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**Notice** Governor Lamont's "Stay Safe, Stay Home" executive order remains in effect. All non-essential workers statewide are being directed to work from home. For the latest information, executive orders, and guidance related to coronavirus (COVID-19), visit [ct.gov/coronavirus](https://ct.gov/coronavirus)

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# Connecticut Department of Transportation

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## Press Releases

 Department of Transportation Logo and News Release Header

03/27/2020

## CTDOT Issues Update on Bus and Rail Service

The Connecticut Department of Transportation today announced changes to rail service and issued reminders about the status of bus service. The rail service changes follow a significant decline in ridership, the result of increased teleworking and requests by Governor Ned Lamont for citizens to “Stay Safe, Stay Home.” The Department also announced increased cleaning of buses and trains to keep frontline employees and customers safe.

Beginning Monday, March 30, the New Haven Line will operate on an hourly schedule, with extra trains during peak times weekdays. This is approximately 50 percent less than a normal weekday schedule. The New Canaan Line, Danbury Line and Waterbury Line will also operate on a reduced schedule.

Also beginning March 30 on the Hartford Line between New Haven and Springfield, both CTrail Hartford Line and Amtrak trains will run on a new special weekday schedule. The new schedule will be posted on the website and at Hartford Line train stations. Shore Line East will continue to operate on a weekend schedule seven days a week.

All rail customers are encouraged to pre-purchase their tickets before boarding. Hartford Line and Shore Line East customers may purchase rail tickets using the CTrail e-Tix mobile app or through Ticket Vending Machines located at New Haven Union Station, New Haven State Street Station and all Hartford Line stations.

Bus services throughout the state continue to operate on a weekday schedule with some exceptions. CTtransit express buses to the City of Hartford are operating on a reduced schedule due to significantly lower ridership. In all locations statewide, customers must board from the rear door (when available) with the exception of persons in wheelchairs and others who require the bus to kneel.

The Department strongly encourages the public to reserve bus service for ESSENTIAL TRAVEL ONLY such as getting to and from work or for procuring essential needs such as food and medication. Customers should practice social distancing while waiting at bus stops and while riding the bus (The Centers for Disease Control recommends a distance of six feet from others, when possible). Customers who feel sick should not use public transportation.

“The decrease in ridership is a reflection of the fact that our customers are continuing to follow the advice of health professionals to keep themselves and others safe,” said CTDOT Public Transportation Bureau Chief Richard Andreski. “I also want to thank our transit workers who continue to show up and keep Connecticut moving every day.”

Metro-North President Catherine Rinaldi said, "Our ridership has seen a steep decline over the past several weeks, but health care workers and other first responders continue to ride our trains every day. While some reduction in service makes sense right now, we will continue to run a safe and reliable service to get these critical employees to their places of employment every day.”

Updated train and bus schedules will be posted to the following web sites. Customers are encouraged to check the schedules and status of service before they travel.

- New Haven Line: [www.mta.info/mnr](http://www.mta.info/mnr)
- Shore Line East: [www.shorelineeast.com](http://www.shorelineeast.com)
- Hartford Line: [www.hartfordline.com](http://www.hartfordline.com)
- CTtransit buses: [www.cttransit.com](http://www.cttransit.com)

FOR FURTHER INFORMATION:  
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