



# COVID-19 UPDATES

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Wow. It is truly stunning how fast the situation with the COVID-19 changes. Last week at this time, I could not imagine that public schools would be closing. But that is our new reality. We are going to have to be nimble as we react to rapidly changing circumstances. Again, our primary concern and yours is to keep our families and community healthy.

I want to say how proud I am of the MTS team. Today, operators, mechanics and security personnel reported for work as normal. Administrative staff continues to work hard. Senior staff has been working long hours to think through strategies for employees. Our communications with employees and riders has been excellent and we will continue to keep up a steady stream of news.

This is an unprecedented situation for the modern world. It is presenting new and unique workplace challenges. Here are the top priorities MTS leadership is working on:

- Find solutions for parents that do not have childcare options for their children who are not in school. At this time, if there is no option, parents staying at home will need to use accrued leave.
- Create solutions for limited work-at-home opportunities for employees. I feel strongly that the administrative staff must support the people who come to work every day to put service out on the street and rails. But I also understand family needs. I expect all managers to work closely with their employees to assess work-at-home needs and work with HR to develop a plan of action. We always get through tough challenges by working together.
- Determine work and leave rules in the case we must reduce service and the number of people needed to provide our service.
- Keep the information flowing and readily accessible. We are creating groups of employees' cell phone numbers so that we can text the latest information. We're also building web pages specifically for employees. We will send out more information early next week.

Please know that service will operate our normal schedule this weekend and at the beginning of next week. We will carefully monitor ridership and make service level decisions next week.

I cannot emphasize enough everyone's personal responsibility to help contain the virus. So I repeat: **stay home if you feel ill**. The symptoms of COVID-19 (and the flu) are weakness, shortness of breath, chills and fever. If you have these symptoms, please stay at home and contact your doctor. And it is imperative that we all practice proper personal hygiene: Wash your hands with soap and hot water for at least 20 seconds frequently throughout the day. Sneeze or cough into a tissue and throw it away (or into your arm). Limit hand contact with your face. Wipe down common areas with disinfectant wipes or spray. MTS will make sure all departments have disinfectant products.

We also continue to make strides to protect our riders. Today, we put out 56 handwashing stations at trolley stations and at the UTC Transit Center. Trolley is doing mid-day cleanings at four major trolley stations and they have a roving crew making periodic stops throughout the system to clean stations.

I appreciate the difficulty of the times and the stress it puts on us all. Let's work together, stay focused, and keep informed. Thanks again for your loyalty and hard work.