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Coronavirus Updates and Information

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[Alert: 04/03/2020 - 8:29am, Temporary service reduction effective April 12](#)

We at Greater Cleveland RTA understand that this is an uncertain time and are working to maintain public transit to thousands of people who rely on us each day. Our commitment is to operate a safe, reliable, clean and courteous public transit system. We will continue to monitor all COVID-19 developments while providing bus, rail and paratransit service at our current levels unless a roll back of service is necessary, whether directed by health, transportation, or government agencies, significantly diminished ridership, or a necessary decrease in staffing levels.

Join RTA in the Fight to Stop the Spread of Infectious Diseases

RTA is taking the Coronavirus situation very seriously. We are working with state and local public health officials and we are closely following the CDC's [guidance to reduce the spread of Coronavirus](#).

What RTA is doing to clean Bus, Rail, Stations and Paratransit

The Greater Cleveland Regional Transit Authority (RTA) has an enhanced cleaning protocol for all its buses, trains, paratransit and non-revenue vehicles that began on March 5. In response to concerns about the spread of the coronavirus, RTA staff are cleaning all touchable surfaces on board its vehicles with a cleaning agent recommended by the Centers for Disease Control (CDC) every 24 hours. This also includes non-revenue and Transit Police vehicles, all Transit Centers and all RTA public facilities, bus districts and office buildings.

Additionally, bus and rail operators and other staff have been provided with disinfectant wipes to clean their work areas routinely throughout the day.

What you can do to help reduce the spread of Coronavirus

We can all do our part to prevent the spread of germs. RTA is following the guidelines issued by the Cleveland Health Department and the CDC that are applicable to this region. Now is the time to take preventative measures, and there are simple methods you can employ to keep yourself and others around you, healthy. This is a community effort. We're asking customers to follow the preventative measures outlined by the CDC, and we're asking our employees to do the same.

- Wash your hands frequently and thoroughly, and use hand sanitizer when available
- Data shows that the incidents of flu and cold are cut by 50% simply by washing your hands. Data also shows that some 30% of people fail to wash their hands throughout the day. We can't emphasize enough the importance of regular hand washing
- Cover coughs and sneezes with the inside of your elbow
- Keep hands away from your eyes, nose and mouth
- If you have cold or flu symptoms, please stay at home to reduce the risk of spreading any illness
- Clean and disinfect surfaces routinely
- If possible, maintain the recommended 6' separation from other passengers (using every other seat)

Service Updates

[RTA to temporarily reduce service on most routes beginning April 12](#)
[RTA Suspends Park-N-Ride and Trolley Service Until Further Notice](#)

FAQs

We at Greater Cleveland RTA understand that this is an uncertain time and are working to address the community's questions. While we may not have all the answers at this time; however, we are working to answer questions as we receive them.

We thank you for your patience and understanding while we navigate this ever changing pandemic.

Updated - 3/31/2020 10:30 a.m.

I am a Paratransit rider, why are the drivers no longer walking passengers to/from the door anymore?

Updated - 3/26/2020 10:15 a.m.

There are rumors that RTA will be shutting down service, is this true?

Updated - 3/26/2020 10:15 a.m.

Why are we seeing Ohio National Guard out in our communities?

Updated - 3/23/2020 7:30 p.m.

Is W 6th Street office building closed?

Updated - 3/23/2020 7:30 p.m.

Can the RTA be forced to close?

Updated - 3/23/2020 7:30 p.m.

Will RTA checking visitors to buildings temperatures (vending machine personnel, contractors, others with business with RTA)?

Updated - 3/23/2020 7:30 p.m.

How is RTA handling the Governor's recommendations for checking an employee's temperature?

Updated - 3/23/2020 7:30 p.m.

How do I stay safe when riding RTA?

Updated - 3/23/2020 7:30 p.m.

Will the downtown Trolleys still operate?

Updated - 3/23/2020 7:30 p.m.

When will the RTA Park-n-Rides close?

Updated - 3/23/2020 7:30 p.m.

I have questions about the order, where should I go to get them answered?

Updated - 3/23/2020 7:30 p.m.

With the new "Stay at home" will RTA continue operations?

Updated - 3.20.2020 4:30 p.m.

I purchase monthly passes from my employer and I have receive my pass for next month can I get a refund?

Updated - 3.20.2020 4:30 p.m.

What RTA is doing to clean Bus, Rail, Stations and Paratransit buses?

Updated - 3.20.2020 4:30 p.m.

I am a senior and would like to get an RTA Senior ID Card, how can I do that now?

Updated - 3.20.2020 4:30 p.m.

How can I apply for an ADA Paratransit ID card with the main office customer service office (ADA) being closed?

Updated - 3.20.2020 4:30 p.m.

My ADA Paratransit ID card has expired, how do I get a new one with the main office customer service (ADA) office being closed?

Updated - 3.20.2020 4:30 p.m.

How can I apply for a Fixed Route Disability ID card with the main office customer service (ADA) office being closed?

Updated - 3.20.2020 4:30 p.m.

My Fixed Route Disability ID card has expired, how do I get a new one with the main office customer service (ADA) office being closed?

Updated - 3.20.2020 4:30 p.m.

Can my CMSD student continue riding GCRTA using his/her student ID?

Updated - 3.20.2020 4:30 p.m.

Will GCRTA be offering free fares?

Updated - 3.20.2020 4:30 p.m.

Have the hours of the Tower City Customer Service and pass/farecard sales office changed?

Resources

RTA is monitoring the following Coronavirus-specific resources, which provide important information and situation updates on the outbreak:

[World Health Organization](#)

[Centers for Disease Control and Prevention](#)

[CDC Travel Information](#)

[CISA Guidance on the essential critical infrastructure workforce](#)

[Ohio Department of Health](#) (ODH Coronavirus Telephone Hotline: [1-833-4-ASK-ODH \(1-833-427-5634\)](tel:1-833-4-ASK-ODH))

[Cuyahoga County Board of Health](#)

[Cleveland Department of Public Health](#)

[Whitehouse.gov Coronavirus Guidelines for America](#)

[MetroHealth Helping Hands Fund](#)

[MetroHealth](#) COVID-19 hotline 440-59COVID (440-592-6849)

[Cleveland Clinic COVID-19](#) hotline 855-697-3750 or 216-442-0375

Customers who are facing hardships should call customer service at their utility company at the following numbers:

- Ohio Edison 1-800-633-4766
- The Illuminating Company 1-800-589-3101
- Toledo Edison 1-800-447-3333
- Met-Ed 1-800-545-7741
- Penelec 1-800-545-7741
- Penn Power 1-800-720-3600
- West Penn Power 1-800-686-0021
- Jersey Central Power & Light 1-800-662-3115
- Mon Power 1-800-868-0022
- Potomac Edison 1-800-686-0011

Media Coverage

[RTA to temporarily reduce service on most routes beginning April 12](#)

[RTA to begin using UV-C technology as part of its cleaning protocol](#)

[RTA offers customers physical distancing guidelines while on board](#)

[RTA Suspends Park-N-Ride and Trolley Service Until Further Notice](#)

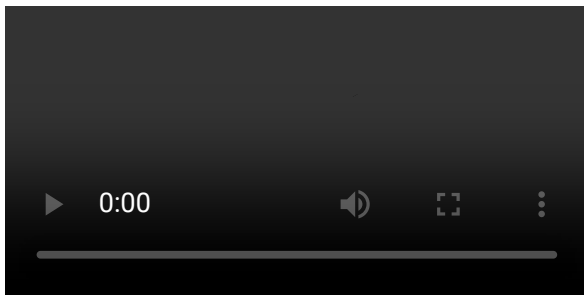
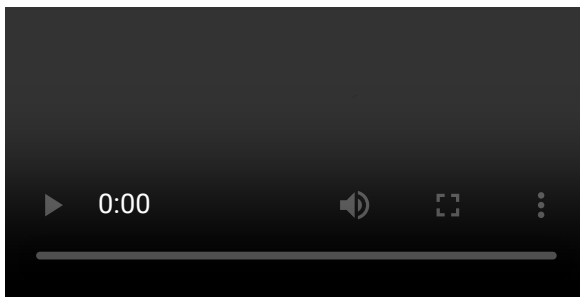
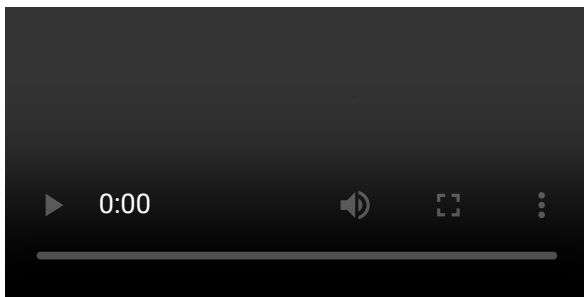
[Two RTA Employees Test Negative for COVID-19; Third has no symptoms but remains under quarantine](#)

[Three RTA Employees Undergo Testing for Coronavirus; All under Quarantine](#)

[RTA Announces Temporary Administrative Changes for COVID-19 Prevention](#)

[RTA Allocating Additional Resources to Clean Trains Every 24 hours](#)

[RTA Rolling Out Vehicle Disinfecting Program](#)



Media Gallery

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Start (e.g. Hopkins Airport)

End (e.g. Rivergate Park)

Depart Now ▼

Date

Time

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[Red Line](#)

2 Alerts

[E. 79 St. Closure](#)

[Temporary service reduction effective April 12](#)

[Green Line](#)

1 Alerts

[Temporary service reduction effective April 12](#)

[Blue Line](#)

1 Alerts

[Temporary service reduction effective April 12](#)

[Waterfront Line](#)

1 Alerts

[Temporary service reduction effective April 12](#)

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[HealthLine](#)

1 Alerts

[Temporary service reduction effective April 12](#)

[51-A-B-C: MetroHealth Line](#)

1 Alerts

[Temporary service reduction effective April 12](#)

[55-A-B-C: Cleveland State Line](#)

1 Alerts

[Temporary service reduction effective April 12](#)

[NineTwelve Trolley](#)

2 Alerts

[Park-N-Ride and Trolley Service Suspended](#)

[Temporary service reduction effective April 12](#)

[E-Line Trolley](#)

2 Alerts

[Park-N-Ride and Trolley Service Suspended](#)

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[B-Line Trolley](#)

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[Park-N-Ride and Trolley Service Suspended](#)

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[C-Line Trolley](#)

2 Alerts

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[View Elevator/Escalator Status](#)

[RTA Updates on the Go!](#)

Date Field

Date

Month

Day

Year

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