



SPECIAL EDITION COVID-19

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Keeping our customers safe during COVID-19

Dear valued customer,

The health and safety of our customers and employees is of the greatest importance to us during this novel COVID-19 outbreak.

We want to assure you that we are taking proactive steps to help prevent the spread of the coronavirus onboard our buses and in our facilities. We are closely monitoring coronavirus developments and receive frequent updates from local, state and federal public health agencies and local jurisdictions.

Metro along with all other transit systems are taking guidance from the Centers for Disease Control and Prevention, the World Health Organization, and public health departments. These experts advise that operational changes are not necessary at this time. However, we stand ready to make changes if the situation changes.

In addition to daily rigorous cleaning of our buses and facilities, we have begun utilizing a chlorinated, sanitizing disinfectant that is effective at killing the coronavirus. This disinfectant will be applied to buses and facilities, including polls, stanchions and seats, using an electrostatic sprayer, which promotes surface adhesion of the disinfectant.

Tips for riders:

- Cover your cough/sneeze with a tissue, then throw the tissue in the trash
- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose and mouth.
- Wash your hands often with soap and water for at least 20 seconds.
- If soap and water are not readily available use an alcohol-based hand sanitizer with at least 60% alcohol.
- Stay home when you are sick.

Metro has activated our Transit Emergency Operation Team, to discuss developments and next steps. This team is prepared to activate our Pandemic Response Plan should the need arise.

Get accurate and up to date info about coronavirus and prevention at

<https://www.cdc.gov/coronavirus/2019-ncov/about/index.html>.

I look forward to seeing you onboard soon.



Darryl Haley
CEO & General Manager

