



March 4, 2020

Dear RTA Customers,

The Regional Transit Authority is committed to keeping our community informed. The health and well-being of our employees and customers is a top concern. We are working closely with the New Orleans Health Department and the Louisiana Department of Health to monitor the novel (new) coronavirus (COVID-19).

Below are answers to some questions you may have as well as some guidance for you to consider.

How does the RTA make decisions?

The Louisiana Department of Health is the lead agency in public health crisis situations in our state. The New Orleans Health Department assists in providing RTA employees and customers direction on how to manage responses within New Orleans.

We are continuing to work closely with the Louisiana Department of Health and the New Orleans Health Department so we can respond quickly to any changes in their recommendations, guidance, and direction. The RTA is in direct contact with the Department of Health, so we are in close communication with their officials.

Is the RTA canceling service or public meetings?

At this time, we do not expect any changes to our normal operations.

When would the RTA cease operations?

If a case of COVID-19 is found in New Orleans, we will follow direction from public health officials, which may include service adjustments.

Is the RTA planning for alternative services or long-term service impacts?

The RTA is developing contingency plans to support the alternate scenarios.

What can I do now?

We encourage our community to have plans in place and take the following actions:

- Staying home if you are sick and practicing limiting the spread of disease by washing hands, covering your cough, and getting a flu shot.
- Pay attention to factual information from the CDC, Louisiana Department of Health or New Orleans Health Department. Do not panic and help dispel rumors.

- Stock up on medications and food that you would need if you were sick so that you do not have to go to the store when you are ill.
- If you believe you have been exposed to COVID-19 or have a respiratory illness, please call your healthcare provider for instructions. This can limit the spread of disease in waiting rooms by getting advice over the phone or getting instructions on how to enter the doctor's office if they want to see you in person.
- Monitor global travel restrictions by visiting: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
- Finding alternative childcare arrangements for your children in case of school closure.
- Talking to your employer about policies for working from home or shifting work schedules or responsibilities if schools are dismissed or you become sick. If you are an employer, consider maximum flexibility with allowing ill employees to remain home, or those caring for sick family to work remotely.

Stay Connected:

- All updates from the New Orleans Health Department on COVID-19 can be found here: <https://ready.nola.gov/incident/coronavirus/>
- All updates from the Louisiana Department of Health (LDH) on COVID-19 can be found here: <http://ldh.la.gov/index.cfm/page/3835>

This guidance is likely to change as this situation evolves, so please know we are committed to providing you with timely updates and guidance aligned with the best recommendations and guidance from our public health authorities.

If you have any additional concerns, please notify us by calling our Rideline number at 504-248-3900.

Thank you,



Alex Z. Wiggins
Chief Executive Officer