

Putting Your Safety First: COVID-19 Policies and Procedures

The safety of our employees and passengers remains our top priority as we reopen our business responsibly. From booking to boarding, we have implemented new standards of procedure to ensure that our team members and our customers alike feel safe.

Safety Procedures for Employees



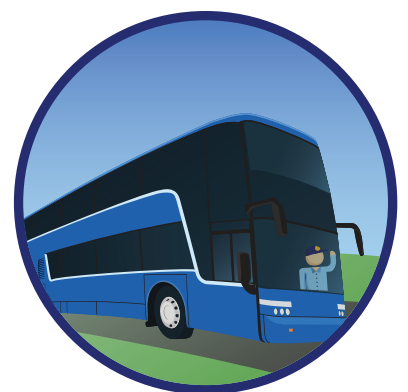
- Drivers and staff are required to wear face coverings (i.e. masks) when social distancing is not possible.
- Employees must wear disposable gloves for any third party contact, including handling of luggage, exchanging cash, and/or handling tickets.
- Sanitizing wipes and liquid have been made available at all locations and to drivers.
- Employees exhibiting any COVID-19 symptoms as listed by the CDC should not come to work. Employees should go home if they begin to exhibit symptoms during a work shift.

Safety Procedures for Customers



- Customers are required to wear face coverings (i.e. masks) when social distancing is not possible. This includes:
 - Standing in line
 - Boarding the bus
 - Moving about the bus
- Customers are encouraged to wear face coverings throughout the duration of their trip.
- We are recommending that customers bring a travel kit on-board with hand sanitizer, disinfecting wipes and gloves.

Caring for Our Buses



- Stringent cleaning and sanitizing protocol have been put into place for our buses.
- Customers are encouraged to enter/exit through the rear door of vehicles where applicable.
- Buses are currently operating at 50% capacity with one passenger per row. However, certain groups are permitted to travel together in a shared row (i.e. family members).
- We are currently making our best efforts to have hand sanitizers available in bathrooms on-board our buses.

On-Location Resources



- We are currently booking 50% fewer customers. This will yield fewer people waiting on line at our bus stops.
- All of our operating locations are unique and specific plans for each will be coming shortly.