

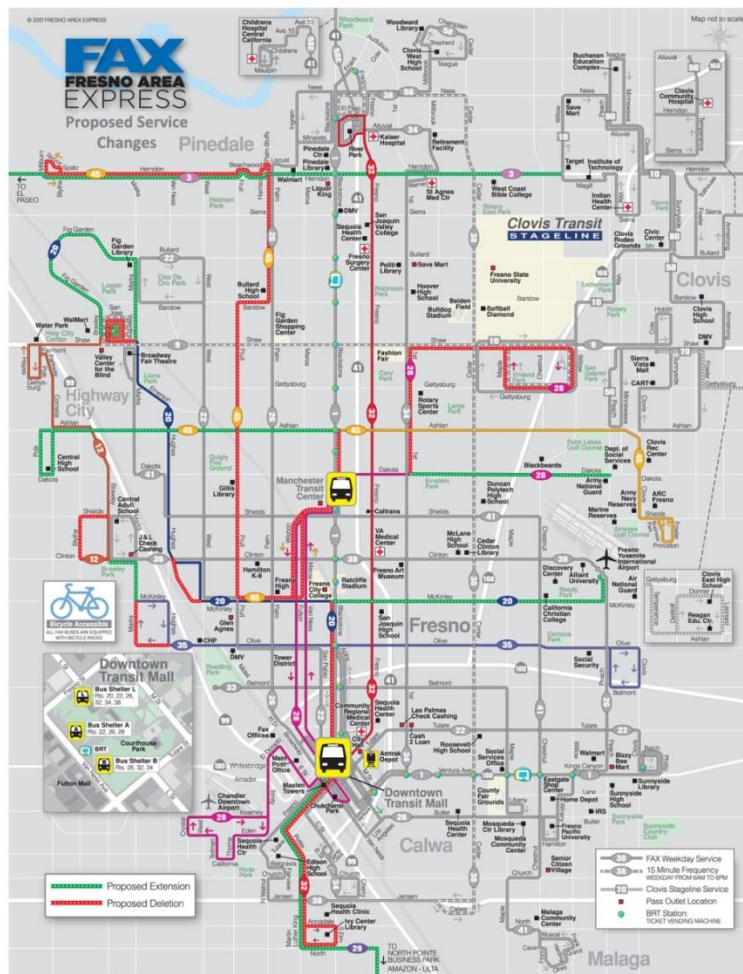


What Is New At FAX – February 2020

February 13, 2020

Public outreach for proposed route changes is in full swing...We want to hear from you!

In an effort to improve service levels and enable passengers to connect to more destinations across the city, FAX is considering making changes to specific bus routes. Take a look at the map below for proposed route extensions and deletions.



[View this Map on Fresno.gov](#)

Before we take action on any changes, we need your feedback. We are conducting public outreach in three specific ways: Rider Surveys, “Pop-Up Events,” and public workshops. See our Public Outreach page at www.fresno.gov/FaxOutreach for additional information.

Take our Rider Survey

You can complete the FAX Rider Survey online in [English](#) or [Spanish](#) at www.fresno.gov/FaxOutreach. If you are reading this on a mobile device, you can access the survey using the QR code below:

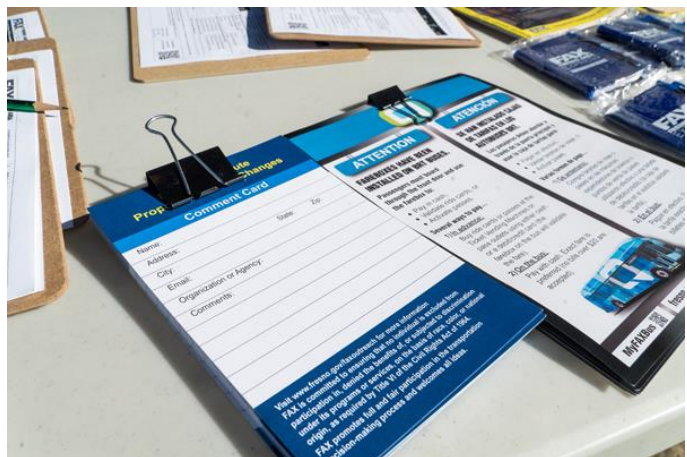


Complete the survey by March 6, 2020, and you can be entered to win a \$100 gift card from Walmart or Target. The limit is one survey per customer. There will be six opportunities to win. Winners will be featured in next month’s newsletter.

Visit us at a “Pop-Up” Event at a Transit Stop near You

Over a dozen pop-up events have been scheduled throughout the City of Fresno between February 10 and March 5, 2020. We’ve completed a few already, and the remaining pop-up events are scheduled at the following locations (weather permitting):

- Thursday, February 13; starting at 1:30 p.m. – Fresno City College – Weldon BRT Station
- Wednesday, February 19; starting at 8 a.m. – Cedar and Shaw
- Thursday, February 20; starting at 9 a.m. – Courthouse Park, A, and B Shelters
- Thursday, February 20; starting at 10:30 a.m. – Courthouse Park, L Shelter, and Van Ness BRT Stations



- Monday, February 24; starting at 2 p.m. – Fresno Yosemite International Airport
- Thursday, February 27; starting at 11:30 a.m. – Fresno and Pottle
- Tuesday, March 3; starting at 10 a.m. – Kings Canyon and Cedar
- Wednesday, March 4; starting at 2:30 p.m. – Kings Canyon and Chestnut
- Thursday, March 5; starting at 1:30 p.m. – Kings Canyon and Clovis

Follow us on [Facebook](#) or [Twitter](#) for up-to-date information on our pop-up locations. We will share additional information about the proposed service changes at the pop-up events.



Participate in a Public Workshop

FAX has scheduled three workshops to discuss the proposed changes and solicit feedback from our passengers. The three workshops will be held at:

1. Fresno State University (FSU) – Vintage Room

Tuesday, February 25, 2020 – 12:00 – 1:00 p.m. (light lunch will be provided)

5241 N. Maple Avenue, Fresno, CA 93740

This event is accessible via routes 9, 28, and 38. Please call (559) 621-1532 for the parking code for this event.

2. Central Learning Adult School

Saturday, February 29, 2020 - 10:30 – 11:30 a.m.

2698 N. Brawley Avenue, Fresno, CA 93722

This event is accessible via Routes 12 and 39

3. Maxie L. Parks Community Center

Monday, March 2, 2020 – 5:30 – 6:30 p.m.

1802 E. California Avenue, Fresno, CA 93706

This event is accessible via Route 32

The workshops will be held in an “open house” format so we can describe the proposed changes, highlight recent improvements, and showcase some new upcoming innovations. Those who complete a survey at the workshop will be entered to win a gift card. A drawing will take place at the end of the workshop, and winners must be present to win.

More Options to Pay when Riding the BRT!

Did you know? Route 1, BRT riders now have two ways to pay to ride the Q.

Passengers can continue to pay their fares at the ticket vending machines (TVMs) located at all BRT fareboxes, which have recently been installed at the front of all BRT buses. One resulting change: riders now need to board through the front door, similar to the other FAX buses.

To reduce boarding times and keep the BRT buses running on time, we encourage passengers to pay their fares in advance at the TVM. If you pay at a TVM, you can use cash, a credit card, or a debit card. You will need to activate your ticket or validate your pass at the farebox on the BRT. For passengers who prefer to pay on the bus, the BRT fareboxes accept cash only. Please have your exact fare ready (\$1.25 for regular fare or 60 cents for reduced fare) before you board the bus.

Abide to Ride... FAX Rider Rules

Everybody has a safer, more enjoyable trip when we all follow the rules. As a reminder, here are the FAX 'Rules to Ride By':

- Do not smoke aboard the bus
- Do not eat or drink aboard the bus
- Walk – do not run aboard the bus
- Keep all bus aisles clear
- Please keep seats clean and feet on the floor
- Place all trash in trash cans
- Listen to your audio device only with earphones
- Animals are not allowed except in approved animal carriers (*other than service animals*)
- No disruptive behavior or foul language
- Do not cross in front of or behind the bus
- Do not attempt to board a bus which has pulled away from the curb
- Children must be supervised at all times
- Remain seated (if seats are available) when the bus is in motion
- Hazardous materials are not allowed on buses
- Always load your bike into the rack closest to the bus