

March 13, 2020

In these difficult times, MARTA understands the importance of maintaining public transportation for the thousands of people who rely on us every day. Our commitment is to operate a safe, efficient and clean transit system. MARTA will continue to monitor COVID 19 developments while providing bus, rail, and paratransit service at our current levels unless a roll back of service is necessary, whether directed by health, transportation, or government agencies, significantly diminished ridership, or a necessary decrease in staffing levels.

MARTA is coordinating our response with the local Emergency Management Agencies and Governor Kemp's Coronavirus Task Force. MARTA supports social distancing efforts and encourages teleworking when feasible. Reducing crowding on trains and buses is an important element in "flattening the curve" and slowing the spread of the virus.

**Our bottom line: MARTA will continue to be there for our customers who depend on us.**

#### Bus, Rail, Station and Paratransit Van Cleaning

MARTA is taking proactive measures to help customers stay healthy on our trains, buses, vans and in our stations including daily cleaning of all vehicles. MARTA will continue to thoroughly clean all buses, trains, rail stations, and facilities, with a focus on high touch areas such as handrails, elevator buttons, Breeze machines, and restrooms. We have also started mid-day end of line cleaning of buses while parked in bus bays at targeted rail stations. All MARTA employees have been instructed how to best protect themselves and others against the potential transmission of the virus.

#### What You Can Do to Protect Yourself While Riding Transit

We have communicated with passengers consistently regarding the personal hygiene measures that the Centers for Disease Control (CDC) recommends for individuals to protect themselves while in public and to prevent the spread of COVID-19. Specifically, wash your hands often, stay home when you're sick, avoid touching your eyes, nose and mouth.

#### Additional Steps to Protect Our Employees and, by Extension, the Riding Public.

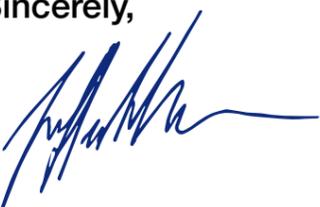
Effective immediately, we are implementing the following changes for MARTA employees:

- Employees and consultants who can work remotely should begin teleworking beginning Tuesday March 17 through March 31. Teleworking decisions will be made on a department by department basis.
- Meetings should be conducted by conference call, chat, or other virtual means. Meetings of more than 40 people in person are not permitted.
- New employees will be brought on board on Monday March 16. The Department of Human Resources will structure the NETO training to ensure no more than 40 people are in a room at any one time.
- In person trainings are suspended unless classes are mission essential and smaller than 40 people.
- A hiring freeze is implemented effective immediately. Exceptions to the freeze can only be authorized by the General Manager/CEO.

Discussions about how COVID-19 has and may impact MARTA and our region are frequent and ongoing, and any changes in service will be communicated through our website, app, and social and traditional media.

Visit [www.itsmarta.com](http://www.itsmarta.com) for service updates and links to useful information about coronavirus. Follow @MARTASERVICE on Twitter or download MARTA's On The Go app for real-time service updates. Call our Customer Care Center at 404-848-5000 if you have any concerns.

Sincerely,



Jeffrey A. Parker  
General Manager/CEO