



## Jemal Powell

Chair of the Suburban  
ADA Advisory Committee



This year has taken an unexpected and challenging turn for all of us affecting how we interact with each other. In response to social distancing, normal person-to-person interaction has been severely restricted.

Pace dedicates this edition of the newsletter to reporting on the safety measures implemented recently for the protection

of passengers and vehicle operators. We can do our part by limiting our travel to essential trips and checking to make sure that our destinations are open prior to scheduling a trip. We are in this together and we will make it through together. As always, my priority is to make sure riders are being heard and riding safe. If you have any concerns about your paratransit experience, we would like to know about it. You can share your feedback with us at 800-606-1282 (option 2) or by email at [passenger.services@pacebus.com](mailto:passenger.services@pacebus.com).

You can also keep up to date on the latest news from Pace by using the email subscription service or visiting [https://www.pacebus.com/sub/paratransit/ADA\\_Alerts.asp](https://www.pacebus.com/sub/paratransit/ADA_Alerts.asp) or <https://www.pacebus.com/health/>

I hope that everyone stays safe and well.

*Jemal Powell*

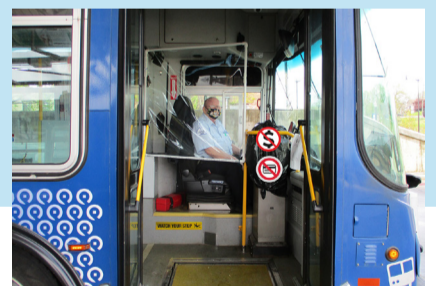
## KEEP YOURSELF AND OTHERS SAFE BY FOLLOWING NEW RULES ON PARATRANSIT AND FIXED ROUTE

Per Executive order 2020-32, as of May 1, 2020, anyone over the age of 2 who is able to medically tolerate a face covering (a mask or cloth face-covering) is required to cover their nose and mouth with a face covering when in a public place and unable to maintain a 6' social distance.

**Help us stop the spread of COVID-19. Please wear a face covering and follow social distancing guidelines while on board Pace buses.**

**Pace is doing our part to help keep you, your fellow riders, and your driver safe and healthy. For instance, we are:**

- Waiving fare collection on paratransit and fixed route to expedite boarding and limit operator-passenger interaction.
- Disinfecting our fleet daily
- Installing vinyl barriers between bus operators and vehicle doors
- Informing the public if Pace employees test positive for Coronavirus on our website.



**Visit [PaceBus.com/Health](https://www.pacebus.com/Health) to subscribe to text/email alerts on this topic and stay informed.**

## CHECK BEFORE YOU RIDE

Please note that, due to the COVID-19 pandemic, many public places such as restaurants, retail stores and shopping malls have temporarily closed. Before traveling, please verify that the location you are traveling to is still open.

As the State's orders related to COVID-19 continue to evolve, Pace updates its policies and instructions for our riders. Passengers are encouraged to sign up for text or email alerts at [PaceBus.com](https://www.pacebus.com) and follow us on social media for up-to-date information. Stay up to date on ADA Paratransit news alerts and updates on our COVID-19 response by visiting [PaceBus.com](https://www.pacebus.com).



# PACE MAKES CHANGES TO PARATRANSIT OPERATIONS TO KEEP RIDERS HEALTHY



Pace has made several changes to its operations, with the goal of keeping you, your fellow riders, and our drivers safe and healthy. The safety and well-being of our passengers and operators is Pace's top priority.

are allowed to take precautions like these to protect the health and safety of passengers and operators.

Next, even though Pace has waived the fare for both paratransit and fixed route trips, please do your part to stop the spread of COVID-19 and limit your travel to essential trips. Pace is also trying, during this pandemic, to limit the number of people on each vehicle, with a goal of one rider per vehicle. As we work to provide individual trips on ADA Paratransit service, pick-up times may be limited. Please work with your call taker.

Pace has asked ADA Paratransit riders, especially seniors and those at higher health risk, to limit their travel on ADA Paratransit Service to essential trips. Please do your part to limit the spread of COVID-19 (coronavirus). Riders in Chicago should consider the Taxi Access Program (TAP). The fare on TAP trips is waived as of March 23.

First, as of April 8, to limit the risk of exposure to COVID-19, Pace operators (drivers) cannot physically assist passengers except to secure mobility devices (upon request). This is a temporary policy that will remain in place for the duration of the Governor's Stay at Home order. Passengers who need physical assistance while traveling are encouraged to bring a personal care attendant (PCA) with them. PCAs ride for free. Under federal DOT ADA regulations, transportation systems



## ***Pace Communication About Our Covid-19 Cases***

Pace is closely monitoring developments surrounding COVID-19 and following guidance from health authorities to ensure that we deliver our critical service safely and transparently. As such, we continue to share information any time a Pace employee or contractor tests positive for the virus. Those positive cases are posted on our website at [PaceBus.com/Health/Covid\\_19.asp](https://www.pacebus.com/Health/Covid_19.asp)

## **UPCOMING ADA ADVISORY COMMITTEE MEETINGS**

**Tuesday, July 28, 2020**  
**Tuesday, September 22, 2020**  
**Tuesday, November 24, 2020**

All meetings are held from 1pm to 3pm at Pace Headquarters (Room 132) 550 W. Algonquin Road Arlington Heights, IL 60005

## **STAY HEALTHY BY FOLLOWING C.D.C. GUIDANCE**

Pace recommends following guidance from local health authorities and the national Centers for Disease Control and Prevention (CDC). These rules are easy to follow and help keep you and others safe!

- 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.

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