FOR IMMEDIATE RELEASE

GRTC, Richmond Police Department, and Henrico County Police Division Launch Operator Safety & Respect Initiative

RICHMOND, Va. – GRTC, the Richmond Police Department, and the Henrico County Police Division are partnering on an Operator Safety & Respect Initiative focused on supporting transit operators, promoting respectful rider behavior, and reinforcing a safe and welcoming transit experience throughout the region.

Through the initiative, GRTC will coordinate with Richmond and Henrico law enforcement on strategic community outreach, increased visibility at key transit locations, and direct engagement with riders and transit employees. The collaboration builds on GRTC's existing safety investments, including Public Safety Ambassadors, Public Safety Officers, enhanced patrol programs, operator support initiatives, and ongoing security improvements.

“Our operators are the backbone of our transit system, serving thousands of riders every day with professionalism, dedication, and a commitment to our community,” said **Sheryl Adams, Chief Executive Officer of GRTC.** “This initiative is about demonstrating our support for the employees who keep our region moving, strengthening partnerships that enhance safety, and reinforcing a culture of respect throughout our transit network. Every operator deserves a workplace where they feel valued, supported, and safe.”

“GRTC is a tremendous public asset that connects our neighborhoods, strengthens our communities and brings our region together,” said **Richmond Police Chief Rick Edwards**. “We are pleased to continue our partnership with GRTC and our regional law enforcement colleagues to help ensure a safe and welcoming transit experience for everyone who relies on this essential service.”

“Collaborating with our community partners helps make for a safer Henrico County,” said **Henrico Chief of Police Eric D. English**. “Prompt reporting of suspicious or dangerous behavior can help ensure every operator feels protected on the job and every rider feels secure throughout their journey.**”**

“Our operators take pride in serving the public,” said **Maurice Carter, President Local 1220**. “We appreciate this partnership and the shared commitment to safety, professionalism, and respect throughout our transit system.”

The initiative also supports GRTC's **Ride with Respect** campaign. Through the message **"Respect the Operator. Respect Each Other,"** the campaign reinforces expectations for rider conduct while recognizing the essential role operators play in keeping the region connected.

While many customers use the system responsibly every day, GRTC and its partners remain committed to addressing threatening, disruptive, or criminal behavior that impacts transit employees, passengers, or operations.

A safe transit system starts with respect. By looking out for one another and treating each other with dignity, we can help ensure that GRTC remains a welcoming, reliable, and safe service for everyone who depends on it.

Ashley Potter
Communications Manager
GRTC
804-516-4148 (mobile)
ashley.potter@ridegrtc.com

James Mercante
Director of Public Affairs, Office of Strategic Communications
Richmond Police Department
(804) 646-5024 (office)
(804) 363-9107 (mobile)

Karina Bolster
Public Safety Media Relations
Henrico
804-501-5000 (office)
804-349-2507 (mobile)
Bol023@henrico.gov