

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; 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/. 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 for more information and to start using BusTracker today!

 Service During Inclement Weather 
<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"> ● Sign-up for text and email notifications and check service alerts using BusTracker ● Check local TV news and radio ● Call the Fairfax Connector Information Center at 703-339-7200, TTY 703-339-1608

2021 Holiday Service

Holiday	Service Scheduled
New Year's Day	Sunday
Martin Luther King, Jr. Day	Holiday Weekday
George Washington's Day	Holiday Weekday
Memorial Day	Sunday
Juneteenth	Regular Weekday
Independence Day (Sunday, July 4, 2021)	Sunday
Independence Day (Observed) (Monday, July 5, 2021)	Saturday
Labor Day	Sunday
Columbus Day/Indigenous Peoples' Day	Holiday Weekday
Veterans Day	Holiday Weekday
Thanksgiving Day	Sunday
Day after Thanksgiving	Holiday Weekday
Christmas Eve	Saturday
Christmas Day	Sunday
New Year's Eve	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, 715, 722, 724, 834, 835, 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, 703, 721, 803, 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, 803, 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.

Wiehle-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 July 10, 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. FPGI-21_rev-0721

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. 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 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 within two (2) hours of the first boarding. When transferring from a Fairfax Connector bus to Metrorail, the cost of your bus fare will be discounted from your rail fare up to \$2.00. When transferring from Metrorail to a Fairfax Connector bus, your bus fare will be free up to \$2.00. 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.

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.

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.

Fares – Effective September 5, 2021

FARE TYPE	FARE MEDIA	COST	SENIORS & PEOPLE WITH DISABILITIES
Base Fare			
Regular Routes	SmarTrip® or Cash	\$2.00	\$1.00
Express & Other Fares			
393, 394, 395, 396, 697, 698, 699 & 835	SmarTrip® or Cash	\$4.25	\$2.10
350, 423 & 424	SmarTrip® or Cash	\$0.50	\$0.50
480 Wolf Trap Express (Fare is round trip)	SmarTrip® or Cash	\$5.00	\$5.00
599	SmarTrip® or Cash	\$7.50	\$3.75
Metrorail-to-Bus Transfer			
Regular Routes	SmarTrip®	FREE	FREE
	Cash	\$2.00	\$1.00
393, 394, 395, 396, 697, 698, 699 & 835	SmarTrip®	\$2.25	\$0.10
	Cash	\$4.25	\$2.10
350, 423 & 424	SmarTrip®	FREE	FREE
	Cash	\$0.50	\$0.50
480 Wolf Trap Express (Fare is round trip)	SmarTrip®	\$3.00	\$3.00
	Cash	\$5.00	\$5.00
599	SmarTrip® or Cash	\$7.50	\$3.75
Bus-to-Bus Transfer (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
393, 394, 395, 396, 697, 698, 699 & 835	SmarTrip®	\$2.25	\$1.10
	Cash	\$4.25	\$2.10
350, 423 & 424	SmarTrip®	FREE up to 2 hours	FREE up to 2 hours
	Cash	\$0.50	\$0.50
480 Wolf Trap Express (Fare is round trip)	SmarTrip® or Cash	\$5.00	\$5.00
599	SmarTrip® or Cash	\$7.50	\$3.75

FARE TYPE	FARE MEDIA	COST
TAGS (350 & 351)		
350 between the Franconia-Springfield Metro & VRE Station and Springfield Town Center and Hilton Springfield	SmarTrip® or Cash	\$0.50
350 between Franconia-Springfield Metro & VRE Station and Metro Park 350 Midday service between Franconia-Springfield Metro & VRE Station and the Transportation Security Administration (TSA) headquarters, NVCC Medical Education Campus, and Springfield Town Center 351 between Franconia-Springfield Metro & VRE Station and the TSA headquarters and NVCC Medical Education Campus	N/A	FREE
Children		
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
Students		
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



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 for the most up-to-date information.

FARES SUBJECT TO CHANGE WITHOUT NOTICE