



What's New at FAX – April 2021

April 22, 2021

Reminder: Route Changes Implemented Last Month

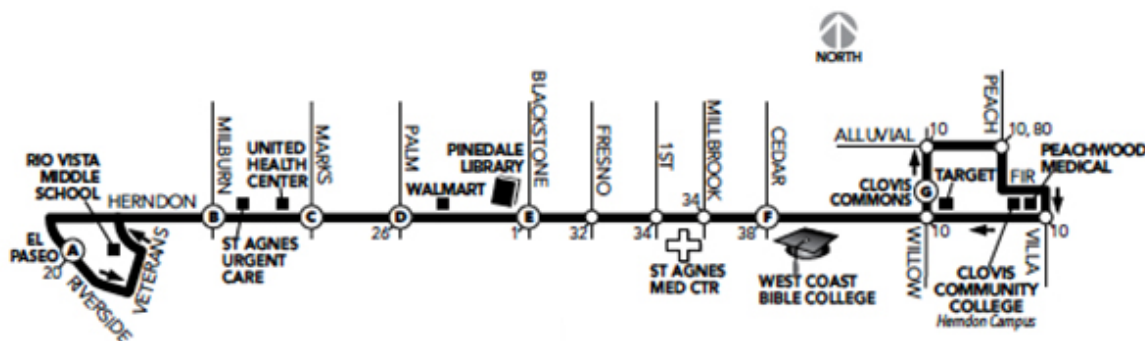
On March 1, 2021, FAX implemented [three route changes](#). We introduced one new route – Route 3 along Herndon Avenue – and modified two routes, Routes 20 and 45.

The feedback we have received from transit riders has been positive. While most of the feedback pertains to Route 3, Herndon Avenue, we have received positive feedback about the changes to routes 20 and 45, as well.

Here is a recap of the route changes that went into effect on March 1, 2021.

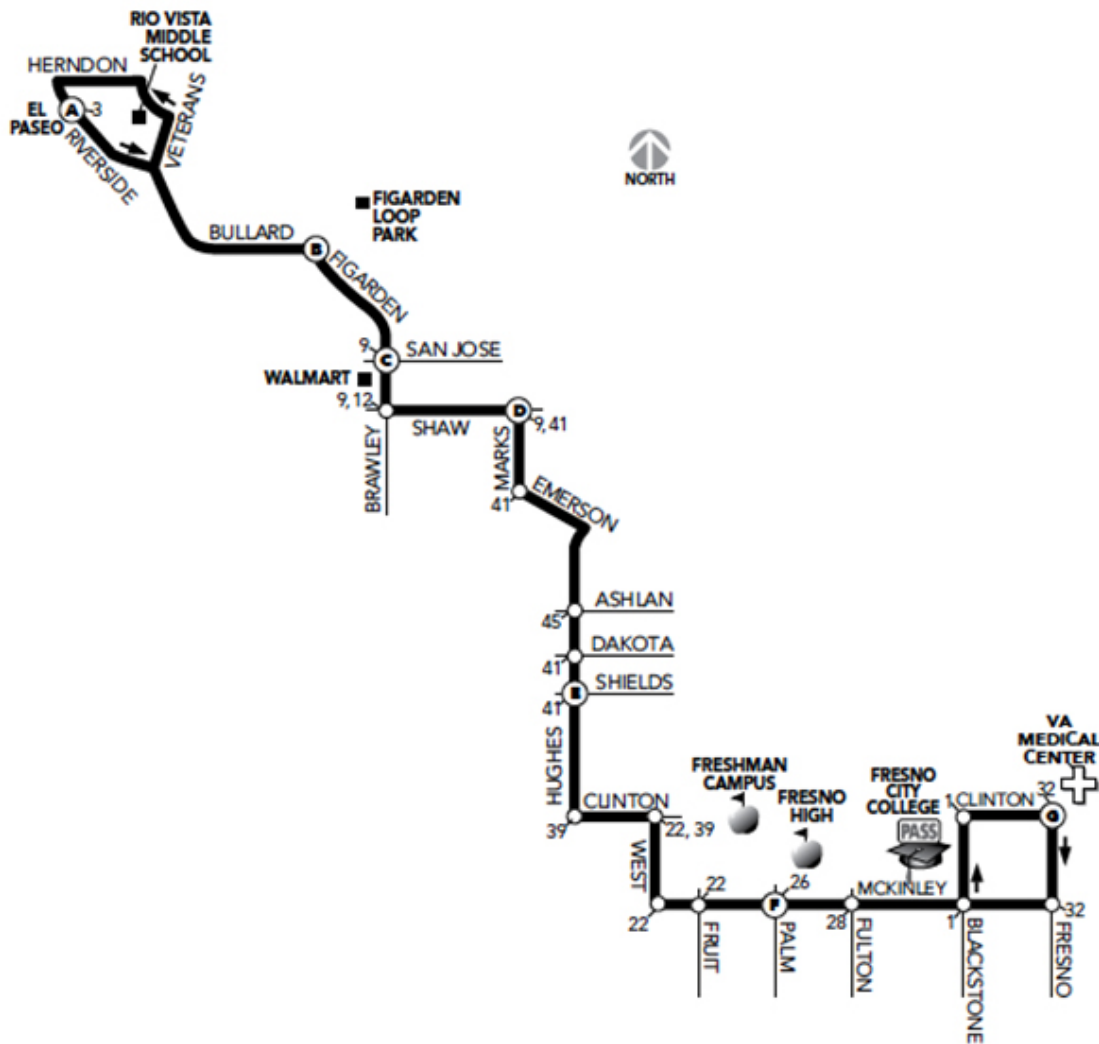
Route 3 – Herndon

Route 3 provides service from the El Paseo Shopping Center at Herndon and Riverside to the Clovis Community College Herndon Campus at Herndon and Villa. Route 3 serves medical centers, commercial areas, and housing developments along Herndon. This new route provides service every 45-minutes on weekdays and weekends.



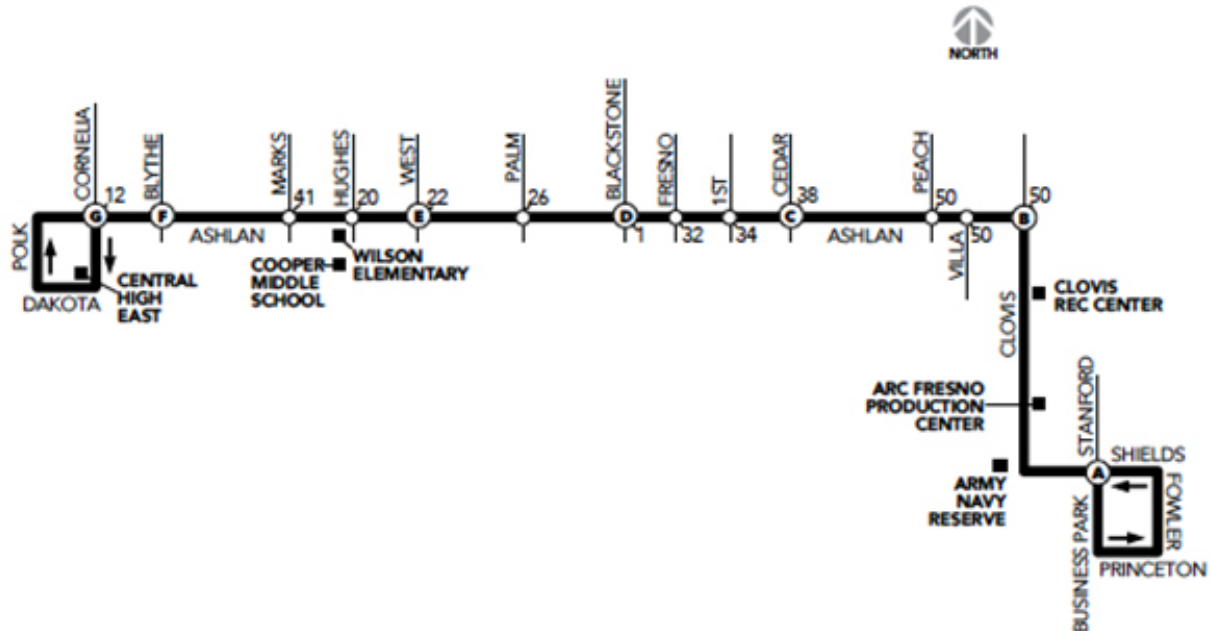
Route 20 – Hughes/McKinley

Route 20 now travels further north to the El Paseo Shopping Center, connecting to Route 3, providing additional connections between northwest Fresno and the rest of the City. Southbound service along Blackstone, south of McKinley, has been eliminated. Instead, at McKinley and Blackstone, the route turns north on Blackstone, connecting to Fresno City College and the BRT, then east on Clinton, connecting to the VA Medical Center, then south on Fresno Street, returning to McKinley and heading back toward El Paseo. Route 20 no longer connects to the L Shelter at Courthouse Park. Route 20 operates every 45 minutes on weekdays and weekends.



Route 45 – Ashlan

Route 45 operates across Ashlan Avenue. West of Blackstone, Route 45 operates on Ashlan to Cornelia with a turnaround at Central High School East. Route 45 no longer serves Herndon, Palm, Fruit, Blackstone, and Manchester Transit Center. Like Routes 3 and 20, Route 45 operates every 45 minutes, weekdays and weekends.



FAX Buses to Accommodate More Passengers starting Saturday, May 1, 2021

Effective Saturday, May 1, 2021, the [passenger limit on FAX buses](#) will increase.

- **30-foot buses will now accommodate 20 passengers per bus**
- **40-foot buses will now accommodate 25 passengers per bus.**
- **Handy Ride vehicles will increase from 3 to 6 passengers.**

Fresno is proud to be one of the few big cities that did not cut service during the pandemic. Passenger capacity was reduced- but service routes remained the same.

Due to COVID, capacity on each bus was limited to 10 passengers to allow for proper social distancing and to protect customers and drivers.

COVID-19 cases in our community continue to decrease and more drivers have become vaccinated. These factors, combined with the reopening of our local economy, require an increase in capacity to meet the demand for our service.

We would like to thank our committed bus drivers who worked to provide excellent service throughout the past year. We are grateful they allowed consistent transportation services to continue for those who needed it throughout the ongoing pandemic.

At this time, the fee to ride on FAX buses is waived. So, the community can still ride for free.

FAX will continue its commitment to safety by keeping all existing COVID-19 related practices and protocols listed below in place.

A Reminder About COVID-19 Rules at FAX

In January 2021, President Joe Biden signed [Executive Order 13998](#) imposing a mask requirement for all travelers on U.S. public transportation systems, including rail, van, bus, and motorcoach services, to mitigate the risk of COVID-19. This order is effective on all FAX vehicles.

As a courtesy, we remind our passengers about FAX rules that help protect riders and drivers.



Passengers are required to wear facial coverings at all times and are asked to maintain a distance of 6 feet from other people. FAX and Handy Ride continue to operate on a regular schedule; however, maximum bus capacity is increasing on Saturday, May 1, 2021 to 20 passengers on 30-foot buses and 25 passengers on 40-foot buses. Handy Ride is also increasing the maximum number of passengers from three to six passengers.

For fixed-route service, FAX requests passenger 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://www.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.