



June 19, 2020

Dear Pace Passenger,

As we continue with the phased and cautious reopening of our region, we recognize our responsibility to operate safely, serve a critical public need, and communicate transparently.

Our priority remains the safety of our passengers and personnel. Pace is a vital service that provides crucial transportation access for the communities we serve, including transportation for many essential workers traveling to and from their places of employment. We take that responsibility seriously and will continue do our part to prevent the spread of COVID-19.

Effective 12:01 a.m. on Monday, June 22, we will end our temporary suspension of fare collection and return to front door boarding only. Riders will be required to pay fares on all Pace bus routes, On Demand services, Dial-a-Rides, and ADA Paratransit services. To support efforts to continue to schedule single-passenger ADA Paratransit trips as ridership allows, we will waive fares on City of Chicago Taxi Access Program (TAP) trips until further notice. Fares for medical personnel continue to be waived as well.

All service suspensions remain in effect. We will monitor demand and be prepared to reintroduce services as resources allow and people return to work and regular activities.

**We will continue to:**

- Prioritize the safety of our passengers and personnel
- Deep clean and sanitize vehicles daily
- Clean high touch surfaces throughout the day
- Provide operators with PPE
- Limit seating where possible to encourage social distancing
- Keep indoor spaces closed
- Limit on board passengers and add extra vehicles to routes as we are able
- Temporarily waive TAP fares and fares for medical personnel

**Please do your part to prevent the spread of COVID-19 (coronavirus):**

- Wear a facemask on Pace buses (per **Executive Order 2020-32**)
- Wash your hands, cover your cough, don't touch your face, and stay home if you are sick
- Give operators and other riders space; board and take your seat promptly

- Reconsider unnecessary travel
- Use your Ventra Card to pay fares quickly and limit crowding at the front of the bus
- Check if service is running regularly on your route
- Ride with a personal care attendant if you need physical assistance
- Please exit through the rear door whenever possible

As the situation develops, Pace's response may change. Passengers should sign up for email alerts about the services they use at [PaceBus.com](https://www.pacebus.com). More information about Pace's response to COVID-19 is available at [PaceBus.com/Health](https://www.pacebus.com/Health).

We're ready when you are.

Sincerely,

Rocky Donahue  
Executive Director  
Pace Suburban Bus