



## COVID-19 FAQs – Updated 10/21/2020 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.

TheRide introduced a temporary service plan that began on August 30. In mid-November, we will be implementing some updates to the service plan as a step towards restoring service.

#### **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.

Other in person locations can be found at: <https://www.theride.org/fares-passes/buy-person>

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

You can purchase mobile tickets by downloading the [EZfare](#) app.



**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](mailto: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 operates as follows:**

- All service is provided by TheRide employees instead of using a subcontractor
- Lift vehicles, including lift equipped vans are still used, however, sedans are no longer used
- Weekday service is 6:00am-9:15pm with the last trip dropped off no later than 9:15pm
- Weekend service is 7:00am-8:15pm with the last trip dropped off no later than 8:15pm
- Reservations are allowed up to 3 days in advance
- Customers are 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 is 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 operates 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 has been suspended until further notice

**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](mailto: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](mailto:alt.trans@umich.edu) for information on available options.
- You can find parking information for downtown Ann Arbor at [a2dda.org](http://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](http://TheRide.org) for more information.

**Is there a service I can use when the buses do not operate?**

Yes, we offer late night and holiday service when regular fixed-route service is not available through [FlexRide](#).

**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 enforce use of the bus for essential travel only?**

We rely on the community to follow orders and guidelines to comply with using the bus for essential travel only.

#### **Is TheRide still enforcing face masks on buses and at bus stops since the Governor's order has expired?**

While the Governor's executive order is no longer in effect, the Michigan Department of Health and Human Services (MDHHS) has issued an emergency order requiring masks in public places. Face masks must continue to 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.

All employees are required to follow the most up to date face covering directions.

#### **What precautions can riders take when using TheRide?**

- Only use TheRide for essential trips
- Face masks are required 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
- 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 multiple times per 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 buses, 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, when able.
- 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 27 00 S. Industrial are open to purchase fares only
- 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 to purchase fares only. The Ypsilanti Transit Center remains closed.

**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 is 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.

**Is TheRide adequately staffed to provide service?**

We are maintaining sufficient staff levels to provide the services available. We are calling back laid-off staff as needed in order to ensure there is sufficient staffing levels.