

# MTS COVID-19 Protocols and Recommendations:

Since COVID-19, MTS has implemented new riding policies to protect passengers and operators.

## MTS Vehicle Cleaning Protocols:

- 935 vehicles cleaned thoroughly every day
- 54 Trolley Stations cleaned daily
- 400+ Bus Shelters cleaned at least twice per week and as needed
- 1,500 bus benches cleaned one to three times per week

## MTS Cleaning Protocols Since COVID-19:

- Disinfecting fog
- Handwashing stations
- Germ barrier installations
- Daily temp checks for all employees
- Mid-day vehicle and station cleaning
- Rules of riding signage

## 7 Recommended Best Practices for Riders:

1. Always wear a face covering  
<https://www.sdmts.com/inside-mts/rider-insider/face-coverings-required-mts-starting-may-1>
2. Help us with physical distancing
3. Carry hand sanitizer
4. Avoid conversation while riding
5. Use our Mobile App
  - Compass Cloud
  - One-ways now available
6. Text Security: 619-318-1338
7. Watch videos at sdmts.com  
<https://youtu.be/zshIGUWdbvo>



# NCTD COVID-19 Protocols and Recommendations

## Operations - Cleaning Protocols

- Cleaning protocols enhanced to ensure a safe environment
- All revenue vehicles cleaned and disinfected daily
- Additional bus cleaning during layovers at Oceanside, Vista, and Escondido Transit Centers
- Facilities are cleaned and disinfected daily
- Restrooms at Transit Centers are cleaned and wiped with disinfectant multiple times a day
- Watch videos at gonctd.com  
<https://youtu.be/P7tltPFWoOQ>

## Operations – Current

- All employees and contractors are wearing face coverings
- NCTD is distributing face coverings for customers on vehicles
- Compliance with the County Public Health Order for face coverings onboard revenue vehicles remains high with 99% for COASTER and bus and 97% for SPRINTER
- Rear door boarding for fixed route bus and monitoring passenger counts

## Operations - Future

- NCTD is installing bus operator protection barriers on buses.
- NCTD is ordering on-board hand sanitizing equipment and sanitizing agent for vehicles.
- NCTD has ordered a thermal camera system that will be implemented at all NCTD facilities to conduct temperature screening for employees.

## Continued updates to the public through various methods

- Website: GoNCTD.com
- Press releases
- Social media
  - Twitter – @GoNCTD
  - Facebook – North County Transit District (NCTD)

SANDAG iCommute Webinar, June 25, 2020

# Commute with Enterprise COVID-19 Protocols and Recommendations

As an essential services provider that remains open to serve customers who rely on us to get to and from work, we want to ensure our ongoing commitment to the well-being of our riders.

## Complete Clean Pledge:

We are encouraging riders to pledge to clean their vehicles and providing a COMPLETE CLEAN starter kit to every new Commuter vehicle. It includes:

- Spray bottle and disinfectant pods
- Box of disposable gloves and masks
- Roll of paper towels
- Cleaning checklist with guidelines from health authorities

## Control Your Commute

- Van Family: Riding with the same commuters day after day (your “van family”) provides a level of assurances and accountability to one another
- Your ride; your rules: It is your commute; you and your fellow passengers can set the rules, sharing driving, cleaning and maintenance responsibilities
- Limited exposure: With limited capacity, vanpools inherently minimize exposure to others when compared to larger and more populated commuting options

## Account Support

We will partner with you to design a plan for restarting idle vanpools. Together we will:

- Review how social distancing guidelines can be accommodated
- Discuss a clear, consistent, communication with riders
- Confirm vehicle needs and timing



# Walk, Bike, and Scooter COVID-19 Recommendations

## The benefits of active commuting are easy to see:

- You can do it by yourself and keep your distance
- You are outside in the fresh air
- You can get some exercise while getting to work!

## Walk Commuting Tips

- Plan your trip-Find your route. Use Google Maps
- Protect yourself- Wear bright clothing and a face covering. Use a light when it's dark or low light. Carefully cross streets; make eye contact with drivers.
- Prepare your gear- Wear comfortable clothing, shoes, and a face covering; hat and sunglasses if you need them. Bring snacks, water bottle and hand sanitizer.
- You're there- Arrive and wash your hands or use hand sanitizer; shower or towel off. Quick stretch. Enjoy your snack and water. Ready for work!

## Bike Commuting Tips

- Plan your trip-Find your route. Use Google Maps
- Protect yourself- Wear bright clothing and a face covering. Use a light when it's dark or low light. Carefully cross streets; make eye contact with drivers.
- Prepare your gear- Check your tire pressure and brakes. Use a day pack or sling bag for gear. Get a lock. Bring snacks, water bottle, and hand sanitizer.
- You're there- Park and lock your bike. Wash your hands or use some hand sanitizer, shower or towel off. Enjoy your snack and water. Ready for work!

## Scooter Commuting Tips

- Plan your trip-Find your route. Use SANDAG Regional Bike Map or Google Maps. Download scooter app(s).
- Protect yourself- Wear a helmet, bright clothing, and a face covering. Follow the rules of the road, including parking.
- Prepare your gear- Inspect the scooter, check the brakes and lights. Wipe it down to clean and sanitize. Wear comfortable clothing, shoes and face covering. Use a day pack or sling bag for gear.
- You're there- Park the scooter in a designated parking stall. Use hand sanitizer, shower or towel off. Ready for work!