



March 16, 2020

Dear Madeline Island Ferry Line Customers,

The Madeline Island Ferry Line is open and currently running our normal schedule, which can be found at [madferry.com](http://madferry.com).

The health and safety of our customers and employees is a top priority, so we wanted to take a moment to update you on the steps we are taking to address our shared concerns in light of the presence of COVID-19 (coronavirus).

In accordance with the Centers for Disease Control and Prevention (CDC) we have implemented additional preventative measures to maintain a clean, healthy environment.

These efforts include:

- Making sure employees who are ill or displaying signs of illness (fever, cough) stay home from work.
- Increased cleaning and sanitizing of high contact public surfaces (i.e. handrails, door handles, etc.) of our vessels and passenger terminal areas.
- Directing all employees to frequently wash their hands according to recommended procedures.

We are doing everything in our power to provide a safe transportation experience for our customers and a healthy environment for our employees and community. We will continue to actively monitor and communicate updates on ferry service as needed. Please go to [madferry.com/weather-alerts](http://madferry.com/weather-alerts) to sign up for our text notifications.

If you have any questions, please call our office at 715-747-2051.

Sincerely,

A handwritten signature in blue ink that reads "Gary W. Russell". The signature is written in a cursive style.

Gary W. Russell  
Vice President