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What's New at FAX, June 2022

June 24, 2022

Generous Kaiser grant provides free fares for Reduced Fare Riders for a limited time

As part of the Zero Fare Clean Air Act, on May 13, 2022, Kaiser Permanente Fresno awarded grant funds to Fresno Area Express to subsidize fares for Reduced Fare riders. Reduced Fare riders include Seniors 65 or older with ID, Medicare card holders, and persons with disability placards. Correct ID required. This project is supported by Kaiser Permanente Northern California Community Benefit Programs.

ATTENTION FAX REDUCED FARE RIDERS.

Thanks to a grant award from Kaiser Permanente, starting July 1st, your fare will be paid!

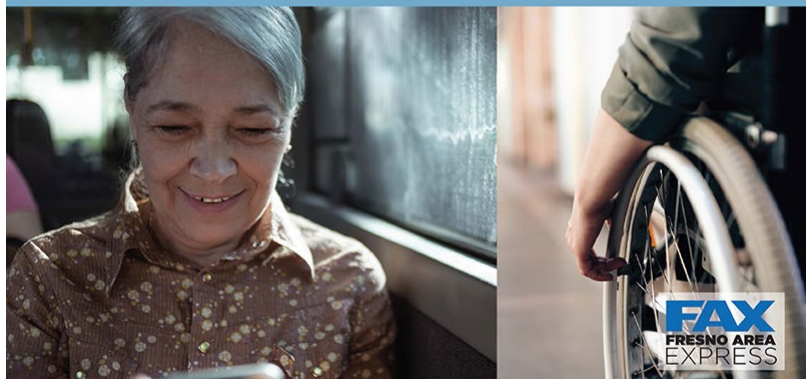
Reduced fare riders are Seniors 65 or older, Medicare card holders, and persons with disability placards.

This project is supported by Kaiser Permanente Northern California Community Benefit Programs.



HOW TO USE THE PROGRAM

Beginning July 1, 2022, qualifying Reduced Fare riders can board any FAX Fixed Route bus at no cost to the rider. *Riders must show identification at the time of boarding. This program will



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continue until grant funds are expended. Handy Ride is not included.

*Acceptable types of I.D. are:

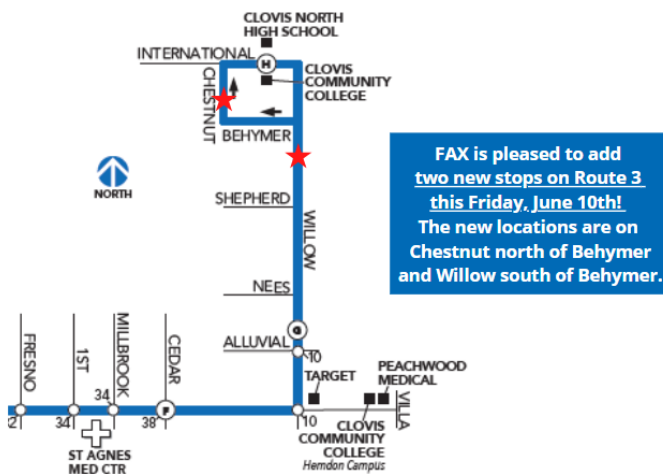
- FAX issued identification cards
- Medicare card and proper identification
- Driver's License or State issued I.D. card (DMV)
- DMV Parking Placard with registration form

Reduced fare identification cards issued from other transit agencies, will be accepted on FAX fixed route buses. Laminated passes will not be accepted.

For assistance, please call 559-621-RIDE. Thanks to Kaiser Permanente Fresno for this kind gesture!

Two new stops added to FAX Route 3

Route 3, the “Herndon Cross-town” was added to the FAX fixed-route network in August 2021. To further improve service levels, FAX is adding two new stops to Route 3. These changes went into effect on June 10, 2022.



The new stops are located on northbound Chestnut just north of Behymer, and on southbound Willow, just south of Behymer. The new stops are shown as red stars on the map to the left. FAX will continue to make improvements to the FAX fixed-route network to better serve transit riders.

FAX to provide free rides to Cooling Centers when temperatures exceed 105 degrees

On days when temperatures are expected to exceed 105 degrees in Fresno, the City of Fresno will open its cooling centers from 12:00 p.m. to 7:00 p.m. During these times, FAX will provide free transit service to the cooling centers.

City of Fresno designated cooling centers and the FAX routes they are serviced by are:

- Ted C. Wills Community Center, 770 N. San Pablo, accessed via routes 22, 33, and 35.
- Frank H Ball Neighborhood Center, 760 Mayor Avenue, accessed via routes 32 and 34.
- Mosqueda Community Center, 4670 E. Butler, accessed via routes 26 and 33.
- Pinedale Community Center, 7170 N. San Pablo, accessible via routes 1, 3, 26, 32, and 34

The City of Fresno will also open cooling centers on weekends when the temperature in Fresno is forecasted for 105 degrees, or above.

FAX will provide free transportation along normal routes to and from cooling center sites when the centers are open. To ride free, passengers must indicate they are travelling to a cooling center. Individuals should refer to the FAX schedule to determine the final evening departure time for buses providing service near cooling center locations.



CITY OF FRESNO
COOLING CENTERS
When Temperatures are forecasted to reach 105 degrees or hotter, centers will open from 12 P.M. - 7 P.M.



Participating Centers
Frank H. Ball Community Center
Ted C. Wills Community Center
Mosqueda Community Center
Pinedale Community Center

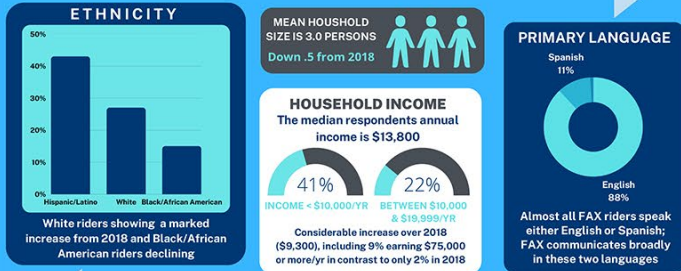
TAKE A RIDE WITH US!
FAX will provide free bus transportation along normal routes to and from cooling centers. To ride free, you must indicate you are traveling to a cooling center.

FAX FRESNO AREA EXPRESS

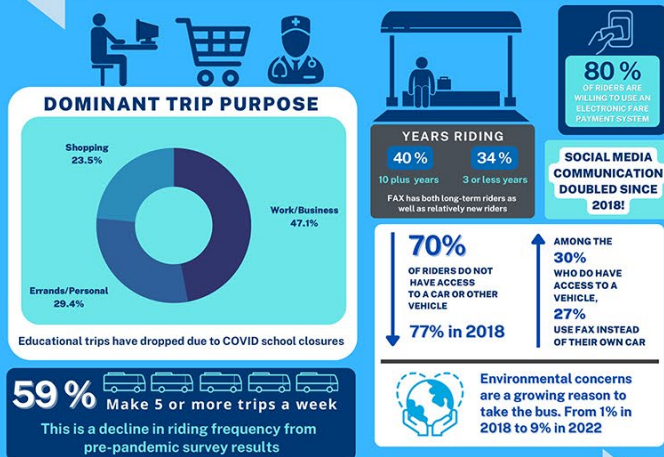
FAX Transit Passenger Satisfaction Survey Results

Bus Passenger Satisfaction Report 2022

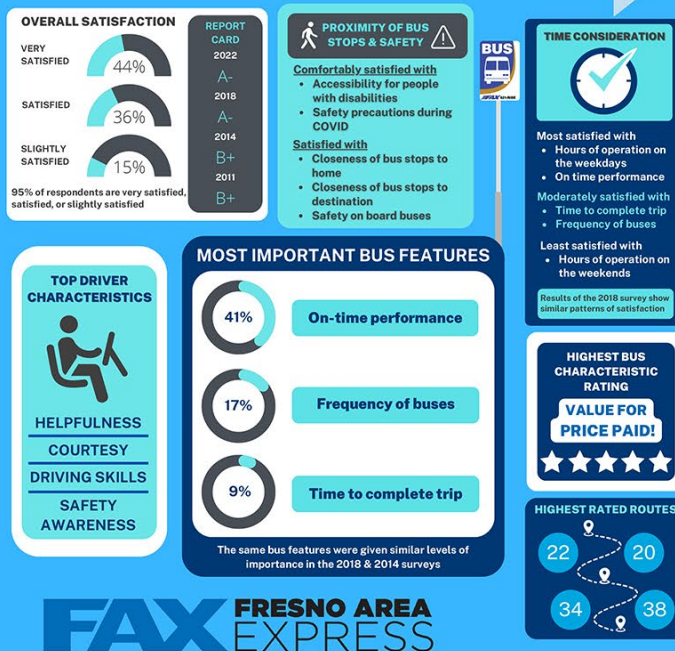
RIDER DEMOGRAPHICS



CUSTOMER TRAVEL CHARACTERISTICS



SATISFACTION WITH BUS SERVICE



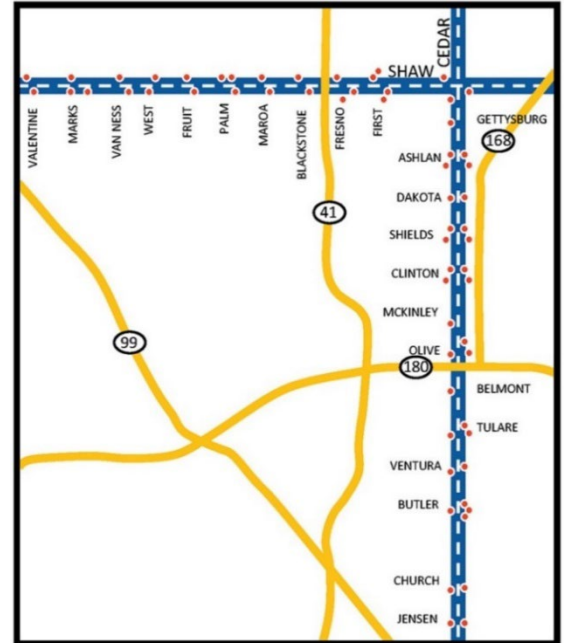
In the May 2022 edition of the FAX newsletter, we presented a long and detailed summary of key findings from the 2022 FAX Transit Passenger Satisfaction Survey.

A picture is worth a thousand words. For that reason, we have created an infographic that illustrates key findings from the survey.

If you are interested in the Executive Summaries or full reports of the 2022 FAX Transit Passenger Satisfaction or Handy Ride Transit Passenger Satisfaction Surveys, you can access them at www.fresno.gov/fax.

The Shaw-Cedar Bus Stop Improvement Project has started

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



Routes 9 and 38 are high frequency routes operating with 15-minute frequencies during regular service hours. Twenty-eight of these stops are on Shaw between Valentine and Cedar, and thirty-five of them are on Cedar between Jensen and Shaw.



This project is part of FAX's effort to improve service and will provide passengers with new shelters, benches, trash receptacles and added security lighting. Ultimately, this project benefits 10 additional bus routes which intersect Routes 9 and 38: Routes 20, 22, 26, 32, 34, 35, 38, 39, 41, and 45. This work is expected to be completed within 1 year from the start of the project.

We appreciate your patience as we enter the construction process. Thank you for supporting FAX! If you have any questions, please dial 311.

