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What's New at FAX, March 2023

March 30, 2023

Bus Driver Appreciation Day

An effective transportation system is the backbone of our society. Many residents in our community, rely on public transportation, counting on FAX to get them to and from home, work, school, the store, recreational activities, and medical appointments.

FAX and Handy Ride bus drivers make it all happen. Join us in taking a moment to thank our drivers and bus drivers everywhere for keeping us moving. Too often, their hard work to ensure that riders get where they need to go safely goes unrecognized.



Know a Bus Mechanic looking for an opportunity?

Bus mechanics play an especially important role at FAX. They keep FAX buses on the road.

FAX is looking to fill 5 entry-level Bus Mechanic I positions. Under close supervision, Bus Mechanic I's maintain and repair alternative fuel-powered FAX buses. However, those qualified applicants with diesel- or gas-powered buses are encouraged to apply.

To be eligible, [minimum qualifications and special requirements apply](#).

Coordinated Plan Outreach

Last month, FAX shared information about public outreach for the FY2023-2024 Unmet Transit Needs Assessment (UTNA). This month, FAX is requesting feedback from transit riders and community stakeholders on the Fresno County Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan).

To transit riders, the two programs may look the same, but they are in fact, quite different. While the Unmet Transit Needs Assessment is a requirement for State of California transit funding, the Coordinated Plan is a requirement for federal transit funding sources. Additionally, the UTNA is an annual process, while the Coordinated Plan takes place every five to six years. Public feedback is essential for compliance with funding requirements under both programs.

Federal transit law requires that projects selected for funding under the Enhanced Mobility for Individuals and Individuals with Disabilities (Section 5310) Program be "included in a locally developed, Coordinated Public Transit-Human Services Transportation Plan," and that the plan be "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit

transportation and human services providers, and other members of the public” using transportation services.

To learn more about the Coordinated Plan or to take a survey, visit the website at <https://fresnogo.wordpress.com>.

Questions from our Riders

Question: “How do I know that riding the bus is safe?”

Answer: Safety is our number one priority. Bus drivers are trained to identify and report suspicious behavior. Additionally, they have an open line of communication with a supervisor at FAX headquarters.

Surveillance is an important part of bus safety. Every FAX bus, including all BRT stations, Manchester Transit Center (MTC), and Courthouse Park (CHP) has a comprehensive camera system to protect transit riders, the public, and our bus drivers.

In addition, FAX buses have a large presence on the streets of Fresno. If you experience an issue while riding a FAX bus, you should assume that help is just minutes away, regardless of where a bus is located.

Update on the Shaw-Cedar Bus Stop Improvement Project

FAX continues working on completing upgrades to bus stops on both Cedar and Shaw Avenues in the Shaw-Cedar Bus Stop Improvement Project.

The project includes upgrades to 63 bus stops along the FAX fixed-route system on Shaw from Valentine to Cedar, and on Cedar from Jensen to Shaw. It will provide accessible locations to wait for the bus and accessible pathways for passengers to reach the bus stops. Improvements include adding new bus stop amenities such as shelters, benches, and trash receptacles; enlarging concrete bus stop landings; and improving curbs, gutters, sidewalks, and security lighting.



Work is underway on the final cluster of bus stop improvements at Shaw and Sixth, and Shaw and Cedar.

To date, none of the updated bus stops have been returned to service. However, the contractor is expected to make significant progress, returning completed bus stops into service in the next several weeks. Until then, we ask that passengers please use the temporary stops along the entire project corridor for boarding the buses.

In the meantime, we appreciate your patience as we continue to work through the confusion caused by stops that appear ready to return to service.



The Shaw Cedar Bus Stop Improvement project started in the Summer of 2022 and is expected to be completed in the Summer of 2023.

This project is part of FAX's effort to improve the transit rider's experience. Ultimately, this project benefits 10 additional bus routes which intersect Routes 9 and 38, including Routes 20, 22, 26, 32, 34, 35, 38, 39, 41, and 45.

We appreciate your patience with the ongoing construction process. If you have any questions, please dial 311.

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