



# What Is New At FAX – January 2020

*January 15, 2020*

## COMING SOON – Route 1, the Q – BRT Buses will have Fareboxes

Starting on Monday, January 27, 2020, Route 1, BRT buses will have fareboxes located at the front of the bus. Passengers will be required to board through the front door only and use the farebox to:

- Pay in cash,
- Validate ride cards, or
- Activate passes

Once fully implemented, there will be several ways to pay:

1. **In advance:** Riders may continue to buy ride cards or passes at the Ticket Vending Machines (TVMs) or pass outlets using cash, debit, or credit card. The new fareboxes on the bus will validate the fare.
2. **On the bus:** Riders may pay cash when boarding the bus. Exact fare is preferred and bills over \$20 are not accepted.

For more information about the fareboxes being installed on BRT, view the flyers in [English](#) and [Spanish](#).

## Clarification of FAX Policy Regarding Walkers and Rollators

Due to some confusion regarding the placement of walkers and rollators on fixed-route buses, FAX recently issued the following clarification. For everyone's safety:

- Walkers and Rollators (4-wheeled walkers with seats) must be folded and placed out of the aisles.

- Walkers or Rollator users must always sit in a regular bus seat.
- Passengers cannot use Walkers and Rollators as a seat while riding the bus and may not secure them in the wheelchair securement area.

For more information about FAX's policy regarding walkers and rollators, view the flyers in [English](#) or [Spanish](#).

## **Upcoming FAX Workshops – We Need Your Input on Proposed Service Changes!**

Fresno County's Department of Social Services (DSS) is consolidating its multiple offices into a single new location at the former Pelco campus on the Northeast corner of Peach and Dakota in Clovis. Since many DSS clients ride transit to the DSS offices, FAX is proposing changes to certain routes to improve service levels and better integrate the rest of the transit system.

Before any changes are made, we need your feedback!

FAX will be holding three workshops in late February and early March, with opportunities to win gift cards for your participation. The FAX workshops are designed to interact with transit riders to not only discuss the proposed route changes but also share some exciting technology projects on the horizon. The workshops are being scheduled in conjunction with the Fresno Council of Governments Unmet Transit Needs Assessment meetings, described further below. The three FAX workshops will be held at:

- 1. Fresno State University (FSU) - Vintage Room**  
Tuesday, February 25, 2020 – 12:00 p.m. – 1 p.m.  
5241 N. Maple Ave., Fresno, CA 93740
- 2. Central Learning Adult School**  
Saturday, February 29, 2020 – 10:30 – 11:30 a.m.  
2698 N. Brawley Ave., Fresno, CA 93722
- 3. Maxie L. Parks Community Center**  
Monday, March 2, 2020 – 5:30 – 6:30 p.m.  
1802 E. California Ave., Fresno, CA 93706

In conjunction with these workshops, FAX will also seek input via “Rider Surveys” that will be distributed at transit stops throughout the City of Fresno and will be provided electronically on the FAX website and social media pages.

In addition, FAX will set up “pop-up” tents to talk with transit riders at fifteen of the busiest transit stops.

A dedicated web page for these outreach efforts will be set up soon, and more specifics will be released as details are finalized.



## **Upcoming Regional Outreach for the 2020 Unmet Transit Needs Assessment**

The Fresno County Unmet Transit Needs Assessment for 2020 has started. The assessment is designed to ensure that any unmet transit needs that are found 'reasonable to meet' are met before Transportation Development Act (TDA) funds are expended. The Fresno Council of Governments (Fresno COG) is the administrator of TDA funds for Fresno County.

Fresno COG, in cooperation with FAX, the Fresno County Rural Transit Agency (FCRTA), Clovis Transit, and the Fresno Economic Opportunity Commission (FEOC), will be holding a total of six public outreach meetings. Four meetings will be held in the urban area and two in rural areas.

Of the four meetings in the urban area, three will be in the City of Fresno and will take place immediately after the FAX Open House Workshops described in the article directly above.

The information gathered as part of the public outreach process will be included in a regional report called the Unmet Transit Needs Assessment. This report will be viewed by the Social Services Transportation Advisory Council (SSTAC) who will provide a recommendation for unmet transit needs findings to the Fresno COG Policy Board.

For more information on the Unmet Transit Needs Assessment workshops, see the Fresno COG workshop flyers in [English](#) and [Spanish](#).

## **Upcoming Changes to the Fresno City College and Clovis Community College student-ID bus pass program**

At the end of the spring 2020 semester, the State Center Community College District will discontinue its school identification bus pass program with FAX and Clovis Transit. This program enables students enrolled at Fresno City College and Clovis Community College to ride public transit at no cost to the student.

The spring 2020 semester ends for both Fresno City College and Clovis Community College on Friday, May 22, 2020. FAX and Clovis Transit will continue to accept college IDs as bus passes through the end of service, until Friday, May 22, 2020. After that, students will need to pay for their transit trips.

The decision by the State Center Community College District does not impact the school ID bus pass program in place with Fresno State. The school ID bus pass program for Fresno State students, faculty, and staff will continue.