

Metro To Suspend Fare Collection & Modify Service Schedule Beginning March 29

MARCH 24, 2020

Effective Sunday, March 29, Metro will temporarily suspend all fare collection and implement a modified service schedule to continue providing essential service to the community as safely as possible, while balancing service level needs.

CINCINNATI – Effective Sunday, March 29, Metro will temporarily suspend all fare collection and implement a modified service schedule to continue providing essential service to the community as safely as possible, while balancing service level needs.

Metro will continue to operate with most weekday routes operating on a Saturday schedule until further notice. The following routes: 1, 28, 38X, 42X, 50, 67X, 71X, 82X, 85 and Metro*Plus will continue to operate on their current weekday schedule. Express routes with a local route option will not operate.

See route modification information here: <https://www.go-metro.com/mapsandschedules>

Metro’s sales office will be closed starting Monday, March 30, 2020, until fare collection resumes.

_Metro’s TEMPORARY exchange policy:

- No cash refunds will be given.
- If you have activated a paper 30-day rolling pass purchased at the sales office or from a ticket vending machine BEFORE MARCH 29 you may return it to Metro to receive a replacement pass with the remaining unused days to be used once fare collection resumes.
- If you have activated a 30-day rolling pass on your smartphone purchased through the Transit app BEFORE MARCH 29, Metro will credit your account with 1-day pass for each UNUSED day remaining on the pass to be used once fare collection resumes.
- Download a 30-day rolling pass exchange claim form here.
- If you have purchased an April Fare Deal sticker, Metro will replace it for a current monthly sticker when fare collection resumes. Just bring it back to the sales office when it reopens.
- Please retain non-activated 30-day rolling passes, regional stored-value cards and unused Access tickets for use when regular fare collection resumes.

“I am incredibly thankful to all of Metro’s employees and to our operators who are on the frontlines ensuring that we are able to continue providing this critical service to our community during this unprecedented time,” said Darryl Haley, Metro’s CEO & General Manager. “This service modification will allow us to continue providing service for those who depend on us to get to work, grocery stores and other essential travel in the safest way possible, while adjusting to service level needs.”

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to walk-in customers.

- Practicing social distancing in all workplaces.
- Temporarily changing the “No Facial Coverings” policy to allow surgical masks to be worn by operators and customers while riding the bus.

Here are some ways you can help prevent the spread of coronavirus:

- Use Transit with EZFare to pay your fare to reduce interaction with bus operators.
- Practice social distancing by not sitting close to other passengers while riding.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth. Wash your hands often with soap and water for at least 20 seconds.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Stay home when you are sick.

For the latest Metro news and service updates, please sign up for [Cincy EZAlerts](#) to get text or emails notifications about the routes you ride.

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