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Standard Operating Procedure (SOP)

1.	Contact Information
Procedure Title:	Denying service to a passenger exhibiting symptoms of COVID-19.
SOP Number:	SOP-COV-1.3
Revision Date:	5.26.2020

2.	Purpose
Guidance for detection and denying ridership of possible COVID-19 positive passenger when bus has passengers on board.	

3.	Scope
Procedures for identifying a waiting rider that is suspected positive for COVID-19, denying ridership, and calling for safe transport in a separate vehicle.	

4.	Policy
If a passenger exhibits signs of infection ¹ , operator should ask the passenger if they have experienced any symptoms of the virus. If they state they have exhibited the symptoms of COVID-19, <u>the first priority is the safety of the passengers on board. Do NOT allow anyone to board that is exhibiting symptoms of COVID-19 and has failed the screening questions while other riders are present.</u>	

5.	Procedure
Situation	Action Step
ALWAYS WEAR PERSONAL PROTECTIVE EQUIPMENT THROUGHOUT THE DURATION OF THE PROCESS	
Passengers are present – Ambulatory Passenger	1. When the person waiting acknowledges COVID-19 symptoms, immediately call Dispatch and alert them of the situation prior to proceeding.
	2. From the driver’s area, open the front door and ask the passenger to wait patiently while a separate vehicle is called to pick them up. <ul style="list-style-type: none"> - If they are not wearing a face covering, ask if they have a face covering to put on. If they do, ask them to put it on prior to being pick up by the separate

¹ <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>



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	<p>vehicle.</p> <ul style="list-style-type: none">- If they do not have a face covering and you have an extra one (do not use your own), request that they use the face covering you are offering prior to them entering the other vehicle. <p>*NOTE: Do not deploy an N95 mask on the passenger. The restriction to airflow for passengers can be discomfoting and may agitate the passenger.</p>
	<p>3. Radio to Dispatch to inform that the passenger is waiting, if they have a face covering or not, and the destination of the passenger.</p>
	<p>4. If deemed appropriate, contact the Health Department for guidance.</p> <p>*Note: Dispatch should call ahead to any destination that could contain large gatherings or a high number of at-risk persons, such as Assisted Living Facilities and hospitals, for guidance.</p>
	<p>5. Should the passenger board the bus without permission, the driver should immediately have other passengers evacuate the bus through the rear and front doors to avoid as much contact with the infected passenger as possible.</p>
	<p>6. Once the infected passenger is removed from the bus, the bus will need to be removed from service and disinfected with EPA approved disinfectants prior to carrying passengers again.</p>



Standard Operating Procedure (SOP)

1.	Contact Information
Procedure Title:	Loading a passenger exhibiting symptoms of COVID-19.
SOP Number:	SOP-COV-1.0
Revision Date:	5.20.2020

2.	Purpose
Guidance for safe and proper loading of possible COVID-19 positive rider.	

3.	Scope
Procedures to approach a passenger that exhibits signs of COVID-19 infection.	

4.	Policy
<p>If a passenger exhibits signs of infection¹, operator should ask the passenger if they have experienced any symptoms of the virus. If they state they have exhibited the symptoms of COVID-19, <u>the first priority is the safety of the passengers on board. Do NOT allow anyone to board that is exhibiting symptoms of COVID-19 and has failed the screening questions while other riders are present.</u></p>	

5.	Procedure
Situation	Action Step
ALWAYS WEAR PERSONAL PROTECTIVE EQUIPMENT THROUGHOUT THE DURATION OF THE PROCESS	
Loading a Rider with Possible COVID-19 Symptoms	1. Immediately call Dispatch and alert them of the situation prior to proceeding.
	2. From the driver's area, open the front door and ask the passenger to wait patiently near the rear entry door. <ul style="list-style-type: none"> - If they are not wearing a face covering, ask if they have a face covering to put on. If they do, ask them to put it on prior to you exiting the vehicle. - If they do not have a face covering and you have an extra one (do not use your own), request that they

¹ <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>



	<p>use the face covering you are offering prior to them entering the vehicle.</p> <p>*NOTE: Do not deploy an N95 mask on the passenger. The restriction to airflow for passengers can be discomfoting and may agitate the passenger.</p> <p>3. Open all windows, if possible, prior to exiting the vehicle.</p> <p>4. Position the operator’s hand sanitizer in an area within easy access for later use.</p> <p>5. Exit the vehicle in a manner that will allow for at least 6 feet of distance from the passenger. This may mean exiting the front door and walking back to the rear door area where the passenger is located.</p> <p>6. Approach the passenger, remembering to keep at least 6 feet away.</p>
<p>Confirming the Passenger will be Using a Mask</p>	<p>7. Explain the following steps to the passenger prior to proceeding. ALL the steps will be taken to properly place the mask on the passenger.</p> <ul style="list-style-type: none"> a. Approach the passenger from the side to avoid being in the direct line of their mouth or nose. b. Hand the passenger the mask using the elastic straps. Do NOT touch the mask itself. <p>*Note: If passenger cannot physically secure their own mask and needs assistance, you can offer to place the mask on their face from behind. You will position yourself behind them, bring the mask above their head and lower in position over their mouth and nose. Gently pull elastic loops around their ears.</p> <ul style="list-style-type: none"> c. Ask the passenger not to touch your hand in any way during the exchange. d. Circle back in front of passenger to examine the position of the mask over their nose and mouth, making sure to keep a 6-foot distance. e. If needed, provide additional guidance to the passenger on adjusting the mask to cover their nose and mouth. f. Once the passenger’s nose and mouth are covered, proceed to the next steps. g. If the passenger refuses to wear the mask, do NOT allow them to enter the bus.



	8. Begin the loading process from behind the passenger.
	9. Refer to SOP-COV-1.2 for ambulatory loading with mobility aid.
	10. Refer to SOP-COV-1.3 for wheelchair loading.



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Standard Operating Procedure (SOP)

1.	Contact Information
Procedure Title:	Passenger Exhibiting COVID-19 Symptoms Prior to Alighting – Ambulatory w/o Mobility Aid
SOP Number:	SOP-COV-1.1
Revision Date:	5.20.2020

2.	Purpose
Guidance for safe and proper loading of possible COVID-19 positive rider.	

3.	Scope
Procedures to loading and unloading a passenger on a transit bus that exhibits signs of COVID-19 infection.	

4.	Policy
If a passenger exhibits signs of infection ¹ , operator should ask the passenger if they have experienced any symptoms of the virus. If they state they have exhibited the symptoms of COVID-19, <u>the first priority is the safety of the passengers on board. Do NOT allow anyone to board that is exhibiting symptoms of COVID-19 and has failed the screening questions while other riders are present.</u>	

5.	Procedure
Situation	Action Step
ALWAYS WEAR PERSONAL PROTECTIVE EQUIPMENT THROUGHOUT THE DURATION OF THE PROCESS	
Passengers are Not Present -Ambulatory Passenger	1. Immediately call Dispatch and alert them of the situation prior to proceeding.
	2. From the driver’s area, open the front door and ask the passenger to wait patiently. <ul style="list-style-type: none"> - If they are not wearing a face covering, ask if they have a face covering to put on. If they do, ask them to put it on prior to you exiting the vehicle.

¹ <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>



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	<ul style="list-style-type: none">- If they do not have a face covering and you have an extra one (do not use your own), place it on an aisle seat near the rear entry door. Let the passenger know you have placed the face covering there and ask them to use it when they are let on the bus.
	<p>*NOTE: Do not deploy an N95 mask on the passenger. The restriction to airflow for passengers can be discomfoting and may agitate the passenger.</p>
	<p>3. Open all windows, if possible, prior to the passenger boarding the bus.</p>
	<p>4. Return to the driver's area and ask the passenger to enter through the rear entryway, if possible.</p> <ul style="list-style-type: none">a. Ask the passenger to sit in an aisle seat closest to the rear door.b. Ask the passenger to touch as little as possible on the bus.
	<p>5. Radio to Dispatch the passenger is on board and the passenger's destination.</p>
	<p>6. If deemed appropriate, call the local Health Department for guidance.</p> <p>Dispatch should call ahead to any destination that could contain large gatherings or a high number of at-risk persons, such as Assisted Living Facilities and Hospitals, for guidance.</p>
	<p>7. Once at the destination, ask the passenger to exit through the rear door, if possible, and to touch as little as possible.</p>
	<p>8. Once the passenger has disembarked, radio to dispatch that the passenger has left and that you will begin disinfecting the vehicle.</p>
	<p>9. If EPA approved disinfectants² are not available on the vehicle, GO BACK TO THE GARAGE. Do not attempt to clean the vehicle without EPA approved chemicals.</p>

² <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>



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	<p>10. If you do have EPA approved disinfectants, make sure you have covered yourself with proper PPE. Begin to sanitize all areas within a six-foot radius of where the passenger entered the vehicle and sat. Sanitize any hard surfaces, grab rails, chairs, etc. that may have been touched.</p> <p>*NOTE: Make sure you use Chemicals as directed by the manufacturer. This includes the duration of the chemicals upon surfaces.</p> <p>11. Contact dispatch once disinfecting has been completed and await further instructions before resuming operations</p>
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Standard Operating Procedure (SOP)

1.	Contact Information
Procedure Title:	Securing the wheelchair of a passenger exhibiting symptoms of COVID-19.
SOP Number:	SOP-COV-1.2
Revision Date:	5.20.2020

2.	Purpose
Guidance for safe and proper loading of possible COVID-19 positive rider.	

3.	Scope
Procedures to load and secure wheelchair passenger.	

4.	Policy
If a passenger exhibits signs of infection ¹ , operator should ask the passenger if they have experienced any symptoms of the virus. If they state they have exhibited the symptoms of COVID-19, <u>the first priority is the safety of the passengers on board. Do NOT allow anyone to board that is exhibiting symptoms of COVID-19 and has failed the screening questions while other riders are present.</u>	

5.	Procedure
Situation	Action Step
ALWAYS WEAR PERSONAL PROTECTIVE EQUIPMENT THROUGHOUT THE DURATION OF THE PROCESS	
Approaching Rider with Possible COVID-19 Symptoms	1. If the passenger has a mobility aid, refer to SOP-COV-1.1 on how to approach.
	2. First, have hand sanitizer open and accessible PRIOR to exiting the vehicle for use after the mobility aid securement process.
	3. Approach the passenger as described in SOP-COV-1.1.
	4. Whether using a ramp or lift, stay positioned behind the passenger as much as possible, taking special care not to lock the wheels using the SAME HAND that you use to

¹ <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>



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	<p>operate the lift. Using the OPPOSITE HAND will prevent cross-contamination.</p>
	<p>5. Once the passenger has alighted the vehicle, follow standard wheelchair securement training. HOWEVER, take special care to distance your face from the passenger. You may ask the passenger to look toward the window while you are securing the front wheelchair straps.</p>
	<p>6. Return to the driver area and use the hand sanitizer prior to touching any driver's area surface.</p>
	<p>7. Radio dispatch that you are ready to depart. Note any issues with the boarding process, especially possible contamination, to dispatch.</p>
	<p>8. Upon arrival at the destination, put the vehicle in Park and again open your hand sanitizer for use upon re-entering the vehicle.</p>
	<p>9. To mitigate risk, there are options for approaching the passenger to help them disembark:</p> <ul style="list-style-type: none">- If it is feasible, exit from the front of the vehicle and enter through the rear door to allow you to approach the passenger from behind.<ul style="list-style-type: none">- Follow normal procedures for un-securing the wheelchair.- Take special care when working on the front wheel straps. Ask the passenger to face the window while you take off the front tie-downs.- If it is not feasible to enter from the rear door, ask the passenger to face the window away from the aisle. Walk down the aisle while facing the opposite direction the passenger is facing.<ul style="list-style-type: none">- Begin normal un-securing procedures.- Take special care when working on the front wheel straps. Ask the passenger to face the window while you take off the front tie-downs.
	<p>10. Once the wheelchair is un-secured, follow normal procedures for unloading wheelchair passengers.</p> <ul style="list-style-type: none">- Note that the wheelchair brakes will be a point of contamination as both you and the passenger will have touched them.



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	<ul style="list-style-type: none">- If using a lift, take special care not to unlock the wheels using the SAME HAND that you use to operate the lift. Using the OPPOSITE HAND will prevent cross-contamination.
	11. Upon the passenger disembarking, immediately sanitize hands with the personal hand sanitizer you had left open and accessible in the driver's area.
	12. Radio dispatch to notify them of trip completion and that you will begin the disinfecting procedure
	13. Disinfect areas that the passenger may have come in contact with, as well as areas where contaminants may have spread (approximately 6 feet around the area) per your agency guidelines. <ul style="list-style-type: none">- Note: Disinfect any areas that you may have touched while assisting the passenger.
	14. Upon completion of the disinfecting procedures, radio to dispatch for next steps.



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Standard Operating Procedure (SOP)

1.	Contact Information
Procedure Title:	Supervisor picking up a passenger exhibiting symptoms of COVID-19.
SOP Number:	SOP-COV-1.4
Revision Date:	5.26.2020

2.	Purpose
Guidance for picking up possible COVID-19 positive passenger after being denied ridership on bus with passengers on board	

3.	Scope
Procedures for picking up a waiting rider that is suspected positive for COVID-19 that has been denied ridership on a bus with passengers	

4.	Policy
If a passenger exhibits signs of infection ¹ , operator should ask the passenger if they have experienced any symptoms of the virus. If they state they have exhibited the symptoms of COVID-19, <u>the first priority is the safety of the passengers on board. Do NOT allow anyone to board that is exhibiting symptoms of COVID-19 and has failed the screening questions while other riders are present.</u>	

5.	Procedure
Situation	Action Step
ALWAYS WEAR PERSONAL PROTECTIVE EQUIPMENT THROUGHOUT THE DURATION OF THE PROCESS	
Ambulatory Passenger – Suspected Positive for COVID-19	1. Supervisor arrives to pick up suspected positive COVID-19 passenger in specially equipped sedan or van designed to isolate COVID-19 positive passengers and reduce risk of infection for the driver.
	2. Supervisor shall be wearing N-95 face mask, full face shield, nitrile gloves, disposable isolation jumpsuit, and disposable head covering.
	3. Supervisor should open windows in the vehicle, if possible, based on weather conditions prior to loading

¹ <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>



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	<p>the passenger. If weather requires air conditioning, then the A/C should be set to bring in outside air and not recirculate interior air.</p>
	<p>4. Supervisor should exit the vehicle and approach the passenger, staying at least 6 feet away, to verify they have face mask properly covering their mouth and nose. If they lack face covering, the supervisor should provide them one while keeping as much distance as possible from the passenger.</p>
	<p>5. Supervisor should inform the passenger that they should refrain from talking while in the vehicle and not to remove the face covering during transport.</p>
	<p>6. Once the passenger has a face covering secured properly, supervisor should open the vehicle door while passenger is standing back at least 6 feet, then step back to allow the passenger to enter, and finally step forward to secure the door while verbally instructing the passenger on securing themselves in the vehicle.</p>
	<p>7. If deemed appropriate, call the local Health Department for guidance</p> <p>*Dispatch should call ahead to any destination that could contain large gatherings or a high number of at-risk persons, such as Assisted Living Facilities and hospitals, for guidance.</p>
	<p>8. Following dropping off the passenger, the supervisor should return to the transit facility while still wearing the protective gear. Once at the transit facility, the supervisor should carefully remove protective gear and dispose of it in a sealed garbage container while avoiding contact with any surface that could be contaminated with virus from the passenger. Following removal of the protective gear, the supervisor should immediately wash hands for 20 seconds and have the vehicle properly disinfected with EPA approved disinfectant chemicals.</p>
	<p>9. Should the supervisor believe that they were contaminated by contact or actions of the passenger, they should get tested for SARS-CoV-2 immediately and self-isolate until results of the testing are known.</p>