

COVID-19 Control Plan



What passengers need to know to ride with us

- Riders are required to **wear face coverings** on public transit, in public spaces where social distancing isn't possible, including enclosed or semi-enclosed areas such as Buckley Transportation Center in Lawrence and Haverhill Transit Center, and **should maintain** as much **social distance** as possible while on MVRTA buses.
- **Riders have to board/deboard using the rear doors** of the buses, unless needed, and space their seating accordingly. Passengers with disabilities and the elderly will still be allowed to use front door entrances when needed. Fares will be collected starting Monday, September 28, 2020 and the front door will be used for boarding.
- **Riders are required to exit the bus at the end of its route** and may not re-board the same vehicle for return trip. Multiple or consecutive round trips are not permitted and riders who appear to be loitering on the bus will be asked to deboard.
- **No standees** are permitted on buses.
- If you are sick and have a cough, cold, fever, or having symptoms of Covid-19, do not take MVRTA transit service. If urgent medical care is needed, use a personal vehicle or call an ambulance to get to the provider's location.

Please know that we take our responsibility to keep Massachusetts safe very seriously. Be assured we have taken the following steps to comply with state mandatory safety standard for workplaces

- All drivers must wear a facemask whenever there are passengers on the vehicle. They are provided face mask if they do not already have one. Face shields are also available.
- All drivers carry pocket size hand sanitizer since soap and water is not available on the road. Sanitizer products are available to all staff.
- All drivers have been given Lysol spray and must disinfect the driver's area of their vehicle during their pre-trip inspection. All employees must keep their workstations and equipment clean.
- Hand sanitizer stations are located in the MVRTA administration office lobby and transit centers. These are available to the public.
- All buses are equipped with plexiglass barriers between operator's area and farebox.
- Our staff has received mandatory training regarding social distancing, hygiene protocols and how to protect themselves from the virus
- Any employee who is displaying COVID-19-like symptoms should not report to work until all symptoms are no longer present. Because employees frequently come into contact with the public, they are encouraged to contact a medical professional. All employees seeking care from a medical professional must provide a doctor's note to Human Resources that includes a return to work date or timeline.
- Vehicles are disinfected nightly by a contracted cleaning company.
- New and updated memos from the CDC continue to be posted on how everyone can protect themselves. These memos and updates will be posted at MVRTA transit centers, Buckley, McGovern, Washington Sq. Haverhill and Amesbury.
- MVRTA's Operations team has developed procedures should staff become infected; how to protect themselves and others from spreading infection.
- Finally use common sense, wash your hands frequently, stay home if you are sick, seek medical attention if your symptoms become severe.