



# What Is New At FAX - May 2018

*May 15, 2018*

## **FAX to the Fest, May 18 and 19, 2018**

Grizzly Fest, Fresno's own music festival is coming to Woodward Park on Friday May 18 and Saturday May 19, 2018. Along with some of the best recording artists on the scene today, there will be a lot of traffic and parking will be challenging.

If you are planning to go and want to ensure maximum enjoyment, **we strongly encourage you to take public or alternate means of transportation.** The City of Fresno has set up 'FAX to the FEST' service on **Route 1 / BRT between Kings Canyon and Clovis and Friant/Audubon** with buses running every 15 minutes until 12:45AM on both Friday and Saturday. **Parking at Manchester Center is FREE** and the fare is \$1.25 each way. Please purchase 2 single rides in advance at any BRT Ticket Vending Machine for collection.

Learn more about [Grizzly Fest 2018](#).



[The Business Journal](#)

## **FAX BRT Ticket Vending Machines**

Fresno's BRT launched almost three months ago on February 18, 2018. In addition to faster service, BRT is different in that passes are purchased at automated ticket vending machines located at every station along the BRT Q / Route 1.

When boarding buses along BRT Q / Route 1, bus drivers do not check passes and receipts of each rider to verify payment. That responsibility is assigned to FAX Police, a team of 18 members of the Fresno Police Department assigned to FAX.

In the near future, members of the FAX unit of the Fresno Police Department will be randomly boarding BRT buses to check passes and receipts. If riders are not able to produce proof of payment, they will be given a verbal warning and asked to buy a pass at their next stop, as a part of fare enforcement activities.

## **My FAX Bus Mobile App**

Released in mid-February, the FAX MyBus mobile app for Android and IOS is designed to give transit riders real-time transit information.. Since its release, several changes have been made to improve the functionality and accessibility for users. For regular users, live arrival times has been added to stop information.

To improve accessibility, detailed directions are provided to help our visually disadvantaged riders better navigate the FAX network.

Since the app was released, the Android app has been downloaded over 1,500 times while the IOS version has been downloaded over 1,000 times. Since this app has been released, we have received very positive feedback from users.

To download the MyFAXBus apps, go to:

[MyFAXBus for Android](#)

[MyFAXBus for IOS](#)

## **Report Bus Stop Issues on FresGO**

Vandalism and broken bus stops are an unfortunate reality. However, you can now report these issues to FAX for prompt attention.

Using the FresGO app or the MyFAXBus mobile app, issues received will be forwarded to FAX for staff to address. You can access FresGO through the MyFAXBus mobile app and clicking Customer Service in the drop down menu at the top of the screen. From the Customer Service page, click the Report Issues.

To download the FresGO app go to:

[FresGO for Android:](#)

[FresGO for IOS:](#)

## **ABOUT FAX**

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

## **UPCOMING EVENTS**

FAX Update - June  
2018

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**Our mailing address is:**

Fresno Area Express

2223 "G" Street

Fresno, CA 93706

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