



## What's New at FAX, April 2022

*April 27, 2022*

### 2022 Transit Passenger Satisfaction Survey Drawing Winner – Daniel Lorente

FAX has completed the survey of FAX fixed route and Handy Ride passengers. To incentivize transit riders to participate, a drawing for six \$100 gift cards was held -- five for FAX fixed-route, and one for Handy Ride passengers. See the video of the drawing [here](#).

One of our winners was Daniel Lorente. He was kind enough to write a thank you note, which he has permitted us to share. His story is below.



*2022 FAX Transit Passenger Transit Survey \$100 gift certificate drawing winner Daniel Lorente stateside and training Ukrainian troops on behalf of NATO.*

Dear Ms. Ilic,

*I wanted to first and foremost thank you for the very unexpected great news. My name was drawn for having taken the survey on my way home from Fresno State. I've always been a very big proponent of public transportation. It took a little bit*

*of drama (sparing the details of an impounded car for 30 days in Orange County, CA), I get a crash course in public transportation. As it would turn out, I would find myself arriving at destinations sometimes quicker but often earlier than my private transportation. I also gathered a good vide of what the said city represented, what it did not, and what my utilization of public transportation as much as it is possible.*

*When we briefly spoke, I mentioned this gift card couldn't have come at a better time having just gotten home from Ukraine. I left my studies at Fresno State putting them on pause to instead to help train Ukrainian forces on a NATO/UN training base outside Kiev, Ukraine. It was awesome work. Thankful to be alive and home back in Fresno helps put into perspective how awesome it is to have a transportation authority that strives to do better by its citizens. I've seen firsthand how important mass transit is to the lifeblood of a city, so thank you for the diligence in keeping ours striving to the next level.*

*Respectfully,*

*Daniel Lorente*

Thank you, Daniel, for your kind words, for your service, and for being a FAX passenger.

**Re: Fresno Area Express (FAX) survey gift card recipient (winner)**

Dear Ms. Ilic,

I wanted to first and foremost thank you for the very unexpected great news my name was drawn for having taken the survey on my way home from Fresno State. I've always been a very big proponent of public transportation. It took a little bit of drama (sparing the details of an impounded car for 30 days in Orange County, CA), I got a crash course in public transportation. As it would turn out, I would find myself arriving at destinations sometimes quicker but often earlier than my private transportation. I also gathered a good vibe of what the said city represented, what it did not, and what may had been slipping through the cracks. Ever since, I've made it a priority to align my utilization of public transportation as much as it is possible.

When we briefly spoke, I mentioned this gift card couldn't have come at a better time having just gotten home from Ukraine. I left my studies at Fresno State putting them on pause to instead help train Ukrainian forces on a NATO/UN training base outside Kiev, Ukraine. It was awesome work. Thankful to be alive and home back in Fresno helps put into perspective how awesome it is to have a transportation authority that strives to do better by its citizens. I've seen firsthand how important mass transit is to the lifeblood of a city, so again thank-you for the diligence in keeping ours' striving to the next level.

Respectfully,

Daniel Lorente

# Upcoming Public Outreach for the 2022 FAX Title VI Program Update and Proposed Service Changes

**Come to FAX workshops to learn more about proposed service changes along Routes 3, 20, and 45, and our Title VI Program. We want to hear from you!**

FAX is proposing a route extension on the western end of Route 45 to serve either Justin Garza High School or additional areas closer to Central High East, as well as frequency enhancements for three routes (Routes 3, 20, and 45). In addition, every three years, FAX updates its Title VI Program to make the public aware of their rights under Title VI, conduct an analysis of the demographic make-up of its service area, and detail the actions it has taken and/or will take to prevent discrimination.

We want to hear input on these proposed changes and on our Title VI Program. Please join us at one of the following in-person or virtual workshops and/or bus stop meetings. You can also send us your comments at [faxoutreach@fresno.gov](mailto:faxoutreach@fresno.gov) by May 31, 2022.

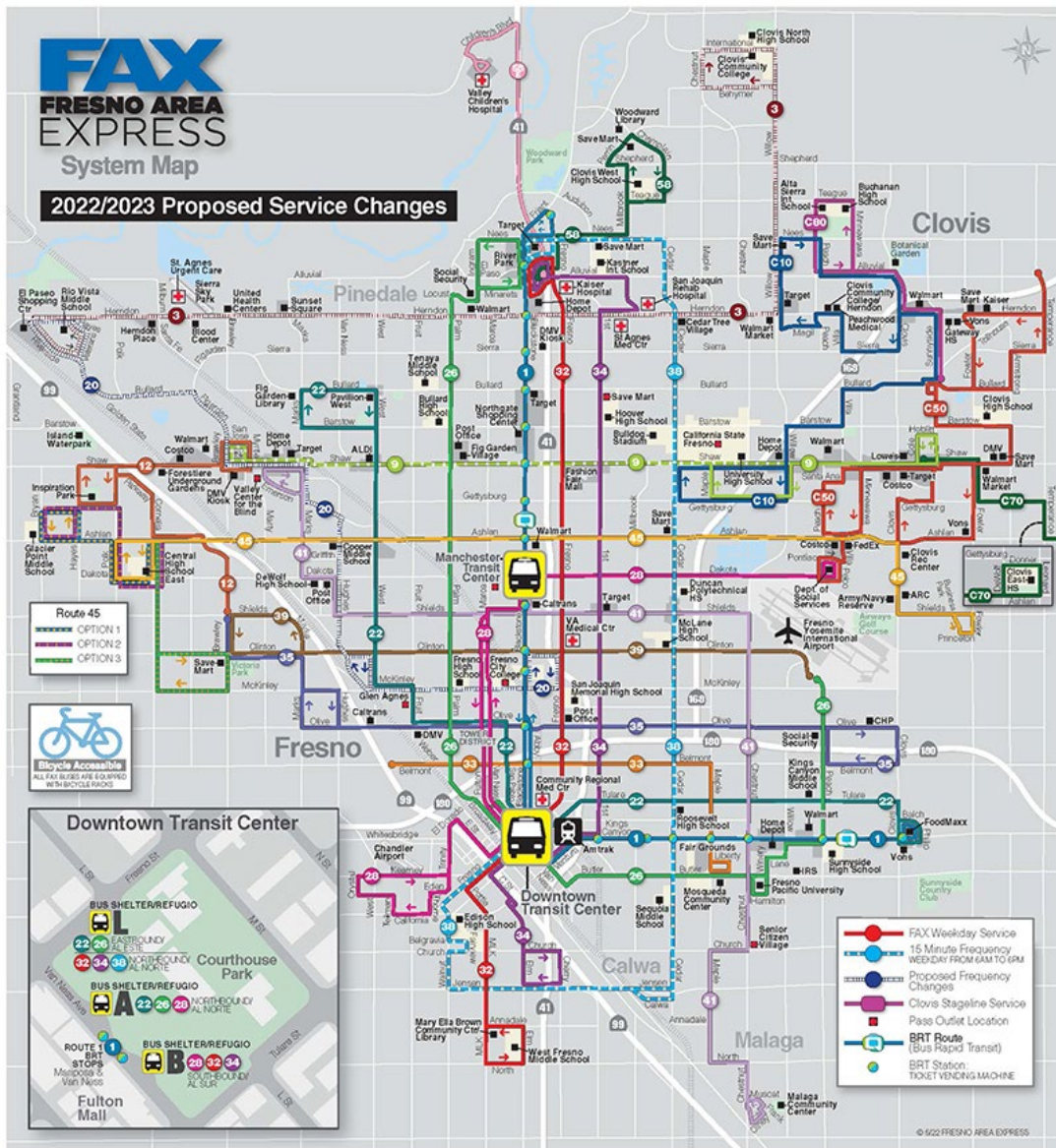
## Workshop Dates and Locations

1. Monday, May 9, 2022, 5:30 p.m. in the Library at Central High East, 3535 N. Cornelia Avenue
2. Tuesday, May 10, 2022, 2 p.m. at the Pinedale Community Center, 7170 N. San Pablo
3. Tuesday, May 10, 2022, 4 p.m. at the Ted C. Wills Community Center, 770 N. San Pablo
4. Tuesday, May 10, 2022, 6 p.m. at the Maxie L. Parks Community Center, 1802 E. California Avenue
5. Tuesday, May 17, 2022, 5:30 p.m. via a Virtual Workshop at <https://zoom.us/j/4698667541> or by calling 1-669-900-9228, Meeting ID: 469 866 7541

## Bus Stop Meeting Dates and Locations

1. Thursday, May 19, 2022, 1 p.m. at Courthouse Park Downtown Transit Center, between A and B Shelters (Routes 1, 22, 26, 28, 32, and 34)
2. Thursday, May 19, 2022, 3 p.m. at Cedar and Herndon (Routes 3 and 38)
3. Monday, May 23, 2022, 3 p.m. at Shaw and Brawley (Routes 9, 12, and 20)
4. Tuesday, May 24, 2022, 1 p.m. at Manchester Transit Center (Routes 1, 28, 42)
5. Tuesday, May 24, 2022, 3 p.m. at Cedar and Clinton (Routes 38 and 39)
6. Thursday, May 26, 2022, 1 p.m. at Kings Canyon-Clovis BRT Station (Routes 1 and 22)
7. Thursday, May 26, 2022, 3 p.m. at Shaw and Blackstone (Routes 1 and 9)

## Proposed Service Changes



## **What is Title VI?**

The Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin by any program that receives funding from the Federal government. As a recipient of Federal funding, the City of Fresno (including both Fresno Area Express (FAX) and Handy Ride) is required to implement a Title VI Plan in order to ensure its transit and paratransit programs do not discriminate (intentionally or unintentionally) based on the color of a person's skin, race or ethnicity, or country of origin.

## **How does Title VI benefit FAX and its customers?**

While FAX strives to be non-discriminatory under all circumstances, Title VI spells out specific actions that are considered discriminatory when they are based on an individual's race, color, or national origin. Some examples of prohibited actions include:

- Using race or English-language proficiency as criteria for eligibility for specific transit or paratransit programs.
- Not allowing someone who cannot speak English well to use FAX services because they cannot communicate in English.
- Not providing service information in a language that is spoken by a significant population within the service area.
- Assigning older buses or other equipment to predominately minority areas for chiefly demographic reasons.

## **Why should I be interested in the 2022 FAX Title VI Report?**

Every three years, FAX prepares a Title VI report to make the public aware of their rights under Title VI, conduct an analysis of the demographic make-up of its service area, and detail the actions it has taken and/or will take to prevent discrimination. It also includes an equity analysis undertaken for fare changes, major service changes, and the construction of new transit facilities. A "Four-Factor Analysis" looks at the number and percentage of people who speak a particular language and do not speak English well, how frequently they interact with FAX, the importance of FAX's services to them, and the resources

available to FAX to determine what language assistance measures are appropriate to address the needs of the community.

### **Do you have other questions about Title VI or about FAX transit or paratransit services?**

Ask one of the workshop staff or call (559) 621-7433. We welcome your feedback and questions!

### **ADA Access and Translation Assistance at Workshops**

All meeting rooms and restrooms are ADA accessible. Contact Jeff Long at 559-621-1436 or [jeff.long@fresno.gov](mailto:jeff.long@fresno.gov) at least 72 hours prior to the workshop to request auxiliary aids or translation services.

A virtual event will take place on the FAX Facebook page on Tuesday, May 17, 2022, at 5:30 PM at [www.facebook.com/FresnoFAX/](https://www.facebook.com/FresnoFAX/)

You can get the latest news and information about FAX outreach activities at [www.fresno.gov/FAXoutreach/](http://www.fresno.gov/FAXoutreach/).

We encourage your feedback on our Title VI Program and the proposed service changes. We hope you can make it to one or more of our outreach events!

### **FAX Turns 60 Celebrations Conclude**

In March, FAX celebrated its 60<sup>th</sup> birthday with “FAX turns 60” events at Manchester Transit Center (MTC) and Courthouse Park. On March 9 and March 30, 2022, FAX staff was at MTC and Courthouse Park, providing riders with FAX goodies.

Additional activities took place during the month, including Fun Facts, and a video post highlighting riders, drivers, and supervisors on social media. While the celebration was for 60 years of FAX, we also celebrated you, our transit riders.



*FAX staff working at the 'FAX Turns 60' event at Courthouse Park on March 30, 2022. Staff from the City of Fresno Planning Department presenting FAX staff with a FAX bus decoration that they made.*

We are proud to serve you! Thank you for riding FAX and we look forward to our 75<sup>th</sup> Birthday celebration.

## **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 bus stops along heavily traveled corridors.

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 are 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 for nine months beginning in May 2022. The following rendering provides an image of the improvements.



This project will result in new shelters, benches, trash receptacles, and added security lighting. 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.

## **Federal Mask Mandate lifted for Public Transportation**

On April 18, 2022, a Federal judge lifted the mask mandate for public transportation. While FAX passengers and employees are no longer required to wear masks while on board our buses, masks are welcome and remain an important preventive measure against COVID-19. We encourage passengers to wear masks for their protection while riding FAX. In the meantime, we will continue to stock and issue masks to drivers and passengers upon request.



To protect the health and safety of FAX bus drivers and fellow transit riders, 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/](https://facebook.com/FresnoFAX/)), Instagram (@fresnoFAX), and Twitter ([twitter.com/FresnoFAX](https://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](http://www.fresno.gov) and the FAX website at [www.fresno.gov/FAX](http://www.fresno.gov/FAX).

