



COVID-19 FAQs – Updated 8/27/2020 12:00 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.

TheRide is introducing a new temporary service plan that will begin on August 30. The plan is temporary, though an end date is not established.

How did you decide what routes to suspend and what routes to keep with the temporary service plan?

We had five guiding principles when developing the temporary plan:

- 60% of previous service hours
- Focus on high ridership routes
- High frequency to allow for social distancing
- Simplify routing to ease the ability to add overflow buses
 - A full bus is 20 people, a third of what a full bus was pre-pandemic
 - We are simplifying routes by eliminating route variations and few interlined routes to help add service as ridership increases
- Use FlexRide (demand response) where fixed route is not practical

Are fares being collected?

Fare collection resumed on August 2. Fares may be purchased at:

Blake Transit Center: Monday – Friday, 7:00 a.m. – 7:00 p.m., Saturday, 7:00 a.m. – 6:00 p.m.

TheRide Main Office (2700 S. Industrial): Monday – Friday, 8:00 a.m. – 5:00 p.m.

<https://www.theride.org/fares-passes/buy-online>



I purchased and activated a 30-day pass right before TheRide temporarily suspended fare collection. Will I get a refund?

- All fixed route 30-day passes activated from February 18 – March 17 can be replaced
- In order to get a replacement, you must do the following:
 - Have your original pass
 - The pass must show that it was activated between February 18-March 17 according to what was printed on it from the farebox upon first use
 - If a pass was purchased between February 18-March 17, but not used, it is still valid for use
 - Go in-person to the Blake Transit Center or TheRide’s main office (2700 S Industrial) during business hours
 - This exchange is available until January 20, 2021
- More information can be found at TheRide.org, or you can email sales@TheRide.org or call 734-996-0400 to ask a question.

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

As of August 1, 2020, the A-Ride service will be as follows:

- All service will be provided by TheRide employees instead of using a subcontractor
- Lift vehicles, including lift equipped vans will be used, and sedans will no longer be used
- Weekday service will be 6:00am-9:15pm with the last trip dropped off no later than 9:15pm
- Weekend service will be 7:00am-8:15pm with the last trip dropped off no later than 8:15pm
- Reservations will be allowed up to 3 days in advance
- Customers will be picked up and dropped off at the curb nearest to the origin and destination
- Reservations can be made from 8:00am-5:30pm Mon.-Fri and 08:00am-5:00pm on the weekends.
- A-Ride will be accepting trip requests for next day service through a voicemail system following holidays when TheRide does not operate services. Please speak clearly and leave your **Name, ID number, requested pick-up time, requested returned time, pick-up location, and drop-off destination.**

As of August 1, 2020, the GoldRide program will be updated as follows:

- Persons ages 65 years of age or older are eligible to apply and receive a GoldRide identification card
- All GoldRide cardholders can travel for free on TheRide’s fixed-route service
- **Shared-ride trips in sedans and small buses for GoldRide cardholders will be suspended until further notice**

Beginning August 30, NightRide and HolidayRide service will be replaced by FlexRide, 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?

- If you are an employee of a downtown Ann Arbor business, you can contact the getDowntown program at info@getdowntown.org for information on your options.
- If you are commuting to the University of Michigan medical or central campuses and are interested in alternatives to driving, please call 734-764-1100 or email alt.trans@umich.edu for information on available options.
- You can find parking information for downtown Ann Arbor at a2dda.org, or for the University of Michigan at <http://ltp.umich.edu>.

Is service operating from the Park & Ride lots?

All Park & Ride lots will be served using a restructured route plan, visit TheRide.org for more information.

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

As of August 30, Night service is now served through FlexRide. Learn more at <https://www.theride.org/services/holiday-late-night-service>.

Is GroceryRide still operating?

Yes, we are still operating GroceryRide.

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/accessible-senior-service>.



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/accessible-senior-service>.

COVID SAFETY MEASURES:

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

We request that riders only take the bus for essential trips, stay home if they are sick, use a face mask, 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?

With the latest executive order, face masks must be worn when waiting for and riding on a bus. Drivers will have a small quantity of face masks available if a rider tries to get on without one. A face covering includes a homemade mask, scarf, bandana, or handkerchief. Signs are posted inside our buses and on the bus doors.

What precautions can riders take when using TheRide?

- Only use TheRide for essential trips
- Face masks are required by law when waiting for and riding the bus
- Approach the driver for emergencies only
- 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

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

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
- 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.
- Buses are equipped with a plastic barrier separating the motor coach operator (MCO) and the passengers
- The Blake Transit Center and the front desk at 2700 S. Industrial are temporarily closed for all activities except customer fare transactions. The Ypsilanti Transit Center remains closed
- TheRide has instituted social distancing among employee work environments, with many staff working remotely, all business travel canceled, and in-person meetings discouraged

Have the transit centers re-opened?

- The Blake Transit Center is open for sales transactions only during the following times:
 - **Blake Transit Center:** Monday – Friday, 7:00 a.m. – 7:00 p.m., Saturday, 7:00 a.m. – 6:00 p.m.
 - **TheRide Main Office (2700 S. Industrial):** Monday – Friday, 8:00 a.m. – 5:00 p.m.
 - **TheRide Main Office (2700 S. Industrial):** Monday – Friday, 8:00 a.m. – 5:00 p.m.
 - **Ypsilanti Transit Center:** Remains closed
 -
- Tokens, passes and scrip may be purchased, FareDeal cards can be obtained at both locations and restrictions and safety measures are in place. Loitering is not allowed, and bathrooms are closed to the public.

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 whenever possible. If you believe you lost your wallet, purse or cellphone on the bus, you can call 734-996-0400
- TheRide is not responsible for lost items

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.