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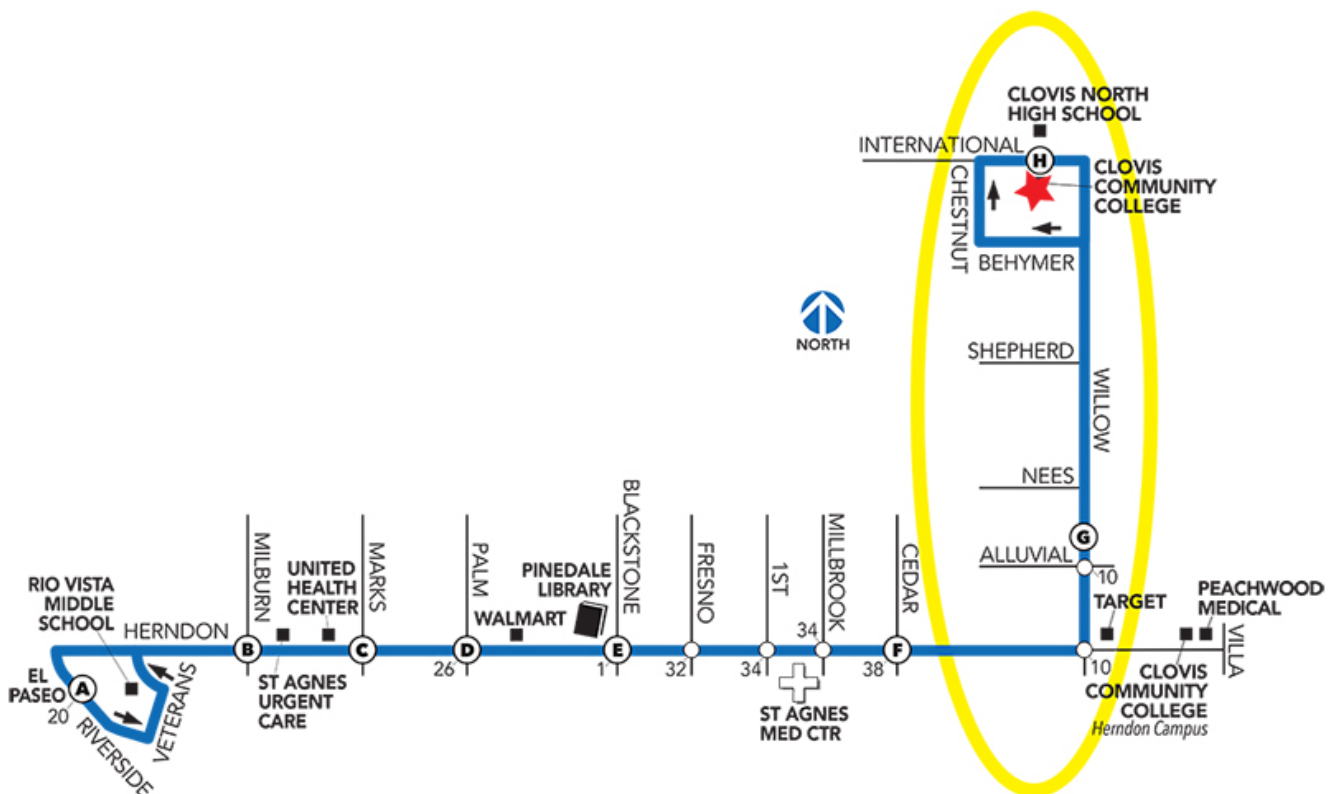
What's New at FAX, November 2021

November 24, 2021

Route 3 to serve Clovis Community College!

FAX is pleased to announce that starting January 3, 2022, Route 3 will service Clovis Community College.

Route 3 will continue to run east and west along Herndon Avenue as it currently operates, but will now turn north onto Willow Avenue, west on Behymer, north on Chestnut, and west on International, stopping right in front of Clovis Community College and the Clovis North Educational Center. Route 3 will run every 45 minutes, Monday through Friday between 5:45 a.m. and 9:30 p.m., and Saturday and Sunday, between 6:49 a.m. and 6:04 p.m.



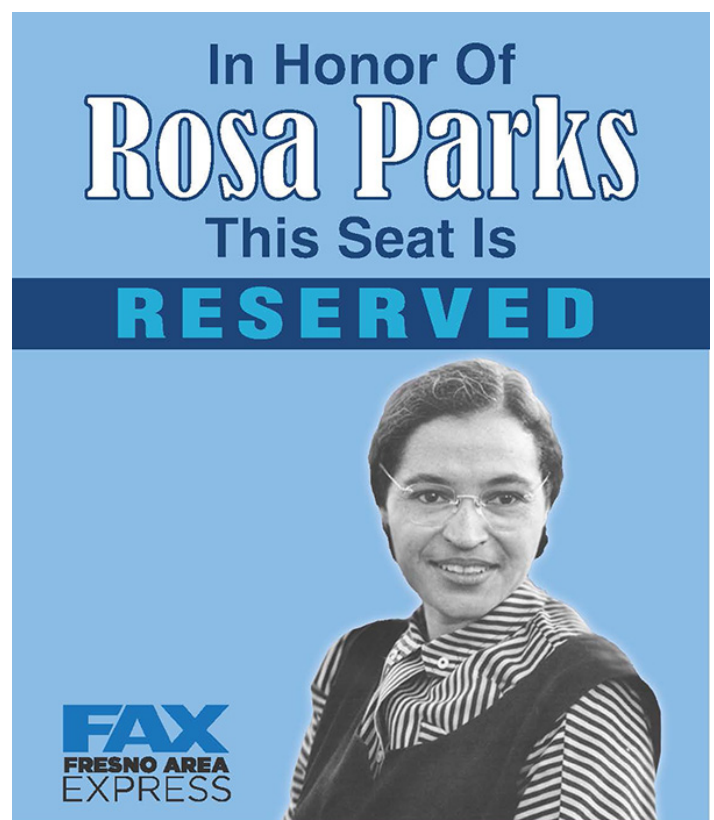
Improvements to FAX's Transfer Policy

Starting January 3, 2022, FAX is easing restrictions on its Transfer Policy. Under the new transfer policy, passengers will be able to make unlimited transfers for 90 minutes on all routes in any direction. This means that "back-riding" will now be allowed. For example, passengers can ride the bus to the store to pick up groceries, and if completed within 90 minutes, return home on the same route without paying an additional fare. Combined with the more affordable \$1 fares from the [new fare structure](#) implemented in September 2021, the new transfer policy promises to help our riders deal with the economic impacts of the COVID-19 pandemic. As a reminder, as part of the new fare structure, children under 12 years old and active military/veterans with valid identification card ride for free; and seniors, people with disabilities, and Medicare Card Holders receive reduced fares of 50 cents. Come ride with FAX!

FAX Celebrates Rosa Parks's Contribution to the Civil Rights Movement

On December 1, 1955, in Montgomery, Alabama, Rosa Parks refused to give up her seat to a white passenger, after the whites-only section was filled. Rosa's act of self-defiance became an important symbol of the modern Civil Rights Movement and helped to ensure that everyone, regardless of race, had equal access to all seats on the bus.

In honor of Rosa, and in observance of Rosa Parks Day, on Wednesday, December 1, 2021, we will be placing a reserved sign and a single white rose on the front seat of every FAX bus.



Free WiFi Now Available on BRT Route 1

Exciting news! FAX is offering [free WiFi](#) on BRT, Route 1. Passengers are encouraged to try it out as they travel on the Q. Below are steps to connect to the free WiFi as well as a trouble-shooting guide in case of any problems.

Steps to Connect

1. Make sure WiFi is enabled on your device. This is a toggle setting on phones and tablets and sometimes a physical switch on computers.
2. Select your WiFi adapter to list available network.
 - a. Android—Go to Settings/Connections/Wi-Fi.
 - b. iOS—Go to Settings/WiFi
 - c. Windows—Click the WiFi icon in the bottom-right corner to see a list of available networks.
 - d. macOS—Click the WiFi icon in the top-right corner to see a list of available networks.
3. Select the FAX Bus Public WiFi network.
4. A webpage should load with a term of use statement. Read and accept the terms to be connected.
 - a. If the term of use page does not automatically load, open an Internet browser such as Chrome, Firefox, or Edge, and it should appear.



Connection Troubleshooting

- Make sure you are connecting to the FAX Bus Public WiFi network on your device.
- If you have connected to the WiFi previously and have not used your device for 30 minutes, you may need to reconnect to the FAX Bus Public WiFi network. Enabling and disabling WiFi will reconnect you to the network.
- Turn off WiFi on your device and turn it back on again.

- Android – Go to Settings/Connections/WiFi. Toggle the on button to off and back to on.
 - iOS – Go to Settings/WiFi. Toggle WiFi button to the left (grey) and back to right (green).
 - On Windows, you should see a WiFi icon in the bottom-right corner. Click to see a list of available networks. Click to open a menu and shut off WiFi. Do the same to turn it back on.
 - On macOS, you should see a WiFi icon in the top-right corner. Click to open a menu and shut off WiFi. Do the same to turn it back on.
- Forget the FAX Bus Public WiFi network and try to reconnect.
 - Restart your device by powering it off and on.
 - If applicable, disable or uninstall any VPN applications on your device.

If none of the above worked to resolve your issue, call 559-621-1486.

New FAX Electric Buses in Service

In [August](#), FAX proudly announced that the first of many electric buses were added to the FAX fleet. After extensive driver training, the first two electric buses went into service on Route 38, Cedar Ave., starting on Monday November 1, 2021.

If you have ridden any of the electric buses, how was it? Let us know on our Facebook or Twitter page.



The two new FAX electric buses in their charging bays.



Fresno Mayor Jerry Dyer, Assistant City Manager Greg Barfield and Assistant Director of Transportation Brian Barr at a recent press conference introducing the new FAX electric buses.

Federal Mask Mandate Extended to January 18, 2022

To mitigate the risk of COVID-19, in January 2021, President Joe Biden signed [Executive Order 13998](#) imposing a mask requirement for all travelers on U.S. public transportation systems; including planes, rail, van, bus, and motorcoach services. The [Transportation Security Administration](#) (TSA) has extended face mask requirements across all transportation networks through [January 18, 2022](#).

Passengers are required to wear facial coverings at all times, as are visitors to any indoor transit facilities like the FAX Handy Ride office. FAX and Handy Ride

continue to operate on a regular schedule. Passenger capacity restrictions were lifted on Monday, June 21, 2021, for both FAX and Handy Ride.



For fixed-route service, FAX requests passengers to self-screen; for Handy Ride, screenings are conducted at the time of reservation and again when boarding the vehicles.

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.

We are using Facebook (facebook.com/FresnoFAX/) and Twitter (twitter.com/FresnoFAX) at "@FresnoFAX" to communicate the latest information related to COVID-19. For additional detailed information, please visit the City of Fresno website at www.fresno.gov and the FAX website at www.fresno.gov/FAX.

