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## Customer COVID Response

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We'd like to thank you for your continued support during these difficult times. We've thought a lot about how we can continue to provide the safest transportation, while also providing peace of mind. In response to the COVID-19 Pandemic, and to ensure the highest possible standards of cleanliness and disinfection, SLO Safe Ride has enacted the following protocols, guided by current recommendations from the Centers for Disease Control and Prevention (CDC), The American Public Transportation Association, the United Motorcoach Association, and the American Bus association:

### Safety Procedures

- All of our vehicles are disinfected each day with hospital grade disinfectant materials. Any area of the bus that is frequently touched by drivers or customers will have extra cleaning time designated.
- Drivers, mechanics, and cleaning crew members will wear facial coverings while inside vehicles.
- We are actively screening our drivers with temperature checks at the beginning of each shift.
- Hand sanitizer and disinfecting wipes will be stocked on each of our vehicles.

### Passenger Policies

- Federal and State guidelines recommend social distancing to six feet or larger between people. On a vehicle, this is only possible at 1/3 of the maximum capacity. We recommend that all groups do this, however it is not mandated by us. This will be up to your group. Please see the "Vehicle Seating Considerations" document for suggested seating arrangements.
- If you or any member of your group is ill, we ask that they do not go on the trip with your group.
- All passengers entering a SLO Safe Ride vehicle will have their temperature checked by a contactless thermometer. We ask that if your temperature is higher than 99 degrees that you do not continue on the trip with your group.
- The CDC recommends a face cloth covering for each passenger, however, that is up to your group.

Our transportation services will continue to operate safely as we follow these and other rapidly evolving precautions identified by the aforementioned agencies. The safety of our passengers and team members continues to be our highest priority, now and always. We thank you for your trust, patronage, and support as we continue to operate as the safest and most reliable carrier in the industry.