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News & Events

Metro Transit's response to coronavirus (COVID-19)

Last update: Thursday, July 30

As the region continues to respond to the COVID-19 pandemic, customers are encouraged to watch for service updates and take steps to protect themselves and others whenever they ride.

Here's what to expect when you're onboard Metro Transit

KEEP IT CLEAN

All buses and trains are sanitized daily – every surface, every time. We use CDC-approved disinfectants with each cleaning.

MAKE IT TOUCH-FREE

Metro Transit encourages customers to avoid touching the farebox or card reader by paying with a touch-free Go-To Card or the Metro Transit app. Beginning Aug. 1, enter through the front door on buses (any door on METRO lines); onboard fare payment is required on buses. Coins, tokens, dollar bills and passes are still accepted.

COVER IT UP

Face coverings are required for all customers, with limited exceptions. One of the simplest and most effective ways to prevent the spread of COVID-19 is to cover your mouth and nose with a mask, scarf, bandana or any other kind of cloth. Children under age 2, or those who have trouble breathing or are unable to remove the face covering without assistance are exempt.

SPACE IT OUT

There's only so much space on a bus or train. To help customers maintain social distancing, no more than 10 people may be allowed on a 40-foot bus, and no more than 15 people may be allowed on a 60-foot bus at a time (drivers may exercise some discretion).

When a bus has reached capacity, drivers will display “Next Bus Please” and make an effort to inform those who cannot board when the next bus may arrive. Ridership is being actively monitored to determine where more service and larger buses are needed.

IN THE FRONT, OUT THE BACK

Those who are able should leave buses through the back door to increase social distancing. It also eliminates crowding at the front of the bus as customers are boarding.

IT'S EVERYONE'S RESPONSIBILITY

It's important for Metro Transit employees and customers to work together to limit the spread of COVID-19. We're In This Together!

Do your part

If you have another travel option, please use it to make more space available for those who rely on transit. Other things you can do:

- **Practice good hygiene.** Wash your hands frequently and thoroughly, and use hand sanitizer when hand washing isn't possible. If you need to cough or sneeze, use a tissue or a sleeve (and don't leave anything behind, please).
- **Stay home if you are sick or fear you may become sick.** If you are showing symptoms of COVID-19 or suspect you might have been exposed to someone with COVID-19, don't ride until you have consulted with a medical professional. COVID-19 testing is readily available and, in many cases, free.

For the latest information on Minnesota's response to COVID-19, visit mn.gov/covid19.

Other things we're doing

- **Safeguarding and supporting staff.** In the same way that we ask customers to avoid transit when they are ill, we are asking all our employees to be vigilant about protecting their health and the health of those around them. In practice, that means providing access to free COVID-19 testing, taking temperatures when employees report to work and making paid leave available to those who need it.

This is just a start. Along with our peers across the transit industry, we are learning as much as we can about COVID-19, and applying best practices as our understanding evolves. If you have ideas about how we can do better, please tell us – we're listening.

As we move forward together, we will communicate what we're doing, why we're doing it and what to expect next.

We take our responsibility to provide safe service seriously and are doing everything we can to safeguard riders and staff.

For more information, please review these Frequently Asked Questions. Continue to stay informed by:

- Regularly checking metrotransit.org for the latest service updates
 - Following us on Twitter and Facebook
 - Calling us at 612-373-3333 or contacting us online
 - Signing up for route-specific Rider Alerts
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In This Together

Metro Transit's frontline employees are serving admirably during the COVID-19 pandemic. Please let them know how much their work is appreciated by:

- Sending a note to an operator you miss through this online form (select commendation)
- Sending a card to any Metro Transit bus garage or light rail facility (find addresses here)
- Sharing your appreciation on social media using #InThisTogether
- Submitting an encouraging video to ryan.miller@metrotransit.org

Learn how Metro Transit employees are adapting to COVID-19 on the Rider's Almanac.

Service changes on several routes began on Saturday, Sept. 12. **Learn more here.**

Face coverings are required on all buses and trains.

