



COVID-19 UPDATE

(as of March 17, 2020)

To improve communications during these very uncertain times, we will begin to issue written updates to all Bluebird Mobility Team Members on a periodic basis. We will distribute these updates by both text (SMS) and email. If you would prefer one method over another, please let Danita know and we will update our database.

Your Health and Well-being:

It is very important that each of us heed the advice of the CDC and other public health officials. Please implement the recommended hand-washing and social distancing protocols. We have all been advised that these are the most important first actions. In addition, please speak with your family/household members to make certain that they do the same. We are only as strong as the weakest link in our chain!

If you experience any of the COVID-19 symptoms, including but not limited to fever, coughing, or shortness of breath, please immediately contact your primary care doctor for evaluation, then call our Dispatch Team to update them on your status. If you are not feeling well, you can not safely provide services for Bluebird.

We have been advised by the NYS Department of Health, that wearing masks is **not** advised unless you are at high risk due to your age or other health complications. Maintaining social distancing, proper personal hygiene, and vehicle hygiene are very important.

Vehicle Sanitization:

The NYS Department of Health has requested that we wipe down the vehicle after each leg of a trip. On Monday we secured hospital grade (bleach based) sanitizer wipes and gloves. By now you should have these. If you don't, please contact our dispatch team to pick up a supply of wipes and gloves. For your safety and the safety of our passengers, it is critical that you wipe down your vehicle after each trip. The wipes smell like bleach, so you may need to open the windows for a few minutes until the smell goes away. We understand that some passengers and drivers may not like the smell, but this is not optional – we want everyone to be as safe as possible.

Trip Volume:

Since Monday, and as various business shutdowns have been implemented, we have seen the number of trip cancellations grow quickly. Our current completed trips are approximately 55% of what they were last week (or down by 45%). As such, we will be taking steps to enable Bluebird to survive this pandemic. Today, we have made the decision to take 15 cars out of service. Car insurance is our second largest expense after staff compensation. We will be surrendering the vehicle plates to the NYS DMV so we can take them off our insurance. This means that we will be asking drivers to share cars more than we have in the past. We understand this is not ideal as many drivers like that they have a dedicated vehicle, but we must implement these survival steps to ensure our ability to continue as a company. In addition, Armen will be working with drivers to set new schedules that match our anticipated demand. We will continue to support ECMC 24/7/365.

This means that you may get less hours than you have historically. Our goal is to reduce hours before we are forced to lay-off staff. We believe that the US government may introduce programs to assist workers, so hopefully there will be good news on this front in a couple of days.

Bluebird Office:

We have posted a sign requesting all drivers and guests to use the front door (under the black awning). Several members of our team have compromised immune systems, so we are asking drivers to stay in the reception area or conference room and to exercise social distancing when in the office. We have also designated one restroom for drivers and guests. We are actively sanitizing the bathrooms, reception area and conference room several times per day.

Questions, Concerns & Suggestions:

We are open to your questions, concerns and suggestions. Please feel free to reach out to Danita, Armen, Jean or Andy or call 716-362-7840 to leave a confidential voicemail that will be forwarded to the management team.

Conclusion:

We are all trying to do our best. We need to maintain open, respectful and candid communication despite the very challenging facts on the ground. We appreciate your understanding and cooperation. We hope that you and your family continue in good health. Thanks for being part of the Bluebird Mobility Team!