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What's New at FAX, September 2022

September 28, 2022

FAX Detour to Accommodate the Fresno Fair

The Fresno Fair will be held at the Fresno Fairgrounds from October 7 through October 17, 2022, during which the Fresno Police Department will close Butler Avenue between Cedar and Maple Avenues. This street closure will affect Route 26. Temporary bus stops will be located on Maple, southbound at Butler. In addition, passengers should use all existing Route 38 bus stops.

If you are planning on going to the fair, consider using FAX Routes 1, 22, or 26 as a great alternative to dealing with traffic congestion and parking costs!

Thank you for Your Input on the Title VI Program Update

For the past several months, FAX has been working on updating its Title VI Program. After an extensive public comment period during July and August, the Final 2022 Title VI Program will be presented to the Fresno City Council for adoption on October 13, 2022, and will be posted on the FAX web site for easy reference.

Thanks to everyone that provided input and feedback on the Title VI Program. Your participation in this important process is greatly appreciated. FAX updates its Title VI Program every three years to ensure that FAX anti-discrimination policies and procedures are current and extend the

appropriate protections to all transit riders per Title VI of the 1964 Civil Rights Act, as amended.

Thank you for Helping Refine Proposed Bus Service to North Pointe Business Park and Southwest Fresno

In August 2022, FAX held several public workshops to solicit input on the proposed alignment of the new Southwest Community Connector service. Three potential alignments were presented, including:

1. Route 34 extension to North Pointe Business Park and enhanced frequencies of 15 minutes along the whole route.
2. A new Freeway Express service from the Downtown Transit Center at Courthouse Park to North Pointe Business Park, accompanied by a new Church Avenue crosstown route; and
3. Ending Route 32 at the Downtown Transit Center at Courthouse Park and creating a new Route 36 at 15-minute frequencies that connects to North Pointe Business Park.



Thanks to those of you who expressed your preferences for an alignment and provided feedback at our in-person and virtual public workshops. FAX is continuing to evaluate the proposals and conduct all the appropriate studies. We hope to implement the selected alignment for service to North Point Business Park and Southwest Fresno in Summer 2023, pending bus driver staffing and other resources.

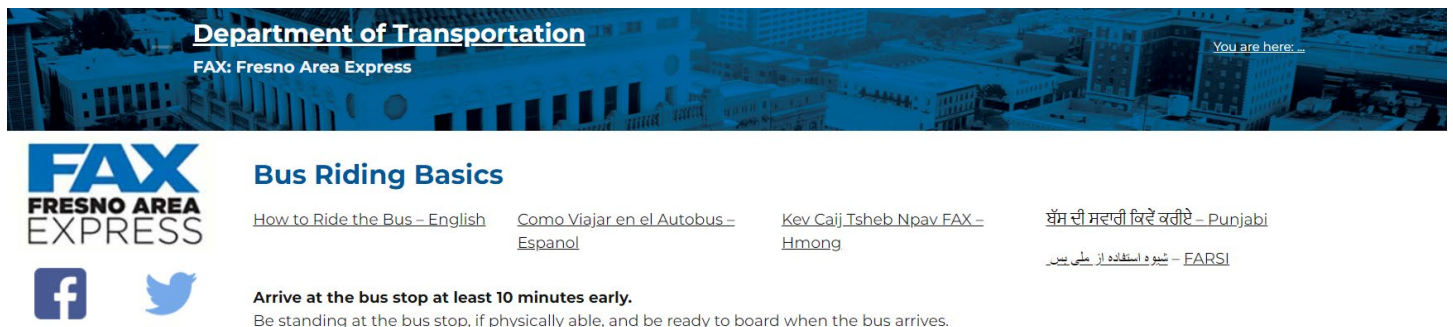
How To Ride the Bus?

Are you new to riding the bus or know someone who is? Is their first language Spanish, Hmong, Punjabi, or Farsi?

Well, you are in luck. FAX recently created the Bus Riding Basics online guide to assist those who have questions and are new to riding FAX. The Guide is available on the FAX website in English, Spanish, Hmong, Punjabi, and Farsi.

When riding FAX:

1. Arrive at the bus stop at least 10 minutes early.
2. Have exact fare ready.
3. Board the bus through the front doors
4. As your stop approaches, pull the signal cord along the inside windows.
5. Exit through the rear door unless you have a bike on the bus rack.



The screenshot shows the top section of the FAX website. At the top, there is a blue banner with the text "Department of Transportation" and "FAX: Fresno Area Express". Below this is the "FAX FRESNO AREA EXPRESS" logo. To the right of the logo is the title "Bus Riding Basics". Below the title are four language options: "How to Ride the Bus – English", "Como Viajar en el Autobus – Español", "Kev Caij Tsheb Npav FAX – Hmong", and "ਬੈਂਮ ਸੀ ਮਲਾਹੀ ਵਿਦੈਂ ਕਲੀਏ – Punjabi". Below these options is the text "FARSI – شیوه استفاده از خطی بیس". At the bottom of the screenshot, there are social media icons for Facebook and Twitter, and a note: "Arrive at the bus stop at least 10 minutes early. Be standing at the bus stop, if physically able, and be ready to board when the bus arrives."

To get additional details in English or to read this guide in Spanish, Hmong, Punjabi, or Farsi, please visit <https://www.fresno.gov/transportation/fax/bus-riding-basics/>.

To request this guide in additional languages, please send an email request to faxoutreach@fresno.gov.

FAX Social Media Campaigns

Many of our transit riders communicate with us through our social media channels. These include our [Facebook](#), [Twitter](#) and [Instagram](#) social media profiles, and the FAX YouTube channel.



THANK YOU FOR ASKING!
A Series of Frequently Asked Questions

Can I get rider basics in my native language?

Bus users can access basic rider tips and tricks in English, Spanish, Hmong, Punjabi, or Farsi, on the FAX website. If you would like to request the presentation in another language, please reach out to us by email at faxoutreach@fresno.gov.

To access the presentation, go to fresno.gov/fax and click on the bus image shown below. From there you may select the language of your choice at the top of the page.

Does navigating the bus system make you nervous?

« »

FAX FRESNO AREA EXPRESS

Many of our riders have started sending us questions. So much so, that we are inspired to share our answers to the most-commonly received questions.

Our ongoing campaign, appropriately named “Thank you

for Asking” answers our most frequently asked questions. Posts are made once a week, every Wednesday on Facebook, Instagram, and Twitter. This campaign is expected to continue for as long as we receive questions from riders.

There is a second campaign called “Friday Night Lights” that shares how to get to the different Friday night high school football games, on a single FAX route.

If you haven’t done so already, we encourage you to follow us on [Facebook](#), [Twitter](#), or [Instagram](#) to receive the latest information.

The Shaw-Cedar Bus Stop Improvement Project Continues

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

The project consists of 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. Improvements include adding new bus stop amenities such as shelters, benches, and trash receptacles; enlarging concrete bus stop landings; and improving curbs and gutters.



In the most recent phase, sidewalk and street improvements have been made at 20 stops along Cedar Avenue. Work will be

starting the last week of September between Gettysburg, in the North, and Ventura to the South. The only exception is one section in the middle between McKinley and Belmont. The contractor will then begin to work back along the stops that have been updated to install the new shelters.

The Shaw Cedar Bus Stop Improvement project started in the Summer of 2022, is expected to take a year to complete.



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, 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.

@fresnofax

