



For Immediate Release

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GRTC Service Alert May 1st

Some bus Operators approved off work for voluntary COVID-19 testing.

RICHMOND, Va. (April 30, 2020) – GRTC cautions all riders that there may be significant service disruptions or cancellations Friday while some bus Operators take paid leave to be voluntarily tested for COVID-19 after [GRTC's first positive Operator case](#). As staff await results, which can take a day or two, GRTC requests that customers prepare to make alternative arrangements for all essential trips through this weekend.

GRTC plans to ensure there is at least one bus in service on all routes Friday, but that means many routes have hourly service. Bus resources continue to be prioritized to high-ridership routes to encourage social distancing on-board.

During the day if GRTC does not have enough Operations staff on duty to put at least minimal service on most routes, GRTC may need to cancel fixed-route service entirely. If this happens, GRTC will put on-demand service in place for urgent and essential trips to medical facilities that cannot be met due to canceled transit services. This will only be available if bus service is significantly disrupted or canceled, and the number for on-demand service will be released with a new service disruption notice.

All critical health care trips on GRTC CARE service will be met. All service impacts will be posted on GRTC's website and communicated through Customer Service at 804-358-4782.

High-touch surfaces at GRTC facilities and vehicles are disinfected daily with many areas also cleaned regularly during and between shifts. Staff also continue to practice social distancing and follow CDC guidance to wear cloth face coverings.

Customers are strongly encouraged to wear cloth face masks or coverings while riding to protect GRTC staff and other passengers according to CDC guidelines.

[For the most complete and latest GRTC updates during this pandemic, please visit our website.](#)

GRTC is a public service corporation providing mobility services in the Greater Richmond area. GRTC's current operational budget of \$53.9M primarily funds daily mobility operations and vehicle maintenance. GRTC provides more than 9.25 million trips annually.

Connect With GRTC:

ridegrtc.com

GRTC Customer Service Center at 804-358-GRTC (4782).

GRTC Transit System's mission is to provide clean, safe, and reliable transportation and to improve mobility and access throughout Central Virginia.



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