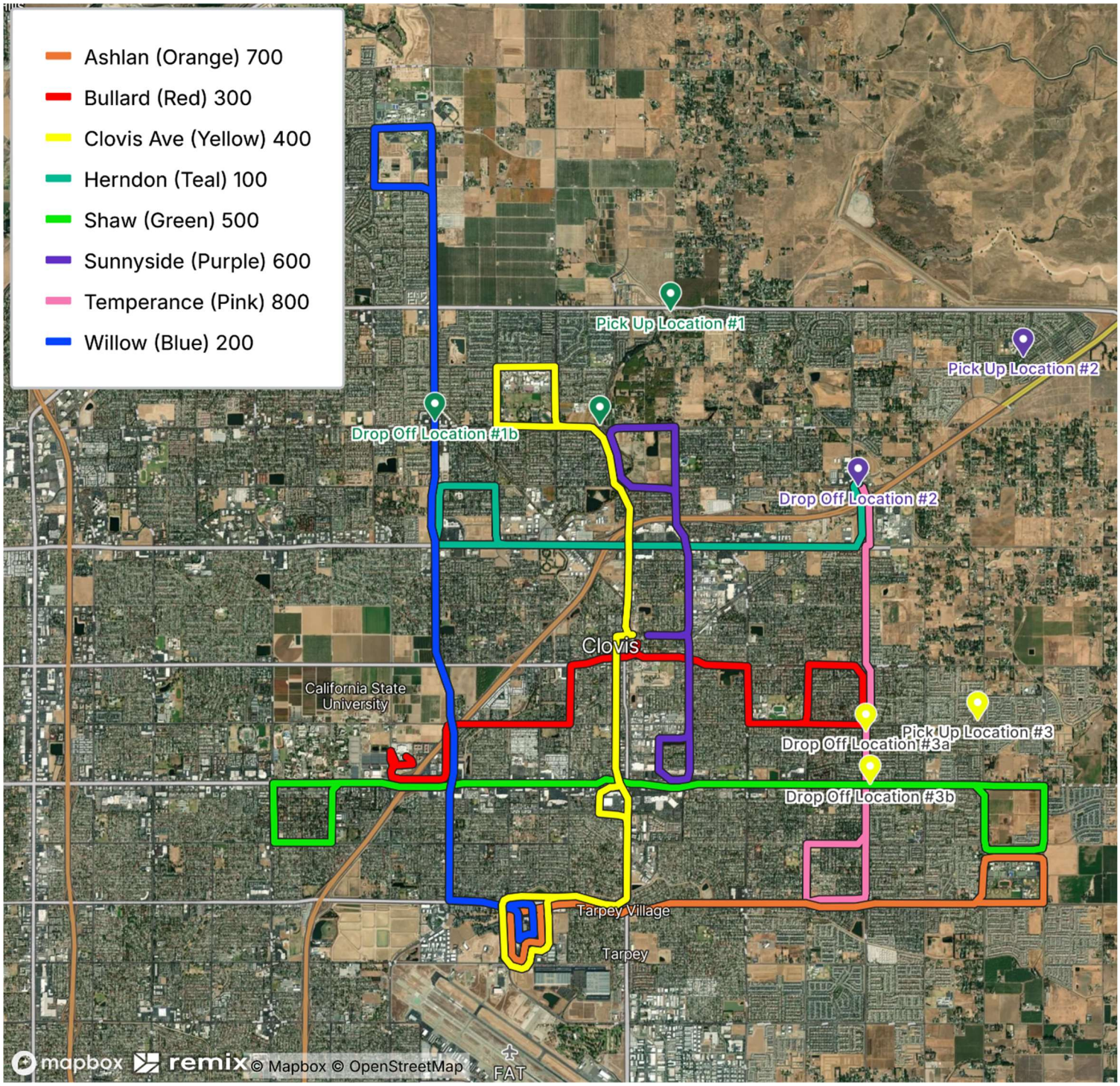
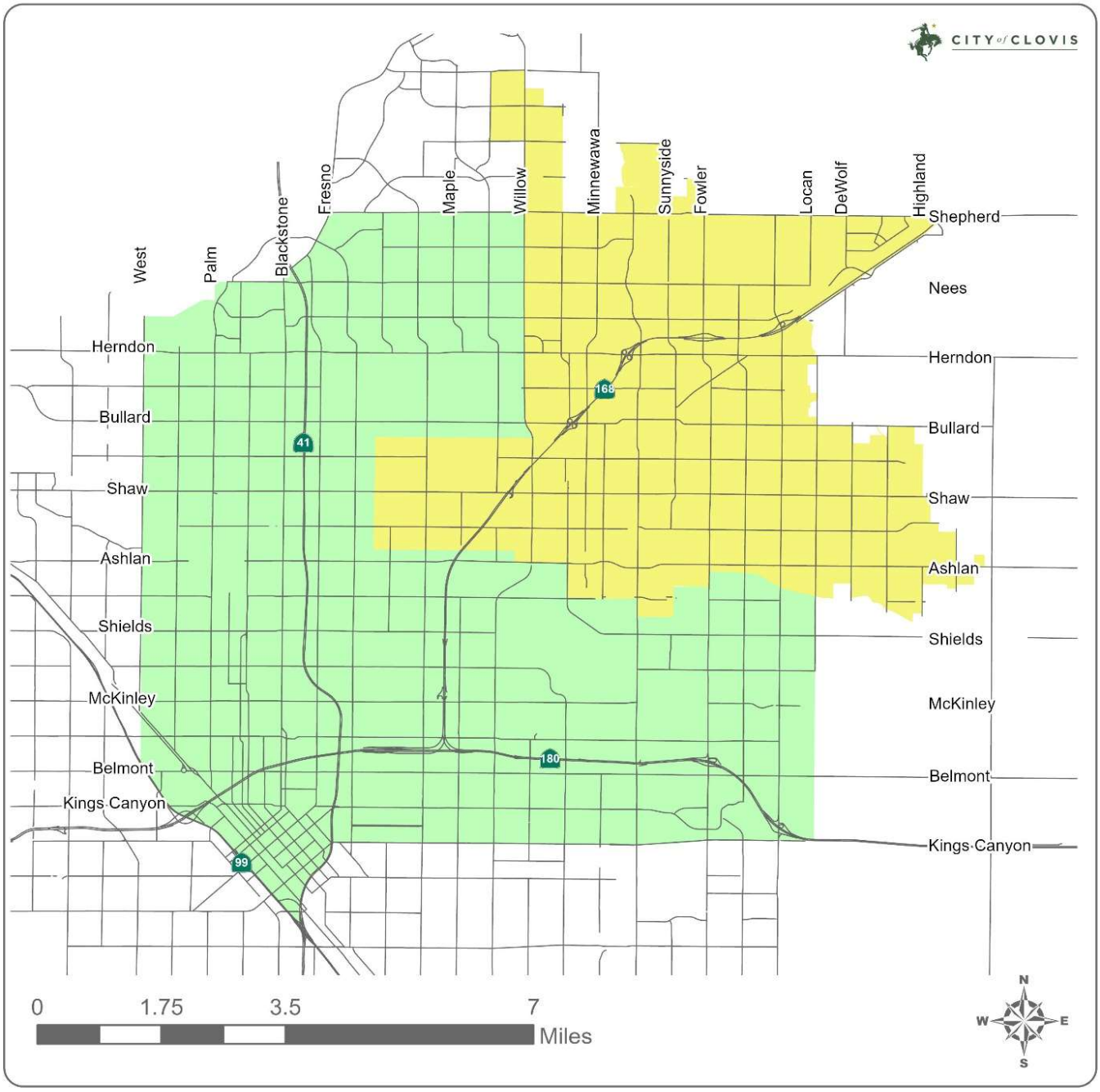


Figure 5.2: Clovis Round-Up Service Area – 2025

Clovis Residents Eligible for Rides

Area Served by Clovis Round Up



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 that 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, that 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

Over the past several years, Clovis Transit has experienced increased ridership and operational costs. 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 2020, a global pandemic was declared, and ridership declined overnight to historically low levels.

On February 28, 2023, the State of California terminated the COVID-19 state of emergency. At the time, predictions had indicated that it would be ten (10) years before ridership would recover to pre-pandemic levels. However, Clovis Transit has seen ridership levels increase substantially from pre-pandemic numbers: fixed-route ridership increased from 112,478 in 2020 to 176,840 in 2024 (57.22%). Paratransit ridership increased from 50,834 in 2020 to 101,647 in 2024 (101.745%). The increase in paratransit ridership is due in part to the introduction in 2022 of dispatch/scheduling software, Spare Platform from Spare Labs. The new system is capable of fully automated scheduling and dispatching, which has allowed transit to become more efficient and improved paratransit services. It optimizes passenger requests and allows passengers to make same-day appointments, as well as request rides via their smartphones.

Clovis Transit has received Low Carbon Transit Operations Program (LCTOP) funding for the following projects:

- Three years of LCTOP funding was 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. Community engagement began in 2021 with a survey, followed by the acquisition of route planning software in 2022**.** Collaboration with a local transit planner led to the development of optimal routes, which were then shared online and at the Old Town Farmer's Market for additional public feedback in 2023.

  The new routes will be identified by colors instead of numbers, and re-designed bus stop signs will include the route colors and bus arrival information. Bus stop locations were reviewed for ADA compliance, connectivity with other systems, and functionality. Construction of new bus stops was split into two phases and is projected to be completed by the summer of 2025.

  The Bus Stop Improvements Project includes the purchase of bus stop furniture and installation of the bus shelters, seating areas, and required land/concrete adjustments to meet ADA requirements. This project will require three years of LCTOP funding which will be received by the end of 2025. The installation of bus stop improvements will support the fixed route bus system by facilitating travel for the community and offering protection from inclement weather conditions. This project will allow passengers to maximize their use of public transportation and enjoy the newly designed and expanded routes.

Utilizing a Sustainable Communities Grant, Clovis Transit has begun planning for the conversion to a zero-emission fleet as required by the California Air Resources Board's (CARB) Innovative Clean Transit (ICT) Rule. The Caltrans Sustainable Communities Grant funded the Clovis Transit Fleet Electrification Feasibility Study which was completed in February 2023. The feasibility study provides guidance and considerations regarding the full transition and rollout of a full zero-emission transit fleet.

Clovis Transit completed FTA's new recipient requirements and will begin accessing funds starting July 2025. In March 2025, Clovis Transit applied for funding through the Congestion Mitigation and Air Quality Program (CMAQ) which includes requests to fund the fixed route re-design expansion, the microtransit service, and zero-emission vehicles.

Upcoming projects for FY 25/26 include:

- Completion and implementation of the fixed route re-design project with a new microtransit service. New routes will be identified by colors instead of numbers. Re-designed bus stop signs will include the route colors and bus arrival information. The microtransit service will feature three (3) stops in underserved areas that will connect passengers to the fixed-route system, with a possible fourth location in central Clovis
- Complete installation of bus shelters and benches at designated new stops.
- Implementation of Active Route Management Software (Passio Technologies, LLC) on fixed-route vehicles to assist dispatchers and drivers in maintaining consistent service by keeping vehicles spaced evenly.
- Installation of an outdoor, interactive bus kiosk at the Clovis Transit hub at Landmark to provide passengers with real-time updates on bus schedules, route information, and service alerts.
- Kick off the partnership between Clovis Transit and Archer & Hound Advertising to increase visibility with new service branding. Phase one includes developing a brand strategy, messaging, and visual identity options. Phase two will focus on implementing the approved brand elements, including custom bus wraps.
- Caltrans' Sustainable Communities Grant was awarded to Clovis for the Strategic Operations Plan Project. This project will initiate with the hiring of a consulting group that will support Clovis Transit in the development of a strategic operations plan. This plan will focus on accessibility, safety, social equity, innovation, housing, land use preservation, air quality, health, and sustainability.

The following is a list of additional planned improvements between FY 2025 and 2030 (pending funding):

- The purchase of replacement vehicles as current vehicles age out and to maintain compliance with ADA ‘no denial’ requirements for paratransit services, while adhering to our scheduled conversion to a zero-emission fleet.
- Bus shelter improvements to include new installation of ADA-compliant shelters and lighting.
- Update the existing camera system in the fleet to increase bus safety and security.

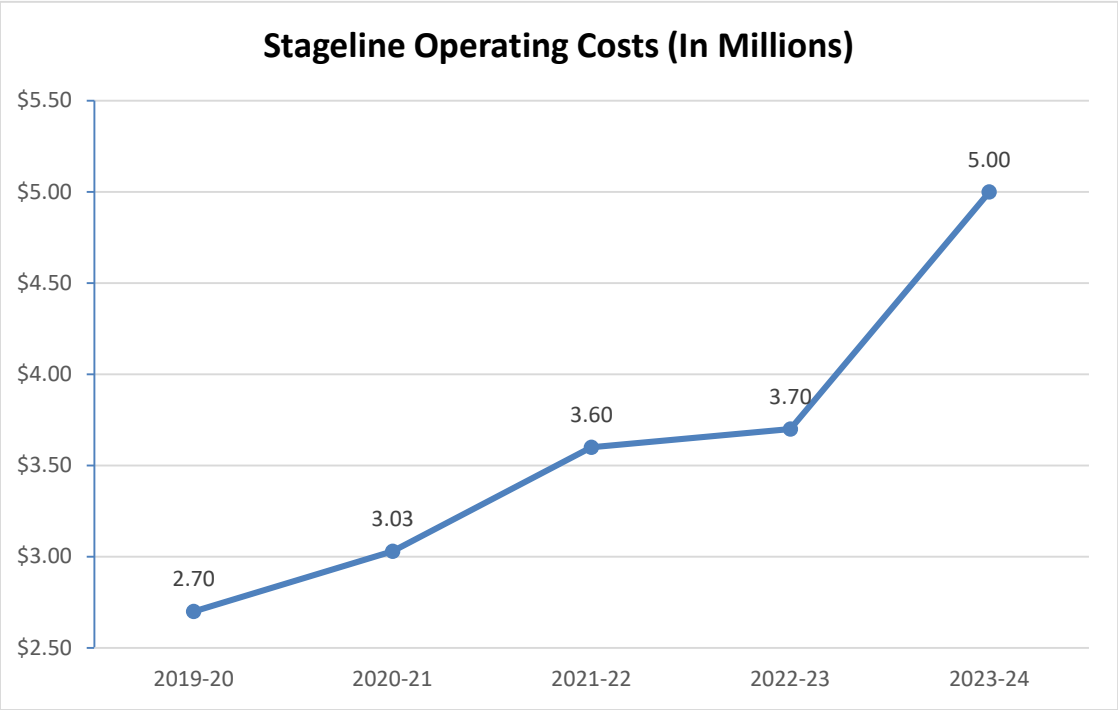
As we look forward to the next five years, these are potential areas that will continue to be evaluated. Some of those include:

- 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 the construction of a new Transit Operations Center in Clovis. A new operations center is required to provide Clovis Transit with the ability to transition to a zero-emission fleet.
- Monitor and review local, state, and federal funding opportunities for transit requirements and future transportation developments.
- Increase service hours later in the evening 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 2020 - 2024									
Indicator	**Fiscal Year**					**Percentage Change**			
	FY 2020	**FY 2021**	**FY 2022**	**FY 2023**	**FY2024**	**FY 2021**	**FY 2022**	**FY 2023**	**FY 2024**
Total Passengers	112,478	55,171	86,127	131,472	176,840	-51.00%	56.10%	52.65%	34.51%
Vehicle Hours	19,473	21,488	22,310	21,530	21,125	10.40%	3.80%	-3.50%	-1.88%
Vehicle Miles	235,712	261,226	263,819	274,893	289,873	10.80%	1.00%	4.20%	5.40%
Operating Costs	$2,719,150	$3,033,205	$3,613,855	$3,673,881	$5,012,605	11.60%	19.10%	1.70%	36.40%
Fares	$114,832*	$0*	$0*	$0*	$0*	-100%	0%	0%	0%
Employees	16.5	16.5	21	27	25	0%	27.30%	28.60%	-7.40%
Passenger/Hour	5.78	2.57	3.86	6.10	8.37	-55.50%	50.20%	58.00%	37.20%
Passenger/Mile	0.48	0.21	0.33	0.48	0.61	-56.30%	57.10%	45.50%	27.10%
Cost/Vehicle Hour	$139.64	$141.16	$161.98	$170.64	$237.28	1.10%	14.80%	5.30%	39.10%
Cost/Vehicle Mile	$11.54	$11.61	$13.70	$13.36	$17.29	0.60%	18.00%	-2.50%	29.40%
Veh Hours/Employee	1,180	1,302	1,062	1,025	845	10.30%	-18.40%	-3.50%	-17.60%
Op Subsidy/Passenger	$23.15	$54.98	$37.91	$27.95	$28.35	137.50%	-31.10%	-26.30%	1.43%
Farebox Ratio	0%*	0%*	0%*	0%*	0%*	-	-	-	-
Fbox ratio w/out Measure C	0%*	0%*	0%*	0%*	0%*	-	-	-	-

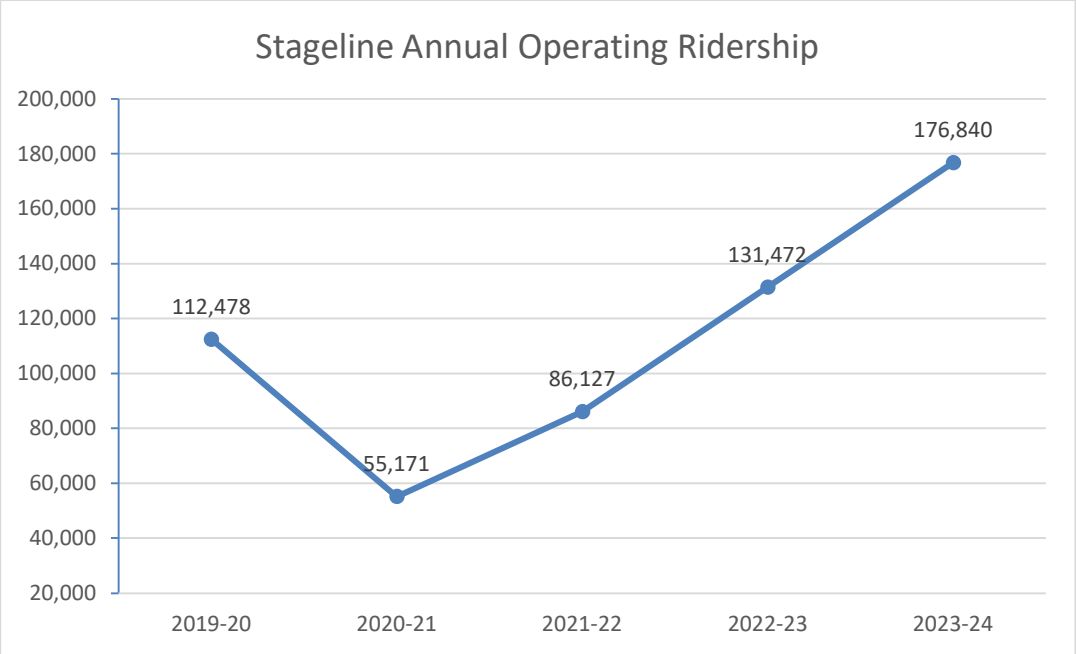
*Farebox ratio was suspended due to the coronavirus pandemic by California State Legislature. Fare calculation for FY 2020 includes only cash fare, trolley rental, and advertising revenue. Clovis Transit continues to remain fare-free.

Figure 5.3: Clovis Stageline Fixed Route Operating Costs FY 2020-2024



Operating costs for Clovis' fixed route system have grown steadily from a low of $2.70 million per year in FY 2019/2020 to $5.00 million per year in FY 2023/2024, keeping pace with inflation, increased cost of labor, and increased fuel costs.

Figure 5.4: Clovis Stageline Fixed Route Annual Ridership FY 2020 – 2024



Stageline ridership declined less than 4% from FY18/19 to FY19/20, which may have signaled a stabilization of the prior year's declines. However, the coronavirus pandemic stalled any improvement in ridership despite an improving 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.

Between 2020-2022, ridership dropped drastically due to the COVID-19 pandemic. Once restrictions were lifted in February 2023, Stageline ridership increased more than 50% and has steadily increased past pre-pandemic totals.

Figure 5.5: Clovis Stageline Fixed Route Annual Ridership and Operating Costs Comparison FY 2020 – 2024

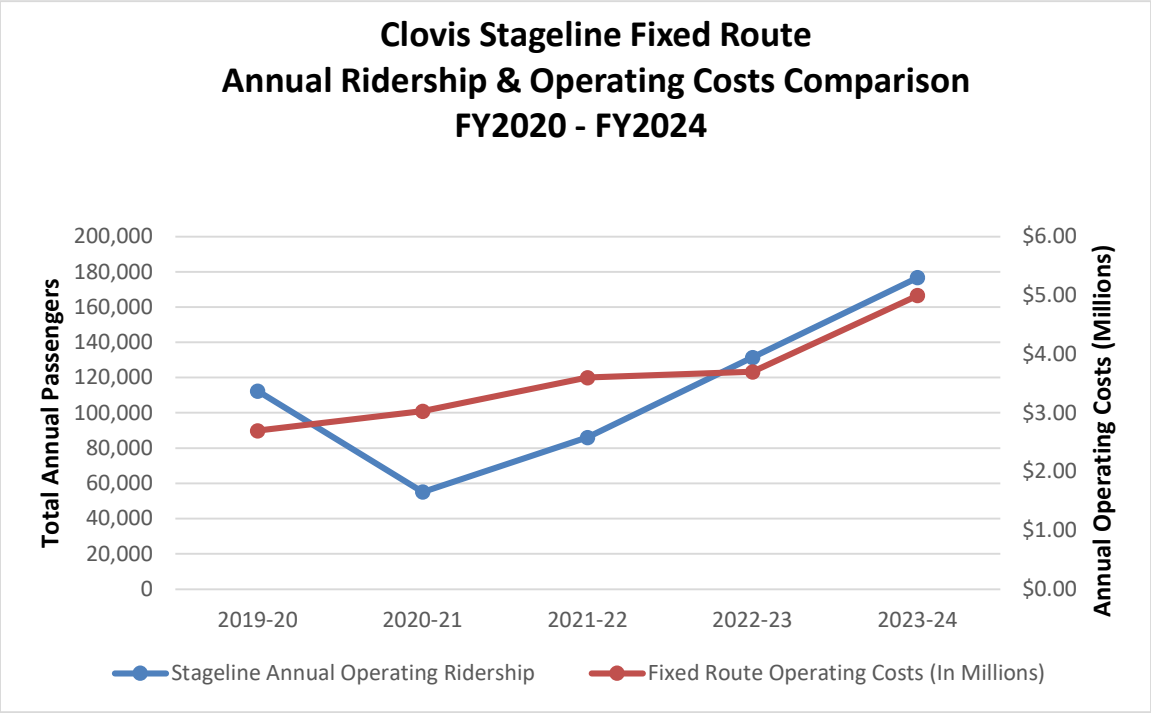
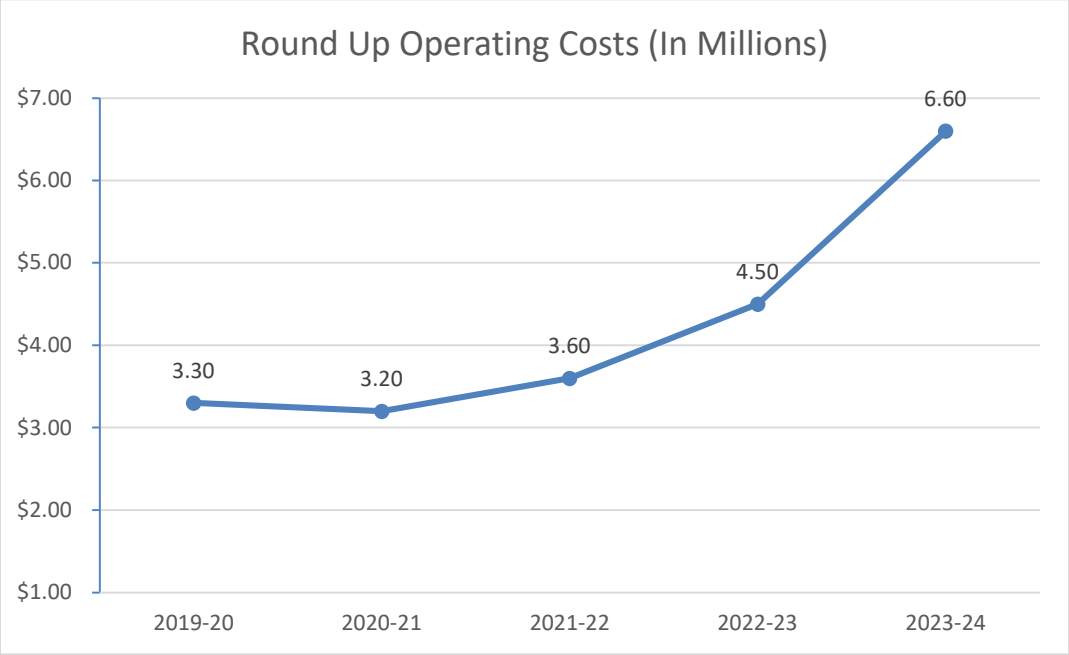


Table 5.3: Round Up Operating and Productivity Trends FY 2020 – 2024									
Indicator	Fiscal Years					Percentage Change			
	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY2021	FY2022	FY2023	FY2024
Total Passengers	50,384	33,489	45,552	73,318	101,647	-33.50%	36.00%	61.00%	38.60%
Vehicle Hours	28,448	22,166	26,503	33,506	41,012	-22.20%	19.60%	26.40%	22.40%
Vehicle Miles	346,021	229,783	298,061	459,078	545,015	-33.60%	29.70%	54.00%	18.70%
Operating Costs	$3,316,107	$3,229,655	$3,580,265	$4,491,370	$6,596,900	-2.60%	10.90%	25.40%	46.90%
Fares*	$76,485*	$0*	$0*	$0*	$0*	-100%	0%	0%	0%
Employees	19	20	21	27	40	5.30%	5.00%	28.60%	48.10%
Passenger/Hour	1.77	1.51	1.72	2.19	2.48	-14.70%	13.90%	27.30%	13.20%
Passenger/Mile	0.15	0.15	0.15	0.16	0.19	0.00%	0.00%	6.70%	18.80%
Cost/Vehicle Hour	$116.57	$145.70	$135.09	$134.05	$160.85	25.00%	-7.30%	-0.80%	20.00%
Cost/Vehicle Mile	$9.58	$14.06	$12.01	$9.78	$12.10	46.80%	-14.60%	-18.60%	23.70%
Veh Hours/Employee	1,497	1,477	1,262	1,595	1,025	-1.30%	0.146	26.40%	-35.70%
Op Subsidy/Passenger	$64.30	$96.44	$78.60	$61.26	$64.90	50.00%	-18.50%	-22.10%	5.90%
Farebox Ratio	0%*	0%*	0%*	0%*	0%*	-	-	-	-
Fbox ratio w/out Measure C	0%*	0%*	0%*	0%*	0%*	-100%	-	-	-

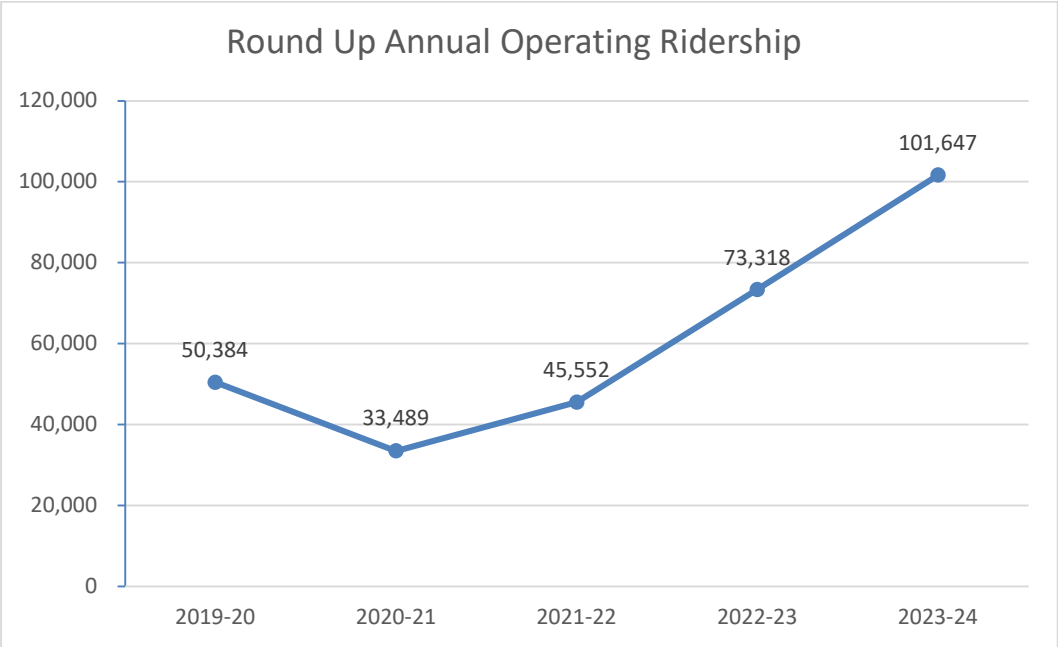
*Farebox ratio was suspended due to the coronavirus pandemic by California State Legislature. Fare calculation for FY 2020 only includes cash fare. Clovis Transit continues to remain fare-free.

Figure 5.6: Clovis Round Up Operating Costs FY 2020-2024



Operating costs for Clovis' demand-response system have grown steadily from a low of $3.2 million per year in FY 2020/2021 to $6.6 million per year in FY 2023/2024, keeping pace with inflation, increased cost of labor, and increased fuel costs.

Figure 5.7: Clovis Round Up Annual Ridership FY 2020-2024



Between 2020-2021, ridership dropped drastically due to the COVID-19 pandemic. Once restrictions were lifted in February 2023, Round Up ridership increased more than 200% and has steadily increased past pre-pandemic totals.

Figure 5.8: Clovis Round Up Annual Ridership and Operating Costs Comparison FY 2020-2024

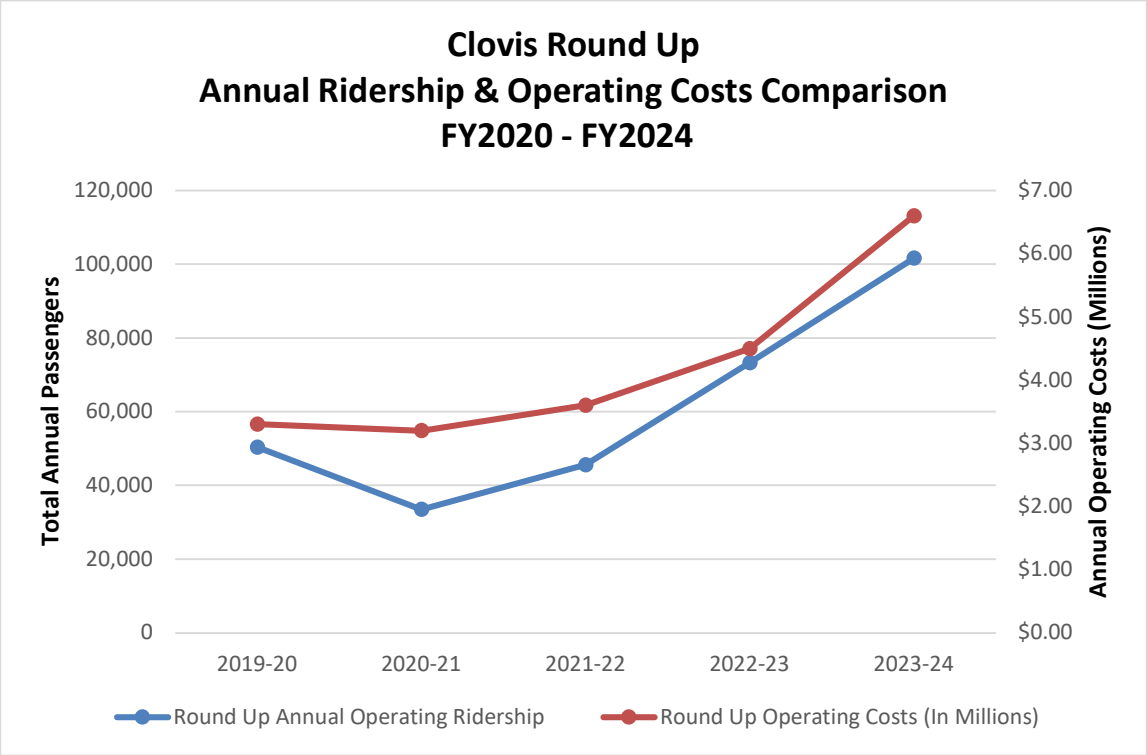
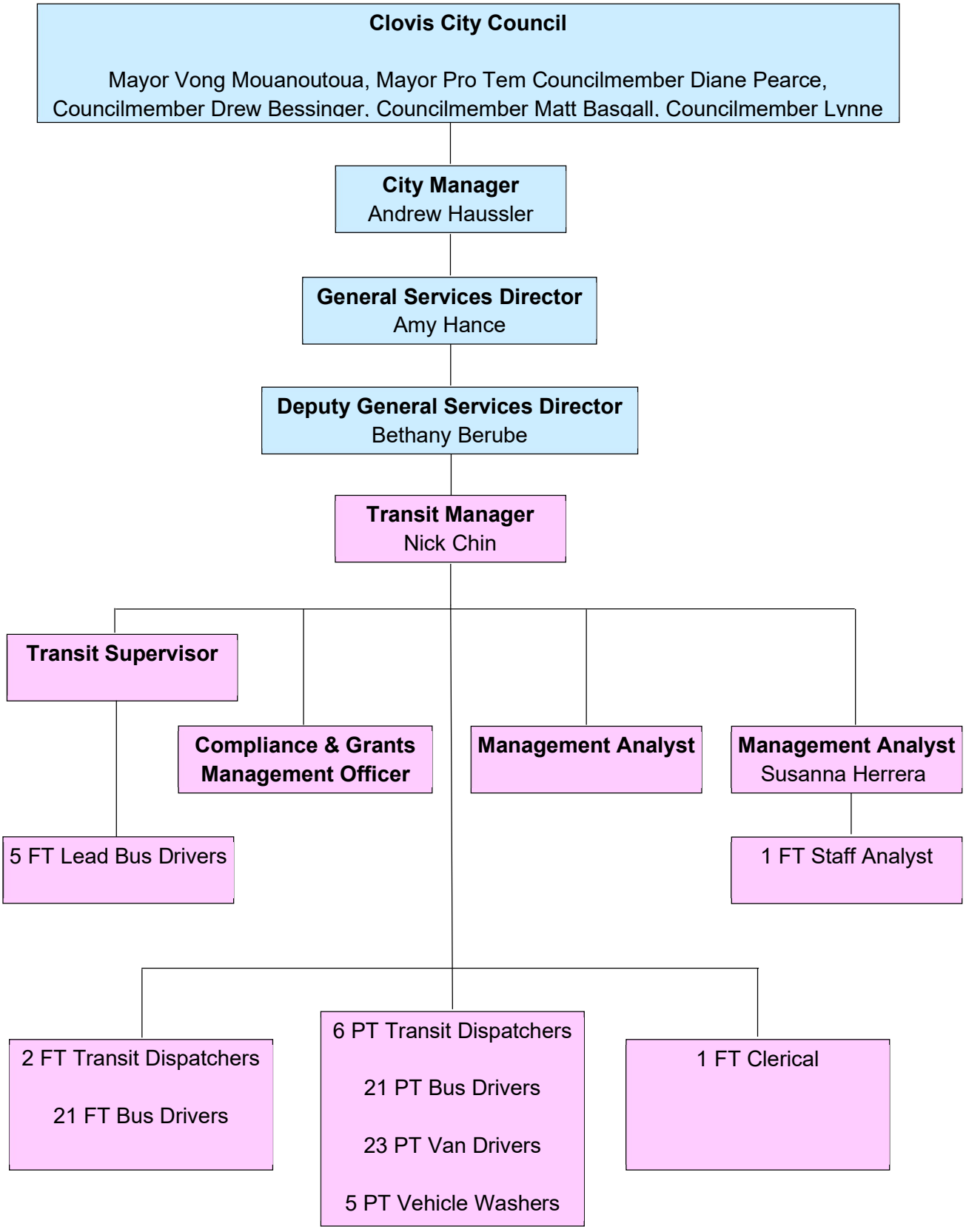


Figure 5.9: Clovis Transit Organization Chart



5.4.0 Capital Financial Plan

Clovis Transit's five-year Capital Plan projects a balanced budget. Funding will be sourced from multiple grants through local, state, and federal programs.

- Clovis Transit completed the Federal Transit Administration (FTA) new recipient requirements and will begin accessing funds in July 2025.
- LCTOP funding has been used and is planned for use in the future for: bus stop improvements, the fixed-route re-design project, and the purchase of zero-emission vehicles.
- Measure C continues to be used for operational expenses and will be used to meet the required farebox recovery ratio if AB149 expires in July 2026
- SB1 will be a reliable funding source for capital projects that fit within its moderately strict guidelines.
- CMAQ funds were applied for in March 2025 and if approved, will help cover the route re-design project, microtransit service, and purchase of zero-emission vehicles.

Any funding source will be evaluated for operational impacts and then utilized to the maximum benefit of the community to enhance services.

Table 5.4 - Stageline Operating and Revenue Budget FY 2020 – FY 2024

Operating Revenue	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Grants/Other	$427,650	$300,260	$594,308	$78,937	$1,154,799
Passenger Fares/Rentals/Ads	$42,387	$44,130	$48,306	$71,621	$78,344
Measure C	$1,187,000	$1,188,000	$1,233,000	$1,666,823	$1,619,170
LTF	$1,592,700	$1,493,000	$2,310,300	$1,473,155	$2,160,292
STA	$438,600	$454,000	$905,000	$94,107	$0
Total Operating Revenues	$3,688,337	$3,479,390	$5,090,914	$3,384,643	$5,012,605
Operating Costs	**FY 2020**	**FY 2021**	**FY 2022**	**FY 2023**	**FY 2024**
Employee Services	$1,468,265	$1,711,717	$1,462,765	$1,976,907	$2,090,905
Operations, Maint. & Training	$444,856	$419,683,	$892,780	$514,132	$635,600
Direct Operating Expenses	$533,810	$468,162	$559,253	$693,478	$832,829
Transit Contracts	$272,213	$284,920	$298,385	$316,321	$333,471
Capital	$0	$1,386	$16,456	$173,044	$1,119,800
Total Operating Costs	$2,719,144	$2,885,868	$3,213,183	$3,673,882	$5,012,605

Table 5.5 - Roundup Operating and Revenue Budget FY 2020 – FY 2024

Operating Revenue	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Grants/Others	$0	$0	$0	$0	$310,311
Passenger Fares/Rentals/Ads	$46,255	$0	$0	$563	$0
Measure C	$491,000	$491,000	$501,000	$520,000	$546,000
LTF	$2,723,503	$2,755,089	$2,736,062	$3,864,279	$4,623,258
STA	$687,900	$454,000	$905,000	$106,528	$1,117,330
Total Operating Revenues	$3,948,658	$3,700,089	$4,142,062	$4,491,370	$6,596,899
Operating Costs	**FY 2020**	**FY 2021**	**FY 2022**	**FY 2023**	**FY 2024**
Employee Services	$2,090,950	$1,942,318	$2,101,384	$2,807,977	$3,243,876
Operations, Maint. & Training	$550,457	$445,139	$562,892	$689,077	$905,202
Direct Operating Expenses	$664,106	$565,344	$683,431	$887,788	$1,020,180
Capital	$0	$156,473	$0	$106,528	$1,427,641
Total Operating Costs	$3,305,513	$3,109,274	$3,347,707	$4,491,370	$6,596,899

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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 all users for the state highway system. 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. In addition to the 2008 Senate Bill 375, this set the foundation for promoting multimodal transportation and reducing greenhouse gas emissions through more sustainable urban development. Furthermore, in 2024, Senate Bill 960 was enacted to require the Department of Transportation to improve and maintain the state's highways, and establish various programs to fund the development, construction, and repair of local roads, bridges, and other critical transportation infrastructure in the state, including the state highway operation and protection program State Highway Operation Protection Program (SHOPP) These statutes indicate 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 diligently make such investments as expeditiously as possible.

Caltrans will concentrate on enhancing the safety and accessibility of California state-owned roadways for all users, including pedestrians, cyclists, and public transit riders. The main areas of focus are:

- Complete Streets Implementation: Caltrans is required to incorporate complete streets elements such as sidewalks, bike lanes, and transit facilities into all maintenance and repair projects on state highways. This will ensure that roadways accommodate various modes of transportation.

- Transit Priority Facilities: Caltrans mandates the development of a transit policy to guide implementation of transit priority facilities and stops on the state highway system. This policy aims to improve the speed and reliability of public transportation across the state.

- Performance targets: Caltrans is directed to establish targets and performance measures for complete streets assets, focusing on the existence and condition of bicycle, pedestrian, and transit priority facilities on the state highway system.

Additional key areas of Caltrans Advancing Public Transit:

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 each 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 employees in the area.

Set an example for the private sector by providing preferential parking facilities for HOV's.

Encourage MPO's and RTPAs 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 that 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 commuting 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 2026	FY 2027	FY 2028	FY 2029	FY 2030
Total Fleet	142	147	153	155	159
Active Fleet	133	138	144	146	150
Peak Service	112	115	120	122	125
Spare Fleet	22	23	24	24	25
Contingency Fleet	0	0	0	0	0
Replacement Buses	20	11	12	12	12
Expansion Buses	3	3	3	2	5
Spare Bus Ratio	20%	20%	20%	20%	20%

Table C.2: Handy Ride Vehicle Fleet Replacement Schedule

	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030
Total Fleet	58	61	64	66	68
Active Fleet	58	61	64	66	68
Peak Service	49	52	55	56	58
Spare Fleet	9	9	9	10	10
Replacement Buses	8	3	5	6	6
Expansion Buses	3	3	3	2	2
Spare Bus Ratio	18%	17%	16%	18%	17%

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ADA	*Americans with Disabilities Act* 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.
CAD/AVL	*Computer Aided Dispatch/Automated Vehicle Location* 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.
AQMP/AQAP	*Air Quality Attainment Plan* 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.
BRT	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.
CALTRANS	*California State Department of Transportation* 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.
CAA	*Clean Air Act* 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).
CARB	*California Air Resources Board* is a state regulatory agency charged with regulating the air quality in California.

CEQA	*California Environmental Quality Act* 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	*Capital Improvement Plan* is a five-year program of projects.
CONFORMITY	*Conformity* 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	*Congestion Management Agency* is responsible for developing the Congestion Management Program and coordinating and monitoring its implementation.
CMP	*Congestion Management Program* 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	*Congestion Mitigation and Air Quality* Improvement Program 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	*Council of Governments* 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	*Carbon Monoxide State Implementation Plan* 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	*California Transportation Commission* 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	*Consolidated Transportation Services Agency* 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	*Disability Advisory Commission* of the City of Fresno.
DBE	*Disadvantaged Business Enterprise* 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	*Department of Transportation* is the department of the federal government that includes the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA).
EPA	*Environmental Protection Agency* 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	*Fresno Area Express*, the transit operator for the City of Fresno, operates within the City of Fresno Department of Transportation.

FCMA	*Fresno/Clovis Metropolitan Area* includes the geographical boundaries of both the Cities of Fresno and Clovis and the unincorporated areas within the City of Fresno.
FCRTA	*Fresno County Rural Transit Agency* provides fixed route services throughout the rural unincorporated cities which link communities with each other and with the FCMA.
FHWA	*Federal Highway Administration* 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	*Federal Transit Administration* is the Federal Department of Transportation, which is under USDOT. The sister agency to FHWA.
FTIP	*Federal Transportation Improvement Program* 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	*Greenhouse Gas* emissions are now being measured and tracked under California SB375 and AB32 legislation to reduce vehicle emissions that cause global warming.
IIJA	*Infrastructure Investment and Jobs Act, also known as the Bipartisan Infrastructure Bill,* 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	*Local Transportation Funds* 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	*Metropolitan Planning Organization* 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	*Particulate Matter* 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	*Regional Transportation Improvement Plan* 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	*Regional Transportation Plan/Sustainable Communities Strategy* 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	*State Implementation Plan* 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	*San Joaquin Valley Air Pollution Control District* 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	*Social Services Transportation Advisory Council* 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	*State Transit Assistance* 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	*Transit Asset Management* is an approach that uses asset conditions per established guidelines to help prioritize funding.
TCM	*Transportation Control Measures* 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	*Transportation Development Act* is a California law that provides funding for transit through the Local Transportation Fund and the State Transit Assistance fund.
TIP	*Transportation Improvement Program* 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	*Transportation Management Area* 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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Air Quality - The very characteristics that make the San Joaquin Valley one of the world's most productive agricultural regions also create ideal conditions for air pollution formation and accumulation. The San Joaquin Valley Air Basin boarders are defined by mountain and foothill ranges to the east and west. The northern border is consistent with the county line between San Joaquin and Sacramento Counties. The southern border is less defined, but is roughly bounded by the Tehachapi Mountains and, to some extent, the Sierra Nevada range. Due to the Valley's unique geography and meteorology, the bowl-shaped valley is perfect for the creation of the 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. Environmental Protection Agency (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, 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 (PM2.5) (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 primary pollutant responsible for summertime smog in Fresno County and poses serious health risks, particularly for children, the elderly, and individuals with respiratory conditions. It also damages crops, trees, and other vegetation. Ozone is not directly emitted into the air; rather, it forms when volatile organic compounds (VOCs)-also known as reactive organic gases (ROG)-and nitrogen oxides (NOx) react in the presence of sunlight and heat. This photochemical reaction is intensified under typical San Joaquin

Valley weather conditions, including stagnant air, low wind speeds, clear skies, and high temperatures.

Due to the time and distance required for ozone to form, it is classified as a regional pollutant, often affecting areas far from the original emission sources. Emissions that contribute to ozone formation come from a wide range of motor vehicles, agricultural activities, industrial operations, consumer products (such as paints and solvents), and natural sources like certain plants and trees.

The San Joaquin Valley Air Basin experiences some of the highest ozone levels in the nation, particularly in the summer and early fall. To protect public health, the U.S. environmental Protection Agency (EPA) has established National Ambient Air Quality Standards (NAAQS) for ozone based on both 1-hour and 8-hour exposure periods. Meeting these standards is critical for regional air quality conformity and for securing federal transportation funding under the Clean Air Act.

Particulate Matter

In addition to ozone, particulate matter (PM) is a major air pollutant of concern in the San Joaquin Valley. PM consists of a complex mixture of tiny solid particles and liquid droplets suspended in the air. The potential health risks associated with PM are closely linked to particle size and chemical composition.

The U.S. Environmental Protection Agency (EPA) has established federal air quality standards for two size categories:

- PM10: Particles 10 microns or less in diameter.
- PM2.5: Fine particles 2.5 microns or less in diameter.

* For comparison, a human hair is approximately 50 to 100 microns wide.

Particulate matter can be emitted directly from sources such as vehicles, agricultural activities, road dust, and biomass burning. However, a significant portion is formed secondarily in the atmosphere through chemical reactions involving precursor pollutants such as nitrogen oxides (NOx) and volatile organic compounds (VOCs). These reactions are often driven by sunlight (photochemical reactions). PM can include basic elements like carbon and metals, or more complex mixtures such as diesel exhaust and soil particles.

Mobile sources remain a dominant contributor to NOx emissions in the Valley, making them a key factor in both ozone and PM formation.

While ozone levels tend to peak in the summer and early fall, PM concentrations are highest during the cooler months-typically from October through February. This seasonal pattern means the Valley experiences unhealthy air quality throughout the year, with little to no “clean” season for respiratory recovery.

The health effects of PM are well documented and serious. PM2.5 can penetrate deep into the lungs and enter the bloodstream, exacerbating respiratory conditions such as asthma and bronchitis, and contributing to cardiovascular disease, lung damage, and premature death. Diesel particulate matter is classified by the California Air Resources Board (CARB) as a toxic air contaminant due to its carcinogenic properties and other harmful health impacts. The persistent presence of both ozone and particulate matter makes air pollution a year-round public health challenge in the San Joaquin Valley.

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 for the years 2021, 2022, 2023, 2024, 2025, 2026, 2029, 2031, 2037, and 2042 for each applicable pollutant. These years are used as reasonable further progress (RFP) baseline years and include updated transportation conformity budgets with safety margins for RFP and attainment, as well as RFP contingency and attainment contingencies.

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) – Under federal clean air regulations, regions with unhealthy levels of criteria air pollutants (designed as non-attainment areas) are required to develop State Implementation Plans (SIPs). These plans outline how a region will achieve compliance with the National Ambient Air Quality Standards (NAAQS). SIPs are not standalone documents; rather, they are a collection of new and previously submitted programs, rules, district regulations, state-level controls, and federal measures designed to improve air quality and reduce harmful pollutants.

State Requirements and the Clean Air Act (CCAA) - In addition to federal mandates, the State of California Air Resources Board (CARB) requires local air districts to demonstrate progress toward meeting the more stringent air quality standards set by CCAA. The CCAA has established air quality thresholds that exceed federal requirements, pushing for even cleaner air. To show advancement toward these goals, local air districts must submit a Triennial Progress report and Plan review, which assesses the region's efforts and identifies the next steps to meet the state's rigorous air pollution standards.

Modifying Travel Demand for Air Quality Improvement

Addressing travel demand is increasingly critical for both congestion management and air quality improvement. With growing concerns over limited financial, energy, and environmental resources, the region's persistent air quality challenges may necessitate the introduction of more stringent measures to reduce vehicle emissions in the future. Public transit will play a pivotal role in these strategies, serving as a key component of any transportation system management efforts aimed at reducing traffic-related pollution. It is therefore essential that both the state and federal governments continue their current investment in local transit programs to support the broader goals of air quality improvement and sustainability.

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.

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 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.

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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 Eugene, Or; Richland, WA; 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.

Table F.1: System Comparison – Cost-Effectiveness
National Transit Database FY 2023

	Passengers Per Hour	Passengers Per Mile	Cost Per Hour	Cost Per Passenger	Farebox Recovery	Score	Ranking
Tucson	1	2	1	1	5	2.00	1
Bakersfield	5	1	3	3	1	2.60	2
FAX	3	3	4	2	3	3.00	3
Eugene	2	4	5	5	2	3.60	4
Richland	6	6	2	4	6	4.80	5
Stockton	4	5	6	6	4	5.00	6

As shown in Table F.1, System Comparison - Cost-effectiveness, FAX placed at or above average in three of the five categories.

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

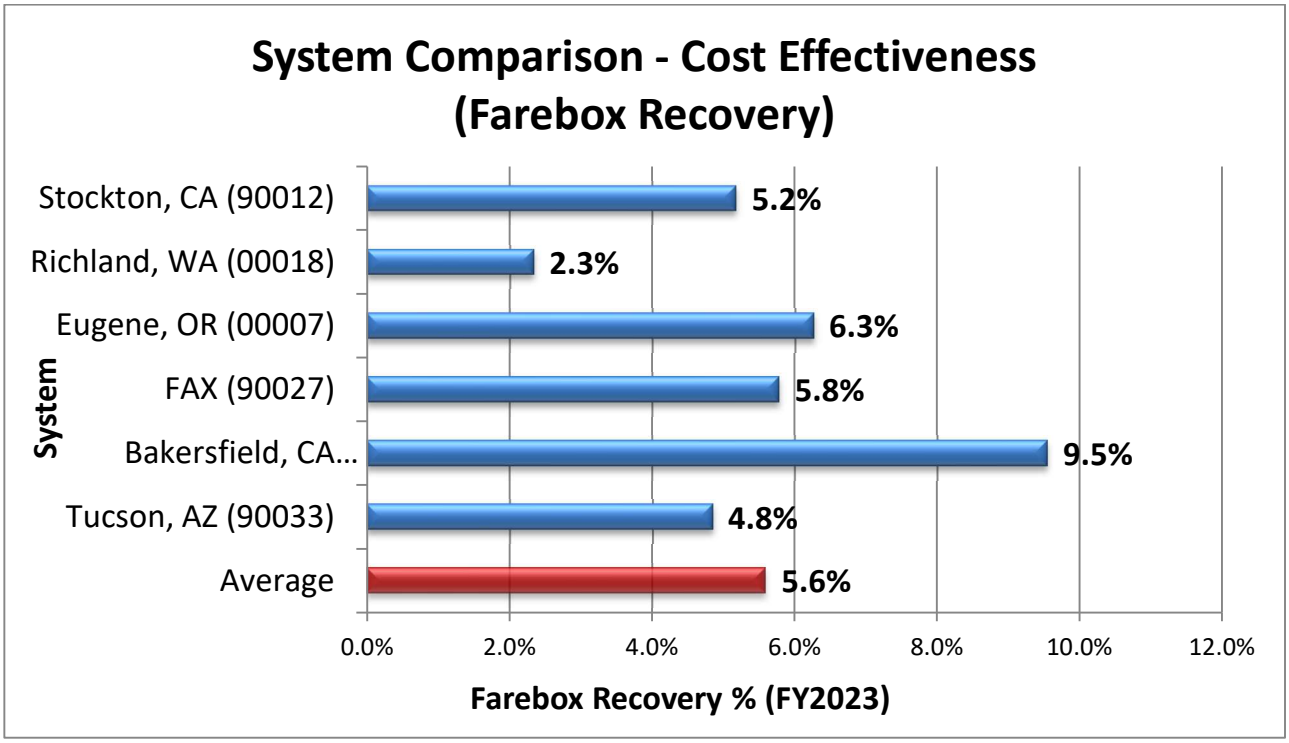
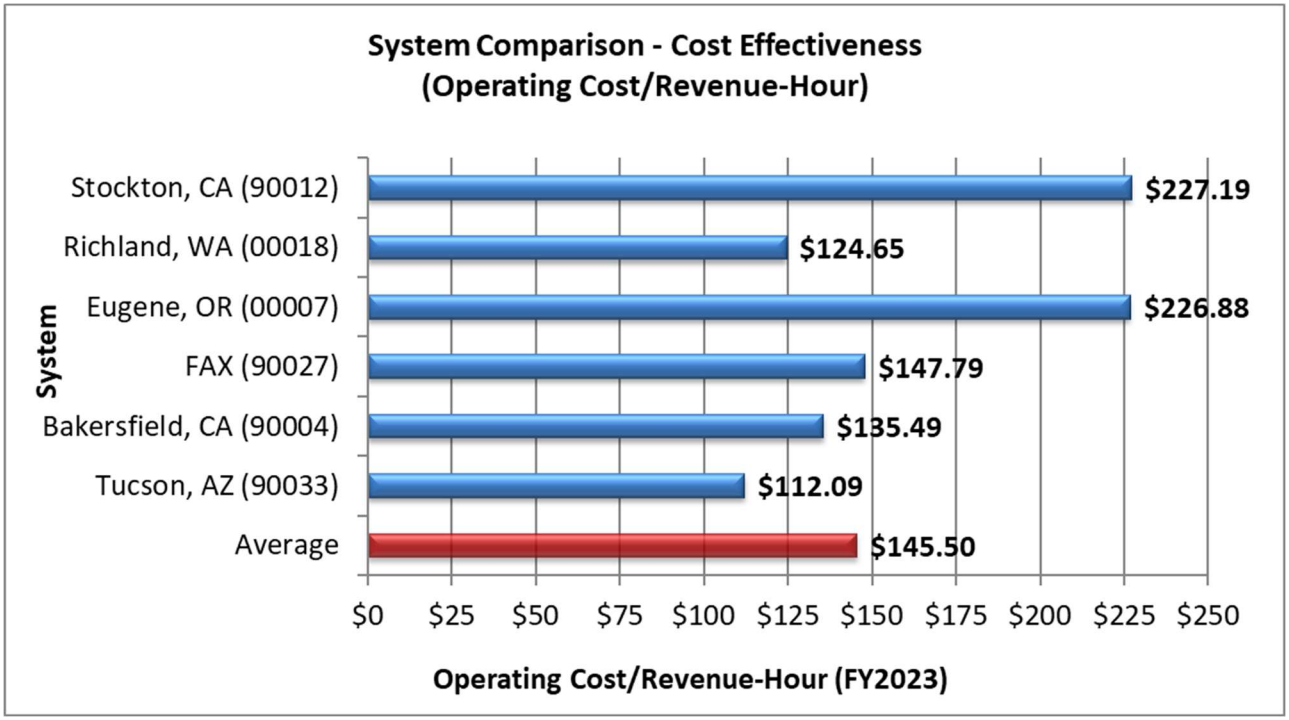


Figure F.2 above illustrates that FAX is carrying more passengers per hour than the average of the peer operators.

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



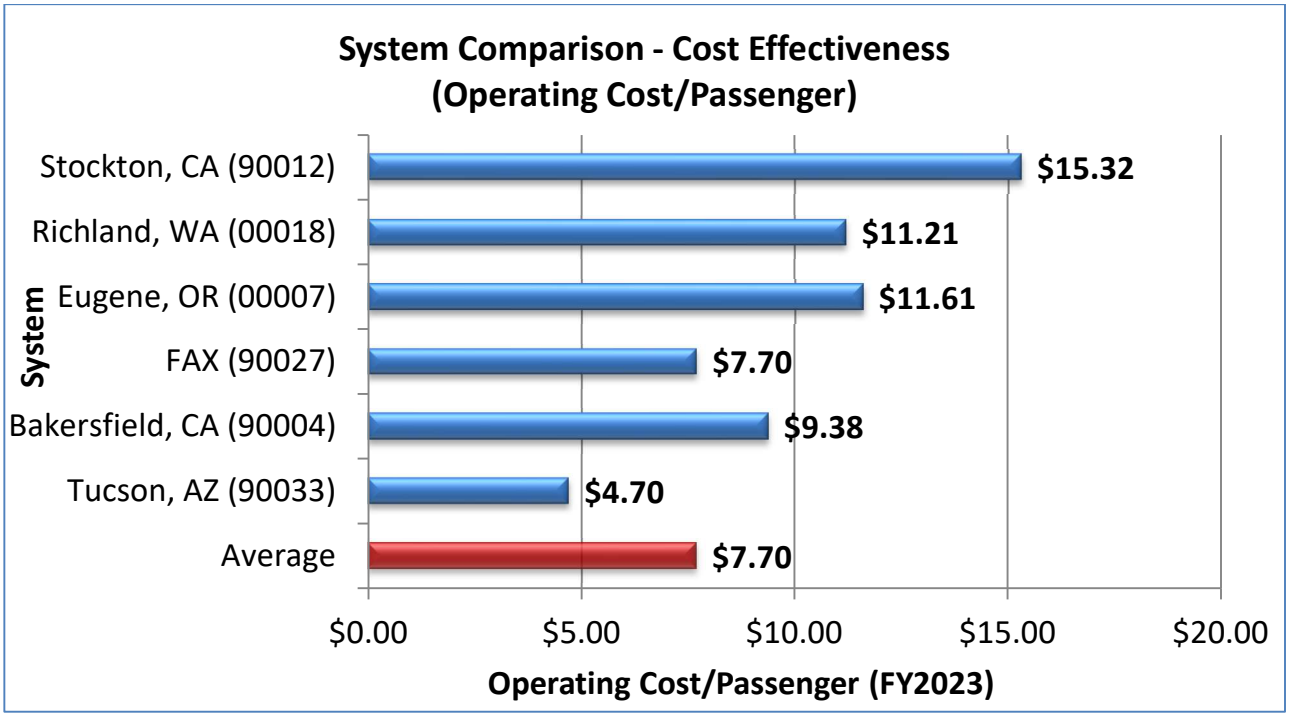
At over $147 per hour, FAX is operating just above the peer systems average cost per hour. FAX's operating expense per hour is $147.79, or 1.5 percent higher than the peer system average of $145.50. FAX ranks fourth in terms of operating expense per hour.

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

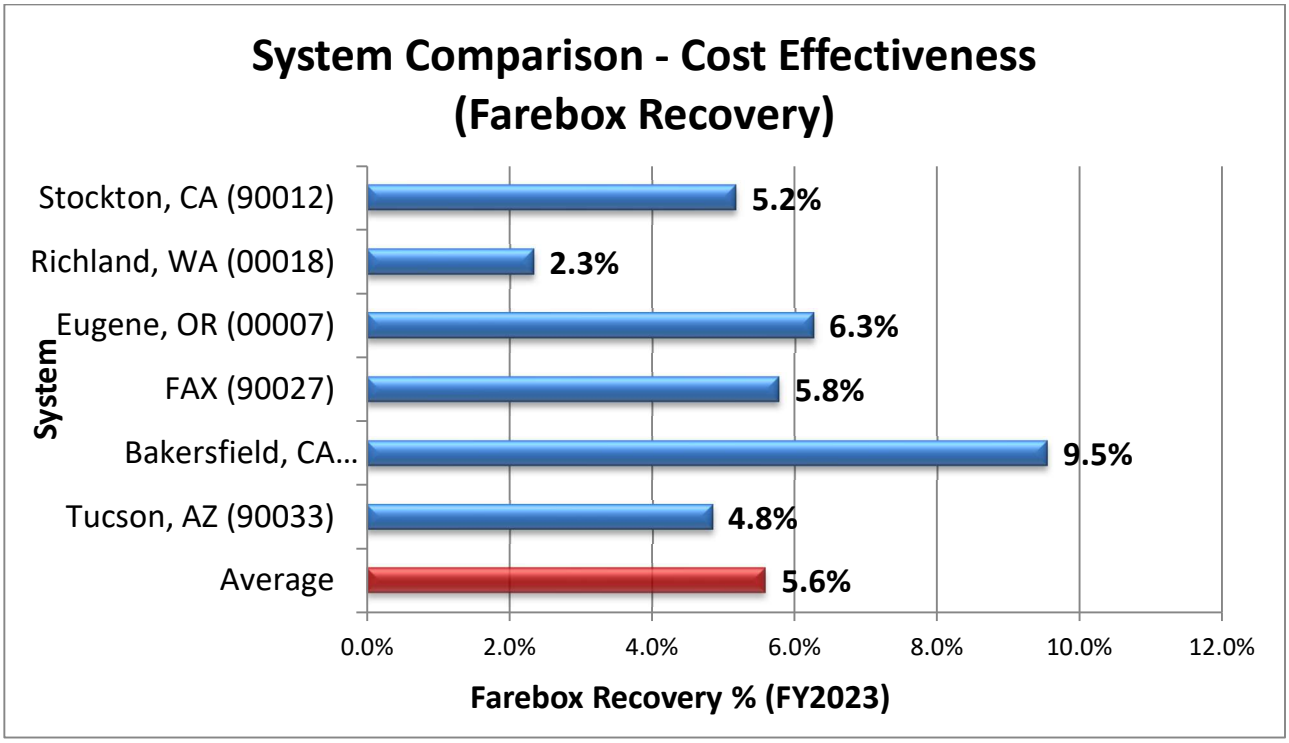


FAX's operating cost per passenger of $7.70 is equal to the peer operators' average and ranks second behind only Tucson. FAX operates a very cost-efficient transit service. As with improved service frequencies and service duration, improvements in passenger amenities

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 5.8% was just above the system average of 4.0% in FY 2023.

The State TDA regulations require FAX to maintain a minimum 20 percent farebox recovery ratio. However, statutory provisions from SB 125 and AB 125 were extended through fiscal year 2025-2026. This provision suspended the financial penalties associated with the STA requirement that transit agencies obtain specified fixed percentatges of their operating budget from passenger fares. The TDA also places restrictions on the use of State Transit Assistance (STA) Funds 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. This requirement has also been suspended through fiscal year 2025-2026. 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.

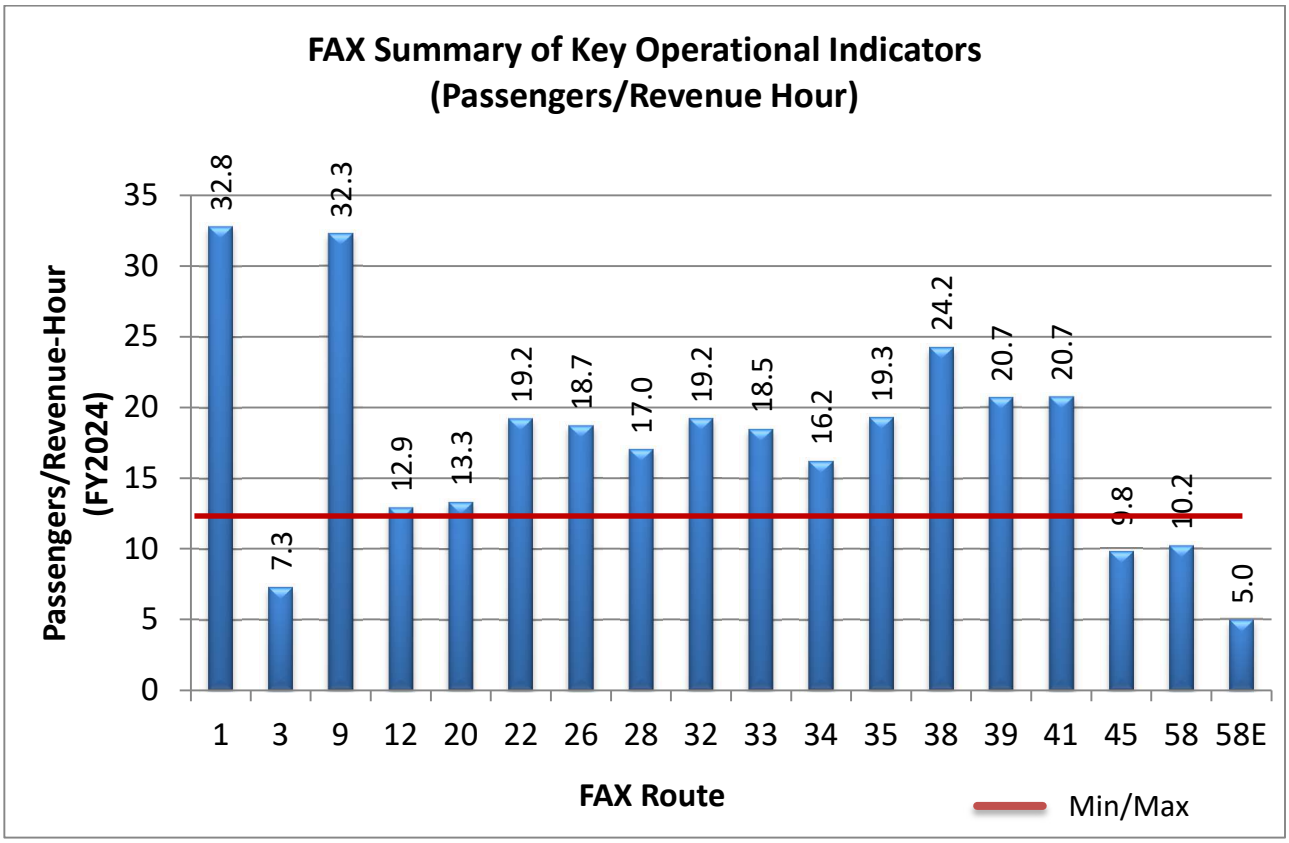
Table F.2: FAX Summary of Key Operational Indicators by Route
July 2023 to June 2024

Route	Passengers	Miles	Hours	Farebox	Cost	Pass/ Hour	Pass/ Mile	Cost/ Hour	Cost/ Pass.	Fare/ Op. Cost
1	2,303,017	762,810	70,231	$1,128,478	$10,169,930	32.79	3.02	$144.81	$4.42	11.1%
3	184,314	291,799	25,280	$90,314	$3,709,014	**7.29**	**0.63**	$146.72	**$20.12**	**2.4%**
9	986,403	322,848	30,569	$483,338	$4,400,942	32.27	3.06	$143.97	$4.46	11.0%
12	151,136	130,263	11,743	$74,057	$1,708,061	12.87	1.16	$145.46	**$11.30**	4.3%
20	274,752	242,927	20,655	$134,628	$3,043,088	13.30	1.13	$147.33	**$11.08**	4.4%
22	437,384	288,762	23,809	$224,118	$3,532,341	19.21	1.58	$148.36	$7.72	6.3%
26	513,164	331,584	27,491	$251,450	$4,073,404	18.67	1.55	$148.17	$7.94	6.2%
28	581,865	369,713	34,186	285,114	$4,945,938	17.02	1.57	$144.68	$8.50	5.8%
32	493,196	266,733	25,716	$241,666	$3,688,543	19.108	1.85	$143.44	$7.48	6.6%
33	150,597	96,230	8,160	$73,793	$1,202,917	18.46	1.56	$147.42	$7.99	6.1%
34	841,302	569,537	51,966	$412,238	$7,539,424	16.19	1.48	$145.08	$8.96	5.5%
35	400,113	235,171	20,749	$196,055	$3,032,140	19.28	1.70	$146.13	$7.58	6.5%
38	1,176,116	605,692	48,509	$576,297	$7,245,507	24.25	1.94	$149.36	$6.16	8.0%
39	291,004	163,420	14,073	$142,592	$2,067,550	20.68	1.78	$146.91	$7.10	6.9%
41	536,754	315,326	25,874	$263,009	$3,842,180	20.74	1.70	$148.52	$7.16	6.8%
45	235,551	302,558	24,099	$115,420	$3,604,180	**9.77**	**0.78**	$149.56	**$15.30**	**3.2%**
58	19,292	26,274	1,890	$9,453	$289,814	**10.21**	**0.73**	$153.33	**$15.02**	**3.3%**
*58E	10,291	39,812	2,079	$5,042	$349,326	**4.95**	**0.26**	$168.06	**$33.95**	**1.4%**
Totals	9,606,251	5,361,459	467,079	$4,707,063	$68,445,083	20.57	1.79	$146.54	$7.13	6.9%
					Min/Max	***12.34***	***1.08***	***$205.15***	***$9.98***	***4.1%***
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 2024



As Figure F.6 illustrates, FAX Routes 3, 45, 58 and 58E were operating below the minimum standard of 12.34 passengers per hour, which is 60% of the system average.

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

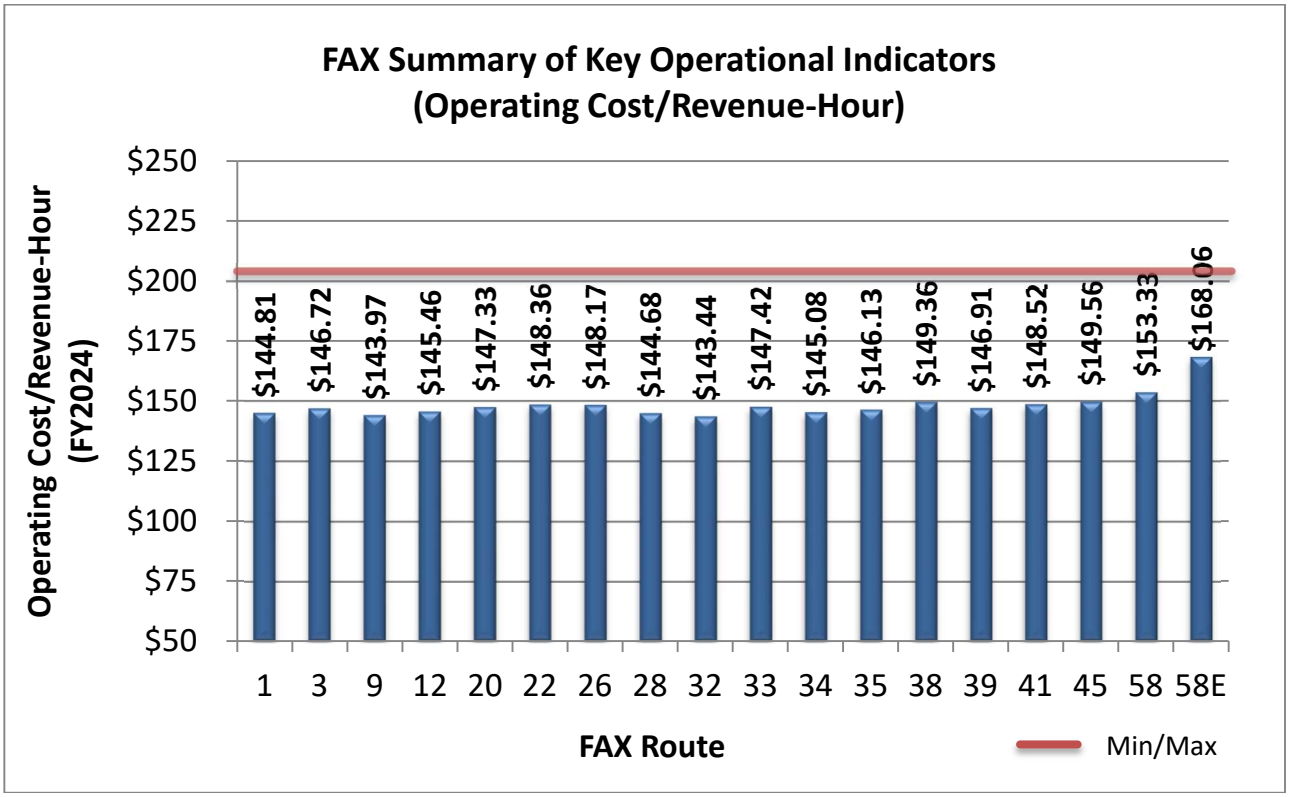


Figure 3.7 illustrates that currently, all FAX routes are operating at below the cost per hour system maximum of $205.15.

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

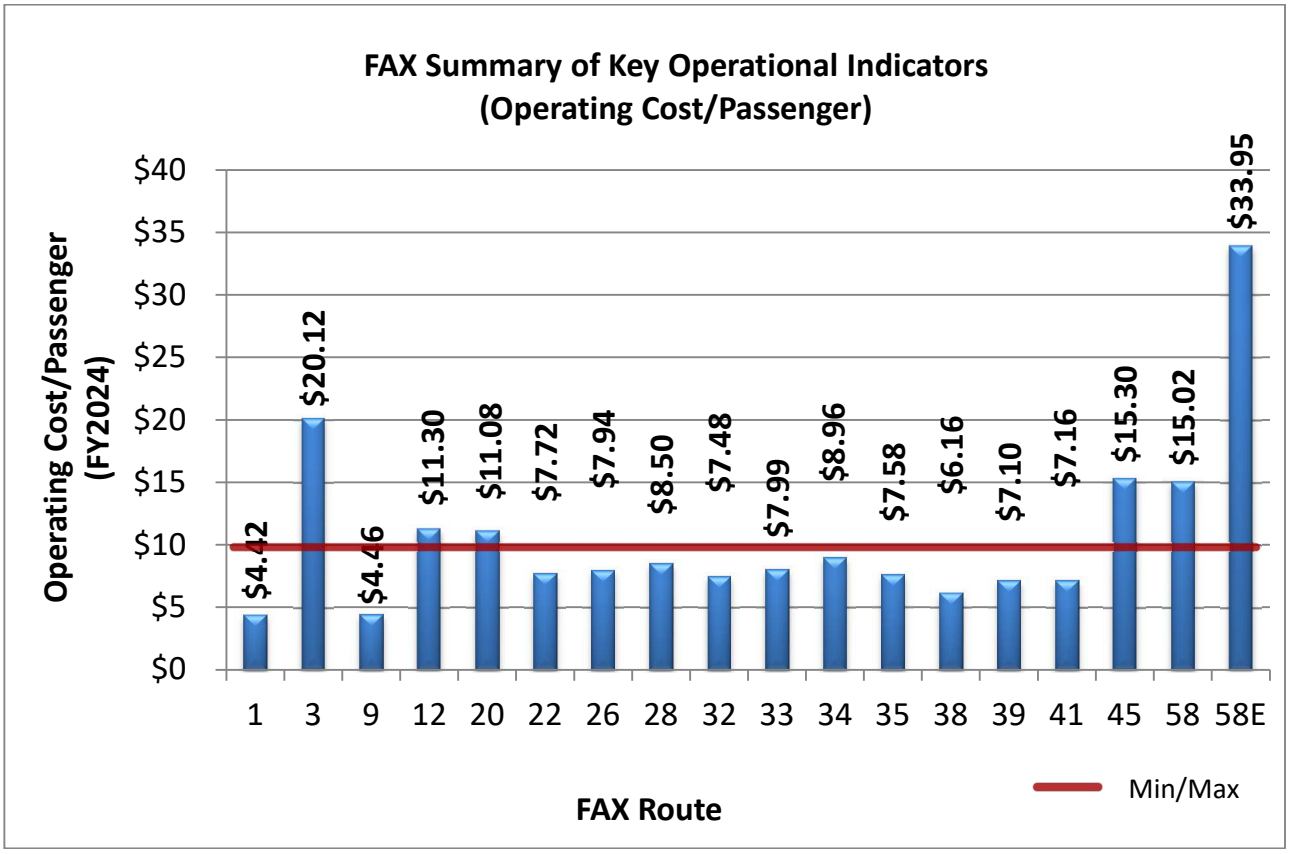


Figure F.8 illustrates that route 58E had the highest operating cost per passenger in FY 2024. The routes with the highest cost per passenger are also the routes with the lowest ridership.

Figure F.9: FAX Farebox Recovery by Route

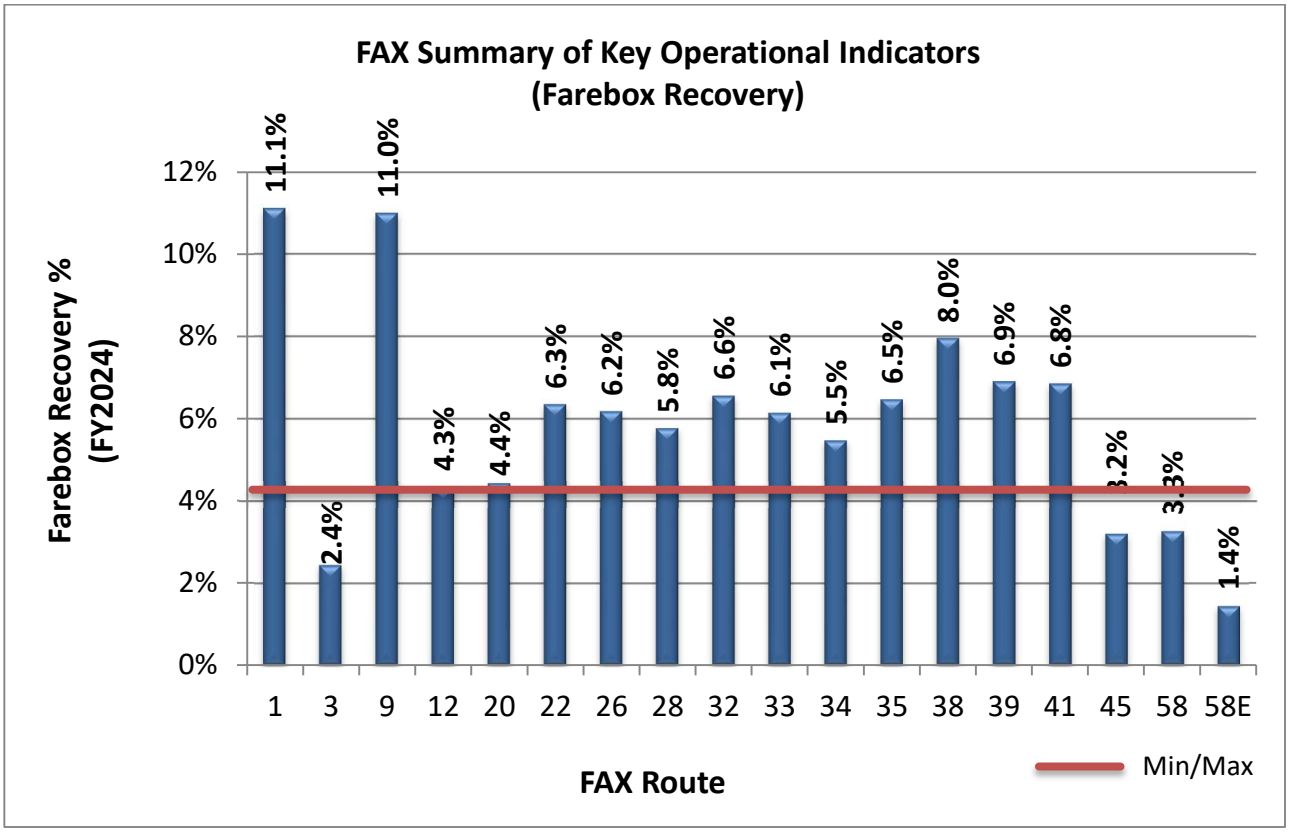


Figure F.9 above illustrates the highest farebox recovery is on routes 1 and 9.

FAX Route Ranking – Table F.3 below shows how each route compares with other routes in the system. Using five key indicators including, Passenger Trips per Revenue Hour, Passengers per Mile, Operating Cost per Hour, Operating Cost per Passenger and Percent of Farebox Recovery. 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 RankingJuly 2023 - June 2024

Route	Passengers/ Hour	Passengers/ Mile	Cost/ Hour	Cost/ Passenger	Farebox Recovery	Score	Overall Ranking
1	1	2	4	1	1	1.8	1
9	2	1	2	2	6	1.8	1
32	8	4	1	6	6	5.0	3
38	3	3	15	3	3	5.4	4
39	5	5	9	4	4	5.4	4
41	4	6	14	5	5	6.8	6
35	6	7	7	7	7	6.8	6
22	7	8	13	8	8	8.8	8
28	11	9	3	11	11	9.0	9
26	9	11	12	9	9	10.0	10
33	10	10	11	10	10	10.2	11
34	11	12	5	12	12	10.6	12
12	14	13	6	14	14	12.2	13
20	13	14	10	13	13	12.6	14
3	17	17	8	17	17	15.2	15
58	15	16	17	16	15	15.6	16
45	16	15	16	15	16	15.8	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**, all routes have indicators outside of acceptable standards except Routes 9, 20, 22, and 34. System-wide, FAX's weekend service provides 17.97 passengers per revenue hour on Saturday, and 19.05 passengers per revenue hour on Sunday. The minimum acceptable is 60 percent of those measures or 10.78 passengers per revenue hour for Saturday and 11.43 passengers per revenue hour for Sunday.

Passengers per mile averaged 1.53 on Saturday, and 1.61 on Sunday, therefore, the minimum productivity standards are 0.92 and 0.97 respectively. The cost per passenger average on Saturday was $4.85 and on Sunday $4.53. Using the 140 percent standard, the Saturday maximum would be $6.79, and the Sunday maximum would be $6.34. The farebox recovery ratio for Saturdays averaged 10.1 percent, while on Sundays the average farebox recovery ratio was 11.0 percent. As with the passengers per hour measure, we evaluate individual routes based on a minimum of 60 percent of the system average or 6.1 percent for Saturdays and 6.6 percent for Sundays. As noted earlier, Route 58E receives funding support from Children's Hospital.

Table F.4: FAX Saturday Service Indicators
July 2023 to June 2024

Route	Revenue	Revenue Miles	Revenue Hours	Total Passengers	Operating Cost	Pass/ Hour	Pass/ Mile	Cost/ Hour	Cost/ Pass	Farebox Recovery
1	$114,774	84,598	7,554	234,233	$643,899	31.01	2.77	$85.24	$2.75	17.8%
3	$8,539	34,193	2,976	17,426	$255,111	**5.85**	**0.51**	$85.71	**$14.64**	**3.3%**
9	$44,537	28,398	2,811	90,891	$234,569	32.33	3.20	$83.44	$2.58	19.0%
12	$8,378	15,537	1,440	17,098	$121,786	**11.87**	**1.10**	$84.56	$7.12	6.9%
20	$11,541	28,072	2,387	23,552	$205,661	**9.87**	**0.84**	$86.16	**$8.73**	**5.6%**
22	$23,095	37,053	3,064	47,132	$265,638	**15.38**	**1.27**	$86.70	$5.64	8.7%
26	$22,421	41,766	3,268	45,756	$287,006	**14.00**	**1.10**	$87.83	$6.27	7.8%
28	$21,452	35,337	3,444	43,780	$288,229	**12.71**	**1.24**	$83.70	$6.58	7.4%
32	$25,658	34,230	3,226	52,363	$273,676	**16.23**	**1.48**	$84.83	$5.23	9.4%
33	$5,071	7,247	613	10,348	$97,121	**16.88**	**0.30**	**$158.46**	**$9.39**	**5.2%**
34	$35,846	45,632	3,945	73,156	$275,676	18.54	10.09	$69.88	$3.77	13.0%
35	$19,888	28,077	2,464	40,588	$239,586	**16.47**	**0.89**	$97.25	$5.90	8.3%
38	$43,683	51,927	4,063	89,149	$317,768	21.94	3.18	$78.20	$3.56	13.7%
39	$11,442	20,377	1,542	23,352	$188,243	**15.15**	**0.45**	**$122.11**	**$8.06**	**6.1%**
41	$25,075	40,352	3,003	51,173	$234,231	**17.04**	2.51	$78.00	$4.58	10.7%
45	$10,171	37,632	2,924	20,757	$261,677	**7.10**	**0.51**	$89.51	**$12.61**	**3.9%**
58	$649	2,974	194	1,324	$74,713	**6.81**	**0.04**	**$384.40**	**$56.42**	**0.9%**
*58E	$297	3,741	195	606	$17,903	**3.11**	**0.20**	$91.91	**$29.53**	**1.7%**
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 2023 to June 2024

	Total Passengers	Revenue	Revenue Miles	Revenue Hours	Operating Cost	Pass/ Hour	Pass/ Mile	Cost/ Hour	Cost/ Pass	Farebox Recovery
Route										
1	221,944	$108,752	75,599	6,895	$585,051	32.19	15.77	$84.85	$2.64	18.6%
3	18,132	$26,186	34,484	3,007	$52,266	**6.03**	8.71	$17.38	$2.88	50.1%
9	75,907	$46,552	24,350	2,323	$137,981	32.67	20.04	$59.39	$1.82	33.7%
12	18,138	$22,165	15,660	1,432	$251,155	12.67	15.48	**$175.37**	**$13.85**	8.8%
20	19,199	$37,194	27,738	2,357	$121,449	**8.15**	15.78	$51.54	$6.33	30.6%
22	48,006	$30,291	36,424	3,005	$265,281	15.98	10.08	$88.29	$5.53	11.4%
26	61,819	$37,291	41,604	3,255	$201,808	18.99	11.46	$61.99	$3.26	18.5%
28	45,234	$8,885	32,839	3,162	$195,291	14.31	2.81	$61.77	$4.32	**4.5%**
32	53,441	$23,523	31,858	2,975	$285,921	17.97	7.91	$96.12	$5.35	8.2%
33	11,758	$20,210	7,280	603	$329,717	19.50	33.51	**$546.75**	**$28.04**	**6.1%**
34	76,105	$5,761	45,388	3,914	$336,153	19.45	1.47	$85.89	$4.42	**1.7%**
35	41,244	$12,464	27,702	2,339	$18,035	17.64	5.33	$7.71	$0.44	69.1%
38	95,004	$25,153	46,865	3,781	$261,082	25.12	6.65	$69.04	$2.75	9.6%
39	26,988	$8,888	20,474	1,561	$203,075	17.29	5.69	**$130.07**	**$7.52**	**4.4%**
41	51,333	$13,224	38,867	2,866	$255,380	17.91	4.61	$89.11	$4.97	**5.2%**
45	25,438	$9,407	38,602	2,958	$260,655	**8.60**	3.18	$88.13	**$10.25**	**3.6%**
58	1,454	$8,885	3,026	196	$257,618	**7.44**	45.45	**$1,317.71**	**$177.14**	**3.4%**
***58E**	657	$713	3,728	194	$19,072	**3.39**	3.68	$98.43	**$29.02**	**3.7%**
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 2023 - June 2024

Route	Passengers/ Hour	Passengers/ Mile	Cost/ Hour	Cost/ Passenger	Farebox Recovery	Score	Rank
9	2	2	1	1	1	1.4	1
34	1	1	12	5	4	4.6	2
20	3	3	4	2	13	5.0	3
22	4	4	5	6	7	5.2	4
33	7	6	3	3	14	6.6	5
32	9	8	8	10	6	8.2	6
28	8	5	9	9	10	8.2	6
12	11	13	2	4	11	8.2	6
35	12	10	6	8	8	8.8	9
3	5	9	7	7	16	8.8	9
26	6	7	18	16	9	11.2	11
41	14	14	13	12	5	11.6	12
39	10	11	14	11	12	11.6	12
38	13	12	16	15	3	11.8	14
1	17	16	15	17	2	13.4	15
45	15	15	10	13	15	13.6	16
58E	16	17	11	14	17	15.0	17
58	18	18	17	18	18	17.8	18

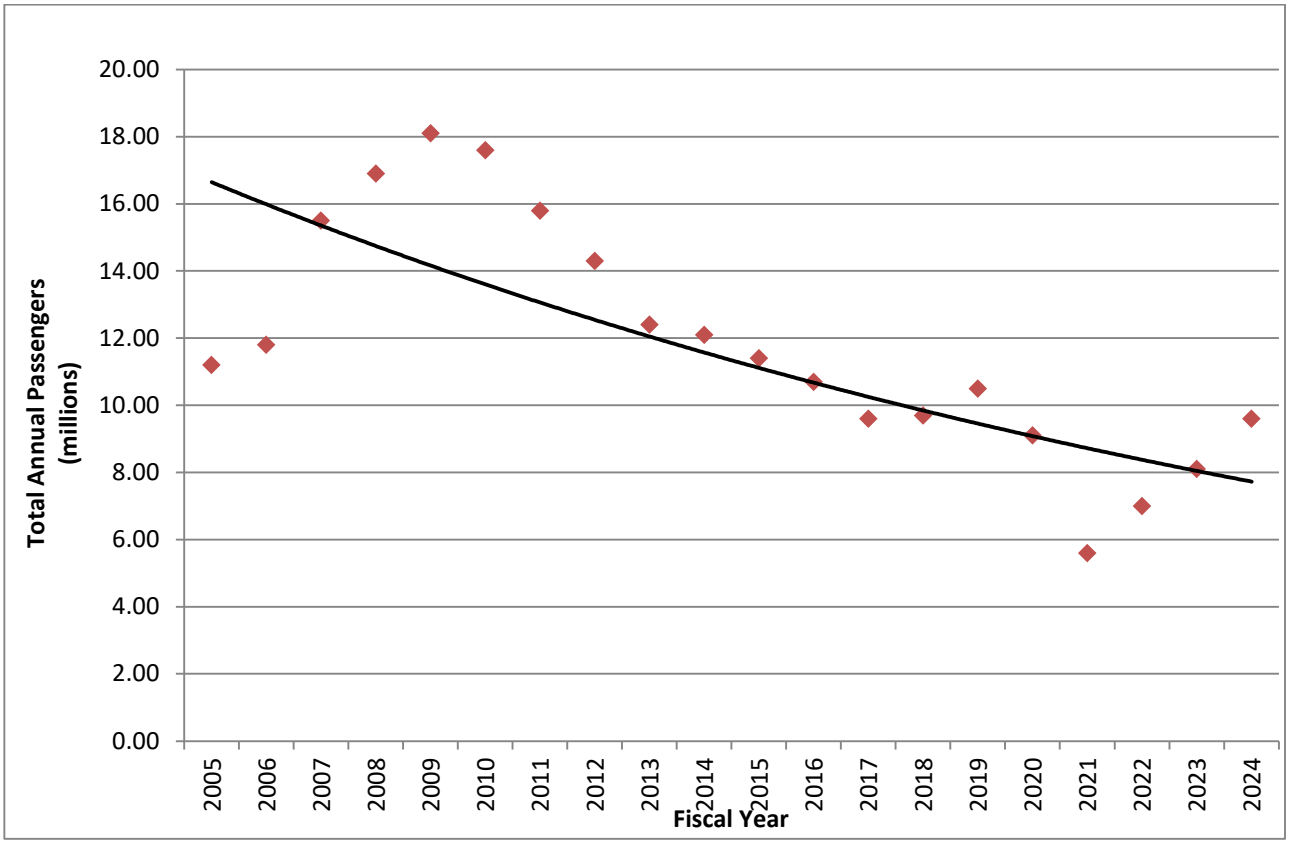
* Note Route 58 is subsidized by Valley Children's Hospital.

Table F.7: FAX Sunday Service Ranking
July 2023 - June 2024

Route	Passengers/ Hour	Passengers/ Mile	Cost/ Hour	Cost/ Passenger	Farebox Recovery	Score	Rank
9	1	3	4	2	3	2.6	1
1	2	5	8	3	5	4.6	2
35	9	13	1	1	1	5.0	3
26	6	7	6	6	6	6.2	4
38	3	11	7	4	8	6.6	5
3	17	9	2	5	2	7.0	6
20	15	4	3	12	4	7.6	7
22	11	8	11	11	7	9.6	8
32	7	10	13	10	10	10.0	9
33	4	2	17	16	11	10.0	9
28	12	17	5	7	13	10.8	11
41	8	14	12	9	12	11.0	12
34	5	18	9	8	18	11.6	12
12	13	6	16	15	9	11.8	14
39	10	12	15	13	14	12.8	15
45	14	16	10	14	16	14.0	16
58	16	1	18	18	17	14.0	16
58E	18	15	14	17	15	15.8	18

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

Figure F.10: FAX Fixed Route Annual Ridership FY 2005 – FY 2024



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 slowing recovering from the pandemic low in FY 2021 of 5,604,778. In FY 2024, ridership was at just under its pre-pandemic level. Overall, FAX ridership has decreased 14.55% in the 20-year period from 2005 to 2024 from 11,241,838 riders to 9,606,251 riders respectively.

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

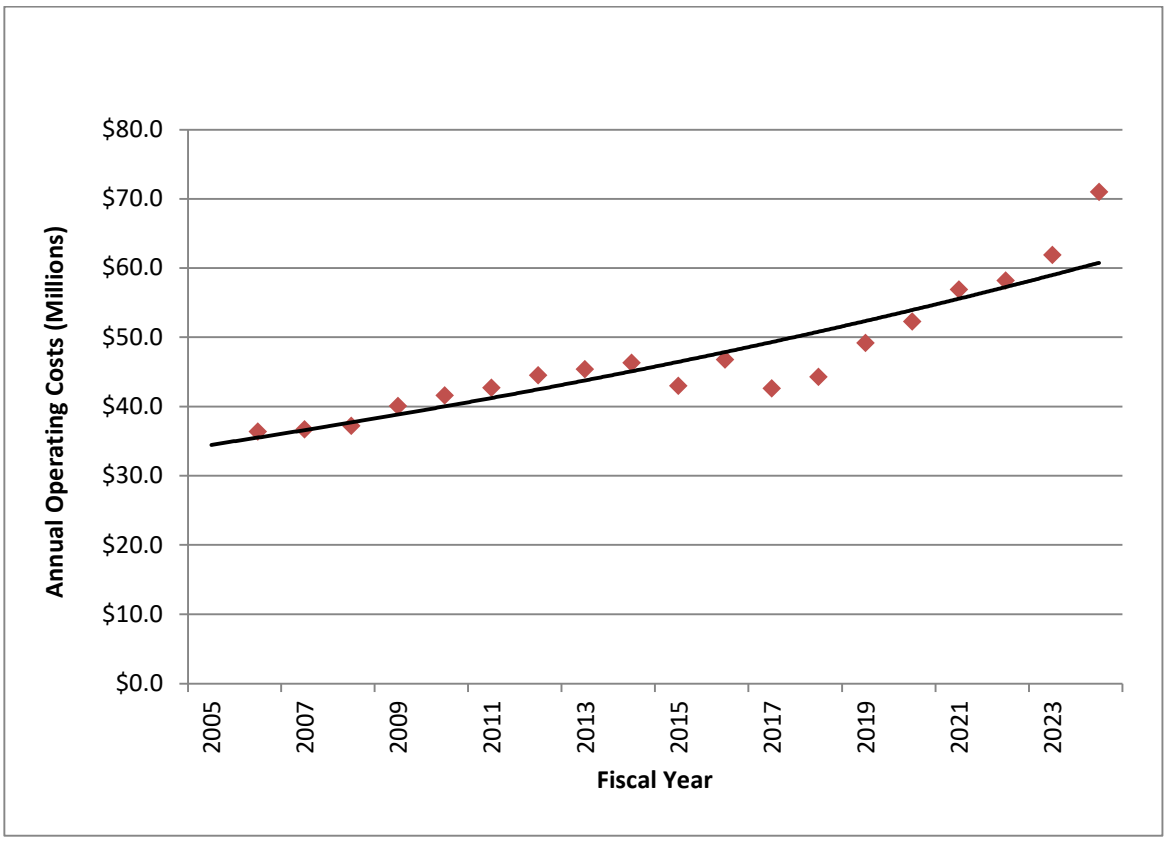


Figure F.11 illustrates how annual operating costs for the FAX system have steadily increased year after year – from $36.4 million in FY 2005 to $77.1 million in FY 2024.

Figure F.12: Comparison of Ridership vs Operating Costs

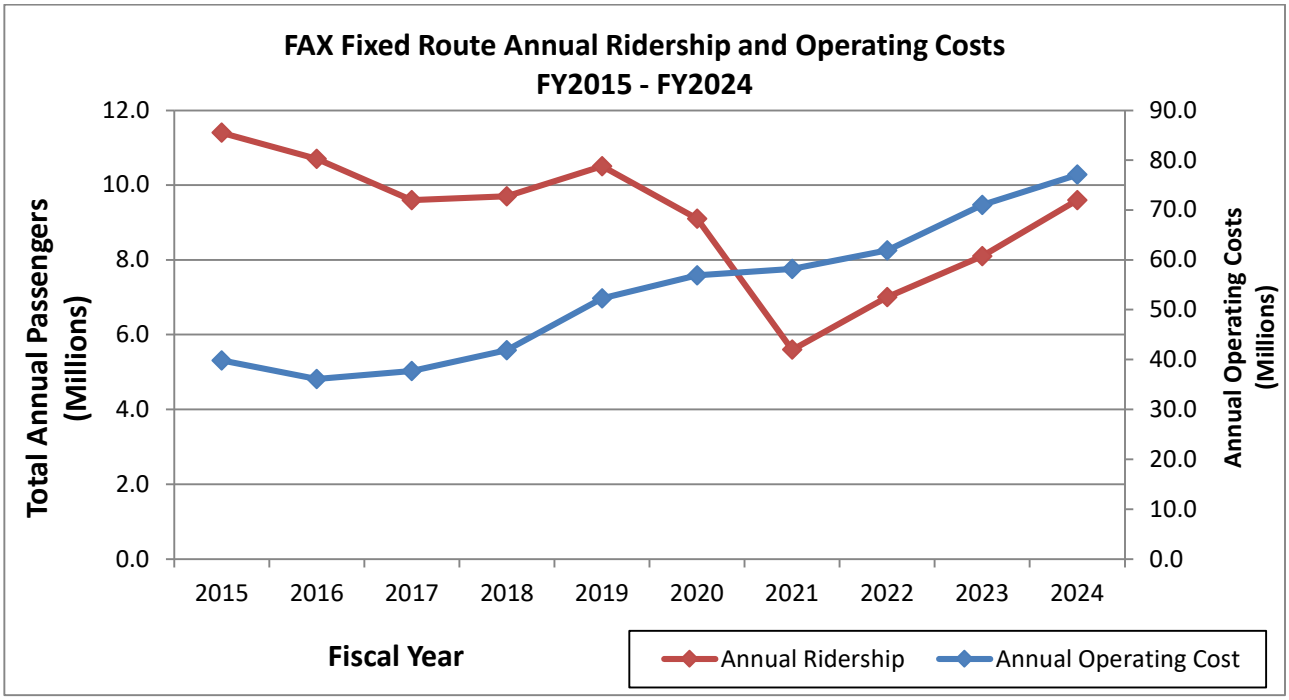


Figure F.12 illustrates that ridership continued to fall until 2017. Between 2017 and 2018, FAX invested in higher frequency service on Routes 1 (BRT), 9, and 38. There were also increases in frequency on the weekends and later weeknight service. All of these services have increased the operating budget. At the end of FY 2018, FAX showed the first ridership increase (1.3%) since the economic downturn and an 8.2% increase for FY 2019. Due to the impacts of COVID-19, FAX ridership dropped in FY 2020 and reached a low in FY 2021. Ridership has slowly begun returning with a 16.6% increase in FY 2023 and a 17.9% increase in FY 2024. Because of the effects on service from the economic downturn, FAX began building an operating reserve. Historically, there has been no money set aside for reserves that are used to cover capital expenses before reimbursement or to provide additional operating revenue.

Table F.14: Handy Ride Annual Mileage and Ridership FY 2005– FY 2024

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

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 Eugene, OR; Richland, TX; 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 2023).

FAX placed well in the peer review process, with the 2nd highest passenger per mile and the 3rd highest passengers per hour overall. In an overall ranking with the peer systems, FAX scored second in two out five categories, placed third in passenger per hour, 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, 58, and 58E, have some of the lowest ridership in the FAX network. 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. Indicators that do not meet the system standard are shown in boldface type. Starting with the first minimum indicator, Passengers per Service Hour, 60 percent of 20.57 is 12.34. Moving to Cost per Service Hour, the system-wide average is $146.54 and 140 percent of that is $205.15.

The Third indicator is Cost per Passenger. The FAX system-wide average is $7.13, and 140 percent of that is $9.98. 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 6.9 percent and 60 percent of that is 4.1 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.

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Appendix G: 2024 Rea and Parker Key Survey Findings

Fresno Area Express (FAX) has elected to conduct a statistically reliable bus passenger opinion and satisfaction survey among riders of the system. The purpose of the survey is to provide current information and opinions concerning rider satisfaction, travel behavior, and rider demographics regarding the FAX system and to compare the results of this 2024 study with the results from prior studies, in particular the more recent 2014, 2018, and 2022 FAX rider satisfaction studies. A third purpose has been introduced this year, and that is to inquire whether, and to what extent, FAX fixed route bus riders have experienced or witnessed various types of harassing behavior, insulting language, and/or sexual misconduct while using the FAX fixed route bus system.

The survey was conducted through on-board and online interviews of 1004 randomly selected FAX fixed-route bus passengers, which yields a margin of error of +/-3.09 percent at the 95 percent level of confidence. Rea & Parker Research was the prime contractor, with Competitive Edge Research & Communication supplying the on-board survey personnel and data input.

Rider Demographics

- Respondents are primarily Hispanic/Latino (35 percent), White (25 percent), and Black/African American (20 percent).
- Over one-third of respondents (35 percent) earn an annual household income of less than $10,000 and another 19 percent earn between $10,000 and $19,999 on an annual basis. The median respondent annual household income is $17,900.
- Over one-half of respondents (51 percent) are between 18 and 34 years of age with another 35 percent between the ages of 35 and 54. The median age of the respondents is 34.0.
- Over seven in ten (72 percent) have a high school education or less while 15 percent have a college degree or more education.
- Almost 7 in 10 (69 percent) of respondents in the current survey are either employed full-time (25 percent), employed part-time (21 percent), self-employed (12 percent), or students who are also employed (11 percent). An additional 10 percent are students who are employed.

Customer Travel Characteristics

- The dominant typical trip purpose of FAX riders is work/business (27 percent) followed by errands/personal (19 percent), college (13 percent) and shopping (11 percent).
- Approximately one-third (31 percent) of FAX riders make fewer than 5 trips per week. Also,14 percent of FAX riders make 13 or more trips per week in 2024. The median number of trips per week in 2024 is 6 trips.
- FAX has both long-term bus riders as well as relatively new riders. For example, just over one-fifth (22 percent) have ridden FAX for 10 years or more; on the other hand,

46 percent have ridden the system for less than 3 years. The mean length of time riders have ridden FAX is 6.0 years.

- Seven in ten (71 percent) of FAX riders do not have access to a car or other vehicle to make the trip they were taking when they were surveyed.
- Among the 29 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. Another 17 percent indicate that their car is being repaired or that it is not reliable.

Customer Satisfaction with FAX Bus Service

- Riders express substantial overall satisfaction with the FAX bus system. Over 7 in 10 respondents (73 percent) are either very satisfied (29 percent) or satisfied (44 percent). On a scale of 1 to 6, where 1 = very satisfied and 6 = very dissatisfied, the mean satisfaction rating is 2.1 in the current year.
- The highest overall satisfaction with the FAX bus system is associated with bus routes 58/58E (1.67), 32 (1.74), and 35 (1.75).
- Riders provide very high mean ratings for drivers' characteristics including drivers' driving skills, drivers' safety awareness, and drivers' helpfulness (each with a mean of 2.1). The 2024 survey respondents also rate drivers' courtesy relatively high (mean of 2.2).
- Regarding time considerations, respondents are most satisfied with on-time performance, frequency of buses, and time to complete trip (each with a mean of 2.2). Respondents also express a moderate level of satisfaction with hours of operation on weekdays (mean of 2.3). Riders are less satisfied with the hours of operation on weekends (mean of 2.5).
- Respondents are generally satisfied with the closeness of bus stops to home, closeness of bus stops to destinations, and overall comfort of bus rides (each with a mean of 2.2). Riders are less satisfied with the cleanliness of bus stops/stations (mean of 2.5) and cleanliness inside buses (mean of 2.4).
- Respondents are most satisfied with accessibility for people with disabilities (mean of 2.0) and value for price paid (mean of 2.1). Respondents are reasonably satisfied regarding the quality of audio/visual announcements (mean of 2.2) and the availability of route/schedule info (mean of 2.2).
- Riders identify on-time performance as the most important feature (28 percent) followed by frequency of buses (19 percent). Riders accord the next level of importance to time to complete trip (14 percent).
- The least important bus feature by far is the quality of audio/visual presentations of information on board the bus.
- Based upon a satisfaction/importance quadrant analysis, on-time performance is the core characteristic that leads to the overall rating of the FAX bus service as very satisfactory. Four characteristics would provide an important improvement to overall satisfaction: cleanliness inside buses, bus hours of operations on weekends, stops close to home, and stops close to destinations. Riders regard time to complete their trip and frequency of buses as being on the boundary line between being core

satisfaction characteristics or being characteristics that would greatly enhance satisfaction were they to be improved.

- The “report card” that was developed for prior surveys shows that FAX has been a consistent success with high rider satisfaction. This high level of satisfaction is demonstrated by the A- and B+ grades that have been attributed to the various features of the FAX bus system since 2018..

Harassment on the FAX System

- FAX riders have experienced some degree of harassing behaviors such as hostile comments and gestures, stolen or damaged property, unwanted sexual language or behavior, or physical assault. Riders reported that they endured hostile comments, sounds, or gestures (43 percent). Also, nearly one quarter (31 percent) experienced unwanted sexual language or behavior. A similar pattern emerged regarding riders who have seen or heard others being harassed.
- Among the 76 percent who experienced, saw, or heard at least one incident of harassment, nearly one-third (32 percent) reported that the incident occurred on board the bus, and another 21 percent indicated that the incident occurred at bus stops or stations. The other 47 percent said that the incident occurred both at bus stops and on-board the bus.
- Among the 76 percent of riders who experienced, saw, or heard at least one incident of harassment, over three fifths (61 percent) did not report the incident.
- Among the 76 percent who experienced, saw, or heard at least one incident of harassment, one fourth (25 percent) felt they or others were targeted because of race/ethnicity and another 24 percent indicated that gender/gender expression was at the root of the harassment they experienced.
- Over one-third (35 percent) do not take any safety precautions when riding FAX buses. However, over one-quarter (26 percent) do not ride alone to maximize their perceived safety.
- Nearly one-quarter of FAX respondents (24 percent always feel safe on-board FAX buses and at bus stops. On the other hand, one tenth (10 percent) never feel safe on-board or at bus stops.

Conclusion

- There is compelling evidence that FAX riders demonstrate a very high level of satisfaction with the services provided on the bus system. The high level of satisfaction for all features of bus service has been sustained over many years.

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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 governing	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
			Board required.				
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	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.