



City of Bristol, Virginia

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FOR IMMEDIATE RELEASE: CHANGES IN CITY TRANSIT AND COLLECTION SERVICES

Beginning Monday, March 30 2020, the City of Bristol Virginia will make changes to transit and collection services to reduce the spread of COVID-19 in the community. These changes are designed to allow the city to continue providing critical services while protecting the health and safety of citizens and staff. A full list of changes to city services and access to buildings is available on our website at: <https://www.bristolva.org/617/Community-Preparedness>.

COVID-19 Transit Service Changes

In order to operate in alignment with guidance provided by the CDC and the Governor, transit services will begin running by appointment only.

1. Appointments are limited to the following situations: work, medical appointments, and one trip to the grocery store per week per person.
2. All appointments must be made at least 2 hours in advance. Transit services will operate during it's normal hours of 7:00 am to 6:00 pm, Monday to Friday.
3. Transit will serve the same locations as during fixed route services. Passengers with an appointment will need to be picked up from an existing transit stop.
4. There will be a maximum of 3 passengers per bus at any given time. Only one wheelchair will be permitted per trip due to maximize social distancing. Please notify staff when making an appointment if you will need room for a wheelchair.
5. These changes do not impact paratransit services.

Call (276) 645-7384 to schedule an appointment.

COVID-19 Solid Waste Collection Changes

To help ensure uninterrupted Solid Waste Collections service to Bristol residents and to minimize the chance of infection to city workers during this crisis the city will implement the following required changes effective March 30, 2020:

1. All trash must be bagged, tied and placed in the city provided can. You may request an additional can if necessary. Bagged trash placed beside the can will not be picked up.
2. Bulk waste pickup must be scheduled in advance and may not be placed curbside more than 24 hours prior to the scheduled pickup. Pickup scheduling could require as much as 2 weeks advance notice.
3. Grass, leaves and brush pickup may be sporadic at this time and could be temporarily suspended in the near future.

Call (276) 645-7380 for questions or scheduling.

How you can help:

1. Reduce trash volume in cans by folding all boxes including smaller boxes such as cereal and cracker boxes. Some plastic bottles and jugs can be crushed.
2. Large boxes folded and placed in cans should not be forced into can or it could prevent can from dumping.
3. Compost leaves and grass in back yard. Do an on-line search for composting to learn how.

For media questions on the changes to transit services, please contact:

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For media questions on the changes to collections, please contact:

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