

[Home \(/web/20210803080508/https://www.miamidade.gov/global/home.page\)](#) > [Coronavirus \(COVID-19\) \(/web/20210803080508/https://www.miamidade.gov/global/initiatives/coronavirus/home.page\)](#) > [Miami-Dade County Service Updates \(/web/20210803080508/https://www.miamidade.gov/global/initiatives/coronavirus/county-updates.page\)](#) > Transit Services Updates

Transit Service Updates

Per federal mandate, face masks remain a requirement for any transit rider, both inside of a Miami-Dade Transit or STS vehicle and at a Miami-Dade Transit facility, including at bus stops and on the platforms.

Effective Tuesday, June 1

- Transit fares have been reinstated
- Passengers are reminded the forms of payment accepted are: mobile passes, contactless-enabled bank cards, digital wallets, pre-loaded EASY Card or Ticket, or cash
- Auto reloads for monthly pass customers are now available once again
- Parking fees have been reinstated
- Passengers can pay for parking via the Ticket Vending Machine or the [PayByPhone](http://web.archive.org/web/20210803080508/https://www.paybyphone.com/) (<http://web.archive.org/web/20210803080508/https://www.paybyphone.com/>) app
- Residents who have suffered economic hardships may be eligible for free or reduced fare programs, call [786-469-5151](http://web.archive.org/web/20210803080508/tel:7864695151) (<http://web.archive.org/web/20210803080508/tel:7864695151>).
- Additional questions or concerns, call the EASY Card Customer Service team at [786-469-5151](http://web.archive.org/web/20210803080508/tel:7864695151) (<http://web.archive.org/web/20210803080508/tel:7864695151>).

Miami-Dade Transit restores capacity:

Effective Tuesday, June 1

- All Miami-Dade Transit modes **have been restored** full capacity on vehicles
- This includes Metrorail, Metrobus, Metromover, and Special Transportation Services (STS)

Note: Metrobus customers are once again required to board through the vehicle's front entrance. Accommodations for riders with disabilities will continue to be made. Service adjustments are not reflected on the schedule posted online. Please track your trip via the [Go Miami-Dade Transit app](http://web.archive.org/web/20210803080508/https://www.miamidade.gov/global/service.page?Mduid_service=ser1578323661475590) (http://web.archive.org/web/20210803080508/https://www.miamidade.gov/global/service.page?Mduid_service=ser1578323661475590) via the map feature.

The following actions have been taken to ensure the safety of transit operators, employees and riders:

- Suspended fares for all Miami-Dade Transit services, including parking fees, until June 1
- Converted the current cabin partition for operators into a full-enclosure shield on all 767 Metrobuses, limiting unnecessary interactions between operators and passengers

- Increased cleaning schedules for all vehicles, which are also being disinfected several times a day
- Installed inside each bus a new air treatment device designed to suppress dust, control certain odors and help control various harmful organisms

Metrobus service adjustments

- As of June 1, 2021, limited [capacity restrictions](http://web.archive.org/web/20210803080508/https://www.miamidade.gov/releases/2021-05-28-dtpw-full-capacity.asp) (<http://web.archive.org/web/20210803080508/https://www.miamidade.gov/releases/2021-05-28-dtpw-full-capacity.asp>) on all transit vehicles have been lifted
- On May 18, select Metrobus routes were restored to their regular schedules. Please visit the [service updates](http://web.archive.org/web/20210803080508/https://www.miamidade.gov/transportation-publicworks/service_updates.asp#2385.0) (http://web.archive.org/web/20210803080508/https://www.miamidade.gov/transportation-publicworks/service_updates.asp#2385.0) page for additional details.
- High-demand routes will have frequencies added to their pre-COVID-19 schedules throughout the day if needed

Metrorail service adjustments

- As of May 2, Metrorail service hours are 5 a.m. to midnight daily
- Passengers heading to the Miami International Airport station will need to transfer at Earlington Heights station to catch the Orange Line train
- Orange Line train available only from Earlington Heights. Frequency is every 15 minutes all day weekdays
- During the morning peak hours on weekdays, Metrorail Green Line trains on the mainline traveling between Dadeland South and Palmetto stations will run every 10 minutes. Off peak frequency will be every 15 minutes weekdays

Metromover service adjustments

- As of May 2, Metromover service hours are 5 a.m. to midnight daily
- Average frequency will be approximately five minutes all day weekdays

Passenger Transportation Regulatory Division (PTRD)

The Passenger Transportation Regulatory Division is open. For the safety of customers and employees, new inspection procedures have been established in accordance with the County's COVID-19 regulations and guidelines. These changes include:

- The chauffeur licensing unit is open Monday to Friday from 8 a.m. to 1 p.m.
- Customers must always sanitize hands upon entering the building and wear facial coverings while at the office. Social distance should always also be maintained while visiting the office
- The vehicles inspection station is open Monday to Friday from 7:30 a.m. to 2 p.m. However, if you are placing a new vehicle in service or replacing your current vehicle, you will need to bring the vehicle for inspection before 1 p.m.

- You will be required to stay inside your vehicle during the inspection. Also, you must wear a facial covering during the entire inspection process
- Make sure to bring a copy of the vehicle registration and insurance certificate

For customer service information, call [786-469-2300](tel:786-469-2300)
[. \(http://web.archive.org/web/20210803080508/tel:7864692300\).](http://web.archive.org/web/20210803080508/tel:7864692300)

Special Transportation Services (STS)

- STS customers who need assistance can use our online services and mobile applications to stay connected or call the Paratransit Call Center at [786-469-5000](tel:786-469-5000)
[. \(http://web.archive.org/web/20210803080508/tel:7864695000\)](http://web.archive.org/web/20210803080508/tel:7864695000), Monday through Friday, between the hours of 8 a.m. and 5 p.m. or via email at paratransit@miamidade.gov
[. \(mailto:paratransit@miamidade.gov\).](mailto:paratransit@miamidade.gov)
- Expired vouchers will be honored by the contractor.
- To book a trip, contact STS reservations at [305-871-1111](tel:305-871-1111)
[. \(http://web.archive.org/web/20210803080508/tel:3058711111\)](http://web.archive.org/web/20210803080508/tel:3058711111), Monday through Friday from 8 a.m. to 5 p.m. (Reservations can be made one to seven days in advance). Same day trips are not available.
- Reservations may also be made at [STSCONnect](https://stsconnect.miamidade.gov/#/auth/signinregister)
[. \(http://web.archive.org/web/20210803080508/https://stsconnect.miamidade.gov/#/auth/signinregister\).](http://web.archive.org/web/20210803080508/https://stsconnect.miamidade.gov/#/auth/signinregister)
- For additional information, please contact [Paratransit Customer Service](https://www.miamidade.gov/global/service.page?Mduid_service=ser1471890065439510)
[. \(http://web.archive.org/web/20210803080508/https://www.miamidade.gov/global/service.page?Mduid_service=ser1471890065439510\)](http://web.archive.org/web/20210803080508/https://www.miamidade.gov/global/service.page?Mduid_service=ser1471890065439510) at [786-469-5000](tel:786-469-5000)
[. \(http://web.archive.org/web/20210803080508/tel:7864695000\)](http://web.archive.org/web/20210803080508/tel:7864695000), Monday through Friday from 8 a.m. to 5 p.m., except County-observed holidays.

Transit EASY Card Services

The following locations are currently open and accepting in-person customers

- Golden Passport Office
 - Stephen P. Clark Center (First Floor), 111 NW 1st Street, Miami, FL 33128
 - Hours: Monday through Friday, 8 a.m. to 4:30 p.m. except County-observed holidays.
 - Golden Passport Hotline: 786-469-5028 or at specialpass@miamidade.gov
[. \(mailto:specialpass@miamidade.gov\).](mailto:specialpass@miamidade.gov)
 - Only customers requesting service will be permitted inside the office.
- City of Miami
 - Little Haiti (6301 NE 2nd Ave., Miami, FL 33138)
 - Overtown (1490 NW 3rd Ave., Suite 112-B, Miami, FL 33136)
 - Hours: Monday through Friday, 8 a.m. to 5 p.m. excluding holidays, accepting walk-ins.
- City of Miami Beach **(by appointment only)**

- Miami Beach Customer Service Center (1755 Meridian Avenue, First Floor, Miami Beach, FL 33139)
- Appointments can be made online (<http://web.archive.org/web/20210803080508/http://cmbappt.miamibeachfl.gov/naoa/index.jsp>), or by calling 305-673-7420.
- Hours: Monday thru Friday 8:30 a.m. to 6 p.m. excluding holiday, by appointment only.
- 311 Service Center
 - Herbert S. Saffir Permitting and Inspection Center, 11805 SW 26 Street, Miami, FL 33175
 - South Dade Justice Center, 10710 SW 211 Street, Cutler Bay, FL. 33189
 - North Dade Justice Center, 15555 Biscayne Boulevard, North Miami Beach, FL. 33160
 - Please call 311 for office hours

As a reminder, only customers requesting service will be permitted inside the office and be required to wear a face mask.

- The following EASY Card services offices are open:
 - EASY Card Financial Center by phone only – 786-469-5151 (<http://web.archive.org/web/20210803080508/tel:7864695151>).
 - Overtown Transit Village Pass Sales Office – 1 Floor
 - Golden Passport Office – SPCC Lobby
 - Transit Service Centers – SPCC 2 Floor
- Special Pass Program EASY Card renewal deadline extended (http://web.archive.org/web/20210803080508/https://www.miamidade.gov/global/news-item.page?Mduid_news=news1584558544678848):
 - Holders of one of the following Special Pass Program EASY Cards have until Thursday, December 30, 2021 to renew their card to ensure continued service:
 - Golden Passport (**only** those ages 64 years and younger)
 - Patriot Passport
 - Discount Fare
 - Commuter Reduced
 - Transit Mobility
- Golden and Patriot Passport applications and renewals can be submitted online (http://web.archive.org/web/20210803080508/https://www.miamidade.gov/global/service.page?Mduid_service=ser1519934358967260), in-person, or call 786-469-5151 (<http://web.archive.org/web/20210803080508/tel:7864695151>) for assistance
- Lost and found services are available online (http://web.archive.org/web/20210803080508/https://www.miamidade.gov/global/news-item.page?Mduid_news=news1548775047493553).

- All other Special Pass Program EASY Card holders may renew via email at specialpass@miamidade.gov (<mailto:specialpass@miamidade.gov>).

([/web/20210803080508/https://www.miamidade.gov/global/home.page](http://web.archive.org/web/20210803080508/https://www.miamidade.gov/global/home.page))

[f](http://web.archive.org/web/20210803080508/https://www.facebook.com/miami.dade.county) (<http://web.archive.org/web/20210803080508/https://www.facebook.com/miami.dade.county>) [🐦](http://web.archive.org/web/20210803080508/https://www.facebook.com/miami.dade.county)

(<http://web.archive.org/web/20210803080508/https://twitter.com/MiamiDadeCounty>) [📷](http://web.archive.org/web/20210803080508/https://twitter.com/MiamiDadeCounty)

(<http://web.archive.org/web/20210803080508/https://www.instagram.com/miamidadecounty/>) [📺](http://web.archive.org/web/20210803080508/https://www.instagram.com/miamidadecounty/)

(<http://web.archive.org/web/20210803080508/https://www.youtube.com/user/MiamiDadeTV>)

Feedback [🗨️](http://web.archive.org/web/20210803080508/https://www.miamidadecounty.co1.qualtrics.com/jfe/form/SV_ehUyWHof5ekicZL)

(http://web.archive.org/web/20210803080508/https://miamidadecounty.co1.qualtrics.com/jfe/form/SV_ehUyWHof5ekicZL)