



To Our Valued Customers,

We hope this letter finds you and the ones you love safe and healthy. COVID-19 has certainly changed our lives in ways we never thought possible. Despite the challenges, it is our hope that you and your family will continue to be safe and well as we emerge from this pandemic stronger than ever.

Despite these troublesome and uncertain times, you have been there for us to help us keep our doors open. Words cannot express how grateful we are for your support. Thank you so much.

Over the past few months, we have taken the time to refine our operations to do our best to limit the spread of COVID-19. We are using current CDC recommendations as a model for our “Clean Sweep” initiative. Even if standards begin to relax in the future, we will certainly take whatever reasonable steps are necessary to keep our drivers, passengers, their families, and our community safe.

Below are some of the changes we have made to protect those who rely on our transportation. You will see it has been broken down into three categories:

- how our drivers will be screened and equipped to join the fight against COVID-19,
- what we request of passengers (and parents of passengers) before, during and after a trip,
- and how we will disinfect our vehicles to make them as safe as possible.

COVID – 19 Protocol for Drivers

To ensure that Local Motion drivers are operating as safely as possible, the following steps have been implemented to protect our clients:

- Our drivers will be required to take all necessary precautions both at home and at work by washing their hands frequently with soap and water, especially after using the rest room, before eating, and after coughing, sneezing and blowing their nose. Hand sanitizer with at 60% alcohol will be used when hand washing is not possible. They will also monitor their own symptoms and check their temperature before beginning each shift.
- Drivers will be asked not to report for their shift if they are unable to pass their home self-screen.
- Drivers will have their temperature checked using a facial recognition temperature scanner and will be screened for symptoms and potential exposure to COVID-19 before the start of each shift.
- Drivers that do not pass the LMI pre-screening at dispatch will be replaced by a driver on standby that has already successfully passed the screening process.
- Drivers will be equipped with PPE and cleaning supplies including masks or facial coverings, gloves, hand sanitizer and Lysol disinfectant spray.
- All drivers will be required to wear masks or other face coverings while operating LMI equipment. They will wear gloves if they need to come in contact with any bodily fluids.
- All drivers will maintain the prescribed social distancing parameters.
- Driver compartments will be cordoned off with plastic barriers.
- Once passengers disembark, drivers will disinfect the bus using Lysol disinfectant spray.
- All drivers will use hand sanitizer upon entering the bus and again when exiting.

COVID – 19 Protocol for *Passengers*

According to the CDC, the spread of COVID-19 can be slowed by adhering to social distancing and the use of face coverings over the nose and mouth. With this in mind, we ask the following of all those boarding our vehicles:

- All buses will have reduced capacity to maintain social distancing. Signage will be posted in each bus to display seating configuration and reminders. Please follow direction of the drivers and all signage on board.
- Before coming to the bus stop, all passengers must be self-screened (or screened by a parent/adult) for fever or other symptoms of COVID-19. Any student or passenger that is feeling ill or is experiencing any symptoms of COVID-19 **must not** come to the bus stop. Symptoms of COVID-19 include, but are not limited to, the following:
 - a. Fever greater than 100 degrees (orally) and / or chills
 - b. Muscle / body aches
 - c. Shortness of breath or difficulty breathing
 - d. Sore throat
 - e. Nausea
 - f. Vomiting
 - g. Diarrhea
 - h. Cough
 - i. Fatigue
 - j. Headache
 - k. Nasal congestion (unrelated to, or more than baseline of seasonal allergy symptoms)
 - l. New loss of taste or smell
- Passengers will need to maintain social distancing at their pick up location. If this is not possible, masks or facial covering **MUST** be worn.
- All passengers will be required to wear masks or facial covering while on board the bus at all times.
- Although hand sanitizer will be available on every bus, it is strongly recommended that each passenger also bring hand sanitizer with them and use it if they have inadvertently touched their mask or face.
- In order to maintain proper social distancing, passengers will load the buses from the back of the bus to the front and disembark from front to rear. Social distancing must be maintained while in the aisle.
- While boarding, riding or disembarking, we ask that all passengers avoid touching more surfaces than necessary for safe movement through the vehicle.
- Passengers should not change their seat during a trip.
- No eating or drinking will be allowed on the bus.
- To improve fresh air circulation, some of the windows and/or hatches will be open (weather permitting) for the duration of each trip.
- On vehicles equipped with air conditioning, new cabin filters have been installed that are capable of filtering particles from the air down to 3.0 microns.

COVID – 19 Protocol for bus *Sanitizing*

To protect our drivers, passengers and community, Local Motion has implemented the following method for the daily sanitizing of each vehicle that was in service:

- Complete cleaning (dusting and washing) of surfaces and trash removal daily.
- Clorox Total 360 System Electrostatic Sprayers will be used each night on all buses.
- Once the buses are sanitized, they will be sealed shut to restrict access.

- On a wait and return trip, drivers will disinfect common touch points with Lysol spray after passengers disembark at their destination and again after final drop off.
- Shuttle drivers will spray common touch points down with Lysol after every trip.
- School bus drivers will spray common touch points with Lysol after final drop offs.
- Common touch points include:
 - a. Handrails
 - b. Tops of seat backs
 - c. Grab poles
 - d. Door handles
 - e. Steering wheel
- If it has been found that a passenger testing positive for COVID-19 has been aboard one of our vehicles, the bus will be immediately taken out service and cleaned with the Clorox Total 360 System.

It is our sincere hope that these additional safety measures will help keep everyone that rides our vehicles safe. Although we have a monumental task ahead of us to operate safely in a post-pandemic world, it is not impossible. Together, we can adjust to our new norm and innovate new ways to remain safe and healthy.

Thank you so very much, once again, for your support during these difficult times. We look forward to continuing to provide you with safe, reliable transportation with additional safeguards in place to fight back against COVID-19.

Be safe; stay well.

Best Regards,
Your Local Motion Team