Dear friends,

As we navigate through this challenging time, I wanted to share with you the many actions METRO has taken to keep our riders and employees safe, flatten the curve, support community relief efforts, and plan for the gradual resumption of service in our regional economy.

METRO has asked its riders to take only essential trips. Yet during this time, METRO is providing about 100,000 rides every weekday to essential jobs, pharmacies and doctors’ offices. Also, METROLift, our paratransit service, gives about 2,000 rides every weekday to people with disabilities. To put this in context, during normal times METRO provides 280,000 rides every weekday and 7,000 rides every weekday on METROLift.

METRO’s number one priority is always the health and safety of our customers, our employees, and our community. Thus, in early March, we began implementing a series of precautions to prevent or minimize transmission of COVID-19. The measures currently in effect are synopsized in the attached fact sheet, and include:

- Coordinating closely with the county, city, and other governmental entities on measures to flatten the curve of COVID-19.
- Encouraging only essential trips.
- Frequently disinfecting METRO vehicles and operating facilities, including adding midday cleaning of vehicles, with emphasis on frequently-touched surfaces such as handrails, handholds and seats.
- Temporarily suspending fares to prevent unnecessary touch and provide financial relief during this challenging time.
- Posting signs on all buses and rail cars asking each rider to follow CDC recommendations, including to: wash your hands for at least 20 seconds before boarding and after debarking; cover your mouth or nose with a tissue or flex your elbow if you cough or sneeze; and avoid touching your eyes, nose, or mouth with unwashed hands.
- Frequently communicating CDC safety protocols through signs, social media, websites, and public service announcements on local media.
- Giving all employees temperature checks upon reporting to work.
- Requiring all employees who fail to report to work for 14 days.
- Requiring bus operators to wear masks and carry hand sanitizers for personal use.
- Implementing rear-door bus boarding for all but mobility-impaired riders and using mesh fencing to enforce social distancing between operators and passengers.
- Limiting boarding ability to no closer than one another by marking seats unavailable to ensure social distancing.
- Making buses available to handle overflow from the reduced seating capacity.
- Encouraging riders to wear masks, providing brochures on how to make your own mask, and providing a mask to any rider who lacks one.
- If a bus operator tests positive, immediately disinfecting the bus, and prohibiting riders from boarding a bus where an operator has tested positive.
- Making buses available to handle overflow from the reduced seating capacity.
- Coordinating closely with the county, city, and other governmental entities on measures to flatten the curve of COVID-19.
- Providing relief buses at testing sites.
- Metropolitan is providing about 100,000 rides every weekday to essential jobs and other officials to respond appropriately as developments occur, and will keep everyone informed about service and other changes through service alerts, news releases, social media, email blasts and the special coronavirus page at RideMETRO.org.

As we all navigate through this challenging time, I wanted to share with you the many actions METRO has taken to keep our riders and employees safe, flatten the curve, support community relief efforts, and plan for the gradual resumption of service in our regional economy.

METRO is continuously assessing demand so that we can increase METRO services as needs increase. During peak periods in normal times, more than one-third of the rides to downtown, and approximately 30% of rides to the medical center, occur on METRO. As businesses reopen, we will be working with the Mayor’s Office for People with Disabilities, METROLift drivers have made thousands of grocery deliveries to those in need. METRO has also been a full partner in community relief efforts. For example, working with the Mayor’s Office for People with Disabilities, METROLift drivers have made thousands of grocery deliveries to those in need. METRO has also been a full partner in community relief efforts. For example, METRO has been a full partner in community relief efforts. For example, working with the Mayor’s Office for People with Disabilities, METROLift drivers have made thousands of grocery deliveries to those in need. METRO has also been a full partner in community relief efforts. For example, working with the Mayor’s Office for People with Disabilities, METROLift drivers have made thousands of grocery deliveries to those in need.

As we move forward, METRO will keep working closely with local public health and other officials to respond appropriately as developments occur, and will keep everyone informed about service and other changes through service alerts, news releases, social media, email blasts and the special coronavirus page at RideMETRO.org.

We look forward to our great region’s emergence from this difficult time.

Sincerely,

CARRIN F. PATMAN
METRO Chair

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