COVID-19 FAQs – Updated 6/16/2020 1:00 p.m.

SERVICE/FARES:

How long will TheRide operate reduced service?

We will operate on a reduced schedule for as long as there are concerns and directives imposed on traveling and social distancing. We will follow all orders and guidelines of federal, state and local authorities.

With businesses reopening, we are taking a cautious, phased approach to operating additional service that allows for social distancing. Temporary shuttle service from park and ride lots began on June 15, and additional temporary service will begin at the end of August.

The reduced schedule does not operate early enough for my job. Why can’t TheRide run an earlier schedule?

We understand that the reduced schedule that we are operating may not meet everyone’s needs. We do remain dedicated to providing transportation for essential employees and essential trips and will continue to monitor the situation and make adjustments when possible. With businesses reopening, we are taking a cautious, phased approach to operating additional service that allows for social distancing. Temporary shuttle service from park and ride lots began on June 15, and additional temporary service will begin at the end of August. Please contact us if you have a specific request.

Are fares being collected?

No, we suspended fare collection in March as a safety measure to keep our drivers and riders safe. We are exploring options to reinstate fare collection, but do not have a date of return.

I purchased and activated a 30-day pass. Will I get a refund?

- All 30-day passes activated from February 18 – March 17 can be replaced once our sales locations reopen
- Email sales@TheRide.org, call 734-996-0400 or visit https://www.theride.org/Fares-Passes/Store-3-17-20 for information on criteria for replacement passes

Are there any changes being made to A-Ride? GoldRide? NightRide? HolidayRide?

Only advance reservations for essential trips are provided on A-Ride and GoldRide. Riders do not pay a fare to ride. NightRide and HolidayRide service have been suspended until further notice. For the latest information about service, call 734-996-0400 or visit www.TheRide.org/Coronavirus.
**My ExpressRoute is not operating due to service reductions. What options do I have?**

- You can find information on parking services at the University of Michigan hospital by calling 734-764-8291 or at: https://ltp.umich.edu/contact-parking-customer-services/#form.
- If you are a necessary University of Michigan medical center employee, please contact call 734-764-1100 or email alt.trans@umich.edu if you would like to look into being matched with a VanRide Vanpool.

**Is service operating from the Park & Ride lots?**

- Green Road Park & Ride lot will only be served by Route 23
- Pioneer High School Park & Ride lot will only be served by Routes 24 & 25
- Miller Road Park & Ride lot will be served by the temporary Plymouth Road/Miller Road Park & Ride shuttle
- Plymouth Road Park & Ride lot will be served by the temporary Plymouth Road/Miller Road Park & Ride shuttle
- State Street & Tennis Center Park & Ride lots will be served by the temporary State Street Park & Ride shuttle

**Why did you eliminate NightRide? I use that to get to/from work.**

Reducing service levels across the system was not an easy decision. The amount of service provided by NightRide was more than what we could provide.

**Is GroceryRide still operating?**

Yes, we are still operating GroceryRide.

**Would TheRide consider running A-Ride earlier so those most vulnerable to the virus could shop at the stores at the designated times?**

A-Ride modified service hours are 8:00 a.m. – 8:00 p.m. No trips can be scheduled for later than a 6:45 p.m. pickup.

**Are there any restrictions to A-Ride trips?**

Due to the coronavirus outbreak, we are not scheduling rides for individuals with the following symptoms: a fever; an acute or worsening cough; or acute or worsening shortness of breath.

We are also not scheduling rides for individuals who have tested positive for COVID-19 or have come into close contact in the last 14 days with someone who has tested positive for COVID-19.
My A-Ride card expired. How do I get a new one?

A-Ride customers receive notice of an upcoming A-Ride card expiration 2 months in advance. Call 734-973-6500 to learn how to get a new A-Ride card.

I want to apply for a GoldRide card. How do I get one?

For information on GoldRide cards, please call 734-973-6500 or visit https://www.theride.org/Services/Senior-Services.

I want to apply for an A-Ride card. How do I get one?

To apply for an A-Ride card, please contact us at 734-973-6500 or visit https://www.theride.org/Services/A-Ride-ADA-Disability-Services

COVID SAFETY MEASURES:

Can TheRide refuse service to someone who is exhibiting symptoms of COVID-19?

TheRide does not have the authority to refuse service to anyone. We request that riders only take the bus for essential trips, stay home if they are sick, use cloth face coverings, wash hands frequently and follow all other federal, state and local orders and guidelines to reduce the spreading COVID-19 and any other contagious conditions.

How is TheRide enforcing the Governor’s order to wear face coverings in enclosed public space?

TheRide is requiring individuals that can medically tolerate facial masks to board wearing a face covering that covers their nose and mouth. A face covering includes a homemade mask, scarf, bandana or handkerchief. Signs are posted inside our buses and on the bus doors. Audible announcements that remind people to practice safety measures and to wear a face covering if medically able are being played on buses.
What precautions can riders take when using TheRide?

- Only use TheRide for essential trips
- Face coverings are required for those that can medically tolerate
- Approach the driver for emergencies only
- Use rear door to board and exit the bus
- Practice social distancing
- Avoid those who are sick when possible
- Stay home if you are sick
- Cover your mouth and nose when coughing or sneezing
- Wash your hands for 20 seconds or use an alcohol-based hand sanitizer
- Avoid touching your face
- Clean and disinfect frequently touched surfaces

What are you doing to keep your buses and facilities clean?

- All vehicles and facilities are being regularly cleaned and high-touch areas disinfected with protocols as recommended by the CDC
- Vehicles are being cleaned twice a day
- All staff continue to receive a supply of sanitization supplies and are encouraged to follow the CDC’s hygiene guidelines

Why are the transit centers closed?

Transit centers are closed to help stop the spread of the COVID-19 virus and to maintain social distancing.

What is TheRide doing to encourage social distancing?

- Signs to keep riders 6 feet from each other are on bus seats, benches, buildings and shelters at Transit Centers
- A yellow line on the bus floor is marked 6-feet between the driver and riders
- Fewer passengers are allowed on each bus. The driver will monitor this and contact a dispatcher to send another bus to serve remaining passengers along the route.
- Riders are to board and exit from the rear door unless they need to use the ramp
- Buses are being equipped with a plastic barrier separating the motor coach operator (MCO) and the passengers
- The Blake and Ypsilanti Transit Centers and the front desk at 2700 S. Industrial are temporarily closed
- Fares are not being collected
- TheRide has instituted social distancing among employee work environments, with many staff working remotely, all business travel canceled, and in-person meetings discouraged
I lost something on the bus, how do I know if it was found?

- TheRide has temporarily suspended lost and found collections until further notice. TheRide will attempt to secure wallets/purses and cellphones wherever possible. TheRide is not responsible for lost items. If you believe you lost your wallet, purse or cellphone on the bus, you can call 734-996-0400.

What is TheRide doing to comply with the Governor’s order to ensure employees who must go to work aren’t sick?

Each time an employee enters a building they are screened using the guidelines provided by the Washtenaw County Health Department. Anyone who doesn’t pass the screening are not allowed to work.

Will TheRide be forced to close by the government?

This is an uncertain time and we are making changes quickly. We will continue to monitor the situation and comply with the Governor’s Executive Orders. As of now, we remain critical infrastructure.

Do you expect long term impacts to TheRide as a result of COVID-19?

There are a number of unknowns regarding the COVID-19 pandemic. However, we remain committed to serving our community. As soon as we are able to, based on federal, state and local guidelines and orders, as well as workforce availability, we will gradually reintroduce service.

In terms of budget impacts as a result of COVID-19, that is likely. We are keeping close track of all of our expenses incurred as a direct result of COVID-19. When we made the decision to not collect fares, we analyzed the lost revenue as well but agreed that this was the right decision to stop the spread of the virus.

Has TheRide laid off any employees?

On April 29, 2020, TheRide announced a reduction of workforce by 15%. The reduction of staff included union and non-union staff and was a very difficult decision. In addition to the layoffs, the CEO and two Deputy CEOs took a 10% pay cut.

Will the staff lay-offs further reduce service?

The layoffs are designed to avoid further service reductions and will enhance the ability to restore service once businesses and schools begin to reopen.