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RELEASE**

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# Sun Metro Increases Safety Measures COVID-19 Service Changes

Effective Monday, April 13, 2020, Sun Metro will begin strongly encouraging all passengers with mobility devices to schedule rides through LIFT services as an added transportation option and safety measure.

As the COVID-19 situation continues to evolve, Sun Metro will continue to adapt and implement stricter security measures for the safety of passengers and operators.

This change is intended to further limit the interaction for all involved in adherence with social distancing requirements as set forth by the CDC.

Fixed-route passengers with mobility devices are encouraged to schedule rides by contacting LIFT services. Registration is not required. As a reminder, rides on both fixed route and LIFT services are free and should be used only for essential travel, such as to purchase groceries or medications, attend medical appointments, or to get to work if they are deemed an essential employee.

## **LIFT Call-In Services**

Passengers **MUST** contact Sun Metro LIFT Services at least (1) one day before their desired scheduled pick up time through the following options:

- Customer Service Phone Number:
  - 915-212-0100
- Customer Service Hours:
  - Monday through Saturday: 8 a.m. to 5 p.m.
  - Sunday: 8 a.m. to 3 p.m.
- LIFT Website:
  - [sunmetro.net/lift/scheduling-a-pick-up](http://sunmetro.net/lift/scheduling-a-pick-up)

Passengers displaying COVID-19 symptoms or who are COVID-19 positive should not ride Sun Metro fixed route. Passengers with disabilities who have COVID-19 symptoms, may call the LIFT for special accommodations.

For more information about Sun Metro, visit [sunmetro.net](http://sunmetro.net) or call (915) 212-3333.

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