

# COVID-19

## Health and Safety Protocols



### NCTD's Plan to Strengthen Trust in Transit

## CLEAN. SAFE. RELIABLE.

We are focused on building your trust and welcoming you back to transit.



### 1. Clean and Sanitize Vehicles and Facilities

NCTD has enhanced cleaning efforts based on Centers for Disease Control recommendations and industry best practices.

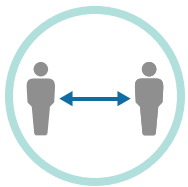
Every day, NCTD buses, trains, paratransit vehicles and transit facilities are disinfected and cleaned thoroughly. Buses may be cleaned again during layovers at Oceanside Transit Center, Vista Transit Center & Escondido Transit Center.



### 2. Require Face Coverings

The State of California and San Diego County have made it mandatory to wear a face covering while using the transit system.

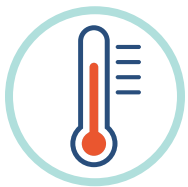
All customers and employees are required to wear face coverings. Complimentary masks are available on all NCTD vehicles and at Customer Service offices.



### 3. Social Distancing

Health officials recommend maintaining a safe distance from others.

Please spread out while waiting for transit and on buses and trains, except when you're with people from your own household.



### 4. Maintain a Healthy Workforce

All NCTD employees and contractors are provided protective and safety equipment and supplies to do their jobs safely.

NCTD employees and contractors complete daily temperature checks at the start of their shift and are required to stay home if they exhibit symptoms of COVID-19.



### 5. Increase Service Based on Demand

As the impacts of COVID-19 are mitigated so that restrictions can be eased, NCTD will work with employers and educational institutions to increase service incrementally to meet demand.



## 6. Protect Operators

NCTD implemented rear-door boarding to safeguard passengers and operators.

We are installing bus operator protective barriers on the entire BREEZE fleet to protect operators from physical harm and to help reduce the spread of COVID.



## 7. Increase Contactless Payment

To reduce surface touch points on transit, please download NCTD's Compass Cloud mobile app on your phone to purchase one-way, roundtrip and monthly fares.



## 8. Increase Customer Information

Customer Service Representatives are available by phone and email to help with your trip planning needs.

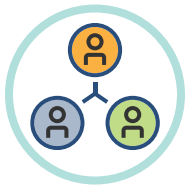
NCTD recommends the Transit app for real-time service updates. Or visit NCTD's social media channels @GoNCTD and visit [GoNCTD.com](http://GoNCTD.com) for the latest information.



## 9. Adopt New Technology and Industry Methodology

We are closely monitoring industry best practices and exploring new technologies to reduce the spread of COVID-19.

New methods will be evaluated and implemented when proven to be effective and suited to NCTD operations.



## 10. Enhance Community Partnerships

NCTD continues to work with San Diego County public health officials and our local business partners to engage and inform the public. This collaboration will enhance our communications with riders while strengthening the small businesses that make our community thrive.

### Cleaning to Keep You Safe

NCTD and its contractors, MV Transportation and Bombardier, work on a daily basis to keep you safe while riding public transit.

**Bus** – Revenue vehicles are cleaned each night (vacuum, mopping, and cleaning spills or dirty seats) and disinfected daily with Zep Spirit II, which is effective against COVID-19. The disinfectant is applied to all hard surfaces that are commonly touched (seat backs, fare box, driver controls, all handrails, walls, and windows). In addition, the floors are mopped with Triton solution on a nightly basis. During the day, buses are also cleaned during layovers at Oceanside Transit Center, Vista Transit Center, and Escondido Transit Center.

**Rail** – NCTD's rail contractor walks each COASTER car daily to monitor and replenish dispensers for soap, tissue, paper towels, and hand sanitizer. All rail cars are cleaned daily, which includes vacuuming and wiping all surfaces with disinfectants Rejuvna and Oxivir Tb wipes (hospital grade disinfectant).

**Facilities** – NCTD's contracted employees clean restrooms daily. They also wipe commonly touched surfaces daily such as door handles, touch pads, ticket vending machines, etc. Facilities utilizes Zep Spirit II for surfaces and Triton solution for floor cleaning.

8/20/2020