

FAX FARE MEDIA – Information and Frequently Asked Questions for Reseller Outlets

Start Date: July 24, 2017

Fresno Area Express is transitioning from a monthly bus pass and tokens to a new fare media. This change will be effective the third week of July 2017.

Six different fare media or passes will be rolling out at that time. They include:

1. 31-Day Pass - \$48
2. 31-Day Reduced Fare Pass - \$24
3. 10 Ride Card - \$11.25
4. 10 Ride Card (Reduced Fare) - \$6
5. 1 Ride Card - \$1.25
6. 1 Ride Card (Reduced Fare) - \$0.60

There are three new fare media types that will be available to the public, a 31-day pass, a 10 ride card, and a single ride card. Each of the three services will be available at full and reduced fare pricing. As a result, there will be a total of six new fare media types.

When a magnetic fare pass is processed by the fare box, the fare box display will notify both the driver and passenger of the time or number of rides remaining on the pass. When a pass is processed by the fare box to redeem the last ride, the fare box will print “NO RIDE” across the back of the magnetic stripe indicating that all of the rides have been used.

The fare media will eventually replace bus tokens currently in use throughout the FAX network. They will continue to be accepted as long as they remain in circulation.

In the future, magnetic stripe fare media will be replaced by smart card technology for both FAX and Handy Ride.

IMAGES OF NEW FARE MEDIA PASSES

31-Day Pass - \$48



Distinguishing colors

Yellow
Yellow Shadow

Details

Valid for 31 days from activation on FAX and Clovis Transit.
The 31-Day pass replaces the monthly Metro Pass.
Unlimited number of rides
Full fare card

31-Day Reduced Fare Pass - \$24



Distinguishing colors

Orange
Orange Shadow

Details

Valid for 31 days following activation on FAX and Clovis Transit.
Unlimited number of rides
Reduced fare card

10-Ride Card - \$11.25



Distinguishing colors

Dark Blue
Dark Blue Shadow

Details

Valid for 10 rides on FAX and Clovis Transit.
Full fare card

10 Ride Card (Reduced Fare) - \$6



Distinguishing colors

Green
Green Shadow

Details

Valid for 10 rides on FAX and Clovis Transit.
Reduced fare pass

1 Ride Card - \$1.25



Distinguishing colors

Red
Red Shadow

Details

Valid for 1 ride on FAX and Clovis Transit.
Full fare pass

1 Ride Card (Reduced Fare) - \$0.60



Distinguishing colors

Purple
Purple Shadow

Details

Valid for 1 ride on FAX and Clovis Transit.
Reduced fare pass

FAX FREQUENTLY ASKED QUESTIONS

General Questions

Q: When does the new fare media go into effect?

A: New fare media rolls out on July 24, 2017.

Q: What is the difference between the new fare media from the previous flash bus pass?

A: The new fare media will have a magnetic stripe on the back of the card that will be automatically recognized by the fare box.

Q: How do I use the magnetic stripe fare media card?

A: The 31-day pass will be inserted into the transfer slot the first time to activate it. For future uses, it will be swiped. Ride cards will be inserted into the transfer unit for each ride.

Q: Will the fares increase with the new media card?

A: No.

Q: What types of fares will be available?

A: Full-fare and reduced-fare passes are available.

Q: Will there still be a reduced pass available for seniors and the disabled?

A: Yes, reduced fare media is available. Passes for seniors and the disabled are now covered by reduced fare passes.

Q: When does activation begin with the new media card?

A: Activation takes place when the fare media is used for the first time when the rider boards the bus. It is activated when it is inserted into the transfer unit for the first time.

Q: Does it expire?

A: Yes, the 31-day pass expires 31 days after it is first activated. The 10-ride card expires after the 10th ride. The one-ride card expires after a single ride.

Q: Where can I purchase the new fare card?

A: The new fare media can be purchased at any of the locations listed in the FAX schedule guide.

Q: What is the difference between a 31-day pass card and a ride card?

A: A 31-day pass is a 31-day unlimited ride card. A ride card is issued for a specific number of rides, either 10 rides or a single ride.

Q: How do I transfer with this new card?

A: A transfer ticket is not necessary when using a 31-day ride pass; you will swipe the pass with each ride. When using a ride card, request a transfer at time of boarding.

Q: Will transfer tickets eventually go away?

A: At this time, transfer tickets will continue to be accepted within the system.

Q: There is no reference to a new fare media Handy Ride Pass, will there be one available?

A: For the time being, the Handy Ride monthly flash pass will continue to be used for FAX Transit and Handy Ride buses. New fare media Handy Ride passes will be available in the near future.

Q: Will change cards still be issued?

A: Yes.

Q: What transit buses can I ride using the new fare media cards?

A: The new fare media cards will be accepted on the FAX and Clovis Transit buses only.