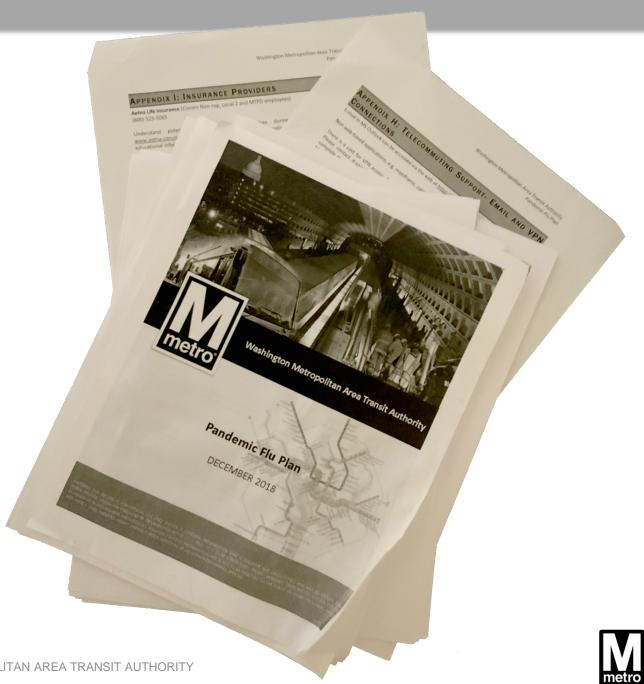
COVID-19

- Employee health update
- Operational status
- Public information portal 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







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For immediate release: March 17, 2020



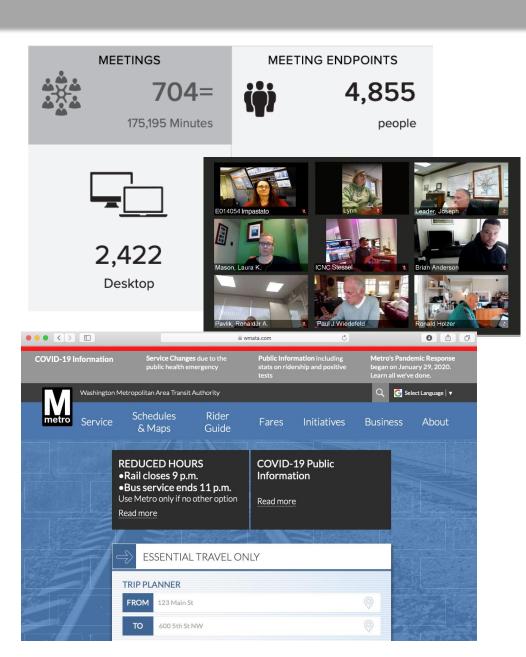
METRO SERVICE FURTHER REDUCED TO SUPPORT ESSENTIAL TRIPS ONLY

Metro's Pandemic Task Force today announced major service reductions during the ongoing pandemic response. The changes further draw-down service to protect frontline employees, while maintaining regional mobility for essential trips taken by hospital staff, government officials, and emergency responders. The reduction takes into account the urgent public guidance from regional leaders, along with emergency orders to cancel events, close schools and offices, and limit social gatherings across the nation.



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 COVIDrelated 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



Metro 📀 @wmata · Apr 8

It's an honor to be part of @connecteddmv's recovery task force, and we can't wait to get started! The planning that happens now, during the stayat-home order, will help the region hit the ground running when it's safe to begin recovery. More at connecteddmv.org #wmata

