



## **What's New At FAX – May 2020**

*May 20, 2020*

### **Lazy Dog Restaurant & Bar Thanks FAX Bus Drivers for their Role as "Essential Workers"**

First responders and essential workers have been putting their lives on the line to help Fresno residents shelter-in-place during this pandemic. FAX bus drivers are part of that group who have quietly and selflessly soldiered on so that transportation is available for those who need it most.

In recognition of their dedication, the [Lazy Dog Restaurant & Bar](#), located at the Villaggio Shopping Center in north Fresno, provided our drivers with lunch on Thursday, May 14, 2020. Drivers returning from their morning routes or signing in for their afternoon routes were met with a delicious lunch when they stepped into the FAX Dispatch office.

Regarding lunch from Lazy Dog, driver Julius Hayes says “I’m thankful that Lazy Dog thought enough about us to bring us lunch because we are the forgotten essential workers. We are the ones that passengers rely on to get them to their doctor's appointments, and to the store.”



FAX bus drivers thank the team at the Lazy Dog for their savory lunch and kind gesture.

## Novel Coronavirus (COVID-19) Update

As a reminder, FAX is using Facebook ([www.facebook.com/FresnoFAX/](http://www.facebook.com/FresnoFAX/)) and Twitter ([twitter.com/fresnoFAX](https://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](http://www.fresno.gov) and the FAX website at <http://www.fresno.gov/fax>.

Latest news: The City extended its Shelter-in-Place ordinance until May 31, 2020, and passengers are now required to wear masks or face coverings on FAX buses.

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 continues to follow the advice of public health officials and practice 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 or above), 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**

Passengers and bus drivers must now wear masks or face coverings on all buses.

FAX is deep-cleaning the interior of every bus every night, wiping down every surface with EPA-approved cleaning supplies. FAX is also deploying disinfecting foggers on 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. The overnight cleaning crew makes sure that every FAX driver and passengers are greeted with a clean and sanitized bus every morning.

FAX is also installing temporary plastic protective barriers on every FAX bus. These temporary solutions will be replaced with permanent barriers this summer.

## **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:

- Wear face masks or coverings on buses and at bus stops.
- Stay home when you are sick.

- Avoid touching your face.
- 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.

## **Bus Stop Improvements at Buffer Median Islands – Project Complete!**

In October 2019, FAX started a \$2.2 million project comprised of federal, state, and local monies to upgrade eighteen bus stops located in buffer median islands throughout Fresno.

*Before and after pictures of the stop at Fresno and Holland*



Despite the pandemic, the project was completed with all enhancements. The project provides an accessible location for passengers to wait for the bus. New travel pathways to and from the bus stops were created for mobility-impaired passengers. Specific improvements included adding and enlarging concrete bus stop landings, curb cuts, and crosswalks. In addition to accessibility enhancements, the stops received beautiful new amenities, including shelters, benches, and trash receptacles.

*Before and after pictures of the stop at Cedar and Lane.*



## **More Gift Card Winners During 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. Last month, we introduced Priscilla Medina, one of the gift card winners.

The second and third lucky winners are:

### ***Michael McKinney***

Michael McKinney is a Fresno native. He used to ride FAX buses when he was younger. Then he moved to Sacramento but has now returned to Fresno. As a veteran, Michael frequently travels on Route 32 to the VA Medical Center on Fresno and Clinton. Michael also rides on Routes 41 and 28 quite often to visit his brother and sister.





Regarding the service changes, Michael says he supports them. He has seen changes to the overall FAX network for the better over the years and thinks FAX is moving in the right direction. Michael's birthday was also in March, so the \$100 gift card was like an unexpected birthday gift. Happy birthday Michael, and thanks for riding FAX!

### ***Kailei Walters***

Kailei Walters was born in Hat Creek, California, and moved to Fresno around the age of 13. She has been using FAX buses for the past two years, frequently using FAX bus routes 12, 9, 1, and 39. Kailei uses these routes to take her children to daycare, to get to school, and to go to work. These routes make her daily commute a lot easier and save her a lot of money on gas! Kailei says, "Thank you, FAX!"



We will highlight the additional winners in upcoming newsletters.