



**City of Fresno Department of Transportation
Fresno Area Express (FAX)
2022 Title VI Program
APPENDICES**

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IV. APPENDICES



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APPENDIX A: TITLE VI INFORMATION INCLUDED IN THE SCHEDULE GUIDE

Exhibit A.1 presents an image of page 10 of the FAX Schedule Guide, which includes the Title VI Notice to the Public, which reads:

Fresno Area Express is committed to ensuring that no individual or organization is excluded from participation in, denied the benefits of its programs, activities, or services, or subject to discrimination on the basis of race, color, or national origin as afforded to them by Title VI of the Civil Rights Act of 1964, as amended. For more information, please contact customer service at 621-RIDE.

Exhibit A.2 presents an image of page 11 of the FAX Schedule Guide, which includes the Title VI Notice to the Public in Spanish, which reads:

Fresno Area Express se compromete en asegurarse que ninguna persona u organización sea excluída de participar, se le nieguen los beneficios de sus programas, actividades o servicios, o que estén sujetos a la discriminación basada en la raza, el color o el origen nacional que les brinda el Título VI de la Ley de los Derechos Civiles de 1964, según enmendada. Para obtener más información, comuníquese con el servicio al cliente al 621-RIDE.



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Exhibit A.1 Title VI Information in Schedule Guide (English)

Welcome Aboard! (Cont.)



ACCESSIBILITY – All FAX buses have entry ramps for easy access by passengers who use wheelchairs or other mobility devices, or have difficulty climbing steps. Walkers/Rollators



(4-wheeled walkers with seats) must be folded and placed out of the aisles. Walker and Rollator users must always sit in a regular bus seat. Walkers and Rollators cannot be used as a seat while riding the bus and may not be secured in the wheelchair securement area.



HANDY RIDE – Handy Ride is a FAX service designed to transport eligible persons with disabilities. The service is available to those persons who, because of the nature of their disability, are unable to use the FAX fixed-route system. Handy Ride is a curb-to-curb service provided from any origin to any destination within the service area, for any trip purpose. It is a shared-ride service, which means you may share your ride with other riders. You must be at the curb at your designated pick-up time.

HANDY RIDE SERVICE HOURS	Day Schedule	Night Service (Limited Service Area)
Monday–Friday	5:30 am–9:30 pm	9:30 pm–12:00 am
Saturday	6:30 am–7:00 pm	7:00 pm–12:00 am
Sunday	6:30 am–7:00 pm	

HANDY RIDE RESERVATION HOURS	
Monday–Friday	8:00 am–5:00 pm
Saturday/Sunday	8:00 am–5:00 pm

Eligible persons can schedule a trip reservation by calling Handy Ride at 621-5770. When calling in, please state your name first. Reservation staff will then ask a series of questions regarding desired pick-up time, pick-up location, destination, etc., to schedule the requested trip. Persons who are ADA Handy Ride Certified may make reservations one to two days before the desired trip. If illness or a change in plans causes you to cancel a trip, please inform Handy Ride at least one hour before your scheduled pick-up time.

For complete information regarding Handy Ride eligibility and service, contact FAX at 621-RIDE or visit the Handy Ride web site at www.fresno.gov/handy-ride

TITLE VI – Fresno Area Express is committed to ensuring that no individual or organization is excluded from participation in, denied the benefits of its programs, activities or services, or subject to discrimination based on race, color, or national origin as afforded to them by Title VI of the Civil Rights Act of 1964, as amended. For more information please contact customer service at 621-RIDE.

HOLIDAY SERVICE – Bus service is not provided on Thanksgiving Day or Christmas Day. Other legal holidays may have reduced service. Sunday schedule service is provided on New Year's Day, Martin Luther King Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Veterans Day, the day after Thanksgiving and the day before Christmas.



RULES TO RIDE BY –

- Do not smoke aboard the bus
- Do not eat or drink aboard the bus
- Walk – do not run aboard the bus
- Keep all bus aisles clear
- Please keep seats clean and feet on the floor
- Place all trash in trash cans
- Use earphones for all personal audio devices (radios, phones, etc.)
- Animals are not allowed except in approved animal carriers (service animals excepted)
- No disruptive behavior or foul language
- Do not cross in front of or behind the bus
- Do not attempt to board a bus which has pulled away from the curb
- Children must be supervised at all times
- Remain seated (if seats are available) when the bus is in motion
- Hazardous materials are not allowed on buses
- Always load your bike into the rack closest to the bus
- Passengers must exit the bus at the end of the line.

Exhibit A.2 Title VI Information in Schedule Guide (Spanish)

¡Bienvenido Abordo! (Cont.)



ACCESIBILIDAD – Todos los autobuses de FAX tienen rampas de entrada para facilitar el acceso de los pasajeros que usan sillas de ruedas u otros dispositivos de movilidad, o tienen dificultades para subir escalones. Los Caminantes / Rodillos (andadores de 4 ruedas con asientos) deben doblarse y colocarse fuera de los pasillos. Los usuarios de los Caminantes o Rodillos siempre deben sentarse en un asiento de autobús regular.



Los Caminantes o Rodillos no se pueden usar como asiento mientras viajan en el autobús y no se pueden asegurar en el área de aseguramiento de las sillas de ruedas.

HANDY RIDE – Handy Ride es un servicio de FAX diseñado para transportar personas elegibles con discapacidades. El servicio está disponible para aquellas personas que, debido a la naturaleza de su discapacidad, no pueden utilizar el sistema de ruta fija de FAX. Handy Ride es un servicio de banqueta a banqueta con transporte desde cualquier origen hasta cualquier destino dentro del área de servicio, para cualquier propósito de viaje. Es un servicio de viaje compartido, lo que significa que pueda que tenga que compartir su viaje con otros pasajeros. Debe estar en la banqueta a la hora acordada para que lo recojan.

HORARIO DE SERVICIO DE HANDY RIDE	Horario del día	Servicio en la noche (área de servicio limitado)
Lunes a viernes	5:30 am–9:30 pm	9:30 pm–12:00 am
Sábado	6:30 am–7:00 pm	7:00 pm–12:00 am
Domingo	6:30 am–7:00 pm	

HORARIO PARA HACER RESERVACIONES EN HANDY RIDE

Lunes a viernes	8:00 am–5:00 pm
Sábado/Domingo	8:00 am–5:00 pm

Las personas elegibles pueden programar una reserva de viaje llamando a Handy Ride al 621-5770. Al llamar, indique primero su nombre. Luego, el personal de reservas hará una serie de preguntas sobre la hora de recogida deseada, el lugar de recogida, el destino, etc., para programar el viaje solicitado. Las personas que cuentan con la certificación ADA Handy Ride pueden hacer reservas uno o dos días antes del viaje deseado. Si una enfermedad o un cambio en los planes hace que cancele un viaje, informe a Handy Ride por lo menos una hora antes de la hora programada de recogida.

Para obtener información completa sobre la elegibilidad y el servicio de Handy Ride, comuníquese con FAX al 621-RIDE o visite el sitio web de Handy Ride en: www.fresno.gov/handy-ride

TÍTULO VI – Fresno Area Express se compromete en asegurarse que ninguna persona u organización sea excluida de participar, se le nieguen los beneficios de sus programas, actividades o servicios, o que estén sujetos a la discriminación basada en la raza, el color o el origen nacional que les brinda el Título VI de la Ley de los Derechos Civiles de 1964, según enmendada. Para obtener más información, comuníquese con el servicio al cliente al 621-RIDE.

SERVICIO DE DÍAS FERIADOS –

El servicio de autobús no se proporciona el Día de Dar Gracias o el día de Navidad. Otros días feriados podrán tener servicio reducido. El servicio de horario de los domingos se brinda el día del Año Nuevo, el Día de Martin Luther King Jr., el Día de los Presidentes, el Día de los Caídos, el Día de la Independencia, el Día del Trabajo, el Día de los Veteranos, el día después de Acción de Dar Gracias y el día antes del día de Navidad.



REGLAS DEL AUTOBÚS –

- No fume a bordo del autobús.
- No coma ni beba a bordo del autobús.
- Camine, no corra, a bordo del autobús
- Mantenga despejados todos los pasillos del autobús
- Mantenga los asientos limpios y los pies en el piso
- Coloque toda la basura en botes de basura
- Use audífonos para todos los dispositivos de audio personales (radios, teléfonos, etc.)
- No se permiten animales, excepto en transportadores de animales aprobados (excepto animales de servicio)
- No se permite comportamiento disruptivo o lenguaje grosero
- No cruce delante o detrás del autobús.
- No intente abordar un autobús que se ha alejado de la banqueta
- Los niños deben ser supervisados en todo momento
- Permanezca sentado (si hay asientos disponibles) cuando el autobús está en movimiento
- No se permiten materiales peligrosos en los autobuses.
- Siempre cargue su bicicleta en el portabicicletas más cercano al autobús
- Los pasajeros deben bajarse del autobús al final de la línea. Los viajes de regreso requieren una tarifa adicional.



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APPENDIX B: FTA CIVIL RIGHTS ASSURANCE STATEMENT

Exhibit B.1 presents an image of the signature page of the Federal Fiscal Year 2022 FTA Certifications and Assurances. It affirms the City of Fresno, as a recipient of federal funding, will comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances applicable to its federal funding program. The document is signed by Joe Vargas, Director of Transportation for the City of Fresno, and Pauline Brickey, Attorney for the City of Fresno.



Fresno Area Express 2022 Title VI Program

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Exhibit B.1 FY 2022 FTA Certifications and Assurances Signature Page

Certifications and Assurances

Fiscal Year 2022

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature: [Handwritten Signature] Date: 2-9-2022

Name: Joe Vargas Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): City of Fresno

As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Signature: Pauline Brickey Date: 2/9/22

Name: Pauline Brickey Attorney for Applicant

Each Applicant for federal assistance to be awarded by FTA must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney's signature within TRAMS, provided the Applicant has on file and uploaded to TrAMS this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.



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APPENDIX C: FAX BASE SYSTEM

Exhibit C.1 presents an image of the FAX fixed-route system map, which includes bus routes, transit centers, and key activity generators.



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Exhibit C.1 FAX Fixed-Route System Map





Fresno Area Express Title VI Plan

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**APPENDIX D: LOW-INCOME POPULATION CONCENTRATIONS
WITHIN FAX SERVICE AREA**

Exhibit D.1 presents an image of a map identifying low-income population concentrations within the Fresno Urbanized Area. The map is based on the American Community Survey 2015-2019 5-Year Population Estimates. Concentrations represented on the map reflect the percentage of the population at less than 150 percent of the poverty level. The average percentage of low-income individuals in the Fresno Urbanized Area is 31.1 percent.

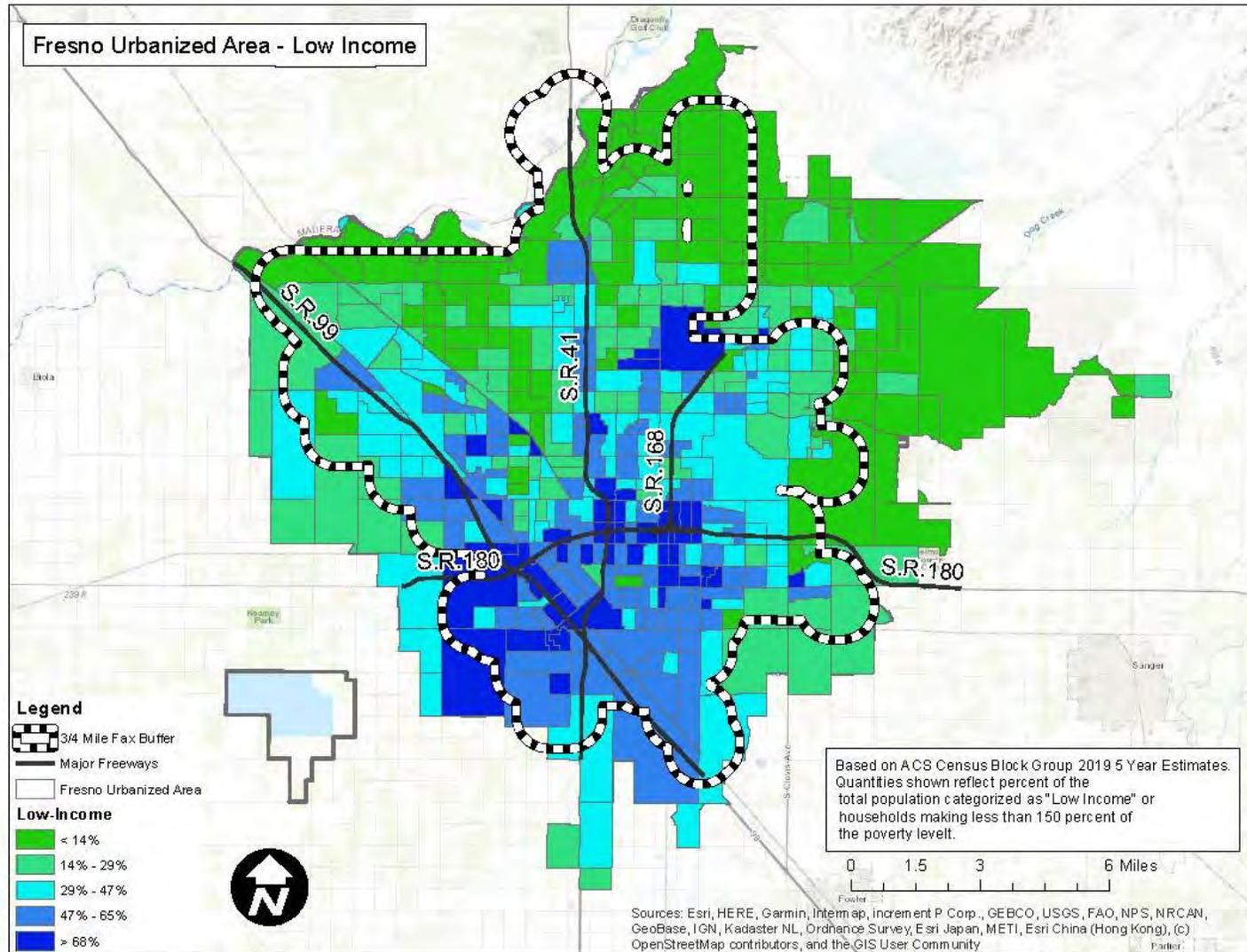
Concentrations of low-income population are differentiated by colors at the census tract level. A solid border outlines the Fresno Urbanized Area. A dashed line indicates all areas within three-quarters of a mile of a FAX fixed route.



Fresno Area Express Title VI Plan

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Exhibit D.1 Demographic Map: Low-Income Population





Fresno Area Express Title VI Plan

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**APPENDIX E: MINORITY POPULATION CONCENTRATIONS
WITHIN FAX SERVICE AREA**

Exhibit E.1 presents an image of a map identifying minority population concentrations within the Fresno Urbanized Area. The map is based on the American Community Survey 2015-2019 5-Year Population Estimates. Concentrations represented on the map reflect the percentage of the total population not categorized as “White, non-Hispanic.” The average percentage of minority individuals in the Fresno Urbanized Area is 68.8 percent.

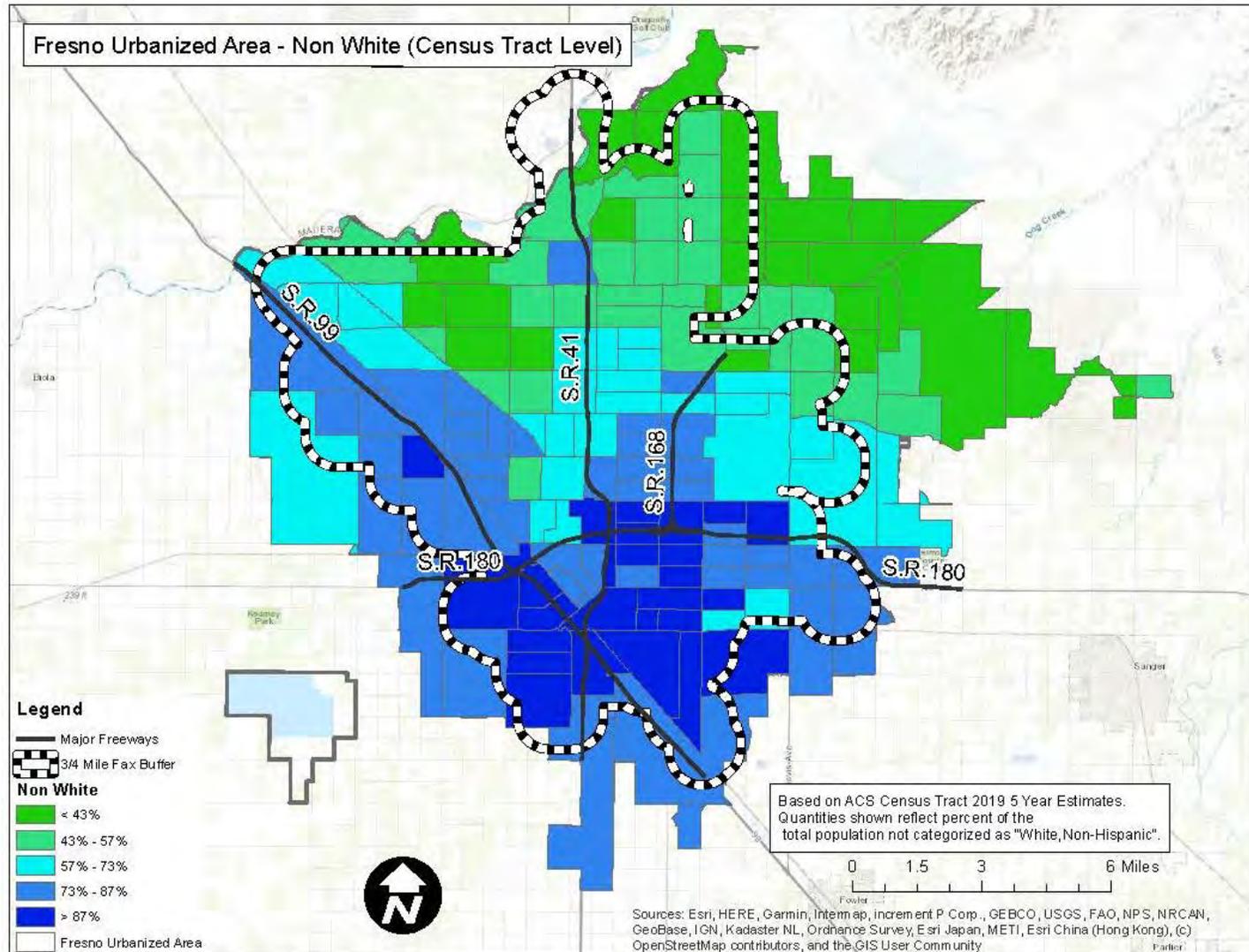
Concentrations of minority population are differentiated by colors at the census tract level. A solid border outlines the Fresno Urbanized Area. A dashed line indicates all areas within three-quarters of a mile of a FAX fixed route.



Fresno Area Express Title VI Plan

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Exhibit E.1 Demographic Map: Minority Population





Fresno Area Express Title VI Plan

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APPENDIX F: LIMITED-ENGLISH PROFICIENCY AREAS

Exhibit F.1 presents an image of a map identifying concentrations of populations with Limited-English Proficiency (LEP) within the Fresno Urbanized Area. The map is based on the American Community Survey 2015-2019 5-Year Population Estimates. Concentrations represented on the map reflect the percentage of the population five years and older who cannot speak English “very well.”

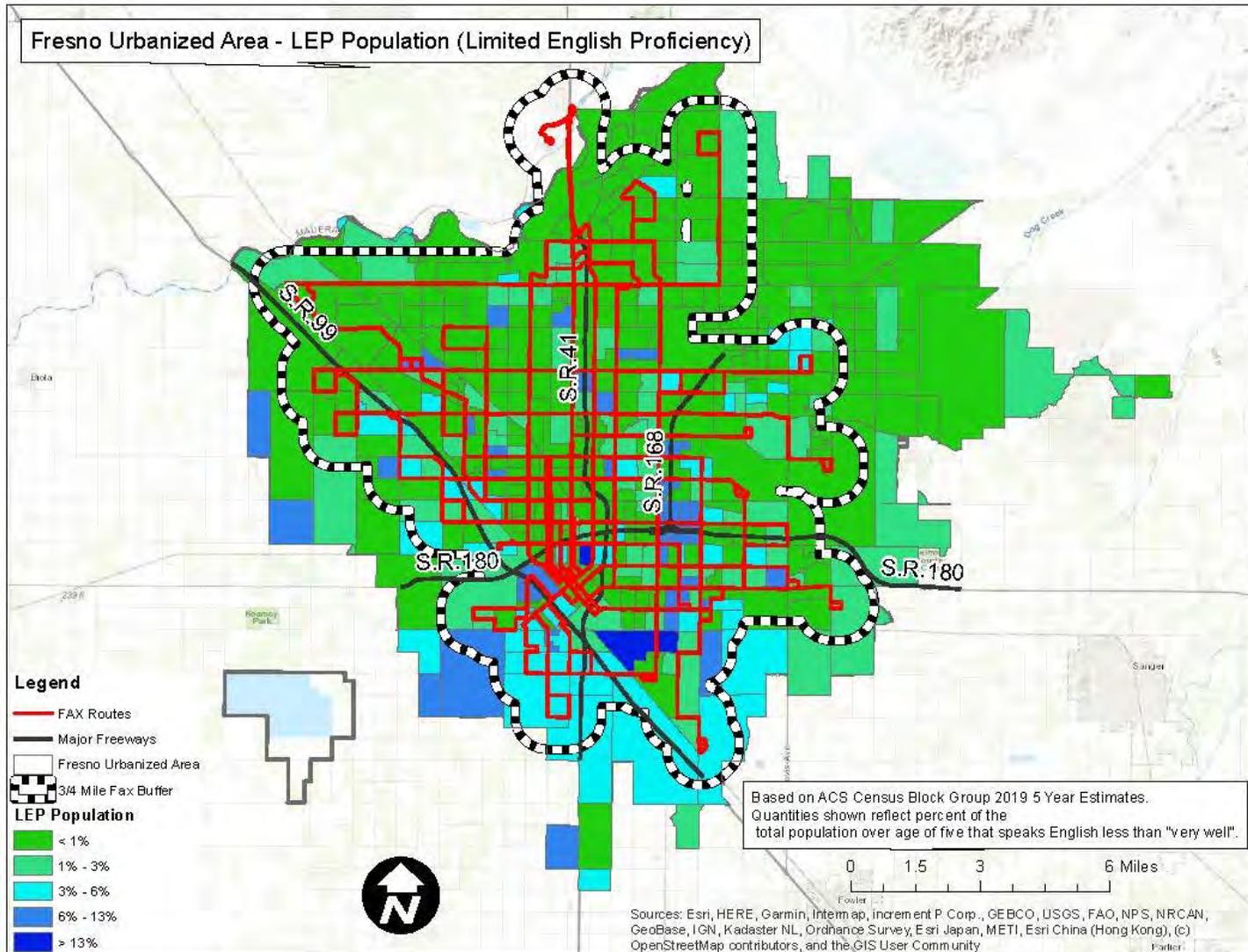
Concentrations of LEP population are differentiated by colors at the census tract level. A solid border outlines the Fresno Urbanized Area. A dashed line indicates all areas within three-quarters of a mile of a FAX fixed route.



Fresno Area Express Title VI Plan

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Exhibit F.1 Demographic Map: LEP Population





Fresno Area Express Title VI Plan

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Fresno Area Express Title VI Plan

APPENDIX G: SOCIAL SERVICES TRANSPORTATION ADVISORY COMMITTEE MEMBERSHIP LIST

Exhibit G.1 2022 SSTAC Membership List

Social Services Transportation Advisory Committee (SSTAC) Membership List Updated March 2022			
Appointment	Resident of/ Geographic Representation	Term Expires	Ethnic Background
Potential transit user 60 years of age or older (minimum of 1)			
Michael Mendez Jr.	Sanger/Fresno County	1-2023	Hispanic
Representatives of the local social service providers for seniors (minimum of 2)			
Sonia Del La Rosa, Fresno County	Fresno/Fresno County	6-2023	Hispanic
Brian Spaunhurst, Fresno County Public Works	Fresno/Fresno County	1-2023	Caucasian
Potential transit user who is disabled (minimum of 1)			
Sarin Wakimian	Fresno/Fresno County	6-2023	Caucasian
Representatives of the local social service provider for disabled (minimum of 2)			
Vidal Medina, RICV	Fresno/Fresno County	5-2022	Hispanic
Chenier Derrick	Fresno/Fresno County		African American
Representative of the local social service provider for persons of limited means (minimum of 1)			
Hector Medina, Fresno County	Fresno/Fresno County	6-2023	Hispanic
Representatives from local Consolidated Transportation Service Agency (minimum of 2)			
Amy Hance, Clovis Transit	Clovis/Fresno County	6-2022	Caucasian
Thomas Dulin, FEOC/CTSA	Fresno/Fresno County	6-2022	Caucasian
Moses Stites, FCRTA	Fresno/Fresno County	2-2023	Hispanic
Darlene Christiansen, FAX	Fresno/Fresno County	6-2023	Asian American



Fresno Area Express Title VI Plan

Social Services Transportation Advisory Council (SSTAC) Membership List Updated March 2022			
Appointment	Resident of/ Geographic Representation	Term Expires	Ethnic Background
Representative of the general public who uses public transit			
Yonas Paulos	Fresno/Fresno County	6-2022	Caucasian
Matthew Gilliam	Fresno/Fresno County	10-2023	African American



APPENDIX H: 2022 FAX BUS CUSTOMER SATISFACTION SURVEY



Fresno Area Express Title VI Plan

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2022 Fresno Area Express Bus Passenger Satisfaction Report



April 2022

Report to:
City of Fresno
2223 G Street
Fresno, CA 93706

By:
Rea & Parker Research
P.O. Box 421079
San Diego, CA 92142

**REA &
PARKER**
RESEARCH



*Survey/Market Research
Economic Consultants*

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Fresno Area Express 2018 Customer Satisfaction Report

Key Survey Findings

Fresno Area Express (FAX) has elected to conduct a statistically reliable customer opinion and satisfaction survey among customers of the system. The purpose of the survey is to provide current information and opinions concerning customer satisfaction, travel behavior, and rider demographics regarding the FAX system and to compare the results of this 2022 study with the results from prior studies, in particular the more recent 2014 and 2018 FAX customer satisfaction studies, and to highlight any changes that may be related to ridership effects of the COVID pandemic.

The survey was conducted through bus stop intercept, online and on-board interviews of 876 FAX passengers, which yields a margin of error of +/-3.3 percent at the 95 percent level of confidence.¹

Rider Demographics

- The mean household size is 3.0 persons with nearly one half (49 percent) reporting either a 1-person household (27 percent) or a two-person household (22 percent). This is a notably smaller household size than in 2018 (3.5 persons per household).
- Respondents are primarily Hispanic/Latino (43 percent), White (27 percent), and Black/African American (15 percent), with White riders showing a marked increase from 2018 and Black/African American riders declining.
- Just over two-fifths of respondents (41 percent) earn an annual household income of less than \$10,000 and another 22 percent earn between \$10,000 and \$19,999 on an annual basis. The median respondent annual household income is \$13,800, which represents a considerable increase over 2018 (\$9,300), including 9 percent earning \$75,000 or more per year in contrast to only 2 percent in 2018.
- Approximately one-third of respondents (32 percent) are between 18 and 34 years of age with another 36 percent between the ages of 35 and 54. The median age of 41.3 years of age is a quantum leap over 2018, 2014 and 2011 (all approximately 33 years of age). This age increase is likely tied to a substantial decline in school-age riders during the COVID pandemic and is not necessarily reflective of a long-term effect.
- Over three-fifths (62 percent) have a high school education or less while 26 percent have a college degree or more education, again a substantial difference from 2018, 2014, and 2011, where college graduates were only 15-to 17 percent of the ridership.

¹ Prior years' surveys had more respondents than 2022. This decline in numbers had a small impact on the margin of error, which was +/- 2.3 percent for 1,803 respondents in 2018. The 2022 survey budget constraints and reduced ridership volume that has resulted from the COVID pandemic led to an objective of 1,000 respondents; however, riders were more oriented to their cell phones and did not want to be diverted from these media to take a survey. Response rates were down from 6.5 per hour in 2018 to 2.5 per hour in 2022 owing to a smaller rider volume and this growing disinterest among riders in participating. These observations were reported by Rea & Parker's field supervisor as well as the surveyors assigned to this project. That said, a response from 876 riders can be considered to be exceptional, aided by supplemental online and in-person intercept surveys.

- Almost one-half (48 percent) of these respondents are either employed full-time (25 percent), employed part-time (14 percent), self-employed (6 percent) or homemakers (3 percent). An additional 17 percent are students (7 percent employed and 10 percent unemployed). As mentioned above, student usage of the bus is quite low, likely due to Fresno State University and other colleges in the Fresno area conducting in-person classes at lower levels than before the COVID pandemic at the time this survey was undertaken. For example, in Spring 2022 (the semester during which the survey was conducted), classes at Fresno State were taught in a variety of modalities, including fully online, virtual, hyflex², hybrid³, and face-to-face.
- Among the remaining respondents, 13 percent are unemployed, 9 percent are retired, and 13 percent are disabled and unable to work. Nine percent of the respondents are active-duty military or a veteran.
- The major residential zip codes of the respondents are as follows: 93706, 93702, and 93726 (10 percent each), as they were in the prior surveys.
- One-half of respondents (50 percent) are male.
- English is the primary language spoken in the home for nearly 9 in 10 (88 percent) of respondents.

Customer Travel Characteristics

- The dominant typical trip purposes of FAX customers are work/business (32 percent) followed by errands/personal (20 percent), and shopping (16 percent). Similar patterns are found in previous survey results.
- Just under three-fifths (59 percent) of FAX customers made 5 or more trips per week. This represents a decline in riding frequency from the survey results in 2018, 2014 and 2011, when 61 percent, 66 percent, and 75 percent respectively, made 5 or more trips per week.
- FAX has both long-term bus riders as well as relatively new riders. Two fifths (40 percent) have ridden FAX for 10 years or more; on the other hand, 34 percent have ridden the system for less than 3 years. The mean length of time customers have ridden FAX is 10.2 years, which is longer than in past years (7.5 years in 2018 and 7.9 years in 2014).
- Seven in ten (70 percent) of FAX customers do not have access to a car or other vehicle. This represents a decline among FAX customers who do not have access to a vehicle. In 2018, 77 percent did not have access to a vehicle.
- Among the 30 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. Similar results are found in previous survey periods. The 2022 survey did, however, show that environmental concerns are growing as a reason to take the bus (increasing from 1 percent in 2018 to 9 percent in 2022).
- Four fifths of bus customers (80 percent) are willing to use an electronic fare payment system if such a system becomes available. This finding is consistent with the results in 2018.

Customer Satisfaction with FAX Bus Service

- Customers express substantial overall satisfaction with the FAX bus system. Four fifths (80 percent) are either very satisfied (44 percent) or satisfied (36 percent). Another 15 percent are slightly satisfied. On a scale of 1 to 6, where 1 = very satisfied and 6 = very dissatisfied, the mean

² A Hybrid-Flexible or HyFlex course is a student-centered model of class delivery that can integrate in-class instruction, online synchronous video sessions, or asynchronous content delivery.

³ Hybrid courses (also known as blended courses) replace a portion of traditional face-to-face instruction with web-based online learning (e.g., video lectures, online discussions, or activities).

satisfaction rating is 1.9. This is identical to the mean rating in 2018. However, this high overall satisfaction rating represents a notable increase in satisfaction from the 2014 survey period where the mean rating was 2.3. The 2022 satisfaction rating also exceeds the ratings from 2011 where the overall mean satisfaction rating was 2.1.

- The highest overall satisfaction with the FAX bus system is accorded to bus routes 22 (1.66), 20 (1.68), 34 (1.70), and 38 (1.71).
- Customers provide very high mean ratings for drivers' characteristics including drivers' driving skills and drivers' safety awareness (mean of 1.8 each), drivers' helpfulness and drivers' courtesy (each with a mean of 1.9). These satisfaction means represent a highly consistent level of satisfaction with the 2018 survey and a notable increase in satisfaction from the 2014 and 2011 surveys.
- Regarding time considerations, respondents are most satisfied with the hours of operation on weekdays and on-time performance (each with a mean of 2.1) and express satisfaction with time to complete their trip and frequency of buses (each with a mean of 2.2). Customers are much less satisfied with the hours of operation on weekends (mean of 2.6). It is noteworthy that these five categories of time characteristics show strong improvement in satisfaction levels over the 2011 and 2014 survey periods. The results of the 2018 survey show similar patterns of satisfaction found in the current survey.
- Regarding bus features that revolve around the proximity of bus stops and safety considerations, customers are comfortably satisfied with accessibility for people with disabilities (mean of 1.8) and safety precautions during COVID (mean of 1.9). Customers are also satisfied with closeness of bus stops to home and closeness of bus stops to destination (each with a mean of 1.9), and safety on-board buses (mean of 2.0). Again, the satisfaction levels in 2018 parallel those found in the current survey, but these results depict distinct improvement in customer satisfaction over the 2014 survey results.
- Customers report particularly good levels of satisfaction with value for price paid (mean of 1.7—the highest rating accorded any of the bus characteristics in the survey), overall comfort of bus riders (mean of 1.9), and the availability of route/schedule information (mean rating of 2.0). Regarding cleanliness, customers are somewhat satisfied with the cleanliness inside the buses (mean rating of 2.3) and with the cleanliness of bus stops/stations (mean rating of 2.5). The current ratings are consistent with the 2018 results but represent a notable improvement from the 2011 and 2014 survey periods.
- Customers identify on-time performance as the most important weighted bus feature (41 percent) followed at some considerable distance by frequency of buses (17 percent). Customers accord the next level of weighted importance to time to complete a trip (9 percent). These same bus service features were given similar levels of weighted importance in the 2014 and 2018 surveys.
- Based upon a satisfaction/importance quadrant analysis, the following bus features are the core characteristics that lead to the overall rating of the FAX bus service as very satisfactory: drivers' courtesy, drivers' helpfulness, and safety precautions relative to Covid. Potential characteristics for improvement include on-time performance, frequency of buses, time to complete a trip, safety on board buses, safety at bus stops, cleanliness inside buses, and hours of operation on weekends.
- The "report card" that was developed for prior surveys shows that FAX has been a consistent success with high customer satisfaction. The grades, themselves, remain as they were in 2018; however, improvement within each grade level is found for almost all characteristics. The level of satisfaction has markedly improved between 2014 and 2011.

Customer Preferences for Receiving FAX Communications

- The preference for electronic communication systems such as the use of rider alerts, the FAX website, and MyFAXBus app has increased substantially in 2022 (55 percent). In 2018, 39 percent preferred such communication technology and in 2014 and 2011, the percentages were 25 percent

and 6 percent, respectively. The preference for social media as a technology for communication doubled since the 2018 survey.

- Nearly 7 in 10 (69 percent) FAX customers use mobile apps to help plan their bus trips. Among those who use mobile apps for bus trip planning, Google Transit (50 percent) and MyFAX Bus (49 percent) are by far the most widely-used apps.

Conclusion

- There is compelling evidence that FAX customers demonstrate a very high level of satisfaction with the services provided on the bus system. The level of satisfaction for all features of bus service has improved significantly since the previous two survey periods.

Introduction and Methodology

Fresno Area Express (FAX) is governed by the City of Fresno and is the largest public transportation provider in the Central San Joaquin Valley region, with 42 million annual riders. FAX service consists of over 100 buses, approximately 1,500 bus stops, and 18 fixed routes in the City of Fresno including three major hubs: Downtown Transit Mall; Manchester Transit Center along Blackstone Avenue north of Shields; and a transfer point at River Park Shopping Center in north Fresno.

FAX has elected to contract a statistically reliable customer opinion and satisfaction on-board survey of its customer base. The purpose of the survey is threefold – first, to provide current information and opinions concerning customer satisfaction about the bus system, second to compare the results of this 2022 study with the results of prior satisfaction surveys (in particular, the 2018, 2014, and 2011 customer satisfaction studies), and third, to indicate any effects that the COVID pandemic may have had on travel behavior and bus satisfaction . Rea & Parker Research was selected to conduct the 2022 study, as it was for the 2018 and 2014 studies as well.

Rea & Parker Research conducted an on-board survey of the Fresno Area Express (FAX) bus system. This on-board survey was supplemented by two other surveys (bus stop intercept conducted by the FAX project team and an online survey using FAX’s Survey Monkey account). These surveys were designed to ascertain the following information:

- Identification of bus riders’ regular bus routes
- 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 customers including:
 - Purpose of typical FAX bus trips
 - Length of time customers have ridden FAX
 - Number of weekly trips by FAX customers
 - Potential Use of Electronic Fare Payment System
 - Access to a vehicle and reason for using FAX instead of a vehicle that may be available
 - Experience with FAX during COVID
- Preferences in how customers prefer that FAX communicate information to them
- Use of mobile apps to plan bus trips
- Importance of having Wi-Fi on the bus

- Demographic characteristics of the respondents

The final survey questionnaire form (in both English and Spanish) is provided in the Appendix to this report. Spanish versions of the survey were also distributed to potential respondents as needed and as requested.

Rea & Parker Research recruited five local surveyors/interviewers for this project and Rea & Parker Research trained these interviewers regarding the procedures necessary to conduct this on-board bus survey. Rea & Parker Research also hired a supervisor for this project to coordinate the survey effort on a daily basis and to provide continuous updates to Rea & Parker Research. The training of interviewers took place on February 3, 2022, by way of video conference using the Zoom platform. Follow-up trainings were conducted in person by the field supervisor. The on-board survey process began on February 8, 2022 and was concluded on March 7, 2022. Buses were surveyed between 7am and 6pm in direct proportion to their estimated ridership volume. Surveys were conducted on all seven days of the week. Respondents could complete the survey on-board, return it to Rea & Parker Research by prepaid postage business reply mail or turn it in at the Manchester Transit Station.

The FAX Project Team conducted an intercept bus stop survey that served to supplement the overall survey data file. Rea & Parker Research provided instructions and guidance to the FAX team to ensure that these completed surveys would be compatible with the returned surveys obtained through the on-board survey process. These intercepts were conducted for 2-to-3 hours on seven dates (one Tuesday, three Wednesdays, and three Thursdays) between February 2, 2022 and February 17, 2022 between 10am and 5pm at the Manchester Transit Center, Downtown A, B, and L Shelters, Kings Canyon and Peach Avenue Bus Rapid Transit (BRT) Station, Shaw and Cedar by Fresno State University, and Blackstone and Weldon BRT Station by Fresno City College. Respondents were able to return the completed survey in exactly the same manner as the on-board respondents. Online surveys were advertised on-board buses and were open for respondents between January 25, 2022 and March 7, 2022.

At the completion of the project, five respondents who completed the entire survey at the bus stops or on-board were randomly selected to receive \$100 each as a reward for their much-appreciated participation. The total number of completed survey forms returned from all three surveys (on-board, bus stop intercept, and online) was 876. This yields a margin of error of +/-3.3% at the 95 percent level of confidence. In this current 2022 survey, 95 percent of returned surveys were completed in English and 5 percent were completed in Spanish. In 2014 and 2018, 97 percent were completed in English. Bilingual surveyors and FAX staff participated in this effort, and all COVID protocols were followed.

Survey Sample Route Characteristics

Table 1 shows all returned surveys according to the bus route indicated by the respondent as that route about which they were responding. For the on-board surveys, the route indicated was the route that they were riding when they received the survey. For online respondents, the route indicated was that which they used most often, and for bus stop respondents, the route was the one they had just departed or the one for which they were waiting. Two high-volume bus routes comprise over two-fifths (41 percent) of returned surveys (Route 1 = 31 percent and Route 38 = 10 percent).

Table 1 Returned Surveys by Bus Route (On-Board, Boarding or Alighting at Bus Stops, and Online)		
Bus Route	Returned Surveys	
	#	%
Route 1	268	31
Route 38	92	10
Route 9	78	9
Route 34	69	8
Route 28	59	7
Route 41	57	6
Route 32	52	6
Route 26	44	5
Route 22	36	4
Route 35	26	3
Route 20	23	3
Route 39	19	2
Route 3	15	2
Route 12	15	2
Route 33	13	1
Route 45	9	1
Route 58	1	-----
Total	876	100%

Other characteristics of returned surveys are depicted in **Tables 2 and 3**. **Table 2** shows the returned surveys according to the day of the week the surveys were distributed (or in the case of online respondents, the day they travel most often). Each weekday is well-represented with a total of 83 percent of surveys being weekday respondents and just under 1 in 5 (17 percent) weekends. In 2018, 12 percent of returned surveys were distributed on weekends while in 2011, 17 percent (same as current survey) were distributed on weekends. **Table 3** indicates the time of day returned surveys were distributed (or, once again, in the case of online respondents, the time that they travel most often). Nearly seven in ten (69 percent) of returned surveys were from mid-to-late mornings and early afternoons between 9:00 am and 3:00 pm. Similarly, in 2018, 68 percent of returned surveys were distributed during this same period.

Table 2		
Day of Week of Distribution of Returned Surveys		
Day of Week	Returned Surveys	
	#	%
Monday	133	15
Tuesday	94	11
Wednesday	181	21
Thursday	205	23
Friday	117	13
Saturday	70	8
Sunday	76	9
Total	876	100%

Table 3		
Time of Day Returned Surveys Were Distributed		
Time of Day	Returned Surveys	
	#	%
Early Morning (6 am – 8:59 am)	102	12
Late Morning (9 am - 11:59 am)	241	28
Early Afternoon (12 pm – 2:59 pm)	364	41
Late Afternoon (3:00 pm – 6:00 pm)	169	19
Total	876	100%

Components of the Survey Report

This survey report is divided into four components as follows:

- Demographic Statistics/Respondent Characteristics
- Customer Travel Characteristics
- Customer Satisfaction with FAX Bus Service (including most important features)
- Availability of Information and Communication

Charts and tables have been prepared for each of these major components depicting the basic survey results. Subgroup analyses for different age groups, various levels of education, gender, different income categories, ethnicity of residents, categories of work status, and primary language spoken in the home will

be presented in succinct bulleted format when statistical significance and relevance warrants such treatment. Further, the results of this survey will be compared with the results of the 2018, 2014, and 2011 bus satisfaction surveys, again when warranted, where such analysis is feasible and when questions are comparable. Frequencies for all survey questions, lists of open-ended responses, and the survey instrument itself are contained in the Appendix.

Survey Findings

Demographic Statistics/Respondent Characteristics

Table 4 presents selected demographic characteristics of the survey respondents. One half of respondents (50 percent) are male, and English is the primary language spoken in the home for nearly 9 in 10 (88 percent) of respondents. The mean household size is 3.0 persons with nearly one half (49 percent) reporting either a 1-person household (27 percent) or a two-person household (22 percent). This is a notably smaller household size than in 2018 (3.5 persons per household). Respondents are primarily Hispanic/Latino (43 percent), White (27 percent), and Black/African American (15 percent), with White riders showing a marked increase from 2018 and Black/African American riders declining.

Just over two-fifths of respondents (41 percent) earn an annual household income of less than \$10,000 and another 22 percent earn between \$10,000 and \$19,999 on an annual basis. The median respondent annual household income is \$13,800, which represents a considerable increase over 2018 (\$9,300), including 9 percent earning \$75,000 or more per year in contrast to only 2 percent in 2018.

Approximately one-third of respondents (32 percent) are between 18 and 34 years of age with another 36 percent between the ages of 35 and 54. The median age of 41.3 years of age is a quantum leap over 2018, 2014 and 2011 (all approximately 33 years of age). This age increase is likely tied to a substantial decline in school-age riders during the COVID pandemic and is not necessarily reflective of a long-term effect.

Over three-fifths (62 percent) have a high school education or less while 26 percent have a college degree or more education, again a substantial difference from 2018, 2014, and 2011, where college graduates were only 15 percent-to-17 percent of the ridership.

Almost one-half (48 percent) of these respondents are either employed full-time (25 percent), employed part-time (14 percent), self-employed (6 percent) or homemakers (3 percent). An additional 17 percent are students (7 percent employed and 10 percent unemployed). As mentioned above student usage of the bus is quite low, likely due to Fresno State University and other colleges in the Fresno area conducting in-

person classes at lower levels than before the COVID pandemic at the time this survey was undertaken. For example, in Spring 2022 (the semester during which the survey was conducted), classes at Fresno State were taught in a variety of modalities, including fully online, virtual, hyflex⁴, hybrid⁵, and face-to-face.

Among the remaining respondents, 13 percent are unemployed, 9 percent are retired, and 13 percent are disabled and unable to work. Nine percent of the respondents are active-duty military or a veteran. The major residential zip codes of the respondents are as follows: 93706, 93702, and 93726 (10 percent each), as they were in the prior surveys.

Table 4				
Fresno Area Express (FAX) Customer Demographics				
Characteristic	2022	2018	2014	2011
Work Status				
Employed Full-Time	25%	20%	17%	27%
Employed Part-Time	14%	17%	19%	14%
Self-Employed	6%	5%	4%	2%
Student and Employed	7%	8%	6%	28%^a
Student and Not Employed	10%	16%	15%	
Homemaker	3%	3%	5%	4%
Retired	9%	6%	7%	7%
Unemployed	13%	14%	16%	16%
Disabled and Unable to Work	13%	11%	11%	2%
^a 2011 made no distinction between employed and not employed students				
Age				
Under 18	6%	8%	7%	11%
18-to-34	32%	48%	48%	45%
35-to-54	36%	27%	26%	28%
55-to-74	23%	16%	17%	14%
75 and Older	3%	1%	2%	2%
Median Age	41.3	33.1	33.2	32.7
Education				
Less than 8th Grade	6%	4%	5%	2%
Some High School	13%	17%	16%	19%
High School Graduate	43%	50%	48%	49%
Vocational/Technical School	12%	12%	15%	15%
College Graduate	26%	17%	16%	15%
*2022: 4.5% post-graduate degrees included in college graduate category				

⁴ A Hybrid-Flexible or HyFlex course is a student-centered model of class delivery that can integrate in-class instruction, online synchronous video sessions, or asynchronous content delivery.

⁴ Hybrid courses (also known as blended courses) replace a portion of traditional face-to-face instruction with web-based online learning (e.g., video lectures, online discussions, or activities).

**Table 4 -- continued
Fresno Area Express (FAX) Customer Demographics**

Characteristic	2022	2018	2014	2011
Ethnicity				
Hispanic/Latino	43%	47%	46%	38%
White	27%	18%	25%	26%
Black/African American	15%	22%	18%	28%
Asian	3% ^a	3% ^b	6% ^c	4%
American Indian/Alaska Native	2%	3%	2%	2%
Pacific Islander	---- ^d	---- ^d	1%	1%
Middle Eastern	---- ^d	---- ^d	---- ^d	1% ^e
Mixed and Other Ethnicities	10% ^e	7%	2%	
^a In 2022, 0.6% identified themselves as Hmong, 0.3% as Asian Indian, 0.3% as Laotian, 0.2% as Cambodian, 0.2% as Vietnamese, and 0.1% as Chinese, Indonesian, or Malaysian. ^b In 2018, 0.6% identified themselves as Hmong, 0.3% as Filipino, and 3% as Cambodian. ^c In 2014, more than one-half (3% of the Asian/SE Asian respondents) indicated that they were Hmong and another 1% were Filipino. In 2011, 1% were Filipino and 1.5% identified themselves as Hmong. ^d Less than 0.5% ^e 3% are mixed Hispanic and White, 2% Hispanic and Black, 2% Hispanic and Asian, 2% American Indian with Black or White, and 1% Black and White				
Annual Household Income ^f				
Less than \$10,000	41%	54%	57%	33%
\$10,000-\$19,999	22%	22%	25%	38%
\$20,000-\$29,999	10%	11%	9%	17%
\$30,000-\$39,999	8%	5%	5%	9%
\$40,000-\$49,999	5%	4%	2%	2%
\$50,000-\$74,999	5%	2%	2%	1%
\$75,000-\$99,999	4%	2%	-----	-----
\$100,000 and more	5%	-----	-----	-----
Median Household Income	\$13,800	\$9,300	\$8,700	\$14,500
^f These incomes from year-to-year are not directly comparable. In 2011, 33% refused to provide their income. In 2014 14% refused. In 2018 only 9% refused, and in 2022,13% refused. In 2014, Highest income category provided in 2014 and 2011 surveys was \$50,000 and above. In 2018, there were additional categories for \$50,000-\$74,999, \$75,000-\$99,999 and \$100,000 or more. 2018 combined categories over \$75,000.				
Gender				
Male	50%	48%	41%	49%
Female	49%	52%	59%	51%
Other ^g	1%	-----	-----	-----
^g Other is a new category in 2022				
Primary Language in Home^h				
English	88%	91%	89%	-----
Spanish or Spanish Creole	11%	8%	8%	-----
Various Asian Languages	1%	1%	2%	-----
^h Despite this preponderance of English as the primary language spoken at home, 21% indicated that they consider themselves to be limited in their use of English, and another 5% do not know whether they are limited or not.				
Active-Duty Military or Veteran ⁱ				
Yes	9%	-----	-----	-----
No	91%	-----	-----	-----
ⁱ New question in 2022				

Table 4 -- continued				
Fresno Area Express (FAX) Customer Demographics				
Characteristic	2022	2018	2014	2011
Residential Zip Code				
93702	10%	10%	11%	-----
93726	10%	10%	12%	-----
93727	8%	10%	7%	-----
93705	8%	6%	8%	-----
93703	7%	6%	6%	-----
93722	6%	7%	8%	-----
93704	5%	5%	3%	-----
93728	5%	5%	4%	-----
93710	4%	6%	6%	-----
93701	4%	5%	3%	-----
93711	3%	2%	2%	-----
93725	3%	3%	4%	-----
Household Size				
1 person	27%	23%	-----	-----
2 persons	22%	18%	-----	-----
3 persons	18%	16%	-----	-----
4 persons	13%	15%	-----	-----
5 persons	8%	12%	-----	-----
6 persons	6%	7%	-----	-----
7-8 persons	4%	6%	-----	-----
9 or more persons	2%	3%	-----	-----
Mean Household Size	3.0 persons	3.5 persons		

Customer Travel Information

Trip Characteristics

Chart 1 shows the purpose of the customers’ typical FAX bus trip. In the current 2022 survey, the typical trip purposes of bus customers are work/business (32 percent), followed by errands/personal (20 percent), and shopping (16 percent). In 2018 and 2014, the patterns are similar in that work/business is the dominant trip purpose (2018 = 26 percent and in 2014 = 31 percent). Similarities also exist in that errands/personal is also a popular trip purpose in both 2018 and 2014 (2018 = 17 percent and 2014 = 14 percent). While college was a frequent bus trip in 2018 (19 percent) and in 2014 (23 percent), this trip purpose was fourth in the ranking of trip purposes in the current 2022 survey (12 percent). This lower ranking is very likely the result of Fresno State University and other colleges in the Fresno area conducting in-person classes at lower levels than before the COVID pandemic at the time this survey was undertaken. For example, in Spring 2022 (the semester during which the survey was conducted), classes at Fresno State were taught in a variety of modalities, including fully online, virtual, hyflex, hybrid, and face-to-face. Among the remaining

respondents, 13 percent are unemployed, 9 percent are retired, and 13 percent are disabled and unable to work. Nine percent of the respondents are active-duty military or a veteran.

The following subgroups are more likely to identify personal errands as a typical trip purpose:

- Vocational school students (24.0 percent), high school graduates (21.7 percent), and college graduates (21.0 percent) versus those with some high school education (12.4 percent).
- Respondents who have incomes in the \$30,000 - \$39,999 range (34.0 percent) use the bus for personal errands more than other income levels.

The following subgroup is more likely to identify shopping as a typical trip purpose:

- Females (19.0 percent) as opposed to males (13.5 percent).

The following subgroup is more likely to identify high school, middle school, or elementary school as a typical trip purpose:

- Females (11.3 percent) versus males (6.5 percent).

The following subgroup is more likely to identify college as a typical trip purpose:

- Respondents who make 8 or fewer trips per week (14.1 percent) as opposed to those who make 9 or more trips per week (7.7 percent).

Chart 2 shows that just over two-fifths (41 percent) of FAX customers made fewer than 5 trips per week. This represents a decline in riding frequency from the 2018, 2014, and 2011 survey results when 39 percent, 34 percent and 25 percent respectively made fewer than 5 trips per week. Also, 15 percent of FAX customers made 13 or more trips per week in 2022 while approximately one-fourth of customers in 2011 made this relatively high number of trips per week. The median number of trips per week in 2022 is 6 trips and this is similar to the median number of trips in 2018 (5 trips) and in 2014 (6 trips). However, these three survey periods represent a decidedly lower median number of trips per week than the number recorded in 2011 (8 trips).

The following subgroups tend to make a higher number of trips per week:

- Customer of mixed ethnicities (mean of 11.37 trips) versus Hispanics (mean of 7.85 trips).
- Disabled individuals (mean of 10.32 trips) as opposed to those who are self-employed (mean of 5.4 trips).
- Customers who have less than an eighth-grade education (mean of 10.94 trips) versus college graduates (mean of 6.41 trips).

Chart 1 Purpose of Typical Bus Trip

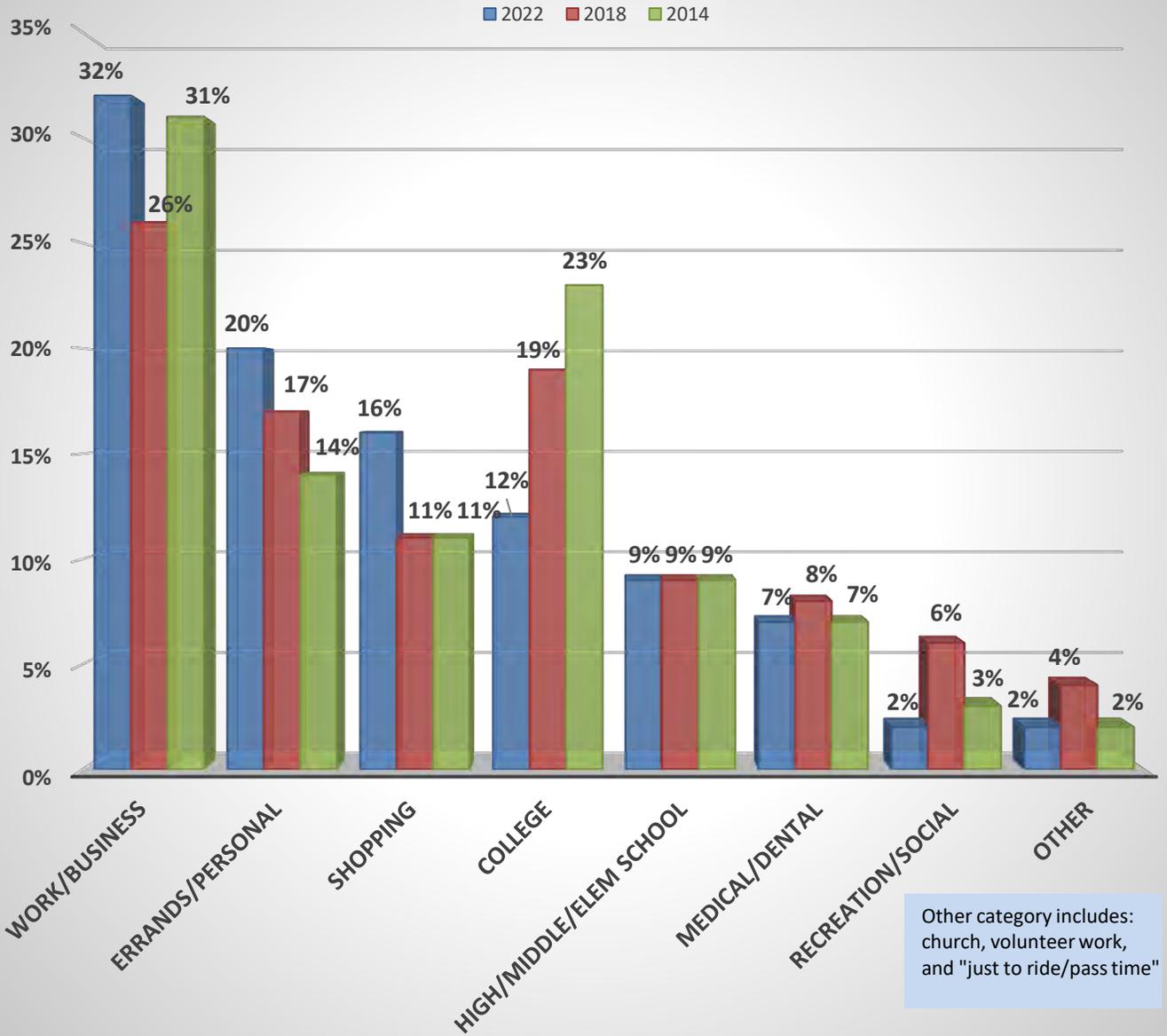
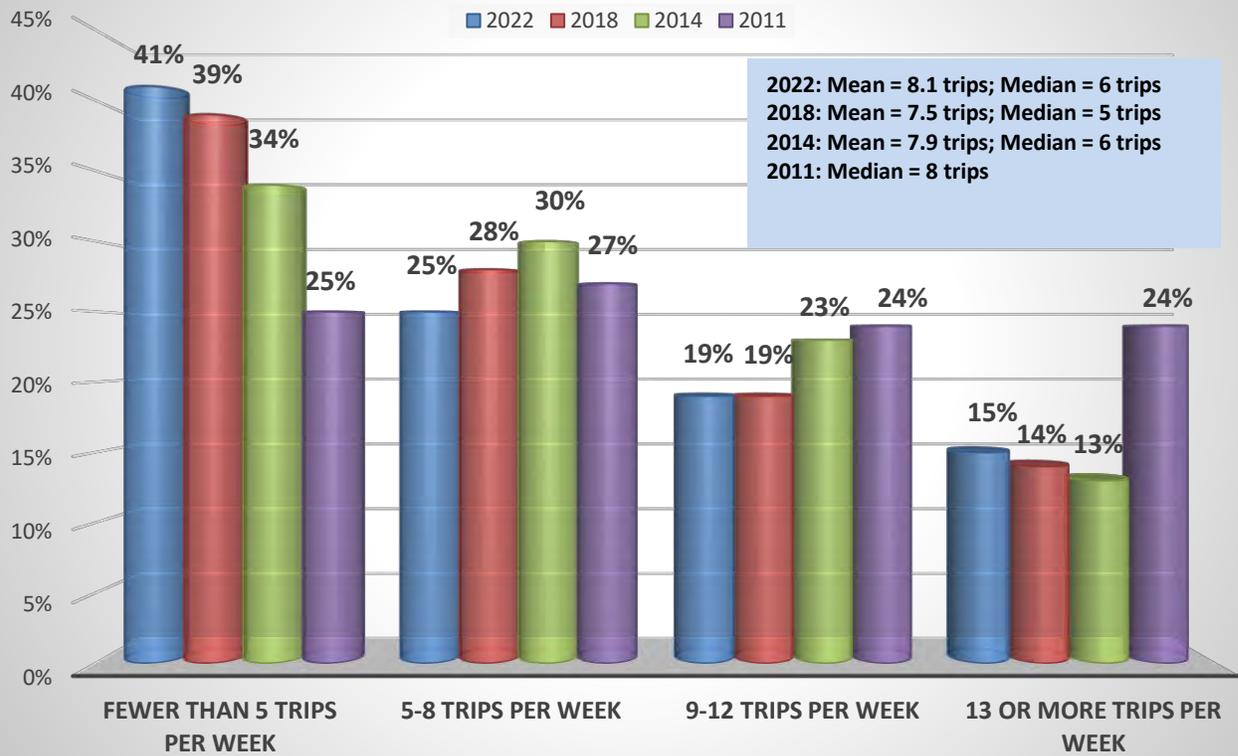
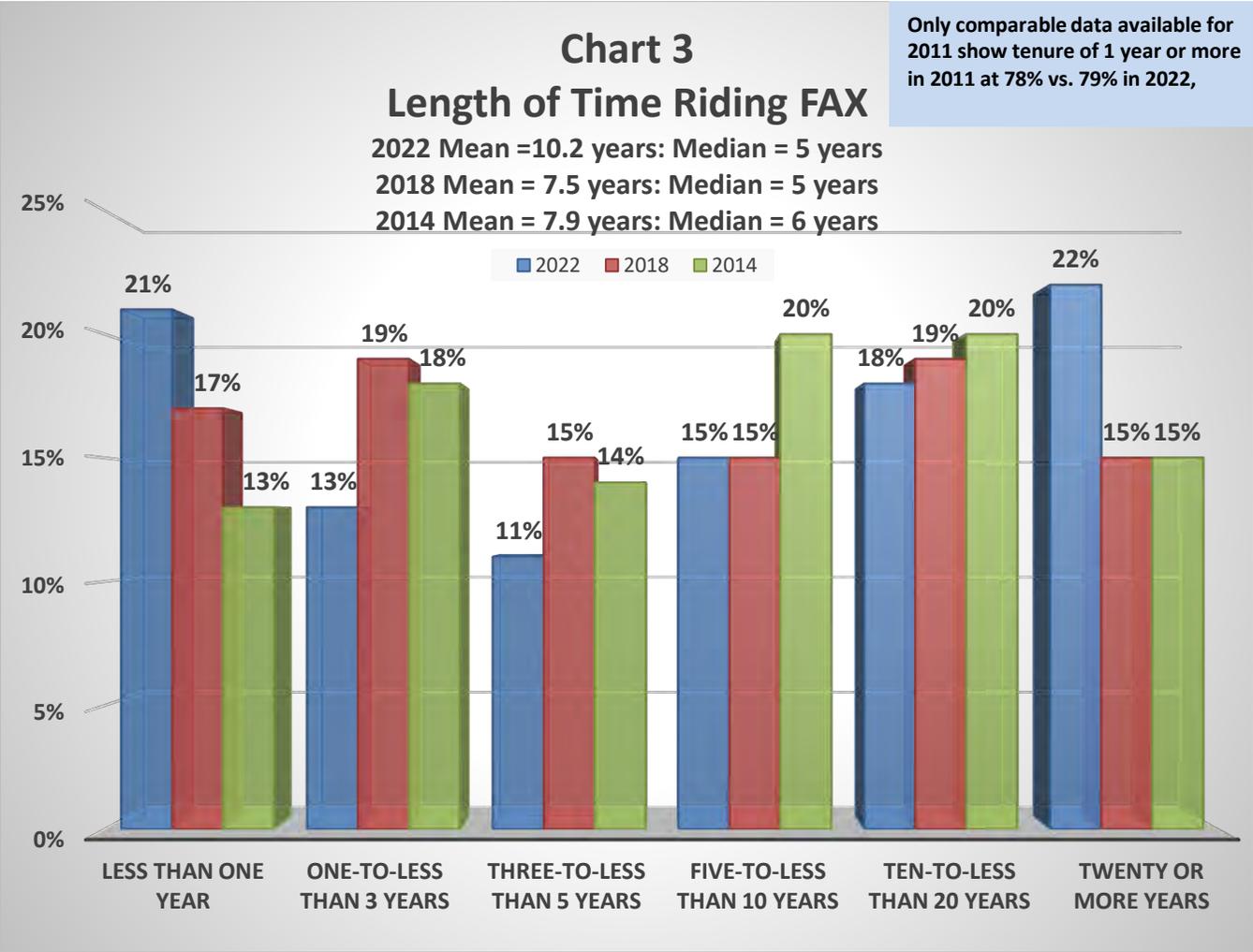


Chart 2 Number of Weekly Trips by FAX Customers



It is indicated in **Chart 3** that FAX has both long-term bus riders as well as relatively new riders. For example, two-fifths (40 percent) have ridden FAX for 10 years or more; on the other hand, 34 percent have ridden the system for less than 3 years. The mean length of time customers have been riding FAX is 10.2 years, which is longer than in past years (7.5 years in 2018 and 7.9 years in 2014). In the current year 2022, 79 percent of bus customers have been riding FAX for one year or more. This percentage is slightly lower than in the 2018 and 2014 survey periods. (In 2018, 83 percent of bus customers have been riding FAX for one year or more and in 2014, 87 percent had been riding FAX for one year or more). The current year is more consistent with the results in 2011 where 78 percent of customers rode the system for one year or more.

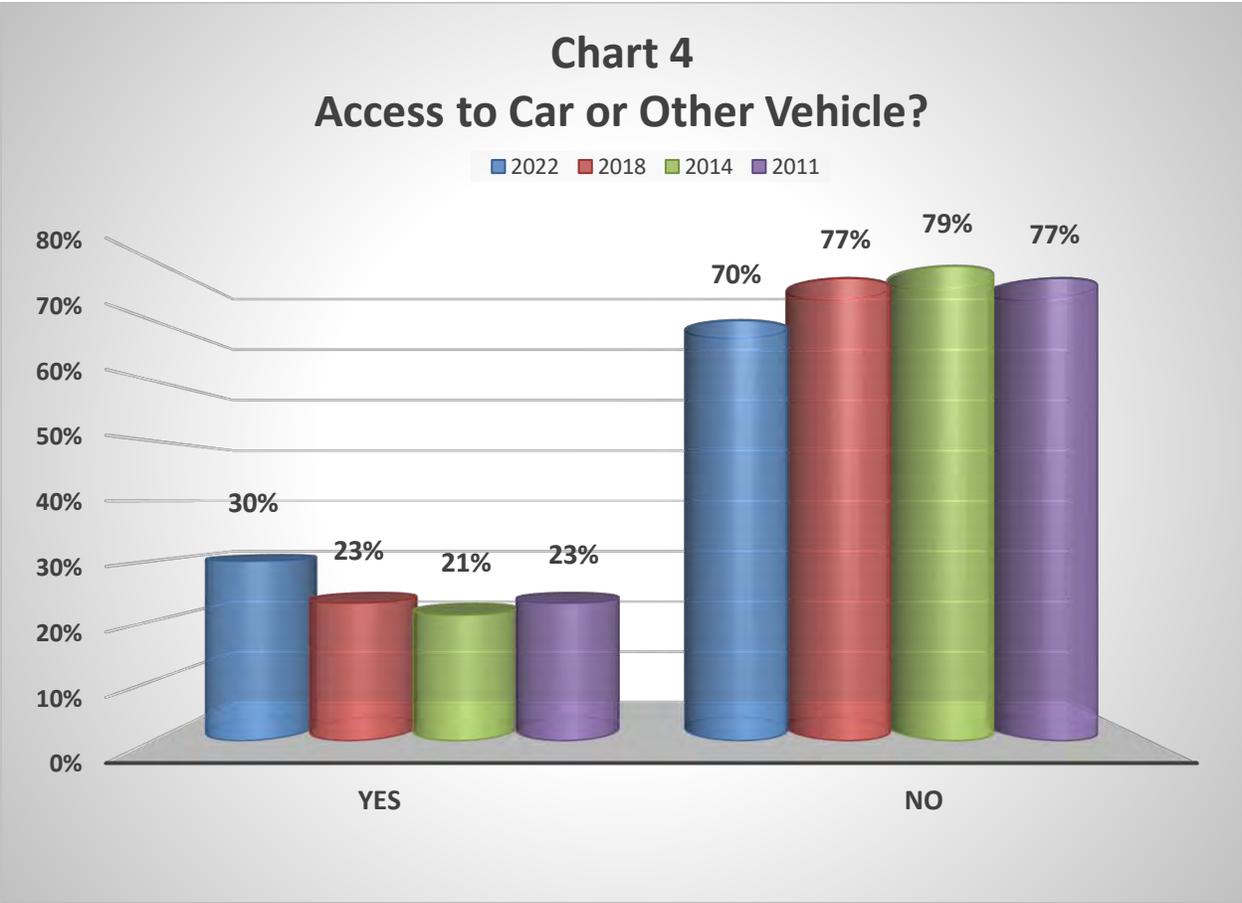


The following subgroups tend to have a longer tenure using the FAX bus system.

- Customers with vocational school training (mean of 13.81 years) versus high school graduates (mean of 9.91 years) and college graduates (mean of 8.81 years).
- Disabled individuals (mean of 10.32 years) and retired customers (mean of 9.93 years) versus homemakers (mean of 7.08 years), full-time employees (mean of 7.65 years), students who are not employed (mean of 7.70 years), students who are employed (mean of 7.89 years), and those who are self-employed (mean of 7.89 years).

Access to Vehicle

Chart 4 indicates that in the current survey 70 percent do not have access to a car or other vehicle. This is a notable decline among FAX customers who do not have access to a car. In 2018 and in 2011, 77 percent of customers did not have access to a vehicle. In 2014, 79 percent of customers had no access to a vehicle.

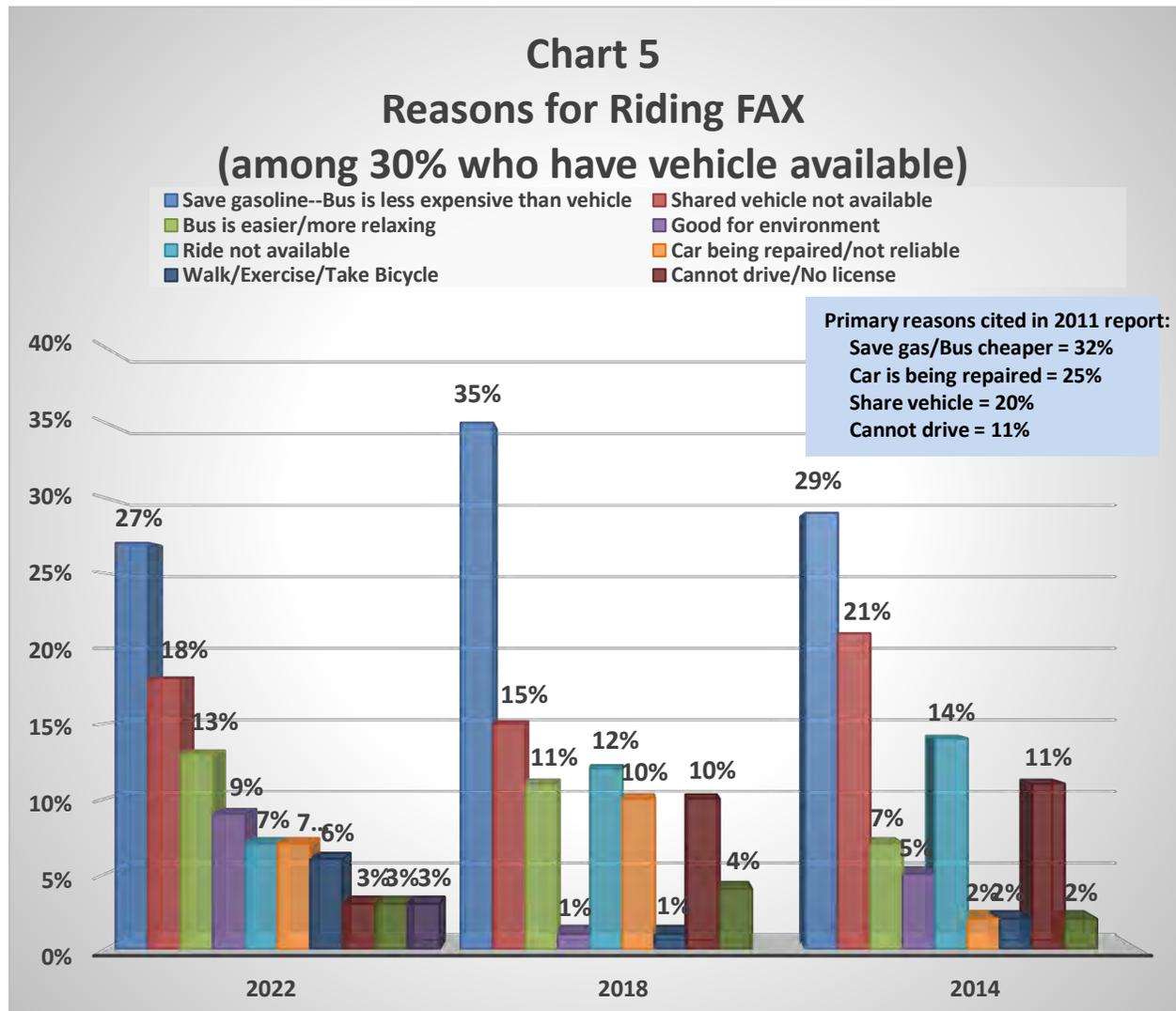


The following subgroups tend to have access to a car or other vehicle:

- Customers whose dominant language is English (31.4 percent) versus those whose dominant language is Spanish (12.2 percent).
- Respondents who do not have limited English proficiency (32.8 percent) as opposed to those who do have limited English proficiency (21.5 percent).
- Whites (32.9 percent) and Asians (35.5 percent) versus Hispanics (26.3 percent) and African Americans (23.2 percent).
- College graduates and more education (45.0 percent) versus High School graduates and less education (22.8 percent).
- Customers who make eight or fewer trips per week (35.4 percent) versus those who make 9 or more trips per week (19.5 percent).

Among the 30 percent who do have access to a vehicle, well 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 18 percent indicate that their shared vehicle is not always available, and 13 percent stated that the bus is easier and more relaxing. Similar results are found in previous survey periods. For example, in 2018, 35 percent reported that they do not use their vehicle because the bus is less expensive to use than their car. Another 15 percent indicated that their shared vehicle is not always available, and 12 percent reported that their ride is not always available. In 2014, 29 percent indicated that the bus is less expensive

to use, another 21 percent indicated that their shared vehicle is not always available, and 14 percent were unsure of the availability of their ride. Customers in 2011 expressed similar reasons for riding the bus instead of using their vehicle: save gas/bus cheaper (32 percent) and their vehicle is shared and not readily available (20 percent) (**Chart 5**). The 2022 survey did show that environmental concerns are growing as a reason to take the bus (increasing from 1 percent in 2018 to 9 percent in 2022)

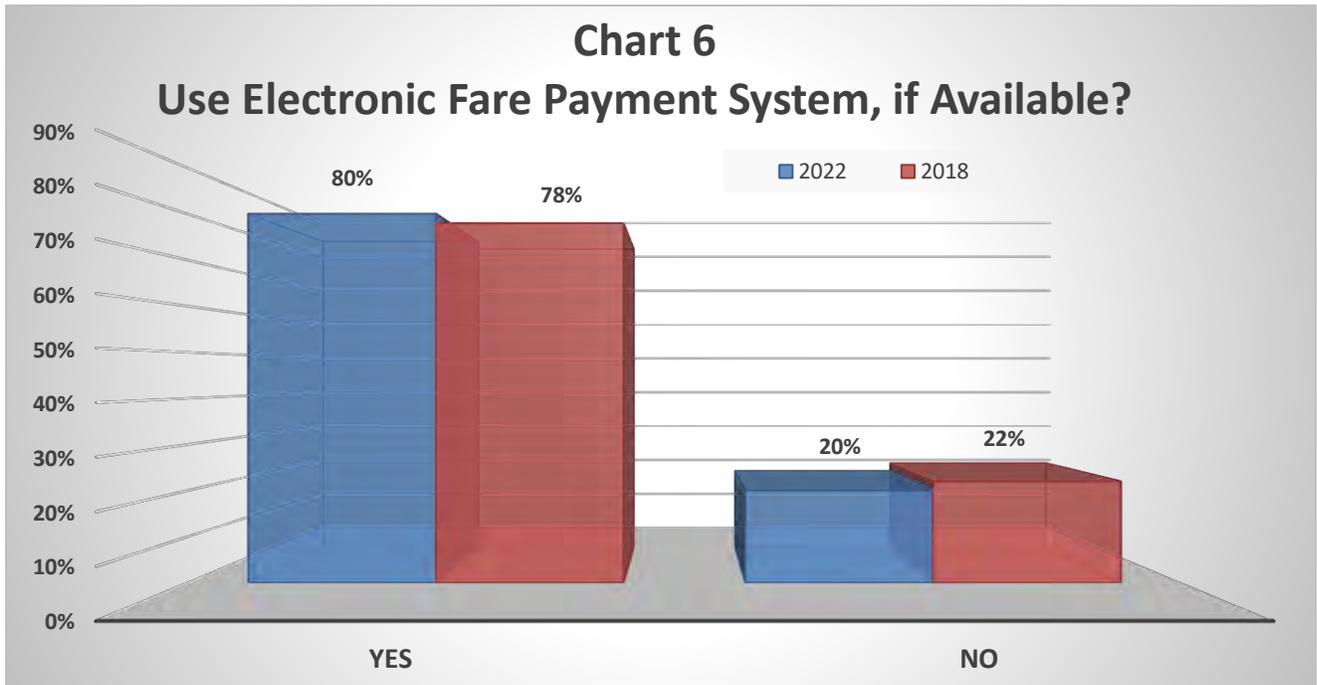


Fare Payment

Four fifths (80 percent) of bus customers are willing to use an electronic fare payment system if such a system becomes available (**Chart 6**). This result is consistent with the 2018 survey result where 78 percent of customers were willing to use an electronic fare system to pay their fare.

The following two subgroups are more willing to use an electronic fare payment system if one were available.

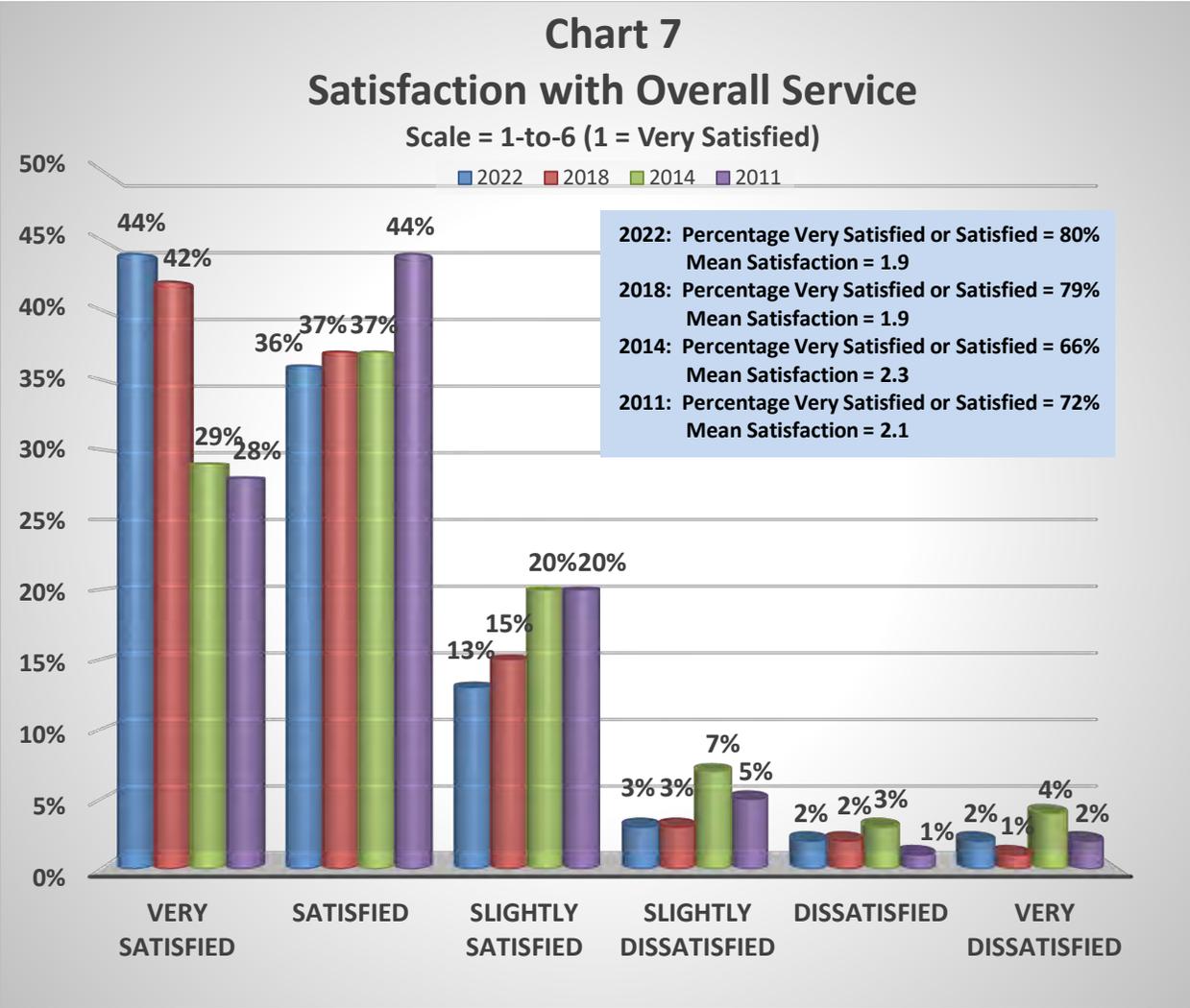
- Younger customers (18-54 years of age -- 84.1 percent) versus older customers (55 and over -- 69.2 percent).
- Females (83.7 percent) as opposed to males (76.1 percent).



Customer Satisfaction with FAX Bus Service

Overall Satisfaction

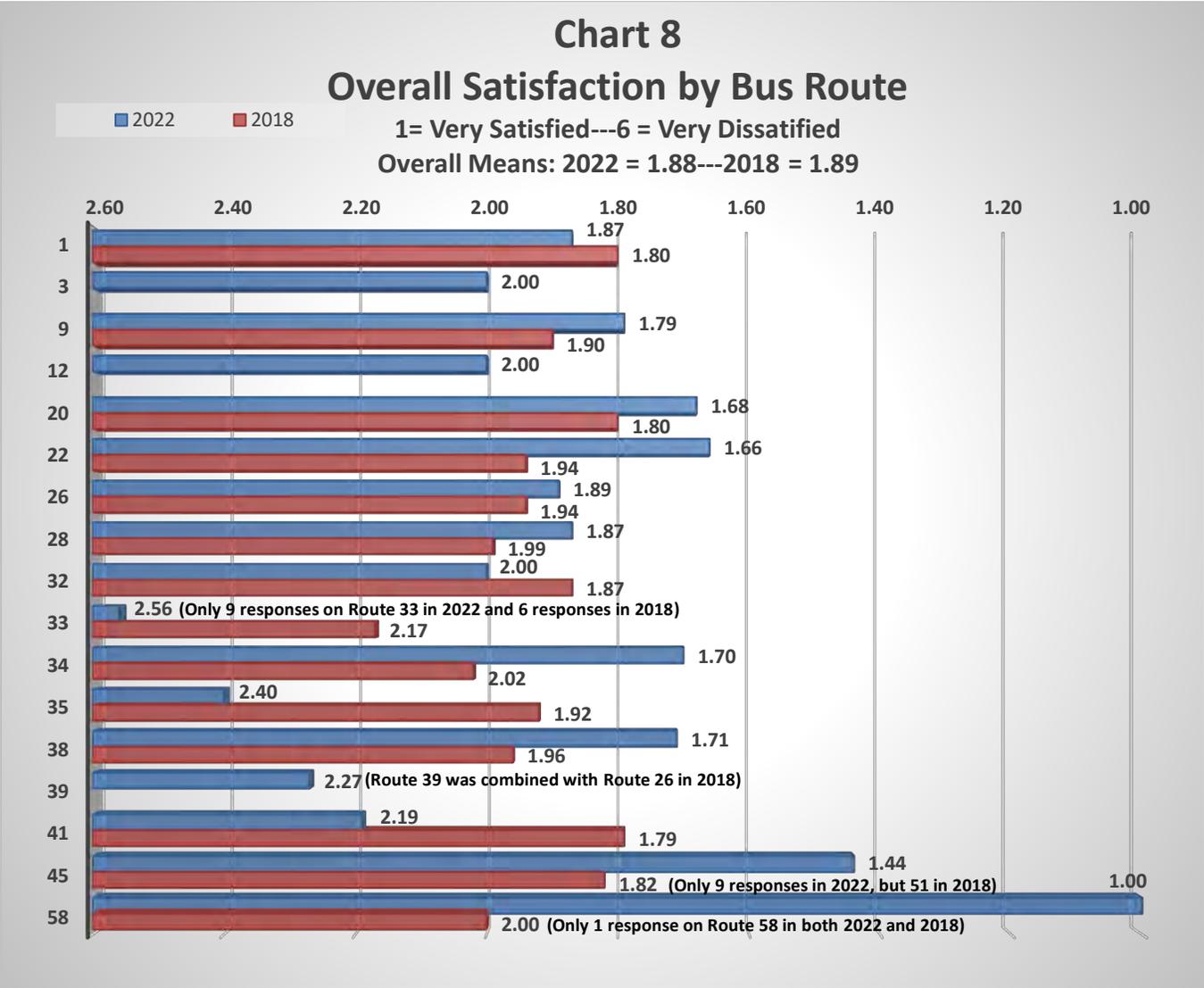
Chart 7 reports that customers express substantial overall satisfaction with the FAX bus system. Four fifths (80 percent) are either very satisfied (44 percent) or satisfied (36 percent). This represents a notable increase in satisfaction from the 2014 survey period where two thirds (66 percent) of customers reported that they were either very satisfied or satisfied with the FAX bus system. This finding of higher levels of satisfaction with the FAX bus system is further demonstrated by the mean satisfaction ratings. On a scale of 1 to 6, where 1 = very satisfied and 6 = very dissatisfied, the overall mean bus satisfaction rating is 1.9. This mean rating is identical to the mean satisfaction rating in the 2018 survey. Most noteworthy, however, is that the 2022 and 2018 mean rating of 1.9 is higher than the mean satisfaction ratings in 2014 (2.3) and 2011 (2.1).



The following subgroup tends to be even more satisfied overall with the FAX bus system than are other groups:

- Employed students (mean of 1.56), unemployed individuals (mean of 1.73), and part time workers (mean of 1.74) versus full time workers (mean of 2.14).

Chart 8 indicates the respondents’ overall satisfaction with the FAX bus system according to bus route. Satisfaction ratings range from 1.66 to 2.40. Route 33 has a low mean rating of 2.56 but this is derived from only 9 responses and, therefore, this rating has questionable reliability. The highest levels of satisfaction are accorded to bus routes 22 (1.66), 20 (1.68), 34 (1.70), and 38 (1.71). Route 45, which has undergone recent route and schedule modifications, has an even higher mean satisfaction rating of 1.44 but this is also derived from only 9 responses and, therefore, this rating, too, has a degree of questionable reliability. Route 1, the most heavily traveled route in the FAX system, experienced a small decline from 1.80 to 1.87 between 2018 and 2022. In 2018, satisfaction ratings ranged from 1.79 to 2.17 – a narrower range than in 2022.



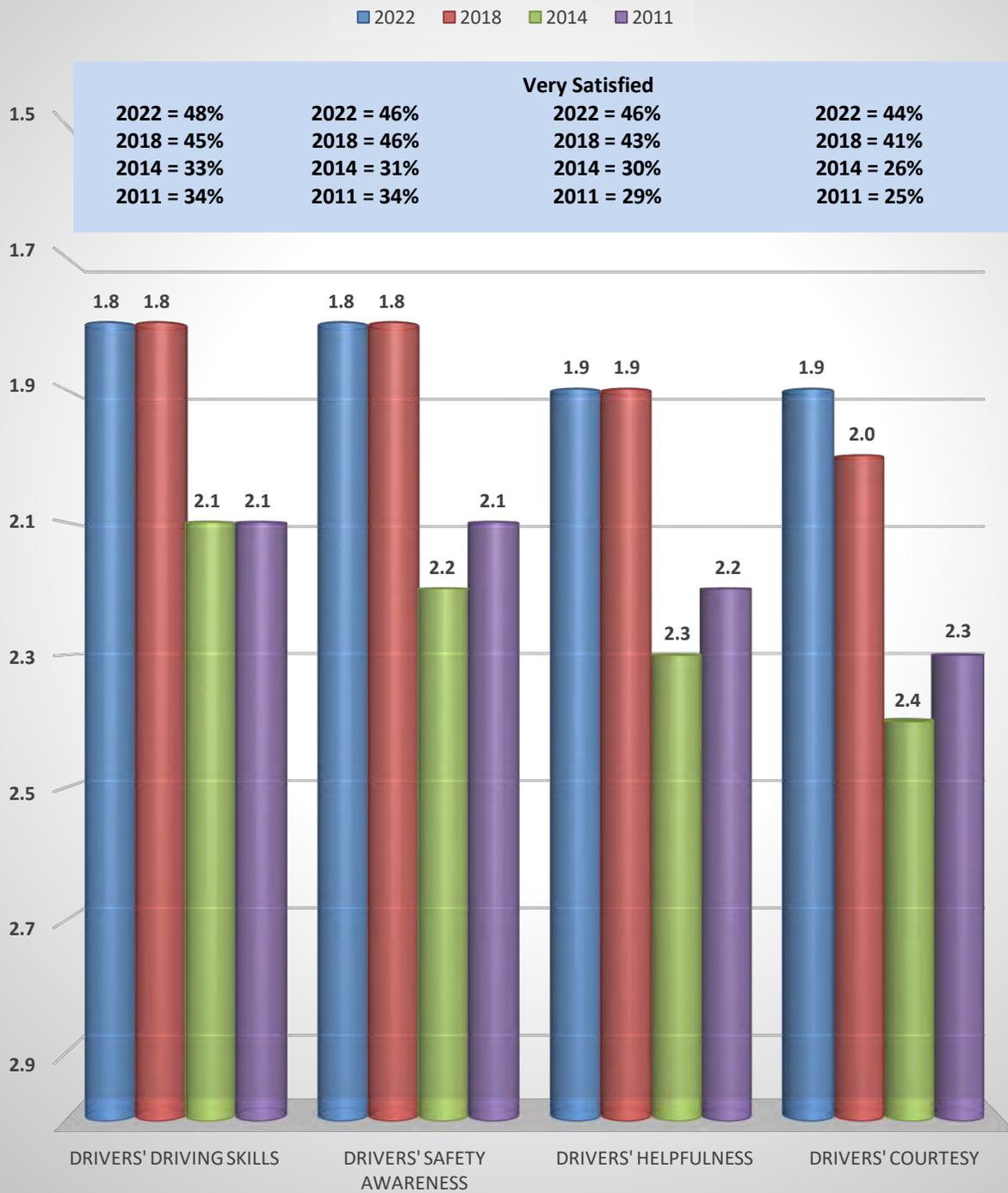
Satisfaction with Individual Features of FAX Service

Chart 9 shows the level of customer satisfaction regarding bus features that are associated with the drivers’ characteristics. Customers are particularly satisfied with the drivers’ driving skills and drivers’ safety awareness (mean of 1.8 each). Satisfaction in these areas is closely followed by drivers’ helpfulness and drivers’ courtesy (each with a mean of 1.9). These satisfaction means among the four driver characteristics represent a highly consistent level of satisfaction with the 2018 survey. However, the levels of satisfaction reported in 2022 and 2018 are notably higher than the satisfaction levels found in 2014 and 2011. In 2014, the means ranged from 2.1 to 2.4) and in 2011, the means ranged from 2.1 to 2.3). Further highlighting this marked increase in satisfaction with drivers, the percentage of respondents who are very satisfied in 2022 increased by between 15 percent (drivers’ driving skills and drivers’ safety awareness) and 18 percent (drivers’ courtesy) from the responses in 2014.

Chart 9

Mean Satisfaction Ratings--Drivers' Characteristics

(Scale: 1 = Very Satisfied: 6 = Very Dissatisfied)



The following subgroup tends to be more satisfied with bus drivers' skills:

- Customers who are active-duty U.S military or a U.S. Veteran (mean of 1.54) as opposed to those without such military service (mean of 1.80).

Chart 10 depicts the level of customer satisfaction regarding bus features most related to time considerations. Among these bus trip characteristics, respondents are most satisfied with the hours of operation on weekdays and on-time performance (each with a mean of 2.1) and they also express satisfaction with frequency of buses and time to complete a trip (each with a mean of 2.2). Customers are less satisfied with the hours of operation on weekends (mean of 2.6). The data reveal similar patterns of satisfaction in the 2018 survey. It is noteworthy that these five categories of time characteristics show strong improvement in the level of customer satisfaction over the 2014 and 2011 survey periods. In 2014, the means for these characteristics ranged from 2.7 to 3.3 and in 2011, the range of means was 2.7 to 4.0. From 2014 to 2022, improvements in the percentage of respondents who are very satisfied with these time characteristics range from an 11 percent improvement for weekend hours of operation to 17 percent improvement for frequency of buses.

The following subgroup tends to be more satisfied with the hours of operation on weekdays:

- Customers who are disabled and unable to work (mean of 1.70) as opposed to those who are employed full time (mean of 2.29).

The following four subgroups are more likely to be satisfied with the frequency of buses:

- Workers who are employed part time (mean of 2.00) versus those who are employed full time (mean of 2.51).
- Respondents with incomes of under \$20,000 (mean of 2.13) versus respondents with incomes of \$30,000 - \$39,999 (mean of 2.84).
- Customers with limited English proficiency (mean of 1.97) versus those who are proficient in English (mean of 2.36).
- Blacks/African Americans (mean of 1.86) as opposed to Whites (mean of 2.32) and Hispanics (mean of 2.33).

The following subgroup tends to be more satisfied with the time it takes to complete their bus trip:

- Customers whose annual income is between \$10,000 and \$19,999 (mean of 2.19) versus those who earn \$100,000 or more (mean of 2.78).

The following two subgroups tend to be more satisfied with the hours of operation on weekends:

- Customers with limited English proficiency (mean of 2.36) versus those who are proficient in English (mean of 2.75).
- Customers who live in 3-person households (mean of 2.49), 4-person households (mean of 2.43), and 5-person households (mean of 2.47) as opposed to those who live in 2-person households (mean of 6.0).

Chart 10

Mean Satisfaction Ratings--Time Characteristics

(Scale: 1 = Very Satisfied: 6 = Very Dissatisfied)

■ 2022
 ■ 2018
 ■ 2014
 ■ 2011



The level of customer satisfaction with bus features that revolve around the proximity of bus stops and safety considerations is presented in **Chart 11**. Customers are comfortably satisfied with accessibility for people with disabilities (mean of 1.8) and safety precautions during Covid (mean of 1.9). Customers are also satisfied with the following features: closeness of bus stops to home and closeness of bus stops to destination (each with a mean of 1.9), and safety on-board buses (mean of 2.0). Customers express a similar level of satisfaction with safety at bus stops/stations (mean of 2.2). While it is evident that the 2022 levels of satisfaction are consistent with the 2018 ratings, it is clear that these characteristics regarding safety and proximity of bus stops depict distinct improvements in customer satisfaction over the 2014 survey results where means ranged from 2.2 to 2.5. From 2014 to 2022, improvements to the percentage of respondents who are very satisfied with these safety and proximity characteristics range from 10 percent improvement in closeness of bus stops to home and closeness of bus stops to destination to 12 percent improvement for safety on board buses.

The following subgroup tends to be more satisfied with accessibility for people with disabilities:

- Females (mean of 1.77) versus males (mean of 1.92).

The following subgroup tends to be more satisfied with closeness of bus stops to home:

- Customers who earn an annual income of less than \$40,000 (mean of 1.86) versus those who earn between \$75,000 and \$99,000 (mean of 2.91).

The following subgroup tends to be more satisfied with the closeness of bus stops to their destination:

- Males (1.85) as opposed to females (mean of 2.01).

The following subgroups tend to be more satisfied with personal safety at bus stops and stations:

- Customers who earn an annual income of less than \$10,000 (mean of 2.04) versus those who earn \$100,000 or more (mean of 2.77).
- Workers who are self-employed (mean of 1.79) and those who are disabled (mean of 1.99) versus those who are employed on a full-time basis (mean of 2.56) and homemakers (mean of 2.83).

Chart 11

Mean Satisfaction Ratings--Safety/Proximity of Bus Stops

(Scale: 1 = Very Satisfied: 6 = Very Dissatisfied)

■ 2022 ■ 2018 ■ 2014 ■ 2011

Very Satisfied					
2022 = 45%	2022 = 47%	2022 = 44%	2022 = 41%	2022 = 38%	2022 = 33%
		2018 = 43%	2018 = 41%	2018 = 36%	2018 = 31%
		2014 = 34%	2014 = 31%	2014 = 26%	2014 = 22%
		2011 = 31%	2011 = 29%	2011 = 54%*	2011 = 43%*

* In 2011, safety questions were asked in a different section of the questionnaire and were on a 4-point scale. The means and percentages have been adjusted but readers are cautioned not to draw significant comparisons based upon these differences between 2022, 2018 and 2014 data versus data from 2011.

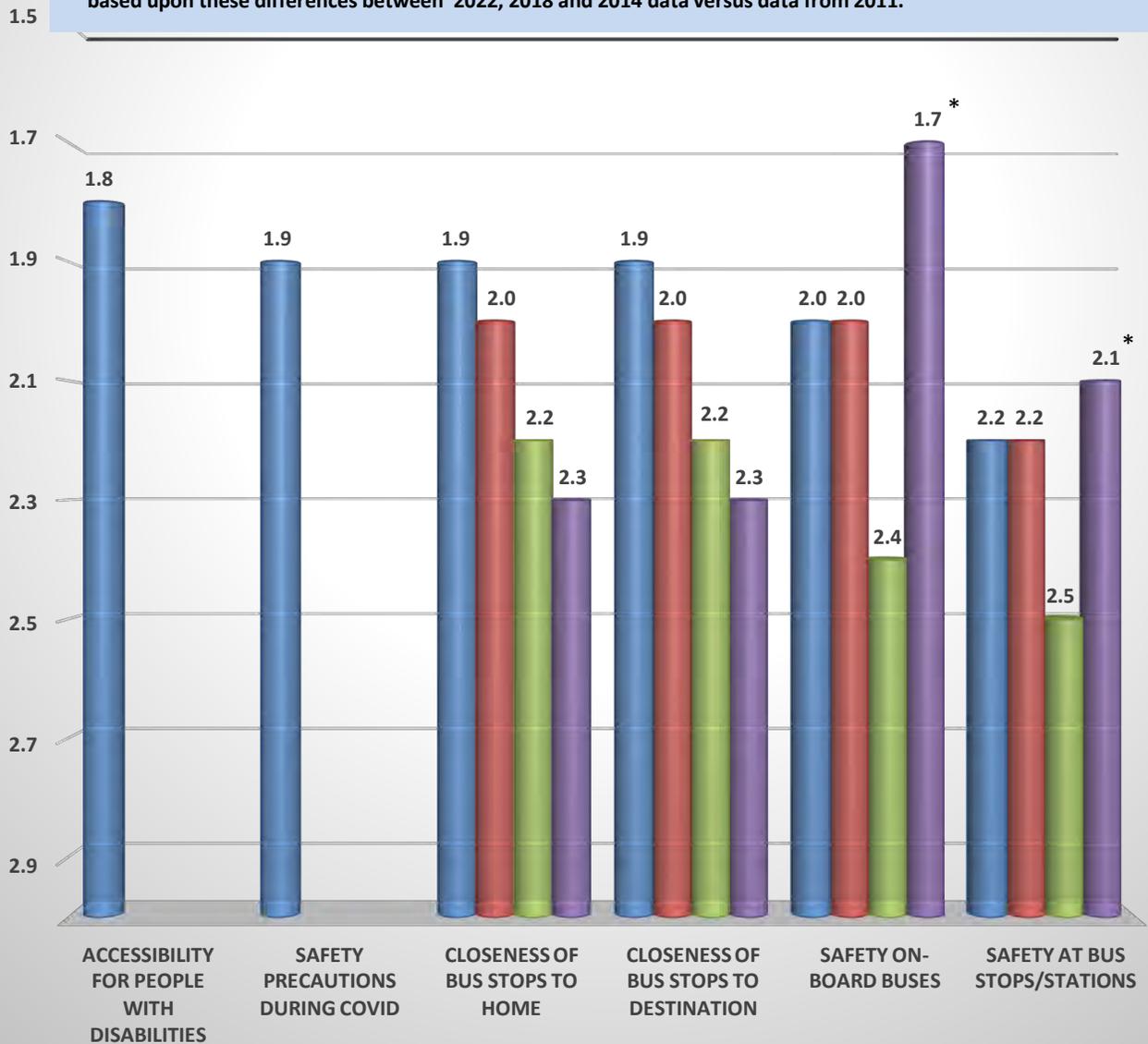


Chart 12 shows mean satisfaction ratings associated with comfort, cleanliness, information, and value. Customers report high satisfaction with the quality of audio/visual announcements (mean of 1.9). Regarding cleanliness, customers are somewhat satisfied with the cleanliness inside the buses (mean rating of 2.3) and less so with the cleanliness of bus stops/stations (mean rating of 2.5). Customer ratings on cleanliness of bus stops as well as cleanliness inside buses are consistent with the ratings of the 2018 survey. It is noteworthy that these ratings associated with cleanliness have modestly improved since the 2014 and 2011 surveys. Additionally, customers report particularly good levels of satisfaction with value for price paid (mean of 1.7—the highest among all bus characteristics in the survey), overall comfort of the bus ride (mean of 1.9), and the availability of route/schedule information (mean rating of 2.0). The current ratings for these three characteristics represent a distinct improvement in satisfaction from the 2014 survey where mean ratings ranged from 2.4 to 2.5, and the 2011 survey where mean ratings ranged from 2.3 to 2.7. From 2014 to 2022, improvements to the percentage of respondents who are very satisfied with these comfort, cleanliness, information, and value characteristics range from a 13 percent improvement for availability of route/schedule info to 26 percent improvement for value for price paid.

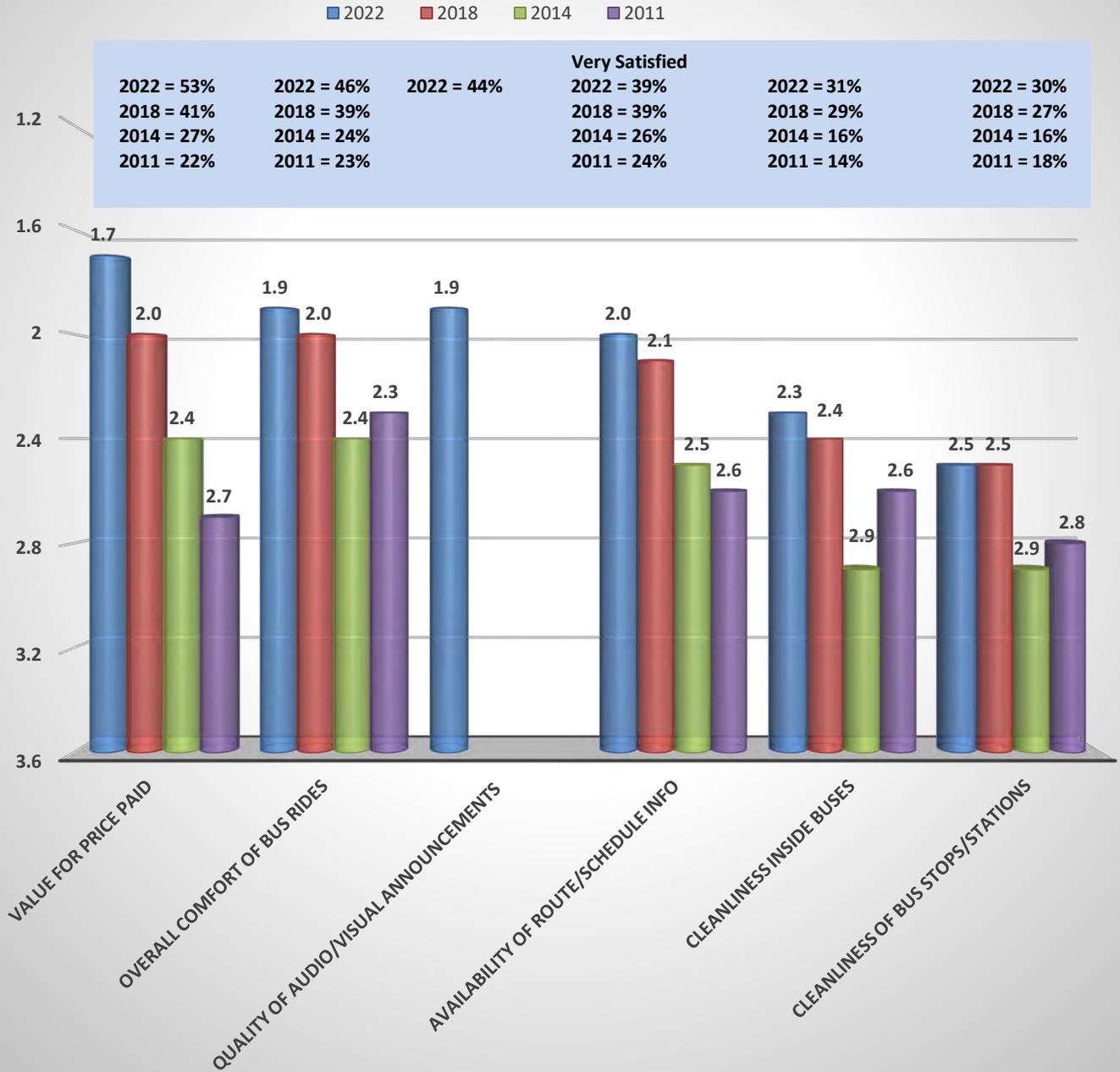
The following subgroups tend to be more satisfied with the value they receive for the price paid:

- Customers who are retired (mean of 1.38) as opposed to those who work on a full-time basis (mean of 1.87).
- Customers over the age of 55 (mean of 1.57) as opposed to those under 18 (mean of 2.07).

Chart 12

Mean Satisfaction Ratings-- Comfort/Cleanliness/Information/Value

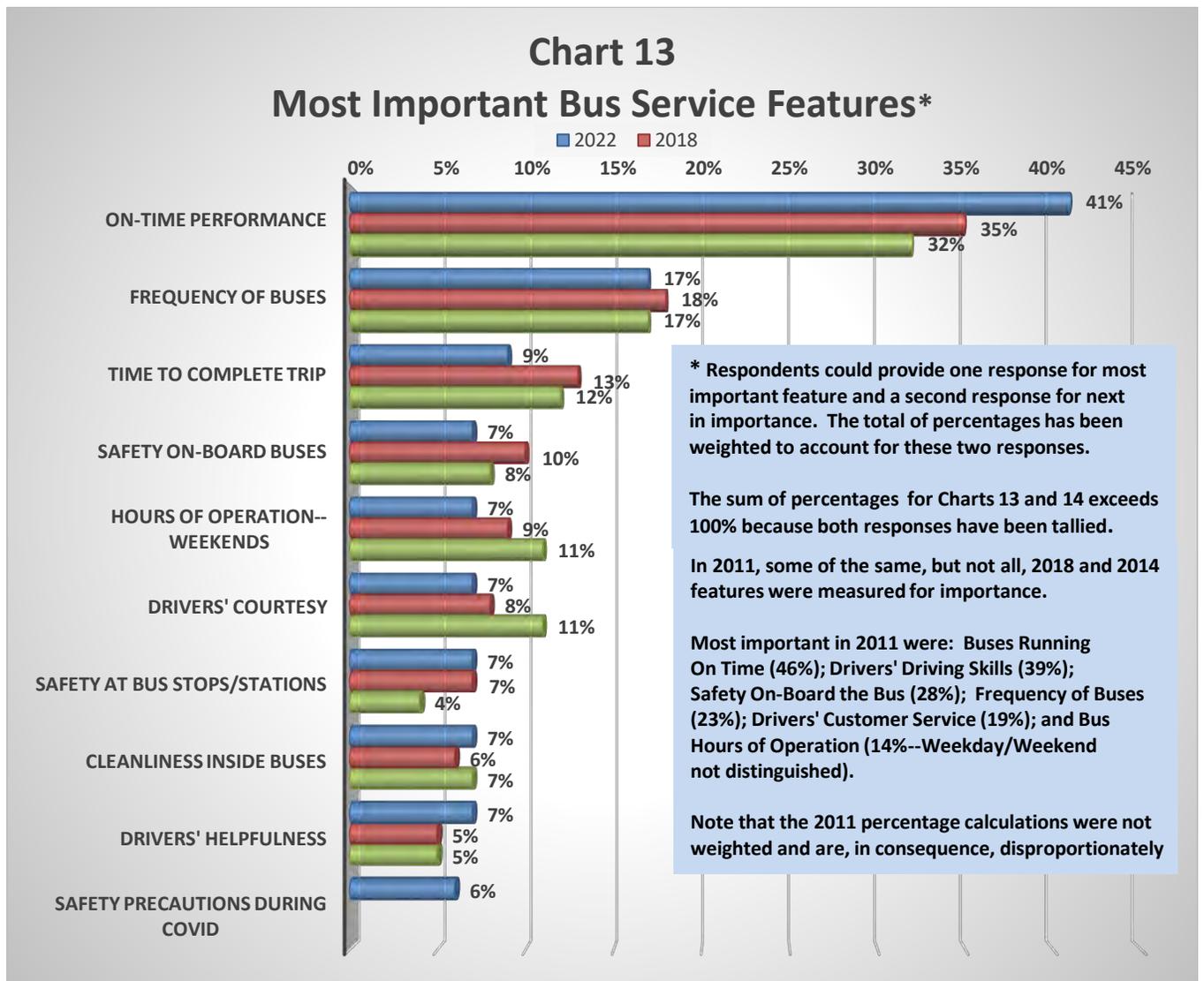
(scale: 1 = Very Satisfied: 6 = Very Dissatisfied)



Most Important Bus Features

Respondents were asked to indicate the bus feature that they considered to be most important and the one they considered to be second most important. **Chart 13** presents the more important bus service features and **Chart 14** shows the second-most important bus service features. In each of these charts, the responses were combined and weighted for the first and second choices.

With reference to **Chart 13**, customers identify on-time performance as the most important weighted feature (41 percent) followed at some distance by frequency of buses (17 percent). Customers accord the next level of importance to time to complete trip (9 percent). These same bus service features demonstrated similar levels of weighted importance in the 2014 and 2018 surveys.



Regarding **Chart 14** (less important bus service features), the range of weighted percentages is very narrow (from a high of 5 percent (availability of route/schedule info) to a low of 2 percent (quality of audio/visual announcements). The importance associated with these features in 2018 and 2014 is similar to the 2022 ratings. There are two notable exceptions with lower importance in 2022: hour of operation – weekdays (8 percent in 2014 and 2018 versus 4 percent in 2022) and drivers’ driving skills (8 percent in 2018 and 7 percent in 2014 versus 3 percent in 2022).

The following subgroups tend to identify driver helpfulness as the most important bus service feature:

- Males (5.9 percent) versus females (3.1 percent).
- Customers with limited English proficiency (8.1 percent) as opposed to those who have English proficiency (3.3 percent).
- Customers whose dominant language is Spanish (11.3 percent) versus those whose dominant language is English (3.6 percent).

The following subgroups tend to identify frequency of buses as the most important bus service feature:

- Customers who are proficient in English (10.3 percent) versus those who have limited English proficiency (7.3 percent).
- Customers whose dominant language is Spanish (12.7 percent) versus those whose dominant language is English (8.8 percent).

The following subgroups tend to identify personal safety at bus stops and stations as the most important bus service feature:

- Customers with limited English proficiency (8.9 percent) as opposed to those who have English proficiency (1.9 percent).
- Customers whose dominant language is Spanish (7.0 percent) versus those whose dominant language is English (2.7 percent).

The following subgroups identify the following bus features as most important:

- Value provided for the price paid: males (3.6 percent) versus females (1.8 percent).
- Personal safety on board the bus: females (4.9 percent) as opposed to males (3.3 percent).
- On-time performance: Customers with limited English proficiency (33.1 percent) as opposed to those who have English proficiency (29.3 percent).
- Closeness of bus stops to home: Customers whose dominant language is Spanish (11.1 percent) versus those whose dominant language is English (1.4 percent).

Chart 14 Second Most Important Bus Service Features*

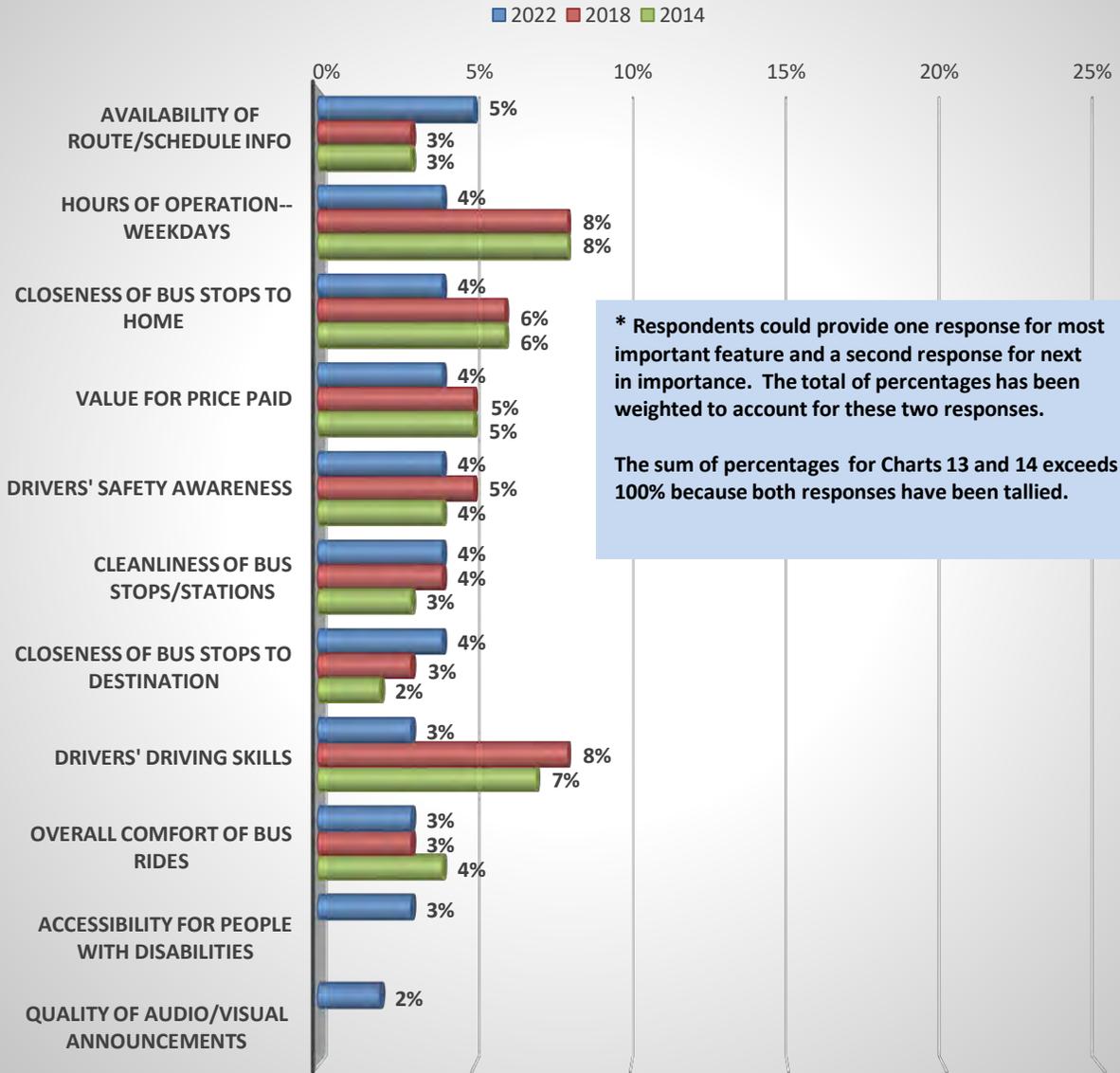
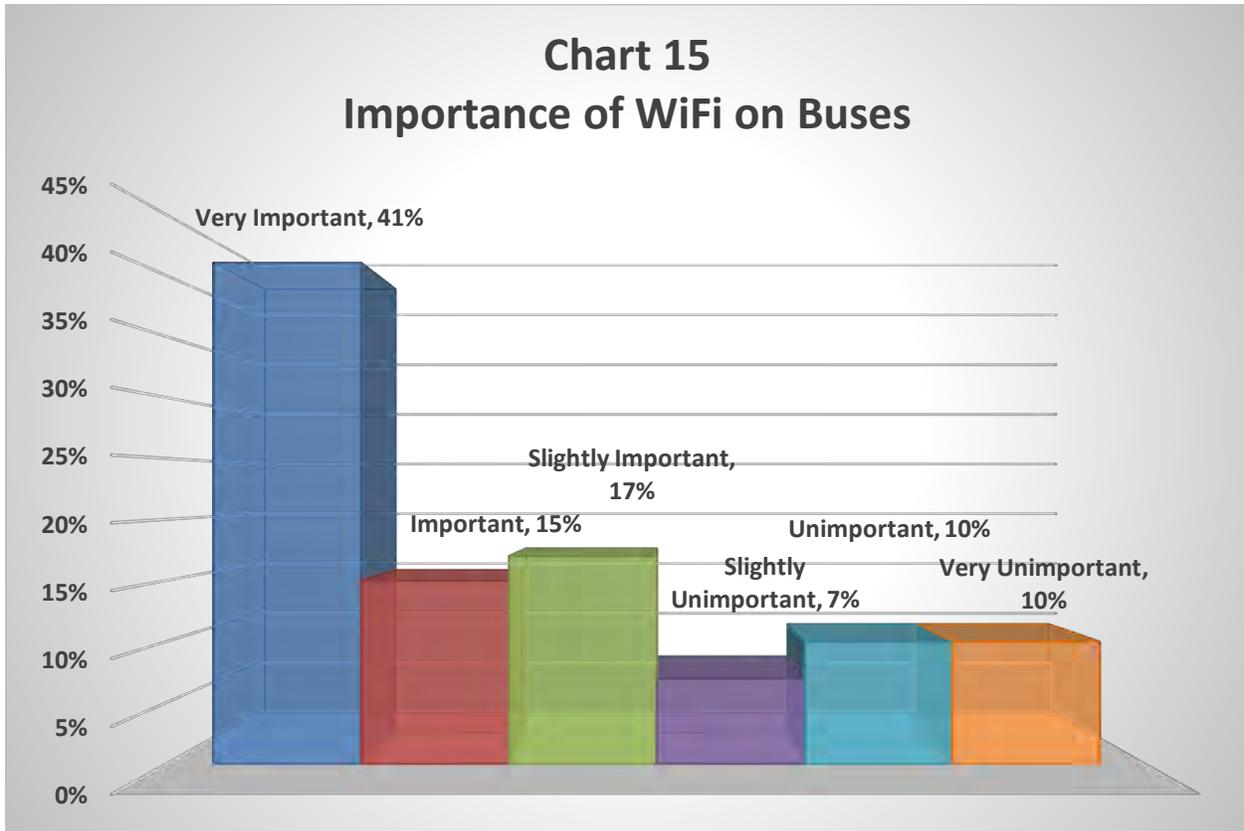


Chart 15 shows that FAX customers give a great deal of importance to the availability of Wi-Fi on buses. Nearly three-fifths (56 percent) either feel that Wi-Fi on buses is very important (41 percent) or important (15 percent). Another 17 percent feel that Wi-Fi on buses is slightly important.



Quadrant Analysis: Levels of agreement can be mapped on a chart with importance such that satisfaction is graphically measured against how important an issue is in four cells as follows:

- The upper-right quadrant represents features that display both high satisfaction and high importance—above the median ratings for importance and satisfaction for all characteristics. Characteristics in this quadrant are ones with high levels of satisfaction and high levels of importance. These characteristics, therefore, are the core characteristics that make the FAX system a highly valued service.
- The lower-right quadrant represents features that display high satisfaction but have lower importance relative to the median. These characteristics might be ones that are over-provided and could be reduced somewhat in reallocating resources to other quadrants—especially the upper quadrant.

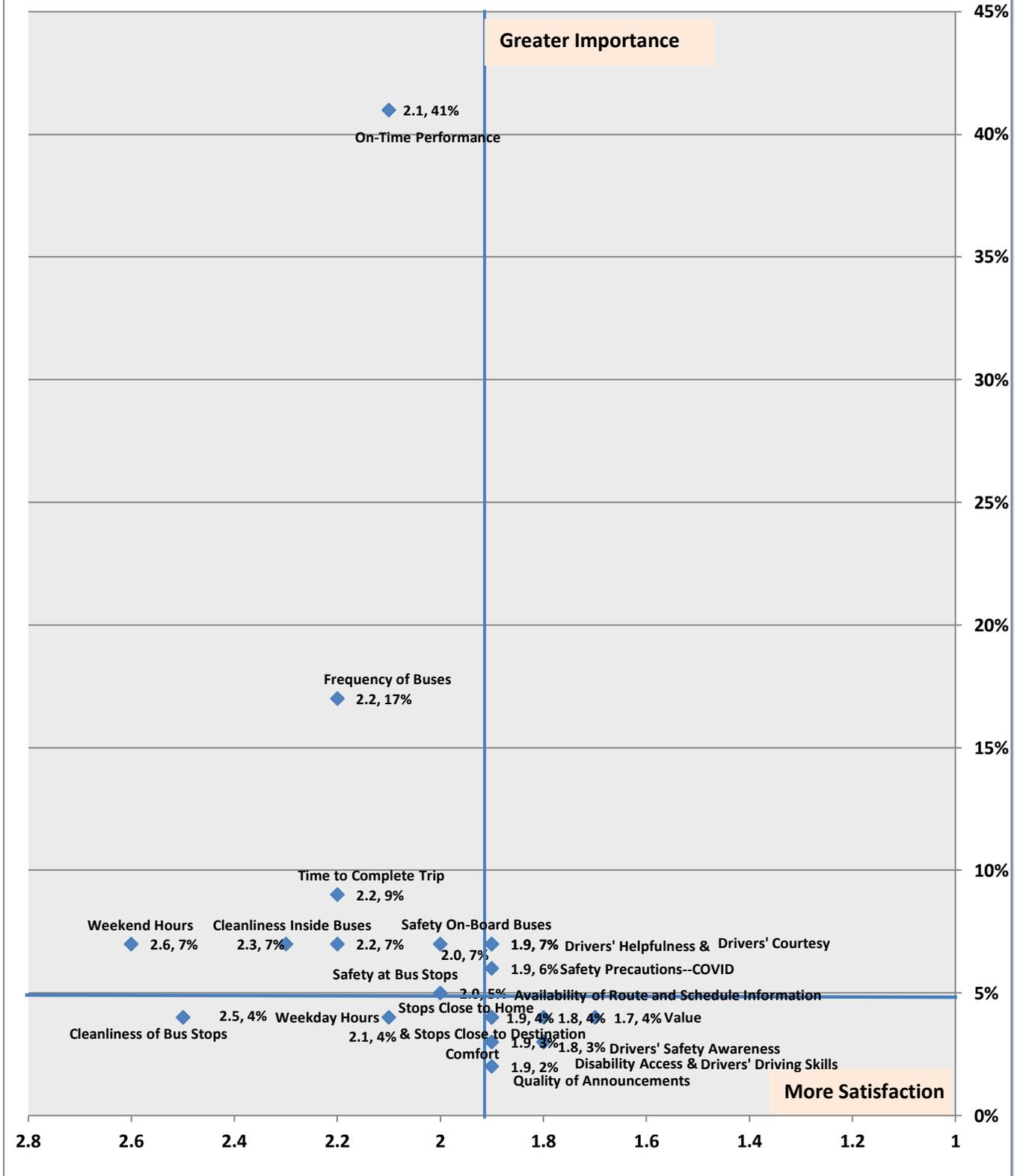
- The lower-left quadrant represents features that have both less satisfaction and less importance. Because these features are of relatively low importance, efforts to improve these characteristics will have a relatively minor impact on overall satisfaction.
- The upper-left quadrant represents features that provide less satisfaction but are of high importance. The upper-left quadrant is critically important because it contains those system characteristics that are important to employees but are not adequately provided. It is these characteristics that can increase satisfaction to the greatest extent.

Chart 16 is a satisfaction/importance quadrant analysis for the data provided in the 2022 FAX Bus Satisfaction Survey. In the upper right quadrant, three features are plotted: drivers' helpfulness, drivers' courtesy, and safety precautions during COVID. These are the core characteristics that lead to the very high degree of satisfaction with FAX service that has been evidenced in this report. In the 2018 and 2014 surveys, drivers' courtesy was among the core characteristics as were safety on-board the buses and drivers' driving skills. These latter two still rank high in satisfaction but they are less important than they were in previous years and have fallen to the less important lower-right quadrant. On the other hand, drivers' helpfulness has moved into the core characteristic category in 2022 along with the new category about safety during COVID.

The upper left quadrant shows seven characteristics that would provide an important improvement to overall satisfaction: on-time performance, frequency of buses, time it takes to complete trip, safety on-board buses, safety at bus stops, cleanliness inside buses, and bus hours of operations on weekends. Customers regard these features as highly important but have not been provided to them with as high a degree of satisfaction as some of the other characteristics of FAX bus service. Five of these features appeared in the upper left quadrant in the 2018 quadrant analysis--on-time performance, frequency of buses, time it takes to complete trip, safety at bus stops, and bus hours of operations on weekends. Cleanliness inside the buses was marginally close to the upper-left in 2018, but safety on-board moved from the upper-right to the upper left. This, however, is not as disturbing as it may sound because it was borderline upper right in 2018 and has moved very slightly across the vertical satisfaction dividing line, indicating its relative position vis-à-vis other characteristics has declined as other characteristics have improved despite its satisfaction remaining at 2.0.

Chart 16

Satisfaction/Importance Quadrants



FAX Report Card

In the 2011, 2014, and 2018 customer satisfaction reports for FAX, letter grades for FAX performance on the various service characteristics were assigned. These reports assigned grades of A, B, C, D or F (including plus and minus distinctions) based upon the mean satisfaction ratings provided for each characteristic. The grading scale used in the previous reports as well as the current report is depicted in **Table 5** below. **Table 6** shows the mean ratings and grades for 2022, 2018, 2014, and 2011.

What emerges from **Table 6** is evidence that the FAX system has been a consistent success. There is considerable satisfaction with the FAX bus system and this high level of satisfaction is consistent with the results of the 2018 survey. The grades, themselves, remain as they were in 2018; however, improvement within each grade level is found for almost all characteristics

Table 5	
FAX Performance Letter Grading Scale (Based on 1-6 ratings, where 1 = Very Satisfied and 6 = Very Dissatisfied)	
1.00 to 1.33	A+
1.34 to 1.67	A
1.68 to 1.99	A-
2.00 to 2.33	B+
2.34 to 2.67	B
2.68 to 2.99	B-
3.00 to 3.33	C+
3.34 to 3.67	C
3.68 to 3.99	C-
4.00 to 4.33	D+
4.34 to 4.67	D
4.68 to 4.99	D-
5.00 to 5.33	D-/F
5.34 to 6.00	F

Furthermore, the level of satisfaction has markedly improved from 2014 and 2011. Every characteristic that was graded improved from 2014 by at least one third of a grade. Weekend operating hours, for example, have shown enormous improvement from 2011, as has the value of the service provided for the price paid.⁶

Moreover, many of the same letter grades that were attributed to a specific service characteristic in 2022 were also attributed to that characteristic in 2018. However, in several instances, the numerical score of that grade was higher in 2022 than in 2018. For example, in both 2022 and 2018, driver's helpfulness received an A- but in 2022, the numerical score is 1.86 and in 2018, the numerical score was 1.90.

It is also notable that the three new service features that were evaluated in 2022 are well received by the FAX customers. Specifically, accessibility for people with a disability, audio/visual announcement quality on bus, and FAX safety during Covid each received an A-.

⁶ During the months of March 2021 through September 2021, FAX implemented free bus fares and then decreased the base fare from \$1.25 to \$1.00 and the reduced fare from 60 cents to 50 cents.

Table 6
FAX Customer Satisfaction Report Card and Mean Satisfaction Ratings
(Years 2022, 2018, 2014, and 2011)

Service Characteristic	2022		2018		2014		2011	
	Grade	Mean	Grade	Mean	Grade	Mean	Grade	Mean
Overall Service Provided by FAX Buses	A-	1.88	A-	1.89	B+	2.30	B+	2.12
Value for Price Paid	A-	1.71	A-	1.95	B	2.38	B-	2.70
Drivers' Driving Skills	A-	1.77	A-	1.84	B+	2.14	B+	2.09
Drivers' Safety Awareness	A-	1.80	A-	1.82	B+	2.17	B+	2.06
Accessibility for People with a Disability	A-	1.81						
Audio/Visual Announcement Quality on Bus	A-	1.85						
Drivers' Helpfulness	A-	1.86	A-	1.90	B+	2.17	B+	2.17
FAX Safety During COVID	A-	1.88						
Drivers' Courtesy	A-	1.89	A-	1.98	B	2.44	B+	2.26
Overall Comfort of Bus Rides	A-	1.91	A-	1.99	B	2.42	B+	2.26
Closeness of Bus Stops to Destination	A-	1.93	A-	1.97	B+	2.21	B+	2.28
Closeness of Bus Stops to Home	A-	1.94	A-	1.99	B+	2.20	B+	2.30
Availability of Route/Schedule Info	B+	2.00	B+	2.07	B	2.47	B	2.64
Safety On-Board Buses*	B+	2.03	B+	2.04	B	2.35	A	1.67
Hours of Operation-- Weekdays	B+	2.05	B+	2.13	B	2.67	B-	2.93
On-Time Performance	B+	2.14	B+	2.33	B-	2.71	B-	2.71
Time to Complete Trip	B+	2.21	B+	2.27	B-	2.70	B-	2.95
Safety at Bus Stops/Stations*	B+	2.22	B+	2.24	B	2.54	B+	2.05
Frequency of Buses	B+	2.24	B+	2.29	B-	2.83	B-	2.83
Cleanliness Inside Buses	B+	2.25	B	2.37	B-	2.89	B	2.57
Cleanliness of Bus Stops/Stations	B	2.46	B	2.45	B-	2.85	B-	2.80
Hours of Operation-- Weekends	B	2.61	B	2.64	C+	3.30	D+	4.00

* In 2011, safety questions were asked in a different section of the questionnaire and were on a 4-point scale. The means and percentages have been adjusted but readers are cautioned not to draw significant comparisons based upon these differences between 2018 and 2014 data versus 2011 data.

Availability of Information and Communication

Chart 17 reports how customers prefer to obtain information about routes, schedules, and fares. In 2022, the traditional preference for non-electronic materials has substantially declined from the preferences for such material in 2018, 2014, and 2011. More specifically, the preference for electronic communication systems such as the use of rider alerts, the FAX website, and MyFAXBus app has markedly increased in 2022 (55 percent). In 2018, 39 percent preferred such communication technology and in 2014 and 2011, the percentages were 25 percent and 6 percent respectively. The preference for social media as a technology for communication has doubled since the 2018 survey.

The following subgroup tends to favor audio announcements on buses to obtain information from FAX:

- Customers whose dominant language is Spanish (38.1 percent) versus those whose dominant language is English (18.0 percent).

The following subgroups tend to favor the MyFAXBus app to obtain information from FAX.

- Customers who have limited English proficiency (21.2 percent) as opposed to those who are proficient in English (10.1 percent).
- Customers whose dominant language is English (14.0 percent) versus those whose dominant language is Spanish (4.8 percent).

The following subgroups tend to favor social media to obtain information from FAX:

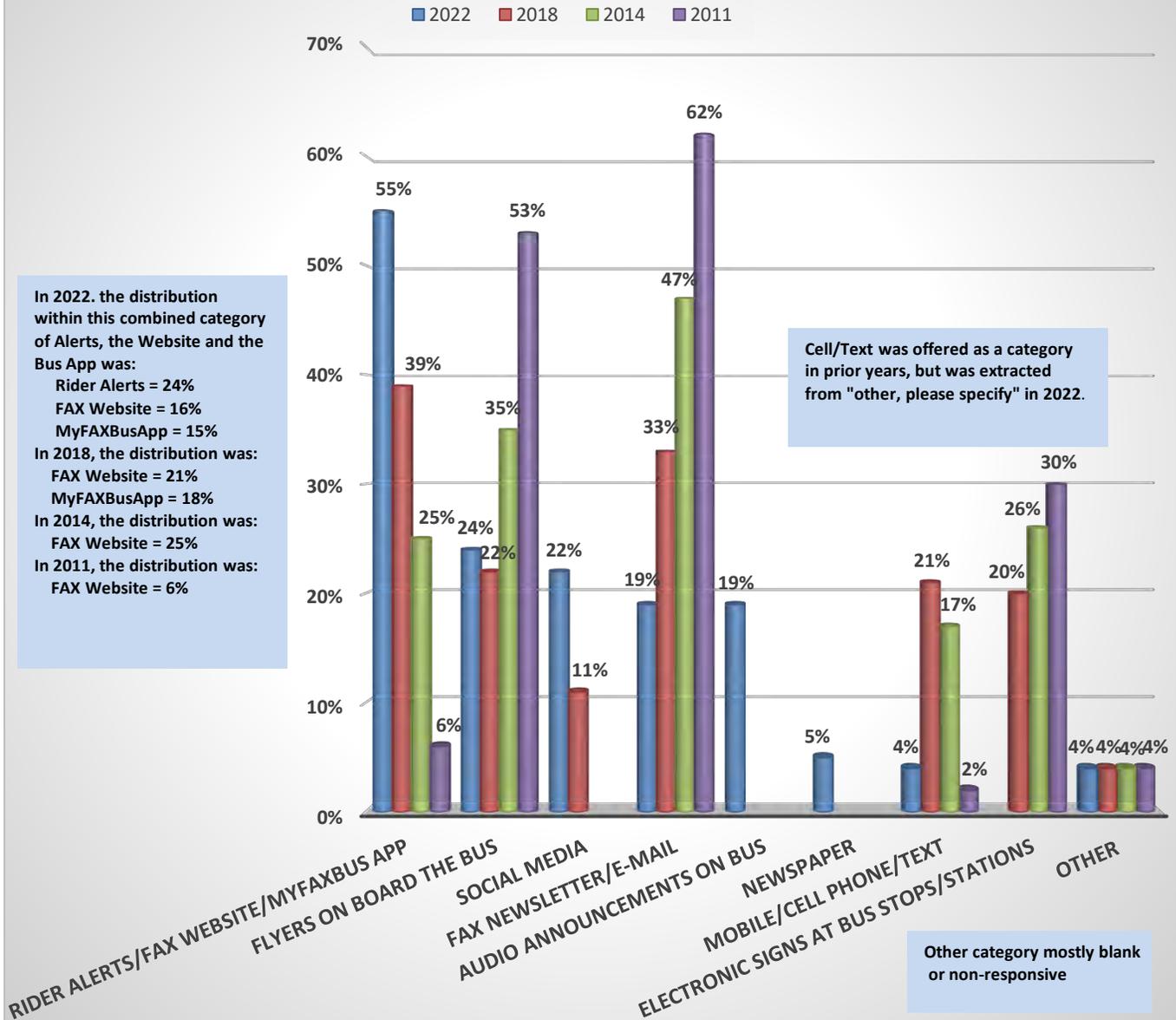
- Customers whose dominant language is English (29.4 percent) versus those whose dominant language is Spanish (19.0 percent).
- Customers who do not lack English proficiency (29.6 percent) as opposed to those who have limited proficiency in English (21.2 percent).
- Younger customers (under 55 years of age = 33.5 percent) versus older customers (over 55 = 14.6 percent).

The following subgroups tend to favor the use of flyers on buses to obtain information from FAX:

- Older customers (55 and over = 13.9 percent) versus younger customers (under 55 = 6.7 percent).
- Customers who have limited English proficiency (24.7 percent) as opposed to those who are proficient in English (15.5 percent).
- Customers who make a large number of trips per week (13 or more trips per week (29.5 percent) versus those who make fewer trips per week (less than 5 trips per week (14.5 percent), 5 to 8 trips per week (16.1 percent), and 9 to 12 trips per week (13.9 percent).

Chart 17 Preferred Mode of Communication for Route, Schedule and Fare Information

(Respondents could provide two answers; therefore percentages sum to in excess of 100%. In prior years, respondents could supply as many answers as they wished. Prior years h



The following subgroups tend to favor the FAX Newsletter/email to obtain information from FAX:

- Customers who have more education or training --vocational school training (25.3 percent), college graduates (22.1 percent), and those with post graduate education (18.4 percent) as opposed to those with lesser education (less than 8th grade (6.5 percent), some high school (9.7 percent), and high school graduates (12.7 percent)).
- Customers who do not lack English proficiency (18.7 percent) as opposed to those who have limited proficiency in English (6.5 percent).

The following subgroup tends to favor the FAX website to obtain information from FAX:

- Younger respondents (under 55 years of age = 13.9 percent) versus older respondents (55 and over = 6.7 percent).

The following subgroup tends to favor rider alerts to obtain information from FAX:

- Blacks/African Americans (32.7 percent) and Asians (32.9 percent) versus Hispanics (23.3 percent) and Whites (21.3 percent).

Chart 18 shows that nearly 7 in 10 (69 percent) of FAX customers use mobile apps to help plan their bus trips. Among those who use mobile apps for bus trip planning, Google Transit (50 percent) and MYFAX BUS (49 percent) are by far the most popular apps (**Chart 19**).

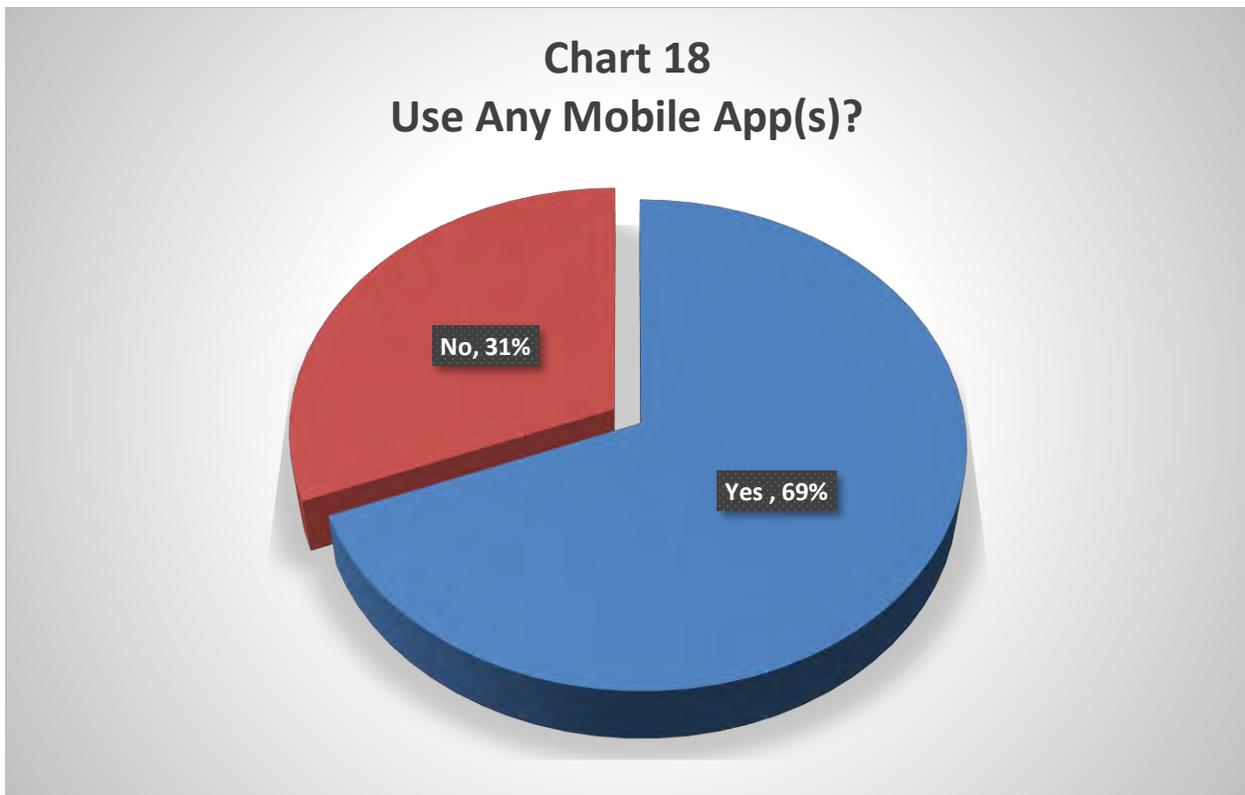
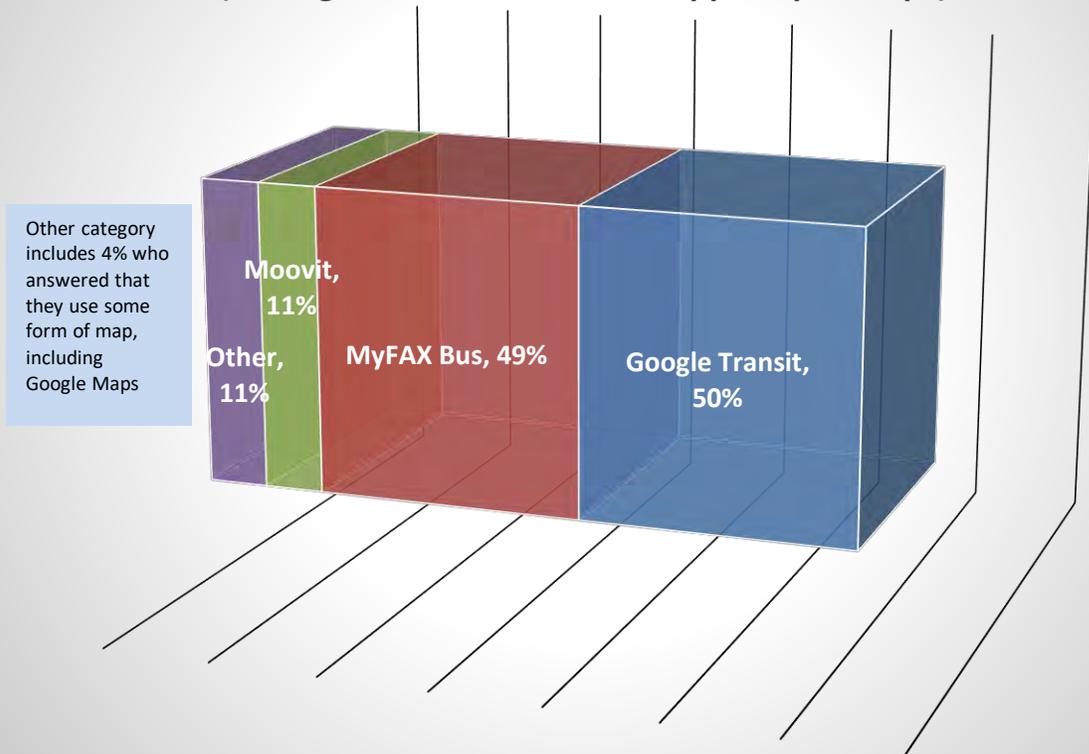


Chart 19

Which Apps Used?

Respondents could choose up to 4 responses; therefore percentages add up to over 100% (among 69% who use mobile apps to plan trips)



APPENDIX

Questionnaires (English and Spanish)	44
Frequencies and Open-Ended Responses	55

FAX 2022 PASSENGER SATISFACTION
SURVEY—ON-BOARD

Please fill out this short questionnaire to provide important information to FAX about your bus service. Return the completed survey to the surveyor who handed you the survey **or** mail it back at our cost **or** drop it off at Manchester Transit Center (MTC) by February 28, 2022.



REGISTER TO BE ONE OF FIVE TO WIN \$100
BY FULLY COMPLETING THIS SURVEY, RETURNING IT

BY FEBRUARY 28, 2022 AND INCLUDING THE FOLLOWING CONTACT INFORMATION.

(YOUR ANSWERS WILL STILL COUNT EVEN IF YOU CHOOSE NOT TO SUPPLY THIS INFORMATION.)

NAME: _____

ADDRESS: _____

CITY: _____ STATE _____ ZIP _____

HOME PHONE OR CELL: _____

E-MAIL: _____

TRAVEL CHARACTERISTICS

Q1. What is the bus route number that you are on? _____ (BUS ROUTE)

Q2. How many one-way trips on FAX do you take in a typical week?

(If you take a round trip, that would be counted as two trips)

_____ **(NUMBER OF WEEKLY TRIPS)**

Q3a-b. What is the purpose of your typical FAX bus trip? **(CHECK ONLY ONE)**

1. ___ College

5. ___ Errands/Personal

2. ___ High/Middle/Elementary School

6. ___ Recreational/Social

3. ___ Work/Business

7. ___ Medical/Dental

4. ___ Shopping

8. ___ Other, please specify _____

Q4. How long have you been riding FAX buses, in terms of months or years?

___years ___months (write number of years and/or months)

Q5. If FAX were to introduce an electronic fare payment system, such as a reusable smart card or a mobile ticketing app, would you use it?

1. ___ Yes 2. ___ No

Q6. Do you use any mobile apps to help you plan your bus trips?

1. ___ Yes 2. ___ No

Q6a-e. (ANSWER IF Q6 = YES), Which app(s) do you use to plan your trips? (CHECK ALL THAT APPLY)

- | | |
|-----------------------|-------------------------------------|
| 1. ___ MyFAXBus | 3. ___ Moovit |
| 2. ___ Google Transit | 4. ___ Other (Please specify) _____ |

Q7a-c. What is the best way for FAX to communicate with you? (CHECK TOP TWO)

- | | |
|-------------------------------------|--|
| 1. ___ Rider Alerts | 6. ___ MyFAXBusApp |
| 2. ___ FAX Web site | 7. ___ Newspaper Ads |
| 3. ___ FAX Newsletter / E-mail | 8. ___ Social Media (Twitter, Instagram, Facebook) |
| 4. ___ Flyers on Buses | 9. ___ Other (Please Specify) |
| 5. ___ Audio Announcements on Buses | _____ |

Q8. Do you have access to a car or other vehicle to make the same kinds of trips that you make by FAX?

1. ___ Yes 2. ___ No [IF NO, SKIP Q8a AND GO TO Q9)

Q8a. (ANSWER IF Q8 = YES) Why do you ride FAX instead of using that car or other vehicle for your trips?

Q9. **SATISFACTION:** Please indicate your satisfaction or dissatisfaction with each of the FAX bus features listed below by placing a check mark in a box for each feature.

Bus Feature	RANK YOUR SATISFACTION WITH EACH BUS FEATURE ON A SCALE OF 1-to-6 CHECK ONLY ONE COLUMN FOR EACH BUS FEATURE					
	1 = Very Satisfied	2 = Satisfied	3 = Slightly Satisfied	4 = Slightly Dissatisfied	5 = Dissatisfied	6 = Very Dissatisfied
1. On-time performance						
2. Frequency of buses						
3. Time it takes to complete trip						
4. Cleanliness inside buses						
5. FAX safety precautions during COVID (for example, masking/sanitation protocols)						
6. Cleanliness of bus stops and transfer stations						
7. Personal safety on board FAX buses						
8. Personal safety at bus stops and transfer stations						
9. Typical FAX bus drivers' courtesy						
10. Typical FAX bus drivers' helpfulness						
11. Typical FAX bus drivers' driving skills						
12. Typical FAX bus drivers' safety awareness						
13. Overall comfort of bus rides						
14. Availability of route/ schedule information						
15. Bus hours of operation on weekdays						
16. Bus hours of operation on weekends						
17. Closeness of bus stops to home						
18. Closeness of bus stops to destination						
19. Accessibility for people with disabilities on FAX buses						
20. Quality of audio and visual announcements on FAX buses						
21. Value provided by FAX for the price paid						
22. Overall service provided by FAX						

Q9a. Please write the number of the bus service feature listed in Q9 that you consider to be MOST IMPORTANT to you
_____. **Please include only features "1" through "21" above in your response.**

Q9b. Please write the number of the bus service feature listed in Q9 that you consider to be SECOND MOST IMPORTANT
_____. **Please include only features "1" through "21" above in your response.**

Q10. How important is it to you to have WiFi on the bus? (CHECK ONE BOX)

1 = Very Important	2 = Important	3 = Slightly Important	4 = Slightly Unimportant	5 = Unimportant	6 = Very Unimportant

DEMOGRAPHICS

MILITARY / VETERAN STATUS. Are you active-duty U.S. Military or a U.S. Veteran?

- 1. Yes
- 2. No

WORK. What is your work status?

- 1. Employed Full-Time
- 2. Employed Part-Time
- 3. Self-Employed
- 4. Student and Employed

- 5. Student and Not Employed
- 6. Homemaker
- 7. Retired
- 8. Unemployed
- 9. Disabled and Unable to Work

EDUC. What is the last grade in school you have completed?

- 1. Less than 8th Grade Education
- 2. Some High School
- 3. High School Graduate

- 4. Vocational/Technical School
- 5. College Graduate
- 6. Post-Graduate Education

ETHNICITY a-d. Which of the following most closely describes your ethnic background? (CHECK ONLY ONE)

- 1. Hispanic
- 2. White/Caucasian
- 3. African American/Black
- 4. Asian/Southeast Asian
(please specify national origin or Asian ethnic group _____)
- 5. American Indian
- 6. Pacific Islander
- 7. Middle Easterner
- 8. Mixed Ethnicities, please describe

- 9. Other, please specify

AGE. Which of the following age categories best describes your current age?

- 1. Under 18 years old
- 2. 18 to 34 years old
- 3. 35 to 54 years old
- 4. 55 to 74 years old
- 5. 75 years old or more

HOUSEHOLD SIZE. Including yourself, how many people live in your household? _____

GENDER.

- 1. Male
- 3. Other

INCOME. Which of the following categories best describes your total household income in 2021, before taxes?

- 1. Less than \$10,000 per year
- 2. \$10,000 to \$19,999 per year
- 3. \$20,000 to \$29,999 per year
- 4. \$30,000 to \$39,999 per year
- 5. \$40,000 to \$49,999 per year
- 6. \$50,000 to \$74,999 per year
- 7. \$75,000 to \$99,999 per year
- 8. \$100,000 or more per year
- 9. Do not know

LEP: Do you consider yourself to be limited in the English language?

1. _____ Yes 2. _____ No 3. _____ Do Not Know

LANGUAGE a-b. What is the primary language spoken in your home?

- | | |
|---|---------------------------------------|
| 1. _____ English | 8. _____ Chinese |
| 2. _____ Spanish or Spanish Creole | 9. _____ Arabic |
| 3. _____ Hmong | 10. _____ Vietnamese |
| 4. _____ Punjabi | 11. _____ Armenian |
| 5. _____ Other Indic (Indo-Aryan) languages | 12. _____ Tagalog |
| 6. _____ Laotian | 13. _____ Other, please specify _____ |
| 7. _____ Mon-Khmer, Cambodian | |

On behalf of FAX and Rea & Parker Research, thank you for your time and survey participation. If you have any comments or questions for FAX, please e-mail them to FAXOutreach@fresno.gov.

Please return the completed form to the surveyor. You can also fold, seal, and mail it back at our cost, or you can drop it off at the Manchester Transit Center by February 28, 2022

ENCUESTA DE SATISFACCIÓN DE CLIENTES
DEL SISTEMA DE TRANSPORTE FAX 2022
- PARADA DE AUTOBÚS

Por favor complete este breve cuestionario para proporcionar información importante a Fresno Area Express (FAX) sobre su servicio de autobús. Devuelva la encuesta completa al inspector que le entregó la encuesta o envíela por correo por nuestra cuenta o déjela en Manchester Transit Center (MTC) antes del 28 de febrero de 2022.



REGÍSTRESE PARA SER UNO DE CINCO GANADORES DE \$100 AL COMPLETAR TOTALMENTE ESTA ENCUESTA, DEVOLVIÉNDOLO A PARTIR DEL 28 DE FEBRERO DE 2022, E INCLUYENDO LA SIGUIENTE INFORMACIÓN DE CONTACTO.
(SUS RESPUESTAS AÚN CONTARÁN INCLUSO SI ELIGE NO SUMINISTRAR ESTA INFORMACIÓN).

NOMBRE _____

DIRECCIÓN _____

CUIDAD _____ EDO _____ CÓDIGO _____

TELÉFONO CASA O CELULAR _____

CORREO ELEC. _____

CARACTERÍSTICAS DEL VIAJE

- P1. ¿Cuál es el número de ruta de autobús que está esperando o que acaba de completar? _____ (indique el número de la ruta del autobús)
- P2. ¿Cuántos viajes en una sola dirección toma usted por FAX en una semana típica?
 (Si usted hace viaje de ida y vuelta, cuenta como dos viajes)
 _____ (indique el número de viajes semanales)
- P3a-b. ¿Cuál es el propósito de un viaje típico por autobús FAX? (ESCOJA SOLAMENTE UNA RESPUESTA)
- | | |
|---|---|
| 1. ___ Universidad/Universidad comunitaria | 5. ___ Mandados/Personal |
| 2. ___ Escuela preparatoria/secundaria/primaria | 6. ___ Diversión/Social |
| 3. ___ Trabajo/Negocios | 7. ___ Citas Médicas/Dentales |
| 4. ___ Compras | 8. ___ Otro, favor de especificar _____ |
- P4. ¿Cuánto tiempo lleva viajando por FAX, en términos de meses o años?
 ___ años ___ meses (escriba número de años y/o meses)
- P5. Si FAX fuera a implementar un sistema de pago electrónico para tarifas, como una tarjeta inteligente reutilizable o una aplicación móvil de emisión de boletos, ¿lo usaría?
1. _____ Sí 2. _____ No
- P6. ¿Utiliza alguna aplicación móvil que le ayude a planificar sus viajes por autobús?
1. _____ Sí 2. _____ No
- P6a-e. **(RESPONDA si contestó "sí" a P6)**, ¿Cuáles aplicaciones utiliza para planificar sus viajes?
 (INDIQUE TODOS LOS QUE CORRESPONDAN)
- | | |
|-----------------------|--|
| 1. ___ MyFAXBUS | 3. ___ Moovit |
| 2. ___ Google Transit | 4. ___ Otro (favor de especificar) _____ |

P7a-c. ¿Cuál es la mejor manera de que FAX se comunique con usted? (INDIQUE DOS)

- | | |
|---|--|
| 1. _____ Alertas de pasajeros por móvil | 6. _____ MyFAXBUSApp (aplicación móvil) |
| 2. _____ Sitio web de FAX | 7. _____ Anuncios en los periódicos |
| 3. _____ Boletín de FAX/ correo elec. | 8. _____ Redes sociales (Twitter, Instagram, Facebook) |
| 4. _____ Volantes en autobuses | 9. _____ Otro (favor de especificar) |
| 5. _____ Anuncios de audio en autobuses | _____ |

P8. ¿Tiene acceso a un automóvil u otro vehículo para realizar el mismo tipo de viajes que realiza por FAX?

1. ___ Yes 2. ___ No **[SI INDICA "NO," SIGA A LA P9]**

P8a. **(RESPONDA SI P8 = "SÍ")** ¿Por qué usa FAX en lugar de usar ese automóvil u otro vehículo para sus viajes?

P9. **SATISFACCIÓN:** Por favor indique su satisfacción o disgusto con cada una de las características a continuación de los autobuses de FAX que se enumeran, colocando una palomita en la columna correspondiente para cada característica.

Característica del Autobús	CALIFIQUE SU SATISFACCIÓN CON CADA CARACTERÍSTICA DEL AUTOBÚS EN UNA ESCALA DE 1 A 6					
	MARQUE SOLAMENTE UNA COLUMNA PARA CADA CARACTERÍSTICA					
	1 = Muy satisfecha/o	2 = Satisfecha/o	3 = Ligeramente satisfecha/o	4 = Ligeramente insatisfecha/o	5 = Insatisfecha/o	6 = Muy insatisfecha/o
1. La puntualidad de su ruta						
2. Frecuencia de los autobuses						
3. Tiempo que toma realizar el viaje						
4. Limpieza dentro de los autobuses						
5. Precauciones de seguridad por FAX durante COVID (por ejemplo, protocolos de enmascaramiento/desinfección)						
6. Limpieza de las paradas de autobús y las estaciones de transferencia						
7. Seguridad personal a bordo de los autobuses FAX						
8. Seguridad personal en las paradas de autobús y las estaciones de transferencia						
9. Cortesía típica de los conductores de autobuses de FAX						
10. Amabilidad típica de los conductores de autobuses de FAX						
11. Habilidades de conducción típicas de los conductores de autobuses de FAX						
12. Concienciación sobre la seguridad típica de los conductores de autobuses de FAX						
13. Comodidad general de los viajes en autobús						
14. Disponibilidad de información de ruta / horario						
15. Horas de operación de los autobuses durante la semana laboral (lunes a viernes)						
16. Horas de operación de los autobuses los fines de semana (sab. y dom.)						
17. Cercanía de las paradas de autobús a casa						
18. Cercanía de las paradas de autobús al destino						
19. Accesibilidad para personas con discapacidad en los autobuses FAX						

20. Calidad de los anuncios sonoros y visuales en los buses de FAX						
21. Valor proporcionado por FAX por el precio pagado						
22. Servicio total proporcionado por FAX						

P9a. Por favor escriba el número de la característica del servicio de autobús de la P9, que considere la más importante para usted: _____. **Por favor incluya únicamente las características "1" al "21",** especificadas arriba, en su respuesta.

P9b. Por favor escriba el número de la característica del servicio de autobús de la P9, que considere la segunda más importante para usted: _____. **Por favor incluya únicamente las características "1" al "21",** especificadas arriba, en su respuesta.

P10. ¿Qué importancia tiene para usted tener WiFi en el autobús? (MARQUE UNA CASILLA)

1 = Muy importante	2 = Importante	3 = Ligeramente importante	4 = Ligeramente sin importancia	5 = Sin mucha importancia	6 = Sin importancia alguna

DATOS DEMOGRÁFICOS

ESTADO MILITAR / VETERANO. ¿Es militar de los EE. UU. en servicio activo o es un veterano de los EE. UU.?

1. Sí _____
2. No _____

TRABAJO. ¿Cuál es su condición laboral?

1. ___ Empleada/o de tiempo completo
2. ___ Empleada/o tiempo parcial
3. ___ Empleada/o independiente
4. ___ Estudiante y empleada/o
5. ___ Estudiante no empleada/o
6. ___ Ama/o de casa
7. ___ Jubilada/o
8. ___ Desempleada/o
9. ___ Discapacitada/o, no puede trabajar

TAMAÑO DE HOGAR. Incluyéndose a usted mismo, ¿cuántas personas viven en su hogar? _____

SEXO. 1 ___ Hombre 2. ___ Mujer 3. ___ Otro

LEP: ¿Se considera limitado en el inglés?

1. ___ Sí
2. ___ No
3. ___ No sé

EDUC. ¿Hasta que nivel ha estudiado?

1. ___ Menos del 2º de secundaria (8º grado/año de educación)
2. ___ Unos años de preparatoria (high school)
3. ___ Completó la preparatoria
4. ___ Escuela vocacional/técnica
5. ___ Graduada/o de la universidad
6. ___ Posgraduado

EDAD. ¿Cuál de las siguientes categorías describe su edad actual con mayor precisión?

1. ___ Menor de 18 años de edad
2. ___ 18 a 34 años de edad
3. ___ 35 a 54 años de edad
4. ___ 55 a 74 años de edad
5. ___ 75 años o más de edad

ORIGEN ÉTNICO. ¿Cuál de los siguientes grupos describe con mayor precisión su origen étnico? (MARQUE SOLO UNO)

1. ___ hispano/latino
2. ___ blanco/caucásico
3. ___ afroamericano/negro
4. ___ asiático/asiático del sureste
(Por favor especifique origen nacional o grupo étnico asiático _____)
5. ___ indígena de los EE.UU.
6. ___ isleño del pacífico
7. ___ del Medio Oriente
8. ___ etnias mixtas, por favor describa:

9. ___ otro, favor de especificar:

INGRESOS. ¿Cuál de las siguientes categorías describe mejor los ingresos totales de su hogar en el 2021, antes de impuestos?

1. ___ Menos de \$10,000 por año
2. ___ \$10,000 a \$19,999 por año
3. ___ \$20,000 a \$29,999 por año
4. ___ \$30,000 a \$39,999 por año
5. ___ \$40,000 a \$49,999 por año
6. ___ \$50,000 a \$74,999 por año
7. ___ \$75,000 a \$99,000 por año
8. ___ \$100,000 o más por año
9. ___ No lo sé

IDIOMA a-b. ¿Cuál es el idioma principal de su hogar?

1. ____inglés
2. ____español o español criollo
3. ____hmong
4. ____punjabi
5. ____otros idiomas índicos (indoarias)
6. ____laosiano/lao
7. ____mon-jemer, camboyano

8. ____chino
9. ____árabe
10. ____vietnamita
11. ____armenio
12. ____tagalo
13. ____otro, favor de especificar _____

Por parte de FAX y de Rea & Parker Research, agradecemos su tiempo y participación en esta encuesta. Si tiene algún comentario o pregunta para FAX, envíelo por correo electrónico a FAXOutreach@fresno.gov

Por favor devuelva este formulario completo al encuestador/la encuestadora. También lo puede doblar, sellar y enviar por correo por nuestra cuenta o puede entregarlo en el Centro de Tránsito de Manchester a más tardar el 28 de febrero de 2022.

FREQUENCIES AND OPEN-ENDED RESPONSES

Satisfaction Overall Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	336	38.4	43.8	43.8
	Satisfied	282	32.2	36.7	80.5
	Slightly Satisfied	100	11.4	13.0	93.5
	Slightly Dissatisfied	22	2.5	2.9	96.4
	Dissatisfied	14	1.6	1.8	98.2
	Very Dissatisfied	14	1.6	1.8	100.0
	Total	768	87.7	100.0	
Missing	System	108	12.3		
Total		876	100.0		

Satisfaction On-Time Performance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	290	33.1	36.6	36.6
	Satisfied	273	31.2	34.5	71.1
	Slightly Satisfied	130	14.8	16.4	87.5
	Slightly Dissatisfied	46	5.3	5.8	93.3
	Dissatisfied	33	3.8	4.2	97.5
	Very Dissatisfied	20	2.3	2.5	100.0
	Total	792	90.4	100.0	
Missing	System	84	9.6		
Total		876	100.0		

Satisfaction Frequency Of Buses

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	269	30.7	34.4	34.4
	Satisfied	265	30.3	33.9	68.3
	Slightly Satisfied	132	15.1	16.9	85.2
	Slightly Dissatisfied	51	5.8	6.5	91.7
	Dissatisfied	38	4.3	4.9	96.5
	Very Dissatisfied	27	3.1	3.5	100.0
	Total	782	89.3	100.0	
Missing	System	94	10.7		
Total		876	100.0		

Satisfaction Time to Complete Trip

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	257	29.3	33.2	33.2
	Satisfied	278	31.7	36.0	69.2
	Slightly Satisfied	130	14.8	16.8	86.0
	Slightly Dissatisfied	62	7.1	8.0	94.0
	Dissatisfied	22	2.5	2.8	96.9
	Very Dissatisfied	24	2.7	3.1	100.0
	Total	773	88.2	100.0	
Missing	System	103	11.8		
Total		876	100.0		

Satisfaction Cleanliness Inside Buses

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	235	26.8	31.3	31.3
	Satisfied	276	31.5	36.7	68.0
	Slightly Satisfied	135	15.4	18.0	85.9
	Slightly Dissatisfied	55	6.3	7.3	93.2
	Dissatisfied	28	3.2	3.7	96.9
	Very Dissatisfied	23	2.6	3.1	100.0
	Total	752	85.8	100.0	
Missing	System	124	14.2		
Total		876	100.0		

Satisfaction FAX Safety During COVID

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	360	41.1	46.6	46.6
	Satisfied	258	29.5	33.4	79.9
	Slightly Satisfied	87	9.9	11.3	91.2
	Slightly Dissatisfied	37	4.2	4.8	96.0
	Dissatisfied	16	1.8	2.1	98.1
	Very Dissatisfied	15	1.7	1.9	100.0
	Total	773	88.2	100.0	
Missing	System	103	11.8		
Total		876	100.0		

Satisfaction Cleanliness Bus Stops

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	234	26.7	30.1	30.1
	Satisfied	232	26.5	29.8	59.9
	Slightly Satisfied	151	17.2	19.4	79.3
	Slightly Dissatisfied	76	8.7	9.8	89.1
	Dissatisfied	55	6.3	7.1	96.1
	Very Dissatisfied	30	3.4	3.9	100.0
	Total		778	88.8	100.0
Missing	System	98	11.2		
Total		876	100.0		

Satisfaction Personal Safety On-Board

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	291	33.2	37.7	37.7
	Satisfied	285	32.5	36.9	74.6
	Slightly Satisfied	123	14.0	15.9	90.5
	Slightly Dissatisfied	38	4.3	4.9	95.5
	Dissatisfied	25	2.9	3.2	98.7
	Very Dissatisfied	10	1.1	1.3	100.0
	Total		772	88.1	100.0
Missing	System	104	11.9		
Total		876	100.0		

Satisfaction Personal Safety at Bus Stops

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	254	29.0	33.2	33.2
	Satisfied	261	29.8	34.1	67.2
	Slightly Satisfied	147	16.8	19.2	86.4
	Slightly Dissatisfied	51	5.8	6.7	93.1
	Dissatisfied	38	4.3	5.0	98.0
	Very Dissatisfied	15	1.7	2.0	100.0
	Total		766	87.4	100.0
Missing	System	110	12.6		
Total		876	100.0		

Satisfaction Driver Courtesy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	337	38.5	43.5	43.5
	Satisfied	283	32.3	36.6	80.1
	Slightly Satisfied	95	10.8	12.3	92.4
	Slightly Dissatisfied	35	4.0	4.5	96.9
	Dissatisfied	10	1.1	1.3	98.2
	Very Dissatisfied	14	1.6	1.8	100.0
	Total	774	88.4	100.0	
Missing	System	102	11.6		
Total		876	100.0		

Satisfaction Driver Helpfulness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	352	40.2	45.7	45.7
	Satisfied	278	31.7	36.1	81.7
	Slightly Satisfied	82	9.4	10.6	92.3
	Slightly Dissatisfied	32	3.7	4.2	96.5
	Dissatisfied	8	.9	1.0	97.5
	Very Dissatisfied	19	2.2	2.5	100.0
	Total	771	88.0	100.0	
Missing	System	105	12.0		
Total		876	100.0		

Satisfaction Driver Driving Skill

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	367	41.9	48.2	48.2
	Satisfied	278	31.7	36.5	84.8
	Slightly Satisfied	76	8.7	10.0	94.7
	Slightly Dissatisfied	19	2.2	2.5	97.2
	Dissatisfied	8	.9	1.1	98.3
	Very Dissatisfied	13	1.5	1.7	100.0
	Total	761	86.9	100.0	
Missing	System	115	13.1		
Total		876	100.0		

Satisfaction Driver Safety Awareness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	358	40.9	45.9	45.9
	Satisfied	296	33.8	37.9	83.8
	Slightly Satisfied	84	9.6	10.8	94.6
	Slightly Dissatisfied	24	2.7	3.1	97.7
	Dissatisfied	4	.5	.5	98.2
	Very Dissatisfied	14	1.6	1.8	100.0
	Total	780	89.0	100.0	
Missing	System	96	11.0		
Total		876	100.0		

Satisfaction Overall Comfort of Bus Ride

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	305	34.8	39.2	39.2
	Satisfied	321	36.6	41.3	80.5
	Slightly Satisfied	101	11.5	13.0	93.4
	Slightly Dissatisfied	32	3.7	4.1	97.6
	Dissatisfied	6	.7	.8	98.3
	Very Dissatisfied	13	1.5	1.7	100.0
	Total	778	88.8	100.0	
Missing	System	98	11.2		
Total		876	100.0		

Satisfaction Availability of Route/Schedule Information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	301	34.4	39.2	39.2
	Satisfied	283	32.3	36.8	76.0
	Slightly Satisfied	114	13.0	14.8	90.9
	Slightly Dissatisfied	40	4.6	5.2	96.1
	Dissatisfied	11	1.3	1.4	97.5
	Very Dissatisfied	19	2.2	2.5	100.0
	Total	768	87.7	100.0	
Missing	System	108	12.3		
Total		876	100.0		

Satisfaction Bus Hours of Operation--Weekdays

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	310	35.4	40.1	40.1
	Satisfied	263	30.0	34.0	74.0
	Slightly Satisfied	114	13.0	14.7	88.8
	Slightly Dissatisfied	46	5.3	5.9	94.7
	Dissatisfied	20	2.3	2.6	97.3
	Very Dissatisfied	21	2.4	2.7	100.0
	Total	774	88.4	100.0	
Missing	System	102	11.6		
Total		876	100.0		

Satisfaction Bus Hours of Operation--Weekends

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	226	25.8	29.5	29.5
	Satisfied	221	25.2	28.9	58.4
	Slightly Satisfied	119	13.6	15.5	73.9
	Slightly Dissatisfied	87	9.9	11.4	85.2
	Dissatisfied	52	5.9	6.8	92.0
	Very Dissatisfied	61	7.0	8.0	100.0
	Total	766	87.4	100.0	
Missing	System	110	12.6		
Total		876	100.0		

Satisfaction Bus Stop Closeness to Home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	341	38.9	44.2	44.2
	Satisfied	265	30.3	34.3	78.5
	Slightly Satisfied	95	10.8	12.3	90.8
	Slightly Dissatisfied	28	3.2	3.6	94.4
	Dissatisfied	25	2.9	3.2	97.7
	Very Dissatisfied	18	2.1	2.3	100.0
	Total	772	88.1	100.0	
Missing	System	104	11.9		
Total		876	100.0		

Satisfaction Bus Stop Closeness to Destination

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	310	35.4	40.7	40.7
	Satisfied	306	34.9	40.2	80.9
	Slightly Satisfied	84	9.6	11.0	92.0
	Slightly Dissatisfied	25	2.9	3.3	95.3
	Dissatisfied	19	2.2	2.5	97.8
	Very Dissatisfied	17	1.9	2.2	100.0
	Total	761	86.9	100.0	
Missing	System	115	13.1		
Total		876	100.0		

Satisfaction Accessibility for People with Disability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	344	39.3	45.0	45.0
	Satisfied	290	33.1	38.0	83.0
	Slightly Satisfied	93	10.6	12.2	95.2
	Slightly Dissatisfied	18	2.1	2.4	97.5
	Dissatisfied	5	.6	.7	98.2
	Very Dissatisfied	14	1.6	1.8	100.0
	Total	764	87.2	100.0	
Missing	System	112	12.8		
Total		876	100.0		

Satisfaction Audio/Visual Announcement Quality on Bus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	335	38.2	43.5	43.5
	Satisfied	296	33.8	38.4	81.9
	Slightly Satisfied	95	10.8	12.3	94.3
	Slightly Dissatisfied	23	2.6	3.0	97.3
	Dissatisfied	7	.8	.9	98.2
	Very Dissatisfied	14	1.6	1.8	100.0
	Total	770	87.9	100.0	
Missing	System	106	12.1		
Total		876	100.0		

Satisfaction Value for the Price

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	406	46.3	52.6	52.6
	Satisfied	255	29.1	33.0	85.6
	Slightly Satisfied	73	8.3	9.5	95.1
	Slightly Dissatisfied	20	2.3	2.6	97.7
	Dissatisfied	4	.5	.5	98.2
	Very Dissatisfied	14	1.6	1.8	100.0
	Total	772	88.1	100.0	
Missing	System	104	11.9		
Total		876	100.0		

Zip Code of Residence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	11743	1	.1	.2	.2
	14527	1	.1	.2	.3
	15212	1	.1	.2	.5
	20817	1	.1	.2	.7
	21090	1	.1	.2	.8
	22304	1	.1	.2	1.0
	30002	1	.1	.2	1.2
	33383	1	.1	.2	1.3
	34786	1	.1	.2	1.5
	60104	1	.1	.2	1.7
	73001	1	.1	.2	1.8
	74103	1	.1	.2	2.0
	75202	1	.1	.2	2.1
	80001	1	.1	.2	2.3
	85233	1	.1	.2	2.5
	90723	1	.1	.2	2.6
	93217	1	.1	.2	2.8
	93278	1	.1	.2	3.0
	93602	1	.1	.2	3.1
93606	2	.2	.3	3.5	

Zip Code of Residence

	Frequency	Percent	Valid Percent	Cumulative Percent
93609	1	.1	.2	3.6
93611	2	.2	.3	4.0
93612	10	1.1	1.7	5.6
93618	1	.1	.2	5.8
93625	1	.1	.2	5.9
93637	1	.1	.2	6.1
93638	1	.1	.2	6.3
93640	1	.1	.2	6.4
93646	1	.1	.2	6.6
93650	6	.7	1.0	7.6
93651	1	.1	.2	7.8
93660	1	.1	.2	7.9
93662	2	.2	.3	8.3
93700	2	.2	.3	8.6
93701	22	2.5	3.6	12.2
93702	60	6.8	9.9	22.1
93703	40	4.6	6.6	28.7
93704	32	3.7	5.3	34.0
93705	47	5.4	7.8	41.7
93706	62	7.1	10.2	52.0
93707	3	.3	.5	52.5
93710	26	3.0	4.3	56.8
93711	20	2.3	3.3	60.1
93714	2	.2	.3	60.4
93717	2	.2	.3	60.7
93720	8	.9	1.3	62.0
93721	19	2.2	3.1	65.2
93722	38	4.3	6.3	71.5
93723	3	.3	.5	71.9
93725	17	1.9	2.8	74.8
93726	58	6.6	9.6	84.3
93727	50	5.7	8.3	92.6
93728	31	3.5	5.1	97.7
93729	1	.1	.2	97.9
93735	1	.1	.2	98.0

Zip Code of Residence

	Frequency	Percent	Valid Percent	Cumulative Percent
93740	1	.1	.2	98.2
93744	1	.1	.2	98.3
93745	1	.1	.2	98.5
93779	1	.1	.2	98.7
93781	1	.1	.2	98.8
93790	1	.1	.2	99.0
93794	1	.1	.2	99.2
95118	1	.1	.2	99.3
95121	1	.1	.2	99.5
95652	1	.1	.2	99.7
97236	1	.1	.2	99.8
98001	1	.1	.2	100.0
Total	606	69.2	100.0	
Missing System	270	30.8		
Total	876	100.0		

Time of Day

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 6:00am-6:59am	19	2.2	2.2	2.2
7:00am-7:59am	41	4.7	4.7	6.8
8:00am-8:59am	42	4.8	4.8	11.6
9:00am-9:59am	51	5.8	5.8	17.5
10:00am-10:59am	79	9.0	9.0	26.5
11:00am-11:59am	111	12.7	12.7	39.2
12 noon-12:59pm	97	11.1	11.1	50.2
1:00pm-1:59pm	147	16.8	16.8	67.0
2:00pm-2:59pm	120	13.7	13.7	80.7
3:00pm-3:59pm	97	11.1	11.1	91.8
4:00pm-4:59pm	36	4.1	4.1	95.9
5:00pm-5:59pm	36	4.1	4.1	100.0
Total	876	100.0	100.0	

Day of Week

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Monday	133	15.2	15.2	15.2
	Tuesday	94	10.7	10.7	25.9
	Wednesday	181	20.7	20.7	46.6
	Thursday	205	23.4	23.4	70.0
	Friday	117	13.4	13.4	83.3
	Saturday	70	8.0	8.0	91.3
	Sunday	76	8.7	8.7	100.0
	Total	876	100.0	100.0	

Language of Survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	834	95.2	95.2	95.2
	Spanish	42	4.8	4.8	100.0
	Total	876	100.0	100.0	

Bus Route

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	268	30.6	30.6	30.6
	3	15	1.7	1.7	32.3
	9	78	8.9	8.9	41.2
	12	15	1.7	1.7	42.9
	20	23	2.6	2.6	45.5
	22	36	4.1	4.1	49.7
	26	44	5.0	5.0	54.7
	28	59	6.7	6.7	61.4
	32	52	5.9	5.9	67.4
	33	13	1.5	1.5	68.8
	34	69	7.9	7.9	76.7
	35	26	3.0	3.0	79.7
	38	92	10.5	10.5	90.2
	39	19	2.2	2.2	92.4
	41	57	6.5	6.5	98.9
	45	9	1.0	1.0	99.9
	58	1	.1	.1	100.0
	Total	876	100.0	100.0	

Number of One-way Trips per Week

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	6	.7	.7	.7
	1	46	5.3	5.7	6.5
	2	113	12.9	14.1	20.5
	3	53	6.1	6.6	27.1
	4	108	12.3	13.4	40.6
	5	63	7.2	7.8	48.4
	6	66	7.5	8.2	56.7
	7	33	3.8	4.1	60.8
	8	42	4.8	5.2	66.0
	9	5	.6	.6	66.6
	10	110	12.6	13.7	80.3
	11	2	.2	.2	80.6
	12	32	3.7	4.0	84.6
	14	34	3.9	4.2	88.8
	15	9	1.0	1.1	89.9
	16	5	.6	.6	90.5
	17	2	.2	.2	90.8
	18	5	.6	.6	91.4
	20	23	2.6	2.9	94.3
	21	1	.1	.1	94.4
	24	4	.5	.5	94.9
	25	2	.2	.2	95.1
	26	1	.1	.1	95.3
	28	1	.1	.1	95.4
	30	19	2.2	2.4	97.8
	35	5	.6	.6	98.4
	36	2	.2	.2	98.6
38	1	.1	.1	98.8	
40	2	.2	.2	99.0	
45	1	.1	.1	99.1	
50	6	.7	.7	99.9	
60	1	.1	.1	100.0	
	Total	803	91.7	100.0	
Missing	System	73	8.3		
Total		876	100.0		

Trips Categorized

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 5	326	37.2	40.6	40.6
	5-8	204	23.3	25.4	66.0
	9-12	149	17.0	18.6	84.6
	13 or more	124	14.2	15.4	100.0
	Total	803	91.7	100.0	
Missing	System	73	8.3		
Total		876	100.0		

Purpose of Typical FAX Bus Trip

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	College	102	11.6	11.8	11.8
	High/Middle/Elementary School	81	9.2	9.4	21.2
	Work/Business	274	31.3	31.7	53.0
	Shopping	138	15.8	16.0	68.9
	Errands/Personal	173	19.7	20.0	89.0
	Recreation/Social	19	2.2	2.2	91.2
	Medical/Dental	57	6.5	6.6	97.8
	Other	19	2.2	2.2	100.0
	Total	863	98.5	100.0	
Missing	System	13	1.5		
Total		876	100.0		

Other Purpose Specified

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	865	98.7	98.7	98.7
A variety of all the above except for k-12 education	1	.1	.1	98.9
all	1	.1	.1	99.0
Blue Sky for Veterans & Seniors	1	.1	.1	99.1
church	1	.1	.1	99.2
day programs	2	.2	.2	99.4
housing	1	.1	.1	99.5
Just to ride	1	.1	.1	99.7
need a ride	1	.1	.1	99.8
pass time	1	.1	.1	99.9
Volunteer work	1	.1	.1	100.0
Total	876	100.0	100.0	

Years /Months Riding FAX

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.1	124	14.2	14.2
.2	7	.8	.8	15.0
.3	12	1.4	1.4	16.3
.3	6	.7	.7	17.0
.4	7	.8	.8	17.8
.5	12	1.4	1.4	19.2
.6	8	.9	.9	20.1
.7	1	.1	.1	20.2
.8	2	.2	.2	20.4
.8	1	.1	.1	20.5
.9	1	.1	.1	20.7
1.0	26	3.0	3.0	23.6
1.1	8	.9	.9	24.5
1.2	10	1.1	1.1	25.7
1.3	3	.3	.3	26.0
1.3	1	.1	.1	26.1
1.4	1	.1	.1	26.3
1.5	5	.6	.6	26.8
1.7	2	.2	.2	27.1
2.0	43	4.9	4.9	32.0

2.2	3	.3	.3	32.3
2.3	8	.9	.9	33.2
2.3	1	.1	.1	33.3
2.4	3	.3	.3	33.7
2.5	1	.1	.1	33.8
2.8	1	.1	.1	33.9
3.0	37	4.2	4.2	38.1
3.1	2	.2	.2	38.4
3.2	2	.2	.2	38.6
3.3	1	.1	.1	38.7
3.5	7	.8	.8	39.5
3.6	6	.7	.7	40.2
3.7	2	.2	.2	40.4
4.0	28	3.2	3.2	43.6
4.1	1	.1	.1	43.7
4.2	4	.5	.5	44.2
4.3	4	.5	.5	44.6
4.5	2	.2	.2	44.9
4.6	3	.3	.3	45.2
4.8	1	.1	.1	45.3
5.0	43	4.9	4.9	50.2
5.2	4	.5	.5	50.7
5.3	3	.3	.3	51.0
5.3	2	.2	.2	51.3
5.5	2	.2	.2	51.5
5.6	1	.1	.1	51.6
5.7	1	.1	.1	51.7
5.9	3	.3	.3	52.1
6.0	22	2.5	2.5	54.6
6.2	1	.1	.1	54.7
6.3	5	.6	.6	55.3
6.4	1	.1	.1	55.4
6.6	3	.3	.3	55.7
6.7	1	.1	.1	55.8
7.0	15	1.7	1.7	57.5
7.2	2	.2	.2	57.8
7.5	1	.1	.1	57.9

7.7	1	.1	.1	58.0
8.0	11	1.3	1.3	59.2
8.2	1	.1	.1	59.4
9.0	2	.2	.2	59.6
9.3	1	.1	.1	59.7
9.8	1	.1	.1	59.8
10.0	50	5.7	5.7	65.5
10.1	1	.1	.1	65.6
10.2	8	.9	.9	66.6
10.3	2	.2	.2	66.8
10.4	3	.3	.3	67.1
10.5	2	.2	.2	67.4
10.6	5	.6	.6	67.9
11.0	8	.9	.9	68.8
11.3	1	.1	.1	68.9
12.0	7	.8	.8	69.7
12.5	1	.1	.1	69.9
12.8	2	.2	.2	70.1
13.0	7	.8	.8	70.9
13.2	2	.2	.2	71.1
13.5	2	.2	.2	71.3
14.6	1	.1	.1	71.5
15.0	26	3.0	3.0	74.4
15.1	1	.1	.1	74.5
15.2	3	.3	.3	74.9
15.3	3	.3	.3	75.2
15.4	2	.2	.2	75.5
15.5	3	.3	.3	75.8
15.7	1	.1	.1	75.9
15.8	2	.2	.2	76.1
16.0	1	.1	.1	76.3
16.2	1	.1	.1	76.4
17.0	3	.3	.3	76.7
17.7	1	.1	.1	76.8
18.0	8	.9	.9	77.7
19.0	2	.2	.2	78.0
19.1	1	.1	.1	78.1

19.5	1	.1	.1	78.2
20.0	44	5.0	5.0	83.2
20.2	4	.5	.5	83.7
20.3	2	.2	.2	83.9
20.4	3	.3	.3	84.2
20.8	1	.1	.1	84.4
20.9	1	.1	.1	84.5
21.0	2	.2	.2	84.7
21.1	1	.1	.1	84.8
21.2	2	.2	.2	85.0
22.0	4	.5	.5	85.5
22.2	2	.2	.2	85.7
23.0	3	.3	.3	86.1
23.3	1	.1	.1	86.2
24.2	1	.1	.1	86.3
24.8	1	.1	.1	86.4
25.0	20	2.3	2.3	88.7
25.1	1	.1	.1	88.8
25.2	2	.2	.2	89.0
25.3	1	.1	.1	89.2
25.7	1	.1	.1	89.3
26.6	2	.2	.2	89.5
27.0	2	.2	.2	89.7
27.5	1	.1	.1	89.8
28.5	2	.2	.2	90.1
28.8	3	.3	.3	90.4
29.2	1	.1	.1	90.5
30.0	22	2.5	2.5	93.0
30.1	1	.1	.1	93.2
30.2	5	.6	.6	93.7
30.5	1	.1	.1	93.8
30.7	1	.1	.1	93.9
31.0	1	.1	.1	94.1
32.0	3	.3	.3	94.4
32.7	1	.1	.1	94.5
34.0	1	.1	.1	94.6
34.5	1	.1	.1	94.7

35.0	4	.5	.5	95.2
36.0	3	.3	.3	95.5
37.0	2	.2	.2	95.8
39.0	2	.2	.2	96.0
40.0	13	1.5	1.5	97.5
40.2	2	.2	.2	97.7
41.0	3	.3	.3	98.1
41.1	1	.1	.1	98.2
42.1	2	.2	.2	98.4
45.3	1	.1	.1	98.5
46.0	2	.2	.2	98.7
47.0	2	.2	.2	99.0
50.0	1	.1	.1	99.1
51.0	2	.2	.2	99.3
55.0	2	.2	.2	99.5
60.0	3	.3	.3	99.9
63.0	1	.1	.1	100.0
Total	876	100.0	100.0	

Tenure categorized

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than one year	181	20.7	20.7	20.7
	1-to-less than 3 years	116	13.2	13.2	33.9
	3-to-less than 5 years	100	11.4	11.4	45.3
	5-to-less than 10 years	127	14.5	14.5	59.8
	10-to-less than 20 years	352	40.2	40.2	100.0
	Total	876	100.0	100.0	

Years Riding FAX

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	181	20.7	20.7	20.7
	1	56	6.4	6.4	27.1
	2	60	6.8	6.8	33.9
	3	57	6.5	6.5	40.4
	4	43	4.9	4.9	45.3
	5	59	6.7	6.7	52.1

Years Riding FAX

	Frequency	Percent	Valid Percent	Cumulative Percent
6	33	3.8	3.8	55.8
7	19	2.2	2.2	58.0
8	12	1.4	1.4	59.4
9	4	.5	.5	59.8
10	71	8.1	8.1	67.9
11	9	1.0	1.0	68.9
12	10	1.1	1.1	70.1
13	11	1.3	1.3	71.3
14	1	.1	.1	71.5
15	41	4.7	4.7	76.1
16	2	.2	.2	76.4
17	4	.5	.5	76.8
18	8	.9	.9	77.7
19	4	.5	.5	78.2
20	55	6.3	6.3	84.5
21	5	.6	.6	85.0
22	6	.7	.7	85.7
23	4	.5	.5	86.2
24	2	.2	.2	86.4
25	25	2.9	2.9	89.3
26	2	.2	.2	89.5
27	3	.3	.3	89.8
28	5	.6	.6	90.4
29	1	.1	.1	90.5
30	30	3.4	3.4	93.9
31	1	.1	.1	94.1
32	4	.5	.5	94.5
34	2	.2	.2	94.7
35	4	.5	.5	95.2
36	3	.3	.3	95.5
37	2	.2	.2	95.8
39	2	.2	.2	96.0
40	15	1.7	1.7	97.7
41	4	.5	.5	98.2
42	2	.2	.2	98.4

Years Riding FAX

	Frequency	Percent	Valid Percent	Cumulative Percent
45	1	.1	.1	98.5
46	2	.2	.2	98.7
47	2	.2	.2	99.0
50	1	.1	.1	99.1
51	2	.2	.2	99.3
55	2	.2	.2	99.5
60	3	.3	.3	99.9
63	1	.1	.1	100.0
Total	876	100.0	100.0	

Months Riding FAX

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	481	54.9	54.9	54.9
1	144	16.4	16.4	71.3
2	67	7.6	7.6	79.0
3	42	4.8	4.8	83.8
4	16	1.8	1.8	85.6
5	20	2.3	2.3	87.9
6	44	5.0	5.0	92.9
7	29	3.3	3.3	96.2
8	13	1.5	1.5	97.7
9	6	.7	.7	98.4
10	9	1.0	1.0	99.4
11	5	.6	.6	100.0
Total	876	100.0	100.0	

Use Electronic Fare Payment

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	680	77.6	80.1	80.1
No	169	19.3	19.9	100.0
Total	849	96.9	100.0	
Missing System	27	3.1		
Total	876	100.0		

Use Mobile Apps

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	590	67.4	69.2	69.2
	No	263	30.0	30.8	100.0
	Total	853	97.4	100.0	
Missing	System	23	2.6		
Total		876	100.0		

Which Mobile App Used

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	MyFAXBus	287	32.8	50.3	50.3
	Google Transit	200	22.8	35.0	85.3
	Moovit	44	5.0	7.7	93.0
	Other	40	4.6	7.0	100.0
	Total	571	65.2	100.0	
Missing	System	305	34.8		
Total		876	100.0		

Other Mobile App Specified

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		853	97.4	97.4	97.4
	bus book	1	.1	.1	97.5
	bus stops	1	.1	.1	97.6
	downloaded bus schedule	1	.1	.1	97.7
	google maps	7	.8	.8	98.5
	Google maps	1	.1	.1	98.6
	Google Maps	1	.1	.1	98.7
	Google Maps.	2	.2	.2	99.0
	google/facebook	1	.1	.1	99.1
	maps	4	.5	.5	99.5
	Maps	2	.2	.2	99.8
	schedule	1	.1	.1	99.9
	screenshots of FAX route	1	.1	.1	100.0
	Total	876	100.0	100.0	

Which Mobile App Used

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Google Transit	95	10.8	68.8	68.8
	Moovit	20	2.3	14.5	83.3
	Other	23	2.6	16.7	100.0
	Total	138	15.8	100.0	
Missing	System	738	84.2		
Total		876	100.0		

Other Mobile App Specified

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		865	98.7	98.7	98.7
	621.ride	2	.2	.2	99.0
	Book schedule	1	.1	.1	99.1
	fax maps	1	.1	.1	99.2
	google	2	.2	.2	99.4
	google maps	1	.1	.1	99.5
	Google Maps	1	.1	.1	99.7
	look at schedule maps	1	.1	.1	99.8
	maps	2	.2	.2	100.0
	Total	876	100.0	100.0	

Which Mobile App Used

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Google Transit	1	.1	25.0	25.0
	Moovit	3	.3	75.0	100.0
	Total	4	.5	100.0	
Missing	System	872	99.5		
Total		876	100.0		

Which Mobile App Used

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	2	.2	100.0	100.0
Missing	System	874	99.8		
Total		876	100.0		

Best Way to Communicate

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	Rider Alerts	194	22.1	23.5	23.5
	FAX Web Site	102	11.6	12.3	35.8
	FAX Newsletter/E-mail	123	14.0	14.9	50.7
	Flyers on Buses	141	16.1	17.1	67.8
	Audio Announcements on Buses	69	7.9	8.4	76.2
	MyFAXBus App	66	7.5	8.0	84.1
	Newspaper Ads	16	1.8	1.9	86.1
	Social Media	63	7.2	7.6	93.7
	Phone/Text	25	2.9	3.0	96.7
	Other	27	3.1	3.3	100.0
	Total	826	94.3	100.0	
Missing	System	50	5.7		
Total		876	100.0		

Other Communication Specified

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	865	98.7	98.7	98.7
bus riders	1	.1	.1	98.9
friendly us drivers	1	.1	.1	99.0
I'm usually homeless, so word of mouth	2	.2	.2	99.2
in person	1	.1	.1	99.3
Local news	1	.1	.1	99.4
mail	1	.1	.1	99.5
N/A	1	.1	.1	99.7
none	1	.1	.1	99.8
remember this time for 20 years	1	.1	.1	99.9
schedule book	1	.1	.1	100.0
Total	876	100.0	100.0	

Best Way to Communicate

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Rider Alerts	3	.3	.7	.7
	FAX Web Site	29	3.3	7.0	7.7
	FAX Newsletter/E-mail	34	3.9	8.2	15.8
	Flyers on Buses	56	6.4	13.4	29.3
	Audio Announcements on Buses	84	9.6	20.1	49.4
	MyFAXBus App	56	6.4	13.4	62.8
	Newspaper Ads	24	2.7	5.8	68.6
	Social Media	115	13.1	27.6	96.2
	Phone/Text	7	.8	1.7	97.8
	Other	9	1.0	2.2	100.0
	Total	417	47.6	100.0	
Missing	System	459	52.4		
Total		876	100.0		

Other Communication Specified

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		863	98.5	98.5	98.5
	cell phone	2	.2	.2	98.7
	Fax book	1	.1	.1	98.9
	message	1	.1	.1	99.0
	MTC Reps	1	.1	.1	99.1
	phone	1	.1	.1	99.2
	Phone	1	.1	.1	99.3
	phone call	2	.2	.2	99.5
	text	3	.3	.3	99.9
	us postal	1	.1	.1	100.0
	Total	876	100.0	100.0	

Access to Car/Other Vehicle

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	241	27.5	29.8	29.8
	No	569	65.0	70.2	100.0
	Total	810	92.5	100.0	
Missing	System	66	7.5		
Total		876	100.0		

Why Use FAX--Not Vehicle

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		673	76.8	76.8	76.8
	better for the environment.	1	.1	.1	76.9
	just as efficient as a car.	1	.1	.1	77.1
	Porque el auto lo usa mi esposo para el trabajo	1	.1	.1	77.2
	A fun day trip with my young son.	1	.1	.1	77.3
	Affordable	2	.2	.2	77.5
	age factor + DUI Classes	1	.1	.1	77.6
	Avoid parking issue/costs, car not working/available	2	.2	.2	77.9
	Because as a single mom that goes to college, I had to take decisions on what bill pay first and rent being the most important my car has an expired tag and I'm saving up to get registration up to date	1	.1	.1	78.0
	Because I came home from work late at night so there is no FAX service anymore	1	.1	.1	78.1
	Because I don't have my license.	2	.2	.2	78.3
	Because my spouse using the car to go to work so we share the car	1	.1	.1	78.4
	Bicycle	1	.1	.1	78.5
	boyfriend needs it for work	1	.1	.1	78.7

Why Use FAX--Not Vehicle

	Frequency	Percent	Valid Percent	Cumulative Percent
But every now and then i get a ride in a car. i take the FAX bus most of the time	1	.1	.1	78.8
Car broke	1	.1	.1	78.9
car broke down	1	.1	.1	79.0
car can't function for many miles, very limited on what to use it for	1	.1	.1	79.1
Car in the shop, or don't have enough gas money	1	.1	.1	79.2
car is down	1	.1	.1	79.3
car is not mine. don't always have someone to take me places	1	.1	.1	79.5
Car needs to be fixed	1	.1	.1	79.6
car not reliable	1	.1	.1	79.7
car repairs	1	.1	.1	79.8
car works for long distance trips only	1	.1	.1	79.9
carbon footprint.	1	.1	.1	80.0
change of pace	1	.1	.1	80.1
Change of scenery	1	.1	.1	80.3
cheap	1	.1	.1	80.4
cheaper	4	.5	.5	80.8
cheaper than car	1	.1	.1	80.9
Conflict of scheduling	1	.1	.1	81.1
convenience	1	.1	.1	81.2
convenience- low cost	1	.1	.1	81.3
convenient ride courtesy to us when riders i can get to go to my destination/arrival time	1	.1	.1	81.4
cost and parking hassle	1	.1	.1	81.5
different schedule from spouse	1	.1	.1	81.6
Don't have to worry about other drivers	1	.1	.1	81.7
drivers make it easy	1	.1	.1	81.8
easier	1	.1	.1	82.0
energy conservation	1	.1	.1	82.1

Why Use FAX--Not Vehicle

	Frequency	Percent	Valid Percent	Cumulative Percent
enjoy other people	1	.1	.1	82.2
enjoy ride the bus	1	.1	.1	82.3
enjoy the ride	1	.1	.1	82.4
environment	2	.2	.2	82.6
environmental reasons	1	.1	.1	82.8
Exercise.	2	.2	.2	83.0
Experience. And to stay grounded	1	.1	.1	83.1
extend bike trips	1	.1	.1	83.2
FAX helps environment, saves on gas money, keeps people connected to the community, enjoy the ride	1	.1	.1	83.3
FAX is less expensive	1	.1	.1	83.4
Fax more convenient	1	.1	.1	83.6
For change	1	.1	.1	83.7
for work	2	.2	.2	83.9
free fares with fresno state ID card. less co2 emitted/ mile by bus than personal car	1	.1	.1	84.0
Fun	1	.1	.1	84.1
Gas	1	.1	.1	84.2
gas are to high right now	1	.1	.1	84.4
gas is expensive	1	.1	.1	84.5
Gasoline is expensive	1	.1	.1	84.6
get off different time	1	.1	.1	84.7
Help with climate change and with local air quality	1	.1	.1	84.8
Helps save gas and reduces polution	1	.1	.1	84.9
husband drives	1	.1	.1	85.0
Husband usually uses it for work	1	.1	.1	85.2
I am a care giver, to help my clients	1	.1	.1	85.3

Why Use FAX--Not Vehicle

	Frequency	Percent	Valid Percent	Cumulative Percent
I believe in public transportation. It is safe, reliable, better for the environment, and it's often times just as efficient as a car.	1	.1	.1	85.4
I don't always have a ride	2	.2	.2	85.6
I don't drive so when I can, I like to ride the bus for my own independence and also it's better for the environment.	1	.1	.1	85.7
I have e-tricycle and a segway electric scooter	1	.1	.1	85.8
I have no license	1	.1	.1	86.0
I just do	1	.1	.1	86.1
I like taking the bus. I can chill out and it feels safer than driving.	1	.1	.1	86.2
I like to enjoy the ride, and see the city from the passenger seat.	1	.1	.1	86.3
I like to have the commute time to relax instead of paying attention to traffic, I don't have to worry about parking. I believe taking public transit makes cities nicer for everyone; less pollution, I	1	.1	.1	86.4
I need for volunteer work and doctors appointments, pay bills	1	.1	.1	86.5
I only get use of car part time. It belongs to my sister.	1	.1	.1	86.6
I ride because it is much better for the planet than driving. I want to live in a Fresno one day where FAX is used by more than a quarter of city residents everyday.	1	.1	.1	86.8
I ride free.	1	.1	.1	86.9
I think it's very convenient and quick for me	1	.1	.1	87.0
I use it because my parents don't take me anywhere	1	.1	.1	87.1

Why Use FAX--Not Vehicle

	Frequency	Percent	Valid Percent	Cumulative Percent
I use it because, it's more convenient	1	.1	.1	87.2
I use it because, it's more convenient and cleaner for the environment then my vehicle.	1	.1	.1	87.3
If you want to know the pace of any city, hop on their public transit. A lot easier east/west #9 to fresno st	1	.1	.1	87.4
I'm a minor and broke	1	.1	.1	87.6
Inconvenience of other transportation.	1	.1	.1	87.7
It is less expensive	1	.1	.1	87.8
it is not my car	1	.1	.1	87.9
it's cheaper to ride FAX- if i drive i have to pay for parking and gas	1	.1	.1	88.0
It's not mine it's my brothers	1	.1	.1	88.1
it's not my personal car	1	.1	.1	88.2
It's good to save on gas	1	.1	.1	88.4
It's cheaper and my car ride is not as consistent	1	.1	.1	88.5
It's free for fresno state students.	1	.1	.1	88.6
It's free for fresno state students. So when there's connectivity i choose fax.	1	.1	.1	88.7
Just for the heck of it and sometimes when something happens that I need to use it	1	.1	.1	88.8
Just to use the car less	3	.3	.3	89.2
less expensive	1	.1	.1	89.3
less stress	1	.1	.1	89.4
limited income, disabled veteran	1	.1	.1	89.5
lyft and uber have increased charges	1	.1	.1	89.6
Mass Transit important	1	.1	.1	89.7
more faster	1	.1	.1	89.8

Why Use FAX--Not Vehicle

	Frequency	Percent	Valid Percent	Cumulative Percent
my brother does not want to drop me off that's why i take the bus	1	.1	.1	90.0
my brother has other responsibilities as well	1	.1	.1	90.1
my brother uses it	1	.1	.1	90.2
My car is not working	1	.1	.1	90.3
My child rides to get to school when I am unable to drop off	3	.3	.3	90.6
My husband and I share the car. So when I have to go to the office I take bus while he's at work	1	.1	.1	90.8
My neighbor isn't available to drive me.	1	.1	.1	90.9
My vehicle is unreliable	1	.1	.1	91.0
NEEDED THE VEHICLE FOR ANOTHER ERRAND.	1	.1	.1	91.1
no drivers license (medical)	1	.1	.1	91.2
no gas money	1	.1	.1	91.3
no license	1	.1	.1	91.4
not available	1	.1	.1	91.6
Not enough car to use	1	.1	.1	91.7
Occasionally taking a bus can make people feel happy and calm down to see the scenery outside and the movement of people	1	.1	.1	91.8
other people use same vehicle	1	.1	.1	91.9
parking difficult	1	.1	.1	92.0
parking tough	1	.1	.1	92.1
reasonable fares	1	.1	.1	92.2
reduce air pollution,	1	.1	.1	92.4
reduces pollution	1	.1	.1	92.5
relax	1	.1	.1	92.6
Relax	1	.1	.1	92.7
Ride with family as a trip	1	.1	.1	92.8
safe	2	.2	.2	93.0
safer	1	.1	.1	93.2

Why Use FAX--Not Vehicle

	Frequency	Percent	Valid Percent	Cumulative Percent
safety	1	.1	.1	93.3
save gas	4	.5	.5	93.7
Save gas and money	1	.1	.1	93.8
Save gas.	2	.2	.2	94.1
save money	5	.6	.6	94.6
Save money	1	.1	.1	94.7
save money (gas and parking permit) & exercise walking	1	.1	.1	94.9
save money on gas	1	.1	.1	95.0
save money, best way to go across town, emergency rides only-only way to travel	1	.1	.1	95.1
Save on gas	3	.3	.3	95.4
Saves me money on gas, is better for the environment (less pollution by my car), and so I don't have to drive and I can do other things while riding the bus.	1	.1	.1	95.5
Saves money and time	1	.1	.1	95.7
saving gas	2	.2	.2	95.9
Saving money, driving on the road is too tiring.	2	.2	.2	96.1
Share a vehicle	2	.2	.2	96.3
Share a vehicle with significant other	1	.1	.1	96.5
share car	2	.2	.2	96.7
Shared vehicle	1	.1	.1	96.8
shopping for large items or long distance	1	.1	.1	96.9
Siblings take it to work and also I don't know how to drive a car	1	.1	.1	97.0
so that I don't tie up the only car my family owns for a whole day	1	.1	.1	97.1
Sometime not available	1	.1	.1	97.3

Why Use FAX--Not Vehicle

	Frequency	Percent	Valid Percent	Cumulative Percent
Sometimes I am sick and can't drive. No one is free to give me a ride. Need to see my drs.	1	.1	.1	97.4
sometimes its easier to ride the bus	1	.1	.1	97.5
Sometimes my boyfriend need it for work so I don't want to be stuck at home so I take the bus	1	.1	.1	97.6
Sometimes to save gas or if I'm drunk or hungover. Sometimes just cause	1	.1	.1	97.7
Stress free	1	.1	.1	97.8
Take homeless students back and forth	1	.1	.1	97.9
That car would be needing repairs	1	.1	.1	98.1
the place I need to go is close and has limited parking	2	.2	.2	98.3
Tire flat currently	1	.1	.1	98.4
To help reduce vehicle pollution	1	.1	.1	98.5
To much hassle to arrange rides with friends	2	.2	.2	98.7
to save gas and pollution	1	.1	.1	98.9
transportation with someone	1	.1	.1	99.0
Vehicle down	1	.1	.1	99.1
walk	1	.1	.1	99.2
We have one car and my husband takes it to work so if I have doctor appointments, i take the bus. Also, when our car brakes down.	1	.1	.1	99.3
When I have to share my car	2	.2	.2	99.5
when not available	1	.1	.1	99.7
wife is busy with our daughters activities	2	.2	.2	99.9
yes for medical	1	.1	.1	100.0
Total	876	100.0	100.0	

Why Use FAX Coded

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Save on Gasoline/Bus Less Expensive	55	6.3	27.1	27.1
	Shared Vehicle Not Available	36	4.1	17.7	44.8
	Ride not Available	13	1.5	6.4	51.2
	Bus Easier/More Relaxing	27	3.1	13.3	64.5
	Cannot Drive/No License	7	.8	3.4	68.0
	Car Being Repaired/Not Reliable	13	1.5	6.4	74.4
	Parking at Destination Difficult	7	.8	3.4	77.8
	Good for Environment	19	2.2	9.4	87.2
	Take Bicycle on Bus	3	.3	1.5	88.7
	Safe	5	.6	2.5	91.1
	Exercise/Fun	9	1.0	4.4	95.6
	Other	9	1.0	4.4	100.0
	Total	203	23.2	100.0	
	Missing	System	673	76.8	
Total		876	100.0		

Most Important Bus Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	On-Time Performance	202	23.1	31.0	31.0
	Frequency of Buses	62	7.1	9.5	40.6
	Time to Complete Trip	38	4.3	5.8	46.4
	Cleanliness Inside Bus	24	2.7	3.7	50.1
	COVID Safety Precautions	22	2.5	3.4	53.5
	Cleanliness of Bus Stops and Stations	15	1.7	2.3	55.8
	Personal Safety On-Board	26	3.0	4.0	59.8
	Personal Safety at Bus Stops and Stations	21	2.4	3.2	63.0
	Driver Courtesy	30	3.4	4.6	67.6
	Driver Helpfulness	30	3.4	4.6	72.2
	Driver Driving Skills	12	1.4	1.8	74.0
	Driver Safety Awareness	16	1.8	2.5	76.5
	Comfort of Bus	13	1.5	2.0	78.5
	Availability of Route/Schedule Info	20	2.3	3.1	81.6
	Hours of Operation Weekdays	20	2.3	3.1	84.6
	Hours of Operation Weekends	28	3.2	4.3	88.9
	Closeness of Bus Stops to Home	17	1.9	2.6	91.6
	Closeness of Bus Stops to Destination	13	1.5	2.0	93.5
	Accessibility for People with Disabilities	13	1.5	2.0	95.5
	Quality of Audio and Visual Announcements on Bus	12	1.4	1.8	97.4
Value for the Price	17	1.9	2.6	100.0	
Total		651	74.3	100.0	
Missing	System	225	25.7		
Total		876	100.0		

Second Most Important Bus Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	On-Time Performance	76	8.7	14.6	14.6
	Frequency of Buses	77	8.8	14.8	29.3
	Time to Complete Trip	28	3.2	5.4	34.7
	Cleanliness Inside Bus	39	4.5	7.5	42.1
	COVID Safety Precautions	22	2.5	4.2	46.4
	Cleanliness of Bus Stops and Stations	16	1.8	3.1	49.4
	Personal Safety On-Board	30	3.4	5.7	55.2
	Personal Safety at Bus Stops and Stations	35	4.0	6.7	61.9
	Driver Courtesy	25	2.9	4.8	66.7
	Driver Helpfulness	17	1.9	3.3	69.9
	Driver Driving Skills	11	1.3	2.1	72.0
	Driver Safety Awareness	18	2.1	3.4	75.5
	Comfort of Bus	14	1.6	2.7	78.2
	Availability of Route/Schedule Info	19	2.2	3.6	81.8
	Hours of Operation Weekdays	11	1.3	2.1	83.9
	Hours of Operation Weekends	29	3.3	5.6	89.5
	Closeness of Bus Stops to Home	13	1.5	2.5	92.0
	Closeness of Bus Stops to Destination	20	2.3	3.8	95.8
	Accessibility for People with Disabilities	9	1.0	1.7	97.5
	Quality of Audio and Visual Announcements on Bus	5	.6	1.0	98.5
Value for the Price	8	.9	1.5	100.0	
	Total	522	59.6	100.0	
Missing	System	354	40.4		
Total		876	100.0		

Important to Have WiFi on Bus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	313	35.7	41.4	41.4
	Important	114	13.0	15.1	56.5
	Slightly Important	125	14.3	16.5	73.0
	Slightly Unimportant	49	5.6	6.5	79.5
	Unimportant	79	9.0	10.4	89.9
	Very Unimportant	76	8.7	10.1	100.0
	Total	756	86.3	100.0	
Missing	System	120	13.7		
Total		876	100.0		

Active Duty Military or Veteran

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	77	8.8	9.4	9.4
	No	744	84.9	90.6	100.0
	Total	821	93.7	100.0	
Missing	System	55	6.3		
Total		876	100.0		

Work Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Employed Full-Time	206	23.5	25.3	25.3
	Employed Part-Time	113	12.9	13.9	39.2
	Self-Employed	47	5.4	5.8	45.0
	Student and Employed	56	6.4	6.9	51.8
	Student and Not Employed	85	9.7	10.4	62.3
	Homemaker	26	3.0	3.2	65.5
	Retired	69	7.9	8.5	74.0
	Unemployed	103	11.8	12.7	86.6
	Disabled Unable to Work	109	12.4	13.4	100.0
	Total	814	92.9	100.0	
Missing	System	62	7.1		
Total		876	100.0		

Last Grade in School Completed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 8th Grade	49	5.6	6.2	6.2
	Some High School	105	12.0	13.2	19.3
	High School Graduate	338	38.6	42.5	61.8
	Vocational/Technical School	96	11.0	12.1	73.9
	College Graduate	169	19.3	21.2	95.1
	Post-Graduate Education	39	4.5	4.9	100.0
	Total	796	90.9	100.0	
Missing	System	80	9.1		
Total		876	100.0		

Ethnic Background

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hispanic	343	39.2	42.5	42.5
	White/Caucasian	215	24.5	26.6	69.1
	Black/African American	118	13.5	14.6	83.8
	Asian/Southeast Asian	28	3.2	3.5	87.2
	American Indian	17	1.9	2.1	89.3
	Pacific Islander	3	.3	.4	89.7
	Middle Eastern	1	.1	.1	89.8
	Mixed Ethnicities	60	6.8	7.4	97.3
	Other	22	2.5	2.7	100.0
	Total	807	92.1	100.0	
Missing	System	69	7.9		
Total		876	100.0		

Recoded Ethnicity--elim small categories

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hispanic	343	39.2	42.5	42.5
	White/Caucasian	215	24.5	26.6	69.1
	Black/African American	118	13.5	14.6	83.8
	Asian/Southeast Asian/Pacific Islander	31	3.5	3.8	87.6
	American Indian	17	1.9	2.1	89.7
	Mixed Ethnicities	60	6.8	7.4	97.1
	Other	23	2.6	2.9	100.0
	Total	807	92.1	100.0	
	Missing	System	69	7.9	
Total		876	100.0		

Asian Specified

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		859	98.1	98.1	98.1
	Asian Indian	1	.1	.1	98.2
	Cambodian	2	.2	.2	98.4
	Chinese	1	.1	.1	98.5
	Hmong	2	.2	.2	98.7
	Hmong	2	.2	.2	99.0
	India	1	.1	.1	99.1
	Indian	1	.1	.1	99.2
	Indonesia	1	.1	.1	99.3
	Laos, Hmong	2	.2	.2	99.5
	Laotian	1	.1	.1	99.7
	Malaysia	1	.1	.1	99.8
	Vietnamese	1	.1	.1	99.9
	Vietnamese	1	.1	.1	100.0
	Total	876	100.0	100.0	

Mixed Ethnicities Specified

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	823	93.9	93.9	93.9
African American/middle easterner	1	.1	.1	94.1
black/Mexican	1	.1	.1	94.2
black/white	2	.2	.2	94.4
black/white/native American	1	.1	.1	94.5
European/Black native	1	.1	.1	94.6
Filipino/Caucasian	1	.1	.1	94.7
Filipino/Mexican	1	.1	.1	94.9
Hisp/White	2	.2	.2	95.1
Hispanic/African American	2	.2	.2	95.3
Hispanic (25% Native American), 66% European	1	.1	.1	95.4
Hispanic and black	1	.1	.1	95.5
Hispanic, White/Caucasian	1	.1	.1	95.7
Hispanic/ African American	2	.2	.2	95.9
Hispanic/ African American	1	.1	.1	96.0
Hispanic/ pacific islander	2	.2	.2	96.2
Hispanic/ white	2	.2	.2	96.5
Hispanic/African American	1	.1	.1	96.6
Hispanic/African American	1	.1	.1	96.7
Hispanic/African American /Asian	1	.1	.1	96.8
Hispanic/American Indian	6	.7	.7	97.5
Hispanic/gypsy	1	.1	.1	97.6
Hispanic/indigenous	1	.1	.1	97.7
Hispanic/pacific islander	1	.1	.1	97.8
Hispanic/white	3	.3	.3	98.2
Hispanic/white	1	.1	.1	98.3
Hispanic/white/African American /Asian	1	.1	.1	98.4
Indian/black	1	.1	.1	98.5
Mexican/Cambodian	1	.1	.1	98.6
Mexican/Chinese	1	.1	.1	98.7
multiple races	1	.1	.1	98.9
Non-Hispanic White and Asian	1	.1	.1	99.0

Puerto Rican/ white	1	.1	.1	99.1
Vietnamese/Hispanic	2	.2	.2	99.3
White and Asian	1	.1	.1	99.4
White/American Indian	1	.1	.1	99.5
White/American Indian/pacific islander	1	.1	.1	99.7
White/Hispanic	1	.1	.1	99.8
White/Hispanic	1	.1	.1	99.9
White/Mexican	1	.1	.1	100.0
Total	876	100.0	100.0	

Other Ethnicity Specified

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	872	99.5	99.5	99.5
all	2	.2	.2	99.8
American	1	.1	.1	99.9
human	1	.1	.1	100.0
Total	876	100.0	100.0	

Respondent Age

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Under 18	47	5.4	6.3	6.3
18-34	241	27.5	32.3	38.6
35-54	270	30.8	36.1	74.7
55-74	171	19.5	22.9	97.6
75 or more	18	2.1	2.4	100.0
Total	747	85.3	100.0	
Missing				
System	129	14.7		
Total	876	100.0		

Household Income for Year--2021

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$10,000	257	29.3	41.4	41.4
	\$10,000-\$19,999	139	15.9	22.4	63.8
	\$20,000-\$29,999	59	6.7	9.5	73.3
	\$30,000-\$39,999	50	5.7	8.1	81.3
	\$40,000-\$49,999	32	3.7	5.2	86.5
	\$50,000-\$74,999	29	3.3	4.7	91.1
	\$75,000-\$99,999	22	2.5	3.5	94.7
	\$100,000 or More	33	3.8	5.3	100.0
	Total	621	70.9	100.0	
Missing	Do Not Know	139	15.9		
	System	116	13.2		
	Total	255	29.1		
Total		876	100.0		

Household Size

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	196	22.4	26.5	26.5
	2	165	18.8	22.4	48.8
	3	131	15.0	17.7	66.6
	4	98	11.2	13.3	79.8
	5	59	6.7	8.0	87.8
	6	47	5.4	6.4	94.2
	7	22	2.5	3.0	97.2
	8	9	1.0	1.2	98.4
	9	2	.2	.3	98.6
	10	5	.6	.7	99.3
	11	4	.5	.5	99.9
	12	1	.1	.1	100.0
Total		739	84.4	100.0	
Missing	System	137	15.6		
Total		876	100.0		

Household Size Categorized

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	196	22.4	26.5	26.5
	2	165	18.8	22.4	48.8
	3	131	15.0	17.7	66.6
	4	98	11.2	13.3	79.8
	5	59	6.7	8.0	87.8
	6	47	5.4	6.4	94.2
	7-8	31	3.5	4.2	98.4
	9 or more	12	1.4	1.6	100.0
	Total	739	84.4	100.0	
Missing	System	137	15.6		
Total		876	100.0		

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	401	45.8	50.0	50.0
	Female	394	45.0	49.1	99.1
	Other	7	.8	.9	100.0
	Total	802	91.6	100.0	
Missing	System	74	8.4		
Total		876	100.0		

Consider Yourself Limited in English

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	164	18.7	20.7	20.7
	No	591	67.5	74.6	95.3
	Do Not Know	37	4.2	4.7	100.0
	Total	792	90.4	100.0	
Missing	System	84	9.6		
Total		876	100.0		

Primary Language Spoken in Home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	712	81.3	87.7	87.7
	Spanish or Spanish Creole	86	9.8	10.6	98.3
	Hmong	3	.3	.4	98.6
	Punjabi	1	.1	.1	98.8
	Other Indic (Indo-Aryan)	1	.1	.1	98.9
	Laotian	2	.2	.2	99.1
	Mon-Khmer/Cambodian	2	.2	.2	99.4
	Chinese	2	.2	.2	99.6
	Vietnamese	1	.1	.1	99.8
	Armenian	1	.1	.1	99.9
	Tagalog	1	.1	.1	100.0
	Total		812	92.7	100.0
Missing	System	64	7.3		
Total		876	100.0		

Recoded Language

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	712	81.3	87.7	87.7
	Spanish	86	9.8	10.6	98.3
	Various Asian Languages	14	1.6	1.7	100.0
	Total	812	92.7	100.0	
Missing	System	64	7.3		
Total		876	100.0		



Fresno Area Express Title VI Plan

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APPENDIX I: 2022 HANDY RIDE CUSTOMER SATISFACTION SURVEY



Fresno Area Express Title VI Plan

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2022 Handy Ride Passenger Satisfaction Report



April 2022

Report to:
City of Fresno
2223 G Street
Fresno, CA 93706

By:
Rea & Parker Research
P.O. Box 421079
San Diego, CA 92142

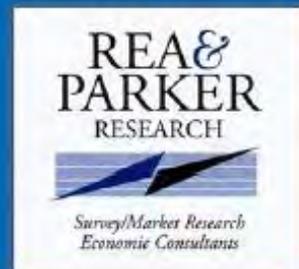


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Handy Ride 2022 Customer Satisfaction Report

Key Survey Findings

Fresno Area Express (FAX) has elected to conduct a statistically reliable customer opinion and satisfaction telephone survey among Handy Ride's customer base. The purpose of the survey is threefold – first, to provide current information and opinions concerning customer satisfaction about the Handy Ride system, second to compare the results of this 2022 study with the results of prior satisfaction surveys (in particular, the 2018, 2014, and 2011 customer satisfaction studies), and third, to indicate any effects that the COVID pandemic may have had on travel behavior and bus satisfaction. Rea & Parker Research was selected to conduct the 2022 study, as it was for the 2018 and 2014 studies as well.

The survey was conducted by a random telephone sample of 254 customer respondents selected from a list of 2,768 Handy Ride customers who had used the system within the past 3 years. This survey was conducted during the period February 12, 2022 through February 20, 2022. This sample yields a margin of error of +/-5.9 percent at the 95 percent level of confidence.

Sample

- Nearly two-thirds of respondents (66 percent) are female.
- English is the primary language spoken in the home for over 9 in 10 (92 percent) of respondents.
- Approximately, one-third (34 percent) of respondents are White followed by Hispanic/Latino (33 percent) and African American (19 percent).
- Nearly four-fifths of respondents (78 percent) earn an annual household income of less than \$20,000 (40 percent less than \$10,000 and 38 percent between \$10,000 and \$19,999).
- Over one-fourth of respondents (26 percent) have a college degree or more education while nearly two-thirds (65 percent) have a high school education or less.
- Nearly one-half of respondents (48 percent) are between 55 and 74 years of age and another 19 percent indicate that they are 75 years of age and above.
- Over one-half of respondents (54 percent) are disabled and unable to work and another 23 percent are retired.
- The major residential zip codes of the respondents are as follows: 93727 (17 percent), 95726 (10 percent), and 93722, 93706, and 93710 (8 percent each).
- Well over 9 in 10 respondents (94 percent) are neither active-duty military nor a U.S. Veteran.

Handy Ride Customer Trip Characteristics

- Approximately three-fourths (71 percent) of Handy Ride customers have used the service for 1.5 years or more, including 51 percent that have used the service for 3 or more years. The current customers have somewhat less tenure as riders of Handy Ride than the customers in the 2018 and 2014 surveys (76 percent with more than 1.5 years as riders of Handy Ride in 2018 and 77 percent as riders of 1.5 years or more in 2014). These data reflect an increase in newer riders but demonstrate overall strong and sustained ridership on the Handy Ride system.
- Over two-fifths (44 percent) of respondents make 1 to 2 one-way trips per week on Handy Ride, and this is consistent with the results of the 2018 survey where 40 percent of customers made 1 to 2 one-way trips per week and the 2014 survey where 39 percent made 1-2 one-way trips per week. These findings for 2018 and 2014 represent a substantial change over the 2011 survey where 27 percent made 1-2 trips per week.

- In 2022, 16 percent plan to take fewer Handy Ride trips in the next three months, and over one-fourth (28 percent) plan to take the same number of trips. In the prior survey periods, the proportion of customers planning to take the same number of trips in the coming 3 months was greater than in 2022 (likely related to COVID) and correspondingly, the proportion planning fewer trips was less in those earlier years. Only 4 percent plan to stop using the Handy Ride service – slightly higher than in previous years.
- Among the 48 percent of respondents who do not plan to take more Handy Ride trips in the next 3 months, the primary reason for making this decision is that they can make use of other travel modes (30 percent). Another 25 percent indicated that they have fewer appointments scheduled for them to attend.
- Nearly one-half (46 percent) of customers in the current survey have taken their most recent Handy Ride trip within the past 2 weeks. This finding indicates that current customers are making a substantially lower percentage of trips within the past 2 weeks than customers of previous survey periods. Current customers gave the following reasons for not taking Handy Ride trips during the last 3 months – COVID (8 percent), availability of a ride/have car (7 percent), and some degree of dissatisfaction with Handy Ride (4 percent).
- Three-fifths (60 percent) of customers indicate that their dominant trip purpose made on the Handy Ride system is going to appointments, such as doctors' visits. This finding represents a decrease over the results in 2018 (72 percent with appointments as the dominant trip purpose). The current finding is more consistent with the results of the 2014 and 2011 surveys where 63 percent and 65 percent respectively indicated that appointments were their most common trip.

Customer Satisfaction with Handy Ride Service

- Handy Ride customers demonstrate a high level of satisfaction with the Fresno Area Express Handy Ride Service. In fact, 83 percent are either very satisfied (52 percent) or satisfied (31 percent). This high level of satisfaction is reflected in the overall mean satisfaction rating of 1.81 for the current survey (mean rating based upon a scale of 1 to 6, where 1 = very satisfied and 6 = very dissatisfied). This pattern of high satisfaction with the Handy Ride service has been the pattern over the last 18 years – from 2004 to 2022.
- Among the five highest-rated Handy Ride features, customers provide the highest mean ratings for rating for drivers' safety consciousness (mean of 1.56) followed closely by drivers' driving skills (mean of 1.60), reservation staff's implementation of COVID screening protocols, and drivers' enforcement of COVID procedures (each a mean of 1.64), and value of Handy Ride service provided for the price (mean of 1.65). Generally, the mean overall satisfaction ratings for this first tier of highly-rated features in the 2022 survey are slightly lower than they were in the 2011, 2014, and 2018 surveys.
- The mean satisfaction ratings for the least highly rated Handy Ride features in the current survey are as follows: on-time to home or destination (mean of 2.22), locations/methods of payment (mean of 2.18), scheduled pickups (mean of 2.22), and will-call pickups (mean of 2.41). The overall finding is that regarding these low-rated features, there is little to no improvement in customer satisfaction from 2011 to 2022.
- Customers indicate that pickups being on time (27 percent), drivers' customer service (21 percent), and waiting times for pickups (9 percent) are most important to their level of satisfaction. This finding is consistent with the important features indicated by respondents in the 2011, 2014, and 2018 surveys.

- Older customers, those who are less likely to use smartphones or the Internet, frequent riders, and those who have experienced fewer wait time delays are the most satisfied among all subgroups of Handy Ride users.
- Based upon a satisfaction/importance quadrant analysis, drivers' courtesy is the single strongest core characteristic that impacts their overall rating of the Handy Ride service as highly satisfactory. Will-call pickups and scheduled pickups are two characteristics that are in particular need of improvement. These findings are consistent with the results of the quadrant analysis in the 2018 survey.
- The “report card” that was developed for prior surveys shows that Handy Ride has been a consistent success, with the same high level of satisfaction found in 2011, 2014, and 2018 as well as the current year. Since 2014, however, customer satisfaction and service improvements are warranted in the following areas: getting you home to your destination on time, scheduled pickups, and will-call pickups.
- It is apparent that Handy Ride customers feel quite safe on Handy Ride vehicles. Specifically, 98 percent of customers feel either very safe (81 percent) or somewhat safe (17 percent). This is consistent with the results of the 2018 survey where, once again, nearly everyone (99 percent) indicated they felt either very safe or somewhat safe.

Handy Ride Time-Related Considerations

- The typical Handy Ride trip is 34.0 minutes (mean) and 30 minutes (median). The Handy Ride trip for 7 in 10 customers (70 percent) is 30 minutes or less. This is very consistent with the results of the 2018, 2014, and 2011 surveys where 71 percent, 72 percent, and 70 percent respectively had a typical trip last 30 minutes or less.
- It is noteworthy that, in the current survey, the typical mean wait time of 39.8 minutes and the median wait time of 30 minutes are considerably less than the maximum wait time guideline of 90 minutes allowed for will-call pickups. Moreover, nearly three in five respondents (57 percent) waited for a will-call pick up for 30 minutes or less. These typical wait times in 2022 are consistent with the findings in 2014 and 2018 where 53 percent and 59 percent of customers, respectively, had wait times of 30 minutes or less.
- In 2022, just over one-half (51 percent) of customers never waited more than 90 minutes for a will-call pickup. This finding is statistically consistent with the 2018 survey period where 56 percent of respondents never waited for a will-call pickup for more than 90 minutes. The 2022 result is also consistent with the 2014 and 2011 survey periods – 47 percent never waited for more than 90 minutes in 2014 and 51 percent never waited longer than 90 minutes in 2011.
- In the current survey, the mean longest wait time for a will-call pickup is 73.9 minutes and the longest median wait time is 60 minutes – both averages are below the 90-minute maximum that has been established as a guideline. This service level is consistent with the 2018 survey results where the mean longest wait time was 73.1 minutes, and the median was also 60 minutes. The wait times in 2022 and 2018 represent a considerable improvement over the 2014 survey period where the longest wait time was 82.9 minutes, and the median was 80 minutes.
- There is a decline in will-call pickup service represented by the percentage of customers who waited 3 or more times for a will-call pickup. In 2018, only 11 percent waited over 90 minutes on 3 or more occasions, while in the current year, 20 percent of respondents waited 3 or more times over 90 minutes for a will-call pickup.
- In 2022, the mean typical scheduled pickup time is 23.8 minutes, and the median scheduled pickup time is 20 minutes. Both averages are well within the window established for such scheduled pickups. In the current survey, 84 percent were picked up in 30 minutes or less. This is quite consistent with the 2018, 2014, 2011, and 2007 survey periods where 86 percent, 90 percent, 87

percent, and 92 percent of customers, respectively, were picked up within 30 minutes of their scheduled pickup time.

- In the current survey period (2022), more than two in five (42 percent) customers never waited more than 30 minutes for a scheduled pickup. This finding is consistent with the 2018 and 2011 results – in 2018, 40 percent of customers never waited more than 30 minutes for a scheduled pickup, and in 2011, 42 percent never waited more than 30 minutes. However, the results in 2014 represent an anomaly in that one-third (33 percent) of customers waited more than 30 minutes for a scheduled pickup.
- The mean longest wait for a scheduled pickup in 2022 is 41.5 minutes and the median is 30 minutes. This result is consistent with the 2018 finding where the longest scheduled pickup wait was 41.4 minutes. These results for 2022 and 2018 show an improvement over the 2014 survey where the mean wait time was 49.5 minutes and the median wait time was 45 minutes.
- In the current survey, one-fifth (20 percent) of customers always allow a 2-hour window between their requested pickup time and their scheduled appointment with another 38 percent sometimes allowing a two-hour window. One-third (33 percent) are more likely to allow one hour or less. In 2018, one-fourth (25 percent) of respondents always allowed a 2-hour window with another 25 percent sometimes allowing a two-hour window.
- Over one-half (52 percent) of Handy Ride customers indicate that a Handy Ride vehicle has never arrived early for pickup. The finding in 2018 is similar in that 49 percent of customers never experienced a Handy Ride vehicle arriving early. In the 2011 and 2014 surveys, however, the findings are different and more favorable – 30 percent and 42 percent of customers, respectively, had never experienced a Handy Ride vehicle arriving early for pickup.
- Over three-fourths (77 percent) of respondents would find a call helpful reminding them of their appointment. Among these respondents, 27 percent would find it helpful to have two calls—one on the night before their trip and another on the day of their trip; 21 percent would want a call on the same day only, and another 29 percent on the night before only. There is a much stronger interest in 2022 than there was in 2018 and 2014 regarding such a reminder call.
- Four-fifths (80 percent) of respondents are aware that repeated no-shows can result in a suspension of service; conversely, 20 percent are not aware of this possibility.

Method of Fare Payment and Electronic Technology

- Customers largely use cash to pay their Handy Ride fare, and this has been the case since 2004. In the current survey, approximately three-fourths (74 percent) pay their fare with cash. In previous survey periods, the percentages of customers who paid cash are as follows: 2004 –76 percent; 2007 – 72 percent, 2011 – 71 percent, 2014 – 77 percent, and 2018 – 76 percent. The alternative method of fare payment is the Handy Ride Pass (26 percent in 2022, 24 percent in 2018, 23 percent in 2014, and 29 percent in 2011).
- Nearly three-fifths (58 percent) of respondents indicate that they have the use of a smartphone. This represents a slight increase in the use of a smartphone since the 2018 survey where 55 percent indicated that they used a smartphone. These findings demonstrate a notable and expected increase in the use of smartphones between 2014 and 2011 – 24 percent used smartphones in 2014 and 10 percent made use of them in 2011.
- In the current year, nearly two-thirds (66 percent) of smartphone users would use a mobile app for reservations if such an app were available.
- Among those customers who use the Internet at least once per week (58 percent), 40 percent have visited the FAX website. Among those respondents who do not use the Internet at least once per week, (42 percent), 15 percent have visited the FAX website. In general, 30 percent of all respondents have visited the FAX website.

Use of FAX Fixed Route Bus and Exclusive Reliance on Handy Ride

- More than 7 in 10 (71) percent of Handy Ride customers either strongly agree (38 percent) or agree (33 percent) that they are totally dependent upon Handy Ride for their transportation needs. This represents an increase in Handy Ride dependency since 2018 where 65 percent either strongly agreed or agreed that they were totally dependent on Handy Ride. The 2014 level of agreement regarding Handy Ride dependency was 70 percent, and in 2011, the level of dependency was 64 percent.
- Two in five (40 percent) customers in the current year occasionally ride a FAX fixed-route bus. This result is identical to the finding from the 2018 survey. Both the 2022 and 2018 survey findings represent a considerable increase in the use of the fixed-route bus over the 2014 and 2011 survey periods (32 percent usage in 2014 and only 18 percent in 2011).
- Nearly one-fifth (19 percent) of those who have occasionally used the fixed-route bus did so because it is convenient to use such a bus to travel to a nearby destination. This reason is followed by the need to make a last-minute trip and did not have time to make a Handy Ride reservation (17 percent), the ability to travel to places not served by Handy Ride (15 percent) and to take advantage of the faster bus (9 percent). In 2018, the top reasons why Handy Ride customers used the fixed buses were the same as in 2022, but in different proportions.
- Nearly two-fifths (37 percent) of 2022 Handy Ride customers would consider using wheelchair-accessible buses if FAX provided free training. This represents a slight increase over the 2018 survey where 33 percent would consider using wheelchair-accessible buses. In 2014 and 2011, there was considerably less interest in wheelchair-accessible buses among Handy Ride users (2014 –18 percent were interested; in 2011, 10 percent showed some interest).

Covid Protocols

- During COVID, nearly two-fifths (38 percent) of respondents took fewer Handy Ride trips. Another 10 percent took more trips and over one-third (33 percent) made no changes in the number of Handy Ride trips taken during COVID. Nearly one-fifth (18 percent) did not use Handy Ride at all during COVID.
- Among the 82 percent of respondents who used Handy Ride during COVID, over three-fifths (61 percent) used Handy Ride for medical/dental trips. Another 13 percent used Handy Ride for shopping trips, with social/recreation (7 percent), work/business (6 percent), and errands/personal (6 percent) following in order.
- Among the 56 percent of respondents who took fewer trips or no trips at all on Handy Ride during COVID, these respondents handled their transportation needs in the following ways: obtained rides from family and friends (45 percent), stayed home more often (36 percent), used the FAX bus, medical transport, and their own car (12 percent), and used Uber, Lyft, and taxis (6 percent).

Conclusions

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' driving skills and drivers' safety consciousness and drivers' enforcement of COVID safety protocols. Also among the most satisfactory features are the reservation staff's COVID screening and the value of Handy Ride for the price. Driver courtesy is of relevance because it is not only satisfactory in the opinion of the customers, but it is also very important to them. Features of the Handy Ride system for which improvement would lead to even higher satisfaction ratings are will-call pickups, scheduled on-time pickups, and overall comfort of van or sedan.

Introduction and Methodology

Fresno Area Express (FAX) is governed by the City of Fresno and is the largest public transportation provider in the Central San Joaquin Valley region, with 5.6 million passenger trips in FY 2021. FAX service consists of over 100 buses, approximately 1,500 bus stops, and 18 fixed routes in the City of Fresno including three major hubs: Downtown Transit Mall; Manchester Transit Center along Blackstone Avenue north of Shields; and a transfer point at River Park Shopping Center in north Fresno.

The Americans with Disabilities Act (ADA) of 1990 requires public transportation agencies to provide paratransit service to eligible persons with disabilities. FAX, therefore, operates Handy Ride – a service designed to meet the transportation needs of eligible persons with disabilities who cannot functionally use the FAX fixed-route bus system. Handy Ride is a shared ride, curb-to-curb service that operates within area boundaries that are generally indicated to be Copper Avenue to the north, east to Willow Avenue, south to Ashlan Avenue, east to Temperance Avenue, south to Central Avenue, west to Polk Avenue, north to the Fresno County line, and east to Copper Avenue. Handy Ride provided 5.6 million customer trips in fiscal year 2021.

Handy Ride operates at the following hours:

Monday–Friday: 5:30 a.m.-12 midnight

Saturday: 6:30 a.m.–12 midnight.

Sunday: 6:30 a.m.—7:00 p.m.

Fresno Area Express has presently elected to conduct a statistically reliable customer opinion and satisfaction telephone survey among Handy Ride’s customer base. The purpose of the survey is twofold – first, to provide current information and opinions concerning customer satisfaction regarding the Handy Ride system, and second to compare the results of this 2022 study with the results of the 2011, 2014, and 2018 Handy Ride customer satisfaction studies. References will be made in the text to 2004 and 2007, where it is noteworthy.

Rea & Parker Research was selected to conduct the 2022 study. Specifically, the research is to:

- Determine overall satisfaction with the services provided by the Handy Ride system.
- Determine opinions and perceptions of various issues including:
 - Safety on board Handy Ride vehicles
 - Level of dependency on Handy Ride for transportation needs

- Wait times for will-call and scheduled pick-ups
 - Use of the FAX fixed-route bus
 - Number of weekly one-way trips on Handy Ride
 - Trip purpose and length of time using Handy Ride
 - Driver performance
 - Comfort and cleanliness of vehicles
 - Covid Protocols
- Obtain demographic data about the population for use in descriptive analysis and crosstabulations of data that can be useful in the development of policy.
 - Compare the results of this survey with the results of the 2018, 2014, and 2011 Handy Ride customer satisfaction surveys.

Sample

A sample of 254 respondents was selected from a base of 2,768 Handy Ride customers who had used the system within the past 3 years. This sample size yields a margin of error of +/- 5.9 percent at the 95 percent level of confidence. This figure represents the widest interval that occurs when the survey question represents an approximate 50 percent-50 percent proportion of the sample. When it is not 50 percent, the interval is somewhat smaller. For example, in the survey findings that follow, 52 percent of respondents indicate that are very satisfied with the overall service provided by Handy Ride. This means that there is a 95 percent chance that the true proportion of the Handy Ride customer base (from which the sample was drawn) is between 46.1 percent and 57.9 percent (52 percent +/-5.9 percent).

If the customer was not able to respond to survey questions, the interviewer asked to speak with a caretaker or friend/relative, or someone willing to answer questions on behalf of the customer. Approximately 93 percent of the respondents were the customers, themselves. Another 4 percent of the respondents were friends or relatives of the customer and 3 percent were caregivers. The survey was administered in English and Spanish, and it was conducted from February 12, 2022 through February 20, 2022. The total survey cooperation rate was 75.6 percent, as indicated in Table 1 (254 successful interviews—57 refusals and 25 midterm terminations). This survey report has been divided into seven information components as follows:

- Demographic Statistics/Respondent Characteristics
- Customer Satisfaction with Handy Ride Service
- Pickup and Wait Times on the Handy Ride System
- Other Handy Ride Time Considerations
- Handy Ride Customer Trip Characteristics
- Method of Fare Payment and Electronic Technology
- Use of FAX Fixed-Route Bus and Exclusive Reliance on Handy Ride
- Covid Protocols

Charts have been prepared for each of these major components depicting the basic survey results. Subgroup analyses for different age groups, various levels of education, gender, different income categories, and ethnicity of residents are presented in a succinct, bulleted format when statistical significance and relevance warrants such treatment.

Table 1 Call Dispositions		
	Frequency	Percent
Initial Refusal	57	7.2
Deceased/Deaf	30	3.8
Disconnected #	13	1.6
Wrong #	109	13.7
No Answer/Blocked/Fax	21	2.6
Left Message	285	35.9
Terminated Midterm	25	3.2
Completed	254	32.0
Total	794	100.0

Lists of open-ended responses to survey questions, frequency distributions, and the survey instrument are contained in the Appendix.

Survey Findings

Demographic Statistics/Respondent Characteristics

Table 2 presents selected demographic characteristics of the survey respondents. Nearly two-thirds of respondents (66 percent) are female, and English is the primary language spoken in the home for over 9 in 10 (92 percent) of respondents. Over one-fifth of respondents (22 percent) consider themselves to have limited English proficiency. Approximately one-third (34 percent) of respondents are White and an effectively equal percentage are Hispanic/Latino (33 percent), followed by African American (19 percent). Nearly four-fifths of respondents (78 percent) earn an annual household income of less than \$20,000 (40 percent less than \$10,000 and 38 percent between \$10,000 and \$19,999). Nearly one-half of respondents (48 percent) are between 55 and 74 years of age and another 19 percent indicate that they are 75 years of age and above.

**Table 2:
Handy Ride Customer Demographics**

Characteristic	2022	2018	2014	2011
Work Status				
Disabled and Unable to Work	54%	65%	47%	42%
Retired	23%	24%	37%	35%
Student	5%	2%	3%	6%
Unemployed	5%		2%	11%
Employed Full-Time	4%	4%	5%	3%
Employed Part-Time	4%	4%	2%	3%
Homemaker	2%	1%	2%	0%
Self-Employed	1%		2%	0%
Age				
Under 18-to-34	14%	8%	6%	6%
35-to-54	19%	18%	18%	26%
55-to-74	48%	58%	50%	41%
75 and Older	19%	16%	26%	27%
Education				
Less than 8 th Grade	5%	7%	6%	11%
Some High School	15%	15%	19%	15%
High School Graduate	45%	44%	41%	30%
Vocational/Technical School	9%	12%	13%	19%
College Graduate	26%	22%	21%	25%
Ethnicity				
White	34%	39%	48%	43%
Hispanic/Latino	33%	31%	26%	26%
African American/Black	19%	21%	17%	24%
American Indian/Alaska Native	2%	3%	3%	1%
Asian/Southeast Asian/ Filipino/Pacific Islander	7%	2%	5%	4%
Middle Eastern/Other	1%	1%	1%	1%
Mixed Ethnicities	4%	3%	2%	1%
Annual Household Income				
Less than \$10,000	40%	34%	32%	53%
\$10,000-\$19,999	38%	36%	41%	27%
\$20,000-\$29,999	11%	11%	12%	9%
\$30,000-\$39,999	8%	8%	5%	5%
\$40,000-\$49,999	1%	5%	4%	4%
\$50,000 or more	2%	6%	6%	2%

**Table 2 (continued):
Handy Ride Customer Demographics**

Characteristic	2022	2018	2014	2011
Gender				
Male	34%	38%	34%	34%
Female	66%	62%	66%	66%
Limited English Proficiency				
Yes	22%			
No	78%			
Primary Language in Home				
English	92%	88%	92%	
Spanish or Spanish Creole	5%	10%	6%	
Punjabi	1%			
Armenian	1%			
Mon Khmer/ Cambodian, Other Indic	1%			
Major Residential Zip Codes				
93727	17%	15%	12%	12%
93726	10%	10%	14%	7%
93722	8%	9%	13%	10%
93706	8%	6%	6%	9%
93710	8%	7%	6%	5%
93705	7%	9%	10%	7%
93721	6%			
93702	6%	7%	5%	10%
93704	5%	4%	6%	
93728	4%	5%	4%	
93725	3%			
93720	3%	5%	4%	
93711	3%	6%	3%	6%
93703	3%	6%	6%	
Active-Duty Military or U.S. Veteran				
Yes	6%			
No	94%			
Respondent				
Handy Ride Customer	93%	96%	93%	
Friend or Relative of Customer	4%	3%	6%	
Care Giver	3%	1%	1%	

Over one-fourth of respondents (26 percent) have a college degree or more education while nearly two-thirds (65 percent) have a high school education or less. Over one-half of respondents (54 percent) are disabled and unable to work and another 23 percent are retired. The major residential zip codes of the respondents are as follows: 93727 (17 percent), 93726 (10 percent), and 93722, 93706, and 93710 (8 percent each). Well over 9 in 10 respondents (94 percent) are neither active-duty military nor a U.S. Veteran.

Respondent characteristics for the Handy Ride surveys conducted in 2018 and 2014 and 2011 differ from the 2022 respondent characteristics in the following ways:

- In 2022, 54 percent of respondents reported being disabled and unable to work. This is a somewhat higher percentage than in 2014 (47 percent) and 2011 (42 percent) but notably lower than in 2018 (65 percent).
- In 2022 and 2018, nearly one-fourth (23 percent and 24 percent respectively) indicated that they are retired while 37 percent reported their work status as retired in 2014; similarly, in 2011, 35 percent of respondents indicated that they were retired.
- Whites represent 34 percent of the sample in 2022 --- a decline from 2018 (39 percent) and from 2014 and 2011 where Whites represented 48 percent and 43 percent of their respective samples.
- The percentage of households earning an annual income of less than \$10,000 is 40 percent in 2022 which is somewhat higher than in 2018 (34 percent) and in 2014 (32 percent). However, it is notable that the percentage of households earning less than 10,000 in 2011 (53 percent) was considerably higher than in the three succeeding survey years. Conversely, in 2011, 27 percent earned between \$10,000 and \$19,999 while in 2022, 2014 and 2018, 38 percent 36 percent, and 41 percent respectively earned between \$10,000 and \$19,999.
- In 2011, 56 percent of respondents reported having a high school education or less; in 2022, 65 percent reported this level of education, and similarly, in 2014 and 2018, 66 percent reported an education level of high school or less.

Handy Ride Customer Trip Characteristics

Chart 1 shows that approximately three-fourths (71 percent) of Handy Ride customers have used the service 1.5 years or more, including 51 percent that used the service for 3 or more years. The current customers have somewhat less tenure as riders of Handy Ride than the customers in the 2018 and 2014 surveys -- 76 percent of respondents were riders 1.5 years or more in 2018 and 77 percent were riders of 1.5 years or more in 2014. This is reflected in the increase in newer riders (less than one year) to 18 percent in 2022 versus 11 percent in 2018 and 14 percent in 2014. These data indicate a strong and sustained ridership on the Handy Ride system. This considerable retention of riders and small increase in newer riders is consistent with the very high level of satisfaction that is shown in the next section.

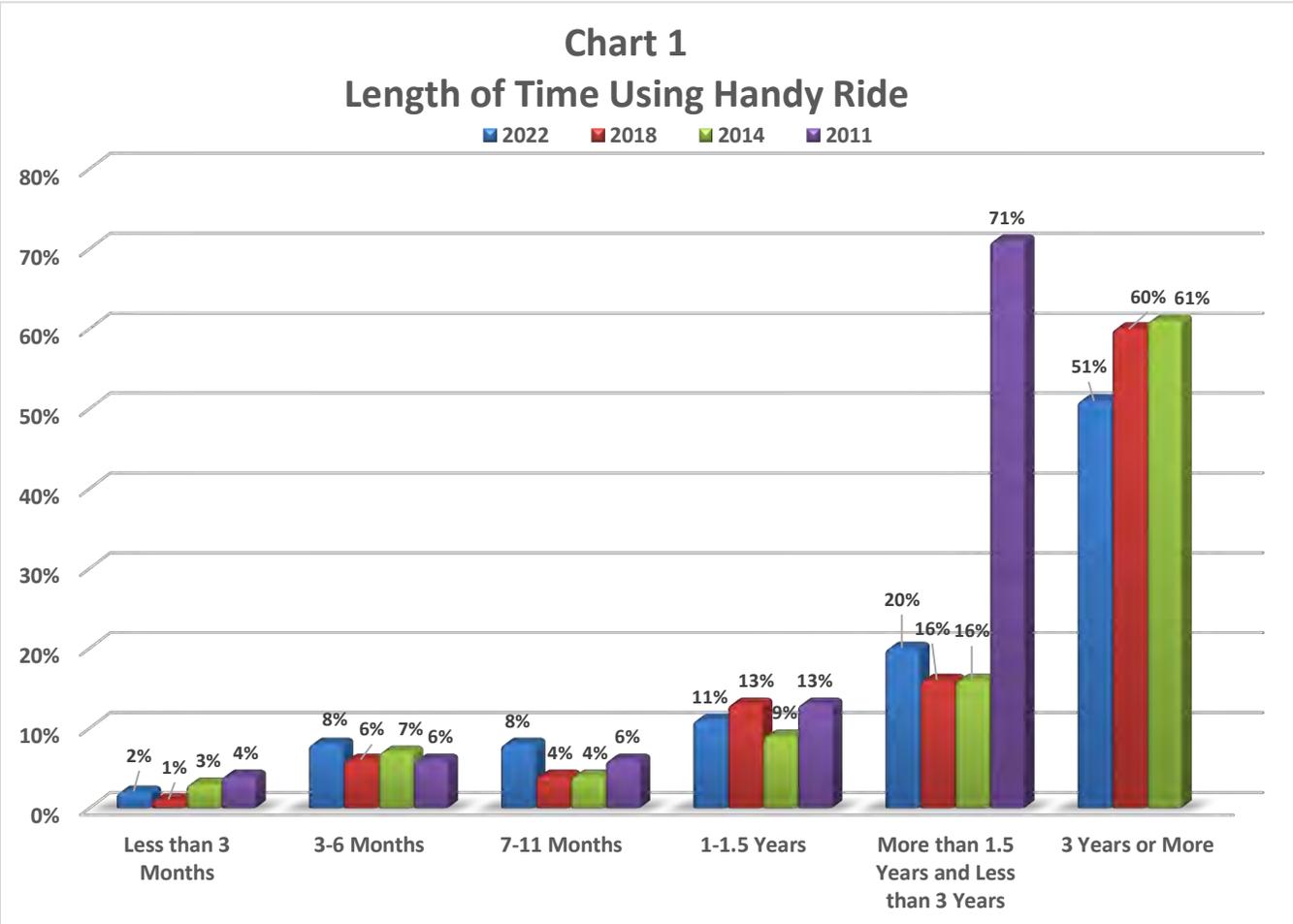


Chart 2 indicates that over two-fifths (44 percent) of respondents make 1 to 2 one-way trips per week on Handy Ride and this is consistent with the results of the 2018 survey where 40 percent of customers made 1- 2 one-way trips per week and the 2014 survey where 39 percent of customers made 1 to 2 one-way trips per week. Comparing the mean number of one-way trips in 2022 (mean = 3.78 one-way trips per week) and the mean number of such trips in prior years (2018 mean = 3.96; 2014 mean = 3.87) again demonstrates this consistent travel behavior by Handy Ride customers. These findings for 2014 and 2018 represent a substantial change over the 2011 survey where 27 percent made 1-2 trips per week.

In the current survey year (2022), over one-half (52 percent) of respondents plan to make more Handy Ride trips in the next three months. This represents an increase in planned trips over the three previous survey periods where approximately two-fifths (41 percent to 43 percent) of respondents planned to take more Handy Ride trips in the next three months (**Chart 3**).

Chart 2 Number of Weekly One-Way Trips

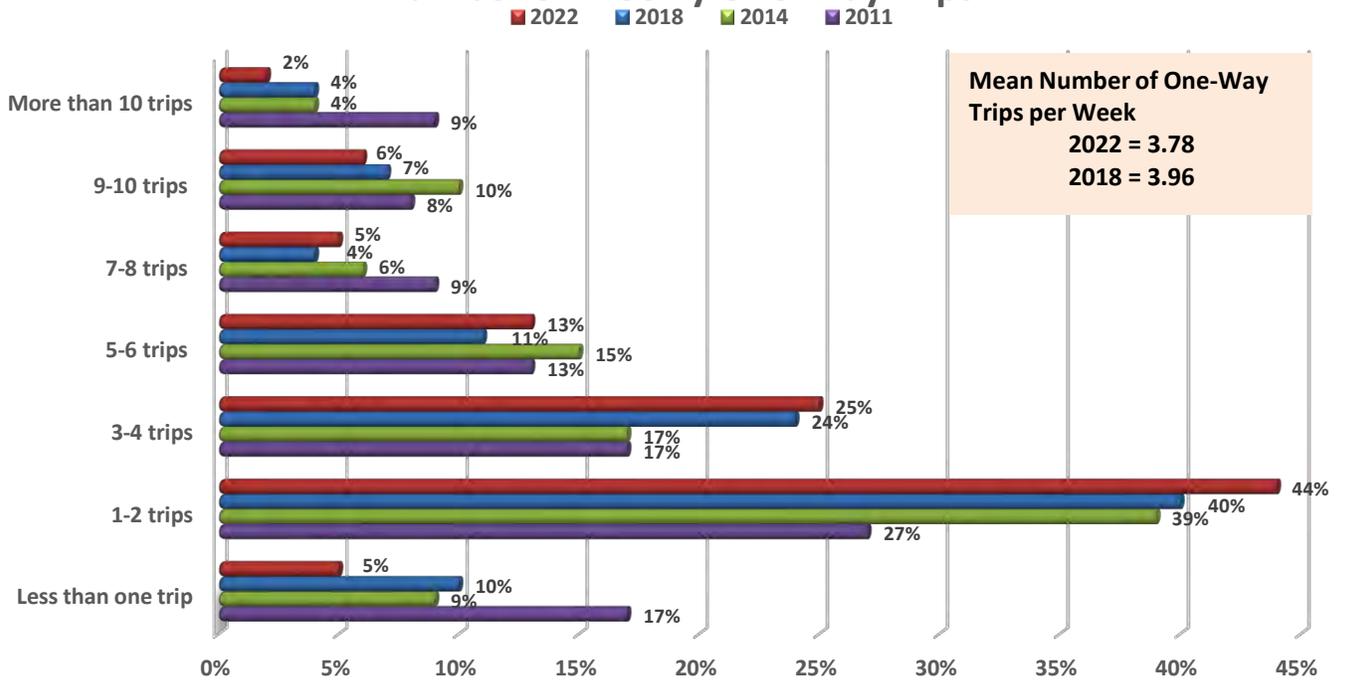
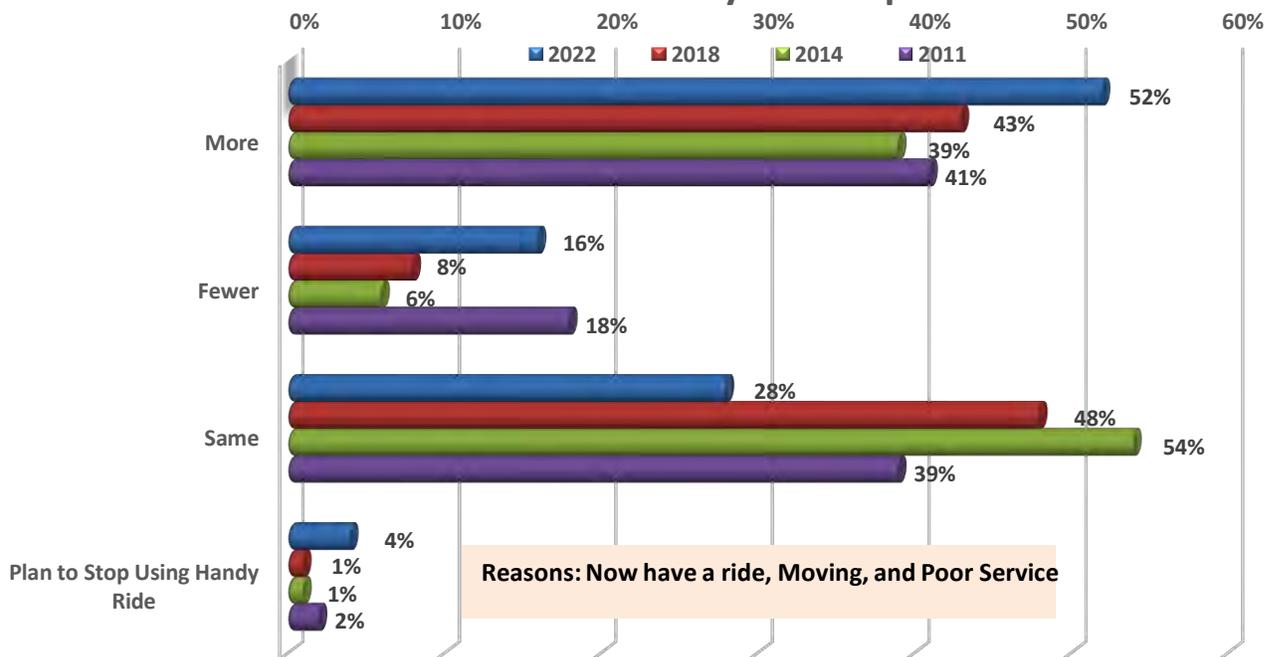


Chart 3 Plan to Take More or Fewer Handy Ride Trips in Next 3 Months



In 2022, 16 percent plan to take fewer Handy Ride trips in the next three months, and over one-fourth (28 percent) plan to take the same number of trips. In prior years, the proportion of customers planning to take the same number of trips in the coming 3 months was greater than in 2022 (likely related to COVID, as will be explored in a later section of this report), and correspondingly the proportion planning fewer trips was less in those earlier years. Only 4 percent plan to stop using the service—slightly higher than in past years.

Among the 48 percent of respondents who do not plan to take more Handy Ride trips in the next three months, the primary reason for making this decision is that they can make use of other travel modes (30 percent--**Chart 4**). Another 25 percent indicated that they have fewer appointments scheduled for them to attend.

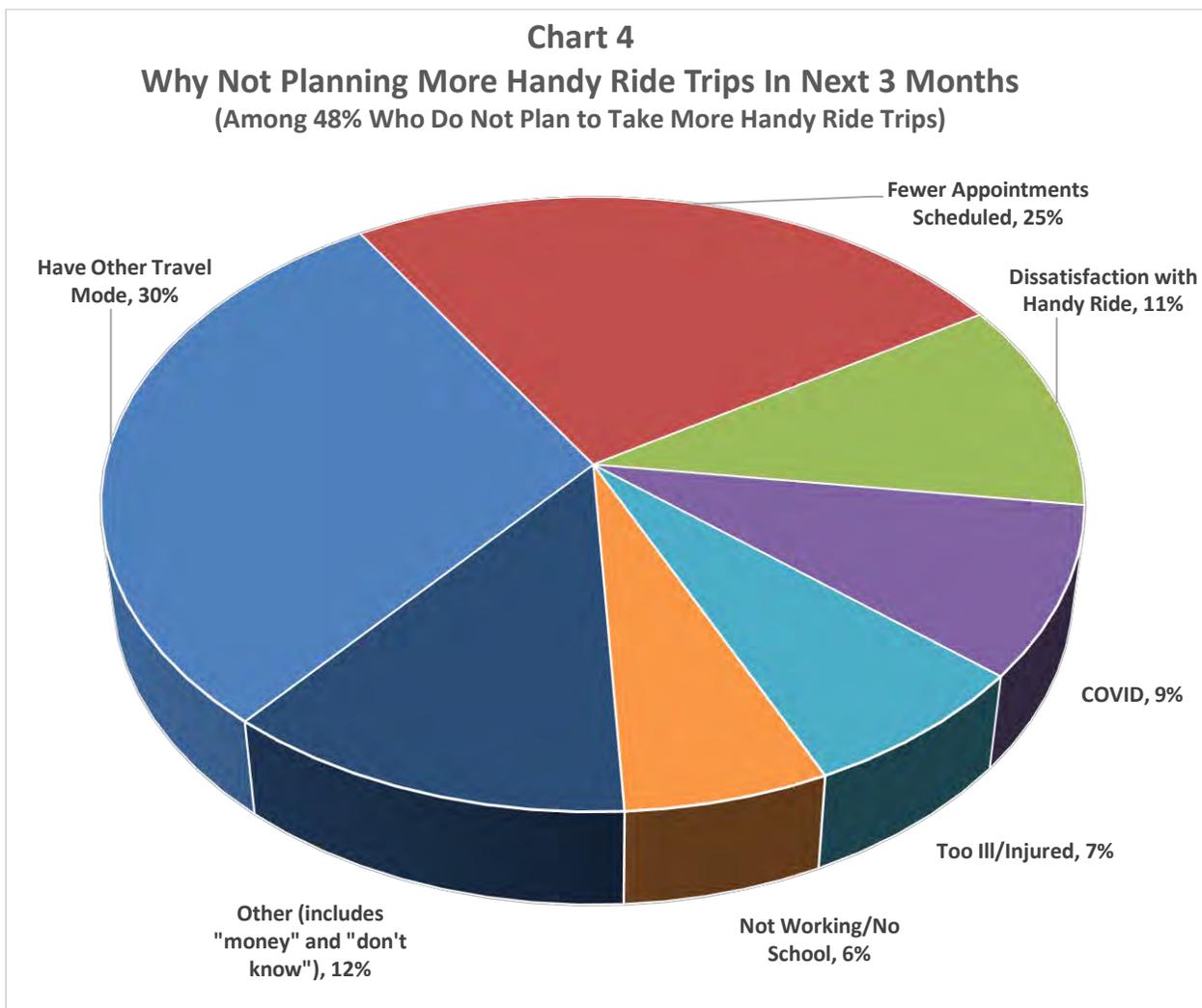
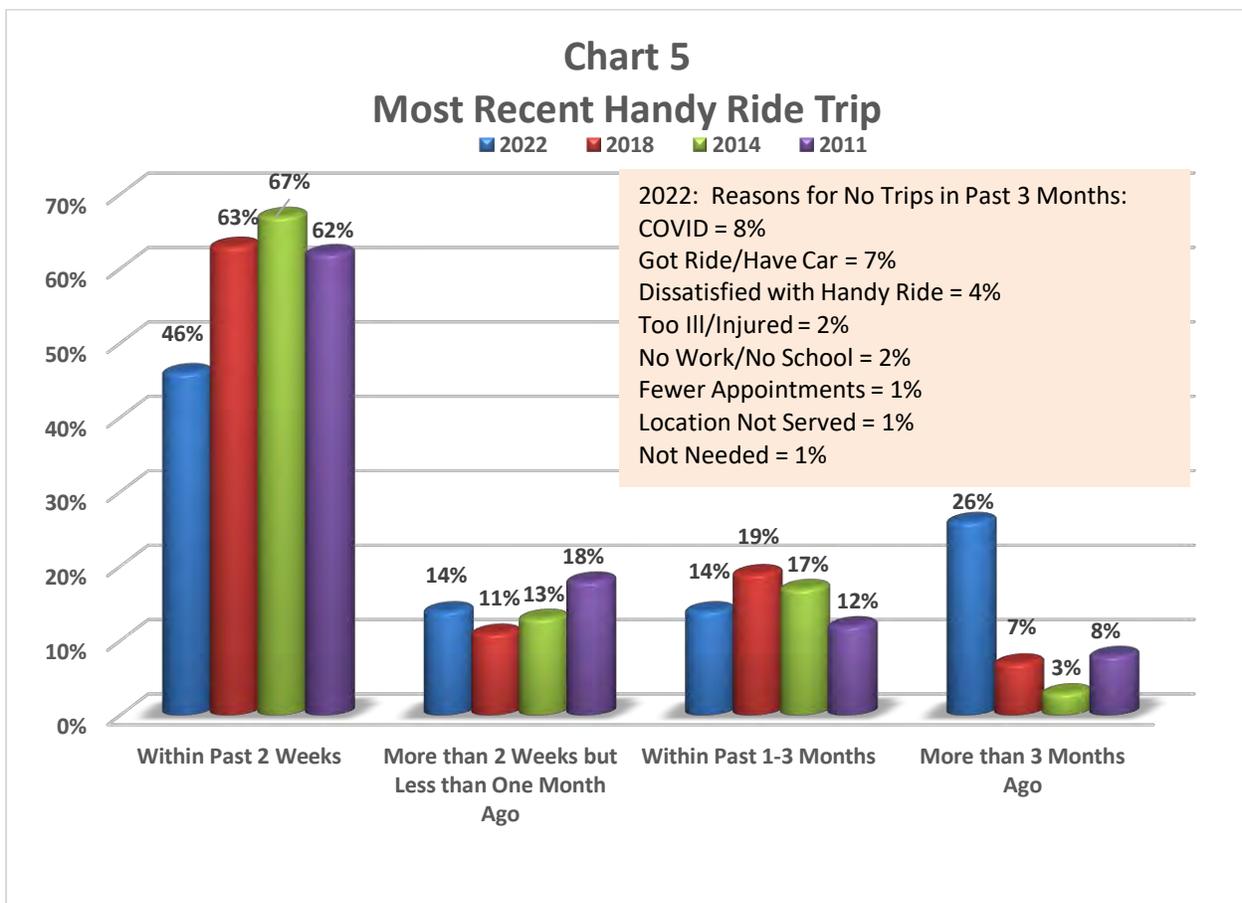


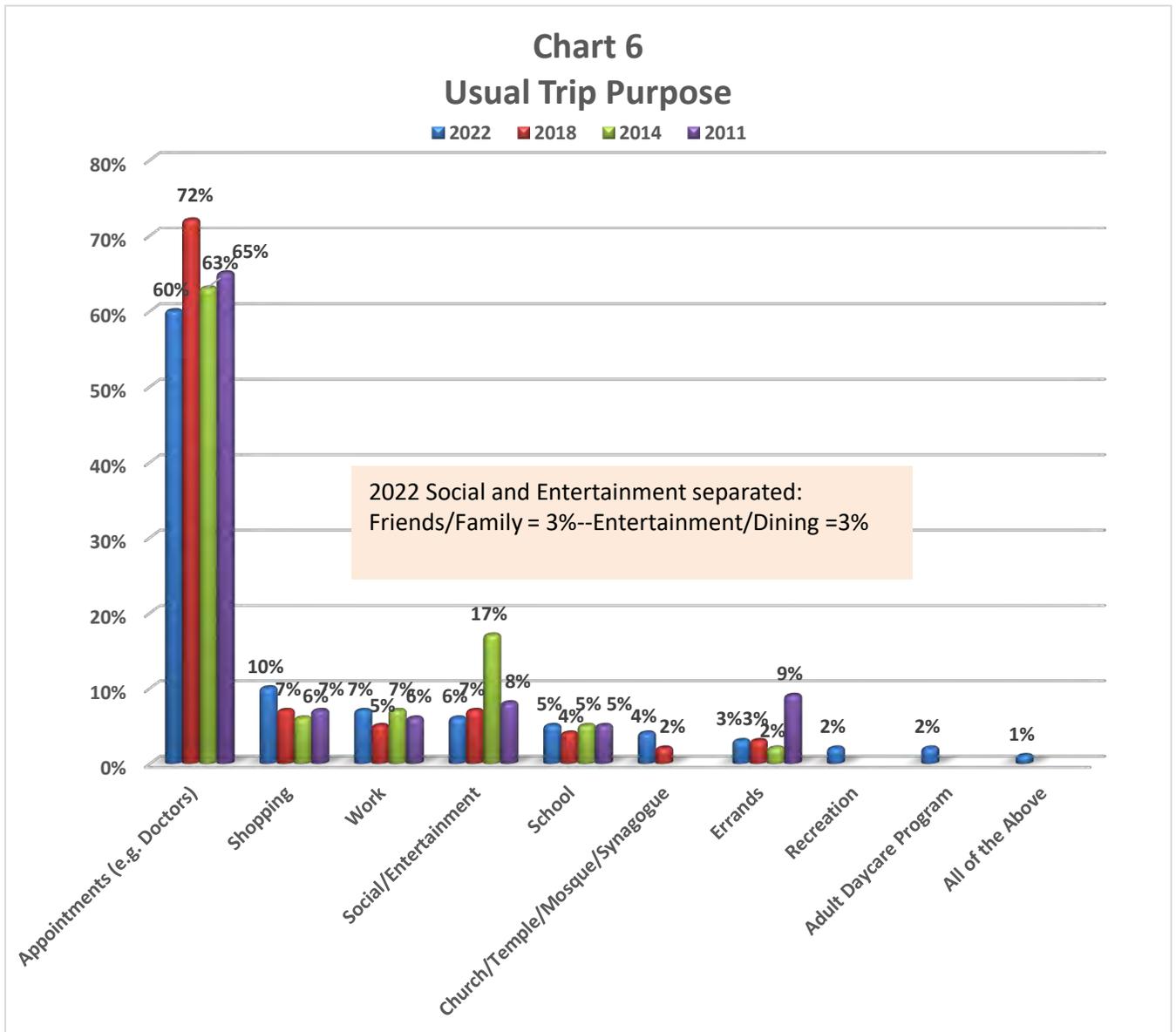
Chart 5 indicates that nearly one-half (46 percent) of customers in the current survey have taken their most recent Handy Ride trip within the past 2 weeks. This finding indicates that current customers (2022) are making a substantially lower percentage of trips within the past 2 weeks than customers of previous survey periods. Specifically, in the 2018, 2014, and 2011 survey periods, 63 percent, 67 percent, and 62 percent, respectively, took their most recent ride within the past 2 weeks. This finding is further confirmed by noting that over one-fourth (26 percent) of current customers (2022) made their most recent Handy Ride trip over three months ago. This is a considerably longer period than customers of the 2018, 2014, and 2011 surveys. Respondents indicated several reasons for not taking Handy Ride trips during the last 3 months: The dominant reasons are COVID (8 percent), availability of a ride/have car (7 percent), and some degree of dissatisfaction with Handy Ride (4 percent).



Three-fifths (60 percent) of customers indicate that their dominant trip purpose made on the Handy Ride system is going to appointments, such as doctors' visits (**Chart 6**). This finding represents a decrease over the results in 2018 (72 percent with appointments as the dominant trip purpose). The current finding is more consistent with the results of the 2014 and 2011 surveys where 63 percent and 65 percent, respectively, indicated that appointments were their most common trip. In 2007 and 2004, appointments comprised 78

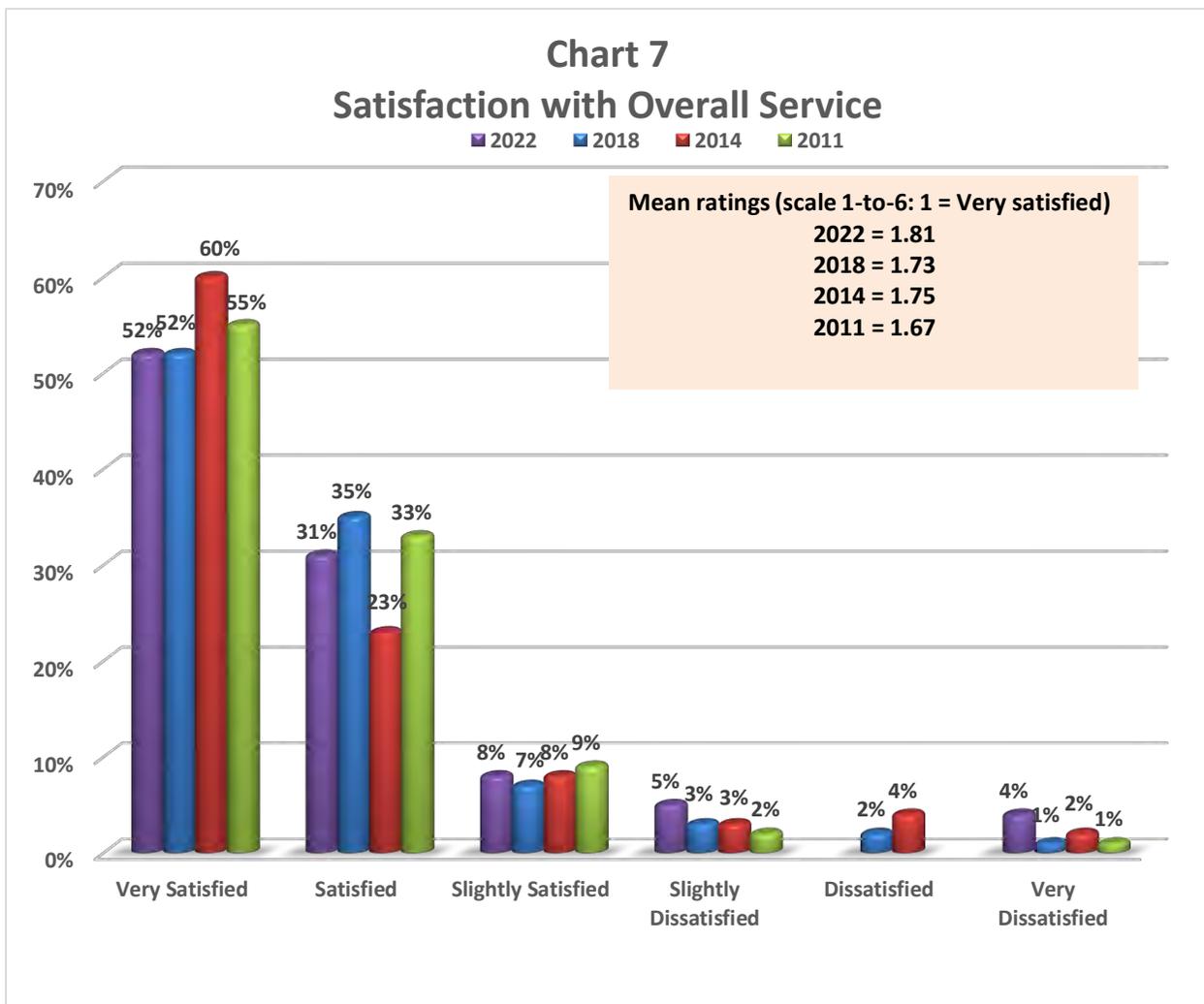
percent of trips taken on the Handy Ride system It is noteworthy that in the current survey, 10 percent of trips were made for purposes of shopping—a slight increase from 7 percent in 2018.

- As would be expected, customers, who travel to and from medical/dental appointments as their most common trips, are older (75 years of age and over (66.7 percent) as opposed to those who are younger -- 55 – 74 years of age (46.4 percent).
- Customers who typically pay their fare with cash travel to and from medical/dental appointments as their most common trip (66 percent) more than do those customers who tend to use the Handy Ride Pass (43 percent).
- Customers, who travel to and from work as their dominant trip purpose, primarily use the Handy Ride Pass (18 percent) to pay their fare as opposed to using cash (4 percent).



Customer Satisfaction with Handy Ride Service

Overall Satisfaction: Chart 7 shows that Handy Ride customers demonstrate a high level of satisfaction with the Fresno Area Express Handy Ride Service. In fact, 83 percent are either very satisfied (52 percent) or satisfied (31 percent). This high level of satisfaction is reflected in the overall mean satisfaction rating of 1.81 for the 2022 survey (mean rating based upon a scale of 1 to 6, where 1 = very satisfied and 6 = very dissatisfied). This level of satisfaction is relatively consistent with the satisfaction levels in 2011 (88 percent were either very satisfied or satisfied), in 2014 (83 percent were either very satisfied or satisfied), and in 2018 (87 percent were either very satisfied or satisfied). Similarly, the mean satisfaction ratings in 2011 (1.67), in 2014 (1.75), and 2018 (1.73) are comparable (although a little lower) to the mean satisfaction level of 1.81 in 2022. This pattern of high satisfaction with the Handy Ride service has been the pattern over the last 18 years – in the 2004 survey, the overall mean satisfaction rating was 1.70 and in 2007, the mean rating was 1.91.



The following subgroups are more likely to be satisfied with the overall performance of the Handy Ride System: (scale: 1 = very satisfied, 2 = satisfied, 3 = slightly satisfied, 4 = slightly dissatisfied, 5 = dissatisfied, and 6 = very dissatisfied):

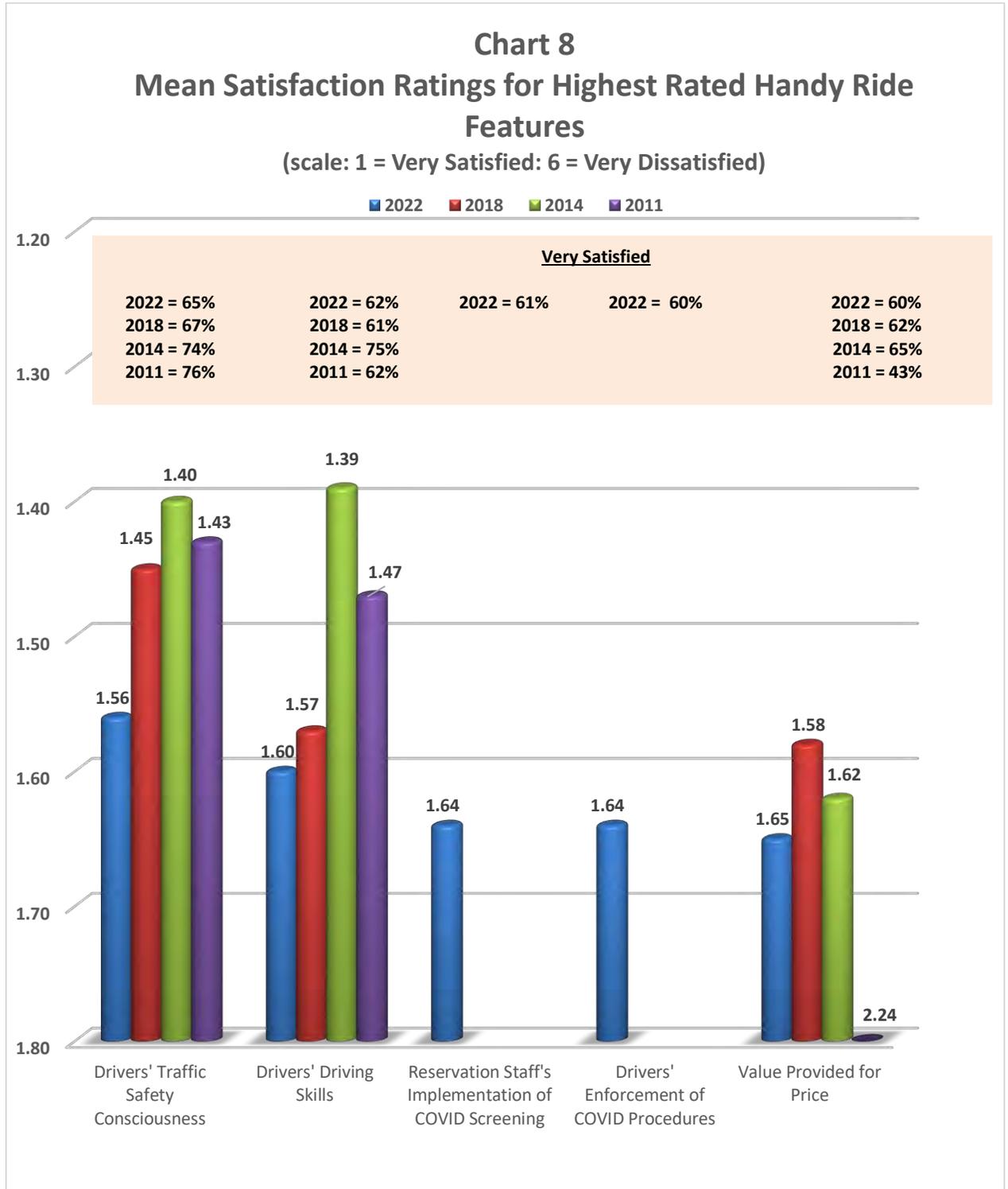
- Customers who have taken more recent Handy Ride trips (trips taken during the last 4 weeks (mean of 1.63) versus customers whose last Handy Ride trip was more than 3 months ago (mean of 2.20).
- Older customers – 55-74 (mean of 1.58) versus younger customers – under 55 – (mean of 2.08).
- Customers who do not use the Internet (mean of 1.58) versus those who do use the Internet (mean of 1.96).
- Customers who feel very safe (mean of 1.68) versus somewhat safe (mean of 2.33) inside Handy Ride vehicles.
- Customers who are more in agreement that they depend on Handy Ride for all their transportation needs indicate a greater level of satisfaction with the overall performance of the Handy Ride system (strongly agree—mean of 1.44 versus strongly disagree (mean of 2.36) and disagree (mean of 2.69)).
- Customers who never had to wait over 90 minutes for a will-call pickup (mean of 1.61) and those who had to wait more than 90 minutes on only one or two occasions (means of 1.81) versus customers who had to wait more than 90 minutes on 3 or more occasions (mean of 2.30).
- Customers who never had to wait over 30 minutes for a scheduled pick (mean of 1.68) and those who had to wait for a scheduled pickup more than 30 minutes once or twice (mean of 1.61) versus customers who had to wait more than 30 minutes on 3 or more occasions (mean of 2.17).

Satisfaction with Features of Handy Ride Service: Charts 8 through 11 display satisfaction ratings for various features of Handy Ride service. **Chart 8** depicts the level of satisfaction associated with the highest rated Handy Ride features. In the current survey, customers provide the highest mean ratings for drivers’ safety consciousness (mean of 1.56) followed by drivers’ driving skills (mean of 1.60), reservation staff’s implementation of COVID screening protocols, and drivers’ enforcement of COVID procedures (each a mean of 1.64), and value of Handy Ride service provided for the price (mean of 1.65). Generally, the overall mean satisfaction ratings for this first tier of features in the 2022 survey are somewhat less favorable than they were in the 2018, 2014, and 2011 surveys. It is noteworthy that in 2022, 65 percent of respondents are very satisfied with drivers’ traffic safety consciousness – a lower level of satisfaction than in 2014 and 2011 when the very satisfied respondents reached 74 percent and 76 percent, respectively.

The following subgroups are more likely to be satisfied with the drivers’ traffic safety consciousness: (scale: 1 = very satisfied, 2 = satisfied, 3 = slightly satisfied, 4 = slightly dissatisfied, 5 = dissatisfied, and 6 = very dissatisfied):

- Older customers 55 - 74 (mean of 1.33) as opposed to younger customers -- under 35 (mean of 1.97)
- Customers who are more in agreement that they depend on Handy Ride for all their transportation needs indicate a greater level of satisfaction with drivers’ traffic safety consciousness (strongly agree—mean of 1.36 versus agree (mean of 1.75).

- Customers who have not visited the FAX website (mean of 1.48) as opposed to those who have visited this website (mean of 1.76).
- Customers who do not use the Internet (mean of 1.37) versus those who do use the Internet (mean of 1.70).



The following subgroups are more likely to be satisfied with the drivers' driving skills:

- Customers who have taken more recent Handy Ride trips (trips taken during the last 4 weeks (mean of 1.42) versus customers whose last Handy Ride trip was more than 3 months ago (mean of 1.91).
- Customers who are 55 – 74 years old (mean of 1.32) versus all other age groups (mean of 1.85)
- Customers who never had to wait over 90 minutes for a will-call pickup (mean of 1.42) versus those who had to wait more than 90 minutes on 3 or more occasions (mean of 1.76) and had to wait more than 90 minutes on only one or two occasions (means of 1.76).

The following subgroups are more likely to be satisfied with the reservation staff's implementation of Covid screening procedures:

- Customers who pay their fare with cash (mean of 1.54) versus those who pay with the Handy Ride Pass (mean of 1.91).
- Customers who are more in agreement that they depend on Handy Ride for all their transportation needs indicate a greater level of satisfaction with the reservation staff's implementation of Covid screening (strongly agree—mean of 1.39 and agree – mean of 1.82) versus strongly disagree (mean of 3.00).

The following subgroups are more likely to be satisfied with the drivers' enforcement of COVID procedures:

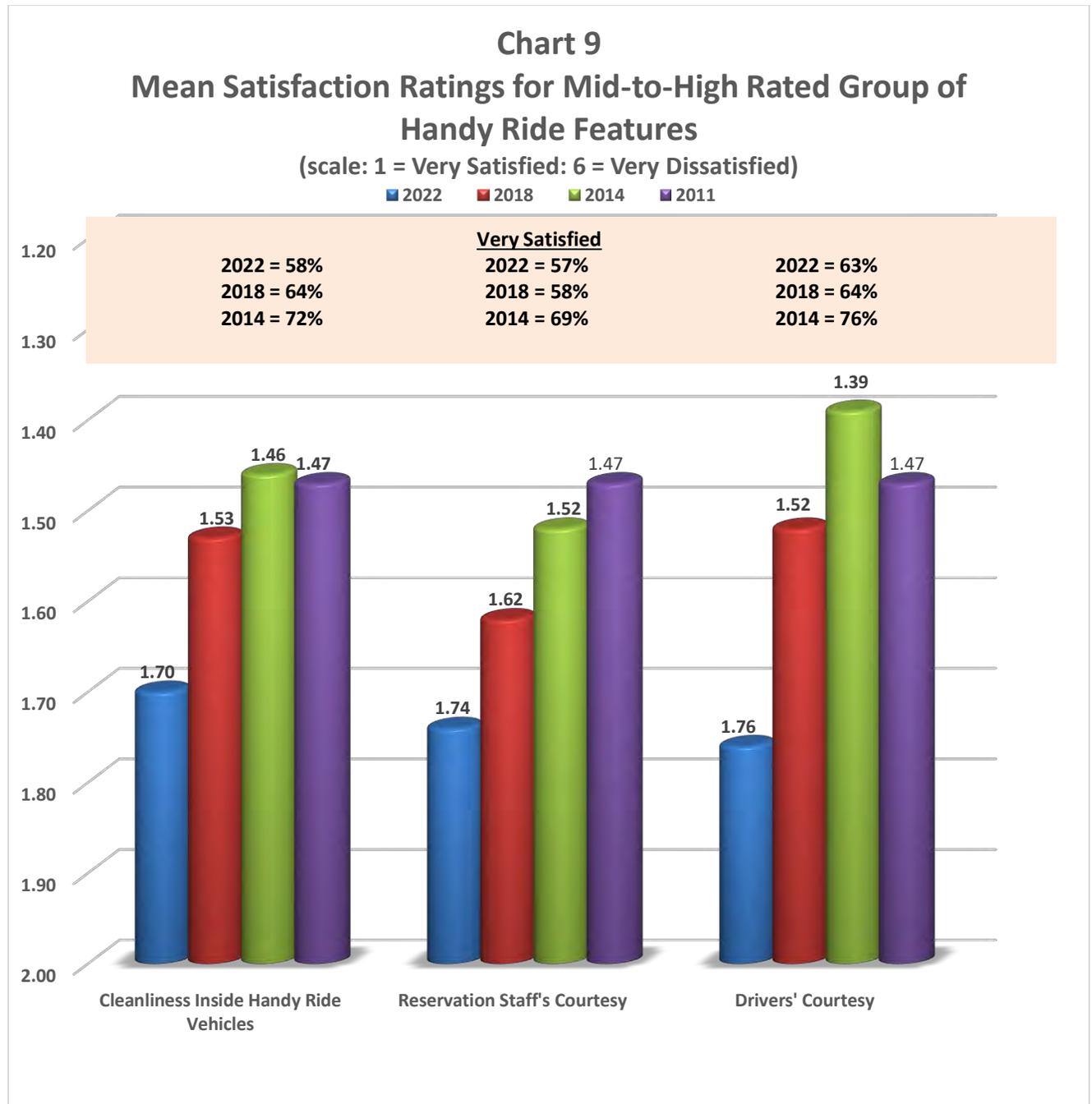
- Older customers – 55 - 74 (mean of 1.39) versus younger customers – under 35 (mean of 2.16).
- Customers who do not use a smartphone (mean of 1.40) versus those who do use a Smart phone (mean of 1.79).
- Customers who do not use the Internet (mean of 1.45) versus those who do use the Internet (mean of 1.77).
- Customers who never had to wait over 30 minutes for a scheduled pickup (mean of 1.66) or only had to wait more than 30 minutes once or twice (mean of 1.41) versus those who had to wait more than 30 minutes on 3 or more occasions (mean of 1.88).

The following subgroups are more likely to be satisfied with the value of Handy Ride provided for the price:

- Customers who do not use the Internet (mean of 1.46) versus those who do use the Internet (mean of 1.78).
- Customers who are more in agreement that they depend on Handy Ride for all their transportation needs indicate a greater level of satisfaction with the value provided for the price (strongly agree—mean of 1.45 versus strongly disagree (mean of 2.18) and disagree (mean of 2.17).
- Customers who had to wait over 30 minutes for a scheduled pickup once or twice (mean of 1.47) versus those who had to wait more than 30 minutes on 3 or more occasions (mean of 1.87).

Chart 9 indicates mean satisfaction ratings for the mid-to-high rated group of Handy Ride features. In the current survey, mean ratings are as follows: cleanliness inside Handy Ride vehicles (mean of 1.70), reservation staff's courtesy (mean of 1.74), and drivers' courtesy (mean of 1.76). Approximately three-fifths of customers (range of 57 percent to 63 percent) are very satisfied with the service provided by these

features. As with the higher-rated features, satisfaction ratings have declined somewhat from earlier surveys.



The following subgroups are more likely to be satisfied with cleanliness inside Handy Ride vehicles: (scale: 1 = very satisfied, 2 = satisfied, 3 = slightly satisfied, 4 = slightly dissatisfied, 5 = dissatisfied, and 6 = very dissatisfied):

- Older customers – 55-74 years of age (mean of 1.50) versus younger customers – under 35-- (mean of 1.91).

- Customers who are more in agreement that they depend on Handy Ride for all their transportation needs indicate a greater level of satisfaction with cleanliness inside Handy Ride vehicles (strongly agree—mean of 1.49 versus agree (mean of 1.99)).
- Customers who never had to wait over 30 minutes for a scheduled pickup (mean of 1.70) or only had to wait more than 30 minutes once or twice (mean of 1.59) versus those who had to wait more than 30 minutes on 3 or more occasions (mean of 1.83).

The following subgroups are more likely to be satisfied with reservation staff’s courtesy:

- Older customers – 55-74 (mean of 1.49) as opposed to younger customers – under 55 (mean of 2.10).
- Customers who do not use a smart phone (mean of 1.51) versus those who do use a Smart phone (mean of 1.89).
- Customers who do not use the Internet (mean of 1.49) versus those who do use the Internet (mean of 1.91).
- Customers who are more in agreement that they depend on Handy Ride for all their transportation needs indicate a greater level of satisfaction with the reservation staff’s courtesy (strongly agree—mean of 1.49) versus strongly disagree (mean of 2.55) and disagree (mean of 2.23).
- Customers who never had to wait over 90 minutes for a will-call pickup (mean of 1.56) versus those who had to wait more than 90 minutes on 3 or more occasions (mean of 2.04).

The following subgroups are more likely to be satisfied with the Drivers’ courtesy:

- Females (mean of 1.59) as opposed to males (mean of 1.96).
- Customers who have not visited the FAX website (mean of 1.65) as opposed to those who have visited this website (mean of 2.01).
- Customers who do not use a smartphone (mean of 1.55) versus those who do use a smartphone (mean of 1.89).

Chart 10 shows mean satisfaction ratings for the lower/middle rated group of Handy Ride features. The mean satisfaction ratings for these features in the current survey are as follows: reservation policy – reserve 1-2 days in advance (mean of 1.82), service hours (mean of 1.84), reservation hours (mean of 1.84), availability of Handy Ride information (mean of 1.88), reservation staff’s accuracy (mean of 1.94), and overall comfort of the van or sedan (mean of 1.98). Respondents who indicated that they are very satisfied with these features range from 49 percent (overall comfort of the van or sedan) to 54 percent (reservation policy – reserve 1-2 days in advance). There is minimal to no improvement in satisfaction associated with these lower/middle rated features since the 2014 and 2018 surveys.

The following subgroups are more likely to be satisfied with reservation policy—reserve 1-2 days in advance: (scale: 1 = very satisfied, 2 = satisfied, 3 = slightly satisfied, 4 = slightly dissatisfied, 5 = dissatisfied, and 6 = very dissatisfied):

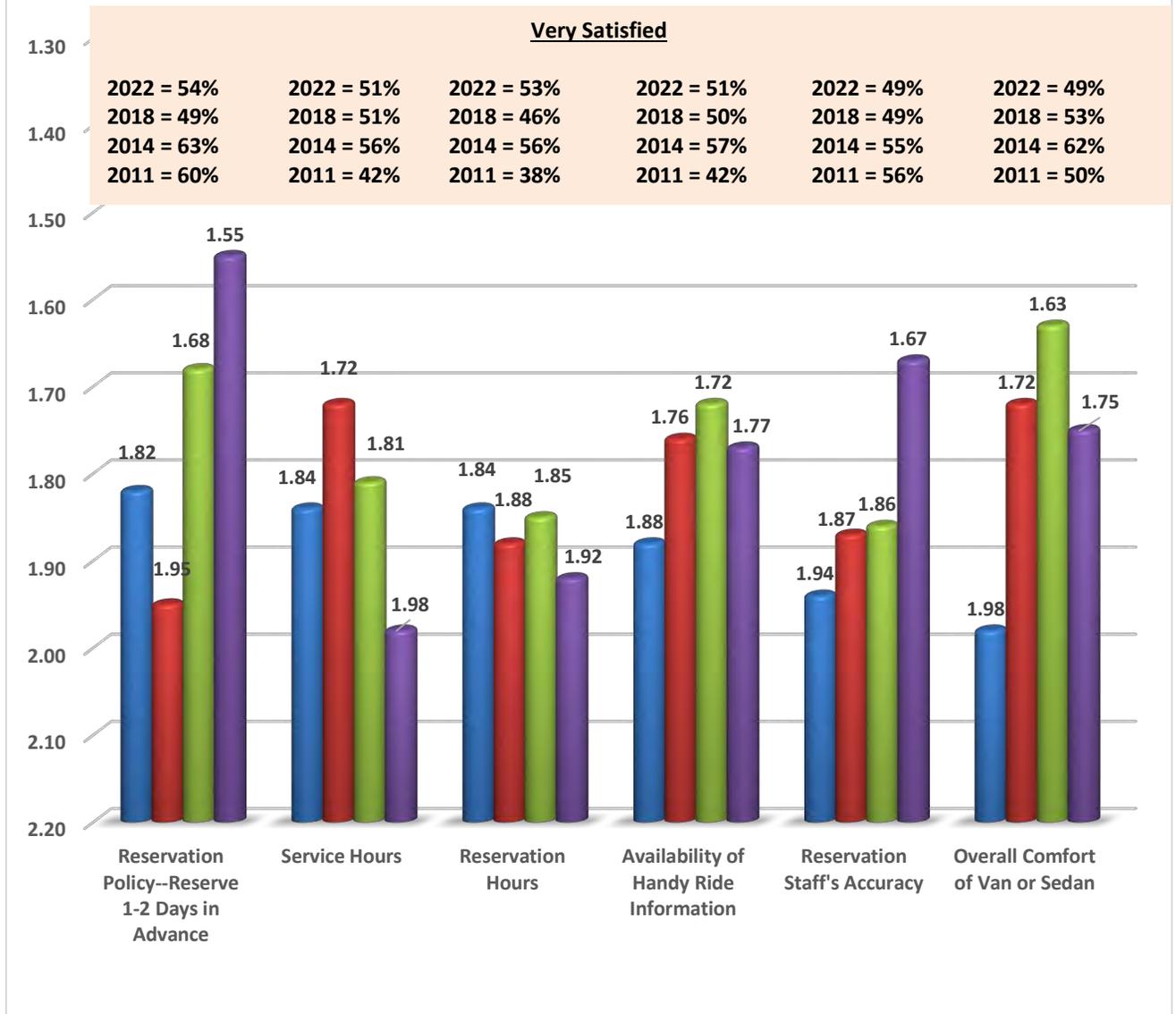
- Customers whose Handy Ride trip was more recent (trip less than 4 weeks ago – mean of 1.42) versus those who used Handy Ride more than 3 months ago (mean of 2.16).
- Vocational school students (mean of 1.39) as opposed to college graduates (mean of 2.02).

- Customers who do not use the Internet (mean of 1.61) versus those who do use the Internet (mean of 1.97).
- Customers who are more in agreement that they depend on Handy Ride for all their transportation needs indicate a greater level of satisfaction with a 1–2-day advance reservation policy (strongly agree—mean of 1.53 and agree (mean of 1.84) versus disagree (mean of 3.00).

Chart 10
Mean Satisfaction Ratings for Lower/Middle Rated Group
of Handy Ride Features

(scale: 1 = Very Satisfied: 6 = Very Dissatisfied)

■ 2022 ■ 2018 ■ 2014 ■ 2011



The following subgroups are more likely to be satisfied with service hours:

- Customers who have not visited the FAX website (mean of 1.73) as opposed to those who have visited this website (mean of 2.11).
- Customers who feel very safe (mean of 1.72) versus somewhat safe (mean of 2.32) inside Handy Ride vehicles.

The following subgroups are more likely to be satisfied with reservation hours:

- Customers whose Handy Ride trip was more recent (trip less than 4 weeks ago – mean of 1.58) versus those who used Handy Ride more than 3 months ago (mean of 2.28).
- Customers who have not visited the FAX website (mean of 1.72) as opposed to those who have visited this website (mean of 2.11).
- Customers who feel very safe (mean of 1.70) versus somewhat safe (mean of 2.27) inside Handy Ride vehicles.
- Customers who are more in agreement that they depend on Handy Ride for all their transportation needs indicate a greater level of satisfaction with reservation hours (strongly agree—mean of 1.64) versus strongly disagree (mean of 2.50) and disagree (mean of 2.79).
- Customers who never had to wait over 90 minutes for a will-call pick up (mean of 1.60) versus those who had to wait more than 90 minutes on 3 or more occasions (mean of 2.22) or had to wait more than 90 minutes on 1 or 2 occasions (mean of 2.00).
- Customers who never had to wait over 30 minutes for a scheduled pickup (mean of 1.65) versus those who had to wait more than 30 minutes on 3 or more occasions (mean of 2.09).
- Customers who do not use the Internet (mean of 1.63) versus those customers who do use the Internet (mean of 1.98).

The following subgroups are more likely to be satisfied with the availability of Handy Ride information:

- Older customers ages 55-74 (mean of 1.70) as opposed to younger customers – under 35 (mean of 2.27).
- Females (mean of 1.73) versus males (mean of 2.12).
- Pacific Islanders (mean of 1.25), African Americans (mean of 1.38), and Hispanics (mean of 1.83) versus Asians (mean of 2.78) and Whites (2.13).
- Customers who do not use the Internet (mean of 1.63) versus those who do use the Internet (mean of 2.06).

The following subgroups are more likely to be satisfied with the reservation staff's accuracy:

- Customers who do not use the Internet (mean of 1.65) versus those who do use the Internet (mean of 2.13).
- Customers who feel very safe (mean of 1.81) versus somewhat safe (mean of 2.39) inside Handy Ride vehicles.
- Customers who never had to wait over 30 minutes for a scheduled pickup (mean of 1.77) or only had to wait more than 30 minutes once or twice (mean of 1.88) versus those who had to wait more than 30 minutes on 3 or more occasions (mean of 2.18).

- Customers who are employed part-time (mean of 1.80), homemakers (mean of 1.67), and retirees (mean of 1.66) versus those who are unemployed (mean of 2.91).

The following subgroups are more likely to be satisfied with the overall comfort of the van or sedan

- African Americans (mean of 1.52) as opposed to Whites (mean of 2.37).
- Customers who do not ride FAX buses (1.84) versus those who have ridden the FAX bus (2.25).
- Customers who never had to wait over 90 minutes for a will-call pickup (mean of 1.71) versus those who had to wait more than 90 minutes on 3 or more occasions (mean of 2.33) or had to wait over 90 minutes on 1 or 2 occasions (mean of 2.22).
- Customers who never had to wait over 30 minutes for a scheduled pickup (mean of 1.84) or only had to wait more than 30 minutes once or twice (mean of 1.85) versus those who had to wait more than 30 minutes on 3 or more occasions (mean of 2.32).
- Customers who feel very safe (mean of 1.86) versus somewhat safe (mean of 2.41) inside Handy Ride vehicles.

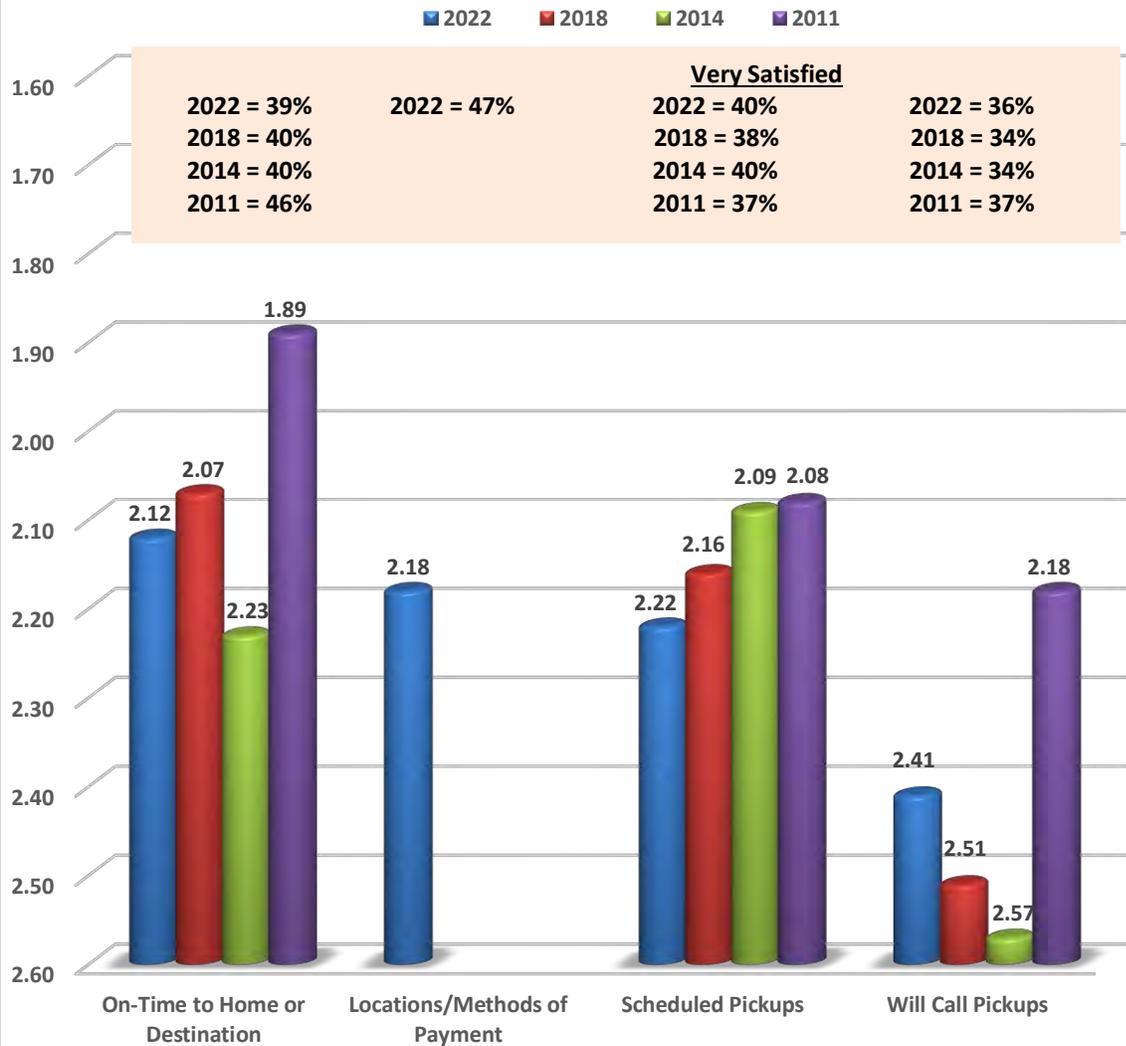
Chart 11 demonstrates mean satisfaction ratings for the lowest-rated group of Handy Ride features. These four ratings are as follows: on-time to home or destination (mean of 2.12), locations/methods of payment (mean of 2.18), scheduled pickups (mean of 2.22) and will-call pickups (mean of 2.41). Respondents who are very satisfied with these features (range from 36 percent (will-call pickups) to 47 percent (locations/methods of payment). The overall finding is that regarding these low-rated features, there is little to no improvement shown from 2011 to 2022.

The following subgroups are more likely to be satisfied with on-time service to their home or destination: (scale: 1 = very satisfied, 2 = satisfied, 3 = slightly satisfied, 4 = slightly dissatisfied, 5 = dissatisfied, and 6 = very dissatisfied):

- Customers whose Handy Ride trip was more recent (trip less than 4 weeks ago – mean of 1.92) versus those who used Handy Ride 1 to 3 months ago (mean of 2.57).
- Customers who feel very safe (mean of 1.96) versus somewhat safe (mean of 2.85) inside Handy Ride vehicles.
- Customers who are more in agreement that they depend on Handy Ride for all their transportation needs indicate a greater level of satisfaction with on-time service to their home or destination (strongly agree—mean of 1.78) versus strongly disagree (mean of 3.18).
- Customers who never had to wait over 90 minutes for a will-call pickup (mean of 1.97) and those who had to wait over 90 minutes on 1 or 2 occasions (mean of 2.07) versus those who had to wait more than 90 minutes on 3 or more occasions (mean of 2.61).
- Customers who are employed part-time (mean of 1.73), retirees (mean of 1.75), disabled individuals (mean of 2.20), and those who are unemployed (mean of 2.25) as opposed to customers who are self-employed (mean of 4.00).

Chart 11 Mean Satisfaction Ratings for Lowest Rated Group of Handy Ride Features

(scale: 1 = Very Satisfied: 6 = Very Dissatisfied)



The following subgroups are more likely to be satisfied with locations/methods of payment:

- Older customers – 55-74 (mean of 1.78) versus younger customers – under 35 (mean of 2.61).
- Customers whose most recent trip was only 2 weeks to 1 month ago (mean of 1.61) versus those whose last Handy Ride Trip was more than 3 months ago (mean of 2.74).
- Customers who have not visited the FAX website (mean of 2.01) as opposed to those who have visited this website (mean of 2.51).
- Customers who do not use the Internet (mean of 1.86) versus those who do use the Internet (mean of 2.36).

- Customers who never had to wait over 30 minutes for a scheduled pickup (mean of 1.91) or had to wait over 30 minutes on 1 or 2 occasions (mean of 1.98) versus those who had to wait more than 30 minutes on 3 or more occasions (mean of 2.77).

The following subgroups are more likely to be satisfied with scheduled pickups:

- Customers who feel very safe (mean of 2.09) versus somewhat safe (mean of 2.63) inside Handy Ride vehicles.
- Customers who are more in agreement that they depend on Handy Ride for all their transportation needs and indicate a greater level of satisfaction with scheduled pickups (strongly agree—mean of 2.01) versus strongly disagree (mean of 3.00) and disagree (mean of 3.50).
- Customers who never had to wait over 90 minutes for a will-call pickup (mean of 1.84) and those who had to wait over 90 minutes on 1 or 2 occasions (mean of 2.17) versus those who had to wait more than 90 minutes on 3 or more occasions (mean of 3.16).
- Customers who never had to wait over 30 minutes for a scheduled pickup (mean of 1.82) and had to wait over 30 minutes on 1 or 2 occasions (mean of 2.08) versus those who had to wait more than 30 minutes on 3 or more occasions (mean of 2.87).

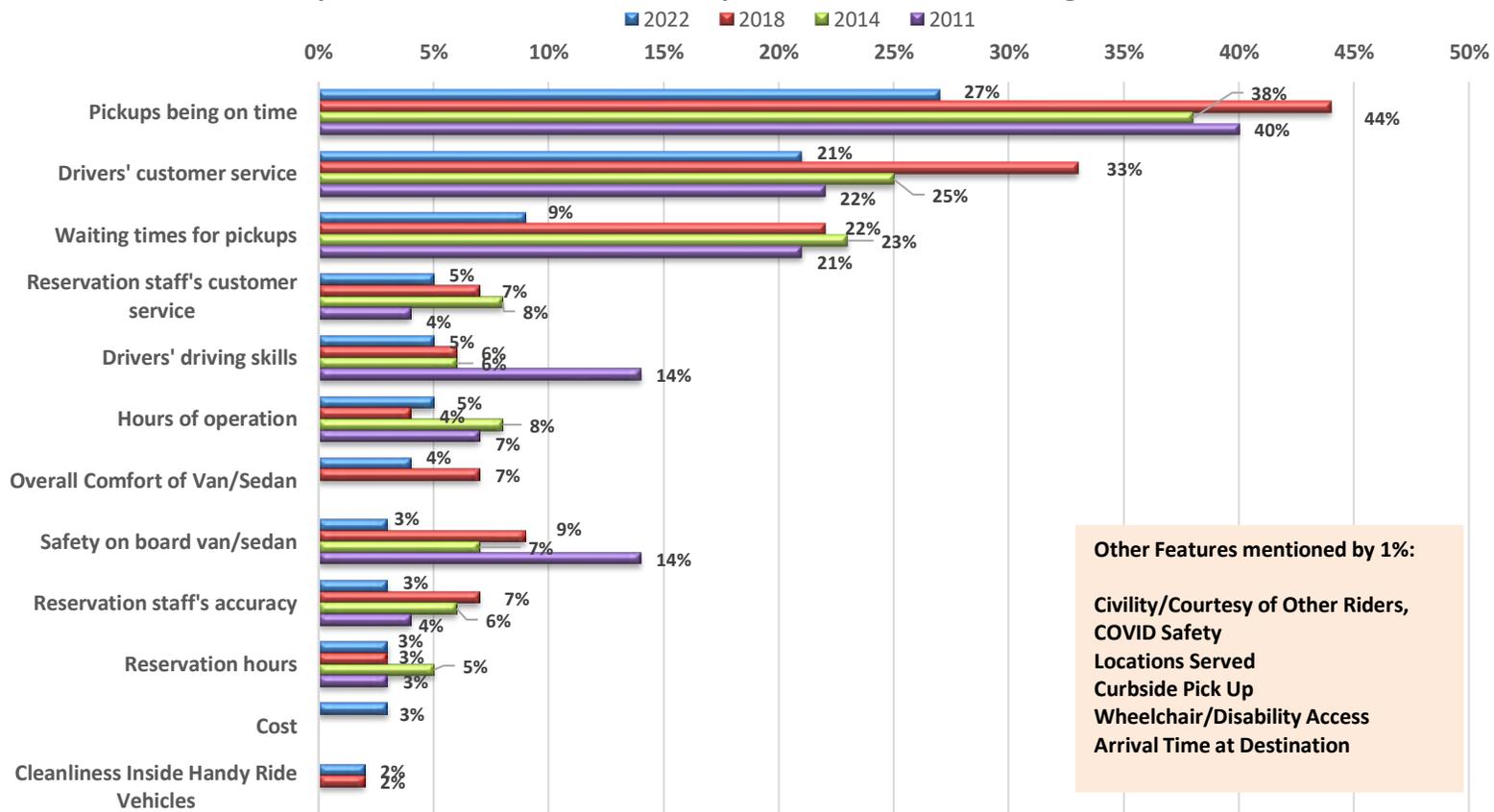
The following subgroups are more likely to be satisfied with will-call pickups:

- Customers whose latest Handy Ride trip occurred recently – within the last 2 weeks (mean of 2.19) versus those whose latest trip was more than 3 months ago (mean of 2.52).
- Customers who have not visited the FAX website (mean of 2.27) as opposed to those who have visited this website (mean of 2.75).
- Customers who do not use the Internet (mean of 2.13) versus those who do use the Internet (mean of 2.63).
- Customers who feel very safe (mean of 2.25) versus somewhat safe (mean of 2.98) inside Handy Ride vehicles.
- Customers who are more in agreement that they depend on Handy Ride for all their transportation needs indicate a greater level of satisfaction with will-call pickups (strongly agree—mean of 1.98) versus strongly disagree (mean of 3.86) and disagree (mean of 4.31).
- Customers who never had to wait over 90 minutes for a will-call pickup (mean of 1.99) versus those who had to wait over 90 minutes on 1 or 2 occasions (mean of 2.52) and those who had to wait more than 90 minutes on 3 or more occasions (mean of 3.27).

Most Important Features Impacting Customer Satisfaction: Respondents were asked to indicate up to two “most important” features of Handy Ride service that impact their level of satisfaction with the service. **Chart 12** shows that pickups being on time (27 percent), drivers’ customer service (21 percent), and waiting times for pickups (9 percent) are most important to the respondents. This finding is consistent with the important features indicated by respondents in the 2018, 2014, and 2011 surveys.

Chart 12 Most Important Handy Ride Features in Determining Customer Level of Satisfaction

NOTE: Respondents Could Provide Two Important Features--Percentages Sum to >100%



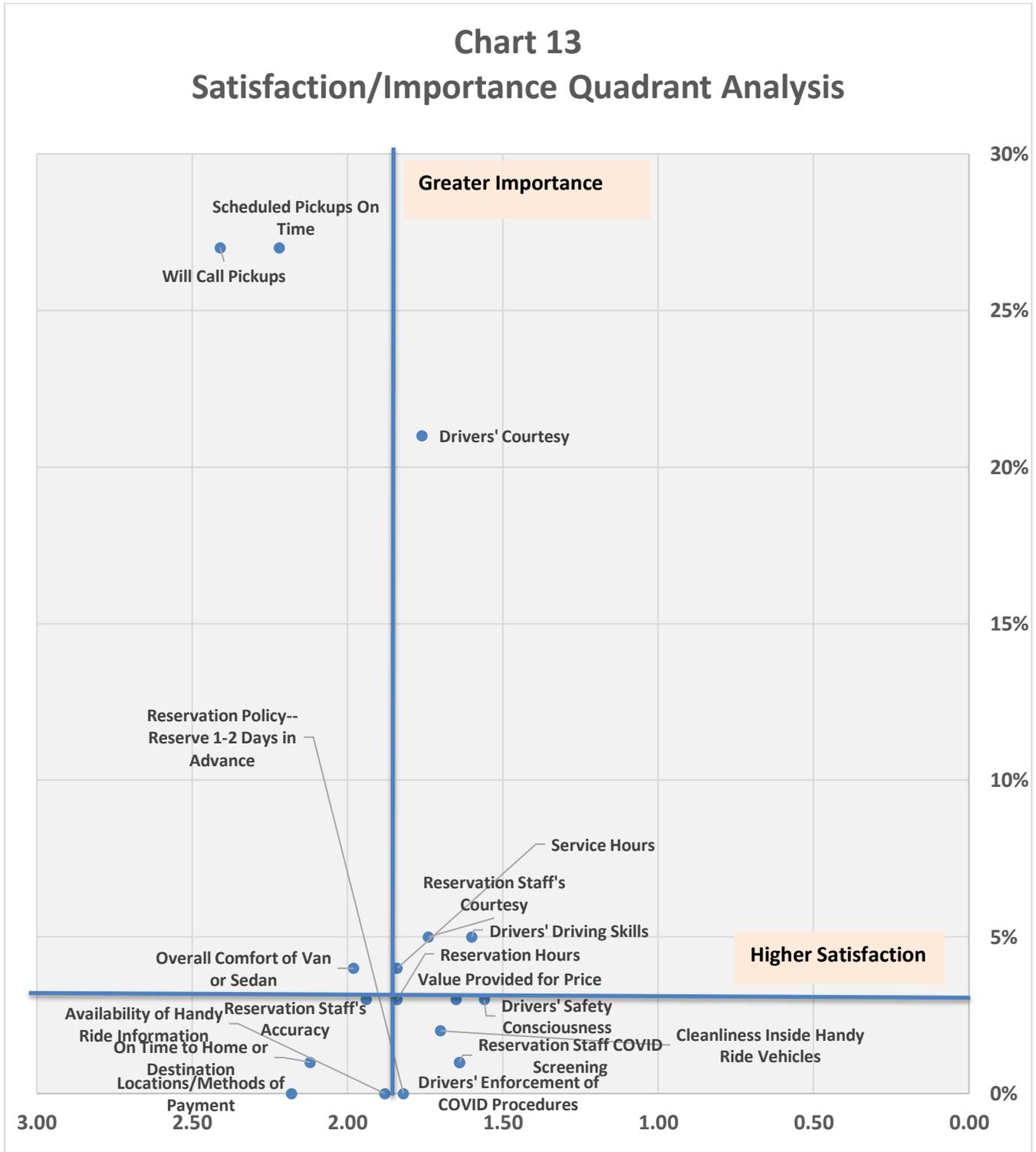
Satisfaction/Importance Quadrant Analysis: Levels of satisfaction can be mapped on a chart with importance, such that satisfaction is graphically measured against how important an issue is in four cells as follows:

- The upper-right quadrant represents features that display both high satisfaction and high importance. Characteristics in this quadrant are ones with high levels of satisfaction and high levels of importance. These characteristics, therefore, are the core characteristics that make the Handy Ride system a highly valued service.
- The lower-right quadrant represents features that display high satisfaction but have less importance. These characteristics might be considered to be ones that are over-provided and could be reduced somewhat in reallocating resources to other quadrants—especially the two upper quadrants.
- The lower-left quadrant represents features that have both less satisfaction and less importance. Because these features are of relatively low importance, efforts to improve these characteristics will have a relatively minor impact on overall satisfaction.
- The upper-left quadrant represents features that provide less satisfaction but are of high importance. The upper-left quadrant is critically important because it contains those system characteristics that are important to respondents but are not provided as well as other characteristics are provided. It is these characteristics that can increase satisfaction to the greatest extent.

Chart 13 is a satisfaction/importance quadrant analysis for the data provided in the 2022 Handy Ride survey. In the upper right quadrant, there is one feature that dominates: **drivers' courtesy**. This is the single core characteristic that leads to high degrees of satisfaction and greatly contributes to the overall rating of the Handy Ride service as highly satisfactory. Also in this quadrant, but close to the margins, are the **reservation staff courtesy, drivers' safety consciousness, service hours, value provided for the price, and reservation hours**. The upper left quadrant shows two dominant characteristics, the improvement of which would greatly enhance the already high level of satisfaction with Handy Ride. These features are will-call pickups and scheduled pickups on time. Also in this quadrant is the overall comfort of the vehicle. Customers regard these features as highly important to them but have not been provided to them with the same high level of satisfaction of other features. These features were also plotted in the same quadrants in the 2018 survey indicating a great deal of consistency in how customers feel about the importance and level of satisfaction regarding these Handy Ride features. **In 2018, overall comfort of van or sedan was in the upper right quadrant, while in 2022, this feature was in the upper left, indicating a decline in satisfaction, while still very important.**

Most features are either very satisfactory but not especially important (e.g. COVID procedures by drivers and reservation staff and cleanliness inside the vehicle) or are neither very satisfactory nor especially important (e.g. Locations/methods of payment and, surprisingly, on time to home or destination).

Chart 13
Satisfaction/Importance Quadrant Analysis



Handy Ride Report Card: In the 2018, 2014, and 2011 customer satisfaction reports for Handy Ride, letter grades for Handy Ride’s performance on the various service characteristics were assigned. These reports assigned grades of A, B, C, D or F (including plus and minus distinctions) based upon the mean ratings provided for each characteristic. The same scale was also used in assigning grades for the Handy Ride service in this 2022 Customer Satisfaction Report. The grading scale used in the previous reports as well as the current report is depicted in **Table 3** below.

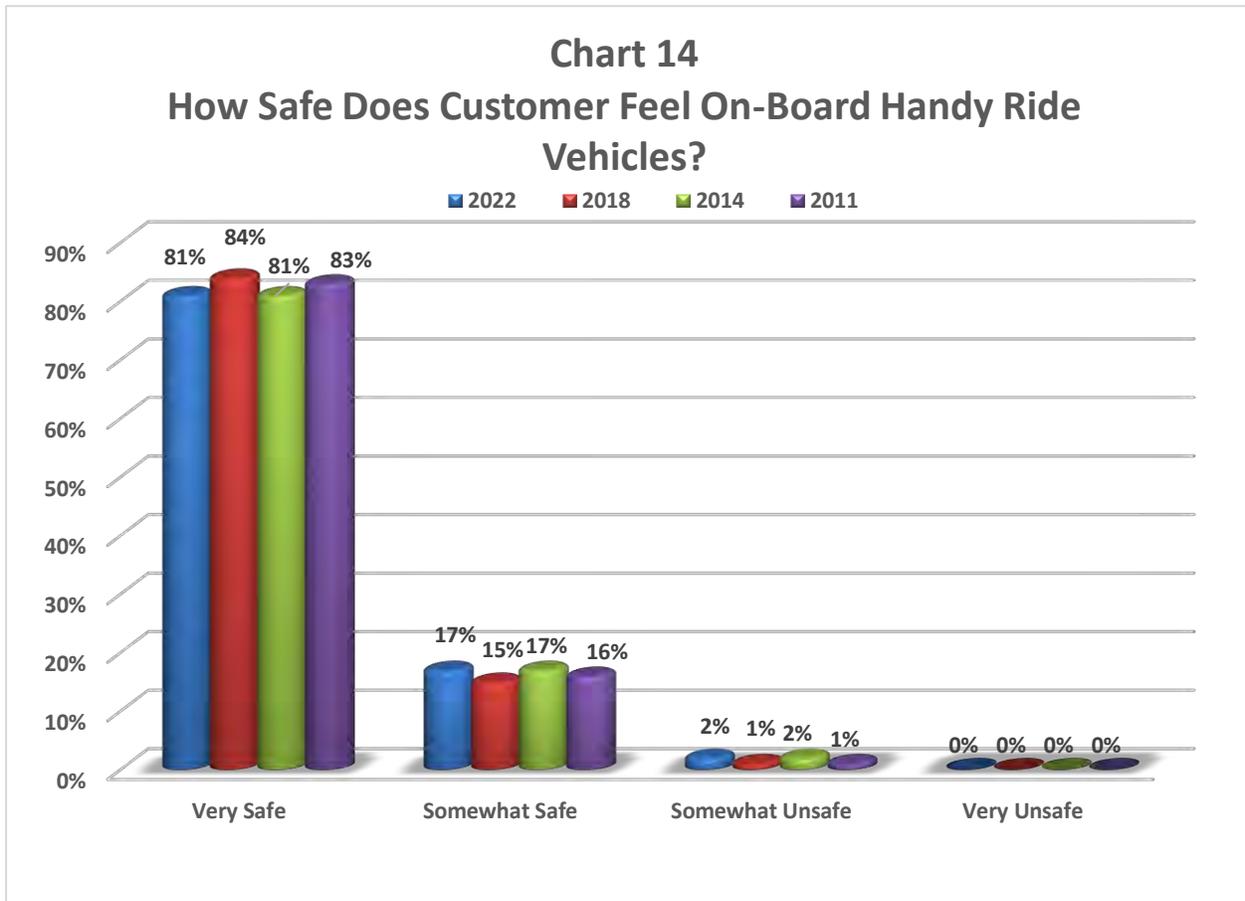
Table 3	
Handy Ride Performance Letter Grading Scale (Based on 1-6 ratings, where 1 = Very Satisfied) and 6 = Very Dissatisfied)	
1.00 to 1.33	A+
1.34 to 1.67	A
1.68 to 1.99	A-
2.00 to 2.33	B+
2.34 to 2.67	B
2.68 to 2.99	B-
3.00 to 3.33	C+
3.34 to 3.67	C
3.68 to 3.99	C-
4.00 to 4.33	D+
4.34 to 4.67	D
4.68 to 4.99	D-
5.00 to 5.33	D-/F
5.34 to 6.00	F

Table 4 shows the mean ratings and grades for 2022, 2018, 2014, and 2011 and shows the same information that can be found in the charts above with the exception that the grades provide a more aggregated summary of the data. It is evident that in terms of overall service, the same high level of satisfaction found in 2011, 2014, and 2018 exists in the current year (2022). Specifically, the overall service is rated A- in all four of the survey periods. Service improvements are called for in the following areas: getting you home or to your destination on time, scheduled pick ups, and will-call pick ups. It is noteworthy that service in these 3 areas has remained in the B and B+ range since 2011. Customer ratings have declined from A to A- in the following 3 service areas since the 2018 survey period: cleanliness inside Handy Ride vehicles, reservation staff’s courtesy, and drivers’ courtesy. Regarding the enforcement of COVID protocol in the current year, customers rated the following two service characteristics with an A: reservation staff’s implementation of COVID screening and drivers’ enforcement of COVID procedures.

**Table 4
Handy Ride Customer Satisfaction Report Card and Mean Satisfaction Ratings
(Years 2022, 2018, 2014, and 2011)**

Service Characteristic	2022		2018		2014		2011	
	Grade	Mean	Grade	Mean	Grade	Mean	Grade	Mean
Overall Service Provided by Handy Ride	A-	1.81	A-	1.73	A-	1.75	A-	1.75
Drivers' Traffic Safety Consciousness	A	1.56	A	1.45	A	1.40	A	1.40
Drivers' Driving Skills	A	1.60	A	1.57	A	1.39	A	1.39
Reservation Staff's Implementation of COVID Screening	A	1.64						
Drivers' Enforcement of COVID Procedures	A	1.64						
Value Provided for Price	A	1.65	A	1.58	A	1.62	A	1.62
Cleanliness Inside Handy Ride Vehicles	A-	1.70	A	1.53	A	1.46	A	1.46
Reservation Staff's Courtesy	A-	1.74	A	1.62	A	1.52	A	1.52
Drivers' Courtesy	A-	1.76	A	1.52	A	1.39	A	1.39
Reservation Policy--Reserve 1-2 Days in Advance	A-	1.82	A-	1.95	A-	1.68	A-	1.68
Service Hours	A-	1.84	A-	1.72	A-	1.81	A-	1.81
Reservation Hours	A-	1.84	A-	1.88	A-	1.85	A-	1.85
Availability of Handy Ride Information	A-	1.88	A-	1.76	A-	1.72	A-	1.72
Reservation Staff's Accuracy	A-	1.94	A-	1.86	A-	1.86	A-	1.86
Overall Comfort of Van or Sedan	A-	1.98	A-	1.72	A	1.63	A	1.63
On-Time to Home or Destination	B+	2.12	B+	2.07	B+	2.23	A-	1.89
Locations/Methods of Payment	B+	2.18						
Scheduled Pickups	B+	2.22	B+	2.25	B+	2.09	B+	2.09
Will-Call Pickups	B	2.41	B	2.51	B	2.57	B+	2.18

Feeling of Safety On-Board Handy Ride Vehicles: It is apparent that Handy Ride customers feel quite safe on Handy Ride vehicles (**Chart 14**) and this feeling enters into the satisfaction and importance features in this section of the report. Specifically, 98 percent of customers feel either very safe (81 percent) or somewhat safe (17 percent). This is consistent with the results of the 2018, 2014, 2011 surveys where, once again, nearly everyone (99 percent in 2018, 98 percent in 2014 and 99 percent in 2011) indicated they felt either very safe or somewhat safe.



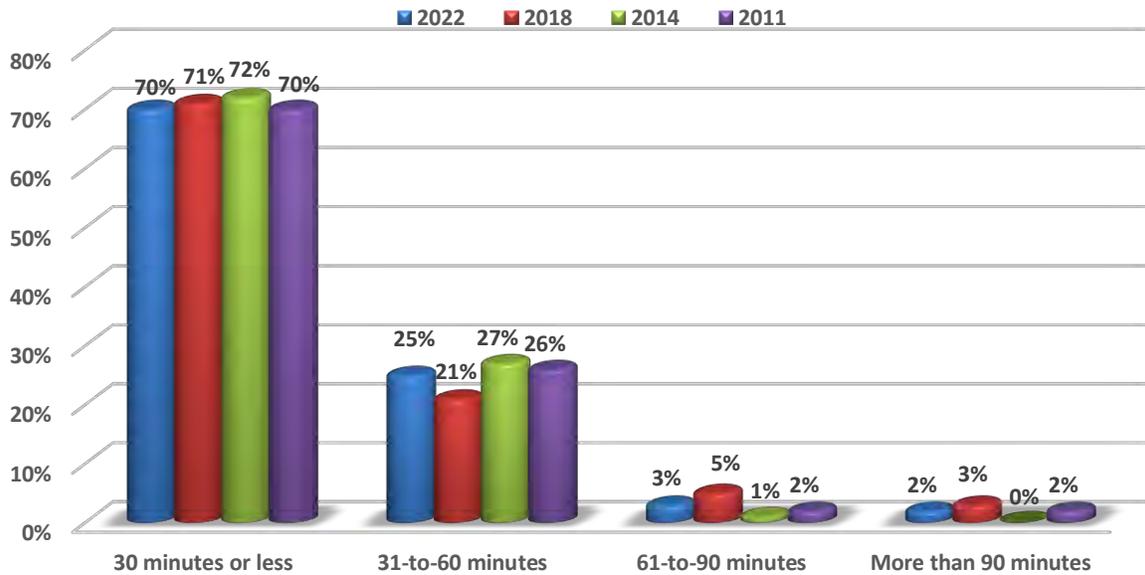
Handy Ride Time-Related Considerations

Trip Duration: The typical Handy Ride trip is 34.0 minutes (mean) and 30 minutes (median) (**Chart 15**). The Handy Ride trip for 7 in 10 customers (70 percent) is 30 minutes or less. This is very consistent with the results of the 2018, 2014 and 2011 surveys where 71 percent, 72 percent, and 70 percent respectively had a typical trip last 30 minutes or less. In previous survey periods, the typical trip duration was 30 minutes or less for a greater percentage of customers. For example, in 2004, 83 percent rode a typical trip of 30 minutes or less and in 2007, 90 percent rode a typical trip of 30 minutes or less.

Chart 15

Typical Trip Duration

2022: mean = 34.0 minutes--median = 30 minutes
2018: mean = 32.9 minutes--median = 30 minutes
2014: mean = 28.4 minutes--median = 25 minutes



Will-Call Pickup Times: Will-call pickups occur when customers are not certain in advance when to be picked up at their destination. Return trips from their destinations are not prescheduled and the customer is picked up before 90 minutes from the time he or she calls. **Chart 16** shows the typical wait times for a will-call pickup. It is noteworthy that in the current survey, the mean wait time of 39.8 minutes and the median wait time of 30 minutes are considerably less than the maximum wait time guideline of 90 minutes allowed for will-call pickups. In fact, nearly three in five respondents (57 percent) waited for a will-call pickup 30 minutes or less. These typical wait times in 2022 are consistent with the findings in 2014 and 2018 where 53 percent and 59 percent of customers, respectively, had wait times of 30 minutes or less. There was a small decline in this percentage from 2011, where nearly 7 in 10 (69 percent) of the respondents had typical will-call wait times of 30 minute or less.

Chart 16

Typical Wait for Will-Call Pickup

2022: mean = 39.8 minutes--median = 30 minutes

2018: mean = 38.1 minutes--median = 30 minutes

2014: mean = 41.5 minutes--median = 30 minutes

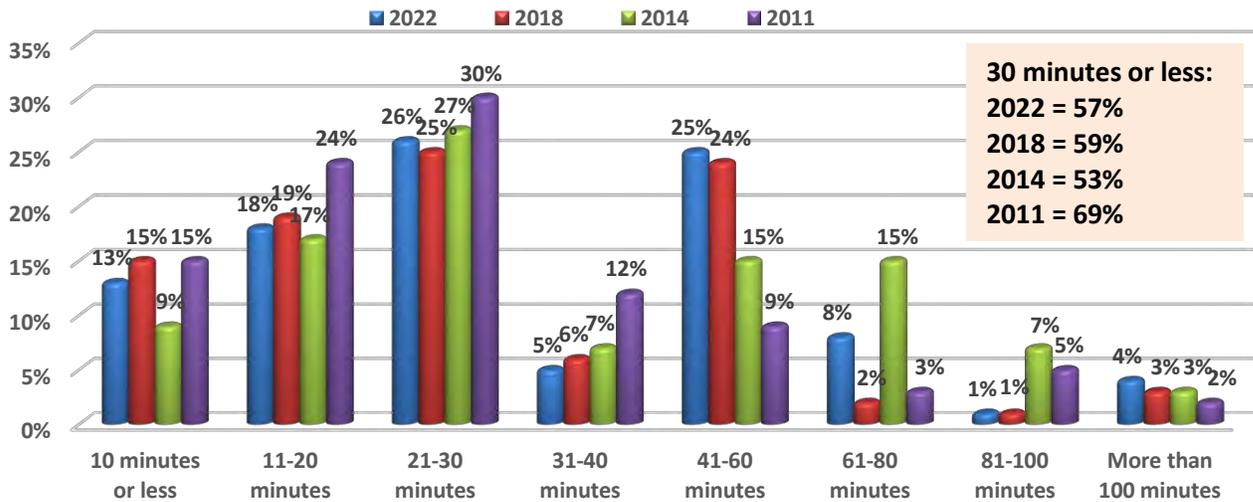
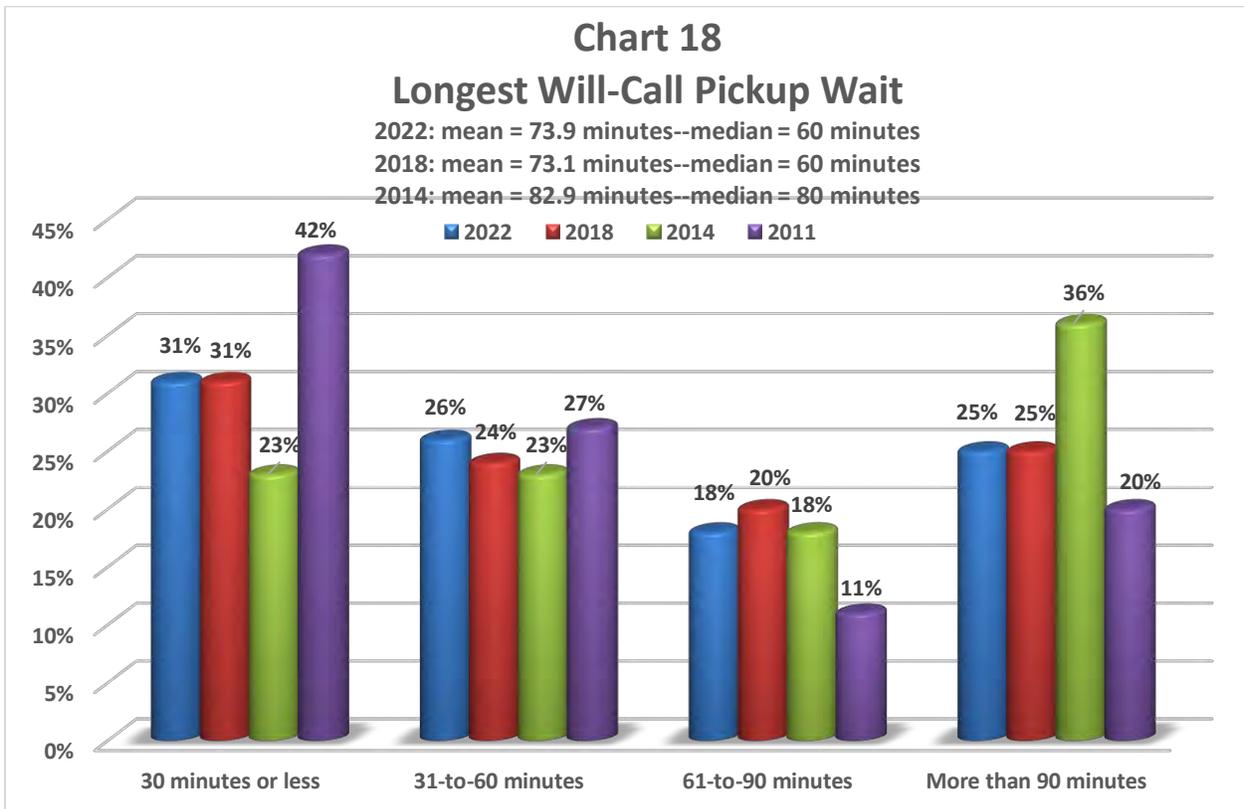


Chart 17 indicates that in 2022 just over one-half (51 percent) of customers never waited more than 90 minutes for a will-call pickup. This finding is statistically consistent with the 2018 survey period where 56 percent of respondents never waited for a will-call pick for more than 90 minutes. The current wait time (51 percent of respondents never having to wait for more than 90 minutes) is also consistent with the 2014 and 2011 survey periods – 47 percent never waited for more than 90 minutes in 2014 and 51 percent never waited longer than 90 minutes in 2011. There is, however, a noticeable decline in service represented by the percentage of customers who waited 3 or more times for a will-call pickup. In 2018, only 11 percent waited over 90 minutes on 3 or more occasions, while in the current year (2022), 20 percent of respondents waited 3 or more times for a will-call pickup.

Chart 18 indicates that the mean longest wait time for a will-call pickup is 73.9 minutes, and the longest median wait time is 60 minutes – both averages are below the 90-minute maximum that has been established as a guideline. This service level is consistent with the 2018 survey results where the mean longest wait time was 73.1 minutes and the median longest wait time was also 60 minutes. The wait times in 2022 and 2018 represent a considerable improvement over the 2014 survey period where the longest mean wait time was 82.9 minutes with a median of 80 minutes. In both the current year (2022) and in 2018, 25 percent of

respondents have, at some time, waited more than 90 minutes for a will-call pickup – a substantial improvement from 2014 where 36 percent waited more than 90 minutes.



Scheduled Pickups: The guideline for a scheduled pickup is no more than 5 minutes before and no more than 30 minutes after the scheduled pickup. In 2022, the scheduled mean typical pickup time is 23.8 minutes, and the median pickup time is 20 minutes (**Chart 19**). Both averages are well within the window established for such scheduled pickups. In the current survey, 84 percent were picked up in 30 minutes or less. This is consistent with the 2018, 2014, 2011, and 2007 survey periods where 86 percent, 90 percent, 87 percent, and 92 percent of customers, respectively, were picked up within 30 minutes of their scheduled pick-up time. These typical pick-up times since 2007 represent a considerable improvement over the 2004 survey period, where only 64 percent were picked up within the established 30-minute window.

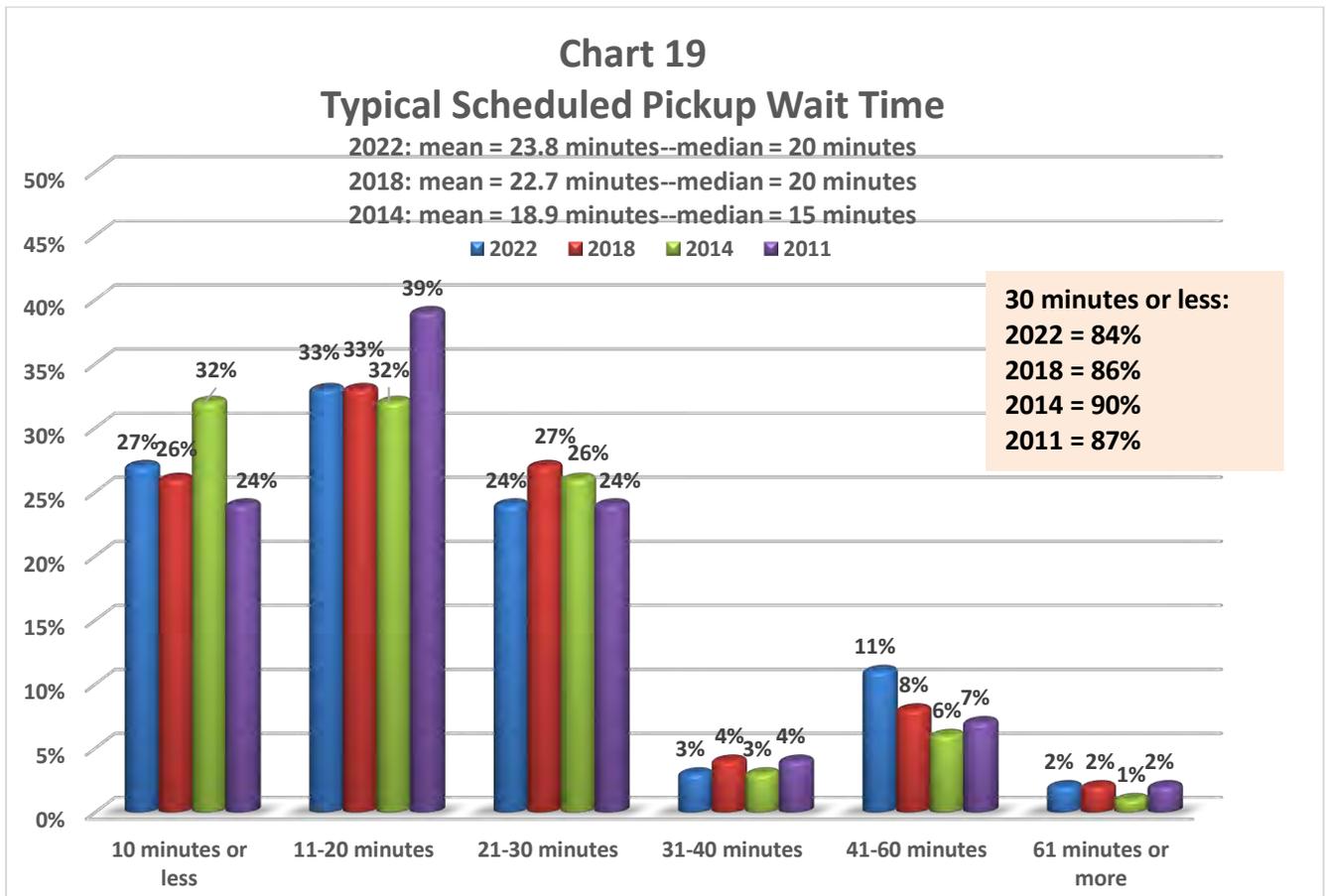
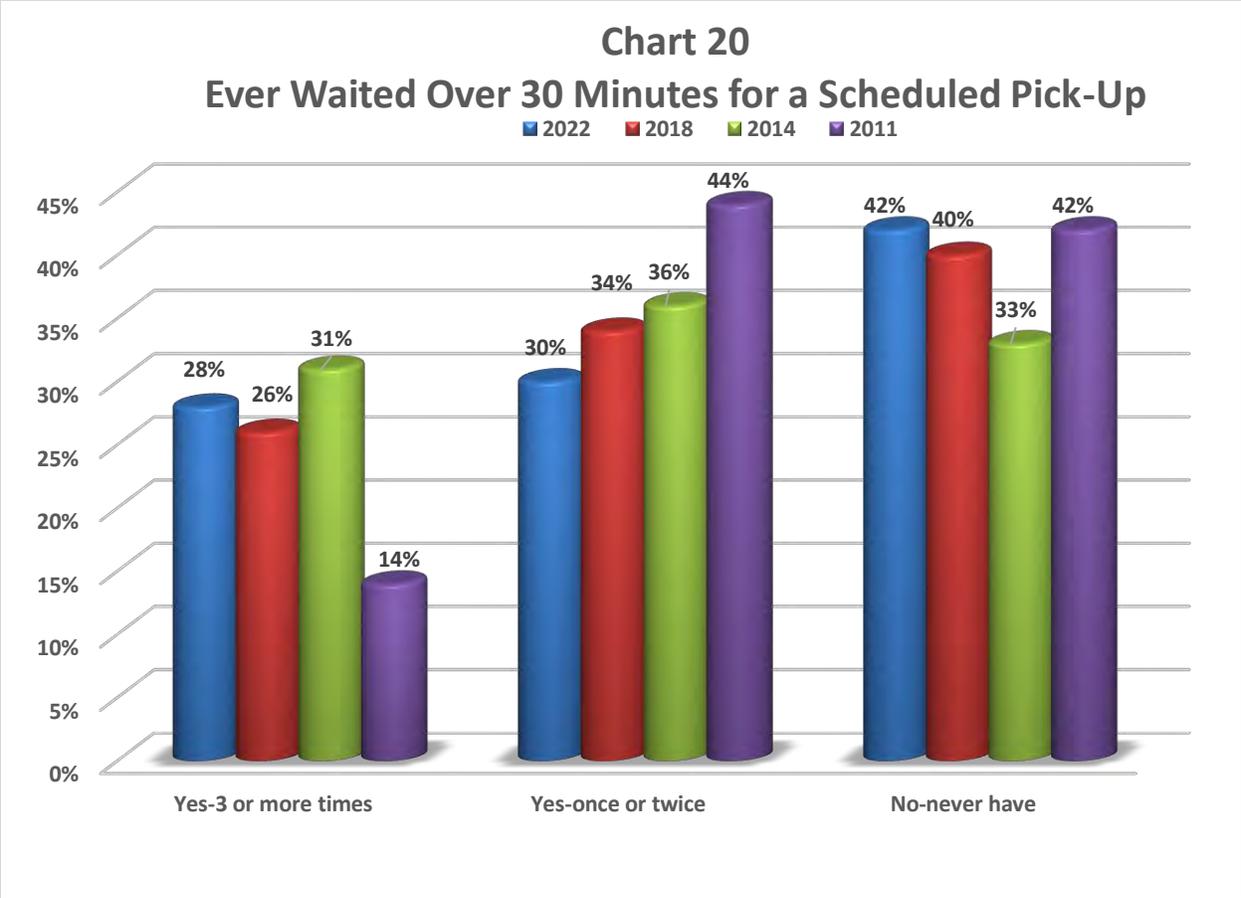


Chart 20 indicates that more than two in five (42 percent) of customers never waited more than 30 minutes for a scheduled pickup. This finding is consistent with the 2018 and 2011 results – in 2018, 40 percent of customers never waited more than 30 minutes for a scheduled pickup and in 2011, 42 percent never waited more than 30 minutes. However, the results in 2014 are notably different from the other 3 survey periods in that only one third of customers never had to wait more than 30 minutes for a scheduled pickup.



The longest pickup wait time for a scheduled pickup is depicted in **Chart 21**. The mean longest wait for a scheduled pickup in 2022 is 41.5 minutes and the median is 30 minutes. This finding is consistent with the 2018 result where the longest scheduled pickup wait was 41.4 minutes. The longest scheduled wait times in 2018 and 2022 represent a considerable improvement over the result in the 2014 survey where the mean wait time was 49.5 minutes and the median wait time was 45 minutes. Further, nearly 9 in 10 respondents (86 percent) experienced their longest wait time to be 60 minutes or less. This result is consistent with the 2018 finding where 89 percent of respondents experienced wait times of 60 minutes or less. The results for 2022 and 2018 show a minor improvement over the 2014 and 2011 wait times and a more substantial improvement over the 2007 and 2004 survey periods. In 2014, 80 percent experienced their longest wait time to be 60 minutes or less. Similarly, other results are as follows: 2011 (82 percent), 2007 (77 percent), and 2004 (71 percent).

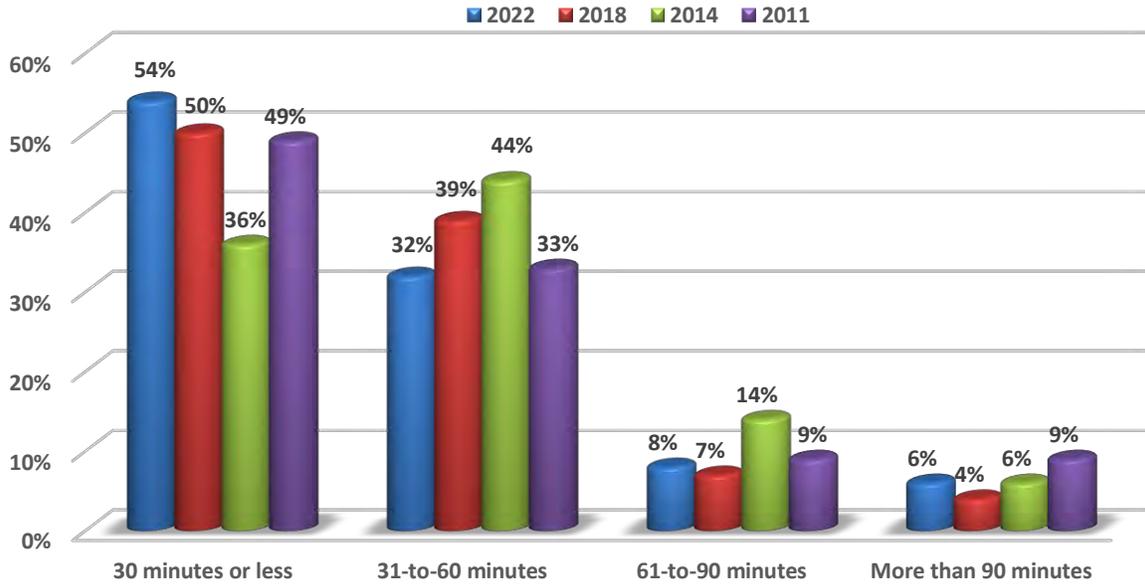
Chart 21

Longest Scheduled Pickup Wait

2022: mean = 41.5 minutes--median = 30 minutes

2018: mean = 41.4 minutes--median = 32 minutes

2014: mean = 49.5 minutes--median = 45 minutes



Other Time-Related Considerations: Chart 22 reveals that one-fifth (20 percent) of customers always allow a 2-hour window between their requested pickup time and their scheduled appointment with another 38 percent sometimes allowing a two-hour window. One-third (33 percent) are more likely to allow one hour or less. In 2018, one-fourth (25 percent) always allowed a two-hour window between their requested pickup time and their scheduled appointment with another 25 percent sometimes allowing a two-hour window; however, in 2018, it is notable that nearly one-half (47 percent) of respondents were more likely to allow a window of one hour or less.

In 2014, respondents were similarly likely to allow a 1-hour window or less (49 percent), but 2014 respondents were more likely to always allow a 2-hour window (33 percent). In 2011, 43 percent always allowed a 2-hour window. Further, in 2011, only 33 percent allowed a 1-hour window or less.

Chart 22
Allow Two Hour Window Between Requested Pickup Time and Scheduled Appointment?

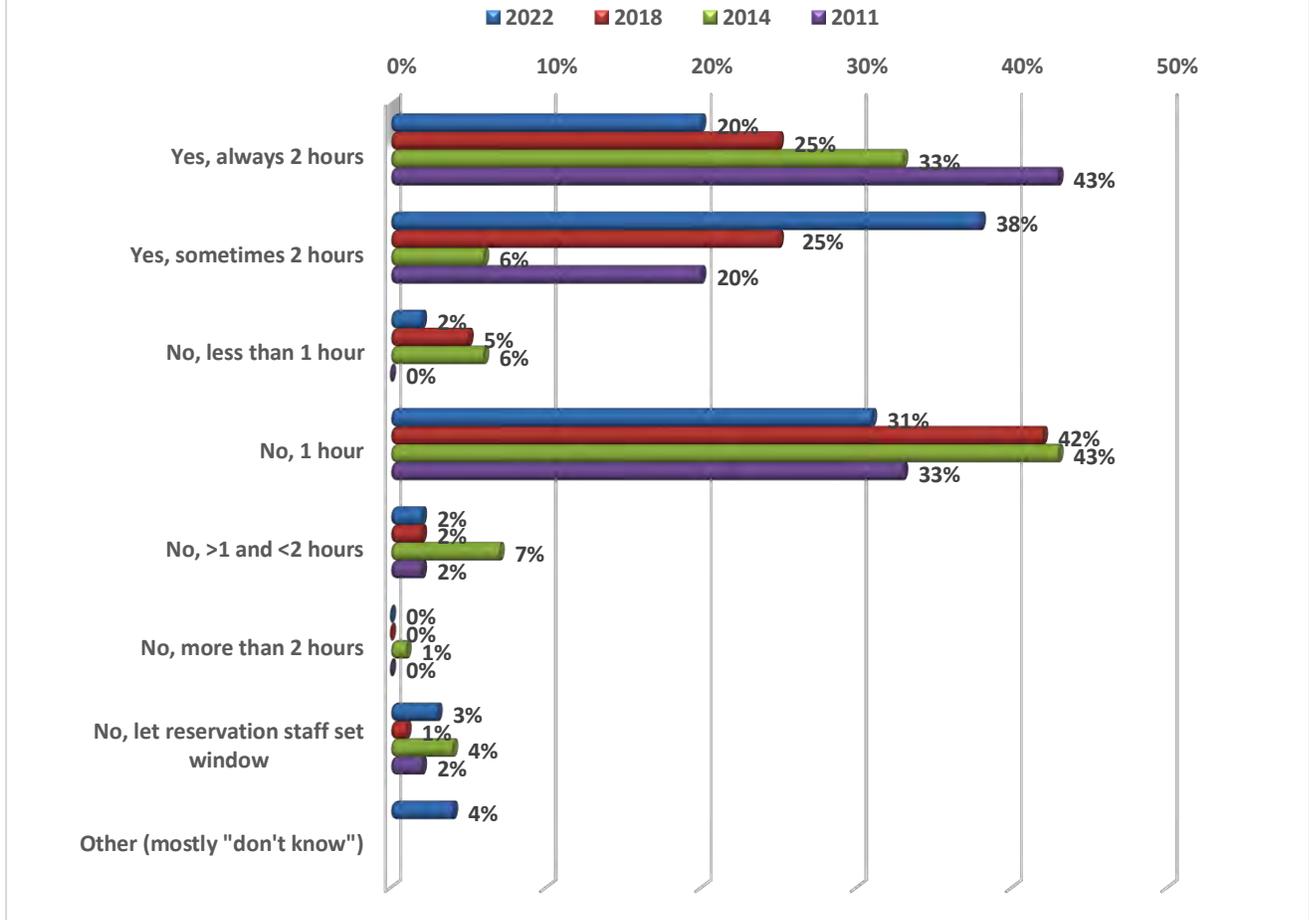


Chart 23 shows that over one-half (52 percent) of Handy ride customers indicate that a Handy Ride vehicle has never arrived early for pickup. The finding in 2018 is similar in that 49 percent of customers never experienced a Handy Ride vehicle arriving early. In the 2011 and 2014 surveys, however, the findings are different and more favorable -- 30 percent and 42 percent of customers, respectively, had never experienced a Handy Ride vehicle arriving early for pickup. In 2007, 31 percent of customers experienced an early pickup. From another perspective, only one third (33 percent) of customers in the current survey experienced early pickup once or twice and this is similar to the findings in 2018 and 2014 where 40 percent of customers in each year experienced an early pickup. This compares to over one-half encountering this situation in 2007 (55 percent) and 2011 (51 percent).

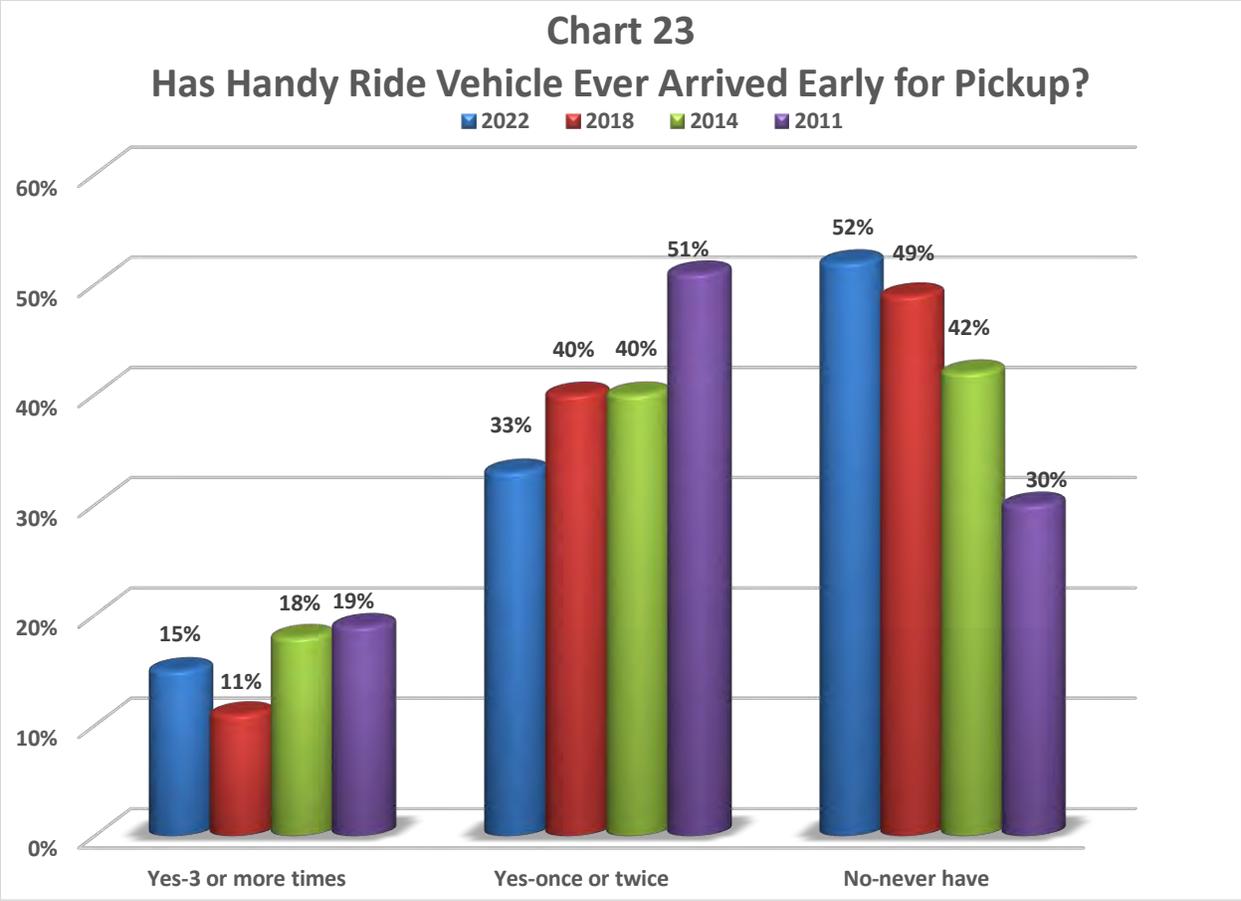


Chart 24 indicates that over three-fourths (77 percent) of respondents would find a call helpful reminding them of their appointment. Among these respondents, 27 percent would find it helpful to have two calls—one on the night before their trip and another on the day of their trip; 21 percent would want a call on the same day only and another 29 percent on the night before only. There is a much stronger interest in 2022 than there was in 2018 and 2014 regarding such a reminder call. This finding is substantiated by noting that in 2014, over two fifths of respondents (42 percent) indicated that they would not find any reminder call helpful and in 2018, 28 percent voiced this opinion. In the current survey, less than one-fourth (23 percent) feel that a call would not be helpful.

Chart 25 indicates that 80 percent of respondents are aware that repeated no-shows can result in a suspension of service. Conversely, 20 percent are not aware of this possibility.

Chart 24
Would Reminder Call Be Helpful?

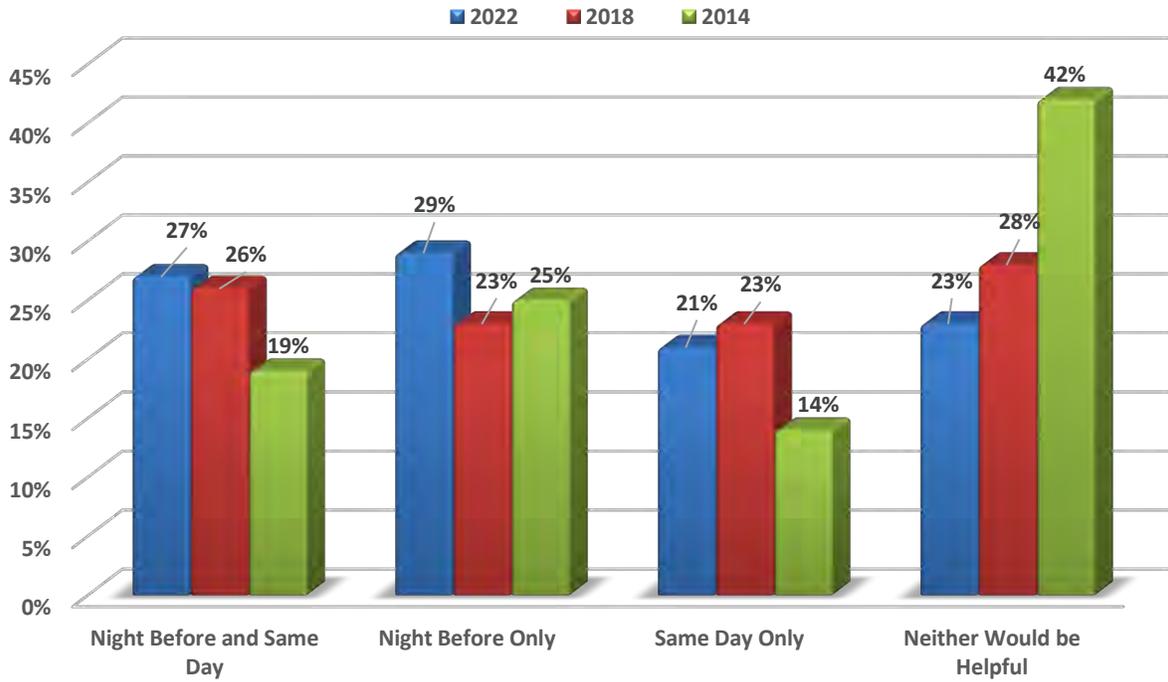
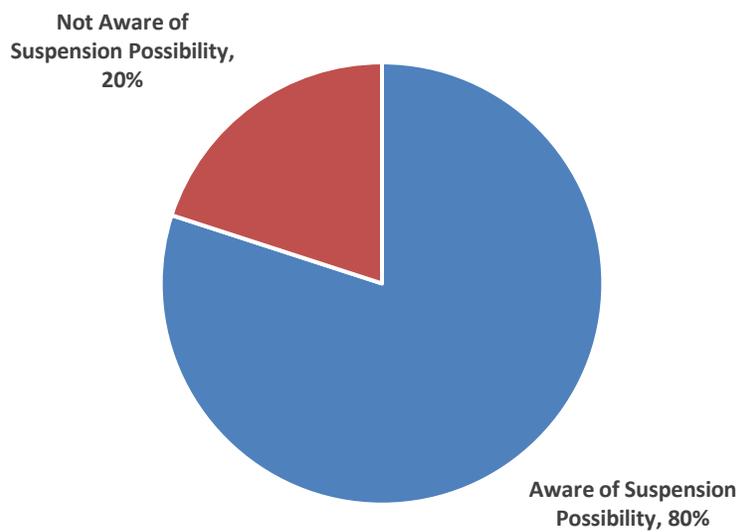


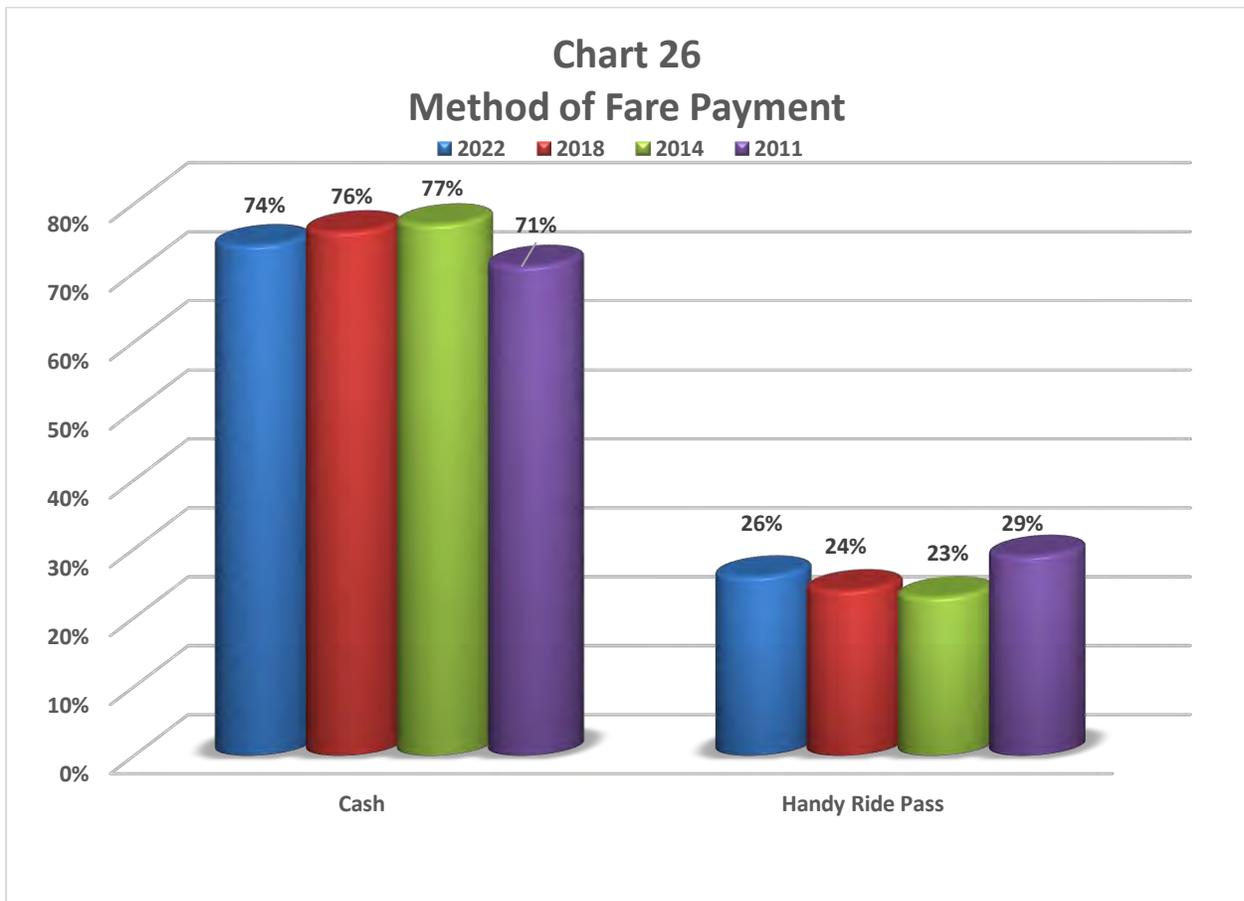
Chart 25
Aware that Repeated No-Shows Can Result in Suspension of Service



Method of Fare Payment and Electronic Technology

Chart 26 indicates that customers largely use cash to pay their Handy Ride fare and that this has been the case since 2004. In the current survey, approximately three-fourths (74 percent) pay their fare with cash. In previous survey periods, the percentages of customers who pay cash are as follows: 2004 –76 percent; 2007 – 72 percent, 2011 – 71 percent, 2014 – 77 percent, and 2018 – 76 percent. The alternative method of fare payment is the Handy Ride Pass (26 percent in 2022, 24 percent in 2018, 23 percent in 2014 and 29 percent in 2011).

- Customers who are retired (85 percent) and disabled (79 percent) normally pay their fare with cash while those who are employed full time (73 percent) and individuals who are self-employed (67 percent) normally use the Handy Ride Pass to pay their fare.
- Customers who do not consider themselves to have limited English proficiency normally pay their fare with cash (78 percent) while those who feel they have a lack of English proficiency are more likely to pay with a pass (64 percent).
- Females tend to pay their fare using cash (78 percent); males (66 percent).



The availability and use of a smart phone is shown in **Chart 27**. Nearly three-fifths of respondents (58 percent) indicate that they have the use of a smart phone. This represents a slight increase in the use of a smart phone since the 2018 survey where 55 percent indicated that they used a smart phone. However, the results in 2022 and 2018 represent a considerable increase in the use of Smart phones from the 2014 and 2011 surveys – 2014 (24 percent used smart phones) and in 2011 (10 percent used smart phones). In the current year (2022), nearly two-thirds (66 percent) of Smart Phone users would use a mobile app for reservations if such an App were available.

- As suspected, younger customers are more likely to use a smart phone (18-54 = 70 percent) versus older customers (over the age of 55 = 49 percent).

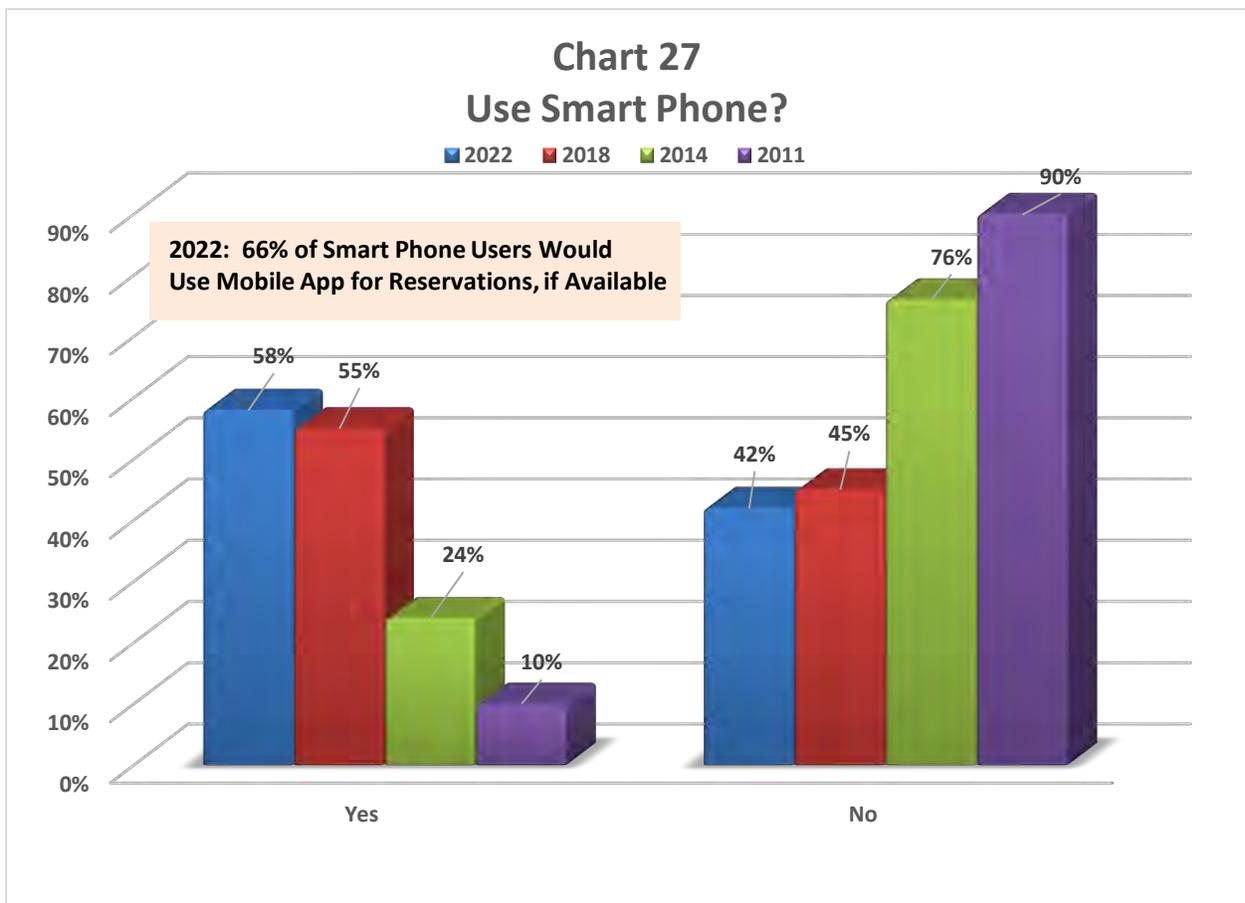
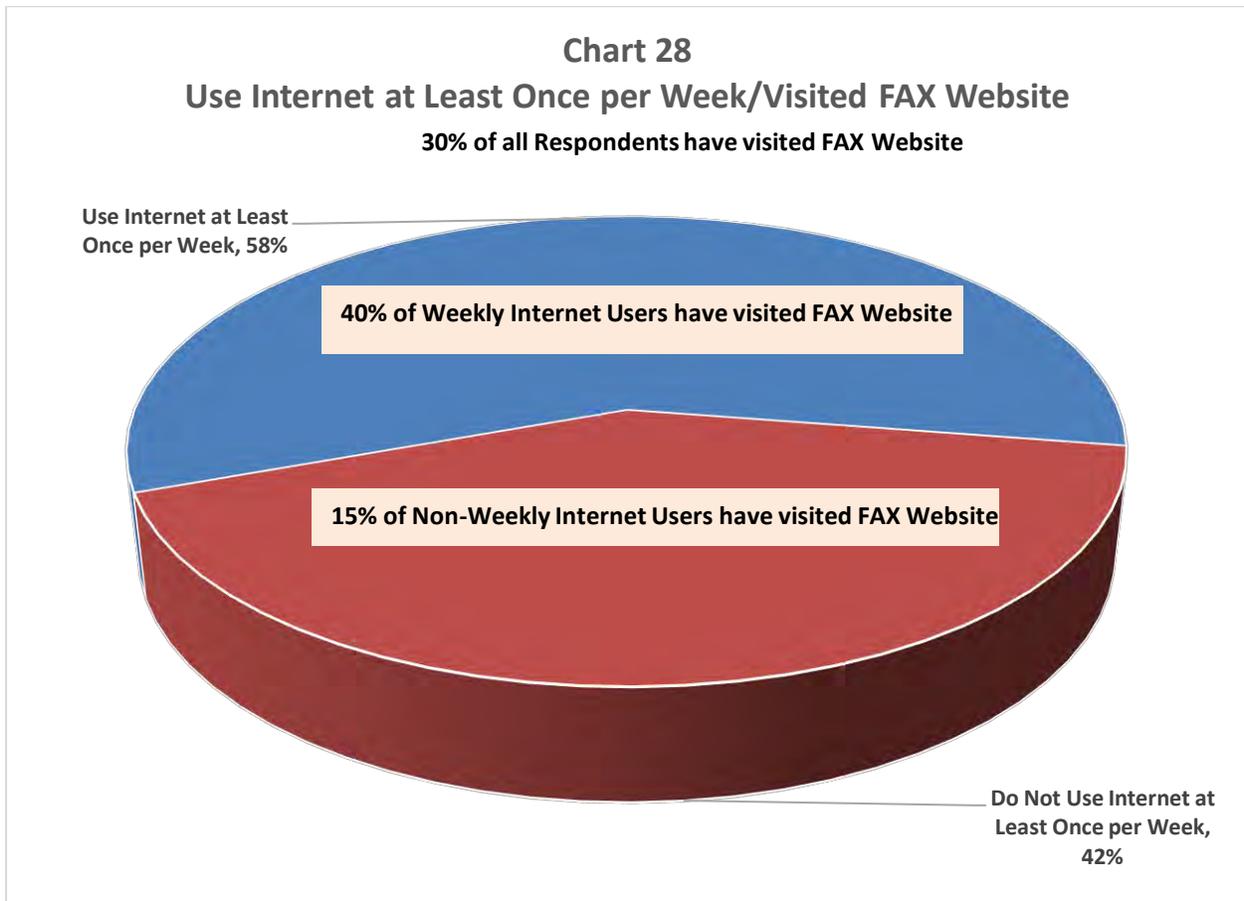


Chart 28 shows that among those respondents who use the Internet at least once per week (58 percent), 40 percent have visited the FAX website. Among those respondents who do not use the Internet at least once per week (42 percent), 15 percent have visited the FAX website. In general, 30 percent of all respondents have visited the FAX website.

- Customers who visited the FAX website indicated that pick-ups on time are an important factor in determining their level of satisfaction with Handy Ride (49 percent), as opposed to those who never visited the FAX website (35 percent).



Use of FAX Fixed Route Bus and Exclusive Reliance on Handy Ride

Chart 29 shows that 71 percent of Handy Ride customers either strongly agree (38 percent) or agree (33 percent) that they are totally dependent upon Handy Ride for their transportation needs. This represents an increase in Handy Ride dependency since 2018 where 65 percent either strongly agreed or agreed that they were totally dependent on Handy Ride. The 2014 level of agreement regarding Handy Ride dependency was 70 percent, and in 2011, the level of dependency was 64 percent.

Chart 29 Totally Depend Upon Handy Ride for Transportation Needs

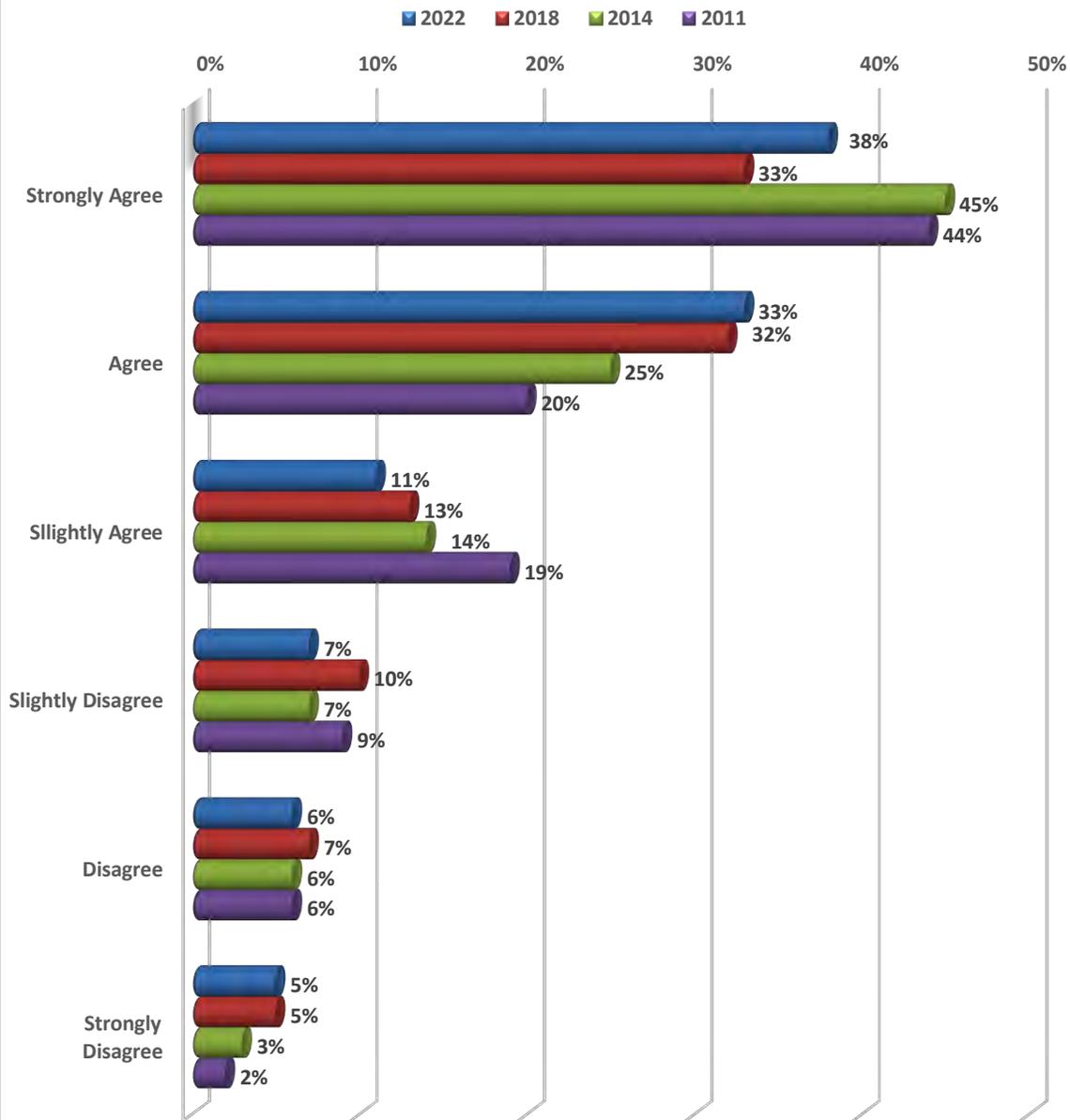


Chart 30 indicates that two in five (40 percent) customers in the current year occasionally ride a FAX fixed-route bus. This result is identical with the finding from the 2018 survey. Both the 2022 and the 2018 survey findings represent a considerable increase in the use of the fixed-route bus over the 2014 and 2011 survey periods (32 percent usage in 2014 and only 18 percent usage in 2011).

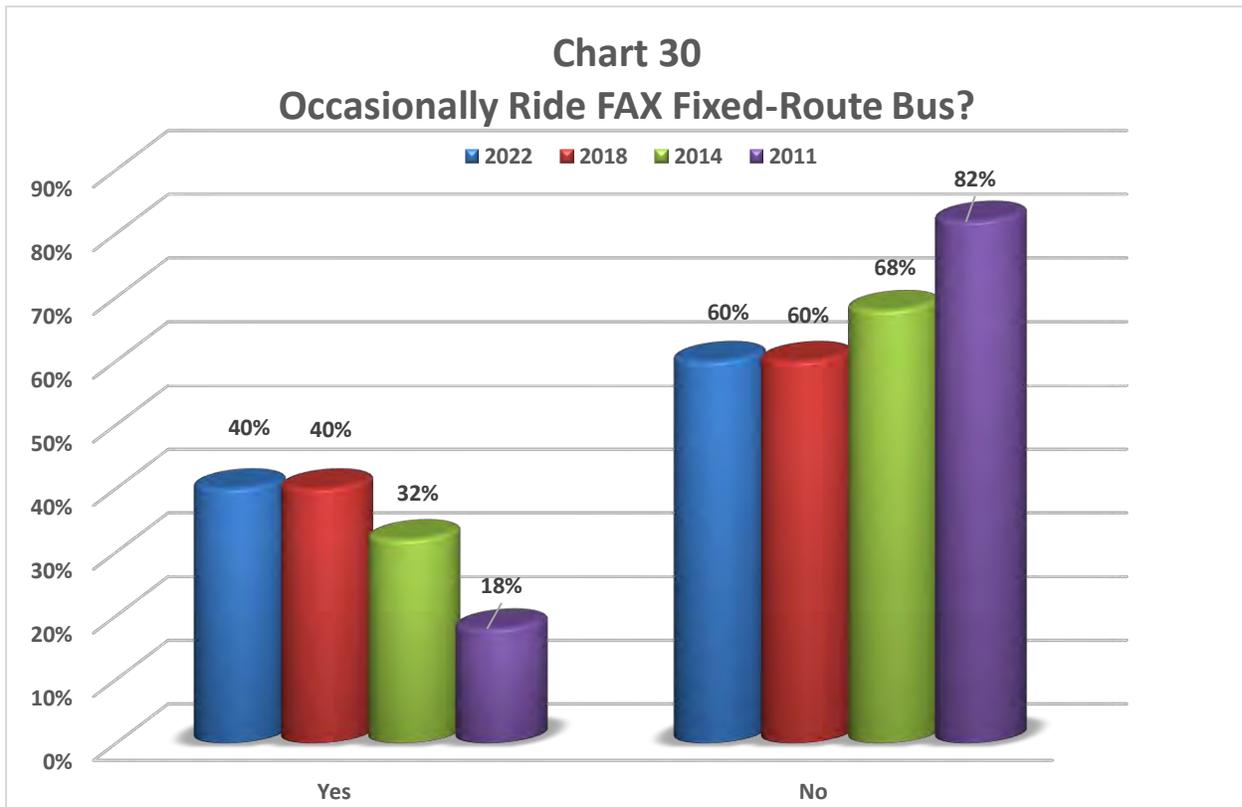
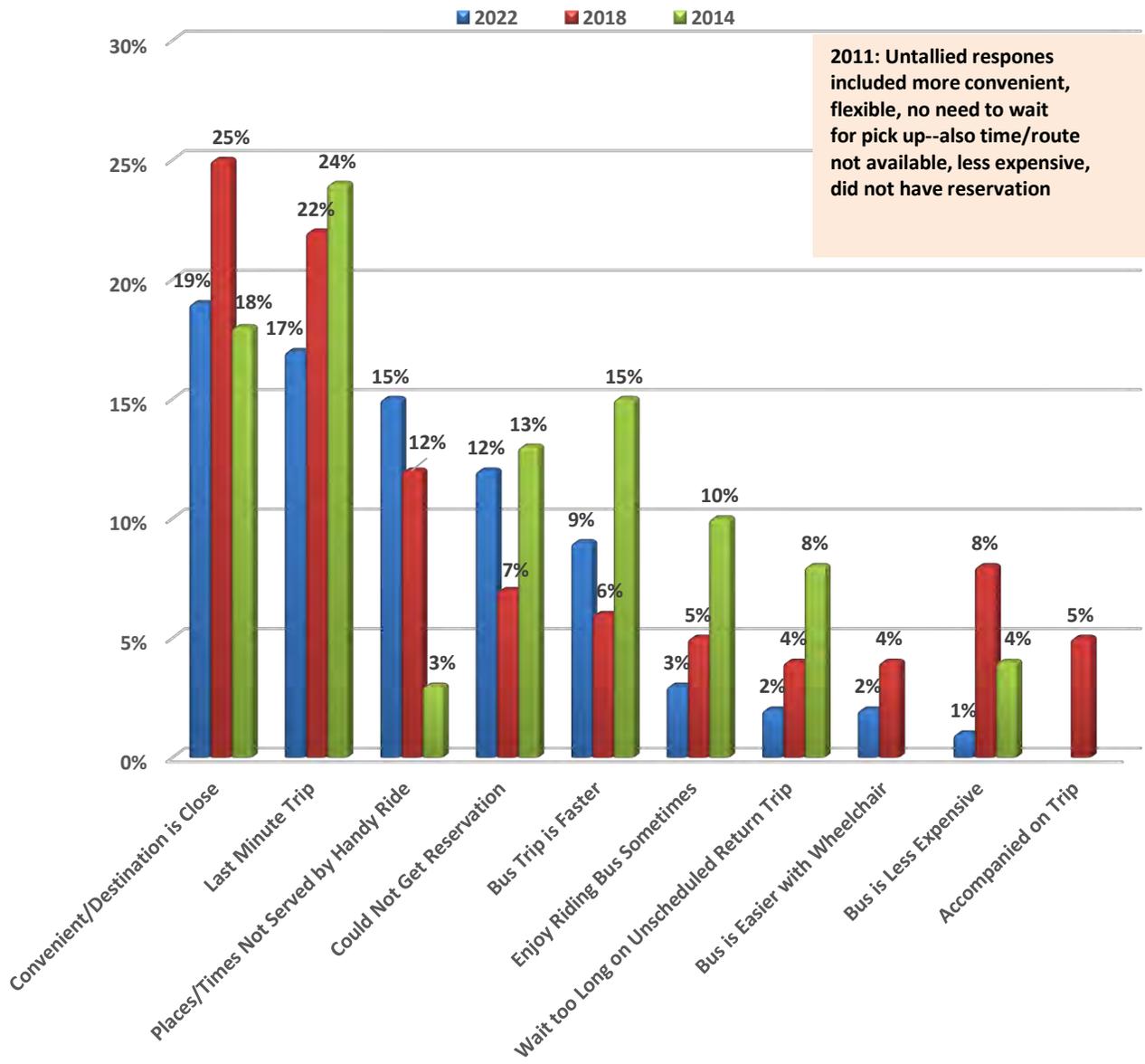


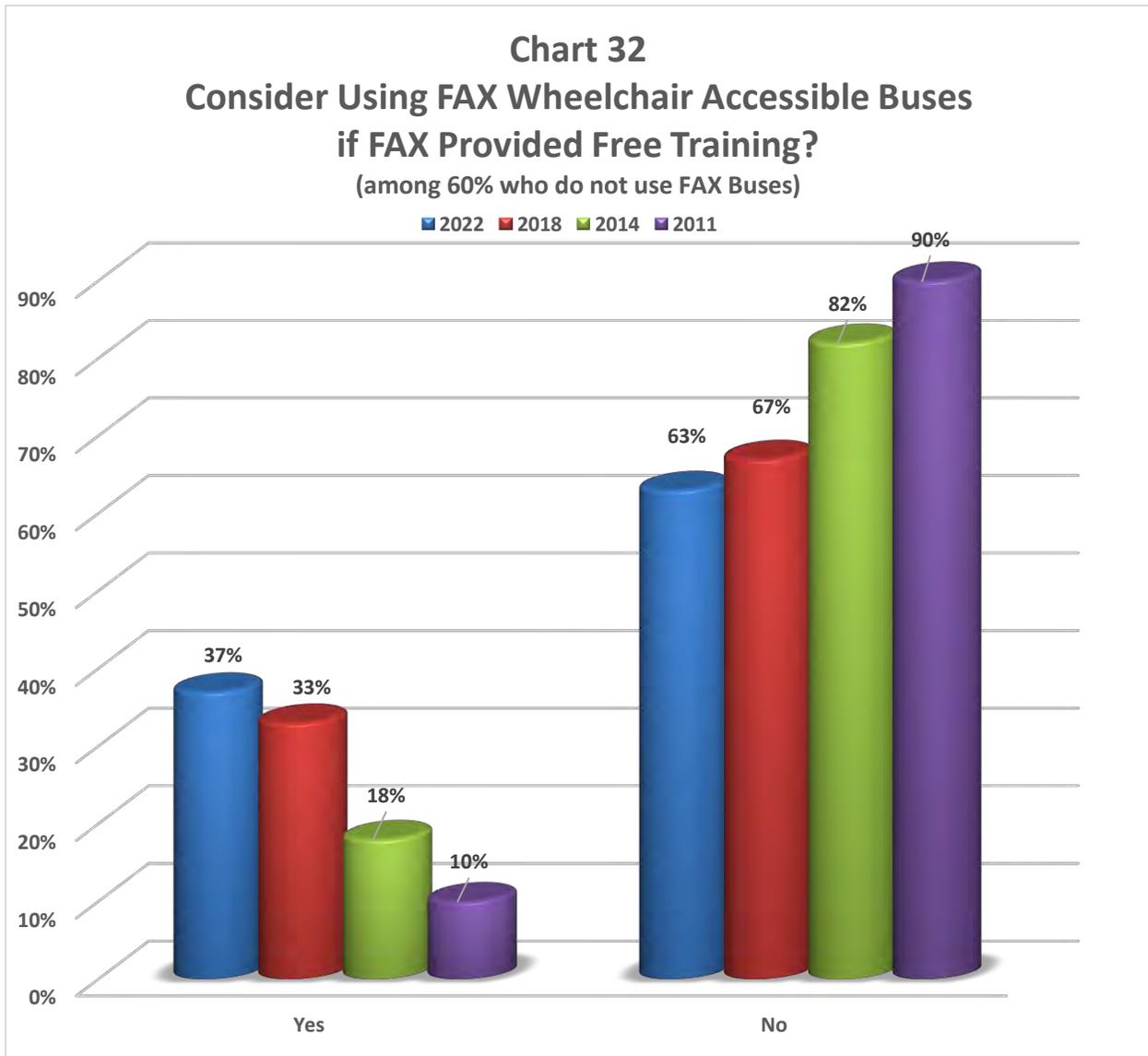
Chart 31 shows that nearly one-fifth (19 percent) of those who have occasionally used the fixed-route bus did so because it is convenient to use such a bus to travel to a nearby destination. This reason is followed by the need to make a last-minute trip and did not have time to make a Handy Ride reservation (17 percent), the ability to travel to places not served by Handy Ride (15 percent), and to take advantage of the faster bus trip (9 percent).

In 2018, the top reasons why Handy Ride customers used the fixed buses were the same but in different proportions--convenience to use such a bus to travel to a nearby destination (25 percent), the need to make a last-minute trip (22 percent), the ability to gain access to destinations not served by Handy Ride (12 percent), and the inability of Handy Ride customers to obtain a reservation (7 percent). The 2014 survey had far fewer respondents indicating that the bus allowed them to access destinations not served by Handy Ride and substantially more indicating that a faster bus trip induced them to use the bus.

Chart 31
Reason for Supplementing Handy Ride with FAX Fixed
Route Buses
(Among 40% Who Sometimes Ride FAX Bus)



There is an increasing interest in the possibility of using FAX wheelchair accessible buses. Nearly two-fifths (37 percent) of 2022 Handy Ride customers would consider using wheelchair accessible buses if FAX provided free training (**Chart 32**). This represents a slight increase over the 2018 survey results where 33 percent would consider using wheelchair accessible buses. In 2014 and 2011, there was considerably less interest in wheelchair accessible buses. In 2014, 18 percent of Handy ride customers considered using wheelchair accessible buses and in 2011, only 10 percent entertained this option.



Covid Protocols

Quite obviously, COVID has impacted the lives of everyone and has had an effect upon travel. **Chart 33** shows that, during Covid, nearly two-fifths (38 percent) of respondents took fewer Handy Ride trips. Another 10 percent took more trips and over one-third (33 percent) made no changes in the number of Handy Ride trips taken during Covid. Nearly one-fifth (18 percent) did not use Handy Ride at all during Covid.

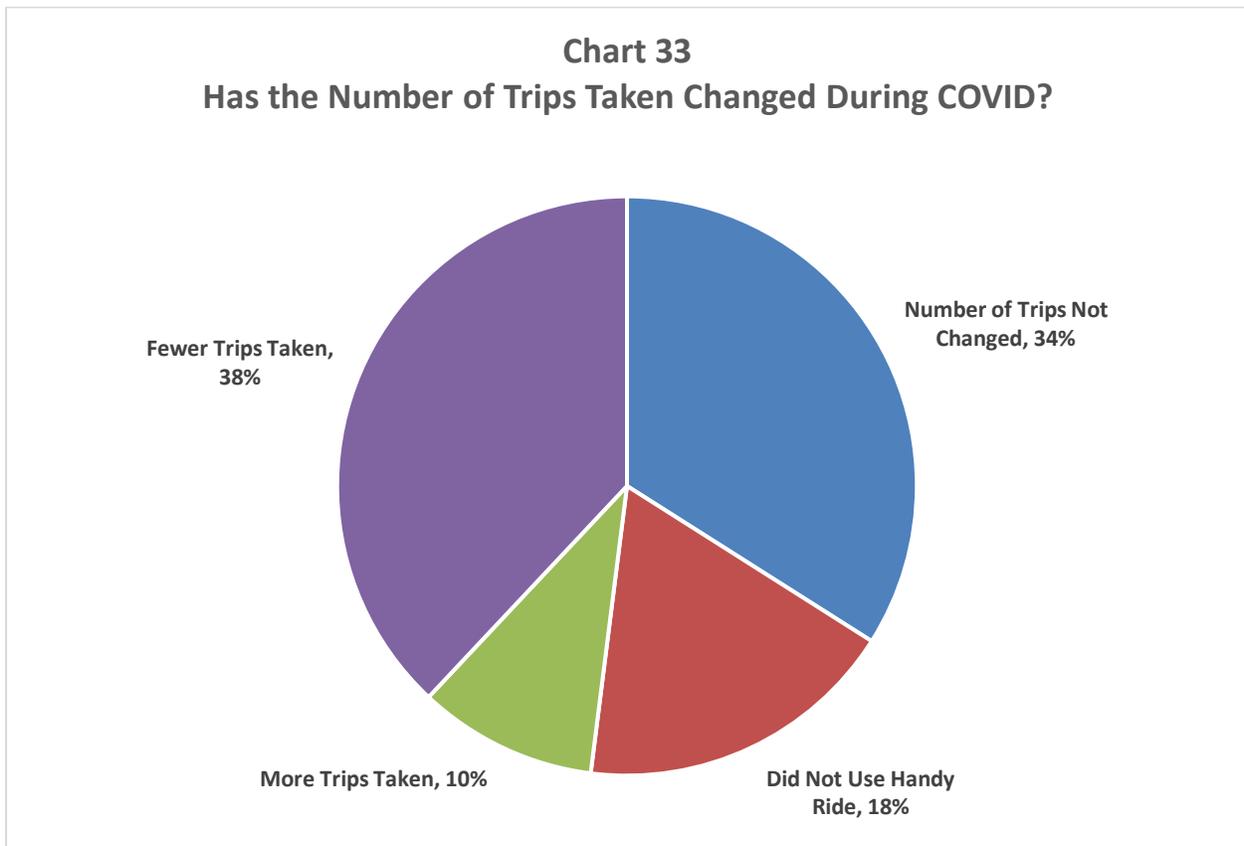


Chart 34 indicates that among those who used Handy Ride during COVID (82 percent), over three-fifths (61 percent) used Handy Ride for medical/dental trips. Another 13 percent used Handy Ride for shopping trips, with social/recreation (7 percent), Work/Business (6 percent), and Errands/Personal (6 percent) following in order.

Chart 35 reports that among the 56 percent of respondents who took fewer trips or no trips at all on Handy Ride during COVID, these respondents handled their transportation needs in the following ways: obtained rides from family and friends (45 percent), stayed home more often (36 percent), used the FAX bus, medical transport, and their own car (12 percent), and used of Uber, Lyft, and taxis (6 percent).

Chart 34
Trip Purpose Using Handy Ride During COVID
(Among 82% Who Used Handy Ride During COVID)

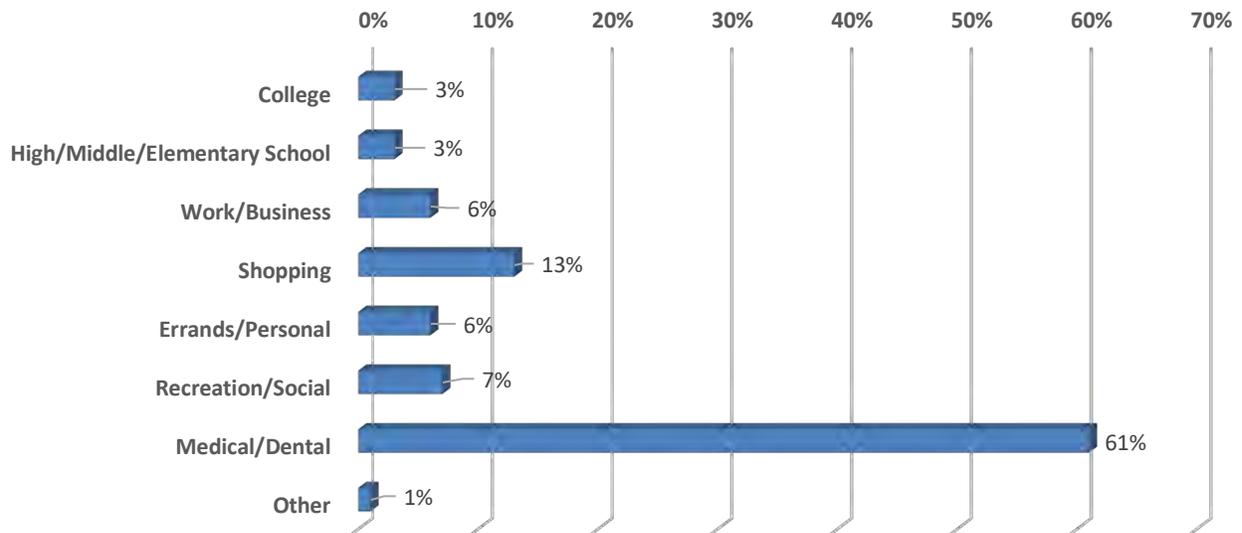
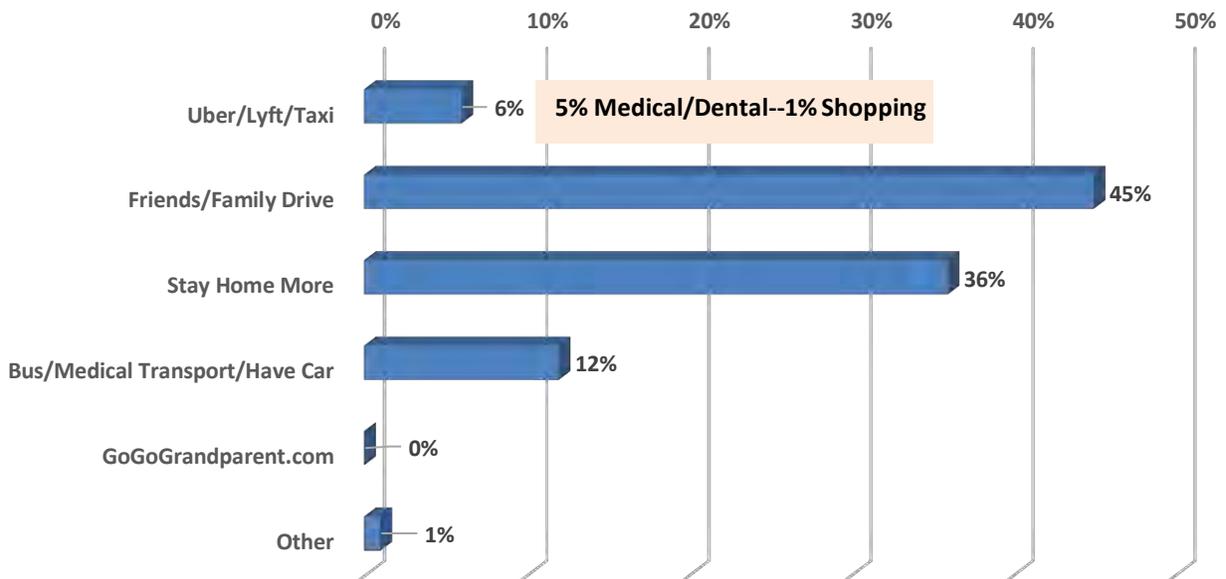


Chart 35
Alternative Transportation Mode During COVID
(Among 56% Who Took Fewer Trips or None at All on Handy Ride During COVID)



APPENDIX

1. Questionnaire	55
2. Frequencies	67
3. Open Ended Responses	97

Questionnaire

Handy Ride Telephone Survey 2022

Hello, my name is _____. I'm calling from _____. We're conducting a customer satisfaction survey on behalf of the FAX Handy Ride Paratransit service. FAX would like to have a better understanding of how you feel about their service. This interview will take approximately 10-15 minutes. Your responses are completely confidential, and all results will be reported in summarized form only.

Are you able to answer questions about the Handy Ride service? **[IF NO, IS THERE SOMEONE THERE WHO CAN? (e.g. caretaker, family member, etc.). Ask this other respondent for relationship to customer and confirm that she/he is familiar with Handy Ride and can respond about the customer's opinion. Also make certain that actual customer is not able to respond himself/herself.**

Could you take a few minutes right now to help us out with your opinions? **[IF NO, ARRANGE CB]**

IF ASKED FOR A CONTACT NAME:

Please call Richard Parker, Rea & Parker Research 858-279-5070.

IF TOLD "NO TIME" OR "BUSY RIGHT NOW":

Could I schedule a more convenient time?

"LM":

This is... calling from _____. It's..(DATE and TIME). We're conducting a customer satisfaction survey on behalf of the FAX Handy Ride service. We'll try again another time. Thank you.

"LM":

This is...calling from _____. We've been trying to reach you for a few days regarding our customer satisfaction survey on behalf of the FAX Handy Ride service. Could you please call us at _____ and leave a message with the best times to reach you? Thank you.

RESP: We would like to know with whom we are speaking, Are you...?

1. _____ **HANDY RIDE CUSTOMER**
2. _____ **CARE GIVER/NURSE**
3. _____ **FRIEND/RELATIVE**
4. _____ **OTHER, SPECIFY _____**

NOTE: SURVEY QUESTIONS TO CUSTOMER WILL USE "YOU" IN QUESTION IF RESPONDENT IS CUSTOMER. OTHERWISE, REFER TO CUSTOMER BY NAME AS MR. _____ or MS. _____.

Q1. How many one-way trips via Handy Ride (for example, if you take a round trip, that would be counted as two trips) do(es) you/NAME take in a typical week?
_____ (99 = DK/REF)

Q2. How long have (has) you/NAME been using Handy Ride?

1. LESS THAN THREE MONTHS
2. 3 TO 6 MONTHS
3. 7 MONTHS TO 11 MONTHS
4. ONE TO 1.5 YEARS
5. MORE THAN 1.5 YEARS BUT UNDER 3 YEARS
6. 3 YEARS OR MORE
7. **DK—DO NOT READ**

Q3. When you/NAME use(s) Handy Ride, what is the most common purpose of your/NAME'S trip?

1. TO / FROM WORK
2. TO / FROM SCHOOL
3. TO / FROM SHOPPING
4. TO/ FROM APPOINTMENTS (E.G., MEDICAL / DENTIST, ETC.)
5. RUN ERRANDS/PAY BILLS
6. ENTERTAINMENT/DINING
7. CHURCH/TEMPLE/MOSQUE/SYNAGOGUE
8. VISITING FRIENDS / RELATIVES
9. OTHER (PLEASE SPECIFY)
10. **DK—DO NOT READ**

Q4. When was your/NAME'S most recent trip using Handy Ride?

1. Within the last two weeks
2. More than 2 weeks ago but more recent than one month ago
3. One-to-Three Months ago
4. More than 3 Months ago (**GO TO Q4a**)
5. CAN'T REMEMBER / DON'T KNOW—**DO NOT READ**

Q4a. (IF Q4 = 4—IF OTHERWISE, GO TO Q5) Why have you not used Handy Ride during the past three months? — (**PRESS FOR MORE DETAIL IF THE RESPONDENT SAYS, "JUST HAVEN'T NEEDED IT" OR SOMETHING SIMILAR**)

Q5. How much do(es) you/NAME agree or disagree with this statement: “**I/NAME totally depend(s) on Handy Ride for all my/his or her transportation needs**”?

1. STRONGLY AGREE
2. AGREE
3. SLIGHTLY AGREE
4. SLIGHTLY DISAGREE
5. DISAGREE
6. STRONGLY DISAGREE
7. **DON'T KNOW –DO NOT READ**

Q6. Do(es) you/NAME plan to take more or fewer trips per week on Handy Ride in the next three months?

1. MORE TRIPS
2. FEWER TRIPS
3. SAME—NO CHANGE
4. WILL NOT USE HANDY RIDE

Q6a. (IF Q6 NOT = 1---IF Q6= 1, GO TO Q7). Please explain why you/NAME are/is not planning to use Handy Ride more than you do now.

Q7. Did COVID change the number of weekly trips you/NAME have/has taken using Handy Ride?

1. ___ I have not changed my usage of Handy Ride during COVID
2. ___ I have not used Handy Ride during COVID (**GO TO Q7b**)
3. ___ I take more trips using Handy Ride during COVID
4. ___ I take fewer trips using Handy Ride during COVID

Q7a. (IF Q7 =1 OR Q7 = 3 OR Q7 = 4) If you/NAME used Handy Ride during COVID, what was your most common trip purpose? (CHECK ONLY ONE)

- | | |
|--------------------------------------|------------------------------|
| 1. ___ College | 5. ___ Errands/Personal |
| 2. ___ High/Middle/Elementary School | 6. ___ Recreational/Social |
| 3. ___ Work/Business | 7. ___ Medical/Dental |
| 4. ___ Shopping | 8. ___ Other, please specify |

Q7b. (IF Q7 =2 OR Q7 = 4—IF OTHERWISE, GO TO Q7c) If you/NAME have taken fewer Handy Ride trips during COVID, what means of travel have you been using?

1. ___ Uber/Lyft/Taxi (**GO TO Q7c**)
2. ___ Friends or family drive
3. ___ I stay home more
4. ___ GoGoGrandparent.com
5. ___ Other, please specify _____

Q7c. (IF Q7b = 1—IF OTHERWISE, GO TO Q8) If you/NAME used Uber or Lyft or a taxi instead of Handy Ride during COVID, what was your typical trip purpose?
(CHECK ONLY ONE)

- | | |
|--------------------------------------|------------------------------|
| 1. ___ College | 5. ___ Errands/Personal |
| 2. ___ High/Middle/Elementary School | 6. ___ Recreational/Social |
| 3. ___ Work/Business | 7. ___ Medical/Dental |
| 4. ___ Shopping | 8. ___ Other, please specify |
- _____

Q8. Based on your/NAME's ridership experience, and on a scale of 1-to-6, with 1 being VERY SATISFIED, 2 SATISFIED, 3 SLIGHTLY SATISFIED, 4 SLIGHTLY DISSATISFIED, 5 DISSATISFIED and 6 being VERY DISSATISFIED, how satisfied, or dissatisfied are(is) you/NAME with Handy Ride in getting you/NAME home or to your/NAME'S destination on time? Again 1 is VERY SATISFIED and 6 is VERY DISSATISFIED _____

(7= DON'T KNOW—DO NOT READ)

Q9a-q. I am now going to ask you/NAME to rate a series of other Handy Ride features that you/NAME have (has) likely experienced as a customer of Handy Ride. We'll use that same 1-to-6 scale, again where 1 is VERY SATISFIED and 6 is VERY DISSATISFIED.

Feature	1	2	3	4	5	6	7= DK Do Not Read
Handy Ride's Scheduled Pick-Ups? (Within 30 minutes after your scheduled pick-up time)							
Handy Ride's "Will-Call-Pick-Ups"? (customer is not certain when to be picked up, so return trips are not prescheduled and the customer is picked up to 90 minutes from the time he or she calls to be picked-up, medical trips only)							
Cleanliness inside Handy Ride vehicles							
Drivers' courtesy							
Drivers' driving skills							
Drivers' enforcement of COVID safety procedures, such as wearing masks and conducting a COVID screening							
Drivers' traffic-safety consciousness							
The overall comfort of the rides							
Handy Ride reservations staff's accuracy (i.e., they get the correct time and location)							
Handy Ride reservations staff's courtesy							
Handy Ride reservations staff's implementation of COVID protocols, such as conducting a COVID health screening							
Handy Ride's Monday to Sunday "8 AM to 5 PM" reservation hours							
Handy Ride's reservation policy where you can reserve your ride 1 to 2 days before your trip							
Handy Ride service hours							
Value provided by Handy Ride for the fare/price paid							
Locations and payment methods to purchase passes							
Availability of information on Handy Ride provided by FAX							
Overall service provided by FAX's Handy Ride							

Q10a-b. You/NAME may have considered several factors when thinking about your/NAME'S level of satisfaction with Handy Ride service. What would be the **two** most important factors that impact your/NAME'S level of satisfaction?

DO NOT READ—CODE USING THE FOLLOWING SCHEMA

1. COVID-RELATED SAFETY on the VEHICLE
2. SAFETY IN TRAFFIC
3. DRIVERS' DRIVING SKILLS
4. DRIVERS' CUSTOMER SERVICE
5. RESERVATION STAFF'S ACCURACY
6. RESERVATION STAFF'S CUSTOMER SERVICE
7. PICK-UPS BEING ON TIME
8. WAIT TIME FOR PICK-UPS
9. CLEANLINESS INSIDE THE VEHICLE
10. REASONABLE FARE / PRICE of MONTHLY PASS
11. HANDY RIDE'S RESERVATION HOURS
12. HANDY RIDE'S HOURS OF OPERATION / SERVICE
13. HOW CIVIL or COURTEOUS are the OTHER RIDERS IN THE VEHICLE
14. COMFORT LEVEL of the RIDE
15. TYPE OF VEHICLE USED - BUS, SEDAN
20. OTHER. please specify _____
25. **DON'T KNOW—DO NOT READ**

Q11. How safe do(es) you/NAME feel in Handy Ride vehicles?

1. VERY SAFE
2. SOMEWHAT SAFE
3. SOMEWHAT UNSAFE
4. VERY UNSAFE
5. **DON'T KNOW [DO NOT READ]**

Q12. Have (Has) you/NAME ever waited over 90 minutes (for a Handy Ride "Will-Call-Pick-Up")?

1. YES, ON THREE OR MORE OCCASSIONS
2. YES, ONCE OR TWICE
3. NO, NEVER HAVE
4. **DON'T KNOW / CAN'T RECALL—DO NOT READ**

Q13. How long was your/NAMES'S longest wait from the time of your call for a Handy Ride Will Call Pickup to arrive? _____ mins. **(999 = DON'T KNOW—DO NOT READ)**

- Q14.** How long has your/NAME typical wait been for a “Will-Call-Pick-Up” to arrive? _____ (999 = DK—**DO NOT READ**) mins.
- Q15.** Have (Has) you/NAME waited over 30 minutes for a Handy Ride Scheduled pick-up?
1. YES, ON THREE OR MORE OCCASSIONS
 2. YES, ONCE OR TWICE
 3. NO, NEVER HAVE
 4. DON'T KNOW / CAN'T RECALL
- Q16.** How long was your/NAME'S longest wait for your Scheduled pick-up? _____ (999=DK—**DO NOT READ**) mins.
- Q17.** How long has your/NAME'S typical wait been for a Handy Ride Scheduled pick-up? _____ (999 = DK—**DO NOT READ**) mins.
- Q18.** What has been the typical duration of your/NAMES'S rides each way (i.e., the time you are on board a Handy Ride vehicle; not the wait time)? _____ (999 = DK—**DO NOT READ**) mins
- Q19.** Do(es) you/NAME usually allow a 2-hour window between your/NAME'S requested pick-up time and your/NAME'S appointment time (i.e., the time you/NAME need(s) to be at a particular place)?
1. YES, ALWAYS 2 HOURS
 2. YES, SOMETIMES
 3. NO, USUALLY ALLOW A 1-HOUR WINDOW
 4. OTHER (PLEASE SPECIFY) _____
- Q20.** Have (Has) you/NAME encountered occasions where Handy Ride arrived to pick you/NAME up earlier than you/NAME anticipated?
1. YES, ON THREE OR MORE OCCASSIONS
 2. YES, ONCE OR TWICE
 3. NO, NEVER HAVE
 4. DON'T KNOW / CAN'T RECALL
- Q21.** Would you/NAME find it helpful to receive a reminder notification on the night before or on the same day for trips scheduled on Handy Ride?
1. YES, both the night before and on the same day
 2. YES, night before only
 3. YES, same day only
 4. NEITHER WOULD BE HELPFUL

Q22. How do(es) you/NAME normally pay your fare?

1. Cash
2. Handy Ride Pass
3. **DK—DO NOT READ**

Q23. Do(es) you/NAME occasionally ride FAX fixed-route bus?

1. YES
2. NO---(GO TO 23b)
3. **DK [DO NOT READ]**

Q23a. (IF Q23 =1—IF OTHERWISE, GO TO Q23b) What was/were your/NAME'S reason(s) for supplementing your/NAME'S transportation needs with FAX fixed-route buses?

Q23b. Would you/NAME consider using FAX's fixed route buses, which are all accessible, if you/NAME could access a free travel training program to learn how to use these buses?

1. Yes
2. No
3. **DK/REF—DO NOT READ**

Q24. Have (Has) you/NAME ever visited the FAX or Handy Ride website to obtain information about transportation services?

1. YES
2. NO
3. **DK—DO NOT READ**

Q25. Do(es) you/NAME use a smart phone or mobile applications?

1. YES
2. NO
3. **DK—DO NOT READ**

Q25a. (IF Q25 = 1—IF OTHERWISE, GO TO Q26) If Handy Ride had a mobile app, would you use it to make your reservations?

1. YES
2. NO
3. **DK—DO NOT READ**

Q26. Do(es) you/NAME use the Internet at least once a week?

1. YES
2. NO
3. **DK—DO NOT READ**

Q27. Are you aware that repeated No-Shows can result in your service being suspended?

1. YES
2. NO—
3. **DK—DO NOT READ**

DEMOGRAPHICS

To ensure that we are talking to a wide variety of riders, we would like to ask you a few more questions. First, ...

MILITARY STATUS Are you/NAME active-duty military or a U.S. Veteran?

1. ___ Yes
2. ___ No
3. ___ **DON'T KNOW—DO NOT READ**

WORK What is your/NAME'S work status? Are you/Is NAME....?

1. EMPLOYED FULL-TIME BY A THIRD PARTY (i.e. SOMEONE OR SOME BUSINESS OR AGENCY)
2. EMPLOYED PART TIME BY A THIRD PARTY
3. SELF EMPLOYED
4. STUDENT AND EMPLOYED
5. STUDENT AND NOT EMPLOYED
6. HOMEMAKER
7. RETIRED
8. UNEMPLOYED
9. DISABLED AND UNABLE TO WORK
12. OTHER, Specify _____
15. **DK/REFUSED—DO NOT READ**

AGE Which of the following age categories best describes your/NAME'S current age?

1. UNDER 18 YEARS OLD
2. 18 TO 34 YEARS OLD
3. 35 TO 54 YEARS OLD
4. 55 TO 74 YEARS OLD
5. 75 OR OLDER
6. **DK/REFUSED TO ANSWER—DO NOT READ**

EDUCATION: What is the last grade in school you/NAME have/has completed?

1. LESS THAN 8TH GRADE EDUCATION
2. SOME HIGH SCHOOL
3. HIGH SCHOOL GRADUATE
4. VOCATIONAL / TECHNICAL SCHOOL
5. COLLEGE GRADUATE
6. POST GRADUATE EDUCATION
7. **DK/REFUSED TO ANSWER—DO NOT READ**

ETHNICITY Which of the following most closely describes your/NAME'S ethnic background? **(CHECK ONE)**

1. HISPANIC
2. WHITE/CAUCASIAN
3. AFRICAN AMERICAN/BLACK
4. ASIAN/SOUTHEAST ASIAN (PLEASE SPECIFY NATIONAL ORIGIN OR ASIAN ETHNIC GROUP _____)
5. AMERICAN INDIAN
6. PACIFIC ISLANDER
7. MIDDLE EASTERNER
8. MIXED, PLEASE SPECIFY _____
12. OTHER, PLEASE SPECIFY _____
16. **DK/REFUSED TO ANSWER—DO NOT READ**

LEP: Do you consider yourself/NAME to be limited in the English language?

1. ___ Yes 2. ___ No 3. ___ **DK—DO NOT READ**

LANGUAGE What is the primary language spoken in your/NAMES's home?

1. ENGLISH
2. SPANISH OR SPANISH CREOLE
3. HMONG
4. PUNJABI
5. OTHER INDIC LANGUAGES
6. LAOTIAN
7. MON-KHMER, CAMBODIAN
8. CHINESE
9. ARABIC
10. VIETNAMESE
11. ARMENIAN
12. TAGALOG
15. OTHER, _____
20. **DK/REFUSED TO ANSWER—DO NOT READ**

INCOME Which of the following categories best describes your/NAME's **total household income** in **2021**, before taxes?

1. LESS THAN \$10,000 PER YEAR
2. \$10,000 TO \$19,999 PER YEAR
3. \$20,000 TO \$29,999 PER YEAR
4. \$30,000 TO \$39,999 PER YEAR
5. \$40,000 TO \$49,999 PER YEAR
6. \$50,000 OR MORE
7. **DK/REFUSED TO ANSWER—DO NOT READ**

ZIP What is your residential zip code? _____ (**DK=00000----- DO NOT READ**)

GENDER What is your/NAME's gender?

1. _____ MALE
 2. _____ FEMALE
 3. _____ OTHER
 4. _____ **REFUSED TO ANSWER—DO NOT READ**
-

Frequency Tables

Respondent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Handy Ride Customer	235	92.5	92.5	92.5
	Care Giver/Nurse	8	3.1	3.1	95.7
	Friend/Relative	11	4.3	4.3	100.0
	Total	254	100.0	100.0	

Number of One-Way Trips per Week

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	0	11	4.3	4.7	4.7	
	1	29	11.4	12.5	17.2	
	2	73	28.7	31.5	48.7	
	3	17	6.7	7.3	56.0	
	4	40	15.7	17.2	73.3	
	5	6	2.4	2.6	75.9	
	6	25	9.8	10.8	86.6	
	7	1	.4	.4	87.1	
	8	10	3.9	4.3	91.4	
	10	15	5.9	6.5	97.8	
	11	1	.4	.4	98.3	
	12	1	.4	.4	98.7	
	14	1	.4	.4	99.1	
	16	1	.4	.4	99.6	
	20	1	.4	.4	100.0	
		Total	232	91.3	100.0	
	Missing	Don't Know	22	8.7		
Total		254	100.0			

Length of Time Handy Ride Customer

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 3 Months	5	2.0	2.0	2.0
	3 to 6 Months	21	8.3	8.4	10.4
	7 to 11 Months	20	7.9	8.0	18.3
	One to 1.5 Years	27	10.6	10.8	29.1
	More than 1.5 but less than 3 Years	49	19.3	19.5	48.6
	3 Years or More	129	50.8	51.4	100.0
	Total	251	98.8	100.0	
	Missing	Don't Know	3	1.2	
Total		254	100.0		

Most Common Trip Purpose

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	To/From Work	19	7.5	7.5	7.5
	To/From School	13	5.1	5.1	12.6
	To/From Shopping	26	10.2	10.2	22.8
	To/From Appointments (e.g. Medical/Dental)	152	59.8	59.8	82.7
	Run Errands/Pay Bills	8	3.1	3.1	85.8
	Entertainment/Dining	7	2.8	2.8	88.6
	Church/Temple/Mosque/Synagogue	10	3.9	3.9	92.5
	Visit Friends/Relatives	9	3.5	3.5	96.1
	Recreation	4	1.6	1.6	97.6
	Adult Daycare Program	4	1.6	1.6	99.2
	Other	2	.8	.8	100.0
	Total		254	100.0	100.0

When was Most Recent Handy Ride Trip

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Within the Last 2 Weeks	115	45.3	46.0	46.0
	More than 2 Weeks Ago but Less than One Month	34	13.4	13.6	59.6
	One-to-Three Months Ago	36	14.2	14.4	74.0
	More than 3 Months Ago	65	25.6	26.0	100.0
	Total	250	98.4	100.0	
Missing	Can't Remember/Don't Know	4	1.6		
Total		254	100.0		

Why Not Handy Ride--Past 3 Mos. Coded

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	COVID	20	7.9	30.8	30.8
	Get Ride/Have Car	17	6.7	26.2	56.9
	Not Going to Work/School	5	2.0	7.7	64.6
	Too Ill/Injured	6	2.4	9.2	73.8
	Fewer Appointments	4	1.6	6.2	80.0
	Service Dissatisfaction	9	3.5	13.8	93.8
	Location Not Served	2	.8	3.1	96.9
	Not Needed	2	.8	3.1	100.0
	Total	65	25.6	100.0	
Missing	System	189	74.4		
Total		254	100.0		

Agree/Disagree--Totally Depend on Handy Ride

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	94	37.0	38.2	38.2
	Agree	82	32.3	33.3	71.5
	Slightly Agree	27	10.6	11.0	82.5
	Slightly Disagree	18	7.1	7.3	89.8
	Disagree	14	5.5	5.7	95.5
	Strongly Disagree	11	4.3	4.5	100.0
	Total	246	96.9	100.0	
Missing	Don't Know	8	3.1		
Total		254	100.0		

Plan to Take More or Fewer Trips Next Three Months

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More Trips	132	52.0	52.0	52.0
	Fewer Trips	40	15.7	15.7	67.7
	Same-No Change	71	28.0	28.0	95.7
	Will Not Use Handy Ride Next Three Months	11	4.3	4.3	100.0
	Total	254	100.0	100.0	

Why Not More Trips--3 Mos--Coded

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	COVID	11	4.3	9.0	9.0
	Get Ride/Have Car	36	14.2	29.5	38.5
	Not Going to Work/School	7	2.8	5.7	44.3
	Too Ill/Injured	9	3.5	7.4	51.6
	Fewer Appointments	31	12.2	25.4	77.0
	Service Dissatisfaction	13	5.1	10.7	87.7
	Other	15	5.9	12.3	100.0
	Total	122	48.0	100.0	
Missing	System	132	52.0		
Total		254	100.0		

Did COVID Change Number of Handy Ride Weekly Trips?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Have Not Changed My Usage	86	33.9	33.9	33.9
	Have Not Used Handy Ride During COVID	47	18.5	18.5	52.4
	More Trips During COVID	25	9.8	9.8	62.2
	Fewer Trips During COVID	96	37.8	37.8	100.0
	Total	254	100.0	100.0	

Most Common Trip Purpose During COVID

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	College	6	2.4	2.9	2.9
	High School/Middle School/Elementary School	5	2.0	2.4	5.3
	Work/Business	13	5.1	6.3	11.6
	Shopping	27	10.6	13.0	24.6
	Errands/Personal	12	4.7	5.8	30.4
	Recreation/Social	15	5.9	7.2	37.7
	Medical/Dental	126	49.6	60.9	98.6
	Other	3	1.2	1.4	100.0
	Total	207	81.5	100.0	
	Missing	System	47	18.5	
Total		254	100.0		

Fewer Trips During COVID--Means of Travel

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Uber/Lyft/Taxi	9	3.5	6.3	6.3
	Friends/Family Drive	64	25.2	44.8	51.0
	Stay Home More	52	20.5	36.4	87.4
	Bus/Medical Transport/Care Provider/Have Car	17	6.7	11.9	99.3
	Other	1	.4	.7	100.0
	Total	143	56.3	100.0	
	Missing	System	111	43.7	
Total		254	100.0		

Trip Purpose--Uber/Lyft/Taxi During COVID

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Shopping	2	.8	22.2	22.2
	Medical/Dental	7	2.8	77.8	100.0
	Total	9	3.5	100.0	
Missing	System	245	96.5		
Total		254	100.0		

Satisfaction Getting to Destination On Time

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	98	38.6	38.9	38.9
	Satisfied	93	36.6	36.9	75.8
	Slightly Satisfied	25	9.8	9.9	85.7
	Slightly Dissatisfied	10	3.9	4.0	89.7
	Dissatisfied	20	7.9	7.9	97.6
	Very Dissatisfied	6	2.4	2.4	100.0
	Total	252	99.2	100.0	
Missing	Don't Know/Refused	2	.8		
Total		254	100.0		

Satisfaction Scheduled Pickups

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	101	39.8	40.4	40.4
	Satisfied	69	27.2	27.6	68.0
	Slightly Satisfied	40	15.7	16.0	84.0
	Slightly Dissatisfied	14	5.5	5.6	89.6
	Dissatisfied	16	6.3	6.4	96.0
	Very Dissatisfied	10	3.9	4.0	100.0
	Total	250	98.4	100.0	
Missing	Don't Know/Refused	4	1.6		
Total		254	100.0		

Satisfaction Will-call Pickups

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	84	33.1	36.2	36.2
	Satisfied	70	27.6	30.2	66.4
	Slightly Satisfied	26	10.2	11.2	77.6
	Slightly Dissatisfied	18	7.1	7.8	85.3
	Dissatisfied	19	7.5	8.2	93.5
	Very Dissatisfied	15	5.9	6.5	100.0
	Total	232	91.3	100.0	
Missing	Don't Know/Refused	22	8.7		
Total		254	100.0		

Satisfaction Cleanliness Inside Vehicles

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	141	55.5	57.8	57.8
	Satisfied	71	28.0	29.1	86.9
	Slightly Satisfied	16	6.3	6.6	93.4
	Slightly Dissatisfied	3	1.2	1.2	94.7
	Dissatisfied	6	2.4	2.5	97.1
	Very Dissatisfied	7	2.8	2.9	100.0
	Total	244	96.1	100.0	
Missing	Don't Know/Refused	10	3.9		
Total		254	100.0		

Satisfaction Driver Courtesy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	156	61.4	62.4	62.4
	Satisfied	53	20.9	21.2	83.6
	Slightly Satisfied	15	5.9	6.0	89.6
	Slightly Dissatisfied	8	3.1	3.2	92.8
	Dissatisfied	7	2.8	2.8	95.6
	Very Dissatisfied	11	4.3	4.4	100.0
	Total	250	98.4	100.0	
Missing	Don't Know/Refused	4	1.6		
Total		254	100.0		

Satisfaction Driver Driving Skill

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	153	60.2	61.9	61.9
	Satisfied	68	26.8	27.5	89.5
	Slightly Satisfied	13	5.1	5.3	94.7
	Slightly Dissatisfied	4	1.6	1.6	96.4
	Dissatisfied	4	1.6	1.6	98.0
	Very Dissatisfied	5	2.0	2.0	100.0
	Total	247	97.2	100.0	
Missing	Don't Know/Refused	7	2.8		
Total		254	100.0		

Satisfaction Driver COVID Safety

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	138	54.3	60.0	60.0
	Satisfied	67	26.4	29.1	89.1
	Slightly Satisfied	11	4.3	4.8	93.9
	Slightly Dissatisfied	3	1.2	1.3	95.2
	Dissatisfied	5	2.0	2.2	97.4
	Very Dissatisfied	6	2.4	2.6	100.0
	Total	230	90.6	100.0	
Missing	Don't Know/Refused	24	9.4		
Total		254	100.0		

Satisfaction Driver Traffic Safety

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	160	63.0	64.8	64.8
	Satisfied	63	24.8	25.5	90.3
	Slightly Satisfied	12	4.7	4.9	95.1
	Slightly Dissatisfied	2	.8	.8	96.0
	Dissatisfied	4	1.6	1.6	97.6
	Very Dissatisfied	6	2.4	2.4	100.0
	Total	247	97.2	100.0	
Missing	Don't Know/Refused	7	2.8		
Total		254	100.0		

Satisfaction Overall Comfort of Ride

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	122	48.0	49.2	49.2
	Satisfied	74	29.1	29.8	79.0
	Slightly Satisfied	19	7.5	7.7	86.7
	Slightly Dissatisfied	13	5.1	5.2	91.9
	Dissatisfied	8	3.1	3.2	95.2
	Very Dissatisfied	12	4.7	4.8	100.0
	Total	248	97.6	100.0	
Missing	Don't Know/Refused	6	2.4		
Total		254	100.0		

Satisfaction Reservation Staff Accuracy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	122	48.0	49.0	49.0
	Satisfied	77	30.3	30.9	79.9
	Slightly Satisfied	23	9.1	9.2	89.2
	Slightly Dissatisfied	7	2.8	2.8	92.0
	Dissatisfied	11	4.3	4.4	96.4
	Very Dissatisfied	9	3.5	3.6	100.0
	Total	249	98.0	100.0	
Missing	Don't Know/Refused	5	2.0		
Total		254	100.0		

Satisfaction Reservation Staff Courtesy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	143	56.3	57.2	57.2
	Satisfied	74	29.1	29.6	86.8
	Slightly Satisfied	12	4.7	4.8	91.6
	Slightly Dissatisfied	6	2.4	2.4	94.0
	Dissatisfied	6	2.4	2.4	96.4
	Very Dissatisfied	9	3.5	3.6	100.0
	Total	250	98.4	100.0	
Missing	Don't Know/Refused	4	1.6		
Total		254	100.0		

Satisfaction Reservation Staff Implementation of COVID Protocols

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	130	51.2	61.3	61.3
	Satisfied	61	24.0	28.8	90.1
	Slightly Satisfied	7	2.8	3.3	93.4
	Slightly Dissatisfied	2	.8	.9	94.3
	Dissatisfied	5	2.0	2.4	96.7
	Very Dissatisfied	7	2.8	3.3	100.0
	Total	212	83.5	100.0	
Missing	Don't Know/Refused	42	16.5		
Total		254	100.0		

Satisfaction Monday-to-Sunday 8am-5pm Reservation Hours

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	131	51.6	53.0	53.0
	Satisfied	71	28.0	28.7	81.8
	Slightly Satisfied	24	9.4	9.7	91.5
	Slightly Dissatisfied	4	1.6	1.6	93.1
	Dissatisfied	9	3.5	3.6	96.8
	Very Dissatisfied	8	3.1	3.2	100.0
	Total	247	97.2	100.0	
Missing	Don't Know/Refused	7	2.8		
Total		254	100.0		

Satisfaction Reservation Policy 1-2 Days in Advance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	134	52.8	54.0	54.0
	Satisfied	69	27.2	27.8	81.9
	Slightly Satisfied	22	8.7	8.9	90.7
	Slightly Dissatisfied	8	3.1	3.2	94.0
	Dissatisfied	8	3.1	3.2	97.2
	Very Dissatisfied	7	2.8	2.8	100.0
	Total	248	97.6	100.0	
Missing	Don't Know/Refused	6	2.4		
Total		254	100.0		

Satisfaction Service Hours

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	126	49.6	51.0	51.0
	Satisfied	80	31.5	32.4	83.4
	Slightly Satisfied	20	7.9	8.1	91.5
	Slightly Dissatisfied	6	2.4	2.4	93.9
	Dissatisfied	6	2.4	2.4	96.4
	Very Dissatisfied	9	3.5	3.6	100.0
	Total	247	97.2	100.0	
Missing	Don't Know/Refused	7	2.8		
Total		254	100.0		

Satisfaction Value for the Price

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	147	57.9	60.0	60.0
	Satisfied	69	27.2	28.2	88.2
	Slightly Satisfied	13	5.1	5.3	93.5
	Slightly Dissatisfied	5	2.0	2.0	95.5
	Dissatisfied	5	2.0	2.0	97.6
	Very Dissatisfied	6	2.4	2.4	100.0
	Total	245	96.5	100.0	
Missing	Don't Know/Refused	9	3.5		
Total		254	100.0		

Satisfaction Locations/Payment Methods Purchase Passes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	85	33.5	47.0	47.0
	Satisfied	47	18.5	26.0	72.9
	Slightly Satisfied	16	6.3	8.8	81.8
	Slightly Dissatisfied	10	3.9	5.5	87.3
	Dissatisfied	11	4.3	6.1	93.4
	Very Dissatisfied	12	4.7	6.6	100.0
	Total	181	71.3	100.0	
Missing	Don't Know/Refused	73	28.7		
Total		254	100.0		

Satisfaction Availability of Information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	115	45.3	51.1	51.1
	Satisfied	69	27.2	30.7	81.8
	Slightly Satisfied	18	7.1	8.0	89.8
	Slightly Dissatisfied	8	3.1	3.6	93.3
	Dissatisfied	6	2.4	2.7	96.0
	Very Dissatisfied	9	3.5	4.0	100.0
	Total	225	88.6	100.0	
Missing	Don't Know/Refused	29	11.4		
Total		254	100.0		

Satisfaction Overall Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	130	51.2	52.6	52.6
	Satisfied	76	29.9	30.8	83.4
	Slightly Satisfied	19	7.5	7.7	91.1
	Slightly Dissatisfied	12	4.7	4.9	96.0
	Dissatisfied	1	.4	.4	96.4
	Very Dissatisfied	9	3.5	3.6	100.0
	Total	247	97.2	100.0	
Missing	Don't Know/Refused	7	2.8		
Total		254	100.0		

Important Factor in Level of Satisfaction-1 of 2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	COVID-related Safety on Vehicle	2	.8	.8	.8
	Safety in Traffic	7	2.8	2.9	3.8
	Drivers' Driving Skills	10	3.9	4.2	8.0
	Drivers' Customer Service	56	22.0	23.5	31.5
	Reservation Staff's Accuracy	4	1.6	1.7	33.2
	Reservation Staff's Customer Service	4	1.6	1.7	34.9
	Pick-Ups Being On-Time	93	36.6	39.1	73.9
	Wait Time for Pick-Ups	12	4.7	5.0	79.0
	Cleanliness Inside the Vehicle	3	1.2	1.3	80.3
	Reasonable Fare/Price of Monthly Pass	5	2.0	2.1	82.4
	Handy Ride's Reservation Hours	6	2.4	2.5	84.9
	Handy Ride's Hours of Operation/Service	9	3.5	3.8	88.7
	How Civil/Courteous are Other Riders	3	1.2	1.3	89.9
	Comfort Level of the Ride	8	3.1	3.4	93.3
	Locations Served	3	1.2	1.3	94.5
	Curbside Pick-Up	3	1.2	1.3	95.8
	Wheelchair/Disability Access	2	.8	.8	96.6
	Other	8	3.1	3.4	100.0
	Total	238	93.7	100.0	
	Missing	Don't Know	16	6.3	
Total		254	100.0		

Important Factor in Level of Satisfaction-2 of 2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	COVID-related Safety on Vehicle	4	1.6	2.3	2.3
	Safety in Traffic	7	2.8	4.0	6.3
	Drivers' Driving Skills	10	3.9	5.7	12.0
	Drivers' Customer Service	32	12.6	18.3	30.3
	Reservation Staff's Accuracy	7	2.8	4.0	34.3
	Reservation Staff's Customer Service	16	6.3	9.1	43.4
	Pick-Ups Being On-Time	18	7.1	10.3	53.7
	Wait Time for Pick-Ups	26	10.2	14.9	68.6
	Cleanliness Inside the Vehicle	4	1.6	2.3	70.9
	Reasonable Fare/Price of Monthly Pass	6	2.4	3.4	74.3
	Handy Ride's Reservation Hours	5	2.0	2.9	77.1
	Handy Ride's Hours of Operation/Service	10	3.9	5.7	82.9
	How Civil/Courteous are Other Riders	3	1.2	1.7	84.6
	Comfort Level of the Ride	6	2.4	3.4	88.0
	Type of Vehicle Used	1	.4	.6	88.6
	Locations Served	2	.8	1.1	89.7
	Curbside Pick-Up	2	.8	1.1	90.9
	Arrival Time at Destination	6	2.4	3.4	94.3
	Wheelchair/Disability Access	3	1.2	1.7	96.0
	Other	7	2.8	4.0	100.0
Total		175	68.9	100.0	
Missing	Don't Know	34	13.4		
	System	45	17.7		
	Total	79	31.1		
Total		254	100.0		

How Safe In Vehicle

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Safe	201	79.1	81.4	81.4
	Somewhat Safe	41	16.1	16.6	98.0
	Somewhat Unsafe	4	1.6	1.6	99.6
	Very Unsafe	1	.4	.4	100.0
	Total	247	97.2	100.0	
Missing	Don't Know	7	2.8		
Total		254	100.0		

Waited Over 90 Minutes for Will-call Pick-Up?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, on Three of More Occasions	51	20.1	20.5	20.5
	Yes, Once or Twice	72	28.3	28.9	49.4
	No, Never Have	126	49.6	50.6	100.0
	Total	249	98.0	100.0	
Missing	Don't Know/Can't Recall	5	2.0		
Total		254	100.0		

Longest Wait for Will-call Pickup (in Minutes)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	.4	.4	.4
	2	2	.8	.9	1.3
	5	1	.4	.4	1.8
	7	1	.4	.4	2.2
	10	10	3.9	4.5	6.7
	15	8	3.1	3.6	10.3
	20	12	4.7	5.4	15.7
	24	1	.4	.4	16.1
	30	32	12.6	14.3	30.5
	35	6	2.4	2.7	33.2
	40	7	2.8	3.1	36.3
	45	12	4.7	5.4	41.7
	50	4	1.6	1.8	43.5
	55	2	.8	.9	44.4
	60	27	10.6	12.1	56.5
	75	3	1.2	1.3	57.8
	80	3	1.2	1.3	59.2
	85	1	.4	.4	59.6
	90	34	13.4	15.2	74.9
	95	3	1.2	1.3	76.2
	99	2	.8	.9	77.1
	100	2	.8	.9	78.0
	105	2	.8	.9	78.9
	120	32	12.6	14.3	93.3
	130	1	.4	.4	93.7
	135	2	.8	.9	94.6
	180	5	2.0	2.2	96.9
	210	1	.4	.4	97.3
	240	2	.8	.9	98.2
	276	1	.4	.4	98.7
360	1	.4	.4	99.1	
440	1	.4	.4	99.6	
640	1	.4	.4	100.0	
	Total	223	87.8	100.0	
Missing	Don't Know	31	12.2		
Total		254	100.0		

Typical Wait for Will-call Pick-Up (in Minutes)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	.4	.5	.5
	2	3	1.2	1.4	1.8
	3	2	.8	.9	2.7
	5	6	2.4	2.7	5.4
	10	17	6.7	7.7	13.1
	13	3	1.2	1.4	14.5
	15	19	7.5	8.6	23.1
	20	19	7.5	8.6	31.7
	25	4	1.6	1.8	33.5
	30	54	21.3	24.4	57.9
	32	1	.4	.5	58.4
	35	2	.8	.9	59.3
	40	8	3.1	3.6	62.9
	45	22	8.7	10.0	72.9
	50	2	.8	.9	73.8
	60	32	12.6	14.5	88.2
	90	17	6.7	7.7	95.9
	95	1	.4	.5	96.4
	105	1	.4	.5	96.8
	120	4	1.6	1.8	98.6
160	1	.4	.5	99.1	
180	2	.8	.9	100.0	
	Total	221	87.0	100.0	
Missing	Don't Know	33	13.0		
Total		254	100.0		

Waited Over 30 Minutes for Scheduled Pick-Up?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, on Three of More Occasions	71	28.0	28.2	28.2
	Yes, Once or Twice	76	29.9	30.2	58.3
	No, Never Have	105	41.3	41.7	100.0
	Total	252	99.2	100.0	
Missing	Don't Know/Can't Recall	2	.8		
Total		254	100.0		

Longest Wait for Scheduled Pickup (in Minutes)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	2	.8	.9	.9
	1	1	.4	.5	1.4
	2	4	1.6	1.8	3.2
	4	1	.4	.5	3.6
	5	7	2.8	3.2	6.8
	7	1	.4	.5	7.2
	10	15	5.9	6.8	14.0
	15	20	7.9	9.0	23.0
	20	22	8.7	9.9	32.9
	25	3	1.2	1.4	34.2
	30	44	17.3	19.8	54.1
	34	1	.4	.5	54.5
	35	7	2.8	3.2	57.7
	40	14	5.5	6.3	64.0
	45	15	5.9	6.8	70.7
	50	3	1.2	1.4	72.1
	55	1	.4	.5	72.5
	60	30	11.8	13.5	86.0
	65	2	.8	.9	86.9
	80	1	.4	.5	87.4
	90	14	5.5	6.3	93.7
	99	1	.4	.5	94.1
	100	1	.4	.5	94.6
120	8	3.1	3.6	98.2	
150	1	.4	.5	98.6	
160	1	.4	.5	99.1	
180	1	.4	.5	99.5	
240	1	.4	.5	100.0	
	Total	222	87.4	100.0	
Missing	Don't Know	32	12.6		
Total		254	100.0		

Typical Wait for Scheduled Pick-Up (in Minutes)

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	0	6	2.4	2.7	2.7	
	1	2	.8	.9	3.6	
	3	1	.4	.5	4.1	
	5	18	7.1	8.2	12.3	
	10	31	12.2	14.1	26.4	
	15	37	14.6	16.8	43.2	
	17	3	1.2	1.4	44.5	
	20	33	13.0	15.0	59.5	
	23	1	.4	.5	60.0	
	25	4	1.6	1.8	61.8	
	30	48	18.9	21.8	83.6	
	35	2	.8	.9	84.5	
	40	5	2.0	2.3	86.8	
	45	8	3.1	3.6	90.5	
	50	2	.8	.9	91.4	
	60	14	5.5	6.4	97.7	
	75	1	.4	.5	98.2	
	90	4	1.6	1.8	100.0	
		Total	220	86.6	100.0	
	Missing	Don't Know	34	13.4		
Total		254	100.0			

Typical Time On-Board

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	.4	.5	.5
	3	1	.4	.5	.9
	5	4	1.6	1.8	2.7
	6	1	.4	.5	3.2
	7	1	.4	.5	3.6
	10	17	6.7	7.7	11.3
	11	1	.4	.5	11.8
	14	1	.4	.5	12.2
	15	30	11.8	13.6	25.8
	17	1	.4	.5	26.2
	20	31	12.2	14.0	40.3
	25	8	3.1	3.6	43.9
	30	57	22.4	25.8	69.7
	35	3	1.2	1.4	71.0
	40	4	1.6	1.8	72.9
	45	21	8.3	9.5	82.4
	50	1	.4	.5	82.8
	60	27	10.6	12.2	95.0
	75	1	.4	.5	95.5
	90	5	2.0	2.3	97.7
120	1	.4	.5	98.2	
158	1	.4	.5	98.6	
180	2	.8	.9	99.5	
240	1	.4	.5	100.0	
	Total	221	87.0	100.0	
Missing	Don't Know	33	13.0		
Total		254	100.0		

Allow 2-Hour Window between Pick-Up and Appointment Times

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, Always	51	20.1	20.1	20.1
	Yes, Sometimes	96	37.8	37.8	57.9
	No, Usually Allow 1-Hour Window	80	31.5	31.5	89.4
	No, 30 Minutes or Less	4	1.6	1.6	90.9
	No, More than 1 Hour but Less than 2 Hours	6	2.4	2.4	93.3
	Other	7	2.8	2.8	96.1
	7	10	3.9	3.9	100.0
	Total	254	100.0	100.0	

Handy Ride Arrived Earlier than Anticipated?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, on Three of More Occasions	37	14.6	14.6	14.6
	Yes, Once or Twice	85	33.5	33.6	48.2
	No, Never Have	131	51.6	51.8	100.0
	Total	253	99.6	100.0	
Missing	Don't Know/Can't Recall	1	.4		
Total		254	100.0		

Notification Helpful?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, Both Night Before and Same Day	69	27.2	27.2	27.2
	Yes, Night Before Only	74	29.1	29.1	56.3
	Yes, Same Day Only	53	20.9	20.9	77.2
	Neither	58	22.8	22.8	100.0
	Total	254	100.0	100.0	

How Normally Pay Fare

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cash	181	71.3	74.2	74.2
	Handy Ride Pass	63	24.8	25.8	100.0
	Total	244	96.1	100.0	
Missing	Don't Know	10	3.9		
Total		254	100.0		

Ride FAX Fixed Route Buses

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	89	35.0	39.6	39.6
	No	136	53.5	60.4	100.0
	Total	225	88.6	100.0	
Missing	Don't Know	29	11.4		
Total		254	100.0		

Why Supplement Transportation Needs with Bus--Coded

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bus is More Convenient	17	6.7	19.1	19.1
	Too Long a Wait	2	.8	2.2	21.3
	Bus is On Time/More Frequent	8	3.1	9.0	30.3
	Cost	2	.8	2.2	32.6
	Some Locations Easier by Bus	12	4.7	13.5	46.1
	Handy Ride Does Not Respond Well to Short Notice	15	5.9	16.9	62.9
	Bus Better for Wheelchair	2	.8	2.2	65.2
	Enjoy the Bus	3	1.2	3.4	68.5
	Forgot to Schedule/Could Not Get Reservation	11	4.3	12.4	80.9
	Other	17	6.7	19.1	100.0
	Total	89	35.0	100.0	
	Missing	System	165	65.0	
Total		254	100.0		

Consider Bus if Free Training

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	53	20.9	36.8	36.8
	No	91	35.8	63.2	100.0
	Total	144	56.7	100.0	
Missing	Don't Know	14	5.5		
	System	96	37.8		
	Total	110	43.3		
Total		254	100.0		

Ever Visited FAX Website for Information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	75	29.5	29.6	29.6
	No	178	70.1	70.4	100.0
	Total	253	99.6	100.0	
Missing	Don't Know	1	.4		
Total		254	100.0		

Use Smart Phone or Mobile Apps

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	141	55.5	57.6	57.6
	No	104	40.9	42.4	100.0
	Total	245	96.5	100.0	
Missing	Don't Know	9	3.5		
Total		254	100.0		

Would Use Handy Ride Mobile App for Reservations, if Available

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	89	35.0	66.4	66.4
	No	45	17.7	33.6	100.0
	Total	134	52.8	100.0	
Missing	Don't Know	7	2.8		
	System	113	44.5		
	Total	120	47.2		
Total		254	100.0		

Use Internet at Least Once per Week

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	147	57.9	58.3	58.3
	No	105	41.3	41.7	100.0
	Total	252	99.2	100.0	
Missing	Don't Know	2	.8		
Total		254	100.0		

Aware that Repeated No-Shows Could Result in Suspension

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	196	77.2	80.3	80.3
	No	48	18.9	19.7	100.0
	Total	244	96.1	100.0	
Missing	Don't Know	10	3.9		
Total		254	100.0		

Active Duty or Veteran

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	15	5.9	5.9	5.9
	No	238	93.7	94.1	100.0
	Total	253	99.6	100.0	
Missing	Don't Know	1	.4		
Total		254	100.0		

Work Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Employed Full-Time by Third Party	11	4.3	4.4	4.4
	Employed Part-Time by Third Party	11	4.3	4.4	8.7
	Self-Employed	3	1.2	1.2	9.9
	Student and Employed	2	.8	.8	10.7
	Student and Not Employed	11	4.3	4.4	15.1
	Homemaker	6	2.4	2.4	17.5
	Retired	59	23.2	23.4	40.9
	Unemployed	12	4.7	4.8	45.6
	Disabled and Unable to Work	135	53.1	53.6	99.2
	Other	2	.8	.8	100.0
	Total	252	99.2	100.0	
Missing	Don't Know/Refused	2	.8		
Total		254	100.0		

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 35 Years of Age	35	13.8	13.9	13.9
	35-to-54 Years of Age	49	19.3	19.4	33.3
	55-to-74 Years of Age	120	47.2	47.6	81.0
	75 Years of Age or Older	48	18.9	19.0	100.0
	Total	252	99.2	100.0	
Missing	Don't Know/Refused	2	.8		
Total		254	100.0		

Last Grade in School Completed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 8th Grade Education	11	4.3	4.4	4.4
	Some High School	38	15.0	15.3	19.8
	High School Graduate	112	44.1	45.2	64.9
	Vocational/Technical School	23	9.1	9.3	74.2
	College Graduate	55	21.7	22.2	96.4
	Post Graduate Education	9	3.5	3.6	100.0
	Total	248	97.6	100.0	
Missing	Don't Know/Refused	6	2.4		
Total		254	100.0		

Ethnic Background

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hispanic	81	31.9	32.7	32.7
	White/Caucasian	85	33.5	34.3	66.9
	African American/Black	47	18.5	19.0	85.9
	Asian/Southeast Asian	12	4.7	4.8	90.7
	American Indian	5	2.0	2.0	92.7
	Pacific Islander	4	1.6	1.6	94.4
	Mixed	10	3.9	4.0	98.4
	Other	4	1.6	1.6	100.0
	Total	248	97.6	100.0	
Missing	Don't Know/Refused	6	2.4		
Total		254	100.0		

Asian/Southeast Asian-Specified

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		242	95.3	95.3	95.3
	Cambodian	1	.4	.4	95.7
	Filipino	5	2.0	2.0	97.6
	Hmong	3	1.2	1.2	98.8
	India	1	.4	.4	99.2
	Japanese	1	.4	.4	99.6
	Sri Lankan	1	.4	.4	100.0
	Total	254	100.0	100.0	

Mixed Ethnicities-Specified

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		244	96.1	96.1	96.1
	African American/Caucasian	1	.4	.4	96.5
	American Indian Caucasian Irish Sicilian	1	.4	.4	96.9
	black and Indian	1	.4	.4	97.2
	black jew and Indian	1	.4	.4	97.6
	Chinese and white	1	.4	.4	98.0
	Hispanic African American	1	.4	.4	98.4
	Hispanic/White	1	.4	.4	98.8
	Spaniard/Mexican/ Irish	1	.4	.4	99.2
	white and Hispanic	1	.4	.4	99.6
	White-- Indian	1	.4	.4	100.0
	Total	254	100.0	100.0	

Other Ethnicity-Specified

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		251	98.8	98.8	98.8
	Creole	1	.4	.4	99.2
	Haitian	1	.4	.4	99.6
	Person of color	1	.4	.4	100.0
	Total	254	100.0	100.0	

Limited in English Language

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	55	21.7	22.0	22.0
	No	195	76.8	78.0	100.0
	Total	250	98.4	100.0	
Missing	Don't Know	4	1.6		
Total		254	100.0		

Primary Language Spoken In Home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	232	91.3	92.1	92.1
	Spanish or Spanish Creole	14	5.5	5.6	97.6
	Punjabi	2	.8	.8	98.4
	Other Indic Languages	1	.4	.4	98.8
	Mon Khmer/Cambodian	1	.4	.4	99.2
	Armenian	2	.8	.8	100.0
	Total	252	99.2	100.0	
Missing	Don't Know/refused	2	.8		
Total		254	100.0		

Total Household Income 2021

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$10,000	81	31.9	39.7	39.7
	\$10,000-to-\$19,999	77	30.3	37.7	77.5
	\$20,000-to-\$29,999	23	9.1	11.3	88.7
	\$30,000-\$39,999	16	6.3	7.8	96.6
	\$40,000-\$49,999	3	1.2	1.5	98.0
	\$50,000 or More	4	1.6	2.0	100.0
	Total	204	80.3	100.0	
Missing	Don't Know/Refused	50	19.7		
Total		254	100.0		

Residential Zip Code

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	29379	1	.4	.4	.4
	49370	1	.4	.4	.9
	75570	1	.4	.4	1.3
	92710	1	.4	.4	1.7
	92726	1	.4	.4	2.1
	92727	1	.4	.4	2.6
	93272	1	.4	.4	3.0
	93611	1	.4	.4	3.4
	93612	1	.4	.4	3.8
	93650	1	.4	.4	4.3
	93701	4	1.6	1.7	6.0
	93702	15	5.9	6.4	12.3
	93703	6	2.4	2.6	14.9
	93704	12	4.7	5.1	20.0
	93705	16	6.3	6.8	26.8
	93706	18	7.1	7.7	34.5
	93710	18	7.1	7.7	42.1
	93711	7	2.8	3.0	45.1
	93720	8	3.1	3.4	48.5
	93721	15	5.9	6.4	54.9
	93722	19	7.5	8.1	63.0
	93723	1	.4	.4	63.4
	93725	8	3.1	3.4	66.8
	93726	24	9.4	10.2	77.0
	93727	40	15.7	17.0	94.0
	93728	10	3.9	4.3	98.3
	93740	1	.4	.4	98.7
93761	1	.4	.4	99.1	
93955	1	.4	.4	99.6	
95409	1	.4	.4	100.0	
	Total	235	92.5	100.0	
Missing	0	18	7.1		
	99999	1	.4		
	Total	19	7.5		
Total		254	100.0		

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	85	33.5	34.3	34.3
	Female	163	64.2	65.7	100.0
	Total	248	97.6	100.0	
Missing	Refused	6	2.4		
Total		254	100.0		

Open-Ended Responses (Selected Questions)

Why Not Handy Ride in Past Three Months?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	189	74.4	74.4	74.4
Because I am teleworking, working from home	1	.4	.4	74.8
Because I have got medical transportation	1	.4	.4	75.2
Because I was upset about my cancer	1	.4	.4	75.6
Because I'm afraid someone is going to give me covid	1	.4	.4	76.0
Because of covid	1	.4	.4	76.4
Because of covid and because school is now virtual	1	.4	.4	76.8
Because of the corona virus	1	.4	.4	77.2
Because of the pandemic	1	.4	.4	77.6
Because of the pandemic; I don't go out as much; appt are over the phone	1	.4	.4	78.0
Because she does not have any appointments	1	.4	.4	78.3
Because the change of the service that you have to pay from when it was free, no charge when I was using it the most	1	.4	.4	78.7
Because the pandemic started and all that stuff	1	.4	.4	79.1
Covid	1	.4	.4	79.5
Covid situation	1	.4	.4	79.9
Due to covid I haven't been riding	1	.4	.4	80.3
Due to covid; stay away from people during covid while govt said it was dangerous	1	.4	.4	80.7

Due to the pandemic	1	.4	.4	81.1
Got laid off of work.	1	.4	.4	81.5
Granddaughter takes me to appts	1	.4	.4	81.9
Has passed away, is deceased.	1	.4	.4	82.3
Haven't had no appointments to go to	1	.4	.4	82.7
I am not in California due to covid	1	.4	.4	83.1
I can't walk my wheelchair was demolished in the accident that made me disabled to the point that it made it harder to get around more than I did before so that's why I haven't used the bus	1	.4	.4	83.5
I didn't renew my application	1	.4	.4	83.9
I do not like having to wait an indefinite length of time; after doctors appt I don't feel well, and waiting could be worse	1	.4	.4	84.3
I don't like that I have to wait	1	.4	.4	84.6
I don't like the time it takes for pickup and drop off	1	.4	.4	85.0
I go through this program that offers rides	1	.4	.4	85.4
I got upset, not at drivers but riders; dirty riders; sick riders; I stopped riding	1	.4	.4	85.8
I have a car now	1	.4	.4	86.2
I have a fragile immune system; my caregiver has been giving me rides to the doctor	1	.4	.4	86.6
I have a friend that is more available	1	.4	.4	87.0
I have a provider that drives me around	1	.4	.4	87.4
I have a vehicle now	1	.4	.4	87.8
I have been able to get a ride from family members	1	.4	.4	88.2
I have medical transportation with another company	1	.4	.4	88.6

I have not had any appointments	1	.4	.4	89.0
I haven't had any recent scheduled doctors' appointments	1	.4	.4	89.4
I haven't ridden due to covid, and I have also taken college from home	1	.4	.4	89.8
I haven't used it because my family was exposed to covid	1	.4	.4	90.2
I live down the street from the school, so things have become centralized to home location.	1	.4	.4	90.6
I try to be safe due to the covid	1	.4	.4	90.9
I use it when needed	1	.4	.4	91.3
I use my medical transportation it is sometimes because of the money funds	1	.4	.4	91.7
I used to but sometimes my parents take me, or I caught a ride to go	1	.4	.4	92.1
I was at a different location	1	.4	.4	92.5
I was hospitalized and my recertifications came up and need to recertify my paperwork for the pass	1	.4	.4	92.9
I was kicked off	1	.4	.4	93.3
I was too sick to ride	1	.4	.4	93.7
I'm not attending school in person, and I have not had doctors' appointments	1	.4	.4	94.1
I've been bedridden been very sick	1	.4	.4	94.5
I've been getting rides	1	.4	.4	94.9
My daughter takes me to appointments	1	.4	.4	95.3
My mom takes me sometimes to the clinic where I go	1	.4	.4	95.7
My wheelchair has been out of commission and because of covid	1	.4	.4	96.1

No, the insurance takes me; another service medical transportation	1	.4	.4	96.5
Pandemic; he has to remain in isolation; lives in a facility	1	.4	.4	96.9
Pandemic; nursing home where he resides does not think it is a good idea	1	.4	.4	97.2
She has own transportation	1	.4	.4	97.6
She was too late for her appointment she was late due to the lap in time	1	.4	.4	98.0
The center he goes to is closed	1	.4	.4	98.4
The pandemic	1	.4	.4	98.8
They did not pick me up; my oxygen ran out; they left me at doctor's office	1	.4	.4	99.2
They don't go to my location	1	.4	.4	99.6
Well, I moved from Fresno-to-Fresno County on the other side of 99 and was told that handy ride does not come to that side	1	.4	.4	100.0
Total	254	100.0	100.0	

Other Important Satisfaction Factor-1 of 2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	246	96.9	96.9	96.9
Gives me a sense of independence	1	.4	.4	97.2
Happy valentine's day theme	1	.4	.4	97.6
I am happy with the company	1	.4	.4	98.0
It is hard to get dropped off at a different address that is not home address	1	.4	.4	98.4
Let me drive	1	.4	.4	98.8
Location for purchasing passes they are not always available	1	.4	.4	99.2

She would prefer being able to take multiple packages on the ride	1	.4	.4	99.6
That they are able to take him to two or more appointments in a day	1	.4	.4	100.0
Total	254	100.0	100.0	

Other Important Satisfaction Factor-2 of 2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	233	91.7	91.7	91.7
Ability to get me to my destination	1	.4	.4	92.1
Arrival time to destination is too long	1	.4	.4	92.5
Being picked up and dropped off at the door and the convenience	1	.4	.4	92.9
Door to door service	1	.4	.4	93.3
Drivers get late to my appointments lately	1	.4	.4	93.7
Drop off time to destination	1	.4	.4	94.1
Ease of access	1	.4	.4	94.5
Getting me to appointment on time	1	.4	.4	94.9
Getting me to my appt on time	1	.4	.4	95.3
How easy services are	1	.4	.4	95.7
I am not satisfied with the service; pickup time don't pickup until 9:30	1	.4	.4	96.1
I can count on them; I depend on them	1	.4	.4	96.5
Lift equipment	1	.4	.4	96.9
The inconvenience of getting passes	1	.4	.4	97.2
They take me to correct location	1	.4	.4	97.6
Trip lengths	1	.4	.4	98.0
Upfront calls; courtesy calls; driver is out front	1	.4	.4	98.4

Using the lift with my walker I find it is hard to maneuver in and around the seats	1	.4	.4	98.8
Variety of entertainment	1	.4	.4	99.2
Very helpful	1	.4	.4	99.6
Would like to get call when driver is outside, I am legally blind	1	.4	.4	100.0
Total	254	100.0	100.0	

Why Supplement Transportation Needs with Bus

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	164	64.6	64.6	64.6
Appointments or just to get out	1	.4	.4	65.0
Appointments sometimes are on the same street which makes it more convenient to use the fax fixed route bus and then the handy ride will-call pickup to go back home	1	.4	.4	65.4
Attended memorial service had to schedule with bus	1	.4	.4	65.7
Basically, because a bus stop is close to where I live, and it is cheaper	1	.4	.4	66.1
Because I am in a wheelchair	1	.4	.4	66.5
Because I did not have a ride and they come on time	1	.4	.4	66.9
Because I don't have any other dependent	1	.4	.4	67.3
Because my medical one does not go to prescriptions that have to be picked up, grocery stores or that stuff they only do doctors' appointments only	1	.4	.4	67.7
Because of the fact that I had last minute things that I needed to go do	1	.4	.4	68.1

Because of timing and because they are in easy places in my neighborhood	1	.4	.4	68.5
Buses stop at my house; come every 15 minutes	1	.4	.4	68.9
Come to get me they say they have been at my house and only give me five minutes	1	.4	.4	69.3
Comfort of the ride more comfortable I have stomach/health issues	1	.4	.4	69.7
Convenience	1	.4	.4	70.1
Convenience not having to stand and wait stops right on my corner	1	.4	.4	70.5
Depends on where I have to go; I can't call because I have to go right away	1	.4	.4	70.9
Depends on where I'm going	1	.4	.4	71.3
Do not ride fax buses	1	.4	.4	71.7
Doctors' appointments and if I wanted to go to the grocery store, depending on how busy the day is	1	.4	.4	72.0
For appointments only	1	.4	.4	72.4
Forgetting to make reservations.	1	.4	.4	72.8
Forgot to make reservations and they do not do same day reservations.	1	.4	.4	73.2
Go to pickup medicine because I could not schedule the day before, had to pickup medicine or go to appointment on the same day	1	.4	.4	73.6
Had forgotten to make the phone call to schedule	1	.4	.4	74.0
He has a lot of back and leg problems limiting walking distance	1	.4	.4	74.4
He was out with his girlfriend he wanted to get from the mall to movies	1	.4	.4	74.8

I always ride the bus that comes to my house	1	.4	.4	75.2
I am handicap and have a walker and most of the time could not find a ride	1	.4	.4	75.6
I did not have time we decided at the last minute where we were going	1	.4	.4	76.0
I didn't have a ride at the time to get to my place I needed to get to	1	.4	.4	76.4
I didn't know I qualified for handy ride	1	.4	.4	76.8
I do my banking	1	.4	.4	77.2
I don't live too far from store; use handy ride to go to doctor	1	.4	.4	77.6
I forgot to make arrangements with handy ride	1	.4	.4	78.0
I forgot to schedule handy ride	1	.4	.4	78.3
I get scared by of a lot of people	1	.4	.4	78.7
I go to store sometimes	1	.4	.4	79.1
I had to get the bus to run an errand; released from hospital had to get home using bus	1	.4	.4	79.5
I hadn't scheduled a ride with handy ride, and I had to be somewhere at a specified time	1	.4	.4	79.9
I have used it as a backup	1	.4	.4	80.3
I just took the bus to come buy sonic	1	.4	.4	80.7
I missed my call; handy ride	1	.4	.4	81.1
I needed more trips	1	.4	.4	81.5
I never got a pass	1	.4	.4	81.9
I only use it when there is too long of a wait time for the handy ride	1	.4	.4	82.3
I use handy ride for a specific place that the fax fixed route doesn't go I use the fax fixed route bus when I don't know the location	1	.4	.4	82.7

I use it when I have to	1	.4	.4	83.1
I was in pain, and you would go for free because of the covid	1	.4	.4	83.5
If can get around physically I will not need to use handy ride, or if I need to go many places and am able.	1	.4	.4	83.9
If I don't take handy ride, then I have to take the city bus	1	.4	.4	84.3
If I find out short notice, there is a place I need to go to	1	.4	.4	84.6
If I had to take a trip that day since you have to call before	1	.4	.4	85.0
If I'm somewhere and a ride can't get there, and I don't want to take uber or lyft	1	.4	.4	85.4
If something came up the same day and could not schedule handy ride	1	.4	.4	85.8
It depends on where I was	1	.4	.4	86.2
It depends where I'm going if the bus goes where I'm going	1	.4	.4	86.6
It's because I started getting sick on the bus because the ride was not smooth and too bumpy	1	.4	.4	87.0
Its more dependable and on time; faster	1	.4	.4	87.4
Its more how I have control of the timing of how long the trip will take on these buses so it's faster	1	.4	.4	87.8
Just a different area	1	.4	.4	88.2
Just to go right here about 5 to10 minutes away from my house to dollar tree	1	.4	.4	88.6
Last minute trip	1	.4	.4	89.0
Last minute trip; did not have time to schedule a trip with handy ride	1	.4	.4	89.4
Likes to people watch.	1	.4	.4	89.8

May be something random where I have to go	1	.4	.4	90.2
Medical and going to the store	1	.4	.4	90.6
My daughter bought me passes to watch a movie and the movie was on the other side of town and it's a long drive; it was too late to call handy ride, so I took the bus	1	.4	.4	90.9
On an occasion handy ride never showed up so we (granddaughter and I) had to find the closest route	1	.4	.4	91.3
Schedule does not fit appt	1	.4	.4	91.7
She used the wheelchair	1	.4	.4	92.1
Shorter trips take fixed route bus	1	.4	.4	92.5
Sometimes I decide to go on the spur the moment and I don't have time to call handy ride	1	.4	.4	92.9
Sometimes I don't have the address I am going to, and it is quicker to take the bus	1	.4	.4	93.3
Sometimes I don't want to go as early as I normally would go	1	.4	.4	93.7
Sometimes I feel like riding it (fax fixed-route bus)	1	.4	.4	94.1
Sometimes I forgot to make an appt	1	.4	.4	94.5
Sometimes I go with friends	1	.4	.4	94.9
Sometimes I got annoyed waiting so I would take the bus instead	1	.4	.4	95.3
Sometimes I have just a quick stop	1	.4	.4	95.7
That is what they gave us	1	.4	.4	96.1
The locations	1	.4	.4	96.5
They go to the pharmacy to pickup my medicine for me	1	.4	.4	96.9
To get to the store last minute	1	.4	.4	97.2
To go to work	1	.4	.4	97.6
To go to work; it's been years; I can't ride anymore; I am disabled	1	.4	.4	98.0

When going to barbershop we sometime stake city bus (fax) to eat in between scheduled drop off and pickup time with handy ride	1	.4	.4	98.4
When handy ride has stopped running; handy ride doesn't go to certain areas	1	.4	.4	98.8
When I don't get to go too far down the street	1	.4	.4	99.2
When I need to go somewhere quickly, or have something to do same day	1	.4	.4	99.6
When I wasn't a customer	1	.4	.4	100.0
Total	254	100.0	100.0	



Fresno Area Express Title VI Plan

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APPENDIX J: 2022 CUSTOMER SATISFACTION SURVEY INSTRUMENTS

Exhibit J.1 contains images of the four pages of the 2022 FAX fixed-route customer survey instrument in English.

Exhibit J.2 contains images of the four pages of the 2022 FAX fixed-route customer survey instrument in Spanish.

Exhibit J.3 contains images of the ten pages of the 2022 Handy Ride customer survey instrument in English.

Exhibit J.1 FAX 2022 Survey Instrument (English)

FAX 2022 PASSENGER SATISFACTION SURVEY—ON-BOARD

Please fill out this short questionnaire to provide important information to FAX about your bus service. Return the completed survey to the surveyor who handed you the survey or mail it back at our cost or drop it off at Manchester Transit Center (MTC) by February 28, 2022.



REGISTER TO BE ONE OF FIVE TO WIN \$100 BY FULLY COMPLETING THIS SURVEY, RETURNING IT BY FEBRUARY 28, 2022 AND INCLUDING THE FOLLOWING CONTACT INFORMATION.

(YOUR ANSWERS WILL STILL COUNT EVEN IF YOU CHOOSE NOT TO SUPPLY THIS INFORMATION.)

NAME: _____

ADDRESS: _____

CITY: _____ STATE _____ ZIP _____

HOME PHONE OR CELL: _____

E-MAIL: _____

TRAVEL CHARACTERISTICS

Q1. What is the bus route number that you are on? _____ (BUS ROUTE)

Q2. How many one-way trips on FAX do you take in a typical week?
(If you take a round trip, that would be counted as two trips)
_____ (NUMBER OF WEEKLY TRIPS)

Q3a-b. What is the purpose of your typical FAX bus trip? (CHECK ONLY ONE)

- | | |
|---|---|
| 1. <input type="checkbox"/> College | 5. <input type="checkbox"/> Errands/Personal |
| 2. <input type="checkbox"/> High/Middle/Elementary School | 6. <input type="checkbox"/> Recreational/Social |
| 3. <input type="checkbox"/> Work/Business | 7. <input type="checkbox"/> Medical/Dental |
| 4. <input type="checkbox"/> Shopping | 8. <input type="checkbox"/> Other, please specify _____ |

Q4. How long have you been riding FAX buses, in terms of months or years?
____years ____months (write number of years and/or months)

Q5. If FAX were to introduce an electronic fare payment system, such as a reusable smart card or a mobile ticketing app, would you use it?
1. Yes 2. No

Q6. Do you use any mobile apps to help you plan your bus trips?
1. Yes 2. No

Q6a-e. (ANSWER IF Q6 = YES), Which app(s) do you use to plan your trips? (CHECK ALL THAT APPLY)

- | | |
|--|--|
| 1. <input type="checkbox"/> MyFAXBUS | 3. <input type="checkbox"/> Moovit |
| 2. <input type="checkbox"/> Google Transit | 4. <input type="checkbox"/> Other (Please specify) _____ |

Q7a-c. What is the best way for FAX to communicate with you? (CHECK TOP TWO)

- | | |
|--|---|
| 1. <input type="checkbox"/> Rider Alerts | 6. <input type="checkbox"/> MyFAXBUSApp |
| 2. <input type="checkbox"/> FAX Web site | 7. <input type="checkbox"/> Newspaper Ads |
| 3. <input type="checkbox"/> FAX Newsletter / E-mail | 8. <input type="checkbox"/> Social Media (Twitter, Instagram, Facebook) |
| 4. <input type="checkbox"/> Flyers on Buses | 9. <input type="checkbox"/> Other (Please Specify) _____ |
| 5. <input type="checkbox"/> Audio Announcements on Buses | |

Q8. Do you have access to a car or other vehicle to make the same kinds of trips that you make by FAX?

1. ___ Yes 2. ___ No **[IF NO, SKIP Q8a AND GO TO Q9)**

Q8a. (ANSWER IF Q8 = YES) Why do you ride FAX instead of using that car or other vehicle for your trips?

Q9. SATISFACTION: Please indicate your satisfaction or dissatisfaction with each of the FAX bus features listed below by placing a check mark in a box for each feature.

Bus Feature	RANK YOUR SATISFACTION WITH EACH BUS FEATURE ON A SCALE OF 1-to-6					
	CHECK ONLY ONE COLUMN FOR EACH BUS FEATURE					
	1 = Very Satisfied	2 = Satisfied	3 = Slightly Satisfied	4 = Slightly Dissatisfied	5 = Dissatisfied	6 = Very Dissatisfied
1. On time performance						
2. Frequency of buses						
3. Time it takes to complete trip						
4. Cleanliness inside buses						
5. FAX safety precautions during COVID (for example, masking/sanitation protocols)						
6. Cleanliness of bus stops and transfer stations						
7. Personal safety on board FAX buses						
8. Personal safety at bus stops and transfer stations						
9. Typical FAX bus drivers' courtesy						
10. Typical FAX bus drivers' helpfulness						
11. Typical FAX bus drivers' driving skills						
12. Typical FAX bus drivers' safety awareness						
13. Overall comfort of bus rides						
14. Availability of route/ schedule information						
15. Bus hours of operation on weekdays						
16. Bus hours of operation on weekends						
17. Closeness of bus stops to home						
18. Closeness of bus stops to destination						
19. Accessibility for people with disabilities on FAX buses						
20. Quality of audio and visual announcements on FAX buses						
21. Value provided by FAX for the price paid						
22. Overall service provided by FAX						

Q9a. Please write the number of the bus service feature listed in Q9 that you consider to be **MOST IMPORTANT** to you # _____. Please include only features "1" through "21" above in your response.

Q9b. Please write the number of the bus service feature listed in Q9 that you consider to be **SECOND MOST IMPORTANT** # _____. Please include only features "1" through "21" above in your response.

Q10. How important is it for you to have WiFi on the bus? (CHECK ONE BOX)

1 = Very Important	2 = Important	3 = Slightly Important	4 = Slightly Unimportant	5 = Unimportant	6 = Very Unimportant

DEMOGRAPHICS

MILITARY / VETERAN STATUS. Are you active-duty U.S. Military or a U.S. Veteran?

1. Yes
2. No

WORK. What is your work status?

- | | |
|---|---|
| <ol style="list-style-type: none"> 1. <input type="checkbox"/> Employed Full-Time 2. <input type="checkbox"/> Employed Part-Time 3. <input type="checkbox"/> Self-Employed 4. <input type="checkbox"/> Student and Employed | <ol style="list-style-type: none"> 5. <input type="checkbox"/> Student and Not Employed 6. <input type="checkbox"/> Homemaker 7. <input type="checkbox"/> Retired 8. <input type="checkbox"/> Unemployed 9. <input type="checkbox"/> Disabled and Unable to Work |
|---|---|

EDUC. What is the last grade in school you have completed?

- | | |
|--|--|
| <ol style="list-style-type: none"> 1. <input type="checkbox"/> Less than 8th Grade Education 2. <input type="checkbox"/> Some High School 3. <input type="checkbox"/> High School Graduate | <ol style="list-style-type: none"> 4. <input type="checkbox"/> Vocational/Technical School 5. <input type="checkbox"/> College Graduate 6. <input type="checkbox"/> Post-Graduate Education |
|--|--|

ETHNICITY a-d. Which of the following most closely describes your ethnic background? (CHECK ONLY ONE)

1. Hispanic
2. White/Caucasian
3. African American/Black
4. Asian/Southeast Asian
(please specify national origin or Asian ethnic group _____)
5. American Indian
6. Pacific Islander
7. Middle Easterner
8. Mixed Ethnicities, please describe _____
9. Other, please specify _____

AGE. Which of the following age categories best describes your current age?

1. Under 18 years old
2. 18 to 34 years old
3. 35 to 54 years old
4. 55 to 74 years old
5. 75 years old or more

INCOME. Which of the following categories best describes your total household income in 2021, before taxes?

1. Less than \$10,000 per year
2. \$10,000 to \$19,999 per year
3. \$20,000 to \$29,999 per year
4. \$30,000 to \$39,999 per year
5. \$40,000 to \$49,999 per year
6. \$50,000 to \$74,999 per year
7. \$75,000 to \$99,999 per year
8. \$100,000 or more per year
9. Do not know

HOUSEHOLD SIZE. Including yourself, how many people live in your household? _____

GENDER.

1. Male 2. Female 3. Other

LEP: Do you consider yourself to be limited in the English language?

1. Yes 2. No 3. Do Not Know

LANGUAGE a-b. What is the primary language spoken in your home?

- | | |
|---|---|
| <ol style="list-style-type: none"> 1. <input type="checkbox"/> English 2. <input type="checkbox"/> Spanish or Spanish Creole 3. <input type="checkbox"/> Hmong 4. <input type="checkbox"/> Punjabi 5. <input type="checkbox"/> Other Indic (Indo-Aryan) languages 6. <input type="checkbox"/> Laotian 7. <input type="checkbox"/> Mon-Khmer, Cambodian | <ol style="list-style-type: none"> 8. <input type="checkbox"/> Chinese 9. <input type="checkbox"/> Arabic 10. <input type="checkbox"/> Vietnamese 11. <input type="checkbox"/> Armenian 12. <input type="checkbox"/> Tagalog 13. <input type="checkbox"/> Other, please specify _____ |
|---|---|

On behalf of FAX and Rea & Parker Research, thank you for your time and survey participation. If you have any comments or questions for FAX, please e-mail them to FAXOutreach@fresno.gov.

Please return the completed form to the surveyor. You can also fold, seal, and mail it back at our cost, or you can drop it off at the Manchester Transit Center by February 28, 2022

Exhibit J.2 FAX 2022 Survey Instrument (Spanish)

ENCUESTA DE SATISFACCIÓN DE CLIENTES
DEL SISTEMA DE TRANSPORTE FAX 2022
- PARADA DE AUTOBÚS

Por favor complete este breve cuestionario para proporcionar información importante a Fresno Area Express (FAX) sobre su servicio de autobús. Devuelva la encuesta completa al inspector que le entregó la encuesta o envíela por correo por nuestra cuenta o déjela en Manchester Transit Center (MTC) antes del 28 de febrero de 2022.



REGÍSTRESE PARA SER UNO DE CINCO GANADORES DE \$100 AL COMPLETAR TOTALMENTE ESTA ENCUESTA, DEVOLVIÉNDOLO A PARTIR DEL 28 DE FEBRERO DE 2022, E INCLUYENDO LA SIGUIENTE INFORMACIÓN DE CONTACTO.

(SUS RESPUESTAS AÚN CONTARÁN INCLUSO SI ELIGE NO SUMINISTRAR ESTA INFORMACIÓN).

NOMBRE _____

DIRECCIÓN _____

CIUDAD _____ EDO. _____ CÓDIGO _____

TELÉFONO CASA O CELULAR _____

CORREO ELEC. _____

CARACTERÍSTICAS DEL VIAJE

P1. ¿Cuál es el número de ruta de autobús que está esperando o que acaba de completar? _____ (indique el número de la ruta del autobús)

P2. ¿Cuántos viajes en una sola dirección toma usted por FAX en una semana típica?

(Si usted hace viaje de ida y vuelta, cuenta como dos viajes)

_____ (indique el número de viajes semanales)

P3a-b. ¿Cuál es el propósito de un viaje típico por autobús FAX? (ESCOJA SOLAMENTE UNA RESPUESTA)

- | | |
|---|---|
| 1. ___ Universidad/Universidad comunitaria | 5. ___ Mandados/Personal |
| 2. ___ Escuela preparatoria/secundaria/primaria | 6. ___ Diversión/Social |
| 3. ___ Trabajo/Negocios | 7. ___ Citas Médicas/Dentales |
| 4. ___ Compras | 8. ___ Otro, favor de especificar _____ |

P4. ¿Cuánto tiempo lleva viajando por FAX, en términos de meses o años?

___ años ___ meses (escriba número de años y/o meses)

P5. Si FAX fuera a implementar un sistema de pago electrónico para tarifas, como una tarjeta inteligente reutilizable o una aplicación móvil de emisión de boletos, ¿lo usaría?

1. _____ Sí 2. _____ No

P6. ¿Utiliza alguna aplicación móvil que le ayude a planificar sus viajes por autobús?

1. _____ Sí 2. _____ No

P6a-e. (RESPONDA si contestó "sí" a P6), ¿Cuáles aplicaciones utiliza para planificar sus viajes? (INDIQUE TODOS LOS QUE CORRESPONDAN)

- | | |
|-----------------------|--|
| 1. ___ MyFAXBus | 3. ___ Moovit |
| 2. ___ Google Transit | 4. ___ Otro (favor de especificar) _____ |

P7a-c. ¿Cuál es la mejor manera de que FAX se comunique con usted? (INDIQUE DOS)

- | | |
|--|---|
| 1. <input type="checkbox"/> Alertas de pasajeros por móvil | 6. <input type="checkbox"/> MyFAXBUSApp (aplicación móvil) |
| 2. <input type="checkbox"/> Sitio web de FAX | 7. <input type="checkbox"/> Anuncios en los periódicos |
| 3. <input type="checkbox"/> Boletín de FAX/ correo elec. | 8. <input type="checkbox"/> Redes sociales (Twitter, Instagram, Facebook) |
| 4. <input type="checkbox"/> Volantes en autobuses | 9. <input type="checkbox"/> Otro (favor de especificar) |
| 5. <input type="checkbox"/> Anuncios de audio en autobuses | _____ |

P8. ¿Tiene acceso a un automóvil u otro vehículo para realizar el mismo tipo de viajes que realiza por FAX?

1. Yes 2. No [SI INDICA "NO," SIGA A LA P9]

P8a. (RESPONDA SI P8 = "SÍ") ¿Por qué usa FAX en lugar de usar ese automóvil u otro vehículo para sus viajes?

P9. **SATISFACCIÓN:** Por favor indique su satisfacción o disgusto con cada una de las características a continuación de los autobuses de FAX que se enumeran, colocando una palomita en la columna correspondiente para cada característica.

Característica del Autobús	CALIFIQUE SU SATISFACCIÓN CON CADA CARACTERÍSTICA DEL AUTOBÚS EN UNA ESCALA DE 1 A 6					
	MARQUE SOLAMENTE UNA COLUMNA PARA CADA CARACTERÍSTICA					
	1 = Muy satisfecha/o	2 = Satisfecha/o	3 = Ligeramente satisfecha/o	4 = Ligeramente insatisfecha/o	5 = Insatisfecha/o	6 = Muy insatisfecha/o
1. La puntualidad de su ruta						
2. Frecuencia de los autobuses						
3. Tiempo que toma realizar el viaje						
4. Limpieza dentro de los autobuses						
5. Precauciones de seguridad por FAX durante COVID (por ejemplo, protocolos de enmascaramiento/desinfección)						
6. Limpieza de las paradas de autobús y las estaciones de transferencia						
7. Seguridad personal a bordo de los autobuses FAX						
8. Seguridad personal en las paradas de autobús y las estaciones de transferencia						
9. Cortesía típica de los conductores de autobuses de FAX						
10. Amabilidad típica de los conductores de autobuses de FAX						
11. Habilidades de conducción típicas de los conductores de autobuses de FAX						
12. Concienciación sobre la seguridad típica de los conductores de autobuses de FAX						
13. Comodidad general de los viajes en autobús						
14. Disponibilidad de información de ruta / horario						
15. Horas de operación de los autobuses durante la semana laboral (lunes a viernes)						
16. Horas de operación de los autobuses los fines de semana (sab. y dom.)						
17. Cercanía de las paradas de autobús a casa						
18. Cercanía de las paradas de autobús al destino						
19. Accesibilidad para personas con discapacidad en los autobuses FAX						

20. Calidad de los anuncios sonoros y visuales en los buses de FAX						
21. Valor proporcionado por FAX por el precio pagado						
22. Servicio total proporcionado por FAX						

P9a. Por favor escriba el número de la característica del servicio de autobús de la P9, que considere la **más importante** para usted: _____. **Por favor incluya únicamente las características "1" al "21", especificadas arriba, en su respuesta.**

P9b. Por favor escriba el número de la característica del servicio de autobús de la P9, que considere la **segunda más importante** para usted: _____. **Por favor incluya únicamente las características "1" al "21", especificadas arriba, en su respuesta.**

P10 ¿Qué importancia tiene para usted tener WiFi en el autobús? (MARQUE UNA CASILLA)

1 = Muy importante	2 = Importante	3 = Ligeramente importante	4 = Ligeramente sin importancia	5 = Sin mucha importancia	6 = Sin importancia alguna

DATOS DEMOGRÁFICOS

ESTADO MILITAR / VETERANO. ¿Es militar de los EE. UU. en servicio activo o es un veterano de los EE. UU.?

1. Si _____
2. No _____

TRABAJO. ¿Cuál es su condición laboral?

1. _____ Empleada/o de tiempo completo
2. _____ Empleada/o tiempo parcial
3. _____ Empleada/o independiente
4. _____ Estudiante y empleada/o
5. _____ Estudiante no empleada/o
6. _____ Ama/o de casa
7. _____ Jubilada/o
8. _____ Desempleada/o
9. _____ Discapacitada/o, no puede trabajar

EDUC. ¿Hasta que nivel ha estudiado?

1. _____ Menos del 2º de secundaria (8º grado/año de educación)
2. _____ Unos años de preparatoria (high school)
3. _____ Completó la preparatoria
4. _____ Escuela vocacional/técnica
5. _____ Graduada/o de la universidad
6. _____ Posgraduado

ORIGEN ÉTNICO. ¿Cuál de los siguientes grupos describe con mayor precisión su origen étnico? (MARQUE SOLO UNO)

1. _____ hispano/latino
2. _____ blanco/caucásico
3. _____ afroamericano/negro
4. _____ asiático/asiático del sureste
(Por favor especifique origen nacional o grupo étnico asiático _____)
5. _____ indígena de los EE.UU.
6. _____ isleño del pacífico
7. _____ del Medio Oriente
8. _____ etnias mixtas, por favor describa: _____
9. _____ otro, favor de especificar: _____

TAMAÑO DE HOGAR. Incluyéndose a usted mismo. ¿cuántas personas viven en su hogar? _____

SEXO. 1 _____ Hombre 2 _____ Mujer 3 _____ Otro

LEP: ¿Se considera limitado en el inglés?

1. _____ Si 2. _____ No 3. _____ No sé

EDAD. ¿Cuál de las siguientes categorías describe su edad actual con mayor precisión?

1. _____ Menor de 18 años de edad
2. _____ 18 a 34 años de edad
3. _____ 35 a 54 años de edad
4. _____ 55 a 74 años de edad
5. _____ 75 años o más de edad

INGRESOS. ¿Cuál de las siguientes categorías describe mejor los ingresos totales de su hogar en el 2021, antes de impuestos?

1. _____ Menos de \$10,000 por año
2. _____ \$10,000 a \$19,999 por año
3. _____ \$20,000 a \$29,999 por año
4. _____ \$30,000 a \$39,999 por año
5. _____ \$40,000 a \$49,999 por año
6. _____ \$50,000 a \$74,999 por año
7. _____ \$75,000 a \$99,000 por año
8. _____ \$100,000 o más por año
9. _____ No lo sé

IDIOMA a-b. ¿Cuál es el idioma principal de su hogar?

1. inglés
2. español o español criollo
3. hmong
4. punjabi
5. otros idiomas indios (indoarias)
6. laosiano/lao
7. mori-jemer, camboyano

8. chino
9. árabe
10. vietnamita
11. armenio
12. tagalo
13. otro, favor de especificar _____

Por parte de FAX y de Rea & Parker Research, agradecemos su tiempo y participación en esta encuesta. Si tiene algún comentario o pregunta para FAX, envíelo por correo electrónico a FAXOutreach@fresno.gov

Por favor devuelva este formulario completo al encuestador/la encuestadora. También lo puede doblar, sellar y enviar por correo por nuestra cuenta o puede entregarlo en el Centro de Tránsito de Manchester a más tardar el 28 de febrero de 2022.

Handy Ride Telephone Survey

Hello, my name is _____. I'm calling from _____. We're conducting a customer satisfaction survey on behalf of the FAX Handy Ride Paratransit service. FAX would like to have a better understanding of how you feel about their service. This interview will take approximately 10-15 minutes. Your responses are completely confidential, and all results will be reported in summarized form only.

Are you able to answer questions about the Handy Ride service? **[IF NO, IS THERE SOMEONE THERE WHO CAN? (e.g. caretaker, family member, etc.). Ask this other respondent for relationship to customer and confirm that she/he is familiar with Handy Ride and can respond about the customer's opinion. Also make certain that actual customer is not able to respond himself/herself.**

Could you take a few minutes right now to help us out with your opinions? **[IF NO, ARRANGE CB]**

IF ASKED FOR A CONTACT NAME:

 Please call Richard Parker, Rea & Parker Research 858-279-5070.

IF TOLD "NO TIME" OR "BUSY RIGHT NOW":

 Could I schedule a more convenient time?

"LM":

 This is... calling from _____. It's..(DATE and TIME). We're conducting a customer satisfaction survey on behalf of the FAX Handy Ride service. We'll try again another time. Thank you.

"LM":

 This is...calling from _____. We've been trying to reach you for a few days regarding our customer satisfaction survey on behalf of the FAX Handy Ride service. Could you please call us at _____ and leave a message with the best times to reach you? Thank you.

RESP: We would like to know with whom we are speaking, Are you...?

1. _____ **HANDY RIDE CUSTOMER**
2. _____ **CARE GIVER/NURSE**
3. _____ **FRIEND/RELATIVE**
4. _____ **OTHER, SPECIFY _____**

NOTE: SURVEY QUESTIONS TO CUSTOMER WILL USE "YOU" IN QUESTION IF RESPONDENT IS CUSTOMER. OTHERWISE, REFER TO CUSTOMER BY NAME AS MR. _____ or MS. _____.

Q1. How many one-way trips via Handy Ride (for example, if you take a round trip, that would be counted as two trips) do(es) you/NAME take in a typical week? _____ (99 = DK/REF)

Handy Ride Telephone Survey

- Q2.** How long have (has) you/NAME been using Handy Ride?
1. LESS THAN THREE MONTHS
 2. 3 TO 6 MONTHS
 3. 7 MONTHS TO 11 MONTHS
 4. ONE TO 1.5 YEARS
 5. MORE THAN 1.5 YEARS BUT UNDER 3 YEARS
 6. 3 YEARS OR MORE
- Q3.** When you/NAME use(s) Handy Ride, what is the most common purpose of your/NAME'S trip?
1. TO / FROM WORK
 2. TO / FROM SCHOOL
 3. TO / FROM SHOPPING
 4. TO/ FROM APPOINTMENTS (E.G., MEDICAL / DOCTORS, ETC.)
 5. RUN ERRANDS (E.G., PAY BILLS)
 6. ENTERTAINMENT/DINING
 7. CHURCH/TEMPLE/MOSQUE/SYNAGOGUE
 8. VISITING FRIENDS / RELATIVES
 9. OTHER (PLEASE SPECIFY)
 10. **DK—DO NOT READ**
- Q4.** When was your/NAME'S most recent trip using Handy Ride?
1. Within the last two weeks
 2. More than 2 weeks ago but more recent than one month ago
 3. One-to-Three Months ago
 4. More than 3 Months ago (**GO TO Q4a**)
 5. **CAN'T REMEMBER / DON'T KNOW—DO NOT READ**
- Q4a.** **(IF Q4 = 4—IF OTHERWISE, GO TO Q5) Why have you not used Handy Ride during the past three months? — (PRESS FOR MORE DETAIL IF THE RESPONDENT SAYS, "JUST HAVEN'T NEEDED IT" OR SOMETHING SIMILAR)**
-
- Q5.** How much do(es) you/NAME agree or disagree with this statement: "**I/NAME totally depend(s) on Handy Ride for all my/his or her transportation needs**"?
1. STRONGLY AGREE
 2. AGREE
 3. SLIGHTLY AGREE
 4. SLIGHTLY DISAGREE
 5. DISAGREE
 6. STRONGLY DISAGREE
 7. **DON'T KNOW –DO NOT READ**

Handy Ride Telephone Survey

Q6. Do(es) you/NAME plan to take more or fewer trips per week on Handy Ride in the next three months?

1. MORE TRIPS
2. FEWER TRIPS
3. SAME—NO CHANGE
4. WILL NOT USE HANDY RIDE ANYMORE.

Q6a. (IF Q6 NOT = 1—IF Q6= 1, GO TO Q7). Please explain why you are not planning to use Handy Ride more than you do now.

Q7. Did COVID change the number of weekly trips you have taken using Handy Ride?

1. ___ I have not changed my usage of Handy Ride since COVID
2. ___ I have not used Handy Ride during COVID (**GO TO Q7b**)
3. ___ I take more trips using Handy Ride since COVID
4. ___ I take fewer trips using Handy Ride since COVID

Q7a. (IF Q7 =1 OR Q7 = 3 OR Q7 = 4) If you used Handy Ride during COVID, what was your most common trip purpose? (CHECK ONLY ONE)

- | | |
|--------------------------------------|------------------------------|
| 1. ___ College | 5. ___ Errands/Personal |
| 2. ___ High/Middle/Elementary School | 6. ___ Recreational/Social |
| 3. ___ Work/Business | 7. ___ Medical/Dental |
| 4. ___ Shopping | 8. ___ Other, please specify |
- _____

Q7b. (IF Q7 =2 OR Q7 = 4—IF OTHERWISE, GO TO Q7c) If you have taken fewer Handy Ride trips during COVID, what means of travel have you been using?

- | | |
|--|------------------------------|
| 1. ___ Uber/Lyft/Taxi (GO TO Q7c) | 4. ___ GoGoGrandparent.com |
| 2. ___ Friends or family drive me | 5. ___ Other, please specify |
| 3. ___ I stay home more | |
- _____

Q7c. (IF Q7b = 1—IF OTHERWISE, GO TO Q8) If you used Uber or Lyft or a taxi instead of Handy Ride during COVID, what was your typical trip purpose? (CHECK ONLY ONE)

- | | |
|--------------------------------------|------------------------------|
| 1. ___ College | 5. ___ Errands/Personal |
| 2. ___ High/Middle/Elementary School | 6. ___ Recreational/Social |
| 3. ___ Work/Business | 7. ___ Medical/Dental |
| 4. ___ Shopping | 8. ___ Other, please specify |
- _____

Handy Ride Telephone Survey

Q8. Based on your ridership experience, and on a scale of 1-to-6, with 1 being VERY SATISFIED, 2 SATISFIED, 3 SLIGHTLY SATISFIED, 4 SLIGHTLY DISSATISFIED, 5 DISSATISFIED and 6 being VERY DISSATISFIED, how satisfied, or dissatisfied are(is) you/NAME with Handy Ride in getting you/NAME home or to your/NAME'S destination on time? Again 1 is VERY SATISFIED and 6 is VERY DISSATISFIED _____

Q9a-q. I am now going to ask you/NAME to rate a series of other Handy Ride features that you/NAME have (has) likely experienced as a customer of Handy Ride. We'll use that same 1-to-6 scale, again where 1 is VERY SATISFIED and 6 is VERY DISSATISFIED.

Feature	1	2	3	4	5	6	9= DK Do Not Read
Handy Ride's Scheduled Pick-Ups? (Within 30 minutes after your scheduled pick-up time)							
Handy Ride's "Will-Call-Pick-Ups"? (customer is not certain when to be picked up, so return trips are not prescheduled and the customer is picked up to 90 minutes from the time he or she calls to be picked-up, medical trips only)							
Cleanliness inside Handy Ride vehicles							
Drivers' courtesy							
Drivers' driving skills							
Drivers' enforcement of COVID safety procedures, such as wearing masks and conducting a COVID screening							
Drivers' traffic-safety consciousness							
The overall comfort of the rides							
Handy Ride reservations staff's accuracy (i.e., they get the correct time and location)							
Handy Ride reservations staff's courtesy							
Handy Ride reservations staff's implementation of COVID protocols, such as conducting a COVID health screening							
Handy Ride's Monday to Sunday "8 AM to 5 PM" reservation hours							
Handy Ride's reservation policy where you can reserve your ride 1 to 2 days before your trip							

Handy Ride Telephone Survey

Handy Ride service hours								
Value provided by Handy Ride for the fare/price paid								
Locations and payment methods to purchase passes								
Availability of information on Handy Ride provided by FAX								
Overall service provided by FAX's Handy Ride								

Q10a-b. You/NAME may have considered several factors when thinking about your/NAME'S level of satisfaction with Handy Ride service. What would be the **two** most important factors that impact your/NAME'S level of satisfaction?

DO NOT READ—CODE USING THE FOLLOWING SCHEMA

1. COVID-RELATED SAFETY on the VEHICLE
2. SAFETY IN TRAFFIC
3. DRIVERS' DRIVING SKILLS
4. DRIVERS' CUSTOMER SERVICE
5. RESERVATION STAFF'S ACCURACY
6. RESERVATION STAFF'S CUSTOMER SERVICE
7. PICK-UPS BEING ON TIME
8. WAIT TIME FOR PICK-UPS
9. CLEANLINESS INSIDE THE VEHICLE
10. REASONABLE FARE / PRICE of MONTHLY PASS
11. HANDY RIDE'S RESERVATION HOURS
12. HANDY RIDE'S HOURS OF OPERATION / SERVICE
13. HOW CIVIL or COURTEOUS are the OTHER RIDERS IN THE VEHICLE
14. COMFORT LEVEL of the RIDE
15. TYPE OF VEHICLE USED - BUS, SEDAN
20. OTHER. please specify _____
25. DON'T KNOW

Q11. How safe do(es) you/NAME feel in Handy Ride vehicles?

1. VERY SAFE
2. SOMEWHAT SAFE
3. SOMEWHAT UNSAFE
4. VERY UNSAFE
9. DON'T KNOW **[DO NOT READ]**

Handy Ride Telephone Survey

- Q12.** Have (Has) you/NAME ever waited over 90 minutes (for a Handy Ride “Will-Call-Pick-Up”)?
1. YES, ON THREE OR MORE OCCASSIONS
 2. YES, ONCE OR TWICE
 3. NO, NEVER HAVE
 4. DON'T KNOW / CAN'T RECALL
- Q13.** How long was your/NAMES'S longest wait from the time of your call for a Handy Ride Will Call Pickup to arrive? _____ mins.
- Q14.** How long has your/NAME typical wait been for a “Will-Call-Pick-Up” to arrive? _____ (999 = DK) mins.
- Q15.** Have (Has) you/NAME waited over 30 minutes for a Handy Ride Scheduled pick-up?
1. YES, ON THREE OR MORE OCCASSIONS
 2. YES, ONCE OR TWICE
 3. NO, NEVER HAVE
 4. DON'T KNOW / CAN'T RECALL
- Q16.** How long was your/NAME'S longest wait for your Scheduled pick-up? _____ (999=DK) mins.
- Q17.** How long has your/NAME'S typical wait been for a Handy Ride Scheduled pick-up? _____ (999 = DK) mins.
- Q18.** What has been the typical duration of your/NAMES'S rides each way (i.e., the time you are on board a Handy Ride vehicle; not the wait time)? _____ (999 = DK) mins
- Q19.** Do(es) you/NAME usually allow a 2-hour window between your/NAME'S requested pick-up time and your/NAME'S appointment time (i.e., the time you/NAME need(s) to be at a particular place)?
1. YES, ALWAYS 2 HOURS
 2. YES, SOMETIMES
 3. NO, USUALLY ALLOW A 1-HOUR WINDOW
 4. OTHER (PLEASE SPECIFY) _____
- Q20.** Have (Has) you/NAME encountered occasions where Handy Ride arrived to pick you/NAME up earlier than you/NAME anticipated?
1. YES, ON THREE OR MORE OCCASSIONS
 2. YES, ONCE OR TWICE
 3. NO, NEVER HAVE
 4. DON'T KNOW / CAN'T RECALL

Handy Ride Telephone Survey

Q21. Would you/NAME find it helpful to receive a reminder notification on the night before or on the same day for trips scheduled on Handy Ride?

1. YES, both the night before and on the same day
2. YES, night before only
3. YES, same day only
4. NEITHER WOULD BE HELPFUL

Q22. How do(es) you/NAME normally pay your fare?

1. Cash
2. Handy Ride Pass
9. DK—**DO NOT READ**

Q23. Do(es) you/NAME occasionally ride FAX fixed-route bus?

1. YES
2. NO—**(GO TO Q23b)**
3. DK [**DO NOT READ**]

Q23a. (IF Q23 =1—IF OTHERWISE, GO TO Q23b) What was/were your/NAME'S reason(s) for supplementing your/NAME'S transportation needs with FAX fixed-route buses?

.....
.....

Q23b. Would you/NAME consider using FAX's fixed route buses, which are all accessible, if you could access a free travel training program to learn how to use these buses?

1. Yes
2. No
3. DK/REF—**DO NOT READ**

Q24. Have (Has) you/NAME ever visited the FAX or Handy Ride website to obtain information about transportation services?

1. YES
2. NO
3. DK—**DO NOT READ**

Q25. Do(es) you/NAME use a smart phone or mobile applications?

1. YES
2. NO
3. DK—**DO NOT READ**

Q25a. (IF Q25 = 1—IF OTHERWISE, GO TO Q26) If Handy Ride had a mobile app, would you use it to make your reservations?

Handy Ride Telephone Survey

1. YES
2. NO
3. DK—**DO NOT READ**

Q26. Do(es) you/NAME use the Internet at least once a week?

1. YES
2. NO
3. DK—**DO NOT READ**

Q27. Are you aware that repeated No-Shows can result in your service being suspended?

1. YES
2. NO—
3. DK—**DO NOT READ—**

DEMOGRAPHICS

To ensure that we are talking to a wide variety of riders, we would like to ask you a few more questions. First, ...

MILITARY STATUS Are you active-duty military or a U.S. Veteran?

1. ___ Yes
2. ___ No

WORK What is your/NAME'S work status? Are you/Is NAME...?

1. EMPLOYED FULL-TIME BY A THIRD PARTY (i.e. SOMEONE OR SOME BUSINESS OR AGENCY)
2. EMPLOYED PART TIME BY A THIRD PARTY
3. SELF EMPLOYED
4. STUDENT AND EMPLOYED
5. STUDENT AND NOT EMPLOYED
6. HOMEMAKER
7. RETIRED
8. UNEMPLOYED
9. DISABLED AND UNABLE TO WORK
10. OTHER, Specify _____
11. DK/REFUSED—**DO NOT READ**

AGE Which of the following age categories best describes your/NAME'S current age?

1. UNDER 18 YEARS OLD
2. 18 TO 34 YEARS OLD
3. 35 TO 54 YEARS OLD
4. 55 TO 74 YEARS OLD
5. 75 OR OLDER
9. DK/REFUSED TO ANSWER—**DO NOT READ**

Handy Ride Telephone Survey

EDUCATION What is the last grade in school you have completed?

1. LESS THAN 8TH GRADE EDUCATION
2. SOME HIGH SCHOOL
3. HIGH SCHOOL GRADUATE
4. VOCATIONAL / TECHNICAL
5. COLLEGE GRADUATE
6. POST GRADUATE EDUCATION
9. **DK/REFUSED TO ANSWER—DO NOT READ**

ETHNICITY Which of the following most closely describes your ethnic background? (**CHECK ONE**)

1. HISPANIC
2. WHITE/CAUCASIAN
3. AFRICAN AMERICAN/BLACK
4. ASIAN/SOUTHEAST ASIAN (PLEASE SPECIFY NATIONAL ORIGIN OR ASIAN ETHNIC GROUP _____)
5. AMERICAN INDIAN
6. PACIFIC ISLANDER
7. MIDDLE EASTERNER
8. MIXED, PLEASE SPECIFY _____
9. OTHER, PLEASE SPECIFY _____
16. **DK/REFUSED TO ANSWER—DO NOT READ**

LEP: Do you consider yourself to be limited in the English language?

1. ___ Yes 2. ___ No 3. ___ DK—**DO NOT READ**

LANGUAGE What is the primary language spoken in your home?

1. ENGLISH
2. SPANISH OR SPANISH CREOLE
3. HMONG
4. PUNJABI
5. OTHER INDIC LANGUAGES
6. LAOTIAN
7. MON-KHMER, CAMBODIAN
8. CHINESE
9. ARABIC
10. VIETNAMESE
11. ARMENIAN
12. TAGALOG
13. OTHER, _____
20. **DK/REFUSED TO ANSWER—DO NOT READ**

INCOME Which of the following categories best describes your **total household income** in **2021**, before taxes?

1. LESS THAN \$10,000 PER YEAR

Handy Ride Telephone Survey

2. \$10,000 TO \$19,999 PER YEAR
3. \$20,000 TO \$29,999 PER YEAR
4. \$30,000 TO \$39,999 PER YEAR
5. \$40,000 TO \$49,999 PER YEAR
6. \$50,000 OR MORE
9. DK/REFUSED TO ANSWER—DO NOT READ

ZIP What is your residential zip code? _____ (DK=00000)

GENDER What is your/NAME's gender?

1. _____ MALE
 2. _____ FEMALE
 3. _____ OTHER, PLEASE SPECIFY
-



Fresno Area Express Title VI Plan

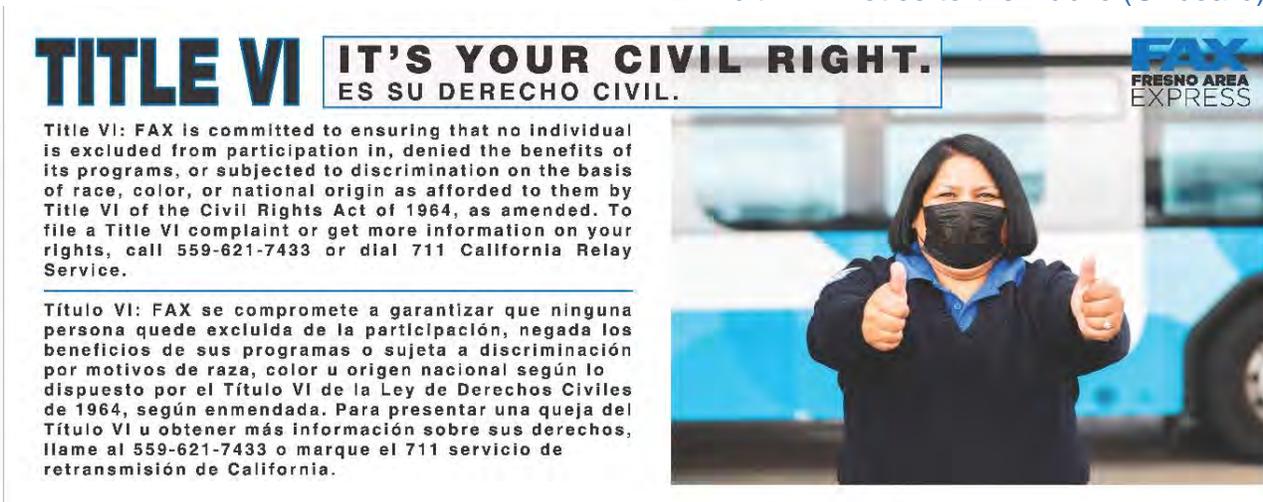
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APPENDIX K: NOTIFICATION OF PUBLIC RIGHTS

Exhibit K.1 is an image of the Title VI Notice to the Public as posted onboard FAX transit vehicles. The entire text of the notice is provided in both English and Spanish.

Exhibit K.2 is an image of the Title VI Notice to the Public as posted within FAX facilities and offices. It contains more detail about filing a complaint. The full text of the notice is in English only. It also includes the phrase, "If information is needed in another language, please contact (559) 621-7433" in six additional languages.

Exhibit K.1 Notice to the Public (Onboard)



The graphic for Exhibit K.1 features a woman in a dark blue uniform and a black face mask, giving two thumbs up. To her left is a white box containing the text: **TITLE VI IT'S YOUR CIVIL RIGHT. ES SU DERECHO CIVIL.** Below this box is the English text: **Title VI: FAX is committed to ensuring that no individual is excluded from participation in, denied the benefits of its programs, or subjected to discrimination on the basis of race, color, or national origin as afforded to them by Title VI of the Civil Rights Act of 1964, as amended. To file a Title VI complaint or get more information on your rights, call 559-621-7433 or dial 711 California Relay Service.** Below the English text is the Spanish text: **Título VI: FAX se compromete a garantizar que ninguna persona quede excluida de la participación, negada los beneficios de sus programas o sujeta a discriminación por motivos de raza, color u origen nacional según lo dispuesto por el Título VI de la Ley de Derechos Civiles de 1964, según enmendada. Para presentar una queja del Título VI u obtener más información sobre sus derechos, llame al 559-621-7433 o marque el 711 servicio de retransmisión de California.** In the top right corner of the graphic is the FAX Fresno Area Express logo.

Notifying the Public of Rights Under Title VI

The City of the Fresno (FAX)

- Fresno Area Express (FAX) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964 as amended. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with FAX.
- For more information on FAX's civil rights program, and the procedures to file a complaint, contact 559-621-7433 or dial 711 for Relay Service; or visit our administrative office at 2223 G Street, Fresno, Ca. 93706-1631. For more information, visit www.fresno.gov/FAX
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- If information is needed in another language, please contact 559-621-7433.
- Si se necesita informacion en otro idioma, comuniquese con 559-621-7433
- Yog hais tias cov lus qhia uas yuav tsum tau nyob rau hauv lwm hom lus, thov hu rau 559-621-7433
- ຖ້າ ຈຳ ຳ ດ ັ ນ ໃ ຊ ັ ພ າ ສ າ ສ ັ ນ ກ ັ ລ ັ ນ ທ ັ ດ ັ ນ ັ ນ ັ ນ 559-621-7433
- 如果信息需要用另一种语言翻译, 请联系 559-621-7433
- Եթե տեղեկատվությունը անհրաժեշտ է այլ լեզվով, դիմեք 559-621-7433
- Nếu thông tin là cần thiết trong một ngôn ngữ khác, liên hệ 559-621-7433

APPENDIX L: TITLE VI MAJOR SERVICE CHANGE, DISPARATE IMPACT, AND DISPROPORTIONATE BURDEN POLICY

Applicability

This instruction applies to all divisions, agencies, offices, and elements within the City of Fresno's Department of Transportation.

Purpose

This instruction outlines the Department of Transportation's Title VI Major Service Change, Disparate Impact, and Disproportionate Burden Policy.

Force & Effect

Compliance with this publication is mandatory. Those in violation may be subject to disciplinary actions in accordance with City of Fresno Administrative Order 2-14 and/or violators' respective Union Unit Memorandum of Understanding.

I. PURPOSE

The Federal Transit Administration (FTA) is responsible for ensuring that its funding recipients fully comply with Title VI of the Civil Rights Act of 1964 in their planning and implementation processes. Pursuant to Title 49 (U.S.C. Chapter 53), as amended, the City of Fresno, Department of Transportation/Fresno Area Express (FAX) is a designated recipient of funds under FTA (Sections 5307 and 5309).

Further Federal guidance, provided by Executive Order 12898 and FTA Environmental Justice Circular 4703.1, highlights FAX's responsibility to ensure that Environmental Justice is incorporated into FAX's mission to provide safe, convenient, courteous, and reliable transit service for the greater Fresno-Clovis Metropolitan Area. Additional Federal guidance provided by Executive Order 13166 amplifies the Civil Rights Act mandate by providing that persons with limited English proficiency should have meaningful access to programs and activities receiving federal funds.

As a designated federal funds recipient, FAX updates its Title VI Program every three years in accordance with the FTA Circular 4702.1B, dated October 1, 2012, which assesses compliance of FAX, its subrecipients, and contractors with the Civil Rights Act of 1964 and related executive orders.

FAX must also ensure that there is Title VI consideration whenever there is a change in fares or a change in service that could impact minority or low-income communities. The purpose of conducting fare and service equity analyses prior to implementing changes is to determine whether the planned changes will have a disparate impact on the basis of

race, color, or national origin. Low-income populations are not a protected class under Title VI. However, recognizing the inherent overlap of environmental justice principles, FTA requires transit providers to evaluate proposed service and fare changes to determine whether low-income populations will bear a disproportionate burden of the changes.

In particular, FAX must describe changes in fares or fare media and major service changes relating to transit routes, hours or days of operation, or frequencies, and provide an analysis of the effect that any such changes may have on minority and low-income communities. This policy provides definitions of major service changes, disparate impacts, and disproportionate burdens, and describes the process in which FAX conducts Title VI analyses.

FTA's Title VI Circular requires FAX to monitor four service standards (maximum vehicle load, vehicle headway, on-time performance, and bus stop spacing) and two service policies (distribution of amenities and vehicle assignment) for its fixed-route modes. FTA requires that these policies and standards be monitored for disparate-impact effects. The results of this monitoring are included in each Triennial Title VI Program update and reported to the City Council for its consideration, awareness, and approval.

The FTA circular identifies methods for notifying the public of their rights to file a Title VI complaint. This policy describes FAX's procedure for responding to such complaints.

II. TRIENNIAL TITLE VI PROGRAM UPDATE

Every three years, FAX shall complete a Title VI Program update in accordance with FTA guidelines. The triennial update assesses compliance on a number of issues for FAX, its subrecipients, and contractors, as specified in FTA Circular 4702.1B, dated October 1, 2012.

III. TITLE VI FARE AND SERVICE EQUITY ANALYSES

On August 30, 2018, the Fresno City Council approved the adoption of federally mandated Title VI Policies for FAX regarding major service changes, disparate impacts on minority populations, and disproportionate burdens on low-income populations.

FAX will conduct a Title VI **Fare Equity Analysis** for all fare change proposals regardless of the amount of increase or decrease, with the following exceptions:

- Temporary reductions that are mitigating measures for specific actions; or
- Promotional or temporary fare reductions that last six months or less.

FAX will conduct a Title VI **Service Equity Analysis** whenever there is a major service change, as defined below. In addition, FAX will conduct a service equity analysis for changes which, when considered cumulatively over a three-year period, meet the major

service change threshold. The City Council may request additional service equity analyses for the consideration of changes as it deems appropriate.

All fare and service equity analyses shall be presented to the City Council for approval and included in the Title VI Program update.

A. Major Service Change Policy

As stated in the FTA Circular, transit providers must identify what constitutes a major service change, as only major service changes are subject to service equity analyses.

As adopted by the City Council, a Major Service Change adds or removes **25%** or more:

- Revenue miles on any route.
- Revenue hours on any route.

Exemptions to the Major Service Change Policy are:

- Initiation/discontinuance of temporary or demonstration services lasting 1 year or less.
- Changes to or suspension of routes due to natural or catastrophic disasters.
- Temporary route detours: short-term changes to a route caused by road construction, routine road maintenance, road closures, emergency road conditions, fiscal crisis, civil demonstrations, or any uncontrollable circumstances.
- Initiation/discontinuance of any Special Event Routing.

B. Disparate Impact Policy

As defined by the FTA, a disparate impact is a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin. The disparate impact policy establishes a threshold for determining when a major service change has a disparate impact on minority populations.

As approved by the City Council, a Disparate Impact exists if a major service change requires a minority population to bear adverse effects by **20%** or more than the adverse effects borne by the general population in the affected area.

The measure of disparate impact involves a comparison of impacts borne by minority populations compared to impacts borne by non-minority populations. For a service equity analysis, FAX will measure service in terms of current FAX standards for frequency, span of service, and/or distance to bus routes. Title VI equity analyses will compare existing service or fares to proposed changes and

calculate the absolute change as well as the percent change. When minority populations or riders will experience a 20% (or more) greater adverse effect than that borne by the non-minority populations or riders, such changes will be considered to have a disparate impact. An adverse effect is defined as a geographical or time-based reduction in service which includes but is not limited to: elimination of a route, short turning a route, rerouting an existing route, or an increase in headways.

C. Disproportionate Burden Policy

As defined by the FTA, a disproportionate burden is a facially neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. The Disproportionate Burden Policy establishes a threshold for determining whether a major service change has a disproportionate burden on low-income populations versus non-low-income populations.

As approved by the City Council, a Disproportionate Burden exists if a major service change requires a low-income population to bear adverse effects by **20%** or more than the adverse effects borne by the general population in the affected area.

Low-income populations are not a protected class under Title VI. However, recognizing the inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent, FTA requires transit providers to evaluate proposed service and fare changes to determine whether low-income populations will bear a disproportionate burden of the changes.

FAX will conduct Title VI equity analyses by comparing existing service or fares to proposed changes and calculating the absolute change as well as the percent change. When the proportion of low-income populations or riders adversely affected by the proposals is 20% (or more) than the proportion of non-low-income populations or riders adversely affected, such changes will be considered to have a disproportionate burden.

D. Mitigation of Impacts

If FAX finds that the proposed fare or service changes result in disparate impacts on minority communities, FAX must identify alternatives to the proposal that could serve the same legitimate objective with less disparate impact. If a less discriminatory alternative does not exist and FAX has substantial legitimate justification that cannot otherwise be accomplished, FAX shall identify measures to mitigate the negative impacts of the changes.

If FAX finds that the proposed fare or service changes result in disproportionate burdens on low-income communities, FAX shall identify alternatives available to

affected low-income riders and take steps to avoid, minimize, or mitigate impacts where practicable.

IV. TRANSIT SERVICE MONITORING

FAX is required to monitor the performance of its system relative to system-wide service standards and service policies. FAX staff will assess the performance of each route according to methods described in the FTA Circular, and report to the City Council not less often than every three years to ensure all elements of the service are being equitably provided.

For cases in which the service exceeds or fails to meet the standard or policy, FAX shall analyze why the discrepancies exist, and take steps to reduce the potential effects. If staff determines that prior decisions have resulted in a disparate impact on the basis of race, color, or national origin, FAX shall take corrective action to remedy the disparities to the greatest extent possible and report these efforts in the Title VI Program update.

V. TITLE VI COMPLAINT PROCESS

FAX shall take any Title VI violation complaint seriously and act quickly to identify, resolve, or remediate any identified issue.

A. Communication with Complainant

It is FAX's intent to communicate with the complainant throughout the Title VI complaint review process, regardless of the outcome of the investigation.

B. Posting of Title VI Complaint Notification

The following or similar notice will be placed on-board buses, in public ticket offices and public meeting rooms (such as the FAX Administration Office), and on the FAX website, in English and Spanish:

English: Title VI: FAX is committed to ensuring that no individual is excluded from participation in, denied the benefits of its programs, or subjected to discrimination on the basis of race, color, or national origin as afforded to them by Title VI of the Civil Rights Act of 1964, as amended. To file a Title VI complaint or get more information on your rights, call 559-621-7433 or dial 711 California Relay Service. For more information, visit fresno.gov/transportation/fax/title-vi-non-discrimination-policy/.

Spanish: *Título VI: FAX se compromete a garantizar que ninguna persona quede excluida de la participación, negada los beneficios de sus programas o sujeta a discriminación por motivos de raza, color u origen nacional según lo dispuesto por el Título VI de la Ley de Derechos Civiles de 1964, según*

enmendada. Para presentar una queja del Título VI u obtener más información sobre sus derechos, llame al 559-621-7433 o marque el 711 servicio de retransmisión de California. Para más información, visite www.fresno.gov/transportation/fax/title-vi-non-discrimination-policy/.

C. Receipt of Title VI Complaints

The FAX web site includes a dedicated “Title VI Non-Discrimination Policy” web page. The dedicated page includes a FAX Title VI Complaint Policy and Procedure in both English and Spanish, as well as Title VI complaint forms in both English and Spanish.

The Title VI Complaint Procedure describes the several ways that Title VI complaints can be filed. In addition, the FAX web site also includes a “Contact FAX” web page, which provides multiple ways to contact FAX, including electronically filling out and submitting an online contact form, printing a FAX complaint/compliment form and submitting the hard copy in person or by mail, calling a customer service representative at (559) 621-RIDE (7433) or dialing 711 California Relay Service, visiting MTC or the FAX Administrative Office, contacting the City of Fresno to file an Americans with Disabilities act (ADA) grievance, or accessing the Title VI Complaint Form via the FAX Title VI web page.

D. Review and Investigation of Title VI Complaints

All complaints are handled according to the Title VI Complaint Procedures listed in Section D of the FAX Title VI Program.

E. Submission of Complaint to the Federal Transit Administration

Complainants may also file a complaint directly with the Federal Transit Administration at FTA Office of Civil Rights as described in Section D of this Title VI Program.



APPENDIX M: TITLE VI COMPLAINT FORM

Exhibit M.1 consists of four images of the two pages of the FAX Title VI Complaint Form. One form includes English, and the other form includes Spanish.



Fresno Area Express Title VI Plan

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Exhibit M.1 Bilingual Title VI Complaint Form



Title VI Complaint Form

Title VI of the Civil Rights Act of 1964 states "No person in the United States of America shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

Please provide the following information necessary in order to process your Title VI complaint

Assistance is available upon request by calling the Title VI Coordinator at (559) 621-7433 or dial 711 California Relay Service. Complete this form and mail or deliver it to:

Fresno Area Express
Attn: Title VI Coordinator
2223 "G" Street
Fresno CA 93706-1600

1. Complainant's Name: _____

2. Address: _____

3. City: _____ State: _____ Zip Code: _____

4. Telephone No. (Home/Cell): _____ (Work) _____

5. Person allegedly discriminated against (if other than complainant): _____

Address: _____

City: _____ State: _____ Zip Code: _____

6. What was the discrimination based on? (Check all that apply)
 Race Color National Origin

7. Date of alleged incident resulting in discrimination: _____

8. In your own words, describe the alleged discrimination.
What happened and who was responsible?
For additional space, attach additional sheets as needed.

9. What FAX representative(s) were allegedly involved?

Modified 8/22

10. Where did the incident take place? _____
Please provide location, bus number, drivers name, etc.

11. Witnesses? Please provide their contact information.

Name _____
Address: _____
City: _____ State: _____ Zip Code: _____
Telephone No. (Home/Cell): _____ (Work): _____

Name _____
Address: _____
City: _____ State: _____ Zip Code: _____
Telephone No. (Home/ Cell): _____ (Work): _____

Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Telephone No. (Home/ Cell): _____ (Work): _____

12. Did you file this complaint with another federal, state, or local agency; or with a federal or state court?
 Yes No

If answer is yes, check each agency complaint was filed with:

Federal Agency Federal Court State
 State Court Local Agency AgencyOther

13. If you answered yes to question 12, please provide the contact person information for the agency you also filed the complaint with:

Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Telephone No. (Cell) _____ (Work): _____

Attach any documents you believe supports your complaint.



Formulario de Quejas para Título VI

El Título VI de la Ley de Derechos Civiles de 1964 establece que "Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, será excluida de la participación, se le negarán los beneficios o será objeto de discriminación en ningún programa o actividad que reciba asistencia financiera federal".

Por favor provea la siguiente información necesaria para procesar su queja del Título VI.

Si necesita asistencia para completar este formulario, llame al Coordinador del Título VI al (559) 621-7433 o marque 711 para Servicio de Retransmisión de California. Complete este formulario y envíelo por correo o entréguelo a:

Fresno Area Express (FAX)
Atención: Coordinador del Título VI
2223 "G" Street
Fresno CA 93706-1600

-
1. Nombre de la Persona con Quejas: _____
 2. Dirección: _____
 3. Ciudad: _____ Estado: _____ Código Postal: _____
 4. Número de Teléfono (Casa/Celular): _____ (Trabajo): _____
 5. Persona afectada por la supuesta discriminación (si distinta a la persona con quejas):
Nombre: _____
Dirección: _____
Ciudad: _____ Estado: _____ Código Postal: _____
 6. Tipo de discriminación? (Marque todos lo que correspondan)
 Raza Color de Piel Origen Nacional
 7. Fecha en que ocurrió la supuesta discriminación: _____
 8. En sus propias palabras, describa como supuestamente discriminaron contra usted.
Que sucedió y quien es responsable?
Para mas espacio, use una nueva página.

 9. Cual representante or cuales representantes de FAX fue o fueron involucrado(s)?

Forma modificada Agosto 2022

10. Donde tomó cabo la situación? _____
Locación, número de autobus, nombre del chofer, etc.

11. Testigos? Favor de proveer la información de los testigos.

Nombre: _____
Dirección: _____
Ciudad: _____ Estado: _____ Código Postal: _____
Número de Teléfono (Casa/Celular): _____ (Trabajo): _____

Nombre: _____
Dirección: _____
Ciudad: _____ Estado: _____ Código Postal: _____
Número de Teléfono (Casa/ Celular): _____ (Trabajo): _____

Nombre: _____
Dirección: _____
Ciudad: _____ Estado: _____ Código Postal: _____
Número de Teléfono (Casa/ Celular): _____ (Trabajo): _____

12. Registró esta queja con otra agencia, federal, estatal, o agencia local; o con la corte federal o estatal?

Si No

Si su respuesta fue "Si" verifique la agencia que usó:

Agencia Federal Corte Federal Agencia Estatal
 Corte Estatal Agencia Local Otro

13. Provea información de contacto personal de la agencia con quien metió la queja:

Nombre: _____
Dirección: _____
Ciudad: _____ Estado: _____ Código Postal: _____
Número de Teléfono (Celular): _____ (Trabajo): _____

Agregue cualesquieres documentos que usted crea puedan soportar sus alegaciones.



Fresno Area Express Title VI Plan

APPENDIX N: FRESNO CITY COUNCIL TITLE VI PROGRAM APPROVAL

Exhibit N.1 provides documentation of the Fresno City Council's approval of this 2022 Title VI Plan.



Fresno Area Express Title VI Plan

Exhibit N.1 Fresno City Council Title VI Plan Approval – Meeting Minutes

[Note: The 2022 Title VI Program has been placed on the October 13, 2022 Fresno City Council meeting for formal action. The City Council's action will be reflected in Exhibit N.1 once action has been taken.]

APPENDIX O: CENSUS TRACT CHART

Exhibit O.1 Census 2020 Population Estimates by Race/Ethnicity by Census Tract

Tract	Total	Minority*		Hispanic/Latino**		White		Black or African American		American Indian and Alaska Native		Asian		Native Hawaiian and Other Pacific Islander		Some other race		Two or more races	
1.00	3,852	2,920	75.8%	2,207	57.3%	1,583	41.1%	458	11.9%	220	5.7%	185	4.8%	0	0.0%	1,908	28.5%	312	8.1%
2.00	2,432	2,033	83.6%	1,758	72.3%	1,350	55.5%	236	9.7%	24	1.0%	36	1.5%	19	0.8%	593	24.4%	170	7.0%
3.00	4,927	4,410	89.5%	3,326	67.5%	2,996	60.8%	803	16.3%	10	0.2%	94	1.9%	94	1.9%	576	11.7%	350	7.1%
4.00	5,700	4,919	86.3%	4,172	73.2%	3,027	53.1%	188	3.3%	63	1.1%	564	9.9%	0	0.0%	1,328	23.3%	530	9.3%
5.01	2,864	2,580	90.1%	2,114	73.8%	1,547	54.0%	424	14.8%	17	0.6%	54	1.9%	26	0.9%	653	22.8%	143	5.0%
5.02	3,338	2,927	87.7%	2,413	72.3%	1,883	56.4%	53	1.6%	214	6.4%	350	10.5%	0	0.0%	584	17.5%	254	7.6%
6.01	4,002	3,314	82.8%	2,849	71.2%	2,561	64.0%	440	11.0%	0	0.0%	92	2.3%	40	1.0%	796	19.9%	72	1.8%
6.02	957	688	71.9%	444	46.4%	527	55.1%	210	21.9%	22	2.3%	4	0.4%	0	0.0%	60	6.3%	134	14.0%
7.01	2,412	2,388	99.0%	1,457	60.4%	1,013	42.0%	810	33.6%	0	0.0%	140	580.0%	0	0.0%	282	11.7%	164	6.8%
7.02	1,340	1,321	98.6%	972	72.5%	578	43.1%	101	7.5%	25	1.9%	153	11.4%	0	0.0%	216	16.1%	268	20.0%
9.01	3,017	2,984	98.9%	1,840	61.0%	1,330	44.1%	492	16.3%	139	4.6%	531	17.6%	0	0.0%	332	11.0%	193	6.4%
9.02	4,937	4,873	98.7%	3,525	71.4%	3,189	64.6%	657	13.3%	0	0.0%	548	11.1%	0	0.0%	163	3.3%	380	7.7%
10.00	4,404	4,329	98.3%	2,885	65.5%	1,348	30.6%	907	20.6%	53	1.2%	559	12.7%	0	0.0%	907	20.6%	634	14.4%
11.00	3,180	3,132	98.5%	2,175	68.4%	1,383	43.5%	811	25.5%	6	0.2%	41	1.3%	0	0.0%	483	15.2%	455	14.3%
12.01	6,437	6,141	95.4%	4,557	70.8%	2,916	45.3%	303	4.7%	174	2.7%	1,262	19.6%	0	0.0%	1,693	26.3%	84	1.3%
12.02	4,331	4,240	97.9%	3,257	75.2%	2,209	51.0%	520	12.0%	0	0.0%	468	10.8%	26	0.6%	749	17.3%	359	8.3%
13.01	5,442	5,105	93.8%	4,675	85.9%	3,091	56.8%	22	0.4%	93	1.7%	365	6.7%	0	0.0%	1,208	22.2%	664	12.2%
13.03	2,571	2,545	99.0%	1,712	66.6%	1,288	50.1%	208	8.1%	31	1.2%	568	22.1%	0	0.0%	450	17.5%	28	1.1%
13.04	5,530	5,254	95.0%	3,589	64.9%	2,914	52.7%	547	9.9%	6	0.1%	1,156	20.9%	0	0.0%	818	14.8%	88	1.6%
14.07	4,725	4,111	87.0%	2,462	52.1%	2,088	44.2%	685	14.5%	38	0.8%	917	19.4%	0	0.0%	756	16.0%	236	5.0%
14.08	2,465	1,590	64.5%	1,070	43.4%	1,684	68.3%	71	2.9%	0	0.0%	281	11.4%	22	0.9%	197	8.0%	212	8.6%
14.09	2,288	1,416	61.9%	968	42.3%	1,316	57.5%	87	3.8%	14	0.6%	254	11.1%	0	0.0%	112	4.9%	506	22.1%
14.11	7,329	5,827	79.5%	3,533	48.2%	3,833	52.3%	374	5.1%	73	1.0%	1,700	23.2%	51	0.7%	425	5.8%	872	11.9%
14.12	3,334	2,467	74.0%	1,594	47.8%	1,490	44.7%	83	2.5%	7	0.2%	777	23.3%	0	0.0%	320	9.6%	653	19.6%
14.13	6,872	5,463	79.5%	3,058	44.5%	3,628	52.8%	151	2.2%	48	0.7%	2,027	29.5%	21	0.3%	522	7.6%	474	6.9%

Tract	Total	Minority*		Hispanic/Latino**		White		Black or African American		American Indian and Alaska Native		Asian		Native Hawaiian and Other Pacific Islander		Some other race		Two or more races	
14.14	8,555	6,784	79.3%	3,533	41.3%	4,508	52.7%	488	5.7%	51	0.6%	2,772	32.4%	26	0.3%	539	6.3%	163	1.9%
14.15	6,094	5,064	83.1%	3,888	63.8%	3,912	64.2%	189	3.1%	98	1.6%	768	12.6%	0	0.0%	859	14.1%	268	4.4%
14.16	6,128	5,693	92.9%	2,880	47.0%	2,090	34.1%	190	3.1%	31	50.0%	2,604	42.5%	0	0.0%	1,072	17.5%	135	2.2%
15.00	2,337	1,975	84.5%	1,699	72.7%	1,423	60.9%	40	1.7%	0	0.0%	227	9.7%	0	0.0%	507	21.7%	140	6.0%
18.00	4,733	3,441	72.7%	3,228	68.2%	3,020	63.8%	19	0.4%	9	0.2%	114	2.4%	0	0.0%	767	16.2%	805	17.0%
20.00	6,186	5,425	87.7%	3,928	63.5%	3,347	54.1%	736	11.9%	111	1.8%	483	7.8%	0	0.0%	984	15.9%	532	8.6%
21.00	6,218	4,862	78.2%	4,334	69.7%	3,582	57.6%	448	7.2%	0	0.0%	19	0.3%	0	0.0%	1,368	22.0%	796	12.8%
22.00	3,616	2,459	68.0%	2,177	60.2%	2,607	72.1%	98	2.7%	29	0.8%	58	1.6%	14	0.4%	217	6.0%	589	16.3%
23.00	3,574	2,620	73.3%	2,405	67.3%	2,412	67.5%	93	2.6%	36	1.0%	61	1.7%	18	0.5%	393	11.0%	565	15.8%
24.00	4,856	4,536	93.4%	3,521	72.5%	2,384	49.1%	151	3.1%	0	0.0%	879	18.1%	0	0.0%	1,039	21.4%	398	8.2%
25.01	4,654	4,328	93.0%	3,179	68.3%	2,481	53.3%	386	8.3%	5	0.1%	647	13.9%	9	0.2%	838	18.0%	289	6.2%
25.02	4,947	4,630	93.6%	3,552	71.8%	2,414	48.8%	64	1.3%	99	2.0%	772	15.6%	20	0.4%	519	10.5%	1,054	21.3%
26.01	4,793	4,673	97.5%	4,227	88.2%	2,919	60.9%	24	0.5%	14	0.3%	340	7.1%	0	0.0%	690	14.4%	805	16.8%
26.02	3,167	2,629	83.0%	2,404	75.9%	2,207	69.7%	70	2.2%	6	0.2%	76	2.4%	57	1.8%	504	15.9%	247	7.8%
27.01	4,854	4,548	93.7%	4,155	85.6%	2,932	60.4%	44	0.9%	39	0.8%	417	8.6%	0	0.0%	757	15.6%	665	13.7%
27.02	4,410	4,119	93.4%	3,651	82.8%	2,646	60.0%	185	4.2%	79	1.8%	326	7.4%	0	0.0%	587	13.3%	582	13.2%
28.00	4,361	4,226	96.9%	2,952	67.7%	2,067	47.4%	292	6.7%	74	1.7%	959	22.0%	0	0.0%	358	8.2%	615	14.1%
29.03	3,845	3,345	87.0%	1,699	44.2%	1,861	48.4%	388	10.1%	0	0.0%	1,230	32.0%	0	0.0%	158	4.1%	208	5.4%
29.04	3,281	2,917	88.9%	2,005	61.1%	1,194	36.4%	230	7.0%	39	1.2%	666	20.3%	0	0.0%	541	16.5%	610	18.6%
29.05	2,912	2,452	84.2%	1,744	59.9%	1,803	61.9%	131	4.5%	17	0.6%	547	18.8%	0	0.0%	352	12.1%	61	2.1%
29.06	5,159	4,622	89.6%	2,997	58.1%	2,239	43.4%	248	4.8%	113	2.2%	1,187	23.0%	57	1.1%	681	13.2%	635	12.3%
30.01	3,243	2,847	87.8%	1,356	41.8%	1,200	37.0%	305	9.4%	45	1.4%	1,119	34.5%	19	0.6%	321	9.9%	233	7.2%
30.03	4,128	3,451	83.6%	2,221	53.8%	1,816	44.0%	248	6.0%	41	1.0%	912	22.1%	8	0.2%	698	16.9%	400	9.7%
30.04	2,094	1,434	68.5%	1,091	52.1%	1,326	63.3%	10	0.5%	52	2.5%	237	11.3%	0	0.0%	356	17.0%	115	5.5%
31.04	4,337	3,062	70.6%	1,483	34.2%	1,930	44.5%	173	4.0%	22	0.5%	1,167	26.9%	0	0.0%	360	8.3%	685	15.8%
32.01	5,591	4,562	81.6%	3,506	62.7%	2,656	47.5%	185	3.3%	45	0.8%	727	13.0%	11	0.2%	822	14.7%	1,146	20.5%
32.02	5,337	4,029	75.5%	2,466	46.2%	2,743	51.4%	539	10.1%	37	0.7%	950	17.8%	0	0.0%	833	15.6%	240	4.5%
33.01	3,097	2,462	79.5%	1,973	63.7%	1,549	50.0%	248	8.0%	40	1.3%	111	3.6%	0	0.0%	914	29.5%	235	7.6%

Tract	Total	Minority*		Hispanic/ Latino**		White		Black or African American		American Indian and Alaska Native		Asian		Native Hawaiian and Other Pacific Islander		Some other race		Two or more races	
33.02	4,650	3,646	78.4%	2,874	61.8%	2,678	57.6%	195	4.2%	51	1.1%	549	11.8%	5	0.1%	1,004	21.6%	167	3.6%
34.01	3,359	3,053	90.9%	1,690	50.3%	1,286	38.3%	917	27.3%	175	5.2%	390	11.6%	0	0.0%	511	15.2%	87	2.6%
34.02	1,957	1,401	71.6%	982	50.2%	1,233	63.0%	268	13.7%	0	0.0%	0	0.0%	10	0.5%	176	9.0%	268	13.7%
35.00	4,793	3,034	63.3%	2,502	52.2%	3,437	71.7%	254	5.3%	96	2.0%	168	3.5%	0	0.0%	681	14.2%	168	3.3%
36.00	4,211	1,874	44.5%	1,486	35.3%	3,293	78.2%	265	6.3%	8	0.2%	38	0.9%	0	0.0%	299	7.1%	299	7.1%
37.01	3,057	2,345	76.7%	2,057	67.3%	2,170	71.0%	73	2.4%	12	0.4%	171	5.6%	0	0.0%	437	14.3%	193	6.3%
37.02	5,165	3,905	75.6%	2,867	55.5%	2,660	51.5%	408	7.9%	98	1.9%	486	9.4%	0	0.0%	801	15.5%	718	13.9%
38.04	7,081	6,217	87.8%	3,456	48.8%	1,947	27.5%	701	9.9%	453	6.4%	2,061	29.1%	0	0.0%	956	13.5%	970	13.7%
38.05	7,878	6,933	88.0%	4,490	57.0%	3,325	42.2%	473	6.0%	158	2.0%	1,457	18.5%	0	0.0%	1,363	17.3%	1,111	14.1%
38.07	3,179	2,521	79.3%	1,774	55.8%	1,802	56.7%	165	5.2%	10	0.3%	499	15.7%	0	0.0%	550	17.3%	156	4.9%
38.08	5,128	4,302	83.9%	2,723	53.1%	1,656	32.3%	374	7.3%	67	1.3%	1,082	21.1%	0	0.0%	1,297	25.3%	656	12.8%
38.09	4,808	3,976	82.7%	1,991	41.4%	2,361	49.1%	548	11.4%	19	0.4%	1,192	24.8%	10	0.2%	115	2.4%	567	11.8%
38.10	5,925	4,776	80.6%	3,022	51.0%	2,921	49.3%	877	14.8%	36	0.6%	794	13.4%	0	0.0%	693	11.7%	610	10.3%
38.11	8,994	6,548	72.8%	3,364	37.4%	4,704	52.3%	198	2.2%	0	0.0%	2,905	32.3%	45	0.5%	1,097	12.2%	45	0.5%
38.12	2,199	1,480	67.3%	526	23.9%	888	40.4%	361	16.4%	0	0.0%	594	27.0%	0	0.0%	341	15.5%	18	0.8%
42.05	6,007	5,082	84.6%	2,781	46.3%	2,535	42.2%	1,370	22.8%	12	0.2%	691	11.5%	0	0.0%	529	8.8%	871	14.5%
42.08	7,319	3,586	49.0%	1,735	23.7%	4,860	66.4%	461	6.3%	0	0.0%	981	13.4%	0	0.0%	586	8.0%	432	5.9%
42.10	3,586	2,471	68.9%	1,495	41.7%	1,962	54.7%	366	10.2%	11	0.3%	706	19.7%	0	0.0%	430	12.0%	115	3.2%
42.11	7,992	5,802	72.6%	4,635	58.0%	4,132	51.7%	360	4.5%	24	0.3%	559	7.0%	0	0.0%	1,031	12.9%	1,886	23.6%
42.12	10,810	7,697	71.2%	3,978	36.8%	4,551	42.1%	1,503	13.9%	357	3.3%	1,967	18.2%	0	0.0%	1,697	15.7%	735	6.8%
42.13	3,326	1,783	53.6%	1,404	42.2%	2,245	67.5%	50	1.5%	93	2.8%	180	5.4%	0	0.0%	399	12.0%	359	10.8%
42.14	4,944	2,072	41.9%	1,018	20.6%	3,387	68.5%	114	2.3%	0	0.0%	880	17.8%	10	0.2%	316	6.4%	237	4.8%
42.15	4,423	2,897	65.5%	1,774	40.1%	2,623	59.3%	53	1.2%	44	1.0%	734	16.6%	0	0.0%	292	6.6%	672	15.2%
42.16	4,403	3,315	75.3%	2,100	47.7%	1,889	42.9%	277	6.3%	53	1.2%	867	19.7%	0	0.0%	542	12.3%	766	17.4%
42.17	3,678	3,351	91.1%	2,034	55.3%	1,324	36.0%	1,048	28.5%	0	0.0%	268	7.3%	0	0.0%	1,026	27.9%	11	0.3%
42.18	7,767	6,012	77.4%	3,884	50.0%	3,674	47.3%	117	1.5%	163	2.1%	1,771	22.8%	62	0.8%	1,266	16.3%	715	9.2%
43.01	4,326	1,393	32.2%	809	18.7%	3,426	79.2%	164	3.8%	0	0.0%	359	8.3%	0	0.0%	69	1.6%	307	7.1%
43.02	4,758	2,113	44.4%	1,137	23.9%	3,354	70.5%	57	1.2%	0	0.0%	761	16.0%	0	0.0%	376	7.9%	209	4.4%



Fresno Area Express Title VI Plan

Tract	Total	Minority*		Hispanic/Latino**		White		Black or African American		American Indian and Alaska Native		Asian		Native Hawaiian and Other Pacific Islander		Some other race		Two or more races	
43.03	4,784	1,603	33.5%	1,229	25.7%	4,086	85.4%	134	2.8%	53	1.1%	148	3.3%	0	0.0%	38	0.8%	311	6.5%
44.04	3,094	2,590	83.7%	2,249	72.7%	1,566	50.6%	124	4.0%	12	0.4%	139	4.5%	0	0.0%	770	24.9%	480	15.5%
44.05	3,531	1,077	30.5%	692	19.6%	2,934	83.1%	113	3.2%	14	0.4%	155	4.4%	0	0.0%	74	2.1%	244	6.9%
44.06	5,711	3,181	55.7%	1,930	33.8%	3,672	64.3%	188	3.3%	6	0.1%	1,034	18.1%	0	0.0%	388	6.8%	428	7.5%
44.09	2,857	1,503	52.6%	1,026	35.9%	1,806	63.2%	54	1.9%	106	3.7%	166	5.8%	0	0.0%	366	12.8%	360	12.6%
44.10	2,318	1,433	61.8%	955	41.2%	1,356	58.5%	97	4.2%	72	3.1%	204	8.8%	0	0.0%	380	16.4%	209	9.0%
44.11	1,624	531	32.7%	185	11.4%	1,236	76.1%	128	7.9%	2	0.1%	141	8.7%	0	0.0%	41	250.0%	76	4.7%
45.03	5,129	2,170	42.3%	1,816	35.4%	3,888	75.8%	36	0.7%	15	0.3%	323	6.3%	0	0.0%	615	12.0%	256	5.0%
45.04	5,412	3,561	65.8%	1,829	33.8%	2,793	51.6%	579	10.7%	27	0.5%	763	14.1%	0	0.0%	725	13.4%	525	9.7%
45.05	5,299	3,455	65.2%	2,363	44.5%	2,983	56.3%	456	8.6%	79	1.5%	636	12.0%	0	0.0%	858	16.2%	286	5.4%
45.06	3,403	725	21.3%	364	10.7%	2,927	86.0%	116	3.4%	34	1.0%	143	4.2%	0	0.0%	102	3.0%	82	2.4%
46.01	3,536	1,846	52.2%	1,577	44.6%	2,557	72.3%	25	0.7%	32	0.9%	138	3.9%	0	0.0%	297	8.4%	488	13.8%
46.02	2,461	1,270	51.6%	842	34.2%	1,602	65.1%	52	2.1%	7	0.3%	113	4.6%	0	0.0%	273	11.1%	411	16.7%
47.03	4,158	3,214	77.3%	2,358	56.7%	2,424	58.3%	536	12.9%	37	0.9%	220	5.3%	0	0.0%	682	16.4%	258	6.2%
47.04	4,790	4,349	90.8%	3,195	66.7%	2,203	46.0%	757	15.8%	139	2.9%	144	3.0%	43	0.9%	1,154	24.1%	350	7.3%
47.05	2,021	1,386	68.6%	1,095	54.2%	1,356	67.1%	188	9.3%	26	1.3%	40	2.0%	0	0.0%	321	15.9%	89	4.4%
47.06	5,000	4,120	82.4%	2,940	58.8%	2,405	48.1%	585	11.7%	75	1.5%	665	13.3%	0	0.0%	140	2.8%	1,125	22.5%
48.01	4,857	3,682	75.8%	2,885	59.4%	3,021	62.2%	481	9.9%	29	0.6%	146	3.0%	0	0.0%	680	14.0%	495	10.2%
48.02	4,102	3,286	80.1%	2,560	62.4%	2,420	59.0%	414	10.1%	57	1.4%	201	4.9%	16	0.4%	574	14.0%	414	10.1%
49.01	3,906	2,656	68.0%	2,250	57.6%	2,660	68.1%	203	5.2%	31	0.8%	137	3.5%	0	0.0%	711	18.2%	164	4.2%
49.02	2,261	1,467	64.9%	1,128	49.9%	1,348	59.6%	258	11.4%	14	0.6%	23	1.0%	25	1.1%	106	4.7%	491	21.7%
50.00	4,477	2,668	59.6%	2,230	49.8%	2,919	65.2%	210	4.7%	0	0.0%	130	2.9%	0	0.0%	761	17.0%	461	10.3%
51.00	6,777	4,852	71.6%	3,985	58.8%	4,669	68.9%	461	6.8%	129	1.9%	319	4.7%	0	0.0%	935	13.8%	264	3.9%
52.02	3,525	2,993	84.9%	2,527	71.7%	1,445	41.0%	95	2.7%	21	0.6%	402	11.4%	14	0.4%	934	26.5%	613	17.4%
52.03	5,028	4,088	81.3%	3,228	64.2%	2,735	54.4%	447	8.9%	0	0.0%	322	6.4%	0	0.0%	860	17.1%	664	13.2%
52.04	4,175	3,294	78.9%	2,388	57.2%	1,770	42.4%	321	7.7%	75	1.8%	468	11.2%	0	0.0%	1,240	29.7%	296	7.1%
53.01	5,997	4,552	75.9%	3,460	57.7%	3,586	59.8%	432	7.2%	18	0.3%	570	9.5%	0	0.0%	714	11.9%	684	11.4%
53.02	5,352	3,912	73.1%	2,890	54.0%	3,688	68.9%	123	2.3%	11	0.2%	503	9.4%	16	0.3%	332	6.2%	674	12.6%

Tract	Total	Minority*		Hispanic/Latino**		White		Black or African American		American Indian and Alaska Native		Asian		Native Hawaiian and Other Pacific Islander		Some other race		Two or more races	
53.04	5,139	3,505	68.2%	2,205	42.9%	3,042	59.2%	252	4.9%	185	3.6%	586	11.4%	0	0.0%	447	8.7%	622	12.1%
53.05	3,710	2,586	69.7%	1,747	47.1%	1,992	53.7%	289	7.8%	92	2.5%	501	13.5%	22	0.6%	416	11.2%	393	10.6%
54.03	5,491	3,190	58.1%	1,735	31.6%	3,102	56.5%	675	12.3%	104	1.9%	730	13.3%	0	0.0%	417	7.6%	461	8.4%
54.05	5,222	2,486	47.6%	1,796	34.4%	3,645	69.8%	125	2.4%	16	0.3%	433	8.3%	0	0.0%	559	10.7%	439	8.4%
54.06	4,316	2,154	49.9%	1,705	39.5%	3,000	69.5%	30	0.7%	26	0.6%	401	9.3%	0	0.0%	682	15.8%	181	4.2%
54.07	3,894	1,873	48.1%	1,336	34.3%	2,617	67.2%	97	2.5%	23	0.6%	273	7.0%	12	0.3%	483	12.4%	389	10.0%
54.08	2,084	1,165	55.9%	669	32.1%	1,286	61.7%	131	6.3%	35	1.7%	258	12.4%	33	1.6%	215	10.3%	126	6.0%
54.09	2,983	1,996	66.9%	1,298	43.5%	1,676	56.2%	254	8.5%	158	5.3%	301	10.1%	0	0.0%	439	14.7%	155	5.2%
54.10	3,120	2,028	65.0%	1,232	39.5%	1,909	61.2%	144	4.6%	34	1.1%	468	15.0%	0	0.0%	331	10.6%	234	7.5%
55.03	5,984	2,543	42.5%	868	14.5%	3,902	65.2%	96	1.6%	42	0.7%	1,424	23.8%	0	0.0%	36	0.6%	479	8.0%
55.04	2,870	1,363	47.5%	568	19.8%	1,937	67.5%	106	3.7%	11	0.4%	565	19.7%	0	0.0%	129	4.5%	123	4.3%
55.05	6,136	3,270	53.3%	1,350	22.0%	3,547	57.8%	344	5.6%	123	2.0%	1,295	21.1%	37	0.6%	270	4.4%	528	8.6%
55.07	5,559	2,902	52.2%	1,734	31.2%	3,497	62.9%	250	4.5%	22	0.4%	728	13.1%	0	0.0%	489	8.8%	573	10.3%
55.08	6,103	3,497	57.3%	1,501	24.6%	3,619	59.3%	79	1.3%	0	0.0%	1,825	29.9%	0	0.0%	55	0.9%	525	8.6%
55.09	5,101	2,189	43.7%	1,002	20.0%	3,322	66.3%	100	2.0%	110	2.2%	892	17.8%	15	0.3%	262	5.2%	311	6.2%
55.16	5,975	2,880	48.2%	1,936	32.4%	4,726	79.1%	114	1.9%	0	0.0%	645	10.8%	0	0.0%	60	1.0%	424	7.1%
55.26	1,542	860	55.8%	358	23.2%	988	64.1%	79	5.1%	0	0.0%	407	26.4%	0	0.0%	51	3.3%	17	1.1%
55.27	3,233	1,303	40.3%	824	25.5%	2,279	70.5%	0	0.0%	10	0.3%	265	8.2%	0	0.0%	443	13.7%	236	7.3%
55.28	1,785	573	32.1%	321	18.0%	1,326	74.3%	0	0.0%	0	0.0%	96	5.4%	39	2.2%	228	12.8%	95	5.3%
55.29	6,355	2,758	43.4%	1,042	16.4%	4,201	66.1%	76	1.2%	0	0.0%	1,163	18.3%	13	20.0%	114	1.8%	788	12.4%
56.02	5,009	2,429	48.5%	1,683	33.6%	3,206	64.0%	55	1.1%	120	2.4%	526	10.5%	0	0.0%	927	18.5%	180	3.6%
56.05	1,560	535	34.3%	431	27.6%	1,309	83.9%	16	1.0%	0	0.0%	87	5.6%	6	0.4%	73	4.7%	69	4.4%
58.04	6,331	3,881	61.3%	2,355	37.2%	4,223	66.7%	120	1.9%	38	0.6%	1,228	19.4%	51	0.8%	361	5.7%	317	5.0%
58.05	7,160	4,804	67.1%	2,456	34.3%	3,444	48.1%	258	3.6%	79	1.1%	1,790	25.0%	0	0.0%	601	8.4%	988	13.8%
59.04	6,403	4,040	63.1%	1,870	29.2%	3,490	54.5%	122	1.9%	19	0.3%	1,774	27.7%	0	0.0%	512	8.0%	480	7.5%
86.00	4,396	3,486	79.3%	2343	53.3%	2260	51.4%	730	16.6%	123	2.8%	356	8.1%	0	0.0%	796	18.1%	136	3.1%

Source: 2016-2020 American Community Survey, five-year estimates, Fresno Urbanized Area.

Table notes:

*Minority is calculated as anyone who does not identify as “White, Non-Hispanic/Latino.” Using this definition, the Fresno Urbanized Area is 68.8 percent minority.

**In the census, identification as Hispanic/Latino is a separate question from race.

Blue shading indicates a census tract where the minority percentage exceeds that average minority percentage for the service area as a whole.

APPENDIX P: CENSUS TRACTS WITH FIXED-ROUTE SERVICE MAP

Exhibit P.1 presents an image of a map identifying minority population concentrations within the Fresno Urbanized Area. The map includes all FAX fixed routes, and each census tract number is identified.

The map is based on the American Community Survey 2015-2019 5-Year Population Estimates. Concentrations represented on the map reflect the percentage of the total population not categorized as “White, non-Hispanic.” The average percentage of minority individuals in the Fresno Urbanized Area is 68.8 percent.

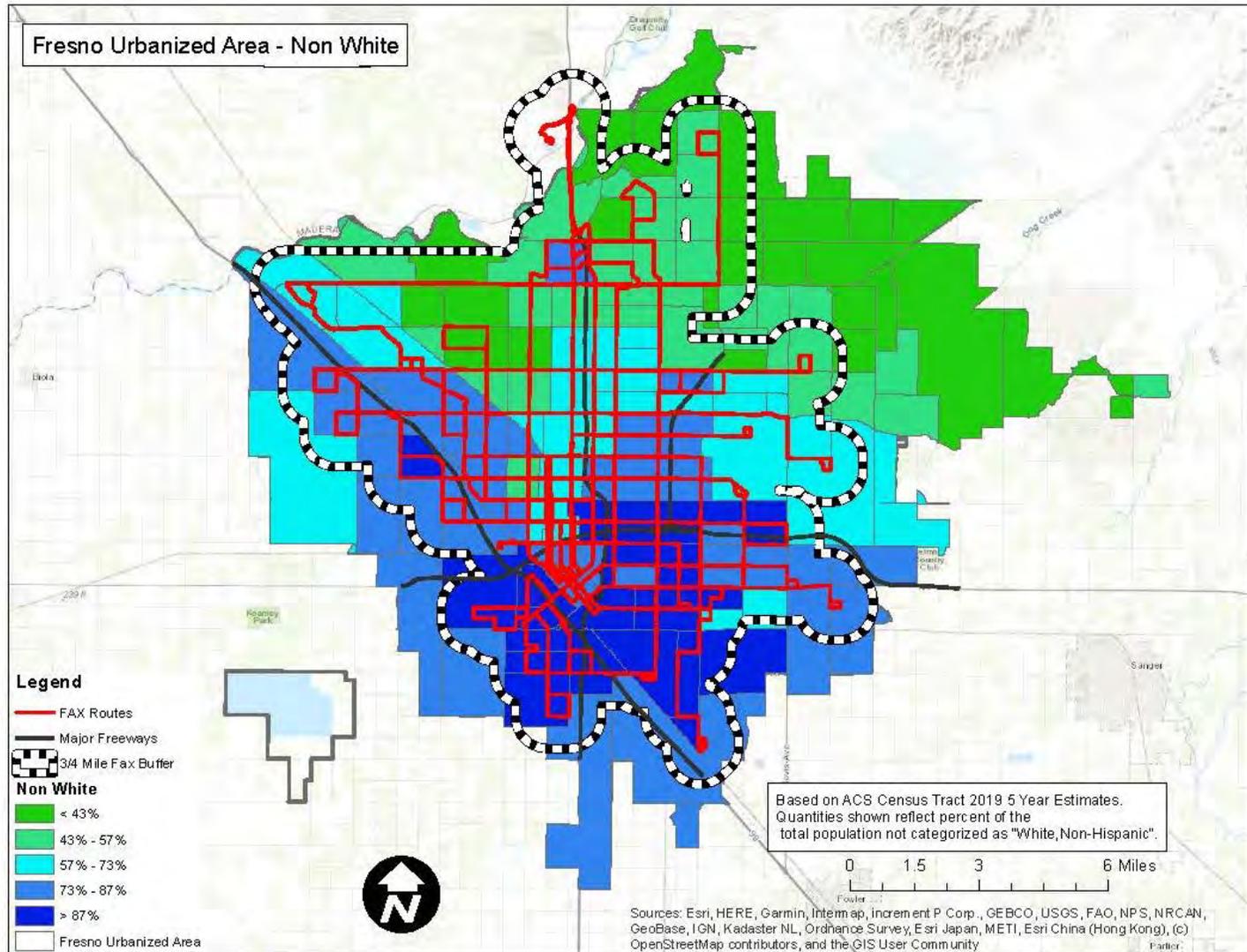
Concentrations of minority population are differentiated by colors at the census tract level. A solid border outlines the Fresno Urbanized Area. A dashed line indicates all areas within three-quarters of a mile of a FAX fixed route.



Fresno Area Express Title VI Plan

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Exhibit P.1 Demographic Map: Minority Population with Fixed-Route Service Map





Fresno Area Express Title VI Plan

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APPENDIX Q: FAX SERVICE EQUITY ANALYSIS



Fresno Area Express Title VI Plan

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City of Fresno Department of
Transportation/Fresno Area Express

Title VI Service Equity Analysis



April 2020



Prepared By:



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Overview

In compliance with Title VI of the Civil Rights Act of 1964, the Federal Transit Administration (FTA) requires all transit agencies that receive federal funding to monitor the performance of their systems, ensuring services are made available and/or distributed equitably. One component of ensuring compliance is performing an equity analysis for all fare changes and any major service changes to determine its impact on minority (race, color, or national origin) and low-income populations.

Fresno Area Express (FAX) is the primary fixed-route transit operator in Fresno and is operated and administered by the City of Fresno, California. FAX has proposed changes to 5 of its 17 routes and the introduction of a new route.

This Title VI analysis will:

- Determine whether the proposed changes constitute a major service or not,
- Evaluate how the proposed changes may impact low-income and minority populations, and
- Identify strategies to avoid, minimize, or mitigate any disproportionate burdens, disparate impacts, or any potentially negative outcomes.

Relevant Policies

This FAX service equity analysis was completed in accordance with FTA regulations outlined in FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." The circular requires this analysis to ensure or minimize any disparate impact on minority populations or disproportionate burden on low-income populations.

Disparate Impact Definition

Refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin. (FTA C 4702.1B, Chap. I-2)

Disproportionate Burden Definition

Refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable. (FTA C 4702.1B, Chap. I-2)

Each transit agency is responsible for establishing a threshold for what constitutes a "major" service change as well as what differential is considered a disparate impact or disproportionate burden.

Major Service Change

In 2019, FAX completed its Triennial Title VI Program. Per FAX's Title VI policy, a major service change is any service change that:

- Adds or removes 25 percent or more of revenue miles on any route, or
- Adds or removes 25 percent or more of revenue hours on any route.

Disparate Impact Policy

A disparate impact exists if a major service change, fare change, or fare media change requires a minority population to bear adverse effects by 20 percent or more than the adverse effects borne by the general population in the affected area.

Disproportionate Burden Policy

A disproportionate burden exists if a major service change, fare change, or fare media change requires a low-income population to bear adverse effects by 20 percent or more than the adverse effects borne by the general population in the affected area.

FAX has recently completed two other Title VI analyses, one for the Faster FAX network in 2016, and one for a proposed smart card in 2018. This Title VI analysis will apply Title VI policies in a manner consistent with these earlier analyses.

Proposed Changes

FAX is continually evaluating its service to improve efficiency and optimize resources. After reviewing service since the Faster FAX network update, and with the availability of additional funding opportunities, FAX has proposed changes to five routes and the creation of a new Route 3, to be implemented over the next several years, as funding becomes available. Table 1 summarizes the proposed services changes, followed by route-by-route details.

Table 1: Summary of Proposed Service Changes

Route	Description of Revised Service	Origin and Destination of Revised Service
Route 28	Dakota Crosstown	From West Fresno via Manchester Transit Center to relocated County of Fresno Department of Social Services (DSS) campus at Dakota and Peach at 20 minute frequencies
Route 45	Ashlan Crosstown	From Central High School to Shields and Fowler at 45 minute frequencies
New Route "3"	Herndon Crosstown	From El Paseo shopping center to Willow and Herndon at 60 minute frequencies
Route 20	El Paseo Shopping Center/ McKinley Crosstown	From El Paseo shopping center to Fresno Yosemite International Airport at 45 minute frequencies
Route 12/35 Interline	Merge Olive Avenue (Route 35) and Inspiration Park (Route 12)	Connecting Routes 12 and 35 at 30 minute frequencies

Route 28

The current Route 28 serves West Fresno, Courthouse Park in Downtown, the Manchester Transit Center, and travels briefly along Dakota Avenue before serving Fresno State University via First and Shaw. Proposed Route 28 retains the southern portion of the current alignment, but extends the segment on the Dakota Avenue corridor, serving the consolidated Fresno County Department of Social Services (DSS) office, scheduled to open in Fall 2020. The proposed route will maintain the existing route's 20-minute frequency. This change is anticipated for implementation in August 2020. The current and proposed alignments are shown in Figure 1 and Figure 2, respectively.

Figure 1: Current Route 28 Alignment

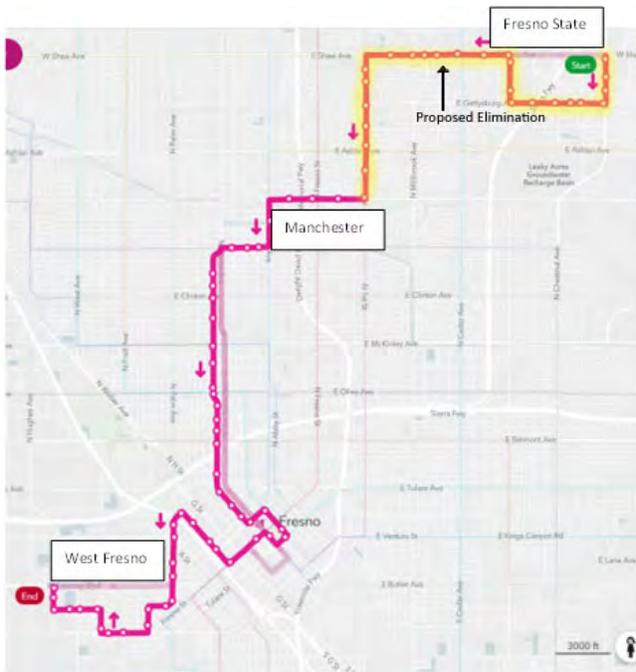
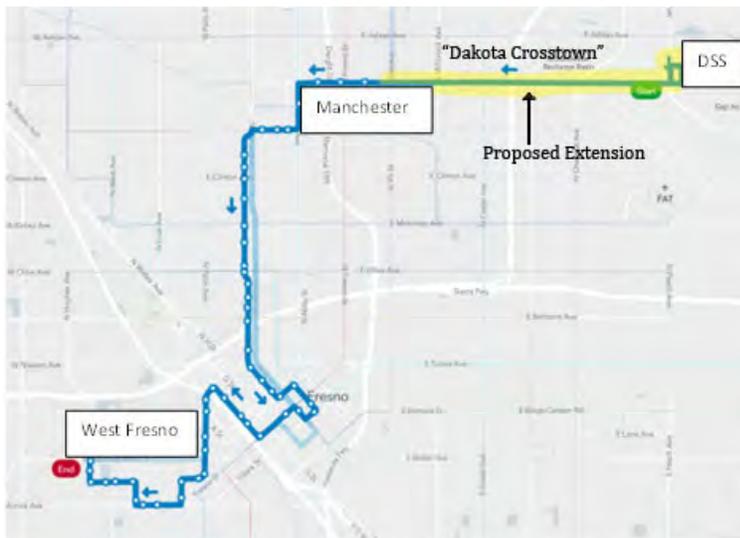


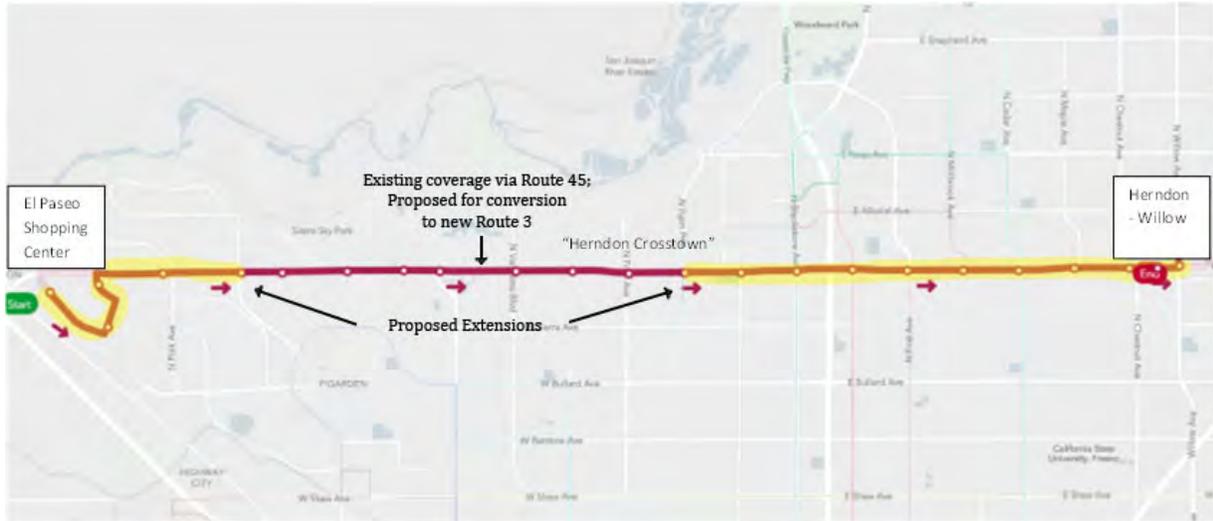
Figure 2: Proposed Route 28 Alignment



New Route 3

The new Route 3 will serve Herndon Avenue from the El Paseo Shopping Center to Willow Avenue, including the section of Herndon Avenue currently served by Route 45. See Figure 5. The route will run at 60-minute frequency.

Figure 5: New Route 3 Alignment



Route 20

The central portion of Route 20 will stay the same under the proposed changes. However, instead of following Blackstone Avenue south to Downtown Fresno, the proposed Route 20 will continue east along McKinley Avenue to the Fresno Yosemite International Airport. On the other end of the route, Route 20 will follow Shaw Avenue to Brawley Avenue, before traveling along Bullard to Herndon Avenue, where it will connect with the new Route 3. See Figure 6 and Figure 7.

Figure 6: Current Route 20 Alignment

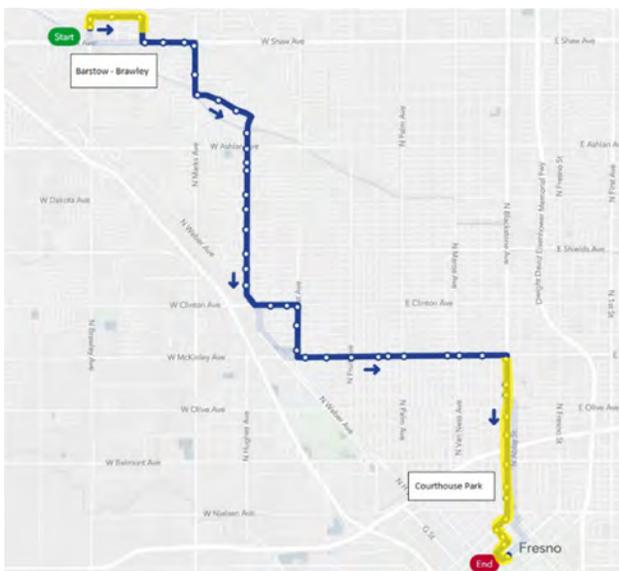
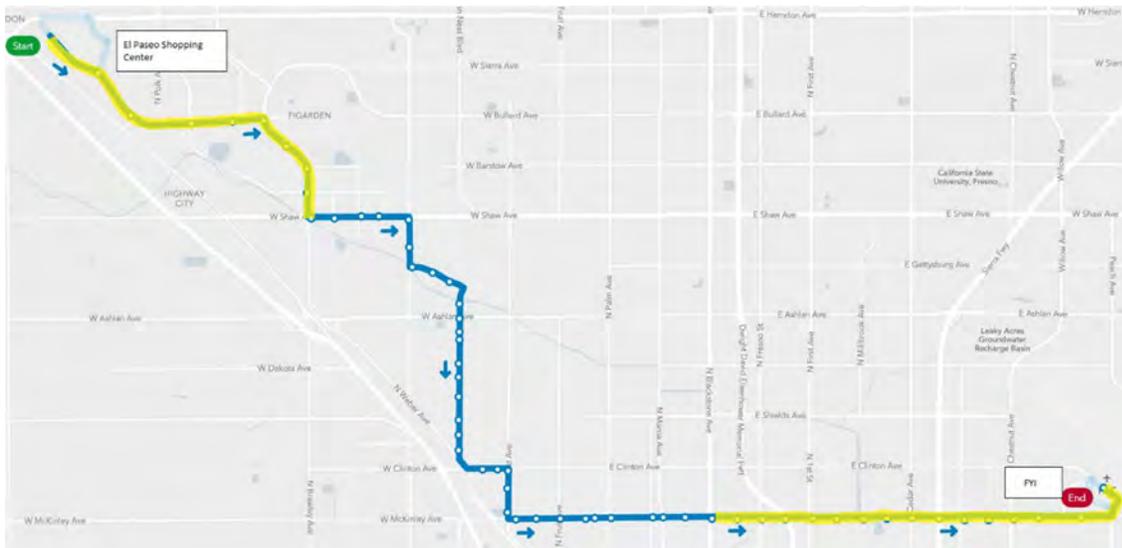


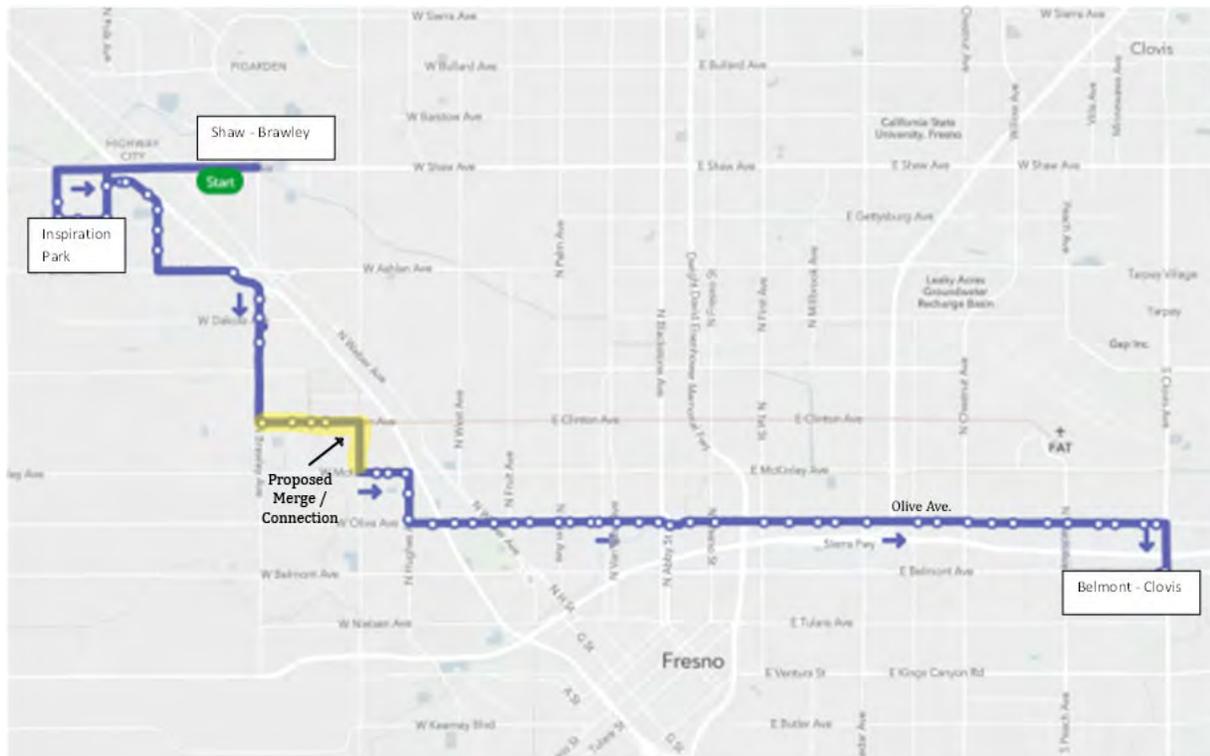
Figure 7: Proposed Route 20 Alignment



Route 12/35 Interline

The proposed change affecting Route 12 and Route 35 is interlining the two routes to optimize schedule efficiency. To support this change, Route 12 will no longer terminate with a turnaround loop at Shields Avenue, Clinton Avenue, and Blythe Avenue, instead continuing further east onto McKinley Avenue and connecting with the existing Route 35 at Marks Avenue. See Figure 8.

Figure 8: Proposed Route 12/35 Interline



Summary of Public Participation & Outreach

To collect community feedback on the proposed service changes, FAX held a series of outreach events during February and March 2020. FAX staff held multiple pop-up events at key bus stops in the FAX network as well as public workshops to present the proposed service changes, gauging support and collecting input. Feedback from these pop-up events and workshops were incorporated into the final proposed changes analyzed in this document. In particular, the public engagement process identified a new opportunity for network connectivity, affecting the final proposed alignment for Route 20. Initially, Route 20 was proposed to serve Fig Garden Loop. Community discussions indicated that it would be more effective for customers if Route 20 followed Bullard Avenue to connect with the new Route 3 at the El Paseo Shopping Center, so the proposed alignment was altered.

Rider Survey

In addition to the pop-up events and public workshops, FAX issued a rider survey. The survey asked riders for general opinions about the proposed service changes and collected information on respondent demographics so the results could be considered in a Title VI context. The survey distribution was not extensive enough to ensure statistical validity, but a target number of complete responses was set for each route (proportional to ridership) and in total to make every effort for an accurate representation. These goals were met and exceeded.

Survey results were analyzed to identify any differences in the level of support for the service changes between minority and non-minority populations or low-income and non-low-income populations. Question 4 of the survey instrument (provided in the appendix) asked customers to rate their level of support for each proposed change on a five-point scale from strongly support to strongly oppose. These responses were aggregated based on response to the demographic questions (race/ethnicity and household income). There was strong support for the proposed changes across all demographic groups.

Minority riders were more likely than non-minority riders to support adding new bus service to the locations listed in Question 4. Low-income riders were more supportive of additional service to Central High School (East) than non-low-income riders and less supportive of adding service to medical facilities on Herndon Avenue or to Clovis Community College, compared to non-low-income riders. Each of the proposed service additions still garnered majority support among low-income riders. Overall, there were no significant differences in support between minority and non-minority riders and between low-income and non-low-income riders.

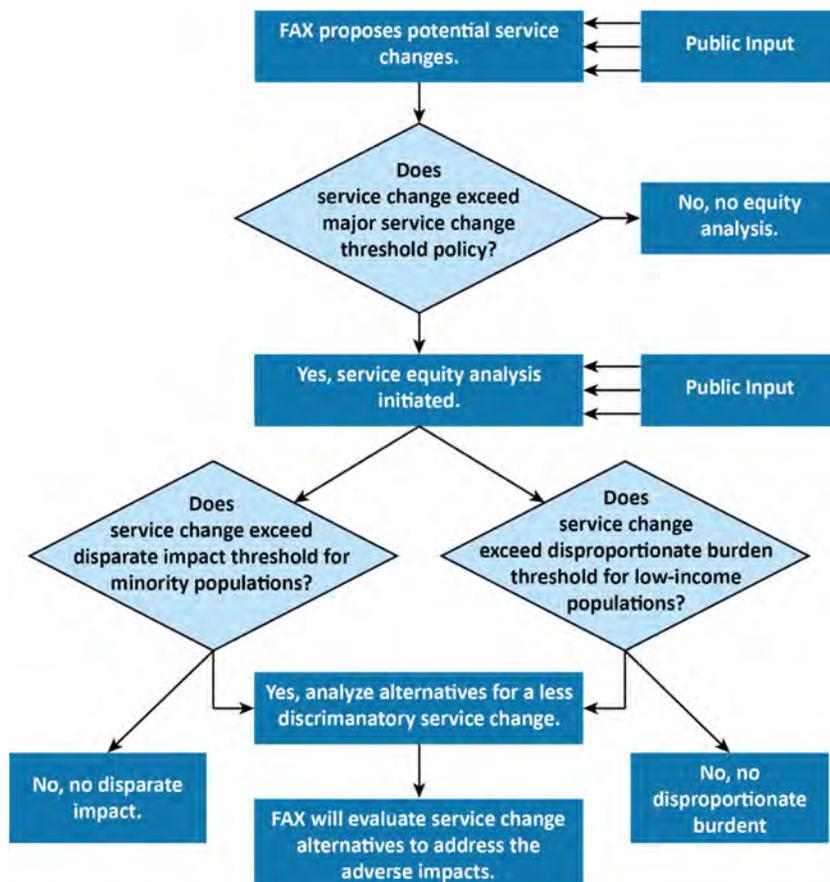
Service Equity Analysis

The service equity analysis has three key parts:

- First, proposed service changes are analyzed to determine if those changes meet the major service change threshold as defined by Fresno's Title VI policy.
- If any of the proposed service changes meet the major service change threshold, then the proposed route changes are analyzed to determine if those changes create a disparate impact or disproportionate burden according to Fresno's Title VI policy.
- If a disparate impact or disproportionate burden is found, then mitigation measures will be recommended for the proposed service changes so that they no longer create a disparate impact or disproportionate burden.

Figure 9 outlines Fresno’s service equity analysis process. Because of the combination of proposed changes, Fresno determined analyzing all proposed changes, regardless if they meet policy thresholds, would provide consistent information for the decision-making process related to the proposed network changes.

Figure 9: Service Equity Analysis Process



As outlined in the FTA Circular, transit agencies should analyze available data for the general population (U.S. Census or American Community Survey data) or data specific to system ridership (survey data). To provide the most comprehensive findings, both population and ridership data were analyzed and are summarized in this document. (Care was taken not to “mix and match” in comparative analysis—always comparing ridership to ridership and population to population, as noted in FTA C 4702.1B, Chap. IV-15.)

Data Sources

Data from the American Community Survey (ACS) and the 2018 FAX Customer Satisfaction Survey were used to perform the Title VI analysis.

American Community Survey

2018 ACS five-year estimates provide census block group-level population data for the geography-based analysis. The following tables were used in this analysis:

- C17002: Ratio of Income to Poverty Level in the Past 12 Months
- B03002: Hispanic or Latino Origin by Race

FAX defines low-income as at or below 150 percent of the federal poverty line. Individuals who reported in the ACS that their income over the previous 12 months fell below 150 percent of the federal poverty line were defined as low-income for the geographic analysis.

For purposes of this analysis, the following origin by race categories are defined as minority:

- Black or African American alone
- American Indian or Alaska Native alone
- Asian alone
- Native Hawaiian or Other Pacific Islander alone
- Hispanic or Latino
- “Other” race alone
- Two or more races

2018 FAX Customer Satisfaction Survey

The following questions from the 2018 Customer Satisfaction Survey were analyzed for the service equity analysis:

- **Q1:** What is the bus route number that you are on? (Blank space for entering a number.)
- **Demographics, Ethnicity:** Which of the following most closely describes your ethnic background? (1) Hispanic, (2) White/Caucasian, (3) African American/Black, (4) Asian/Southeast Asian- please specify national origin or Asian ethnic group, (5) American Indian, (6) Pacific Islander, (7) Middle Easterner, (8) other/please specify.
- **Demographics, Household Size:** Including yourself, how many people live in your household? (Blank space for entering a number.)
- **Demographics, Income:** Which of the following categories best describes your total household income in 2013, before taxes? (1) less than \$10,000 per year, (2) \$10,000 to \$19,999, (3) \$20,000 to \$29,999, (4) \$30,000 to \$39,999, (5) \$40,000 to \$49,999, (6) \$50,000 to \$74,999, (7) \$75,000 to \$99,999 per year, (8) \$100,000 or more per year.

All respondents who indicated a race/ethnicity other than Non-Hispanic White/Caucasian were considered a minority for purposes of this analysis. If a respondent indicated more than one race/ethnicity, they were considered a minority. Furthermore, if a respondent indicated “other,” they were considered a minority. Records where the respondent did not answer the race/ethnicity question were excluded from the disparate impact analysis, as their minority status could not be determined.¹

FAX’s definition of low-income is any person whose median household income is at or below 150 percent of the federal poverty line. The federal poverty guidelines issued by the U.S. Department of Health and Human Services were used as the basis for determining low-income status. See Table 2. Utilizing the survey questions related to household income and number of persons per household, each survey respondent was coded as low-income (below 150 percent of the poverty line) or non-low-income (above 150 percent of the poverty line) according to Table 3, below. For ranges where a significant

¹ If these respondents did not answer the race/ethnicity question but did answer the questions related to household size and income, they were still included in the disproportionate burden analysis. The FTA directs recipients to analyze disparate impact and disproportionate burden separately.

portion of the range fell below 150 percent poverty line, the entire range was classified as low-income/"below" to ensure no low-income individuals were mistakenly classified as non-low-income. Households with 13 or more members making more than \$100,000 were considered low-income for the same reason.

Table 2: 2018 Poverty Guidelines for the 48 Contiguous States and D.C.

Persons in Family/Household	Poverty Guideline	150 Percent of Poverty Guideline
1	\$12,140	\$18,210
2	\$16,460	\$24,690
3	\$20,780	\$31,170
4	\$25,100	\$37,650
5	\$29,420	\$44,130
6	\$33,740	\$50,610
7	\$38,060	\$57,090
8	\$42,380	\$63,570
9	\$46,700	\$70,050
10	\$51,020	\$76,530
11	\$55,340	\$83,010
12	\$59,660	\$89,480

Table 3: Low-Income Status by 2018 FAX Customer Satisfaction Survey Categories (Below or Above 150 Percent of Federal Poverty Guideline)

Reported Annual Household Income in 2018								
Persons in Household	Less than \$10,000	\$10,000 - \$19,999	\$20,000 - \$29,999	\$30,000 - \$39,999	\$40,000 - \$49,999	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000 or More
1	Below	Below	Above	Above	Above	Above	Above	Above
2	Below	Below	Below	Above	Above	Above	Above	Above
3	Below	Below	Below	Above	Above	Above	Above	Above
4	Below	Below	Below	Below	Above	Above	Above	Above
5	Below	Below	Below	Below	Below	Above	Above	Above
6	Below	Below	Below	Below	Below	Above	Above	Above
7	Below	Below	Below	Below	Below	Below	Above	Above
8	Below	Below	Below	Below	Below	Below	Above	Above
9	Below	Below	Below	Below	Below	Below	Above	Above
10	Below	Below	Below	Below	Below	Below	Above	Above
11	Below	Below	Below	Below	Below	Below	Below	Above
12	Below	Below	Below	Below	Below	Below	Below	Above
13+	Below	Below	Below	Below	Below	Below	Below	Below ²

² Only one survey record fell in this category. Even if the household has an income over 150 percent of the poverty line, since the exact income is not known, the person was categorized as low-income to ensure no low-income respondents were not counted.

Major Service Change Analysis

The first step in determining if the proposed service changes would cause a disparate impact or disproportionate burden is determining which proposed changes, if any, constitute a major service change under Fresno’s policy. To do so, revenue miles and revenue hours were compared for each route in the existing and proposed network. See Table 4. Routes with a 25 percent or greater change in revenue miles or revenue hours from the existing network to the proposed network are considered major service changes. For the Route 12 and Route 35 interline, the revenue hours and revenue miles of each route were compared separately.

Table 4: Change in Revenue Hours and Revenue Miles, Existing and Proposed

Route	Revenue Hours (Annual)			Revenue Miles (Annual)			Major Change?
	Existing	Proposed	Percent Change	Existing	Proposed	Percent Change	
1	66,853	66,853	0%	765,759	765,759	0%	
3	New	9,625	100%	New	163,043	100%	Yes
9	25,858	25,858	0%	329,046	329,046	0%	
12/35 (Interline)	28,330	26,238	-7%	325,172	321,926	-1%	No
20	14,740	19,151	30%	187,038	217,488	16%	Yes
22	25,081	25,081	0%	300,197	300,197	0%	
26	28,666	28,666	0%	339,693	339,693	0%	
28	37,798	33,236	-12%	413,741	379,391	-8%	No
32	25,843	25,843	0%	273,589	273,589	0%	
33	7,379	7,379	0%	98,711	98,711	0%	
34	35,455	35,455	0%	380,441	380,441	0%	
38	41,084	41,084	0%	554,063	554,063	0%	
39	13,690	13,690	0%	162,236	162,236	0%	
41	27,535	27,535	0%	330,513	330,513	0%	
45	13,711	15,908	16%	186,687	189,035	1%	No
58	4,172	4,172	0%	65,164	65,164	0%	
Affected	94,579	104,157	10%	1,112,638	1,270,883	14%	
System	396,195	405,774	2%	4,712,052	4,870,295	3%	

Of the five existing routes with proposed changes, only one, Route 20, qualifies as a major service change due to a greater than 25 percent increase in revenue hours. Since Route 3 is new, it is considered a 100 percent change in hours and miles and, thus, also a major service change.

Despite only two routes meeting the major service change threshold, this analysis includes all proposed changes.

Geographic/Population Analysis

This report summarizes two layers of analysis. The first layer considers the population living within ½ mile of FAX system bus stops. There are two parts to this first layer of analysis. First, the percent of minority and low-income populations along current routes with proposed changes are compared against the system-wide percentages of minority and low-income populations. This identifies which routes are considered “minority routes” or “low-income routes.” Typically, only minority and low-income routes would be considered for further analysis. In this case, all routes will receive additional analysis. The second step is to compare the difference in the minority share of population between the existing and proposed route. If the difference is 20 percentage points greater than the difference for non-minorities, this indicates a disparate impact. For example, say the demographic makeup of existing Route A is 78 percent minority and the makeup of proposed Route A is 50 percent minority. Minority population with access to that route has decreased by 28 percentage points, while, conversely, non-minority access has increased by 28 percentage points. This exceeds the 20 percent threshold for a disparate impact, indicating some mitigation might be required. Results of this analysis are summarized in Table 5 and the analysis was repeated for low-income populations, as shown in

Route	Existing		Proposed		Difference	
	Total Population within ½ mile	Percent Minority	Total Population within ½ mile	Percent Minority	Percentage Point Change Minority	Disparate Impact
1	90,146	78%	90,146	78%	0%	No
3	New Route		49,495	51%	N/A	Yes
9	66,028	61%	66,028	61%	0%	No
12 (Interline)	37,177	80%	91,064	82%	2%	No
20	65,031	75%	96,827	77%	2%	No
22	106,364	75%	106,364	75%	0%	No
26	95,323	74%	95,326	74%	0%	No
28	80,524	73%	59,718	75%	3%	No
32	69,264	78%	69,264	78%	0%	No
33	47,619	90%	47,619	90%	0%	No
34	82,517	76%	82,517	76%	0%	No
35 (Interline)	55,248	83%	91,064	82%	-2%	No
38	104,106	78%	104,106	78%	0%	No
39	59,763	80%	59,763	80%	0%	No
41	101,073	82%	101,073	82%	0%	No
45	100,973	60%	75,604	70%	10%	No
58	25,309	46%	25,309	46%	0%	No
System Total	474,113	73%	503,156	72%	-1%	No

Table 6.

Table 5: Population within 1/2 Mile of FAX Stop by Minority Status, Existing and Proposed

Route	Existing		Proposed		Difference	
	Total Population within ½ mile	Percent Minority	Total Population within ½ mile	Percent Minority	Percentage Point Change Minority	Disparate Impact
1	90,146	78%	90,146	78%	0%	No
3	New Route		49,495	51%	N/A	Yes
9	66,028	61%	66,028	61%	0%	No
12 (Interline)	37,177	80%	91,064	82%	2%	No
20	65,031	75%	96,827	77%	2%	No
22	106,364	75%	106,364	75%	0%	No
26	95,323	74%	95,326	74%	0%	No
28	80,524	73%	59,718	75%	3%	No
32	69,264	78%	69,264	78%	0%	No
33	47,619	90%	47,619	90%	0%	No
34	82,517	76%	82,517	76%	0%	No
35 (Interline)	55,248	83%	91,064	82%	-2%	No
38	104,106	78%	104,106	78%	0%	No
39	59,763	80%	59,763	80%	0%	No
41	101,073	82%	101,073	82%	0%	No
45	100,973	60%	75,604	70%	10%	No
58	25,309	46%	25,309	46%	0%	No
System Total	474,113	73%	503,156	72%	-1%	No

Table 6: Population within ½ Mile of FAX Stop by Income Status, Existing and Proposed

Route	Existing		Proposed		Difference	
	Total Population within ½ mile	Percent Low-income	Total Population within ½ mile	Percent Low-income	Percentage Point Change Low-Income	Disparate Impact
1	90,146	51%	90,146	51%	0%	No
3	New Route		49,495	20%	N/A	Yes
9	66,028	40%	66,028	40%	0%	No

12 (Interline)	37,177	40%	91,064	50%	11%	No
20	65,031	48%	96,827	45%	-2%	No
22	106,364	48%	106,364	48%	0%	No
26	95,323	46%	95,326	46%	0%	No
28	80,524	49%	59,718	49%	0%	No
32	69,264	50%	69,264	50%	0%	No
33	47,619	66%	47,619	66%	0%	No
34	82,517	48%	82,517	48%	0%	No
35 (Interline)	55,248	57%	91,064	50%	-7%	No
38	104,106	50%	104,106	50%	0%	No
39	59,763	48%	59,763	48%	0%	No
41	101,073	51%	101,073	51%	0%	No
45	100,973	36%	75,604	42%	6%	No
58	25,309	17%	25,309	17%	0%	No
System Total	474,113	45%	503,156	43%	-1%	No

Route 28

The percentage of minority individuals living within ½ mile of Route 28 stops is equal to the system-wide percentage, and there is only a small, positive change between the existing and proposed route, suggesting that the small decrease in revenue hours and miles impacts non-minority populations more than minority populations. In comparison to the 20% threshold, there is no disparate impact, and no mitigation measures need to be considered.

The percentage of low-income individuals living within ½ mile of Route 28 is slightly higher than the system-wide percentage, and there is no change in percentage of low-income individuals between the existing and proposed route. As a result, there is no disproportionate burden, and no mitigation measures need to be considered.

Route 45

The proportion of minority individuals living within ½ mile of Route 45 is significantly less than the system-wide average, and the proposed changes suggest that the discontinued segments of the route primarily served non-minority communities. The changes to Route 45 also represent an increase in service, meaning the changes are a service improvement. As a result, there is no disparate impact, and no mitigation measures need to be considered.

The percentage of low-income individuals living within ½ mile of Route 45 is below the system-wide average, and the proposed changes increase that percentage, suggesting that the discontinued segments of the route do not serve predominantly low-income communities. Service to the remaining portion of the route, which has a greater proportion of low-income individuals, is increased. As a result, there is no disproportionate burden, and no mitigation measures need to be considered.

Route 3

Route 3 is the only new route, and as such, is one of only two proposed changes to meet the major service change threshold. Additionally, the percentage of minority individuals living within ½ mile of proposed Route 3 stops is significantly smaller than that of the existing system-wide percentage. As the

difference is greater than 20 percent, there is a potential disparate impact, and mitigation measures for the disparate impact will be considered for Route 3.

The percentage of low-income individuals living within ½ mile of the proposed Route 3 stops is significantly smaller than the existing system-wide percentage. As the difference is greater than 20 percent, the proposed addition therefore meets the disproportionate burden threshold. As a result, mitigation measures for the potential disproportionate burden will be considered for Route 3.

Route 20

Route 20 is the other proposed change that meets the major service change threshold. The population living within ½ mile of existing stops has a slightly higher percentage of minority individuals than the system-wide average, and that percentage becomes higher under the proposed network. As a result, and because the changes to Route 20 are a service improvement, there is no disparate impact, and no mitigation measures need to be considered.

The percentage of low-income individuals living within ½ mile of Route 20 stops is slightly higher than the system-wide average. The proposed changes lower that percentage slightly, but not by a significant margin. As a result, there is no disproportionate burden, and no mitigation measures need to be considered.

Route 12/35 Interline

The percentage of minority individuals living within ½ mile of both the existing Route 12 and Route 35 is above the system-wide average. The proposed Route 12/35 interline largely follows the same route, which is reflected in the results of this analysis, with the combined route showing a percentage of minority individuals between that of the two existing routes. As a result, no mitigation measures need to be considered.

The percentage of low-income individuals living within ½ mile is below the system-wide average. As with the disparate impact findings, the combined route’s percentage of low-income individuals within ½ mile of stops is between that of the two existing routes. As a result, no mitigation measures need to be considered.

Ridership Analysis

The second layer of analysis considers FAX ridership based on the demographic information gathered through the 2018 Customer Satisfaction Survey. To consider known FAX riders specifically, rather than the population that merely *could* be using FAX due to geographic proximity, the most recent customer satisfaction survey was also analyzed for impacts. Unfortunately, the demographics of ridership on proposed routes cannot be known until changes are implemented, so the disparate impact and disproportionate burden analysis cannot be completed with survey data. The purpose of considering this data is to determine if there are any routes that were not identified as minority or low-income routes based on population analysis but have above-average minority or low-income ridership (Part 1 of the population analysis). Findings are summarized in Table 7.

Table 7: Minority and Low-Income Ridership Shares by Route, Compared to System Total

Route	Minority		Low-Income	
	Percentage Minority	System Avg % Difference	Percentage Low-Income	System Avg % Difference
1	82%	0%	90%	2%

9	75%	-7%	80%	-8%
12	No Responses			
20	87%	5%	84%	-5%
22	83%	2%	80%	-8%
26	80%	-1%	88%	0%
28	82%	0%	84%	-4%
32	81%	0%	96%	8%
33	67%	-15%	100%	12%
34	84%	3%	90%	2%
35	81%	-1%	97%	9%
38	83%	2%	93%	4%
39	82%	0%	84%	-4%
41	85%	3%	90%	1%
45	71%	-11%	86%	-2%
58	100%	18%	100%	12%
System-Wide	82%		88%	

Route 28

Similar to the ACS analysis, the percentage of minority riders on Route 28 is equal to the percentage of minority riders system-wide. The percentage of low-income riders is slightly lower on Route 28 than system-wide, but not significantly so, and remains quite high overall. As a result, there is no disparate impact or disproportionate burden, and no mitigation measures need to be considered.

Route 45

The percentage of minority riders on Route 45 is below the system-wide percentage, and the percentage of low-income riders is slightly below. Although the changes to Route 45 are a service improvement, the ACS analysis of the proposed changes indicates that the proposed changes better serve minority and low-income individuals and, as a result, there is no disparate impact or disproportionate burden, and no mitigation measures need to be considered.

Route 20

The percentage of minority riders on Route 20 is above average, while the percentage of low-income riders is below average. The differences in both cases, however, are relatively small. As a result, there is no disparate impact or disproportionate burden, and no mitigation measures need to be considered.

Route 12/35 Interline

The 2018 Customer Satisfaction Survey did not collect any data on Route 12 because that route was not yet in existence at the time that the survey was conducted, so only Route 35 is reviewed. The percentage of minority riders on Route 35 is slightly below average, while the percentage of low-income riders is above the system-wide average, although by significantly less than the disproportionate burden threshold. As a result, there is no disparate impact or disproportionate burden, and no mitigation measures need to be considered.

Mitigation Measures

No additional mitigation measures are necessary; the proposed changes, when examined in context, do not suggest that the service changes as a whole cause a disparate impact or disproportionate burden.

Of the proposed changes, only Route 3 was found to have potential disparate impacts and disproportionate burdens; it is an increase in service that disproportionately benefits non-minority and non-low-income individuals. However, the results from the analyses suggest that the other proposed changes already mitigate the impact of the new Route 3, and that no additional mitigation measures are necessary.

The difference in percent of minority and low-income individuals between the existing and proposed networks overall is very small. While Route 3 does increase service in areas with lower than average minority and low-income individual percentages, the changes to Route 45 reduce service in those same areas and improve service on portions of the route with greater percentages of minority and low-income individuals. The difference between the service improvements of Route 3 and service reductions and improvements of Route 45, when combined with the other small increases in minority and low-income individual percentages on other routes, largely cancel out.

The Route 12/35 interline, for example, significantly increases the area accessible without a transfer for the predominately minority communities along both routes. Additionally, Route 3 provides access to a number of medical facilities along Herndon Avenue, along with job access to two regional shopping centers. Responses from the survey conducted as part of the public outreach for this project indicate that service to these facilities had the highest support of all potential service additions amongst minority and low-income riders, suggesting that minority and low-income riders see Route 3 as providing a valuable service. As a result, the addition of Route 3, when incorporated into the broader system context, does not cause a disparate impact or disproportionate burden, and no further mitigation measures are necessary.

Next Steps

This report will be presented to City Council. Originally, the intent was to implement these changes in two phases: Fall 2020 and Winter/Spring 2021. However, the impact of the COVID-19 pandemic has altered the implementation schedule; the proposed changes are expected to be postponed until after the nation's pandemic situation has stabilized. Pending no additional major changes to the FAX network between the time that the analysis was conducted and the changes are made, the analysis presented in this report will remain valid.

APPENDIX A

Summary of Proposed Changes

Summary of Proposed Service Changes

FAX is continually evaluating its service to improve efficiency and optimize resources. After reviewing service since the Faster FAX network update, and with the availability of additional funding opportunities, FAX has proposed changes to five routes and the creation of a new Route 3, to be implemented in two phases, as funding becomes available. Table 1 summarizes the proposed service changes and implementation schedule, followed by route-by-route details.

Table 1: Summary of Proposed Service Changes

Route	Description of Revised Service	Origin and Destination of Revised Service	Proposed Start Date
Route 28	Dakota Crosstown	From West Fresno via Manchester Transit Center to relocated County of Fresno Department of Social Services (DSS) campus at Dakota and Peach at 20 minute frequencies	August 2020
Route 45	Ashlan Crosstown	From Central High School to Shields and Fowler at 45 minute frequencies	August 2020
New Route "3"	Herndon Crosstown	From El Paseo shopping center to Willow and Herndon at 60 minute frequencies	August 2020
Route 20	El Paseo Shopping Center/ McKinley Crosstown	From El Paseo shopping center to Fresno Yosemite International Airport at 45 minute frequencies	January 2021
Route 12/35 Interline	Merge Olive Avenue (Route 35) and Inspiration Park (Route 12)	Connecting Routes 12 and 35 at 30 minute frequencies	January 2021

Route 28

The current Route 28 serves West Fresno, Courthouse Park in Downtown, the Manchester Center, and travels briefly along Dakota Avenue before serving Fresno State University via First and Shaw. Proposed Route 28 retains the southern portion of the current alignment, but extends the segment on the Dakota Avenue corridor, serving the consolidated Fresno County Department of Social Services (DSS) office, scheduled to open in Fall 2020. The proposed route will maintain the existing route's 20-minute frequency. This change is slated for implementation in Phase 1 (August 2020). The current and proposed alignments are shown in Figure 1 and Figure 2, respectively.

Figure 1: Current Route 28 Alignment

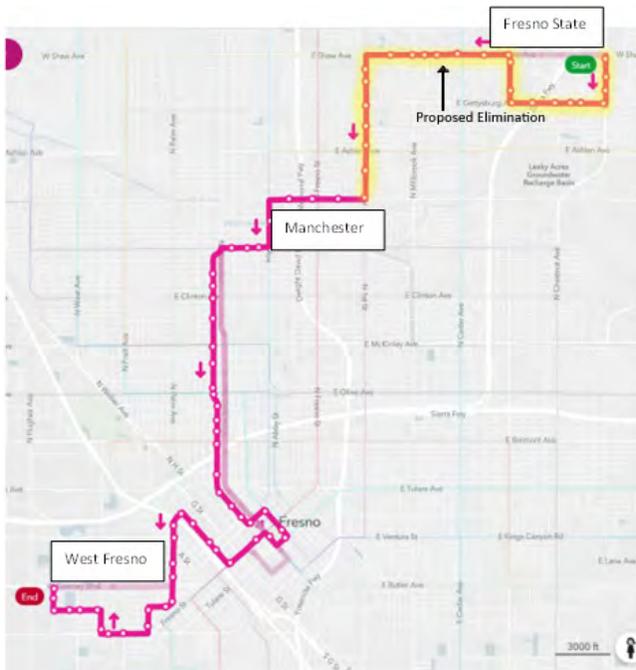


Figure 2: Proposed Route 28 Alignment



Route 45

The current Route 45 begins at Fowler and Shields, travels north to Ashlan Avenue, turns south at Blackstone Avenue to briefly serve McKinley Avenue before following Fruit Avenue north to Herndon, which it follows to Milburn. See Figure 3. Instead of deviating south before turning north, the proposed route simply follows Ashlan Avenue to Central High School – East Campus. See Figure 4. The new route improves frequencies from 60 minutes to 45 minutes. The Route 45 change is part of the first phase of the proposed changes, anticipated for implementation in August 2020.

Figure 3: Current Route 45 Alignment

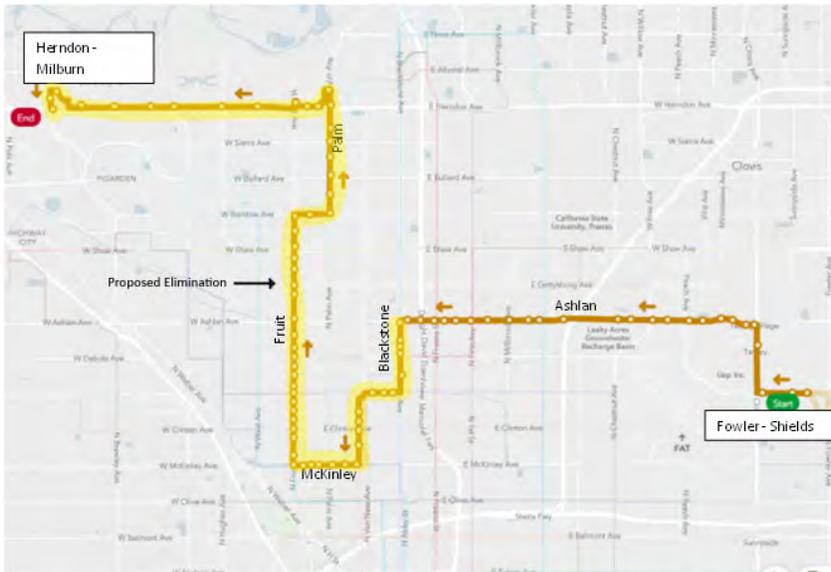
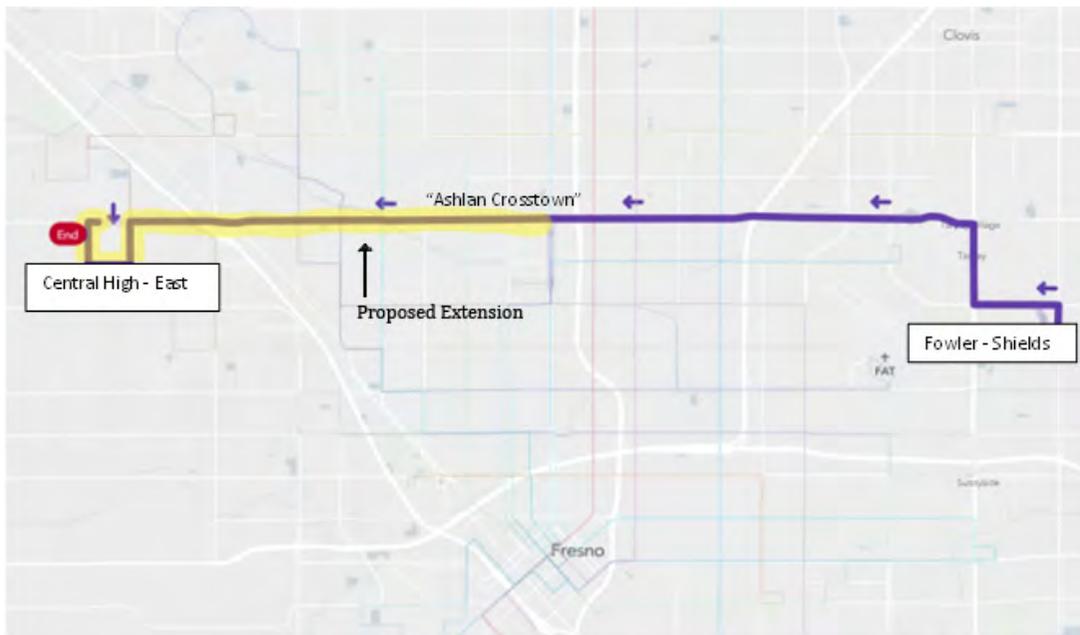


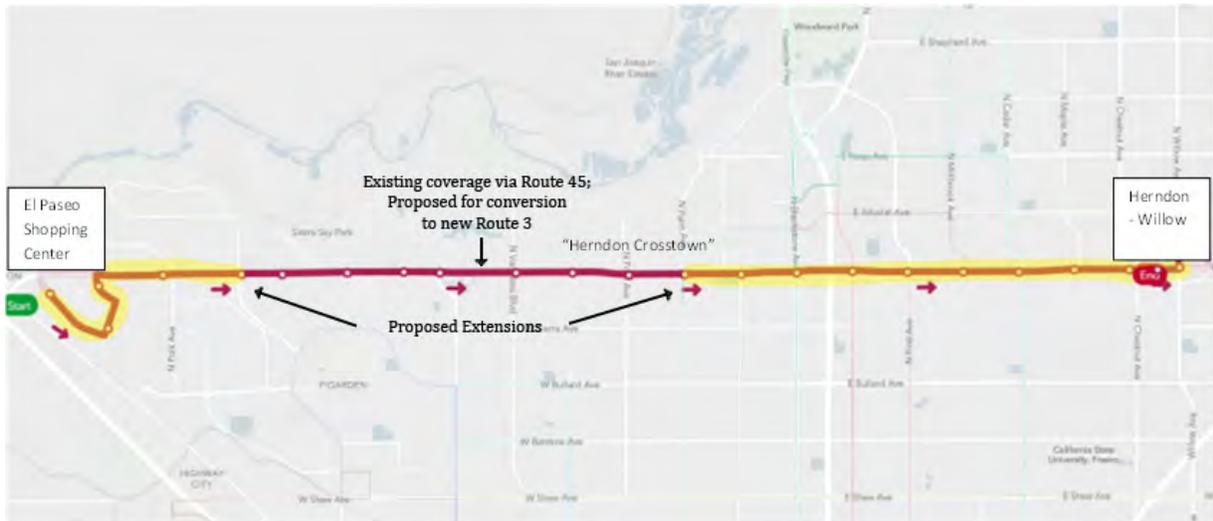
Figure 4: Proposed Route 45 Alignment



New Route 3

The new Route 3 will serve Herndon Avenue from the El Paseo Shopping Center to Willow Avenue, including the section of Herndon Avenue currently served by Route 45. See Figure 5. The route will run at 60-minute frequency and is part of the first phase of proposed changes, anticipated for implementation in August 2020.

Figure 5: New Route 3 Alignment



Route 20

The central portion of Route 20 will stay the same under the proposed changes. However, instead of following Blackstone Avenue south to Downtown Fresno, the proposed Route 20 will continue east along McKinley Avenue to the Fresno Yosemite International Airport. On the other end of the route, Route 20 will follow Shaw Avenue to Brawley Avenue, before traveling along Bullard to Herndon Avenue, where it will connect with the new Route 3. See Figure 6 and Figure 7. The Route 20 change is part of the second phase of the proposed changes, anticipated for implementation in January 2021.

Figure 6: Current Route 20 Alignment

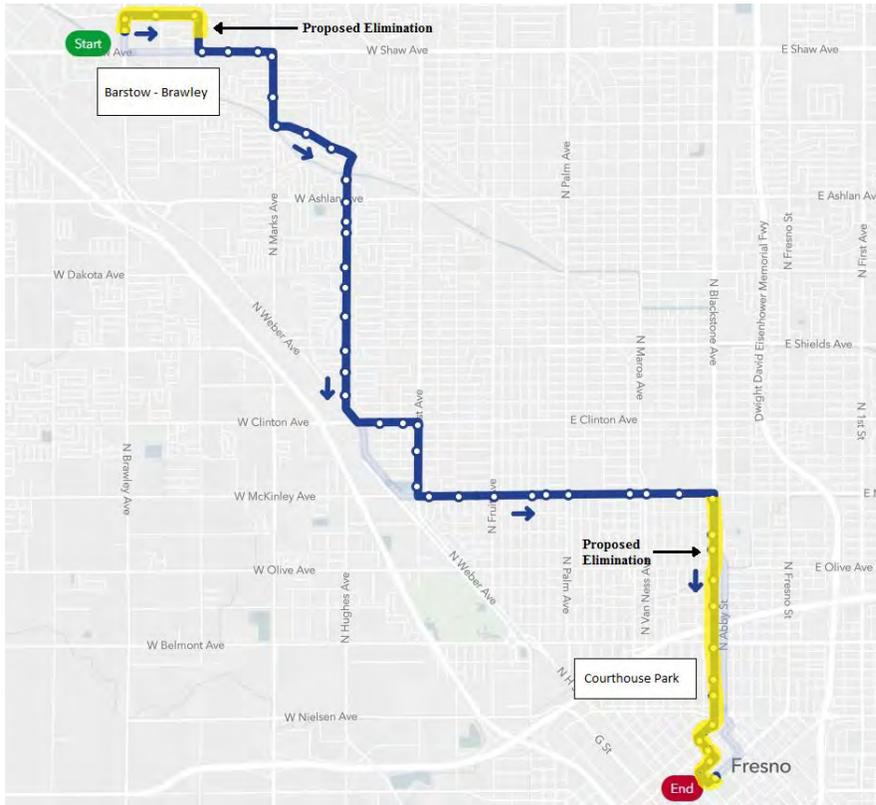
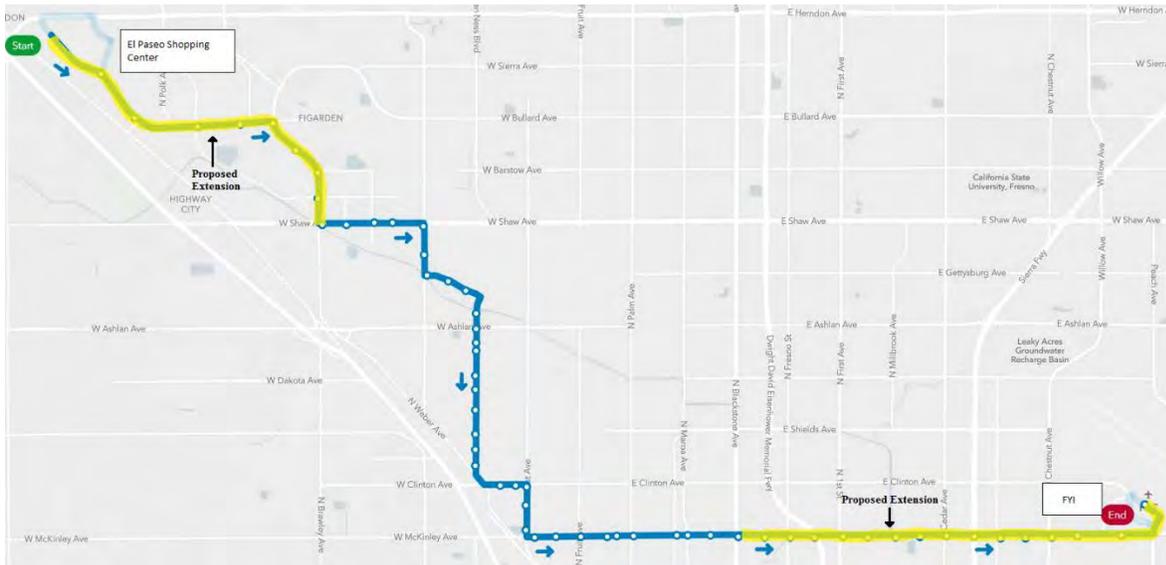


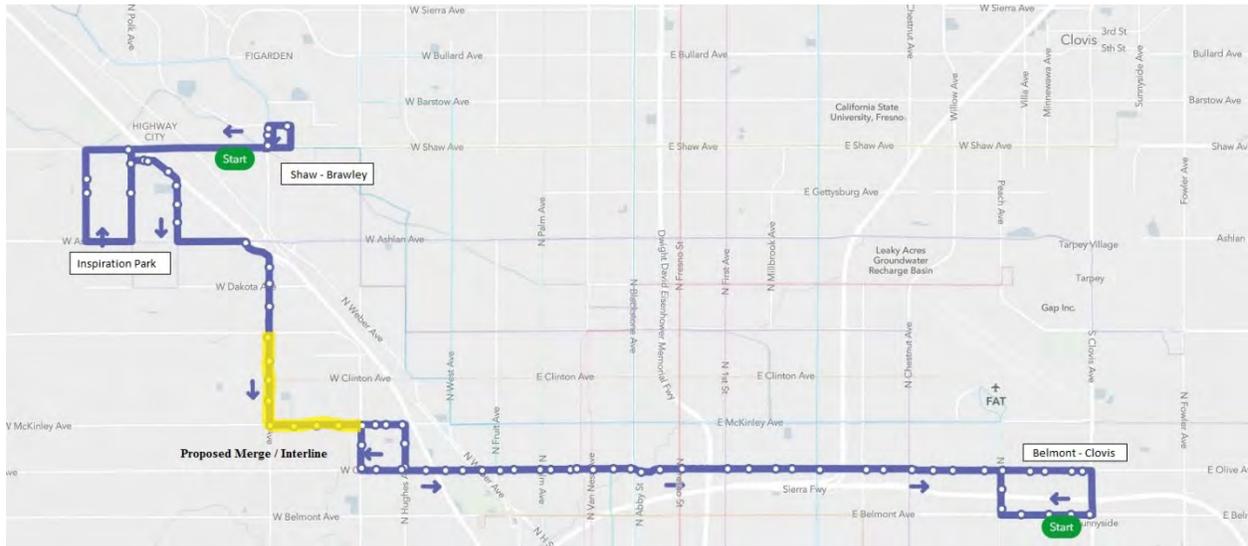
Figure 7: Proposed Route 20 Alignment



Route 12/35 Interline

The proposed change affecting Route 12 and Route 35 is interlining the two routes to optimize schedule efficiency. To support this change, Route 12 will no longer terminate with a turnaround loop at Shields Avenue, Clinton Avenue, and Blythe Avenue, instead continuing further east onto McKinley Avenue and connecting with the existing Route 35 at Marks Avenue. See Figure 8. The proposed Route 12/35 interline is part of the second phase of the proposed changes, anticipated for implementation in January 2021.

Figure 8: Proposed Route 12/35 Interline



APPENDIX B

2020 Rider Survey, English and Spanish



To complete this survey online, go to:
www.fresno.gov/faxoutreach

Fresno Area Express (FAX) is considering making changes to several bus routes over the next two years. We have limited resources and may need to consider various trade-offs. Therefore, we want to hear directly from our passengers. Please fill out this questionnaire and enter to win a \$100 gift card!

TRANSIT PASSENGER SURVEY. Please check, circle, or write in your answers.
(El cuestionario en español se encuentra en la parte posterior.)

1. **What route are you currently riding or did you last ride?** _____

2. **In an average week, how many times do you ride the bus?**
 1 2 3 4 5 6 7

3. **How often do you transfer among FAX buses?**
 Never Sometimes Always

4. **How would you feel about adding new bus service...**

	Strongly Support	Support	No opinion / don't know	Oppose	Strongly Oppose
a. To Central High School (East)?	5	4	3	2	1
b. To the Fresno Yosemite International Airport?	5	4	3	2	1
c. To the Amazon and Ulta Distribution Centers?	5	4	3	2	1
d. To the El Paseo Shopping Center?	5	4	3	2	1
e. To medical facilities on Herndon Avenue?	5	4	3	2	1
f. To Clovis Community College?	5	4	3	2	1
g. Along the Fig Garden Loop?	5	4	3	2	1

5. **In what other areas do you feel new bus service should be considered?**

6. **FAX has limited resources and must choose between service improvements. In order to add the bus services, how do you feel about the following:**

	Strongly Support	Support	No opinion / don't know	Oppose	Strongly Oppose
a. Removing some existing bus service so that other bus service can be provided?	5	4	3	2	1
b. Removing some bus service in areas served by more than one route?	5	4	3	2	1
c. Potentially requiring transfers to reach more places currently not served by transit?	5	4	3	2	1

7. **If you had to choose, what would you prefer? (pick one)**
 Service to more places across the city, with less frequent bus service and more transfers? Service to fewer places across the city, with more frequent bus service and less transfers?

8. **What is the primary language you speak at home?**
 English Spanish Hmong Other: _____

9. **Which do you consider yourself?**
 African American/Black Asian
 White Native American/Indian
 Hispanic Other: _____

10. **What is your approximate annual household income?**
 Less than \$10,000 per year \$35,000 to \$49,999 per year
 \$10,000 to \$19,999 per year \$50,000 to \$99,999 per year
 \$20,000 to \$29,999 per year \$100,000 or more
 \$30,000 to \$34,999 per year Don't know/prefer not to say

11. **What is your residential zip code?** _____

12. **What is your approximate age?** _____

Thank you for your feedback!
 If you would like to enter a drawing to win a \$100 gift card to Target or Walmart, please make sure that you have filled out ALL of the questions on this survey and the information below so that we can contact you if you win. FAX will highlight the winners in an upcoming FAX newsletter.

Name: _____
 E-Mail Address: _____
 Phone Number: _____
 Today's Date: _____

Please return your questionnaire **no later than March 6, 2020** by giving it to a FAX staff member or mailing it to the FAX office at:
 FAX administration
 Attention: Surveys
 2223 G Street
 Fresno, CA 93706

To complete this survey online, scan the QR code:



Fresno Area Express (FAX) está considerando realizar cambios en varias rutas de autobuses en los próximos dos años. Tenemos recursos limitados y es posible que necesitemos considerar varias opciones. Por lo tanto, queremos saber directamente de nuestros pasajeros. ¡Complete este cuestionario y devuelvalo para ganar una tarjeta de regalo de \$ 100!

ENCUESTA DE PASAJEROS DE TRÁNSITO. Por favor marque, circule o escriba sus respuestas.
 (This questionnaire in English is on the other side.)

1. ¿En qué ruta está actualmente viajando o en que ruta viajó mas recientemente? _____

2. En una semana promedio, ¿cuántos días viaja en el autobús?
 1 2 3 4 5 6 7

3. ¿Con qué frecuencia se transfiere entre los autobuses de FAX?
 Nunca A veces Siempre

4. ¿Qué le parecería agregar nuevo servicios de autobús ...

	Lo apoyaría fuertemente	Lo apoyaría	No tengo opinión / no sé	Lo opondría	Lo opondría fuertemente
a. ¿A "Central High School" (Este)?	5	4	3	2	1
b. ¿Al aeropuerto internacional Fresno Yosemite?	5	4	3	2	1
c. ¿A los centros de distribución de Amazon y Ulta?	5	4	3	2	1
d. ¿Al centro comercial El Paseo?	5	4	3	2	1
e. ¿A las instalaciones médicas en Herndon Avenue?	5	4	3	2	1
f. ¿A Clovis Community College?	5	4	3	2	1
g. ¿A lo largo de "Fig Garden loop?"	5	4	3	2	1

5. ¿En qué otras áreas cree que debería considerarse un nuevo servicio de autobús? _____

6. FAX tiene recursos limitados y debe elegir entre mejoras de servicio. Para agregar los posibles servicios de autobús enumerados anteriormente, ¿cómo se sentiría acerca de ...

	Lo apoyaría fuertemente	Lo apoyaría	No tengo opinión / no sé	Lo opondría	Lo opondría fuertemente
a. ¿Eliminar algún servicio de autobús existente para que se pueda proporcionar otro servicio de autobús?	5	4	3	2	1
b. ¿Eliminar algún servicio de autobús existente en áreas servidas por más de una ruta?	5	4	3	2	1
c. ¿Potencialmente requiriendo traslados para llegar a más lugares que actualmente no reciben servicios de tránsito?	5	4	3	2	1

7. Si tuviera que elegir, ¿qué preferiría? (Elegir uno)

- Servicio a más lugares de la ciudad, con un servicio de autobús menos frecuente, y con más traslados.
- Servicio a menos lugares en la ciudad, con un servicio de autobús más frecuente y con menos traslados.

8. ¿Cuál es el idioma principal que habla en casa?
 Inglés Español Hmong Otro: _____

9. ¿Cuál se considera a si mismo?
 Afroamericano/Negro Asiático
 Blanco Indio nativo americano
 Hispano Otro: _____

10. ¿Cuál es su ingreso familiar anual aproximado?
 Menos de \$10,000 por año \$35,000 a \$49,999 por año
 \$10,000 a \$19,999 por año \$50,000 a \$99,999 por año
 \$20,000 a \$29,999 por año \$100,000 o más
 \$30,000 a \$34,999 por año No sé / prefiero no decir

11. ¿Cuál es su código postal residencial? _____

12. ¿Cuántos años tiene? _____

Gracias por sus respuestas.
 Si desea participar en un sorteo para ganar una tarjeta de regalo de \$ 100 para Target o Walmart, asegúrese de haber completado TODAS las preguntas de esta encuesta. FAX destacará a los ganadores en un próximo boletín de FAX.

Nombre: _____ Correo electrónico: _____ Número de teléfono: _____ Fecha: _____	Devuelva su cuestionario a más tardar el 6 de marzo de 2020 entregándolo a un miembro del personal de FAX o enviándolo por correo a la oficina de FAX a: Administración de FAX Atención: Encuesta 2223 G Street Fresno, CA 93706	Para completar esta encuesta en línea, escanee el código QR: 
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APPENDIX C

Analysis of 2020 Rider Survey for Title VI Service Equity Analysis

Analysis of 2020 Rider Survey for Title VI Service Equity Analysis

FAX has proposed service changes designed to fully optimize the transit network. To better understand public opinion of the proposed changes, FAX designed and executed a survey, collecting results from mid-February through early March 2020. The survey's function was to get a general sense of public opinion; the results were not validated for statistical significance.

For any major service change, the Federal Transit Administration (FTA) requires FAX to complete a Title VI equity analysis to determine if the proposed changes create a disparate impact or disproportionate burden for minority or low-income populations, respectively. The Title VI equity analysis for the service changes is based primarily on the 2018 Customer Satisfaction survey, but a summary of public outreach efforts and findings will be included in the report.

TMD completed high-level analysis of the outreach survey results, comparing minority responses to non-minority responses and low-income responses to non-low-income responses to determine if there were trends in support that correlated to minority or income status. The findings are summarized here.

Methodology

Each survey response was categorized as minority or non-minority based on the response to Question 9 of the survey (see below).

9.	Which do you consider yourself?	
	<input type="checkbox"/> African American/Black	<input type="checkbox"/> Asian
	<input type="checkbox"/> White	<input type="checkbox"/> Native American/Indian
	<input type="checkbox"/> Hispanic	<input type="checkbox"/> Other: _____

Responses that indicated African American/Black, Asian, Native American/Indian, Hispanic, or Other were classified as minority. Responses that indicated White were classified as non-minority. Respondents who did not answer Question 9 were not included in the minority/non-minority analysis and were not included in the totals for this analysis.

Survey responses were categorized as low-income or non-low-income based on Question 10 of the survey (see below).

10.	What is your approximate annual household income?	
	<input type="checkbox"/> Less than \$10,000 per year	<input type="checkbox"/> \$35,000 to \$49,999 per year
	<input type="checkbox"/> \$10,000 to \$19,999 per year	<input type="checkbox"/> \$50,000 to \$99,999 per year
	<input type="checkbox"/> \$20,000 to \$29,999 per year	<input type="checkbox"/> \$100,000 or more
	<input type="checkbox"/> \$30,000 to \$34,999 per year	<input type="checkbox"/> Don't know/prefer not to say

Fresno classifies households earning below 150% of the federal poverty line as low-income. The survey did not collect information on household size, so the average household size for the City of Fresno, approximately 3 people, was applied to each income bracket to determine which are considered low-income. Responses indicating an income of \$34,999 or less were classified as low-income, while responses indicating an income of \$35,000 or more were classified as non-low-income. Responses of "don't know/prefer not to say" were not included in the low-income analysis.

Once each survey response was coded as minority or non-minority and low-income or non-low-income, two survey questions were analyzed: Question 4 and Question 6 (see below).

4. How would you feel about adding new bus service...					
	Strongly Support	Support	No opinion / don't know	Oppose	Strongly Oppose
a. To Central High School (East)?	5	4	3	2	1
b. To the Fresno Yosemite International Airport?	5	4	3	2	1
c. To the Amazon and Ulta Distribution Centers?	5	4	3	2	1
d. To the El Paseo Shopping Center?	5	4	3	2	1
e. To medical facilities on Herndon Avenue?	5	4	3	2	1
f. To Clovis Community College?	5	4	3	2	1
g. Along the Fig Garden Loop?	5	4	3	2	1

6. FAX has limited resources and must choose between service improvements. In order to add the bus services, how do you feel about the following:					
	Strongly Support	Support	No opinion / don't know	Oppose	Strongly Oppose
a. Removing some existing bus service so that other bus service can be provided?	5	4	3	2	1
b. Removing some bus service in areas served by more than one route?	5	4	3	2	1
c. Potentially requiring transfers to reach more places currently not served by transit?	5	4	3	2	1

Strongly Support and Support responses were grouped for each question, as were Oppose and Strongly Oppose. Then, responses were aggregated for minority and non-minority and low-income and non-low-income categories for comparative analysis.

Results: Minority/Non-Minority

Totals and percentages for each proposed change and tradeoff are summarized for minority respondents in Table 1 and non-minority respondents in Table 2. A comparison of minority and non-minority responses is provided in Table 3.

Table 1: Opinion on Service Changes, Minority Respondents

Minority						
Question	Support or Strongly Support		Oppose or Strongly Oppose		No Opinion or Don't Know	
4a: Central High School	472	77.3%	27	4.4%	112	18.3%
4b: Airport	490	80.2%	29	4.7%	92	15.1%
4c: Amazon/Ulta	466	76.3%	28	4.6%	117	19.1%
4d: El Paseo Shopping Ctr	481	78.7%	42	6.9%	88	14.4%
4e: Herndon medical facilities	521	85.3%	34	5.6%	56	9.2%
4f: Clovis Community College	492	80.5%	36	5.9%	83	13.6%
4g: Fig Garden Loop	481	78.7%	30	4.9%	100	16.4%
6a: Service Reductions	267	43.7%	159	26.0%	185	30.3%
6b: Eliminating Duplication	306	50.1%	138	22.6%	167	27.3%
6c: Transfers	435	71.2%	50	8.2%	126	20.6%

Table 2: Opinion on Service Changes, Non-Minority Respondents

Non-Minority						
Question	Support or Strongly Support		Oppose or Strongly Oppose		No Opinion or Don't Know	
4a: Central High School	154	65.8%	11	4.7%	69	29.5%
4b: Airport	176	75.2%	8	3.4%	50	21.4%
4c: Amazon/Ulta	165	70.5%	8	3.4%	61	26.1%
4d: El Paseo Shopping Ctr	152	65.0%	34	14.5%	48	20.5%
4e: Herndon medical facilities	167	71.4%	18	7.7%	49	20.9%
4f: Clovis Community College	175	74.8%	11	4.7%	48	20.5%
4g: Fig Garden Loop	173	73.9%	16	6.8%	45	19.2%
6a: Service Reductions	114	48.7%	55	23.5%	65	27.8%
6b: Eliminating Duplication	148	63.2%	33	14.1%	53	22.6%
6c: Transfers	175	74.8%	13	5.6%	46	19.7%

Table 3: Comparison of Minority and Non-Minority Support of Service Changes

Question	Support or Strongly Support		Oppose or Strongly Oppose		No Opinion or Don't Know	
	Minority %	Non-Minority %	Minority %	Non-Minority %	Minority %	Non-Minority %
4a: Central High School	77.3%	65.8%	4.4%	4.7%	18.3%	29.5%
4b: Airport	80.2%	75.2%	4.7%	3.4%	15.1%	21.4%
4c: Amazon/Ulta	76.3%	70.5%	4.6%	3.4%	19.1%	26.1%
4d: El Paseo Shopping Ctr	78.7%	65.0%	6.9%	14.5%	14.4%	20.5%
4e: Herndon medical facilities	85.3%	71.4%	5.6%	7.7%	9.2%	20.9%
4f: Clovis Community College	80.5%	74.8%	5.9%	4.7%	13.6%	20.5%
4g: Fig Garden Loop	78.7%	73.9%	4.9%	6.8%	16.4%	19.2%
6a: Service Reductions	43.7%	48.7%	26.0%	23.5%	30.3%	27.8%
6b: Eliminating Duplication	50.1%	63.2%	22.6%	14.1%	27.3%	22.6%
6c: Transfers	71.2%	74.8%	8.2%	5.6%	20.6%	19.7%

Results: Low-Income/Non-Low-Income

The analysis was repeated based on income status categories (low-income and non-low-income). Low-income responses are aggregated in Table 4 and non-low-income responses in Table 5. A comparison of low-income and non-low-income responses is provided in Table 6.

Table 4: Opinion on Service Changes, Low-Income Respondents

Low-Income						
Question	Support or Strongly Support		Oppose or Strongly Oppose		No Opinion or Don't Know	
4a: Central High School	457	74.8%	26	4.3%	128	20.9%
4b: Airport	492	80.5%	25	4.1%	94	15.4%
4c: Amazon/Ulta	476	77.9%	23	3.8%	112	18.3%
4d: El Paseo Shopping Ctr	466	76.3%	49	8.0%	96	15.7%
4e: Herndon medical facilities	510	83.5%	36	5.9%	65	10.6%
4f: Clovis Community College	481	78.7%	30	4.9%	100	16.4%
4g: Fig Garden Loop	483	79.1%	27	4.4%	101	16.5%
6a: Service Reductions	284	46.5%	156	25.5%	171	28.0%
6b: Eliminating Duplication	329	53.8%	124	20.3%	158	25.9%
6c: Transfers	444	72.7%	40	6.5%	127	20.8%

Table 5: Opinion on Service Changes, Non-Low-Income Respondents

Non-Low-Income						
Question	Support or Strongly Support		Oppose or Strongly Oppose		No Opinion or Don't Know	
4a: Central High School	47	61.8%	4	5.3%	25	32.9%
4b: Airport	61	80.3%	3	3.9%	12	15.8%
4c: Amazon/Ulta	56	73.7%	1	1.3%	19	25.0%
4d: El Paseo Shopping Ctr	58	76.3%	4	5.3%	14	18.4%
4e: Herndon medical facilities	69	90.8%	0	0.0%	7	9.2%
4f: Clovis Community College	67	88.2%	2	2.6%	7	9.2%
4g: Fig Garden Loop	55	72.4%	5	6.6%	16	21.1%
6a: Service Reductions	34	44.7%	23	30.3%	19	25.0%
6b: Eliminating Duplication	49	64.5%	11	14.5%	16	21.1%
6c: Transfers	55	72.4%	7	9.2%	14	18.4%

Table 6: Comparison of Low-Income and Non-Low-Income Support of Service Changes

Question	Support or Strongly Support		Oppose or Strongly Oppose		No Opinion or Don't Know	
	Low-Income %	Non-Low-Income %	Low-Income %	Non-Low-Income %	Low-Income %	Non-Low-Income %
4a: Central High School	74.8%	61.8%	4.3%	5.3%	20.9%	32.9%
4b: Airport	80.5%	80.3%	4.1%	3.9%	15.4%	15.8%
4c: Amazon/Ulta	77.9%	73.7%	3.8%	1.3%	18.3%	25.0%
4d: El Paseo Shopping Ctr	76.3%	76.3%	8.0%	5.3%	15.7%	18.4%
4e: Herndon medical facilities	83.5%	90.8%	5.9%	0.0%	10.6%	9.2%
4f: Clovis Community College	78.7%	88.2%	4.9%	2.6%	16.4%	9.2%
4g: Fig Garden Loop	79.1%	72.4%	4.4%	6.6%	16.5%	21.1%
6a: Service Reductions	46.5%	44.7%	25.5%	30.3%	28.0%	25.0%
6b: Eliminating Duplication	53.8%	64.5%	20.3%	14.5%	25.9%	21.1%
6c: Transfers	72.7%	72.4%	6.5%	9.2%	20.8%	18.4%

Findings

Across the board, survey respondents were generally highly supportive of the proposed service changes listed in Question 4. Since Question 6 did not force respondents to choose or prioritize an option for re-allocating resources, some survey respondents may have indicated they were not supportive of any of these choices while still supporting the proposed service improvements. Across all groups, however, the results indicate willingness to make tradeoffs for the service additions.

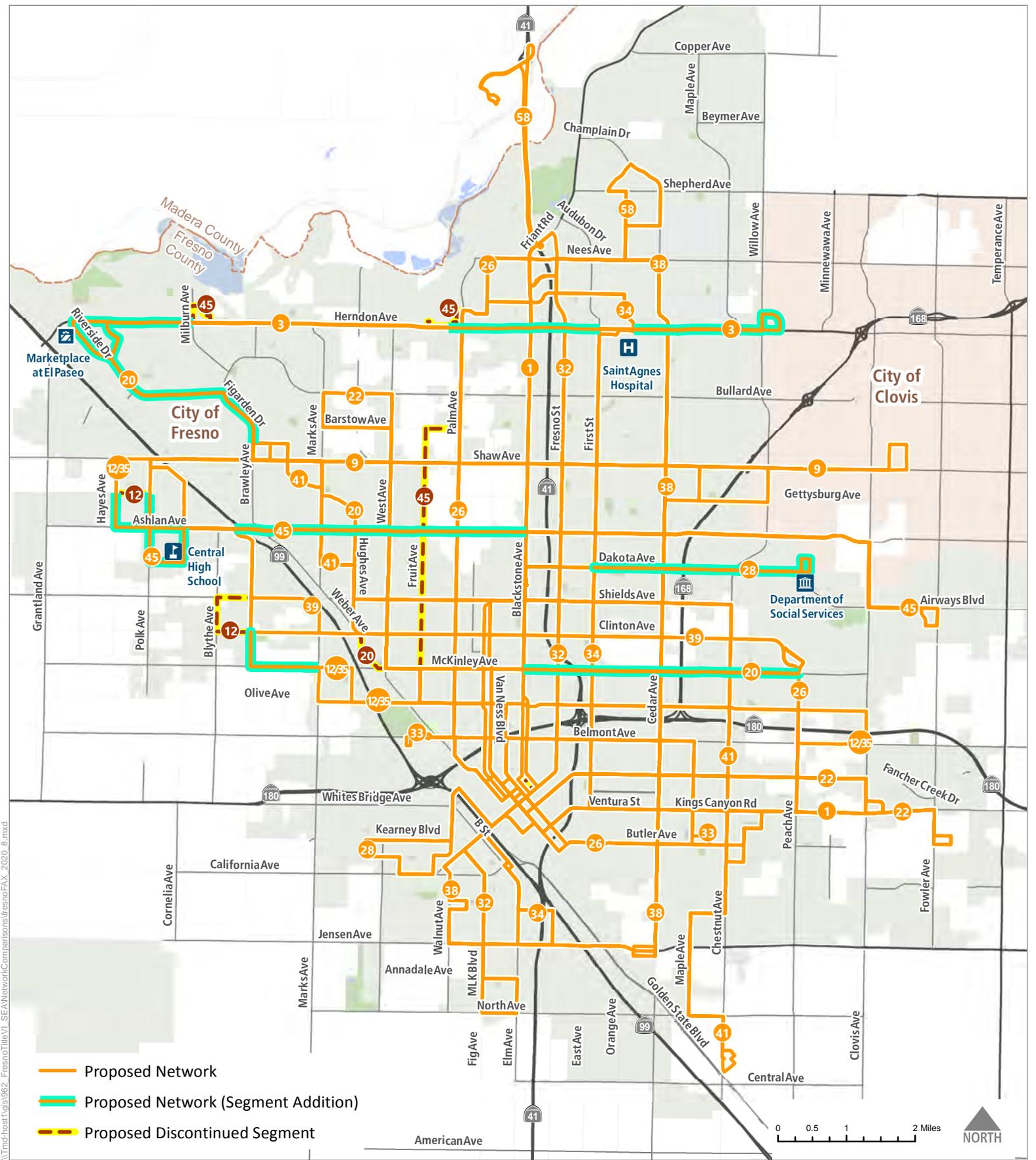
Minority riders were more likely than non-minority riders to support adding new bus service to the locations listed in Question 4. Non-minority riders were more likely to respond “No Opinion/Don’t Know” for these additional service locations. Minority riders were generally less likely to support the resource tradeoffs in Question 6. The resource tradeoff with the greatest gap in support between minority and non-minority riders was eliminating duplicative routes (6b), with minority riders expressing less support for eliminating such services.

Low-income riders were more supportive of additional service to Central High School (East) than non-low-income riders and less supportive of adding service to medical facilities on Herndon Avenue or to Clovis Community College, compared to non-low-income riders. Each of the seven proposed service additions still garnered majority support among low-income riders. Similar to the findings in the minority analysis, 6b (eliminating duplicate services) was the tradeoff option with the greatest gap in support between low-income and non-low-income riders, with low-income riders expressing less support for eliminating duplicative services.

Overall, there were no significant differences in support between minority and non-minority riders and between low-income and non-low-income riders. There is no evidence from this survey that the proposed changes are unwelcome by Title VI populations or that the survey respondents perceive these changes to generate a disparate impact or disproportionate burden.

APPENDIX D

Proposed FAX Network Change Map

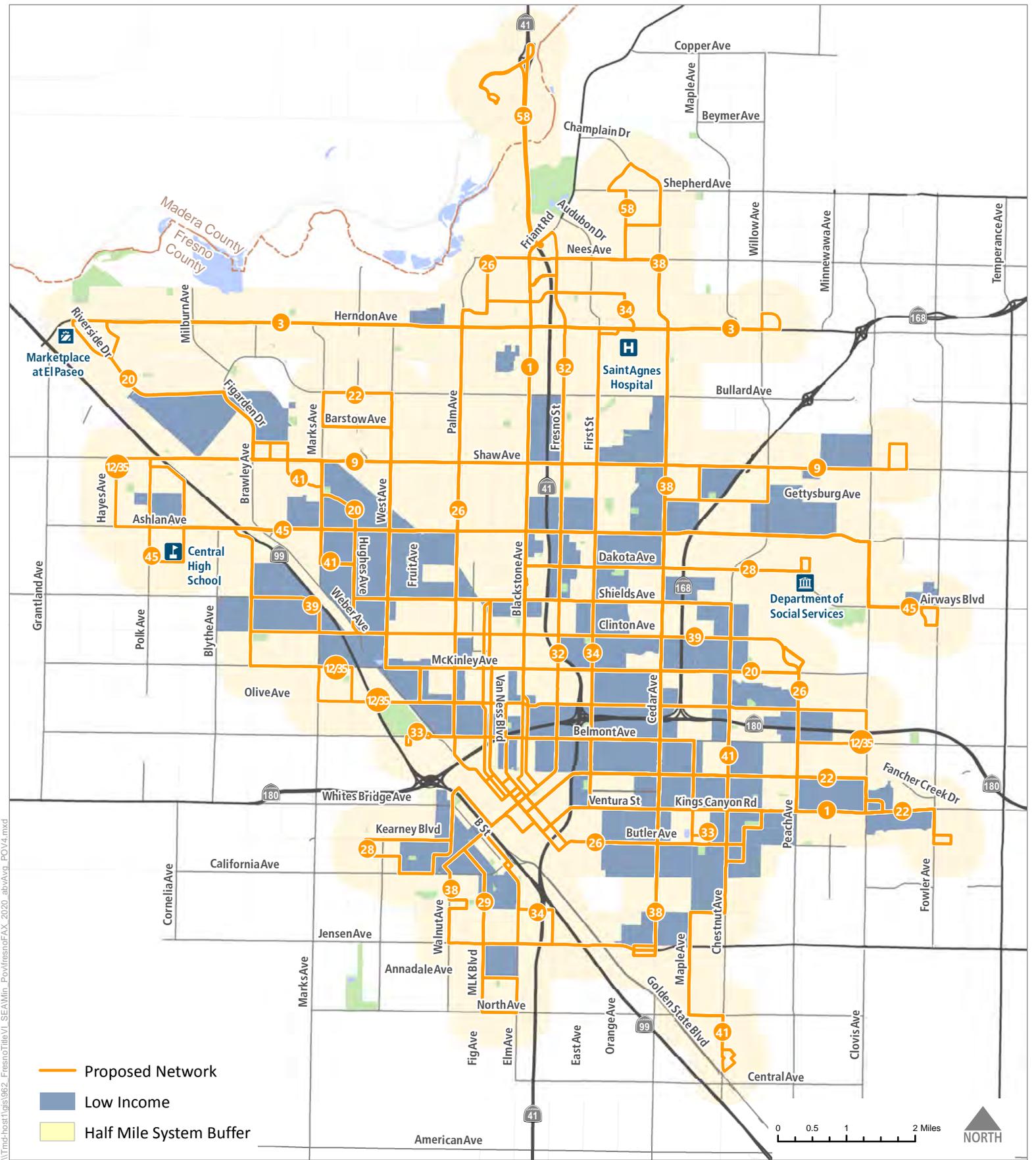


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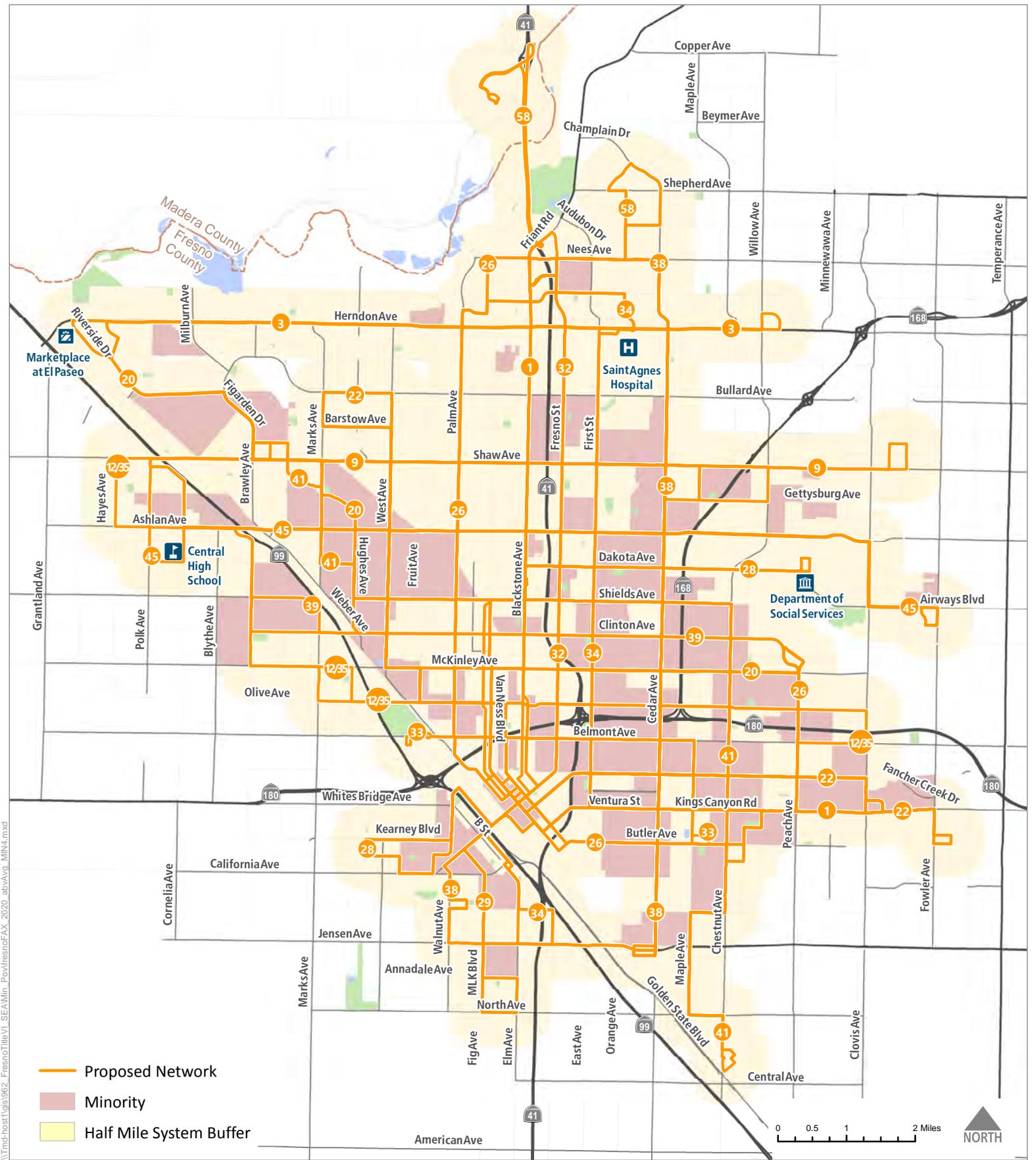
Proposed FAX Network

APPENDIX E

Minority and Low-Income Communities Maps, Proposed Network



Proposed FAX Network; Low Income Communities



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Proposed FAX Network; Minority Communities

APPENDIX F

Full American Community Survey Data Tables

Disparate Impact Full Table

Route	Existing					Proposed					Difference		
	Total Population	Minority Pop	Minority %	Non-Minority Pop	Non-Minority %	Total Population	Minority Pop	Minority %	Non-Minority Pop	Non-Minority %	Minority %	Non-Minority %	Disparate Impact
1	90,146	70,010	78%	20,136	22%	90,146	70,010	78%	20,136	22%	0%	0%	No
3	New Route					49,495	25,120	51%	24,375	49%	N/A	N/A	Yes
9	66,028	40,152	61%	25,876	39%	66,028	40,152	61%	25,876	39%	0%	0%	No
12 (Interline)	37,177	29,661	80%	7,516	20%	91,064	74,433	82%	16,631	18%	2%	-2%	No
20	65,031	48,529	75%	16,502	25%	96,827	74,330	77%	22,497	23%	2%	-2%	No
22	106,364	79,699	75%	26,665	25%	106,364	79,699	75%	26,665	25%	0%	0%	No
26	95,323	70,641	74%	24,682	26%	95,326	70,642	74%	24,684	26%	0%	0%	No
28	80,524	58,428	73%	22,096	27%	59,718	44,986	75%	14,732	25%	3%	-3%	No
32	69,264	54,163	78%	15,101	22%	69,264	54,163	78%	15,101	22%	0%	0%	No
33	47,619	42,657	90%	4,962	10%	47,619	42,657	90%	4,962	10%	0%	0%	No
34	82,517	62,554	76%	19,963	24%	82,517	62,554	76%	19,963	24%	0%	0%	No
35 (Interline)	55,248	46,045	83%	9,204	17%	91,064	74,433	82%	16,631	18%	-2%	2%	No
38	104,106	81,669	78%	22,437	22%	104,106	81,669	78%	22,437	22%	0%	0%	No
39	59,763	47,671	80%	12,092	20%	59,763	47,671	80%	12,092	20%	0%	0%	No
41	101,073	82,817	82%	18,257	18%	101,073	82,817	82%	18,257	18%	0%	0%	No
45	100,973	60,712	60%	40,261	40%	75,604	53,121	70%	22,482	30%	10%	-10%	No
58	25,309	11,578	46%	13,731	54%	25,309	11,578	46%	13,731	54%	0%	0%	No
System Total	474,113	345,052	73%	129,062	27%	503,156	36,2775	72%	140,381	28%	-1%	1%	No

Disproportionate Burden Full Table

Route	Existing					Proposed					Difference		
	Total Pop	Low-Income Pop	Low-Income %	Non-Low-Income Pop	Non-Low-Income %	Total Population	Low-Income Pop	Low-Income %	Non-Low-Income Pop	Non-Low-Income %	Low Income %	Non-Low-Income %	Disproportionate Burden
1	90,146	45,649	51%	44,496	49%	90,146	45,649	51%	44,496	49%	0%	0%	No
3	New Route					49,495	9,909	20%	39,586	80%	N/A	N/A	Yes
9	66,028	26,243	40%	39,785	60%	66,028	26,243	40%	39,785	60%	0%	0%	No
12 (Interline)	37,177	14,718	40%	22,459	60%	91,064	45,728	50%	45,335	50%	11%	-11%	No
20	65,031	30,987	48%	34,044	52%	96,827	43,940	45%	52,887	55%	-2%	2%	No
22	106,364	51,160	48%	55,204	52%	106,364	51,160	48%	55,204	52%	0%	0%	No
26	95,323	44,125	46%	51,198	54%	95,326	44,126	46%	51,201	54%	0%	0%	No
28	80,524	39,119	49%	41,405	51%	59,718	29,264	49%	30,454	51%	0%	0%	No
32	69,264	34,701	50%	34,563	50%	69,264	34,701	50%	34,563	50%	0%	0%	No
33	47,619	31,631	66%	15,988	34%	47,619	31,631	66%	15,988	34%	0%	0%	No
34	82,517	39,847	48%	42,670	52%	82,517	39,847	48%	42,670	52%	0%	0%	No
35 (Interline)	55,248	31,340	57%	23,908	43%	91,064	45,728	50%	45,335	50%	-7%	7%	No
38	104,106	51,661	50%	52,445	50%	104,106	51,661	50%	52,445	50%	0%	0%	No
39	59,763	28,531	48%	31,232	52%	59,763	28,531	48%	31,232	52%	0%	0%	No
41	101,073	51,389	51%	49,684	49%	101,073	51,389	51%	49,684	49%	0%	0%	No
45	100,973	36,668	36%	64,306	64%	75,604	32,091	42%	43,513	58%	6%	-6%	No
58	25,309	4,284	17%	21,024	83%	25,309	4,284	17%	21,024	83%	0%	0%	No
System Total	474,113	211,775	45%	262,338	55%	503,156	218,458	43%	284,698	57%	-1%	1%	No



APPENDIX R: FAX TITLE VI FARE EQUITY ANALYSIS



Fresno Area Express Title VI Plan

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City of Fresno Department of
Transportation/Fresno Area Express

Title VI Fare Equity Analysis:
New Fare Structure



August 2021



Prepared By:



Overview

In compliance with Title VI of the Civil Rights Act of 1964, the Federal Transit Administration (FTA) requires all transit agencies that receive federal funding to monitor the performance of their systems, ensuring services are made available and/or distributed equitably. One component of ensuring compliance is performing an equity analysis for all fare changes and any major service changes to determine its impact on minority (race, color, or national origin) and low-income populations.

Fresno Area Express (FAX) is the primary fixed-route transit operator in Fresno and is operated and administered by the City of Fresno, California. FAX has proposed a fare change, reducing the cost of a base fare from \$1.25 to \$1.00. Passes and Reduced Fares are also proposed to be reduced by a similar amount on both fixed route service and Handy Ride, FAX's paratransit service. FAX is also considering removing restrictions from its transfer policy.

This Title VI analysis will:

- Evaluate how the proposed fare changes may impact low-income and minority populations, and
- Identify strategies to avoid, minimize, or mitigate any disproportionate burdens, disparate impacts, or any potentially negative outcomes.

Relevant Policies

This fare equity analysis was completed in accordance with FTA regulations outlined in FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." The circular requires this analysis to ensure or minimize any disparate impact on minority populations or disproportionate burden on low-income populations.

Disparate Impact Definition

Refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin. (FTA C 4702.1B, Chap. I-2)

Disproportionate Burden Definition

Refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable. (FTA C 4702.1B, Chap. I-2)

The circular requires that there be a fare equity analysis completed for any change in fares or in fare media. Each transit agency is responsible for establishing what differential is considered a disparate impact or disproportionate burden.

Disparate Impact Policy

A disparate impact exists if a major service change, fare change, or fare media change requires a minority population to bear adverse effects by 20 percent or more than the adverse effects borne by the general population in the affected area.

Disproportionate Burden Policy

A disproportionate burden exists if a major service change, fare change, or fare media change requires a low-income population to bear adverse effects by 20 percent or more than the adverse effects borne by the general population in the affected area.

FAX’s Title VI Program was adopted in 2019. FAX has also recently completed three other Title VI analyses, one for the Faster FAX network in 2016, one for a proposed smart card in 2018, and one for a series of service changes in 2020. This Title VI analysis will apply Title VI policies in a manner consistent with these earlier analyses.

Existing Conditions

Due to the COVID-19 pandemic FAX temporarily suspended the collection of fares for six months between March 1 and August 31, 2021. The fare structure prior to the suspension in fares is detailed in Table 1.

Table 1: Existing Fare Structure

Fixed-Route Buses	
Fare	Price
Base Fare	\$1.25
Reduced Fare*	\$0.60
Children Under 6	Free
10 Ride Card	\$11.25
10 Ride Card - Reduced Fare*	\$6.00
31-Day Pass	\$48.00
31-Day Pass - Reduced Fare *	\$24.00
Transfers	Free**

Handy Ride	
Fare	Price
Base Fare (single ride)	\$1.50
Monthly Pass	\$48.00

* Reduced fare is available to seniors 65 and older with a valid ID, Medicare cardholders, and persons with disabilities with a valid ID.

** Transfers must be requested at time of purchase, permit up to 2 transfers, and are valid for 90 minutes.

Base Fares and Reduced Fares can be paid on the bus in cash or bought in advance as 1 Ride Cards for the same price. Up to two free transfers are included with a single paid fare (on any fare media), allowing passengers to utilize up to three buses/routes to complete their one-way trip. Transfers can only be made where routes intersect and are not valid for layovers or return trips. Transfers should be requested at the time of boarding and are valid for 90 minutes from the time issued.

Proposed Changes

FAX is proposing to reduce fares across all fare types. The proposed fare structure is detailed in Table 2.

Table 2: Proposed Fare Structure

Fixed-Route Buses

Fare	Price	Percent Change
Base Fare	\$1.00	-20%
Reduced Fare*	\$0.50	-17%
Children Under 6	Free	0%
Children 7-12	Free	-100%
Military and Veterans, with valid ID	Free	-100%
10 Ride Card	\$9.00	-20%
10 Ride Card - Reduced Fare*	\$4.50	-25%
31-Day Pass	\$36.00	-25%
31-Day Pass - Reduced Fare*	\$18.00	-25%
Transfers	Free**	0%

Handy Ride

Fare	Price	Percent Change
Base Fare (single ride)	\$1.25	-17%
Monthly Pass	\$36.00	-25%

* Reduced fare is available to seniors 65 and older with a valid ID, Medicare cardholders, and persons with disabilities with a valid ID.

** Transfers must be requested at time of purchase, and permit unlimited transfers for up to 90 minutes.

The proposed fare changes bring base and reduced fares better in line, so that all reduced fare prices, regardless of pass type, is half the cost of the equivalent base fare, and establish new categories for free rides, including for children between 7 and 12 years old and for veterans and active members of the military.

Fare Equity Analysis

At its core, a fare equity analysis demonstrates that a transit agency has considered the consequences of a proposed policy that is facially neutral but may result in a disparate impact on minority riders or a disproportionate burden for low-income riders. The FTA’s recommended methodology for performing a fare equity analysis begins with determining the number and percent of users of each fare type and evaluating the differences between minority users and non-minority users and low-income and non-low-income users. Next, the analysis should evaluate the impacts of the proposed changes to determine if there is a disparate impact or disproportionate burden. Finally, alternatives must be evaluated, and mitigation strategies offered to prevent or mitigate any potential burden.

Whereas either population (from the U.S. Census) or ridership data can be used for a service equity analysis, the FTA recommends using ridership survey data whenever possible for fare equity analyses. The customer survey data helps an agency determine if minority and/or low-income riders are disproportionately more likely to be burdened by changes in fares.

FAX is proposing to reduce fares. This may not seem like an obvious equity concern, and across-the-board fare reductions do benefit all riders. However, a fare equity analysis is necessary to ensure the benefits of the fare reduction are not going disproportionately to non-minority and non-low-income communities.

Fixed Route

The following questions from the 2018 Customer Satisfaction Survey were analyzed for the fixed route fare equity analysis:

- **Fare Type:** How do you normally pay your fare? (1) Cash, (2) 1-Ride Card Regular, (3) 1-Ride Card Reduced, (4) 10-Ride Card Regular, (5) 10-Ride Card Reduced, (6) 31-Day Pass Regular, (7) 31-Day Pass Reduced, (8) Other, please specify.
- **Demographics, Ethnicity:** Which of the following most closely describes your ethnic background? (1) Hispanic, (2) White/Caucasian, (3) African American/Black, (4) Asian/Southeast Asian- please specify national origin or Asian ethnic group, (5) American Indian, (6) Pacific Islander, (7) Middle Easterner, (8) other/please specify.
- **Demographics, Household Size:** Including yourself, how many people live in your household? (Blank space for entering a number.)
- **Demographics, Income:** Which of the following categories best describes your total household income in 2013, before taxes? (1) less than \$10,000 per year, (2) \$10,000 to \$19,999, (3) \$20,000 to \$29,999, (4) \$30,000 to \$39,999, (5) \$40,000 to \$49,999, (6) \$50,000 to \$74,999, (7) \$75,000 to \$99,999 per year, (8) \$100,000 or more per year.

All respondents who indicated a race/ethnicity other than Non-Hispanic White/Caucasian were considered a minority for purposes of this analysis. If a respondent indicated more than one race/ethnicity, they were considered a minority. Furthermore, if a respondent indicated “other,” they were considered a minority. Records where the respondent did not answer the race/ethnicity question were excluded from the disparate impact analysis, as their minority status could not be determined.¹

FAX's definition of low-income is any person whose median household income is at or below 150 percent of the federal poverty line. The federal poverty guidelines issued by the U.S. Department of Health and Human Services were used as the basis for determining low-income status. See Table 3. Utilizing the survey questions related to household income and number of persons per household, each survey respondent was coded as low-income (below 150 percent of the poverty line) or non-low-income (above 150 percent of the poverty line) according to

Table 4, below. For ranges where a significant portion of the range fell below 150 percent poverty line, the entire range was classified as low-income/“below” to ensure no low-income individuals were mistakenly classified as non-low-income. Households with 13 or more members making more than \$100,000 were considered low-income for the same reason.

¹ If these respondents did not answer the race/ethnicity question but did answer the questions related to household size and income, they were still included in the disproportionate burden analysis. The FTA directs recipients to analyze disparate impact and disproportionate burden separately.

Table 3: 2018 Poverty Guidelines for the 48 Contiguous States and D.C.

Persons in Family/Household	Poverty Guideline	150 Percent of Poverty Guideline
1	\$12,140	\$18,210
2	\$16,460	\$24,690
3	\$20,780	\$31,170
4	\$25,100	\$37,650
5	\$29,420	\$44,130
6	\$33,740	\$50,610
7	\$38,060	\$57,090
8	\$42,380	\$63,570
9	\$46,700	\$70,050
10	\$51,020	\$76,530
11	\$55,340	\$83,010
12	\$59,660	\$89,480

Table 4: Low-Income Status by 2018 FAX Customer Satisfaction Survey Categories (Below or Above 150 Percent of Federal Poverty Guideline)

Reported Annual Household Income in 2018

Persons in Household	Less than \$10,000	\$10,000 \$19,999	\$20,000 \$29,999	\$30,000 \$39,999	\$40,000 \$49,999	\$50,000 \$74,999	\$75,000 \$99,999	\$100,000 or More
1	Below	Below	Above	Above	Above	Above	Above	Above
2	Below	Below	Below	Above	Above	Above	Above	Above
3	Below	Below	Below	Above	Above	Above	Above	Above
4	Below	Below	Below	Below	Above	Above	Above	Above
5	Below	Below	Below	Below	Below	Above	Above	Above
6	Below	Below	Below	Below	Below	Above	Above	Above
7	Below	Below	Below	Below	Below	Below	Above	Above
8	Below	Below	Below	Below	Below	Below	Above	Above
9	Below	Below	Below	Below	Below	Below	Above	Above
10	Below	Below	Below	Below	Below	Below	Above	Above
11	Below	Below	Below	Below	Below	Below	Below	Above
12	Below	Below	Below	Below	Below	Below	Below	Above
13+	Below	Below	Below	Below	Below	Below	Below	Below ²

The breakdown of fare type by minority and non-minority populations are in Table 5.

² Only one survey record fell in this category. Even if the household has an income over 150 percent of the poverty line, since the exact income is not known, the person was categorized as low-income to ensure no low-income respondents were not counted.

Table 5: Breakdown of Fare Type by Minority/Non-Minority

Fare	Percent Minority	Percent Non Minority	Minority Burden
Cash	82%	18%	0%
1-Ride Card Regular	85%	15%	3%
1-Ride Card Reduced	75%	25%	-7%
10-Ride Card Regular	78%	23%	-4%
10-Ride Card Reduced	86%	14%	4%
31-Day Pass Regular	81%	19%	-1%
31-Day Pass Reduced	71%	29%	-11%
Other	85%	15%	3%
All Riders	82%	18%	

The breakdown of fare type by low-income and non-low-income populations are in Table 6.

Table 6: Breakdown of Fare Type by Low-Income/Non-Low-Income

Fare	Percent Low Income	Percent Non Low Income	Low Income Burden
Cash	88%	12%	0%
1-Ride Card Regular	90%	10%	2%
1-Ride Card Reduced	94%	6%	6%
10-Ride Card Regular	87%	13%	-1%
10-Ride Card Reduced	95%	5%	7%
31-Day Pass Regular	89%	11%	1%
31-Day Pass Reduced	89%	11%	1%
Other	86%	14%	-2%
All Riders	88%	12%	

Across all fare types, the minority burden and low-income burden are below 20 percent, meaning the fare equity changes does not meet the disparate impact or disproportionate burden thresholds set by FAX. Additionally, the proposed fare changes are all relatively similar, ranging between 17 and 25 percent decreases. The difference between the largest and smallest fare change is 8 percent, considerably less than the 20 percent threshold.

The expansion of free fares to children between 7 and 12 and to veterans and active members of the military is a 100 percent fare decrease, which could potentially result in a disparate impact or disproportionate burden. The expansion of the free fares for children is not a Title VI issue, as they can be assumed to follow the same demographic patterns as riders as a whole.

FAX has not collected data on active military and veteran riders. However, ACS does collect demographic data on veterans that can provide some information on potential Title VI impacts. In the City of Fresno, 54.4 percent of veterans are non-minority, versus 31.9 percent of all city residents. This difference is greater than 20 percent and indicates that there is a potential disparate impact in providing free fares to veterans. There is also potential for a disproportionate burden, as 11.2 percent of veterans fall below the federal poverty line, compared to 22.5 percent of all city residents. There isn't enough data available to determine what percent of veterans fall below 150 percent of federal poverty line, but the difference is large enough that it could be a potential issue.

The limited data makes it impossible to accurately determine if there is actually a disparate impact or disproportionate burden, as it is possible that the demographics of active military and veteran riders is much closer to overall rider demographics. Additionally, there are many other transit agencies that provide reduced or free fares for active military members and veterans, suggesting that this is not a significant equity issue. However, to ensure that there is not a disparate impact or disproportionate burden caused by this policy, FAX will include a question on military and veteran status on the next FAX rider survey, to be conducted in Spring 2022. FAX will use data from this to ensure there is no disparate impact or disproportionate burden caused by providing free fares to active military members and veterans.

Regarding the potential transfer policy change, FAX is considering simplifying its transfer policy by removing the limit of the number of buses a rider can transfer to, as well as the ability to back ride or continue traveling on the same route, and instead, allowing unlimited transfers within 90 minutes. Under both the current policy and the proposed policy, transfers will remain free and must be requested when the rider purchases a ticket. Transfers also must be made within 90 minutes.

As both the current and proposed policy have a 90-minute time limit, all trips currently made using a single fare will not change. In addition, riders will be able to use a single fare for return trips on the same route made within the 90-minute time limit. This will benefit all riders making shorter trips. The proposed transfer policy change will also not result in a disparate impact or disproportionate burden, as it benefits all riders.

In summary, most of the fare changes for the fixed route services do not result in a disparate impact or disproportionate burden, and mitigation measures do not need to be considered for these changes. Only the free fares for active military members and veterans may potentially cause a disparate impact or disproportionate burden and will require additional data.

Handy Ride

The data for Handy Ride is less comprehensive than the data for fixed route service. Although there was a customer satisfaction survey conducted in 2018, there is not enough data to properly divide respondents into low-income and non-low income groups, due to inexact household sizes and a limited number of income brackets. Nonetheless, there are some conclusions that can be drawn from looking at the demographic data collected as part of the survey. The following questions from the 2018 Customer Satisfaction Survey were analyzed for the Handy Ride fare equity analysis:

- **Demographics, Ethnicity:** Which of the following most closely describes your ethnic background? (1) Hispanic, (2) White/Caucasian, (3) African American/Black, (4) Asian/Southeast Asian- please specify national origin or Asian ethnic group, (5) American Indian, (6) Pacific Islander, (7) Middle Easterner, (8) other/please specify.
- **Demographics, Household Size:** Including yourself, how many people live in your household? (Blank space for entering a number.)
- **Demographics, Income:** Which of the following categories best describes your total household income in 2013, before taxes? (1) less than \$10,000 per year, (2) \$10,000 to \$19,999, (3) \$20,000 to \$29,999, (4) \$30,000 to \$39,999, (5) \$40,000 to \$49,999, (6) \$50,000 or more.

61 percent of Handy Ride customers are a minority, compared to 82 percent of fixed route riders. This is greater than a 20 percent difference, and means that there could potentially be a disparate impact. **However, the Handy Ride fare reductions are in line with the fare reductions on the fixed route service,**

at 17 percent for a basic fare and 25 percent for a 31-day pass. As a result, there is no disparate impact because the cost burden on Handy Ride customers is similar to fixed-route customers.

Although the data limitations prevent an accurate breakdown of low-income and non-low-income Handy Ride customers, there is enough information to compare Handy Ride service to fixed route service. 70 percent of Handy Ride customers have a household income of \$19,999 or below, which is classified as low-income regardless of household size. Although the percentage of low-income Handy Ride users is likely much greater, the difference between 70 percent and the 82 percent of fixed route riders, meaning there is not a disproportionate burden. **Regardless, there is no disproportionate burden as the Handy Ride fare reductions are in line with fixed route service.**

Public Participation and Outreach

FAX conducted public outreach throughout the month of August 2021 to inform riders of the proposed fare changes and solicit feedback. A virtual workshop was held on August 25th at 5 pm. on the Fresno FAX Facebook and YouTube pages. In addition, FAX held 14 pop-up events at the highest ridership stops in the FAX system in order to reach the greatest number of people. The 14 pop-ups were scheduled at different days and times, and include:

Friday, August 13, 2021

- Inspiration Park: 10:30 a.m. to 12 noon, served by Route 12
- Riverside-El Paseo: 1 to 2:30 p.m., served by Routes 3 and 20
- Brawley-Walmart: 2:30 to 4 p.m., served by Routes 9, 12, and 20

Monday, August 16, 2021

- Walnut-California: 2 to 3:30 p.m., served by Route 38

Tuesday, August 17, 2021

- Cedar-Ventura BRT Station: 9 to 11 a.m., served by Routes 1 and 38
- Weldon-Blackstone BRT Station: 1 – 2:30 p.m., served by Routes 1 and 20

Thursday, August 19, 2021

- Cedar-Shaw: 12 noon to 1:30 p.m., served by Routes 9 and 38

Monday, August 23, 2021

- Manchester Transit Center: 10 a.m. to 12 noon, served by Routes 1, 28, 41

Tuesday, August 24, 2021

- A & B Shelters at Courthouse Park & Van Ness BRT Station: 9 to 11 a.m., served by Routes 1, 22, 26, 28, 32, and 34
- El Paso-Blackstone BRT Station: 12:30 to 2 p.m., served by Routes 1, 26, 32, 38, and 58

Wednesday, August 25, 2021



Figure 1 - FAX Pop - Up Event

- Shaw-Blackstone BRT Station: 10 a.m. – 12 noon, served by Routes 1 and 9

Thursday, August 26, 2021

- L Shelter at Courthouse Park: 9 to 11 a.m., served by Routes 22, 26, 32, 34, and 38

Monday, August 30, 2021

- Clovis-Kings Canyon BRT Station: 8:30 to 10 a.m., served by Routes 1 and 22
- Chestnut-Kings Canyon BRT Station: 10:30 a.m. to 12 noon, served by Routes 1 and 41

Both the virtual workshop and series of pop-up events were held in both English and Spanish, and a sign-language interpreter provided interpretation at the virtual workshop.

In addition to the workshop and pop-up events, FAX undertook an extensive advertising effort in English and Spanish to inform riders about the fare changes as well as inform them about the workshop and events. This advertising effort included distribution of flyers, audio and visual announcements onboard buses, decals on fareboxes and on FAX's schedule guide, newspaper advertisements, information at bus rapid transit stops, information at transit center kiosks, social media posts, the FAX newsletter, and information on the FAX webpage. FAX provided opportunities for input by providing comment cards and pencils at the pop-up events and by promoting the FaxOutreach@fresno.gov e-mail address, in addition to the regular FAX phone number (559-621-RIDE) and fillable PDF compliment and complaint forms on the "Contact Us" page of the FAX web site (www.fresno.gov/fax). FAX's detailed marketing campaign is included in Appendix A.

Comments collected from riders and the general public on the proposed fare changes are included in Appendix B. In conversation with FAX staff, riders expressed appreciation for the six months of free fares and understood why fares needed to be reinstated. The lower fares, and the decreased prices for 10-day and 31-day passes were popular, with the free fares for active military members and veterans especially popular. Comments received via comment cards were very similar, expressing support for the lower fares. In addition to comments on the fare changes, riders also expressed appreciation for FAX service more broadly, and for FAX staff for providing information on the fare changes in both English and Spanish.

Conclusion

FAX has proposed reducing fares by 17 to 25 percent across all fare types on both fixed route and Handy Ride services, as well as expanding free fares to children under 12 and to active military members and veterans. Due to the consistency of fare reductions across all fare types and due to the relatively similar rates at which low-income and non-low-income and minority and non-minority individuals use different fare types, no disparate impact or disproportionate burden was found on fixed route service due to the fare reduction. There was also no disparate impact or disproportionate burden found for Handy Ride services, for similar reasons. Proposed changes to the transfer policy were also found not to have a disparate impact or disproportionate burden, as no existing trips will cost extra, and all riders will benefit from the less restrictive transfer rules.

The expansion of the free fare policy to active military members and veterans was found to have a potential disparate impact and disproportionate burden, but there was not enough data to confirm this. FAX will therefore collect this data as part of the next rider survey, in Spring 2022, and use the results to determine if the policy will cause a disparate impact or disproportionate burden.

Flyers in English and Spanish posted onto the FAX web site home page informing passengers of new fares and promoting the virtual workshop and the pop-up events:



**Fares to be reinstated starting September 1st
Dollar rides throughout the City of Fresno.**

**Las tarifas se restablecerán a partir del 1 de septiembre.
Viajes de \$ 1 por toda la ciudad.**

For details on these fare changes, attend a Live Virtual Workshop on Fresno FAX's Facebook and YouTube pages on Wednesday, August 25 at 5 p.m., or come to a FAX pop-up tent event around the city.

- Walnut-California bus stop: Monday, August 16, 2 p.m.
- Weldon BRT Station: Tuesday, August 17, 1 p.m.
- Cedar and Shaw bus stops: Thursday, August 19, 12 noon
- Manchester Transit Center: Monday, August 23, 10 a.m.
- Courthouse Park, Van Ness BRT Stations: Tuesday, August 24, 9 a.m.
- El Paso BRT Station: Tuesday, August 24, 12:30 p.m.
- Courthouse Park, L Shelter: Thursday, August 26, 9-11 a.m.
- Clovis BRT Station: Monday, August 30, 8:30 a.m.

Para obtener más detalles en estos cambios de tarifas, asista a un taller virtual en vivo en las páginas de Facebook y YouTube de Fresno FAX el miércoles 25 de agosto a las 5 p.m., o asista a un evento de FAX en paradas de autobuses por toda la ciudad.

- Parada de autobús de Walnut-California: lunes 16 de agosto a las 2 p.m.
- Estación BRT de Weldon: martes 17 de agosto a las 1 p.m.
- Paradas de autobús Cedar y Shaw: jueves 19 de agosto a las 12 del mediodía
- Centro de Tránsito de Manchester: lunes 23 de agosto, 10 a.m.
- Courthouse Park, estaciones de BRT de Van Ness: martes 24 de agosto, 9 a.m.
- Estación BRT de El Paso: martes 24 de agosto, 12:30 p.m.
- Courthouse Park, Refugio L: jueves 26 de agosto, 9-11 a.m.
- Estación BRT de Clovis: lunes 30 de agosto, 8:30 a.m.



For details, scan the QR code or visit

fresno.gov/lower-fares

Para obtener más información, escanee el código QR o visite

fresno.gov/lower-fares



@FresnoFAX

Additional flyers in English and Spanish posted onto the FAX web site home page:

<div style="background-color: #003366; color: white; padding: 10px; text-align: center;"> <h2 style="margin: 0;">Fares to be reinstated starting September 1st</h2> </div> <div style="background-color: #003366; color: white; padding: 10px; text-align: center; margin-top: 10px;"> <h3 style="margin: 0;">Dollar rides throughout the City of Fresno</h3> </div> <div style="background-color: #003366; color: white; padding: 10px; text-align: center; margin-top: 10px;"> <p>For details on these fare changes, attend a Live Virtual Workshop on Fresno FAX's Facebook and YouTube pages on Wednesday, August 25 at 5 p.m., or come to a FAX pop-up tent event around the city.</p> <ul style="list-style-type: none"> • Walnut-California bus stop: Monday, August 16, 2 p.m. • Weldon BRT Station: Tuesday, August 17, 1 p.m. • Cedar and Shaw bus stops: Thursday, August 19, 12 noon • Manchester Transit Center: Monday, August 23, 10 a.m. • Courthouse Park, Van Ness BRT stations: Tuesday, August 24, 9 a.m. • El Paso BRT Station: Tuesday, August 24, 12:30 p.m. • Courthouse Park, L Shelter: Thursday, August 26, 9 a.m. • Clovis BRT Station: Monday, August 30, 8:30 a.m. </div> <div style="text-align: center; margin-top: 10px;">  </div> <div style="background-color: #003366; color: white; padding: 10px; text-align: center;"> <div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> <p>For details, scan the QR code or visit www.fresno.gov/lower-fares/</p> </div> <div style="text-align: center;">   <p>@FresnoFAX</p> </div> </div> </div>	<div style="background-color: #003366; color: white; padding: 10px; text-align: center;"> <h2 style="margin: 0;">Las tarifas se restablarán a partir del 1 de Septiembre</h2> </div> <div style="background-color: #003366; color: white; padding: 10px; text-align: center; margin-top: 10px;"> <h3 style="margin: 0;">Viajes de \$1 por toda la ciudad</h3> </div> <div style="background-color: #003366; color: white; padding: 10px; text-align: center; margin-top: 10px;"> <p>Para obtener más detalles en estos cambios de tarifas, asista a un taller virtual en vivo en las páginas de Facebook y YouTube de Fresno FAX el miércoles 25 de agosto a las 5 p.m., o asista a un evento en paradas de autobuses por todo la ciudad</p> <ul style="list-style-type: none"> • Parada de autobús de Walnut-California: Lunes 16 de agosto a las 2 p.m. • Estación BRT de Weldon: martes 17 de agosto a la 1 p.m. • Paradas de autobús Cedar y Shaw: jueves 19 de agosto a las 12 del mediodía • Centro de Tránsito de Manchester: Lunes 23 de agosto, 10 a.m. • Courthouse Park, estaciones de BRT de Van Ness: martes 24 de agosto, 9 a.m. • Estación BRT de El Paso: martes 24 de agosto, 12:30 p.m. • Courthouse Park, Refugio L: jueves 26 de agosto, 9 a.m. • Estación BRT de Clovis: Lunes 30 de agosto, 8:30 a.m. </div> <div style="text-align: center; margin-top: 10px;">  </div> <div style="background-color: #003366; color: white; padding: 10px; text-align: center;"> <div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> <p>Para obtener más información, escanee el código QR o visite www.fresno.gov/lower-fares/</p> </div> <div style="text-align: center;">   <p>@FresnoFAX</p> </div> </div> </div>
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Clicking on the flyers led to the following information on the Plans, Reports, & Notices page:



GOVERNMENT SERVICES DOING BUSINESS COM

FAX: Fresno Area Express

Plans, Reports, & Notices

Plans, Reports, & Notices

New Fare Structure	<div style="background-color: #003366; color: white; padding: 10px;"> <h4 style="margin: 0;">New Fare Structure</h4> <h5 style="margin: 0;">Fares to be reinstated starting September 1st</h5> <p>Dollar rides throughout the City of Fresno. For additional details, visit the Fares and Passes webpage. In addition:</p> <ul style="list-style-type: none"> • Reduced fares are available for seniors, people with disabilities, and Medicare card holders, with valid ID. • Children 12 and younger ride for free. • Active military and veterans ride for free, with valid ID. • 31-day passes and 10 Ride Cards are available at discounted rates. <p>For details on these fare changes, scan the QR code, visit the FAX Fares and Passes webpage, attend a Live Virtual Workshop on Fresno FAX's Facebook and YouTube pages on Wednesday, August 25, 2021, at 5 p.m., or come to a FAX pop-up tent event at one of the following 14 locations.</p> </div>
Outreach on The Fax ADA Transition Plan	
FAX Disadvantaged Business Enterprise (DBE) FY21 Triennial Goal Setting	
FAX – Notice of Funding Availability (NOFA)	
Title VI of the Civil Rights Act of 1964: Ensuring Equal Access to FAX Services	

FAX

FRESNO AREA EXPRESS



**For additional info.
scan QR code**

Fares to be reinstated starting September 1st. Dollar rides throughout the City of Fresno. In addition:

- Reduced fares are available for seniors, people with disabilities, and Medicare card holders, with valid ID.
- Children 12 and younger ride for free.
- Active military and veterans ride for free, with valid ID.
- 31-day passes and 10 Ride Cards are available at discounted rates.

For details on these fare changes, visit the FAX website at fresno.gov/lower-fares, attend a Live Virtual Workshop on Fresno FAX's Facebook and YouTube pages on Wednesday, August 25, 2021 at 5 p.m., or come to a FAX pop-up tent event.

- Walnut-California bus stop:
Monday, August 16, 2 p.m.
- Weldon BRT Station:
Tuesday, August 17, 1 p.m.
- Cedar and Shaw bus stops:
Thursday, August 19, 12 noon
- Manchester Transit Center:
Monday, August 23, 10 a.m.
- Courthouse Park, Van Ness BRT Station:
Tuesday, August 24, 9 a.m.
- El Paso BRT Station
Tuesday, August 24, 12:30 p.m.
- Courthouse Park, L Shelter:
Thursday, August 26, 9:00 a.m.
- Clovis BRT Station:
Monday, August 30, 8:30 a.m.

fresno.gov/lower-fares

@FresnoFAX  

FAX

FRESNO AREA EXPRESS



Para obtener información adicional, escanee el código QR

Las tarifas se restablecerán a partir del 1 de septiembre. Viajes de \$ 1 por toda la ciudad. Además:

- Hay tarifas reducidas disponibles para personas mayores, personas con discapacidades y titulares de tarjetas de Medicare, con identificación válida.
- Los niños menores de 12 años viajan gratis.
- Los militares activos y los veteranos viajan gratis, con una identificación válida.
- Los pases de 31 días y 10 tarjetas de viaje están disponibles a tarifas con descuento.

Para obtener más detalles sobre estos cambios de tarifas, visite el sitio web de FAX, asista a un taller virtual en las páginas de Facebook y YouTube de Fresno FAX el miércoles, 25 de agosto de 2021 a las 5 p.m., o asista a un evento de FAX en varias paradas de autobuses por toda la ciudad.

- Parada de autobús de Walnut-California: lunes 16 de agosto a las 2 p.m.
- Estación BRT de Weldon: martes 17 de agosto a la 1 p.m.
- Paradas de autobús Cedar y Shaw: jueves 19 de agosto a las 12 del mediodía
- Centro de Tránsito de Manchester: lunes 23 de agosto, 10 a.m.
- Courthouse Park, estaciones de BRT de VanNess: martes 24 de agosto, 9 a.m.
- Estación BRT de El Paso: martes 24 de agosto, 12:30 p.m.
- Courthouse Park, Refugio L: jueves 26 de agosto, 9-11 a.m.
- Estación BRT de Clovis: lunes 30 de agosto, 8:30 a.m.

fresno.gov/lower-fares

@FresnoFAX  

Flyers in English and Spanish distributed at the 14 Pop-Up Events at Heavily Used Transit Stops:



Fares to be reinstated, starting September 1st

In addition:

- Reduced fares are available for seniors, people with disabilities, and Medicare card holders, with valid ID.
- Children 12 and younger ride for free.
- Active military and veterans ride for free, with valid ID.
- 31-day passes and 10 Ride Cards are available at discounted rates.
- \$1.25 fares to ride on Handy Ride.

For details on these fare changes, attend our Live Virtual Workshop on Fresno FAX's Facebook and You Tube pages on Wednesday, August 25, 2021 at 5 p.m.

FAX is committed to ensuring that no individual is excluded from participation in, denied the benefits of, or subjected to discrimination under its programs or services, on the on the basis of race, color, or national origin, as required by Title VI of the Civil Rights Act of 1964. FAX promotes full and fair participation in the transportation decision-making process and welcomes all ideas.

www.fresno.gov/lower-fares



@FresnoFAX  



Las tarifas se restablecerán, a partir del 1 de septiembre

Además:

- Hay tarifas reducidas disponibles para personas mayores, personas con discapacidades y titulares de tarjetas de Medicare, con identificación válida.
- Los niños menores de 12 años viajan gratis.
- Los militares activos y los veteranos viajan gratis, con una identificación válida.
- Los pases de 31 días y 10 tarjetas de viaje están disponibles a tarifas con descuento.
- Tarifas de \$ 1.25 para viajar en Handy Ride.

Para obtener más detalles sobre estos cambios de tarifas, asista a un taller virtual en vivo en las páginas de Facebook y You Tube de Fresno FAX el miércoles, 25 de agosto de 2021 a las 5 p.m.

FAX se compromete a garantizar que ninguna persona quede excluida de participar, se le nieguen los beneficios o se le discrimine en virtud de sus programas o servicios, por motivos de raza, color u origen nacional, como lo exige el Título VI de la Ley de los Derechos Civiles de 1964. FAX promueve la participación plena y justa en el proceso de tomar decisiones relacionadas con el transporte y da la bienvenida a todas las ideas.

www.fresno.gov/lower-fares



@FresnoFAX  

Flyers with New Fare rates in English and Spanish distributed at the 14 Pop-Up Events at Heavily Used Transit Stops, posted onto the FAX web site, and posted onto the buses:

 New Fare Structure Effective September 1, 2021	 Nueva Estructura de Tarifas Efectivo el 1 Septiembre de 2021																																																												
<p>Fixed Route Fares:</p> <table border="0"> <tr><td>Cash Fare - One Way.....</td><td style="text-align: right;">\$1.00</td></tr> <tr><td>Cash Fare - One Way - Reduced Fare*.....</td><td style="text-align: right;">.50¢</td></tr> <tr><td>1 Ride Card.....</td><td style="text-align: right;">\$1.00</td></tr> <tr><td>1 Ride Card - Reduced Fare*.....</td><td style="text-align: right;">.50¢</td></tr> <tr><td>10 Ride Card.....</td><td style="text-align: right;">\$9.00</td></tr> <tr><td>10 Ride Card - Reduced Fare*.....</td><td style="text-align: right;">\$4.50</td></tr> <tr><td>31-Day Pass.....</td><td style="text-align: right;">\$36.00</td></tr> <tr><td colspan="2"><i>Unlimited rides.</i></td></tr> <tr><td>31-Day Reduced Fare* Pass.....</td><td style="text-align: right;">\$18.00</td></tr> <tr><td colspan="2"><i>Unlimited rides.</i></td></tr> </table> <p>Transfers <i>All fares entitled to one free transfer. Transfers may be used for a maximum of two bus changes.</i></p> <p>*Reduced Fare <i>Seniors (65 years or older) with valid ID. People with disabilities with valid ID. Medicare card holders with valid ID.</i></p> <p>Handy Ride*:</p> <table border="0"> <tr><td>Basic Rate for ADA-Certified Persons - One-Way.....</td><td style="text-align: right;">\$1.25</td></tr> <tr><td>Monthly Flash Pass for ADA-Certified Persons**.....</td><td style="text-align: right;">\$36.00</td></tr> </table> <p><i>*Personal care attendants ride free when accompanying an ADA-certified person who has paid the appropriate fare. **Maximum 60 one-way trips per month.</i></p> <table border="0"> <tr><td>Children 12 and younger.....</td><td style="text-align: right;">FREE</td></tr> <tr><td colspan="2"><i>Children under 6 must be accompanied by an adult.</i></td></tr> <tr><td>Active Military and Veterans with valid ID.....</td><td style="text-align: right;">FREE</td></tr> </table>	Cash Fare - One Way.....	\$1.00	Cash Fare - One Way - Reduced Fare*.....	.50¢	1 Ride Card.....	\$1.00	1 Ride Card - Reduced Fare*.....	.50¢	10 Ride Card.....	\$9.00	10 Ride Card - Reduced Fare*.....	\$4.50	31-Day Pass.....	\$36.00	<i>Unlimited rides.</i>		31-Day Reduced Fare* Pass.....	\$18.00	<i>Unlimited rides.</i>		Basic Rate for ADA-Certified Persons - One-Way.....	\$1.25	Monthly Flash Pass for ADA-Certified Persons**.....	\$36.00	Children 12 and younger.....	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FREE	<p>Tarifas de Ruta Fija:</p> <table border="0"> <tr><td>Tarifa en Efectivo – Un Solo Viaje.....</td><td style="text-align: right;">\$1.00</td></tr> <tr><td>Tarifa en Efectivo – Un Solo Viaje – Tarifa Reducida*.....</td><td style="text-align: right;">.50¢</td></tr> <tr><td>1 Tarjeta de Viaje.....</td><td style="text-align: right;">\$1.00</td></tr> <tr><td>1 Tarjeta de Viaje – Tarifa Reducida*.....</td><td style="text-align: right;">.50¢</td></tr> <tr><td>10 Tarjetas de Viaje.....</td><td style="text-align: right;">\$9.00</td></tr> <tr><td>10 Tarjetas de Viaje – Tarifa Reducida*.....</td><td style="text-align: right;">\$4.50</td></tr> <tr><td>Pase de 31 Días.....</td><td style="text-align: right;">\$36.00</td></tr> <tr><td colspan="2"><i>Viajes ilimitados.</i></td></tr> <tr><td>Pase de 31 Días – Tarifa Reducida*.....</td><td style="text-align: right;">\$18.00</td></tr> <tr><td colspan="2"><i>Viajes ilimitados.</i></td></tr> </table> <p>Transbordos <i>Todas las tarifas tienen derecho a un transbordo gratuito. Los transbordos se pueden utilizar para un máximo de dos cambios de autobús.</i></p> <p>*Reduced Fare <i>Personas mayores (65 años o más) con identificación válida. Personas con discapacidad con identificación válida. Titulares de tarjetas de Medicare con identificación válida.</i></p> <p>Handy Ride*:</p> <table border="0"> <tr><td>Tarifa básica para personas certificadas por la ADA – Un Solo Viaje.....</td><td style="text-align: right;">\$1.25</td></tr> <tr><td>Pase Flash Mensual para Personas Certificadas por la ADA**.....</td><td style="text-align: right;">\$36.00</td></tr> </table> <p><i>* Los asistentes de cuidado personal viajan gratis cuando acompañan a una persona certificada por la ADA que ha pagado la tarifa adecuada. ** Máximo 60 viajes de ida por mes.</i></p> <table border="0"> <tr><td>Niños menores de 12 años.....</td><td style="text-align: right;">GRATIS</td></tr> <tr><td colspan="2"><i>Los niños menores de 6 años deben ir acompañados de un adulto.</i></td></tr> <tr><td>Militares Activos y Veteranos con Identificación Válida.....</td><td style="text-align: right;">GRATIS</td></tr> </table>	Tarifa en Efectivo – Un Solo Viaje.....	\$1.00	Tarifa en Efectivo – Un Solo Viaje – Tarifa Reducida*.....	.50¢	1 Tarjeta de Viaje.....	\$1.00	1 Tarjeta de Viaje – Tarifa Reducida*.....	.50¢	10 Tarjetas de Viaje.....	\$9.00	10 Tarjetas de Viaje – Tarifa Reducida*.....	\$4.50	Pase de 31 Días.....	\$36.00	<i>Viajes ilimitados.</i>		Pase de 31 Días – Tarifa Reducida*.....	\$18.00	<i>Viajes ilimitados.</i>		Tarifa básica para personas certificadas por la ADA – Un Solo Viaje.....	\$1.25	Pase Flash Mensual para Personas Certificadas por la ADA**.....	\$36.00	Niños menores de 12 años.....	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 TAKE A RIDE WITH US!	 ¡TOME UN VIAJE CON NOSOTROS!																																																												

Comment Cards provided at Pop-Up Events:


**Public Outreach
Comment Card**

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Email: _____

Representing Organization or Agency: _____

Comments: _____

Visit www.fresno.gov/fax for more information.

FAX is committed to ensuring that no individual is excluded from participation in, denied the benefits of, or subjected to discrimination under its programs or services, on the basis of race, color, or national origin, as required by Title VI of the Civil Rights Act of 1964. FAX promotes full and fair participation in the transportation decision-making process and welcomes all ideas.


**Participación Pública
Tarjeta de Comentarios**

Nombre: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código postal: _____

Correo electrónico: _____

Representando cual organización o agencia: _____

Comentarios: _____

Visite www.fresno.gov/fax para obtener más información.

FAX se compromete a garantizar que ninguna persona quede excluida de participar, se le nieguen los beneficios o se le discrimine en virtud de sus programas o servicios, por motivos de raza, color u origen nacional, como lo exige el Título VI de la Ley de los Derechos Civiles de 1964. FAX promueve la participación plena y justa en el proceso de tomar decisiones relacionadas con el transporte y da la bienvenida a todas las ideas.

Banner hung at Manchester Transit Center:

TAKE A RIDE WITH US!

FAX FRESNO AREA EXPRESS

¡TOME UN VIAJE CON NOSOTROS!

Fares to be reinstated starting September 1st. \$1 rides throughout the City of Fresno.

Las tarifas se restablecerán a partir del 1 de septiembre. Viajes de \$ 1 por toda la ciudad.

www.fresno.gov/lower-fares
 @FresnoFAX

Placard posted on all buses informing transit riders of rate reinstatement in English and Spanish:

@FresnoFAX

FAX FRESNO AREA EXPRESS

fresno.gov/lower-fares

<p>Fares to be reinstated starting September 1st. Dollar rides throughout the City of Fresno</p> <ul style="list-style-type: none"> • Reduced fares are available for seniors, people with disabilities, and Medicare card holders, with valid ID. • Children 12 and younger ride for free. • Active military and veterans ride for free, with valid ID. • 31-day passes and 10 Ride Cards are available at discounted rates. 	<p>Las tarifas se restablecerán a partir del 1 de septiembre Viajes de \$ 1 por toda la ciudad</p> <ul style="list-style-type: none"> • Hay tarifas reducidas disponibles para personas mayores, personas con discapacidades y titulares de tarjetas de Medicare, con identificación válida. • Los niños menores de 12 años viajan gratis. • Los militares activos y los veteranos viajan gratis, con una identificación válida. • Los pases de 31 días y 10 tarjetas de viaje están disponibles a tarifas con descuento.
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BRT Poster Patch in English and Spanish added to system map stanchions at all BRT stations:

One Dollar. One Fresno. FAX IS BACK!

Starting September 1, 2021, ride more for less!

For details and additional new fares, visit fresno.gov/lower-fares

Un dólar. Un Fresno. ¡FAX HA VUELTO!

A partir del 1 de septiembre de 2021, viaje más por menos!

Para obtener más detalles, visite el sitio web de FAX en fresno.gov/lower-fares

Text of Bus Audio Announcements played in buses in English and Spanish; played from 8/1/21 to 9/18/21:

English: Starting September 1, 2021, FAX will reinstate fares. For details, visit fresno.gov/lower-fares.

Spanish: A partir del 1 de septiembre de 2021, FAX restablecerá las tarifas. Para obtener más detalles, visite fresno.gov/lower-fares.

Flyer posted onto Handy Ride vehicles in English and Spanish:



Starting September 1, 2021,
Handy Ride cash fares will be
reduced from \$1.50 to \$1.25.

A partir del
1 de septiembre de 2021,
las tarifas en efectivo de Handy
Ride se reducirán de \$1.50 a \$1.25.

 For details, scan the QR code or visit fresno.gov/lower-fares
Para obtener más información, escanee el código QR o visite fresno.gov/lower-fares

  fresno.gov/fax
559.621.7433 @FresnoFAX

Kiosk insert placed at Manchester Transit Center kiosk in English and Spanish:



NOTICE - AVISO



ALL PASSENGERS must wear protective facial coverings (cloth or paper masks) on FAX buses and in public places

TODOS LOS PASAJEROS deben usar cubiertas faciales protectoras (máscaras de tela o de papel) en los buses de FAX y en los lugares públicos

Children under age two and anyone with a medical condition that precludes wearing of a mask are exempt. Los niños menores de dos años y cualquier persona con una condición médica que impida el uso de una máscara no necesitan usar la máscara.

FAX Riders / Pasajeros de FAX

Protect yourself and others from novel coronavirus (COVID-19) / Protéjase y proteja a otros de novel coronavirus (COVID-19)

Protect your health!

- Stay home when you are sick.
- Avoid touching your face, nose, and mouth.
- Wash your hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer with at least 60% alcohol.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash. If you do not have a tissue, cough into your elbow.
- Avoid contact with sick people.

¡Protéjase su salud!

- Quédese en casa cuando esté enfermo.
- Evite tocarse los ojos, la nariz, y la boca.
- Lávese las manos frecuentemente con agua y jabón por un mínimo de 20 segundos o use un desinfectante para manos a base de alcohol con un mínimo de 60% de alcohol.
- Cubra su tos o su estornudo con un pañuelo desechable, luego tírelo a la basura. Si no tiene un pañuelo, use su manga.
- Evite el contacto con personas enfermas.

FAX Actions on COVID-19 / Acciones de FAX acerca de COVID-19

FAX is helping to prevent the spread of novel coronavirus (COVID-19) / FAX está ayudando a prevenir la propagación de novel coronavirus (COVID-19)

FAX will...

- Having buses will regularly be sanitized every 15 minutes every night.
- Address locations near certain departments to be sanitized.
- Having hand sanitizer and gloves to address locations.
- Avoid contact with people who are sick.
- Having gloves to be used upon each transaction.

FAX will...

- Lavando los buses las veces frecuentemente todas las noches en intervalos de 15 minutos.
- Abordando los lugares cercanos a ciertos departamentos para ser desinfectados.
- Tener guantes y alcohol para desinfectar.
- Evitar el contacto con personas enfermas.
- Usando guantes a cada transacción de cada transacción.



Fares to be reinstated starting September 1st.

Fares will be reinstated throughout the City of Fresno. For more details visit www.fresno.gov/fares

Las tarifas se restablecerán a partir del 1 de septiembre.

Viajes de \$1 por toda la ciudad. Para obtener más detalles, visite el sitio web de FAX en www.fresno.gov/fares



Scan here/escanee aquí



FAX FRESNO AREA EXPRESS

FAX Offices - HOURS, SERVICES

MANCHESTER TRANSIT CENTER
3930 N. Blackstone Ave., Fresno, CA 93726
Hours: Monday-Friday 8 a.m. - 4 p.m.

Available Services:

- FAX Bus/Route Information
- Sales Outlet - Bus Passes, Schedule Guides
- Taxi Scrip - Sign Up, Taxi Scrip Sales
- FAX ID Cards - New, Duplicate
- Handy Ride ID Cards - Duplicate
- Renewed Fare Certification
- Complaint/Compliment Forms - Pick Up, Drop Off
- Handy Ride Applications - Pick Up, Drop Off

HANDY RIDE CENTER
4488 N. Blackstone Ave., Fresno, CA 93726
Hours: Monday-Thursday 8 a.m. - 5 p.m., Friday 8 a.m. - 4:00 p.m.

Available Services:

- Handy Ride Information
- Handy Ride Applications - Pick Up, Drop Off, Process
- Handy Ride Orientation
- Handy Ride ID Cards - New
- Lost & Found Items - Inquiry, Pick Up

FAX ADMINISTRATIVE OFFICE
2223 O Street, Fresno CA 93709
Hours: Monday-Friday 8 a.m. - 4 p.m.

Available Services:

- Administrative Functions

Oficinas de FAX - HORAS, SERVICIOS

CENTRO DE TRÁNSITO DE MANCHESTER
3930 N. Blackstone Ave., Fresno, CA 93726
Abierto de lunes a viernes desde las 8 a.m. hasta las 4 p.m.

Servicios Disponibles:

- Información de ruta/autobús de FAX
- Punto de venta: pases de autobús, guías de horarios
- Taxi Scrip - Registros, Ventas de Taxi Scrip
- Tarjetas de identificación de FAX: nuevas, duplicadas
- Tarjetas de identificación de Handy Ride: duplicadas
- Certificación de tarifa reducida
- Formularios de queja/complido: recoger, dejar
- Aplicaciones de Handy Ride: recoger, dejar

CENTRO DE HANDY RIDE
4488 N. Blackstone Ave., Fresno, CA 93726
Horario: Lunes a jueves de 8 a.m. a 5 p.m., Viernes de 8 a.m. a 4 p.m.

Servicios Disponibles:

- Información de Handy Ride
- Solicitudes de Handy Ride
- Para recoger para depósitos para procesar
- Orientación de Handy Ride
- Tarjetas de identificación de Handy Ride
- Tarjetas nuevas solamente
- Artículos perdidos y encontrados
- Preguntas, Artículos para recoger

OFICINAS ADMINISTRATIVAS DE FAX
2223 O Street, Fresno CA 93709
Hours: Lunes a viernes de 8 a.m. a 4 p.m.

Servicios Disponibles:

- Funciones administrativas

Scan to download free App ▶  MyFAXBus

escanear para descargar la aplicación gratuita




@FresnoFAX

www.fresno.gov/fax • 559.621.7433

Page 433

Kiosk insert placed at A, B, and L Shelters at Courthouse Park in Downtown Fresno in English and Spanish:

City of FRESNO NOTICE - AVISO **FAX FRESNO AREA EXPRESS**

ALL PASSENGERS must wear protective facial coverings (cloth or paper masks) on FAX buses and in public places

TODOS LOS PASAJEROS deben usar cubiertas faciales protectoras (máscaras de tela o de papel) en los buses de FAX y en los lugares públicos

Children under age two and anyone with a medical condition that precludes wearing of a mask are exempt. Los niños menores de dos años y cualquier persona con una condición médica que impida el uso de una máscara no necesitan usar la máscara.

FAX Riders / Pasajeros de FAX

Protect yourself and others from novel coronavirus (COVID-19)
Protéjase y proteja a otros de novel coronavirus (COVID-19)

Stay home when you are sick.

Avoid coughing, sneezing, and spitting.

Avoid your hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer with at least 70% alcohol.

Cover your cough or sneeze with a tissue, then throw the tissue in the trash. If you do not have a tissue, cough into your sleeve.

Avoid contact with sick people.

Protect your health!

Quédese en casa cuando está enfermo.

Evite toser, estornudar, o escupir.

Lávase las manos frecuentemente con agua y jabón por un mínimo de 20 segundos o use un desinfectante para manos a base de alcohol con un mínimo de 70% de alcohol.

Cúbrase la boca o su estornudo con un pañuelo desechable. Lánzelo lejos de la persona. Si no tiene un pañuelo, tose en su manga.

Evite el contacto con personas enfermas.

Protéjase a sí mismo!

FAX Actions on COVID-19 / Acciones de FAX acerca de COVID-19

FAX is helping to prevent the spread of novel coronavirus (COVID-19)
FAX está ayudando a prevenir la propagación de novel coronavirus (COVID-19)

FAX is:

- Working over all Fresno County routes to all hours every day.
- Making bus routes more convenient to customers.
- Removing our signs and stickers to:

 - When routes terminate.
 - When leaving early, late, and missing.
 - When close contact with people who are sick.

Protect your health!

FAX will:

- Continue to make bus routes convenient to all customers.
- Agregar más paradas de bus y rutas de bus para mejorar el servicio al cliente.
- Eliminar los signos y los stickers que:

 - Se usan al iniciar o al terminar el viaje.
 - Se usan al salir o al llegar tarde.
 - Se usan al contacto cercano con personas enfermas.

Protéjase a sí mismo!

NIGHT SERVICE SERVICIO NOCTURNO

MONDAY THROUGH SATURDAY DE LUNES A SÁBADO

Downtown Transit Center Map / Mapa de Tránsito en el Centro

Night Service at Courthouse Park / Servicio de Noche en "Courthouse Park"

- 1 Q BRT Northbound and Southbound - Use Van Ness Station / Q BRT hacia el norte y hacia el sur - Usar las estaciones de Van Ness
- 26 Northbound - Use A Shelter starting at 10:26 p.m. / Dirección Norte - Use el Refugio A a partir de las 10:26 p.m.
- 32 Southbound - Use B Shelter starting at 10:26 p.m. / Dirección Sur - Use el Refugio B a partir de las 10:26 p.m.

Fares to be reinstated starting September 1st.

Dollar rides throughout the City of Fresno.

Por favor reinstalarse a partir del 1 de septiembre.

Viajes de \$1 por toda la ciudad.

FAX Offices - HOURS, SERVICES

MANCHESTER TRANSIT CENTER
3650 N. Blackstone Ave., Fresno, CA 93726
Hours: Monday-Friday 8 a.m. - 4 p.m.

Available Services:

- FAX Bus/Route Information
- Sales Outlet - Bus Passes, Schedule Guides
- Taxi Scrip - Sign Up, Taxi Scrip Sales
- FAX ID Cards - New, Duplicate
- Handy Ride ID Cards - Duplicate
- Reduced Fare Certification
- Complaint/Complaint Forms - Pick Up, Drop Off
- Handy Ride Applications - Pick Up, Drop Off

HANDY RIDE CENTER
4488 N. Blackstone Ave., Fresno, CA 93726
Hours: Monday-Thursday 8 a.m. - 5 p.m.
Friday 8 a.m. - 4:00 p.m.

Available Services:

- Handy Ride Information
- Handy Ride Applications - Pick Up, Drop Off, Process
- Handy Ride Orientation
- Handy Ride ID Cards - New
- Lost & Found Items - Inquiry, Pick Up

FAX ADMINISTRATIVE OFFICE
2223 G Street, Fresno CA 93706
Hours: Monday-Friday 8 a.m. - 4 p.m.

Available Services:

- Administrative Functions

Oficinas de FAX - HORAS, SERVICIOS

CENTRO DE TRÁNSITO DE MANCHESTER
3650 N. Blackstone Ave., Fresno, CA 93726
Abierto de lunes a viernes desde las 8 a.m. hasta las 4 p.m.

Servicios Disponibles:

- Información de ruta/autobús de FAX
- Punto de venta: pases de autobús, guías de horarios
- Taxi Scrip - Regístrate, Ventas de Taxi Scrip
- Tarjetas de identificación de FAX: nuevas, duplicadas
- Tarjetas de identificación de Handy Ride: duplicadas
- Certificación de tarifa reducida
- Formularios de queja/complido: recoger, dejar
- Aplicaciones de Handy Ride: recoger, dejar

CENTRO DE HANDY RIDE
4488 N. Blackstone Ave., Fresno, CA 93726
Horario: Lunes a jueves de 8 a.m. a 5 p.m.
Viernes de 8 a.m. a 4 p.m.

Servicios Disponibles:

- Información de Handy Ride
- Solicitudes de Handy Ride
- Para recoger, para dejar, para procesar
- Orientación de Handy Ride
- Tarjetas de identificación de Handy Ride
- Tarjetas nuevas solamente
- Artículos perdidos y encontrados
- Preguntas. Artículos para recoger

OFICINAS ADMINISTRATIVAS DE FAX
2223 G Street, Fresno CA 93706
Hours: Lunes a viernes de 8 a.m. a 4 p.m.

Servicios Disponibles:

- Funciones administrativas

FAX FRESNO AREA EXPRESS www.fresno.gov/fax • 559.621.7433

Scan to download free App

Escanear para descargar la aplicación gratuita

MyFAXBus @FresnoFAX

July 2021 – “What’s New At FAX” newsletter announcing Fare Reinstatement and Title VI Outreach in English:

Posted on the FAX website in English and Spanish and sent to subscribers of the FAX email newsletter containing 322 subscribers.

 <p style="text-align: right;">@FresnoFAX Facebook.com/FresnoFAX Twitter.com/FresnoFAX</p> <p>What’s New at FAX, July 2021 <i>July 28, 2021</i></p> <p>FAX Releases New Safety Video</p> <p>The safety of our transit riders and employees is top priority at FAX! We have released a video to show our passengers what we are doing to protect everyone’s safety. To see the video, please go to:</p> <p>https://www.facebook.com/FresnoFAX/videos/499328234627063/</p> 	<p>Fares to be reinstated starting September 1st</p> <p>Dollar rides throughout the City of Fresno. For additional details, visit fresno.gov/lower-fares/. In addition:</p> <ul style="list-style-type: none"> • Reduced fares are available for seniors, people with disabilities, and Medicare card holders, with valid ID. • Children 12 and younger ride free. • Active military and veterans ride for free, with valid ID. • 31-day passes and 10 Ride Cards are available at discounted rates. <p>To learn more about fare changes, attend a Live Virtual Workshop on Fresno FAX’s Facebook and YouTube pages on Wednesday, August 25, 2021 at 5 p.m., or come to a FAX pop-up tent event at one of the 14 locations described below.</p> <p>Remember: Mask up on FAX buses to help keep our passengers and drivers healthy.</p> <p>FAX Title VI Fare Equity Analysis and Public Outreach Dates, Locations, and Times</p> <p>Starting on September 1, 2021, Fresno Area Express will resume collecting fares on FAX buses. Also on this day, our regular fare will be reduced from \$1.25 per ride to \$1.00. Other fares are being reduced accordingly. As a result, FAX will be conducting a Title VI Fare Equity Analysis to ensure that changes to the transit fares are consistent with Title VI policies defined by the Federal Transit Administration (FTA).</p> <p>Beginning Friday August 13, 2021, FAX will conduct 14 pop up events at the most heavily utilized stops within the FAX fixed-route transit network and one virtual workshop on Fresno FAX’s Facebook and YouTube pages to engage with the public and receive feedback. Pop-up and virtual workshop event dates, times, and locations are listed below:</p> <p><u>Friday, August 13, 2021</u></p>
<ul style="list-style-type: none"> • Inspiration Park: 10:30 a.m. to 12 noon, served by Route 12 • Riverside-El Paseo: 1 to 2:30 p.m., served by Routes 3 and 20 • Brawley Walmart: 2:30 to 4 p.m., served by Routes 9, 17, and 20 <p><u>Monday, August 16, 2021</u></p> <ul style="list-style-type: none"> • Walnut California: 2 to 3:30 p.m., served by Route 38 <p><u>Tuesday, August 17, 2021</u></p> <ul style="list-style-type: none"> • Cedar Ventura BRT Station: 9 to 11 a.m., served by Routes 1 and 38 • Weldon-Blackstone BRT Station: 1 – 2:30 p.m., served by Routes 1 and 20 <p><u>Thursday, August 19, 2021</u></p> <ul style="list-style-type: none"> • Cedar-Shaw: 12 noon to 1:30 p.m., served by Routes 9 and 38 <p><u>Monday, August 23, 2021</u></p> <ul style="list-style-type: none"> • Manchester Transit Center: 10 a.m. to 12 noon, served by Routes 1, 28, 41 <p><u>Tuesday, August 24, 2021</u></p> <ul style="list-style-type: none"> • A & B Shelters at Courthouse Park & Van Ness BRT Station: 9 to 11 a.m., served by Routes 1, 22, 26, 28, 32, and 34 • El Paso-Blackstone BRT Station: 12:30 to 2 p.m., served by Routes 1, 26, 32, 38, and 58 <p><u>Wednesday, August 25, 2021</u></p> <ul style="list-style-type: none"> • Shaw-Blackstone BRT Station: 10 a.m. – 12 noon, served by Routes 1 and 9 • Live Virtual Workshop: 5 p.m., Fresno FAX Facebook and YouTube pages <p><u>Thursday, August 26, 2021</u></p> <ul style="list-style-type: none"> • L Shelter at Courthouse Park: 9 to 11 a.m., served by Routes 22, 26, 32, 34, and 38 <p><u>Monday, August 30, 2021</u></p> <ul style="list-style-type: none"> • Clovis-Kings Canyon BRT Station: 8:30 to 10 a.m., served by Routes 1 and 22 	<ul style="list-style-type: none"> • Chestnut-Kings Canyon BRT Station: 10:30 a.m. to 12 noon, served by Routes 1 and 41 <p>We hope to see you there!</p> <p>A reminder about COVID-19 rules at FAX</p> <p>In January 2021, President Joe Biden signed Executive Order 13998 imposing a mask requirement for all travelers on U.S. public transportation systems, including rail, van, bus, and motorcoach services, to mitigate the risk of COVID-19. The Transportation Security Administration (TSA) has extended face mask requirements across all transportation networks through September 13, 2021.</p> <p>As a courtesy, we remind our passengers about FAX rules that help protect riders and drivers.</p>  <p>Passengers are required to wear facial coverings at all times, as are visitors to any indoor transit facilities like the FAX Handy Ride office. FAX and Handy Ride continue to operate on a regular schedule. Passenger capacity restrictions were lifted on Monday, June 21, 2021, for both FAX and Handy Ride.</p> <p>For fixed-route service, FAX requests passenger self-screen; for Handy Ride, screenings are conducted at the time of reservation and again when boarding the vehicles.</p> <p>Do not board the bus if you:</p> <ul style="list-style-type: none"> • Have a fever (100.4F), feel warm, or feel chills • Have a persistent cough, sore throat, or runny nose • Have had contact or spent time with a suspected or known COVID-19-infected individual. <p>If you meet any of these conditions, go home immediately and self-isolate.</p>

July 2021 – “What’s New At FAX” newsletter announcing Fare Reinstatement and Title VI Outreach in Spanish:

Posted on the FAX website in English and Spanish and sent to subscribers of the FAX email newsletter containing 322 subscribers.

 <p>@FresnoFAX Facebook.com/FresnoFAX/ Twitter.com/FresnoFAX</p> <p>Novedades de FAX, julio de 2021 <i>28 de julio de 2021</i></p> <p>FAX lanza un nuevo video de seguridad</p> <p>La seguridad de nuestros pasajeros y empleados del transporte público es la máxima prioridad en FAX! Lanzamos un video para mostrarle a nuestros pasajeros lo que estamos haciendo para proteger la seguridad de todos. Para ver el video, vaya a:</p> <p>https://www.facebook.com/FresnoFAX/videos/499326234627063/</p> 	<p><u>Thursday, August 17, 2021</u></p> <ul style="list-style-type: none"> Cedar-Ventura BRT Station: 9 a.m., served by Routes 1 and 38 Weldon-Blackstone BRT Station: 1 p.m., served by Routes 1 and 20 <p><u>Thursday, August 19, 2021</u></p> <ul style="list-style-type: none"> Cedar-Shaw: 12 noon, served by Routes 9 and 38 <p><u>Monday, August 23, 2021</u></p> <ul style="list-style-type: none"> Manchester Transit Center: 10 a.m., served by Routes 1, 28, 41 <p><u>Tuesday, August 24, 2021</u></p> <ul style="list-style-type: none"> A & B Shelters at Courthouse Park & Van Ness BRT Station: 9 a.m., served by Routes 1, 22, 26, 28, 32, and 34 El Paso-Blackstone BRT Station: 12:30 p.m., served by Routes 1, 26, 32, 38 and 58 <p><u>Wednesday, August 25, 2021</u></p> <ul style="list-style-type: none"> Shaw-Blackstone BRT Station: 10 a.m., served by Routes 1 and 9 Live Virtual Workshop: 5 p.m., Fresno FAX Facebook Page and YouTube Page <p><u>Thursday, August 26, 2021</u></p> <ul style="list-style-type: none"> L Shelter at Courthouse Park: 9 a.m., served by Routes 22, 26, 32, 34, and 38 <p><u>Monday, August 30, 2021</u></p> <ul style="list-style-type: none"> Clovis Kings Canyon BRT Station: 8:30 a.m., served by Routes 1 and 22 Chestnut-Kings Canyon BRT Station: 10:30 a.m., served by Routes 1 and 41 <p>We hope to see you there!</p>	<ul style="list-style-type: none"> Inspiration Park: 10:30 a.m. to 12 noon, served by Route 12 Riverside-El Paseo: 1 to 2:30 p.m., served by Routes 3 and 20 Brawley-Walmart: 2:30 to 4 p.m., served by Routes 9, 12, and 20 <p><u>Monday, August 16, 2021</u></p> <ul style="list-style-type: none"> Walnut, California: 2 to 3:30 p.m., served by Route 38 <p><u>Tuesday, August 17, 2021</u></p> <ul style="list-style-type: none"> Cedar-Ventura BRT Station: 9 to 11 a.m., served by Routes 1 and 38 Weldon-Blackstone BRT Station: 1 - 2:30 p.m., served by Routes 1 and 20 <p><u>Thursday, August 19, 2021</u></p> <ul style="list-style-type: none"> Cedar-Shaw: 12 noon to 1:30 p.m., served by Routes 9 and 38 <p><u>Monday, August 23, 2021</u></p> <ul style="list-style-type: none"> Manchester Transit Center: 10 a.m. to 12 noon, served by Routes 1, 28, 41 <p><u>Tuesday, August 24, 2021</u></p> <ul style="list-style-type: none"> A & B Shelters at Courthouse Park & Van Ness BRT Station: 9 to 11 a.m., served by Routes 1, 22, 26, 28, 32, and 34 El Paso-Blackstone BRT Station: 12:30 to 2 p.m., served by Routes 1, 26, 32, 38, and 58 <p><u>Wednesday, August 25, 2021</u></p> <ul style="list-style-type: none"> Shaw-Blackstone BRT Station: 10 a.m. - 12 noon, served by Routes 1 and 9 Live Virtual Workshop: 5 p.m., Fresno FAX Facebook and YouTube pages <p><u>Thursday, August 26, 2021</u></p> <ul style="list-style-type: none"> L Shelter at Courthouse Park: 9 to 11 a.m., served by Routes 22, 26, 32, 34, and 38 <p><u>Monday, August 30, 2021</u></p> <ul style="list-style-type: none"> Clovis-Kings Canyon BRT Station: 8:30 to 10 a.m., served by Routes 1 and 22
<ul style="list-style-type: none"> Chestnut-Kings Canyon BRT Station: 10:30 a.m. to 12 noon, served by Routes 1 and 41 <p>We hope to see you there!</p> <p>A reminder about COVID-19 rules at FAX</p> <p>In January 2021, President Joe Biden signed Executive Order 13998 imposing a mask requirement for all travelers on U.S. public transportation systems, including rail, van, bus, and motorcoach services, to mitigate the risk of COVID-19. The Transportation Security Administration (TSA) has extended face mask requirements across all transportation networks through September 13, 2021.</p> <p>As a courtesy, we remind our passengers about FAX rules that help protect riders and drivers.</p>  <p>Passengers are required to wear facial coverings at all times, as are visitors to any indoor transit facilities like the FAX Handy Ride office, FAX and Handy Ride continue to operate on a regular schedule. Passenger capacity restrictions were lifted on Monday, June 21, 2021, for both FAX and Handy Ride.</p> <p>For fixed-route service, FAX requests passenger self-screening for Handy Ride; screenings are conducted at the time of reservation and again when boarding the vehicles.</p> <p>Do not board the bus if you:</p> <ul style="list-style-type: none"> Have a fever (100.4F), feel warm, or feel chills Have a persistent cough, sore throat, or runny nose Have had contact or spent time with a suspected or known COVID-19 infected individual. <p>If you meet any of these conditions, go home immediately and self-isolate.</p>	<p>No aborde el autobús si:</p> <ul style="list-style-type: none"> Tiene fiebre (100.4 F), se siente caliente o siente escalofríos Tiene tos persistente, dolor de garganta o secreción nasal Ha tenido contacto o ha pasado tiempo con una persona infectada con COVID-19 sospechosa o conocida. <p>Si cumple con alguna de estas condiciones, regrese a casa inmediatamente y aislase.</p> <p>Estamos usando Facebook (www.facebook.com/fresnofax/) y Twitter (www.twitter.com/fresnofax/) en “@fresnofax” para comunicar la información más reciente relacionada con COVID-19. Para obtener información adicional detallada, visite el sitio web de la ciudad de Fresno en www.fresno.gov/ y el sitio web de FAX en www.fresno.gov/FAX/</p>	

August 2021 – “What’s New At FAX” newsletter announcing Fare Reinstatement and Title VI Outreach in English:

 <p>What's New at FAX, August 2021 <i>August 12, 2021</i></p> <p>FAX Title VI Fare Equity Analysis and Public Outreach Dates, Locations, and Times</p> <p>Starting on September 1, 2021, FAX will resume collecting fares. Our regular fare will be reduced from \$1.25 per ride to \$1. Other fares are being reduced accordingly. As a result, FAX will be conducting a Title VI Fare Equity Analysis to ensure that changes to the transit fares are consistent with Title VI policies defined by the Federal Transit Administration (FTA).</p> <p>Beginning Friday, August 13, 2021, FAX will conduct 14 pop-up events at the most heavily utilized bus stops within the FAX fixed-route transit network and one Virtual Workshop on Facebook Page (https://www.facebook.com/fresnofax) and YouTube Page (https://www.youtube.com/channel/UC861g-dUjaseNkxv0776w) to engage with the public and receive feedback. Pop-up and virtual workshop dates, times, and locations are listed below:</p> <p>Friday, August 13, 2021</p> <ul style="list-style-type: none"> Inspiration Park: 10:30 a.m., served by Route 12 Riverside Pl Pasco: 1 p.m., served by Routes 3 and 20 Brawley/Walmart: 2:30 p.m., served by Routes 9, 12, and 20 <p>Monday, August 16, 2021</p> <ul style="list-style-type: none"> Walnut-California: 2 p.m., served by Route 38 	<p>Tuesday, August 17, 2021</p> <ul style="list-style-type: none"> Cesar Venluna BRT Station: 9 a.m., served by Routes 1 and 58 Weidon-Blackstone BRT Station: 1 p.m., served by Routes 1 and 20 <p>Thursday, August 19, 2021</p> <ul style="list-style-type: none"> Cesar Shaw: 12 noon, served by Routes 9 and 38 <p>Monday, August 23, 2021</p> <ul style="list-style-type: none"> Manchester Transit Center: 10 a.m., served by Routes 1, 28, 41 <p>Tuesday, August 24, 2021</p> <ul style="list-style-type: none"> A & B Shelters at Courthouse Park & Van Ness BRT Station: 9 a.m., served by Routes 1, 22, 28, 32, and 44 El Paso-Blackstone BRT Station: 12:30 p.m., served by Routes 1, 26, 32, 36, and 58 <p>Wednesday, August 25, 2021</p> <ul style="list-style-type: none"> Shaw-Blackstone BRT Station: 10 a.m., served by Routes 1 and 9 Live Virtual Workshop: 5 p.m., Fresno FAX Facebook Page and YouTube Page <p>Thursday, August 26, 2021</p> <ul style="list-style-type: none"> L Sheller at Courthouse Park: 9 a.m., served by Routes 22, 26, 32, 34, and 38 <p>Monday, August 30, 2021</p> <ul style="list-style-type: none"> Clove-Kings Canyon BRT Station: 8:30 a.m., served by Routes 1 and 22 Clove-Kings Canyon BRT Station: 10:30 a.m., served by Routes 1 and 41 <p>We hope to see you there!</p>	<p>Fares to be reinstated starting September 1, 2021</p> <p>Fares will be reinstated in the City of Fresno, starting on September 1st. The regular base fare throughout the City will be \$1. In addition:</p> <ul style="list-style-type: none"> Reduced fares are available for seniors, people with disabilities, and Medicare card holders with valid ID. Children 12 and younger ride free. Active military and veterans ride for free, with valid ID. 31 day passes and 10 Ride Cards are available at discounted rates. Handy Ride fares will cost \$1.25. <p>To learn more about the fare changes:</p> <ul style="list-style-type: none"> Visit www.fresno.gov/what-is-new Attend a Live Virtual Workshop on Fresno FAX's Facebook Page (https://www.facebook.com/fresnofax) or YouTube page (https://www.youtube.com/channel/UC861g-dUjaseNkxv0776w) on Wednesday, August 25, 2021 at 5 p.m., or Come to a FAX pop-up event at one of the 14 locations listed above. <p>Remember: Mask-up on FAX buses to help keep our passengers and drivers healthy.</p>  <p>TAKE A RIDE WITH US!</p>
<p>Participate in Fresno's ADA Self-Evaluation Update</p> <p>The City of Fresno has undertaken a comprehensive re-evaluation of its policies and programs to determine the extent to which individuals with disabilities may be restricted in their access to services and activities. The ADA states that a public entity must provide programs, activities, and services in such a way as to avoid discrimination against people with disabilities. This action plan outlines the City's objectives for the next five years for removing barriers to access programs, services, and activities.</p> <p>To download the document, visit www.fresno.gov/ada. To request alternate formats, contact Shannon Mulvihill at Shannon.Mulvihill@fresno.gov or call (559) 621-8659.</p> <p>FAX is Rolling out its First Two 100% Electric Buses!</p> <p>FAX is going green! Check out our new YouTube video showcasing our two fully electric FAX buses, which are hitting the road in the coming weeks and are the first of many zero emission vehicles making their way to the streets of Fresno.</p>  <p>The new FAX electric buses are 40 feet long, 100% electric with zero tail pipe emissions, and can seat up to 35 persons. They have an estimated range of 180 to 195 miles per charge, and a fuel economy rating up the 23.5 MPGe. Although completely silent, the buses will have low speed artificial noise generators for pedestrian awareness.</p> <p>Over the next 10 to 20 years, FAX is converting its entire fleet of vehicles to zero-emission. As a result, we will be upgrading our infrastructure to support electric and hydrogen fuel cell vehicles. Forty six bus chargers are an order, with each bus charger</p>	<p>consuming 3 Megawatts of power during non-peak hours. The chargers will be housed at the FAX maintenance yard and have a charge time of approximately four hours.</p> <p>As you can imagine, the transition to electric does not come cheap. This project is made possible through the Federal Transit Administration (FTA), and the State of California Transit Intensity and Rail Capital Program grants. Additional support is coming in the form of infrastructure to support the 3 MW load and other financial incentives to purchase electric buses and bus chargers.</p>  <p>FAX electric buses will be used for much more than providing transportation and keeping the air clean. They are also being used for workforce development. FAX in partnership with Fresno City College has secured grant funding to develop an Advanced Propulsion Training Campus at the College's new West State campus to provide training to maintain the increasing fleet of zero emission vehicles on the Valley's roads.</p> <p>FAX is proud to be doing our part to provide transit service to the residents of Fresno and improve the quality of our air.</p>	<p>A reminder about COVID-19 rules at FAX</p> <p>In January 2021, President Joe Biden signed Executive Order 13992 imposing a mask requirement for all travelers on U.S. public transportation systems, including rail, van, bus, and motorcoach services, to mitigate the risk of COVID-19. The Department of Transportation (DOT) has extended face mask requirements across all transportation networks through September 13, 2021.</p> <p>As a courtesy, we remind our passengers about FAX rules that help protect riders and drivers.</p> <p>Passengers are required to wear facial coverings at all times, as are visitors to any indoor transit facilities like the FAX Handy Ride office, FAX and Handy Ride center to operate on a regular schedule. Passenger capacity restrictions were lifted on Monday, June 21, 2021, for both FAX and Handy Ride.</p>  <p>For fixed route service, FAX requests passenger to self-screen for COVID-19 symptoms, screenings are conducted at the time of reservation and again when boarding the vehicles.</p> <p>Do not board the bus if you:</p> <ul style="list-style-type: none"> Have a fever (100.4F), feel warm, or feel chills Have a persistent cough, sore throat, or runny nose Have had contact or spent time with a suspected or known COVID-19 infected individual. <p>If you meet any of these conditions, go home immediately and self-isolate.</p> <p>We are using Facebook (https://www.facebook.com/fresnofax) and Twitter (https://twitter.com/fresnofax) at @FresnoFAX to communicate the latest information related to COVID-19. For additional detailed information, please visit the City of Fresno website at www.fresno.gov and the FAX website at www.fresno.gov/FAX.</p>
		



Novedades de FAX, Agosto de 2021
12 de agosto de 2021

Análisis de equidad de tarifa de FAX para el Título VI y fechas, lugares, y horarios de eventos de participación pública

A partir del viernes 13 de septiembre de 2021, Fresno Area Express reinstaurará el cobro de tarifas en sus autobuses. También en este día, nuestra tarifa regular se reducirá de \$ 1.25 por viaje a \$ 1 por viaje. Otras tarifas se están reduciendo en consecuencia. Como resultado, FAX llevará a cabo un análisis de equidad de tarifa para garantizar que los cambios en las tarifas de tránsito sean consistentes con las políticas del Título VI definidas por la Administración Federal de Tránsito (FTA).

A partir del viernes 13 de agosto de 2021, FAX realizará 14 eventos en las paradas más utilizadas dentro de la red de tránsito de ruta fija de FAX y un taller virtual en las páginas de Facebook (<https://www.facebook.com/FresnoFAX>) y YouTube de Fresno FAX (<https://www.youtube.com/channel/UC9B61g-d0LbaeN8u0G0Yd>) para interactuar con el público y recibir comentarios. A continuación se enumeran las fechas, las horas, y los lugares de los eventos y del taller virtual.

Viernes, 13 de agosto de 2021

- Inspiration Park: 10:30 a.m., servido por la Ruta 12
- Riverside El Paseo: 1 p.m., servido por las Rutas 3 y 30
- Brawley-Walmart: 2:30 p.m., servido por las rutas 9, 17 y 20

Lunes, 16 de agosto de 2021

- Walnut, California: 2 p.m., servido por la Ruta 38

Martes, 17 de agosto de 2021

- Estación BRT Cedar-Ventura: 9 a.m., servido por las Rutas 1 y 38
- Estación BRT Weldon-Blackstone: 1 p.m., servido por las Rutas 1 y 20

Lunes, 19 de agosto de 2021

- Cesar Chavez: 12 del mediodía, servido por las Rutas 9 y 38

Lunes, 23 de agosto de 2021

- Centro de Tránsito de Manchester: 10 a.m., servido por las Rutas 1, 28 y 41

Martes, 24 de agosto de 2021

- Refugios A y B en Courthouse Park y Estación BRT Van Ness: 9 a.m., servidos por las rutas 1, 22, 26, 28, 33 y 34
- Estación BRT El Paso-Blackstone: 12:30 p.m., servido por las rutas 1, 26, 33, 38 y 58

Miércoles, 25 de agosto de 2021

- Estación BRT Shaw-Blackstone: 10 a.m., servido por las rutas 1 y 9
- Taller virtual en vivo: 5 p.m., páginas de Facebook y YouTube de Fresno FAX

Lunes, 26 de agosto de 2021

- Refugio L en Courthouse Park: 9 a.m., servido por las rutas 22, 26, 33, 34 y 38

Lunes, 30 de agosto de 2021

- Estación BRT Clewis-Kings Canyon: 8:30 a.m., servido por las Rutas 1 y 27
- Estación BRT Chestnut-Kings Canyon: 10:30 a.m., servido por las rutas 1 y 41

¡Esperamos verlos ahí!

Las tarifas se restablecerán a partir del 1 de septiembre

A partir del 1 de septiembre de 2021, las tarifas se reinstaurarán en la ciudad de Fresno. La tarifa regular será \$1 por toda la ciudad. Además:

- Hay tarifas reducidas disponibles para personas mayores, personas con discapacidades y titulares de tarjetas de Medicare, con identificación válida.
- Los niños menores de 12 años viajan gratis.
- Miembros activos y veteranos viajan gratis, con identificación válida.
- Los pasajes de 31 días y 10 tarjetas de viaje están disponibles a tarifas con descuento.



Para obtener más información sobre los cambios de tarifas:

- Visita el sitio web de FAX en [fresno.gov/what-fares](https://www.fresno.gov/what-fares).
- Asiste a un taller virtual en vivo en las páginas de Facebook y YouTube de Fresno FAX el miércoles 25 de agosto de 2021 a las 5 p.m.
- Asiste a un evento de FAX en una de las ubicaciones que se describieron anteriormente.

Recuerde: Use máscara en los autobuses de FAX para ayudar a mantener saludables a nuestros pasajeros y conductores.

Participe en la actualización de autoevaluación de la ADA de Fresno

La Ciudad de Fresno ha emprendido una reevaluación integral de sus políticas y programas para determinar hasta qué punto las personas con discapacidades pueden verse restringidas en su acceso a servicios y actividades. La ADA establece que una entidad pública debe proporcionar programas, actividades y servicios de tal manera que se evite la discriminación contra las personas con discapacidades. Este plan de acción describe los objetivos de la Ciudad para los próximos cinco años para eliminar las barreras de acceso a programas, servicios y actividades.

Para descargar el documento, visite www.fresno.gov/ada. Para solicitar formatos alternativos, comuníquese con Shannon Mulhall@fresno.gov o llame al (559) 621-8650.

¡FAX lanza sus dos primeros autobuses 100% eléctricos!

¡FAX se está volviendo verde! Vea nuestro nuevo video de YouTube que muestra nuestros dos autobuses FAX totalmente eléctricos, que saldrán a las calles las próximas semanas y son los primeros de muchos vehículos de cero emisiones que llegarán a Fresno.



Los nuevos autobuses eléctricos FAX tienen 40 pies de largo, son 100% eléctricos con cero emisiones en el tubo de escape y tienen capacidad para 35 personas. Tienen un rango estimado de 180 a 195 millas por carga y una clasificación de economía de combustible de hasta 235 MPG. Aunque son

completamente silenciosos, los autobuses contarán con generadores de ruido artificial de baja velocidad para la conciencia de los peatones.

Durante los próximos 10 a 20 años, FAX convertirá toda su flota de vehículos a cero emisiones. Como resultado, actualizaremos nuestra infraestructura para admitir vehículos eléctricos y de pila de combustible de hidrógeno. Se han pedido cargantes y seis cargadores de bus, y casi ningún tipo de bus consume 3 megavatios de energía durante las horas no pico. Todos los cargadores se alojarán en el patio de mantenimiento de FAX y tendrán un tiempo de carga de aproximadamente cuatro horas.



El supervisor de equipos de CAL Trans Admin está instalando un vehículo eléctrico para reemplazar.



El primer de cuatro autobuses eléctricos FAX asignados para el programa de peatones de la ciudad de Fresno.

Como se puede imaginar, la transición a la electricidad no es barata. Este proyecto es posible gracias a la Administración Federal de Tránsito (FTA) y las subvenciones del Programa de Capital Interurbano y Ferroviario de Tránsito del estado de California. El programa de Tolas de vehículos eléctricos (EV) de FTA:

proporciona apoyo adicional en forma de infraestructura para resaltar la carga de 3 MW y otros incentivos financieros para comprar autobuses eléctricos y cargadores de autobuses.

Los autobuses eléctricos de FAX se utilizarán para mucho más que proporcionar transporte y mantener el aire limpio. También se están utilizando para el desarrollo de la fuerza laboral. FAX, en asociación con Fresno City College, ha asegurado una subvención para desarrollar un campus de capacitación en producción avanzada en el nuevo campus West State de la Universidad a fin de brindar capacitación para mantener a crecer la flota de vehículos de cero emisiones en las carreteras del Valle.

FAX se orgullece de hacer nuestra parte para brindar servicio de tránsito a los residentes de Fresno y mejorar la calidad de nuestra red.

Un recordatorio sobre las reglas COVID-19 en FAX

En enero de 2021, el presidente Joe Biden firmó la Orden Ejecutiva 13998 que impone un requisito de mascarillas faciales para todos los viajeros en los sistemas de transporte público de EE. UU., incluyendo los servicios de tren, camióneta, autobús y autotaxi, para mitigar el riesgo de COVID-19. A medida que esta empresa se abre, la Administración de Seguridad de Transportes (TSA) ha extendido los requisitos de mascarilla a los pasajeros de todos los modos de transporte hasta el 3 de septiembre de 2021.

Como cortesía, recordamos a nuestros pasajeros las reglas de FAX que ayudan a proteger a los pasajeros y conductores.



Se requiere que los pasajeros usen cubiertas faciales en todo momento, al igual que los visitantes a cualquier instalación de tránsito interior como la oficina de FAX, Handy Ride, FAX y Handy Ride continúan operando con un horario regular. Las restricciones de capacidad de pasajeros se levantaron el lunes 21 de junio de 2021, tanto para FAX como para Handy Ride.

Para el servicio de ruta fija, el FAX solicita al pasajero una auto-ponetalia para Handy Ride, las evaluaciones se realizan en el momento de la reserva y nuevamente al abordar los vehículos.

No abordar el autobús si:

- Tiene fiebre (100.4 F), se siente caliente o siente escalofríos.
- Tiene tos persistente, dolor de garganta o secreción nasal.
- Ha tenido contacto o ha pasado tiempo con una persona infectada con COVID-19 sospechosa o conocida.

Si cumple con alguna de estas condiciones, regrese a casa inmediatamente y aislarse.

Estamos usando Facebook www.facebook.com/FresnoFAX y Twitter www.twitter.com/FresnoFAX en @FresnoFAX para comunicar la información más reciente relacionada con COVID-19. Para obtener información adicional detallada, visite el sitio web de la ciudad de Fresno en www.fresno.gov y el sitio web de FAX en www.fresno.gov/FAX



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FAX

FRESNO AREA EXPRESS

**Starting September 1, 2021,
FAX will reinstate fares.**

**Dollar rides throughout
the City of Fresno.**



In addition:

- Reduced fares are available for seniors, people with disabilities, and Medicare card holders, with valid ID.
- Children 12 and younger ride for free.
- Active military and veterans ride for free, with valid ID.
- 31-day passes and 10 Ride Cards are available at discounted rates.
- \$1.25 Handy Ride fares.

For details, scan the QR code or
visit the FAX website at
www.fresno.gov/lower-fares.



Remember: Mask-up on FAX buses
and Handy Ride vehicles to help keep
our passengers and drivers healthy.



@FresnoFAX  

FAX FRESNO AREA EXPRESS

**A partir del 1 de septiembre de 2021,
FAX restablecerá las tarifas.**

Viajes de \$ 1 por toda la ciudad.



Además:

- Hay tarifas reducidas disponibles para personas mayores, personas con discapacidades y titulares de tarjetas de Medicare, con identificación válida.
- Los niños menores de 12 años viajan gratis.
- Los militares activos y los veteranos viajan gratis, con una identificación válida.
- Los pases de 31 días y 10 tarjetas de viaje están disponibles a tarifas con descuento.
- Tarifas de \$ 1.25 para Handy Ride.

Para obtener más detalles,
escanee el código QR a
continuación o visite el sitio web de
FAX en www.fresno.gov/lower-fares.



Recuerde: Use una máscara en los autobuses de FAX y los vehículos de Handy Ride para ayudar a mantener saludables a nuestros pasajeros y conductores.



@FresnoFAX



Targeted E-mail:

A special message was sent on August 12, 2021, to FAX newsletter subscribers announcing the rate restructuring and the Title VI Outreach. There are 322 names contained on the email list.



Important information about upcoming fare changes at FAX

On Wednesday, September 1, 2021, Fresno Area Express (FAX) is reinstating bus and Handy Ride fares after having suspended them on March 1, 2021 for a six month period.

On this date, \$1 dollar fares will go into effect, down from the regular base fare of \$1.25 before the fare suspension. In addition:

- Reduced fares are available for seniors, people with disabilities, and Medicare cardholders, with valid IDs.
- Children 12 and younger ride for free.
- Active military and veterans ride for free, with valid ID.
- 31-day passes and 10 Ride Cards are available at discounted rates.
- Handy Ride fares will be available for \$1.25.

To get the word out and to provide information on FAX's most recent service changes, FAX will host a virtual workshop on Fresno FAX's Facebook and YouTube page on Wednesday, August 25, 2021, at 5:00 pm.

FAX will also hold 14 "pop-up tent" events at the busiest bus stops within the FAX fixed route network. Locations, dates, and times for the pop-up events are as follows:

Friday, August 13, 2021

- Inspiration Park: 10:30 a.m., served by Route 12
- Riverside-El Paseo: 1 p.m., served by Routes 3 and 20
- Brawley-Walmart: 2:30 p.m., served by Routes 9, 12, and 20

Monday, August 16, 2021

- Walnut-California: 2 p.m., served by Route 38

Tuesday, August 17, 2021

- Cedar-Ventura BRT Station: 9 a.m., served by Routes 1 and 38
- Weldon-Blackstone BRT Station: 1 p.m., served by Routes 1 and 20

Thursday, August 19, 2021

- Cedar-Shaw: 12 noon, served by Routes 9 and 38

Monday, August 23, 2021

- Manchester Transit Center: 10 a.m., served by Routes 1, 28, 41

Tuesday, August 24, 2021

- A & B Shelters at Courthouse Park & Van Ness BRT Station: 9 a.m., served by Routes 1, 22, 26, 28, 32, and 34
- El Paso-Blackstone BRT Station: 12:30 p.m., served by Routes 1, 26, 32, 38, and 58

Wednesday, August 25, 2021

- Shaw-Blackstone BRT Station: 10 a.m., served by Routes 1 and 9
- Live Virtual Workshop: 5 p.m., Fresno FAX Facebook and YouTube pages

Thursday, August 26, 2021

- L Shelter at Courthouse Park: 9 a.m., served by Routes 22, 26, 32, 34, and 38

Monday, August 30, 2021

- Clovis-Kings Canyon BRT Station: 8:30 a.m., served by Routes 1 and 22
- Chestnut-Kings Canyon BRT Station: 10:30 a.m., served by Routes 1 and 41

For additional details on upcoming fare changes, scan the QR code, or visit the FAX website at www.fresno.gov/lower-fares/.



Please share this information with anyone you think might benefit from it. We hope to see you at the virtual workshop or at the pop-up tent events!

If you have any questions, please feel free to contact Joe Vargas, Assistant Director, at joe.vargas@fresno.gov, or Carolina Ilic, Planning Manager, at 621-1499 or carolina.ilic@fresno.gov.



Virtual public meeting broadcast on Facebook and YouTube live on August 25, 2021 at 5 p.m. Recording available for viewing at www.facebook.com/FresnoFAX/. Script used for the virtual meeting is below.

Approx. Start Time:	Topic:	Lead:	Materials:
5 p.m.	<p>New Fare Structure - Virtual Workshop Wednesday, August 25, 2021, 5 p.m. FAX Facebook and YouTube Pages</p> <p>Agenda</p> <p>Introductions</p> <ul style="list-style-type: none"> • Hello! Welcome FAX Riders! Welcome to our first-ever "live" Facebook workshop! • I thank you so much for coming... Let's start off with some introductions... <ul style="list-style-type: none"> ◦ Carolina Ilic, Planning Manager at FAX and also from FAX, we have Joe Vargas, Assistant Director of Operations, Planning, and Customer Service ◦ In addition, we have Kate Livingston, our American Sign Language Interpreter, as well as Maria Mejia Ing, our Spanish Language Interpreter • Tonight, we'll be covering 5 main topics. These include: <ul style="list-style-type: none"> ◦ The new Fare Structure effective September 1st ◦ Some recent service changes, and upcoming service changes ◦ The introduction of FAX's first two electric buses ◦ And finally, staying safe in times of COVID • We want to let everyone know that this live session is being recorded and will be available on our Facebook page after the event. • We encourage you to submit your questions... We are going to do our best to answer as many of them as possible tonight, but if we don't get to your question, we'll be posting the answers to our Facebook page over the next few days. • You can also contact us by calling 621-RIDE or by sending an e-mail to FaxOutreach@fresno.gov. • Before we get started, we want to share our Title VI Statement: <ul style="list-style-type: none"> ◦ FAX promotes full and fair participation in the transportation decision-making process and welcomes all ideas. FAX is committed to ensuring that no individual is excluded from participation in, denied the benefits of, or subjected to discrimination under its programs or services, on the basis of race, color, or national origin, as required by Title VI of the Civil Rights Act of 1964. ◦ <i>[FAX promueve la participación plena y justa en el proceso de tomar decisiones relacionadas con el transporte] de la bienvenida a todas las ideas. FAX se compromete a garantizar que ninguna persona quede excluida de participar, se le nieguen los beneficios o se le discrimine en virtud de sus programas o servicios, por motivos de raza, color u origen nacional, como lo exige el Título VI de la Ley de los Derechos Civiles de 1964.]</i> 	Carolina	
5:10 p.m.	<p>New Fare Structure - Effective September 1, 2021</p> <ul style="list-style-type: none"> • I will be introducing some of the changes made to our fares that take effect on September 1 but prior to that I want to provide you with some background on how we got to this point. • Back in February a decision was made and approved by our Council to suspend fares for a period of six months from March of this year to the end of this month to help provide some relief to our community who were recovering from the negative impacts of COVID. • As we approached the end of the free fares period we wanted to continue to help with the recovery and although we could not continue free, a decision was made to reduce fares beginning September 1. And with that I will now highlight some of the changes you can expect. <ul style="list-style-type: none"> ◦ Fixed Route <ul style="list-style-type: none"> ▪ Base fare or the cost of a single trip will be reduced from \$1.25 to \$1.00 or a 20% reduction ▪ Reduced Fare (seniors, disabled, medicare card holders) \$.60 to \$.50 ▪ 31-Day Pass (good for unlimited rides on our fixed route) will go from \$48 to \$36 ▪ 31-Day Reduced Pass (Seniors 65 over, Disabled, Medicare Card holders) \$24 to \$18 ▪ Free Fares for children 12 and younger and for our Active Military and Veterans ◦ Paratransit Service (for all eligible customers) <ul style="list-style-type: none"> ▪ Base Fare will be reduced from \$1.50 to \$1.25 ▪ 31 Day Pass (limit of 60 trips) \$48 to \$36 ◦ For details on our new fare structure you can visit our website or give us a call at 621 RIDE. To spread the message we have been out on the system hosting pop up events at some of our most heavily utilized stops. ◦ We have also placed information on our buses, main transfer locations, at our BRT Stations, we have placed ads in local newspapers, and are also using our social media accounts (Twitter, Facebook @fresnoFAX). • Q&A 	Joe	Fare Structure Graphic (Joe to showcase)
5:25 p.m.	<p>Recent Service Changes</p> <ul style="list-style-type: none"> • Before the COVID lockdown in early 2020, we had been holding pop ups throughout the City to ask our passengers how they felt about some potential route changes • We had been considering changes to the network for two main reasons: <ul style="list-style-type: none"> ◦ First, the Department of Social Services was changing its location and moving from Downtown to the City of Clovis, at the corner of Dakota and Peach ◦ Second, we had also received requests for cross-town services along Ashlan and Herndon, particularly for better access to the medical facilities along Herndon. • We received great feedback, so last August (August 2020), we re-routed Route 28 to the OSS at Dakota and Peach • Then, in November 2020, we connected Routes 12 and 35, providing a really nice north/south-east/west link, and we also increased the frequencies on Route 38 to 15-minute frequencies along the entire corridor • And then in March 2021, we implemented three additional changes: <ul style="list-style-type: none"> ◦ The new Route 3 along Herndon all the way from Herndon and SR-99 to Herndon and Willow. ◦ We extended Route 20 up to Herndon and 99, connecting it to the new Route 3; ◦ And we straightened out Route 45, making it an Ashlan cross-town, extending all the way out to Central High East on the west side of town. • Part of our goal is to build our bus network in a grid pattern, allowing for easy transfers across the network, and therefore providing a lot of bus based coverage across the city. • OK, so now we want to pause and see if there are any questions • Q&A 	Carolina	March 2021 system map (showcase)
5:35 p.m.	<p>Upcoming Service Changes</p> <ul style="list-style-type: none"> • Carolina just went over some of the recent changes we have made and now I want to talk to you about another exciting change you can look forward to. Beginning in January 2022 we will be introducing service to Clovis Community College located in Northeast Fresno on Willow and International. • This change really moved upward in our list of priorities because of all the feedback we received through our different outreach efforts we participate in. • We will serve the college by extending Route 3 which operates on Herndon Ave north on Willow to the campus • This new extension will provide opportunities to access the College from many of our routes with the use of a single transfer. • Q&A 	Joe	March 2021 system map (showcase)
5:45 p.m.	<p>FAX's First Two Electric Buses</p> <ul style="list-style-type: none"> • FAX has received its first 2 battery electric buses • We are in the process of training our drivers on how to operate the new buses • In fact, you might see them out and about on the streets as the drivers get trained • We often get asked about what routes they'll go on first... and our answer is that we expect to deploy the electric buses on Route 38 by November 1 if this year • We'll receive 6 more electric buses in the middle of next year, as well as some hydrogen fuel cell buses in the next several years • In fact, starting in 2030, every single new bus that we purchase will be a "zero-emission" bus! • This means that by 2040, our whole fleet will be zero-emission, as required by state laws • Produced a video of our Mayor when he was at FAX promoting the new electric buses. Check it out on our Facebook and YouTube pages. • Q&A 	Carolina	
5:55 p.m.	<p>Staying Safe in Times of COVID</p> <ul style="list-style-type: none"> • We have talked about our new fares, service changes, and new electric vehicles but one of the most important things we are dedicated to is safety in this COVID environment. • I want to reassure everyone that we have stayed vigilant about keeping our passengers and drivers safe throughout this pandemic and have never let up. Unfortunately, COVID is still around and in fact the new variant is driving cases back up. • I want to highlight some of the protocols we still have in place: <ul style="list-style-type: none"> ◦ Requiring Masks for all passengers and drivers (extended by TSA through 1/18/2022) ◦ Hand Sanitizer in every bus for passengers to use and; ◦ Our dedicated maintenance staff disinfects every bus on a nightly basis ◦ To give you a glimpse into our practices we produced a safety video that we've posted on our Facebook page. • Q&A 	Joe	
6 p.m.	<p>Wrap Up</p> <ul style="list-style-type: none"> • We want to thank you again for attending • If you have more questions or comments, please call 621-RIDE or send an e-mail to FaxOutreach@fresno.gov • Thank you again, and we hope to see you out there on our FAX buses! 	Carolina	

Fares to be reinstated starting September 1st

Dollar rides throughout the City of Fresno

For details on these fare changes, attend a Live Virtual Workshop on Fresno FAX's Facebook and YouTube pages on Wednesday, August 25 at 5 p.m., or come to a FAX pop-up tent event around the city.

- Walnut-California bus stop: Monday, August 16, 2 p.m.
- Weldon BRT Station: Tuesday, August 17, 1 p.m.
- Cedar and Shaw bus stops: Thursday, August 19, 12 noon
- Manchester Transit Center: Monday, August 23, 10 a.m.
- Courthouse Park, Van Ness BRT Stations: Tuesday, August 24, 9 a.m.
- El Paso BRT Station: Tuesday, August 24, 12:30 p.m.
- Courthouse Park, L Shelter: Thursday, August 26, 9-11 a.m.
- Clovis BRT Station: Monday, August 30, 8:30 a.m.



For details, scan the QR code or visit fresno.gov/lower-fares



@FresnoFAX

DRIVER ALERT/BULLETIN

FRESNO AREA EXPRESS

26/2021

DATE: AUGUST 3, 2021

TO: ALL BUS DRIVERS

FROM: CRYSTLE STIDHAM, Operations Manager

SUBJECT: NEW FARE STRUCTURE BEGINS SEPTEMBER 1ST

Beginning Wednesday, September 1, 2021, fare collection on all FAX buses will resume with a new fare structure. Please note the following changes to help make the transition from free fares to paid fares as smooth as possible:

- Base fare price lowered from \$1.25 to \$1.00
- Half-fare of \$0.50 is available through the Reduced Fare Program for seniors, people with disabilities, and Medicare cardholders, **with valid ID**.
- Prices are lower for 31-day passes and 10-ride cards as well.
- Children 12 and younger ride free. Children under 6 must be accompanied by an adult.
- Active military and veterans ride for free, **with valid ID**.

Public notification and outreach have begun, including recorded announcements on the bus aimed at helping the transition go smoothly.

Beginning August 1, 2021, please enter PR 34 to display "\$1 rides starting on 9/1" for the headway sign.

Please be patient with our customers as they get used to paying fares again.

Additional information is available on the FAX website. Please speak to a supervisor if you have any questions.

AJ:dc

c: Gregory Barfield
Joe Vargas
SUPERVISORS
DISPATCH
MTC
ATU/READING
ELECTRONIC FILE

Fares and Passes Web Page Updates:



Fares & Passes

Starting Wednesday, September 1, 2021, FAX fixed route bus and Handy Ride paratransit will begin collecting fares.

While many COVID-19 restrictions are being eased, Federal laws continue to REQUIRE ALL passengers and bus drivers to wear masks, at least through September 13, 2021.

FAX and Handy Ride will continue disinfecting all vehicles on a nightly basis and maintain sanitizing efforts at major transit hubs around the city.

FAX buses accept cash, passes, and transfers.

Reduced Fare passes are available for:

- Seniors (65 years or older) with valid ID
- People with Disabilities with valid ID
- Medicare Card Holders

[Reduced Fare Program Instructions – English](#)
[Programa de Tarifas Reducidas – Español](#)
[New Fare Structure, Effective September 1, 2021 – English](#)
[Nueva Estructura de Tarifas, Efectivo el 1 de Septiembre de 2021 – Español](#)

- SCHEDULES
- FAX Q
- RIDER TOOLS
- RIDER ALERTS
- FARES AND PASSES**
- HANDY RIDE
- ABOUT FAX
- TITLE VI

Chat With Us

Fares, Passes & Transfers

Fixed Route Buses

Fare	Cost
Base Cash Fare	\$1.00
Reduced Cash Fare: <ul style="list-style-type: none"> • Seniors (65 years or older) with valid ID • People with Disabilities with valid ID • Medicare Card Holders 	\$.50
Children* (age 12 and under) children under 6 must be accompanied by an adult	Free
Active Military/Veteran (with valid ID)	Free

Correct identification is required for all reduced/free fares.

Correct identification required for all reduce fares. Children must be accompanied by a fare-paying family member.

Transfers

Transfers are free and allow you to transfer to two additional buses to complete your one-way trip. Bus transfers can be made only where routes intersect and are not valid for layovers or return trips. Transfers must be requested at the time of boarding and remain valid for 90 minutes from the time issued. When transferring between Clovis Stageline and FAX, only one transfer will be allowed.

Handy Ride

Fare	Cost
ADA Eligible Individual Per Ride Fare	\$1.25
Companion to ADA certified individual	\$1.25
Personal Care Attendant to ADA certified individual	Free

FAX
FRESNO AREA
EXPRESS

fresno.gov/fax

Cash / Efectivo

Exact fare is recommended / Se recomienda la tarifa exacta

Base Cash Fare	\$1.00
Tarifa básica en efectivo	
Reduced Fare*	50¢
Tarifa Reducida	

Seniors (65 years & older) - Personas de edad avanzada (65 años o más)
Disabled Fare - Personas incapacitadas
Medicare Cardholder - La Tarjeta Medicare

Active Military & Veterans* Free/Gratis
Militares y veteranos activos

Children Under Age 12 Free/Gratis
Niños menores de 12 años

Children under 6 must be accompanied by an adult
Los niños menores de 6 años deben estar acompañados por un adulto

***ID Required / Identificación Requerida**

No Bills Over \$20 Accepted
Billetes más grandes de \$20 no son aceptados

CHANGE CARDS / TARJETAS DE CAMBIO

- Issued for overpayment values greater than 25¢
- May be used on future FAX rides
- Cannot be redeemed for cash
- Emitidas por valores de sobrepago superiores a 25¢
- Pueden usarse en futuros viajes de FAX
- No se pueden canjear por efectivo

For details scan this QR code 

Updated Schedule Guides posted onto FAX Web site in English and Spanish:

FREE / GRATIS

EFFECTIVE SEPTEMBER 1, 2021 / EFECTIVO 1 DE SEPTIEMBRE DE 2021

New Route 3 and changes to Routes 20 and 45. See front page of color insert for highlights.

Nueva Ruta 3 y cambios a las Rutas 20 y 45. Vea la primera página del inserto a color para los aspectos más destacados.

Starting September 1, 2021
Fares to be reinstated.
Dollar rides throughout the City of Fresno.

FAX
FRESNO AREA
EXPRESS

A partir del 1 de septiembre de 2021
Las tarifas se restablecerán.
Viajes de \$ 1 por toda la ciudad.

For additional information scan QR code
Para obtener información adicional, escanee el código QR
fresno.gov/lower-fares

Schedule Guide/Guía de Horarios

Decals placed onto Schedule Guide Covers:

**Starting September 1, 2021
Fares to be reinstated.
Dollar rides throughout
the City of Fresno.**

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FRESNO AREA
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Para obtener información adicional, escanee el código QR
fresno.gov/lower-fares

Multiple Social Media posts throughout Pop-up Campaign advertising Pop-Up events in real time:



Fresno FAX

August 17 at 3:05 PM · 🌐



A look at our Weldon-Blackstone BRT pop-up event today. We talked with everyday riders about changes and got great feedback for the future!

Our next pop-up is Thursday, August 19th at Cedar - Shaw at noon!
(Routes 9 and 38)



Appendix B

Summary of Feedback Received at the “New Fare Structure” Pop-Up Tents

August 13 through August 30, 2021

General feedback received during conversations with passengers:

- Appreciation for the 6 months of free fares
- General understanding of and acceptance toward the reinstatement of fares (only two people stated that FAX should keep free fares)
- Appreciation and excitement for the lower fares and added discounts for the 10-day and 31-day passes
- Excitement about the free rides for military/veterans
- Appreciation for FAX staff conducting outreach on the extremely hot days
- Interest in learning about the recent service changes
- Excitement and appreciation for the recent service changes, especially along Route 3 providing access to the medical facilities along Herndon
- Interest in learning more about the network (showing the need for more educational efforts)
- Appreciation for the promotional items (in particular, the FAX pens and the ID holders)
- Appreciation for being able to communicate in Spanish with Spanish-speaking staff
- Interest in hearing from FAX staff directly; learning and clarification opportunities
- From multiple passengers: Suggestion to add phone charging ports onto the buses.

Comments submitted via Comment Cards in writing:

English:

- Petra Yáñez: Very respectful & compassionate drivers. Handy Ride is also exceptional as drivers safe & caring & respectful!
- Vantaza Dennis: Love FAX. Safe, clean, no smoke.
- Lois Ryan: Thank you for the free rides, great service, drivers are polite and considerate. Bus routes gets me to where I need to go.
- Richie Venegas: I like how the bus is going to be \$1 it's awesome & I love how veterans can ride for free.
- Eliacar Alex Valladares: Doing good lowering prices.
- Shanon Lee: I like riding FAX to get to where you going. I remember that the bus was 75 cents back in the day.
- Sara: Bus 22 route needs better safer stop between Millbrook & Cedar or 8/9th street.
- Tuong (Vietnamese): Sometimes drivers do not stop.
- Alesha Sanchez: Does an outstanding job every day.
- Sharron Young: West side, new benches new love, don't be so intrusive on west with 28 bus. Dollar Tree on the west side. Pay it Forward. Thank you for free fare. Free vet.
- Peter Tan: Bus 22 seem to be skip one bus a lot of times.
- Linda: FAX workers they're great, very nice. Very organized, knowledgeable.
- Connie: FAX staff awesome. Well-informed. Very nice people.
- Gloria: FAX workers are great. Very knowledgeable. Informed me very well.
- Anonymous: FAX staff really helpful on answering questions. Also very friendly.

Spanish:

- Aurelia Ramirez: Tienen un excelente servicio yo siempre viajo en FAX. Estoy contenta con su servicio y sus amables conductores. *(They have excellent service I always travel with FAX. I am happy with their service and their friendly drivers.)*
- Lucilia Rubio: Gracias por su ayuda e información con nuevos precios y rutas de transporte. Me fue de mucha utilidad. Gracias. *(Thank you for your help and information with new prices and routes. It was very useful to me. Thank you.)*
- Fatima: Me gustó mucho la información que recibí hoy con lo del FAX. Estoy alegre, gracias. Dios les bendiga. *(I really liked the information I received today with everything having to do with FAX. I am happy, thank you. God bless you.)*
- Eila Santingo: Es una buena ayuda gracias. *(It's a good help thank you.)*

APPENDIX S: WORKSHOP MATERIALS FOR 2022 TITLE VI PROGRAM UPDATE

Exhibit S.1 contains an image of the Title VI workshop flyer, which provides information about the workshop dates, times, and locations in English and Spanish.

Exhibit S.2 contains an image of the Title VI virtual workshop notice, which provides information about the virtual workshop (date, time, and links) in English and Spanish.

Exhibit S.3 contains an image of the posting about the Title VI workshops on the FAX website. It includes a link to the FAX Outreach landing page, which contained additional information.

Exhibit S.4 includes four images of the bilingual (English/Spanish) wayfinding signage used during the Title VI workshops.

Exhibits S.5 and S.6 include images of the Title VI Workshop summary sheet in English and Spanish. The summary sheet provides a basic overview of Title VI as well as FAX's Title VI update process and initial findings.

Exhibit S.7 includes two images of the bilingual (English/Spanish) comment card offered to workshop attendees to provide comments and/or questions.

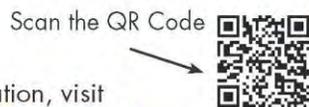
Exhibit S.8 includes two images of a letter of support received from Clovis Community College during the Title VI outreach process.



Come to FAX workshops to learn more about proposed service changes along Routes 3, 20, and 45, and our Title VI Program. We want to hear from you!

All meeting rooms and restrooms are ADA accessible. Contact Jeff Long at 559-621-1436 at least 72 hours prior to the workshop to request auxiliary aids or translation services.

Title VI prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives Federal funds or other Federal financial assistance.



For more information, visit www.fresno.gov/faxoutreach.

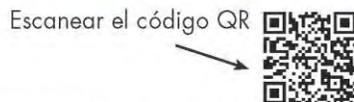
Workshop Dates and Locations

- **Monday, May 9 | 5:30 p.m.**
Library at Central High East, 3535 N. Cornelia Avenue
- **Tuesday, May 10 | 2:00 p.m.**
Pinedale Community Center, 7170 N. San Pablo
- **Tuesday, May 10 | 4:00 p.m.**
Ted C. Wills Community Center, 770 N. San Pablo
- **Tuesday, May 10 | 6:00 p.m.**
Maxie L. Parks Community Center, 1802 E. California Ave
- **Tuesday, May 17 | 5:30 p.m.**
Virtual Workshop at <https://zoom.us/j/4698667541> or by calling 1-669-900-9228, Meeting ID: 469 866 7541

Venga a los talleres de FAX para obtener más información sobre los cambios de servicio propuestos a lo largo de las Rutas 3, 20 y 45, y sobre nuestro Programa de Título VI. ¡Queremos saber de usted!

Todas las salas de reuniones y los baños son accesibles según la ADA. Comuníquese con Jeff Long at 559-621-1436 al menos 72 horas antes del taller para solicitar ayudas auxiliares y/o servicios de traducción.

Título VI prohíbe la discriminación sobre la base de raza, color u origen nacional en cualquier programa o actividad que reciba fondos federales u otra asistencia financiera federal.



Para obtener más información, visite www.fresno.gov/faxoutreach.

Fechas y lugares de los talleres

- **Lunes, 9 de mayo | 5:30 p.m.**
Library at Central High East, 3535 N. Cornelia Avenue
- **Martes, 10 de mayo | 2:00 p.m.**
Pinedale Community Center, 7170 N. San Pablo
- **Martes, 10 de mayo | 4:00 p.m.**
Ted C. Wills Community Center, 770 N. San Pablo
- **Martes, 10 de mayo | 6:00 p.m.**
Maxie L. Parks Community Center, 1802 E. California Ave
- **Martes, 17 de mayo | 5:30 p.m.**
Taller virtual en <https://zoom.us/j/4698667541> o por vocación 1-669-900-9228, Identificación de la reunión: 469 866 7541



www.fresno.gov

559.621.1436 | email: jeff.long@fresno.gov Follow us: @fresnofax

Attend a FAX virtual workshop to learn more about proposed service changes along Routes 3, 20, and 45, and our Title VI Program. We want to hear from you!

Tuesday, May 17, 2022 at 5:30 p.m. at <https://zoom.us/j/4698667541>

Scan the QR Code



Title VI prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives Federal funds or other Federal financial assistance.

For more information, visit www.fresno.gov/faxoutreach.

Asista a un taller virtual de FAX para obtener más información sobre los cambios de servicio propuestos a lo largo de las Rutas 3, 20 y 45, y sobre nuestro Programa de Título VI. ¡Queremos saber de usted!

Martes 17 de de mayo de 2022 a las 5:30 p.m. en <https://zoom.us/j/4698667541>

Escanear el código QR



Título VI prohíbe la discriminación sobre la base de raza, color u origen nacional en cualquier programa o actividad que reciba fondos federales u otra asistencia financiera federal.

Para obtener más información, visite www.fresno.gov/faxoutreach.



559.621.1436 | email: jeff.long@fresno.gov Follow us: @fresnofax   

Exhibit S.3 Title VI Workshop Website Posting

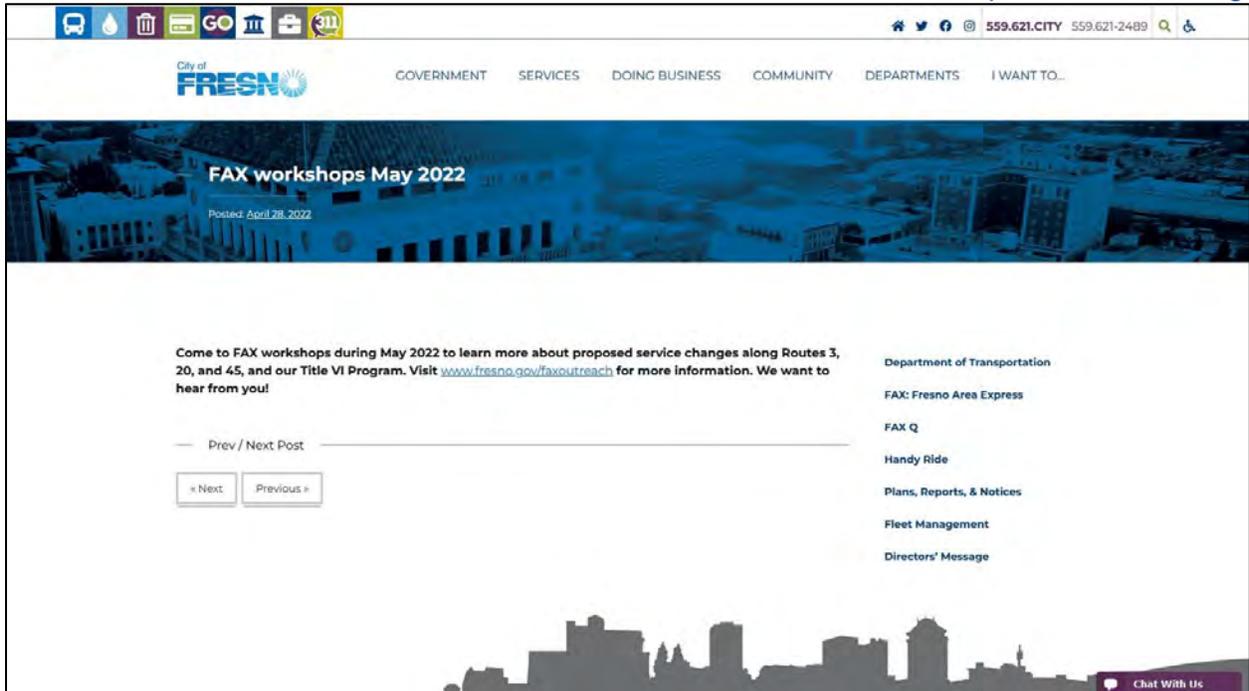


Exhibit S.4 Title VI Workshop Wayfinding Signage

FAX **Community Workshop**
FRESNO AREA *Taller comunitario*
EXPRESS

Proposed Service Changes/Title VI Plan

- Info-sharing
- Question/Answer session

Cambios de servicio propuestos/plan del Título VI

- Intercambio de información
- Sesión de preguntas/respuestas

City of Fresno | Department of Transportation (FAX)
 Ciudad de Fresno | Departamento de Transporte

FAX **Community Workshop**
FRESNO AREA *Taller comunitario*
EXPRESS

Proposed Service Changes/Title VI Plan

- Info-sharing
- Question/Answer session

Cambios de servicio propuestos/plan del Título VI

- Intercambio de información
- Sesión de preguntas/respuestas

City of Fresno | Department of Transportation (FAX)
 Ciudad de Fresno | Departamento de Transporte

FAX **Community Workshop**
FRESNO AREA *Taller comunitario*
EXPRESS

Proposed Service Changes/Title VI Plan

- Info-sharing
- Question/Answer session

Cambios de servicio propuestos/plan del Título VI

- Intercambio de información
- Sesión de preguntas/respuestas

City of Fresno | Department of Transportation (FAX)
 Ciudad de Fresno | Departamento de Transporte

FAX **Community Workshop**
FRESNO AREA *Taller comunitario*
EXPRESS

Proposed Service Changes/Title VI Plan

- Info-sharing
- Question/Answer session

Cambios de servicio propuestos/plan del Título VI

- Intercambio de información
- Sesión de preguntas/respuestas

City of Fresno | Department of Transportation (FAX)
 Ciudad de Fresno | Departamento de Transporte

Exhibit S.5 Title VI Workshop Summary Sheet (English)



What is Title VI?

The Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin by any program that receives funding from the Federal government.

As a recipient of Federal funding, the City of Fresno (including both Fresno Area Express (FAX) and Handy Ride) is required to implement a Title VI Plan in order to ensure its transit and paratransit programs do not discriminate (intentionally or unintentionally) based on the color of a person's skin, race or ethnicity, or country of origin.

How does Title VI benefit FAX and its customers?

While FAX strives to be non-discriminatory under all circumstances, Title VI spells out specific actions that are considered discriminatory when they are based on an individual's race, color, or national origin. Some examples of prohibited actions include:

- Using race or English-language proficiency as criteria for eligibility for specific transit or paratransit programs.
- Not allowing someone who cannot speak English well to use FAX services because they cannot communicate in English.
- Not providing service information in a language that is spoken by a significant population within the service area.
- Assigning older buses or other equipment to predominately minority areas for chiefly demographic reasons.

Section 601 of Title VI of the Civil Rights Act of 1964 says:

"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Why should I be interested in the 2022 FAX Title VI Report?

Every three years, FAX prepares a Title VI report to make the public aware of their rights under Title VI (including how to file a complaint), conduct an analysis of the demographic make-up of its service area, and detail the actions it has taken and/or will take to prevent discrimination. It also includes an equity analysis undertaken for fare changes, major service changes, and the construction of new transit facilities. A "Four-Factor Analysis" looks at the number and percentage of people who speak a particular language and do not speak English well, how frequently they interact with FAX, the importance of FAX's services to them, and the resources available to FAX to determine what language assistance measures are appropriate to address the needs of the community.

2022 Title VI Findings

In 2022, the demographic analysis of the FAX service area confirmed that Spanish is the most common language among residents who do not speak English well, and is also the language most frequently encountered by FAX drivers and customer service representatives. Therefore, FAX is required to provide vital documents (which include service information, Handy Ride information, Reduced-Fare applications, and notifications) in Spanish.

While many other languages are spoken in the Fresno area, they do not meet the criteria for translation of vital documents. However, FAX continues to take measures to provide assistance to speakers of other languages. These include bilingual employees (who currently speak Spanish, Hmong, Punjabi, and Cambodian), offering a Google Translate feature for the FAX website, using a Language Identification card to identify what language an individual is speaking, and providing interpretation upon request at public meetings. FAX also strives to present information using simple formatting, wording, and graphics to make information more accessible to people who may have difficulty speaking English.

Do you have other questions about Title VI or about FAX transit or paratransit services? Ask one of the workshop staff or call (559) 621-7433. We welcome your feedback and questions!

Exhibit S.6 Title VI Workshop Summary Sheet (Spanish)



¿Qué es el Título VI?

La Ley de Derechos Civiles de 1964 prohíbe la discriminación basada en la raza, el color u origen nacional por parte de cualquier programa que reciba fondos del gobierno federal.

Como receptor de fondos federales, la ciudad de Fresno (incluyendo Fresno Area Express (FAX) y Handy Ride) está obligada a implementar un Plan Título VI con el fin de asegurar que sus programas de tránsito y paratransito no discriminen (intencional o involuntariamente) basado en el color de la piel, raza o etnia de una persona, o país de origen.

¿Cómo beneficia el Título VI a FAX y a sus clientes?

Mientras que FAX se esfuerza por no ser discriminatorio bajo todas las circunstancias, el Título VI detalla acciones específicas que se consideran discriminatorias cuando se basan en la raza, el color u origen nacional de una persona. Algunos ejemplos de acciones prohibidas incluyen:

- Uso de la raza o de conocimientos del idioma inglés como criterios de elegibilidad para tránsito específica o paratransit programas.
- No permitir que alguien que no puede hablar bien inglés utilice los servicios FAX porque no puede comunicarse en inglés.
- No proporcionar información de servicio en un idioma que sea hablado por una población significativa dentro del área de servicio.
- Asignar autobuses más antiguos u otros equipos a áreas predominantemente minoritarias por razones principalmente demográficas.

El Artículo 601 del Título VI de la Ley de Derechos Civiles de 1964 dice:

"Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, será excluida de la participación en, se le negarán beneficios de, o será objeto de discriminación en virtud de cualquier programa o actividad que reciba asistencia financiera federal."

¿Por qué debería estar interesado en el Informe 2022 FAX Título VI?

Cada tres años, FAX prepara un informe del Título VI para dar a conocer al público sus derechos en virtud del Título VI (incluyendo cómo presentar una queja), realizar un análisis de la conformación demográfica de su área de servicio y detallar las acciones que ha tomado y/o tomará prevenir la discriminación. También incluye un análisis de capital realizado para los cambios de tarifas, cambios importantes en el servicio y la construcción de nuevas instalaciones de tránsito. Un "Análisis de cuatro factores" examina el número y porcentaje de personas que hablan un idioma en particular y no hablan bien inglés, la frecuencia con la que interactúan con FAX, la importancia de los servicios de FAX para ellos y los recursos disponibles para FAX para determinar qué medidas de asistencia en idiomas son apropiadas para atender las necesidades de la comunidad.

Conclusiones del Título VI de 2022

En 2022, el análisis demográfico del área de servicio FAX confirmó que el español es el idioma más común entre los residentes que no hablan bien inglés, y también es el idioma más frecuente encontrado por los conductores de FAX y el cliente representantes de servicios. Por lo tanto, FAX está obligado a proporcionar documentos vitales (que incluyen información de servicio, información de Handy Ride, aplicaciones de tarifa reducida y notificaciones) en español.

Mientras que muchos otros idiomas son hablados en el área de Fresno, no cumplen los criterios para la traducción de documentos vitales. Sin embargo, el fax sigue adoptando medidas para prestar asistencia a los hablantes de otros idiomas. Estos incluyen empleados bilingües (que actualmente hablan español, Hmong, Punjabi, y Cambodian), ofreciendo una función de traducción de Google para el sitio web de FAX, utilizando una tarjeta de identificación de idioma para identificar qué idioma está hablando un individuo, y interpretación previa solicitud en las reuniones públicas. FAX también se esfuerza por presentar información utilizando formato simple, redacción y gráficos para hacer que la información sea más accesible para las personas que pueden tener dificultades para hablar inglés.

¿Tiene otras preguntas sobre el Título VI o sobre los servicios de tránsito o paratransito FAX? Pregunte a uno de los empleados del taller o llame al (559) 621-7433. ¡Damos la bienvenida a sus comentarios y preguntas!

Exhibit S.7 Title VI Workshop Comment Cards (English/Spanish)

Comment Card

Use this card to submit a question or comment for discussion during the meeting.



QUESTION/COMMENT:

Name (optional): _____

Comentario Tarjeta

Utilice esta tarjeta para someter una pregunta o comentario durante la reunión.



PREGUNTA/COMENTARIO:

Nombre (opcional): _____

From: McKay Duran

To: FAX Outreach

Attn: Title VI Coordinator, FAX Public Comment, Draft 2022 Title VI Report

Re: Fresno Area Express (FAX) draft 2022 Title VI Program Update, Public Review

To Whom It May Concern,

My name is McKay Duran and I work for Clovis Community College in the Student Services division (this includes our Student Success, Equity, and Outreach departments). These departments help matriculate students into the college and help support their academic and personal success through many support services once they are enrolled. It is with this lens that Clovis Community College would like to provide feedback to FAX regarding the Title VI Program Update.

Since the most recent expansion of FAX Route 3 service on Herndon to the Clovis Community College Campus, we have been excited to promote this service to students (all 12,921 of them for this 2022 fall semester). Our student demographics from our current Fall 2022 term closely mirror the larger community's demographics and those shared in FAX's 2018 ridership survey. Per the 2018 survey, 43% of riders were Hispanic/Latino while our current student population is 47% Hispanic. The majority of our students for this term are between the ages of 18 and 19, serving as an opportunity to boost ridership among this age group for FAX as well. Most notable, is the share of our students who have been identified as "Economically Disadvantaged." This metric utilizes a variety of factors including, but not limited to, a student's eligibility for the "Pell Grant," a type of college financial aid that is based on exceptional financial need. This number rests at 52% for the share of our students who are economically disadvantaged, who can continue to benefit from FAX's extended Route 3 service. These figures, combined with more on-campus classes as SCCC District COVID-19 policies are evolving provide opportunity for growth. All staff and faculty are back to working on-campus for this semester as well, bringing more people to campus.

To this end, for Clovis Community College and FAX to best serve our students and riders, we have identified a few key areas for continued success, alignment, and improvement:

1. Continued service of Route 3 to Clovis Community College (with increased frequency)
2. WIFI service on buses (opportunity for our student riders to maintain academic success)
3. Continued partnership, communication, and outreach between Clovis Community College and FAX

As a partnership implies, there is responsibility on our part as well. We are promoting the FAX Route 3 Service to students and direct questions for students to our campus

Welcome Center. This is also the office students can pick up a schedule guide. There are promotional videos planned for students to promote riding FAX (to our combined 12,000 social media followers and YouTube account with 150,000 views). As we did not return a reply to FAX's LEP survey this year, we would like to continue to be included for any future opportunities for engagement.

We greatly appreciate the opportunity to provide comment through this process. Without FAX's fiscally responsible and timely service, our community would not move as well as it does, and for this, we thank FAX.

In Community,

McKay Duran



McKay Duran
Program Specialist, Student Services
Welcome Center: AC1-149A
Office: 559-325-5401
Email: mckay_duran@cloviscollege.edu
10309 N. Willow Ave. Fresno, CA 93730

APPENDIX T: FAX LANGUAGE ASSISTANCE PLAN (LAP) TRAINING MATERIALS

Exhibit T.1 includes images of the FAX Language Assistance Plan Training Materials.

Exhibit T.2 includes images from a Powerpoint presentation providing general training regarding FAX's Language Assistance Plan.

Exhibit T.3 includes images from a Powerpoint presentation providing training specific to operations personnel and bus drivers specific to FAX's Language Assistance Plan.

Exhibit T.1 FAX Language Assistance Plan Training Materials



DEPARTMENT OF TRANSPORTATION

Fresno Area Express • Fleet • Handy Ride

FAX LANGUAGE ASSISTANCE PLAN (LAP) TRAINING

Applicability

This training guidance applies to all public-facing staff within the City of Fresno Department of Transportation. Public-facing staff includes bus operators, supervisors, customer service staff, transit service representatives, paratransit operators, and paratransit eligibility evaluators. Training programs started in April 2022 and will continue annually.

A Summary of Responsibilities Under the Department of Transportation (DOT) Limited English Proficiency (LEP) Guidance

Title VI of the Civil Rights Act of 1964, as amended, provides that no person in the United States of America shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal financial assistance. Title VI regulations have been interpreted to hold that Title VI prohibits actions that have a disproportionate effect on Limited English Proficiency (LEP) persons because such conduct is a form of national origin discrimination. Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," directs each federal agency to examine the services it provides and implement a system by which LEP persons can meaningfully access those services, and to publish guidance for their respective recipients to assist them in meeting their obligations to LEP persons under Title VI.

FAX has prepared the Language Assistance Plan (LAP) using the "Four-Factor Framework" outlined in the U.S. Department of Transportation Policy Guidance. The complete LAP can be found in the FAX Title VI Program available on the FAX website at <https://www.fresno.gov/transportation/fax/title-vi/>.

A Summary of the Language Assistance Plan

Based on the results of the Four-Factor Analysis, the LAP details FAX's program for ensuring language assistance is provided to persons with LEP. Measures currently taken by FAX to help LEP individuals are detailed below.

1. Translation of written vital documents in Spanish, including but not limited to, schedules, Title VI forms and notices, complaint form, Handy Ride and Reduced Fare applications, Measure C Taxi Scrip, interior bus car cards about fares and passenger rules, service changes, and rider alerts.

2. Bilingual (English/Spanish) presentation of information via newspaper advertisements, stanchion hangers, placards, flyers, kiosk displays, and monthly newsletters.
3. Verbal translation/interpretation to Spanish, Hmong, Punjabi, and other languages for customer calls.
4. Verbal translation/interpretation to Spanish, Hmong, Punjabi, and other languages at public meetings and hearings based on advance request.
5. Translation of website through Google Translate.
6. Simplified schedules, bus stop signs, and other resources that use graphics when possible.
7. Opportunity for advanced requests for other language services, including sign language, at public meetings.
8. Opportunity to accept comments and questions through several means, including verbal, written, and electronic comments. FAX makes the public comment period for proposed service changes or other documents as long as possible in order to allow meaningful access for LEP persons. An extended comment period allows LEP individuals to seek clarification and/or help from FAX and other resources.

More detail can be found in the FAX Title VI Report available on the FAX website.

Description of Language Assistance Offered by FAX and Instructions for Accessing the Services

FAX strives to present information in a format that is easily understandable by LEP individuals. These measures include simple formatting and verbiage for schedules and other sources of passenger information and the use of graphics whenever possible. All FAX bus stops feature the international bus symbol for ease of identification, as well as information in Braille.

FAX front-line staff at the Administration Building, the Customer Service office at Manchester Transit Center, and the FAX Handy Ride office are equipped with the U.S. Census Language Identification Card to recognize language needs. FAX also provides all Transit Supervisors and public outreach staff with the U.S. Census Language Identification Card.

FAX has staff who speak Spanish, Hmong, and Punjabi, and can reach out to other City departments for help from staff who speak other languages. FAX translates vital documents, including schedules, in Spanish, and offers telephone customer service in Spanish and Spanish translation/interpretation at public meetings and hearings. By offering services and vital documents in English and Spanish, FAX reaches over 94 percent of the population within the FAX service area. Translation of the FAX website is offered through Google Translate in more than 100 languages including Spanish, Hmong, Laotian, Chinese, Cambodian, Armenian, Tagalog, and Vietnamese. While these may not

be "perfect" translations, they do cover a broad range of languages and can be incredibly useful.

FAX Strategies for Working Effectively with Limited English Proficient (LEP) Individuals

Face to Face Contacts

1. If a member of the public is unable to communicate with you in English and you recognize the language they are speaking, go to step 2. If you don't recognize the language, hand them the "Language Identification Card" so that they can point out the language that they speak.
2. Once you know the language the person speaks, see if anyone on staff or the bus is available to offer some assistance. The list of City staff certified for translation is available on the FAX network here: W:\SUPPORT SERVICES DIVISION\Language Assistance Plan (LAP) Instruction.
3. If an employee is available, the first goal is to see if the person needs something that can be provided simply, or something that will require a complex response, or will require the person to disclose confidential or sensitive information.
4. If an employee or fellow bus rider is not available to help, try to communicate to the LEP person that you will need to find interpretation assistance.
 - a. For Bus Drivers, contact Control (Dispatch) for a field supervisor to help.
 - b. For all other FAX staff, use the list of City staff certified to translate to find someone available to help and put the call on speakerphone to enable communication.

NOTE: If you are not able to reach an interpreter, encourage the LEP person to write down their name and phone number so that we can have an interpreter call them. Remember to be friendly and encouraging. If you can get this information, please refer it to your supervisor and/or MTC staff immediately.

5. If the issue or question from the person cannot be resolved quickly and completely, please have the interpreter obtain the name and contact information from the person so that a member of staff can follow up. Ask the interpreter to inform the person that a member of staff will be contacting them with a response.

Contacts by Phone

1. If a member of the public is unable to communicate with you in English, please do your best to discover which language they are speaking and ask them to hold (as best as you can) while you get interpreter assistance.
 - a. Determine if anyone on staff is available to immediately provide an initial level of assistance and transfer the call to that staff member. The list of City staff certified for translation is available on the FAX network here: W:\SUPPORT SERVICES DIVISION\Language Assistance Program (LAP).
 - b. If the issue or question from the caller is not something that can be resolved quickly and completely, ask the interpreter to obtain the caller's name and contact

information so that a member of staff can follow up. Ask the interpreter to inform the caller that a member of staff will be contacting them with a response.

Correspondence in a Language Other Than English

1. If there is a staff member available to interpret the document and help write a response, please use the resource to do so promptly. The list of City staff certified for translation is available on the FAX network here: W:\SUPPORT SERVICES DIVISION\Language Assistance Program (LAP).
2. If there is no staff member available to interpret the document and assist in responding, contact the City Clerk's office for a list of trusted translation services to contact for the needed translation.

A Complaint Regarding Language Access at FAX

1. Follow the steps above depending upon whether the complaint is provided in person, over the phone, or by written correspondence.
2. If appropriate and possible, direct the person to the Title VI page of the FAX website here: <https://www.fresno.gov/transportation/fax/title-vi/>, which provides information about how to make a Title VI complaint.
3. Regardless of whether the person filed a formal Title VI complaint or not, when the complaint is entered into the Complaints Database, the Title VI box should be checked.
4. Give notice immediately to the FAX Title VI Coordinator and the Complaints Coordinator, so that the complaint can be documented, and follow-up can commence.

Cultural Sensitivity

Cultural sensitivity refers to the willingness, ability, and sensitivity needed to understand people with different backgrounds. Culturally sensitive services do not mean providing services separately for every target group; instead, they mean services flexible to the needs of diverse clients.

- Be respectful of the person's cultural heritage, racial ancestry and identity, and spiritual or religious faith.
- Ensure that services are provided in ways that are sensitive to the needs and the cultural, racial, and religious heritage of the customer.
- When necessary, use the services of a language interpreter to aid in service delivery.
- Ensure that the person has full access to services and is not denied access based on gender, sexual orientation, culture, ethnicity, religion, or race.
- Maintain an attitude of respect and kindness and be genuine even if feelings of discomfort occur related to another person's cultural identity.

- Recognize that the customer is the expert on their lived experience. It is okay to express ignorance and acknowledge a lack of sufficient cultural information that could affect the ability to serve them in the best way.
- Remember that your life experience can often differ significantly from those we serve. This should not affect attitudes or best efforts to serve our customers.

Exhibit T.2 FAX Language Assistance Plan Training Powerpoint



What is a Language Assistance Plan (LAP)?

FAX's LAP ensures:

- Translation of written vital documents in Spanish.
- Bilingual (English/Spanish) presentation of information.
- Verbal translation/interpretation to Spanish, Hmong, Punjabi, and other languages for customer calls and at public hearings/meetings, upon request.
- Translation of website through Google Translate.
- Simplified schedules, bus stop signs, and other resources that utilize graphics when feasible.

Why do we have an LAP?

- Title VI of the Civil Rights Act of 1964 provides that any program or activity which receives Federal financial assistance cannot discriminate against persons on the grounds of race, color, or national origin.
- These regulations also protect individuals from being discriminated against if they have Limited English Proficiency (LEP).
- Rules direct all Federally-funded agencies to examine their services and ensure that LEP persons can meaningfully access their services.

LAP Basics

- Simple formatting
- Use of infographs/graphics
- Census Language ID Card to help identify other language needs
- Staff members who are bilingual
- Written translation into Spanish; other languages upon request
- Verbal translation when requested
 - List of City staff certified for translation available at W:\SUPPORT SERVICES DIVISION\Language Assistance Plan (LAP) Instruction

Cultural Sensitivity

- Be respectful, show the empathy you'd expect others to give you.
- When needed, use an interpreter.
- Demonstrate patience.
- Practice the golden rule – treat others as you want to be treated...
- Our customers are why we exist!

Title VI Non-Discrimination Web Page

- For anything that sounds like discrimination based on race, color, or national origin, forward complainants to the FAX Title VI web page
- <https://www.fresno.gov/transportation/fax/title-vi-non-discrimination-policy/>
- Assist people in filling out the complaint form if requested
- Be culturally sensitive to people's needs; make them feel heard

Open Discussion




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Thank You

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www.fresno.gov/fax


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Exhibit T.3 FAX Language Assistance Plan Operations/Bus Driver Training Powerpoint



What is a Language Assistance Plan (LAP)?

FAX's LAP ensures:

- **Translation of written** vital documents in Spanish.
- **Bilingual** (English/Spanish) presentation of information.
- **Verbal** translation/interpretation to **Spanish, Hmong, Punjabi**, and other languages for customer calls and at public hearings/meetings, upon request.
- Translation of **website** through Google Translate.
- Simplified schedules, bus stop signs, and other resources that utilize graphics when feasible.

Why do we have a LAP?

- **Title VI** of the Civil Rights Act of 1964 provides that any program or activity which receives **Federal funding** cannot discriminate against persons on the grounds of **race, color, or national origin**.
- These regulations also protect individuals from being **discriminated** against if they have **Limited English Proficiency (LEP)**.
- Rules direct all Federally-funded agencies to examine their services and ensure that LEP persons can meaningfully access their services.

Your Role as a Bus Driver

- If a member of the public is unable to communicate with you and you don't recognize the language:
 - Check to see if there is anyone on the bus that may be able to provide translation assistance.
 - If there is someone able to translate, attempt to assist the individual.
 - If the issue cannot be resolved quickly and completely, call Radio Control.
 - If there is no one on the bus that can assist, contact Radio Control.
 - Attempt to obtain the customer's name and contact information in case the customer gets off the bus before a Supervisor arrives.
 - Allow the individual to remain onboard if they chose to until a Supervisor is able to meet the bus.

Your Role as a Transit Supervisor I/Radio Controller

If a driver calls Radio Control requesting assistance for an individual requiring a translator:

- Ask the driver to try to communicate that a Supervisor is in route to assist and let the person know that they can either stay on the bus or wait at that location.
- Ask the driver to continue in route and advise Radio Control where the individual is.

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Your Role as a Transit Supervisor I / Road Supervisor

If a member of the public is unable to communicate with you and you don't recognize the language, hand them the "Language Identification Card" so that they can point out the language that they speak.

Language Identification Cards	
Side 1 of 2	Instructions: Place a check by the language spoken. <input checked="" type="checkbox"/>
<input type="checkbox"/> Mark this box if you read or speak English.	English
<input type="checkbox"/> ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية	Arabic
<input type="checkbox"/> Մարտն է կարգաւորուողը լեզուստեղծելու համար:	Armenian
<input type="checkbox"/> যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	Bengali
<input type="checkbox"/> សូមបញ្ជាក់ស្តាប់ប្រសិនបើ: អ្នកនិយាយ ឬអានភាសាខ្មែរ ។	Cambodian
<input type="checkbox"/> Morka / kaihon ya yangin lina'ngon' mansitu pat firt'ingnu' kumenu's Chamorro	Chamorro
<input type="checkbox"/> 如果你能读中文或讲中文，请选择此框。	Simplified Chinese
<input type="checkbox"/> 如果你能讀中文或講中文，請選擇此框。	Traditional Chinese

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Your Role as a Transit Supervisor I / Road Supervisor

- See if anyone on staff or the bus is available to offer some assistance.
- A list of City staff certified for translation is available on the FAX network here: W:\SUPPORT SERVICES DIVISION\Language Assistance Plan (LAP) Instruction

City of Fresno Staff Certified for Translation - 2/10/22

Staff Name	Language	Service	Position	Phone
Lee Rita	Hmong	451002 Night Service	Transit Supervisor I	559-498-9322
Lee Christopher	Hmong	451009 Special Services	Bus Driver	559-448-7338
Xiong Tony	Hmong	451004 Weekend Service	Bus Driver	559-307-6204
Tsang Yung	Hmong	442001 Administration	Senior Administrative Clerk	559-397-5808
Oh Harinder S	Other	451005 15 Minute Frequencies	Bus Driver	559-817-1190
Chauhan Jaspinder S	Punjabi	451002 Weekday Service	Bus Driver	559-213-0406
Kumar Dambodh	Punjabi	451002 Night Service	Bus Driver	559-816-2043
Kumar Nishu Hasan	Punjabi	451005 15 Minute Frequencies	Transit Supervisor I	559-816-4984
Alba-Juarez Jocelyn	Spanish	451005 15 Minute Frequencies	Bus Driver	559-438-0982
Alfaro-Kathy Chavez	Spanish	451009 Special Services	Bus Driver	559-478-5111
Alvarado Mauricio	Spanish	451002 Weekday Service	Transit Supervisor I	559-478-4911
Balmer Ricky J	Spanish	453001 Administration	Account Clerk II	559-491-1533
Banella Arnelita	Spanish	451002 Weekday Service	Bus Driver	559-474-8148
Bautista Romany Yacinto	Spanish	451002 Weekday Service	Bus Driver	559-773-2711
Dager Wchaisak Gabriela A	Spanish	451004 Weekend Service	Bus Driver	559-308-4583
Calderon Miguel A	Spanish	451002 Weekday Service	Bus Driver	559-786-2816
Caro Manuel T	Spanish	451002 Public Safety / Fleet Fire	Equipment Supervisor	559-374-4282
Cedillo David A	Spanish	451002 Weekday Service	Bus Driver	559-305-1196
De Leon Jorge	Spanish	451002 Weekday Service	Bus Driver	559-373-0721
Diaz Manuel S	Spanish	451004 Weekend Service	Transit Supervisor I	559-807-1888
Flora Veruth San-Juanita	Spanish	451002 Weekday Service	Bus Driver	559-426-8479
Galindo Anthony J	Spanish	451009 Special Services	Bus Driver	559-448-7747
Garcia Debbie	Spanish	453001 Administration	Senior Secretary	559-491-1534
Garcia Jose	Spanish	453001 Administration	Senior Account Clerk	559-491-1444
Garcia Sidra Alfredo	Spanish	451005 15 Minute Frequencies	Bus Driver	559-241-8887
Gonzales Roy	Spanish	451009 Special Services	Bus Driver	559-403-5186
Gonzalez Jesus	Spanish	161002 Weekday Service	Transit Supervisor I	559-839-2303
Orancho Nancy Leon	Spanish	451005 15 Minute Frequencies	Bus Driver	559-270-9873

Your Role as a Transit Supervisor I / Road Supervisor

- Once you've identified the individual's language, attempt to resolve the issue.
- If the issue cannot be resolved quickly & completely
 - Have the interpreter:
 - Obtain the customer's name and contact information
 - Inform the customer that a member from our staff will be contacting them.
 - Forward the contact info. to the appropriate staff member, that can help.

Cultural Sensitivity

- Refers to the willingness, ability, and sensitivity needed to understand people with different backgrounds.
- Culturally Sensitive Services does not mean providing services separately for every target group
 - instead, they mean providing services flexible to the needs of all customers.
- Be respectful, show the empathy you'd expect others to give you.
- When needed, use an interpreter.
- Demonstrate patience.
- Practice the platinum rule – treat others as they want to be treated...
- Our customers are why we exist!

Complaint Regarding Language Access

- If appropriate and possible, direct the person to the Title VI page of the FAX website here: <https://www.fresno.gov/transportation/fax/title-vi/>

The link provides information about how to make a Title VI complaint.



Fresno Area Express Title VI Plan

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APPENDIX U: STAFF AND EXTERNAL TITLE VI PROGRAM UPDATE SURVEYS

Exhibit U.1 includes an image of the FAX and Handy Ride staff survey instrument distributed as part of the FAX Title VI Program Update.

Exhibit U.2 includes an image of the stakeholder survey instrument distributed as part of the FAX Title VI Program Update.



Fresno Area Express Title VI Plan

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Exhibit U.1 FAX and Handy Ride Staff Survey Instrument



This survey is part of the City's commitment to providing quality public transit services. It is intended to help identify the languages most commonly heard among customers.

STAFF SURVEY

1. ALL: Please indicate the languages you speak other than English.

- Spanish Chinese Hmong Punjabi
 None Other

2. DRIVERS: In a typical week, how many unique customers board your vehicle that either do not speak English or do not speak English very well? Please include unique individuals only in your counts.

- None/Never 5 to 10
 Less than 5 More than 10

3. DRIVERS: Where do you observe customers who do not speak English or do not speak English very well boarding and/or alighting? (Include Route numbers if possible.) N/A

Origins _____

Destinations _____

4. CUSTOMER SERVICE/DISPATCHERS: In a typical week, how many unique customers do you encounter that either do not speak English or do not speak English very well? Please count unique individuals only.

- None/Never 5 to 10
 Less than 5 More than 10

5. ALL: Among Fresno Area Express customers, please indicate the most common language(s) you encounter other than English (check all that apply).

- Spanish Chinese Hmong Punjabi
 Other _____

6. ALL: How would you rate your ability to effectively communicate with FAX customers who do not speak English or do not speak English very well?

- No issues Occasional issues Frequent issues

7. ALL: What type of materials/services do you believe would be beneficial to you and/or FAX riders who do not speak English or do not speak English well?

- Website or app-based visual or live-voice translation services such as Google Translate
 Translated service brochures or brochures in multiple languages
 Translation services through call center/dispatch
 Translated online materials
 "I speak" cards or common phrase cards
 Other _____
 No additional materials/services are needed

8. ALL: Identify the most common topics that arise where language/communication barriers typically occur:

- How to use the service
 Fares and how to pay
 Routes and destinations
 Where to get off or when destinations are reached
 Other _____
 I have not experienced language/communication barriers.

9. ALL: What is your role at Fresno Area Express or Handy Ride? (Check all that apply.)

- Bus Driver Dispatcher Supervisor/Manager
 Customer Service Representative Other

Which service do you work for? FAX Handy Ride

10. ALL: Please share your ideas/suggestions regarding how Fresno Area Express could serve the community more effectively.

Name (optional): _____

Three \$20 Starbucks cards will be raffled for those that complete the survey and include their name.

Please return your completed survey using the attached postage-paid envelope no later than **May 18, 2022**.

Thank you for your participation!

Exhibit U.2 Stakeholder Survey Instrument

STAKEHOLDER SURVEY

1. Organization Name:

2. Type of Organization:

- Social Services Health Services
 Employment Services Education
 Faith-based Government/Business/Industry
 Other _____

3. Your name, title, and contact information

Name _____

Title _____

Email _____

Phone _____

4. What languages other than English are spoken by your customers/clients/employees?

- Chinese Hmong
 Punjabi Spanish
 Other (specify) _____

5. How often do you experience language barriers at your organization?

- Never Rarely Occasionally Often

6. Do your customers/clients/employees use Fresno Area Express?

- Yes → Go to Question 7
 No → Go to Question 9
 I don't know → Go to Question 9

7. Approximately what percent of the persons you identified in Question 6 do you estimate to be non-native English speakers?

- Less than 25 percent 26-50 percent
 51-75 percent 76-100 percent

8. Are you aware of any instances where a language barrier prevented the persons you identified in Question 6 from using Fresno's public transit services?

- Yes – approximate number of instances in the last 12 months _____
 No

9. Does your organization provide translation or interpretation services?

- No Yes In which language(s)?
 Chinese Hmong
 Punjabi Spanish
 Other _____

10. Of the languages listed below, use numerals (1, 2, 3, etc.) to prioritize them to reflect the prevalence of languages used in your organization.

- ___ English ___ Chinese ___ Hmong
 ___ Punjabi ___ Spanish ___ Farsi
 ___ Armenian ___ Other _____

11: Please share your suggestions regarding how Fresno Area Express and HandyRide could serve your customers or employees more effectively.

Return your completed survey no later than **Friday, May 13, 2022** to be entered into a random drawing for one of three \$50 VISA gift cards.

Thank you for your participation!