

tough to handle, although I do think one of the ways of handling that certainly is through the public education effort.

I think we need to do a push to educate the public at all levels across the country with the same message, which I think is critical. To follow what Dr. Horton said, that if they are not—letting them know if they are not ill, then they don't necessarily need to go to a hospital or to a private physician.

Many in our population depend on a hospital for their primary care. So you are going to have that compounding the situation.

Mr. KING. Just to ask one question on the record; I don't expect an answer, just for the record.

Vice President Biden took a lot of heat when he made the remark about travel on the Metro, but in densely populated areas such as New York, Chicago, Boston, San Francisco, where so many people do go on subways and commuter lines, if this did become a more severe strain, would the city of New York look into whether or not we would cut back or encourage people not to take the subway lines?

Dr. FARLEY. We did look into the issue of mass transit in New York City. The vast majority of people in New York City rely on mass transit, and the feeling was, we could not shut down the mass transit system because then people couldn't go to work including health care workers and other essential personnel.

There are things we can do to reduce the number of people on mass transit and encourage people other ways to get around. But the fact is in a densely populated city like New York, more people are going to come in contact with each other in many locations; and so you will likely have more spread of a virus like this.

Mr. KING. Thank you very much.

Thank you, Madam Chairwoman.

Ms. CLARKE. Ms. Richardson, I understand it is your turn to ask your questions.

Ms. RICHARDSON. Thank you, Madam Chairwoman, and Ranking Member for having this very much-needed hearing.

I would like to speak to the employees, the Federal employees aspect, and I had an opportunity to read your testimony and congratulations to all of you who hung in here through all of these votes we have.

Is anyone still here from DHS? Okay.

HHS? Okay, great.

In your testimony, you said that folks were not receiving consistent and timely information and not adequate resources and differences from a Texas airport and various airports of what the procedure was.

Do you feel better empowered today with the folks to be able to respond? Have you seen any difference since when that occurred to where we are right now?

Ms. KELLEY. I think in TSA, in particular, there is a recognition that they had serious communication issues with not getting the message out to employees.

We had a meeting as recently as yesterday with TSA about communication, and so I think there is a much clearer recognition, hopefully; and we have offered to work with them to help figure it out so it does not happen again.