

WHAT'S NEW AT FAX?



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Director Barfield Returns Full-Time to FAX!



I am so happy to be back at FAX full-time, after serving as Assistant City Manager and Interim FAX Director for the past several years.

Our focus this year, is on providing Excellent Customer Service to ALL. A customer could be a driver; a staff member; a maintenance or shelter crew team member; a supervisor; or any member of the public we serve, who rides our system every day! We will work hard to ensure that everyone is heard, understood, and supported; even if that

means we must apologize for falling short from time to time and then providing excellent customer service by communicating that message.

In the coming weeks and months, we will welcome the arrival of new cutaway buses for our paratransit service; two new hydrogen buses; 12 new CNG buses; as well as, new relief and support vehicles. As we bring more bus stops up to ADA standards, we are ordering new shelter amenities.

Long term, new service changes are coming to Routes 22 and 33 including adjusted timing for each route. A new route serving Church Avenue crosstown has been funded, with a launch in 2025, connecting West Fresno and Edison High School, West Fresno City College campus, and the Sanger West High & Middle School Campuses with several Fresno Unified School sites along the way.

As always, I am here to serve, and look forward to improving your experience one enhancement at a time!

Gregory A. Barfield, Director of Transportation

The FAX Newsletter has a new look!

We're starting off 2024 with a revamped appearance! Along with a new fresh look and layout, we aim to incorporate more details like upcoming service adjustments, technological advancements, fare modifications, safety advice, accessibility enhancements, rider resources, outreach events, scheduled stop closures, and many other exciting updates. The new FAX Newsletter will be distributed quarterly with "special issues" as needed.





Designated FAX Police Are Back!

Commencing in November 2023, FAX reinstated designated Police Officers. The team consists of one Sergeant and two officers per day to cover all FAX operating hours. In the upcoming fiscal year, FAX plans to introduce a second team. These resources are solely devoted to addressing any concerns on a FAX bus or at a FAX facility, such as the Manchester Transit Center. FAX Police hope their presence will provide a sense of safety and security to riders, while also addressing any community-related issues they may come across during their duties. Since November, FAX police have made 8 felony arrests, 20 misdemeanor arrests, responded to 23 traffic collisions, and 84 reports. FAX officers' primary focus is rider and driver safety. Officers have been able to respond

quickly to disturbances on FAX property and buses. FAX PD has been able to immediately investigate crimes and ID/arrest suspects related to these crimes. FAX also focuses on bus stop safety and beautification by clearing bus stops of people who are loitering there.

FAX HEROS

FAX Technicians Give New Handy Ride Buses Necessary Upgrades and Savings



In February 2024, Ray Flores and Matthew Perez, Communications Technician II's, efficiently saved the city both time and money. They achieved this by custom fabricating and modifying 14 small cabinets on the new Handy Ride buses. These adjustments

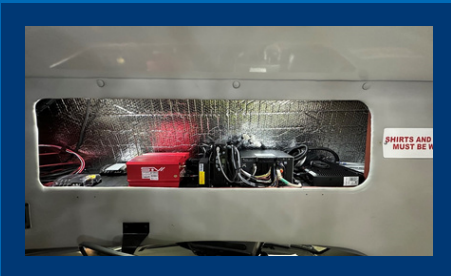
were necessary to accommodate the GPS tracking system, video recording unit, cameras, and communications equipment. The need for fabrication arose when the standard cabinets proved too small to house the required equipment. All 14 buses were wired with the thought of future maintenance and expansion if/when required

Ray and Matthew's expertise prevented the need to outsource the work, ultimately saving FAX additional expenses. Moreover, they maximized savings by repurposing materials readily available on-site.

KUDOS to Ray and Matthew for a job well done!



Working in 35 degree weather!



VOTERS RIDE FREE!

March 2 -5, 2024



FAX will provide FREE bus transportation to anyone who needs to reach a Fresno County Vote Center or Voter Drop Box. FAX will transport passengers for free for the three days leading up to the election and the day of the election only: Saturday, March 2 through Tuesday, March 5, 2024.

During this 4-day timeframe, simply tell your driver that you are traveling to VOTE or REGISTER TO VOTE and they will allow you to board the bus free of charge.

New FAX Bus Drivers Will Hit the Road March 29th



On March 29th, eighteen trainees will commence their roles as official FAX Bus Drivers. If you spot them on your bus, please congratulate them, as becoming a FAX Bus Driver is a significant accomplishment! Ensuring your safety, as well as that of other drivers and pedestrians, is our top priority. Our dedicated Trainers are focused on providing Bus Driver Trainees with the necessary knowledge and training to meet this goal daily. These Bus Drivers will have undergone 2 weeks of Classroom Training, 3 weeks of behind-the-wheel Training, 1 week of Final Appraisals and DMV exams, and 2 weeks of on-the-job Platform Instruction followed by an in-class review. This totals approximately 100 hours of Classroom, 100 hours of In-Service, 23 hours of Behind the Wheel, and 72 hours of Platform Instruction.



Fresno is a known Hub for Human Trafficking

Human Trafficking is the recruitment, transportation, transfer, harboring, or receipt of people through force, fraud, or deception for the purpose of commercial sex acts or illegal labor services. Men, women, and children of all ages and from all backgrounds can become victims of this crime, which occurs in every region of the world including Fresno.

Trafficking in persons is the fastest growing and second largest criminal industry in the world, today; second only to drug trafficking.

IF YOU SEE SOMETHING, TAKE ACTION!

- Discretely tell the Bus Driver - All FAX buses are registered Safe Places. Drivers are trained to help.
- Call into FAX customer service at 621-RIDE.
- Call the National Human Trafficking Hotline at 888-373-7888.
- Text The Safe Place Program: Text the word "safe" and your current location (address, city, state) to 4HELP (44357).



THINGS TO LOOK FORWARD TO:

FAX MOBILE FARE PAYMENT AND TRIP PLANNING APP

FAX recently released a call for proposals to support the implementation of a Mobile Fare Payment and Trip Planning app that will allow transit passengers in Fresno to plan, pay, travel, and communicate as quickly, conveniently, and seamlessly as possible across a variety of transportation modes.



In light of increasing passenger demand, FAX is seeking to build out an App that provides account-based fare collection, contactless mobile ticketing, smart card, and EMV functions. It would also include fare capping and cash apps for the unbanked or underbanked, accompanied by a robust multimodal, multilingual, and accessible journey planning application that will provide passengers with comprehensive trip planning functions in real time.

FAX hopes to have this App in place next year.

Prospective vendors can access the RFP at:
<https://pbsystem.planetbids.com/portal/14769/bo/bo-detail/114511>



Effective March 11, 2024, the Route 33 westbound trip on weekdays will be running 3 minutes earlier than currently. The first trip of the day will begin at 5:57am instead of 6:00am.

No changes to the eastbound times or on weekends.

FAX is currently recruiting for the following positions:

- Safety and Training Specialist \$4,720 - \$5,713/mo.
- Equipment Service Worker II \$4,383 - \$5,324/mo.
- Bus Mechanic Lead worker \$5,882 - \$7,147/mo.
- Bus Driver \$4,486 - \$5,726/mo.
(Students \$4,078/mo.)

To apply go to: www.fresno.gov/personnel/jobs/

We're Hiring

Make sure you follow us!



@FresnoFAX

Barnaby tested and approved!

