

Orders Library exhibit (web page capture)

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Metropolitan Council's response to COVID-19

In response to the state's pandemic emergency, Metropolitan Council critical services continue to be available, though our facilities are closed to walk-in traffic and many staff are working remotely. Council public meetings are available for the public to follow remotely.

More about the Met Council response to COVID-19

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Our response to COVID-19

Understandably, the spread of COVID-19, also known as the coronavirus, has raised questions about what we're doing to respond.

While the situation continues to evolve, we know we must do everything we can to help our customers and drivers stay safe while continuing to provide the essential transportation services our region depends on. That means staying in close contact with public health experts and being prepared to respond to any new developments.

Subscribe to updates

We will provide updates if there are any impacts related to our services or facilities. [Sign up for COVID-19 email alerts >](#)

Learn more about COVID-19

At this time, state public health experts continue to stress that we all have a responsibility to help prevent the spread of germs by:

- Regularly and thoroughly washing our hands
- Covering coughs and sneezes
- Staying home when we feel sick
- Traveling for essential trips only, especially if you need to use public transit
- Practicing social-distancing, leaving at least 6 feet between you and other people, even when you're outside

While these precautionary measures are important, they are just one part of the larger, community-led effort to prevent the spread of germs. Please continue to do your part by staying informed and following the advice of the Minnesota Department of Health.

- Minnesota Department of Health: Coronavirus Disease 2019 (COVID-19)
- Enfermedad del Coronavirus 2019 (COVID-19)
- Koronafayraska Cusub ee 2019
- Coronavirus Disease 2019 (Vietnamese)
- 2019 Novel Coronavirus (Hmong)
- မိုးရိုးနွယ်ရောဂါ(စ)တစ်ခုကို ခြိမ်းခြောက်နေသော 2019 (Karen)
- Centers for Disease Control: Coronavirus Disease 2019 (COVID-19)

Facilities closed to the public

In response to the state's peacetime emergency, Metropolitan Council critical services continue to be available, though our facilities are closed to walk-in traffic and many staff are working remotely.

Sewer Availability Charge

During the governor's order on outdoor-only seating for restaurants, no SAC determination is needed for new or additional outdoor seating. However, cities will still need to notify the SAC program of outdoor activity in the event the facilities become permanent when the order is lifted. Please e-mail SACprogram@metc.state.mn.us for details.

Our fleet and facilities

In response to the virus, we have stepped up our efforts to clean buses, trains, and public facilities. Our buses, trains, stations, and select other public facilities are being disinfected as often as resources allow; the frequency of these efforts depends on staffing, supplies, and the need to keep vehicles in service.

We continue to review what additional steps could be taken, if appropriate.

Metro Mobility and Transit Link

For the safety of our drivers, customers and the public, all Metro Mobility and Transit Link rides are for essential needs only. **All non-essential trips should be cancelled.** For essential riders using the service, you should wash your hands before riding, wear a cloth face covering, cover coughs and sneezes, take precautions to keep physical distance between yourself and others, and stay home if you're sick.

Face coverings are required on board all Metro Mobility and Transit Link buses. Thank you in advance for taking this additional step to help protect those around you.

We are doing everything we can to ensure the safety of anyone who uses Metro Mobility and Transit Link.

- Drivers are taking extra time to wipe down interior touch points with disinfectant after each passenger trip.
- We are fully disinfecting buses as they return to the garage.
- Operators may wear cloth masks while driving. Operators are required to wear masks while escorting and securing customers.
- Metro Mobility is providing free transportation for essential healthcare workers. Learn more about the service and how to reserve a ride.
- Metro Mobility and Transit Link are providing grocery and household essential pickup and delivery. Read details about our pickup and delivery service.
- Walk-in customer support for Metro Mobility has been discontinued.

Contact information

Metro Mobility

- 651-602-1111
- TTY: 651-221-9886
- metromobility@metc.state.mn.us

Transit Link

- 651-602-LINK (5465)
- transitlink@metc.state.mn.us

Metro Transit

Metro Transit is operating a reduced service schedule. Trips should be for essential purposes only. Follow these other guidelines if you must ride:

- Customers will board and exit vehicles through the rear door. Anyone who needs to board through the front is allowed to do so. Fares will be collected off vehicles (METRO Green and Blue, A and C Lines) or through the mobile app.
- When boarding, if the bus or train does not have space to allow adequate social distancing, the operator will display "Next Bus Please" on the overhead sign, notifying customers that they need to wait for the next trip.

- Keep distance between you and others, especially the driver
- Cover your nose and mouth with a fabric face covering while riding or at transit stops or stations.

Learn more about Metro Transit's response to COVID-19.

Metro Transit Customer Relations

612-373-3333

[Metro Transit contact form](#)

Construction projects continue

Construction on Southwest LRT and regional sewer improvement projects will continue; they are exempt from the Governor's stay-at-home order. Staff on construction sites continue to practice precautions (staying home when sick, social distancing, etc.). Project managers will monitor conditions and share additional updates as the situation evolves.

Metro HRA

Metro HRA offices are closed to the public. For more information, call 651-602-1428.

Metro HRA has adjusted inspection processes and is conducting meetings remotely. [Learn more about Metro HRA's response to COVID-19.](#)

Met Council public meetings

The Metropolitan Council will continue to hold meetings to conduct essential business. In response to the COVID-19 pandemic, Council facilities are closed to the public and official business meetings will be conducted remotely, under Minnesota Statutes, section 13D.021. Where possible, meetings will be streamed live and recorded. Alternatives will also be offered, when necessary. We encourage you to follow the action remotely.

[Upcoming meetings](#)