

# RIDE SAFE. RIDE SMART.

## WITH CAPITAL DISTRICT TRANSPORTATION AUTHORITY

Dear CDTA Partner Community,

As we come together to manage through the COVID-19 pandemic, we hope that you are staying healthy and safe. Our work is more important than ever before and we will continue to align our resources to demand. At the same time, we will protect every CDTA employee and customer by making thoughtful decisions to provide quality connections.

Our COVID-19 reopening plan coincides with statewide efforts. We are focused on customer safety, intelligent service deployment, enhanced cleaning, and pro-active communication. Below you will find some key points that describe our efforts. We are here to partner in any way we can, so please do not hesitate to connect with us.

### WHAT WE ARE DOING

#### DISINFECTING PROCESSES

We have implemented revised cleaning protocols on buses and in facilities to provide a safe experience for our customers. On buses, we use a deep cleaning liquid that contains a hospital-grade sanitizing agent. We have cleaners in the field doing bus wipe-downs at layover areas throughout the day. Our protocols also include a quarterly process called Stera-Mist. This hydrogen-peroxide based mix product kills bacteria and inactivates viruses on contact. We continue to monitor the market and adjust cleaning protocols as new information is provided and new products are introduced.

#### FACIAL COVERINGS

Customers are required to wear a mask when using CDTA services. If a customer boards a CDTA vehicle without a mask or face covering, operators educate them on the requirement and encourage them to use a face covering and practice social distancing while riding. A supervisor may need to meet the operator to speak with the customer if they do not comply. The supervisor will give a mask to the customer.

The Governor's Executive order mandates any individual 2 or older who can medically tolerate wearing a face covering shall be required to cover their nose and mouth with a mask or close face-covering when in public and unable to maintain social distance. **We encourage all CDTA customers to comply with this Executive Order and wear a facial covering while riding our buses.**



## ENHANCING COMFORT

CDTA has resumed fare collection on all services, including STAR as of Wednesday, August 19, 2020. Customers should use the FRONT DOOR for boarding and the REAR DOOR when exiting buses to provide better traffic flow on vehicles.

We have installed barriers on our buses to protect bus operators and improve safety and security our system for customers by limiting contact and providing social distancing. CDTA has a Social Distancing Policy on all vehicles, which means customers should keep 6-feet apart where possible.

## SERVICE LEVELS

Our service schedule accommodates increasing ridership and community needs. Modifications may be made as needs develop and we keep our customers informed via our website [www.cdta.org](http://www.cdta.org), social media channels, and through news media. Please download the *Navigator* mobile application for real time schedule information, trip planning and a suite of tools to assist your travels.

## HOW YOU CAN HELP

**WEAR A MASK** - When using CDTA services and remember not to touch your face and limit adjusting your mask.

**CLEANLINESS** – Wash your hands with soap and water often for at least 20 seconds or use hand sanitizer with at least 60% alcohol.

**SOCIAL DISTANCING** – Maintain a 6-foot space between you and others where possible.

**MONITOR YOUR HEALTH** – **Please do not ride if you are feeling sick.** Symptoms to look for include fever, cough, shortness of breath, or respiratory infection/distress. Please cover your cough or sneeze with your sleeve or a tissue.

## NEW YORK STATE HOTLINE

CDTA is taking its guidance from the State of New York. We are in contact with the New York State Department of Health and emergency management partners and we provide updates and best practices as situations change.

The New York State coronavirus hotline is:  
1-888-364-3065.

