

Safely Navigating

COVID-19 Onboard ADA Paratransit & Fixed Route



Pace is committed to keeping riders and drivers safe as the COVID-19 pandemic continues to unfold. In the months since the pandemic began, our teams have worked tirelessly to adapt operations and do our part to reduce the spread of the virus. But it takes teamwork to tackle the problems COVID-19 poses, so we're sharing our tips for a safer travel experience.

Tips for Keeping Yourself & Others Safe



Wear a face covering. 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.



People must maintain a 6-foot social distance from others in public spaces and when onboard our ADA Paratransit vehicles. Riders are encouraged to board and take their seat promptly and keep their distance from drivers and other riders throughout the trip's duration.



The national Centers for Disease Control and Prevention (CDC) recommends washing your hands regularly using soap (for a period of at least 20 seconds), covering your cough/sneezes and avoiding touching your eyes, nose and mouth.



Pace is advising riders, especially seniors and those at higher health risk, to limit their travel to essential trips only. And remember, if you're feeling sick, stay home!



Riders who are uncomfortable with the possibility of riding with another Paratransit passenger should consider utilizing Pace's Taxi Access Program for trips originating in Chicago. TAP fares are now being waived. Call 1-833-PACE-TAP (833-722-3827) to get enrolled.

Pro Tip: Check Before You Ride

Due to the COVID-19 pandemic, many public places, such as restaurants, retail stores and shopping malls have temporarily closed or adjusted their hours. Others may have new requirements you should be aware of prior to arriving. Make sure you verify that your destination is open and you're prepared before leaving your home.



How Pace is Protecting Riders & Drivers

We're doing our part to keep you, your fellow riders and your driver safe and healthy. To limit the risk of exposure to COVID-19, we are:



Disinfecting our fleet daily



Installing vinyl barriers between bus operators and fixed route vehicle doors



Informing the public on our website if Pace employees or contractors test positive for Coronavirus (visit [PaceBus.com/Health/Covid_19.asp](https://www.pacebus.com/Health/Covid_19.asp) for the latest updates)



During the pandemic, Pace was able to limit the number of people on each ADA Paratransit vehicle due to low ridership. Recently, ADA Paratransit ridership has been growing. Therefore, riders may find themselves riding with another passenger. Please be assured we still have rider safety utmost in mind. All paratransit vehicles in service are large enough to allow riders to sit six feet away from each other, and all riders and drivers are required to wear a face covering or mask inside the vehicle. Riders who are uncomfortable with the possibility of riding with another paratransit passenger should consider utilizing Pace's Taxi Access Program (TAP) for trips originating in Chicago.

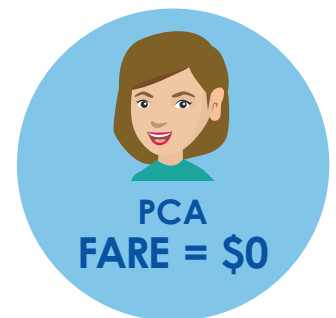


Reducing rider/driver interactions through a temporary policy that limits contact to securing mobility devices only (upon request)

Under federal DOT ADA regulations, transportation systems are allowed to take precautions like these to protect the health and safety of passengers and operators.

Important Notice

As drivers are currently unable to assist passengers beyond securing mobility devices, riders who need extra physical assistance are urged to travel with a personal care attendant (PCA) or family member. PCAs ride for free on ADA Paratransit vehicles. Be sure to reserve a seat for them when planning your trip.



Stay Informed:

The safety and well-being of our passengers and teams is Pace's top priority. 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.

Access all ADA Paratransit news alerts and updates on our COVID-19 response by visiting [PaceBus.com](https://www.pacebus.com).

