

Sound Transit COVID-19 Response

Temporary service reductions

As our region responds to the COVID-19 pandemic, we're reducing service on Link light rail, Sounder trains and ST Express buses. Current reduced service schedules are at [soundtransit.org/reduced-service](https://www.soundtransit.org/reduced-service) or contact us via the numbers below.

Remember, trip-planning resources like **Google maps, One Bus Away and other apps and websites won't have accurate information for all trips.**

What to expect when you ride

Ride fare-free

Fares are suspended on buses and trains until further notice.

Board from the back

ST Express passengers should use the rear doors whenever possible. Riders with disabilities who need to use the ramp or lowering feature to board may use the front door. The front areas of buses are reserved only for riders with disabilities.

Seating for social distancing

- No standing passengers
- One seated passenger per row of seats
- Seats near operator will remain vacant to ensure a safe distance.
- If buses are "full" per social distancing guidance, another bus will be dispatched to pick up remaining riders *if an operator is available.*

How we determine service reductions

Transit ridership has dropped dramatically since COVID-19 emerged because riders have done the right thing by staying home as much as possible. In response, we're reducing service to a level that provides essential mobility for grocery shopping, medical appointments or other critical travel, while providing enough vehicles to make sure riders can safely maintain social distance.

We're working closely with our operating partners to make sure our service reductions don't disproportionately affect those who need transit the most. We're retaining more service on key routes that serve a higher proportion of communities of color, those in proximity to poverty, people with disabilities and seniors.

These temporary reductions are keeping our system strong, resilient and ready to bounce back when the time comes.

Find the latest information

Sign up for text/email Rider Alerts at [soundtransit.org/subscribe](https://www.soundtransit.org/subscribe)

Follow the Sound Transit blog at [soundtransit.org/platform](https://www.soundtransit.org/platform)

Follow us on [Twitter](#)

How we're slowing the spread

We've increased our cleaning frequency for all vehicles, stations and platforms to multiple times per day, and in some cases, to an hourly basis. This includes:

- Increased use of disinfectants to wipe down handrails, doorknobs, handles and restrooms.
- Sanitizing every vehicle with a spray disinfectant, including touchpoints like seats, floors, windows, ceilings, handrails and the driver area.
- Sanitizing high-touch areas on platforms and stations.
- Removing vehicles from service to disinfect if a biohazard situation exists.
- Posting signage onboard to remind passengers of critical health guidelines.

Frequent hand washing remains one of the best methods for safeguarding your health and slowing the spread of the virus. Wash with soap and water for at least 20 seconds and avoid touching your eyes, nose and mouth with unwashed hands. Cough or sneeze into the crook of your elbow, not your hand. And most importantly, stay home when you're sick.

If you see any unsanitary condition on a train or bus or at a station, call or text our Security Desk at 206-398-5268. It's staffed 24 hours a day, seven days a week.

General Rider Inquiries



main@soundtransit.org
1-888-889-6368, TTY Relay 711
Monday- Friday, 7 a.m. to 7 p.m.

Language Assistance



For translated information about a project or transportation service, please call the language line at **1-800-823-9230** during normal business hours: Monday-Friday, 7:00 a.m. to 7:00 p.m.

The caller must identify the language they seek to the customer service representative, who then conferences in a translator. A three-way call will take place between the person requesting help, the translator, and the customer service representative.

Civil Rights and Complaints



Sound Transit operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act. In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), Sound Transit will not discriminate on the basis of disability in its services, programs, or activities. Any person who believes they have been unlawfully discriminated against for these reasons may file a complaint with Sound Transit. More information on Sound Transit's Title VI Policy and the procedures to file a Title VI or ADA complaint may be obtained by:

- calling 800-201-4900; TTY Relay 711
- emailing stdiscriminationcomplaint@soundtransit.org
- mailing to Sound Transit, Attn: Customer Service, 401 S. Jackson St. Seattle, WA 98104