

Connecticut Department of Transportation

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09/21/2020

FARE ENFORCEMENT AND FRONT DOOR BOARDING TO RESUME ON CTTRANSIT BUSES OCTOBER 5

The Connecticut Department of Transportation (CTDOT) announced the resumption of fare enforcement and front door boarding on CTtransit buses statewide effective Monday, October 5, 2020. The use of the fare boxes and front door boarding was temporarily suspended statewide due to COVID-19 safety precautions. Other transit and Americans with Disabilities Act (ADA) paratransit operators in the state are in the process of reinstating fare enforcement and all are anticipated to have it in place by November 1st. Riders should look for notices onboard buses and check local transit operator's websites and social media to find out when fare enforcement will resume in their area.

"Bus service continues to be a critical lifeline to many during this public health crisis," said CTDOT Commissioner Joseph Giulietti. "The relaxation of fare enforcement allowed us to continue to provide service while we upgraded our bus fleets with the installation of safety barriers. These barriers, along with appropriate social distancing and wearing of masks by our customers and bus operators, will help ensure the safety of the bus riding public."

Safety barriers between the driver and the fare boxes will be installed on all CT*transit* buses in the Hartford, New Haven and Stamford divisions by October 5. These barriers will ensure the safety of both the bus drivers and passengers. Temporary barriers will be in place on bus services that are still in the procurement and installation process.

Prior to COVID-19, CTDOT installed permanent barriers on some CT*transit* buses on a trial basis to test their effectiveness and ensure that they did not interfere with the regular operation of the bus. Feedback about the barriers from both drivers and passengers was positive.

"The permanent barriers did perform admirably in our tests, and we are thrilled to roll out this important safety feature on our fleet of vehicles" stated Dennis Solensky, Transit Administrator of CTDOT Bureau of Public Transportation. "As a result of the pandemic, we moved up the purchase and installation of these barriers to ensure that our drivers and passengers remain safe during these unique times. Through quick action of the Department, its employees, the manufacturer of the barriers and bus maintenance staff, these barriers were installed in short order to ensure our essential transportation infrastructure is ready for any challenge we may face."

Bus customers are also reminded about the availability of the Go CT card for quick, contactless payment at the farebox. Passengers who use a Go CT card, just tap their card at the farebox. Those who use the card will pay the lowest possible fare with no guesswork and the funds on the card never expire. Go CT cards can be purchased through the CT*transit* online store, at CT*transit* sales outlets and a growing network of retailers in the state. For more information about the Go CT card, please visit www.cttransit.com (<https://web.archive.org/web/20201019220633/http://www.cttransit.com/>).

CTDOT is reminding passengers, "Forgot your mask? Just ask." Free masks are available to transit passengers at staffed bus and rail ticket sales outlets and onboard trains if a rider has forgotten their mask.

FOR FURTHER INFORMATION:

OFFICE OF COMMUNICATIONS

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