



What Is New At FAX – September 2020

September 29, 2020

Re-opening Manchester Transit Center (MTC) Customer Service Center

In August, bus service returned to MTC for Routes 28, 41, and 45. Next up: FAX is reopening the Customer Service Center at MTC! Starting Monday, October 5, 2020, passengers will be able to buy transit passes, pick up Handy Ride applications, and receive other FAX services more conveniently at the newly reopened office. We look forward to serving our passengers once again from the MTC Customer Service Center!

FAX Evacuation Efforts: Assisting with the Creek Fire

The Creek Fire ravaging the foothills and mountains near Fresno is ranked in the top 10 of the biggest wildfires to burn in California's modern history. Getting such a crisis under control is a coordinated effort for many organizations and agencies working together to assist those in need.

FAX is one such organization providing aid. During the evacuations FAX dispatched multiple buses between the Fresno Yosemite International Airport, the Fresno Convention Center, Clovis West High School, and other locations, as they were needed. More than 200 evacuees received critical transportation service in this time of need.

FAX is called upon in times of crisis to provide emergency transportation in a variety of circumstances, such as evacuations, natural disasters, or law enforcement activities. As part of the City of Fresno's Transportation Department, FAX helps provide continuity of operations for the city in times of need.

Health and Safety Commitments Program to Help Prevent the Spread of COVID-19

FAX understands that transit passengers want to know what transit agencies are doing about COVID-19. We began implementing health officials' recommendations quickly when the COVID-19 pandemic began and are proud to partner with 100 other transit agencies across the United States through the American Public Transit Association (APTA), committing to health and safety efforts to prevent the spread of COVID-19. In the coming weeks, you will see information on buses and in 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 they have been 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 on COVID-19, please visit the fax web site at <https://www.fresno.gov/transportation/fax/>

Did you know? FAX Bus Stops Include Braille Signs

Many visually impaired transit riders depend on FAX for their daily transportation needs. FAX has installed braille signs at bus stops throughout the FAX fixed-route transit system.



At the BRT stops along Route 1, braille signs are located under the shelters, closest to the Ticket Vending Machines (TVMs). At all other stops, the braille signs are located on the FAX bus stop pole or the nearest light pole, below the bus stop sign. Braille signs will also be added to the newly-opened stops at MTC.

Solar Lighting Project at FAX Bus Stops

FAX recognizes safety is important to all of our customers and that is why we are excited to highlight the addition of solar lights at 200 of our bus stops. FAX recently completed Phase 1 of the bus stop solar light project, installing solar lights at 100 bus stops throughout the City. Phase 2 will be completed

soon, with the installation of an additional 100 solar lights. Transit riders can tap the button, located on the pole, to turn on the light as they wait for the next bus. This upgrade not only provides additional visibility for passengers but also alerts FAX bus drivers that a passenger is waiting.

