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What's New at FAX, September 2023

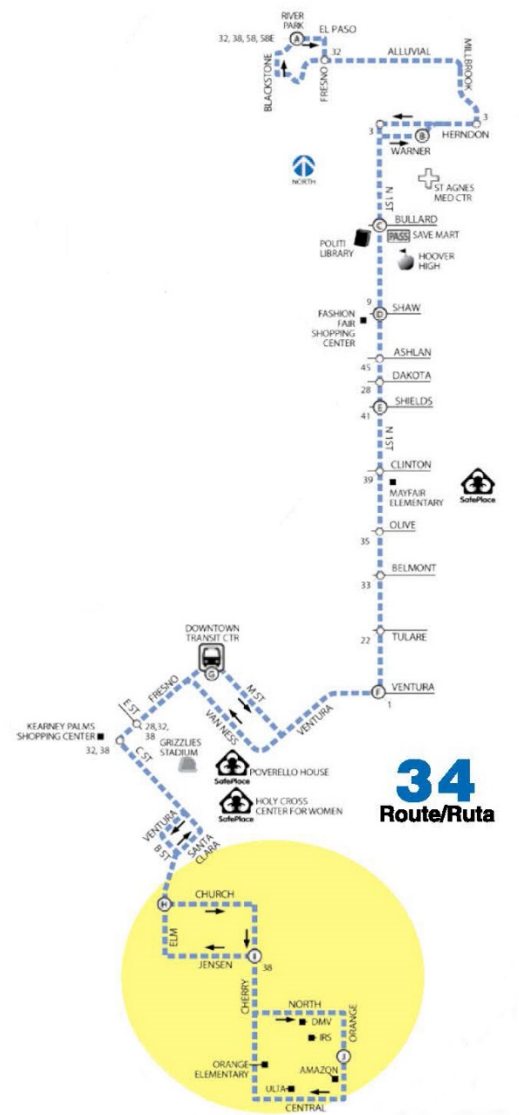
September 29, 2023

Improvements to FAX Routes 3, 20, 34, and 45 Forty-Five Days In

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

1. Route 34 extended southward, to serve the North Pointe Business Park, including Amazon, Ulta, the IRS, and other businesses. Service is now running every 15 minutes, instead of every 20 minutes.
2. Route 45 extended west to service Justin Garza High School and Glacier Point Middle School.
3. Frequencies on Routes 3, 20, and 45, now run every 30 minutes, instead of every 45 minutes.

As a result of the most recent changes, all routes in the FAX system, except for Routes 58 and 58E, now operate at 30-minute frequencies or better.





Every time a major change to service, routes, or fares is planned, FAX must complete a Title VI analysis to assess the impacts on disadvantaged populations within the proposed service area. Public outreach, which FAX completed earlier this year, is a large part of this important process. The Fresno City Council adopted the Title VI Report for the Routes 3, 20, 34, and 45 route changes on Thursday, July 20, 2023.

Follow us on social media to get the latest information regarding the new routes and frequency improvements.

Shaw-Cedar Bus Stop Improvement Project Completed

The Shaw-Cedar Bus Stop Improvement Project is complete. The project upgraded 63 bus stops with new shelters and amenities and brought many of those stops into compliance with accessibility requirements set forth in the Americans with Disabilities Act (ADA). The improvements were made along the FAX fixed-route system on Shaw from Valentine to Cedar and on Cedar from Jensen to Shaw.



Improvements included 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.



The new, updated bus stops also benefit 10 bus routes that intersect with Routes 9 and 38, including Routes 20, 22, 26, 32, 34, 35, 38, 39, 41, and 45.

Fresno Area Express earns the Distinguished Institute of Automotive Service Excellence's (ASE) Blue Seal of Excellence

The safety of our passengers, drivers, and residents is our top priority. This is reflected in the team of professionals that maintain FAX buses and city vehicles.



FAX has recently earned the National Institute of Automotive Service Excellence's (ASE) Blue Seal of Excellence. The ASE is a non-profit organization dedicated to improving service repair and service quality. In the case of government fleets, it additionally honors the hard work and dedication technicians provide to police officers, firefighters, public works, and other public-sector employees.

To earn the ASE Blue Seal of Excellence, at least 75 percent of a shop's technicians must be ASE certified. Additionally, there must be a certified technician in each service area and agencies must confirm their professionals' certification status annually.

Of the 23 FAX Maintenance technicians, 86 percent are ASE certified, exceeding the Blue Seal award benchmark. More noteworthy is that the division's mechanical staff includes 12 Master Technicians, the highest possible level of individual ASE recognition. Additionally, there are five technicians with dual Master certifications and Master certifications in multiple vehicle systems, including those of buses and heavy equipment.

Excellent job, gentlemen!



The FAX's Blue Seal of Excellence award further demonstrates the City of Fresno's commitment to safety and excellence.

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