



FOR IMMEDIATE RELEASE
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CONTACT: Nicole C. Lacey
Office: 901.722.7156
Mobile: 901.277.4546
nlacey@matatransit.com

MATA Reinforces City of Memphis Civil Emergency Proclamation/Executive Order
Public transportation remains essential service

MEMPHIS, Tenn. – Earlier today, Memphis Mayor Jim Strickland issued a civil emergency proclamation and executive safer at home directive and closure of non-essential services and businesses within the City of Memphis. Per the Mayor's order, the Memphis Area Transit Authority (MATA) will continue to operate its normal service **and** MATA will enforce the following guidance to combat the spread of the COVID-19 disease:

MATA Fleet

- Per the Mayor's Executive Order, no more than 10 people will be allowed to board fixed route buses and Trolley cars. **This new guidance goes into effect at 6 p.m. on Tuesday, March 24 and will end on April 7 (unless otherwise extended).**
- Every other row on fixed route buses and Trolley cars will be blocked to maintain social distance and encourage customers to sit apart. ***Note: Since the capacity of the buses has been restricted to maintain social distancing guidelines, some customers may have to wait on the next bus to arrive.***
- No more than two passengers will be allowed to ride on any MATAplus paratransit vehicle (includes personal care attendant and/or escort).
- Effective **Tuesday, March 24 until April 7 (unless otherwise extended)**, MATA will only transport MATAplus paratransit customers to work, medical-related destinations (including dialysis, doctor appointments and pharmacies) and to purchase/collect food from grocery stores, restaurants, or food distribution centers at non-profit organizations.

MATA Facilities

- MATA headquarters, located at 1370 Levee Road, is closed to the public from March 24-April 7 (unless otherwise extended).
- The Trolley facility, located at 547 North Main, is closed to the public from March 24-April 7 (unless otherwise extended).
- The customer lobby areas and public restrooms at each Transit Center will continue to be closed to the public until further notice.
- The customer service counters will continue to be open from 7:30 a.m.-4 p.m. Monday-Saturday at each Transit Center.
- In order to access the customer service counters, security officers will only allow three people to enter and exit the building at a time to perform customer service transactions only.
- The Assessment Center located in the Airways Transit Center is closed to the public until further notice.

As the disease continues to spread, MATA **will continue** performing its daily fleet and bus shelter cleanings which includes comprehensive disinfecting and sanitizing measures. In addition, customers can practice the following preventative measures recommended by the Centers for Disease Control and Prevention (CDC):

- Stay home if possible.
- If you're sick, stay home.
- Practice social distancing. Place **at least six feet** between yourself and others to reduce your risk of being exposed.
- **Wash your hands. Wash them often. Wash them thoroughly using soap and water for 20 seconds.** Use hand sanitizer frequently **if it is available**.
- Please avoid direct contact with others. No handshaking. A friendly wave, a head nod, a fist or elbow bump are all acceptable forms of greeting others.
- Eat right (fruits and vegetables) and drink plenty of fluids like water.
- Avoid touching your face, especially your mouth, nose or eyes.
- Practice respiratory etiquette by using a tissue if coughing or sneezing, then throwing the tissue away into a trashcan and washing your hands.

About MATA

The Memphis Area Transit Authority (MATA) is the public transportation provider for the Memphis area. As one of the largest transit operators in the state of Tennessee, MATA transports customers in the City of Memphis and parts of Shelby County on fixed-route buses, paratransit vehicles and vintage rail trolleys. For more information, visit www.matatransit.com.

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