

FAX

Handy Ride Guide

September 2024



FAX FRESNO AREA EXPRESS

www.fresno.gov/handy-ride



A MESSAGE FROM THE DIRECTOR

The City of Fresno, Fresno Area Express (FAX) has developed this Handy Ride Guide to help customers, families, caregivers, medical professionals, social workers, and others use the Handy Ride paratransit services. This guide was originally written collaboratively between FAX staff

and the City of Fresno's Disability Advisory Commission and is updated as needed.

FAX has provided Handy Ride paratransit service to Fresno residents since 1975 and updated the service to meet transportation requirements under the Americans with Disabilities Act (ADA) of 1990. The Handy Ride system is designed to provide paratransit services comparable to the FAX bus service for persons with disabilities. The goal is to provide equal opportunity and independence to all residents within the service area with a commitment to supply safe, convenient, and timely rides.

We look forward to serving you so you can reach your appointments, shop, or connect with others. Handy Ride is the way to go!

Gregory A. Barfield, M.A.
Director
Department of Transportation-FAX

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The information in this guide was last updated in September 2024 and is subject to change. Please contact Handy Ride staff for the most recent information.

An electronic copy of this booklet can be found at:
<https://www.fresno.gov/handy-ride/>

GENERAL INFORMATION

What is FAX Handy Ride Service?

FAX Handy Ride is a service designed to meet the transportation needs of eligible persons with disabilities who cannot functionally use the FAX fixed-route bus system.

The Americans with Disabilities Act (ADA) of 1990 requires public transportation agencies to provide paratransit service to eligible persons with disabilities comparable to the FAX fixed-route bus service.

Handy Ride is a shared ride origin-destination service provided within the defined service area for any trip purpose. It has the same operating days and hours as the FAX fixed-route bus system.

Who operates the service?

The City of Fresno, through FAX, offers ADA paratransit service as part of its overall transportation program in the community. National Express Transit (NEXT), now known as WeDriveU, a professional transportation company, runs the Handy Ride service under contract with FAX.

What are the websites of the City of Fresno, FAX, and Handy Ride?

- City of Fresno: www.fresno.gov
- FAX: www.fresno.gov/fax
- Handy Ride: www.fresno.gov/handy-ride

How can I contact FAX?

For information about Handy Ride service, eligibility, or an application:

Telephone: (559) 621-RIDE (7433)

Facsimile: (559) 457-1589

Email: HandyRideApps@fresno.gov

FAX Handy Ride Office

4488 N. Blackstone Avenue

Fresno, CA 93726-1903

Office Hours: Monday-Thursday, 8 a.m. to 5 p.m. & Friday, 8 a.m. to 4 p.m.

Manchester Transit Center (MTC)

3590 N. Blackstone Avenue

Fresno, CA 93726

Office Hours: Monday-Friday, 8 a.m. to 4 p.m.

To request a Handy Ride trip reservation, cancel a reservation, find out about a pick-up, or contact a dispatcher, please call:

Handy Ride Reservations

Telephone: (559) 621-5770

To Submit a Complaint or Compliment

FAX Customer Experience

2223 G Street

Fresno, CA 93706-1631

Telephone: (559) 621-7433

Facsimile: (559) 457-1589

Email: FAX.CustomerService@fresno.gov

Online: <https://www.fresno.gov/transportation/online-complaint-form/>

Handy Ride General Manager

4488 N. Blackstone Avenue

Fresno, CA 93726-1903

Telephone: (559) 621-5770

FAX Paratransit Coordinator

4488 N. Blackstone Avenue

Fresno, CA 93726-1903

Telephone: (559) 621-5785

HANDY RIDE ELIGIBILITY

Who is eligible for service?

Handy Ride is a shared-ride transit service for ADA paratransit-certified individuals. Anyone meeting the eligibility criteria for ADA paratransit services is eligible for Handy Ride service. Once eligibility is approved, the individual will be certified and may travel with a personal care attendant, one companion (or more if space is available), and a maximum of four children under 6 years of age. Children 12 years old and under ride for free, but if under 6 years old, they may only ride with an adult.

Certified Visitors: Visitors from outside the FAX/Handy Ride service area may receive Handy Ride service for up to 21 days in a 365-day period. Visitors will be asked to show documentation of their paratransit eligibility/certification from the city in which they live or, if that is not available, documentation of their place of residence outside of the Handy Ride service area and their disability (if it is unclear). Visitors are certified within one business day of contacting FAX for service.

How does someone become certified for Handy Ride?

An application for Handy Ride service is needed to begin the 21-day evaluation process for service eligibility. Individuals may obtain a Handy Ride application in several ways: (1) on the FAX website (<https://www.fresno.gov/transportation/fax/handy-ride/>), (2) through the mail by contacting FAX at (559) 621-RIDE (7433), or (3) at either of the following locations:

- **Handy Ride**
4488 N Blackstone Ave., Fresno, CA 93726
- **Manchester Transit Center**
3590 North Blackstone Ave., Fresno, CA 93726

Based on the information provided on the application, trained personnel will conduct a functional-ability assessment. Using the standards outlined in the ADA, eligibility is determined within 21 days of FAX receiving a complete application.

If FAX has not determined eligibility 21 days after receiving an individual's completed application, the applicant will be treated as eligible and supplied service unless and until FAX decides about eligibility.

Applicants will receive an eligibility determination letter from FAX that will state the eligibility decision, including whether it is conditional, permanent, temporary, or if the applicant is not eligible. Applicants with a qualifying permanent disability will receive a three-year certification. Applicants with a qualifying temporary disability will be certified for the length of time needed, up to three years.

To begin using Handy Ride, certified individuals will be directed to the Handy Ride office to have a free Handy Ride photo identification (ID) card made. Handy Ride will offer free transportation to obtain the ID Card if needed. *(Note: During the COVID-19 pandemic, ID cards were issued by mail without photos. The certifications team and customer service staff are working to add pictures as customers renew their eligibility.)*

What if eligibility has been denied or is granted conditionally or temporarily?

As described in FTA Circular 4710.1, "if the applicant is not prevented by a disability from using the regular fixed route transit service," they may be denied ADA paratransit eligibility. Individuals who are denied eligibility or are considered to have conditional or temporary eligibility may appeal the determination and will have an opportunity to be heard in person. An appeal must be filed within 60 days of the date of the determination letter. The appeal can be emailed to FAX.CustomerService@fresno.gov, faxed to (559) 457-1589, or mailed to Handy Ride Appeals, FAX, 2223 G Street, Fresno, CA 93706. If the right to be heard in person is requested in writing or by calling (559) 621-5796, arrangements will be made for a convenient FAX location and time.

If the eligibility determination is overturned based on the appeal, a letter of eligibility will be sent to the applicant.

If the eligibility determination is upheld, the applicant will receive a letter stating the reasons for the ruling.

An applicant has the right to appeal an upheld determination by calling the City of Fresno's ADA Coordinator directly at (559) 621-8716. The ADA coordinator will review the decision and the appeal and make a final decision. Written notification of the decision and the corresponding reasons will be made within 30 calendar days of receipt of the appeal. If the second appeal decision takes longer than 30 days, paratransit service will be available unless and until a written decision to deny the appeal is issued.

What is the Recertification Process?

Recertification of Handy Ride eligibility requires sending or bringing a completed application to the FAX Handy Ride office at least 21 days before the end date shown on the Handy Ride ID card. A notification letter and a recertification application are sent to Handy Ride customers approximately 45 days before the end of their eligibility. To ensure this notification is received, it is important to inform the Handy Ride office of any mailing address changes as soon as possible.

Recertification applications differ depending on whether current eligibility is considered permanent or temporary. Those with permanent disabilities are sent a short form to verify current contact information; no healthcare professional input is needed. If eligibility is considered temporary, the long-form application is sent and includes pages that a healthcare professional must complete.

Can Handy Ride eligibility be suspended or revoked?

Yes. FAX understands the importance of paratransit service in a person's life but must also ensure a safe and professional environment for everyone involved, including customers and staff. Therefore, as described in Federal Transit Administration Circular 4710.1, Section 2.2.7, behavior that is violent, seriously disruptive, illegal, or is a direct threat to the health or safety of others can result in service denial. Depending on the seriousness of an incident(s), eligibility will be suspended for 5 to 30 days. If an incident is severe or incidents continue to occur after a suspension is over, eligibility

may be permanently revoked. The decision can be appealed within 60 days if eligibility is suspended or revoked.

SERVICE INFORMATION

What is the Service Area?

Per ADA requirements, FAX delivers Handy Ride paratransit service within a geographic boundary reflecting a minimum of three-quarters of a mile on either side of all routes making up the FAX fixed-route transit system.

Handy Ride Daytime Boundary Area Description

On the North, the Handy Ride Day Service map is bounded by SR 99 east along the San Joaquin River until Copper, heading east along Copper until Maple, north to Knotting Hill Dr./Glasglow, and east to Willow.

On the East, the Handy Ride service area runs between Copper and Ashlan on Willow Avenue before turning east along Ashlan to Temperance. At Temperance, the eastern boundary runs between Ashlan and Central.

On the South, the Handy Ride service area runs along Central between Temperance and Peach, then Peach south to American, west to Fig, north to Central, and west to Polk.

On the West, the Handy Ride service area runs along Polk between Central and Shields, turning westward at Shields to Chateau Fresno, north to Ashlan, and east to Grantland. At Grantland, the Westward boundary runs between Ashlan and SR 99, turning Westward and along SR 99 to the San Joaquin River.

Handy Ride Nighttime Boundary Area Description

On the North, the Handy Ride Night Service Map runs along Bullard from Golden State Blvd to Palm, heading North on Palm, east on Herndon, and north on Ingram to Audubon. The North boundary is Audubon between Ingram and Friant, extending to Friant between Audubon and Shepherd, heading east along Shepherd to Millbrook. At Millbrook, the boundary heads south to Bullard and east along Bullard until Willow.

The Eastward boundary for Handy Ride Night Service extends along Willow between Bullard and Ashlan. At Ashlan, Willow turns into Chestnut

and continues south to Belmont. The Eastward boundary heads east on Belmont to Clovis, south on Clovis to Tulare, and east on Tulare to Fowler. The boundary extends south on Fowler, west on Butler, and south on Chestnut to Central.

The Southward boundary runs along Central between Chestnut and Thorne before heading North at Thorne.

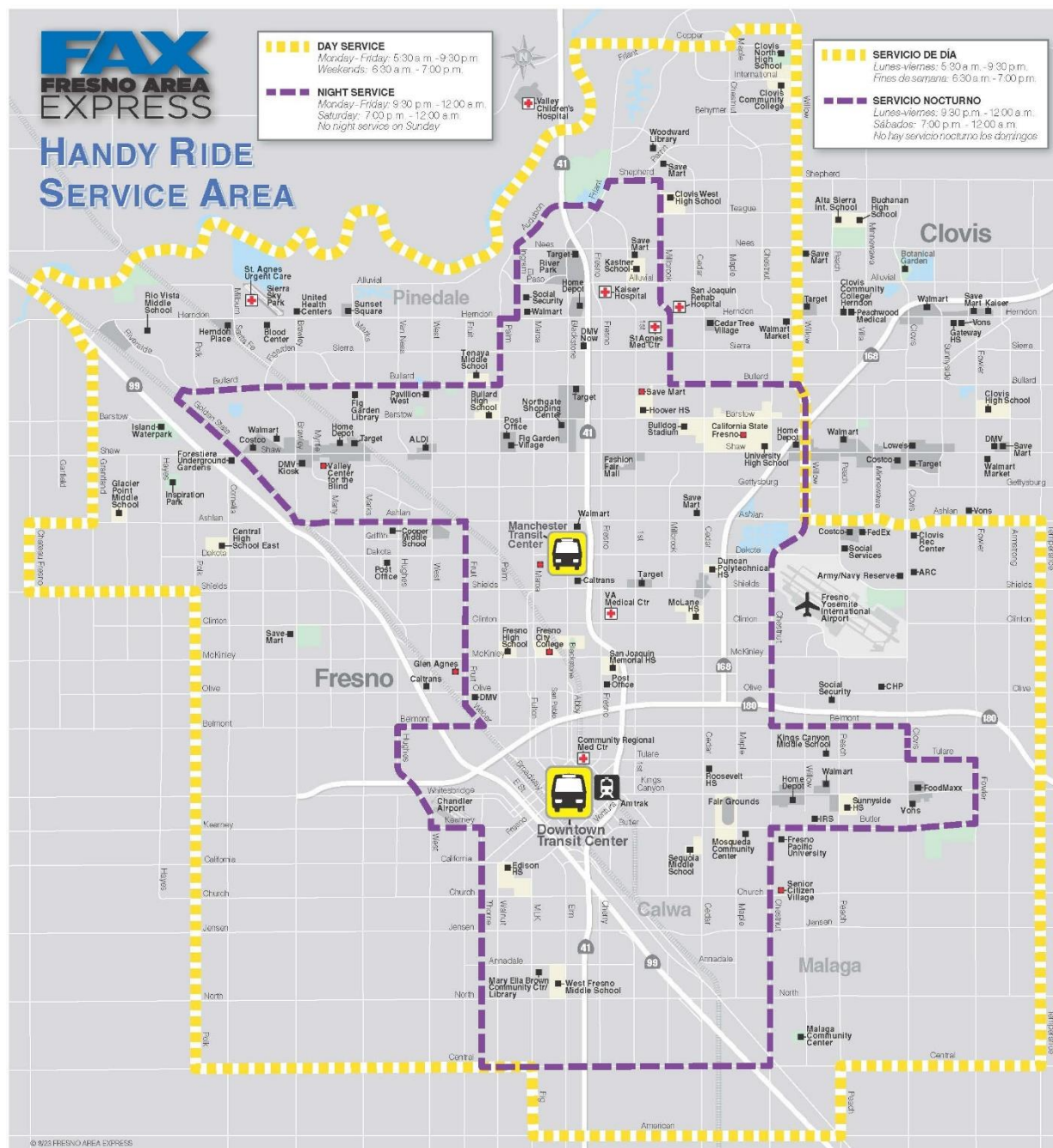
These boundaries satisfy ADA requirements for the three-quarters-of-a-mile minimum service area on either side of all FAX fixed-route transit system routes.

The Handy Ride Day and Night Service boundaries are integrated into a single map below. Day and Night service hours are on the page following the map.

Day and Night Service Area Boundary Map

Handy Ride Day Service is provided within the yellow boundaries on the map below on Monday through Friday from 5:30 a.m. to 9:30 p.m. and on Saturdays and Sundays from 6:30 a.m. to 7:00 p.m.

Handy Ride Night Service is provided within the purple boundaries outlined on the map below from 9:30 p.m. to midnight Monday through Friday and from 7 p.m. to midnight on Saturdays. Night service is not offered on Sundays.



What are the Hours of Operation?

Service Hours

Day Schedule

Yellow Outline on Map

Night Schedule

Purple Outline on Map

Monday-Friday

5:30 a.m. – 9:30 p.m.

9:30 p.m. – 12:00 a.m.

Saturday

6:30 a.m. – 7:00 p.m.

7:00 p.m. – 12:00 a.m.

Sunday

6:30 a.m. – 7:00 p.m.

Reservation Hours*

Monday-Sunday

8:00 a.m. – 5:00 p.m.

8:00 a.m. – 5:00 p.m.

Cancellation Hours*

Monday-Saturday

5:30 a.m. – 7:00 p.m.

7:00 p.m. – 10:00 p.m.

Sunday

5:30 a.m. – 7:00 p.m.

7:00 p.m. – 10:00 p.m.

**Automated service 24 hours a day, 7 days a week.*

Dispatch Hours

Monday-Friday

4:30 a.m. – 7:00 p.m.

7:00 p.m. – 1:00 a.m.

Saturday

5:30 a.m. – 7:00 p.m.

7:00 p.m. – 1:00 a.m.

Sunday

5:30 a.m. – 7:00 p.m.

When are the final service calls?

Day Schedule

Night Schedule

What is the latest Scheduled Pick-Up Time Offered?

Monday-Friday

9:00 p.m.

12:00 a.m.

Saturday

7:00 p.m.

12:00 a.m.

Sunday

7:00 p.m.

What is the latest Time to Call for a Will-Call Pick-Up?

Monday-Friday

7:30 p.m.

10:30 p.m.

Saturday

5:30 p.m.

10:30 p.m.

Sunday

5:30 p.m.

What is the Reservation/Cancellation/Dispatch Telephone Number?

(559) 621-5770

What Holidays are observed?

- Handy Ride will not run on Thanksgiving Day and Christmas Day.
- Handy Ride will offer Sunday-level service on the following holidays:
 - New Year's Day
 - Martin Luther King Jr.
 - Presidents' Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Veterans Day
 - Day after Thanksgiving
 - Christmas Eve

The automated cancellations line is available on holidays.

How much does Handy Ride cost?

Fares (exact fare required):

Certified Individual per Ride Fare	\$1.25
Certified Individual Monthly Pass Rate (60 one-way trips)	\$36.00
Certified Individual's Personal Care Attendant.....	Free
Certified Individual's Companion(s) per Ride Fare.....	\$1.25
Certified Individual's Children (under age 6, max of 4 children).....	Free
Certified Children 12 years old and younger	Free
Certified Veterans and Active Military members.....	Free

How can I request a ride?

Reservations

Reservations may be made one to two days before a requested trip by speaking to a reservationist.

Handy Ride reservation hours are 8:00 a.m. - 5:00 p.m., Monday through Sunday. The telephone number is (559) 621-5770.

Subscription Service

A subscription service is when a certified person arranges a standing appointment for a ride, such as an 8:00 a.m. Monday through Friday departure for work and a 5:00 p.m. return trip; or a weekly trip, like going to church. Once a customer is on a subscription service, more reservations for the subscription trips are not needed. There is a limit to the number of subscriptions available, and a waiting list is used if the maximum number has been reached. As with any reserved trip, subscription trips must be canceled no less than 1 hour before the scheduled trip to avoid an unexcused missed trip. This includes holidays. If a subscription trip lands on a holiday for which the ride is not needed, contact Handy Ride to cancel.

Exceptions to Subscription Service

Subscriptions that land on Thanksgiving Day or Christmas Day, when Handy Ride is closed, will automatically be canceled. Subscriptions that land on other observed holidays will NOT automatically be canceled. The customer must contact Handy Ride to either cancel these trips or revise the scheduled time if affected by the holiday.

Handy Ride customers who cancel 50% or more of their subscription bookings in a month or experience 5 sustained unexcused missed trips will have that subscription booking suspended. They will not be able to rebook that subscription request for 30 service days and may be placed on a waiting list if all subscription slots are full at the time of request.

Subscription bookings may be reviewed periodically. If Handy Ride staff have any questions or concerns after reviewing them, they will contact the customer for clarification.

What information is needed to make a reservation?

Certified person's name – Required

Telephone Number/Cell Phone Number – Optional if on file; required if the number has changed.

Pick-up and Drop-off Address

Include any apartment, suite, or building numbers, locations within a building complex, and the names of the locations where pick-up and drop-off are needed.

Requested Pick-up or Drop-off Time

A pick-up time or drop-off time can be requested when making a reservation.

If arriving at a particular time is most important (e.g., for a medical appointment), request a drop-off time that allows sufficient time to travel from the pick-up location to the destination point. Trips with requested drop-off times will be scheduled so that the arrival will be at or before the requested time. It is also helpful to tell the reservation agent of the appointment time. The 30-minute pick-up window and possible 90-minute ride time will be considered during scheduling.

Based on the requested pick-up or drop-off time and the vehicle's schedule, the reservation agent may negotiate a time with the individual up to an hour before or after the desired pick-up or drop-off time.

Pick-up example: if a trip is requested with a 9:00 a.m. pick-up time, the regulations allow the agency to offer a pick-up time between 8 a.m. and 10 a.m.

Drop-off example: if arrival at a location needs to be at 4 p.m., the reservationist will offer a drop-off time between 3 p.m. and 4 p.m.

You may request your booking ID number and write it down for reference.

Accommodation

Tell the reservationist if door-to-door service or other help is needed, as a policy exception may be required for that trip.

Return Pick-Up Time

Please supply the scheduled return pick-up time for the trip. For medical appointment will-call trips only, please give an estimated time if the return pick-up time is unknown.

Service Animal or Mobility Device

Tell the reservationist if a service animal and/or mobility device is needed for the trip.

Number of Travel Companions

State the number of companions, including a Personal Care Attendant (PCA) and/or other adults or children.

When will the bus arrive for a pick-up and how long will it wait?

Scheduled Pick-up

To sustain on-time performance, Handy Ride makes every effort to arrive for a scheduled pick-up within 30 minutes of the scheduled pick-up time. For example, a vehicle on time for a 10:00 a.m. pick-up would arrive between 10:00 a.m. and 10:30 a.m.

The 5-Minute Wait Rule

Once the Handy Ride vehicle arrives at the pick-up location, the driver must wait 5 minutes for the certified person to board the vehicle. If that hasn't happened after five minutes, the driver must leave for the next scheduled pick-up, and the scheduled ride will be considered a No-Show.

What is an unexcused missed trip?

Unexcused missed trips occur when a Handy Ride customer does not cancel a scheduled or subscription pick-up more than one hour before the scheduled pick-up time. This includes when a Handy Ride vehicle arrives

for a certified person who does not take the ride. The driver will contact the Handy Ride dispatch office to try to reach the customer by telephone and verify that the driver is at the correct location, but the driver will not wait longer than 5 minutes.

Missed trips make it difficult to sustain efficient service and cause delays and inconveniences for other riders. Handy Ride will investigate and find the cause of a missed trip. For example, if the reason for the missed trip was outside the rider's control, it will not be counted as an unexcused missed trip. The FAX Paratransit Coordinator will contact customers with excessive unexcused missed trips to discuss ways to mitigate the problem.

Will Call service, what is it?

Will Call service is a “call when ready service.” It is restricted to medical trip purposes. Handy Ride supervisors and dispatchers will calculate the number of Will Calls available each day based on the number that Handy Ride can accommodate without negatively affecting previously scheduled trips. Will Calls will be accommodated within 90 minutes of the call, which tells Handy Ride that the customer is ready.

How long does a trip take?

The length of the Handy Ride trip can be up to 90 minutes, and it is affected by several factors, including the distance from the origin to the destination address, traffic conditions, and the service provided to other customers who share the ride. Individuals may expect that a trip taken on Handy Ride would be similar in length to the same trip taken on the FAX fixed-route system.

What happens if Handy Ride arrives outside the pick-up window?

When a ride is scheduled, a pick-up window will be provided. The pick-up window for Handy Ride is within 30 minutes. For example, if the scheduled pick-up time is 10:00 a.m., the pick-up window is between 10:00 a.m. and 10:30 a.m. If the vehicle arrives outside the pick-up window, the ride is free.

Monthly pass holders will receive one free trip over the 60-ride limit for each trip that occurs outside the pick-up window.

How can a reservation be changed or canceled?

If a change in plans or illness requires changing or canceling a reservation, call the Handy Ride office at (559) 621-5770 as soon as possible. To avoid an unexcused missed trip, the call to cancel must be placed at least one hour before the scheduled pick-up time.

Who can answer questions about pick-ups?

The Handy Ride reservationist or dispatcher can answer questions about pick-ups. When possible, the certified individual should make follow-up calls personally to avoid confusion. Contact Handy Ride Reservations/Dispatch for pick-up information at (559) 621-5770.

Who can travel with certified individuals?

Personal Care Attendant (PCA)

A personal care attendant (PCA) is someone chosen or employed to help the certified individual meet their activities of daily living needs. An individual designated or employed in this role is always accommodated on the vehicle. A PCA may ride at no added cost. The need for a PCA must have been shown on the application for Handy Ride service or a revision to the original application via a PCA form. The form can be provided by contacting the Handy Ride office.

Companion

A companion (or guest) is an individual a certified person selects to go with them on a trip. One companion rider will be allowed. More companions will be served on a space-available basis. Each companion must pay \$1.25 per ride. Individuals traveling with a certified person must have the same origin and destination points.

Children

Up to four children under the age of six may go with the certified individual at no cost. Additional children must ride as companions on a space-

available basis. Children under six may only travel when accompanied by an adult. Children aged 12 or younger ride free, and older than 12 pay the standard fare.

Service Animal

As described in U.S. Department of Transportation ADA regulations (49 CFR Section 37.3), service animals are allowed to ride with a certified person at no added cost. Per FTA Circular 4710.1, Section 2.6, Handy Ride may refuse to transport service animals that are deemed to pose a direct threat to the health or safety of drivers or other riders, create a seriously disruptive atmosphere, or are otherwise not under the rider's control.

OTHER IMPORTANT INFORMATION

Is there a limit on the size of a mobility device?

Yes. Most accessible vehicles in the Handy Ride fleet are designed to accommodate a mobility device no larger than 33 inches wide by 50 inches long/and or weighing up to 800 pounds, including the customer. While Handy Ride makes all reasonable efforts to accommodate customers, if a mobility device is larger than this, transporting it may be impossible because it would damage the vehicle or impose an unreasonable safety hazard.

It is strongly recommended that the person using an electric wheelchair or scooter turn off the power while on the bus lift or inside the bus. However, this is not a requirement.

What are the important things to know?

- NO Same-Day reservations are allowed.
- Handy Ride is not an emergency or medical transportation service. While transportation to medical appointments is available, medical/emergency services are not provided on board.
- A Handy Ride ID card must be shown to the driver when boarding the vehicle.
- When using cash, an exact fare is required. Drivers do not carry change.
- Drivers must secure mobility devices to the vehicle.

- Do not talk to the driver when they are driving.
- Customers riding in a wheelchair or scooter must use lap belts and are given the choice to use shoulder belts. The driver will help with the belts unless the customer asks to secure the belt(s) themselves.
- Children under eight years of age or weighing less than 60 pounds must ride in a child safety seat provided by the customer.
- Handy Ride is a shared-ride service, meaning multiple customers are transported at the same time.
- There is a limit to the number of items customers can carry on the bus as defined in the FAX Carts and Cargo Policy, which can be found on the FAX website on the [Bus Riding Basics page](#).
- Handy Ride is an origin-destination service, meaning customers are picked up and dropped off at the nearest location along the street/curb in front of the departure and destination points. Drivers will help with boarding and exiting the vehicle and to and from the sidewalk/street.
NOTE: If a customer needs help to and from the door, it must be requested in advance. It is important to notify Handy Ride when scheduling trips if this help is needed, as the accommodation must be approved first. Drivers cannot carry customers or their belongings, and they cannot enter a customer's home.
- For safety reasons, drivers must always keep the vehicle in sight and may not travel further than 100 feet from the vehicle when helping a customer. Case-by-case situations may require modifications to ensure that the origin-to-destination requirement is met.
- Handy Ride is not a school bus service. While trips can be booked to and from school, the rides will operate as regular Handy Ride ADA paratransit rides, not a direct school bus route.
- Not Permitted on Handy Ride vehicles: eating, drinking, smoking, portable radios/music devices, noisemakers, musical instruments, gambling, spitting, littering, weapons, and explosives, including fireworks.

Drivers must stay within sight of the vehicle and may travel no further than 100 feet to help a customer.

CITY OF FRESNO DISABILITY ADVISORY COMMISSION (DAC)



The photograph above shows members of the Disability Advisory Commission (DAC) meeting via Zoom.

The City of Fresno Mayor, Jerry Dyer, affirms the importance of the DAC's charge to inform the Mayor, City Council, and staff on issues affecting persons with disabilities and seek avenues for improving services for people with disabilities in the larger community.

The DAC is a seven-member body of community leaders appointed by the Mayor and approved by the City Council; five of the seven members must be persons with disabilities. The current DAC embodies many years of professional experience with various disabilities.

DAC meetings are typically held on the second Tuesday of most months, from 10:00 to 11:30 a.m. at City Hall. The public can attend virtually on Zoom or in person. Meeting dates and times are subject to change. There are no regularly scheduled meetings in July or December. Additionally, the DAC Transportation Subcommittee meetings are held every two months on the fourth Wednesday from 2:00 to 3:30 p.m. and are available virtually or in person. All are welcome to attend.

For more information, contact the City of Fresno ADA Coordinator at (559) 621-8716 or visit www.fresno.gov/ada.

CUSTOMER SUPPORT

Is training available to learn how to use Handy Ride?

Yes. For more information, contact the Handy Ride office at (559) 621-7433.

Who should be contacted about Lost and Found items?

For items lost or found on a Handy Ride vehicle, contact the Handy Ride office at (559) 621-5770.

What is the process of conveying a compliment?

A compliment may be given verbally or in written form. The Compliment Form is available on the FAX website, at the Handy Ride office, and at the Manchester Transit Center. If help is needed to express a compliment, please contact FAX at (559) 621-7433.

What is the complaint process?

The inquiry/complaint process gives FAX feedback on how to improve Handy Ride services. Inquiries can include issues such as Handy Ride service, a driver, or office staff.

Once a complaint or general inquiry is received at Handy Ride, it will be reviewed and handled appropriately. If it involves a bus driver or other FAX or Handy Ride employee, it will be provided to the supervisor, who will then investigate the situation and determine the next steps.

An individual who wishes to file an inquiry or a complaint may send a letter to FAX, deliver a FAX Inquiry/Complaint form in person, call 621-RIDE, remit on the FAX website as described below, or send the complaint form to FAX.CustomerService@fresno.gov. The form is available on Handy Ride vehicles, on the FAX website, at the Handy Ride and MTC offices, or one can be mailed upon request. FAX staff can be reached at (559) 621-7433 for help.

A completed form can be mailed to the following:

Fresno Area Express
Attn: Customer Experience
2223 G Street
Fresno, CA 93706-1631

Online complaint forms are available on the FAX website here:

<https://www.fresno.gov/transportation/online-complaint-form/>. Once the correct type of form is chosen and completed, it can be submitted directly from the site.