



Dawn Gabay Operations Center  
2700 S. Industrial Highway  
Ann Arbor, MI 48104

734-973-6500 **Phone**  
734-973-6338 **Fax**  
TheRide.org **Online**

Message from CEO, Matt Carpenter

March 11, 2020

To our riders,

TheRide continues to uphold the safety and security of our passengers and employees as one of our highest values. As the coronavirus (COVID-19) is beginning to affect our community, we feel it is important to provide you with an update on how we are addressing it at TheRide.

Rest assured we take this very seriously and are taking measures to keep our employees healthy and our vehicles clean for you. Our dedicated Service Crew cleans buses daily, including wiping down high-touch surfaces with an industrial-strength disinfectant/antibacterial cleaner.

In addition, we are purchasing additional sanitation products and disinfectants for use as appropriate. Motor Coach Operators and office staff are encouraged to keep their workstations/areas clean by wiping down high-touch surfaces with disinfectant or sanitizing wipes. We continue to follow guidance from the World Health Organization, the Centers for Disease Control and Michigan Department of Public Health and Washtenaw County to implement our response.

As a passenger, we ask that you do your part to keep yourself safe and stop the spread of viruses:

- Avoid touching your eyes, nose and mouth with unwashed hands.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash. If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Clean and disinfect surfaces frequently touched at work and home.
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol content.

We will continue to closely monitor the situation and take any necessary action. We will continue to work with local partners on how to best address the situation as it evolves. We will keep you posted as things change and encourage you to visit our website for updates. For additional information, check resources like the [Center for Disease Control and Prevention](#) (CDC), [World Health Organization](#) (WHO), [Michigan Department of Health and Human Services](#) (MDHHS) and [Washtenaw County Department of Public Health](#).

As a member of the community we will do all we can to keep the traveling community as safe as possible. Thank you for your continued support.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Matt Carpenter', written over a white background.

Matt Carpenter  
TheRide Chief Executive Officer