



What's New at FAX – December 2020

December 23, 2020



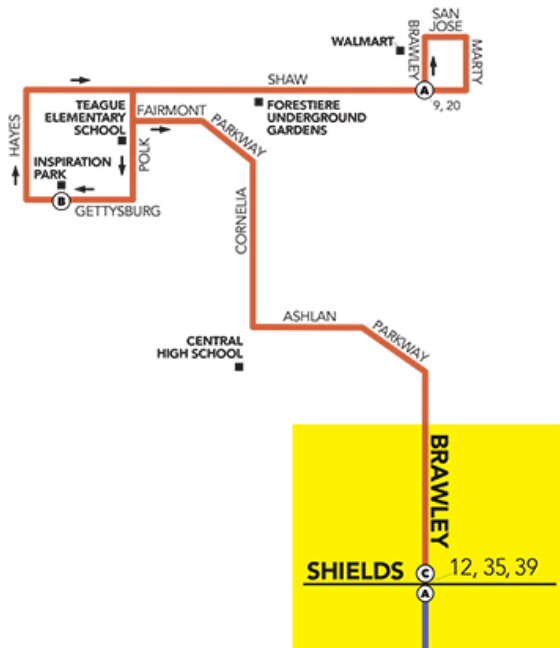
Happy Holidays from our Family to Yours

As we come to the end of what has been an unprecedented year, 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 those who use our fixed route service for your patience, as sometimes our reliability is negatively impacted due to the 10-person limit on our buses. In addition, FAX thanks our 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 we serve stays safe as we head into 2021.

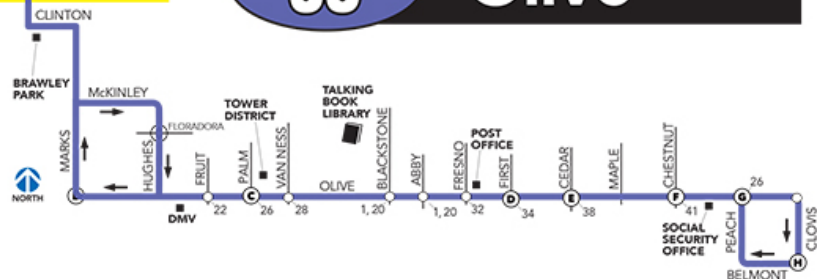
Route Changes Coming in January 2021!

Right after the New Year, on January 4, 2021, two changes will go into effect. First, Route 12 will connect with Route 35 at Shields and Brawley and will no longer operate on Clinton, Blythe, and Shields. This new interline will provide a seamless connection between the northwest and southeastern parts of the city.

12 Brawley



35 Olive



Second, all of Route 38 will operate on 15-minute frequencies from approximately 6 a.m. to 6 p.m. Monday through Friday.

Additional [information](#) and flyers are available in [English](#) and [Spanish](#).

The Route 12-35 interline change is a result of our public outreach efforts earlier this year on proposed service changes. For a full update on the implementation status of the proposed service changes, please see [the Planning page](#) of the FAX website.

A Reminder About COVID-19 Rules at FAX

As a result of the elevated number of positive COVID-19 cases in Fresno and across the nation, we wanted to 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, we are limiting each fixed route bus to a maximum of ten passengers and Handy Ride vehicles to three passengers at a time. 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/) 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.

FAX Joins Campaign #SavePublicTransit

On Wednesday, December 16, 2020, FAX joined the American Public Transit Association (APTA) and industry leaders to shed light on public transportation's financial crisis.

Fresno FAX united with public transportation systems to raise awareness with [#SavePublicTransit](https://twitter.com/SavePublicTransit) to ask Congress and the Administration to provide at least \$32 billion in emergency funding to help transit agencies survive the pandemic.

"So, we are spending a lot of money trying to stay safe," said Gregory Barfield, the Director of Transportation for the City of Fresno. While \$32.4 million in CARES act funds were received earlier this year, he adds, we "spent the entire amount on keeping all services running, employees on the payroll, and provide safe and clean riding."

FAX ridership is down 54%, and many of those who use public transportation are essential workers. Greg adds, "this is about carrying people to and from work who are actually also essential workers to get them to where they need to go."

FAX Holiday Service

With the Holidays just days away, we wanted to remind you of FAX Holiday Hours.

On **Christmas Eve**, Thursday, December 24, 2020, FAX will provide **SUNDAY** service.

On **Christmas Day**, Friday, December 25, 2020, there will be **NO SERVICE.**

On **New Year's Eve**, Thursday, December 31, 2020, FAX will provide **REGULAR** service.

On **New Year's Day**, Friday, January 1, 2020, FAX will provide **SUNDAY** service.

**FAX wishes you and yours a happy, healthy, and safe
Holiday Season!**