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News

COVID-19 Updates

Wednesday, September 2, 2020/Categories: [SMART News](#), [Featured Homepage News](#)

Posted June 8th, 2020

[June 8th Service Changes](#)

Posted June 4, 2020

[SMART COVID-19 Safety Playbook](#) coordinates our efforts to keep employees and riders safer, provide clear guidance on what to do, and make all SMART staff aware of all our COVID-19 mitigation measures – both

front-and-center and behind-the-scenes.



Posted Date 4/27/2020

[April 27th Service Changes](#)

Posted Date 4/21/2020

[New Connector COVID-19 Rules](#)

Posted Date: 4/8/2020

SMART is [suspending commuter routes](#) that will be replaced with advanced reservation shuttles. All other routes will still be running the March 31st service reduction.

Posted Date: 4/3/2020

[SMART implemented another round of service reductions starting March 31, 2020.](#) As the COVID-19 pandemic continues, SMART is committed to providing service for those who have no other alternative transportation to make essential trips to work, grocery stores and for necessary, schedule appointments such as dialysis treatments. SMART is identified as 'critical infrastructure' and its employees deemed essential workers in the Governor's Executive Order 2020-21 to Stay Home, Stay Safe.

[The schedule look up can be found online.](#)

Posted Date: 3/23/2020

SMART will continue to provide bus services after mass transit service and its workers were identified as 'critical infrastructure' in the Governor's Executive Order 2020-21. Mass Transit services and our workers are listed as Essential Critical Infrastructure Workers in the published list from The Cybersecurity and Infrastructure Security Agency (CISA). [Read the full press release.](#)

Posted Date: 3/19/2020

In response to the daily changes in our life related to Coronavirus (COVID-19), SMART is instituting a service reduction plan beginning Monday, March 23, 2020. Learn more at [SMART Reduced Service Information.](#)

Posted Date: 3/18/2020

SMART has hired a company to perform electrostatic microbacterial spray treatments of the buses and the terminals which include the kitchens, restrooms, driver's lounge, maintenance lounge and the front office. This service creates a coating that kills current and future germs for approximately 7 days. We will be applying this treatment regularly until further notice. The first application of the spray treatment at all three terminals was applied Wednesday night.

Posted Date: 3/17/2020

New Updates:

- All SMART service is currently operating until further notice
- Bus service reductions will begin soon due to declining ridership
- Free rides continue on all service until further notice
- Updates on SMART service can be found at www.smartbus.org

SMART is continuing to operate full service until further notice. However, fixed route bus service reductions will begin soon due to declining ridership. The reduced bus service is designed to maintain the existing geographic route coverage and similar hours of service with reduced frequency. SMART will provide ample public notice prior to the reduction of service.

[SMART Takes Additional Steps in Response to COVID-19](#)

Posted Date 3/16/2020

SMART plays an important role in protecting the health of our employees and the riding public and is taking a number of steps to prevent the spread of the virus. See the press release below!

[SMART takes steps to protect riders and employees to prevent the spread of COVID-19](#)

Posted Date 3/14/2020

SMART wants you to know your safety and well-being is of utmost importance to us. To ensure that we take the necessary steps, we have been actively monitoring the Novel Coronavirus (COVID-19) to learn the best ways to address the health and safety of our drivers, riders, staff and the community. We are following the guidance from various public health officials and government agencies including the Centers for Disease Control and Prevention (CDC), our local County Public Health Departments and the Michigan Department of Health and Human Services. We also are in communication with the Michigan Department of Transportation (MDOT) and the Federal Transportation Administration (FTA). We will continue updating this site with more information.

SMART plays an important role in protecting the health of our employees and the riding public and is taking a number of steps to prevent the spread of the virus. The goal at SMART during these challenging times is to maintain current service levels and keep the Authority operating at full capacity.

Steps We Are Taking

- We are following the guidance from various public health officials and government agencies including the Centers for Disease Control and Prevention (CDC), our local County Public Health Departments and the Michigan Department of Health and Human Services.
- SMART staff has participated in webinars with various organizations including the American Public Transportation Association (APTA) to gain any insight from other transit agencies that have experienced similar situations.
- In communication with Michigan Department of Transportation (MDOT) and the Federal Transportation Administration (FTA).
- SMART Maintenance team is performing its nightly cleaning routine.
 - We are using CDC recommended industrial-strength antibacterial products.
 - Wiping and spraying with disinfectant high-touch areas throughout the bus and in/and around the driver seating area.

- We have already taken steps to prevent the spread of the virus by ordering additional anti-bacterial products for distribution to our drivers and employees.

Things you can do to prevent spreading germs

SMART has communicated with our employees on the proper hygiene to stay healthy. We encourage, you, our riders to take these steps, as well, to keep yourself and others around you safe and stop the spread of viruses.

- Avoid touching your eyes, nose and mouth with unwashed hands.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash. If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Clean and disinfect surfaces frequently touched at work and home.
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol content.

Please know SMART is doing everything reasonable to make it safe for our passengers to continue to ride and prevent the spread of the virus. We are monitoring the situation and will take the necessary actions to best address this situation as it evolves. We will be diligently updating our website, smartbus.org with any updates for our riders.

Community Partners

Any rider looking to learn more about how their community transportation is operating during this time will need to reach out to their city or community. This information is available on our [community page](#).

Additional Information

Corona Virus Update ([English](#)) ([Spanish](#)) ([Arabic](#))

Additional Resources

[Center For Disease Control and Prevention \(CDC\)](#)

[World Health Organization \(WHO\)](#)

[Michigan Department of Health and Human Services \(MDHHS\)](#)

COVID-19 Hotline, Open Seven Days a Week from 8AM-5PM. #1-888-535-6136

SMART Information Published

[Officials Increase Cleaning, Sanitizing of Buses, Streetcars as Coronavirus Concerns Rise](#)

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