



**City of Fresno Department of Transportation
Fresno Area Express (FAX)
2025 Title VI Program**

APPENDICES

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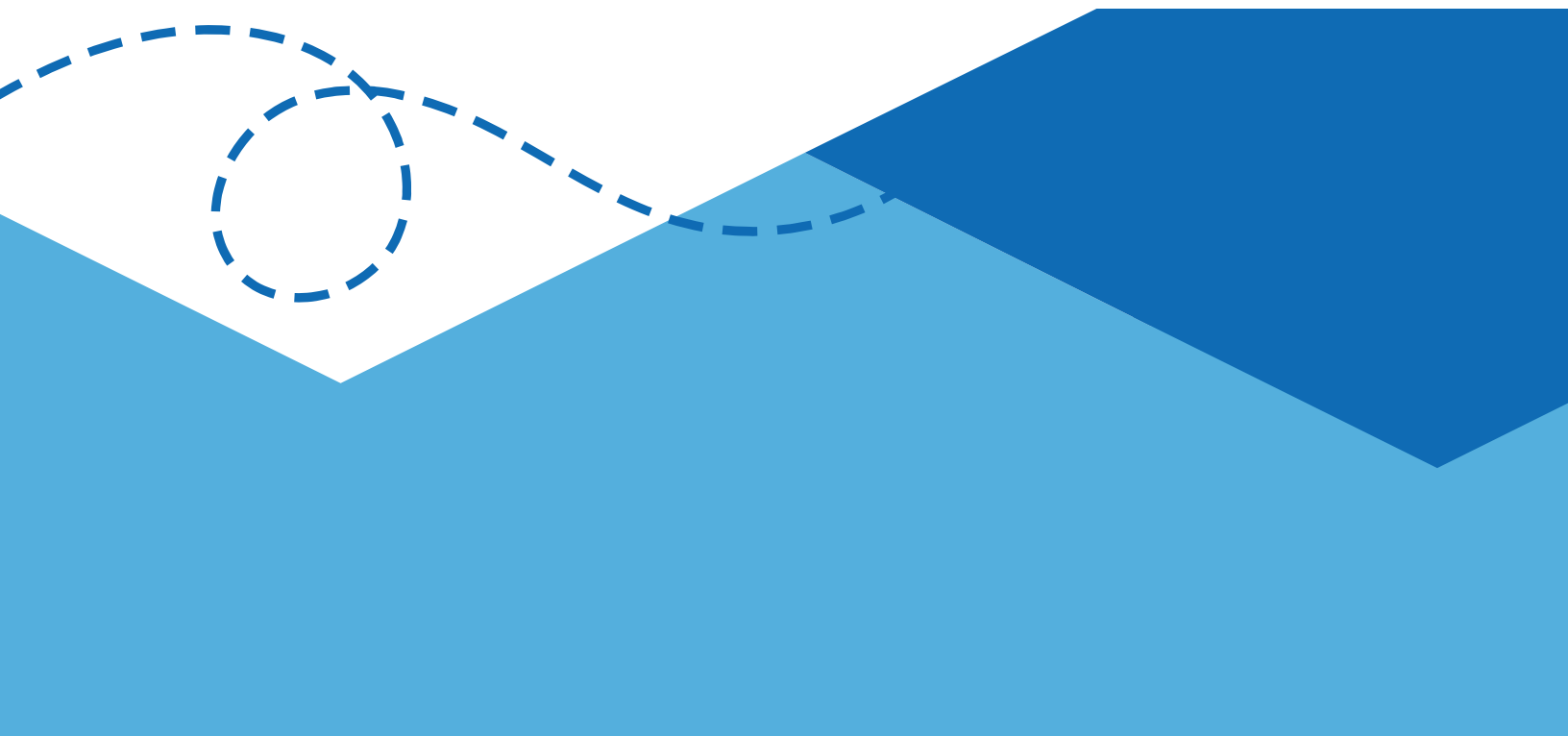
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IV. APPENDICES

APPENDIX A

Title VI Information Included in the Schedule Guide



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

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.

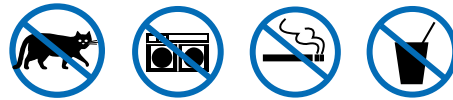
HANDY RIDE SERVICE HOURS	Day Schedule	Night Service (Limited Service Area)
Monday–Friday	5:30 am–9:30 pm	9:30 pm–12:00 am
Saturday	6:30 am–7:00 pm	7:00 pm–12:00 am
Sunday	6:30 am–7:00 pm	
HANDY RIDE RESERVATION HOURS		
Monday–Friday	8:00 am–5:00 pm	
Saturday/Sunday	8:00 am–5:00 pm	

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

¡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 la 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 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.

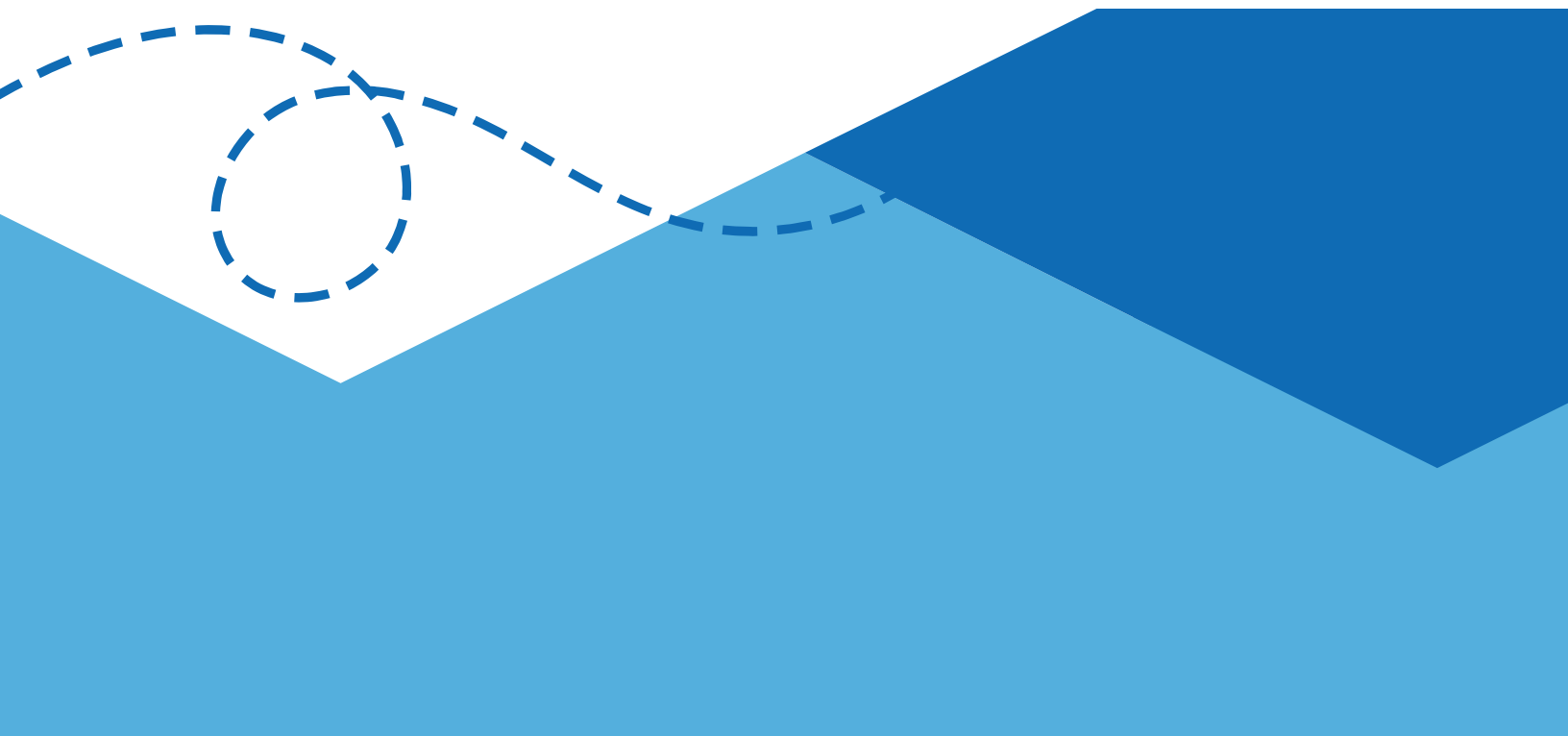


REGLAS DEL AUTOBÚS –

- 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

APPENDIX B

FTA Civil Rights Assurance Statement



APPENDIX B: FTA CIVIL RIGHTS ASSURANCE STATEMENT

Exhibit B.1 presents an image of the signature page of the Federal Fiscal Year 2025 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 Gregory Barfield, Director of Transportation for the City of Fresno.

Exhibit B.1 FY 2025 FTA Certifications and Assurances Signature Page

Affirmation of Applicant

Affirmation of Applicant

Applicant

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in the federal fiscal year, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

The Certifications and Assurances the Applicant selects apply to each Award for which it now seeks, or may later seek federal assistance to be awarded by FTA during the federal fiscal year.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 et seq., and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute.

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.

Official's Name

Gregory Barfield

☒

 I accept the above

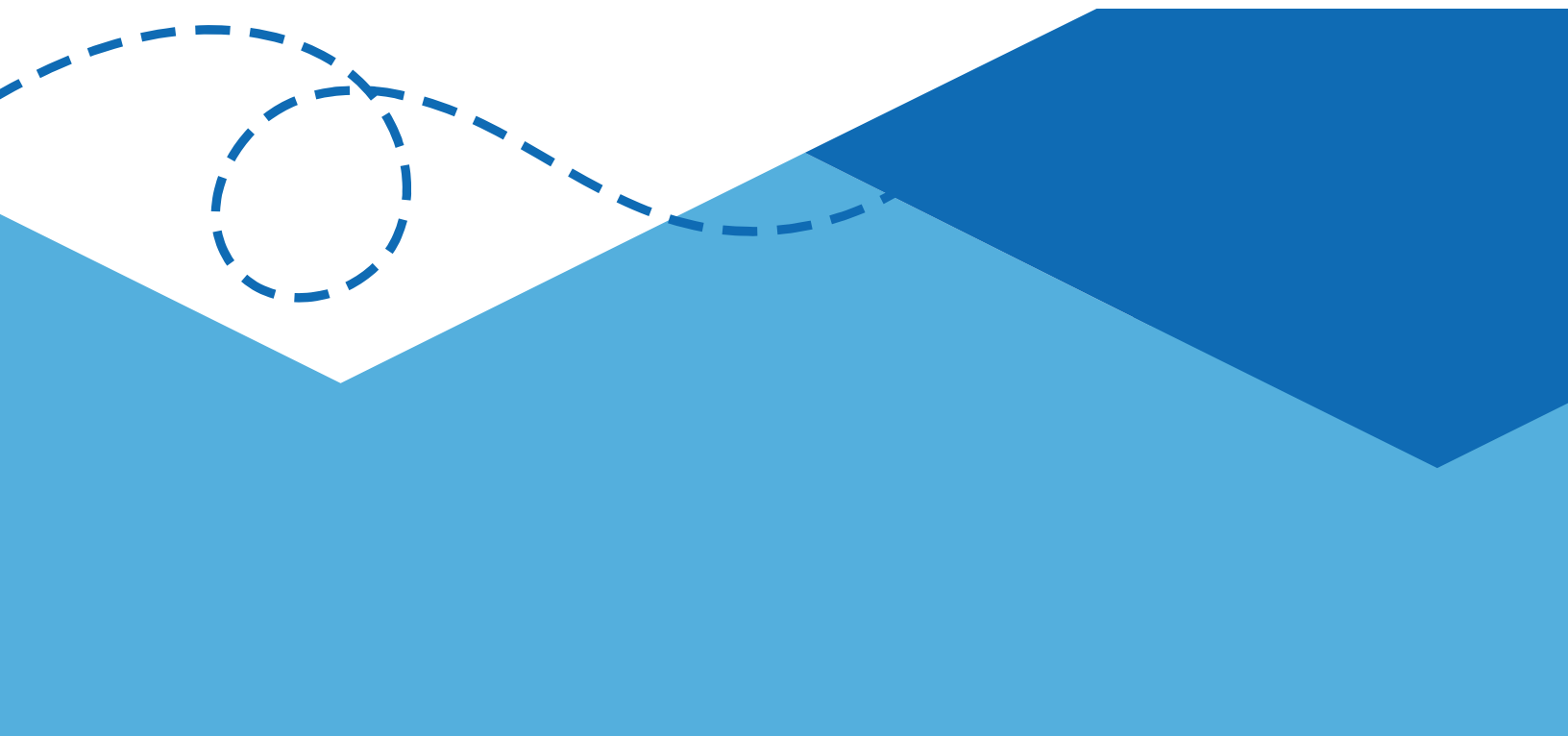
Certification Date

May 23, 2025

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APPENDIX C

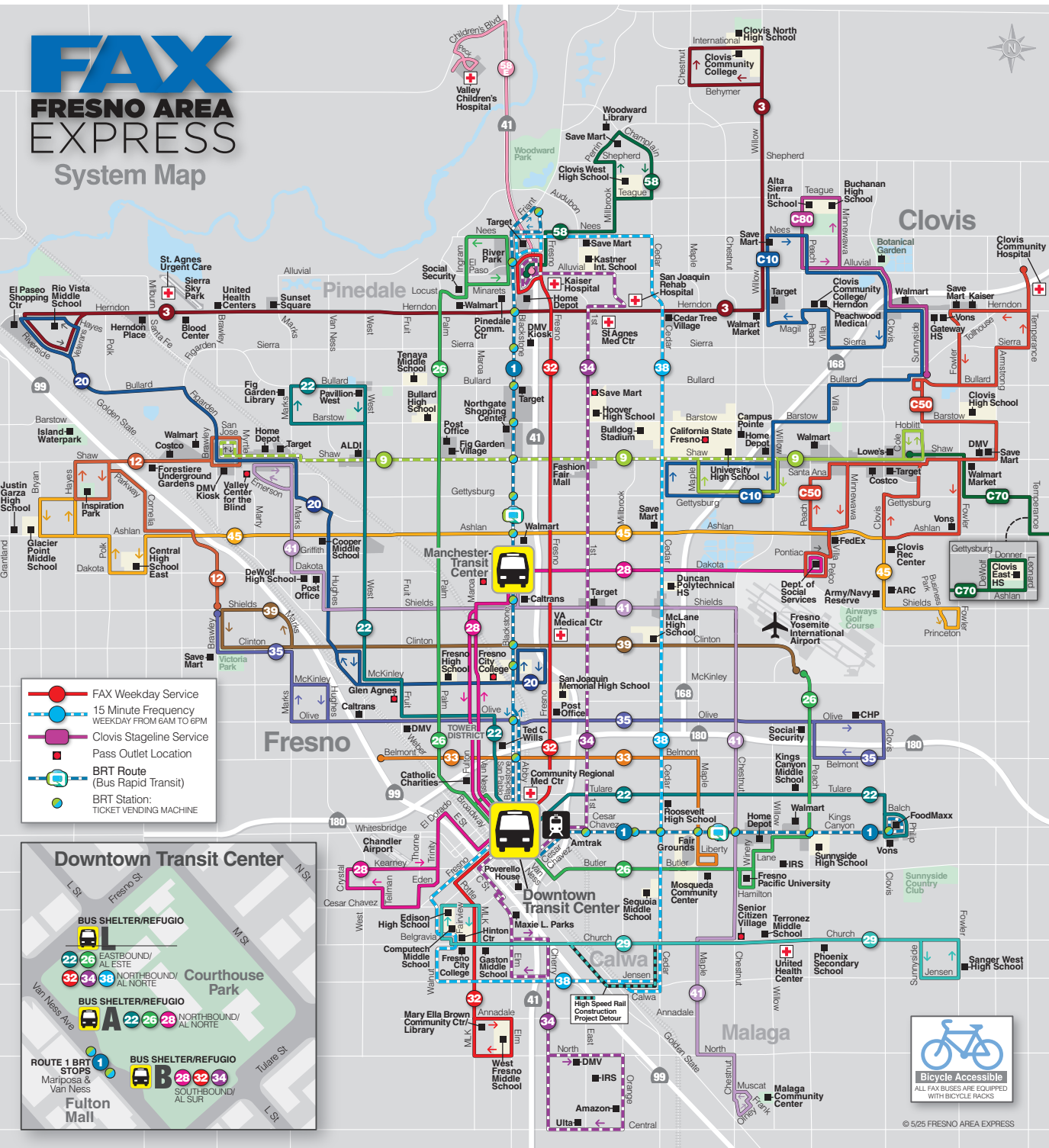
FAX Base System



APPENDIX C: FAX BASE SYSTEM

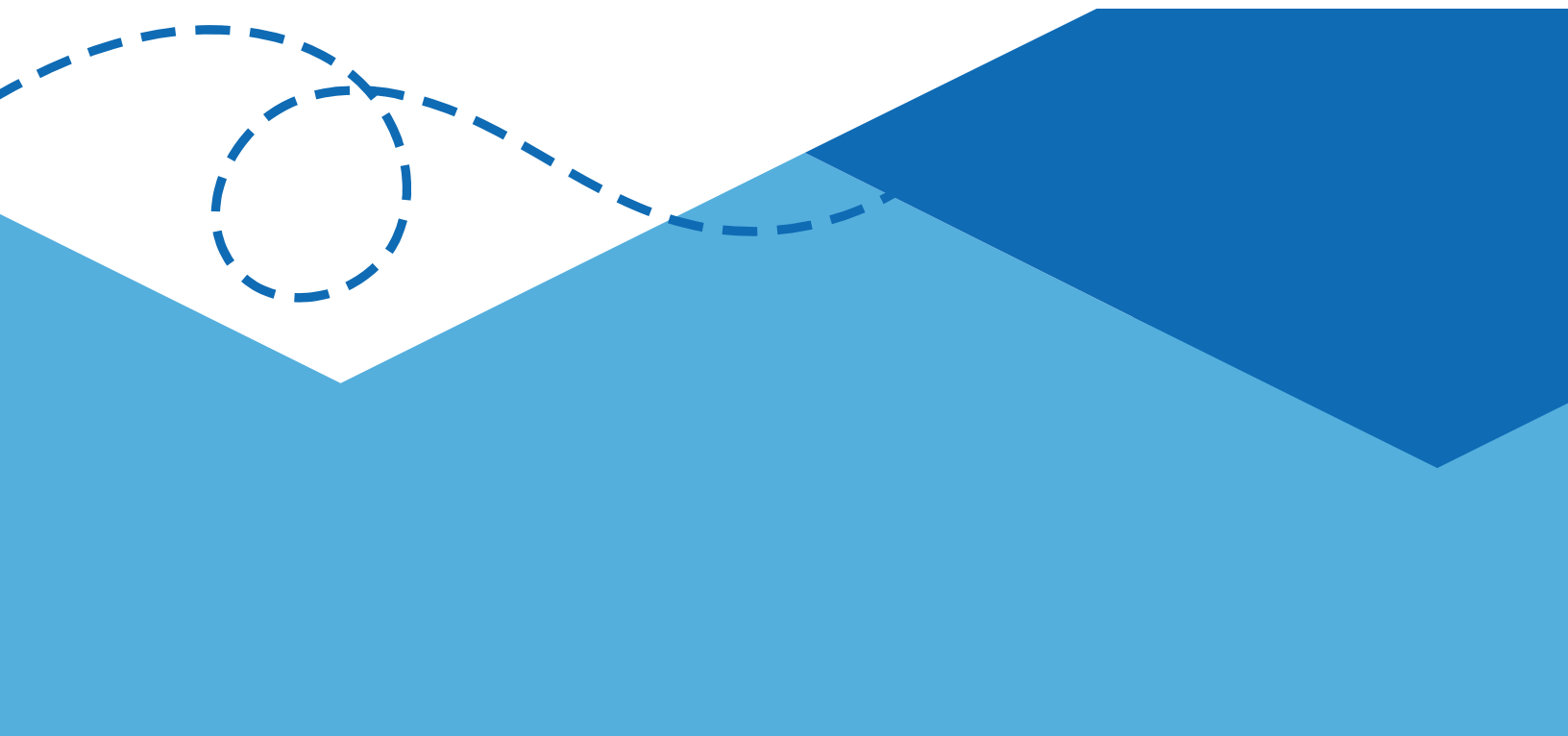
Exhibit C.1 presents an image of the FAX fixed-route system map, which includes bus routes, transit centers, and key activity generators.

Exhibit C.1 FAX Fixed-Route System Map



APPENDIX D

Low-Income Population Concentrations within FAX Service Area



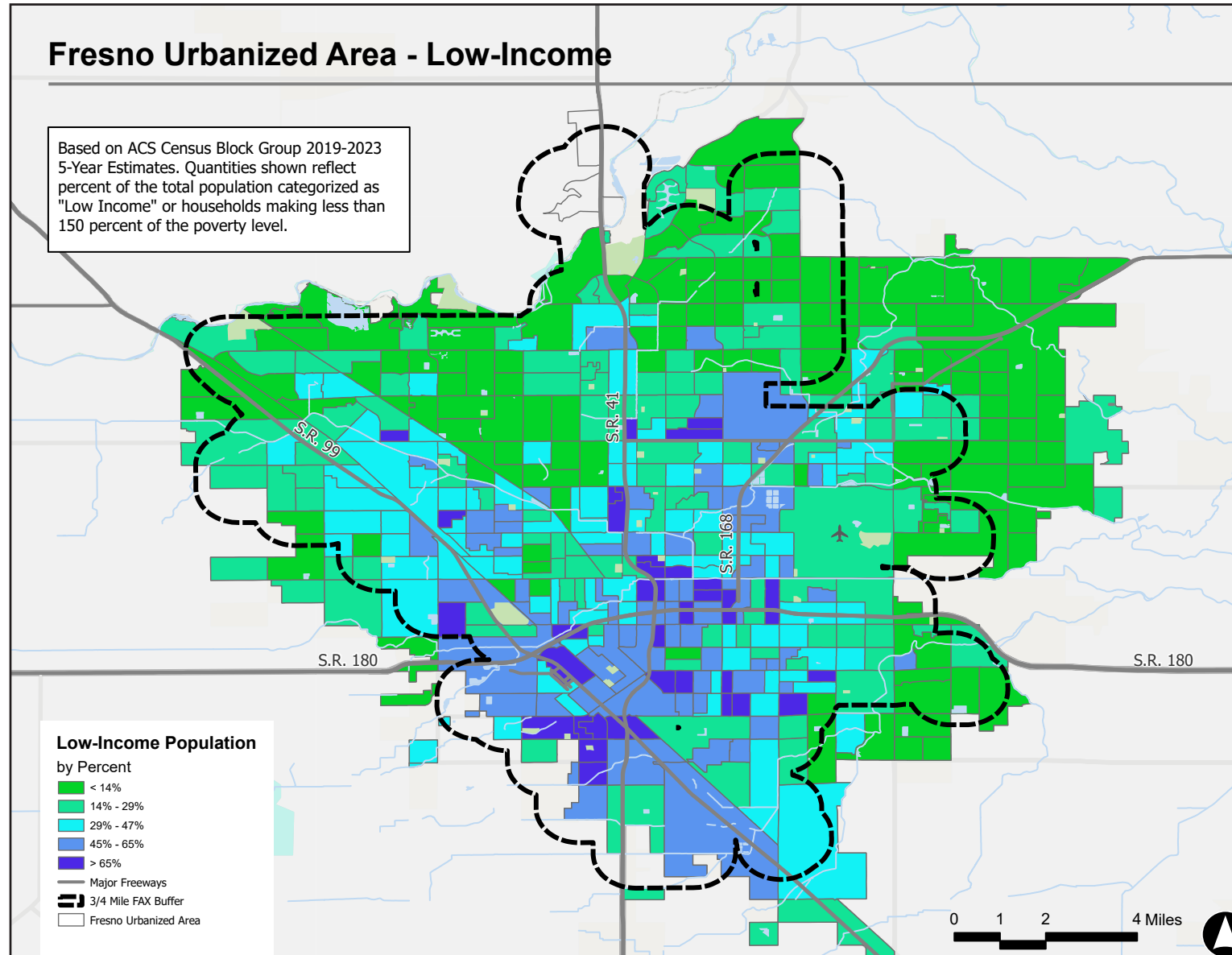


**APPENDIX D: LOW-INCOME POPULATION CONCENTRATIONS
WITHIN FAX SERVICE AREA**

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 2019-2023 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 29.9 percent.

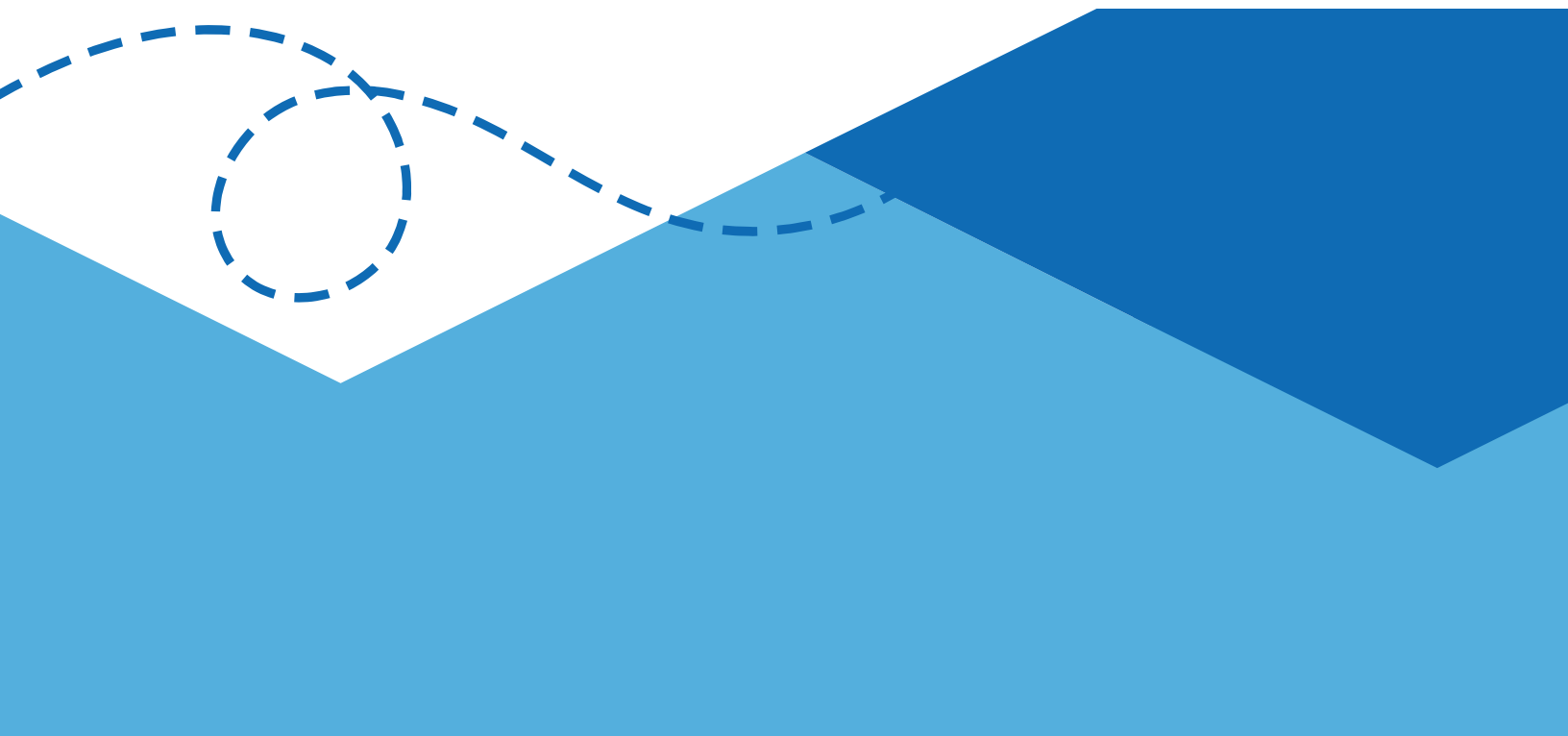
Concentrations of low-income population are differentiated by colors at the census block group level. A solid border outlines the Fresno Urbanized Area. A dashed line indicates all areas within three-quarters of a mile of a FAX fixed route.

Exhibit D.1 Demographic Map: Low-Income Population



APPENDIX E

Minority Population Concentrations **within FAX Service Area**





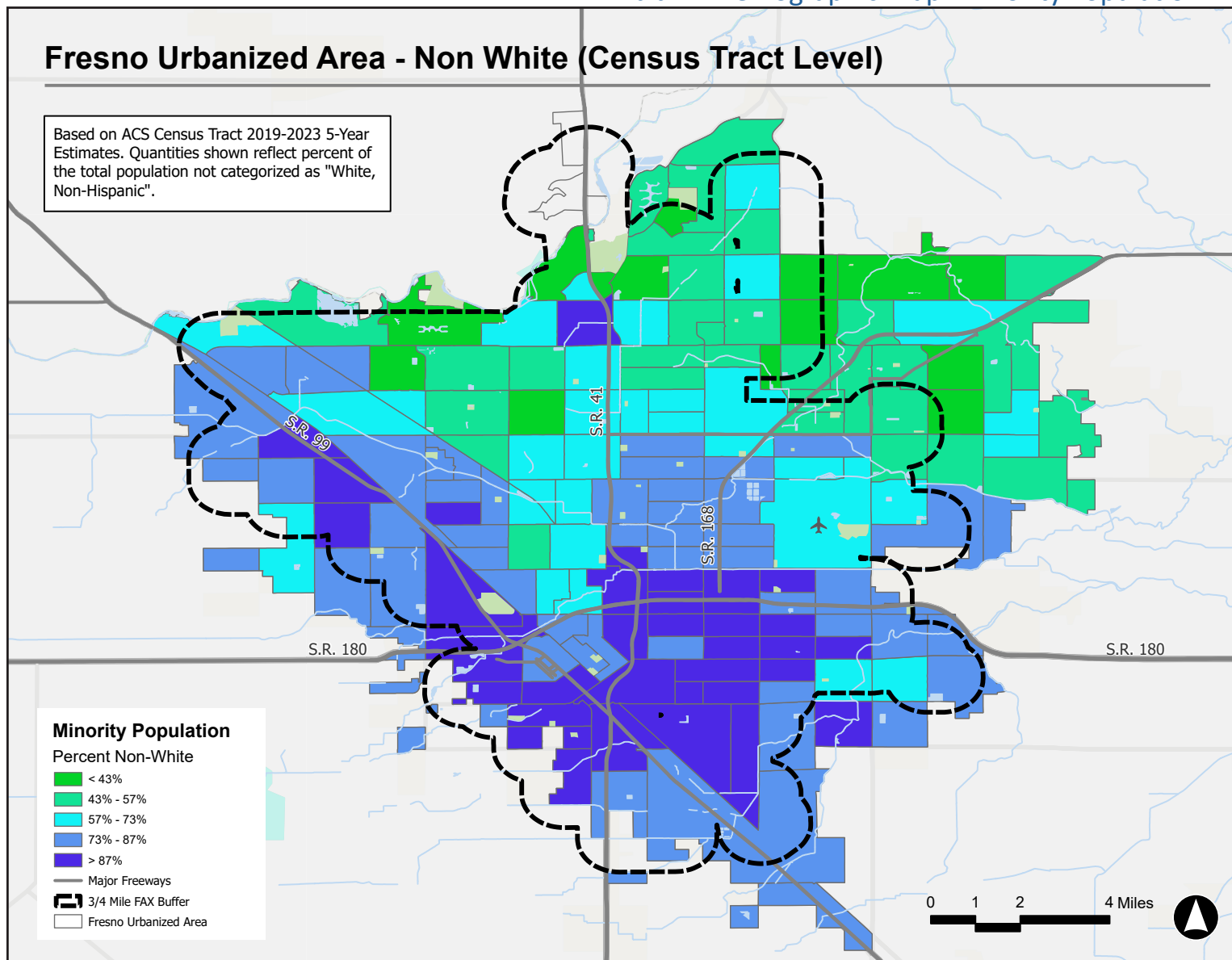
Fresno Area Express 2025 Title VI Program

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 2019-2023 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 low-income individuals in the Fresno Urbanized Area is 71.0 percent.

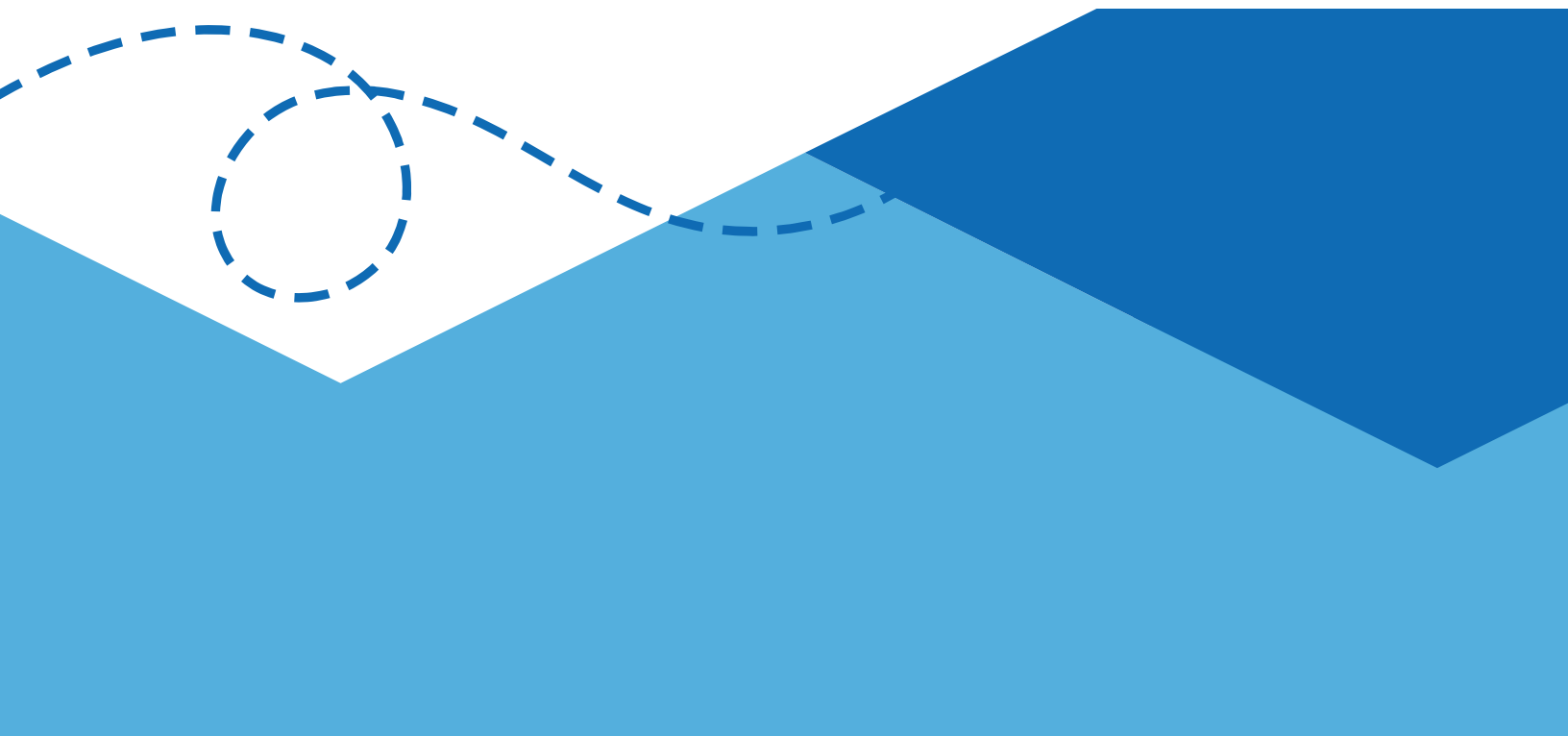
Concentrations of minority population are differentiated by colors at the census tract level. A solid border outlines the Fresno Urbanized Area. A dashed line indicates all areas within three-quarters of a mile of a FAX fixed route.

Exhibit E.1 Demographic Map: Minority Population



APPENDIX F

Limited-English Proficiency Areas





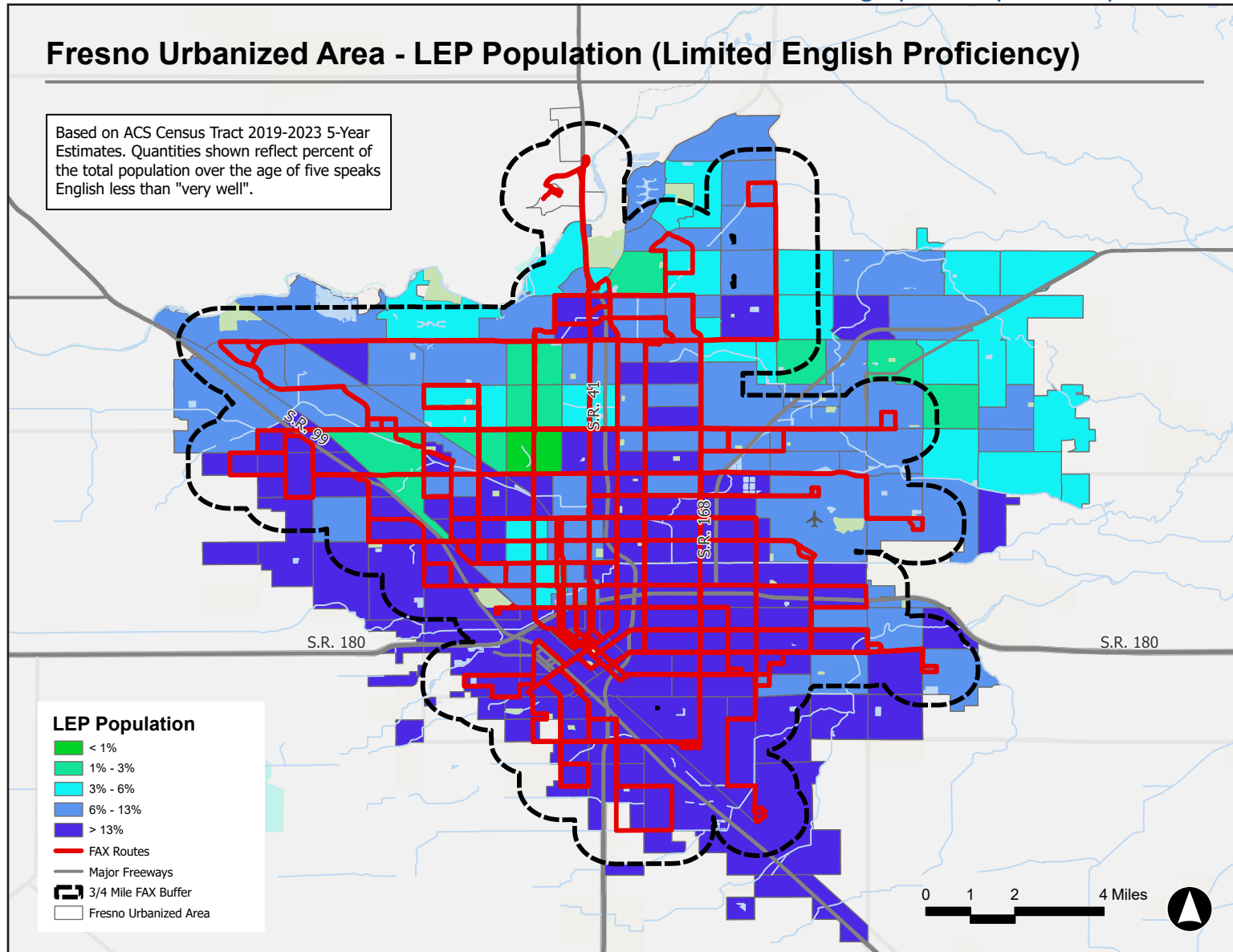
Fresno Area Express 2025 Title VI Program

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 2019-2023 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.

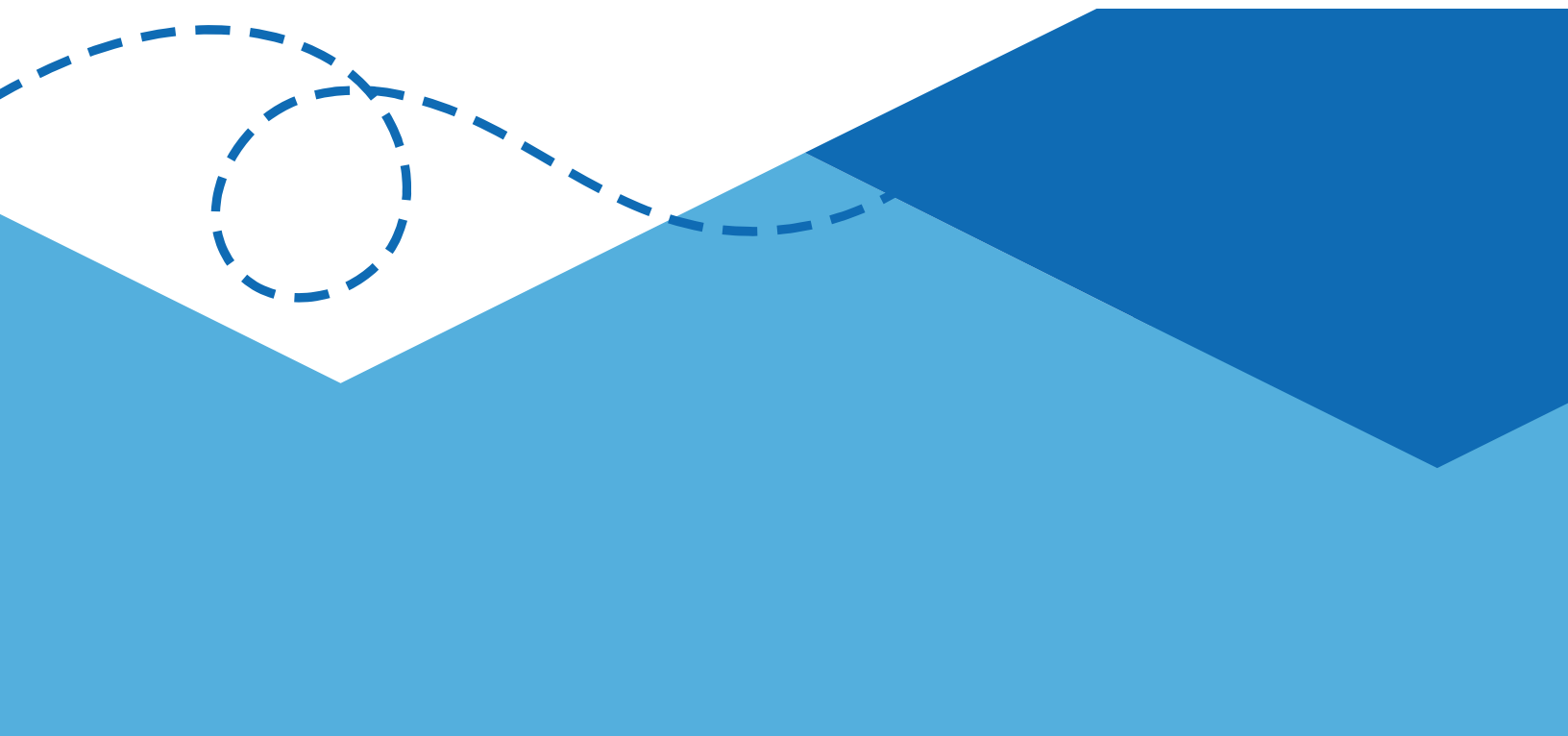
Exhibit F.1 Demographic Map: LEP Population



APPENDIX G

Social Services Transportation

Advisory Committee Membership List



APPENDIX G: SOCIAL SERVICES TRANSPORTATION ADVISORY COMMITTEE

MEMBERSHIP LIST

Exhibit G.1 2025 SSTAC Membership List

Social Services Transportation Advisory Council Membership List

Updated May 2025

Potential Transit User 60 Years of Age or Older (minimum of 1)			
Appointment	Resident of/Geographic Representation	Term Expires	Ethnic Background

Representatives of the Local Social Service Providers for Seniors (minimum of 2)			
Appointment	Resident of/Geographic Representation	Term Expires	Ethnic Background

Potential Transit User Who Is Disabled (minimum of 1)			
Appointment	Resident of/Geographic Representation	Term Expires	Ethnic Background
Yonas Paulos	Fresno/Fresno County	Jan-27	African American

Representative of the Local Social Service Provider for Disabled (minimum of 2)			
Appointment	Resident of/Geographic Representation	Term Expires	Ethnic Background
Chenier Derrick	Fresno/Fresno County	Jan-27	African American

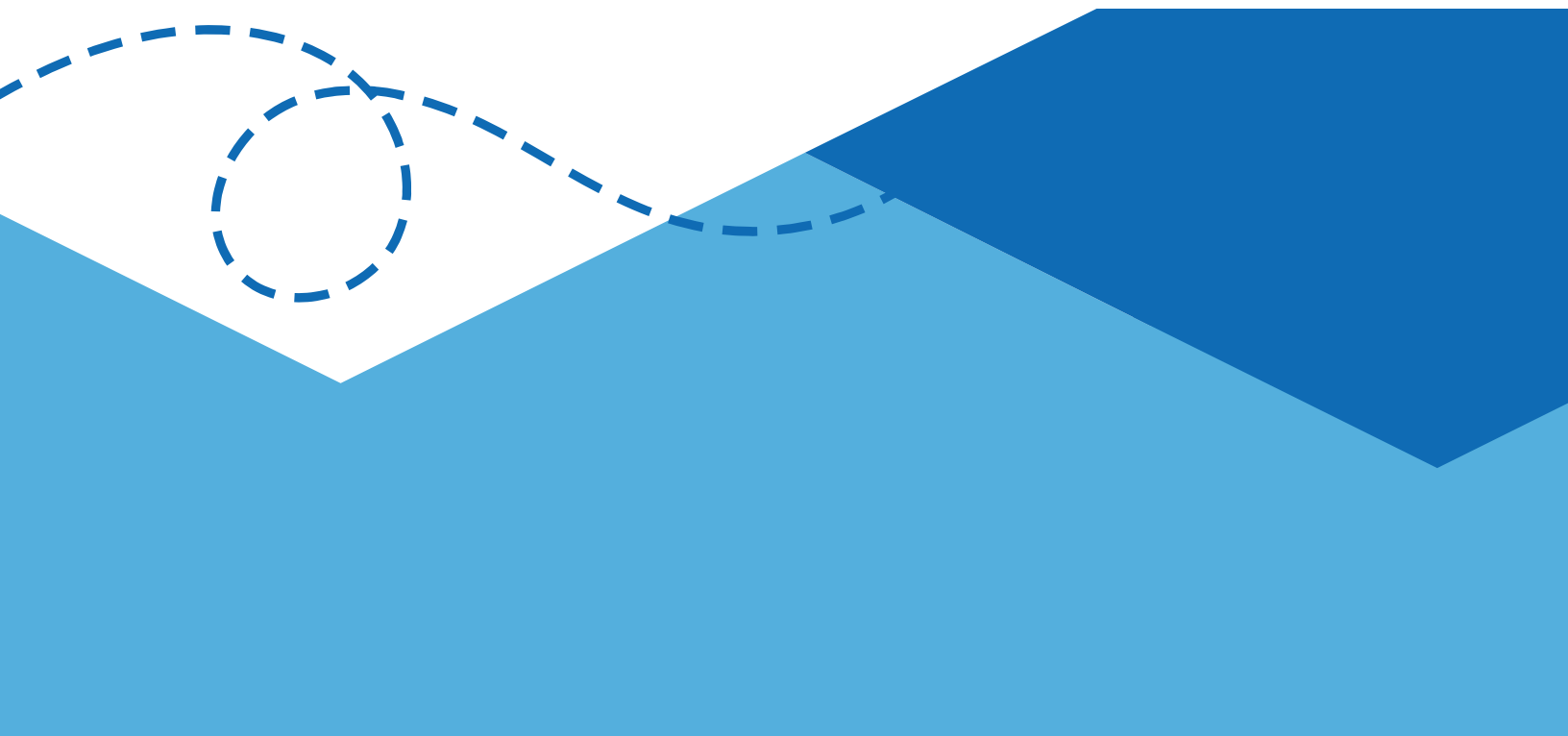
Representative of a Local Social Service Provider for Persons of Limited Means (minimum of 1)			
Appointment	Resident of/Geographic Representation	Term Expires	Ethnic Background
Katherine Martindale, Fresno County	Fresno/Fresno County	Jun-26	Caucasian

Representatives from the Local Consolidated Transportation Service Agency (minimum of 2)			
Appointment	Resident of/Geographic Representation	Term Expires	Ethnic Background
Bethany Berube, Clovis Transit	Clovis/Fresno County	Jan-27	Caucasian
Thomas Dulin, FEOC/CTSA	Fresno/Fresno County	Jun-27	Caucasian
Moses Stites, FCRTA	Fresno/Fresno County	Jan-27	Hispanic
Darlene Christiansen, FAX	Fresno/Fresno County	Jun-27	Caucasian

Representatives of General Public, who use Public Transit			
Appointment	Resident of/Geographic Representation	Term Expires	Ethnic Background
Matthew Gilliam	Fresno/Fresno County	Mar-26	African American

APPENDIX H

2024 FAX Bus Customer Satisfaction Survey





2024

Fresno Area Express Fixed-Route Bus Passenger Satisfaction Survey Report



Prepared for:
City of Fresno
223 G Street
Fresno, CA



Rea & Parker Research
San Diego, CA
November 2024

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Fresno Area Express 2024 Fixed-Route Bus Passenger Satisfaction Survey Report

Key Survey Findings

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

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

Rider Demographics

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

Rider Travel Characteristics

- The dominant typical trip purpose of FAX riders is work/business (27 percent) followed by errands/personal (19 percent), college (13 percent) and shopping (11 percent).
- Approximately one-third (31 percent) of FAX riders make fewer than 5 trips per week. Also, 14 percent of FAX riders make 13 or more trips per week in 2024. The median number of trips per week in 2024 is 6 trips.
- FAX has both long-term bus riders as well as relatively new riders. For example, just over one-fifth (22 percent) have ridden FAX for 10 years or more; on the other hand, 46 percent have ridden the system for less than 3 years. The mean length of time riders have ridden FAX is 6.0 years.
- Seven in ten (71 percent) of FAX riders do not have access to a car or other vehicle to make the trip they were taking when they were surveyed.
- Among the 29 percent who do have access to a vehicle, over one-fourth (27 percent) use FAX instead of their vehicle because they wish to save gasoline, noting that the bus is less expensive than using their vehicle. Another 17 percent indicate that their car is being repaired or that it is not reliable.

Rider Satisfaction with FAX Bus Service

- Riders express substantial overall satisfaction with the FAX bus system. Over 7 in 10 respondents (73 percent) are either very satisfied (29 percent) or satisfied (44 percent). On a scale of 1 to 6, where 1 = very satisfied and 6 = very dissatisfied, the mean satisfaction rating is 2.1 in the current year.
- The highest overall satisfaction with the FAX bus system is associated with bus routes 58/58E (1.67), 32 (1.74), and 35 (1.75).
- Riders provide very high mean ratings for drivers' characteristics including drivers' driving skills, drivers' safety awareness, and drivers' helpfulness (each with a mean of 2.1). The 2024 survey respondents also rate drivers' courtesy relatively high (mean of 2.2).
- Regarding time considerations, respondents are most satisfied with on-time performance, frequency of buses, and time to complete trip (each with a mean of 2.2). Respondents also express a moderate level of satisfaction with hours of operation on weekdays (mean of 2.3). Riders are less satisfied with the hours of operation on weekends (mean of 2.5).
- Respondents are generally satisfied with the closeness of bus stops to home, closeness of bus stops to destinations, and overall comfort of bus rides (each with a mean of 2.2). Riders are less satisfied with the cleanliness of bus stops/stations (mean of 2.5) and cleanliness inside buses (mean of 2.4).
- Respondents are most satisfied with accessibility for people with disabilities (mean of 2.0) and value for price paid (mean of 2.1). Respondents are reasonably satisfied regarding the quality of audio/visual announcements (mean of 2.2) and the availability of route/schedule info (mean of 2.2).
- Riders identify on-time performance as the most important feature (28 percent) followed by frequency of buses (19 percent). Riders accord the next level of importance to time to complete trip (14 percent).
- The least important bus feature by far is the quality of audio/visual presentations of information on board the bus.
- Based upon a satisfaction/importance quadrant analysis, on-time performance is the core characteristic that leads to the overall rating of the FAX bus service as very satisfactory. Four characteristics would provide an important improvement to overall satisfaction: cleanliness inside buses, bus hours of operations on weekends, stops close to home, and stops close to destinations. Riders regard time to complete their trip and frequency of buses as being on the boundary line between being core satisfaction characteristics or being characteristics that would greatly enhance satisfaction were they to be improved.
- The "report card" that was developed for prior surveys shows that FAX has been a consistent success with high rider satisfaction. This high level of satisfaction is demonstrated by the A- and B+ grades that have been attributed to the various features of the FAX bus system since 2018.

Harassment on the FAX System

- FAX riders have experienced some degree of harassing behaviors such as hostile comments and gestures, stolen or damaged property, unwanted sexual language or behavior, or physical assault. Riders reported that they endured hostile comments, sounds, or gestures (43 percent). Also, nearly one quarter (31 percent) experienced unwanted sexual language or behavior. A similar pattern emerged regarding riders who have seen or heard others being harassed.

- Among the 76 percent who experienced, saw, or heard at least one incident of harassment, nearly one-third (32 percent) reported that the incident occurred on board the bus, and another 21 percent indicated that the incident occurred at bus stops or stations. The other 47 percent said that the incident occurred both at bus stops and on-board the bus.
- Among the 76 percent of riders who experienced, saw, or heard at least one incident of harassment, over three fifths (61 percent) did not report the incident.
- Among the 76 percent who experienced, saw, or heard at least one incident of harassment, one fourth (25 percent) felt they or others were targeted because of race/ethnicity and another 24 percent indicated that gender/gender expression was at the root of the harassment they experienced.
- Over one-third (35 percent) do not take any safety precautions when riding FAX buses. However, over one-quarter (26 percent) do not ride alone to maximize their perceived safety.
- Nearly one-quarter of FAX respondents (24 percent) always feel safe on-board FAX buses and at bus stops. On the other hand, one tenth (10 percent) never feel safe on-board or at bus stops.

Conclusion

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

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 9.1 million annual riders in fiscal year 2024. 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 (see system map on next page).

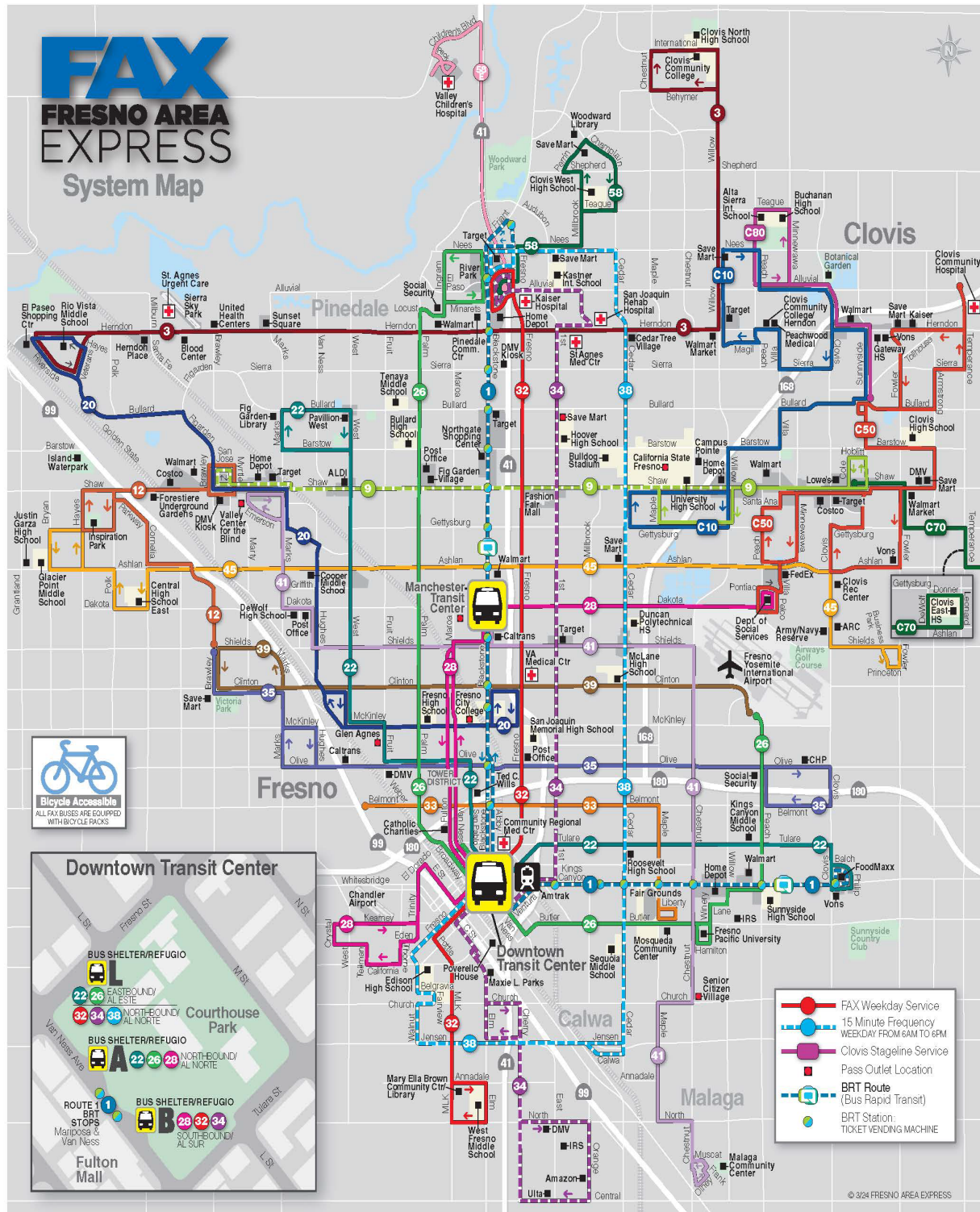
FAX has elected to conduct a statistically reliable rider opinion and satisfaction on-board survey of its rider base. The purpose of the survey is threefold – first, to provide current information and opinions concerning rider satisfaction about the bus system and second to compare the results of this 2024 study with the results of prior satisfaction surveys (in particular, the 2022, 2018, and 2014 rider satisfaction studies). The third purpose is to inquire whether FAX fixed route bus riders have experienced or witnessed various types of harassing behavior, insulting language, and/or sexual misconduct while using the FAX fixed route bus system. Rea & Parker Research was selected to conduct the 2024 study, as it was for the 2022, 2018 and 2014 studies as well.

This survey was designed to ascertain the following information:

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

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

Competitive Edge Research & Communication (the survey contractor that aided in the on-board data collection) recruited seven local surveyors/interviewers for this project, and these interviewers were trained regarding the procedures necessary to conduct this on-board bus survey. Rea & Parker Research also recommended a supervisor for this project who has worked with Rea & Parker Research for many years to coordinate the survey effort daily and to provide continuous updates.



The recruited interviewers/surveyors were trained by Rea & Parker Research and Competitive Edge Research & Communications (CERC) in Fresno on September 30, 2024. Follow-up trainings were

conducted in person by the field supervisor. The on-board survey process began on October 1, 2024, and was concluded on October 16, 2024. Randomly selected buses were surveyed between 5:45am and 9:30pm in direct proportion to their estimated ridership volume. Surveys were conducted on all seven days of the week.

Surveyors were responsible for randomly selecting bus riders for interview through a process developed by Rea & Parker Research. The surveyor would sit beside the selected interviewee and ask permission to interview him/her. If permission was granted, the surveyor would interview the person by asking questions that were preprogrammed into a computerized tablet. If the person completed the interview, they would be given a Wal-Mart gift certificate for \$5.00. If the respondent was not able to complete the interview before arriving at their bus stop, they were provided with an internet link to access the survey on their own computer to complete it and submit it to CERC and Rea & Parker Research.

The total number of survey forms completed (on-board and online) was 1,004. This yields a margin of error of +/-3.09% at the 95 percent level of confidence. In this current 2024 survey, therefore, approximately 49 out of every 50 completed surveys (98 percent) were completed in English and 2 percent (1 out of 50) were completed in Spanish. The survey was also offered in Hmong by the one interviewer conversant in Hmong, who concentrated on routes serving the Asian population.

Survey Sample Characteristics

Table 1 shows all completed surveys according to the bus route indicated by the respondent at the time they were interviewed. Some respondents, who did not complete the survey on board, exercised the option to complete it online. Three higher-volume bus routes comprise one-half (51 percent) of completed surveys (Route 1 = 32 percent, Route 38 = 10 percent and Route 34 = 9 percent).

Table 1
Completed Surveys by Route

Bus Route	Completed Surveys #	Completed Surveys %
Route 1	321	32
Route 38	97	10
Route 34	86	9
Route 41	74	7
Routes 26/39	72	7
Route 9	60	6
Route 20	57	6
Route 22	42	4
Route 28	41	4
Routes 12/35	40	4
Route 33	40	4
Route 45	25	3
Route 32	23	2
Route 3	12	1
Routes 58/58E	6	1
Total	1004	100%

Other characteristics of completed surveys are depicted in **Tables 2 and 3**. **Table 2** shows the completed surveys according to the day of the week the respondent was interviewed on board. Each weekday is well-represented with a total of 77 percent of surveys being weekday respondents and just under 1 in 4 (23 percent) responding on weekends. In 2022, over four-fifths of respondents (83 percent) answered the survey on weekdays while just under 1 in 5 (17 percent) responded on weekends. In 2018, only 12 percent of completed surveys were distributed on weekends.

Table 3 indicates the time of day completed surveys were distributed. Nearly three-fifths (59 percent) of completed surveys were from late morning and early afternoon between 9:00 am and 3:00 pm. Similarly

in 2022, nearly seven in ten (69 percent) of completed surveys were completed from 9:00 AM to 3:00 PM. And in 2018, 68 percent of completed surveys were distributed during this same period.

Table 2
Day of Week Surveys Were Completed

Day of Week	Completed Surveys #	Completed Surveys %
Monday	132	13
Tuesday	191	19
Wednesday	164	16
Thursday	163	16
Friday	121	12
Saturday	111	11
Sunday	122	12
Total	1004	100%

The findings detailed in the report are divided into four components as follows:

- Demographic Statistics/Respondent Characteristics
- Passenger Travel Characteristics
- Passenger Satisfaction with FAX Bus Service (including most important features)
- Harassment on FAX Buses and at Bus Stops

Charts and tables have been prepared for each of these major components depicting the basic survey results. Further, the results of this survey will be compared with the results of the 2022, 2018, and 2014 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.

Table 3
Time of Day Respondents Boarded Bus

Time of Day	Completed Surveys #	Completed Surveys %
Early Morning (Before 9am)	183	18
Late Morning (9 am - 11:59 am)	282	28
Early Afternoon (12 pm – 2:59 pm)	308	31
Late Afternoon/Early Evening (3:00 pm – 7:00 pm)	226	22
Night (After 7pm)	5	1
Total	1004	100%

Survey Findings

Demographic Statistics/Respondent Characteristics

Table 4 presents selected demographic characteristics of the survey respondents. Over one-half of respondents (53 percent) are male, and English is the primary language spoken in the home for nearly 9 in 10 (88 percent) of respondents. Respondents are primarily Hispanic/Latino (35 percent), White (25 percent), and Black/African American (20 percent), with Hispanic/Latino respondents showing some decrease from 2022 and Black/African American riders increasing.

Over one-third of respondents (35 percent) earn an annual household income of less than \$10,000 and another 19 percent earn between \$10,000 and \$19,999 on an annual basis. The median respondent annual household income is \$17,900, which represents a considerable increase over 2022 (\$13,800), 2018 (\$9,300), and 2014 (\$8,700).

Over one-half of respondents (51 percent) are between 18 and 34 years of age with another 35 percent between the ages of 35 and 54. The median age of 34.0 years of age represents a significant decline from the 2022 median age of 41.3. The median age for the current year is more consistent with the 2018 and 2014 survey years (each with a median age of approximately 33 years of age). The 2022 survey was conducted during the COVID epidemic, which may account for this divergence for that one survey period only.

Over 7 in 10 of respondents (72 percent) have a high school education or less. This represents a substantial difference from the 2022 survey year where 62 percent reported to have a high school or less education. In the current year, only 15 percent have a college degree or more education, again a substantial difference from the 2022 survey where over one-quarter (26 percent) reported to have a college degree or more education. Again, in the 2018 (17 percent) and 2014 (16 percent) surveys, those who reported to have college or more education are consistent with the current survey (15 percent).

Almost 7 in 10 (69 percent) of respondents in the current survey are either employed full-time (25 percent), employed part-time (21 percent), self-employed (12 percent), or students who are also employed (11 percent). An additional 10 percent are students who are employed. Among the remaining respondents, 12 percent are unemployed, 7 percent are disabled and unable to work, 4 percent are retired, and 3 percent are homemakers .

Just over 1 in 10 of the respondents (11 percent) in the 2024 survey is active-duty military, reservist, or a veteran. This is consistent with the military status reported in the 2022 survey. The major residential zip codes of the respondents in the current survey are as follows: 93726 and 92727 (11 percent each), 93722 (10 percent), and 93706 and 93711 (7 percent each).

Table 4
Bus Rider Demographics

Characteristic	2024	2022	2018	2014
Work Status				
Employed Full-Time	20%	25%	20%	17%
Employed Part-Time	21%	14%	17%	19%
Self-Employed	12%	6%	5%	4%
Student and Employed	11%	7%	8%	6%
Student and Not Employed	10%	10%	16%	15%
Homemaker	3%	3%	3%	5%
Retired	4%	9%	6%	7%
Unemployed	12%	13%	14%	16%
Disabled and Unable to Work	7%	13%	11%	11%

Bus Rider Demographics

Age	2024	2022	2018	2014
Under 18	5%	6%	8%	7%
18-to-34	46%	32%	48%	48%
35-to-54	35%	36%	27%	26%
55-to-74	13%	23%	16%	17%
75 and Older	1%	3%	1%	2%
Median Age	34.0	41.3	33.1	33.2
Education	2024	2022	2018	2014
Less than 8 th Grade	3%	6%	4%	5%
Some High School	20%	13%	17%	16%
High School Graduate	49%	43%	50%	48%
Vocational/Technical School	13%	12%	12%	15%
College Graduate	15%	26%	17%	16%

2024: 2.2% post-graduate degrees included in college graduate category

2022: 4.5% post-graduate degrees included in college graduate category

Bus Rider Demographics

Ethnicity	2024	2022	2018	2014
Hispanic/Latino	35%	43%	47%	46%
White	25%	27%	18%	25%
African-American/Black	20%	15%	22%	18%
Asian/Pacific Islander	7% ^a	3% ^b	3% ^c	7% ^d
American Indian/Alaska Native	4%	2%	3%	2%
Middle Eastern	1%	----	----	----
Mixed and Other Ethnicities	8% ^e	10% ^f	7%	2%

^a In 2024, 2.2% are Hmong, 0.9% Filipino, 0.8% Asian Indian or other Indic, 0.5% Japanese, Korean or Chinese, and 0.3% other Southeast Asian

^b 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.

^c In 2018, 0.6% identified themselves as Hmong, 0.3% as Filipino, and 3% as Cambodian.

^d In 2014, 3% indicated that they were Hmong and another 1% Filipino.

^e 1% identify as Hispanic and Black, 1% identify as White and Black, 1% are Hispanic and White, and 1% are Asian mixed with Hispanic or White

^f In 2020, 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

Table 4 (continued)
Bus Rider Demographics

Annual Household Income ^f	2024	2022	2018	2014
Less than \$10,000	35%	41%	54%	57%
\$10,000-\$19,999	19%	22%	22%	25%
\$20,000-\$29,999	25%	10%	11%	9%
\$30,000-\$39,999	14%	8%	5%	5%
\$40,000-\$49,999	4%	5%	4%	2%
\$50,000 -\$74,999	2%	5%	2%	2%
\$75,000 - \$99,999	1%	4%	2%	-----
\$100,000 and more	-----	5%	-----	-----
Median Household Income	\$17,900	\$13,800	\$9,300	\$8,700

In 2014, Highest income category provided on survey 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	2024	2022	2018	2014
Male	53%	50%	48%	41%
Female	43%	49%	52%	59%
Transgender	1%	_____	_____	_____
Non-Binary	1%	_____	_____	_____
Other	2%	1%	-----	-----

“Other” was new category in 2022. Transgender and Non-Binary were new in 2024.

Table 4 (continued)
Bus Rider Demographics

Primary Language in Home	2024	2022	2018	2014
English	88%	88%	91%	89%
Spanish or Spanish Creole	7%	11%	8%	8%
Various Asian Languages	3%	1%	1%	2%
Other	2%	----	----	----

In 2024, Despite this preponderance of English as the primary language spoken at home, 30% consider themselves to be limited in their use of English, and another 5% do not know whether they are limited or not.

In 2022, 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, Reservist, or Veteran	2024	2022	2018	2014
Yes	11%	9%	-----	-----
No	89%	91%	-----	-----

Table 4 (continued)
Bus Rider Demographics

Major Residential Zip Codes	2024	2022	2018	2014
93726	11%	10%	10%	12%
93727	11%	8%	10%	7%
93722	10%	6%	7%	8%
93706	7%	10%	12%	9%
93711	7%	3%	2%	2%
93702	6%	10%	10%	11%
93705	6%	8%	6%	8%
93710	5%	4%	6%	6%

93701	5%	4%	5%	3%
93725	5%	3%	3%	4%
93728	3%	5%	5%	4%
93703	3%	7%	6%	6%
93721	3%	3%	2%	2%

Passenger Travel Characteristics

Chart 1 shows the purpose of the riders' FAX bus trip at the time of interview. In the current 2024 survey, the dominant trip purpose of bus riders is work/business (27 percent), followed by errands/personal (19 percent), college (13 percent) and shopping (11 percent). In 2022, 2018 and 2014, the patterns are similar in that work/business is the dominant trip purpose (2022 = 32 percent, 2018 = 26 percent and in 2014 = 31 percent). Similarities also exist in that errands/personal is also a frequent trip purpose in the three survey periods prior to the current year (2022 = 20 percent, 2018 = 17 percent, and 2014 = 14 percent). While college was a frequent bus trip in 2018 (19 percent) and in 2014 (23 percent), college became less of a trip purpose in 2022 (12 percent) and in the current year (13 percent). This is most likely due to schools conducting classes online, rather than in-person during COVID, and continuing with an increased number of online classes since. To the extent that COVID plays a role in some of the findings discussed in this report, the possible effect of COVID, where applicable, will be postulated. Shopping trips were more prevalent, however, in the 2022 COVID year (16 percent).

Chart 2 shows that approximately one-third (31 percent) of FAX riders made fewer than 5 trips per week in the 2024 survey period. This represents a substantial decline in riding frequency from the 2022 and 2018 survey results when 41 percent and 39 percent, respectively, made fewer than 5 trips per week. Also, 14 percent of FAX riders made 13 or more trips per week in 2024. This is consistent with prior survey periods (2022, 2018, and 2014) when 13 percent to 15 percent of FAX riders made 13 or more trips per week. The median number of trips per week in 2024 is 6 trips and this is similar to the median number of trips in prior years.

It is indicated in **Chart 3** that FAX has both long-term bus riders as well as relatively new riders. For example, just over one-fifth (22 percent) have ridden FAX for 10 years or more; on the other hand, 46 percent have ridden the system for less than 3 years. The mean length of time riders have been riding FAX is 6.0 years, which is notably shorter than in 2022 (10.2 years) but somewhat more consistent with survey years 2018 (7.5 years) and 2014 (7.9 years). Again, it is likely that the decline in ridership during COVID has had a longer-term effect. This is even more evident in the median ridership length that has declined from 6 years in 2014 to 3 years in 2024. In the current year, 73 percent of bus riders have been riding FAX for one year or more. This percentage is slightly lower than in the 2022, 2018 and 2014 survey periods. (In 2022, -- 79 percent; in 2018 -- 83 percent, and in 2014 -- 87 percent of bus riders had been riding FAX for one year or more).

Chart 1

Purpose of This Bus Trip

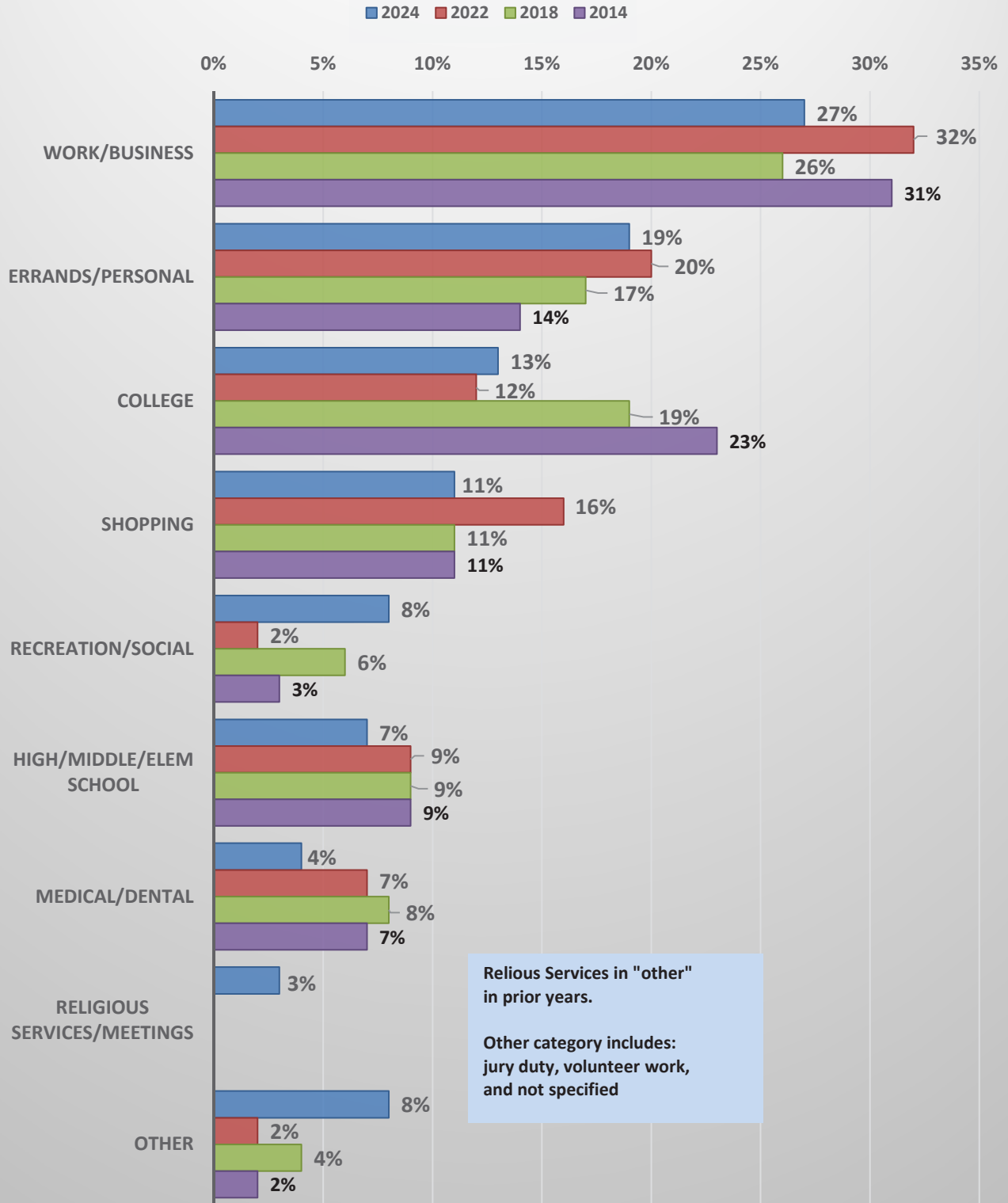


Chart 2

Number of Weekly Trips by FAX Riders

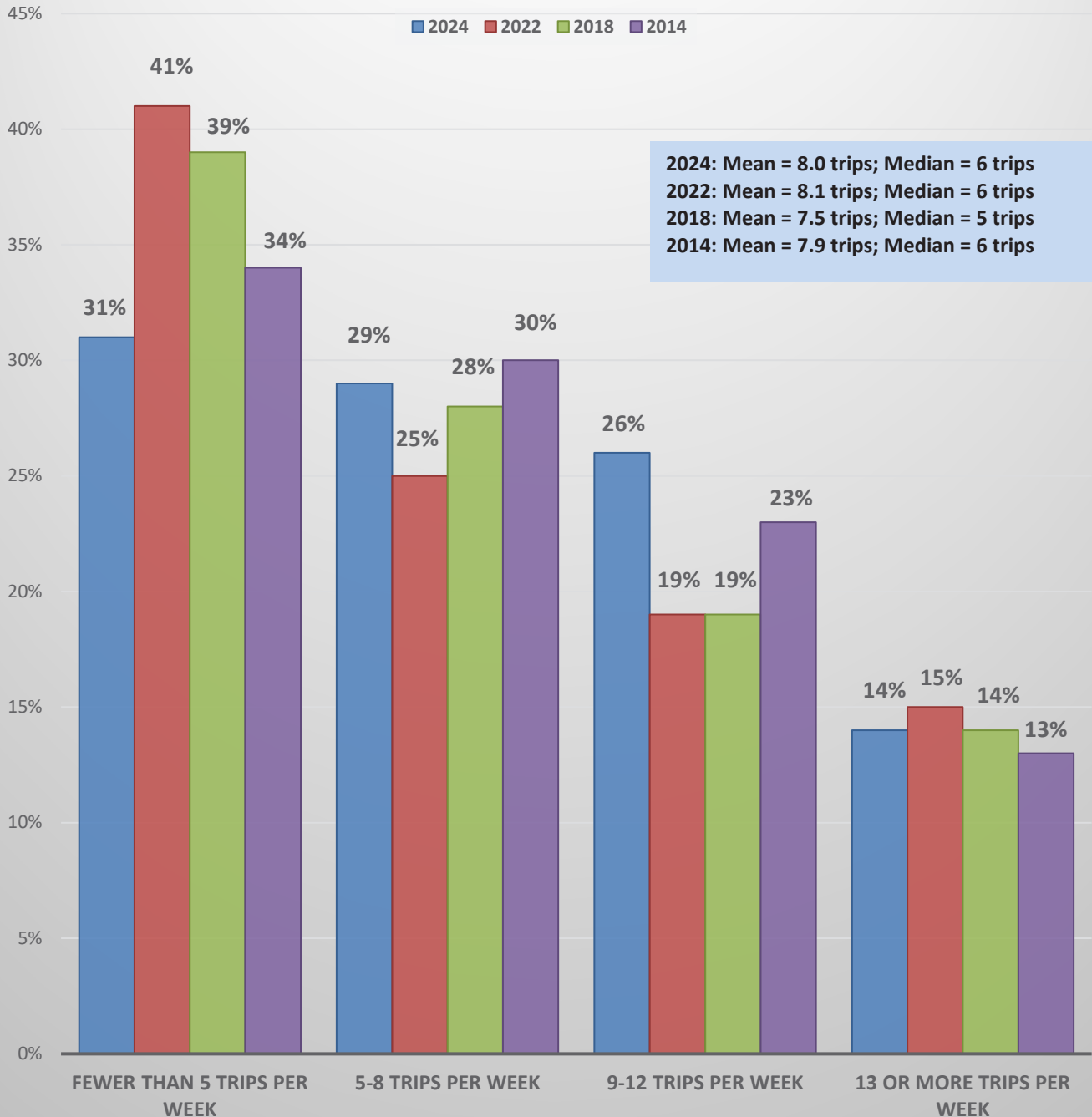


Chart 3 Length of Time Riding FAX

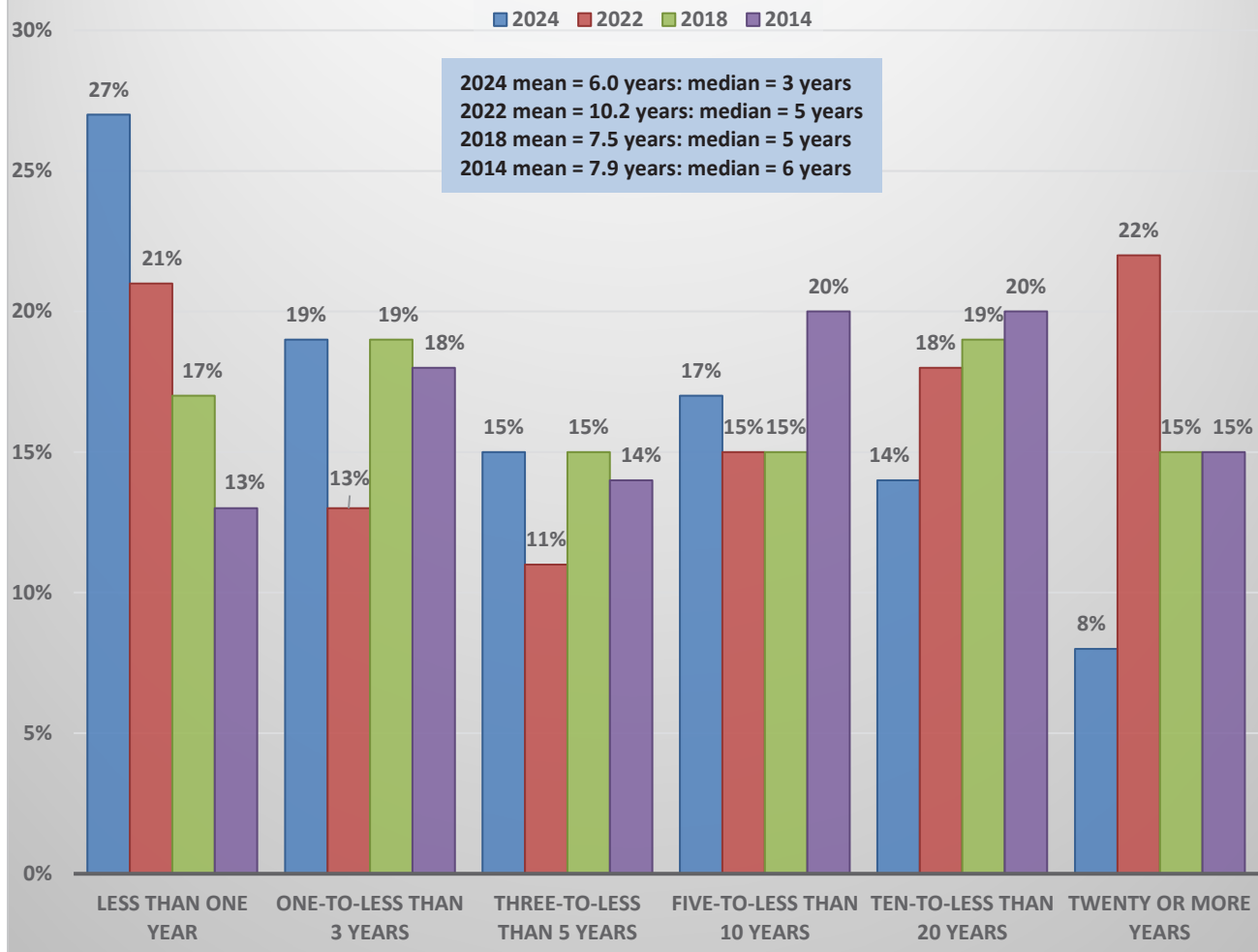
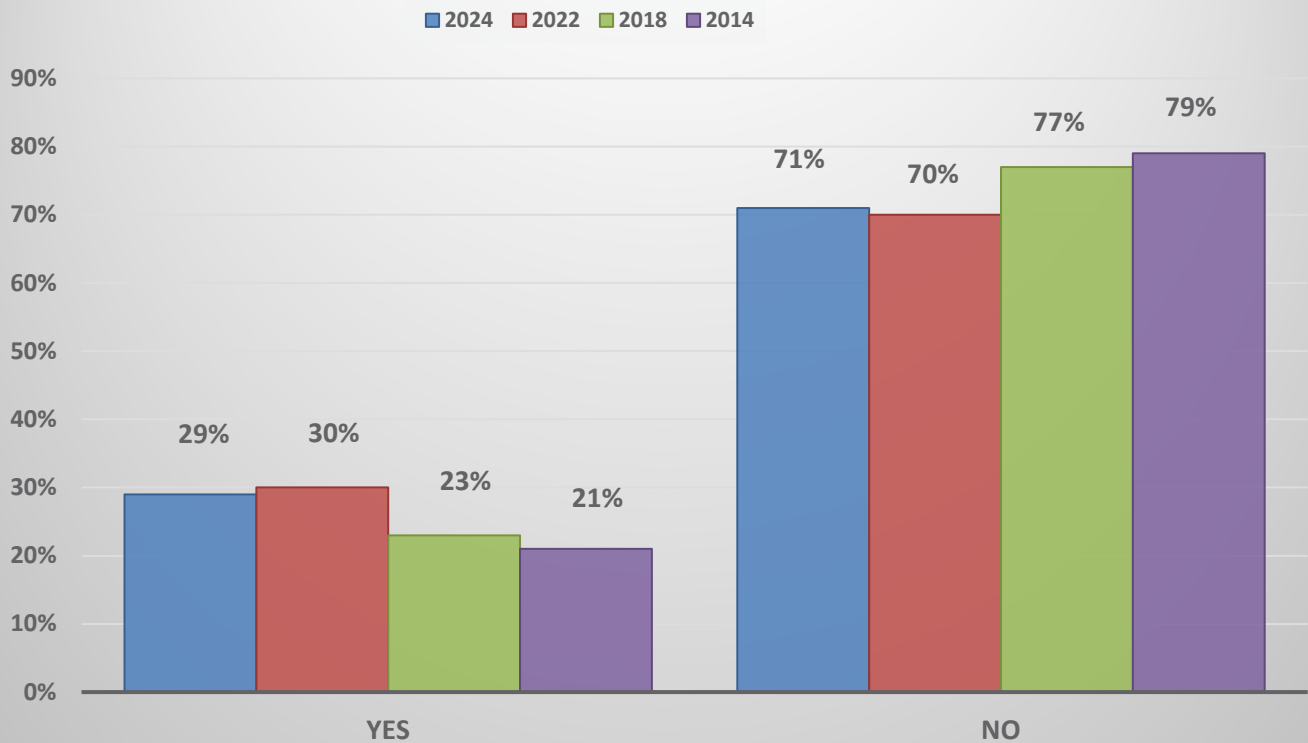


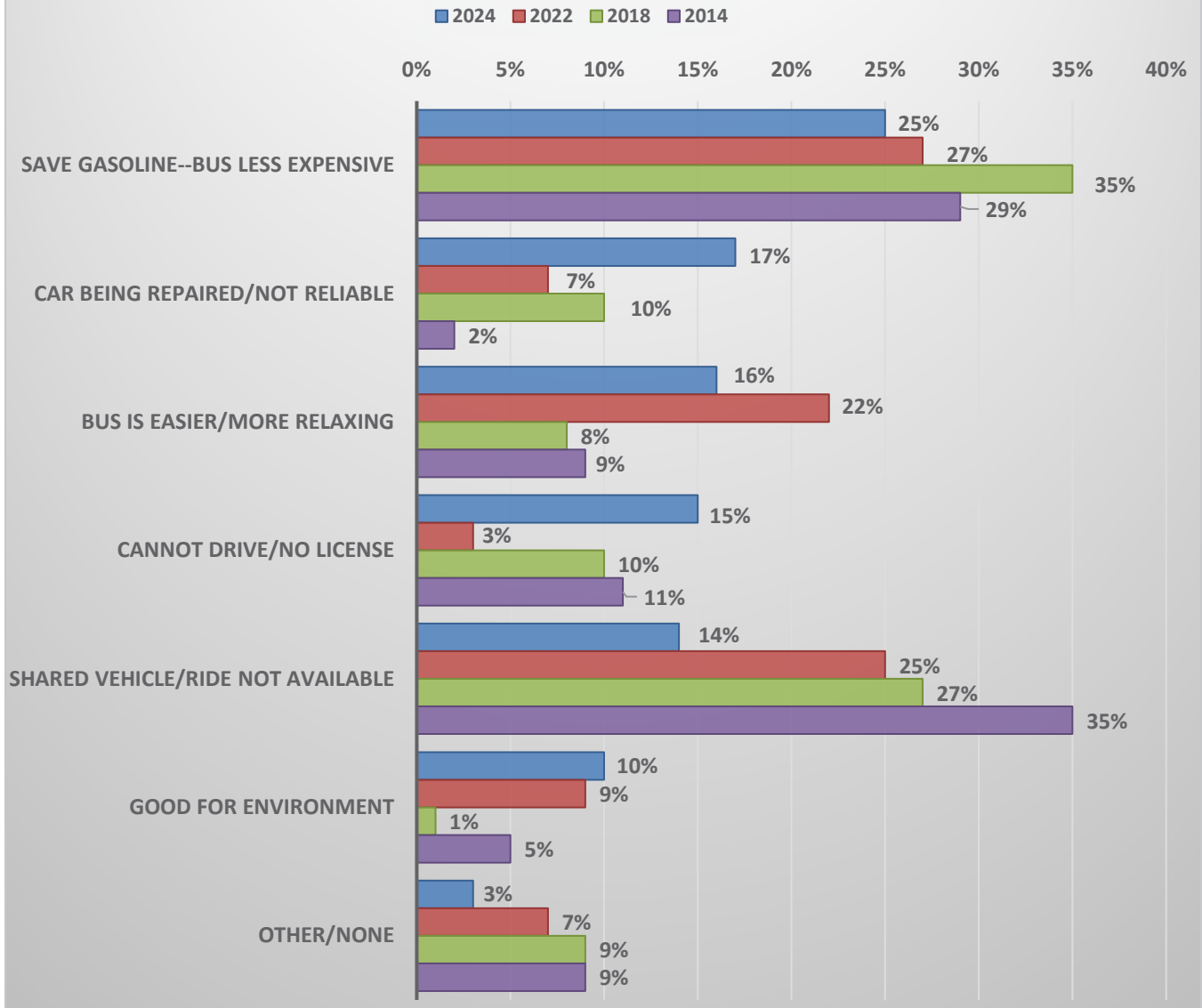
Chart 4 indicates that in the current survey 71 percent of riders do not have access to a car or other vehicle to make the type of trip that they were making when surveyed. This is consistent with the 2022 survey year when 70 percent of passengers did not have access to a car. Both 2024 and 2022 survey years demonstrate a decline among FAX riders who do not have access to a car. Specifically, in the 2018 and 2014, surveys, 77 percent and 79 percent respectively indicated that they did not have access to a vehicle, introducing the possibility that more passengers are using FAX as an option rather than being transit dependent.

Chart 4
Access to Car or Other Vehicle for This Type of Trip?



In the 2024 survey, among the 29 percent who do have access to a vehicle, over one-fourth (25 percent) of the 29 percent with access to a vehicle use FAX instead of their vehicle because they wish to save gasoline, noting that the bus is less expensive than using their vehicle. This represents 7 percent (25 percent of 29 percent) of all bus passengers who have access to vehicle but choose to ride the bus to save money. Another 17 percent of the 29 percent indicate that their car is being repaired or is not reliable, and 16 percent (of the 29 percent) stated that the bus is easier and more relaxing. Similar results are found in previous survey periods. For example, in 2018, 35 percent of those with vehicle access reported that they did not use their vehicle because the bus is less expensive to use than their car. Another 27 percent indicated that their shared vehicle is not always available. In 2014, 29 percent indicated that the bus is less expensive to use, another 35 percent indicated that their shared vehicle is not always available. The 2024 survey indicates that the lack of a shared vehicle (14 percent of the 29 percent) does not play as big a role in ridership as it did in these past years. The 2024 survey did show that environmental concerns are growing as a reason to take the bus (increasing from 1 percent in 2018 to 10 percent in 2024) (**Chart 5**).

Chart 5
Reasons for Riding FAX
 (among 29% who typically have vehicle available)



Passenger Satisfaction with FAX Fixed-Route Bus Service

Overall Satisfaction

Chart 6 reports that riders express substantial overall satisfaction with the FAX bus system. Over 7 in 10 respondents (73 percent) are either very satisfied (29 percent) or satisfied (44 percent). This represents a slight decline in satisfaction from the 2022 survey period where 80 percent of riders reported that they were either very satisfied (44 percent) or satisfied (36%) with the FAX bus system. This decline, especially among those who are very satisfied, is offset in large part a larger percentage who are “satisfied” in 2024 than were “satisfied” in 2022. Mean satisfaction levels provide a more balanced comparison of satisfaction over the years. On a scale of 1 to 6, where 1 = very satisfied and 6 = very dissatisfied, the overall mean bus satisfaction rating is 2.1 in the current year. This mean rating is similar to the ratings in 2022 and 2018 (1.9 in each year) and more favorable than the 2014 survey rating of 2.3.

Chart 7 indicates the respondents’ overall satisfaction with the FAX bus system for each bus route. Mean satisfaction ratings range from 1.67 to 2.17. Route 33 has the lowest mean rating of 2.65. The highest levels of satisfaction are accorded to bus routes 58/58E (1.67), 9 (1.70), 32 (1.74), and 35 (1.75). Route 1, the most heavily traveled route in the FAX system, experienced a small decline from 1.80 to 2.00 between 2018 and 2024. In 2018, mean satisfaction ratings ranged from 1.79 to 2.17 and in 2022, the range was 1.66 - 2.40, which are both in line with 2024.

Satisfaction with Individual Features of FAX Service

Chart 8 shows the level of rider satisfaction regarding bus features that are associated with drivers’ performance characteristics. Riders are satisfied with the drivers’ driving skills, drivers’ safety awareness, and drivers’ helpfulness (each with a mean of 2.1). These satisfaction ratings are slightly lower than the ratings for these features in the 2022 and 2018 surveys. However, these 2024 ratings are slightly higher than those ratings reported in the 2014 survey. The 2024 survey respondents also rate drivers’ courtesy relatively high (mean of 2.2) – again, slightly lower than the means in the 2022 and 2018 surveys (means of 1.9 and 2.0 respectively). Drivers’ courtesy is rated higher in the current survey (mean of 2.2) than in the 2014 survey (mean of 2.4). These four means associated with drivers’ characteristics show a reasonably consistent level of rider satisfaction over the past 10 years.

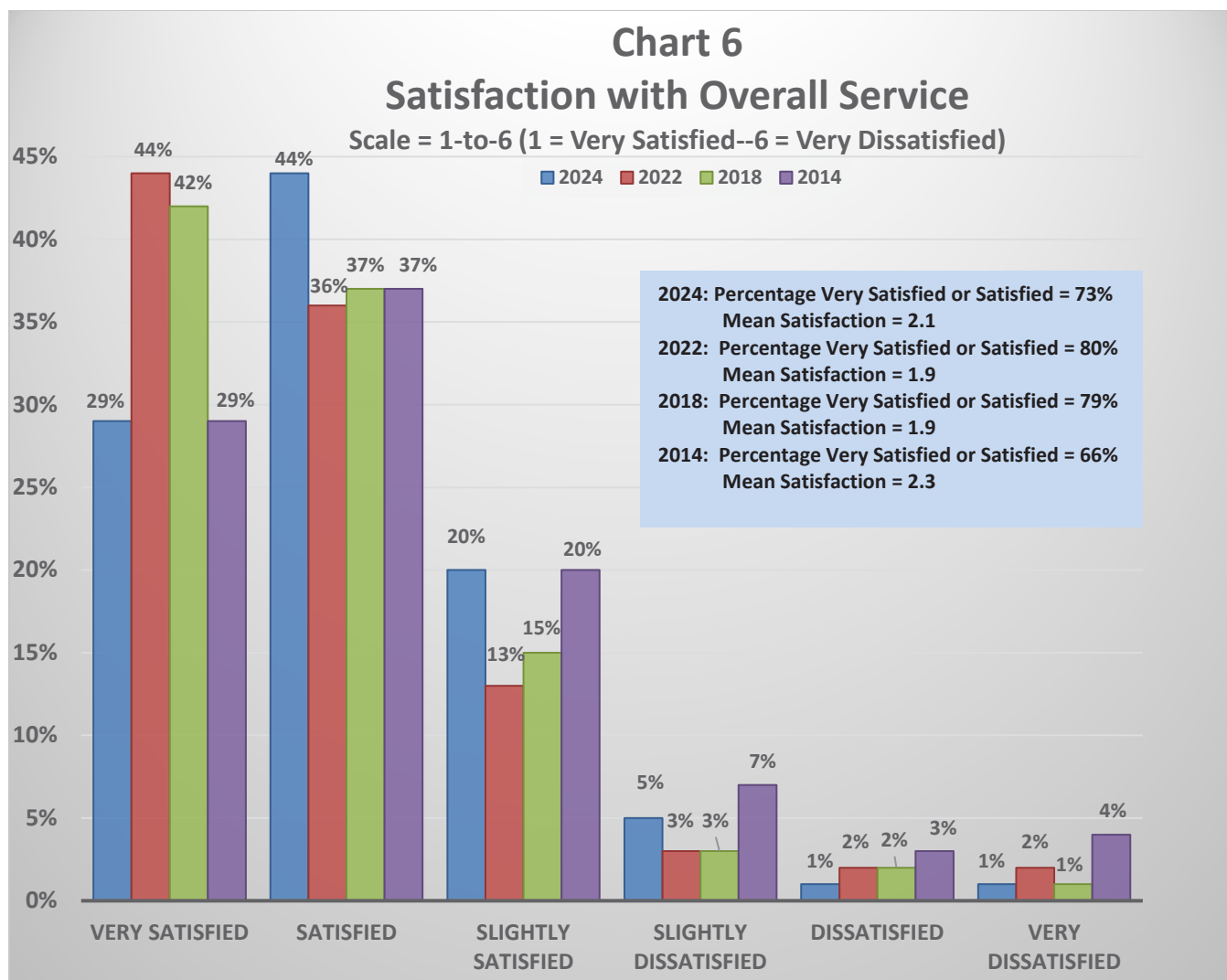


Chart 9 depicts the level of rider satisfaction regarding bus features most related to time considerations. Among these bus trip characteristics, respondents are most satisfied with on time performance, frequency of buses, and time to complete trip (each with a mean of 2.2). Respondents also express satisfaction with hours of operation—weekdays (mean of 2.3). Riders are less satisfied with the hours of operation on weekends (mean of 2.5). The data reveal similar patterns of satisfaction in the 2022 and 2018 surveys. It is noteworthy that these five categories of time characteristics show strong improvement in the level of rider satisfaction over the 2014 survey period. In 2014, the means for these characteristics ranged from 2.7 to 3.3. From 2014 to 2024, improvements in the percentage of respondents who are very satisfied with these time characteristics range from a 6 percent improvement for on time performance to 10 percent improvement for frequency of buses.

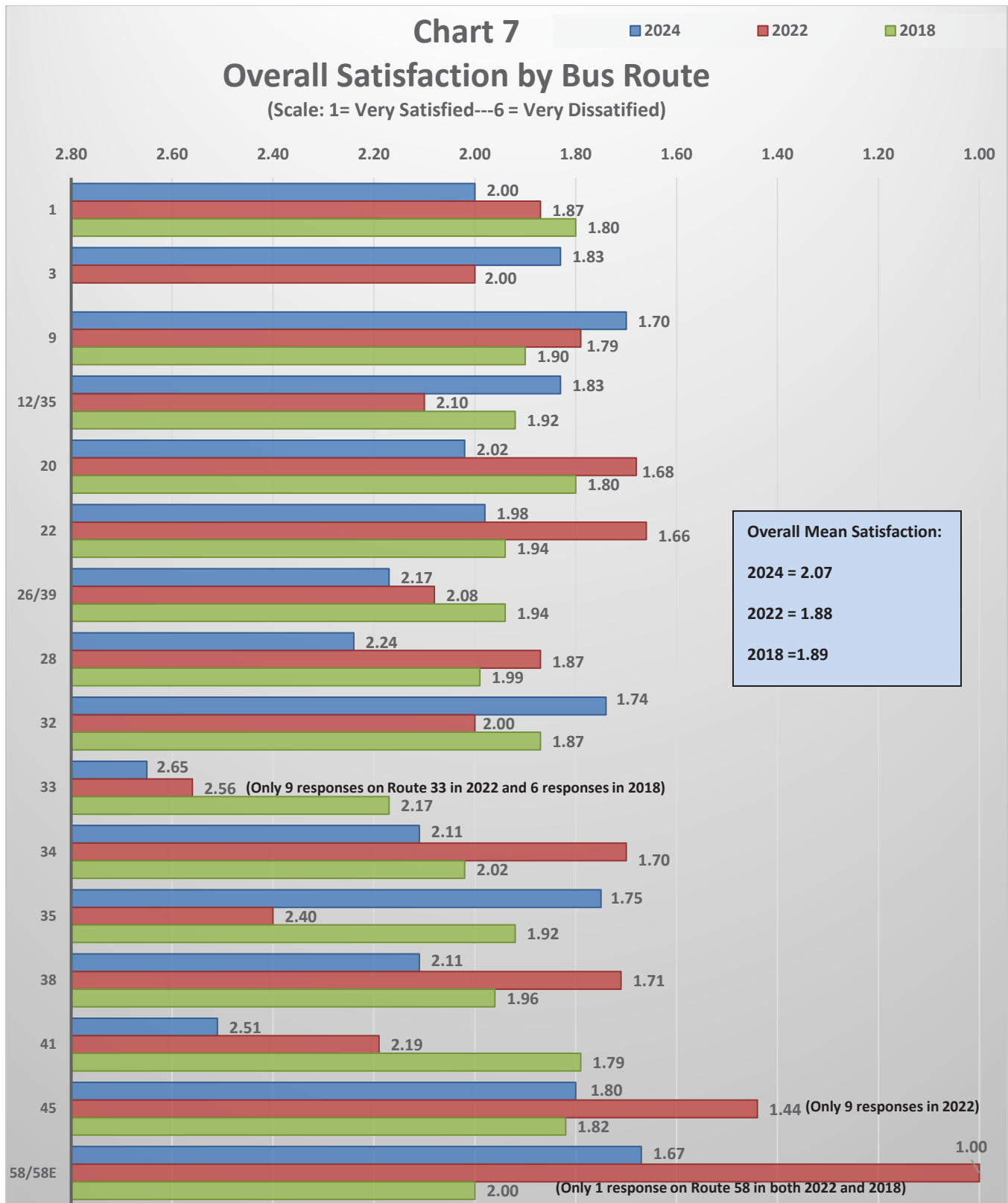


Chart 8

Mean Satisfaction Ratings--Drivers' Characteristics

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

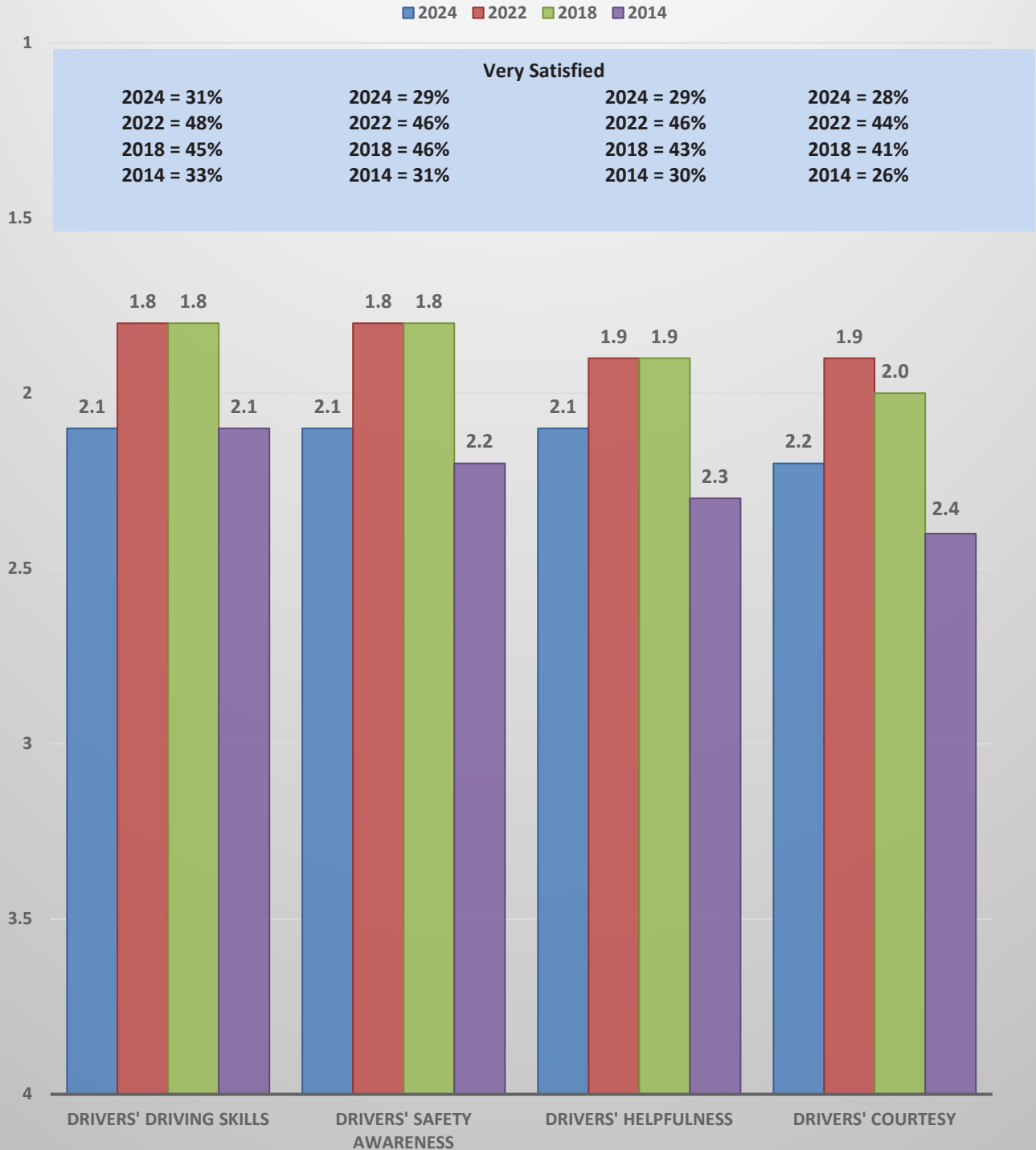


Chart 9

Mean Satisfaction Ratings--Time Characteristics

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

■ 2024 ■ 2022 ■ 2018 ■ 2014

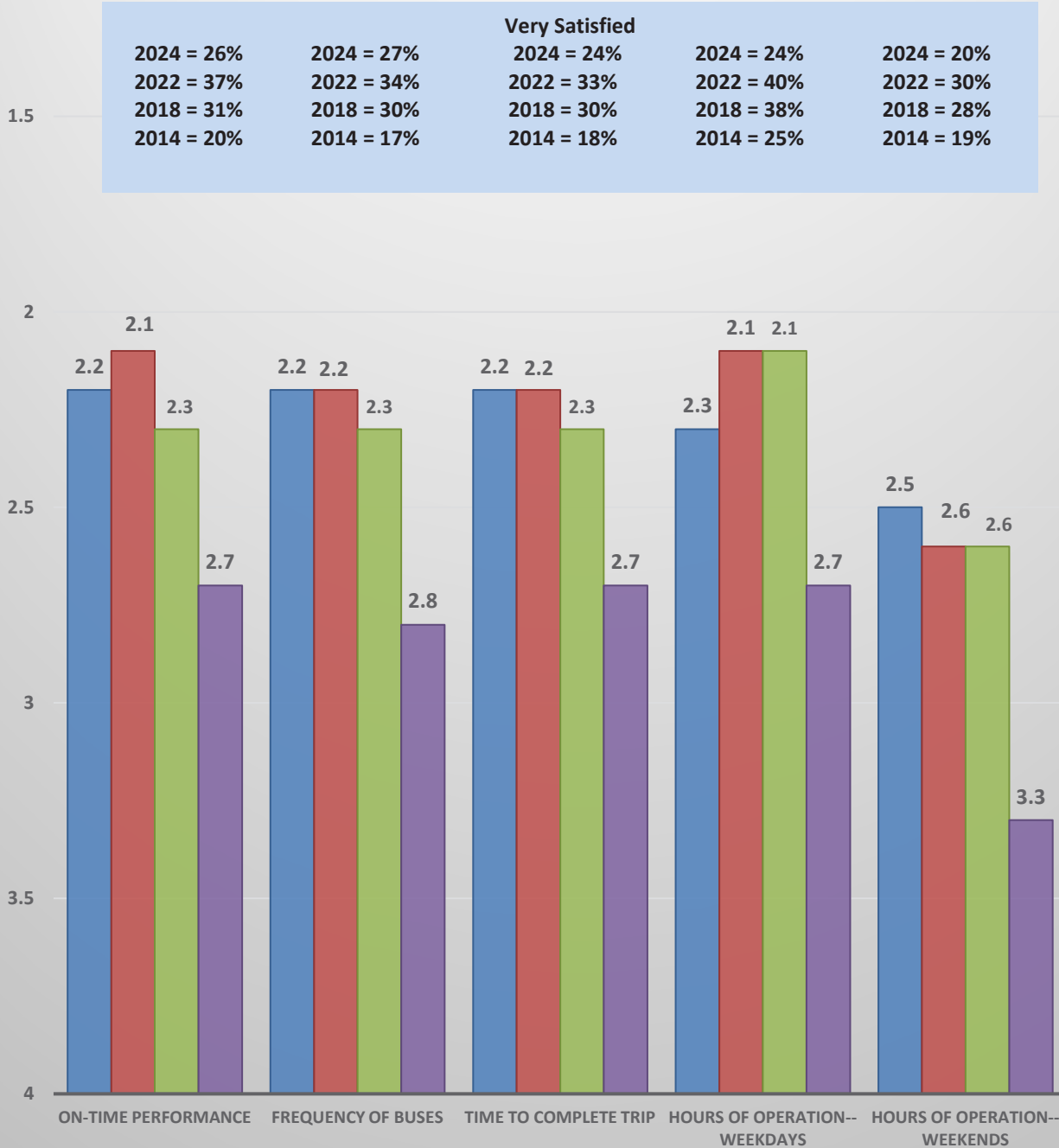


Chart 10 shows the level of rider satisfaction regarding bus features most related to comfort and convenience. Among these five bus features, respondents are most satisfied with the closeness of bus stops to home, closeness of bus stops to destinations, and overall comfort of bus rides (each with mean of 2.2). Riders are less satisfied with cleanliness of bus stops/stations (mean of 2.5) and cleanliness inside buses (mean of 2.4). Satisfaction associated with the features of closeness of bus stops to home, closeness of bus stops to destinations, and overall comfort of the bus has declined since 2018, but has generally improved relative to the 2014 satisfaction level.

Chart 11 depicts the level of rider satisfaction with the balance of the bus features surveyed. Among the four characteristics presented in **Chart 11**, respondents are most satisfied with accessibility for people with disabilities (mean of 2.0) and value for price paid to ride the bus (mean of 2.1). Respondents are reasonably satisfied regarding the quality of audio/visual announcements (mean of 2.2) and the availability of route/schedule info (mean of 2.2). It is noteworthy that the satisfaction levels associated with the bus characteristics in **Chart 11** show a slight decline in 2024 from the 2022 and 2018 satisfaction ratings. However, the 2024 satisfaction ratings indicate a substantial improvement over the 2014 satisfaction ratings.

Chart 10

Mean Satisfaction Ratings--Comfort/Convenience

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

■ 2024 ■ 2022 ■ 2018 ■ 2014

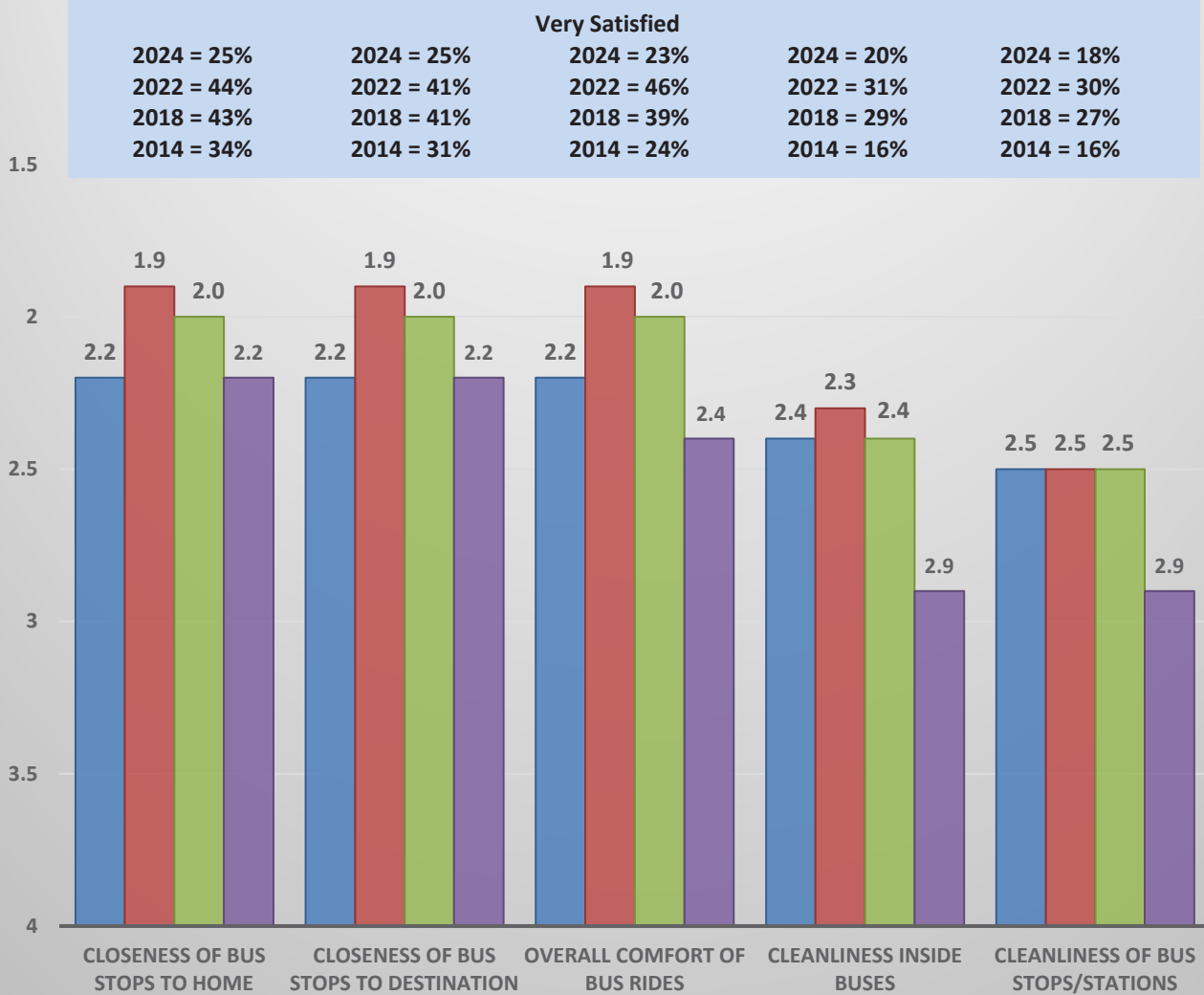
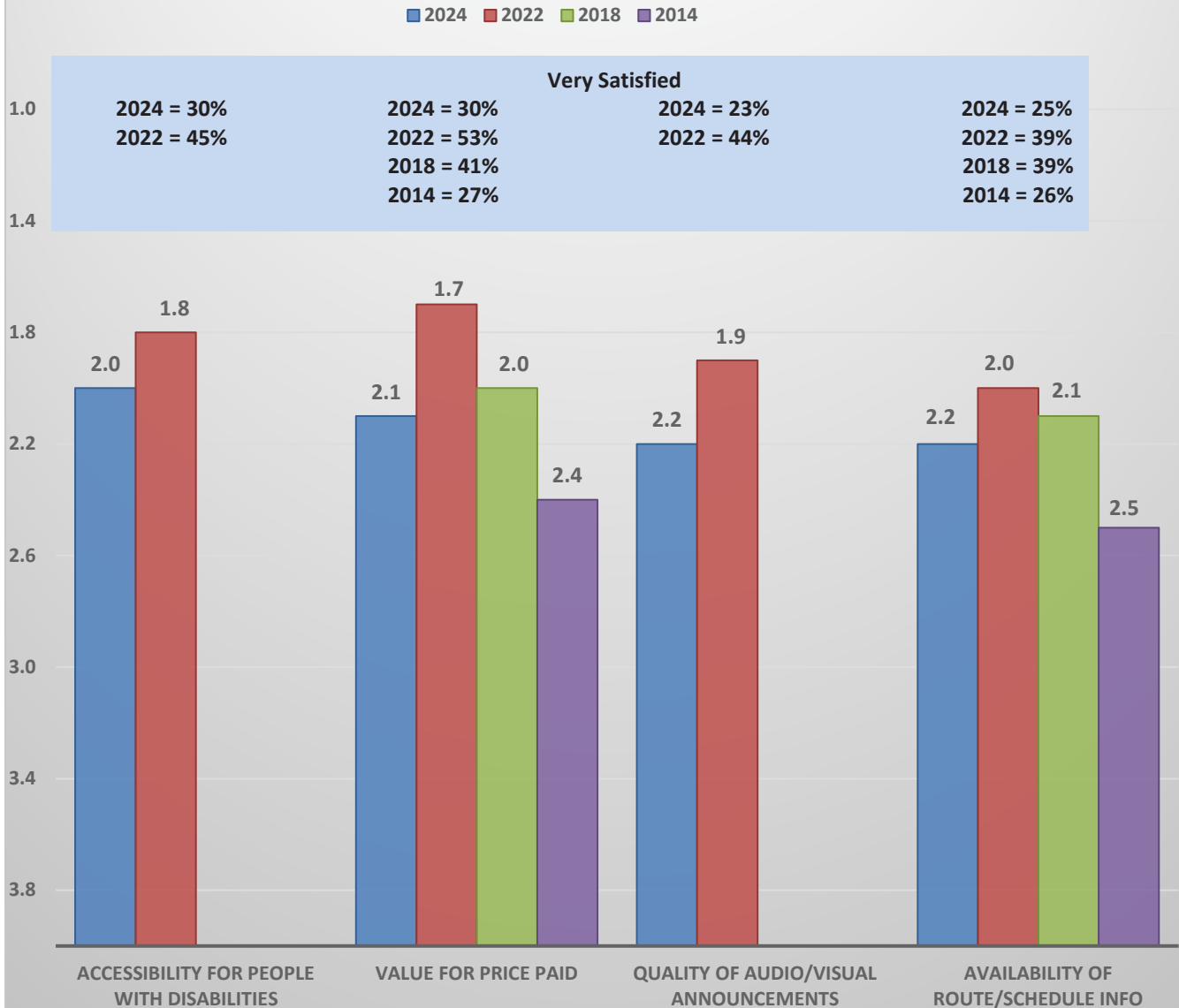


Chart 11
Mean Satisfaction Ratings--Disabled
Access/Information/Value
 (Scale: 1 = Very Satisfied: 6 = Very Dissatisfied)



Statistically Significant Relationships Associated with Passenger Satisfaction

The following significant relationships are related to ethnicity:

- Hispanics and African-Americans report higher ratings for the overall level of FAX service than do Asian and White riders.
- Hispanics indicate higher satisfaction with all driver characteristics, overall comfort of bus rides, availability of route/schedule information, closeness of bus stops to home, accessibility for people with a disability, and audio/visual announcement quality on bus.
- African Americans rate availability of route information and audio/visual announcement quality on the bus relatively high.
- Asians report high ratings for frequency of buses and drivers' driving skills and drivers' safety awareness.
- Whites are particularly dissatisfied with weekday bus hours.

The following significant relationships are related to age:

- Passengers under the age of 18 are more dissatisfied with the cleanliness inside buses.
- Passengers over the age of 75, on the other hand, are very satisfied with the cleanliness of the bus.

The following significant relationships are related to income:

- Those who earn under \$20,000 per year rate the following bus features relatively high: on-time performance, overall comfort of bus riders, availability of route/schedule information, and all driver-related characteristics.
- Passengers with annual incomes between \$20,000 and \$39,999 rate the overall level of FAX service lower than do other income groups.
- Passengers who earn under \$10,000 per year rate audio/visual announcement quality high.
- Passengers who earn \$50,000 or more per year rate cleanliness on board the bus and at bus stops lower.
- Passengers who earn \$50,000 - \$74,999 per year rate time to complete trip lower.

The following significant relationships are related to incidents of harassment:

- Predictably, those who have experienced or witnessed harassment rate all features (except proximity of bus stops to home) lower than do those who do not share such experiences.

The following significant relationships are related to length of time as FAX customer:

- Passengers who have been riders of FAX for 10 years or more are most satisfied with the FAX system particularly regarding driver helpfulness, safety awareness, route/schedule information, and value for the price paid.

Most Important Bus Features

Passengers were asked to indicate the bus features that they considered to be important. These ratings are presented in **Charts 12, 13, and 14**. **Chart 12** shows how respondents rated their more important bus features. Respondents were asked to provide one response for the most important feature and a second response for the feature they regarded as next in importance. The total of percentages was weighted to account for these two percentages. **Chart 13** utilizes the same method to analyze the less important bus features. **Chart 14** ranks responses to a new question seeking the least important bus service features.

With reference to **Chart 12**, riders identify on-time performance as the most important weighted feature (28 percent) followed at some distance by frequency of buses (19 percent). Riders accord the next level of importance to time to complete trip (14 percent). These same bus service features demonstrated similar levels of importance in the 2022, 2018, and 2014 surveys.

Regarding **Chart 13** (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). This range is identical for the same bus features for the 2022 survey period. There are two notable bus features in the 2024 survey where the range is expanded: Drivers' Courtesy—11 percent in 2014 versus 4 percent in 2024 and Drivers' Driving Skills – 8 percent in 2018 versus 4 percent in 2024, indicating that these features are becoming less important to riders.

Chart 14 reports the results of a new question that specifically asks riders which is their least important bus feature in generating satisfaction with FAX. The least important bus feature by far is the quality of audio/visual presentations (14 percent) followed by time to complete trip (8 percent), comfort (7 percent), and cleanliness inside the bus (7 percent).

Chart 12

More Important Bus Service Features*

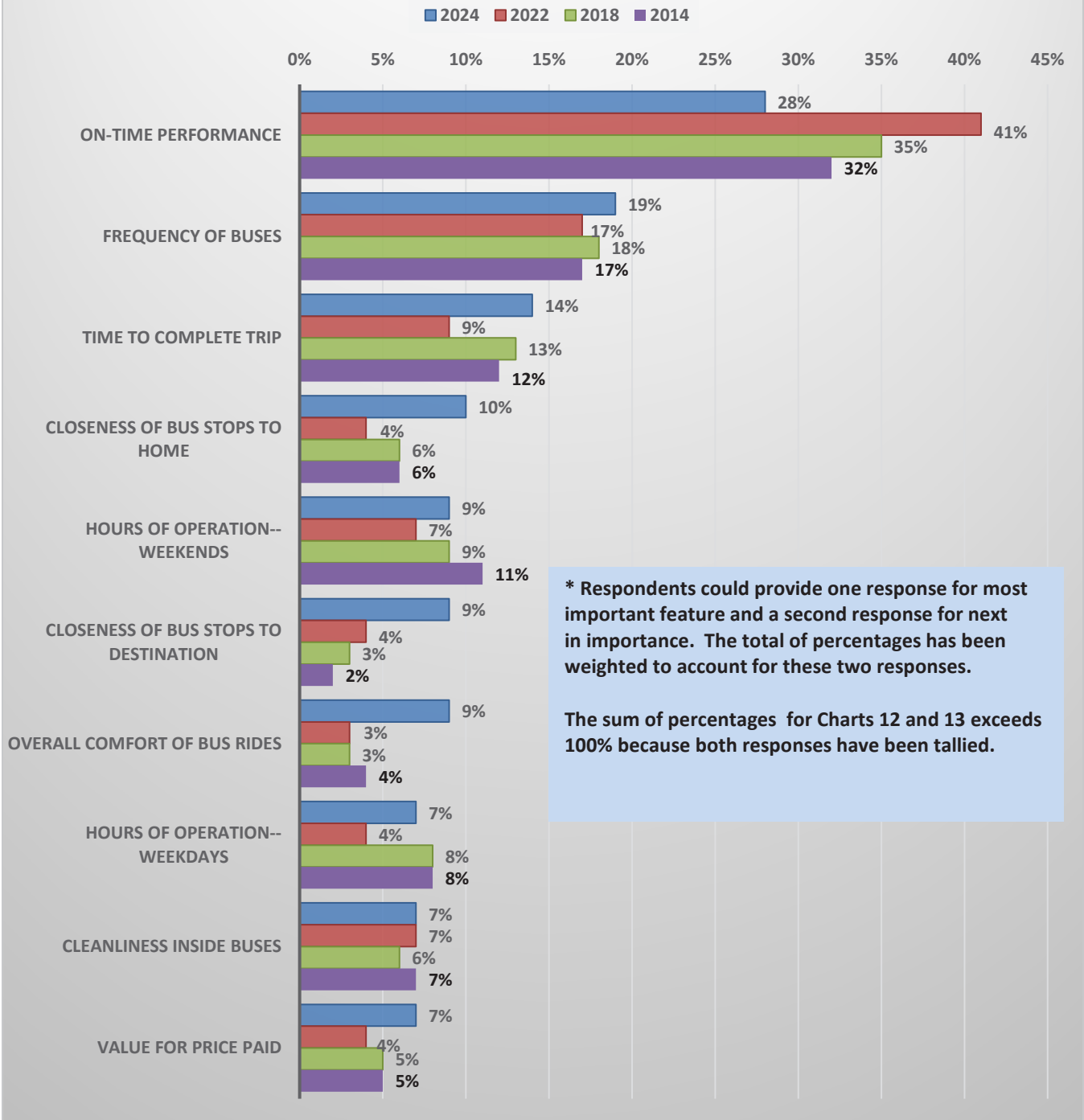


Chart 13

Less Important Bus Service Features*

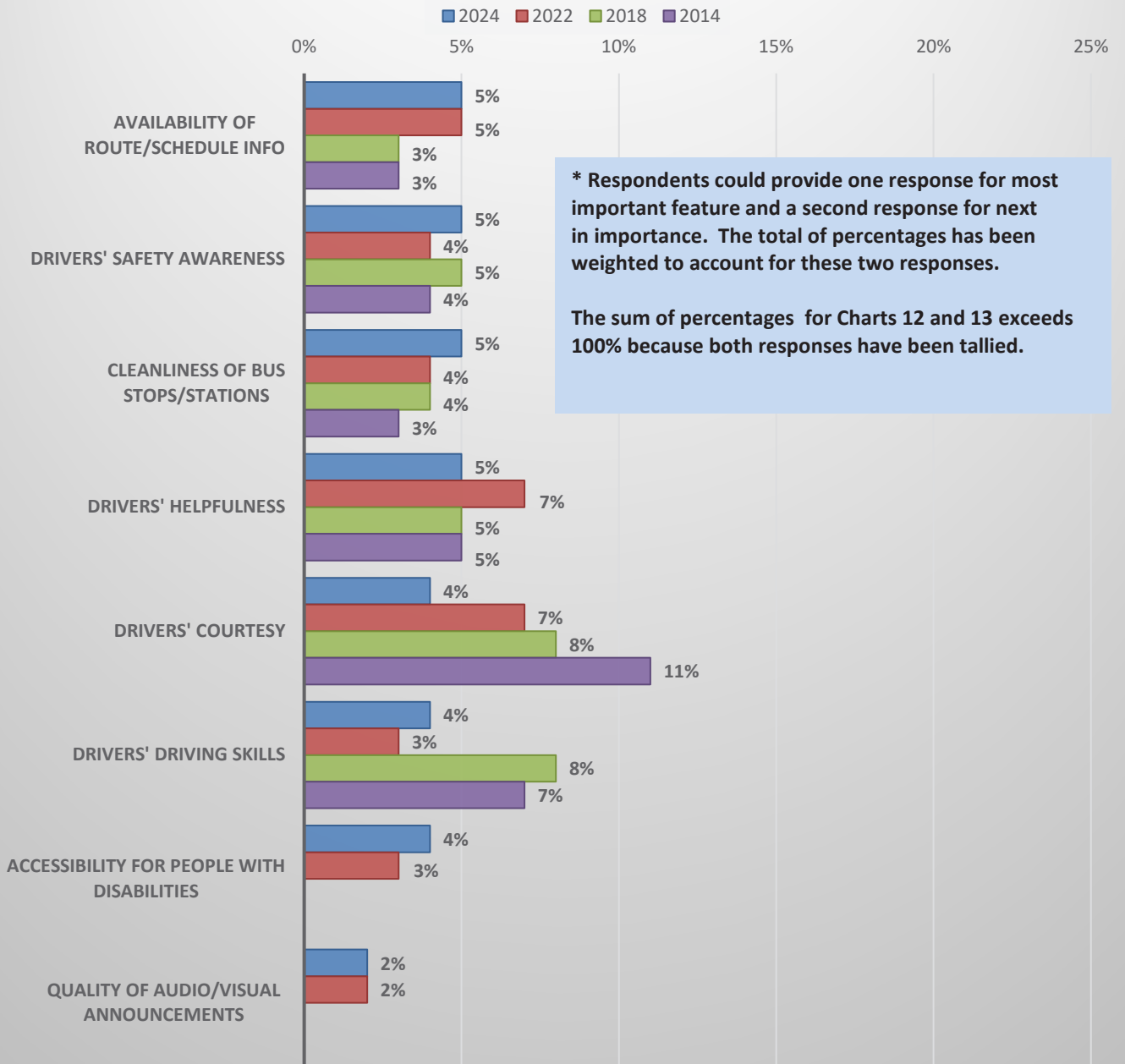
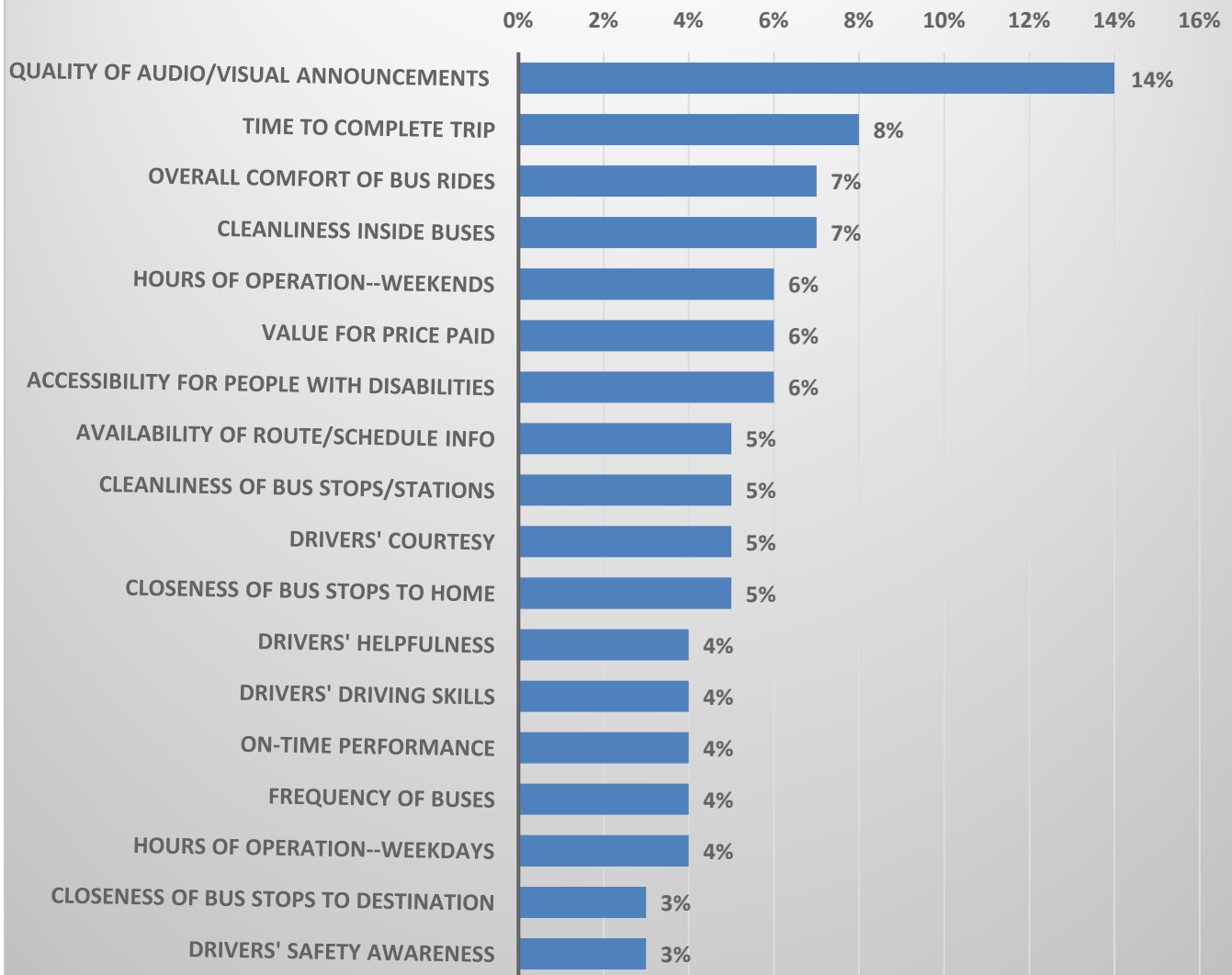


Chart 14
Least Important FAX Bus Feature



Statistically Significant Relationships Associated with Importance of Bus Features

An interesting finding is how Time to Complete the Trip ranks as the third most important (**Chart 12**), yet next to the least important factor for satisfaction (**Chart 14**). The following significant relationships relate to the importance of the bus features and point out how differently different groups feel about this factor. Time to complete the trip is seen as very important by a good percentage of passengers (14 percent), especially Asians, and Hispanics; however, another 8 percent do not find it nearly as important—low-income passengers and White and African-American riders.

- Time to complete the trip is more important to Asian and Hispanic riders than it is to White and African American riders.
- On-time performance, however, is least important to Asian riders.
- Whites place more importance on the frequency of buses; Asians place the least amount of importance on frequency of buses.
- Riders who earn under \$20,000 per year regard on-time performance and time to complete the trip as less important than do those earning more; those who earn \$10,000 or less rate frequency of buses as less important.

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:

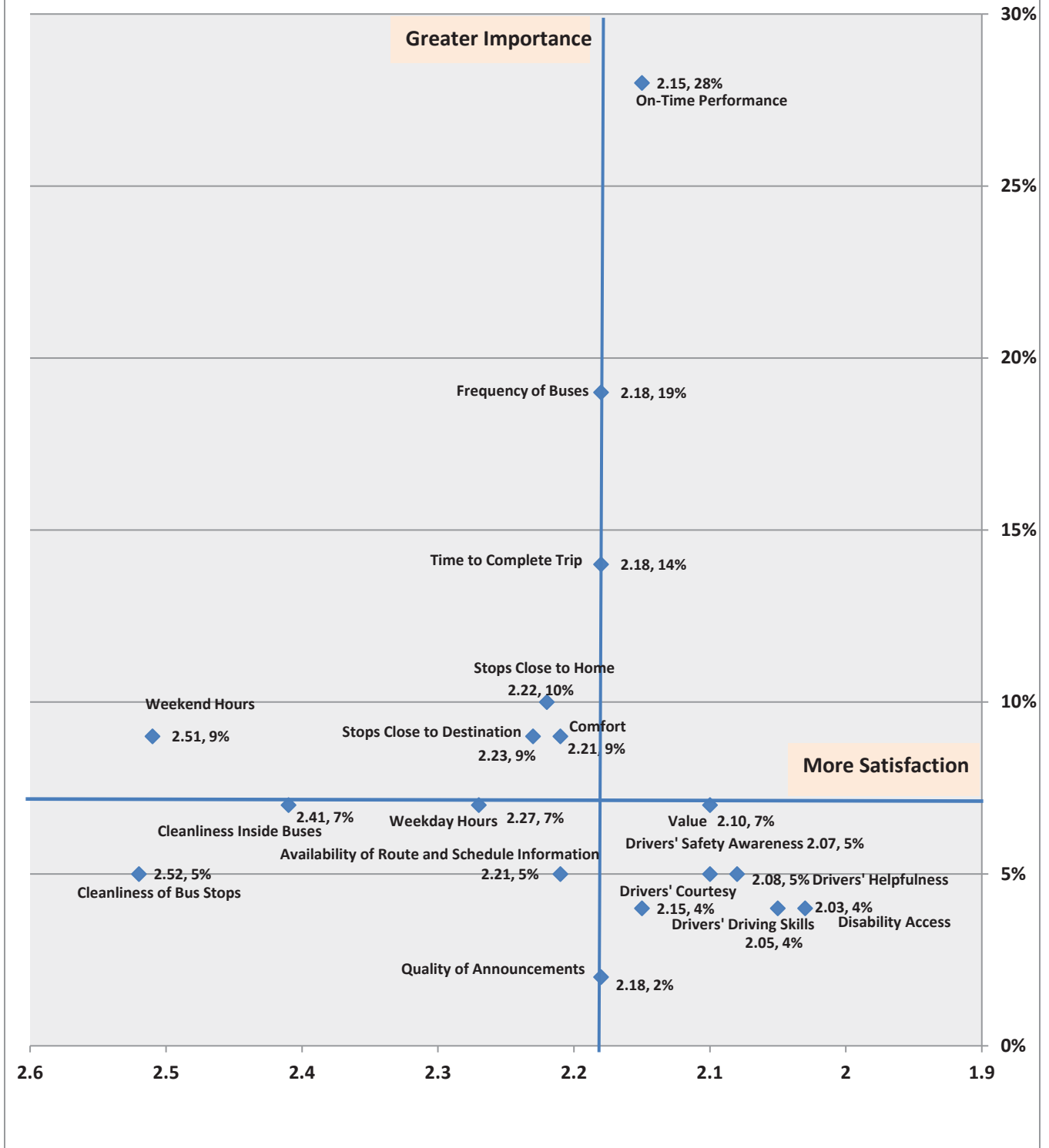
- The upper-right quadrant, above the median ratings for importance and satisfaction for all characteristics, represents features that display both high satisfaction and high importance. Characteristics in this quadrant, therefore, are the core characteristics that make the FAX system a highly valued 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-left 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 riders but are not provided as satisfactorily as riders would prefer. It is these characteristics that can increase satisfaction to the greatest extent.

Chart 15 is a satisfaction/importance quadrant analysis, with the quadrants established at the median satisfaction and importance for all 18 satisfaction ratings and importance percentages. In the upper right quadrant, one feature is plotted: on-time performance. This is the core characteristic that leads to the high degree of satisfaction with the FAX fixed-route bus service as has been evidenced in this report. In the 2022 survey, drivers' courtesy and drivers' helpfulness were among the core characteristics as was availability of route and schedule information; however, these are of lesser importance in 2024 and have moved into the lower-right quadrant containing well-regarded but less important features. On the other hand, on-time performance was in the upper-left quadrant in 2022 but has been sufficiently improved to find itself in the upper-right quadrant this go-round.

The upper left quadrant shows four characteristics that would improve overall satisfaction: cleanliness inside buses, bus hours of operations on weekends, stops close to home, and stops close to destinations.

Riders 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. On the border between the upper-right and upper-left quadrants are trip time and frequency of buses—two features that were in the upper-left in 2022 but have improved relatively. Continued improvement would move them into the core satisfaction upper-right quadrant.

Chart 15 Satisfaction/Importance Quadrants



FAX Report Card

During all the years that FAX has conducted these rider satisfaction surveys, 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 2024, 2022, 2018, and 2014.

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

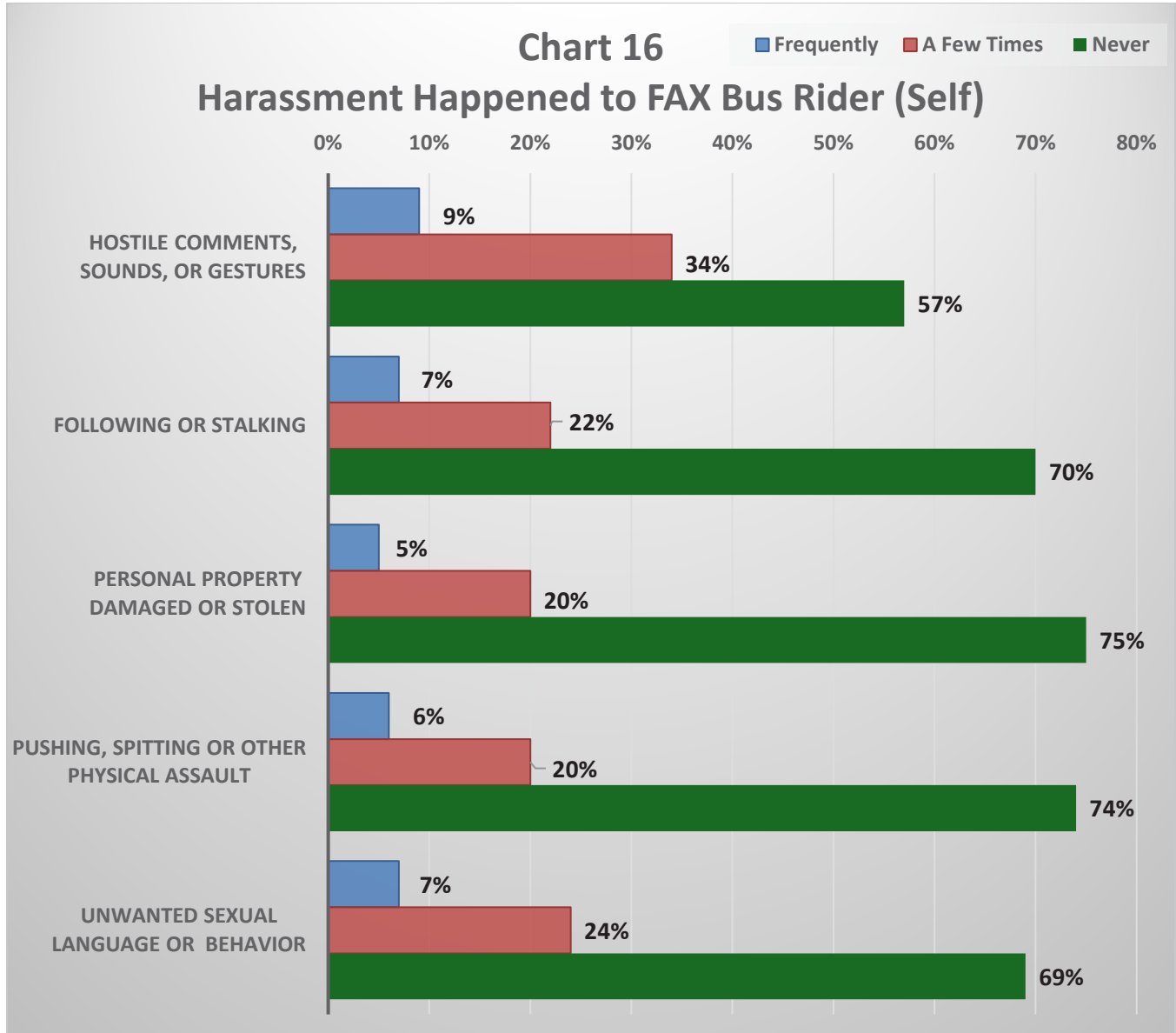
What emerges from **Table 6** is evidence that the FAX system has been a consistent success. There is considerable satisfaction with the FAX bus system, and this high level of satisfaction is demonstrated by the A- and B+ grades that are consistently attributed to the various features of the FAX bus system since 2018. The grades, themselves, are a rough indicator of rider satisfaction but to consider these grades to be absolute would be a mistake. The reason that these are to be considered as “rough” indicators is related to myriad factors, of which the following are most important: (1) The FAX system has obtained a fairly large number of new riders in recent years and these new riders, who did not participate in past surveys, seem to have rated some of the bus features lower than the riders with considerably more tenure, as was described above; (2) The numerical ranges associated with the grades (**Table 5**) are somewhat arbitrary. The numeral distinction between a low A- and a high B+ is not very meaningful and, as such, that distinction should not be used to concretely judge the quality of the FAX system. Again, the conclusion herein is that the FAX system has consistently provided excellent service over many years.

FAX Customer Satisfaction Report Card and Mean Satisfaction Ratings

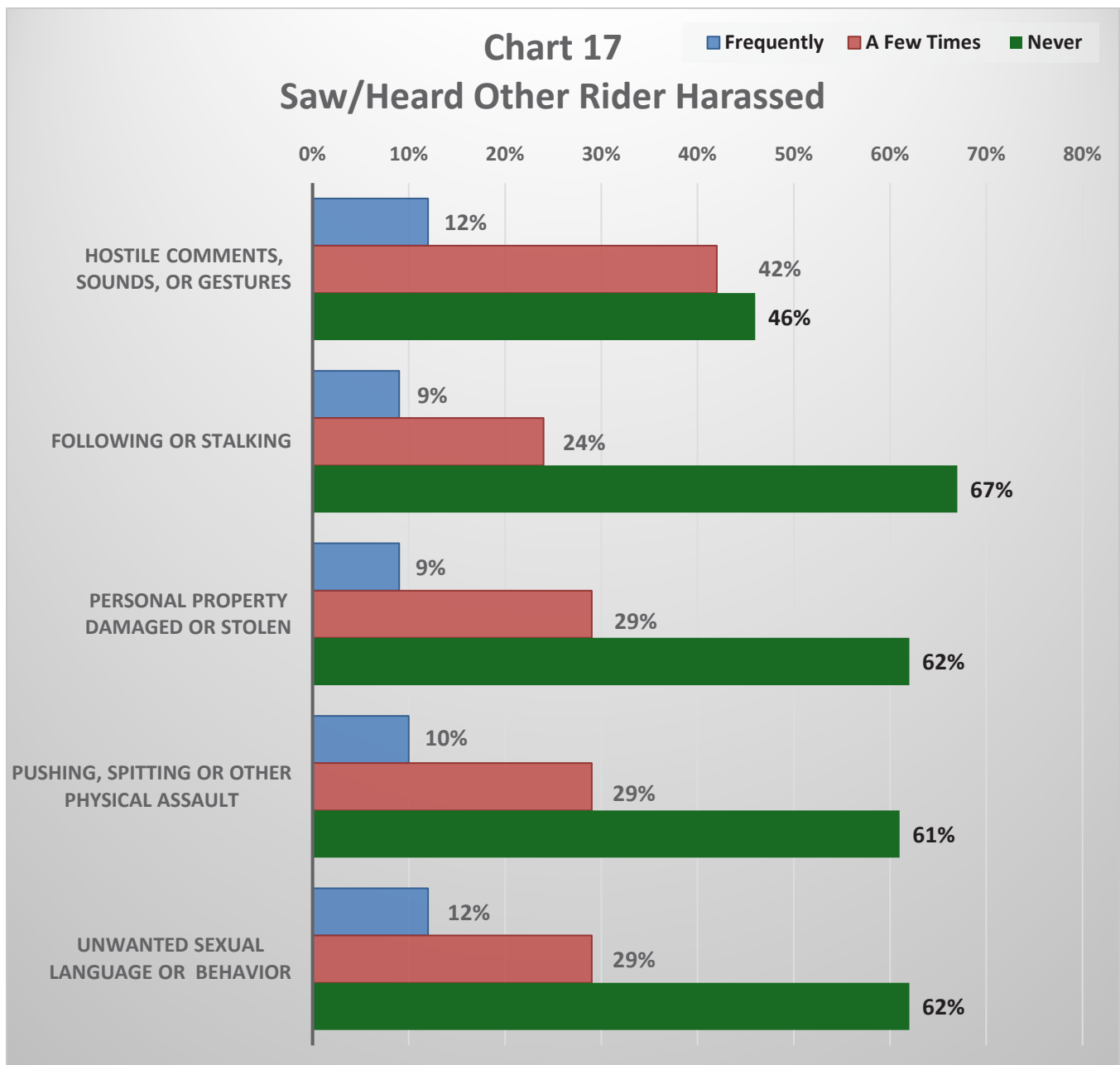
Service Characteristic	2024 Grade	2024 Mean	2024 Grade	2024 Mean	2024 Grade	2024 Mean	2024 Grade	2024 Mean
Overall Service Provided by FAX Buses	B+	2.07	A-	1.88	A-	1.89	B+	2.30
Accessibility for People with a Disability	B+	2.03	A-	1.81				
Drivers' Driving Skills	B+	2.05	A-	1.77	A-	1.84	B+	2.14
Drivers' Safety Awareness	B+	2.07	A-	1.80	A-	1.82	B+	2.17
Drivers' Helpfulness	B+	2.08	A-	1.86	A-	1.90	B+	2.17
Value for Price Paid	B+	2.10	A-	1.71	A-	1.95	B	2.38
Drivers' Courtesy	B+	2.15	A-	1.89	A-	1.98	B	2.44
On-Time Performance	B+	2.15	B+	2.14	B+	2.33	B-	2.71
Audio/Visual Announcement Quality on Bus	B+	2.18	A-	1.85				
Time to Complete Trip	B+	2.18	B+	2.21	B+	2.27	B-	2.70
Frequency of Buses	B+	2.18	B+	2.24	B+	2.29	B-	2.83
Overall Comfort of Bus Rides	B+	2.21	A-	1.91	A-	1.99	B	2.42
Availability of Route/Schedule Info	B+	2.21	B+	2.00	B+	2.07	B	2.47
Closeness of Bus Stops to Home	B+	2.22	A-	1.94	A-	1.99	B+	2.20
Closeness of Bus Stops to Destination	B+	2.23	A-	1.93	A-	1.97	B+	2.21
Hours of Operation--Weekdays	B+	2.27	B+	2.05	B+	2.13	B	2.67
Cleanliness Inside Buses	B	2.41	B+	2.25	B	2.37	B-	2.89
Hours of Operation--Weekends	B	2.51	B	2.61	B	2.64	C+	3.30
Cleanliness of Bus Stops/Stations	B	2.52	B	2.46	B	2.45	B-	2.85

Harassment on FAX Buses and Bus Stops

FAX riders have experienced harassing behaviors such as hostile comments and gestures, stolen or damaged property, unwanted sexual language or behavior, or physical assault to some degree—not overwhelmingly, but still worthy of note. (**Chart 16**). For example, about one-third of riders reported that they endured hostile comments, sounds, or gestures (34 percent). Also, nearly one quarter (24 percent) experienced unwanted sexual language or behavior.



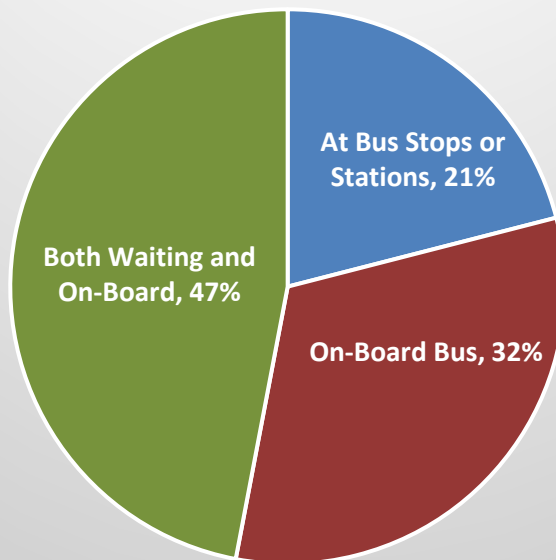
A similar pattern emerges regarding riders who have seen or heard others being harassed. **Chart 17** indicates the extent to which FAX riders saw or heard other riders being harassed on the FAX system. Whereas 57 percent to 75 percent never directly experienced these types of harassing behavior (**Chart 16**), a smaller percentage (46 percent to 67 percent) have not seen or heard other riders being harassed. For example, more than one-half of FAX riders (54 percent) have either frequently or a few times observed hostile comments, sounds, or gestures directed at other riders.

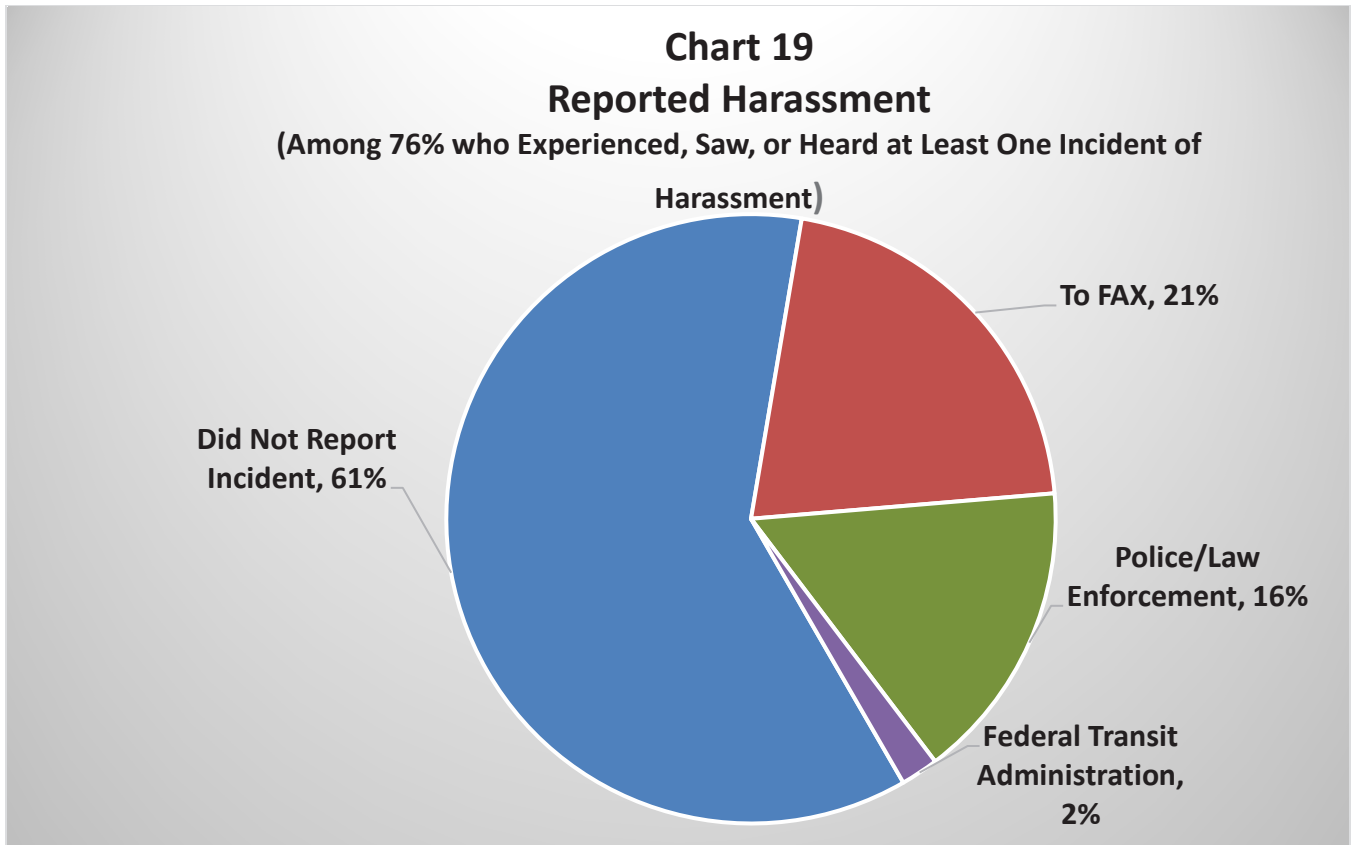


A total of 76 percent of FAX bus riders indicated that they had either been the victim of one of these forms of harassment or had seen or heard someone else victimized.

Among the 76 percent who experienced, saw, or heard at least one incident of harassment, nearly one-third (32 percent) reported that the incident(s) occurred on board the bus, and another 21 percent indicated that the incident(s) occurred at bus stops or stations. Nearly one-half (47 percent) said the incident(s) occurred both at bus stops and on-board the bus (**Chart 18**).

Chart 18
Where Harassment Occurred
(Among 76% who Experienced, Saw, or Heard at Least One Incident of Harassment)





Among 76 percent of riders who experienced, saw, or heard at least one incident of harassment, over three-fifths (61 percent) did not report the incident(s). Among those who did report the incident, 21 percent reported the incident to FAX, with another 16 percent reporting the incident to law enforcement. (Chart 19).

Chart 20 shows the reasons why victims feel they or others were targeted. Among the 76 percent who experienced, saw, or heard at least one incident of harassment, one-fourth (25 percent) felt they or others were targeted because of race/ethnicity and another 24 percent indicated that gender/gender expression was at the root of the harassment they experienced. Language spoken and income (each 23 percent) were identified next as reasons why riders were targeted.

Chart 20

Subject of Harassment

(Among 76% who Experienced, Saw, or Heard at Least One Incident of Harassment-- Respondent Could Indicate More than One Subject; therefore, %s sum to >100%)

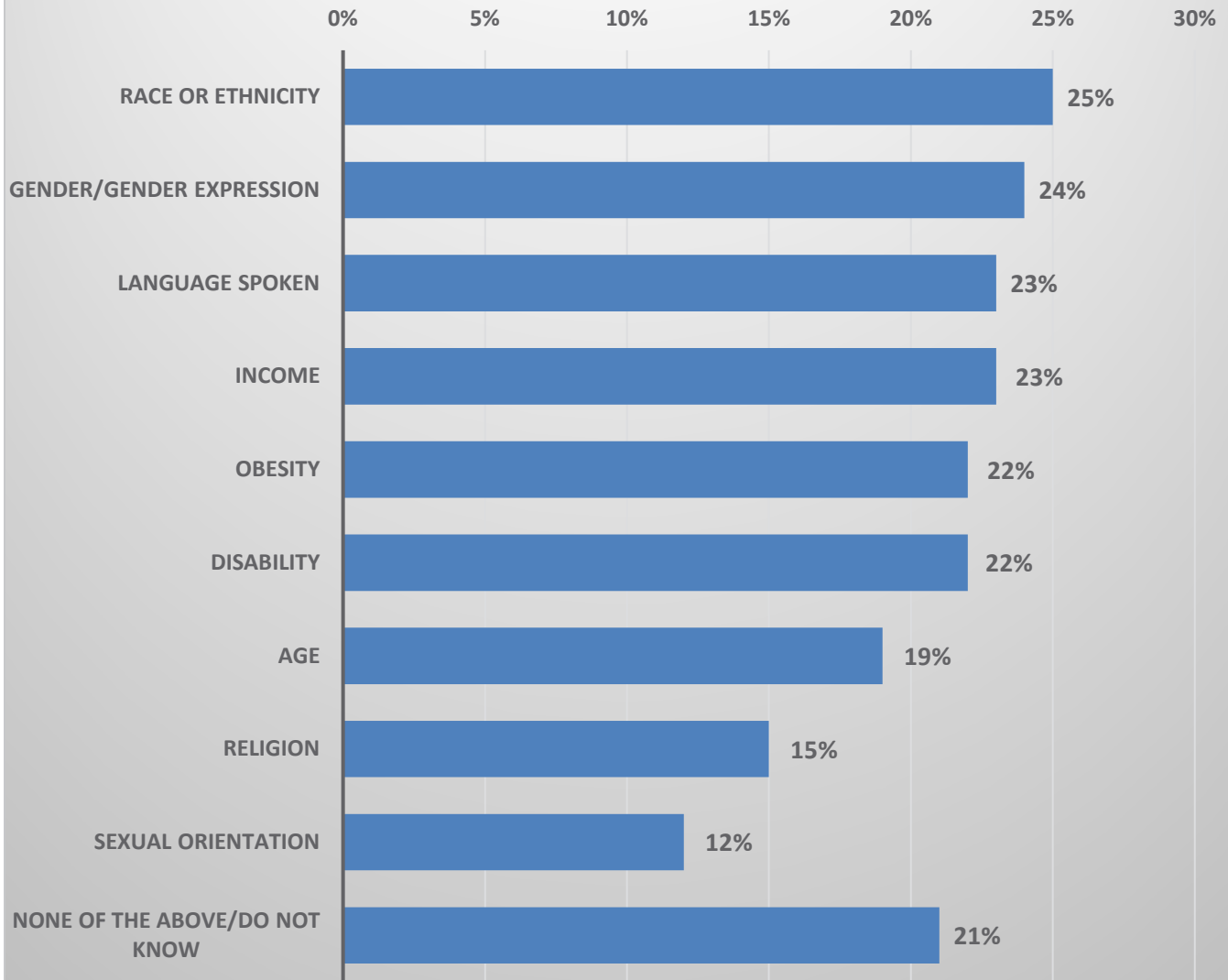


Chart 21 indicates the safety precautions undertaken by riders to avoid harassment. Over one-third (35 percent) do not take any safety precautions when riding FAX buses. Other riders are more proactive in avoiding harassment. Over one-quarter (26 percent) do not ride alone, 23 percent carry self-defense spray or other self-protection devices, 21 percent do not ride at night, and 20 percent avoid certain routes.

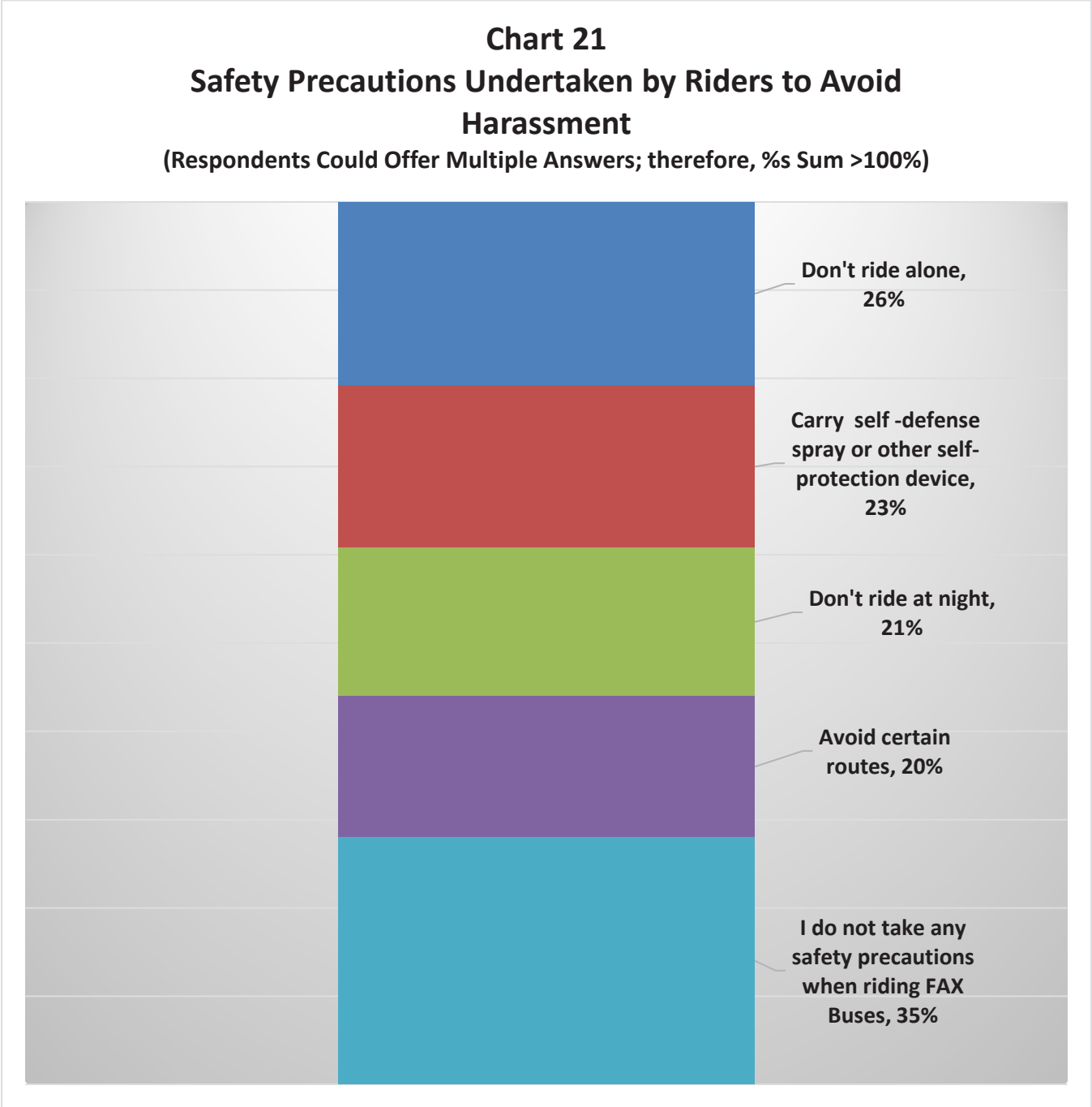
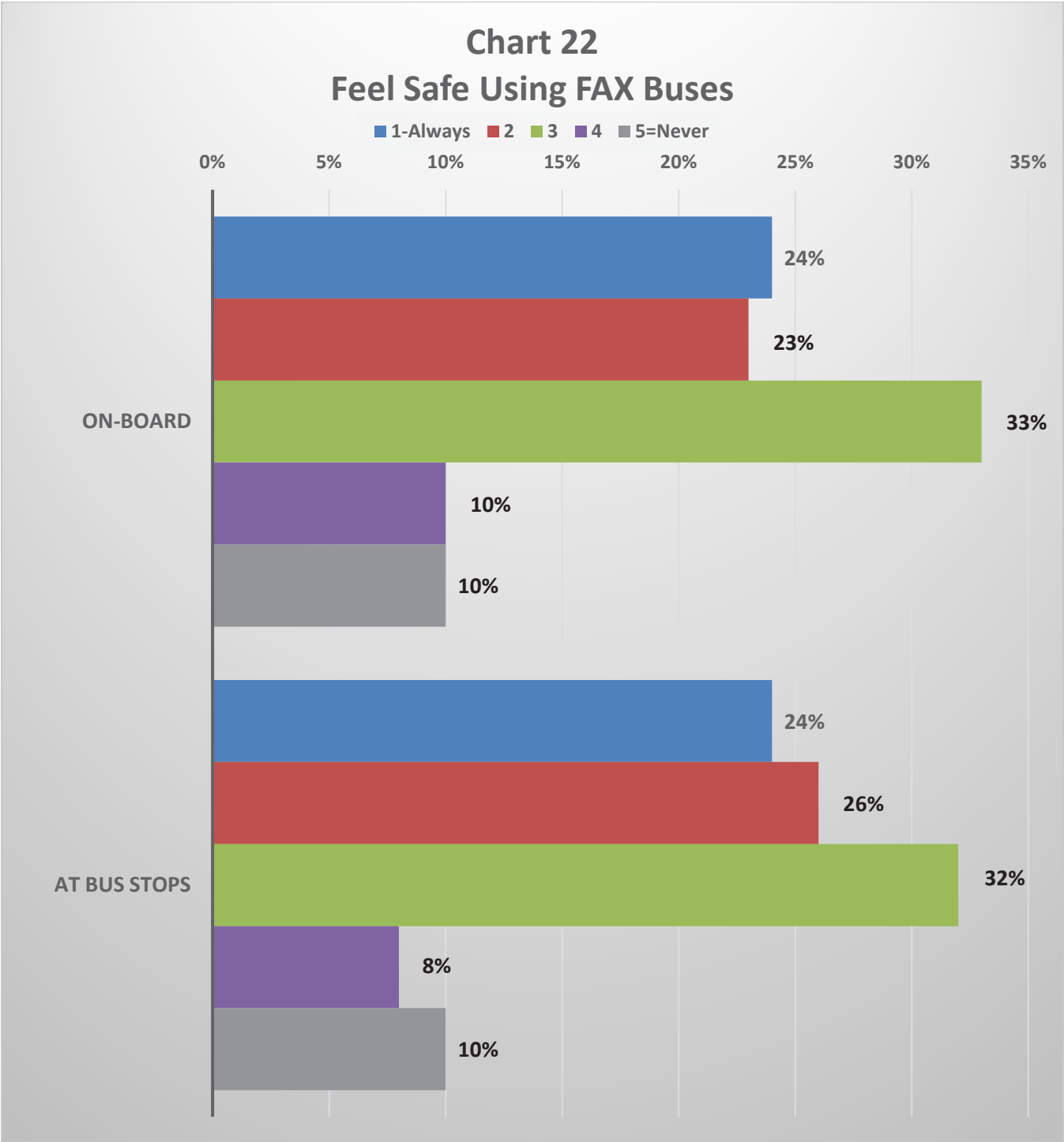


Chart 22 shows that nearly one-fourth of FAX riders (24 percent) always feel safe on-board FAX buses and that same percentage always feel safe at bus stops. On the other hand, one-tenth of respondents (10 percent) never feel safe on-board or at bus stops.



Statistically Significant Relationships Associated with Harassment of Bus Passengers

The following significant relationships are related to harassment:

Among the 76 percent of bus riders who have experienced, seen, or heard harassment of riders:

- The routes that showed the greatest percentage of incidents were Routes 32 (91 percent of riders), 20 (86 percent), 38 (86 percent), 33 (85 percent), and 45 (84 percent). On the lower end were Routes 28 (51 percent) and 9 (62 percent),
- Limited English speakers experienced more harassment (84 percent versus those without such language limitations—71 percent)
- Active and Reserve military (91 percent) in contrast to veterans and non-military (74 percent)
- Full-time workers (66 percent) experienced less harassment than all other riders (78 percent)
- Younger riders experienced more harassment than older riders—under 18 (92 percent), 18-54 (76 percent), and 55 and over (69 percent).
- Consistent with the age issue, and counter intuitively (based simply on the passage of time) , longer tenured riders have experienced less harassment (67 percent for those riding FAX for 10 years or more versus 78 percent under 10 years). These last two findings may also be a result of long-term memory recall vagaries.

APPENDIX

Questionnaire	52
Frequencies	57

FAX 2024 PASSENGER SATISFACTION SURVEY—ON-BOARD

TRAVEL CHARACTERISTICS

Q1. What is the bus route number that you are on? _____ (Can be completed by surveyor or passenger)

Q2. What day of the week is it that you are riding this bus? (Can be completed by surveyor or passenger)

1. Monday
2. Tuesday
3. Wednesday
4. Thursday
5. Friday
6. Saturday
7. Sunday

Q3. What time did you board this bus today? (Can be completed by surveyor or passenger)

1. _____ Before 9am
2. _____ Between 9am and 11:59am
3. _____ Between Noon and 2:59pm
4. _____ Between 3pm and 7:00pm
5. _____ After 7pm

Q4. 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—ENTER 0, IF NONE)

Q5. What is the purpose of this FAX bus trip? (CHECK ONLY ONE)

- | | |
|--|---|
| 1. _____ College | 7. _____ Medical/Dental |
| 2. _____ High/Middle/Elementary School | 8. _____ Jury Duty |
| 3. _____ Work/Business | 9. _____ Religious Service or Meeting-
Church/Temple/Mosque/Synagogu |
| 4. _____ Shopping | 10. _____ Volunteer Work |
| 5. _____ Errands/Personal | 11. _____ Other |
| 6. _____ Recreational/Social | |

Q6. How many months or years have you been a FAX bus rider?

____years ____months

Q7. Do you have access to a car or other motor vehicle to make the same kinds of trips that you make by FAX?

1. _____ Yes 2. _____ No [IF NO, GO TO Q8)

Q7a. (ANSWER IF Q7 = YES) Which is the main reason you ride FAX instead of using that vehicle for your trips? The bus is...

1. _____ Less expensive than driving
2. _____ Easier and/or more relaxing than driving
3. _____ Good for the environment
4. _____ None of the above

SATISFACTION

Q8 (1 through 19). Please indicate your satisfaction or dissatisfaction with each of the FAX bus features listed below by checking a box for each feature.

**RANK YOUR SATISFACTION WITH EACH BUS FEATURE ON A SCALE OF 1-to-6
CHECK ONLY ONE COLUMN FOR EACH BUS FEATURE**

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. Cleanliness of bus stops and transfer stations						
6. Typical FAX bus drivers' courtesy						
7. Typical FAX bus drivers' helpfulness						
8. Typical FAX bus drivers' driving skills						
9. Typical FAX bus drivers' safety awareness						
10. Overall comfort of bus rides						
11. Availability of route/ schedule information						
12. Bus hours of operation on weekdays						
13. Bus hours of operation on weekends						
14. Closeness of bus stops to home						
15. Closeness of bus stops to destination						
16. Accessibility for people with disabilities on FAX buses						
17. Quality of audio and visual announcements on FAX buses						
18. Value provided by FAX for the price paid						
19. Overall service provided by FAX						

Q8a-c.

Q8a Please write the number of the bus service feature listed in Q8 that you consider to be **MOST IMPORTANT** to you
 # _____. **Please include only features "1" through "18" above in your response.**

Q8b. Please write the number of the bus service feature listed in Q8 that you consider to be **SECOND MOST IMPORTANT**
 # _____. **Please include only features "1" through "18" above in your response.**

Q8c. What do you consider to be the least important bus feature listed in Q8?
 # _____. **Please include only features "1" through "18" above in your response.**

HARASSMENT

Q9. The following questions ask about your experiences using the FA bus system during the past year. Think about all parts of a transit trip, both onboard and while waiting at stops.

	Part A: happened to me	Part A: happened to me	Part A: happened to me	Part B: I saw or heard ... happen to someone else	Part B: I saw or heard ... happen to someone else	Part B: I saw or heard ... happen to someone else
	Frequently	A few times	Never	Frequently	A few times	Never
1. Hostile comments, sounds, or gestures						
2. Following or stalking						
3. Personal property damaged or stolen						
4. Pushing, spitting or other physical assault						
5. Unwanted sexual language or behavior						

QUESTIONS 10 THROUGH 12 CAN BE SKIPPED IF RESPONDENT DOESN'T REPORT ANY HARASSMENT

10. Where did these incidents happen?

- 1. ☐ At Bus Stops or Stations
- 2. ☐ Onboard
- 3. ☐ Both

11. When these incidents happened, did you officially report any of them? (check all that apply)

- 1. ☐ Did not report any
- 2. ☐ To FAX (in person, online, by phone, via social media, etc.)
- 3. ☐ To police/law enforcement
- 4. ☐ To the Federal Transit Administration (FTA)

12. When these incidents happened, were you or the victim mainly targeted because of...? (check all that apply)

- 1. ☐ Age
- 2. ☐ Disability
- 3. ☐ Gender/gender expression
- 4. ☐ Income
- 5. ☐ Language spoken
- 6. ☐ Obesity
- 7. ☐ Race or ethnicity
- 8. ☐ Religion

9. ___ Sexual orientation
10. ___ None of the above/Do Not Know

13. Which of the following safety precautions, if any, do you take when using FAX to avoid being harassed? (check all that apply)

1. ___ Don't ride at night
2. ___ Avoid certain routes
3. ___ Don't ride alone
4. ___ Carry self -defense spray or other self-protection device
5. ___ I do not take any safety precautions when using FAX

14. When you use the FAX bus system, how often do you feel safe from harassment, including physical harm, abusive language and/or sexual misconduct....?

14a.on board FAX buses

☐ Always ☐ ☐ ☐ ☐ Never

14b.at the bus stops

☐ Always ☐ ☐ ☐ ☐ Never

DEMOGRAPHICS

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

1. ___ Yes, Active Military
2. ___ Yes, Reservist
3. ___ Yes, Veteran
4. ___ 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. 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 (GO TO Eth-4a)
5. ☐ American Indian
6. ☐ Pacific Islander
7. ☐ Middle Easterner
8. ☐ Mixed Ethnicities (Go to Eth 8a)
9. ☐ Other

ETH 4a (If 4 checked above)

Are you....?

1. ☐ Hmong
2. ☐ Asian Indian
3. ☐ Indic other than from India
4. ☐ Southeast Asian other than Hmong
5. ☐ Filipino
6. ☐ Chinese other than Hmong
7. ☐ Japanese
8. ☐ Korean
9. ☐ Other

ETH 8a (If 8 checked above)

Are you...?

1. ☐ Hispanic and White
2. ☐ Hispanic and Black
3. ☐ Hispanic and Asian
4. ☐ White and Black
5. ☐ White and Asian
6. ☐ Other Mixed

GENDER.

1. ☐ Male
2. ☐ Female
3. ☐ Non-Binary
4. ☐ Transgender
5. ☐ Other

AGE. What year were you born? _____

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/Refused

ZIP CODE OF PRIMARY RESIDENCE _____

LEP:

Do you or do you not consider yourself to be limited in the English language?

1. Yes, I consider myself to be limited in my use of English
2. No, I do not consider myself to be limited in my use of English
3. Don't Know/refused

LANGUAGE 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 |
| 7. ☐ Mon-Khmer, Cambodian | |

Frequency Tables

		Bus Route			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	321	32.0	32.0	32.0
	3	12	1.2	1.2	33.2
	9	60	6.0	6.0	39.1
	12/35	40	4.0	4.0	43.1
	20	57	5.7	5.7	48.8
	22	42	4.2	4.2	53.0
	26/39	72	7.2	7.2	60.2
	28	41	4.1	4.1	64.2
	32	23	2.3	2.3	66.5
	33	40	4.0	4.0	70.5
	34	86	8.6	8.6	79.1
	35	8	.8	.8	79.9
	38	97	9.7	9.7	89.5
	41	74	7.4	7.4	96.9
	45	25	2.5	2.5	99.4
	58/58E	6	.6	.6	100.0
	Total	1004	100.0	100.0	

		Day of Week			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Monday	132	13.1	13.1	13.1
	Tuesday	191	19.0	19.0	32.2
	Wednesday	164	16.3	16.3	48.5
	Thursday	163	16.2	16.2	64.7
	Friday	121	12.1	12.1	76.8
	Saturday	111	11.1	11.1	87.8
	Sunday	122	12.2	12.2	100.0
	Total	1004	100.0	100.0	

		Time of Boarding			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Before 9am	183	18.2	18.2	18.2
	Between 9am and 11:50am	282	28.1	28.1	46.3
	Between Noon and 2:59pm	308	30.7	30.7	77.0
	Between 3pm and 7pm	226	22.5	22.5	99.5
	After 7pm	5	.5	.5	100.0
	Total	1004	100.0	100.0	

Number of Weekly One-Way Trips

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	6	.6	.6	.6
	1	38	3.8	3.8	4.4
	2	120	12.0	12.0	16.3
	3	30	3.0	3.0	19.3
	4	115	11.5	11.5	30.8
	5	75	7.5	7.5	38.2
	6	126	12.5	12.5	50.8
	7	23	2.3	2.3	53.1
	8	64	6.4	6.4	59.5
	9	6	.6	.6	60.1
	10	160	15.9	15.9	76.0
	11	9	.9	.9	76.9
	12	90	9.0	9.0	85.9
	13	2	.2	.2	86.1
	14	62	6.2	6.2	92.2
	15	9	.9	.9	93.1
	16	15	1.5	1.5	94.6
	17	2	.2	.2	94.8
	18	9	.9	.9	95.7
	20	17	1.7	1.7	97.4
	21	1	.1	.1	97.5
	22	6	.6	.6	98.1
	23	1	.1	.1	98.2
	24	1	.1	.1	98.3
	25	2	.2	.2	98.5
	28	4	.4	.4	98.9
	30	5	.5	.5	99.4
	32	1	.1	.1	99.5
	39	1	.1	.1	99.6
	41	1	.1	.1	99.7
	42	2	.2	.2	99.9
	50	1	.1	.1	100.0
	Total	1004	100.0	100.0	

This Trip Purpose

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	College	130	12.9	12.9	12.9
	High/Middle/Elem School	72	7.2	7.2	20.1
	Work/Business	269	26.8	26.8	46.9
	Shopping	108	10.8	10.8	57.7
	Errands/Personal	192	19.1	19.1	76.8
	Recreational/Social	78	7.8	7.8	84.6
	Medical/Dental	39	3.9	3.9	88.4
	Jury Duty	2	.2	.2	88.6
	Religious Service or Meeting	28	2.8	2.8	91.4
	Volunteer Work	9	.9	.9	92.3
	Other	77	7.7	7.7	100.0
	Total	1004	100.0	100.0	

Months or Years Riding FAX

6B answer i	In...		Frequency	Percent	Valid Percent	Cumulative Percent
Months	Valid	1	41	14.1	14.1	14.1
		2	54	18.6	18.6	32.6
		3	32	11.0	11.0	43.6
		4	30	10.3	10.3	54.0
		5	21	7.2	7.2	61.2
		6	35	12.0	12.0	73.2
		7	10	3.4	3.4	76.6
		8	19	6.5	6.5	83.2
		9	16	5.5	5.5	88.7
		10	10	3.4	3.4	92.1
		11	6	2.1	2.1	94.2
		12	9	3.1	3.1	97.3
		14	1	.3	.3	97.6
		15	2	.7	.7	98.3
		18	1	.3	.3	98.6
		20	1	.3	.3	99.0
		25	1	.3	.3	99.3
		29	1	.3	.3	99.7
		36	1	.3	.3	100.0
		Total	291	100.0	100.0	

Months or Years Riding FAX

6B answer	in...		Frequency	Percent	Valid Percent	Cumulative Percent
Years	Valid	1	57	8.0	8.0	8.0
		2	114	16.0	16.0	24.0
		3	82	11.5	11.5	35.5
		4	65	9.1	9.1	44.6
		5	69	9.7	9.7	54.3
		6	43	6.0	6.0	60.3
		7	21	2.9	2.9	63.3
		8	24	3.4	3.4	66.6
		9	14	2.0	2.0	68.6
		10	51	7.2	7.2	75.7
		11	5	.7	.7	76.4
		12	25	3.5	3.5	79.9
		13	6	.8	.8	80.8
		14	7	1.0	1.0	81.8
		15	27	3.8	3.8	85.6
		16	6	.8	.8	86.4
		17	2	.3	.3	86.7
		18	10	1.4	1.4	88.1
		19	2	.3	.3	88.4
		20	29	4.1	4.1	92.4
		21	3	.4	.4	92.8
		22	4	.6	.6	93.4
		23	3	.4	.4	93.8
		24	3	.4	.4	94.2
		25	8	1.1	1.1	95.4
		26	1	.1	.1	95.5
		27	1	.1	.1	95.7
		28	4	.6	.6	96.2
		30	10	1.4	1.4	97.6
		32	3	.4	.4	98.0
		35	4	.6	.6	98.6
		40	6	.8	.8	99.4
		43	1	.1	.1	99.6
		48	1	.1	.1	99.7
		49	1	.1	.1	99.9
		50	1	.1	.1	100.0
		Total	713	100.0	100.0	

Access to a Car

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	291	29.0	29.0	29.0
	No	713	71.0	71.0	100.0
	Total	1004	100.0	100.0	

Main Reason for Riding FAX Instead of Car

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less expensive than Driving	73	7.3	25.1	25.1
	Easier and More Relaxing than Driving	46	4.6	15.8	40.9
	Good for Environment	28	2.8	9.6	50.5
	Ride/Shared Vehicle not Available	41	4.1	14.1	64.6
	Car Under Repair	50	5.0	17.2	81.8
	Cannot Drive/No License	43	4.3	14.8	96.6
	None of the Above	10	1.0	3.4	100.0
	Total	291	29.0	100.0	
Missing	System	713	71.0		
Total		1004	100.0		

Satisfaction--On-Time Performance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	259	25.8	26.1	26.1
	Satisfied	452	45.0	45.6	71.7
	Slightly Satisfied	194	19.3	19.6	91.2
	Slightly Dissatisfied	54	5.4	5.4	96.7
	Dissatisfied	22	2.2	2.2	98.9
	Very Dissatisfied	11	1.1	1.1	100.0
	Total	992	98.8	100.0	
Missing	DK/REF	12	1.2		
Total		1004	100.0		

Satisfaction--Frequency of Buses

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	267	26.6	26.9	26.9
	Satisfied	445	44.3	44.8	71.7
	Slightly Satisfied	171	17.0	17.2	88.9
	Slightly Dissatisfied	72	7.2	7.3	96.2
	Dissatisfied	23	2.3	2.3	98.5
	Very Dissatisfied	15	1.5	1.5	100.0
	Total	993	98.9	100.0	
Missing	DK/REF	11	1.1		
Total		1004	100.0		

Satisfaction--Time to Complete Trip

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	239	23.8	24.0	24.0
	Satisfied	467	46.5	46.9	70.9
	Slightly Satisfied	205	20.4	20.6	91.5
	Slightly Dissatisfied	49	4.9	4.9	96.4
	Dissatisfied	27	2.7	2.7	99.1
	Very Dissatisfied	9	.9	.9	100.0
	Total	996	99.2	100.0	
Missing	DK/REF	8	.8		
Total		1004	100.0		

Cleanliness inside Buses

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	197	19.6	19.8	19.8
	Satisfied	439	43.7	44.1	63.9
	Slightly Satisfied	212	21.1	21.3	85.1
	Slightly Dissatisfied	80	8.0	8.0	93.2
	Dissatisfied	41	4.1	4.1	97.3
	Very Dissatisfied	27	2.7	2.7	100.0
	Total	996	99.2	100.0	
Missing	DK/REF	8	.8		
Total		1004	100.0		

Cleanliness of Bus Stops/Transfer Stations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	183	18.2	18.4	18.4
	Satisfied	398	39.6	40.0	58.4
	Slightly Satisfied	239	23.8	24.0	82.4
	Slightly Dissatisfied	91	9.1	9.1	91.6
	Dissatisfied	53	5.3	5.3	96.9
	Very Dissatisfied	31	3.1	3.1	100.0
	Total	995	99.1	100.0	
Missing	DK/REF	9	.9		
Total		1004	100.0		

Bus Driver Courtesy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	274	27.3	27.5	27.5
	Satisfied	455	45.3	45.6	73.1
	Slightly Satisfied	177	17.6	17.8	90.9
	Slightly Dissatisfied	46	4.6	4.6	95.5
	Dissatisfied	26	2.6	2.6	98.1
	Very Dissatisfied	19	1.9	1.9	100.0
	Total	997	99.3	100.0	
Missing	DK/REF	7	.7		
Total		1004	100.0		

Bus Driver Helpfulness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	284	28.3	28.7	28.7
	Satisfied	458	45.6	46.2	74.9
	Slightly Satisfied	170	16.9	17.2	92.0
	Slightly Dissatisfied	50	5.0	5.0	97.1
	Dissatisfied	18	1.8	1.8	98.9
	Very Dissatisfied	11	1.1	1.1	100.0
	Total	991	98.7	100.0	
Missing	DK/REF	13	1.3		
Total		1004	100.0		

Bus Driver Driving Skills

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	308	30.7	30.9	30.9
	Satisfied	444	44.2	44.5	75.4
	Slightly Satisfied	176	17.5	17.7	93.1
	Slightly Dissatisfied	39	3.9	3.9	97.0
	Dissatisfied	19	1.9	1.9	98.9
	Very Dissatisfied	11	1.1	1.1	100.0
	Total	997	99.3	100.0	
Missing	DK/REF	7	.7		
Total		1004	100.0		

Bus Driver Safety Awareness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	288	28.7	29.1	29.1
	Satisfied	442	44.0	44.6	73.7
	Slightly Satisfied	194	19.3	19.6	93.2
	Slightly Dissatisfied	44	4.4	4.4	97.7
	Dissatisfied	16	1.6	1.6	99.3
	Very Dissatisfied	7	.7	.7	100.0
	Total	991	98.7	100.0	
Missing	DK/REF	13	1.3		
Total		1004	100.0		

Comfort of Ride

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	231	23.0	23.2	23.2
	Satisfied	455	45.3	45.7	68.9
	Slightly Satisfied	220	21.9	22.1	91.0
	Slightly Dissatisfied	60	6.0	6.0	97.0
	Dissatisfied	19	1.9	1.9	98.9
	Very Dissatisfied	11	1.1	1.1	100.0
	Total	996	99.2	100.0	
Missing	DK/REF	8	.8		
Total		1004	100.0		

Availability of Route/Sched Info

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	246	24.5	24.7	24.7
	Satisfied	442	44.0	44.4	69.1
	Slightly Satisfied	204	20.3	20.5	89.6
	Slightly Dissatisfied	70	7.0	7.0	96.7
	Dissatisfied	22	2.2	2.2	98.9
	Very Dissatisfied	11	1.1	1.1	100.0
	Total	995	99.1	100.0	
Missing	DK/REF	9	.9		
Total		1004	100.0		

Hours of Operation--Weekdays

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	240	23.9	24.3	24.3
	Satisfied	416	41.4	42.1	66.3
	Slightly Satisfied	223	22.2	22.5	88.9
	Slightly Dissatisfied	60	6.0	6.1	94.9
	Dissatisfied	33	3.3	3.3	98.3
	Very Dissatisfied	17	1.7	1.7	100.0
	Total	989	98.5	100.0	
Missing	DK/REF	15	1.5		
Total		1004	100.0		

Hours of Operation--Weekends

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	195	19.4	20.0	20.0
	Satisfied	386	38.4	39.7	59.7
	Slightly Satisfied	226	22.5	23.2	82.9
	Slightly Dissatisfied	77	7.7	7.9	90.9
	Dissatisfied	48	4.8	4.9	95.8
	Very Dissatisfied	41	4.1	4.2	100.0
	Total	973	96.9	100.0	
Missing	DK/REF	31	3.1		
Total		1004	100.0		

Closeness of Bus Stops to Home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	250	24.9	25.2	25.2
	Satisfied	425	42.3	42.8	68.0
	Slightly Satisfied	218	21.7	22.0	90.0
	Slightly Dissatisfied	60	6.0	6.0	96.1
	Dissatisfied	24	2.4	2.4	98.5
	Very Dissatisfied	15	1.5	1.5	100.0
	Total	992	98.8	100.0	
Missing	DK/REF	12	1.2		
Total		1004	100.0		

Closeness of Bus Stops to Destination

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	246	24.5	24.7	24.7
	Satisfied	423	42.1	42.5	67.2
	Slightly Satisfied	220	21.9	22.1	89.3
	Slightly Dissatisfied	73	7.3	7.3	96.7
	Dissatisfied	23	2.3	2.3	99.0
	Very Dissatisfied	10	1.0	1.0	100.0
	Total	995	99.1	100.0	
Missing	DK/REF	9	.9		
Total		1004	100.0		

Disabled Ride Accessibility

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	284	28.3	30.2	30.2
	Satisfied	450	44.8	47.8	78.0
	Slightly Satisfied	148	14.7	15.7	93.7
	Slightly Dissatisfied	28	2.8	3.0	96.7
	Dissatisfied	20	2.0	2.1	98.8
	Very Dissatisfied	11	1.1	1.2	100.0
	Total	941	93.7	100.0	
Missing	DK/REF	63	6.3		
Total		1004	100.0		

Quality of Audio/Visual Announcements

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	229	22.8	23.2	23.2
	Satisfied	464	46.2	47.1	70.4
	Slightly Satisfied	217	21.6	22.0	92.4
	Slightly Dissatisfied	48	4.8	4.9	97.3
	Dissatisfied	19	1.9	1.9	99.2
	Very Dissatisfied	8	.8	.8	100.0
	Total	985	98.1	100.0	
Missing	DK/REF	19	1.9		
Total		1004	100.0		

Value for the Price

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	295	29.4	29.8	29.8
	Satisfied	411	40.9	41.5	71.2
	Slightly Satisfied	193	19.2	19.5	90.7
	Slightly Dissatisfied	78	7.8	7.9	98.6
	Dissatisfied	11	1.1	1.1	99.7
	Very Dissatisfied	3	.3	.3	100.0
	Total	991	98.7	100.0	
Missing	DK/REF	13	1.3		
Total		1004	100.0		

Overall Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	289	28.8	29.0	29.0
	Satisfied	440	43.8	44.2	73.2
	Slightly Satisfied	203	20.2	20.4	93.6
	Slightly Dissatisfied	48	4.8	4.8	98.4
	Dissatisfied	9	.9	.9	99.3
	Very Dissatisfied	7	.7	.7	100.0
	Total	996	99.2	100.0	
Missing	DK/REF	8	.8		
Total		1004	100.0		

Most Important Feature

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	On-Time Performance	206	20.5	20.5	20.5
	Frequency of Buses	125	12.5	12.5	33.0
	Time to Complete Trip	89	8.9	8.9	41.8
	Cleanliness inside Buses	40	4.0	4.0	45.8
	Cleanliness at Stops/Stations	27	2.7	2.7	48.5
	Driver Courtesy	22	2.2	2.2	50.7
	Driver Helpfulness	26	2.6	2.6	53.3
	Driver Driving Skills	23	2.3	2.3	55.6
	Driver Safety Awareness	26	2.6	2.6	58.2
	Comfort of Buses	65	6.5	6.5	64.6
	Availability of Route/Sched Info	35	3.5	3.5	68.1
	Weekday Hours of Operation	49	4.9	4.9	73.0
	Weekend Hours of Operation	56	5.6	5.6	78.6
	Closeness of Bus Stops to Home	74	7.4	7.4	86.0
	Closeness of Bus Stops to Destination	53	5.3	5.3	91.2
	Disability Access	27	2.7	2.7	93.9
	Quality of Audio/Visual Announcements	13	1.3	1.3	95.2
	Value for the Price	48	4.8	4.8	100.0
	Total	1004	100.0	100.0	

Second Most Important Feature

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	On-Time Performance	133	13.2	13.2	13.2
	Frequency of Buses	135	13.4	13.4	26.7
	Time to Complete Trip	104	10.4	10.4	37.1
	Cleanliness inside Buses	53	5.3	5.3	42.3
	Cleanliness at Stops/Stations	37	3.7	3.7	46.0
	Driver Courtesy	31	3.1	3.1	49.1
	Driver Helpfulness	30	3.0	3.0	52.1
	Driver Driving Skills	35	3.5	3.5	55.6
	Driver Safety Awareness	40	4.0	4.0	59.6
	Comfort of Buses	58	5.8	5.8	65.3
	Availability of Route/Sched Info	39	3.9	3.9	69.2

Weekday Hours of Operation	41	4.1	4.1	73.3
Weekend Hours of Operation	56	5.6	5.6	78.9
Closeness of Bus Stops to Home	63	6.3	6.3	85.2

Least Important Feature

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	On-Time Performance	38	3.8	3.8	3.8
	Frequency of Buses	40	4.0	4.0	7.8
	Time to Complete Trip	82	8.2	8.2	15.9
	Cleanliness inside Buses	64	6.4	6.4	22.3
	Cleanliness at Stops/Stations	50	5.0	5.0	27.3
	Driver Courtesy	53	5.3	5.3	32.6
	Driver Helpfulness	40	4.0	4.0	36.6
	Driver Driving Skills	35	3.5	3.5	40.0
	Driver Safety Awareness	34	3.4	3.4	43.4
	Comfort of Buses	69	6.9	6.9	50.3
	Availability of Route/Sched Info	50	5.0	5.0	55.3
	Weekday Hours of Operation	43	4.3	4.3	59.6
	Weekend Hours of Operation	55	5.5	5.5	65.0
	Closeness of Bus Stops to Home	52	5.2	5.2	70.2
	Closeness of Bus Stops to Destination	34	3.4	3.4	73.6
	Disability Access	60	6.0	6.0	79.6
	Quality of Audio/Visual Announcements	142	14.1	14.1	93.7
	Value for the Price	63	6.3	6.3	100.0
	Total	1004	100.0	100.0	

Hostile comments, sounds, or gestures--myself

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	91	9.1	9.4	9.4
	A Few Times	327	32.6	33.6	43.0
	Never	555	55.3	57.0	100.0
	Total	973	96.9	100.0	
Missing	DK/REF	31	3.1		
Total		1004	100.0		

Following or stalking--myself

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	70	7.0	7.3	7.3
	A Few Times	214	21.3	22.3	29.6
	Never	676	67.3	70.4	100.0
	Total	960	95.6	100.0	
Missing	DK/REF	44	4.4		
Total		1004	100.0		

Personal property damaged or stolen--myself

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	53	5.3	5.5	5.5
	A Few Times	194	19.3	20.0	25.5
	Never	723	72.0	74.5	100.0
	Total	970	96.6	100.0	
Missing	DK/REF	34	3.4		
Total		1004	100.0		

Pushing, spitting or other physical assault--myself

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	58	5.8	6.0	6.0
	A Few Times	195	19.4	20.1	26.1
	Never	718	71.5	73.9	100.0
	Total	971	96.7	100.0	
Missing	DK/REF	33	3.3		
Total		1004	100.0		

Unwanted sexual language or behavior--myself

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	72	7.2	7.4	7.4
	A Few Times	231	23.0	23.8	31.2
	Never	668	66.5	68.8	100.0
	Total	971	96.7	100.0	
Missing	DK/REF	33	3.3		
Total		1004	100.0		

Hostile comments, sounds, or gestures---to others

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	116	11.6	12.0	12.0
	A Few Times	406	40.4	41.9	53.9
	Never	447	44.5	46.1	100.0
	Total	969	96.5	100.0	
Missing	DK/REF	35	3.5		
Total		1004	100.0		

Following or stalking--to others

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	84	8.4	8.9	8.9
	A Few Times	228	22.7	24.2	33.2
	Never	629	62.6	66.8	100.0
	Total	941	93.7	100.0	
Missing	DK/REF	63	6.3		
Total		1004	100.0		

Personal property damaged or stolen--to others

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	91	9.1	9.6	9.6
	A Few Times	271	27.0	28.6	38.3
	Never	584	58.2	61.7	100.0
	Total	946	94.2	100.0	
Missing	DK/REF	58	5.8		
Total		1004	100.0		

Pushing, spitting or other physical assault--to others

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	98	9.8	10.2	10.2
	A Few Times	279	27.8	29.2	39.4
	Never	580	57.8	60.6	100.0
	Total	957	95.3	100.0	
Missing	DK/REF	47	4.7		
Total		1004	100.0		

Unwanted sexual language or behavior--to others

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	112	11.2	11.8	11.8
	A Few Times	279	27.8	29.4	41.2
	Never	557	55.5	58.8	100.0
	Total	948	94.4	100.0	
Missing	DK/REF	56	5.6		
Total		1004	100.0		

Experienced Harassment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Experienced Harassment	759	75.6	75.6	75.6
	Has Not Experienced Harassment	245	24.4	24.4	100.0
	Total	1004	100.0	100.0	

Where did these incidents happen?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	At Bus Stops or Stations	162	16.1	21.3	21.3
	On-Board	243	24.2	32.0	53.4
	Both	354	35.3	46.6	100.0
	Total	759	75.6	100.0	
Missing	System	245	24.4		
Total		1004	100.0		

When these incidents happened, did you officially report any of them?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not Report	464	46.2	61.2	61.2
	Reported to FAX	160	15.9	21.1	82.3
	Reported to Police/Law Enforcement	117	11.7	15.4	97.8
	Reported to Federal Transit Administration (FTA)	17	1.7	2.2	100.0
	Total	758	75.5	100.0	
Missing	System	246	24.5		
Total		1004	100.0		

When these incidents happened, did you officially report any of them?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Reported to FAX	24	2.4	46.2	46.2
	Reported to Police/Law Enforcement	18	1.8	34.6	80.8
	Reported to Federal Transit Administration (FTA)	10	1.0	19.2	100.0
	Total	52	5.2	100.0	
Missing	System	952	94.8		
Total		1004	100.0		

When these incidents happened, were you or the victim mainly targeted because of?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Age	71	7.1	14.5	14.5
	Disability	71	7.1	14.5	29.0
	Gender/Gender Expression	70	7.0	14.3	43.3
	Income	68	6.8	13.9	57.1
	Language Spoken	41	4.1	8.4	65.5
	Obesity	17	1.7	3.5	69.0
	Race or Ethnicity	24	2.4	4.9	73.9
	Religion	13	1.3	2.7	76.5
	Sexual Orientation	13	1.3	2.7	79.2
	None of the Above/Do Not Know	102	10.2	20.8	100.0
	Total	490	48.8	100.0	
Missing	11	268	26.7		
	System	246	24.5		
	Total	514	51.2		
Total		1004	100.0		

When these incidents happened, were you or the victim mainly targeted because of?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Age	10	1.0	4.5	4.5
	Disability	20	2.0	9.0	13.5
	Gender/Gender Expression	20	2.0	9.0	22.4
	Income	12	1.2	5.4	27.8
	Language Spoken	26	2.6	11.7	39.5
	Obesity	60	6.0	26.9	66.4
	Race or Ethnicity	40	4.0	17.9	84.3
	Religion	27	2.7	12.1	96.4
	Sexual Orientation	8	.8	3.6	100.0
	Total	223	22.2	100.0	
Missing	System	781	77.8		
Total		1004	100.0		

When these incidents happened, were you or the victim mainly targeted because of?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Age	2	.2	1.2	1.2
	Disability	8	.8	4.7	5.9
	Gender/Gender Expression	19	1.9	11.2	17.1
	Income	16	1.6	9.4	26.5
	Language Spoken	29	2.9	17.1	43.5
	Obesity	17	1.7	10.0	53.5
	Race or Ethnicity	38	3.8	22.4	75.9
	Religion	18	1.8	10.6	86.5
	Sexual Orientation	23	2.3	13.5	100.0
	Total	170	16.9	100.0	
Missing	System	834	83.1		
Total		1004	100.0		

When these incidents happened, were you or the victim mainly targeted because of?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Age	5	.5	5.6	5.6
	Disability	5	.5	5.6	11.1
	Gender/Gender Expression	7	.7	7.8	18.9
	Income	11	1.1	12.2	31.1
	Language Spoken	13	1.3	14.4	45.6
	Obesity	11	1.1	12.2	57.8
	Race or Ethnicity	15	1.5	16.7	74.4
	Religion	12	1.2	13.3	87.8
	Sexual Orientation	11	1.1	12.2	100.0
	Total	90	9.0	100.0	
Missing	System	914	91.0		
Total		1004	100.0		

When these incidents happened, were you or the victim mainly targeted because of?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Age	5	.5	20.0	20.0
	Disability	2	.2	8.0	28.0
	Gender/Gender Expression	1	.1	4.0	32.0
	Income	3	.3	12.0	44.0
	Language Spoken	2	.2	8.0	52.0
	Obesity	1	.1	4.0	56.0
	Race or Ethnicity	4	.4	16.0	72.0
	Religion	3	.3	12.0	84.0
	Sexual Orientation	4	.4	16.0	100.0
	Total	25	2.5	100.0	
Missing	System	979	97.5		
Total		1004	100.0		

When these incidents happened, were you or the victim mainly targeted because of?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Age	1	.1	12.5	12.5
	Gender/Gender Expression	1	.1	12.5	25.0
	Income	2	.2	25.0	50.0
	Obesity	2	.2	25.0	75.0
	Race or Ethnicity	1	.1	12.5	87.5
	Sexual Orientation	1	.1	12.5	100.0
	Total	8	.8	100.0	
Missing	System	996	99.2		
Total		1004	100.0		

When these incidents happened, were you or the victim mainly targeted because of?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Gender/Gender Expression	1	.1	33.3	33.3
	Race or Ethnicity	1	.1	33.3	66.7
	Religion	1	.1	33.3	100.0
	Total	3	.3	100.0	
Missing	System	1001	99.7		
Total		1004	100.0		

Which of the following safety precautions, if any, do you take when using FAX to avoid being harassed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Do Not Ride at Night	174	17.3	17.3	17.3
	Avoid Certain Routes	142	14.1	14.1	31.5
	Do Not Ride Alone	184	18.3	18.3	49.8
	Carry Self-Defense Spray or Other Self-Protection	154	15.3	15.3	65.1
	I Do Not Take Any Safety Precautions When Using FAX	350	34.9	34.9	100.0
	Total	1004	100.0	100.0	

Which of the following safety precautions, if any, do you take when using FAX to avoid being harassed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Do Not Ride at Night	22	2.2	12.7	12.7
	Avoid Certain Routes	46	4.6	26.6	39.3
	Do Not Ride Alone	61	6.1	35.3	74.6
	Carry Self-Defense Spray or Other Self-Protection	44	4.4	25.4	100.0
	Total	173	17.2	100.0	
Missing	System	831	82.8		
Total		1004	100.0		

Which of the following safety precautions, if any, do you take when using FAX to avoid being harassed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Do Not Ride at Night	10	1.0	15.4	15.4
	Avoid Certain Routes	13	1.3	20.0	35.4
	Do Not Ride Alone	19	1.9	29.2	64.6
	Carry Self-Defense Spray or Other Self-Protection	23	2.3	35.4	100.0
	Total	65	6.5	100.0	
Missing	System	939	93.5		
Total		1004	100.0		

Which of the following safety precautions, if any, do you take when using FAX to avoid being harassed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Do Not Ride at Night	4	.4	22.2	22.2
	Avoid Certain Routes	1	.1	5.6	27.8
	Do Not Ride Alone	2	.2	11.1	38.9
	Carry Self-Defense Spray or Other Self-Protection	11	1.1	61.1	100.0
	Total	18	1.8	100.0	
Missing	System	986	98.2		
Total		1004	100.0		

When you use the FAX bus system, how often do you feel safe from harassment, including physical harm, abusive language and/or sexual misconduct on board FAX buses?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1- Always	240	23.9	23.9	23.9
	2	231	23.0	23.0	46.9
	3	337	33.6	33.6	80.5
	4	99	9.9	9.9	90.3
	5-Never	97	9.7	9.7	100.0
	Total	1004	100.0	100.0	

When you use the FAX bus system, how often do you feel safe from harassment, including physical harm, abusive language and/or sexual misconduct at the bus stops?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1- Always	243	24.2	24.2	24.2
	2	257	25.6	25.6	49.8
	3	322	32.1	32.1	81.9
	4	83	8.3	8.3	90.1
	5-Never	99	9.9	9.9	100.0
	Total	1004	100.0	100.0	

Military

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, active duty military	22	2.2	2.2	2.2
	Yes, reservist	32	3.2	3.3	5.5
	Yes, veteran	53	5.3	5.4	10.9
	No	871	86.8	89.1	100.0
	Total	978	97.4	100.0	
Missing	UNSURE	26	2.6		
Total		1004	100.0		

Work Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Employed Full-Time	200	19.9	19.9	19.9
	Employed Part-Time	209	20.8	20.8	40.7
	Self-Employed	119	11.9	11.9	52.6
	Student and Employed	111	11.1	11.1	63.6
	Student and Not Employed	105	10.5	10.5	74.1
	Homemaker	25	2.5	2.5	76.6
	Retired	43	4.3	4.3	80.9
	Unemployed	122	12.2	12.2	93.0
	Disabled and Unable to Work	70	7.0	7.0	100.0
	Total	1004	100.0	100.0	

Highest Level of Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 8th Grade Education	34	3.4	3.4	3.4
	Some High School	202	20.1	20.1	23.5
	High School Graduate	497	49.5	49.5	73.0
	Vocational/Technical School	125	12.5	12.5	85.5
	College Graduate	124	12.4	12.4	97.8
	Post-Graduate Education	22	2.2	2.2	100.0
	Total	1004	100.0	100.0	

Ethnicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hispanic	355	35.4	35.8	35.8
	White/Caucasian	247	24.6	24.9	60.7
	African American/Black	199	19.8	20.1	80.8
	Asian/Southeast Asian	53	5.3	5.3	86.2
	American Indian	35	3.5	3.5	89.7
	Pacific Islander	16	1.6	1.6	91.3
	Middle Easterner	8	.8	.8	92.1
	Mixed Ethnicities	31	3.1	3.1	95.3
	Other	47	4.7	4.7	100.0
	Total	991	98.7	100.0	
Missing	DK/Refused (DO NOT READ)	13	1.3		
Total		1004	100.0		

Asian

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hmong (MONG)	22	2.2	41.5	41.5
	Asian Indian	6	.6	11.3	52.8
	Indic other than from India	2	.2	3.8	56.6
	Southeast Asian other than Hmong	3	.3	5.7	62.3
	Filipino	9	.9	17.0	79.2
	Chinese other than Hmong	1	.1	1.9	81.1
	Japanese	1	.1	1.9	83.0
	Korean	3	.3	5.7	88.7
	Other	6	.6	11.3	100.0
	Total	53	5.3	100.0	
Missing	System	951	94.7		
Total		1004	100.0		

Mixed Ethnicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hispanic and White	6	.6	19.4	19.4
	Hispanic and Black	8	.8	25.8	45.2
	Hispanic and Asian	3	.3	9.7	54.8
	White and Black	7	.7	22.6	77.4
	White and Asian	2	.2	6.5	83.9
	Other mixed	5	.5	16.1	100.0
	Total	31	3.1	100.0	
Missing	System	973	96.9		
Total		1004	100.0		

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	517	51.5	52.4	52.4
	Female	426	42.4	43.2	95.5
	Non-Binary	13	1.3	1.3	96.9
	Transgender	14	1.4	1.4	98.3
	Other	17	1.7	1.7	100.0
	Total	987	98.3	100.0	
Missing	DK/Refused (Do Not Read)	17	1.7		
Total		1004	100.0		

		Year Born			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1941	1	.1	.1	.1
	1944	2	.2	.2	.3
	1945	1	.1	.1	.4
	1948	5	.5	.5	.9
	1949	2	.2	.2	1.1
	1950	1	.1	.1	1.2
	1951	1	.1	.1	1.3
	1952	2	.2	.2	1.5
	1953	1	.1	.1	1.6
	1954	5	.5	.5	2.1
	1955	6	.6	.6	2.7
	1956	4	.4	.4	3.1
	1957	6	.6	.6	3.7
	1958	9	.9	.9	4.6
	1959	5	.5	.5	5.1
	1960	11	1.1	1.1	6.2
	1961	2	.2	.2	6.4
	1962	5	.5	.5	6.9
	1963	9	.9	.9	7.8
	1964	13	1.3	1.3	9.1
	1965	12	1.2	1.2	10.3
	1966	10	1.0	1.0	11.3
	1967	10	1.0	1.0	12.3
	1968	11	1.1	1.1	13.3
	1969	9	.9	.9	14.2
	1970	8	.8	.8	15.0
	1971	5	.5	.5	15.5
	1972	8	.8	.8	16.3
	1973	8	.8	.8	17.1
	1974	16	1.6	1.6	18.7
	1975	13	1.3	1.3	20.0
	1976	19	1.9	1.9	21.9
	1977	10	1.0	1.0	22.9
	1978	27	2.7	2.7	25.6
	1979	21	2.1	2.1	27.7
	1980	25	2.5	2.5	30.2
	1981	13	1.3	1.3	31.5
	1982	12	1.2	1.2	32.7
	1983	13	1.3	1.3	34.0
	1984	17	1.7	1.7	35.7
	1985	24	2.4	2.4	38.0
	1986	28	2.8	2.8	40.8

1987	24	2.4	2.4	43.2
1988	29	2.9	2.9	46.1
1989	26	2.6	2.6	48.7
1990	18	1.8	1.8	50.5
1991	18	1.8	1.8	52.3
1992	34	3.4	3.4	55.7
1993	20	2.0	2.0	57.7
1994	21	2.1	2.1	59.8
1995	30	3.0	3.0	62.7
1996	34	3.4	3.4	66.1
1997	18	1.8	1.8	67.9
1998	26	2.6	2.6	70.5
1999	43	4.3	4.3	74.8
2000	53	5.3	5.3	80.1
2001	30	3.0	3.0	83.1
2002	24	2.4	2.4	85.5
2003	22	2.2	2.2	87.6
2004	19	1.9	1.9	89.5
2005	22	2.2	2.2	91.7
2006	31	3.1	3.1	94.8
2007	13	1.3	1.3	96.1
2008	19	1.9	1.9	98.0
2009	9	.9	.9	98.9
2010	11	1.1	1.1	100.0
Total	1004	100.0	100.0	

Age Categories

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 18	52	5.2	5.2	5.2
	18-34	463	46.1	46.1	51.3
	35-54	346	34.5	34.5	85.8
	55-74	132	13.1	13.1	98.9
	75 and Above	11	1.1	1.1	100.0
	Total	1004	100.0	100.0	

Household Income

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$10,000 per year	313	31.2	35.2	35.2
	\$10,000 to \$19,999 per year	169	16.8	19.0	54.2
	\$20,000 to \$29,999 per year	222	22.1	24.9	79.1
	\$30,000 to \$39,999 per year	127	12.6	14.3	93.4
	\$40,000 to \$49,999 per year	34	3.4	3.8	97.2
	\$50,000 to \$74,999 per year	16	1.6	1.8	99.0
	\$75,000 to \$99,999 per year	6	.6	.7	99.7
	\$100,000 or more per year	3	.3	.3	100.0
	Total	890	88.6	100.0	
Missing	Do not know/Refused (Do Not Read)	114	11.4		
Total		1004	100.0		

Zip Code of Primary Residence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	93210	1	.1	.1	.1
	93271	1	.1	.1	.2
	93275	1	.1	.1	.3
	93611	8	.8	.8	1.1
	93612	16	1.6	1.6	2.7
	93619	2	.2	.2	2.9
	93626	1	.1	.1	3.0
	93627	2	.2	.2	3.2
	93630	1	.1	.1	3.3
	93631	1	.1	.1	3.4
	93636	1	.1	.1	3.5
	93637	1	.1	.1	3.6
	93648	1	.1	.1	3.7
	93650	22	2.2	2.2	5.9
	93657	1	.1	.1	6.0
	93660	1	.1	.1	6.1
	93672	1	.1	.1	6.2
	93701	52	5.2	5.2	11.4
	93702	64	6.4	6.4	17.7
	93703	26	2.6	2.6	20.3
	93704	23	2.3	2.3	22.6
	93705	63	6.3	6.3	28.9
	93706	70	7.0	7.0	35.9
	93707	2	.2	.2	36.1
	93708	1	.1	.1	36.2
	93710	49	4.9	4.9	41.1

	93711	71	7.1	7.1	48.2
	93712	5	.5	.5	48.7
	93720	24	2.4	2.4	51.0
	93721	29	2.9	2.9	53.9
	93722	104	10.4	10.4	64.3
	93723	15	1.5	1.5	65.8
	93724	16	1.6	1.6	67.4
	93725	52	5.2	5.2	72.6
	93726	110	11.0	11.0	83.5
	93727	114	11.4	11.4	94.9
	93728	34	3.4	3.4	98.3
	93729	1	.1	.1	98.4
	93736	1	.1	.1	98.5
	93740	1	.1	.1	98.6
	93750	1	.1	.1	98.7
	93752	1	.1	.1	98.8
	93756	1	.1	.1	98.9
	93766	1	.1	.1	99.0
	93785	2	.2	.2	99.2
	94142	1	.1	.1	99.3
	95637	1	.1	.1	99.4
	95951	1	.1	.1	99.5
	96311	1	.1	.1	99.6
	97043	1	.1	.1	99.7
	97209	1	.1	.1	99.8
	97326	1	.1	.1	99.9
	97327	1	.1	.1	100.0
	Total	1003	99.9	100.0	
Missing	System	1	.1		
Total		1004	100.0		

Limited English Proficiency

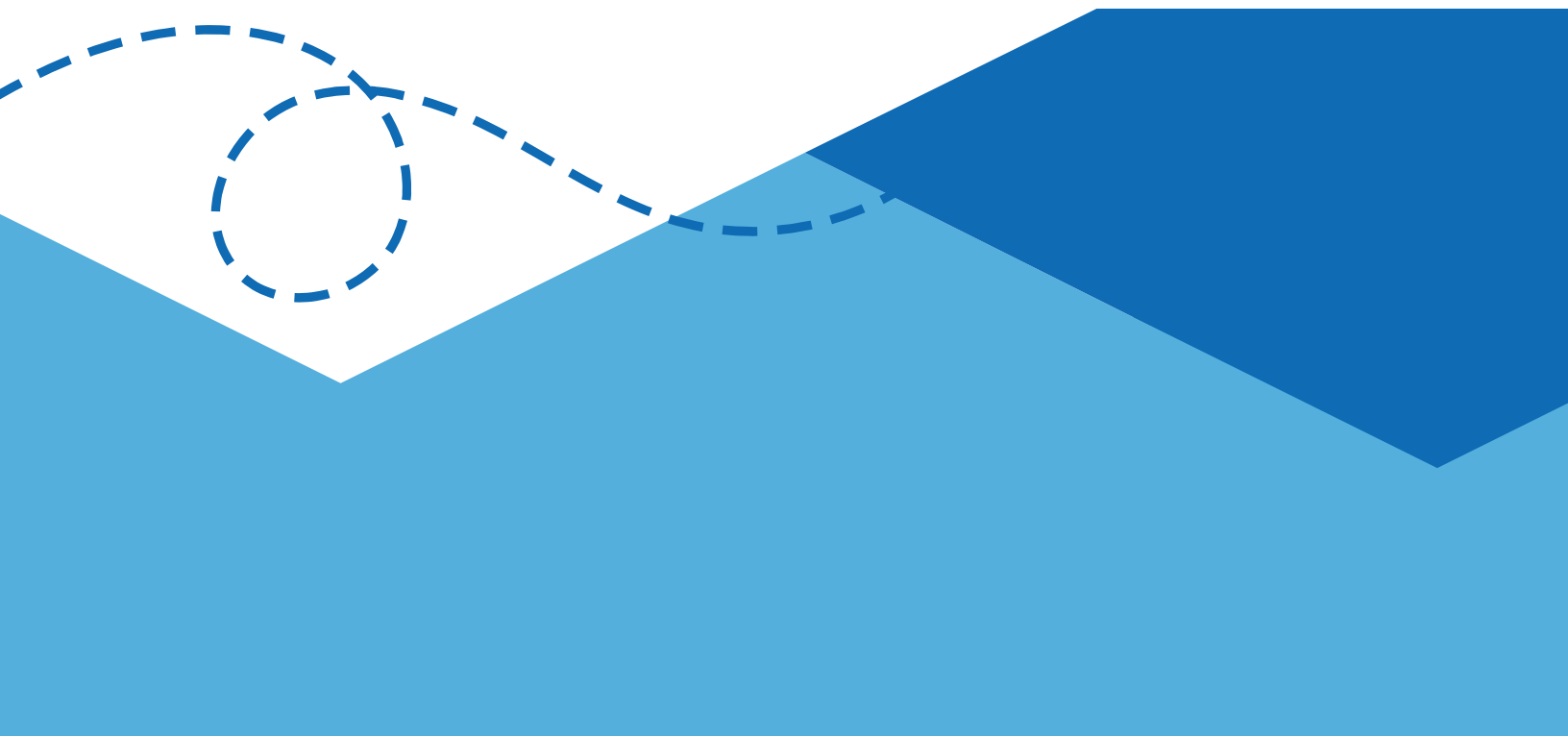
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	296	29.5	31.0	31.0
	No	659	65.6	69.0	100.0
	Total	955	95.1	100.0	
Missing	DON'T KNOW/REFUSED	49	4.9		
Total		1004	100.0		

Primary Language Spoken in Home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	862	85.9	87.5	87.5
	Spanish or Spanish Creole	71	7.1	7.2	94.7
	Hmong	9	.9	.9	95.6
	Punjabi	8	.8	.8	96.4
	Other Indic (Indo-Aryan) languages	3	.3	.3	96.8
	Laotian	4	.4	.4	97.2
	Mon-Khmer, Cambodian	1	.1	.1	97.3
	Chinese	3	.3	.3	97.6
	Arabic	3	.3	.3	97.9
	Vietnamese	1	.1	.1	98.0
	Tagalog	1	.1	.1	98.1
	Other	19	1.9	1.9	100.0
	Total	985	98.1	100.0	
Missing	UNSURE	18	1.8		
	System	1	.1		
	Total	19	1.9		
Total		1004	100.0		

APPENDIX I

2024 Handy Ride Customer Satisfaction Survey





2024 Handy Ride Customer Satisfaction Survey Report



Report to:



**City of Fresno
Department of
Transportation/FAX
2223 G Street
Fresno, CA 93706**



By:
**Rea & Parker Research
P.O. Box 421079
San Diego, CA 92142
November 2024**

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Handy Ride 2024 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. This survey has three purposes: first, to provide current information and opinions concerning customer satisfaction regarding the Handy Ride system and second to compare the results of this 2024 study with the results of the 2022 Handy Ride customer satisfaction study. The third purpose is to inquire whether Handy Ride customers have experienced or witnessed various types of harassing behavior, insulting language, and or sexual misconduct while using the Handy Ride system. Rea & Parker Research was selected to conduct the 2024 study, as it was for the 2022, 2018 and 2014 studies.

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

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

Demographic Characteristics of Respondents.

- Nearly two-fifths (37 percent) of respondents are White and a slightly smaller percentage are Hispanic/Latino (33 percent), followed by African-Americans (15 percent).
- Approximately three-fifths of respondents (61 percent) earn an annual household income of less than \$20,000 (29 percent less than \$10,000 and 32 percent between \$10,000 and \$19,999).
- Almost one-half of survey respondents (48 percent) are between 55 and 74 years of age and another 22 percent indicate that they are 75 years of age and above.
- Nearly one-half of respondents (46 percent) are disabled and unable to work and another 32 percent are retired.

Handy Ride Customer Travel Behavior

- Over three-fifths (63 percent) of Handy Ride customers have used the service for 1.5 years or more, including 47 percent that have used the service for 3 or more years. It is noteworthy that a considerable number of newer riders have been using the Handy Ride System for less than 1 year (29 percent). This data indicates a strong and renewing ridership on the Handy Ride System.
- Nearly one-half (47 percent) of respondents make 1 to 2 one-way trips per week on Handy Ride and three-fifths (59 percent) of respondents plan to make more Handy Ride trips in the next three months than they now are making.
- Among the 41 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 (23 percent).
- Forty percent of Handy Ride customers indicate that they are completely dependent on Handy Ride to meet their transportation needs.

Trip Purpose and Other Trip Characteristics

- Over one-half (52 percent) of customers indicate that their usual trip purpose made using Handy Ride is going to appointments, such as medical appointments.
- Nearly 7 in 10 respondents (68 percent) either strongly agree (40 percent) or agree (28 percent) that they are totally dependent upon Handy Ride for their transportation needs.
- Over one-third (34 percent) of Handy Ride customers at least occasionally ride a FAX fixed-route bus.
- About three-fourths of Handy Ride customers pay in the form of cash. The remaining one-quarter pay by means of the Handy Ride Pass.

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, 84 percent are either very satisfied (51 percent) or satisfied (33 percent). This high level of satisfaction is reflected in the overall mean satisfaction rating of 1.78 (mean rating based upon a scale of 1 to 6, where 1 = very satisfied and 6 = very dissatisfied).
- Among the five highest-rated Handy Ride features, customers provide the highest mean for drivers' safety consciousness (mean of 1.41) followed closely by drivers' driving skills (mean of 1.44), drivers' courtesy (mean of 1.47), cleanliness inside Handy Ride Vehicles (mean of 1.50), and value of Handy Ride Service provided for the price (mean of 1.58).
- Customers indicate that pickups being on time (41 percent), drivers' customer service (24 percent), and waiting times for pickups (20 percent) are most important to their level of satisfaction.
- Based upon a satisfaction/importance quadrant analysis, drivers' courtesy, drivers' safety consciousness, and Drivers' driving skills show the highest degrees of satisfaction and importance and, therefore, greatly contribute to the overall rating of the Handy Ride service as highly satisfactory.
- The "report card" that is found on pages 29-30 in the main body of the report was developed for prior surveys and shows that Handy Ride has been a consistent success, with the same high level of satisfaction found in prior years as well as the current year. Specifically, the overall service is rated A-.

Handy Ride Time-Related Considerations

- The typical Handy Ride trip is 35.5 minutes (mean) and 30 minutes (median). The Handy Ride trip for over three-fifths of customers (64 percent) is 30 minutes or less.
- Among the 74 percent of Handy Ride customers who have used Handy Ride for medical trips, 16 percent have had to wait 90 minutes or more to be picked up at least three times.
- Nearly one-third of medical trip customers (32 percent) have, at some time, waited more than 90 minutes for their will-call pick-up. The mean wait time for a will-call pick-up is 43.6 minutes; however, 50 percent of respondents typically waited for a will-call pick-up for 30 minutes or less.
- One-third (33 percent) of customers never waited more than 30 minutes or more for a scheduled pickup. Another 34 percent, however, had to wait 30 minutes or more at least 3 or more times.

Customer Experience Regarding Harassment While Using the Handy Ride System

- Handy Ride customers have very rarely experienced harassing behaviors such as hostile comments and gestures, stolen or damaged property, unwanted sexual language or behavior, or physical assault. Hostile comments was the only category of harassment that had a notable percentage indicating that they had such experiences a few times or more (18 percent). All other categories

had indications of 7 percent of customers or less. Even fewer customers saw or heard other customers being harassed.

- Among the 31 percent of Handy Ride Customers who experienced or heard at least one incident of harassment, 40 percent reported that the incident occurred on board the Handy Ride vehicle, while another 37 percent indicated that the incident occurred while waiting for the ride, with the remaining 23 percent saying that incidents have occurred both on-board and while waiting.
- Among the 31 percent of customers who experienced, saw, or heard at least one incident of harassment, over 7 in 10 respondents (71percent) did not report the incident.
- Over 7 in 10 customers always feel safe on-board the Handy Ride vehicles as well as at pick-up locations (73 percent—on board and 72 percent at pick-up locations).
- One-half (50 percent) indicated that they do not take any safety precautions when using Handy Ride. Another 34 percent choose not to ride at night in the interest of their perceived safety.

Conclusions

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

Introduction and Methodology

Fresno Area Express (FAX) Handy Ride is a service of the City of Fresno's Transportation Department that is designed to meet the transportation needs of eligible persons with disabilities who cannot functionally use the FAX fixed route bus system. The Americans with Disabilities Act (ADA) of 1990 requires public transportation agencies to provide paratransit service to eligible persons with disabilities that is comparable to the City bus service.

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 Peach, south to American, west to Fig, north to Central, west to Polk Avenue, north to Shields, west to Chateau Fresno, north to Ashlan, east to Grantland, north to the Fresno County line, and east to Copper Avenue (see system map on next page).

Handy Ride service operates during the following hours, with night service Monday-Saturday in a limited area:

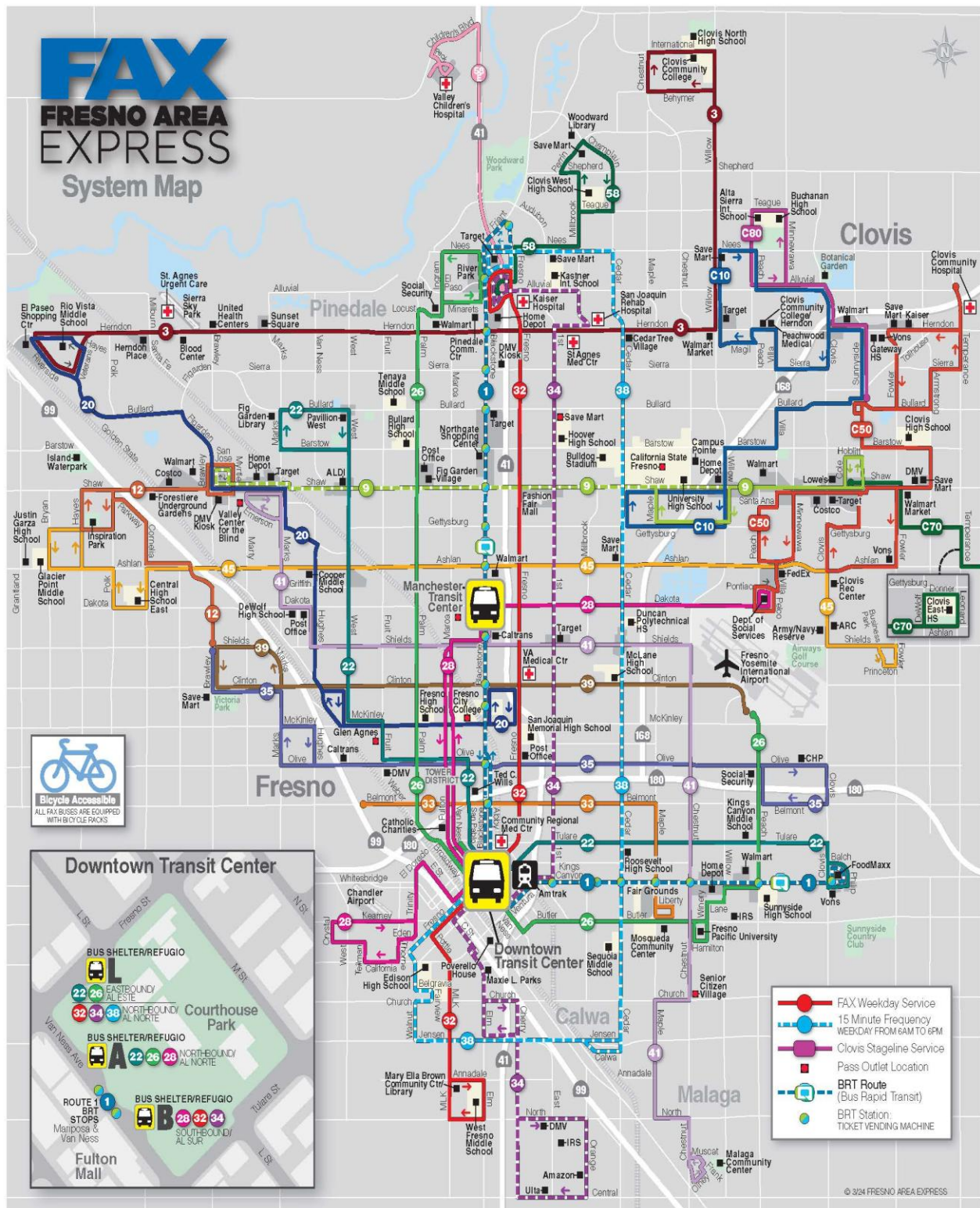
Monday–Friday: 5:30 a.m.-12 midnight;
Saturday: 6:30 a.m.–12 midnight.
Sunday: 6:30 a.m.—7:00 p.m.

Fresno Area Express has presently elected to conduct a statistically reliable customer opinion and satisfaction telephone survey among Handy Ride's customer base. This survey has three purposes: first, to provide current information and opinions concerning customer satisfaction regarding the Handy Ride system and second to compare the results of this 2024 study with the results of the 2022, 2018, and 2014 Handy Ride customer satisfaction studies. References will be made in the text to the 2004, 2007, and 2011 surveys where it is noteworthy; however, detailed comparisons that far in the past will not be provided. The third purpose is to inquire whether Handy Ride users have experienced or witnessed various types of harassing behavior, insulting language, and or sexual misconduct while using the Handy Ride system.

Rea & Parker Research was selected to conduct the 2024 study. 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:
 - 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
 - Safety on board Handy Ride vehicles
 - Level of dependency on Handy Ride for transportation needs

- Obtain demographic data about the population for use in descriptive analysis and significant cross-tabulated data that can be useful in the development of policy.
- Compare the results of this survey with the results of the 2022, 2018, and 2014 Handy Ride customer satisfaction surveys.



Sample

A sample of 253 respondents (53 percent by telephone and 47 percent online) was selected from a base of 2,945 Handy Ride customers who had used the system within the past 3 years. There were 163 refusals—indicating a cooperation rate of 60.8 percent. The median length of time to complete the survey by telephone was 19 minutes, and online the median was 18 minutes. This sample size yields a margin of error of ± 5.1 percent at the 95 percent level of confidence—a margin of error that indicates that the sample is sufficiently large to represent the opinions of the entire Handy-Ride customer population to a statistically acceptable degree. 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, 51 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 45.9 percent and 56.1 percent (51 percent ± 5.1 percent).

If the customer was not able to respond to survey questions, the interviewer asked to speak with a caretaker, friend/relative, or someone willing and sufficiently qualified to answer questions on behalf of the customer. Approximately 91 percent of the respondents were the customers themselves. Another 5 percent of the respondents were friends or relatives of the customer and 4 percent were caregivers. The survey was administered in English (241 interviews) and Spanish (12 interviews), and it was conducted from September 25, 2024 through September 28, 2024.

This survey report has been divided into six information components as follows:

- 1) Demographic Statistics/Respondent Characteristics
- 2) Handy Ride Customer Trip Characteristics
- 3) Trip Purpose and Other Related Issues
- 4) Customer Satisfaction with Handy Ride Service
- 5) Handy Ride Time-Related Considerations
- 6) Customer Experience Regarding Harassment While Using the Handy Ride System

Charts have been prepared for each of these major components depicting the basic survey results. Selected relationships are presented when it is useful to highlight important issues. 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 1 presents selected demographic characteristics of the survey respondents. Well over three-fifths of respondents (64 percent) are female, and English is the primary language spoken in the home for 86 percent of respondents. One-fourth of respondents (25 percent) consider themselves to have limited English proficiency. Nearly four-fifths (37 percent) of respondents are White and a slightly smaller percentage are Hispanic/Latino (34 percent), followed by African American (15 percent). Approximately three-fifths of respondents (61 percent) earn an annual household income of less than \$20,000 (29 percent less than \$10,000 and 32 percent between \$10,000 and \$19,999). Nearly one-half of respondents (48 percent) are between 55 and 74 years of age and another 22 percent indicate that they are 75 years of age and above.

In 2024, 55 percent of respondents reported having a high school education or less. One-third of respondents have a college degree or more education (33 percent). Nearly one-half of respondents (46 percent) are disabled and unable to work and another 32 percent are retired. The major residential zip codes of the respondents are as follows: 93727 (16 percent), 93722 and 93702 (11 percent each), and 93726 (9 percent), and 93705 (8 percent). Over 9 in 10 respondents (92 percent) are neither active-duty military nor a U.S. Veteran.

Respondent characteristics for the Handy Ride surveys conducted in 2022 (during COVID), 2018 and 2014 differ from the 2024 respondent characteristics in the following ways:

- In 2024, 46 percent of respondents reported being disabled and unable to work. This is a somewhat lower percentage than in 2022 (54 percent) and substantially lower than the reported percentage in 2018 (65 percent).
- In 2022 and 2018, about one-fourth of respondents (23 percent and 24 percent respectively) indicated that they were retired while a distinctly higher percentage (32 percent) reported their work status as retired in 2024. Similar to 2024, 37 percent of 2014 respondents indicated that they were retired.
- Whites represent 37 percent of the sample in 2024. Whites were similarly represented in the 2022 and 2018 surveys (34 percent and 39 percent respectively). A substantial difference is apparent in the 2014 survey where nearly one-half of the respondents (48 percent) reported that they were White.
- The percentage of households earning an annual income of less than \$10,000 is 29 percent in 2024 which is somewhat lower than in 2022 (40 percent) and more consistent with the 2018 and 2014 surveys where 34 percent and 32 percent respectively reported an income of less than \$10,000. When adjusted for inflation, customer income in 2024 is substantially lower than it was in 2018 and 2014 and is closer to 2022 than the 29 percent versus 40 percent would seem to indicate.
- In 2024, 55 percent of respondents reported having a high school education or less. In the survey years 2022, 2018, and 2014, there is a clear difference in this level of education from the 2024 survey. Specifically, in 2022, this percentage is 65 percent, and 66 percent for both survey years 2018 and 2014.

Table 1
Handy Ride Demographics

Characteristic	2024	2022	2018	2014
Work Status				
Disabled and Unable to Work	46%	54%	65%	47%
Retired	32%	23%	24%	37%
Unemployed	7%	5%		2%
Employed Full-Time	5%	4%	4%	5%
Employed Part-Time	5%	4%	4%	2%
Student	4%	5%	2%	3%
Homemaker	1%	2%	1%	2%
Self-Employed		1%		2%
Age (median = 64 years of age)				
Under 18-to-34	14%	14%	8%	6%
35-to-54	16%	19%	18%	18%
55-to-74	48%	48%	58%	50%
75 and Older	22%	19%	16%	26%
Education				
Less than 8 th Grade	7%	5%	7%	6%
Some High School	6%	15%	15%	19%
High School Graduate	42%	45%	44%	41%
Vocational/Technical School	12%	9%	12%	13%
College Degree	23%	26%	22%	21%
Post-Graduate Education	10%	*****	*****	*****
Ethnicity				
White	37%	34%	39%	48%
Hispanic/Latino	33%	33%	31%	26%
African-American/Black	15%	19%	21%	17%
Asian/Southeast Asian/ Filipino/Pacific Islander	6%	7%	2%	5%
American Indian/Alaska Native	1%	2%	3%	3%
Middle Eastern	1%	1%	1%	1%
Mixed Ethnicities/Other	7%	4%	3%	2%
Annual Household Income (median = \$16,500)				
Less than \$10,000	29%	40%	34%	32%
\$10,000-\$19,999	32%	38%	36%	41%
\$20,000-\$29,999	18%	11%	11%	12%
\$30,000-\$39,999	10%	8%	8%	5%
\$40,000-\$49,999	3%	1%	5%	4%
\$50,000-\$74,999	4%	2%	3%	6%
\$75,000 or more	4%	****	3%	****

Table 1 (continued)
Handy Ride Demographics

Characteristic	2024	2022	2018	2014
Gender				
Male	35%	34%	38%	34%
Female	64%	66%	62%	66%
Non-Binary/Other	1%	***	***	***
Limited English Proficiency				
Yes	25%	22%	***	***
No	75%	78%	***	***
Primary Language in Home				
English	86%	92%	88%	92%
Spanish or Spanish Creole	9%	5%	10%	6%
Armenian	1%	1%	<1%	1%
Hmong	1%	<1%	*	*
Tagalog, Punjabi, Arabic, Vietnamese, Other (All Less than 1%)	3%	2%	2%	1%
Major Residential Zip Codes				
93727	16%	17%	15%	12%
93722	11%	8%	9%	13%
93702	11%	6%	7%	5%
93726	9%	10%	10%	14%
93705	8%	7%	9%	10%
93710	7%	8%	7%	6%
93711	6%	3%	6%	3%
93706	5%	8%	6%	6%
93720	5%	3%	5%	4%
93725	4%	3%	**	**
93703	4%	3%	6%	6%
93704	3%	5%	4%	6%
93721	3%	6%	**	**
93701	2%	**	**	**
93730	2%	**	**	**
93728	2%	4%	5%	4%
Active-Duty Military, Reservist, or U.S. Veteran				
Yes	8%	6%	***	***
No	92%	94%	***	***
Respondent				
Handy Ride Customer	91%	93%	96%	93%
Friend or Relative of Customer	5%	4%	3%	6%
Care Giver	4%	3%	1%	1%

* included in 1%-2% in category listed below

** less than the 3%-4% cut-off for inclusion in the table

*** not asked in this year

****top category offered was \$50,000 or more

*****included in college degree totals

Handy Ride Customer Travel Behavior

Chart 1 shows that over three-fifths (63 percent) of Handy Ride customers have used the service for 1.5 years or more, including 47 percent who used the service for 3 or more years. The current customers have somewhat less tenure as riders of Handy Ride than those in the 2022, 2018 and 2014 surveys -- 71 percent of respondents were riders 1.5 years or more in 2022. In 2018, 76 percent of Handy Ride riders had been riding for 1.5 years or more and in 2014, this percentage was 77 percent.

This trend is reflected in the increase in newer riders. In 2024, 29 percent rode the Handy Ride system for less than 1 year. New riders were substantially fewer in 2022 (18 percent). Similarly, the percentage of new riders was 11 percent in 2018 and 14 percent in 2014. This data indicates a strong and renewing ridership on the Handy Ride system.

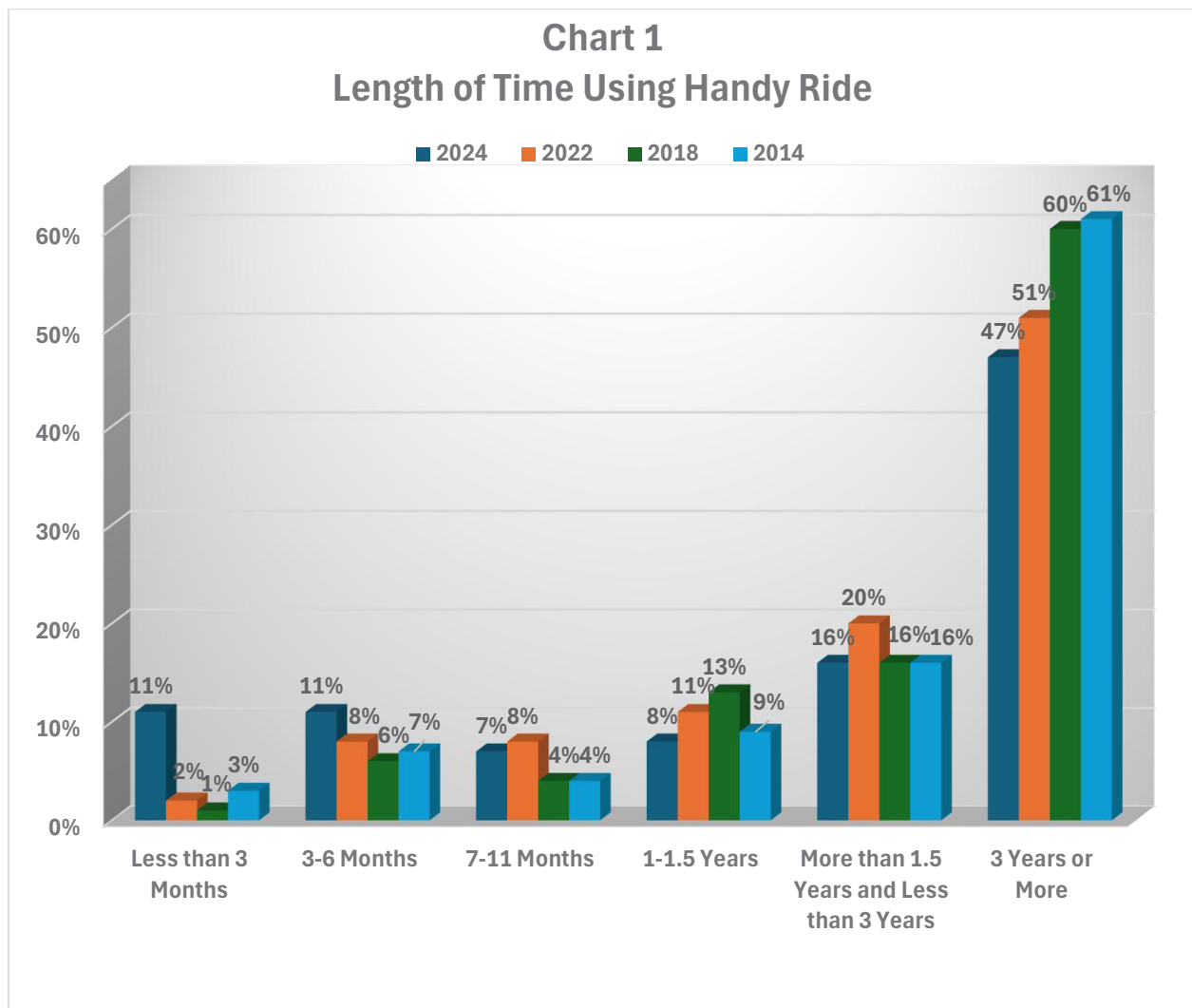
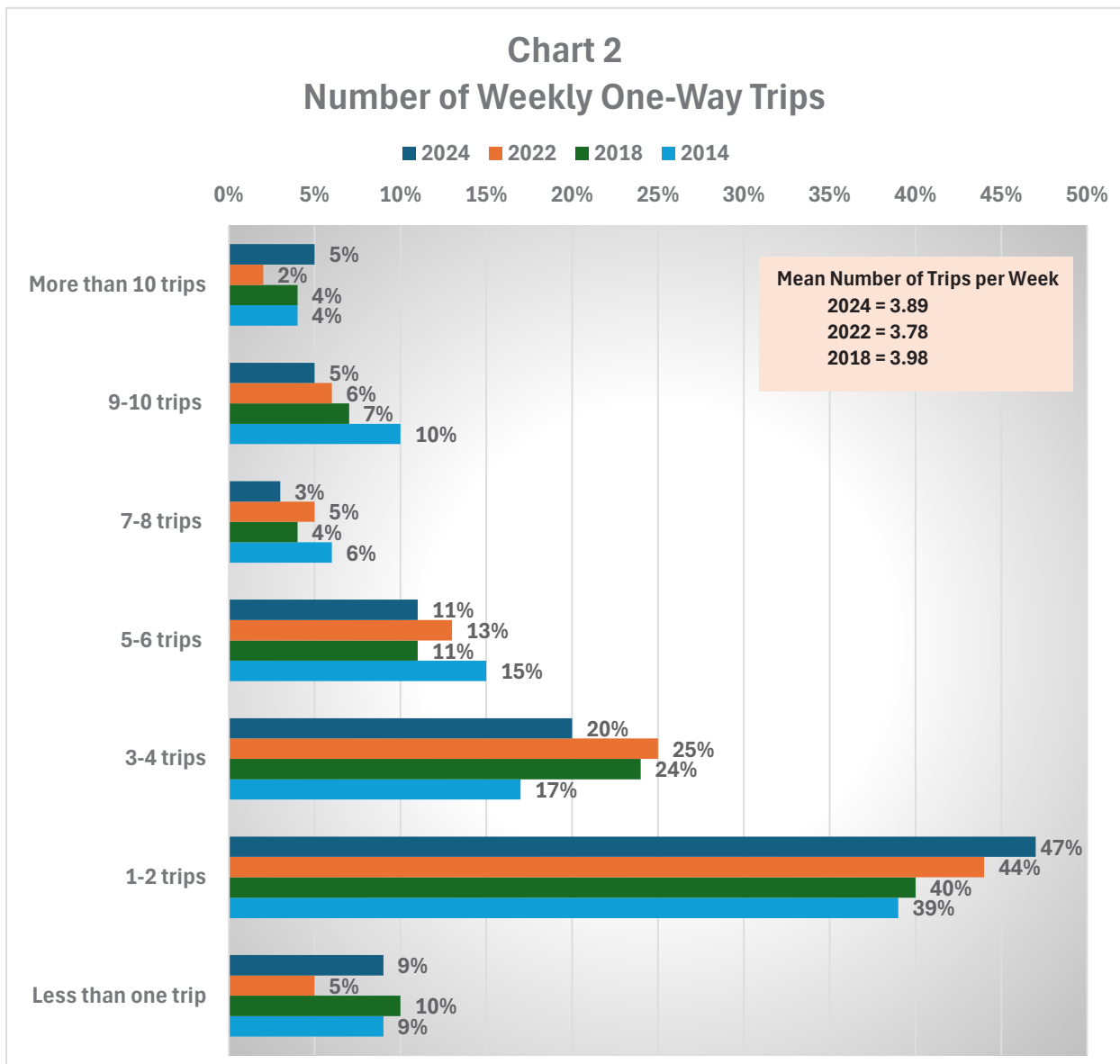


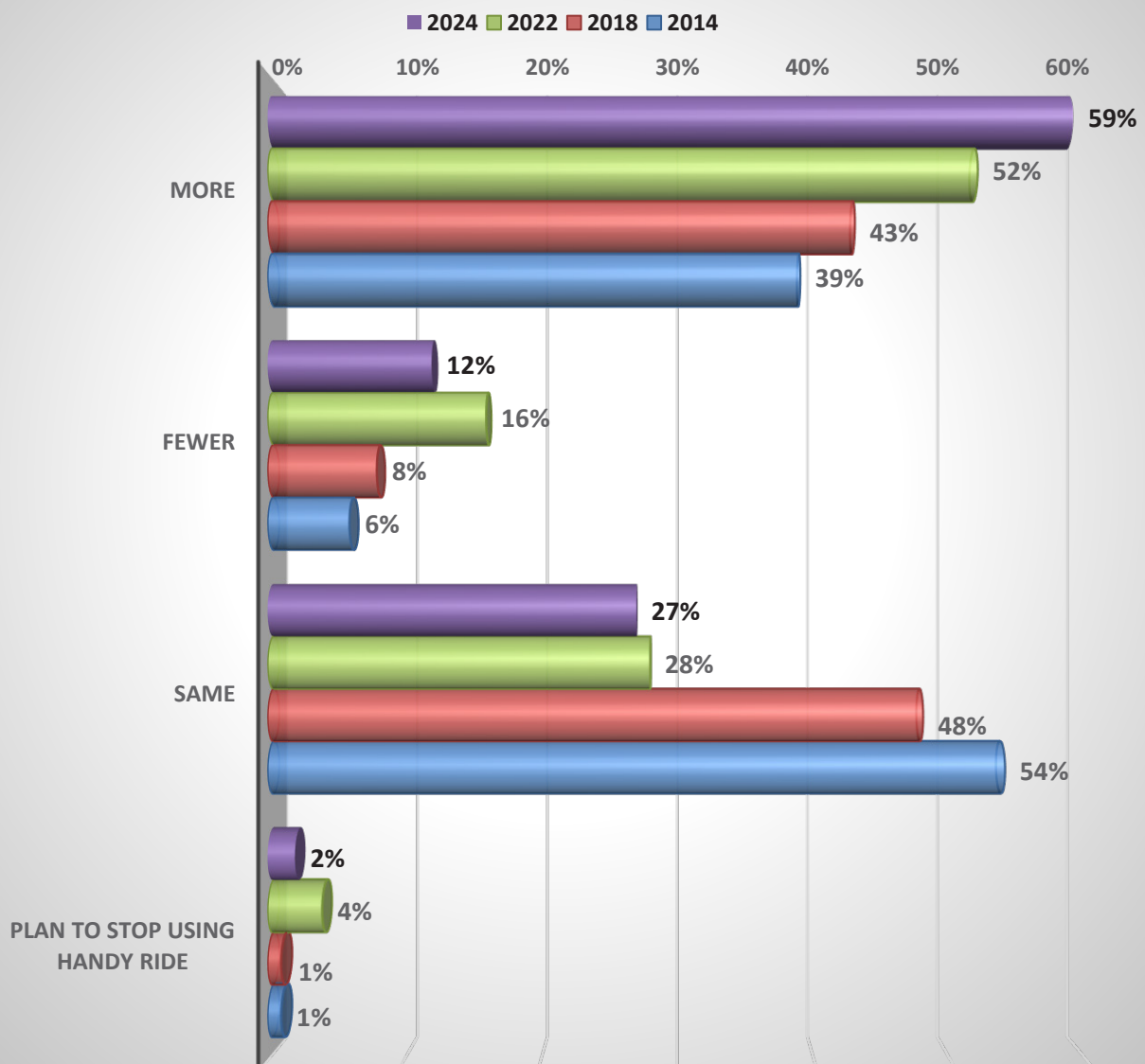
Chart 2 indicates that nearly one-half (47 percent) of respondents make 1-to-2 one-way trips per week on Handy Ride and this is consistent with the results of the 2022 survey where 44 percent of customers made 1- 2 one-way trips per week and the 2018 and 2014 surveys where 40 percent and 39 percent of customers respectively made 1-to-2 one-way trips per week. Comparing the mean number of one-way trips in 2024 (mean = 3.89 one-way trips per week) with the mean number of such trips in prior years (2022 mean = 3.78; 2018 mean = 3.98) again demonstrates this consistent travel behavior by Handy Ride customers.



In the current survey year (2024), nearly three-fifths (59 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 39 percent to 52 percent of respondents planned to take more Handy Ride trips in the next three months (**Chart 3**).

In 2024, 12 percent plan to take fewer Handy Ride trips in the next three months. By contrast, the proportion of trips that were planned was less in the earlier years of 2018 (8 percent) and 2014 (6 percent). In the current survey period, over one-fourth (27 percent) plan to take the same number of trips. This is similar to the proportion of respondents who planned to take the same number of trips in 2022 (28 percent). In the 2018 and 2014 survey periods, a substantially larger percentage of respondents planned to make the same number of Handy Ride trips – 48 percent in 2018 and 54 percent in 2014. Notably, only 2 percent plan to stop using the service in 2024—compared to 4 percent in 2022.

Chart 3
More or Fewer Trips in Next Three Months



Among the 41 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 (23 percent--**Chart 4**). Another 21 percent in the current survey indicated that they have some dissatisfaction with Handy Ride—an increase over 2022, when only 11 percent indicated that some dissatisfaction was the reason for fewer trips planned and 30 percent stated the availability of other transportation options.

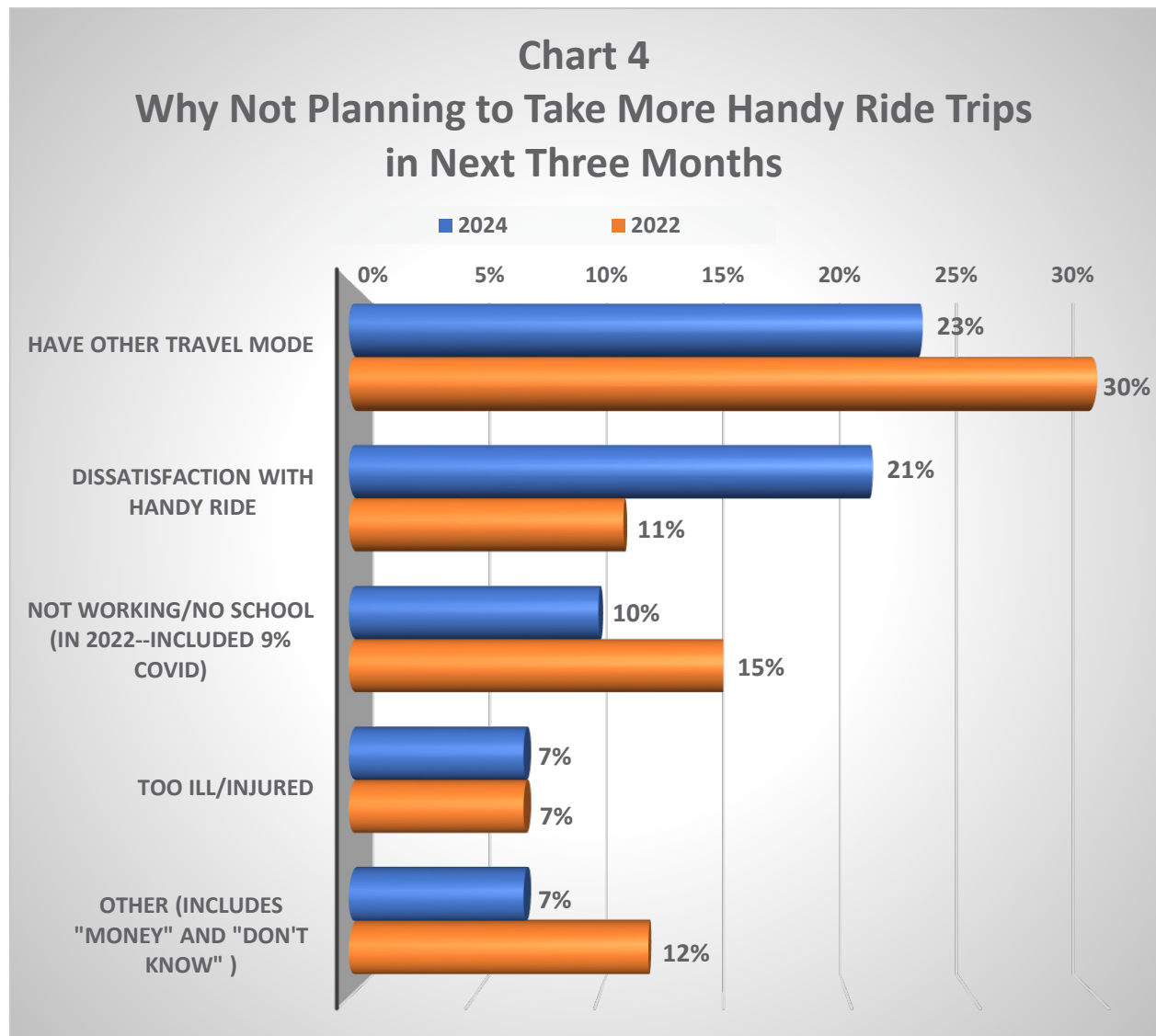
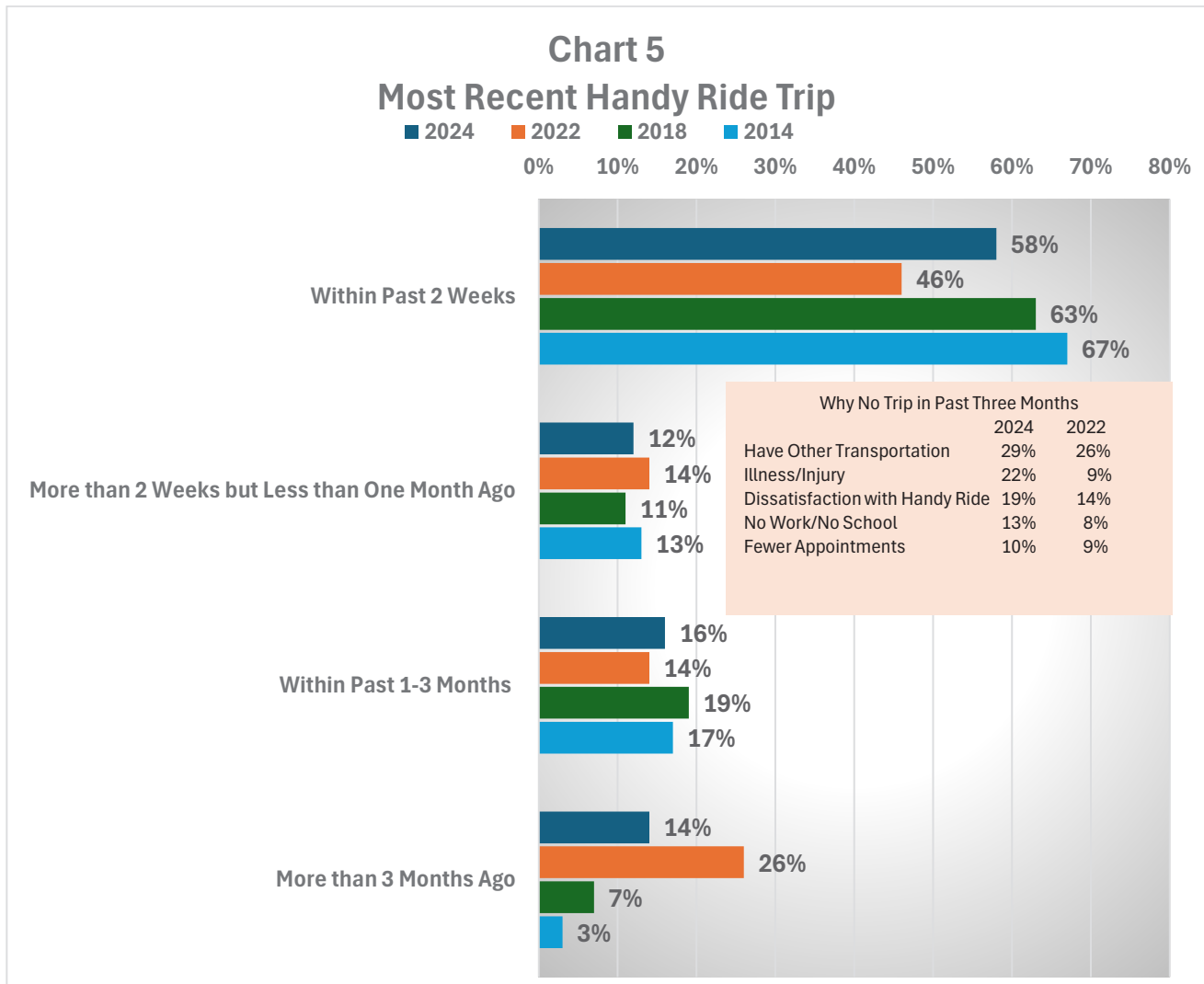


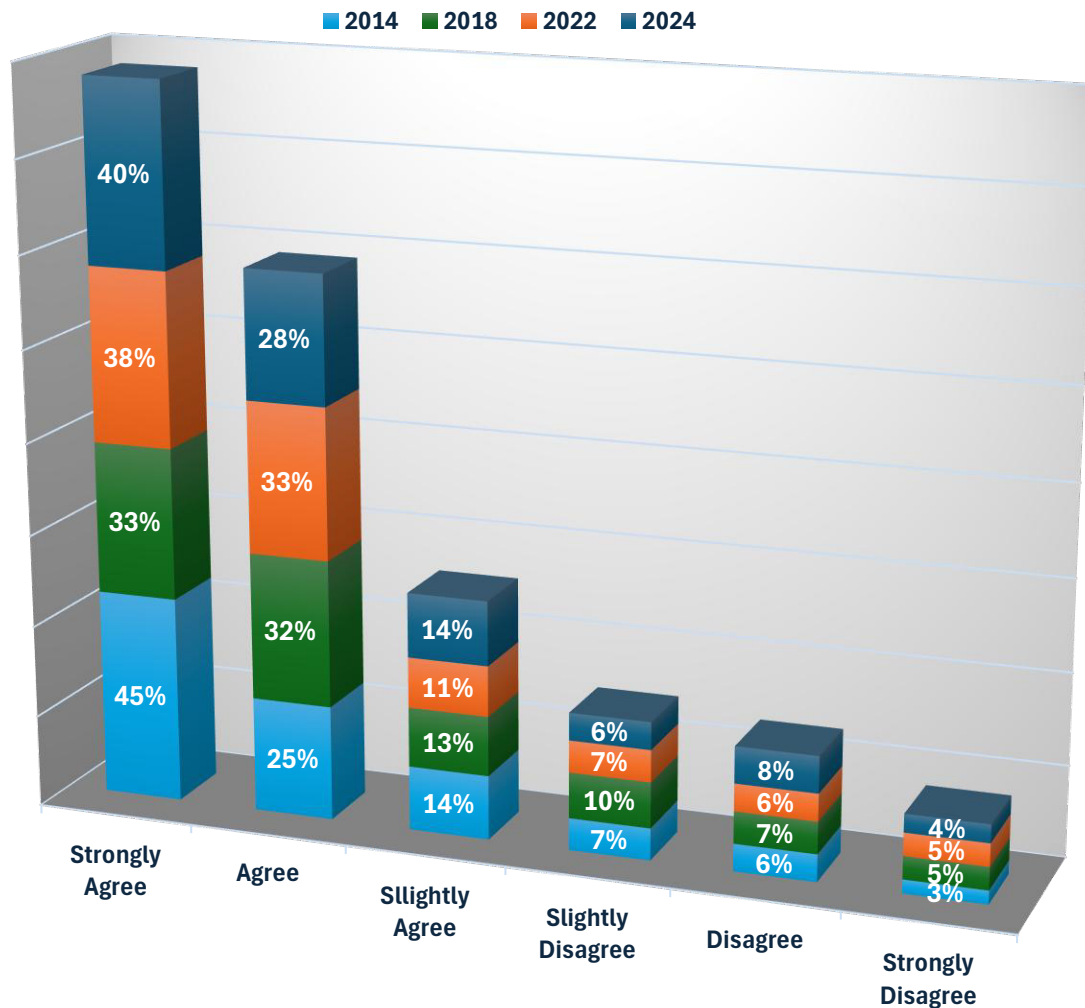
Chart 5 indicates that nearly three-fifths (58 percent) of customers in the current survey have taken their most recent Handy Ride trip within the past 2 weeks. This finding indicates that current customers (2024) are taking a somewhat higher percentage of trips within the past 2 weeks than customers in the 2022 survey (46 percent). By contrast, a higher percentage of customers in the 2018 and 2014 survey periods took their most recent ride within the past 2 weeks -- 63 percent in 2018 and 67 percent in 2014. Respondents indicated

several reasons for not taking Handy Ride trips during the last 3 months: The dominant reasons are availability of other transportation (29 percent), and illness or injury (22 percent).



Dependence on Handy Ride: Chart 6 shows that 68 percent of Handy Ride customers either strongly agree (40 percent) or agree (28 percent) that they are dependent upon Handy Ride for their transportation needs. This represents considerable consistency in Handy Ride dependency since 2022 where 71 percent either strongly agreed or agreed that they were totally dependent on Handy Ride. The 2018 and 2014 levels of Handy Ride dependency also mirror those in 2024 and 2022. -- 2018 (65 percent) and 2014 (70 percent).

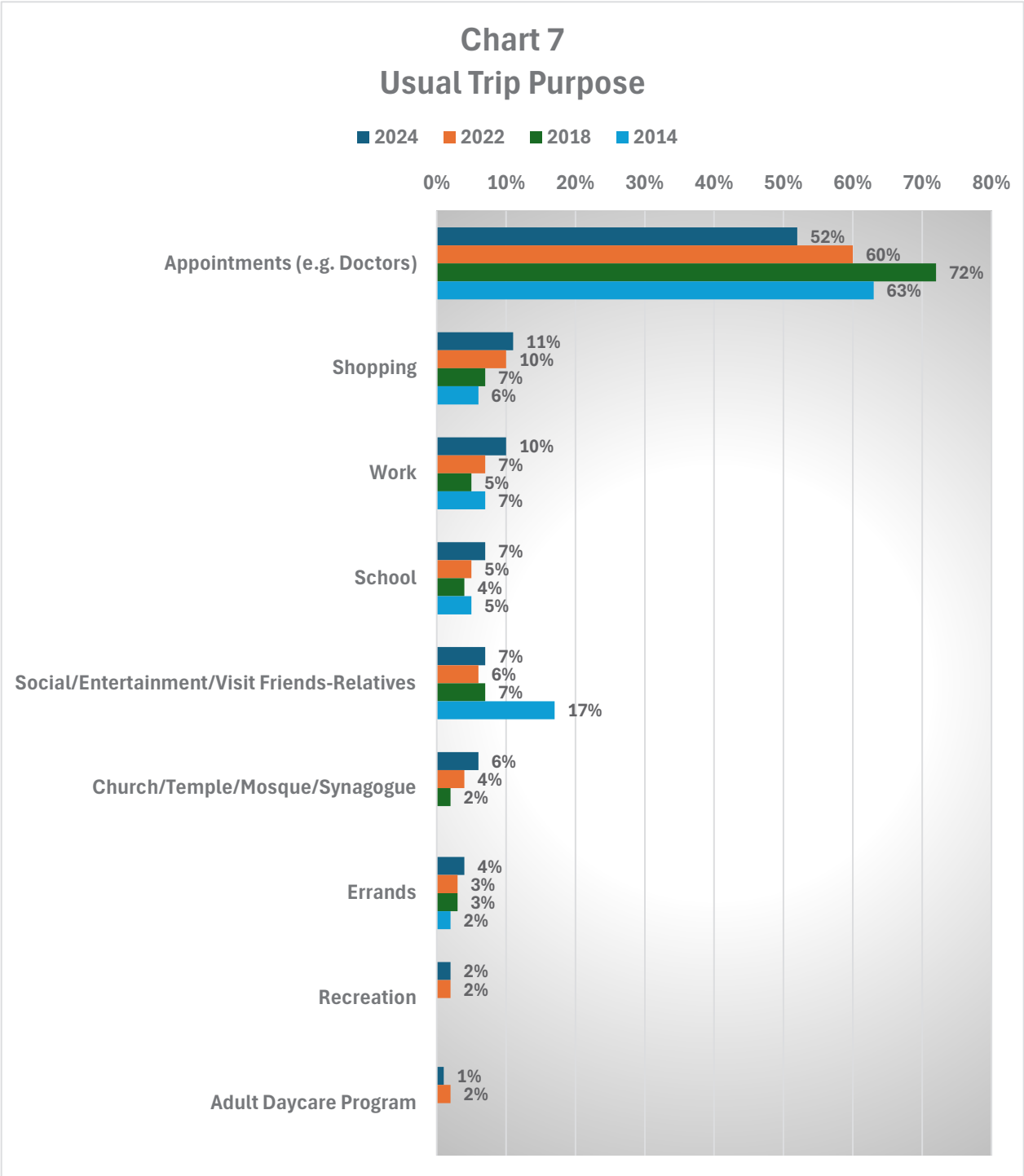
Chart 6
Totally Depend upon Handy Ride for Transportation Needs



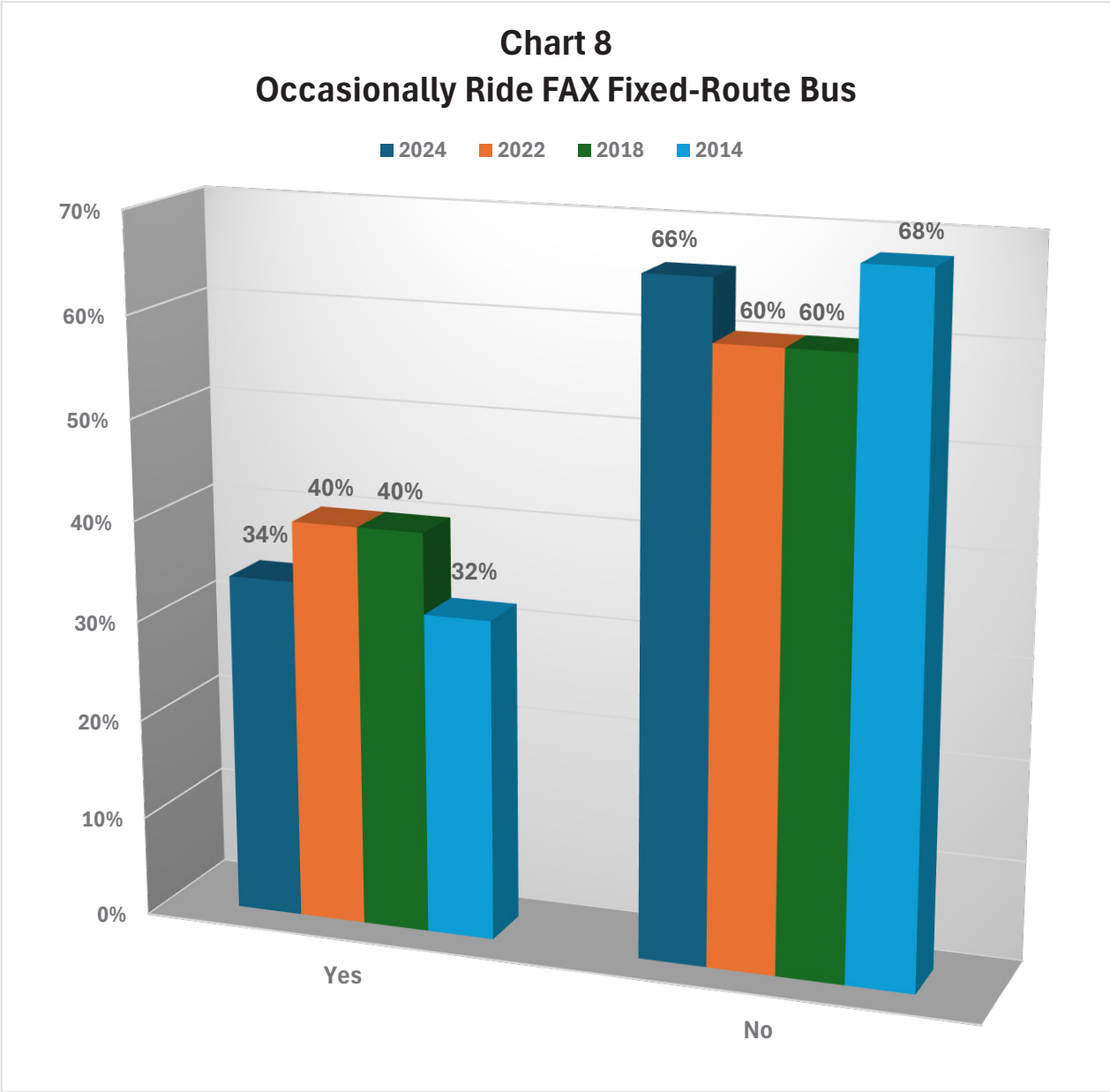
Trip Purpose and Other Trip Characteristics

Trip Purpose: Over one-half (52 percent) of customers in the current survey indicate that their usual trip purpose made using Handy Ride is going to appointments, such as doctors' visits (**Chart 7**). This finding represents a decrease compared to 2022 (60 percent), 2018 (72 percent), and 2014 (63 percent). In 2007 and 2004, appointments comprised 78 percent of trips taken on the Handy Ride system.

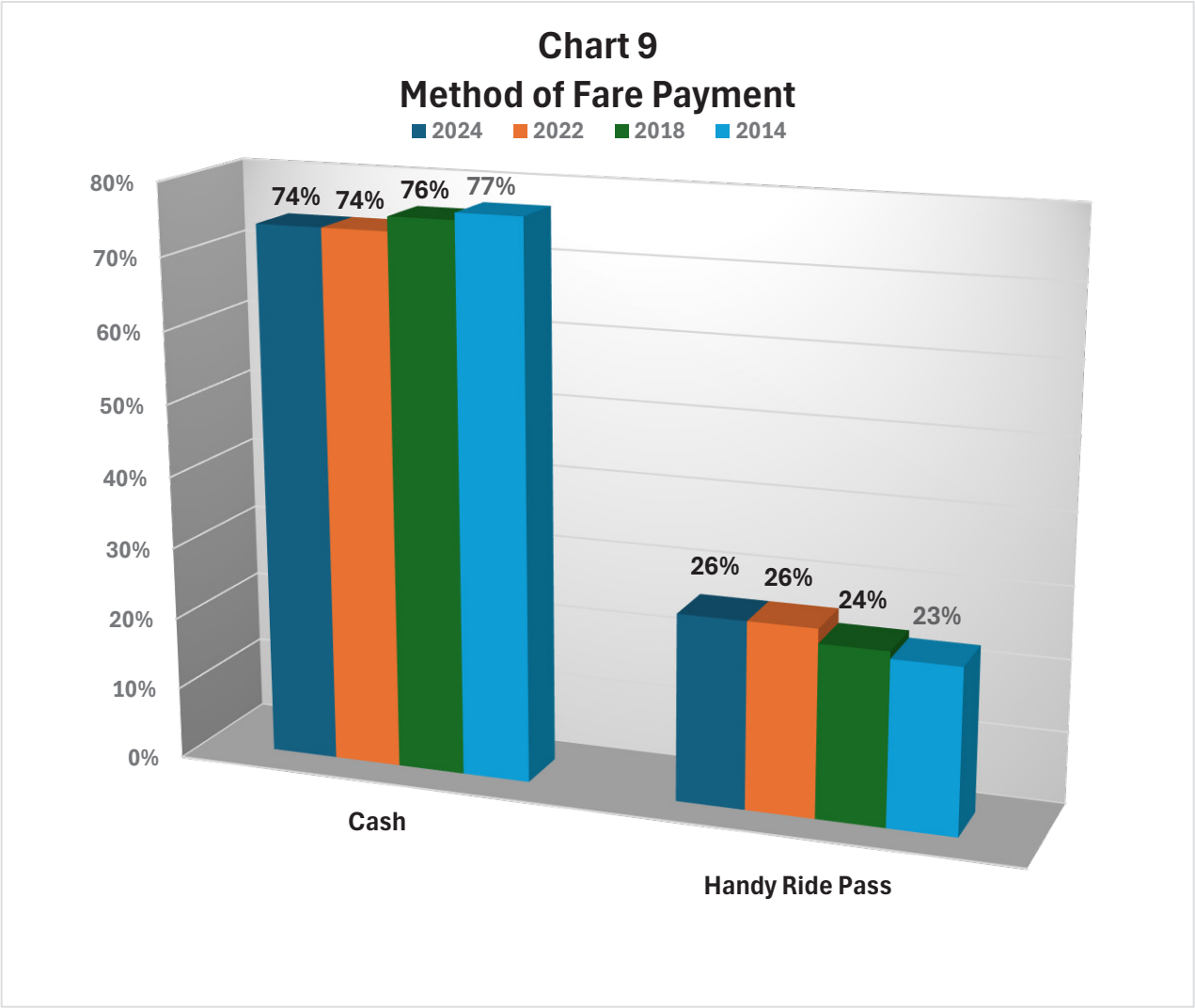
It is noteworthy that in the current survey, 11 percent of trips were made for shopping purposes. This is consistent with the results of the 2022 survey where 10 percent of trips were shopping-oriented. These findings show a slight increase from 7 percent in 2018 and 6 percent in 2014.



Occasionally Ride FAX Fixed Route: Chart 8: indicates that just over one-third (34 percent) of Handy Ride customers in the current year at least occasionally ride a FAX fixed-route bus. This result represents a decline from the findings of the 2022 and 2018 surveys where 40 percent of respondents in each of these survey periods occasionally rode the FAX fixed route bus. In the 2014 survey period, 32 percent of customers used the fixed route bus -- similar to the current year.



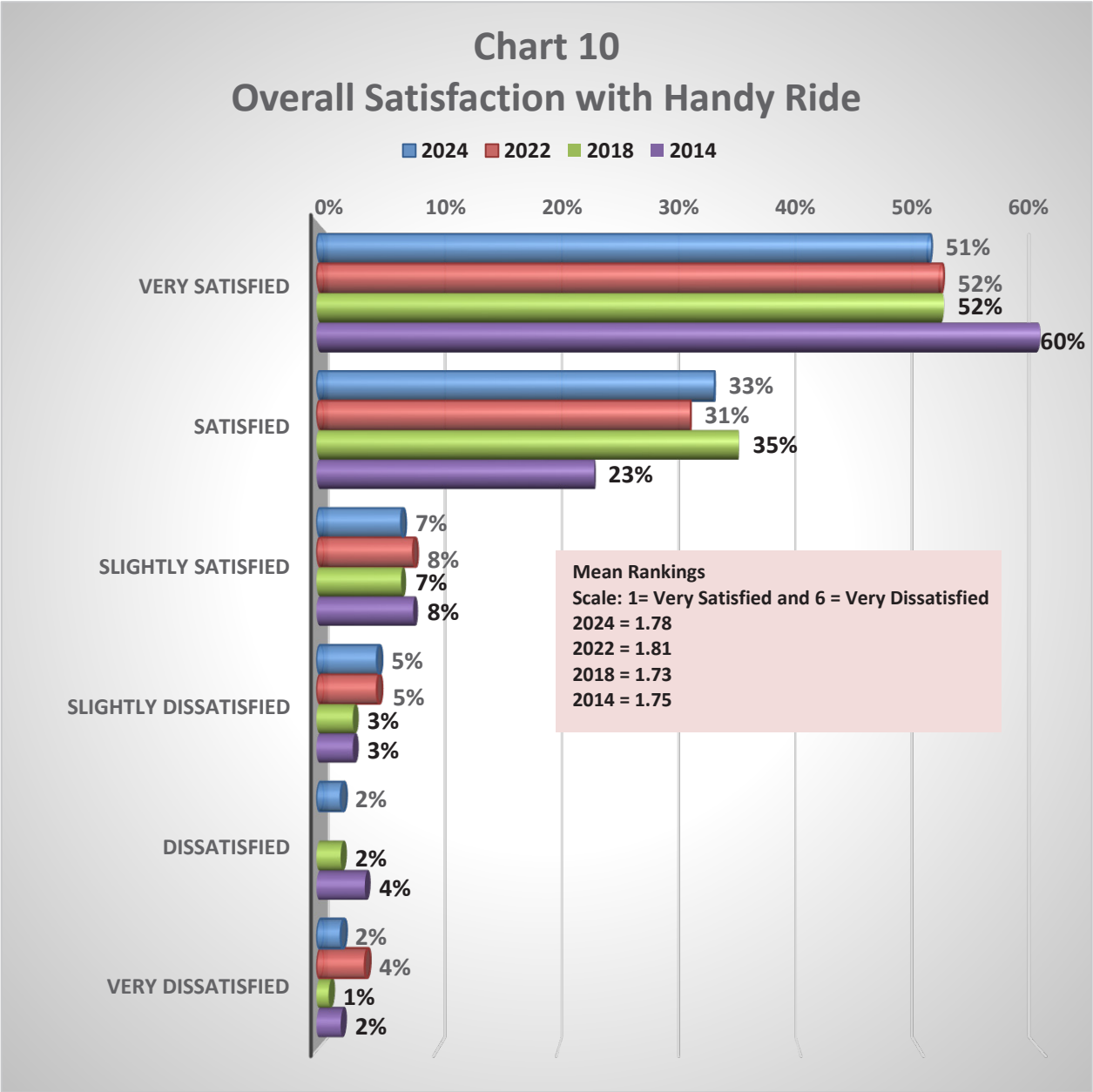
Method of Fare Payment: It is shown in **Chart 9** that the dominant method of payment on the Handy Ride System is, and has been, cash. In the current year and across the previous three survey periods, about three-fourths of Handy Ride customers pay in the form of cash. The remaining one-quarter pay using the Handy Ride Pass.



Customer Satisfaction with Handy Ride Service

Overall Satisfaction: **Chart 10** shows that Handy Ride customers demonstrate a high level of satisfaction with the Fresno Area Express Handy Ride Service. In fact, 84 percent are either very satisfied (51 percent) or satisfied (33 percent). This high level of satisfaction is reflected in the overall mean satisfaction rating of 1.78 for the 2024 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 2022, where

the mean satisfaction rating was 1.81 and 83 percent were either very satisfied or satisfied. In 2014 (again, 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 2014 (1.75) and 2018 (1.73) are comparable (although a little higher) than the mean satisfaction levels of 1.78 in 2024 and 1.81 in 2022 (NOTE: With 1= Very Satisfied, lower means reflect higher satisfaction ratings). This pattern of high satisfaction with the Handy Ride service has been the pattern over the last 20 years – in the 2004 survey, the overall mean satisfaction rating was 1.70 and in 2007, the mean rating was slightly less favorable at 1.91.



Satisfaction with Features of Handy Ride Service: **Charts 11 through 13** display satisfaction ratings for various features of Handy Ride service. **Chart 11** 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 1.41) followed by drivers' driving skills (mean of 1.44), drivers' courtesy (mean of 1.47), cleanliness inside Handy Ride vehicles (mean of 1.50), and value of Handy Ride service provided for the price (mean of 1.58). Generally, the overall mean satisfaction ratings for this first tier of features in the 2024 survey are more favorable than they were in the 2022 and 2018 surveys. It is noteworthy that in 2024, 64 percent of respondents are very satisfied with drivers' traffic safety consciousness – a lower percentage, in many cases, than in 2022, 2018, and 2014, but offset by higher percentages of “satisfied” respondents so that the means still show improvement. In 2014, the rate of very satisfied respondents reached more than 70 percent for the top four features.

Chart 12 indicates mean satisfaction ratings for the **next highest-rated group of Handy Ride features**. In the current survey, mean ratings are as follows: reservation staff's courtesy (mean of 1.65), overall comfort of van or sedan (mean of 1.78), service hours (mean of 1.79), availability of Handy Ride Information (mean of 1.80), and reservation hours (1.83). Approximately 45 to 55 percent are very satisfied with the service these Handy Ride features provide. As with the higher rated features, “very satisfied” ratings have declined somewhat from earlier survey periods, but are offset by “satisfied” respondents to maintain the high mean rating.

Chart 13 demonstrates mean satisfaction ratings for the lower-rated (although still well above a neutral ranking of 3.5) group of Handy Ride features. These five ratings are as follows: reservation policy – reserve 1-2 days in advance (mean of 1.85), locations/methods of payment (mean of 1.92), reservation staff's accuracy (mean of 1.95), service area (mean of 2.08), and scheduled pickups (mean of 2.38). Respondents who are very satisfied with these features (range from 31 percent for scheduled pickups to 48 percent for reservation policy allowing reservations 1-2 days in advance). The overall finding is that regarding these low-rated features, there is less improvement shown among these lower-rated features from 2014 to 2024.

Chart 11
Handy Ride Features with Highest Mean Satisfaction Ratings
 (1 = Very Satisfied----6 = Very Dissatisfied)

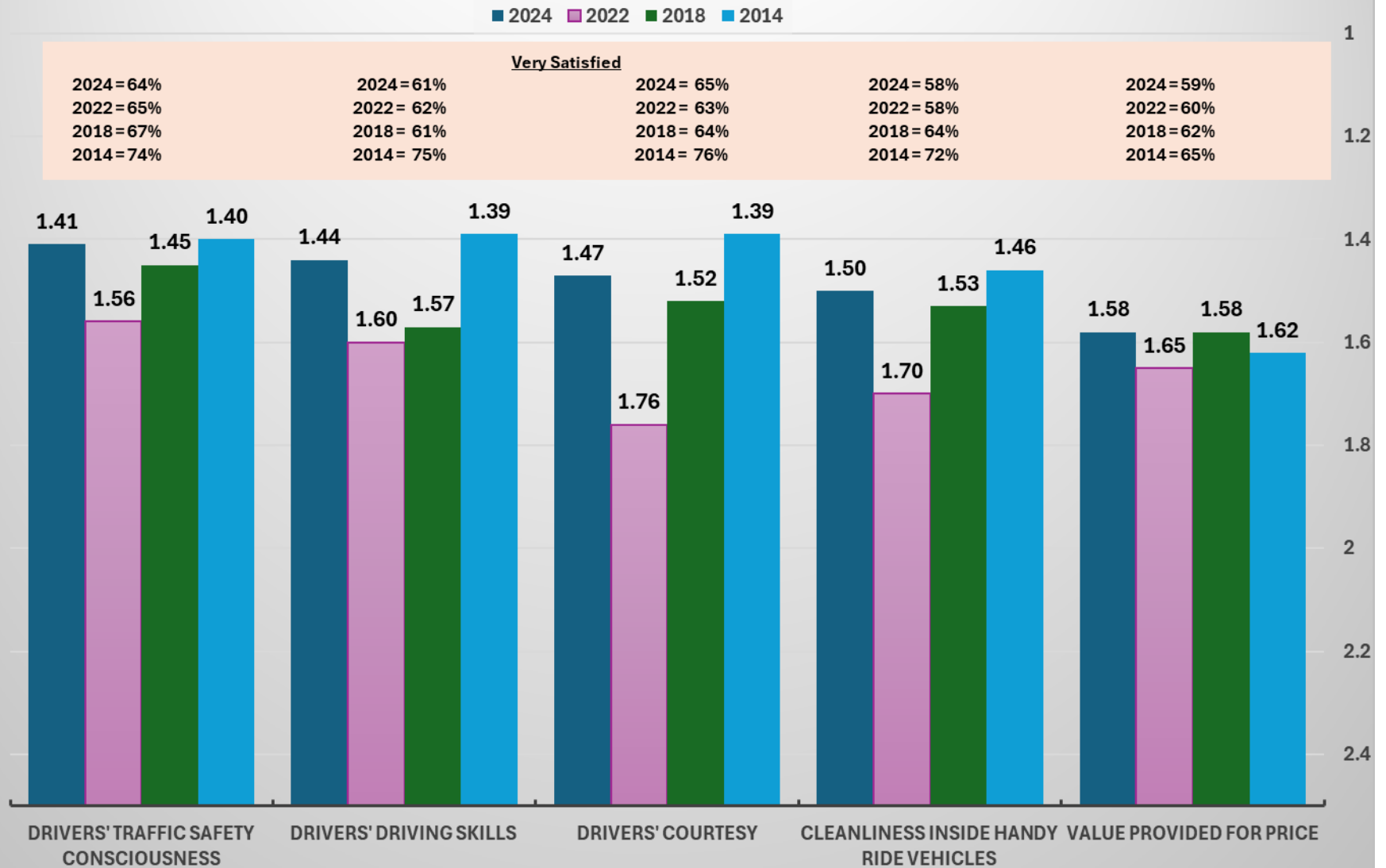


Chart 12
Handy Ride Features with Next Highest Mean Satisfaction Ratings
 (1 = Very Satisfied----6 = Very Dissatisfied)

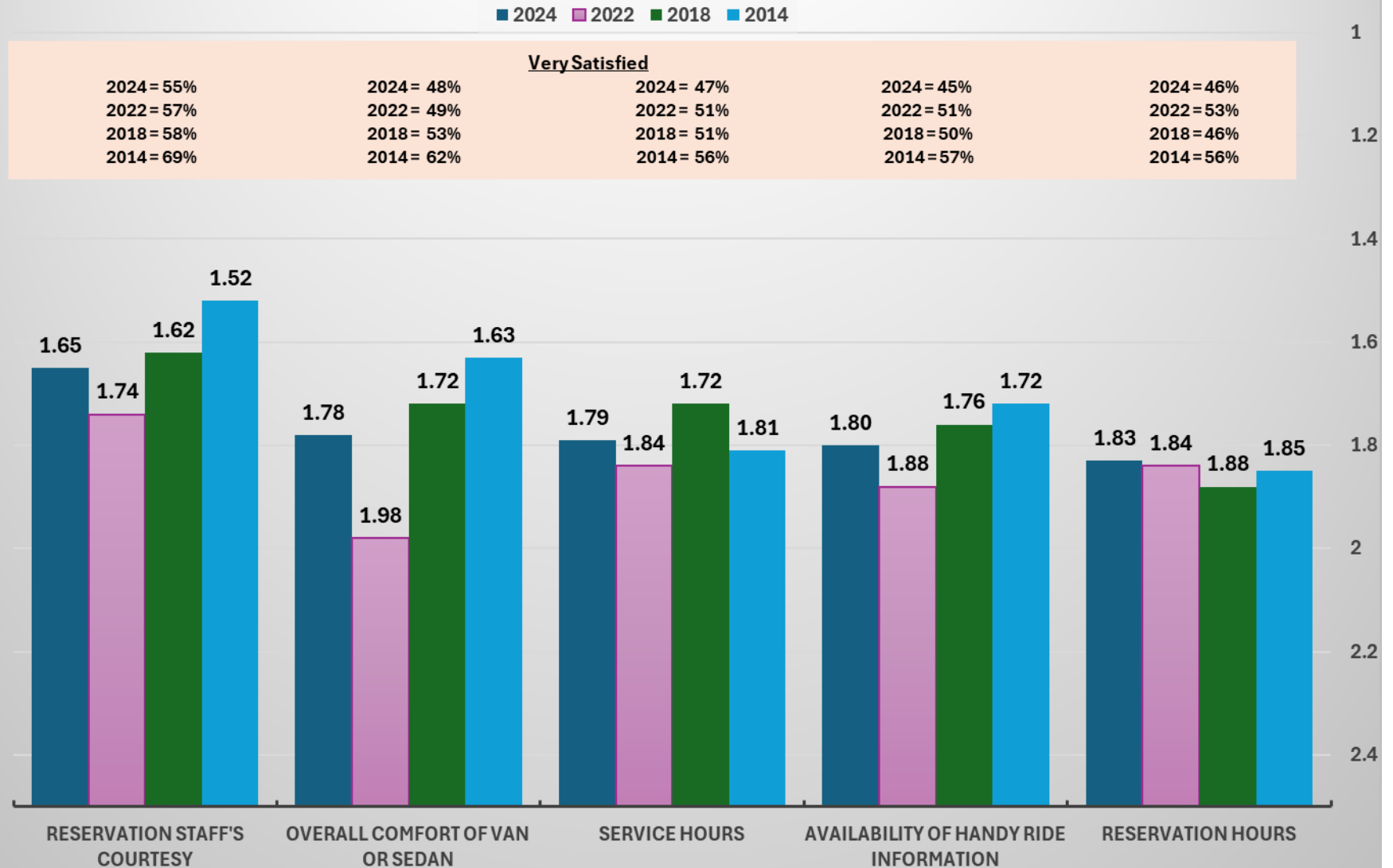
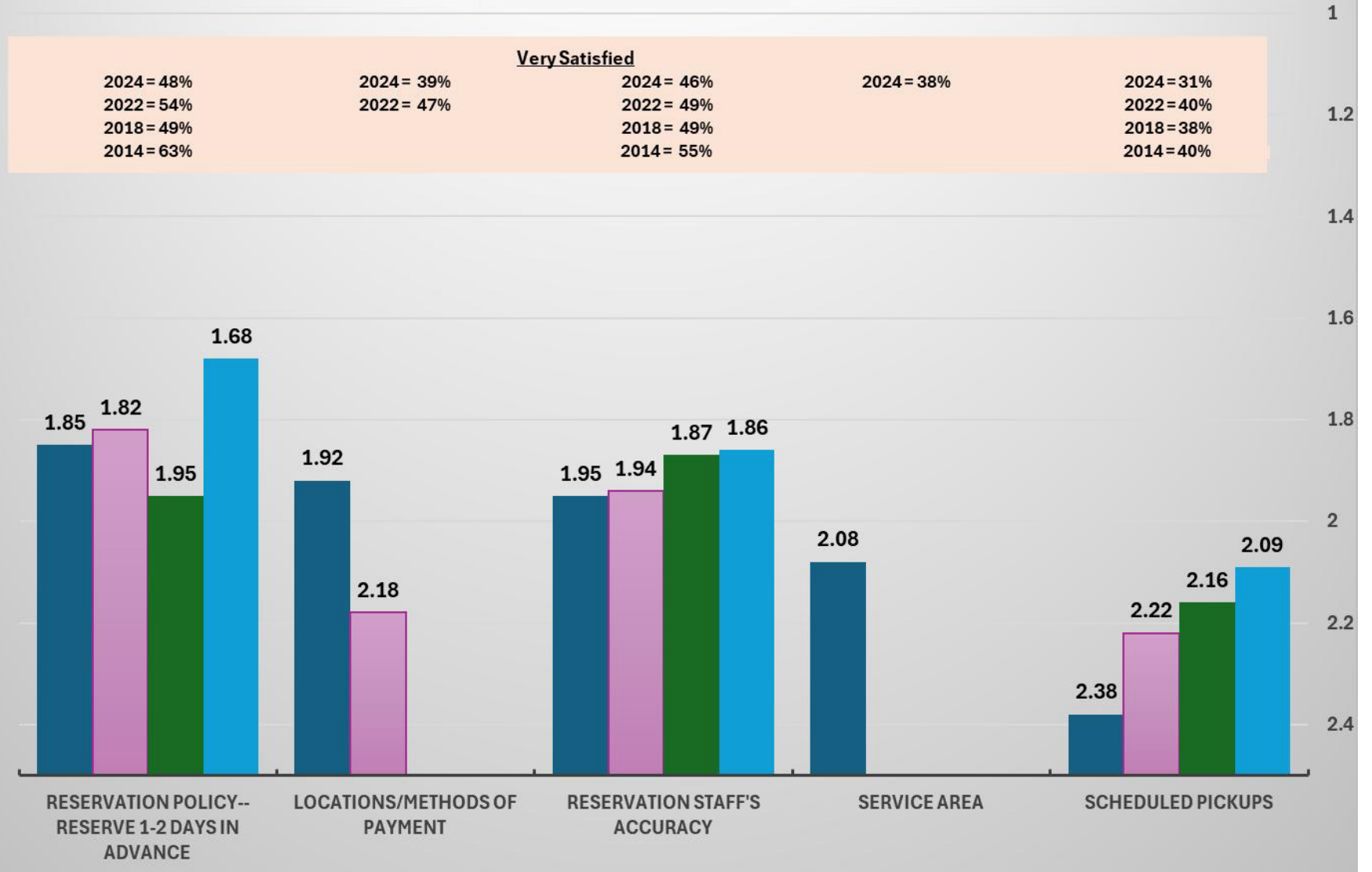


Chart 13
Handy Ride Features with the Lesser Mean Satisfaction Ratings
 (1 = Very Satisfied----6 = Very Dissatisfied)

■ 2024 ■ 2022 ■ 2018 ■ 2014



Statistically Significant Findings Related to Customer Satisfaction

Income: Income plays a statistically important role in satisfaction ratings. Higher-income customers demonstrate a lower degree of satisfaction regarding the following characteristics:

- Scheduled Pick-Ups
- Cleanliness Inside Handy Ride Vehicles
- Comfort of the Rides
- Reservations Staff Accuracy
- Reservations Staff Courtesy
- Monday to Sunday “8 AM to 5 PM” Reservation Hours
- Reserve Ride 1-2 Days in Advance
- Service Area
- Locations and Payment Methods to Purchase Passes
- Availability of Information about Handy Ride
- Overall Service

Depending upon the specific characteristic, this lower satisfaction rating generally occurs at incomes that begin at \$30,000 to \$50,000 per year. Quite expectedly, therefore, the Overall Service provided by FAX’s Handy Ride is also rated lower by higher income groups (annual household income of \$30,000 and above – mean of 2.23 versus annual household income of below \$30,000 -- mean of 1.68).

One feature that is rated higher by higher-income customers is Value Provided by Handy Ride for the Fare/Price Paid. Customers with incomes of \$20,000 or more provide a rating of 1.44, whereas those with incomes lower than \$20,000 report a mean of 1.69.

Ethnicity: Ethnicity impacts three Handy Ride features – Cleanliness Inside the Vehicle, Service Hours, and Availability of Information. Interestingly, there is no impact on the Overall Service rating. Concerning Cleanliness, White and Hispanic patrons are more satisfied than are African-Americans and Asians. The same pattern is true for the Availability of Information. For Service Hours, however, only African-Americans display less satisfaction.

Age: Age is found to be significant regarding Drivers’ Driving Skills and Reservation Staff Courtesy, where younger customers under the age of 35 are less satisfied than those customers who are older.

Gender: Gender influences satisfaction ratings for Reservation Staff Accuracy, Reservation Staff Courtesy, and Locations and Payment Methods. For each of these features, men demonstrate a higher degree of satisfaction than do women.

Harassment: (see section later in the report) The greatest impact on satisfaction is found among those customers who, while riding Handy Ride or waiting for their pick-up, have personally experienced or have seen or heard at least one instance of the following situations:

- Hostile comments, sounds, or gestures
- Following or stalking
- Personal property damaged or stolen
- Pushing, spitting or physical assault
- Unwanted sexual language or behavior

Customers who have experienced any of these situations demonstrate significantly lower ratings on every feature, except for Scheduled Pick-Ups, Reservation Hours, and Service Area. These lower mean ratings are often a full half point lower among those who have had such experiences. This lesser degree of satisfaction is especially noteworthy in their Overall Service satisfaction rating of 2.04, compared to customers who have not experienced harassment and whose mean overall rating is 1.66.

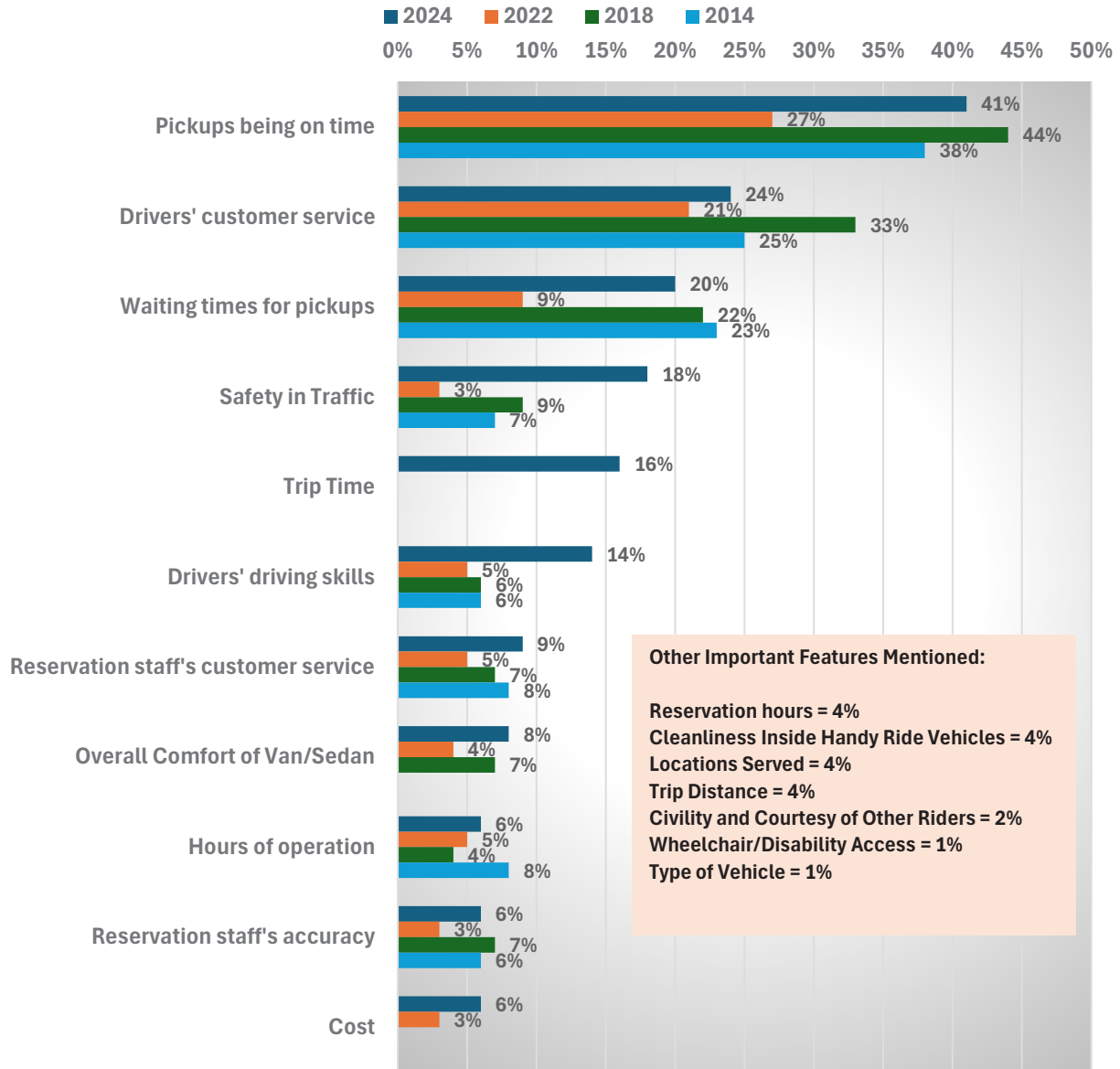
One might suspect that the large number of features cited by both higher income groups and by those who have experienced harassment would imply a statistical relationship between harassment and income. Surprisingly, the data does not confirm any such relationship.

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 14** shows that pickups being on time (41 percent), drivers’ customer service (24 percent), and waiting times for pickups (20 percent) are most important to the respondents. This finding is consistent with the important features indicated by respondents in the 2018 and 2014 surveys but with much higher percentages of importance than in 2022.

Chart 14

Most Important Handy Ride Features in Determining Rider Satisfaction

Respondents Could Provide Two Answers--therefore, percentages sum to >100%



Statistically Significant Findings Related to Importance

In the current survey, the age of the Handy Ride respondent impacts importance for the following factors:

- Safety in traffic (more important to ages under 35)
- Drivers' customer service and trip time (more important to ages 35-54)
- Pick-ups on time (more important to ages 55 and over)

Gender is important regarding the following factors:

- Drivers' customer service (more important to women)
- Pick-ups on time (more important to men)

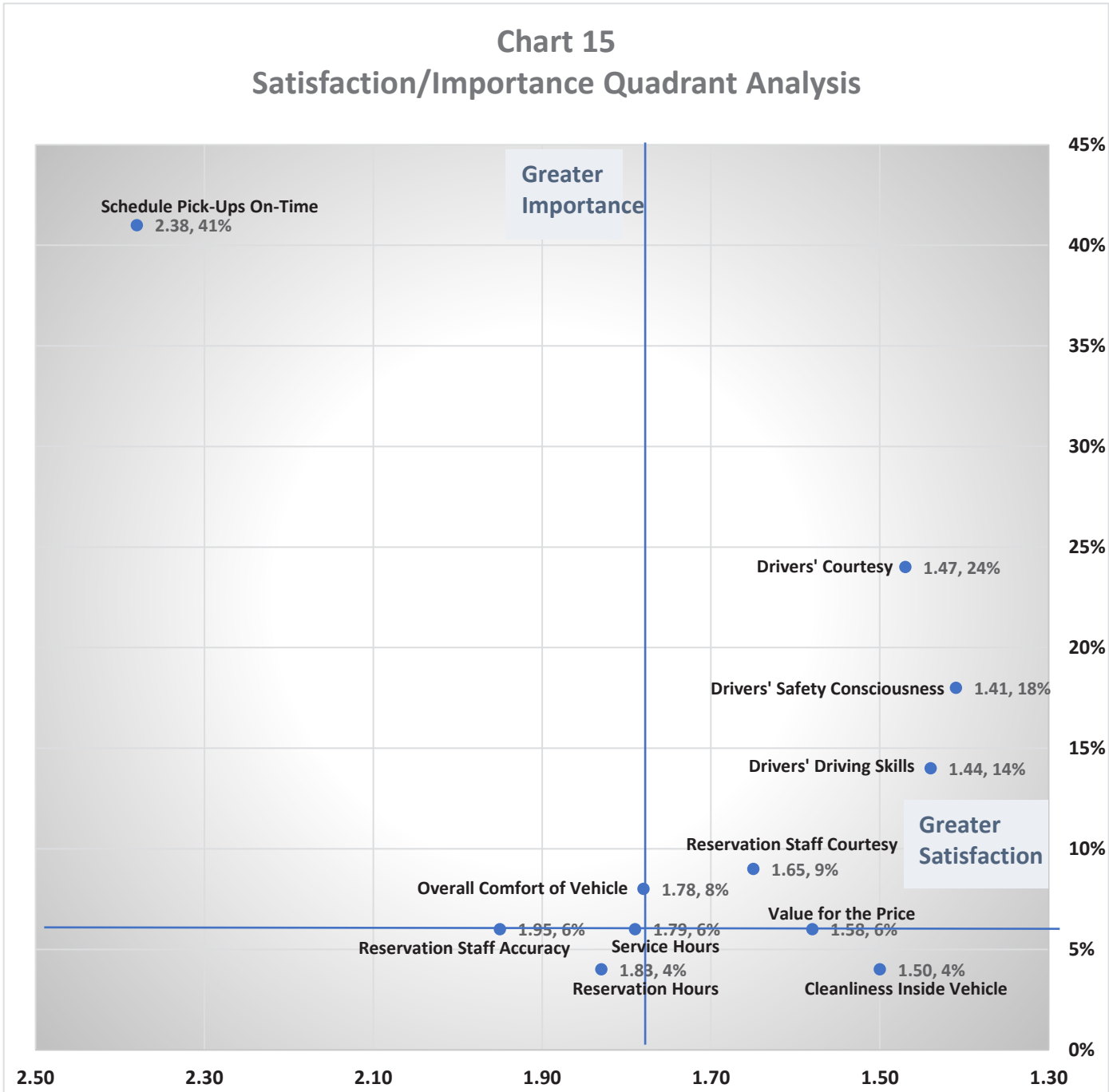
Satisfaction/Importance Quadrant Analysis: Levels of satisfaction can be mapped on a chart with importance, such that satisfaction is graphically measured against how important an issue is in four cells as follows:

- 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 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 low impact on overall satisfaction.
- The upper-left quadrant represents features that provide less satisfaction but are highly important. The upper-left quadrant is critically important because it contains those system characteristics that are important to respondents but are not provided poorly compared to other characteristics are provided. It is these characteristics that can increase satisfaction to the greatest extent.

Chart 15 is a satisfaction/importance quadrant analysis, with the quadrants established at the median satisfaction and importance for all 15 satisfaction ratings and 18 importance percentages for the data provided in the 2024 Handy Ride survey data. In the upper right quadrant, there is one commonality that dominates and is the Handy Ride drivers. Drivers' Courtesy, Drivers' Safety Consciousness, and Drivers' Driving Skills show the highest degrees of satisfaction and importance, and, therefore, greatly contribute to the overall rating of the Handy Ride service as highly satisfactory. Other characteristics of Handy Ride that are in this quadrant and consequently contribute substantially to the high level of satisfaction that customers attribute to the Handy Ride System are reservation staff courtesy, and overall vehicle comfort. However, there is one feature of Handy Ride in the upper left quadrant (Schedule Pick-Ups on Time) that customers find highly important but do not feel that Handy Ride provides an appropriately high level of service. Improvement in pick-up time could substantially improve the overall satisfaction level for the Handy Ride System. Reservation Hours show a lower level of satisfaction but are not especially important. Improvement regarding that feature will not likely do much to enhance customer satisfaction. Cleanliness inside the vehicle is well-received and appreciated by

customers but is not particularly important to them compared to other features. Three features are somewhat neutral in their effect upon satisfaction: 1) Reservation staff accuracy shows a lower level of satisfaction but an average level of importance; 2) Value for the price is a very satisfactory feature with average importance and can be lumped in with cleanliness; and 3) Service hours are average in terms of both satisfaction and importance.

Chart 15
Satisfaction/Importance Quadrant Analysis



Handy Ride Report Card: In the 2024, 2022, 2018, and 2014 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 grading scale used in the previous and current reports as well as the current report is depicted in **Table 2** below.

Table 2 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 3 shows the mean ratings and grades for 2024, 2022, 2018, and 2014, and depicts the same information found in the charts above except 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 2022, 2018, and 2014 exists in the current year (2024). Specifically, the overall service is rated A- in all four of the survey periods. Service improvements are called for in the following areas: scheduled pick-ups and service area. It is noteworthy that scheduled pick-ups has declined from B+ to B. However, customer ratings have improved from A- to A in the following three service areas from the 2022 survey to the 2024 survey: drivers’ courtesy, cleanliness inside Handy Ride vehicles, and reservation staff courtesy.

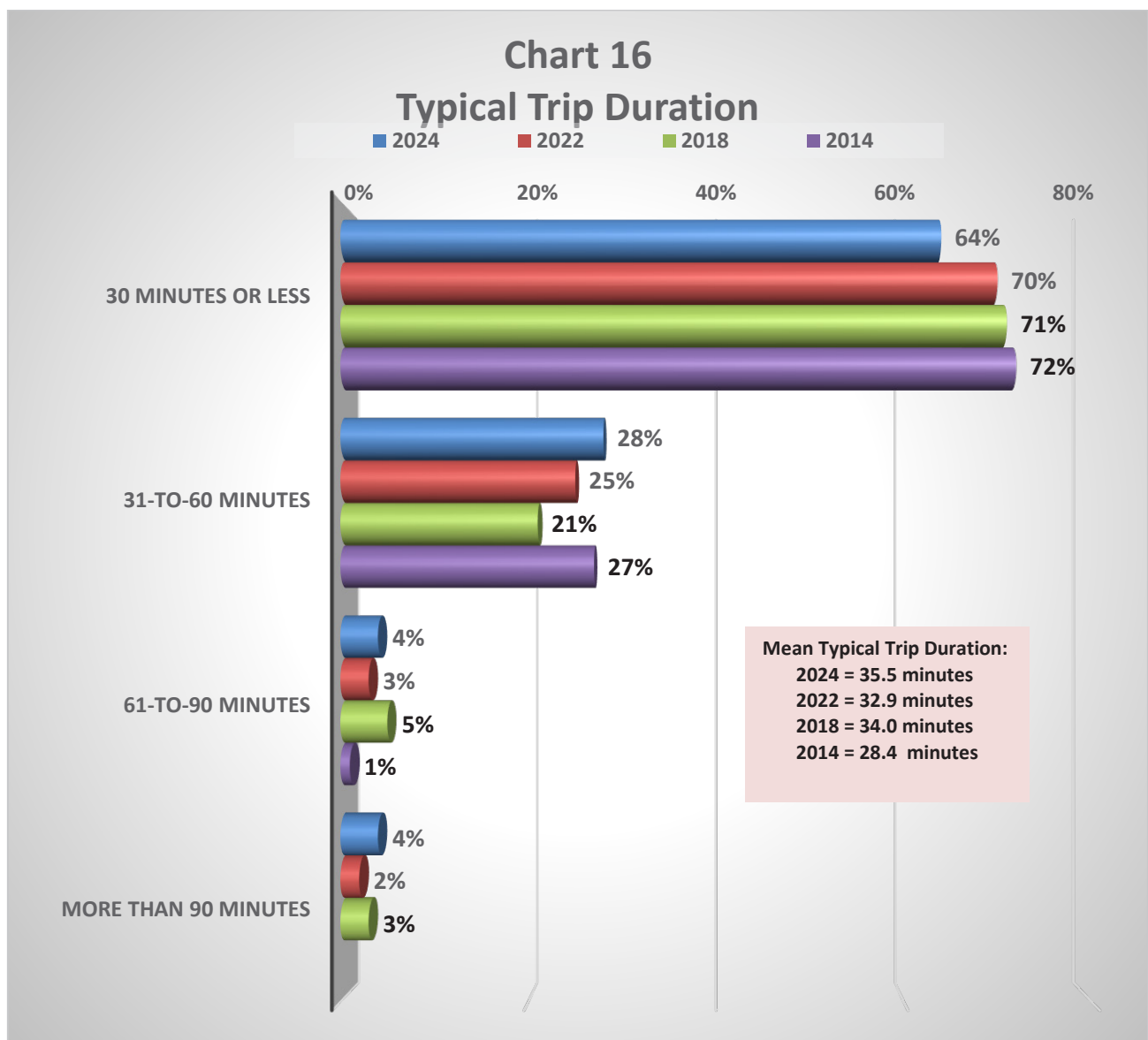
Table 3
Handy Ride Customer Satisfaction Report Card and Mean Satisfaction Ratings
(Years 2024, 2022, 2018, and 2014)

Service Characteristic	2024 Grade	2024 Mean	2022 Grade	2022 Mean	2018 Grade	2018 Mean	2014 Grade	2014 Mean
Overall Service Provided by Handy Ride	A-	1.78	A-	1.81	A-	1.73	A-	1.75
Drivers' Traffic Safety Consciousness	A	1.41	A	1.56	A	1.45	A	1.40
Drivers' Driving Skills	A	1.44	A	1.60	A	1.57	A	1.39
Drivers' Courtesy	A	1.47	A-	1.76	A	1.52	A	1.39
Cleanliness Inside Handy Ride Vehicles	A	1.50	A-	1.70	A	1.53	A	1.46
Value Provided for Price	A	1.58	A	1.65	A	1.58	A	1.62
Reservation Staff's Courtesy	A	1.65	A-	1.74	A	1.62	A	1.52
Overall Comfort of Van or Sedan	A-	1.78	A-	1.98	A-	1.72	A	1.63
Service Hours	A-	1.79	A-	1.84	A-	1.72	A-	1.81
Reservation Policy--Reserve 1-2 Days in Advance	A-	1.85	A-	1.82	A-	1.95	A-	1.68
Availability of Handy Ride Information	A-	1.80	A-	1.88	A-	1.76	A-	1.72
Reservation Hours	A-	1.83	A-	1.84	A-	1.88	A-	1.85
Locations/Methods of Payment	A-	1.92	B+	2.18	*	*	*	*
Reservation Staff's Accuracy	A-	1.95	A-	1.94	A-	1.86	A-	1.86
Service Area	B+	2.08	*	*	*	*	*	*
Scheduled Pickups	B	2.38	B+	2.22	B+	2.25	B+	2.09

*Not included in this survey year

Handy Ride Time-Related Considerations

Trip Duration: The typical mean Handy Ride trip is 35.5 minutes (**Chart 16**). The Handy Ride trip for over three-fifths of customers (64 percent) is 30 minutes or less. This confirms that a greater percentage of current customers are taking trips that take more time than the results found in the 2022, 2018, and 2014 surveys where 70 percent, 71 percent, and 72 percent respectively of Handy Ride customers rode a typical trip lasting 30 minutes or less and mean trip time was between 2.6 and 7.1 minutes less. The typical trip duration was even shorter in those much earlier survey periods. 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.



Will-Call Pickups Will-call pickups occur for medical appointments when customers are not sure when they will need to be picked up. Return trips from their destinations are not prescheduled, and the customer is picked up less than 90 minutes from the time he or she calls. **Chart 17** indicates that, among the 74 percent of Handy Ride customers who have used Handy Ride for medical trips, 16 percent have had to wait 90 minutes or more to be picked up at least three times at some point. This compares well to 2022 (20 percent) and 2014 (17 percent), but is somewhat of a decline from 2018, when 11 percent had three or more 90-plus-minute waits. The 45 percent who never have had to wait that long is a less advantageous percentage than in past years.

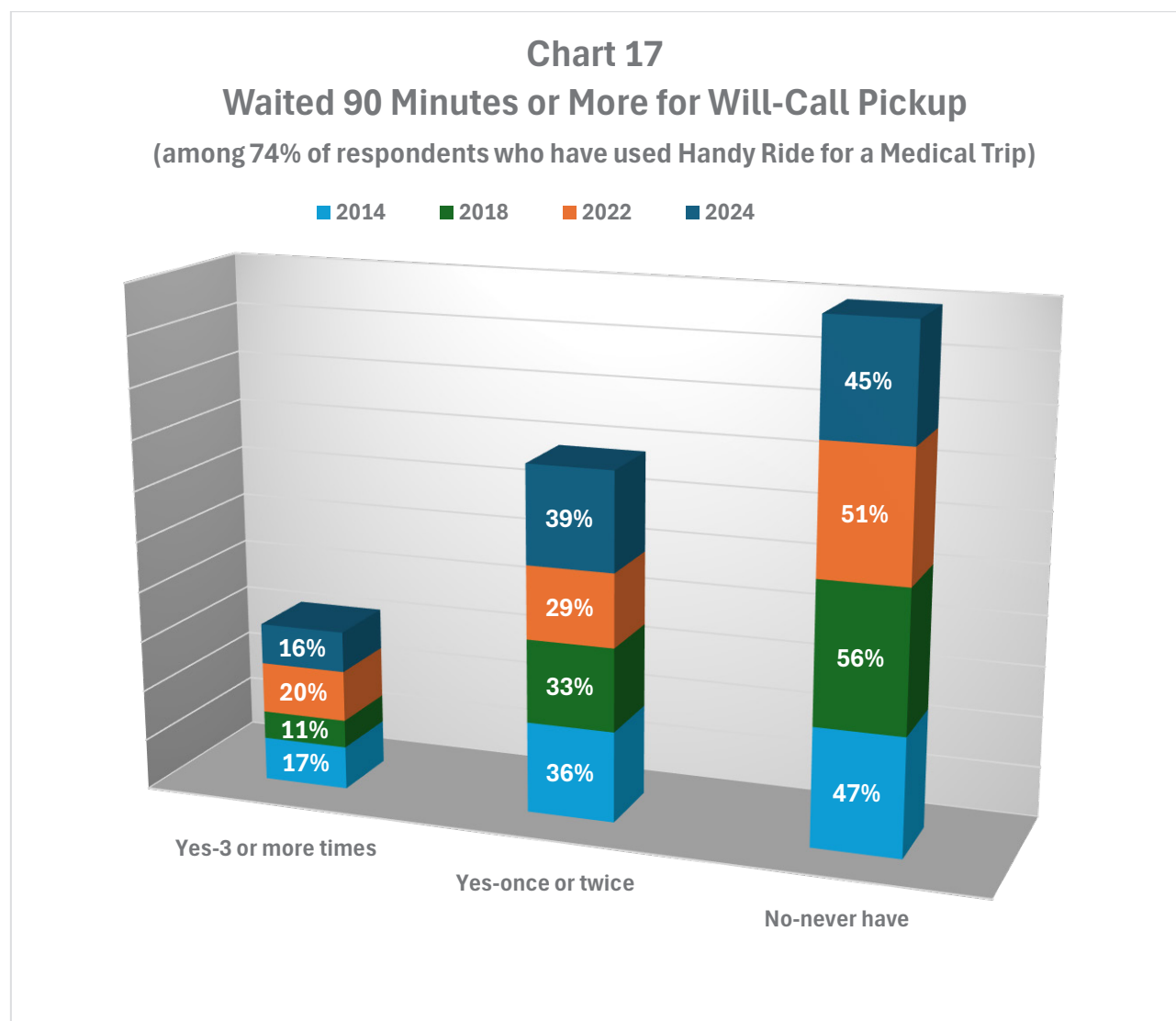


Chart 18 indicates that the mean longest wait time for a will-call pickup is 77.3 minutes. This longest mean wait time is still well below the 90-minute maximum established as a guideline. This service level is consistent with the 2022 survey results where the mean longest wait time was 73.1 minutes. The wait times in 2024, 2022, and 2018 represent considerable improvement over the 2014 survey period where the longest mean wait time was 82.9 minutes. In the current year (2024), nearly one-third of medical trip customers (32 percent) have, at some time, waited more than 90 minutes for a will-call pickup. In both 2022 and 2018, 25 percent of respondents had, at some time, waited more than 90 minutes for a will-call pick-up -- a substantial improvement from 2014, when 36 percent waited more than 90 minutes.

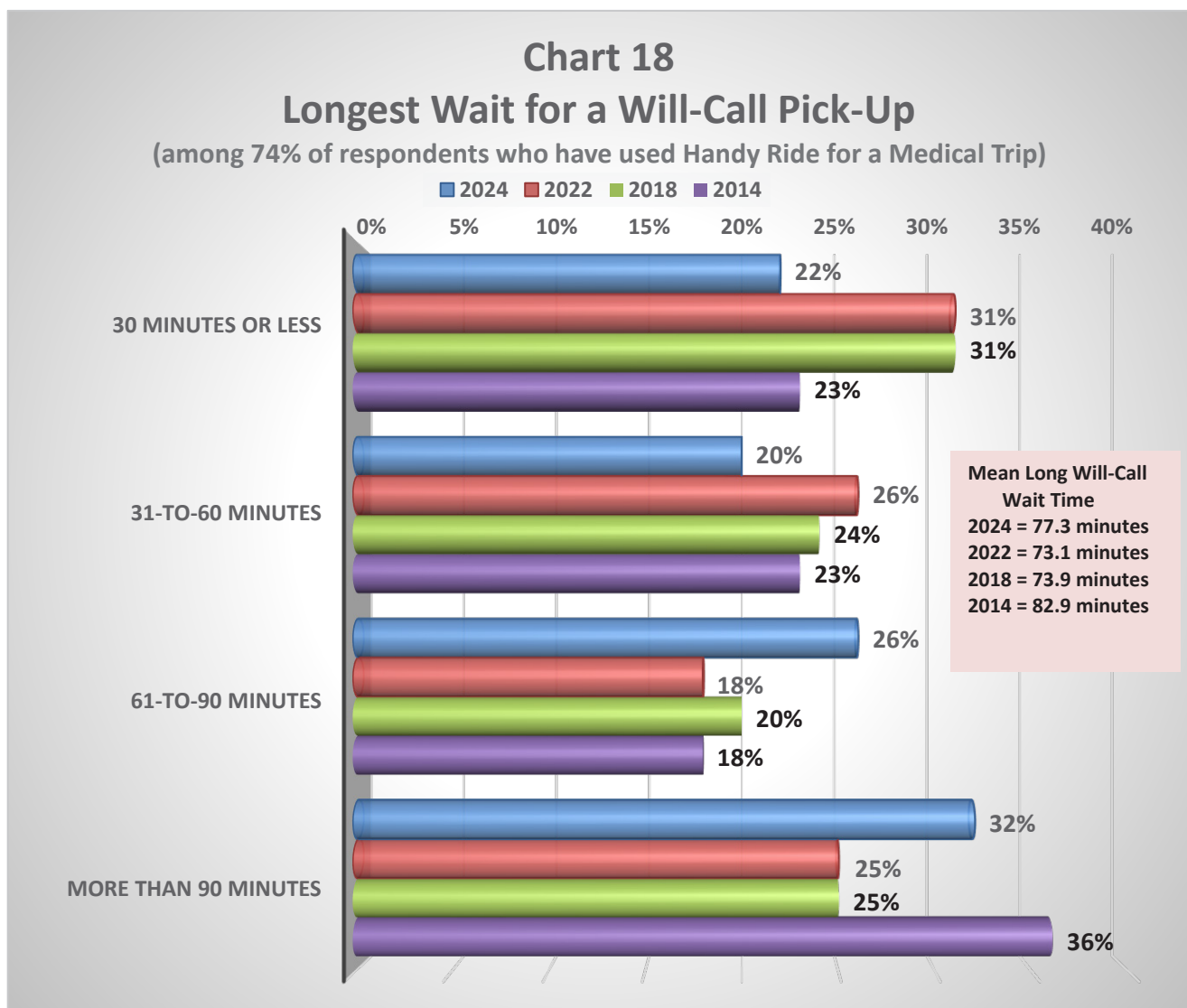
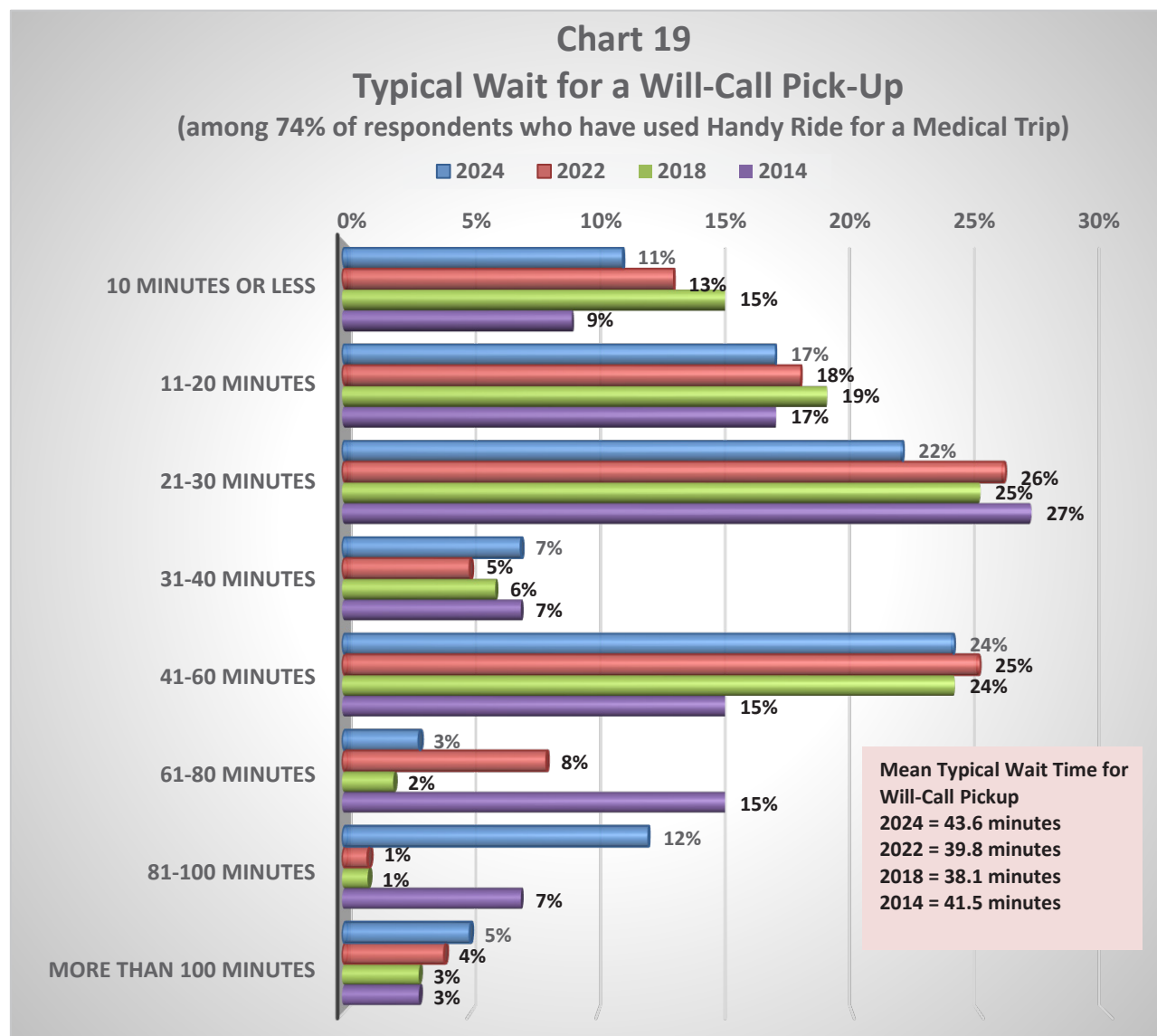
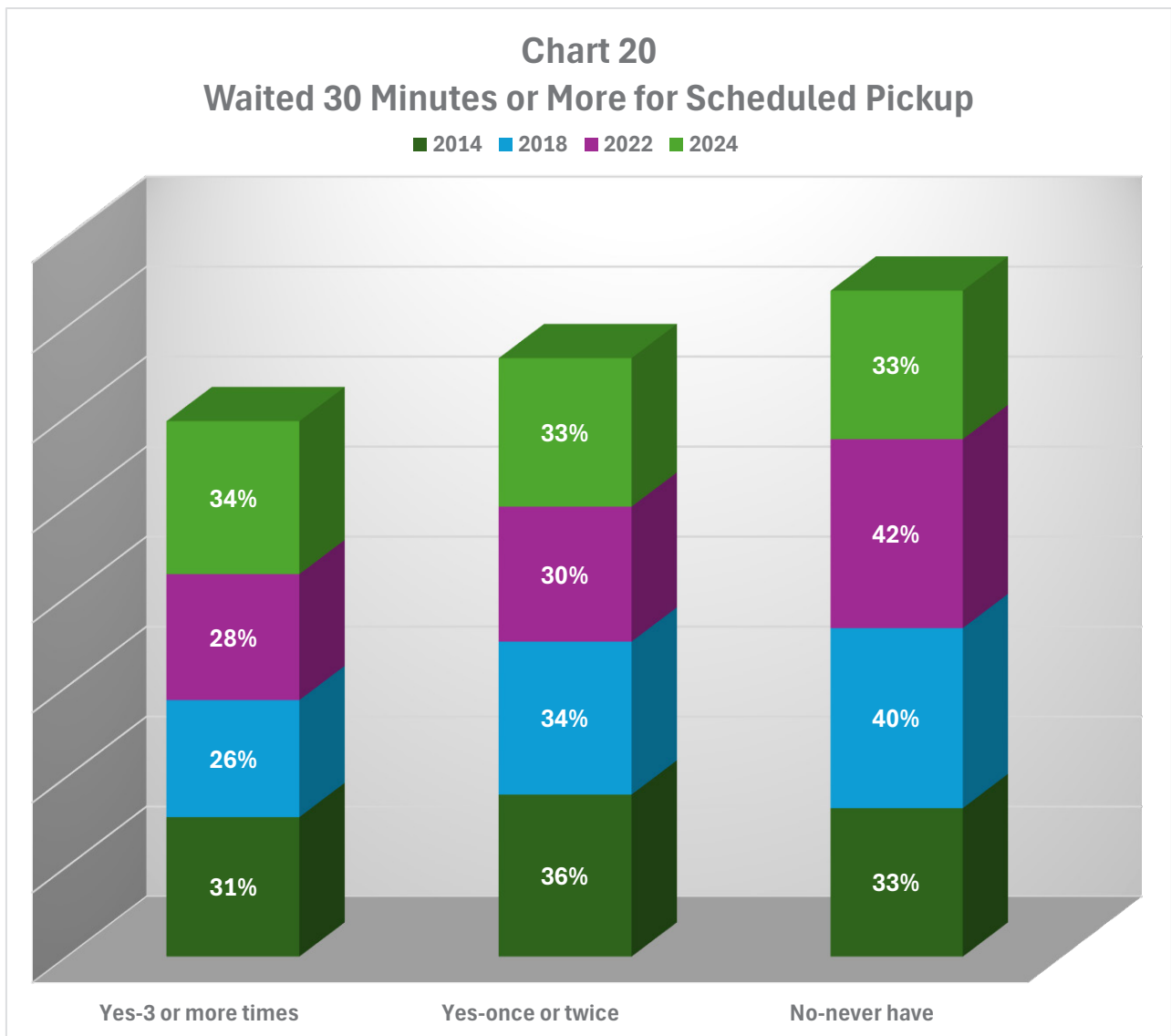


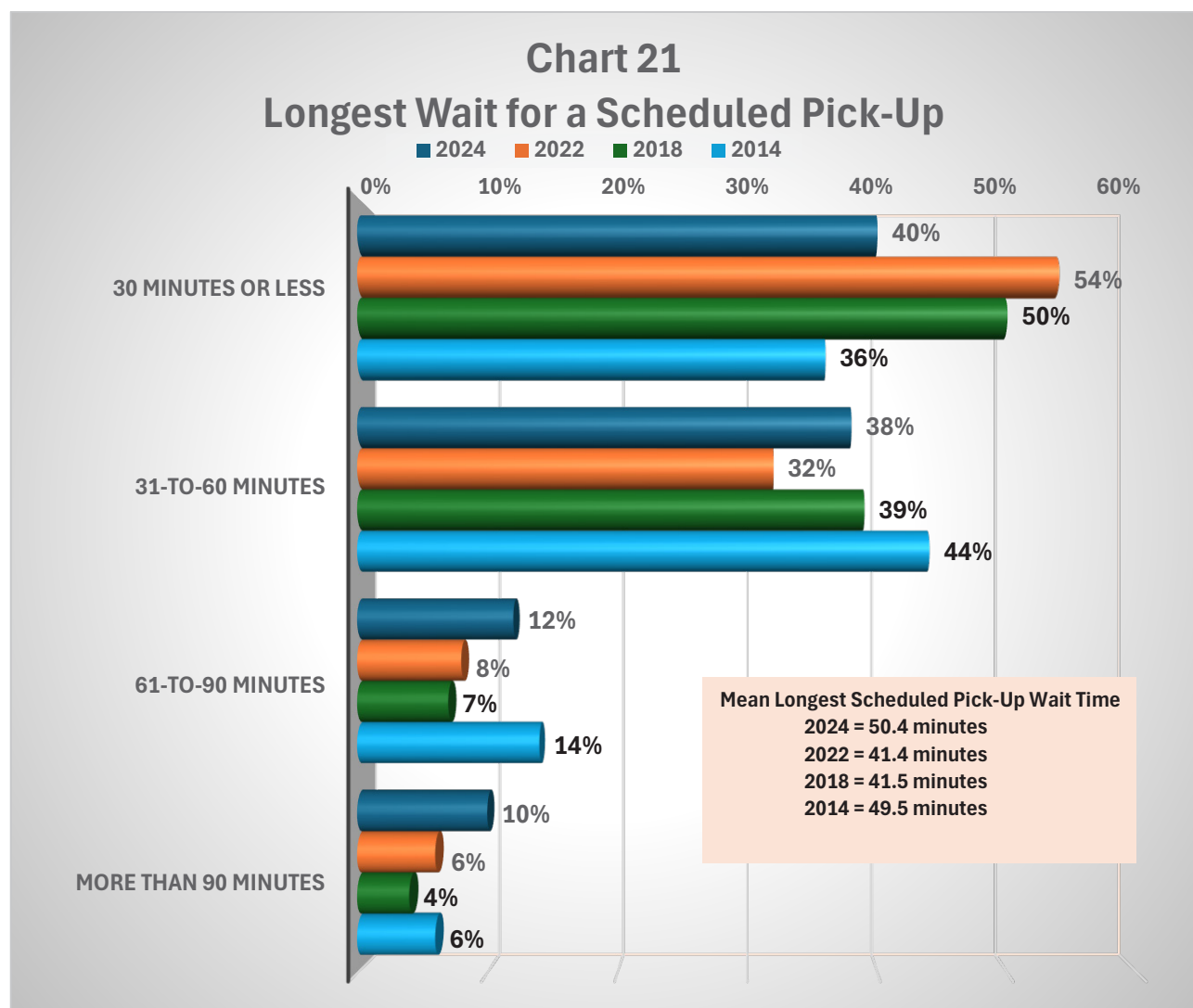
Chart 19 shows the typical wait times for a will-call pickup among the 74 percent of respondents who have used Handy Ride for such medical trips. It is noteworthy that in the current survey, the mean wait time of 43.6 minutes is considerably less than the maximum wait time guideline of 90 minutes allowed for will-call pickups but is longer than in prior years. Further, 50 percent of the customers had typical wait times of 30 minutes or less in the current year. This represents an increase in wait time from 2022, 2018, and 2014 where 57 percent, 59 percent and 53 percent of customers, respectively, had shorter wait times of 30 minutes or less with mean waits of 39.8 minutes, 38.1 minutes, and 41.5 minutes.



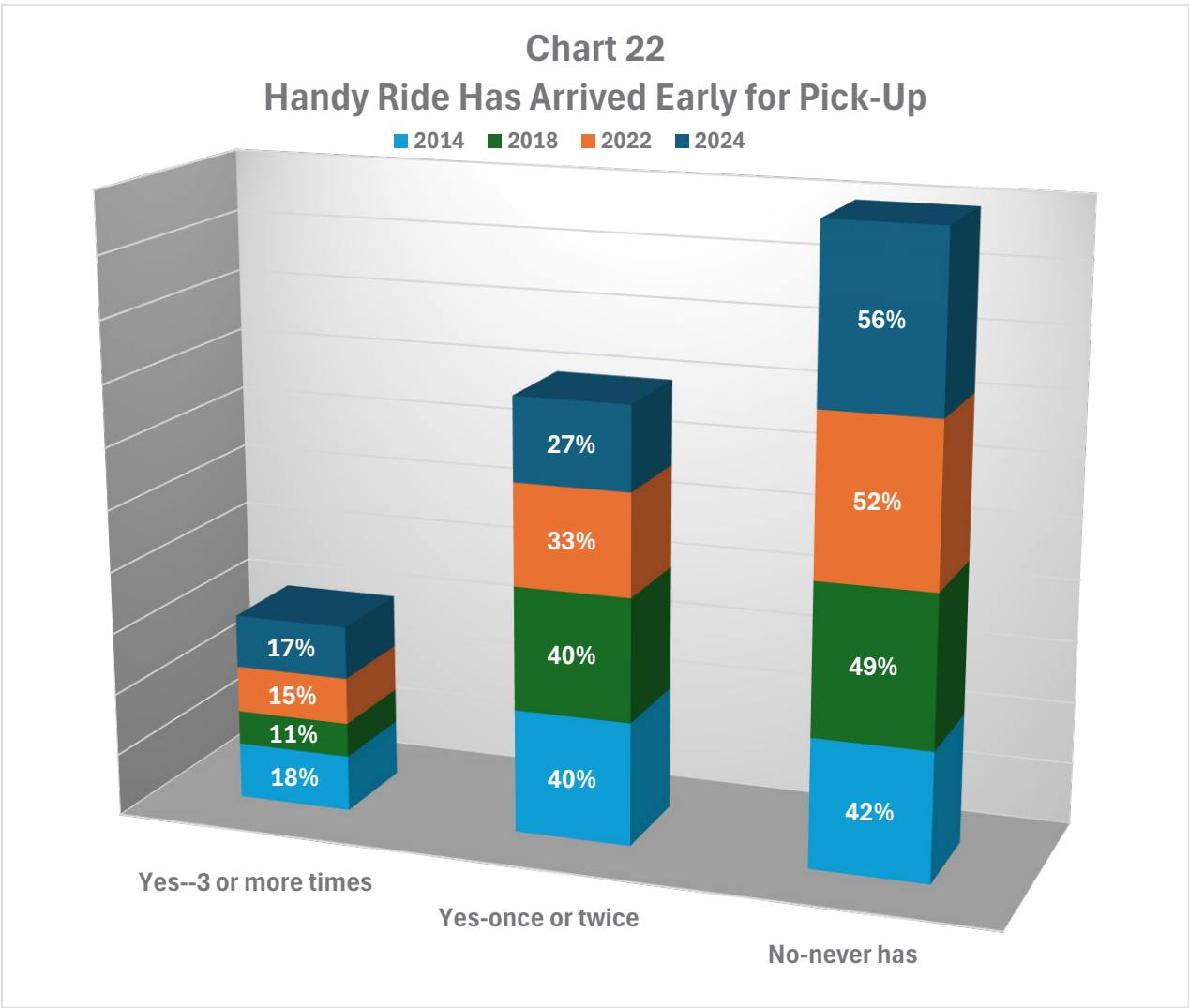
Scheduled Pickups: The guideline for a scheduled pickup is no more than 5 minutes before and 30 minutes after the scheduled pickup. **Chart 20** shows the same tendencies throughout the years regarding these scheduled pick-ups as with will-call pick-ups. Again, 2024 demonstrates a higher percentage of customers who have had to wait 30 minutes or longer and a lower percentage (33 percent) who never have had to wait that long. This represents a decline in service from the 2022 and 2018 survey periods. In 2022, 42 percent of customers never waited more than 30 minutes for a scheduled pickup, and in 2018, 40 percent never waited more than 30 minutes. The results in 2014 are consistent with the current survey period in that only one-third of customers never had to wait more than 30 minutes for a scheduled pickup.



The longest wait time for a scheduled pick-up is depicted in **Chart 21**. The mean longest wait for a scheduled pickup in 2024 is 50.4 minutes. This finding is considerably higher than the 2022 and 2018 results where the longest scheduled pickup waits were 41.4 minutes and 41.5 minutes respectively. The longest scheduled pickup wait time in the current year is consistent with the wait time in the 2014 survey (49.5 minutes). Further, nearly four-fifths of respondents (78 percent) experienced their longest wait time to be 60 minutes or less. This result represents a decline in service from the 2022 and 2018 survey periods where 86 percent and 89 percent respectively waited 60 minutes or less for a scheduled pick-up. The finding for the current year is consistent with the 2014 survey year in which 80 percent experienced their longest wait time to be 60 minutes or less.

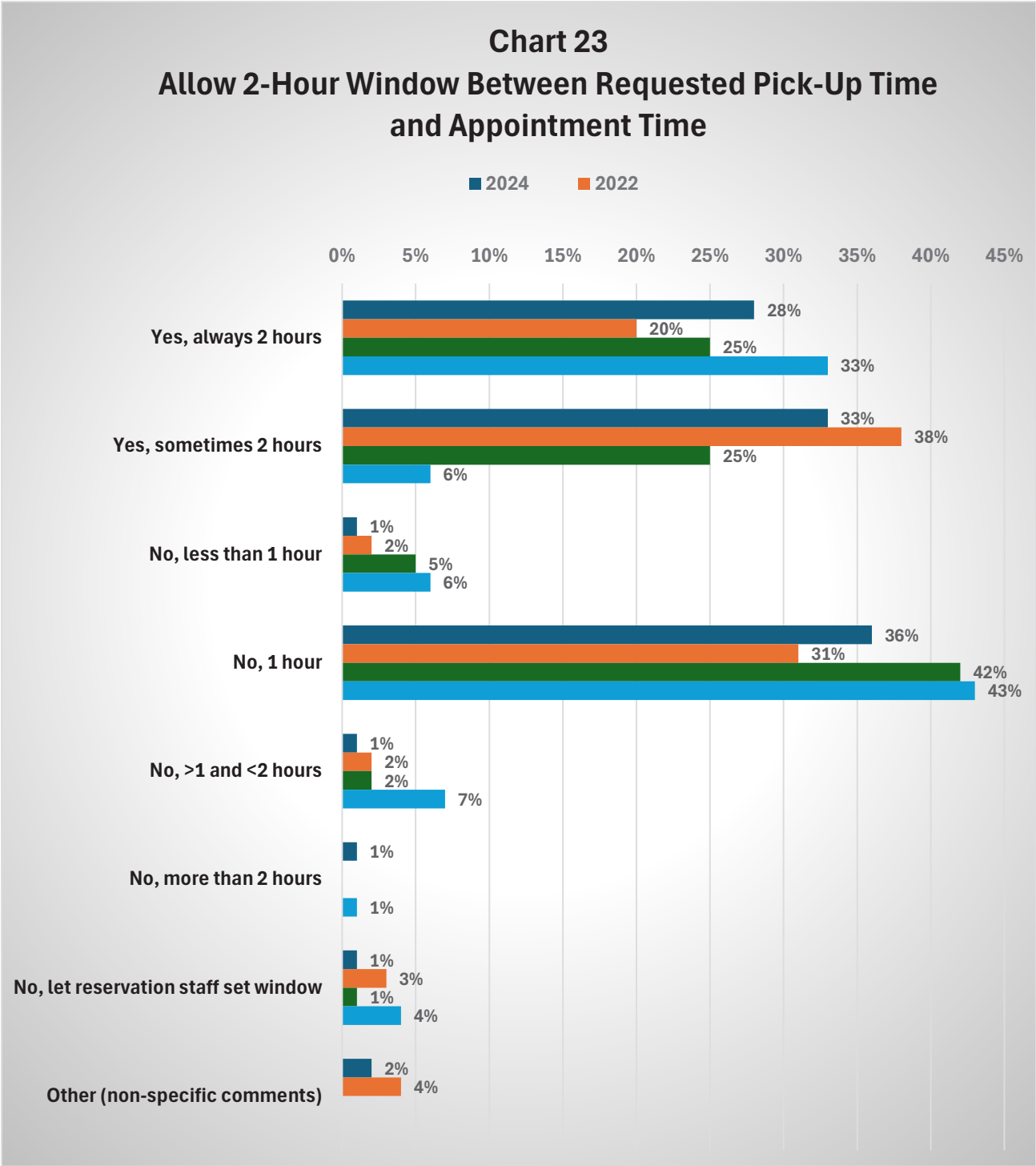


Early Pick-up: Consistent with the previous charts that detail late pick-ups, **Chart 22** shows that well over one-half (56 percent) of Handy Ride customers indicate that a Handy Ride vehicle has never arrived early for pickup. The finding in 2022 is similar in that 52 percent of respondents indicated that they never experienced an early pick-up and is also similar to 2018 in that 49 percent of customers never experienced a Handy Ride vehicle arriving early. In the 2014 survey, however, the finding is different and somewhat more favorable -- 42 percent of customers had never experienced a Handy Ride vehicle arriving early for pickup.



Allow 2-Hour Window: **Chart 23** shows that 28 percent of customers always allow a 2-hour window between their requested pickup time and their scheduled appointment with another one-third (33 percent) sometimes allowing a two-hour window. More than one-third (37 percent) are likely to allow one hour or less. In 2022, one-fifth (20 percent) always allowed a 2-hour window with another 38 percent sometimes allowing a two-hour window. Similar to 2024, one-third (33 percent) were more likely to allow 1 hour or less in 2022. 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).



Customer Experience Regarding Harassment While Using the Handy Ride System

Chart 24 reports the frequency in which Handy Ride customers have personally experienced various types of harassing behavior. The dominant finding is that Handy Ride customers have very rarely experienced most of the harassing behaviors mentioned in Chart 24. It is notable that 13 percent of customers have experienced some hostile comments, sounds, or gestures a few times and 5 percent have experienced such behavior frequently. Unwanted sexual language or behavior was experienced to some degree by 5 percent of the Handy Ride customers.

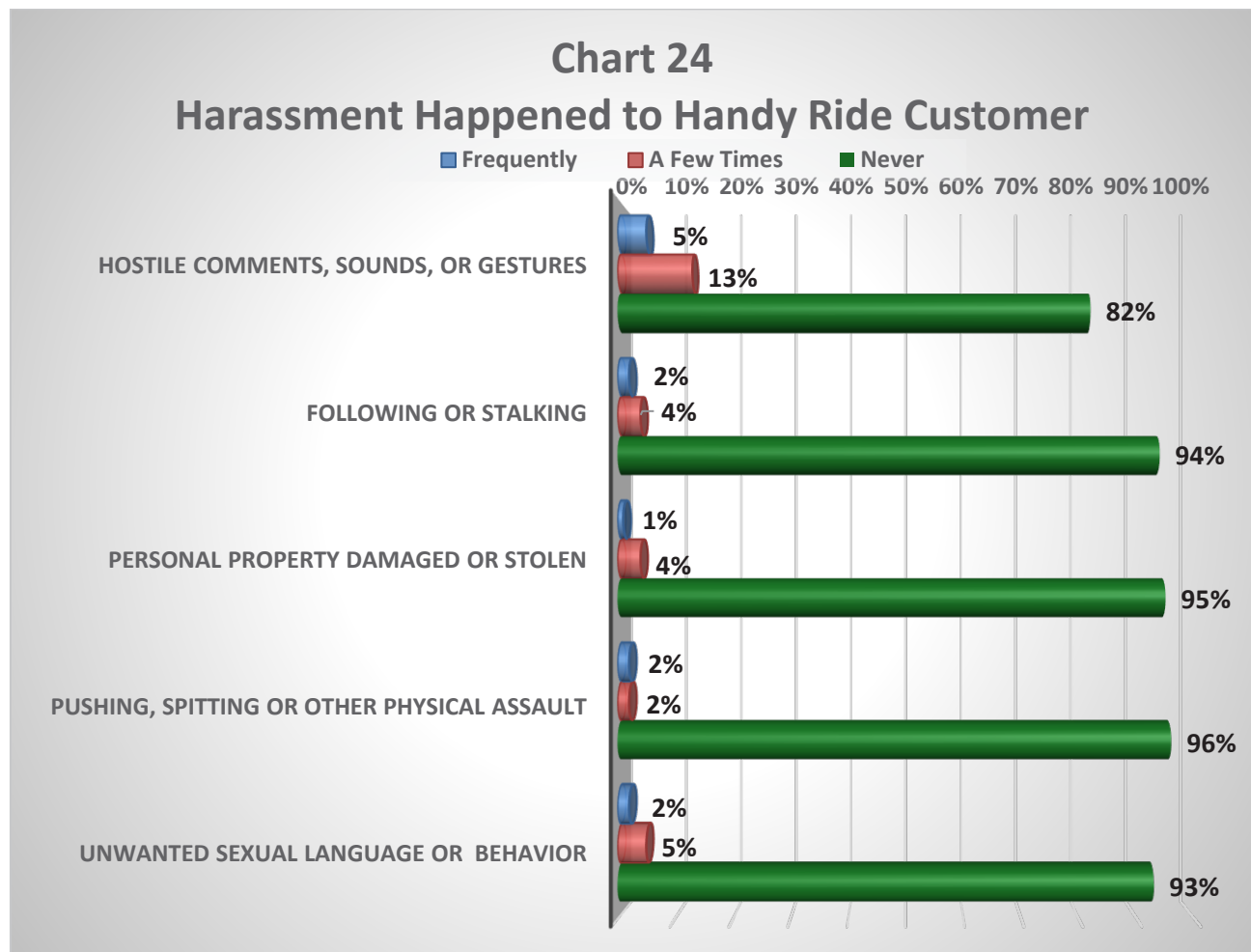
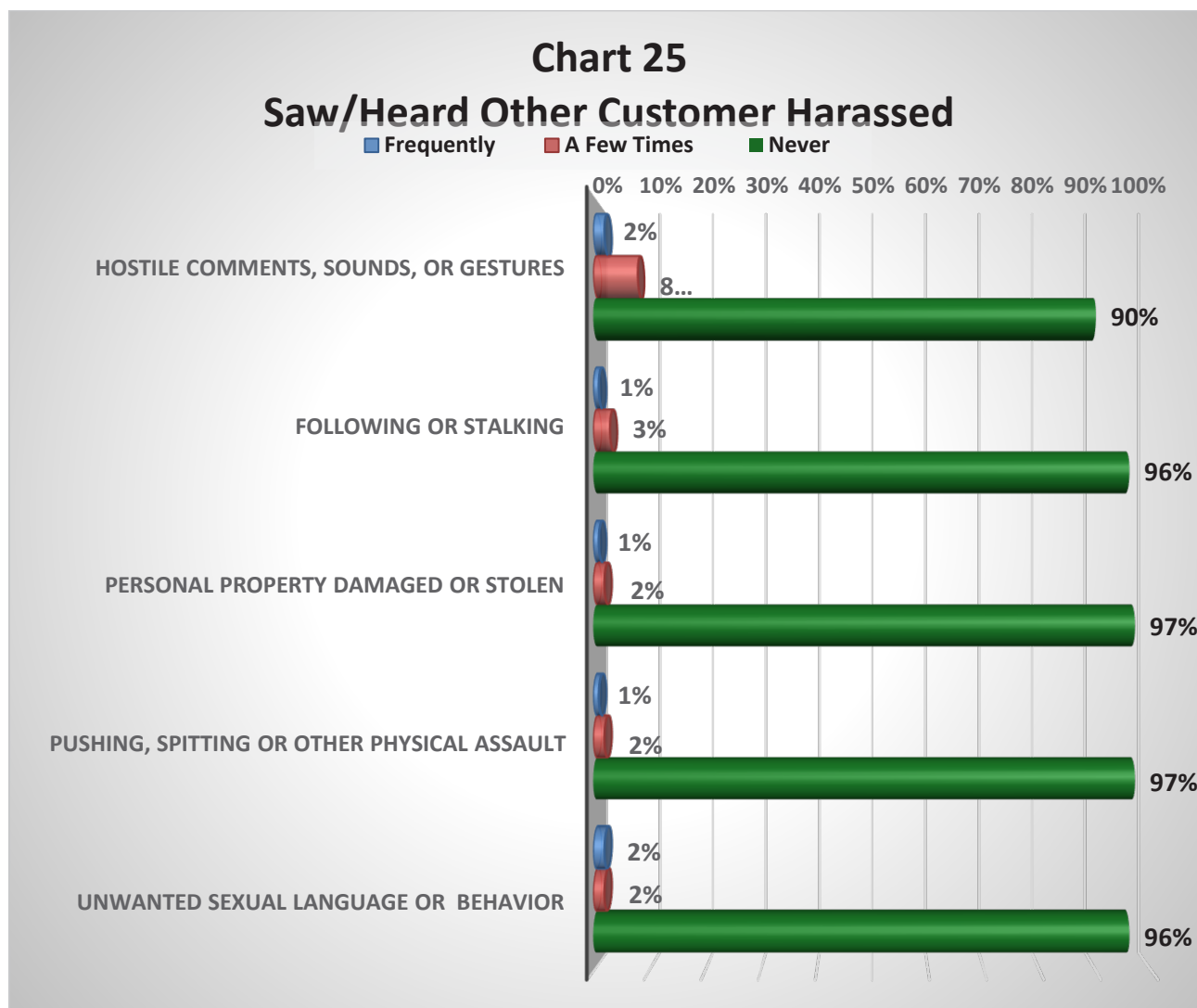


Chart 25 reports the extent to which Handy Ride Customers saw or heard other customers being harassed on the Handy Ride System. Much like the findings in **Chart 24**, Handy Ride customers rarely saw or heard other customers being harassed. The only deviation from this general finding is that 8 percent of Handy Ride customers witnessed hostile comments, sounds or gestures directed at other Handy Ride customers.



Among 31 percent of Handy Ride Customers who experienced saw, or heard at least one incident of Harassment, 40 percent reported that the incident occurred on board the Handy Ride vehicle, another 37 percent indicated that the incident occurred while waiting for the ride. Nearly one-fourth (23 percent) said that the incident occurred both while waiting and on-board (**Chart 26**).

Among 31 percent of customers who experienced, saw, or heard at least one incident of harassment, over 7 in 10 respondents (71 percent) did not report the incident. Among those who did report the incident, 21 percent reported the incident to FAX, with relatively few reporting the incident to the Federal Transit Administration (5 percent) or Law Enforcement (3 percent). (**Chart 27**).

Chart 26
Where Harassment Occurred
 (Among 31% who Experienced, Saw, or Heard at Least One Incident of Harassment)

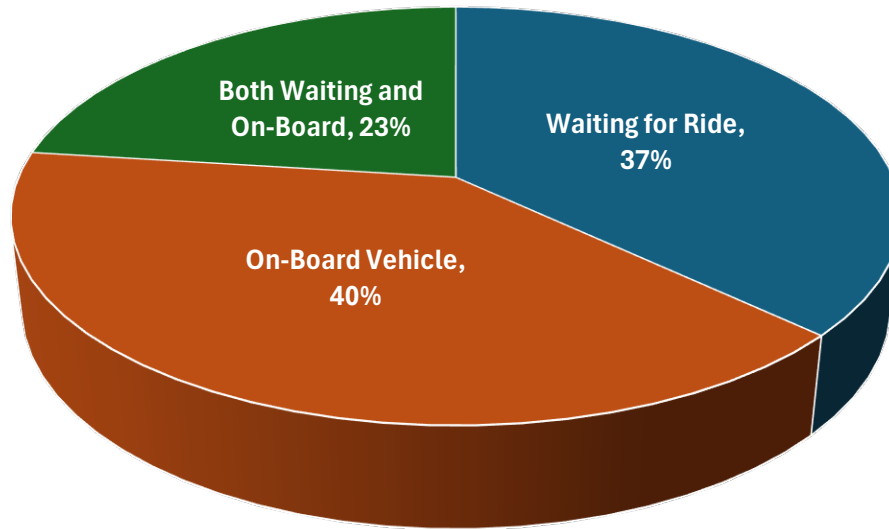


Chart 27
Reported Harassment
 (Among 31% who Experienced, Saw, or Heard at Least One Incident of Harassment)

■ Did Not Report Incident ■ To FAX ■ Federal Transit Administration ■ Police/Law Enforcement

Respondents were offered opportunity to indicate "all that apply;" however, only one respondent did so.

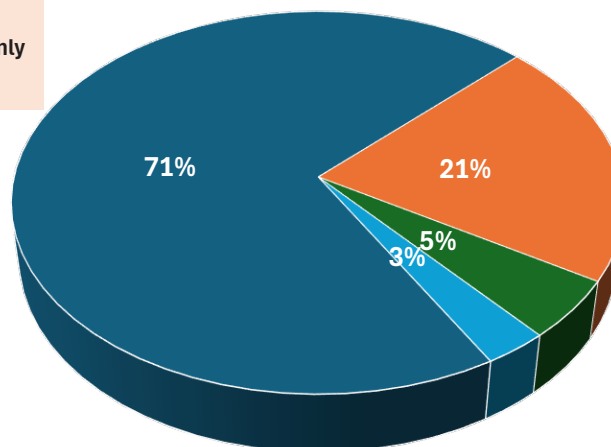
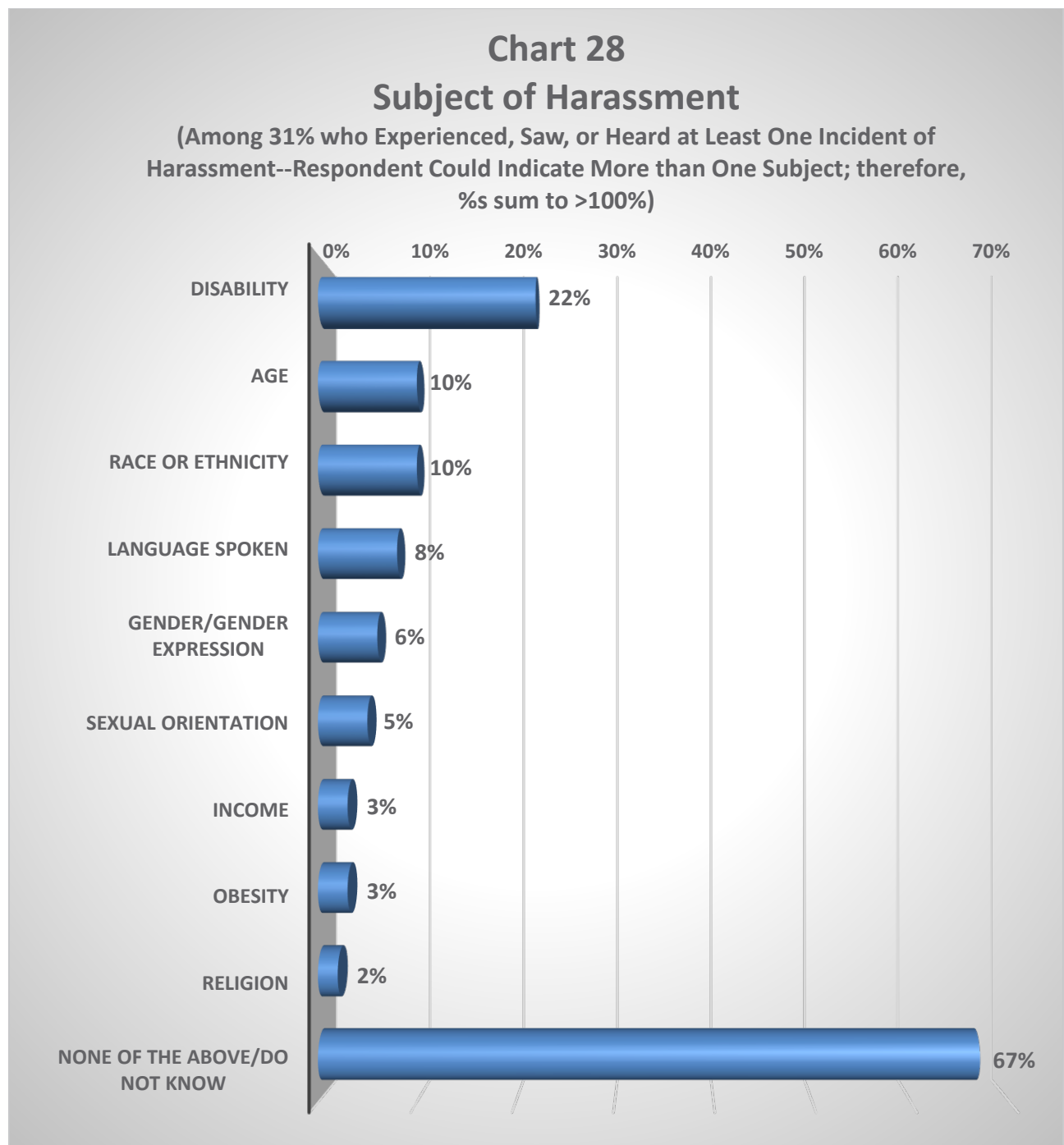


Chart 28 shows the reasons why victims feel they or others were targeted. Among the 31 percent of customers who experienced, saw, or heard at least one incident of harassment, two thirds (67 percent) did not wish to or could not identify any reason. Just over one-fifth (22 percent) feel that they or others were targeted because of their disability. Age (10 percent) and race/ethnicity (10 percent) were identified next as reasons why customers were targeted.



Over seven in ten customers always feel safe on-board the Handy Ride vehicles as well as at pick-up locations (73 percent – on-board and 72 percent at pick-up locations). It is noteworthy that 18 percent of customers report that they never feel safe on-board and 16 percent never feel safe at pick-up locations (**Chart 29**). Men feel safer than women at pick-up locations, but there is no statistical difference on-board. Not at all surprising is that those Handy Ride customers who have not experienced harassment feel safer both onboard as well as at pick-up locations. than do those who have had these experiences

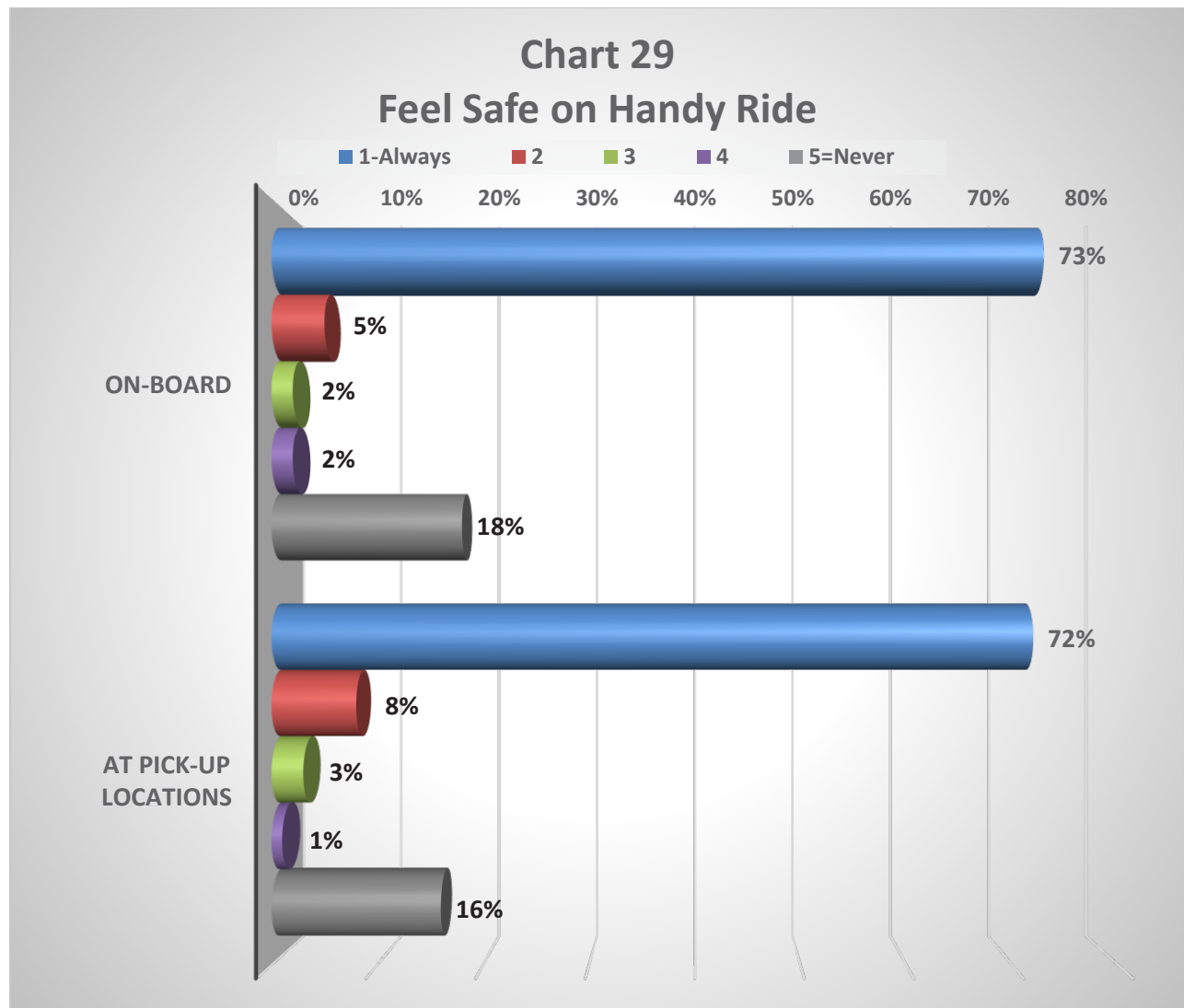
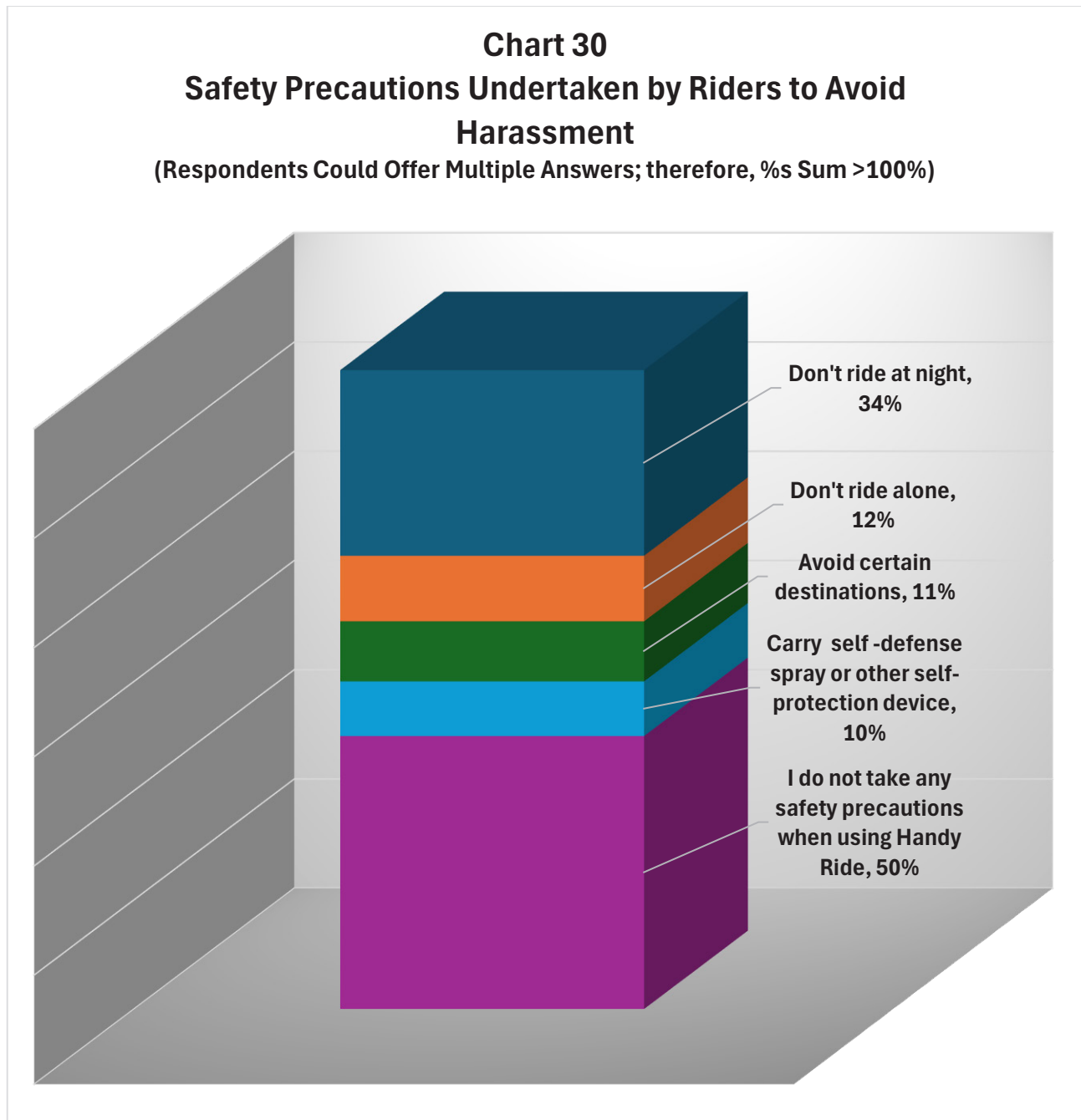


Chart 30 indicates the safety precautions undertaken by riders to avoid harassment. One-half (50 percent) indicated that they do not take any safety precautions when using Handy Ride. Another 34 percent choose to not ride at night. Other precautions include not riding alone (12 percent), avoiding certain destinations (11 percent), and carrying self-defense spray or other self-protection (10 percent).



APPENDIX

1. Questionnaire	47
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Questionnaire

Handy Ride Telephone Survey 2024

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

1. _____ **HANDY RIDE CUSTOMER**
2. _____ **CAREGIVER/HEALTHCARE PROFESSIONAL**
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. 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)

Q8a-p. 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
a. Handy Ride's Scheduled Pick-Ups? (Within 30 minutes after your scheduled pick-up time)							
b. Cleanliness inside Handy Ride vehicles							
c. Drivers' courtesy							
d. Drivers' driving skills							
e. Drivers' traffic-safety consciousness							
f. The overall comfort of the rides							
g. Handy Ride reservations staff's accuracy (i.e., they get the correct time and location)							
h. Handy Ride reservations staff's courtesy							
i. Handy Ride's Monday to Sunday "8 AM to 5 PM" reservation hours							
j. Handy Ride's reservation policy where you can reserve your ride 1 to 2 days before your trip							
k. Handy Ride service hours							
l. Handy Ride service area							
m. Value provided by Handy Ride for the fare/price paid							
n. Locations and payment methods to purchase passes							
o. Availability of information about Handy Ride							
p. Overall service provided by FAX's Handy Ride							

Q9a-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. SAFETY IN TRAFFIC
2. DRIVERS' DRIVING SKILLS
3. DRIVERS' CUSTOMER SERVICE
4. RESERVATION STAFF'S ACCURACY
5. RESERVATION STAFF'S CUSTOMER SERVICE
6. TRIP DISTANCE
7. HOW MUCH TIME THE TRIP TAKES
8. PICK-UPS BEING ON TIME
9. WAIT TIME FOR PICK-UPS
10. CLEANLINESS INSIDE THE VEHICLE
11. REASONABLE FARE / PRICE of MONTHLY PASS
12. HANDY RIDE'S RESERVATION HOURS
13. HANDY RIDE'S HOURS OF OPERATION / SERVICE
14. HOW CIVIL or COURTEOUS are the OTHER RIDERS IN THE VEHICLE
15. COMFORT LEVEL of the RIDE
16. TYPE OF VEHICLE USED - BUS, SEDAN
20. OTHER. please specify _____
25. **DON'T KNOW—DO NOT READ**

Q10. Have you ever used Handy Ride for a medical trip?

1. Yes
2. No (Go to Q14)

Q11. Have (Has) you/NAME ever waited over 90 minutes (for a Handy Ride “Will-Call-Pick-Up”)?

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

Q12. 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)

Q13. How long has your/NAME typical wait been for a “Will-Call-Pick-Up” to arrive? _____ (999 = DK—DO NOT READ) mins.

Q14. Have (Has) you/NAME waited over 30 minutes for a Handy Ride Scheduled pick-

up?

1. YES, ON THREE OR MORE OCCASIONS
2. YES, ONCE OR TWICE
3. NO, NEVER HAVE
4. DON'T KNOW / CAN'T RECALL

Q15. How long was your/NAME'S longest wait for your Scheduled pick-up? _____
(999=DK—DO NOT READ) mins.

Q16. What has been the typical duration of your/NAME'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

Q17. 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) _____

Q18. Have (Has) you/NAME encountered occasions where Handy Ride arrived to pick you/NAME up earlier than you/NAME anticipated?

1. YES
2. NO, NEVER HAVE (GO TO Q19)
3. DON'T KNOW / CAN'T RECALL (GO TO Q19)

Q18A. (If Q18 = Yes). How many times in the past year would you estimate that Handy Ride arrived earlier than you/NAME anticipated? _____

Q19. How do(es) you/NAME normally pay your fare?

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

Q20. Do(es) you/NAME occasionally ride FAX fixed-route bus?

1. YES
2. NO
3. **DK [DO NOT READ]**

Harassment

HARASSMENT

The following questions ask about your experiences using the Handy Ride system during the past year. Think about all parts of a transit trip, both onboard and while waiting at Handy Ride pick-up stops.

21a-b. How often, if ever, have you personally experienced the following or witnessed them happen to others while using Handy Ride in the past year?

	Part A:happened to me	Part A:happened to me	Part A:happened to me		Part B: I saw or heard ... happen to someone else	Part B: I saw or heard ... happen to someone else	Part B: I saw or heard ... happen to someone else
	Frequently	A few times	Never		Frequently	A few times	Never
1. Hostile comments, sounds, or gestures							
2. Following or stalking							
3. Personal property damaged or stolen							
4. Pushing, spitting or other physical assault							
5. Unwanted sexual language or behavior							

QUESTIONS 22 THRU 24 CAN BE SKIPPED IF RESPONDENT DOESN'T REPORT ANY HARASSMENT

22. Where did these incidents happen?

1. ___ While waiting for your ride
2. ___ Onboard
3. ___ Both

23. When these incidents happened, did you officially report any of them? (check all that apply)

1. ___ Did not report any
2. ___ To FAX (in person, online, by phone, via social media, etc.)
3. ___ To police/law enforcement
4. ___ To the Federal Transit Administration (FTA)

24. When these incidents happened, were you or the victim mainly targeted because of? (check all that apply)

2024 Handy Ride Telephone & Online Satisfaction Survey Report
City of Fresno—Fresno Area Express (FAX)

Rea & Parker Research
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apply)

1. ___ Age
2. ___ Disability
3. ___ Gender/gender expression
4. ___ Income
5. ___ Language spoken
6. ___ Obesity
7. ___ Race or ethnicity
8. ___ Religion
9. ___ Sexual orientation
10. ___ None of above/Do Not Know

25. Which of the following safety precautions, if any, do you take when using Handy Ride to avoid being harassed?

(check all that apply)

1. ___ Don't ride at night
2. ___ Avoid certain destinations
3. ___ Don't ride alone
4. ___ Carry self -defense spray or other self- protection device
5. ___ I do not take any safety precautions when using Handy Ride

26. When you use Handy Ride, how often do you feel safe from harassment, including physical harm, abusive language and/or sexual misconduct....?

26a.on board Handy Ride vehicles

☐ Always ☐ ☐ ☐ ☐ Never

26b.at Handy Ride pick-up locations

☐ Always ☐ ☐ ☐ ☐ Never

DEMOGRAPHICS

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

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

1. ☐ Yes, Military
2. ☐ Yes, Reservist
3. ☐ Yes, Veteran
4. ☐ 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
10. ☐ Refused (**DO NOT READ**)

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
7. ☐ DK/Refused (**DO NOT READ**)

ETHNICITY. 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 (GO TO Eth-4a)
5. ☐ American Indian
6. ☐ Pacific Islander
7. ☐ Middle Easterner
8. ☐ Mixed Ethnicities (Go to Eth 8a)
9. ☐ Other
10. ☐ DK/Refused (**DO NOT READ**)

ETH 4a (If 4 checked above)

Are you....?

1. Hmong
2. Asian Indian
3. Indic other than from India
4. Southeast Asian other than Hmong
5. Filipino
6. Chinese other than Hmong
7. Japanese
8. Korean
9. Other

ETH 8a (If 8 checked above)

Are you...?

1. Hispanic and White
2. Hispanic and Black
3. Hispanic and Asian
4. White and Black
5. White and Asian
6. Other Mixed

GENDER.

1. ☐ Male
2. ☐ Female
3. ☐ Non-Binary
4. ☐ Transgender
5. ☐ Other
6. ☐ DK/Refused (Do Not Read)

AGE. What year were you born? _____ (0000 _____DK/Refused -- **DO NOT READ**)

HOUSEHOLD SIZE: Including yourself, How many people live in your household full-time? _____

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/Refused **(Do Not Read)**

ZIP CODE OF PRIMARY RESIDENCE _____

LEP:

Do you or do you not consider yourself to be limited in the English language?

1. Yes, I consider myself to be limited in my use of English
2. No, I do not consider myself to be limited in my use of English
3. Don't Know/refused

LANGUAGE 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 |
| 7. ☐ Mon-Khmer, Cambodian | |

Frequencies

Frequencies

We would like to know with whom we are speaking, Are you the Handy Ride customer, a caregiver or healthcare professional, a friend or relative, or someone else?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Handy Ride customer	231	91.3	91.3	91.3
	Caregiver / Healthcare professional	9	3.6	3.6	94.9
	Friend / Relative	13	5.1	5.1	100.0
	Total	253	100.0	100.0	

How many one-way trips via Handy Ride do <youthey> take in a typical week? A round trip would be counted as two trips.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	23	9.1	9.1	9.1
	1	28	11.1	11.1	20.2
	2	92	36.4	36.4	56.5
	3	13	5.1	5.1	61.7
	4	37	14.6	14.6	76.3
	5	6	2.4	2.4	78.7
	6	21	8.3	8.3	87.0
	8	8	3.2	3.2	90.1
	10	13	5.1	5.1	95.3
	12	6	2.4	2.4	97.6
	14	2	.8	.8	98.4
	20	1	.4	.4	98.8
	24	1	.4	.4	99.2
	40	1	.4	.4	99.6
	50	1	.4	.4	100.0
	Total	253	100.0	100.0	

How long have <youthey> been using Handy Ride?

(READ ANSWER CHOICES)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than three months	27	10.7	11.0	11.0
	3 to 6 months	26	10.3	10.6	21.6
	7 months to 11 months	17	6.7	6.9	28.6
	One to 1.5 years	19	7.5	7.8	36.3
	More than 1.5 years but under 3 years	40	15.8	16.3	52.7
	3 years or more	116	45.8	47.3	100.0
	Total	245	96.8	100.0	
Missing	DON'T KNOW (DO NOT READ)	8	3.2		
Total		253	100.0		

When <youthey> use Handy Ride, what is the most common purpose of <yourtheir> trip?

(ONLY READ IF NECESSARY)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TO / FROM WORK	25	9.9	9.9	9.9
	TO / FROM SCHOOL	18	7.1	7.1	17.1
	TO / FROM SHOPPING	28	11.1	11.1	28.2
	TO/ FROM APPOINTMENTS (E.G., MEDICAL / DENTIST, ETC.)	130	51.4	51.6	79.8
	RUN ERRANDS/PAY BILLS	10	4.0	4.0	83.7
	ENTERTAINMENT/DINING	10	4.0	4.0	87.7
	CHURCH/TEMPLE/MOSQUE/SYNAGOGUE	15	5.9	6.0	93.7
	VISITING FRIENDS / RELATIVES	7	2.8	2.8	96.4

	OTHER	9	3.6	3.6	100.0
	Total	252	99.6	100.0	
Missing	DON'T KNOW (DO NOT READ)	1	.4		
Total		253	100.0		

When was <yourtheir> most recent trip using Handy Ride?

(READ ANSWER CHOICES)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Within the last 2 weeks	143	56.5	58.8	58.8
	More than 2 weeks ago but more recent than 1 month ago	30	11.9	12.3	71.2
	1 to 3 Months ago	38	15.0	15.6	86.8
	More than 3 Months ago	32	12.6	13.2	100.0
	Total	243	96.0	100.0	
Missing	CAN'T REMEMBER / DON'T KNOW (DO NOT READ)	10	4.0		
Total		253	100.0		

Why have <youthey> not used Handy Ride during the past three months?

--coded

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Have Other Transportation	9	3.6	29.0	29.0
	Dissatisfaction with Handy Ride	6	2.4	19.4	48.4
	Ill/Injured	7	2.8	22.6	71.0
	Not Working/No School	4	1.6	12.9	83.9
	Not Needed	3	1.2	9.7	93.5
	Other	2	.8	6.5	100.0
	Total	31	12.3	100.0	
Missing	Not Sure	1	.4		
	System	221	87.4		
	Total	222	87.7		

Total	253	100.0		
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How much do <youthey> agree or disagree with this statement: ``I totally depend on Handy Ride for all my transportation needs``? Do <youthey> strongly agree, agree, slightly agree, slightly disagree, disagree, or strongly disagree?

		Frequ ency	Perce nt	Valid Percent	Cumulative Percent
Valid	Strongly agree	97	38.3	39.8	39.8
	Agree	69	27.3	28.3	68.0
	Slightly agree	34	13.4	13.9	82.0
	Slightly disagree	14	5.5	5.7	87.7
	Disagree	19	7.5	7.8	95.5
	Strongly disagree	11	4.3	4.5	100.0
	Total	244	96.4	100.0	
Mis sin g	DON'T KNOW (DO NOT READ)	9	3.6		
Total		253	100.0		

Do <youthey> plan to take more or fewer trips per week on Handy Ride in the next three months?

		Frequ ency	Perce nt	Valid Percent	Cumulative Percent
Valid	More trips	151	59.7	59.7	59.7
	Fewer trips	29	11.5	11.5	71.1
	SAME—NO CHANGE	67	26.5	26.5	97.6
	WILL NOT USE HANDY RIDE	6	2.4	2.4	100.0
	Total	253	100.0	100.0	

Reasons for Not Planning to Use Handy Ride More--coded

		Frequ ency	Perce nt	Valid Percent	Cumulative Percent
Valid	Have Other Transportation	21	8.3	22.8	22.8

	Will Have Same Number or Fewer Appointments	30	11.9	32.6	55.4
	Dissatisfaction with Handy Ride	19	7.5	20.7	76.1
	Ill/Injured	7	2.8	7.6	83.7
	Not Working/No School/No Need	9	3.6	9.8	93.5
	Other	6	2.4	6.5	100.0
	Total	92	36.4	100.0	
Missing	Unsure	2	.8		
	System	159	62.8		
	Total	161	63.6		
Total		253	100.0		

Based on <yourtheir> ridership experience, are <youthey> very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied or very dissatisfied with Handy Ride in getting <youthem> home or to <yourtheir> destination on time?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	103	40.7	41.2	41.2
	Satisfied	88	34.8	35.2	76.4
	Slightly satisfied	17	6.7	6.8	83.2
	Slightly dissatisfied	17	6.7	6.8	90.0
	Dissatisfied	12	4.7	4.8	94.8
	Very dissatisfied	13	5.1	5.2	100.0
	Total	250	98.8	100.0	
Missing	DON'T KNOW (DO NOT READ)	3	1.2		
Total		253	100.0		

How would <youthey> rate...

Handy Ride's Scheduled Pick-Ups that arrive within 30 minutes after your scheduled pick-up time?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	76	30.0	30.8	30.8
	Satisfied	88	34.8	35.6	66.4
	Slightly satisfied	35	13.8	14.2	80.6
	Slightly dissatisfied	19	7.5	7.7	88.3
	Dissatisfied	18	7.1	7.3	95.5
	Very dissatisfied	11	4.3	4.5	100.0
	Total	247	97.6	100.0	
Missing	DON'T KNOW (DO NOT READ)	6	2.4		
Total		253	100.0		

How would <youthey> rate...

Cleanliness inside Handy Ride vehicles?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	144	56.9	58.1	58.1
	Satisfied	93	36.8	37.5	95.6
	Slightly satisfied	7	2.8	2.8	98.4
	Dissatisfied	2	.8	.8	99.2
	Very dissatisfied	2	.8	.8	100.0

	Total	248	98.0	100.0	
Missing	DON'T KNOW (DO NOT READ)	5	2.0		
	Total	253	100.0		

How would <youthey> rate...

Drivers' courtesy?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	164	64.8	65.3	65.3
	Satisfied	69	27.3	27.5	92.8
	Slightly satisfied	11	4.3	4.4	97.2
	Slightly dissatisfied	3	1.2	1.2	98.4
	Dissatisfied	1	.4	.4	98.8
	Very dissatisfied	3	1.2	1.2	100.0
	Total	251	99.2	100.0	
Missing	DON'T KNOW (DO NOT READ)	2	.8		
	Total	253	100.0		

How would <youthey> rate...

Drivers' driving skills?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	151	59.7	61.1	61.1
	Satisfied	87	34.4	35.2	96.4
	Slightly satisfied	8	3.2	3.2	99.6
	Very dissatisfied	1	.4	.4	100.0

	Total	247	97.6	100.0	
Missing	DON'T KNOW (DO NOT READ)	6	2.4		
Total		253	100.0		

How would <you> rate...

Drivers' traffic-safety consciousness?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	157	62.1	63.8	63.8
	Satisfied	83	32.8	33.7	97.6
	Slightly satisfied	4	1.6	1.6	99.2
	Very dissatisfied	2	.8	.8	100.0
	Total	246	97.2	100.0	
Missing	DON'T KNOW (DO NOT READ)	7	2.8		
Total		253	100.0		

How would <you> rate...

The overall comfort of the rides?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	122	48.2	48.2	48.2
	Satisfied	93	36.8	36.8	85.0

Slightly satisfied	21	8.3	8.3	93.3
Slightly dissatisfied	10	4.0	4.0	97.2
Dissatisfied	2	.8	.8	98.0
Very dissatisfied	5	2.0	2.0	100.0
Total	253	100.0	100.0	

How would <youthey> rate...

Handy Ride reservations staff's accuracy at getting the correct time and location?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	114	45.1	45.4	45.4
	Satisfied	85	33.6	33.9	79.3
	Slightly satisfied	25	9.9	10.0	89.2
	Slightly dissatisfied	11	4.3	4.4	93.6
	Dissatisfied	10	4.0	4.0	97.6
	Very dissatisfied	6	2.4	2.4	100.0
	Total	251	99.2	100.0	
Missing	DON'T KNOW (DO NOT READ)	2	.8		
Total		253	100.0		

How would <youthey> rate...

Handy Ride reservations staff's courtesy?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	138	54.5	55.4	55.4
	Satisfied	82	32.4	32.9	88.4
	Slightly satisfied	15	5.9	6.0	94.4
	Slightly dissatisfied	7	2.8	2.8	97.2
	Dissatisfied	5	2.0	2.0	99.2
	Very dissatisfied	2	.8	.8	100.0
	Total	249	98.4	100.0	
Missing	DON'T KNOW (DO NOT READ)	4	1.6		
Total		253	100.0		

How would <youthey> rate...

Handy Ride's Monday to Sunday ``8 AM to 5 PM`` reservation hours?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	110	43.5	45.6	45.6
	Satisfied	97	38.3	40.2	85.9
	Slightly satisfied	13	5.1	5.4	91.3
	Slightly dissatisfied	10	4.0	4.1	95.4
	Dissatisfied	7	2.8	2.9	98.3
	Very dissatisfied	4	1.6	1.7	100.0
	Total	241	95.3	100.0	
Missing	DON'T KNOW (DO NOT READ)	12	4.7		
Total		253	100.0		

How would <youthey> rate...

Handy Ride's reservation policy where you can reserve your ride 1 to 2 days before your trip?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	120	47.4	48.2	48.2
	Satisfied	86	34.0	34.5	82.7
	Slightly satisfied	21	8.3	8.4	91.2
	Slightly dissatisfied	9	3.6	3.6	94.8
	Dissatisfied	8	3.2	3.2	98.0
	Very dissatisfied	5	2.0	2.0	100.0
	Total	249	98.4	100.0	
Missing	DON'T KNOW (DO NOT READ)	4	1.6		
Total		253	100.0		

How would <youthey> rate...

Handy Ride service hours?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	117	46.2	47.2	47.2
	Satisfied	99	39.1	39.9	87.1
	Slightly satisfied	12	4.7	4.8	91.9
	Slightly dissatisfied	10	4.0	4.0	96.0
	Dissatisfied	6	2.4	2.4	98.4

	Very dissatisfied	4	1.6	1.6	100.0
	Total	248	98.0	100.0	
Missing	DON'T KNOW (DO NOT READ)	5	2.0		
Total		253	100.0		

How would <youthey> rate...

Handy Ride service area?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	92	36.4	37.7	37.7
	Satisfied	102	40.3	41.8	79.5
	Slightly satisfied	11	4.3	4.5	84.0
	Slightly dissatisfied	22	8.7	9.0	93.0
	Dissatisfied	10	4.0	4.1	97.1
	Very dissatisfied	7	2.8	2.9	100.0
	Total	244	96.4	100.0	
Missing	DON'T KNOW (DO NOT READ)	9	3.6		
Total		253	100.0		

How would <youthey> rate...

Value provided by Handy Ride for the fare/price paid?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	144	56.9	58.8	58.8
	Satisfied	83	32.8	33.9	92.7
	Slightly satisfied	8	3.2	3.3	95.9
	Slightly dissatisfied	3	1.2	1.2	97.1
	Dissatisfied	2	.8	.8	98.0
	Very dissatisfied	5	2.0	2.0	100.0
	Total	245	96.8	100.0	
Missing	DON'T KNOW (DO NOT READ)	8	3.2		
Total		253	100.0		

How would <youthey> rate...

Locations and payment methods to purchase passes?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	74	29.2	38.9	38.9
	Satisfied	90	35.6	47.4	86.3
	Slightly satisfied	10	4.0	5.3	91.6
	Slightly dissatisfied	7	2.8	3.7	95.3
	Dissatisfied	2	.8	1.1	96.3
	Very dissatisfied	7	2.8	3.7	100.0
	Total	190	75.1	100.0	
Missing	DON'T KNOW (DO NOT READ)	63	24.9		
Total		253	100.0		

How would <youthey> rate...

Availability of information about Handy Ride ?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	107	42.3	45.3	45.3
	Satisfied	102	40.3	43.2	88.6
	Slightly satisfied	13	5.1	5.5	94.1
	Slightly dissatisfied	3	1.2	1.3	95.3
	Dissatisfied	3	1.2	1.3	96.6
	Very dissatisfied	8	3.2	3.4	100.0
	Total	236	93.3	100.0	
Missing	DON'T KNOW (DO NOT READ)	17	6.7		
Total		253	100.0		

How would <youthey> rate...

Overall service provided by FAX's Handy Ride?

(IF NEEDED ADD "very satisfied, satisfied, slightly satisfied, slightly dissatisfied, dissatisfied, or very dissatisfied?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	126	49.8	51.4	51.4
	Satisfied	81	32.0	33.1	84.5
	Slightly satisfied	17	6.7	6.9	91.4
	Slightly dissatisfied	13	5.1	5.3	96.7
	Dissatisfied	4	1.6	1.6	98.4
	Very dissatisfied	4	1.6	1.6	100.0

Total	245	96.8	100.0
Missing DON'T KNOW (DO NOT READ)	8	3.2	
Total	253	100.0	

NEXT TWO FREQUENCIES COMBINED INTO ONE VARIABLE IN REPORT

<youthey2> may have considered several factors when thinking about <yourtheir> level of satisfaction with Handy Ride service. What would be the two most important factors that impact <yourtheir> level of satisfaction?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SAFETY IN TRAFFIC	35	13.8	15.6	15.6
	DRIVERS' DRIVING SKILLS	17	6.7	7.6	23.1
	DRIVERS' CUSTOMER SERVICE	39	15.4	17.3	40.4
	RESERVATION STAFF'S ACCURACY	9	3.6	4.0	44.4
	RESERVATION STAFF'S CUSTOMER SERVICE	10	4.0	4.4	48.9
	TRIP DISTANCE	5	2.0	2.2	51.1
	HOW MUCH TIME THE TRIP TAKES	20	7.9	8.9	60.0
	PICK-UPS BEING ON TIME	51	20.2	22.7	82.7
	WAIT TIME FOR PICK-UPS	11	4.3	4.9	87.6
	CLEANLINESS INSIDE THE VEHICLE	2	.8	.9	88.4
	REASONABLE FARE / PRICE of MONTHLY PASS	2	.8	.9	89.3
	HANDY RIDE'S RESERVATION HOURS	4	1.6	1.8	91.1
	HANDY RIDE'S HOURS OF OPERATION / SERVICE	6	2.4	2.7	93.8
	HOW CIVIL or COURTEOUS are the OTHER RIDERS IN THE VEHICLE	1	.4	.4	94.2
	COMFORT LEVEL of the RIDE	7	2.8	3.1	97.3
	OTHER - FIRST ANSWER	1	.4	.4	97.8

	WHEELCHAIR/DISABILITY ACCESS	2	.8	.9	98.7
	LOCATIONS SERVED	3	1.2	1.3	100.0
	Total	225	88.9	100.0	
Missing	DON'T KNOW (DO NOT READ)	28	11.1		
Total		253	100.0		

<youthey2> may have considered several factors when thinking about <yourtheir> level of satisfaction with Handy Ride service. What would be the two most important factors that impact <yourtheir> level of satisfaction?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SAFETY IN TRAFFIC	6	2.4	3.2	3.2
	DRIVERS' DRIVING SKILLS	14	5.5	7.4	10.5
	DRIVERS' CUSTOMER SERVICE	16	6.3	8.4	18.9
	RESERVATION STAFF'S ACCURACY	4	1.6	2.1	21.1
	RESERVATION STAFF'S CUSTOMER SERVICE	10	4.0	5.3	26.3
	TRIP DISTANCE	3	1.2	1.6	27.9
	HOW MUCH TIME THE TRIP TAKES	17	6.7	8.9	36.8
	PICK-UPS BEING ON TIME	41	16.2	21.6	58.4
	WAIT TIME FOR PICK-UPS	23	9.1	12.1	70.5
	CLEANLINESS INSIDE THE VEHICLE	6	2.4	3.2	73.7
	REASONABLE FARE / PRICE of MONTHLY PASS	11	4.3	5.8	79.5
	HANDY RIDE'S RESERVATION HOURS	4	1.6	2.1	81.6
	HANDY RIDE'S HOURS OF OPERATION / SERVICE	8	3.2	4.2	85.8
	HOW CIVIL or COURTEOUS are the OTHER RIDERS IN THE VEHICLE	4	1.6	2.1	87.9
	COMFORT LEVEL of the RIDE	11	4.3	5.8	93.7

	TYPE OF VEHICLE USED - BUS, SEDAN	2	.8	1.1	94.7
	OTHER - FIRST ANSWER	3	1.2	1.6	96.3
	OTHER - SECOND ANSWER	1	.4	.5	96.8
	WHEELCHAIR/DISABILITY ACCESS	1	.4	.5	97.4
	LOCATIONS SERVED	5	2.0	2.6	100.0
	Total	190	75.1	100.0	
Missing	DON'T KNOW (DO NOT READ)	10	4.0		
	System	53	20.9		
	Total	63	24.9		
Total		253	100.0		

Have <youthey> ever used Handy Ride for a medical trip?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	188	74.3	74.3	74.3
	No	65	25.7	25.7	100.0
	Total	253	100.0	100.0	

Have <youthey> ever waited over 90 minutes for a Handy Ride ``Will-Call-Pick-Up``?

(IF YES, ASK: "Was that once or twice, or on three or more occasions?")

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES, ON THREE OR MORE OCCASIONS	29	11.5	16.2	16.2
	YES, ONCE OR TWICE	69	27.3	38.5	54.7
	NO, NEVER HAVE	81	32.0	45.3	100.0
	Total	179	70.8	100.0	
Missing	DON'T KNOW / CAN'T RECALL (DO NOT READ)	9	3.6		
	System	65	25.7		
	Total	74	29.2		
Total		253	100.0		

NEXT TWO FREQUENCIES COMBINED INTO ONE VARIABLE IN REPORT

How long was <yourtheir> longest wait from the time of your call for a Handy Ride Will Call Pickup to arrive?

(ENTER TIME IN MINUTES)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	90	25	9.9	38.5	38.5
	92	1	.4	1.5	40.0
	95	1	.4	1.5	41.5
	99	1	.4	1.5	43.1
	100	4	1.6	6.2	49.2
	105	2	.8	3.1	52.3
	110	1	.4	1.5	53.8
	120	24	9.5	36.9	90.8
	150	1	.4	1.5	92.3
	180	4	1.6	6.2	98.5
	200	1	.4	1.5	100.0
	Total	65	25.7	100.0	
Missing	DON'T KNOW (DO NOT READ)	42	16.6		
	System	146	57.7		
	Total	188	74.3		
Total		253	100.0		

How long was <yourtheir> longest wait from the time of your call for a Handy Ride Will Call Pickup to arrive?

(ENTER TIME IN MINUTES)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.4	1.7	1.7
	10	3	1.2	5.1	6.8
	15	7	2.8	11.9	18.6
	20	4	1.6	6.8	25.4
	25	1	.4	1.7	27.1

	30	11	4.3	18.6	45.8
	35	1	.4	1.7	47.5
	40	7	2.8	11.9	59.3
	45	7	2.8	11.9	71.2
	50	1	.4	1.7	72.9
	55	1	.4	1.7	74.6
	60	8	3.2	13.6	88.1
	70	1	.4	1.7	89.8
	75	1	.4	1.7	91.5
	90	5	2.0	8.5	100.0
	Total	59	23.3	100.0	
Missing	0	1	.4		
	DON'T KNOW (DO NOT READ)	21	8.3		
	System	172	68.0		
	Total	194	76.7		
Total		253	100.0		

How long has <yourtheir> typical wait been for a ``Will-Call-Pick-Up`` to arrive?

(ENTER TIME IN MINUTES)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.4	.7	.7
	5	1	.4	.7	1.3
	6	1	.4	.7	2.0
	10	13	5.1	8.7	10.7
	15	10	4.0	6.7	17.4
	20	16	6.3	10.7	28.2
	25	3	1.2	2.0	30.2
	30	30	11.9	20.1	50.3
	35	5	2.0	3.4	53.7
	40	6	2.4	4.0	57.7
	45	16	6.3	10.7	68.5
	50	2	.8	1.3	69.8
	55	1	.4	.7	70.5
	60	16	6.3	10.7	81.2
	70	2	.8	1.3	82.6

	75	1	.4	.7	83.2
	80	1	.4	.7	83.9
	89	1	.4	.7	84.6
	90	14	5.5	9.4	94.0
	99	1	.4	.7	94.6
	100	1	.4	.7	95.3
	105	1	.4	.7	96.0
	110	1	.4	.7	96.6
	120	5	2.0	3.4	100.0
	Total	149	58.9	100.0	
Missing	0	1	.4		
	DON'T KNOW (DO NOT READ)	38	15.0		
	System	65	25.7		
	Total	104	41.1		
Total		253	100.0		

Have <youthey> waited over 30 minutes for a Handy Ride Scheduled pick-up?

(IF YES, ASK: "Has it happened only once or twice, or on three or more occasions?")

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES, ON THREE OR MORE OCCASIONS	82	32.4	33.7	33.7
	YES, ONCE OR TWICE	81	32.0	33.3	67.1
	NO, NEVER HAVE	80	31.6	32.9	100.0
	Total	243	96.0	100.0	
Missing	DON'T KNOW / CAN'T RECALL	10	4.0		
Total		253	100.0		

NEXT THREE FREQUENCIES COMBINED INTO ONE VARIABLE IN REPORT

How long was <yourtheir> longest wait for your Scheduled pick-up?

(ENTER TIME IN MINUTES)

	Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	1	2	.8	1.0	1.0
	5	6	2.4	3.1	4.1
	8	1	.4	.5	4.6
	10	6	2.4	3.1	7.7
	12	1	.4	.5	8.2
	15	7	2.8	3.6	11.7
	20	15	5.9	7.7	19.4
	25	1	.4	.5	19.9
	30	39	15.4	19.9	39.8
	35	1	.4	.5	40.3
	40	12	4.7	6.1	46.4
	45	24	9.5	12.2	58.7
	46	1	.4	.5	59.2
	50	6	2.4	3.1	62.2
	60	31	12.3	15.8	78.1
	70	3	1.2	1.5	79.6
	75	5	2.0	2.6	82.1
	80	3	1.2	1.5	83.7
	90	12	4.7	6.1	89.8
	95	1	.4	.5	90.3
	105	2	.8	1.0	91.3
	110	2	.8	1.0	92.3
	120	13	5.1	6.6	99.0
	130	1	.4	.5	99.5
	240	1	.4	.5	100.0
	Total	196	77.5	100.0	
Missing	0	1	.4		
	DON'T KNOW (DO NOT READ)	56	22.1		
	Total	57	22.5		
Total		253	100.0		

How long was <yourtheir> longest wait for your Scheduled pick-up?

(ENTER TIME IN MINUTES) Waited more than 30 minutes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	30	17	6.7	12.6	12.6
	35	1	.4	.7	13.3
	40	12	4.7	8.9	22.2
	45	24	9.5	17.8	40.0
	46	1	.4	.7	40.7

	50	6	2.4	4.4	45.2
	60	31	12.3	23.0	68.1
	70	3	1.2	2.2	70.4
	75	5	2.0	3.7	74.1
	80	3	1.2	2.2	76.3
	90	12	4.7	8.9	85.2
	95	1	.4	.7	85.9
	105	2	.8	1.5	87.4
	110	2	.8	1.5	88.9
	120	13	5.1	9.6	98.5
	130	1	.4	.7	99.3
	240	1	.4	.7	100.0
	Total	135	53.4	100.0	
Missing	DON'T KNOW (DO NOT READ)	38	15.0		
	System	80	31.6		
	Total	118	46.6		
Total		253	100.0		

How long was <yourtheir> longest wait for your Scheduled pick-up?

(ENTER TIME IN MINUTES) Not waited more than 30 minutes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	.8	3.3	3.3
	5	6	2.4	9.8	13.1
	8	1	.4	1.6	14.8
	10	6	2.4	9.8	24.6
	12	1	.4	1.6	26.2
	15	7	2.8	11.5	37.7
	20	15	5.9	24.6	62.3
	25	1	.4	1.6	63.9
	30	22	8.7	36.1	100.0
	Total	61	24.1	100.0	
Missing	0	1	.4		
	DON'T KNOW (DO NOT READ)	18	7.1		
	System	173	68.4		
	Total	192	75.9		
Total		253	100.0		

What has been the typical duration of <yourtheir> rides each way (i.e., the time you are on board a Handy Ride vehicle; not the wait time)?

(ENTER TIME IN MINUTES)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	.4	.5	.5
	5	2	.8	1.0	1.5
	10	11	4.3	5.4	6.9
	11	1	.4	.5	7.4
	12	1	.4	.5	7.9
	15	24	9.5	11.8	19.7
	20	37	14.6	18.2	37.9
	25	10	4.0	4.9	42.9
	30	43	17.0	21.2	64.0
	35	4	1.6	2.0	66.0
	40	8	3.2	3.9	70.0
	45	19	7.5	9.4	79.3
	46	1	.4	.5	79.8
	50	4	1.6	2.0	81.8
	55	1	.4	.5	82.3
	59	1	.4	.5	82.8
	60	19	7.5	9.4	92.1
	70	2	.8	1.0	93.1
	90	6	2.4	3.0	96.1
	99	1	.4	.5	96.6
	100	1	.4	.5	97.0
	120	6	2.4	3.0	100.0
	Total	203	80.2	100.0	
Missing	DON'T KNOW (DO NOT READ)	50	19.8		
Total		253	100.0		

Do <youthey> usually allow a 2-hour window between <yourtheir> requested pick-up time and the time <youthey> need to be at a particular place for an appointment?

(IF YES, ASK: "Is that always 2 hours, or sometimes?")

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES, ALWAYS 2 HOURS	68	26.9	28.0	28.0
	YES, SOMETIMES	79	31.2	32.5	60.5
	NO, USUALLY ALLOW A 1-HOUR WINDOW	87	34.4	35.8	96.3
	OTHER	9	3.6	3.7	100.0
	Total	243	96.0	100.0	
Missing	DON'T KNOW	10	4.0		
Total		253	100.0		

Have <youthey> encountered occasions where Handy Ride arrived to pick <youthem> up earlier than <youthey> anticipated?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	107	42.3	44.2	44.2
	No, never	135	53.4	55.8	100.0
	Total	242	95.7	100.0	
Missing	DON'T KNOW (DO NOT READ)	11	4.3		
Total		253	100.0		

How many times in the past year would you estimate that Handy Ride arrived earlier than <youthey> anticipated?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	32	12.6	29.9	29.9
	2	34	13.4	31.8	61.7
	3	13	5.1	12.1	73.8
	4	7	2.8	6.5	80.4
	5	5	2.0	4.7	85.0
	6	3	1.2	2.8	87.9

	7	4	1.6	3.7	91.6
	8	1	.4	.9	92.5
	10	6	2.4	5.6	98.1
	20	1	.4	.9	99.1
	50	1	.4	.9	100.0
	Total	107	42.3	100.0	
Missing	System	146	57.7		
Total		253	100.0		

How do <youthey> normally pay <yourtheir> fare?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cash	180	71.1	74.4	74.4
	Handy Ride Pass	62	24.5	25.6	100.0
	Total	242	95.7	100.0	
Missing	DK/Refused (DO NOT READ)	11	4.3		
Total		253	100.0		

Do <youthey2> occasionally ride FAX fixed-route bus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	77	30.4	33.8	33.8
	No	151	59.7	66.2	100.0
	Total	228	90.1	100.0	
Missing	DON'T KNOW	25	9.9		
Total		253	100.0		

Hostile comments, sounds, or gestures.

Have <youthey> personally experienced this frequently, a few times, or never?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	12	4.7	5.0	5.0

	A few times	32	12.6	13.4	18.5
	Never	194	76.7	81.5	100.0
	Total	238	94.1	100.0	
Missing	UNSURE	15	5.9		
Total		253	100.0		

Following or stalking.

Have <youthey> personally experienced this frequently, a few times, or never?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	6	2.4	2.4	2.4
	A few times	10	4.0	4.1	6.5
	Never	230	90.9	93.5	100.0
	Total	246	97.2	100.0	
Missing	UNSURE	7	2.8		
Total		253	100.0		

Personal property damaged or stolen.

Have <youthey> personally experienced this frequently, a few times, or never?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	4	1.6	1.6	1.6
	A few times	9	3.6	3.6	5.2
	Never	236	93.3	94.8	100.0
	Total	249	98.4	100.0	
Missing	UNSURE	4	1.6		
Total		253	100.0		

Pushing, spitting or other physical assault.

Have <youthey> personally experienced this frequently, a few times, or never?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	6	2.4	2.4	2.4
	A few times	4	1.6	1.6	4.0
	Never	237	93.7	96.0	100.0
	Total	247	97.6	100.0	
Missing	UNSURE	6	2.4		
Total		253	100.0		

Unwanted sexual language or behavior.

Have <youthey> personally experienced this frequently, a few times, or never?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	4	1.6	1.6	1.6
	A few times	12	4.7	4.9	6.5
	Never	231	91.3	93.5	100.0
	Total	247	97.6	100.0	
Missing	UNSURE	6	2.4		
Total		253	100.0		

Hostile comments, sounds, or gestures.

Have <youthey> witnessed this happening to others frequently, a few times, or never?

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	Frequently	4	1.6	1.6	1.6
	A few times	20	7.9	8.1	9.7
	Never	223	88.1	90.3	100.0
	Total	247	97.6	100.0	
Missing	UNSURE	6	2.4		
Total		253	100.0		

Following or stalking.

Have <youthey> witnessed this happening to others frequently, a few times, or never?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	3	1.2	1.2	1.2
	A few times	8	3.2	3.2	4.4
	Never	237	93.7	95.6	100.0
	Total	248	98.0	100.0	
Missing	UNSURE	5	2.0		
Total		253	100.0		

Personal property damaged or stolen.

Have <youthey> witnessed this happening to others frequently, a few times, or never?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	2	.8	.8	.8
	A few times	5	2.0	2.0	2.8
	Never	244	96.4	97.2	100.0
	Total	251	99.2	100.0	
Missing	UNSURE	2	.8		
Total		253	100.0		

Pushing, spitting or other physical assault.

Have <you> they witnessed this happening to others frequently, a few times, or never?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	3	1.2	1.2	1.2
	A few times	5	2.0	2.0	3.2
	Never	240	94.9	96.8	100.0
	Total	248	98.0	100.0	
Missing	UNSURE	5	2.0		
Total		253	100.0		

Unwanted sexual language or behavior.

Have <you> they witnessed this happening to others frequently, a few times, or never?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	4	1.6	1.6	1.6
	A few times	6	2.4	2.4	4.0
	Never	237	93.7	96.0	100.0
	Total	247	97.6	100.0	
Missing	UNSURE	6	2.4		
Total		253	100.0		

Experienced Harassment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Experienced Harassment	77	30.4	30.4	30.4
	Has Not Experienced Harassment	176	69.6	69.6	100.0
	Total	253	100.0	100.0	

Where did these incidents happen? While <youthey> were waiting for the ride or onboard?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	While waiting for your ride	28	11.1	36.4	36.4
	Onboard	31	12.3	40.3	76.6
	Both	18	7.1	23.4	100.0
	Total	77	30.4	100.0	
Missing	System	176	69.6		
Total		253	100.0		

When these incidents happened, did <youthey> officially report any of them?

(IF YES, ASK: "Who did you report them to?")

(CHOOSE ALL THAT APPLY)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not report any	55	21.7	71.4	71.4
	To FAX (in person, online, by phone, via social media, etc.)	16	6.3	20.8	92.2
	To police/law enforcement	2	.8	2.6	94.8
	To the Federal Transit Administration (FTA)	4	1.6	5.2	100.0
	Total	77	30.4	100.0	
Missing	System	176	69.6		
Total		253	100.0		

NEXT SIX FREQUENCIES COMBINED INTO ONE VARIABLE IN REPORT

When these incidents happened, were <youthey> or the victim mainly targeted because of?

(CHOOSE ALL THAT APPLY)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Age	6	2.4	9.5	9.5
	Disability	9	3.6	14.3	23.8
	Gender/gender expression	1	.4	1.6	25.4
	Language spoken	1	.4	1.6	27.0
	Obesity	1	.4	1.6	28.6
	Race or ethnicity	2	.8	3.2	31.7
	Sexual orientation	1	.4	1.6	33.3
	None of above	42	16.6	66.7	100.0
	Total	63	24.9	100.0	
Missing	UNSURE / DO NOT KNOW	14	5.5		
	System	176	69.6		
	Total	190	75.1		
Total		253	100.0		

When these incidents happened, were <youthey> or the victim mainly targeted because of?

(CHOOSE ALL THAT APPLY)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disability	5	2.0	55.6	55.6
	Gender/gender expression	1	.4	11.1	66.7
	Income	1	.4	11.1	77.8
	Language spoken	2	.8	22.2	100.0
	Total	9	3.6	100.0	
Missing	System	244	96.4		
Total		253	100.0		

When these incidents happened, were <youthey> or the victim mainly targeted because of?

(CHOOSE ALL THAT APPLY)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Gender/gender expression	2	.8	33.3	33.3
	Language spoken	1	.4	16.7	50.0
	Obesity	1	.4	16.7	66.7
	Race or ethnicity	1	.4	16.7	83.3
	Sexual orientation	1	.4	16.7	100.0
	Total	6	2.4	100.0	
Missing	System	247	97.6		
Total		253	100.0		

When these incidents happened, were <youthey> or the victim mainly targeted because of?

(CHOOSE ALL THAT APPLY)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Income	1	.4	25.0	25.0
	Language spoken	1	.4	25.0	50.0
	Race or ethnicity	2	.8	50.0	100.0
	Total	4	1.6	100.0	
Missing	System	249	98.4		
Total		253	100.0		

When these incidents happened, were <youthey> or the victim mainly targeted because of?

(CHOOSE ALL THAT APPLY)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Race or ethnicity	1	.4	50.0	50.0
	Religion	1	.4	50.0	100.0
	Total	2	.8	100.0	
Missing	System	251	99.2		
Total		253	100.0		

When these incidents happened, were <youthey> or the victim mainly targeted because of?

(CHOOSE ALL THAT APPLY)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sexual orientation	1	.4	100.0	100.0
Missing	System	252	99.6		
Total		253	100.0		

NEXT FOUR FREQUENCIES COMBINED INTO ONE VARIABLE IN REPORT

Which of the following safety precautions, if any, do <youthey> take when using FAX to avoid being harassed?

(CHOOSE ALL THAT APPLY)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Don't ride at night	84	33.2	33.2	33.2
	Avoid certain destinations	9	3.6	3.6	36.8
	Don't ride alone	17	6.7	6.7	43.5
	Carry self -defense spray or other self- protection device	17	6.7	6.7	50.2
	I do not take any safety precautions	126	49.8	49.8	100.0
Total		253	100.0	100.0	

Which of the following safety precautions, if any, do <youthey> take when using FAX to avoid being harassed?

(CHOOSE ALL THAT APPLY)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Don't ride at night	1	.4	3.0	3.0
	Avoid certain destinations	19	7.5	57.6	60.6
	Don't ride alone	10	4.0	30.3	90.9

	Carry self -defense spray or other self- protection device	3	1.2	9.1	100.0
	Total	33	13.0	100.0	
Missing	System	220	87.0		
Total		253	100.0		

Which of the following safety precautions, if any, do <youthey> take when using FAX to avoid being harassed?

(CHOOSE ALL THAT APPLY)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Don't ride alone	4	1.6	57.1	57.1
	Carry self -defense spray or other self- protection device	3	1.2	42.9	100.0
	Total	7	2.8	100.0	
Missing	System	246	97.2		
Total		253	100.0		

Which of the following safety precautions, if any, do <youthey> take when using FAX to avoid being harassed?

(CHOOSE ALL THAT APPLY)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Carry self -defense spray or other self- protection device	3	1.2	100.0	100.0
Missing	System	250	98.8		
Total		253	100.0		

When <youthey> use Handy Ride, on a scale of 1 to 5 where 1 is Always and 5 is Never, how often do <youthey> feel safe from harassment, including physical harm, abusive language and/or sexual misconduct **on board Handy Ride vehicles?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1- Always	186	73.5	73.5	73.5
	2	12	4.7	4.7	78.3
	3	4	1.6	1.6	79.8
	4	5	2.0	2.0	81.8
	5-Never	46	18.2	18.2	100.0
	Total	253	100.0	100.0	

When <youthey> use Handy Ride, on a scale of 1 to 5 where 1 is Always and 5 is Never, how often do <youthey> feel safe from harassment, including physical harm, abusive language and/or sexual misconduct **at Handy Ride pick-up locations?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1- Always	183	72.3	72.3	72.3
	2	20	7.9	7.9	80.2
	3	7	2.8	2.8	83.0
	4	3	1.2	1.2	84.2
	5-Never	40	15.8	15.8	100.0
	Total	253	100.0	100.0	

To ensure that we are talking to a wide variety of Handy Ride customers, we would like to ask a few more questions.

First, are <youthey> active-duty U.S. Military, Reservist or a U.S. Veteran?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, active duty military	1	.4	.4	.4
	Yes, reservist	1	.4	.4	.8
	Yes, veteran	18	7.1	7.3	8.1
	No	228	90.1	91.9	100.0

	Total	248	98.0	100.0	
Missing	UNSURE	5	2.0		
Total		253	100.0		

What is <yourtheir> work status?

(READ ANSWER CHOICES)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Employed Full-Time	13	5.1	5.3	5.3
	Employed Part-Time	13	5.1	5.3	10.5
	Self-Employed	1	.4	.4	10.9
	Student and Employed	1	.4	.4	11.3
	Student and Not Employed	8	3.2	3.2	14.6
	Homemaker	3	1.2	1.2	15.8
	Retired	78	30.8	31.6	47.4
	Unemployed	17	6.7	6.9	54.3
	Disabled and Unable to Work	113	44.7	45.7	100.0
	Total	247	97.6	100.0	
Missing	Refused (DO NOT READ)	2	.8		
	UNSURE	4	1.6		
	Total	6	2.4		
Total		253	100.0		

What is the last grade in school <youthey> have completed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 8th Grade Education	17	6.7	7.0	7.0
	Some High School	15	5.9	6.2	13.2
	High School Graduate	101	39.9	41.7	55.0
	Vocational/Technical School	29	11.5	12.0	66.9
	College Graduate	56	22.1	23.1	90.1
	Post-Graduate Education	24	9.5	9.9	100.0
	Total	242	95.7	100.0	
Missing	DK/Refused (DO NOT READ)	11	4.3		

Total	253	100.0		
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Which of the following most closely describes <yourtheir> ethnic background?

(READ ANSWER CHOICES)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hispanic	80	31.6	32.8	32.8
	White/Caucasian	91	36.0	37.3	70.1
	African American/Black	37	14.6	15.2	85.2
	Asian/Southeast Asian	9	3.6	3.7	88.9
	American Indian	3	1.2	1.2	90.2
	Pacific Islander	4	1.6	1.6	91.8
	Middle Easterner	2	.8	.8	92.6
	Mixed Ethnicities	8	3.2	3.3	95.9
	Other	10	4.0	4.1	100.0
	Total	244	96.4	100.0	
Missing	DK/Refused (DO NOT READ)	9	3.6		
Total		253	100.0		

Are <youthey>....?

(READ ANSWER CHOICES)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hmong (MONG)	4	1.6	44.4	44.4
	Filipino	2	.8	22.2	66.7
	Chinese other than Hmong	2	.8	22.2	88.9
	Other	1	.4	11.1	100.0
	Total	9	3.6	100.0	
Missing	System	244	96.4		
Total		253	100.0		

Are <youthey>...

(READ ANSWER CHOICES)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hispanic and White	1	.4	12.5	12.5
	Hispanic and Black	1	.4	12.5	25.0
	White and Black	1	.4	12.5	37.5
	White and Asian	1	.4	12.5	50.0
	Other mixed	4	1.6	50.0	100.0
	Total	8	3.2	100.0	
Missing	System	245	96.8		
Total		253	100.0		

And are <youthey>...

(READ ANSWER CHOICES)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	87	34.4	34.8	34.8
	Female	160	63.2	64.0	98.8
	Non-Binary	1	.4	.4	99.2
	Other	2	.8	.8	100.0
	Total	250	98.8	100.0	
Missing	DK/Refused (Do Not Read)	3	1.2		
Total		253	100.0		

What year were <youthey> born?

(ENTER A 4-DIGIT YEAR)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1926	1	.4	.4	.4
	1927	2	.8	.8	1.2
	1932	1	.4	.4	1.6
	1933	1	.4	.4	2.0
	1935	3	1.2	1.2	3.2
	1936	1	.4	.4	3.6
	1937	4	1.6	1.6	5.2
	1938	3	1.2	1.2	6.4
	1939	2	.8	.8	7.2
	1940	2	.8	.8	8.0
	1941	2	.8	.8	8.8
	1942	2	.8	.8	9.6
	1943	1	.4	.4	10.0
	1944	5	2.0	2.0	12.0
	1945	3	1.2	1.2	13.2
	1946	4	1.6	1.6	14.8
	1947	6	2.4	2.4	17.2
	1948	8	3.2	3.2	20.4
	1949	3	1.2	1.2	21.6
	1950	11	4.3	4.4	26.0
	1951	11	4.3	4.4	30.4
	1952	8	3.2	3.2	33.6
	1953	5	2.0	2.0	35.6
	1954	10	4.0	4.0	39.6
	1955	6	2.4	2.4	42.0
	1956	4	1.6	1.6	43.6
	1957	2	.8	.8	44.4
	1958	1	.4	.4	44.8
	1959	7	2.8	2.8	47.6
	1960	8	3.2	3.2	50.8
	1961	5	2.0	2.0	52.8
	1962	8	3.2	3.2	56.0
	1963	4	1.6	1.6	57.6
	1964	5	2.0	2.0	59.6
	1965	7	2.8	2.8	62.4
	1966	3	1.2	1.2	63.6
	1967	7	2.8	2.8	66.4
	1968	5	2.0	2.0	68.4

	1969	4	1.6	1.6	70.0
	1971	2	.8	.8	70.8
	1972	2	.8	.8	71.6
	1973	3	1.2	1.2	72.8
	1974	2	.8	.8	73.6
	1975	1	.4	.4	74.0
	1977	2	.8	.8	74.8
	1978	4	1.6	1.6	76.4
	1979	2	.8	.8	77.2
	1980	1	.4	.4	77.6
	1981	3	1.2	1.2	78.8
	1982	3	1.2	1.2	80.0
	1983	3	1.2	1.2	81.2
	1984	3	1.2	1.2	82.4
	1985	2	.8	.8	83.2
	1986	1	.4	.4	83.6
	1987	2	.8	.8	84.4
	1988	1	.4	.4	84.8
	1989	4	1.6	1.6	86.4
	1990	3	1.2	1.2	87.6
	1991	1	.4	.4	88.0
	1992	3	1.2	1.2	89.2
	1995	4	1.6	1.6	90.8
	1996	1	.4	.4	91.2
	1997	1	.4	.4	91.6
	1998	3	1.2	1.2	92.8
	1999	3	1.2	1.2	94.0
	2000	1	.4	.4	94.4
	2001	3	1.2	1.2	95.6
	2002	3	1.2	1.2	96.8
	2003	4	1.6	1.6	98.4
	2004	1	.4	.4	98.8
	2005	1	.4	.4	99.2
	2006	2	.8	.8	100.0
	Total	250	98.8	100.0	
Missing	DON'T KNOW/REFUSED	3	1.2		
Total		253	100.0		

Recoded Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 35	34	13.4	13.6	13.6
	35-54	41	16.2	16.4	30.0
	55-74	121	47.8	48.4	78.4
	75 and older	54	21.3	21.6	100.0
	Total	250	98.8	100.0	
Missing	System	3	1.2		
Total		253	100.0		

Which of the following categories best describes <yourtheir> total household income in 2023, before taxes?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$10,000 per year	53	20.9	28.5	28.5
	\$10,000 to \$19,999 per year	59	23.3	31.7	60.2
	\$20,000 to \$29,999 per year	34	13.4	18.3	78.5
	\$30,000 to \$39,999 per year	19	7.5	10.2	88.7
	\$40,000 to \$49,999 per year	5	2.0	2.7	91.4
	\$50,000 to \$74,999 per year	8	3.2	4.3	95.7
	\$75,000 to \$99,999 per year	5	2.0	2.7	98.4
	\$100,000 or more per year	3	1.2	1.6	100.0
	Total	186	73.5	100.0	
Missing	Do not know/Refused (Do Not Read)	67	26.5		
Total		253	100.0		

What is the zipcode of <yourtheir> primary residence?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	93612	1	.4	.5	.5
	93619	1	.4	.5	.9
	93650	1	.4	.5	1.4
	93701	5	2.0	2.3	3.6
	93702	24	9.5	10.9	14.5
	93703	9	3.6	4.1	18.6

	93704	6	2.4	2.7	21.3
	93705	17	6.7	7.7	29.0
	93706	12	4.7	5.4	34.4
	93710	15	5.9	6.8	41.2
	93711	14	5.5	6.3	47.5
	93716	1	.4	.5	48.0
	93720	10	4.0	4.5	52.5
	93721	7	2.8	3.2	55.7
	93722	25	9.9	11.3	67.0
	93723	2	.8	.9	67.9
	93725	9	3.6	4.1	71.9
	93726	19	7.5	8.6	80.5
	93727	35	13.8	15.8	96.4
	93728	4	1.6	1.8	98.2
	93730	4	1.6	1.8	100.0
	Total	221	87.4	100.0	
Missing	DON'T KNOW/REFUSED	32	12.6		
Total		253	100.0		

Do <youthey> consider <yourself> to be limited in the English language?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	60	23.7	24.6	24.6
	No	184	72.7	75.4	100.0
	Total	244	96.4	100.0	
Missing	DON'T KNOW/REFUSED	9	3.6		
Total		253	100.0		

What is the primary language spoken in <yourtheir> home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	214	84.6	86.3	86.3
	Spanish or Spanish Creole	22	8.7	8.9	95.2
	Hmong	2	.8	.8	96.0
	Punjabi	1	.4	.4	96.4
	Arabic	1	.4	.4	96.8
	Vietnamese	1	.4	.4	97.2

	Armenian	3	1.2	1.2	98.4
	Tagalog	1	.4	.4	98.8
	Other	3	1.2	1.2	100.0
	Total	248	98.0	100.0	
Missing	UNSURE	5	2.0		
Total		253	100.0		

Open-Ended Responses

Other Common Purpose

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	244	96.4	96.4	96.4
2 one way trips during whole time	1	.4	.4	96.8
adult program	1	.4	.4	97.2
All the above	1	.4	.4	97.6
cbas program	1	.4	.4	98.0
Gym	2	.8	.8	98.8
Social Vocational Service	1	.4	.4	99.2
the lift	1	.4	.4	99.6
volunteer	1	.4	.4	100.0
Total	253	100.0	100.0	

Why have <you> not used Handy Ride during the past three months?

(PROBE FOR DETAILS IF THE RESPONDENT SAYS, "JUST HAVEN'T NEEDED IT" OR SOMETHING SIMILAR)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	221	87.4	87.4	87.4
Because I don't really have any appointments to go to right now.	1	.4	.4	87.7
Because I graduated a few months ago	1	.4	.4	88.1
Because it's not what I expected when I needed it.	1	.4	.4	88.5
Bed & wheelchair bound	1	.4	.4	88.9
Been in the hospital in therapy	1	.4	.4	89.3

Caregiver, which also happens to be her relative uses her own car now to take her.	1	.4	.4	89.7
Covid and other health issues	1	.4	.4	90.1
Don't go to school anymore	1	.4	.4	90.5
Generally, because I have no appointments or procedures, and my care worker sometimes takes me to palaces as well.	1	.4	.4	90.9
Handy ride was late all the time, sometimes they didn't show up and they said they never received the requests	1	.4	.4	91.3
Have been confined to bed, applying for full Social Security Disability	1	.4	.4	91.7
I am living with someone that can take me close to where I need to go I don't think you go to where the doctor is, my doctor is in Clovis	1	.4	.4	92.1
I have a caregiver drives me to and from appts	1	.4	.4	92.5
I have been afraid to use Handy Ride because I don't know if they are going to answer or not to pick me up. The only time I used Handy Ride for an appointment they told me to call them when my appointment was over, I did, but they line was always busy and	1	.4	.4	92.9
I have been going to doctors appointments and they provide rides	1	.4	.4	93.3
I only use it when I need to get to something that's important or early in the morning	1	.4	.4	93.7

I've been getting sick and am unable to walk more	1	.4	.4	94.1
Medical reasons	1	.4	.4	94.5
My daughter has been taking me	1	.4	.4	94.9
My provider has had a car and provider prefers they use the city bus.	1	.4	.4	95.3
No longer need appointment	1	.4	.4	95.7
No more school or any other appointments at this time	1	.4	.4	96.0
Not reliable and I don't want to be late for my appointments	1	.4	.4	96.4
Not sure	1	.4	.4	96.8
Shirley passed away last year, but she always used handy ride for her Dr appointments.	1	.4	.4	97.2
Sometimes I'm not in good health.	1	.4	.4	97.6
The Dr that I have gave me some help and rides	1	.4	.4	98.0
The rides took too long. We missed an appointment because the bus was 45 minutes late picking us up	1	.4	.4	98.4
They always pick me up late; I have to take Lyft	1	.4	.4	98.8
They use the Clovis roundup	1	.4	.4	99.2
Was out of the country in Canada	1	.4	.4	99.6
When I on vacation from college and I don't use the bus during summer time	1	.4	.4	100.0
Total	253	100.0	100.0	

Why are <youthey> not planning to use Handy Ride more than you do now?

(PROBE FOR SPECIFICS AND ENTER RESPONSE. IF UNSURE, ASK: Are you sure nothing comes to mind?)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	159	62.8	62.8	62.8
Appointments or needs for shopping like deodorant, food, shampoo, water bottle etc.	1	.4	.4	63.2
Bank once a month, medical varies, about the same; don't have the need for it	1	.4	.4	63.6
Because Handy Ride is not dependable on getting me to my appointments on time	1	.4	.4	64.0
Because I don't need to go anywhere else, when I need to go somewhere, I use it.	1	.4	.4	64.4
Because I go to the office twice a week for work and that's usually the only time I take Handy Ride.	1	.4	.4	64.8
Because I have other people taking me to work	1	.4	.4	65.2
Because I have to get up so early to make a 9 o clock doctor's appointment, and then I have an hour or two hour wait after my appointment. I am disabled and in deteriorating health and should not have to sit out in the weather to accommodate them and their	1	.4	.4	65.6
Because I only use when I have appointments	1	.4	.4	66.0
Because it is such a hassle to use Handy Ride. You have to call them two days in advance to schedule a ride. If you call them the minute they open up they give you at least in 90 minutes window for every trip you make even if it is what they call it will	1	.4	.4	66.4

Because she goes to a program and the program takes her	1	.4	.4	66.8
Because sometimes I have other transportation from friends and family	1	.4	.4	67.2
Because they are late all the time and don't plan the routes properly.	1	.4	.4	67.6
Because we don't have more activities.	1	.4	.4	68.0
Cause he's in school, he's a kid.	1	.4	.4	68.4
Change in transportation; I have a driver's permit to start driving sometime soon.	1	.4	.4	68.8
Changing volunteer jobs	1	.4	.4	69.2
Claro q si voy a seguir usandolo	1	.4	.4	69.6
Currently have only four appointments scheduled.	1	.4	.4	70.0
Depends if a friend can help with taking me	1	.4	.4	70.4
Depends on my doctor appointments, I'm 98 the less appointments is better for me.	1	.4	.4	70.8
Depends upon my health	1	.4	.4	71.1
For work	1	.4	.4	71.5
Handy Ride is ALWAYS late for her Dr's appointments. And has to reschedule because they refuse to see her because she is more than 15 minutes late. also, besides that the caregiver which is I, use my own car to take her now.	1	.4	.4	71.9

Has other transportation accommodations, pick up time on handy ride half hour to an hour with dropping people off and might not get home for several hours	1	.4	.4	72.3
Have auto now	1	.4	.4	72.7
He doesn't have a place to go	1	.4	.4	73.1
He uses the Clovis bus because of us living in Clovis not in Fresno. We assume the handy ride is a Fresno bus.	1	.4	.4	73.5
He'd rather catch the city bus then use handy ride to where he wants to go	1	.4	.4	73.9
I am a paraplegic; I had a fall and put in emergency; transferred to rehab; don't know how long will be here; have covid	1	.4	.4	74.3
I am currently confined to bed at home, not able to travel currently. Nothing is wrong with my experience with Handy Ride	1	.4	.4	74.7
I don't have a lot of appts coming up	1	.4	.4	75.1
I don't need to	1	.4	.4	75.5
I don't know	1	.4	.4	75.9
I go to Dialysis M-W & F then Tues & Thurs are Dr Appointments. I rely on Handy Ride because I am wheelchair dependent. I am mostly out of the house five days a week.	1	.4	.4	76.3
I got a wheelchair, and will ride the Fax bus more	1	.4	.4	76.7
I have an appointment in November, nothing other than that; they haven't given me more appointments.	1	.4	.4	77.1

I have my own vehicle and a person that drives me to these places	1	.4	.4	77.5
I have other means of transportation	1	.4	.4	77.9
I just catch the bus and it can be quicker sometimes	1	.4	.4	78.3
I only depend on handy ride to get me from work to home	1	.4	.4	78.7
I only go to church and to doctor appointments.	1	.4	.4	79.1
I only have to depend on handy ride for dialyses and than I have to be there on time.	1	.4	.4	79.4
I only ride handy ride every two months to get my hair done.	1	.4	.4	79.8
I only use it to go the doctor and shopping	1	.4	.4	80.2
I ready used HR for all may needs	1	.4	.4	80.6
I use another transportation service that is more reliable. Drivers and dispatchers are not too friendly.	1	.4	.4	81.0
I use handy ride to get to and from dr appt, lab and xrays. I don't go places very much. Once in a while my daughter takes me, but she works so it doesn't happen often.in the next two months I only have 4 or five appts	1	.4	.4	81.4

I use it to and from grocery store once or twice a month. My insurance provides free Uber rides to and from my appointments. Sometimes I just don't have the money. It's not a lot but on a fixed income towards the end of the month I just don't have I	1	.4	.4	81.8
I use it to go to food bank and when needed for medical trips	1	.4	.4	82.2
I use it when I need to go somewhere, like to the doctor; I just take it when I need it.	1	.4	.4	82.6
I use to get to where I need to go	1	.4	.4	83.0
I used this service back in 2022 when I broke my arm. Haven't had to use it since being able to drive my car.	1	.4	.4	83.4
I'm able to drive my vehicle nowadays. I will keep my ADA ID for times when I need to transport on FAX Handy-ride bus.	1	.4	.4	83.8
If I can utilize a more reliable and efficient means of transportation I will do that. I will only use Handi ride as a last resort, or as a more affordable transportation compared to taking Lyft or Uber.	1	.4	.4	84.2
If I need it I use it	1	.4	.4	84.6
Inconvenient	1	.4	.4	85.0
It depends on a medical issue if I need to ride it or not. I haven't had much going on lately.	1	.4	.4	85.4
It is going to be the same amount of trips.	1	.4	.4	85.8

It takes too long to pick you up on time; getting me there on time	1	.4	.4	86.2
It would ease my anxiety if there was an app that shows when your bus driver is arriving or departing. I have autism and not knowing how many passengers there are or where their drop-offs are leaves me uneasy. The unknown of all that makes me nervous.	1	.4	.4	86.6
It's unreliable	1	.4	.4	87.0
Like I said, it's not what I expected to be.	1	.4	.4	87.4
Limited money	1	.4	.4	87.7
Mas convenience usar el carro para citas de doctor y viajes a la tienda porque regularmente vamos toda la familia	1	.4	.4	88.1
Might be more because my schedule is set	1	.4	.4	88.5
My doctor's appointments stay pretty much the same, and that's primarily why I use handy ride.	1	.4	.4	88.9
Needs care giver to be with me	1	.4	.4	89.3
No appointments at this time	1	.4	.4	89.7
No future plans	1	.4	.4	90.1
No lifestyle changes planned.	1	.4	.4	90.5
No longer need Dr appointments in Fresno	1	.4	.4	90.9
No need	1	.4	.4	91.3
No need.	1	.4	.4	91.7
Not convenient or comfortable	1	.4	.4	92.1
Not reliable	1	.4	.4	92.5
Not very reliable, I got stranded once.	1	.4	.4	92.9

Overcoming illness.	1	.4	.4	93.3
Prone to the cold and I don't go out as much.	1	.4	.4	93.7
Same appointment for dialysis	1	.4	.4	94.1
Same schedule	1	.4	.4	94.5
Shirley passed away.	1	.4	.4	94.9
Some drivers have attitudes and they need to come on time when you call to make reservations	1	.4	.4	95.3
Sometimes his father brings him or his sister brings him over	1	.4	.4	95.7
Sometimes my daughter takes me downtown; she works on Saturdays	1	.4	.4	96.0
Started a new program and will have access to another service	1	.4	.4	96.4
The weather is still on the hot side and I don't like to go out in the heat	1	.4	.4	96.8
They always late; cost me \$25 to pay to reschedule	1	.4	.4	97.2
They are unreliable	1	.4	.4	97.6
Traveling anywhere is difficult for me these days. I try to limit my need to travel.	1	.4	.4	98.0
Unsure	1	.4	.4	98.4
Use as need each week-some more needs to ride.	1	.4	.4	98.8
Was annoyed by driver	1	.4	.4	99.2
When I call for Handy Ride, I have to call 2 days in advance.	1	.4	.4	99.6

Would like to except the time it takes for pickup and return takes a long time. Also it would be more convenient to schedule these ahead instead of waiting two days before an appointment to schedule it.	1	.4	.4	100.0
Total	253	100.0	100.0	

Other factors impacting level of satisfaction--first mention

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	252	99.6	99.6	99.6
Small carry on pets should be allowed.	1	.4	.4	100.0
Total	253	100.0	100.0	

Other factors impacting level of satisfaction--second mention

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	250	98.8	98.8	98.8
How the routes are planned and whether or not they are efficient.	1	.4	.4	99.2
The fact that transportation is offered	1	.4	.4	99.6
They let me take someone else along	1	.4	.4	100.0
Total	253	100.0	100.0	

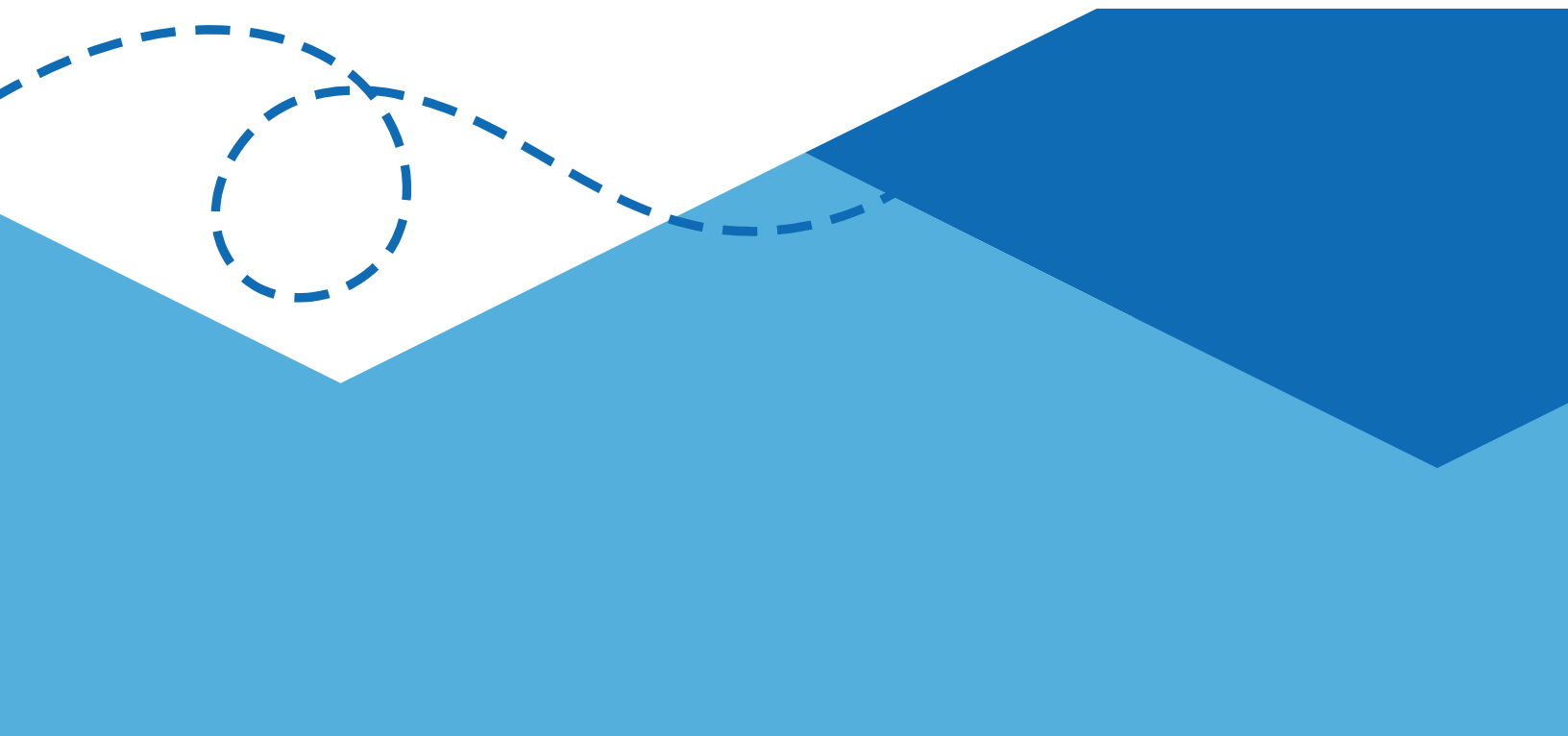
Other response to 2-hour window question (Q17)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	241	95.3	95.3	95.3
Allows for 90 minutes	1	.4	.4	95.7
Depends on the person who schedules my pickup .	1	.4	.4	96.0

Four hour window	1	.4	.4	96.4
I don't use it appointment	1	.4	.4	96.8
I tell them when I need to be there and they suggest what they have available. Last two times I was 1 hour earlier at the destination than needed.	1	.4	.4	97.2
If think 30min	1	.4	.4	97.6
Never go to appointments	1	.4	.4	98.0
Not really	1	.4	.4	98.4
Not sure	2	.8	.8	99.2
The windows are very confusing to me still	1	.4	.4	99.6
They do not allow me to make that judgement	1	.4	.4	100.0
Total	253	100.0	100.0	

APPENDIX J

2024 Customer Satisfaction **Survey Instruments**



APPENDIX J: 2024 CUSTOMER SATISFACTION SURVEY INSTRUMENTS

Exhibit J.1 contains images of the six pages of the 2024 FAX fixed-route customer survey instrument in English.

Exhibit J.2 contains images of the eight pages of the 2024 FAX fixed-route customer survey instrument in Spanish.

Exhibit J.3 contains images of the eleven pages of the 2024 Handy Ride customer survey instrument in English.

Exhibit J.4 contains images of the ten pages of the 2024 Handy Ride customer survey instrument in Spanish.

FAX 2024 PASSENGER SATISFACTION SURVEY—ON-BOARD

TRAVEL CHARACTERISTICS

Q1. What is the bus route number that you are on? _____ (Can be completed by surveyor or passenger)

Q2. What day of the week is it that you are riding this bus? (Can be completed by surveyor or passenger)

1. Monday
2. Tuesday
3. Wednesday
4. Thursday
5. Friday
6. Saturday
7. Sunday

Q3. What time did you board this bus today? (Can be completed by surveyor or passenger)

1. _____ Before 9am
2. _____ Between 9am and 11:59am
3. _____ Between Noon and 2:59pm
4. _____ Between 3pm and 7:00pm
5. _____ After 7pm

Q4. 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—ENTER 0, IF NONE)

Q5. What is the purpose of this FAX bus trip? (CHECK ONLY ONE)

- | | |
|--|---|
| 1. _____ College | 7. _____ Medical/Dental |
| 2. _____ High/Middle/Elementary School | 8. _____ Jury Duty |
| 3. _____ Work/Business | 9. _____ Religious Service or Meeting-
Church/Temple/Mosque/Synagogu |
| 4. _____ Shopping | 10. _____ Volunteer Work |
| 5. _____ Errands/Personal | 11. _____ Other |
| 6. _____ Recreational/Social | |

Q6. How many months or years have you been a FAX bus rider?

____years ____months

Q7. Do you have access to a car or other motor vehicle to make the same kinds of trips that you make by FAX?

1. _____ Yes 2. _____ No [IF NO, GO TO Q8)

Q7a. (ANSWER IF Q7 = YES) Which is the main reason you ride FAX instead of using that vehicle for your trips? The bus is...

1. _____ Less expensive than driving
2. _____ Easier and/or more relaxing than driving
3. _____ Good for the environment
4. _____ None of the above

SATISFACTION

Q8 (1 through 19). Please indicate your satisfaction or dissatisfaction with each of the FAX bus features listed below by checking a box for each feature.

**RANK YOUR SATISFACTION WITH EACH BUS FEATURE ON A SCALE OF 1-to-6
CHECK ONLY ONE COLUMN FOR EACH BUS FEATURE**

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. Cleanliness of bus stops and transfer stations						
6. Typical FAX bus drivers' courtesy						
7. Typical FAX bus drivers' helpfulness						
8. Typical FAX bus drivers' driving skills						
9. Typical FAX bus drivers' safety awareness						
10. Overall comfort of bus rides						
11. Availability of route/ schedule information						
12. Bus hours of operation on weekdays						
13. Bus hours of operation on weekends						
14. Closeness of bus stops to home						
15. Closeness of bus stops to destination						
16. Accessibility for people with disabilities on FAX buses						
17. Quality of audio and visual announcements on FAX buses						
18. Value provided by FAX for the price paid						
19. Overall service provided by FAX						

Q8a-c.

Q8a Please write the number of the bus service feature listed in Q8 that you consider to be **MOST IMPORTANT** to you
_____. **Please include only features "1" through "18" above in your response.**

Q8b. Please write the number of the bus service feature listed in Q8 that you consider to be **SECOND MOST IMPORTANT**
_____. **Please include only features "1" through "18" above in your response.**

Q8c. What do you consider to be the least important bus feature listed in Q8?
_____. **Please include only features "1" through "18" above in your response.**

HARASSMENT

Q9. The following questions ask about your experiences using the FA bus system during the past year. Think about all parts of a transit trip, both onboard and while waiting at stops.

	Part A: happened to me	Part A: happened to me	Part A: happened to me	Part B: I saw or heard ... happen to someone else	Part B: I saw or heard ... happen to someone else	Part B: I saw or heard ... happen to someone else
	Frequently	A few times	Never	Frequently	A few times	Never
1. Hostile comments, sounds, or gestures						
2. Following or stalking						
3. Personal property damaged or stolen						
4. Pushing, spitting or other physical assault						
5. Unwanted sexual language or behavior						

QUESTIONS 10 THROUGH 12 CAN BE SKIPPED IF RESPONDENT DOESN'T REPORT ANY HARASSMENT

10. Where did these incidents happen?

- 1. ☐ At Bus Stops or Stations
- 2. ☐ Onboard
- 3. ☐ Both

11. When these incidents happened, did you officially report any of them? (check all that apply)

- 1. ☐ Did not report any
- 2. ☐ To FAX (in person, online, by phone, via social media, etc.)
- 3. ☐ To police/law enforcement
- 4. ☐ To the Federal Transit Administration (FTA)

12. When these incidents happened, were you or the victim mainly targeted because of...? (check all that apply)

- 1. ☐ Age
- 2. ☐ Disability
- 3. ☐ Gender/gender expression
- 4. ☐ Income
- 5. ☐ Language spoken
- 6. ☐ Obesity
- 7. ☐ Race or ethnicity
- 8. ☐ Religion

9. ___ Sexual orientation
10. ___ None of the above/Do Not Know

13. Which of the following safety precautions, if any, do you take when using FAX to avoid being harassed? (check all that apply)

1. ___ Don't ride at night
2. ___ Avoid certain routes
3. ___ Don't ride alone
4. ___ Carry self -defense spray or other self-protection device
5. ___ I do not take any safety precautions when using FAX

14. When you use the FAX bus system, how often do you feel safe from harassment, including physical harm, abusive language and/or sexual misconduct....?

14a.on board FAX buses

☐ Always ☐ ☐ ☐ ☐ Never

14b.at the bus stops

☐ Always ☐ ☐ ☐ ☐ Never

DEMOGRAPHICS

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

1. ___ Yes, Active Military
2. ___ Yes, Reservist
3. ___ Yes, Veteran
4. ___ 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. 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 (GO TO Eth-4a)
5. ☐ American Indian
6. ☐ Pacific Islander
7. ☐ Middle Easterner
8. ☐ Mixed Ethnicities (Go to Eth 8a)
9. ☐ Other

ETH 4a (If 4 checked above)

Are you....?

1. ☐ Hmong
2. ☐ Asian Indian
3. ☐ Indic other than from India
4. ☐ Southeast Asian other than Hmong
5. ☐ Filipino
6. ☐ Chinese other than Hmong
7. ☐ Japanese
8. ☐ Korean
9. ☐ Other

ETH 8a (If 8 checked above)

Are you...?

1. ☐ Hispanic and White
2. ☐ Hispanic and Black
3. ☐ Hispanic and Asian
4. ☐ White and Black
5. ☐ White and Asian
6. ☐ Other Mixed

GENDER.

1. ☐ Male
2. ☐ Female
3. ☐ Non-Binary
4. ☐ Transgender
5. ☐ Other

AGE. What year were you born? _____

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/Refused

ZIP CODE OF PRIMARY RESIDENCE _____

LEP:

Do you or do you not consider yourself to be limited in the English language?

1. Yes, I consider myself to be limited in my use of English
2. No, I do not consider myself to be limited in my use of English
3. Don't Know/refused

LANGUAGE 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 |
| 7. ☐ Mon-Khmer, Cambodian | |

FAX 2024 PASSENGER SATISFACTION SURVEY—ON-BOARD

TRAVEL CHARACTERISTICS

P1. ¿En qué número de ruta de autobús está? _____ (Can be completed by surveyor or passenger)

P2. ¿Qué día de la semana aborda este autobús? (Can be completed by surveyor or passenger)

1. Lunes
2. Martes
3. Miércoles
4. Jueves
5. Viernes
6. Sábado
7. Domingo

P3. ¿A qué hora abordó este autobús hoy? (Can be completed by surveyor or passenger)

1. _____ Antes de las 9am
2. _____ Entre las 9am y las 11:59am
3. _____ Entre mediodía y las 2:59pm
4. _____ Entre las 3pm y las 7:00pm
5. _____ Después de las 7pm

P4. ¿Cuántos viajes de ida en FAX hace en una semana típica?

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

_____ (NUMBER OF WEEKLY TRIPS—ENTER 0, IF NONE)

P5. ¿Cuál es el propósito de este viaje de autobús FAX? (CHECK ONLY ONE)

- | | |
|--|--|
| 1. ____ Universidad | 7. ____ Médico/Dental |
| 2. ____ Escuela Primaria/Secundaria/Preparatoria | 8. ____ Servicio de Jurado |
| 3. ____ Trabajo/Negocios | 9. ____ Servicio o Reunión Religiosa -
Iglesia/Templo/Mezquita/Sinagoga |
| 4. ____ Compras | 10. ____ Trabajo Voluntario |
| 5. ____ Mandados/Personal | 11. ____ Otro |
| 6. ____ Recreativo/Social | |

P6. ¿Cuántos meses o años ha sido pasajero de autobuses FAX?

____ años ____ meses

P7. ¿Tiene acceso a un auto u otro vehículo motorizado para hacer la misma clase de viajes que hace por FAX?

1. ____ Sí 2. ____ No [IF NO, GO TO Q8)

P7a. (ANSWER IF Q7 = YES) ¿Cuál es la principal razón por la que usa FAX en vez de utilizar ese vehículo para sus viajes? El autobús es...

1. ____ Menos costoso que conducir
2. ____ Es más fácil y/o más relajante que conducir
3. ____ Bueno para el ambiente
4. ____ Nada de lo anterior

SATISFACCIÓN

P8 (1 through 19). Por favor indique su satisfacción o insatisfacción con cada una de las características de los autobuses FAX enumeradas debajo al marcar una casilla para cada característica.

Característica del autobús	CALIFIQUE SU SATISFACCIÓN CON CADA CARACTERÍSTICA DEL AUTOBÚS EN UNA ESCALA DEL 1 AL 6 MARQUE SOLO UNA COLUMNA PARA CADA CARACTERÍSTICA DEL AUTOBÚS					
	1 = Muy satisfecho	2 = Satisfecho	3 = Ligeramente satisfecho	4 = Ligeramente insatisfecho	5 = Insatisfecho	6 = Muy insatisfecho
1. Desempeño a tiempo						
2. Frecuencia de autobuses						
3. Tiempo que toma completar el viaje						
4. Limpieza dentro de los autobuses						
5. Limpieza de las paradas de autobús y estaciones de transferencia						
6. Cortesía típica de los conductores de autobuses FAX						
7. Amabilidad típica de los conductores de autobuses FAX						
8. Habilidades de manejo típicas de los conductores de autobuses FAX						
9. Conciencia de seguridad típica de los conductores de autobuses FAX						
10. Comodidad general de los viajes de autobús						

11. Disponibilidad de información de ruta/horario						
12. Horarios de operación de autobuses entre semana						
13. Horarios de operación de autobuses en fines de semana						
14. Cercanía de paradas de autobús a casa						
15. Cercanía de paradas de autobús a destino						
16. Accesibilidad para personas con discapacidades en autobuses FAX						
17. Calidad de anuncios de audio y visuales en autobuses FAX						
18. Valor proporcionado por FAX por el precio pagado						
19. Servicio general proporcionado por FAX						

P8a-c.

P8a Por favor escriba el número de la característica del servicio de autobuses enumerada en la P8 que considera **la más importante** para usted

#_____. **Please include only features “1” through “18” above in your response.**

P8b. Por favor escriba el número de la característica del servicio de autobuses enumerada en la P8 que considera **la segunda más importante**

#_____. **Please include only features “1” through “18” above in your response.**

P8c. ¿Qué característica del autobús enumerada en la P8 considera la menos importante?

#_____. **Please include only features “1” through “18” above in your response.**

HARASSMENT

Las siguientes preguntas son sobre sus experiencias usando el sistema de autobuses FAX durante el último año. Piense en todas las partes de un viaje de tránsito, tanto estando abordo como mientras espera en las paradas.

9a-b. ¿Qué tan a menudo, si acaso, ha experimentado personalmente algo de lo que se expone a continuación o ha atestiguado que usaba FAX el año pasado? Por favor marque UNA de las casillas aplicables en cada fila que sea su mejor respuesta para la parte A (Me pasó a mí) y también marque UNA de las casillas aplicables en cada fila que sea su mejor respuesta para la parte B (Vi o escuché que le pasó a alguien más)

	Parte A: Me pasó a mí				Parte B: Visto o escuchado que le pasó a alguien más		
	Frecuentemente	A veces	Nunca		Frecuentemente	A veces	Nunca
1. Comentarios, sonidos o gestos hostiles							
2. Seguir o acosar							
3. Propiedad personal dañada o robada							
4. Empujar, escupir u otra agresión física							
5. Lenguaje o conducta sexual no deseada							

QUESTIONS 10 THRU 13 CAN BE SKIPPED IF RESPONDENT DOESN'T REPORT ANY HARASSMENT

10. ¿Dónde ocurrieron estos incidentes?

1. ___ En paradas/estaciones
2. ___ A bordo
3. ___ Ambos

11. Cuando ocurrieron estos incidentes, ¿reportó oficialmente alguno de ellos? (marque todo lo que aplique)

1. ___ No reportó ninguno
2. ___ Reportó a FAX (en persona, en línea, por teléfono, mediante redes sociales, etc.)
3. ___ Reportó a la policía/cuerpos policiales

12. Cuando ocurrieron estos incidentes, ¿usted o la víctima fue el objetivo principalmente por? (marque todo lo que aplique)

1. ___ Edad
2. ___ Discapacidad
3. ___ Género/expresión de género
4. ___ Ingresos
5. ___ Idioma hablado
6. ___ Obesidad

- 10.____Nada de lo anterior/no lo sabe

13. ¿Cuál de las siguientes precauciones de seguridad, si acaso, toma cuando usa FAX para evitar ser acosado(a)? (marque todo lo que aplique)

5. ☐ No tomo ninguna medida de precaución cuando uso FAX

14. Cuando usa el sistema de autobuses FAX, ¿qué tan a menudo se siente a salvo de acoso, incluyendo daño físico, lenguaje abusivo y/o conducta sexual inapropiada....?

14a.a bordo de autobuses FAX

☐ ☐ ☐ ☐ ☐
Siempre ←————→ **Nunca**

14b.en las paradas de autobús

☐ ☐ ☐ ☐ ☐
Siempre ←————→ **Nunca**

DEMOGRAPHICS

MILITARY / VETERAN STATUS. ¿Es usted militar en servicio activo o veterano de los Estados Unidos?

4. No

WORK. ¿Cuál es su estado laboral?

9. Discapacitado(a) y no puede trabajar

EDUC. ¿Cuál es el último grado en la escuela que completó?

- | | |
|--|--|
| 1. ☐ Menor a educación de 8 ^{vo} grado | 4. ☐ Escuela vocacional/técnica |
| 2. ☐ Algo de preparatoria | 5. ☐ Graduado universitario |
| 3. ☐ Graduado de preparatoria | 6. ☐ Educación de postgrado |

ETHNICITY. ¿Cuál de las siguientes opciones describe más cercanamente su origen étnico? (**CHECK ONLY ONE**)

1. ☐ Hispano
2. ☐ Blanco/Caucásico
3. ☐ Afroamericano/Negro
4. ☐ Asiático/Asiático del Sudeste (GO TO Eth-4a)
5. ☐ Indio Americano
6. ☐ Isleño del Pacífico
7. ☐ Ciudadano de Medio Oriente
8. ☐ Etnias Mixtas (Go to Eth 8a)
9. ☐ Otro

ETH 4a (Si se marcó 4 arriba)

¿Usted es....?

1. Hmong
2. Indio Asiático
3. Indio distinto a de la India
4. Asiático del Sudeste distinto a Hmong
5. Filipino
6. Chino distinto a Hmong
7. Japonés
8. Coreano
9. Otro

ETH 8a (Si se marcó 8 arriba)

¿Usted es...?

1. Hispano y Blanco
2. Hispano y Negro
3. Hispano y Asiático
4. Blanco y Negro
5. Blanco y Asiático
6. Otra Mezcla

GENDER.

1. ☐ Masculino
2. ☐ Femenino
3. ☐ No binario
4. ☐ Transgénero
5. ☐ Otro

HOUSEHOLD SIZE: Incluyéndose, ¿cuántas personas viven en su hogar de tiempo completo? _____

AGE. ¿En qué año nació? _____

INCOME. ¿Cuál de las siguientes categorías describe mejor el **ingreso total del hogar** en 2021, antes de impuestos?

1. ☐ Menos de \$10,000 al año
2. ☐ \$10,000 a \$19,999 al año
3. ☐ \$20,000 a \$29,999 al año
4. ☐ \$30,000 a \$39,999 al año
5. ☐ \$40,000 a \$49,999 al año
6. ☐ \$50,000 a \$74,999 al año
7. ☐ \$75,000 a \$99,999 al año
8. ☐ \$100,000 o más al año
9. ☐ No sabe/se rehusó a responder

CÓDIGO POSTAL DE RESIDENCIA PRINCIPAL

LEP:

¿Usted se considera o no se considera a sí mismo limitado en el idioma inglés?

1. Sí, me considero limitado en mi uso del inglés
2. No, no me considero limitado en mi uso del inglés
3. No sabe/se negó a responder

LANGUAGE ¿Cuál es el principal idioma hablado en su hogar?

- | | |
|------------------|-------------------|
| 1. _____ Inglés | 8. _____ Chino |
| 2. _____ Español | 9. _____ Árabe |
| ol o Criollo | 10. _____ Vietnam |
| Español | ita |

3. _____ Hmong
g

4. _____ Punjabi
bí

5. _____ Otra lengua
indica
(indonesia)

6. _____ Laosiano
no

7. _____ Mon-jemer,
Camboyano
o

11. _____ Armenio
o

12. _____ Tagalog

13. _____ Otro

Handy Ride Telephone Survey 2024

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

1. _____ **HANDY RIDE CUSTOMER**
2. _____ **CAREGIVER/HEALTHCARE PROFESSIONAL**
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, ⁴⁸**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. 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)

Q8a-p. 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
a. Handy Ride's Scheduled Pick-Ups? (Within 30 minutes after your scheduled pick-up time)							
b. Cleanliness inside Handy Ride vehicles							
c. Drivers' courtesy							
d. Drivers' driving skills							
e. Drivers' traffic-safety consciousness							
f. The overall comfort of the rides							
g. Handy Ride reservations staff's accuracy (i.e., they get the correct time and location)							
h. Handy Ride reservations staff's courtesy							
i. Handy Ride's Monday to Sunday "8 AM to 5 PM" reservation hours							
j. Handy Ride's reservation policy where you can reserve your ride 1 to 2 days before your trip							
k. Handy Ride service hours							
l. Handy Ride service area							
m. Value provided by Handy Ride for the fare/price paid							
n. Locations and payment methods to purchase passes							
o. Availability of information about Handy Ride							
p. Overall service provided by FAX's Handy Ride							

Q9a-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. SAFETY IN TRAFFIC
2. DRIVERS' DRIVING SKILLS
3. DRIVERS' CUSTOMER SERVICE
4. RESERVATION STAFF'S ACCURACY
5. RESERVATION STAFF'S CUSTOMER SERVICE
6. TRIP DISTANCE
7. HOW MUCH TIME THE TRIP TAKES
8. PICK-UPS BEING ON TIME
9. WAIT TIME FOR PICK-UPS
10. CLEANLINESS INSIDE THE VEHICLE
11. REASONABLE FARE / PRICE of MONTHLY PASS
12. HANDY RIDE'S RESERVATION HOURS
13. HANDY RIDE'S HOURS OF OPERATION / SERVICE
14. HOW CIVIL or COURTEOUS are the OTHER RIDERS IN THE VEHICLE
15. COMFORT LEVEL of the RIDE
16. TYPE OF VEHICLE USED - BUS, SEDAN
20. OTHER. please specify_____
25. **DON'T KNOW—DO NOT READ**

Q10. Have you ever used Handy Ride for a medical trip?

1. Yes
2. No (Go to Q14)

Q11. Have (Has) you/NAME ever waited over 90 minutes (for a Handy Ride “Will-Call-Pick-Up”)?

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

Q12. 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)

Q13. How long has your/NAME typical wait been for a “Will-Call-Pick-Up” to arrive? _____ (999 = DK—DO NOT READ) mins.

Q14. Have (Has) you/NAME waited over 30 minutes for a Handy Ride Scheduled pick-

up?

1. YES, ON THREE OR MORE OCCASIONS
2. YES, ONCE OR TWICE
3. NO, NEVER HAVE
4. DON'T KNOW / CAN'T RECALL

Q15. How long was your/NAME'S longest wait for your Scheduled pick-up? _____
(999=DK—DO NOT READ) mins.

Q16. What has been the typical duration of your/NAME'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

Q17. 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) _____

Q18. Have (Has) you/NAME encountered occasions where Handy Ride arrived to pick you/NAME up earlier than you/NAME anticipated?

1. YES
2. NO, NEVER HAVE (GO TO Q19)
3. DON'T KNOW / CAN'T RECALL (GO TO Q19)

Q18A. (If Q18 = Yes). How many times in the past year would you estimate that Handy Ride arrived earlier than you/NAME anticipated? _____

Q19. How do(es) you/NAME normally pay your fare?

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

Q20. Do(es) you/NAME occasionally ride FAX fixed-route bus?

1. YES
2. NO
3. **DK [DO NOT READ]**

Harassment

HARASSMENT

The following questions ask about your experiences using the Handy Ride system during the past year. Think about all parts of a transit trip, both onboard and while waiting at Handy Ride pick-up stops.

21a-b. How often, if ever, have you personally experienced the following or witnessed them happen to others while using Handy Ride in the past year?

	Part A:happened to me	Part A:happened to me	Part A:happened to me		Part B: I saw or heard ... happen to someone else	Part B: I saw or heard ... happen to someone else	Part B: I saw or heard ... happen to someone else
	Frequently	A few times	Never		Frequently	A few times	Never
1. Hostile comments, sounds, or gestures							
2. Following or stalking							
3. Personal property damaged or stolen							
4. Pushing, spitting or other physical assault							
5. Unwanted sexual language or behavior							

QUESTIONS 22 THRU 24 CAN BE SKIPPED IF RESPONDENT DOESN'T REPORT ANY HARASSMENT

22. Where did these incidents happen?

1. ___ While waiting for your ride
2. ___ Onboard
3. ___ Both

23. When these incidents happened, did you officially report any of them? (check all that apply)

1. ___ Did not report any
2. ___ To FAX (in person, online, by phone, via social media, etc.)
3. ___ To police/law enforcement
4. ___ To the Federal Transit Administration (FTA)

24. When these incidents happened, were you or the victim mainly targeted because of? (check all that apply)

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Rea & Parker Research
November 2024

apply)

1. ___ Age
2. ___ Disability
3. ___ Gender/gender expression
4. ___ Income
5. ___ Language spoken
6. ___ Obesity
7. ___ Race or ethnicity
8. ___ Religion
9. ___ Sexual orientation
10. ___ None of above/Do Not Know

25. Which of the following safety precautions, if any, do you take when using Handy Ride to avoid being harassed?

(check all that apply)

1. ___ Don't ride at night
2. ___ Avoid certain destinations
3. ___ Don't ride alone
4. ___ Carry self -defense spray or other self- protection device
5. ___ I do not take any safety precautions when using Handy Ride

26. When you use Handy Ride, how often do you feel safe from harassment, including physical harm, abusive language and/or sexual misconduct....?

26a.on board Handy Ride vehicles

☐ Always ☐ ☐ ☐ ☐ Never

26b.at Handy Ride pick-up locations

☐ Always ☐ ☐ ☐ ☐ Never

DEMOGRAPHICS

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

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

1. ☐ Yes, Military
2. ☐ Yes, Reservist
3. ☐ Yes, Veteran
4. ☐ 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
10. ☐ Refused (**DO NOT READ**)

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
7. ☐ DK/Refused (**DO NOT READ**)

ETHNICITY. 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 (GO TO Eth-4a)
5. ☐ American Indian
6. ☐ Pacific Islander
7. ☐ Middle Easterner
8. ☐ Mixed Ethnicities (Go to Eth 8a)
9. ☐ Other
10. ☐ DK/Refused (**DO NOT READ**)

ETH 4a (If 4 checked above)

Are you....?

1. Hmong
2. Asian Indian
3. Indic other than from India
4. Southeast Asian other than Hmong
5. Filipino
6. Chinese other than Hmong
7. Japanese
8. Korean
9. Other

ETH 8a (If 8 checked above)

Are you...?

1. Hispanic and White
2. Hispanic and Black
3. Hispanic and Asian
4. White and Black
5. White and Asian
6. Other Mixed

GENDER.

1. ☐ Male
2. ☐ Female
3. ☐ Non-Binary
4. ☐ Transgender
5. ☐ Other
6. ☐ DK/Refused (Do Not Read)

AGE. What year were you born? _____ (0000 _____ DK/Refused -- **DO NOT READ**)

HOUSEHOLD SIZE: Including yourself, How many people live in your household full-time? _____

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/Refused **(Do Not Read)**

ZIP CODE OF PRIMARY RESIDENCE _____

LEP:

Do you or do you not consider yourself to be limited in the English language?

1. Yes, I consider myself to be limited in my use of English
2. No, I do not consider myself to be limited in my use of English
3. Don't Know/refused

LANGUAGE 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 |
| 7. ☐ Mon-Khmer, Cambodian | |

Handy Ride Telephone Survey 2024

RESP: Nos gustaría saber con quién estamos hablando, ¿usted es...?

1. _____ **CLIENTE DE HANDY RIDE**
2. _____ **CUIDADOR(A)/ENFERMERO(A)**
3. _____ **AMIGO(A)/FAMILIAR**
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. _____.

P1. ¿Cuántos viajes de ida mediante Handy Ride (por ejemplo, si hace un viaje redondo, eso se contaría como dos viajes) hace usted/hace NOMBRE en una semana típica? _____ (99 = DK/REF)

P2. ¿Cuánto tiempo ha estado/NOMBRE ha estado usando Handy Ride?

1. MENOS DE TRES MESES
2. 3 A 6 MESES
3. 7 A 11 MESES
4. UN AÑO A 1.5 AÑOS
5. MÁS DE 1.5 AÑOS PERO MENOS DE 3 AÑOS
6. 3 AÑOS O MÁS
7. **DK—DO NOT READ**

P3. Cuando usted/NOMBRE usa Handy Ride, ¿cuál es el principal propósito común de su viaje/del viaje de NOMBRE?

1. HACIA EL / DESDE EL TRABAJO
2. HACIA LA / DESDE LA ESCUELA
3. HACIA LAS / DESDE LAS COMPRAS
4. HACIA LAS / DESDE LAS CITAS (P.EJ., MÉDICAS / DENTISTA, ETC.)
5. HACER MANDADOS/PAGAR CUENTAS
6. ENTRETENIMIENTO/CENAR
7. IGLESIA/TEMPLO/MEZQUITA/SINAGOGA
8. VISITAR AMIGOS / FAMILIARES
9. OTRO (POR FAVOR ESPECIFIQUE)
10. **DK—DO NOT READ**

P4. ¿Cuándo fue su viaje/el viaje de NOMBRE más reciente usando Handy Ride?

1. Dentro de las últimas dos semanas
2. Hace más de 2 semanas pero más reciente que hace un mes
3. Hace uno a tres meses
4. Hace más de 3 meses (**GO TO Q4a**)
5. NO RECUERDA / NO LO SABE—**DO NOT READ**

P4a. (IF Q4 = 4—IF OTHERWISE, GO TO Q5) ¿Por qué no ha usado Handy Ride en los últimos tres meses? — (PRESS FOR MORE DETAIL IF THE RESPONDENT SAYS, “JUST HAVEN’T NEEDED IT” OR SOMETHING SIMILAR)

P5. ¿Qué tan de acuerdo o en desacuerdo está usted/NOMBRE con esta declaración: “Yo/NOMBRE dependo(e) totalmente de Handy Ride para todas mis/sus necesidades de transporte”?

1. MUY DE ACUERDO
2. DE ACUERDO
3. LIGERAMENTE DE ACUERDO
4. LIGERAMENTE EN DESACUERDO
5. EN DESACUERDO
6. MUY EN DESACUERDO
7. **DON'T KNOW —DO NOT READ**

P6. ¿Usted/NOMBRE planea hacer más o menos viajes por semana en Handy Ride en los siguientes tres meses?

1. MÁS VIAJES
2. MENOS VIAJES
3. LOS MISMOS—SIN CAMBIO
4. NO USARÁ HANDY RIDE

P6a. (IF Q6 NOT = 1---IF Q6= 1, GO TO Q7). Por favor explique por qué usted/NOMBRE planea no usar Handy Ride más de lo que lo hace ahora.

P7. Con base su experiencia/la experiencia de NOMBRE como pasajero, y en una escala del 1 al 6, siendo 1 MUY SATISFECHO, 2 SATISFECHO, 3 LIGERAMENTE SATISFECHO, 4 LIGERAMENTE INSATISFECHO, 5 INSATISFECHO Y 6 siendo MUY INSATISFECHO, ¿qué tan satisfecho o insatisfecho está usted/NOMBRE con que Handy Ride lo lleve/lleve a NOMBRE a casa o a su destino/el destino de NOMBRE a tiempo? Nuevamente, 1 es MUY SATISFECHO y 6 es MUY INSATISFECHO _____

(7= DON'T KNOW—DO NOT READ)

P8a-p. Ahora le pediré a usted/NOMBRE que califique una serie de otras características de Handy Ride que usted/NOMBRE posiblemente haya experimentado como cliente de Handy Ride. Usaremos la misma escala del 1 al 6, otra vez en la que 1 es MUY SATISFECHO y 6 es MUY INSATISFECHO

Característica	1	2	3	4	5	6	7= No sabe Do Not Read
a. ¿Servicio de recogidas programadas de Handy Ride? (Dentro de 30 minutos después de su hora de recogida programada)							
b. Limpieza dentro de los vehículos de Handy Ride							
c. Cortesía de los conductores							
d. Habilidades de manejo de los conductores							
e. Conciencia de seguridad de tráfico de los conductores							
f. La comodidad general de los viajes							
g. Precisión del personal de reservaciones de Handy Ryde (p.ej., si toman la hora y ubicación correctas)							
h. Cortesía del personal de reservaciones de Handy Ride							
i. Horas de reservación de lunes a domingo de "8 AM a 5 PM" de Handy Ride							
j. Política de reservación de Handy Ride en la que puede reservar su viaje 1 o 2 días antes de su viaje							
k. Horas de servicio de Handy Ride							
l. Área de servicio de Handy Ride							
m. Valor proporcionado por Handy Ride por la tarifa/precio pagado							
n. Ubicaciones y métodos de pago para comprar pases							

o. Disponibilidad de información sobre Handy Ride proporcionada por FAX						
p. Servicio general proporcionado por Handy Ride de FAX						

P9a-b. Usted/NOMBRE puede haber considerado varios factores cuando pensaba en su nivel/el nivel de NOMBRE de satisfacción con el servicio de Handy Ride. ¿Cuáles serían los dos factores más importantes que afectan su nivel/el nivel de NOMBRE de satisfacción?

DO NOT READ—CODE USING THE FOLLOWING SCHEMA

1. SEGURIDAD EN EL TRÁFICO
2. HABILIDADES DE MANEJO DE LOS CONDUCTORES
3. SERVICIO AL CLIENTE DE LOS CONDUCTORES
4. PRECISIÓN DEL PERSONAL DE RESERVACIONES
5. SERVICIO AL CLIENTE DEL PERSONAL DE RESERVACIONES
6. CUÁNTO TIEMPO TARDA EL VIAJE
7. RECOGIDAS A TIEMPO
8. TIEMPO DE ESPERA PARA RECOGIDAS
9. LIMPIEZA DENTRO DEL VEHÍCULO
10. TARIFA/PRECIO RAZONABLE de PASE MENSUAL
11. HORAS DE RESERVACIONES DE HANDY RIDE
12. HORAS DE OPERACIÓN / SERVICIO DE HANDY RIDE
13. QUÉ CAN CIVILIZADOS o CORTESES son los OTROS PASAJEROS EN EL VEHÍCULO
14. NIVEL DE COMODIDAD del VIAJE
15. TIPO DE VEHÍCULO USADO - AUTOBÚS, SEDÁN
20. OTRO, por favor especifique _____
25. **DON'T KNOW—DO NOT READ**

P10. ¿Alguna vez ha usado Handy Ride para un viaje médico?

1. Sí
2. No (Go to Q14)

P11. ¿Alguna vez usted/NOMBRE ha esperado más de 90 minutos (por un servicio de recogida de Handy Ride)?

1. SÍ, EN TRES O MÁS OCASIONES
2. SÍ, UNA O DOS VECES
3. NO, NUNCA
4. **DON'T KNOW / CAN'T RECALL—DO NOT READ**

- P12.** ¿De cuánto tiempo fue su espera/la espera de NOMBRE más larga desde el momento de su llamada para que llegara su servicio de recogida de Handy Ride?
_____ mins. (999 = DON'T KNOW—DO NOT READ)
- P13.** ¿Qué tan larga ha sido su espera/la espera de NOMBRE típica para que llegue un servicio de recogida? _____ (999 = DK—DO NOT READ) mins.
- P14.** ¿Alguna vez usted/NOMBRE ha esperado más de 30 minutos para que llegue un servicio de recogida programado de Handy Ride?
1. SÍ, EN TRES O MÁS OCASIONES
 2. SÍ, UNA O DOS VECES
 3. NO, NUNCA
 4. DON'T KNOW / CAN'T RECALL
- P15.** ¿Cuál ha sido su tiempo/el tiempo de espera más largo de NOMBRE para su servicio de recogida programado? _____ (999=DK—DO NOT READ) mins.
- P16.** ¿Cuál ha sido la duración típica de sus viajes/los viajes de NOMBRE tanto de ida como de vuelta (p.ej., el tiempo que está abordo del un vehículo de Handy Ride; no el tiempo de espera)? _____ (999 = DK—DO NOT READ) mins
- P17.** ¿Usted/NOMBRE usualmente permite una ventana de 2 horas entre su hora/la hora de NOMBRE del servicio de recogida solicitado y la hora de su cita/la hora de la cita de NOMBRE (p.ej., la hora en la que usted/NOMBRE necesita estar en un lugar en particular)?
1. SÍ, SIEMPRE 2 HORAS
 2. SÍ, A VECES
 3. NO, USUALMENTE PERMITO UNA VENTANA DE 1 HORA
 4. OTHER (PLEASE SPECIFY) _____
- P18.** ¿Usted/NOMBRE se ha encontrado en ocasiones en las que Handy Ride llega para recogerlo/recoger a NOMBRE antes de lo que usted/NOMBRE anticipaba?
1. SÍ
 2. NO, NUNCA (GO TO Q19)
 3. DON'T KNOW / CAN'T RECALL (GO TO Q19)
- P18A. (If Q18 = Yes).** ¿Cuántas veces en el pasado estimaría que Handy Ride llegó antes de lo que usted/NOMBRE anticipaba? _____

P19. ¿Cómo paga normalmente usted/NOMBRE su tarifa?

1. Efectivo
2. Pase de Handy Ride
3. **DK/Refused—DO NOT READ**

P20. ¿Usted/NOMBRE ocasionalmente viaja en un autobús de ruta fija FAX?

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

ACOSO

HARASSMENT

Las siguientes preguntas son sobre sus experiencias usando el sistema de Handy Ride durante el último año. Piense en todas las partes de un viaje de tránsito, tanto estando abordo como mientras espera en las paradas de recogida de Handy Ride.

21a-b. ¿Qué tan a menudo, si acaso, ha experimentado personalmente algo de lo que se expone a continuación o ha atestiguado que le pase a otros mientras usaba FAX en el año pasado? Por favor marque UNA casilla aplicable en cada fila que sea su mejor respuesta para la parte A (Me pasó a mí) y también UNA casilla aplicable en cada fila que sea su mejor respuesta para la parte B (Visto o escuchado que le pasó a alguien más)

	Parte A: Me pasó a mí				Parte B: Visto o escuchado que le pasó a alguien más		
	Frecuentemente	A veces	Nunca		Frecuentemente	A veces	Nunca
1. Comentarios, sonidos o gestos hostiles							
2. Seguir o acosar							
3. Propiedad personal dañada o robada							
4. Empujar, escupir u otra agresión física							
5. Lenguaje o conducta sexual no deseada							

QUESTIONS 22 THRU 25 CAN BE SKIPPED IF RESPONDENT DOESN'T REPORT ANY HARASSMENT

22. ¿Dónde ocurrieron estos incidentes?

1. ___ En las paradas de recogida
2. ___ A bordo
3. ___ Ambos

23. Cuando ocurrieron estos incidentes, ¿reportó oficialmente alguno de ellos? (marque todo lo que aplique)

- 1. ☐ No reportó ninguno
- 2. ☐ Reportó a FAX (en persona, en línea, por teléfono, mediante redes sociales, etc.)
- 3. ☐ Reportó a la policía/cuerpos policiales

24. Cuando ocurrieron estos incidentes, ¿usted o la víctima fue el objetivo principalmente por? (marque todo lo que aplique)

- 1. ☐ Edad
- 2. ☐ Discapacidad
- 3. ☐ Género/expresión de género
- 4. ☐ Ingresos
- 5. ☐ Idioma hablado
- 6. ☐ Obesidad
- 7. ☐ Raza o etnia
- 8. ☐ Religión
- 9. ☐ Orientación sexual
- 10. ☐ Nada de lo anterior/no lo sabe

25. ¿Cuál de las siguientes precauciones de seguridad, si acaso, toma cuando usa FAX para evitar ser acosado(a)?

(marque todo lo que aplique)

- 1. ☐ No viajar de noche
- 2. ☐ Evitar ciertas rutas
- 3. ☐ No viajar solo(a)
- 4. ☐ Cargar spray de autodefensa u otro dispositivo de protección personal
- 5. ☐ No tomo ninguna medida de precaución cuando uso FAX

26. Cuando usa Handy Ride, ¿qué tan a menudo se siente a salvo de acoso, incluyendo daño físico, lenguaje abusivo y/o conducta sexual inapropiada....?

26a.a bordo de vehículos de Handy Ride

☐	☐	☐	☐	☐
Siempre	←			→ Nunca

26b.En ubicaciones de recogida de Handy Ride

☐	☐	☐	☐	☐
Siempre	←			→ Nunca

DEMOGRAPHICS

Para asegurarnos de que estamos hablando con una amplia variedad de los clientes de Handy Ride, me gustaría hacerle algunas preguntas más. Primero, ...

MILITARY / VETERAN STATUS. ¿Es usted militar en servicio activo, reservista o veterano de los Estados Unidos?

1. ☐ Sí, militar
2. ☐ Sí, reservista
3. ☐ Sí, veterano
4. ☐ No

WORK. ¿Cuál es su estado laboral?

1. ☐ Empleado(a) de tiempo completo
2. ☐ Empleado(a) de tiempo parcial
3. ☐ Autoempleado(a)
4. ☐ Estudiante y empleado(a)
5. ☐ Estudiante y no empleado(a)
6. ☐ Ama(o) de casa
7. ☐ Retirado(a)
8. ☐ Desempleado(a)
9. ☐ Discapacitado(a) y no puede trabajar
10. ☐ Refused (**DO NOT READ**)

EDUC. ¿Cuál es el último grado en la escuela que completó?

1. ☐ Menor a educación de 8^{vo} grado
2. ☐ Algo de preparatoria
3. ☐ Graduado de preparatoria
4. ☐ Escuela vocacional/técnica
5. ☐ Graduado universitario
6. ☐ Educación de postgrado
7. ☐ DK/Refused (**DO NOT READ**)

ETHNICITY. ¿Cuál de las siguientes opciones describe más cercanamente su origen étnico? (**CHECK ONLY ONE**)

1. ☐ Hispano
2. ☐ Blanco/Caucásico
3. ☐ Afroamericano/Negro
4. ☐ Asiático/Asiático del Sudeste (GO TO Eth-4a)
5. ☐ Indio Americano

6. ____ Isleño del Pacífico
7. ____ Ciudadano de Medio Oriente
8. ____ Etnias mixtas (Go to Eth 8a)
9. ____ Otro
10. ____ DK/Refused (**DO NOT READ**)

ETH 4a (Si se marcó 4 arriba)

¿Usted es....?

1. Hmong
2. Indio Asiático
3. Indio distinto a de la India
4. Asiático del Sudeste distinto a Hmong
5. Filipino
6. Chino distinto a Hmong
7. Japonés
8. Coreano
9. Otro

ETH 8a (Si se marcó 8 arriba)

¿Usted es...?

1. Hispano y Blanco
2. Hispano y Negro
3. Hispano y Asiático
4. Blanco y Negro
5. Blanco y Asiático
6. Otra Mezcla

GENDER.

1. ____ Masculino
2. ____ Femenino
3. ____ No binario
4. ____ Transgénero
5. ____ Otro
6. ____ DK/Refused (Do Not Read)

AGE. ¿En qué año nació? _____ (0000 _____ DK/Refused -- **DO NOT READ**)

HOUSEHOLD SIZE: Incluyéndose, ¿cuántas personas viven en su hogar de tiempo completo? _____

INCOME. ¿Cuál de las siguientes categorías describe mejor el **ingreso total del hogar** en 2021, antes de impuestos?

1. _____ Menos de \$10,000 al año
2. _____ \$10,000 a \$19,999 al año
3. _____ \$20,000 a \$29,999 al año
4. _____ \$30,000 a \$39,999 al año
5. _____ \$40,000 a \$49,999 al año
6. _____ \$50,000 a \$74,999 al año
7. _____ \$75,000 a \$99,999 al año
8. _____ \$100,000 o más al año
9. _____ Do not know/Refused **(Do Not Read)**

ZIP CODE OF PRIMARY RESIDENCE _____

LEP:

¿Usted se considera o no se considera a sí mismo limitado en el idioma inglés?

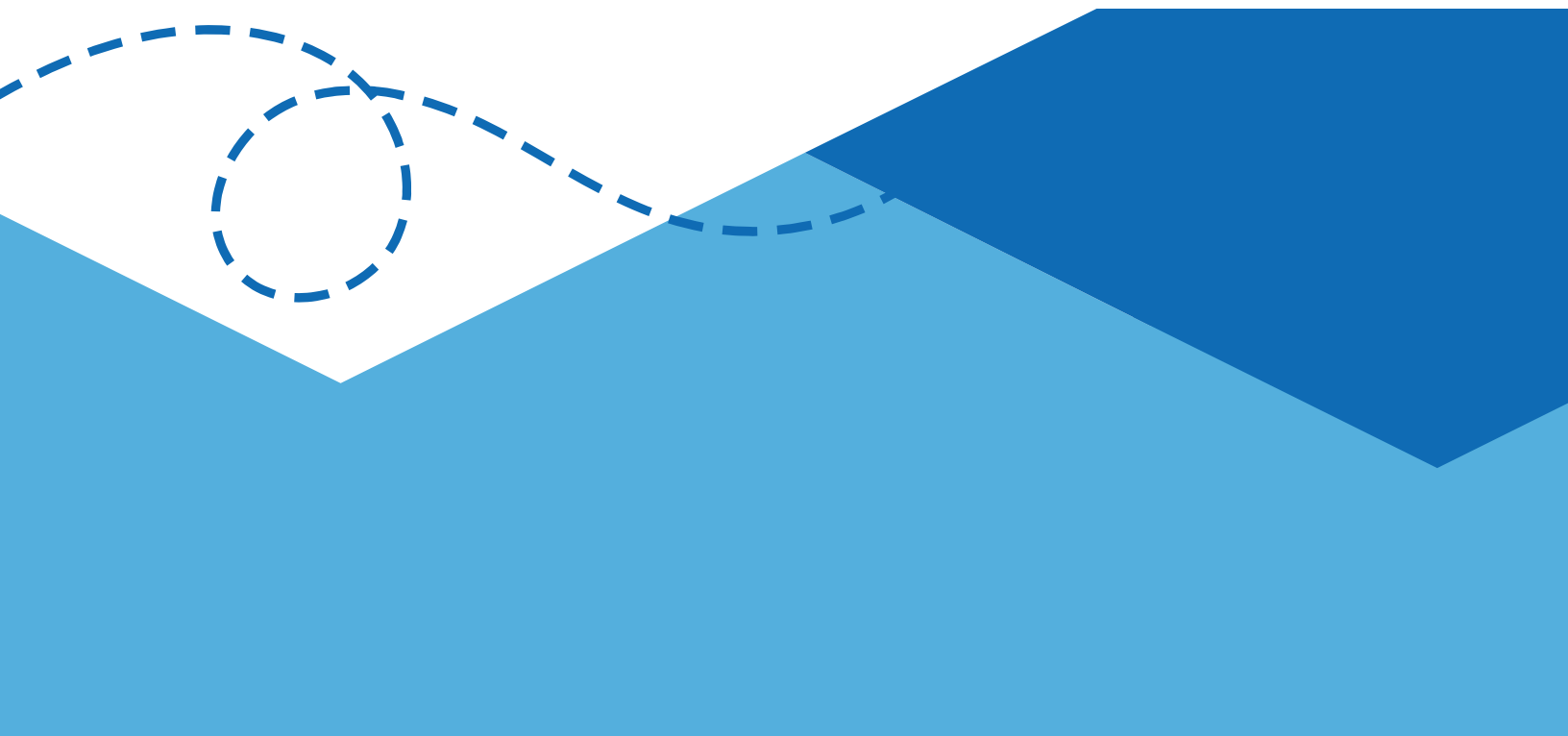
1. Sí, me considero limitado en mi uso del inglés
2. No, no me considero limitado en mi uso del inglés
3. No sabe/se negó a responder

LANGUAGE ¿Cuál es el principal idioma hablado en su hogar?

- | | |
|--|----------------------|
| 1. _____ Inglés | 8. _____ Chino |
| 2. _____ Español o Criollo Español | 9. _____ Árabe |
| 3. _____ Hmong | 10. _____ Vietnamita |
| 4. _____ Punyabí | 11. _____ Armenio |
| 5. _____ Otra lengua índica (indoaria) | 12. _____ Tagalog |
| 6. _____ Laosiano | 13. _____ Otro |
| 7. _____ Mon-jemer, Camboyano | |

APPENDIX K

Notification of Public Rights



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)

TITLE VI

IT'S YOUR CIVIL RIGHT.
ES SU DERECHO CIVIL.

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.

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.



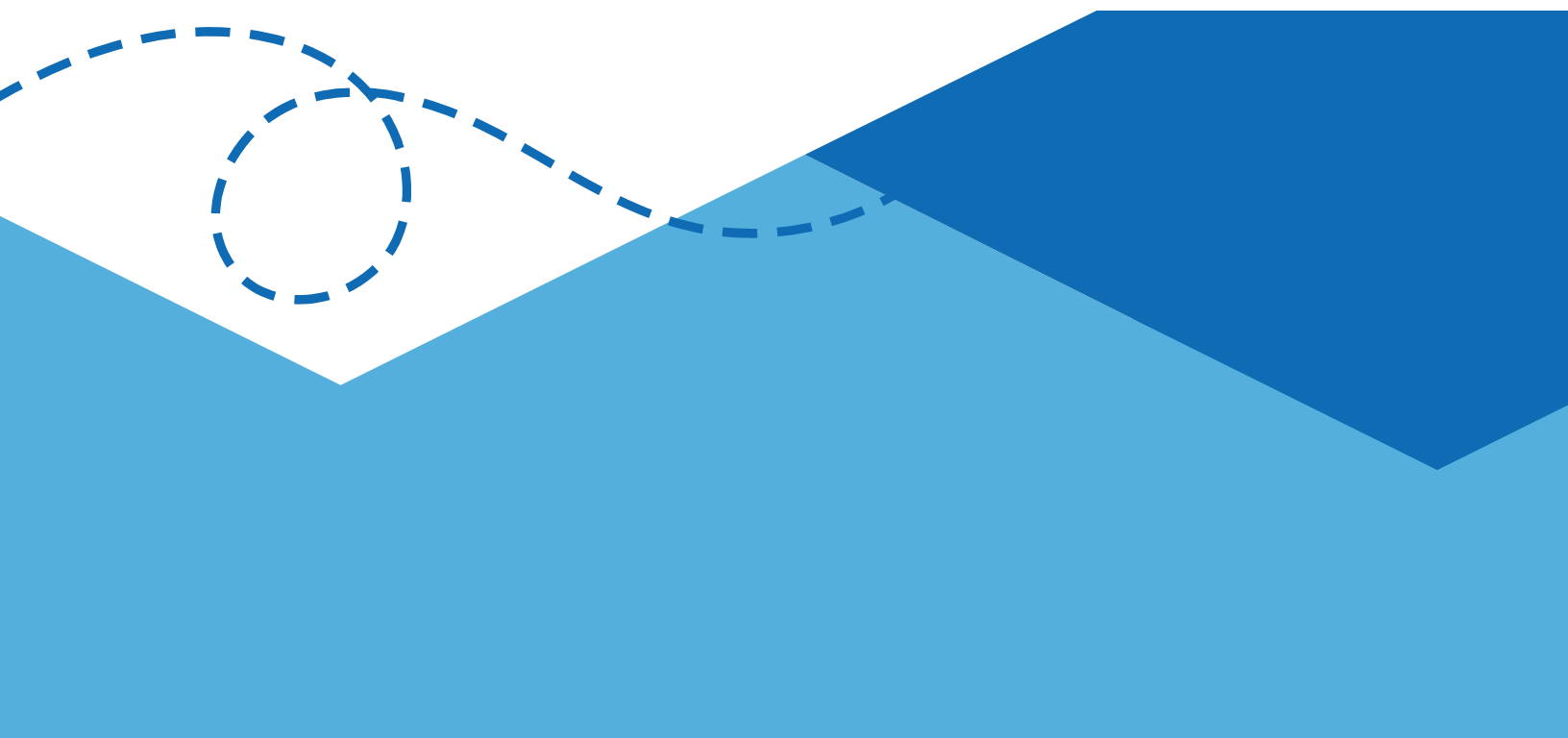


Exhibit K.2 Notice to the Public (Facility)**Notifying the Public of Rights Under Title VI****The City of the Fresno (FAX)**

- 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
- ຖ້າຈຳເປັນໃຊ້ພາສາອື່ນກະລຸນາຕິດຕໍ່ 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

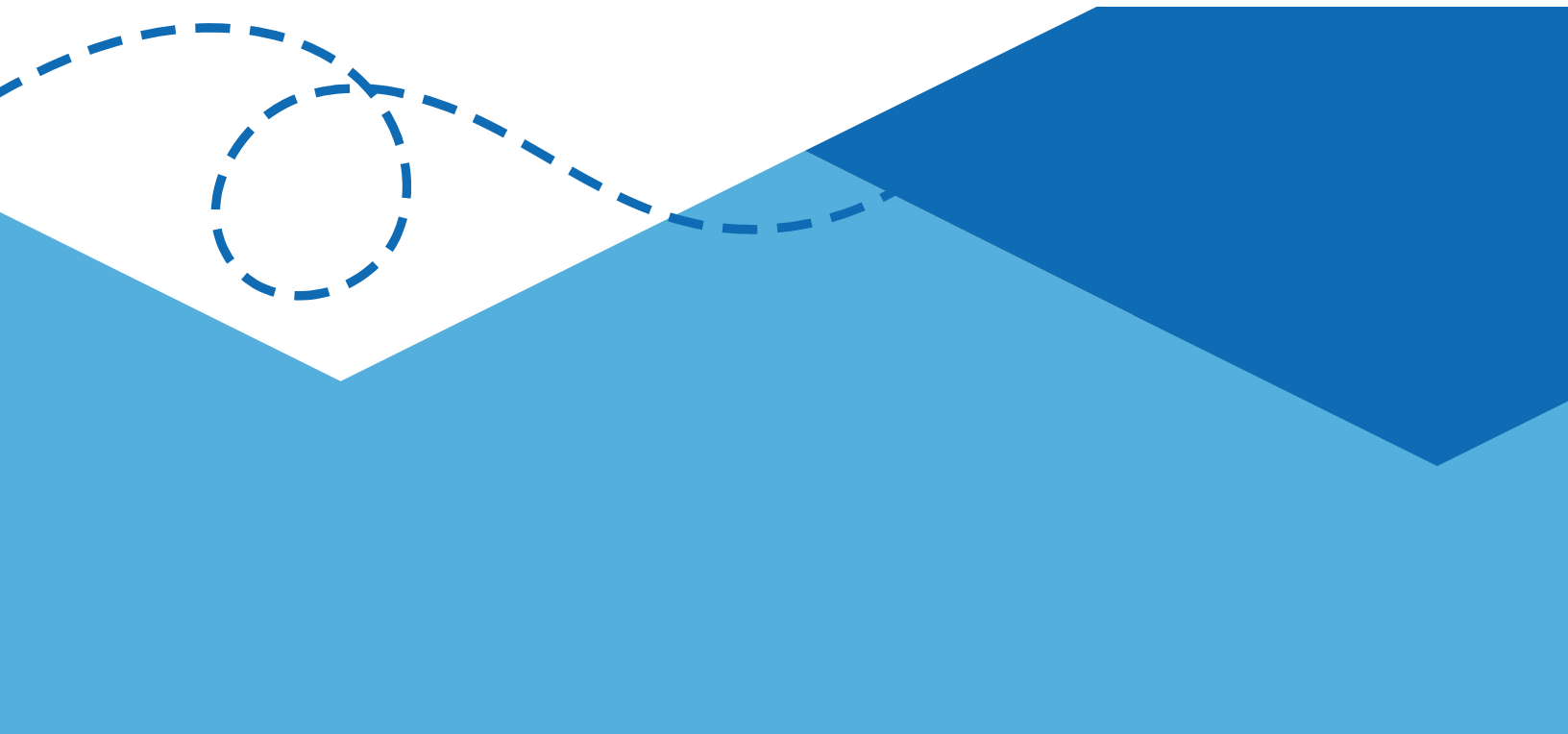
APPENDIX L

Title VI Major Service Change, Disparate Impact, and Disproportionate Burden Policy



APPENDIX X

Title



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 principles¹, 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

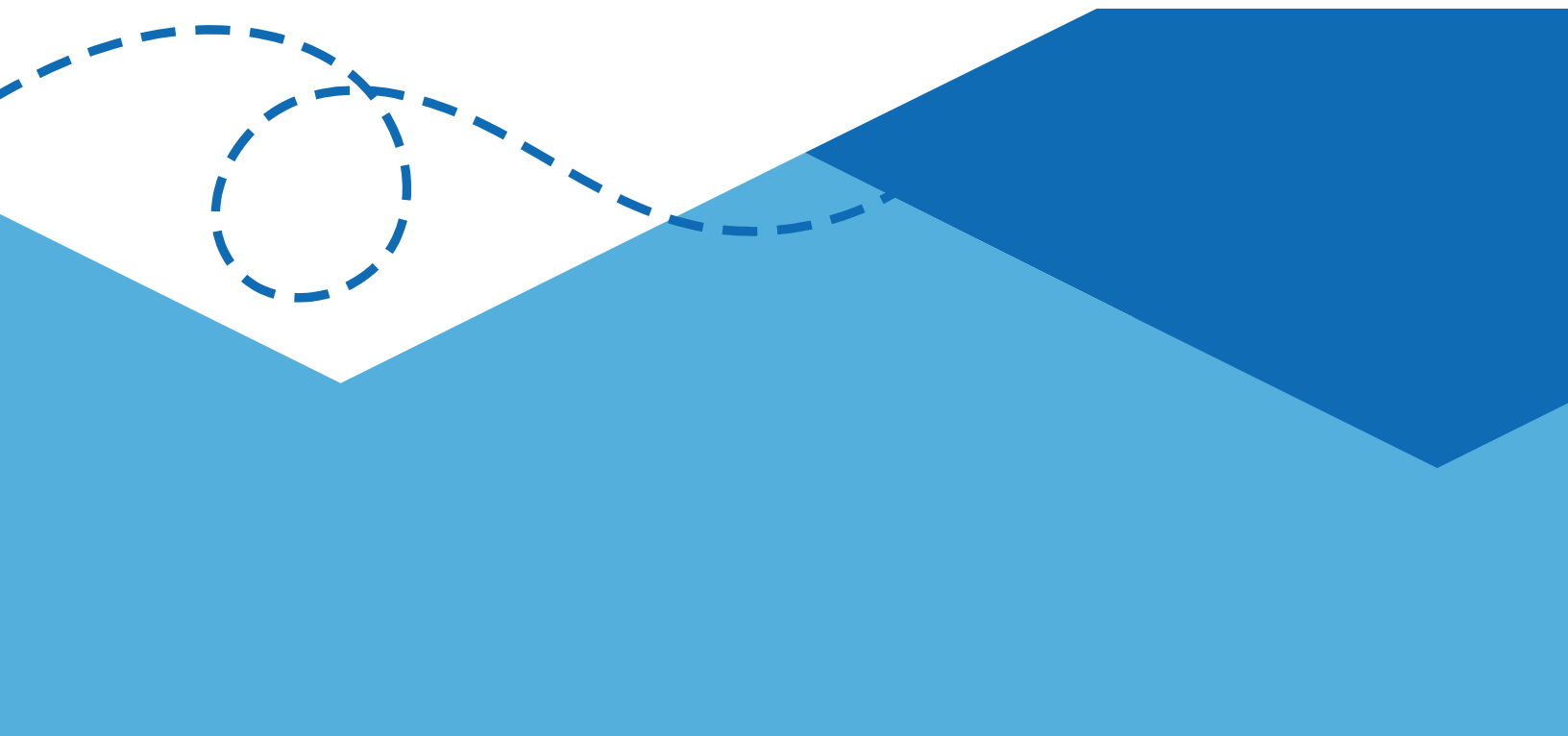
All complaints are handled according to the Title VI Complaint Procedures listed in Section D of the FAX Title VI Program.

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



APPENDIX M: TITLE VI COMPLAINT FORM

Exhibit M.1 consists of two pages of the English version of the FAX Title VI Complaint Form.

Exhibit M.2 consists of two pages of the Spanish version of the FAX 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 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, sign it, 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?

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 13, 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): _____

Sign the complaint in the space below. Attach any documents you believe supports your complaint.

Complainant's Signature: _____ Signature Date: _____

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 de América, por motivos de raza, color u origen nacional, será excluida, participará, se le negarán los beneficios o será objeto de discriminación en virtud de cualquier programa o actividad que reciba asistencia financiera federal.”

Por favor provea la siguiente información necesaria para procesar su queja.

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, firmelo, 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)?

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 Estatal

☐

Corte Federal
Agencia Local

☐

Agencia Estatal
Otro

13. Provea información de contacto personal de la agencia con quien metió la queja:

Nombre: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

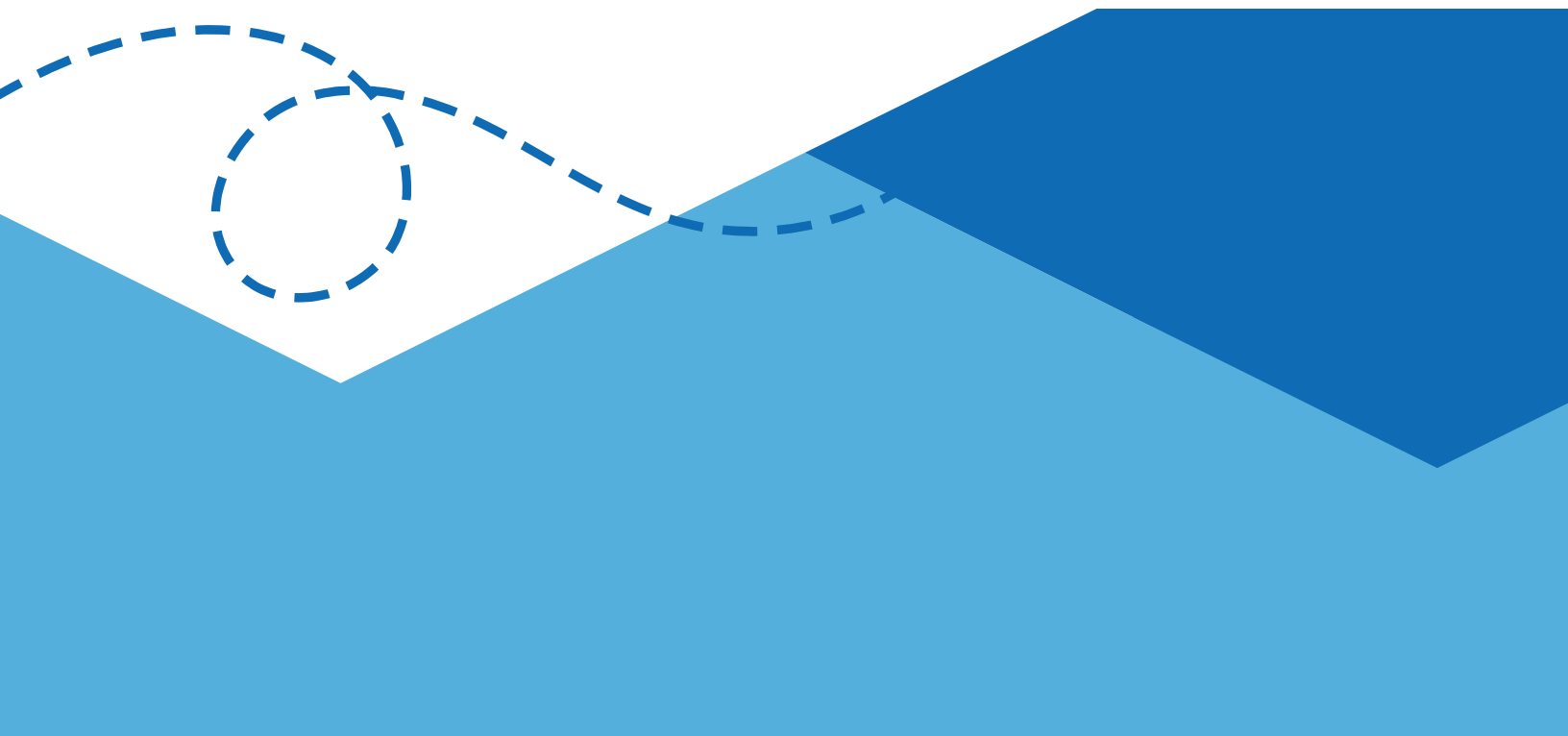
Número de Teléfono (Celular): _____ (Trabajo): _____

Firme en el espacio de abajo. Mande documentos que usted crea puedan soportar sus alegaciones.

Firma: _____ Fecha de Firma: _____

APPENDIX N

Fresno City Council Title VI Program Approval



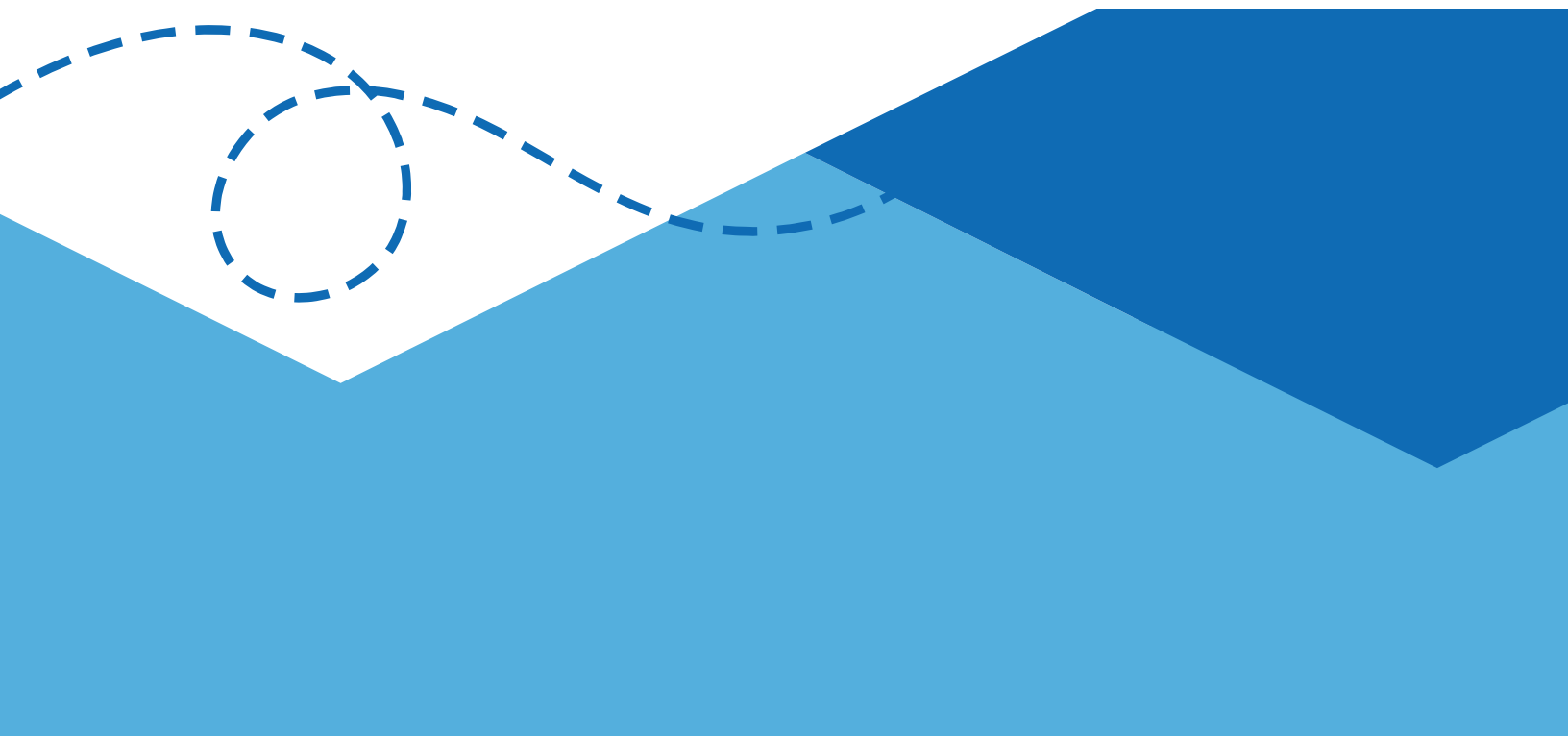
APPENDIX N: FRESNO CITY COUNCIL TITLE VI PROGRAM APPROVAL

Exhibit N.1 provides documentation of the Fresno City Council's approval of this 2025 Title VI Plan.

[NOTE: The 2025 Title VI Program has been placed on the October 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 0

Census Tract Chart



APPENDIX O: CENSUS TRACT CHART

Exhibit O.1 Census 2025 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	3,429	2,574	75.1%	1,902	55%	855	24.9%	406	11.8%	19	0.6%	99	2.9%	0	0.0%	37	1.1%	111	3.2%
2.00	2,578	2,168	84.1%	1,804	70%	410	15.9%	233	9.0%	0	0.0%	103	4.0%	8	0.3%	0	0.0%	20	0.8%
3.00	3,941	3,566	90.5%	2,389	61%	375	9.5%	696	17.7%	0	0.0%	270	6.9%	0	0.0%	42	1.1%	169	4.3%
4.00	5,683	4,958	87.2%	4,173	73%	725	12.8%	226	4.0%	111	2.0%	397	7.0%	0	0.0%	0	0.0%	51	0.9%
5.01	2,796	2,612	93.4%	1,939	69%	184	6.6%	469	16.8%	0	0.0%	171	6.1%	0	0.0%	0	0.0%	33	1.2%
5.02	2,921	2,562	87.7%	2,043	70%	359	12.3%	34	1.2%	72	2.5%	182	6.2%	4	0.1%	181	6.2%	46	1.6%
6.01	4,345	3,642	83.8%	3,261	75%	703	16.2%	271	6.2%	0	0.0%	82	1.9%	0	0.0%	0	0.0%	28	0.6%
6.02	1,485	1,173	79.0%	875	59%	312	21.0%	270	18.2%	11	0.7%	5	0.3%	0	0.0%	5	0.3%	7	0.5%
7.01	2,768	2,731	98.7%	1,825	66%	37	1.3%	588	21.2%	0	0.0%	241	8.7%	8	0.3%	27	1.0%	42	1.5%
7.02	1,453	1,418	97.6%	1,216	84%	35	2.4%	137	9.4%	12	0.8%	50	3.4%	0	0.0%	0	0.0%	3	0.2%
9.01	3,080	3,037	98.6%	1,855	60%	43	1.4%	398	12.9%	141	4.6%	550	17.9%	0	0.0%	25	0.8%	68	2.2%
9.02	5,392	5,007	92.9%	3,512	65%	385	7.1%	929	17.2%	0	0.0%	404	7.5%	0	0.0%	5	0.1%	157	2.9%
10.00	4,714	4,577	97.1%	3,017	64%	137	2.9%	761	16.1%	120	2.5%	610	12.9%	0	0.0%	42	0.9%	27	0.6%
11.00	3,200	3,134	97.9%	2,583	81%	66	2.1%	439	13.7%	0	0.0%	2	0.1%	0	0.0%	6	0.2%	104	3.3%
12.01	6,101	5,544	90.9%	3,971	65%	557	9.1%	91	1.5%	0	0.0%	1,465	24.0%	0	0.0%	0	0.0%	17	0.3%
12.02	4,289	4,128	96.2%	3,019	70%	161	3.8%	553	12.9%	0	0.0%	481	11.2%	61	1.4%	0	0.0%	14	0.3%
13.01	5,416	5,084	93.9%	4,633	86%	332	6.1%	15	0.3%	1	0.0%	356	6.6%	0	0.0%	0	0.0%	79	1.5%
13.03	2,245	2,235	99.6%	1,716	76%	10	0.4%	93	4.1%	0	0.0%	410	18.3%	0	0.0%	0	0.0%	16	0.7%
13.04	5,750	5,353	93.1%	3,687	64%	397	6.9%	604	10.5%	51	0.9%	901	15.7%	0	0.0%	0	0.0%	110	1.9%
14.07	4,977	4,442	89.3%	2,737	55%	535	10.7%	847	17.0%	0	0.0%	771	15.5%	0	0.0%	25	0.5%	62	1.2%

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	
14.08	2,132	1,533	71.9%	1,131	53%	599	28.1%	181	8.5%	3	0.1%	99	4.6%	0	0.0%	0	0.0%	119	5.6%
14.09	2,666	1,754	65.8%	1,076	40%	912	34.2%	82	3.1%	0	0.0%	464	17.4%	0	0.0%	0	0.0%	132	5.0%
14.11	8,000	6,354	79.4%	3,702	46%	1,646	20.6%	473	5.9%	33	0.4%	1,788	22.4%	10	0.1%	10	0.1%	338	4.2%
14.12	3,674	2,846	77.5%	2,029	55%	828	22.5%	0	0.0%	4	0.1%	709	19.3%	0	0.0%	0	0.0%	104	2.8%
14.13	7,875	6,434	81.7%	3,475	44%	1,441	18.3%	366	4.6%	0	0.0%	2,459	31.2%	0	0.0%	15	0.2%	119	1.5%
14.15	5,629	4,893	86.9%	3,293	59%	736	13.1%	187	3.3%	0	0.0%	1,128	20.0%	0	0.0%	261	4.6%	24	0.4%
14.16	6,518	6,286	96.4%	3,190	49%	232	3.6%	258	4.0%	0	0.0%	2,776	42.6%	0	0.0%	33	0.5%	29	0.4%
14.17	6,845	5,661	82.7%	2,746	40%	1,184	17.3%	204	3.0%	0	0.0%	2,466	36.0%	134	2.0%	13	0.2%	98	1.4%
14.18	1,940	1,406	72.5%	971	50%	534	27.5%	70	3.6%	0	0.0%	342	17.6%	23	1.2%	0	0.0%	0	0.0%
15.00	1,956	1,656	84.7%	1,380	71%	300	15.3%	10	0.5%	0	0.0%	260	13.3%	0	0.0%	6	0.3%	0	0.0%
16.00	5,492	4,498	81.9%	3,766	69%	994	18.1%	31	0.6%	6	0.1%	628	11.4%	1	0.0%	0	0.0%	66	1.2%
17.00	6,230	5,036	80.8%	3,847	62%	1,194	19.2%	213	3.4%	13	0.2%	806	12.9%	0	0.0%	24	0.4%	133	2.1%
18.00	4,279	3,265	76.3%	2,985	70%	1,014	23.7%	97	2.3%	0	0.0%	130	3.0%	0	0.0%	25	0.6%	28	0.7%
20.00	6,220	5,763	92.7%	4,786	77%	457	7.3%	194	3.1%	72	1.2%	450	7.2%	0	0.0%	0	0.0%	261	4.2%
21.00	6,080	4,570	75.2%	4,348	72%	1,510	24.8%	60	1.0%	0	0.0%	108	1.8%	0	0.0%	0	0.0%	54	0.9%
22.00	3,618	2,397	66.3%	2,082	58%	1,221	33.7%	31	0.9%	1	0.0%	93	2.6%	0	0.0%	0	0.0%	190	5.3%
23.00	3,145	2,096	66.6%	1,892	60%	1,049	33.4%	52	1.7%	0	0.0%	152	4.8%	0	0.0%	0	0.0%	0	0.0%
24.00	5,088	4,718	92.7%	3,839	75%	370	7.3%	199	3.9%	0	0.0%	427	8.4%	0	0.0%	0	0.0%	253	5.0%
25.01	4,565	4,355	95.4%	3,282	72%	210	4.6%	303	6.6%	9	0.2%	602	13.2%	17	0.4%	0	0.0%	142	3.1%
25.02	5,071	4,467	88.1%	3,423	68%	604	11.9%	96	1.9%	95	1.9%	610	12.0%	0	0.0%	92	1.8%	151	3.0%
26.01	5,709	5,457	95.6%	5,031	88%	252	4.4%	156	2.7%	0	0.0%	123	2.2%	0	0.0%	20	0.4%	127	2.2%
26.02	3,180	2,642	83.1%	2,249	71%	538	16.9%	137	4.3%	0	0.0%	229	7.2%	0	0.0%	0	0.0%	27	0.8%
27.01	4,922	4,604	93.5%	3,713	75%	318	6.5%	270	5.5%	0	0.0%	429	8.7%	0	0.0%	0	0.0%	192	3.9%
27.02	4,744	4,617	97.3%	4,044	85%	127	2.7%	194	4.1%	42	0.9%	302	6.4%	0	0.0%	0	0.0%	35	0.7%

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	
28.00	4,778	4,593	96.1%	2,926	61%	185	3.9%	115	2.4%	2	0.0%	1,343	28.1%	39	0.8%	0	0.0%	168	3.5%
29.03	3,454	3,253	94.2%	1,901	55%	201	5.8%	419	12.1%	0	0.0%	873	25.3%	0	0.0%	13	0.4%	47	1.4%
29.04	3,399	3,162	93.0%	2,066	61%	237	7.0%	110	3.2%	12	0.4%	931	27.4%	0	0.0%	0	0.0%	43	1.3%
29.05	2,915	2,487	85.3%	1,812	62%	428	14.7%	87	3.0%	10	0.3%	515	17.7%	0	0.0%	31	1.1%	32	1.1%
29.06	5,076	4,749	93.6%	2,347	46%	327	6.4%	340	6.7%	214	4.2%	1,789	35.2%	19	0.4%	0	0.0%	40	0.8%
30.01	3,300	2,714	82.2%	1,305	40%	586	17.8%	117	3.5%	21	0.6%	1,133	34.3%	27	0.8%	22	0.7%	89	2.7%
30.03	4,519	4,178	92.5%	2,435	54%	341	7.5%	193	4.3%	117	2.6%	1,317	29.1%	5	0.1%	6	0.1%	105	2.3%
30.04	2,192	1,723	78.6%	1,146	52%	469	21.4%	16	0.7%	14	0.6%	436	19.9%	0	0.0%	5	0.2%	106	4.8%
31.02	7,854	6,020	76.6%	3,764	48%	1,834	23.4%	407	5.2%	48	0.6%	1,508	19.2%	0	0.0%	0	0.0%	293	3.7%
31.03	6,194	4,194	67.7%	3,288	53%	2,000	32.3%	61	1.0%	39	0.6%	616	9.9%	36	0.6%	33	0.5%	121	2.0%
31.04	4,716	3,413	72.4%	2,095	44%	1,303	27.6%	202	4.3%	0	0.0%	848	18.0%	0	0.0%	0	0.0%	268	5.7%
32.01	5,266	4,327	82.2%	3,234	61%	939	17.8%	157	3.0%	0	0.0%	803	15.2%	10	0.2%	0	0.0%	123	2.3%
32.02	5,021	4,191	83.5%	2,786	55%	830	16.5%	170	3.4%	0	0.0%	1,091	21.7%	0	0.0%	0	0.0%	144	2.9%
33.01	3,411	2,748	80.6%	2,348	69%	663	19.4%	212	6.2%	39	1.1%	70	2.1%	0	0.0%	0	0.0%	79	2.3%
33.02	5,189	4,135	79.7%	3,525	68%	1,054	20.3%	224	4.3%	0	0.0%	270	5.2%	8	0.2%	0	0.0%	108	2.1%
34.01	4,591	4,482	97.6%	2,373	52%	109	2.4%	1,357	29.6%	0	0.0%	628	13.7%	0	0.0%	0	0.0%	124	2.7%
34.02	2,031	1,735	85.4%	1,246	61%	296	14.6%	112	5.5%	4	0.2%	259	12.8%	0	0.0%	0	0.0%	114	5.6%
35.00	5,276	3,461	65.6%	2,735	52%	1,815	34.4%	327	6.2%	0	0.0%	218	4.1%	0	0.0%	46	0.9%	135	2.6%
36.00	4,200	2,111	50.3%	1,687	40%	2,089	49.7%	86	2.0%	0	0.0%	67	1.6%	0	0.0%	11	0.3%	260	6.2%
37.01	3,160	2,530	80.1%	2,279	72%	630	19.9%	60	1.9%	20	0.6%	129	4.1%	0	0.0%	9	0.3%	33	1.0%
37.02	5,437	4,146	76.3%	3,092	57%	1,291	23.7%	449	8.3%	16	0.3%	472	8.7%	0	0.0%	0	0.0%	117	2.2%
38.04	6,972	6,037	86.6%	3,409	49%	935	13.4%	518	7.4%	77	1.1%	1,737	24.9%	0	0.0%	0	0.0%	296	4.2%
38.05	7,695	6,569	85.4%	4,330	56%	1,126	14.6%	457	5.9%	32	0.4%	1,412	18.3%	0	0.0%	0	0.0%	338	4.4%

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	
38.07	3,030	2,522	83.2%	2,110	70%	508	16.8%	309	10.2%	6	0.2%	93	3.1%	0	0.0%	0	0.0%	4	0.1%
38.08	5,159	4,273	82.8%	2,545	49%	886	17.2%	450	8.7%	19	0.4%	937	18.2%	0	0.0%	0	0.0%	322	6.2%
38.09	4,309	3,767	87.4%	2,431	56%	542	12.6%	473	11.0%	0	0.0%	783	18.2%	0	0.0%	43	1.0%	37	0.9%
38.10	6,354	5,115	80.5%	3,159	50%	1,239	19.5%	618	9.7%	74	1.2%	960	15.1%	43	0.7%	0	0.0%	261	4.1%
38.11	7,664	5,506	71.8%	3,068	40%	2,158	28.2%	402	5.2%	0	0.0%	1,858	24.2%	48	0.6%	0	0.0%	130	1.7%
38.12	3,548	2,894	81.6%	1,559	44%	654	18.4%	443	12.5%	0	0.0%	878	24.7%	0	0.0%	0	0.0%	14	0.4%
39.00	4,834	3,647	75.4%	3,456	71%	1,187	24.6%	30	0.6%	0	0.0%	0	0.0%	9	0.2%	0	0.0%	152	3.1%
40.03	5,054	4,440	87.9%	3,632	72%	614	12.1%	0	0.0%	0	0.0%	670	13.3%	0	0.0%	0	0.0%	138	2.7%
40.04	4,538	3,607	79.5%	3,367	74%	931	20.5%	19	0.4%	0	0.0%	156	3.4%	0	0.0%	0	0.0%	65	1.4%
40.05	3,745	3,489	93.2%	3,387	90%	256	6.8%	5	0.1%	0	0.0%	96	2.6%	0	0.0%	0	0.0%	1	0.0%
40.06	3,734	3,670	98.3%	3,423	92%	64	1.7%	89	2.4%	25	0.7%	133	3.6%	0	0.0%	0	0.0%	0	0.0%
41.00	3,258	2,528	77.6%	2,228	68%	730	22.4%	68	2.1%	0	0.0%	202	6.2%	0	0.0%	17	0.5%	13	0.4%
42.05	6,025	4,960	82.3%	3,297	55%	1,065	17.7%	679	11.3%	5	0.1%	262	4.3%	8	0.1%	193	3.2%	516	8.6%
42.08	7,006	3,281	46.8%	1,918	27%	3,725	53.2%	186	2.7%	0	0.0%	841	12.0%	0	0.0%	68	1.0%	268	3.8%
42.10	3,416	2,669	78.1%	1,909	56%	747	21.9%	102	3.0%	12	0.4%	596	17.4%	0	0.0%	0	0.0%	50	1.5%
42.11	7,860	6,388	81.3%	4,362	55%	1,472	18.7%	1,166	14.8%	0	0.0%	574	7.3%	0	0.0%	0	0.0%	286	3.6%
42.12	11,651	8,244	70.8%	4,744	41%	3,407	29.2%	1,073	9.2%	108	0.9%	1,250	10.7%	205	1.8%	28	0.2%	836	7.2%
42.13	3,480	2,042	58.7%	1,340	39%	1,438	41.3%	397	11.4%	41	1.2%	74	2.1%	0	0.0%	4	0.1%	186	5.3%
42.14	5,474	2,192	40.0%	1,207	22%	3,282	60.0%	107	2.0%	0	0.0%	720	13.2%	0	0.0%	0	0.0%	158	2.9%
42.15	4,088	2,973	72.7%	1,836	45%	1,115	27.3%	327	8.0%	0	0.0%	611	14.9%	0	0.0%	0	0.0%	199	4.9%
42.16	4,541	3,297	72.6%	2,417	53%	1,244	27.4%	50	1.1%	0	0.0%	660	14.5%	0	0.0%	0	0.0%	170	3.7%
42.17	3,793	3,497	92.2%	2,459	65%	296	7.8%	916	24.1%	0	0.0%	113	3.0%	0	0.0%	0	0.0%	9	0.2%
42.18	8,430	6,345	75.3%	3,583	43%	2,085	24.7%	361	4.3%	0	0.0%	1,840	21.8%	15	0.2%	0	0.0%	546	6.5%
43.01	4,411	1,456	33.0%	767	17%	2,955	67.0%	149	3.4%	0	0.0%	377	8.5%	0	0.0%	0	0.0%	163	3.7%

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	
43.02	4,823	2,366	49.1%	1,112	23%	2,457	50.9%	77	1.6%	0	0.0%	956	19.8%	0	0.0%	157	3.3%	64	1.3%
43.03	4,742	2,127	44.9%	1,587	33%	2,615	55.1%	143	3.0%	39	0.8%	99	2.1%	16	0.3%	0	0.0%	243	5.1%
44.04	3,279	2,954	90.1%	2,443	75%	325	9.9%	225	6.9%	17	0.5%	165	5.0%	0	0.0%	0	0.0%	104	3.2%
44.05	3,661	1,262	34.5%	871	24%	2,399	65.5%	88	2.4%	0	0.0%	229	6.3%	0	0.0%	0	0.0%	74	2.0%
44.06	6,703	4,225	63.0%	2,745	41%	2,478	37.0%	112	1.7%	0	0.0%	1,162	17.3%	0	0.0%	0	0.0%	206	3.1%
44.09	3,234	1,845	57.1%	1,223	38%	1,389	42.9%	190	5.9%	0	0.0%	125	3.9%	0	0.0%	0	0.0%	307	9.5%
44.10	2,188	1,273	58.2%	926	42%	915	41.8%	69	3.2%	18	0.8%	176	8.0%	0	0.0%	16	0.7%	68	3.1%
44.11	1,734	654	37.7%	277	16%	1,080	62.3%	175	10.1%	0	0.0%	148	8.5%	0	0.0%	0	0.0%	54	3.1%
45.03	5,040	2,513	49.9%	1,542	31%	2,527	50.1%	265	5.3%	0	0.0%	470	9.3%	0	0.0%	0	0.0%	236	4.7%
45.04	5,465	3,631	66.4%	2,509	46%	1,834	33.6%	371	6.8%	0	0.0%	215	3.9%	0	0.0%	0	0.0%	536	9.8%
45.05	4,973	3,057	61.5%	2,112	42%	1,916	38.5%	351	7.1%	34	0.7%	271	5.4%	0	0.0%	0	0.0%	289	5.8%
45.06	3,516	1,099	31.3%	736	21%	2,417	68.7%	124	3.5%	39	1.1%	59	1.7%	0	0.0%	18	0.5%	123	3.5%
46.01	3,002	1,572	52.4%	1,193	40%	1,430	47.6%	108	3.6%	0	0.0%	215	7.2%	0	0.0%	10	0.3%	46	1.5%
46.02	2,599	1,527	58.8%	1,208	46%	1,072	41.2%	19	0.7%	23	0.9%	60	2.3%	0	0.0%	95	3.7%	122	4.7%
47.03	4,141	3,442	83.1%	2,967	72%	699	16.9%	60	1.4%	79	1.9%	254	6.1%	0	0.0%	0	0.0%	82	2.0%
47.04	4,563	3,997	87.6%	2,991	66%	566	12.4%	844	18.5%	4	0.1%	98	2.1%	5	0.1%	0	0.0%	55	1.2%
47.05	2,085	1,527	73.2%	1,266	61%	558	26.8%	51	2.4%	0	0.0%	142	6.8%	0	0.0%	0	0.0%	68	3.3%
47.06	6,067	5,048	83.2%	4,063	67%	1,019	16.8%	190	3.1%	127	2.1%	533	8.8%	0	0.0%	0	0.0%	135	2.2%
48.01	4,269	2,868	67.2%	2,308	54%	1,401	32.8%	213	5.0%	9	0.2%	229	5.4%	0	0.0%	36	0.8%	73	1.7%
48.02	5,091	4,017	78.9%	2,793	55%	1,074	21.1%	384	7.5%	59	1.2%	371	7.3%	0	0.0%	24	0.5%	386	7.6%
49.01	4,116	2,907	70.6%	2,506	61%	1,209	29.4%	260	6.3%	15	0.4%	84	2.0%	0	0.0%	0	0.0%	42	1.0%
49.02	1,978	1,337	67.6%	1,160	59%	641	32.4%	13	0.7%	3	0.2%	70	3.5%	18	0.9%	8	0.4%	65	3.3%
50.00	4,164	2,560	61.5%	2,177	52%	1,604	38.5%	167	4.0%	0	0.0%	104	2.5%	0	0.0%	17	0.4%	95	2.3%
51.00	6,866	5,773	84.1%	4,826	70%	1,093	15.9%	423	6.2%	39	0.6%	398	5.8%	0	0.0%	36	0.5%	51	0.7%

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	
52.02	3,986	3,140	78.8%	2,521	63%	846	21.2%	279	7.0%	0	0.0%	286	7.2%	0	0.0%	0	0.0%	54	1.4%
52.03	4,770	4,005	84.0%	3,025	63%	765	16.0%	520	10.9%	69	1.4%	269	5.6%	0	0.0%	0	0.0%	122	2.6%
52.04	3,955	3,190	80.7%	2,442	62%	765	19.3%	63	1.6%	0	0.0%	357	9.0%	0	0.0%	93	2.4%	235	5.9%
53.01	6,128	4,967	81.1%	3,716	61%	1,161	18.9%	105	1.7%	45	0.7%	683	11.1%	0	0.0%	0	0.0%	418	6.8%
53.02	5,910	4,361	73.8%	2,948	50%	1,549	26.2%	295	5.0%	0	0.0%	315	5.3%	0	0.0%	28	0.5%	775	13.1%
53.04	5,184	3,442	66.4%	1,852	36%	1,742	33.6%	277	5.3%	0	0.0%	1,025	19.8%	0	0.0%	0	0.0%	288	5.6%
53.05	3,913	3,174	81.1%	2,378	61%	739	18.9%	250	6.4%	78	2.0%	157	4.0%	23	0.6%	0	0.0%	288	7.4%
54.03	5,513	3,592	65.2%	2,367	43%	1,921	34.8%	542	9.8%	5	0.1%	473	8.6%	0	0.0%	0	0.0%	205	3.7%
54.05	5,400	2,929	54.2%	1,971	37%	2,471	45.8%	192	3.6%	0	0.0%	542	10.0%	6	0.1%	0	0.0%	218	4.0%
54.06	4,257	2,072	48.7%	1,540	36%	2,185	51.3%	54	1.3%	0	0.0%	293	6.9%	0	0.0%	13	0.3%	172	4.0%
54.07	3,924	1,682	42.9%	1,307	33%	2,242	57.1%	51	1.3%	3	0.1%	170	4.3%	0	0.0%	27	0.7%	124	3.2%
54.08	1,762	1,220	69.2%	750	43%	542	30.8%	84	4.8%	5	0.3%	286	16.2%	0	0.0%	0	0.0%	95	5.4%
54.09	3,709	2,498	67.3%	1,415	38%	1,211	32.7%	225	6.1%	55	1.5%	389	10.5%	0	0.0%	323	8.7%	91	2.5%
54.10	2,978	1,968	66.1%	1,139	38%	1,010	33.9%	134	4.5%	31	1.0%	520	17.5%	0	0.0%	0	0.0%	144	4.8%
55.03	6,717	3,026	45.0%	1,366	20%	3,691	55.0%	40	0.6%	0	0.0%	1,412	21.0%	17	0.3%	0	0.0%	191	2.8%
55.04	3,018	1,760	58.3%	868	29%	1,258	41.7%	37	1.2%	12	0.4%	685	22.7%	24	0.8%	0	0.0%	134	4.4%
55.05	6,343	3,433	54.1%	1,552	24%	2,910	45.9%	348	5.5%	0	0.0%	1,279	20.2%	21	0.3%	0	0.0%	233	3.7%
55.07	5,769	3,005	52.1%	1,440	25%	2,764	47.9%	485	8.4%	0	0.0%	624	10.8%	0	0.0%	0	0.0%	456	7.9%
55.08	6,471	3,696	57.1%	1,413	22%	2,775	42.9%	54	0.8%	0	0.0%	2,032	31.4%	0	0.0%	1	0.0%	196	3.0%
55.09	5,714	2,679	46.9%	1,301	23%	3,035	53.1%	121	2.1%	7	0.1%	1,065	18.6%	0	0.0%	71	1.2%	114	2.0%
55.12	6,295	3,520	55.9%	2,301	37%	2,775	44.1%	78	1.2%	0	0.0%	662	10.5%	0	0.0%	0	0.0%	479	7.6%
55.13	2,962	1,528	51.6%	570	19%	1,434	48.4%	40	1.4%	6	0.2%	700	23.6%	0	0.0%	30	1.0%	182	6.1%
55.14	3,882	1,481	38.2%	624	16%	2,401	61.8%	199	5.1%	21	0.5%	348	9.0%	0	0.0%	48	1.2%	241	6.2%
55.15	1,774	414	23.3%	192	11%	1,360	76.7%	43	2.4%	47	2.6%	95	5.4%	0	0.0%	0	0.0%	37	2.1%

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	
55.16	5,466	2,745	50.2%	1,621	30%	2,721	49.8%	235	4.3%	0	0.0%	420	7.7%	0	0.0%	13	0.2%	456	8.3%
55.18	6,650	3,251	48.9%	1,290	19%	3,399	51.1%	106	1.6%	0	0.0%	1,420	21.4%	19	0.3%	0	0.0%	416	6.3%
55.20	4,270	1,665	39.0%	906	21%	2,605	61.0%	0	0.0%	5	0.1%	659	15.4%	0	0.0%	15	0.4%	80	1.9%
55.22	4,966	1,503	30.3%	767	15%	3,463	69.7%	50	1.0%	0	0.0%	453	9.1%	0	0.0%	0	0.0%	233	4.7%
55.24	4,255	1,634	38.4%	850	20%	2,621	61.6%	139	3.3%	0	0.0%	503	11.8%	0	0.0%	0	0.0%	142	3.3%
55.25	1,278	356	27.9%	186	15%	922	72.1%	4	0.3%	0	0.0%	117	9.2%	0	0.0%	0	0.0%	49	3.8%
55.26	1,983	1,114	56.2%	541	27%	869	43.8%	117	5.9%	0	0.0%	396	20.0%	0	0.0%	24	1.2%	36	1.8%
55.27	3,241	1,800	55.5%	937	29%	1,441	44.5%	0	0.0%	34	1.0%	399	12.3%	0	0.0%	213	6.6%	217	6.7%
55.28	1,819	520	28.6%	258	14%	1,299	71.4%	0	0.0%	19	1.0%	234	12.9%	0	0.0%	0	0.0%	9	0.5%
55.29	6,278	2,945	46.9%	1,198	19%	3,333	53.1%	250	4.0%	0	0.0%	1,085	17.3%	0	0.0%	21	0.3%	391	6.2%
56.02	5,107	2,681	52.5%	1,860	36%	2,426	47.5%	0	0.0%	98	1.9%	614	12.0%	0	0.0%	0	0.0%	109	2.1%
56.05	1,511	603	39.9%	464	31%	908	60.1%	20	1.3%	0	0.0%	78	5.2%	0	0.0%	0	0.0%	41	2.7%
56.06	3,712	1,749	47.1%	1,107	30%	1,963	52.9%	148	4.0%	20	0.5%	250	6.7%	1	0.0%	47	1.3%	176	4.7%
56.07	5,157	2,700	52.4%	1,869	36%	2,457	47.6%	187	3.6%	40	0.8%	437	8.5%	0	0.0%	0	0.0%	167	3.2%
56.08	2,898	1,389	47.9%	994	34%	1,509	52.1%	0	0.0%	12	0.4%	203	7.0%	0	0.0%	0	0.0%	180	6.2%
57.01	3,572	1,933	54.1%	1,577	44%	1,639	45.9%	77	2.2%	26	0.7%	191	5.3%	0	0.0%	0	0.0%	62	1.7%
57.02	5,294	2,224	42.0%	1,526	29%	3,070	58.0%	94	1.8%	0	0.0%	434	8.2%	0	0.0%	99	1.9%	71	1.3%
57.03	4,555	1,755	38.5%	1,144	25%	2,800	61.5%	40	0.9%	18	0.4%	227	5.0%	73	1.6%	48	1.1%	205	4.5%
57.04	5,393	2,967	55.0%	1,973	37%	2,426	45.0%	22	0.4%	0	0.0%	797	14.8%	0	0.0%	0	0.0%	175	3.2%
58.01	4,538	2,416	53.2%	1,657	37%	2,122	46.8%	0	0.0%	60	1.3%	461	10.2%	110	2.4%	0	0.0%	128	2.8%
58.02	5,358	3,048	56.9%	1,645	31%	2,310	43.1%	193	3.6%	0	0.0%	652	12.2%	0	0.0%	0	0.0%	558	10.4%
58.04	5,733	3,210	56.0%	2,043	36%	2,523	44.0%	0	0.0%	72	1.3%	561	9.8%	127	2.2%	60	1.0%	347	6.1%
58.05	10,076	8,116	80.5%	3,975	39%	1,960	19.5%	211	2.1%	0	0.0%	3,132	31.1%	0	0.0%	0	0.0%	798	7.9%
59.04	6,983	5,014	71.8%	1,729	25%	1,969	28.2%	103	1.5%	0	0.0%	2,821	40.4%	0	0.0%	0	0.0%	361	5.2%

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	
59.06	1,897	652	34.4%	497	26%	1,245	65.6%	9	0.5%	0	0.0%	135	7.1%	0	0.0%	0	0.0%	11	0.6%
59.07	3,344	1,525	45.6%	823	25%	1,819	54.4%	167	5.0%	6	0.2%	426	12.7%	0	0.0%	3	0.1%	100	3.0%
59.11	7,929	4,405	55.6%	2,467	31%	3,524	44.4%	123	1.6%	95	1.2%	1,311	16.5%	0	0.0%	96	1.2%	313	3.9%
59.12	12,786	6,568	51.4%	3,576	28%	6,218	48.6%	354	2.8%	38	0.3%	2,211	17.3%	0	0.0%	30	0.2%	359	2.8%
59.13	3,326	2,027	60.9%	1,125	34%	1,299	39.1%	111	3.3%	0	0.0%	562	16.9%	0	0.0%	0	0.0%	229	6.9%
59.14	4,829	3,107	64.3%	1,559	32%	1,722	35.7%	79	1.6%	7	0.1%	1,223	25.3%	0	0.0%	139	2.9%	100	2.1%
59.15	4,590	1,663	36.2%	940	20%	2,927	63.8%	63	1.4%	3	0.1%	496	10.8%	2	0.0%	0	0.0%	159	3.5%
59.16	2,512	1,391	55.4%	1,030	41%	1,121	44.6%	0	0.0%	0	0.0%	320	12.7%	23	0.9%	0	0.0%	18	0.7%
60.01	5,996	3,814	63.6%	3,528	59%	2,182	36.4%	0	0.0%	0	0.0%	281	4.7%	0	0.0%	0	0.0%	5	0.1%
60.02	4,263	3,534	82.9%	3,298	77%	729	17.1%	52	1.2%	16	0.4%	95	2.2%	16	0.4%	0	0.0%	57	1.3%
61.01	3,707	3,148	84.9%	2,589	70%	559	15.1%	25	0.7%	98	2.6%	191	5.2%	156	4.2%	0	0.0%	89	2.4%
61.02	4,887	4,051	82.9%	3,945	81%	836	17.1%	38	0.8%	0	0.0%	33	0.7%	0	0.0%	35	0.7%	0	0.0%
62.01	2,821	2,798	99.2%	2,711	96%	23	0.8%	3	0.1%	0	0.0%	44	1.6%	0	0.0%	0	0.0%	40	1.4%
62.02	6,393	5,905	92.4%	5,706	89%	488	7.6%	3	0.0%	0	0.0%	196	3.1%	0	0.0%	0	0.0%	0	0.0%
63.01	5,589	4,302	77.0%	3,733	67%	1,287	23.0%	216	3.9%	0	0.0%	215	3.8%	0	0.0%	33	0.6%	105	1.9%
63.02	2,027	979	48.3%	777	38%	1,048	51.7%	13	0.6%	0	0.0%	125	6.2%	0	0.0%	44	2.2%	20	1.0%
64.05	5,671	1,620	28.6%	678	12%	4,051	71.4%	116	2.0%	46	0.8%	149	2.6%	0	0.0%	27	0.5%	604	10.7%
64.06	1,957	435	22.2%	319	16%	1,522	77.8%	2	0.1%	29	1.5%	3	0.2%	0	0.0%	0	0.0%	82	4.2%
64.07	2,533	1,073	42.4%	718	28%	1,460	57.6%	0	0.0%	10	0.4%	147	5.8%	0	0.0%	18	0.7%	180	7.1%
64.08	962	281	29.2%	165	17%	681	70.8%	1	0.1%	37	3.8%	0	0.0%	0	0.0%	0	0.0%	78	8.1%
64.09	1,222	410	33.6%	132	11%	812	66.4%	5	0.4%	214	17.5%	2	0.2%	2	0.2%	0	0.0%	55	4.5%
64.10	2,592	1,609	62.1%	1,167	45%	983	37.9%	30	1.2%	0	0.0%	326	12.6%	0	0.0%	11	0.4%	75	2.9%
64.11	3,153	899	28.5%	648	21%	2,254	71.5%	0	0.0%	0	0.0%	140	4.4%	0	0.0%	0	0.0%	111	3.5%
65.01	5,604	5,460	97.4%	5,237	93%	144	2.6%	123	2.2%	0	0.0%	34	0.6%	0	0.0%	0	0.0%	66	1.2%

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	
65.02	4,512	4,352	96.5%	4,275	95%	160	3.5%	0	0.0%	0	0.0%	53	1.2%	0	0.0%	21	0.5%	3	0.1%
66.02	5,405	5,094	94.2%	4,772	88%	311	5.8%	74	1.4%	26	0.5%	127	2.3%	0	0.0%	52	1.0%	43	0.8%
66.03	2,467	1,817	73.7%	1,706	69%	650	26.3%	19	0.8%	0	0.0%	40	1.6%	6	0.2%	0	0.0%	46	1.9%
66.05	2,291	1,906	83.2%	1,843	80%	385	16.8%	3	0.1%	0	0.0%	28	1.2%	0	0.0%	0	0.0%	32	1.4%
66.06	5,500	5,390	98.0%	5,329	97%	110	2.0%	0	0.0%	30	0.5%	0	0.0%	0	0.0%	25	0.5%	6	0.1%
67.00	7,350	5,539	75.4%	5,007	68%	1,811	24.6%	103	1.4%	0	0.0%	69	0.9%	0	0.0%	39	0.5%	321	4.4%
68.02	3,181	2,790	87.7%	2,772	87%	391	12.3%	6	0.2%	0	0.0%	0	0.0%	0	0.0%	11	0.3%	1	0.0%
69.00	2,948	2,590	87.9%	2,364	80%	358	12.1%	0	0.0%	0	0.0%	125	4.2%	0	0.0%	67	2.3%	34	1.2%
70.02	4,961	4,380	88.3%	4,309	87%	581	11.7%	6	0.1%	0	0.0%	18	0.4%	0	0.0%	0	0.0%	47	0.9%
70.03	7,288	6,423	88.1%	5,683	78%	865	11.9%	0	0.0%	0	0.0%	671	9.2%	0	0.0%	0	0.0%	69	0.9%
70.04	6,391	4,949	77.4%	4,464	70%	1,442	22.6%	182	2.8%	14	0.2%	41	0.6%	0	0.0%	205	3.2%	43	0.7%
71.01	5,551	5,481	98.7%	5,212	94%	70	1.3%	14	0.3%	0	0.0%	39	0.7%	0	0.0%	216	3.9%	0	0.0%
71.02	2,220	2,095	94.4%	2,044	92%	125	5.6%	11	0.5%	0	0.0%	0	0.0%	26	1.2%	0	0.0%	14	0.6%
72.02	5,670	4,021	70.9%	3,841	68%	1,649	29.1%	18	0.3%	24	0.4%	80	1.4%	0	0.0%	0	0.0%	58	1.0%
72.03	1,997	686	34.4%	478	24%	1,311	65.6%	0	0.0%	10	0.5%	193	9.7%	0	0.0%	0	0.0%	5	0.3%
72.04	6,335	2,779	43.9%	1,883	30%	3,556	56.1%	11	0.2%	0	0.0%	656	10.4%	0	0.0%	45	0.7%	184	2.9%
73.00	3,776	2,186	57.9%	1,763	47%	1,590	42.1%	41	1.1%	2	0.1%	213	5.6%	0	0.0%	46	1.2%	121	3.2%
74.00	2,879	2,077	72.1%	1,983	69%	802	27.9%	26	0.9%	0	0.0%	5	0.2%	0	0.0%	0	0.0%	63	2.2%
75.00	5,064	3,811	75.3%	3,471	69%	1,253	24.7%	219	4.3%	0	0.0%	90	1.8%	0	0.0%	0	0.0%	31	0.6%
76.00	3,811	2,990	78.5%	2,748	72%	821	21.5%	73	1.9%	0	0.0%	107	2.8%	0	0.0%	22	0.6%	40	1.0%
77.00	5,425	4,212	77.6%	4,211	78%	1,213	22.4%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
78.01	2,379	2,379	100.0%	2,358	99%	0	0.0%	21	0.9%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
78.02	4,758	4,677	98.3%	4,547	96%	81	1.7%	51	1.1%	79	1.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
79.03	7,017	5,528	78.8%	4,403	63%	1,489	21.2%	501	7.1%	77	1.1%	139	2.0%	82	1.2%	85	1.2%	241	3.4%



Fresno Area Express 2025 Title VI Program

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	
80.00	4,960	3,519	70.9%	3,282	66%	1,441	29.1%	74	1.5%	0	0.0%	135	2.7%	0	0.0%	0	0.0%	28	0.6%
81.00	6,766	5,297	78.3%	4,788	71%	1,469	21.7%	182	2.7%	31	0.5%	226	3.3%	0	0.0%	0	0.0%	70	1.0%
82.00	5,812	5,667	97.5%	5,425	93%	145	2.5%	185	3.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	57	1.0%
83.01	5,319	5,282	99.3%	5,282	99%	37	0.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
83.03	5,046	5,046	100.0%	5,021	100%	0	0.0%	0	0.0%	0	0.0%	25	0.5%	0	0.0%	0	0.0%	0	0.0%
83.04	4,564	4,194	91.9%	3,903	86%	370	8.1%	191	4.2%	51	1.1%	49	1.1%	0	0.0%	0	0.0%	0	0.0%
84.02	845	646	76.4%	646	76%	199	23.6%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
84.03	2,034	1,979	97.3%	1,979	97%	55	2.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
84.04	3,731	3,574	95.8%	3,531	95%	157	4.2%	15	0.4%	15	0.4%	0	0.0%	0	0.0%	0	0.0%	13	0.3%
84.05	3,108	3,048	98.1%	3,019	97%	60	1.9%	2	0.1%	0	0.0%	12	0.4%	0	0.0%	0	0.0%	15	0.5%
85.01	5,114	4,861	95.1%	4,845	95%	253	4.9%	0	0.0%	0	0.0%	16	0.3%	0	0.0%	0	0.0%	0	0.0%
85.03	3,967	3,967	100.0%	3,890	98%	0	0.0%	44	1.1%	0	0.0%	33	0.8%	0	0.0%	0	0.0%	0	0.0%
85.04	4,078	4,019	98.6%	4,003	98%	59	1.4%	0	0.0%	0	0.0%	16	0.4%	0	0.0%	0	0.0%	0	0.0%
86.00	4,127	3,232	78.3%	1,795	43%	895	21.7%	481	11.7%	52	1.3%	815	19.7%	0	0.0%	24	0.6%	65	1.6%

Table notes:

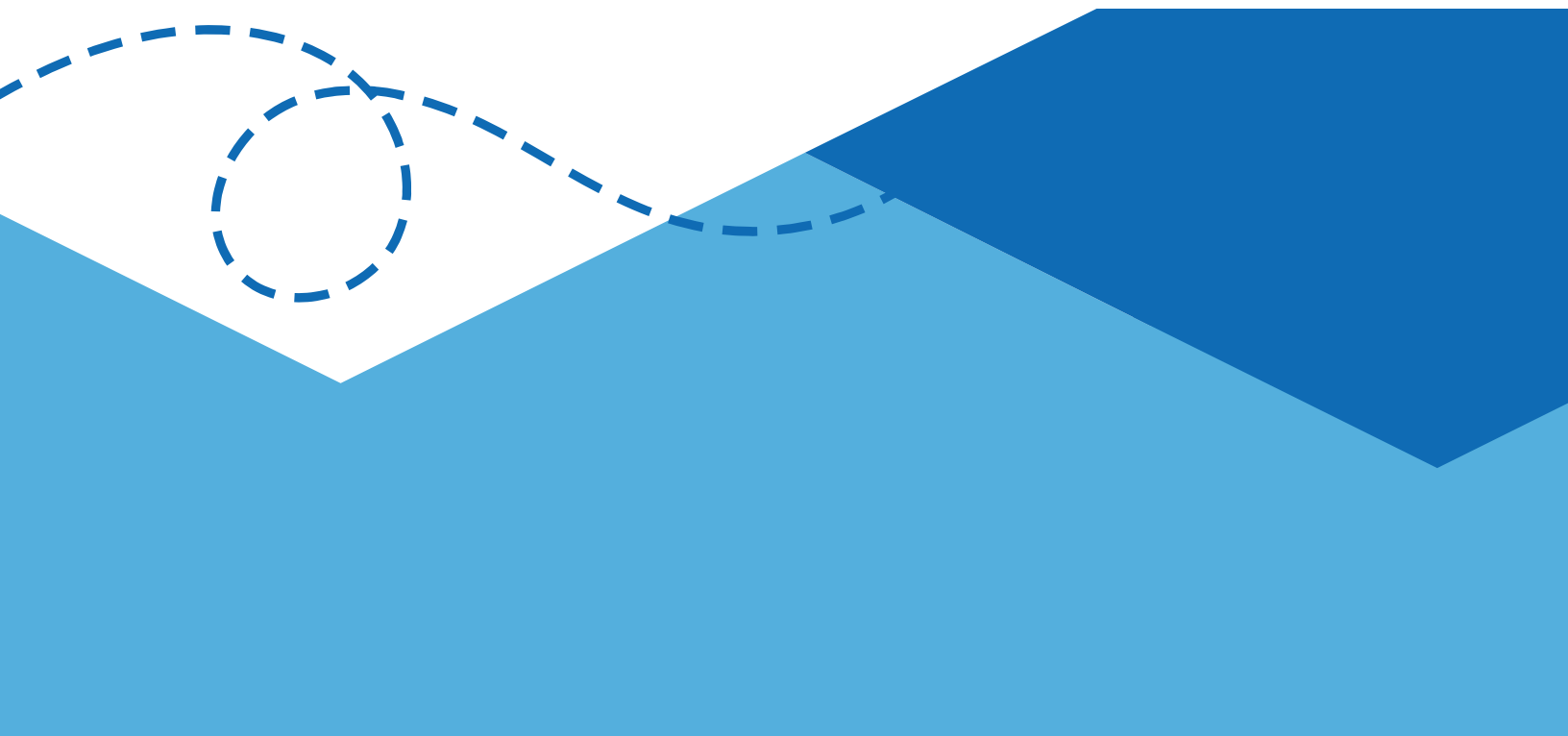
*Minority is calculated as anyone who does not identify as “White, Non-Hispanic/Latino.” Using this definition, the Fresno Urbanized Area is 71.0 percent minority.

**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



APPENDIX P: CENSUS TRACTS WITH FIXED ROUTE SERVICE MAPS

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 2019-2023 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 71.0 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.

Exhibit P.2 presents an image of a map identifying low-income population concentrations within the Fresno Urbanized Area. The map also includes all FAX fixed routes.

The map is based on the American Community Survey 2019-2023 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 29.9 percent.

Concentrations of low-income population are differentiated by colors at the census block group 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.

Exhibit P.1 Demographic Map: Minority Population with Fixed Route Service Map

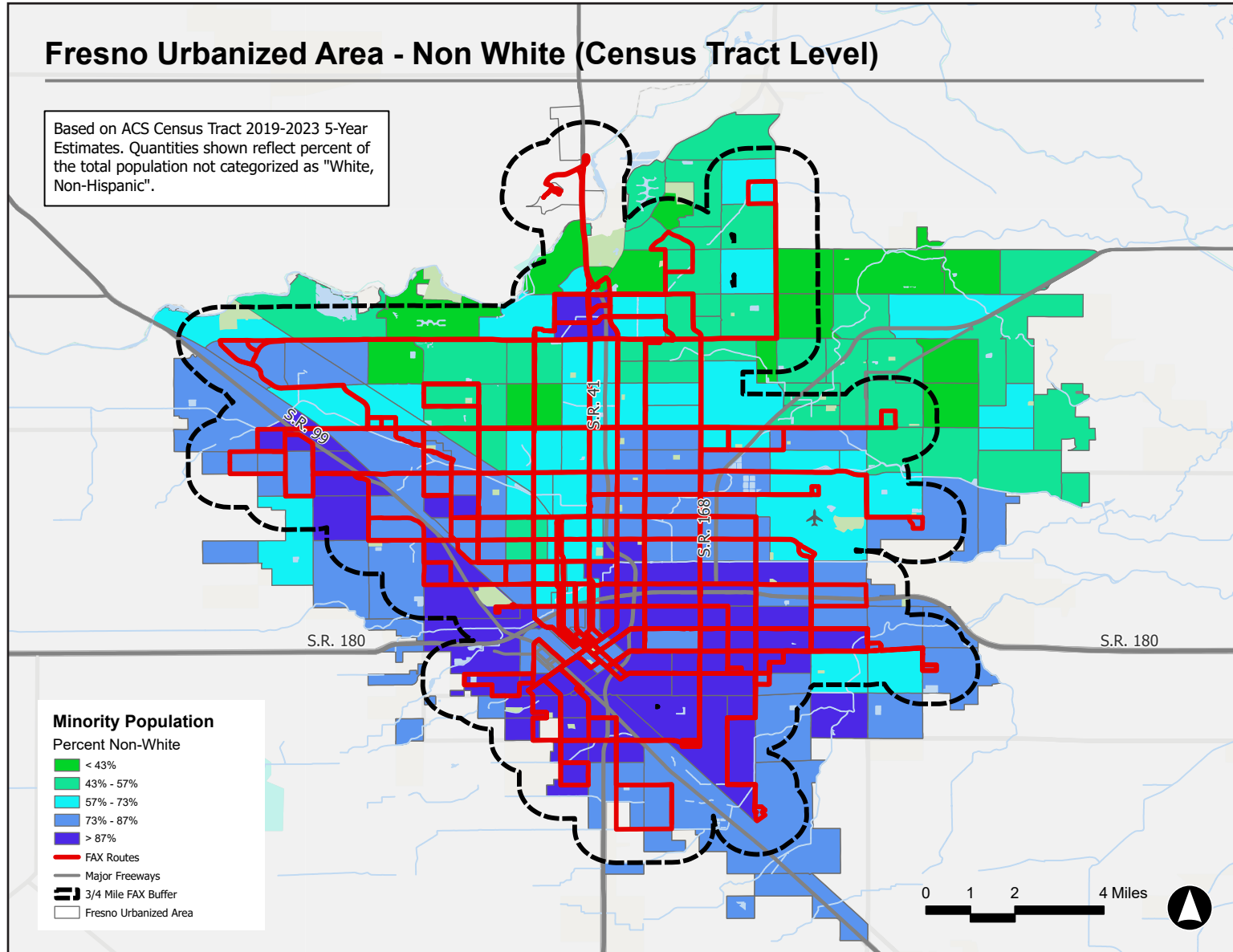
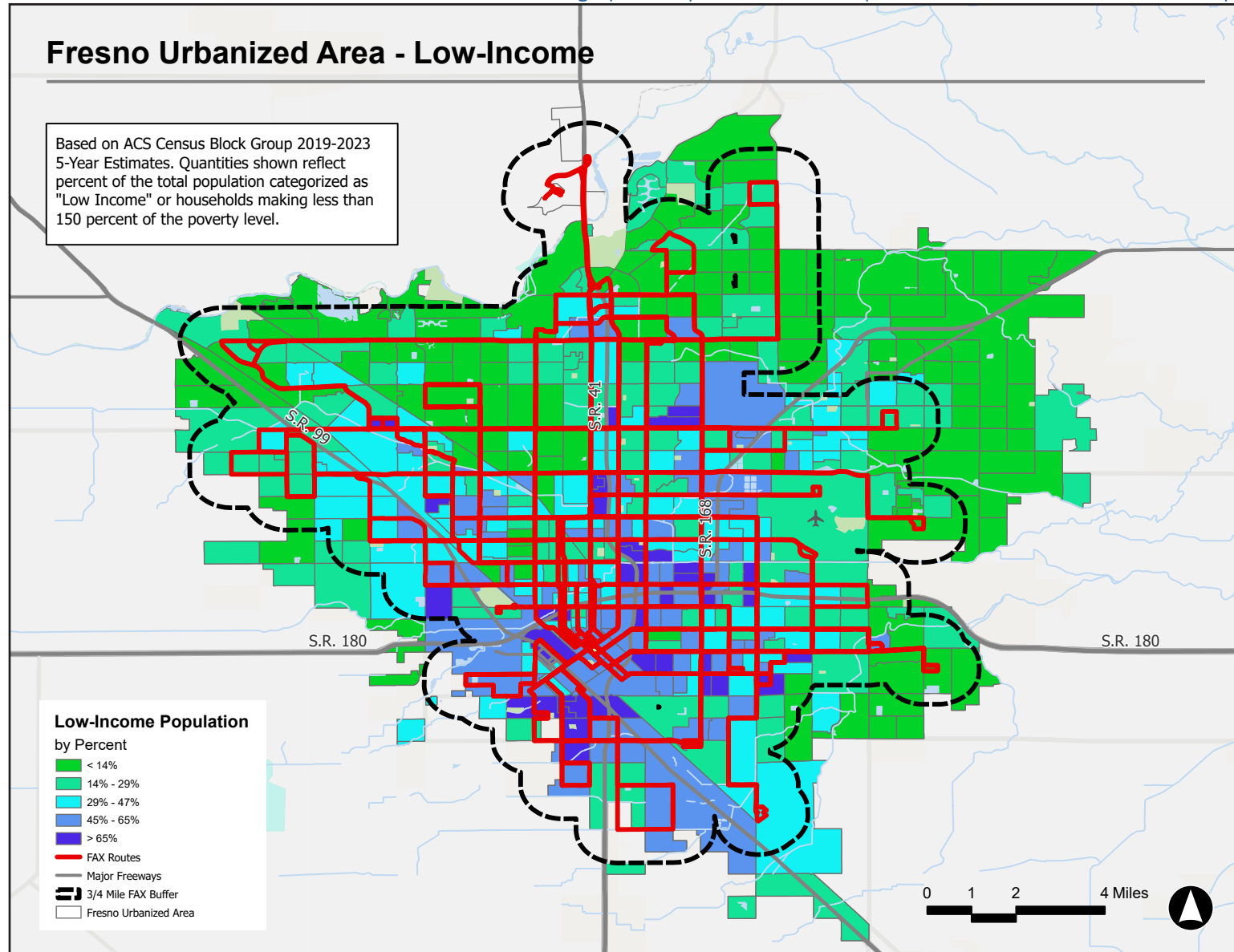
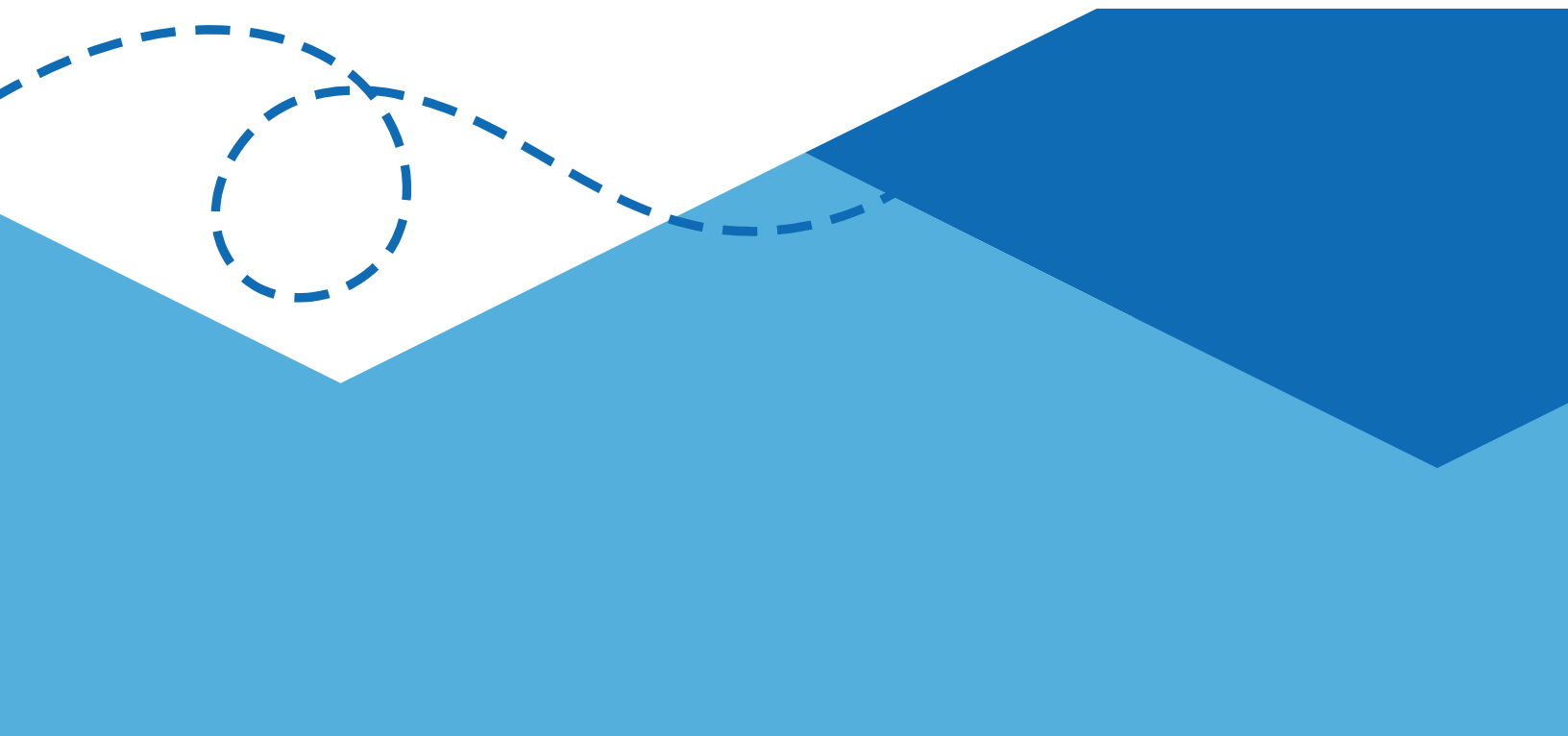


Exhibit P.2 Demographic Map: Low-Income Population with Fixed Route Service Map



APPENDIX Q

Title VI Service Equity Analysis





City of Fresno Department of
Transportation/Fresno Area Express
Title VI Service Equity Analysis



June 2023



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 4 of its routes.

This Title VI analysis will:

- Determine whether the proposed route changes constitute a major service change 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 2022, 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 also recently completed four other Title VI analyses, including for a series of service changes in 2020, an analysis of a fare reduction in 2021, an analysis of a pilot program consisting of free fares for Reduced Fare passengers subsidized by Kaiser in 2022, and an analysis of reduced fares for students in 2022. 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. FAX has proposed changes to four routes. Table 1 summarizes the proposed service changes. Figure 1 and Figure 2 show FAX's network before and after the proposed changes, respectively.

Table 1: Summary of Proposed Service Changes

Route	Description of Revised Service	Origin and Destination of Revised Service
Route 3	Increase frequency from every 45 minutes to every 30 minutes	N/A
Route 20	Increase frequency from every 45 minutes to every 30 minutes	N/A
Route 34	Increase frequency from every 20 minutes to every 15 minutes; Extend the southern end of the route to the North Pointe Business Park, including the IRS, Amazon, Ulta, and other businesses	From East Jensen Ave and South Cherry Ave to South Orange Ave and East Central Ave
Route 45	Increase frequency from every 45 minutes to every 30 minutes; Extend the western end of the route to serve Harvest Elementary School, Glacier Point Middle School, and Justin Garza High School	From North Polk Ave and West Ashlan Ave to North Bryan Ave and West Gettysburg Ave

Figure 1: Existing Network

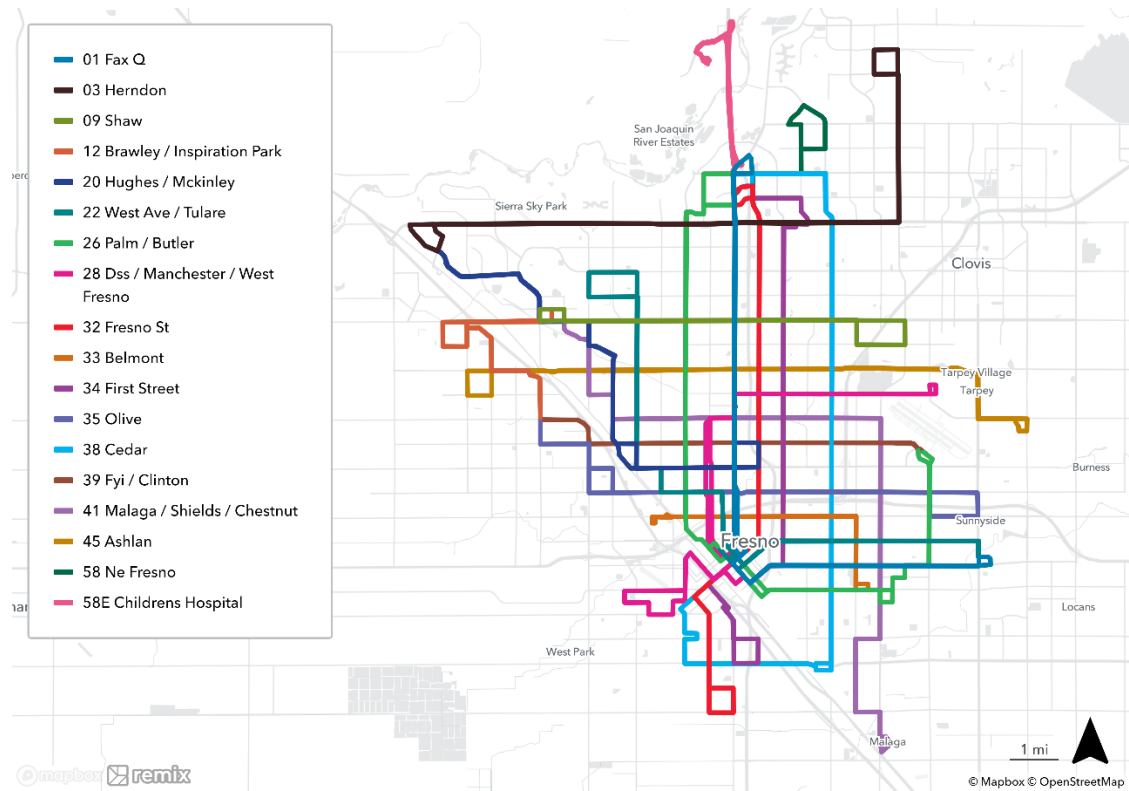
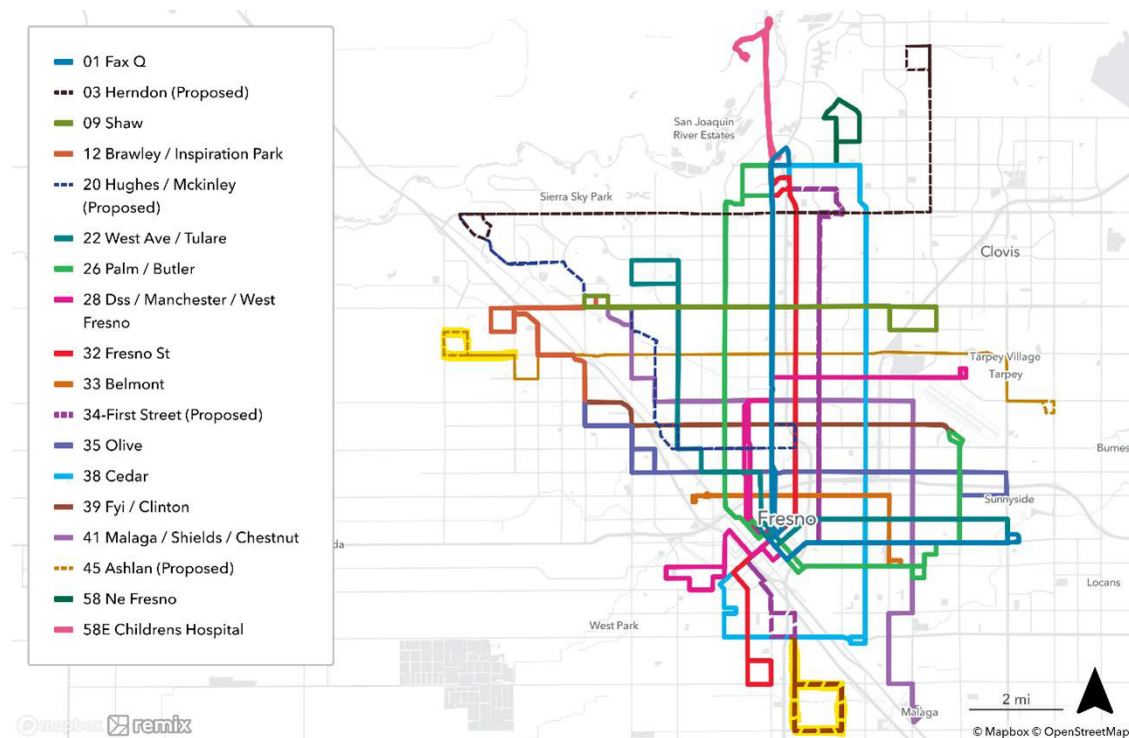


Figure 2: Proposed Network. New Coverage is Highlighted in Yellow.



Summary of Public Participation & Outreach

To collect community feedback on the proposed service changes, FAX held a series of outreach events in May 2022 and August 2022. The May outreach events, which focused on the proposed changes to Routes 3, 20, and 45, consisted of five workshops, one of which was virtual, and six informal pop-up events at bus stops throughout the system. The August outreach events focused on the proposed changes to Route 34, and consisted of three workshops, one of which was virtual. Information about the proposed changes, as well as information about the workshops were placed on the FAX website. Flyers advertising the workshops in English and Spanish were placed at bus stops, on buses, on social media, and in the FAX newsletter. Appendix A includes the public outreach materials produced for these proposed changes.

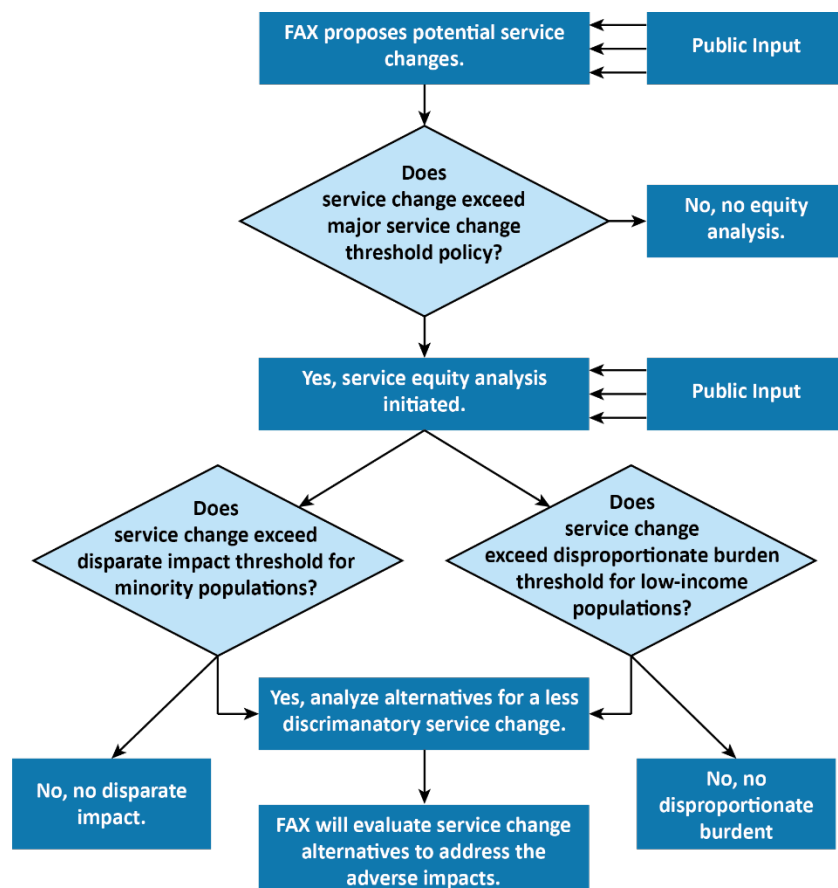
Service Equity Analysis

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 FAX'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 FAX'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 3 illustrates FAX's service equity analysis process. Because of the combination of proposed changes, FAX determined analyzing all proposed changes, regardless of if they meet policy thresholds, would provide consistent information for the decision-making process related to the proposed network changes.

Figure 3: 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 2022 FAX Customer Satisfaction Survey were used to perform the Title VI analysis.

American Community Survey

2021 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

2022 FAX Customer Satisfaction Survey

The following questions from the 2022 Customer Satisfaction Survey were analyzed for the service equity analysis:

- **Route:** 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

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, 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.

Table 2: 2022 Poverty Guidelines for the 48 Contiguous States and D.C.

Persons in Family/Household	Poverty Guideline	150 Percent of Poverty Guideline
1	\$13,590	\$20,385
2	\$18,310	\$27,465
3	\$23,030	\$34,545
4	\$27,750	\$41,625
5	\$32,470	\$48,705
6	\$37,190	\$55,785
7	\$41,910	\$62,865
8	\$46,630	\$69,945
9	\$51,350	\$77,025
10	\$56,070	\$84,105
11	\$60,790	\$91,185
12	\$65,510	\$98,265
13	\$70,230	\$105,345
14	\$74,950	\$112,425

Table 3: Low-Income Status by 2018 FAX Customer Satisfaction Survey Categories (Below or Above 150 Percent of Federal Poverty Guideline)

Persons in Household	Reported Annual Household Income in 2022							
	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	Below	Above	Above	Above	Above	Above
2	Below	Below	Below	Above	Above	Above	Above	Above
3	Below	Below	Below	Below	Above	Above	Above	Above
4	Below	Below	Below	Below	Below	Above	Above	Above
5	Below	Below	Below	Below	Below	Above	Above	Above
6	Below	Below	Below	Below	Below	Below	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	Below	Above
10	Below	Below	Below	Below	Below	Below	Below	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
14	Below	Below	Below	Below	Below	Below	Below	Below

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.

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	
3	16,360	25,463	55.6%	208,686	321,297	54.0%	Yes
20	12,912	20,539	59.1%	172,895	250,465	44.9%	Yes
34	32,327	48,584	50.3%	380,522	553,757	45.5%	Yes
45	13,121	24,406	86.0%	182,731	310,037	69.7%	Yes

Every proposed change qualifies as a major service change due to a greater than 25 percent increase in revenue hours and/or revenue miles. Because each proposed change exceeds the major service change threshold, analysis is provided for all proposed changes.

Geographic/Population Analysis

This report summarizes two layers of analysis. The first layer considers the population living within ¼ 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. The 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 ¼ mile	Percent Minority	Total Population within ¼ mile	Percent Minority	Percentage Point Change Minority	Disparate Impact
3	33,384	56.0%	33,384	56.2%	0.2%	No
20	69,319	76.0%	69,319	76.0%	0.0%	No
34	59,978	76.9%	62,623	76.8%	-0.1%	No
45	54,238	74.3%	54,045	74.3%	0.0%	No
System Total	371,108	76.3%	379,671	76.3%	0.0%	No

Table 6.

Table 5: Population within ¼ Mile of FAX Stop by Minority Status, Existing and Proposed

Route	Existing		Proposed		Difference	
	Total Population within ¼ mile	Percent Minority	Total Population within ¼ mile	Percent Minority	Percentage Point Change Minority	Disparate Impact
3	33,384	56.0%	33,384	56.2%	0.2%	No
20	69,319	76.0%	69,319	76.0%	0.0%	No
34	59,978	76.9%	62,623	76.8%	-0.1%	No
45	54,238	74.3%	54,045	74.3%	0.0%	No
System Total	371,108	76.3%	379,671	76.3%	0.0%	No

Table 6: Population within ¼ Mile of FAX Stop by Income Status, Existing and Proposed

	Existing	Proposed	Difference
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Route	Total Population within ¼ mile	Percent Low-income	Total Population within ¼ mile	Percent Low-Income	Percentage Point Change Low-Income	Disproportionate Burden
3	33,384	15.4%	33,384	15.7%	0.3%	No
20	69,319	36.2%	69,319	36.2%	0.0%	No
34	59,978	43.5%	62,623	43.5%	0.0%	No
45	54,238	37.0%	54,045	37.0%	0.0%	No
System Total	371,108	40.3%	379,671	40.2%	-0.1%	No

Route 3

Increasing service frequency on Route 3 meets the major service change threshold. Additionally, the percentage of minority individuals living within ¼ mile of Route 3 stops is significantly smaller than that of the existing system-wide percentage. However, because the proposed change is a service improvement and the percent of minority individuals with access within ¼ mile to the route increases, there is no disparate impact, and no mitigation measures need to be considered.

The percentage of low-income individuals living within ¼ mile of the proposed Route 3 stops is also 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. Similarly, however, because the proposed change is a service improvement and the percent of low-income individuals with access within ¼ mile to the route increases, there is no disparate impact, and no mitigation measures need to be considered.

Route 20

The increase of service frequency of Route 20 meets the major service change threshold. The population living within ¼ mile of existing stops has a slightly smaller percentage of minority individuals than the system-wide average, and that percentage does not change 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 ¼ mile of Route 20 stops is slightly lower than the system-wide average. However, the proposed network does not affect that percentage. As a result, there is no disproportionate burden, and no mitigation measures need to be considered.

Route 34

The increase in service frequency and addition of new coverage on Route 34 meets the major service change threshold. The percentage of minority individuals living within ¼ mile of Route 34 is slightly above the system-wide average, and there is only a 0.1 percentage point decrease in the percent of minority individuals who have access to the route. The changes to Route 34 also represent an increase in coverage, 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 ¼ mile is slightly above the system-wide average. This proposed alignment change has no impact on the percent of low-income individuals who have access within ¼ mile to Route 34 stops. As a result, there is no disproportionate burden, and no mitigation measures need to be considered.

Route 45

The addition of new coverage on Route 45 meets the major service change threshold. The proportion of minority individuals living within ¼ mile of Route 45 is slightly less than the system-wide average, and there is no change in that share under the proposed network. However, these changes can be classified as a service improvement because there is an increase in coverage on the route. As a result, there is no disparate impact, and no mitigation measures need to be considered.

The percentage of low-income individuals living within ¼ mile of Route 45 is slightly below the system-wide average, and the proposed changes do not change that percentage. As a result, there is no disproportionate burden, and 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 2022 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. 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 geographic population analysis but have above-average minority or low-income ridership (Part 1 of the population analysis). Findings are summarized in Table 7. Highlighted cells indicate routes that are above the 20 percent threshold and cells with asterisks indicate very low response rates.

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
3	60.0%*	-13.4%	75.0%*	-4.1%
20	66.7%	-6.7%	58.8%*	-20.3%
34	76.9%	3.6%	82.7%	3.6%
45	44.4%*	-28.9%	66.7%*	-12.4%
System-Wide	73.4%		79.1%	

Route 3

Similar to the ACS analysis, the percentage of minority riders on Route 3 is less than the percentage of minority riders, system wide. The percentage of low-income riders is also slightly lower on Route 3 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 20

The percentage of minority riders on Route 20 is also below the system average, and the percentage of low-income riders is below average and breaks the 20% difference threshold. The differences in the case of low-income riders identifies a potential disproportionate burden, and mitigation measures need to be considered.

Route 34

The percentage of minority riders on Route 34 is slightly above average. The percentage of low-income riders is also above the system-wide average, although by significantly less than that of the disproportionate burden threshold. 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, by 28.9 percentage points, and the percentage of low-income riders is slightly below. The difference in the minority riders on Route 45 compared to the system average is more than enough to cross the 20% threshold. As this could indicate a disparate impact, mitigation measures need to be considered.

Alternative Remix Analysis

In addition to the usual analysis, FAX also conducted an analysis using the Remix Title VI tool. Remix's Title VI tool looks at the overall impact of proposed changes by calculating annual person trips. For each route, the tool takes the number of low-income and minority individuals within a quarter mile before and after the proposed change, then multiplies those numbers by the number of trips on that route. This method captures the difference in total amount of service available to minority and low-income populations and can catch some impacts in ways the usual analysis cannot. For example, a route that is moved to a less dense part of town may provide less service to minority and low-income populations, even if the percentage of minority and low-income populations remains the same.

Applying this analysis to the changes proposed by FAX shows that the proposed changes are not an impact. Even though a larger number of trips are being added to routes that have below average minority and low-income percentages, those additions are balanced by the fact that the total number of minority and low-income individuals that live within a quarter mile of improved service on Route 34 is much larger. The Remix Title VI Analysis can be seen in Appendix C.

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, Route 20 was found to have potential disproportionate burdens based on the ridership analysis; it is an increase in service that disproportionately benefits non-low-income individuals. Route 45 was found to have potential disparate impacts because it is an increase in coverage for a route with high non-minority ridership. However, the results from the analyses suggest that the other proposed changes already mitigate the impacts of Routes 20 and 45, and that no additional mitigation measures are necessary. It is important to take these ridership numbers with a grain of salt because the survey response rate for some of the routes was incredibly low, as noted in the chart above. The survey was taken in 2022, when ridership was still recovering from the COVID pandemic.

When looking at the geographic population analysis, it was found that the difference in percent of minority and low-income individuals between the existing and proposed networks overall is very small, a total decrease by 0.1%. While the Route 3 change increases service in areas with lower-than-average minority and low-income individual percentages, the increase in frequency on Route 34 expands service in areas that meet or exceed the system average for minority and low-income individuals. This route also serves a greater share of the total population within ¼ mile of FAX stops than Routes 3, 20, and 45 which helps to balance the impacts. In addition, Route 3 provides service to a number of medical facilities, a community college, and two regional shopping centers. Public outreach conducted when the route was originally introduced indicated that minority and low-income showed strong support for improved service to these areas, suggesting that although the route itself may not pass through neighborhoods with higher than average minority and low-income population, the route does provide connections to locations that minority and low-income riders feel are valuable.

The Route 34 change, for example expands route coverage to an Amazon facility and other major employment sites. This route provides access to jobs for an area with an above average share of minority and low-income individuals. Additionally, the route is above average for the share of minority and low-income riders that use the route.

In addition, the analysis done using the Remix Title VI tool also shows that, while much of the increased service is concentrated in areas that are more likely to be non-minority and non-low income, that

increased service is balanced by the additional service on Route 34. With this context along with the analysis, the combined impact of the service changes does not cause a disparate impact or disproportionate burden.

Appendix A: Community Outreach Materials

Figure 4: Flyer for May Workshops



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.

Scan the QR Code 

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.

Escanear el código QR 

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   

Figure 5: Flyer for August Workshops



WE WANT TO HEAR FROM YOU! ¡QUEREMOS SUS COMENTARIOS!

Provide your input on a NEW bus route to the North Pointe Business Park, where Amazon and Ulta are located.

3 Workshops this August... Two In-Person and one Virtual!

RSVPs are required. Light refreshments will be served at the two in-person workshops.

- **Thursday, August 11, 2022, 5:30 p.m.** at Legacy Commons, 2255 S. Plumas Ave.
- **Wednesday, August 17, 2022, 5 p.m.** Virtual Workshop hosted via ZOOM (register in advance at: <https://zoom.us/join/mtzotHtRm3hTR37Z0lw1KUR7yGjew>)
- **Saturday, August 20, 2022, 12 noon**, Maxie L. Parks Community Center, 1802 E. California Avenue

All meeting rooms and restrooms are ADA accessible.

Contact 559-621-1499 or carolina.ilic@fresno.gov at least 72 hours prior to the in-person workshops to RSVP and/or to request auxiliary aids or translation services.



For more information/ para más información:
www.fresno.gov/faxoutreach

Follow us/Síguenos : @fresnofax   

Proporcione su opinión sobre una NUEVA ruta de autobús al parque empresarial North Pointe, donde se encuentran Amazon y Ulta.

3 talleres este Agosto... ¡dos en persona y uno virtual!

Se requieren confirmaciones de asistencia. Se servirán refrigerios ligeros en los dos talleres en persona.

- **Jueves, 11 de agosto de 2022, 5:30 p.m.** en Legacy Commons, 2255 S. Plumas Ave.
- **Miércoles, 17 de agosto de 2022, 5 p.m.** Taller virtual organizado a través de ZOOM (regístrese en: <https://zoom.us/join/mtzotHtRm3hTR37Z0lw1KUR7yGjew>)
- **Sábado, 20 de agosto de 2022, 12 del mediodía**, Centro Comunitario de Maxie L. Parks, 1802 E. California Avenue

Todas las salas de reuniones y los baños son accesibles según la ADA.

Comuníquese al 559-621-1499 o carolina.ilic@fresno.gov al menos 72 horas antes de los talleres en persona para confirmar su asistencia y/o para solicitar ayudas auxiliares o servicios de traducción.

Upcoming Public Outreach for the 2022 FAX Title VI Program Update and Proposed Services Changes

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! FAX is proposing a route extension on the western end of Route 45 to serve either Justin Garza High School or additional areas closer to Central High East, as well as frequency enhancements for three routes (Routes 3, 20, and 45). In addition, every three years, FAX updates its Title VI Program to make the public aware of their rights under Title VI, 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.

We want to hear input on these proposed changes and on our Title VI Program. Please join us at one of the following in-person or virtual workshops and/or bus stop meetings. You can also send us your comments at faxoutreach@fresno.gov by May 31, 2022.

Workshop Dates and Locations

1. Monday, May 9, 2022, 5:30 p.m. in the Library at Central High East, 3535 N. Cornelia Avenue
2. Tuesday, May 10, 2022, 2 p.m. at the Pinedale Community Center, 7170 N. San Pablo
3. Tuesday, May 10, 2022, 4 p.m. at the Ted C. Wills Community Center, 770 N. San Pablo
4. Tuesday, May 10, 2022, 6 p.m. at the Maxie L. Parks Community Center, 1802 E. California Avenue
5. Tuesday, May 17, 2022, 5:30 p.m. via a Virtual Workshop at <https://zoom.us/j/4698667541> or by calling 1-669-900-9228, Meeting ID: 469 866 7541

Bus Stop Meeting Dates and Locations

1. Thursday, May 19, 2022, 1 p.m. at Courthouse Park Downtown Transit Center, between A and B Shelters (Routes 1, 22, 26, 28, 32, and 34)
2. Thursday, May 19, 2022, 3 p.m. at Cedar and Herndon (Routes 3 and 38)
3. Monday, May 23, 2022, 3 p.m. at Shaw and Brawley (Routes 9, 12, and 20)
4. Tuesday, May 24, 2022, 1 p.m. at Manchester Transit Center (Routes 1, 28, 42)
5. Tuesday, May 24, 2022, 3 p.m. at Cedar and Clinton (Routes 38 and 39)
6. Thursday, May 26, 2022, 1 p.m. at Kings Canyon-Clovis BRT Station (Routes 1 and 22)
7. Thursday, May 26, 2022, 3 p.m. at Shaw and Blackstone (Routes 1 and 9)

Proposed Service Changes



Appendix B: Route Maps

Figure 7: Route 3 Current



Figure 8: Route 3 Proposed

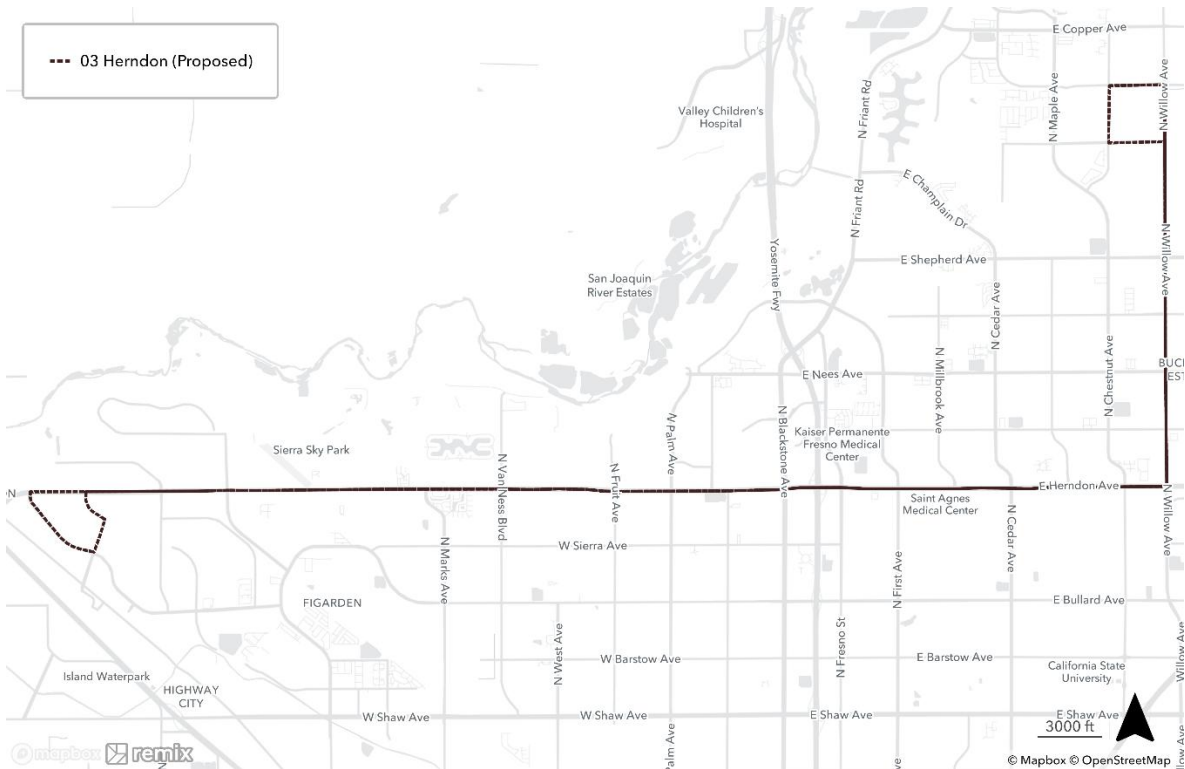


Figure 9: Route 20 Current

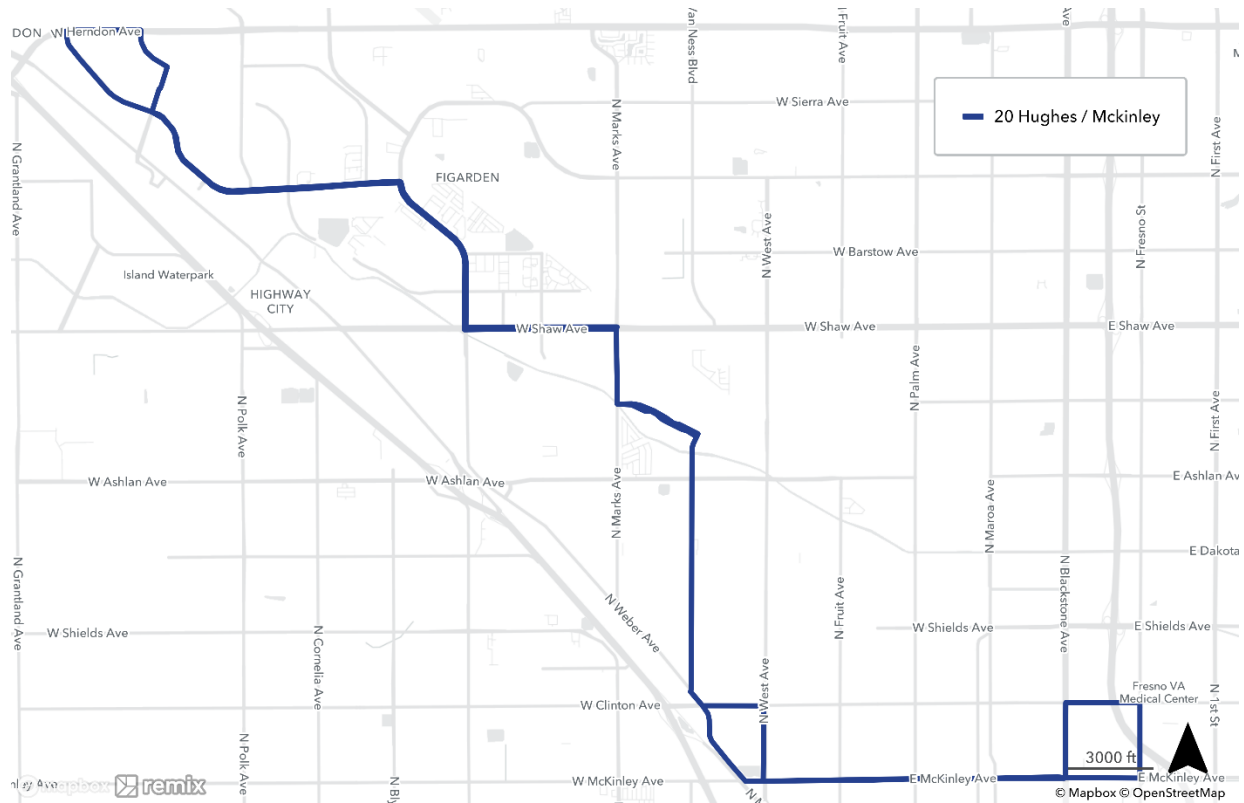


Figure 10: Route 20 Proposed

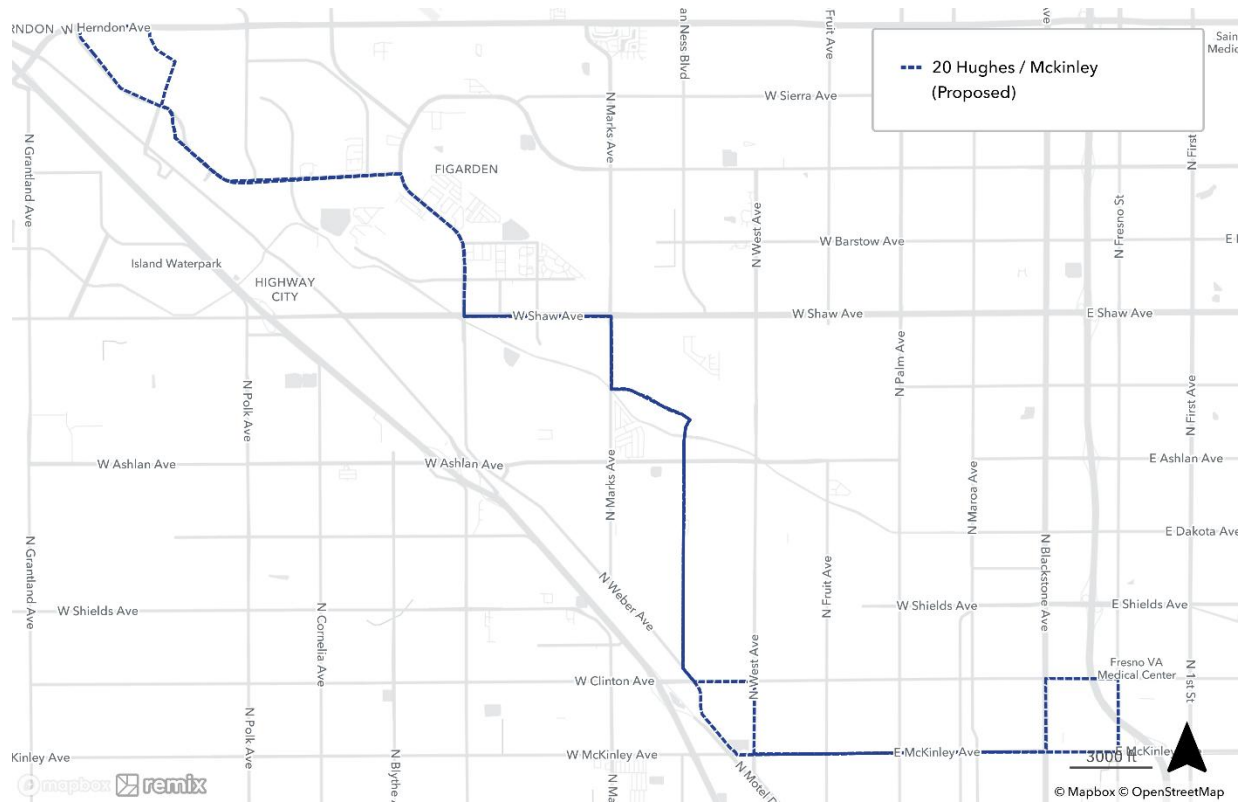


Figure 11: Route 34 Current

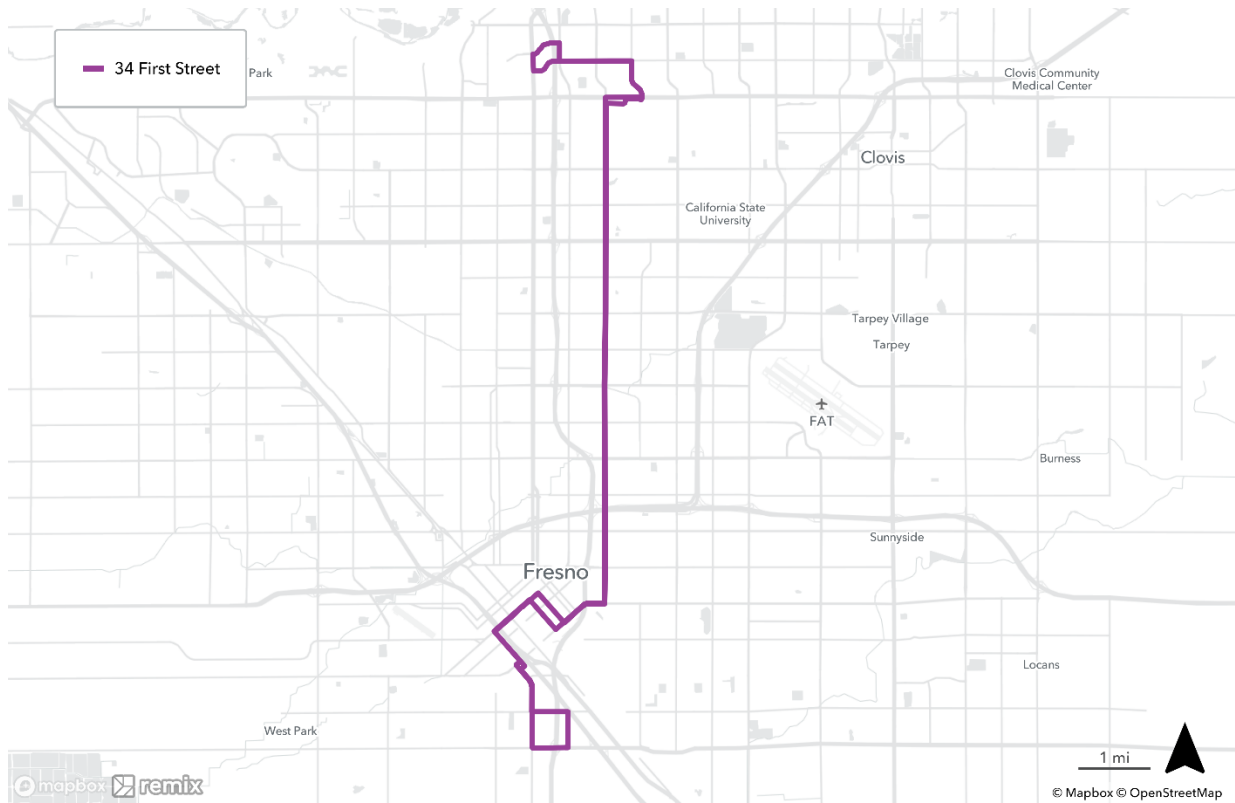


Figure 12: Route 34 Proposed

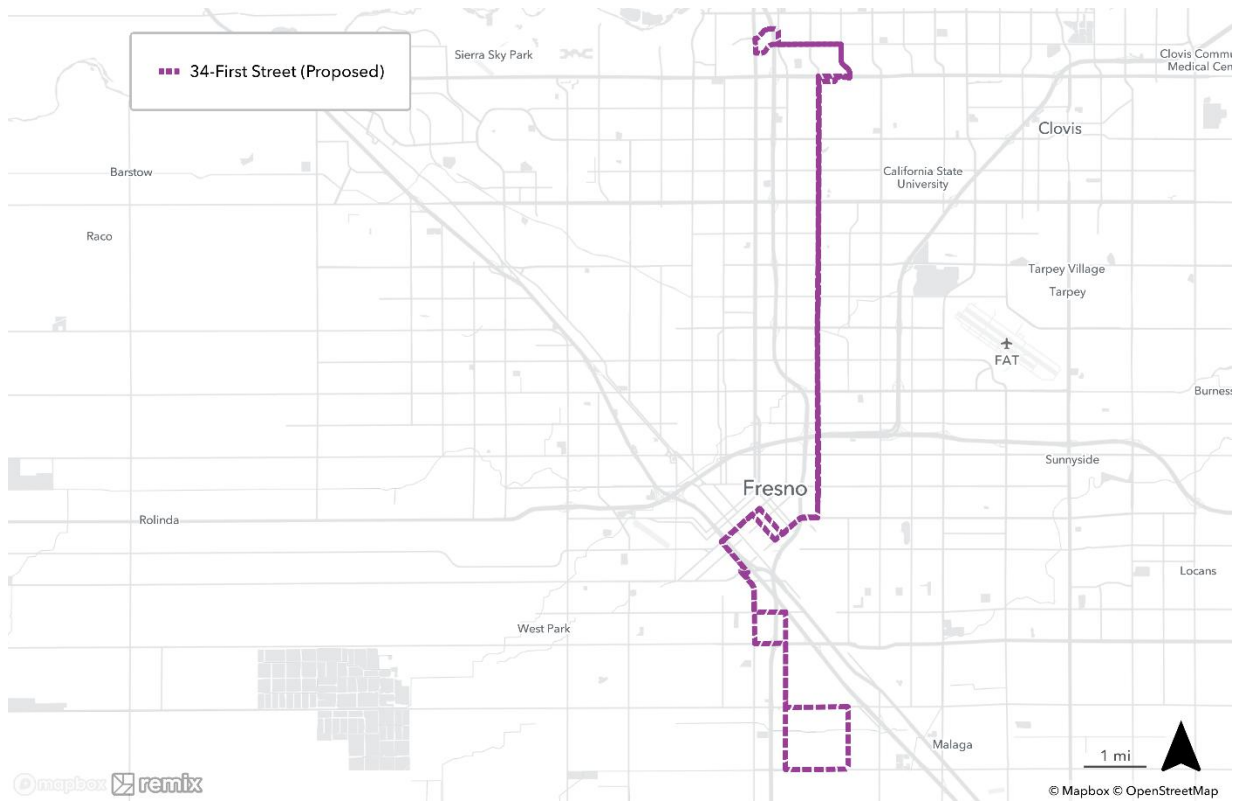


Figure 13: Route 45 Current

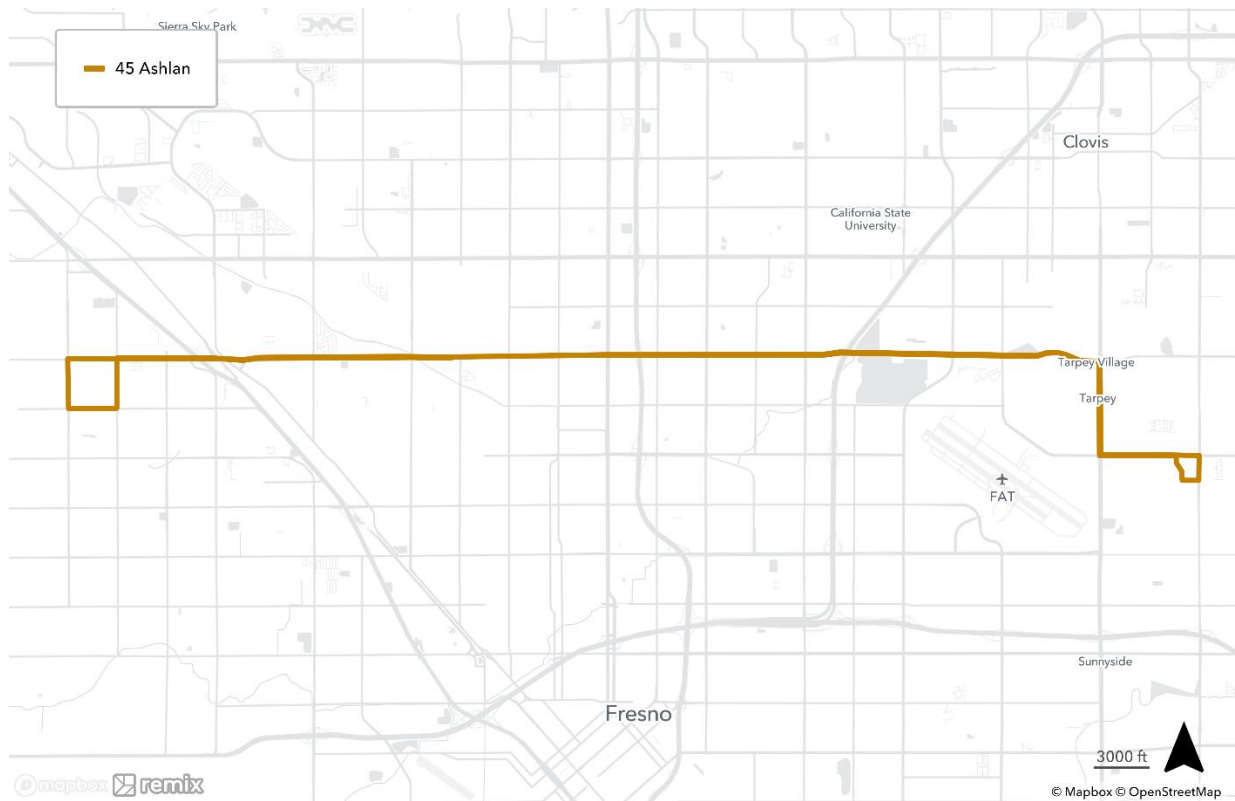
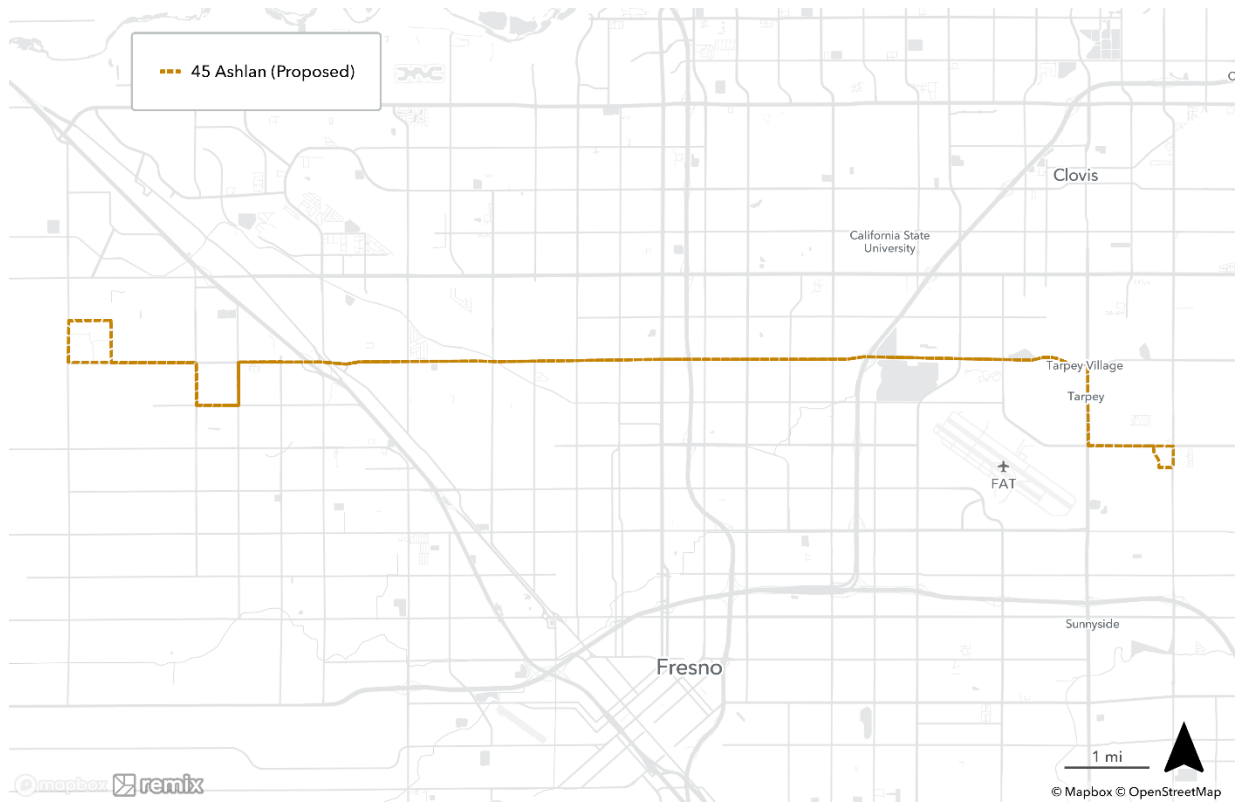


Figure 14: Route 45 Proposed



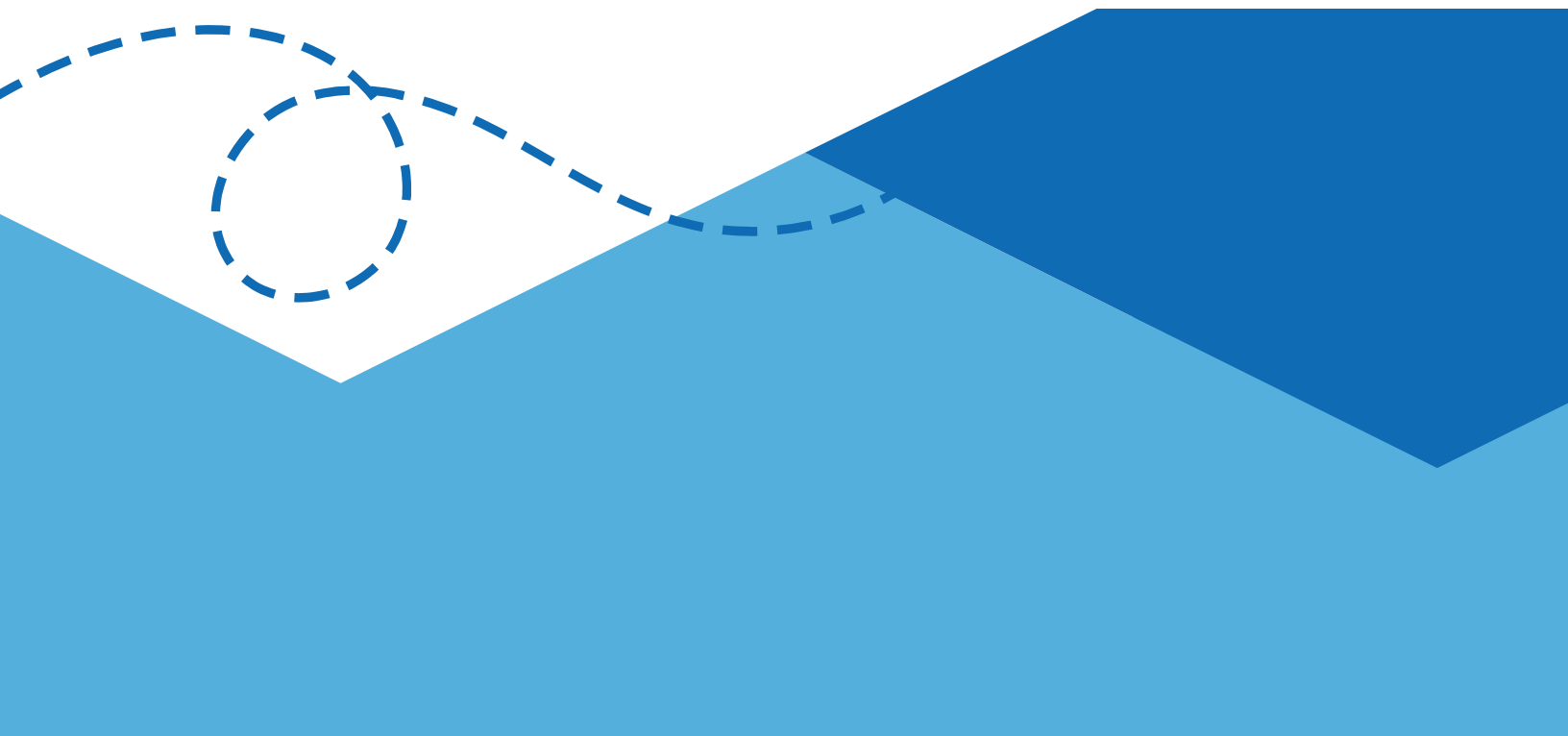
Appendix C: Alternative Remix Analysis

Route	Name	Before (Inbound)				Before (Outbound)				After (Inbound)				After (Outbound)				Difference			By Low Income	Borne by Minorities
		(within 1/4 mi)	Low Income	Minority	(Annually)	(within 1/4 mi)	Low Income	Minority	(Annually)	(within 1/4 mi)	Low Income	Minority	(Annually)	(within 1/4 mi)	Low Income	Minority	(Annually)	People-Trips (Population * Trips)	Low Income People-Trips	Minority People-Trips		
58E	1 Fax Q (A)	29,112	48.8%	80.8%	26,101	29,703	49.2%	81.5%	25,486	29,112	48.8%	80.8%	26,101	29,703	49.2%	81.5%	25,486	0	0	0	0.0%	0.0%
	1 Fax Q (B)	14,737	58.0%	88.4%	978	0			0	14,737	58.0%	88.4%	978	0			0	0	0	0	0.0%	0.0%
	1 Fax Q (C)	0			0	16,344	41.7%	74.2%	726	0			0	16,344	41.7%	74.2%	726	0	0	0	0.0%	0.0%
	3 Hemdon	16,843	15.6%	55.2%	7,068	16,541	15.3%	56.8%	7,320	0			0	0			0	-240,126,444	-37,036,436	-134,455,332	15.4%	56.0%
	3 Hemdon (Proposed)	0			0	0			0	16,843	15.8%	55.5%	10,365	16,541	15.5%	56.9%	10,365	346,025,160	54,212,532	194,340,225	15.7%	56.2%
	9 Shaw (A)	21,532	36.2%	67.3%	9,565	24,192	34.7%	65.9%	9,676	21,532	36.2%	67.3%	9,565	24,192	34.7%	65.9%	9,676	0	0	0	0.0%	0.0%
	9 Shaw (B)	25,835	35.9%	67.1%	8,217	24,723	36.3%	66.7%	8,469	25,835	35.9%	67.1%	8,217	24,723	36.3%	66.7%	8,469	0	0	0	0.0%	0.0%
	12 Brawley / Inspiration Park	9,599	40.8%	83.4%	11,091	10,606	38.4%	80.9%	10,980	9,599	40.8%	83.4%	11,091	10,606	38.4%	80.9%	10,980	0	0	0	0.0%	0.0%
	20 Hughes / McKinley	34,114	37.6%	76.1%	7,320	35,205	34.8%	76.0%	7,320	0			0	0			0	-507,415,080	-183,518,890	-385,873,800	36.2%	76.0%
	20 Hughes / McKinley (Proposed)	0			0	0			0	34,114	37.6%	76.1%	10,617	35,205	34.8%	76.0%	10,617	735,959,823	266,177,603	559,675,155	36.2%	76.0%
	22 West Ave / Tulare (A)	46,663	43.9%	78.5%	8,490	50,026	41.6%	76.2%	9,105	46,663	43.9%	78.5%	8,490	50,026	41.6%	76.2%	9,105	0	0	0	0.0%	0.0%
	22 West Ave / Tulare (B)	26,941	40.5%	72.5%	504	30,557	37.3%	69.5%	837	26,941	40.5%	72.5%	504	30,557	37.3%	69.5%	837	0	0	0	0.0%	0.0%
	22 West Ave / Tulare (C)	21,539	48.9%	85.7%	474	0			0	21,539	48.9%	85.7%	474	0			0	0	0	0	0.0%	0.0%
	22 West Ave / Tulare (D)	24,854	44.3%	84.2%	252	21,513	48.5%	85.7%	504	24,854	44.3%	84.2%	252	21,513	48.5%	85.7%	504	0	0	0	0.0%	0.0%
	22 West Ave / Tulare (E)	49,978	42.1%	78.2%	756	0			0	49,978	42.1%	78.2%	756	0			0	0	0	0	0.0%	0.0%
	22 West Ave / Tulare (F)	0			0	21,103	33.5%	67.7%	252	0			0	21,103	33.5%	67.7%	252	0	0	0	0.0%	0.0%
	26 Palm / Butler (A)	45,413	41.1%	73.7%	8,883	44,861	41.6%	74.1%	9,246	45,413	41.1%	73.7%	8,883	44,838	41.6%	74.1%	9,246	-212,658	-88,637	-184,920	41.7%	87.0%
	26 Palm / Butler (B)	23,099	31.1%	61.0%	978	23,720	32.9%	62.1%	726	23,099	31.1%	61.0%	978	23,696	32.9%	62.0%	726	-17,424	-8,537	-14,520	49.0%	83.3%
	26 Palm / Butler (C)	24,121	51.1%	86.0%	726	23,184	50.9%	86.5%	615	24,121	51.1%	86.0%	726	23,184	50.9%	86.5%	615	0	0	0	0.0%	0.0%
	28 Dss / Manchester / West Fresno	30,610	44.1%	75.8%	14,115	29,369	43.9%	75.5%	14,145	30,610	44.1%	75.8%	14,115	29,369	43.9%	75.5%	14,145	0	0	0	0.0%	0.0%
	28 Dss / Manchester / West Fresno	14,423	41.4%	66.2%	452	13,885	41.7%	68.4%	502	14,423	41.4%	66.2%	452	13,885	41.7%	68.4%	502	0	0	0	0.0%	0.0%
	28 Dss / Manchester / West Fresno	6,070	48.4%	93.1%	978	0			0	6,070	48.4%	93.1%	978	0			0	0	0	0	0.0%	0.0%
	28 Dss / Manchester / West Fresno	0			0	23,473	42.7%	72.5%	615	0			0	23,473	42.7%	72.5%	615	0	0	0	0.0%	0.0%
	28 Dss / Manchester / West Fresno	0			0	19,782	43.9%	74.0%	302	0			0	19,782	43.9%	74.0%	302	0	0	0	0.0%	0.0%
	32 Fresno St (A)	33,893	47.9%	79.4%	10,224	34,481	46.5%	78.8%	10,365	33,893	47.9%	79.4%	10,224	34,481	46.5%	78.8%	10,365	0	0	0	0.0%	0.0%
	32 Fresno St (B)	10,619	63.6%	89.8%	1,178	10,241	62.8%	89.6%	804	10,619	63.6%	89.8%	1,178	10,241	62.8%	89.6%	804	0	0	0	0.0%	0.0%
	32 Fresno St (C)	0			0	26,082	41.2%	74.3%	474	0			0	26,082	41.2%	74.3%	474	0	0	0	0.0%	0.0%
	33 Belmont	21,014	59.5%	90.6%	8,136	20,170	59.9%	90.1%	8,025	21,014	59.5%	90.6%	8,136	20,170	59.9%	90.1%	8,025	0	0	0	0.0%	0.0%
	34 First Street (A)	37,865	43.4%	76.9%	13,248	38,115	43.7%	76.9%	12,885	0			0	0			0	-992,747,295	-432,106,959	-763,231,683	43.5%	76.9%
	34 First Street (B)	7,887	62.7%	86.6%	978	0			0	0			0	0			0	-7,713,486	-4,839,713	-6,678,762	62.7%	86.6%
	34 First Street (C)	0			0	32,205	39.7%	74.4%	726	0			0	0			0	-23,380,830	-9,292,144	-17,401,494	39.7%	74.4%
	34 First Street (Proposed) (A)	0			0	0			0	37,738	43.3%	76.8%	16,020	38,115	43.7%	76.9%	15,657	1,201,329,315	522,339,651	923,184,831	43.5%	76.8%
	34 First Street (Proposed) (B)	0			0	0			0	7,887	62.7%	86.6%	978	0			0	7,713,486	4,839,713	6,678,762	62.7%	86.6%
	34 First Street (Proposed) (C)	0			0	0			0	0			0	32,205	39.7%	74.4%	726	23,380,830	9,292,144	17,401,494	39.7%	74.4%
	35 Olive	30,357	48.5%	85.7%	10,728	31,595	47.9%	85.3%	10,728	30,248	48.4%	85.7%	10,728	31,595	47.9%	85.3%	10,728	-1,169,352	-719,310	-1,051,344	61.5%	89.9%
	38 Cedar (A)	52,745	44.9%	78.8%	16,524	52,357	45.0%	78.9%	16,272	52,800	44.9%	78.8%	16,524	52,382	45.0%	78.9%	16,272	1,315,620	660,738	1,183,932	50.2%	90.0%
	38 Cedar (B)	27,709	48.8%	85.3%	754	29,202	48.5%	84.5%	452	27,709	48.8%	85.3%	754	29,202	48.5%	84.5%	452	0	0	0	0.0%	0.0%
	38 Cedar (C)	0			0	40,410	51.3%	86.1%	50	0			0	40,410	51.3%	86.1%	50	0	0	0	0.0%	0.0%
	39 Fyi / Clinton	26,766	42.5%	78.5%	9,357	26,816	41.7%	79.1%	10,113	26,766	42.5%	78.5%	9,357	26,816	41.7%	79.1%	10,113	0	0	0	0.0%	0.0%
	41 Malaga / Shields / Chestnut (A)	54,100	45.2%	83.0%	9,609	55,744	45.0%	82.8%	9,357	54,100	45.2%	83.0%	9,609	55,744	45.0%	82.8%	9,357	0	0	0	0.0%	0.0%
	41 Malaga / Shields / Chestnut (B)	20,155	39.8%	76.3%	504	0			0	20,155	39.8%	76.3%	504	0			0	0	0	0	0.0%	0.0%
	41 Malaga / Shields / Chestnut (C)	0			0	14,140	43.3%	82.6%	504	0			0	14,140	43.3%	82.6%	504	0	0	0	0.0%	0.0%
	41 Malaga / Shields / Chestnut (D)	0			0	35,339	47.9%	86.5%	252	0			0	35,339	47.9%	86.5%	252	0	0	0	0.0%	0.0%
	45 Ashlan	27,317	37.3%	74.5%	6,816	26,921	36.7%	74.1%	7,068	0			0	27,124	37.3%	74.4%	9,861	-376,470,300	-139,307,131	-279,703,368	37.0%	74.3%
	45 Ashlan (Proposed)	0			0	0			0	27,124	37.3%	74.4%	9,861	26,921	36.7%	74.1%	9,861	532,937,745	197,199,832	395,751,513	37.0%	74.3%
	58 Ne Fresno	8,370	14.0%	53.4%	3,912	9,631	13.0%	53.5%	3,912	8,370	14.0%	53.4%	3,912	9,631	13.0%	53.5%	3,912	0	0	0	0.0%	0.0%
	E Childrens Hospital	1,578	29.5%	69.4%	3,801	1,738	32.3%	71.9%	3,801	1,578	29.5%	69.4%	3,801	1,801	32.9%	72.5%	3,801	239,463	114,276	212,856	47.7%	88.9%
	All Changes (both directions)		371,108			405,331				380,394	40.2%	76.3%	429,649					699,648,573	247,918,730	509,833,545	35.4%	72.9%
												Low Income	Minority									
												Change Borne	35.4%	72.9%								
											Area Averag	34.5%	72.8%									
											Delta	0.9%	0.0%									

APPENDIX R

Workshop Materials for 2025

Title VI Program Update



APPENDIX R: WORKSHOP MATERIALS FOR 2025 TITLE VI PROGRAM UPDATE

Exhibit R.1 contains the two pages of the 2025 Title VI brochure in English.

Exhibit R.2 contains the two pages of the 2025 Title VI brochure in Spanish.

Exhibit R.3 contains images of the 2025 Title VI presentation in English.

Exhibit R.4 contains images of the 2025 Title VI presentation in Spanish.

Exhibit R.5 contains an image of the flyer for 2025 Title VI Virtual Workshops.

Exhibit R.6 contains an email sent to stakeholders regarding the workshops.



Any Questions or Concerns?

Attend Our Workshops!

We would love your opinion on FAX's Title VI Program. Your feedback will guide FAX to a more inclusive and equitable future.

For more information go to:

<https://www.fresno.gov/transportation/fax/>

Workshop Dates

Aug 12 - 9:00 AM @ Courthouse Park

Aug 19 - 9:00 AM @ Manchester Transit Center

Virtual Meetings on Aug 22

10:30 AM

5:30 PM



FAX
FRESNO AREA
EXPRESS



TITLE VI UPDATE 2025

About FAX

Fresno Area Express (FAX) is governed by the City of Fresno and is the largest public transportation provider in the Fresno-Clovis Metropolitan Area.

FAX transit service consists of 19 fixed routes with three major hubs. **Handy Ride** is the shared ride service designed to meet the transportation needs of eligible persons with disabilities who cannot functionally use the fixed-route bus system.

Know Your Rights!

Any person who believes that he or she has been excluded from participation in or denied the benefits of FAX's programs, activities, or services due to discrimination may file a complaint with FAX within 180 days from the date of the alleged discrimination.

The form can be downloaded at:

[fresno.gov/transportation/title-vi-of-the-civil-rights-act-of-1964/](https://www.fresno.gov/transportation/title-vi-of-the-civil-rights-act-of-1964/)



Facebook | X
@fresnofax



Website
fresno.gov/fax





What is Title VI?

Title VI of the Civil Rights Act of 1964 states the following:

"No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

The FTA requires all public transit providers to develop a Title VI Program to show compliance with its policies and outreach.

A draft of the 2025 Title VI Program Update can be view on FAX's website:

fresno.gov/transportation/title-vi-of-the-civil-rights-act-of-1964/

FAX 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.



Community Demographics

Minority Population

- 70%** of the service area population are identified as minority.
- 75%** of FAX riders identify as a minority.
- 96%** of FAX routes operate to one or more minority census tracts.

Key Findings

FAX affirms that no minority or low-income group is excluded from this federally funded transit system.

In 2024, FAX served over **9 million riders**, the majority of which are minority and disadvantaged individuals.

Nearly **14% of people** over the age of five living within the Fresno Urbanized Area **do not speak English well or at all.**

Low-Income Population

- 28%** of the service area population are identified as low-income.
- 93%** of FAX riders are identified as low-income.
- 95%** of FAX routes operate to one or more low-income census tracts.





¿Preguntas? ¡Asista a Nuestros Talleres!

Nos encantaría su opinión en el programa Título IV de FAX. Su participación ayudará FAX a lograr un futuro mas inclusivo y equitativo.

Para obtener más información, visite:

<https://www.fresno.gov/transportation/fax/>

Datos de Talleres

Aug 12 - 9:00 AM en Courthouse Park

Aug 19 - 9:00 AM en Manchester Transit Center

Reunión Virtual el Aug 22

10:30 AM

5:30 PM



FAX
FRESNO AREA
EXPRESS



ACTUALI- ZACIÓN TITULO IV 2025

Sobre FAX

Fresno Area Express (FAX) está gobernado por la Ciudad de Fresno y es el mayor proveedor de transporte público en el Área Metropolitana de Fresno-Clovis.

FAX servicio de transportacion consiste en 19 rutas fijas con tres centros principales. **Handy Ride** es el servicio de paseo compartidos diseñado a satisfacer las necesidades transportaciones de personas con discapacidades quien no puede usar el sistema de rutas fijas.

¡Sepa Sus Derechas!

Cualquier persona que crea que ha sido excluida de la participación o se le han negado los beneficios de los programas, actividades o servicios de FAX debido a discriminación puede presentar una queja con FAX dentro de 180 días desde la fecha de la supuesta discriminación.

El formulario se puede descargar en:

fresno.gov/transportation/title-vi-of-the-civil-rights-act-of-1964/



Facebook | X
@fresnofax



Sitio web
fresno.gov/fax





¿Qué es el Título VI?

El Título VI de la Ley de Derechos Civiles de 1964 establece lo siguiente:

"Ninguna persona en los Estados Unidos será, por motivos de raza, color u origen nacional, excluida de la participación en, se le negarán los beneficios de, o será sometida a discriminación bajo cualquier programa o actividad que reciba asistencia financiera Federal."

La FTA requiere que todos los proveedores de tránsito público desarrollen un Programa del Título VI para mostrar cumplimiento con sus políticas y alcance comunitario.

Se puede ver un borrador de la Actualización del Programa del Título VI de 2025 en el sitio web de FAX:

fresno.gov/transportation/title-vi-of-the-civil-rights-act-of-1964/

FAX está comprometido a garantizar que ningún individuo u organización sea excluido de la participación, se le nieguen los beneficios de sus programas, actividades o servicios, o esté sujeto a discriminación basada en raza, color u origen nacional, como se les otorga por el Título VI de la Ley de Derechos Civiles de 1964, según enmendada.



Demografía de la Comunidad

Población Minoritaria

70%

de la población del área de servicio se identifica como minoritaria.

75%

de los pasajeros de FAX se identifican como minoritarios.

96%

de las rutas de FAX operan hacia uno o más sectores censales minoritarios.

Hallazgos Clave

FAX afirma que ningún grupo minoritario o de bajos ingresos es excluido de este sistema de tránsito financiado federalmente.

En 2024, FAX sirvió a más de **9 millones de pasajeros**, la mayoría de los cuales son individuos minoritarios y desfavorecidos.

Casi el **14% de las personas** mayores de cinco años que viven dentro del Área Urbanizada de Fresno **no hablan inglés bien o en absoluto.**



Población de Bajos Ingresos

28%

de la población del área de servicio se identifica como de bajos ingresos.

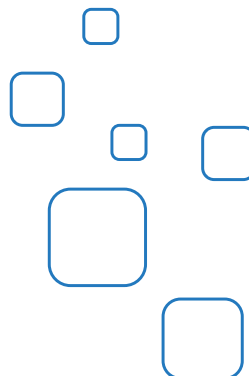
93%

de los pasajeros de FAX se identifican como de bajos ingresos.

95%

de las rutas de FAX operan hacia uno o más sectores censales de bajos ingresos.





FAX 2025 Title VI Program Update



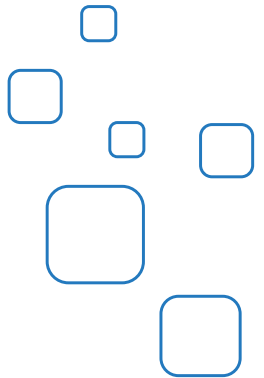


FAX Overview

- **Fresno Area Express (FAX)** is the largest provider of transit services in the Fresno-Clovis Metropolitan Area (FCMA)
- It is a department of the City of Fresno and is governed by the Fresno City Council
- With the upcoming August service change, FAX transit will operate 19 fixed routes
- **Handy Ride** is the paratransit service provided by FAX

What is Title VI?

- **Title VI of the Civil Rights Act of 1964**
 - Prohibits discrimination in programs and activities receiving federal financial assistance on the basis of race, color, and national origin
 - Ensures individuals are not excluded from participation and that local transit agencies take steps to prevent discriminatory practices to promote equitable access to services
- **Federal Transit Administration (FTA) Title VI Requirements**
 - The FTA requires all public transit providers to develop and implement a Title VI Program
 - The program must demonstrate that the transit agency complies with Title VI policies, procedures, and outreach efforts
 - Public transit agencies must submit a comprehensive Title VI program to the FTA every three years



Title VI Program Update Timeline



This triennial Title VI Program submission covers the period from July 1, 2022, to June 30, 2025.

No major changes/updates were made to this Program Update.



FAX is committed to ensuring compliance with Title VI.



To ensure that the same level and quality of transportation services are provided to all, regardless of race, color, or national origin



To promote full and fair participation in transportation decision making



To provide meaningful access to FAX services, programs, and activities by persons with limited English proficiency





Title VI Program Overview

- Fresno Demographics: Minority Groups
- Fresno Demographics: Low-Income
- Limited English Populations
- Language Assistance Plan
- Public Participation Plan
- System-wide Service Standards

Minority Residents in FCMA

Population

The analysis' minority population consists of 70.1% (532,970 residents) of the total service area population.

Census Tracts

55.6% of census tracts in the area (90 of 162) are deemed minority for the purpose of the Title VI Program analysis.

Riders

75% of FAX riders identify as a minority (based on 1,004 survey results).

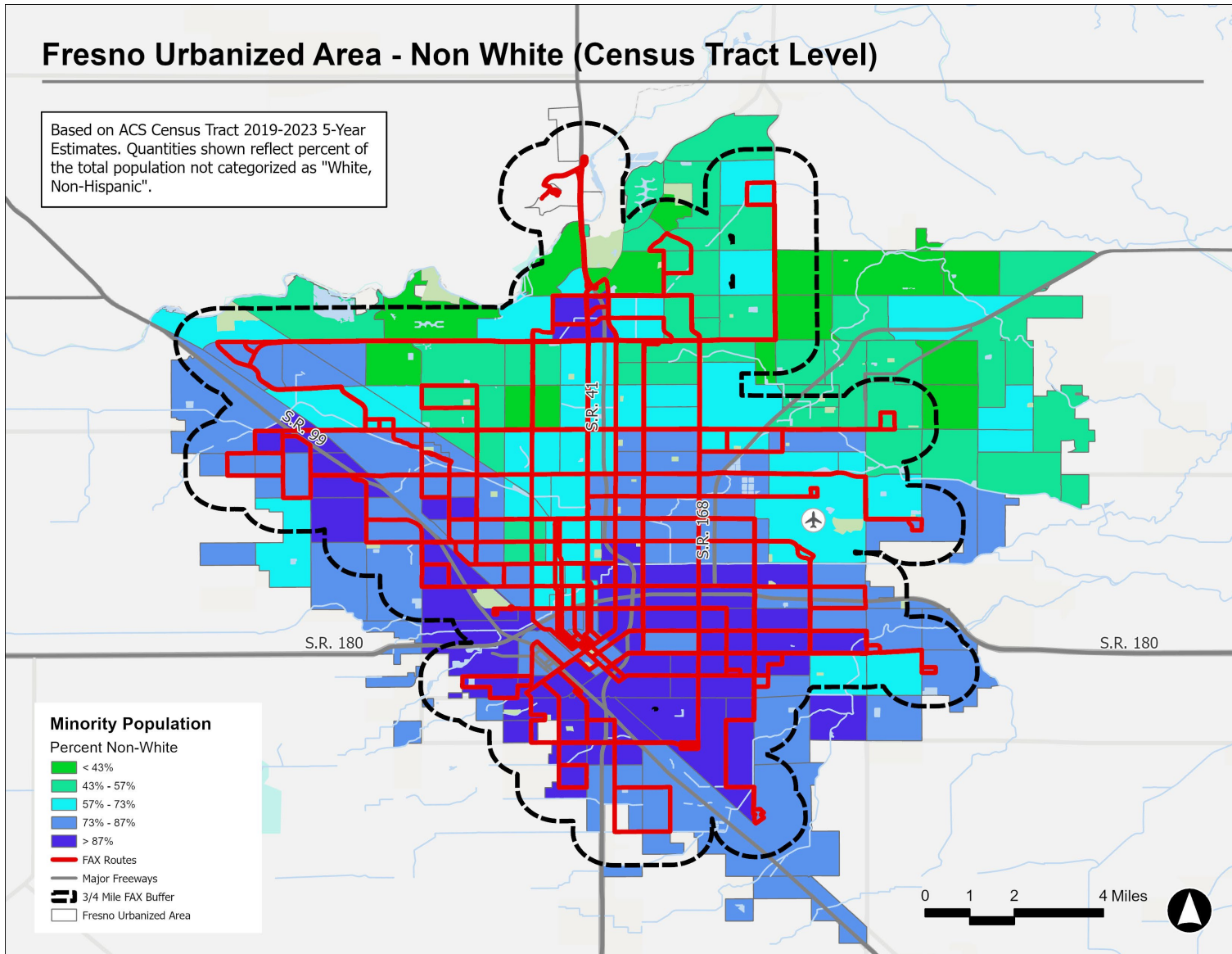
Bus Service

FAX routes operate to or within one or more of the minority census tracts' service area (95.6%).

In this Title VI Program update, FAX has guaranteed that no minority group is excluded from, or denied the benefits of, this federally subsidized transit system.

Fresno Urbanized Area - Non White (Census Tract Level)

Based on ACS Census Tract 2019-2023 5-Year Estimates. Quantities shown reflect percent of the total population not categorized as "White, Non-Hispanic".



Low-Income Residents in FCMA

Population

The analysis' low-income population consists of 28.3% (205,660 residents) of the total service area population.

Census Block Groups

43.5% of census block groups in the area (192 of 441) are deemed low-income for the purpose of the Title VI Program analysis.

Riders

93% of FAX riders have a household income of less than \$40,000.

Bus Service

FAX routes operate to or within one or more of the low-income census tracts' service area (94.8%).

In this Title VI Program update, FAX has guaranteed that the low-income population is not excluded from, or denied the benefits of, this federally subsidized transit system.

Fresno Urbanized Area - Low-Income

Based on ACS Census Block Group 2019-2023 5-Year Estimates. Quantities shown reflect percent of the total population categorized as "Low Income" or households making less than 150 percent of the poverty level.

Low-Income Population

by Percent

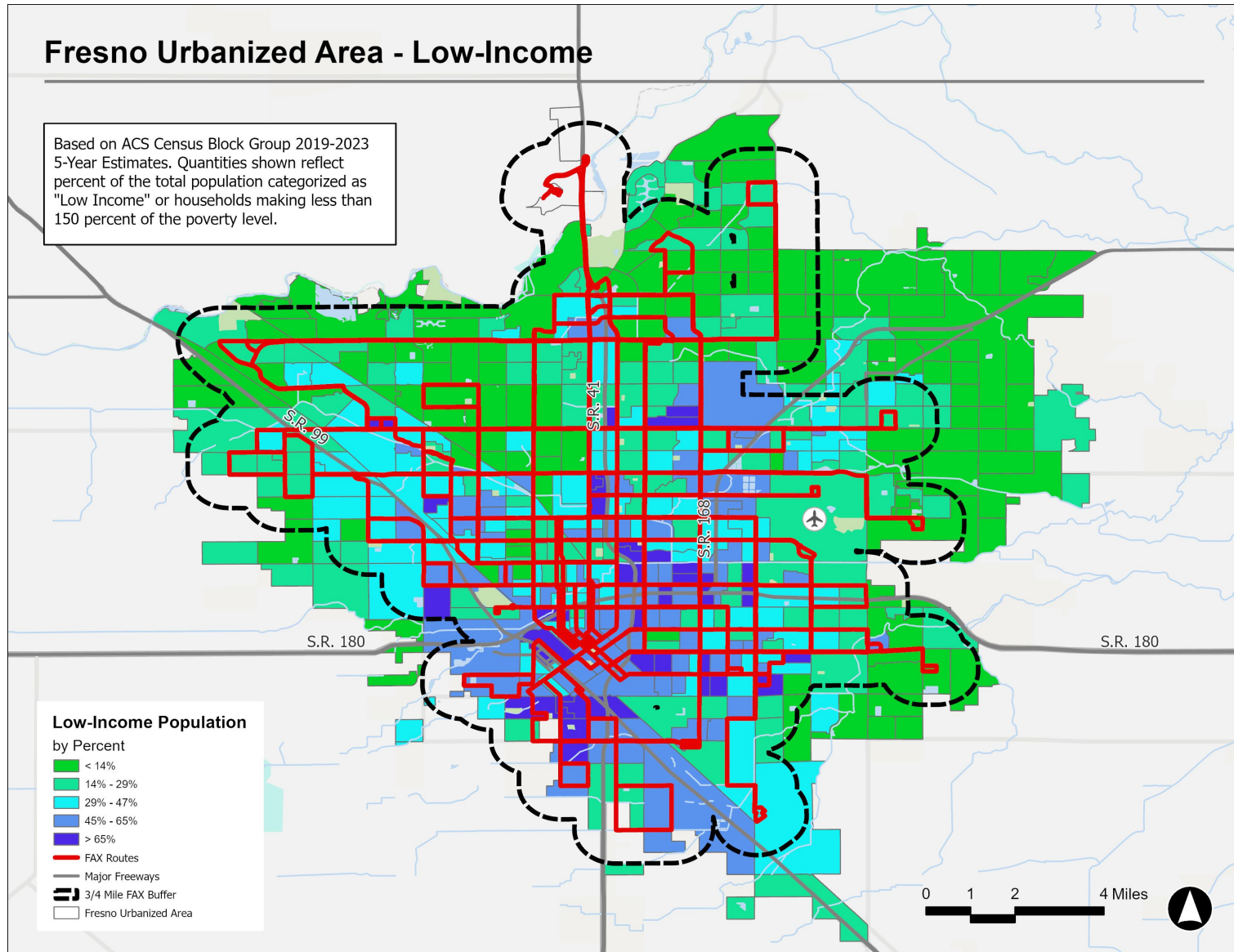
- < 14%
- 14% - 29%
- 29% - 47%
- 45% - 65%
- > 65%

FAX Routes

Major Freeways

3/4 Mile FAX Buffer

Fresno Urbanized Area



Limited English Populations

Nearly 14% of persons over the age of five living within the Fresno Urbanized Area do not speak English well or at all.

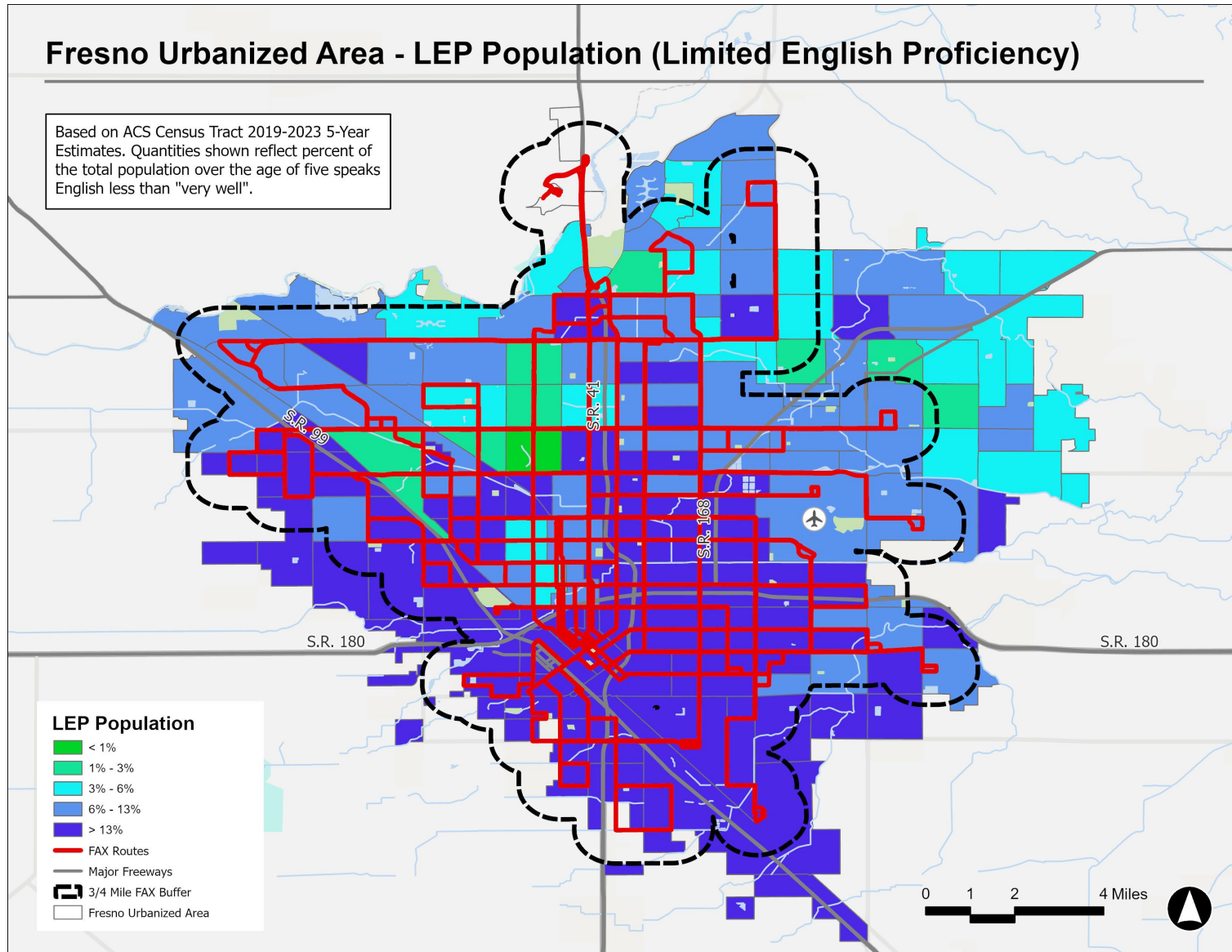
Language	Estimate	Percent
Total Population 5 Years and Older in the Fresno Urbanized Area	674,793	100.00%
Speaks Only English	390,472	61.75%
Speaks English “very well”	163,850	24.28%
Speak English less than “very well”	94,248	13.97%
Spanish	58,759	8.71%
Other Asian and Pacific Island Languages	16,748	2.48%
Other Indo-European Languages	10,001	1.48%
Chinese (including Mandarin and Cantonese)	2,437	0.36%
Tagalog (including Filipino)	2,245	0.33%
Vietnamese	1,686	0.25%
Korean	924	0.14%
Arabic	690	0.10%

[1] Source: US Census Bureau – 2019-2023 ACS 5-Year Summary File

[2] The following languages represent languages spoken at home with the ability to speak English less than “very well” by less than 0.10% of the population in the FAX service area: Russian, Polish, or other Slavic languages; Other and unspecified languages; French, Haitian, or Creole; and German or other West Germanic Languages.

Fresno Urbanized Area - LEP Population (Limited English Proficiency)

Based on ACS Census Tract 2019-2023 5-Year Estimates. Quantities shown reflect percent of the total population over the age of five speaks English less than "very well".



Language Assistance Plan

- An effort to provide an appropriate level of language assistance
- The Four-Factor Analysis showed approximately 14% of the population within the FAX service area speaks English “less than very well”
- Safe Harbor Provision
 - Each eligible LEP (Limited-English Proficiency) language group that constitutes 5% or 1,000 persons, whichever is less, of the total population should have written translation of vital documents

Welcome Aboard!

ACCESSIBILITY – All FAX buses have ramps for easy access by passengers who use wheelchairs or other mobility devices. If you have difficulty boarding, please call 559-421-1436 or 1-800-955-4636. If you are unable to board, please call 559-421-1436 or 1-800-955-4636. If you are unable to board, please call 559-421-1436 or 1-800-955-4636.

HANDY RIDE – Handy Ride is a FAX service designed to transport eligible persons with disabilities. The service is available to those persons who are unable to use a standard wheelchair. Handy Ride is a voluntary service provided from any origin to any destination within the service area. For more information, call 559-421-1436 or 1-800-955-4636. If you are unable to board, please call 559-421-1436 or 1-800-955-4636.

HANDY RIDE SERVICE SCHEDULE

Day	Time	From	To
Monday-Friday	6:30 am - 9:30 pm	San Joaquin	San Joaquin
Saturday	8:00 am - 5:00 pm	San Joaquin	San Joaquin
Sunday	8:00 am - 5:00 pm	San Joaquin	San Joaquin

HANDY RIDE RESERVATIONS

Reservations must be made at least 24 hours in advance. For more information, call 559-421-1436 or 1-800-955-4636. If you are unable to board, please call 559-421-1436 or 1-800-955-4636.

TÍTULO VI – Fresno Area Express is committed to ensuring that no individual or group of individuals is excluded from participation in, denied the benefits of, or subject to discrimination on the basis of race, color, or national origin in any of its programs, services, or activities. To ensure that no individual or group of individuals is excluded from participation in, denied the benefits of, or subject to discrimination on the basis of race, color, or national origin in any of its programs, services, or activities, FAX Fresno Area Express has developed a Title VI program. For more information, call 559-421-1436 or 1-800-955-4636. If you are unable to board, please call 559-421-1436 or 1-800-955-4636.

Bienvenido Aboard!

ACCESSIBILITY – Todos los autobuses de FAX tienen rampas de acceso para facilitar el acceso a los pasajeros que usan sillas de ruedas u otros dispositivos de movilidad. Si usted tiene dificultad para abordar, llame al 559-421-1436 o al 1-800-955-4636. Si usted no puede abordar, llame al 559-421-1436 o al 1-800-955-4636. Si usted no puede abordar, llame al 559-421-1436 o al 1-800-955-4636.

HANDY RIDE – Handy Ride es un servicio de FAX diseñado para transportar a personas con discapacidades. El servicio está disponible para aquellas personas que no pueden usar una silla de ruedas estándar. Handy Ride es un servicio voluntario que se proporciona desde cualquier origen a cualquier destino dentro del área de servicio. Para más información, llame al 559-421-1436 o al 1-800-955-4636. Si usted no puede abordar, llame al 559-421-1436 o al 1-800-955-4636.

HANDY RIDE HORARIO DE SERVICIO

Día	Horario	Desde	Hacia
Lunes-Viernes	6:30 am - 9:30 pm	San Joaquin	San Joaquin
Sábado	8:00 am - 5:00 pm	San Joaquin	San Joaquin
Domingo	8:00 am - 5:00 pm	San Joaquin	San Joaquin

HANDY RIDE RESERVACIONES

Las reservas deben hacerse con al menos 24 horas de anticipación. Para más información, llame al 559-421-1436 o al 1-800-955-4636. Si usted no puede abordar, llame al 559-421-1436 o al 1-800-955-4636.

TÍTULO VI – Fresno Area Express se compromete a garantizar que ningún individuo o grupo de individuos sea excluido de la participación en, denegado los beneficios de, o sujeto a discriminación por motivos de raza, color o origen nacional en cualquiera de sus programas, servicios o actividades. Para garantizar que ningún individuo o grupo de individuos sea excluido de la participación en, denegado los beneficios de, o sujeto a discriminación por motivos de raza, color o origen nacional en cualquiera de sus programas, servicios o actividades, FAX Fresno Area Express ha desarrollado un programa de Título VI. Para más información, llame al 559-421-1436 o al 1-800-955-4636. Si usted no puede abordar, llame al 559-421-1436 o al 1-800-955-4636.

Workshop Dates and Locations

Monday, May 9 | 5:30 p.m.
Library at Central High East, 3535 N. Central Avenue

Tuesday, May 10 | 2:00 p.m.
Piedra Community Center, 7170 N. San Pablo

Tuesday, May 10 | 4:00 p.m.
Tul. C. Wilks Community Center, 770 N. San Pablo

Tuesday, May 10 | 6:00 p.m.
Manuel L. Pore Community Center, 1802 E. California Ave

Tuesday, May 17 | 5:30 p.m.
Virtual Workshop at <https://zoom.us/j/4698667541> or by calling 1-669-900-9226. 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!

Todos los talleres de reuniones y los talleres son gratuitos. Llame al 559-421-1436 o al menos 72 horas antes de venir para solicitar asistencia multilingüe 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 otros fondos. Fresno Area Express tiene un programa de Título VI. Para más información, llame al 559-421-1436 o al 1-800-955-4636. Si usted no puede abordar, llame al 559-421-1436 o al 1-800-955-4636.

Fechas y lugares de los talleres

Lunes, 9 de mayo | 5:30 p.m.
Library at Central High East, 3535 N. Central Avenue

Martes, 10 de mayo | 2:00 p.m.
Piedra Community Center, 7170 N. San Pablo

Martes, 10 de mayo | 4:00 p.m.
Tul. C. Wilks Community Center, 770 N. San Pablo

Martes, 10 de mayo | 6:00 p.m.
Manuel L. Pore Community Center, 1802 E. California Ave

Martes, 17 de mayo | 5:30 p.m.
Taller virtual en <https://zoom.us/j/4698667541> o por voz al 1-669-900-9226. Identificación de la reunión: 469 866 7541

¡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

Public Participation Plan (PPP)

- To inform the public about transportation issues and planning processes.
- Reach a wide range of customers and increase the participation of under-represented populations.

Examples of Outreach

- Pop-up tents at heavily-used transit stops
- Employer sponsored job, transit, and health fairs
- Community events, such as parades and back-to-school events
- School presentations.
- Take-one brochures
- Informational signage
- Web postings and FAX newsletters
- Media releases and advertisement in local newspapers
- Social media (Facebook, X, and Instagram)
- Presentations at affordable housing complexes
- Print advertisements and other public notices
- Car cards
- Community meetings
- Stakeholder meetings
- Surveys

System-wide Service Standards

To provide the best possible service to all people within the service area.

Maximum Vehicle Load

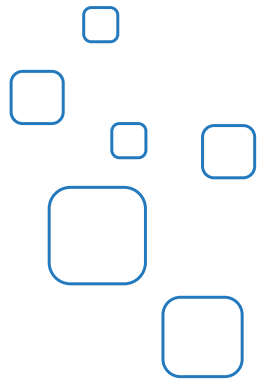
- FAX has established a maximum seat-to-passenger load ratio of 1:1.1, or 110% of vehicle capacity.

Vehicle Headway

- As a policy, FAX will not establish a base vehicle headways greater than 30 minutes on any route whenever service is operated.

On-Time Performance

- FAX should operate its fixed-route buses to achieve on-time performance 90% of the time. A bus is considered on time if it arrives no more than five minutes after the scheduled arrival time.
- The system average for FY 2024 was 87.7%, a 4% decrease from FY 2021.



System-wide Service Policies

Distribution of Transit Amenities

- FAX does place and maintain bus stop signs at all bus stop locations. Other amenities revolve around bus stop improvements, such as benches, shelters, bus bays, and major transfer centers.

Service Availability

- The FAX fixed-route bus system should be designed such that a minimum of 88% of the service area population resides within one-half mile of a bus route.

Vehicle Assignment

- Higher-capacity buses are assigned to the heaviest loading coach runs first.
- Some routes must have smaller vehicles due to maneuvering considerations.
- All other considerations are demand-driven to allow the best possible service to FAX riders.

Transit Security

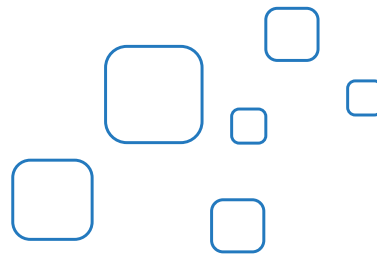
- FAX customers value safety and security when using the transit system. To address these concerns, FAX has developed a Public Transit Agency Safety Plan (PTASP)

Based on the Title VI Program analysis, FAX affirms that no minority or low-income populations are excluded from or denied access to the benefits of this federally funded transit system. This program update demonstrates FAX's ongoing commitment to equity and ensures continued compliance with FTA Title VI requirements.



THANK YOU VERY MUCH.

Any questions, comments, or concerns?



FAX
FRESNO AREA
EXPRESS



Contact

Social Media
@fresno fax

Title VI Website

<https://www.fresno.gov/transportation/fax/title-vi-non-discrimination-policy/>



If You Have Questions, Criticisms Or Suggestions, Please Contact Us Directly

Actualización del Programa Título VI de FAX 2025





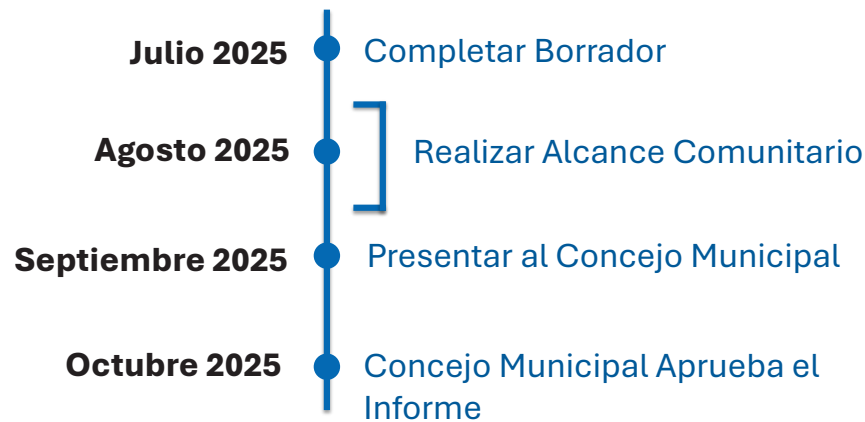
Descripción General de FAX

- **Fresno Area Express (FAX)** es el proveedor más grande de servicios de tránsito en el Área Metropolitana de Fresno-Clovis (FCMA)
- Es un departamento de la Ciudad de Fresno y está gobernado por el Concejo Municipal de Fresno
- Con el próximo cambio de servicio en agosto, el tránsito de FAX operará 19 rutas fijas
- **Handy Ride** es el servicio de paratransito proporcionado por FAX

¿Qué es el Título VI?

- **Título VI de la Ley de Derechos Civiles de 1964**
 - Prohíbe la discriminación en programas y actividades que reciben asistencia financiera federal basada en raza, color y origen nacional
 - Asegura que las personas no sean excluidas de la participación y que las agencias de tránsito locales tomen medidas para prevenir prácticas discriminatorias para promover el acceso equitativo a los servicios
- **Requisitos del Título VI de la Administración Federal de Tránsito (FTA)**
 - La FTA requiere que todos los proveedores de tránsito público desarrollen e implementen un Programa del Título VI
 - El programa debe demostrar que la agencia de tránsito cumple con las políticas, procedimientos y esfuerzos de divulgación del Título VI
 - Las agencias de tránsito público deben presentar un programa integral del Título VI a la FTA cada tres años

Cronograma de Actualización del Programa Título VI



Esta presentación trienal del Programa Título VI cubre el período del 1 de julio de 2022 al 30 de junio de 2025.

No se realizaron cambios/actualizaciones importantes a esta Actualización del Programa.



FAX está comprometido a asegurar el cumplimiento con el Título VI.



Para asegurar que el mismo nivel y calidad de servicios de transporte se proporcionen a todos, sin importar raza, color u origen nacional



Para promover la participación plena y justa en la toma de decisiones de transporte



Para proporcionar acceso significativo a los servicios, programas, y actividades de FAX por personas con dominio limitado del inglés





Resumen del Programa Título VI

- Demografía de Fresno: Grupos Minoritarios
- Demografía de Fresno: Bajos Ingresos
- Poblaciones con Inglés Limitado
- Plan de Asistencia en Idiomas
- Plan de Participación Pública
- Estándares de Servicio en Todo el Sistema

Residentes Minoritarios en FCMA

Población

La población minoritaria del análisis consiste en 70.1% (532,970 residentes) de la población total del área de servicio.

Sectores Censales

55.6% de los sectores censales en el área (90 de 162) son considerados minoritarios para el propósito del análisis del Programa Título VI.

Usuarios

75% de los usuarios de FAX se identifican como minoría (basado en 1,004 resultados de encuesta).

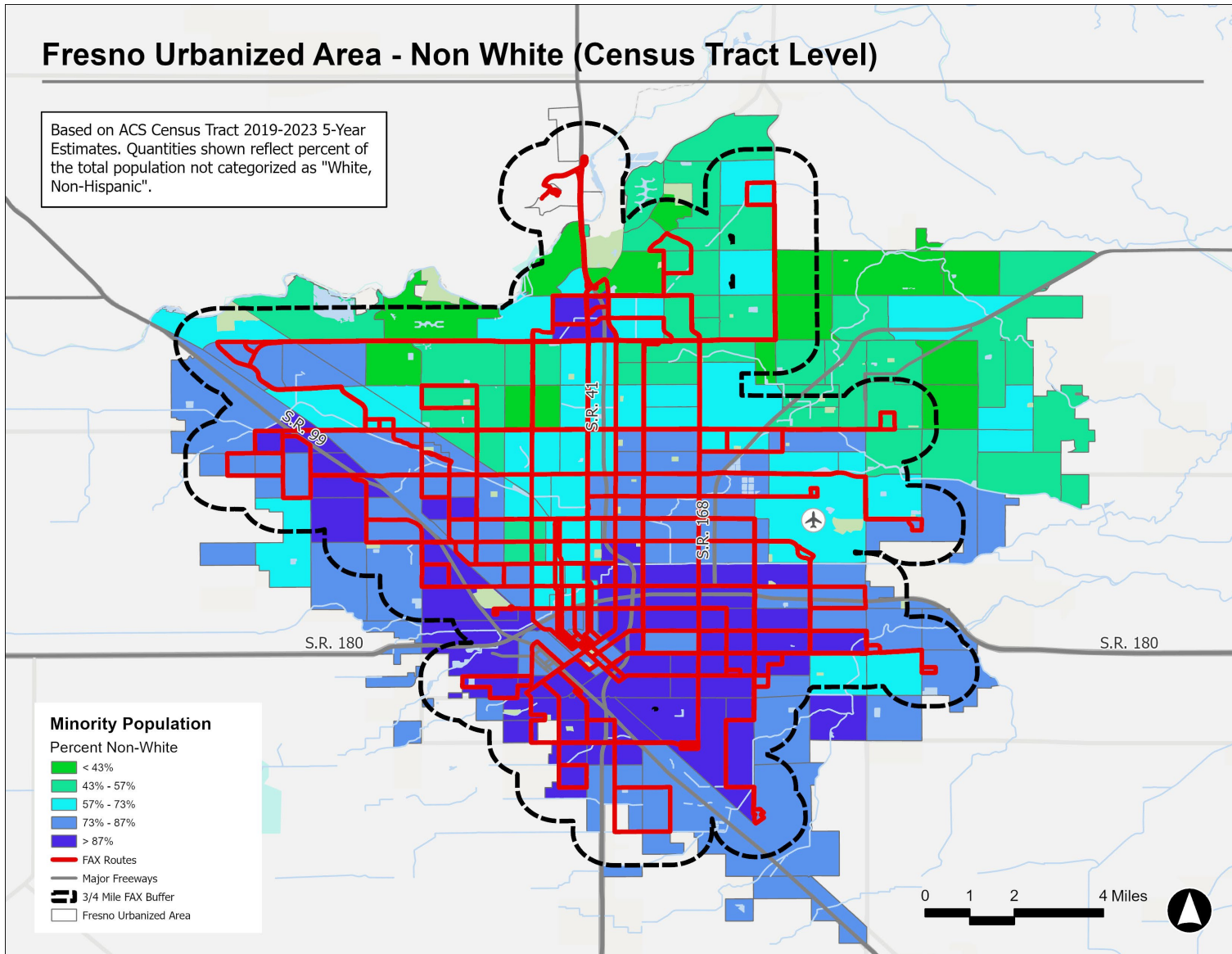
Servicio de Autobús

Las rutas de FAX operan hacia o dentro de una o más de las áreas de servicio de distritos censales minoritarios (95.6%).

En esta actualización del Programa Título VI, FAX ha garantizado que ningún grupo minoritario sea excluido de, o se le nieguen los beneficios de, este sistema de tránsito subsidiado federalmente.

Fresno Urbanized Area - Non White (Census Tract Level)

Based on ACS Census Tract 2019-2023 5-Year Estimates. Quantities shown reflect percent of the total population not categorized as "White, Non-Hispanic".



Residentes de Bajos Ingresos en FCMA

Población

La población de bajos ingresos del análisis consiste en 28.3% (205,660 residentes) de la población total del área de servicio.

Grupos de Bloques Censales

43.5% de los grupos de bloques censales en el área (192 de 441) son considerados de bajos ingresos para el propósito del análisis del Programa Título VI.

Usuarios

93% de los usuarios de FAX tienen un ingreso familiar de menos de \$40,000.

Servicio de Autobús

Las rutas de FAX operan hacia o dentro de una o más de las áreas de servicio de los sectores censales de bajos ingresos (94.8%).

En esta actualización del Programa Título VI, FAX ha garantizado que la población de bajos ingresos no sea excluida de, o se le nieguen los beneficios de, este sistema de tránsito subsidiado federalmente.

Fresno Urbanized Area - Low-Income

Based on ACS Census Block Group 2019-2023 5-Year Estimates. Quantities shown reflect percent of the total population categorized as "Low Income" or households making less than 150 percent of the poverty level.

Low-Income Population

by Percent

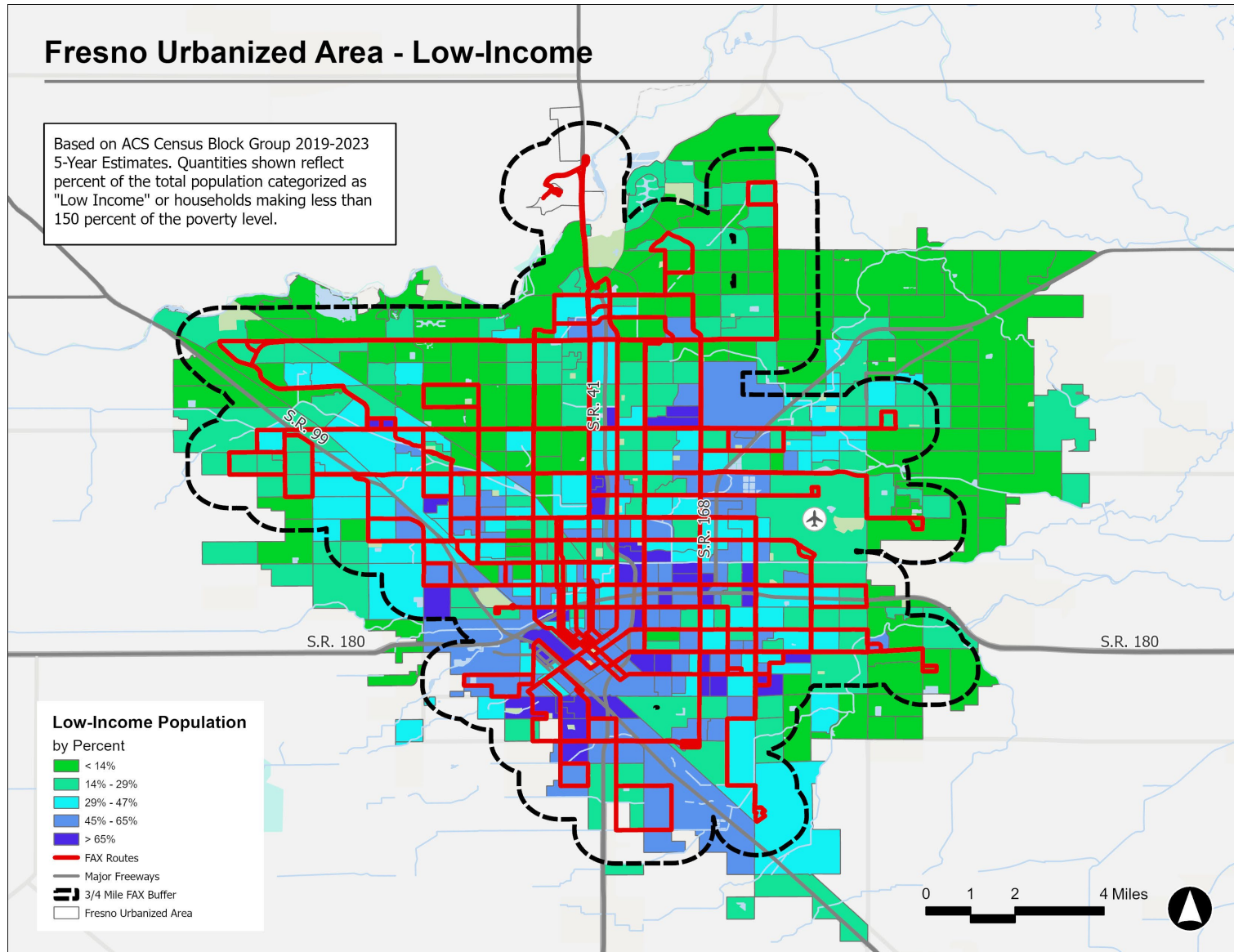
- < 14%
- 14% - 29%
- 29% - 47%
- 45% - 65%
- > 65%

FAX Routes

Major Freeways

3/4 Mile FAX Buffer

Fresno Urbanized Area



Poblaciones con Inglés Limitado

Casi el 14% de las personas mayores de cinco años que viven dentro del Área Urbanizada de Fresno no hablan inglés bien o para nada.

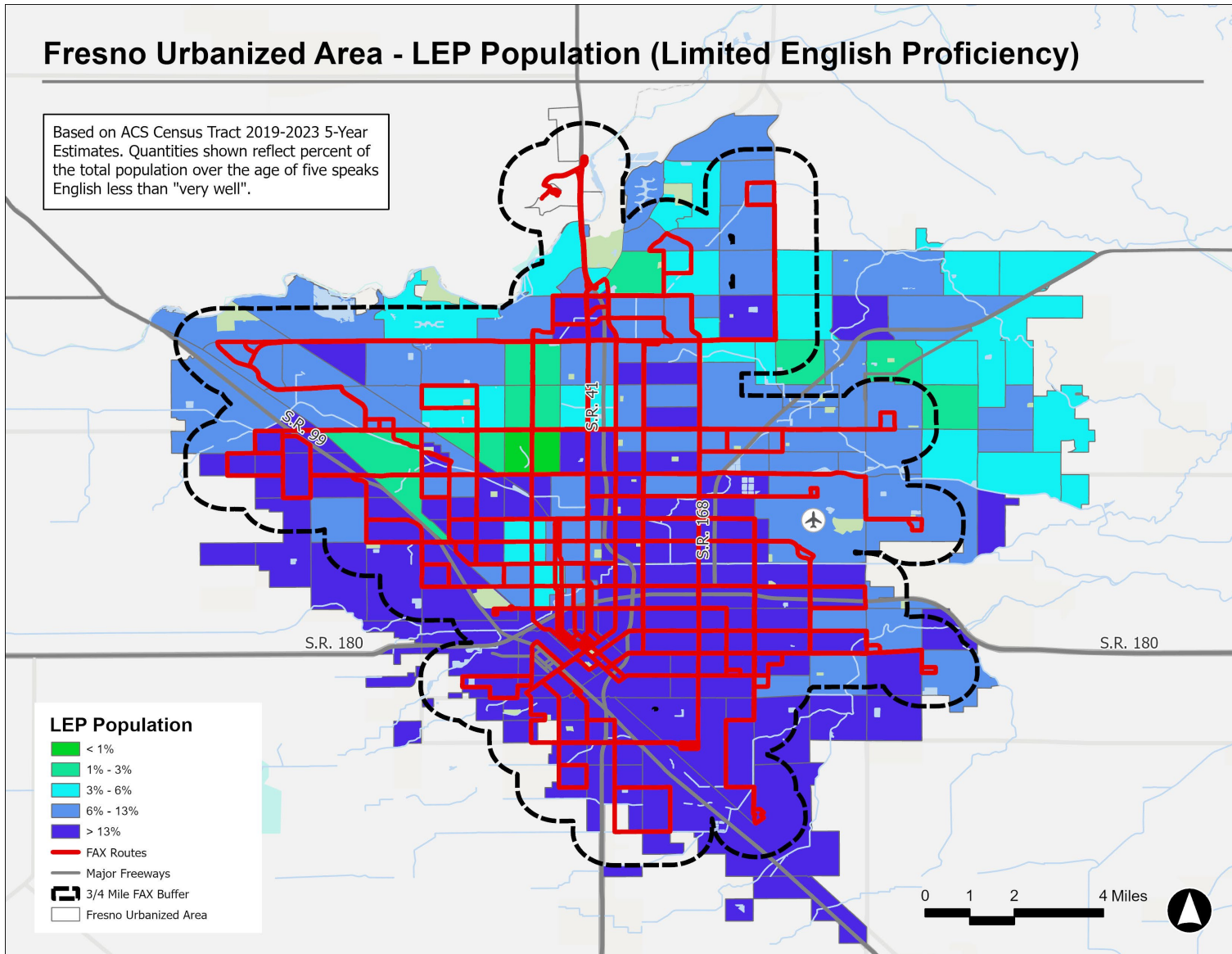
Idioma	Estimación	Porcentaje
Población Total de 5 Años y Mayor en el Área Urbanizada de Fresno	674,793	100.00%
Habla Solo Inglés	390,472	61.75%
Habla Inglés "muy bien"	163,850	24.28%
Habla Inglés menos que "muy bien"	94,248	13.97%
Español	58,759	8.71%
Otros Idiomas Asiáticos y de las Islas del Pacífico	16,748	2.48%
Otros Idiomas Indoeuropeos	10,001	1.48%
Chino (incluyendo Mandarín y Cantonés)	2,437	0.36%
Tagalo (incluyendo Filipino)	2,245	0.33%
Vietnamita	1,686	0.25%
Coreano	924	0.14%
Árabe	690	0.10%

[1] Fuente: US Census Bureau – 2019-2023 ACS 5-Year Summary File

[2] Los siguientes idiomas representan idiomas hablados en casa con la capacidad de hablar inglés menos que "muy bien" por menos del 0.10% de la población en el área de servicio de FAX: Ruso, Polaco u otros idiomas eslavos; Otros idiomas no especificados; Francés, Haitiano o Criollo; y Alemán u otros idiomas germánicos occidentales.

Fresno Urbanized Area - LEP Population (Limited English Proficiency)

Based on ACS Census Tract 2019-2023 5-Year Estimates. Quantities shown reflect percent of the total population over the age of five speaks English less than "very well".



Plan de Asistencia en Idiomas

- Un esfuerzo para proporcionar un nivel apropiado de asistencia en idiomas
- El Análisis de Cuatro Factores mostró que aproximadamente el 14% de la población dentro del área de servicio de FAX habla inglés "menos que muy bien"
- Provisión de Puerto Seguro
 - Cada grupo de idioma LEP (Dominio Limitado del Inglés) elegible que constituya el 5% o 1,000 personas, lo que sea menor, de la población total debe tener traducción escrita de documentos vitales

The collage features three main Spanish-language documents from FAX Fresno Area Express:

- Welcome Aboard / Bienvenido Aboard:** A flyer titled "¡Bienvenido Aboard!" with the heading "ACCESSIBILIDAD" (Accessibility). It explains that all FAX buses have ramps for easy access and that passengers with disabilities or mobility issues should call 559-421-1436 for assistance. It also mentions that the bus is wheelchair accessible and that passengers should call 559-421-1436 for more information.
- TAKE A RIDE WITH US / ¡TOME UN VIAJE CON NOSOTROS!:** A flyer with the heading "TAKE A RIDE WITH US!" and "¡TOME UN VIAJE CON NOSOTROS!". It states that fares to be reinstated starting September 1st, with \$1 rides throughout the City of Fresno. It includes the website www.fresno.gov/lower-fares and the Twitter handle @FresnoFAX.
- Workshop Dates and Locations:** A flyer titled "Come to FAX workshops to learn more about proposed service changes along Routes 3, 20, and 45, and our Title VI Program." It lists workshop dates and locations for May 9, 10, 11, and 17, 2023. The locations include the Library at Central High East, Pinedale Community Center, and the Manki L. Pore Community Center.

Plan de Participación Pública (PPP)

- Para informar al público sobre temas de transporte y procesos de planificación.
- Alcanzar una amplia gama de clientes y aumentar la participación de poblaciones sub-representadas.

Ejemplos de Alcance Comunitario

- Carpas emergentes en paradas de tránsito muy utilizadas
- Ferias de trabajo, tránsito y salud patrocinadas por empleadores
- Eventos comunitarios, como desfiles y eventos de regreso a clases
- Presentaciones escolares
- Folletos para llevar
- Señalización informativa
- Publicaciones web y boletines de FAX
- Comunicados de prensa y anuncios en periódicos locales
- Redes sociales (Facebook, X e Instagram)
- Presentaciones en complejos de vivienda asequible
- Anuncios impresos y otros avisos públicos
- Tarjetas de vagón
- Reuniones comunitarias
- Reuniones de partes interesadas
- Encuestas

Estándares de Servicio en Todo el Sistema

Para proporcionar el mejor servicio posible a todas las personas dentro del área de servicio.

Carga Máxima de Vehículo

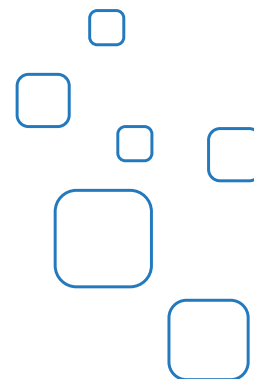
- FAX ha establecido una proporción máxima de asiento-a-pasajero de 1:1.1, o 110% de la capacidad del vehículo.

Frecuencia de Vehículo

- Como política, FAX no establecerá frecuencias base de vehículo mayores a 30 minutos en ninguna ruta cuando se opere el servicio.

Rendimiento Puntual

- FAX debe operar sus autobuses de ruta fija para lograr un rendimiento puntual del 90% del tiempo. Un autobús se considera puntual si llega no más de cinco minutos después de la hora de llegada programada.
- El promedio del sistema para el AF 2024 fue del 87.7%, una disminución del 4% desde el AF 2021.



Políticas de Servicio en Todo el Sistema

Distribución de Amenidades deTránsito

- FAX coloca y mantiene señales de parada de autobús en todas las ubicaciones de paradas de autobús. Otras amenidades giran en torno a mejoras de paradas de autobús, como bancas, refugios, bahías de autobús y centros de transferencia principales.

Disponibilidad de Servicio

- El sistema de autobuses de ruta fija de FAX debe diseñarse de manera que un mínimo del 88% de la población del área de servicio resida dentro de media milla de una ruta de autobús.

Asignación de Vehículos

- Los autobuses de mayor capacidad se asignan primero a las rutas de mayor carga.
- Algunas rutas deben tener vehículos más pequeños debido a consideraciones de maniobra.
- Todas las demás consideraciones están impulsadas por la demanda para permitir el mejor servicio posible a los usuarios de FAX.

Seguridad del Tránsito

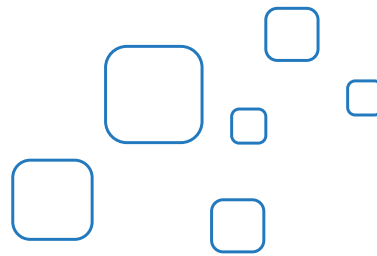
- Los clientes de FAX valoran la seguridad cuando usan el sistema de tránsito. Para abordar estas preocupaciones, FAX ha desarrollado un Plan de Seguridad de Agencia de Tránsito Público (PTASP).

Basado en el análisis del Programa Título VI, FAX afirma que ninguna población minoritaria o de bajos ingresos es excluida de o se le niega acceso a los beneficios de este sistema de tránsito financiado federalmente. Esta actualización del programa demuestra el compromiso continuo de FAX con la equidad y asegura el cumplimiento continuo con los requisitos del Título VI de la FTA.



MUCHAS GRACIAS.

¿Alguna pregunta, comentario o inquietud?



FAX
FRESNO AREA
EXPRESS



Contacto

Redes Sociales
@fresno fax

Sitio Web del Título VI
<https://www.fresno.gov/transportation/fax/title-vi-non-discrimination-policy/>



FAX
FRESNO AREA
EXPRESS

Si Tiene Preguntas, Críticas o Sugerencias, Por Favor Contáctenos Directamente



TITLE VI VIRTUAL WORKSHOPS :

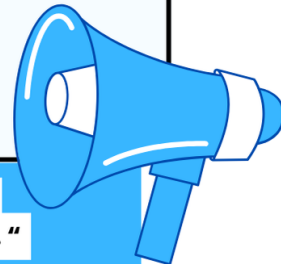
08/22/25 10:30 – 11:30 AM

**[HTTPS://FRESNO.ZOOMGOV.COM/J/1605251
2521?OMN=1602160874](https://fresno.zoomgov.com/j/16052512521?OMN=1602160874)**



08/22/25 5:30 – 6:30 PM

**[HTTPS://FRESNO.ZOOMGOV.COM/J/1605251
2521?OMN=1607567444](https://fresno.zoomgov.com/j/16052512521?OMN=1607567444)**



**" SERVING OUR COMMUNITY THROUGH SAFE,
SUSTAINABLE, AND RELIABLE TRANSPORTATION. "**

Exhibit R.6 Email to Stakeholders about Workshops

From: Jeff Long
Sent: Monday, August 18, 2025 6:51 AM
To: Jeff Long <Jeff.Long@fresno.gov>
Cc: Drew Wilson <Drew.Wilson@fresno.gov>
Subject: FAX Title VI Program

Dear Community Partner,

This email notification is to announce that FAX is updating its Title VI Program. This program is updated every three years to ensure FAX's practices and operations comply with Title VI of the Civil Rights Act of 1964. This act states the following:

"No person in the United States shall, on the grounds of race, color, or national origin, shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

We'd love to invite you to join us at the pop-up or one of our virtual workshops where we'll share more information about Title VI and your rights under it. These workshops are a great opportunity to learn more about the program and ask questions.

In-Person Pop-Up:

- **August 19, 2025 | 9:00 AM**
Manchester Transit Center
3590 N Blackstone Ave., Fresno, CA 93726

Virtual Workshops (via Zoom):

- **August 22, 2025 | 10:30 AM to 11:30 AM** - <https://fresno.zoomgov.com/j/16052512521?omn=1602160874>
- **August 22, 2025 | 5:30 PM to 6:30 PM** - <https://fresno.zoomgov.com/j/16052512521?omn=1607567444>

If you require translation assistance, please contact Jeff Long at 559-621-1436 at least 72 hours in advance of the workshop to request any necessary auxiliary aids or translation services.

We encourage your participation!

We also ask that you please share this invitation with others in your organization, school, or community group who might be interested in attending. Your feedback and involvement are key to ensuring this program meets the needs of the community.

If you have any questions or need more information, please don't hesitate to reach out. We look forward to hearing from you and hope to see you there!

Best,

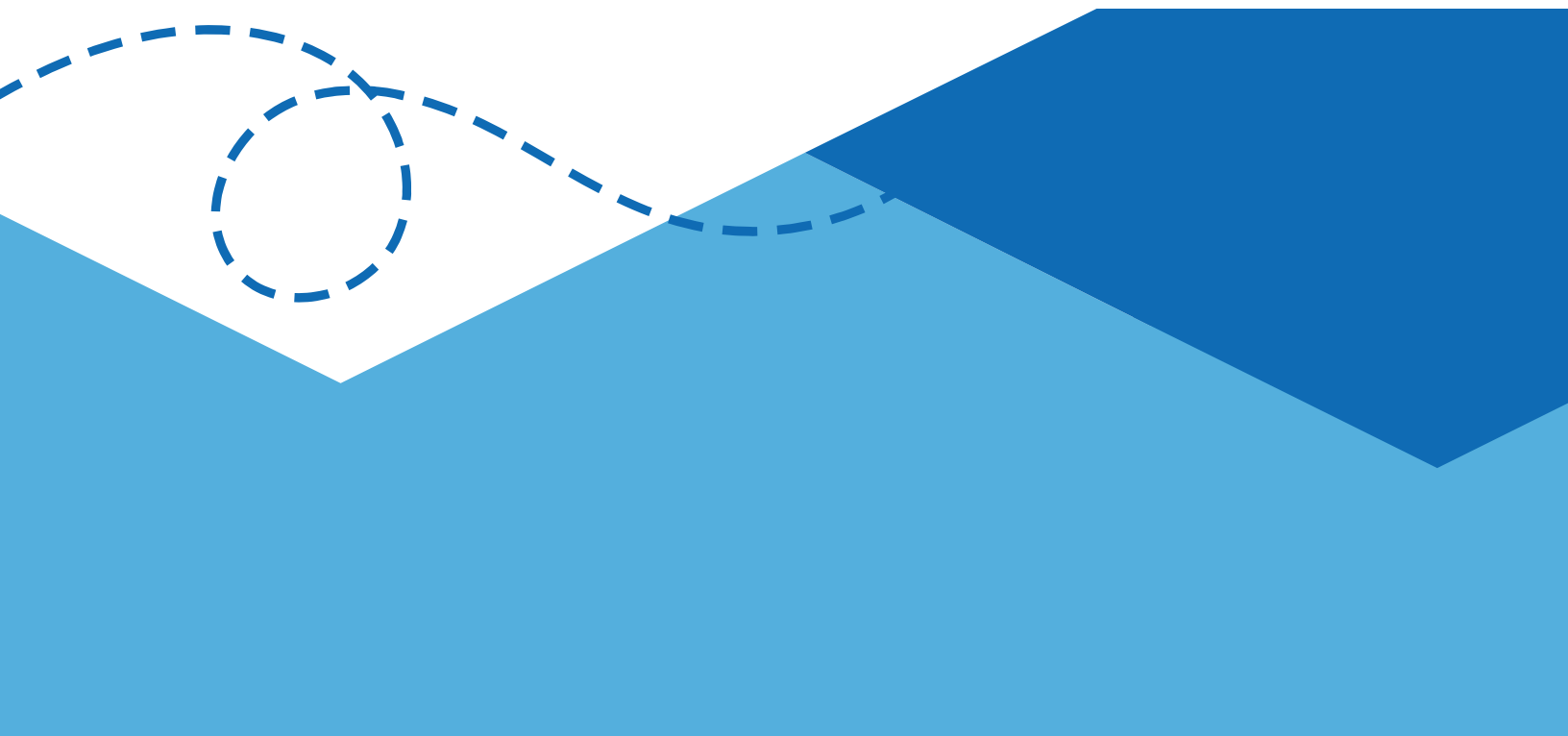


Jeff Long
Senior Regional Planner
Department of Transportation
Fresno Area Express (FAX)
Phone: 559.621.1436
Email: jeff.long@fresno.gov
Bruce Rudd Administration Building
2223 G Street
Fresno, CA 93706
www.fresno.gov/transportation
*Serving our community through safe,
Sustainable, and reliable transportation.*

APPENDIX S

FAX Language Assistance Plan (LAP)

Training Materials



APPENDIX S: FAX LANGUAGE ASSISTANCE PLAN (LAP) TRAINING MATERIALS

Exhibit S.1 includes images of the FAX Language Assistance Plan Training Materials.

Exhibit S.2 includes images from a Powerpoint presentation providing training specific to bus drivers on FAX's Language Assistance Plan.



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.

LANGUAGE ASSISTANCE PLAN (LAP) INSTRUCTION

City of Fresno, Department of
Transportation

FAX
FRESNO AREA
EXPRESS



WHY DO WE HAVE AN 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.

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.**

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.
- ▶ **Attempt to obtain the customers name and contact information in case the customer gets off the bus before a Supervisor arrives.**
- ▶ **Allow the individual to remain on board if they choose to until a Supervisor is able to meet the bus.**

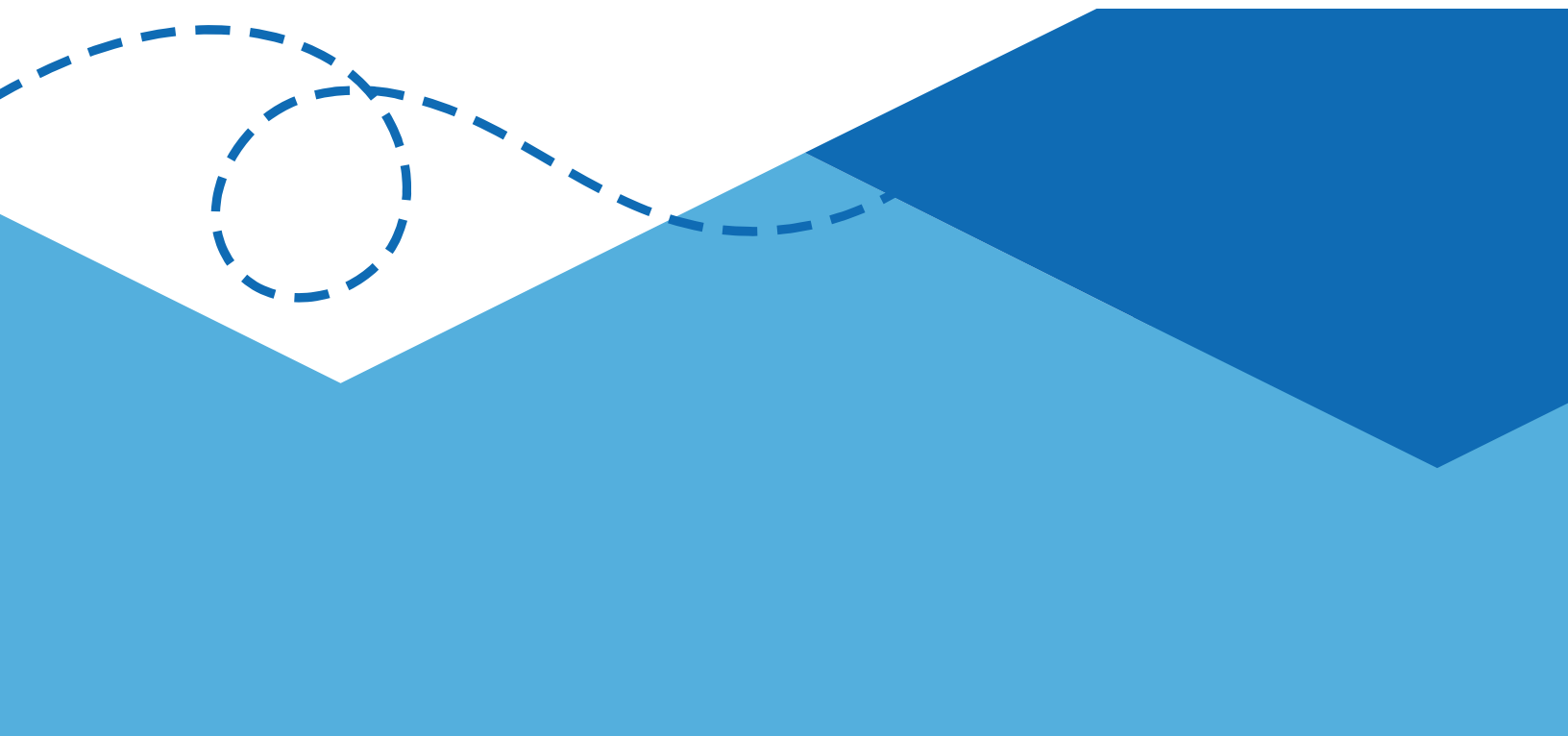


CULTURAL SENSITIVITY

- ▶ 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!

APPENDIX T

Staff and External Title VI **Program Update Surveys**



APPENDIX T: STAFF AND EXTERNAL TITLE VI PROGRAM UPDATE SURVEYS

Exhibit T.1 includes images of the FAX and Handy Ride staff survey instrument distributed as part of the FAX Title VI Program Update.

Exhibit T.2 includes images of the stakeholder survey instrument distributed as part of the FAX Title VI Program Update.

Exhibit T.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.

1. Which service do you work for?

- ☐ FAX
- ☐ Handy Ride

2. What is your role at Fresno Area Express or Handy Ride?

- ☐ Bus Driver
- ☐ Dispatcher
- ☐ Supervisor/Manager
- ☐ Customer Service Representative
- ☐ Other

3. Please indicate the languages you speak other than English

- ☐ Spanish
- ☐ Chinese
- ☐ Hmong
- ☐ Punjabi
- ☐ None
- ☐ Other (please specify)

4. 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 (please specify)

5. 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

6. 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
- ☐ No additional materials/services are needed
- ☐ Other (please specify)

7. 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
- ☐ I have not experienced language/communication barriers.
- ☐ Other (please specify)

8. 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.

- ☐ More than 10
- ☐ 5-10
- ☐ Less than 5
- ☐ None/Never

9. 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.)

Origins:

Destinations:

10. 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
- ☐ 5-10
- ☐ Less than 5
- ☐ More than 10

11. Please share your ideas/suggestions regarding how Fresno Area Express could serve the community more effectively.

12. Name (optional):

13. Would you like to be entered into a random drawing for one of three \$20 Starbucks gift cards

☐ Yes

☐ No

14. If so, please provide your contact information.

Name

Email Address

Thank you for your participation!

* 1. Your name, organization, and contact information

Name	
Organization	
Email Address	
Phone Number	

2. Type of Organization:

- ☐ Social Services
- ☐ Health Services
- ☐ Employment Services
- ☐ Education
- ☐ Faith-based
- ☐ Government/Business/Industry
- ☐ Other (please specify)

3. What languages other than English are spoken by your customers/client/employees?

- ☐ Chinese
- ☐ Hmong
- ☐ Punjabi
- ☐ Spanish
- ☐ Other (please specify)

4. How often do you experience language barriers at your organization?

- ☐ Often
- ☐ Occasionally
- ☐ Rarely
- ☐ Never

5. Do your customers/clients/employees use Fresno Area Express?

- ☐ Yes
- ☐ No
- ☐ I don't know

6. Approximately what percent of the persons you identified in Question 6 do you estimate to be non-native English speakers?

- ☐ Less than 25%
- ☐ 25%-50%
- ☐ 51%-75%
- ☐ 76%-100%

7. 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?

- ☐ No
- ☐ Yes- approximate number of instances in the last 12 months:

8. Does your organization provide translation or interpretation services?

- ☐ Yes
☐ No

9. If yes, which languages does your organization provide translation or interpretation services for?

- | | |
|---|----------------------------------|
| ☐ Chinese | ☐ Spanish |
| ☐ Hmong | ☐ None |
| ☐ Punjabi | |
| ☐ Other (please specify) | |

10. Of the languages listed below, use numerals (1, 2, 3, etc.) to prioritize the to reflect the prevalence of the languages used in your organization (1 being the most prevalent).

- | | | |
|---|----------------------|----------|
| ≡ | <input type="text"/> | English |
| ≡ | <input type="text"/> | Chinese |
| ≡ | <input type="text"/> | Hmong |
| ≡ | <input type="text"/> | Punjabi |
| ≡ | <input type="text"/> | Spanish |
| ≡ | <input type="text"/> | Farsi |
| ≡ | <input type="text"/> | Armenian |
| ≡ | <input type="text"/> | Other |

11. Please share suggestions regarding how Fresno Area Express and HandyRide could serve your customers or employees more effectively.

12. Would you like to be entered into a random drawing for one of three \$50 VISA gift cards?

- ☐ Yes
☐ No

Thank you for your participation!