

February 2026

Transit Productivity Evaluation Fiscal Year 2025



2035 Tulare Street, Suite 201
Fresno, CA 93721
559-233-4148 | fresnocog.org

The preparation of this report has been financed in part through a grant from the U.S. Department of Transportation, the Federal Transit Administration, and in part through local funds from the Fresno Council of Governments.

Page intentionally left blank.

Table of Contents

Introduction	2
Overview of Fresno County's Public Transportation Systems	2
Section A – Fresno Area Express and Handy Ride	5
Summary Description of Services	5
Significant Service Changes and Activities	5
Ridership	5
Fares	5
Demographic Changes	6
Americans With Disabilities Act of 1990	6
New Fixed-Route Services and Minor Service Modifications	6
Exterior Bus Advertising	6
Bike and Bus Program	6
Ramp Deployments	7
Administration	7
Planning	8
Operations	9
Maintenance	9
Public Information and Community Outreach	10
Capital Projects	11
Triennial Performance Audit Recommendations	14
FAX Triennial Performance Audit FY 2022 - 2024	14
Triennial Performance Review Recommendations	16
Fresno Area Express and Handy Ride: FY 2025 SSTAC Committee Recommendations	17
Highlights of Productivity Data	18
Fresno Area Express	18
Handy Ride	19
Section B – Clovis Transit: Stageline and Round Up	32
Summary Description of Services	32
Significant Service Changes or Activities	33
Low Carbon Transit Operations Programs Grant:	33
Measure C New Technology Grant:	34
Transit and Intercity Rail Capital Program (TIRCP) Zero-Emission Transit Capital Program (ZETCP)	34
Sustainable Communities Grant:	34
State of Good Repair (SGR)	34
Service	34
Planning	35
Marketing	36
Triennial Performance Audit Recommendations	36
City of Clovis Transit System Triennial Performance Audit FY 2022–2024	36
Clovis Stageline/Round Up: FY 2025 SSTAC Committee Recommendations	36
Highlights of Productivity Data	37
Clovis Stageline	37
Clovis CTSA/Round Up	42
Section C – Fresno County Rural Transit Agency	50
Summary Description of Service	50
System Service and Administrative Changes	51
System Service Modifications for 2025	51
FCRTA Technology Upgrades	57

Management and Organization	57
Request for proposals (RFP) for Transit Operations & Maintenance Contractor	58
Accessible Services in Compliance with the American's with Disabilities Act and Subsequent Implementation Regulations	58
FCRTA - City of Fresno/FAX CTSA	60
FCRTA Fleet	62
Driver Training	63
Vehicle Maintenance	64
FCRTA Maintenance and Operations Facility	65
Highlights of Productivity Data	68
Overall System	68
Clarifications	70
Subsystem Comments	71
Section D – Consolidated Transportation Services Agency for the Fresno Urban Area and the Fresno Rural Areas of Fresno County	92
Background	92
Description of Urban and Rural CTSA Services as Identified in the Adopted Operations Program and Budget for FY 2024/2025.	92
Annual and Triennial Review Process	94
Annual Productivity Evaluation	94
Triennial Performance Audit	94
Significant Service/Administrative Changes	94
Passenger Transportation	94
Administrative Structure and Training	95
Overall CTSA Services	95
Vehicle Maintenance	96
Driver Training	96
Insurance	97
Fresno EOC/CTSA: FY 2025 SSTAC Committee Recommendations	98
Triennial Performance Audit Recommendations	100
Fresno COG Triennial Performance Audit FY 2022–2024	100
Highlights of Productivity Data	101
Urban and Rural areas combined	102
Urban operations	102
Rural operations	102

Index of Tables

Table 1, Fresno County Public Transportation Systems – FY 2024	3
Table A-1, FAX Productivity Indicator Comparison – FY 2023 vs. FY 2024	18
Table A-2, Handy Ride Productivity Indicator Comparison – FY 2023 vs. FY 2024	19
Table A-3, FAX – FY 2021 to FY 2024	20
Table A-4, FAX Summary of Key Operational Indicators –FY 2023 to FY 2024	21
Table A-5, Handy Ride – FY 2021 to FY 2024	21
Table A-6, Handy Ride Summary of Key Operational Indicators – FY 2022 to FY 2024	22
Clovis Stageline Ridership	37
Table B-1, Clovis Stageline Annual Productivity Trends–FY 2022 to FY 2024	38
Clovis CTSA/Round Up Ridership	42
Table B-2, Clovis Round Up Annual Productivity Trends–FY 2022 to FY 2024	43
Recap of Services for 2024	52
Biola Service FY 2023/2024 Productivity Performance Data	61
Figure 1 FCRTA Vehicle and Charger Acquisitions	63
Table C-1, FCRTA Summary Totals – FY 2022 to FY 2024	78

Table C-2, FCRTA Performance Characteristics – FY 2022 to FY 2024	80
Table C-3, FCRTA System Summary – FY 2024	81
Table C-4, FCRTA System Summary – FY 2023	82
Table C-5, FCRTA System Summaries Numeric Change – FY 2023 vs. FY 2024	83
Table C-6, FCRTA System Summaries Percentage Change – FY 2023 vs. FY 2024	84
Table C-7, FCRTA Performance Characteristics Summary – FY 2023	85
Table C-8, FCRTA Performance Characteristics Summary – FY 2023	86
The Fresno EOC Urban Area CTSA Agency	93
The Fresno EOC Rural Area CTSA Agency	93
Table D-1, Urban Area, Productivity Data – FY 2024	103
Table D-2, Urban Area, Productivity Data – FY 2023	103
Table D-3, Rural Area, Productivity Data – FY 2024	104
Table D-4, Rural Area, Productivity Data – FY 2023	104
Table D-5, Combined Area, Productivity Data – FY 2024	105
Table D-6, Combined Area, Productivity Data – FY 2023	105

List of Exhibits

Exhibit A-1, Fixed-Route Passengers/Revenue Hour	22
Exhibit A-2, Fixed-Route Operating Cost/Revenue Hour	23
Exhibit A-3, Fixed-Route Operating Cost/Passenger	23
Exhibit A-4, Fixed-Route Passengers/Revenue Mile	24
Exhibit A-5, Fixed-Route Operating Cost/Revenue Mile	24
Exhibit A-6, Fixed-Route Farebox Recovery Ratio	25
Exhibit A-7, Handy Ride Passengers/Revenue Hour	25
Exhibit A-8, Handy Ride Operating Cost/Revenue Hour	26
Exhibit A-9, Handy Ride Operating Cost/Passenger	26
Exhibit A-10, Handy Ride Passengers/Revenue Mile	27
Exhibit A-11, Handy Ride Operating Cost/Revenue Mile	27
Exhibit A-12, Handy Ride Farebox Recovery Ratio	28
Exhibit B-1, Clovis Stageline Passengers/Revenue Hour	39
Exhibit B-2, Clovis Stageline Passengers/Revenue Mile	39
Exhibit B-3, Clovis Stageline Cost/Revenue Hour	40
Exhibit B-4, Clovis Stageline Cost/Revenue Mile	40
Exhibit B-5, Clovis Stageline Cost Per Passenger	41
Exhibit B-6, Clovis Stageline Subsidy Per Passenger	41
Exhibit B-7, Clovis Round Up Passengers/Revenue Hour	44
Exhibit B-8, Clovis Round Up Passengers/Revenue Mile	44
Exhibit B-9, Clovis Round Up Cost/Revenue Hour	45
Exhibit B-10, Clovis Round Up Cost/Revenue Mile	45
Exhibit B-11, Clovis Round Up Cost Per Passenger	46
Exhibit B-12, Clovis Round Up Subsidy Per Passenger	46
Exhibit C-1, FCRTA Performance Characteristics	80
Exhibit C-2, FCRTA Passengers Per Hour	87
Exhibit C-3, FCRTA Passengers Per Mile	87
Exhibit C-4, FCRTA Cost Per Hour	88
Exhibit C-5, FCRTA Cost Per Mile	88
Exhibit C-6, FCRTA Cost Per Passenger	89
Exhibit C-7, FCRTA Farebox Recovery	89
Exhibit D-1, CTSA Urban Costs	106
Exhibit D-2, CTSA Rural Costs	106
Exhibit D-3, CTSA Combined Costs	107

Page intentionally left blank.

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 (LTF) 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