

# UPDATED SAFETY PROTOCOLS FOR COVID-19

## EXPERIENCE THE TMS DIFFERENCE

TMS is closely monitoring the US Centers for Disease Control (CDC) and Department of Transportation (DOT) to ensure that our transportation partners are meeting the standards of cleanliness outlined by both organizations.

We are committed to safeguarding passengers for the long term, and in addition to meeting the standards outlined by the CDC and DOT, we have the ability to take these additional precautions:

### DISINFECTANT

#### Comprehensive program for disinfecting and testing vehicles used in operations

- Motorcoaches will be thoroughly cleaned and sanitized at the start of operations and at the end of each day of service using top of the line hospital-grade disinfectant cleansers and sprays.
- Drivers will carry an additional supply of the disinfectant spray which will be used throughout the coach at designated times throughout each day.
- Additional precautions will be taken to ensure frequently touched areas such as handrails and armrests are given extra attention by our cleaning crew.
- Drivers will open the fresh air flaps to allow fresh air to circulate from outside the coach.

### OPERATIONS

#### Development of operational plans for queuing, loading, and managing passengers

- Load zones and queuing areas will be modified to accommodate physical distancing with creative signage, FF&E and manpower utilized to manage passenger lines.
- Creative vehicle configurations to meet physical distancing needs with seats marked off to limit occupancy and proximity.
- Hand sanitizer dispensers will be available at the front of each coach and at vehicle loading areas.

### TRAINING AND QA

#### Replicable processes for staff, drivers and passengers, with clear signage, training and communications

- Consistent delivery of protocols with open, transparent and informed communication.
- Meter boards at each loading area will promote safe habits while loading and riding buses.
- Replicable processes tracked for compliance, efficacy and reporting.