



*December 12, 2019*

# **FAX and the Regional Planning Agency will be Seeking Your Input on Local and Regional Transit Issues Early Next Year**

## **Regional Unmet Transit Needs Assessment Process**

Along with the New Year comes the need to participate in the Fresno Council of Government's (COG) Unmet Transit Needs process. Every year, as established by California's Transportation Development Act (TDA), Fresno COG is required to identify unmet transit needs that may exist in the Fresno region before certain TDA funds are distributed to local jurisdictions.

As part of the unmet transit needs process, public workshops and a public hearing are conducted each year to provide transit riders with the opportunity to discuss their transit needs. A total of eight public workshops will be scheduled, four in rural communities and four in urban communities. Three of the workshops will be held in Fresno and one in Clovis.

The workshops are being planned for February and March 2020. Dates and locations will be shared once finalized.



## **FAX Workshops and Additional Outreach Efforts – “Going to Our Riders”**

This coming year, we have a lot going on at FAX, so much so that we are holding three open house workshops throughout the City of Fresno. In coordination with the Fresno COG, and for the convenience of our transit riders, the FAX workshops will be held right before the regional Unmet Transit Needs workshops discussed above.

The primary goals of the workshops are to:

1. Solicit feedback on proposed service changes, and
2. Highlight several other FAX initiatives currently underway or planned for implementation in the near future.

In addition to the three open house workshops, FAX will also host “pop-ups” during February at heavily used transit stops and other locations. The pop-ups will last 2 to 3 hours at each location at different times of the day. Locations will include Courthouse Park, Riverpark, Shaw and Blackstone, Manchester Transit Center, and others.

FAX will also be distributing surveys at the workshops, the pop-ups, on the buses, posting the surveys online, and sending them out via e-mail and social media. We want to hear from you! More information will be included in the next newsletter. Stay tuned!

## **Enhancements to the MyFAXBus Mobile App and the FAX Trip Planner**

In February 2018, FAX released the first version of the MyFAXBus mobile app. Downloaded over 10,000 times since the release of the first version, a second version of the MyFAXBus mobile app is in development that is redesigned to better meet the needs of FAX transit users.

Highlights of the upcoming enhanced app include:

- A new, updated Interface
- Account-based features enabling users to save specific trip information
- Gamification functionality making the mobile app much more fun

Scheduled for completion in the Spring, the updated version of the MyFAXBus mobile app will be "pushed" to current app users, meaning that existing users will not need to download and install the new version of the app. FAX staff will showcase the updated app at the upcoming workshops. A bonus is that the Trip Planner on the FAX website will also be updated and will include the same look and feel as the upgraded app.

## Holiday Schedule

With the holidays in full swing and Christmas and New Year's Day just days away, we wanted to remind our riders of Holiday hours. Martin Luther King Jr's birthday is on January 20, 2020, and is included here, too. A full listing of the holiday schedule can be found on the FAX web page [here](#) or in the Schedule Guide. This schedule applies to both fixed route and Handy Ride services.

<b>HOLIDAY</b>	<b>DATE</b>	<b>DAY</b>	<b>MTC</b>	<b>FAX FIXED ROUTE</b>	<b>FAX HANDY RIDE</b>	<b>CLOVIS TRANSIT (Stageline)</b>	<b>CLOVIS ROUNDUP</b>
Christmas Eve	December 24, 2019	Tuesday	Regular Service	Sunday Schedule	Sunday Schedule	Regular Service	Regular Service
Christmas Day	December 25, 2019	Wednesday	Closed	No Service	No Service	No Service	No Service
New Year's Day	January 1, 2020	Wednesday	Closed	Sunday Schedule	Sunday Schedule	No Service	No Service
Martin Luther King Jr's Birthday	January 20, 2020	Monday	Closed	Sunday Schedule	Sunday Schedule	Limited Service	Limited Service

FAX Sunday service runs from 6:30 a.m. to 7:00 p.m.