



What's New At FAX - January 2018

January 31, 2018

An update on the FAX Route Restructuring project, FAX Fare promotion ends, FAX Q Community meeting and the TVM Guide

With the Fresno Area Express Route Restructuring project underway, I wanted to take this opportunity to update you on what is happening with the project as well share new developments taking place here at FAX.

Update on the FAX Route Restructuring Project

With the public outreach component of the FAX route restructuring project behind us, we are hard at work on the next phase, transit rider surveys.

Designed to better understand how FAX transit riders use the system, transit rider surveys hit the buses with the help of a team of experienced survey-takers. With the goal of collecting 3,500 responses over a two-week period, results are in the process of being tallied that will be shared publicly in the near future.

FAX Fare Promotion Ends

In December, FAX put in place a fare of \$1.00 for transit riders paying with cash. This is a reduction of \$.25 off of the regular FAX cash price of \$1.25. Many of our transit riders

benefitted from this limited promotion during the Holiday Season.

Now that we are in a new year, the FAX promotional fare has come to an end. Cash fares were returned to their normal rates of \$1.25 on January 15, 2018.

Meet FAX Q Community Meetings

It is hard to miss any of the construction that has been taking place throughout Fresno for FAX Q, Fresno Area Express' bus rapid transit line. With the launch date of February 19, 2018 quickly approaching, we have completed two meetings with one more forthcoming. Highlights of the meetings include:

- Meeting your elected officials
- A bus pass give-away
- An interactive ticket kiosk
- Refreshments
- Activities for kids

Two meetings have already been held and the last one is tonight. The details are as follows:

Kings Canyon Corridor
January 31, 2018
Fresno, CA 93727
1019 S. Peach Ave.
Sunnyside High School Cafeteria
5:30 – 7:00 PM
January 31, 2018

TVM Guide

There are many differences between FAX Q, our bus rapid transit line and the rest of the buses in the FAX network. One of the bigger differences is that with FAX Q, transit riders buy passes before boarding the bus.

Each bus stop lining the FAX Q line has an automated ticket vending (TVM) machine where transit riders can buy their pass. Such a system will keep each stop along the BRT line

running at a minimum enabling transit riders to get to their destinations quicker.

To help transit riders familiarize themselves with the FAQ Q TVM system, we have prepared a simple flyer illustrating how to use the new system. [Take a look at the TVM Guide here.](#)

FAX's proof of payment policy is available for viewing in Both [English](#) and [Spanish](#).

For those of you who participated in the FAX Route Restructuring project, thank you for your interest. We hope to see you at one of our FAX Q community meetings. Better yet, we look forward to seeing you on the bus.

ABOUT FAX

Fresno Area Express is the public transit and paratransit agency for the City of Fresno

UPCOMING EVENTS

FAX Update -
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