

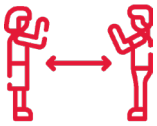
# THE WAY FORWARD

## ABA's Resources for Recovery



### EMPLOYEE CARE

#### IN OFFICE FOR EMPLOYEES



**SOCIAL DISTANCE WITH  
CO-WORKERS**

**WEAR MASKS**



**DON'T CONGREGATE  
IN OPEN AREAS**

**WASH HANDS  
REGULARLY**



#### IN OFFICE FOR EMPLOYERS

**CONSIDER SURVEYING OR  
SCREENING EMPLOYEES**



**CREATE A PROCEDURE  
AND CHECKLIST FOR  
CLEANING STAFF**

**NO SHARED WORK SPACES**



**PROVIDE EMPLOYEES WITH  
FACEMASKS AND GLOVES**

**HAVE SUPPLIES OF  
APPLICABLE CLEANING  
SOLUTIONS EASILY  
ACCESSIBLE**



**PROVIDE APPROPRIATE  
VENTILATION**

#### ON THE BUS

**PROVIDE DRIVERS WITH  
CLEANING MATERIALS  
AND REQUIRE THEM TO  
DISINFECT HIGH-TOUCH  
AREAS DURING  
STOPS AND  
LAYOVERS**



**MAINTAIN SPACE FROM  
PASSENGERS WHEN OFF  
AND ON THE BUS**



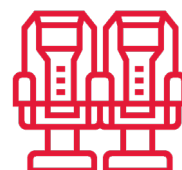
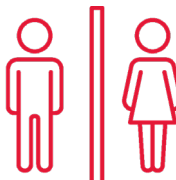
**CUSTOMERS SHOULD  
WEAR MASKS WHILE  
RIDING THE BUS**

**ENSURE THE DRIVER  
HAS ENOUGH FACE  
MASKS AND GLOVES  
FOR THE TRIP**



**PASSENGERS SHOULD  
LOAD OWN LUGGAGE  
OR DRIVER SHOULD  
WEAR GLOVES**

**BATHROOMS ARE OPTIONAL  
USE FOR CHARTERS  
NO BATHROOM USE ON  
LINE RUNS**



**LIMIT NUMBER ON BUS  
TO ADHERE TO STATE  
REQUIREMENTS**

# THE WAY FORWARD

## ABA's Resources for Recovery



### BUS MAINTENANCE & CLEANING

#### PRETRIP



**JUST CLEANED STICKER  
VISIBLE TO THE CUSTOMERS**

**SHARE CLEANING METHODS  
WITH CUSTOMERS**



**INSTALLING SAFETY  
BARRIERS? MAKE CERTAIN  
IT DOESN'T IMPACT THE  
INTEGRITY OF THE BUS**

**ENSURE ALL CHANGES  
DO NOT INTERFERE WITH  
EXITS, AISLES OR WINDOWS**



#### SAMPLE CHECKLIST

To ensure a clean ride for all of our guests, we follow strict daily sanitation procedures that include:

- ✓ Fully Disinfected Coaches & Mini-Buses
- ✓ Comprehensive Driver Training
- ✓ Hand Sanitizer Stations Available
- ✓ CDC/EPA Approved Disinfectants
- ✓ Attention to Critical Touch Points
- ✓ Complete Coach Disinfectant Fogging
- ✓ HVAC Disinfection
- ✓ Masked Drivers
- ✓ Attention to Detail Cleaning Reading Lights/Air Nozzles, Rails, Handles)
- ✓ Industry Sample Policies
- ✓ Commitment to Professional Care

#### SOME QUESTIONS TO CONSIDER

How can you promote social distancing of co-workers in the shop?

How will drivers account for cleaning in their hours of service?

Should revisions be made to the pre-trip inspection process?

#### ON THE ROAD



**DRIVER SHOULD KNOW THE  
LOCATION OF SERVICE STOPS  
& WHAT TYPES OF CLEANING  
PROGRAMS THEY OFFER**

**SCHEDULE 1:  
10-POINT DISINFECTING  
WIPE SEVERAL TIMES A  
DAY WHEN PASSENGERS  
ARE OFF THE BUS**



**SCHEDULE 2:  
32-POINT INVASIVE DEEP  
CLEANING ONCE A DAY**

#### BUS RETURN

**THOROUGH CLEANING  
INCLUDING HVAC AND  
VENTILATION**



# THE WAY FORWARD

## ABA's Resources for Recovery



### CUSTOMER CARE

#### PRE-TRIP COMMUNICATIONS



**CLEANING PROTOCOLS  
FOR COACHES**

**EMPLOYEE PROTOCOLS**



**ENCOURAGE CUSTOMERS  
TO BRING OWN  
SANITIZERS, WIPES AND  
MASKS, EVEN WHEN  
AVAILABLE ON COACHES**

**SIGNAGE SHOULD TELL  
WHEN COACH IS CLEANED**



**EXPLAIN PROTOCOLS FOR  
MOTORCOACH OPERATOR  
AND/OR TOUR OPERATOR  
IF SOMEONE ON THE TRIP  
BECOMES ILL**

#### **SAMPLE MESSAGE REGARDING DISTANCING**



To help maintain CDC recommendations for social distancing onboard our buses, we are temporarily reducing the available number of seats on our tours to give our drivers, tour directors, and customers more personal space.

#### SOCIAL AWARENESS

**Passengers and Drivers Should  
Wear Masks**

**Social Distance  
Where Possible**

**Before Booking, Know the State  
Rules on People Congregating**

#### BOARDING PROCEDURES



**PASSENGERS SHOULD  
LOAD OWN LUGGAGE  
OR DRIVER SHOULD  
WEAR GLOVES**

**FILL THE SEATS  
FROM BACK TO FRONT**



#### ON BOARD



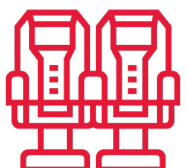
**HAVE HAND SANITIZERS/  
WIPES AVAILABLE**

**MAKE MASKS REQUIRED  
ON BOARD**



**REGULARLY DISINFECT  
VISIBLE TOUCHPOINTS**

**INSTITUTE ASSIGNED  
SEATING PROCEDURES**



# THE WAY FORWARD

## ABA's Resources for Recovery



### REMOTE TRAVEL INCIDENTS

#### PRE-TRIP CONSIDERATIONS



**AMEND CUSTOMER CONTRACTS TO INCLUDE LANGUAGE ABOUT COVID-19 AND ILLNESS**

##### AN EXAMPLE OF LANGUAGE

{Company} has taken enhanced health and safety measures for you, our other guests, and our employees. You must follow all given instructions while traveling with {Company}. An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and even death. According to the Center for Disease Control and Prevention, senior citizens and those with underlying medical conditions are especially vulnerable. By traveling with {Company}, you voluntarily assume all risks related to exposure to COVID-19. Join us by keeping each other healthy and safe by practicing good hygiene.

**DECIDE WHAT TYPE OF PRE-TRIP SCREENINGS YOU WILL PERFORM**



**DRIVER SHOULD KNOW THE LOCATION OF SERVICE STOPS & WHAT TYPES OF CLEANING PROGRAMS THEY OFFER**

**DRIVER MUST BE TRAINED IN THE CLEANING METHODS IN COMPANY'S PROTOCOL**

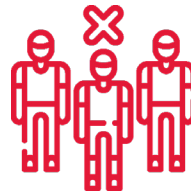


#### ON THE ROAD

**COMPANIES MAY WANT TO TAKE TEMPERATURES EACH MORNING OF PASSENGERS**



#### WHEN SOMEONE BECOMES ILL



**REMOVE PASSENGER FROM GROUP TO ISOLATE**

**NEED TO TRACE WHO THEY HAVE BEEN NEAR**



**PASSENGER WILL HAVE TO DEPART THE TOUR AT THEIR OWN EXPENSE AND USE THEIR INSURANCE TO TAKE CARE OF THEMSELVES**

**INFORM OTHER PASSENGERS AND QUARANTINE GROUP IF IT LOOKS WIDE SPREAD**



**Note:** It is good business practice for Tour and Bus Operators to keep detailed manifests of all people who are on that coach whether for a day trip or long trips. You may need to alert customers if one of their fellow passengers became sick while on or shortly after a trip.

# THE WAY FORWARD

## ABA's Resources for Recovery



### EMERGENCY EVACUATIONS



During natural disasters such as hurricanes, wild fires, tornadoes and other phenomena that put citizens in harm's way, motorcoach companies are called to help evacuate them. In any given hurricane season there could be hundreds of motorcoaches waiting at the ready for a call from the Federal Emergency Management Administration to help at a moment's notice.

### COMPANY CONSIDERATIONS

- What vehicles do you have available to supply?
- If social distancing is mandatory, do you have enough drivers to accommodate additional vehicles needed?
- What exemptions have been allotted the industry during this time? Know your HOS rules before committing drivers and personnel.
- How will you keep your drivers safe? Provide safety kits.
- Should you install a driver shield to protect your driver during this time?
- How will you conduct wellness check-ins with your drivers?
- If your driver becomes ill during evacuations, can you supply a relief driver immediately?



### FEMA/PARTNERS QUESTIONS

- Who will supply PPE for evacuees?
- How will drivers be protected health-wise?
- Will there be a cleaning station during evacuation runs?  
Who is in charge of cleaning the bus?
- Who will communicate rules with passengers?
- What is the guidance on evacuating nursing homes vs general population?
- What has the industry been exempted from during emergency evacuations?
- Will partner have a wellness center to check driver wellness? Will drivers need to fill out checklists on health before driving?
- What accommodations will be provided to drivers? i.e., will drivers have to sleep on the bus? Hotel? Encampment?





# THE WAY FORWARD

## ABA's Resources for Recovery



### COMMUNICATING WITH THE PUBLIC & PARTNERS ABOUT CLEAN BUSES

#### MAIN MESSAGES/TALKING POINTS

- WE ARE READY FOR YOU AND YOUR FAMILY TO TRAVEL AGAIN – WE CAN TAKE YOU ANYWHERE YOU WANT TO GO!
- MOTORCOACHES ARE THE SAFEST AND CLEANEST (INSIDE THE COACH AND THE ENVIRONMENT) MODE OF TRANSPORTATION
  - WE REGULARLY DISINFECT AND CLEAN BETWEEN ROUTES AND DURING LONG TRIPS
  - OUR MOTORCOACHES FILTER FRESH AIR THROUGHOUT YOUR RIDE
  - OUR DRIVERS ARE TRAINED TO BE SAFE AND HEALTHY
  - WE HAVE PROTOCOLS IN PLACE TO SAFELY DISTANCE PASSENGERS
  - WE HAVE PROTOCOLS IN PLACE IN CASE ILLNESS HAPPENS ON A TRIP



#### MARKETING YOUR MESSAGES

To successfully share these messages and instill confidence with your passengers, every employee needs to know your protocols and procedures for cleaning the buses, how to handle passengers and what happens if a passenger becomes ill on a trip. Drivers, especially, need to know what is expected of them on a trip and that passengers see them cleaning the bus regularly.



FACTSHEETS ABOUT CLEANING AND PROTOCOLS

STICKERS ON BUSES STATING THE BUS HAS BEEN CLEANED



PRESS RELEASES ANNOUNCING YOU ARE OPEN FOR BUSINESS & HAVE ADDED ENHANCED SAFETY AND CLEANING PROTOCOLS



A DEDICATED SECTION ON YOUR WEBSITE HIGHLIGHTING YOUR PROCEDURES & PROTOCOLS

SOCIAL MEDIA POSTS/ GRAPHICS PROMOTING YOUR CLEAN BUSES AND HOW YOU CLEAN THEM



THIS IS A TIME TO BE CREATIVE AND OPEN WITH YOUR CUSTOMERS