SAFETY IS OUR PRIORITY

WHAT WE’RE DOING

Moving People
- Transportation is vital as it relates to essential employees and others who depend on METRO
- Adding buses to our most traveled routes including those in the Texas Medical Center
- Adding a TMC Shuttle route to move essential employees in the Texas Medical Center

Keeping the System Clean
- Continued emphasis on disinfecting surfaces touched by the public
- Ongoing dedication to thorough, daily cleaning of bus and rail vehicles as well as additional midday cleaning
- Frequent cleaning of bus shelters and rail platforms

Encouraging Social Distancing
- Installing seat tags on bus and rail vehicles to encourage social distancing
- Monitoring boardings per vehicle to enable a safe passenger capacity of 50 percent
- Instituting rear boarding to reduce bus operator and customer interaction
- Adding buses to routes with more riders to enable social distancing
- Installing orange mesh barriers to keep more distance between bus operators and customers

Focusing on People
- Encouraging people to wear a face mask, providing information on how to make a face mask, and working to make masks available to people as requested
- Offering free fares to limit unnecessary exposure for customers and employees
- Requiring temperature checks for all employees at METRO facilities
- Providing masks and hand sanitizer to all bus and rail operators

Going the Extra Mile
- Using METROLift vehicles to deliver groceries to those in need in conjunction with the Mayor’s Office for People with Disabilities
- Providing relief buses at testing sites
- Acting as a leader in the industry by sharing best practices and educational materials with other transit agencies
- Working to show ongoing appreciation for frontline employees

Communicating the Message
- Printing and distributing more than 250,000 pieces of educational material on best practices
- Running safety announcements on rail platforms and buses, and including safety messages on bus destination signs
- Providing service alert updates on specific routes and service
- Partnering with media outlets to run METRO Public Service Announcements (PSAs) on radio and television
- Staying in close communication with local authorities to provide service tailored to our regional needs
- Providing ongoing updates with press releases, social media content and email blasts

NEXT STEPS

METRO continues to monitor service needs throughout the region. We remain dedicated to being the transportation provider for our region.