



What's New at FAX, October 2021

October 21, 2021

Enjoy Free WiFi on BRT Route 1, Starting October 15, 2021

Exciting news! FAX is offering [free WiFi](#) on BRT, Route 1. We encourage passengers to try it out as they travel on the Q. Below are steps to connect to the free WiFi as well as a trouble-shooting guide in case of any problems.

Steps to Connect

1. Make sure WiFi is enabled on your device. This is a toggle setting on phones and tablets and sometimes a physical switch on computers.
2. Select your WiFi adapter to list available network.
 - a. Android—Go to Settings/Connections/Wi-Fi.
 - b. iOS—Go to Settings/WiFi
 - c. Windows—Click the WiFi icon in the bottom-right corner to see a list of available networks.
 - d. macOS—Click the WiFi icon in the top-right corner to see a list of available networks.
3. Select the FAX Bus Public WiFi network.
4. A webpage should load with a term of use statement. Read and accept the terms to be connected.
 - a. If the term of use page does not automatically load, open an Internet browser such as Chrome, Firefox, or Edge, and it should appear.



Connection Troubleshooting

- Make sure you are connecting to the FAX Bus Public WiFi network on your device.
- If you have connected to the WiFi previously and have not used your device for 30 minutes, you may need to reconnect to the FAX Bus Public WiFi network. Enabling and disabling WiFi will reconnect you to the network.
- Turn off WiFi on your device and turn it back on again.
 - Android – Go to Settings/Connections/WiFi. Toggle the on button to off and back to on.
 - iOS – Go to Settings/WiFi. Toggle WiFi button to the left (grey) and back to right (green).
 - On Windows, you should see a WiFi icon in the bottom-right corner. Click to see a list of available networks. Click to open a menu and shut off WiFi. Do the same to turn it back on.
 - On macOS, you should see a WiFi icon in the top-right corner. Click to open a menu and shut off WiFi. Do the same to turn it back on.
- Forget the FAX Bus Public WiFi network and try to reconnect.
- Restart your device by powering it off and on.
- If applicable, disable or uninstall any VPN applications on your device.

If none of the above worked to resolve your issue, call 559-621-1486.

New FAX Electric Buses Going into Service

In [August](#), we proudly announced that the first of many electric buses were added to the FAX fleet. After extensive driver training, the first two electric buses are going into service on Route 38, Cedar Ave. on Monday November 1, 2021. Be the first to experience a new chapter in FAX history.



The two new FAX electric buses in their charging bays.



Fresno Mayor Jerry Dyer, Assistant City Manager Greg Barfield and Assistant Director Brian Barr at a recent press conference introducing the new FAX electric buses.

New Fare Structure as of September 1, 2021

On Monday, September 1, 2021, FAX [started fare collection](#) following a 6-month period of free fares intended to bring relief to our riders who have been faced with challenges and economic uncertainty as a result of COVID-19.

Our regular base fare was reduced from \$1.25 per ride to \$1 per ride.

In addition:

- Reduced fares are available for seniors, people with disabilities, and Medicare card-holders, with valid IDs.



New Fare Structure Effective September 1, 2021

Fixed Route Fares:

Cash Fare - One Way.....	\$1.00
Cash Fare - One Way - Reduced Fare*.....	.50¢
1 Ride Card.....	\$1.00
1 Ride Card - Reduced Fare*.....	.50¢
10 Ride Card.....	\$9.00
10 Ride Card - Reduced Fare*.....	\$4.50
31-Day Pass.....	\$36.00
<i>Unlimited rides.</i>	
31-Day Reduced Fare* Pass.....	\$18.00
<i>Unlimited rides.</i>	

Transfers

All fares entitled to one free transfer. Transfers may be used for a maximum of two bus changes.

*Reduced Fare

Seniors (65 years or older) with valid ID.

People with disabilities with valid ID.

Medicare card holders with valid ID.

Handy Ride*:

Basic Rate for ADA-Certified Persons - One-Way.....	\$1.25
Monthly Flash Pass for ADA-Certified Persons**.....	\$36.00

**Personal care attendants ride free when accompanying an ADA-certified person who has paid the appropriate fare.*

***Maximum 60 one-way trips per month.*

Children 12 and younger.....	FREE
<i>Children under 6 must be accompanied by an adult.</i>	

Active Military and Veterans with valid ID.....	FREE
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TAKE A RIDE WITH US!

- Children 12 and younger ride free.
- Active military and veterans with valid ID, ride for free.
- 31-day passes and 10 Ride Cards are available at discounted rates.
- Handy Ride single-ride fares are reduced from \$1.50 to \$1.25.

A Title VI Fare Equity Analysis was conducted to ensure that the fare changes did not disproportionately create a negative impact on minority and low-income populations, and to identify strategies to avoid, minimize, or mitigate any disproportionate burdens, disparate impacts, or potentially negative outcomes. The Fresno City Council adopted the Title VI Fare Equity Analysis on October 14, 2021. To learn more about the fare changes and the Title VI Fare Equity Analysis:

- Visit www.fresno.gov/lower-fares/;
- Visit [Fresno FAX's Facebook Page](#)

Federal Mask Mandate Extended to January 18, 2022

To mitigate the risk of COVID-19, in January 2021, President Joe Biden signed [Executive Order 13998](#) imposing a mask requirement for all travelers on U.S. public transportation systems; including planes, rail, van, bus, and motorcoach services. The [Transportation Security Administration](#) (TSA) has extended face mask requirements across all transportation networks through January 18, 2022.

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.



For fixed-route service, FAX requests passengers to self-screen; for Handy Ride, screenings are conducted at the time of reservation and again when boarding the vehicles.

Do not board the bus if you:

- Have a fever (100.4F), feel warm, or feel chills.
- Have a persistent cough, sore throat, or runny nose.
- Have had contact or spent time with a suspected or

known COVID-19-infected individual.

If you meet any of these conditions, go home immediately and self-isolate.

We are using Facebook (facebook.com/FresnoFAX/) and Twitter (twitter.com/FresnoFAX) at "@FresnoFAX" to communicate the latest information related to COVID-19. For additional detailed information, please visit the City of Fresno website at www.fresno.gov and the FAX website at www.fresno.gov/FAX.

