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Transit Productivity Evaluation Fiscal Year 2025



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Introduction

The Transit Productivity Evaluation is conducted annually to assess the performance of transit operators that receive funding through the State Transportation Development Act (TDA) and to identify opportunities for improving productivity. In accordance with California Public Utilities Code Section 99244, each transportation planning agency is required to annually identify, analyze, and recommend potential productivity improvements that could reduce operating costs for transit operators providing at least 50% of their vehicle service miles within the agency's jurisdiction. If an operator fails to make a reasonable effort to implement recommended improvements, its allocation of Local Transportation Funds (LT) may not exceed the amount appropriated in the prior year.

The Consolidated Transportation Services Agencies (CTSAs) for both metropolitan and rural areas are also evaluated annually, as required by the Assembly Bill (AB) 120 Action Plan (February 1982). This policy mandates that each CTSA designee be reviewed "at least annually" to ensure compliance with the Action Plan's objectives and service coordination goals.

The FY 2025 Transit Productivity Evaluation covers the period from July 1, 2024, through June 30, 2025, and includes an assessment of the following agencies:

1. Fresno Area Express (FAX) and Handy Ride
2. Clovis Stageline and Roundup
3. Fresno County Rural Transit Agency (FCRTA)
4. Consolidated Transportation Services Agencies (CTSA) for the Metropolitan and Rural Areas

In addition to the annual evaluation, state law requires TDA Triennial Performance Audits for each transit operator, as outlined in PUC Sections 99246–99249. The most recent audits, covering FY 2022 through FY 2024, were conducted by Moore and Associates and completed in 2025. The final recommendations from those audits are incorporated into this report.

Overview of Fresno County's Public Transportation Systems

Fresno County transit providers continue to recover from the ridership declines experienced during the COVID-19 pandemic. In FY 2025, countywide ridership remained approximately 3% below pre-pandemic levels. Early forecasts anticipated a five-year recovery period, and with the pandemic ending in late 2022, local systems are progressing steadily toward full restoration. Overall ridership increased by 7.8% in FY 2025, with urban operators reporting notable gains in passenger trips.

Transit agencies throughout the county continue to maintain proactive health and safety measures. These efforts include enhanced vehicle cleaning and sanitizing procedures, onboard hand-sanitizer dispensers, and physical driver barriers. Agencies also conduct ongoing public outreach and education campaigns—individually and in partnership with the American Public Transit Association—to promote COVID-safe travel behaviors using both printed materials and social media platforms.

Performance metrics improved across several key areas. As shown in Table 1, passengers per hour increased by 6.3% compared to FY 2024. The farebox recovery ratio decreased slightly by 0.36%, while operating costs per hour rose by 4.1%.

From July 2024 through June 2025, Fresno County public transportation operators provided 11.25 million passenger trips at a total cost of approximately \$107.1 million. The systems collectively traveled 9,104,144 miles and operated 743,575 service hours. Fare revenues totaled \$12.2 million, resulting in a farebox recovery ratio of 11.4%.

FAX remained the largest transit provider in the region, delivering more than 10.3 million passenger trips—92.4% of the countywide total. The CTSA and FCRTA followed with 201,186 trips (1.8%) and 177,724 trips (1.6%), respectively. Clovis Stageline and Clovis Roundup together provided 303,787 trips (2.7%), while Fresno Handy Ride delivered 169,509 trips (1.5%).

Systemwide in FY 2025, transit services carried an average of 15.13 passengers per hour and 1.24 passengers per mile. The cost per service hour was \$144.06, and the cost per passenger was \$9.52. Overall, Fresno County transit systems provided 7.8% more passenger trips in FY 2025 than in FY 2024.

Table 1, Fresno County Public Transportation Systems – FY 2025

Agency	Passengers	Miles	Hours	Costs	Fare Revenues	Pass/ Hour	Pass/ Mile	Cost/ Hour	Farebox Ratio
FAX	10,398,950	5,457,560	472,102	\$74,653,936	\$4,133,847	22.03	1.91	\$158.13	5.54%
Handy Ride	169,509	992,591	86,695	\$9,744,572	\$226,567	1.96	0.17	\$112.40	2.33%
Stageline	183,382	293,812	21,078	\$4,025,372	\$0	8.70	0.62	\$190.98	0.00%
Round-up	120,405	597,875	44,536	\$5,938,947	\$0	2.70	0.20	\$133.35	0.00%
FCRTA	177,724	608,426	49,515	\$5,383,773	\$580,079	3.59	0.29	\$108.73	10.77%
*CTSA	201,186	1,153,880	69,649	\$7,372,679	\$7,231,994	2.89	0.17	\$105.85	98.09%
Total	11,251,156	9,104,144	743,575	107,119,279	\$12,172,487	15.13	1.24	\$144.06	11.36%

CTSA statistics do not include clients, costs, miles, or hours associated with the urban and rural “Meal Delivery” services.

Note: Both FCRTA and CTSA farebox revenues include some social service augmentation consistent with Fresno COG’s AB 120 Action Plan and the State TDA. Clovis Stageline and Roundup maintained free fares system-wide. Due to the on-going COVID-19 pandemic, farebox recovery requirements have been suspended for FY 2022.

A truly accurate system-wide comparison is not possible due to different types of services, as well as the variations in the definitions of some of the performance indicators. For purposes of broad comparison, however, performance indicators by system are reflected in the above table.

Section A



**Fresno Area Express/
Handy Ride**

