

## **Clyde's Restaurant Group**

Clyde's response to SafeTrack focuses on:

- Achieving "situational awareness" – knowledge of what is going on – regarding staff impacts,
- Educating and empowering its staff, and
- Working with vendors to ensure supply-chain continuity.

Clyde's Restaurant Group operates 14 restaurants throughout the Washington Metropolitan Region, with a total of 2,400 employees. Metro's SafeTrack plan will have a direct impact on the employees working almost every Clyde's location.

Managers and department leads are using an in-house survey to better understand the impacts SafeTrack will have on employees. Armed with this information, management is positioned to make informed decisions to help its employees throughout the duration of SafeTrack. Clyde's management team is also educating employees on alternative transportation and transportation planning resources available to them.

Finally, Clyde's has amplified communication with its suppliers, in order to maintain operational supply-chain continuity despite any potential road congestion.

## **Booz Allen Hamilton**

Booz Allen Hamilton is concentrating on resource education and open communication with employees to mitigate the impact of SafeTrack on its employees.

BAH has expanded its internal website on transportation information to address the entire Washington region. This robust intranet resource provides information and links on alternative transportation methods, such as the company's carpooling and vanpooling program, and local or commuter bus options; and it also Internet-based links to trip planning and notification resources.

Additionally, BAH is using a variety of communication channels to get information on SafeTrack out to its staff. It is using newsletters, an intranet landing page dedicated to SafeTrack, and direct and open communication between managers and their staff. Communication topics for staff include basic education on SafeTrack, alternative transportation resources, reminding staff of corporate time policies, and encouraging open communication with managers. On the other side, the company is encouraging managers to communicate with staff and create a dialogue with them to better understand how SafeTrack will impact them throughout 2016-17. Job managers have been encouraged to perform continuity assessments on client project delivery to better understand and plan for SafeTrack disruptions.

## **GEICO**

GEICO implemented a targeted approach to understand the impact SafeTrack will have on its employees. Following Metro's announcement of the final SafeTrack plan, GEICO immediately started thinking about how its employees would be impacted, and how leadership could help. GEICO had previously collected commuting preference information from its employees, and therefore was able to directly contact affected Metrorail users with a brief 10-question survey that asked for specific information regarding the employees' commute, including details including their Metro station entrance and exit, Metro line(s) used, and use of Metro park-and-ride lots.

GEICO's leadership plans to use the survey responses to make informed decisions regarding employee commuting during SafeTrack. Through survey analysis, GEICO will determine how to best help its employees over the coming year. GEICO will share the results of the survey internally to help employees identify carpooling opportunities with peers and coworkers also impacted during SafeTrack.

## **MedStar**

MedStar Washington Hospital Center is taking proactive measures to limit transportation impacts caused by SafeTrack. Crucially, the hospital has established leadership team tasked specifically with planning for, managing, and limiting the impacts from SafeTrack. Also important: MedStar is planning its responses to SafeTrack in collaboration with its neighbors, the National Rehabilitation Hospital, Children's National Medical Center, and the V.A. Medical Center.

MedStar's SafeTrack planning team began its work by investigating on-site and off-site parking capacity, shuttle service, and access to off-site medical facilities. An early initiative of the committee has been daily messaging to all patients and employees using digital TV screens, emails, and internal websites; this messaging targets both Metrorail riders and other commuters. Direct communication has also been initiated with patients identified as likely to use Metro.

MedStar has also encouraged hospital leadership – both onsite and off – to open dialogue with employees and patients, and empower them to identifying individualized ways of dealing with SafeTrack. Employees and patients are being encouraged to carpool, vanpool, or rideshare. To support a potential increase in parking needs, MedStar and neighboring hospitals are working to increase access to parking, campus-wide. Additionally, backup plans have been drafted to implement valet services.

Finally, MedStar has made plans to continue messaging and monitoring the impacts throughout SafeTrack. Continued coordinated communication is planned for each Surge of SafeTrack, and in the event of any changes to Metro's schedule. Strategies have also been adopted to monitor shuttle service, parking, and other related impacts through each surge of the SafeTrack program, allowing the hospital to be flexible and ready to implement additional strategies as needed.