



Message from CEO, Matt Carpenter

COVID-19 UPDATE: March 17, 2020

To our valued riders,

As the situation regarding Coronavirus (COVID-19) continues to change daily, we continue to uphold the safety and security of our passengers and employees as one of our highest values. As COVID-19 is impacting our community, we wanted to provide an update to you on how we are addressing this at TheRide.

We are taking numerous steps to prevent the spread of the virus, as we know that our community relies on us to get to work, medical appointments and grocery stores.

### **Free Fares**

Beginning March 18 and until further notice, TheRide will temporarily suspend the collection of fares on all fixed-routes and demand response services to limit passenger and driver interaction.

### **Route Reductions**

Due to lower demand for our services, we will be announcing our plans to reduce service levels on March 18. While our service is still running, we urge you to follow the directions of health officials and not travel unless absolutely necessary.

Service on AirRide, direct service to Detroit Metro Airport from the Blake Transit Center has been suspended until further notice.

### **Customer Service**

The Ypsilanti Transit Center, Blake Transit Center and our front desk at 2700 S. Industrial Highway will be closed to the public beginning Wednesday, March 18. However, our information specialists will still be available for route information, reservations for A-Ride and other business-related questions during normal business hours.

We encourage you to visit [TheRide.org](https://www.theride.org) to stay up to date on our service.

### **Additional Precautions**

- All vehicles and facilities have been sanitized and disinfected with protocols as recommended by the CDC
- We continue to supply sanitization supplies to all our staff and encourage them to follow the CDC's hygiene guidelines
- We are instituting social distancing among employee work environments, with many staff working remotely, canceled business travel, and in-person meetings discouraged

We remain dedicated to the health and safety of our riders and employees. We will do all we can to keep our community as safe as possible. The above steps will happen for a rolling two-week period and will be reassessed daily.

Sincerely,

Matt Carpenter  
TheRide Chief Executive Officer