

DPV Transportation is committed to the wellbeing and safety of our employees, clients, affiliates and guests especially during this COVID-19 pandemic. We have been working tirelessly to implement new procedures to ensure the safety of our entire staff and passengers. We are working to provide essential transportation service to our community—including first-responders, grocery store workers, medical professionals, and senior living associations—and keeping people as safe as we are able.

Amid the evolving public health challenge, DPV remains dedicated to providing safe, equitable, and sustainable transportation to our clients and guests. In recent weeks, we moved quickly to respond to COVID-19, guided by Public Health, including:

- Office stay employees are working from home encouraging higher-risk employees to stay home and social distancing practices
- Installing temporary dividers between passengers and chauffeurs
- Directing passengers who can enter and exit buses through the rear doors.
- Assigned seating in our larger fleet vehicles
- Educating our clients, passengers, affiliates and public about disinfecting process
- Transitioning to daily deep sanitizing of buses and other transit vehicles
- Sanitizing, high touch points each trip

Realizing the potential impacts of COVID-19 on our workforce, we have moved to a work from home and social distancing order as well as layoffs and special schedules for essential personnel. The decision was also informed by a desire to maintain a resilient and sustainable system to keep our fleet moving every day, while ensuring DPV can ramp back up when this chapter closes.

To encourage more space between bus drivers and riders, DPV Transportation is in the process of installing a temporary divider—which we are calling a safety strap—on buses to barricade off the front area of the bus for passengers who require priority seating.

The safety strap reinforces guidance you may have already seen directing passengers to use the rear door to enter and exit the bus if they are able. Seniors and people with disabilities should continue to use the front door to access the priority seating.

If you are behind the safety strap and need to speak with the driver for any reason—including requesting seating in the forward section or to off-load please signal your driver or speak loudly enough that they can hear you. Please limit conversations to urgent needs or requests, and do not attempt to bypass or remove the safety strap.

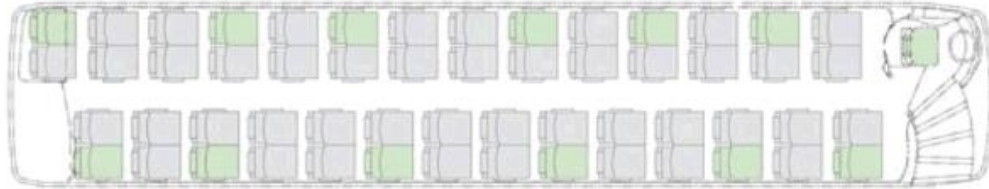
In vehicles with single door operation and smaller capacity, we have created barriers to the front most seats to create space from the operator and rider. Furthermore, every other seat is being barriered off to create social distancing and limited ridership.



As for our larger Motor Coaches, we have reached out to our manufacture and partner, Motor Coach Industries. Based on the current CDC guidelines, every other seat will be unavailable and only the outer most seat will be available in order to keep proper distancing. Please see the diagram below for suggested seating guidelines.

**Social Distancing Seating Recommendations:**

Several customers running employee commuter services have asked for recommendations on socially distancing passengers. MCI engineers have recommended seat layouts to help you place passengers at safe distances on essential transport during the COVID-19 emergency. Please contact your MCI sales representative for more details.



*MCI J4500 with typical 56 passenger seat layout following CDC guidelines of 6' of social distancing*

During this time, we will be creating videos and content to display our disinfecting and cleaning practices to our clients, affiliates, and guests. These videos and content will contain footage of the actual cleaning and disinfecting processes from the outside to the inside of every vehicle. The videos will be played in every vehicle to reassure our riders that they are in a clean and disinfected environment.

Below you will find our standard operations procedure for cleaning and disinfecting vehicles, which all our staff has been fully trained on. These procedures will not only be enacted during this time, but this practice will continue for as long as needed. In the future, procedures may be adjusted as needed due to social circumstances.

#### Chauffeurs Cleaning Tasks

DPV's maintenance team will be disinfecting all vehicles daily with a fogging agent as well as wiping high touch points. It is the chauffeur's responsibility to disinfect their area as well as the passenger cabin. The passenger cabin must be cleaned and disinfected by the chauffeur at a minimum of 3 times per hour or more based on the particular contract. Chauffeurs will be equipped with disinfecting spray and rags to wipe down seats and high touch point areas.



In Route Service (each trip): (Operator/ Field Supervisor)

1. Ensure the bus has no passengers onboard.
2. Put on disposable gloves and wear safety glasses.
3. If a blood borne pathogen is present use the blood borne pathogen kit to clean up and contain any blood borne pathogens first.
4. Starting at the back of the bus interior carefully spray a fine mist of disinfecting solution on all grab handles, rails and hard surfaces working from the back to the front of the bus. Walk away from the areas you have sprayed to avoid the disinfecting mist from coming into contact with your skin, face or clothing.
5. Spray driver's area with disinfecting solution, including dash switches and all grab handles.
6. Wait for 5 minutes
7. Starting at the back of the bus working towards the front, wipe down all hard surfaces with a disposable towel and allow to dry, approximately 5 minutes. (Being sure to dry any overspray from fabric surfaces.)
8. Make sure you dispose of gloves and towels after wipe down is complete.
9. Wash hands with soap and water for at least 20 seconds when finished.
10. Properly dispose of any blood borne pathogen materials.

Daily: (Service Technician/Mechanic)

1. Run bus through exterior wash system.
2. Clean interior, floors, windows, etc. as usual.
3. Put on disposable gloves and safety glasses.
4. Starting at the back of the bus interior carefully spray a fine mist of disinfecting solution on all grab handles, rails and hard surfaces working from the back to the front of the bus. Walk away from the areas you have sprayed to avoid the disinfecting mist from coming into contact with your skin, face or clothing.
5. Spray driver's area with disinfecting solution, including dash switches and all grab handles.
6. Wait for 5 minutes.

7. Starting from the back of the bus working towards the front, wipe down all hard surfaces with a disposable towel and allow to dry, approximately 5 minutes.
8. Make sure to dispose of the gloves and towels after wipe down is complete.
9. Place green "Bus Clean" card in windshield, indicating to everyone the bus has been decontaminated.
10. Wash hands with soap and water for at least 20 seconds when finished.

All guests, passengers, and employees will be required to wear a face mask to enter and ride any DPV vehicle. This practice will be strictly enforced at all stops. Any riders not willing to comply with this mandate will be turned away from boarding and riding.

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#### Temperature Check (forehead thermometer)

All employees entering any DPV facility or vehicle for duty will be required to submit to a temperature check upon arrival. Any employee unwilling to comply with this safety measure will be asked to immediately leave the premises until further notice or full consent to comply.

1. Create signage for all entrances noting temperature policy as well as mass communication to employees
2. Train members who will be conducting test on proper ways to administer strips
3. Upon entering employees will be greeted by a member of management and given a Forehead Thermometer
  - a. Place forehead thermometer on forehead and wait
    - If temperature is normal allow employee to enter for the day (below 100 degrees)
    - If employee has a temperature, escort employee off premises (above 100 degrees)



## Chauffeurs PPE

All DPV Chauffeurs will be given one (1) full face shield, five (5) face masks (more masks will be distributed upon request or failure of current masks) upon return to work. It will be up to the chauffeur to keep track of their provided face shield and masks. DPV will provide disinfectant to wipe down all shields and brown paper bags labeled for each mask so they can be reused the proper and safe way. DPV will also provide gloves and hand sanitizer on all vehicles. Each chauffeur is required to wear at least the mask and face shields, gloves will be optional as hand sanitizer will be readily available.

## Applying PPE

Follow the steps below to ensure safe practices and hygiene.

Upon arrival to work, chauffeurs will first put on their mask, have their temperature checked, apply face shield and finally gloves.

To apply face mask;

1. Take out the appropriate mask from the labeled brown bag, only touch the outside of the mask.
  - a. Grab mask by one ear loop to remove from bag
  - b. Hold both ear loops and stretch mask over face, put loops over ears
  - c. Pinch nosepiece to secure fit



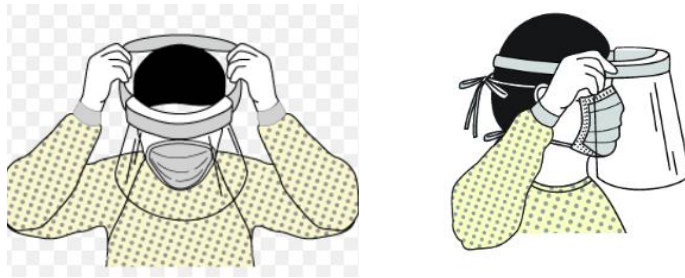
To take off mask;

2. Grab labeled bag for specific mask you are taking off
  - a. Grab mask by the ear loops and pull out wards
  - b. Take mask by ear loop and drop in appropriate bag, do not touch outside of mask



To apply face shield;

1. Always be sure to disinfect your face shield before and after every use to ensure its clean and you are able to see completely.
  - a. Always grab your mask by the head strap to apply to head
  - b. Place strap around your head and tighten to comfort level
  - c. Use finger tips to pull shield over your face mask



To take off face shield;

2. Always be sure to disinfect your face shield before and after every use to ensure its clean and you are able to see completely.
  - a. Use finger tips to raise shield
  - b. Grab shield from the head strap and pull off your head
  - c. Disinfect outside and inside of plastic shield



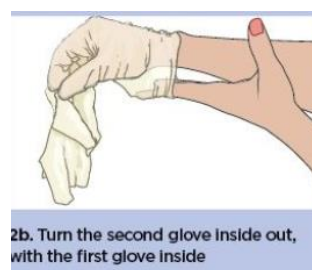
To apply gloves;

1. Chauffeurs will be given 2 sets of gloves per day.
  - a. Take clean gloves and apply one hand at a time
  - b. Grab glove and shake out fingers
  - c. Take glove by the wrist cuff and pull over opposite hand
  - d. Repeat same step for opposite hand



To remove gloves;

2. Outside of gloves are contaminated! If you touch the outside, use hand sanitizer or wash hand immediately.
  - a. Using a gloved hand, grasp the palm area of the other gloved hand and pull off first glove
  - b. Hold the removed glove in the remaining gloves hand
  - c. Slide fingers of removed glove under remaining glove at wrist and peel off second glove over the first glove.
  - d. Discard used gloves in garbage





During this pandemic and trying times, DPV has taken extra steps and precautions to ensure that both our employees and customers are safe.

The Supervisors will be responsible for ensuring we have a safe and reliable shift, with the safety steps being followed and all vehicles properly cared for.

All Chauffeurs will be equipped with Gloves, Face mask, Face Shield, wipes and a few disinfecting supplies. This is all to ensure their safety, the safety of other employees and the safety of the passengers on board.

All of the vehicles will be disinfected and cleaned constantly to ensure the safety of anyone boarding the vehicles.

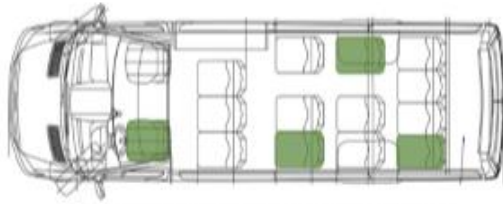
The Supervisors will be responsible but not limited to:

- The Supervisors will administer the testing with the forehead Thermometer 1-5 times a day or more.
- Ensuring all guests, riders, passengers and employees are wearing masks to enter any DPV vehicles
- Ensuring the vehicles have been disinfected and cleaned before leaving Home base.
- Verifying all Chauffeurs have the necessary equipment before starting their trips (Face mask, Face shields, Gloves, wipes and disinfecting/cleaning supplies).
- Certain areas in the vehicles remain closed off.
- Areas that should remain taped off – roped off - for the social distancing, are to be monitored by the Chauffeurs and Supervisors.
- Supervisor have to make sure the Chauffeurs are following the safety protocols from the beginning of shift, during shift and ending of shift.
- The Supervisor must wear protective gear as well.
- The Supervisor also has to ensure they have extra equipment and supplies in their vehicle to supply the buses when needed.
- Spot checks are to be done regularly in all areas. Making sure all chauffeurs keep the Safety guidelines thru ought the day and night.
- Helping out the Chauffeurs at different stops to ensure their safety.
- The supervisor has to ensure the passengers are only entering and exiting thru the rear door if available i.e Low Floors.
- The Chauffeurs and Supervisors must ensure the buses stay clean from garbage or possible contaminated material i.e. gloves, masks or similar materials on the floor or seats of the buses.

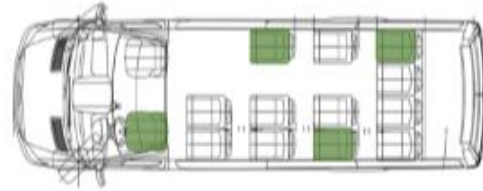
Suggested Vehicle Layouts

(Based on CDC guidelines)

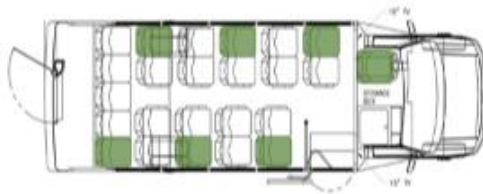




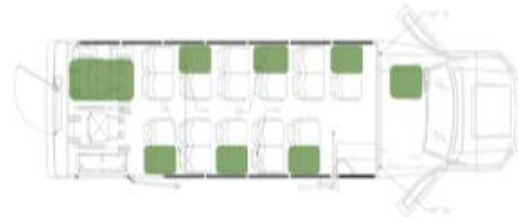
Ford Transit with typical 12 passenger seat layout following CDC guidelines of 6' of social distancing



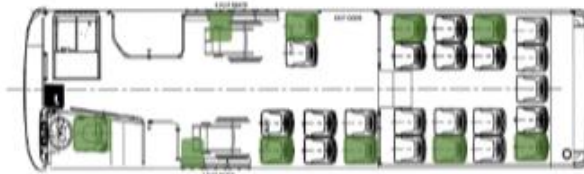
Mercedes Sprinter with typical 9 passenger seat layout following CDC guidelines of 6' of social distancing  
 Total passengers 9



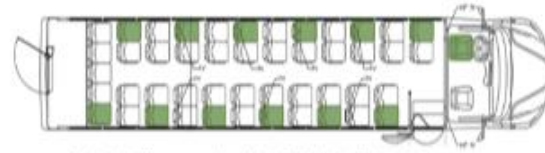
Ford E-450 with typical 14 passenger seat layout following CDC guidelines of 6' of social distancing  
 Total passengers 14



Greek Ford E-805 ADL with typical 21 passenger seat layout following CDC guidelines of 6' of social distancing  
 Total passengers 7 + 1 wheelchair



Low Floor with typical 32 seated passenger seat layout following CDC guidelines of 6' of social distancing  
 Total passengers 8 + 7 + 2 wheelchair



Coach with typical 19 passenger seat layout following CDC guidelines of 6' of social distancing  
 Total passengers 12



NCV #480 with typical 14 passenger seat layout following CDC guidelines of social distancing  
 Total passengers 13

Recommendations



- At all stops, signage should be visible stating “Please practice social distancing, keep 6ft apart from people”
- At all stops, “X marks” should be on the ground, spaced 6ft apart to create queuing lines
- When loading or unloading, the chauffeur is the first off and last on, waits outside during entire time.
- When entering or exiting buses, one person enters, walks to the most rear seat, next enters takes their seat and so on.
- When exiting, the persons closest to the door exit first, followed by the next closest and so on