

# Fredericksburg Regional Transit

## FXBGO!

### FAQ about Fare Free Implementation

**Q: Can I get reimbursed for all Transit Fare Cards and Passes?**

*A: Only Half Fare Tickets (\$.60), Single Fare Tickets (\$1.25) and Annual Passes will be reimbursed. No reimbursement will be made for "Change Tickets," including \$.25, \$.40, and \$.75 passes.*

**Q: How long do we have to get a refund on Transit Passes and Fare Cards?**

*A: Reimbursement forms will be collected from March 1 – May 31, 2022.*

**Q: Can I get a refund on my pass or tickets at the Customer Service Window at the Lawrence A. Davies Transit Center (1400 Emancipation Hwy., Fredericksburg)?**

*A: No, reimbursements will only be made by check, mailed to the individual or agency that is listed on the reimbursement form. All passes and tickets must be turned in with the form.*

**Q: How do I get a refund for a Fredericksburg Regional Transit (FRED) Annual Pass?**

*A: If your annual pass was NOT purchased through an agency, you can obtain a reimbursement form through the Customer Service window from 6:30 AM to 8:30 PM at the Lawrence A. Davies Transit Center (1400 Emancipation Hwy., Fredericksburg), from March 1 – May 31, 2022. Complete the form, with a mailing address, and return it, along with the pass, in the envelope provided, to the Customer Service employee on duty. Transit Administration will review your information, and a check will be mailed to you for reimbursement.*

**Q: How do I get a refund for FRED Individual Single Fare or Half-Fare tickets?**

*A: If your Single Fare or Half Fare tickets were NOT purchased through an agency, you can obtain a reimbursement form through the Customer Service window from 6:30 AM to 8:30 PM at the Lawrence A. Davies Transit Center (1400 Emancipation Hwy., Fredericksburg), from March 1 – May 31, 2022. Complete the form, with a mailing address, and return it, along with the Fare tickets, in the envelope provided, to the Customer Service employee on duty. Transit Administration will review your information, and a check will be mailed to you for reimbursement.*

**Q: How long will FRED be "Fare Free?"**

*A: FRED received grant funding through the Virginia Department of Rail and Public Transportation (DRPT) through the Transit Ridership Incentive Program (TRIP). This program and funding approved by the Commonwealth Transportation Board (CTB) will allow FRED to operate a zero-fare transit model, also called "fare free" transit service. This is a temporary program and will operate on an annual review schedule (March 1, 2023) to determine its viability and if FRED is able to continue.*

**Q: Does "Fare Free" mean that you can ride the bus all day without stopping?**

*A: No, all "Tips and Rules for Riding" remain in effect as directed on our website at [www.rideFRED.com](http://www.rideFRED.com), including "No continuous riding or sleeping on the bus."*