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## What's New at FAX, February 2022

*February 25, 2022*

### Update on the 2022 Transit Passenger Satisfaction Survey of FAX Fixed Route and Handy Ride users.

Have you completed the 2022 Transit Passenger Satisfaction Survey yet?

If not, time is running out!

Why is your participation important?

**FAX FRESNO AREA EXPRESS**

**2022 Passenger Satisfaction Survey**  
**Encuesta de satisfacción de los pasajeros de 2022**

[CLICK HERE TO PARTICIPATE](#)  
[HAGA CLIC AQUÍ PARA PARTICIPAR](#)

Not only can you win one of five \$100 gift cards, but the survey is a great way to ensure that your voice is heard. Before we start planning any service improvements or route changes, we consult the most recent survey results to see what our transit riders have to say.

In addition to gauging the sentiment of FAX fixed-route and Handy Ride users, the current survey will provide comparisons to the 2011, 2014, and 2018 customer

satisfaction surveys to identify emerging long-term trends.

Complete the survey online by clicking one of the links below:

[Click to complete the survey in English](#)

[Click to complete the survey in Spanish](#)

To complete the survey with your mobile phone, scan the QR code to the right.



Act now as time is running out. Surveys must be completed by **February 28, 2022**. Translations into other languages are available upon request.

For those that use paratransit, 250 Handy Ride passengers were randomly selected to participate in a 10 to 15-minute telephone survey. The survey was conducted in English and Spanish to accommodate survey respondents. Additional languages were available upon request.

The consultant conducting the survey will compile the survey results and prepare a report to be submitted to the Fresno City Council. Once adopted, FAX will incorporate the survey findings into ongoing planning activities.

## **FAX Turns 60 Celebrations Coming Up**

In March, help us celebrate “FAX turns 60” with pop-up events at MTC and Courthouse Park. Follow us on social media during the month for Fun Facts, rider of the week spotlights, and more.

While the celebration is for 60 years of FAX, we are also celebrating you, our transit riders. We appreciate your patronage.



# 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 updating several bus stops to comply with ADA requirements.

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 being made compliant with ADA requirements. These are high frequency routes operating every 15 minutes during regular service hours. They also account for 20% of the total ridership within the FAX fixed route system, with an average pre-pandemic monthly ridership of almost 200,000 per month. 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 over the course of nine months beginning in March 2022. The following rendering provides an image of the improvements.



This project will result in new shelters, benches, trash receptacles and added security lighting. Another project will provide solar powered real time information displays to be added at high ridership locations. Ultimately, this project benefits 12 bus routes which 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.

## **Increasing your Visibility and Safety – More Solar Lights added at FAX Bus Stops**

FAX has added [200 solar lights](#) to bus stops on the fixed-route network. Transit riders can tap the button on the light pole to turn on a light while they



wait for their next bus, providing them with additional visibility and alerting FAX bus drivers that a passenger is waiting.

Phase 1 was completed in 2020. Phase 2 started in December 2021 and was completed in February 2022. During Phase 2, 80 shelter-mounted and 51 pole-mounted solar lights were added at bus stops throughout the FAX fixed-route system, further increasing the safety and the visibility of our riders.

## **Federal Mask Mandate Extended to March 18, 2022**

To mitigate the risk of COVID-19, in January 2021, President Joe Biden signed [Executive Order 13998](#) imposing a mask requirement for all travelers on U.S. public transportation systems; including planes, rail, van, bus, and motorcoach services. The [Transportation Security Administration](#) (TSA) has extended face mask requirements across all transportation networks through [March 18, 2022](#).

Passengers must wear facial coverings, as must visitors to any indoor transit facilities like the FAX Handy Ride office. FAX and Handy Ride continue to operate on a regular schedule.

For fixed-route service, FAX requests passengers to self-screen; for Handy Ride, screenings are conducted at the time of reservation and again when boarding the vehicles.

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](https://www.fresno.gov) and the FAX website at [www.fresno.gov/FAX](https://www.fresno.gov/FAX).

