How to Ride the FAX Bus

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About FAX

- FAX provides transit for the Fresno Metropolitan Area
- We offer 18 fixed-route bus lines and Handy Ride Paratransit service, all designed to help you get where you need to go
Plan Your Trip

• Pick your starting point and where you want to go
• Start with your destination and time you want to arrive (see Schedule Guide available on buses, at Manchester Transit Center, and on the FAX website www.fresno/fax)
• Make sure you are looking at the right schedule; weekday or weekend/North, South, East, or West
• Plan your trip using our website www.fresno/fax, Google Maps, Moovit App, the MyFAXBus App, or call FAX Customer Service at 559-621-7433 for questions and best route to get to your destination. (Monday - Friday 8:30 AM to 4:00 PM)
• The bus driver does not make change so have exact fare ready
Catch and Exit the Bus

• Arrive at the bus stop at least 5 minutes early
• Make sure you are headed in the right direction along the bus route
• When waiting for the bus to arrive, sit, or stand where the driver can see you
• For your safety, do not stand too close to the street
• Double check you have the correct fare ready
• If you have any doubt you are on the right route or at the right bus stop, ask the driver before you board
• Board at the front door only
• If you are unsure where your stop is, or what it looks like, ask the driver to announce your stop
• One block before your stop, signal the bus driver to stop by pulling the cord above the window
• Once the bus comes to a complete stop, exit from the rear door if possible
Travel with a Bike

• Our buses have bike racks on the front that are easy to use
• Our racks accommodate bicycles up to 55 lbs., with wheelbase dimension up to 48”, and tire width up to 3.2"
• For safety, load your bike from the curbside
• When you arrive at your destination, exit from the front of the bus, and let the driver know you’ll be unloading your bike
FAX Fares

- Regular fare is $1
- Reduced fares for seniors (people over 65 years old), disabled, and Medicare card holders with ID is 50 cents
- Active military and veterans with ID, and Children (12 and younger) ride for free
- 31-day regular pass is $36
- 31-day reduced pass for seniors, disabled, and Medicare card holders with ID is $18
- Handy Ride fare is $1.25
- Handy Ride monthly pass is $36 (valid up to 60 rides per month)
- You can buy bus passes at Manchester Transit Center (MTC), ticket vending machines at the BRT stations along Route 1, and certain outlets
- Check the Schedule Guide, the FAX website, or call Customer Service (559) 621-RIDE for a complete list of outlets
Pay Your Fare

• When you board the bus, the farebox is near the driver

• Being prepared with exact cash is a courtesy to other passengers and helps the bus stay on schedule

• If you don’t have exact cash, a change card will be given for overpayments of 25 cents and above

• If you are eligible for a reduced fare, show your ID to the driver before you pay

• Ask for a transfer when you pay your fare. You can use your transfer to board any connecting buses to get to your destination

• Your transfer is good for any route, in any direction, for 90 minutes from time of issuance
Bus Safety

• Never assume a bus driver can see you, they are focused on the road ahead
• Buses can’t easily make abrupt stops
• Once a bus pulls away from the curb, it will not stop. If you are late, you’ll have to wait for the next bus
• Wait for the bus to come to a complete stop before standing or trying to exit
• Watch your step getting out, and wait for the bus to leave before crossing the street at a designated/safe location
• During the COVID pandemic, face masks are required
Americans with Disabilities Act (ADA)

• Our buses are ready for wheelchairs and other mobility devices; so are our drivers
• Mobility devices must be properly secured
• Our drivers are trained to help you
• Service animals are also welcome
• Handy Ride paratransit service is available for eligible persons with disabilities call (559) 621-7433
Feeling Confident
Don’t Worry!

• If it’s your first time traveling to your destination, look out the window and enjoy the ride
• Buses typically stop every ¼ - ½ mile
• You will quickly become familiar with landmarks along your route
• Next time you take the route, you will feel more confident, because you will know when you’re approaching your stop
With a little planning and preparation, you don’t have to rely on someone else. FAX can take you where you want to go, so you can enjoy your freedom. HAVE A WONDERFUL DAY!
CONTACTS AND LINKS

- www.fresno.gov/fax
- www.google.com/maps
- www.moovit.com
- FAX Customer Service: 559-621-RIDE (7433)