



May 5, 2020 – Employee Update

Metro Team,

Thank you for your commitment to our customers and our team during these difficult times. Thanks to you, Metro has remained a cornerstone for our community through the COVID-19 crisis, and we will continue to serve when the threat from this pandemic wanes. We have been operating an emergency response mode since mid-March, and are now preparing to gradually resume normal service and operations.

As more of our team members become available each week, we are adding service across MetroBus on busy routes, and on routes that have been suspended. We have been able to sustain modified MetroLink service since late March. Call-A-Ride is supporting all ADA trips, and is also providing service on some MetroBus routes. Our Vehicle Maintenance, Facility Maintenance and Maintenance of Way teams have continued to maintain our transit system in excellent condition, maximizing our ability to provide service. Team members from across our organization continue to support our safety efforts.

We anticipate being able to add additional MetroBus service at our next quarterly service change on June 15. We have made a number of adjustments to transit operations and services to better protect our front-line team members and our passengers, and to minimize potential exposure to the coronavirus. This includes providing all transit operators with masks, gloves and other personal protective equipment, limiting passenger loads on buses, installing polycarbonate shields around the operator cabs on all buses, and asking customers to make essential trips only.

To help protect you and our customers from the spread of coronavirus, we are taking the important step of **requiring customers to wear masks. Beginning Monday, May 11**, face coverings are mandatory for all Metro customers and front-line employees. Face coverings need to fit over both the nose and mouth, and non-medical masks, scarves, bandanas and other types of coverings are permitted. Customers must wear their face coverings during their entire trip on a Metro Transit vehicle. This policy does not apply to customers who have trouble breathing, are incapacitated or are unable to remove the cover without assistance, and children ages 2 and under.

With these measures in place, **we will resume fare collection on MetroBus vehicles beginning on Monday, June 1**. We temporarily suspended fare collection aboard MetroBus and Call-A-Ride on March 21 to increase operator-customer distancing. Resuming fare collection is a critical step

toward restoration of transit service, and will further reduce non-essential transit trips, including loop riding and loitering at transit centers.

We ask our team members to continue to provide feedback on passenger loads, safety concerns and any other issues or concerns by contacting their management team. We are closely monitoring service and operations, and will make any necessary adjustments to support the health and safety of our team members and riders during the COVID-19 crisis.

The Metro Team has proven its resilience and dedication through this crisis. I look forward to the weeks and months ahead when we can resume more of our important work of moving the region.

Thank You,

A handwritten signature in cursive script that reads "Jessica Mefford-Miller". The signature is written in black ink on a light-colored background.

Jessica Mefford-Miller
Executive Director
Metro Transit