

Safely Navigating COVID-19 Onboard ADA Paratransit & Fixed Route



Pace is committed to keeping riders and drivers safe amid COVID-19. Since the start of the pandemic, 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



Get vaccinated. Do your part to protect yourself, your community and fellow Pace riders by getting a COVID-19 vaccine.



Wear a mask. Under federal law, anyone over the age of 2 who can medically tolerate a face covering is required to wear one while onboard Pace vehicles and at Pace facilities.



Stay home if you're sick. Reduce the spread of COVID-19 and other illnesses by avoiding travel if you're feeling sick, washing your hands regularly, covering your cough/sneezes and avoiding touching your eyes, nose and mouth.



Avoid unnecessary travel. Even as things return to normal, Pace is advising seniors and others at higher health risk to limit their travel to essential trips only.



Keep your distance if possible. Riders are encouraged to give other riders space in public areas and when onboard a Pace vehicle, as well as board and take their seat promptly.



Consider other accessible transit options. 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.

Please Be Patient as We Adapt to Increased Ridership

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 grown, and Pace is attempting to meet that need in the face of a nationwide shortage of drivers. Please be reminded that as a shared ride service, the bus may arrive within a 30-minute window of your pick-up time and your total travel time will include other passengers' stops. For the benefit of all riders, passengers should be ready to board the vehicle 5 minutes before the pick-up time. Drivers will wait 5 minutes after arriving or 5 minutes after the pick-up time, whichever is later. We ask that you be patient with our drivers and staff, as well as your fellow riders, as we adjust to this increased ridership.

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 continuing the following measures:



Disinfecting our fleet daily.



Providing barriers between bus operators and fixed route vehicle passageways.



Informing the public on our website about our response to COVID-19, including if Pace employees or contractors test positive. (Visit [PaceBus.com/Health](https://www.pacebus.com/Health) for the latest updates).



Offering contactless fare payment through our Ventra system.

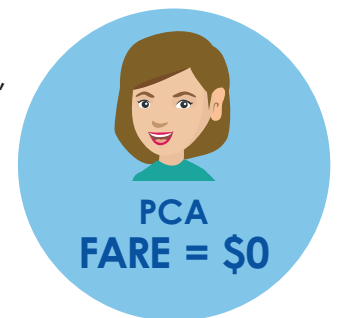


Allowing distance between riders on Pace ADA Paratransit vehicles, even as service increases. Though Pace can no longer limit the number of people on each ADA Paratransit vehicles due to increased rider demand, all Paratransit vehicles in service are large enough to allow riders to distance themselves from each other. Riders should expect other passengers will be onboard during their trip, but Pace is keeping safety top of mind by enforcing federal face covering requirements for both riders and drivers. 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.

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 providing limited assistance to passengers, 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).

