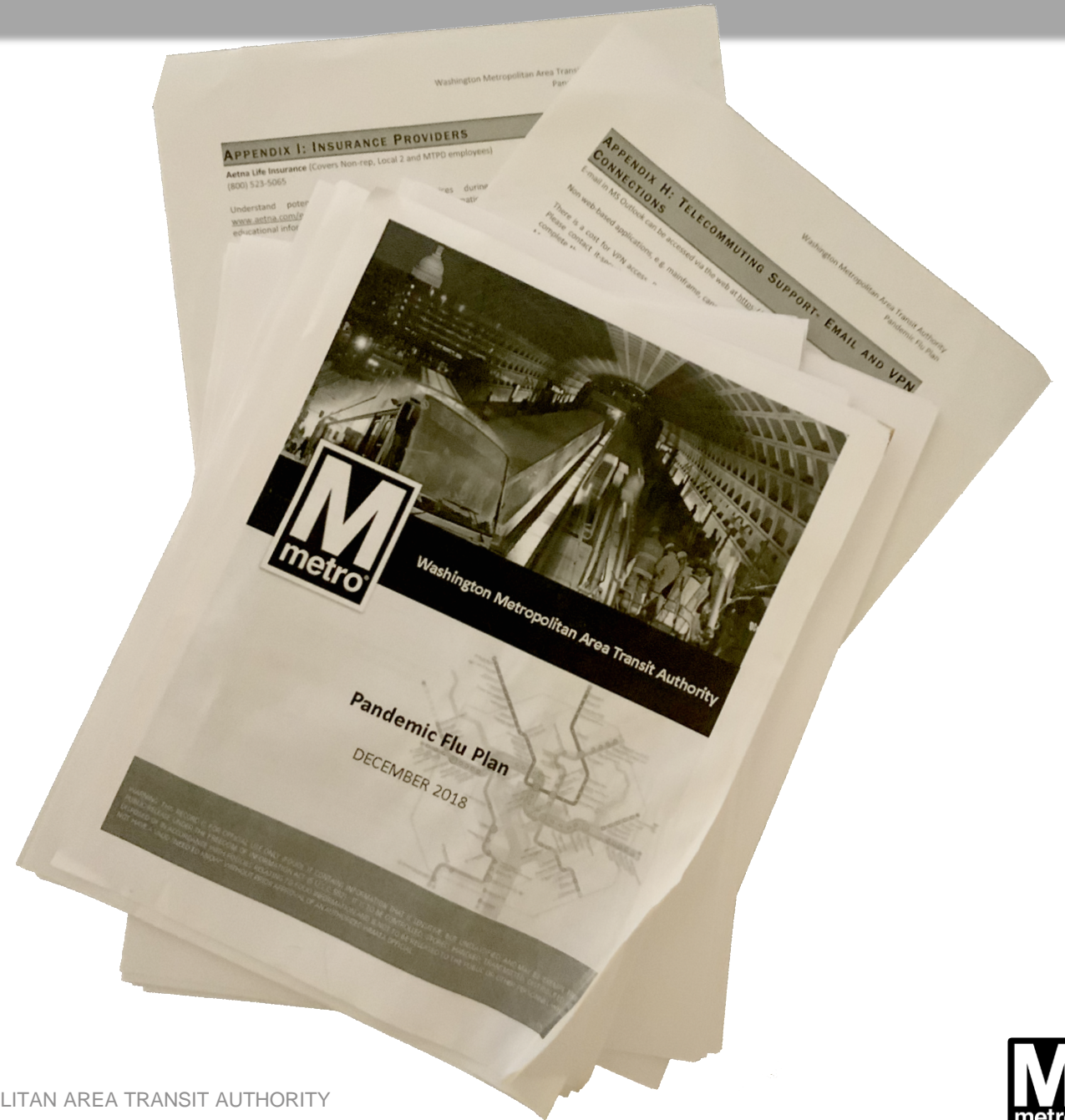


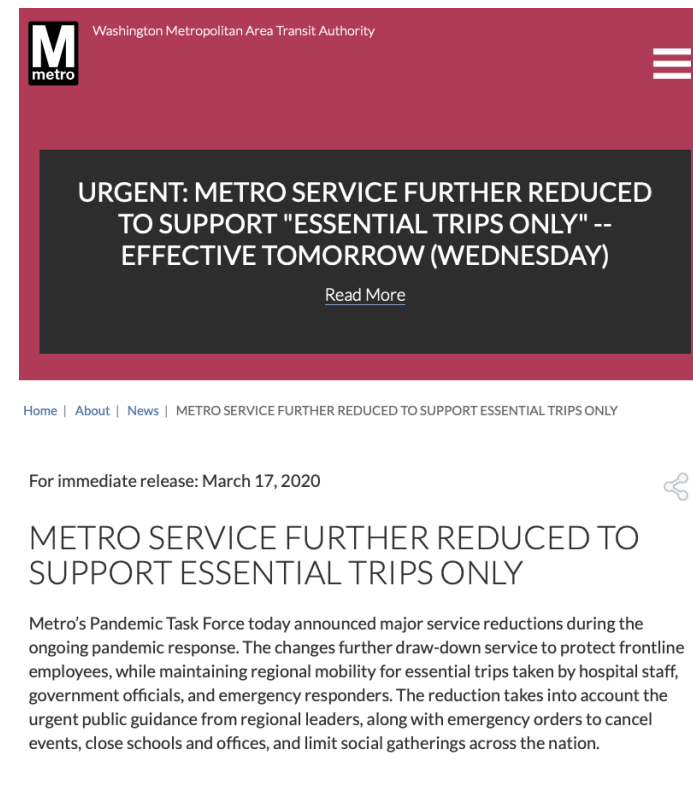
# COVID-19

- Employee health update
- Operational status
- Public information portal  
**[wmata.com/covidstats](http://wmata.com/covidstats)**



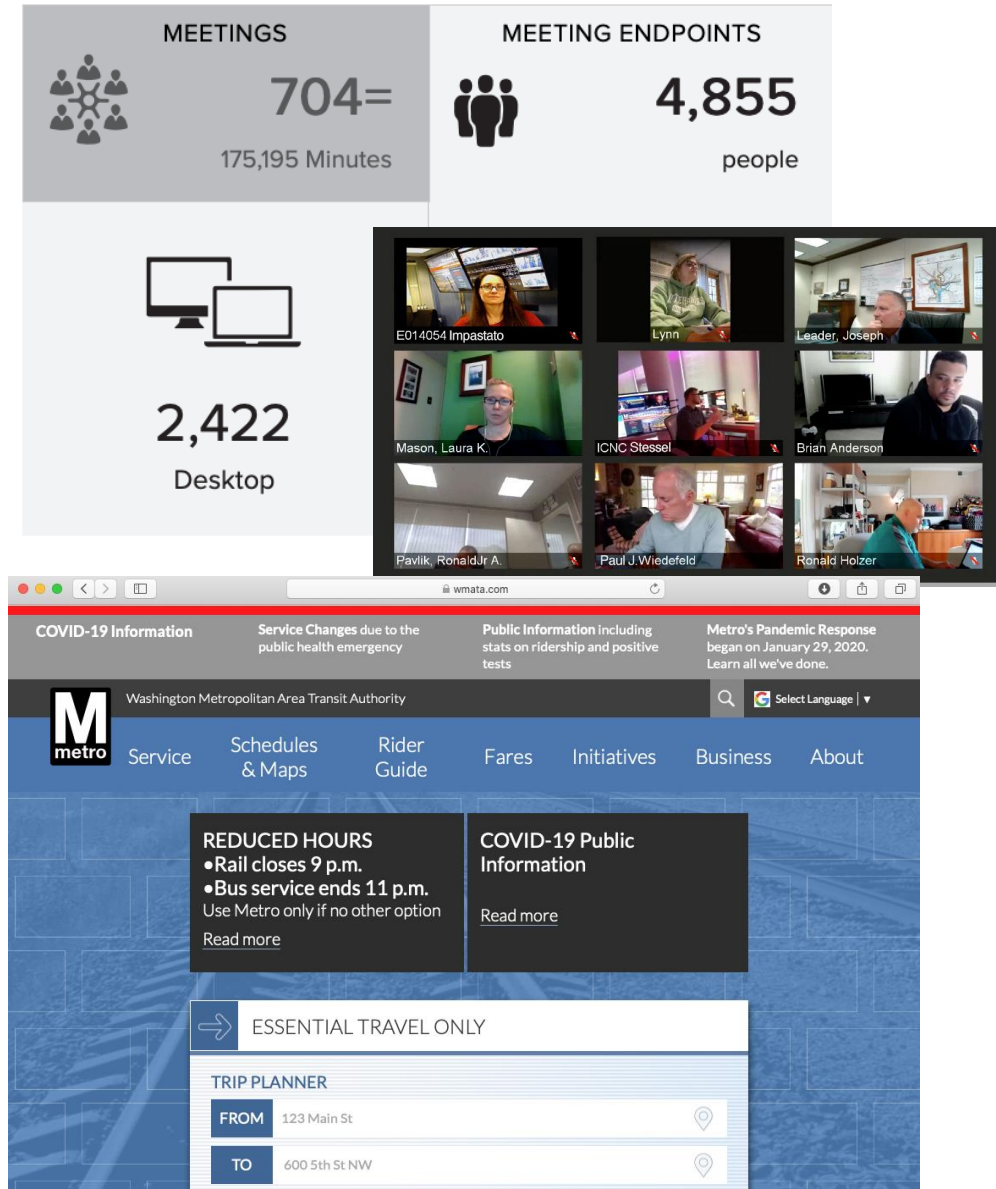
## Task Force Priorities

- Protect frontline employees
- Protect public health
  - Strategic drawdown in ridership and service
  - Additional cleaning
- Maintain limited service for essential travel only
- Prepare to support regional recovery



# Communications

- Staying connected internally
  - Expansive use of video conferencing technology
  - 3 Facebook Live employee events
- Keeping customers informed
  - Online media briefings, report support
  - Transparent reporting of COVID-related information
  - Regular updates via MetroAlerts, social media
  - Customer service via online chat



## Recovery

- Regional planning
  - Return to a New Normal
  - Statistical models
- Service restoration
  - Phased approach
  - Establish criteria
  - Identify constraints

