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What's New at FAX, October 2022

October 24, 2022

Title VI Public Outreach for Proposed Student Fares

On January 2, 2023, a new student fare is proposed to go into effect. FAX's new student fares would include a \$0.75 ride, or a 31-day pass for \$22. Students would be required to show a valid student ID.

To get the message out and ensure compliance with Title VI of the Civil Rights Act of 1964, FAX has scheduled three public outreach meetings, as follows:

- Monday, November 7, 2022: 5:30 p.m., Virtual Workshop via Zoom at https://zoom.us/meeting/register/tJYkd-GorDIiGtKhDFbB4O83fNFjFnyT_0lk
- Tuesday, November 8, 2022: 10:30 a.m. at Manchester Transit Center (MTC)
- Tuesday, November 8, 2022: 1:00 p.m. at Courthouse Park (CHP)



The City Council is expected to take action on the proposed student fares on December 1, 2022.

FAX Supports the Fresno Fire Department!

Did you know that in addition to providing transportation to residents and visitors in Fresno, FAX is on stand-by to assist emergency first responders?

FAX was recently called by CERT, the Community Emergency Response Team, to provide shelter to the Fresno Fire Department from a recent high heat/high humidity event during an apartment fire.



CERT supports the health and safety of Fresno Fire Department firefighters by providing timely and effective rehabilitation support. Since 2009, the Fresno Fire CERT team has been deployed to 203 emergency incidents.

Thank you, CERT and FAX, for your service to the Fresno Fire Department, and thank you firefighters for your sacrifice and commitment to serving the City of Fresno.

Interview with Donna Osomoe, FAX Supervisor

To showcase the great work of City of Fresno employees, the City has been developing a series of short videos called 'We Work for You', highlighting employees across City departments. Recently our very own Donna Osomoe, was interviewed.

Donna is a Transit Supervisor I with FAX, where she has worked for 21 years. She splits her time between the radio room and the field, doing whatever is needed to keep the FAX system running smoothly. This means handling anything that drivers need to keep buses on the road.



Donna, congratulations on your recent coverage, and thank you for your contributions to the FAX team. View the video below.



[We Work For You: Donna Osomoe - YouTube](#)

The Kaiser Permanente Fare Subsidy Program Continues

The Fare Subsidy program that started on July 1, 2022, continues in place. Made possible by a generous grant from Kaiser Permanente, the program pays the FAX fare for those who qualify for reduced fares, including riders who are seniors (65 or older), those with Medicare cards, and persons with disability placards.

As part of the Zero Fare Clean Air Act, on May 13, 2022, Kaiser Permanente awarded grant funds to FAX to subsidize fares for Reduced Fare riders. This project is supported by Kaiser Permanente Northern California Community Benefit Programs.

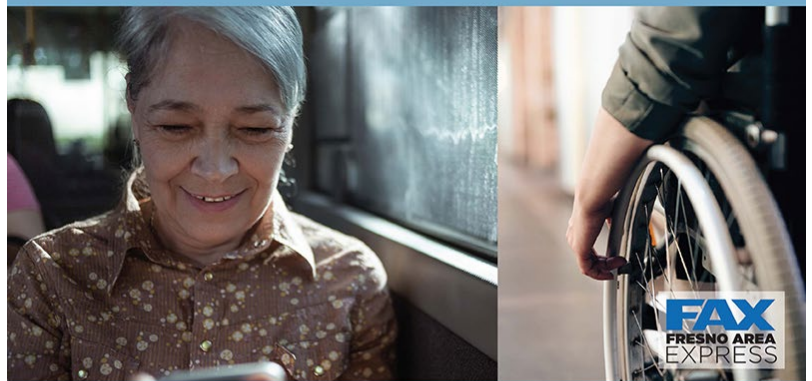
FAX expresses gratitude to Kaiser Permanente for their kind gesture in support of our most vulnerable citizens.

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.



As part of the Zero Fare Clean Air Act, on May 13, 2022, Kaiser Permanente 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. This project is supported by Kaiser Permanente Northern California Community Benefit Programs.

FAX Holiday Hours for 2022

The Holiday Season is all about time with family and friends. It extends to bus drivers as well. Here are the Holiday Hours for FAX and Clovis Transit for the upcoming 2022 Holiday Season.

HOLIDAY	DATE	DAY	MTC	FAX FIXED ROUTES	FAX HANDY RIDE	CLOVIS TRANSIT STAGE- LINE	CLOVIS ROUND- UP
Veteran's Day	11/11	FRI	NS	SS	SS	LS	LS
Thanksgiving Day	11/24	THUR	NS	NS	NS	NS	NS
Thanksgiving (Day after)	11/25	FRI	NS	SS	SS	LS	LS
Christmas Eve	12/24	SAT	NS	SS	SS	RS	RS
Christmas	12/25	SUN	NS	NS	NS	NS	NS
Christmas Day (observed)	12/26	MON	NS	SS	SS	NS	NS
New Year's Eve	12/31	SAT	NS	RS	RS	RS	RS
New Year's Day	1/1/23	SUN	RS	SS	SS	NS	NS

SS = Sunday Schedule:

FAX Sunday Schedule, from approximately 6:30 a.m. – 7:00 p.m.

RS = Regular Schedule:

FAX Regular Schedule, from approximately 5:30 a.m. – 10:00 p.m.

LS = Limited Service:

Clovis Transit, Limited Service

NS = No Service:

FAX and Clovis Transit, No Service

As a side note, FAX will proudly honor our veterans by participating in the 2022 Veteran's Day Parade on November 11, 2022, in Downtown Fresno.

With that, let FAX be the first to wish you, and yours a happy, healthy, safe, and prosperous Holiday Season.

City Council Approved the FAX 2022 Title VI Program

The culmination of months of work on the FAX Title VI Program took place on October 13, 2022, when the final report was adopted by the Fresno City Council. The FAX Title VI Program Final Report is on the [FAX website](http://www.fresno.gov/transportation/plans-reports-notice/) for easy reference (www.fresno.gov/transportation/plans-reports-notice/).

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 transit riders based on race, color, and national origin per Title VI of the 1964 Civil Rights Act, as amended.

Thank you to everyone that provided input and feedback on the Title VI Program. Your participation in this important process is greatly appreciated.

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 and security lighting.



In the most recent phase, sidewalk and street improvements have been made at 25 stops along Cedar Avenue. This work has been limited to Gettysburg to the North, and Ventura to the South. In the current phase, work has begun on Cedar at Church. Because of the Fresno Fair, work was delayed at Cedar and Butler, but work will be starting shortly. Currently, the contractor is developing the schedule to install shelters and amenities at completed bus stops.

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 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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