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.
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.