

Is public transit safe to use while COVID-19 is spreading?

Yes, public transit is still safe to use. Of course, all traditional recommendations of washing your hands often with soap and water, covering your mouth and nose with a tissue when sneezing or coughing, refraining from touching your face with unwashed hands, and staying home if you are sick continue to apply.

Metro Public Health Department met with members of WeGo's vehicle and facilities maintenance staff to go over our cleaning procedures to ensure we're doing all we should be to keep our employees and customers safe. Metro Health approved of all cleaning practices and measures we are taking to keep you healthy.

Are there any plans to clean buses more frequently and what would that look like?

WeGo staff has increased the frequency of cleaning its buses and paratransit vans, specifically focusing on high-touch surfaces such as stanchion bars, window ledges, and pull cords, in addition to the farebox and dashboard area surrounding the bus operator. We have also dedicated staff to jump onboard buses as they pull in to Central to clean all the high-touch services in between trips. But bear in mind that while we have increased our cleaning and disinfecting efforts to focus on these areas, we still advise customers to avoid touching these areas – and if they do, to avoid touching their own eyes, nose, or mouth until they are able to wash their hands or use hand sanitizer to reduce exposure to germs.

For those who ride our regional transit services, be assured that both of our service providers – Gray Line (regional bus) and Transit Solutions Group (Star commuter rail) – have also elevated their cleaning and disinfecting efforts.

What about Central or Riverfront Station?

Cleaning and disinfecting have increased at WeGo Central, with high-traffic areas being cleaned three or more times per day. This includes benches, ledges, push buttons, trash cans, all doors and door handles, restrooms, elevators, escalators, chairs, and handrails. All enclosed public spaces are being disinfected nightly.

At Riverfront Station, all door handles, stalls, dispensers, and other high-touch areas are disinfected twice daily, with regularly scheduled deep sanitations via fogger equipment and electrostatic sprayers being increased.

Please keep in mind that to enhance our disinfecting practices both at our facilities and onboard our buses, staff are being reallocated from other duties such as shelter cleaning and trash removal. Please be patient and help in these efforts by reducing the trash you dispose of at your bus stops and WeGo facilities.

What if a bus driver or a passenger who regularly rides my bus gets sick?

Metro Public Health Department leadership will contact us if it is determined that someone who has contracted the virus had contact with WeGo Public Transit service. As they conduct their investigation of the affected individual to track down any others potentially exposed, they will ask for information such as what route they were traveling, at what time(s) of day, etc. so we can help Public Health identify anyone else who may have been exposed.

What would it take to stop bus service?

At this time, WeGo continues to operate on an enhanced modified Saturday-plus schedule. Customers should sign up for WeGo's newsletter (bit.ly/WeGoEmail) and follow us on social media (@WeGoTransit on Facebook and Twitter) for updates on any potential service changes as a result of COVID-19.

What is being done to protect bus drivers? Why did I see my bus driver wearing a mask?

Per Metro Public Health Department Order No. 8, it is now required for everyone to wear a face covering when riding public transit. All operators have access to latex gloves prior to their shifts that they can wear while they drive, assist passengers with the farebox, and assist passengers with mobility issues onboard our vehicles. WeGo has increased the frequency of its cleaning and disinfecting of high-touch areas onboard vehicles and at facilities to decrease potential exposure to germs. Bus operators rely on members of the public to follow public health direction to not travel when sick, to wash hands frequently and thoroughly, and to cover their coughs and sneezes.