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What's New at FAX, March 2022

March 29, 2022

2022 Passenger Satisfaction Survey Results Coming Soon!

FAX has completed the survey process of FAX fixed route and Handy Ride passengers. The survey results are being compiled and a report will be submitted to the Fresno City Council.

Completed surveys are being entered into a random drawing to win one of six \$100 gift cards. Five gift cards will be raffled to FAX fixed route transit riders, and one gift card is reserved for a Handy Ride rider.

Stay tuned... the drawing for the gift card winners will be held on April 4, 2022, with notification of the drawing winners taking place shortly thereafter. If they give permission, winners will be highlighted in upcoming FAX Newsletters.



Thanks to all of our passengers that participated in the survey. FAX will incorporate the survey findings into ongoing planning and operating activities. Your feedback makes a difference!

FAX Turns 60 Celebrations

In March, FAX has been celebrating its 60th birthday with “FAX turns 60” pop-up events at Manchester Transit Center (MTC) and Courthouse Park. On March 9, FAX was at MTC providing riders with FAX cookies, bottled water, and small gifts. On Wednesday, March 30, 2022, the celebrations will continue at Courthouse Park starting at 9:00 AM.



During the month of March, FAX ran Fun Facts, rider of the week spotlights, and more on social media. While the celebration is for 60 years of FAX, we also celebrated you, our transit riders.



We are proud to serve you! Thank you for riding FAX!

Shaw-Cedar Bus Stop Improvement Project

Many of our transit riders use FAX as their main source of transportation. To better address the needs of our riders, FAX is upgrading passenger amenities and updating bus stops along heavily traveled corridors to comply with ADA requirements.

A total of sixty-three locations along Shaw Avenue (Route 9) and Cedar Avenue (Route 38) are receiving updated amenities, improved bus stop infrastructure, and being made compliant with ADA requirements. These are high-frequency routes operating every 15 minutes during regular service hours. They also account for approximately 20% of the total ridership within the FAX fixed route system, with an average pre-pandemic monthly ridership of almost 200,000 per month and more than 2 million per year. Twenty-eight of these stops are on Shaw Avenue between Valentine and Cedar Avenues, and thirty-five of them are on Cedar Avenue between Shaw and Jensen Avenues.

The improvements will include bus layover pads at five locations, reinforced curbing where required, and incorporation of the recommendations from the Bus Stop Facilities ADA Transition Plan. FAX expects this work to take place over the course of nine months beginning in April 2022. The following rendering provides an image of the improvements.



This project will result in new shelters, benches, trash receptacles, and added security lighting. Another project will provide solar-powered real-time information displays to be added at high ridership locations. Ultimately, this

project benefits 12 bus routes that intersect Routes 9 and 38, including Routes 1, 20, 22, 26, 28, 32, 34, 35, 38, 39, 41, and 45.

Please check the [Rider Alerts](#) page of the FAX website for construction impacts.

FAX Celebrates International Transit Driver Appreciation Day

This year, FAX joined the public transit driver community in celebrating International Transit Driver's Appreciation Day that took place on March 18. This special day celebrates the public service of operators of public transit vehicles and commemorates the '[carrosses a cinq sous](#)' (five-coin [or penny] coaches), the first modern form of public transport in the world.

Developed by mathematician and philosopher Blaise Pascal in 1622 in Paris, France, the coaches incorporated predefined routes, fixed schedules, regular departures, and variable fares, some attributes that define modern-day public transport systems. While short-lived, it would not be for another 150 years that demand for public transport service would be sufficient to support another transit system, in this case, the [Omnibus](#), created in 1823.



On March 18, 2022, FAX honored our drivers who have faithfully served thousands of our residents, providing more than 10.5 million pre-pandemic trips per year and have continued to serve throughout the pandemic.

Please join us in thanking our drivers, as we know they would be most appreciative. If you would like to show your appreciation, you can fill out a [FAX Compliment Form](#), give them praise on social media, or say “thank you” in person on the bus. We hope you will join us in celebrating our drivers. Let’s thank them for everything they do!

Federal Mask Mandate Extended to April 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 forms through [April 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), and 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.

