

To all of the patrons of the Cross Island Parkway,

As many of you are aware, we have spent the last several days learning about the coronavirus (COVID-19) and how it is impacting our lives. We are following the Centers for Disease Control's (CDC) guidelines during this time to make sure that all of the safety precautions are being followed in order to safeguard our employees, operate the toll facility, support our patrons and do our part on preventing the spread of the virus.

Over the past week, we have implemented the following:

- Toll collectors are now wearing gloves
- Sanitizers are located in each booth and every office location
- Ramped up cleaning services for the offices and sanitize all door handles/counters multiple times a day
- Posted signs about frequent washing hands with soap and water
- Encourage employees to stay home when they are sick and send employees home when they are sick
- Keep distance among each other in the workplace
- Increased Remote work for employees that are not customer facing
- Creating a stagger work shift for our Toll Collectors

If you don't feel well, or choose not to visit the service center, we do have the ability to assist through our phone system, Interactive Voice System (IVR) and our website located at www.crossislandparkway.org.

During this time, there may be delays due to employee call outs and other unseen issues. We ask for your patience during this time and apologize in advance for any inconvenience.

Thank you