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What's New at FAX, January 2022

January 26, 2022

FAX Fixed Route and Handy Ride Surveys and Related Outreach Events in February

In February 2022, FAX will be conducting another cycle of the Transit Passenger Satisfaction Survey. This is your chance to tell us how we are doing, and WIN!

Every few years, FAX conducts a statistically-reliable customer opinion and satisfaction survey of fixed-route and Handy Ride passengers to learn how we are doing, and what we can do better. These latest surveys will provide comparisons to the 2011, 2014, and 2018 customer satisfaction surveys. Five \$100 gift cards will be raffled for passengers that fully complete the fixed route survey, and one \$100 gift will be raffled for customers that participate in the Handy Ride survey. Participate for a chance to win!

FAX FRESNO AREA EXPRESS

2022 Passenger Satisfaction Survey

Encuesta de satisfacción de los pasajeros de 2022

[CLICK HERE TO PARTICIPATE](#)
[HAGA CLIC AQUÍ PARA PARTICIPAR](#)

If you use the FAX fixed-route system, there are several ways to participate in the survey. You can complete the survey online, on a FAX bus, or at a pop-up event. Surveys are available in English and Spanish, and must be completed by February 28, 2022. Translations into other languages are available upon request.

[Click to complete the survey in English](#)

[Click to complete the survey in Spanish](#)

To complete the survey with your mobile phone, scan the QR code to the right to be taken to the survey in English, or Spanish.



Throughout the month of February, FAX passengers will see “pop-up tents” at the busiest stops within the fixed-route system. Surveyors will also be on board FAX buses to survey passengers on every route in the system. Surveyors will be properly identified and will be required to wear face masks on all buses and at all stops, at all times.

Dates and Times for the “pop-up” events: are:

Manchester Transit Center

- Wednesday, February 2, 2022 from 1:00 – 3:30pm
- Wednesday, February 8, 2022 from 10:00am – 12:30pm

Courthouse Park

- Thursday, February 3, 2022 from 11:00am – 1:30pm
- Thursday, February 10, 2022 from 1:30 – 3:30pm

Sunnyside High School

- Tuesday, February 8, 2022 from 2:30 – 4:30pm

Fresno City College

- Sheldon BRT Station, Wednesday, February 16, 2022 from 1:00 – 3:30pm

Fresno State University

- Cedar/Shaw, Thursday, February 17, 2022 from 1:30 to 4:00pm

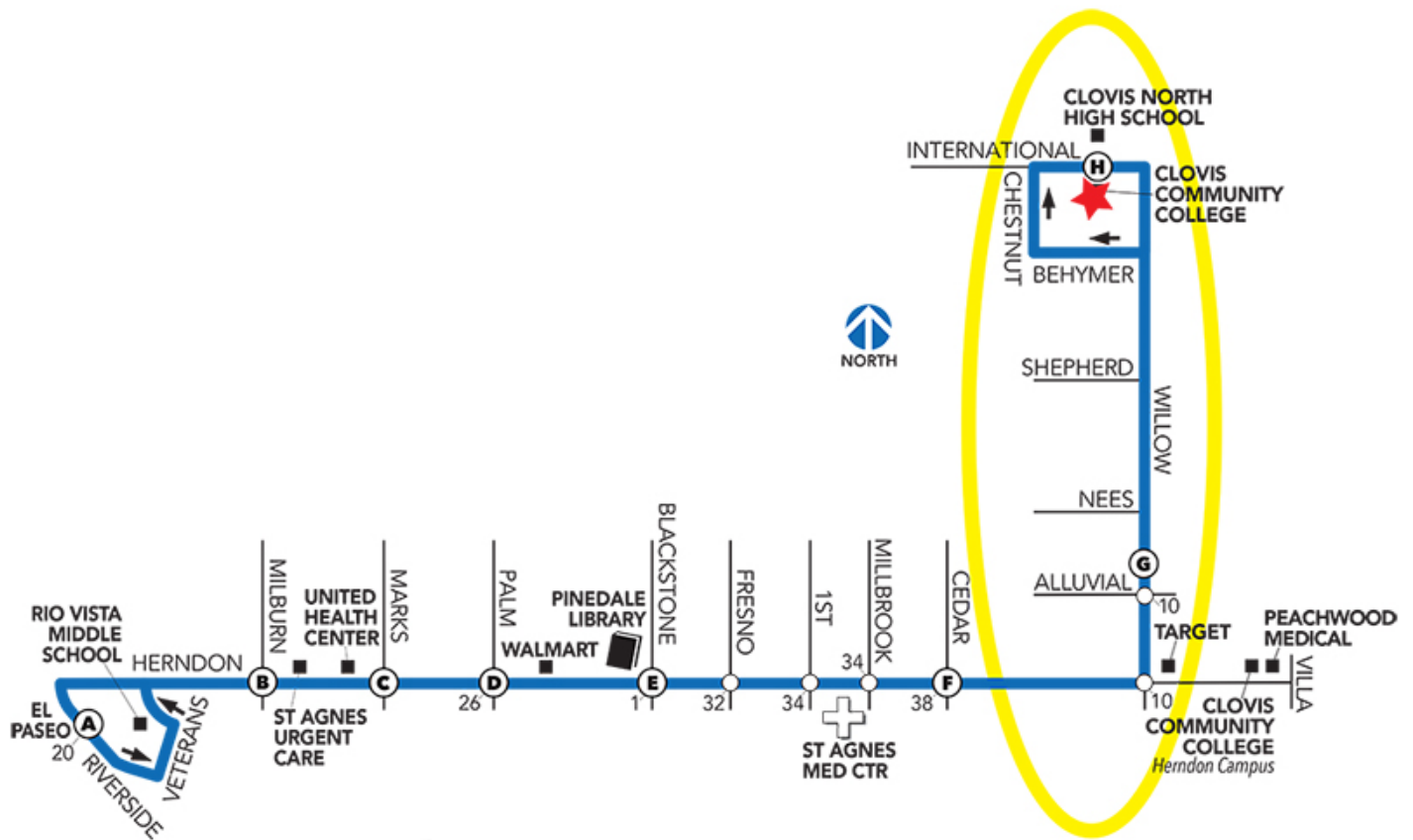
For those that use paratransit, 250 Handy Ride passengers will be randomly selected to participate in a 10 to 15-minute telephone survey in February. The survey will be conducted in English and Spanish to accommodate survey respondents. Additional languages will be available upon request.

The consultant conducting the survey will compile the survey results and prepare a report to be submitted to the Fresno City Council. Once adopted, FAX will incorporate the survey findings into ongoing planning activities.

Route 3 Extension to Clovis Community College

On January 3, 2022, FAX added bus service to Clovis Community College.

Route 3 continues to run east and west along Herndon Avenue, but now turns north onto Willow Avenue, west on Behymer, north on Chestnut, and east on International, stopping right in front of Clovis Community College and the Clovis North Educational Center Library. Route 3 runs every 45 minutes, Monday through Friday between 5:45 a.m. and 9:30 p.m., and Saturday and Sunday, between 6:49 a.m. and 6:04 p.m.



New Transfer Policy and Reminder About New Fare Structure

Also on January 3, 2022, FAX's new Transfer Policy went into effect. Passengers can now make unlimited transfers for 90 minutes on all routes in any direction. This means that "back-riding" is permitted. For example, passengers can ride the bus to the store to pick up groceries, and if completed within 90 minutes, return home on the same route without paying again.

Combined with the more affordable \$1 fares from the [new fare structure](#) implemented in September 2021, the new transfer policy promises to help our riders deal with the economic impacts of the COVID-19 pandemic. As a reminder, as part of the new fare structure, children under 12 years old and active military/veterans with valid identification card ride for free; and seniors, people with disabilities, and Medicare Card Holders receive reduced fares of 50 cents. Come ride with FAX!

FAX Turns 60 Celebrations Coming Up in March

In March, help us celebrate "FAX turns 60" with pop-up events at MTC and Courthouse Park. Follow us on social media during the month for Fun Facts, rider of the week spotlights, and more.

While the celebration is for 60 years of FAX, we are also celebrating you, our transit riders. We appreciate your patronage.



Federal Mask Mandate Extended to March 18, 2022

To mitigate the risk of COVID-19, in January 2021, President Joe Biden signed [Executive Order 13998](#) imposing a mask requirement for all travelers on U.S. public transportation systems; including planes, rail, van, bus, and motorcoach services. The [Transportation Security Administration](#) (TSA) has extended face mask requirements across all transportation networks through [March 18, 2022](#).

Passengers must wear facial coverings, as must visitors to any indoor transit facilities like the FAX Handy Ride office. FAX and Handy Ride continue to operate on a regular schedule.

For fixed-route service, FAX requests passengers to self-screen; for Handy Ride, screenings are conducted at the time of reservation and again when boarding the vehicles.

Do not board the bus if you:

- Have a fever (100.4F), feel warm, or feel chills.
- Have a persistent cough, sore throat, or runny nose.
- Have had contact or spent time with a suspected or known COVID-19-infected individual.

If you meet any of these conditions, go home at once and self-isolate.

We are using Facebook (facebook.com/FresnoFAX/), Instagram (@fresnoFAX), Twitter (twitter.com/FresnoFAX) at "@FresnoFAX" to communicate the latest information related to COVID-19. For additional detailed information, please visit the City of Fresno website at www.fresno.gov and the FAX website at www.fresno.gov/FAX.



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