

COVID-19 and MDOT MTA

How To Ride

Looking After You

Service Status

Pandemic or not, MDOT MTA is here to get you where you need to go. Here's what you need to know about safe travel during COVID-19.

How To Ride Transit Safely

We're working around the clock to make sure transit offers a safe way to get around. Be prepared before you leave your home. These few simple precautions will help you to stay healthy. Protect yourself and protect others.



Wear A Mask

For everyone's safety

Spread out on the vehicle when possible

Spread Out

([/web/20210712230502/https://www.mta.maryland.gov/coronavirus](http://web/20210712230502/https://www.mta.maryland.gov/coronavirus)) ([/web/20210712230502/https://www.mta.maryland.gov/coronavirus](http://web/20210712230502/https://www.mta.maryland.gov/coronavirus)) ([/web/20210712230502/https://www.mta.maryland.gov/coronavirus](http://web/20210712230502/https://www.mta.maryland.gov/coronavirus)) ([/web/20210712230502/https://www.mta.maryland.gov/coronavirus](http://web/20210712230502/https://www.mta.maryland.gov/coronavirus))

Spread out on the vehicle when possible



Wash Hands

Keep your hands clean

Looking After You

Keeping Vehicles and Surfaces Clean and Safe

- Every MDOT MTA bus in service is thoroughly disinfected daily
- Light Rail and Metro Subway vehicles receive multiple additional midday wipe-downs
- MARC Train interiors are disinfected daily
- High-touch surfaces like ticket vending machines and fare gate readers are disinfected daily

We have not been able to archive the video associated with this YouTube page.



- STAY CAUTIOUS! Don't let down your guard against COVID-19 in this uncertain time while vaccine administration is being implemented. are being between full pandemic and full immunization
- Wear a mask - or even better, two masks – before, during and after boarding any MDOT MTA vehicle. Masks are required to be on for the duration of your ride on transit.
- Use contact-free fare payment whenever possible: CharmPass ([/web/20210712230502/https://www.mta.maryland.gov/charmpass](http://web.archive.org/web/20210712230502/https://www.mta.maryland.gov/charmpass)), CharmCard, or paper tickets (cash fare is accepted)
- Minimize unnecessary travel
- If you are sick, stay home except when seeking medical care
- Wash your hands often with soap and warm water for at least 20 seconds
- Use an alcohol-based hand sanitizer with at least 70 percent alcohol if soap and water are not available
- Cover your coughs and sneezes with a tissue, your sleeve or your elbow
- Limit touching surfaces like seat backs, stanchion bars or handles
- Stay informed by visiting the Maryland Department of Health Coronavirus Information Page (<http://web.archive.org/web/20210712230502/https://coronavirus.maryland.gov/>) or by dialing 2-1-1
- Find additional information at <https://www.cdc.gov/COVID19> (<http://web.archive.org/web/20210712230502/https://www.cdc.gov/COVID19>)
- Click here for the Coronavirus Fact Sheet (<http://web.archive.org/web/20210712230502/https://www.cdc.gov/coronavirus/2019-ncov/downloads/stop-the-spread-of-germs.pdf>)



Innovating Continuously to Keep Your Travel Safe

MDOT MTA continues to keep passengers safe by implementing recommended CDC protocols and evaluating new technologies from ultraviolet disinfectant equipment to the development of germ-resistant treatments to air ionizers. We've implemented enhanced shield protection for operators and are testing enhanced passenger seat partitions. In addition, we remind our riders at every to maintain social distancing when possible and to wear masks, which have been shown to offer the most effective protection of all until a majority of the population has been immunized.

Status of Transit Service

Based on these trends, and to adjust service to meet demand, MDOT MTA has implemented temporary, strategic service reductions to MARC Train and Commuter Bus while continuing to operate core Local Bus on normal schedules. The MARC Train and Commuter Bus temporary changes include reducing service frequency while retaining the overall span of service on each route, as is implemented on holiday and snow schedules.

☐ **Commuter Bus**

Location	Address	Transit Routes
M&T Bank Stadium	1101 Russell St Baltimore, MD 21230	LocalLink 73, Light Rail
Baltimore Convention Center	1 West Pratt St Baltimore, MD 21201	LocalLink: 51, 54, 56, 63, 65, 67, 71, 76,78, 94, 95 CityLink: Brown, Green, Navy, Orange, Purple, Red, Silver, Yellow Metro Subway, Light Rail
Baltimore City Commuity College	2901 Liberty Heights Ave Baltimore, MD 21215	LocalLink 22, CityLink Lime
Anne Arundel Community College	101 College Parkway Arnold, MD 21012	LocalLink 70
Live Casino and Hotel Maryland	70012 Arundel Mills Circle Hanover, MD 21401	LocalLink 75
Maryland State Fairgrounds	2200 York Rd Lutherville-Timonium, MD 21093	LocalLink 93,Light Rail

Location	Address	Transit Routes
Northwest Hospital Center	5401 Old Court Rd Randallstown, MD 21133	LocalLink 37, 81, CityLink Lime
UM St Joseph Medical Center	7601 Osler Dr Towson, MD 21204	LocalLink 53

- Transit Store** - Hours of operation for the Transit Store, located at 6 St. Paul Street in Baltimore, are 8:30 a.m. to 3:30 p.m., Monday through Friday, with a one-hour closure between 11:30am and 12:30pm for mid-day cleaning. All customers are required to undergo a temperature check before entry. Transit Store capacity is limited to seven customers at all times. All other customers are encouraged to wait outside while adhering to six-foot social distancing guidelines.
 - Fare products can be purchased through the CharmPass mobile fare app ([/web/20210712230502/https://www.mta.maryland.gov/charmpass](http://web/20210712230502/https://www.mta.maryland.gov/charmpass)) by purchasing CharmCard and Mobility ticket books from the online Pass Store ([/web/20210712230502/https://www.mta.maryland.gov/pass-store](http://web/20210712230502/https://www.mta.maryland.gov/pass-store)).
 - Fare products can be purchased at ticket vending machines located at Metro SubwayLink, Light RailLink, and MARC Train stations.
 - CharmCard stored value and pass products may continue to be loaded via the WMATA web portal (<http://web.archive.org/web/20210712230502/https://smartrip.wmata.com/Account/AccountLogin.aspx>).
- Reduced Fare Certification Office** - Hours of operation for the Reduced Fare Certification Office located at 6 St. Paul Street in Baltimore are 8:30 a.m. to 3:30 p.m., Monday through Thursday, with a one-hour closure between 11:30 a.m. and 12:30 p.m. for mid-day cleaning. An appointment is required for entry. The Reduced Fare Certification Office capacity is limited to ten customers at any given time. All other customers are encouraged to wait outside while adhering to six-foot social distancing guidelines.
 - Senior/Disability Monthly Passes can be purchased from the online Pass Store ([/web/20210712230502/https://www.mta.maryland.gov/pass-store](http://web/20210712230502/https://www.mta.maryland.gov/pass-store)).
 - Customers whose Reduced fare certifications that have expired during the COVID-19 health emergency are encouraged to renew as soon as possible, but will be accepted as valid until 30-days after Governor Hogan's Executive Order has been lifted.
 - Valid IDs as defined on the Senior Reduced Fare Program ([/web/20210712230502/https://www.mta.maryland.gov/senior-reduced-fare-program](http://web/20210712230502/https://www.mta.maryland.gov/senior-reduced-fare-program)) and Disability Reduced Fare Program ([/web/20210712230502/https://www.mta.maryland.gov/disabled-reduced-fare-program](http://web/20210712230502/https://www.mta.maryland.gov/disabled-reduced-fare-program)) pages will continue to be accepted.
 - Disability Reduced Fare application forms may be downloaded on the Forms ([/web/20210712230502/https://www.mta.maryland.gov/forms](http://web/20210712230502/https://www.mta.maryland.gov/forms)) page of the website.
 - Customers with additional questions may contact the Reduced Fare Certification Office at 410-767-3438 or the Transit Information Contact Center at 410-539-5000.
- Transit Information Contact Center** - Call center hours of operation are 6:00 a.m. to 7:00 p.m. Monday through Friday. You can also access the interactive voice response system at 410-539-5000 and [mta.maryland.gov \(/web/20210712230502/https://www.mta.maryland.gov/\)](http://web/20210712230502/https://www.mta.maryland.gov/) for information.
- Mondawmin Customer Service Kiosk** - Hours of operation 5:00 a.m. to 6:00 p.m. Monday through Friday.
- Lost & Found** - Retrieval of lost & found items may be delayed unless they are related to safety and security, such as medical devices, cell phones and personal identification.

Last Updated: 3/4/2020 12:00 AM

Connect with us

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Transit Information Contact Center: **410.539.5000**

Toll Free: **1.866.RIDE MTA (1.866.743.3682)**

TTY: **410.539.3497**

Monday through Friday 6:00am - 7:00pm

MDOT MTA Maryland.gov
(<http://web.archive.org/web/20210712230502/http://www.maryland.gov/>)
Careers Phone Directory
(<http://web.archive.org/web/20210712230502/http://www.doit.state.md.us/phonetmta>)
State Agencies
Accessibility / ADA (<http://web.archive.org/web/20210712230502/http://www.maryland.gov/pages/ag>
(<http://web.archive.org/web/20210712230502/http://www.maryland.gov/accessibility>)
Title VI (<http://web.archive.org/web/20210712230502/http://www.maryland.gov/pages/on>
(<http://web.archive.org/web/20210712230502/http://www.mta.maryland.gov/title-vi-civil-rights-act-1964>)



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