



What's New At FAX – October 2020

October 14, 2020

Manchester Transit Center (MTC) Customer Service Center Is Now Open!



Earlier this month, the Manchester Transit Center customer service office reopened. Passengers can buy transit passes, pick up Handy Ride applications, and receive other FAX services at the newly reopened office. Conveniently located next to the BRT stations and bus stops for Routes 1, 28, 41, and 45 on Blackstone Avenue north of Shields, customer service at MTC replaces the temporary office located inside the Manchester Center mall. Stop by and say “hello” as we look forward to serving you once again at MTC. Remember, social distancing and face coverings are required to receive service.



FAX Participating in National Health and Safety Commitments Program To Help Prevent the Spread of COVID-19

FAX is protecting the health and safety of transit riders, bus drivers, and the community by implementing health officials' recommendations to combat the pandemic. We have partnered with more than 100 other transit agencies across the United States through the [American Public Transportation Association \(APTA\)](#), committing to health and safety efforts to prevent the spread of COVID-19. Information has begun circulating on buses and social media about our commitment to:

- Follow public health guidelines from official sources.
- Clean and disinfect transit vehicles frequently and require face coverings on buses.
- Keep passengers informed and empowered to choose the safest times and routes to ride.
- Put health first by asking riders and drivers to avoid public transit if exposed to COVID-19 or feel ill.



With all of us doing our part, we can get Fresno back to business. For additional information on FAX's efforts related to COVID-19, please visit the FAX website at <https://www.fresno.gov/transportation/fax/>.

FAX Receives “Clean Mobility Options” Grant

FAX, along with sub-applicants Leadership Counsel for Justice and Accountability (Leadership Counsel) and Inspiration Transportation, were recently awarded a grant for \$48,430 administered by CALSTART to look at equitable transportation options for the residents of the Three Palms Mobile Home Park.

Located on the western side of Fresno, the Three Palms Mobile Home Park community has long faced many challenges. Among them is a lack of access to transportation options.

In the middle of an industrial part of the city, the residents of Three Palms have to travel by foot, including crossing railroad tracks, nearly a mile to get to the nearest transit stops, grocery stores, and other amenities. This grant will enable the community to participate in a transportation needs assessment to identify, and eventually address, transportation challenges faced by residents.

The Clean Mobility Options Program increases the role that communities play in the planning process, allowing them to lead the way in addressing their transportation issues, and ultimately finding solutions that work for them.

Bus Stop Improvements: The Final Tally for Fiscal Year 2020

In recent months, we have highlighted several projects to improve FAX bus stops for transit riders and the community. Specific projects include the Buffer Median Island Improvement project and amenity improvements at select stops within the FAX fixed-route network.

The final tally of bus stop improvements is in!

Between July 1, 2019, and June 30, 2020, the FAX team refurbished shelters at 80 bus stops, and added new infrastructure, accessibility improvements, and amenities at 18 bus stops for a total of improvements at nearly 100 stops throughout the city. We also added solar lights at 100 bus stops.

Our goal is to continue to enhance our transit services and bus stops. More improvements are coming next year with additional service changes, more bus stop improvements along Shaw and Cedar Avenues, and solar lights at additional bus stops.

Make Your Voice Heard, Participate in the Fresno COG RTP Survey

The [Fresno Council of Governments](#) (COG), the Metropolitan Planning Organization (MPO) for Fresno County, is in the process of updating the Regional Transportation Plan (RTP), and they need your help.

Updated every four years, the RTP is a long-term blueprint of our region's transportation system that identifies and analyzes transportation needs for the next 20 years. The RTP creates a framework for transportation project priorities that impact future transportation planning activities and funding. The last RTP included over 3,100 projects from around the region.

This is your chance to speak up and have a say in how future transportation dollars are spent.

Fresno COG is looking for project suggestions that could become part of its 20-year RTP. Please visit the Planfresno.com website to access the online survey in English, Spanish, and Punjabi.

The survey will be open through Thursday, October 22, 2020.