

THE WAY FORWARD

ABA's Resources for Recovery



THE MOTORCOACH INDUSTRY'S SAMPLE POLICIES FOR POST-PANDEMIC CLEANLINESS AND SAFETY PROTOCOLS

JUNE 2020



EXECUTIVE SUMMARY

The COVID-19 pandemic crippled the bus industry within days. At first no one wanted to travel and risk getting ill and then it quickly became no one was allowed to travel because of state and local restrictions to help flatten the curve. Nearly 3,000 motorcoach companies and 36,000 buses were brought to a standstill.

After nearly four months of waiting for the United States to open again, the industry needs to be ready to welcome back passengers. Those passengers who want to travel again need assurance they are traveling safely, not just with good driving and safe vehicles, but now with clean, disinfected vehicles so their chance of catching COVID-19 is minimal.

Safety has always been our industry's number one priority. We are the safest and greenest mode of transportation.

ABA brought together a Task Force of industry peers to discuss sample protocols for the industry when buses are running again. This document covers Employee Protections, Bus Maintenance and Cleaning, Remote Travel Protocols, Emergency Evacuation Protocols, Customer Care, and Public Relations.

ABA thanks the following members for their guidance and recommendations, which helped shape the way forward for the industry to be successful in a post-pandemic world.

Don DeVivo, DATTCO, Inc.
Terry Fischer, Transportation Charter Service
Doug Anderson, Anderson Coach & Travel
Louis Hotard, ABC Companies
Roman Cornell, ABC Companies
Pete Borowsky, Starr Bus Charters & Tours
Jeff Goldwasser, Amaya Astron Seating
Mike McDonal, Saucon Technologies
John Meier, Badger Bus
Luke Busskohl, Arrow Stage Lines

Jeff Shanker, Black Tie Transportation and Bus Charters
Buddy Young, Capitol Bus Lines, Inc.
Eddie Serrano, Empire Coach Line
Pam Martinez, DATTCO, Inc
Ben Blunt, Concord Coach Lines
Jeff Gagne, Prevost
Tom JeBran, Trans-Bridge Lines
Patrick Dean, Dean Trailways
Brent Danielson, MCI
Stephanie Brooks, Globus Family of Brands
Al Smith, Greyhound
Dave Bolen, Academy

This document contains the Task Force's sample policies for developing a checklist to aid motorcoach operators in service restoration after a pandemic virus impacted companies' ability to deliver normal service. Companies should determine the applicability of the elements in this document to their own systems and protocols, keeping in mind that not every sample policy

suggested is applicable to all companies or services provided. The sample policies put forward are for companies' consideration and may be mutually exclusive.

Additionally, not every motorcoach company provides the same service: charter, schedule, tour, shuttles, and school bus. Different plan levels may be put in place at any time. Once a plan is drafted, companies should consider sharing it with partners and other stakeholders before issuing a final document.

Neither the American Bus Association nor any of its member companies makes any representation, warranty or guarantee about the efficacy of the sample policies contained herein. ABA and its member companies do not guarantee that following any of these sample policies will prevent the transmittal of the COVID-19 virus or any other disease to any persons.

ABOUT THIS GUIDE

This industry guide is written expressly to provide information representing the industry's current response to a complex issue. It is not prescriptive but is designed to provide information and possible approaches companies can take to restart their business. This is a living document that will evolve over time as ABA and our members gain more experience and as science and data present itself for sample policies in controlling viruses on our motorcoaches.

The application of sample policies listed here is voluntary. In some cases, federal and/or state regulations govern portions of an operation and those regulations take precedence over the sample policies offered in this paper.

EMPLOYEE CARE

When considering employee care, a company needs to think of the entire employee experience from the moment he/she walks into the office, through the garage and steps on the motorcoach. The two main concerns are workplace care and administrative care.

It is important to note that each state does have requirements for re-opening. Companies should develop a document based on the recommendations provided ensuring that state requirements are met. This document will become a supplement to each companies IIPP (Illness, Injury Prevention Plan). This is an OSHA requirement for all companies and COVID in most states will fall under OSHA requirements.

GOALS AND OBJECTIVES FOR THIS SECTION

- Limit the spread of COVID-19 or other similar infectious diseases among employees.
- Protect valued employees from each other and from themselves.
- Ensure work availability when appropriate and allowed by state/local/federal authorities.
- Provide visible confidence to passengers that your company is providing a protocol that considers the health and safety of its employees.

WHILE IN THE OFFICE

AT WORK, EMPLOYEES NEED TO:

- Social distance with co-workers.
- Wear face coverings/masks.
- Not congregate in open areas.
- Wash hands regularly.
- Inform employers of health issues related to COVID-19.

COMPANIES NEED TO:

- Establish cleaning procedures for equipment, vehicles and facilities based on CDC guidelines.
- Create a checklist for cleaning staff that specifies all areas requiring cleaning and decontamination and require employee's signature.
- Develop written procedures for cleaning high-touch areas.
- Provide employees with face coverings/masks.
- Employ cleaning service to clean workspaces daily.
- Remove table and chairs from lounge areas where drivers would congregate or space 6ft apart.
- Add markers on the floor on how close drivers could be with dispatchers.
- Look at how paperwork is turned in – no more handing them to one another.
- Provide employees with sanitizing wipes and gloves.

- Limit shared workspaces.
- Consider surveying or screening employees before they come into the office or on duty. Need to be flexible on sick leave.

SAMPLE SCREENING QUESTIONS

Do they have a fever?
Have they been in contact with anyone showing signs of COVID-19?
Have they been in contact with anyone diagnosed with COVID-19?

- Consider whether you have enough ventilation in the office and garage to keep fresh air moving through.
- Have supplies of disinfecting wipes, hand sanitizer and other applicable cleaning solutions easily accessible in the office.
- Consider creating a training regimen, with record keeping, for all of these protocols (on the vehicles, in the offices, and in handling paperwork). This will show that each employee has been trained in these procedures.

Currently, each state has requirements on the number of people allowed to gather, which can result in capacity limits. The Federal Motor Carrier Safety Administration (FMCSA) says operators should adhere to state requirements on group gatherings. Companies need to remind their salespeople to know what the various state requirements are (origin, destinations, and intermediate stops) before booking trips.

Before a driver gets on the bus to start a trip you need to train them on new cleaning regimen and ensure that the driver understands the protocols in place for handling customers/luggage; in case of an accident; in case someone gets sick on the bus, etc. But also, so they can answer questions from passengers as they are presented. Consider posting “last cleaned” signage.

You need to protect the driver from the passengers in terms of physical distancing. Protection could be achieved by putting up a driver protection barrier or curtain or roping of the first row of the bus or moving back the standee line to create more space for the driver. Companies will also need to consider how this may impact the use of or procedures for passenger/group leader requests such as controlling the radio, movies, or the microphone.

Companies will need to consider the impact of cleaning on a driver’s hours of service. Cleaning times should be built into the driver’s schedule and additional time may need to be added to your pre-trip inspection protocol.

WHILE ON THE BUS

- Provide drivers with cleaning materials and require them to decontaminate high-touch areas during stops and layovers.

- Ensure the driver has enough face masks and gloves for their personal use throughout the trip. Provide a number of backup masks and gloves packs because masks and gloves break.
- Employees need to maintain their space from passengers when off and on the bus.
- Either have passengers load luggage on their own or driver should wear gloves.
- Customers should be required to wear PPE while riding the bus. Company can supply driver a few extra just in case passengers forget or break one.

CONSIDER LIMITING THE USE OF BATHROOMS:

- These high touch areas cannot be cleaned or even monitored after each use.
- Charter bus side: Bathrooms are optional use as most people know each other and it is half capacity.
- No bathroom use on schedule service trips, consider adding additional intermediate stops.

WHAT RESPONSIBILITIES ON DRIVERS TO CLEAN?

Three scenarios:

1. Driver gets on vehicle and grabs sanitizing wipes and wipes down all the surfaces in the cockpit area.
2. Driver wipes down handrails and other touchpoints throughout the day.

10-POINT CRITICAL TOUCH

- ✓ Entrance door surfaces
- ✓ All handrails and touch surfaces used for entering and exiting vehicle
- ✓ Driver area including steering wheel and all driver controls in cockpit area
- ✓ Overhead handrails, parcel racks, and parcel rack handles
- ✓ Microphones
- ✓ All seat headrests, armrests and seat belts, and reclining levers
- ✓ Passenger seating area controls
- ✓ Seat backs and trays
- ✓ Restroom door handles inside and out
- ✓ All Surface areas within Restroom

3. Disinfecting the 32-critical touch points with CDC identified disinfecting solutions with an aerosol applicator. Logs are to be maintained and, if requested provided, to clients on an as needed basis.

32-POINT CRITICAL TOUCH EXAMPLES

- | | |
|---|--|
| ✓ Entrance door handles | ✓ Overhead Seat Light Switches and Directional Air Vents |
| ✓ Controls (exterior) | ✓ Lavatory door handles inside and out |
| ✓ All handrails/grabrails in the entrance | ✓ Toilet seat |
| ✓ The entire interior surface of the entrance door | ✓ Lavatory shelf |
| ✓ The entire interior surface of stairwell including driver compartment hatch | ✓ Lavatory hand sanitizer container |
| ✓ The steering wheel | ✓ The Exterior luggage door handles engine bay access, |
| ✓ Driver controls in the cockpit area | ✓ Engine/Mechanical access doors and handles |
| ✓ Driver seatbelt buckle/latch | ✓ Window ledges |
| ✓ Driver headrest | ✓ Pulls on all blinds |
| ✓ Microphones and AV outlets in TD seat | ✓ Emergency roof hatch surfaces |
| ✓ Upper handrails | ✓ Emergency window exit levers |
| ✓ Parcel racks and parcel rack handles | ✓ The entire floor of the motor coach including stairs |
| ✓ Seat armrests | ✓ All interior glass windows |
| ✓ Headrests | ✓ First Aid Kit |
| ✓ Recliner levers | ✓ Fire Extinguishers |
| ✓ Seat bottoms | ✓ HVAC Filters – exterior |
| ✓ All seat fabric | ✓ HVAC Filters – interior |
| ✓ All seat belt buckles/latches | ✓ All Surface Complete Misting/Fogging |

BUS MAINTENANCE & CLEANING

During the COVID-19 pandemic there were guidelines distributed by the Centers for Disease Control about surface cleanings, which have changed. There is conflicting data on whether germs live on the surface long enough to be passed to other people. We are recommending that operators err on the side of caution and adopt deep cleaning protocols as this data may only be true for COVID-19, but not for other infectious or communicable viruses, such as the common cold.

GOALS AND OBJECTIVES FOR THIS SECTION

- Limit the spread of COVID-19 or other similar infectious diseases among employees and passengers.
- Protect valued employees from each other and from themselves.
- Ensure work availability when appropriate and allowed by state/local/federal authorities.
- Provide visible confidence to employees and passengers that your company is providing a protocol that prioritizes their health.

When it comes to bus maintenance, there are factors and stages of a trip to evaluate and how it will set you up for future success with your cleaning protocol.

The first trip stage to consider is the handling of the bus pre-trip. A second is considering what kind of a trip is occurring whether a line run, day trip, hop-on-hop-off or longer multi-day trip; and the final stage is when the motorcoach comes back to home base.

PRE-TRIP INSPECTION AND DOCUMENTATION

One thing to consider is having a sticker or “Just Cleaned by X at X time” sheet on the side window of the bus. This will give customers a sense of comfort that they are boarding a clean bus. It is very important for the near future to have some sort of visual for passengers to know that industry provides clean buses. Companies should share their cleaning methods on their social media and website, as well as with customers. It is an important and needed message to share at this time.

If you are considering creating a safety barrier for your driver, either through plexiglass or curtain or by removing the first row of seats, you should first discuss with your manufacturer and insurance company so you do not compromise the integrity of the bus or create a liability concern.

You also must ensure that any changes to the bus do not interfere with exits, aisleways or windows in the bus.

WHILE ON THE ROAD

During a trip, all passengers, including the driver, are encouraged to wear face coverings/masks. Passengers should conduct social distancing. Depending on the type of trip and familiarity of passengers with each other, social distancing may look different.

What to do on Road Trips when buses do not return to their home base right away:

Schedule 1: 10-point wipe disinfecting several times a day when passengers are off the bus. This entails wiping down all touchable surfaces.

Schedule 2: 32-point invasive deep cleaning that happens once a day.

Operators may want to consider providing a list to customers of what cleaning entails. Here is an example of what one company posts on their website about their cleaning protocols.

TO ENSURE A CLEAN RIDE FOR ALL OF OUR GUESTS, WE FOLLOW STRICT DAILY SANITATION PROCEDURES THAT INCLUDE:

- ✓ Fully Disinfected Coaches & Mini-Buses
- ✓ Hand Sanitizer Stations Available
- ✓ CDC/EPA Approved Disinfectants
- ✓ Attention to Critical Touch Points
- ✓ Complete Coach Disinfectant Fogging
- ✓ HVAC Disinfection
- ✓ Masked Drivers
- ✓ Attention to Detail (reading lights/air nozzles, rails, handles)
- ✓ Industry Best Practices
- ✓ Comprehensive Driver Training
- ✓ Commitment to Professional Care

While on the road, make sure your driver knows where all the service stops are located and what type of cleaning program, they offer in case they need something more than what they are doing while on a trip.

WHEN THE BUS RETURNS HOME

Buses need to be thoroughly cleaned once coming back from a trip. Not only should the inside of the bus be disinfected, but do not forget about the HVAC system and ventilation. Regular servicing of HVAC filters will ensure proper volume air flow, which greatly contributes maintaining a safe environment for passengers.

It is important to consider understanding the seating material onboard of your vehicles. Research what chemicals will cause discoloration to fabrics and how they might interact and impact preventative maintenance schedules. Contact your local supplier who can help you choose the right product for you.

QUESTIONS TO CONSIDER WHEN CREATING YOUR BUS MAINTENANCE PROTOCOL

- How can you promote social distancing of co-workers in the shop?
- What kind of machine/system works best for you and your buses? Talk to your manufacturer or supplier to see what is best for your bus.
- How will drivers account for cleaning job in their hours of service? Most companies should account for cleaning with the driver's schedule time.
- Should revisions be made to the pre-trip inspection process? Is special PPE or additional training required? Companies should add an extra item to their DVIR or pre-trip checklist that includes that the motorcoach has received the proper 32-point clean and disinfection.
- Which method of disinfecting your motorcoach whether it be by a spray and wipe technique, fogging/misting or a more advanced method such as electrostatic fogging will work best for you? Proper cleaning and disinfecting – two distinct, very important actions.
 - Clean/disinfect the surface to remove dirt, grime.
 - Pathogens can live beneath dirt and film and will not be killed until the surface is cleaned adequately.
 - Surface cleaning is accomplished using a detergent/disinfecting agent and water.
 - Disinfect the surface with a CDC/EPA approved product and follow the manufacturer's instructions to ensure proper use of disinfectant and the dwell times required to kill pathogens on surfaces (the time the product sits wet on a surface to achieve disinfection).

CUSTOMER CARE

When building your protocols on customer care, companies first need to identify all of their customers: Tour Operators, Schools, Municipalities, Passengers, Military, etc. Then you will need to work out your customer care plan for each type of group and communicate your protocols to them before the trip is booked.

While operators are building robust documents on keeping buses and facilities clean, it is important to keep your report to customers at a high level. Customers will not want to be bogged down with the details of every single protocol, but they will want to know what is your plan for pre-trip, during the trip and post-trip cleaning procedures.

GOALS AND OBJECTIVES FOR THIS SECTION

- Clear communication with customers to instill confidence that there are protocols that have their health in mind.
- Clear communication of expected customer behavior during the trip in adherence with the protocols.
- Establish clear expectations and understanding of passenger and customer responsibilities in response scenarios.
- By preparing in advance, directives can be succinctly and clearly communicated.

Remember, tour operators and others are working with a number of different suppliers. They are looking for quick highlights they can disseminate to potential passengers.

SOCIAL AWARENESS

There is no one size fits all protocol depending on type of travel. However:

- All passengers, including the driver, should wear a mask.
- Social distancing: Each group may have their own view on what they deem acceptable and operators need to adapt to customer needs.
- Sales representatives will need to adhere when booking groups what the state rules are on “people congregating”.

PRE-TRIP INFORMATION

When communicating with your customers, you should include the following information:

- Cleaning protocols for coaches.
- Employee protocols.
- Encourage everyone to bring their own hand sanitizers, hand wipes and face coverings/masks, even though coaches will have cleaning materials available for the overall cleanliness of the coach.
- What signage will be on the coach to show that coach is clean/when the bus was cleaned (Green Card/Clean Logo/etc.).

SAMPLE SIGNAGE STATEMENT

The HVAC system on this coach circulates and filters in fresh air regularly.

- What are the protocols for motorcoach operator and/or tour operator if someone on the trip becomes ill?

BOARDING PROCEDURES

- Driver should wear gloves while assisting with luggage and passengers.
- Driver should seat passengers on the coach from the back to the front, so passengers do not have to pass anyone while boarding.

WHILE ON BOARD

- Have hand sanitizers available or hand wipes available.
- Require face coverings/masks to be worn while on board.
- Regularly disinfect visible touchpoints throughout the trip.
- Institute assigned seating procedures.

REMOTE TRAVEL INCIDENTS

Companies need to create protocols when running a multi-day tour. Motorcoach companies should have their own protocols, as well as work out protocols with tour operators or other group travel partners if working with them. Clear procedures and responsibilities must be made.

It will be easier to convince travelers of the cleanliness of buses when on single day or short-term trips, but it is important to have passengers confident during a multi-day tour that buses are clean.

GOALS AND OBJECTIVES OF THIS SECTION

- Clear communication with customers to instill confidence that there are protocols that have their health in mind.
- Clear communication of customer behavior during the trip in adherence with the protocols.
- Clear communication between motorcoach operator and group leader/travel planner on roles and responsibilities during the trip.
- Allow sufficient time to acquire appropriate surplus cleaning supplies, plan intermediate stops or remote cleaning activities or stage/organize replacement vehicles if necessary.
- Protect valued employees from the passengers and from themselves.
- Limit the spread of COVID-19 or other similar infectious diseases among employees and passengers.

Remember, not only are your customers (tour operators, passengers, etc.) interested in knowing your cleaning protocols and procedures but destination stops, such as the National Parks, may also require proof. Companies will need to craft well-planned, sustainable procedures.

PRE-TRIP CONSIDERATIONS

Post-pandemic, operators need to ensure they have covered all their bases when it comes to agreements with passengers and partners. There are a number of matters to consider, such as:

- Should your customer contracts be amended to include language about what happens when someone books a trip, what happens if they get sick on the trip, or what happens if someone else on the trip becomes ill? It is good business practice to speak with your counsel about re-writing your contracts. Most contracts will read that passengers “ride at their own risk, we are doing all we can to provide a clean disinfected bus, but you are coming on with your ‘free-will’.”

AN EXAMPLE OF LANGUAGE

{Company} has taken enhanced health and safety measures for you, our other guests, and our employees. You must follow all given instructions while traveling with {Company}. An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and even death. According to the *Center for Disease Control and Prevention*, senior citizens and those with underlying medical conditions are especially vulnerable. By traveling with {Company}, you voluntarily assume all risks related to exposure to COVID-19. Join us by keeping each other healthy and safe by practicing good hygiene.

- Review your partners' terms and conditions and protocols for illness on trips. Partners will want to ensure each company has plans in place and agree before the trip starts on who is responsible and who will look for illness among passengers.
- What do passengers under 18 years old traveling without a legal guardian? Who is responsible for their care or notifying their parents/guardians if they get sick? The School? The Charter Company? The Tour Company?
- What happens if your driver gets sick? What if a passenger gets sick and driver does not feel comfortable continuing working on the trip?
- Who will notify passengers that they may not travel if they have had symptoms or been exposed to anyone with COVID-19 in past two weeks?
- Where are available cleaning facilities along the route of the trip? Companies need to ensure that drivers know where they can go if they need a different cleaning method than what is being performed throughout the trip.
- Review with your partner if temperature checks should be conducted prior to travel and determine who is responsible for conducting checks

WHAT DOES A DRIVER DO WHEN SOMEONE GETS SICK?

- Isolate passenger from group and contact dispatch to begin established protocols.
- If the coach tour has been chartered by a Tour Operator, School or other organization, work closely with their operations team to evaluate the situation, determine next steps and identify additional expenses as a result of any delayed travel. The Charterer should ensure additional expenses as a result delays or need for quarantine are covered accordingly through insurance or other means.
- Need to inform other passengers – The group may need to be quarantined if illness looks widespread.

NOTE: It is a good business practice for Tour and Bus Operators to keep detailed manifests of all people who are on that coach whether for a day trip or long trips. You may need to alert customers if one of their fellow passengers became sick while on or shortly after a trip.

EMERGENCY EVACUATIONS

During natural disasters such as hurricanes, wildfires, tornadoes, and other phenomena that put citizens in harm's way, motorcoach companies are called to help evacuate them. In any given hurricane season, there could be hundreds of motorcoaches waiting at the ready for a call from the Federal Emergency Management Administration to help at a moment's notice.

GOALS AND OBJECTIVES FOR THIS SECTION

- Prepare drivers for the conditions and what responsibilities they will experience when responding to an emergency situation.
- Ensure that appropriate facilities and protocols are put into place to ensure continued driver participation in evacuation events.
- Prepare management to include considerations for cleanliness and driver wellness during the contracting phase.

Note: Many operators partner with TMS when it comes to natural disaster evacuations, TMS has given some sample policies for evacuation operations in the COVID-19 operating environment:

1. For a disaster response, all motorcoaches should arrive at a designated Vehicle Staging Area (VSA) having been cleaned and appropriately disinfected. All drivers should deploy with a "PPE Go-Bag" containing sufficient driver face masks (N95 masks highly recommended) as well as hand sanitizer and disinfectant spray to disinfect high-touch areas on their vehicle.

2. Current CDC guidance recommends using every other row on a motorcoach to seat passengers and leaving the first row behind the driver unoccupied to create separation between the driver and passengers. The exact social distance seating requirement will be determined by each state or the client. Additionally, passengers should be loaded starting at the rear of the vehicle and then moving toward the front of vehicle. Motorcoach operators can help facilitate the implementation of the CDC, state, and local public health requirements/recommendations.

3. In this current operating environment, the bus industry and motorcoach vendor should ensure that necessary safety measures are taken to protect the driver; this includes, but is not limited to, supplying the driver with necessary "Go Bag" supplies, adhering to seating and social distancing requirements, and abiding by all other safe driving measures in accordance with US DOT/FMCSA safety requirements.

4. Any official disinfecting for any state-directed evacuation operation is determined by each state's Public Health Authority. Bus companies and their drivers are not expected to have the knowledge, skills, and abilities (KSAs) to disinfect a vehicle while operating in a remote area of operation (away from their home garage); therefore, each state and locality is responsible for determining how often buses need to be cleaned/disinfected based on the local risks.

If a company wants to participate in emergency evacuations, there are several questions owners should ask themselves as well as their partner they will work with to help evacuate citizens. These questions include:

COMPANY CONSIDERATIONS

- What vehicles do you have available to supply? Make sure you do not overbook yourself.
- If social distancing is mandatory, do you have enough drivers to accommodate additional vehicles needed?
- Do you have enough PPE equipment to supply "Go Bag" for driver?
- What exemptions have been allotted the industry during this time? Know your HOS rules before committing drivers and personnel.
- How will you keep your drivers safe? Provide safety kits that include multiple days' worth of masks, gloves, hand sanitizers, wipes, etc.
- Should you install a driver shield to protect your driver during this time?
- How will you conduct wellness check-ins with your drivers? You and drivers need to understand and adhere to the company's protocol.
 - If your driver becomes ill during evacuations, can you supply a relief driver immediately?

PARTNER QUESTIONS

- Will they supply PPE for evacuees?
- How will drivers be protected health-wise for working longer hours/lodging/accommodations?
- Will there be a cleaning schedule during evacuation runs? *Picking up passengers – cleaning the bus – picking up passengers.*
- Who is in charge of cleaning the bus? Will there be a cleaning station nearby?
- Will local authorities communicate rules with passengers?
- Is there different guidance on evacuating nursing homes vs general population?
- What has the industry been exempted from during emergency evacuations? Hours of service? Social distancing? Face coverings?
- Will the state emergency management agency or the company booking the bus have a wellness center to check driver wellness? Will drivers need to fill out checklist on health before driving?
- What accommodations will be provided to drivers?

COMMUNICATING WITH THE PUBLIC AND PARTNERS ABOUT CLEAN BUSES

The number one asset companies have is effective communications. It is imperative that companies share with customers, the public, media, and partners what they are doing with their buses and how they are handling post-pandemic travel if they want to be successful in restarting their business.

The traveling public wants to get out and travel again, but they want assurance they are doing it safely. It is the industry's job to let customers know that we are ready to take them anywhere they want to go in a clean and safe environment.

THE MAIN MESSAGES TO IMPART TO ALL AUDIENCES

We are Ready for You and Your Family to Travel Again – we can take you anywhere you want to go!

Motorcoaches are the Safest and Cleanest (inside the coach and the environment) **Mode of Transportation**

- We regularly sanitize and clean between trips and during long trips.
- Our motorcoaches filter fresh air throughout your ride.
- Our drivers are trained in safety and cleanliness procedures.
- We have protocols in place to safely distance passengers when possible.
- We have protocols in place in case illness happens during a trip.

To successfully share these messages and instill confidence with your passengers, every employee needs to know your protocols and procedures for cleaning the buses, how to handle passengers and what happens if a passenger becomes ill on a trip. Drivers, especially, need to know what is expected of them on a trip and that passengers know the bus is cleaned and sanitized regularly.

THERE ARE A NUMBER OF WAYS YOU CAN MARKET YOURSELF AND POST-PANDEMIC PROCEDURES. CONSIDER:

- Factsheets about cleaning and protocols.
- Stickers on buses stating the bus has been cleaned.
- Social media posts/graphics promoting your clean buses and how you clean them. Show personnel/bus drivers wearing masks and cleaning.
- Press releases announcing you are open for business and have added enhanced safety and cleaning protocols to your trips.
- A dedicated section on your website highlighting your procedures and protocols.

This is a time to be open with your customers about what you are doing to keep your employees and customers protected and safe.

ADDITIONAL RESOURCES

CDC	https://www.cdc.gov/coronavirus/2019-nCoV/index.html
CDC Transit Driver Guidance	https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/bus-transit-operator.html
Department of Transportation	https://www.transportation.gov/coronavirus
Federal Motor Carrier Safety Administration	https://www.fmcsa.dot.gov/COVID-19
Federal Highway Administration	https://www.fhwa.dot.gov/coronavirus/
National Highway Traffic Safety Administration	https://www.nhtsa.gov/coronavirus
Federal Emergency Management Administration Hurricane Guidance	https://www.fema.gov/media-library/assets/documents/188203
Occupation Safety and Health Administration	https://www.osha.gov/SLTC/covid-19/
Department of Labor	https://www.dol.gov/coronavirus
Cybersecurity & Infrastructure Security Agency Guidance	https://www.cisa.gov/coronavirus
Federal Transit Agency Guidance	https://www.transit.dot.gov/coronavirus
Environmental Protection Agency	https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19
World Health Organization	https://www.who.int/emergencies/diseases/novel-coronavirus-2019
National Institutes of Health	https://www.nih.gov/coronavirus
National Institute of Allergy and Infectious Diseases	https://www.niaid.nih.gov/diseases-conditions/coronaviruses
National Park Service	https://www.nps.gov/aboutus/news/public-health-update.htm
Council of State Governments	https://web.csg.org/covid19/state-covid-19-websites-and-related-resources/
Health Canada	https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html