

FY2026-27 FCOG UNMET TRANSIT NEEDS COMMENTS REC'D w/. TRANSIT AGENCY FEEDBACK draft v1.0

	RESP. PARTY	FY26 UTN COMMENTS RECEIVED	TRANSIT AGENCY RESPONSE	UNMET TRANSIT NEED? (Yes, No, N/A)	REASONABLE TO MEET (Yes, No)	PREVIOUS RECORDED RESPONSE (Yes, No)
1	FAX	[Other needs/suggestions — Q8] Make actual dedicated bus lanes. Our BRT is not a real BRT. People who taken public transit deserve to have quality service. I would take public transportation if it was actually heavily invested in.	Your comment is noted, thank you.	No	No	Yes
2	FCRTA	<p>[Places/destinations — Q4] To doctor visits, its getting harder for me to drive and my sister and her husband usually drives me. But they're older than me and it's hard for them too.</p> <p>[Times needed — Q6] Around 8 am to 4 pm. Depends on my appointment.</p> <p>[Other needs/suggestions — Q8] I'm not really sure which service we have in Kingsburg, but there is one.</p>	FCRTA provides public transit service and is not a medical transportation provider. FCRTA currently provides the Rural Transit service which is for lifeline services such as doctor appointments. This is provided on a reservation basis by calling 1-855-612-5184. FCRTA provides public transit service in the City of Kingsburg which includes both fixed route and demand response services.	No	No	Yes
3	FAX	[Other needs/suggestions — Q8] inner city train transit routes similar to bus routes, except faster time frames for traveling from point A to point B	Fresno Council Of Governments (FCOG) is in the early stages of assessing feasibility for a light rail transit system in the Fresno-Clovis Metropolitan area.	N/A	No	No
4	FAX	<p>[Places/destinations — Q4] The street in Fresno. CA NAME Gettysburg Ave. It had No Bus services on it.</p> <p>[Times needed — Q6] 10am to 5pm</p>	Bus service is available on Shaw and Ashlan. Both streets are within half a mile of Gettysburg. This is a distance that is deemed appropriate per transit industry standards.	Yes	No	Yes

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5	FAX	<p>[Places/destinations — Q4] I would like to reach the airport more directly, not by riding FAX 45 min., riding south of the airport then eventually arriving across the street. Also, returning to my home by FAX requires two busses.</p> <p>[Times needed — Q6] Early mornings, evenings after 7 pm. Schedule should coordinate with the airport arrivals and departures.</p> <p>[Other needs/suggestions — Q8] Considering the population of the City of Fresno, FAX routes should be reassessed to provide typical grid coverage of the city, modifying the circuitous routes that served a city with fewer residents.</p>	Yosemite International Airport is by routes 26 and 39 at approximately 20 minute frequencies weekdays between 6:00 AM and 10 PM, and weekends, between 7:00 AM and 7:00 PM. Route 39 is planned for 15 minute frequencies weekdays from approximately 6:00 AM to 6:00 PM.	No	No	Yes
6	FCRTA	<p>[Places/destinations — Q4] Selma</p> <p>[Times needed — Q6] Mornings and evenings</p>	FCRTA provides public transit service to the rural areas in Fresno County which includes fixed route and demand response services in the City of Selma. The demand response service is provided on a reservation basis by calling 1-855-612-5184. FCRTA does not provide evening services due to low ridership and farebox requirements.	No	No	Yes

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7	Not applicable	[Other needs/suggestions — Q8] Cargadores Electricos de Alta velocidad gratuitos los que segun tienen aqui en la ciudad no sirven y solo hay 1 porque el otro es para los empleados -- EV chargers throughout the City don't work. Additionally, there is only one available for the public because the other one is for employees.	Your comment is noted, thank you.	No	No	No
8	FAX	[Places/destinations — Q4] An actual stop at Woodward Park. [Times needed — Q6] Anytime	Woodward Park is serviced by FAX BRT Route 1 at the stop at N. Friant and Fresno Street. This stop is less than .5 mile of Woodward Park.	Yes	No	Yes
9	FAX	[Places/destinations — Q4] The neighborhoods in West Fresno past Brawley, Polk and McKinley. [Times needed — Q6] The regular schedule?	Based on current development patterns of the areas west of SR99, efficient and effective transit service is difficult. Based on the West Area Specific Plan, FAX will be conducting a study to improve transit service in this area.	Yes	No	Yes

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10	FAX, FCRTA and Clovis Transit	<p>[Places/destinations — Q4] Woodward Park, cherry auction flea market; Clovis after 3pm on weekends</p> <p>[Times needed — Q6] Anytime</p> <p>[Other needs/suggestions — Q8] I wish the Clovis stageline had a better schedule system, the wait times are always unpredictable, the text messaging system for estimating arrival times are rarely accurate, and waiting 30 minutes for another bus to come is always a pain. I wish the Clovis buses were tracked on Google maps the same way FAX is, so at least we could plan when to wait for the bus.</p>	<p>Woodward Park is serviced by FAX BRT Route 1 at the stop at N. Friant and Fresno Street. This stop is less than .5 mile of Woodward Park.</p> <p>Cherry Ave Flea Market is outside of Fresno City limits and the FAX service area.</p> <p>FCRTA currently operates the Coalinga Intercity Service M-S and stops in Easton. Additionally, ridership demand to the Cherry auction would not be sufficient to warrant service to this destination.</p>	Yes	No	Yes
11	FAX	<p>[Places/destinations — Q4] Cherry flea market, and bigger busses for route 38 and 1, overcrowded and lots of the times the 38 skips my stop due to overcrowded.</p> <p>[Times needed — Q6] Any time up till 9</p> <p>[Other needs/suggestions — Q8] More bus frequency on route 26 lost of times super behind schedule</p>	<p>Cherry Ave Flea Market is outside of Fresno City limits and the FAX service area.</p> <p>Routes 1 and 38 are on 10 and 15 minute frequencies to address overcrowding.</p>	No	No	Yes

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12	FCRTA	<p>[Places/destinations — Q4] The juvenile courthouse on 99 and American</p> <p>[Times needed — Q6] Thursdays and Fridays: 7:30am to 7:30pm to match up with times court, attorneys, and other offices are open plus visit times at juvenile hall M, T, W, Sat, Sun: 7:30am to 6:00pm to match office hours/court hours and visitation times at juvenile hall The juvenile court and juvenile hall next to it is currently not served by any bus line.</p>	FCRTA previously operated the Juvenile Justice Campus Transit on a demonstration basis and the service was discontinued due to low ridership and not meeting farebox requirements.	Yes	No	No
13	FCRTA	<p>[Places/destinations — Q4] Juvenile Justice Center on 99/American.</p> <p>[Times needed — Q6] 7am to 7:30 PM</p> <p>[Other needs/suggestions — Q8] A digital tap pay system. Cards that can withstand all weather conditions. Rapid Transit for Bus line 32. Benches at every stop.</p>	<p>FCRTA previously operated the Juvenile Justice Campus Transit on a demonstration basis and the service was discontinued due to low ridership and not meeting farebox requirements.</p> <p>FAX is continuing to assess the feasibility of Tap-to-pay and mobile fare payment technologies</p>	Yes	No	No
14	FCRTA	<p>[Places/destinations — Q4] The Juvenile Justice Campus on American and 99.</p> <p>[Times needed — Q6] 7am - 4pm</p>	FCRTA previously operated the Juvenile Justice Campus Transit on a demonstration basis and the service was discontinued due to low ridership and not meeting farebox requirements.	Yes	No	No

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15	FAX	[Other needs/suggestions — Q8] Tap to pay	FAX is continuing to assess the feasibility of Tap-to-pay and mobile fare payment technologies.	No	No	Yes

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16	FAX	<p>[Places/destinations — Q4] transportation to shelters like Poverello or Naomi House</p> <p>[Times needed — Q6] before sunset</p> <p>[Other needs/suggestions — Q8] better communication with churches & non profit agencies on how to serve their community/clients</p>	<p>Clovis Transit: Thank you for your comments and for sharing your positive feedback on the new routes.</p> <p>Q4: Auberry, Millerton Lake, Pine Flat, Shaver Lake, Firebaugh, Laton, and seasonal destinations such as Wild Water Adventure Park are outside Clovis Transit's service area.</p> <p>Q6: Requests for service until 9:00 PM or 10:00 PM would require reallocating existing operating resources and could result in reduced service elsewhere in the system.</p> <p>Q8: Clovis Transit's new 8-route network has expanded local travel options within the city. All vehicles are ADA accessible and equipped with lifts for riders who prefer not to use stairs. Requests for additional stops, including Willow/Teague and Willow/Shepherd, will be evaluated as part of future service refinement.</p> <p>Poverello House is serviced by route 34, which is less than .5 mile, a walking distance, which is determined by transit industry standards to be a reasonable walking distance.</p>	Yes	No	No

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17	Clovis Transit and FCRTA	<p>[Places/destinations — Q4] I would love to get up to the foothills near Clovis in an easy convenient way. Places like Auberry, Millerton Lake, Avocado, Pine Flat, Shaver Lakes. If not that there should be a shuttle bus to Clovis Lakes Wild Water Adventures in the summer season. We need to be able to get out to more nature and swimming locations during the hot months. I also would like to go out to the communities of Firebaugh or Laton to visit family</p> <p>[Times needed — Q6] Most buses should be running from 6:00am to at least 9:00pm or 10:00pm</p> <p>[Other needs/suggestions — Q8] The Clovis Stageline buses need to be more accessible with ramp entrances like the FAX buses have. The stairs they have are too steep for some with mobility issues. They need to run later in the day especially on the weekends. If people want to go spend a nice weekend in Old Town Clovis can only do it only during the day on most days. There should be additional stops on the Blue line on Willow and Teague and Willow and Shepard there are places of interest there. I am liking the new additional routes of the Clovis Stageline!</p>	FCRTA provides public transit service to the rural areas in Fresno County which includes fixed route and demand response services in Auberry and Firebaugh. The demand response service is provided on a reservation basis by calling 1-855-612-5184. KART provides transit services into Laton. FCRTA does not have evening services due to low ridership and farebox requirements.	Yes	No	Yes

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18	FAX HandyRide	[Other needs/suggestions — Q8] My wife uses a wheelchair, so we reserve a bus whenever we must use public transportation. Pickup times, which are given to us in about 30 minute ranges, sometimes fall well outside those ranges; not every time, but sometimes. It is during these times, depending upon where we are, that we tend to sometimes get concerned. That said, the drivers of these vehicles have been universally helpful and considerate.	FAX: Thank you for your comment. FAX strives to provide on-time service to all our customers, both on fixed route and paratransit service. For Handy Ride, this means the bus should arrive within the 30-minute pick-up window based on the time the ride is booked. When the bus arrives outside this window, it is considered late, and the customer can ride for free. The FAX Handy Ride Guide is available on the FAX website, which provides the specifics about this policy and additional details about the service.	No	No	Yes
19	FAX	[Places/destinations — Q4] I need transportation to medical appointments in Fresno and Clovis. [Times needed — Q6] 8-5	Insufficient information to comment. However, both FAX and Clovis Transit provide service to major hospitals and areas having a high concentration of medical offices and service providers in the Fresno Clovis area	No	No	Yes
20	FAX	[Places/destinations — Q4] Past where the bus stops at Shaw and Polk Avenues. It needs to go further [Times needed — Q6] Weekdays mostly	Development west of Polk Ave. is insufficient to support transit service at this time.	No	No	Yes

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21	Clovis and FAX	[Places/destinations — Q4] Fresno Clovis [Times needed — Q6] 8am to 6pm	Clovis Transit: Thank you for your comment. Q4/Q6: Clovis Transit's expanded 8-route fixed-route network currently operates Monday through Friday from 6:00 AM to 7:00 PM and Saturdays from 7:30 AM to 3:30 PM, providing improved connections throughout Clovis during the requested 8:00 AM to 6:00 PM timeframe..	No	No	Yes
22	FAX	[Places/destinations — Q4] Transportation to work for a 7:30 am start time near Courthouse Park. [Times needed — Q6] arrival at 7:15	Q4/Q6: Clovis Transit's expanded 8-route fixed-route network currently operates Monday through Friday from 6:00 AM to 7:00 PM and Saturdays from 7:30 AM to 3:30 PM, providing improved connections throughout Clovis during the requested 8:00 AM to 6:00 PM timeframe	No	No	Yes

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23	FAX and FCRTA	<p>[Places/destinations — Q4] 2800 block of E Olive Avenue from -4 miles south of Friant Dam off Friant; can be done with senior taxi discounted service as exists today.</p> <p>[Times needed — Q6] occasionally</p>	<p>FCRTA previously operated the Friant Transit Service on a demonstration basis, however it was discontinued due to low ridership and not meeting farebox requirements. FCRTA currently provides the Rural Transit service which is individuals living outside the spheres of influence (SOI) of the incorporated cities for lifeline services such as doctor appointments, this is provided on a reservation basis by calling 1-855-612-5184.</p> <p>FAX only provides service within the City of Fresno area. Additionally, demand to the area south of Friant Dam would not be sufficient to warrant public transit service.</p>	Yes	No	No
24	FCOG	<p>[Other needs/suggestions — Q8] I just want to say that I hope the COG continues to fund GO GO GRANDPARENTS because that has been invaluable to me. It is a little frustrating because I can't add a stop to those rides and sometimes I just need to stop and drop something off or pick up Starbucks and I can't do it but that's a personal issue I guess but I just wanted to share that it is a valuable service to me and to many people that I know</p>	Thank you for your comment. It has been forwarded to the appropriate agency.	N/A	No	Yes

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25	FAX and FCRTA	<p>[Places/destinations — Q4] I'd like to have regular service to Reedley, Coalinga, and other rural areas. Fresno County needs to have a transit system where all areas are reachable.</p> <p>[Times needed — Q6] At least until 7pm or so.</p> <p>[Other needs/suggestions — Q8] Why does FAX still require use of cash? Why don't they use Tap cards or an app on a cell phone? I travel to Denver, CO several times a year, and have never used cash. Same with Washington D.C., Seattle and Los Angeles. Why does the Central Valley still use an archaic system?</p>	<p>FCRTA provides public transit service to the rural areas in Fresno County which includes fixed route and demand response services. The demand response service is provided on a reservation basis by calling 1-855-612-5184.</p> <p>There have been several attempts to start a route in this service area such as the South Sierra Transit, however due to the lack of riders and farebox recovery the routes ended after a demonstration period.</p> <p>FAX is continuing to assess the feasibility of Tap-to-pay and mobile fare payment technologies</p>	No	No	Yes
26	FAX	<p>[Other needs/suggestions — Q8] Greater frequency on all FAX fixed routes to encourage ridership increases. Dedicated bus lanes with shared bicycles for improved traffic flow. Bus priority signaling to decrease waiting at intersections. Ideally, all major intersections should be converted to traffic circles to improve traffic movement, decrease pollution due to idling, reduce electrical needs at intersections, reduce collisions and slowing traffic for better integration of alternate transportation.</p>	<p>All FAX routes run 30 minute headways or less during peak hours on weekdays with multiple routes running 10, 15, and 20 minute headways during this time.</p>	No	No	Yes

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27	FCRTA	[Other needs/suggestions — Q8] Help our seniors get transportation to Fresno that live in the urban areas.	Insufficient information	No	No	Yes
28	FAX	[Places/destinations — Q4] Kaiser Medical Center [Times needed — Q6] normal business hours	Kaiser Medical Center is serviced by Routes 32 and 34.	No	No	Yes
29	FCRTA	[Places/destinations — Q4] Entire county [Times needed — Q6] All day, especially in the morning. [Other needs/suggestions — Q8] Long ago I hear there used to be a transit station at Bear Mountain Library in Squaw Valley. We need it back.	FCRTA provides public transit service to the rural areas in Fresno County which includes fixed route and demand response services. The demand response service is provided on a reservation basis by calling 1-855-612-5184. There have been several attempts to start a route in this service area such as the South Sierra Transit, however due to the lack of riders and farebox recovery the routes ended after a demonstration period.	No	No	Yes

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30	Clovis Transit	<p>[Places/destinations — Q4] Clovis Kaiser</p> <p>[Times needed — Q6] week day mornings</p> <p>[Other needs/suggestions — Q8] I need to go to Clovis Kaiser for my doctor but I would need to transfer from Fresno Handy Ride to Clovis bus. I am 91 and it would be much easier for me just to get on one bus and go all the way to my doctor's appointments.</p>	<p>Clovis Transit: Thank you for your comment.</p> <p>Q4: Kaiser is accessible once the rider enters the Clovis Transit ADA complementary paratransit service area.</p> <p>Q8: Under ADA service criteria, Clovis Round Up service must begin from an origin within the Clovis ADA service area, which mirrors the Clovis fixed-route corridors. Trips originating in Fresno must transfer through FAX Handy Ride or other regional providers before Clovis service begins. The current 8-route network improves local access once the trip enters Clovis.</p>	Yes	No	Yes
31	FAX	[Other needs/suggestions — Q8] We need a mobile wallet or reloadable card to use for fares.	FAX is continuing to assess the feasibility of Tap-to-pay and mobile fare payment technologies.	No	No	Yes
32	FCOG	[Other needs/suggestions — Q8] I signed up for Go go Granny but have been afraid to use it. ; No	Q8: Under ADA service criteria, Clovis Round Up service must begin from an origin within the Clovis ADA service area, which mirrors the Clovis fixed-route corridors. Trips originating in Fresno must transfer through FAX Handy Ride or other regional providers before Clovis service begins. The current 8-route network improves local access once the trip enters Clovis.	N/A	No	No

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33	FCRTA	[Other needs/suggestions — Q8] I don't know if there are enough people wanting to go to China Peak Ski Resort on days when the ski lifts are open, but I could definitely use a public transport to go and come back from the ski resort, if a service is available.	There is currently no service to China Peak as the ridership does not warrant such service due to farebox requirements.	No	No	No
34	Clovis Transit	<p>[Places/destinations — Q4] Clovis after 3PM on Saturdays. Actually I need to be able to get home from Clovis after working til 5 :30. ; Clovis after 7 on a Saturday and Sunday. Currently FAX has Route 9 that goes out on Saturday and Sundays but that service ends at 3:30.</p> <p>[Times needed — Q6] Clovis after 6PM; I need bus service from Clovis after 6PM on Saturday. For 18 years Clovis has said it was in the works but it hasn't happened yet</p> <p>[Other needs/suggestions — Q8] Need a direct service from the Transit hubs to the other hubs. From Manchester to CSU Fresno.... to Clovis hub to downtown to River Park. ; Honestly I think the county should be responsible for transit systems, not the city governments. I feel it would serve more people allowing them access to work and resources.</p>	<p>Clovis Transit: Thank you for your comment.</p> <p>Q4/Q6: Requests for later evening service on Saturdays and Sundays remain an identified service need. However, extending service beyond current operating hours would require additional operating resources and may impact the frequency and reliability of the current 8-route network.</p> <p>Q8: Direct hub-to-hub regional travel involving Manchester, Downtown Fresno, and River Park extends beyond Clovis Transit's local service area and would require coordination with FAX and Fresno County regional providers.</p>	Yes	No	Yes

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35	FCRTA	<p>[Places/destinations — Q4] Southwest Fresno agriculture areas</p> <p>[Times needed — Q6] 6am-12pm Summer mornings and 6am-5pm Spring and Fall seasons</p> <p>[Other needs/suggestions — Q8] Not at this time</p>	Q4/Q6: Requests for later evening service on Saturdays and Sundays remain an identified service need. However, extending service beyond current operating hours would require additional operating resources and may impact the frequency and reliability of the current 8-route network.	Yes	No	No
36	FAX	<p>[Places/destinations — Q4] I'd like to reach the airport in approximately the same amount of time it takes to drive there (FAX does go there, but the ride is 45 min-1 hr)</p> <p>[Times needed — Q6] Early mornings and late evenings</p>	Q8: Direct hub-to-hub regional travel involving Manchester, Downtown Fresno, and River Park extends beyond Clovis Transit's local service area and would require coordination with FAX and Fresno County regional provider	Yes	No	Yes
37	FAX	<p>[Places/destinations — Q4] Woodward Park</p> <p>[Times needed — Q6] 5:00 pm to 8:00 pm</p> <p>[Other needs/suggestions — Q8] I hope the bus stops of Fresno Area Express are smoke-free. I don't want to inhale second hand smoke. There should be penalties for smoking in bus stops. Or a sign in a bus stop that this area is smoke free.</p>	Woodward Park is serviced by FAX BRT Rt. 1 with the stop located at Friant and First Ave. FAX bus stops are classified as 'City facilities' under Fresno Municipal Code that prohibits smoking.	No	No	Yes

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38	FAX	[Other needs/suggestions — Q8] Fresno needs real BRT, not the watered down version we currently have. True stations, separate bus lanes, more frequent service. The Q should run 5am-12am M-Th, 5am-1am Fr, 6am-1am Sa, and 6am-11pm Su.	Your comment is noted, thank you.	No	No	Yes
39	FCRTA	[Places/destinations — Q4] Transportation from Selma and Kingsburg to doctor's appointments in Fresno. Preferably without having to go to Fresno super early and come back super late. [Times needed — Q6] Timing varies depending on the appointment. [Other needs/suggestions — Q8] Lots of elderly people or people without reliable transportation are missing appointments because there isn't a well developed transit system between the outlying cities and Fresno/Clovis. A lot of people need transportation like this and it's either prohibitively expensive or non-existent.	FCRTA provides public transit service and is not a medical transportation provider. FCRTA currently operates the Rural Transit service which is for lifeline services such as doctor appointments, this is provided on a reservation basis by calling 1-855-612-5184. FCRTA provides public transit service in the City of Kingsburg and Selma which includes both fixed route and demand response services. There are existing services available to do the noted trips, however increased frequencies cannot be accommodated due to funding constraints and farebox and ridership requirements.	No	No	Yes
40	FAX	[Other needs/suggestions — Q8] Drivers need to learn the zipper merge. I personally will not take public transport until it is my last option. Make roads better for the vast majority of people who use them on a daily basis in a vehicle.	Your comment is noted, thank you.	N/A	No	No

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41	FAX	[Other needs/suggestions — Q8] Bike lines and safe paths that are soiled with human waste or unhoused - sunnyside area	Your comment is noted, thank you.	N/A	No	No
42	Not applicable	[Other needs/suggestions — Q8] 168 has a number of curves between Prather and Clovis that could be taken out. Also, how about doing 168 between the bottom of the 4-lane and Shepherd Ave, as even CalTrans says the level of traffic on 168 might become too much for a two-lane road. There is also a curve just past the 4-lane below Cressman's that could also be....removed.	Your comment is noted, thank you.	N/A	No	No
43	FAX	[Places/destinations — Q4] Work at shaw and grantland closest bus is 1.5 miles away [Times needed — Q6] 11:30, maybe one more than they have now [Other needs/suggestions — Q8] no	Development west of Polk Ave. is insufficient to support transit service at this time.	Yes	No	Yes
44	Transit agencies	[Other needs/suggestions — Q8] Night service. I work overnight and need a bus to fit my needs.	FCRTA currently has no evening service as the ridership does not warrant such service due to farebox requirements.	Yes	No	No

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45	FAX	[Other needs/suggestions — Q8] The ticket machine at the majority of bus stops along route 1 NEVER WORK. It's very difficult to get to the transit center and even more so before 5pm. If you expect to buy a ticket using your card (standard practice in todays world) you are out of luck and when you tell the bus driver that the machines are not working they tell you to go to the transit center and still insist you somehow find a way to pay for the ride when there are not working machines literally for miles.	FAX is continuing to assess the feasibility of Tap-to-pay and mobile fare payment technologies	No	No	Yes
46	Not applicable	[Other needs/suggestions — Q8] Fix the potholes in the roads instead of spending money on public transportation that is woefully underutilized.	Your comment is noted, thank you.	N/A	No	No

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47	Clovis Transit and FAX	<p>[Places/destinations — Q4] I live in Fresno but I am only 100 ft from Clovis, therefore to ride roundup, I walk to Vons at the corner of Fowler and Ashlan. In the summer when it is real hot and in the winter when it is very rainy and cold, I cannot do that. Roundup will go to Fresno but Handyride will not go to Clovis. It is difficult for me to travel around Clovis in the summer. Being 78 with health problem, I use script to travel in Clovis during the summer, that works out to about 2 trips a month. Living so close to Clovis, but not being able to be picked up at my house during bad weather is a chronic problem when I need to go to the dentist, doctor appointments, banking and so on. Thank You for the opportunity to state my dilemma.</p> <p>[Times needed — Q6] 7:30am to 6pm.</p> <p>[Other needs/suggestions — Q8] I suggest for people with disabilities and/or limitations receive the opportunity to be picked up at their home and taken to their destination whether it is in Clovis or Fresno.</p>	<p>Clovis Transit: Clovis Round Up provides service for trips originating within the Clovis service area, including travel to designated locations within Fresno. Trips that originate within Fresno are not eligible for direct pickup by Clovis Round Up and require transfer to the appropriate Fresno ADA paratransit service in accordance with the established interagency service boundary. Proximity to the Clovis service boundary does not change the trip origin requirement, and inclement weather does not alter the established service area limits.</p>	Yes	No	Yes

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48	Not applicable	[Other needs/suggestions — Q8] I have a problem when I see a transit bus with only 1 or 2 people on board. There must be a more cost-effective way of doing it.	Not an unmet transit need.	N/A	No	No
49	Clovis Transit and FAX	[Places/destinations — Q4] Across town express, NW Fresno to Clovis [Times needed — Q6] 7AM to 6PM [Other needs/suggestions — Q8] We need to get tap or card options on bus or online. We need to have express busses that use freeways	Clovis Transit: Thank you for your comment. Q4: Cross-town travel between northwest Fresno and Clovis is available through existing FAX and Clovis Transit transfer points, including connections to the Teal and Green routes within the new 8-route network. Q8: Clovis Transit remains fare-free, so card or tap payment options are not required at this time. Express freeway-based service would fall outside Clovis Transit's local circulator service model. Crosstown service is already provided. FAX is continuing to assess the feasibility of Tap-to-pay and mobile fare payment technologies	Yes	No	Yes
50	FCOG	[Other needs/suggestions — Q8] Please continue providing the Measure C Senior Taxi Script. Thank you	Thank you for your comment. It has been forwarded to the appropriate agency.	N/A	No	Yes

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51	Clovis Transit	<p>[Places/destinations — Q4] I have been unable to get clovis transit to answer the phone and I am visually i,'m visually impaired// How can I reach them to schedule transit. Have they c changed their number?</p> <p>[Times needed — Q6] sun am to and from church, weekdays to eye clinic on roundup</p> <p>[Other needs/suggestions — Q8] how can I reach Clovis roundup? what is the correct number ? I got through 2 time and was told to wait for an agent but then they ended the call both time call in less than 19 seconds.</p>	<p>Clovis Transit: Thank you for bringing this to our attention.</p> <p>Q4/Q8: The Clovis Transit fixed-route information line is 559-324-2770, and Clovis Round Up paratransit reservations can be reached at 559-324-2760. Riders may also book eligible Round Up trips through the Clovis Transit mobile app.</p> <p>Q6: Sunday Round Up service is available within the Clovis ADA paratransit service area. The expanded 8-route fixed-route system also improves weekday access to medical services, including eye clinic destinations located within the service area.</p>	No	No	No
52	Transit agencies	[Other needs/suggestions — Q8] Thank you for doing the survey.	Clovis Transit: Thank you for your comment.	N/A	No	No

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53	Clovis Transit, FCRTA and FAX	<p>[Places/destinations — Q4] Downtown Fresno, River Park, Clovis</p> <p>[Times needed — Q6] Business hours and evenings.</p> <p>[Other needs/suggestions — Q8] Rapid transit from Fresno County towns to Fresno and Clovis.</p>	<p>FAX is already providing service between Downtown Fresno and River Park.</p> <p>Q4: Downtown Fresno and River Park are outside Clovis Transit's local service area and are served through FAX regional connections.</p> <p>Q6: Evening service requests continue to be evaluated; however, expanding hours beyond the current 8-route service span would require additional resources.</p> <p>Q8: Regional rapid transit connections from Fresno County communities into Fresno and Clovis would require countywide and interagency planning beyond Clovis Transit's local jurisdiction.</p> <p>FCRTA provides public transit service to the rural areas in Fresno County which includes fixed route and demand response service is provided on a reservation basis by calling 1-855-612-5184. FCRTA currently has no evening service as the ridership does not warrant such service due to farebox requirements.</p>	No	No	Yes

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54	FCOG	[Other needs/suggestions — Q8] Measure C scrip program is appreciated. However, the GOGO Grandparent program for Uber is cumbersome and inconvenient and expensive. It would be much easier to allow an option just to upload the credit directly onto my Uber account, if possible. Also please make a \$5 tax scrip. Better for everyone. Thank you	Thank you for your comment. It has been forwarded to the appropriate agency.	N/A	No	Yes
55	FCRTA	[Places/destinations — Q4] I'd like to be able to travel from Tivy Valley Market to Avocado Lake or to Sanger or Fresno. It would also be nice to get to the Piedra Library or Reedley as well from Tivy Valley.; I'd like to be able to get to Kings Canyon National Park from Fresno or Sanger or Reedley without having to take my car. [Other needs/suggestions — Q8] It would be cool to have a walking or biking trail from the Tivy Valley neighborhood to Avocado Lake, but a bus system from there into town would also be nice.	FCRTA currently provides the Rural Transit service which is for individuals living outside the sphere of influence (SOI) of the incorporated cities for lifeline services, this is provided on a reservation basis by calling 1-855-612-5184. FCRTA previously had Big Trees Transit providing service to Kings Canyon National Park on a demonstration basis, which was discontinued due to low ridership and high costs.	No	No	Yes

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56	Transit agencies	<p>[Places/destinations — Q4] pick up time is taking 1-1.5 hours.....need better timing in the afternoon after 2 pm</p> <p>[Other needs/suggestions — Q8] use a walker. Agan better service after 2pm</p>	<p>Clovis Transit: Thank you for your comment.</p> <p>Q4/Q8: Clovis Transit provides Round Up service within the existing service area and recognizes that afternoon demand after 2:00 PM can create longer pickup windows. Staff continues to monitor scheduling patterns, vehicle deployment, and peak-period trip demand to improve pickup timing and reduce wait times, particularly for riders with mobility devices such as walkers.</p>	No	No	Yes
57	FAX	<p>[Places/destinations — Q4] Vineyard Farmers Market, BF Sisk Courthouse, Saint Agnes Medical Center, Whole Foods Market</p> <p>[Times needed — Q6] Mornings 8am, return service between 9am-3pm</p> <p>[Other needs/suggestions — Q8] Bus service should be far more frequent. I could manage the transfers with no problem if the buses ran more frequently. Also, there should be a bus pass available for purchase online and delivered by USPS, or some kind of system allowing for payment with tap cards. There are no fare kiosks anywhere, super-inconvenient, and decades behind the times.</p>	<p>Transit service is provide to all locations identified.</p> <p>FAX passes are also available by mail through Manchester Transit Center.</p>	No	No	Yes

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58	FAX	[Places/destinations — Q4] Tulare and maple kings canyon all down maple needs proper middle cross walks for kids crossing and also so cars stop crashing ; Maple and Belmont intersection needs to extend the turning lane to not cause traffic for vehicles going north on maple	Thank you for your comment. We will forward it to Public Works.	N/A	No	No
59	FAX	[Places/destinations — Q4] 900 W bulgravia Ave , Fresno , CA [Times needed — Q6] 7.30 am to 8.00 pm	The development densities at this location is insufficient to support public transit.	Yes	No	Yes
60	FAX	[Other needs/suggestions — Q8] People in my town without cars need help with rides to the courthouse and other social services type places, social security offices, IRS, etc.	Insufficient origin information. FAX services multiple courthouses and social services offices within the City of Fresno.	No	No	Yes
61	FAX and FCOG	[Places/destinations — Q4] Kaiser Medical Center I had a stroke and unable to walk very well. My husband has passed and I don't drive or have a car. [Times needed — Q6] 10am —4pm [Other needs/suggestions — Q8] I currently use scrip but it's only for two or three rides per month.	Thank you for you for comment. Kaiser Medical Center is serviced by Routes 32 and 34.	No	No	Yes

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62	FAX	<p>[Places/destinations — Q4] Fresno LDS Temple, Sierra and Fig Garden Loop</p> <p>[Times needed — Q6] Hourly, 6 am to 6 pm</p> <p>[Other needs/suggestions — Q8] If there was a bus line that went from Shaw and Brawley, along Fig Garden Loop to Bullard Ave, I would have transportation to both my church AND the Public Library at Bullard and Marks! The bus could either turn down Marks or West from Bullard.</p>	Currently, FAX does not have service to this location. Bullard Ave. cross-town service is in FAX's long-term transit plans	Yes	No	No
63	FAX	<p>[Places/destinations — Q4] Anywhere, we have no public transit service available. Since becoming a senior I can now appreciate the services provided. However where I live not even public service is available within walking distance. No senior center, no bus transportation, nothing. I am so sorry we made the decision to move to this area.</p> <p>[Times needed — Q6] M-F 8:00 AM - 8:00 PM Sat -Sun 8 am - 8 pm</p> <p>[Other needs/suggestions — Q8] A Senior Center much like what is provided in Clovis would be wonderful</p>	Insufficient origin and destination service to address transit needs.	No	No	Yes

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64	FCRTA	[Places/destinations — Q4] Caruthers to Fresno	FCRTA currently operates the Coalinga intercity service providing service from Caruthers to Fresno. The route schedule is available at www.ruraltransit.org .	Yes	No	Yes
65	FAX	[Places/destinations — Q4] It's asinine that people have to take 3 buses to get to where they want to go. Or walk a mile plus after getting on the bus. Fresno is the worse mapped out bus route in the state of California. Why is it so hard to learn from other cities? [Times needed — Q6] 6am	Your comment is noted, thank you.	No	No	Yes
66	FAX	[Places/destinations — Q4] Trying to get two events that start after 9 PM and able to get home after the event; Buses that go up and down Bullard up and down Barstow also cutting through Fresno State on Barstow	Insufficient information. Additionally, a Bullard Ave. cross-town is in FAX's long-term transit plans.	No	No	Yes

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67	Clovis Transit and FAX	<p>[Places/destinations — Q4] SE Fresno to Clovis. Need a north-south bus route. A simple Clovis Ave line would be very helpful even though it would travel through Fresno city, Fresno county & Clovis areas.; North-south bus route on Clovis Avenue from Jensen to Herndon. Its ridiculous to travel 3 sides of a rectangle to get to a destination. Eastern Fresno has been ignored for decades. ; South-north bus route in east Fresno. SE Fresno has been ignored for decades. A route on Clovis Avenue or Fowler Avenue would be very helpful. All the way to Shaw/Herndon in Clovis.</p>	<p>Clovis Transit: Thank you for your comment.</p> <p>Q4: A continuous Clovis Avenue route from Jensen to Herndon would extend well beyond Clovis Transit's local service area.</p> <p>The recently implemented 8-route Clovis Transit network improves north-south mobility within Clovis, including service along portions of Clovis Avenue via the Yellow Route between Ashlan and Teague and connections north toward Herndon.</p> <p>A north-south route along Clovis Ave. is in FAX's long-term transit plans.</p>	No	No	No

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68	Clovis Transit, FAX, and FCRTA	<p>[Places/destinations — Q4] Sanger to Downtown Clovis, Sanger to Fresno State, Sanger to Southeast Fresno shopping in less than an hour.</p> <p>[Times needed — Q6] Sanger to Fresno State on weekdays, Sanger to Southeast Shopping daily or on the weekends, Sanger and Downtown Clovis on the weekends.</p> <p>[Other needs/suggestions — Q8] If we can have an integrated pay system to use across systems that would be helpful. Passes for kids and seniors and college students who need frequent use. Pay for outreach once new routes are established so we know-- maybe notify all of the schools and send flyers home through schools.</p>	<p>FCRTA currently operates the Orange Cove inter-city service providing service from Sanger to downtown Fresno and connections to FAX or Clovis Transit. This service is available M-F and is not available on the weekends due to ridership demand and farebox requirements.</p> <p>Clovis Transit: Thank you for your comment.</p> <p>Q4/Q6: Sanger and southeast Fresno are outside Clovis Transit's local service area and would require regional connections through FAX, FCRTA, and other providers.</p> <p>Q8: Clovis Transit's fare-free 8-route system supports seamless transfers without requiring a local fare payment. Outreach regarding new routes and service changes will continue through schools, community partners, flyers, and digital channels.</p>	No	No	Yes
69	Transit agencies	[Other needs/suggestions — Q8] connection to full service grocery stores, community gardens, and other food access points.	FCRTA provides public transit service to the rural areas in Fresno County which includes fixed route and demand response services. The demand response service is provided on a reservation basis by calling 1-855-612-5184	Clovis: No	Clovis: No	Yes

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70	FAX	<p>[Places/destinations — Q4] Woodward Park and Chaffee Zoo. There used to be a bus stop across the street from the park, but now it's an exhausting walk for someone with my disability to get to. You used to have a bus stop right at the front door of the zoo, now it's in a dangerous area. I don't want to go anymore if I feel like I'm going to get attacked.</p> <p>[Times needed — Q6] Any, mostly mornings due to Fresno's early summers.</p> <p>[Other needs/suggestions — Q8] How about something like a clipper card like they have in the bay area.</p>	<p>Woodward Park is serviced by BRT Route 1 at Friant and Fresno Street, less than .5 miles. FAX is also studying bus stop options for Chaffee ZOO.</p> <p>FAX is continuing to assess the feasibility of Tap-to-pay and mobile fare payment technologies.</p>	No	No	No
71	FAX	<p>Dedicated bus lanes, an additional rapid transit line like the Q, Rt. 1 that goes up to Clovis, and bus shelters at stops that don't have them already. It sucks standing in the sun or rain for the bus.</p>	<p>Thank you for your comments. FAX has explored the use of dedicated bus lanes on parts of the FAX fixed-route network.</p>	No	No	Yes

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72	FAX and Clovis Transit	<p>[Places/destinations - Q4] Clovis to anywhere in Fresno.</p> <p>[Times needed - Q6] Evenings and night (to go to downtown and back home at night.</p> <p>[Other needs/suggestions - Q8] Look into a light rail or offer a credit card tap reader.</p>	<p>Fresno Council Of Governments (FCOG) is in the early stages of assessing feasibility for a light rail transit system in the Fresno-Clovis Metropolitan area.</p> <p>FAX is continuing to assess the feasibility of Tap-to-pay and mobile fare payment technologies.</p>	No	No	Yes
73	FAX	<p>[Places/destinations - Q4] Doctor and dental appointments, shopping, pharmacy for medications, and any other specialists that my doctor may refer me to.</p> <p>[Times needed - Q6] Weekdays mostly at 7 am to whenever.</p> <p>[Other needs/suggestions - Q8] I have not been told if or when a handicapped service will be provided but I am patiently waiting the outcome.</p>	Insufficient information.	No	No	No