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## What's New at FAX, June 2023

*June 29, 2023*

### Free Public Wi-Fi Coming Soon to FAX Fixed-Route Buses

For some time now, transit riders have been asking for Wi-Fi on FAX buses. Last year, we rolled out Wi-Fi to buses servicing routes, 1, 9, and 38.



FAX is proud to announce that the project has been expanded to the rest of the FAX bus fleet. As a result, free Public Wi-Fi will soon be available on all FAX buses on all routes.

To learn when free Public Wi-Fi will roll out on remaining FAX routes, look for the Wi-Fi decal on our buses, or follow us on social media at “@FresnoFAX” on Instagram, “[Facebook.com/FresnoFAX](https://www.facebook.com/FresnoFAX)” on Facebook, and on Twitter at “[Twitter.com/FresnoFAX](https://twitter.com/FresnoFAX)”.

### Upcoming Changes on FAX Routes 3, 20, 34, and 45

On Monday, August 14, 2023, several improvements to the FAX fixed-route network will go into effect. These changes include:

1. Route 34 is extending southward, providing service to the North Pointe Business Park, including Amazon, Ulta, the IRS, and other businesses. The frequency on Route 34 is also improving, now operating every 15 minutes, instead of every 20 minutes.
2. Route 45 is extending west to add service to Justin Garza High School and Glacier Point Middle School.
3. Frequencies on Routes 3, 20, and 45, are improving and will now operate every 30 minutes, instead of every 45 minutes. That means that every route in the FAX system, except for Routes 58 and 58e, now operate at 30-minute frequencies or better.

Follow us on social media or check out our [Schedule Guide](#) to get the latest information regarding the new routes and frequency improvements.

## **FAX Service to City of Fresno Cooling Centers**

As we head into Fresno's summer months, temperatures are set to soar. When they hit 100 degrees Fahrenheit, the [City of Fresno](#) will again open its cooling centers to provide residents much-needed relief.

City of Fresno cooling centers, and the FAX routes that service them, include:

### **Frank H. Ball Neighborhood Center,**

760 Mayor Avenue, accessed via Routes 32 and 34.

### **Ted C. Wills Community Center,**

770 N. San Pablo, accessed via Routes 22, 33, and 35

### **Mosqueda Community Center**

4670 E. Butler, accessed via Routes 26 and 33.

### **Pinedale Community Center**

7170 N. San Pablo, accessible via Routes 1, 26, 32, and 34

FAX will provide free transit along regular routes to and from the cooling centers when they are open. To ride free, passengers must indicate that they are travelling to a cooling center. Individuals should refer to the FAX schedule to determine the final evening departure time for buses providing service near the centers.

Please note that the City of Fresno reserves the right to change temperature requirements when cooling centers are open.



**Participating Centers**  
Frank H. Ball Community Center  
Ted C. Wills Community Center  
Mosqueda Community Center  
Pinedale Community Center

**TAKE A RIDE WITH US!**  
FAX will provide free bus transportation along normal routes to and from cooling centers. To ride free, you must indicate you are traveling to a cooling center.

**FAX** FRESNO AREA EXPRESS

## **Thank you for Asking: What do I do if there is a traffic jam in the aisle way on the bus?**

If possible, exit via the rear door so other customers can enter more quickly. This will allow the bus to move more efficiently and stay on schedule.

Here's how riders can make the ride more comfortable for everyone:

- Use the rear door to exit. If possible, exit the rear door so other customers can enter immediately. This will allow the bus to move more efficiently and stay on schedule.
- Move all the way into the bus. Moving all the way into the bus makes it more accessible for others to board and move safely through the bus.

- Keep aisles and exits clear. Please keep bags and other items out of the aisles to help make everyone's ride more efficient and safer. Blocking aisles or exits is not allowed. It can delay service and create a safety risk.
- Distracting the driver. Please refrain from having unnecessary conversations with the driver while the bus is in motion.

By following the rules above, we can all have a better experience riding FAX bus.



## **At FAX, We Work for You – Scott Donaldson**

There is a large team of people that work behind the scenes to ensure that a FAX bus shows up when you expect it to. One such person is Scott Donaldson.

In the most recent segment of “We Work for You”, Bus Mechanic II, Scott Donaldson is profile. Scott is a member of the team that is responsible for providing quality care, maintenance, and repair for the 120 buses in the FAX Fleet.



Thank you, Scott, and the rest of the FAX Bus Mechanic Team for all you do to keep Fax buses on the road, running safely.

Facebook: <https://www.facebook.com/FresnoCA/videos/119902527806402/>

YouTube: <https://www.youtube.com/watch?v=OsJdpEwN-oM>

Vimeo: <https://vimeo.com/839914339>

Twitter: <https://twitter.com/CityofFresno/status/1673494406299791361>

LinkedIn: [https://www.linkedin.com/posts/city-of-fresno\\_we-work-for-you-scott-donaldson-activity-7079264496883552256-](https://www.linkedin.com/posts/city-of-fresno_we-work-for-you-scott-donaldson-activity-7079264496883552256-wXgF?utm_source=share&utm_medium=member_desktop)

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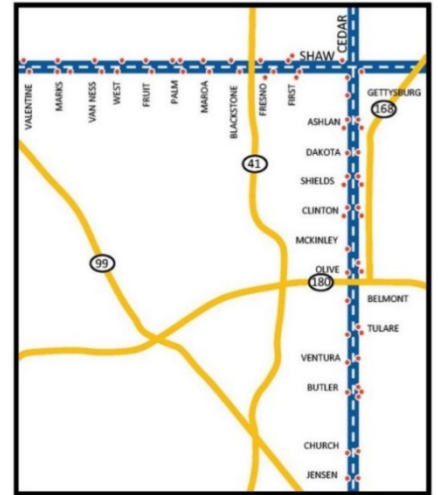
Instagram: <https://www.instagram.com/p/Ct-XmxGpMxr/>

## **Update on the Shaw-Cedar Bus Stop Improvement Project**

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



The project includes 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 to reach the bus stops. Improvements include adding new bus stop amenities such as shelters, benches, and trash receptacles; enlarging concrete bus stop landings; and improving curbs, gutters, sidewalks, and security lighting.



To date, no stops in the Shaw Cedar Bus Stop Upgrades Project have officially been reopened. The current expectation is that clusters of stops, beginning on Cedar Avenue, will begin opening in August 2023. Look for rider communications and Department social media updates as these stops begin to reopen.

As always, we appreciate your patience as we work to close out this project.



The Shaw Cedar Bus Stop Improvement project started in the Summer of 2022 and is expected to be completed in the Summer of 2023.

This project is part of FAX's effort to improve 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.

**@fresnofax**

