

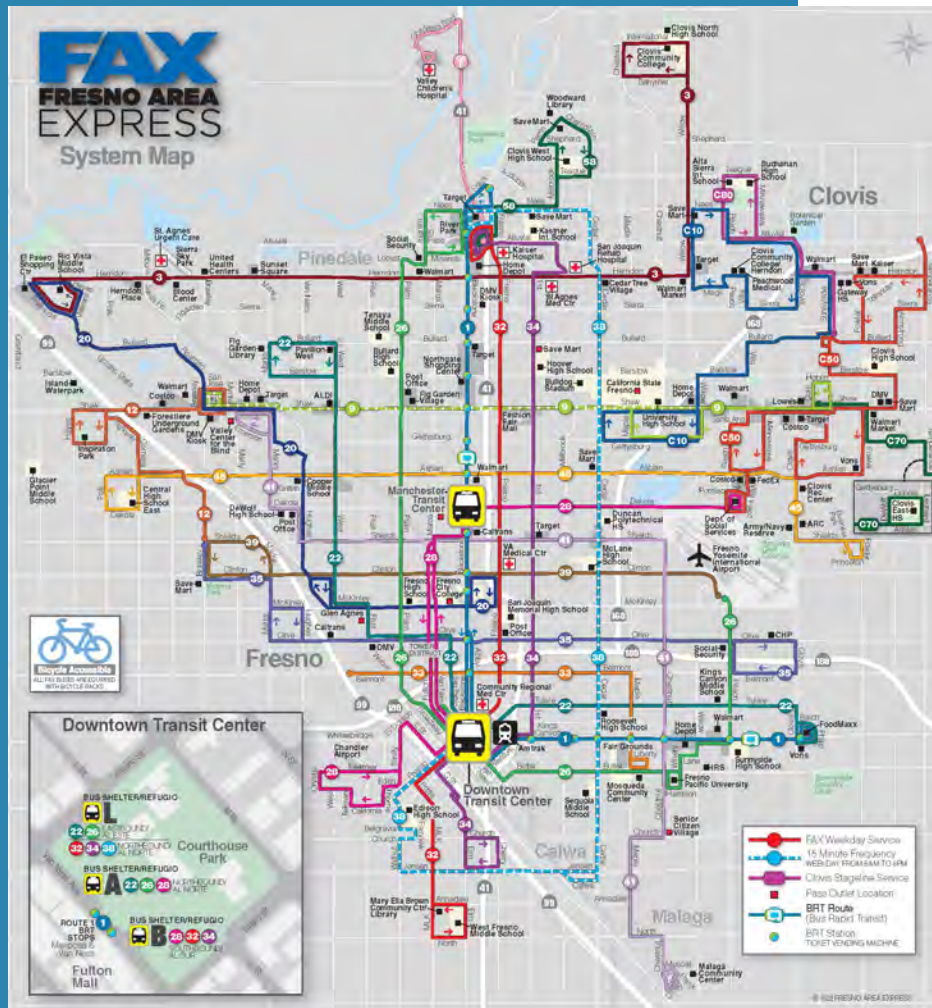


How to Ride the FAX Bus

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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 $\frac{1}{4}$ - $\frac{1}{2}$ 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)