



What's New At FAX - July 2019

July 16, 2019

Upcoming Changes

Route 38 Relocation at Courthouse Park:

Effective August 5, 2019, Route 38 will no longer stop at B Shelter at Courthouse Park. Instead, to avoid overcrowding at B Shelter, Route 38 will serve passengers via the outside lane of L Shelter. See the Route 38 relocation flyer for more details. FAX will place these flyers on the buses and will post notices at the affected bus stops. In addition, the week of the change, we will deploy ambassadors aboard the buses to help passengers adjust to the new location. Remember to catch Route 38 at the outside lane of L Shelter starting in early August!

The map of the change is included in a map at the bottom of this newsletter.

Late Night Service on Saturday Nights:

You spoke, we listened. As mentioned in the last newsletter, starting on November 16, FAX will operate buses for longer hours on Saturday nights on the five routes with current Saturday night service (Routes 1, 9, 28, 32, and 38). Buses will operate until approximately midnight on

Saturday nights, instead of just 7 or 8 p.m. To facilitate later Saturday night service, FAX will reduce service on weeknights on these same routes, with service ending around midnight instead of 1 a.m. This will result in consistent service 6 days of the week, from Monday through Saturday, until approximately midnight.

In summary: Starting Tuesday, November 12, 2019, service will be provided until approximately midnight Monday through Saturday on the five existing night routes.

FAX Ridership surpasses 10 million riders!

While transit ridership is decreasing across the nation, FAX is happy to announce that our ridership is increasing, bucking the national trend. FAX had over 10 million transit riders systemwide in fiscal year 2019, an increase of more than 8% compared to the previous fiscal year. The last time that our ridership exceeded 10 million passengers was in 2016.

While much of the credit for the increase in ridership can be attributed to the addition of the Q, or the FAX Bus Rapid Transit (BRT) Route 1, which operates every 10 minutes during peak periods, there are additional contributing factors at play, including other FAX improvements like the FAX 15 buses along Shaw and Cedar, with Routes 9 and 38 running at 15-minute headways during peak periods, extended night service, and improved weekend service. The Q had over 2.5 million riders in fiscal year 2019, and Routes 9 and 38 both experienced over 1 million riders each in the same timeframe. Ridership on Route 38 increased 7%, making it FAX's second most traveled route behind BRT.

FAX Title VI Program Update

Title VI is a federal statute and states that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. One aspect of compliance with the Title VI provision of the Civil Rights Act of 1964 is the FAX Title VI program, which needs to be updated every 3 years by federal law. FAX is starting the process to update its Title VI Report, last updated in 2016. As with everything we do, public participation is an important part of the process, and we will need your input.

Title VI public outreach workshops are tentatively scheduled for four meetings on August 21 and 22, 2019 with times and locations to be determined. Once the locations are finalized, FAX will provide details so that you can participate in this important process.

Feedback on Future Electric Buses from Members of the City's Disability Advisory Commission.

Last month, we talked about FAX's upcoming transition to electric buses. The State of California is requiring public transit fleets to be 100% zero-emission by 2040. To comply with the deadline, FAX is in the process of ordering the first of many zero-emission buses.

For many of our passengers, including people with disabilities, FAX is their primary source of transportation. In preparation for the transition to electric buses, FAX invited members of the City's Disability Advisory Commission (DAC) Transportation Subcommittee and the Fresno Council of Governments (Fresno COG) Social Services Transit Advisory Committee (SSTAC) to provide feedback about the amenities and features of future buses that can better meet the transit needs of people with disabilities. The DAC advises the City of Fresno, and the SSTAC advises the Fresno COG. DAC and SSTAC members were

invited to board FAX's most modern buses and share with staff how they experience transit on FAX. Staff learned first-hand about the many obstacles that affect transit riders with disabilities and will use this feedback to help improve their transit experience on future buses purchased.



The FY2019/20 Unmet Transit Needs Process and Short Range Transit Plan are now complete

The current cycle of the annual [Unmet Transit Needs \(UTN\)](#) process and biennial [Short Range Transit Plan \(SRTP\)](#), both projects that many of you participated in, have been approved by the Fresno COG. With public input playing an important role in the completion of these planning documents, FAX will reach out again when the planning processes start up again next year for the UTN and in two years for the SRTP. Thank you for your involvement. We greatly appreciate your feedback!

Effective August 5, 2019

Route 38 will serve passengers via the outside lane of L Shelter at Courthouse Park

A partir del 5 de agosto de 2019

La ruta 38 servirá a los pasajeros a través del carril exterior del Refugio L en Courthouse Park

26	Eastbound - Palm/Butler
34	Northbound - 1st St
38	Northbound - Cedar

New Route 38 Turnaround Nueva Ruta 38 Turnaround



Route 38 Will No Longer Stop at B Shelter

Catch Route 38 at the
outside lane of L Shelter

La ruta 38 ya no se detendrá
en el Refugio B

Pueden agarrar
la ruta 38 en el carril
exterior del Refugio L

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