



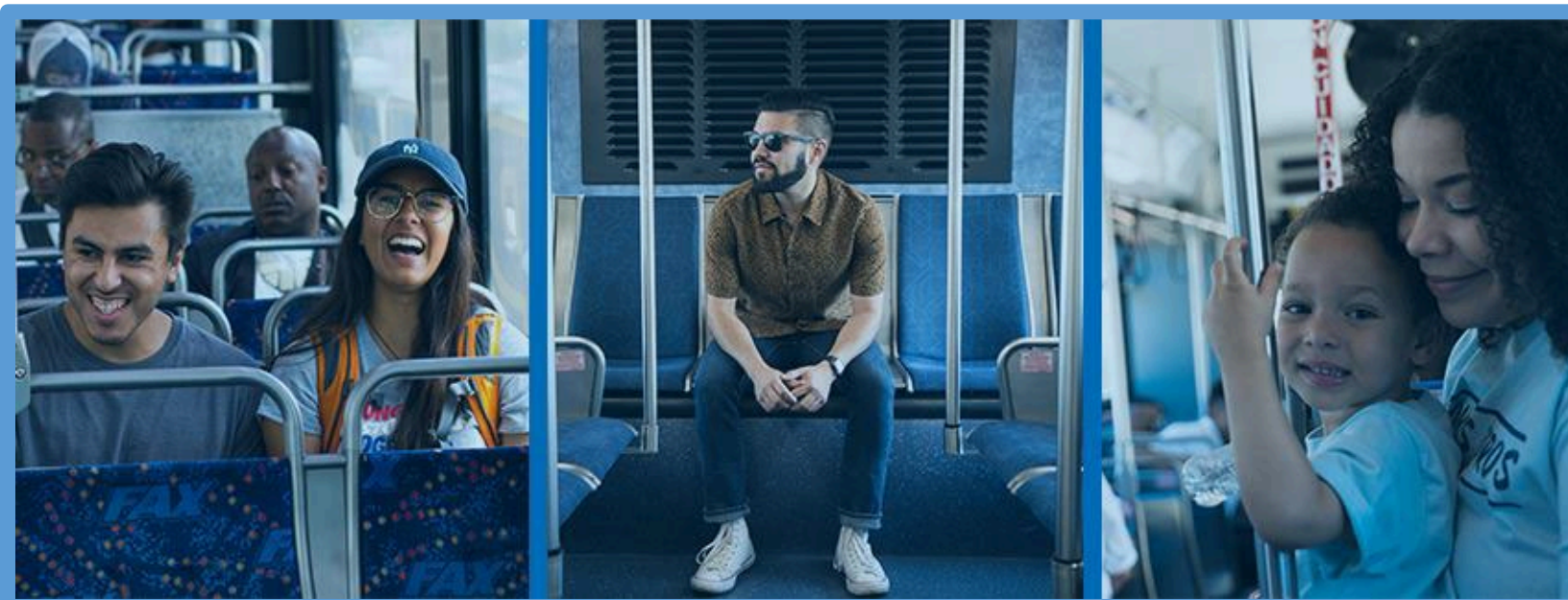
City of Fresno Department of
Transportation/Fresno Area Express

Title VI Fare Equity Analysis: New Fare Structure



Original: August 2021

Updated: June 2022



Prepared By:



Overview

In compliance with Title VI of the Civil Rights Act of 1964, the Federal Transit Administration (FTA) requires all transit agencies that receive federal funding to monitor the performance of their systems, ensuring services are made available and/or distributed equitably. One component of ensuring compliance is performing an equity analysis for all fare changes and any major service changes to determine its impact on minority (race, color, or national origin) and low-income populations.

Fresno Area Express (FAX) is the primary fixed-route transit operator in Fresno and is operated and administered by the City of Fresno, California. FAX has proposed a fare change, reducing the cost of a base fare from \$1.25 to \$1.00. Passes and Reduced Fares are also proposed to be reduced by a similar amount on both fixed route service and Handy Ride, FAX's paratransit service. FAX is also considering removing restrictions from its transfer policy.

This Title VI analysis will:

- Evaluate how the proposed fare changes may impact low-income and minority populations, and
- Identify strategies to avoid, minimize, or mitigate any disproportionate burdens, disparate impacts, or any potentially negative outcomes.

Relevant Policies

This fare equity analysis was completed in accordance with FTA regulations outlined in FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." The circular requires this analysis to ensure or minimize any disparate impact on minority populations or disproportionate burden on low-income populations.

Disparate Impact Definition

Refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin. (FTA C 4702.1B, Chap. I-2)

Disproportionate Burden Definition

Refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable. (FTA C 4702.1B, Chap. I-2)

The circular requires that there be a fare equity analysis completed for any change in fares or in fare media. Each transit agency is responsible for establishing what differential is considered a disparate impact or disproportionate burden.

Disparate Impact Policy

A disparate impact exists if a major service change, fare change, or fare media change requires a minority population to bear adverse effects by 20 percent or more than the adverse effects borne by the general population in the affected area.

Disproportionate Burden Policy

A disproportionate burden exists if a major service change, fare change, or fare media change requires a low-income population to bear adverse effects by 20 percent or more than the adverse effects borne by the general population in the affected area.

FAX's Title VI Program was adopted in 2019. FAX has also recently completed three other Title VI analyses, one for the Faster FAX network in 2016, one for a proposed smart card in 2018, and one for a series of service changes in 2020. This Title VI analysis will apply Title VI policies in a manner consistent with these earlier analyses.

Existing Conditions

Due to the COVID-19 pandemic FAX temporarily suspended the collection of fares for six months between March 1 and August 31, 2021. The fare structure prior to the suspension in fares is detailed in Table 1.

Table 1: Existing Fare Structure

Fare	Price
Fixed-Route Buses	
Base Fare	\$1.25
Reduced Fare*	\$0.60
Children Under 6	Free
10 Ride Card	\$11.25
10 Ride Card - Reduced Fare*	\$6.00
31-Day Pass	\$48.00
31-Day Pass - Reduced Fare *	\$24.00
Transfers	Free**
Handy Ride	
Base Fare (single ride)	\$1.50
Monthly Pass	\$48.00

* Reduced fare is available to seniors 65 and older with a valid ID, Medicare cardholders, and persons with disabilities with a valid ID.

** Transfers must be requested at time of purchase, permit up to 2 transfers, and are valid for 90 minutes.

Base Fares and Reduced Fares can be paid on the bus in cash or bought in advance as 1 Ride Cards for the same price. Up to two free transfers are included with a single paid fare (on any fare media), allowing passengers to utilize up to three buses/routes to complete their one-way trip. Transfers can only be made where routes intersect and are not valid for layovers or return trips. Transfers should be requested at the time of boarding and are valid for 90 minutes from the time issued.

Proposed Changes

FAX is proposing to reduce fares across all fare types. The proposed fare structure is detailed in Table 2.

Table 2: Proposed Fare Structure

Fare	Price	Percent Change
Fixed-Route Buses		
Base Fare	\$1.00	-20%
Reduced Fare*	\$0.50	-17%
Children Under 6	Free	0%
Children 7-12	Free	-100%
Military and Veterans, with valid ID	Free	-100%
10 Ride Card	\$9.00	-20%
10 Ride Card - Reduced Fare*	\$4.50	-25%
31-Day Pass	\$36.00	-25%
31-Day Pass - Reduced Fare*	\$18.00	-25%
Transfers	Free**	0%
Handy Ride		
Base Fare (single ride)	\$1.25	-17%
Monthly Pass	\$36.00	-25%

* Reduced fare is available to seniors 65 and older with a valid ID, Medicare cardholders, and persons with disabilities with a valid ID.

** Transfers must be requested at time of purchase, and permit unlimited transfers for up to 90 minutes.

The proposed fare changes bring base and reduced fares better in line, so that all reduced fare prices, regardless of pass type, is half the cost of the equivalent base fare, and establish new categories for free rides, including for children between 7 and 12 years old and for veterans and active members of the military. In order to ride free, veterans and active members of the military must show the driver an Active Military ID or Veteran ID prior to boarding the bus.

Fare Equity Analysis

At its core, a fare equity analysis demonstrates that a transit agency has considered the consequences of a proposed policy that is facially neutral but may result in a disparate impact on minority riders or a disproportionate burden for low-income riders. The FTA's recommended methodology for performing a fare equity analysis begins with determining the number and percent of users of each fare type and evaluating the differences between minority users and non-minority users and low-income and non-low-income users. Next, the analysis should evaluate the impacts of the proposed changes to determine if there is a disparate impact or disproportionate burden. Finally, alternatives must be evaluated, and mitigation strategies offered to prevent or mitigate any potential burden.

Whereas either population (from the U.S. Census) or ridership data can be used for a service equity analysis, the FTA recommends using ridership survey data whenever possible for fare equity analyses. The customer survey data helps an agency determine if minority and/or low-income riders are disproportionately more likely to be burdened by changes in fares.

FAX is proposing to reduce fares. This may not seem like an obvious equity concern, and across-the-board fare reductions do benefit all riders. However, a fare equity analysis is necessary to ensure the benefits of the fare reduction are not going disproportionately to non-minority and non-low-income communities.

Fixed Route

The following questions from the 2018 Customer Satisfaction Survey were analyzed for the fixed route fare equity analysis:

- **Fare Type:** How do you normally pay your fare? (1) Cash, (2) 1-Ride Card Regular, (3) 1-Ride Card Reduced, (4) 10-Ride Card Regular, (5) 10-Ride Card Reduced, (6) 31-Day Pass Regular, (7) 31-Day Pass Reduced, (8) Other, please specify.
- **Demographics, Ethnicity:** Which of the following most closely describes your ethnic background? (1) Hispanic, (2) White/Caucasian, (3) African American/Black, (4) Asian/Southeast Asian- please specify national origin or Asian ethnic group, (5) American Indian, (6) Pacific Islander, (7) Middle Easterner, (8) other/please specify.
- **Demographics, Household Size:** Including yourself, how many people live in your household? (Blank space for entering a number.)
- **Demographics, Income:** Which of the following categories best describes your total household income in 2013, before taxes? (1) less than \$10,000 per year, (2) \$10,000 to \$19,999, (3) \$20,000 to \$29,999, (4) \$30,000 to \$39,999, (5) \$40,000 to \$49,999, (6) \$50,000 to \$74,999, (7) \$75,000 to \$99,999 per year, (8) \$100,000 or more per year.

All respondents who indicated a race/ethnicity other than Non-Hispanic White/Caucasian were considered a minority for purposes of this analysis. If a respondent indicated more than one race/ethnicity, they were considered a minority. Furthermore, if a respondent indicated “other,” they were considered a minority. Records where the respondent did not answer the race/ethnicity question were excluded from the disparate impact analysis, as their minority status could not be determined.¹

FAX’s definition of low-income is any person whose median household income is at or below 150 percent of the federal poverty line. The federal poverty guidelines issued by the U.S. Department of Health and Human Services were used as the basis for determining low-income status. See Table 3. Utilizing the survey questions related to household income and number of persons per household, each survey respondent was coded as low-income (below 150 percent of the poverty line) or non-low-income (above 150 percent of the poverty line) according to Table 4, below. For ranges where a significant portion of the range fell below 150 percent poverty line, the entire range was classified as low-income/”below” to ensure no low-income individuals were mistakenly classified as non-low-income. Households with 13 or more members making more than \$100,000 were considered low-income for the same reason.

¹ If these respondents did not answer the race/ethnicity question but did answer the questions related to household size and income, they were still included in the disproportionate burden analysis. The FTA directs recipients to analyze disparate impact and disproportionate burden separately.

Table 3: 2018 Poverty Guidelines for the 48 Contiguous States and D.C.

Persons in Family/Household	Poverty Guideline	150 Percent of Poverty Guideline
1	\$12,140	\$18,210
2	\$16,460	\$24,690
3	\$20,780	\$31,170
4	\$25,100	\$37,650
5	\$29,420	\$44,130
6	\$33,740	\$50,610
7	\$38,060	\$57,090
8	\$42,380	\$63,570
9	\$46,700	\$70,050
10	\$51,020	\$76,530
11	\$55,340	\$83,010
12	\$59,660	\$89,480

Table 4: Low-Income Status by 2018 FAX Customer Satisfaction Survey Categories (Below or Above 150 Percent of Federal Poverty Guideline)

Reported Annual Household Income in 2018								
Persons in Household	Less than \$10,000	\$10,000 - \$19,999	\$20,000 - \$29,999	\$30,000 - \$39,999	\$40,000 - \$49,999	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000 or More
1	Below	Below	Above	Above	Above	Above	Above	Above
2	Below	Below	Below	Above	Above	Above	Above	Above
3	Below	Below	Below	Above	Above	Above	Above	Above
4	Below	Below	Below	Below	Above	Above	Above	Above
5	Below	Below	Below	Below	Below	Above	Above	Above
6	Below	Below	Below	Below	Below	Above	Above	Above
7	Below	Below	Below	Below	Below	Below	Above	Above
8	Below	Below	Below	Below	Below	Below	Above	Above
9	Below	Below	Below	Below	Below	Below	Above	Above
10	Below	Below	Below	Below	Below	Below	Above	Above
11	Below	Below	Below	Below	Below	Below	Below	Above
12	Below	Below	Below	Below	Below	Below	Below	Above
13+	Below	Below	Below	Below	Below	Below	Below	Below ²

The breakdown of fare type by minority and non-minority populations are in Table 5.

² Only one survey record fell in this category. Even if the household has an income over 150 percent of the poverty line, since the exact income is not known, the person was categorized as low-income to ensure no low-income respondents were not counted.

Table 5: Breakdown of Fare Type by Minority/Non-Minority

Fare	Percent Minority	Percent Non-Minority	Minority Burden
Cash	82%	18%	0%
1-Ride Card Regular	85%	15%	3%
1-Ride Card Reduced	75%	25%	-7%
10-Ride Card Regular	78%	23%	-4%
10-Ride Card Reduced	86%	14%	4%
31-Day Pass Regular	81%	19%	-1%
31-Day Pass Reduced	71%	29%	-11%
Other	85%	15%	3%
All Riders	82%	18%	

The breakdown of fare type by low-income and non-low-income populations are in Table 6.

Table 6: Breakdown of Fare Type by Low-Income/Non-Low-Income

Fare	Percent Low-Income	Percent Non-Low-Income	Low-Income Burden
Cash	88%	12%	0%
1-Ride Card Regular	90%	10%	2%
1-Ride Card Reduced	94%	6%	6%
10-Ride Card Regular	87%	13%	-1%
10-Ride Card Reduced	95%	5%	7%
31-Day Pass Regular	89%	11%	1%
31-Day Pass Reduced	89%	11%	1%
Other	86%	14%	-2%
All Riders	88%	12%	

Across all fare types, the minority burden and low-income burden are below 20 percent, meaning the fare equity changes does not meet the disparate impact or disproportionate burden thresholds set by FAX. Additionally, the proposed fare changes are all relatively similar, ranging between 17 and 25 percent decreases. The difference between the largest and smallest fare change is 8 percent, considerably less than the 20 percent threshold.

The expansion of free fares to children between 7 and 12 and to veterans and active members of the military is a 100 percent fare decrease, which could potentially result in a disparate impact or disproportionate burden.

Children: The expansion of the free fares for children is not a Title VI issue, as they can be assumed to follow the same demographic patterns as riders as a whole.

Veterans: The expansion of free fares to veterans and active-duty military is also not a Title VI issue; per correspondence with the FTA, equity analyses are not required for veterans and active duty-military. Demographic data for veterans from the US Census and the 2022 On-Board Survey is included here for monitoring purposes. In the City of Fresno, 54.4 percent of veterans are non-minority, versus 31.9 percent of all city residents. 11.2 percent of veterans fall below the federal poverty line, compared to 22.5 percent of all city residents.

In the Spring of 2022, FAX conducted a survey of riders that included a question on veteran and military status. The findings from that survey reflect the findings from the analysis of demographic data. Veterans that use FAX are much less likely to be a minority; 42.5 percent of veteran riders are non-minority, compared to 25.4 percent of non-veteran riders. There is a similar disparity in income, with 54.5 percent of veteran riders above 150 percent of federal poverty guidelines, compared to just 20.9 percent of riders as a whole.

Transfers: Regarding the potential transfer policy change, FAX is considering simplifying its transfer policy by removing the limit of the number of buses a rider can transfer to, as well as the ability to back ride or continue traveling on the same route, and instead, allowing unlimited transfers within 90 minutes. Under both the current policy and the proposed policy, transfers will remain free and must be requested when the rider purchases a ticket. Transfers also must be made within 90 minutes.

As both the current and proposed policy have a 90-minute time limit, all trips currently made using a single fare will still be able to be made under a single fare. In addition, riders will be able to use a single fare for return trips on the same route made within the 90-minute time limit. This will benefit all riders making shorter trips. The proposed transfer policy change will also not result in a disparate impact or disproportionate burden, as it benefits all riders.

In summary, the fare changes for the fixed route services do not result in a disparate impact or disproportionate burden, and mitigation measures do not need to be considered for these changes.

Handy Ride

The data for Handy Ride is less comprehensive than the data for fixed route service. Although there was a customer satisfaction survey conducted in 2018, there is not enough data to properly divide respondents into low-income and non-low income groups, due to inexact household sizes and a limited number of income brackets. Nonetheless, there are some conclusions that can be drawn from looking at the demographic data collected as part of the survey. The following questions from the 2018 Customer Satisfaction Survey were analyzed for the Handy Ride fare equity analysis:

- **Demographics, Ethnicity:** Which of the following most closely describes your ethnic background? (1) Hispanic, (2) White/Caucasian, (3) African American/Black, (4) Asian/Southeast Asian- please specify national origin or Asian ethnic group, (5) American Indian, (6) Pacific Islander, (7) Middle Easterner, (8) other/please specify.
- **Demographics, Household Size:** Including yourself, how many people live in your household? (Blank space for entering a number.)
- **Demographics, Income:** Which of the following categories best describes your total household income in 2013, before taxes? (1) less than \$10,000 per year, (2) \$10,000 to \$19,999, (3) \$20,000 to \$29,999, (4) \$30,000 to \$39,999, (5) \$40,000 to \$49,999, (6) \$50,000 or more.

61 percent of Handy Ride customers are a minority, compared to 82 percent of fixed route riders. This is greater than a 20 percent difference, and means that there could potentially be a disparate impact. **However, the Handy Ride fare reductions are in line with the fare reductions on the fixed route service, at 17 percent for a basic fare and 25 percent for a 31-day pass. As a result, there is no disparate impact because the cost burden on Handy Ride customers is similar to fixed-route customers.**

Although the data limitations prevent an accurate breakdown of low-income and non-low-income Handy Ride customers, there is enough information to compare Handy Ride service to fixed route service. 70 percent of Handy Ride customers have a household income of \$19,999 or below, which is classified as

low-income regardless of household size. Although the percentage of low-income Handy Ride users is likely much greater, the difference between 70 percent and the 82 percent of fixed route riders, meaning there is not a disproportionate burden. **Regardless, there is no disproportionate burden as the Handy Ride fare reductions are in line with fixed route service.**

Public Participation and Outreach

FAX conducted public outreach throughout the month of August 2021 to inform riders of the proposed fare changes and solicit feedback. A virtual workshop was held on August 25th at 5 pm. on the Fresno FAX Facebook and YouTube pages. In addition, FAX held 14 pop-up events at the highest ridership stops in the FAX system in order to reach the greatest number of people. The 14 pop-ups were scheduled at different days and times, and include:

Friday, August 13, 2021

- Inspiration Park: 10:30 a.m. to 12 noon, served by Route 12
- Riverside-El Paseo: 1 to 2:30 p.m., served by Routes 3 and 20
- Brawley-Walmart: 2:30 to 4 p.m., served by Routes 9, 12, and 20

Monday, August 16, 2021

- Walnut-California: 2 to 3:30 p.m., served by Route 38

Tuesday, August 17, 2021

- Cedar-Ventura BRT Station: 9 to 11 a.m., served by Routes 1 and 38
- Weldon-Blackstone BRT Station: 1 – 2:30 p.m., served by Routes 1 and 20

Thursday, August 19, 2021

- Cedar-Shaw: 12 noon to 1:30 p.m., served by Routes 9 and 38

Monday, August 23, 2021

- Manchester Transit Center: 10 a.m. to 12 noon, served by Routes 1, 28, 41

Tuesday, August 24, 2021

- A & B Shelters at Courthouse Park & Van Ness BRT Station: 9 to 11 a.m., served by Routes 1, 22, 26, 28, 32, and 34
- El Paso-Blackstone BRT Station: 12:30 to 2 p.m., served by Routes 1, 26, 32, 38, and 58

Wednesday, August 25, 2021

- Shaw-Blackstone BRT Station: 10 a.m. – 12 noon, served by Routes 1 and 9

Thursday, August 26, 2021

- L Shelter at Courthouse Park: 9 to 11 a.m., served by Routes 22, 26, 32, 34, and 38



Figure 1 - FAX Pop - Up Event

Monday, August 30, 2021

- Clovis-Kings Canyon BRT Station: 8:30 to 10 a.m., served by Routes 1 and 22
- Chestnut-Kings Canyon BRT Station: 10:30 a.m. to 12 noon, served by Routes 1 and 41

Both the virtual workshop and series of pop-up events were held in both English and Spanish, and a sign-language interpreter provided interpretation at the virtual workshop.

In addition to the workshop and pop-up events, FAX undertook an extensive advertising effort in English and Spanish to inform riders about the fare changes as well as inform them about the workshop and events. This advertising effort included distribution of flyers, audio and visual announcements onboard buses, decals on fareboxes and on FAX's schedule guide, newspaper advertisements, information at bus rapid transit stops, information at transit center kiosks, social media posts, the FAX newsletter, and information on the FAX webpage. FAX provided opportunities for input by providing comment cards and pencils at the pop-up events and by promoting the FaxOutreach@fresno.gov e-mail address, in addition to the regular FAX phone number (559-621-RIDE) and fillable PDF compliment and complaint forms on the "Contact Us" page of the FAX web site (www.fresno.gov/fax). FAX's detailed marketing campaign is included in Appendix A.

Comments collected from riders and the general public on the proposed fare changes are included in Appendix B. In conversation with FAX staff, riders expressed appreciation for the six months of free fares and understood why fares needed to be reinstated. The lower fares, and the decreased prices for 10-day and 31-day passes were popular, with the free fares for active military members and veterans especially popular. Comments received via comment cards were very similar, expressing support for the lower fares. In addition to comments on the fare changes, riders also expressed appreciation for FAX service more broadly, and for FAX staff for providing information on the fare changes in both English and Spanish.

Conclusion and Mitigation Measures

FAX has proposed reducing fares by 17 to 25 percent across all fare types on both fixed route and Handy Ride services, as well as expanding free fares to children under 12 and to active military members and veterans. Due to the consistency of fare reductions across all fare types and due to the relatively similar rates at which low-income and non-low-income and minority and non-minority individuals use different fare types, no disparate impact or disproportionate burden was found on fixed route service due to the fare reduction. There was also no disparate impact or disproportionate burden found for Handy Ride services, for similar reasons. Proposed changes to the transfer policy were also found not to have a disparate impact or disproportionate burden, as no existing trips will cost extra, and all riders will benefit from the less restrictive transfer rules. Extending free fares to children under 12 and to veterans and active-duty military members is not considered a Title VI issue, and as such, mitigation measures do not need to be considered. Nonetheless, FAX should continue to conduct outreach to minority and low-income riders to ensure that minority and low-income know that these programs are available to them.

Flyers in English and Spanish posted onto the FAX web site home page informing passengers of new fares and promoting the virtual workshop and the pop-up events:



**Fares to be reinstated starting September 1st
Dollar rides throughout the City of Fresno.**

**Las tarifas se restablecerán a partir del 1 de septiembre.
Viajes de \$ 1 por toda la ciudad.**

For details on these fare changes, attend a Live Virtual Workshop on Fresno FAX's Facebook and YouTube pages on Wednesday, August 25 at 5 p.m., or come to a FAX pop-up tent event around the city.

- **Walnut-California bus stop: Monday, August 16, 2 p.m.**
- **Weldon BRT Station: Tuesday, August 17, 1 p.m.**
- **Cedar and Shaw bus stops: Thursday, August 19, 12 noon**
- **Manchester Transit Center: Monday, August 23, 10 a.m.**
- **Courthouse Park, Van Ness BRT Stations: Tuesday, August 24, 9 a.m.**
- **El Paso BRT Station: Tuesday, August 24, 12:30 p.m.**
- **Courthouse Park, L Shelter: Thursday, August 26, 9-11 a.m.**
- **Clovis BRT Station: Monday, August 30, 8:30 a.m.**

Para obtener más detalles en estos cambios de tarifas, asista a un taller virtual en vivo en las páginas de Facebook y YouTube de Fresno FAX el miércoles 25 de agosto a las 5 p.m., o asista a un evento de FAX en paradas de autobuses por toda la ciudad.

- **Parada de autobús de Walnut-California: lunes 16 de agosto a las 2 p.m.**
- **Estación BRT de Weldon: martes 17 de agosto a las 1 p.m.**
- **Paradas de autobús Cedar y Shaw: jueves 19 de agosto a las 12 del mediodía**
- **Centro de Tránsito de Manchester: lunes 23 de agosto, 10 a.m.**
- **Courthouse Park, estaciones de BRT de Van Ness: martes 24 de agosto, 9 a.m.**
- **Estación BRT de El Paso: martes 24 de agosto, 12:30 p.m.**
- **Courthouse Park, Refugio L: jueves 26 de agosto, 9-11 a.m.**
- **Estación BRT de Clovis: lunes 30 de agosto, 8:30 a.m.**



**For details, scan the QR code or visit
fresno.gov/lower-fares**

**Para obtener más información, escanee el código QR o visite
fresno.gov/lower-fares**



@FresnoFAX

Additional flyers in English and Spanish posted onto the FAX web site home page:

<div data-bbox="167 241 672 340" data-label="Section-Header"> <h2>Fares to be reinstated starting September 1st</h2> </div> <div data-bbox="207 373 628 451" data-label="Section-Header"> <h3>Dollar rides throughout the City of Fresno</h3> </div> <div data-bbox="146 462 703 556" data-label="Text"> <p>For details on these fare changes, attend a Live Virtual Workshop on Fresno FAX's Facebook and YouTube pages on Wednesday, August 25 at 5 p.m., or come to a FAX pop-up tent event around the city.</p> </div> <div data-bbox="183 567 667 749" data-label="List-Group"> <ul style="list-style-type: none"> • Walnut-California bus stop: Monday, August 16, 2 p.m. • Weldon BRT Station: Tuesday, August 17, 1 p.m. • Cedar and Shaw bus stops: Thursday, August 19, 12 noon • Manchester Transit Center: Monday, August 23, 10 a.m. • Courthouse Park, Van Ness BRT stations: Tuesday, August 24, 9 a.m. • El Paso BRT Station: Tuesday, August 24, 12:30 p.m. • Courthouse Park, L Shelter: Thursday, August 26, 9 a.m. • Clovis BRT Station: Monday, August 30, 8:30 a.m. </div> <div data-bbox="300 756 550 905" data-label="Image"> </div> <div data-bbox="138 919 224 999" data-label="Image"> </div> <div data-bbox="225 930 552 982" data-label="Text"> <p>For details, scan the QR code or visit www.fresno.gov/lower-fares/</p> </div> <div data-bbox="609 930 686 999" data-label="Image"> </div> <div data-bbox="552 970 690 995" data-label="Text"> <p>@FresnoFAX</p> </div>	<div data-bbox="844 235 1411 327" data-label="Section-Header"> <h2>Las tarifas se restablarán a partir del 1 de Septiembre</h2> </div> <div data-bbox="966 365 1261 443" data-label="Section-Header"> <h3>Viajes de \$1 por toda la ciudad</h3> </div> <div data-bbox="859 455 1391 569" data-label="Text"> <p>Para obtener más detalles en estos cambios de tarifas, asista a un taller virtual en vivo en las páginas de Facebook y YouTube de Fresno FAX el miércoles 25 de agosto a las 5 p.m., o asista a un evento en paradas de autobuses por todo la ciudad</p> </div> <div data-bbox="854 579 1404 758" data-label="List-Group"> <ul style="list-style-type: none"> • Parada de autobús de Walnut-California: lunes 16 de agosto a las 2 p.m. • Estación BRT de Weldon: martes 17 de agosto a la 1 p.m. • Paradas de autobús Cedar y Shaw: jueves 19 de agosto a las 12 del mediodía • Centro de Tránsito de Manchester: lunes 23 de agosto, 10 a.m. • Courthouse Park, estaciones de BRT de Van Ness: martes 24 de agosto, 9 a.m. • Estación BRT de El Paso: martes 24 de agosto, 12:30 p.m. • Courthouse Park, Refugio L: jueves 26 de agosto, 9 a.m. • Estación BRT de Clovis: lunes 30 de agosto, 8:30 a.m. </div> <div data-bbox="1006 756 1250 905" data-label="Image"> </div> <div data-bbox="837 919 922 999" data-label="Image"> </div> <div data-bbox="920 911 1195 980" data-label="Text"> <p>Para obtener más información, escanee el código QR o visite www.fresno.gov/lower-fares/</p> </div> <div data-bbox="1339 919 1417 999" data-label="Image"> </div> <div data-bbox="1282 955 1424 980" data-label="Text"> <p>@FresnoFAX</p> </div>
---	--

Clicking on the flyers led to the following information on the Plans, Reports, & Notices page:

GOVERNMENT SERVICES DOING BUSINESS COM

Plans, Reports, & Notices

<p>New Fare Structure</p>	<div data-bbox="303 1507 514 1533" data-label="Section-Header"> <h3>New Fare Structure</h3> </div> <div data-bbox="303 1545 688 1570" data-label="Section-Header"> <h4>Fares to be reinstated starting September 1st</h4> </div> <div data-bbox="303 1583 794 1627" data-label="Text"> <p>Dollar rides throughout the City of Fresno. For additional details, visit the Fares and Passes webpage. In addition:</p> </div> <div data-bbox="324 1646 792 1776" data-label="List-Group"> <ul style="list-style-type: none"> • Reduced fares are available for seniors, people with disabilities, and Medicare card holders, with valid ID. • Children 12 and younger ride for free. • Active military and veterans ride for free, with valid ID. • 31-day passes and 10 Ride Cards are available at discounted rates. </div> <div data-bbox="303 1791 795 1902" data-label="Text"> <p>For details on these fare changes, scan the QR code, visit the FAX Fares and Passes webpage, attend a Live Virtual Workshop on Fresno FAX's Facebook and YouTube pages on Wednesday, August 25, 2021, at 5 p.m., or come to a FAX pop-up tent event at one of the following 14 locations.</p> </div>
<p>Outreach on The Fax ADA Transition Plan</p>	
<p>FAX Disadvantaged Business Enterprise (DBE) FY21 Triennial Goal Setting</p>	
<p>FAX – Notice of Funding Availability (NOFA)</p>	
<p>Title VI of the Civil Rights Act of 1964: Ensuring Equal Access to FAX Services</p>	

FAX

FRESNO AREA EXPRESS



**For additional info.
scan QR code**

Fares to be reinstated starting September 1st. Dollar rides throughout the City of Fresno. In addition:

- Reduced fares are available for seniors, people with disabilities, and Medicare card holders, with valid ID.
- Children 12 and younger ride for free.
- Active military and veterans ride for free, with valid ID.
- 31-day passes and 10 Ride Cards are available at discounted rates.

For details on these fare changes, visit the FAX website at fresno.gov/lower-fares, attend a Live Virtual Workshop on Fresno FAX's Facebook and YouTube pages on Wednesday, August 25, 2021 at 5 p.m., or come to a FAX pop-up tent event.

- Walnut-California bus stop:
Monday, August 16, 2 p.m.
- Weldon BRT Station:
Tuesday, August 17, 1 p.m.
- Cedar and Shaw bus stops:
Thursday, August 19, 12 noon
- Manchester Transit Center:
Monday, August 23, 10 a.m.
- Courthouse Park, Van Ness BRT Station:
Tuesday, August 24, 9 a.m.
- El Paso BRT Station
Tuesday, August 24, 12:30 p.m.
- Courthouse Park, L Shelter:
Thursday, August 26, 9:00 a.m.
- Clovis BRT Station:
Monday, August 30, 8:30 a.m.

fresno.gov/lower-fares

@FresnoFAX



FAX

FRESNO AREA EXPRESS



Para obtener información adicional,
escanee el código QR

Las tarifas se restablecerán a partir del 1 de septiembre. Viajes de \$ 1 por toda la ciudad. Además:

- Hay tarifas reducidas disponibles para personas mayores, personas con discapacidades y titulares de tarjetas de Medicare, con identificación válida.
- Los niños menores de 12 años viajan gratis.
- Los militares activos y los veteranos viajan gratis, con una identificación válida.
- Los pases de 31 días y 10 tarjetas de viaje están disponibles a tarifas con descuento.

Para obtener más detalles sobre estos cambios de tarifas, visite el sitio web de FAX, asista a un taller virtual en las páginas de Facebook y YouTube de Fresno FAX el miércoles, 25 de agosto de 2021 a las 5 p.m., o asista a un evento de FAX en varias paradas de autobuses por toda la ciudad.

- Parada de autobús de Walnut-California:
lunes 16 de agosto a las 2 p.m.
- Estación BRT de Weldon:
martes 17 de agosto a las 1 p.m.
- Paradas de autobús Cedar y Shaw:
jueves 19 de agosto a las 12 del mediodía
- Centro de Tránsito de Manchester:
lunes 23 de agosto, 10 a.m.
- Courthouse Park, estaciones de BRT de VanNess:
martes 24 de agosto, 9 a.m.
- Estación BRT de El Paso:
martes 24 de agosto, 12:30 p.m.
- Courthouse Park, Refugio L:
jueves 26 de agosto, 9-11 a.m.
- Estación BRT de Clovis:
lunes 30 de agosto, 8:30 a.m.

fresno.gov/lower-fares

@FresnoFAX





Fares to be reinstated, starting September 1st

In addition:

- Reduced fares are available for seniors, people with disabilities, and Medicare card holders, with valid ID.
- Children 12 and younger ride for free.
- Active military and veterans ride for free, with valid ID.
- 31-day passes and 10 Ride Cards are available at discounted rates.
- \$1.25 fares to ride on Handy Ride.

For details on these fare changes, attend our Live Virtual Workshop on Fresno FAX's Facebook and You Tube pages on Wednesday, August 25, 2021 at 5 p.m.

FAX is committed to ensuring that no individual is excluded from participation in, denied the benefits of, or subjected to discrimination under its programs or services, on the basis of race, color, or national origin, as required by Title VI of the Civil Rights Act of 1964. FAX promotes full and fair participation in the transportation decision-making process and welcomes all ideas.

www.fresno.gov/lower-fares



@FresnoFAX



Las tarifas se restablecerán, a partir del 1 de septiembre

Además:

- Hay tarifas reducidas disponibles para personas mayores, personas con discapacidades y titulares de tarjetas de Medicare, con identificación válida.
- Los niños menores de 12 años viajan gratis.
- Los militares activos y los veteranos viajan gratis, con una identificación válida.
- Los pases de 31 días y 10 tarjetas de viaje están disponibles a tarifas con descuento.
- Tarifas de \$ 1.25 para viajar en Handy Ride.

Para obtener más detalles sobre estos cambios de tarifas, asista a un taller virtual en vivo en las páginas de Facebook y You Tube de Fresno FAX el miércoles, 25 de agosto de 2021 a las 5 p.m.

FAX se compromete a garantizar que ninguna persona quede excluida de participar, se le nieguen los beneficios o se le discrimine en virtud de sus programas o servicios, por motivos de raza, color u origen nacional, como lo exige el Título VI de la Ley de los Derechos Civiles de 1964. FAX promueve la participación plena y justa en el proceso de tomar decisiones relacionadas con el transporte y da la bienvenida a todas las ideas.

www.fresno.gov/lower-fares





@FresnoFAX



Flyers with New Fare rates in English and Spanish distributed at the 14 Pop-Up Events at Heavily Used Transit Stops, posted onto the FAX web site, and posted onto the buses:

 New Fare Structure Effective September 1, 2021		 Nueva Estructura de Tarifas Efectivo el 1 Septiembre de 2021	
Fixed Route Fares: Cash Fare - One Way \$1.00 Cash Fare - One Way - Reduced Fare*50¢ 1 Ride Card \$1.00 1 Ride Card - Reduced Fare*50¢ 10 Ride Card \$9.00 10 Ride Card - Reduced Fare* \$4.50 31-Day Pass \$36.00 <i>Unlimited rides.</i> 31-Day Reduced Fare* Pass \$18.00 <i>Unlimited rides.</i>		Tarifas de Ruta Fija: Tarifa en Efectivo – Un Solo Viaje \$1.00 Tarifa en Efectivo – Un Solo Viaje – Tarifa Reducida*50¢ 1 Tarjeta de Viaje \$1.00 1 Tarjeta de Viaje – Tarifa Reducida*50¢ 10 Tarjetas de Viaje \$9.00 10 Tarjetas de Viaje – Tarifa Reducida* \$4.50 Pase de 31 Días \$36.00 <i>Viajes ilimitados.</i> Pase de 31 Días – Tarifa Reducida* \$18.00 <i>Viajes ilimitados.</i>	
Transfers <i>All fares entitled to one free transfer. Transfers may be used for a maximum of two bus changes.</i>		Transbordos <i>Todas las tarifas tienen derecho a un transbordo gratuito. Los transbordos se pueden utilizar para un máximo de dos cambios de autobuses.</i>	
*Reduced Fare <i>Seniors (65 years or older) with valid ID.</i> <i>People with disabilities with valid ID.</i> <i>Medicare card holders with valid ID.</i>		*Reduced Fare <i>Personas mayores (65 años o más) con identificación válida.</i> <i>Personas con discapacidad con identificación válida.</i> <i>Titulares de tarjetas de Medicare con identificación válida.</i>	
Handy Ride*: Basic Rate for ADA-Certified Persons - One-Way \$1.25 Monthly Flash Pass for ADA-Certified Persons** \$36.00 <i>*Personal care attendants ride free when accompanying an ADA-certified person who has paid the appropriate fare.</i> <i>**Maximum 60 one-way trips per month.</i>		Handy Ride*: Tarifa básica para personas certificadas por la ADA – Un Solo Viaje \$1.25 Pase Flash Mensual para Personas Certificadas por la ADA** \$36.00 <i>*Los asistentes de cuidado personal viajan gratis cuando acompañan a una persona certificada por la ADA que ha pagado la tarifa adecuada.</i> <i>**Máximo 60 viajes de ida por mes.</i>	
Children 12 and younger FREE <i>Children under 6 must be accompanied by an adult.</i>		Niños menores de 12 años GRATIS <i>Los niños menores de 6 años deben ir acompañados de un adulto.</i>	
Active Military and Veterans with valid ID FREE		Militares Activos y Veteranos con Identificación Válida GRATIS	
 TAKE A RIDE WITH US!		 ¡TOME UN VIAJE CON NOSOTROS!	

Comment Cards provided at Pop-Up Events:

 Public Outreach Comment Card	 Participación Pública Tarjeta de Comentarios
Name:	Nombre:
Address:	Dirección:
City: State: Zip:	Ciudad: Estado: Código postal:
Email:	Correo electrónico:
Representing Organization or Agency:	Representando cual organización o agencia:
Comments:	Comentarios:
<p>Visit www.fresno.gov/fax for more information.</p> <p>FAX is committed to ensuring that no individual is excluded from participation in, denied the benefits of, or subjected to discrimination under its programs or services, on the basis of race, color, or national origin, as required by Title VI of the Civil Rights Act of 1964. FAX promotes full and fair participation in the transportation decision-making process and welcomes all ideas.</p>	
<p>Visite www.fresno.gov/fax para obtener más información.</p> <p>FAX se compromete a garantizar que ninguna persona quede excluida de participar, se le nieguen los beneficios o se le discrimine en virtud de sus programas o servicios, por motivos de raza, color u origen nacional, como lo exige el Título VI de la Ley de los Derechos Civiles de 1964. FAX promueve la participación plena y justa en el proceso de tomar decisiones relacionadas con el transporte y da la bienvenida a todas las ideas.</p>	

Banner hung at Manchester Transit Center:

TAKE A RIDE WITH US!



¡TOME UN VIAJE CON NOSOTROS!

**Fares to be reinstated
starting September 1st.
\$1 rides throughout the City of Fresno.**

**Las tarifas se restablecerán
a partir del 1 de septiembre.
Viajes de \$ 1 por toda la ciudad.**



www.fresno.gov/lower-fares

@FresnoFAX






Placard posted on all buses informing transit riders of rate reinstatement in English and Spanish:

@FresnoFAX








fresno.gov/lower-fares

<p>Fares to be reinstated starting September 1st. Dollar rides throughout the City of Fresno</p> <ul style="list-style-type: none"> Reduced fares are available for seniors, people with disabilities, and Medicare card holders, with valid ID. Children 12 and younger ride for free. Active military and veterans ride for free, with valid ID. 31-day passes and 10 Ride Cards are available at discounted rates. 	<p>Las tarifas se restablecerán a partir del 1 de septiembre Viajes de \$ 1 por toda la ciudad</p> <ul style="list-style-type: none"> Hay tarifas reducidas disponibles para personas mayores, personas con discapacidades y titulares de tarjetas de Medicare, con identificación válida. Los niños menores de 12 años viajan gratis. Los militares activos y los veteranos viajan gratis, con una identificación válida. Los pases de 31 días y 10 tarjetas de viaje están disponibles a tarifas con descuento.
--	--

BRT Poster Patch in English and Spanish added to system map stanchions at all BRT stations:

One Dollar. One Fresno. FAX IS BACK!

Starting September 1, 2021, ride more for less!

For details and additional new fares, visit fresno.gov/lower-fares

Un dólar. Un Fresno. ¡FAX HA VUELTO!

A partir del 1 de septiembre de 2021, viaje más por menos!

Para obtener más detalles, visite el sitio web de FAX en fresno.gov/lower-fares

Text of Bus Audio Announcements played in buses in English and Spanish; played from 8/1/21 to 9/18/21:

English: Starting September 1, 2021, FAX will reinstate fares. For details, visit fresno.gov/lower-fares.

Spanish: A partir del 1 de septiembre de 2021, FAX restablecerá las tarifas. Para obtener más detalles, visite fresno.gov/lower-fares.

Flyer posted onto Handy Ride vehicles in English and Spanish:

FAX FRESNO AREA EXPRESS

Starting September 1, 2021,
Handy Ride cash fares will be
reduced from \$1.50 to \$1.25.

A partir del
1 de septiembre de 2021,
las tarifas en efectivo de Handy
Ride se reducirán de \$1.50 a \$1.25.



For details, scan the QR code or visit
fresno.gov/lower-fares
Para obtener más información,
escanee el código QR o visite
fresno.gov/lower-fares

fresno.gov/fax
559.621.7433

  @FresnoFAX

NOTICE - AVISO

City of FRESNO

ALL PASSENGERS must wear protective facial coverings (cloth or paper masks) on FAX buses and in public places

Children under age two and anyone with a medical condition that precludes wearing of a mask are exempt.
Los niños menores de dos años y cualquier persona con una condición médica que impida el uso de una máscara no necesitan usar la máscara.

TODOS LOS PASAJEROS deben usar cubiertas faciales protectoras (máscaras de tela o de papel) en los buses de FAX y en los lugares públicos

FAX Riders / Pasajeros de FAX

Protect yourself and others from novel coronavirus (COVID-19)
Protéjase y protéja a otros de novel coronavirus (COVID-19)

- Stay home when you are sick.
- Avoid touching eyes, nose, and mouth.
- Wash your hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer with at least 50% alcohol.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash. If you do not have a tissue, cough into your elbow.
- Avoid contact with sick people.

Protect your health!

- Quédese en casa cuando está enfermo.
- Evite tocarse los ojos, la nariz, y la boca.
- Lávese las manos frecuentemente con agua y jabón por un mínimo de 20 segundos o use un desinfectante para manos a base de alcohol con un mínimo de 50% de alcohol.
- Cubra su tose o estornudo con un pañuelo desechable. Llévelo lejos o téngalo en un pañuelo, losase de su manga.
- Evite el contacto con personas enfermas.

Proteja su salud!

FAX Actions on COVID-19 / Acciones de FAX acerca de COVID-19

FAX is helping to prevent the spread of novel coronavirus (COVID-19)
FAX está ayudando a prevenir la propagación de novel coronavirus (COVID-19)

FAX will:

- Refusing board off transportation services if it becomes necessary.
- Adjusting location, time, and/or duration of bus routes.
- Informing customers and drivers to:
- • Wash hands frequently.
- • Avoid coughing, sneezing, and mouth.
- • Avoid close contact with people who are sick.
- • Providing access to the street ports mask inspection.

Protect your health!

FAX will:

- Refusando a boardear transporte cuando sea necesario.
- Ajustando la ubicación, hora, y/o duración de las rutas.
- Informando a nuestros pasajeros y conductores que:
- • Lávese las manos frecuentemente.
- • Evite toser, estornudar, y hablar.
- • Evite el contacto cercano con personas enfermas.
- • Dar acceso a la inspección de máscara en los puntos de parada.

Proteja su salud!

Night Service at Courthouse Park / Servicio de Noche en "Courthouse Park"

Q BRT Northbound and Southbound - Use Van Ness Stations / Q BRT hacia el norte y hacia el sur - Use las estaciones de Van Ness

28 Northbound - Use A Shelter starting at 10:36 p.m. / Dirección Norte - Use el Refugio A a partir de las 10:36 p.m.

22 Southbound - Use B Shelter starting at 10:05 p.m. / Dirección Sur - Use el Refugio B a partir de las 10:05 p.m.

Fares to be reinstated starting September 1st.

For more details visit www.fresno.gov/fare-fares

Las tarifas se reestablecerán a partir del 1 de septiembre.

Visite de \$ 1 por toda la ciudad.

Para obtener más detalles, visite el sitio web de FAX en www.fresno.gov/fare-fares

FAX Offices - HOURS, SERVICES

MANCHESTER TRANSIT CENTER
3950 N. Blackstone Ave., Fresno, CA 93726
Hours: Monday-Friday 8 a.m. - 4 p.m.

Available Services:

- FAX Bus/Route Information
- Sales Outlet - Bus Passes, Schedule Guides
- Taxi Stop - Sign up, Taxi Stop Sales
- FAX ID Cards - New, Duplicate
- Handy Ride ID Cards - Duplicate
- Reduced Fare Certification
- Complaint/Complement Forms - Pick Up, Drop Off
- Handy Ride Applications - Pick Up, Drop Off

HANDY RIDE CENTER
4488 N. Blackstone Ave., Fresno, CA 93726
Hours: Monday-Friday 8 a.m. - 5 p.m.
Friday 8 a.m. - 4:00 p.m.

Available Services:

- Handy Ride Information
- Handy Ride Applications - Pick Up, Drop Off, Process
- Handy Ride Orientation
- Handy Ride ID Cards - New
- Lost & Found Items - Inquiry, Pick Up

FAX ADMINISTRATIVE OFFICE
2223 G Street, Fresno CA 93706
Hours: Monday-Friday 8 a.m. - 4 p.m.

Available Services:

- Administrative Functions

Oficinas de FAX - HORAS, SERVICIOS

CENTRO DE TRANSITO DE MANCHESTER
3950 N. Blackstone Ave., Fresno, CA 93726
Abierto de lunes a viernes desde las 8 a.m. hasta las 4 p.m.

Servicios Disponibles:

- Información de rutas/autoridad de FAX
- Punto de venta: pases de autobús, guías de horarios
- Taxi Stop - Registro, Ventas de Taxi Stop
- Tarjetas de identificación de FAX: nuevas, duplicadas
- Tarjetas de identificación de Handy Ride: duplicadas
- Certificación de tarifa reducida
- Formularios de queja/complido: recoger, dejar
- Aplicaciones de Handy Ride: recoger, dejar

CENTRO DE HANDY RIDE
4488 N. Blackstone Ave., Fresno, CA 93726
Horario: Lunes a jueves de 8 a.m. a 5 p.m.
Viernes de 8 a.m. a 4 p.m.

Servicios Disponibles:

- Información de Handy Ride
- Solicitudes de Handy Ride
- Para recoger, para dejar, para procesar
- Orientación de Handy Ride
- Tarjetas de identificación de Handy Ride
- Tarjetas nuevas solamente
- Artículos perdidos y encontrados
- Preguntas, Artículos para recoger

OFICINAS ADMINISTRATIVAS DE FAX
2223 G Street, Fresno CA 93706
Horas: Lunes a viernes de 8 a.m. a 4 p.m.

Servicios Disponibles:

- Funciones administrativas

FAX FRESNO AREA EXPRESS

www.fresno.gov/fax • 559.621.7433

Scan to download free App

scanear para descargar la aplicación gratuita

MyFAXBus


@FresnoFAX

fresno


MyFAXBus

@FresnoFAX

Kiosk insert placed at A, B, and L Shelters at Courthouse Park in Downtown Fresno in English and Spanish:



NOTICE - AVISO



ALL PASSENGERS must wear protective facial coverings (cloth or paper masks) on FAX buses and in public places

TODOS LOS PASAJEROS deben usar cubiertas faciales protectoras (máscaras de tela o de papel) en los buses de FAX y en los lugares públicos

Children under age two and anyone with a medical condition that precludes wearing of a mask are exempt.
 Los niños menores de dos años y cualquier persona con una condición médica que impide el uso de una máscara no necesitan usar la máscara.

FAX Riders / Pasajeros de FAX

Protect yourself and others from novel coronavirus (COVID-19)
 Protéjase y proteja a otros de novel coronavirus (COVID-19)

Protect your health!

- Stay home when you are sick.
- Avoid coughing, sneezing, and nose.
- Wash your hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer with at least 70% alcohol.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash. If you do not have a tissue, cough into your elbow.
- Avoid contact with sick people.

Proteja su salud!

- Quédese en casa cuando está enfermo.
- Evite toser los ojos, la nariz, y la boca.
- Lávase las manos frecuentemente con agua y jabón por un mínimo de 20 segundos o use un desinfectante para manos a base de alcohol con un mínimo de 70% de alcohol.
- Cubra a la tos o estornudo con un pañuelo desechable, luego tírelo a la basura. Si no tiene un pañuelo, tose en su manga.
- Evite el contacto con personas enfermas.

FAX Actions on COVID-19 / Acciones de FAX acerca de COVID-19

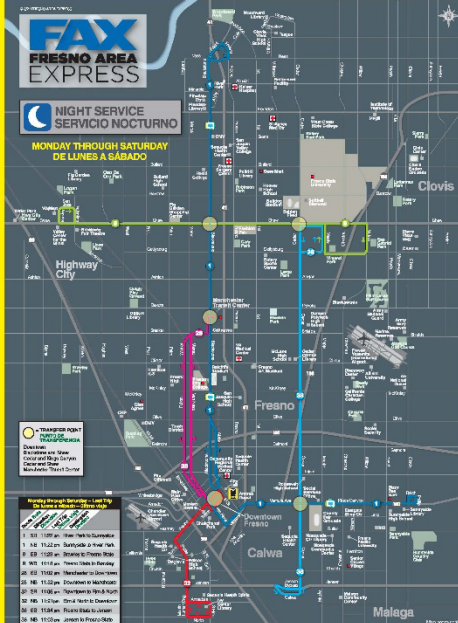
FAX is helping to prevent the spread of novel coronavirus (COVID-19)
 FAX está ayudando a prevenir la propagación de novel coronavirus (COVID-19)

FAX bus:

- Wearing gloves at the bus stop is not necessary right now.
- Wearing gloves and a face mask is not necessary at the bus stop.
- Wearing gloves and a face mask is not necessary at the bus stop.
- Wearing gloves and a face mask is not necessary at the bus stop.
- Wearing gloves and a face mask is not necessary at the bus stop.

FAX staff:

- Wearing gloves and a face mask is not necessary at the bus stop.
- Wearing gloves and a face mask is not necessary at the bus stop.
- Wearing gloves and a face mask is not necessary at the bus stop.
- Wearing gloves and a face mask is not necessary at the bus stop.
- Wearing gloves and a face mask is not necessary at the bus stop.

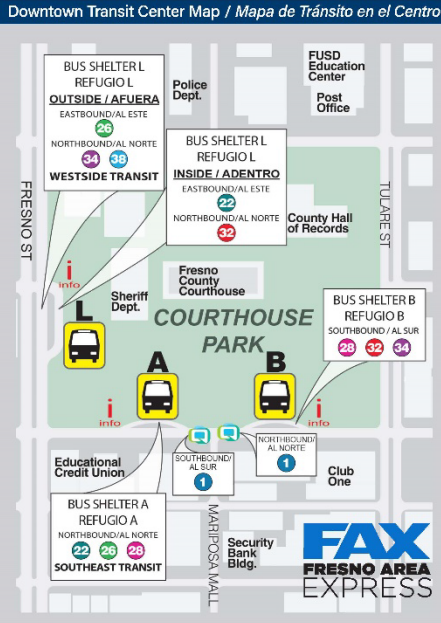


Night Service at Courthouse Park / Servicio de Noche en "Courthouse Park"

1 Q-BRT Northbound and Southbound - Use Van Ness Stations / Q-BRT hacia el norte y hacia el sur - Us. las estaciones de Van Ness

26 Northbound - Use A Shelter starting at 10:30 p.m. / Dirección Norte - Use el Refugio A a partir de las 10:30 p.m.

32 Southbound - Use B Shelter starting at 10:30 p.m. / Dirección Sur - Use el Refugio B a partir de las 10:30 p.m.



Fares to be reinstated starting September 1st.

Dollar fares throughout the City of Fresno.

Las tarifas se restablecerán a partir del 1 de septiembre.

Viages de \$1 por toda la ciudad.

Para obtener más información, visite el sitio web de FAX en www.fresno.gov/fare-fares

FAX Offices - HOURS, SERVICES

MANCHESTER TRANSIT CENTER
 3590 N. Blackstone Ave., Fresno, CA 93726
 Hours: Monday-Friday 8 a.m. - 4 p.m.

Available Services:

- FAX Bus/Route Information
- Sales Outlet - Bus Passes, Schedule Guides
- Text Scrip - Sign Up, Text Scrip Sales
- FAX ID Cards - New, Duplicate
- Handy Ride ID Cards - Duplicate
- Reduced Fare Certification
- Complaint/Complaint Forms - Pick Up, Drop Off
- Handy Ride Applications - Pick Up, Drop Off

HANDY RIDE CENTER
 4488 N. Blackstone Ave., Fresno, CA 93726
 Hours: Monday-Thursday 8 a.m. - 5 p.m.
 Friday 8 a.m. - 4:00 p.m.

Available Services:

- Handy Ride Information
- Handy Ride Applications - Pick Up, Drop Off, Process
- Handy Ride Orientation
- Handy Ride ID Cards - New
- Lost & Found Items - Inquiry, Pick Up

Oficinas de FAX - HORAS, SERVICIOS

CENTRO DE TRÁNSITO DE MANCHESTER
 3590 N. Blackstone Ave., Fresno, CA 93726
 Abierto de lunes a viernes desde las 8 a.m. hasta las 4 p.m.


Servicios Disponibles:

- Información de ruta/autobús de FAX
- Punto de venta: pases de autobús, guías de horarios
- Text Scrip - Regístrate, Ventes de Text Scrip
- Tarjetas de identificación de FAX: nuevas, duplicadas
- Tarjetas de identificación de Handy Ride: duplicadas
- Certificación de tarifa reducida
- Formularios de queja/complido: recoger, dejar
- Aplicaciones de Handy Ride: recoger, dejar

CENTRO DE HANDY RIDE
 4488 N. Blackstone Ave., Fresno, CA 93726
 Horario: Lunes a viernes de 8 a.m. a 5 p.m.
 Viernes de 8 a.m. a 4 p.m.


Servicios Disponibles:

- Información de Handy Ride
- Solicitudes de Handy Ride
- Para recoger, para dejar, para procesar
- Orientación de Handy Ride
- Tarjetas de identificación de Handy Ride - Tarjetas nuevas solamente
- Artículos perdidos y encontrados
- Preguntas, Artículos para recoger




www.fresno.gov/fax • 559.621.7433

Scan to download free App
 Escanear para descargar la aplicación gratuita



MyFAXBus



@FresnoFAX

July 2021 – “What’s New At FAX” newsletter announcing Fare Reinstatement and Title VI Outreach in English:

Posted on the FAX website in English and Spanish and sent to subscribers of the FAX email newsletter containing 322 subscribers.

<div data-bbox="146 285 300 390"> </div> <div data-bbox="474 281 665 363"> <p>@FresnoFAX Facebook.com/FresnoFAX Twitter.com/FresnoFAX</p> </div> <div data-bbox="138 415 503 464"> <h3>What’s New at FAX, July 2021</h3> <p>July 28, 2021</p> </div> <div data-bbox="138 495 436 520"> <h4>FAX Releases New Safety Video</h4> </div> <div data-bbox="138 543 669 602"> <p>The safety of our transit riders and employees is top priority at FAX! We have released a video to show our passengers what we are doing to protect everyone's safety. To see the video, please go to:</p> </div> <div data-bbox="138 617 584 640"> <p>https://www.facebook.com/FresnoFax/videos/499328234627063/</p> </div> <div data-bbox="173 655 633 963"> </div>	<div data-bbox="758 323 1174 348"> <h4>Fares to be reinstated starting September 1st</h4> </div> <div data-bbox="758 361 1289 401"> <p>Dollar rides throughout the City of Fresno. For additional details, visit fresno.gov/lower-fares/. In addition:</p> </div> <div data-bbox="792 413 1289 512"> <ul style="list-style-type: none"> • Reduced fares are available for seniors, people with disabilities, and Medicare card holders, with valid ID. • Children 12 and younger ride free. • Active military and veterans ride for free, with valid ID. • 31-day passes and 10 Ride Cards are available at discounted rates. </div> <div data-bbox="758 525 1289 598"> <p>To learn more about fare changes, attend a Live Virtual Workshop on Fresno FAX's Facebook and YouTube pages on Wednesday, August 25, 2021 at 5 p.m., or come to a FAX pop-up tent event at one of the 14 locations described below.</p> </div> <div data-bbox="758 611 1289 651"> <p>Remember: Mask-up on FAX buses to help keep our passengers and drivers healthy.</p> </div> <div data-bbox="758 661 1255 711"> <h4>FAX Title VI Fare Equity Analysis and Public Outreach Dates, Locations, and Times</h4> </div> <div data-bbox="758 718 1289 835"> <p>Starting on September 1, 2021, Fresno Area Express will resume collecting fares on FAX buses. Also on this day, our regular fare will be reduced from \$1.25 per ride to \$1.00. Other fares are being reduced accordingly. As a result, FAX will be conducting a Title VI Fare Equity Analysis to ensure that changes to the transit fares are consistent with Title VI policies defined by the Federal Transit Administration (FTA).</p> </div> <div data-bbox="758 840 1289 936"> <p>Beginning Friday August 13, 2021, FAX will conduct 14 pop-up events at the most heavily utilized stops within the FAX fixed-route transit network and one virtual workshop on Fresno FAX's Facebook and YouTube pages to engage with the public and receive feedback. Pop-up and virtual workshop event dates, times, and locations are listed below.</p> </div> <div data-bbox="758 942 915 963"> <p><u>Friday, August 13, 2021</u></p> </div>
<div data-bbox="155 1113 609 1173"> <ul style="list-style-type: none"> • Inspiration Park: 10:30 a.m. to 12 noon, served by Route 12 • Riverside-El Paseo: 1 to 2:30 p.m., served by Routes 3 and 20 • Brawley-Walmart: 2:30 to 4 p.m., served by Routes 9, 12, and 20 </div> <div data-bbox="138 1178 310 1199"> <p><u>Monday, August 16, 2021</u></p> </div> <div data-bbox="155 1203 535 1226"> <ul style="list-style-type: none"> • Walnut-California: 2 to 3:30 p.m., served by Route 38 </div> <div data-bbox="138 1230 310 1253"> <p><u>Tuesday, August 17, 2021</u></p> </div> <div data-bbox="155 1257 664 1302"> <ul style="list-style-type: none"> • Cedar-Ventura BRT Station: 9 to 11 a.m., served by Routes 1 and 38 • Weldon-Blackstone BRT Station: 1 - 2:30 p.m., served by Routes 1 and 20 </div> <div data-bbox="138 1304 318 1327"> <p><u>Thursday, August 19, 2021</u></p> </div> <div data-bbox="155 1331 584 1354"> <ul style="list-style-type: none"> • Cedar-Shaw: 12 noon to 1:30 p.m., served by Routes 9 and 38 </div> <div data-bbox="138 1356 313 1379"> <p><u>Monday, August 23, 2021</u></p> </div> <div data-bbox="155 1383 660 1407"> <ul style="list-style-type: none"> • Manchester Transit Center: 10 a.m. to 12 noon, served by Routes 1, 28, 41 </div> <div data-bbox="138 1411 313 1434"> <p><u>Tuesday, August 24, 2021</u></p> </div> <div data-bbox="155 1438 654 1518"> <ul style="list-style-type: none"> • A & B Shelters at Courthouse Park & Van Ness BRT Station: 9 to 11 a.m., served by Routes 1, 22, 26, 28, 32, and 34 • El Paso-Blackstone BRT Station: 12:30 to 2 p.m., served by Routes 1, 26, 32, 38, and 58 </div> <div data-bbox="138 1522 337 1545"> <p><u>Wednesday, August 25, 2021</u></p> </div> <div data-bbox="155 1547 660 1638"> <ul style="list-style-type: none"> • Shaw-Blackstone BRT Station: 10 a.m. - 12 noon, served by Routes 1 and 9 • Live Virtual Workshop: 5 p.m., Fresno FAX Facebook and YouTube pages </div> <div data-bbox="138 1640 319 1663"> <p><u>Thursday, August 26, 2021</u></p> </div> <div data-bbox="155 1667 665 1707"> <ul style="list-style-type: none"> • L Shelter at Courthouse Park: 9 to 11 a.m., served by Routes 22, 26, 32, 34, and 38 </div> <div data-bbox="138 1711 313 1734"> <p><u>Monday, August 30, 2021</u></p> </div> <div data-bbox="155 1738 665 1778"> <ul style="list-style-type: none"> • Clovis-Kings Canyon BRT Station: 8:30 to 10 a.m., served by Routes 1 and 22 </div>	<div data-bbox="774 1060 1261 1100"> <ul style="list-style-type: none"> • Chestnut-Kings Canyon BRT Station: 10:30 a.m. to 12 noon, served by Routes 1 and 41 </div> <div data-bbox="758 1110 946 1134"> <p>We hope to see you there!</p> </div> <div data-bbox="758 1146 1135 1169"> <h4>A reminder about COVID-19 rules at FAX</h4> </div> <div data-bbox="758 1180 1289 1297"> <p>In January 2021, President Joe Biden signed Executive Order 13998 imposing a mask requirement for all travelers on U.S. public transportation systems, including rail, van, bus, and motorcoach services, to mitigate the risk of COVID-19. The Transportation Security Administration (TSA) has extended face mask requirements across all transportation networks through September 13, 2021.</p> </div> <div data-bbox="758 1310 1289 1350"> <p>As a courtesy, we remind our passengers about FAX rules that help protect riders and drivers.</p> </div> <div data-bbox="760 1371 898 1535"> </div> <div data-bbox="901 1360 1289 1478"> <p>Passengers are required to wear facial coverings at all times, as are visitors to any indoor transit facilities like the FAX Handy Ride office. FAX and Handy Ride continue to operate on a regular schedule. Passenger capacity restrictions were lifted on Monday, June 21, 2021, for both FAX and Handy Ride.</p> </div> <div data-bbox="901 1486 1289 1566"> <p>For fixed-route service, FAX requests passenger self-screen; for Handy Ride, screenings are conducted at the time of reservation and again when boarding the vehicles.</p> </div> <div data-bbox="758 1575 956 1598"> <p>Do not board the bus if you:</p> </div> <div data-bbox="774 1608 1289 1686"> <ul style="list-style-type: none"> • Have a fever (100.4F), feel warm, or feel chills • Have a persistent cough, sore throat, or runny nose • Have had contact or spent time with a suspected or known COVID-19-infected individual. </div> <div data-bbox="758 1696 1271 1719"> <p>If you meet any of these conditions, go home immediately and self-isolate.</p> </div>

July 2021 – “What’s New At FAX” newsletter announcing Fare Reinstatement and Title VI Outreach in Spanish:

Posted on the FAX website in English and Spanish and sent to subscribers of the FAX email newsletter containing 322 subscribers.

<div data-bbox="139 281 261 354"> </div> <div data-bbox="422 277 557 344"> <p>@FresnoFAX Facebook.com/FresnoFAX/ Twitter.com/FresnoFAX</p> </div> <p>Novedades de FAX, julio de 2021 28 de julio de 2021</p> <p>FAX lanza un nuevo video de seguridad</p> <p>La seguridad de nuestros pasajeros y empleados del transporte público es la máxima prioridad en FAX. Lanzamos un video para mostrarle a nuestros pasajeros lo que estamos haciendo para proteger la seguridad de todos. Para ver el video, vaya a:</p> <p>https://www.facebook.com/FresnoFax/videos/499328234627063/</p> <div data-bbox="162 577 532 827"> </div>	<p><u>Tuesday, August 17, 2021</u></p> <ul style="list-style-type: none"> Cesar-Ventura BRT Station: 9 a.m., served by Routes 1 and 38 Weldon-Blackstone BRT Station: 1 p.m., served by Routes 1 and 20 <p><u>Thursday, August 19, 2021</u></p> <ul style="list-style-type: none"> Cesar-Shaw: 12 noon, served by Routes 9 and 38 <p><u>Monday, August 23, 2021</u></p> <ul style="list-style-type: none"> Manchester Transit Center: 10 a.m., served by Routes 1, 28, 41 <p><u>Tuesday, August 24, 2021</u></p> <ul style="list-style-type: none"> A & B Shelters at Courthouse Park & Van Ness BRT Station: 9 a.m., served by Routes 1, 22, 26, 28, 32, and 34 El Paso-Blackstone BRT Station: 12:30 p.m., served by Routes 1, 26, 32, 38, and 58 <p><u>Wednesday, August 25, 2021</u></p> <ul style="list-style-type: none"> Shaw-Blackstone BRT Station: 10 a.m., served by Routes 1 and 9 Live Virtual Workshop: 5 p.m., Fresno FAX Facebook Page and YouTube Page <p><u>Thursday, August 26, 2021</u></p> <ul style="list-style-type: none"> L Shelter at Courthouse Park: 9 a.m., served by Routes 22, 26, 32, 34, and 38 <p><u>Monday, August 30, 2021</u></p> <ul style="list-style-type: none"> Clovis Kings Canyon BRT Station: 8:30 a.m., served by Routes 1 and 22 Chestnut-Kings Canyon BRT Station: 10:30 a.m., served by Routes 1 and 41 <p>We hope to see you there!</p>	<ul style="list-style-type: none"> Inspiration Park: 10:30 a.m. to 12 noon, served by Route 12 Riverside-El Paseo: 1 to 2:30 p.m., served by Routes 3 and 20 Brawley-Walmart: 2:30 to 4 p.m., served by Routes 9, 12, and 20 <p><u>Monday, August 16, 2021</u></p> <ul style="list-style-type: none"> Walnut California: 2 to 3:30 p.m., served by Route 38 <p><u>Tuesday, August 17, 2021</u></p> <ul style="list-style-type: none"> Cedar-Ventura BRT Station: 9 to 11 a.m., served by Routes 1 and 38 Weldon-Blackstone BRT Station: 1 - 2:30 p.m., served by Routes 1 and 20 <p><u>Thursday, August 19, 2021</u></p> <ul style="list-style-type: none"> Cedar-Shaw: 12 noon to 1:30 p.m., served by Routes 9 and 38 <p><u>Monday, August 23, 2021</u></p> <ul style="list-style-type: none"> Manchester Transit Center: 10 a.m. to 12 noon, served by Routes 1, 28, 41 <p><u>Tuesday, August 24, 2021</u></p> <ul style="list-style-type: none"> A & B Shelters at Courthouse Park & Van Ness BRT Station: 9 to 11 a.m., served by Routes 1, 22, 26, 28, 32, and 34 El Paso-Blackstone BRT Station: 12:30 to 2 p.m., served by Routes 1, 26, 32, 38, and 58 <p><u>Wednesday, August 25, 2021</u></p> <ul style="list-style-type: none"> Shaw-Blackstone BRT Station: 10 a.m. - 12 noon, served by Routes 1 and 9 Live Virtual Workshop: 5 p.m., Fresno FAX Facebook and YouTube pages <p><u>Thursday, August 26, 2021</u></p> <ul style="list-style-type: none"> L Shelter at Courthouse Park: 9 to 11 a.m., served by Routes 22, 26, 32, 34, and 38 <p><u>Monday, August 30, 2021</u></p> <ul style="list-style-type: none"> Clovis-Kings Canyon BRT Station: 8:30 to 10 a.m., served by Routes 1 and 22
<ul style="list-style-type: none"> Chestnut-Kings Canyon BRT Station: 10:30 a.m. to 12 noon, served by Routes 1 and 41 <p>We hope to see you there!</p> <p>A reminder about COVID-19 rules at FAX</p> <p>In January 2021, President Joe Biden signed Executive Order 13938 imposing a mask requirement for all travelers on U.S. public transportation systems, including rail, van, bus, and motorcoach services, to mitigate the risk of COVID-19. The Transportation Security Administration (TSA) has extended face mask requirements across all transportation networks through September 13, 2021.</p> <p>As a courtesy, we remind our passengers about FAX rules that help protect riders and drivers.</p> <div data-bbox="139 1163 245 1289"> </div> <p>Passengers are required to wear facial coverings at all times, as are visitors to any indoor transit facilities like the FAX Handy Ride office. FAX and Handy Ride continue to operate on a regular schedule. Passenger capacity restrictions were lifted on Monday, June 21, 2021, for both FAX and Handy Ride.</p> <p>For fixed-route service, FAX requests passenger self-screen for Handy Ride; screenings are conducted at the time of reservation and again when boarding the vehicles.</p> <p>Do not board the bus if you:</p> <ul style="list-style-type: none"> Have a fever (100.4F), feel warm, or feel chills Have a persistent cough, sore throat, or runny nose Have had contact or spent time with a suspected or known COVID-19-infected individual. <p>If you meet any of these conditions, go home immediately and self-isolate.</p>	<p>No aborde el autobús si:</p> <ul style="list-style-type: none"> Tiene fiebre (100.4 F), se siente caliente o siente escalofríos Tiene tos persistente, dolor de garganta o secreción nasal Ha tenido contacto o ha pasado tiempo con una persona infectada con COVID-19 sospechosa o conocida. <p>Si cumple con alguna de estas condiciones, regrese a casa inmediatamente y aíslese.</p> <p>Estamos usando Facebook (www.facebook.com/fresnofax/) y Twitter (www.twitter.com/fresnofax/) en “@FresnoFAX” para comunicar la información más reciente relacionada con COVID-19. Para obtener información adicional detallada, visite el sitio web de la ciudad de Fresno en www.fresno.gov y el sitio web de FAX en www.fresno.gov/FAX</p>	

@FresnoFAX

Facebook.com/FresnoFAX

Twitter.com/FresnoFAX

What's New at FAX, August 2021

August 12, 2021

FAX Title VI Fare Equity Analysis and Public Outreach Dates, Locations, and Times

Starting on September 1, 2021, FAX will resume collecting fares. Our regular fare will be reduced from \$1.25 per ride to \$1. Other fares are being reduced accordingly. As a result, FAX will be conducting a Title VI Fair Equity Analysis to ensure that changes to the transit fares are consistent with Title VI policies defined by the Federal Transit Administration (FTA).

Beginning Friday, August 13, 2021, FAX will conduct 14 pop-up events at the most heavily utilized bus stops within the FAX fixed-route transit network and one Virtual Workshop on [Fresno FAX's Facebook Page](https://www.facebook.com/FresnoFAX) (<https://www.facebook.com/FresnoFAX>) and [YouTube Page](https://www.youtube.com/channel/UC1861g-q0t-lacnH3vXl07w/) (<https://www.youtube.com/channel/UC1861g-q0t-lacnH3vXl07w/>) to engage with the public and receive feedback. Pop-up and virtual workshop dates, times, and locations are listed below:

Friday, August 13, 2021

- Inspiration Park: 10:30 a.m., served by Route 12
- Riverside El Paseo: 1 p.m., served by Routes 3 and 20
- Brawley-Walmart: 2:30 p.m., served by Routes 9, 12, and 20

Monday, August 16, 2021

- Walnut-California: 2 p.m., served by Route 38

Tuesday, August 17, 2021

- Cesar-Ventura BRT Station: 9 a.m., served by Routes 1 and 38
- Weldon-Blackstone BRT Station: 1 p.m., served by Routes 1 and 20

Thursday, August 19, 2021

- Cesar-Shaw: 12 noon, served by Routes 9 and 38

Monday, August 23, 2021

- Manchester Transit: Center: 10 a.m., served by Routes 1, 28, 41

Tuesday, August 24, 2021

- A & B Shelters at Courthouse Park & Van Ness BRT Station: 9 a.m., served by Routes 1, 22, 26, 28, 32, and 34
- El Paso-Blackstone BRT Station: 12:30 p.m., served by Routes 1, 26, 32, 38, and 58

Wednesday, August 25, 2021

- Shaw-Blackstone BRT Station: 10 a.m., served by Routes 1 and 9
- Live Virtual Workshop: 5 p.m., [Fresno FAX Facebook Page](#) and [YouTube Page](#)

Thursday, August 26, 2021

- L Shelter at Courthouse Park: 9 a.m., served by Routes 22, 26, 32, 34, and 38

Monday, August 30, 2021

- Clovis-Kings Canyon BRT Station: 8:30 a.m., served by Routes 1 and 22
- Cheshnut-Kings Canyon BRT Station: 10:30 a.m., served by Routes 1 and 41

We hope to see you there!

Fares to be reinstated starting September 1, 2021

Fares will be reinstated in the City of Fresno, starting on September 1st. The regular base fare throughout the City will be \$1. In addition:

- Reduced fares are available for seniors, people with disabilities, and Medicare card holders, with valid ID.
- Children 12 and younger ride free.
- Active military and veterans ride for free, with valid ID.
- 31 day passes and 10 Ride Cards are available at discounted rates.
- Handy Ride fares will cost \$1.25.

Fare Type	Price
Full Fare	\$1.00
Child Fare - One Way	\$0.50
Child Fare - One Way - Reduced Fare*	\$0.50
10 Ride Card	\$8.00
31 Day Reduced Fare Pass	\$10.00
Handy Ride	\$1.25
Monthly Pass for ADA-Compliant Person**	\$28.00
Monthly Pass for ADA-Compliant Person - One-Way	\$1.25
Monthly Pass for ADA-Compliant Person - One-Way - Reduced Fare*	\$0.50
Handy Ride	\$1.25
Handy Ride - Reduced Fare*	\$0.50
Handy Ride - Reduced Fare* - One-Way	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare*	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare*	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare*	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare*	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare*	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare*	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare*	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare*	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare*	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare*	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare*	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way - Reduced Fare* - One-Way	\$0.50
Handy Ride - Reduced Fare* - One-Way - Reduced Fare* - One-Way -	

August 2021 – “What’s New At FAX” newsletter announcing Fare Reinstatement and Title VI Outreach in Spanish:

<div data-bbox="136 191 246 258"> </div> <div data-bbox="391 191 513 252"> <p>@FresnoFAX facebook.com/fresnofax twitter.com/fresnofax</p> </div> <div data-bbox="129 281 444 317"> <h3>Novedades de FAX, Agosto de 2021</h3> <p>12 de agosto de 2021</p> </div> <div data-bbox="129 340 518 394"> <h4>Análisis de equidad de tarifa de FAX para el Título VI y fechas, lugares, y horarios de eventos de participación pública</h4> </div> <div data-bbox="129 399 518 499"> <p>A partir del 1 de septiembre de 2021, Fresno Area Express reinstaurará el cobro de tarifas en sus autobuses. También en este día, nuestra tarifa regular se reducirá de \$12 por viaje a \$1 por viaje. Otras tarifas se están reduciendo en consecuencia. Como resultado, FAX llevará a cabo un análisis de equidad de tarifa para garantizar que los cambios en las tarifas de tránsito sean consistentes con las políticas del Título VI definidas por la Administración Federal de Tránsito (FTA).</p> </div> <div data-bbox="129 504 518 604"> <p>A partir del viernes 13 de agosto de 2021, FAX realizará 14 eventos en las paradas más utilizadas dentro de la red de tránsito de ruta fija de FAX y un taller virtual en las páginas de Facebook (https://www.facebook.com/fresnofax) y YouTube de Fresno FAX (https://www.youtube.com/channel/UCB61g-d0L-laoeNBx07w/) para interactuar con el público y recibir comentarios. A continuación se enumeran las fechas, las horas, y los lugares de los eventos y del taller virtual.</p> </div> <div data-bbox="129 604 277 619"> <p>Viernes, 13 de agosto de 2021</p> </div> <div data-bbox="129 625 444 674"> <ul style="list-style-type: none"> • Inspiration Park: 10:30 a.m., servicio por la Ruta 12 • Riverside-Ci Paseo: 1 p.m., servicio por las Rutas 3 y 20 • Brawley-Walmart: 2:30 p.m., servicio por las rutas 9, 12 y 20 </div>	<div data-bbox="609 186 747 203"> <p>Lunes, 16 de agosto de 2021</p> </div> <div data-bbox="609 207 870 226"> <ul style="list-style-type: none"> • Walnut-California: 7 p.m., servicio por la Ruta 38 </div> <div data-bbox="609 228 751 245"> <p>Martes, 17 de agosto de 2021</p> </div> <div data-bbox="609 252 969 300"> <ul style="list-style-type: none"> • Estación BRT Cedar-Ventura: 9 a.m., servicio por las Rutas 1 y 38 • Estación BRT Weldon-Blackstone: 1 p.m., servicio por las Rutas 1 y 20 </div> <div data-bbox="609 294 751 308"> <p>Jueves, 19 de agosto de 2021</p> </div> <div data-bbox="609 315 912 333"> <ul style="list-style-type: none"> • Cedar-Shaw: 12 del mediodía, servicio por las rutas 9 y 38 </div> <div data-bbox="609 336 747 352"> <p>Lunes, 23 de agosto de 2021</p> </div> <div data-bbox="609 354 990 373"> <ul style="list-style-type: none"> • Centro de Tránsito de Manchester: 10 a.m., servicio por las rutas 1, 28 y 41 </div> <div data-bbox="609 375 751 392"> <p>Martes, 24 de agosto de 2021</p> </div> <div data-bbox="609 396 980 457"> <ul style="list-style-type: none"> • Refugios A y B en Courthouse Park y Estación BRT Van Ness: 9 a.m., servicios por las rutas 1, 22, 26, 28, 32 y 34 • Estación BRT El Paso-Blackstone: 12:30 p.m., servicio por las rutas 1, 26, 32, 38 y 58 </div> <div data-bbox="609 464 766 480"> <p>Miércoles, 25 de agosto de 2021</p> </div> <div data-bbox="609 485 989 531"> <ul style="list-style-type: none"> • Estación BRT Shaw-Blackstone: 10 a.m., servicio por las rutas 1 y 9 • Taller virtual en vivo: 5 p.m., páginas de Facebook y YouTube de Fresno FAX </div> <div data-bbox="609 533 751 550"> <p>Jueves, 26 de agosto de 2021</p> </div> <div data-bbox="609 554 985 583"> <ul style="list-style-type: none"> • Refugio L en Courthouse Park: 9 a.m., servicio por las rutas 22, 26, 32, 34 y 38 </div> <div data-bbox="609 585 747 602"> <p>Lunes, 30 de agosto de 2021</p> </div> <div data-bbox="609 606 990 655"> <ul style="list-style-type: none"> • Estación BRT Clovis-Kings Canyon: 8:30 a.m., servicio por las Rutas 1 y 22 • Estación BRT Chestnut-Kings Canyon: 10:30 a.m., servicio por las rutas 1 y 41 </div> <div data-bbox="609 659 716 678"> <p>¡Esperamos verlo ahí!</p> </div>	<div data-bbox="1079 186 1459 205"> <h3>Las tarifas se restablecerán a partir del 1 de septiembre</h3> </div> <div data-bbox="1079 210 1481 243"> <p>A partir del 1 de septiembre de 2021, las tarifas se reinstaurarán en la ciudad de Fresno. La tarifa regular será \$1 por toda la ciudad. Además:</p> </div> <div data-bbox="1104 252 1239 501"> <ul style="list-style-type: none"> • Hay tarifas reducidas disponibles para personas mayores, personas con discapacidades y titulares de tarjetas de Medicare, con identificación válida. • Los niños menores de 12 años viajan gratis. • Militares activos y veteranos viajan gratis con identificación válida. • Los pasos de 31 días y 10 tarjetas de viaje están disponibles a tarifas con descuento. </div> <div data-bbox="1239 260 1471 539"> </div> <div data-bbox="1079 508 1196 554"> <p>Para obtener más información sobre los cambios de tarifas:</p> </div> <div data-bbox="1088 558 1471 632"> <ul style="list-style-type: none"> • Visite el sitio web de FAX en fresno.gov/lower-fares/ • Asista a un taller virtual en vivo en las páginas de Facebook y YouTube de Fresno FAX el miércoles 25 de agosto de 2021 a las 5 p.m. • Asista a un evento de FAX en una de las 14 ubicaciones que se describieron anteriormente. </div> <div data-bbox="1079 636 1459 669"> <p>Recuerde: Use máscara en los autobuses de FAX para ayudar a mantener saludables a nuestros pasajeros y conductores.</p> </div>
<div data-bbox="129 760 518 795"> <h3>Participe en la actualización de autoevaluación de la ADA de Fresno</h3> </div> <div data-bbox="129 804 518 917"> <p>La Ciudad de Fresno ha emprendido una reevaluación integral de sus políticas y programas para determinar hasta qué punto las personas con discapacidades pueden verse restringidas en su acceso a servicios y actividades. La ADA establece que una entidad pública debe proporcionar programas, actividades y servicios de tal manera que se evite la discriminación contra las personas con discapacidades. Este plan de acción describe los objetivos de la Ciudad para los próximos cinco años para eliminar las barreras de acceso a programas, servicios y actividades.</p> </div> <div data-bbox="129 921 518 968"> <p>Para descargar el documento, visite www.fresno.gov/ada. Para solicitar formatos alternativos, comuníquese con Shannon.Mulhall@fresno.gov o llame al (559) 621-8650.</p> </div> <div data-bbox="129 974 505 993"> <h4>¡FAX lanza sus dos primeros autobuses 100% eléctricos!</h4> </div> <div data-bbox="129 999 518 1060"> <p>¡FAX se está volviendo verde! Vea nuestro nuevo video de YouTube que muestra nuestros dos autobuses FAX totalmente eléctricos, que saldrán a las calles las próximas semanas y son los primeros de muchos vehículos de cero emisiones que llegarán a Fresno.</p> </div> <div data-bbox="129 1066 381 1234"> </div> <div data-bbox="384 1066 518 1262"> <p>Los nuevos autobuses eléctricos FAX tienen 40 pies de largo, son 100% eléctricos con cero emisiones en el tubo de escape y tienen capacidad para 35 personas. Tienen un rango estimado de 180 a 195 millas por carga y una clasificación de economía de combustible de hasta 235 MPG. Aunque son</p> </div>	<div data-bbox="609 760 990 789"> <p>completamente silenciosos, los autobuses contarán con generadores de ruido artificial de baja velocidad para la conciencia de los peatones.</p> </div> <div data-bbox="609 798 990 1047"> <p>Durante los próximos 10 a 20 años, FAX convertirá toda su flota de vehículos a cero emisiones. Como resultado, actualizaremos nuestra infraestructura para admitir vehículos eléctricos y de pila de combustible de hidrógeno. Se han pedido cuarenta y seis cargadores de bus, y consumen 3 megavatios de energía durante las horas no pico. Todos los cargadores se alojarán en el patio de mantenimiento de FAX y tendrán un tiempo de carga de aproximadamente cuatro horas.</p> </div> <div data-bbox="609 1054 867 1222"> </div> <div data-bbox="609 1226 867 1247"> <p>El primer día de estos autobuses eléctricos a FAX alguna una buena de energía en el patio de operaciones de la Ciudad de Fresno.</p> </div> <div data-bbox="870 1054 990 1262"> <p>Como se puede imaginar, la transición a la electricidad no es barata. Este proyecto es posible gracias a la Administración Federal de Tránsito (FTA) y las subvenciones del Programa de Capital Interurbano y Ferrovial de Tránsito del Estado de California. El programa de flotas de vehículos eléctricos (EV) de FTA</p> </div>	<div data-bbox="1079 760 1481 804"> <p>proporciona apoyo adicional en forma de infraestructura para resaltar la carga de 3 MW y otros incentivos financieros para comprar autobuses eléctricos y cargadores de autobuses.</p> </div> <div data-bbox="1079 810 1481 911"> <p>Los autobuses eléctricos de FAX se utilizarán para mucho más que proporcionar transporte y mantener el aire limpio. También se están utilizando para el desarrollo de fuerza laboral. FAX, en asociación con Fresno City College, ha asegurado una subvención para desarrollar un campus de capacitación en producción avanzada en el nuevo campus West Satellite de la universidad a fin de brindar capacitación para mantener a crecientes flotas de vehículos de cero emisiones en las carreteras del valle.</p> </div> <div data-bbox="1079 915 1481 947"> <p>FAX se enorgullece de hacer nuestra parte para brindar servicio de tránsito a los residentes de Fresno y mejorar la calidad de nuestro aire.</p> </div> <div data-bbox="1079 953 1424 972"> <h4>Un recordatorio sobre las reglas COVID-19 en FAX</h4> </div> <div data-bbox="1079 978 1481 1079"> <p>En enero de 2021, el presidente Joe Biden firmó a Orden Ejecutiva 13938 que impone un requisito de mascarillas faciales para todos los viajeros en los sistemas de transporte públicos de EE. UU., incluyendo los servicios de tren, camioneta, autobús y autocar, para mitigar el riesgo de COVID-19. A medida que el país empieza a abrir, a Administración de Seguridad de Transporte (TSA) ha extendido los requisitos de mascarilla faciales en todas las redes de transporte hasta el 3 de septiembre de 2021.</p> </div> <div data-bbox="1079 1085 1481 1117"> <p>Como cortesía, recordamos a nuestros pasajeros las reglas de FAX que ayudan a proteger a los pasajeros y conductores.</p> </div> <div data-bbox="1079 1123 1192 1257"> </div> <div data-bbox="1195 1123 1481 1236"> <p>Se requiere que los pasajeros usen cubiertas faciales en todo momento, al igual que los visitantes a cualquier instalación de tránsito interno como la oficina de FAX Handy Ride, FAX y Handy Ride continúan operando con un horario regular. Las restricciones de capacidad de pasajeros se levantaron el lunes 21 de junio de 2021, tanto para FAX como para Handy Ride.</p> </div>
<div data-bbox="129 1333 518 1377"> <p>Para el servicio de ruta fija, el FAX solicita al pasajero una auto-pantalla para Handy Ride, las evaluaciones se realizan en el momento de la reserva y nuevamente al abordar los vehículos.</p> </div> <div data-bbox="129 1383 254 1400"> <p>No abordar el autobús si:</p> </div> <div data-bbox="129 1407 518 1465"> <ul style="list-style-type: none"> • Tiene fiebre (100.4 F), se siente caliente o siente escalofríos • Tiene tos persistente, dolor de garganta o secreción nasal • Ha tenido contacto o ha pasado tiempo con una persona infectada con COVID-19 sospechosa o conocida. </div> <div data-bbox="129 1472 518 1501"> <p>Si cumple con alguna de estas condiciones, regrese a casa inmediatamente y asísele.</p> </div> <div data-bbox="129 1507 518 1581"> <p>Estamos usando Facebook (www.facebook.com/fresnofax/) y Twitter (www.twitter.com/fresnofax/) en “@FresnoFAX” para comunicar la información más reciente relacionada con COVID-19. Para obtener información adicional detallada, visite el sitio web de la ciudad de Fresno en www.fresno.gov/ y el sitio web de FAX en www.fresno.gov/fax/</p> </div> <div data-bbox="129 1602 518 1659"> </div>		

FAX **FRESNO AREA** **EXPRESS**

**Starting September 1, 2021,
FAX will reinstate fares.**

**Dollar rides throughout
the City of Fresno.**



In addition:

- Reduced fares are available for seniors, people with disabilities, and Medicare card holders, with valid ID.
- Children 12 and younger ride for free.
- Active military and veterans ride for free, with valid ID.
- 31-day passes and 10 Ride Cards are available at discounted rates.
- \$1.25 Handy Ride fares.

For details, scan the QR code or
visit the FAX website at
www.fresno.gov/lower-fares.



Remember: Mask-up on FAX buses
and Handy Ride vehicles to help keep
our passengers and drivers healthy.



@FresnoFAX  

FAX **FRESNO AREA** **EXPRESS**

**A partir del 1 de septiembre de 2021,
FAX restablecerá las tarifas.**

Viajes de \$ 1 por toda la ciudad.



Además:

- Hay tarifas reducidas disponibles para personas mayores, personas con discapacidades y titulares de tarjetas de Medicare, con identificación válida.
- Los niños menores de 12 años viajan gratis.
- Los militares activos y los veteranos viajan gratis, con una identificación válida.
- Los pases de 31 días y 10 tarjetas de viaje están disponibles a tarifas con descuento.
- Tarifas de \$ 1.25 para Handy Ride.

Para obtener más detalles,
escanee el código QR a
continuación o visite el sitio web de
FAX en www.fresno.gov/lower-fares.



Recuerde: Use una máscara en los
autobuses de FAX y los vehículos de
Handy Ride para ayudar a mantener
saludables a nuestros pasajeros y
conductores.



@FresnoFAX



Targeted E-mail:

A special message was sent on August 12, 2021, to FAX newsletter subscribers announcing the rate restructuring and the Title VI Outreach. There are 322 names contained on the email list.



Important information about upcoming fare changes at FAX

On Wednesday, September 1, 2021, Fresno Area Express (FAX) is reinstating bus and Handy Ride fares after having suspended them on March 1, 2021 for a six month period.

On this date, \$1 dollar fares will go into effect, down from the regular base fare of \$1.25 before the fare suspension. In addition:

- Reduced fares are available for seniors, people with disabilities, and Medicare cardholders, with valid IDs.
- Children 12 and younger ride for free.
- Active military and veterans ride for free, with valid ID.
- 31-day passes and 10 Ride Cards are available at discounted rates.
- Handy Ride fares will be available for \$1.25.

To get the word out and to provide information on FAX's most recent service changes, FAX will host a virtual workshop on Fresno FAX's Facebook and YouTube page on Wednesday, August 25, 2021, at 5:00 pm.

FAX will also hold 14 "pop-up tent" events at the busiest bus stops within the FAX fixed route network. Locations, dates, and times for the pop-up events are as follows:

Friday, August 13, 2021

- Inspiration Park: 10:30 a.m., served by Route 12
- Riverside-El Paseo: 1 p.m., served by Routes 3 and 20
- Brawley-Walmart: 2:30 p.m., served by Routes 9, 12, and 20

Monday, August 16, 2021

- Walnut-California: 2 p.m., served by Route 38

Tuesday, August 17, 2021

- Cedar-Ventura BRT Station: 9 a.m., served by Routes 1 and 38
- Weldon-Blackstone BRT Station: 1 p.m., served by Routes 1 and 20

Thursday, August 19, 2021

- Cedar-Shaw: 12 noon, served by Routes 9 and 38

Monday, August 23, 2021

- Manchester Transit Center: 10 a.m., served by Routes 1, 28, 41

Tuesday, August 24, 2021

- A & B Shelters at Courthouse Park & Van Ness BRT Station: 9 a.m., served by Routes 1, 22, 26, 28, 32, and 34
- El Paso-Blackstone BRT Station: 12:30 p.m., served by Routes 1, 26, 32, 38, and 58

Wednesday, August 25, 2021

- Shaw-Blackstone BRT Station: 10 a.m., served by Routes 1 and 9
- Live Virtual Workshop: 5 p.m., Fresno FAX Facebook and You Tube pages

Thursday, August 26, 2021

- L Shelter at Courthouse Park: 9 a.m., served by Routes 22, 26, 32, 34, and 38

Monday, August 30, 2021

- Clovis-Kings Canyon BRT Station: 8:30 a.m., served by Routes 1 and 22
- Chestnut-Kings Canyon BRT Station: 10:30 a.m., served by Routes 1 and 41

For additional details on upcoming fare changes, scan the QR code, or visit the FAX website at www.fresno.gov/lower-fares/.



Please share this information with anyone you think might benefit from it. We hope to see you at the virtual workshop or at the pop-up tent events!

If you have any questions, please feel free to contact Joe Vargas, Assistant Director, at joe.vargas@fresno.gov, or Carolina Ilic, Planning Manager, at 621-1499 or carolina.ilic@fresno.gov.



Virtual public meeting broadcast on Facebook and YouTube live on August 25, 2021 at 5 p.m. Recording available for viewing at www.facebook.com/FresnoFAX/. Script used for the virtual meeting is below.

<p style="text-align: center;">New Fare Structure - Virtual Workshop Wednesday, August 25, 2021, 5 p.m. FAX Facebook and YouTube Pages</p> <p style="text-align: center;">Agenda</p> <table> <tr> <th>Approx. Start Time:</th><th>Topic:</th><th>Lead:</th><th>Materials:</th></tr> <tr> <td>5 p.m.</td><td> Introductions: <ul style="list-style-type: none"> Hello! Welcome FAX Riders! Welcome to our first-ever "live" Facebook workshop! Thank you so much for coming... Let's start off with some introductions... <ul style="list-style-type: none"> Carolina Ilic, Planning Manager at FAX and also from FAX, we have Joe Vargas, Assistant Director of Operations, Planning, and Customer Service In addition, we have Kate Livingston, our American Sign Language Interpreter, as well as Maria Mejia Ing, our Spanish Language Interpreter Tonight, we'll be covering 5 main topics. These include: <ul style="list-style-type: none"> The new Fare Structure effective September 1st Some recent service changes, and upcoming service changes The introduction of FAX's first two electric buses And finally, staying safe in times of COVID We want to let everyone know that this live session is being recorded and will be available on our Facebook page after the event. We encourage you to submit your questions... We are going to do our best to answer as many of them as possible tonight, but if we don't get to your question, we'll be posting the answers to our Facebook page over the next few days. You can also contact us by calling 621-RIDE or by sending an e-mail to FaxOutreach@fresno.gov Before we get started, we want to share our Title VI Statement: <ul style="list-style-type: none"> FAX promotes full and fair participation in the transportation decision making process and welcomes all ideas. FAX is committed to ensuring that no individual is excluded from participation in, denied the benefits of, or subjected to discrimination under its programs or services, on the basis of race, color, or national origin, as required by Title VI of the Civil Rights Act of 1964. [FAX promueve la participación plena y justa en el proceso de tomar decisiones relacionadas con el transporte y de la bienvenida a todas las ideas. FAX se compromete a garantizar que ninguna persona quede excluida de participar, se le nieguen los beneficios o se le discrimine en virtud de sus programas o servicios, por motivos de raza, color o origen nacional, como lo exige el Título VI de la Ley de los Derechos Civiles de 1964.] </td><td>Carolina</td><td></td></tr> </table>				Approx. Start Time:	Topic:	Lead:	Materials:	5 p.m.	Introductions: <ul style="list-style-type: none"> Hello! Welcome FAX Riders! Welcome to our first-ever "live" Facebook workshop! Thank you so much for coming... Let's start off with some introductions... <ul style="list-style-type: none"> Carolina Ilic, Planning Manager at FAX and also from FAX, we have Joe Vargas, Assistant Director of Operations, Planning, and Customer Service In addition, we have Kate Livingston, our American Sign Language Interpreter, as well as Maria Mejia Ing, our Spanish Language Interpreter Tonight, we'll be covering 5 main topics. These include: <ul style="list-style-type: none"> The new Fare Structure effective September 1st Some recent service changes, and upcoming service changes The introduction of FAX's first two electric buses And finally, staying safe in times of COVID We want to let everyone know that this live session is being recorded and will be available on our Facebook page after the event. We encourage you to submit your questions... We are going to do our best to answer as many of them as possible tonight, but if we don't get to your question, we'll be posting the answers to our Facebook page over the next few days. You can also contact us by calling 621-RIDE or by sending an e-mail to FaxOutreach@fresno.gov Before we get started, we want to share our Title VI Statement: <ul style="list-style-type: none"> FAX promotes full and fair participation in the transportation decision making process and welcomes all ideas. FAX is committed to ensuring that no individual is excluded from participation in, denied the benefits of, or subjected to discrimination under its programs or services, on the basis of race, color, or national origin, as required by Title VI of the Civil Rights Act of 1964. [FAX promueve la participación plena y justa en el proceso de tomar decisiones relacionadas con el transporte y de la bienvenida a todas las ideas. FAX se compromete a garantizar que ninguna persona quede excluida de participar, se le nieguen los beneficios o se le discrimine en virtud de sus programas o servicios, por motivos de raza, color o origen nacional, como lo exige el Título VI de la Ley de los Derechos Civiles de 1964.] 	Carolina	
Approx. Start Time:	Topic:	Lead:	Materials:								
5 p.m.	Introductions: <ul style="list-style-type: none"> Hello! Welcome FAX Riders! Welcome to our first-ever "live" Facebook workshop! Thank you so much for coming... Let's start off with some introductions... <ul style="list-style-type: none"> Carolina Ilic, Planning Manager at FAX and also from FAX, we have Joe Vargas, Assistant Director of Operations, Planning, and Customer Service In addition, we have Kate Livingston, our American Sign Language Interpreter, as well as Maria Mejia Ing, our Spanish Language Interpreter Tonight, we'll be covering 5 main topics. These include: <ul style="list-style-type: none"> The new Fare Structure effective September 1st Some recent service changes, and upcoming service changes The introduction of FAX's first two electric buses And finally, staying safe in times of COVID We want to let everyone know that this live session is being recorded and will be available on our Facebook page after the event. We encourage you to submit your questions... We are going to do our best to answer as many of them as possible tonight, but if we don't get to your question, we'll be posting the answers to our Facebook page over the next few days. You can also contact us by calling 621-RIDE or by sending an e-mail to FaxOutreach@fresno.gov Before we get started, we want to share our Title VI Statement: <ul style="list-style-type: none"> FAX promotes full and fair participation in the transportation decision making process and welcomes all ideas. FAX is committed to ensuring that no individual is excluded from participation in, denied the benefits of, or subjected to discrimination under its programs or services, on the basis of race, color, or national origin, as required by Title VI of the Civil Rights Act of 1964. [FAX promueve la participación plena y justa en el proceso de tomar decisiones relacionadas con el transporte y de la bienvenida a todas las ideas. FAX se compromete a garantizar que ninguna persona quede excluida de participar, se le nieguen los beneficios o se le discrimine en virtud de sus programas o servicios, por motivos de raza, color o origen nacional, como lo exige el Título VI de la Ley de los Derechos Civiles de 1964.] 	Carolina									
5:10 p.m.	New Fare Structure – Effective September 1, 2021 <ul style="list-style-type: none"> I will be introducing some of the changes made to our fares that take effect on September 1 but prior to that I want to provide you with some background on how we got to this point. Back in February a decision was made and approved by our Council to suspend fares for a period of six months from March of this year to the end of this month to help provide some relief to our community who were recovering from the negative impacts of COVID. As we approached the end of the free fares period we wanted to continue to help with the recovery and although we could not continue free, a decision was made to reduce fares beginning September 1. And with that I will now highlight some of the changes you can expect. <ul style="list-style-type: none"> Fixed Route <ul style="list-style-type: none"> Base Fare or the cost of a single trip will be reduced from \$1.25 to \$1.00 or a 20% reduction Reduced Fare (seniors, disabled, medicare card holders) \$.60 to \$.50 31-Day Pass (good for unlimited rides on our fixed route) will go from \$48 to \$36 31-Day Reduced Pass (Seniors 65 over, Disabled, Medicare Card holders) \$24 to \$18 Free Fares for children 17 and younger and for our Active Military and Veterans Paratransit Service (for all eligible customers) <ul style="list-style-type: none"> Base Fare will be reduced from \$1.50 to \$1.25 31 Day Pass (limit of 60 trips) \$48 to \$36 For details on our new fare structure you can visit our website or give us a call at 621-RIDE. To spread the message we have been out on the system hosting pop up events at some of our most heavily utilized stops. We have also placed information on our buses, main transfer locations, at our BRT Stations, we have placed ads in local newspapers, and are also using our social media accounts (Twitter, Facebook @FresnoFAX). Q&A 	Joe	Fare Structure Graphic (Joe to showcase)								

<table> <tr> <th>Approx. Start Time:</th><th>Topic:</th><th>Lead:</th><th>Materials:</th></tr> <tr> <td>5:25 p.m.</td><td> Recent Service Changes <ul style="list-style-type: none"> Before the COVID lockdown in early 2020, we had been holding pop ups throughout the City to ask our passengers how they felt about some potential route changes We had been considering changes to the network for two main reasons: <ul style="list-style-type: none"> First, the Department of Social Services was changing its location and moving from Downtown to the City of Clovis, at the corner of Dakota and Peach Second, we had also received requests for cross-town services along Ashlan and Herndon, particularly for better access to the medical facilities along Herndon. We received great feedback, so last August (August 2020), we re-routed Route 28 to the DSS at Dakota and Peach Then, in November 2020, we connected Routes 12 and 35, providing a really nice north/south - east/west link, and we also increased the frequencies on Route 38 to 15-minute frequencies along the entire corridor And then in March 2021, we implemented three additional changes: <ul style="list-style-type: none"> The new Route 3 along Herndon all the way from Herndon and 5R-99 to Herndon and Willow We extended Route 20 up to Herndon and 99, connecting it to the new Route 3; And we straightened out Route 45, making it an Ashlan cross-town, extending all the way out to Central High East on the west side of town. Part of our goal is to build our bus network in a grid pattern, allowing for easy transfers across the network, and therefore providing a lot of bus based coverage across the city. OK, so now we want to pause and see if there are any questions Q&A </td><td>Carolina</td><td>March 2021 system map (showcase)</td></tr> <tr> <td>5:35 p.m.</td><td> Upcoming Service Changes <ul style="list-style-type: none"> Carolina just went over some of the recent changes we have made and now I want to talk to you about another exciting change you can look forward to. Beginning in January 2022 we will be introducing service to Clovis Community College located in Northeast Fresno on Willow and International. This change really moved upward in our list of priorities because of all the feedback we received through our different outreach efforts we participate in. We will serve the college by extending Route 3 which operates on Herndon Ave north on Willow to the campus This new extension will provide opportunities to access the College from many of our routes with the use of a single transfer. Q&A </td><td>Joe</td><td>March 2021 system map (showcase)</td></tr> </table>				Approx. Start Time:	Topic:	Lead:	Materials:	5:25 p.m.	Recent Service Changes <ul style="list-style-type: none"> Before the COVID lockdown in early 2020, we had been holding pop ups throughout the City to ask our passengers how they felt about some potential route changes We had been considering changes to the network for two main reasons: <ul style="list-style-type: none"> First, the Department of Social Services was changing its location and moving from Downtown to the City of Clovis, at the corner of Dakota and Peach Second, we had also received requests for cross-town services along Ashlan and Herndon, particularly for better access to the medical facilities along Herndon. We received great feedback, so last August (August 2020), we re-routed Route 28 to the DSS at Dakota and Peach Then, in November 2020, we connected Routes 12 and 35, providing a really nice north/south - east/west link, and we also increased the frequencies on Route 38 to 15-minute frequencies along the entire corridor And then in March 2021, we implemented three additional changes: <ul style="list-style-type: none"> The new Route 3 along Herndon all the way from Herndon and 5R-99 to Herndon and Willow We extended Route 20 up to Herndon and 99, connecting it to the new Route 3; And we straightened out Route 45, making it an Ashlan cross-town, extending all the way out to Central High East on the west side of town. Part of our goal is to build our bus network in a grid pattern, allowing for easy transfers across the network, and therefore providing a lot of bus based coverage across the city. OK, so now we want to pause and see if there are any questions Q&A 	Carolina	March 2021 system map (showcase)	5:35 p.m.	Upcoming Service Changes <ul style="list-style-type: none"> Carolina just went over some of the recent changes we have made and now I want to talk to you about another exciting change you can look forward to. Beginning in January 2022 we will be introducing service to Clovis Community College located in Northeast Fresno on Willow and International. This change really moved upward in our list of priorities because of all the feedback we received through our different outreach efforts we participate in. We will serve the college by extending Route 3 which operates on Herndon Ave north on Willow to the campus This new extension will provide opportunities to access the College from many of our routes with the use of a single transfer. Q&A 	Joe	March 2021 system map (showcase)
Approx. Start Time:	Topic:	Lead:	Materials:												
5:25 p.m.	Recent Service Changes <ul style="list-style-type: none"> Before the COVID lockdown in early 2020, we had been holding pop ups throughout the City to ask our passengers how they felt about some potential route changes We had been considering changes to the network for two main reasons: <ul style="list-style-type: none"> First, the Department of Social Services was changing its location and moving from Downtown to the City of Clovis, at the corner of Dakota and Peach Second, we had also received requests for cross-town services along Ashlan and Herndon, particularly for better access to the medical facilities along Herndon. We received great feedback, so last August (August 2020), we re-routed Route 28 to the DSS at Dakota and Peach Then, in November 2020, we connected Routes 12 and 35, providing a really nice north/south - east/west link, and we also increased the frequencies on Route 38 to 15-minute frequencies along the entire corridor And then in March 2021, we implemented three additional changes: <ul style="list-style-type: none"> The new Route 3 along Herndon all the way from Herndon and 5R-99 to Herndon and Willow We extended Route 20 up to Herndon and 99, connecting it to the new Route 3; And we straightened out Route 45, making it an Ashlan cross-town, extending all the way out to Central High East on the west side of town. Part of our goal is to build our bus network in a grid pattern, allowing for easy transfers across the network, and therefore providing a lot of bus based coverage across the city. OK, so now we want to pause and see if there are any questions Q&A 	Carolina	March 2021 system map (showcase)												
5:35 p.m.	Upcoming Service Changes <ul style="list-style-type: none"> Carolina just went over some of the recent changes we have made and now I want to talk to you about another exciting change you can look forward to. Beginning in January 2022 we will be introducing service to Clovis Community College located in Northeast Fresno on Willow and International. This change really moved upward in our list of priorities because of all the feedback we received through our different outreach efforts we participate in. We will serve the college by extending Route 3 which operates on Herndon Ave north on Willow to the campus This new extension will provide opportunities to access the College from many of our routes with the use of a single transfer. Q&A 	Joe	March 2021 system map (showcase)												
5:45 p.m.	FAX's First Two Electric Buses <ul style="list-style-type: none"> FAX has received its first 2 battery electric buses We are in the process of training our drivers on how to operate the new buses In fact, you might see them out and about on the streets as the drivers get trained We often get asked about what routes they'll go on first... and our answer is that we expect to deploy the electric buses on Route 38 by November 1 if this year We'll receive 6 more electric buses in the middle of next year, as well as some hydrogen fuel cell buses in the next several years In fact, starting in 2030, every single new bus that we purchase will be a "zero-emission" bus! This means that by 2040, our whole fleet will be zero-emission, as required by state laws Produced a video of our Mayor when he was at FAX promoting the new electric buses. Check it out on our Facebook and YouTube pages. Q&A 	Carolina													
5:55 p.m.	Staying Safe in Times of COVID <ul style="list-style-type: none"> We have talked about our new fares, service changes, and new electric vehicles but one of the most important things we are dedicated to is safety in this COVID environment. I want to reassure everyone that we have stayed vigilant about keeping our passengers and drivers safe throughout this pandemic and have never let up. Unfortunately, COVID is still around and in fact the new variant is driving cases back up. I want to highlight some of the protocols we still have in place: <ul style="list-style-type: none"> Requiring Masks for all passengers and drivers (extended by TSA through 1/18/2022) Hand Sanitizer in every bus for passengers to use and; Our dedicated maintenance staff disinfects every bus on a nightly basis To give you a glimpse into our practices we produced a safety video that we've posted on our Facebook page. Q&A 	Joe													
6 p.m.	Wrap Up <ul style="list-style-type: none"> We want to thank you again for attending If you have more questions or comments, please call 621-RIDE or send an e-mail to FaxOutreach@fresno.gov Thank you again, and we hope to see you out there on our FAX buses! 	Carolina													

Fares to be reinstated starting September 1st

Dollar rides throughout the City of Fresno

For details on these fare changes, attend a Live Virtual Workshop on Fresno FAX's Facebook and YouTube pages on Wednesday, August 25 at 5 p.m., or come to a FAX pop-up tent event around the city.

- Walnut-California bus stop: Monday, August 16, 2 p.m.
- Weldon BRT Station: Tuesday, August 17, 1 p.m.
- Cedar and Shaw bus stops: Thursday, August 19, 12 noon
- Manchester Transit Center: Monday, August 23, 10 a.m.
- Courthouse Park, Van Ness BRT Stations: Tuesday, August 24, 9 a.m.
- El Paso BRT Station: Tuesday, August 24, 12:30 p.m.
- Courthouse Park, L. Sheller: Thursday, August 26, 9-11 a.m.
- Clovis BRT Station: Monday, August 30, 8:30 a.m.



For details, scan the QR code or visit
fresno.gov/lower-fares



@FresnoFAX

DRIVER ALERT/BULLETIN

FRESNO AREA EXPRESS

26/2021

DATE: AUGUST 3, 2021

TO: ALL BUS DRIVERS

FROM: CRYSTLE STIDHAM, Operations Manager

SUBJECT: NEW FARE STRUCTURE BEGINS SEPTEMBER 1ST

Beginning Wednesday, September 1, 2021, fare collection on all FAX buses will resume with a new fare structure. Please note the following changes to help make the transition from free fares to paid fares as smooth as possible:

- Base fare price lowered from \$1.25 to \$1.00
- Half-fare of \$0.50 is available through the Reduced Fare Program for seniors, people with disabilities, and Medicare cardholders, **with valid ID**.
- Prices are lower for 31-day passes and 10-ride cards as well.
- Children 12 and younger ride free. Children under 6 must be accompanied by an adult.
- Active military and veterans ride for free, **with valid ID**.

Public notification and outreach have begun, including recorded announcements on the bus aimed at helping the transition go smoothly.

Beginning August 1, 2021, please enter PR 34 to display "\$1 rides starting on 9/1" for the headway sign.

Please be patient with our customers as they get used to paying fares again.

Additional information is available on the FAX website. Please speak to a supervisor if you have any questions.

AJ:dc

c: Gregory Barfield
Joe Vargas
SUPERVISORS
DISPATCH
MTC
ATU/READING
ELECTRONIC FILE

Fares and Passes Web Page Updates:

[GOVERNMENT](#)[SERVICES](#)[DOING BUSINESS](#)[COMMUNITY](#)[DEPARTMENTS](#)[I WANT TO...](#)

Department of Transportation

FAX: Fresno Area Express

[SCHEDULES](#)[FAX Q](#)[RIDER TOOLS](#)[RIDER ALERTS](#)[FARES AND PASSES](#)[HANDY RIDE](#)[ABOUT FAX](#)[TITLE VI](#)

Fares & Passes

Starting Wednesday, September 1, 2021, FAX fixed route bus and Handy Ride paratransit will begin collecting fares.

While many COVID-19 restrictions are being eased, Federal laws continue to REQUIRE ALL passengers and bus drivers to wear masks, at least through September 13, 2021.

FAX and Handy Ride will continue disinfecting all vehicles on a nightly basis and maintain sanitizing efforts at major transit hubs around the city.

FAX buses accept cash, passes, and transfers.

Reduced Fare passes are available for:

- Seniors (65 years or older) with valid ID
- People with Disabilities with valid ID
- Medicare Card Holders

[Reduced Fare Program Instructions – English](#)

[Programa de Tarifas Reducidas – Español](#)

[New Fare Structure, Effective September 1, 2021 – English](#)

[Nueva Estructura de Tarifas, Efectivo el 1 de Septiembre de 2021 – Español](#)

[Chat With Us](#)

Fares, Passes & Transfers

Fixed Route Buses

Fare	Cost
Base Cash Fare	\$1.00
Reduced Cash Fare: <ul style="list-style-type: none">• Seniors (65 years or older) with valid ID• People with Disabilities with valid ID• Medicare Card Holders	\$.50
Children* (age 12 and under) children under 6 must be accompanied by an adult	Free
Active Military/Veteran (with valid ID)	Free

Correct identification is required for all reduced/free fares.

Correct identification required for all reduce fares. Children must be accompanied by a fare-paying family member.



Transfers

Transfers are free and allow you to transfer to two additional buses to complete your one-way trip. Bus transfers can be made only where routes intersect and are not valid for layovers or return trips. Transfers must be requested at the time of boarding and remain valid for 90 minutes from the time issued. When transferring between Clovis Stageline and FAX, only one transfer will be allowed.

Handy Ride

Fare	Cost
ADA Eligible Individual Per Ride Fare	\$1.25
Companion to ADA certified individual	\$1.25
Personal Care Attendant to ADA certified individual	Free

Decals installed onto Fareboxes on August 30, 2021:



Cash / Efectivo

Exact fare is recommended / Se recomienda la tarifa exacta

Base Cash Fare	\$1.00
Tarifa básica en efectivo	
Reduced Fare*	50¢
Tarifa Reducida	

Seniors (65 years & older) - Personas de edad avanzada (65 años o más)
Disabled Fare - Personas incapacitadas
Medicare Cardholder - La Tarjeta Medicare

Active Military & Veterans* Free/Gratis
Militares y veteranos activos

Children Under Age 12 Free/Gratis
Niños menores de 12 años


Children under 6 must be accompanied by an adult
Los niños menores de 6 años deben estar acompañados por un adulto

***ID Required / Identificación Requerida**

No Bills Over \$20 Accepted
Billetes más grandes de \$20 no son aceptados

CHANGE CARDS / TARJETAS DE CAMBIO

- Issued for overpayment values greater than 25¢
- May be used on future FAX rides
- Cannot be redeemed for cash
- Emitidas por valores de sobrepago superiores a 25¢
- Pueden usarse en futuros viajes de FAX
- No se pueden canjear por efectivo

For details scan this QR code 

Updated Schedule Guides posted onto FAX Web site in English and Spanish:



Decals placed onto Schedule Guide Covers:



Multiple Social Media posts throughout Pop-up Campaign advertising Pop-Up events in real time:



Appendix B

Summary of Feedback Received at the “New Fare Structure” Pop-Up Tents

August 13 through August 30, 2021

General feedback received during conversations with passengers:

- Appreciation for the 6 months of free fares
- General understanding of and acceptance toward the reinstatement of fares (only two people stated that FAX should keep free fares)
- Appreciation and excitement for the lower fares and added discounts for the 10-day and 31-day passes
- Excitement about the free rides for military/veterans
- Appreciation for FAX staff conducting outreach on the extremely hot days
- Interest in learning about the recent service changes
- Excitement and appreciation for the recent service changes, especially along Route 3 providing access to the medical facilities along Herndon
- Interest in learning more about the network (showing the need for more educational efforts)
- Appreciation for the promotional items (in particular, the FAX pens and the ID holders)
- Appreciation for being able to communicate in Spanish with Spanish-speaking staff
- Interest in hearing from FAX staff directly; learning and clarification opportunities
- From multiple passengers: Suggestion to add phone charging ports onto the buses.

Comments submitted via Comment Cards in writing:

English:

- Petra Yáñez: Very respectful & compassionate drivers. Handy Ride is also exceptional as drivers safe & caring & respectful!
- Vantaza Dennis: Love FAX. Safe, clean, no smoke.
- Lois Ryan: Thank you for the free rides, great service, drivers are polite and considerate. Bus routes gets me to where I need to go.
- Richie Venegas: I like how the bus is going to be \$1 it's awesome & I love how veterans can ride for free.
- Eliacar Alex Valladares: Doing good lowering prices.
- Shanon Lee: I like riding FAX to get to where you going. I remember that the bus was 75 cents back in the day.
- Sara: Bus 22 route needs better safer stop between Millbrook & Cedar or 8/9th street.
- Tuong (Vietnamese): Sometimes drivers do not stop.
- Alesha Sanchez: Does an outstanding job every day.
- Sharron Young: West side, new benches new love, don't be so intrusive on west with 28 bus. Dollar Tree on the west side. Pay it Forward. Thank you for free fare. Free vet.
- Peter Tan: Bus 22 seem to be skip one bus a lot of times.
- Linda: FAX workers they're great, very nice. Very organized, knowledgeable.
- Connie: FAX staff awesome. Well-informed. Very nice people.
- Gloria: FAX workers are great. Very knowledgeable. Informed me very well.
- Anonymous: FAX staff really helpful on answering questions. Also very friendly.

Spanish:

- Aurelia Ramirez: Tienen un excelente servicio yo siempre viajo en FAX. Estoy contenta con su servicio y sus amables conductores. *(They have excellent service I always travel with FAX. I am happy with their service and their friendly drivers.)*
- Lucilia Rubio: Gracias por su ayuda e información con nuevos precios y rutas de transporte. Me fue de mucha utilidad. Gracias. *(Thank you for your help and information with new prices and routes. It was very useful to me. Thank you.)*
- Fatima: Me gustó mucho la información que recibí hoy con lo del FAX. Estoy alegre, gracias. Dios les bendiga. *(I really liked the information I received today with everything having to do with FAX. I am happy, thank you. God bless you.)*
- Eila Santingo: Es una buena ayuda gracias. *(It's a good help thank you.)*