



## What's New at FAX, December 2021

*December 21, 2021*



### Happy Holidays from our Family to Yours

As we come to the end of what has been a second year of living in a pandemic, FAX wishes you and yours a happy, healthy, and safe holiday season. We extend deep gratitude to our passengers for wearing masks and social distancing on our buses. Thank you to all our passengers for your patience as we adjust to what has become the “new” normal. In addition, FAX thanks our



*The Christmas lights on Manchester Transit Center.*

bus drivers, customer experience staff, maintenance crew, administration staff, and other essential workers for performing critical duties to keep Fresno moving. It is our sincerest hope that our community stays safe as we head into 2022.

# FAX Celebrates Rosa Park's Contribution to the Civil Rights Movement

On December 1, 1955, in Montgomery, Alabama, Rosa Parks refused to give up her seat to a male 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 observance of Rosa Parks Day, on Wednesday, December 1, 2021, a reserved sign and a single white rose were placed on the front seat of every FAX bus.

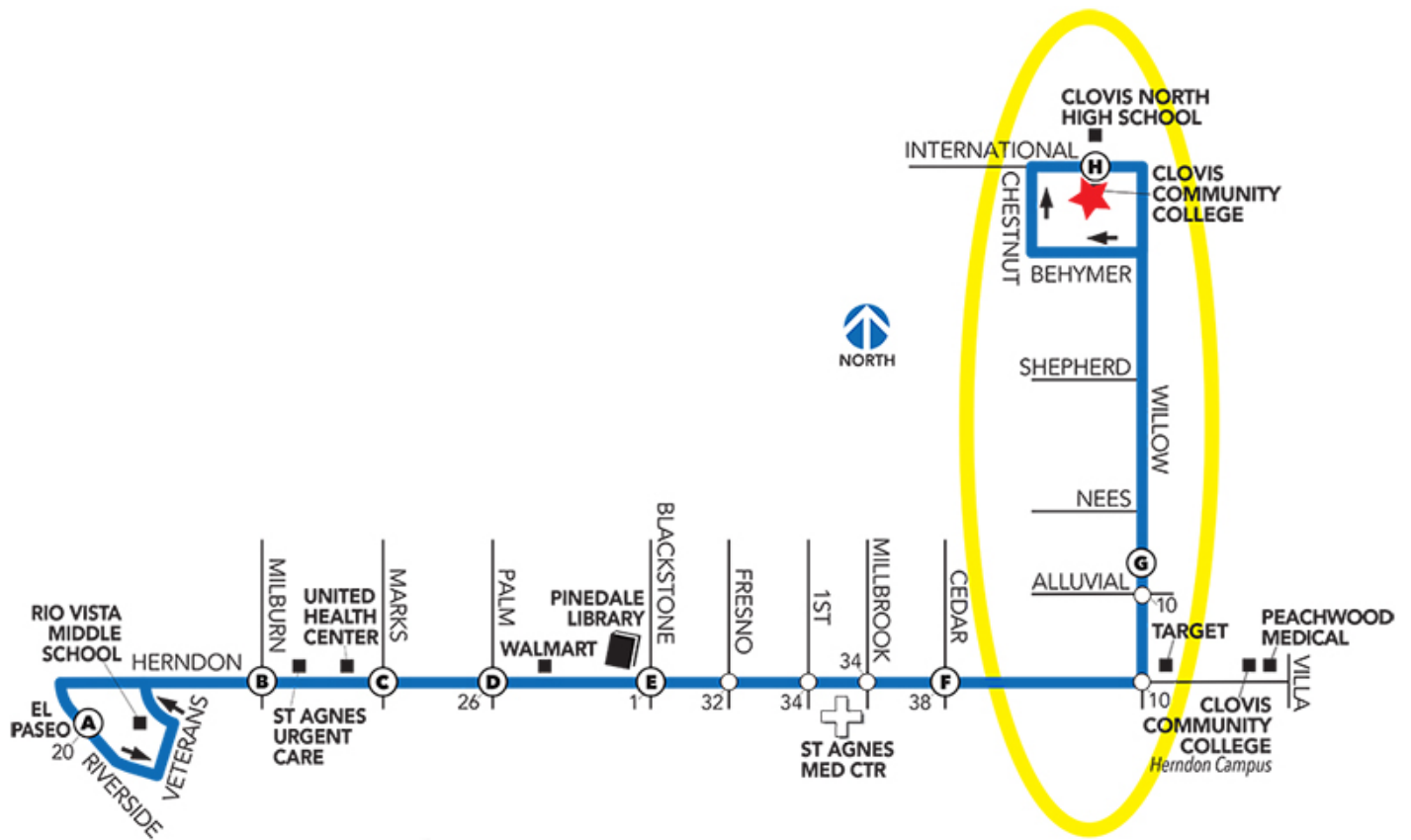


Commemoration of Rosa Parks placed on FAX buses on December 1, 2022

## Route 3 to serve Clovis Community College!

FAX is pleased to announce that starting January 3, 2022, Route 3 will serve 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 east 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

Also on 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 a 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!

## Phase 2 of the Bus Stop Solar Lighting Project to start soon.



*The Solar Bus Stop Lights being deployed throughout the FAX fixed-route network.*

Work has begun on Phase 2 of the Bus Stop Solar Lighting project. The project is set to install 95 shelter-mounted and 52 pole-mounted lighting units. There have been 50 units installed so far through the first weeks of the project. The pole-mounted units come with a button to help activate a brighter lighting mode while waiting at the stops in the twilight/night hours. FAX's goal with these installations is to make our stops safer and prevent missed pickups in low-light situations.

Completed in June 2020, [phase 1 of the Bus Stop Solar Lighting Project](#) saw the installation of 100 solar bus stop lights throughout the FAX fixed-route transit system.

## Your Feedback Matters – FAX Passenger Survey on the way!

Every two to three years, FAX conducts a passenger satisfaction survey. The 2022 FAX Transit Passenger Satisfaction Survey will be available online starting the last week of January and will be distributed via hard copy at pop-up events throughout Fresno and on buses between February 1 through 25, 2022. This is your opportunity to tell us how we are doing.

The feedback you provide is very important. It is used, in part, to help inform decisions and policies that drive customer service improvements.

More information is forthcoming in the January 2022 newsletter.

## Federal Mask Mandate Extended to March 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 [March 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/](https://facebook.com/FresnoFAX/)) and Twitter ([twitter.com/FresnoFAX](https://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](http://www.fresno.gov) and the FAX website at [www.fresno.gov/FAX](http://www.fresno.gov/FAX).

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