

Phase Two Guidance Coronavirus 2019 (COVID-19): Guidance for Public Transit

During Phase Two, the public and businesses will be required to adopt new behaviors and rigorous safeguards to reduce risk for all. The following measures should be implemented to help reduce the risk of COVID-19 transmission amongst employees, customers, and the community. For additional information, see coronavirus.dc.gov/phasetwo.

Please note that any individual experiencing symptoms of COVID-19, or who was recently exposed to someone diagnosed with COVID-19, should not use public transit due to the risk of exposing others. Symptoms of COVID-19 may include: fever (subjective or 100.4 degrees Fahrenheit), chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea, or otherwise feeling unwell.

General Considerations for Public Transit Management for Phase Two

- Public transit services should continue to meet demand to accommodate increased travel to work and school.
- Assign lanes and prioritize signals for the Lifeline Network bus corridors.
- Continue skip-stop service.
- Reroute or re-prioritize bus routes to areas of high usage.
- Bundle trips and integrate travel modes, including contactless and integrated fare payments through WMATA.

Employees and Customers Should Practice Everyday Prevention Measures

- **Stay at home if you are sick** or were recently exposed to someone with COVID-19.
- Members of the public should not use public transit if ill unless it is absolutely necessary.
- Stay at least 6 feet from other people when possible.
- Employees and customers must wear a cloth face covering at all times.
- Customers should handle their own baggage and use contactless payment options when possible.
- Perform frequent hand hygiene (with soap and water or alcohol-based hand rub).
 - Key times to perform hand hygiene include:
 - Before eating food,
 - Before and after using the toilet,
 - Before and after putting on, touching, or removing cloth face coverings,
 - Before and after work shifts and work breaks,
 - After handling/exchanging money,
 - Before and after pumping gas
 - After handling customers' personal belongings, if unavoidable, and
 - After blowing your nose, coughing, or sneezing.
- Transit operators should carry tissues in their bus/train cockpit. Operators and customers should cover their mouth and nose if they cough or sneeze in the vehicle, perform hand hygiene, and dispose of the tissues in the trash.
- Gloves should be worn only as indicated per routine job responsibilities.
- If customers refuse to comply with safety measures, you may report this concern to management, and/or the authorities, as appropriate.

- If you feel uncomfortable with providing transport to a visibly sick customer for safety reasons, you can choose to refuse transport. However, discrimination against customers on the basis of race, national origin, or other reasons as described in your company's policies, local, state, and federal law, is not allowed.

Employer Considerations to Encourage Employee and Customer Safety

- Provide supplies for employees to allow for frequent hand hygiene (e.g., soap and water or alcohol-based hand sanitizers with at least 60% alcohol) in transit vehicles, at workstations and in common areas.
- Install hand sanitizing stations at entrances and in common areas in transit hubs.
- Provide employees with appropriate personal protective equipment (e.g., masks, gloves) and cloth face coverings.
- Implement leave policies that are flexible and non-punitive, and that allow sick employees to stay home. Keep abreast of current law, which has amended both the DC Family and Medical Leave Act and the DC Sick and Safe Leave Law and created whole new categories of leave, like Declared Emergency Leave.
 - Leave policies should also account for employees who need to stay home with their children if there are school or childcare closures, or to care for sick family members.
 - Learn about and inform your employees about COVID-related leave provided through new federal law, the Families First Coronavirus Response Act (FFCRA) and all applicable District law relating to sick leave.
- Stagger shifts, start times, and break times as much as possible.
- Develop policies and technology options that allow and prioritize contactless transactions that limit or eliminate close contact and the sharing of items between transit operators and customers.
- Educate employees about COVID-19. Refer to <https://coronavirus.dc.gov/> for more information.

Screening and Monitoring for Symptoms

- Public transit management should perform screening (e.g., symptom questionnaires) of employees daily, prior to starting their shift, over the phone or in person. •
- Place a sign at the staff entrance to inform staff of screening procedures. • If a worker develops any of symptoms of COVID-19 during the workday, there should be a plan in place for that individual to immediately isolate, notify their supervisor and cease transporting customers and/or leave the facility.

Avoid Close Contact and Reduce Touchpoints

- Avoid contact with surfaces frequently touched by customers. Use gloves if required to touch surfaces contaminated by body fluids.
- Allow for physical distancing. Block off middle seats on trains and buses or otherwise seat customers to prevent them from sitting directly next to each other to maintain physical distancing guidelines.
- For bus drivers:
 - Consider asking bus customers to enter and exit through rear entry doors and request customers avoid standing or sitting within 6 feet of the bus driver o
 - Consider asking customers to handle their own personal bags and belongings during pick-up and drop-off. Perform hand hygiene if this is not possible.
- For buses: institute measures to physically separate or force distance greater than 6 feet

between bus drivers and customers. These may include use of physical partitions or visual cues (e.g., floor decals, colored tape, or signs to indicate where they should or should not stand near the bus driver).

Clean and Disinfect

- Public transit management should have a comprehensive plan for cleaning and disinfecting high traffic and high touch surface areas (e.g., counters, payment kiosks, restrooms, etc.) routinely through the day.
- Disinfectant spray or disposable wipes and disposal trash bags should be available in the bus/train cockpit so that surfaces commonly touched by the operator can be wiped down. Follow the directions on the disinfectant product's label.
- If surfaces are visibly dirty, they should be cleaned with detergent or soap and water prior to disinfection.
- At a minimum, clean and disinfect frequently touched surfaces in the transportation vehicles at the beginning and end of each shift.
- Scheduling should allow for adequate time to clean and disinfect between shifts.
- For more information about disinfectants that are effective against the virus that causes COVID-19 see the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>
- For more information about cleaning and disinfecting the office spaces of transit facilities see <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>

Establish a Plan for COVID-19 Exposure

- Establish a plan if an employee is diagnosed with COVID-19.
- Identify a point of contact at the workplace that an employee can notify if they test positive for COVID-19 and choose to disclose this information.
- If an employee chooses to report to the workplace that they are positive for COVID-19, the workplace should have a notification process to share the following with workers:
 - Education about COVID-19, including the signs and symptoms of COVID-19
 - Referral to the Guidance for Contacts of a Person Confirmed to have COVID-19, available at <https://coronavirus.dc.gov>
 - Information on options for COVID-19 testing in the District of Columbia, available at <https://coronavirus.dc.gov/testing>
- If an employee notifies the workplace they tested positive for COVID-19 **AND** the employee had extensive contact with customers **OR** if a customer notifies the public transit service they tested positive for COVID-19, then the workplace should notify DC Health by emailing coronavirus@dc.gov with the following information:
 - "COVID-19 Consult" in the email subject line
 - Name and direct phone number of the best point of contact at the work site for DC Health to return the call
 - Estimated number of customers potentially exposed
 - Short summary of incident/situation
- An investigator from DC Health will follow-up within 48 hours to all appropriately submitted email notifications.

The guidelines above will continue to be updated as the outbreak evolves. Please visit coronavirus.dc.gov/ regularly for the most current information.