



What Is New At FAX - October 2018

October 16, 2018

New Leadership Changes at FAX

Mayor Lee Brand and Fresno City Manager Wilma Quan-Schechter recently announced that Jim Schaad was named the City of Fresno's new Assistant City Manager. Jim was previously the City's Director of Transportation overseeing FAX.

Mayor Brand and Fresno City Manager Wilma Quan-Schechter also announced that Assistant Transportation Director Gregory Barfield will be the Interim Director of Transportation. Mr. Barfield was the Assistant Director since December 2016, where he was in charge of operations, planning, and support services.

Congratulations to both Mr. Schaad and Mr. Barfield for their recent promotions.

A Message from Gregory Barfield, Interim Director of Transportation

As the interim director, it is my team's pleasure to ensure the transit service you depend on is running smoothly and effectively to serve you. With the operation of the Fresno Area Express (FAX) fixed-route services, Bus Rapid Transit (BRT), FAX 15, Handy Ride, extended night service and enhanced weekend service, the recent remodeling of the Manchester Transit Center and the Courthouse Park shelters (A, B, and L), the team is excited to serve you and bring new features to better enhance your ride on FAX along its 16 routes.

The Capital Development, Municipal Fleet, Maintenance, Technology, and Public Safety Fleet divisions/sections of the department serve the needs of all City departments. Staff ensures safe reliable equipment and technology are ready to mow park lawns, repair potholes, repair infrastructure, collect trash, fight fires, allowing all City employees to move throughout the city effectively in order to provide you the best service possible every day.

At the Department of Transportation, WE ARE CHANGING!



The FAX Bus Driver Training Program

In February of this year, FAX rolled out Bus Rapid Transit (BRT) Route 1 along the Blackstone and Kings Canyon corridors. In the coming months, FAX will be undergoing its first route restructuring in over 20 years. To implement these changes, the team of FAX bus drivers has had to grow.

Since January 2018, FAX has run 4 classes of bus drivers graduating 8 students per class. This is 32 new bus drivers. From new employee orientation to licensed bus driver, it takes 10 weeks of classroom and behind-the-wheel instruction. At the end of training, bus drivers will have earned their Class B licenses and be ready to get behind the wheel.

Bus driver training is completed in-house by a team of 2 licensed trainers. In addition to training new drivers and running the DMV Employer testing Program, they will provide the 16 hours per year of additional training to FAX's current team of 260 bus drivers.

Safety: A Major Focus at FAX

The safety of our riders, the community and our employees is paramount at FAX. In addition to ongoing training and continuing education, there are resources allocated to the resolution and documentation of such issues as they arise.

Safety is ongoing process at FAX. Preventative measures and solutions are constantly being implemented. The latest measure is the addition of safety stickers reminding riders in wheelchair securing areas to use the lap belts provided. This is to increase the safety of our disabled riders.

The second recent initiative is for an ongoing tethering program for our wheelchair-bound transit riders. FAX secured funding some time back to pay for safety equipment to be added to wheelchairs that greatly simplifies and reduces the time needed to secure wheelchairs in FAX buses.

The Upcoming FAX Customer Satisfaction Survey

FAX is once again getting ready to start its customer satisfaction survey. Completed every two years to four years, the FAX Customer Satisfaction Survey is an in-depth analysis of who uses FAX services and why.

Scheduled to be completed by an independent consultant starting in October 2018, the FAX Customer Satisfaction Survey will interview FAX transit riders. The surveys will seek to gather information about trip characteristics, usage, trip

purposes, fares, service characteristics, ridership characteristics, overall satisfaction with parts of the service, and more.



ABOUT FAX

Fresno Area Express is the public transit and paratransit agency for the City of Fresno



UPCOMING EVENTS

FAX Update - October
2018

