



Mountain View Transportation Management Association's Response to the COVID-19 Virus

UPDATE: March 23, 2020

The MVgo Mid-Day Mobility program will be suspended, until further notice.

UPDATE: March 16, 2020

In response to the Shelter in Place order to stop the spread of COVID-19, the MVgo Shuttle program has been suspended, until further notice. Commuters may seek reimbursement for their trip cost to/from the Mountain View Transit Center, through our Guaranteed Last Mile Program. [Click Here](#) for more information.

March 13, 2020

The MTMA's foremost concern is the safety and well-being of our employees and our customers. In wake of the recent developments regarding the COVID-19 Coronavirus disease, we have put together the operations action plan outlined below for our MVgo shuttle buses. There may be changes to service patterns that need to be prepared for. All notices of service changes will be posted on our website mvgo.org and Twitter (@Mvgoshuttle)

AWARENESS CAMPAIGN

Flyers labelled "STOP THE SPREAD OF GERMS" were posted on all MVgo buses on Feb. 28th, 2020 to help raise awareness to the Coronavirus and instruct how to protect against the virus.

RIDERS

We recommend that those who have been exposed to the virus, or have the virus, to avoid public transportation. If a rider states that they have been exposed to the virus, they are recommended to take medical transportation to hospitals or health clinics.

RIDERS EXHIBITING SYMPTOMS OF FLU, COLD OR SUSPECTED CORONAVIRUS

We anticipate that drivers and other passengers on vehicles will be concerned with riders being picked up exhibiting cold and flu symptoms. In these cases, if the driver or other passengers refuse the trip, we will do our best to get the rider a trip on another medium. However, we encourage all with these symptoms to stay at home.

INCREASED VEHICLE CLEANING STANDARDS

We have identified a product well-suited for deeper vehicle disinfecting, Zep Spirit II, that will be made available where needed to be used in conjunction with the current cleaners.



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Zep Spirit II is a Zep GreenLink product with an improved formula. It is a ready-to-use, hospital-grade, non-phenolic, germicidal cleaner and deodorant. Zep Spirit II (EPA Reg #1839-83-1270) has demonstrated effectiveness against viruses similar to COVID-19 on hard non-porous surfaces.

EMPLOYEE SAFETY

The safety wellbeing of our bus drivers and customers is our foremost concern. We will not unnecessarily jeopardize the well-being and safety of our employees during the virus outbreak.

Following the current top health care providers, we are asking any employee who may have driven infected or exposed customers to remain at home as a precaution. If an employee expects that they may have become exposed to a passenger or patient with the virus, the employee is to stay at home, and to seek medical attention.

Safety campaigns and meetings will be conducted with employees for awareness and precautions for the virus, including reminders to regular wash their hands and to avoid close contact with any person who exhibits symptoms of the virus.

We will continue to keep everyone up-to-date on any new developments. Thank you and stay safe!