

BEHIND THE WHEEL





Leading the Way

Arnaud Legrand, CEO RATP Dev USA

In these uncertain times, we have an opportunity to see greatness in humanity. No matter the circumstance, we have forged together – across the nation and across the globe, to support and be kind to one another. As an essential service provider, [RATP Dev USA](#) is proud of the resiliency we have shown and seen among our transit agencies. This challenging time demonstrates just how crucial safe and reliable public transportation is to our world, and the infrastructure we are a part of.

As the newly appointed Chief Executive Officer of RATP Dev USA, I have had the pleasure of witnessing our front-line workers, and local leaders show their unwavering commitment to professionalism and customer service.

It is important to remember that we are not alone in these efforts. Our global support can be felt through the sharing of best practices and ideas for sustainable solutions from every country in which operate. From our leaders to our front-line teams – we are in this together. Social distance does not equal emotional distance.

What we do every day is truly essential to your communities – it takes courage and dedication, and we are thankful for all of our employees! We dedicate this edition of our Behind the Wheel newsletter to our operators, drivers, supervisors, mechanics, and support staff everywhere, and the resiliency they display every day helping the communities we serve.

We appreciate you. We thank you.



Arnaud Legrand
Chief Executive Officer, RATP Dev USA



CONTINUOUS IMPROVEMENT



SAFETY FIRST
SAFETY ALWAYS



TRANSFORMING
TRANSIT



CAUGHT IN THE
HEADLIGHTS



COMMUNITY
CONNECTION



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CONTINUOUS IMPROVEMENT



Coping Strategies for a Healthy Lifestyle

Brenda Roden, Corporate Human Resources Director
Jonna Duke, HR Generalist

As we navigate our way through this unprecedented time, it is more important than ever that we maintain a healthy lifestyle, both mentally and physically. RATP Dev USA offers a variety of programs to help our employees and their families on their wellness journey.

During this time of social distancing, our health and wellness program, Fitness Express – a partnership with [Navigate Wellbeing Solutions](#) – provides resources and contests to keep everyone excited and engaged during their journey to better health. Together, we are offering individual challenges and video courses that can assist with facing fear, finances, fitness, nutrition and resilience through purpose, gratitude, and positivity. These challenges and videos are a great resource to use in making sure we all remain active and take care of ourselves.

Moving forward, we have the opportunity to continue to enhance health and wellness in transit. For example, RATP Dev's Blue Cross Blue Shield (BCBS) health plans include telehealth coverage through [MDLive](#). Having symptoms of the coronavirus can be a scary situation, MDLive board-certified doctors are available to help 24/7 by phone or video. Their physicians can assess your condition and help determine the necessary next steps, all from the comfort of your home. MDLive continually monitors the [Center for Disease Control and Prevention \(CDC\)](#) guidelines and recommendations related to the coronavirus. Along with providing support for people dealing with the coronavirus, MDLive physicians can help with more than 80 common illnesses.

When coping with the new reality brought due to COVID-19, it is important to remember that mental health is also crucial to physical well-being. Uncertainty, self-isolation and being on the front lines of this pandemic can increase feelings of anxiety and stress, which is a normal response under such circumstances. You do not have to cope alone. We encourage you to speak with a professional to obtain information and guidance on best practices for your overall health and happiness.



CONTINUOUS IMPROVEMENT



Here at RATP Dev, we are proud to offer the [Employee Assistance Program \(EAP\)](#), in partnership with UNUM, to provide cost-free professional and confidential consultation and referral services to assist our team members and their family members with questions and concerns via unlimited access by telephone and online tools, and up to three face-to-face visits with a consultant to help with short-term concerns. Utilizing services such as this give our essential workers a peace of mind as they protect themselves and their families.

As we look ahead and prepare for better days, we will continue to offer opportunities that help in making health and wellness a lifestyle. We are happy to support each and every one of our team members as they do their part to serve their communities.





SAFETY FIRST SAFETY ALWAYS



Preventive Measures and Safety Precautions

Richard Czeck, VP Safety & Security

In all facets of society, we have been challenged by the COVID-19 pandemic and continue to experience its effects. As a public transit provider, the need for preventive measures and safety precautions are of the utmost importance to protect our front-line workers and passengers while delivering the appropriate level of service. RATP Dev adapted quickly to this new reality, making the necessary adjustments to minimize safety risks. While this time period is not an ideal situation for anyone, we encourage the following safety measures:

- Communicate with your leadership team and staff on a regular basis to understand each day's impact on operations and make any necessary changes to service. Increased communication is critical to ensure everyone feels supported during these times. If you are in a leadership role, listen to your employee's valid concerns.
- Provide a weekly COVID-19 safety bulletin based on the most current information from the [Centers for Disease Control and Prevention \(CDC\)](#), [World Health Organization \(WHO\)](#), [Federal Transit Administration \(FTA\)](#), and the [American Public Transportation Association \(APTA\)](#). All relevant safety information should be stored in an accessible company-wide site/portal for easy access by all site personnel.
- Personal Protective Equipment (PPE) is in high demand. Sourcing of COVID-19 related PPE is easier when requests are funneled through a specific channel to ensure all transit agency employees are allotted the appropriate supplies needed to provide service safely.
- Provide web-based training on the proper care, cleaning, and storage of N95 respirators and surgical cloth masks to ensure team members are using them correctly.
- Take the extra step towards clean and safe environments. Enhanced cleaning protocols must be put into place to maximize the cleanliness of fleet vehicles every 24 hours. Additional positively charged fog cleanings provide an extra level of protection for indoor administration facilities.

While every transportation agency is different in fleet size, transit mode, and budget, the above steps will help in keeping the number of COVID-19 cases to the lowest possible levels. Thank you for your commitment, hard work, and courage during this very difficult time. We will get through this together.



TRANSFORMING TRANSIT



Using Public Transportation to Combat Human Trafficking

Molly Lepine, Marketing Director
Sarah Mobley, Marketing Manager

To transform means to bring about change. As one of the largest transit providers across the globe, RATP Dev aims to bring awareness to important topics that encourage the transformation of our industry. From ensuring mobility for all to sustainability solutions, it is our responsibility to facilitate change through education and execution.

One cause that needs our attention and support is combatting human trafficking. Human trafficking, which includes sex trafficking and labor trafficking, is a prevalent crime occurring in our communities and within our industry on a daily basis. Many times, this heinous crime is hiding in plain sight. According to the [International Labor Organization](#), there are around 24.9 million people who are being trafficked around the world: 71% are women and girls, 29% are men and boys, 74% are adults and 26% are children.

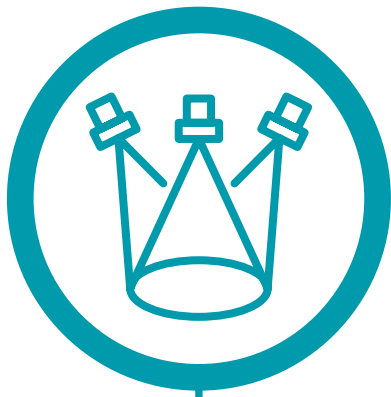
Over the past 20 years, human trafficking and its negative impacts have evolved and captured the attention of our federal, state, and local governments to get involved and support the fight against this criminal activity. To date, the illegal exploitation of human beings is estimated to be a \$150 billion dollar industry, and its success is dependent on legitimate industries like the transit industry.

The [US Department of Transportation \(DOT\)](#) combats human trafficking by working with public and private sector stakeholders to empower transportation employees and the traveling public to recognize and report possible instances of human trafficking. Possible human trafficking occurrences can be reported anonymously by calling the **National Human Trafficking Hotline: 1-888-373-7888**. In addition, the Transportation Leaders Against Human Trafficking (TLAHT) initiative was formed in 2012, specifically for transportation and travel industry stakeholders to focus on areas of leadership, training, and education, policy development, public awareness, and information sharing to reduce the occurrences of human trafficking.

In January of 2020, [The Federal Transit Administration \(FTA\)](#) announced \$5.4 million in funding to 24 transit agencies for the awareness and prevention of human trafficking. One of the transit agency recipients was RATP Dev's Sun Tran in Tucson, AZ. This grant will enable Sun Tran to provide training to all operators, supervisors, customer service staff and managers on how to recognize signs of human trafficking and ways to help with prevention.

After meeting subject matter experts, Annie Sovcik of [Busing On The Lookout \(BOTL\)](#) and Glenda Skipper of [One Child at a Time](#) at conference events earlier this year, we collaborated to create a thought leadership piece, [Using Public Transportation to Combat Human Trafficking](#). This resource will provide operators, fellow industry colleagues, and the general public with information, strategies, and resources that can be used to help save a life. When we know the steps to take, we become active disruptors of this crime and aid in the prevention of it to transform the transit industry for the better. Read more about the prevention of human trafficking on our website.





CAUGHT IN THE HEADLIGHTS



RATP Dev's Heroes from Around the United States

Steve Sherrer, Regional VP – East

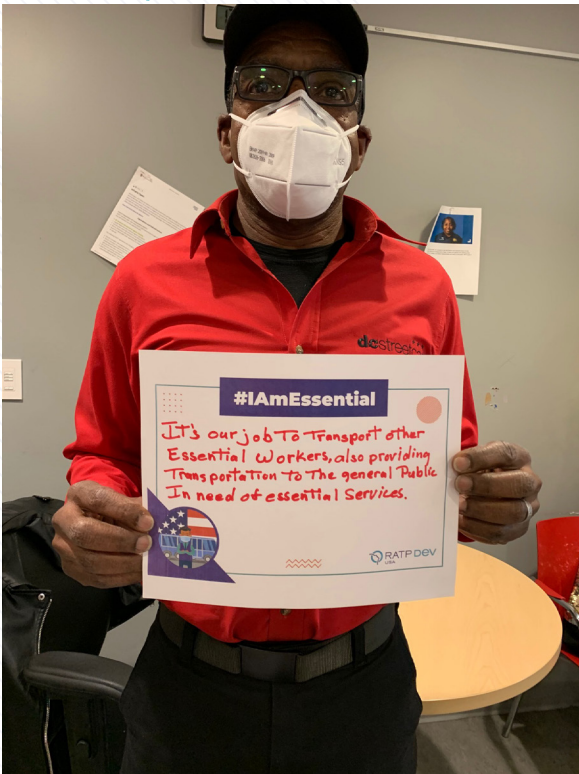
Mike Birch, Regional VP – West

Movement is a fundamental part of being human, going from point A to B for reasons of necessity, pleasure, and curiosity. In tandem with biking and walking – and infrastructure to enable them – mass transit embeds mobility, livability, and equity in cities. Public transportation is so much a part of our everyday routine that often we forget the vital role we play in the very infrastructure of the cities we serve, until times of crisis. In the face of a global pandemic, our local teams are still front and center – providing an essential service to help communities get through this time of uncertainty.

In this month's issue of Behind The Wheel, we bring you stories from the front lines and share a glimpse into our teams' courageous efforts across the nation during the COVID-19 pandemic.

Tucson, AZ

Sun Tran swiftly took action to keep employees and passengers safe. Riders were instructed to enter and exit the bus using the rear door (except for ADA passengers using the wheelchair ramp). Yellow line ropes were placed behind the driver to promote social distancing.



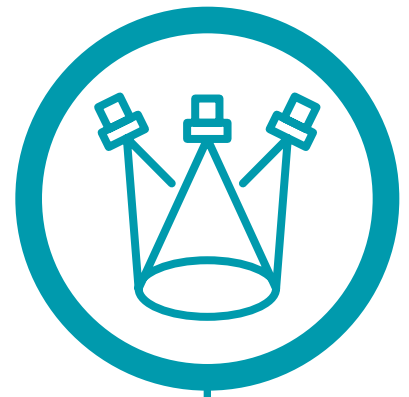
Washington, DC

Navigating the road to economic and social recovery, DC Circulator made a critical decision to suspend all fares during the public health emergency. This decision allows passengers to board the bus from all doors in support of social distancing. Our DC Circulator team, led by General Manager, William Proctor, created "Virtual" Safety Meetings to emphasize the focus on safety while practicing social distancing.

Charlotte, NC

Determined to emphasize the importance of social responsibility, Charlotte Area Transit System (CATS) launched a social campaign #HeroesMovingHeroes to promote social awareness and show appreciation to front line workers.

CAUGHT IN THE HEADLIGHTS



Fort Worth, TX

Exploring new capabilities and solutions to unique challenges, Trinity Metro partnered with HSC to provide COVID-19 testing for first-line responders, including bus operators, railcar engineers, and conductors.

Bowling Green, KY

When challenged to adapt quickly to new circumstances, Topper Transit General Manager, Tim McWhorter, located vendors to supply locations with much-needed hand sanitizer.

Colorado Springs, CO

Our Mountain Metro Mobility Team promoted civic-minded awareness through a social media campaign, encouraging riders to wear protective barriers (bandanas or scarves) and observe social distancing whenever possible.



City of Lompoc, CA

Playing a critical role during these trying times, General Manager, Andre Thingili went the extra mile to serve the transit community. His 'safe barrier shield' invention for cutaway vans went viral across RATP Dev USA's operating locations!

Lake County, FL

Reimagining service to keep Americans moving while ensuring the health and safety of riders and operators, our Lake County Team, led by General Manager, Rickey Mack, introduced improvised operator barriers in all buses.





COMMUNITY CONNECTION



Giving Back as We Get Through this Together

Sandy Freeman, SVP Business Development

In the face of adversity, humanity wins every time. Although we are all experiencing the adverse effects of the COVID-19 pandemic, we are also experiencing the resiliency, compassion and support we have for each other. From social distancing virtual parties celebrating birthdays, to providing lunches to school children, and acknowledging those on the front lines – we are creative in how we come together amidst social distancing to show we genuinely care.

At RATP Dev, we understand that there are some individuals and families that are in need of help with the most basic essentials as a result of the pandemic. We are grateful for the opportunity to give back to those in need across the United States! Our charitable initiative, [We Move People](#), is honored to donate to Feeding America and The Salvation Army so that people can get the assistance they deserve.

Every year the [Feeding America](#) network of over 200 food banks provides support to 40 million Americans nationwide who are battling hunger; a tremendous feat that is only possible because of the compassion and financial backing they receive. With our donation we are able to provide 25,000 meals to those that need it.

[The Salvation Army](#) serves the vulnerable populations in our communities including those living in poverty, those that are homeless, or struggling from abuse. They provide the proper care, hygiene, and medical resources for these individuals and families. From food pantries to homeless shelters The Salvation Army is providing essential care through a variety of outreach methods. RATP Dev's We Move People will continue to positively impact lives through the gift of hope and the act of caring. Giving back to the communities we serve is how we get through this together.



COMMUNITY CONNECTION



#IAmEssential Campaign

We couldn't do any of this without the dedication and commitment of our essential workers on the front lines who make sure our communities stay connected throughout these difficult times. This Behind the Wheel Newsletter is dedicated to each and every one of them. To our General Managers, our drivers, our supervisors, mechanics, and administrative staff we say THANK YOU for everything!





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