



**WE STAND IN SOLIDARITY AND SUPPORT.
BLACK LIVES MATTER.**

Dear VIA Family,

For the past few months, we have seen an outpouring of care and support for our customers, our community, and each other. Each of you, individually and as part of a team, has done your part to keep our city moving through global events that have hit close to home.

It is important to acknowledge that our service is rooted in strong values and principles that guide us in our mission to connect our community. It keeps us focused during times of transformation and uncertainty—times like these.

VIA Metropolitan Transit stands with the Black Community. Racism, hatred, and inequality have no place at VIA, in San Antonio, or anywhere in the world. We believe in treating every person with respect. We stand for change, justice, equity, and we assert that Black Lives Matter.

The senseless killings of George Floyd and others are only the most recent examples of racial injustice in our country. We join in mourning this great loss of life, along with so many recorded throughout history. They have shined a light on how far we must go to address racial and cultural biases in our society.

Black Lives Matter. These are important words. And we must live up to those words, for words without action are void. We must do our part to stand against the tragedy and abuse caused by systemic racism.

VIA promotes a culture of diversity and inclusion. Our Board, leadership, and staff reflect that culture. We are stronger because of the diverse talents, backgrounds, and experiences of our team today. It's a good start but we can do more.

We recognize we have an opportunity and responsibility to take action. This means having difficult conversations to educate ourselves and each other about inclusivity in our workplace and taking intentional steps for lasting change. We will review and revise as necessary our recruitment and hiring practices to ensure every job and promotion includes a diverse slate of candidates. We will strengthen our systems that ensure inclusion for people of color seeking to do business with VIA. And, in addition to EEO training for appropriate behavior in the workplace, I am instructing our Human Resources team to develop a program that helps us better understand cultural biases and their impact on our agency and our community.

For over 40 years, VIA has been part of the fight to bridge historic social and economic gaps, to put opportunity within everyone's reach, uplift our community and work to improve people's lives, regardless of race, economic standing, or physical ability. Our world is rapidly changing and once more, we are called upon to complete our mission, which now has greater meaning. We must embrace this moment and drive change.

We are stronger, together. Let's keep San Antonio moving toward a better tomorrow.

A handwritten signature in blue ink, appearing to read "Jeffrey C. Arndt". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jeffrey C. Arndt
President/CEO