



Senior Transportation Re-Opening Guidelines for Summer 2020

Background

The City of Redlands Senior Transportation program provides service to residents 55 years or older to transporting them to medical appointments, grocery stores and the City's senior centers. The service is available only within city limits and is provided on a first-come, first-served basis, with priority given to transportation to and from medical appointments.

City staff is recommending that the Senior Transportation program begin with a partial opening, operating Monday – Friday 8am-1pm. All types of appointment needs will be open to seniors with a priority on medical appointments.

Prior to resuming the service the minimum standards in this guideline must be met to operate the senior transportation program in accordance with Physical Distancing and Sanitation Protocol as defined in the existing County of San Bernardino of the Health Officer and Emergency Regulations. These guidelines also align with the CDC Interim Guidance for transit programs. The City of Redlands Senior Transportation program must be able to comply with these guidelines to operate. These guidelines are subject to change based on changes in local, state and federal direction related to COVID-19.

Definitions

Center for Disease Control (CDC): A U.S. federal government agency whose mission is to protect public health by preventing and controlling disease, injury, and disability. The Centers for Disease Control and Prevention promotes healthy behaviors and safe, healthy environments. It keeps track of health trends, tries to find the cause of health problems and outbreaks of disease, and responds to new public health threats. The Centers for Disease Control and Prevention works with state health departments and other organizations throughout the country and the world to help prevent and control disease. The Centers for Disease Control and Prevention is part of the U.S. Public Health Service of the Department of Health and Human Services (DHHS).

COVID Carry Kit (Fanny pack): similar to a pool lifeguard go pack containing essential items, such as hand sanitizer, 10 pairs of nitrile gloves, etc.

Driver (Full-time Driver): hired by the City of Redlands, to operate a vehicle designed to carry passengers over a designated route within an established time schedule and transport individuals with and without various levels of disability to locations throughout the region. This position is required to attend a Pre-Transportation Training.



Disinfecting: refers to using chemicals, for example, EPA-registered disinfectants, to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection. This is best described to staff as a bleach/water ratio solution where protective PPE must be worn and Safety Data Sheets (SDS) must be provided to staff at sites where camps are hosted. CDC states a disinfecting solution is mixing five tablespoons (1/3rd cup) bleach per one gallon of water.

Household Unit: Riders needing mobility assistance may have a member of their Household unit join them in the bus.

Transportation Caddy: is a toolbox object that has all necessary materials for staff to check-out with them to disinfect and sanitize the bus after each use, and it has necessary PPE.

PPE (Personal Protective Equipment): includes, but is not limited to face shields, gloves, goggles, face covers, gowns, head covers, and masks.

Pre-Transportation Training: a two-hour training that is mandatory for all staff working transportation to attend. All aspects of transportation management will be covered as well as COVID-19 care and treatment guidelines.

Program Assistant (Part-time Driver): hired by the City of Redlands, provides driving services for the senior transportation program; performs a wide variety of duties associated with recreation programs. All program assistants are required to attend a Pre-Transportation Training.

Safety Data Sheets: a Safety Data Sheet is a detailed informational document prepared by the manufacturer or importer of a hazardous chemical. It describes the physical and chemical properties of the product.

Sanitizing (Cleaning): refers to the removal of germs, dirt, and impurities from surfaces. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection. This is best described to staff as a soap and water solution to be used on surfaces after they are disinfected with chemicals. This is a best practice to avoid harsh chemical residue on surfaces after disinfecting. Depending on the soap and water solution, it may require Safety Data Sheets (SDS) to be on site for this solution.

Zep Spirit II: is a Zep GreenLink product with an improved formula. It is a ready-to-use, hospital-grade, non-phenolic, germicidal cleaner and deodorant. It will



quickly cut through grease and heavy soil. Spirit II will kill Tuberculosis, Canine Parvovirus, and HIV-1 on pre-cleaned, inanimate, non-porous surfaces. It conforms to CDC Bloodborne-Pathogens procedures for environmental surfaces. Use of Zep Spirit requires no dilution, mixing or measuring required, and is EPA registered. Zep Spirit II (EPA Reg # 1839-83-1270) has demonstrated effectiveness against viruses similar to COVID-19 on hard non-porous surfaces. Therefore, this product will be used against COVID-19 and should be used in accordance with the directions for use against Human Rotavirus, Rhinovirus Type 39, Hepatitis A virus, Poliovirus Type 1, and Canine Parvovirus on hard, non-porous surfaces. Refer to the CDC website (<https://www.cdc.gov/coronavirus/2019-ncov/index.html>) for additional information.

Transportation Bus Requirements

Driver and Program Assistants must assess city buses to ensure that proposed transportation activities can be conducted with necessary physical distancing prescribed by the County of San Bernardino Public Health protocols for transit services. The following requirements must be met:

- Handwashing facility, or hand hygiene stations, must be accessible so that passengers and staff can wash hands or use hand sanitizer at minimum as each rider boards and leave the bus. Driver and Program Assistants shall carry hand sanitizer with them at all times in COVID Carry Kit.
- Hygiene signage promoting recommended hygiene practices is displayed and mounted on the bus visible by staff and participants.
- City will target each ride to be a 1:1 rider to driver ratio. Once the passenger has left the bus the passenger area is cleaned, sanitized and disinfected prior to another passenger boarding the bus.

Registration and Payment Procedure

Passengers new to the service must register by mail. City staff can mail or email a standard registration form upon request, all forms will need to be completed, signed and returned via traditional mail or email prior to receiving service. Forms will not be accepted or distributed in person.

Payment for rides can be accepted by the following:

- Mail in registration
- Phone in registration

At this time no registration transactions will take place on the bus. Passengers who purchase bus passes will receive a 10 trip voucher and city staff will monitor the use of those vouchers. No physical cards will be issued.



Cleaning, Sanitizing and Disinfecting Requirements

Buses that are used for transportation activities must be cleaned, sanitized and disinfected regularly. Staff must implement the following plan to address the cleaning of buses that are used to support the program:

- Drivers to attend pre-transportation meeting
- In collaboration with Omnitrans, we have identified a product well-suited for deeper vehicle disinfecting, Zep Spirit II that is available to purchase from Home Depot, and can be used in conjunction with the current cleaners.
- Prior to beginning the daily route and at the completion of routes for the day the driver will need to perform the following:
 - Clean and sanitize all hand rails
 - Clean and sanitize Arm rests
 - Clean and sanitize Steering wheel
 - Clean and sanitize Console
 - Clean and sanitize Seat belts and buckles
 - Spray fabric seats with disinfectant spray. Leather seats must be wiped down with disinfectant wipes.
- After each passenger leaves the bus the driver will need to wipe down the passenger seating area with disinfectant wipes
- Upon using gloves, wipes, etc, all items will be discarded in a Hazmat Disposal container
- At the completion of routes for the day the driver will need to perform the following:
 - Sweep the bus
 - Empty trash
 - Ensure that the bus has adequate PPE equipment, disinfecting wipes, spray, and hand sanitizer for the next operating day.

Ventilation Procedures

Ventilation is a crucial factor affecting passengers, drivers will utilize the AC during transport of riders. Temperature to be adjusted for the comfort of the passengers, and the driver can open windows for ventilation as needed. Doors and windows will remain open at the end of the operating day to ventilate the bus.



Check - In / Check - Out Procedures

The follow process must be implemented to ensure that all participants and staff are able to practice physical distancing.

- Staff must conduct an informal health screening of the passengers over the phone asking a set of questions, such as “do you feel sick?” prior to arriving to pick up the passenger, and a secondary visual screening must be conducted as passengers board the bus.
- Clearly visible signage must advise passengers that they should: avoid entering the bus if they have a cough or fever; wear facial coverings; maintain a minimum of six foot distance from one another; and not engage in any unnecessary physical contact.
- Prior to boarding the bus, passengers must perform a self conducted health screening by taking their temperature, and ensuring that they do not have a fever of 100°F or higher. They must also ensure that they do not have symptoms that the CDC has indicated are symptoms of COVID-19.
- Driver and Program assistants must wear a facial covering during any interaction with the passengers.
- Staff must wear disposable non-latex gloves and other recommended gear when assisting wheelchair participants.
- Staff has the option of canceling rides if passengers exhibit any signs of illness.

Equipment / Supply Requirements

Staff must consider how to minimize touch points between staff and passengers, and clean / sanitize equipment and surfaces between touches wherever possible as indicated in the “Cleaning, Sanitizing and Disinfecting Requirements” section of this document.

- Equipment that cannot be cleaned and sanitized should not be used.
- A disposal container will be available on the bus
- A Hygiene station will be installed on the bus providing access to sanitizer and wipes for the passengers.
- Each passenger will be required to have their own face mask on while riding on the bus.
- Staff are discouraged from bringing any equipment from their home on the bus.
- The following items will be kept in the bus at all times to ensure the safety of the passengers and city staff:
 - Spill Kit Station Bag
 - Disposal container



- Passenger Hygiene station
- Covid Carry Kit
- PPE Equipment
- Disinfectant wipes
- Disinfectant spray

Staffing Requirements

Prior to conducting daily transportation activities, an adequate number of program assistants and a driver must be available to ensure that a 1:1 rider to driver ratio is met.

- Upon arrival transportation staff will wash their hands to start their shift.
- To the extent possible, drivers and program assistants should remain behind the plexiglass barrier and only assist passengers on and off the bus if needed.
- Staff must be provided all required PPE to ensure theirs and participants safety. They must wear a mask (covering mouth and nose) during all transportation activities. Reusable masks must be disinfected daily.
- Should staff fall suddenly ill, they will be relocated to a designated resting station, and monitored. Additional internal guidelines will be followed.

Management of Passenger Requirements

Transportation trips must operate on a 1:1 rider to driver ratio unless members of the same household taking the same trip. Once the passenger has left the bus the passenger area is cleaned, sanitized and disinfected prior to another passenger boarding the bus.

- Passengers will need to remain in the separate passenger area on the bus (Drivers will remain in the driver seat behind a virus shield).
- Reasonable accommodations shall still be made for passengers using a walker or wheelchair.
- A Plexiglas barrier will be installed to separate passengers from staff.
- Each incident where a driver and/or program assistant may have come into contact with an individual that has been diagnosed with COVID-19 or another contagious virus will be addressed on a case-by-case working with the Facilities and Community Services Director and the HR Director due to multiple factors.
- Lost and found items will be stored individually in clear trash bags sealed and will be stored for ten days and then disposed of by staff.
- Passengers must use hand sanitizer before they board the bus.



Awareness Campaign

Carl Baker, Communication Information Officer for the City, will be the point of contact for any requested media response. The City's initial response to the transportation program is as follows:

The City of Redlands is working closely with our residents on the response to COVID-19. The safety and wellbeing of our residents and our employees is our foremost consideration. The City of Redlands will be resuming transportation services for senior citizens and is taking all precautions with the additional cleaning of our buses where warranted and informing our residents and employees of the outbreak. We encourage all residents who will be using the senior transportation service to follow the advice of the CDC and local public health officials and ensure that they utilize hand sanitizer and wash their hands frequently to prevent the spread of the virus. Residents who have been in contact with the virus are encouraged to stay at home and used medical transportation for medical emergencies.

The City of Redlands will be publishing the following awareness flyers prior to the relaunch of the transportation service, to help raise awareness to the Coronavirus and good health practices. The flyer labelled STOP THE SPREAD OF GERMS will be posted in all the buses used for the transportation program.

In addition the City of Redlands will be conducting safety campaigns and meetings with employees for awareness and precautions for the virus, including reminders to regular wash their hands and to avoid close contact with any person who exhibits symptoms of the virus.

