



Santa Cruz METRO

Coronavirus Prevention Measures:

Doing Our Part to Help Keep Customers & Employees Safe

Updated: August 4, 2020

METRO is serious about the safety of our employees and our customers. On March 3, 2020, METRO initiated a deeper cleaning of our buses and ParaCruz vehicles by cleaning all high-touch surfaces each night with a disinfectant. This includes seats, handrails, stanchions, hand straps and the bus operator's compartment. We also use an electrostatic fogger to disinfect the interior bus surfaces each night.

In order to further protect our employees and customers, on March 23rd we initiated deeper and more frequent cleaning of the transit centers, including the addition of hand sanitizer dispensers for the public. More recently, we added hand-washing stations to Santa Cruz Transit Center, Watsonville Transit Center and the Scotts Valley Transit Center and are in the process of installing hand sanitizer dispensers on all buses for use by our drivers and customers.

If you have traveled through our transit centers, you have undoubtedly noticed that METRO has posted numerous flyers reflecting CDC and the County Health Agency COVID-19 prevention tips and other safety measures, including physical distancing. We have also added ground markers denoting where to stand as you line up to board the bus, in order to maintain proper physical distancing. We have also hired additional "Cleaners" and stationed them at all transit terminals. Each time a bus pulls into a transit terminal, the Cleaner boards the bus or ParaCruz vehicle and cleans all high-touch surfaces with a disinfectant product.

While we are no longer proactively enforcing "essential travel only" we continue to reflect this notification on our bus head-signs as a courtesy reminder that your travel should be limited to performing essential functions, as identified by the latest Santa Cruz County Health Officer Order.

METRO has self-imposed bus capacity limits in an effort to provide a measure of physical distancing onboard the bus. For example, buses that can accommodate up to 60 people (seated and standing) are currently set at a capacity of 25% or roughly 15 people maximum. Bus operators and security personnel will enforce the capacity limits. When they do, please do not get upset at them if they decline your trip or pass you by at a bus stop. They are not maliciously doing so.

Once aboard the bus, please do not sit in seats that are blocked unless you have one or more members of your immediate family with you, and please be courteous to other customers and observe physical distancing, to the greatest extent possible. If someone is sitting uncomfortably close, please either move to a different seat or choose to get off the bus at the next stop and wait for another bus. If when boarding the bus you feel there are too many people on the bus for your comfort level, please do not board the bus and instead wait for the next bus. In some cases there, may be a "shadow bus" not far



behind, and in other cases, the bus operator may radio dispatch to see if a back-up bus can be dispatched to pick you up.

For the protection of the bus operator, and in an effort to provide a minimum of 6 feet of distance between the bus operator and the customers, customers are no longer allowed to stand while the bus is moving and ambulatory customers are not allowed in the ADA restricted area towards the front of the bus. Additionally, during this COVID pandemic, an emergency directive is in place restricting personal carry-on items. The bus operator and security personnel are strictly enforcing a carry-on limit of no more than one item that can be carried on one's lap. Eating and/or drinking is also prohibited on the bus.

Effective April 10, 2020, and until further notice, all METRO Board and Committee meetings are being held using video conferencing. All public participation will also be via video conferencing and no public participation will be allowed at the METRO offices. Information needed to access the video conference Board/Committee meetings will be made available on Board Agendas and continue to be posted on the METRO website.

Finally, on April 25th, METRO started enforcing the new County Health Agency Order that all customers waiting at a bus stop, boarding a bus, and riding the bus must wear face coverings at all times.

<https://www.santacruzhealth.org/Portals/7/Pdfs/Coronavirus/PHO%20Order%20Face%20Coverings%20April%202024.pdf?version=042320>

On June 18, 2020, Governor Newsom also made face coverings mandatory statewide. If you cannot wear a face covering for a medical reason, you will need to wear a face shield.

https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf

Going Forward

METRO is installing between row sneeze barriers on all fixed-route buses. This provides an added level of protection from someone seated in the row immediately behind and in front of you. METRO also monitors daily all COVID-19 prevention information produced by the CDC, California Health Agency, and the Santa Cruz County Health Agency along with all industrywide transit best practices. METRO has and will continue doing everything possible to help keep you and our employees safe.

Santa Cruz Transit Center (METRO Center) and the Watsonville Transit Centers lobbies have been closed since mid-March and will remain closed indefinitely. In order to better serve you, METRO has installed customer service windows that can be accessed from outside the buildings in order to assist you with transit fare including cash transactions and bus information. In addition, for ease of processing your credit card transaction or to reload your CruzCard, we have moved the two transit ticket vending machines from inside the facilities to the outside and they are available 24-hours a day.



How can customers help?

- Don't ride METRO if you are sick
- Always wear a face mask/covering - cloth, bandana or other CDC recommended face-wear
- If for medical reasons you cannot wear a face covering, please wear a face shield
- Do not stand while the bus is in motion
- Please do not get upset at the bus operator if he/she has to pass you by due to temporary capacity restrictions. This temporary policy is in place for your safety and the safety of the bus operator.
- Please avoid talking while on the bus
- Do not attempt to engage the bus operator in conversation and never dwell near the front of the bus when boarding or exiting the bus
- While onboard a bus, always observe physical distancing to the greatest extent possible. If there are too many people on the bus, consider taking the next bus
- Never try to sit in a blocked seat unless traveling with immediate family
- Do not stand near the bus operator or in the restricted ADA securement area
- Do not consume food or beverages while onboard the bus
- Consider adjusting your Essential Travel trips to off-peak periods (non-commute periods)
- Limit carry-on items. No personal items are allowed in the aisle, restricted areas, on the wheel well or empty seats, and all carry-on items must be carried on one's lap.
- Be considerate and courteous to other riders and the bus operator
- Follow the CDC COVID-19 Prevention tips posted on the buses, transit centers and the CDC website
- For the protection of the bus operator, please help reduce or eliminate the time it takes to pay your fare by visiting METRO's Customer Service in advance of your trip to arrange for your fare media (cash or pass) to be placed on METRO Cruz Cash or Pass plastic smart card. If you feel you must pay using cash, please try to bring good quality dollar bills with you, and whenever possible, try to avoid the use of coins.



What METRO and Our Customers Are Doing/Requiring

Commitments	METRO	Customers
Government Guidance	We follow CDC, State, and Local guidance whenever possible	We follow Federal, State, Local and METRO guidance
Protecting Each Other	We deep clean high-touch surfaces and disinfect our buses, ParaCruz vehicles and facilities	We always wear a face covering properly when at a bus stop and when riding the bus. We never remove our face covering while riding the bus. We follow CDC guidance and clean our hands.
Informed Choices	We provide useful COVID-19 prevention information and resources to support safe travel	We adjust our travel time to the off-peak whenever possible to help reduce the number of people on the bus
Health First	Our employees use PPE; adjust the air flow within the bus to increase the exchange of outside air; deploy the protective clear curtain; provide hand sanitizer dispensers on the bus; and don't come to work sick	We don't ride sick; observe physical distancing from bus operators/drivers and others; don't sit in blocked seats; and don't talk when riding the bus

<https://www.cdc.gov/coronavirus/2019-ncov/about/prevention.html>

<https://www.cdph.ca.gov/>

<http://santacruzhealth.org/>

<https://www.scmtd.com/>