

## APTA: Service Restoration Checklist

Quoted from APTA's [Developing Pandemic Virus Service Restoration Checklist](#)

### 1. Decontamination:

- a. Establish cleaning procedures for equipment, vehicles and facilities based on AHS guidelines.
- b. Create a checklist for cleaning staff that specifies all areas requiring cleaning and decontamination and requires the employees' signatures.
- c. Consider posting "last cleaned" signage."
- d. Supply operators with cleaning materials, and task them with decontaminating high-touch areas on coaches during layovers.
- e. Establish a procedure for sanitizing locations when notified that an employee or passenger has tested positive or has been quarantined due to exposure.
- f. Encourage all employees to change clothing before and after shifts to avoid wearing work clothes home.

### 2. Testing, Screening and Reporting

- a. Establish screening, testing policy/procedures for staff before their entry into agency facilities
- b. Establish a means of identifying personnel that have been screened and are clear to work (e.g., disposable wristbands that have a different color for each day of the week).
- c. Create a Pandemic Incident Report to enable contact tracing
- d. Establish a procedure for employees to isolate and travel safely home if they experience symptoms while working.

### 3. Social Distancing (Aboard vehicle)

- a. Identify and plan to enforce maximum seated and standing capacity per vehicle size/type
- b. Increase service levels to accommodate social distancing
- c. Use covers, signs or decals to prevent use of some vehicle seats in order to create social distancing space
- d. Establish a method for reporting vehicles at or over capacity

**FIGURE 1**  
Closed Seat Signage



**4. Social Distancing ( Stations and boarding areas)**

- a. Coordinate with police, emergency management and local businesses to assist with crowd control.
- b. Assess which stations are over the loading guidelines, and monitor for trends throughout the day
- c. Develop a system to report over-loading conditions to the public, especially when passenger demand outpaces vehicle capacity
- d. Add signage to discourage customers from boarding full vehicles

**5. Personal Protective Equipment**

- a. Formalize and communicate PPE policies to employees, contractors and passengers.
- b. Establish plan for distributing PPE to employees, contractors and passengers

**FIGURE 3**  
Operator PPE Kit Instructions



## 6. Communications with community and riding public

- a. Develop a media plan, and identify agency employees who will communicate with riders (station clerks, dispatchers, train crews, customer service, etc.).
- b. Ensure that the agency is communicating all social distancing requirements, PPE guidelines, and efforts to clean and decontaminate stations and vehicles
- c. Develop coordinated responses for difficult and frequently asked questions.
- d. Communicate the need to give priority to essential workers
- e. Monitor real-time crowd conditions in stations and on vehicles using operating personnel, real-time load data, CCTV, etc., and communicate these to the public.
- f. Track hourly trends and report them to the public to help riders avoid crowd conditions
- g. Design a marketing campaign to speak to “How clean is clean?” and engage a public official or popular figure to be the face of the effort.
- h. Place photos in stations, at stops and on vehicles to show examples of safe and unsafe vehicle loading.
- i. Communicate plainly any enforcement actions the agency will and will not take regarding social distancing or PPE requirements

**FIGURE 4**  
Example Safety Messaging

**CAPMETRO SAFETY MEASURES** METRO COVID-19 RESPONSE

- ADJUSTED SERVICE SCHEDULE**: Icon of a bus and a calendar with a checkmark.
- "SKIP A SEAT" SIGNS**: Icon of two people sitting with an empty seat between them.
- REAR DOOR BOARDING**: Icon of a bus with a person boarding from the rear door.
- OPERATOR SAFETY BOUNDARY**: Icon of a sign that says "SAFE DISTANCE".
- SIDEWALK DECALS**: Icon of three people standing in a line on a sidewalk.
- FARE FREE SERVICE**: Icon of a sign that says "FREE".
- MASKS FOR FRONTLINE STAFF**: Icon of a face mask.
- ENHANCED CLEANING PROCEDURES**: Icon of cleaning supplies like a spray bottle and a sponge.
- SAFELY EQUIPPED OPERATORS**: Icon of a hand being washed with soap and water.

4.10.20 For details, please see [capmetro.org/covid19](https://capmetro.org/covid19)