

# Ready to Ride Again?

A guide for returning safely to the Chicago region's transit system

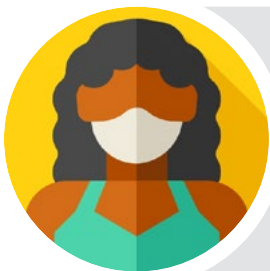


Metra



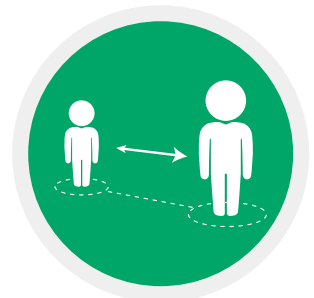
As the Chicago region moves forward with a phased reopening, the Regional Transportation Authority (RTA) wants to share best practices and tips for staying safe while riding CTA, Metra, and Pace. Transit is the backbone of the region's economy and has continued to carry essential workers throughout the pandemic. As more riders return, they should feel confident that the region's transit operators are doing all they can to ensure the system is safe, clean, and ready to get them where they need to go.

## No matter how you ride, remember:



**Keep practicing pandemic hygiene:** Wear a mask or face covering when riding. Wash your hands before and after traveling. Limit interaction with high-touch surfaces.

**Social distancing still applies:** Practice physical distancing by adhering to safe distance markers in stations and vehicles or staggering seating.



**We're all in this together:** Try to be patient and allow for extra travel time. Be willing to avoid crowded vehicles, wait for the next train or bus, or move to another rail car, if necessary.

**Use Ventra for contactless pay:** Ventra allows for contactless payment on CTA, Metra, and Pace.

[www.ventrachicago.com](http://www.ventrachicago.com)



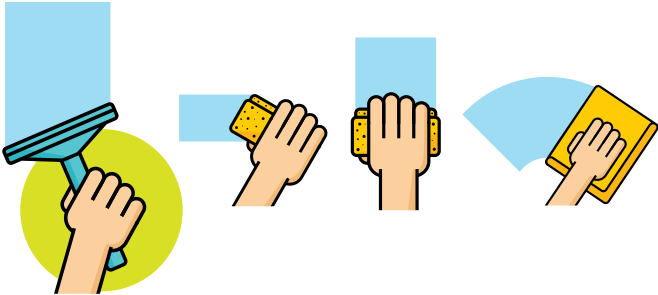
**Stay home if you feel sick:** Even though we are well into Phase 4, the phrase "stay home and save lives" still applies. If you feel ill, please stay home and if you feel you need medical attention, please reach out to your provider.

# What you need to know about riding CTA:

- CTA committed to run full service throughout the pandemic and will continue to do so, adding longer trains and buses to some routes to allow for social distancing.
- Buses and trains have passenger limits (approximately 15 passengers on a standard 40-foot bus, 22 customers on a 60-foot bus or train car).
- Face masks/coverings are required on all CTA property.
- CTA uses cameras to monitor high-ridership stations, and makes announcements to customers if a platform becomes too crowded.
- CTA’s Ridership Information Dashboards provide info on [bus](#) and [train](#) crowding, helping riders better plan their trips to avoid traveling during heavy ridership periods.
- CTA continues to distribute “Travel Healthy Kits,” with reusable facemasks, hand sanitizer and healthy riding tips.
- Look for more updates at [www.transitchicago.com](http://www.transitchicago.com).

## How CTA is keeping vehicles and stations clean:

- **Cleaning BEFORE service:** Every rail car and bus is cleaned before it leaves for daily service—this includes wiping down seats, stanchions, grab handles and surfaces with disinfectant, as well as sweeping and trash removal.
- **Cleaning WHILE IN service:** Workers disinfect the high-touch surfaces of rail cars at all terminals after they finish a run and before they turn around for another run. Workers have also been stationed at the Navy Pier, Jefferson Park, Howard and Midway bus terminals to clean high-touch surfaces of buses serving 30 different routes.
- **Routine deep cleans:** In addition to the daily cleanings, all vehicles undergo a routine “deep clean,” which entails intensive cleanings of the interior surfaces from the top of windows to the floor. Each night of the week, approximately 300 vehicles -- 150 rail cars and 150 buses -- are deep cleaned. As part of this process, crews use a 3-in-1 product that cleans, disinfects, and deodorizes all surfaces of the vehicles.
- **New cleaning techniques:** CTA is using new eMist devices to apply cleaning solution as a mist, providing for more thorough coverage. The agency is testing new anti-microbial products on the interior of vehicles that prevent certain materials from sticking to treated surfaces for an extended period of time. CTA is also investigating UV light cleaning, currently being pilot tested by New York City.
- **Mobile cleaning SWAT teams:** Ten 4-5 member mobile teams will be deployed across the system to power wash CTA stations.



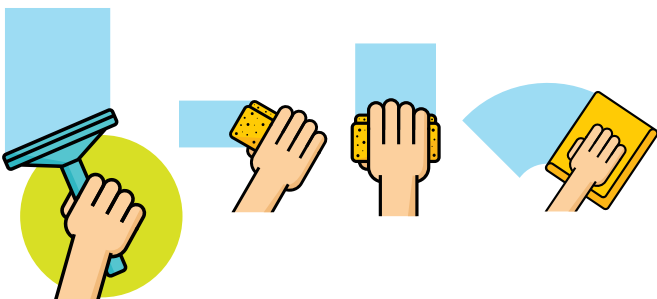
## What you need to know about riding Metra:



- Metra made service changes during the pandemic. The best way to stay up to date on services is by visiting [www.metrarail.com](http://www.metrarail.com).
- As ridership grows, Metra will add cars to trains and add trains to the schedule to allow for passengers to physically distance as much as and for as long as possible.
- Metra will aim for trains that are no more than half full, meaning one passenger per two-seater on the lower level and one passenger every other seat on the upper level.
- Metra is now offering a \$10 All-Day Pass and strongly encouraging customers to buy it in the Ventra app, giving them a “Touch Less, Pay Less” option to ride its trains safely and affordably.
- Metra has a ridership dashboard to show how many riders are on our trains to help customers make informed decisions about their trip. Find it at [www.metrarail.com/dashboard](http://www.metrarail.com/dashboard).

## How Metra is keeping vehicles clean:

- Metra has spent the last few months deep cleaning its more than 1,000 railcars.
- Metra is cleaning and disinfecting all high-touch areas (such as seats, seat handles, armrests, door handles, handrails, vestibule posts and handholds) as frequently as possible, at least once a day. It also will continue to thoroughly clean and disinfect toilets and toilet areas at least once a day.
- Metra has installed two touchless hand sanitizer dispensers on all cars, in addition to the dispensers in the toilet areas.
- The agency is cleaning Metra-maintained stations multiple times a week with special attention to disinfecting high-touch surfaces. Extra crews will work to clean and disinfect downtown stations.
- Metra has added to its inventory of hygienic supplies including hand sanitizers, sanitizing wipes and disinfectants so employees have ample amounts of these essential supplies.



## What you need to know about riding Pace and ADA Paratransit:



- Many Pace routes have been adjusted during the pandemic. To be sure you have the latest service information, check before you ride. Is your destination open? Is Pace running regular service on that route? Look for more updates at [www.pacebus.com](http://www.pacebus.com).
- On fixed route, Pace continues to limit seating where possible to encourage social distancing.
- Pace continues to work on providing individual trips on ADA Paratransit when possible.
- Passengers who need physical assistance are encouraged to ride with a personal care attendant. For the safety of our passengers and operating personnel, assistance will be limited to the securement of mobility devices upon request.
- Passengers are asked to limit non-essential travel.
- Wear a facemask while travelling on Pace vehicles (per Executive Order 2020-32) and use hand sanitizer.
- Medical personnel ride free on Pace fixed route bus service when presenting a valid ID until further notice.
- City of Chicago Taxi Access Program (TAP) fares are waived until further notice.
- Passengers are encouraged to sign up for Pace email alerts at [www.pacebus.com](http://www.pacebus.com) and follow Pace on social media for the most up-to-date information.

## How Pace and ADA Paratransit are keeping vehicles clean:

- Pace cleans and sanitizes buses nightly and has added an extra disinfecting step to the nightly cleaning regimen.
- When possible, windows are opened to allow for additional ventilation.
- Frontline employees are provided with supplies such as hand sanitizer, disinfecting wipes, gloves, and masks.
- Pace has installed vinyl barriers around bus operators for the protection of the bus operators and passengers.
- High-touch surfaces are disinfected regularly.
- To learn more about how Pace is keeping you safe, please visit [www.pacebus.com/health](http://www.pacebus.com/health).

