



SMART takes additional steps in response to COVID-19

- All SMART service is currently operating until further notice
- Bus service reductions will begin soon due to declining ridership
- Free rides continue on all service until further notice
- Updates on SMART service can be found at www.smartbus.org

March 17, 2020, Detroit, MI: SMART is continuing to operate full service until further notice. However, fixed route bus service reductions will begin soon due to declining ridership. The reduced bus service is designed to maintain the existing geographic route coverage and similar hours of service with reduced frequency. SMART will provide ample public notice prior to the reduction of service.

As a mission-critical public service, it is important to maintain some levels of transit service during this time. This is especially critical for those who may not have access to transportation and need to get to dialysis appointments, the grocery store, and work – many of our riders use the bus to get to healthcare facilities.

SMART will continue with the no fare policy until further notice. We took the unprecedented step to eliminate the exchange of fares, which limits the exposure to our drivers who are in constant contact with riders. This is a safe guard to protect the health of our employees and the riding public in preventing the spread of the virus. Additionally, we request riders distance themselves from other riders as best they can.

Additionally, SMART is enhancing the bus cleaning efforts, and implementing ‘bus cleaning teams’ in the field at key layover locations. This is in addition to our nightly bus cleaning, the teams will be on the street as soon as today to clean and sanitize high-touch areas throughout the bus and in/and around the driver seating area. All disinfectants are CDC recommended industrial-strength antibacterial products.

SMART is doing everything reasonable to make it safe for our passengers to continue to ride and prevent the spread of the virus. SMART is in close coordination with our union and continues to monitor this situation closely.

REMINDERS

Riders are also asked to maintain proper hygiene and if they feel ill to not ride the bus in order to prevent the spreading of COVID-19.

- Avoid touching your eyes, nose and mouth with unwashed hands.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash. If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Clean and disinfect surfaces frequently touched at work and home.
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol content.

Free Fares



Effective Tuesday, March 17, 2020, SMART will offer free fares on all SMART services, to eliminate the need for passengers to interact with our fareboxes and maintain greater distance from our drivers. Free services include Fixed Route, FAST, Connector, Shuttles, Dial-A-Ride and ADA until further notice.

Furthermore, passengers boarding and deboarding Fixed Route and FAST service will only be allowed through the rear door with the exception of wheelchair passengers and others who require the bus to kneel. These individuals can board and deboard through the front door. All ADA rules and guidelines will still apply during this time.

Customer Service is Open

All SMART Customer Service representatives will have remote access in order to address any questions and schedule rides for Connector and ADA. Call (866) 962-5515, Monday through Friday, 6:30 a.m. to 6:00 p.m. and Saturday from 8:30 a.m. to 4 p.m.

Transit Centers Adjustments

SMART Downtown Transit Center and Royal Oak Transit Center will be closed starting Tuesday, March 17 until further notice.

For up to date information, visit www.smartbus.org

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Serving residents since 1967, SMART is southeast Michigan's only regional public transportation provider, offering convenient, reliable and safe transportation for Macomb, Oakland and Wayne Counties. SMART's Fixed Route and small bus services connect people to employment and educational institutions, medical appointments and shopping centers. For routes and fare information, visit smartbus.org.

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