



# What Is New At FAX - March 2019

*March 15, 2019*

## 2018 FAX and Handy Ride Customer Satisfaction Survey Results

Every several years, FAX conducts a statistically reliable customer opinion and satisfaction survey of FAX and Handy Ride transit riders to hear directly from transit riders throughout our City and refine our bus services to better meet changing needs. This latest survey provides comparisons to the 2011 and 2014 customer satisfaction surveys.

Overall, FAX riders demonstrated a high level of satisfaction with the bus service, assigning their experiences an overall report card rating of "A-". This is an improvement over the two previous survey periods where the overall ratings were at "B+". The survey also revealed that the most important bus service features to our transit riders are: (1) on-time performance, (2) frequency of buses, and (3) time to complete the trips; our riders are expressing a growing preference to receive information electronically; and many of our riders are willing to use an electronic fare payment system if such a system becomes available.

Handy Ride customers also demonstrate a high level of satisfaction for paratransit services provided by FAX. Overall, 87 percent of Handy Ride customers are either

very satisfied (52 percent) or satisfied (35 percent) with their experiences.

High-level summaries and abbreviated versions of the final FAX and Handy Ride 2018 Customer Satisfaction surveys. are available [online](#). The full reports that include the statistical analysis of survey results are also available upon request.

FAX thanks all of our transit and paratransit riders that took the time to respond to the surveys. A major goal is to use the results to refine our services to meet passenger needs. If you have any additional comments, please [contact us](#) at FAX!



## **Changes to Inspiration Park Access on Route 12**

In January, FAX split Route 9 into two routes, Route 9 and Route 12. The new Route 12 extends service from Shaw and Brawley westward to Inspiration Park. Route 9 continues service along Shaw Avenue from Brawley eastward toward Fresno State and the City of Clovis.

There has been a change in direction along the portion of Route 12 that serves Inspiration Park. The bus now travels south on Polk, west on Gettysburg, and north on Hayes, instead of vice-versa. This change in direction places the bus stop on the north side of Gettysburg, now picking up and dropping off passengers on the same side of the street as the park. This means that transit riders traveling to Inspiration Park no longer have to cross Gettysburg to access the bus stop, thus increasing access and improving safety.

For those transit riders wanting to transfer to Route 12, get off the Route 9 bus at the stop in front of Del Taco just after turning onto Brawley from Shaw. Crossing Brawley and proceeding Westbound a couple hundred feet along Shaw, one can pick up the Route 12 bus at the stop located in front of Rally's just west of Shaw and Brawley.

## **Take Route 22 to the Amtrak Station and Save Money to Destinations across the Country**

Want to get to the Amtrak station in downtown Fresno? Transit riders anywhere within the FAX fixed route network can connect to Route 22 to get to Amtrak, which provides service to over 135 different destinations across the United States. Take a friend or family member on Amtrak and get 50% off the purchase of a second ticket going to the same destination at the same time through Amtrak's Friends and Family discount. For ticketing information, visit [Amtraksanjoaquin.com](http://Amtraksanjoaquin.com).

## **Recent Fraud Disrupted by FAX**

FAX recently identified and shut down fraudulent activity taking place through the Ticket Vending Machines along the Q BRT, Route 1. The FAX Unit of the Fresno Police Department is committed to protecting the transit network for the benefit of transit riders and the community at large.

If you witness any fraud or crimes at our bus stations or on our buses, please contact us immediately at 621-RIDE, or in the case of emergencies, please call 911. Passenger safety is key to the success of our system.

# **Update on the 2019 Unmet Transit Needs Process**

The 2019 Unmet Transit Needs Process being undertaken by the Fresno Council of Governments, covered in last month's newsletter, is ongoing. Although the eight scheduled public outreach meetings have now been completed, comments are still being accepted until Friday, April 5, 2019 at 5:00 p.m. A public hearing will be held at the Fresno Council of Governments on April 12, 2019.

To submit your unmet transit need comments in writing, please email your comments to [comments@fresnocog.org](mailto:comments@fresnocog.org) or send them to the following address:

Bill Hyatt, SSTAC Chairman  
Central Valley Regional Center  
7615 North Marty, Fresno, CA 93722

[Online comment forms to print](#), complete, and send in are available online.

## **Follow FAX on Social Media**

Did you know that FAX has a Facebook page and Twitter feed to better communicate with FAX transit riders. Follow FAX on social media to get the latest information on what is important including news, route updates, upcoming events, planning activities, and education.

[Fresno Area Express on Facebook](#)

[Fresno Area Express on Twitter](#)