

In regards to the VOD service, all employees, including the CSO and Deputy CSO are encouraged and required to report any safety concerns to upper level management. All independent contractors providing services to VOD have multiple channels of communication, both with the Deputy CSO as well as with the live support team for transit operations. Contractors are encouraged and able to report any safety concerns through direct conversation with the Deputy CSO, in-app live chat or email to the live support team, and via live phone support during all service hours. In addition, customers are encouraged to report safety concerns through all available channels including live phone support during all service hours, dedicated email channel to live support team, and through the dedicated mobile application.

A positive safety culture focuses on finding and correcting systemic issues rather than finding someone or something to blame. A positive safety culture flourishes in an environment of trust, encouraging error-reporting and discouraging covering up mistakes. The need to address behavior that is malicious or recklessly negligent must be balanced with the need for a just culture that is not excessively punitive. A positive safety culture goes beyond simply adhering to procedures. It is demonstrated when employees carry out their duties correctly, with alertness, full knowledge, sound judgment, and a sense of accountability.

5.3 Infectious Disease Control and Prevention

VOD values the health and well-being of frontline employees, customers, and the community we serve. VOD will follow guidance and recommendations from the Centers for Disease Control and Prevention (CDC) and the State health authority on strategies for addressing infectious diseases. Some of the tools used to combat the spread of infectious disease are listed below.

Vaccination: VOD will follow guidance and recommendations from the Centers for Disease Control and Prevention (CDC) and the State health authority on strategies for addressing infectious diseases.

Masking: The CDC has shown that wearing a mask greatly reduces the spread of infectious disease. Wearing a mask is optional, unless mandatory by a governing agency. Masks are encouraged and VOD offers N95, surgical style, and cloth mask to its employees.

Hand Sanitizer: All employees are recommended to use hand sanitizer (at least 70% alcohol) and create awareness among passengers to use hand sanitizer before touching anything on the vehicles.

Modification of seating protocols: Remove/block off or limit vehicle capacity (based on guidance of CDC or State Health Authority) seating immediately behind operators to assist in physical distancing, deploying operator shields for protection through physical barriers.

Additional Cleaning Efforts: Each week, all revenue vehicles go through a cleaning and disinfection process. This includes wiping down high touch surfaces throughout business hours and performing deep cleans more often.