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- Accuracy of schedules for various services have been impacted

METRO Response to Coronavirus (COVID-19)



Protecting the health and safety of patrons, employees and the community is METRO's No. 1 priority.

Safety measures

METRO understands the critical role public transportation provides for the region and is continuing to expand its public service efforts to help safeguard against the spread of the coronavirus (COVID-19). Additional safety measures are being implemented to encourage responsible **social distancing** on local bus routes, light rail, Park & Rides and METROLift.

Seating reductions

Additional adjustments have reduced customer seating by 50 percent and allow you to spread out while on board:

- Seats on buses and METRORail have been tagged as unavailable
- When buses reach 50 percent seating, digital signs will advise you to wait for the next bus
- Transparent protective barriers have been placed on buses to protect both passengers and bus operators

As a result of measures to encourage social distancing:

- Real-time predictions in the METRO TRIP app, or sent via text, will not be accurate

Stay informed by [subscribing](#) to receive [service alerts](#) for the route(s) of your choice. We'll send real-time, personalized route information straight to your phone or email **for free**. It takes just seconds to [subscribe](#).

You can also monitor METRO's [Facebook](#) and [Twitter](#) feeds.

As always, METRO Customer Service can be reached at [713-635-4000](tel:713-635-4000).

METRO will continue:

- Putting an even greater emphasis on **disinfecting surfaces** frequently touched by the public during our **daily bus and rail cleaning**
- Displaying posters along the system reminding riders of public health officials' recommendations to stop the spread of germs

- Displaying signs and notifications at transit centers, Park & Ride lots and rail stations, encouraging you to practice responsible **social distancing**
- Communicating safety messages on service alerts
- Remaining in close and continuous communication with local public health and emergency management officials to monitor developments
- Evaluating the threat of this virus and responding appropriately
- Providing service, and doing so safely

Service modifications – Local Bus

The following procedures are in effect:

- You must use the rear door when boarding and exiting a local bus
- Only passengers with accessibility/mobility issues may request use of the front door to access the ramp

Schedules as of March 30

Local bus routes will continue to run on a *modified Saturday Schedule* seven (7) days a week.

- **Red** and **Blue** routes will be reduced to service **every 30 minutes**
- **Green** routes will follow their *normal Saturday schedule*
- *Community Connector* routes will continue to operate

Route color designations can be found on bus stop signs and on this [METRO local bus route color chart](#).

Get alerted to service changes and reductions by subscribing to receive [service alerts](#) for the route(s) of your choice. We'll send real-time, personalized route information straight to your phone or email **for free**. It takes just seconds to [subscribe](#).

Service modifications – Park & Ride

Schedules as of March 30

Only the Park & Ride routes serving the **Texas Medical Center** will be operational. Each will run on **weekdays only**, and operate on a *regular weekday schedule*:

170/171 Missouri City Express / Fort Bend Town Center – [view schedule](#)

292 West Bellfort / Westwood / TMC – [view schedule](#)

297 South Point / Monroe / TMC – [view schedule](#)

298 Kingsland / Addicks / Northwest Transit Center / TMC – [view schedule](#)

291 Conroe Park & Ride will only run **6:30 a.m. inbound** and **4:30 p.m. outbound** trips.

All other Park & Ride service is suspended.

NOTE - METRO is now running a **TMC Shuttle** service from the **Smith Lands** Parking Lot to **hospitals**

throughout the Texas Medical Center. The shuttle arrives **every 10 minutes**, and operates on **weekdays only** during peak times in mornings and afternoons.

Shuttle stops, in order:

Fannin and Dryden (Texas Children's Hospital, CHI St. Luke's)

Fannin and University (Houston Methodist)

John Freeman and Bertner (Baylor College of Medicine)

Bertner and Bates (Texas Heart Institute, MD Anderson)

Pressler St. between Main St. and W. Holcombe (Texas A&M Health Science Center) – evening hours only

Service modifications – METRORail

Schedules as of March 30

***Red Line** (Fannin South – Northline Transit Center): operating on modified Sunday schedule, **every 12 minutes**

Purple Line (Palm Center Transit Center – Theater District): operating on a modified Sunday schedule, **every 18 minutes**

Green Line: will run **bus shuttles** between Eado/Stadium and Magnolia Park Transit Center Station, **every 20 minutes**

*METRO is now running a **TMC Shuttle** from Fannin South to the Hermann Park/Rice U station. The shuttle arrives **every 12 minutes**, and operates on **weekdays only** during peak times in mornings and afternoons.

Service modifications – METROLift

As of March 30

The number of passengers in each vehicle is being reduced to allow for **social distancing**. This may extend wait times.

Service modifications – HOV/HOT lanes

As of March 30

HOV/HOT lanes – temporarily closed

Fares

METRO has temporarily suspended collection of fares on:

- Local Bus
- METRORail
- Park & Ride
- METROLift

- Community Connector services

The Authority has implemented this change to assist those facing sudden economic hardship and provide ease of use for medical workers.

The METRO *RideStore* locations in downtown Houston will be closed until further notice.

Please only take **essential trips** to support **essential services** and follow the advice of public health officials.

News releases

03/29/20 — [METRO Bus Operator, METROLift Dispatcher Test Positive for COVID-19](#)

03/29/20 — [METRO Delivers Essential Trips, Modifies Service, Adds More Cleaning](#)

03/20/20 — [COVID-19 Response Brings Significant Modifications to METRO Service](#)

03/16/20 — [METRO Expands Public Safety Efforts, Adjusts Some Service, Encourages Social Distancing on System](#)

03/06/20 — [METRO Steps Up Public Service Efforts, Cleaning to Prevent Spread of COVID-19](#)

Take care of yourself

While METRO uses an antibacterial disinfectant to clean vehicles and facilities, self-care is still the best protection. It is important that you rely on credible sources for information and follow the guidance of health officials who suggest the following:

- **Wash your hands** often with soap and water for 20 seconds (If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol)
- **Clean and disinfect** frequently touched objects and surfaces with a regular household spray or wipes
- Practice **social distancing** – keep distance between yourself and others
- When coughing or sneezing, **cover your nose and mouth** with tissue or your arm
- **Avoid touching** your eyes, nose & mouth with unwashed hands
- **If you feel sick, stay home** and contact your healthcare provider before returning to work
- If you travel **internationally** and you return home with symptoms of COVID-19, please **check with your doctor**

Coronavirus (COVID-19) hotline

If you have questions about coronavirus, please call the COVID-19 hotline staffed by the *Houston Health Department*...

Phone: [832-393-4220](tel:832-393-4220)

Hours of operation:

Monday-Friday 9 a.m.-7 p.m.

Saturday 9 a.m.-3 p.m.

Additional resources

National

[Centers for Disease Control and Prevention](#)

Local (Harris County)

[Harris County Public Health](#)

[Houston Health Department](#)

Local (outside Harris County)

[Brazoria County Health Department](#)

[Chambers County Public Health Department](#)

[Fort Bend Health and Human Services](#)

[Galveston County Health District](#)

[Liberty County Indigent Health](#)

[Montgomery County Public Health District](#)

[Waller County Indigent Health](#)

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Metropolitan Transit Authority of Harris County

1900 Main St.

Houston, Texas 77002

[*713-635-4000*](tel:713-635-4000)

METRO's mission is to provide safe, clean, reliable, accessible and friendly public transportation services to our region.

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