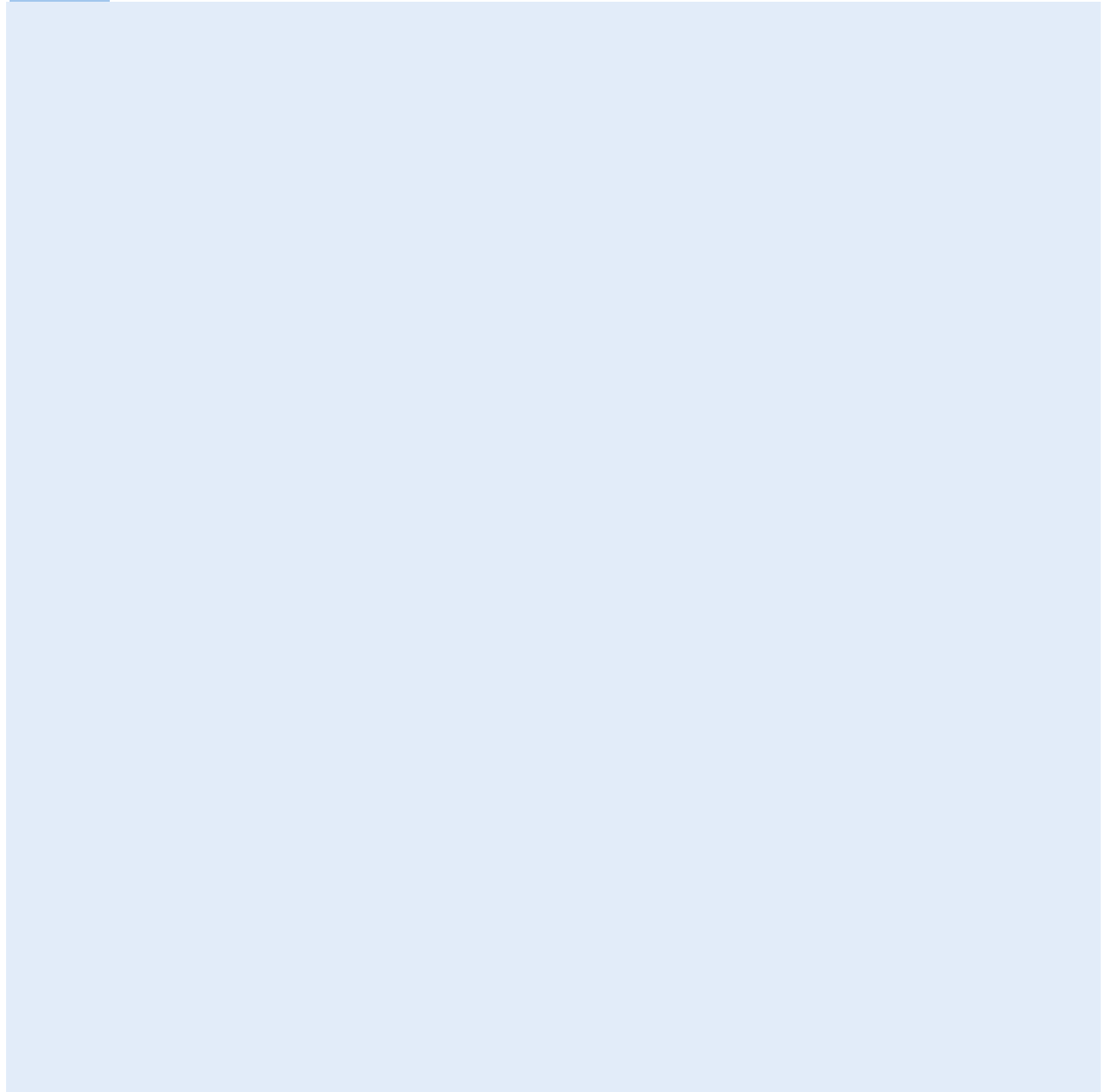


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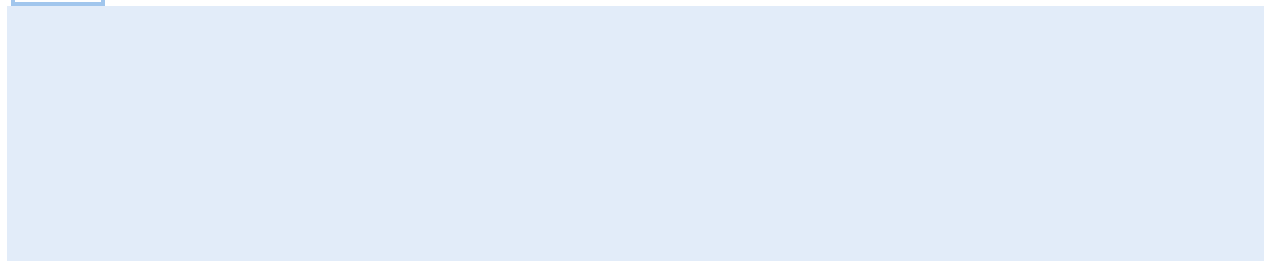
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Zone 1A - 10



#### Notice

This weekend's Nor'easter may impact MBTA Bus, Subway, and Commuter Rail service. Visit [MBTA.com/alerts](https://www.mbta.com/alerts) for the most up-to-date information.

[HomeNews](#) MBTA Issues Service Revision Effective Monday, April 6

## MBTA Issues Service Revision Effective Monday, April 6

This news release was published **more than 6 years ago**. Information on this page may no longer reflect current service, policies, or operations.

**Posted on April 2, 2020**

*Updated April 3, 2020, 8:55 PM*

**MBTA continues to discourage all non-essential travel.**

**Customers encouraged to visit [mbta.com/coronavirus](https://www.mbta.com/coronavirus) for full details.**

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The MBTA is issuing a statement that no bus service revisions will take effect on Monday, April 6. Instead, existing service levels will continue to be provided in an ongoing effort to meet specific demand for essential workers while protecting the health and safety of the T's customers and workforce.

“We will continue to support critical travel needs of those who are essential to slowing the spread of this virus. This service, along with the additional precautions we are implementing to protect the health and safety of our workforce, will ensure we can continue to provide critical transportation services,” said MBTA General Manager Steve Poftak. “I want to reiterate my deep gratitude to our workforce. Despite the COVID-19 outbreak, our workforce continues to show up day after day to serve a purpose that is absolutely essential to combating this crisis.”

The MBTA will continue to operate its modified Saturday service bus schedules, and will continue to try to provide increased frequency on bus routes where high ridership has been observed. These ongoing efforts are to increase social distancing, and to protect the health and safety of the MBTA’s workforce and T customers.

As a key component of ensuring continuity of service for essential individuals and as part of the MBTA's process of monitoring ridership in order to make service adjustments, the MBTA continues to strongly discourage all non-essential travel and supports social distancing in order to slow the spread of COVID-19.

For complete service information, visit [mbta.com/coronavirus](https://www.mbta.com/coronavirus).

## Buses

Most bus routes will continue to operate [a modified Saturday schedule](#), including additional service on busier routes during peak travel times. Beginning at the start of service on Monday, April 6, the following will take effect:

- Saturday service [for most routes](#), with additional service on busier routes during peak travel times.
- Routes [7](#), [501](#), and [504](#) will run modified weekday service.
- Routes [325](#), [326](#), [351](#), [352](#), and [354](#) as well as [710](#) will run regular weekday service.

The MBTA will continue to monitor and assess ridership needs as this situation evolves, tracking customer volumes and making service adjustments accordingly. The MBTA's main focus is providing service to medical providers and other essential workers. Again, the MBTA discourages all other unnecessary travel.

## Other Modes and Services

- **Subway:** The MBTA continues to operate Saturday service on the Red Line, Orange Line, and Green Line B, C, and D Branches. The Blue Line and Green Line E Branch are currently operating Saturday service with increased frequency to reflect ridership demand.
- **Commuter Rail:** The MBTA [continues to operate](#) modified Reduced Service Schedules on all lines.

- **Ferry:** No ferry lines are currently operating. Customers are encouraged to use [trip planner](#) to find an alternate route.
- **The RIDE:** The RIDE continues to operate with several temporary service updates that include the elimination of shared RIDE trips, temporarily extending RIDE eligibility and postponing eligibility appointments, adjustments to booking windows, updates to subscriptions, and a reduction in transfer trips. Customers should visit [mbta.com/coronavirus](https://www.mbta.com/coronavirus) for more information.
- **The RIDE Eligibility Center (TREC)** is currently closed. Customers should visit [mbta.com](https://www.mbta.com) for assistance.
- **The CharlieCard Store** is currently closed. Customers in need of assistance should call Customer Support at 617-222-3200.

## Enhanced Cleaning and Disinfecting

In addition to encouraging good hygiene practices and social distancing, the MBTA is continuing its enhanced cleaning and disinfecting protocols, which includes:

- Rear-door boarding on all MBTA buses and trolleys at street-level stops on the Green Line and Mattapan Line in support of social distancing efforts to protect the health and safety of the MBTA's workforce and customers. Anyone needing to use the front door, including seniors and people with disabilities, may continue to do so.
- Disinfecting all fleet vehicles – buses, trolleys, subway cars, Commuter Rail coaches, ferries, and RIDE vehicles – every 24 hours, and protocols to clean and disinfect all high-contact surfaces on buses during mid-day layover periods.
- Cleaning all high-contact surfaces such as handrails, fare gates, and fare vending machines in subway stations once every 4 hours.

The MBTA continues to follow guidance from the Massachusetts Department of Public Health, with the MBTA encouraging its riders and the public to:

- Wash hands often with soap and warm water for at least 20 seconds;
- Cover coughs and sneezes;
- Stay home if sick;
- Avoid touching eyes, nose, and mouth;
- Clean areas that are frequently touched with sanitizing spray or wipes.

MBTA riders and Massachusetts residents are encouraged to visit [mass.gov/COVID19](https://mass.gov/COVID19) for information on COVID-19 and [mass.gov/KnowPlanPrepare](https://mass.gov/KnowPlanPrepare) for additional preparedness tips.

## More Information

### Media Contact Information

For questions or comments about this press release, please contact:

MBTA Press Office

[LBattiston@mbta.com](mailto:LBattiston@mbta.com)

857-368-8500

Members of the press can request to join our media list by emailing

[MediaRelations@mbta.com](mailto:MediaRelations@mbta.com). We'll send you MBTA press releases and media advisories directly.

## Recent News on the T

September 24, 2026

### **Governor Healey Secures \$153 Million in Federal Transportation Funding**

September 24, 2026

### **MBTA Preparing for Weekend Weather Events, Ferry Service Changes Announced**

September 24, 2026

### **REMINDER: By Prioritizing Investments in the Green Line Modernization Program, MBTA Continues to Make Significant Improvements in Reliability, Accessibility, and More**

September 24, 2026

### **MBTA Bus Stop and Bus Lane Automated Camera Enforcement Program Begins October 1, 2026**

## Call Us

### **INFORMATION & SUPPORT**

Monday thru Friday: 6:30 AM - 8 PM

**Main:** [617-222-3200](tel:617-222-3200)

711 for TTY callers; VRS for ASL callers

### **EMERGENCY CONTACTS**

24 hours, 7 days a week

**Transit Police:** [617-222-1212](tel:617-222-1212)

**TTY:** [711](tel:711)

### **REPORT A RAILROAD CROSSING GATE ISSUE**

To report a problem or emergency with a railroad crossing, call [800-522-8236](tel:800-522-8236)

## Customer Support

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