



MEDIA ADVISORY

March 11, 2022

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### **February 11 Incident Video**

*Video Warning – This video is graphic and disturbing. Please use discretion when viewing and airing.*

The shooting of CATS bus operator Ethan Rivera was tragic and senseless. He was a public servant and did not deserve to be harmed in any way while performing his job duties. We continue to pray for Mr. Rivera's family.

CATS also continues to support its operators as they do the important work of moving the citizens of this region. We heard their concerns and are working with the Sheet Metal, Air, Rail, Transportation (SMART) employee union – the certified collective bargaining unit that represents the bus operators – to address them. CATS will pay close attention to security enhancements and providing operators with tools surrounding de-escalation that might help calm tense situations.

The following chart outlines the current requests made by the SMART Employee Union and CATS actions:

SMART Request	CATS Action
<p style="text-align: center;">Security Enhancements at Targeted Facilities and Bus Routes</p>	<p><i>Short Term</i></p> <ul style="list-style-type: none"> <li>• CMPD has added patrols of the Charlotte Transit Center and bus routes requested by the SMART employee union.</li> <li>• Department of Homeland Security Visible Intermodal Prevention and Response (VIPR) teams will make random visits to and patrol CATS facilities. The first VIPR visit occurred on 3/3/22.</li> </ul> <p><i>Long Term</i></p> <ul style="list-style-type: none"> <li>• CATS will add additional Allied Universal resources for all bus facilities and routes requested by the SMART employee union, along with additional rail patrols.</li> </ul>
<p style="text-align: center;">De-Escalation Training for Bus Operators</p>	<ul style="list-style-type: none"> <li>• CATS is working with CMPD to identify and implement de-escalation training for bus operators and CATS frontline employees. This training will be given to current bus operators and added to the new employee training program.</li> </ul>
<p style="text-align: center;">Bus Radio Equipment Malfunctions</p>	<ul style="list-style-type: none"> <li>• CATS has inspected every bus to identify and fix any malfunctioning bus radios.</li> <li>• CATS instituted new daily procedures for radio checks prior to morning pull-out. Any bus that has a malfunctioning radio will be immediately replaced with another bus.</li> </ul>
<p style="text-align: center;">Retention and Recruitment Bonuses</p>	<ul style="list-style-type: none"> <li>• RATPDEV will provide its employees with a recruitment and retention bonus within the next 30 days.</li> </ul>

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