



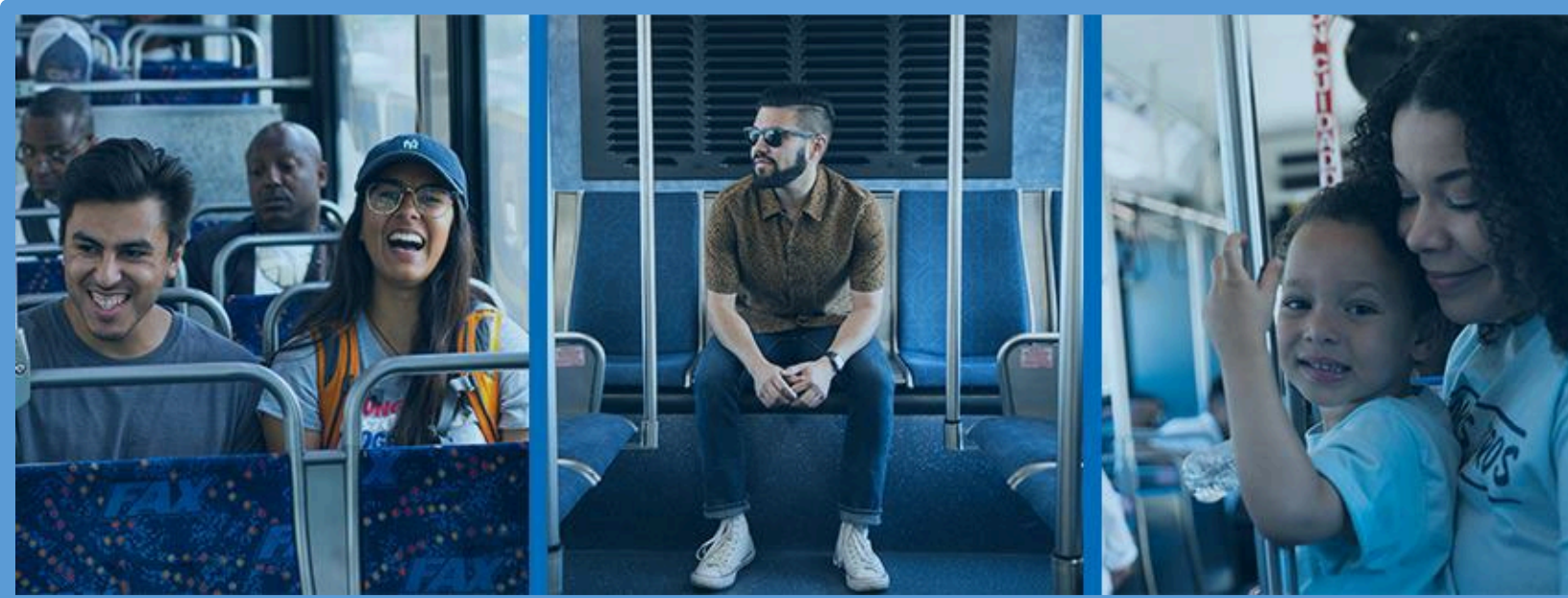
City of Fresno Department of  
Transportation/Fresno Area Express

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
<b>Fixed-Route Buses</b>	
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**
<b>Handy Ride</b>	
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
<b>Fixed-Route Buses</b>		
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%
<b>Handy Ride</b>		
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.<sup>1</sup>

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.

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<sup>1</sup> 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 <sup>2</sup>

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

<sup>2</sup> 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%
<b>All Riders</b>	<b>82%</b>	<b>18%</b>	

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%
<b>All Riders</b>	<b>88%</b>	<b>12%</b>	

**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 25<sup>th</sup> 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](http://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.



Appendix A: Informational and Outreach Materials

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](http://fresno.gov/lower-fares)**

**Para obtener más información, escanee el código QR o visite  
[fresno.gov/lower-fares](http://fresno.gov/lower-fares)**




**@FresnoFAX**

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

<div style="background-color: #003366; color: white; padding: 10px; text-align: center;"> <h2 style="margin: 0;">Fares to be reinstated starting September 1st</h2> </div> <div style="background-color: #003366; color: white; padding: 10px; text-align: center; margin-top: 10px;"> <h3 style="margin: 0;">Dollar rides throughout the City of Fresno</h3> </div> <div style="background-color: #003366; color: white; padding: 10px; text-align: center; margin-top: 10px;"> <p><b>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.</b></p> <ul style="list-style-type: none"> <li>• Walnut-California bus stop: Monday, August 16, 2 p.m.</li> <li>• Weldon BRT Station: Tuesday, August 17, 1 p.m.</li> <li>• Cedar and Shaw bus stops: Thursday, August 19, 12 noon</li> <li>• Manchester Transit Center: Monday, August 23, 10 a.m.</li> <li>• Courthouse Park, Van Ness BRT stations: Tuesday, August 24, 9 a.m.</li> <li>• El Paso BRT Station: Tuesday, August 24, 12:30 p.m.</li> <li>• Courthouse Park, L Shelter: Thursday, August 26, 9 a.m.</li> <li>• Clovis BRT Station: Monday, August 30, 8:30 a.m.</li> </ul> </div> <div style="text-align: center; margin-top: 10px;">  </div> <div style="background-color: #003366; color: white; padding: 10px; text-align: center;"> <div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> <p>For details, scan the QR code or visit <a href="http://www.fresno.gov/lower-fares/" style="color: white;">www.fresno.gov/lower-fares/</a></p> </div> <div style="text-align: center;">   <p>@FresnoFAX</p> </div> </div> </div>	<div style="background-color: #003366; color: white; padding: 10px; text-align: center;"> <h2 style="margin: 0;">Las tarifas se restablarán a partir del 1 de Septiembre</h2> </div> <div style="background-color: #003366; color: white; padding: 10px; text-align: center; margin-top: 10px;"> <h3 style="margin: 0;">Viajes de \$1 por toda la ciudad</h3> </div> <div style="background-color: #003366; color: white; padding: 10px; text-align: center; margin-top: 10px;"> <p><b>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</b></p> <ul style="list-style-type: none"> <li>• Parada de autobús de Walnut-California: Lunes 16 de agosto a las 2 p.m.</li> <li>• Estación BRT de Weldon: martes 17 de agosto a la 1 p.m.</li> <li>• Paradas de autobús Cedar y Shaw: jueves 19 de agosto a las 12 del mediodía</li> <li>• Centro de Tránsito de Manchester: lunes 23 de agosto, 10 a.m.</li> <li>• Courthouse Park, estaciones de BRT de Van Ness: martes 24 de agosto, 9 a.m.</li> <li>• Estación BRT de El Paso: martes 24 de agosto, 12:30 p.m.</li> <li>• Courthouse Park, Refugio L: jueves 26 de agosto, 9 a.m.</li> <li>• Estación BRT de Clovis: lunes 30 de agosto, 8:30 a.m.</li> </ul> </div> <div style="text-align: center; margin-top: 10px;">  </div> <div style="background-color: #003366; color: white; padding: 10px; text-align: center;"> <div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> <p>Para obtener más información, escanee el código QR o visite <a href="http://www.fresno.gov/lower-fares/" style="color: white;">www.fresno.gov/lower-fares/</a></p> </div> <div style="text-align: center;">   <p>@FresnoFAX</p> </div> </div> </div>
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Clicking on the flyers led to the following information on the Plans, Reports, & Notices page:



[GOVERNMENT](#)
[SERVICES](#)
[DOING BUSINESS](#)
[CONTACT](#)

## FAX: Fresno Area Express

### Plans, Reports, & Notices

### Plans, Reports, & Notices

<a href="#">New Fare Structure</a>	<h4 style="margin: 0;">New Fare Structure</h4> <p><b>Fares to be reinstated starting September 1st</b></p> <p>Dollar rides throughout the City of Fresno. For additional details, visit the <a href="#">Fares and Passes</a> webpage. In addition:</p> <ul style="list-style-type: none"> <li>• Reduced fares are available for seniors, people with disabilities, and Medicare card holders, with valid ID.</li> <li>• Children 12 and younger ride for free.</li> <li>• Active military and veterans ride for free, with valid ID.</li> <li>• 31-day passes and 10 Ride Cards are available at discounted rates.</li> </ul> <p>For details on these fare changes, scan the QR code, visit the FAX <a href="#">Fares and Passes</a> 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>
<a href="#">Outreach on The Fax ADA Transition Plan</a>	
<a href="#">FAX Disadvantaged Business Enterprise (DBE) FY21 Triennial Goal Setting</a>	
<a href="#">FAX – Notice of Funding Availability (NOFA)</a>	
<a href="#">Title VI of the Civil Rights Act of 1964: Ensuring Equal Access to FAX Services</a>	

# 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](https://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](https://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 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 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](https://fresno.gov/lower-fares)

@FresnoFAX  

Flyers in English and Spanish distributed at the 14 Pop-Up Events at Heavily Used Transit Stops:



## 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 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](http://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](http://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:

<div style="background-color: #0056b3; color: white; padding: 5px;">  <span style="font-size: 1.2em; font-weight: bold; color: white;">New Fare Structure</span>  <span style="font-weight: bold; color: white;">Effective September 1, 2021</span> </div> <p><b>Fixed Route Fares:</b></p> <table border="0"> <tr><td>Cash Fare - One Way.....</td><td style="text-align: right;">\$1.00</td></tr> <tr><td>Cash Fare - One Way - Reduced Fare*.....</td><td style="text-align: right;">.50¢</td></tr> <tr><td>1 Ride Card.....</td><td style="text-align: right;">\$1.00</td></tr> <tr><td>1 Ride Card - Reduced Fare*.....</td><td style="text-align: right;">.50¢</td></tr> <tr><td>10 Ride Card.....</td><td style="text-align: right;">\$9.00</td></tr> <tr><td>10 Ride Card - Reduced Fare*.....</td><td style="text-align: right;">\$4.50</td></tr> <tr><td>31-Day Pass.....</td><td style="text-align: right;">\$36.00</td></tr> <tr><td colspan="2"><i>Unlimited rides.</i></td></tr> <tr><td>31-Day Reduced Fare* Pass.....</td><td style="text-align: right;">\$18.00</td></tr> <tr><td colspan="2"><i>Unlimited rides.</i></td></tr> </table> <p><b>Transfers</b>  <i>All fares entitled to one free transfer. Transfers may be used for a maximum of two bus changes.</i></p> <p><b>*Reduced Fare</b>  <i>Seniors (65 years or older) with valid ID.          People with disabilities with valid ID.          Medicare card holders with valid ID.</i></p> <p><b>Handy Ride*:</b></p> <table border="0"> <tr><td>Basic Rate for ADA-Certified Persons - One-Way.....</td><td style="text-align: right;">\$1.25</td></tr> <tr><td>Monthly Flash Pass for ADA-Certified Persons**.....</td><td style="text-align: right;">\$36.00</td></tr> </table> <p><i>*Personal care attendants ride free when accompanying an ADA-certified person who has paid the appropriate fare.          **Maximum 60 one-way trips per month.</i></p> <table border="0"> <tr><td>Children 12 and younger.....</td><td style="text-align: right;">FREE</td></tr> <tr><td colspan="2"><i>Children under 6 must be accompanied by an adult.</i></td></tr> <tr><td>Active Military and Veterans with valid ID.....</td><td style="text-align: right;">FREE</td></tr> </table> <div style="background-color: #0056b3; color: white; padding: 5px; text-align: center;">  <span style="font-weight: bold; font-size: 1.2em;">TAKE A RIDE WITH US!</span> </div>	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>		Basic Rate for ADA-Certified Persons - One-Way.....	\$1.25	Monthly Flash Pass for ADA-Certified Persons**.....	\$36.00	Children 12 and younger.....	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FREE	<div style="background-color: #0056b3; color: white; padding: 5px;">  <span style="font-size: 1.2em; font-weight: bold; color: white;">Nueva Estructura de Tarifas</span>  <span style="font-weight: bold; color: white;">Efectivo el 1 Septiembre de 2021</span> </div> <p><b>Tarifas de Ruta Fija:</b></p> <table border="0"> <tr><td>Tarifa en Efectivo – Un Solo Viaje.....</td><td style="text-align: right;">\$1.00</td></tr> <tr><td>Tarifa en Efectivo – Un Solo Viaje – Tarifa Reducida*.....</td><td style="text-align: right;">.50¢</td></tr> <tr><td>1 Tarjeta de Viaje.....</td><td style="text-align: right;">\$1.00</td></tr> <tr><td>1 Tarjeta de Viaje – Tarifa Reducida*.....</td><td style="text-align: right;">.50¢</td></tr> <tr><td>10 Tarjetas de Viaje.....</td><td style="text-align: right;">\$9.00</td></tr> <tr><td>10 Tarjetas de Viaje – Tarifa Reducida*.....</td><td style="text-align: right;">\$4.50</td></tr> <tr><td>Pase de 31 Días.....</td><td style="text-align: right;">\$36.00</td></tr> <tr><td colspan="2"><i>Viajes ilimitados.</i></td></tr> <tr><td>Pase de 31 Días – Tarifa Reducida*.....</td><td style="text-align: right;">\$18.00</td></tr> <tr><td colspan="2"><i>Viajes ilimitados.</i></td></tr> </table> <p><b>Transbordos</b>  <i>Todas las tarifas tienen derecho a un transbordo gratuito. Los transbordos se pueden utilizar para un máximo de dos cambios de autobús.</i></p> <p><b>*Reduced Fare</b>  <i>Personas mayores (65 años o más) con identificación válida.          Personas con discapacidad con identificación válida.          Titulares de tarjetas de Medicare con identificación válida.</i></p> <p><b>Handy Ride*:</b></p> <table border="0"> <tr><td>Tarifa básica para personas certificadas por la ADA – Un Solo Viaje.....</td><td style="text-align: right;">\$1.25</td></tr> <tr><td>Pase Flash Mensual para Personas Certificadas por la ADA**.....</td><td style="text-align: right;">\$36.00</td></tr> </table> <p><i>*Los asistentes de cuidado personal viajan gratis cuando acompañan a una persona certificada por la ADA que ha pagado la tarifa adecuada.          **Máximo 60 viajes de ida por mes.</i></p> <table border="0"> <tr><td>Niños menores de 12 años.....</td><td style="text-align: right;">GRATIS</td></tr> <tr><td colspan="2"><i>Los niños menores de 6 años deben ir acompañados de un adulto.</i></td></tr> <tr><td>Militares Activos y Veteranos con Identificación Válida.....</td><td style="text-align: right;">GRATIS</td></tr> </table> <div style="background-color: #0056b3; color: white; padding: 5px; text-align: center;">  <span style="font-weight: bold; font-size: 1.2em;">¡TOME UN VIAJE CON NOSOTROS!</span> </div>	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>		Tarifa básica para personas certificadas por la ADA – Un Solo Viaje.....	\$1.25	Pase Flash Mensual para Personas Certificadas por la ADA**.....	\$36.00	Niños menores de 12 años.....	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Comment Cards provided at Pop-Up Events:


Public Outreach  
Comment Card

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email: \_\_\_\_\_

Representing Organization or Agency: \_\_\_\_\_


Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Visit [www.fresno.gov/fax](http://www.fresno.gov/fax) for more information.**

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.


Participación Pública  
Tarjeta de Comentarios

Nombre: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código postal: \_\_\_\_\_

Correo electrónico: \_\_\_\_\_

Representando cual organización o agencia: \_\_\_\_\_

Comentarios: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Visite [www.fresno.gov/fax](http://www.fresno.gov/fax) para obtener más información.**

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Banner hung at Manchester Transit Center:

**TAKE A RIDE WITH US!**

**FAX FRESNO AREA EXPRESS**

**¡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](http://www.fresno.gov/lower-fares)

@FresnoFAX  



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

@FresnoFAX  

**FAX FRESNO AREA EXPRESS**

 [fresno.gov/lower-fares](http://fresno.gov/lower-fares)

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

  [fresno.gov/fax](http://fresno.gov/fax) 559.621.7433 @FresnoFAX

Kiosk insert placed at Manchester Transit Center kiosk 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 impida 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)

- Stay home when you are sick.
- Avoid touching eyes, nose, and mouth.
- Wear your hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer with at least 20% 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.

- Quédate en casa cuando estás enfermo.
- Evita tocar los ojos, la nariz, y la boca.
- Lávate las manos frecuentemente con agua y jabón por un mínimo de 20 segundos o con un desinfectante para manos a base de alcohol con un 20% de alcohol.
- Cubre tu tos o tu estornudo con un pañuelo desechable, luego tíralo en la basura. Si no tienes un pañuelo, tócase en el codo.
- Evita el contacto con personas enfermas.

Protect your health? ¡Protéjase 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 bus**

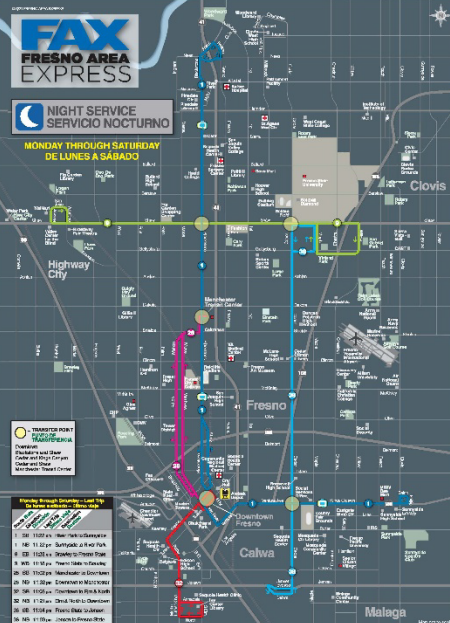
- All passengers must wear face coverings on all buses every trip.
- All bus facilities will be kept disinfected by bus.
- Handing out items and others to:
  - Handing out items.
  - Avoid touching nose, face, and mouth.
  - Avoid direct contact with people and car seat.
  - Avoiding contact to the seat and hand sanitizer.

Protect your health? ¡Protéjase su salud!

**FAX staff**

- All staff must wear face coverings on all buses every trip.
- All bus facilities will be kept disinfected by bus.
- All staff must wear face coverings on all buses every trip.
- All staff must wear face coverings on all buses every trip.
- All staff must wear face coverings on all buses every trip.

Protect your health? ¡Protéjase su salud!



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

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

28 Northbound - Use A Shelter starting at 8:35 p.m. / Dirección Norte - Use el Refugio A a partir de las 10:35 p.m.


32 Southbound - Use B Shelter starting at 10:55 p.m. / Dirección Sur - Use el Refugio B a partir de las 10:55 p.m.

Fares to be reinstated starting September 1st. Dar las tarifas a través de la City of Fresno.

For more details visit [www.fresno.gov/fover-fares](http://www.fresno.gov/fover-fares)

Las tarifas se restablecerán a partir del 1 de septiembre.

Para obtener más detalles, visite el sitio web de FAX en [www.fresno.gov/fover-fares](http://www.fresno.gov/fover-fares)



FAX Offices - HOURS, SERVICES

**MANCHESTER TRANSIT CENTER**  
3550 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 Scrip - Sign Up, Taxi 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

**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 TRÁNSITO DE MANCHESTER**  
3550 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/autobús de FAX
- Punto de venta: pases de autobús, guías de horarios
- Taxi Scrip - Regístrate, Ventas de Taxi 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.

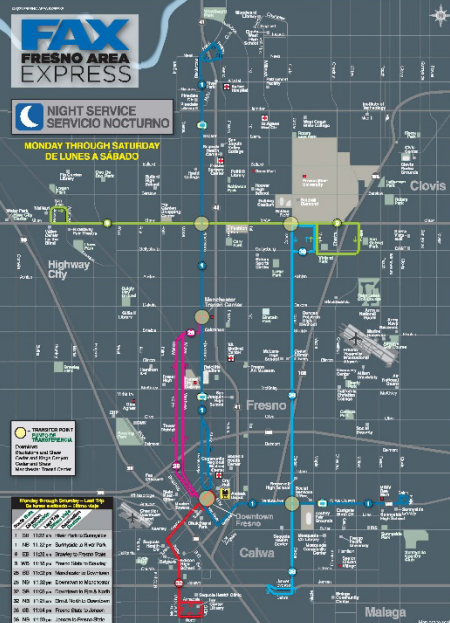
**Servicios Disponibles:**


- Información de Handy Ride
- Solicitudes de Handy Ride
- Pasa 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  
Hours: Monday-Friday 8 a.m. - 4 p.m.

**Servicios Disponibles:**

- Funciones administrativas






FAX FRESNO AREA EXPRESS

Scan to download free App

scaneare para descargar la aplicación gratuita




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**

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.*

**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 proteja a otros de novel coronavirus (COVID-19)*

**Stay home when you are sick.**

**Avoid coughing, sneezing, and spitting.**

**Wash your hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer with at least 60% 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!*

**Evite estar en casa cuando está enfermo.**

**Evite tocar 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 60% de alcohol.**

**Cubra su 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.**

*¡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 Info:**

- We're using all essential bus routes in all bus routes - FAX.
- Making bus routes that are bus routes to our buses.
- Reducing our fares and fares to:
- Lower fares.
- A new fare system, now, and more.
- A new fare system with people who work.
- Providing access to the bus and bus information.

*Protect your health!*

**FAX Info:**

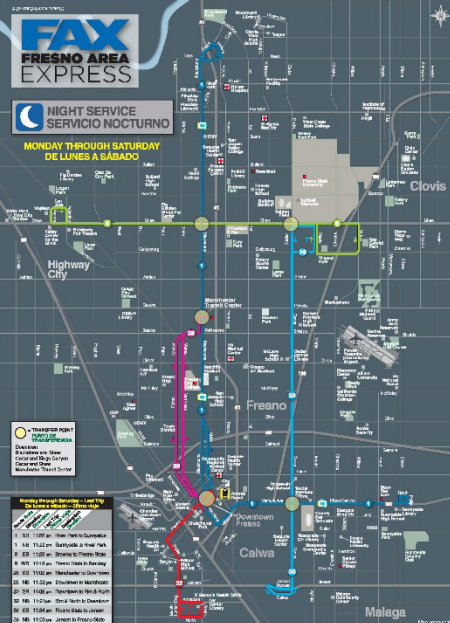
- Estamos usando los tres itinerarios de buses en todos los itinerarios de buses - FAX.
- Haciendo itinerarios de buses que son para nuestros buses.
- Reduciendo las tarifas y tarifas de:
- Tarifas más bajas.
- Un nuevo sistema de tarifas, ahora y más.
- Un nuevo sistema de tarifas con personas que trabajan.
- Proporcionando acceso a la información de buses y buses.

*¡Proteja su salud!*

**FAX Fresno Area Express**

**NIGHT SERVICE**  
*SERVICIO NOCTURNO*

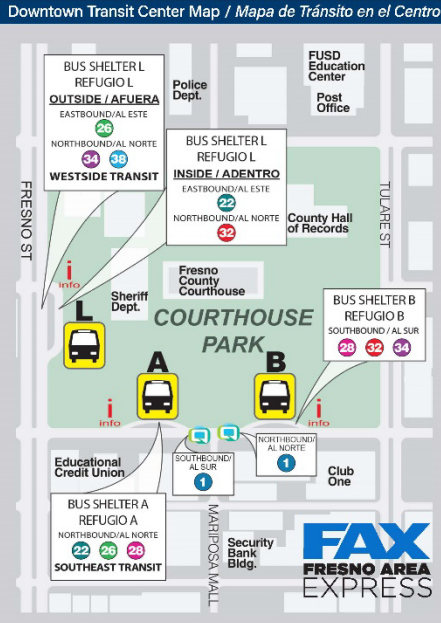
**MONDAY THROUGH SATURDAY**  
*DE LUNES A SÁBADO*



**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.

**Downtown Transit Center Map / Mapa de Tránsito en el Centro**



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

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

Para obtener más información, visite el sitio web de FAX en [www.fresno.gov/fores](http://www.fresno.gov/fores)

**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
- Taxi Scrip - Sign Up, Taxi 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

**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 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: pasajes de autobús, guías de horarios
- Taxi Scrip - Regístrate, Ventas de Taxi 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

**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




[www.fresno.gov/fax](http://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.

 <p style="text-align: right;">@FresnoFAX  <a href="https://www.facebook.com/FresnoFAX">Facebook.com/FresnoFAX</a>  <a href="https://twitter.com/FresnoFAX">Twitter.com/FresnoFAX</a></p> <p><b>What’s New at FAX, July 2021</b>  <i>July 28, 2021</i></p> <p><b>FAX Releases New Safety Video</b></p> <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> <p><a href="https://www.facebook.com/FresnoFax/videos/499328234627063/">https://www.facebook.com/FresnoFax/videos/499328234627063/</a></p> 	<p><b>Fares to be reinstated starting September 1<sup>st</sup></b></p> <p>Dollar rides throughout the City of Fresno. For additional details, visit <a href="https://www.fresno.gov/lower-fares/">fresno.gov/lower-fares/</a>. In addition:</p> <ul style="list-style-type: none"> <li>• Reduced fares are available for seniors, people with disabilities, and Medicare card holders, with valid ID.</li> <li>• Children 12 and younger ride free.</li> <li>• Active military and veterans ride for free, with valid ID.</li> <li>• 31-day passes and 10 Ride Cards are available at discounted rates.</li> </ul> <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> <p>Remember: Mask-up on FAX buses to help keep our passengers and drivers healthy.</p> <p><b>FAX Title VI Fare Equity Analysis and Public Outreach Dates, Locations, and Times</b></p> <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> <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 You Tube pages to engage with the public and receive feedback. Pop-up and virtual workshop event dates, times, and locations are listed below.</p> <p><a href="#">Friday, August 13, 2021</a></p>
<ul style="list-style-type: none"> <li>• Inspiration Park: 10:30 a.m. to 12 noon, served by Route 12</li> <li>• Riverside-El Paseo: 1 to 2:30 p.m., served by Routes 3 and 20</li> <li>• Brawley-Walmart: 2:30 to 4 p.m., served by Routes 9, 12, and 20</li> </ul> <p><b>Monday, August 16, 2021</b></p> <ul style="list-style-type: none"> <li>• Walnut-California: 2 to 3:30 p.m., served by Route 38</li> </ul> <p><b>Tuesday, August 17, 2021</b></p> <ul style="list-style-type: none"> <li>• Cedar-Ventura BRT Station: 9 to 11 a.m., served by Routes 1 and 38</li> <li>• Weldon-Blackstone BRT Station: 1 - 2:30 p.m., served by Routes 1 and 20</li> </ul> <p><b>Thursday, August 19, 2021</b></p> <ul style="list-style-type: none"> <li>• Cedar-Shaw: 12 noon to 1:30 p.m., served by Routes 9 and 38</li> </ul> <p><b>Monday, August 23, 2021</b></p> <ul style="list-style-type: none"> <li>• Manchester Transit Center: 10 a.m. to 12 noon, served by Routes 1, 28, 41</li> </ul> <p><b>Tuesday, August 24, 2021</b></p> <ul style="list-style-type: none"> <li>• A &amp; B Shelters at Courthouse Park &amp; Van Ness BRT Station: 9 to 11 a.m., served by Routes 1, 22, 26, 28, 32, and 34</li> <li>• El Paso-Blackstone BRT Station: 12:30 to 2 p.m., served by Routes 1, 26, 32, 38, and 58</li> </ul> <p><b>Wednesday, August 25, 2021</b></p> <ul style="list-style-type: none"> <li>• Shaw-Blackstone BRT Station: 10 a.m. - 12 noon, served by Routes 1 and 9</li> <li>• Live Virtual Workshop: 5 p.m., Fresno FAX Facebook and You Tube pages</li> </ul> <p><b>Thursday, August 26, 2021</b></p> <ul style="list-style-type: none"> <li>• L Shelter at Courthouse Park: 9 to 11 a.m., served by Routes 22, 26, 32, 34, and 38</li> </ul> <p><b>Monday, August 30, 2021</b></p> <ul style="list-style-type: none"> <li>• Clovis-Kings Canyon BRT Station: 8:30 to 10 a.m., served by Routes 1 and 22</li> </ul>	<ul style="list-style-type: none"> <li>• Chestnut-Kings Canyon BRT Station: 10:30 a.m. to 12 noon, served by Routes 1 and 41</li> </ul> <p>We hope to see you there!</p> <p><b>A reminder about COVID-19 rules at FAX</b></p> <p>In January 2021, President Joe Biden signed <a href="#">Executive Order 13998</a> 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 <a href="#">Transportation Security Administration</a> (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>  <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"> <li>• Have a fever (100.4F), feel warm, or feel chills</li> <li>• Have a persistent cough, sore throat, or runny nose</li> <li>• Have had contact or spent time with a suspected or known COVID-19-infected individual.</li> </ul> <p>If you meet any of these conditions, go home immediately and self-isolate.</p>


**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.

 <p><b>@FresnoFAX</b>  <a href="https://www.facebook.com/FresnoFAX/">Facebook.com/FresnoFAX/</a>  <a href="https://twitter.com/FresnoFAX">Twitter.com/FresnoFAX</a></p> <p><b>Novedades de FAX, julio de 2021</b>  <b>28 de Julio de 2021</b></p> <p><b>FAX lanza un nuevo video de seguridad</b></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><a href="https://www.facebook.com/FresnoFAX/videos/499328234627063/">https://www.facebook.com/FresnoFAX/videos/499328234627063/</a></p> 	<p><u>Tuesday, August 17, 2021</u></p> <ul style="list-style-type: none"> <li>Cesar-Ventura BRT Station: 9 a.m., served by Routes 1 and 38</li> <li>Weldon-Blackstone BRT Station: 1 p.m., served by Routes 1 and 20</li> </ul> <p><u>Thursday, August 19, 2021</u></p> <ul style="list-style-type: none"> <li>Cesar-Shaw: 12 noon, served by Routes 9 and 38</li> </ul> <p><u>Monday, August 23, 2021</u></p> <ul style="list-style-type: none"> <li>Manchester Transit Center: 10 a.m., served by Routes 1, 28, 41</li> </ul> <p><u>Tuesday, August 24, 2021</u></p> <ul style="list-style-type: none"> <li>A &amp; B Shelters at Courthouse Park &amp; Van Ness BRT Station: 9 a.m., served by Routes 1, 22, 26, 28, 32, and 34</li> <li>El Paso Blackstone BRT Station: 12:30 p.m., served by Routes 1, 26, 32, 38, and 58</li> </ul> <p><u>Wednesday, August 25, 2021</u></p> <ul style="list-style-type: none"> <li>Shaw-Blackstone BRT Station: 10 a.m., served by Routes 1 and 9</li> <li>Live Virtual Workshop: 5 p.m., <a href="#">Fresno FAX Facebook Page</a> and <a href="#">YouTube Page</a></li> </ul> <p><u>Thursday, August 26, 2021</u></p> <ul style="list-style-type: none"> <li>L Shelter at Courthouse Park: 9 a.m., served by Routes 22, 26, 32, 34, and 38</li> </ul> <p><u>Monday, August 30, 2021</u></p> <ul style="list-style-type: none"> <li>Clovis Kings Canyon BRT Station: 8:30 a.m., served by Routes 1 and 22</li> <li>Chestnut-Kings Canyon BRT Station: 10:30 a.m., served by Routes 1 and 41</li> </ul> <p>We hope to see you there!</p>	<ul style="list-style-type: none"> <li>Inspiration Park: 10:30 a.m. to 12 noon, served by Route 12.</li> <li>Riverside-El Paseo: 1 to 2:30 p.m., served by Routes 3 and 20</li> <li>Brawley-Walmart: 2:30 to 4 p.m., served by Routes 9, 12, and 20</li> </ul> <p><u>Monday, August 16, 2021</u></p> <ul style="list-style-type: none"> <li>Walnut, California: 2 to 3:30 p.m., served by Route 38</li> </ul> <p><u>Tuesday, August 17, 2021</u></p> <ul style="list-style-type: none"> <li>Cesar-Ventura BRT Station: 9 to 11 a.m., served by Routes 1 and 38</li> <li>Weldon-Blackstone BRT Station: 1 - 2:30 p.m., served by Routes 1 and 20</li> </ul> <p><u>Thursday, August 19, 2021</u></p> <ul style="list-style-type: none"> <li>Cesar-Shaw: 12 noon to 1:30 p.m., served by Routes 9 and 38</li> </ul> <p><u>Monday, August 23, 2021</u></p> <ul style="list-style-type: none"> <li>Manchester Transit Center: 10 a.m. to 12 noon, served by Routes 1, 28, 41</li> </ul> <p><u>Tuesday, August 24, 2021</u></p> <ul style="list-style-type: none"> <li>A &amp; B Shelters at Courthouse Park &amp; Van Ness BRT Station: 9 to 11 a.m., served by Routes 1, 22, 26, 28, 32, and 34</li> <li>El Paso-Blackstone BRT Station: 12:30 to 2 p.m., served by Routes 1, 26, 32, 38, and 58</li> </ul> <p><u>Wednesday, August 25, 2021</u></p> <ul style="list-style-type: none"> <li>Shaw-Blackstone BRT Station: 10 a.m. - 12 noon, served by Routes 1 and 9</li> <li>Live Virtual Workshop: 5 p.m., <a href="#">Fresno FAX Facebook</a> and <a href="#">YouTube</a> pages</li> </ul> <p><u>Thursday, August 26, 2021</u></p> <ul style="list-style-type: none"> <li>L Shelter at Courthouse Park: 9 to 11 a.m., served by Routes 22, 26, 32, 34, and 38</li> </ul> <p><u>Monday, August 30, 2021</u></p> <ul style="list-style-type: none"> <li>Clovis-Kings Canyon BRT Station: 8:30 to 10 a.m., served by Routes 1 and 22</li> </ul>
<ul style="list-style-type: none"> <li>Chestnut-Kings Canyon BRT Station: 10:30 a.m. to 12 noon, served by Routes 1 and 41</li> </ul> <p>We hope to see you there!</p> <p><b>A reminder about COVID-19 rules at FAX</b></p> <p>In January 2021, President Joe Biden signed <a href="#">Executive Order 13928</a> 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 <a href="#">Transportation Security Administration (TSA)</a> 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>  <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"> <li>Have a fever (100.4F), feel warm, or feel chills</li> <li>Have a persistent cough, sore throat, or runny nose</li> <li>Have had contact or spent time with a suspected or known COVID-19-infected individual.</li> </ul> <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"> <li>Tiene fiebre (100.4 F), se siente caliente o siente escalofríos</li> <li>Tiene tos persistente, dolor de garganta o secreción nasal</li> <li>Ha tenido contacto o ha pasado tiempo con una persona infectada con COVID-19 sospechosa o conocida.</li> </ul> <p>Si cumple con alguna de estas condiciones, regrese a casa inmediatamente y aislase.</p> <p>Estamos usando Facebook (<a href="https://www.facebook.com/fresnofax/">www.facebook.com/fresnofax/</a>) y Twitter (<a href="https://twitter.com/fresnofax">www.twitter.com/fresnofax</a>) 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 <a href="http://www.fresno.gov">www.fresno.gov</a> y el sitio web de FAX en <a href="http://www.fresno.gov/FAX">www.fresno.gov/FAX</a></p>	







**Novedades de FAX, Agosto de 2021**  
12 de agosto de 2021

**Análisis de equidad de tarifa de FAX para el Título VI y fechas, lugares, y horarios de eventos de participación pública**

A partir del viernes 13 de agosto 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).

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/UC18B61q\\_d0LlaoeNBxX07wI](https://www.youtube.com/channel/UC18B61q_d0LlaoeNBxX07wI) 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.

**Viernes, 13 de agosto de 2021**

- 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

**Lunes, 16 de agosto de 2021**

- Walnut-California: 2 p.m., servicio por la Ruta 38

**Martes, 17 de agosto de 2021**

- Estación BRT Cedar-Ventura: 9 a.m., servicio por las Rutas 1 y 38
- Estación BRT Weldon-Blackstone: 1 p.m., servida por las Rutas 1 y 20

**Jueves, 19 de agosto de 2021**

- Cesar-Shaw: 12 del mediodía, servido por las rutas 9 y 38

**Lunes, 23 de agosto de 2021**

- Centro de Tránsito de Manchester: 10 a.m., servicio por las rutas 1, 28 y 41

**Martes, 24 de agosto de 2021**

- 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., servida por las rutas 1, 26, 32, 38 y 58

**Miércoles, 25 de agosto de 2021**

- Estación BRT Shaw-Blackstone: 10 a.m., servida por las rutas 1 y 9
- Taller virtual en vivo: 5 p.m., [páginas de Facebook](#) y [YouTube de Fresno FAX](#)

**Jueves, 26 de agosto de 2021**

- Refugio L en Courthouse Park: 9 a.m., servido por las rutas 22, 26, 32, 34 y 38

**Lunes, 30 de agosto de 2021**


- Estación BRT Clavis-Kings Canyon: 8:30 a.m., servida por las Rutas 1 y 22
- Estación BRT Chestnut-Kings Canyon: 10:30 a.m., servida por las rutas 1 y 41

¡Esperamos verlo ahl!

**Las tarifas se restablecerán a partir del 1 de septiembre**

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:

- 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.



Para obtener más información sobre los cambios de tarifas:

- Visite el sitio web de FAX en [fresno.gov/lower-fares/](https://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.; o
- Asista a un evento de FAX en una de las 14 ubicaciones que se describieron anteriormente.

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

**Particpe en la actualización de autoevaluación de la ADA de Fresno**

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.

Para descargar el documento, visite [www.fresno.gov/ada](http://www.fresno.gov/ada). Para solicitar formatos alternativos, comuníquese con [Shannon.Mulhall@fresno.gov](mailto:Shannon.Mulhall@fresno.gov) o llame al (559) 621-8650.

**¡FAX lanza sus dos primeros autobuses 100% eléctricos!**

¡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.



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 pasajeros. Tienen un rango estimado de 180 a 195 millas por carga y una clasificación de economía de combustible de hasta 235 MPG. Aunque son

completamente silenciosos, los autobuses contarán con generadores de ruido artificial de baja velocidad para la conciencia de los peatones.

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 cada cargador de bus consume 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.



El supervisor de equipo de FAX, Frank Adams Peltz, inspecciona un autobús eléctrico para cargarlo.



El primer de varios autobuses eléctricos. Al menos una docena más llegará en el próximo año a la ciudad de Fresno.

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 Ferroviario de Tránsito del Estado de California. El programa de flotas de vehículos eléctricos (EV) de FTA:

proporciona apoyo adicional en forma de infraestructura para resoldar la carga de 3 MW y otros incentivos financieros para comprar autobuses eléctricos y cargadores de autobuses.

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.

FAX se orgullece de hacer nuestra parte para brindar servicio de tránsito a los residentes de Fresno y mejorar la calidad de nuestro aire.

**Un recordatorio sobre las reglas COVID-19 en FAX**

En enero de 2021, el presidente Joe Biden firmó un [Orden Ejecutivo 13938](#) que impone un requisito de mascarillas faciales para todos los viajeros en los sistemas de transporte público de EE. UU., incluyendo los servicios de tren, camióneta, 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.

Como cortesía, recordamos a nuestros pasajeros las reglas de FAX que ayudan a proteger a los pasajeros y conductores.



Se requiere que los pasajeros usen cubiertas faciales en todo momento al igual que los visitantes a cualquier instalación de tránsito interior como la oficina de FAX Handy Ride, FAX y Handy Ride continúan operando con un horario regular. Las restricciones de capacidad de pasajeros se levantarán el lunes 21 de junio de 2021, tanto para FAX como para Handy Ride.


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.

No aborde el autobús si:

- 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.

Si cumple con alguna de estas condiciones, regrese a casa inmediatamente y aislase.

Estamos usando Facebook [www.facebook.com/FresnoFAX/](https://www.facebook.com/FresnoFAX/) y Twitter [www.twitter.com/FresnoFAX/](https://www.twitter.com/FresnoFAX/) en "QFresnoFAX" 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](http://www.fresno.gov) y el sitio web de FAX en [www.fresno.gov/FAX](http://www.fresno.gov/FAX)




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.

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Si cumple con alguna de estas condiciones, regrese a casa inmediatamente y aislase.

Estamos usando Facebook [www.facebook.com/FresnoFAX/](https://www.facebook.com/FresnoFAX/) y Twitter [www.twitter.com/FresnoFAX/](https://www.twitter.com/FresnoFAX/) en "QFresnoFAX" 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](http://www.fresno.gov) y el sitio web de FAX en [www.fresno.gov/FAX](http://www.fresno.gov/FAX)




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Estamos usando Facebook [www.facebook.com/FresnoFAX/](https://www.facebook.com/FresnoFAX/) y Twitter [www.twitter.com/FresnoFAX/](https://www.twitter.com/FresnoFAX/) en "QFresnoFAX" 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](http://www.fresno.gov) y el sitio web de FAX en [www.fresno.gov/FAX](http://www.fresno.gov/FAX)



Advertisement run in The Advocate Newspaper on August 27, 2021:

# 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](http://www.fresno.gov/lower-fares).



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



@FresnoFAX  



Advertisement run in "La Vida en el Valle" Newspaper on August 25, 2021:

# 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](http://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 YouTube 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/](http://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](mailto:joe.vargas@fresno.gov), or Carolina Ilic, Planning Manager, at 621-1499 or [carolina.ilic@fresno.gov](mailto: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/](http://www.facebook.com/FresnoFAX/). Script used for the virtual meeting is below.

New Fare Structure - Virtual Workshop  
 Wednesday, August 25, 2021, 5 p.m.  
 FAX Facebook and YouTube Pages

Agenda

Approx. Start Time:	Topic:	Lead:	Materials:
5 p.m.	<p><b>Introduction:</b></p> <ul style="list-style-type: none"> <li>Hello! Welcome FAX Riders! Welcome to our first-ever "live" Facebook workshop!</li> <li>I thank you so much for coming... Let's start off with some introductions...                     <ul style="list-style-type: none"> <li>Carolina Ilic, Planning Manager at FAX and also from FAX, we have Joe Vargas, Assistant Director of Operations, Planning, and Customer Service</li> <li>In addition, we have Kate Livingston, our American Sign Language Interpreter, as well as Maria Mejia Ing, our Spanish Language Interpreter</li> </ul> </li> <li>Tonight, we'll be covering 5 main topics. These include:                     <ul style="list-style-type: none"> <li>The new Fare Structure effective September 1st</li> <li>Some recent service changes, and upcoming service changes</li> <li>The introduction of FAX's first two electric buses</li> <li>And finally, staying safe in times of COVID</li> </ul> </li> <li>We want to let everyone know that this live session is being recorded and will be available on our Facebook page after the event.</li> <li>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.</li> <li>You can also contact us by calling 621-RIDE or by sending an e-mail to <a href="mailto:FaxOutreach@fresno.gov">FaxOutreach@fresno.gov</a></li> <li>Before we get started, we want to share our Title VI Statement:                     <ul style="list-style-type: none"> <li>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.</li> <li>[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.]</li> </ul> </li> </ul>	Carolina	

Approx. Start Time:	Topic:	Lead:	Materials:
5:10 p.m.	<p><b>New Fare Structure – Effective September 1, 2021</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>As we approached the end of the free fare 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"> <li><b>Fixed Route</b> <ul style="list-style-type: none"> <li>Base Fare or the cost of a single trip will be reduced from \$1.25 to \$1.00 or a 20% reduction</li> <li>Reduced Fare (seniors, disabled, medicare card holders) \$.60 to \$.50</li> <li>31-Day Pass (good for unlimited rides on our fixed route) will go from \$48 to \$36</li> <li>31-Day Reduced Pass (Seniors 65 over, Disabled, Medicare Card holders) \$24 to \$18</li> <li>Free Fares for children 17 and younger and for our Active Military and Veterans</li> </ul> </li> <li><b>Paratransit Service (for all eligible customers)</b> <ul style="list-style-type: none"> <li>Base Fare will be reduced from \$1.50 to \$1.25</li> <li>31 Day Pass (limit of 60 trips) \$48 to \$36</li> </ul> </li> <li>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.</li> <li>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).</li> </ul> </li> <li>Q&amp;A</li> </ul>	Joe	Fare Structure Graphic (Joe to showcase)

Approx. Start Time:	Topic:	Lead:	Materials:
5:25 p.m.	<p><b>Recent Service Changes</b></p> <ul style="list-style-type: none"> <li>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</li> <li>We had been considering changes to the network for two main reasons:                     <ul style="list-style-type: none"> <li>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</li> <li>Second, we had also received requests for cross-town services along Ashlan and Herndon, particularly for better access to the medical facilities along Herndon.</li> </ul> </li> <li>We received great feedback, so last August (August 2020), we re-routed Route 28 to the DSS at Dakota and Peach</li> <li>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</li> <li>And then in March 2021, we implemented three additional changes:                     <ul style="list-style-type: none"> <li>The new Route 3 along Herndon all the way from Herndon and SR-99 to Herndon and Willow</li> <li>We extended Route 20 up to Herndon and 99, connecting it to the new Route 3;</li> <li>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.</li> </ul> </li> <li>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.</li> <li>OK, so now we want to pause and see if there are any questions</li> <li>Q&amp;A</li> </ul>	Carolina	March 2021 system map (showcase)
5:35 p.m.	<p><b>Upcoming Service Changes</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>We will serve the college by extending Route 3 which operates on Herndon Ave north on Willow to the campus</li> <li>This new extension will provide opportunities to access the College from many of our routes with the use of a single transfer.</li> <li>Q&amp;A</li> </ul>	Joe	March 2021 system map (showcase)

Approx. Start Time:	Topic:	Lead:	Materials:
5:45 p.m.	<p><b>FAX's First Two Electric Buses</b></p> <ul style="list-style-type: none"> <li>FAX has received its first 2 battery electric buses</li> <li>We are in the process of training our drivers on how to operate the new buses</li> <li>In fact, you might see them out and about on the streets as the drivers get trained</li> <li>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</li> <li>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</li> <li>In fact, starting in 2030, every single new bus that we purchase will be a "zero-emission" bus!</li> <li>This means that by 2040, our whole fleet will be zero-emission, as required by state laws</li> <li>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.</li> <li>Q&amp;A</li> </ul>	Carolina	
5:55 p.m.	<p><b>Staying Safe in Times of COVID</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>I want to highlight some of the protocols we still have in place:                     <ul style="list-style-type: none"> <li>Requiring Masks for all passengers and drivers (extended by TSA through 1/18/2022)</li> <li>Hand Sanitizer in every bus for passengers to use and;</li> <li>Our dedicated maintenance staff disinfects every bus on a nightly basis</li> <li>To give you a glimpse into our practices we produced a safety video that we've posted on our Facebook page.</li> </ul> </li> <li>Q&amp;A</li> </ul>	Joe	
6 p.m.	<p><b>Wrap Up</b></p> <ul style="list-style-type: none"> <li>We want to thank you again for attending</li> <li>If you have more questions or comments, please call 621-RIDE or send an e-mail to <a href="mailto:FaxOutreach@fresno.gov">FaxOutreach@fresno.gov</a></li> <li>Thank you again, and we hope to see you out there on our FAX buses!</li> </ul>	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](https://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 1<sup>ST</sup>

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:



## 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](#)

- SCHEDULES ▾
- FAX Q
- RIDER TOOLS ▾
- RIDER ALERTS
- FARES AND PASSES**
- HANDY RIDE ▾
- ABOUT FAX ▾
- TITLE VI

Chat With Us

## Fares, Passes & Transfers

### Fixed Route Buses

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

**FAX**  
FRESNO AREA  
EXPRESS

fresno.gov/fax

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## Cash / Efectivo

Exact fare is recommended / Se recomienda la tarifa exacta

<b>Base Cash Fare</b>	<b>\$1.00</b>
Tarifa básica en efectivo	
<b>Reduced Fare*</b>	<b>50¢</b>
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

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**\*ID Required / Identificación Requerida**


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

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### 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:

**FREE / GRATIS**

**NEW ROUTE 3 AND CHANGES TO ROUTES 20 AND 45. SEE FRONT PAGE OF COLOR INSERT FOR HIGHLIGHTS.**  
**Nueva Ruta 3 y cambios a las Rutas 20 y 45. Vea la primera página del inserto a color para los aspectos más destacados.**

**Starting September 1, 2021  
Fares to be reinstated.  
Dollar rides throughout  
the City of Fresno.**

**FAX  
FRESNO AREA  
EXPRESS**

**A partir del 1 de septiembre de 2021  
Las tarifas se restablecerán.  
Viajes de \$ 1 por toda la ciudad.**

 **For additional information  
scan QR code  
Para obtener información  
adicional, escanee el código QR  
[fresno.gov/lower-fares](http://fresno.gov/lower-fares)**

**EFFECTIVE SEPTEMBER 1, 2021 / EFECTIVO 1 DE SEPTIEMBRE DE 2021**

**MTC**

**Schedule Guide/Guía de Horarios**

Decals placed onto Schedule Guide Covers:

**Starting September 1, 2021  
Fares to be reinstated.  
Dollar rides throughout  
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**Multiple Social Media posts throughout Pop-up Campaign advertising Pop-Up events in real time:**



Fresno FAX

August 17 at 3:05 PM · 🌐



A look at our Weldon-Blackstone BRT pop-up event today. We talked with everyday riders about changes and got great feedback for the future!

Our next pop-up is Thursday, August 19th at Cedar - Shaw at noon! (Routes 9 and 38)



## 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 8/9<sup>th</sup> 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.)*