



**State Road and Tollway Authority (SRTA)  
Atlanta-Region Transit Link Authority (ATL)  
SRTA/ATL Preparation for Coronavirus Disease**

*March 17, 2020*

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## **COVID-19 STRATEGIC PARTNER UPDATE**

On February 28, 2020 Governor Brian Kemp announced the creation of the Governor's Coronavirus Task Force established to coordinate all the state's resources as Georgia prepares for Coronavirus Disease 2019 (COVID-19). State health leaders, emergency management officials, and the SRTA/ATL offices have been in constant contact with our federal, state, and local partners regarding the impact the virus could have on state operations. While state government remains open and our services will continue, the health of Georgia's citizens, workforce and workplace safety are top priorities for everyone. The COVID-19 situation is evolving daily, and we have activated an internal COVID-19 Taskforce to stay abreast of the latest scientific information available from the Georgia Department of Public Health (DPH) and the Centers for Disease Control and Prevention (CDC) to govern every operational decision. In addition, we are in contact with fellow regional transit providers to discuss coordinated efforts.

## **OPERATIONAL UPDATES**

### **REDUCTION OF SERVICE FOR XPRESS TRANSIT**

The State Road and Tollway Authority is reducing the service levels of Xpress transit to balance the need to implement social distancing on the coaches while efficiently serving a much smaller ridership that still includes essential workers in the region. Xpress is committed to doing its part in slowing the spread of the coronavirus while continuing to provide critical services to healthcare professionals, first responders and other employees in key industries that rely on public transit. Xpress will operate on a reduced schedule effective **Monday March 23, 2020** and those revised schedules will be posted online at [www.xpressga.com](http://www.xpressga.com) within the next 24 hours. While we recognize that these changes may be inconvenient to some of our customers, we believe these operational decisions meet the needs of protecting the health and safety of our customers, the Xpress transit employees and our goal of continuing to run safe and reliable service without major disruptions. We will continue to evaluate the level of service and whether to continue to operate service on an ongoing basis.

### **SUSPENSION OF WALK UP CENTER SERVICES FOR PEACH PASS AND XPRESS**

Walk Up Center Services for Peach Pass and Xpress are suspended effective March 18, 2020. SRTA's customer service center remains open to receive calls from customers. In addition, we are encouraging customers to take advantage of our online services.

## **HOW WE ARE PROTECTING CUSTOMERS**

SRTA is employing an enhanced cleaning regimen that includes a combination of both daily activities and sequenced deep cleanings. Xpress dispatch facilities are conducting daily anti-viral cleanings of:



equipment; the entire bus fleet, including all high touch areas and high foot traffic areas using products promoted to eliminate 99.9 % of germs; daily trash disposal and daily visual inspections of the buses. In addition, Xpress is conducting anti-viral deep cleanings at a rate of 10-15 buses per day with cleaning

complete for the majority of the fleet by the end of each week. Bus operators are being provided hand sanitizer, germicidal wipes, and spray to be used in driver and dispatch areas. Finally, SRTA has increased staffing and procured additional supplies in order to be able to maintain this heightened frequency of cleaning. A press release on our efforts was distributed to the media and the information was covered by the AJC and WSB. A COVID-19 webpage (<https://www.xpressga.com/covid-19-2/>) was created on our website which includes all current information, and this has also been shared on all our social media platforms. In addition, an Interactive Voice Response (IVR) Message is currently running with a prompt for customers to have the option to learn about COVID-19 Prevention Tips when contacting Customer Service. We are preparing to implement in-commute pre-recorded prevention messaging and videos through our Clever CAD/AVL system on the portion of our Xpress bus fleet that is equipped with that capability.

## HOW WE ARE EDUCATING AND PROTECTING STAFF

Officials at SRTA/ATL began early prevention methods by educating all SRTA/ATL staff on the most accurate and up to date prevention and educational information available from the CDC and the Georgia Department of Public Health (DPH). Coronavirus prevention information has been shared with each bus operator and educational meetings were held by Xpress transit service contractors with all of their staff. Coronavirus information posters and reminders have been posted up in all areas, including administration offices, maintenance, dispatch, the drivers' lounge, as well as, the kitchen and bathrooms of all transit operating facilities.

We issued an agency-wide telework protocol beginning March 16th for employees who are eligible to telework. For all other employees, we are implementing social distancing at the office on all floors based on the guidelines from the CDC and DPH. We are implementing additional social distancing protocols for the benefit of our staff. Meetings will be conducted by conference call, Webex, or via other virtual resources. Face-to-Face meetings are being limited to only essential participants. Non-essential travel and in person trainings are suspended. In addition, the Peachtree Center Building Management Team conducted a deep cleaning of all SRTA/ATL floors and facilities over the weekend.

## PREVENTION TIPS FOR XPRESS CUSTOMERS

In addition, SRTA is encouraging Xpress commuters to practice these prevention habits while riding Xpress:

- It is critical that you wash your hands with soap and water thoroughly before and after riding transit.
- Carry an alcohol-based hand sanitizer (with at least 60% alcohol content) and use it after leaving the bus if there is no access to water or soap right away.
- Don't touch your face, whether you are on or off Xpress. The CDC recommends avoiding touching your eyes, nose, and mouth, specifically.

- If you are on a crowded bus and can't physically step away, face your back towards the person coughing. The CDC recommends cover sneezes and coughs with a tissue.
- Limit contact with high touch areas such as fareboxes, poles, rails and handles. Use hand sanitizer immediately after touching these areas or use a napkin or tissue when touching and discard once you disembark the coach.
- If you're using your phone, clean your phone screen with an antibacterial wipe and discard after you disembark.
- Use overhead bins to store to your purse, bag or briefcase and sanitize with wipes once you disembark the coach.
- If you are sick or experiencing potential symptoms avoid riding transit.

For continuous information regarding our services please visit our websites, subscribe to our e-newsletter or SMS text messaging service, or follow us on our social media platforms.