

## Rider Guidelines

- » Smoking, eating, drinking, and littering are strictly prohibited in the buses.
- » Smoking in bus shelters is strictly prohibited. (County Ordinance §44-1-2.1)
- » Earphones are required when using audio or video devices.
- » Strollers must be folded.
- » Service animals are permitted. All other small animals must be transported in a closed pet carrier.

## Title VI of the Civil Rights Act of 1964

The Fairfax County Department of Transportation and Fairfax Connector operate programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. For more information on the Fairfax County Department of Transportation and Fairfax Connector civil rights program and the procedures to file a complaint, please contact by phone **703-339-7200, TTY 703-339-1608**; by email [fairfaxconnector@fairfaxcounty.gov](mailto:fairfaxconnector@fairfaxcounty.gov); or in-person at the department's administrative office located at **4050 Legato Road, 4th Floor, Fairfax, VA 22033**.

**Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Fairfax County Office of Human Rights and Equity Programs within 180 days of the date of the alleged discrimination.** The Office of Human Rights and Equity Programs is located at 12000 Government Center Parkway, Suite 318, Fairfax, Virginia 22035. For information on the procedures to file a complaint or to file a complaint contact by phone **703-324-2953, TTY 711**; by fax **703-324-3570**; or visit [fairfaxcounty.gov/ohrep/epd/](http://fairfaxcounty.gov/ohrep/epd/). Complaints can be mailed to:

Fairfax County Office of Human Rights and Equity Programs  
12000 Government Center Parkway, Suite 318  
Fairfax, VA 22035

**A complaint may also be filed directly with the Federal Transit Administration by filing a complaint with their Office of Civil Rights:**

Office of Civil Rights  
Federal Transit Administration  
Attention: Title VI Program Coordinator  
East Building, 5th Floor-TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590





## TAKE CONTROL OF YOUR COMMUTE

Fairfax Connector **BusTracker** uses global positioning system (GPS) technology to provide real-time information on the arrival times and locations of buses. By using your smart phone, tablet, or a computer, you will be able to find out the scheduled and estimated arrival time of your bus.

- The “**Estimated Arrival Times**” grid provides estimated arrival times when you select route, direction, and stop, or by entering a unique stop ID.
- The “**Bus Location Map**” feature lets you track buses in real-time by selecting up to 5 routes or by selecting a specific stop.
- You can also receive the estimated arrival times for a specific stop via text message. Simply find the unique stop ID located on the bus stop sign and text “FFX” and the unique stop ID to **41411**. (Be sure to leave a space between “FFX” and the unique stop ID.)

Fairfax Connector **BusTracker** gives you the option to create an account so you can **sign-up for real-time notifications** and receive emails or text messages about your bus at specified times, stops, and routes.

**Visit [fairfaxconnector.com](http://fairfaxconnector.com) for more information and to start using BusTracker today!**

 <b>Service During Inclement Weather</b> 
<p>During inclement weather events, service throughout the Fairfax Connector system may be impacted. For up-to-date operational information:</p> <ul style="list-style-type: none"> <li>● Sign-up for text and email notifications and check service alerts using <b>BusTracker</b></li> <li>● Check local TV news and radio</li> <li>● Call the <b>Fairfax Connector Information Center</b> at 703-339-7200, TTY 703-339-1608</li> </ul>

## 2021 Holiday Service

Holiday	Service Scheduled
<b>New Year's Day</b>	Sunday
<b>Martin Luther King, Jr. Day</b>	Holiday Weekday
<b>George Washington's Day</b>	Holiday Weekday
<b>Memorial Day</b>	Sunday
<b>Juneteenth</b>	Regular Weekday
<b>Independence Day</b>	Saturday
<b>Labor Day</b>	Sunday
<b>Columbus Day/ Indigenous Peoples' Day</b>	Holiday Weekday
<b>Veterans Day</b>	Holiday Weekday
<b>Thanksgiving Day</b>	Sunday
<b>Day after Thanksgiving</b>	Holiday Weekday
<b>Christmas Eve</b>	Saturday
<b>Christmas Day</b>	Sunday
<b>New Year's Eve</b>	Saturday

### Holiday Weekday Schedule

All routes operate regular weekday service **except**:

- Routes 231, 232, 335, 351, 393, 394, 395, 396, 422, 432, 461, 494, 495, 556, 585, 599, 624, 634, 697, 698, 699, 722, 724, and 985, which **will NOT operate at all**; and
- Route 980, which will run every 12–15 minutes instead of every 6–8 minutes.

### Saturday Schedule

If a route is not listed, it does not operate Saturday service.

- **Routes that operate on Saturdays are:** 101, 109, 151, 152, 161, 162, 171, 308, 310, 321, 322, 371, 401, 402, 423, 424, 463, 467, 505, 551, 558, 559, 574, 605, 630, 640, 650, 721, 937, 950, 981, 983, RIBS 1, RIBS 2, RIBS 3, RIBS 4, and RIBS 5.

### Sunday Schedule

If a route is not listed, it does not operate Sunday service.

- **Routes that operate on Sundays are:** 101, 109, 151, 152, 161, 162, 171, 310, 321, 322, 371, 401, 402, 423, 463, 505, 551, 558, 559, 574, 605, 630, 640, 650, 721, 937, 950, 981, 983, RIBS 1, RIBS 2, RIBS 3, RIBS 4, and RIBS 5.



**Need a SmarTrip® card? Need to add value to the one you have?**

## Visit a Connector Store today!

With six convenient locations throughout Fairfax County, the **Connector Stores** are your one-stop shop for the many different traveling options in the Northern Virginia region.

Stop in today to purchase a new SmarTrip card or to add value to the one you already have. You can also purchase fare media for use on DASH and OmniRide/OmniLink buses and Virginia Railway Express (VRE) trains.

The friendly and knowledgeable staff at the Connector Stores can also assist in planning efficient travel itineraries—**free of charge**—for commuters, tourists, or residents.

Connector Stores can also provide Information about ridesharing, HOV and Express Lanes as well as sales of E-ZPass®.

### Locations & Hours

#### Franconia-Springfield Metro Station

6880 Frontier Drive, Springfield, VA 22150  
**Monday – Friday: 6:30 a.m. – 7 p.m.**

#### Herndon-Monroe Park and Ride

12530 Sunrise Valley Drive, Herndon, VA 20171  
**Monday, Tuesday, and Thursday: 6:30 – 10:30 a.m. and 3 – 7 p.m.**

#### Reston Town Center Transit Station

12051 Bluemont Way, Reston, VA 20190  
**Monday – Friday: 6:30 a.m. – 7 p.m.**

#### Stringfellow Road Park & Ride

4920 Stringfellow Road, Centreville, VA 20120  
**Monday, Tuesday, and Thursday: 6:30 – 10:30 a.m. and 3 – 7 p.m.**

#### Tysons-West\*Park Transit Station

8300 Jones Branch Drive, McLean, VA 22102  
**Monday – Friday: 10 a.m. – 6 p.m.**

#### Wihle-Reston East Metro Station

11389 Reston Station Boulevard, Reston, VA 20190  
**Monday – Friday: 6:30 a.m. – 7 p.m.**

Cash, credit, and debit cards accepted at all locations. Connector Stores are closed on most major holidays.

Effective January 1, 2021



# Fares, Policies & General Information



 **703-339-7200**

 **TTY 703-339-1608**

 **@ffxconnector**

 **/fairfaxconnector**

Fairfax County Department of Transportation (FCDOT) ensures nondiscrimination in all programs and activities in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act (ADA). To request this information in an alternate format, contact FCDOT at 703-877-5600, TTY 711.

## Fares, Transfers, and Passes

### SmarTrip® Card and Other Fare Media

Please have your fare media (SmarTrip® card, cash, pass, or coupon) ready. Exact fare is required when paying cash. Pennies are not accepted. Drivers do not carry cash and are unable to make change. Please swipe your SmarTrip card separately from other electronic-readable media to avoid malfunctions and misreads. Bus passes issued by regional transit systems, Virginia Railway Express (VRE) passes, Transit Link passes, or MetroAccess ID cards can also be used as fare media. Select fare media may be purchased at any of our six Connector Store locations throughout Fairfax County.

#### **There's a new way to pay with the SmarTrip mobile app!**

Instantly add funds, buy money-saving passes, check balances, set up Auto Reload, and manage SmartBenefits from your employer all from the palm of your hand. Visit [wmata.com](http://wmata.com) to learn how to get started today.

### Transfers

All transfers are electronic and managed through your SmarTrip card. Transfers using a SmarTrip card are valid for making unlimited bus-to-bus transfers — including round trips — within two (2) hours of the first boarding. Additional fare may be required when transferring. See FARE CHART for details.

### Seniors and People with Disabilities

Customers who are age 65 years and older automatically qualify for reduced fares when using a Senior SmarTrip® card or by showing a valid government issued photo ID with proof of age when paying cash. Senior SmarTrip cards can be purchased at any Connector Store for \$2.00 with proof of age and completing a registration form.

Customers who are under age 65 and receive Medicare are eligible for a Reduced Fare SmarTrip® photo ID card. For information on how to obtain a Reduced Fare SmarTrip photo ID card call **202-962-2700, TTY 202-628-8973** or visit [wmata.com](http://wmata.com).

### MetroAccess Participants

Participants in the MetroAccess program and one companion acting as a Personal Care Assistant (PCA) may ride **FREE** (on any route) with a valid MetroAccess ID. For more information call **301-562-5360, TTY 301-588-7535** or visit [wmata.com](http://wmata.com).

### Free Student Bus Pass

**All Fairfax County High School and Middle School students residing in Fairfax County are eligible for a Free Student Bus Pass.** The pass can be used on all Fairfax Connector buses, daily, from 5:00 a.m. to 10:00 p.m. For more information on obtaining a student pass, visit [fairfaxconnector.com](http://fairfaxconnector.com).

## Fares – Effective June 25, 2017

FARE TYPE	FARE MEDIA	COST	SENIORS & PEOPLE WITH DISABILITIES
<b>Base Fare</b>			
Regular Routes	SmarTrip® or Cash	\$2.00	\$1.00
<b>Express &amp; Other Fares</b>			
<b>393, 394, 395, 396, 697, 698 &amp; 699</b>	SmarTrip® or Cash	\$4.25	\$2.10
<b>350, 422, 423 &amp; 424</b>	SmarTrip® or Cash	\$0.50	\$0.50
<b>480 Wolf Trap Express</b> (Fare is round trip)	SmarTrip® or Cash	\$5.00	\$5.00
<b>599</b>	SmarTrip® or Cash	\$7.50	\$3.75
<b>Metrorail-to-Bus Transfer</b>			
Regular Routes	SmarTrip®	\$1.50	\$0.50
	Cash	\$2.00	\$1.00
<b>393, 394, 395, 396, 697, 698 &amp; 699</b>	SmarTrip®	\$3.75	\$1.60
	Cash	\$4.25	\$2.10
<b>350, 422, 423 &amp; 424</b>	SmarTrip®	FREE	FREE
	Cash	\$0.50	\$0.50
<b>480 Wolf Trap Express</b> (Fare is round trip)	SmarTrip®	\$4.50	\$4.50
	Cash	\$5.00	\$5.00
<b>599</b>	SmarTrip® or Cash	\$7.50	\$3.75
<b>Bus-to-Bus Transfer</b> (Costs based on transfer from Regular Routes)			
Regular Routes	SmarTrip®	FREE up to 2 hours	FREE up to 2 hours
	Cash	\$2.00	\$1.00
<b>393, 394, 395, 396, 697, 698 &amp; 699</b>	SmarTrip®	\$2.25	\$1.10
	Cash	\$4.25	\$2.10
<b>350, 422, 423 &amp; 424</b>	SmarTrip®	FREE up to 2 hours	FREE up to 2 hours
	Cash	\$0.50	\$0.50
<b>480 Wolf Trap Express</b> (Fare is round trip)	SmarTrip® or Cash	\$5.00	\$5.00
<b>599</b>	SmarTrip® or Cash	\$7.50	\$3.75

FARE TYPE	FARE MEDIA	COST
<b>TAGS (350 &amp; 351)</b>		
<b>350</b> between the Franconia-Springfield Metro & VRE Station and Springfield Town Center and Hilton Springfield	SmarTrip® or Cash	\$0.50
<b>350</b> between Franconia-Springfield Metro & VRE Station and Metro Park <b>350 Midday service</b> between Franconia-Springfield Metro & VRE Station and the Transportation Security Administration (TSA) headquarters, NVCC Medical Education Campus, and Springfield Town Center <b>351</b> between Franconia-Springfield Metro & VRE Station and the TSA headquarters and NVCC Medical Education Campus	N/A	FREE
<b>Children</b>		
Up to 2 children ages 4 and under traveling with an adult paying full fare.	N/A	FREE
Children 5 years of age and older	SmarTrip® or Cash	Full Fare
<b>Students</b>		
Fairfax County High School and Middle School students with valid Free Student Bus Pass traveling between the hours of 5:00 am to 10:00 pm.	Free Student Bus Pass	FREE
Students without valid Free Student Bus Pass or traveling outside the hours of 5:00 am to 10:00 pm.	SmarTrip® or Cash	Full Fare

## Contact Fairfax Connector

For general inquiries; to offer a suggestion; to file a compliment or complaint; or report a lost item, please contact Fairfax Connector.



[fairfaxconnector.com](http://fairfaxconnector.com)



[fairfaxconnector@fairfaxcounty.gov](mailto:fairfaxconnector@fairfaxcounty.gov)



**Fairfax Connector Information Center**  
**703-339-7200 • TTY 703-339-1608**



*Monday – Friday: 5 a.m. – 10 p.m.*  
*Saturday – Sunday: 7 a.m. – 9 p.m.*  
*(Closed on most observed holidays)*



[fairfaxconnector](https://www.facebook.com/fairfaxconnector)



[@ffxconnector](https://twitter.com/ffxconnector)

### Face covering required

**Keep your nose and mouth covered on buses, trains, and in stations.**



Your safety is our priority. If you...

**SEE Something,  
SAY Something.™**

Report unattended bags and unusual behavior to police or transit personnel.

**1-877-4VA-TIPS**  
**(1-877-482-8477)**

**For imminent threats call 911.**

Information in this publication is accurate as of the time of printing. Please visit [fairfaxconnector.com](http://fairfaxconnector.com) for the most up-to-date information.

**FARES SUBJECT TO CHANGE WITHOUT NOTICE**