

Governor Kate Brown and our regional health leaders have asked Oregonians to stay close to home in order to prevent the spread of COVID-19. At this time, you should only ride transit for essential trips.

Passenger limits

Effective Sunday, July 26th, we are increasing the rider capacity on buses and trains. Buses will now carry 19 passengers, or up to 24 if there are couples or families riding together. A MAX car will carry 22 people, or up to 26 with couples and families. WES will carry 25 to 37 passengers, depending on the type of train.

This change is based on the 3-foot physical distancing guidelines for transit [previously announced](#) by Governor Brown and the Oregon Health Authority. We held off implementing 3-foot distancing until we could put in place additional safety measures:

- [Face coverings](#) are available on all our buses and trains and [hand sanitizer](#) is available on all buses and some trains.

- Our enhanced cleaning program is in place. We're now cleaning every bus with disinfecting fog after it has been in service, we have additional cleaning tools like UV light, and our new team of cleaners is ready to disinfect major touch points on most buses and trains with a goal of a 4 hour interval between disinfection.
- Face coverings are required on board and most riders are wearing them. Don't worry if you've forgotten your mask — we have dispensers on board. Remember — small children and people who are not physically able to wear them don't have to.

We will be updating our signs on seats to reflect the 3-foot distance guidelines.

If a bus is already at capacity, it will not pick up new passengers until someone exits. We are monitoring pass-ups and we'll try to adjust service if buses are consistently full – and ridership remains down about 60% – but you may still want to leave extra time for your trip. Starting in August, most bus lines will resume their regular weekday schedules.

Face coverings required



Scarfs, bandannas and fabric masks are all okay, so long as they cover your nose and mouth. As we recently announced, all TriMet employees must wear face coverings too.

You do not need to wear medical masks (like an N95) to ride – those are in short supply, so leave them for the health care workers who need them.

Children under the age of two should not wear face coverings, and individuals may not use a covering if a medical condition prevents it.

You can [learn more about face coverings from the CDC](#), including how to make them from common household supplies.

Here's more on the [changes that rolled out on May 20th](#).

Seating restrictions




In order to help with social distancing, some bus seats have signs on them that ask riders not to sit there. These signs are arranged to give riders a safe amount of space from each other and the operator.

Temporary Service Changes

Ridership [has dropped as much as 70%](#) since the start of the COVID-19 pandemic. We've temporarily reduced service to adjust to the decreased demand for transit and to make sure we can bounce back when the pandemic passes.

Many lines now have service similar to what they'd have on a weekend. We're putting the most buses on lines that serve hospitals, medical centers, and major employment centers.

Starting in late August, [most bus lines will resume their regular weekday schedules.](#)

 [See the service changes](#)

Social distancing

Riders should stay a safe distance from each other on board buses and trains.

We've added a second yellow line that's near the Priority Seating area. Riders should stay behind this line when the bus is in motion — it's there to help operators practice social distancing while they're driving. Our bus operators interact with riders for hours at a time, so we ask you to give them plenty of space and avoid interacting with them when possible.

Don't forget to practice social distancing while waiting for buses and trains and when boarding and exiting.

No more cash



We've temporarily stopped accepting cash on buses in order to minimize the time riders spend near our bus operators. Instead, you'll need to pay with Hop: a plastic Hop card, your phone using a mobile wallet or virtual card, or a Hop ticket purchased at a ticket machine at a MAX or WES station.

If you don't already have a Hop card, you can get a free one by visiting the TriMet Ticket Office in Pioneer Courthouse Square. We'll also mail you a card if you call 503-238-RIDE (7433) or email us at hoptto@trimet.org. Please include your name, address (including city, state and zip code) and what type of Hop card you need (Adult, Youth, or Honored Citizen). At this time we are only honoring requests for Hop cards from within the TriMet service area.

SAFETY MEASURES

Elevated Cleaning

We're frequently wiping down all places people may touch on buses and trains with disinfectant. This includes things like railings, straps, doors, exit buttons, seats, the operator cabin, and more. Initially this was done every night but it will soon be done about every 4 hours during the day as well.

We also purchased new disinfecting fog machines and have a total of 36. Over the course of three hours, these foggers fill a bus with a hydrogen-peroxide mist that will disinfect an entire bus, including spots our nightly cleanings have a hard time reaching.

All high-touch surfaces on our system — including MAX stations and elevators — are wiped down with disinfectant every day. This includes ticket vending machines, Hop validators, pay phones, and elevator doors and buttons.

**Cover your
cough or
sneeze with
your elbow.**



Cover your cough or sneeze

Cough or sneeze into a tissue, then throw that tissue in the trash. If you don't have a tissue, use your elbow (and not your hands).

**Stay home
when you are
feeling sick.**



Stay home if you're not feeling well

**Face coverings
are required
on transit.**



Wear a face covering

Wear a cloth face covering when using transit. Save the N95 masks for health care workers.

Here's what the CDC says about face coverings, including how to make one out of things you probably have at home.

CDC face covering recommendations

STATUS AND HOURS

Service alerts

We strongly recommend you check our [service alerts](#) before making essential travel on transit — it's where you can find the most up-to-date information on delays or changes.

Buses and trains are now [coming less often in most cases](#).

Sign up to get service alerts

LIFT

Due to reduced demand, LIFT is temporarily reducing reservation call center hours to 9 a.m.–5 p.m. Monday–Friday, 10 a.m.–5 p.m. on weekends. Customer service hours are 9 a.m.–5 p.m. Monday–Friday.

The Transit Mobility Center is closed until further notice.

TriMet Ticket Office / Lost & Found

Our ticket office at Pioneer Courthouse Square and Lost & Found office at our Operations Headquarters are open normal hours. Please stay at least six feet from our staff and other riders.

Customer Service

Due to staffing shortages, we've reduced our Customer Service hours. We're available by phone from 7:30 a.m. until 7:30 p.m. and by text, email or social media until 9:30 p.m., seven days a week.

COMMON QUESTIONS

Why is transit still running?

Will transit keep running?

I have to ride transit. How can I do so safely and responsibly?

Do you plan on having people board buses through the back doors?

Where to get info about COVID-19

OTHER LANGUAGES

العربية (Arabic)

မြန်မာ (Burmese)

繁體中文 (Cantonese)

English

فارسی (Farsi)

日本人 (Japanese)

ខ្មែរ (Khmer)

Korean

Română (Romanian)

中文 (Mandarin)

русский (Russian)

Somali

Español (Spanish)

Tagalog

Tiếng Việt

Українська (Ukrainian)

Sanitizer and Disposable Mask Dispensers on Transit

We're putting hand sanitizer and disposable mask dispensers on board all our vehicles. Please use your own sanitizer and face coverings, if possible. Both of these items are still in short supply. We need to make sure those who have no other way to get face coverings have access to them.

[See How We're Cleaning](#)

[Protecting TriMet Staff](#)

WHAT YOU NEED TO DO IF YOU'RE RIDING

We strongly urge riders to follow these recommendations from the CDC:



Social distancing

Keep at least three feet between you and other people when on transit.

**Wash your hands
often for at least
20 seconds.**



Wash your hands

Wash your hands frequently with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing. Use hand sanitizer with at least 60% alcohol when you aren't able to wash your hands.

**Avoid touching
your eyes, nose
and mouth.**



Don't touch your face

Avoid touching your eyes, nose and mouth with unwashed hands.