



Fresno County Coordinated Public Transit-Human Services Transportation Plan



DRAFT FINAL REPORT

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Executive Summary

Federal transit legislation requires projects selected for funding under the Federal Transit Administration's Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310) Program be "included in a locally developed public transit – human services coordinated transportation plan," and that the plan be "developed and approved through a process that includes participation by seniors; individuals with disabilities; representatives of public, private, and non-profit transportation and human services providers; and other members of the public" utilizing transportation services.

Development of this updated Coordinated Plan will support the Fresno Council of Governments' efforts to prioritize transportation services for funding and implementation so as to best meet the transportation needs of seniors, persons with disabilities, and low-income residents throughout Fresno County. This update is particularly important given the changes experienced by Fresno County since the 2015 update of the Coordinated Plan. Three developments stand out: 1) changes in CTSA designations, 2) population shifts resulting in a greater percentage of senior and disabled residents, and, of course, 3) the COVID-19 pandemic.

The project approach utilized by Moore & Associates, Inc. mirrors the tasks identified within the Fresno COG's Request for Proposals. Of these, three core components stand out: Transportation Resources Inventory (Appendix D), Needs Assessment and Gap Analysis (Chapter 4), and Transportation Needs and Coordination Strategies (Chapter 9). These project components are supplemented by additional materials required by the FTA including discussion of prior Plan recommendations as well as metrics by which implementation of the recommendations included within the 2023 Plan progress can be measured.

Transportation Resources Inventory

The Transportation Resources Inventory is far from simply a listing of providers. It is useful not only to the Fresno COG as the regional transportation planning entity, but to the individual transit providers, community stakeholders, and end-users as well. To that end, the Inventory includes considerable relevant information about transportation providers within Fresno County, including service area, who is eligible to use the service, and other relevant information. Also included within the Inventory are organizations that provide transportation services for their clientele, even if they do not operate a transportation service themselves.

Needs Assessment

The Needs Assessment revealed high concentrations of historically transportation-disadvantaged persons throughout Fresno County. Nearly 20 percent of residents live below the federal poverty level. More than 28 percent of the population is under 18 years of age, while 12.1 percent are age 65 and older. More than six percent indicated having a disability which impacts their personal mobility, while nearly 13 percent cited some form of physical or cognitive disability impacting their personal mobility.

There is a high degree of mobility with respect to employment in Fresno County. For example, 51.5 percent of employees within the city of Fresno live outside the city. In addition, 43.2 percent of those living in the city of Fresno are employed outside the city. A similar pattern was observed with respect to Clovis – 75.6 percent of those employed in Clovis live outside the city, and 83.2 percent of those living in Clovis are employed outside the city.

While 56.4 percent of jobs in Fresno County are located less than 10 miles from the employee's home, 18.3 percent are located more than 50 miles away. Even for shorter distances, home-to-work travel can be daunting if there is a lack of transportation options.

Cost represents a significant barrier to personal mobility. Many of the individuals which the project stakeholders represent are low-income and/or presently unhoused. Both the cost of gas and the cost of public transportation can translate to considerable barriers.

Based on the community stakeholder survey (58 responses), 84.4 percent indicated their clients were not able to fully meet their transportation needs using their own private transportation resources. Sixty-four percent said clients could not fully meet their transportation needs using existing public and human service transportation.

There appears to be a somewhat common perception that public transportation “doesn’t work” for a number of individuals or trips. While this may be true in many circumstances, in some cases it may be possible to schedule appointments differently or make other changes so to position public transportation more effectively as a viable travel alternative. Rather than thinking how public transportation use facilitates appointments and other travel needs, public transportation users may need to reframe their thinking to how appointments and other trips should be scheduled to reflect transportation availability.

Finally, almost 38 percent of community stakeholders indicated language is a barrier to using public transportation for Spanish-speaking persons. Other languages reportedly facing challenges were Punjabi (17.2 percent of stakeholders) and Hmong (15.5 percent of stakeholders).

Gap Analysis

The methodology for the Gap Analysis was very similar to that of the Needs Assessment, inclusive of community and stakeholder engagement as well as Fresno COG and transit operator staff input and consultant observations. Available services were compared to identified needs and challenges. Some of the more significant findings and challenges are discussed below.

There is a perceived knowledge gap regarding FCRTA services operating in rural communities. This can be addressed by improving access to information through the FCRTA website, through a county-wide clearinghouse, and through increased awareness at the local level. FCRTA staff has already initiated activities designed to mitigate the perceived knowledge gap.

There is often little accountability for organizations or groups requesting the introduction of additional services especially outside the urbanized portions of Fresno County. This has resulted in services being implemented that ultimately fail due to lack of productivity. Engaging rural communities in the

development of performance criteria for new services, as well as securing local support for any new service, would help increase the sense of “ownership” of any new program or service while also raising awareness of the criteria that service must meet to be considered sustainable.

Currently there is no central clearinghouse for transportation/mobility information in Fresno County. The Fresno COG formerly produced a printed version of the Fresno County Transportation Guide which included all transportation information regardless of mode or provider. The Fresno COG prepared a 2023 version of this Guide; however, it is available (only) online.

Finally, there can often be a considerable wait for a return trip for residents traveling into the urbanized portions of Fresno County from rural communities for doctor’s appointments or the courts given the limited number of trips provided. While it is not feasible to change the current FCRTA inter-city service model, nor is it sustainable to significantly increase the number of trips per day, effective education about what to expect when using public transportation to travel from rural communities into the urbanized portions of Fresno County may help to address this issue. This could include information about when to schedule appointments to best work with the transit trip, what to bring (such as a lunch, jacket, or sun umbrella in case of long waits), or places to wait where passengers can feel safe.

Transportation Needs and Coordination Strategies

This chapter provides supporting strategies for each of the Plan goals developed in the Needs Assessment and Gap Analysis. These strategies focus on addressing the mobility needs identified within the 2023 Coordinated Plan as well as enhancing community participation in the problem-solving that is mobility planning. Four goals were agreed upon through discussions with Fresno COG staff, the project’s Technical Advisory Committee (which include representation from each of the four transit providers), and the consultant team:

1. Maintain and strategically expand public and human service transportation as resources allow.

Several stakeholders and individuals expressed a desire for more frequent service from rural communities to the urbanized portions of Fresno County than can be sustainably provided by the FCRTA. The current level of fixed-route service offers between one and six trips per day, which is appropriate given the current level of demand. While there may be a desire for more service, adding even a single trip can be problematic as it may also necessitate an additional vehicle and driver, which increases the associated operating cost significantly.

There is also little accountability for organizations or individuals requesting additional services implemented, especially outside the urbanized portions of Fresno County. Organizations and individuals historically have minimal accountability for their requests. They attend meetings and the FCRTA engages with these organizations to develop its demonstration projects, yet there is no or limited accountability to help meet the ridership thresholds and performance metrics. Across the past five years the FCRTA has set up approximately 10 demonstration projects in partnership with non-governmental organizations (NGOs). Despite FCRTA efforts to market such new services, ridership has not met the thresholds to make the service sustainable.

The City of Clovis is exploring options for introducing micro-transit (on-demand) service in northeast Clovis, including the Harlan Ranch area. Assuming this area is not a candidate for fixed-route service as part of the City's current route network redesign, a micro-transit pilot would be a good solution for this area that is not currently being served by Stageline. Doing so would provide a general public mobility solution for those that are not already being served by Round Up.

Several participants in the Fresno COG's 2023 TDA "unmet transit needs" process identified a need for additional public transportation service on the west side of Fresno. The City of Fresno has already programmed the extension of FAX Routes 12 and 45 to Glacier Point Middle School and Justin Garza High School to be implemented in August 2023. The City is also evaluating other portions of that area, which is lower-density, for a future on-demand micro-transit pilot program. The City has submitted local and federal grant applications for micro-transit across the past two years, both of which were unsuccessful. Moore & Associates recommends the City continue seeking funding for an appropriate micro-transit pilot program.

The City of Fresno has identified later service as an "unmet transit need." However, it has not identified the (additional) funding required to implement the additional service hours. While it may not be practical to extend service to the Fresno Yosemite International Airport to meet all flights, or to the Amtrak station to meet all trains, these locations should be considered for expanded hours to facilitate better connectivity within the regional transportation network. Service spans for other routes could then be expanded as demand warrants.

The Tower District has also been identified as an "unmet need" for later FAX service. That area is served by five FAX routes (Routes 22, 26, 28, 33, and 35), including one that operates after 11:00 pm Monday through Saturday (Route 28), and two that operate until 10:00 pm on weekdays (Routes 26 and 35). The City may wish to consider extending weekday service hours on Route 35 on Saturday to provide a later east-west connection in this area.

While the Fresno COG conducts the TDA "unmet transit needs" process annually and updates the Coordinated Plan every five years, the Technical Advisory Committee and Moore & Associates believe it would be beneficial to align the two efforts for any year in which the Coordinated Plan is slated to be updated. Doing so would have a positive effect on both efforts; which could benefit from additional outreach opportunities, coordinated evaluation of input, and reduced "fatigue" on the part of the community.

2. **Address knowledge gaps through mobility information and education/outreach.**

As demonstrated in the community and stakeholder surveys conducted in conjunction with the development of this Plan, there is a perception of a knowledge gap (within the general public), especially with respect to FCRTA services in rural communities. This gap exists despite significant outreach activities conducted by the FCRTA, which suggests such a gap may be perceived rather than actual. Therefore, the strategies pertaining to this goal focus on continuation or further development of current efforts by each of the transit providers.

A key element of closing the perceived knowledge gap about FCRTA services in the rural communities is ensuring those communities continue to be well informed about the transit service operating in the respective area. FCRTA staff works with community partners on an ongoing basis to ensure service information is posted in public buildings (such as city halls and senior centers), included in utility bill mailings, and posted on college campuses. Ensuring service information is available online and at high-traffic locations – even being mailed directly to residents via utility bills – is a reasonable level of effort for the FCRTA.

Subsequent to preparation of the 2015 Coordinated Plan, the FCRTA has undertaken extensive public engagement as part of numerous planning efforts, including the 2019 Rural Microtransit Plan, 2020 Electrical Grid Analysis Study, Microgrid and Resiliency Hub Feasibility Study, Biola Community Transportation Needs Assessment, RTAP Route 33 Microtransit Plan, and the West Park transit service. While not all efforts focused on existing transit services, they all served to raise awareness of transit needs and the services provided by the FCRTA.

Moore & Associates, Inc. recommends each of the transit providers in Fresno County work with local community partners to facilitate a more robust travel training program. The term “travel training” refers to an ongoing program providing hands-on instruction on how to use public transit. Such training typically includes topics such as how to read a bus schedule, locate a bus stop, plan a trip, schedule a dial-a-ride trip, board the bus using a ramp or lift, and pay the fare.

Using public transit for appointment-based trips can be challenging, as many medical or court appointments start or end late, or their duration cannot be predicted. For residents traveling into the urbanized portions of Fresno County from rural communities, there can be long waits for a return trip given the limited number of trips operated. To this end, Moore & Associates recommends providing increased service information to the community. Rider information can be made available onboard transit vehicles, on transit websites, through social media, and via short bilingual “explainer” videos. The FCRTA has worked to engage healthcare providers, yet there has been a limited response. To address this, healthcare and other providers should proactively provide transit service information to patients when scheduling appointments. An example model includes many Coalinga transit riders who coordinate their appointments with their healthcare provider based on the transit service schedule. While each transit provider in Fresno County has printable service schedules on its respective website, Moore & Associates recommends the Technical Advisory Committee (TAC) consider producing informational videos which can be played on infotainment screens in healthcare provider offices.

3. Redefine mobility management roles to better connect persons with the mobility services they need.

Using the model developed by the FCRTA in Biola, Moore & Associates recommends expanding localized micro-transit programs (utilizing a local driver) as funding and demand allow. The driver would also serve as a transit advocate in the community, as well as provide essential feedback to the FCRTA regarding the community’s transit needs. The Biola project features an all-electric vehicle provided by the FCRTA and operated by the FCRTA’s operations contractor, MV Transportation. The driver is a local Biola resident that was hired and trained by the FCRTA’s operations contractor.

Many stakeholders continue to be unaware of mobility programs beyond public transit offered in Fresno County, including vanpool programs, the senior taxi scrip program, and CalWORKs employment transportation. For example, 35.7 percent of community stakeholders lacked awareness of the senior taxi scrip program, and between 42.9 percent and 53.6 percent were unaware of vanpool programs. Some of the lack of awareness may be attributable to programs not being available in all portions of Fresno County, or not being applicable to an organization's clientele (e.g., an organization serving seniors may not necessarily know about service to Valley Children's Hospital).

The Fresno COG should continue to leverage Valley Rides and/or the Fresno Transportation Guide to provide more comprehensive mobility information, rather than focusing solely on commute trips. Given Valley Rides already serves all of Fresno County regarding commute travel, it is the most appropriate platform for communicating more comprehensive mobility information. Adding such resources to the website and having such information available during outreach events would minimally impact Valley Rides' primary mission. Valley Rides should also continue to feature transit information from throughout Fresno County on its social media platforms.

4. Address remaining mobility gaps through community partnerships and self-help tools.

There is also public desire for evening and weekend service in the rural communities. While this can be a challenge for residents, it is also a challenge for the FCRTA given the modest weekday demand in some locations. Local solutions may be able to fill in some of the mobility gaps during these times.

Moore & Associates believes some of these mobility challenges can be addressed effectively through a number of non-transit solutions, including increasing awareness of carpool/vanpool opportunities through Valley Rides and developing ride-matching capabilities for non-recurring trips.

Valley Rides currently offers ride-matching services for carpools, vanpools, and bike partners using the RideAmigos platform. This service primarily serves individuals making recurring trips on a regular schedule to work or school. However, one thing the service does not currently promote is the ability to match riders with carpools for one-time, non-recurring trips, which is available under RideAmigos Rideboard function. At the time of this report's writing, Valley Rides was in the process of adding this function to its existing RideAmigos ridematching platform.

Car-sharing programs provide a mobility solution for licensed drivers who may not have access to a car, or the resources to own a car, yet have trips that cannot be served under existing transportation programs. Implementation of this strategy would depend on the interest of agency partners, demonstration of successful implementations, ridership and cost analysis, as well as interest within the community.

Chapter 1 | Summary of Stakeholder & Community Outreach

This chapter provides a summary of activities undertaken with respect to outreach to stakeholders and the Fresno County community.

Chapter 1.1 | Stakeholder Outreach

Working with the Fresno Council of Governments, the consultant team developed a comprehensive stakeholder list inclusive of local and state government entities and programs; tribal governments; public, private, and non-profit social and human services programs and organizations; healthcare providers; public and private transportation providers; public, private, and charter schools; institutes of higher education; and other organizations relevant to this planning effort. While a total of 262 stakeholder organizations were identified, more than 700 letters and emails were distributed to ensure individual programs and schools within those organizations were provided an opportunity to participate. The goal of this effort was to encourage broad and more localized project participation among the project's stakeholders.

The primary distribution of the stakeholder survey was conducted by email in February 2023. The email included an introductory letter and a link to the online stakeholder survey, as well as a form-fillable .pdf version of the survey that could be emailed. Two additional reminder emails were distributed to each stakeholder that had not completed a survey. Contacts for which no valid email address could be identified received a letter and survey via mail, and were provided the option of taking the survey online or scanning their completed survey to be returned via email. Organizations that responded were entered into a random drawing for a \$250 VISA gift card. (Respondents were given the opportunity to opt out of the drawing if their internal policies precluded participation.)

Ultimately, 58 responses were received representing 54 different organizations:

- Angels of Grace Foster Family Agency
- Boys and Girls Clubs of Fresno County – Selma Boys and Girls Club
- Building Industry Association
- Burrel Union Elementary School District
- California Armenian Home
- Care Fresno
- Center for Community Transformation, Fresno Pacific University
- Central California Food Bank
- Central Unified School District
- Central Valley Regional Center (two responses)
- City of Clovis, Clovis Transit (two responses)
- City of Fresno, Fresno Area Express
- City of Kerman
- City of Mendota
- City of Selma
- Clovis Community College
- Clovis Senior Center
- Clovis Unified School District – Clovis Adult Education
- Coalinga-Huron Unified School District (two responses)
- Comprehensive Youth Services, Fresno Neighborhood Resource Center
- Connect the Valley, Inc.

-
- Court Appointed Special Advocates (CASA) of Fresno and Madera Counties
 - Downtown Fresno Partnership
 - Fresenius Kidney Care – Reedley
 - Fresno Chamber of Commerce
 - Fresno/Clovis Convention and Visitors Bureau
 - Fresno County Department of Social Services
 - Fresno County Office of Education
 - Fresno County Rural Transit Agency
 - Fresno County Veteran Service Office
 - Fresno Housing Authority
 - Fresno Metro Black Chamber of Commerce
 - Fresno Metro Ministry
 - Fresno Unified School District – Fresno High School
 - Fresno Unified School District – Kratt Elementary
 - Fresno Unified School District – Pershing Continuation High School
 - Fresno Unified School District – River Bluff Elementary
 - Hearts 2 Hands Homeless Ministry
 - Hope Medical Transport
 - Jakara Movement
 - JM Medical Transportation Services
 - Kepler Neighborhood School
 - Kings Canyon Unified School District
 - Mendota Unified School District
 - Parlier Unified School District – Benavidez Elementary
 - Parlier Unified School District – Parlier High School
 - Rape Counseling Services of Fresno – Firebaugh
 - Rape Counseling Services of Fresno – Fresno
 - School of Unlimited Learning (SOUL)
 - SER Jobs for Progress, National Farmworkers Job Program
 - Sharing Senior Love Ministries
 - St. Anthony Catholic School
 - The Wildflower Collective
 - United Health Centers – Mendota

The stakeholder survey was divided into four sections. The first three applied to all stakeholder respondents, while the fourth was limited to stakeholders offering some form of transportation program.

Section 1: Organization Background (all respondents)

Question 1 of the stakeholder survey captured detailed information about the organization and the representative completing the survey. The majority of this information is omitted from this summary.

Q1. Tell us about your organization – Name of programs your organization sponsors.

The organizations represented by the survey sponsor a broad variety of programs, both transportation-related and non-transportation-related. These programs include:

- 24-hour Crisis Line and Emergency Response
- Advocacy with Survivors within Detention Facilities
- Affordable Housing
- After school programs
- Asylee and Immigrant Services
- Backpack Program
- Better Blackstone
- CalFresh
- CalWORKs
- Cash Assistance Program for Immigrants (CAPI)
- CARE Program
- Clean Shared Mobility Network
- Clothing Vouchers
- Clovis Stageline and Round Up public transit service

- Community Arts and Technology
- Community Farmworker Partnership
- Coordinated service for individuals with intellectual disabilities
- Diapers
- Disaster Case Management Program
- DMV ID Vouchers
- Education
- English Acquisition
- Enrichment
- Farmworker Programs
- FAX fixed-route transit and Handy Ride paratransit services
- Field trips
- Food Pantry
- Food to Share
- GED
- General Relief
- Groceries2Go
- High School Equivalency Program (HEP)
- High School Diploma
- Homeless Services
- Housing Choice Vouchers
- Immigration Services
- Medi-Cal Assistance
- Member Partner Pantries
- Neighborhood Market Fresno Produce Distributions
- Refugee Assistance
- Rental and Utility Assistance
- Rural transit services
- School Pantry Program
- Senior Community Service Employment Program (SCSEP)
- Senior Companion Program
- Senior Hunger Program
- Senior Programs
- Sexual Assault Response Team (SART)
- Sports
- Summer camp
- Taxi Scrip
- Tourism and hospitality support programs
- Veteran Programs
- Vocational Training
- Welfare to Work

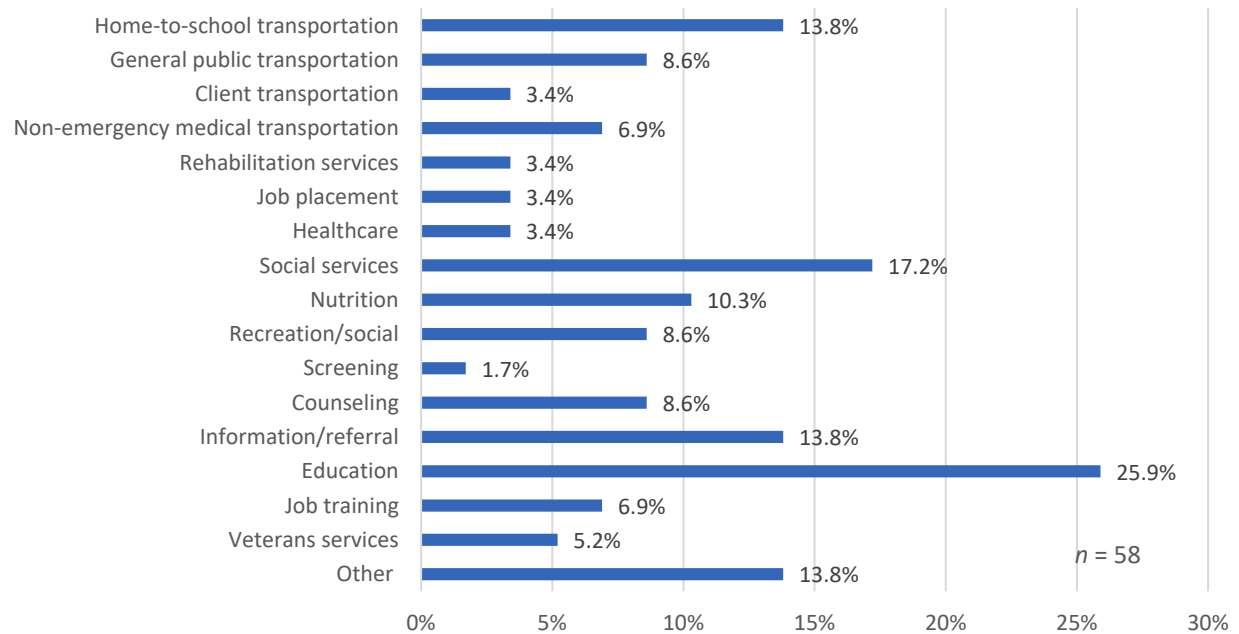
Q2. Which of the following best describes your organization?

Exhibit 1.1.1 Type of organization



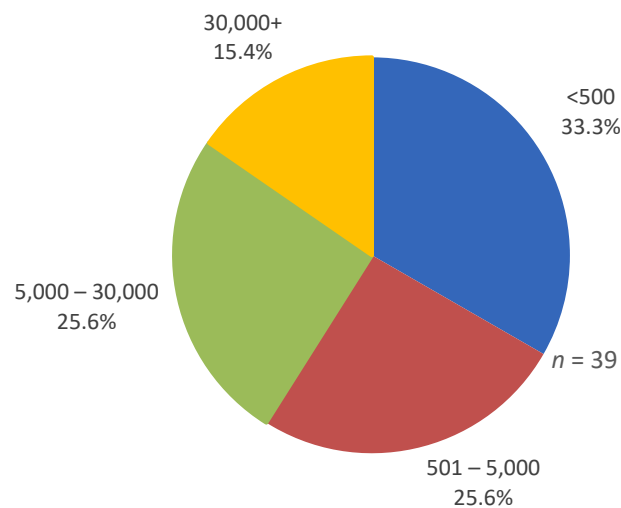
Q3. What are the primary/core functions of your organization? (Select all that apply)

Exhibit 1.1.2 Primary function



Q4. What is the approximate size of your organization's client base?

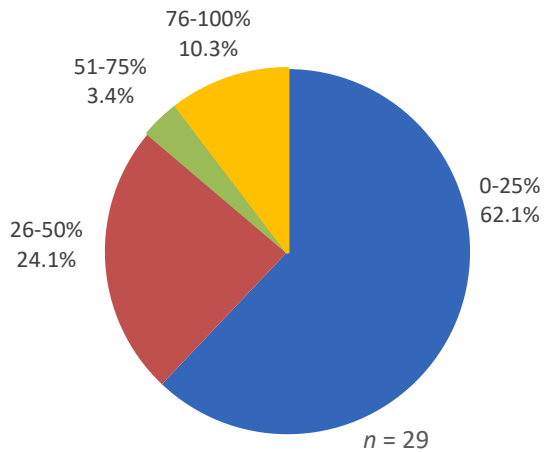
Exhibit 1.1.3 Number of clients served



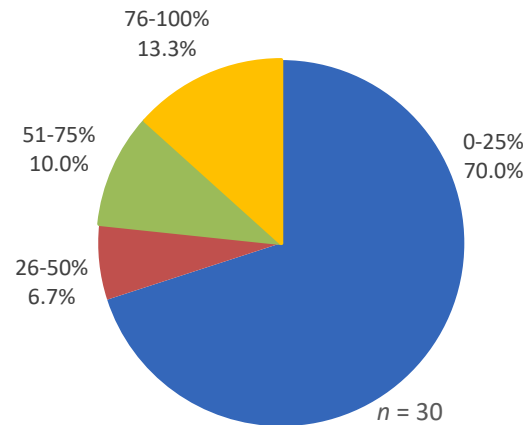
Q5. Approximately what percent of your organization's clients fall into each of the following groups (recognizing that some clients may fall into more than one group)?

Exhibit 1.1.4 Type of clients served

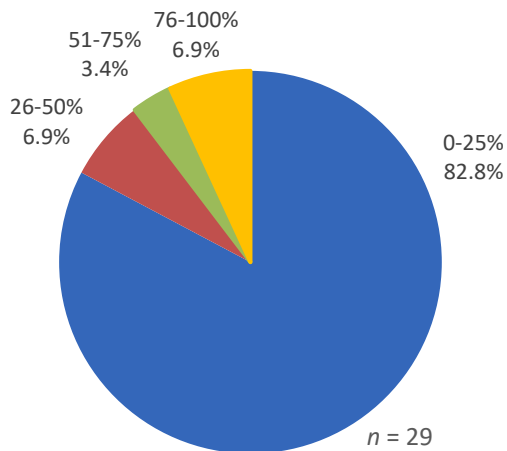
Older adults



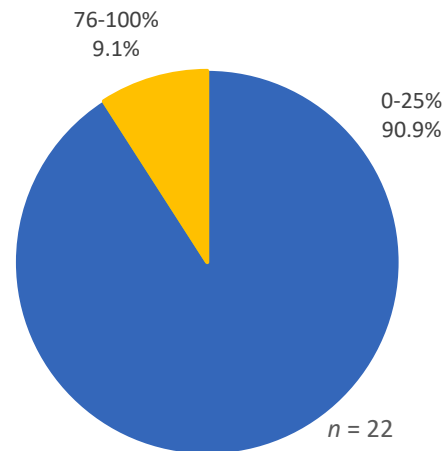
Persons with disabilities - ambulatory



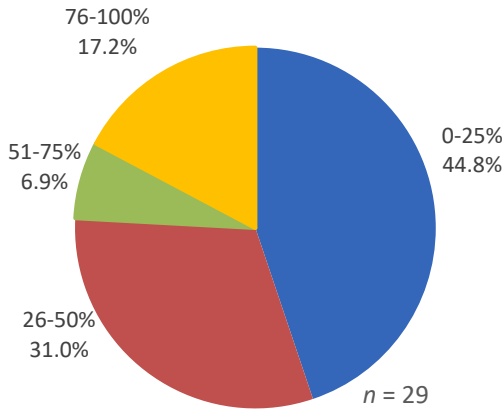
Persons with disabilities – non-ambulatory
(including wheelchairs)



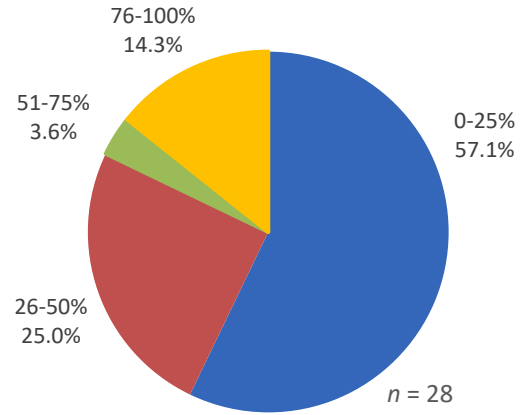
Persons with disabilities who can only travel with
an aide/attendant



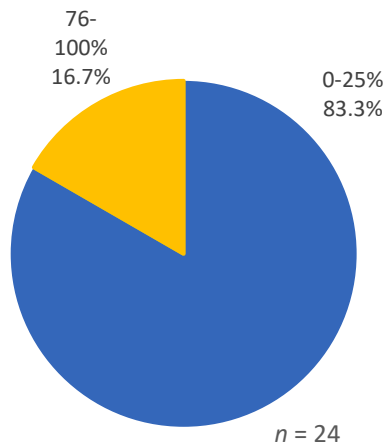
Youth (age 12-18)



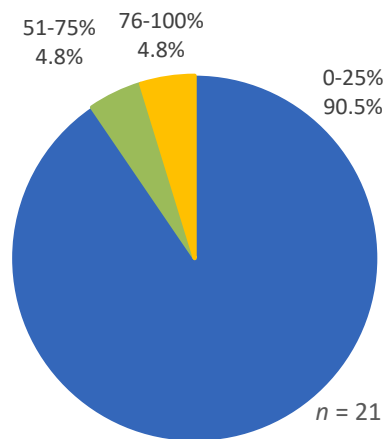
Youth (under age 12)



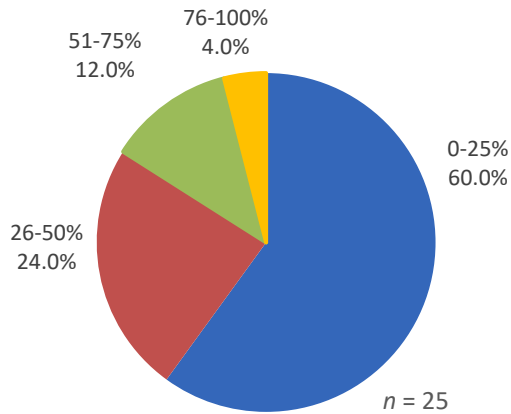
Unhoused individuals



Veterans

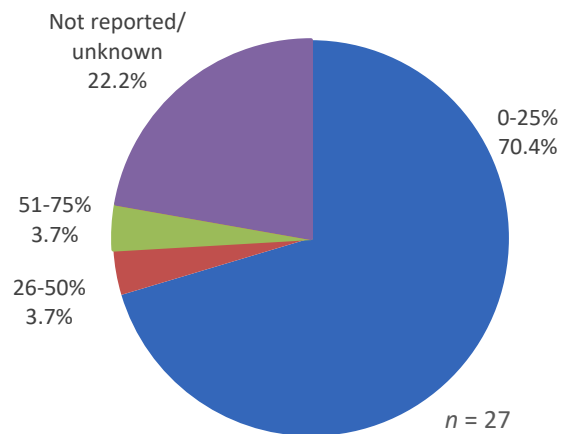


Persons with limited English proficiency



Q6. Approximately what percent of your organization's clients are certified as eligible for ADA paratransit service (such as Handy Ride or Clovis Round Up)?

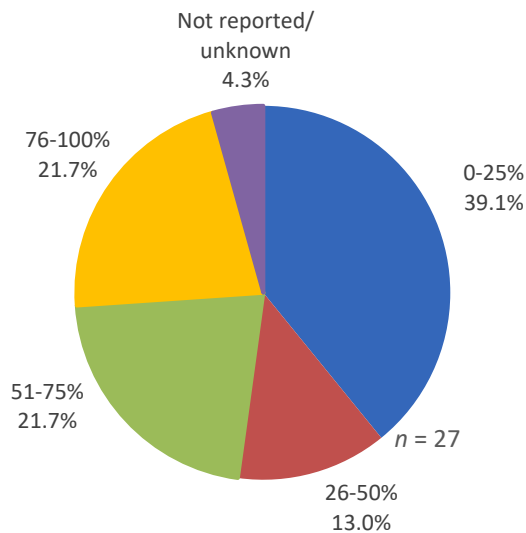
Exhibit 1.1.5 Percentage of ADA certified clients



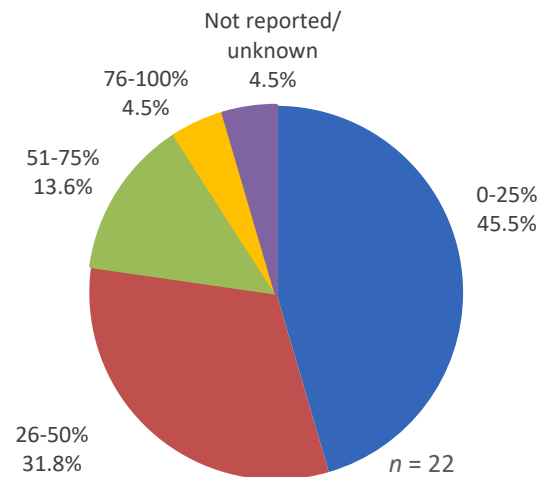
Q7. Approximately what percent of your organization's clients are in each of these income levels?

Exhibit 1.1.6 Client income level

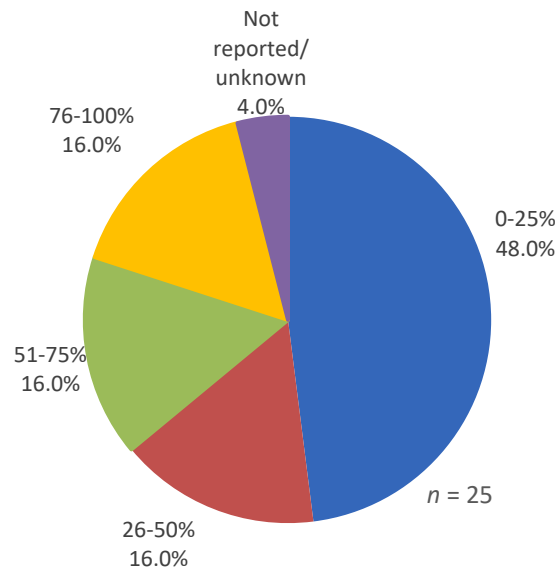
Very low-income (below poverty level)



Low-income (up to 150 percent of poverty level)



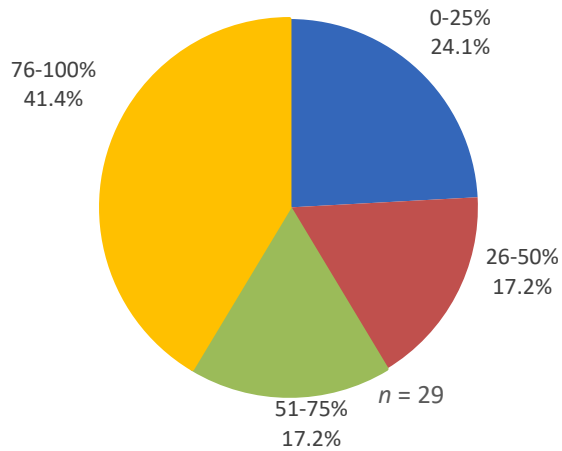
Low income (but not sure of their level)



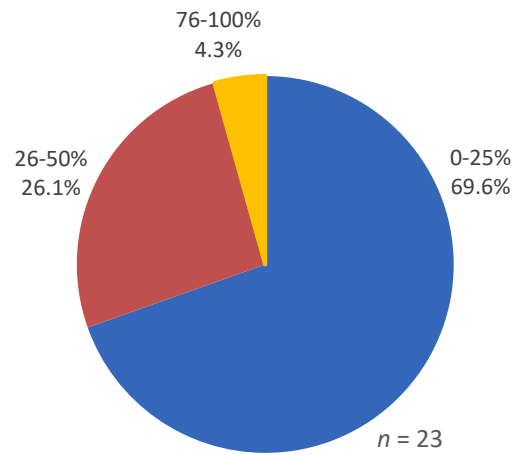
Q8. Approximately what percent of your organization's clients reside in:

Exhibit 1.1.7 Home location of clients

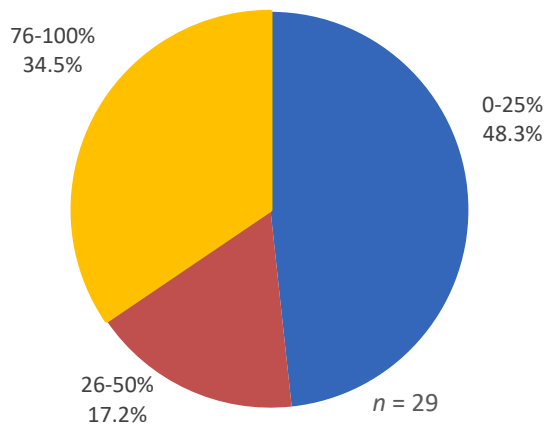
Fresno



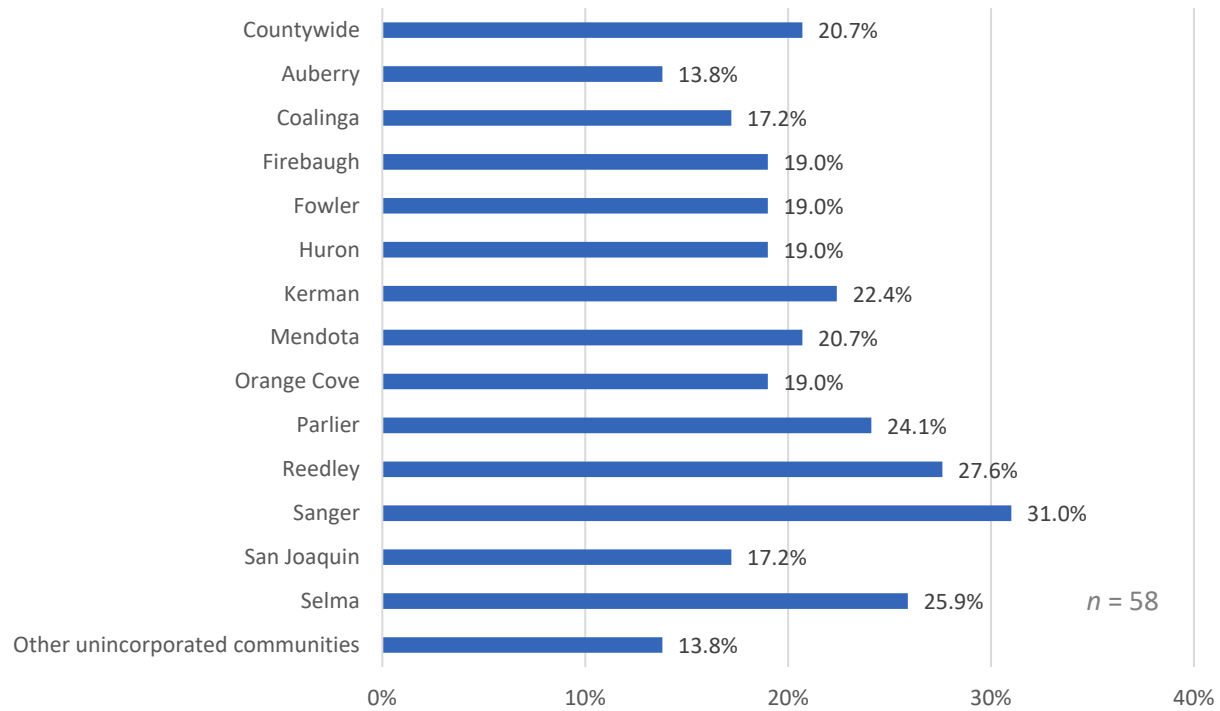
Clovis



Outside the urban area

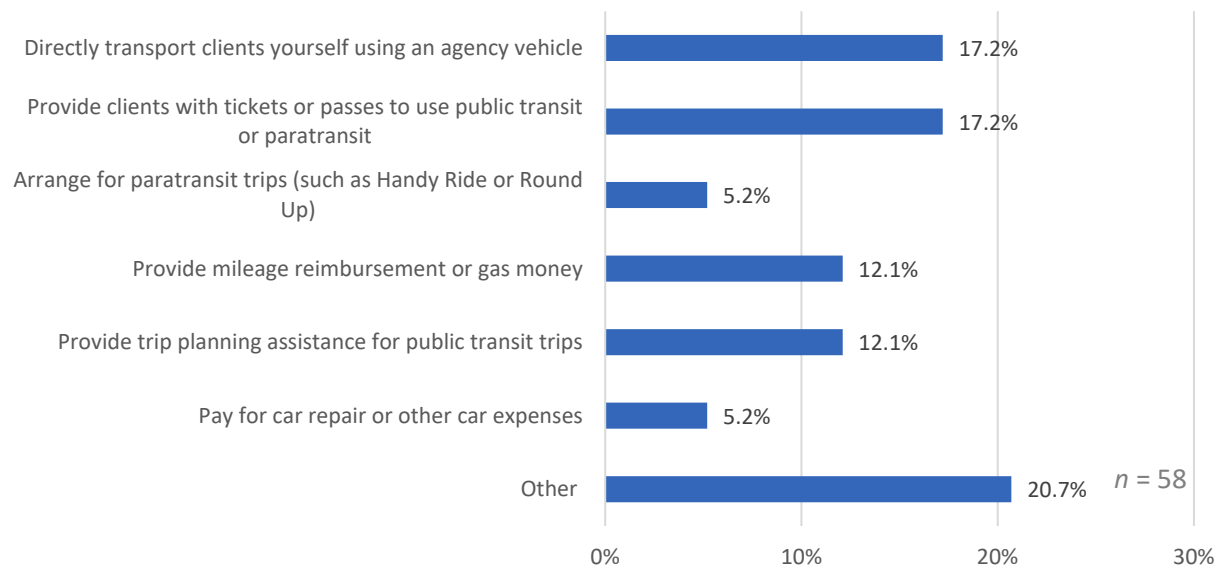


Where outside the urban area?



Q9. What support, if any, does your organization provide for client transportation? (Select all that apply.)

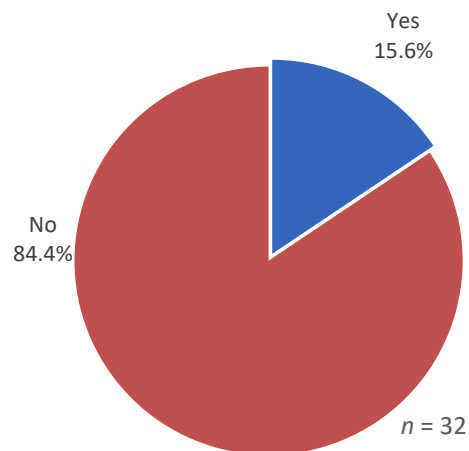
Exhibit 1.1.8 Transportation services provided



Section 2: Your Organization's Transportation Needs (all respondents)

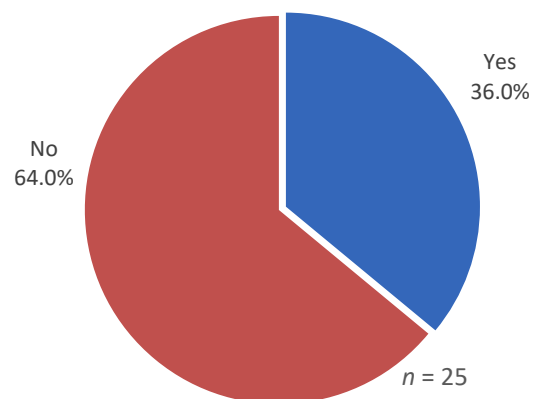
Q10. Are all of your clients able to fully meet their transportation needs using their own private transportation resources (such as driving or riding with friends or family)?

Exhibit 1.1.9 All needs met with private transportation services



Q11. Are all of those clients not able to provide all of their own transportation able to meet all of their transportation needs using existing public and human service transportation services?

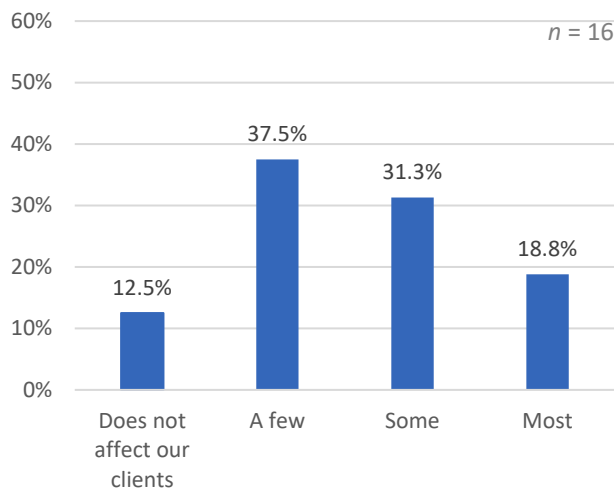
Exhibit 1.1.10 All needs met with existing public/human service transportation



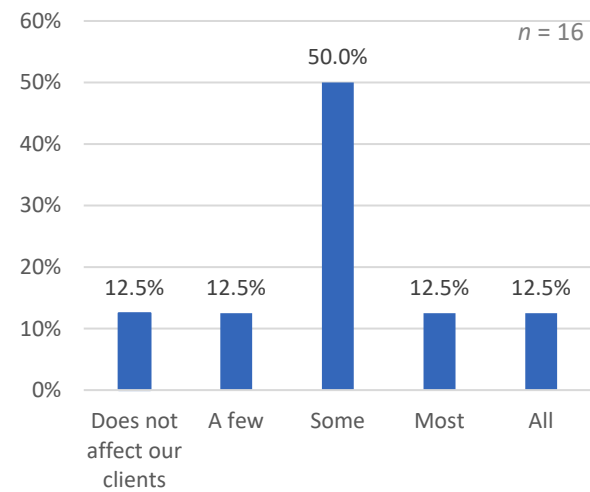
Q12. Among your organization's clients who live within the Fresno/Clovis urban area, how many encounter the following transportation needs and are unable to meet them using existing public and human transportation service options?

Exhibit 1.1.11 Unable to meet transportation needs (urban area)

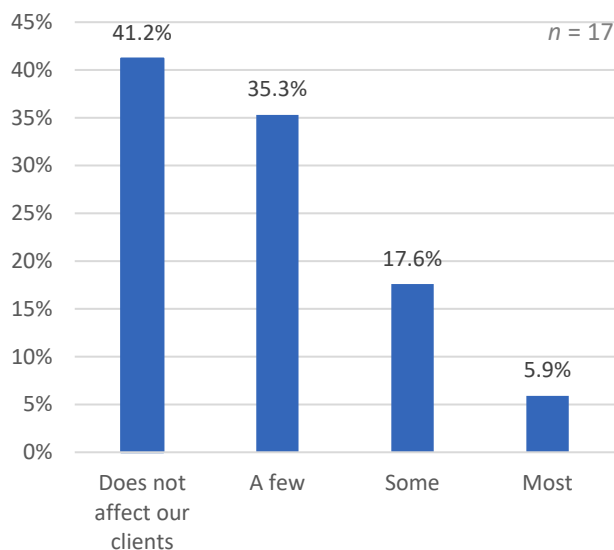
Need for door-through-door service for those with severe disabilities or frailty



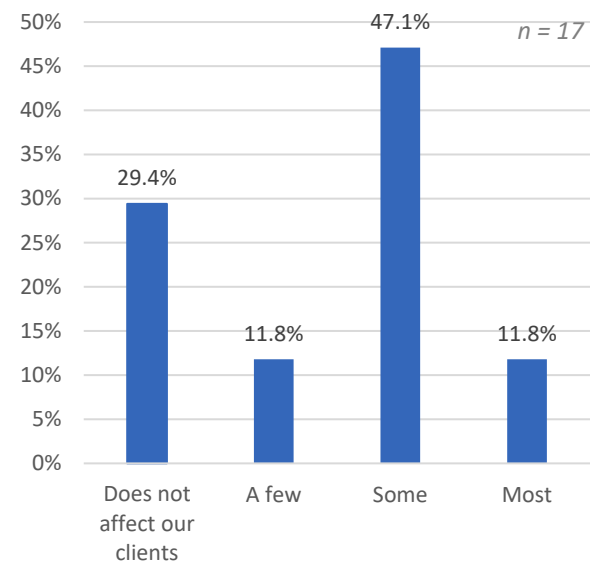
Need for transportation to medical facilities within the Fresno/Clovis area



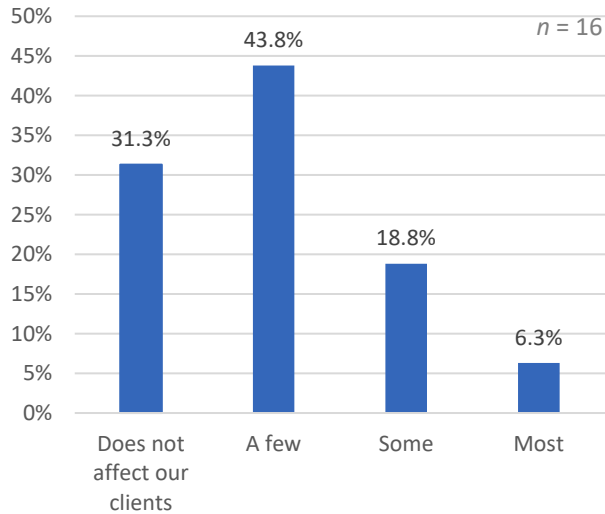
Need for transportation to Children's Hospital in Madera



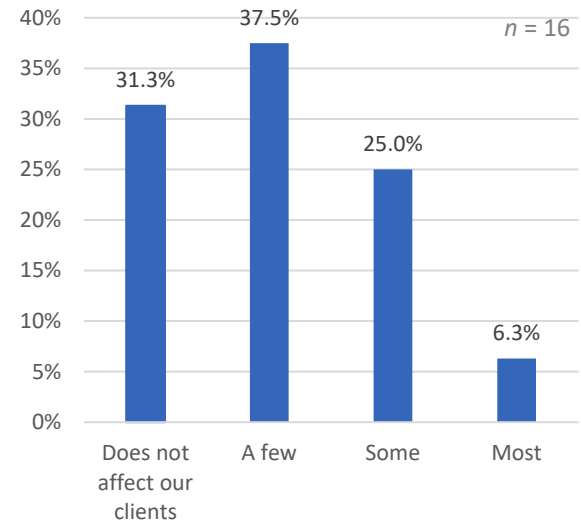
Need for transportation to and from work between 6 a.m. and 10 p.m.



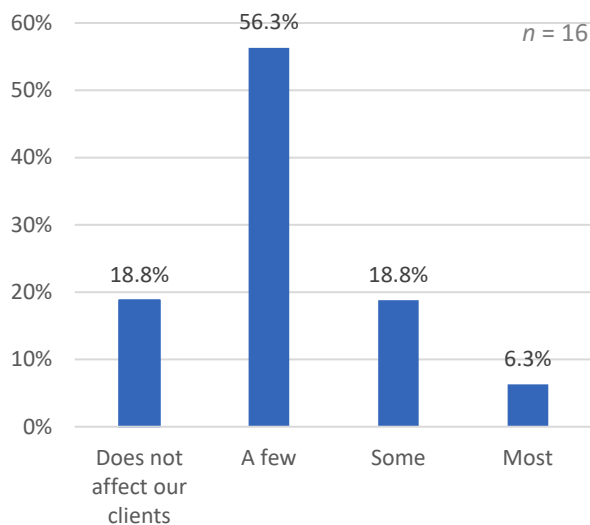
Need for transportation to jobs that start before 6 a.m.



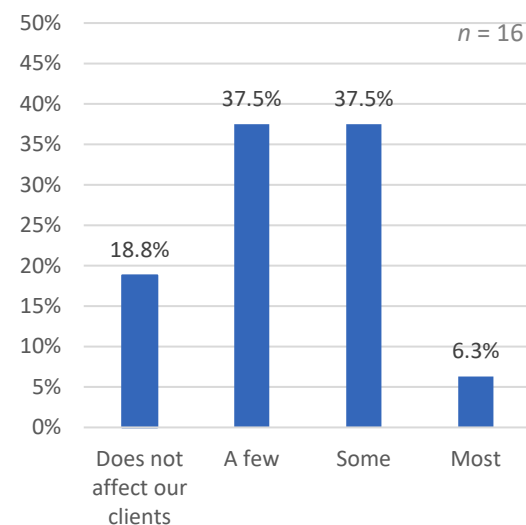
Need for transportation home from work after 10 p.m.



Need for travel between Fresno and Clovis via paratransit or dial-a-ride



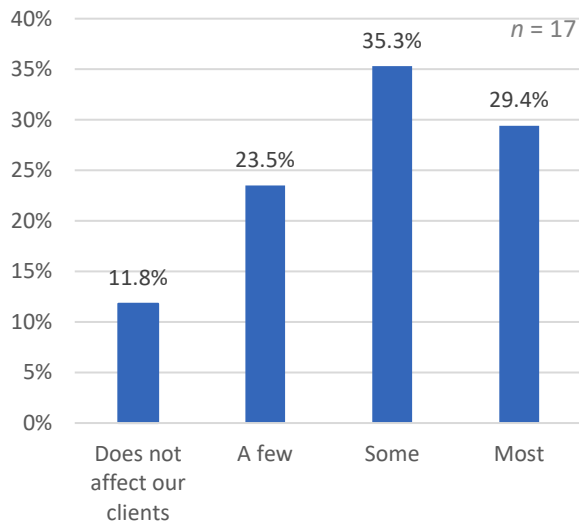
Need for paratransit or dial-a-ride service in parts of the urban area that are outside the Handy Ride or Clovis Round Up service areas



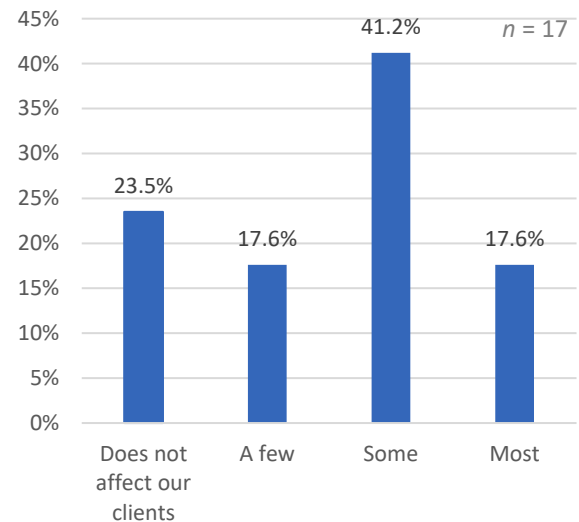
Q13. Among your organization's clients who live in the rural areas of Fresno County, how many encounter the following transportation needs and are unable to meet them using existing public and human transportation service options?

Exhibit 1.1.12 Unable to meet transportation needs (rural area)

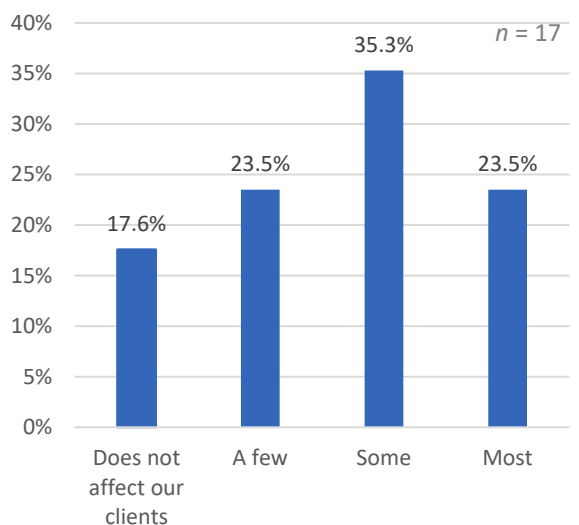
Need to get to Fresno for medical appointments



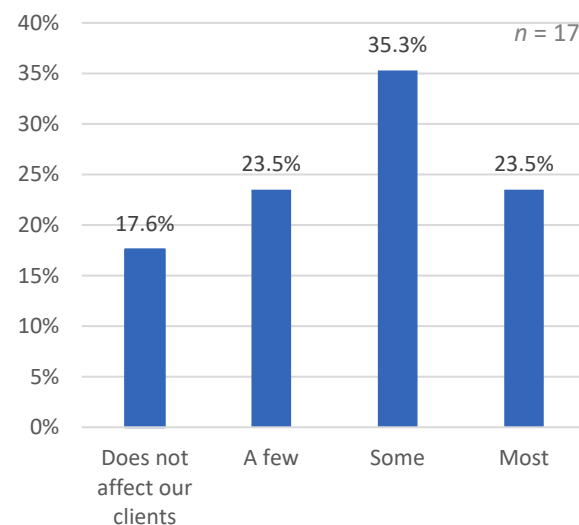
Need to get from rural communities to Fresno for work



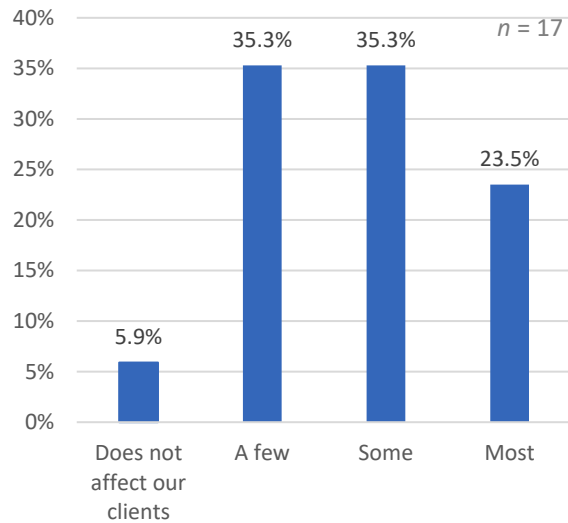
Need to get to Fresno for college or other training programs



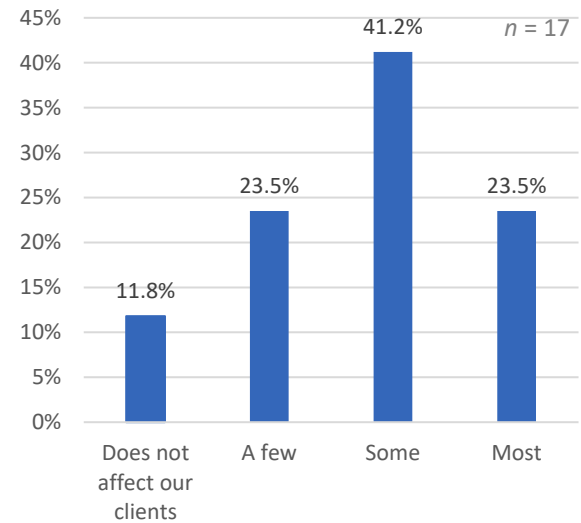
Need for on-demand trips between county communities that are outside the Fresno/Clovis area



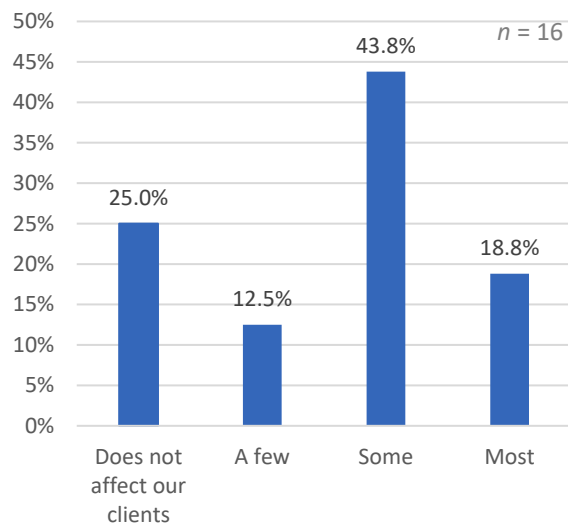
Need for paratransit transportation from county communities to the urban area of Fresno/Clovis



Need to travel via public transportation on weekends/evenings



Need to get to Fresno for courts



Q14. Are there communities or geographic areas where transportation is most problematic for your clients? Where?

Exhibit 1.1.13 Areas where transportation is problematic

Communities or geographic areas
A recent survey of +1,000 participants shows that 22% of respondents rely on public transportation, ride-share services, or friends/relatives for a ride to food distributions, and 12% bike or walk to distributions. More than 41% of respondents have to choose between paying for food or paying to put gas in their cars some to every month in the year. With rising food costs and heightened prices of gas, we've seen more neighbors carpool to distributions or Groceries2Go appointments. Increased public transportation access in rural areas (such as the areas listed on the previous page) would greatly benefit our clients.
All of the rural areas lack transportation within their own community and to Fresno/Clovis for services, work, education etc.
Coalinga
Everything west of Cornelia Avenue. There is no public transportation option.
Firebaugh, Coalinga, Huron
Fresno to Madera, Fresno to Visalia, and Mendota to Fresno
Homeless Community. They carry all their belongings and don't have access to storage locker or place to keep items on the transportation.
Los Gatos Canyon, some ranches must drive to a central location to meet the bus - some students walk a good ways to catch the bus in Huron across railroad tracks and Hwy 269 that runs through town.
Mendota, Firebaugh, Cantu Creek, Three Rocks, Tranquility
Parlier
Parts of city and rural areas.
Rural areas - Riverdale, CA
South Fresno to North Fresno jobs and services.
Suburban areas
The 93702 area is a more difficult area for transportation due to cost of gas, freeway cutting them off from the rest of the city, and more.
Throughout the entire community.
Westside of Fresno County
Yes, students residing in areas such as Firebaugh, Cantua Creek, Laton, Orange Cove, and Dunlap have the longest distance from home-to-school and many families do not have their own transportation.

Q15. What other transportation gaps are a problem for your clients?

Exhibit 1.1.14 Transportation gaps

Transportation gaps
Bus routes and times. Unable to go in evening bus don't run late in areas. Particularly in outlying areas.
Clients may not have reliable source of transportation and public transit is not an option.
Extreme rural areas
Homeless need transportation to medical appointments, MAPS, DMV, Catholic charities.
Insurance
Many families do not have transportation vehicles of their own to transport their children; some students require safety vests or 1-on-1 aides to be transported safely, which many families do not have. Also, most families do not have vehicles that can accommodate wheelchairs.
Need accessible transportation.
No car, cost of gas, and one car families
No public transportation available to reach resources.
None at this moment since receiving free bus passes by FAX.
Not enough drivers available.
Not enough school bus drivers.
On Demand Rural
Time of day - lack of bus frequency
Transportation is not available on a needed basis. Most clients needing to go to the hospital for forensic exams have to either rely on law enforcement to transport them (if a report is made), use an ambulance (which most cannot afford), or pay someone in the community for a "ride" which can cost between 70-120 dollars a round trip to Fresno from a rural town. Also, clients living in a rural town needing to go to the court must prepare to wait all day due to huge time gaps between public transportation. Clients are stranded all day in a city they don't know waiting for the bus because they do not want to miss it. This exposes clients to possible harm due to staying at bus stops for long hours.
Transportation is one of the largest barriers to access experienced by our neighbors. While we strive to strategically implement distributions in dry areas with limited services, we have more in urban areas that some neighbors cannot access.
Transportation of veterans who are wheelchair or device bound.
Unable to pay for transport.
Weekends
Within the rural communities themselves and from the rural communities to Fresno/Clovis for services

Q16. What one gap in transportation services is the most significant problem for your clients?

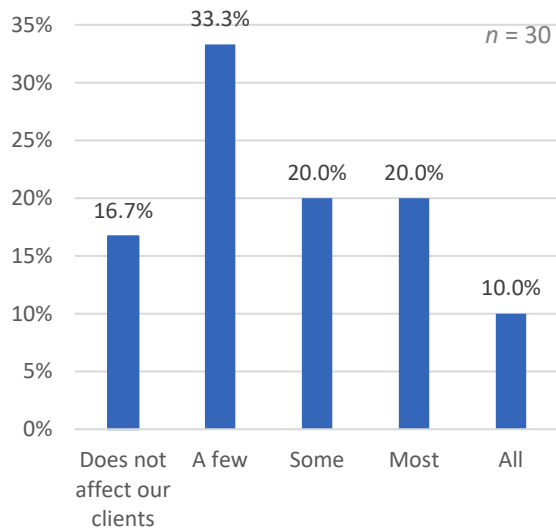
Exhibit 1.1.15 Most significant transportation gap

Most significant transportation gaps
All are significant.
Availability
Cost of gas
Cost. Lack of space to temporarily store personal items. For homeless to get paperwork started to change life they need go to 4 places to get the help they need, ID, SNAP voucher, clothes and placed on a housing wait list.
Financially paying for monthly bus passes
High rates of transportations by rides from friends or family.
Inadequate access to transportation to food distributions.
Insurance
No provision for room for enough groceries or food picked up at food distributions.
Not enough drivers
Not enough school bus drivers
Restricted time schedules and routes. No emergency transportation to shelters, hospitals, criminal interviews, or courts.
Rural community to Fresno.
Rural to urban early and late night.
Seniors access to health care services.
Some of our families have only one adult who drives. Many families have only one car and it is usually used to transport adults to work.
The distance from home-to-school is most significant since most students attend schools that are located outside of their district of residence. This can be a hardship for families to transport their children to school for services and education.
Unable to pay for transport
Weekend doctor appointments

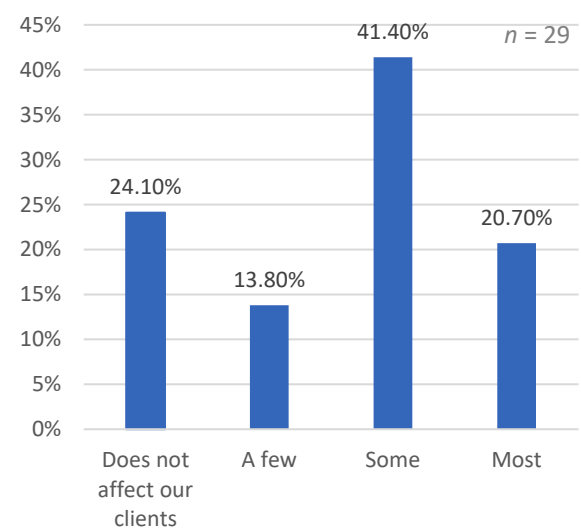
Q17. For how many of your organization's clients do the following barriers prevent them from accessing the available public and human services transportation options?

Exhibit 1.1.16 Barriers to using public/human services transportation

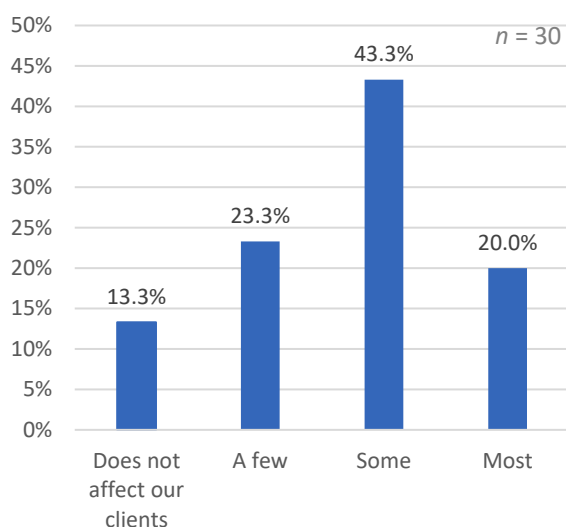
Safety concerns (such as fear of waiting at a bus stop or riding with other people)



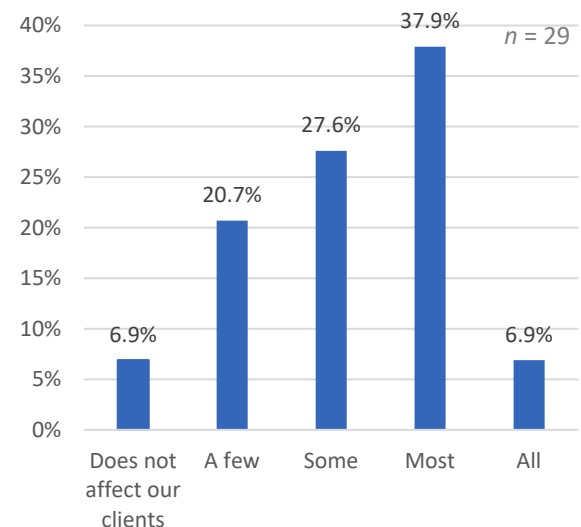
Language barriers (resulting in inability to arrange trips or get transit information)



Literacy (inability to read or understand information about transportation services)

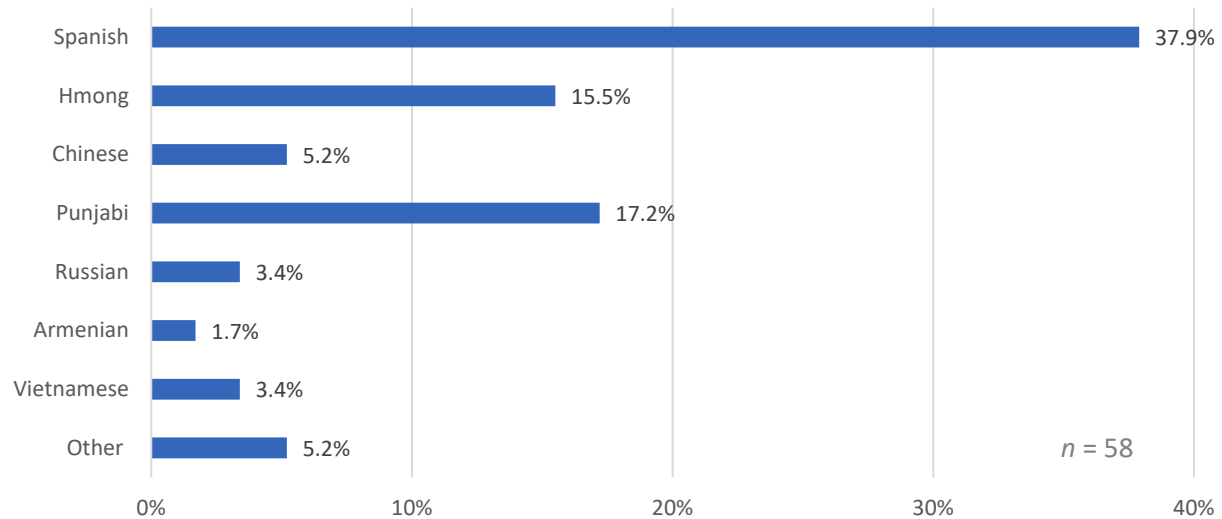


Lack of knowledge about what transportation services are available or how to use them



Q18. If language is a barrier, for what language groups is language a barrier to using public transportation?

Exhibit 1.1.17 Public transportation language barrier



Other languages cited included Arabic, Mixteco, and “variety of Spanish dialects from South America.”

Q19. What other barriers prevent your organization’s clients from using the transportation services that are available?

Exhibit 1.1.18 Other transportation barriers

Barriers
Ability to afford the fee of transportation.
Availability
Convenience and knowledge of usage.
Cost
Do not have access to transportation due to rural location.
Financial
Knowledge, timeliness, safety, routes
Lack of knowledge
Lack of knowledge of the public transit system and safety concerns.
Language and affordability
Length of ride for High School Students to Coalinga (35 minutes), opposing gang members when we merge routes
Mental health concerns such as anxiety, PTSD, depression, makes understanding transportation system difficult and scary
Non-existent services in the extreme rural areas
The medical or behavioral needs of our students require special accommodations for transportation. Accommodations such as medical devices, aides, and wheelchair restraint systems.
Trip planner assistance

Q20. What additional transportation services or programs would you most like to see available for your clients?

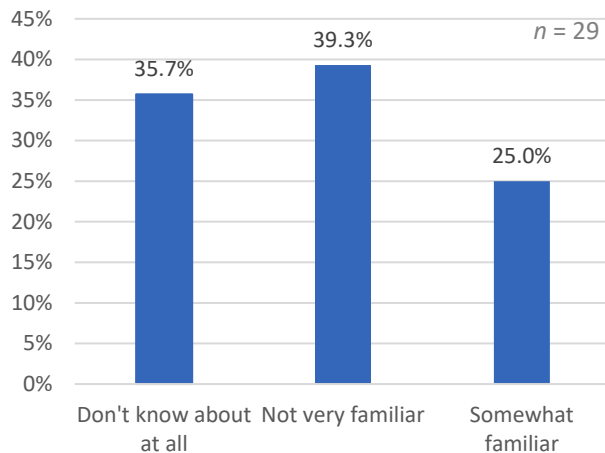
Exhibit 1.1.19 Desired transportation services

Additional services and programs
Additional bus attendants that are properly trained to assist and monitor students with special needs while on the bus.
Better dialysis transportation coordination.
Better scheduling
Collaboration to provide bus passes to neighbors to access food distributions! We also support a workforce development program and some participants have to walk or ride share to get to our organization.
Free or low-income fares. Emergency or 24-hour transportation for victims. Increase bus routes, times, and days for rural towns. Safer areas where clients can wait if they are waiting for long periods of time.
Handy ride type of service for clients who have mental health issues that make riding regular transportation difficult, same as provide for physical health reasons.
Holidays
More private driver setups that allow for more flexible drop off locations.
More school bus stops
Multi location access
Neighborhood mini-buses to gather and deliver residents to bus stops.
Public transportation
Rides to Fresno when our students need to get to specialty services.
Trip planner assistance/On-Demand Service.

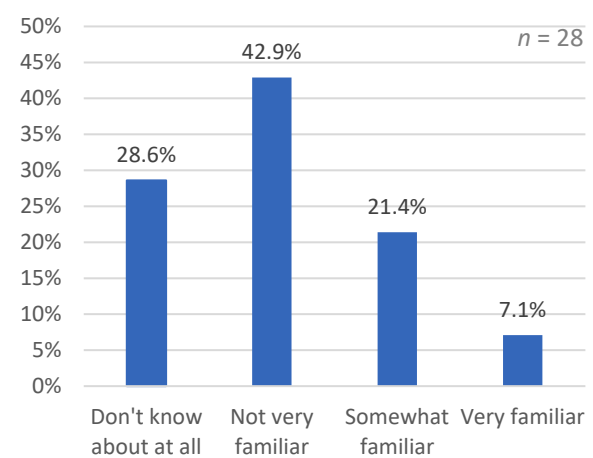
Q21. How familiar would you say you are with each of the following public transportation services within Fresno County?

Exhibit 1.1.20 Familiarity with existing public transportation services

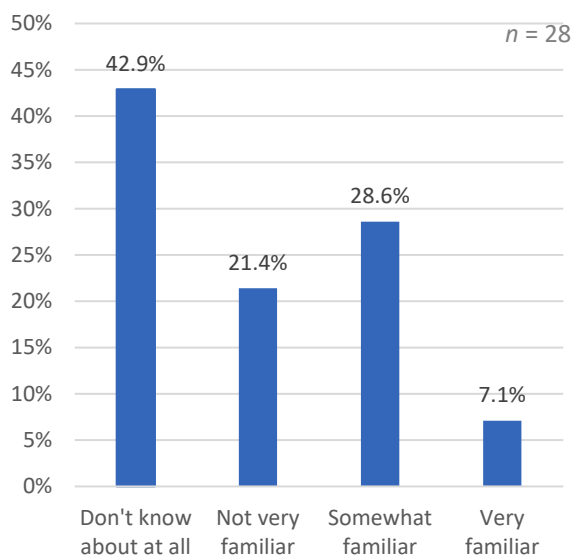
County-wide senior taxi subsidy program



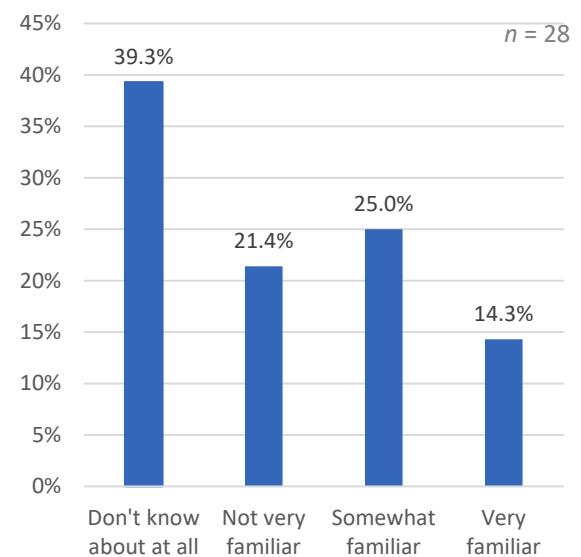
Specialized transportation for CalWORKs participants available from 6 p.m. to 6 a.m.



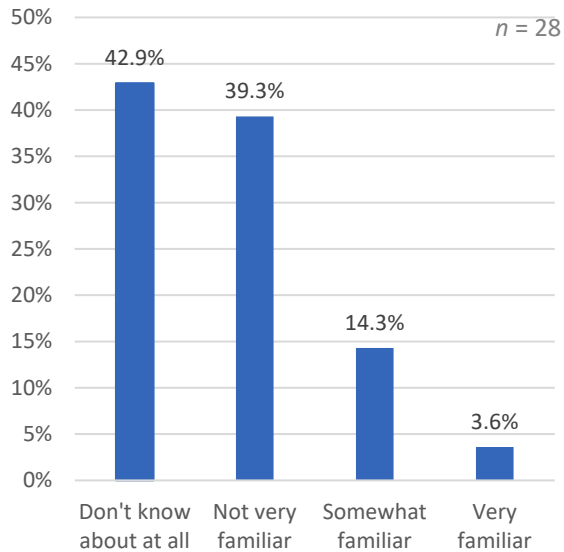
FCRTA county-wide \$5.00 dial-a-ride services for unincorporated communities not served by other public transit services



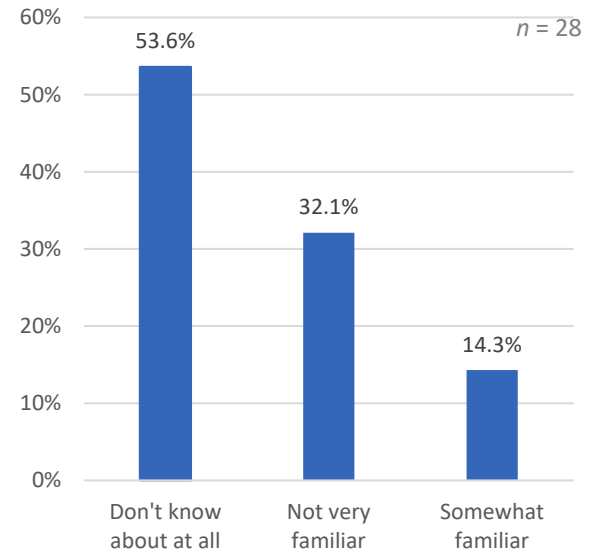
FAX bus service from River Park to Children's Hospital in Madera



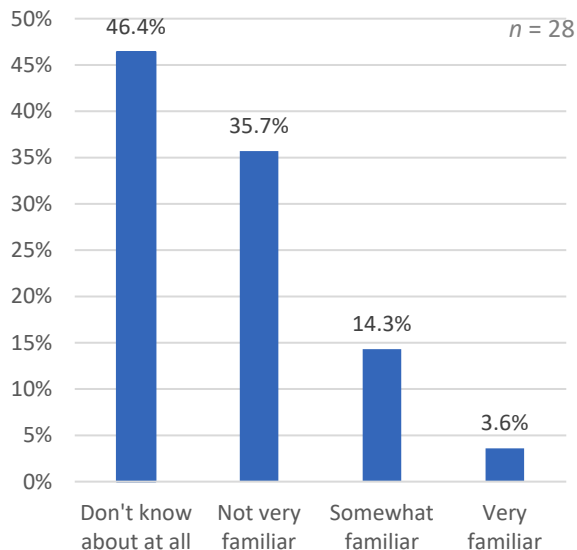
Farmworker Vanpool program that provides vouchers to help farm laborers pay for their transportation to various job sites when they ride in an approved Farmworker Vanpool



Fresno COG vanpool program which provides a monthly subsidy of \$600 for the first year of a new vanpool



Google Transit which provides automated trip planning for trips anywhere within the Fresno/Clovis metropolitan area



Question 22 asked stakeholders for their assistance in reaching out to the populations they represent. They were asked if they could provide a location from which the project team could interview individuals, a venue for a focus group or discussion, or another channel for asking them to complete a community survey. Stakeholders who offered any of these things were contacted in conjunction with the community survey and community outreach components of the project.

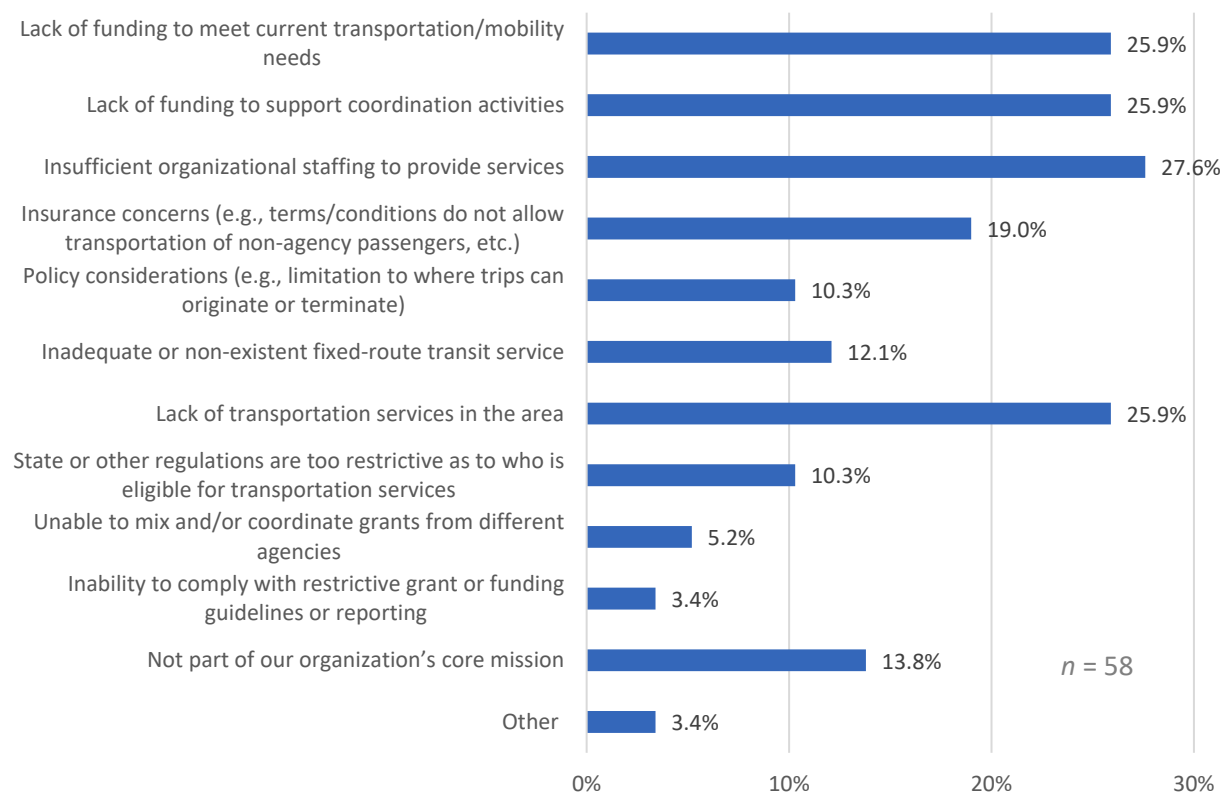
Q23. Would you or someone else from your organization be interested in participating in a small-group discussion with other stakeholders?

Nearly 71 percent indicated an interest in participating in a small-group discussion.

Section 3: Local Transportation Coordination (all respondents)

Q24. What are the most significant challenges your organization encounters with respect to providing and/or coordinating transportation services? (Select all that apply.)

Exhibit 1.1.21 Challenges with providing transportation services



Q25. In your opinion, which enhancements are most needed to improve coordination of public transit and human service transportation in your service area?

Exhibit 1.1.22 Desired public transportation enhancements

Enhancements
An enhancement to improve the transportation services would be the ability to schedule transportation services with Handy Ride for on time transportation instead of a window of time to expect the bus. This would ensure that our students are not late and continue to be included to outings and services they are entitled to.
General knowledge about existing programs and services.
Increase bus times and days. User-friendly website where routes are more readable and understandable.
Increase transportation availability in the rural areas
individuals willing to help, funds, and knowledge of resources
Low cost or no cost public transit system that has more options available.
More information on how elderly residents can use the transportation systems.
More performance on issues and less conversation.
Neighborhood mini-bus gathering systems
Route coordination/On Demand Services for developmentally disabled individuals.
Rural to Fresno transit.
Storage locker accessibility prior to transport
The availability of access to public transportation for families

Q26. Are there any other issues, concerns, or information you believe to be relevant to this issue, or are there any services or programs that work especially well?

Exhibit 1.1.23 Issues, concerns, or information

Issues, concerns, or information
Currently, Handy Ride is unable to guarantee a pick-up time which results in our student being excluded from services or events due to non-reliable transportation.
FAX works well for most clients with Fresno/Clovis area
In particular FAX and Handy Ride be more accessible to the eastern part of town.
We partner with Crime Victim Assistance Center on their GAP Grant for emergency transportation, shelter, and food vouchers. However, this only applies to victims that have made a report and fall within their guidelines. It is not available to all of our clients needing transportation. Also, we have Uber Health that we use to help transport clients needing rides, however, this is not available in rural towns such as Firebaugh or Huron.

Section 4: Transportation Services (transportation providers only)

Section 4 included responses from Boys and Girls Club of Fresno County, Burrel Union Elementary School District, City of Kerman, City of Mendota, Comprehensive Youth Services, Fresno County Superintendent of Schools, Hearts 2 Hands Ministries, Hope Medical Transport, JM Medical Transportation Services, and Parlier High School. Not every respondent answered every question. While surveys were also received from Clovis Transit, FCRTA, and Fresno Area Express, they did not provide responses to the questions in this section.

Q27. Who is eligible to use the transportation provided by your organization?

Among the ten respondents who answered this question, 60 percent said services were open to the general public, while 40 percent said services were limited to enrolled/eligible/authorized clients.

Q28. When does your transportation program operate (days and times/service span)?

Six stakeholders provided an open-ended response to this question. As such, responses were not consistent in their description. Responses included “24/7,” “Day,” “Monday – Friday,” “school hours: 6:30 a.m. – 6:30 p.m.,” “per individuals homeless request,” and “during the traditional school year, including summer school, and during school hours or for extracurricular activities.”

Q29. Tell us about the drivers for your transportation program:

Five respondents indicated having paid dedicated drivers. Three had fewer than 10 drivers, one indicated 49 drivers, and one replied “100%.”

Only two respondents indicated having volunteer drivers. One had one driver, while the other had 20.

Three respondents indicated having paid staff who drive. Two said they had two paid staff, while the third had four.

Q30. How many total vehicles do you have available for client/customer transportation?

The total number of vehicles ranged from one to 76. Three respondents indicated having fewer than 10 vehicles, one had 14, and one had 76.

Q31. Tell us about the number and capacity of your vehicles:

Four respondents indicated having sedans seating five or fewer passengers. Three had one such vehicle and one had two sedans.

Three respondents indicated having vans seating 10 or fewer passengers. Two had fewer than five vans, while the third had 26.

Two respondents indicated having buses seating 16 or more passengers. One had a single vehicle, while the other had 37.

Three respondents indicated having wheelchair lift-equipped vehicles. Two had five or fewer, while one had 12.

Q32. How many of your vehicles may need to be replaced in the next five years based on odometer mileage?

Four respondents indicated having vans seating ten or fewer passengers with more than 150,000 miles. Three had one or two vehicles, while one had nine.

One respondent indicated having eight buses seating 11 to 20 passengers with more than 200,000 miles.

Two respondents each indicated having one bus with 21 or more seats exceeding 250,000 miles.

Q33. Passenger Trips Provided

The average number of one-way passenger trips per month varied widely. Responses included 10, 12, 45, 500, and 1,200.

Q34. What was your organization's operating budget for your transportation program in 2022?

Only two respondents provided their organization's operating budget for 2022. One was very modest (\$4,800) while the other was significantly higher (approximately \$3.1 million).

Q35. Compared to 2022, do you expect your organization's transportation budget for 2023 will...?

Of the six responses to this question, four indicated their transportation budget was likely to increase, while two said it would stay the same.

Q36. Does your organization intend to continue its transportation programs during the next five years?

Of the seven responses to this question, five said they would continue their transportation program, while two were unsure.

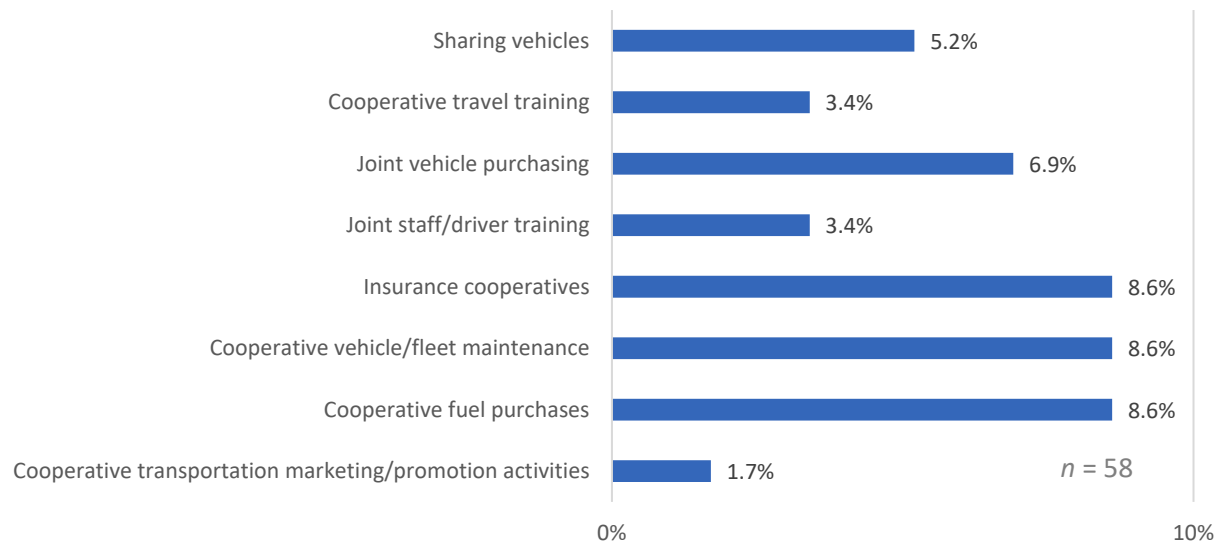
Q37. How has COVID-19 affected your transportation program?

Exhibit 1.1.24 Impact of COVID-19 pandemic

Impact of COVID-19 pandemic
Decreased 25% 2021.
Eliminated for safety of volunteers and safety.
Fewer trips.
It interrupted it for a while.
Less drivers meaning less transportation
Not at all. We provide transportation for COVID patients.
Since COVID-19, we have lost several (6+) drivers who have moved to other jobs since in-person school was cancelled and field trips were not allowed. It has been difficult to find new drivers to transport our students for home-to-school needs or special activities.

Q38. What types of coordinated services might your organization be interested in learning more about and/or participating in?

Exhibit 1.1.25 Interest in coordinated services



Chapter 1.2 | Community Outreach

Community workshops

Five in-person workshops were held throughout Fresno County on March 22, 23, and 24, 2023. Bilingual (Spanish/English) staff were present at all meetings. While attendance at the workshops was modest, there was, at a minimum, good feedback obtained from representatives of the entity hosting the workshop. Workshops were held at the following locations:

- Senior Center, Firebaugh
- Ted C. Wills Community Center, Fresno
- Neighborhood Resource Center, Reedley
- Police and Fire Community Room, Clovis
- Maxie Parks Community Center, Fresno

A virtual workshop was held via Zoom on April 11, 2023. Attendees were able to discuss challenges in using FAX with an agency representative, who was pleased to let them know that an increase in frequency scheduled for August 2023 would address some of their primary concerns.

Community pop-up events

Informal pop-up events were held to supplement the more formal community workshops. Typically lasting 60 to 90 minutes, the pop-up events were intended to provide information about the project and encourage attendees to complete a community survey. Nine pop-up events were held on March 21, 22, and 23, 2023, and included bilingual (Spanish/English) staff. The pop-up events were attended by more than 90 individuals at the following locations:

- Manchester Transit Center, Fresno
- Downtown Transit Center, Fresno
- Civic Center, Clovis
- Civic Center, Mendota
- Senior Center, Kerman
- City Hall, Huron
- Branch Library, Selma
- City Hall, Sanger
- Senior Center, San Joaquin

Pop-up staff collected 27 community surveys during the events, with additional surveys completed online. Verbal comments arising from the pop-up events included the following:

- FAX Route 41 is the worst line as it is never on time.
- Service is needed near the fairgrounds and by warehouses.
- There is a need for weekend service in the rural areas.

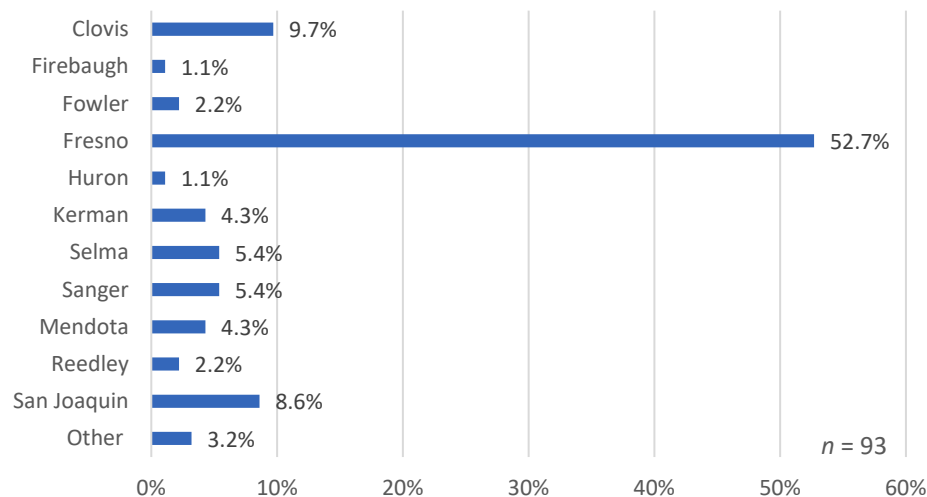
Community survey

A community survey was developed to gain better insight into the travel habits and barriers to mobility for individuals throughout the Fresno County community. The bilingual (Spanish/English) survey was available online, and paper versions of the survey were available at all community events as well as provided to stakeholders and other entities on request. The survey was available throughout most of the month of March 2023.

A total of 93 responses were received, with approximately two-thirds received online and one-third via in-person events. Respondents were provided an opportunity to participate in a random drawing for a series of \$50 VISA gift cards.

Q1. What is the nearest city or community to where you live now?

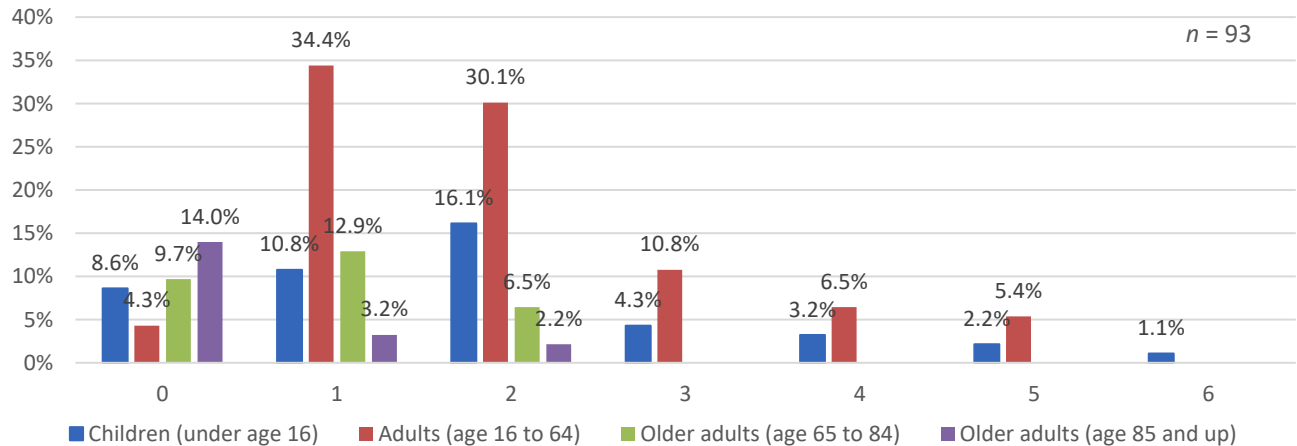
Exhibit 1.2.1 Home community



Other responses included Caruthers and the foothills east of Squaw Valley.

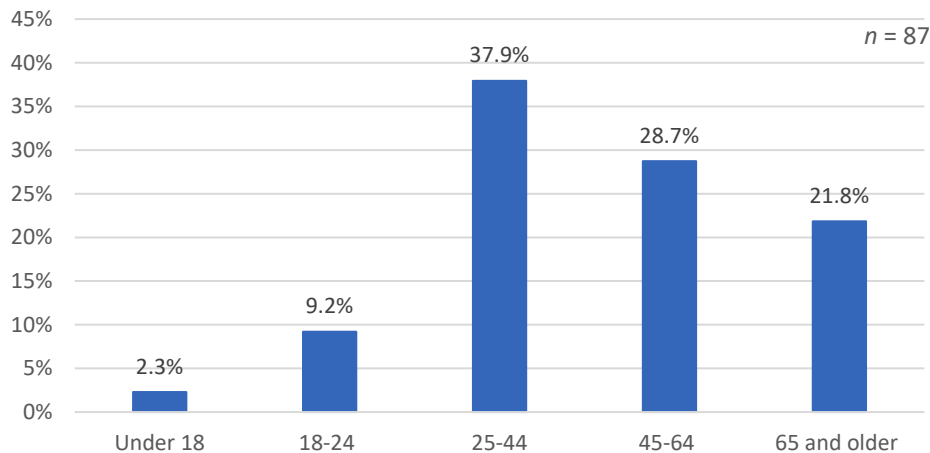
Q2. How many people in each of these age groups live in your household (including yourself)?

Exhibit 1.2.2 Age groups within household



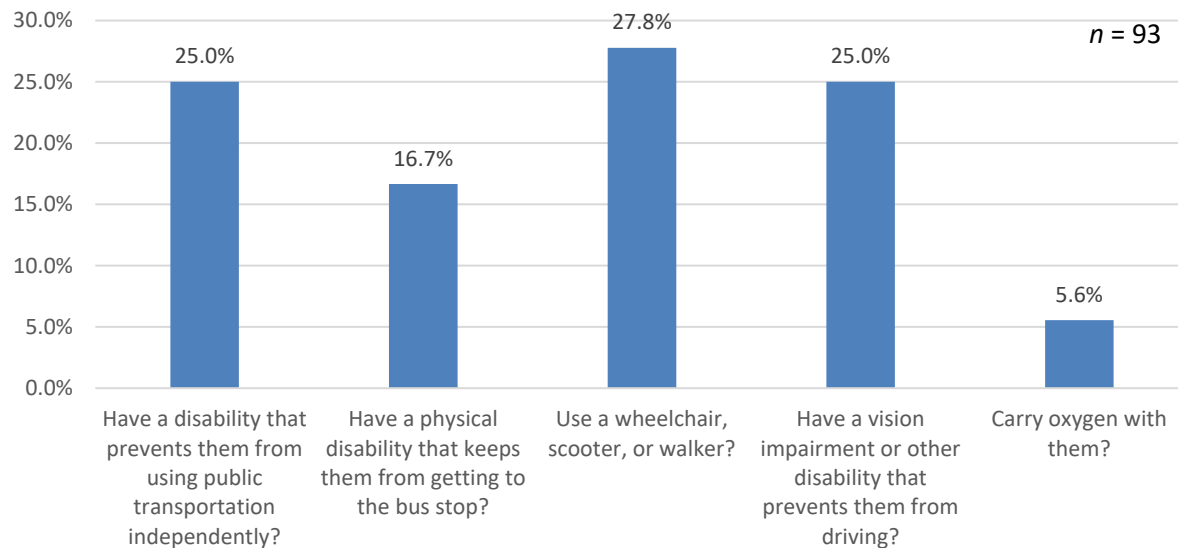
Q3. What is your age?

Exhibit 1.2.3 Respondent age



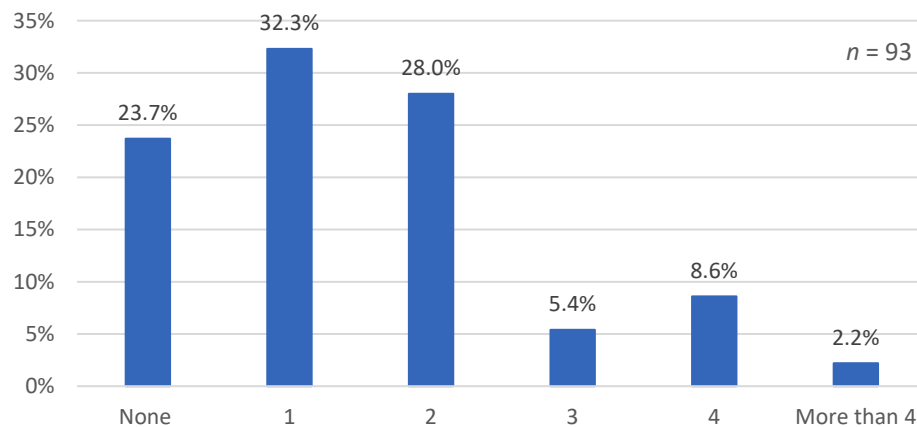
Q4. Do you or any member of your household... (check all that apply)

Exhibit 1.2.4 Disability impacting mobility within household



Q5. How many working vehicles (cars, trucks, motorcycles) does your household have use of?

Exhibit 1.2.5 Working vehicles in household

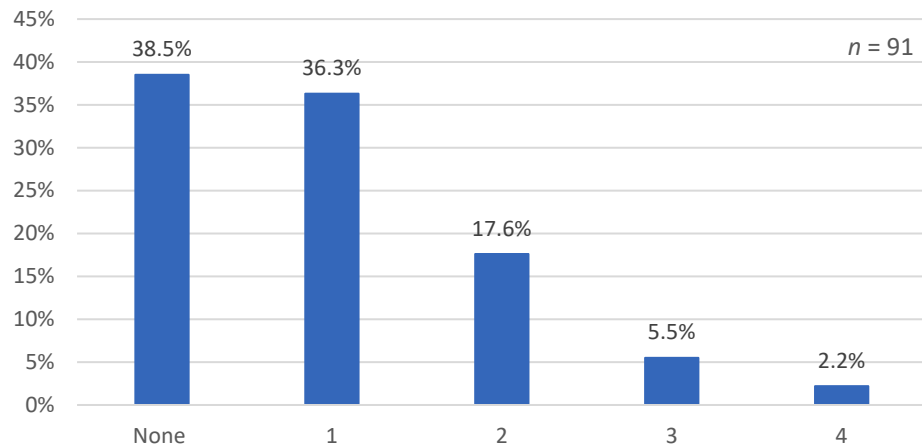


Q6. Do you have a valid driver's license?

Nearly 70 percent of respondents indicated having a valid driver's license.

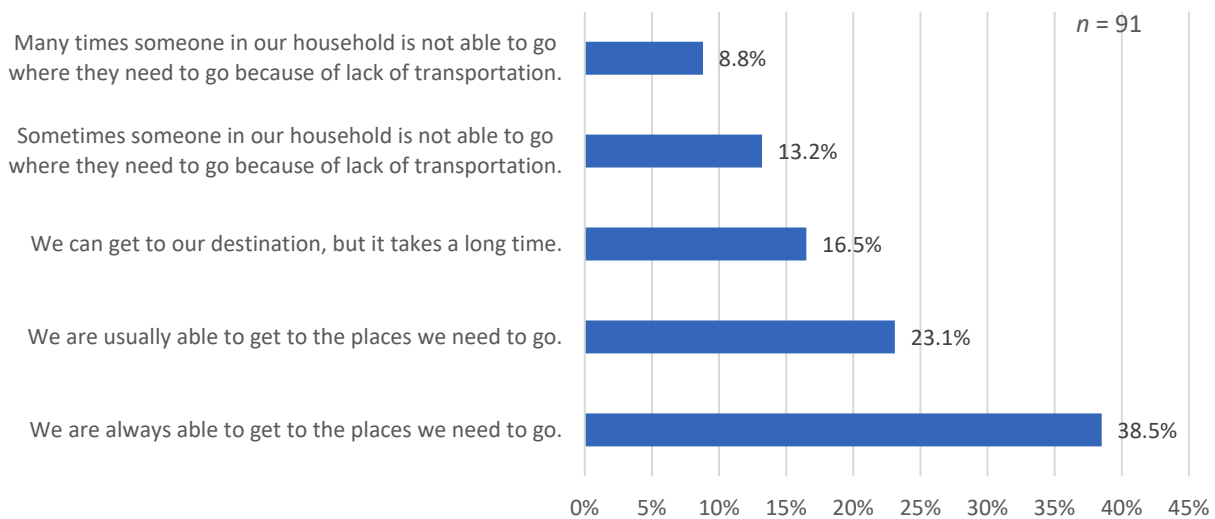
Q7. How many other people in your household have a valid driver's license (not including you)?

Exhibit 1.2.6 Valid driver's license in household



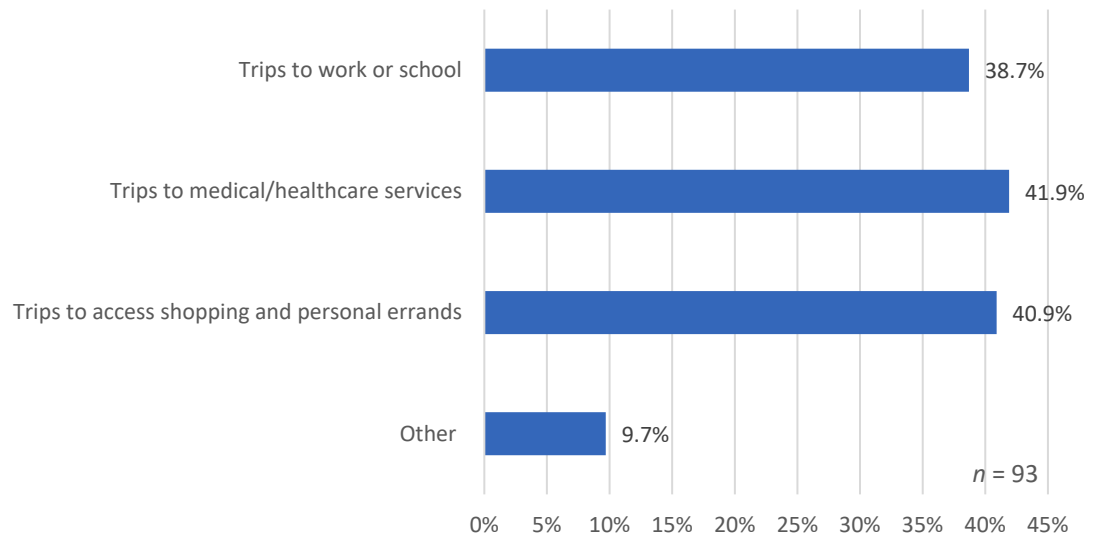
Q8. In general, which of these phrases best describes how well your household's transportation needs are currently met?

Exhibit 1.2.7 Transportation needs within household



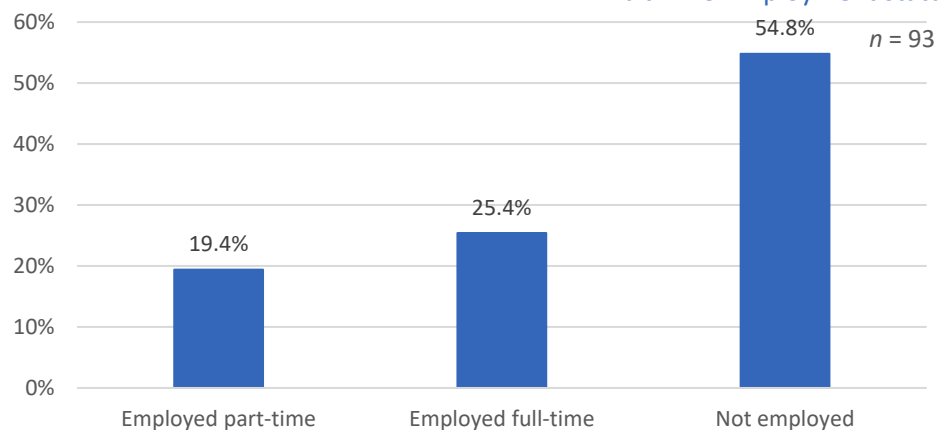
Q9. If someone in your household has difficulty getting to the places they need to go, what types of trips does this usually include? (check all that apply)

Exhibit 1.2.8 Difficulty making trips



Q10. Are you employed full-time or part-time?

Exhibit 1.2.9 Employment status



Q11. If you are employed, is your job seasonal (do you only work part of the year)?

Of the 38 individuals who responded to this question, 7.9 percent indicated having seasonal employment.

Q12. If your job is seasonal, about how many months out of 12 months do you work in Fresno County?

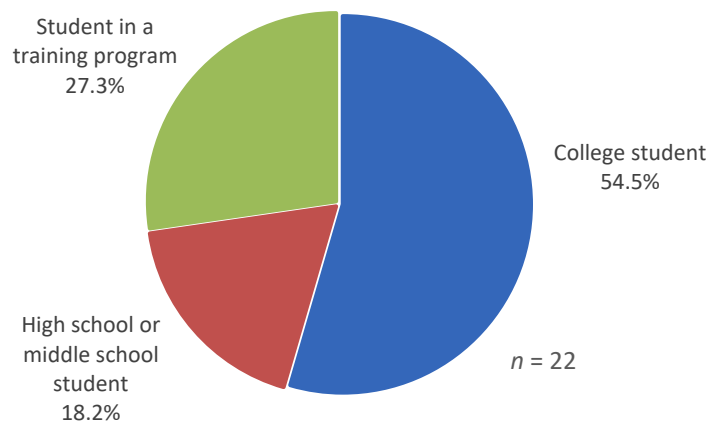
Two respondents indicated working nine out of 12 months in Fresno County.

Q13. Are you a student?

Just over 20 percent of respondents indicated being a student.

Q14. If you are a student, what type of student?

Exhibit 1.2.10 Type of student

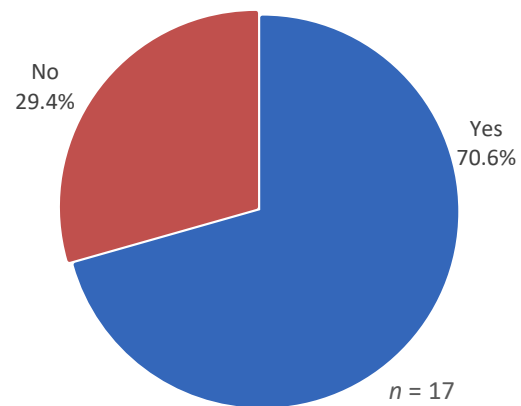
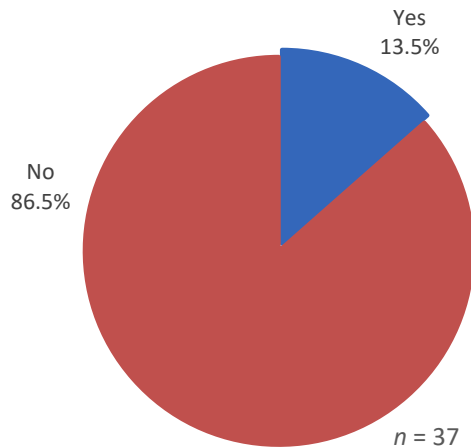


Q15. If you are employed or a student, does your employer or school provide discounts, monthly transit passes, or other subsidies for your commuting needs?

Exhibit 1.2.11 Transportation subsidy

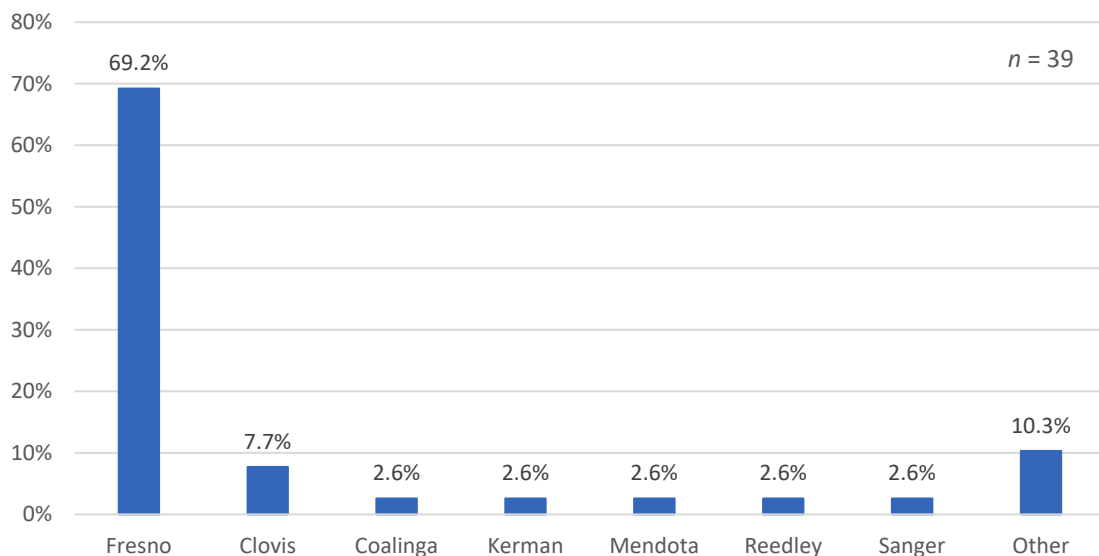
Provided by employer

Provided by school



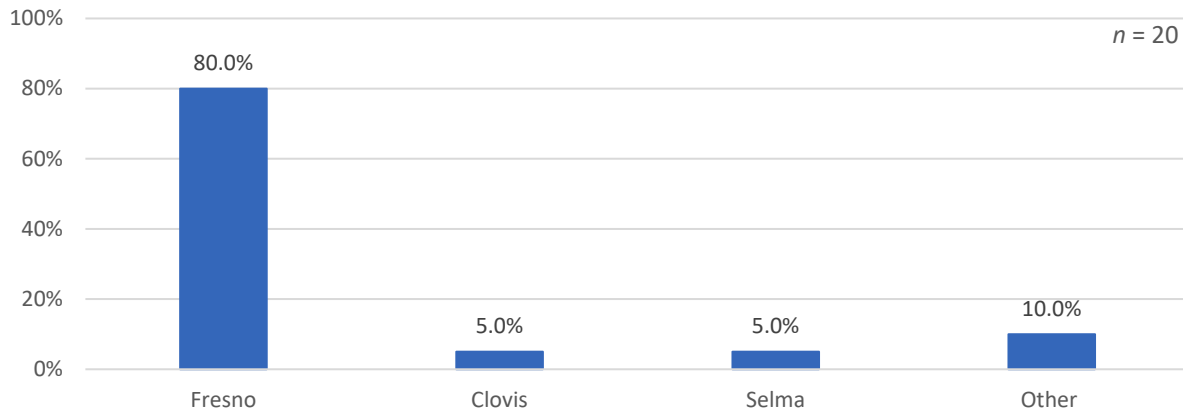
Q16. If you are employed or a student, in or near what city or community do you work or go to school?

Exhibit 1.2.12 Location of employment



Other responses included Easton, Lemoore, Tranquillity, and “throughout the county.”

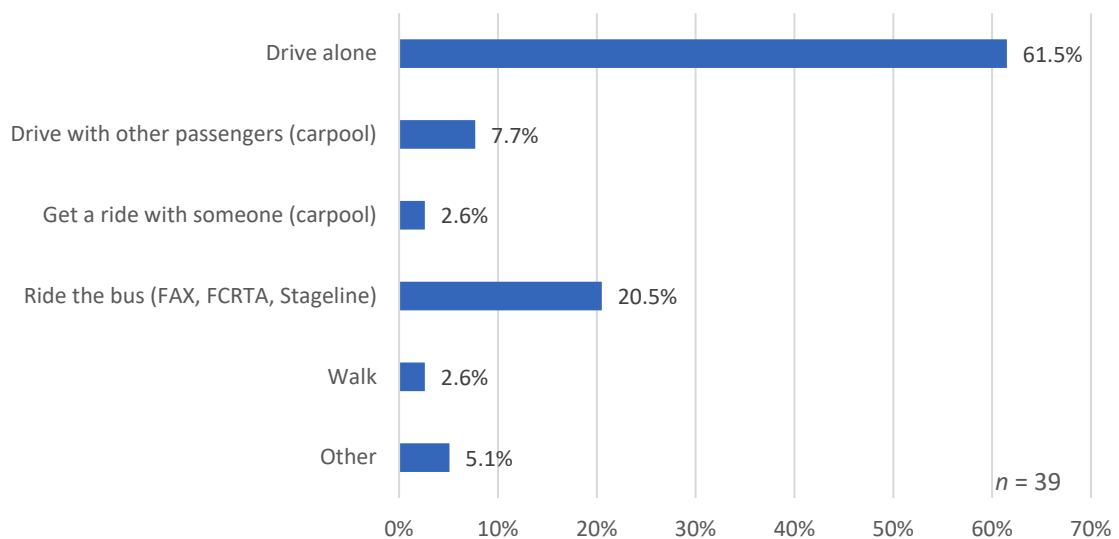
Exhibit 1.2.13 Location of school



Other responses included "online."

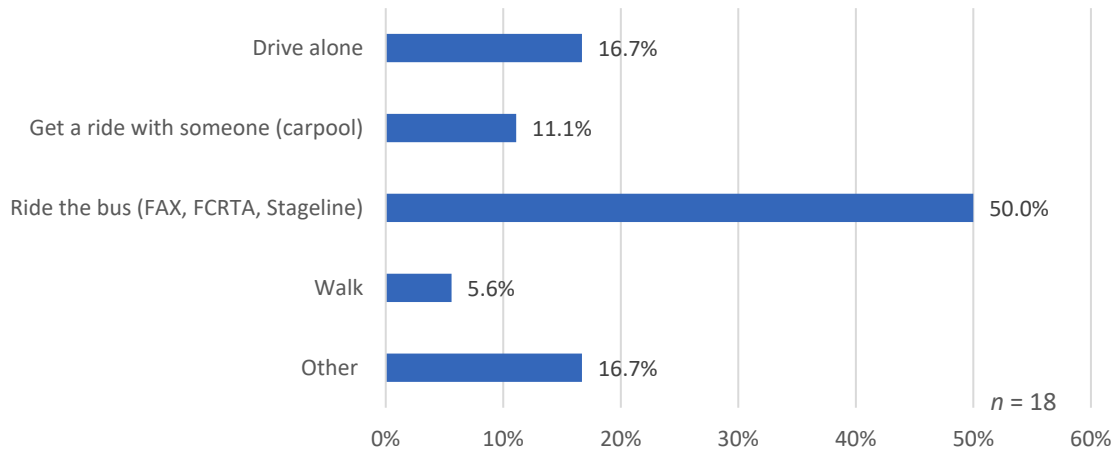
Q17. If employed or a student, how do you usually travel to work or school?

Exhibit 1.2.14 Method of getting to work



Other responses reflected working from home/telework.

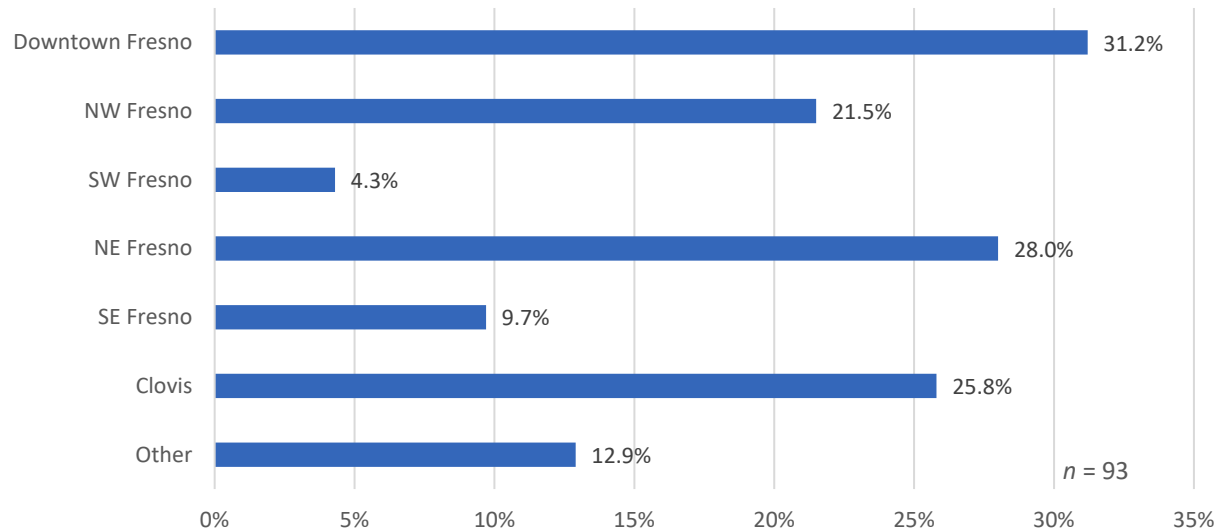
Exhibit 1.2.15 Method of getting to school



Other responses included “online” and “school bus.”

Q18. Where do you go for most of your medical and/or social services?

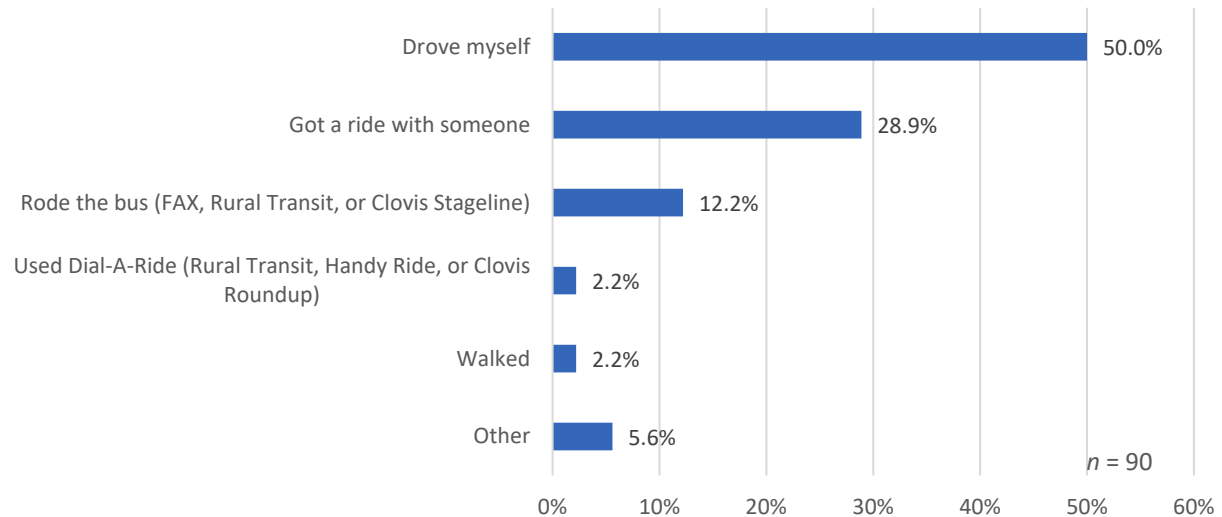
Exhibit 1.2.16 Location of medical/social services



Other responses included Coalinga, Fowler, Kerman and Madera (two responses each), and North Fresno, Reedley or Fresno, Sanger, and Selma (one response each).

Q19. For your last medical appointment, how did you get there?

Exhibit 1.2.17 Method of getting to medical appointment



Other responses included cancelling the appointment, telehealth, and Uber.

Q20. Do you know the location of the public bus stop nearest your home?

Nearly 69 percent of respondents indicated know the location of the public bus stop nearest their home.

Q21. Is the bus stop within walking distance of your home?

Fifty-five percent of respondents indicated the nearest bus stop was within walking distance of their home. An additional 19.1 percent said they did not know.

Q22. If yes, approximately how long does it take to walk to the bus stop?

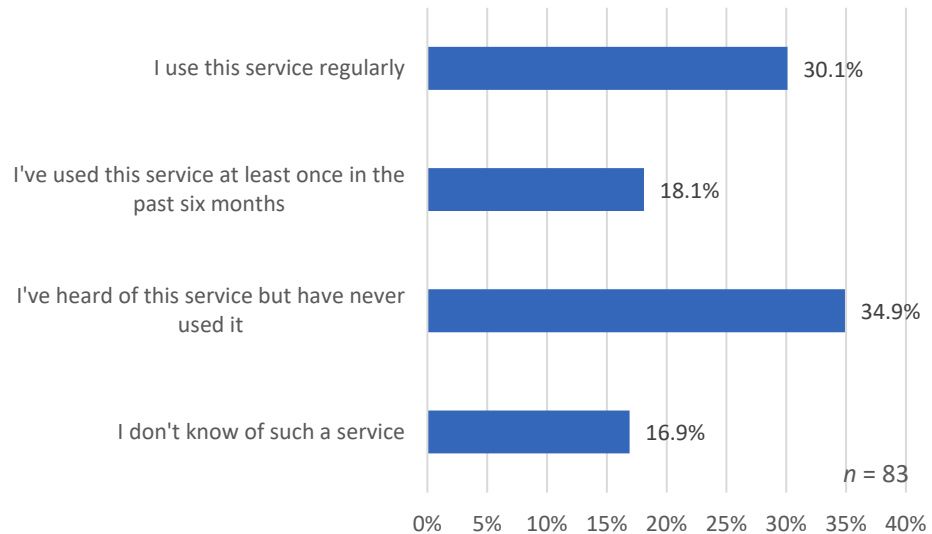
The majority of respondents (58.6 percent) indicated it took five minutes or less to walk to the nearest bus stop. Another 28.2 percent cited between five and 15 minutes. The remainder said 25 to 35 minutes or longer, or said they did not know.

Q23. If no, how far (in miles) is the bus stop from your home?

Seventy percent of respondents indicated the bus stop was two miles or less from their home, with 22.2 percent citing a distance of half a mile or less. Nearly 19 percent indicated a distance of 10 miles or more.

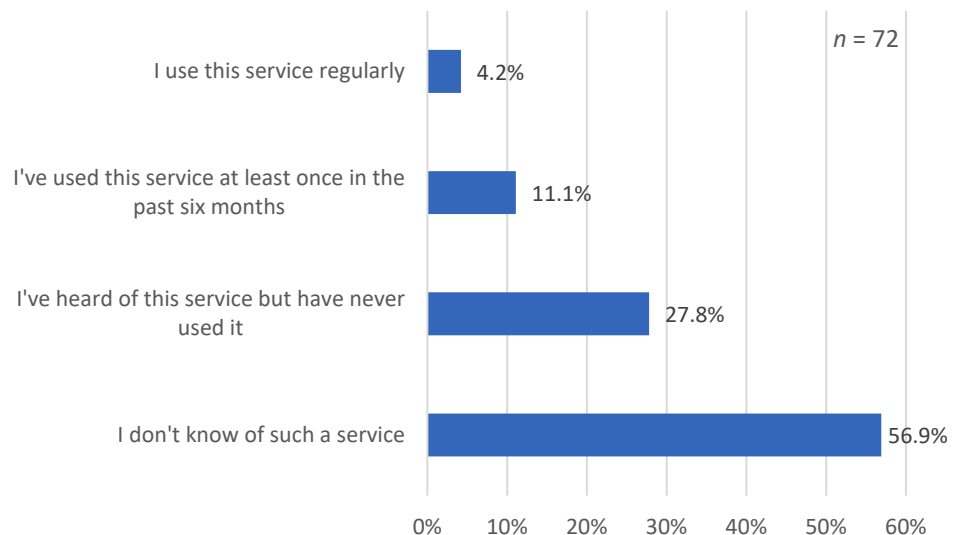
Q24. How familiar are you with FAX bus service in the Fresno area?

Exhibit 1.2.18 Familiarity with FAX



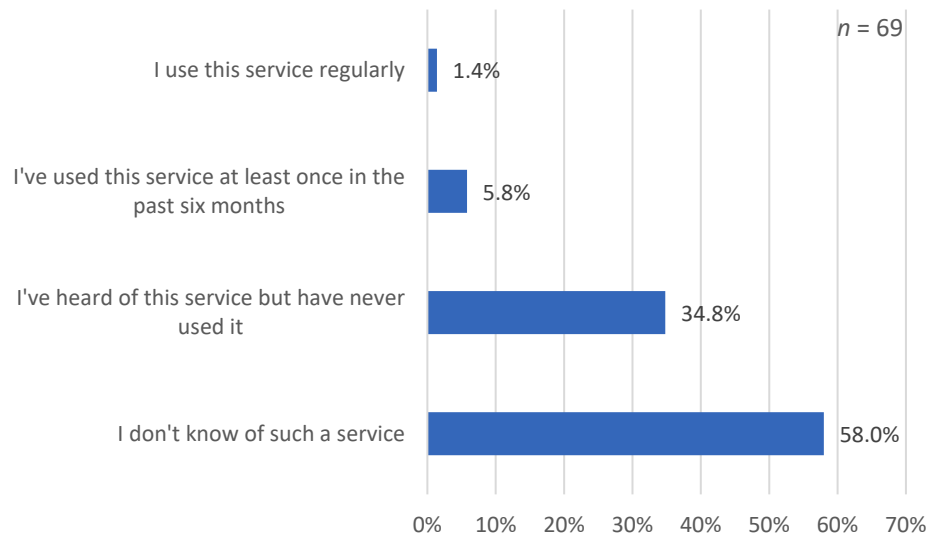
Q25. How familiar are you with FCRTA or Stageline bus service from the community where you live to Fresno?

Exhibit 1.2.19 Familiarity with FCRTA/Stageline



Q26. How familiar are you with FCRTA or Round Up Dial-A-Ride service that picks you up at your home and takes you where you need to go in your local community?

Exhibit 1.2.20 Familiarity with FCRTA/Round Up Dial-A-Ride



Q27. Does a social service agency provide you financial assistance with your transportation needs?

Twelve percent of respondents indicated receiving financial assistance for transportation from a social service agency.

Q28. If yes, what kind of subsidy is provided?

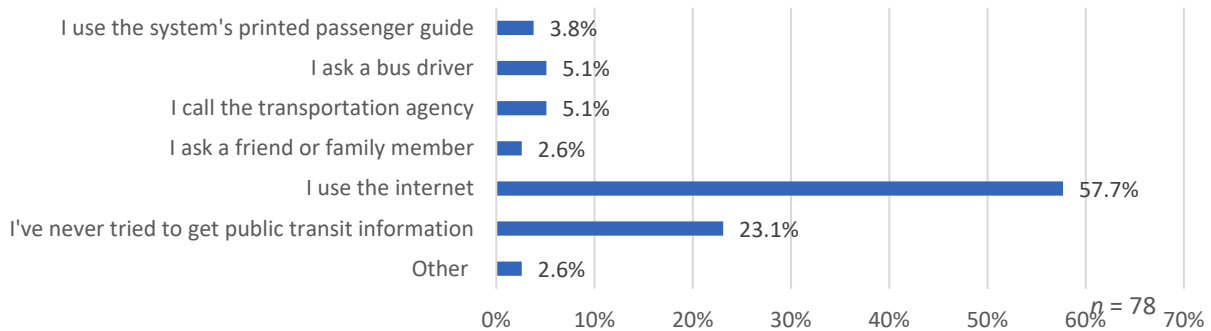
Among the seven respondents indicating they received such assistance, 42.9 percent said they received mileage reimbursement, while 47.1 percent received a monthly bus pass.

Q29. If a social service agency provides you with transportation assistance, what agency is it?

One respondent each listed Fresno EOC transit system, DSS – CalWORKs, MAPS, and Workforce.

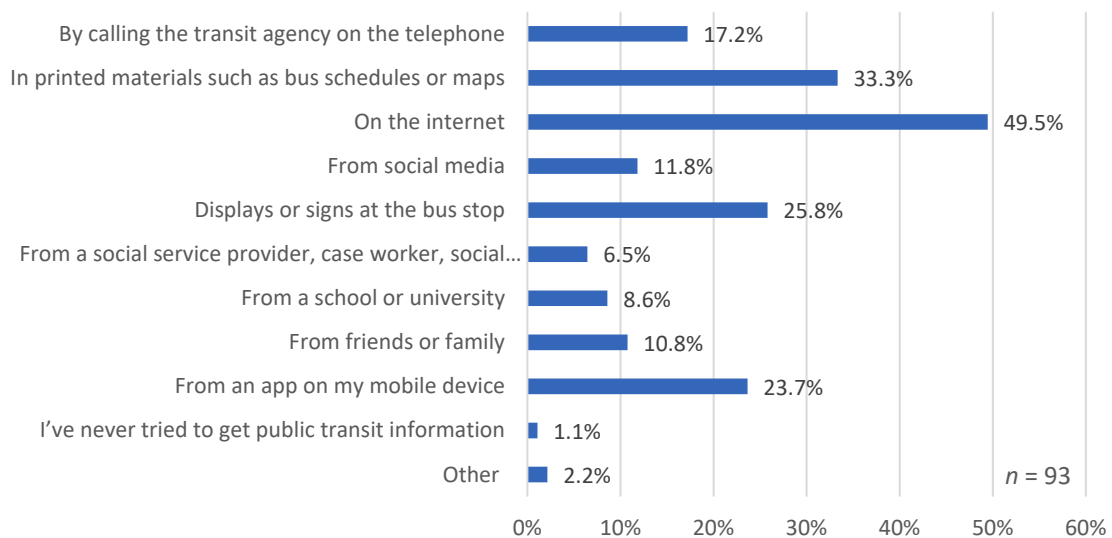
Q30. If you need information about public transportation, how do you currently get it?

Exhibit 1.2.21 Public transportation information resources



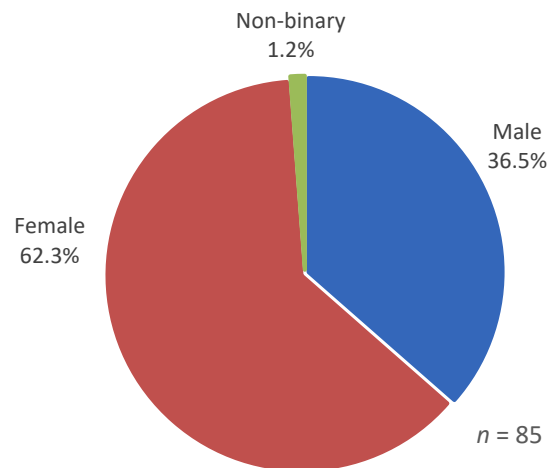
Q31. How would you like to get information about public transit services? (check all that apply)

Exhibit 1.2.22 Preferred public transportation information resources



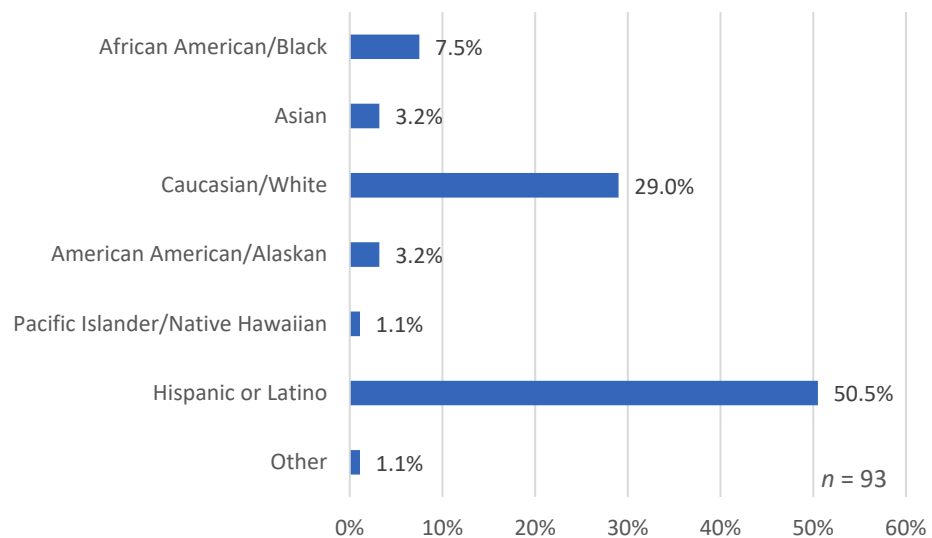
Q32. With which gender do you identify?

Exhibit 1.2.23 Gender



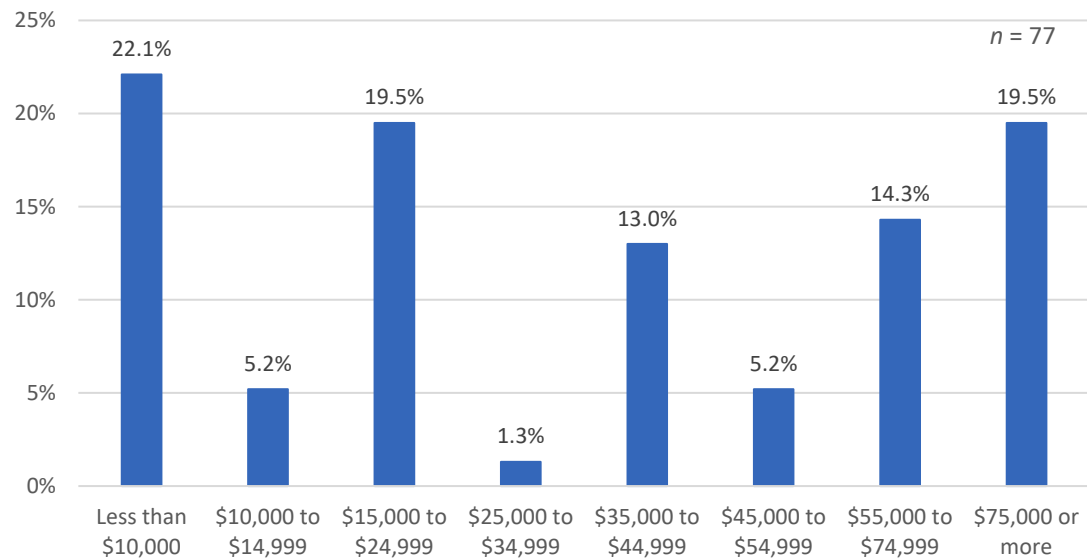
Q33. Which of the following do you consider yourself? (check all that apply)

Exhibit 1.2.24 Race/ethnicity



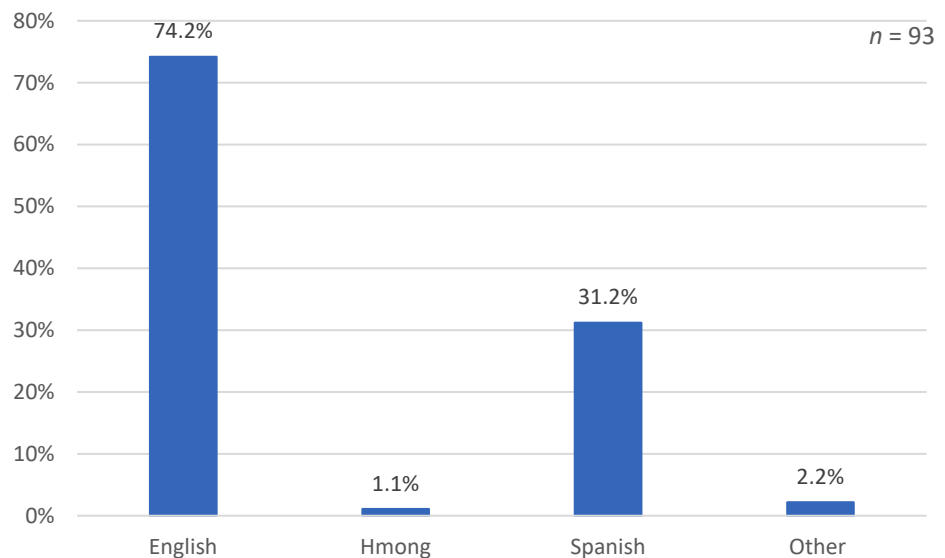
Q34. What is your total annual household income?

Exhibit 1.2.25 Annual household income



Q35. What language(s) do you most often speak at home?

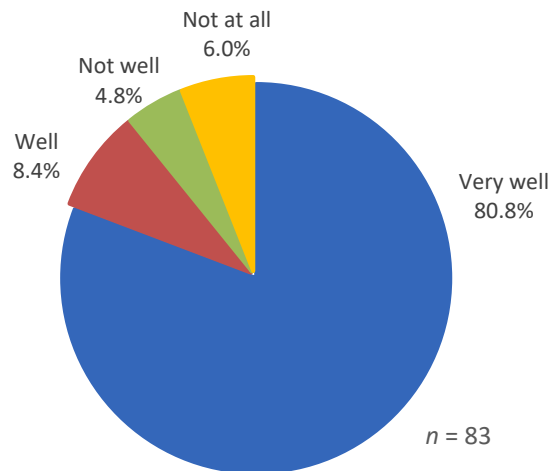
Exhibit 1.2.26 Language spoken at home



Other languages included Punjabi and Hindi.

Q36. How well do you speak English?

Exhibit 1.2.27 English proficiency



Q37. Is there anything else you would like us to know about barriers to transportation that affect you, your household, or your community? If so, tell us here.

Exhibit 1.2.28 Additional comments

Additional comments
We need more bus stops with seating and protection from the elements. We need vehicles we can check out and use then return when done, for free. I am 59 and it would be wonderful if there was a place on the internet that had all resources there to click on, and we all knew about it easily. If my car breaks down I'm done. If there was a program to help people financially if their car breaks down, and they are low-income. I live from month to month with no savings.
All bus stations should have shade structures. It is inhumane to wait at a bus stop in a Central Valley summer. Bus stops need to have safe access/exits. The stops on Palm between Dakota and Shaw are incredibly dangerous (and not ADA compliant).
Cataracts
Commuting to work is a 40 min drive for me.
EOC takes me where I need to go and it's affordable.
Help us so that in this community we have transportation and the surrounding areas Cantua, Helm, Tranquillity, and 3 Rocks.
Hi, while I do well and have enough money to utilize my personal vehicle, that doesn't mean I want to always drive my own car. I care deeply about the environment and wish Fresno County had a better public transportation option but also, I wish the entire culture of the valley was to utilize these resources more often. While I think it's great to expand services to those who need them, let's also foster a general public opinion and political opinion that taking public transportation is much better for the environment. The car dependency in this area is disheartening. So many large trucks and SUV's with terrible gas mileage. We could be ahead of the curve in this area, but we're so, so behind.

Additional comments
I have transportation but many in Coalinga do not. A city transit bus is good but limited. Other modes of transportation for individuals would be nice.
I just want to let you know that if somebody is coming from another country and doesn't know how to drive, they should have some bus services to go to work.
I like to know why 62 years old isn't considered for senior rates.
I live in a new development. I think transportation should be considered while homes are being made in rural areas, so it's ready for homeowners to use.
I live in Clovis near Clovis Community and would like to learn what buses to take to go to Fresno where I work.
I recently moved to the area with my infant child so I haven't had the opportunity to find childcare that would allow me to do things outside the home.
I would love to use public transportation but I once checked a website that showed the time table and it would be impossible to use it for my job or my doctors' appointments. Please invest more for the average commuter, I bet there's data you can use on where cars go from rural areas into the cities to help with that. thanks.
I would use public transport much more often if it was more widely available, was well funded by our government, and took people places outside of just a small local radius. This would also help the economy as many people who don't do work often can't because of these issues, and it would help races and ethnicities that are non-dominant as they are most likely to be affected by that issue.
I've lived in SE Fresno for the past 20+ years and I've never had access to public transportation because the nearest bus stop is almost 2 miles away. There's nothing close to Peach/Church Ave and Clovis/Church Ave.
In the community, many people that do not have transportation do not have ways to get to other towns and areas with resources they need because. The barriers for people to get groceries, shopping, and attend medical appointments is awful. The Medi-Cal-contracted companies are unreliable and do not take people where they need to go or just do not show up at all after being scheduled. In Coalinga and other outlying areas, medical transports will not go to pick people up at all, let alone do they have a way to get to appointments and shop for food.
Is there Uber in Kerman? Is there taxi in Kerman for emergencies? No advertising on this that I know of.
Not enough bus stops for N.E. Fresno. Too far to walk for it with kids
Not enough drivers and or buses from and to San Joaquin also drivers take a while even with schedule pick up times
Please consider more covers for the elements at bus stops and maybe fix intersecting buses so you don't miss a bus you have to transfer to because it's passed the light and you cannot make the stop.
So far, the bus routes I regularly take have been consistent and reliable. I like that I can check the bus schedule online but would prefer if there was an app. I'm glad there is a bus that comes by my stop every 30 minutes but I think Route 32 would benefit from a 15-minute stop. I see many people relying on this route for work and school so the bus is usually full. FAX has improved a lot since the pandemic, I haven't had too much trouble catching the bus as I did pre-pandemic so that is a plus!
Sometimes they are too busy that it is not possible to get to medical appointments.

Additional comments
<p>Strollers should be allowed on busses without breaking down. I have wanted to take the bus with my children but chose to drive because my stroller is too difficult to close and carry. When I've taken the bus and folded down my stroller, the bus is empty and there has been plenty of room if I left it open. No other cities I have ridden the bus in had a rule to fold your stroller. This rule is keeping parents and kids from riding the bus or placing undue burden on parents, please change it. Thank you for the service you provide the community.</p>
<p>Sunday service should be available later for all lines.</p>
<p>The 41 south onramp at McKinley is scary, especially at 6:40 a.m. The length of it in which you can see traffic lanes as you merge is too short. I work downtown one day a week and always dread that merge. Thank you.</p>
<p>The bus not arriving on time until an hour later. I cannot find a bus map for bus Route 9 that is located on Willow & Gettysburg. Also not knowing where the bus go to or the schedule because there is no posted times or dates as opposed to in San Luis Obispo where they have the schedule on the bus stop sign.</p>
<p>The sprawl of Fresno metro area. I love taking FAX Route 3 to/from work, but I can't when I have to pick-up kids or other needs that are significantly far from that route. I try for once a week, but it turns out to once or twice a month at best.</p>
<p>We need coordinated, county-wide transportation to the County's transit hubs (airport, train station, bus stations) at all hours of the day, especially early morning and late evening hours.</p>

Chapter 1.3 | Promotion of Outreach Activities

Multiple tactics were utilized to promote the stakeholder and community outreach activities.

A bilingual project webpage and custom URL (FresnoGo.com) were developed to inform the community regarding the Coordination Plan update. The website featured links to the online stakeholder and community surveys, provided information about where to find pop-up events and information about community workshops, and included project documents and a comment mechanism.

A project logo reflecting the FresnoGo URL was developed for display alongside the Fresno Council of Governments logo. Having a brand for the Coordination Plan helped ensure consistency and raised awareness of the project.

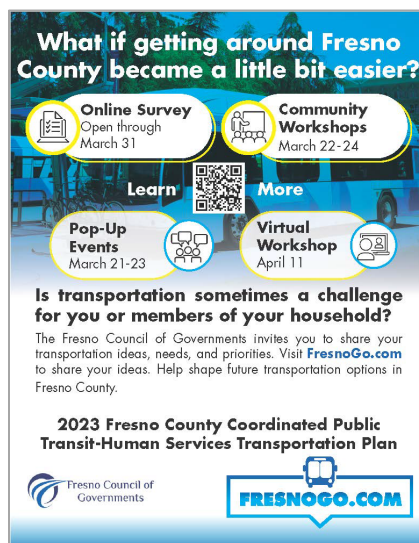
Social media content was developed for posting by the Fresno Council of Governments, Fresno County, cities, transit operators, stakeholders, and other entities within Fresno County. It promoted all participation opportunities including the community survey, pop-up events, and workshops.

A bilingual direct-mail postcard was randomly distributed to 10,000 households throughout Fresno County, focusing on historically disadvantaged neighborhoods.

Bilingual flyers were created to promote all public engagement activities. These were posted on transit vehicles and in high-traffic locations throughout the county. The flyers were also customized to promote specific workshop or pop-up locations.

Bilingual survey cards were created for distribution at workshops and pop-up events for individuals who preferred not to take the survey at the event. They included a link to the online survey.

See Appendix C for promotional activities and artwork.



Chapter 2 | Status of Prior Recommendations

The 2015 Coordinated Plan presented five broad-based goals. Then, under the five goals, fourteen strategies (or tactics) were identified.

Much has transpired within the framework of Public Transit/Human Services Transportation throughout Fresno County since completion of the prior Coordinated Plan eight years ago. Among the highlights is transfer of administration as well as day-to-day operation of the Handy Ride program, changes in both federal and state transportation funding requirements and allocations, and the COVID-19 pandemic.

The following table cites the status of the recommendations from the prior Coordinated Plan.

Exhibit 2.1 Status of Prior Recommendations

Goals	Strategies	Priority	Status
Goal #1: Maintain and Strategically Expand Public and Human Service Transportation	Strategy #1: Retain and Strategically Enhance Existing Public Transportation Services.	Critical	Implemented
	Strategy #2: Retain, Support and Improve Human Service Transportation.	Critical	In progress
	Strategy #3: Continue to utilize FTA 5310 grant funding for procurement of replacement and expansion vehicles and related equipment by non-profit and public agencies serving mobility needs of low income, seniors and disabled persons.	Critical	In progress
	Strategy #4: Retain, Support and Expand Vanpool Program.	High	In progress
Goal #2: Enhance Mobility Information and Education	Strategy #5: Integration of all Fresno County Transit Services into Google Maps and the FAX Trip Planner.	High	Implemented
	Strategy #6: Development of an Online Web Portal that will Provide Access to Comprehensive Information about Local Transportation Options and Programs.	High	Not implemented
	Strategy #7: Distribution of Printed, Bilingual Passenger Information Guides for All Public Transit Services.	High	In progress
	Strategy #8: Provision of Route/Schedule Information at the Bus Stops, Particularly for Low-Frequency Routes.	High	In progress

Goals	Strategies	Priority	Status
Goal #3: Formalize a Mobility Management Function to Better Connect Persons with Mobility Services They Need	Strategy #9: Hire a Countywide Mobility Manager.	High	Not implemented
	Strategy #10: Develop a Network of Local Mobility Managers in the Role of Transportation Coaches.	High	Not implemented
Goal #4: Fill Remaining Mobility Gaps with Cost-Effective Services and Self-Help Tools	Strategy #11: Provide Non-Recurring Trip Ridesharing Matching Capability.	Medium	Not implemented
	Strategy #12: Volunteer Driver, Mileage Reimbursement Program.	Medium	Not implemented
Goal #5: Sustain and Enhance the Customer Feedback and Performance Monitoring System to Ensure High Service Quality Delivery	Strategy #13: Incorporate All Transit Services into Future Customer Satisfaction Surveys and Inter-System Connectivity Satisfaction Questions.	Medium	In progress
	Strategy #14: Report Transit Inter-System Connectivity Measures Annually in Productivity Evaluation Report.	Medium	In progress

Chapter 3 | Demographics and Common Origins & Destinations

This chapter provides an overview of socio-economic and demographic data for the County of Fresno, as well as an analysis of common origins and destinations.

Chapter 3.1 | Demographics

Total Population

The population of Fresno County increased nearly five percent between 2015 (when the prior Coordinated Plan was completed) and the most recent information available through the American Community Survey (2021). The older adult population (ages 65+) increased 17 percent during that same time, while the youth population (under age 18) increased just 3.1 percent. The number of low-income adults (living below the poverty level) decreased nearly 24 percent, although the number of low-income seniors increased nearly 29 percent. The number of youth with a disability increased nearly 24 percent and the number of seniors with a disability increased just over 15 percent. The number of disabled adults increased less than six percent.

The number of veterans living in Fresno County decreased 10.7 percent, and the overall percentage of veterans in the total population decreased from 4.2 percent to 3.6 percent.

Exhibit 3.1.1 Fresno County detailed target populations

2011 - 2015 American Community Survey 5-year Estimates 2017 - 2021 American Community Survey 5-year Estimates	[2015 ACS] Fresno County People by Category	Percent of Total County Population	[2021 ACS] Fresno County People by Category	Percent of Total County Population	Percent Change from 2015
TOTAL POPULATION	956,749	100.0%	1,003,150	100.0%	4.8%
ADULTS 18 - 64					
Adults age 18 - 64	574,816	60.1%	594,999	59.3%	3.5%
Low-income adults, age 18-64, below poverty level	134,797	14.1%	102,888	10.3%	-23.7%
Disability (non-institutionalized) ages 16-64	64,022	6.7%	67,813	6.8%	5.9%
<i>With a hearing difficulty</i>	12,954	1.4%	13,531	1.3%	4.5%
<i>With a vision difficulty</i>	14,208	1.5%	18,236	1.8%	28.4%
<i>With a cognitive difficulty</i>	26,864	2.8%	29,841	3.0%	11.1%
<i>With an ambulatory difficulty</i>	32,919	3.4%	30,029	3.0%	-8.8%
<i>With a self-care difficulty</i>	12,117	1.3%	12,528	1.2%	3.4%
<i>With an independent living difficulty</i>	24,353	2.5%	25,686	2.6%	5.5%
OLDER ADULTS					
Older adults, ages 65-74	58,301	6.1%	73,135	7.3%	25.4%
Older adults, ages 75-84	30,702	3.2%	33,212	3.3%	8.2%
Older adults, ages 85+	15,112	1.6%	15,493	1.5%	2.5%
Total older adults, ages 65+	104,115	10.9%	121,840	12.1%	17.0%
Low-income older adults, age 65+, below poverty level	12,774	1.3%	16,454	1.6%	28.8%
Disability (non-institutionalized) ages 65+	42,709	4.5%	49,166	4.9%	15.1%
<i>With a hearing difficulty</i>	18,647	1.9%	21,315	2.1%	14.3%
<i>With a vision difficulty</i>	8,726	0.9%	11,814	1.2%	35.4%
<i>With a cognitive difficulty</i>	12,206	1.3%	14,153	1.4%	16.0%
<i>With an ambulatory difficulty</i>	28,569	3.0%	32,514	3.2%	13.8%
<i>With a self-care difficulty</i>	11,447	1.2%	13,499	1.3%	17.9%
<i>With an independent living difficulty</i>	20,258	2.1%	22,647	2.3%	11.8%

2011 - 2015 American Community Survey 5-year Estimates 2017 - 2021 American Community Survey 5-year Estimates	[2015 ACS] Fresno County People by Category	Percent of Total County Population	[2021 ACS] Fresno County People by Category	Percent of Total County Population	Percent Change from 2015
VETERANS					
Civilian population 18 years and older	40,091	4.2%	35,788	3.6%	-10.7%
YOUTH (UNDER AGE 18)					
Youth under age 18	277,818	29.0%	286,311	28.5%	3.1%
Youth under age 18, below poverty level	104,616	10.9%	79,451	7.9%	-24.1%
Disability (non-institutionalized), under age 18	10,283	1.1%	12,721	1.3%	23.7%
<i>With a hearing difficulty</i>	1,975	0.2%	1,896	0.2%	-4.0%
<i>With a vision difficulty</i>	2,470	0.3%	2,808	0.3%	13.7%
<i>With a cognitive difficulty</i>	6,547	0.7%	8,987	0.9%	37.3%
<i>With an ambulatory difficulty</i>	1,514	0.2%	1,395	0.1%	-7.9%
<i>With a self-care difficulty</i>	1,942	0.2%	2,216	0.2%	14.1%

Senior Population

Within the county, senior population tends to be concentrated in the eastern half of the county as well as just west and south of the city of Fresno. Within Fresno, the north side of the city (especially the northwest quadrant) tends to have higher concentrations of senior residents. A census block on the south side of Fresno with a high senior population is Senior Citizen Village. See Exhibits 3.1.2 and 3.1.3.

Disabled Population

Disabled populations are dispersed throughout the urban area. Notable concentrations outside the urban area include the eastern portion of the county, the area west of Highway 99 and south of Highway 180, and Coalinga. See Exhibits 3.1.4 and 3.1.5.

Youth Population

Unlike other demographic populations, youth age 18 and under tend to comprise a greater portion of the population in the more rural areas of the county. While there are census blocks within the urban area that reflect higher concentrations, the highest youth concentrations are in the western portion of the county. See Exhibits 3.1.6 and 3.1.7.

Exhibit 3.1.2 Senior population (county-wide)

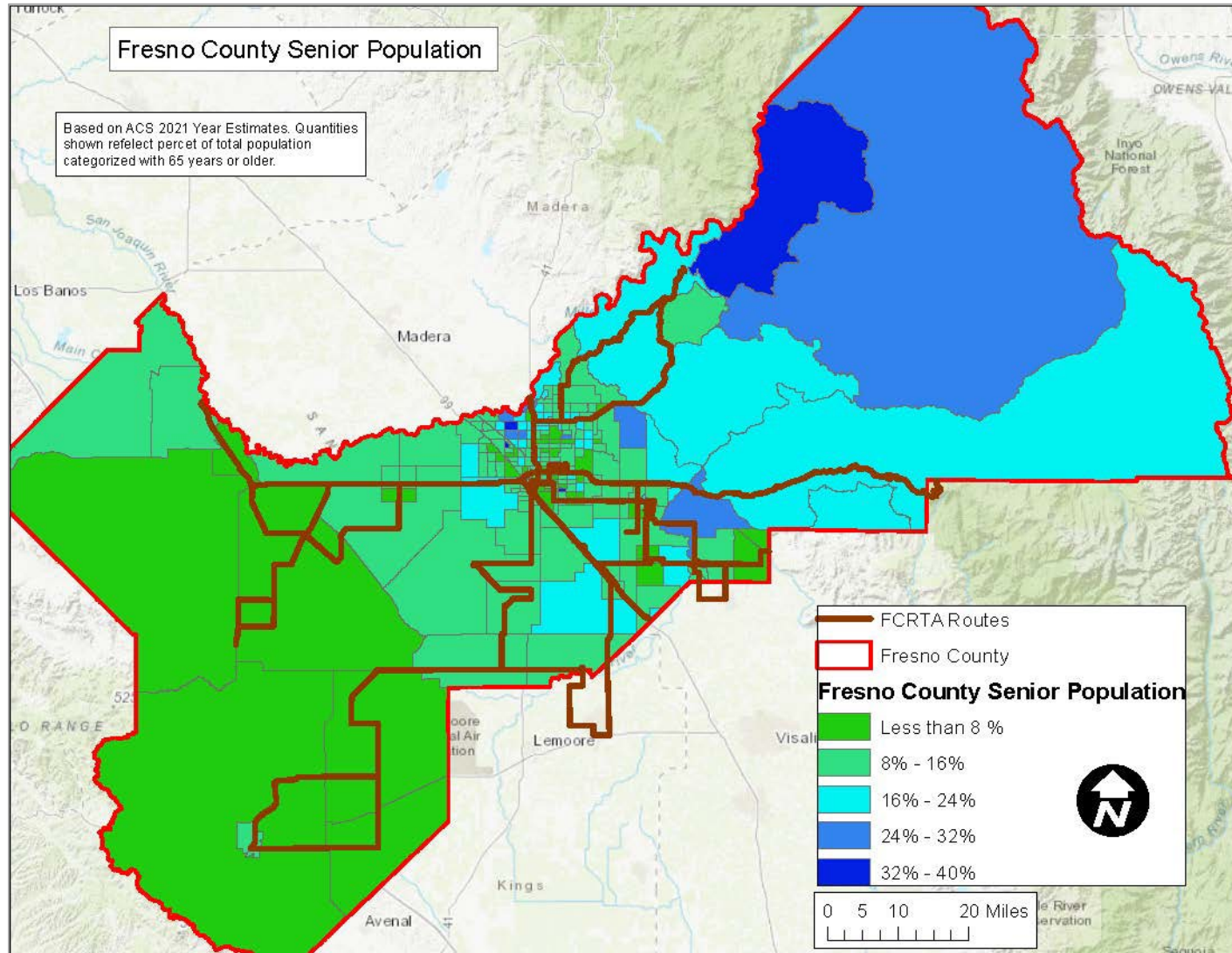


Exhibit 3.1.3 Senior population (urban area)

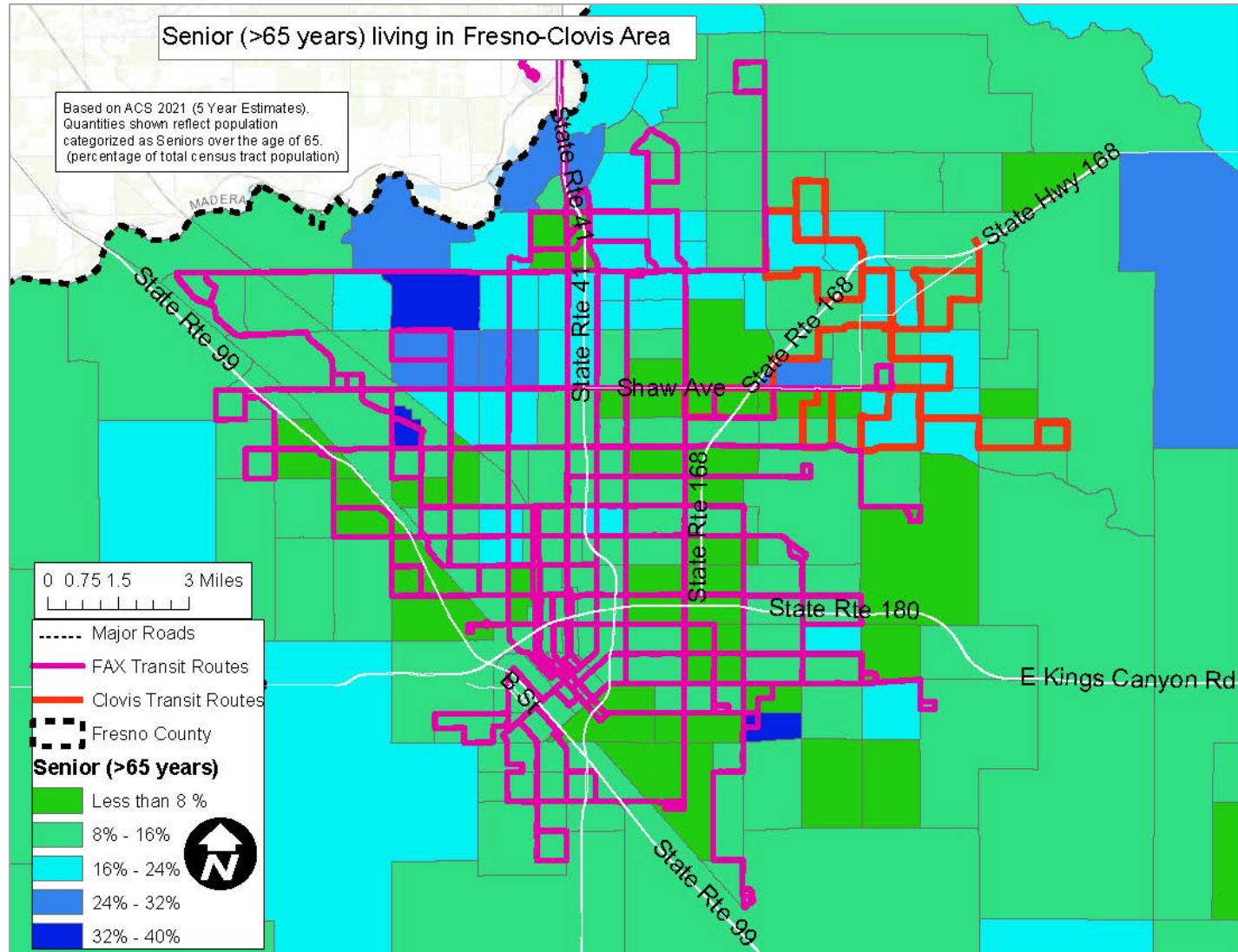


Exhibit 3.1.4 Disabled population (county-wide)

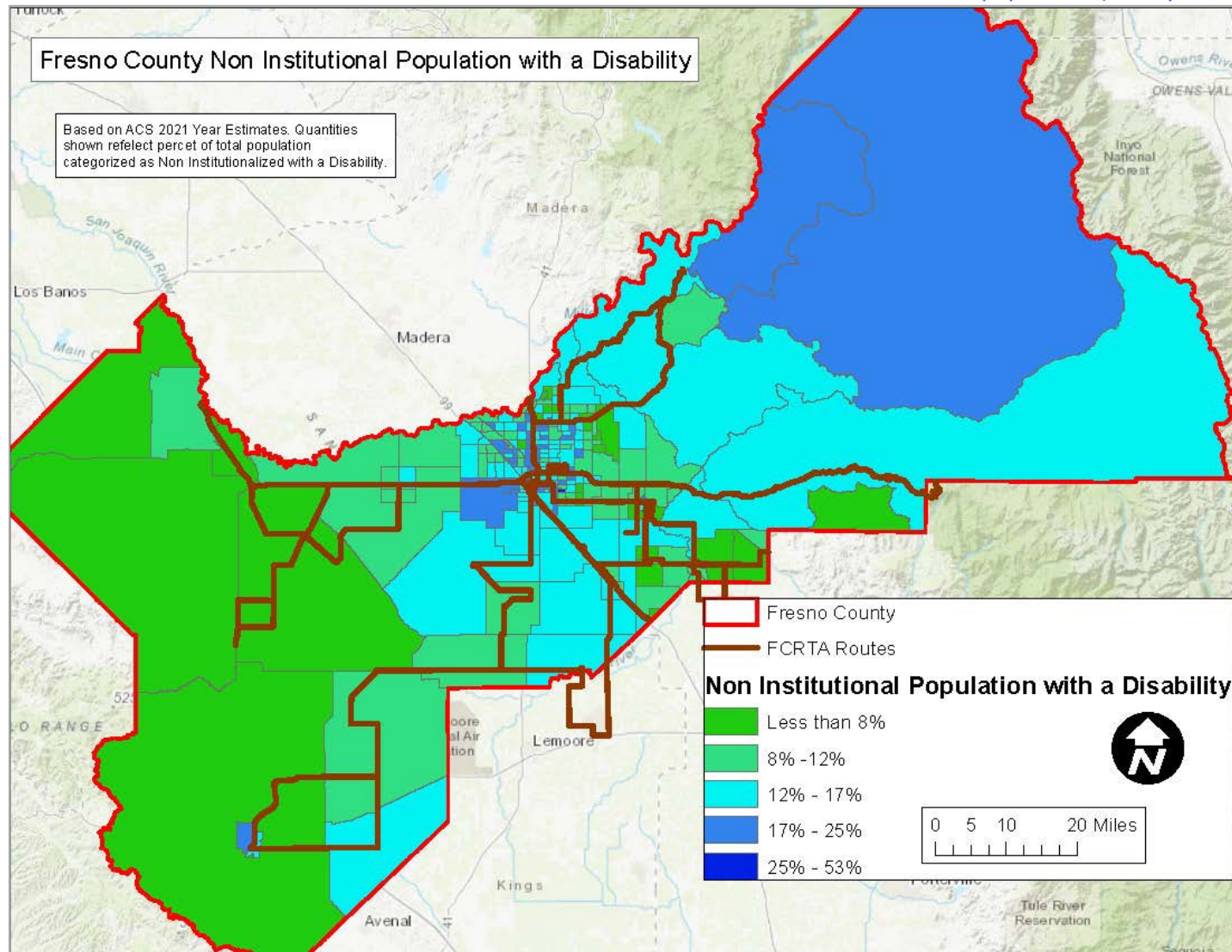


Exhibit 3.1.5 Disabled population (urban area)

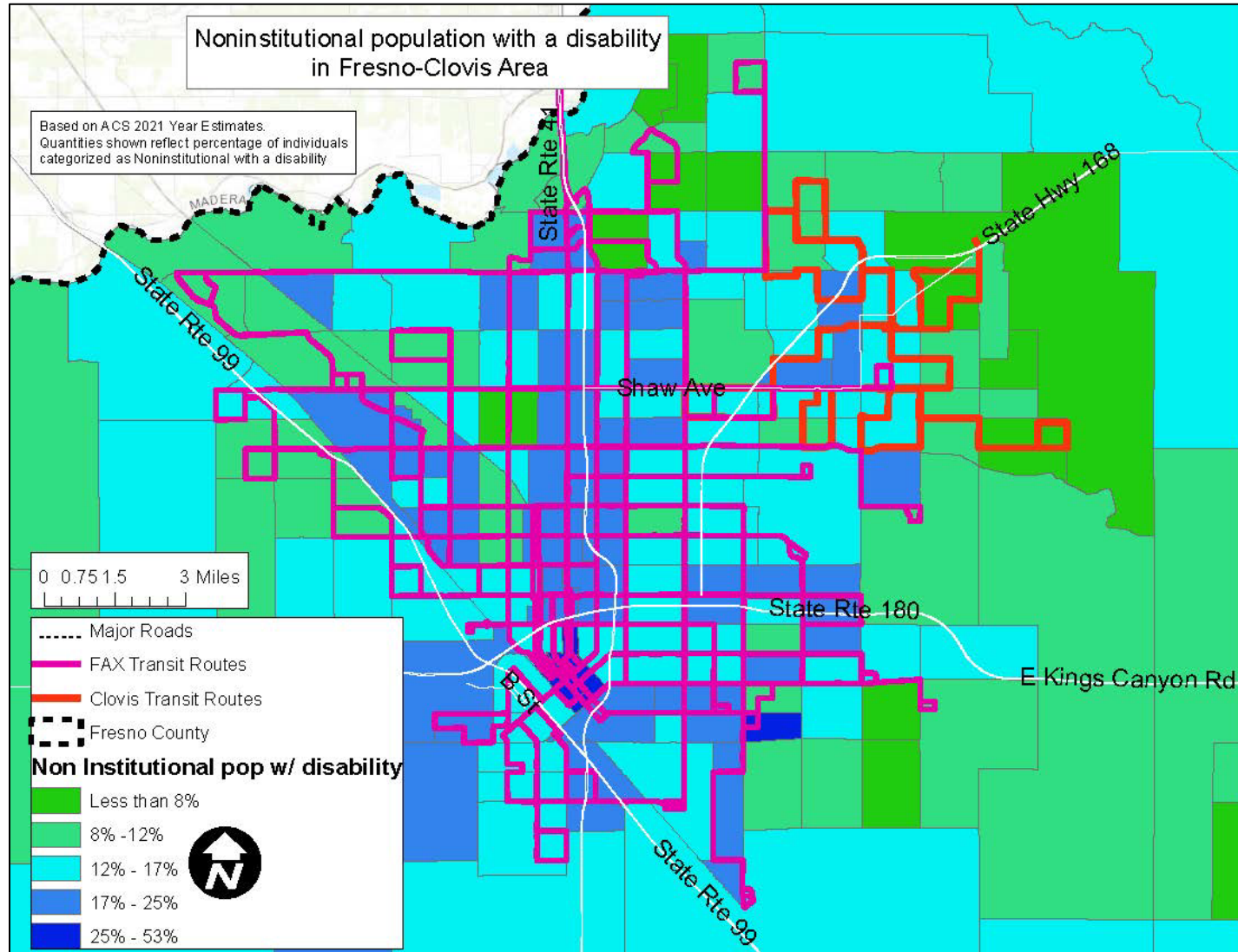


Exhibit 3.1.6 Youth population (county-wide)

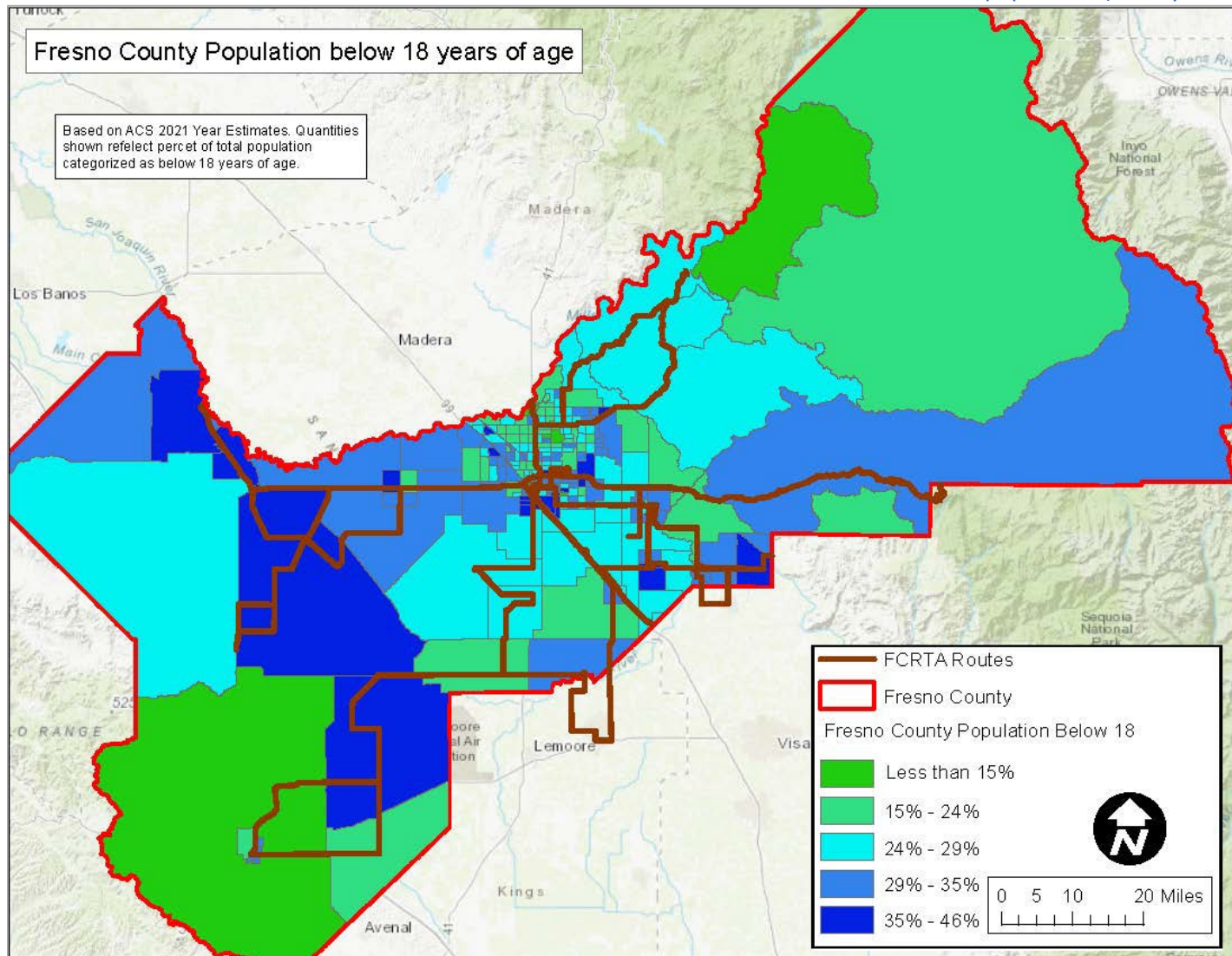
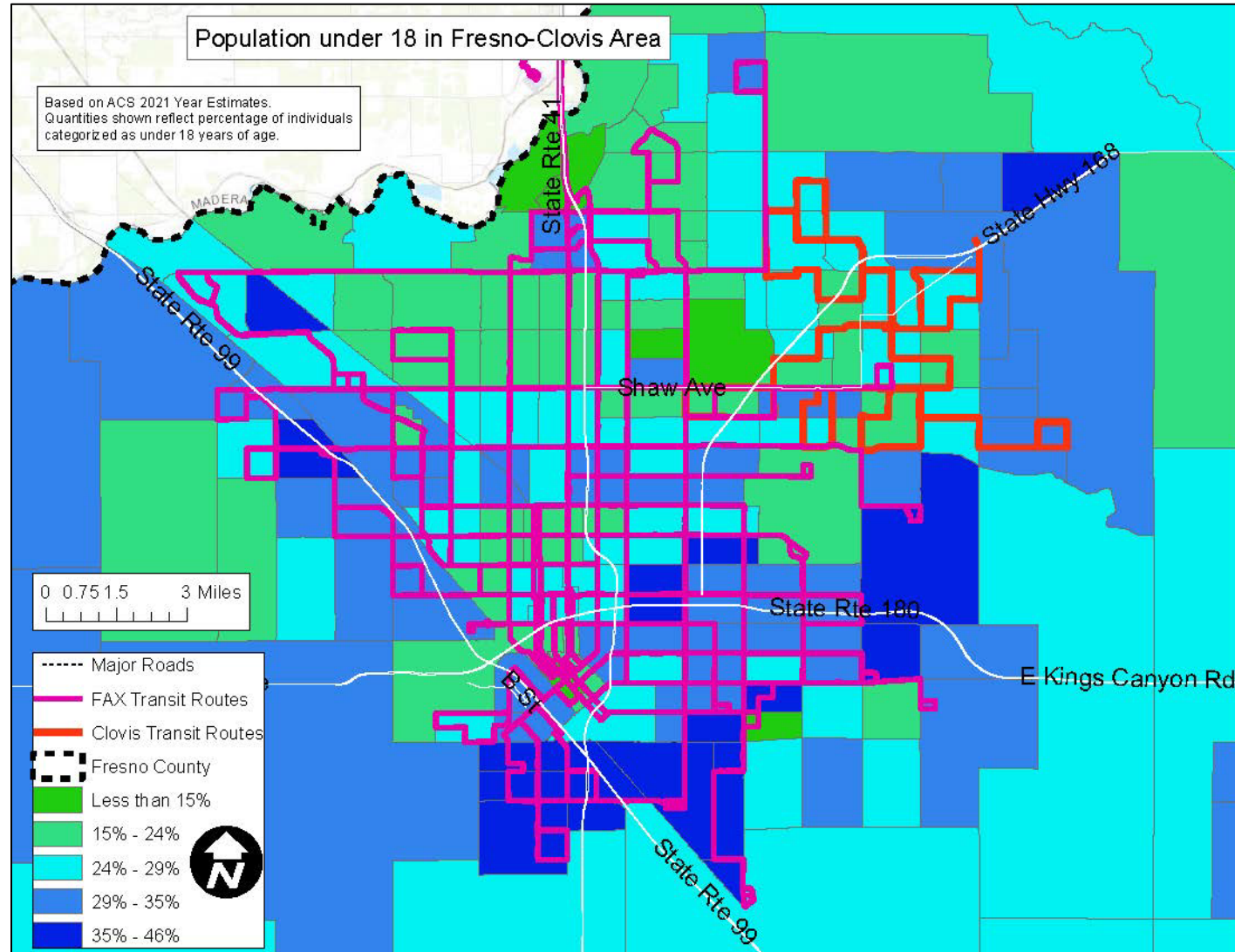


Exhibit 3.1.7 Youth population (urban area)



Minority Population

Minority populations tend to be concentrated within the urban area. While there are some moderate concentrations of minority populations in the far eastern and western portions of the county, as well as the area west of Highway 99 south of Fowler and Selma. Within the urban area, concentrations of minority residents tend to be higher around the perimeter of the city, with the exception of a census block near Fresno City College. See Exhibits 3.1.8 and 3.1.9.

Limited English-Proficient Population

With respect to individuals considered to be limited English-proficient (LEP), the highest concentrations lie primarily in the western portion of the county, with additional concentrations near Orange Cove, Parlier, Reedley, and Selma. Within the urban area, most LEP populations are concentrated on the southern half of the city, primarily in the areas surrounding downtown Fresno. See Exhibits 3.1.10 and 3.1.11.

Low-Income Population

Low-income residents are distributed throughout the county, except for the far western and far eastern areas. Within the urban area, the highest concentrations of low-income residents are on the eastern and western edges, with slightly lower concentrations spread throughout central Fresno. See Exhibits 3.1.12 and 3.1.13.

Exhibit 3.1.8 Minority population (county-wide)

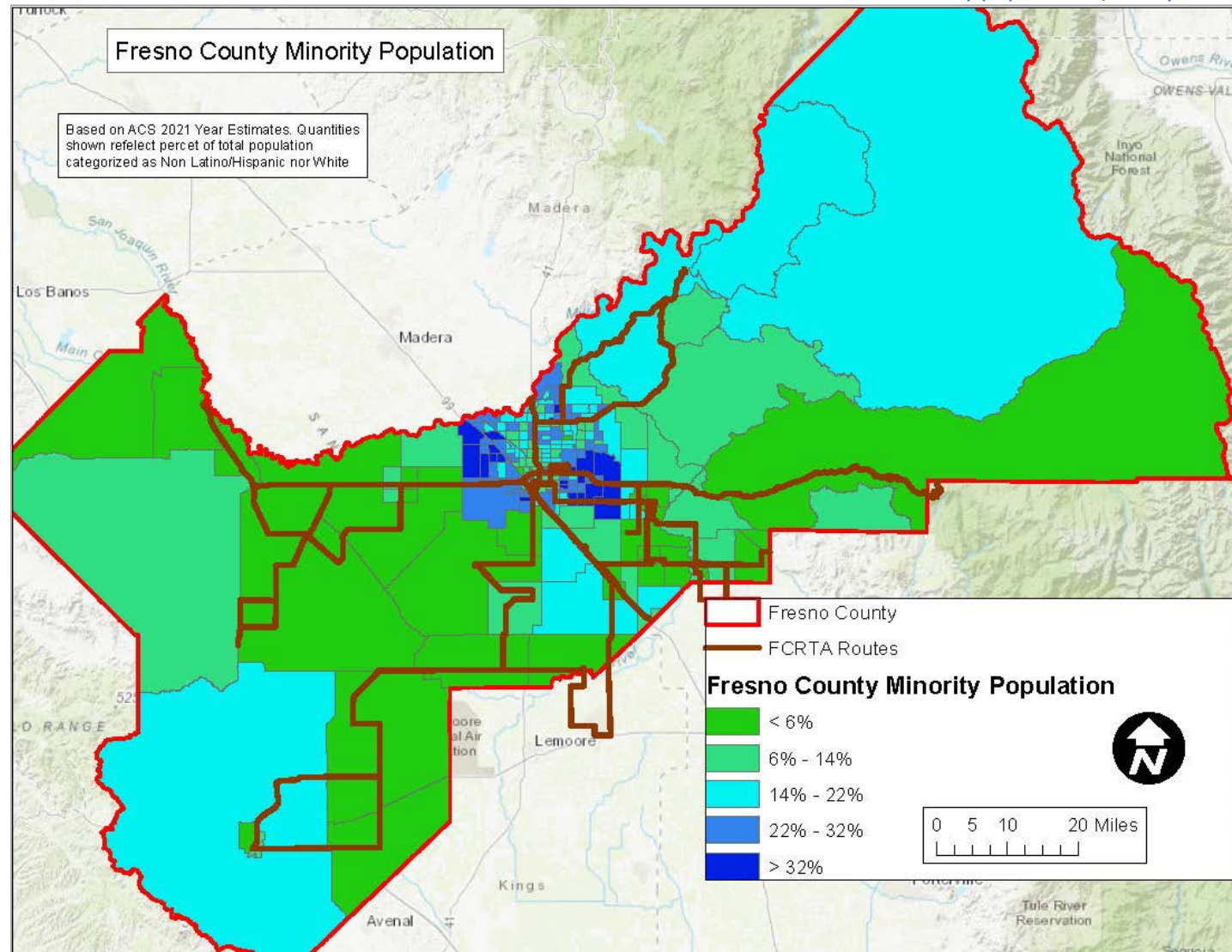


Exhibit 3.1.9 Minority population (urban area)

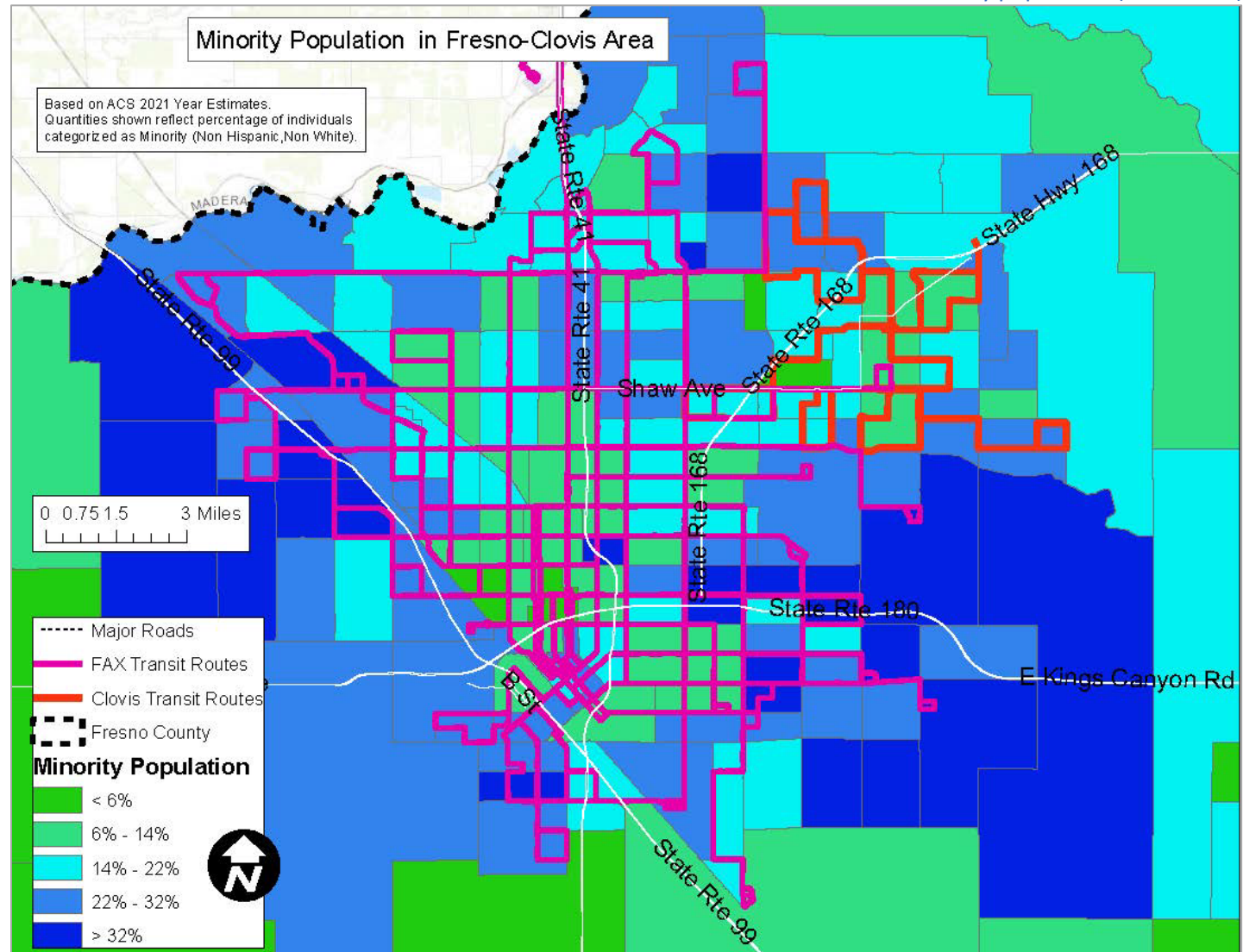


Exhibit 3.1.10 LEP population (county-wide)

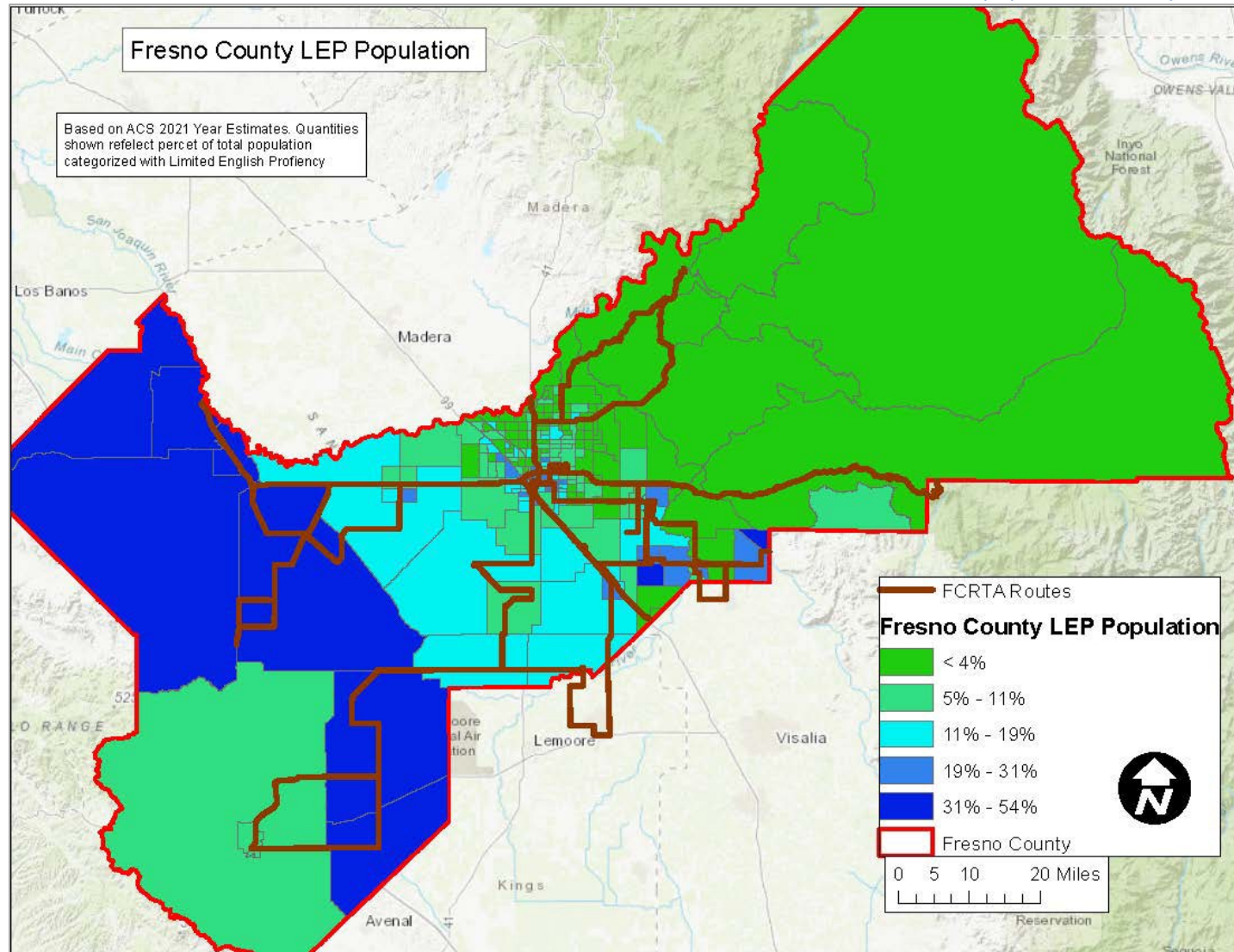


Exhibit 3.1.11 LEP population (urban area)

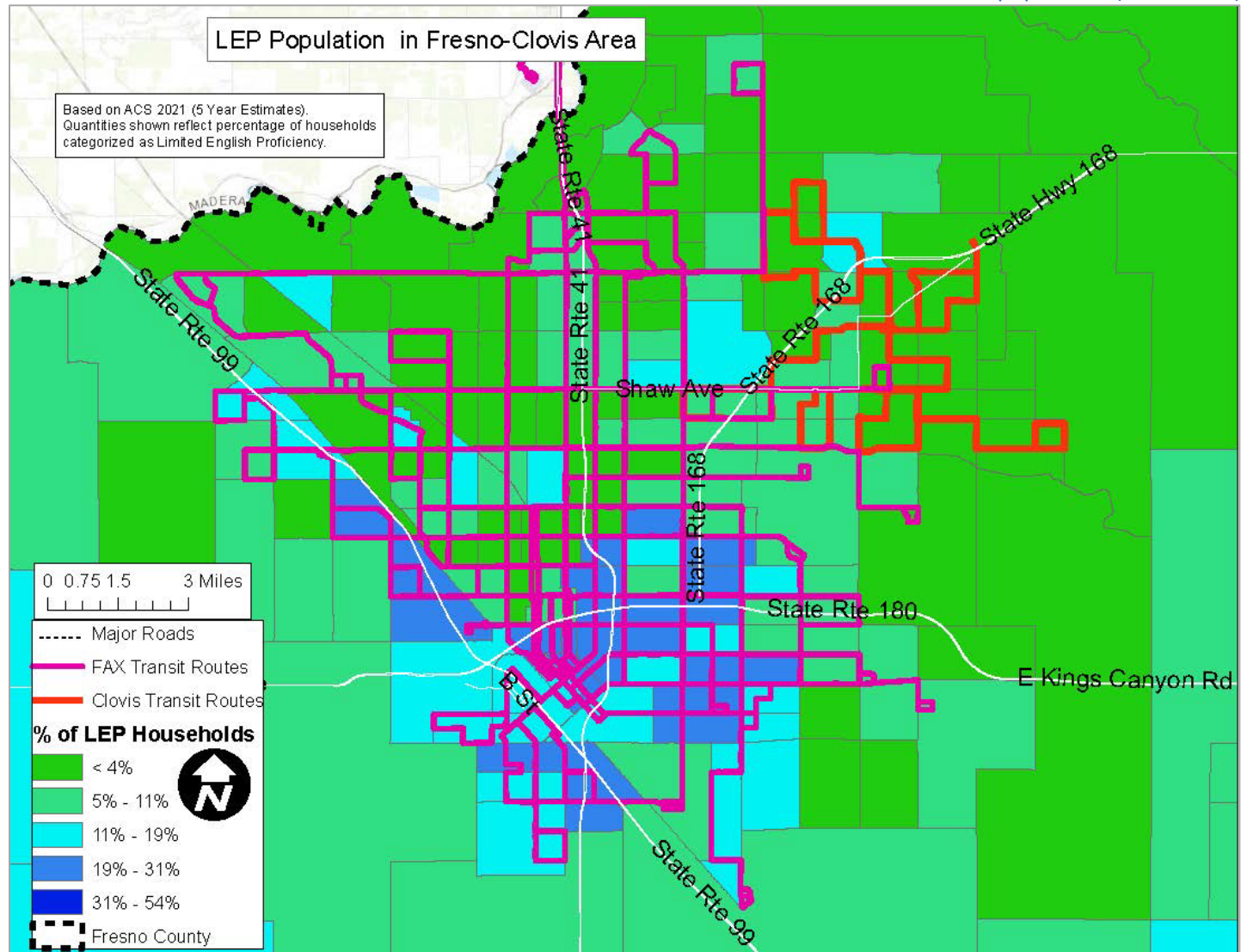


Exhibit 3.1.12 Low-income population (county-wide)

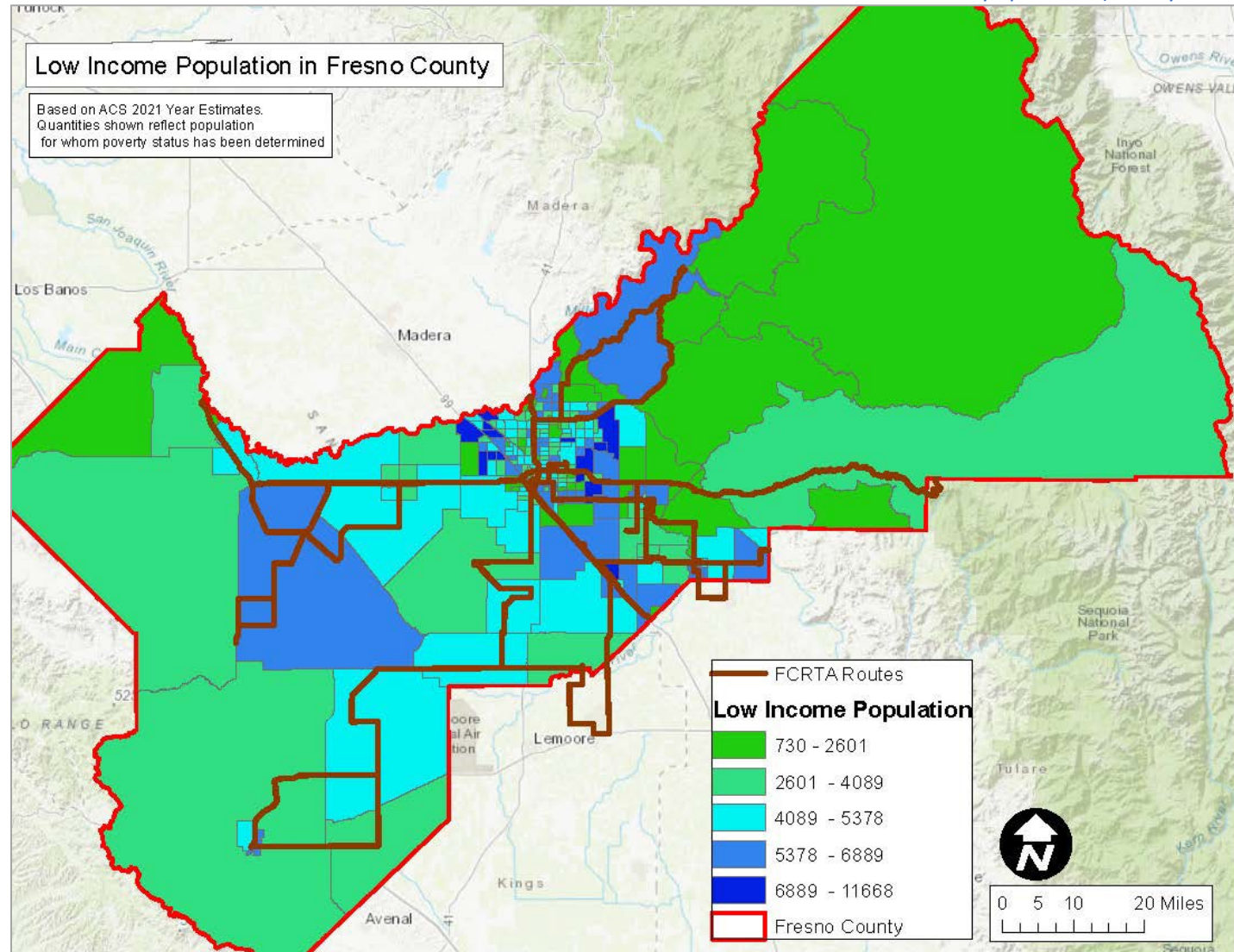
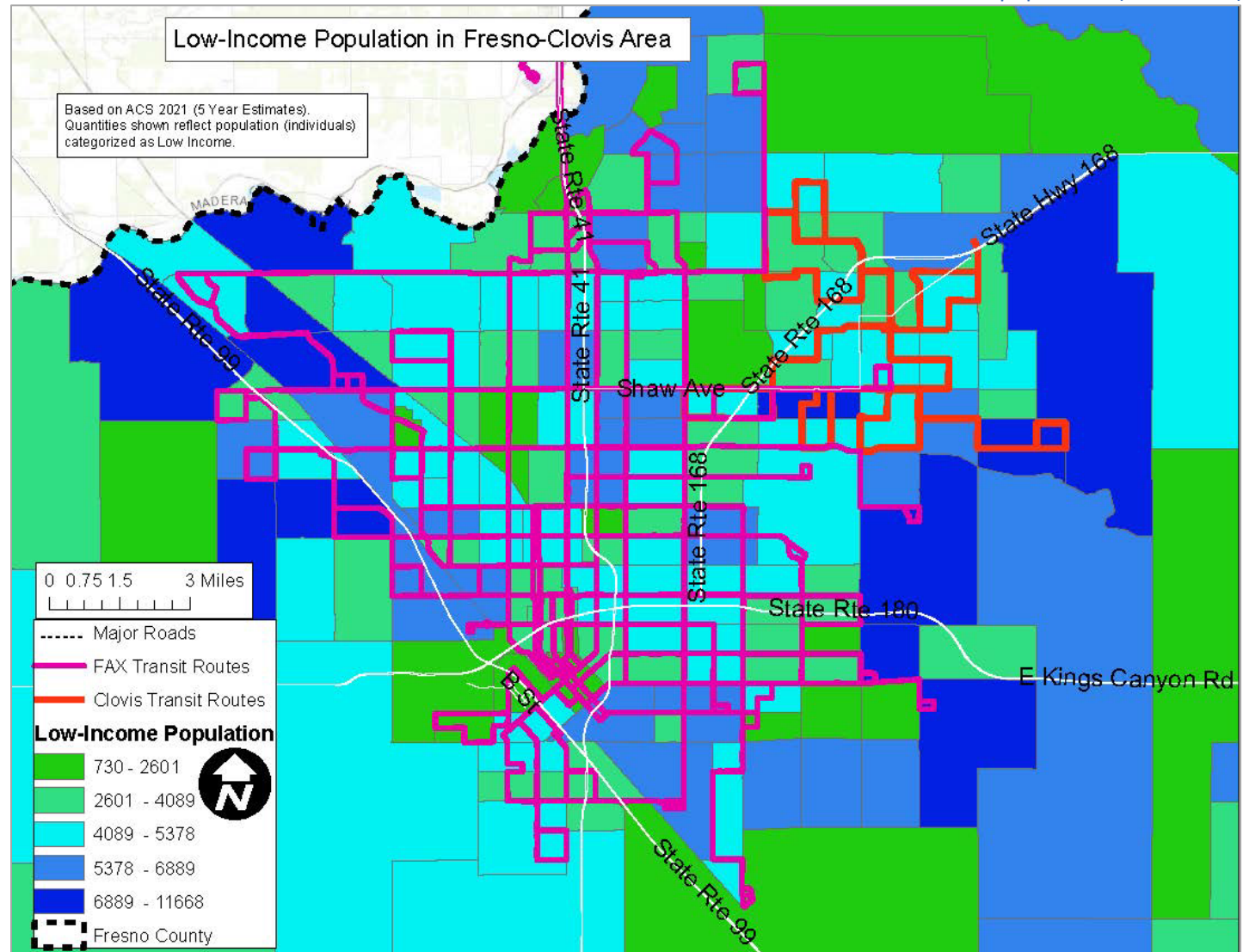


Exhibit 3.1.13 Low-income population (urban area)



Population change

Most of the population growth within Fresno County has occurred in the urban area and central portion of the county. The southwestern portion of the county has also experienced significant growth, as has the Auberry area. Many census tracts throughout the urban area have experienced positive population growth in the last ten years as well. Those that have not tend to be located in central and downtown Fresno, although there are some census blocks in the northern portion of the city which have also exhibited little or no growth.

Exhibit 3.1.14 Positive population growth, 2010 – 2020 (county-wide)

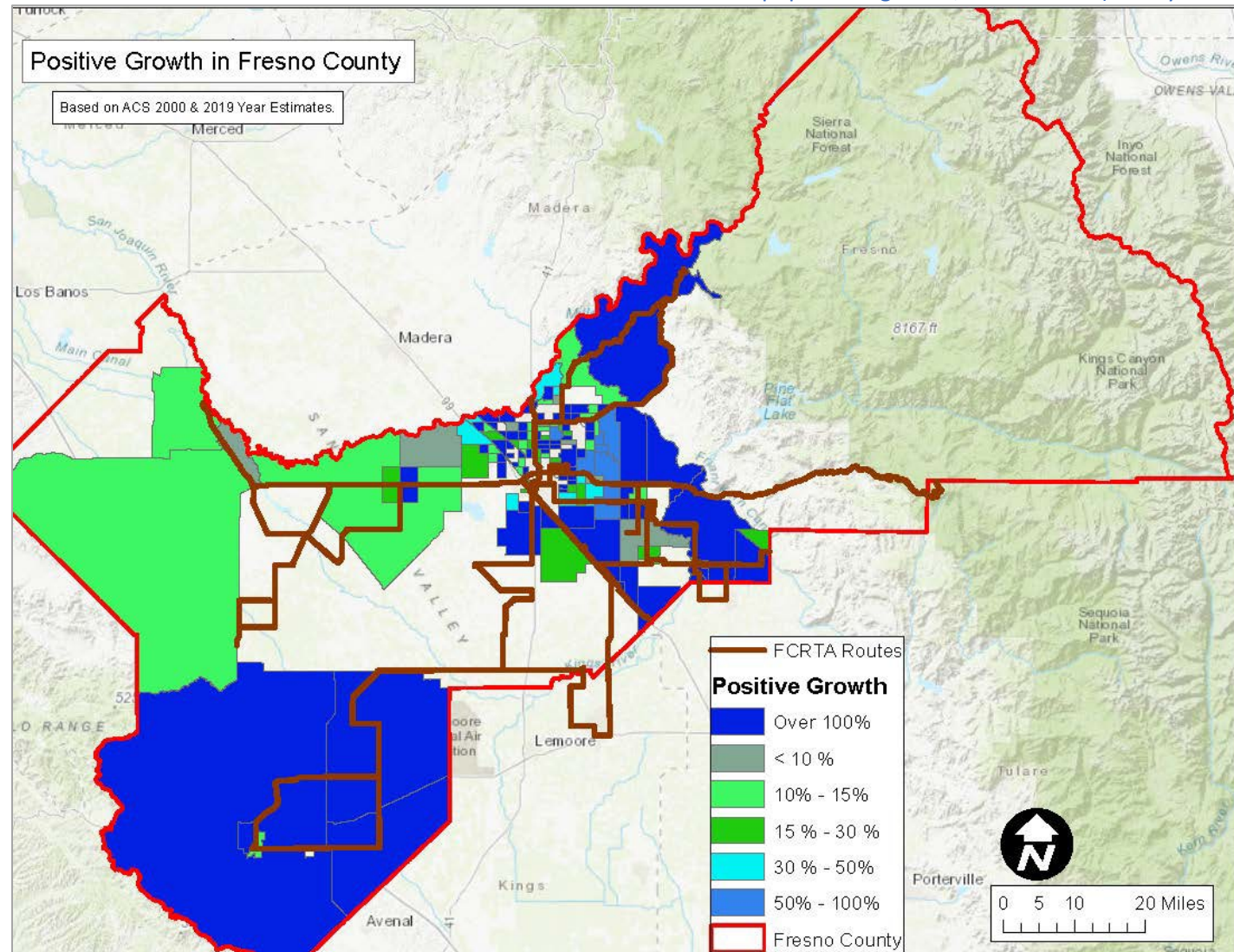
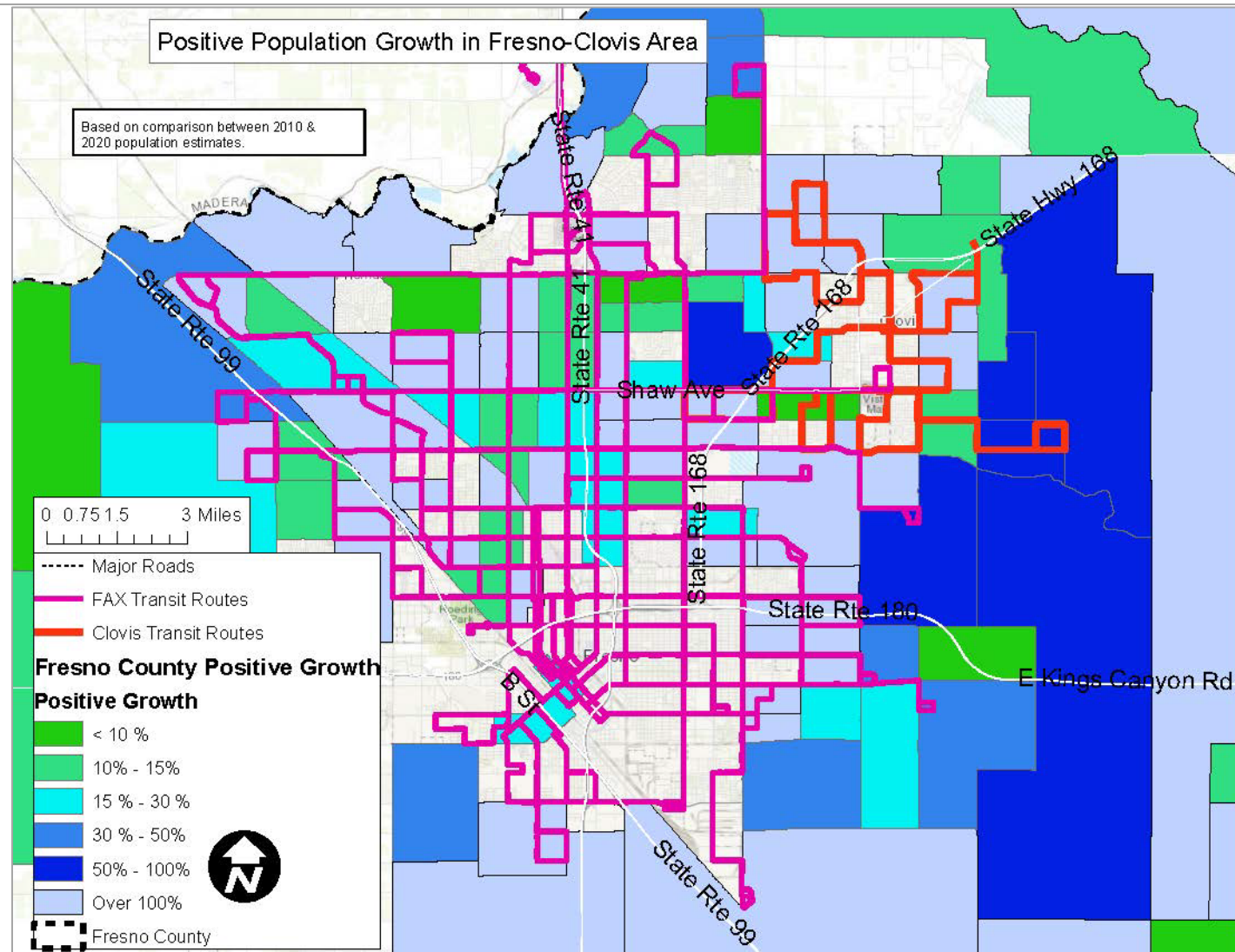


Exhibit 3.1.15 Positive population growth, 2010 – 2020 (urban area)



According to forecasts included in the 2022 Regional Transportation Plan for Fresno County, all communities within Fresno County are projected to increase between 2020 and 2030. The percent change across that decade ranges from 4.0 percent in unincorporated Fresno County to 19.1 percent in Firebaugh. The change in youth population (here defined as under the age of 20) is expected to decrease in some communities, as much as 3.8 percent in San Joaquin. Positive growth in the youth population ranges from 0.9 percent in Orange Cove to 13.3 percent in Firebaugh. The anticipated change in senior population is the most significant, likely due to an increase in aging-in-place. Anticipated senior population growth ranges from 20.5 percent in unincorporated Fresno County to 69.9 percent in Firebaugh.

Exhibit 3.1.16 Projected population change by community

	Total Population			Youth (< 20)			Seniors (65+)		
	2020	2030	% change	2020	2030	% change	2020	2030	% change
Clovis and SOI	134,781	147,763	9.6%	36,877	38,550	4.5%	19,746	31,739	60.7%
Coalinga and SOI	13,686	15,206	11.1%	3,853	4,177	8.4%	1,678	2,715	61.8%
Firebaugh and SOI	7,725	9,202	19.1%	2,601	2,948	13.3%	737	1,250	69.6%
Fowler and SOI	6,580	7,202	9.5%	2,018	2,129	5.5%	811	1,166	43.8%
Fresno and SOI	596,063	647,980	8.7%	185,469	191,648	3.3%	72,365	97,520	34.8%
Huron and SOI	5,698	6,203	8.9%	2,023	1,991	-1.6%	427	680	59.3%
Kerman and SOI	14,292	16,344	14.4%	4,876	5,088	4.3%	1,516	2,188	44.3%
Kingsburg and SOI	13,411	14,956	11.5%	3,870	4,120	6.5%	1,992	2,725	36.8%
Mendota and SOI	11,222	12,327	9.8%	3,824	3,810	-0.4%	855	1,393	62.9%
Orange Cove and SOI	9,168	10,066	9.8%	3,383	3,415	0.9%	755	1,056	39.9%
Parlier and SOI	14,139	15,381	8.8%	5,160	5,135	-0.5%	1,117	1,696	51.8%
Reedley and SOI	25,169	27,238	8.2%	8,142	8,367	2.8%	2,818	3,807	35.1%
Sanger and SOI	28,770	31,370	9.0%	9,496	9,925	4.5%	3,239	4,319	33.3%
San Joaquin and SOI	3,499	3,752	7.2%	1,308	1,258	-3.8%	277	394	42.2%
Selma and SOI	26,996	30,362	12.5%	8,630	9,503	10.1%	3,221	4,304	33.6%
Fresno County (unincorporated)	112,162	116,663	4.0%	27,565	30,283	9.9%	22,852	27,547	20.5%

Source: Appendix C, 2022 Regional Transportation Plan for Fresno County; SOI = sphere of influence.

Chapter 3.2 | Common Origins and Destinations

The community survey included questions regarding home community as well as common travel for work, school, and access to healthcare and social services. With respect to place of employment, the most common response was from individuals who both lived and worked in Fresno. The next most common was individuals who lived in Clovis and worked in Fresno. The same pattern was observed with respect to home community and school location.

Exhibit 3.2.1 Home community vs. place of employment

Home Community	Clovis	Coalinga	Fresno	Kerman	Reedley	Sanger	Other
Clovis	2.7%	0.0%	5.4%	0.0%	0.0%	2.7%	2.7%
Firebaugh	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%
Fowler	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%
Fresno	5.4%	0.0%	51.4%	0.0%	0.0%	0.0%	2.7%
Huron	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Mendota	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%
Reedley	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%
Sanger	0.0%	0.0%	2.7%	0.0%	2.7%	0.0%	0.0%
Selma	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
Other	0.0%	0.0%	5.4%	0.0%	0.0%	0.0%	0.0%

Exhibit 3.2.2 Home community vs. school location

Home Community	Clovis	Fresno	Selma	Other
Clovis	0.0%	10.5%	0.0%	0.0%
Fowler	0.0%	5.3%	0.0%	0.0%
Fresno	5.3%	52.6%	0.0%	10.5%
Selma	0.0%	5.3%	5.3%	0.0%
Other	0.0%	5.3%	0.0%	0.0%

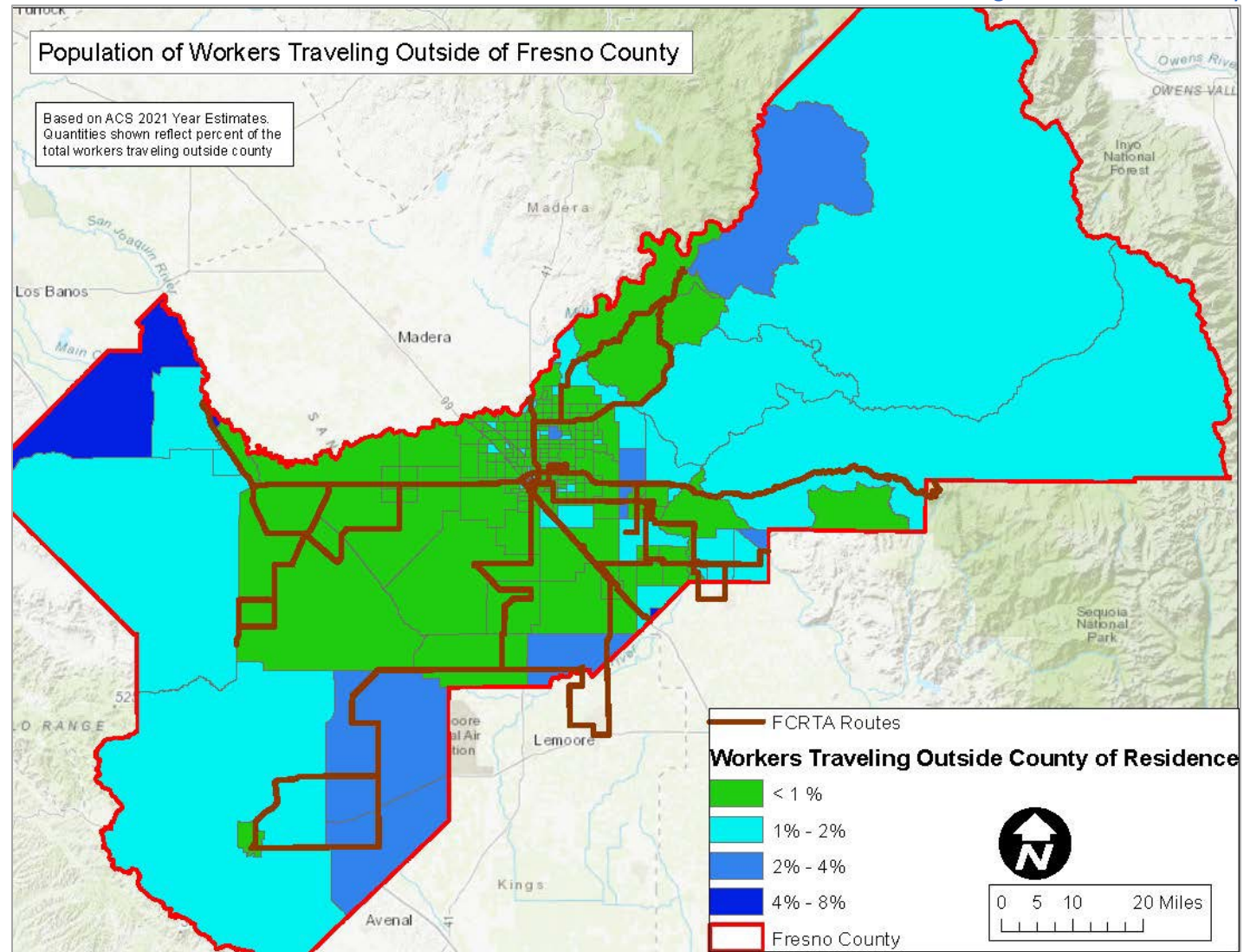
With respect to healthcare and social services, the most common travel was within Fresno, followed by between Fresno and Clovis.

Exhibit 3.2.3 Home community vs. access to medical/social services

Home Community	Downtown Fresno	Northwest Fresno	Southwest Fresno	Northeast Fresno	Southeast Fresno	Clovis	Other
Clovis	2.1%	0.0%	0.0%	4.3%	0.0%	4.3%	1.1%
Firebaugh	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	1.1%
Fowler	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%
Fresno	16.0%	13.8%	3.2%	19.1%	4.3%	9.6%	2.1%
Huron	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Kerman	1.1%	1.1%	0.0%	0.0%	0.0%	3.2%	0.0%
Mendota	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%
Reedley	1.1%	0.0%	0.0%	1.1%	0.0%	1.1%	1.1%
Sanger	1.1%	3.2%	0.0%	0.0%	1.1%	4.3%	0.0%
San Joaquin	1.1%	1.1%	1.1%	1.1%	1.1%	0.0%	0.0%
Selma	0.0%	0.0%	0.0%	0.0%	2.1%	1.1%	2.1%
Other	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	1.1%

Not surprisingly, the highest concentrations of workers traveling outside Fresno County for employment tended to be located closest to the county's borders.

Exhibit 3.2.4 Workers traveling outside Fresno County



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Chapter 4 | Needs Assessment and Gap Analysis

This chapter provides an assessment of needs identified throughout the project as well as an analysis of mobility gaps. This chapter also reviews and updates the Coordinated Plan goals and objectives.

Chapter 4.1 | Needs Assessment

Despite our national affection for the personal vehicle, there is a demonstrated need for other transportation options in Fresno County.

There are high concentrations of historically transportation-disadvantaged persons throughout Fresno County. Nearly 20 percent of residents live below the federal poverty level. More than 28 percent of the population is under 18 years of age, while 12.1 percent are age 65 and older. More than six percent indicated having a disability which impacts their personal mobility, while nearly 13 percent cited some form of physical or cognitive disability.

Residents identifying as Hispanic/Latino are a majority in Fresno County, comprising 54 percent of the population. Approximately 10 percent of households are considered to be limited-English proficient. While none of these demographic characteristics automatically makes an individual ride-dependent, all of them represent characteristics that are more likely to be mobility-disadvantaged. In addition, 7.4 percent of households have no access to a personal vehicle, while 31.2 percent have only a single vehicle.¹

The observations, findings, and conclusions noted below were compiled based on input received from the community, stakeholders, transit providers, and the Fresno Council of Governments.

Observations, Findings, and Conclusions

- As with most areas of California, personal vehicles are the primary mode of transportation throughout the study area, and many trips involve as solo driver.
- As cited above, nearly 40 percent of Fresno County households have either no access to a personal vehicle or – more commonly – one vehicle shared among all drivers in the household. If that vehicle is unreliable, or if there are multiple drivers needing to use it, it is likely some or all of the members of that household will need to rely on someone else for transportation at some point. In many cases rides can be obtained with family or friends, while others rely on public, school, or human services transportation for personal mobility.
- There is a high degree of mobility with respect to employment in Fresno County. For example, 51.5 percent of employees within the city of Fresno live outside the city. In addition, 43.2 percent of those living in the city of Fresno are employed outside of it. A similar pattern was observed

¹ American Community Survey, 2017-2021 Five-Year Estimates for Fresno County, United States Census Bureau.

with respect to Clovis – 75.6 percent of those employed in Clovis live outside the city, and 83.2 percent of those living in Clovis are employed outside the city.²

- While 56.4 percent of jobs in Fresno County are located less than 10 miles from home, 18.3 percent are located more than 50 miles away. Even for shorter distances, home-to-work travel can be daunting if there is a lack of transportation options.³
- Cost is a significant barrier to personal mobility. Many of the individuals which the project stakeholders represent are low-income and/or homeless. Both the cost of gas and the cost of public transportation can be barriers.
- In the stakeholder survey, 84.4 percent of stakeholders indicated their clients were not able to fully meet their transportation needs using their own private transportation resources. Sixty-four percent said clients could not fully meet their transportation needs using existing public and human service transportation.
- There appears to be a perception that public transportation “doesn’t work” for a number of individuals or trips. While this may be true in many circumstances, in some cases it may be possible to schedule appointments differently or make other changes so that they can work better with public transportation. Rather than thinking about how transportation use facilitates appointments and other travel needs, public transportation users may need to reframe their thinking to how appointments and other trips should be scheduled to reflect transportation availability.
- Nearly 38 percent of stakeholders said language is a barrier to using public transportation for Spanish-speaking populations. Other languages reportedly facing challenges were Punjabi (17.2 percent of stakeholders) and Hmong (15.5 percent of stakeholders).
- Travel into the urban area from rural communities may result in long waits (often attributable to having to arrive early or wait for a return trip). This is due to the limited number of trips scheduled for each FCRTA service.
- There is a considerable knowledge gap with respect to transportation options. Many stakeholders and residents are not familiar with the transportation options available within their home community. In addition, there is no central online source for mobility information.
- There is a desire for more frequent service, both in the urban area and in the rural communities.
- When new programs are implemented to address identified needs, they often have very low productivity and ultimately prove unsustainable.

² Longitudinal Employer-Household Dynamics, OnTheMap tool, Inflow/Outflow Analysis for 2020, United States Census Bureau.

³ Longitudinal Employer-Household Dynamics, OnTheMap tool, Distance/Direction Analysis for 2020, United States Census Bureau.

- Individuals who have to wait an extended period for their bus to arrive (whether due to low frequency or a connection with the FCRTA) noted that some bus stops do not provide any shade, which can be uncomfortable or even dangerous.
- The eligibility age for seniors differs between transit operators. FAX defines a senior as age 65 and older, while the FCRTA defines it as 60 and older. In addition, FCRTA discounted fares are inconsistent.
- There is a lack of public transit access to the northeast portion of Clovis (including the Harlan Ranch area). Stageline Route 50 operates along Herndon between Fowler and Temperance and on Temperance north to Alluvial. Otherwise, there is no fixed-route service north of Herndon from Marion eastward. (This area is currently served by Clovis Round Up paratransit.)
- Several stakeholders and individuals desire for more regular service from rural communities to the urban area than can be sustainably provided by the FCRTA. The current level of fixed-route service offers between one and six trips per day, which is appropriate to the current level of demand. While there may be a desire for more service, adding even a single trip can be complicated as it may necessitate an additional vehicle and driver, which increases the cost significantly. In addition, while there may be “demand” expressed, it is unlikely to be sufficient to warrant this additional cost. For example, the Southeast Transit service operates three trips per weekday and carried 5,301 riders in 2022. This translates to an average of nearly 21 rides per day, or nearly seven riders per trip. In order to justify adding an additional trip with the same productivity, the “demand” would need to ensure at least 1,767 more rides per year and additional funding would need to be secured.
- There is a desire for evening and weekend service in the rural communities. However, it is unclear as to whether there is sufficient demand to make evening and/or weekend service sustainable.
- Some students in rural communities must travel long distances between home and school. While this is a challenge for many families, it is ultimately the responsibility of the school district, not public transportation, to serve the specific needs of student transportation. Exceptions may be students in the urban areas who use Handy Ride or Round Up paratransit services for transportation to school.
- Many stakeholders are unaware of mobility programs beyond public transit offered in Fresno County, including vanpool programs, the senior taxi scrip program, and CalWORKs employment transportation. For example, 35.7 percent of stakeholders were unaware of the senior taxi scrip program, and between 42.9 percent and 53.6 percent were unaware of vanpool programs. Some of the lack of awareness may be due to programs not being available in all areas (such as limited awareness in rural communities regarding trip planning for the urban area) or not being applicable to an organization’s clientele (an organization serving seniors would not necessarily know about service to Valley Children’s Hospital).

- New residential developments are being built in both the urbanized area (such as northeast Clovis) and rural communities, and these areas are not served by public transit. While incorporating these locations into demand-response service can be simple, they may not be served by existing fixed-route services.
- Some residents of rural communities have difficulty securing medical transportation, whether through an NEMT company, Medi-Cal provider, or Uber Health. Some individuals responding to the community survey cited medical transportation providers that would not go to places like Parlier or Coalinga. While healthcare and insurance providers such as CalViva Health and United Health Centers offer medical transportation, their services are limited to their clients. While United Health Centers operates its own vehicles, CalViva Health's transportation program may provide public transportation, taxi, or rideshare passes/fares in lieu of providing a ride directly.

Chapter 4.2 | Gap Analysis

The methodology for the gap analysis is very similar to that for the needs assessment, inclusive of community and stakeholder engagement as well as Fresno COG and transit operator staff input and consultant observations. Available services were compared to identified needs and challenges. Observations, findings, and conclusions are discussed below.

Observations, Findings, and Conclusions

- There is a knowledge gap about FCRTA services in rural communities. This can be addressed by better access to information through the FCRTA website, through a county-wide clearinghouse (discussed below), and through increased awareness at the local level. While ongoing outreach will be necessary, it is envisioned that increased participation at the local level will help accomplish this without overburdening FCRTA staff.
- There is little accountability for organizations/groups that want additional services implemented, especially outside the urban area. This has resulted in services being implemented that ultimately fail due to lack of productivity. Engaging rural communities in the development of performance criteria for new services, as well as securing local support for any new service, would help increase the sense of “ownership” of any new program or service while also raising awareness of the criteria that service must meet to be considered sustainable.
- There is no central clearinghouse for transportation/mobility information in Fresno County. The Fresno COG formerly published a Fresno County Transportation Guide which included all transportation information regardless of mode or provider. While the document was updated in 2023, it is only available online, not in print. The prior Coordinated Plan called for a website that would provide a trip planner as well as comprehensive mobility information. We believe the most effective online resource might be a single webpage providing links to existing program webpages, thereby ensuring the information always remains up to date.
- There is a lack of consistency regarding senior eligibility and discounted fare options between FAX and the FCRTA, as well as between individual FCRTA services. FAX offers a senior discount at age 65, while the FCRTA offers its senior discount at age 60. Some FCRTA subsystems also offer no discounted fares on some subsystems, or have an additional free fare for seniors age 65 and older on another. This can create some confusion for people traveling on multiple systems. [Coordination regarding senior eligibility age does not apply to Clovis Transit at this time, as it is currently fare-free for all riders. Should it begin charging a fare, it would need to be part of any coordination efforts.]
- There can be long waits for a return trip for residents traveling into the urban area from rural communities for doctor’s appointments or court given the limited number of trips operated. While it is not feasible to change the current FCRTA inter-city service model, nor is it sustainable to significantly increase the number of trips per day, effective education about what to expect when using public transportation to travel from rural communities into the urban area may help

to address this issue. This could include information about when to schedule appointments to best work with the transit trip, what to bring (such as a lunch, jacket, or sun umbrella in case of long waits), or places to wait where passengers can feel safe.

- Coordinating appointments and public transportation can be a challenge, especially if the onus is entirely upon the rider. Raising awareness of the scheduling limitations of public transportation – especially for those traveling into the urban area from rural communities – among healthcare providers is essential. It will help healthcare providers better understand when to schedule appointments and possibly when to give priority to a patient that relies on inter-city public transportation. It may also help healthcare providers to understand other needs related to travel, such as the need for a safe place to wait for the ride following the appointment.
- Some bus stops do not provide shade, which can make long waits uncomfortable or even dangerous. Operators should continue to work together to identify opportunities to enhance amenities at common stop locations, at high activity service points, and in locations where low service frequency contributes to longer wait times.
- There is a lack of public transit access to areas of Clovis north of Herndon (including the Harlan Ranch area). The City of Clovis has already identified this area for potential micro-transit service in the future.
- There is little weekend or evening service in rural communities. While this can be a challenge for residents, it is also a challenge for the FCRTA given the modest weekday demand in some locations. It is possible that local solutions (see below) may be able to fill in some of the mobility gaps during these times.
- There is a desire for more regular service from rural communities to the urban area than can be sustainably supported by the FCRTA. We believe this can be addressed most effectively through a number of non-transit solutions, including increasing awareness of carpool/vanpool opportunities through Valley Rides and developing ride-matching capabilities for non-recurring trips.

Chapter 4.3 | Coordinated Plan Goals

The 2015 Coordinated Plan included five goals. While several may remain applicable to the current Plan, others warrant updating. Recommended changes are shown below.

	2015 Coordinated Plan Goals	Proposed 2023 Coordinated Plan Goals
1.	Maintain and strategically expand public and human service transportation when resources allow.	Maintain and strategically expand public and human service transportation as resources allow.
2.	Enhance mobility information and education.	Address knowledge gaps through mobility information and education/outreach.
3.	Formalize a mobility management function to better connect persons with the mobility services they need.	Redefine mobility management roles to better connect persons with the mobility services they need.
4.	Fill remaining mobility gaps with cost-effective services and self-help tools.	Address remaining mobility gaps through community partnerships and self-help tools.
5.	Develop a more effective customer feedback and performance system to ensure that high service quality is maintained.	Ensure productivity evaluations include customer feedback and connectivity assessments.

While the overall intent of most prior goals is maintained, proposed goals have, in some cases, been reframed to better represent the input received during the engagement process. The proposed goals also focus more on community partnerships, especially within the FCRTA service area. Specific strategies supporting each of these goals will be discussed in Chapter 9.

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Chapter 5 | Technology Assessment

This chapter provides an overview of the technology currently being used by the public transportation operators in Fresno County. The purpose of this analysis is to assess how technologies are being used, identify opportunities for coordination or expansion to other programs, identify improvements that may be warranted, and identify/recommend new technologies that could benefit transportation providers.

To gather the data needed for this technology assessment, the project team reached out to each public transportation operator with a list of questions. These included:

1. What software/platform do you use for dispatching and/or scheduling?
2. Do you track vehicles in real-time?
3. Do you utilize mobile ticketing?
4. If you provide on-demand service (micro-transit), what dispatching platform and/or app are you using?
5. If you have already implemented electric vehicles, are you using a charging management system?
6. What fareboxes are you currently using?
7. Are any of your technologies currently coordinated with any other operators?
8. What software/platform do you use for fleet management and maintenance?
9. What technology tools do you use to track customer comments/complaints?

Each question also included follow-up questions to provide supplemental information.

Fixed-route services operated by the three public transportation providers (City of Fresno, City of Clovis, and Fresno County Rural Transit Agency) are currently represented in the Google Maps trip planning feature. This enables riders to plan trips spanning all three services with a single search. The City of Fresno and FCRTA are also reflected in Apple Maps trip planning, but the City of Clovis is not.

At present, none of the transit operators are utilizing mobile ticketing or micro-transit. While multiple operators have electric vehicle charging infrastructure, it does not appear any currently utilize a charging management system/software to automatically manage/control vehicle charging.

A discussion of each operator's technology is provided on the following pages. A summary matrix of the technologies currently in use by the four operators is included as Exhibit 5.1.

City of Fresno: FAX and Handy Ride

The City of Fresno currently uses Trapeze Ops for employee management, Vontas On-Route (previously Transit Master) for CAD/AVL, and Trapeze FX and Blockbuster for scheduling. It has been successfully utilizing Trapeze for more than 20 years and plans to continue to use it. Vontas On-Route provides the City with real-time tracking and public-facing vehicle location tracking. The City is satisfied with this equipment and software and does not plan to change platforms.

The City does not currently utilize mobile ticketing, although it is currently exploring a mobile fare payment system to expand fare media options. It has been using Genfare Odyssey fareboxes for more than 10 years. The City of Fresno and Clovis Transit had a cooperative fare agreement until Clovis suspended fare collection.

Customer comments and complaints are tracked using an in-house developed MS Access database.

The City has been using Trapeze Enterprise Asset Management (EAM) (previously called Fleet Anywhere) for fleet management and maintenance for more than 20 years. Trapeze has started to phase out the existing software so the City will eventually need to switch to a different operating system. However, it has not identified a preferred new vendor yet.

Vonas Vehicle Intelligence is used to telematics and tracking.

City of Clovis/Clovis Transit

The City of Clovis began using Spare Labs for paratransit dispatching and scheduling in August 2022 and is currently in the process of rolling out Passio for fixed-route dispatching and scheduling.

While the City does not currently have real-time tracking software, it is in the process of rolling out Passio and UTA real-time tracking for its fixed-route service. Once the software is in place, real-time data will be made available to the public.

In October 2020, the City of Clovis adopted a zero-fare model for the city's transit system. This policy allows riders to utilize both the Stageline and Roundup services at no cost to them. Therefore, the agency does not have a need for mobile ticketing, fareboxes, or cooperative fare agreements with surrounding agencies. Prior to going zero-fare, the City had a cooperative fare agreement with the City of Fresno.

In anticipation of converting to an all-electric vehicle fleet, the City has a contract with BTC Power to provide electric vehicle charging systems.

In 2010, the City began using Zonar software for fleet management and maintenance. It is currently researching alternatives. The City hopes to transition to a new software system once a suitable vendor whose technology will improve data retention for reporting and overall tracking is identified.

The City tracks customer comments and complaints via “Go Gov,” a government tracking system accessible to the transit service’s customer service representatives as well as the general public. In addition, the Spare paratransit software prompts passengers to complete a survey at the end of each trip.

Fresno County Rural Transit Agency

In 2016, Fresno County Rural Transit Agency (FCRTA) began using the all-encompassing Syncromatics software for real-time vehicle tracking, dispatching, scheduling, tracking of customer comments and complaints. It is satisfied with the platform and does not intend to transition to a new system. There is no public access to real-time vehicle tracking.

FCRTA does not have a need for fareboxes. Passenger fares are subsidized with one-way fares for service with a community range from 50 cents to 75 cents for general public. Senior citizens, disabled, and veterans ride for free on intra-city buses.

FCRTA currently uses Fleetmate for fleet management and maintenance. The agency has been satisfied with the platform since its implementation in 2021 and does not have any plans to transition to a new system.

FCRTA is constructing a new maintenance facility in Selma which will include electric vehicle charging infrastructure.

Fresno Economic Opportunities Commission

Fresno Economic Opportunities Commission (FEOC) has been using Tripmaster for dispatching and scheduling for more than 10 years. However, the agency feels it has outgrown the program and is currently working with Route Genie to switch over by the end of FY 2023.

While the public does not have access to real-time vehicle tracking, FEOC has the ability to track each vehicle once the driver logs into the tablet at the onset of a trip.

FEOC does not currently have any electric vehicles in service. However, it does have ten Turnkey/Charge Points chargers onsite.

FEOC recently began using Collective Data software for fleet management and maintenance in 2022. It is satisfied with the platform and does not have plans to transition to a new system.

FEOC customers do not pay fares (as most services are provided under contract), so there are no fareboxes.

FEOC uses email to follow up and track complaints that cannot be handled by the dispatcher.

Exhibit 5.1 Technology Summary

	City of Fresno	City of Clovis	FCRTA	FEOC
Dispatching/scheduling software	Trapeze FX and Blockbuster	Spare Labs (paratransit) Passio (fixed-route)	Syncromatics	Tripmaster (Route Genie)
Real-time vehicle tracking	Vontas On-Route	Implementing real-time tracking managed by Passio and UTA	Syncromatics	Tripmaster (Route Genie)
Real-time information available to the public	Yes	In progress	No	No
Mobile ticketing	No	No	No	No
Farebox	Genfare Odyssey	N/A	N/A	N/A
On-demand transportation/app	N/A	N/A	Syncromatics	N/A
Electric vehicle charging infrastructure	N/A	BTC Power	In progress	ChargePoint
Fleet management and maintenance	Trapeze Enterprise Asset Management (EAM)	Zonar	Fleetmate	Collective Data
Customer comments/complaints	MS Access	Go Gov	Syncromatics	Email

Observations and Recommendations

1. The City of Clovis is the only public transportation operator that is not included on Apple Maps. As a result, individuals using Apple Maps for trips traveling in Clovis are told they must walk to access FAX routes, rather than connecting from a Stageline route. Clovis should work toward inclusion in the Apple Maps trip planning platform.
2. FCRTA currently utilizes real-time vehicle tracking via its Syncromatics platform, but there is no public access to this information. The agency may wish to consider making this information publicly available to expand the planning tools available to its riders.
3. The City of Clovis should move forward with its plans to make real-time vehicle location information available to riders once it has implemented its Passio and UTA platforms.
4. Both the City of Fresno and the City of Clovis are beginning a search for a new fleet/asset management platform. Both operators may wish to look at the Fleetmate platform used by FCRTA as a potential replacement. There may also be potential for coordination through a joint contract, either between Fresno and Clovis, or extending to FCRTA.

5. The City of Fresno is the only operator exploring mobile ticketing at this time. Should the City of Clovis return to a fare-based model, or should FCRTA seek to implement mobile fares, they should consider utilizing the platform the City of Fresno ultimately selects. This could open the door for future fare cooperative fare agreements through the use of a single ticketing platform.
6. The City of Clovis is currently using the Spare Labs platform for its paratransit dispatching. The City should consider using the same platform to support its future micro-transit service.

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Chapter 6 | Strategic Investments and Transportation Alternatives

This chapter provides recommendations for changes to and strategic investments in existing transportation services as well as proposed new transportation alternatives to meet Fresno County's current and emerging mobility needs.

Changes to Existing Services

In light of the current operating environment, Moore & Associates, Inc. does not believe there are extensive changes that should be made to existing services. While there are often requests for additional frequency or weekend/evening service in the rural communities, there does not appear to be quantifiable demand to recommend such additional service expansion at this time. However, there are several recommendations impacting existing services and programs that are relevant at this time.

1. The City of Fresno should continue to develop its fixed-route service to increase service frequencies and expand the reach of individual routes as demand warrants and sufficient funding is available. No specific expansions are recommended at this time, beyond what the City is already undertaking.
2. The City of Clovis should continue to develop its fixed-route service to more effectively serve the Clovis community, as it is currently addressing through redevelopment of its route network. One recommended expansion area is discussed below as a new transportation alternative.
1. One of the challenges the FCRTA has faced is the introduction of services for which there is supposedly sufficient demand that ultimately end up being discontinued for low ridership or service productivity. As such, the consultant team recommends the FCRTA enlist the assistance of the SSTAC and community partners to develop criteria for evaluating proposed service expansions. These criteria would help evaluate requests for service and would provide a platform to objectively assess the population served, cost, anticipated number of trips, and which community partners would help to fund and/or promote the service. It would also help educate communities and partner organizations about what constitutes a sustainable service, thereby helping all parties understand that a service designed to address the needs of a modest constituency is not likely to be sustainable. Expanding the SSTAC to include more geographic representation is also recommended.
3. The Fresno COG should utilize Valley Rides to provide more comprehensive mobility information, rather than focusing solely on commute trips. Doing so would primarily involve including more robust mobility information on the Valley Rides website and as part of any outreach it conducts.

Resources to be Invested in Existing Services

While few specific changes to existing services are recommended at this time, there are needs for the investment of new resources within existing services.

1. All Fresno County transportation programs currently funded under Measure C (including transit operators, Valley Rides, and the Senior Taxi Scrip program) are at risk of losing this funding. In 2022, Fresno County residents voted against a renewal of Measure C, which is set to expire in 2027. If county leaders are unable to secure voter approval in either 2024 or 2026, it will be necessary to identify other funding sources to replace Measure C revenues. This is likely to require more aggressive pursuit of partnerships with private partners, both to replace historic revenues and ensure they can be used as local supplementation to bolster fare revenues in the calculation of the farebox recovery ratio.
2. There is also a need for the FCRTA to continue to conduct robust outreach to and public engagement in the communities it serves. This is to address the perceived knowledge gap about public transportation services present in a number of the rural communities, as well as how to use those services effectively to travel to the urban area. Activities would likely include outreach, ensuring distribution of service information, verifying the condition of bus stops, developing promotional materials such as bilingual short-form videos, development of a social media presence, updating the FCRTA website, and conducting travel training.

New Transportation Alternatives

While Moore & Associates, Inc. believes most of the current perceived (additional) transit needs can be addressed through existing programs, the consultant team offers four recommendations for new transportation alternatives for the Fresno COG's consideration.

1. The City of Clovis is exploring options for introducing micro-transit (on demand) service in northeast Clovis, including the Harlan Ranch area. Assuming this area is not a candidate for fixed-route service as part of the City's current route network redesign, a micro-transit pilot would be a good solution for this area that is not currently being served by Stageline.
3. Moore & Associates, Inc. recommends the FCRTA continue the practice of developing community micro-transit programs such as the one in Biola, which is operated through its operations contractor using a local driver. The local driver would also serve as a transit advocate for their community, advising FCRTA with respect to community needs and priorities.
2. Valley Rides should continue to develop the capability to offer ride-matching services for non-recurring trips either within rural communities or between rural communities and the urbanized portion of Fresno County. It already offers ride-matching services for traditional commute trips through carpools and vanpools. Ride-matching for non-recurring trips would require identifying, qualifying, and training efforts to get potential drivers to register for the program (these could be drivers that are already registered with Valley Rides, or new drivers that are available to carry a

passenger upon request), as well as notify non-drivers of the opportunity. Drivers would be able to specify what types of trips they could provide as well as days and times. Non-drivers could then search for matches to meet their mobility needs. This would help to enhance mobility without the FCRTA needing to add more costly traditional transit service.

3. Moore & Associates, Inc. also recommends all operators work with local community partners to facilitate a more robust travel training program. Ideally, the transit operator would provide initial travel training sessions on request, which would also serve to train community partners about using the service. This approach would enable the local community partner to continue providing travel training services so as not to increase the burden on the operator.

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Chapter 7 | COVID-19 Pandemic Assessment

This chapter provides an overview of the impact of the COVID-19 pandemic and recommends actions to address lasting effects and future needs.

The impacts of the COVID-19 pandemic included significant declines in ridership and fare revenue. In many instances, transit operators strove to retain operations staff despite adopting a reduced schedule, resulting in significant changes to many cost-related performance metrics. While infusions of funding through the CARES Act, CRRSAA, and the American Rescue Plan have mitigated some of the lost revenues for federally funded programs, most transit operators have yet to return to pre-pandemic ridership and fare levels.

Since the onset of the COVID-19 pandemic, many operators have faced significant challenges in meeting the farebox recovery ratio requirement. New legislation offering relief from performance eligibility requirements of California's Transportation Development Act (TDA) were introduced in 2020 and 2021 as a result of the active COVID-19 pandemic.

Assembly Bill 90, signed into law on June 29, 2020, provided temporary regulatory relief for transit operators required to conform with Transportation Development Act (TDA) farebox recovery ratio thresholds in FY 2019/20 and FY 2020/21. While the ability to maintain state mandates and performance measures is important, AB 90 offered much-needed relief from these requirements for the initial years impacted by the COVID-19 pandemic while TDA reform continues to be discussed.

AB 90 included the following provisions specific to transit operator funding through the TDA:

1. It prohibited the imposition of the TDA revenue penalty on an operator that did not maintain the required ratio of fare revenues to operating cost during FY 2019/20 or FY 2020/21.
2. It required the Controller to calculate and publish the allocation of transit operator revenue-based funds made pursuant to the State Transit Assistance (STA) Program for FY 2020/21 and FY 2021/22 based on the same individual operator ratios published by the Controller in a specified transmittal memo, and authorized the Controller to revise that transmittal memo, as specified. It required the Controller to use specified data to calculate those individual operator ratios. Upon allocation of the transit operator revenue-based funds to local transportation agencies pursuant to this provision, the Controller would publish the amount of funding allocated to each operator.
3. It exempted an operator from having to meet either of the STA efficiency standards for FY 2020/21 and FY 2021/22 and authorized the operator to use those funds for operating or capital purposes during that period.
4. It required the Controller to allocate State of Good Repair (SOGR) program funding for FY 2020/21 and FY 2021/22 to recipient transit agencies pursuant to the individual operator ratios published in the above-described transmittal memo.
5. It required the Controller to allocate Low Carbon Transit Operations Program (LCTOP) funding for FY 2020/21 and FY 2021/22 to recipient transit agencies pursuant to the individual operator ratios published in the above-described transmittal memo.

Assembly Bill 149, signed into law on July 16, 2021, provided additional regulatory relief with respect to Transportation Development Act (TDA) compliance. It extended the provisions of AB 90 through FY 2022/23 as well as provided additional regulatory relief including:

1. Waiving the annual productivity improvement requirement of Section 99244 through FY 2022/23.
2. Adding a temporary provision exempting operators from farebox recovery ratio requirements through FY 2024/25 provided they expend at least the same amount of local funds as in FY 2018/19.
3. Expanding the definition of “local funds” to enable the use of federal funding, such as the CARES Act (or CRRSAA), to supplement fare revenues and allowing operators to calculate free and reduced fares at their actual value.
4. Adjusting the definition of operating cost to exclude the cost of ADA paratransit services, demand-response and micro-transit services designed to extend access to service, ticketing/payment systems, security, some pension costs, and some planning costs.
5. Allowing operators to use STA funds as needed to keep transit service levels from being reduced or eliminated through FY 2022/23.

Future Actions

Prior to the COVID-19 pandemic, potential updates to the TDA were already in the works. In the 50 years since introduction of the Transportation Development Act, there have been many changes to public transportation in California. Many operators have faced significant challenges in meeting the farebox recovery ratio requirement, calling into question whether it remains the best measure for TDA compliance. In 2018, the chairs of California’s state legislative transportation committees requested the California Transit Association spearhead a policy task force to examine the TDA, which resulted in a draft framework for TDA reform released in early 2020. The draft framework maintained the farebox recovery ratio requirement, but eliminated financial penalties and allowed more flexibility with respect to individual operator targets. These changes have yet to be implemented, however, as the emergency measures of AB 90 and AB 149 took precedence as the impact of the pandemic on transit operations and funding unfolded.

AB 149, in addition to providing transit operators relief from what may now be unattainable measures of compliance, also gives the State a little breathing room to figure out what comes next for the TDA. It remains to be seen whether legislators can leverage the changes of AB 90 and AB 149 into a more comprehensive and permanent overhaul of performance eligibility under the TDA is measured.

Chapter 7.1 | Operator Response to the COVID-19 Pandemic

City of Fresno

Ridership was greatly impacted by the COVID-19 pandemic. The City chose not to limit hours of operation or stop service altogether due to many residents exhibiting a high level of transit-dependency. In early 2021, the city council voted to provide rider relief through free fares. Fare collection was suspended on March 1, 2021, and resumed on September 1, 2021, along with a fare reduction. This strategy, coupled with reopening parts of the local economy, resulted in ridership increases. All capacity restrictions were lifted in May 2021. Ridership continues to increase, and by the end of FY 2021/22 the fixed-route service was at two-thirds of its pre-COVID level. Handy Ride has been a bit slower to recover, at just 60 percent of its pre-COVID levels by the end of FY 2021/22.

The City's Transportation Department experienced several early retirements due to the COVID-19 pandemic. Drivers worked long hours (including substantial overtime) to keep the service operating, and many employees experienced burnout. Two years into the pandemic, there were still a number of driver positions vacant. However, subsequent driver classes have been full, which is encouraging.

Handy Ride reported a significant ridership decline as well. The increased cost of vehicle cleaning, vehicle capacity concerns, and driver safety were the most significant impacts. National Express (the operations contractor) also had to adjust some of its driver schedules to reflect staffing shortages.

Performance trends reflective of the years before and just after the onset of the COVID-19 pandemic were included within the most recent Triennial Performance Audit, which covered FY 2018/19 through FY 2020/21. This analysis (which spanned FY 2015/16 through FY 2020/21) are provided below.

FAX Performance Trends

The City's fixed-route service increased operating costs during the audit period, with a 49.9 percent net increase over the six-year period. Fare revenue fluctuated during the six-year period, but declined during the audit period. This resulted in a net 72.8 percent net decrease during the audit period, and a 77.3 percent net decrease over the six-year period.

Fixed-route vehicle service hours increased through FY 2019/20. This resulted in a net 23.9 percent increase across the six-year period but a net 1.7 percent increase during the audit period. Vehicle service miles experienced a similar pattern, increasing 20.7 percent during the six-year period and a net 0.6 percent during the audit period. Ridership fluctuated throughout the six-year period with the most significant decrease occurring in FY 2020/21 (38.1 percent). Ultimately ridership experienced a net decrease of 46.9 percent during the audit period.

Operating cost per vehicle service hour, operating cost per vehicle service mile, and operating cost per passenger all increased during the audit period, with operating cost per passenger exhibiting the greatest change (123.8 percent). Passenger-related productivity metrics (passengers per vehicle service hour and passengers per vehicle service mile) both saw decreases of approximately 47 percent during the audit period.

Handy Ride Performance Trends

The City's demand-response service experienced increases in operating cost each year through FY 2018/19. Decreasing costs in FY 2019/20 and FY 2020/21 are due primarily to a decrease in demand arising from the COVID-19 pandemic. This resulted in a net 20.7 percent decrease during the audit period, and a net 7.3 percent decrease over the six-year period. Fare revenue increased until FY 2018/19, declining 63.9 percent during the audit period and a net 54.2 percent decrease across the six-year period.

Demand-response Vehicle Service Hours experienced a 41.4 percent net decrease during the audit period, and a 37.1 percent net decrease across the six-year period. Vehicle Service Miles saw a net decrease of 49 percent during the audit period and 45.4 percent across the six-year period. Ridership also decreased significantly, declining 56.2 percent during the audit period.

Operating Cost/Vehicle Service Hour, Operating Cost/Vehicle Service Mile, and Operating Cost/ Passenger experienced year-over-year increases during the audit period. Passenger-related productivity metrics decreased; Passengers/Vehicle Service Hour decreased 25.3 percent during the audit period, and Passengers/Vehicle Service Mile had a net decrease of 14.2 percent.

City of Clovis

When the state shut down in March 2020, the City lost 97 percent of its transit ridership the following day. During the first few weeks, slight modifications were made to adjust to the unstable environment. The fixed-route service operated on a holiday schedule as the City sought to determine how best to provide a safe environment for both drivers and riders. Eighteen months into the pandemic, the City's transit program stood at approximately 50 percent of its pre-pandemic ridership (a little lower for fixed-route and a little higher for dial-a-ride). However, by the end of FY 2021/22, Stageline ridership stood at approximately 75 percent of pre-COVID levels, and Round Up had recovered 86 percent of its prior ridership.

All City employees who could work from home were asked to do so. Transit changed how drivers reported to work in an effort to keep employees as socially distanced as possible. All critical parts of the operation were handled on the first floor, while all administrative activities were on the second floor. Unfortunately, this also eliminated all social aspects for drivers overnight.

The City continued operating the same route network and schedule for its fixed-route service as before the pandemic. There were no trip denials on the dial-a-ride service. There was some discussion (from a non-transit perspective) about shutting the system down because it might be a "disease vector", but this never happened.

The transit operation completely changed as a result of the pandemic, which included enhanced cleaning (foggers, PPE, hand sanitizer, etc.). Ridership began returning when the Clovis Unified School District returned to in-person classes. Fresno State University and Fresno City College continued to hold some classes virtually even as the campuses opened back up to in-person learning.

Recruiting and retaining commercially licensed bus drivers proved to be a challenge for the City. The City began to search for vehicles which could be driven by Class C drivers yet capable of transporting up to seven passengers. The City continues to recruit and hire drivers so as to ensure uninterrupted service. The City suspended fare collection at the beginning of the pandemic as a safety measure. Initially, clear shower curtains were installed to separate drivers from passenger. They then transitioned to barriers of marine vinyl to provide a safe space, though these left drivers unable to interact with riders.

When the City collected fares prior to the pandemic, it did not collect a lot of revenue (approximately two to four percent of the operating cost), and incurred additional costs to process the fares. Since seniors and persons with disabilities rode the fixed-route service for free, not a lot of passengers pay to ride the bus in Clovis. The Clovis city council approved Zero Fares as a continuing measure in October 2020, which would use Measure C to replace fares once the AB 149 farebox recovery ratio waiver ends. Four factors contributed to this decision: 1) the ongoing pandemic, 2) access to Measure C funds, 3) the failure of the City's electronic farebox program (which resulted in the removal of fareboxes), and 4) the farebox recovery ratio penalty waiver. Collectively, these factors supported the City's transition to a fare-free transit service. The transit program is now permanently fare free.

From August to October 2019, the City sponsored a "free fare" promotion funded through LCTOP. While that effort resulted in a significant (up to 35 percent) increase in ridership, it blunted the impact of the formal transition to Zero Fare.

Performance trends reflective of the years before and just after the onset of the COVID-19 pandemic were included within the most recent Triennial Performance Audit, which covered FY 2018/19 through FY 2020/21. This analysis (which spanned FY 2015/16 through FY 2020/21) are provided below.

Stageline Performance Trends

Fixed-route operating cost experienced a net 9.7 percent increase during the audit period, though increased less than five percent during each of the last two years of the audit period. Fare revenue steadily decreased every year until the system went fare-free in FY 2020/21.

Vehicle Service Hours (VSH) fluctuated throughout the six-year period. VSH saw a net 1.0 percent decrease over the six-year period, while the audit period saw a net 2.8 percent increase. Vehicle Service Miles (VSM) decreased every year with the exception of a 9.9 percent increase in FY 2020/21. Ridership also followed a similar pattern as VSM, though with a much greater decrease during the audit period and without increasing in FY 2020/21. Overall, ridership decreased 52.8 percent during the audit period, and 64.3 percent across the six-year period.

Operating Cost/Vehicle Service Hour, Operating Cost/Vehicle Service Mile, and Operating Cost/Passenger all increased significantly during the audit period, reflective of a decline in efficiency. Productivity also declined significantly, as Passengers/VSH and Passengers/VSM both decreased by more than 50 percent during the audit period. Neither change is surprising, given the impact of the ongoing COVID-19 pandemic on transit ridership.

Round Up Performance Trends

Demand-response operating cost experienced a net 5.0 percent decrease during the audit period, primarily due to the 9.6 percent decrease in FY 2020/21. Operating cost experienced a net increase of 41.9 percent over the six-year period, rising nearly 20 percent in FY 2016/17. Fare revenue had been decreasing since FY 2017/18, and the system went fare-free in FY 2020/21.

Vehicle Service Hours (VSH) decreased nearly every year, with the most significant decrease occurring in FY 2020/21 (22.1 percent). VSH saw a net 29.2 percent decrease during the audit period. A similar pattern was observed with respect to Vehicle Service Miles (VSM), which had a net 39.1 percent decrease during the audit period and a 42.4 percent decrease over the six-year period. Both metrics experienced an increase in FY 2018/19, which corresponded with an increase in operating cost and a modest increase in ridership. Overall, ridership experienced a net decrease of 36.8 percent during the audit period, and a net decrease of 44.8 percent across the six-year period.

Operating cost per vehicle service hour, vehicle service mile, and passenger all increased significantly during the audit period, reflective of a decline in efficiency. Productivity was mixed, as passengers per VSH decreased and passengers per VSM increased during the audit period.

Fresno Economic Opportunities Commission

In 2018, the Fresno Economic Opportunities Commission lost its long-time FCRTA operations contract to MV Transportation. This development, combined with onset of the pandemic, encouraged the FEOC's Transit Systems group to "think outside the box" so as to maintain its driver team. One strategy was to begin delivering meals for the Head Start program as well as delivery of meals to distribution centers throughout Fresno County. Effective July 1, 2021, FEOC also lost its designation as a CTSA. However, it was selected to provide social service transportation services as a subcontractor to FAX and FCRTA, which enabled it to continue operating many of its existing programs.

After March 2020, when the state ordered its initial shutdown, FEOC ridership fell from 425 Central Valley Regional Center clients per day to five clients. All programs shut down and all other programs (e.g., Head Start, Central Valley Regional Center, etc.) dropped to zero ridership. Onboard vehicles, all employees wore gloves and masks; social distancing was practiced in the office and food preparation areas; mandatory temperature checks and health screening surveys were administered every day; and additional cleaning and sanitizing of the vehicles took place several times each day.

The FEOC was able to partner with Food Service to deliver meals to Head Start sites for its meal distribution. Parents would drive through to pick up meals for the children. FEOC drivers assisted Food Service with packing food for three to five days of meals, along with delivery of meals.

The FEOC was also able to help transport clients to get tested for COVID and transport them to isolation as needed. As vaccinations became available, the programs began opening up again, but still with limited space due to social distancing requirements and vaccination guidelines.

By October 2021, the FEOC was transporting 250 Central Valley Regional Center clients, had resumed transporting students to Head Start programs, and other programs began to call back for service. As CDC

guidelines start to relax, ridership gradually started returning. By the end of FY 2021/22, ridership was at 90 percent of its pre-COVID levels, with a slightly different mix of services.

Performance trends reflective of the years before and just after the onset of the COVID-19 pandemic were included within the most recent Triennial Performance Audit, which covered FY 2018/19 through FY 2020/21. This analysis (which spanned FY 2015/16 through FY 2020/21) are provided below.

System Performance Trends

System-wide, operating cost experienced a net 31.1 percent decrease between FY 2018/19 and FY 2020/21. Operating Cost increased steadily between FY 2015/16 and FY 2018/19 (46.3 percent), before declining significantly in FY 2019/20 and FY 2020/21 (52.9 percent). Fare revenue (identified on the State Controller Report as Passenger Fares) increased in most years, but ultimately experienced a net 26.6 percent decrease over the six-year period due in large part to a 38.7 percent drop between FY 2019/20 and FY 2020/21.

Vehicle Service Hours (VSH) decreased most years, with a slight (2.1 percent) uptick in FY 2018/19 before a much steeper decline in the following years. (Note: The VSH reported to the State Controller was significantly lower than that recorded in the Transit Productivity Report; while that figure would still have represented a decrease, it would not have been an 82.1 percent drop in a single year.) Vehicle Service Miles (VSM) experienced a similar pattern.

Ridership saw an initial 21 percent decrease in FY 2016/17, but had been increasing when the COVID-19 pandemic started in FY 2019/20. Ultimately ridership experienced a net 85 percent decrease across the six-year period, and an 86.7 percent decrease during the audit period.

Cost-related metrics typically provide an indicator of a system's efficiency, while passenger-related metrics offer insight into its productivity. Improvements are characterized by increases in passenger-related metrics and decreases in cost-related metrics. Operating Cost/Vehicle Service Hour, Operating Cost/Vehicle Service Mile, and Operating Cost/Passenger all increased significantly during the audit period, reflective of a decline in efficiency. Productivity also declined significantly, as Passengers/VSH and Passengers/VSM both decreased during the audit period. Neither change is surprising, given the impact of the ongoing COVID-19 pandemic on transit operations and ridership.

Fresno County Rural Transit Agency

The FCRTA collaborated with its operations contractor to ensure service schedule and delivery remained the same and employees were not laid off. Due to colleges shutting down in March 2020, two routes that served the colleges were temporarily suspended. The Fresno-Madera Area Agency on Aging (FMAAA) stopped serving congregate meals and, in response, the FCRTA received authorization from Caltrans and the FTA to deliver meals and count them as trips. Maintenance kept vehicles clean and the FCRTA complied with CDC and local public health requirements by wearing masks and social distancing onboard the vehicles. As of the end of FY 2021/22, FCRTA ridership was still at less than 50 percent of its pre-COVID ridership.

Performance trends reflective of the years before and just after the onset of the COVID-19 pandemic were included within the most recent Triennial Performance Audit, which covered FY 2018/19 through FY 2020/21. This analysis (which spanned FY 2015/16 through FY 2020/21) are provided below.

System Performance Trends

System-wide, operating cost experienced a net 2.0 percent decrease during the audit period, yet a 15.2 percent net increase during the six-year period. Fare revenue fluctuated, with the most significant decrease occurring in FY 2020/21. This resulted in a 63.7 percent decrease during the audit period, and a net 61.1 percent decrease across the six-year period.

Vehicle Service Hours (VSH) decreased steadily throughout the six-year period. VSH saw a net 19.2 percent decrease over the six-year period, with most of that occurring in FY 2018/19 and FY 2020/21. A similar pattern was observed with respect to Vehicle Service Miles (VSM), which had a net 37.8 percent decrease over the six-year period.

Ridership also followed the same pattern as VSH, though with a much greater decrease during the audit period. Overall, ridership experienced a net decrease of 52.8 percent during the audit period, and 63.5 percent decrease across the six-year period.

Cost-related metrics typically provide an indicator of a system's efficiency, while passenger-related metrics offer insight into its productivity. Improvements are characterized by increases in passenger-related metrics and decreases in cost-related metrics. Operating Cost/Vehicle Service Hour, Operating Cost/Vehicle Service Mile, and Operating Cost/Passenger all increased significantly during the audit period, reflective of a decline in efficiency. Productivity also declined significantly, as passengers per VSH and VSM both decreased during the audit period. Neither change is surprising, given the impact of the ongoing COVID-19 pandemic on transit operations and ridership.

Chapter 7.2 | Recommendations Moving Forward

Each Fresno County operator was able to adapt to the COVID-19 pandemic, continuing to provide essential transit services while balancing labor, state and federal guidelines, and dramatically reduced demand for services. The City of Fresno opted to continue operating its full service as much as possible given the transit dependence of many of its riders. The City of Clovis used the pandemic as an opportunity to test a Zero Fare model, which it ultimately adopted. FCRTA and FEOC turned to meal delivery to supplement their services. While ridership has yet to fully recovery for any of the operators, each appears to be taking appropriate actions toward increasing demand and recovering ridership.

A key element moving forward will be to identify supplemental funding to ensure the farebox recovery ratio requirements can be met once penalty waivers expire in after FY 2022/23. At present, Measure C is a good source of funding that can be used for this purpose. Hopefully future TDA reforms will provide new opportunities beyond the farebox recovery ratio to assess operator compliance with the TDA.

Each operator should also use what it learned during the past three years to develop emergency plans and guidelines. Transit operators were not the only ones caught flat-footed when the stay-at-home orders were first implemented in 2020. Many businesses scrambled to find the technology and develop policies for employees who could work from home, while others had to figure out which employees needed to remain in person. To address potential future emergencies, we recommend each operator seek to develop the following resources, if they have not already:

1. Work-from-home guidelines, defining what staff can work from home and how they will be equipped with technology;
2. Contingency plans for workforce reductions due to widespread illness or quarantine, including the minimum number of staff needed for service to stay on the road;
3. Reasonable stockpiles of personal protective equipment (PPE) such as masks, gloves, and hand sanitizer to adequately equip employees for the short-term; and
4. Service plans identifying which services should take priority for continued operation if service needs to be reduced due to an emergency.

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Chapter 8 | Public Participation Plan Update

This chapter provides a review of the Fresno Council of Governments' 2020 Public Participation Plan (PPP).

The 2020 PPP was adopted on June 25, 2020. The draft Plan was posted for a 45-day public review on March 3, 2020, just prior to the onset of the COVID-19 pandemic on March 13, 2020. The public review period extended through April 17, 2020, and a public hearing was held during the May 28, 2020 Policy Board meeting. The public review period and public hearing were noticed in the *Fresno Bee* and *Vida En Valle* newspapers, via Fresno COG's e-newsletter, on the Fresno COG website, and in Fresno COG Board and Committee meeting agendas. No comments were received regarding the Plan. The Plan incorporates Appendix A: Fresno COG's RTP Public Outreach Strategy and SCS Public Participation Plan and Appendix B: Fresno COG's Tribal Consultation Plan.

The 2020 PPP is very thorough with respect to public participation opportunities and outreach. It effectively addresses a very broad range of engagement and public participation strategies, including communication via print, broadcast, and electronic media; in-person activities; targeted outreach to low-income, minority, and limited-English proficient communities; and a wide variety of options for submitting comments and feedback. The one area the consultant team identified for potential development is the inclusion of virtual meeting opportunities. While the 2020 PPP was adopted after the onset of the COVID-19 pandemic, the draft document was completed prior to the statewide stay-at-home orders and the expanded use of technology for conducting meetings virtually. While all of Fresno COG's boards, committees, and commissions have since returned to in-person meetings, it would be beneficial to include virtual meetings, webinars, and other remote activities within the public participation strategies.

- Page 8 – The Brown Act: We suggest amending the first paragraph to allow for remote participation and provision of public input. This would not impact compliance with the Brown Act, as the Brown Act applies only to members of the governing board and not members of the general public. We would suggest amending the first half of the second sentence of the second paragraph to read: "Citizens unable to attend the meetings in person may attend virtually (via Zoom or another such platform) or submit their concerns and ideas in writing to staff...."

We do not suggest amending this item to imply a return to virtual meetings by any governing or advisory bodies, which could impact compliance with the Brown Act. Enabling remote attendance by the general public would expand participation opportunities. Alternately, the Fresno COG could elect to livestream the meetings or post recordings of the meetings, which would enable members of the public to view the meetings but not participate in real-time. Fresno COG currently enables participation in meetings via conference call, which enables participants to listen to the meeting but not speak or provide comments.

- Page 18 – Unmet Transit Needs Assessment: The second full paragraph on this page should include more virtual options for providing input, whether through a virtual public meeting, submissions via email or through a website, or surveys that can be completed online. These

strategies should be used to expand the outreach beyond the methods cited in this section, rather than in lieu of any of them.

- Page 31 – Focus Groups: This list should include an option for virtual meetings in addition to the recruitment strategies listed.
- Page 32 – Electronic Access to Information: This list should include livestreaming of/remote participation in public meetings and workshops in addition to the techniques listed.

The 2020 RTP Public Outreach Strategy was included as Appendix A to the 2020 PPP. One recommendation applicable to that document is provided below. (The page number refers to pages as numbered in the Appendix document.)

- Pages 9-10 – Accessibility: The options in this paragraph should be expanded to include remote participation in meetings or other virtual activities.

Given there are relatively few updates to the 2020 PPP at this time, Moore & Associates recommends preparing an amendment to the existing plan that encompasses the additional virtual and remote opportunities cited above. Suggested text for that amendment is provided on the following page. It incorporates all of the specific items cited above.

Amendment #1 – Integration of Additional Remote and Virtual Public Participation Strategies

The Fresno Council of Governments' Public Participation Plan was adopted in 2020, concurrent with the COVID-19 pandemic and the more widespread usage of virtual participation platforms. The purpose of this amendment is to incorporate these strategies and techniques into the existing Fresno COG Public Participation Plan.

When possible, remote participation by the general public in open meetings will be facilitated, even when voting members of the board, committee, or commission are required to attend in person under the Brown Act. At a minimum, members of the public should be able to view or listen to the meeting, either in real-time or via a recording, even if they do not have the opportunity to provide comments remotely.

Public meetings or workshops held in conjunction with projects or community outreach efforts may also wish to offer a stand-alone virtual sessions; that is, not held as part of a scheduled in-person session, but as a dedicated virtual session. This could allow better interaction with remote participants by presenters and facilitators.

Virtual meetings should be recorded and all public input documented. Agendas or other presentation materials should be made available in advance of the meetings/workshops, and links to the sessions should be included on agendas or alongside other event information. Links to virtual meetings should include the opportunity for participation by phone for those who do not have access to the Internet.

Meetings and workshops may also be recorded and viewed on YouTube, Facebook, or another platform asynchronously, which will make them more accessible to those without consistent Internet access.

Wherever possible, Fresno COG will incorporate virtual communications and outreach into its public engagement policies and practices. These strategies include:

- Providing real-time online access to public meetings and workshops which allow public input;
- Providing telephonic access to public meetings and workshops for those without access to Internet service;
- Providing access to recorded public meetings and workshops that can be viewed at any time; and
- Incorporating new and emerging technologies and platforms as they become available to better engage the Fresno County community.

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Chapter 9 | Transportation Needs and Coordinated Strategies

This chapter provides supporting strategies for each of the Plan goals developed in Chapter 4. Strategies are reflective of the information provided in prior chapters. These strategies focus on addressing the mobility needs identified within this Plan as well as enhancing community participation in the problem-solving that is mobility planning.

Goal #1: Maintain and strategically expand public and human service transportation as resources allow.

Strategy #1a: Recruit membership for the Social Services Transportation Advisory Council (SSTAC) to include more geographically based general public representatives.

Several stakeholders and individuals expressed a desire for more frequent service from rural communities to the urban area than can be sustainably provided by the FCRTA. The current level of fixed-route service offers between one and six trips per day, which is appropriate to the current level of demand. While there may be a desire for more service, adding even a single trip can be complicated as it may necessitate an additional vehicle and driver, which increases the cost significantly. In addition, while there may be “demand” expressed, it is unlikely to be sufficient to warrant this additional cost. For example, the Southeast Transit service operates three trips per weekday and carried 5,301 riders in 2022. This translates to an average of nearly 21 rides per day, or nearly seven riders per trip. In order to justify adding an additional trip each day and maintain the same productivity, the “demand” would need to ensure at least 1,767 more rides per year and additional funding would need to be secured.

There is also little accountability for organizations/groups requesting additional services implemented, especially outside the urbanized portions of Fresno County. Organizations and groups have minimal accountability for their requests. They attend meetings and FCRTA engages with these organizations to develop its demonstration projects, but there is no accountability to help meet the ridership thresholds and performance metrics. FCRTA has set up approximately 10 demonstration projects in partnership with non-governmental organizations (NGOs) and ridership has not met the thresholds to make the service sustainable for public transit operators as ridership and farebox goals were never met and the cost per ride grew substantially. Engaging communities in the performance criteria for new services, as well as securing local support for any new service, could help increase the sense of “ownership” of any new program or service while also raising awareness of the performance criteria that service must meet to be considered sustainable.

We recommend a concentrated effort to fill the vacancies on the SSTAC as mandated under California Public Utilities Code 99238:

- One representative of potential transit users who is 60 years of age or older.
- One representative of potential transit users who is disabled.

- Two representatives of the local social service providers for seniors, including one representative of a social service transportation provider, if one exists.
- Two representatives of local social service providers for the disabled, including one representative of a social service transportation provider, if one exists.
- One representative of a local social service provider for persons of limited means.
- Two representatives from the local consolidated transportation service agency, designated pursuant to subdivision (a) of Section 15975 of the Government Code, if one exists, including one representative from an operator, if one exists.

Strategy #1b: Expand public transportation in Clovis to serve the northeastern portion of the city through micro-transit.

There is limited transit access in the northeast portion of Clovis (including the Harlan Ranch area). Stageline Route 50 operates along Herndon between Fowler and Temperance and on Temperance north to Alluvial. Otherwise, there is no fixed-route service north of Herndon from Marion eastward (though this area is currently served by Clovis Round Up paratransit.)

The City of Clovis is exploring options for introducing micro-transit (on-demand) service in northeast Clovis, including the Harlan Ranch area. Assuming this area is not a candidate for fixed-route service as part of the City's current route network redesign, a micro-transit pilot would be a good solution for this area that is not currently being served by Stageline. Doing so would provide a general public mobility solution for those that are not already being served by Round Up.

The desired outcome of the micro-transit program is to provide expanded mobility for persons living in or traveling to/from northeastern Clovis. This could be achieved by curb-to-curb on-demand service within the defined service area, as well as connecting service to the nearest Stageline route (currently the stop at Alluvial and Temperance). In developing its program, the City would need to determine how the service would fit into its overall operation and how to define service success.

Strategy #1c: Expand public transportation to the west side of Fresno north of Ashlan and west of Highway 99.

Several participants in the unmet transit needs process identified a need for additional public transportation service on the west side of Fresno. The City of Fresno has already programmed the extension of FAX Routes 12 and 45 to Glacier Point Middle School and Justin Garza High School to be implemented in August 2023. The City is also evaluating other portions of that area, which is lower-density, for a future on-demand micro-transit pilot program. The City has submitted local and federal grant applications for micro-transit over the past two years, both unsuccessful. The City should continue to seek funding for a micro-transit pilot program.

Strategy #1d: Expand public transportation on the east side of Fresno east of Sunnyside and Fowler south of Highway 180.

Several participants in the unmet transit needs process identified a need for additional public transportation service on the east side of Fresno, specifically in the area south of Highway 180 and east of Sunnyside and Fowler. At present, FAX Route 22 travels to Fowler and Kings Canyon during peak hours, while Route 22 (off-peak) and the Route 1 BRT service only travel as far east as Clovis and Kings Canyon. The planned extension of Route 1 into the City's Southeast Development Area (SEDA) would expand service into this area, though this is not programmed to occur within the horizon of this Plan. The City should continue its efforts to expand FAX service eastward as demand warrants and funding is secured.

Strategy #1e: Expand public transportation in Fresno into later evening hours on weekends and holidays.

There has been documented demand for later evening service on non-BRT FAX routes, both on weekdays and weekends/holidays. At present, Route 1 (Q-BRT) operates until 12:17 am Monday through Saturday and until 7:28 pm on Sunday and holidays. Four additional routes (Routes 9, 28, 32, and 38) end weekday and Saturday service after 11:00 pm, while another five (Routes 12, 20, 26, 34, and 35) end weekday service after 10:00 pm. There are seven FAX routes (Routes 22, 33, 39, 41, 45, 58, and 58E) where weekday service ends before 10:00 pm, and only three of those (Routes 33, 58, and 58E) end before 8:00 pm. As such, there is a substantial amount of service operating after 10:00 pm on weekdays (and Saturday) within the city of Fresno.

Of higher priority are requests for extended evening service on weekends and holidays. Five routes (Routes 1, 9, 28, 32, and 38) extend their late evening service through Saturday, though other FAX routes on Saturday and all routes on Sunday and holidays end before 8:00 pm. Specific examples provided through the unmet transit needs process cited a lack of access to connections from the Amtrak station and airport on weekends and holidays. The Amtrak station is served most directly by Route 22, which ends service at 9:39 pm on weekdays and 7:27 pm on weekends and holidays. Additional connections with routes that operate later are available at Courthouse Park, which is less than a half-mile walk from the Amtrak station. The last northbound *San Joaquins* train stops in Fresno at 8:16 pm, while the last southbound train stops at 9:49 pm. As a result, later trains on weekends are not served by transit.

The Fresno Yosemite International Airport (FYI) is served by FAX Route 39. Similar to Route 22, this route ends service at 9:54 pm (westbound) and 9:17 pm (eastbound) on weekdays and 7:18 pm (westbound) and 7:05 (eastbound) on weekends and holidays, with the last trips departing the airport even earlier. At present, flights arrive throughout the day until nearly midnight. This results in approximately one-third of flights arriving too late to connect with transit on weekdays, and even more on weekends and holidays.

The City of Fresno has identified later service as an unmet transit need. However, it has not identified additional funding with which to implement the additional service hours. While it may not be practical to extend service to the airport to meet all flights, or to the Amtrak station to meet all trains, these locations should be considered for expanded hours to facilitate better connectivity within the regional transportation network. Service spans for other routes can then be expanded as demand warrants.

The Tower District was also specified in a need for later service. That area is served by five FAX routes (Routes 22, 26, 28, 33, and 35), including one that operates past 11:00 pm Monday through Saturday (Route 28), and two that operate until after 10:00 pm on weekdays (Routes 26 and 35). The City may wish to consider extending weekday service hours on Route 35 to Saturday in order to provide a later east-west connection in this area.

Strategy #1f: Coordinate the update of the Coordinated Plan with the Unmet Transit Needs process.

The Fresno Council of Governments conducts an annual Unmet Transit Needs process to determine what community needs are considered unmet transit needs as well as whether they are reasonable to meet. Under the Transportation Development Act (TDA), all unmet transit needs that are reasonable to meet must be funded before TDA funds can be used for streets and roads in individual jurisdictions. Fresno COG's Social Services Transportation Advisory Council (SSTAC) reviews all input received during the process and determines (based on adopted definitions) whether there are any unmet transit needs, and if any of them are reasonable to meet.

In recent years, Fresno COG's Unmet Transit Needs process has consisted of the following components (most recently taking place between February and April 2023):

- Distribution of a bilingual flyer and comment form;
- Receipt of comments submitted by phone, electronically (SMS text and email), and via U.S. Mail;
- Scheduled in-person meetings (six held in 2023);
- Scheduled virtual meetings (two held in 2023, held via Zoom and broadcast on Facebook or YouTube);
- Online bilingual survey (marketed via Facebook; also available as a paper copy); and
- Legally noticed public hearing (most recently held on April 27, 2023).

While the Unmet Transit Needs process occurs every year and the Coordinated Plan update every five years, we believe it would be beneficial to align the two efforts for any year in which the Coordinated Plan is being updated. Doing so would have a positive effect on both efforts, which could benefit from additional outreach opportunities, coordinated evaluation of input, and reduced "fatigue" on the part of members of the community, who may not participate in a second engagement effort if they have already participated in the first.

Strategy #1g: Continue to utilize FTA Section 5310 grant funding for the purchase of vehicles and related equipment by eligible organizations.

As the direct recipient of FTA Section 5310 grant funds for the Fresno Urbanized Area, the Fresno COG is responsible for selecting recipients and managing a Program of Projects (POP) based on its apportioned amount, which can include capital assistance as well as operating assistance. Section 5310 programs in rural areas are funded through the State of California.

Funding for vehicles is available as both traditional and non-traditional Section 5310 projects. Under traditional Section 5310 funding, the purchase of buses or vans as replacement or expansion vehicles is

an eligible project. Under non-traditional Section 5310 funding, vehicles may be purchased to support new accessible taxi, ridesharing, or vanpooling programs.

Securing funding for rolling stock and equipment can be a barrier to the provision of transportation services by social and human services providers, and the funding provided through the Section 5310 program can help ensure that these transportation services continue to be provided. Therefore, this strategy recommends continuing to fund vehicle and equipment purchases for Section 5310 recipients provided the services offered address one or more of the goals and strategies within this Plan and are in compliance with the Fresno COG's FTA Section 5310 Program Management Plan or Caltrans' requirements for rural Section 5310 funding.

Goal #2: Address knowledge gaps through mobility information and education/outreach.

As demonstrated in the community and stakeholder surveys conducted in conjunction with the development of this Plan, there appears to be a significant knowledge gap, especially with respect to transit services in rural communities. This gap exists despite significant outreach efforts conducted by the FCRTA, which indicates it may be perceived rather than actual. Therefore, the strategies pertaining to this goal generally focus on the continuation or further development of current efforts by all agencies.

Strategy #2a: Continue to provide riders information through local communities and an enhanced FCRTA website with easy to find service information, including fares and passes specific to each subsystem.

A key element of closing the perceived knowledge gap about the FCRTA in the rural communities is ensuring those communities continue to be well informed about the transit service operating in the area. FCRTA currently works with its community partners to ensure service information is posted in public buildings (such as city halls and senior centers), included in utility bill inserts, and posted on college campuses. Ensuring service information is available online and at high-traffic locations – even being mailed directly to residents via utility bills – is a reasonable level of effort for FCRTA.

The FCRTA's existing website (www.ruraltransit.org) contains a significant amount of information about the agency and its subsystems, as well as links to local and regional transportation programs and services (including the Fresno Yosemite International Airport). However, an area in which it falls short is the level of detail provided regarding local demand-response services. Digital versions of .pdf flyers for inter-city services are available on the website; these typically contain stop locations and service times as well as fare and pass information. For the demand-response services, under the specific subsystem, most provide only days and times of operation alongside a number to call for more information. The website would be much more usable if it included additional information about each service, such as fares, available passes, requirements for 24-hour reservations, and when the last trip can be scheduled. Some of this information is provided with respect to some subsystems, yet it is not consistent. Fare information is provided in a sidebar link, yet offers a general range of fares rather than specific fares for an individual subsystem. The website also includes short videos about FCRTA and the Valley Rides Measure C carpool program.

Overall, the FCRTA website is well organized, especially given the amount of information it contains. Adding more comprehensive information within each subsystem would ensure broader access to that information without requiring potential riders to call for more information, which could be intimidating to some.

In addition, the FCRTA website does not offer downloadable service information in Spanish, nor does it provide a translation widget. While the FCRTA's Title VI Plan indicates published timetables with English and Spanish sections are published on FCRTA's website, no bilingual information could be located during this review. At a minimum, the FCRTA should include a statement that Spanish-speaking visitors may call the information line to speak to a bilingual representative. Most current riders are aware that bilingual customer service representatives are available and utilize the toll-free number to get information. However, given the prevalence of Spanish-speaking individuals within Fresno County, a lack of Spanish-language information is likely to be a potential contributor to the perceived FCRTA knowledge gap.

Based on the feedback received from stakeholders and community members, there is also a need for increased awareness about transit programs serving the rural areas. However, the activities undertaken by FCRTA reflect a significant effort in outreach and public engagement. In recent years FCRTA has undertaken extensive public engagement as part of numerous planning efforts, including the 2019 Rural Microtransit Plan, 2020 Electrical Grid Analysis Study, Microgrid and Resiliency Hub Feasibility Study, Biola Community Transportation Needs Assessment, RTAP Route 33 Microtransit Plan, and the West Park transit service. While not all efforts focused on existing transit services, they all served to raise awareness of transit needs and the services provided by FCRTA. For example:

- The 2019 Rural Microtransit Plan included extensive stakeholder outreach. It resulted in the deployment of the RevUp service in Biola and West Park. Despite localized marketing and outreach in the communities being served, the service was ultimately unsustainable due to very little ridership.
- The 2020 Electrical Grid Analysis Study included six bilingual community workshops, two Community Connection Committee meetings, and online virtual engagement throughout the rural service area. Sixty-five unique individuals participated in the community workshops.
- The Microgrid and Resiliency Hub Feasibility Study reached more than 600 community members through a bilingual website, survey, and pop-up events in six communities.
- The Biola Community Transportation Needs Assessment utilized an advisory group, focus group, virtual meetings, community events, and surveys to engage the community. The Transportation Needs Assessment was in support of the Clean Mobility Voucher Pilot Program in the community.
- The RTAP Route 33 Microtransit Plan focused on expanding electric vehicle micro-transit service into the unincorporated communities of Laton, Lanare, Riverdale, Cantua Creek, and El Porvenir. It featured a bilingual survey, 12 one-on-one stakeholder meetings, driver fairs, and events in three communities. FCRTA partnered with the Leadership Counsel for Justice and Accountability for outreach, and the League of Women Voters offered a \$12,000 contribution for the Biola service, which is currently being implemented.
- The West Park transit service was developed and implemented due to community demand, yet that demand has not translated to ridership, which is extremely low. The program has been modified a number of times, with little impact. At present, FCRTA continues to operate the service

through the CTSA. Per the FCRTA, “This is an example of working over years in a very targeted way with the community, local residents, and a local trusted organization [California Rural Legal Assistance], but in the end, riders must ride to sustain service.”

While the input developed as part of this plan appears to indicate a knowledge gap about transit service in the rural areas, it is through no fault of FCRTA, which has continuously engaged the communities in which it operates. FCRTA should continue its efforts to engage the rural communities, both in support of projects such as those cited above and in terms of ongoing outreach, engagement, and the provision of service information.

One target market for this strategy is the general public who are seeking information about the FCRTA’s services. The desired outcome would be an increase in ridership as a result of increased awareness. This strategy would be evaluated through ridership as well as through a customer satisfaction survey containing questions about the website and outreach activities.

A second target market is community partners, who could disseminate the information on to individuals in the community. The desired outcome is increased awareness of the FCRTA and ridership growth. This strategy would be evaluated through the number of community partners/distribution locations, the frequency with which information is distributed, and ridership figures. The cost of this strategy would primarily be included within FCRTA’s ongoing outreach program.

The FCRTA is encouraged to continue to document its efforts; in particular, assessing which activities appear to have the most impact so that they can be broadly utilized and evaluate demonstration projects that do not meet the thresholds for ridership and farebox requirements so that they can be discontinued due to the lack of sustainability and needing to make the most efficient use of limited resources. This can be referenced by the many demonstration projects FCRTA has initiated based on organizations, input, general public requests, and public hearings that did not sustain themselves due to low ridership. FCRTA has exhausted between \$500,00 and \$1million in demonstration projects to no avail. Given the costs to operate the system and limited resources, FCRTA cannot continue to pursue projects with little chance of success.

Strategy #2b: Conduct travel training for current and potential riders, ideally with the support of local partners.

Moore & Associates, Inc. recommends all operators in Fresno County work with local community partners to facilitate a more robust travel training program. The term “travel training” refers to a program that provides instruction on how to use the transit system. It typically covers topics such as how to read a bus schedule, locate a bus stop, plan a trip, schedule a dial-a-ride trip, board the bus using a ramp or lift, and pay the fare.

Ideally, each operator would provide initial travel training sessions on request, which would also serve to train community partners about using the service. This approach would enable the local partners to continue providing travel training services so as to expand the reach of the program beyond the transit operators. Operators would need to make an initial investment in a travel training program (if one does not already exist) and seek to identify potential community partners that can provide additional support.

The primary audience for travel training would be historically transit-dependent individuals, especially seniors, persons with disabilities, and low-income individuals. While most would be those who do not already use transit services, there may be some individuals who already use one mode (such as Dial-A-Ride) that could benefit from travel training for another mode (such as fixed route). Partnering with local organizations that serve these groups would help ensure the information is communicated where and when it is most needed.

The desired outcome would be increased ridership on existing transit services, along with increased awareness of and greater confidence about using those services. Data to be measured in order to evaluate the success of the program would include the number and location of travel training sessions conducted, the number of individuals trained, and transit ridership. Part of the cost of this strategy would be included in each operator's marketing and outreach program.

Strategy #2c: Develop a one-stop internet resource with links to transportation providers and programs (including human service programs) throughout the county.

There is currently no central clearinghouse for transportation/mobility information in Fresno County. The Fresno COG formerly published a Fresno County Transportation Guide which included all transportation information regardless of mode or provider. While the 2015 version was available in printed or digital form, this information was updated in June 2023 and is published digitally on the Fresno COG website (www.fresnocog.org/project/fresno-county-transportation-guide). The prior Coordinated Plan called for a website that would provide a trip planner as well as comprehensive mobility information. We believe the most effective online resource might be a single webpage providing links to existing program webpages, thereby ensuring the information always remains up to date.

As will be discussed within Strategy 3b, the we believe the Valley Rides website is the most appropriate place to host this information. The website (valleyrides.com) currently features a Resources page, yet it focuses on information about carpooling and vanpooling. Public transit information is available, yet the site visitor must navigate through Resources, Commuter Resources, and Additional Resources links to find the link to Public Transit or the Senior Scrip program. Under the Public Transit link, a list of telephone numbers is provided, but visitors must navigate via the Transportation Guide link at the bottom of the page to access specific information about and weblinks for the public transit providers. The Transportation Guide also provides contact information for non-emergency medical transportation (NEMT) providers.

We recommend adding a prominent link to the Transportation Guide to the Valley Rides home page. While it is linked under the Resources drop-down menu, it is under Bike/Walk, and it is not clear that it contains transit or NEMT information (in addition to requiring further navigation through the Additional Resources section). It still puts the onus on the visitor to seek out desired information, but ensures it is easier to find.

The current target market for Valley Rides is work-age adults. Enhancing visibility of the Transportation Guide would expand that target market to anyone who is seeking information about transportation

resources. The desired outcome would be increased awareness of transportation options in Fresno County. A hit counter on the website could track visitors to the page.

Strategy #2d: Develop an education campaign for transit riders, healthcare providers, and other organizations to learn how to better utilize public transportation for appointment-based trips.

Using transit for appointment-based trips can be challenging, as many medical or court appointments start or end late, or their duration cannot be predicted. For residents traveling into the urban area from rural communities, there can be long waits for a return trip given the limited number of trips operated. While it is not desirable to change the current FCRTA inter-city service model, nor is it sustainable to significantly increase the amount of transit service available, effective education about what to expect when using public transportation to access appointments may help to address this issue. This could include information about when to schedule appointments to best work with available transit service, what to bring (such as a lunch, jacket, or sun umbrella in case of long waits), places to wait where passengers can feel safe, or how to schedule a return paratransit trip when the end time of the appointment is unknown. Changing the expectations of the rider in terms of what to expect and how to plan can positively impact the experience.

Coordinating appointments and public transportation can also be a challenge, especially if the onus is entirely upon the rider. Raising awareness of the scheduling limitations of public transportation – especially for those traveling into the urban area from rural communities – among healthcare providers is essential. It would help healthcare providers better understand when to schedule appointments and possibly when to give priority to a patient who relies on public transportation. It may also help healthcare providers to understand other needs related to travel, such as the need for a safe place to wait for the ride following the appointment, or access to a phone to request a return paratransit trip.

To this end, we recommend (as part of strategy 2a) providing more service information to the community. Rider information can be made available onboard transit vehicles, on transit websites, through social media, and via short bilingual “explainer” videos. FCRTA has worked to engage healthcare providers, yet there has been a limited response. Healthcare and other providers should offer transit information to patients when scheduling appointments. An example model to follow includes many Coalinga transit riders who coordinate their appointments with their healthcare provider based on the transit schedule. Each transit agency has printable service schedules on its website as well as several videos that can be played on infotainment screens in provider offices.

The primary target markets for this strategy are individuals who use transit to access healthcare or other appointment-based activities (such as court) and the providers that serve them. We recommend healthcare providers offer transit information to patients and support scheduling around the service times. Healthcare providers should also point patients to the transit agencies’ websites and print schedules for patients. The desired outcome would be increased ridership from individuals using transit to access such activities as well as an improved customer experience with respect to scheduling, wait time, etc.

Goal #3: Redefine mobility management roles to better connect persons with the mobility services they need.

Strategy #3a: Develop transit advocates in rural communities through localized micro-transit programs.

Using the model developed by FCRTA in Biola, we recommended expanding localized micro-transit programs (operated by a local driver) as funding and demand allow. The driver would serve as a transit advocate in the community, as well as provide essential feedback to FCRTA regarding the community's transit needs. The ribbon-cutting event for the Biola project was held on June 16, 2023. The program features an all-electric vehicle provided by FCRTA and operated by FCRTA's operations contractor, MV Transportation. The driver is a local Biola resident that was hired and trained by MV Transportation.

Successfully expanding this type of program into other rural communities in Fresno County would depend on a number of factors, including demonstrated demand, available funding, local partnerships, and the ability to recruit a local resident as a driver. The Biola project required extensive assessment and planning efforts; as a result, implementation in other places is not a "quick fix." This would be a long-term strategy to be implemented across multiple years and potentially in only a modest number of locations. Comparable studies (such as the Route 33 Microtransit Plan) would be necessary to ensure each program is a good "match" for the recipient community. Failing to undertake this level of planning and community engagement reduces the likelihood of program success.

Not only does micro-transit support residents of rural communities by providing essential access to goods and services not available locally, it also provides an additional source of employment within the community (albeit limited).

The desired outcome of the program would be to develop a greater appreciation for and use of transit in individual communities. Success would be measured through micro-transit program ridership and community/rider surveys.

Strategy #3b: Expand the role of Valley Rides to encompass more mobility information, not just limited to commuter transportation.

Many stakeholders continue to be unaware of mobility programs beyond public transit offered in Fresno County, including vanpool programs, the senior taxi scrip program, and CalWORKs employment transportation. For example, 35.7 percent of stakeholders were unaware of the senior taxi scrip program, and between 42.9 percent and 53.6 percent were unaware of vanpool programs. Some of the lack of awareness may be due to programs not being available in all areas (such as limited awareness in rural communities regarding trip planning for the urban area) or not being applicable to an organization's clientele (an organization serving seniors would not necessarily know about service to Valley Children's Hospital).

Extensive information about vanpools and the senior taxi scrip program is already available via the Valley Rides website. As discussed under Strategy 2c above, we believe access to transportation could be improved through several modest changes to the website.

The Fresno COG should leverage Valley Rides and/or the Fresno Transportation Guide to provide more comprehensive mobility information, rather than focusing solely on commute trips. Given Valley Rides already serves all of Fresno County regarding commute travel, it is the most appropriate platform for communicating more comprehensive mobility information. Adding such resources to the website and having such information available during outreach events would minimally impact Valley Rides' primary mission. Valley Rides should also continue to feature transit information from throughout the county on its social media platforms.

By offering more mobility information, Valley Rides could also benefit through increased awareness of its commute services by those who might not otherwise consider vanpooling or carpooling as an option. The target audience for this recommendation would be transportation-disadvantaged individuals throughout Fresno County, regardless of how they currently travel. The desired outcome would be increased awareness of transportation options in Fresno County. The hit counter on the website could track visitors to the page.

Goal #4: Address remaining mobility gaps through community partnerships and self-help tools.

As mentioned previously, we received comments from numerous stakeholders and individuals who desire more regular service from rural communities to the urban area than can be sustainably provided by the FCRTA. In addition, some residents of rural communities have difficulty securing medical transportation, whether through an NEMT company, Medi-Cal provider, or Uber Health. Some individuals responding to the community survey cited medical transportation providers that would not go to places like Parlier or Coalinga. While healthcare and insurance providers such as CalViva Health and United Health Centers offer medical transportation, their services are limited to their clients. While United Health Centers operates its own vehicles, CalViva Health's transportation program may provide public transportation, taxi, or rideshare passes/fares in lieu of providing a ride directly.

There is also a desire for evening and weekend service in the rural communities. While this can be a challenge for residents, it is also a challenge for the FCRTA given the modest weekday demand in some locations. Local solutions may be able to fill in some of the mobility gaps during these times.

We believe some of these mobility challenges can be addressed effectively through a number of non-transit solutions, including increasing awareness of carpool/vanpool opportunities through Valley Rides, developing ride-matching capabilities for non-recurring trips, and the introduction of local volunteer driver programs.

Strategy #4a: Increase awareness of Valley Rides for commute travel (carpool/vanpool options).

The county-wide Valley Rides program was mentioned previously as part of recommendations in Strategies #2c and 3b. In a related strategy, we believe that increasing awareness of Valley Rides and its current offerings – primarily carpool and vanpool ride-matching – would be beneficial. This would also set the stage for increased awareness of the platform once additional resources are added. Fresno COG is

currently under contract with a marketing firm to conduct outreach and promotion of Valley Rides and Measure C.

Strategy #4b: Develop and promote ride-matching capabilities for non-recurring trips.

Valley Rides currently offers ride-matching services for carpools, vanpools, and bike partners using the RideAmigos platform. This service primarily serves individuals making recurring trips on a regular schedule to work or school. However, one thing the service does not currently promote is the ability to match riders with carpools for one-time, non-recurring trips, which is available under RideAmigos Rideboard function. As of 2023, Valley Rides was in the process of adding this function to its existing RideAmigos ridematching platform.

Promotion of this platform could be expanded to individuals not looking for a work commute, yet who need to make a trip that may not be served by transit. It would be the responsibility of the individual needing the ride to register for the service and search for potential matches, then reach out to the driver to see if they can get a ride. Doing so would help to enhance mobility without the need to add more costly traditional transit service.

Part of the promotion of this functionality would be informing existing carpool drivers that they may be contacted by riders looking to make non-recurring trips. Riders would likely need to plan to spend the equivalent of a full work day at the destination location and travel on an existing carpool's schedule. The target market for this strategy is ride-dependent individuals who have not considered ride-sharing for work or school. The desired outcome is the provision of non-recurring trips through matching on RideAmigos. This strategy would be evaluated through metrics available through the RideAmigos program.

Strategy #4c: Explore options for car-sharing partnerships.

Car-sharing programs provide a mobility solution for licensed drivers who may not have access to a car, or the resources to own a car, yet have trips that cannot be served under existing transportation programs. Most car-sharing programs are limited to larger population centers. Gaining popularity are programs that allow individuals to share their cars (essentially, through hourly or daily rentals). However, if no cars are located in an individual's community, then the program is of no value.

Basic features of the car share programs are:

- Rates from \$4.00 per hour and/or \$35.00 per day (up to 150 miles)
- Reservations available through an app or on-line
- Car-share membership
- Fees include maintenance, insurance, and roadside assistance.

Car-share programs can be funded through partners including the California Air Resources Board, Fresno Council of Governments, San Joaquin Valley Air Pollution Control District, Mobility Development Partners, California State University, Fresno, CalVans, Self-Help Enterprises, University of California Davis, and California Climate Investments.

The target market for this strategy is licensed drivers who may have no or inconsistent access to a personal vehicle. Implementation of this strategy would depend on the interest of agency partners, demonstration of successful implementations, ridership and cost analysis, as well as interest within the community.

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Chapter 10 | Prioritization Methodology and Project Ranking

This chapter provides the methodology for prioritizing the recommendations contained within the Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan). Seven criteria were identified, each containing two to four metrics that determine the points for each recommendation. These criteria are:

1. Funding – Has funding for the recommendation been identified and/or secured?
2. Time for implementation – How long will the recommendation take to implement?
3. Impact – How many people is the recommendation expected to impact, either county-wide or locally?
4. Urgency of need – Does the recommendation address a specific need not otherwise being served or does it enhance a current level of service?
5. Environmental Justice/Title VI considerations – Does the recommendation address a need in a minority/low-income community or population?
6. Planning – How much planning is needed to implement the recommendation?
7. Alignment with other studies/plans/outreach – How much has the recommendation been recommended or studied separate from this Coordinated Plan?

Each recommendation will be evaluated within each criterion according to the metrics provided in Exhibit 10.1. Those points will be totaled for a composite rating with a maximum total of 20 points and a minimum of seven points.

Exhibit 10.1 Prioritization Methodology

Criteria	Metric Points	Total Possible Points
Funding	3 = funding already secured or no additional funding needed 2 = funding identified but not secured 1 = not yet funded	3
Time for implementation	3 = within 18 months 2 = 18-36 months 1 = 3-5 years	3
Impact	3 = expected to have a broad impact within the County 2 = expected to have a significant impact in a localized area 1 = expected to have a modest impact	3
Urgency of need	2 = addresses a specific need not addressed otherwise 1 = enhances currently available service	2
Environmental Justice/ Title VI considerations	2 = addresses needs in a minority/low-income community or population 1 = does not impact a minority/low-income community or population	2
Planning	3 = little planning needed 2 = modest planning needed 1 = significant planning/demand analysis needed	3
Alignment with other studies/plans/outreach	4 = included in dedicated study 3 = included as an element within other planning efforts 2 = included in Unmet Transit Needs as well as Coordinated Plan 1 = only contained within Coordinated Plan	4
	Total possible rating	20

Recommendations with the highest scores are given a higher priority. Scores from 16 to 20 are considered high priority. Scores from 12 to 15 are considered medium priority. Scores from 7 to 11 are considered to be the lowest priority. Exhibit 10.2 uses the above criteria to prioritize each of the recommendations set forth in Chapter 9.

Exhibit 10.2 Prioritization of Recommendations

	Funding	Time	Impact	Urgency	EJ/TVI	Planning	Alignment	Total Points	Priority
4a. Increase awareness of Valley Rides for commute travel (carpool/vanpool options).	3	3	3	1	2	3	3	18	High
1b. Expand public transportation in Clovis to serve the NE portion of the city through micro-transit.	3	3	2	2	1	2	3	16	High
1c. Expand public transportation to the west side of Fresno north of Ashlan and west of Hwy 99.	2	3	2	2	2	2	3	16	High
1g. Continue to utilize FTA Section 5310 grant funding for the purchase of vehicles and related equipment by eligible organizations.	3	3	2	2	2	3	1	16	High
2a. Continue to provide riders information through local communities and an enhanced FCRTA website with easy-to-find service information, including fares and passes specific to each subsystem.	3	3	3	1	2	2	1	15	Medium
3b. Expand the role of Valley Rides to encompass more mobility information, not just limited to commuter transportation.	2	3	3	1	2	3	1	15	Medium
4b. Develop and promote ridematching capabilities for non-recurring trips.	3	3	1	2	2	3	1	15	Medium
1a. Expand the membership of the SSTAC to include more geographically based general public representatives.	3	3	1	1	2	3	1	14	Medium
1f. Coordinate the update of the Coordinated Plan with the Unmet Transit Needs process.	3	1	3	2	2	2	1	14	Medium
2d. Develop an education campaign for transit riders, healthcare providers, and other organizations to learn how to better utilize public transportation for appointment-based trips.	1	3	3	2	2	2	1	14	Medium
3a. Develop transit advocates in rural communities through localized micro-transit programs.	1	2	2	2	2	1	4	14	Medium
2b. Conduct travel training for current and potential riders, ideally with the support of local partners.	1	3	3	1	2	2	1	13	Medium

	Funding	Time	Impact	Urgency	EJ/TVI	Planning	Alignment	Total Points	Priority
1d. Expand public transportation on the east side of Fresno east of Sunnyside and Fowler south of Hwy 180.	1	1	1	2	2	2	3	12	Medium
1e. Expand public transportation in Fresno into later evening hours on weekends and holidays.	1	2	1	1	2	2	2	11	Low
2c. Develop a one-stop internet resource with links to transportation providers and programs throughout the county.	1	3	1	1	2	2	1	11	Low
4c. Explore options for car-sharing partnerships.	1	1	1	2	2	1	1	9	Low

Chapter 11 | Four-Year Implementation Plan

This chapter provides a four-year implementation plan for the recommendations identified in Chapter 9 and prioritized in Chapter 10. The purpose of the implementation plan is to provide a “road map” for implementing these recommendations, taking into account preliminary tasks that may need to be accomplished well in advance of implementation. This chapter also explores Title VI considerations relative to the implementation of each recommendation.

Each recommendation is presented in the recommended order of implementation in the matrix below. Some lower-priority recommendations may be implemented before higher-priority recommendations due to the lead time and/or preparation that may be required for more complex activities.

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Exhibit 11.1 Four-year implementation plan

Recommendation	Priority	Timeframe	Responsible Agency	Target Year	Alignment with Other Planning Efforts	Steps to Implementation
1g. Continue to utilize FTA Section 5310 grant funding for the purchase of vehicles and related equipment by eligible organizations.	High	Short/ Mid/Long	Fresno COG	Years 1-5	<ul style="list-style-type: none"> • <i>FCMA Short Range Transit Plan 2024-2028</i> 	<ul style="list-style-type: none"> • Use the annual Call for Projects to identify capital needs among Section 5310 operators.
4a. Increase awareness of Valley Rides for commute travel (carpool/vanpool options).	High	Short	Fresno COG	Year 1	<ul style="list-style-type: none"> • <i>2022 Fresno County Regional Transportation Plan/Sustainable Communities Strategy</i> • <i>FCRTA Short Range Transit Plan 2024-2028</i> 	<ul style="list-style-type: none"> • Work with the Valley Rides marketing team to expand outreach efforts to broaden awareness of commute travel options • Incorporate Valley Rides information into all mobility-related outreach activities
4b. Develop and promote ridematching capabilities for non-recurring trips.	Medium	Short	Fresno COG	Year 1	<ul style="list-style-type: none"> • <i>2022 Fresno County Regional Transportation Plan/Sustainable Communities Strategy</i> • <i>FCRTA Short Range Transit Plan 2024-2028</i> 	<ul style="list-style-type: none"> • Ensure the RideAmigos module that enables ridematching for non-recurring trips is operational • Develop information to promote this function that can be included within all outreach and promotion activities • Update the Valley Rides website to include instructions on how to use this functionality
3b. Expand the role of Valley Rides to encompass more mobility information, not just limited to commuter transportation.	Medium	Short	Fresno COG	Year 1	<ul style="list-style-type: none"> • <i>2022 Fresno County Regional Transportation Plan/Sustainable Communities Strategy</i> 	<ul style="list-style-type: none"> • Ensure the full range of mobility options is represented as part of Valley Rides outreach • Update the Valley Rides website to more prominently feature the updated Fresno Transportation Guide (hosted on the Fresno COG website)

Recommendation	Priority	Timeframe	Responsible Agency	Target Year	Alignment with Other Planning Efforts	Steps to Implementation
1c. Expand public transportation to the west side of Fresno north of Ashlan and west of Hwy 99.	High	Short	City of Fresno (FAX)	Years 1 and 2	<ul style="list-style-type: none"> • <i>FCMA Short Range Transit Plan 2024-2028</i> 	<ul style="list-style-type: none"> • Extension of FAX Routes 12 and 45 already scheduled for implementation in August 2023 • Evaluate other portions of this area for the feasibility of a micro-transit pilot project • Secure funding to implement the micro-transit service • Prepare a micro-transit operations plan • Conduct a procurement for technology and/or a turnkey operation, as appropriate • Promote the new service, including travel training, as appropriate • Launch micro-transit service
1b. Expand public transportation in Clovis to serve the NE portion of the city through micro-transit.	High	Short	City of Clovis (Clovis Transit)	Year 2	<ul style="list-style-type: none"> • <i>FCMA Short Range Transit Plan 2024-2028</i> • <i>2022 Fresno County Regional Transportation Plan/Sustainable Communities Strategy</i> 	<ul style="list-style-type: none"> • Evaluate the Harlan Ranch area for the feasibility of micro-transit service • Secure funding to implement the micro-transit service • Prepare a micro-transit operations plan • Conduct a procurement for technology and/or a turnkey operation, as appropriate • Promote the new service, including travel training, as appropriate • Launch micro-transit service

Recommendation	Priority	Timeframe	Responsible Agency	Target Year	Alignment with Other Planning Efforts	Steps to Implementation
2a. Continue to provide riders information through local communities and an enhanced FCRTA website with easy-to-find service information, including fares and passes specific to each subsystem.	Medium	Short	FCRTA	Year 2	<ul style="list-style-type: none"> • <i>FCRTA Short Range Transit Plan 2024-2028</i> • <i>2022 Fresno County Regional Transportation Plan/Sustainable Communities Strategy</i> 	<ul style="list-style-type: none"> • Identify desired enhancements for FCRTA website • Secure additional funds for website enhancements and additional outreach/promotion • Update existing website • Launch enhanced FCRTA website • Conduct additional outreach/promotion
2d. Develop an education campaign for transit riders, healthcare providers, and other organizations to learn how to better utilize public transportation for appointment-based trips.	Medium	Short	All agencies	Year 2	<ul style="list-style-type: none"> • <i>2022 Fresno County Regional Transportation Plan/Sustainable Communities Strategy</i> 	<ul style="list-style-type: none"> • Prepare outreach campaign plan • Develop 2-3 informational videos for agency websites and for distribution to healthcare providers and other organizations • Prepare other informational materials for distribution to riders and organizations • Prepare a list of organizations and conduct outreach • Conduct transit rider outreach campaign

Recommendation	Priority	Timeframe	Responsible Agency	Target Year	Alignment with Other Planning Efforts	Steps to Implementation
2b. Conduct travel training for current and potential riders, ideally with the support of local partners.	Medium	Short	All agencies	Year 2	<ul style="list-style-type: none"> 2022 Fresno County Regional Transportation Plan/Sustainable Communities Strategy 	<ul style="list-style-type: none"> Develop unified travel training program materials Conduct outreach to key organizations to schedule initial travel training sessions Conduct train-the-trainer sessions with key organizations Identify additional funding if an expanded program is desired in future years
2c. Develop a one-stop internet resource with links to transportation providers and programs throughout the county.	Medium	Short	Fresno COG	Year 3	<ul style="list-style-type: none"> 2022 Fresno County Regional Transportation Plan/Sustainable Communities Strategy 	<ul style="list-style-type: none"> Identify desired enhancements for Valley Rides website Secure additional funding (Measure C or other grant funding) Contract for website redesign Launch new Valley Rides one-stop website

Recommendation	Priority	Timeframe	Responsible Agency	Target Year	Alignment with Other Planning Efforts	Steps to Implementation
3a. Develop transit advocates in rural communities through localized micro-transit programs.	Medium	Mid	FCRTA	Year 3 or 4	<ul style="list-style-type: none"> • <i>FCRTA EV Micro Transit Expansion Plan</i> • <i>2022 Fresno County Regional Transportation Plan/Sustainable Communities Strategy</i> 	<ul style="list-style-type: none"> • Continue outreach and/or planning to determine which areas have both the demand and support for the introduction of micro-transit • Continue to foster relationships with local organizations • Identify grant funding to supplement available Measure C funding • Work with operations contractor to recruit local driver • Promote the new service as appropriate • Launch additional micro-transit services as appropriate and/or contingent on funding
1e. Expand public transportation in Fresno into later evening hours on weekends and holidays.	Low	Mid	City of Fresno (FAX)	Year 3 or 4	<ul style="list-style-type: none"> • <i>FCMA Short Range Transit Plan 2024-2028</i> 	<ul style="list-style-type: none"> • Evaluate demand for expanded services • Secure additional funding for expanded services • Promote the expanded service • Launch the expanded service

Recommendation	Priority	Timeframe	Responsible Agency	Target Year	Alignment with Other Planning Efforts	Steps to Implementation
1d. Expand public transportation on the east side of Fresno east of Sunnyside and Fowler south of Hwy 180.	Medium	Long	City of Fresno (FAX)	Year 4 or 5	<ul style="list-style-type: none"> • <i>FCMA Short Range Transit Plan 2024-2028</i> • <i>City of Fresno Southeast Development Area (SEDA) Specific Plan</i> 	<ul style="list-style-type: none"> • Evaluate demand for expanded services • Secure additional funding for expanded services • Promote the expanded service • Launch the expanded service
4c. Explore options for car-sharing partnerships.	Low	Long	Fresno COG	Year 4 or 5	<ul style="list-style-type: none"> • <i>2022 Fresno County Regional Transportation Plan/Sustainable Communities Strategy</i> 	<ul style="list-style-type: none"> • Evaluate the feasibility of car-sharing service • Identify car-sharing locations and infrastructure needs • Identify car-sharing partners and develop an operations plan • Identify potential funding to implement the car-sharing service • Promote and launch the car-sharing service

Recommendation	Priority	Timeframe	Responsible Agency	Target Year	Alignment with Other Planning Efforts	Steps to Implementation
1f. Coordinate the update of the Coordinated Plan with the Unmet Transit Needs process.	Medium	Long	Fresno COG	Year 4 or 5	<ul style="list-style-type: none"> 2022 Fresno County Regional Transportation Plan/Sustainable Communities Strategy 	<ul style="list-style-type: none"> Determine desired timeframe for unmet transit needs process Determine anticipated timeframe for Coordinated Plan update process Conduct procurement so as to have the Coordinated Plan contract in place with sufficient time to collaborate with Fresno COG for the unmet transit needs outreach

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Appendix

Appendix A | Stakeholder Outreach

Exhibit A.1 Stakeholder Outreach List

Note: Stakeholders responding to the survey are marked with an asterisk ().*

ACLU Fresno County Chapter	CalWORKs
Alliant International University	Carden School of Fresno
Alternatives Ways, LLC	Care Fresno*
Alvina Elementary School District	Career Technical Education Charter School
Ambassador Phillip V. Sanchez II Public Charter School	Carter G. Woodson Public Charter School
AMOR Wellness Center	Caruthers Unified School District (plus three schools)
Angels of Grace Foster Family Agency*	Catholic Charities, Diocese of Fresno
ARC of Fresno and Madera Counties (multiple locations)	Catholic Diocese of Fresno
Aspen Meadow Public Charter School	Center for Community Transformation, Fresno Pacific University*
Aspen Ridge Public Charter School	Center for Multicultural Cooperation
Aspen Valley Prep Academy	Central California Asthma Collaborative
BAART Programs	Central California Food Bank*
Bethany Christian Services	Central California Hispanic Chamber of Commerce
Big Creek Elementary School District	Central California Legal Services
Big Picture Educational Academy	Central California Mennonite Residential Services
Big Sandy Rancheria of Western Mono Indians	Central Fresno Community Health Center
Bitwise Industries	Central Unified School District (plus 24 schools)*
Boys and Girls Clubs of Fresno County (multiple locations)*	Central Valley Air Quality Coalition
Building Healthy Communities	Central Valley Children's Services Network
Building Industry Association*	Central Valley Community Foundation
Burrell Union Elementary School District*	Central Valley Health Policy Institute
California Armenian Home*	Central Valley Indian Health Center
California Council of the Blind, Fresno	Central Valley Regional Center*
California Employment Development Department	Central Valley Veterans
California Partnership for San Joaquin Valley	Centro Binacional Para el Desarrollo Indígena Oaxaqueño
California Rural Legal Assistance Foundation	Charlie Keyan Armenian Community School
California Rural Legal Assistance, Inc.	City of Clovis, Clovis Transit*
Caltrans District 6	City of Coalinga
CalVans	City of Firebaugh

Calwa Recreation and Parks District	City of Fowler
City of Fresno	Delano Terrace Senior Housing
City of Fresno, Fresno Area Express*	Department of Rehabilitation, San Joaquin Valley District Office
City of Fresno, Neighborhood Centers (multiple locations)	Dickey Youth Development Center/Chicano Youth Center
City of Huron	Disabled American Veterans Medical Transportation
City of Kerman*	Disabled American Veterans of Central California
City of Kingsburg	Downtown Fresno Partnership*
City of Mendota*	Dumna Wo-Wah Tribal Government
City of Orange Cove	Dunlap Band of Mono Indians
City of Parlier	Edison-Bethune Charter Academy
City of Reedley	Edwin Blayney Senior Center
City of San Joaquin	Endeavor Charter School
City of Sanger	Every Neighborhood Partnership
City of Selma*	Fairmont Private School
Clay Joint Elementary School	Faith Christian Academy
Clinica Sierra Vista	Faith in Fresno
Clovis Community College (multiple programs)*	Family Community Church
Clovis Community Health Center	Firebaugh-Las Deltas Unified School District (plus seven schools)
Clovis Community Medical Center	Firebaugh Senior Center
Clovis Global Academy	Fowler Unified School District (plus seven schools)
Clovis Senior Center*	Fresenius Kidney Care (multiple locations)*
Clovis Unified School District (plus 50 schools)*	Fresno Adventist Academy
Coalinga-Huron Recreation and Parks District	Fresno Arts Council
Coalinga-Huron Unified School District (plus 11 schools)*	Fresno Barrios Unidos
Cold Springs Rancheria	Fresno <i>Bee</i>
Community Behavioral Health Center	Fresno Boys and Men of Color (BMoC)
Community Regional Medical Center	Fresno Building Healthy Communities
Comprehensive Youth Services of Fresno	Fresno Center for New Americans
Connect the Valley, Inc.*	Fresno Chamber of Commerce*
Court Appointed Special Advocates (CASA) of Fresno and Madera Counties*	Fresno Christian Schools
Crescent View South II Charter School	Fresno City College (multiple programs)
Crescent View West Charter School	Fresno/Clovis Convention and Visitors Bureau*
Cultiva La Salud	Fresno Council of Governments
Fresno Neighborhood Resource Center*	Fresno County Department of Public Health
Dailey Elementary Charter School	Fresno County Department of Social Services (multiple programs)*
DaVita Dialysis (multiple locations)	Fresno County Office of Education*

Deaf and Hard of Hearing Service Center, Inc.	Fresno County Rural Transit Agency*
Fresno County Veteran Service Office*	Jakara Movement*
Fresno County Veterans Services	Jesus Is Our Shepherd Ministry, Inc.
Fresno County Workforce Investment Board	Jewish Federation of Central California, Fresno
Fresno Economic Development Corporation	JM Medical Transportation Services*
Fresno Economic Opportunities Commission (multiple programs)	K&A Medical Transportation
Fresno Heart and Surgical Hospital	Kaiser Permanente (multiple locations)
Fresno Housing Authority*	Kepler Neighborhood School*
Fresno Interdenominational Refugee Ministries	Kerman Senior Center
Fresno Metro Black Chamber of Commerce*	Kerman Unified School District (plus seven schools)
Fresno Metro Ministry*	Kings Canyon Unified School District (plus 21 schools)*
Fresno Migrant and Seasonal Head Start	Kings River Choinumni Farm Tribe
Fresno Mission	Kingsburg Community Assistance Program
Fresno PACE	Kingsburg Elementary Charter School District (plus six schools)
Fresno Regional Workforce Development Board	Kingsburg Joint Union High School District (plus two schools)
Fresno State University (multiple programs)	Kingsburg Senior Center
Fresno Street Saints	Latino Coalition for a Healthy California
Fresno Unified School District (plus 100 schools)*	Laton Unified School District (plus two schools)
Fresno/Madera Area Agency on Aging	Leadership Counsel for Justice and Accountability
Glen Agnes Senior Housing	Marjaree Mason Center
Golden Charter Academy	Masten Towers Senior Housing
Golden Plains Unified School District (plus six schools)	Mendota Unified School District (plus nine schools)*
Goodwill Industries of San Joaquin Valley	North Fork Rancheria of Mono Indians of California
GraceBound Mission	Orange Cove Senior Center
Greater Fresno Area Chamber of Commerce	Our Lady of Perpetual Help Catholic School
Habitat for Humanity Greater Fresno Area	Pan Valley Institute
Hallmark Charter Academy	Parlier Senior Center
Head Start	Parlier Unified School District (plus eight schools)*
Health Net/Cal Viva	PBID Partners of Downtown Fresno
Hearts 2 Hands Homeless Ministry*	Pine Ridge Elementary School District
Hope Medical Transport*	Proteus
Hope Now for Youth	Quail Lake Environmental Charter School
Hume Lake Charter School	Raisin City Elementary School District
Immanuel Schools	Rape Counseling Services of Fresno (multiple locations)*

J&P Medical Transport	Reading and Beyond
Reedley Neighborhood Resource Center	Terry's House at Community Regional Medical Center
Reedley Senior Center	The kNow Youth Group
Reedley Social Services	The LEAP (Latino Equity, Advocacy, and Policy) Institute
Resources for Independence Central Valley	The Link @ Blackstone Senior Center
Riverdale Unified School District (plus five schools)	The Wildflower Collective*
Saint Agnes Medical Center	Traditional Choinumni Tribe
Saint Rest Economic Development Corporation	Transform Fresno
Salvation Army, Fresno Citadel Corps	Turning Point of Central California
San Joaquin Medical Transportation, Inc.	United Cerebral Palsy of Central California
San Joaquin Memorial High School	United Health Centers (multiple locations)*
San Joaquin Valley Air Pollution Control District	United Way of Fresno County
San Joaquin Valley Veterans	University High School
Sanger Academy Charter School	Veterans Administration (multiple programs)
Sanger Family Resource Center	Valley Adult Day Health Care Center
Sanger Unified School District (plus 22 schools)	Valley Caregiver Resources Center
School of Unlimited Learning (SOUL)*	Valley Center for the Blind
Selma Neighborhood Resource Center	Valley Children's Hospital
Selma Unified School District (plus 11 schools)	Valley Teen Ranch
SER Jobs for Progress, National Farmworkers Job Program*	Veterans Plaza
Sharing Senior Love Ministries*	Washington Unified School District (plus nine schools)
Sierra Charter School	W. E. B. DuBois Academy Public Charter School
Sierra Oaks Senior and Community Center	West Fresno Family Resource Center
Sierra Unified School District (plus seven schools)	West Fresno Ministerial Alliance
Southeast Fresno Community Economic Development Association	West Hills Community College District
St. Anthony Catholic School*	West Park Elementary School District
St. Helen Catholic School	Westside Church of God
St. LaSalle School	Westside Elementary School District
State Center Community College District	Wings Advocacy Fresno
Stone Soup	Workforce Connection (multiple locations)
Sun-Maid Growers of California	Yosemite Valley Charter School
Table Mountain Rancheria	Youth Leadership Institute

Exhibit A.2 Stakeholder Survey Letter



Fresno Council
of Governments

2035 Tulare St., Ste. 201 tel 559-233-4148
Fresno, California 93721 fax 559-233-9645

www.fresnocog.org

February 10, 2023

Dear Community Partner,

The Fresno Council of Governments is in the process of updating its Coordinated Public Transit – Human Services Transportation Plan. The goal of the Plan is three-fold. First, identify and quantify mobility/transportation needs of persons living and/or working in Fresno County. Second, help prioritize such transportation needs from the perspective of residents as well as likely funding availability. Third, identify practical strategies for addressing the identified transportation/mobility needs.

As a community stakeholder your participation is important to the success of the Plan process. Stakeholder organizations such as yours often serve as advocates for the needs (transportation and otherwise) of individuals who are either unable or unwilling to participate in the Plan's public engagement process. This could include seniors, persons with disabilities, low-income individuals, veterans, and persons with limited-English proficiency.

By completing this survey, you will help ensure the priorities, and recommendations included in the Plan effectively address the transportation needs throughout the communities of Fresno County. Please complete the attached survey form and return it in the enclosed postage-paid envelope or via email to stephanie@moore-associates.net. Alternately, you may complete the survey online at <https://www.surveymonkey.com/r/FresnoStakeholderSurvey>. Visit the project website at www.FresnoGo.com.

If you are not the appropriate person at your organization to complete the survey, we kindly ask you to forward it to the appropriate person.

City of Clovis
City of Coalinga
City of Firebaugh
City of Fowler
City of Fresno
City of Huron
City of Kerman
City of Kingsburg
City of Mendota
City of Orange Cove
City of Parlier
City of Reedley
City of San Joaquin
City of Sanger
City of Selma
County of Fresno

All organizations completing a survey by February 24, 2023 will be eligible for a random drawing for one \$250 VISA gift card. [Organizations that have internal restrictions precluding them from participating in the drawing will have the chance to opt out as part of the survey.]

If you have questions about the survey, please contact Moore & Associates (consultant) at 888.743.5977 or stephanie@moore-associates.net or the Fresno Council of Governments at 559.233.4148 or jeff.long@fresno.gov.

Thank you for your participation!

Sincerely,
Jeff Long

Jeff Long
Fresno Council of Governments

Exhibit A.3 Stakeholder Survey Instrument

**Fresno Council of Governments
2023 Coordinated Public Transit-Human Services Transportation Plan
Stakeholder Survey**

The Fresno Council of Governments (FCOG) is preparing an update to Fresno County's five-year Coordinated Public Transit-Human Services Transportation Plan (Plan). The goal of the Plan is three-fold. First, identify and quantify mobility/transportation needs of persons living and/or working in Fresno County. Second, help prioritize such transportation needs from the perspective of residents as well as likely funding availability. Third, identify practical strategies for addressing the identified transportation/mobility needs.

As a community stakeholder your participation is important to the success of the Plan process. Stakeholder organizations such as yours often serve as advocates for the needs (transportation and otherwise) of individuals who are either unable or unwilling to participate in the Plan's public engagement process. This could include seniors, persons with disabilities, low-income individuals, veterans, and persons with limited-English proficiency.

By completing this survey, you will help ensure the priorities, and recommendations included in the Plan effectively address the transportation needs throughout the communities of Fresno County. Alternatively, the survey may be completed online at <https://www.surveymonkey.com/r/FresnoStakeholderSurvey>. Please use the enclosed postage-paid envelope to return your survey. All completed surveys received by **February 24, 2023** will be eligible for a random drawing for one \$250 VISA gift card. [You may opt out of the drawing.] Thank you for your participation!

SECTION 1: ORGANIZATION BACKGROUND (ALL RESPONDENTS)

1. Tell us about your organization.

Organization Name:			
Organization Address:			
Your Name:		Your Title:	
Phone Number:		Email:	
Name of programs your organization sponsors:			

2. Which of the following best describes your organization?

- ☐ Government
 ☐ Public
 ☐ Private non-profit
 ☐ Private for-profit
 ☐ Other (specify) _____

3. What are the primary/core functions of your organization? (Select all that apply.)

- | | | |
|---|--|---|
| <input type="checkbox"/> Home-to-school transportation | <input type="checkbox"/> General public transportation | <input type="checkbox"/> Client transportation |
| <input type="checkbox"/> Non-emergency medical transportation | <input type="checkbox"/> Rehabilitation services | <input type="checkbox"/> Job placement |
| <input type="checkbox"/> Healthcare | <input type="checkbox"/> Social services | <input type="checkbox"/> Residential facilities |
| <input type="checkbox"/> Nutrition | <input type="checkbox"/> Recreation/social | <input type="checkbox"/> Screening |
| <input type="checkbox"/> Counseling | <input type="checkbox"/> Information/referral | <input type="checkbox"/> Day treatment |
| <input type="checkbox"/> Education | <input type="checkbox"/> Job training | <input type="checkbox"/> Veterans services |
| <input type="checkbox"/> Other (specify): _____ | | |

4. What is the approximate size of your organization's client base? _____

5. Approximately what percent of your organization's clients fall into each of the following groups (recognizing that some clients may fall into more than one group)?

Older adults (age 65+)	_____ %	Youth (age 12-18)	_____ %
Persons with disabilities – ambulatory	_____ %	Youth (under age 12)	_____ %
Persons with disabilities – non-ambulatory (including wheelchairs)	_____ %	Unhoused individuals	_____ %
Persons with disabilities who can only travel with an aide/attendant	_____ %	Veterans	_____ %
		Persons with limited English proficiency	_____ %

6. Approximately what percent of your organization's clients are certified as eligible for ADA paratransit service (such as Handy Ride or Clovis Round Up)? _____%

7. Approximately what percent of your organization's clients are in each of these income levels?

Very low income (below poverty level) _____% Low income (but not sure of their level) _____%

Low income (up to 150% of poverty level) _____%

8. Approximately what percent of your organization's clients reside in:

Fresno _____% Outside the urban area _____%

Clovis _____%

If you have clients that reside outside the urban area, in which communities do they reside? (select all that apply)

- | | | | |
|-------------------------------------|----------------------------------|--------------------------------------|---------------------------------------|
| <input type="checkbox"/> Countywide | <input type="checkbox"/> Fowler | <input type="checkbox"/> Orange Cove | <input type="checkbox"/> San Joaquin |
| <input type="checkbox"/> Auberry | <input type="checkbox"/> Huron | <input type="checkbox"/> Parlier | <input type="checkbox"/> Selma |
| <input type="checkbox"/> Coalinga | <input type="checkbox"/> Kerman | <input type="checkbox"/> Reedley | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Firebaugh | <input type="checkbox"/> Mendota | <input type="checkbox"/> Sanger | |

9. What support, if any, does your organization provide for client transportation? (Select all that apply.)

- | | |
|---|--|
| <input type="checkbox"/> Directly transport clients yourself using an agency vehicle | <input type="checkbox"/> Provide clients with tickets or passes to use public transit or paratransit |
| <input type="checkbox"/> Arrange for paratransit trips (such as Handy Ride or Round Up) | <input type="checkbox"/> Provide mileage reimbursement or gas money |
| <input type="checkbox"/> Provide trip-planning assistance for public transit trips | <input type="checkbox"/> Pay for car repair or other car expenses |
| | <input type="checkbox"/> Other (specify): _____ |

The following sections are intended to provide insight into transportation/mobility needs affecting your client base as well as any transportation programs your organization may provide. Because the organizations targeted in this project are diverse, not every question may be directly applicable. Please answer the questions as thoroughly as possible. If a question is not applicable to your organization, leave it blank.

SECTION 2: YOUR ORGANIZATION'S TRANSPORTATION NEEDS (ALL RESPONDENTS)

10. Are all of your clients able to fully meet their transportation needs using their own private transportation resources (such as driving or riding with friends or family)?

- ☐ Yes → skip to Question 14 ☐ No → continue to Question 11

11. Are all of those clients not able to provide all of their own transportation able to meet all of their transportation needs using existing public and human service transportation services?

- ☐ Yes → skip to Question 14 ☐ No → continue to Question 12

12. Among your organization's clients who live within the Fresno/Clovis urban area, how many encounter the following transportation needs and are unable to meet them using existing public and human transportation service options?

Need	Does not affect our clients	A few	Some	Most	All
Need for door-through-door service for those with severe disabilities or frailty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for transportation to medical facilities within the Fresno/Clovis area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for transportation to Children's Hospital in Madera	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for transportation to and from work between 6 a.m. and 10 p.m.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for transportation to jobs that start before 6 a.m.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for transportation home from work after 10 p.m.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for travel between Fresno and Clovis via ADA paratransit or dial-a-ride	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for paratransit or dial-a-ride service in parts of the urban area that are outside the Handy Ride or Clovis Round Up service areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Among your organization's clients who live in the rural areas of Fresno County, how many encounter the following transportation needs and are unable to meet them using existing public and human transportation service options?

Need	Does not affect our clients	A few	Some	Most	All
Need to get to Fresno for medical appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need to get from rural communities to Fresno for work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need to get to Fresno for college or other training programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for on-demand trips between county communities that are outside the Fresno/Clovis urban area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for paratransit transportation from county communities to the urban area of Fresno/Clovis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need to travel via public transportation on weekends/evenings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need to get to Fresno for courts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Are there communities or geographic areas where transportation is most problematic for your clients? Where?

15. What other transportation gaps are a problem for your clients?

16. What one gap in transportation services is the most significant problem for your clients?

17. For how many of your organization's clients do the following barriers prevent them from accessing the available public and human services transportation options?

Barrier	Does not affect our clients	A few	Some	Most	All
Safety concerns (such as fear of waiting at a bus stop or riding with other people)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Language barriers (resulting in inability to arrange trips or get transit information)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Literacy (inability to read or understand information about transportation services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of knowledge about what transportation services are available or how to use them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. If language is a barrier, for what language groups is language a barrier to using public transportation?

<input type="checkbox"/> Spanish	<input type="checkbox"/> Punjabi	<input type="checkbox"/> Vietnamese
<input type="checkbox"/> Hmong	<input type="checkbox"/> Russian	<input type="checkbox"/> Other (specify):
<input type="checkbox"/> Chinese	<input type="checkbox"/> Armenian	<hr/>

19. What other barriers prevent your organization's clients from using the transportation services that are available?

20. What additional transportation services or programs would you most like to see available for your clients?

21. How familiar would you say you are with each of the following public transportation services within Fresno County?

Service	Very familiar	Somewhat familiar	Not very familiar	Don't know about at all
County-wide senior taxi subsidy program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specialized transportation for CalWORKS participants available from 6 p.m. to 6 a.m.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FCRTA county-wide \$5.00 dial-a-ride services for unincorporated communities not served by other public transit services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FAX bus service from River Park to Children's Hospital in Madera	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Farmworker Vanpool program that provides vouchers to help farm laborers pay for their transportation to various job sites when they ride in an approved Farmworker Vanpool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fresno COG vanpool program which provides a monthly subsidy of \$600 for the first year of a new vanpool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Google Transit which provides automated trip planning for trips anywhere within the Fresno/Clovis metropolitan area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22. As part of this project, we will be surveying individuals who fall into the various transportation-disadvantaged groups we have asked about. We will be doing this through surveys, focus groups, and other channels. Can you recommend a way for us to ensure that we represent the needs of your organization's clients by providing... (check all that apply)

- ☐ A location where they congregate and could be interviewed?
☐ A venue for an informal focus group discussion? (*compensation would be provided for your organization and participants*)
☐ Another channel for asking them to complete a survey?

Tell us about the support you can provide as indicated above: _____

23. Would you or someone else from your organization be interested in participating in a small-group discussion with other stakeholders?

- ☐ Yes ☐ No ☐ Not sure

☐ Check here if your organization would like to opt-out of the drawing for a \$250 gift card.

SECTION 3: LOCAL TRANSPORTATION COORDINATION (ALL RESPONDENTS)

24. What are the most significant challenges your organization encounters with respect to providing and/or coordinating transportation services? (Select all that apply.)

- ☐ Lack of funding to meet current transportation/mobility needs
☐ Lack of funding to support coordination activities
☐ Insufficient organizational staffing to provide services
☐ Insurance concerns (e.g., terms/conditions do not allow transportation of non-agency passengers, etc.)
☐ Policy considerations (e.g., limitation to where trips can originate or terminate)
☐ Inadequate or non-existent fixed-route transit service
☐ Lack of transportation services in the area
☐ State or other regulations are too restrictive as to who is eligible for transportation services
☐ Unable to mix and/or coordinate grants from different agencies
☐ Inability to comply with restrictive grant or funding guidelines or reporting
☐ Not part of our organization's core mission
☐ Other (specify): _____

25. In your opinion, which enhancements are most needed to improve coordination of public transit and human service transportation in your service area?

26. Are there any other issues, concerns, or information you believe to be relevant to this issue, or are there any services or programs that work especially well?

IF YOUR ORGANIZATION DIRECTLY OPERATES, CONTRACTS FOR, OR SUBSIDIZES ANY KIND OF TRANSPORTATION SERVICES, PLEASE COMPLETE SECTION 4. IF IT DOES NOT, END THE SURVEY HERE. THANK YOU.

SECTION 4. TRANSPORTATION SERVICES (TRANSPORTATION PROVIDERS ONLY)

27. Who is eligible to use the transportation provided by your organization?

- ☐ Only enrolled/eligible/authorized clients ☐ Any member of the general public
☐ Anyone served by our organization

28. When does your transportation program operate (days and times/service span)?

29. Tell us about the drivers for your transportation program:

_____ # of paid dedicated drivers _____ # of volunteer drivers _____ # of paid staff who drive

30. How many total vehicles do you have available for client/customer transportation? _____

31. Tell us about the number and capacity of your vehicles:

_____ # of sedans seating 5 or fewer passengers _____ # of buses seating 16+ passengers
_____ # of vans seating 10 or fewer passengers _____ Total # of lift-equipped vehicles
_____ # of vehicles seating 11 to 15 passengers

32. How many of your vehicles may need to be replaced in the next five years based on odometer mileage?

_____ # of vans (10 or fewer seats) exceeding 150,000 miles
_____ # of buses (11-20 seats) exceeding 200,000 miles
_____ # of buses (21+ seats) exceeding 250,000 miles

33. Passenger Trips Provided

_____ Average number of one-way passenger trips per MONTH. Count one trip each time a passenger boards the vehicle.
Count a round-trip as two one-way passenger trips.

34. What was your organization's operating budget for your transportation program in 2022? \$ _____

35. Compared to 2022, do you expect your organization's transportation budget for 2023 will...?

- ☐ Increase ☐ Decrease ☐ Stay the same

36. Does your organization intend to continue its transportation programs during the next five years?

- ☐ Yes ☐ No ☐ Unsure

37. How has COVID-19 affected your transportation program?

38. What types of coordinated services might your organization be interested in learning more about and/or participating in?

- ☐ Sharing vehicles
☐ Cooperative travel training
☐ Joint vehicle purchasing
☐ Joint staff/driver training
☐ Insurance cooperatives
☐ Cooperative vehicle/fleet maintenance
☐ Cooperative fuel purchases
☐ Cooperative transportation marketing/promotion activities
☐ Other (specify): _____

Thank you for your participation! Please return your survey using the enclosed postage-paid envelope or by emailing the completed form to stephanie@moore-associates.net.

Exhibit A.4 Stakeholder Survey Simple Frequencies

Name(s) of program(s) your organization sponsors:

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	29	50.0	50.0	50.0
After School Programs, GED, Sports, Field Trips, Summer Camp	1	1.7	1.7	51.7
BackPack Program, School Pantry Program, Community Farmworker Partnership, Senior Hunger Program, Groceries2Go, Neighborhood Market Fresh Produce Distributions, Member Partner Pantries	1	1.7	1.7	53.4
CalFresh, CalWORKs, General Relief, Medi-Cal, CAPI, Refugee Assistance, Welfare to Work,	1	1.7	1.7	55.2
Clean Shared Mobility Network	1	1.7	1.7	56.9
Clovis Stageline and Round Up Public Transit Service	1	1.7	1.7	58.6
Coordinated service for individuals with intellectual disabilities.	1	1.7	1.7	60.3
Education	1	1.7	1.7	62.1
FAX fixed route transit and Hany Ride paratransit	1	1.7	1.7	63.8
Food Pantry, Clothing Vouchers, Cal-Fresh, Medi-Cal Assistance, Diapers, DMV ID Vouchers, CARE Program, Immigration Services, Asylee & Immigrant Services, Senior Companion Program, Disaster Case Management Program - Fresno and Merced, Rental and Utility Assistance	1	1.7	1.7	65.5
Food to Share and Better Blackstone	1	1.7	1.7	67.2
Fresno High School	1	1.7	1.7	69.0
high school diploma, English acquisition, vocational training, enrichment	1	1.7	1.7	70.7
Homeless	1	1.7	1.7	72.4
Housing Choice Vouchers, affordable housing	1	1.7	1.7	74.1
K-8 Education	1	1.7	1.7	75.9
N/A	3	5.2	5.2	81.0
None	2	3.4	3.4	84.5
Parlier unified school district	1	1.7	1.7	86.2
Programs that support the tourism and hospitality industry	1	1.7	1.7	87.9
River Bluff Elementary	1	1.7	1.7	89.7
Rural Transit	1	1.7	1.7	91.4
Schools	1	1.7	1.7	93.1
SCSEP, HEP, Aligreat Farmworker program, Community Arts and Technology	1	1.7	1.7	94.8
Seniors and Veteran programs	1	1.7	1.7	96.6
Sexual Assault Response Team (SART); 24-hour Crisis Line & Emergency Response; Advocacy with Survivors within Detention Facilities	1	1.7	1.7	98.3
TAXI SCRIP	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Which of the following best describes your organization?

		Frequency	Percent
Valid	Government	16	27.6
Valid	Public	12	20.7
Valid	Private non-profit	22	37.9
Valid	Private for-profit	3	5.2
Valid	Other (please specify)	8	13.8
Total		58	

Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	50	86.2	86.2	86.2
501c3 non-profit	1	1.7	1.7	87.9
Faith Based community	1	1.7	1.7	89.7
FQHC	1	1.7	1.7	91.4
Mutual Benefit non-profit	1	1.7	1.7	93.1
Public Transit Agency	1	1.7	1.7	94.8
School District	2	3.4	3.4	98.3
School District/Bussing	1	1.7	1.7	100.0
Total	58	100.0	100.0	

**What are the primary/core functions of your organization?
(Select all that apply.)**

		Frequency	Percent
Valid	Home-to-school transportation	8	13.8
Valid	General public transportation	5	8.6
Valid	Client transportation	2	3.4
Valid	Non-emergency medical transportation	4	6.9
Valid	Rehabilitation services	2	3.4
Valid	Job placement	2	3.4
Valid	Healthcare	2	3.4
Valid	Social services	10	17.2
Valid	Nutrition	6	10.3
Valid	Recreation/social	5	8.6
Valid	Screening	1	1.7
Valid	Counseling	5	8.6
Valid	Information/referral	8	13.8
Valid	Education	15	25.9
Valid	Job training	4	6.9
Valid	Veterans services	3	5.2
Valid	Other (please specify)	8	13.8
	Total	58	

Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	50	86.2	86.2	86.2
Advocacy for home builders	1	1.7	1.7	87.9
Business support services	1	1.7	1.7	89.7
City	1	1.7	1.7	91.4
Education for children	1	1.7	1.7	93.1
Follow ups, Advocacy and Accompaniment for individuals impacted by sexual violence	1	1.7	1.7	94.8
Food Assistance	1	1.7	1.7	96.6
Food recovery and distribution, cooking and nutrition classes, community gardens, after school programs	1	1.7	1.7	98.3
Housing	1	1.7	1.7	100.0
Total	58	100.0	100.0	

What is the approximate size of your organization's client base?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	19	32.8	32.8	32.8
1,200 per month	1	1.7	1.7	34.5
100	1	1.7	1.7	36.2
100 plus	1	1.7	1.7	37.9
1000	1	1.7	1.7	39.7
10k students	1	1.7	1.7	41.4
1200	1	1.7	1.7	43.1
14,000	1	1.7	1.7	44.8
146, 148 annual trips	1	1.7	1.7	46.6
15,000	2	3.4	3.4	50.0
150	1	1.7	1.7	51.7
150-300	1	1.7	1.7	53.4
16,000	1	1.7	1.7	55.2
20-30 per day	1	1.7	1.7	56.9
20,000 plus	1	1.7	1.7	58.6
200	1	1.7	1.7	60.3
2100	1	1.7	1.7	62.1
2200 a day	1	1.7	1.7	63.8
23	1	1.7	1.7	65.5
25,000	1	1.7	1.7	67.2
25,000+	1	1.7	1.7	69.0
30-35	1	1.7	1.7	70.7
30,000	1	1.7	1.7	72.4
300,000 individuals per month	1	1.7	1.7	74.1
300+	1	1.7	1.7	75.9
32,000	1	1.7	1.7	77.6
350 families	1	1.7	1.7	79.3
36,000	1	1.7	1.7	81.0
400	1	1.7	1.7	82.8
4000	1	1.7	1.7	84.5
480 year	1	1.7	1.7	86.2
5000	1	1.7	1.7	87.9
600	1	1.7	1.7	89.7
640	1	1.7	1.7	91.4
7000	1	1.7	1.7	93.1
85	1	1.7	1.7	94.8
apx 1000 businesses/ apx 77000 local jobs	1	1.7	1.7	96.6
1950	1	1.7	1.7	98.3
serve all of Fresno County	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Older adults (age 65+)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	29	50.0	50.0	50.0
0	7	12.1	12.1	62.1
1	1	1.7	1.7	63.8
10	1	1.7	1.7	65.5
10,000	1	1.7	1.7	67.2
10%	1	1.7	1.7	69.0
100 %	1	1.7	1.7	70.7
100%	1	1.7	1.7	72.4
15	1	1.7	1.7	74.1
15%	2	3.4	3.4	77.6
20%	1	1.7	1.7	79.3
30	2	3.4	3.4	82.8
30%	1	1.7	1.7	84.5
40	1	1.7	1.7	86.2
5	2	3.4	3.4	89.7
5%	1	1.7	1.7	91.4
50	2	3.4	3.4	94.8
50%	1	1.7	1.7	96.6
65%	1	1.7	1.7	98.3
7%	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Persons with disabilities - ambulatory

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	27	46.6	46.6	46.6
<1	1	1.7	1.7	48.3
0	3	5.2	5.2	53.4
1	2	3.4	3.4	56.9
10	3	5.2	5.2	62.1
10%	2	3.4	3.4	65.5
100%	1	1.7	1.7	67.2
1702	1	1.7	1.7	69.0
2	2	3.4	3.4	72.4
2%	4	6.9	6.9	79.3
30%	1	1.7	1.7	81.0
4.6%	1	1.7	1.7	82.8
5	1	1.7	1.7	84.5
5,000	1	1.7	1.7	86.2
5%	1	1.7	1.7	87.9
50	1	1.7	1.7	89.7
60	1	1.7	1.7	91.4
63	1	1.7	1.7	93.1
7%	1	1.7	1.7	94.8
70%	1	1.7	1.7	96.6
88%	1	1.7	1.7	98.3
N/A	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Persons with disabilities - non-ambulatory (including wheelchairs)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	28	48.3	48.3	48.3
<1	1	1.7	1.7	50.0
0	3	5.2	5.2	55.2
1	1	1.7	1.7	56.9
1%	4	6.9	6.9	63.8
10	5	8.6	8.6	72.4
100%	1	1.7	1.7	74.1
11%	1	1.7	1.7	75.9
2	1	1.7	1.7	77.6
2%	2	3.4	3.4	81.0
20%	1	1.7	1.7	82.8
30,000	1	1.7	1.7	84.5
30%	1	1.7	1.7	86.2
4	1	1.7	1.7	87.9
40	1	1.7	1.7	89.7
5	1	1.7	1.7	91.4
5%	2	3.4	3.4	94.8
70	1	1.7	1.7	96.6
8%	1	1.7	1.7	98.3
N/A	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Persons with disabilities who can only travel with an aide/attendant

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	35	60.3	60.3	60.3
0	3	5.2	5.2	65.5
0%	1	1.7	1.7	67.2
1	1	1.7	1.7	69.0
1%	3	5.2	5.2	74.1
10	3	5.2	5.2	79.3
100%	1	1.7	1.7	81.0
15%	1	1.7	1.7	82.8
2	3	5.2	5.2	87.9
2,000	1	1.7	1.7	89.7
2%	1	1.7	1.7	91.4
4	1	1.7	1.7	93.1
5	2	3.4	3.4	96.6
5%	1	1.7	1.7	98.3
N/A	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Youth (age 12-18)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	29	50.0	50.0	50.0
0	2	3.4	3.4	53.4
1	1	1.7	1.7	55.2
10	2	3.4	3.4	58.6
15%	2	3.4	3.4	62.1
1500	1	1.7	1.7	63.8
18%	1	1.7	1.7	65.5
2%	1	1.7	1.7	67.2
200	1	1.7	1.7	69.0
2100	1	1.7	1.7	70.7
25%	1	1.7	1.7	72.4
25+	1	1.7	1.7	74.1
30	2	3.4	3.4	77.6
30%	1	1.7	1.7	79.3
35	1	1.7	1.7	81.0
35%	1	1.7	1.7	82.8
39%	1	1.7	1.7	84.5
40	1	1.7	1.7	86.2
40%	1	1.7	1.7	87.9
50%	1	1.7	1.7	89.7
61	1	1.7	1.7	91.4
66	1	1.7	1.7	93.1
728	1	1.7	1.7	94.8
8	1	1.7	1.7	96.6
CMC: 59 Fresno:150	1	1.7	1.7	98.3
none	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Youth (under age 12)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	30	51.7	51.7	51.7
0	7	12.1	12.1	63.8
10	2	3.4	3.4	67.2
100+	1	1.7	1.7	69.0
14%	1	1.7	1.7	70.7
15	1	1.7	1.7	72.4
18%	1	1.7	1.7	74.1
20	1	1.7	1.7	75.9
25%	1	1.7	1.7	77.6
30	2	3.4	3.4	81.0
30%	1	1.7	1.7	82.8
33	1	1.7	1.7	84.5
35	1	1.7	1.7	86.2
45%	1	1.7	1.7	87.9
49%	1	1.7	1.7	89.7
7%	1	1.7	1.7	91.4
70%	1	1.7	1.7	93.1
700	1	1.7	1.7	94.8
974	1	1.7	1.7	96.6
CMC: 7 Fresno: 108	1	1.7	1.7	98.3
none	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Unhoused individuals

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	34	58.6	58.6	58.6
0%	5	1.7	1.7	67.2
1%	2	1.7	1.7	70.7
10%	2	1.7	1.7	74.1
107	1	1.7	1.7	75.9
16%	1	1.7	1.7	77.6
2,300	1	1.7	1.7	79.3
2%	2	3.4	3.4	82.8
21%	1	1.7	1.7	84.5
3%	2	1.7	1.7	87.9
5%	5	1.7	1.7	96.6
99%	1	1.7	1.7	98.3
CMC:0 Fresno:108	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Veterans

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	37	63.8	63.8	63.8
0%	4	1.7	1.7	70.7
1	1	1.7	1.7	72.4
10%	4	3.4	3.4	79.3
15 %	1	1.7	1.7	81.0
2%	4	5.2	5.2	87.9
36,000	1	1.7	1.7	89.7
5%	5	1.7	1.7	98.3
63%	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Persons with limited English proficiency

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	33	56.9	56.9	56.9
0	1	1.7	1.7	58.6
10%	2	3.4	3.4	62.1
12%	1	1.7	1.7	63.8
13%	1	1.7	1.7	65.5
20%	5	1.7	1.7	74.1
22	1	1.7	1.7	75.9
25%	1	1.7	1.7	77.6
3%	1	1.7	1.7	79.3
30	1	1.7	1.7	81.0
37%	1	1.7	1.7	82.8
38% of the population	1	1.7	1.7	84.5
45	1	1.7	1.7	86.2
5%	2	1.7	1.7	89.7
50%	2	1.7	1.7	93.1
67%	1	1.7	1.7	94.8
70%	1	1.7	1.7	96.6
85	1	1.7	1.7	98.3
CMC:71 Fresno:85	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Approximately what percent of your organization's clients are certified as eligible for ADA paratransit service (such as Handy Ride or Clovis Round Up)?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	31	53.4	53.4	53.4
0	4	6.9	6.9	60.3
0%	1	1.7	1.7	62.1
1-2	1	1.7	1.7	63.8
1%	1	1.7	1.7	65.5
10%	1	1.7	1.7	67.2
12%	1	1.7	1.7	69.0
15%	1	1.7	1.7	70.7
2	1	1.7	1.7	72.4
2%	1	1.7	1.7	74.1
20%	2	3.4	3.4	77.6
25%	1	1.7	1.7	79.3
3%	1	1.7	1.7	81.0
5%	2	3.4	3.4	84.5
50%	1	1.7	1.7	86.2
75	1	1.7	1.7	87.9
N/A	2	1.7	1.7	91.4
none	1	1.7	1.7	93.1
Unknown	4	3.4	3.4	100.0
Total	58	100.0	100.0	

Very low income (below poverty level)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	35	60.3	60.3	60.3
0	1	1.7	1.7	62.1
10%	4	5.2	5.2	69.0
20	1	1.7	1.7	70.7
25%	3	5.2	5.2	75.9
30%	1	1.7	1.7	77.6
5,000	1	1.7	1.7	79.3
50%	2	1.7	1.7	82.8
60	1	1.7	1.7	84.5
65%	2	1.7	1.7	87.9
70	2	3.4	3.4	91.4
80%	3	1.7	1.7	96.6
98%	1	1.7	1.7	98.3
unknown-we offer free services	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Low income (up to 150% of poverty level)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	36	62.1	62.1	62.1
<2	1	1.7	1.7	63.8
1%	1	1.7	1.7	65.5
10%	2	1.7	1.7	69.0
15	1	1.7	1.7	70.7
20%	2	1.7	1.7	74.1
25%	3	3.4	3.4	79.3
30%	5	3.4	3.4	87.9
45%	1	1.7	1.7	89.7
50	1	1.7	1.7	91.4
6,000	1	1.7	1.7	93.1
60	1	1.7	1.7	94.8
70%	1	1.7	1.7	96.6
75%	1	1.7	1.7	98.3
unknown-we offer free services	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Low income (but not sure of their level)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	33	56.9	56.9	56.9
<5	1	1.7	1.7	58.6
1%	1	1.7	1.7	60.3
10%	4	1.7	1.7	67.2
100%	2	1.7	1.7	70.7
23	1	1.7	1.7	72.4
25%	1	1.7	1.7	74.1
30%	2	1.7	1.7	77.6
41%	1	1.7	1.7	79.3
5%	4	3.4	3.4	86.2
50	1	1.7	1.7	87.9
60%	2	3.4	3.4	91.4
65%	1	1.7	1.7	93.1
7,000	1	1.7	1.7	94.8
75	1	1.7	1.7	96.6
85	1	1.7	1.7	98.3
unknown-we offer free services	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Fresno

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	29	50.0	50.0	50.0
0	4	6.9	6.9	56.9
1%	1	1.7	1.7	58.6
100	2	3.4	3.4	62.1
1340	1	1.7	1.7	63.8
23	1	1.7	1.7	65.5
25%	1	1.7	1.7	67.2
45%	2	1.7	1.7	70.7
50%	3	3.4	3.4	75.9
53%	1	1.7	1.7	77.6
60	1	1.7	1.7	79.3
65	1	1.7	1.7	81.0
70%	1	1.7	1.7	82.8
75	1	1.7	1.7	84.5
80	1	1.7	1.7	86.2
87%	1	1.7	1.7	87.9
90	3	5.2	5.2	93.1
95%	3	3.4	3.4	98.3
98	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Clovis

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	35	60.3	60.3	60.3
0	4	6.9	6.9	67.2
10%	3	1.7	1.7	72.4
107	1	1.7	1.7	74.1
15%	3	1.7	1.7	79.3
2%	1	1.7	1.7	81.0
25%	1	1.7	1.7	82.8
30%	2	1.7	1.7	86.2
33%	1	1.7	1.7	87.9
35	2	3.4	3.4	91.4
37%	1	1.7	1.7	93.1
5%	3	3.4	3.4	98.3
9	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Outside the urban area

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	29	50.0	50.0	50.0
0	1	1.7	1.7	51.7
1	1	1.7	1.7	53.4
10%	3	5.2	5.2	58.6
100%	8	8.6	8.6	72.4
15	1	1.7	1.7	74.1
2%	1	1.7	1.7	75.9
20	1	1.7	1.7	77.6
252	1	1.7	1.7	79.3
28%	1	1.7	1.7	81.0
3%	1	1.7	1.7	82.8
35	1	1.7	1.7	84.5
40%	1	1.7	1.7	86.2
45%	1	1.7	1.7	87.9
5	5	8.6	8.6	96.6
50%	1	1.7	1.7	98.3
99%	1	1.7	1.7	100.0
Total	58	100.0	100.0	

If you have clients that reside outside the urban area, in which communities do they reside? (select all that apply)

		Frequency	Percent
Valid	Countywide	12	20.7
Valid	Auberry	8	13.8
Valid	Coalinga	10	17.2
Valid	Firebaugh	11	19.0
Valid	Fowler	11	19.0
Valid	Huron	11	19.0
Valid	Kerman	13	22.4
Valid	Mendota	12	20.7
Valid	Orange Cove	11	19.0
Valid	Parlier	14	24.1
Valid	Reedley	16	27.6
Valid	Sanger	18	31.0
Valid	San Joaquin	10	17.2
Valid	Selma	15	25.9
Valid	Other unincorporated communities:	8	13.8
Total		58	

Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	50	86.2	86.2	86.2
All rural unincorporated communities	1	1.7	1.7	87.9
Cantua Creek, Tranquility, Three Rocks	1	1.7	1.7	89.7
Madera	1	1.7	1.7	91.4
Occasional services to rural areas	1	1.7	1.7	93.1
Riverdale	1	1.7	1.7	94.8
Squaw Valley, Caruthers, Riverdale, Laton, Dunlap, Raisin City, Kingsburg	1	1.7	1.7	96.6
Surrounding ranches and Canyons	1	1.7	1.7	98.3
We serve 5 counties - Fresno, Madera, Kings, Kern and Tulare. We have programs reaching many rural and unincorporated areas including Biola, Five Points, Tranquility, Lanare, in addition to the options above.	1	1.7	1.7	100.0
Total	58	100.0	100.0	

**What support, if any, does your organization provide for client transportation?
(select all that apply)**

		Frequency	Percent
Valid	Directly transport clients yourself using an agency vehicle	10	17.2
Valid	Provide clients with tickets or passes to use public transit or paratransit	10	17.2
Valid	Arrange for paratransit trips (such as Handy Ride or Round Up)	3	5.2
Valid	Provide mileage reimbursement or gas money	7	12.1
Valid	Provide trip planning assistance for public transit trips	7	12.1
Valid	Pay for car repair or other car expenses	3	5.2
Valid	Other (please specify)	12	20.7
Total		58	

Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	46	79.3	79.3	79.3
Broker	1	1.7	1.7	81.0
EOC transport of kids to community gardens	1	1.7	1.7	82.8
Home-to-School transportation	1	1.7	1.7	84.5
NEMT	1	1.7	1.7	86.2
None at this time.	1	1.7	1.7	87.9
Picked up by friend or church member	1	1.7	1.7	89.7
Provide non-medical (medical transport)-third party	1	1.7	1.7	91.4
School Bus	1	1.7	1.7	93.1
Supply 100% of routes, and school associated field trips, athletic events at 0 costs to students/staff	1	1.7	1.7	94.8
Uber Health	1	1.7	1.7	96.6
We allow FCRTA to park their buses at our Public Works yard.	1	1.7	1.7	98.3
Will provides rides for events	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Are all of your clients able to fully meet their transportation needs using their own private transportation resources (such as driving or riding with friends and family)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5	8.6	15.6	15.6
	No	27	46.6	84.4	100.0
	Total	32	55.2	100.0	
Missing	System	26	44.8		
Total		58	100.0		

Are all of those clients not able to provide all of their own transportation able to meet all of their transportation needs using existing public and human service transportation services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	9	15.5	36.0	36.0
	No	16	27.6	64.0	100.0
	Total	25	43.1	100.0	
Missing	System	33	56.9		
Total		58	100.0		

Need for door-through-door service for those with severe disabilities or frailty

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Does not affect our clients	2	3.4	12.5	12.5
	A few	6	10.3	37.5	50.0
	Some	5	8.6	31.3	81.3
	Most	3	5.2	18.8	100.0
	Total	16	27.6	100.0	
Missing	System	42	72.4		
Total		58	100.0		

Need for transportation to medical facilities within the Fresno/Clovis area

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Does not affect our clients	2	3.4	12.5	12.5
	A few	2	3.4	12.5	25.0
	Some	8	13.8	50.0	75.0
	Most	2	3.4	12.5	87.5
	All	2	3.4	12.5	100.0
	Total	16	27.6	100.0	
Missing	System	42	72.4		
Total		58	100.0		

Need for transportation to Children's Hospital in Madera

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Does not affect our clients	7	12.1	41.2	41.2
	A few	6	10.3	35.3	76.5
	Some	3	5.2	17.6	94.1
	Most	1	1.7	5.9	100.0
	Total	17	29.3	100.0	
Missing	System	41	70.7		
Total		58	100.0		

Need for transportation to and from work between 6 a.m. and 10 p.m.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Does not affect our clients	5	8.6	29.4	29.4
	A few	2	3.4	11.8	41.2
	Some	8	13.8	47.1	88.2
	Most	2	3.4	11.8	100.0
	Total	17	29.3	100.0	
Missing	System	41	70.7		
Total		58	100.0		

Need for transportation to jobs that start before 6 a.m.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Does not affect our clients	5	8.6	31.3	31.3
	A few	7	12.1	43.8	75.0
	Some	3	5.2	18.8	93.8
	Most	1	1.7	6.3	100.0
	Total	16	27.6	100.0	
Missing	System	42	72.4		
Total		58	100.0		

Need for transportation home from work after 10 p.m.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Does not affect our clients	5	8.6	31.3	31.3
	A few	6	10.3	37.5	68.8
	Some	4	6.9	25.0	93.8
	Most	1	1.7	6.3	100.0
	Total	16	27.6	100.0	
Missing	System	42	72.4		
Total		58	100.0		

Need for travel between Fresno and Clovis via ADA paratransit or dial-a-ride

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Does not affect our clients	3	5.2	18.8	18.8
	A few	9	15.5	56.3	75.0
	Some	3	5.2	18.8	93.8
	Most	1	1.7	6.3	100.0
	Total	16	27.6	100.0	
Missing	System	42	72.4		
Total		58	100.0		

Need for paratransit or dial-a-ride service in parts of the urban area that are outside the Handy Ride or Clovis Round Up service areas.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Does not affect our clients	3	5.2	18.8	18.8
	A few	6	10.3	37.5	56.3
	Some	6	10.3	37.5	93.8
	Most	1	1.7	6.3	100.0
	Total	16	27.6	100.0	
Missing	System	42	72.4		
Total		58	100.0		

Need to get to Fresno for medical appointments

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Does not affect our clients	2	3.4	11.8	11.8
	A few	4	6.9	23.5	35.3
	Some	6	10.3	35.3	70.6
	Most	5	8.6	29.4	100.0
	Total	17	29.3	100.0	
Missing	System	41	70.7		
Total		58	100.0		

Need to get from rural communities to Fresno for work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Does not affect our clients	4	6.9	23.5	23.5
	A few	3	5.2	17.6	41.2
	Some	7	12.1	41.2	82.4
	Most	3	5.2	17.6	100.0
	Total	17	29.3	100.0	
Missing	System	41	70.7		
Total		58	100.0		

Need to get to Fresno for college or other training programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Does not affect our clients	3	5.2	17.6	17.6
	A few	4	6.9	23.5	41.2
	Some	6	10.3	35.3	76.5
	Most	4	6.9	23.5	100.0
	Total	17	29.3	100.0	
Missing	System	41	70.7		
Total		58	100.0		

**Need for on-demand trips between county communities outside the
Fresno/Clovis urbanized area**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Does not affect our clients	3	5.2	17.6	17.6
	A few	4	6.9	23.5	41.2
	Some	6	10.3	35.3	76.5
	Most	4	6.9	23.5	100.0
	Total	17	29.3	100.0	
Missing	System	41	70.7		
Total		58	100.0		

**Need for paratransit transportation from county communities to the urban area of
Fresno/Clovis**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Does not affect our clients	1	1.7	5.9	5.9
	A few	6	10.3	35.3	41.2
	Some	6	10.3	35.3	76.5
	Most	4	6.9	23.5	100.0
	Total	17	29.3	100.0	
Missing	System	41	70.7		
Total		58	100.0		

Need to travel via public transportation on weekends/evenings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Does not affect our clients	2	3.4	11.8	11.8
	A few	4	6.9	23.5	35.3
	Some	7	12.1	41.2	76.5
	Most	4	6.9	23.5	100.0
	Total	17	29.3	100.0	
Missing	System	41	70.7		
Total		58	100.0		

Need to get to Fresno for courts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Does not affect our clients	4	6.9	25.0	25.0
	A few	2	3.4	12.5	37.5
	Some	7	12.1	43.8	81.3
	Most	3	5.2	18.8	100.0
	Total	16	27.6	100.0	
Missing	System	42	72.4		
Total		58	100.0		

Are there communities or geographic areas where transportation is most problematic for your clients? Where?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		36	62.1	62.1	62.1
	A recent survey of +1,000 participants shows that 22% of respondents rely on public transportation, ride-share services, or friends/relatives for a ride to food distributions, and 12% bike or walk to distributions. More than 41% of respondents have to choose between paying for food or paying to put gas in their cars some to every month in the year. With rising food costs and heightened prices of gas, we've seen more neighbors carpool to distributions or Groceries2Go appointments. Increased public transportation access in rural areas (such as the areas listed on the previous page) would greatly benefit our clients.	1	1.7	1.7	63.8
	All of the rural areas lack transportation within their own community and to Fresno/Clovis for services, work, education etc.	1	1.7	1.7	65.5
	Coalinga	1	1.7	1.7	67.2
	Everything west of Cornelia avenue. There is no public transportation option	1	1.7	1.7	69.0
	Firebaugh, Coalinga, Huron	1	1.7	1.7	70.7
	Fresno to Madera, Fresno to Visalia, and Mendota to Fresno	1	1.7	1.7	72.4
	Homeless Community. They carry all their belongings and don't have access to storage locker or place to keep items on the transportation.	1	1.7	1.7	74.1
	Los Gatos Canyon, some ranches must drive to a central location to meet the bus - some students walk a good ways to catch the bus in Huron across r/r tracks and HWY 269 that runs through town	1	1.7	1.7	75.9
	Mendota, Firebaugh, Cantu Creek, Three Rocks, Tranquility	1	1.7	1.7	77.6
	N/A	2	1.7	1.7	79.3
	No	2	3.4	3.4	84.5
	Parlier	1	1.7	1.7	86.2
	parts of city and rural areas	1	1.7	1.7	87.9
	Rural areas - Riverdale, CA	1	1.7	1.7	89.7
	South Fresno to North Fresno jobs and services	1	1.7	1.7	91.4
	suburban areas	1	1.7	1.7	93.1

The 93702 area is a more difficult area for transportation due to cost of gas, freeway cutting them off from the rest of the city, and more.	1	1.7	1.7	94.8
Throughout the entire community.	1	1.7	1.7	96.6
Westside of Fresno County	1	1.7	1.7	98.3
Yes, students residing in areas such as Firebaugh, Cantua Creek, Laton, Orange Cove, and Dunlap have the longest distance from home-to-school and many families do not have their own transportation.	1	1.7	1.7	100.0
Total	58	100.0	100.0	

What other transportation gaps are a problem for your clients?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	38	65.5	65.5	65.5
Bus routes and times. Unable to go in evening bus don't run late in areas. Particularly in outlying areas	1	1.7	1.7	67.2
Clients may not have reliable source of transportation and public transit is not an option.	1	1.7	1.7	69.0
Extreme rural areas	1	1.7	1.7	70.7
Homeless need transportation to medical appointments, MAPS, DMV, Catholic charities.	1	1.7	1.7	72.4
Insurance	1	1.7	1.7	74.1
Many families do not have transportation vehicles of their own to transport their children; some students require safety vests or 1-on-1 aides to be transported safely, which many families do not have. Also, most families do not have vehicles that can accommodate wheelchairs.	1	1.7	1.7	75.9
Need accessible transportation.	1	1.7	1.7	77.6
No car, cost of gas, and one car families	1	1.7	1.7	79.3
No public transportation available to reach resources	1	1.7	1.7	81.0
None at this moment since receiving free bus passes by FAX	1	1.7	1.7	82.8
not enough drivers available	1	1.7	1.7	84.5
Not enough school bus drivers	1	1.7	1.7	86.2
On Demand Rural	1	1.7	1.7	87.9
Time of day - lack of bus frequency	1	1.7	1.7	89.7
Transportation is not available on a needed basis. Most clients needing to go to the hospital for forensic exams have to either rely on law enforcement to transport them (if a report is made), use an ambulance(which most cannot afford), or pay someone in the community for a "ride" which can cost between 70-120 dollars a round trip to Fresno from a rural town. Also, clients living in a rural town needing to go to the court must prepare to wait all day due to huge time gaps between public transportation. Clients are stranded all day in a city they don't know waiting for the bus because they do not want to miss it. This exposes clients to possible harm due to staying at bus stops for long hours.	1	1.7	1.7	91.4

Transportation is one of the largest barriers to access experienced by our neighbors. While we strive to strategically implement distributions in dry areas with limited services, we have more in urban areas that some neighbors cannot access.	1	1.7	1.7	93.1
Transportation of Veterans who are wheelchair or device bound.	1	1.7	1.7	94.8
Unable to pay for transport	1	1.7	1.7	96.6
Weekends	1	1.7	1.7	98.3
Within the rural communities themselves and from the rural communities to Fresno/Clovis for services	1	1.7	1.7	100.0
Total	58	100.0	100.0	

What gap in transportation services is the most significant problem for your clients?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	39	67.2	67.2	67.2
All are significant.	1	1.7	1.7	69.0
Availability	1	1.7	1.7	70.7
Cost of gas	1	1.7	1.7	72.4
Cost. Lack of space to temporarily store personal items. For homeless to get paperwork started to change life they need go to 4 places to get the help they needs, ID, SNAP voucher, clothes and placed on a housing wait list.	1	1.7	1.7	74.1
Financially paying for monthly bus passes	1	1.7	1.7	75.9
High rates of transportations by rides from friends or family.	1	1.7	1.7	77.6
Inadequate access to transportation to food distributions.	1	1.7	1.7	79.3
Insurance	1	1.7	1.7	81.0
No provision for room for enough groceries or food picked up at food distributions	1	1.7	1.7	82.8
not enough drivers	1	1.7	1.7	84.5
Not enough school bus drivers	1	1.7	1.7	86.2
Restricted time schedules and routes. No emergency transportation to shelters, hospitals, criminal interviews, or courts.	1	1.7	1.7	87.9
rural community to Fresno	1	1.7	1.7	89.7
Rural to urban early and late night	1	1.7	1.7	91.4
Seniors access to health care services.	1	1.7	1.7	93.1
Some of our families have only one adult who drives. Many families have only one car and it is usually used to transport adults to work.	1	1.7	1.7	94.8
The distance from home-to-school is most significant since most students attend schools that are located outside of their district of residence. This can be a hardship for families to transport their children to school for services and education.	1	1.7	1.7	96.6
Unable to pay for transport	1	1.7	1.7	98.3
Weekend doctor appointments	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Safety concerns (such as fear of waiting at a bus stop or riding with other people)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Does not affect our clients	5	8.6	16.7	16.7
	A few	10	17.2	33.3	50.0
	Some	6	10.3	20.0	70.0
	Most	6	10.3	20.0	90.0
	All	3	5.2	10.0	100.0
	Total	30	51.7	100.0	
Missing	System	28	48.3		
Total		58	100.0		

Language barriers (resulting in inability to arrange trips or get transit information)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Does not affect our clients	7	12.1	24.1	24.1
	A few	4	6.9	13.8	37.9
	Some	12	20.7	41.4	79.3
	Most	6	10.3	20.7	100.0
	Total	29	50.0	100.0	
Missing	System	29	50.0		
Total		58	100.0		

Literacy (inability to read or understand information about transportation services)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Does not affect our clients	4	6.9	13.3	13.3
	A few	7	12.1	23.3	36.7
	Some	13	22.4	43.3	80.0
	Most	6	10.3	20.0	100.0
	Total	30	51.7	100.0	
Missing	System	28	48.3		
Total		58	100.0		

Lack of knowledge about what transportation services are available or how to use them

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Does not affect our clients	2	3.4	6.9	6.9
	A few	6	10.3	20.7	27.6
	Some	8	13.8	27.6	55.2
	Most	11	19.0	37.9	93.1
	All	2	3.4	6.9	100.0
	Total	29	50.0	100.0	
Missing	System	29	50.0		
Total		58	100.0		

If language is a barrier, for what language groups is language a barrier to using public transportation? (If language is not a barrier, skip this question)

		Frequency	Percent
Valid	Spanish	22	37.9
Valid	Hmong	9	15.5
Valid	Chinese	3	5.2
Valid	Punjabi	10	17.2
Valid	Russian	2	3.4
Valid	Armenian	1	1.7
Valid	Vietnamese	2	3.4
Valid	Other (please specify)	3	5.2
Total		58	89.7*

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		55	94.8	94.8	94.8
	Arabic	1	1.7	1.7	96.6
	Mixteco	1	1.7	1.7	98.3
	Variety of Spanish Dialects from South America	1	1.7	1.7	100.0
	Total	58	100.0	100.0	

What other barriers prevent your organization's clients from using the transportation services that are available?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	41	70.7	70.7	70.7
Ability to afford the fee of transportation.	1	1.7	1.7	72.4
availability	1	1.7	1.7	74.1
convenience and knowledge of usage	1	1.7	1.7	75.9
Cost	2	1.7	1.7	79.3
Do not have access to transportation due to rural location	1	1.7	1.7	81.0
Financial	1	1.7	1.7	82.8
Knowledge, timeliness, safety, routes	1	1.7	1.7	84.5
Lack of knowledge	1	1.7	1.7	86.2
Lack of knowledge of the public transit system and safety concerns.	1	1.7	1.7	87.9
Language and affordability	1	1.7	1.7	89.7
Length of ride for High School Students to Coalinga (35 minutes), opposing gang members when we merge routes	1	1.7	1.7	91.4
mental health concerns such as anxiety, PTSD, depression, makes understanding transportation system difficult and scary	1	1.7	1.7	93.1
NA	1	1.7	1.7	94.8
Non-existent services in the extreme rural areas	1	1.7	1.7	96.6
The medical or behavioral needs of our students require special accommodations for transportation. Accommodations such as medical devices, aides, and wheelchair restraint systems.	1	1.7	1.7	98.3
Trip planner assistance	1	1.7	1.7	100.0
Total	58	100.0	100.0	

What additional transportation services or programs would you most like to see available for your clients?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	43	74.1	74.1	74.1
Additional bus attendants that are properly trained to assist and monitor students with special needs while on the bus.	1	1.7	1.7	75.9
Better dialysis transportation coordination	1	1.7	1.7	77.6
Better scheduling	1	1.7	1.7	79.3
Collaboration to provide bus passes to neighbors to access food distributions! We also support a workforce development program and some participants have to walk or ride share to get to our organization.	1	1.7	1.7	81.0
Free or low-income fares. Emergency or 24-hour transportation for victims. Increase bus routes, times, and days for rural towns. Safer areas where clients can wait if they are waiting for long periods of time.	1	1.7	1.7	82.8

Handy ride type of service for clients who have mental health issues that make riding regular transportation difficult, same as provide for physical health reasons.	1	1.7	1.7	84.5
Holidays	1	1.7	1.7	86.2
More private driver setups that allow for more flexible drop off locations.	1	1.7	1.7	87.9
more school bus stops	1	1.7	1.7	89.7
Multi location access	1	1.7	1.7	91.4
NA	1	1.7	1.7	93.1
neighborhood mini-buses to gather and deliver residents to bus stops	1	1.7	1.7	94.8
Public Transportation	1	1.7	1.7	96.6
Rides to Fresno when our students need to get to specialty services	1	1.7	1.7	98.3
Trip planner assistance/On Demand Service	1	1.7	1.7	100.0
Total	58	100.0	100.0	

County-wide senior taxi subsidy program

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Don't know about at all	10	17.2	35.7	35.7
	Not very familiar	11	19.0	39.3	75.0
	Somewhat familiar	7	12.1	25.0	100.0
	Total	28	48.3	100.0	
Missing	System	30	51.7		
Total		58	100.0		

Specialized transportation for CalWORKs participants available from 6 p.m. to 6 a.m.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Don't know about at all	8	13.8	28.6	28.6
	Not very familiar	12	20.7	42.9	71.4
	Somewhat familiar	6	10.3	21.4	92.9
	Very familiar	2	3.4	7.1	100.0
	Total	28	48.3	100.0	
Missing	System	30	51.7		
Total		58	100.0		

**FCRTA county-wide \$5.00 dial-a-ride services for unincorporated communities
not served by other public transit services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Don't know about at all	12	20.7	42.9	42.9
	Not very familiar	6	10.3	21.4	64.3
	Somewhat familiar	8	13.8	28.6	92.9
	Very familiar	2	3.4	7.1	100.0
	Total	28	48.3	100.0	
Missing	System	30	51.7		
Total		58	100.0		

FAX bus service from River Park to Children's Hospital in Madera

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Don't know about at all	11	19.0	39.3	39.3
	Not very familiar	6	10.3	21.4	60.7
	Somewhat familiar	7	12.1	25.0	85.7
	Very familiar	4	6.9	14.3	100.0
	Total	28	48.3	100.0	
Missing	System	30	51.7		
Total		58	100.0		

**Farmworker Vanpool program that provides vouchers to help farm laborers pay
for their transportation to various job sites when they ride in an approved
Farmworker Vanpool**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Don't know about at all	12	20.7	42.9	42.9
	Not very familiar	11	19.0	39.3	82.1
	Somewhat familiar	4	6.9	14.3	96.4
	Very familiar	1	1.7	3.6	100.0
	Total	28	48.3	100.0	
Missing	System	30	51.7		
Total		58	100.0		

Fresno COG vanpool program which provides a monthly subsidy of \$600 for the first year of a new vanpool

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Don't know about at all	15	25.9	53.6	53.6
	Not very familiar	9	15.5	32.1	85.7
	Somewhat familiar	4	6.9	14.3	100.0
	Total	28	48.3	100.0	
Missing	System	30	51.7		
Total		58	100.0		

Google Transit which provides automated trip planning for trips anywhere within the Fresno/Clovis metropolitan area

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Don't know about at all	13	22.4	46.4	46.4
	Not very familiar	10	17.2	35.7	82.1
	Somewhat familiar	4	6.9	14.3	96.4
	Very familiar	1	1.7	3.6	100.0
	Total	28	48.3	100.0	
Missing	System	30	51.7		
Total		58	100.0		

Can you recommend a way for us to ensure that we represent the needs of your organization's clients by providing...

		Frequency	Percent
Valid	A location where they congregate and could be interviewed?	11	19.0
Valid	A venue for an informal focus group or discussion? (Compensation would be provided for your organization and participant)	12	20.7
Valid	Another channel for asking them to complete a survey?	8	13.8
Total		58	

Tell us about the support you can provide as indicated above.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	48	82.8	82.8	82.8
?	1	1.7	1.7	84.5
At our cooking classes and food distributions	1	1.7	1.7	86.2
be a host venue for foster youth	1	1.7	1.7	87.9
Community Center available to rent for a meeting	1	1.7	1.7	89.7
Facilities, training	1	1.7	1.7	91.4
Get information out	1	1.7	1.7	93.1
Location can be our School. We can send surveys home.	1	1.7	1.7	94.8
not at this time	1	1.7	1.7	96.6
Our team implemented a client survey from September 2022 - February 2023. We were able to hear from over 1,000 participants at various distributions. We would love to share more information about the different transportation programs and support you offer. We would also greatly appreciate the opportunity to elevate our neighbor's voices regarding transportation as a barrier.	1	1.7	1.7	98.3
We can host such an event	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Would you or someone else from your organization be interested in participating in a small-group discussion with other stakeholders?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Yes	17	29.3	70.8	70.8
No	7	12.1	29.2	100.0
Total	24	41.4	100.0	
Missing				
System	34	58.6		
Total	58	100.0		

Check here if your organization would like to opt-out of the drawing for a \$250 gift card

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Opt out	4	6.9	100.0	100.0
Missing	System	54	93.1		
Total		58	100.0		

What are the most significant challenges your organization encounters with respect to providing and/or coordinating transportation services? (Select all that apply.)

		Frequency	Percent
Valid	Lack of funding to meet current transportation/mobility needs	15	25.9
Valid	Lack of funding to support coordination activities	15	25.9
Valid	Insufficient organizational staffing to provide services	16	27.6
Valid	Insurance concerns (e.g., terms/conditions do not allow transportation of non-agency passengers, etc.)	11	19.0
Valid	Policy considerations (e.g., limitation to where trips can originate or terminate)	6	10.3
Valid	Inadequate or non-existent fixed-route transit service	7	12.1
Valid	Lack of transportation services in the area	15	25.9
Valid	State or other regulations are too restrictive as to who is eligible for transportation services	6	10.3
Valid	Unable to mix and/or coordinate grants from different agencies	3	5.2
Valid	Inability to comply with restrictive grant or funding guidelines or reporting	2	3.4
Valid	Not part of our organization's core mission	8	13.8
Valid	Other (please specify)	2	3.4
Total		58	

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		56	96.6	96.6	96.6
	Cost of vans for the organization to purchase	1	1.7	1.7	98.3
	Rural location	1	1.7	1.7	100.0
Total		58	100.0	100.0	

In your opinion, which enhancements are most needed to improve coordination of public transit and human service transportation in your service area?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	43	74.1	74.1	74.1
?	1	1.7	1.7	75.9
An enhancement to improve the transportation services would be the ability to schedule transportation services with Handy Ride for on time transportation instead of a window of time to expect the bus. This would ensure that our students are not late and continue to be included to outings and services they are entitled to.	1	1.7	1.7	77.6
General knowledge about existing programs and services.	1	1.7	1.7	79.3
Increase bus times and days. User-friendly website where routes are more readable and understandable.	1	1.7	1.7	81.0
Increase transportation availability in the rural areas	1	1.7	1.7	82.8
individuals willing to help, funds, and knowledge of resources	1	1.7	1.7	84.5
Low cost or no cost public transit system that has more options available.	1	1.7	1.7	86.2
More information on how elderly residents can use the transportation systems.	1	1.7	1.7	87.9
More performance on issues and less conversation.	1	1.7	1.7	89.7
NA	1	1.7	1.7	91.4
Neighborhood mini-bus gathering systems	1	1.7	1.7	93.1
Route coordination/On Demand Services for developmentally-disabled individuals	1	1.7	1.7	94.8
rural to Fresno transit	1	1.7	1.7	96.6
storage locker accessibility prior to transport	1	1.7	1.7	98.3
The availability of access to public transportation for families	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Are there any other issues, concerns, or information you believe to be relevant to this issue, or are there any services or programs that work especially well?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	49	84.5	84.5	84.5
?	1	1.7	1.7	86.2
Currently, Handy Ride is unable to guarantee a pick up time which results in our student being excluded from services or events due to non-reliable transportation.	1	1.7	1.7	87.9
FAX works well for most clients with Fresno/Clovis area	1	1.7	1.7	89.7
In particular fax and handy rides be more accessible to the eastern part of town.	1	1.7	1.7	91.4
N/A	1	1.7	1.7	93.1
NA	1	1.7	1.7	94.8
Not at this time.	1	1.7	1.7	96.6
Not to our knowledge	1	1.7	1.7	98.3
We partner with Crime Victim Assistance Center on their GAP Grant for emergency transportation, shelter, and food vouchers. However, this only applies to victims that have made a report and fall within their guidelines. It is not available to all of our clients needing transportation. Also, we have Uber Health that we use to help transport clients needing rides, however, this is not available in rural towns such as Firebaugh or Huron.	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Does your organization directly operate, contract for, or subsidize any kind of transportation services?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Yes	9	15.5	36.0	36.0
No	16	27.6	64.0	100.0
Total	25	43.1	100.0	
Missing				
System	33	56.9		
Total	58	100.0		

Who is eligible to use the transportation provided by your organization?

		Frequency	Percent
Valid	Only enrolled/eligible/authorized clients	4	6.9
Valid	Any member of the general public	6	10.3
Total		58	

When does your transportation program operate (days and times/service span)?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	52	89.7	89.7	89.7
24/7	1	1.7	1.7	91.4
Day	1	1.7	1.7	93.1
During the traditional school year, including summer school, and during school hours or for extracurricular activities.	1	1.7	1.7	94.8
Monday - Friday	1	1.7	1.7	96.6
Per individuals homeless request	1	1.7	1.7	98.3
School hours: 6:30am-6:30pm	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Number of paid dedicated drivers

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	51	87.9	87.9	87.9
0	2	3.4	3.4	91.4
100%	1	1.7	1.7	93.1
2	1	1.7	1.7	94.8
4	1	1.7	1.7	96.6
49	1	1.7	1.7	98.3
6	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Number of volunteer drivers

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	55	94.8	94.8	94.8
0	1	1.7	1.7	96.6
1	1	1.7	1.7	98.3
20	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Number of paid staff who drive

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	54	93.1	93.1	93.1
0	1	1.7	1.7	94.8
2	2	3.4	3.4	98.3
4	1	1.7	1.7	100.0
Total	58	100.0	100.0	

How many total vehicles do you have available for client/customer transportation?'

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	52	89.7	89.7	89.7
0	1	1.7	1.7	91.4
1	1	1.7	1.7	93.1
14	1	1.7	1.7	94.8
4	1	1.7	1.7	96.6
6	1	1.7	1.7	98.3
76	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Number of sedans seating 5 or fewer passengers

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	53	91.4	91.4	91.4
0	1	1.7	1.7	93.1
1	3	5.2	5.2	98.3
2	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Number of vans seating 10 or fewer passengers

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	54	93.1	93.1	93.1
0	1	1.7	1.7	94.8
26	1	1.7	1.7	96.6
3	1	1.7	1.7	98.3
4	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Number of vehicles seating 11 to 15 passengers

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	56	96.6	96.6	96.6
0	2	3.4	3.4	100.0
Total	58	100.0	100.0	

Number of buses seating 16+ passengers

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	55	94.8	94.8	94.8
0	1	1.7	1.7	96.6
1	1	1.7	1.7	98.3
37	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Total number of lift-equipped vehicles

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	53	91.4	91.4	91.4
0	2	3.4	3.4	94.8
12	1	1.7	1.7	96.6
4	1	1.7	1.7	98.3
5	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Number of vans (10 or fewer seats) exceeding 150,000 miles

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	54	93.1	93.1	93.1
1	1	1.7	1.7	94.8
2	2	3.4	3.4	98.3
9	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Number of buses (11-20 seats) exceeding 200,000 miles

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	56	96.6	96.6	96.6
0	1	1.7	1.7	98.3
8	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Number of buses (21+ seats) exceeding 250,000 miles

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	55	94.8	94.8	94.8
0	1	1.7	1.7	96.6
1	2	3.4	3.4	100.0
Total	58	100.0	100.0	

Average number of one-way passenger trips per MONTH. Count one trip each time a passenger boards the vehicle. Count a round-trip as two one-way passenger trips.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	53	91.4	91.4	91.4
10	1	1.7	1.7	93.1
12	1	1.7	1.7	94.8
1200	1	1.7	1.7	96.6
45	1	1.7	1.7	98.3
500	1	1.7	1.7	100.0
Total	58	100.0	100.0	

What was your organization's operating budget for your transportation program in 2022?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	54	93.1	93.1	93.1
?	1	1.7	1.7	94.8
\$3,076,094.38	1	1.7	1.7	96.6
4800.00	1	1.7	1.7	98.3
5	1	1.7	1.7	100.0
Total	58	100.0	100.0	

Compared to 2022, do you expect your organization's transportation budget for 2023 will...?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Increase	4	6.9	66.7	66.7
Stay the same	2	3.4	33.3	100.0
Total	6	10.3	100.0	
Missing				
System	52	89.7		
Total	58	100.0		

Does your organization intend to continue its client transportation programs during the next five years?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Yes	5	8.6	71.4	71.4
Unsure	2	3.4	28.6	100.0
Total	7	12.1	100.0	
Missing				
System	51	87.9		
Total	58	100.0		

How has COVID-19 affected your transportation program?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
	51	87.9	87.9	87.9
decreased 25% 2021	1	1.7	1.7	89.7
Eliminated for safety of volunteers and safety.	1	1.7	1.7	91.4
Fewer trips	1	1.7	1.7	93.1
It interrupted it for a while.	1	1.7	1.7	94.8

Less drivers meaning less transportation	1	1.7	1.7	96.6
Not at all. We provide transportation for COVID patients.	1	1.7	1.7	98.3
Since COVID-19, we have lost several (6+) drivers who have moved to other jobs since in-person school was cancelled and field trips were not allowed. It has been difficult to find new drivers to transport our students for home-to-school needs or special activities.	1	1.7	1.7	100.0
Total	58	100.0	100.0	

What types of coordinated services might your organization be interested in learning more about and/or participating in?

	Frequency	Percent
Valid Sharing vehicles	3	5.2
Valid Cooperative travel training	2	3.4
Valid Joint vehicle purchasing	4	6.9
Valid Joint staff/driver training	2	3.4
Valid Insurance cooperatives	5	8.6
Valid Cooperative vehicle/fleet maintenance	5	8.6
Valid Cooperative fuel purchases	5	8.6
Valid Cooperative transportation marketing/promotion activities	1	1.7
Total	58	

Appendix B | Community Survey

Exhibit B.1 Community Survey Instrument (English)

Fresno COG Coordination Plan Community Survey

The Fresno Council of Governments (Fresno COG) is updating its Coordinated Public Transit-Human Services Transportation Plan. We are seeking input from the community in order to identify mobility challenges and needs. Your participation is greatly appreciated. Complete a survey by **March 24, 2023** to be entered into a drawing for one of several \$50 VISA gift cards.

- What is the nearest city or community to where you live now?**

<input type="checkbox"/> Fresno	<input type="checkbox"/> Clovis
<input type="checkbox"/> Auberry	<input type="checkbox"/> Coalinga
<input type="checkbox"/> Firebaugh	<input type="checkbox"/> Fowler
<input type="checkbox"/> Huron	<input type="checkbox"/> Kerman
<input type="checkbox"/> Mendota	<input type="checkbox"/> Orange Cove
<input type="checkbox"/> Parlier	<input type="checkbox"/> Reedley
<input type="checkbox"/> Sanger	<input type="checkbox"/> San Joaquin
<input type="checkbox"/> Selma	<input type="checkbox"/> Other: _____
- How many people in each of these age groups live in your household (including yourself)?**
 - Adults (age 16 to 64) _____
 - Children (under age 16) _____
 - Older adults (age 65 to 84) _____
 - Older adults (age 85 and up) _____
- What is your age?** _____
- Do you or any member of your household... (check all that apply)**

<input type="checkbox"/> Have a disability that prevents them from using public transportation independently?
<input type="checkbox"/> Have a physical disability that keeps them from getting to the bus stop?
<input type="checkbox"/> Use a wheelchair, scooter, or walker?
<input type="checkbox"/> Have a vision impairment or other disability that prevents them from driving?
<input type="checkbox"/> Carry oxygen with them?
- How many working vehicles (cars, trucks, motorcycles) does your household have use of?**

<input type="checkbox"/> None	<input type="checkbox"/> 1	<input type="checkbox"/> 2
<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> More than 4
- Do you have a valid driver's license?**

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------
- How many other people in your household have a valid driver's license (not including you)?**

<input type="checkbox"/> None	<input type="checkbox"/> 1	<input type="checkbox"/> 2
<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> More than 4
- In general, which of these phrases best describes how well your household's transportation needs are currently met?**

<input type="checkbox"/> We are <u>always</u> able to get to the places we need to go.
<input type="checkbox"/> We are <u>usually</u> able to get to the places we need to go.
<input type="checkbox"/> We can get to our destination, but it <u>takes a long time</u> .
<input type="checkbox"/> <u>Sometimes</u> someone in our household is not able to go where they need to go because of lack of transportation.
<input type="checkbox"/> <u>Many times</u> someone in our household is not able to go where they need to go because of lack of transportation.
- If someone in your household has difficulty getting to the places they need to go, what types of trips does this usually include? (check all that apply)**

<input type="checkbox"/> Trips to work or school
<input type="checkbox"/> Trips to medical/healthcare services
<input type="checkbox"/> Trips to access shopping and personal errands
<input type="checkbox"/> Other: _____
- Are you employed full-time or part-time?**

<input type="checkbox"/> Employed part-time	<input type="checkbox"/> Employed full-time
<input type="checkbox"/> Not employed → skip to Question 13	
- If you are employed, is your job seasonal (do you only work part of the year)?**

<input type="checkbox"/> Yes	<input type="checkbox"/> No → skip to Question 13
------------------------------	---
- If your job is seasonal, about how many months out of 12 months do you work in Fresno County?** _____
- Are you a student?**

<input type="checkbox"/> Yes	<input type="checkbox"/> No → skip to Question 15
------------------------------	---
- If you are a student, what type of student?**

<input type="checkbox"/> College student
<input type="checkbox"/> High school or middle school student
<input type="checkbox"/> Student in a training program
- If you are not employed and not a student, skip to Question 18.**

If you are employed or a student, does your employer or school provide discounts, monthly transit passes, or other subsidies for your commuting needs?

a. Employer:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
b. School:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
- If you are employed or a student, in or near what city or community do you work or go to school?**

	Employed	Student
Fresno	<input type="checkbox"/>	<input type="checkbox"/>
Clovis	<input type="checkbox"/>	<input type="checkbox"/>
Auberry	<input type="checkbox"/>	<input type="checkbox"/>
Coalinga	<input type="checkbox"/>	<input type="checkbox"/>
Firebaugh	<input type="checkbox"/>	<input type="checkbox"/>
Fowler	<input type="checkbox"/>	<input type="checkbox"/>
Huron	<input type="checkbox"/>	<input type="checkbox"/>
Kerman	<input type="checkbox"/>	<input type="checkbox"/>
Mendota	<input type="checkbox"/>	<input type="checkbox"/>
Orange Cove	<input type="checkbox"/>	<input type="checkbox"/>
Parlier	<input type="checkbox"/>	<input type="checkbox"/>
Reedley	<input type="checkbox"/>	<input type="checkbox"/>
Sanger	<input type="checkbox"/>	<input type="checkbox"/>
San Joaquin	<input type="checkbox"/>	<input type="checkbox"/>
Selma	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>
- If employed or a student, how do you usually travel to work or school?**

	Employed	Student
Drive alone	<input type="checkbox"/>	<input type="checkbox"/>
Drive with other passengers (carpool)	<input type="checkbox"/>	<input type="checkbox"/>
Get a ride with someone (carpool)	<input type="checkbox"/>	<input type="checkbox"/>
Ride in a vanpool	<input type="checkbox"/>	<input type="checkbox"/>
Ride the bus (FAX, FCRTA, Stageline)	<input type="checkbox"/>	<input type="checkbox"/>
Use Dial-A-Ride (Handy Ride, FCRTA, Round Up)	<input type="checkbox"/>	<input type="checkbox"/>
Ride in a social service program bus or van (such as EOC or CVRC)	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input type="checkbox"/>
Bike	<input type="checkbox"/>	<input type="checkbox"/>
Take a taxi, Uber, or Lyft	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

18. Where do you go for most of your medical and/or social services?

- ☐ Downtown Fresno ☐ NE Fresno
☐ NW Fresno ☐ SE Fresno
☐ SW Fresno ☐ Clovis
☐ Other: _____

19. For your last medical appointment, how did you get there?

- ☐ Drove myself
☐ Got a ride with someone
☐ Rode the bus (FAX, Rural Transit, or Clovis Stageline)
☐ Used Dial-A-Ride (Rural Transit, HandyRide, or Clovis Roundup)
☐ Walked
☐ Biked
☐ Took a taxi
☐ Other: _____

20. Do you know the location of the public bus stop nearest your home?

- ☐ Yes ☐ No

21. Is the bus stop within walking distance of your home?

- ☐ Yes ☐ No → skip to Question 23
☐ Don't know → skip to Question 24

22. If yes, approximately how long does it take to walk to the bus stop? _____ minutes

23. If no, how far (in miles) is the bus stop from your home? _____ miles

How familiar are you with these transportation services?

24. FAX bus service in the Fresno area?

- ☐ I don't know of such a service
☐ I've heard of this service but have never used it
☐ I've used this service at least once in the past six months
☐ I use this service regularly

If you live in Fresno, skip to Question 27.

25. FCRTA or Stageline bus service from the community where you live to Fresno?

- ☐ I don't know of such a service
☐ I've heard of this service but have never used it
☐ I've used this service at least once in the past six months
☐ I use this service regularly

26. FCRTA or Round Up Dial-A-Ride service that picks you up at your home and takes you where you need to go in your local community?

- ☐ I don't know of such a service
☐ I've heard of this service but have never used it
☐ I've used this service at least once in the past six months
☐ I use this service regularly

27. Does a social service agency provide you financial assistance with your transportation needs?

- ☐ Yes ☐ No

28. If yes, what kind of subsidy is provided?

- ☐ Monthly bus pass ☐ Bus token
☐ Mileage reimbursement ☐ Gas card
☐ Other: _____

29. If a social service agency provides you with transportation assistance, what agency is it?

30. If you need information about public transportation, how do you currently get it?

- ☐ I've never tried to get public transit information
☐ I use the internet
☐ I ask a friend or family member
☐ I call the transportation agency
☐ I ask a bus driver
☐ I use the system's printed passenger guide
☐ I ask a social service agency, case worker, social worker, or employer
☐ Other: _____

31. How would you like to get information about public transit services? (check all that apply)

- ☐ By calling the transit agency on the telephone
☐ In printed materials such as bus schedules or maps
☐ On the internet
☐ From social media
☐ Displays or signs at the bus stop
☐ From a social service provider, case worker, social worker, or employer
☐ From a school or university
☐ From friends or family
☐ From an app on my mobile device
☐ Other (specify): _____

32. With which gender do you identify?

- ☐ Male ☐ Female ☐ Non-binary

33. Which of the following do you consider yourself? (check all that apply)

- ☐ African American/Black
☐ Asian
☐ Caucasian/White
☐ Native American/Alaskan
☐ Pacific Islander/Hawaiian Native
☐ Hispanic or Latino
☐ Other: _____

34. What is your total annual household income?

- ☐ Less than \$10,000 ☐ \$10,000 to \$14,999
☐ \$15,000 to \$24,999 ☐ \$25,000 to \$34,999
☐ \$35,000 to \$44,999 ☐ \$45,000 to \$54,999
☐ \$55,000 to \$74,999 ☐ \$75,000 or more

35. What language(s) do you most often speak at home?

- ☐ English ☐ Spanish
☐ Hmong ☐ Chinese
☐ Vietnamese ☐ Russian
☐ Other: _____

36. How well do you speak English?

- ☐ Very well ☐ Well
☐ Not well ☐ Not at all

37. Is there anything else you would like us to know about barriers to transportation that affect you, your household, or your community? If so, tell us here.

Thank you for participating in the survey. All responses will be used to inform current planning efforts.

If you would like to be entered into a random drawing for one of several \$50 VISA gift cards, provide your contact information below.

Name: _____

Phone or email: _____

Exhibit B.2 Community Survey Instrument (Spanish)

Encuesta comunitaria para el Plan de Coordinación del COG de Fresno

El Consejo de Gobiernos de Fresno (COG de Fresno, por sus siglas en inglés) está actualizando su Plan de Transporte de Servicios Humanos y Tránsito Público Coordinado. Estamos buscando aportes de la comunidad para identificar los desafíos y necesidades de movilidad. Su participación es altamente apreciada. Llene la encuesta antes del **24 de marzo de 2023** para participar en un sorteo de una de varias tarjetas de regalo VISA de \$50.

1. ¿Cuál es la ciudad o comunidad más cercana a donde vive ahora?

- ☐ Fresno ☐ Clovis
☐ Auberry ☐ Coalinga
☐ Firebaugh ☐ Fowler
☐ Huron ☐ Kerman
☐ Mendota ☐ Orange Cove
☐ Parlier ☐ Reedley
☐ Sanger ☐ San Joaquín
☐ Selma ☐ Otra: _____

2. ¿Cuántas personas en cada uno de estos grupos de edad viven en su hogar (incluido usted mismo)?

- a. Adultos (de 16 a 64 años) _____
b. Niños (menores de 16 años) _____
c. Adultos mayores (de 65 a 84 años) _____
d. Adultos mayores (de 85 años en adelante) _____

3. ¿Cuál es su edad? _____

4. Usted o algún miembro de su hogar... (marque todo lo que corresponda)

- ☐ ¿Tiene una discapacidad que le impide usar el transporte público de forma independiente?
☐ ¿Tiene una discapacidad física que le impide llegar a la parada de autobús?
☐ ¿Usa una silla de ruedas, un scooter o un andador?
☐ ¿Tiene una discapacidad visual u otra discapacidad que le impida conducir?
☐ ¿Lleva oxígeno con ellos?

5. ¿Cuántos vehículos de trabajo (automóviles, camiones, motocicletas) utiliza su grupo familiar?

- ☐ Ninguno ☐ 1 ☐ 2
☐ 3 ☐ 4 ☐ Más de 4

6. ¿Tiene una licencia de conducir vigente?

- ☐ Sí ☐ No

7. ¿Cuántas otras personas en su hogar tienen una licencia de conducir válida (sin incluirlo a usted)?

- ☐ Ninguno ☐ 1 ☐ 2
☐ 3 ☐ 4 ☐ Más de 4

8. En general, ¿cuál de estas frases describe mejor qué tan bien se satisfacen las necesidades de transporte de su grupo familiar actualmente?

- ☐ Siempre somos capaces de llegar a los lugares a los que tenemos que ir.
☐ Por lo general, podemos llegar a los lugares a los que tenemos que ir.
☐ Podemos llegar a nuestro destino, pero lleva mucho tiempo.
☐ A veces, alguien en nuestro grupo familiar no puede ir a donde tiene que ir debido a la falta de transporte.
☐ Muchas veces, alguien en nuestro grupo familiar no puede ir a donde tiene que ir debido a la falta de transporte.

9. Si alguien en su grupo familiar tiene dificultades para llegar a los lugares a los que tiene que ir, ¿qué tipos de viajes incluye esto generalmente? (marque todos los que correspondan)

- ☐ Viajes al trabajo o a la escuela
☐ Viajes a servicios médicos/de salud
☐ Viajes para acceder a compras y recados personales
☐ Otros: _____

10. ¿Trabaja a tiempo completo o a tiempo parcial?

- ☐ Empleado a tiempo parcial
☐ Empleado a tiempo completo
☐ No empleado → **pase a la pregunta 13**

11. Si está empleado, ¿su trabajo es estacional (solo trabaja parte del año)?

- ☐ Sí ☐ No → **pase a la pregunta 13**

12. Si su trabajo es estacional, ¿cuántos meses de los 12 meses trabaja en el condado de Fresno? _____

13. ¿Es usted estudiante?

- ☐ Sí ☐ No → **pase a la pregunta 15**

14. Si usted es un estudiante, ¿qué tipo de estudiante?

- ☐ Estudiante universitario
☐ Estudiante de secundaria o escuela intermedia
☐ Estudiante en un programa de formación

15. Si no está empleado y no es estudiante, pase a la pregunta 18.

Si usted es empleado o estudiante, ¿su empleador o escuela proporciona descuentos, pases de tránsito mensuales u otros subsidios para sus necesidades de transporte?

- a. Empleador: ☐ Sí ☐ No
b. Escuela: ☐ Sí ☐ No

16. Si está empleado o es estudiante, ¿en qué ciudad o comunidad o cerca de ella trabaja o va a la escuela?

	Empleado	Estudiante
Fresno	<input type="checkbox"/>	<input type="checkbox"/>
Clovis	<input type="checkbox"/>	<input type="checkbox"/>
Auberry	<input type="checkbox"/>	<input type="checkbox"/>
Coalinga	<input type="checkbox"/>	<input type="checkbox"/>
Firebaugh	<input type="checkbox"/>	<input type="checkbox"/>
Fowler	<input type="checkbox"/>	<input type="checkbox"/>
Huron	<input type="checkbox"/>	<input type="checkbox"/>
Kerman	<input type="checkbox"/>	<input type="checkbox"/>
Mendota	<input type="checkbox"/>	<input type="checkbox"/>
Orange Cove	<input type="checkbox"/>	<input type="checkbox"/>
Parlier	<input type="checkbox"/>	<input type="checkbox"/>
Reedley	<input type="checkbox"/>	<input type="checkbox"/>
Sanger	<input type="checkbox"/>	<input type="checkbox"/>
San Joaquín	<input type="checkbox"/>	<input type="checkbox"/>
Selma	<input type="checkbox"/>	<input type="checkbox"/>
Otra _____	<input type="checkbox"/>	<input type="checkbox"/>

17. Si es empleado o estudiante, ¿cómo se transporta normalmente al trabajo o a la escuela?

	Empleado	Estudiante
Conduzco solo	<input type="checkbox"/>	<input type="checkbox"/>
Conduzco con otros pasajeros (carpool)	<input type="checkbox"/>	<input type="checkbox"/>
Alguien me lleva (carpool)	<input type="checkbox"/>	<input type="checkbox"/>
Viajo en vanpool	<input type="checkbox"/>	<input type="checkbox"/>
Viajo en autobús (FAX, FCRTA, Stageline)	<input type="checkbox"/>	<input type="checkbox"/>
Uso Dial-A-Ride (Handy Ride, FCRTA, Round Up)	<input type="checkbox"/>	<input type="checkbox"/>
Viajo en un autobús o furgoneta del programa de servicio social (como EOC o CVRC)	<input type="checkbox"/>	<input type="checkbox"/>
Camino	<input type="checkbox"/>	<input type="checkbox"/>
Bicicleta	<input type="checkbox"/>	<input type="checkbox"/>
Tomo un taxi, Uber o Lyft	<input type="checkbox"/>	<input type="checkbox"/>
Otro _____	<input type="checkbox"/>	<input type="checkbox"/>

18. ¿A dónde va para la mayoría de sus servicios médicos y/o sociales?

- ☐ Centro de Fresno ☐ Noreste de Fresno
☐ Noroeste de Fresno ☐ Sureste de Fresno
☐ Suroeste de Fresno ☐ Clovis
☐ Otro: _____

19. Para su última cita médica, ¿cómo llegó allí?

- ☐ Conduje yo mismo
☐ Alguien me llevó
☐ Viajé en autobús (FAX, tránsito rural o Clovis Stageline)
☐ Usé Dial-A-Ride (tránsito rural, HandyRide o Clovis Roundup)
☐ Caminé
☐ Bicicleta
☐ Tomé un taxi
☐ Otro: _____

20. ¿Conoce la ubicación de la parada de autobús público más cercana a su casa?

- ☐ Sí ☐ No

21. ¿La parada de autobús está a poca distancia de su casa?

- ☐ Sí ☐ No → pase a la pregunta 23
☐ No lo sé → pase a la pregunta 24

22. En caso afirmativo, ¿aproximadamente cuánto tiempo se tarda en caminar hasta la parada de autobús?
_____ minutos

23. En caso negativo, ¿a qué distancia (en millas) está la parada de autobús de su casa? _____ millas

¿Qué tan familiarizado está con estos servicios de transporte?

24. Servicio de autobús FAX en la zona de Fresno

- ☐ No conozco este servicio
☐ He oído hablar de este servicio, pero nunca lo he utilizado
☐ He utilizado este servicio al menos una vez en los últimos seis meses
☐ Utilizo este servicio con regularidad

Si vive en Fresno, pase a la pregunta 27.

25. Servicio de autobús FCRTA o Stageline desde la comunidad donde vive a Fresno

- ☐ No conozco este servicio
☐ He oído hablar de este servicio, pero nunca lo he utilizado
☐ He utilizado este servicio al menos una vez en los últimos seis meses
☐ Utilizo este servicio con regularidad

26. Servicio Dial-A-Ride Round Up o FCRTA que lo recoge en su casa y lo lleva a donde necesita ir en su comunidad local

- ☐ No conozco este servicio
☐ He oído hablar de este servicio, pero nunca lo he utilizado
☐ He utilizado este servicio al menos una vez en los últimos seis meses
☐ Utilizo este servicio con regularidad

27. ¿Alguna agencia de servicios sociales le proporciona asistencia financiera para sus necesidades de transporte?

- ☐ Sí ☐ No

28. En caso afirmativo, ¿qué tipo de subvención le proporciona?

- ☐ Pase mensual de autobús ☐ Token de autobús
☐ Reembolso de millaje ☐ Tarjeta de gasolina
☐ Otra: _____

29. Si una agencia de servicios sociales le proporciona asistencia de transporte, ¿qué agencia es?

30. Si necesita información sobre el transporte público, ¿cómo la obtiene actualmente?

- ☐ Nunca he tratado de obtener información sobre el transporte público
☐ Uso el Internet
☐ Pregunto a un amigo o familiar
☐ Llamo a la agencia de transporte
☐ Le pregunto a un conductor de autobús
☐ Utilizo la guía de pasajeros impresa del sistema
☐ Pregunto a una agencia de servicios sociales, trabajador social o empleador
☐ Otro: _____

31. ¿Cómo le gustaría obtener información sobre los servicios de transporte público? (marque todos los que correspondan)

- ☐ Llamando a una agencia de transporte por teléfono
☐ En materiales impresos como horarios de autobuses o mapas
☐ En Internet
☐ En las redes sociales
☐ Pantallas o letreros en la parada de autobús
☐ De un proveedor de servicios sociales, trabajador social o empleador
☐ De una escuela o universidad
☐ De amigos o familiares
☐ De una aplicación en mi dispositivo móvil
☐ Otro (especifique): _____

32. ¿Con qué género se identifica?

- ☐ Masculino ☐ Femenino ☐ No binario

33. ¿Cuál de las siguientes opciones se considera a sí mismo? (marque todas las que correspondan)

- ☐ Afroamericano/Afrodescendiente
☐ Asiático
☐ Caucásico/Blanco
☐ Nativo americano/de Alaska
☐ Isleño del Pacífico/Nativo de Hawái
☐ Hispano o latino
☐ Otra: _____

34. ¿Cuál es el ingreso anual total de su grupo familiar?

- ☐ Menos de \$10,000 ☐ \$10,000 a \$14,999
☐ \$15,000 a \$24,999 ☐ \$25,000 a \$34,999
☐ \$35,000 a \$44,999 ☐ \$45,000 a \$54,999
☐ \$55,000 a \$74,999 ☐ \$75,000 o más

35. ¿Qué idioma(s) habla en casa con más frecuencia?

- ☐ Inglés ☐ Español
☐ Hmong ☐ Chino
☐ Vietnamita ☐ Ruso
☐ Otro: _____

36. ¿Qué tan bien habla usted inglés?

- ☐ Muy bien ☐ Bien
☐ No muy bien ☐ Nada en absoluto

37. ¿Hay algo más que le gustaría que supiéramos sobre las barreras de transporte que le afectan a usted, a su grupo familiar o a su comunidad? Si es así, díganos aquí.

Gracias por participar en la encuesta. Todas las respuestas se utilizarán para informar los esfuerzos de planificación actuales.

Si desea participar en un sorteo al azar para una de varias tarjetas de regalo VISA de \$50, proporcione su información de contacto a continuación.

Nombre: _____

Teléfono o correo electrónico: _____

Exhibit B.3 Community Survey Simple Frequencies

What is the nearest city or community to where you live now?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	3	3.2	3.2	3.2
	Fresno	49	52.7	52.7	55.9
	Firebaugh	1	1.1	1.1	57.0
	Huron	1	1.1	1.1	58.1
	Mendota	4	4.3	4.3	62.4
	Sanger	5	5.4	5.4	67.7
	Selma	5	5.4	5.4	73.1
	Clovis	9	9.7	9.7	82.8
	Fowler	2	2.2	2.2	84.9
	Kerman	4	4.3	4.3	89.2
	Reedley	2	2.2	2.2	91.4
	San Joaquin	8	8.6	8.6	100.0
	Total	93	100.0	100.0	

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		90	96.8	96.8	96.8
	Caruthers	1	1.1	1.1	97.8
	I live in the foothills east of Squaw Valley, CA.	1	1.1	1.1	98.9
	O	1	1.1	1.1	100.0
	Total	93	100.0	100.0	

Adults (age 16 to 64)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		8	8.6	8.6	8.6
	0	4	4.3	4.3	12.9
	1	31	33.3	33.3	46.2
	2	28	30.1	30.1	76.3
	3	10	10.8	10.8	87.1
	4	6	5.4	5.4	92.5
	5	5	5.4	5.4	98.9
	One	1	1.1	1.1	100.0
	Total	93	100.0	100.0	

Children (under age 16)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	51	54.8	54.8	54.8
0	8	7.5	7.5	62.4
1	10	10.8	10.8	73.1
2	15	16.1	16.1	89.2
3	4	4.3	4.3	93.5
4	3	3.2	3.2	96.8
5	2	2.2	2.2	98.9
6	1	1.1	1.1	100.0
Total	93	100.0	100.0	

Older adults (age 65 to 84)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	66	71.0	71.0	71.0
0	9	9.7	9.7	80.6
1	12	12.9	12.9	93.5
2	5	5.4	5.4	98.9
Two	1	1.1	1.1	100.0
Total	93	100.0	100.0	

Older adults (age 85 and up)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	75	80.6	80.6	80.6
0	13	14.0	14.0	94.6
1	2	2.2	2.2	96.8
2	2	2.2	2.2	98.9
One	1	1.1	1.1	100.0
Total	93	100.0	100.0	

What is your age?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	6	6.5	6.5	6.5
16	1	1.1	1.1	7.5
17	1	1.1	1.1	8.6
19	1	1.1	1.1	9.7
20	1	1.1	1.1	10.8
21	1	1.1	1.1	11.8
22	2	2.2	2.2	14.0
23	2	2.2	2.2	16.1
24	1	1.1	1.1	17.2
26	1	1.1	1.1	18.3
27	1	1.1	1.1	19.4
28	2	2.2	2.2	21.5
29	1	1.1	1.1	22.6
30	1	1.1	1.1	23.7
31	1	1.1	1.1	24.7
32	1	1.1	1.1	25.8
33	4	4.3	4.3	30.1

34	1	1.1	1.1	31.2
35	3	3.2	3.2	34.4
36	3	3.2	3.2	37.6
39	4	4.3	4.3	41.9
40	1	1.1	1.1	43.0
41	1	1.1	1.1	44.1
42	3	3.2	3.2	47.3
43	3	3.2	3.2	50.5
44	2	2.2	2.2	52.7
45	2	2.2	2.2	54.8
46	1	1.1	1.1	55.9
47	1	1.1	1.1	57.0
48	1	1.1	1.1	58.1
49	1	1.1	1.1	59.1
50	1	1.1	1.1	60.2
52	2	2.2	2.2	62.4
55	1	1.1	1.1	63.4
56	3	3.2	3.2	66.7
57	1	1.1	1.1	67.7
58	1	1.1	1.1	68.8
59	4	4.3	4.3	73.1
61	3	3.2	3.2	76.3
62	1	1.1	1.1	77.4
63	1	1.1	1.1	78.5
64	1	1.1	1.1	79.6
65	3	3.2	3.2	82.8
66	1	1.1	1.1	83.9
67	2	2.2	2.2	86.0
68	1	1.1	1.1	87.1
69	2	2.2	2.2	89.2
70	2	2.2	2.2	91.4
73	2	2.2	2.2	93.5
74	2	2.2	2.2	95.7
79	2	1.1	1.1	96.8
83	1	1.1	1.1	98.9
95	1	1.1	1.1	100.0
Total	93	100.0	100.0	

Do you or any member of your household...(check all that apply)

		Frequency	Percent
Valid	Have a disability that prevents them from using public transportation independently?	9	9.7
Valid	Have a physical disability that keeps them from getting to the bus stop?	6	6.5
Valid	Use a wheelchair, scooter, or walker?	10	10.8
Valid	Have a vision impairment or other disability that prevents them from driving?	9	9.7
Valid	Carry oxygen with them?	2	2.2
Total		93	

How many working vehicles (cars, trucks, motorcycles) does your household have use of?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	22	23.7	23.7	23.7
	3	5	5.4	5.4	29.0
	1	30	32.3	32.3	61.3
	4	8	8.6	8.6	69.9
	2	26	28.0	28.0	97.8
	More than 4	2	2.2	2.2	100.0
	Total	93	100.0	100.0	

Do you have a valid driver's license?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	65	69.9	69.9	69.9
	No	28	30.1	30.1	100.0
	Total	93	100.0	100.0	

How many other people in your household have a valid driver's license (not including you)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	35	37.6	38.5	38.5
	3	5	5.4	5.5	44.0
	1	33	35.5	36.3	80.2
	4	2	2.2	2.2	82.4
	2	16	17.2	17.6	100.0
	Total	91	97.8	100.0	
Missing	System	2	2.2		
Total		93	100.0		

In general, which of these phrases best describes how well your household's transportation needs are currently met?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	We are always able to get to the places we need to go.	35	37.6	38.5	38.5
	We are usually able to get to the places we need to go.	21	22.6	23.1	61.5
	We can get to our destination, but it takes a long time.	15	16.1	16.5	78.0
	Sometimes someone in our household is not able to go where they need to go because of lack of transportation.	12	12.9	13.2	91.2

	Many times, someone in our household is not able to go where they need to go because of lack of transportation.	8	8.6	8.8	100.0
	Total	91	97.8	100.0	
Missing	System	2	2.2		
	Total	93	100.0		

If someone in your household has difficulty getting to the places they need to go, what types of trips does this usually include? (check all that apply)

	Frequency	Percent		
Valid	Trips to work or school		36	38.7
Valid	Trips to medical/healthcare services		39	41.9
Valid	Trips to access shopping and personal errands		38	40.9
Valid	Other (please specify)		9	9.7
	Total		93	

Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	84	90.3	90.3	90.3
	Appointments for job interviews	1	1.1	91.4
	miscellaneous	1	1.1	93.5
	No Night driving if other adult is not available	1	1.1	95.7
	Out of town, outside of Fresno to Clovis.	1	1.1	97.8
	Somewhere Fun like a park or zoo	1	1.1	98.9
	Trips to transit hubs (airport, train station, bus stations)	1	1.1	100.0
	Total	93	100.0	

Are you employed full-time or part-time?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Employed part-time	18	19.4	19.4
	Employed full-time	24	25.8	45.2
	Not employed	51	54.8	100.0
	Total	93	100.0	

In or near what city or community do you work?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	4	4.3	10.3	10.3
	Fresno	27	29.0	69.2	79.5
	Clovis	3	3.2	7.7	87.2
	Coalinga	1	1.1	2.6	89.7
	Kerman	1	1.1	2.6	92.3
	Mendota	1	1.1	2.6	94.9
	Reedley	1	1.1	2.6	97.4
	Sanger	1	1.1	2.6	100.0
	Total	39	41.9	100.0	
Missing	System	54	58.1		
Total		93	100.0		

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		89	95.7	95.7	95.7
	Easton	1	1.1	1.1	96.8
	Lemoore	1	1.1	1.1	97.8
	throughout the county	1	1.1	1.1	98.9
	Tranquillity	1	1.1	1.1	100.0
	Total	93	100.0	100.0	

How do you usually travel to work?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	2	2.2	5.1	5.1
	Drive alone	24	25.8	61.5	66.7
	Drive with other passengers (carpool)	3	3.2	7.7	74.4
	Get a ride with someone (carpool)	1	1.1	2.6	76.9
	Ride the bus (FAX, FCRTA, Stageline)	8	8.6	20.5	97.4
	Walk	1	1.1	2.6	100.0
	Total	39	41.9	100.0	
Missing	System	54	58.1		
Total		93	100.0		

Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	91	97.8	97.8	97.8
I work from home	1	1.1	1.1	98.9
Telework	1	1.1	1.1	100.0
Total	93	100.0	100.0	

Does your employer provide discounts, monthly transit passes, or other subsidies for your commuting needs?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	5	5.4	13.5	13.5
No	32	34.4	86.5	100.0
Total	37	39.8	100.0	
Missing System	56	60.2		
Total	93	100.0		

Is your job seasonal (do you only work part of the year)?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	3	3.2	7.9	7.9
No	35	37.6	92.1	100.0
Total	38	40.9	100.0	
Missing System	55	59.1		
Total	93	100.0		

About how many months out of 12 months do you work in Fresno County?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	90	96.8	96.8	96.8
12	1	1.1	1.1	97.8
9	2	2.2	2.2	100.0
Total	93	100.0	100.0	

Are you a student?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	19	20.4	20.9	20.9
No	72	77.4	79.1	100.0
Total	91	97.8	100.0	
Missing System	2	2.2		
Total	93	100.0		

What type of student are you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	College student	12	12.9	54.5	54.5
	High school or middle school student	4	4.3	18.2	72.7
	Student in a training program	6	6.5	27.3	100.0
	Total	22	23.7	100.0	
Missing	System	71	76.3		
Total		93	100.0		

Does your school provide discounts, monthly transit passes, or other subsidies for your commuting needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	12	12.9	70.6	70.6
	No	5	5.4	29.4	100.0
	Total	17	18.3	100.0	
Missing	System	76	81.7		
Total		93	100.0		

In or near what city or community do you go to school?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	2	2.2	10.0	10.0
	Fresno	16	17.2	80.0	90.0
	Clovis	1	1.1	5.0	95.0
	Selma	1	1.1	5.0	100.0
	Total	20	21.5	100.0	
Missing	System	73	78.5		
Total		93	100.0		

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		91	97.8	97.8	97.8
	Online	2	2.2	2.2	100.0
	Total	93	100.0	100.0	

How do you usually travel to school?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	3	3.2	16.7	16.7
	Drive alone	3	3.2	16.7	33.3
	Get a ride with someone (carpool)	2	2.2	11.1	44.4
	Ride the bus (FAX, FCRTA, Stageline)	9	9.7	50.0	94.4
	Walk	1	1.1	5.6	100.0
	Total	18	19.4	100.0	
Missing	System	75	80.6		
Total		93	100.0		

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		90	96.8	96.8	96.8
	Online	1	1.1	1.1	98.9
	School bus	1	1.1	1.1	100.0
	Total	93	100.0	100.0	

Where do you go for most of your medical and/or social services?

		Frequency	Percent
Valid	Downtown Fresno	29	31.2
Valid	NW Fresno	20	21.5
Valid	SW Fresno	4	4.3
Valid	NE Fresno	26	28.0
Valid	SE Fresno	9	9.7
Valid	Clovis	24	25.8
Valid	Other (please specify)	12	12.9
Total		93	

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		81	87.1	87.1	87.1
	Coalinga	1	1.1	1.1	88.2
	Fowler	2	1.1	1.1	89.2
	Kerman	2	2.2	2.2	92.5
	Madera	2	2.2	2.2	94.6
	North Fresno	1	1.1	1.1	95.7
	Reedley or Fresno	1	1.1	1.1	96.8

Sanger	1	1.1	1.1	97.8
Selma	3	1.1	1.1	98.9
Total	93	100.0	100.0	

For your last medical appointment, how did you get there?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	5	5.4	5.6	5.6
	Drove myself	45	48.4	50.0	55.6
	Got a ride with someone	25	26.9	27.8	83.3
	Rode the bus (FAX, Rural Transit, or Clovis Stageline)	11	11.8	12.2	95.6
	Used Dial-A-Ride (Rural Transit, Handy Ride, or Clovis Roundup)	2	2.2	2.2	97.8
	Walked	2	2.2	2.2	100.0
	Total	90	96.8	100.0	
Missing	System	3	3.2		
Total		93	100.0		

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		88	94.6	94.6	94.6
	Cancel and reschedule.	1	1.1	1.1	95.7
	Computer Zoom	1	1.1	1.1	96.8
	Has not been able to make it.	1	1.1	1.1	97.8
	My son takes me to doctors appointments	1	1.1	1.1	98.9
	Uber	1	1.1	1.1	100.0
	Total	93	100.0	100.0	

Do you know the location of the public bus stop nearest your home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	61	65.6	68.5	68.5
	No	28	30.1	31.5	100.0
	Total	89	95.7	100.0	
Missing	System	4	4.3		
Total		93	100.0		

Is the bus stop within walking distance of your home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	49	52.7	55.1	55.1
	No	23	24.7	25.8	80.9
	Don't know	17	18.3	19.1	100.0
	Total	89	95.7	100.0	
Missing	System	4	4.3		
Total		93	100.0		

If yes, approximately how long does it take (in minutes) to walk to the bus stop?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		47	50.5	50.5	50.5
	1 minute	2	1.1	1.1	52.7
	10 minutes	6	2.2	2.2	59.1
	15 minutes	4	2.2	2.2	63.4
	2 minutes	3	1.1	1.1	66.7
	25 min	3	1.1	1.1	69.9
	3 minutes	7	2.2	2.2	77.4
	30	1	1.1	1.1	78.5
	35	1	1.1	1.1	79.6
	4	1	1.1	1.1	80.6
	5 minutes	12	4.3	4.3	92.5
	5 to 10 minutes	2	1.1	1.1	94.6
	6 to 15 minutes	1	1.1	1.1	96.8
	Don't know	1	1.1	1.1	97.8
	less than five minutes	2	1.1	1.1	98.9
	Total	93	100.0	100.0	

If no, how far (in miles) is the bus stop from your home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		63	67.7	67.7	67.7
	.2	1	1.1	1.1	68.8
	.5	1	1.1	1.1	69.9
	<1 mile	1	1.1	1.1	71.0
	0	1	1.1	1.1	72.0
	0.5	1	1.1	1.1	73.1
	1	5	2.2	2.2	75.3
	1.5	1	1.1	1.1	78.5

1.75 miles	1	1.1	1.1	79.6
1/2 mile	1	1.1	1.1	80.6
1/4 mile	1	1.1	1.1	81.7
10	2	2.2	2.2	83.9
15	1	1.1	1.1	84.9
2	5	4.3	4.3	89.2
20	1	1.1	1.1	91.4
30 Miles	1	1.1	1.1	92.5
5	2	1.1	1.1	93.5
ITS ABOUT 8 MILES IT'S ON GETTSBURG NEAR INSPIRATION PARK	1	1.1	1.1	95.7
Total	93	100.0	100.0	

FAX bus service in the Fresno area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I don't know of such a service	14	15.1	16.9	16.9
	I've heard of this service but have never used it	29	31.2	34.9	51.8
	I've used this service at least once in the past six months	15	16.1	18.1	69.9
	I use this service regularly	25	26.9	30.1	100.0
	Total	83	89.2	100.0	
Missing	System	10	10.8		
Total		93	100.0		

FCRTA or Stagline bus service from the community where you live to Fresno?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I don't know of such a service	41	44.1	56.9	56.9
	I've heard of this service but have never used it	20	21.5	27.8	84.7
	I've used this service at least once in the past six months	8	8.6	11.1	95.8
	I use this service regularly	3	3.2	4.2	100.0
	Total	72	77.4	100.0	
Missing	System	21	22.6		
Total		93	100.0		

FCRTA or Round Up Dial-A-Ride service that picks you up at your home and takes you where you need to go in your local community?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I don't know of such a service	40	43.0	58.0	58.0
	I've heard of this service but have never used it	24	25.8	34.8	92.8
	I've used this service at least once in the past six months	4	4.3	5.8	98.6
	I use this service regularly	1	1.1	1.4	100.0
	Total	69	74.2	100.0	
Missing	System	24	25.8		
Total		93	100.0		

Does a social service agency provide you financial assistance with your transportation needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	10	10.8	12.0	12.0
	No	73	78.5	88.0	100.0
	Total	83	89.2	100.0	
Missing	System	10	10.8		
Total		93	100.0		

If yes, what kind of subsidy is provided?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	4	4.3	36.4	36.4
	Monthly bus pass	4	4.3	36.4	72.7
	Mileage reimbursement	3	3.2	27.3	100.0
	Total	11	11.8	100.0	
Missing	System	82	88.2		
Total		93	100.0		

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		89	95.7	95.7	95.7
	N/A	3	3.2	3.2	98.9
	NA	1	1.1	1.1	100.0
	Total	93	100.0	100.0	

If a social service agency provides you with transportation assistance, what agency is it?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	83	89.2	89.2	89.2
Fresno EOC Transit Systems	1	1.1	1.1	90.3
DSS - Cal Works	1	1.1	1.1	91.4
maps	1	1.1	1.1	92.5
Workforce	1	1.1	1.1	100.0
Total	93	100.0	100.0	

If you need information about public transportation, how do you currently get it?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	78	83.9	100.0	
Other (please specify)	2	2.2	2.6	2.6
I've never tried to get public transit information	18	19.4	23.1	25.6
I use the internet	45	48.4	57.7	83.3
I ask a friend or family member	2	2.2	2.6	85.9
I call the transportation agency	4	4.3	5.1	91.0
I ask a bus driver	4	4.3	5.1	96.2
I use the system's printed passenger guide	3	3.2	3.8	100.0
Total	78	83.9	100.0	
Missing	15	16.1		
System				
Total	93	100.0		

Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	91	97.8	97.8	97.8
Cell	1	1.1	1.1	98.9
Total	93	100.0	100.0	

How would you like to get information about public transit services? (check all that apply)

		Frequency	Percent
Valid	By calling the transit agency on the telephone	16	17.2
Valid	In printed materials such as bus schedules or maps	31	33.3
Valid	On the internet	46	49.5
Valid	From social media	11	11.8
Valid	Displays or signs at the bus stop	24	25.8
Valid	From a social service provider, case worker, social worker, or employer	6	6.5
Valid	From a school or university	8	8.6
Valid	From friends or family	10	10.8
Valid	From an app on my mobile device	22	23.7
Valid	Other (please specify)	3	3.2
Total		93	

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		90	96.8	96.8	96.8
	Fresno county library	1	1.1	1.1	97.8
	None	1	1.1	1.1	98.9
	talking to a real person who can provide me with information	1	1.1	1.1	100.0
Total		93	100.0	100.0	

With which gender do you identify?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	31	33.3	36.5	36.5
	Female	53	57.0	62.4	98.8
	Non-binary	1	1.1	1.2	100.0
	Total	85	91.4	100.0	
Missing	System	8	8.6		
Total		93	100.0		

Which of the following do you consider yourself? (check all that apply)

		Frequency	Percent
Valid	African American/Black	7	7.5
Valid	Asian	3	3.2
Valid	Caucasian/White	27	29.0
Valid	American American/Alaskan	3	3.2
Valid	Pacific Islander/Native Hawaiian	1	1.1
Valid	Hispanic or Latino	47	50.5
Valid	Other (please specify)	1	1.1
Total		93	

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		92	98.9	98.9	98.9
	Jewish	1	1.1	1.1	100.0
Total		93	100.0	100.0	

What is your total annual household income?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$10,000	17	18.3	22.1	22.1
	\$15,000 to \$24,999	15	16.1	19.5	41.6
	\$35,000 to \$44,999	10	10.8	13.0	54.5
	\$55,000 to \$74,999	11	11.8	14.3	68.8
	\$10,000 to \$14,999	4	4.3	5.2	74.0
	\$25,000 to \$34,999	1	1.1	1.3	75.3
	\$45,000 to \$54,999	4	4.3	5.2	80.5
	\$75,000 or more	15	16.1	19.5	100.0
	Total	77	82.8	100.0	
Missing	System	16	17.2		
Total		93	100.0		

What language(s) do you most often speak at home?

		Frequency	Percent
Valid	English	69	74.2
Valid	Hmong	2	1.1
Valid	Spanish	29	31.2
Valid	Other (please specify)	1	2.2
Total		93	108.6*

Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	91	97.8	97.8	97.8
Punjabi and Hindi	1	1.1	1.1	100.0
Total	93	100.0	100.0	

How well do you speak English?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Very well	67	72.0	80.7	80.7
Well	7	7.5	8.4	89.2
Not well	4	4.3	4.8	94.0
Not at all	5	5.4	6.0	100.0
Total	83	89.2	100.0	
Missing				
System	10	10.8		
Total	93	100.0		

Is there anything else you would like us to know about barriers to transportation that affect you, your household, or your community? If so, tell us here.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	60	64.5	64.5	64.5
We need more bus stops with seating and protection from the elements. We need vehicles we can check out and use then return when done, for free. I am 59 and it would be wonderful if there was a place on the internet that had all resources there to click on, and we all knew about it easily. If my car breaks down I'm done. If there was a program to help people financially if their car breaks down, and they are low-income. I live from month to month with no savings.	1	1.1	1.1	65.6
All bus stations should have shade structures. It is inhumane to wait at a bus stop in a Central Valley summer. Bus stops need to have safe access/exits. The stops on Palm between Dakota and Shaw are incredibly dangerous (and not ADA compliant)	1	1.1	1.1	66.7
Cataracts	1	1.1	1.1	67.7
Commuting to work is a 40 min drive for me	1	1.1	1.1	68.8
EOC takes me where I need to go and it's affordable.	1	1.1	1.1	69.9
Help us so that in this community we have transportation and the surrounding areas Cantua, Helm, Tranquillity, and 3 Rocks.	1	1.1	1.1	71.0

Hi, while I do well and have enough money to utilize my personal vehicle, that doesn't mean I want to always drive my own car. I care deeply about the environment and wish Fresno County had a better public transportation option but also, I wish the entire culture of the valley was to utilize these resources more often. While I think it's great to expand services to those who need them, let's also foster a general public opinion and political opinion that taking public transportation is much better for the environment. The car dependency in this area is disheartening. So many large trucks and SUV's with terrible gas mileage. We could be ahead of the curve in this area, but we're so, so behind.	1	1.1	1.1	72.0
I have transportation but many in Coalinga do not. A city transit bus is good but limited. Other modes of transportation for individuals would be nice.	1	1.1	1.1	73.1
I just want to let you know that if somebody is coming from another country and doesn't know how to drive, so they should have some bus services to go to work.	1	1.1	1.1	74.2
I like to know why 62 years old isn't considered for senior rates	1	1.1	1.1	75.3
I LIVE IN A NEW DEVELOPMENT I THINK TRASPORTATION SHOULD BE CONSIDERED WHILE HOME ARE BEING MADE IN URAL AREAS, SO ITS READY FOR HOMEOWNERS TO USE	1	1.1	1.1	76.3
I live in Clovis near Clovis Community and would like to learn what buses to take to go to Fresno where I work.	1	1.1	1.1	77.4
I recently moved to the area with my infant child so I haven't had the opportunity to find childcare that would allow me to do things outside the home.	1	1.1	1.1	78.5
I would love to use public transportation but I once checked a website that showed the time table and it would be impossible to use it for my job or my doctors' appointments. Please invest more for the average commuter, I bet there's data you can use on where cars go from rural areas into the cities to help with that. thanks.	1	1.1	1.1	79.6
I would use public transport much more often if it was more widely available, was well funded by our government, and took people places outside of just a small local radius. This would also help the economy as many people who don't do work often can't because of these issues, and it would help races and ethnicities that are non-dominant as they are most likely to be affected by that issue.	1	1.1	1.1	80.6
I've lived in SE Fresno for the past 20+ years and I've never had access to public transportation because the nearest bus stop is almost 2 miles away. There's nothing close to Peach/Church Ave and Clovis/Church Ave.	1	1.1	1.1	81.7

In the community, many people that do not have transportation do not have ways to get to other towns and areas with resources they need because. The barriers for people to get groceries, shopping, and attend medical appointments is awful. The Medi-Cal contracted companies are unreliable and do not take people where they need to go or just do not show up at all after being scheduled. In Coalinga and other outlying areas, medical transports will not go to pick people up at all, let alone do they have a way to get to appointments and shop for food.	1	1.1	1.1	82.8
Is there Uber in Kerman? Is there taxi in Kerman for emergencies? No advertising on this that I know of.	1	1.1	1.1	83.9
N/A	1	1.1	1.1	84.9
None	2	2.2	2.2	87.1
Not at this time. Thank you.	1	1.1	1.1	88.2
Not enough bus stops for N.E. Fresno. Too far to walk for it with kids	1	1.1	1.1	89.2
Not enough drivers and or buses from and to San Joaquin also drivers take a while even with schedule pick up times	1	1.1	1.1	90.3
Please consider more covers for the elements at bus stops and maybe fix intersecting buses so you don't miss a bus you have to transfer to because it's passed the light and you cannot make the stop.	1	1.1	1.1	91.4
So far, the bus routes I regularly take have been consistent and reliable. I like that I can check the bus schedule online but would prefer if there was an app. I'm glad there is a bus that comes by my stop every 30 minutes but I think route 32 would benefit from a 15 minute stop. I see many people relying on this route for work and school so the bus is usually full. FAX has improved a lot since the pandemic, I haven't had too much trouble catching the bus as I did pre-pandemic so that is a plus!	1	1.1	1.1	92.5
Sometimes they are too busy that it is not possible to get to medical appointments.	1	1.1	1.1	93.5
Strollers should be allowed on busses without breaking down. I have wanted to take the bus with my children but chose to drive because my stroller is too difficult to close and carry. When I've taken the bus and folded down my stroller, the bus is empty and there has been plenty of room if I left it open. No other cities I have ridden the bus in had a rule to fold your stroller. This rule is keeping parents and kids from riding the bus or placing undue burden on parents, please change it. Thank you for the service you provide the community.	1	1.1	1.1	94.6
Sunday service should be available later for all lines	1	1.1	1.1	95.7
The 41 south onramp at McKinley is scary, especially at 6:40 a.m. The length of it in which you can see traffic lanes as you merge is too short. I work downtown one day a week and always dread that merge. Thank you.	1	1.1	1.1	96.8

The bus not arriving on time until an hour later. I cannot find a bus map for bus Route 9 that is located on Willow & Gettysburg. Also not knowing where the bus go to or the schedule because there is no posted times or dates as opposed to in San Luis Obispo where they have the schedule on the bus stop sign.	1	1.1	1.1	97.8
The sprawl of Fresno metro area. I love taking FAX Route 3 to/from work, but I can't when I have to pick-up kids or other needs that are significantly far from that route. I try for once a week, but it turns out to once or twice a month at best.	1	1.1	1.1	98.9
We need coordinated, county-wide transportation to the County's transit hubs (airport, train station, bus stations) at all hours of the day, especially early morning and late evening hours.	1	1.1	1.1	100.0
Total	93	100.0	100.0	

Appendix C | Promotional Activities

Exhibit C.1 Project webpage

 Fresno County Coordinated Public Transit – Human Services Transportation Plan

Home Surveys Community Workshops Pop-Up Events Contact Us Español

Community input results in more effective transportation



Share your ideas!

Attend a community workshop

The Fresno Council of Governments (FCOG) is preparing an update of the Fresno County Coordinated Public Transit – Human Services Transportation Plan. This plan seeks to

Attend a community workshop

[Click Here](#)

Attend a pop-up event

[Click Here](#)

Take a short survey

[Click Here](#)

The Fresno Council of Governments (FCOG) is preparing an update of the Fresno County Coordinated Public Transit – Human Services Transportation Plan. This plan seeks to identify practical strategies for improving day-to-day transportation for all persons throughout Fresno County, with a focus on providing access to healthcare, education, training, and employment opportunities as well as social services for seniors, persons with disabilities, low-income individuals, veterans, unhoused persons, and area youth. Historically these demographic groups have fewer options and must rely on public transportation services, social services, community organizations, family, or friends.

This plan is updated approximately every five years seeking to identify practical, sustainable, and cost-effective strategies for improving bus transportation throughout Fresno County. Past recommendations included the following:

- Extended public transit service hours
- Improved schedule coordination
- Connectivity among the public transportation services operating in Fresno County
- Update the CTSA designations to serve more social service agencies
- Volunteer driver and mileage reimbursement programs
- Funding for transportation vehicles for social and community service organizations.

The biggest goal for the 2023 plan is to identify improvements which can be implemented in the short-term using existing or anticipated transportation funds. It will

Take a short survey

[Click Here](#)

Contact us

[Click Here](#)

- Update the CTSA designations to serve more social service agencies
- Volunteer driver and mileage reimbursement programs
- Funding for transportation vehicles for social and community service organizations.

The biggest goal for the 2023 plan is to identify improvements which can be implemented in the short-term using existing or anticipated transportation funds. It will include a variety of community engagement and public participation opportunities including a community survey, in-person as well as virtual [community workshops](#), focus groups, informal [pop-up](#) information sharing events, and direct engagement with community stakeholders representing historical transportation-disadvantaged individuals.

This project webpage will be updated regularly throughout the project term. Check back often to follow the project's progress, learn about public participation opportunities, and to share your ideas for improving public transportation throughout the whole Fresno County region.

[Haga clic aquí para español](#)

Home Surveys Community Workshops Pop-Up Events Contact Us Español

Community Workshops

You are invited to attend any of the five community workshops which will be held in cities throughout Fresno County. Come learn about the various publicly-funded transportation services available for individuals living and/or working in Fresno County including public bus, specialized transportation services for seniors and persons with disabilities, vanpools, carpools, and on-demand transportation.

Each workshop will include an opportunity to ask questions, discuss needs and priorities, and share ideas for improving transportation services and programs throughout Fresno County.

Each workshop will include bilingual (Spanish-speaking) staff. Interpretation will also be available upon request.

 Tránsito Público Coordinado del Condado de Fresno – Plan de Transporte de Servicios Humanos

Home Encuestas Talleres de trabajo Eventos emergentes Contacta con nosotros Inglés

Los aportes de la comunidad resultan en un transporte más efectivo



¡Comparte tus ideas!

Asistir a un taller de la comunidad

[Haga clic aquí](#)

Asistir a un evento emergente

[Haga clic aquí](#)

Realice una breve encuesta

El Consejo de Gobiernos de Fresno (FCOG, por sus siglas en inglés) está preparando una actualización del Plan de transporte de servicios humanos y transporte público coordinado del condado de Fresno. Este plan busca identificar estrategias prácticas para mejorar el transporte diario para todas las personas en todo el condado de Fresno, con un enfoque en brindar acceso a atención médica, educación, capacitación y oportunidades de empleo, así como servicios sociales para personas mayores, personas con discapacidades, personas de bajos ingresos, veteranos, personas sin hogar y jóvenes del área. Históricamente, estos grupos demográficos tienen menos opciones y deben depender de los servicios de transporte público, servicios sociales, organizaciones comunitarias, familiares o amigos.

Este plan se actualiza aproximadamente cada cinco años para identificar estrategias prácticas, sostenibles y rentables para mejorar el transporte en autobús en todo el condado de Fresno. Las recomendaciones anteriores incluyeron lo siguiente:

- Horario extendido del servicio de transporte público

Exhibit C.2 FresnoGo logo



Exhibit C.3 Social media

City of Mendota
March 22 · 🌐

Would you like to provide your share your input on how to improve transportation/mobility needs in the region? Visit [FresnoGo.com](https://www.fresnogo.com) to complete the survey or more information on upcoming community workshops! See the flyers for more information!

¿Le gustaría compartir su opinión sobre cómo mejorar las necesidades de transporte/movilidad en la región? ¡Visite [FresnoGo.com](https://www.fresnogo.com) para completar la encuesta o obtener más información sobre los próximos talleres comunitarios! ¡Consulte los folletos para obtener más información!

See Translation



What if getting around Fresno County became a little bit easier?

Online Survey
Open through March 31

Community Workshops
March 22-24

Pop-Up Events
March 21-23

Virtual Workshop
April 11

Is transportation sometimes a challenge for you or members of your household?

The Fresno Council of Governments invites you to share your transportation ideas, needs, and priorities. Visit [FresnoGo.com](https://www.fresnogo.com) to share your ideas. Help shape future transportation options in Fresno County.

2023 Fresno County Coordinated Public Transit-Human Services Transportation Plan


[FRESNOGO.COM](https://www.fresnogo.com)

Fresno Metro Ministry
409 followers
1mo · 🌐

What if getting around Fresno County became a little bit easier?

Is transportation sometimes a challenge for you or members of your household? ...see more

[See translation](#)



What if getting around Fresno County became a little bit easier?

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2023 Fresno County Coordinated Public Transit-Human Services Transportation Plan

[FRESNOGO.COM](https://www.fresnogo.com)


City of Clovis, California - Government · 🌐

April 6 · 🌐

Have trouble getting around Fresno County? Have an idea for improving local transportation?

Attend a virtual (Zoom) community workshop on Tuesday, April 11 at 700 pm. See Zoom details below.

Unable to attend the virtual workshop? Visit [FresnoGo.com](https://www.fresnogo.com) to submit your comments. Complete a short online survey regarding your transportation needs and priorities.... See more



What if getting around Fresno County became a little bit easier?

Online Survey
Open through March 31

Community Workshops
March 22-24

Pop-Up Events
March 21-23

Virtual Workshop
April 11

Is transportation sometimes a challenge for you or members of your household?

The Fresno Council of Governments invites you to share your transportation ideas, needs, and priorities. Visit [FresnoGo.com](https://www.fresnogo.com) to share your ideas. Help shape future transportation options in Fresno County.

2023 Fresno County Coordinated Public Transit-Human Services Transportation Plan

[FRESNOGO.COM](https://www.fresnogo.com)

3

2 shares

Exhibit C.4 Bilingual postcard

Is transportation sometimes a challenge for you or members of your household or community? The Fresno Council of Governments wants to hear about your transportation concerns and challenges. Visit [FresnoGo.com](https://fresnogo.com) to learn how to share your ideas and shape transportation options in Fresno County.

¿Es el transporte a veces un desafío para usted o los miembros de su hogar o comunidad? El Consejo de Gobiernos de Fresno desea conocer sus inquietudes y desafíos relacionados con el transporte. Visite [FresnoGo.com](https://fresnogo.com) para saber cómo compartir sus ideas y dar forma a las opciones de transporte en el condado de Fresno.





What if getting around Fresno County were a little bit easier?

¿Que tal si viajar por el condado de Fresno fuera un poco más fácil?



Online Survey
Open through March 31
Encuesta en línea
Disponible hasta el 31 de marzo



Community Workshops
March 22-24
Talleres comunitarios
22 - 24 de marzo



Pop-Up Events
March 21-23
Eventos emergentes
21-23 de marzo



Virtual Workshop
April 11
Taller virtual
11 de abril

FRESNOGO.COM

Fresno Council of Governments | 2023 Fresno County Coordinated Public Transit-Human Services Transportation Plan
El Plan Coordinado de Transporte Público y Servicios Humanos del Condado de Fresno 2023

Exhibit C.5 Project flyers

What if getting around Fresno County became a little bit easier?



Online Survey
Open through March 31



Community Workshops
March 22-24

Learn  More



Pop-Up Events
March 21-23



Virtual Workshop
April 11

Is transportation sometimes a challenge for you or members of your household?

The Fresno Council of Governments invites you to share your transportation ideas, needs, and priorities. Visit [FresnoGo.com](https://fresnogo.com) to share your ideas. Help shape future transportation options in Fresno County.

2023 Fresno County Coordinated Public Transit-Human Services Transportation Plan



FRESNOGO.COM

¿Qué tal si moverse por el Condado de Fresno se volviera un poco más fácil?



Encuesta en línea
Disponible hasta el 31 de marzo



Talleres comunitarios
22 - 24 de marzo

Aprende  Más



Eventos emergentes
21-23 de marzo



Taller virtual
11 de abril

¿Es el transporte a veces un desafío para usted o los miembros de su hogar?

El Consejo de Gobiernos de Fresno lo invita a compartir sus ideas, necesidades y prioridades de transporte. Visita [FresnoGo.com](https://fresnogo.com) para compartir tus ideas. Ayude a dar forma a las futuras opciones de transporte en el Condado de Fresno.

El Plan Coordinado de Transporte Público y Servicios Humanos del Condado de Fresno 2023



FRESNOGO.COM

What if getting around Fresno County became a little bit easier?

 **Community Workshop**
Thursday, March 23, 2023, 7-8 p.m.
Police & Fire Community Room
(Clovis Police and Fire Headquarters)
1233 Fifth St., Clovis

Is transportation sometimes a challenge for you or members of your household?
The Fresno Council of Governments invites you to share your transportation ideas, needs, and priorities. Help shape future transportation options in Fresno County.

2023 Fresno County Coordinated Public Transit-Human Services Transportation Plan

¿Qué tal si moverse por el Condado de Fresno se volviera un poco más fácil?

 **Taller comunitarios**
Miércoles, 22 de marzo de 2023, 3-4 p.m.
Firebaugh Senior Center
1601 Thomas Conboy Ave, Firebaugh

¿Es el transporte a veces un desafío para usted o los miembros de su hogar?
El Consejo de Gobiernos de Fresno lo invita a compartir sus ideas, necesidades y prioridades. Ayude a dar forma a las futuras opciones de transporte en el Condado de Fresno.

El Plan Coordinado de Transporte Público y Servicios Humanos del Condado de Fresno 2023

What if getting around Fresno County became a little bit easier?

 **Pop-Up Event**
Wednesday, March 22, 2023
9:30 – 11:00 a.m.
Mendota City Hall
643 Quince Street, Mendota

Is transportation sometimes a challenge for you or members of your household?
The Fresno Council of Governments invites you to share your transportation ideas, needs, and priorities. Help shape future transportation options in Fresno County.

2023 Fresno County Coordinated Public Transit-Human Services Transportation Plan

¿Qué tal si moverse por el Condado de Fresno se volviera un poco más fácil?

 **Eventos emergentes**
miércoles, 22 de marzo de 2023
9:30 – 11:00 a.m.
Mendota City Hall
643 Quince Street, Mendota

¿Es el transporte a veces un desafío para usted o los miembros de su hogar?
El Consejo de Gobiernos de Fresno lo invita a compartir sus ideas, necesidades y prioridades de transporte. Visita [FresnoGo.com](https://www.fresnogo.com) para compartir tus ideas. Ayude a dar forma a las futuras opciones de transporte en el Condado de Fresno.


El Plan Coordinado de Transporte Público y Servicios Humanos del Condado de Fresno 2023

Exhibit C.6 Survey cards



FRESNOGO.COM



Visit www.FresnoGo.com and complete the community survey by **March 24, 2023** for a chance to win a \$50 VISA gift card.

The results of this survey will help us provide more accessible transit service throughout Fresno.



FRESNOGO.COM



Visite www.FresnoGo.com y complete la encuesta de la comunidad antes del **24 de marzo de 2023** para tener la oportunidad de ganar una tarjeta de regalo VISA de \$ 50.

Con los resultados de esta encuesta, podremos ofrecer un servicio de tránsito más accesible en todo Fresno.

Appendix D | Inventory of Existing Services

This section includes an inventory of existing transit services located within and serving Fresno County. The inventory is far from simply a listing of providers. It is useful not only to regional planning bodies but to stakeholders and end-users as well. To that end, the Inventory includes considerable relevant information about transportation providers and services in the region, including service area, who is eligible to use the service, and other relevant information. Included within the inventory are organizations that provide transportation to their clients (including volunteer driver programs or contracting with another provider), even if they do not operate a transportation service themselves.

The inventory draws on data provided by transportation providers as part of the stakeholder survey as well as information acquired via online research.

Public Transportation Providers

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
California Vanpool Authority (CalVans) 1340 North Dr. Hanford, CA 93230 866.655.5444 www.calvans.org	CalVans supplies qualified drivers with late model vans to drive themselves and others to work or school. CalVans pays for gas, maintenance, repairs, and insurance. Program participants pay a monthly fee.	Depends on distance traveled.	Ridership: 84,954 Vehicles: 51 (Data specific to Fresno County)
Provider Type: Public	Eligibility: General public		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Clovis Stageline 155 N. Sunnyside Clovis, CA 93611 Information: 559.324.2760 www.clovistransit.com	Fixed-route public transportation service operated by the City of Clovis operating primarily within Clovis city limits. Stageline operates 4 fixed routes. Service operates Monday through Friday from 5:58 a.m. to 6:43 p.m. and Saturday from 7:30 a.m. to 3:30 p.m.	Fare-free service	Ridership: 86,127 Vehicles: 13
Provider Type: Public	Eligibility: ADA-certified persons with disabilities		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Clovis Round Up 155 N. Sunnyside Clovis, CA 93611 Information/reservations: 559.324.2760 www.clovistransit.com	Demand-response ADA paratransit service operated by the City of Clovis primarily within Clovis city limits. Service operates Monday through Friday from 6:00 a.m. to 7:15 p.m. and Saturday and Sunday from 7:30 a.m. to 3:30 p.m.	Fare-free service	Ridership: 45,552 Vehicles: 25
Provider Type: Public	Eligibility: General public		



Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno Area Express (FAX) – Fixed-route service 2223 G Street Fresno, CA 93706 Information: 559.621.7433 www.fresno.gov/transportation/fax	Fixed-route public transportation service operated by the City of Fresno serving the Fresno-Clovis Metropolitan area (primarily City of Fresno). FAX operates 18 fixed routes. Service operates Monday through Friday from 5:26 a.m. to 12:17 a.m.; Saturday from 6:23 a.m. to 12:17 a.m.; and Sunday from 6:23 a.m. to 7:28 p.m.	One-way base fare: \$1.00 Discounted one-way fare: \$0.50 (senior/disabled) Student one-way fare: \$0.75 Children under 12: Free Active military and veterans: Free Multi-ride and monthly passes available. Unlimited intra-system transfers within 90 minutes in any direction.	Ridership: 6,985,740 Vehicles: 119 (100 peak)
Provider Type: Public	Eligibility: General public		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno Council of Governments – Measure C Senior Taxi Scrip Program 2035 Tulare Street, Suite 201 Fresno, CA 93721 Information/purchase: 559.233.4148 www.fresnocog.org/measure-c-senior-scrip	Senior Scrip is a Measure C funded program that provides alternative, reliable and affordable transportation to Fresno County residents who are 70 years of age and older. Eligible seniors receive a 75 percent discount on taxi or Uber and Lyft rides by purchasing Senior Scrip.	Eligible seniors can purchase up to \$200 in scrip per month, in \$5.00 increments.	N/A
Provider Type: Public	Eligibility: Age-eligible individuals only.		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno County Rural Transit Agency – Auberry Transit 2035 Tulare Street, Suite 201 Fresno, CA 93721 559.233.6789 Information/reservations: 855.612.5184 www.ruraltransit.org	Local demand-response service serving foothill communities (including Auberry) and Big Sandy and Cold Spring Rancherias. Service is provided Monday through Friday from 8:00 a.m. to 2:30 p.m. Inter-city service to the Fresno/Clovis area is provided on Tuesday between 8:00 a.m. and 5:00 p.m. Reservations are required 24 hours in advance.		Ridership: 2,231 Vehicles: 2
Provider Type: Public	Eligibility: General public		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno County Rural Transit Agency – Coalinga Transit 2035 Tulare Street, Suite 201 Fresno, CA 93721 559.233.6789 Information/reservations: 855.612.5184 www.ruraltransit.org	Local demand-response service serving the Coalinga area. Service is provided Monday through Friday from 8:30 a.m. to 4:15 p.m. Inter-city service to the Fresno/Clovis area is provided Monday through Friday from 8:00 a.m. to 5:45 p.m. (one round trip). Inter-city service serves designated stops in Coalinga and Fresno, with on-demand stops in Huron, Five Points, Lanare, Riverdale, Caruthers, Raisin City, and Easton.	Inter-City: One-way base fare: \$1.25 to \$13.50 Discounted one-way base fare: \$0.75 to \$9.50 (senior/disabled/child traveling with an adult) Monthly passes available.	Ridership: 6,473 Vehicles: 3
Provider Type: Public	Eligibility: General public		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno County Rural Transit Agency – Del Rey Transit 2035 Tulare Street, Suite 201 Fresno, CA 93721 559.233.6789 Information/reservations: 855.612.5184 www.ruraltransit.org	Local demand-response service serving the Del Rey area as well as between Del Rey and Sanger. Service is provided Monday through Friday from 8:00 a.m. to 5:00 p.m. and Saturday from 8:00 a.m. to 2:30 p.m.	Within Del Rey: One-way base fare: \$0.50 Discounted one-way base fare: Free (disabled) Del Rey to Sanger: One-way base fare: \$1.00	Ridership: 2,106 Vehicles: 1
Provider Type: Public	Eligibility: General public		



Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno County Rural Transit Agency – Firebaugh Transit 2035 Tulare Street, Suite 201 Fresno, CA 93721 559.233.6789 Information/reservations: 855.612.5184 www.ruraltransit.org	Local demand-response service serving the Firebaugh area. Service is provided Monday through Friday from 7:00 a.m. to 5:30 p.m. Inter-city service between Firebaugh and Mendota is provided Monday through Friday.		Ridership: 5,271 Vehicles: 2
Provider Type: Public	Eligibility: General public		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno County Rural Transit Agency – Fowler Transit 2035 Tulare Street, Suite 201 Fresno, CA 93721 559.233.6789 Information/reservations: 855.612.5184 www.ruraltransit.org	Local demand-response service serving the Fowler area. Service is provided Monday through Friday from 7:00 a.m. to 5:30 p.m.		Ridership: 1,442 Vehicles: 1
Provider Type: Public	Eligibility: General public		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno County Rural Transit Agency – Huron Transit 2035 Tulare Street, Suite 201 Fresno, CA 93721 559.233.6789 Information/reservations: 855.612.5184 www.ruraltransit.org	Local demand-response service serving the Huron area. Service is provided Monday through Friday from 7:00 a.m. to 5:45 p.m. Inter-city service between Huron and Coalinga (with stops at interchange developments at Interstate 5 and State Highway 198) is provided Monday through Friday from 9:00 a.m. to 5:04 p.m. (3 round trips).	Inter-City: One-way base fare: \$2.50	Ridership: 9,366 Vehicles: 2
Provider Type: Public	Eligibility: General public		



Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno County Rural Transit Agency – Kerman Transit 2035 Tulare Street, Suite 201 Fresno, CA 93721 559.233.6789 Information/reservations: 855.612.5184 www.ruraltransit.org	Local demand-response service serving the area within the Kerman Unified School District boundaries. Service is provided Monday through Friday from 7:00 a.m. to 4:00 p.m. Reservations are recommended 24 hours in advance.		Ridership: 3,097 Vehicles: 1
Provider Type: Public	Eligibility: General public		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno County Rural Transit Agency – Kingsburg Transit 2035 Tulare Street, Suite 201 Fresno, CA 93721 559.233.6789 Information/reservations: 855.612.5184 www.ruraltransit.org	Local demand-response service serving the Kingsburg area. Service is provided Monday through Friday from 7:00 a.m. to 5:30 p.m. and Saturday from 8:00 a.m. to 5:00 p.m. Reservations are recommended 24 hours in advance.		Ridership: 8,970 Vehicles: 2
Provider Type: Public	Eligibility: General public		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno County Rural Transit Agency – Kingsburg-Reedley College Transit 2035 Tulare Street, Suite 201 Fresno, CA 93721 559.233.6789 Information: 855.612.5184 www.ruraltransit.org	Fixed-route service operating between Kingsburg and Reedley College. Service is provided Monday through Friday from 7:00 a.m. to 4:35 p.m. (3 round trips). The route serves designated stops in Kingsburg, Selma, Fowler, Parlier, and Reedley.	One-way base fare: \$0.75 to \$2.35 Monthly passes available.	Ridership: 860 Vehicles: 1
Provider Type: Public	Eligibility: General public		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno County Rural Transit Agency – Mendota Transit 2035 Tulare Street, Suite 201 Fresno, CA 93721 559.233.6789 Information/reservations: 855.612.5184 www.ruraltransit.org	Local demand-response service serving the Mendota area. Service is provided Monday through Friday from 7:00 a.m. to 5:30 p.m.		Ridership: 6,346 Vehicles: 1
Provider Type: Public	Eligibility: General public		
Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno County Rural Transit Agency – Orange Cove Transit 2035 Tulare Street, Suite 201 Fresno, CA 93721 559.233.6789 Information/reservations: 855.612.5184 www.ruraltransit.org	Local demand-response service serving the Orange Cove area. Service is provided Monday through Friday from 7:00 a.m. to 5:30 p.m. Inter-city service between Orange Cove and Fresno is provided Monday through Friday from 7:00 a.m. to 5:28 p.m. (2 round trips). The route serves designated stops in Orange Cove, Reedley, Parlier, Sanger, and Fresno.	Inter-City: One-way base fare: \$0.85 to \$3.00 Discounted one-way base fare: \$0.50 to \$1.50 (seniors 60+/disabled/children traveling with an adult) Monthly passes available.	Ridership: 18,078 Vehicles: 3
Provider Type: Public	Eligibility: General public		
Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno County Rural Transit Agency – Parlier Transit 2035 Tulare Street, Suite 201 Fresno, CA 93721 559.233.6789 Information/reservations: 855.612.5184 www.ruraltransit.org	Local demand-response service serving the Parlier area. Service is provided Monday through Friday from 7:00 a.m. to 4:00 p.m.		Ridership: 3,150 Vehicles: 1
Provider Type: Public	Eligibility: General public		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno County Rural Transit Agency – Reedley Transit 2035 Tulare Street, Suite 201 Fresno, CA 93721 559.233.6789 Information/reservations: 855.612.5184 www.ruraltransit.org	Local demand-response service serving the Reedley area. Service is provided Monday through Friday from 7:00 a.m. to 5:00 p.m. and Saturday from 8:00 a.m. to 5:00 p.m.		Ridership: 17,245 Vehicles: 4
Provider Type: Public	Eligibility: General public		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno County Rural Transit Agency – Rural Transit 2035 Tulare Street, Suite 201 Fresno, CA 93721 559.233.6789 Information/reservations: 855.612.5184 www.ruraltransit.org	Demand-response service for rural residents living outside of city limits/sphere of influence primarily for access to medical sites in Fresno and Clovis. Service is provided Monday through Friday from 8:00 a.m. to 4:30 p.m.	One-way base fare: \$5.00 Additional stop: \$2.00 Personal care attendant (PCA) for disabled passengers: Free	Ridership: 64 Vehicles: 3
Provider Type: Public	Eligibility: General public		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno County Rural Transit Agency – Sanger Transit 2035 Tulare Street, Suite 201 Fresno, CA 93721 559.233.6789 Information/reservations: 855.612.5184 www.ruraltransit.org	Local demand-response service serving the Sanger area. Service is provided Monday through Friday from 7:00 a.m. to 5:30 p.m. and Saturday from 8:00 a.m. to 5:00 p.m. Inter-city service between Sanger Community Center and Reedley College is provided Monday through Friday from 6:45 a.m. to 4:05 p.m. (6 round trips).	Inter-City: One-way base fare: \$1.75 Discounted one-way base fare: \$0.85 (seniors 60+/disabled/children traveling with an adult) Monthly passes available.	Ridership: 16,586 Vehicles: 4
Provider Type: Public	Eligibility: General public		



Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno County Rural Transit Agency – San Joaquin Transit 2035 Tulare Street, Suite 201 Fresno, CA 93721 559.233.6789 Information/reservations: 855.612.5184 www.ruraltransit.org	<p>Local demand-response service serving the San Joaquin and Tranquillity area. Service is provided Monday through Friday from 6:30 a.m. to 4:00 p.m.</p> <p>Inter-city service is provided between San Joaquin/Tranquillity and Kerman on Monday, Wednesday, and Friday from 6:30 a.m. to 4:00 p.m.</p> <p>Inter-city service is provided between San Joaquin, Cantua Creek, Three Rocks, Halfway, and El Porvenir and Kerman on Tuesday and Thursday from 6:30 a.m. to 4:00 p.m.</p>	<p>Within San Joaquin/Tranquillity: One-way base fare: \$0.50 Senior (60-64) and children one-way fare: \$0.35 Senior (65+) and disabled one-way fare: Free</p> <p>Inter-City: One-way base fare: \$2.00 Discounted one-way fare: \$1.50 (senior 60+/disabled/children traveling with an adult)</p>	Ridership: 220 Vehicles: 1
Provider Type: Public	Eligibility: General public		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno County Rural Transit Agency – Selma Transit 2035 Tulare Street, Suite 201 Fresno, CA 93721 559.233.6789 Information/reservations: 855.612.5184 www.ruraltransit.org	<p>Local demand-response service serving the Selma area. Service is provided Monday through Friday from 7:00 a.m. to 5:30 p.m. and Saturday from 8:00 a.m. to 5:00 p.m.</p>		Ridership: 20,910 Vehicles: 4
Provider Type: Public	Eligibility: General public		



Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno County Rural Transit Agency – Southeast Transit 2035 Tulare Street, Suite 201 Fresno, CA 93721 559.233.6789 Information/reservations: 855.612.5184 www.ruraltransit.org	Fixed-route service operating between Kingsburg and Fresno. Service is provided Monday through Friday from 7:00 a.m. to 5:30 p.m. (3 round trips). The route serves designated stops in Kingsburg, Selma, Fowler, and Fresno.	One-way base fare: \$0.75 to \$2.50 Discounted one-way fare: \$0.50 to \$2.25 (seniors 60+/disabled/children traveling with an adult) Monthly passes available.	Ridership: 5,301 Vehicles: 1
Provider Type: Public	Eligibility: General public		
Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno County Rural Transit Agency – Westside Transit 2035 Tulare Street, Suite 201 Fresno, CA 93721 559.233.6789 Information/reservations: 855.612.5184 www.ruraltransit.org	Fixed-route service operating between Firebaugh and Fresno. Service is provided Monday through Friday from 7:00 a.m. to 5:30 p.m. (2 round trips). The route serves designated stops in Firebaugh, Mendota, Kerman, and Fresno.	One-way base fare: \$0.85 to \$2.00 Discounted one-way fare: \$0.50 to \$1.50 (seniors 60+/disabled/children traveling with an adult) Monthly passes available.	Ridership: 7,404 Vehicles: 1
Provider Type: Public	Eligibility: General public		
Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno Economic Opportunities Commission 3110 W. Nielsen Ave. Fresno, CA 93706 800.325.7433 Fresnoeoc.org/transit-systems	Fresno EOC provides contracted CTSA services for FAX (urban) and FCRTA (rural) portions of Fresno County. Service provided under contract by Fresno EOC include senior transportation, student transportation, general transportation, developmentally disabled transportation, vehicle maintenance, congregate meal delivery, and senior meal delivery. Transit service is provided under contract to social service providers such as CalWORKs, Central Valley Regional Center, United Cerebral Palsy, and ARC of Fresno/Madera Counties.	Cost of service is paid by the contracting entity, not by passenger.	Ridership: 212,913 Vehicles:
Provider Type: Public	Eligibility: Program-eligible individuals.		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno Economic Opportunities Commission – Head Start 0 to 5 3110 W. Nielsen Ave. Fresno, CA 93706 559.263.1200 fresnoeoc.org/head-start-0-to-5	Fresno EOC operates the Head Start programs for Fresno County. As part of this program, it provides student transportation to its facilities.		N/A
Provider Type: Public	Eligibility: Eligible students.		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno Economic Opportunities Commission – Shuttle Service 3110 W. Nielsen Ave. Fresno, CA 93706 800.325.7434 fresnoeoc.org/transit-systems	Fresno EOC operates a shuttle program serving West Park, the Veterans Home, and the Three Palms Mobile Home Park. Service is provided Monday through Saturday. Times vary by day. Destinations include FoodMaxx and Courthouse Park (Monday and Friday), Vallarta and Walmart (Tuesday and Saturday), Manchester Transit Center and Fashion Fair (Wednesday), and El Paseo at Herndon and Highway 99 (Thursday). One to three trips are provided daily.		N/A
Provider Type: Public	Eligibility: General public.		



Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Handy Ride – ADA Paratransit service 2223 G Street Fresno, CA 93706 Information: 559.621.7433 www.fresno.gov/transportation/fax/handy-ride Reservations: 559.621.5770	Demand-response ADA paratransit service operated by the City of Fresno serving the Fresno-Clovis Metropolitan area (primarily City of Fresno). The area boundaries are generally Copper Avenue to the north, east to Willow Avenue, south to Ashlan Avenue, east to Temperance Avenue, south to Central Avenue, west to Polk Avenue, north to the Fresno County line, and east to Copper Avenue. Service operates Monday through Friday from 5:30 a.m. – 12:00 a.m.; Saturday from 6:30 a.m. – 12:00 a.m.; and Sunday from 6:30 a.m. – 7:00 p.m.	One-way base fare: \$1.25	Ridership: 134,767 Vehicles:
Provider Type: Public	Eligibility: ADA-certified persons with disabilities		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Kings Area Regional Transit (KART) – Route 17 Fresno 610 W. 7 th Street Hanford, CA 93230 Information: 559.852.2717 www.kartbus.org	Fixed-route service operating between Hanford and Fresno Wednesday and Friday from 9:00 a.m. to 4:00 p.m. (2 round trips). The route serves designated stops (mostly medical facilities) in Selma, Fowler, and Fresno.	One-way base fare: \$1.75 Discounted base fare: \$0.85 (seniors 65+/disabled/active duty military/veterans) Children under 12: Free Multi-ride and monthly passes available.	Ridership: 4,143 (FY 2021) Vehicles:
Provider Type: Public	Eligibility: General public		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Kings Area Regional Transit (KART) – Route 14 Laton 610 W. 7 th Street Hanford, CA 93230 Information: 559.852.2717 www.kartbus.org	Fixed-route service operating between Hanford and Laton Monday through Friday from 8:40 a.m. to 3:20 p.m. (2 round trips). The route serves designated stops in Hanford, Laton, and medical facilities in Fresno and Madera counties.	One-way base fare: \$1.75 Discounted base fare: \$0.85 (seniors 65+/disabled/active duty military/veterans) Children under 12: Free Multi-ride and monthly passes available.	Ridership: 1,848 Vehicles:
Provider Type: Public	Eligibility: General public		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Tulare County Regional Transit Authority – Dinuba Connection 210 N. Church Street, Suite B Visalia, CA 93291 559.372.2290 Information: 877.404.6473 (Green Line)	Fixed-route service operating between designated stops in Dinuba and Reedley Monday through Friday from 7:00 a.m. to 7:55 p.m.		Ridership: 4,775 Vehicles:
Provider Type: Public	Eligibility: General public		
Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Visalia Transit – V Line 425 E. Oak Street, Suite 301 Visalia, CA 93291 Information: 877.404.6473 (Green Line) ridevline.com	Fixed-route service operating between designated stops in Fresno and Visalia Monday through Sunday from 4:00 a.m. to 9:15 p.m.	One-way base fare: \$10.00 Discounted one-way fare: \$9.00 (students/seniors/disabled/veterans) Multi-ride and monthly passes available	Ridership: 9,206 (FY 2021) Vehicles:
Provider Type: Public	Eligibility: General public		
Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
ValleyRides www.valleyrides.com	ValleyRides is an information resource regarding alternative transportation modes such as carpool, vanpool, and active transportation. It provides a ride-matching tool for carpools and vanpools as well as an emergency ride home program. ValleyRides serves commuters in Fresno, Madera, and Kings counties.	No cost to register. There may be individual costs to utilize some transportation modes (such as transit or vanpools).	N/A
Provider Type: Public	Eligibility: General public		

Private Transportation Providers

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Amtrak – San Joaquins Santa Fe Passenger Depot 2650 Tulare Street Fresno, CA 93721 1-800-USA-RAIL www.amtrak.com	Daily scheduled service between Sacramento and Bakersfield via Fresno. Six trips daily. Additional rail stations in Hanford and Madera.	Ticket cost depends upon destination and coach/room reservations.	Ridership: 656,469 (Fresno boardings/alightings FY 2019 was 361,248)
Provider Type: Private	Eligibility: General public		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
FlixBus Fresno Bus Station 2660 Tulare Street Fresno, CA 93721 Information/tickets: www.flixbus.com	FlixBus offers intercity bus service throughout North America. It serves stations in Fresno and Coalinga, as well as in surrounding counties.	Fares vary by destination.	Ridership: Vehicles:
Provider Type: Private	Eligibility: General public		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Greyhound Fresno Bus Station 2660 Tulare Street Fresno, CA 93721 Information/tickets: 559.268.1829 www.greyhound.com	Greyhound Lines, Inc. is the largest provider of intercity bus transportation, serving more than 2,400 destinations with 13,000 daily departures across North America. Provides access to the nationwide Greyhound Intercity network, Canada, and Mexico. Greyhound serves stations in Fresno and Coalinga, as well as Hanford, Madera, and Visalia.	Fares vary by destination.	Ridership: 14 million annually (2020) Vehicles: 1,400 (2020) (system-wide)
Provider Type: Private	Eligibility: General public		

Social/Human Services Transportation Providers

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Angels of Grace Foster Family Agency 6179 N. Palm Ave. Fresno, CA 93704 559.268.0000 www.angelsofgrace.com	Angels of Grace is a foster family agency that provides as-needed transportation services to its clients. These include directly transporting clients, providing clients with tickets or passes to use public transit or paratransit, and providing mileage reimbursement or gas money.		Ridership: Vehicles:
Provider Type: Social/human services	Eligibility: Enrolled/eligible/authorized clients only.		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
ARC of Fresno and Madera Counties 4490 E. Ashlan Ave. Fresno, CA 93726 559.226.6268 www.arcfresno.org	The ARC provides full transportation services for its day programs in Fresno, Clovis, and Reedley. It contracts with Fresno EOC to provide transportation services.		N/A
Provider Type: Social/human services	Eligibility: Enrolled/eligible/authorized clients only.		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Boys and Girls Clubs of Fresno County 540 N. Augusta Street Fresno, CA 93701 559.266.3117 www.bgcfresno.org	Boys and Girls Clubs of Fresno County may provide transportation services for the youth participating in its programs. Individual clubs should be contacted directly to determine if they offer transportation services.	Annual Club membership is \$5.00, or \$1.00 for those who qualify for Section 8 or public housing.	N/A
Provider Type: Social/human services	Eligibility: General public.		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Cal Viva Health – Medical Transportation 7625 N. Palm Ave., Suite 109 Fresno, CA 93711 866.863.2465 www.calvivahealth.org	Cal Viva provides medical transportation for patients who must travel further than its time and distance standards for care.		N/A
Provider Type: Social/human services	Eligibility: Eligible patients.		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Catholic Charities, Diocese of Fresno – Senior Companionship Program 149 N. Fulton St. Fresno, CA 93701 559.237.0851 ccdof.org/our-services/senior-companionship	Senior Companionship is a seniors helping seniors program sponsored by Catholic Charities of the Diocese of Fresno. Companions assist seniors in being able to remain in their homes as long as possible. Some transportation services may be provided as part of the program.	No cost to program seniors who are in need of a companion.	N/A
Provider Type: Social/human services	Eligibility: Eligible seniors.		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Central Valley Regional Center – Transportation Program 4615 N. Marty Ave. Fresno, CA 93722 559.276.4300 www.cvrc.org	The CVRC provides clients with tickets or passes to use public transit or paratransit. It also provides travel training as part of its independent living services.		N/A
Provider Type: Social/human services	Eligibility: Eligible program participants.		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Comprehensive Youth Services of Fresno 4545 N. West Avenue Fresno, CA 559.229.3561 cysfresno.org	Comprehensive Youth Services of Fresno, Inc. is dedicated to providing a full range of prevention, intervention, treatment and educational services to help abused and at-risk children and their families. Transportation support services include providing clients with tickets or passes to use public transit or paratransit, providing mileage reimbursement or gas money, and providing trip planning assistance for public transit trips.		N/A
Provider Type: Social/human services	Eligibility: Enrolled/eligible/authorized clients only.		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Department of Veteran Affairs – Veterans Transportation Service 2615 E. Clinton Ave. Fresno, CA 93703 559.225.6100 www.vetride.va.gov	Veterans Transportation Services provides qualifying Veterans with free transportation services to and/or from participating VA medical centers (VAMCs) in a multi-passenger van. This service ensures that all qualifying Veterans who do not have access to transportation options of their own, due to financial, medical, or other reasons, are able to travel to VA medical facilities or authorized non-VA appointments to receive the care they have earned.	Free	N/A
Provider Type: Social/human services	Eligibility: General public		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Fresno County Department of Social Services – CalWORKs 3500 Never Forget Lane Clovis, CA 93612 877.660.1377 www.co.fresno.ca.us/departments/social-services	The California Work Opportunity and Responsibility to Kids (CalWORKs) provides supportive services (including transportation) to program participants.		N/A
Provider Type: Social/human services	Eligibility: Eligible program participants.		



Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Hearts 2 Hands Ministries 1300 E. Shaw Ave., Suite 149 Fresno, CA 93710 559.907.4537 hearts2handsministry.com	Hearts 2 Hands Ministry provides transportation on an as-needed basis to the homeless clients it serves using volunteer drivers.		Ridership: 120 Vehicles: 1
Provider Type: Social/human services	Eligibility: Enrolled/eligible/authorized clients only.		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Proteus 1815 Van Ness Ave. Fresno, CA 93721 559.473.4486 www.proteusinc.org	Proteus provides supportive services as part of its Farmworkers Program, which may include transportation.		N/A
Provider Type: Social/human services	Eligibility: Eligible program participants.		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
United Health Centers – Transportation Program 3872 Beachwood Ave. Fresno, CA 93722 800.492.4227 unitedhealthcenters.org/services/inhouse/transportation-program	United Health Centers has a transportation program to provide transportation to its patients who cannot otherwise access services.	No cost to patients.	N/A
Provider Type: Social/human services	Eligibility: Eligible patients.		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Valley Center for the Blind – Independent Living Skills 3417 Shaw Ave. Fresno, CA 93711 559.222.4447 myvcfb.org	Valley Center for the Blind is a 501(c)(3) non-profit organization that focuses on improving and enhancing the lives of people with vision loss in California’s Central Valley. Its Independent Living Skills program provides classes in basic mobility techniques and transportation.		N/A
Provider Type: Social/human services	Eligibility: Eligible program participants.		

Non-Emergency Medical Transportation

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
Hope Medical Transport 590 W. Locust Ave. #101 Fresno, CA 93650 559.978.2695 hopemedicaltransport.com	Provides 24/7 non-emergency medical transportation services using ambulances capable of transporting non-ambulatory patients and lift-equipped wheelchair vans.		Ridership: 14,400 Vehicles: 14
Provider Type: Private NEMT	Eligibility: General public		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
J&P Medical Transport 6073 N. Fresno St., Suite 105 Fresno, CA 93710 559.916.2440 www.jpmedicaltransport.com	Provides non-emergency medical transportation services in Fresno, Madera, and Tulare counties.		Ridership: Vehicles:
Provider Type: Private NEMT	Eligibility: General public		

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
JM Medical Transportation Services 5150 N. Sixth Street Fresno, CA 93710 559.840.2143 jmtransportations.com	Provides non-emergency medical transportation services.		Ridership: 6,000 Vehicles: 5
Provider Type: Private NEMT	Eligibility: General public		



Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2022):
K&A Medical Transportation 1319 W. Bullard Ave., Suite 6 Fresno, CA 93711 559.486.2024 kamedtrans.com	Provides non-emergency medical transportation services in the Fresno/Clovis area.		Ridership: Vehicles:
Provider Type: Private NEMT	Eligibility: General public		

Taxi and Rideshare Operators

Provider Name	Phone Number	URL or Email Address	Notes
24/7 Taxi Service	559.201.7171	247taxifresno.com	
A-1 Taxi Service	559.512.0312		
A+ Taxi	559.433.9111		Accepts paper senior scrip
Alpha Cab	559.433.9111		Accepts paper senior scrip
All Day Taxi Services	559.917.9311		
American Eagle Cab	559.856.4944		Accepts paper senior scrip; Sanger/Selma/Kingsburg
California Cab Company	559.222.2223		
Checker Cab	559.237.7007		Accepts paper senior scrip
Flit Cab Fresno	559.478.2474		
Fresno EOC Taxi	559.263.8099	Fresnoeoc.org/transit-systems	Accepts paper senior scrip
Fresno Taxi Service	559.442.4444		
Fresno Xpress Transportation	559.286.5210		
Fresno Yellow Cab	559.275.1234		
G-Aims Taxi and NEMT	559.317.3134	g-aimstransportation.com	
Green Point Taxi	559.638.8595	www.facebook.com/greenpointtaxicab	Accepts paper senior scrip; Reedley
Lyft	855.464.6872	www.lyft.com	Accepts electronic senior scrip; call number to schedule a ride without a smartphone
Payless Taxi	559.273.6529		
Scrip Taxi	559.222.2220		
Sierra Vista Cab	559.222.5555		Accepts paper senior scrip
Taxi Rosa	559.477.3444		Accepts paper senior scrip
Taxidi Fresno	559.691.0351	Taxidifresno.com	Luxury transportation
Uber	855.464.6872	www.uber.com	Accepts electronic senior scrip; call number to schedule a ride without a smartphone

Note: Inclusion of a taxi or rideshare provider in this Plan does not constitute endorsement.

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