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**DATE:** April 1, 2021 **No. 26**  
**FROM:** Vince Pellegrin, Chief Operating Officer  
**TO:** All Operators  
**SUBJECT:** Passenger Capacity Limits

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Metro Transit relies on and follows guidance from the Minnesota Department of Health (MDH) and the Centers for Diseases Control and Prevention (CDC). Metro Transit leadership met with MDH officials who indicated passenger capacity limits could safely be lifted, from about 25% of capacity to 50% of capacity.

**Beginning Monday, April 5, the new capacity limits will be:**

- **Up to 20 passengers on a 40-foot bus**
- **Up to 25 passengers on a Coach bus**
- **Up to 30 passengers on a 60-foot bus**
- **Up to 33 passengers on a light rail vehicle**

Public health officials stress this shift must come with a renewed commitment to mask wearing by all customers and operators who are not exempt from the federal mask requirement. Please continue to take masks from the available supply and offer them to customers who need them. If someone refuses, please contact the Transit Control Center (TCC).

As before, bus operators who reach capacity are asked to display the “NEXT BUS PLEASE” message on their overhead display and contact the TCC to document the capacity limit. If a bus has reached capacity and a customer with a disability is observed waiting, operators should contact the Transit Control Center and notify the customer that they are not allowed to board due to crowding. If possible, they should provide the approximate time of the next available bus.

Ridership and passenger loads are being monitored on a daily basis. If resources are available and a sustained need is identified, additional trips and larger vehicles may be assigned to limit overcrowding.

Operating staff can also report on issues affecting service using the Operating Conditions Report (OCR) system. Responsible departments research the issues and respond within 30 days. Operators should speak to their garage coordinator when they would like to submit an OCR.

**Beginning April 5, the “ESSENTIAL TRIPS ONLY” overhead display message will no longer be available. Instead, operators are encouraged to use PR Code 17 to display “FACE COVERINGS REQUIRED”**

Thank you for your continued service.

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Vince Pellegrin  
Chief Operating Officer