



What's New At FAX – April 2020

April 23, 2020

Novel Coronavirus (COVID-19) Update

FAX is using Facebook (www.facebook.com/FresnoFAX/) and Twitter (twitter.com/fresnoFAX) at “@FresnoFAX” to communicate the latest information related to COVID-19 during these rapidly evolving times. For more detailed information, please visit the City of Fresno website at www.fresno.gov and the FAX web site at www.fresno.gov/fax.

The City has extended its Shelter-in-Place ordinance until May 6, 2020. Transit is considered an essential service, and as such, FAX and Handy Ride are continuing to operate on a regular schedule during the Shelter-in-Place time, with reduced night hours for Handy Ride. FAX is continuing to follow the advice of public health officials and practicing social distancing, limiting each bus to a maximum of ten persons at a time. Passengers are asked to maintain a distance of 6 feet from other people at all times.

In addition to social distancing, FAX is requesting [passenger self-screenings](#).

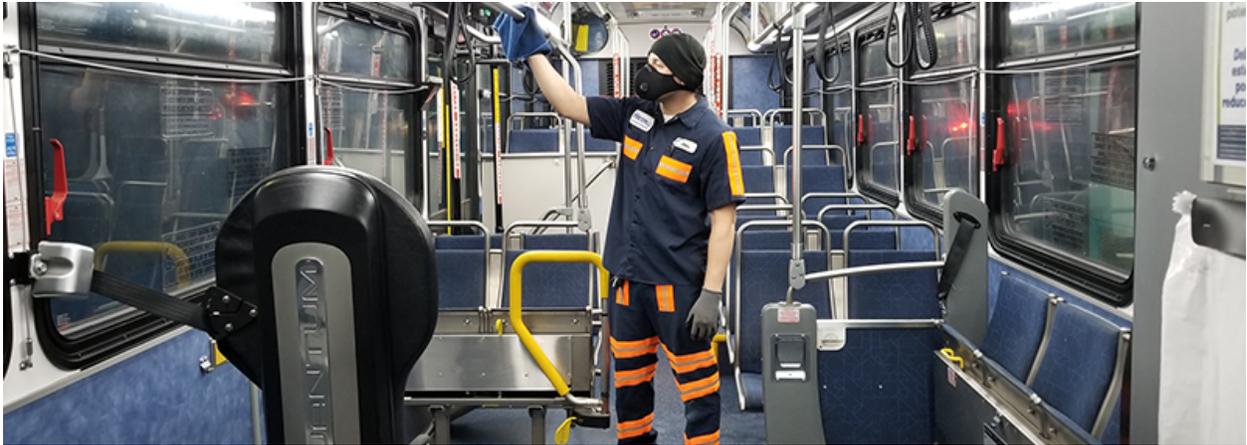
Do not board the bus if you:

- Have a fever (100.4F), feel warm, or feel chills
- Have a persistent cough, sore throat, or runny nose
- Have had contact or spent time with a suspected or known COVID-19- infected individual

If you meet any of these conditions, go home immediately and self-isolate.

How FAX is protecting bus drivers and transit riders

The health and safety of our transit riders, bus drivers, and the community as a whole is our top priority. FAX added people to our overnight cleaning team in early March to deep-clean the interior of every bus every night, wiping down every surface with EPA-approved cleaning supplies.



FAX recently purchased new disinfecting foggers to deploy on FAX buses. The disinfecting foggers use an electrolyte mist that kills harmful germs and viruses. Think of them as strong room sanitizers sprayed throughout FAX buses.

As with first responders in the City of Fresno, FAX bus drivers are being provided with protective face masks to use when driving their routes. Temporary plexiglass barriers are being installed on FAX buses to provide bus drivers an additional level of protection. Permanent barriers will be added in the future.

What FAX riders can do to protect themselves against the novel coronavirus (COVID-19)

Here are things passengers can do to continue to [protect themselves](#) and those around them. Actions include:

- Stay home when you are sick.
- Avoid touching your eyes.
- Wash your hands often with soap and water for at least 20 seconds or use an alcohol-based sanitizer with at least 50% alcohol.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash. If you do not have a tissue, cough into your sleeve.
- Avoid contact with sick people.
- Maintain a distance of 6 feet from other people at all times.
- Use the touchless hand sanitizer dispensers on the buses.

Gift Card Winners as Part of FAX Public Outreach

Before the COVID-19 pandemic, FAX conducted extensive outreach to transit riders to solicit their feedback regarding proposed FAX route changes. To generate excitement about participating in the FAX survey, every participant who submitted a completed survey was entered into a drawing to win one of six \$100 Walmart or Target gift cards. A random drawing to select the winners took

place on Tuesday, March 10, 2020. You can view coverage of the selection of the winners on the [FAX Facebook page](#).

One of the lucky winners is Priscilla Medina who is profiled below. The remaining winners will be highlighted in future editions of the ‘What’s New at FAX’ newsletter and on social media.

Priscilla Medina



Priscilla Medina is one of our lucky gift card winners! Born and raised in Fresno, Priscilla is 19 years old and has been riding FAX buses for four years. She has been riding the bus from home to school (beauty college) and to take her son to medical appointments and other places. Upon graduation from beauty school, Priscilla will start her new job as a hairstylist – very exciting! Her favorite routes include Routes 41, 34, and 38. Thank you for being a great

FAX rider, Priscilla, and congratulations on winning the gift card!