



SMART takes steps to protect riders and employees to prevent the spread of COVID-19

- Effective Tuesday, March 17, 2020, all SMART services will be free
- All current service levels will be maintained until further notice
- SMART administrative staff begins working remotely
- Updates on SMART service can be found at www.smartbus.org

SMART plays an important role in protecting the health of our employees and the riding public and is taking a number of steps to prevent the spread of the virus. The goal at SMART during these challenging times is to maintain current service levels and keep the Authority operating at full capacity.

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 disembarking 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 disembark through the front door. All ADA rules and guidelines will still apply during this time.

Telecommuting

SMART's top priority is the health and safety of our employees, customers, contractors, and vendors. Starting Tuesday, March 17, SMART staff will begin working remotely and not report to Authority offices. Employees responsible for critical functions, will report to work as required. In addition, all in-person meetings are eliminated and replaced utilizing various technology options to communicate.

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.

As a reminder, we ask our employees and riders do their part to prevent the spread of the COVID-19 virus and following the CDC recommendations.

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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