



March 10, 2020

Dear School District and Collaborative Partners,

Last week we distributed information regarding how our company is addressing questions and concerns surrounding COVID -19. Since that time there has been an increase in both the number of confirmed and unconfirmed cases in the Commonwealth. In response, we continue to review information provided by the Massachusetts Department of Public Health, the Center for Disease Control, the World Health Organization, and a variety of other organizations that offer valuable information on prevention and response.

Since we distributed our first memo, we've received additional questions regarding our prevention efforts, and how we might respond to potential situations should they develop. With that in mind, we offer the following update:

- NRT Bus-Van Pool Transportation continues to focus on prevention. Each day, including weekends, teams of NRT Bus–Van Pool Transportation employees are cleaning and sanitizing vehicles. Our cleaning process places particular focus on “high touch” areas like handrails, door handles, seats, and flat surfaces.
- We provided Information regarding COVID-19 to each of our employees in both paper and electronic forms. We have and will continue to conduct small group meetings, providing timely educational updates utilizing the latest information to our team.
- We have posted helpful information on our websites, [www.vanpoolma.com](http://www.vanpoolma.com) and [www.nrtbus.com](http://www.nrtbus.com). Links to other helpful organizations are also provided.
- Effective March 13, 2020 we are establishing a toll-free, COVID-19 Hotline. We recommend that all calls regarding COVID-19 be directed to the local office, but if additional help is needed, an individual may contact us at **1-888-826-4666**.
- Should a concern with a child’s transportation develop, please contact our local office as soon as possible. Our priority is the safety of our students, along with the safety of our employees. We have successfully responded to several unexpected scenarios that have arisen during the school day. Working together, we were able to develop solutions that resulted in a positive outcome.

In closing, we want to assure you that Van Pool & NRT Bus are continuing to work with local, state, and federal health authorities on implementing best practices in response to COVID-19. Thank you for trusting us to provide safe and reliable transportation to your community.

Kevin Hinkamper  
CEO Van Pool Transportation

John J. McCarthy  
CEO NRT Bus