

November 17, 2020

Effective Monday, November 23, Bay Metro Transit is suspending fixed route service.

Fixed Route service is currently transporting about 25% of the riders that it had before the COVID pandemic. The DART service should be able to support many of those rides while cutting the workforce in half and resuming a 2-week rotation of employees. For now, this is the best strategy for maintaining our workforce and not waiting until the level of service is determined by how many employees we have left that are healthy.

Bay Metro Transit will continue to operate DART demand-response service and will open the service up to the general public. Trips will be scheduled with priority on ADA trips for certified riders, medical-related trips; rides to work; and grocery runs.

There will continue to be no charge for this service.

Service hours for DART are 6:00 am until 7:00 pm Monday through Friday and 9:00 am until 6:00 pm on Saturday. Rides must be scheduled one day in advance, rides for Saturday and Monday need to be scheduled on Friday. Office hours to schedule rides are 8:00 am until 5:00 pm Monday through Friday. New riders call (989) 894-2900, extension 3. Current DART riders call (989) 894-0631. We anticipate the volume of calls to be high with requests for information and reservations. Please be patient.

The Central Bus Station will be locked down. There will be no public access. Indian Trails customers should call Indian Trails with any questions, (989) 893-6589.

The phone number for general information is (989) 894-2900, extension 3.

Information will be continually updated on the Bay Metro website, www.baymetro.com, as well as Facebook and Twitter.

Eric Sprague, BMTA General Manager