



FAX is updating its Title VI Program... And we need your help!

As a recipient of financial assistance from the Federal Transit Administration, FAX must comply with Title VI requirements set forth by the Civil Rights Act of 1964. Title VI prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives federal funds or other federal financial assistance.

Transit operators are required to update their Title VI programs every three years. FAX's most recent program was adopted in 2016 (see Plan [here](#)), so an update is underway. Your feedback on this important process would be greatly appreciated.

FAX is holding four community workshops in connection with its Title VI plan update. Staff will be available to provide an overview of the draft Plan, the update process, and answer questions from the community.

Workshops are scheduled for:

- **Wednesday, August 21, 2019**, at 3:30 p.m. at:
Pinedale Community Center, 7170 N. San Pablo Ave.
- **Wednesday, August 21, 2019**, at 6:30 p.m.
Ted C. Wills Community Center, 770 N. San Pablo Ave.
- **Thursday, August 22, 2019**, at 10:00 a.m.
Maxie Parks Recreational Center, 1802 E. California Ave.
- **Thursday, August 22, 2019**, at 1:00 p.m.
Ted C. Wills Community Center, 770 N. San Pablo Ave.

To request Spanish or Hmong interpretation at any of the above workshops, contact Todd Sobrado at (559) 621-1532 or Jeff Long at (559) 621-1436 at least 72 hours prior to the session you wish to attend.

[See the post on the Fresno.gov website](#) and the flyer below.

Thank you for your help in this important process.

FAX Fresno Area Express is updating its Title VI program, let us hear from you!

The City of Fresno, Department of Transportation/FAX, will conduct four community workshops in connection with the updating of its Title VI Plan. FAX staff will be available to provide an overview of the draft Plan, the update process, and answer questions from the community.

- **Wednesday, August 21 | 3:30 p.m.**
Pinedale Community Center, 7170 N. San Pablo Ave.
- **Wednesday, August 21 | 6:30 p.m.**
Ted C. Wills Community Center, 770 N. San Pablo Ave.
- **Thursday, August 22 | 10:00 a.m.**
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559.621.1436 | email: jeff.long@fresno.gov Follow us: @CityofFresno @FresnoCA

FAX Fresno Area Express está actualizando su programa de Título VI y queremos saber de usted!

El Departamento de Transporte/FAX de la Ciudad de Fresno llevará a cabo cuatro talleres comunitarios para apoyar la actualización de su Plan Título VI. Únase a nosotros del 21 al 22 de agosto. ¡Quédese durante toda la sesión o pase unos minutos, lo que le funcione mejor!

- **miércoles, 21 de agosto | 3:30 p.m.**
Pinedale Community Center, 7170 N. San Pablo Ave.
- **miércoles, 21 de agosto | 6:30 p.m.**
Ted C. Wills Community Center, 770 N. San Pablo Ave.
- **jueves, 22 de agosto | 10:00 a.m.**
Maxie Parks Recreational Center, 1802 E. California Ave.
- **jueves, 22 de agosto | 1:00 p.m.**
Ted C. Wills Community Center, 770 N. San Pablo Ave.

Para solicitar interpretación en español o hmong en cualquiera de los talleres, comuníquese con Todd Sobrado en (559) 621-1532 por lo menos 72 horas antes del taller al que desea asistir.

Título VI prohíbe la discriminación sobre la base de raza, color u origen nacional en cualquier programa o actividad que reciba fondos federales u otra asistencia financiera federal.

FAX Fresno Area Express tab tom kho nws Txoj Cai Title VI thiab peb xav hnov los ntawm nej sawd daws!

Lub Nroog Fresno, Lub Tsev Haujwmn Saib Xyvas Kev Kxiav Tshab/FAX yuav npaj plaub lub rooj sib tham txog kev pab thabwv rau nws Qhov Kev Npaj Title VI. Tuaj koom peb rau thaum Lub Yim Hlis 21-22! Tuaj yeem koom kom tag lub rooj sib tham. Los sis tsuas tuaj koom me ntsis li ob peb feeb xwb los yeej tau - raws li qhov yooj yim rau koj!

- **Hnub Wednesday, Lub Yim Hli 21 | 3:30 teev tsaus ntuj.**
Pinedale Community Center, 7170 N. San Pablo Ave.
- **Hnub Wednesday, Lub Yim Hli 21 | 6:30 teev tsaus ntuj.**
Ted C. Wills Community Center, 770 N. San Pablo Ave.
- **Hnub Thursday, Lub Yim Hli 22 | 10:00 teev sawv ntxov.**
Maxie Parks Recreational Center, 1802 E. California Ave
- **Hnub Thursday, Lub Yim Hli 22 | 1:00 teev tav su.**
Ted C. Wills Community Center, 770 N. San Pablo Ave.

Yuav thov kev txhais lus ua lus Mev los sis lus Hmoob rau thaum mus koom cov rooj sib tham no, hu rau Todd Sobrado rau ntawm lus xov toaj (559) 621-1532 tsawg kawg yag 72 teev ua ntej koj yuav mus koom.

Txoj Cai Title VI twv tsis pub muaj kev ntxub ntxaug vim yag ib hain neeg, cev nqaij daim lawv tsos xim, los sis neeg keeb kwv hauv lub teb chaws txog kev mus koom los sis cov kev pab thabwv uas tau pob nyiaj los ntawm Tsoom Fwv los sis lwm cov kev pab nyiaj txiaj los ntawm Tsoom Fwv



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Upcoming Fare Payment Projects

Almost two years ago, FAX updated its one-ride, ten-ride, and 31-day fare passes. Since then, many of you have asked about Smart Cards and the ability to pay using your mobile phones.

You asked and we listened!

Later this year, FAX will start a project to add Smart Cards as another way for customers to pay their fares. A Smart Card is an electronic card that stores fares, making it easy for passengers to buy or reload their electronic cards at the Ticket Vending Machines located at the BRT stations along route 1 and at Manchester Transit Center (MTC).

Early next year, FAX will begin the process of developing a mobile app to give passengers the ability to purchase bus fares using their smartphones. Once the app is available and downloaded to your smartphone, you will be able to purchase fares and use the app as your bus ticket by placing your phone on or near a reader that will be located on every bus within the FAX network, including Handy Ride.

These fare projects will provide passengers with more convenient options for buying their bus passes, and in return, will speed up the boarding process, saving time for everyone riding the bus. Look for updates on these projects in future newsletters and on the FAX website.

Reminder: Route 38 Relocation at Courthouse Park

This is a reminder of an item mentioned in last month's 'What's New at FAX'.

As of August 5, 2019, Route 38 at Courthouse Park is now serving passengers via the outside lane of L Shelter. Route 38 was previously stopping at B Shelter at Courthouse Park.

[Here is a map of the changes that are now in effect.](#)