



SAFETY IS OUR PRIORITY

Providing Essential Service for Essential People

METRO is committed to the safety of our customers and employees during this challenging time as we respond to COVID-19.

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.