



March 23, 2020

We are reaching out today to give you an update on our organization and our operations over the past week. As we said last week, there is no higher priority to My Ride to Work than taking care of **your** employees in the same way that we take care of our dispatch team, ground crew, professional drivers, and dedicated cleaning team.

We are continuing to monitor the evolution of this situation and taking all precautions and recommended measures from the Centers for Disease Control (CDC), the World Health Organization (WHO), and national / local government agencies. Our leadership team is working overtime to implement new policies and work with our customers to meet their needs in this unprecedented time.

We have added additional shuttles to our fleets and dedicated those to our customer accounts to ensure 50% or less ridership allowing for appropriate social distancing during rides. Additionally, we have closed off first row seats on each vehicle to add an extra layer social distancing to our drivers. We have added additional cleaning staff dedicated to sanitizing and cleaning the interior and exterior of our building and fleet several times each day. Lastly, we have placed permanent sanitizer dispensers on each of our vehicles and we are stocking those several times each day for our passengers.

We are continuing our increased sanitation and cleaning measures as shared with you last week...

DEDICATED CLEANING CREW:

One of our biggest points of pride is the cleanliness of our vehicles and how that impacts the rider experience. My Ride to Work has historically invested in a dedicated cleaning crew onsite at our vehicle yard. This team disinfects each vehicle pre and post trip as part of our daily process. Over the last couple of weeks, we have increased time spent on our sanitation process for each vehicle and we are deep cleaning each day.

FOR OUR RIDERS:

- We have disinfectant wipes on every bus to thoroughly clean their seating area
- We disinfectant spray on each vehicle and use it after each route is complete
- We have precautionary signs at each badge reader informing riders of actions they can take to ensure ongoing safety
- Cleaning crews replaces and replenishes hand sanitizer daily
- Each bus is cleaned and disinfected after every route
- Drivers are encouraging the use of hand sanitizer when riders board

FOR OUR DRIVERS:

- We are providing latex gloves in our dispatch area
- Our dispatch area is being disinfected including time clocks, vehicle tables, doors, bathrooms, vests, etc.
- Fully disinfecting the driver area of each vehicle after each route is finished
- We are staying very close to our drivers and if anyone is under the weather or not feeling well, we are advising them to stay home. We are staffing appropriately to ensure we have no gaps in coverage
- We have placed signage and reminders at every sink and bathroom to wash and clean hands

It is our priority to take care of our passengers, our drivers, our employees and all of their families and communities. This is a time we can improve our operations while strengthening our bonds with employees, customers and community. We are here to help our riders and employees through this uncertain time. We will keep you posted as we continue to receive updates and information.

Best regards,
Geoff Donahue