



FRESNO AREA EXPRESS

Title VI Report

**Submitted to:
Federal Transit Administration
Region IX
90 Seventh Street, Suite 15-300
San Francisco, CA 94103**

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INTRODUCTION

Fresno Area Express (FAX) is pleased to present its 4th triennial Title VI program submission to the Federal Transit Administration (FTA), Office of Civil Rights. FAX is a substantial provider of fixed route and paratransit services. FAX, as a part of the city of Fresno, provides more than 11 million annual boardings and alightings per year, the majority of which are provided directly to minority and disadvantaged groups.

The original report in 1996 reviewed the practices and operations of FAX for compliance with Title VI of the Civil Rights Act of 1964. The report was prepared in accordance with the FTA Title VI guidelines as stated in FTA Circular 4702.1 dated May 26, 1988. This report has since been updated in accordance with the new FTA circular 4702.1B dated May 13, 2007. Title VI of the Civil Rights Act 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 discriminations under any program or activity receiving Federal financial assistance.”

It is with this statement in mind that FAX transportation serves the citizens of Fresno.

This report consists of two sections. The first section, General Reporting Requirements, contains information concerning Title VI assurances; Title VI Program requirements for FAX; notification of protection afforded by Title VI; Title VI complaint procedures and form; active complaints; investigations and lawsuits; public participation; and meaningful access for Limited English Proficiency (LEP) persons.

The second section, Program Specific Requirements, contains information regarding requirements to submit a Title VI Program as a fixed-route transit provider; the Title VI internal review process for service standards and policies; the requirements to collect and report on demographic data; the internal monitoring process for transit service; and the evaluation of service and fare changes with respect to the effect on minority and low-income populations that are specific to the FAX fixed-route transit system.

The appendices at the end of the Title VI Program contain a page from the FAX schedule guide; a signed FTA Civil Rights Assurance; the FAX fixed-route service map; a low-income population distribution chart of the Fresno-Clovis Metropolitan Area (FCMA); a population and racial distribution chart of the FCMA; a population distribution of LEP persons; a membership listing of the Social Service Transportation Advisory Council (SSTAC); the most recent customer satisfaction surveys; the public notice to transit users of their Title VI rights; the FAX internal Title VI policies and procedures document; the Title VI complaint form to be used when filing a complaint; and the Title VI Program approval by the City of Fresno governing board.

As a supplement to this report, FTA requires a census tract base map of the service area to be provided with overlays depicting fixed-transit routes and minority population figures. This is included as Appendix O, along with the other required demographic maps.

I. GENERAL REPORTING REQUIREMENTS

Title VI General Reporting Requirements include the following:

- A. Annual Title VI Certifications and Assurances**
- B. Title VI Program Submission**
- C. Notification of Protection to Beneficiaries under Title VI**
- D. Title VI Complaint Procedures**
- E. A list of all active lawsuits, investigations, and/or complaints alleging discrimination on the basis of race, color, or national origin with respect to service or other transit benefits**
- F. Promotion of Inclusive Public Participation**
- G. Meaningful Access to LEP Persons**
- H. Minority Representation on Planning and Advisory Bodies**
- I. Provide Assistance to Subrecipients**
- J. Monitoring of Subrecipients**
- K. Determination of Site or Location of Facilities**
- L. Request of Additional Information**

The sections below contain information that satisfies these requirements where applicable.

A. Annual Title VI Certification and Assurance

In accordance with 49 CFR Section 21.7(a) FAX has in the past submitted its annual Title VI assurances via TEAMWEB as part of its annual Certifications and Assurances submission to the FTA. With the implementation of the new grant management system, the Title VI assurance will be submitted as part of the annual Certifications and Assurances via the Transit Asset Management System (TrAMS). A signed FTA Civil Rights assures all of the records and other information required under FTA Circular 4702.1B dated May 13, 2007, and as amended is retained at the FAX administration office in Fresno. (Appendix B.)

B. Title VI Program Submission

In compliance with 49 CFR Section 21.9(b), FAX is submitting its triennial Title VI report to the FTA, Office of Civil Rights. The program submission includes the following as required by circular 4702.1B:

1. A copy of the Title VI notice to the public
2. A copy of the instructions for the public on how to file a Title VI complaint
3. A list of any active Title VI investigations, complaints, and/or lawsuits
4. A copy of the FAX public participation plan
5. A copy of the FAX language assistance plan
6. Additional information regarding transit specific requirements

C. Notification of Protection under Title VI

FAX publishes a schedule guide that is updated two to five times per year. The schedule guide is available for purchase for \$0.25 on all buses and at the Manchester Transit Center (major transfer station). Page 6 of the guide contains the Title VI statement, who to contact for more information (Appendix A). Bus placards are on all fixed-route buses, which inform passengers of their Title VI rights (Appendix J). Title VI notification is also posted in both reception areas in the FAX administration office and the transit station. In addition, this information is available electronically in 13 different languages on the City of Fresno website: <http://www.fresno.gov/DiscoverFresno/PublicTransportation/Plans/TitleVI.htm>.

D. Title VI Complaint Procedures

FAX Title VI Policy

FAX is committed to ensuring 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, and national origin, according to Title VI of the Civil Rights Act of 1964, as amended. Every FAX division and employee is responsible for achieving the FAX commitment to non-discrimination, including the requirements of Title VI stated in this policy.

This includes the following:

1. To ensure the same level and quality of transportation services are provided to all;
2. To identify and address, as appropriate, the human health, social, economic, and environmental effects of the FAX programs and activities on all populations; and
3. To promote full and fair participation in transportation decision making.

FAX management is responsible for providing leadership, direction, and policy to ensure compliance with Title VI.

For additional information on the FAX non-discrimination obligations, please contact FAX Title VI Coordinator, 2223 G Street, Fresno, CA 93706, (559) 621-RIDE (Office)/559-457-1589 (Fax).

Complaint Procedure

Any person who believes he or she has been excluded from participation in or denied the benefits of the FAX programs, activities, or services due to

discrimination may file a complaint with FAX within 180 days from the date of the alleged discrimination. The complaint form is available online and can be downloaded: <http://www.fresno.gov/fax>. A complaint may be filed several ways.

Mail: FAX, Title VI Coordinator, 2223 G Street, Fresno, CA 93706
FAX: Title VI Coordinator at 559-457-1589
Telephone: 621-RIDE (7433)

Once a complaint is filed, the FAX Title VI Coordinator will record the complaint in the FAX database and forward it to the appropriate supervisor.

The supervisor may interview individuals named as witnesses and any other individuals who may have information. The supervisor may review relevant documentation. Failure of the complainant to respond to requests for information from the supervisor may result in closure of the complaint.

Although FAX management strives to promptly resolve all complaints, this process will differ depending on the complexity of the complaint, the individuals involved, and other factors. The complainant will receive a final written response to the complaint, which shall be approved by the appropriate FAX division manager.

Title VI Complaint to the U.S. Department of Transportation

Organizations or individuals who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color, or national origin may submit a complaint to the U.S. Department of Transportation.

Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Further information, including the complaint form, is available at www.fta.dot.gov. Policies and procedures for the internal complaint process are in the FAX Administrative Manual, Section A1-6 (Appendix K).

E. Active Lawsuits and Complaints

FAX has had no active investigations, complaints, or lawsuits with respect to Title VI during the period of June 30, 2013, through July 1, 2016. FAX has not received any complaints, which allege discrimination on the basis of race, color, or national origin and is not currently involved in any active lawsuits alleging discrimination.

F. Public Participation

Requirement

Recipients must develop a Public Participation Plan, including information about outreach methods to engage minority and LEP persons, as well as a summary of outreach efforts made since the last Title VI Program submission.

FAX promotes a proactive approach in reaching out to the public for comments on proposed transit issues, such as service or fare changes, construction projects, technology upgrades and additions, and other important decisions affecting the passengers' experience. Transparency in decision making and open lines of communication ensure all stakeholders in the community have an opportunity to contribute to the process.

This document outlines the public involvement strategies for the general public, as well as those strategies targeted towards minority and LEP populations. It also outlines the efforts to engage other constituencies that are traditionally under-represented, such as people with disabilities, low-income populations, and those with low literacy skills.

Outreach Philosophy

FAX emphasizes involvement with the public in its planning process and seeks inclusive and collaborative citizen participation in its decision making. FAX goal is to make decisions about plans, projects, and service and fare changes only after providing opportunities for public comment and input. FAX analyzes any feedback received to mitigate concerns brought forth. All perspectives should be considered, and FAX conducts proactive ongoing outreach, as well as project and proposal specific outreach.

Ongoing Public Engagement

Efforts are made on a regular basis to maintain clear lines of communication between FAX and local community organizations. Maintaining strong working relationships with local advocacy groups, social service organizations, health agencies, major employers, K-12 schools, four-year universities, community colleges, and local leaders ensures FAX remains aware of the issues, needs, and priorities of low-income and minority populations in the community. A representative excerpt of those groups is listed at the end of this section for reference.

In addition to engaging community groups, FAX seeks ongoing feedback from the general public. Comments can be submitted at any time throughout the year

on the FAX website, by phone through a live customer service agent or other staff member, or by mail to the FAX administrative office. The FAX website is updated regularly with information on projects in order to encourage the public to comment on these proposals. FAX has added a text line to receive customer questions, complaints, and comments. When financially and resource feasible, FAX seeks information from current and prospective riders through on-board or online surveys. These surveys are usually conducted every two years. The data is collected and analyzed for inclusion in the most current service or project plans.

FAX regularly participates in numerous cross-agency committees including the SSTAC hosted by the Fresno Council of Governments (FCOG). The list of the SSTAC is included in this report (Appendix G). This committee develops the Coordinated Public Transit-Human Services Transportation Plan, and the FAX active participation in this committee also provides an ongoing venue for feedback and representative stakeholder input from some of its more disadvantaged residents.

Input is also sought through the citizen's Disability Advisory Commission (DAC). DAC members are appointed by the City of Fresno Mayor and council members. DAC has met continuously on the second Tuesday of the month, 10 months a year, since 2010. DAC is charged with developing solutions and/or alternatives to current transit issues in the FAX fixed-route and paratransit systems. This includes addressing approval/disapproval of ADA certification appeals. Additionally, the City of Fresno council board meetings are held biweekly and in compliance with the "Open Meeting Laws" of California, Section 54950 et seq. of the Government Code. The general populace is invited to attend and provide input on matters under consideration by the board. FAX is a department within the City of Fresno organization.

Outreach Regarding Major Service or Fare Changes

When preparing for significant changes to the FAX fare structure or transit service, it is vital to gather input from a broad range of sources and through a variety of methods. No singular means of outreach can effectively gather feedback from all relevant stakeholders. FAX relies on traditional and non-traditional outreach methods, such as public meetings, to seek public input on service changes, including those not significant enough to meet the major service change threshold. Outreach and participation efforts are emphasized with focus on the following:

1. Ensure full and fair participation by all potentially affected communities;
2. Avoid, minimize, or mitigate disproportionately high and adverse effects on minority and low-income populations; and

3. Prevent the denial of, reduction of, or significant delay in receipt of transportation benefits by minority and low-income populations.

FAX continually seeks to involve organizations and individuals who may have potential interest in proposed service and fare changes. FAX consults with organizations and agencies that serve environmental justice populations and seeks populations who may be affected to voice their opinion. Public input is documented, considered, and incorporated into the decision-making process.

Stakeholder Meetings

FAX seeks to capitalize on existing community resources to gather input and feedback on proposed service and fare changes. FAX meets with stakeholders from public schools, universities, healthcare institutions, social service agencies, and other local groups to better understand their community needs. These community experts often have localized knowledge that can help guide FAX staff when developing proposals for the general public.

Public Meetings

As the primary method of seeking community input, significant planning and preparation are conducted in advance of every public gathering. The following considerations assure minority, low income, and disabled populations can attend and actively participate in the decision making process for service and fare changes.

Location: Public meetings are scheduled in locations with transit access near the routes or communities affected by the proposed changes, with additional considerations for members of the population with limited accessibility, such as minority, low-income, and disabled populations. All hosting facilities are fully ADA accessible, familiar, and convenient to the public, including the FAX administration office, churches, local libraries, community centers, social service organizations, and schools.

Time: Public meetings are scheduled, at a minimum, twice (preferably on two different days) during day time and evening hours to allow for varied work and school schedules. Start and end times are planned around the nearby transit schedules and hours of operation to facilitate participation for transit dependent individuals.

Publicity: Before public meetings are held, the following procedures shall be followed:

- a. Public meeting notices are posted in major transit centers and at the FAX administration office.
- b. Rider alerts are distributed on transit vehicles and published on the FAX website.
- c. Notices are published in newspapers (The Fresno Bee, The Business Journal, Vida en El Valle, The Collegian, The FCC Rampage), as appropriate.
- d. News releases are sent to the media.
- e. All meeting announcements inform the public that auxiliary aids and services will be provided when requested at a minimum of 48 hours in advance.

Format: Public meetings follow an informal structure throughout the meeting to allow for dialogue, comments, and questions. Key elements are presented visually through paper handouts, large print display boards, electronic projection, and presentations. Attendees are free to participate according to their comfort level. Comments can be submitted verbally or in writing at the time of the meeting or may be submitted by mail at a later date.

Accessibility: Bilingual staff members are in attendance for Spanish translation assistance. FAX also seeks to accommodate lower literacy skilled populations through clear, concise, and simple language to the greatest degree possible. Special accommodations are available upon advanced request, such as sign language or special seating for the hearing impaired.

Public Participation in Recent Planning Activities

The following is a list of all public involvement initiatives conducted by FAX since the previous Title VI Program submission.

Table 1, FY14 Outreach

FY14 FAX COMMUNITY ACTIVITIES/OUTREACH EVENTS		
	Date	Organization
1	July 10, 2013	FAX Service Presentation - Panda Environmental Day Care School
2	August 19, 2013	Fresno State Information Fair - Incoming Students
3	September 27, 2013	UCP Day - Department Fundraiser and Support
4	October 2, 2013	BRT Informational Meeting - MTC
5	October 18, 2013	Cal Vet Home Grand Opening - Supported through Central Valley Mayors' Committee (CVMC) affiliation
6	October 24, 2013	United Way Department Event - Department Campaign
7	February 24, 2014	Unmet Transit Needs - Information Gathering, Fowler
8	February 25, 2014	Unmet Transit Needs - Information Gathering, Mendota
9	March 13, 2014	Unmet Transit Needs - Information Gathering, Fresno/Clovis
10	March 27, 2014	Fresno City College Disability Awareness Day
11	April 25, 2014	Schneider Electric (Pelco) Earth Day Event - Schedule Guides Given
Committee Participation		CVMC for the Partnership and Advocacy of People with Disabilities
		Social Services Transportation Advisory Council

Table 2, FY15 Outreach

FY15 FAX COMMUNITY ACTIVITIES/OUTREACH EVENTS		
	Date	Organization
1	August 8, 2014	Veterans Home - Fresno In Service
2	August 19, 2014	Fresno State Information Fair - Incoming Students
3	October 30, 2014	United Way Department Event - Department Campaign
4	December 3, 2014	League of Women Voters Lunch and Learn Presentation
5	February 17, 2015	Unmet Transit Needs - Information Gathering, Huron
6	February 18, 2015	Unmet Transit Needs - Information Gathering, Fresno-Clovis
7	February 19, 2015	Unmet Transit Needs - Information Gathering, Selma
8	March 26, 2015	Fresno City College Disability Awareness Day
9	May 1, 2015	Senior Spring Fling - Celebrating Older Americans Month
10	June 26, 2015	Greet Passengers - Courthouse Park
Committee Participation		CVMC for the Partnership and Advocacy of People with Disabilities
		Social Services Transportation Advisory Council

Table 3, FY16 Outreach

FY16 FAX COMMUNITY ACTIVITIES/OUTREACH EVENTS		
	Date	Organization
1	July 16, 2015	ADA 25th Anniversary Celebration - Fresno City College
2	July 30, 2015	Fresno Unified Parent University - Chaffee Zoo
3	August 5, 2015	Senior Resource Fair - Villa Fresno Mobile Home Park
4	August 7, 2015	Imagine Blackstone Street Fair - Susan B. Anthony School
5	October 9, 2015	Harvest of Talent - Bullard Talent Magnet School
6	October 14, 2015	COG Transportation Forum - Double Tree Hotel
7	October 14, 2015	Career Tech Expo - Fresno Convention Center Exhibit Hall
8	October 24, 2015	Kids Just Wanna Have Fun Carnival - Holmes Playground
9	February 16, 2016	Unmet Transit Needs Information Gathering Meeting - Fresno/Clovis Area – Fresno
10	February 17, 2016	Unmet Transit Needs Information Gathering Meeting - Westside of Fresno County – Kerman
11	February 18, 2016	Unmet Transit Needs Information Gathering Meeting Eastside of Fresno County – Parlier
12	March 17, 2016	Fresno City College Disability Awareness Day
13	May 19, 2016	Blue Sky Wellness Center - Pathways to Job Readiness
14	May 24, 2016	Hoover High School - Special Education Class In-Service
15	June 1, 2016	BRT Groundbreaking
Committee Participation		CVMC for the Partnership and Advocacy of People with Disabilities
		Social Services Transportation Advisory Council

Ongoing Public Engagement

FAX has continued to work closely with many organizations, community groups, and civic departments to stay current on pertinent local issues. Staff members have participated in regular cross-agency committee meetings, planning studies, and community workshops. From large format presentations at regional conferences to one-on-one meetings with local leaders, FAX continues to maintain open communication with the communities it serves.

Passenger Surveys

FAX conducted an on-board survey during the review period to gather information on rider demographics, travel patterns, customer satisfaction, unmet transportation needs, and other useful feedback. A June 2014 survey of FAX riders gathered detailed travel information from 1,542 passengers. Origin, boarding, alighting, and destination locations were requested, as well as work hours, frequency of use, method of arrival at bus stop (i.e., Park & Ride),

satisfaction with service, and other relevant travel metrics. Responses were used for general service planning.

The surveys were available in English, Spanish, and large print for the visually impaired and were offered to all passengers on selected trips that were randomly generated. The information was gathered for use in service planning, market analysis, travel demand modeling, regional visioning, and other outreach efforts. (Appendix H)

Rider Demographics

Nearly three-fifths of respondents (59%) were female, and English was the primary language spoken in the home for nearly 9 in 10 (89%) respondents.

Respondents were primarily Hispanic/Latino (46%), White (25%), and African-American/Black (18%).

Nearly three-fifths (57%) earned an annual household income of less than \$10,000 and another 25% earned between \$10,000 and \$19,000 on an annual basis. The median respondent annual household income was \$8,700.

Nearly one-half of respondents (48%) were between 18 and 34 years of age with another 26% recorded as between 35 to 54 years of age. Nearly 7 in 10 (69%) had a high school education or less, while 16% had a college degree or more.

Over one-third (36%) of these respondents were employed full-time (17%) or employed part-time (19%), and 21% were students (6% employed and 15% unemployed). Among non-student respondents, 16% were unemployed.

Outreach for Service and Fare Changes

No service or fare changes during the review period met the FAX major change threshold. However, in approximately 12 months, FAX will implement its Bus Rapid Transit (BRT) system along the Blackstone and Kings Canyon/Ventura corridors. The BRT system, along with other service increases along Shaw and Cedar Avenues, has been recognized to be major service changes that will cross the FAX major service change threshold. In tandem with these increases in service, FAX is also in the process of modernizing its fare media in the form of magnetic striped cards. These magnetic stripe cards will eventually advance to smart card and web portal technology. To provide the proper outreach and analysis, a Request for Proposals (RFP) is near completion to obtain the services of a consultant. Working in conjunction with the consultant, FAX will perform the Service and Fare Equity (SAFE) analysis to be available and included in the 2019 triennial submission.

Outreach through Planning Studies

FAX completed two planning studies that had significant public participation components. The Strategic Services Evaluation was an evaluation of fixed-route bus systems within the cities of Fresno and Clovis. The last evaluation was conducted more than ten years ago for Clovis and more than 20 years ago for Fresno. The outcomes of this study provided both jurisdictions an opportunity to render their fixed-route systems more efficient and reliable. The public engagement aspect of the project included stakeholder interviews, policy level staff meetings, public surveys, and approximately 20 public meetings/community presentations. Each of these outreach events allowed the public to comment on proposed service alternatives.

The second study, Fresno County Public Transportation Gap Analysis and Service Coordination Plan (Gap Analysis), was a planning and research project to meet the goals of the Fresno County Human Services Coordinated Transportation program by identifying specific needs of the transportation disadvantaged people in Fresno county and prepare and implement a plan to meet those needs. The Gap Analysis identified the barriers and gaps experienced by these groups as they seek to gain employment or simply travel to and from work, and determined the best methods to overcome those barriers. As a key component of this project, a countywide survey was conducted of transportation needs that focused on low-income, minority, and transportation disadvantaged populations. An integral part of this study was to reach transportation disadvantaged populations, especially those traditionally underrepresented groups such as non-English speaking residents. Community outreach efforts were achieved through one-on-one communication and small group contacts to reach the diverse ethnic populations of the project area. This strategy was an effective way to communicate with these diverse communities, including the Hmong, Cambodian, and monolingual Hispanics who are unlikely to participate in public meetings.

A third study is currently underway in the RFP stage. This study will focus and build on the previously mentioned Strategic Service Evaluation and Gap Analysis. It will focus on the implementation aspects, along with the best ways to inform the public of the changes, and how to mitigate any issues that arise from the planned system wide restructure. Included in this study are the Title VI concerns including the SAFE analysis. The Title VI concerns and the SAFE analysis are included in this study, which will be included in the next Title VI submission.

Outreach Regarding Construction Projects

Although FAX had no federally-funded construction projects implemented in the period covered under this report, it continued with development of BRT. The FAX BRT project involves a new 15.7-mile corridor that includes 26 BRT stops/stations. The project has been approved by the FTA to proceed to project development and has been identified as eligible for Very Small Starts (VSS) funding.

The public outreach and community engagement proposed for the project development phase of the BRT project utilizes an effective public participation process model. This design provides for an open exchange of information and ideas between the public and FAX. The overall approach of the Outreach Plan is that it is proactive, provides complete information, and timely public notice. The Outreach Plan demonstrates the FAX commitment to early and meaningful community participation throughout the development of the BRT in order to include community input in the final product.

The public involvement effort will include special methods of targeting the non-English speaking audiences. As with the other planning studies, FAX community outreach efforts will be achieved through one-on-one communication or small group contacts to reach the diverse ethnic populations of the project area. This strategy will be an effective means to communicate with these diverse communities, including the Hmong, Cambodian, and monolingual Hispanics who are unlikely to participate in public meetings.

Public Engagement Contact List

Belmont Merchant's Association	Fresno Metro Black Chamber of Commerce
California Partnership for San Joaquin Valley	Fresno Economic Development Corporation
Central California Hispanic Chamber of Commerce	Greater Area Chamber of Commerce
PBID Partners of Downtown Fresno	Saint Rest Economic Development Corporation
Fresno Area Hispanic Chamber of Commerce	Southeast Fresno Community Economic Development Association
Fresno West Coalition for Economic Development	Ventura / Kings Canyon Merchant's Association
	Fresno – Madera Area Agency on Aging (FMAAA)

Building Industry Association

California Rural Legal Assistance
California Rural Legal Assistance
Foundation

Catholic Charities - Diocese of
Fresno

Central California Legal Services

Central Calif. Regional Obesity
Prevention Program

Central Valley Air Quality
Coalition

Central Valley Regional Center

Centro Binacional para
Desarrollo Indigena Oaxaqueno

Centro La Familia Advocacy, Inc.

Community Food Bank

Court Appointed Special
Advocates

Fresno Arts Council

Fresno Economic Opportunities
Commission

Fresno Center for New
Americans

Fresno County Bicycle Coalition

Fresno Housing Alliance

Fresno Street Saints

Latino Coalition for a Healthy
California

Mental Health America of Central
Valley

Reading and Beyond

Relational Culture Institute

Resources for Independence, Central
Valley

Stone Soup

Tree Fresno

United Black Men

United Way of Fresno County

West Fresno Health Care Coalition

Catholic Diocese of Fresno

Every Neighborhood Partnership

Faith in Community

Fresno Interdenominational Refugee
Ministries

Fresno Metro Ministry

Hope Now for Youth

Ministerial Alliance

Westside Church of God

City of Fresno

City of Clovis

San Joaquin Valley Air Pollution
Control District

Caltrans, District 6

Fresno-Clovis Convention and
Visitor's Bureau

Fresno County Department of
Social Services

Fresno Economic Opportunities
Commission

Fresno Regional Workforce
Investment Board

Housing Authorities of City and
County of Fresno

Proteus, Inc.

Workforce Connections

Youth Organizations:

Boys and Girls Club of Fresno

Building Healthy Communities-
Youth Engagement Team

Californians for Justice

Center for Multicultural
Cooperation

The kNow Youth Group

Youth Leadership Institute

School Districts/Higher Education
Institutions:

Clovis Unified School District
Fresno State
Fresno City College

Fresno County Office of Education

Fresno Unified School District
State Center Community College
District

Community and Neighborhood
Centers:

Dickey Youth Development Center
Einstein Neighborhood Center
El Dorado Neighborhood Center
Fink-White Neighborhood Center
Frank H. Ball Neighborhood Center
Highway City Neighborhood Center
Holmes Neighborhood Center
Lafayette Neighborhood Center
Mary Ella Brown Community Center
Melody Neighborhood Center
Mosqueda Community Center
Pinedale Community Center
Quigley Neighborhood Center
Romaine Neighborhood Center
Sunset Neighborhood Center
Ted C. Wills Community Center

FAX has participated and provided information in the following outreach events since its last Title VI submission:

1. School registration days
2. Employer sponsored job, transit, and health fairs
3. Community events, such as parades and street parties Mobile Workshops
4. School presentations
5. Take One brochures
6. Car Cards inside buses
7. Web postings
8. Media press releases
9. Senior housing presentations
10. Print advertisements and notices
11. Community meetings (e.g. Chamber of Commerce)

G. Meaningful Access to Limited English Proficiency (LEP) Persons

The Language Assistance Plan is one component of the FAX effort to provide an appropriate level of language assistance to meet the need of individuals within the FAX service area who are LEP. LEP individuals are those who have a limited ability to read, write, speak, or understand English. This plan includes a summary of language assistance measures currently provided by FAX and future proposed measures.

Background

The Title VI of the Civil Rights Act of 1964, as amended, provides 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 LEP persons because such conduct constitutes 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 using the "Four-Factor Framework" outlined in the U.S. Department of Transportation Policy Guidance.

Analysis using the Four-Factor Framework

Four-Factor Framework: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

Examine Prior Experiences with LEP Individuals

Customer Service: FAX interviewed customer service staff, the receptionist for the administrative facility, and the Handy Ride (paratransit) certification staff and found the only interactions with LEP individuals have been in Spanish. Phone calls are transferred to a Spanish-speaking employee. A very small number of LEP individuals who speak languages other than Spanish has asked for information in person and have been accompanied by English-speaking translators.

The most common questions asked by LEP individuals are Handy Ride certifications (paratransit), bus schedule, route information, and fare payment.

Public Meetings: FAX has bilingual staff attend public meetings and hearings. To date, utilization of Spanish-speaking interpretation has been extremely limited. FAX has not received any requests for other language translation services at public meetings.

On-Board Survey: FAX conducted an onboard survey in October 2014 that was offered in English, Hmong, and Spanish. Eight percent of the survey responses were in Spanish. None was in Hmong or other census identified languages.

Identify The Geographic Boundaries Of The Area Your Agency Serves

The FAX Service Area: The FAX service area is located primarily within the city of Fresno (Appendix C). FAX also operates service into the city of Clovis on Route 9, which is funded by Clovis. FAX also operates express service via Route 58 to Valley Children's Hospital, which is funded by the hospital.

Obtain Census Data on LEP Population in Your Service Area

Thirty-nine percent of the people living within the FAX service area do not speak English well or not at all, representing nearly 87,622 individuals who are in need of language assistance.

A total of nine language groups were identified that meet the FTA threshold of 1,000 persons or more speaking the language in the transit agency service area. The LEP language groups within the FAX service area include Spanish, Hmong, Laotian, Other Indic languages, Chinese, Cambodian, Armenian, Tagalog, and Vietnamese. There are additional languages included in the category of "other Indic Languages," which may include Standard Hindi, Urdu, Bengali, Punjabi, Marathi, Gujarati, Oriya, Sindhi, Nepali, Sinhala, Saraiki, and Assamese.

Table 4, Persons who Speak English Less Than "Very Well"

Number of Persons over 5 Years of Age with the Ability to Speak English Less Than "Very Well" within FAX Service Area		
Language	Estimate	Percent
Speak only English	282,873	58.04%
Spanish or Spanish Creole	59,430	12.19%
Hmong	9,852	2.02%
Laotian	2,860	0.59%
Other Indic languages	2,857	0.59%
Chinese	1,947	0.40%
Mon-Khmer, Cambodian	1,714	0.35%
Armenian	1,632	0.33%
Tagalog	1,191	0.24%
Vietnamese	1,076	0.22%
Korean	538	0.11%
Persian	469	0.10%
Other Native North American languages	469	0.10%
Russian	372	0.08%
Japanese	351	0.07%
Other Pacific Island languages	340	0.07%
Arabic	286	0.06%
Hindi	286	0.06%
Other Asian languages	284	0.06%
Thai	228	0.05%
Population 5 years and over	487,360	100.00%
[1] Source: US Census Bureau - 2010-2014 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 .05% of the population in the FAX service area: Gujarati, Hungarian, Other and unspecified languages, German, Other Slavic languages, Italian, African languages, Portuguese, Urdu, Hebrew, French (incl. Patois, Cajun), Other Indo-European, Other West Germanic languages, Greek, Scandinavian languages, Yiddish, Polish, Serbo-Croatian, French Creole, and Navajo		
[3] Average % LEP in FAX Service Area = 17.98%		

Analyze The Data You Have Collected

The nine languages within the FAX service area with more than 1,000 persons who speak English less than very well are Spanish, Hmong, Laotian, Other Indic languages, Chinese, Cambodian, Armenian, Tagalog, and Vietnamese. FAX analyzed census data for each of these nine languages/language categories.

Spanish: The 2010-2014 American Community Survey data identified 59,430 individuals within the FAX service area who speak English less than very well.

Hmong: The 2010-2014 American Community Survey data identified 9,852 individuals within the FAX service area who speak English less than very well.

Laotian: The 2010-2014 American Community Survey data identified 2,860 individuals within the FAX service area who speak English less than very well.

Other Indic Languages: The U.S. Census aggregates 12 languages in the category of "Indic Languages." The 2010-2014 American Community Survey data identified 2,857 individuals within the FAX service area who speak English less than very well. The languages included in the category of other Indic languages are Standard Hindi, Urdu, Bengali, Punjabi, Marathi, Gujarati, Oriya, Sindhi, Nepali, Sinhala, Saraiki, and Assamese.

Chinese: The 2010-2014 American Community Survey data identified 1,947 individuals within the FAX service area who speak English less than very well.

Cambodia: The 2010-2014 American Community Survey data identified 1,714 individuals within the FAX service area who speak English less than very well.

Armenian: The 2010-2014 American Community Survey data identified 1,632 individuals within the FAX service area who speak English less than very well.

Tagalog: The 2010-2014 American Community Survey data identified 1,191 individuals within the FAX service area who speak English less than very well.

Vietnamese: The 2010-2014 American Community Survey data identified 1,076 individuals within the FAX service area who speak English less than very well.

Identify Community Organizations

Community organizations and social service agencies serving large numbers of LEP individuals were identified and include:

1. Catholic Social Services
2. Lutheran Refugee Services
3. Fresno Interdenominational Refugee Ministries (FIRM)
4. California Rural Legal Assistance Foundation
5. Catholic Charities - Diocese of Fresno
6. Centro Binacional para Desarrollo Indigena Oaxaqueno
7. Centro La Familia Advocacy, Inc.
8. Court Appointed Special Advocates
9. Fresno Center for New Americans
10. Latino Coalition for a Healthy California
11. Resources for Independence, Central Valley
12. Stone Soup
13. Every Neighborhood Partnership

- 14. Faith In Community
- 15. Fresno Metro Ministry
- 16. Hope Now for Youth
- 17. Ministerial Alliance

Contact Relevant Community Organizations

Organizations and agencies contacted were prioritized based on their apparent level of involvement with LEP individuals. Staff members at representative community organizations were contacted via phone or an in-person interview.

Determine the Frequency with which LEP Persons Come Into Contact with the Program and Review the Relevant Programs, Activities, and Services You Provide

FAX assessed the frequency with which LEP persons come in contact with the FAX programs, activities, and services. Frequencies of contact with LEP individuals for the avenues have been identified on an order of magnitude scale as frequently (daily), often (weekly), occasionally (monthly), and rarely (less than monthly).

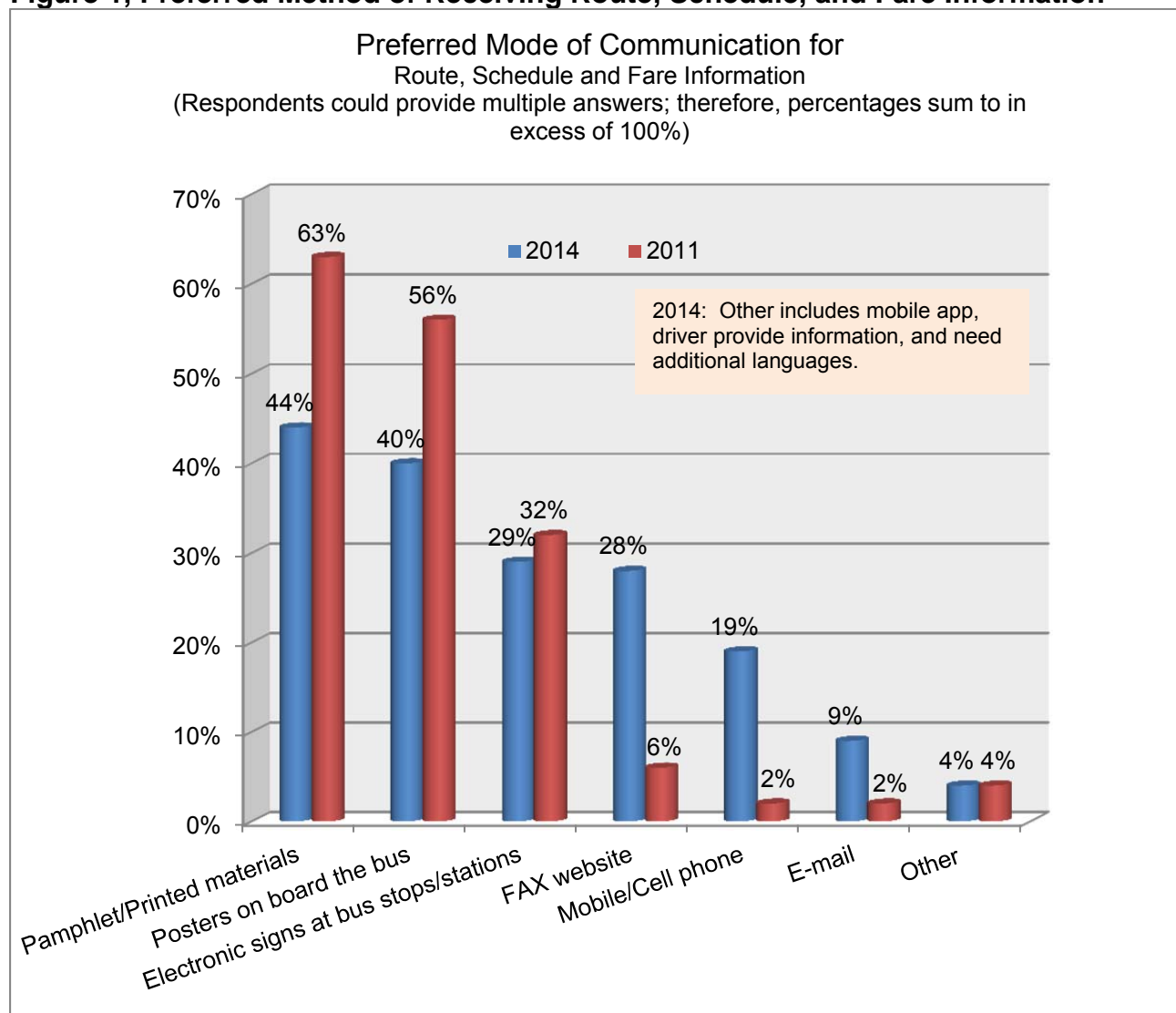
Consult Directly With LEP Persons

FAX monitors the frequency with which LEP persons come in contact with the program through calls to customer service, passengers on the bus, attendance at public meetings, and walk-in individuals to the administration office. FAX interacts with Spanish-speaking individuals and provides verbal and written translation services in Spanish. FAX has provided translation services in Hmong on an as-needed basis. In the past, FAX has not broken down the passenger satisfaction survey results by language. Beginning with the 2014 survey, FAX will include this in the analysis along with how many surveys are completed by LEP persons.

Identify Your Agency's Most Critical Services

Public transportation provides a vital service, allowing passengers to access jobs, medical facilities, shopping, and other necessary programs. Although public transportation does not traditionally provide life-saving or emergency type access to medical services (such as an ambulance), FAX considers its services to be extremely important and believes it is important to facilitate usage by all, including those who speak English less than very well.

Figure 1, Preferred Method of Receiving Route, Schedule, and Fare Information



Critical services are defined by the DOT guidance as programs or activities that would have serious consequences for individuals if language barriers prevent a person from benefiting from the activity. Serious consequences could include the inability of an LEP individual to effectively utilize public transportation to obtain health care, education, or access to employment. Critical services provided by FAX include:

1. Route and Schedule Information
2. Fare media information
3. System rules, particularly transfer rules
4. Information on how to ride the system
5. Communication related to transit planning and service changes
6. Information on ADA Paratransit services
7. Non-discrimination (Title VI) policy

Review Input from Community Organizations and LEP Persons

Input suggests route, schedule, and fare information is the most vital information needed by LEP individuals. Additionally, refugee individuals, in particular, desire information on how to ride the system.

Inventory Language Assistance Measures Currently Being Provided, Along with Associated Costs

These are resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

FAX has 46 staff members who speak Spanish; 4, who speak Punjabi; and 2, who speak Hmong. FAX provides written translation of vital documents, including schedules in Spanish, telephone customer service in Spanish, and Spanish translation at public meetings and hearings. By providing access to services and vital documents in English and Spanish, FAX reaches over 97% of the population within the FAX service area. FAX provides translation of its website through Google Translate to a number of languages including, but not limited to Spanish, Hmong, Laotian, Other Indic languages, Chinese, Cambodian, Armenian, Tagalog, and Vietnamese.

Additionally, 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.

FAX front-line staff is equipped with the U.S. Census language identification card in order to identify additional language needs.

Determine What, if Any, Additional Services are Needed

FAX has experienced very few requests for providing system information in languages other than English and Spanish and has been able to accommodate these requests using City of Fresno staff. For the future, in anticipation of higher call volumes, FAX is investigating the option for providing verbal translation services via telephone through three-way translation calls utilizing a translation service provider.

Analyze Your Budget

FAX translates documents to Spanish and provides verbal Spanish translation in-house with staff and will continue to do so. The FAX resources for additional translation services are limited with \$64,000 budgeted in 2016 for Public Relations and Information.

Costs of Additional Services

Written translation costs through a professional translator for languages other than Spanish cost approximately \$0.10 per word or \$27 per page. Live verbal translation via telephone is approximately \$1.95-\$5 per minute, depending on frequency of use and language.

Consider Cost-Effective Practices for Providing Language Services

Cost-effective practices for providing language services that FAX has pursued or may pursue include:

1. Partnering with community organizations to assist with translation or interpretation.
2. Partnering with community organizations to assist with distribution of printed information to LEP individuals, or to provide educational or outreach opportunities to LEP individuals.
3. Live verbal translation service for customer service calls in languages other than English and Spanish.

Results of Four-Factor Analysis

The Four-Factor Analysis showed approximately 17.98% of the population within the FAX service area speaks English less than very well. Spanish is the most commonly used language other than English. The other languages that exceed 1,000 persons likely to be encountered by the FAX service represent less than 4.7% of the population within the FAX service area. Based on the 2014 Customer Satisfaction Survey, 89% of passengers speak English, 8% speak Spanish, 2% speak Hmong, and 1% speak other languages.

The Safe Harbor Provision stipulates if a recipient provides written translation of vital documents for each eligible LEP language group, it constitutes 5% or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered. This action will be considered strong evidence of compliance with the recipient's written translation obligations. Continued translation and distribution of written vital documents in Spanish in order to satisfy this provision and ensure FAX services are accessible. Other languages that do not meet or exceed 1,000 persons in the service area include Korean, Persian, Other Native North American Languages, Russian, Japanese, Other Pacific island Languages, Arabic, Hindi, Other Asian languages, Thai, Gujarati, Hungarian, German, Other Slavic languages, Italian, African languages, Portuguese, Urdu, Hebrew, French, Other Indo-European languages, Other West Germanic languages, Greek, Yiddish, Polish, and Serbo-Croatian. Given the costs and limited resources available, it is not prudent for FAX to invest in written translation to these languages. However, investing in three-way calling

translation service and enhanced partnerships with community organizations in order to reach these individuals may be warranted.

Based on the outcome of the Four-Factor Analysis, the FAX Language Assistance Plan includes a description of language assistance services provided; notice to LEP persons; a description of staff training; and the procedure for monitoring, evaluating, and updating the Language Assistance Plan in order to ensure meaningful access for LEP individuals to the FAX services.

As Noted In The Four-Factor Analysis, FAX Provides

1. Translation of written vital documents in Spanish, including but not limited to, schedules, Title VI forms and notices, FAX (paratransit) applications, and interior bus car cards regarding fares and passenger rules
2. Verbal translation to Spanish, Hmong, Punjabi, Hindi, Chinese, and other languages for passenger calls
3. Verbal translation to Spanish at public meetings and hearings
4. Translation of website through Google Translate
5. Simplified schedules, bus stop signs, and other resources that utilize graphics when feasible
6. Opportunity for advanced requests for other language services, including sign language at public meetings
7. Opportunity to accept comments and questions through a number of means, including verbal, written, and electronic comments. The public comment period for proposed changes is extended as long as feasible in order to allow meaningful access for LEP persons. An extended comment period allows LEP individuals to seek clarification and/or assistance from FAX and other resources.

Additional services to be investigated for possible inclusion by FAX are:

1. Three-way calling for live verbal translation of calls in languages other than Spanish.
2. Enhanced partnerships with community organizations.

Providing Notice to LEP Persons Regarding the Availability of Language Assistance

FAX publishes schedules, cards regarding fares, Title VI notices, passenger rules in the buses, Handy Ride applications, and other vital documents in English and Spanish.

Staff uses the U.S. Census Language Identification cards to identify other requested languages. Furthermore, FAX will continue to develop relationships

with community organizations in order to notify LEP persons about the FAX services and the availability of language assistance.

Notices for all public hearings are published and disseminated through intermediary groups. FAX provides Spanish translation at public meetings and publishes the ability for others to request additional services, such as translation to other languages with advance notice to FAX. Additionally, FAX accepts public comments through a number of avenues including verbal, written, and electronic means. A public comment period is established for all public hearings to provide LEP individuals a meaningful opportunity to comment. The FAX Title VI policy statement provides information on how to request information in additional languages.

Training

FAX will develop and deliver training for front-line staff that will include:

1. A summary of responsibilities under the DOT LEP Guidance.
2. A summary of the Language Assistance Plan.
3. A description of the type of language assistance offered by FAX and instructions for accessing these services.
4. Strategies for working effectively with Limited English Proficient individuals.
5. Front-line staff includes bus operators, customer service staff, transit service representatives, paratransit operators, and paratransit eligibility evaluators.

In developing the training, FAX may make use of the training resources identified in the DOT LEP Guidance.

Monitoring, Updating, and Evaluating the Language Assistance Plan

At a minimum, the Language Assistance Plan will be evaluated and updated every three years to coincide with submittal of the FAX Title VI Program to the FTA. In the interim, monitoring activities may identify changes that should be made to the Language Assistance Plan. Monitoring activities will include evaluation of the following:

1. Needs identified by front-line staff during employee training activities related to LEP or in the day-to-day operations of the system.
2. Needs identified by community partners or LEP individuals during outreach activities or other engagement with FAX staff.
3. New data related to LEP populations in the service area.

If evaluation of new information received during monitoring of the plan leads to substantive changes in language assistance policies or practices, the Language Assistance Plan will be updated, accordingly.

H. Minority Representation on Planning and Advisory Bodies

Not applicable. Although FAX participates on various planning and advisory bodies, the selection process for membership of those planning and advisory bodies is not determined by the agency.

I. Provide Assistance to Subrecipients

Not Applicable. FAX is a direct recipient of FTA funds, as well as a sub recipient from the local metropolitan planning agency. FAX has no sub recipients reporting to it; therefore, it has no obligation to provide assistance.

J. Monitoring of Subrecipients

Not Applicable. FAX is a direct recipient of FTA funds, as well as a sub recipient from the local metropolitan planning agency. FAX has no sub recipients reporting to it; therefore, it has no obligation to monitor sub recipients.

K. Determination of Site or Location of Facilities

Not Applicable. FAX did not acquire or pursue any new sites or facilities during this reporting period.

L. Request of Additional Information

FAX has not been asked or directed to investigate complaints of discrimination or to resolve concerns about possible non-compliance with the DOT Title VI regulations.

II. PROGRAM SPECIFIC REQUIREMENTS

This second section contains information regarding the Title VI internal review process for service delivery, the internal monitoring process, the service standard policies, and a description of service changes specific to the FAX fixed-route transit system and its impacts on the minority population. This section contains information that satisfies these requirements.

Title VI Program Specific Requirements include the following subsections:

- A. Requirement to Prepare and Submit a Title VI Program.**
- B. Requirement to Set System-wide Service Standards.**
- C. Requirement to Set System-wide Service Policies.**
- D. Requirement to Collect Demographic Data.**
- E. Requirement to Monitor Transit Service.**
- F. Requirement to Evaluate Service and Fare Changes.**

A. Requirement to Prepare and Submit a Title VI Program

In compliance with 49 CFR Section 21.9(b), Fresno Area Express hereby submits its triennial Title VI Report. This report is being submitted to the FTA, Region VIII Civil Rights Officer. All requirements for the General Reporting, as well as the Program Specific Requirements, have been achieved.

B. Requirement to Set System-wide Service Standards

FAX established the following minimum standard policies in order to provide the best possible service to all people within the service area. Considerations include cost effectiveness, vehicle load, vehicle headway, access, bus stop frequency, on-time performance, and the distribution of transit amenities.

Maximum Vehicle Load

Maximum seat to passenger load ratio of 1:1.1 or 110% of vehicle capacity. This is the desired load factor; however, due to the financial constraints, FAX is operating within this standard and is frequently exceeded on many of the FAX high-occupancy routes.

Vehicle Headway

Vehicle headway is determined primarily by ridership on the route and is limited by available resources. As a policy, FAX will not establish vehicle headways greater than 60 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 arriving time. The system average for FY15 was 82.8%. Routes that consistently fall below the system standard are examined and evaluated by the Service Evaluation Committee in order to get the routes back to the standard on-time performance rating.

C. Requirement to Set System-wide Service Policies

Distribution of Transit Amenities

FAX does not operate any rail stations, park and ride lots, escalators, or similar amenities and does not have a policy for the distribution of such amenities. However, 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. The determination of how bus stops are improved is limited by financial resources, site specific considerations, accessibility to persons with disabilities, vehicle operating safety, and passenger volume. These standards are published in the FAX Transit and Facilities Standards document dated December 2005 and are made available to planning agencies and developers upon request. Construction of bus stop amenities, such as curb cuts, sidewalks, and bus bays, are the direct responsibility of city and county public works and traffic engineering departments. FAX is required to coordinate with those departments when planning for and constructing such improvements.

Service Availability

The FAX fixed-route bus system should be designed for a minimum of 90% of the service area population resides within one-half mile of a bus route.

Vehicle Assignment

Vehicle assignments are made based on need criteria as follows:

1. Higher-capacity buses are assigned to the heaviest loading coach runs first.
2. Some routes must have smaller vehicles due to maneuvering considerations.
3. 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:

Transit Security Plan - FAX security plan provides a highly visible security presence for customers and employees. FAX utilizes uniformed police officers to deliver system-wide protection, and customers see these officers on buses and at transit facilities. As a result of the police presence, passengers feel safer, and public property has been protected from vandalism and graffiti. Since the introduction of the police officers, the number of crimes has been reduced. This presence will be expanded upon by the next Title VI submission to include four additional officers to help patrol the BRT line, which was recently authorized in the FY17 budget.

All FAX buses have digital video systems on-board. It is believed the presence of the video surveillance cameras serves as a deterrent to vandalism and other crimes. In addition, FAX utilized ARRA funds for transit facility security enhancements, including an access control system and base facility video monitoring. In the next Title VI reporting period, the digital video system will have expanded to include surveillance at certain stations and transfer points for increased transit security. FAX is currently in the process of developing a video and audio policy to supplement this increased surveillance and safety presence.

D. Requirement to Collect Demographic Data

Demographic and Service Profile Maps and Charts

FAX is utilizing the data collected in the decennial census of 2010 and the American Community Survey (ACS) in 2014. FAX has not experienced any significant service reductions or expansions during this triennial period; therefore, no additional information or analysis was required per 49 CFR 21.9(b). FAX was able to utilize Geographic Information System (GIS) technology to generate the recommended maps:

1. Base Map – Service area including major streets and highways, fixed transit facilities, and major activity centers (Appendix C).
2. Demographic Maps – These maps have a 3/4-mile service boundary area and shades those census tracts where the percentage of the minority, low-income, and LEP populations in those areas exceed the average for the service area as a whole (Appendices D, E, and F).
3. Census Tract Chart – The chart outlines the data collected in the 2014 ACS as it relates to minorities. Highlighted rows represent those tracts where the total minority population percentage exceed the service area average of 47.2% (Appendix N).

Table 5, Customer Demographics

Table 5 Fresno Area Express (FAX) Customer Demographics			
Characteristic	2014	2011	2009
Ethnicity			
Hispanic/Latino	46%	38%	40%
White	25%	26%	27%
African-American/Black	18%	28%	26%
American Indian/Alaska Native	2%	2%	2%
Asian/Southeast Asian	6% ^b	3% ^d	3% ^f
Filipino		1%	
Pacific Islander	1%	1%	3% ^f
Middle Eastern	---- ^c	1% ^e	
Mixed and Other Ethnicities	2%		
^b No distinction made in 2014 other than supplemental request for Asian family origin. Among those who supplied this information, more than one-half (3% of the Asian/SE Asian respondents) indicated that they are Hmong and another 1% are Filipino. ^c Less than 0.5% ^d 1.5% identified themselves as Hmong ^e Middle Eastern included with Other and Mixed Ethnicities in 2011 ^f Distinction not made between/among these ethnic groups in 2009. Volunteered information indicates 1% Hmong, 0.5% Filipino and 0.5% Laotian			
Annual Household Income ^g			
Less than \$10,000	57%	33%	49%
\$10,000-\$19,999	25%	38%	21%
\$20,000-\$29,999	9%	17%	15%
\$30,000-\$39,999	5%	9%	8%
\$40,000-\$49,999	2%	2%	3%
\$50,000 or More	2%	1%	4%
Median Household Income	\$8,700	\$14,500	\$10,500
^g These incomes from year-to-year are not directly comparable. In 2009, 27% of all respondents refused to provide their income. In 2011, 33% refused; however, in 2014, only 14% refused, making the 2014 data much less influenced by potential non-response bias.			

Survey Information on Customer Demographics and Travel Patterns

One of the most important elements of the FAX service evaluation process is the passenger survey. FAX utilizes a variety of survey methods, including inexpensive self-administered surveys that are provided in every schedule guide and a more detailed and expensive on-board survey. These surveys are used to collect information required by federal and state agencies, including passenger demographics, income, origin/destination information, and travel patterns. These surveys are conducted at a minimum of every two years. The most recent on-board survey was completed in 2014 (Appendix H) by Rea and Parker. The survey was available in English and Spanish. Of the respondents, less than 3% responded in Spanish. The demographics for this survey are shown in the table above. Sixty-six percent of the respondents are riding the FAX system five or more times per week.

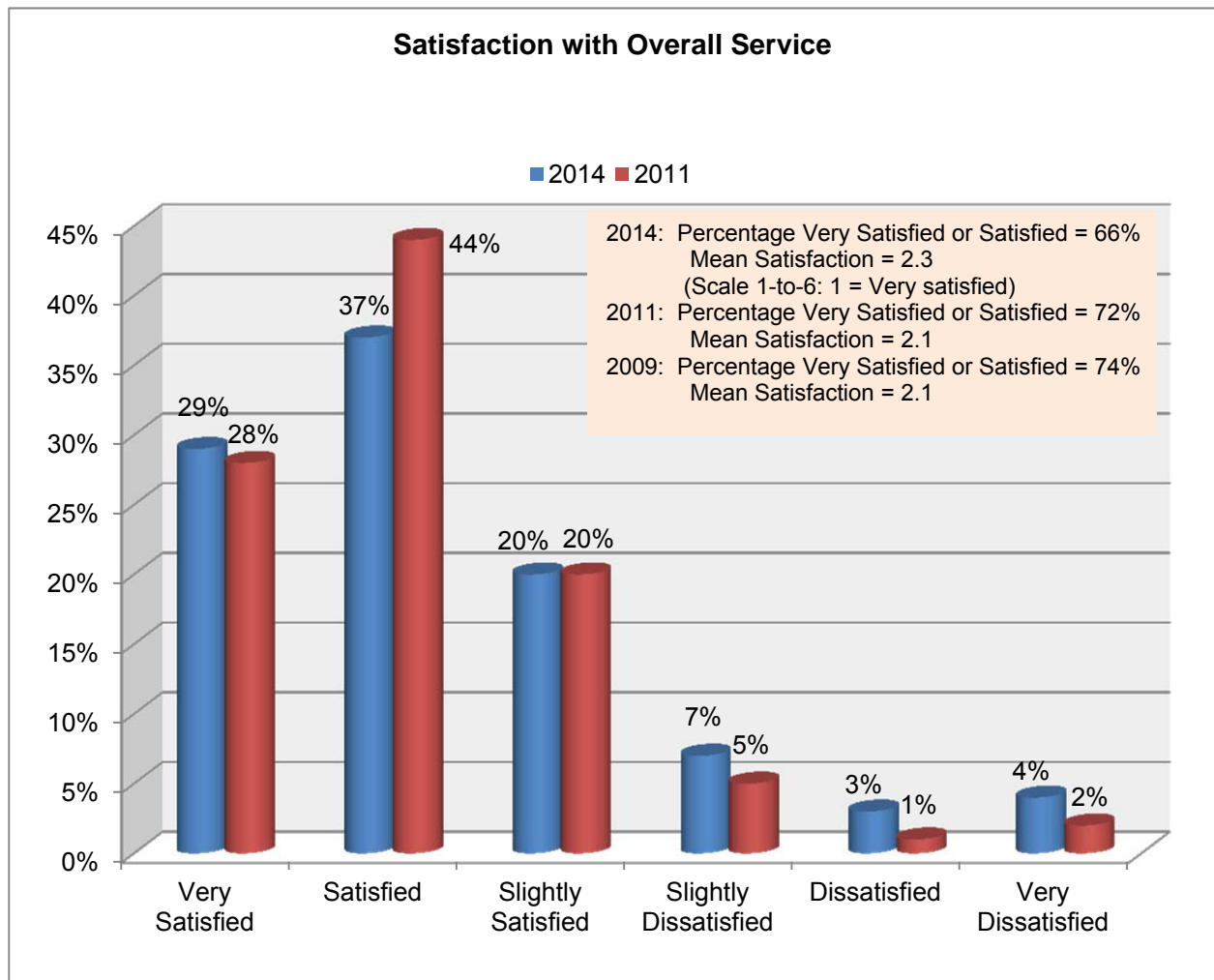
FAX fixed-route riders appear to be quite satisfied with the value received for the fare paid. Customers express overall satisfaction with the FAX bus system. Nearly two-thirds (66%) are "Very Satisfied" (29%) or "Satisfied" (37%) or

“Slightly Satisfied” (20%). On a scale of 1 to 6, where 1 = very satisfied and 6 = very dissatisfied, the mean satisfaction rating is 2.3. This represents a slight decline from the 2011 and 2009 survey results where mean satisfaction ratings were 2.1 for each year.

Figure 2, Overall Service Satisfaction

E. Requirement to Monitor Transit Service

Title VI Analysis of Customer Surveys



Fixed-Route Passenger Surveys:

One of the most important elements of the FAX service evaluation process is the passenger survey. Passenger surveys allow public transit operators to include human aspects of service in the evaluation mix. Measurements of satisfaction, friendliness, and of opinions about services provided are most appropriately

collected through customer surveys. Additionally, customer surveys provide an effective way to measure customer expectations, needs, and provide valuable information for quality decision making.

FAX utilizes detailed on-board surveys. These surveys are used to collect information required by federal and state agencies, including passenger demographics, origin/destination information, and travel habits. This data also provides FAX with insights into the concerns of its passengers. For example, it was one of these passenger surveys that allowed FAX to prioritize service improvement options and select night service in 1999. It is also one of the many reasons FAX is currently underway to expand its night and weekend service by increasing frequencies.

FAX Rider Origin, Destination, and Needs Assessment - In conjunction with the FCOG), FAX has hired various firms to conduct customer satisfaction surveys since 1994. The purpose of the surveys is to identify areas that need improvement. Based on the survey findings, FAX has developed training programs and procedures to improve customer satisfaction in specifically identified areas. The surveys include a telephone survey and on-board surveys. The survey consisted of 1,542 completed survey forms with a margin of error of +/-2.5%. The primary purpose of the surveys was to assess the extent to which FAX customers are satisfied with the service received. Specific areas of inquiry included the following:

- Level of satisfaction with various features of the bus system
- Overall level of satisfaction with the bus system
- Level of importance accorded to various features of the bus system
- Travel characteristics of FAX customers include:
 - Typical and second most frequent purposes of bus trips
 - Length of time customers have ridden the bus system
 - Change in number of trips taken on bus system since customer began to use FAX
 - Method of fare payment
 - Access to a vehicle and reason for using FAX instead of a vehicle that may be available
- Clarity in the way FAX presents information on fares, routes, and schedules
- Preferences in how customers prefer FAX communicates information to them
- Level of satisfaction with the FAX website
- Demographic characteristics of the respondents

In the 2009 and 2011 customer satisfaction reports for FAX, letter grades for FAX performance on the various service characteristics were assigned. These reports assigned grades A, B, C, D, or F (including plus and minus distinctions) based upon the mean ratings provided for each characteristic. The same scale was also used in assigning grades for FAX service in the 2014 Customer

Satisfaction Report. The grading scale used in the previous reports, as well as the current report, is depicted in the table below. What emerges from table is evidence that the FAX system has been a consistent success, with considerable customer satisfaction.

Table 6, Customer Satisfaction Report Card

FAX Customer Satisfaction Report Card and Mean Satisfaction Ratings (Years 2014, 2011, and 2009)						
Service Characteristic	2014		2011		2009	
	Grade	Mean	Grade	Mean	Grade	Mean
Overall Service Provided by FAX Buses	B+	2.30	B+	2.12	B+	2.06
Driver Driving Skills	B+	2.14	B+	2.09	A-	1.98
Driver Safety Awareness	B+	2.17	B+	2.06	A-	1.93
Driver Helpfulness	B+	2.17	B+	2.17	A-	1.94
Closeness of Bus Stops to Home	B+	2.20	B+	2.30	B+	2.09
Closeness of Bus Stops to Destination	B+	2.21	B+	2.28	B+	2.07
Safety On-Board Buses*	B	2.35	A	1.67	A-	1.81
Value for Price Paid	B	2.38	B-	2.70	A-	1.82
Overall Comfort of Bus Rides	B	2.42	B+	2.26	B+	2.22
Driver Courtesy	B	2.44	B+	2.26	B+	2.10
Availability of Route/Schedule Info	B	2.47	B	2.64	B+	2.17
Safety at Bus Stops/Stations*	B	2.54	B+	2.05	B+	2.22
Hours of Operation--Weekdays	B	2.67	B-	2.93	B	2.42
Time to Complete Trip	B-	2.70	B-	2.95	B-	2.70
On-Time Performance	B-	2.71	B-	2.71	B	2.56
Frequency of Buses	B-	2.83	B-	2.83	B	2.52
Cleanliness of Bus Stops/Stations	B-	2.85	B-	2.80	B-	2.74
Cleanliness Inside Buses	B-	2.89	B	2.57	B-	2.75
Hours of Operation--Weekends	C+	3.30	D+	4.00	D+	4.20
*In 2009 and 2011, safety questions were asked in a different section of the questionnaire and were on a 4-point scale. The means and percentages have been adjusted, but readers are cautioned not to draw significant comparisons based upon these differences between 2014 and 2011/2009 data.						

Table 7, Trip Purposes

FAX Trip Purposes					
Purpose	2014— Primary Purpose	2014— Secondary Purpose	2014— Combined Primary and Secondary Purposes ^a	2011— Combined Primary and Other Purposes ^a	2009— Combined Primary and Other Purposes ^a
Work/Business	31%	16%	46%	42%	47%
College	23%	8%	30%	30% ^b	40% ^b
High/Middle/Elementary School	9%	4%	13%		
Errands/Personal	14%	23%	37%	39%	38%

Shopping	12%	20%	30%	25%	31%
Medical/Dental	7%	11%	18%	17%	18%
Recreation/Social	3%	10%	13%	21%	24%
Other	1%	1%	3%	2%	-----
Make no secondary trip type		7%			
^a Percentages are of total responses—2014 = 1542: 2011 = 1024: 2009 = 1000. Therefore, sum of percentages is greater than 100%.					
^b No distinction in 2011 and 2009 for college trips versus other school trips					

The most recent survey findings by Rea and Parker in June 2014 reported 23% of FAX riders use the service 9-12 times per week, with an additional 13% using the system more than 12 times per week. Overall, over 36% of the transit riders are taking 9 or more trips per week. Beginning in 2007, the survey allowed individuals to select more than one answer for purpose of trip. This gives a better indication of who uses the system for multiple trip types and does not force a single answer. The most popular trip purpose was work (46%), closely followed by school (43%). Personal business was next (37%) with recreation, medical, and shopping finishing up the list. Rider demographics are somewhat reflective of the trip purpose findings with 36% of all riders interviewed being employed part time or full-time and 21% of all riders interviewed were students. A noticeable trend over the last 10 years is, although a significant number of trips by passengers are still for work-related activity, passengers are using the FAX system more for shopping and personal business.

Other demographics show riders tend to be young (48% of riders less than 35 years of age). In addition, Hispanic/Latino comprised 46% of those surveyed, while Caucasians and African-Americans comprised 25% and 18%, respectively. Finally, the gender split of the riders interviewed was 41% male and 59% female.

The Rea and Parker Research final report identified several areas for possible improvement, including on-time performance, time to complete the trip, hours of operation on weekends, and frequency of buses. Survey findings show overall satisfaction with FAX as a transit provider has decreased with a combined score of 66% for “Satisfied” or “Very Satisfied” and add in “Slightly Satisfied” for an overall approval of 86%. Most FAX riders do not have transportation alternatives for work or school. The fact FAX riders tend to be young, low-income, and ethnic minorities, serves to underscore the importance of FAX service in an era of welfare reform. It is also significant to recognize there is substantial demand for providing more frequency of service and more routes. To the extent that providing such service is feasible, it might well increase access to jobs, education, and increase ridership.

Handy Ride - Handy Ride offers demand responsive, curb to curb service seven days a week during the same hours as the fixed-route service. The Handy Ride service area is somewhat larger than the fixed-route area. Reservations for ADA

certified individuals are accepted during normal business hours the day before the desired trip. Service hours for Handy Ride mirror those of the FAX system.

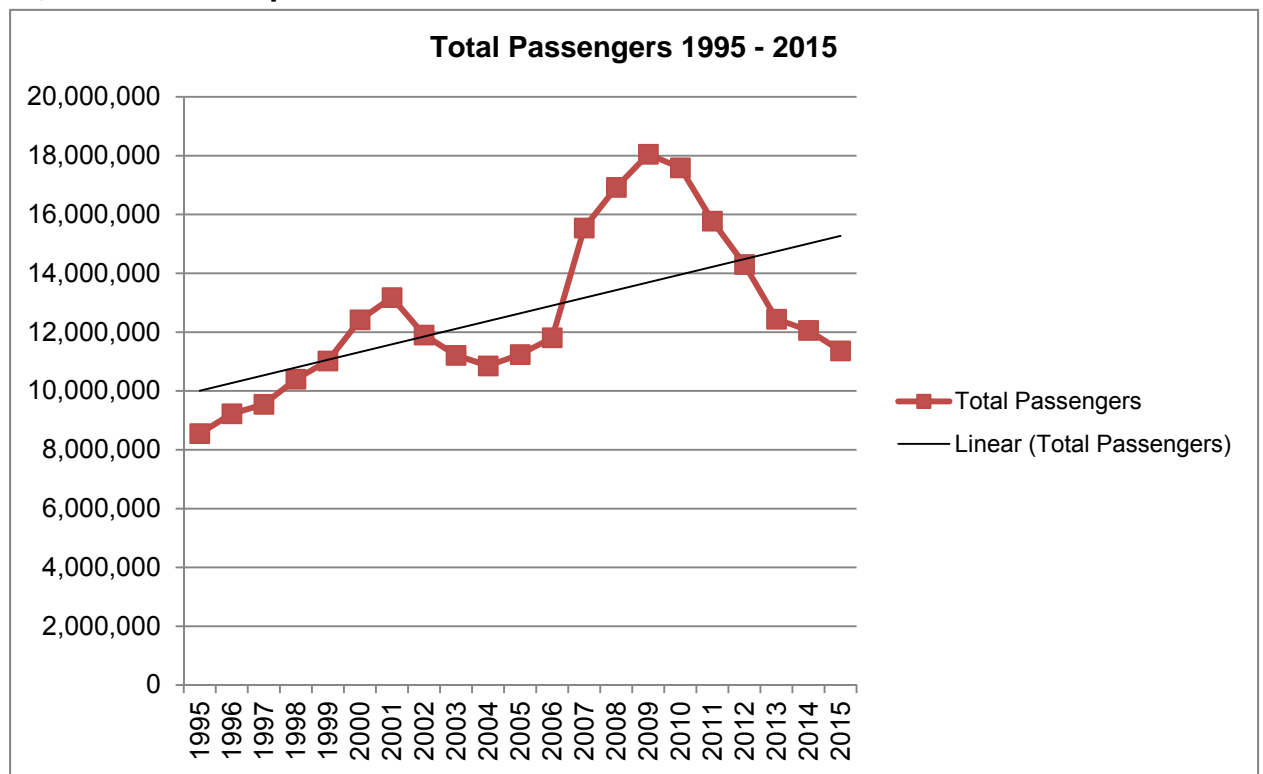
From December 2005 to January 2013, MV Transportation, Inc., has been contracted to provide paratransit service for FAX. The FAX Support Services Division is responsible for directly overseeing the administration of the Handy Ride contract and assuring full compliance with the requirements set forth by the 1990 Americans with Disabilities Act (ADA). In February 2013, Keolis Transit America took over the contract to paratransit services for the city of Fresno.

FAX continues to closely monitor Handy Ride service in order to assure compliance with the city contract and ADA. The Handy Ride ridership increased from 203,975 passenger rides in FY13 to 207,327 in FY14 to 209,441 in FY15 passenger rides in FY14. Beginning in late 2002, Handy Ride changed its reservation system from 14 days in advance to 1 day in advance. This change originally resulted in an increase in taxi usage, which peaked in FY06 with over 49,000 taxi trips. In FY10, MV eliminated taxi usage, and Handy Ride continues to experience no trip denials for its passengers.

FAX Fixed Route Annual Ridership FY95 - FY15

Annual ridership on FAX bus routes has increased 39% in the 10-year period of time from 1995 to 2015 from 8,552,797 riders in FY95 to 11,364,431 riders in FY15. FAX has experienced a decline in ridership in the last few years as shown below.

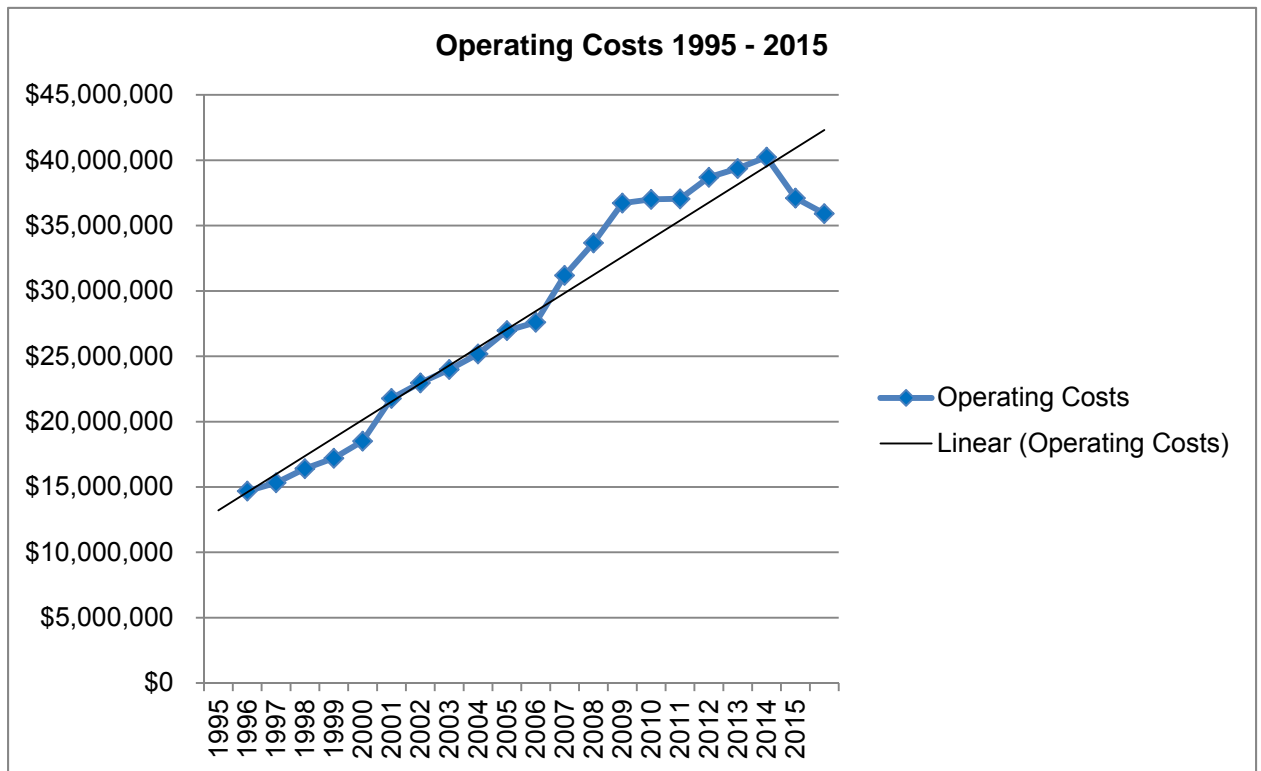
Figure 3, Total Ridership 1995 - 2015



FAX Fixed-Route Annual Operating Costs FY95-FY15

The figure below illustrates how annual operating costs for the FAX system have steadily increased year after year from \$15.7 million in FY95 to \$35.9 million in FY14. A 145% increase in costs.

Figure 4, Total Operating Costs 1995 - 2015



FAX Comparison of Ridership vs. Operating Costs from 1995 to 2015

The figure below illustrates ridership since the economic downturn has fallen faster than operating costs. Prior to 2010, ridership was trending up while operating costs were remaining relatively flat. Operating budgets and costs are essentially the same at FAX: every cent of operating revenue received is spent on keeping service operating on the streets. Historically, there has been no money being set aside for reserves. The need to reduce service and raise fares in order to keep core services operating in the city of Fresno took place in 2011. It has also created a very tight operation, with increased crowding on the peak hour bus routes and increasing numbers of riders left behind at the bus stops because there is no room for them on the bus. Learned from these lessons, FAX has recently instituted an operating reserve to provide necessary funding to keep services operating during slower economic times.

Figure 5, Ridership vs Operating Costs 1995 - 2015

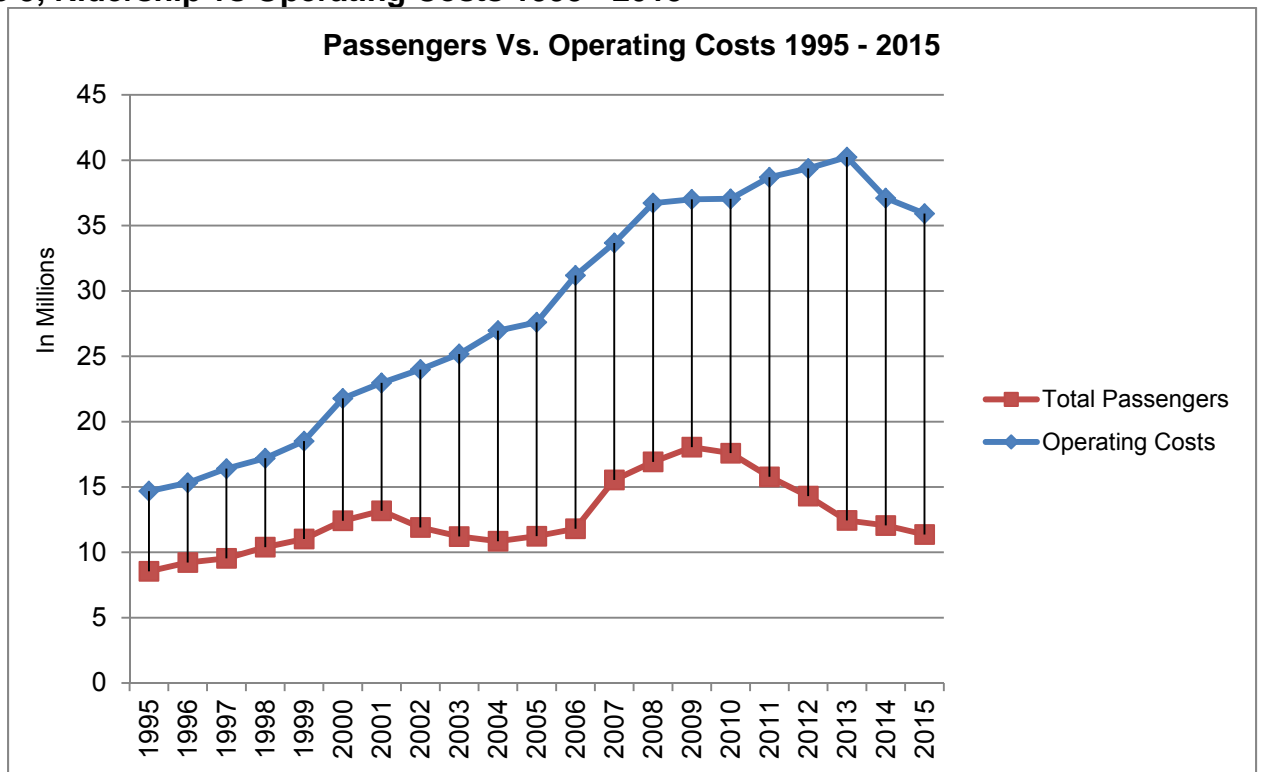


Table 8, Handy Ride Annual Mileage and Ridership

FISCAL YEAR	VEHICLE MILES	% CHANGE	TOTAL PASS.	%CHANGE	MILES/ PASS.
*1993	329,387	23.5%	60,599	12.0%	5.4
1994	468,151	42.1%	71,227	17.5%	6.6
1995	575,345	22.9%	89,256	25.3%	6.4
1996	526,562	-8.4%	87,466	-2.0%	6.0
1997	402,443	-23.6%	86,504	-1.1%	4.7
1998	635,611	57.9%	96,026	11.0%	6.6
1999	687,902	8.2%	97,566	1.6%	7.0
2000	773,874	12.5%	95,603	-2.0%	8.0
2001	868,861	12.2%	100,832	5.4%	8.6
2002	920,744	5.9%	102,976	2.1%	8.9
2003	1,011,081	16.9%	133,483	29.63%	7.5
2004	1,182,065	5.9%	169,898	27.01%	6.9
2005	1,084,752	-8.23%	192,556	13.34%	5.6
2006	982,540	-10.4%	182,818	-5.3%	5.4
2007	963,836	-1.94%	180,674	-1.2%	5.4
2008	1,172,610	17.8%	222,428	34.0%	5.3
2009	1,119,986	-4.70%	234,423	5.12%	4.8
2010	1,609,206	30.4%	238,707	1.79%	6.7
2011	1,191,892	-35.01%	227,955	-4.72%	5.2
2012	1,123,401	-6.10%	209,473	-8.82%	5.4
2013	1,094,217	-2.67%	203,999	-2.68%	5.4
2014	1,091,972	-0.21%	207,322	1.60%	5.3
2015	1,147,886	4.87%	209,431	1.01%	5.5

Handy Ride Assessment of Service and Rider Needs

In April 2014, FAX commissioned Rea and Parker Research to conduct 320 random telephone interviews with Handy Ride customers on their satisfaction with various service attributes. The last Handy Ride satisfaction study was conducted in June 2007.

There is strong evidence the Handy Ride customers demonstrate a very high level of satisfaction for the services provided on the system. This high overall satisfaction with the Handy Ride system has been sustained and documented over a ten year period – since the 2004 Customer Satisfaction Survey. This satisfaction is evidenced by a strong record of customer retention. The Handy Ride performance report card is shown in the table below.

Features of the Handy Ride system are closely related to the performance of the drivers demonstrate the highest levels of satisfaction. These include driver courtesy, driver driving skills, and driver safety consciousness. Driver courtesy is particularly relevant because it is not only highly satisfactory in the opinion of the customers but it is also very important to them. Therefore, this is a core feature of Handy Ride that results in the high regard customers have for the system. Features of the Handy Ride system for which improvement would lead to even higher satisfaction ratings are will-call pickups, scheduled pickups, and on-time performance.

Table 9, Handy Ride Report Card 2014

Table 4 Handy Ride Customer Satisfaction Report Card and Mean Satisfaction Ratings (Years 2014, 2011, and 2007)						
Service Characteristic	2014		2011		2007	
	Grade	Mean	Grade	Mean	Grade	Mean
Overall Service Provided by Handy Ride	A-	1.75	A	1.61	A-	1.91
Drivers' Courtesy	A	1.39	A	1.47	A	1.49
Drivers' Driving Skills	A	1.39	A	1.47	A	1.53
Drivers' Safety Consciousness	A	1.40	A	1.43	A	1.47
Cleanliness Inside Handy Ride Vans and Sedans	A	1.46	A	1.47	A	1.51
Reservation Staff's Courtesy	A	1.52	A	1.47	A-	1.72
Value Provided by Handy Ride for the Fare/Price Paid	A	1.62	B+	2.24	A	1.46
Comfort of the Handy Ride Vans and Sedans	A	1.63	A-	1.75	A-	1.70
Handy Ride's Reservation Policy—2 Days in Advance (1 day in 2011 and 2007)	A-	1.68	A	1.55	A-	1.91
Availability of Information for Handy Ride from FAX	A-	1.72	A-	1.77	B+	2.02
Service Hours for Handy Ride Vans and Sedans	A-	1.81	A-	1.98	A-	1.79
Monday to Sunday 8am to 5pm Reservation Hours	A-	1.85	A-	1.92	A-	1.90
Reservations Staff's Accuracy (correct time and location)	A-	1.86	A	1.67	A-	1.96
Scheduled Pick-Ups (5 minutes before to 30 minutes after scheduled time)	B+	2.09	B+	2.08	B	2.47
Getting You Home or to Your Destination On Time	B+	2.23	A-	1.89	B	2.35
Will-Call Pick-Ups	B	2.57	B+	2.18	B-	2.74

F. Quality of Service Methodology

The procedure for examining the quality of service involved selecting a random sampling of ten minority and ten non-minority census tracts and comparing the level and quality of service between the two sets of tracts. All minority and non-minority tracts within the FCMA are listed (Appendix N). The maps in Appendices D, E, F, and O represent the low-income, minority populations, and LEP by census tract. For this report, the randomly selected census tracts were each evaluated for various indicators, including on-time performance, established headway, vehicle load, and the average time needed to travel to selected destinations. The tables below compare service characteristics of the sample census tracts. As illustrated, overall service characteristics tend to favor minority census tracts within the sample. However, it should be noted the overall population densities of the minority tracts are greater than non-minority tracts.

On-time performance measures are not tract specific but derived from system-wide numbers for the specific routes that operate to or within the sample tract. During FY16, routes in minority census tracts performed at 82.12% on-time while routes serving non-minority tracts averaged 81.7% on-time. Other important characteristics include average load within the specific tract, the average number of routes servicing a specific tract, and population density per acre for the ten randomly selected minority and non-minority census tracts. For minority tracts, the average load is 5.8; for non-minority tracts, the average load is 5.3. Overall, minority tracts have 3.0 routes per tract, and non-minority tracts have 2.7 per tract. The average population density per acre for the ten randomly selected minority census tracts is 8.9 in comparison to non-minority tracts, which is 7.1. The higher average population density per acre along with the higher average load within the tract justifies the need for FAX to continue operating a higher level of service in these areas in comparison to the service provided to non-minority census tracts.

In addition, more than half of the minority census tracts in the FCMA lie just outside the central city, the hub of the FAX system. These tracts comprise the older communities of Fresno which, over time, have provided minority population groups with low-cost housing in densely developed areas of the city. Residents of these tracts possess the socio-economic characteristics associated with the typical transit rider; most are low-income and often do not have access to an automobile.

Today, FAX continues to address the transportation needs of minority census tract residents. As you will find, 15 of the 16 transit routes operate to or within one or more of the 58 minority termed census tracts. Transit service will continue to be greater in these tracts because of the propensity for lower-income populations to utilize public transit. The following tables compare travel times from minority and non-minority census tracts to primary destinations in the FCMA. Travel times were estimated using the trip planning software.

As the tables show, the sampled minority census tracts have a slight advantage over the non-minority tracts. This is primarily due to greater ridership demands from those areas, explaining the attention to those areas due to the proximity of heavy generators in the more densely populated minority tracts. Based on the quality of service evaluation and findings, FAX service does not discriminate against minority census tracts within the FCMA.

Service Comparison by Census Tract Minority

Table 10, Minority Service Comparison

Minority Tracts	FAX Route Number	Headway (Minutes) Weekday	Peak Load In Tract	Avg. Load In Tract	On-Time Performance	Tract Population	Tract Acres	% of Minorities	Population Density
2.00	30	20	49	6	83.44%	3224	491	62.6%	6.57
	32	30			87.97%				
	34	20			85.09%				
	38	20			78.83%				
6.00	20	30	68	8	74.19%	5603	609	52.3%	9.20
	22	30			80.36%				
	26	30			80.50%				
	28	20			84.98%				
	30	20			83.44%				
	34	20			85.09%				
8.00	38	20	23	2	78.83%	1089	1897	68.7%	0.57
	30	20			83.44%				
	32	30			87.97%				
	34	20			85.09%				
11.00	38	20	72	4	78.83%	3051	927	50.4%	3.29
14.14	22	30	14	1	80.36%	7670	1579	59.4%	4.85
29.03	22	30	49	6	80.36%	4680	321	71.0%	14.58
	26	30			80.50%				
	28	20			84.98%				
32.02	38	20	75	12	78.83%	5899	397	66.2%	14.86
	41	30			83.52%				
34.00	26	30	74	12	80.50%	5148	474	56.1%	10.86
	32	30			87.97%				
	34	20			85.09%				
	41	30			83.52%				
38.04	9	30	31	2	81.22%	5859	641	49.6	9.14
	26	30			80.50%				
47.01	20	30	43	5	74.19%	6984	462	50.7	15.12
	22	30			80.36%				
	41	30			83.52%				
Average			49.8	5.8	82.12%				8.9

Service Comparison by Census Tract Non-Minority

Table 11, Non-Minority Service Comparison

Non-Minority Tracts	FAX Route Number	Headway (Minutes) Weekday	Peak Load In Tract	Avg. Load In Tract	On-Time Performance	Tract Population	Tract Acres	% of Minorities	Population Density
18	32	30	9	0.3	87.97%	4485	14115	34.6	0.3
23.00	20	30	65	8	74.19%	3315	370	41.1	9
	22	30			80.36%				
	30	20			83.44%				
	33	30			83.37%				
36.00	35	30	76	10	77.99%	3760	481	21.9	7.8
	20	30			74.19%				
	22	30			80.36%				
	26	30			80.50%				
42.05	41	30	50	6	83.52%	6477	1259	44.6	5.1
	45	60			81.50%				
	9	30			81.22%				
42.08	20	30	16	2	74.19%	7624	1587	33.8	4.8
	41	30			83.52%				
43.01	45	60	17	4	81.50%	4133	1407	18.5	3
45.05	9	30	54	9	81.22%	4818	637	43.7	7.6
	30	20			83.44%				
	32	30			87.97%				
47.04	20	30	57	7	74.19%	4860	311	44.3	15.62
	22	30			80.36%				
	41	30			83.52%				
54.05	30	20	70	5	83.44%	4159	478	24.1	8.7
	32	30			87.97%				
	34	20			85.09%				
	38	20			78.83%				
55.16	58	60	7	2	90.26%	5278	586	27.9	9
Average			42	5.3	81.7%				7.1

Comparison of Travel Times Minority Census Tracts (Travel time in minutes)

Table 12, Minority Travel Time Comparison

Minority Tracts	Major Trip Generators					
	MTC	FCC	CRMC	CSUF	FSC	MP
2.00	41	31	26	61	22	62
6.00	22	12	24	42	15	46
8.00	78	75	68	81	41	93
11.00	59	50	39	66	30	69
14.14	84	89	51	94	51	99
29.03	48	48	27	67	36	80
32.02	25	38	59	58	47	63
34.00	9	35	26	40	28	50
38.04	39	39	78	71	61	80
47.01	43	20	37	78	35	84
Average Travel Time 2016 (in Minutes)	44.8	43.7	43.5	65.8	37	73

Travel time calculated utilizing Ontira's Trip Planning Software. Trip time includes walking, as well as public transit.

Major Generators

MTC: Manchester Transit Center/Mall
 FCC: Fresno City College
 CRMC: Central Regional Medical Center
 CSUF: California State University Fresno
 FSC: Fresno Superior Court
 MP: Market Place/River Park Shopping Center

Comparison of Travel Times Non-Minority Census Tracts (Travel time in minutes)

Table 13, Non-Minority Travel Time Comparison

Minority Tracts	Major Trip Generators					
	MTC	FCC	CRMC	CSUF	FSC	MP
18.00	80	78	58	79	39	97
23.00	21	11	25	45	17	51
36.00	20	8	30	41	20	31
42.05	37	35	53	58	49	67
42.08	53	44	78	90	71	49
43.01	52	45	94	99	77	49
45.05	25	37	46	25	43	27
47.04	24	21	38	66	34	68
54.05	50	60	50	46	53	45
55.16	68	87	91	54	88	20
Average Travel Time 2016 (in Minutes)	43	42.6	56.3	60.3	49	50

Travel time calculated utilizing Ontira's Trip Planning Software. Trip time includes walking, as well as public transit.

Major Generators

MTC: Manchester Transit Center/Mall
 FCC: Fresno City College
 CRMC: Central Regional Medical Center
 CSUF: California State University Fresno
 FSC: Fresno Superior Court
 MP: Market Place/River Park Shopping Center

G. Requirement to Evaluate Service and Fare Changes

Locally Developed Evaluation Procedure

FAX, like most other public transit systems, has limited resources and must weigh proposed service changes carefully based on demand and available resources. The City of Fresno Transportation Committee is the primary vehicle for reviewing service changes. The Transportation Committee is comprised of individuals representing the council districts. This committee is responsible for evaluating current fixed-route service, recommending service changes, and assessing Title VI compliance, as well as other related activities.

Committee meetings are held with varying frequency throughout the year. The Committee considers proposed changes as needed, based on data collection findings. Ridership data, schedule adherence, and running time statistics collected throughout the year are the primary basis from which recommendations are developed. Comments and requests from the public are also reviewed at these meetings. A list of proposed service changes is developed for consideration by the director of transportation. If the recommended changes are significant, they are also considered by the full city council in a public hearing forum, as required by the FTA. In accordance with FTA regulation, FAX attempts to notify all concerned citizen organizations that may be affected by proposed service changes of their opportunity to comment on the proposals. Notice is placed in local newspapers, in multiple languages, at key bus stops, transfer locations, and on-board buses.

The internal review process for capital program decisions is carried out in the monthly executive staff meetings. The members of the executive staff include the division managers of each of the six divisions, the director of transportation and the assistant director of transportation. The Fresno City Council has ultimate responsibility in approving these decisions. If the recommended changes are significant, they are also considered by the City Council in a public hearing forum, as required by the FTA. In accordance with FTA regulation, FAX attempts to notify all concerned citizen organizations that may be affected by proposed service changes of their opportunity to comment on the proposals. Notice is placed in local newspapers, both English and Spanish, at key bus stops, transfer locations, and on-board buses. In addition, FAX posts proposed service changes on its website, which is accessible in 13 different languages. FAX has identified English and Spanish as the primary languages for communicating service and/or fare changes. These two languages represent 93.4% of the population within the FAX service area. Overall, the average LEP in the FAX service area is 17.98%.

Information concerning route changes is presented in a variety of formats in order to allow minority population groups an opportunity to become acquainted with the changes before they are implemented. The methods used include:

1. Radio announcements on English and Spanish radio stations.
2. Press releases to English and Spanish newspapers.
3. Route change information displayed on buses.
4. Public notices posted at key bus stops and transfer locations.
5. Calls requesting route change information, as well as regular route information, can be referred to various interpreters.

Transit schedule guides are printed in English and Spanish. Spanish-speaking interpreters are available to assist in providing route, schedule, and fare information at the FAX administration office and Manchester Transit Center. In addition to these services, FAX provides a variety of services for disabled passengers, including large-print materials for the visually impaired, sign language interpreters at public meetings, and telecommunication devices for the deaf at Manchester Transit Center.

The final decision on service changes rests with the Fresno City Council, an elected body. As such, its membership cannot be predetermined. However, the FCOG), which contracts the planning services for FAX, established the SSTAC was established on May 26, 1989, to aid in the FCOG review of transit issues with emphasis on the annual identification of transit needs within Fresno county. These transit needs include the needs of transit dependent and transit disadvantaged persons, including the elderly, disabled, and persons of limited mobility. The FCOG establishment of this advisory council is consistent with State law (SB 498, Chapter 673, 1987), which mandates both the purpose and minimum membership of this body.

The purpose of the SSTAC is:

1. To annually participate in identification of transit needs (Unmet Transit Needs Hearing Process).
2. To review and recommend appropriate action by the FCOG for a jurisdiction that finds, by resolution, that:
 - a. There are no unmet transit needs.
 - b. There are no unmet transit needs that are reasonable to meet.
 - c. There are unmet transit needs that are reasonable to meet.
3. To advise the FCOG on any other major transit issues, including the coordination and consideration of specialized transportation services. The SSTAC solicits comments from agencies and individuals who have concerns about unmet transit needs within the county of Fresno during the Unmet Transit Needs Hearing. A public notice announcing the hearing is placed in all Fresno County and Spanish newspapers, and letters requesting comments are sent directly to agencies and individuals who have concerns. (A list of SSTAC members is in Appendix G.)

Service Evaluation

There are many methods for evaluating the efficiency and effectiveness of public transportation service. Because each method has unique strengths and weaknesses, FAX employs several service evaluation methods. Among the methods used are peer review analysis, system minimums assessment, and passenger surveys.

Peer Review Analysis - Uses standard service measurement criteria to compare one system performance against another. This kind of analysis is most valuable when standard, well controlled data sets are available, and when the systems being evaluated have similar operating environments.

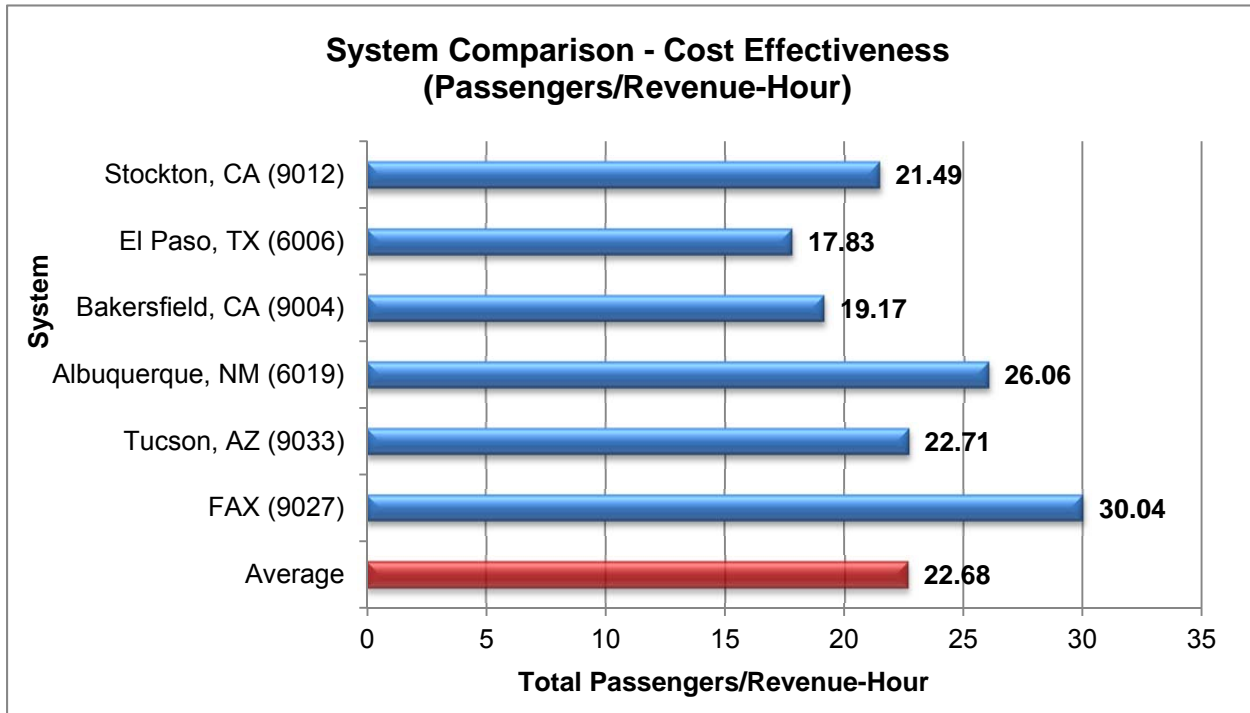
FAX Peer Review Analysis - An automated peer selection process that identifies comparable transit systems for peer analyses was used. This approach was derived by the Florida Transit Information System (www.ftis.org) and uses a variety of criteria in the selection process. Criteria include Urban Area Population, Vehicle Miles Operated, Operating Budget, Population Density, Service Area Type, Population Growth Rate, Percent Low Income, and others. The five transit agencies selected were El Paso, TX; Albuquerque, NM; Tucson, AZ; Bakersfield, CA (GET); and Stockton, CA (RTD). All five agencies are FTA Grant Recipients; therefore, they are required to provide their system performance data to the National Transit Database (NTD). Furthermore, two are California agencies that must operate under the same California State Transportation Development Act Guidelines.

Table 14, System Comparison

System	Passengers/ Hour	Passengers/ Mile	Cost/ Hour	Cost/ Passenger	Farebox Recovery	Score	Ranking
FAX	1	1	5	3	1	2.2	1
Tucson	3	3	3	2	3	2.8	2
Albuquerque	2	2	4	1	6	3.0	3
Bakersfield	5	5	1	4	2	3.4	4
El Paso	6	6	2	5	4	4.6	5
Stockton	4	4	6	6	5	5.0	6

System Comparison (Cost-effectiveness) - FAX places very well among the selected peers in three of the four categories. With an average of 30.04 passengers per hour, 32% higher than the peer system average of 22.68. FAX ranked number one in this important productivity indicator.

Figure 6, System Comparison Passengers/Revenue-Hour



The figure above clearly illustrates FAX is operating an incredibly efficient transit service, carrying almost eight more passengers per hour than the average of the peer operators.

FAX Operating Cost per Revenue Hour Comparison with Peer Operators

At approximately \$119 per hour, FAX is operating above the peer systems average cost per hour and is operating at below the cost of one of the five peer systems. The FAX operating expense per hour is \$119.31, or 29% higher than the peer system average of \$92.34. FAX ranks fifth in terms of operating expense per hour.

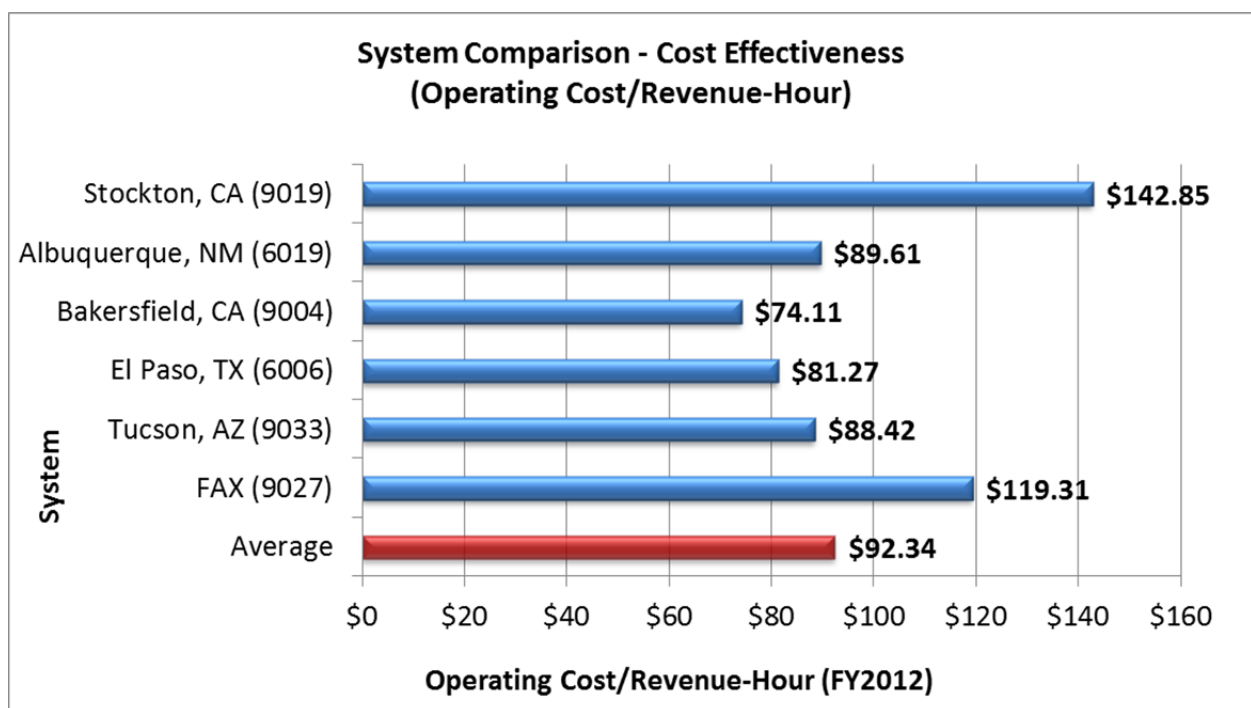
It is important to remember that each of the systems used in this comparative analysis has its own unique set of operating properties that can have significant impacts on various performance measures.

The same is true for providing more frequent service, increasing service frequency from 30 minutes to 15-minutes effectively doubles the number of service hours; however, only in very rare cases would this lead to a doubling of

passenger trips. While improved service frequency and longer service hours are important and positive service improvements, they also reduce overall passenger productivity.

Similarly, Stockton RTD provides a high level of commuter service to the Bay Area. Commuter services are predominantly composed of long distance express service. In terms of productivity, commuter services tend to be lower in passenger per hour and mile and higher in cost per passenger. This is certainly reflected in Stockton RTD productivity.

Figure 7, System Comparison Operating Cost/Revenue-Hour



FAX Operating Cost per Passenger Comparison with Peer Operators

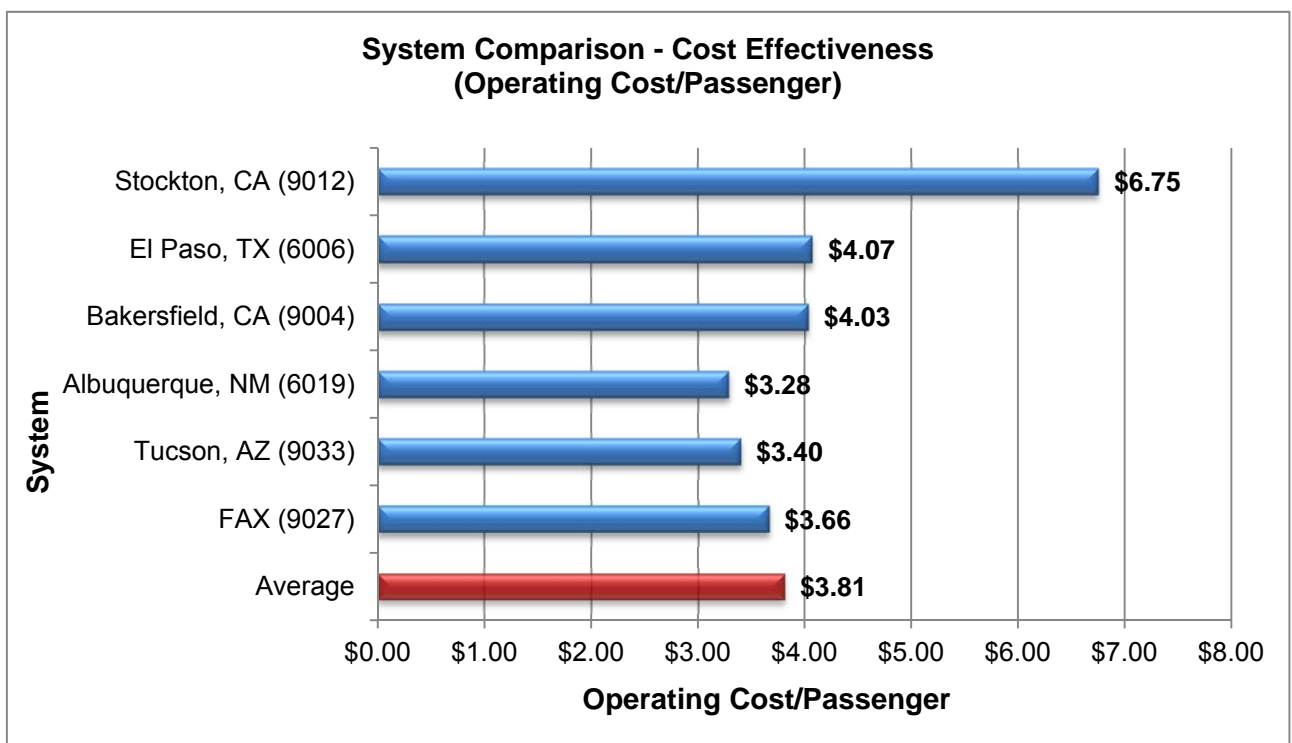
FAX operating cost per passenger of \$3.66 is lower than the peer operators average of \$3.81 and ranks third among the peer operators. FAX operates a very cost efficient transit service.

As with improved service frequencies and service duration, improvements in passenger amenities and supportive services are positive improvements in customer service; however, these improvements come at a significant cost.

System Minimums Assessment

System minimums assessment uses measurements from the system under evaluation to assess minimum levels of efficiency and effectiveness of its component sub-systems. The strength of this service evaluation method is it makes allowances for unique operating practices and environments. FAX minimum standards are established through legislation and local effort. From a legislative perspective, federal and state regulations require public transit operators to provide and maintain service in some very specific ways. FTA has rules governing the provision of "charter service."

Figure 8, System Comparison Operating Cost/Passenger

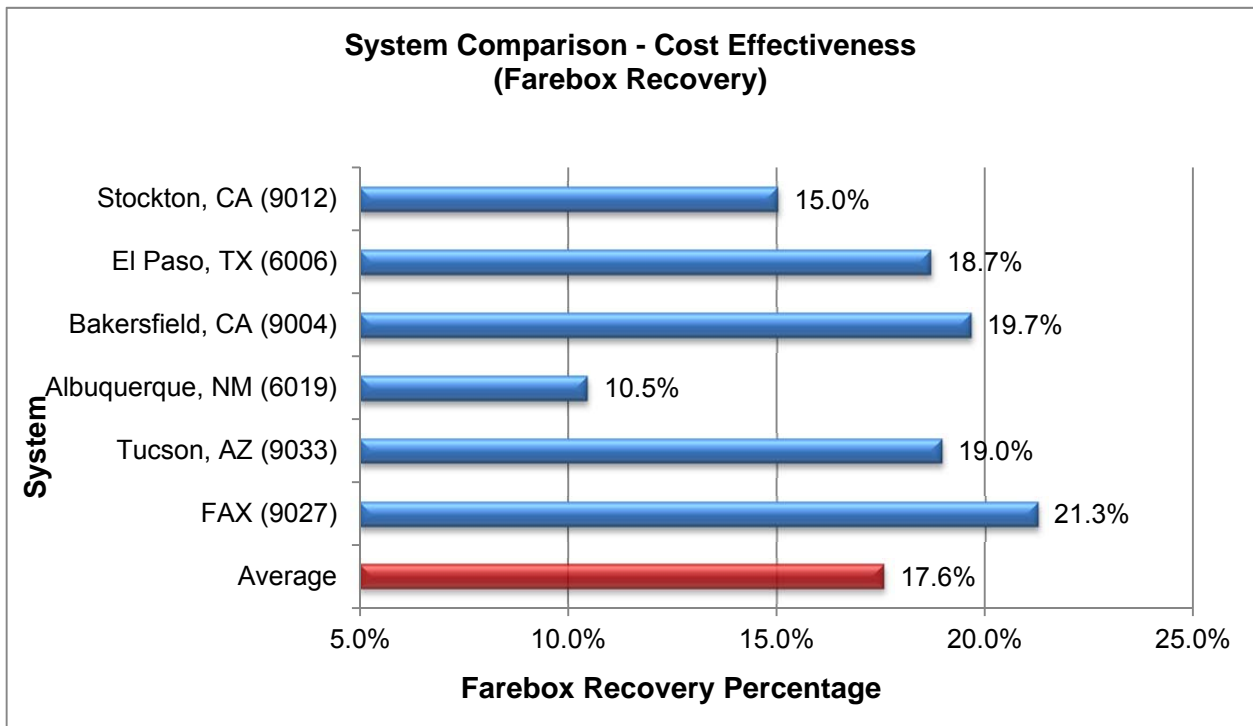


FAX Farebox Recovery Comparison with Peer Operators

The FAX farebox recovery rate of 21.3% exceeded the system average of 17.6%. The State TDA regulations require FAX to maintain a minimum 20% farebox recovery ratio. The TDA also places restrictions on the use of STA funds. Regulations require transit agencies to keep cost increases under the State CPI. If cost increases exceed the State CPI, transit agencies are not allowed to use STA funds for operating expenses. Finally, local and regional concerns are used to develop minimum productivity standards. For FAX, these standards are developed through a coordinated, comprehensive, continuous

process carried out by the FCOG. The FCOG Regional Transportation Plan (RTP) and Short Range Transit Plan for the Fresno Clovis Urbanized Area (SRTP) set guidelines for service evaluation. Additionally, each year the FCOG prepares the Annual Transit Productivity Analysis. This document assesses all public transit operators in Fresno county and reviews the most recent triennial audit recommendations.

Figure 9, System Comparison Farebox Recovery



In 1981, a Transit Corridor Analysis was completed to evaluate the efficiency and effectiveness of service on a route-by-route basis. At the time, service measures were developed to assist in evaluating individual route performance in relation to the system-wide performance. Those minimum performance measures continue to be the basis of local service evaluation.

At a minimum, an individual route should exceed 60% of the system-wide average for a number of key indicators. The 60% figure is an overall industry standard that assumes a transit system may tolerate some low performing routes if they provide an important component of the system, especially if the component helps meet the needs of the transit dependent riders. FAX uses several operational indicators to measure the performance and financial status of the system and individual routes. Individual routes should achieve 60% of the system average, except for those indicators that measure cost efficiency. Cost performance measures should not exceed 140% of the total system average,

with 140% representing the system maximum. The table below shows individual routes and their performance in various categories.

Table 15, Summary of Key Operation Indicators

Route	Passengers	Miles	Hours	Farebox	Cost	Pass/ Hour	Pass/ Mile	Cost/ Hour	Cost/ Pass.	Fare/ Op. Cost
Route 9	979,135	305,318	24,054	\$739,973	\$2,931,053	40.71	3.21	\$121.86	\$2.99	25.2%
Route 20	483,349	170,856	12,245	\$395,235	\$1,640,218	39.47	2.83	\$133.95	\$3.39	24.1%
Route 22	753,682	269,690	20,356	\$573,148	\$2,589,024	37.02	2.79	\$127.18	\$3.44	22.1%
Route 26	1,317,833	378,683	34,919	\$1,027,438	\$3,635,357	37.74	3.48	\$104.11	\$2.76	28.3%
Route 28	1,658,502	388,432	32,872	\$1,228,996	\$3,728,947	50.45	4.27	\$113.44	\$2.25	33.0%
Route 30	1,297,682	350,429	31,606	\$947,579	\$3,364,118	41.06	3.70	\$106.44	\$2.59	28.2%
Route 32	1,037,942	282,655	26,530	\$754,537	\$2,713,488	39.12	3.67	\$102.28	\$2.61	27.8%
Route 33	210,667	96,388	6,720	\$156,338	\$925,325	31.35	2.19	\$137.70	\$4.39	16.9%
Route 34	1,064,790	357,054	30,241	\$809,682	\$3,427,718	35.21	2.98	\$113.35	\$3.22	23.6%
Route 35	463,745	167,836	11,739	\$345,217	\$1,611,226	39.51	2.76	\$137.26	\$3.47	21.4%
Route 38	1,304,205	493,178	34,709	\$1,028,368	\$4,734,509	37.58	2.64	\$136.41	\$3.63	21.7%
Route 41	1,003,961	293,244	22,733	\$762,776	\$2,815,142	44.16	3.42	\$123.84	\$2.80	27.1%
Route 45	334,701	187,622	12,481	\$271,641	\$1,801,171	26.82	1.78	\$144.31	\$5.38	15.1%
*Route 58	37,216	59,857	3,796	\$25,413	\$574,627	9.80	0.62	\$151.39	\$15.44	4.4%
	11,947,409	3,801,242	304,999	9,066,340	36,491,923	39.17	3.14	\$119.65	\$3.05	24.8%
					Min/Max	23.50	1.89	\$167.50	\$4.28	14.9%
System-Wide Totals						System-Wide Ratios				
*Routes indicated receive funding support from outside agencies.										

It is important to note Route 58 is subsidized by an outside agency. Route 58 provides service to VCH and receives incremental funding from VCH. Incremental costs are the direct costs associated with the service (such as fuel, tires, and driver wages). Incremental costs do not include overhead costs (such as FAX administration costs or facility costs). Revenues received from the farebox on these routes are earned in addition to incremental costs.

FAX Passengers per Revenue Hour by Route

As the above figure illustrates, FAX Route 58 was the only one operating below the minimum standard of 27.98 passengers per hour, which is 60% of the system average.

Route 45 (Herndon Avenue, MTC, Ashlan Avenue) is the only weekday route that FAX operates on an hourly headway. Historically, this route has performed below standard in almost every evaluation over the last ten years. In 1999, at the request of council, Route 45 was extended north of Shaw on Palm and east on

Herndon to serve the medical center located at Herndon and Milburn. At the time, Council had received numerous requests to serve the medical facility. Currently, Route 45 is the only route providing service to the medical facilities at Herndon and Milburn and is also the only route providing service to the Association of Retarded Citizens (ARC) Production Center located at Shields and Clovis. This route has the highest number of disabled riders in the system.

Figure 10, Summary of Key Operation Indicators Passenger/Revenue-Hour

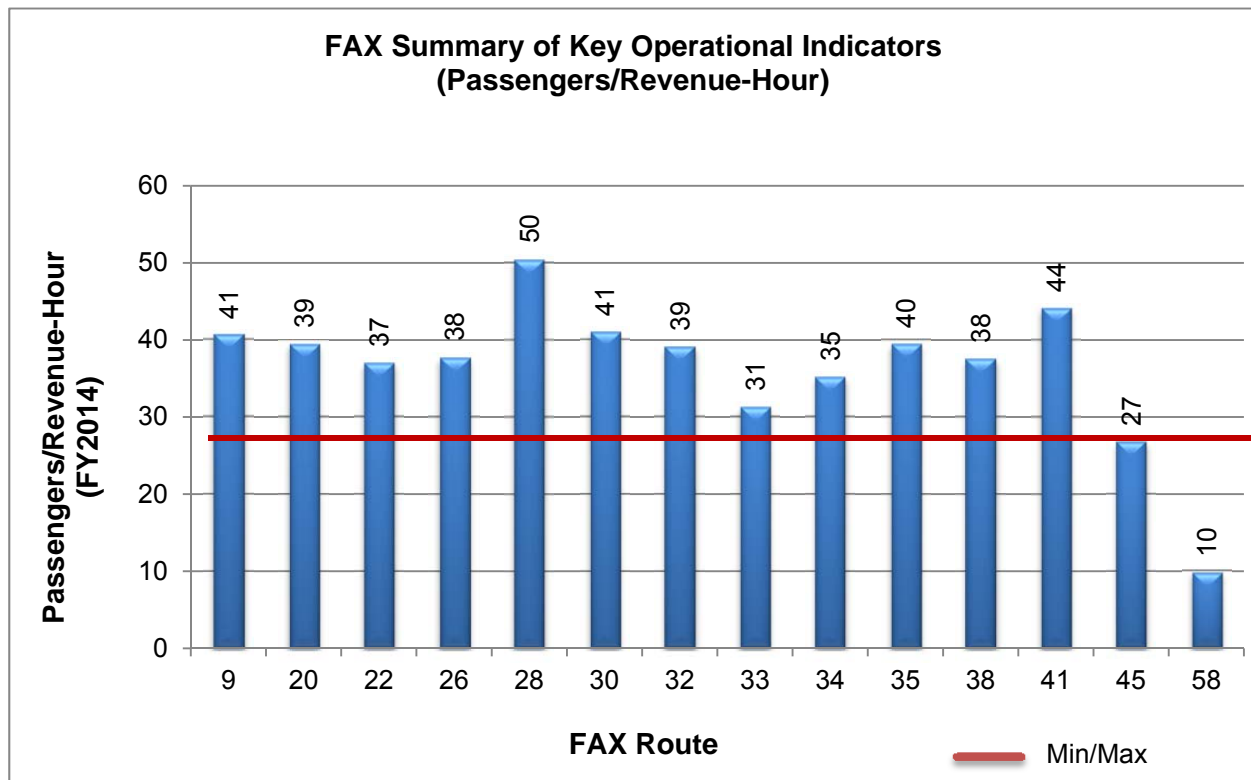


Table 16, Fare Increase

Fare Category	Previous Adult Fare FAX	Adult Fare 2011	Previous Adult Fare Handy Ride	Adult Fare 2011
Single Ride	\$1.00	\$1.25	\$0.75	\$1.50
Token/10 Tokens	\$.85/\$8.50	\$ 1.25	N/A	N/A
*Metro Pass	\$40.00	\$48.00	N/A	N/A
Monthly Pass	\$35.00	Eliminated	\$25.00	\$48.00 (limit 60)
*Half month pass	\$17.50	Eliminated	N/A	N/A
Senior/Disabled FAX			Senior/Disabled HANDY RIDE	
Single Ride	\$ 0.35	\$ 0.60	\$0.75	\$1.50
Monthly pass	\$10.00	\$24.00	N/A	N/A

FAX last fare increase was in January 2011. At that time the fare was increased from \$1.00 to \$1.25. The senior or disabled fare increased from \$0.35 to \$0.60 per trip.

It is the objective of FAX, as stated in the 2013 Regional Transportation Plan, to “Encourage safety, appropriate frequency of bus service, reasonable fares, and the provision of adequate service to satisfy the transit needs which are reasonable to meet.”

FAX maintains a variety of fare mediums, which are located in the City of Fresno Master Fee Schedule. These fees are determined by the Fresno city council, an elected body. Any changes to the transit fares must go through a public process, including public notification and presentation before the city council.

Another factor in determining fares is the TDA. The State TDA regulations require FAX to maintain a minimum 20% farebox recovery ratio. The TDA also places restrictions on the use of STA funds. Regulations require transit agencies to keep cost increases under the State CPI. If cost increases exceed the State CPI, transit agencies are not allowed to use STA funds for operating expenses.

III. CONCLUSION

As a result of the Title VI compliance assessment requirements as stated in FTA Circular 4702.1B, FAX, as a recipient of federal financial assistance, is operating an accessible, efficient, and affordable transit service to all minority and non-minority groups within the FCMA.

One hundred twenty-five (125) census tracts comprise the FCMA. Of this number, almost half (58 or 46%) of these tracts are deemed minority for the purpose of the Title VI Program analysis. The FCMA minority population makes up 47.2% (or 269,775 residents) of the total service area population. Currently, all FAX routes operate to or within one or more of the minority census tracts excluding Route 58. On the basis of this and the Title VI Program analysis, FAX has guaranteed no minority group is excluded from, or denied the benefits of, this federally-subsidized transit system.

VI. APPENDICES

Appendix A Page 6 of the Schedule Guide

HANDY RIDE Handy Ride is a FAX service designed to assist eligible persons with disabilities who cannot functionally use the FAX city bus system. Handy Ride is a curb-to-curb service, providing service from any origin to any destination throughout the service area, for any trip purpose. As a shared ride service, you may share your ride with other riders, and it is important to be at the curb at your designated pick-up time.

Service is available to those persons who, because of the nature of their disability, are unable to use the FAX Fixed-Route System. Service hours are Monday - Friday 5:30 a.m. to 10:00 p.m. and Weekends 6:30 a.m. to 7:00 p.m.

Eligible persons can make an appointment by calling Handy Ride at **621-5770**. When calling in to make trip reservations, **please state your name first**. Reservation Clerks will then ask a series of questions regarding desired pick-up time, pick-up location, destination, etc., in order 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 cause 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 **621-7433**.

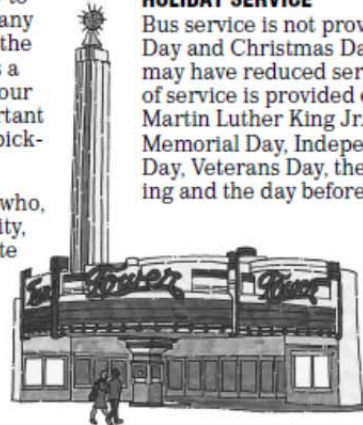
TITLE VI

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 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 the Complaint Coordinator at 621-RIDE.



HOLIDAY SERVICE

Bus service is not provided on Thanksgiving Day and Christmas Day. Other legal holidays may have reduced service. Weekend level of 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
- Listen to your radio only with earphones
- 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



Appendix B FTA Civil Rights Assurance Statement

FTA FISCAL YEAR 2016 CERTIFICATIONS AND ASSURANCES

FEDERAL FISCAL YEAR 2016 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE
(Required of all Applicants for federal assistance to be awarded by FTA and all FTA Grantees with an active Capital or Formula Award)

AFFIRMATION OF APPLICANT

Name of the Applicant: City of Fresno

Name and Relationship of the Authorized Representative: Brian R. Marshall, Director of Transportation

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 federal fiscal year 2016, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Award for which it now seeks, or may later seek federal assistance to be awarded by FTA during federal fiscal year 2016.

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.

Signature: Brian R. Marshall

Date: 7/22/16

Name: Brian R. Marshall
Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): City of Fresno

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

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

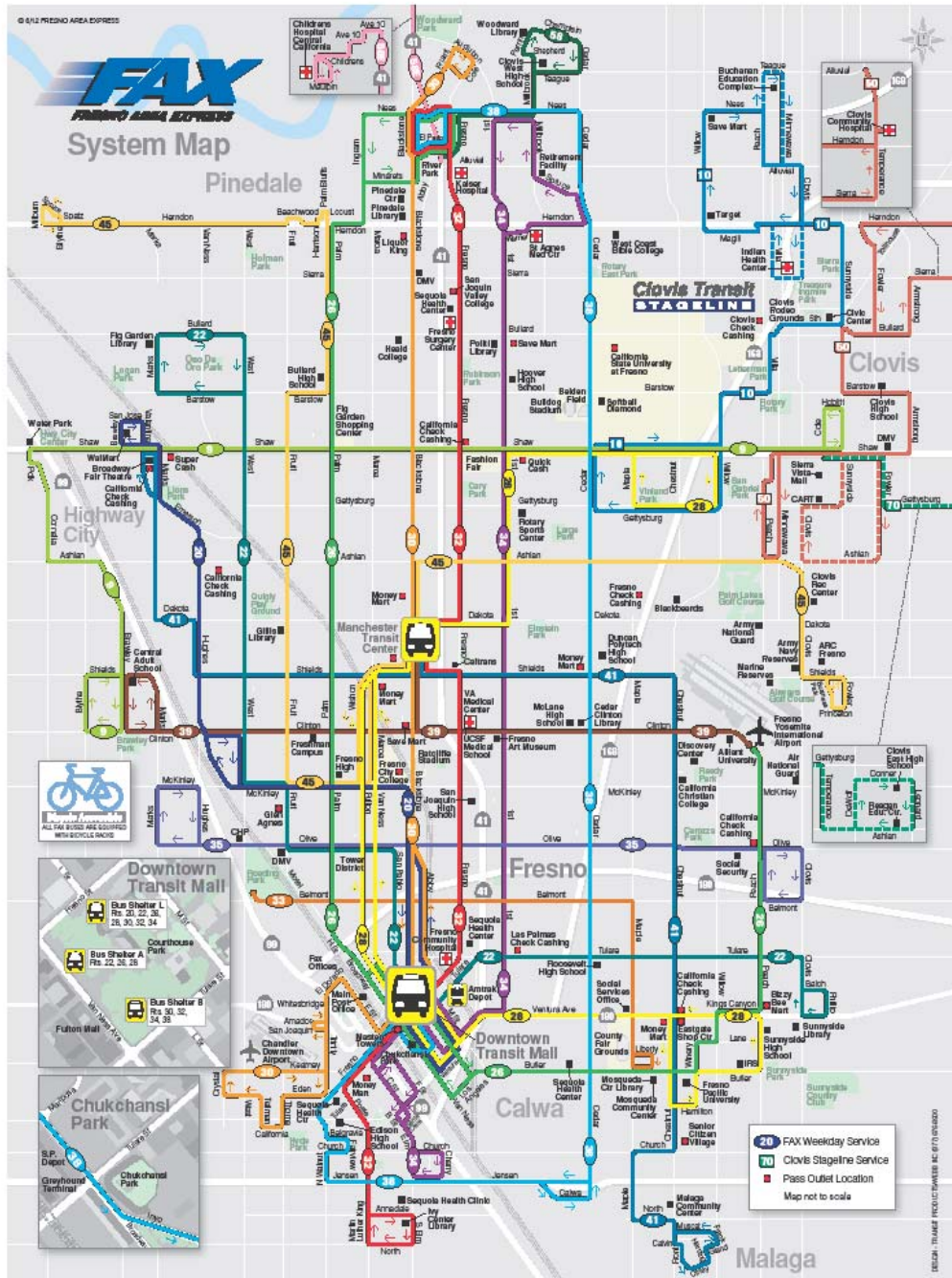
Signature: Ananda B. Freeman

Date: 07/20/16

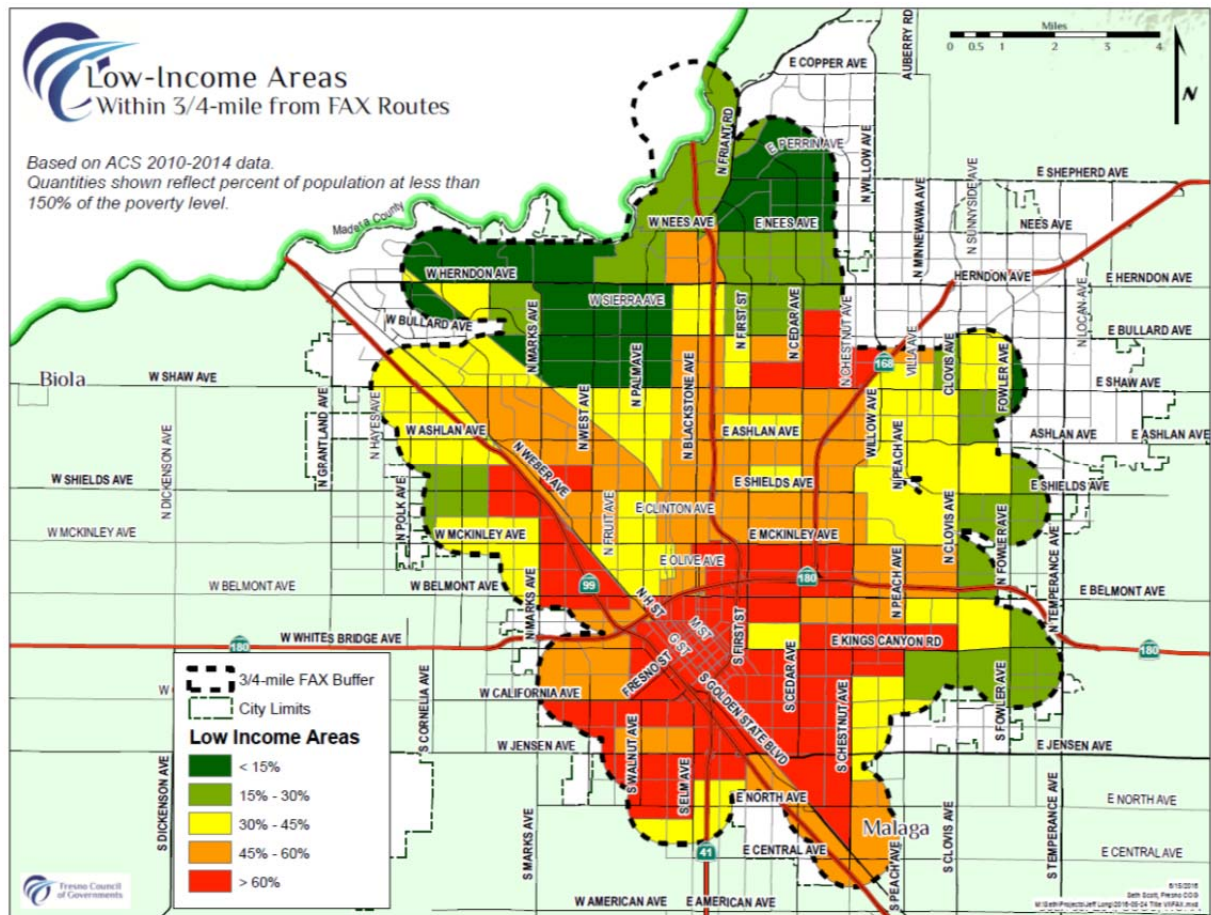
Name: Ananda B. Freeman, Deputy
Attorney for Applicant

Each Applicant for federal assistance to be awarded by FTA and each FTA Recipient with an active Capital or Formula Project or Award must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney's signature within FTA's electronic award and management system, provided the Applicant has on file and uploaded to FTA's electronic award and management system this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.

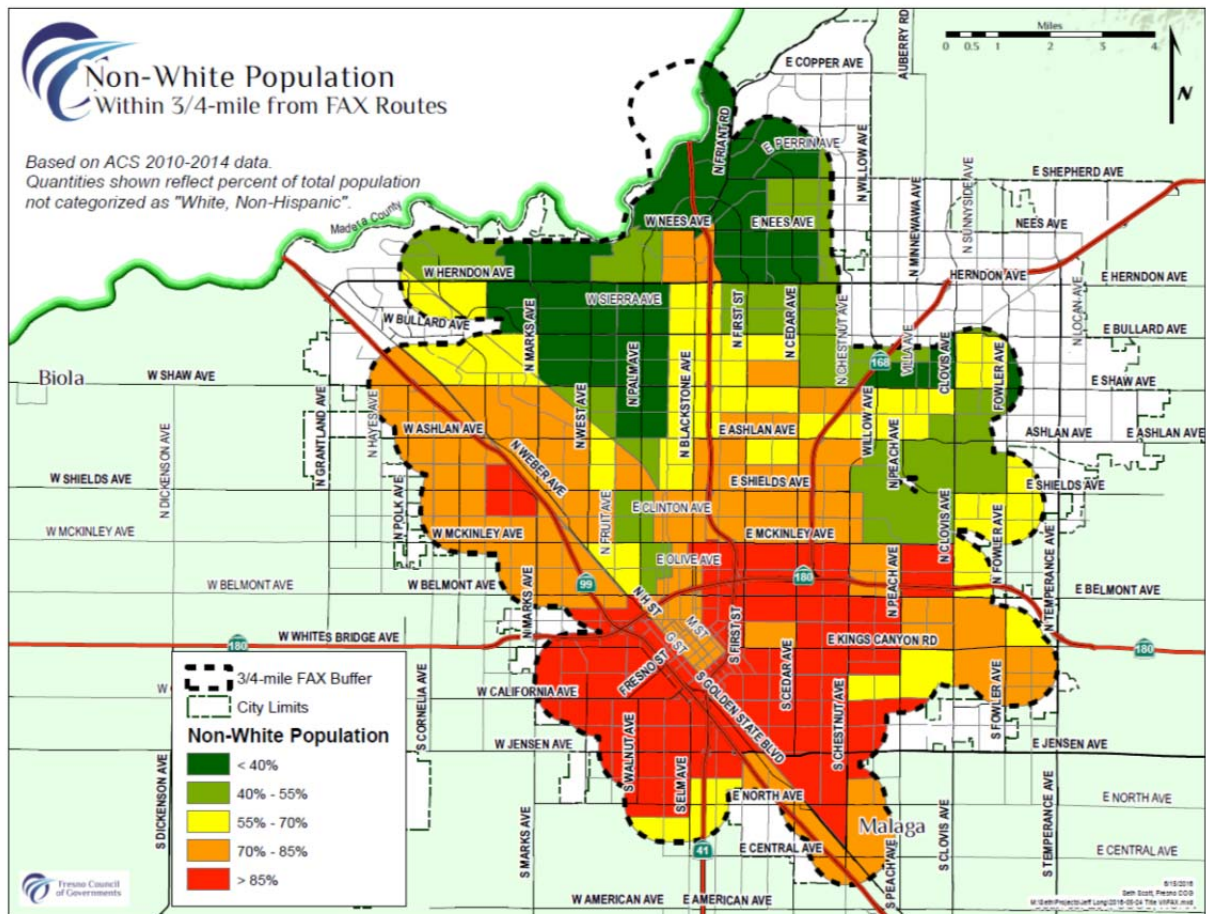
Appendix C FAX Base System

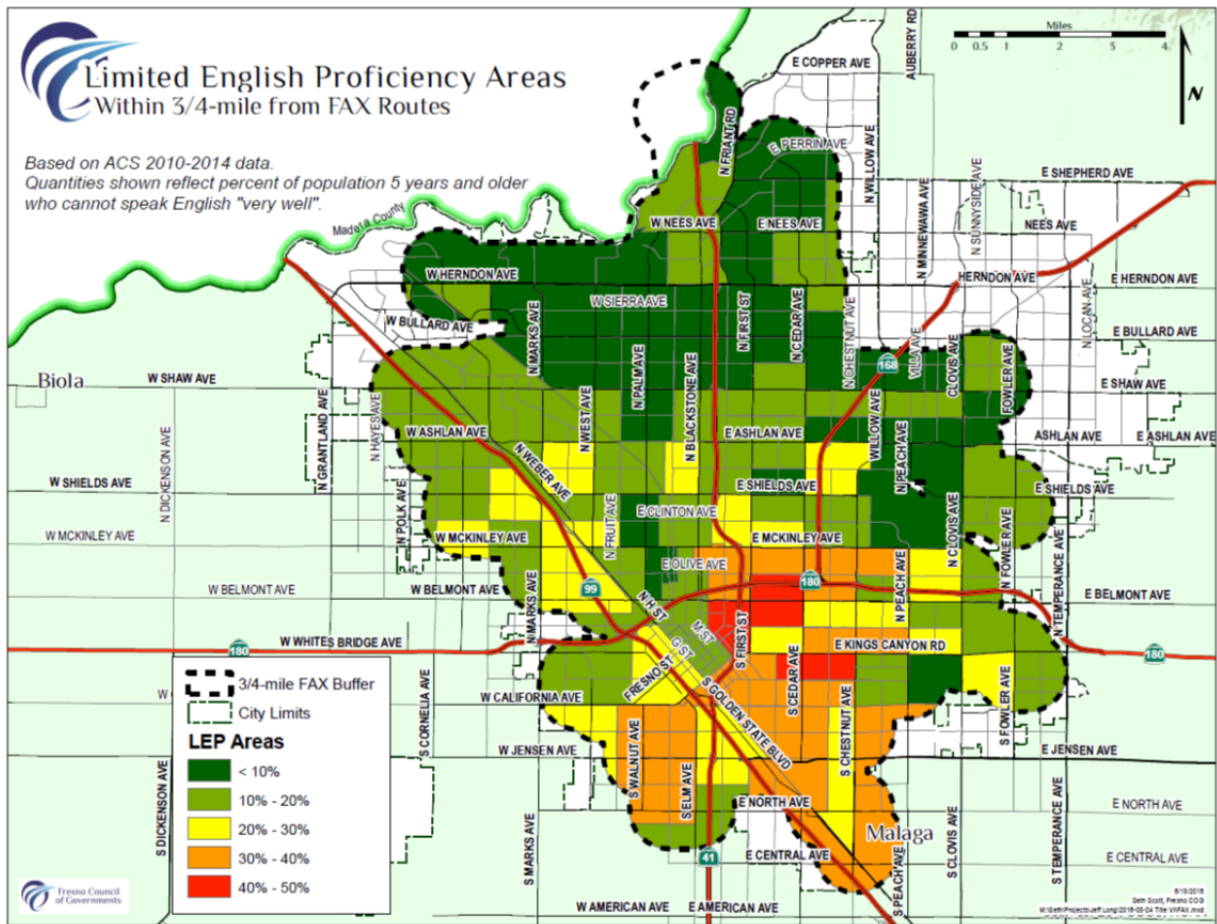


Appendix D Low Income Population Concentrations within the FAX Service Area



Appendix E Minority Population Concentrations within the FAX Service Area





Appendix G Social Services Transportation Advisory Council
Membership List
Updated June 2016

Potential Transit User 60 Years of Age or Older (minimum of 1)			
Appointment	Resident of/Geographic Representation	Term Expires	Ethnic Background
Terri Staples	Fresno/Fresno County	5-2017	Caucasian
Representatives of the Local Social Service Providers for Seniors (minimum of 2)			
Appointment	Resident of/Geographic Representation	Term Expires	Ethnic Background
Adam Vinogradoff, FMAAA	Fresno/Fresno County	6-2018	Caucasian
Harpreet Kooner, Fresno County Public Works	Fresno/Fresno County	5-2019	Asian-Indian
Potential Transit User Who Is Disabled (minimum of 1)			
Appointment	Resident of/Geographic Representation	Term Expires	Ethnic Background
Carlos Duarte, FAX	Fresno/Fresno County	3-2018	Mexican American
Representative of the Local Social Service Provider for Disabled (minimum of 2)			
Appointment	Resident of/Geographic Representation	Term Expires	Ethnic Background
Vidal Medina, Resources for Independence, Central Valley	Fresno/Fresno County	5-2017	Hispanic
Bill Hyatt, CVRC	Fresno/Fresno County	6-2015	Caucasian
Representative of a Local Social Service Provider for Persons of Limited Means (minimum of 1)			
Appointment	Resident of/Geographic Representation	Term Expires	Ethnic Background
Stephenie Fredrickson, League of Women Voters	Fresno/Fresno County	3-2018	Caucasian
Representatives from the Local Consolidated Transportation Service Agency (minimum of 2)			
Appointment	Resident of/Geographic Representation	Term Expires	Ethnic Background
Shonna Halterman, Clovis Transit	Clovis/Fresno County	9-2018	Caucasian
Gary Joseph, FEOC/CTSA	Fresno/Fresno County	6-2018	Caucasian
Moses Stites, FCRTA	Fresno/Fresno County	3-2018	Hispanic
Judith Nishi, FAX	Sanger/Fresno County	6-2018	Asian American
Representatives of General Public, who used Public Transit			
Appointment	Resident of/Geographic Representation	Term Expires	Ethnic Background
Dottie Wright	Fresno/Fresno County	2-2018	Caucasian
Jim Lowe	Firebaugh/Fresno County	5-2016	Caucasian

Appendix H Customer Satisfaction Survey



Welcome Aboard
Fresno Area Express!



Fresno Area Express 2014 Transit Customer Satisfaction Survey Report



Title VI: June 30, 2016

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

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Fresno Area Express 2014 Transit Customer Satisfaction Report

Executive Summary

Fresno Area Express has selected Rea & Parker Research to conduct a statistically reliable customer opinion and satisfaction survey among customers of the system. The purpose of the survey is to provide current information and opinions concerning customer satisfaction and travel behavior regarding the FAX system and to compare the results of this 2014 study with the results from prior studies, in particular the more recent 2009 and 2011 FAX customer satisfaction studies.

The survey was conducted through intercept and on-board interviews of 1,542 FAX passengers, which yields a margin of error of +/-2.5 percent at the 95 percent level of confidence.

Rider Demographics

- Nearly three-fifths of respondents (59 percent) are female and English is the primary language spoken in the home for nearly 9 in 10 (89 percent) respondents.
- Respondents are primarily Hispanic/Latino (46 percent), White (25 percent), and African-American/Black (18 percent).
- Nearly three-fifths (57 percent) earn an annual household income of less than \$10,000 and another 25 percent earn between \$10,000 and \$19,000 on an annual basis. The median respondent annual household income is \$8,700.
- Nearly one-half of respondents (48 percent) are between 18 and 34 years of age with another 26 percent recorded as between 35 to 54 years of age. Nearly 7 in 10 (69 percent) have a high school education or less while 16 percent have a college degree or more education.
- Over one-third (36) of these respondents are either employed full-time (17 percent) or employed part-time (19 percent) and another 21 percent are students (6 percent employed and 15 percent not employed). Among non-student respondents, 16 percent are unemployed. The major residential zip codes of the respondents are as follows: 93726 (12 percent), 93702 (11 percent), and 93706 (9 percent).

Customer Travel Characteristics

- Combining the primary and secondary trip purposes of FAX respondent customers, work/business (46 percent), College/School (43 percent), errands/personal (37 percent), and shopping (30 percent) are clearly dominant. Similar patterns are found in previous survey results.
- The number of weekly trips made by the surveyed FAX customers is less than what was found with the 2011 participants.
- FAX has both long-term bus riders as well as relatively new riders. For example, over one-third (35 percent) have ridden FAX for 10 years or more; on the other hand, 31 percent have ridden the system for less than 3 years.

- There is substantial volatility in terms of the change in the number of trips FAX customers make since they started riding the system. Since they began riding FAX, nearly three-fifths (56 percent) of customers have increased the number of trips that they make, 11 percent report a decrease in the number of trips, and the remaining 33 percent indicate that no change has occurred in their riding frequency. By contrast, 67 percent FAX customers in 2011 exhibited no change in their riding frequency from the time that they began riding FAX.
- Over three-fifths (64 percent) pay their bus fare with cash; the remaining 36 percent use a pass (28 percent) or a token (8 percent). Cash customers have increased since 2011.
- Nearly four-fifths (79 percent) of respondent customers do not have access to a car or other vehicle. This is consistent with the results of previous survey periods.
- Among the 21 percent who do have access to a vehicle, over one-third (35 percent) use FAX instead of their vehicle because their vehicle is shared or the person who drives them and the vehicle or driver are not always readily available. Others cited financial considerations such as the cost of gasoline.

Customer Satisfaction with FAX Bus Service (including most important features)

- Customers express overall satisfaction with the FAX bus system. Nearly two-thirds (66 percent) are either very satisfied (29 percent) or satisfied (37 percent). Another 20 percent are slightly satisfied. On a scale of 1 to 6, where 1 = very satisfied and 6 = very dissatisfied, the mean satisfaction rating is 2.3. This represents a slight decline from the 2011 and 2009 survey results where mean satisfaction ratings were 2.1 for each year.
- Customers provide the highest mean ratings for drivers' characteristics including drivers' driving skills (mean of 2.1), drivers' safety awareness (mean of 2.2), drivers' helpfulness (mean of 2.3), and drivers' courtesy (mean of 2.4). Customers are also quite satisfied with the closeness of bus stops to home and the closeness of bus stops to destination (each with a mean of 2.2).
- Mean satisfaction ratings for the least highly rated features of the FAX bus system are as follows: hours of operation on weekends (mean of 3.3), cleanliness inside the bus and cleanliness at bus stops (each with a mean of 2.9), and frequency of buses (2.8). The hours of operation on weekends has improved substantially since the 2009 and 2011 surveys.
- Customers identify on-time performance as the most important feature (32 percent) followed by frequency of buses (17 percent). Customers accord the next level of importance to time to complete trip (12 percent) followed by drivers' courtesy and hours of operation on weekends (each with 11 percent). Customers in the 2011 survey also identified on-time performance and frequency of buses as particularly important.
- Based upon a satisfaction/importance quadrant analysis, the following bus features are the core characteristics that lead to the overall rating of the FAX bus service as very satisfactory: drivers' courtesy, safety on-board buses, and drivers' driving skills. On-time performance, frequency of buses, time to complete trip, and hours of operation on weekends are in particular need of improvement.

Cleanliness inside buses and hours of operation on weekdays have less priority for improvement, but these features are next in line for improvement.

- The “report card” that was developed for prior surveys shows that FAX has been a consistent success with reasonably high customer satisfaction since 2009.

Availability of Information and Communication

- Nearly 9 in 10 (89 percent) FAX customers feel that information about fares, schedules, and routes is easily understood.
- Among the 11 percent of customers who feel that information is unclear, nearly one-third (31 percent) report that routes and schedules are hard to read without specifying exactly what is difficult. This is followed by concerns that there is a shortage of printed schedules, more information should be available on buses, and drivers should be more patient when passengers ask them questions (each with 9 percent).
- Over two-fifths (44 percent) of customer responses indicate that customers demonstrate a preference for pamphlets and printed materials and another 40 percent orient to posters on board the bus. This general preference for traditional, non-electronic materials represents a substantial decline from the preferences for such material in 2011.
- In 2014, customer responses show a growing preference to receive information electronically (28 percent for FAX website, 19 percent for mobile phones, and 9 percent for e-mail). This represents an enormous change in preference from the 2011 survey results.
- Nearly one-half (47 percent) of customers have visited the FAX website. Another 24 percent have not visited the website but these customers know how to do so. Among the 47 percent who have visited the FAX website, nearly 9 in 10 (86 percent) are satisfied with it.

Conclusions

There is strong evidence that FAX customers demonstrate a reasonably high level of satisfaction for the services provided on the bus system. This overall satisfaction with the FAX system has been sustained and documented throughout the history of FAX conducting satisfaction surveys. This satisfaction is further evidenced by a strong record of customer retention and the ability of the system to attract new customers.

Features of the FAX system that are closely related to the performance of the drivers demonstrate the highest levels of satisfaction. These include drivers’ helpfulness, drivers’ safety awareness, drivers’ driving skills, and drivers’ courtesy. The last two characteristics are particularly relevant because they are not only highly satisfactory in the opinion of the customers but they also are very important to them. Drivers’ driving skills and drivers’ courtesy are, therefore, core features of FAX that results in the high regard customers have for the system. Features of the FAX system for which improvement would lead to even higher satisfaction ratings are on-time performance, time to complete the trip, hours of operation on weekends, and frequency of buses.

Introduction and Methodology

Fresno Area Express (FAX) is a department of the City of Fresno and is the largest mass public transportation provider in California's San Joaquin Valley. FAX operates scheduled fixed-route service throughout the metropolitan area on 16 routes, seven days per week. FAX currently has a fleet of 108 fixed route buses. During 2013, FAX provided 42,000 fixed-route passenger trips daily.

FAX has elected to conduct a statistically reliable customer opinion and satisfaction intercept/on-board survey among its customer base. The purpose of the survey is twofold – first, to provide current information and opinions concerning customer satisfaction regarding the bus system and second to compare the results of this 2014 study with the results of prior satisfaction surveys (in particular, the 2009 and 2011 customer satisfaction studies). Rea & Parker Research was selected to conduct the 2014 study.

Rea & Parker Research conducted a combined intercept and on-board survey of the Fresno Area Express (FAX) bus system in order 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 customers including:
 - Typical and second most frequent purposes of FAX bus trips
 - Length of time customers have ridden FAX
 - Change in number of trips taken on FAX since customer began to use FAX
 - Method of fare payment
 - Access to a vehicle and reason for using FAX instead of a vehicle that may be available
- Clarity in the way FAX presents information on fares, routes, and schedules
- Preferences in how customers prefer that FAX communicate information to them
- Level of satisfaction with FAX's website
- Demographic characteristics of the respondents

The final survey questionnaire form (English version) is provided in the Appendix to this report. Spanish versions of the survey were also distributed to potential respondents as needed and as requested. Survey forms with large print were also available to respondents who are visually impaired. The survey was pretested prior to final printing at the Manchester Transit Center on February 18, 2014.

The training of 4 surveyors and one local supervisor took place on March 6, 2014 at a central location in Fresno. The survey process began on March 7 at designated places throughout Fresno (Table 1). Three respondents who completed the entire survey were randomly selected to receive \$100 each as a reward for their much appreciated participation.

The total number of completed survey forms returned was 1542. This yields a margin of error of +/- 2.5 percent at the 95 percent level of confidence. In this current survey, 97 percent of returned surveys were completed in English and 3 percent were completed in Spanish. Similarly, in 2011, 95 percent were completed in English.

Survey Design and Characteristics of Returned Surveys

This survey was conducted in two distinct phases: The first phase consisted of an intercept survey whereby surveyors distributed survey forms to bus passengers waiting at designated places throughout the city of Fresno. Distribution took place on weekdays as well as on weekends. The places were selected based upon passenger volumes associated with bus stops that are most closely associated with these places. Waiting passengers were asked to complete the survey and return it by returning it to the surveyor who gave the questionnaire to them, dropping it in the mailbox (postage paid by Rea & Parker Research), or delivering it to the office at the Manchester Transit Center. A total of 921 completed surveys were obtained from this phase of the study (60 percent of all surveys returned). In 2011, 49 percent of returned surveys were distributed at bus stops and in 2009, 16 percent were distributed at bus stop locations. Table 1 shows the distribution of returned surveys at these bus stops. Over one-half (52 percent) of the surveys were returned from distributions that occurred at the Manchester Transit Center and the Downtown Transit Mall. Another 24 percent were returned from distributions that occurred at Fresno State University and Fresno City College

Rea & Parker Research determined that the intercept model of survey distribution and associated mail back option did not produce the desired number of completed surveys (1500). Potential interviewees, in many cases, informed surveyors that they had already completed the survey in October. These respondents were referring to an origin-destination survey, also conducted by Rea & Parker Research, in the Fall of 2013. It was decided that a more “hands on” approach would help to explain the differences between the surveys and to make the process of completing the survey simpler for the respondent in order to encourage their participation, even though they may have completed the October survey. This led Rea & Parker Research to design Phase Two of the study.

Table 1 Returned Surveys by Place of Distribution (Intercept Phase of Survey)		
Place of Distribution	#	Returned Surveys %
Manchester Transit Center	242	26
Downtown Transit Mall	238	26
Fresno State University	110	12
Fresno City College	109	12
Kings Canyon and Cedar	44	5
Shaw and Brawley	36	4
Fashion Fair	34	4
Kings Canyon and Chestnut/ Winery/Willow	28	3
River Park Shopping Center	27	3
Kings Canyon and Clovis	21	2
Shields and Brawley	13	1
Shaw and Marks	10	1
Kings Canyon and Peach	9	1
Total	921	100

The second phase of the study was comprised of an on-board distribution of surveys to those passengers who indicated a noteworthy willingness to complete the survey. Surveyors personally interviewed as many passengers as possible while passengers were riding the bus. While interviewing some passengers, if other passengers wanted to participate, they were handed a survey. Passengers had the option of returning the survey to the surveyor or by using Business Reply Mail if they preferred to do so or needed additional time after their bus trip to complete the questionnaire.

Surveyors were deployed over the course of the day on bus routes that have the highest passenger volumes, and the survey was conducted on both weekends and weekdays. A total of 621 completed surveys were returned from this on-board phase of the study (40 percent of all surveys returned). Table 2 shows the number of returned surveys by the bus route of distribution. Survey returns are somewhat lower on Route 41 (32 surveys returned), but there is an even distribution over the other 5 routes (range of 93 to 132 returned surveys).

Table 2 Returned Surveys by Bus Route of Distribution (On-Board Phase of Survey)		
Bus Route of Distribution	Returned Surveys	
	#	%
Route 30	132	21
Route 38	131	21
Route 28	124	20
Route 34	109	18
Route 26/39	93	15
Route 41	32	5
Total	621	100

Other characteristics of returned surveys (both intercept and on-board phases combined) are depicted in Tables 3 and 4. Table 3 shows the returned surveys according to the day of the week the surveys were distributed. Each weekday is well-represented with a total of 88 percent of surveys distributed on weekdays. Just over 1 in 10 (12 percent) returned surveys were distributed on weekends. In 2011, 17 percent of returned surveys were distributed on weekends while in 2009, 23 percent were distributed on weekends. Table 4 indicates the time of day returned surveys were distributed. Almost three-fourths (72 percent) of returned surveys were distributed in the mid-to-late morning and early afternoon between 9:00 am and 2:00 pm.

Table 3 Day of Week of Distribution of Returned Surveys		
Day of Week	Returned Surveys	
	#	%
Monday	312	20
Tuesday	225	15
Wednesday	188	12
Thursday	234	15
Friday	400	26
Saturday	159	10
Sunday	24	2
Total	1542	100

Table 4 Time of Day Returned Surveys Were Distributed		
Time of Day	Returned Surveys	
	#	%
Early Morning (7am – 8:59 am)	157	10
Late Morning (9 am - 11:59 am)	620	40
Early Afternoon (12 pm – 1:59 pm)	491	32
Late Afternoon (2:00 pm – 5:00 pm)	274	18
Total	1542	100

Components of Survey Report

This survey report has been divided into four components as follows:

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

Charts and tables have been prepared for each of these major components depicting the basic survey results. Subgroup analyses for different age groups, various levels of education, gender, different income categories, ethnicity of residents, categories of work status, and primary language spoken in the home will be presented in succinct bulleted format when statistical significance and relevance warrants such treatment. Further, the results of this survey will be compared with the results of the 2009 and 2011 bus satisfaction surveys when warranted and where such analysis is feasible and questions are comparable.

Frequencies for all survey questions, lists of open-ended responses, and the survey instrument itself are contained in the Appendix.

Survey Findings

Demographic Statistics/Respondent Characteristics

Table 5 presents selected demographic characteristics of the survey respondents. Nearly three-fifths of respondents (59 percent) are female and English is the primary

language spoken in the home for nearly 9 in 10 (89 percent) of respondents. Respondents are primarily Hispanic/Latino (46 percent), White (25 percent), and African-American/Black (18 percent). Nearly three-fifths (57 percent) earn an annual household income of less than \$10,000 and another 25 percent earn between \$10,000 and \$19,000 on an annual basis. The median respondent annual household income is \$8,700. Nearly one-half of respondents (48 percent) are between 18 and 34 years of age with another 26 percent recorded as between 35 to 54 years of age. Nearly 7 in 10 (69 percent) have a high school education or less while 16 percent have a college degree or more education. Over one-third (36 percent) of these respondents are either employed full-time (17 percent) or employed part-time (19 percent) and another 21 percent are students (6 percent employed and 15 percent unemployed). Among non-student respondents, 16 percent are unemployed. The major residential zip codes of the respondents are as follows: 93726 (12 percent), 93702 (11 percent), and 93706 (9 percent).

Table 5 Fresno Area Express (FAX) Customer Demographics			
Characteristic	2014	2011	2009
Work Status			
Employed Full-Time	17%	27%	25%
Employed Part-Time	19%	14%	14%
Self-Employed	4%	2%	3%
Student and Employed	6%	28% ^a	31% ^a
Student and Not Employed	15%		
Homemaker	5%	4%	5%
Retired	7%	7%	6%
Unemployed	16%	16%	12%
Disabled and Unable to Work	11%	2%	4%
^a 2011 and 2009 made no distinction between employed and not employed students			
Age			
Under 18	7%	11%	15%
18-to-34	48%	45%	42%
35-to-54	26%	28%	30%
55-to-74	17%	14%	12%
75 and Older	2%	2%	1%
Median Age	33.2	32.7	32.2

Table 5 -- continued Fresno Area Express (FAX) Customer Demographics			
Characteristic	2014	2011	2009
Education			
Less than 8 th Grade	5%	2%	5%
Some High School	16%	19%	23%
High School Graduate	48%	49%	52%
Vocational/Technical School	15%	15%	10%
College Graduate	16%	15%	10%
Ethnicity			
Hispanic/Latino	46%	38%	40%
White	25%	26%	27%
African-American/Black	18%	28%	26%
American Indian/Alaska Native	2%	2%	2%
Asian/Southeast Asian	6% ^b	3% ^d	3% ^f
Filipino		1%	
Pacific Islander	1%	1%	3% ^f
Middle Eastern	---- ^c	1% ^e	
Mixed and Other Ethnicities	2%		
^b No distinction made in 2014 other than supplemental request for Asian family origin. Among those who supplied this information, more than one-half (3% of the Asian/SE Asian respondents) indicated that they are Hmong and another 1% are Filipino. ^c Less than 0.5% ^d 1.5% identified themselves as Hmong ^e Middle Eastern included with Other and Mixed Ethnicities in 2011 ^f Distinction not made between/among these ethnic groups in 2009. Volunteered information indicates 1% Hmong, 0.5% Filipino and 0.5% Laotian			
Annual Household Income ^g			
Less than \$10,000	57%	33%	49%
\$10,000-\$19,999	25%	38%	21%
\$20,000-\$29,999	9%	17%	15%
\$30,000-\$39,999	5%	9%	8%
\$40,000-\$49,999	2%	2%	3%
\$50,000 or More	2%	1%	4%
Median Household Income	\$8,700	\$14,500	\$10,500
^g These incomes from year-to-year are not directly comparable. In 2009, 27% of all respondents refused to provide their income. In 2011, 33% refused; however, in 2014, only 14% refused, making the 2014 data much less influenced by potential non-response bias.			
Gender			
Male	41%	49%	50%
Female	59%	51%	50%
Primary Language in Home			
English	89%	-----	-----
Spanish or Spanish Creole	8%	-----	-----
Hmong	2%	-----	-----
Other	1%	-----	-----

Table 5 -- continued Fresno Area Express (FAX) Customer Demographics			
Characteristic	2014	2011	2009
Major Residential Zip Codes			
93726	12%	-----	-----
93702	11%	-----	-----
93706	9%	-----	-----
93705	8%	-----	-----
93722	8%	-----	-----
93727	7%	-----	-----
93703	6%	-----	-----
93710	6%	-----	-----
93725	4%	-----	-----
93728	4%	-----	-----
93612	3%	-----	-----
93701	3%	-----	-----
93704	3%	-----	-----

Respondent characteristics for the bus satisfaction surveys conducted in 2011 and 2009 differ from the 2014 respondent characteristics in the following ways:

- The percentage of households earning an annual income of less than \$10,000 is 57 percent in 2014; in 2011, one-third (33 percent) earned \$10,000 or less and in 2007, less than one-half (49 percent) earned \$10,000 or less on an annual basis.
- In 2009, one in four respondents (25 percent) were employed full-time and similarly in 2011, 27 percent were employed on a full time basis; in 2014, only 17 percent are employed full-time.
- In 2014, Hispanic/Latinos represent 46 percent of the sample; in 2011, Hispanic/Latinos represented 38 percent of respondents and in 2009, their representation was 40 percent. In 2014, African-American/Blacks represent less than one-fifth (18 percent) of respondents while in 2011 and 2009, this ethnic group represented over one fourth of respondents (28 percent in 2011 and 26 percent in 2009).
- Despite lower income, lower full-time employment, and a lesser percentage of students, educational levels are higher for the 2014 survey population. In 2009, four-fifths (80 percent) of respondents had a high school education or less; in 2014, 69 percent report this level of education and similarly, in 2011, 70 percent reported an education of high school or less.

Customer Travel Characteristics

Table 6 shows the main bus routes that survey participants either boarded or de-boarded at the time the survey form was distributed to them. More than one-half (52 percent) of survey participants received their survey form as they boarded or de-boarded Routes 28 (32 percent), 30 (16 percent), and 38 (14 percent). In 2011, 31 percent received their survey form on these routes while, in 2009, the comparable figure was 21 percent. It should be noted that in the current survey, survey forms were

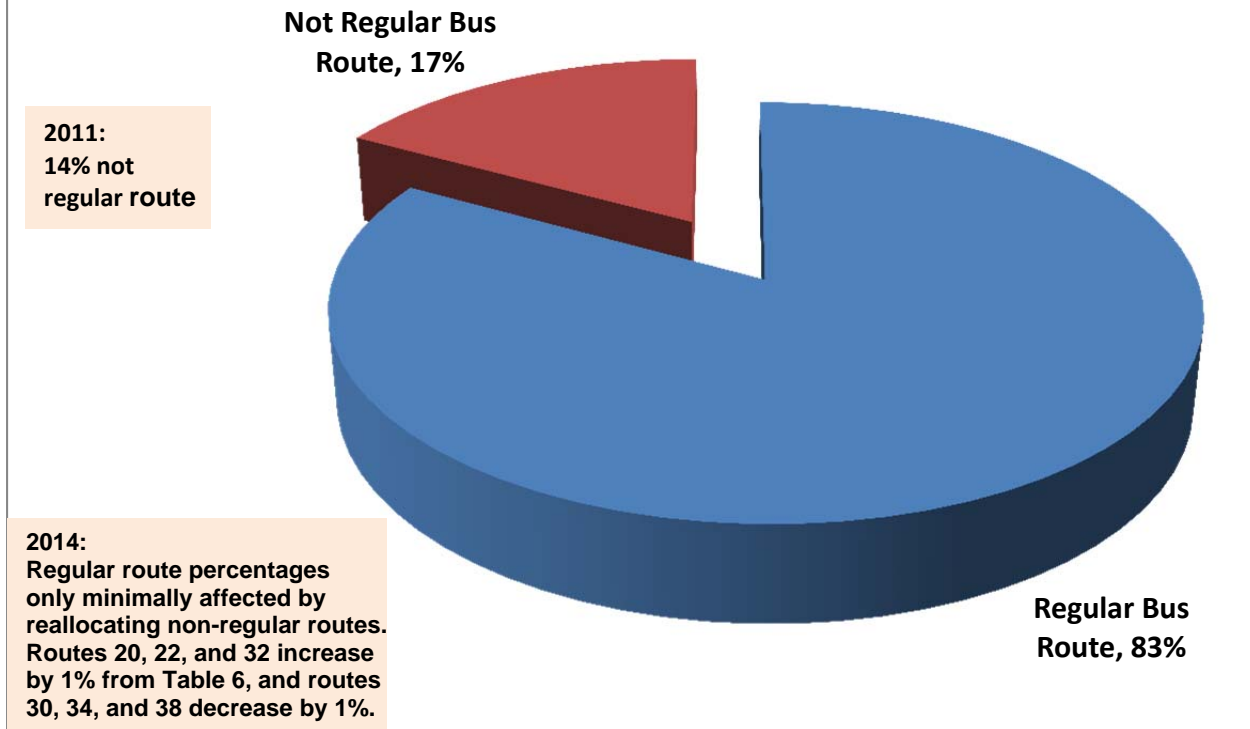
distributed, by design, on the routes with heavy passenger volumes while in the previous survey periods, a balanced participation by route was sought.

Chart 1 indicates that over four-fifths (83 percent) of respondent customers who received their survey form on a particular route identified that route as one of their regular bus routes. The remaining 17 percent, who did not receive their survey form on one of their regular routes, were asked to identify one of their regular bus routes. When these non-regular routes (17 percent) were re-allocated, only minimal changes occurred to regular route percentages. Specifically, in Table 6, Routes 20, 22, and 32 increase by one percent and Routes 30, 34, and 38 decrease by one percent.

Bus Route	2014	2011
28	22%	10%
30	16%	10%
38	14%	11%
26/39	13%	11%
34	9%	9%
41	6%	8%
9	5%	7%
32	4%	8%
22	3%	7%
20	3%	5%

Table 7 shows the purpose of the customers' primary (typical) FAX bus trip as well as the secondary (next most frequent) purpose. Combining the primary and secondary trip purposes, work/business (46 percent), College/School (43 percent), errands/personal (37 percent), and shopping (30 percent) are clearly dominant. Similar patterns are found in the previous survey results. That is, in 2011 and 2009, work was also the dominant trip purpose – 42 percent and 47 percent of all primary and secondary responses respectively. Personal trips and errands were also important in 2011 and 2009 – 39 percent and 38 percent of all responses respectively. In 2009, school trips (including college, high school, and grade school) received 40 percent of all primary and secondary responses, but in 2011, the comparable figure was only 30 percent.

**Chart 1
Regular Route?**



**Table 7
FAX Trip Purposes**

Purpose	2014— Primary Purpose	2014— Secondary Purpose	2014— Combined Primary and Secondary Purposes ^a	2011— Combined Primary and Other Purposes ^a	2009— Combined Primary and Other Purposes ^a
Work/Business	31%	16%	46%	42%	47%
College	23%	8%	30%	30% ^b	40% ^b
High/Middle/Elementary School	9%	4%	13%		
Errands/Personal	14%	23%	37%	39%	38%
Shopping	12%	20%	30%	25%	31%
Medical/Dental	7%	11%	18%	17%	18%
Recreation/Social	3%	10%	13%	21%	24%
Other	1%	1%	3%	2%	-----
Make no secondary trip type		7%			

^a Percentages are of total responses—2014 = 1542; 2011 = 1024; 2009 = 1000.

Therefore, sum of percentages is greater than 100%.

^b No distinction in 2011 and 2009 for college trips versus other school trips

The following subgroups are more likely to identify work/business as a typical trip purpose:

- Customers whose primary language is English (32 percent) versus those whose primary language is Spanish (24 percent).
- Males (32 percent) as opposed to females (28 percent).
- Weekend riders (37 percent) versus weekday riders (30 percent).

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

- Weekend riders (16 percent) versus weekday riders (11 percent).
- Older customers (55 years of age and over – 24 percent; 54 years of age and under – 9 percent).
- Females (13 percent) as opposed to males (9 percent).

The following two subgroups are more likely to identify college as a typical trip purpose:

- Weekday riders (24 percent) versus weekend riders (11 percent).
- Asians (37 percent) versus Hispanic/Latinos (24 percent), African-American/Blacks (21 percent), and Whites (19 percent).
- Older customers (35 years of age and over – 36 percent) tend to identify errands and personal trips as typical trip purposes more so than do younger customers (34 years of age and under – 12 percent).

Chart 2 shows that over one-third (34 percent) of respondent FAX customers made less than 5 trips per week compared to 2011 and 2009 when 25 percent and 23 percent respectively made less than 5 trips per week. Also, 13 percent of FAX customers make 13 or more trips per week in 2014 while one-fourth of customers in 2011 and 2009 made this relatively high number of trips per week. The median number of trips per week is also less in 2014 (2014 median = 6 trips per week: 2011 median = 8 trips)

It is indicated in Chart 3 that FAX has both long-term bus riders as well as relatively new riders. For example, over one-third (35 percent) have ridden FAX for 10 years or more; on the other hand, 31 percent have ridden the system for less than 3 years. The mean length of time customers have been riding FAX is 7.9 years. In 2014, nearly 9 in 10 customers (87 percent) have been riding FAX for one year or more and this compares to 78 percent who were riding the system for one year or more in 2011.

Chart 2

Number of Weekly Trips by FAX Customers

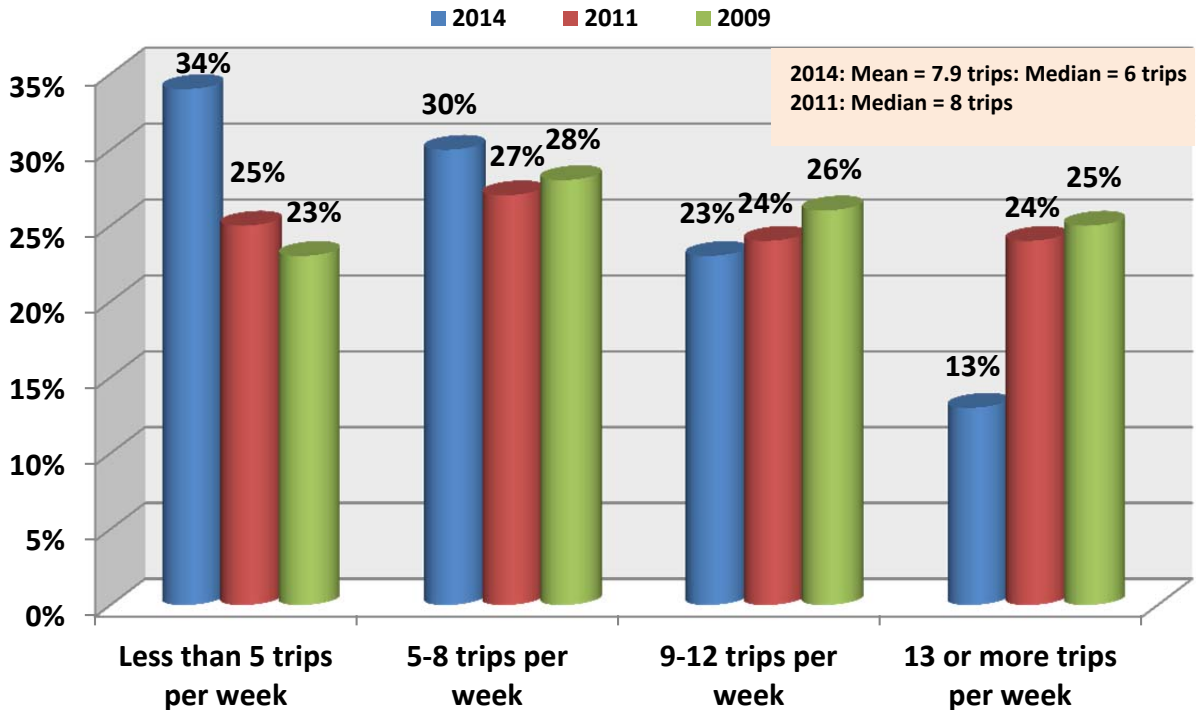


Chart 3

Length of Time Riding FAX

Mean = 7.9 years: Median = 5 years

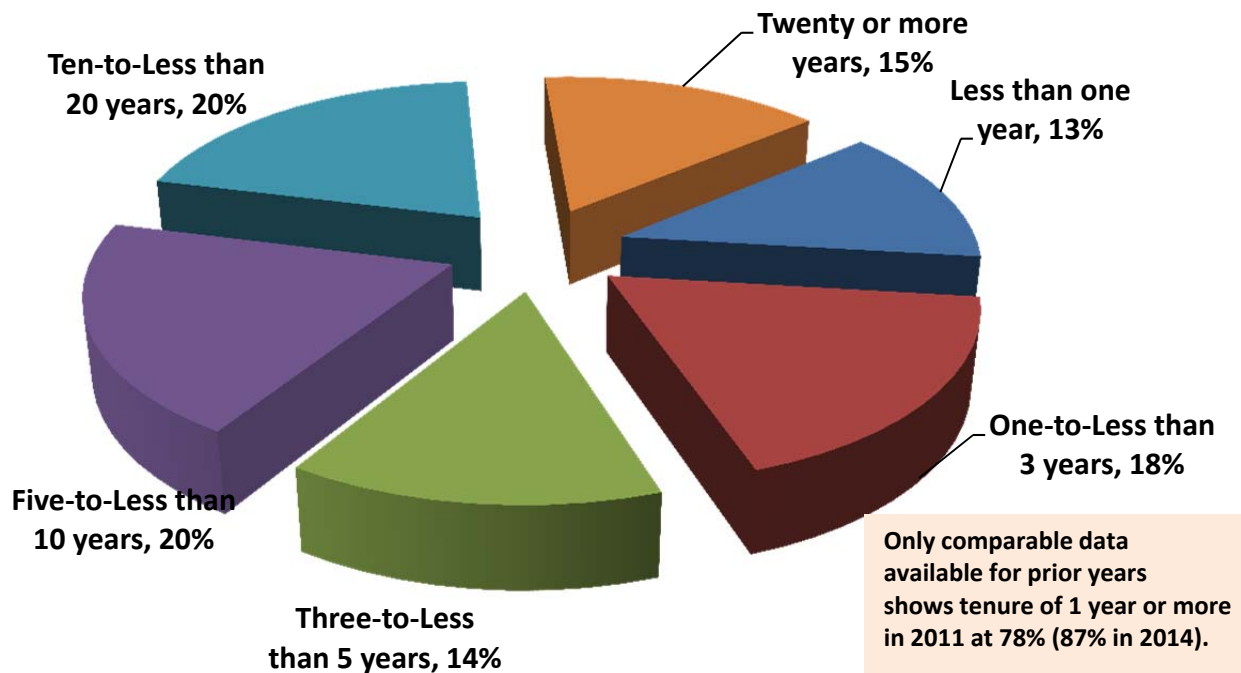
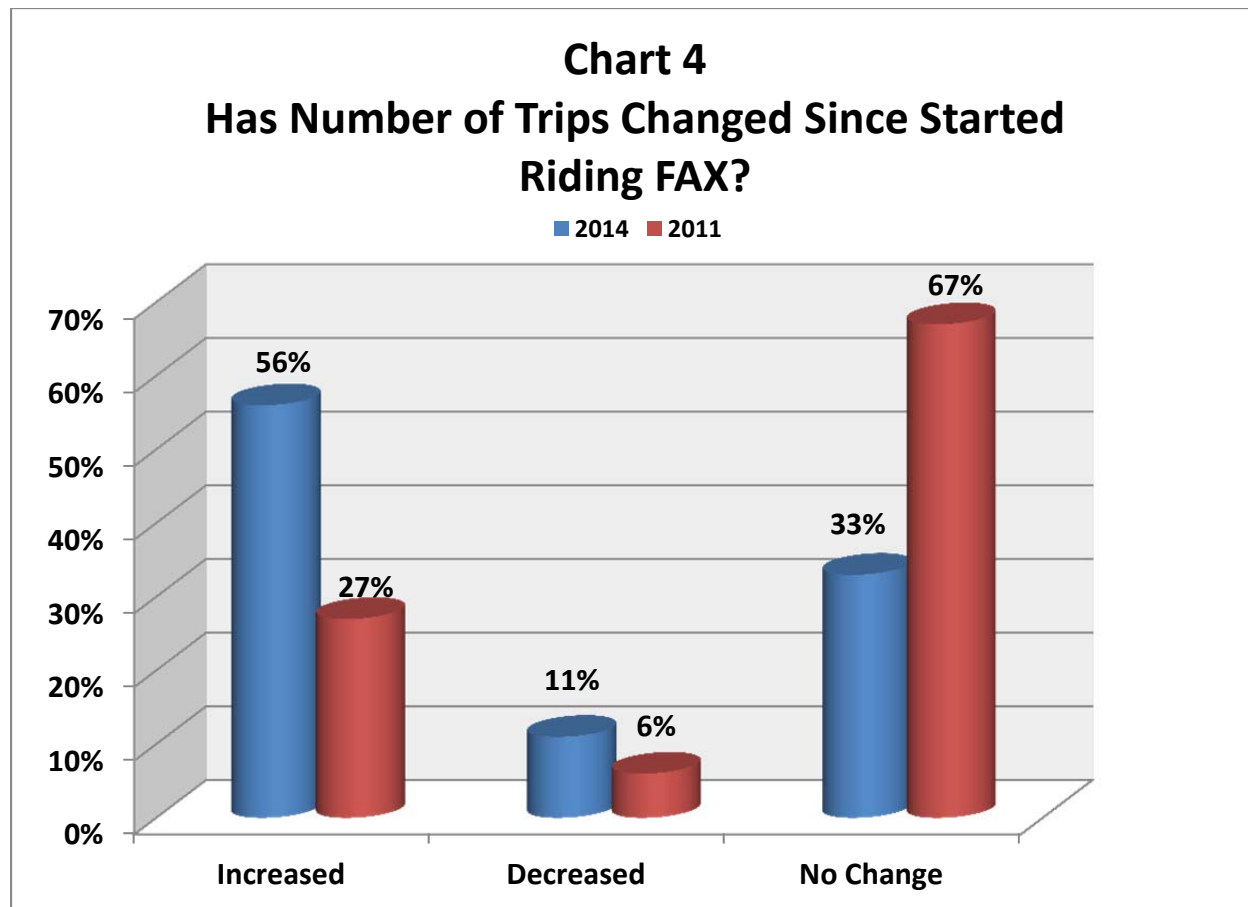


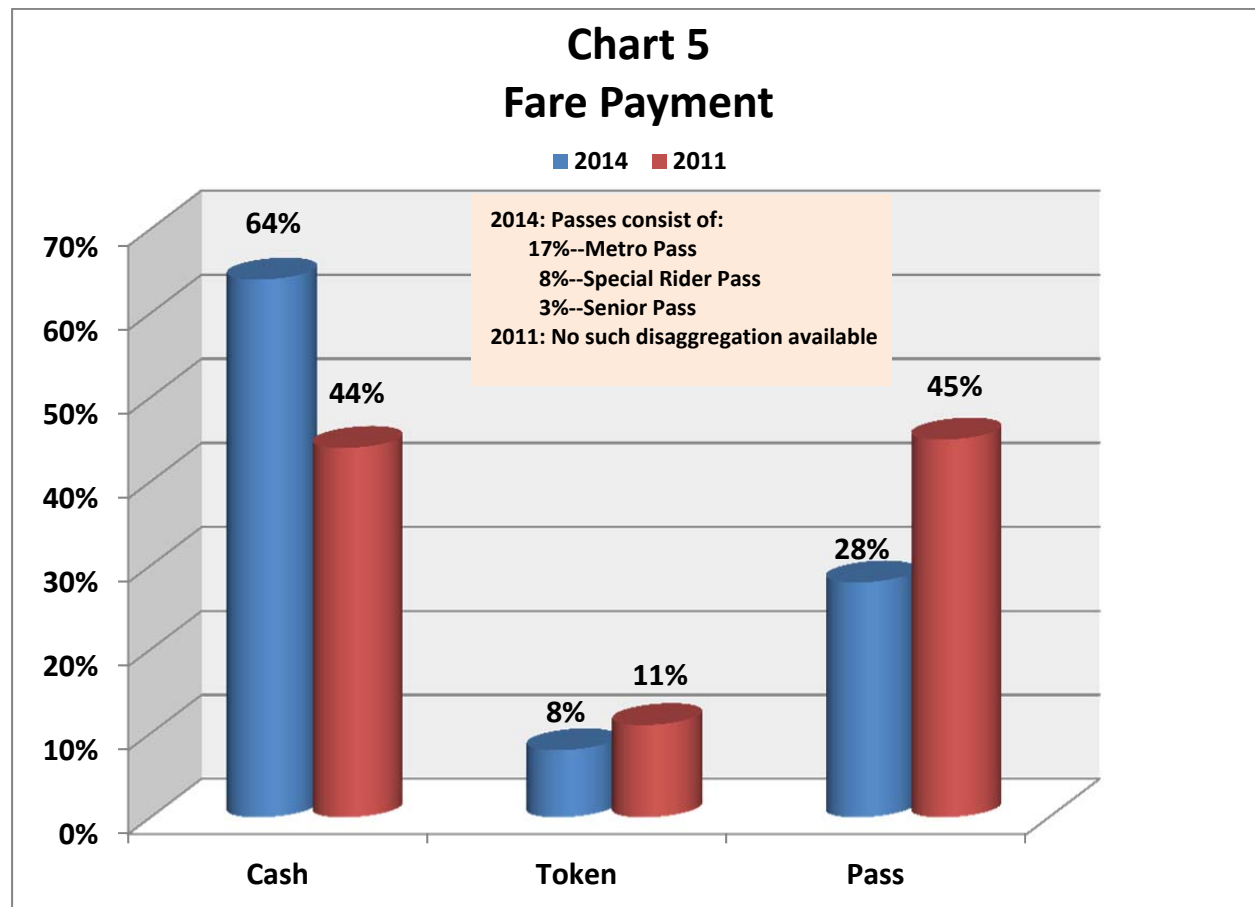
Chart 4 shows that in 2014, there is substantial volatility in terms of the change in the number of trips FAX customer made since they started riding the system. Since they began riding FAX, nearly three-fifths (56 percent) of customers have increased the number of trips that they make, 11 percent report a decrease in the number of trips, and the remaining 33 percent indicate that no change has occurred in their riding frequency. By contrast, FAX customers in 2011 exhibited more stability in the number of trips that they made since they began to ride FAX, with two-thirds (67 percent) reporting no change in the number of trips made on the system and only 28 percent indicating that the number of trips has increased.



The following two subgroups are more likely to have increased the number of trips they made on FAX since they began to use FAX:

- Customers who completed their survey in English (56 percent) versus those who completed their survey in Spanish (36 percent).
- African-American/Blacks (60 percent), Hispanic/Latinos and Whites (each 56 percent) versus Asians (46 percent).

In 2014, over three-fifths (64 percent) pay their bus fare with cash; the remaining 36 percent use a pass (28 percent) or a token (8 percent) (Chart 5). Cash customers have increased since 2011 when 44 percent paid their fare using cash. As such, customers using a pass have decreased from 45 percent in 2011 to 28 percent in 2014—possibly caused by the lower income of this survey population versus the 2011 group.

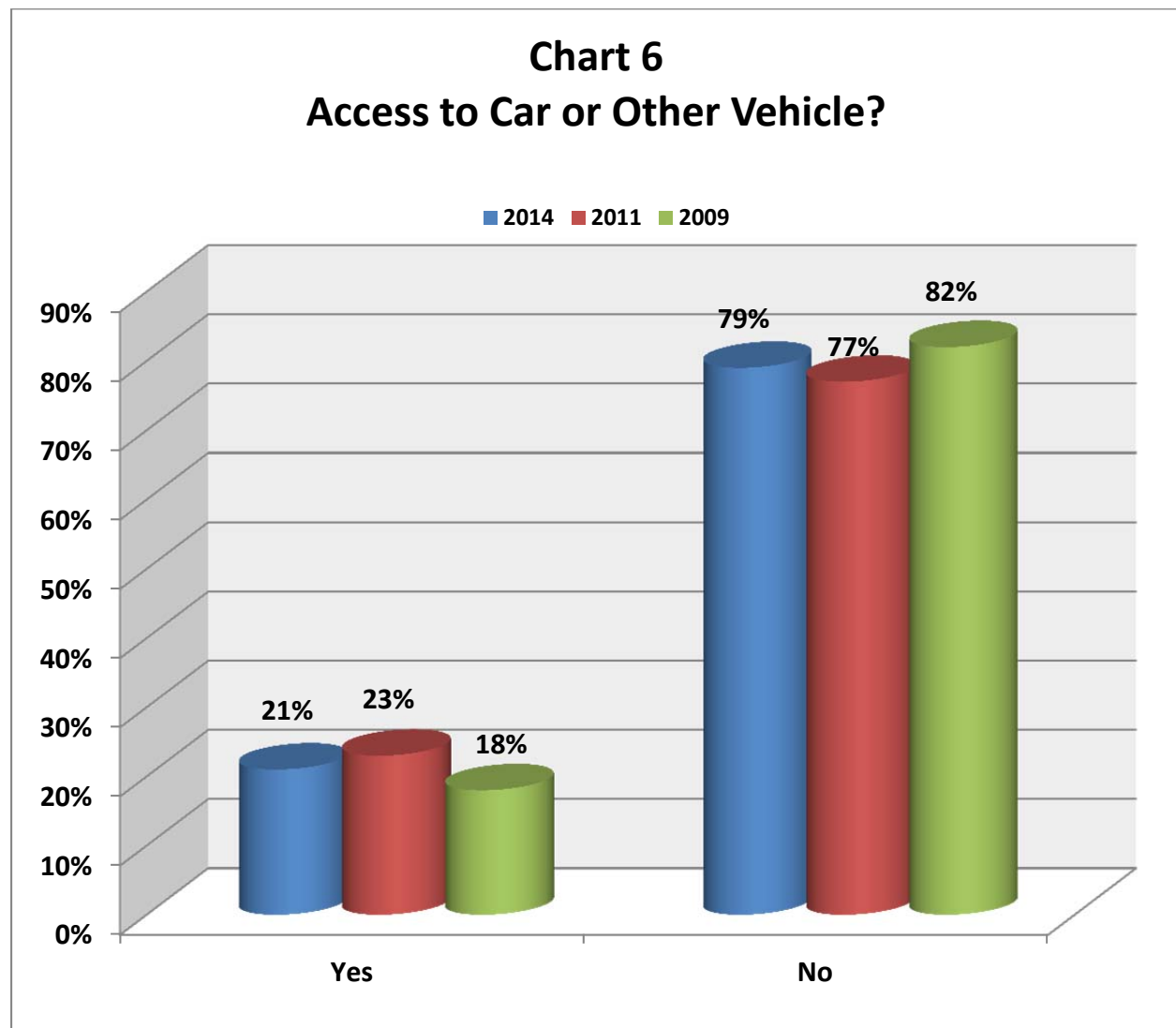


The following subgroups tend to use cash to pay their bus fare:

- Customers who completed their survey in Spanish (86 percent) versus those who completed their survey in English (64 percent).
- Younger customers as opposed to older customers (54 years of age and under – 68 percent; 55 years of age and over – 52 percent).
- Homemakers (82 percent) and customers who are employed full time (79 percent) versus retired individuals (42 percent).
- Hispanic/Latinos (72 percent) and African-American/Blacks (67 percent) versus Whites (52 percent).
- Females (19 percent) are more likely to use a Metro pass than are males (13 percent).

Chart 6 indicates that nearly four-fifths (79 percent) do not have access to a car or other vehicle. This is consistent with the results of previous survey periods. For example, in 2011, 77 percent had no access to a vehicle and in 2009, 82 percent had no such

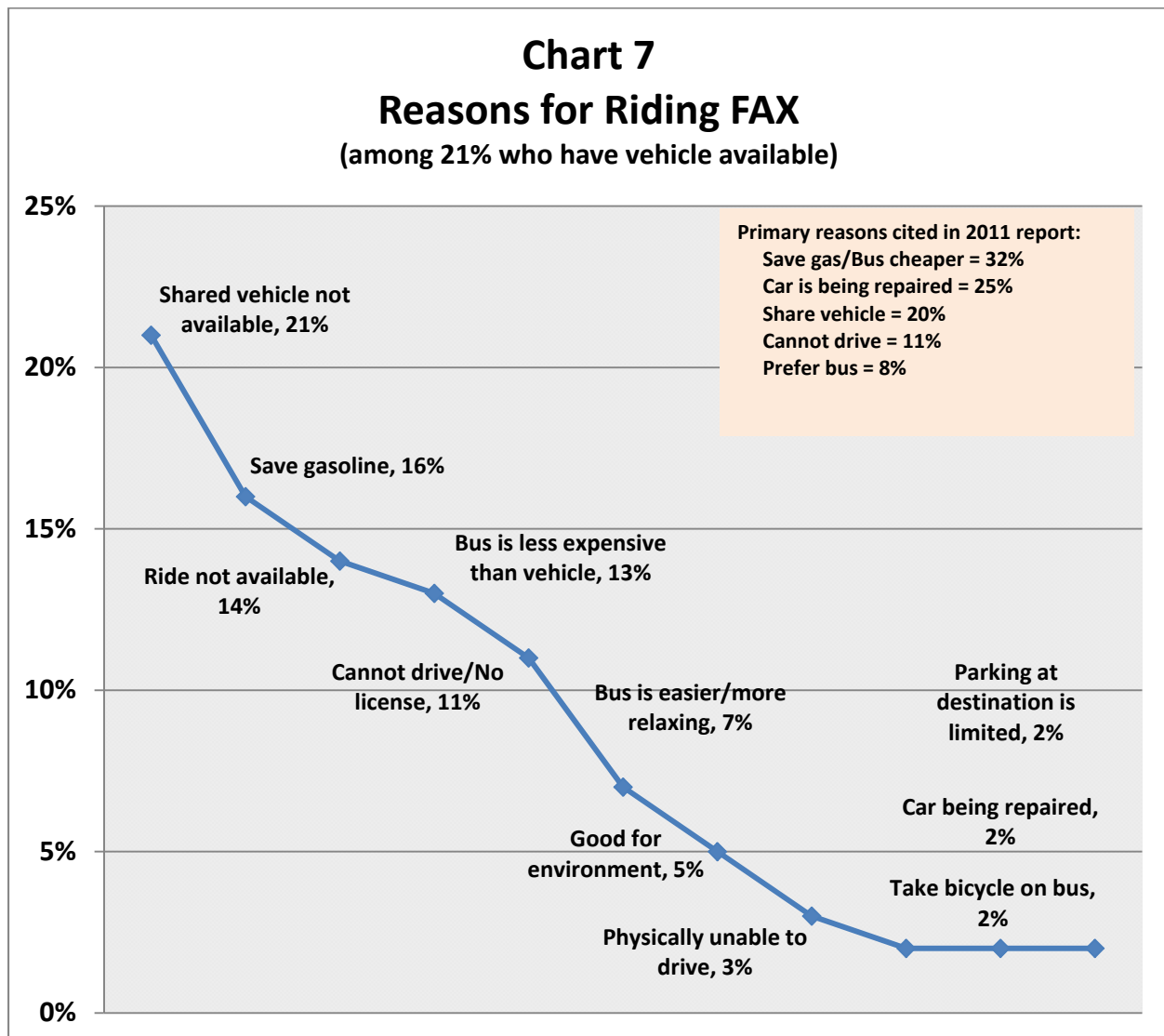
access. Among the 21 percent who do have access to a vehicle, over one-fifth (21 percent) use FAX instead of their vehicle because their vehicle is shared and not always available. In a similar vein, 14 percent have someone give them a ride, but that is not always available either. Another 29 percent reported reasons related to cost – 16 percent want to save gasoline and 13 percent feel that riding the bus is less expensive than using their car (Chart 7). Customers in 2011 expressed similar reasons for riding the bus instead of using their vehicle: save gas/bus cheaper (32 percent) and their vehicle is shared and not readily available (20 percent).



The following subgroups are more likely to have access to a vehicle:

- Customers who are 54 years old and under (20 percent) versus those who are 55 years of age and over (16 percent).
- Males (25 percent) as opposed to females (16 percent).
- Customers who are employed full-time (30 percent) and part-time (29 percent) versus those who are unemployed (15 percent) and are disabled (13 percent).

- Customer with higher income levels (\$30,000 and over -- 41 percent) as opposed to those with lower income levels (under \$30,000 – 18 percent).

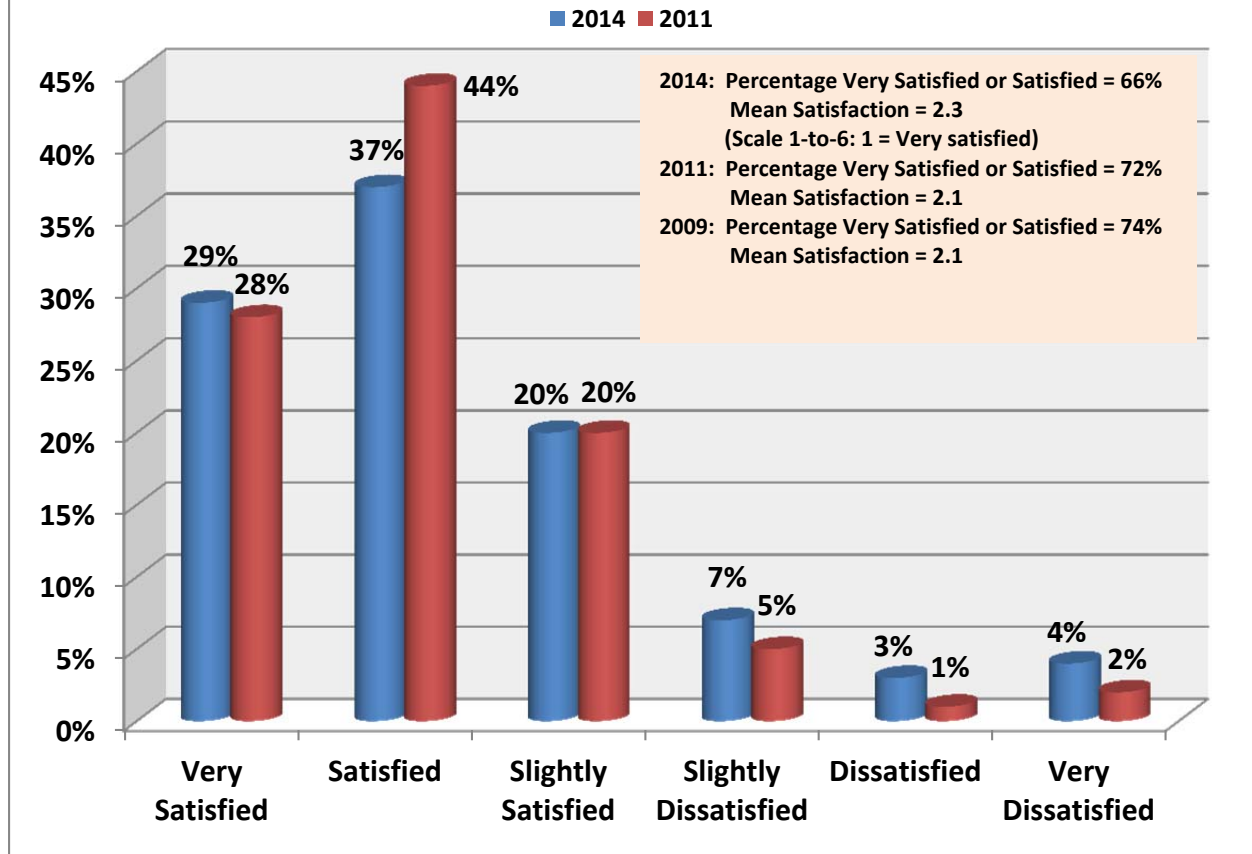


Customer Satisfaction with FAX Bus Service (including most important features)

Overall Satisfaction: Chart 8 reports that customers express overall satisfaction with the FAX bus system. Nearly two-thirds (66 percent) are either very satisfied (29 percent) or satisfied (37 percent). Another 20 percent are slightly satisfied. On a scale of 1 to 6, where 1 = very satisfied and 6 = very dissatisfied, the mean satisfaction rating is 2.3. This represents a slight decline from the 2011 and 2009 survey results where mean satisfaction ratings were 2.1 for each year.

Chart 8

Satisfaction with Overall Service



Satisfaction with Features of FAX Service: Chart 9 shows the level of customer satisfaction regarding bus features that are associated with the drivers' characteristics. Respondent customers are particularly satisfied with the drivers' driving skills (mean of 2.1) and drivers' safety awareness (mean of 2.2). Satisfaction in these areas is closely followed by drivers' helpfulness (mean of 2.3) and drivers' courtesy (mean of 2.4). While quite similar to 2011, there is generally a moderate decline in the level of satisfaction among these four driver characteristics from the 2009 survey results where the means ranged from 1.9 to 2.1.

Chart 9

Mean Satisfaction Ratings--Drivers' Characteristics

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

■ 2014 ■ 2011 ■ 2009

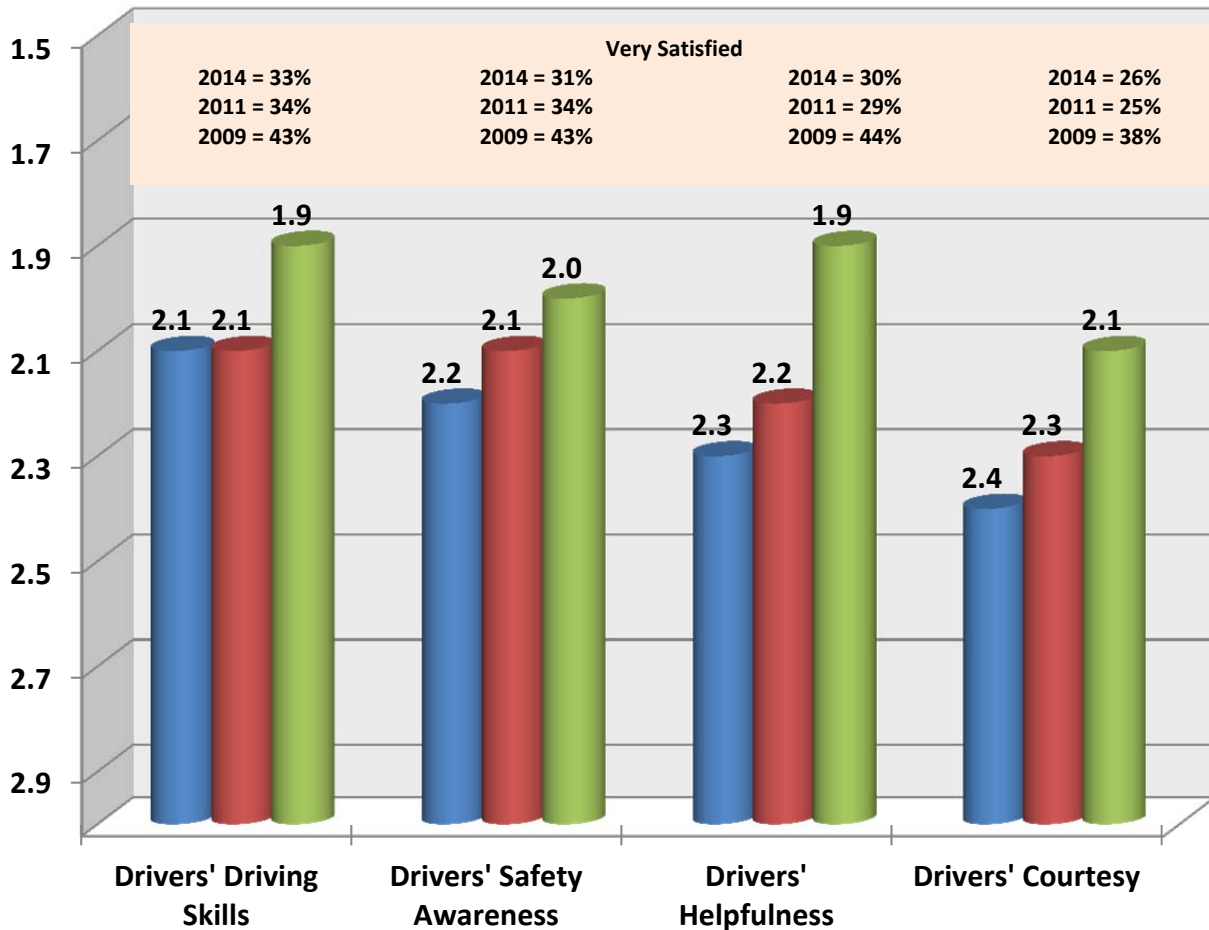
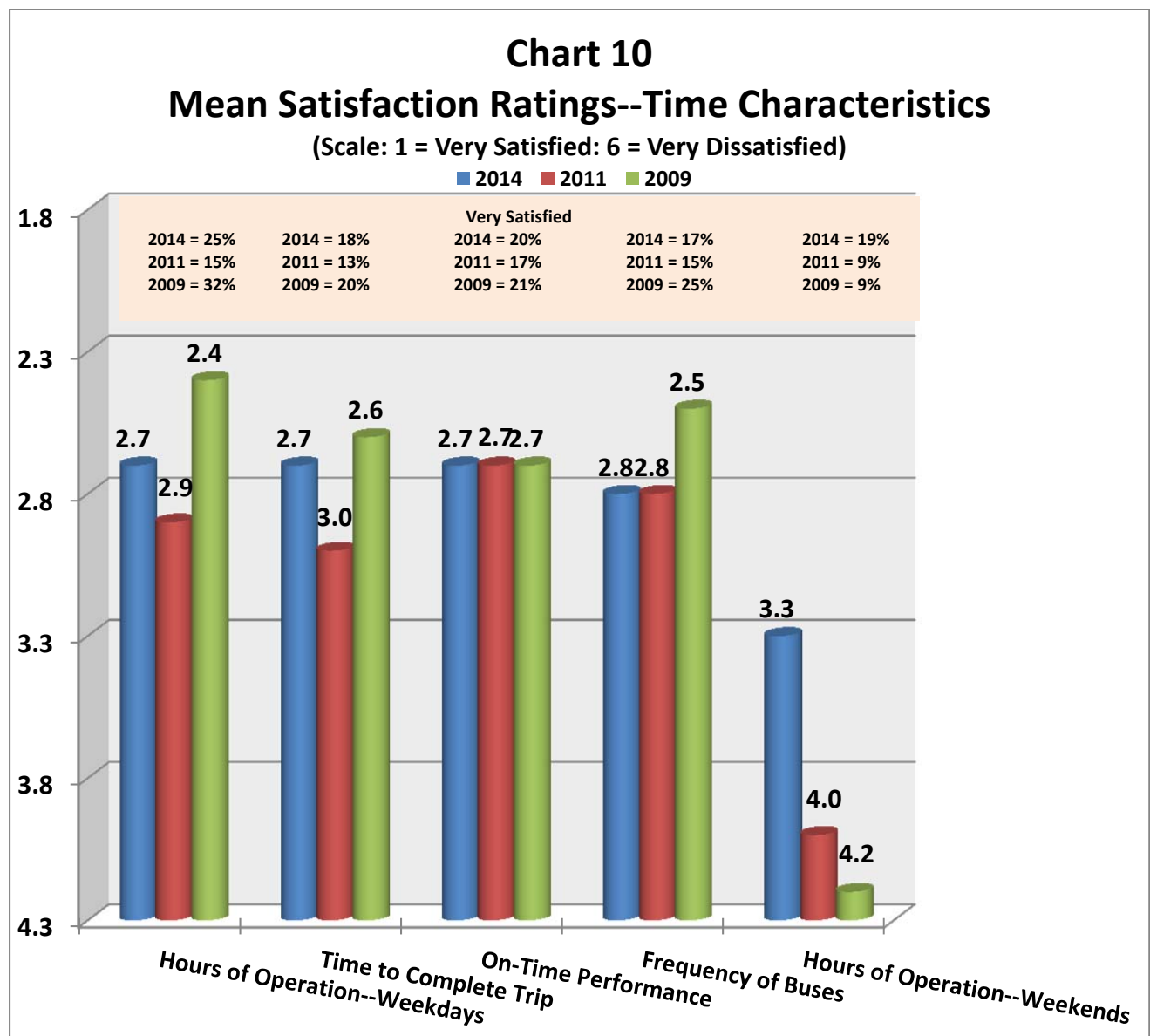


Chart 10 depicts the level of customer satisfaction regarding bus features most related to time considerations. Respondents are somewhat-to-slightly satisfied with the hours of operation on weekdays, time to complete trip, on time performance (each with a mean satisfaction rating of 2.7), and frequency of buses (mean of 2.8). Customers are less satisfied with the hours of operation on weekends (mean of 3.3), although this does fall barely within the satisfied categories. Satisfaction with time to complete trip and on time performance has been somewhat consistent since 2009. Customers are more satisfied with hours of operation on weekdays and frequency of buses since the 2011 survey (less satisfied than in 2009, however). The level of satisfaction with weekend hours, on the other hand, has increased over the last two survey periods.



The level of customer satisfaction with bus features that revolve around the proximity of bus stops and safety considerations is presented in Chart 11. Customers are reasonably satisfied with closeness of bus stops to home and closeness of bus stops to destination (each with a mean satisfaction rating of 2.2). Customers also express a good level of satisfaction with safety on board buses (mean of 2.4) and safety at bus stops/stations (mean of 2.5). With regard to proximity of bus stops to home and destination, satisfaction ratings have remained fairly consistent since the 2009 survey.

Chart 11

Mean Satisfaction Ratings--Safety/Proximity of Bus Stops

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

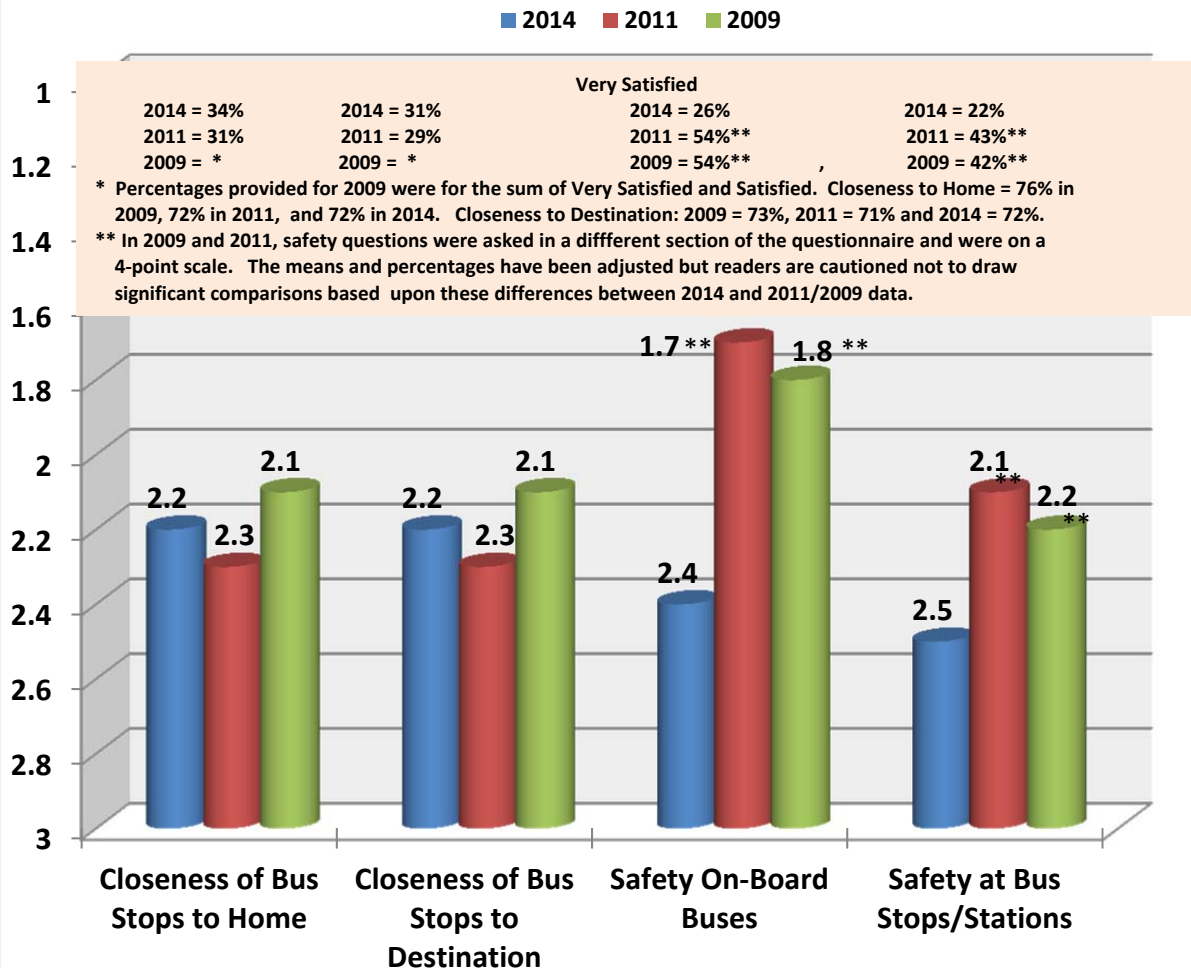
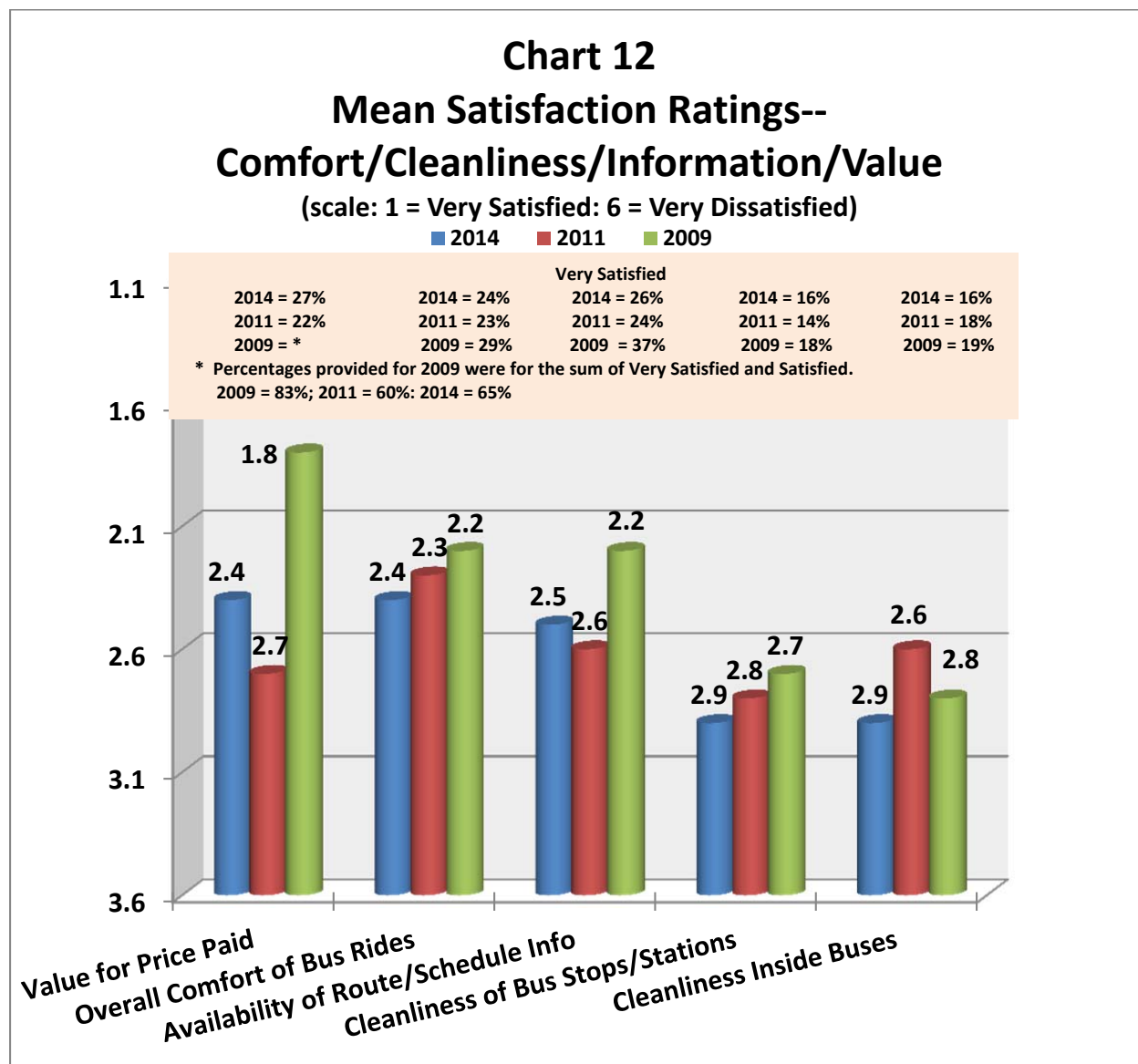


Chart 12 shows mean satisfaction ratings associated with comfort, cleanliness, information, and value. With regard to cleanliness, customers are slightly satisfied with the cleanliness of bus stops/stations and cleanliness inside the buses (each with a mean rating of 2.9). Customer ratings on cleanliness of bus stops have been fairly consistent since the 2009 survey. However, satisfaction concerning cleanliness inside buses has declined since the 2011 survey. Customers report good levels of satisfaction with value for price paid, overall comfort of bus riders (each with a mean satisfaction rating of 2.4) and the availability of route/schedule information (mean rating of 2.5). Regarding the comfort of bus rides, satisfaction ratings are fairly consistent since 2009. There is some increase in customer satisfaction since 2011 regarding the availability of

route/schedule information and value for price paid, although once again lower than it was in 2009.



Pointing to what factors may lead to optional riding of the buses, customers who have access to a vehicle are more likely to be satisfied with the following features of the bus (based upon a scale where 1 = very satisfied, 2 = satisfied, 3 = slightly satisfied, 4 = slightly dissatisfied, 5 = dissatisfied and 6 = very dissatisfied):

- On-time performance – 2.56 (vehicle access) versus 2.80 (no vehicle access)
- Bus hours of operations on weekends – 3.11 (vehicle access) versus 3.40 (no vehicle access)

Certain typical trip purposes, made by FAX customers, are more likely to be associated with satisfaction on specific bus features. The following relationships are significant:

- On-time performance is more satisfactory to riders with these trip purposes—recreation (2.44), errands/personal (2.52), and medical (2.61) versus college (3.01)
- Frequency of buses is more satisfactory for – errands/personal (2.55), medical (2.57), and shopping (2.70) versus college (2.88).
- Bus hours of operation on weekends – errands/personal (3.07) versus work/business (3.40).
- Time it takes to complete trip – medical (2.48), personal/errands (2.52), and work/business (2.66) versus college (2.88).

College students, in particular, seem to be less satisfied with some of the time-related aspects of their trip than are other riders.

Customer Rating of Most Important Bus Features: Respondents were asked to indicate the bus feature that they considered to be most important and the one they consider to be second most important. The responses were combined and weighted and the results are presented in Chart 13. Customers identify on-time performance as the most important feature (32 percent) followed by frequency of buses (17 percent). Customers accord the next level of importance to time to complete trip (12 percent) followed by drivers' courtesy and hours of operation – weekends (each with 11 percent). Customers in the 2011 survey identified the following bus features as important: buses running on time, drivers' driving skills, safety on-board the bus, frequency of buses, and drivers' customer service.

Weekend riders accord particular importance to the following bus features:

- Bus hours of operation on weekends – weekend riders (16 percent) versus weekday riders (10 percent)
- On-time performance – weekend riders (35 percent) versus weekday riders (32 percent)
- Frequency of buses – weekend riders (19 percent) versus weekday riders (16 percent).

Weekday riders accord particular importance to the following bus features:

- Time to complete trip – weekday riders (13 percent) versus weekend riders (10 percent)
- Personal safety on-board buses – weekday riders (9 percent) versus weekend riders (5 percent).

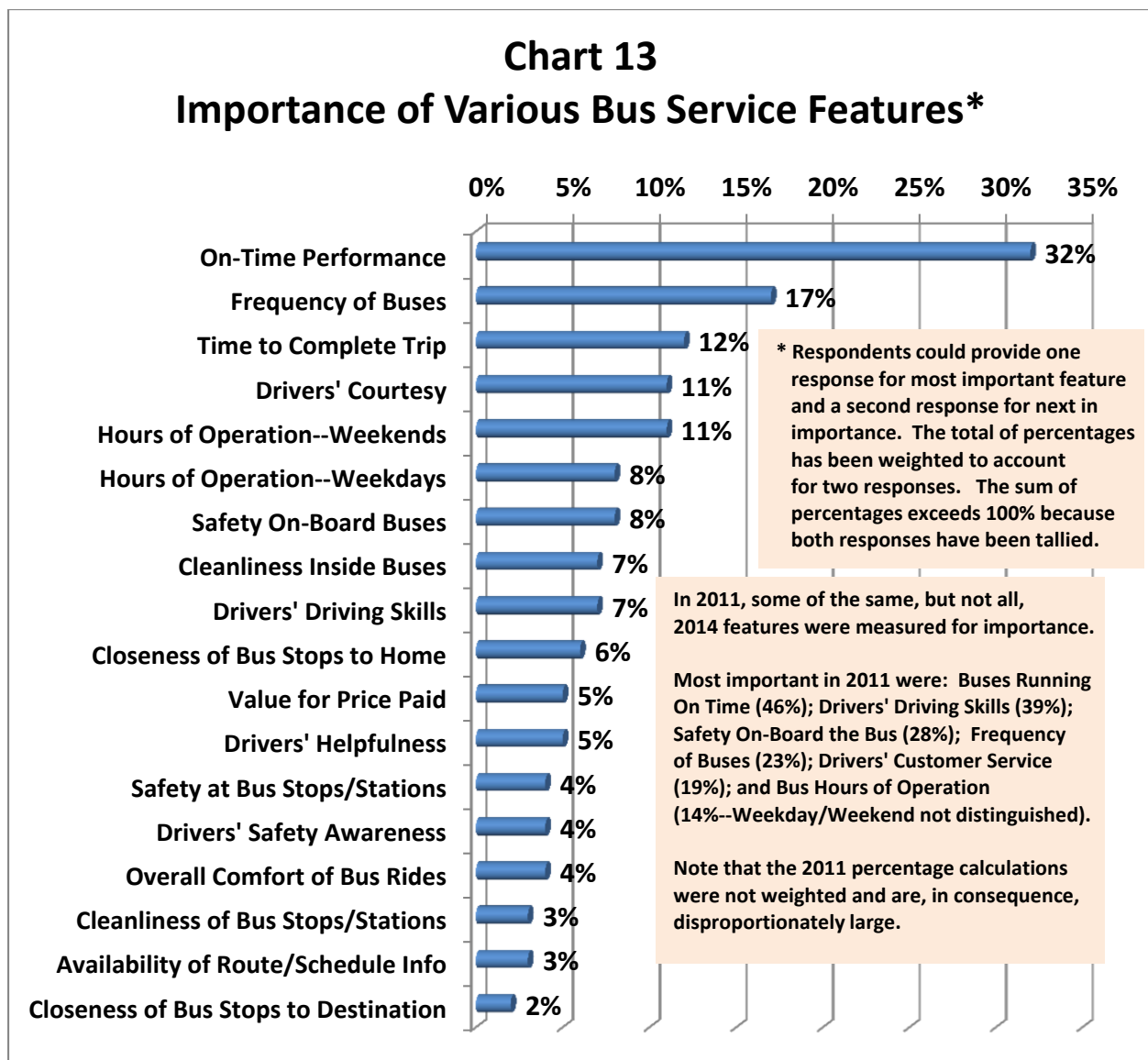
Customers who have access to a vehicle accord particular importance to the following two bus features—again providing insight into the optional rider:

- Personal safety at stations/stops – access to vehicle (6 percent) versus no access (3 percent).

- Frequency of buses – access to vehicle (18 percent) versus no access (16 percent).

Customers who do not have access to a vehicle accord particular importance to the following two bus features:

- Bus hours of operation on weekdays – no vehicle access (8 percent) versus vehicle access (5 percent).
- On-time performance – no vehicle access (32 percent) versus vehicle access (30 percent).



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

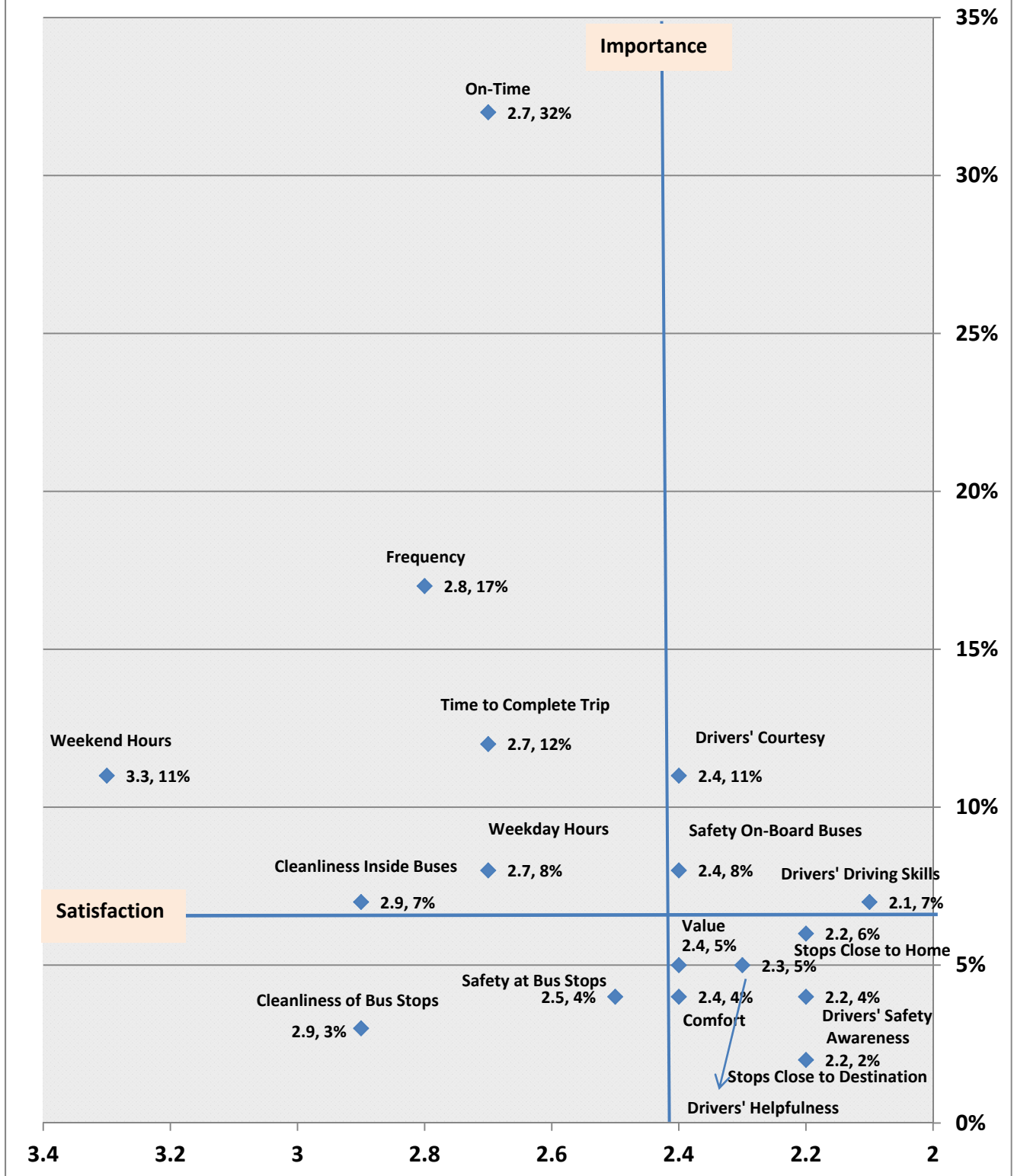
- The upper-right quadrant represents features that display both high satisfaction and high importance. Characteristics in this quadrant are ones with high levels of satisfaction and high levels of importance. These characteristics, therefore, are the core characteristics that make the FAX system a highly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

Chart 14 is a satisfaction/importance quadrant analysis for the data provided in the 2014 FAX Transit Customer Satisfaction Survey. In the upper right quadrant, three features are plotted: drivers' driving skills, safety on-board buses, and drivers' courtesy. These are the core characteristics that lead to high degrees of satisfaction and greatly contribute to the overall rating of the FAX bus system as a very satisfactory transit service.

The upper left quadrant shows four characteristics that are in particular need of improvement: on-time performance, frequency of buses, time it takes to complete trip, and bus hours of operations on weekends. Customers regard these features as highly important to them but they have not been provided to them with a high level of satisfaction. Bus hours of operation on weekdays and cleanliness inside buses are also somewhat important to the customers (bottom of the lower left quadrant) and these two features have a relatively low satisfaction rating. Improvement of these features is warranted but they would have less priority than would the four features that are higher in the quadrant.

Chart 14

Satisfaction/Importance Quadrants



FAX Report Card: In the 2009 and 2011 customer satisfaction reports for FAX, letter grades for FAX's performance on the various service characteristics were assigned. These reports assigned grades of A, B, C, D or F (including plus and minus distinctions) based upon the mean ratings provided for each characteristic. The same scale was also used in assigning grades for the FAX service in this 2014 Customer Satisfaction Report. The grading scale used in the previous reports as well as the current report is depicted in Table 8 below. Table 9 shows the mean ratings and grades for 2014, 2011, and 2009.

What emerges from Table 9 is evidence that the FAX system has been a consistent success, with considerable customer satisfaction.

Table 8 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

Availability of Information and Communication

Clarity of Information: Chart 15 indicates that nearly 9 in 10 (89 percent) FAX customers feel that information about fares, schedules, and routes are easily understood. Among the 11 percent of customers in the current survey who feel that information is unclear, nearly one-third (31 percent) report that routes and schedules are hard to read without specifying what, in particular, is difficult for them to understand.

This is followed by concerns that there is a shortage of printed schedules, more information should be available on buses, and drivers should be more patient when passengers ask them questions (each with 9 percent) (Chart 16). In 2011, among the 5 percent of customers who indicated that information from FAX is unclear, 68 percent provided somewhat of a non-sequitur and said that they do not like having to pay for schedules (only 3 indicated this issue in 2014).

Table 9
FAX Customer Satisfaction Report Card and Mean Satisfaction Ratings
(Years 2014, 2011, and 2009)

Service Characteristic	2014		2011		2009	
	Grade	Mean	Grade	Mean	Grade	Mean
Overall Service Provided by FAX Buses	B+	2.30	B+	2.12	B+	2.06
Drivers' Driving Skills	B+	2.14	B+	2.09	A-	1.98
Drivers' Safety Awareness	B+	2.17	B+	2.06	A-	1.93
Drivers' Helpfulness	B+	2.17	B+	2.17	A-	1.94
Closeness of Bus Stops to Home	B+	2.20	B+	2.30	B+	2.09
Closeness of Bus Stops to Destination	B+	2.21	B+	2.28	B+	2.07
Safety On-Board Buses*	B	2.35	A	1.67	A-	1.81
Value for Price Paid	B	2.38	B-	2.70	A-	1.82
Overall Comfort of Bus Rides	B	2.42	B+	2.26	B+	2.22
Drivers' Courtesy	B	2.44	B+	2.26	B+	2.10
Availability of Route/Schedule Info	B	2.47	B	2.64	B+	2.17
Safety at Bus Stops/Stations*	B	2.54	B+	2.05	B+	2.22
Hours of Operation-- Weekdays	B	2.67	B-	2.93	B	2.42
Time to Complete Trip	B-	2.70	B-	2.95	B-	2.70
On-Time Performance	B-	2.71	B-	2.71	B	2.56
Frequency of Buses	B-	2.83	B-	2.83	B	2.52
Cleanliness of Bus Stops/Stations	B-	2.85	B-	2.80	B-	2.74
Cleanliness Inside Buses	B-	2.89	B	2.57	B-	2.75
Hours of Operation-- Weekends	C+	3.30	D+	4.00	D+	4.20

* In 2009 and 2011, safety questions were asked in a different section of the questionnaire and were on a 4-point scale. The means and percentages have been adjusted but readers are cautioned not to draw significant comparisons based upon these differences between 2014 and 2011/2009 data.

The following subgroups are more likely to find information provided by FAX to be easily understood:

- Latino/Hispanics and African-American/Blacks (each 92 percent) versus Whites (86 percent).
- Customers with a higher level of education -- some high school (94 percent) and high school graduates (92 percent) as opposed to customers with less than an eighth grade education (73 percent).
- Weekday riders (90 percent) as opposed to weekend riders (80 percent).

Chart 15
Is Information About Fares, Schedules, and Routes Clear and Easily Understood?

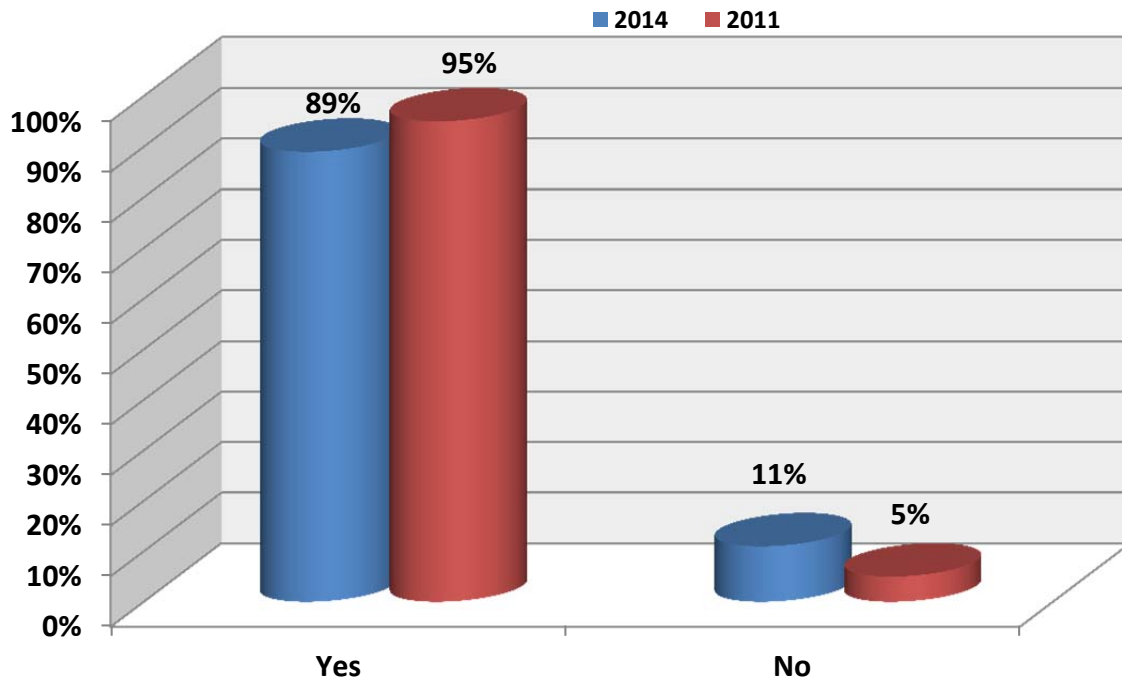
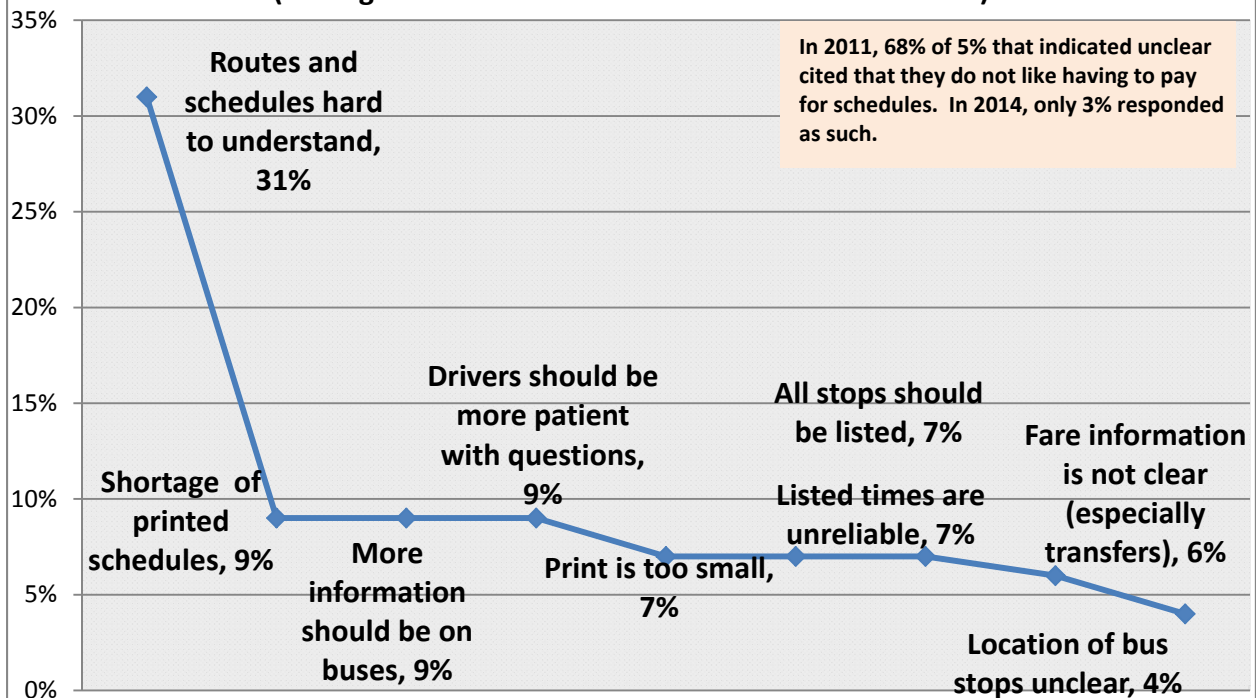
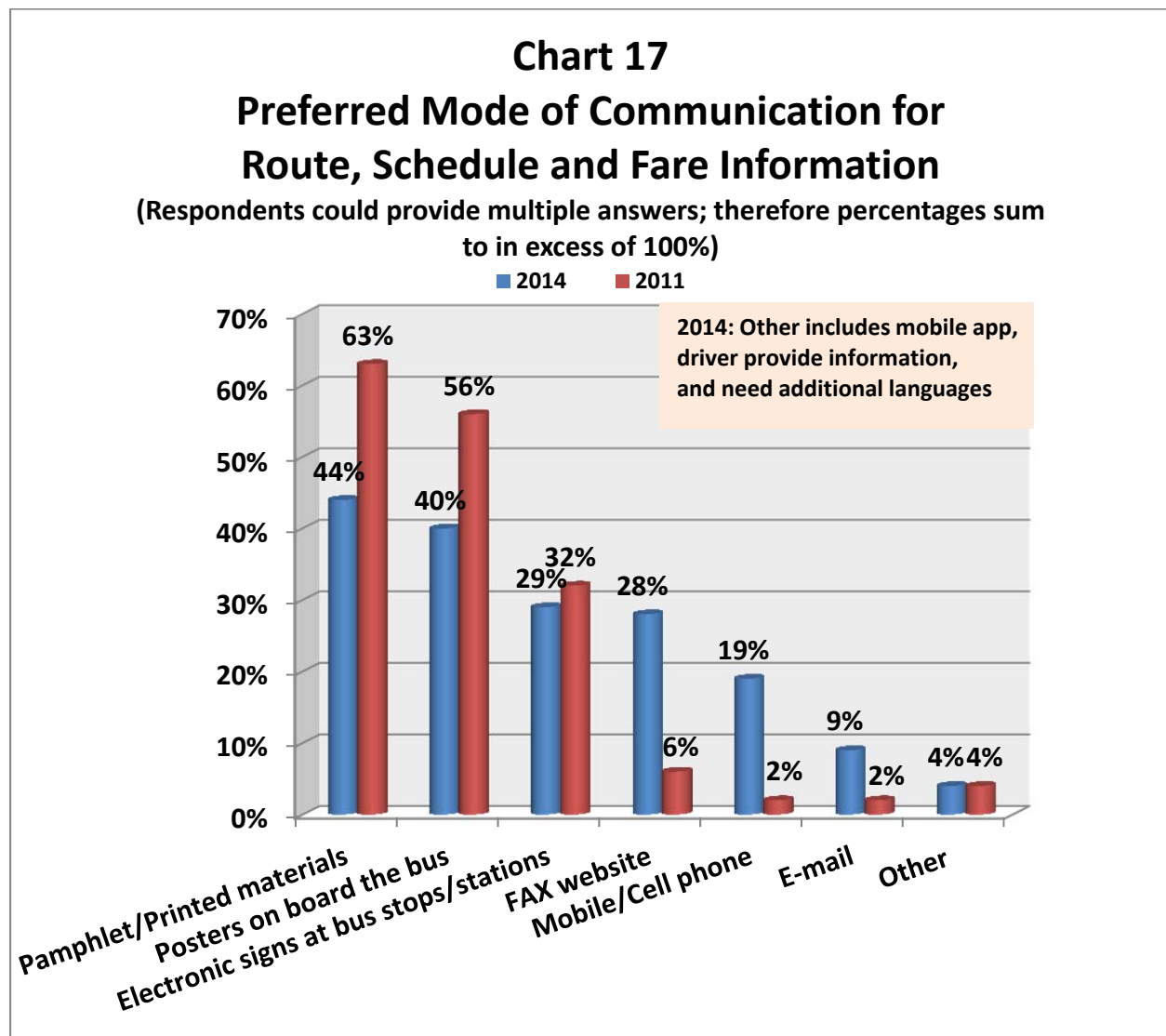


Chart 16
What Information is Unclear?
 (among 11% who indicated information to be unclear)



Customer Preferences for Receiving FAX Communication: Chart 17 reports how customers prefer to obtain information about routes, schedules, and fares. Over two-fifths (44 percent) of responses indicate that customers prefer pamphlets and printed materials and another 40 percent of responses orient to posters on board the bus. This general preference for traditional, non-electronic materials represents a substantial decline from the preferences for such material in 2011 (from 63 percent to 44 percent for pamphlets and from 56 percent to 40 percent for posters on the bus). In 2014, customer responses show a growing preference to receive information electronically (28 percent for FAX website, 19 percent for mobile phones, and 9 percent for e-mail). This represents an enormous change in preference from the 2011 survey results, where these three electronic categories totaled 10 percent for all of them added together.



- Older customers prefer communication from FAX in the form of pamphlets or printed materials (55 years of age and over – 58 percent; 54 years of age and under – 44 percent).

- Employed students (57 percent) and homemakers (53 percent) prefer communication from FAX in the form of posters on buses more so than do self-employed persons (35 percent) and retired individuals (33 percent).
- Younger customers (34 years of age and under -- 24 percent) prefer to receive information from FAX through their cell phone more so than do older customers (35 years of age and over -- 15 percent).

The following subgroups tend to prefer communication from FAX by way of the FAX website:

- Customers who completed their survey in English (28 percent) versus those who completed their survey in Spanish (0 percent).
- Younger customers (34 years of age and under -- 37 percent) as opposed to older customers (35 years of age and over -- 20 percent).
- Students who are not employed (44 percent) and employed students (41 percent) versus retired individuals (10 percent).
- Customers with a higher level of education (college graduates -- 36 percent versus individuals with less than an eighth grade education -- 10 percent).

The following two subgroups prefer to receive information from FAX through electronic signs at bus stops:

- Employed students (51 percent) as opposed to students not employed (27 percent), unemployed persons (26 percent), and retired individuals (23 percent).
- Customers with a higher level of education (college graduates -- 32 percent versus individuals with less than an eighth grade education -- 15 percent).

The following two subgroups prefer to receive communication from FAX through e-mail:

- Customers who completed their survey in English (9 percent) versus those who completed their survey in Spanish (0 percent).
- Younger customers (under 35 years of age -- 24 percent; 35 years of age and over -- 4 percent).

As can be considered to be relatively obvious, younger and better educated riders are much more attuned to electronic media than are their fellow bus riders.

FAX Website: Nearly one-half (47 percent) of customers have visited the FAX website. Another 24 percent have not visited the website but these customers know how to do so (Chart 18). Among the 47 percent who have visited the FAX website, nearly 9 in 10 (86 percent) are satisfied with the website (Chart 19).

The following subgroups are more likely to have visited the FAX website:

- Customers who completed their survey in English (48 percent) versus those who completed their survey in Spanish (10 percent).
- Females (50 percent) as opposed to males (42 percent).
- Customers with higher income levels (\$20,000 and over – 59 percent; under \$20,000 – 45 percent).
- Customers with a higher level of education (college graduates – 57 percent; less than an eighth grade education – 17 percent).
- Younger customers (54 years of age and under – 53 percent; 55 years of age and over – 21 percent).

The following two subgroups are more likely to know how to get on the FAX website:

- Younger customers (34 years of age and under – 62 percent; 35 years of age and over – 32 percent).
- Employed students (72 percent) and the self-employed (68 percent) versus retired persons (31 percent) and disabled individuals (25 percent).

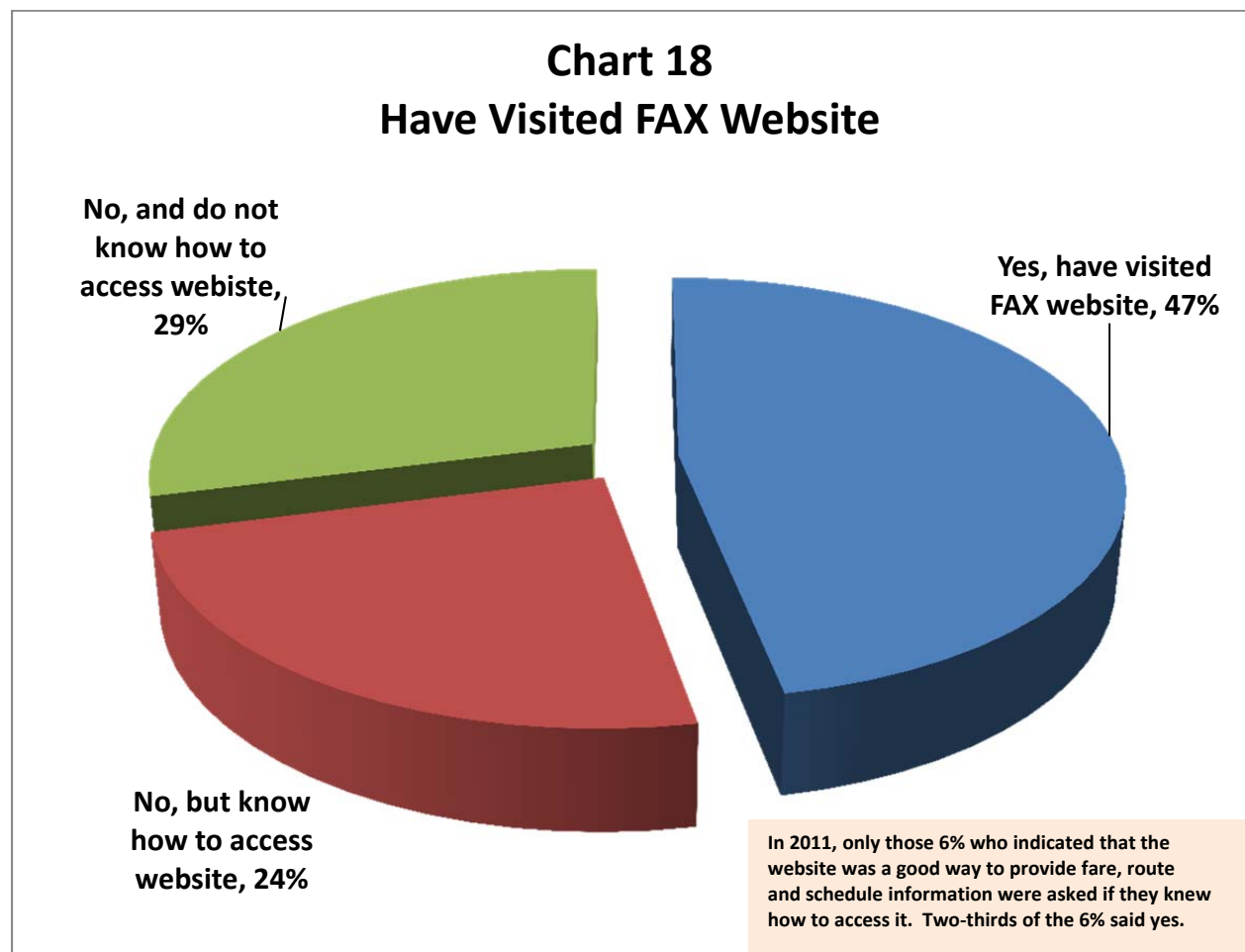
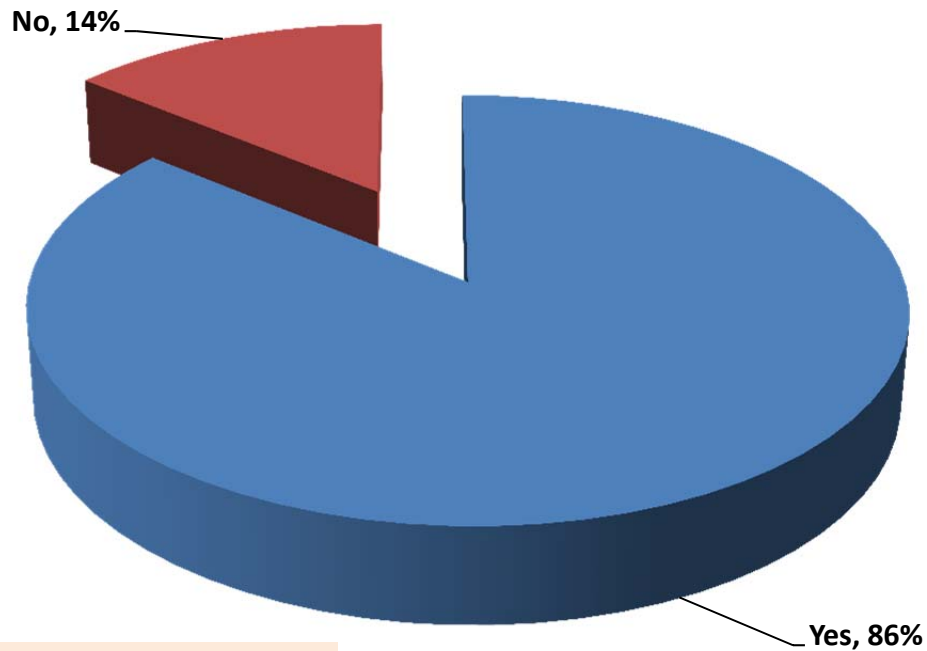


Chart 19
Satisfied with FAX Website
(among 47% who have visited website)



In 2011, only those 6% who indicated that the website was a good way to provide fare, route and schedule information were asked if they were satisfied with it. All 6% said yes,

- Satisfaction with the FAX website is higher among riders earning less than \$20,000 per year (87 percent) than among those earning more than \$20,000 (79 percent).

Appendix I FAX Survey

FAX CUSTOMER SATISFACTION SURVEY

If you can fill out this short questionnaire either while you are waiting for your bus or as you get off your bus, you will be providing important information to FAX about your bus service. If you do not have time before your bus arrives or before you need to get to your destination, please take the questionnaire with you to complete. Then mail it back at our cost, or drop it off at Manchester Transit Center (MTC) by March 28, 2014.



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

MARCH 28, 2014 AND INCLUDING THE
FOLLOWING CONTACT
INFORMATION.

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

NAME: _____

ADDRESS: _____

CITY: _____ ST _____
ZIP _____

HOME PHONE OR
CELL: _____

E-
MAIL: _____

TRAVEL CHARACTERISTICS

Q1. What is the bus route number that you are getting ready to board or just finished riding?
_____ (BUS ROUTE)

Q2. Is this one of your regular bus routes? 1. ____ Yes [IF YES, SKIP Q2a and GO TO Q3]
2. ____ No

Q2a. [ANSWER IF Q2 = NO] What is the number of one of your regular bus routes? _____
(BUS ROUTE)

Q3. 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)

Q4. What is the purpose of your typical FAX bus trip? (CHECK ONLY ONE)

1. ____ College
2. ____ High/Middle/Elementary
School

3. ____ Work/Business
4. ____ Shopping

5. ____ Errands/Personal
 6. ____ Recreational/Social
 7. ____ Medical/Dental

8. ____ Other, please specify

Q5. Besides your most typical trip, what is the next most frequent purpose for your bus trips?
 (CHECK ONLY ONE)

1. ____ College
 2. ____ High/Middle/Elementary
 School
 3. ____ Work/Business
 4. ____ Shopping
 5. ____ Errands/Personal

6. ____ Recreational/Social
 7. ____ Medical/Dental
 8. ____ Other, please specify

 9. ____ I do not make any other types of trips

Q6. How long have you been riding FAX, in terms of months or years?

____ years ____ months (write number of years and/or months)

Q7. Has the number of trips you take using FAX buses changed since started riding FAX?

1. ____ Yes, it has increased
 2. ____ Yes, it has decreased
 3. ____ No change

Q8. How do you normally pay your fare? (CHECK ONLY ONE)

1. ____ Cash
 2. ____ Token
 3. ____ Metro Pass
 4. ____ Special Rider Pass
 5. ____ Senior Pass
 6. ____ Other, please specify

Q9. Do you have access to a car or other vehicle to make the same kinds of trips that you make by FAX?

1. ____ Yes 2. ____ No [IF NO, SKIP Q9a AND GO TO #10)

Q9a. (ANSWER IF Q9 = YES) Why do you ride FAX instead of using that car or other vehicle for your trips?

SATISFACTION

Q10. Please indicate your satisfaction or dissatisfaction with each of the FAX bus features listed below by placing a check mark in a box for each feature.

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

	FEATURE					
	1 = Very Satisfi ed	2 = Satisfi ed	3 = Slightl y Satisfi ed	4 = Slightl y Dissati s-fied	5 = Dissati s-fied	6 = Very Dissati s-fied
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.Personal safety on board FAX buses						
7.Personal safety at bus stops and transfer stations						
8.Typical FAX bus drivers' courtesy						
9.Typical FAX bus drivers' helpfulness						
10. Typical FAX bus drivers' driving skills						
11. Typical FAX bus drivers' safety awareness						
12. Overall comfort of bus rides						
13. Availability of route/ schedule information						
14. Bus hours of operation on weekdays						
15. Bus hours of operations on weekends						
16. Closeness of bus stops to home						
17. Closeness of bus stops to destination						
18. Value provided by FAX for the price paid						
19. Overall service provided by FAX						

Q11a. Please write the number of the bus service feature that you consider to be MOST IMPORTANT to you _____. Please include only features "1" through "18" above in your response.

Q11b. Please write the number of the bus service feature that you consider to be SECOND MOST IMPORTANT _____. Please include only features "1" through "18" above in your response.

COMMUNICATION

Q12. Is FAX presenting information on fares, routes, and schedules in a clear, easily understood way?

1. ____ Yes [IF YES, SKIP Q12a AND GO TO #13) 2. ____ No

Q12a. (IF Q12 = NO). What is unclear or hard to understand?

Q13. How would you prefer that FAX communicate fare, route, or schedule information/changes to you?

(CHECK ANY/ALL THAT APPLY)

1. ____ Pamphlet or printed materials
2. ____ FAX's website
3. ____ Posters on board the buses
4. ____ FAX's electronic signs at bus stops or transfer stations
5. ____ Mobile/Cell Phone to cell number provided by you to FAX
6. ____ Email to address provided by you to FAX
7. ____ Other, please specify _____

Q14. Have you ever visited FAX's website?

1. ____ Yes [IF YES, GO TO #15) 2. ____ No [IF NO, PLEASE ANSWER Q14a AND THEN SKIP Q15]

Q14a. [ANSWER IF Q14 = NO] Do you know how to go to the FAX website on a computer?

1. ____ Yes 2. ____ No

Q15. Are you satisfied with FAX's website?

1. ____ Yes 2. ____ No

DEMOGRAPHICS

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

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

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

11. ____Tagalog
12. ____Other, please specify

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_____

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 per year
3. ____\$20,000 to \$29,999 per year
4. ____\$30,000 to \$39,999 per year
5. ____\$40,000 to \$49,999 per year
6. ____\$50,000 or more per year

GENDER. 1.____Male 2. ____
Female

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

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

1. ____English
2. ____Spanish or Spanish Creole
3. ____Hmong
4. ____Laotian
5. ____Other Indic (Indo-Aryan) languages
6. ____Mon-Khmer, Cambodian
7. ____Chinese
8. ____Arabic
9. ____Vietnamese
10. ____Armenian

Please return the completed form to the surveyor. You can also fold, seal, and mail it back at our cost or you can drop it off at the Manchester Transit Center by March 28, 2014.

Appendix J Notification of Public Rights

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 K Title VI Internal Policies and Procedures

CITY OF FRESNO FRESNO AREA EXPRESS/FAX DIVISION: ADMINISTRATION	PAGE: 1 of 7 NUMBER: A1-6 REVISION DATE: 04/19/02 EFFECTIVE DATE: 06/08/00
RESPONSIBLE PARTY: ADMINISTRATIVE CLERK I/II (COMPLAINT COORDINATOR)	
SUBJECT: CUSTOMER INQUIRY - COMPLAINT POLICIES AND PROCEDURES	APPROVED BY: Bruce Rudd Transit General Manager

SECTION A - POLICY:

1. Complaints and/or inquiries from the public about an individual Employee or Bus Operator of Fresno Area Express shall be kept on the Customer Complaint Database and brought to the attention of that Operator or Employee's Supervisor. The employee's signature on the Complaint Form is not an admission of guilt, but rather proof that the employee has seen the Complaint, and has had an opportunity to respond to it.

2. A Complaint against a Bus Operator or employee which is not verified by a witness(es) or put into writing and signed by the complainant shall be considered an Inquiry, and shall not be placed in the employee's personnel file, but may be kept by Fresno Area Express for not more than six (6) months.

3. A Complaint against a Bus Operator or employee which is verified by a witness(es) or put into writing and signed by the complainant shall be considered a Formal Complaint, and shall be placed in the employee's personnel file.

4. FAX management shall provide the Operator or Employee with a written copy of every Inquiry/Complaint made by a member of the public against that operator or Employee as soon as practical. Any Inquiry/Complaints for Operators should be served upon the Operator no more than ten (10) calendar days after the Complaint is received by FAX. The copy of the Complaint shall not include the name of the complainant. (Note: For purposes of this provision, any days during the ten [10] day period on which the Operator is absent for any reason shall not be counted.)

5. FAX management shall promptly investigate all Complaints. Upon completion of the investigation of a Complaint, FAX management shall indicate on the Complaint Form, along with other comments deemed appropriate, the disposition of the Complaint using one of the following designations:

(a) **Sustained:** The evidence establishes, to the satisfaction of FAX management, that the allegation/incident did occur and constitutes a violation of Department policies, rules, or established procedures.

(b) Unsubstantiated: The evidence is insufficient to prove or disprove the allegation in the Complaint.

(c) Exonerated: The evidence establishes, that the conduct alleged in the complaint occurred but was within Department policies, rules, or established procedures.

(d) Unfounded: The evidence establishes that the allegation is either false or not supported by the evidence.

6. If the complaint is determined to be "Sustained", the reasons for such determination shall be stated on the Complaint Form in detail. A copy of the determination shall be provided to the Operator or Employee. Within ten (10) calendar days, the Operator may respond in writing to the allegations contained therein, and said response shall be attached to the original Complaint Form. (Note: For purposes of this provision, any days during the ten [10] day period on which the Operator is absent for any reason shall not be counted.)

SECTION B - DEFINITIONS:

1. Inquiry: An informal inquiry is a telephone complaint taken down, and passed on to the Bus Operator or Employee's Supervisor for discussion with the Operator or Employee regarding the alleged infraction. A Complaint which is not verified by a witness or put into writing and signed by the complainant shall be considered an Inquiry.

2. Complaint: A Complaint is a formally written and signed statement submitted by a member of the public alleging misconduct on the part of a Fresno Area Express Operator or Employee.

SECTION C – TITLE VI COMPLAINT PROCESSING PROCEDURES:

Title VI: Title VI is a section of the Civil Rights Act of 1964 requiring that “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 assistance.” Note that the Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

Any person who feels that he or she, individually or as member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by the City of Fresno Department of Transportation/Fresno Area Express may file a written complaint with the City of Fresno Transit, Title VI Coordinator or the Federal Transit Administration (FTA).

Filing a Title VI Complaint with the City of Fresno Department of Transportation

The preferred method of filing a Title VI complaint is to file your complaint in writing with using the Title VI complaint form (Attachment D), and sending it to:

City of Fresno Department of Transportation/FAX
Attention: Title VI Coordinator

2223 G Street
Fresno, California 93706

A complaint form is available in hard copy at the Department of Transportation Administration Office or may be downloaded at www.fresno.gov/fax. Such complaints must be filed within 180 calendar days after the date the discrimination occurred.

The Complaint Process

Upon receipt of the complaint, the Title VI Coordinator will record the complaint in the Title VI Complaints, Investigations and Lawsuit Log. This Log included the date of investigation, lawsuit, or complaint; summary of the allegation (s); the status of the investigation, lawsuit or complaint; and actions taken by recipient or sub recipient in response to complaint.

SECTION D - CUSTOMER COMPLAINT/INQUIRY PROCESSING PROCEDURES:

The Administration Division's Administrative Clerk I/II assigned to complaints, shall have overall responsibility for coordinating the complaint process for all fixed-route and Handy Ride operations, and shall serve as the department's primary Complaint Coordinator. The FAX Operations Division staff shall have primary responsibility for investigating fixed-route related complaints. The FAX Paratransit site manager shall have primary responsibility for investigating and responding to all paratransit related complaints. The FAX Paratransit Specialist will oversee that the FAX Paratransit site manager completes all investigations in a timely manner.

1. When a telephone complaint/inquiry for fixed-route and or Handy Ride is received, the order of responsibility for taking the complaint/inquiry shall be (1) the Administrative Clerk I/II assigned as FAX Complaint Coordinator; (2) Administration Division staff assigned to the front counter; (3) Administration Division Secretary; (4) the Personnel Management Analyst II; Additionally, any management or administrative staff member may be called upon to assist with customer complaints as needed.

If the Complaint Coordinator is absent or away from the office or her desk for any period of time the complaint line, 498-5622 will be forwarded to the front counter where the front counter staff will be responsible to take calls. If the calls cannot be forwarded other personnel will be assigned to the complaint desk, until the return of the assigned Complaint Coordinator. In the absence of the assigned Complaint Coordinator other staff assigned will document complaint information, and follow up on any items that cannot wait for the assigned Complaint Coordinators return. Upon the assigned Complaint Coordinators return the other staff assigned will forward the complaints received, and brief her on items handled in her absence.

2. The individual receiving the telephone complaint/inquiry is to use the Telephone Complaint/Inquiry Form (Attachment 1) to obtain as much detailed information as possible regarding the general nature of the complaint, route number if applicable, time and date of the alleged incident, location, bus number, the direction in which the bus was traveling (i.e. northbound, southbound, etc.), and the Operator's name or physical description of the Operator. The date the complaint is received should be written at the top of the form. After talking to the complainant and it is determined that the individual wishes to make a formal complaint, the

individual receiving the call will obtain the complainant's name, mailing address and telephone number to complete the Telephone Complaint/Inquiry Form.

3. The Telephone Complaint/Inquiry Form is then forwarded to the Complaint Coordinator(s) for review and a FAX Inquiry/Complaint Form (Attachment 2) will be mailed to the complainant for those wishing to make a formal complaint.

4. When the written and signed FAX Complaint/Inquiry Form is received by return mail or in person at one of our two office locations, the staff receiving the form shall time/date stamp the document and forward the form to the Complaint Coordinator, or the Complaint Coordinator shall time/date stamp the document when documents are received directly by the Coordinator . The Complaint Coordinator will review each Inquiry/Complaint form and verify that the form has been properly date stamped.

NOTE: Exceptions may apply for ADA certified and Special Rider passengers as needed. Upon a request from the complainant, assistance in preparing the official Complaint/Inquiry Form will be provided by FAX or Handy Ride staff members. The complainant will then be asked to verify the information and to sign the form for further processing.

5. Once the Complaint Coordinator receives a call or receives a written and signed Complaint/Inquiry Form, the information is entered into the Customer Complaint Database and the assigned log number will appear on all forms generated by the database. The Complaint Database information (Attachment D) is filled in as follows:

(a) From the original Inquiry/Complaint Form, the Complain Coordinator will enter the following information to the Customer Complaint Database:

- (1) Assigned Log Number
- (2) Date Complaint was Received
- (3) Date of Incident
- (4) Time of Incident
- (5) Complainants Name, Address, and Phone Number
- (6) Route Number
- (7) Bus Number (if available)
- (8) Buses Traveling Direction
- (9) Location of Incident
- (10) Driver Description
- (11) Description of Incident
- (12) Complaint Type
- (13) System Type
- (14) Incident Type
- (15) Report Type.

(b) Once the complaint is logged, the Complaint Coordinator will send the complainant a standard letter acknowledging receipt of the complaint [Attachment H], and informing the complainant that a Supervisor may be calling them to verify details regarding their complaint.

- (c) The Complaint Coordinator logs the data and keeps the original on file pending the return of the signed form. Once a form is returned it will be forwarded to the appropriate division, either the Operations Division for fixed-route complaints or to the Paratransit Site Manager for Handy Ride complaints for processing.

Operations Division/Fixed-Route Complaints:

1. The Complaint Coordinator will update the information in the database, make sure the complaint form is date-stamped, and generate the Supervisor Form (Attachment G).

2. The Complaint Coordinator will make a total of three (3) copies of the Complaint/Inquiry Form for the Operation Division as follows:

Two (2) copies of the Complaint/Inquiry Form, making sure that the name, address, and telephone number of the complainant and/or witnesses have been blocked out, and; One (1) copy of the Complaint/Inquiry Form with all the complainants information to be used by the assigned Supervisor. The copies are to be attached to the Supervisor Form (Attachment G) and forwarded to the Operations Division.

The original Complaint/Inquiry Form will remain on file with the Complaint Coordinator.

- (a) On a separate note [Attachment B, the extra copy of the Complaint/Inquiry Form], Operations staff will enter:

- (1) The name of the Bus Operator, and Supervisor assigned to investigate the incident and return it to the Complaint Coordinator. In addition any information that is missing may be added by Operations, such as, bus number if available.

NOTE: If the Operator's Group Supervisor is scheduled to be absent during the ten day period immediately following receipt of a complaint, the Complaint/Inquiry Form is to be given directly to the Transit Operations Manager for processing.

- (2) Operations Division staff then logs the date the Complaint Form is due back to the Complaint Coordinator. (All Complaint Forms must be discussed with the Operator within 10 days of receipt of the Complaint.) If at the end of a seven (7) day period the Complaint Form is not received by the Complaint Coordinator, the Complaint Coordinator shall inquire as to where the Complaint/Inquiry is in the process, and will continue to follow-up as necessary. A Complaint/Inquiry report for past-due complaints will be generated by the Complaint Coordinator on and around the 1st and the 15th of the month and will be distributed to the Operations Manager, Administration Manager, Transit Supervisor II's and the Paratransit Site Manager.

- (b) Upon receipt of the two copies of the Complaint/Inquiry Form, it shall be the responsibility of the Group Supervisor to research and confirm the identity of the Bus Operator or employee before contacting the employee and to call the complainant if applicable. Once the Group Supervisor has verified the identity of the Bus Operator or employee, he/she shall be responsible for discussing the complaint with the appropriate Bus Operator within the specified ten (10) day period. Copies of the Complaint/Inquiry Form **are not to be placed in the Bus**

Operator's mail box, but are to be personally issued to the Operator by their respective supervisor.

(c) The Operator is to be given one copy of the Complaint/Inquiry Form for his/her files, and shall be asked to make any comments regarding the alleged infraction and sign the other copy, which shall be retained by the Group Supervisor.

3. The Group Supervisor shall then proceed with the investigation of the allegations outlined on the Complaint/Inquiry Form, and shall prepare the appropriate comments and/or report for review with the Transit Operations Manager.

NOTE: Prior to completion of the form entitled Fresno Area Express/FAX Complaint/Inquiry Follow-Up Form (Attachment N), the Group Supervisor is responsible to schedule a meeting with the Transit Operations Manager to discuss findings regarding the alleged infraction and/or incident.

4. After discussions with the Transit Operations Manager, the Fresno Area Express/FAX Complaint/Inquiry Follow-Up Form is to be completed, and a copy provided to the Bus Operator as specified in Section A, 4. above.

5. Once the Fresno Area Express/FAX Complaint/Inquiry Follow-Up Form has been completed, it is to be attached to the rating sheet and the Supervisor's copy of the Complaint/Inquiry Form (which includes the Supervisor's comments and signature as well as the Operator's comments and signature), and returned to the Complaint Coordinator for further processing.

6. Upon receipt of the completed follow-up report, the Complaint Coordinator will pull the original Complaint/Inquiry Form, attach it to the Supervisor's copy of the complaint form along with the rating sheet, and, dependent upon the rating, will process the documents as follows:

(a) If the Complaint is rated "unsubstantiated", "exonerated", or "unfounded", the reports will be forwarded to the Personnel Management Analyst II for processing and filing. Copies of the documents are then forwarded to the Complaint Coordinator for logging and preparation of the appropriate follow-up report to the complainant.

(b) If the Complaint is rated "sustained", the original Complaint/Inquiry Form is to be pulled, attached to the Supervisor's copy along with the rating sheet and forwarded to the Personnel Management Analyst II for preparation of the appropriate corrective action. The documents are then logged and filed as required. Copies of the documents are then forwarded to the Complaint Coordinator for logging and preparation of the appropriate follow-up report to the complainant.

7. Upon receipt of the completed Complaint/Inquiry Form, Supervisor's reports, rating sheets, and corrective action documents (if applicable), for fixed-route related incidents, the Complaint Coordinator will prepare a written response to the complainant (Attachment F) which:

(a) Informs the complainant that the investigation has been completed and indicates in general terms what steps have been taken to correct the situation, if applicable.

(b) States department's policy or position on issues related to the original complaint.

(c) Advises the complainant that a FAX representative will be contacting them again in approximately 60 days to insure continued satisfaction with the services provided by Fresno Area Express or Handy Ride.

(d) Thanks the complainant for their participation in the process.

NOTE: Although every effort will be made to reassure passengers that their concerns have been addressed, THE EMPLOYEE'S RIGHT TO PRIVACY SHALL BE STRINGENTLY PROTECTED. Any information provided to the complainant regarding the outcome of an investigation will be based on departmental policy, and SHALL NOT include any specific employee related corrective actions taken by the department.

Handy Ride/Paratransit Services:

The Fresno Area Express Complaint Coordinator is responsible for handling all complaints and inquiries regarding Handy Ride. The FAX Paratransit Site Manager shall be responsible for investigating and responding to all paratransit related complaints. When a paratransit related complaint is taken by the Complaint Coordinator, the coordinator will follow the established process for processing complaints. After talking to the complainant, and it is determined that the individual wishes to make a formal complaint, the Complaint Coordinator will forward the necessary paperwork to the complaint according to the established process for complaints. In the event that a complaint is received by an employee of Handy Ride the Telephone Complaint/Inquiry Form (Attachment A) shall be completed in detail and forwarded to the Complaint Coordinator for logging and processing.

1. The Complaint/Inquiry will be faxed to the attention of the Paratransit Site Manager. Paratransit Site Manager will conduct an investigation and prepare the investigation packet. A copy of the Complaint/Inquiry form will be forwarded to the FAX Paratransit Specialist who is responsible for recording and coordinating the Handy Ride complaint responses.
2. The Paratransit site manager will then be responsible for providing the Complaint Coordinator and FAX Paratransit Specialist with a copy of the investigation report within ten business days, noting the investigation progress, the outcome of the investigation, and any action taken related to sustained complaints and copies of any correspondence with the complainant relating to the incident under investigation.
3. The Complaint Coordinator will process necessary documents to inform the complainant of the investigation. The Paratransit Specialist shall assist the Complaint Coordinator to prepare a written response to the complainant which:

(a) Informs the complainant that the investigation has been completed and indicates in general terms what steps have been taken to correct the situation, if applicable.

(b) States department's policy or position on issues related to the original complaint.

(c) Advises the complainant that a FAX representative will be contacting them again in approximately 60 days to insure continued satisfaction with the services provided by Fresno Area Express or Handy Ride (which ever is appropriate).

(d) Thanks the complainant for their participation in the process.

The Paratransit Specialist shall provide a copy of the written response to the Complaint Coordinator for the departmental complaint log.

NOTE: Although every effort will be made to reassure passengers that their concerns have been addressed, THE EMPLOYEE'S RIGHT TO PRIVACY SHALL BE STRINGENTLY PROTECTED. Any information provided to the complainant regarding the outcome of an investigation will be based on departmental policy, and SHALL NOT include any specific employee related corrective actions taken by the department.

4. After the written response has been completed and mailed to the complainant, the Complaint Coordinator (for fixed-route incidents) and the Paratransit Specialist (for Handy Ride incidents) shall place the complainant's name in a tickler file and at the end of the 60 day period shall contact the complainant either by telephone or in writing to verify that the passenger is receiving satisfactory service.

5. Each month the Complaint Coordinator will be responsible to produce a report for the ADA Meetings which shall include the following information:

- (a) Total number of compliments for Fixed Route and Handy Ride.
- (a) Total number of formal complaints for Fixed Route and Handy Ride. Total number of complaints will be categorized by reporting type codes.
- (b) Total number of inquiry complaints for Fixed Route and Handy Ride. Total number of inquiries will be categorized by reporting type codes.
- (c) Total number of service only complaints for Fixed Route and Handy Ride.
- (d) Total trips provided for Handy Ride.
- (e) Total trips provided for Fixed Route.

6. At the end of each month, the Complaint Coordinator will be responsible to produce a monthly report for the Administration Manager which shall include the following information:

- (a) Total number of Inquires/Complaints Received for Fixed Route and Handy Ride.
- (b) Total number of Formal Complaints to date for current fiscal year for Fixed Route and Handy Ride.

(c) Total number of Inquires/Complaints which became Formal complaints from prior months for Fixed Route and Handy Ride.

(d) Total number of Compliments to date for current fiscal year for Fixed Route and Handy Ride.

(e) Total number of Open Inquires/Complaints year to date for current fiscal year.

(f) Total number of Closed Inquires/Complaints year to date for current fiscal year.

(e) Average number of days Inquires/Complaints are open year to date for current fiscal year.

This report is to be copied to the Director of Transportation, Transit Operations Manager, Transit Administrative Manager, Transit Maintenance Manager, Transit Planning Manager, and the Personnel Management Analyst II.

Appendix L 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.”

Titulo VI del acta de derechos civiles de 1964 dice “Ninguna persona en los Estados Unidos de América basado en su raza, color, u origen de nacionalidad ser excluida de participar, o ser negada beneficios, o ser sometido a discriminación bajo un programa o actividad de recibir asistencia financiera.

Please provide the following information necessary in order to process your complaint.

Favor de proveer la siguiente informacion necesaria para procesar su queja.

Assistance is available upon request. Complete this form and mail or deliver to:

Tenemos Asistencia Disponible si es necesitada. Complete esta forma y mandela por correo o en persona.

Fresno Area Express
Attn: Title VI Coordinator
2223 “G” Street
Fresno CA 93706-1600

1. Complainant’s Name/*Nombre:*

2. Address/*Direccion:*

3. City/*Ciudad:*

State/*Estado:*

Zip

Code/*Codigo Postal:*

4. Telephone No. (Home)/*Numero de Telefono (Casa):*

(Work/*Trabajo:*

5. Person discriminated against (if other than complainant)

Persona afectada por la discriminacion:

Name/*Nombre:*

Address/*Direccion:*

City/*Ciudad:*

State/*Estado:*

Zip

Code/*Codigo Postal:*

6. What was the discrimination based on? (Check all that apply)/*Tipo de discriminacion?*

☐ Race/*Raza*

☐ Color/*Color de piel*

☐ National Origin /*Origen Nacional*

7. Date of incident resulting in discrimination/*Fecha en que ocurrio la discriminacion:*

8. Describe how you were discriminated against/*Describe como discriminaron contra usted.*
 What happened and who was responsible/*Que sucedió y quien es responsable?*
 For additional space, attach additional sheets as needed/*Para mas espacio use una nueva pagina.*
9. What FAX representative(s) is the person alleging was/were involved?/*Cual representante de FAX fue involucrado?*
10. Where did the incident take place?/*Donde tomo acabo la situacion?*
 Please provide location, bus number, drivers name, etc./*Local, numero de autobus, nombre del chofer.*
11. Witnesses? Please provide their contact information. /*Testigos? Provee la informacion de los testigos.*

Name/*Nombre:*

Address/*Direccion:*

City/*Ciudad:*

State/*Estado:*

Zip Code/*Codigo*

Postal:

Telephone Number (Home)/

Numero de Telefono (Casa):

(Work/*Trabajo*):

Name/*Nombre:*

Address/*Direccion:*

City/*Ciudad:*

State/*Estado:*

Zip Code/*Codigo*

Postal:

Telephone Number (Home)/

Numero de Telefono (Casa):

(Work/*Trabajo*):

Name/*Nombre:*

Address/*Direccion:*

City/*Ciudad:*

State/*Estado:*

Zip Code/*Codigo*

Postal:

Telephone Number (Home)/

Numero de Telefono (Casa):

(Work/*Trabajo*):

12. Did you file this complaint with another federal, state, or local agency; or with a federal or state court? (Check the appropriate space) ☐ Yes ☐ No

Registro esta queja con otra agencia federal, estatal, o agencia local; o con el corte federal o estatal?

☐ Si ☐ No

If answer is yes, check each agency complaint was filed with:

☐ Federal Agency ☐ Federal Court ☐ State Agency
☐ State Court ☐ Local Agency ☐ Other

Si su respuesta fue "Si" verifique la agencia que uso:

☐ Agencia Federal ☐ Corte Federal ☐ Agencia Estatal
☐ Corte Estatal ☐ Agencia Local ☐ Otra

13. Provide the contact person information for the agency you also filed the complaint with:

Provee informacion de contacto personal de la agencia con quien metio la queja:

Name/Nombre:

Address/Direccion:

City/Ciudad:

State/Estado:

Zip Code/Codigo Postal:

Date Filed/Fecha de la queja:

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

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

Complainant's Signature:

Firma:

Signature Date:

Fecha:

Appendix M Fresno City Council Title VI Program Approval.

City Council Meeting Minutes - Final November 17, 2016

1-J ID16-1311 Approve the Department of Transportation Title VI Triennial Program

APPROVED The above item was approved on the Consent Calendar.

Appendix N Census Tract Chart

Census 2014 Population Estimates by Race/Ethnicity By Census Tract (City of Fresno)									
Tract	Total Population	Total Minority	White	Black	American Indian or Alaska Native	Asian	Pacific Islander	Other	Two or More
1.00	2657	1885	772	385	86	199	0	1196	19
		70.9%	29.1%	14.5%	3.2%	7.5%	0.0%	45.0%	0.7%
2.00	3224	2017	1207	536	27	332	17	925	180
		62.6%	37.4%	16.6%	0.8%	10.3%	0.5%	28.7%	5.6%
3.00	3640	2891	749	1080	69	236	0	1357	149
		79.4%	20.6%	29.7%	1.9%	6.5%	0.0%	37.3%	4.1%
4.00	5929	3691	2238	487	57	334	7	2572	234
		62.3%	37.7%	8.2%	1.0%	5.6%	0.1%	43.4%	3.9%
5.01	2654	1927	727	191	51	434	0	1200	51
		72.6%	27.4%	7.2%	1.9%	16.4%	0.0%	45.2%	1.9%
5.02	3107	1692	1415	114	17	126	0	1390	45
		54.5%	45.5%	3.7%	0.5%	4.1%	0.0%	44.7%	1.4%
6.00	5603	2929	2674	463	18	48	0	2134	266
		52.3%	47.7%	8.3%	0.3%	0.9%	0.0%	38.1%	4.7%
7.00	3739	2549	1190	1233	29	256	73	772	186
		68.2%	31.8%	33.0%	0.8%	6.8%	2.0%	20.6%	5.0%
8.00	1089	748	341	100	0	299	0	323	26
		68.7%	31.3%	9.2%	0.0%	27.5%	0.0%	29.7%	2.4%
9.01	2982	2036	946	477	0	805	0	530	224
		68.3%	31.7%	16.0%	0.0%	27.0%	0.0%	17.8%	7.5%
9.02	4790	3600	1190	998	23	1211	0	1063	305
		75.2%	24.8%	20.8%	0.5%	25.3%	0.0%	22.2%	6.4%
10.00	3774	2770	1004	1031	0	517	0	1094	128
		73.4%	26.6%	27.3%	0.0%	13.7%	0.0%	29.0%	3.4%
11.00	3051	1538	1513	461	3	28	0	922	124
		50.4%	49.6%	15.1%	0.1%	0.9%	0.0%	30.2%	4.1%
12.01	5528	3454	2074	517	22	674	0	2114	127
		62.5%	37.5%	9.4%	0.4%	12.2%	0.0%	38.2%	2.3%
12.02	4583	3522	1061	399	17	700	122	2175	109
		76.8%	23.2%	8.7%	0.4%	15.3%	2.7%	47.5%	2.4%
13.01	5378	2874	2504	192	100	316	0	2093	173
		53.4%	46.6%	3.6%	1.9%	5.9%	0.0%	38.9%	3.2%
13.03	2241	1497	744	199	0	277	0	943	78
		66.8%	33.2%	8.9%	0.0%	12.4%	0.0%	42.1%	3.5%

13.04	5780	4474	1306	498	47	1477	0	2292	160
		77.4%	22.6%	8.6%	0.8%	25.6%	0.0%	39.7%	2.8%
14.07	4070	2979	1091	1239	20	309	23	1288	100
		73.2%	26.8%	30.4%	0.5%	7.6%	0.6%	31.6%	2.5%
14.08	2736	1472	1264	283	5	243	0	819	122
		53.8%	46.2%	10.3%	0.2%	8.9%	0.0%	29.9%	4.5%
14.09	1931	894	1037	146	0	176	121	215	236
		46.3%	53.7%	7.6%	0.0%	9.1%	6.3%	11.1%	12.2%
14.10	11019	8404	2615	416	2	2791	0	4941	254
		76.3%	23.7%	3.8%	0.0%	25.3%	0.0%	44.8%	2.3%
14.11	5482	3588	1894	354	0	1158	0	1762	314
		65.5%	34.5%	6.5%	0.0%	21.1%	0.0%	32.1%	5.7%
14.12	2963	1424	1539	120	1	851	0	417	35
		48.1%	51.9%	4.0%	0.0%	28.7%	0.0%	14.1%	1.2%
14.13	5132	2833	2299	62	65	1617	0	873	216
		55.2%	44.8%	1.2%	1.3%	31.5%	0.0%	17.0%	4.2%
14.14	7670	4557	3113	269	0	2825	0	1257	206
		59.4%	40.6%	3.5%	0.0%	36.8%	0.0%	16.4%	2.7%
15.00	2114	884	1230	18	0	59	0	714	93
		41.8%	58.2%	0.9%	0.0%	2.8%	0.0%	33.8%	4.4%
18.00	4485	1550	2935	89	80	107	0	1077	197
		34.6%	65.4%	2.0%	1.8%	2.4%	0.0%	24.0%	4.4%
20.00	6094	3254	2840	667	0	629	0	1663	295
		53.4%	46.6%	10.9%	0.0%	10.3%	0.0%	27.3%	4.8%
21.00	5384	1362	4022	154	104	84	6	766	248
		25.3%	74.7%	2.9%	1.9%	1.6%	0.1%	14.2%	4.6%
22.00	3341	1046	2295	90	57	58	0	654	187
		31.3%	68.7%	2.7%	1.7%	1.7%	0.0%	19.6%	5.6%
23.00	3315	1364	1951	497	74	122	20	551	100
		41.1%	58.9%	15.0%	2.2%	3.7%	0.6%	16.6%	3.0%
24.00	4451	2341	2110	193	55	939	0	1071	83
		52.6%	47.4%	4.3%	1.2%	21.1%	0.0%	24.1%	1.9%
25.01	5070	3257	1813	53	25	1173	63	1859	84
		64.2%	35.8%	1.0%	0.5%	23.1%	1.2%	36.7%	1.7%
25.02	5657	4397	1260	169	16	1462	0	2712	38
		77.7%	22.3%	3.0%	0.3%	25.8%	0.0%	47.9%	0.7%
26.01	5456	3326	2130	250	40	0	0	2938	98
		61.0%	39.0%	4.6%	0.7%	0.0%	0.0%	53.8%	1.8%
26.02	3505	2075	1430	69	166	44	0	1702	94
		59.2%	40.8%	2.0%	4.7%	1.3%	0.0%	48.6%	2.7%
27.01	4521	2876	1645	132	102	319	0	2054	269
		63.6%	36.4%	2.9%	2.3%	7.1%	0.0%	45.4%	6.0%
27.02	5641	3363	2278	135	15	755	0	2424	34
		59.6%	40.4%	2.4%	0.3%	13.4%	0.0%	43.0%	0.6%

28.00	5094	3670	1424	425	63	1027	0	2090	65
		72.0%	28.0%	8.3%	1.2%	20.2%	0.0%	41.0%	1.3%
29.03	4680	3323	1357	272	68	1116	10	1728	129
		71.0%	29.0%	5.8%	1.5%	23.8%	0.2%	36.9%	2.8%
29.04	3433	2397	1036	342	222	429	0	1314	90
		69.8%	30.2%	10.0%	6.5%	12.5%	0.0%	38.3%	2.6%
29.05	2983	1828	1155	328	80	595	0	704	121
		61.3%	38.7%	11.0%	2.7%	19.9%	0.0%	23.6%	4.1%
29.06	5736	3723	2013	407	35	1469	21	1570	221
		64.9%	35.1%	7.1%	0.6%	25.6%	0.4%	27.4%	3.9%
30.01	3189	2242	947	286	0	848	0	1076	32
		70.3%	29.7%	9.0%	0.0%	26.6%	0.0%	33.7%	1.0%
30.03	4363	2822	1541	280	41	1110	6	1238	147
		64.7%	35.3%	6.4%	0.9%	25.4%	0.1%	28.4%	3.4%
30.04	2732	1616	1116	179	58	335	4	958	82
		59.2%	40.8%	6.6%	2.1%	12.3%	0.1%	35.1%	3.0%
31.04	3843	1662	2181	275	52	478	0	691	166
		43.2%	56.8%	7.2%	1.4%	12.4%	0.0%	18.0%	4.3%
32.01	5092	2933	2159	417	163	924	17	1262	150
		57.6%	42.4%	8.2%	3.2%	18.1%	0.3%	24.8%	2.9%
32.02	5899	3908	1991	681	166	989	12	1701	359
		66.2%	33.8%	11.5%	2.8%	16.8%	0.2%	28.8%	6.1%
33.01	3516	2274	1242	178	42	845	0	870	339
		64.7%	35.3%	5.1%	1.2%	24.0%	0.0%	24.7%	9.6%
33.02	4978	2363	2615	153	27	209	0	1752	222
		47.5%	52.5%	3.1%	0.5%	4.2%	0.0%	35.2%	4.5%
34.00	5148	2886	2262	332	53	1008	0	1352	141
		56.1%	43.9%	6.4%	1.0%	19.6%	0.0%	26.3%	2.7%
35.00	5449	2129	3320	353	208	74	0	1342	152
		39.1%	60.9%	6.5%	3.8%	1.4%	0.0%	24.6%	2.8%
36.00	3760	822	2938	82	38	54	0	452	196
		21.9%	78.1%	2.2%	1.0%	1.4%	0.0%	12.0%	5.2%
37.01	3458	1870	1588	219	31	425	0	1127	68
		54.1%	45.9%	6.3%	0.9%	12.3%	0.0%	32.6%	2.0%
37.02	4764	3115	1649	916	54	377	0	1321	447
		65.4%	34.6%	19.2%	1.1%	7.9%	0.0%	27.7%	9.4%
38.03	8987	3936	5051	465	28	1887	22	1001	533
		43.8%	56.2%	5.2%	0.3%	21.0%	0.2%	11.1%	5.9%
38.04	5859	2904	2955	786	7	1072	17	756	266
		49.6%	50.4%	13.4%	0.1%	18.3%	0.3%	12.9%	4.5%
38.05	7002	3175	3827	348	82	929	0	1513	303
		45.3%	54.7%	5.0%	1.2%	13.3%	0.0%	21.6%	4.3%
38.07	3101	1283	1818	133	19	458	0	568	105
		41.4%	58.6%	4.3%	0.6%	14.8%	0.0%	18.3%	3.4%

38.08	5440	2744	2696	317	35	854	0	954	584
		50.4%	49.6%	5.8%	0.6%	15.7%	0.0%	17.5%	10.7%
38.09	4520	1894	2626	359	0	496	2	658	379
		41.9%	58.1%	7.9%	0.0%	11.0%	0.0%	14.6%	8.4%
38.10	5920	2600	3320	391	21	1156	20	807	205
		43.9%	56.1%	6.6%	0.4%	19.5%	0.3%	13.6%	3.5%
42.05	6477	2891	3586	741	73	453	12	1239	373
		44.6%	55.4%	11.4%	1.1%	7.0%	0.2%	19.1%	5.8%
42.07	8187	3827	4360	810	30	1267	0	1239	481
		46.7%	53.3%	9.9%	0.4%	15.5%	0.0%	15.1%	5.9%
42.08	7624	2577	5047	244	0	1338	0	522	473
		33.8%	66.2%	3.2%	0.0%	17.5%	0.0%	6.8%	6.2%
42.10	3605	1409	2196	283	25	492	7	366	236
		39.1%	60.9%	7.9%	0.7%	13.6%	0.2%	10.2%	6.5%
42.11	5815	1755	4060	549	0	350	0	478	378
		30.2%	69.8%	9.4%	0.0%	6.0%	0.0%	8.2%	6.5%
42.12	11380	5188	6192	1464	136	997	21	1245	1325
		45.6%	54.4%	12.9%	1.2%	8.8%	0.2%	10.9%	11.6%
42.13	3645	936	2709	122	45	259	0	39	471
		25.7%	74.3%	3.3%	1.2%	7.1%	0.0%	1.1%	12.9%
42.14	5181	1344	3837	73	7	328	0	422	514
		25.9%	74.1%	1.4%	0.1%	6.3%	0.0%	8.1%	9.9%
42.15	4830	2399	2431	505	8	815	4	811	256
		49.7%	50.3%	10.5%	0.2%	16.9%	0.1%	16.8%	5.3%
42.16	2617	1089	1528	445	0	255	0	212	177
		41.6%	58.4%	17.0%	0.0%	9.7%	0.0%	8.1%	6.8%
43.01	4133	764	3369	189	2	406	0	102	65
		18.5%	81.5%	4.6%	0.0%	9.8%	0.0%	2.5%	1.6%
43.02	5269	1167	4102	17	11	552	0	466	121
		22.1%	77.9%	0.3%	0.2%	10.5%	0.0%	8.8%	2.3%
43.03	3809	653	3156	100	0	158	0	281	114
		17.1%	82.9%	2.6%	0.0%	4.1%	0.0%	7.4%	3.0%
44.04	3841	1782	2059	33	48	308	9	988	396
		46.4%	53.6%	0.9%	1.2%	8.0%	0.2%	25.7%	10.3%
44.05	4066	933	3133	65	16	365	0	289	198
		22.9%	77.1%	1.6%	0.4%	9.0%	0.0%	7.1%	4.9%
44.06	4902	908	3994	125	47	58	0	470	208
		18.5%	81.5%	2.5%	1.0%	1.2%	0.0%	9.6%	4.2%
44.08	3465	899	2566	86	53	388	0	312	60
		25.9%	74.1%	2.5%	1.5%	11.2%	0.0%	9.0%	1.7%
44.09	3762	922	2840	40	198	108	0	422	154
		24.5%	75.5%	1.1%	5.3%	2.9%	0.0%	11.2%	4.1%
45.03	4397	915	3482	32	0	340	0	228	315
		20.8%	79.2%	0.7%	0.0%	7.7%	0.0%	5.2%	7.2%

45.04	5035	1284	3751	135	0	588	0	245	316
		25.5%	74.5%	2.7%	0.0%	11.7%	0.0%	4.9%	6.3%
45.05	4818	2106	2712	383	35	376	8	932	372
		43.7%	56.3%	7.9%	0.7%	7.8%	0.2%	19.3%	7.7%
45.06	3109	587	2522	6	47	187	28	300	19
		18.9%	81.1%	0.2%	1.5%	6.0%	0.9%	9.6%	0.6%
46.01	3016	562	2454	234	15	3	0	260	50
		18.6%	81.4%	7.8%	0.5%	0.1%	0.0%	8.6%	1.7%
46.02	2445	315	2130	43	8	93	0	138	33
		12.9%	87.1%	1.8%	0.3%	3.8%	0.0%	5.6%	1.3%
47.01	6984	3540	3444	1030	343	456	0	1177	534
		50.7%	49.3%	14.7%	4.9%	6.5%	0.0%	16.9%	7.6%
47.03	4332	2373	1959	497	73	326	0	1353	124
		54.8%	45.2%	11.5%	1.7%	7.5%	0.0%	31.2%	2.9%
47.04	4860	2152	2708	683	80	328	7	907	147
		44.3%	55.7%	14.1%	1.6%	6.7%	0.1%	18.7%	3.0%
48.01	4850	1959	2891	567	18	104	0	1000	270
		40.4%	59.6%	11.7%	0.4%	2.1%	0.0%	20.6%	5.6%
48.02	5285	2103	3182	311	83	198	6	1481	24
		39.8%	60.2%	5.9%	1.6%	3.7%	0.1%	28.0%	0.5%
49.01	3697	1631	2066	141	8	416	0	987	79
		44.1%	55.9%	3.8%	0.2%	11.3%	0.0%	26.7%	2.1%
49.02	1913	831	1082	0	5	214	7	512	93
		43.4%	56.6%	0.0%	0.3%	11.2%	0.4%	26.8%	4.9%
50.00	4051	1222	2829	369	16	225	0	367	245
		30.2%	69.8%	9.1%	0.4%	5.6%	0.0%	9.1%	6.0%
51.00	5836	3230	2606	851	142	471	0	1448	318
		55.3%	44.7%	14.6%	2.4%	8.1%	0.0%	24.8%	5.4%
52.02	3926	2303	1623	151	117	854	0	1083	98
		58.7%	41.3%	3.8%	3.0%	21.8%	0.0%	27.6%	2.5%
52.03	4553	2353	2200	265	122	240	0	1164	562
		51.7%	48.3%	5.8%	2.7%	5.3%	0.0%	25.6%	12.3%
52.04	4373	1365	3008	284	41	677	5	263	95
		31.2%	68.8%	6.5%	0.9%	15.5%	0.1%	6.0%	2.2%
53.01	5759	2909	2850	538	133	412	0	1421	405
		50.5%	49.5%	9.3%	2.3%	7.2%	0.0%	24.7%	7.0%
53.02	5743	2856	2887	415	24	941	0	1093	383
		49.7%	50.3%	7.2%	0.4%	16.4%	0.0%	19.0%	6.7%
53.04	5910	3620	2290	632	204	1077	0	1538	169
		61.3%	38.7%	10.7%	3.5%	18.2%	0.0%	26.0%	2.9%
53.05	3572	1361	2211	25	63	289	0	876	108
		38.1%	61.9%	0.7%	1.8%	8.1%	0.0%	24.5%	3.0%
54.03	4682	2571	2111	1231	127	505	0	569	139
		54.9%	45.1%	26.3%	2.7%	10.8%	0.0%	12.2%	3.0%

54.05	4159	1001	3158	325	7	182	0	226	261
		24.1%	75.9%	7.8%	0.2%	4.4%	0.0%	5.4%	6.3%
54.06	3943	1171	2772	308	27	204	0	353	279
		29.7%	70.3%	7.8%	0.7%	5.2%	0.0%	9.0%	7.1%
54.07	3233	834	2399	84	99	390	0	158	103
		25.8%	74.2%	2.6%	3.1%	12.1%	0.0%	4.9%	3.2%
54.08	2738	1099	1639	506	2	260	0	252	79
		40.1%	59.9%	18.5%	0.1%	9.5%	0.0%	9.2%	2.9%
54.09	4083	1630	2453	255	0	471	176	456	272
		39.9%	60.1%	6.2%	0.0%	11.5%	4.3%	11.2%	6.7%
54.10	3486	1335	2151	116	0	162	41	738	278
		38.3%	61.7%	3.3%	0.0%	4.6%	1.2%	21.2%	8.0%
55.03	4824	897	3927	25	8	659	0	89	116
		18.6%	81.4%	0.5%	0.2%	13.7%	0.0%	1.8%	2.4%
55.04	2523	602	1921	41	14	358	0	112	77
		23.9%	76.1%	1.6%	0.6%	14.2%	0.0%	4.4%	3.1%
55.05	6476	2479	3997	185	54	1156	0	400	684
		38.3%	61.7%	2.9%	0.8%	17.9%	0.0%	6.2%	10.6%
55.07	5499	2060	3439	232	0	769	0	613	446
		37.5%	62.5%	4.2%	0.0%	14.0%	0.0%	11.1%	8.1%
55.08	5729	1916	3813	196	0	1157	0	315	248
		33.4%	66.6%	3.4%	0.0%	20.2%	0.0%	5.5%	4.3%
55.09	5228	1570	3658	147	8	870	4	339	202
		30.0%	70.0%	2.8%	0.2%	16.6%	0.1%	6.5%	3.9%
55.10	4944	1085	3859	78	29	366	43	187	382
		21.9%	78.1%	1.6%	0.6%	7.4%	0.9%	3.8%	7.7%
55.16	5278	1470	3808	66	0	466	0	647	291
		27.9%	72.1%	1.3%	0.0%	8.8%	0.0%	12.3%	5.5%
55.17	7910	1333	6577	116	0	929	0	125	163
		16.9%	83.1%	1.5%	0.0%	11.7%	0.0%	1.6%	2.1%
56.05	1398	546	852	140	4	179	0	87	136
		39.1%	60.9%	10.0%	0.3%	12.8%	0.0%	6.2%	9.7%
58.04	6599	2343	4256	206	13	752	0	1003	369
		35.5%	64.5%	3.1%	0.2%	11.4%	0.0%	15.2%	5.6%
58.05	4160	1732	2428	155	0	832	65	357	323
		41.6%	58.4%	3.7%	0.0%	20.0%	1.6%	8.6%	7.8%
59.04	4319	1622	2697	33	35	779	16	461	298
		37.6%	62.4%	0.8%	0.8%	18.0%	0.4%	10.7%	6.9%

*City of Fresno has a minority population percentage of 47.2%

Appendix O Census Tracts with Fixed Route Service Map

