



April 24, 2020

Maurice Carter B/A
Amalgamated Transit Union
Local No. 1220
231-A East Belt Boulevard
Richmond, Virginia 23224

Regarding Safe Service Campaign Letter Dated April 20, 2020

Dear Mr. ~~Carter~~, *Maurice*

GRTC's highest priority is the safety and health of our employees and the community we serve. I, too, hold this priority as a moral obligation to protect human life. In every decision I make as CEO of GRTC, I fully consider to the best of my ability both the immediate and long term safety of our staff. This commitment has never been greater than now as the decisions I make and the recommendations I forward to the Board of Directors directly impact GRTC's ability to maintain the health and safety of our staff and to continue operating during and after the COVID State of Emergency.

As you are aware, GRTC has been aggressively acting to protect the health of our staff and riders. First and foremost, GRTC is taking all reasonable steps available to help ensure the safety of all employees and our workplace. Employees have been instructed to stay home while sick. We have notified all co-workers of possible exposure to COVID-19 in the workplace while maintaining the confidentiality of employees' medical information. We have followed CDC disinfecting and cleaning recommendations and have even enhanced cleaning and protective measures for the workplace.

We are following all applicable health guidance, abiding by relevant laws and orders, and taking steps to enhance workplace safety and address related employee concerns. We are communicating those measures to employees regularly to make sure employees know about the steps taken and that they can provide input or raise specific concerns.

This letter provides a running summary outlining what GRTC has done to protect the health and safety of our staff and riders from COVID-19. Many of these were implemented far in advance of and go well beyond the list of measures the ATU requested in its late April letter and that you included in your letter to me dated April 20.

Already in-place before COVID-19:

Hand sanitizer stations at HQ.

Pulse stations cleaned daily.

HQ cleaned daily.

Protective disposable gloves available upon request for Operators.

Normally 25% of fleet cleaned daily, taking four days to cycle through.

March:

1: Tip of the Week provides information about the COVID-19 spread and prevention practices.

6: Procurement begins efforts to purchase hand sanitizer for all vehicles. (This plan evolves through the month, ending up with the distillery and individual bottle solution.)

10: GRTC's COVID-19 webpage launches with daily updates. This kicks off public communication efforts.

12: Reminder about optional protective gloves shared with Operators (gloves available upon request at Dispatch or from a field Supervisor). Inventory continually replenished.

13: 9AM Directors' Meeting to immediately address emerging conditions and accelerate protective measures

13: Begin daily texts with safety messages and employee notices.

13: All work travel canceled until further notice to minimize risk of exposure. Staff traveling for approved time off should report to HR prior to returning to work.

13: Personal trash bags begin being installed on buses to help with disposal of unsanitary items.

13: Planning & Scheduling begin drafting service updates in response to projected changes in ridership during the emergency.

13: Management stated commitment to maintain 100% employment for as long as possible

16: Admin staff begin transitioning to telework to minimize unnecessary exposure to front line staff in building. Admin building closes to public. Admin cleaning increased with enhanced focus on high-touch places (door handles, buttons, railings, etc).

16: All internal monitors display exclusively COVID-19 information.

16: Implemented daily weekday 9AM COVID-19 tele-meetings for leadership staff and Union leadership.

17: Began providing paid quarantine to staff with possible exposure or family exposure to COVID or with COVID-like symptoms

17: Additional trash can placed at bus lot door.

17: Cleaning milestone – 50% of fleet (high-touch surfaces) cleaned daily.

19: Discontinue fare collection and limit front-door access to only passengers needing Operator assistance.

19: Placed signs and physical separation for more than six feet distancing between passenger areas and operators.

23: Additional trash can placed at front door.

23: Cleaning milestone – 80% of fleet (high-touch surfaces) cleaned daily.

24: Unaccompanied minors asked not to ride.

26: Cleaning milestone – 90% of fleet (high-touch surfaces) cleaned daily.

26: New PSA announcement deploys on buses asking customers to only ride for essential trips, follow CDC public health guidelines, enter/exit through rear doors.

27: Porta Potties deployed.

30: Hand sanitizer replenished with locally produced sanitizer from distillery.

30: Confirmed availability of paratransit vans and operators for use on express and low passenger runs

April:

1: Hand sanitizer stations deployed in high-traffic areas.

1: GRTC begins gathering cloth face masks to make available to front line staff. Ongoing.

3: Personal 4oz bottles for hand sanitizer distributed to staff. Ongoing.

4: Received notice of GRTC's only known COVID Positive staff member and took immediate precautionary measures

5: Cleaning milestone – 100% of fleet (high-touch surfaces) cleaned daily.

6: PR Code "Essential Trips Only" deploys on fleet.

8: Express resources redeployed to high-ridership local routes to help promote physical distancing while riding.

17: GRTC gathers enough cloth face masks for all staff to have two, if they choose. Ongoing.

23: Limited supply of cloth face masks available on buses for customers.

26: Service updates take effect to redistribute transportation resources from low-ridership routes to high-ridership local routes to further help promote physical distancing while riding.

As of 4/23/2020, the state health department released its latest coronavirus numbers showing that the majority of all cases and deaths in our service area have been located within long-term care facilities and continue to be the location of new clusters of infections.

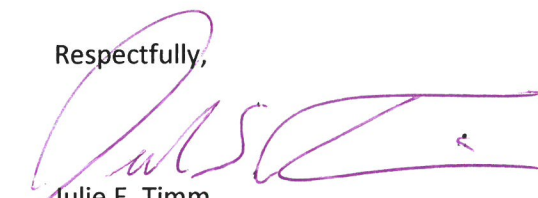
Jurisdiction	Population	Test Results	Positive Cases	Hospitalizations	Deaths
City of Richmond	227,032	1,647	259	45	13
Chesterfield County	352,802	2,223	402	34	7
Henrico County	330,818	2,270	718	99	83
GRTC	481	21	1	-	-

As shown in the table, GRTC staff has had one positive case of COVID-19, zero hospitalizations, and zero deaths to date in the entire company from the virus. As was communicated with all staff, that single case was attributed to the employee's close contact with a family member. Cleaning protocols were already in place associated with this person's work area, and GRTC immediately implemented quarantine protocols prior to obtaining the test results.

This lack of impact from the virus on GRTC staff from ongoing GRTC operations is a direct result of our safety measures combined with the diligence of all staff and management working together to maintain a safe and healthy environment.

I want to personally thank you for your partnership and leadership during this unprecedented time. Together, I know we will continue to keep our priorities focused on the safety of our staff and the ongoing operations of service.

Respectfully,



Julie E. Timm
Chief Executive Officer
Greater Richmond Transit Company