



# FREDERICK COUNTY GOVERNMENT

## TRANSIT SERVICES DIVISION

Jan H. Gardner  
County Executive

Roman Steichen, Acting Director

March 18, 2020

To: All Transit Services of Frederick County Stakeholders  
Subject: Transit Services of Frederick County's COVID-19 Plan **UPDATED 3/18/2020**

Transit Services of Frederick County (TSFC) is closely monitoring the coronavirus (COVID-19) situation. In conjunction with the Frederick County Health Department, the County Executive's Office, and in consultation with neighboring public transit agencies, we have enacted the following plan.

- All services are fare-free to eliminate unnecessary contact between passengers and drivers. If contact with passenger belongings such as personal mobility devices is necessary, drivers are required to wear gloves.
- Each evening and on Sundays, our fleet is disinfected with a hospital-grade anti-viral misting spray. This spray coats all surfaces of the interior of the bus, disinfecting in minutes.
- Drivers have been issued personal stores of disinfecting wipes and sprays for periodic spot-cleaning of the driver compartment.
- Passengers are required to board and disembark Connector buses via the rear door to keep an acceptable distance away from the driver.
- Passengers are strongly encouraged to keep a safe distance from others while riding. Drivers will avoid full bus loads where possible.
- Transit-plus trips are limited to one passenger at a time where possible.
- Drivers will not enter care facilities to pick up passengers. Drivers will wait at the vehicle.

TSFC has taken steps within our own facility to prevent the spread of disease amongst our staff. Our facility is closed to the public indefinitely. We have cleaning supplies and safety equipment on hand, including: gloves, masks, hand sanitizer, and disinfecting wipes. Any staff who is not feeling well will not be allowed to work. We have educated our staff to the extent possible using reputable sources, which includes the Centers for Disease Control and Prevention and the Frederick County Health Department. Many of our staff who are able are teleworking. We have suspended in-person staff training and canceled planned travel for County business. Should a staffing crisis dictate a scaling back of service, we will make the following service modifications:

- Level 1: Cancel two of the five scheduled peak Connector buses.
- Level 2: Cancel all peak Connector service.
- Level 3: Cancel 10b, 61, and/or 51 Connectors.
- Level 4: Implement Saturday service (no Shuttle service)
- Level 5: Scale back Transit-plus service. Customers we cannot transport will be given as much notice as possible.

Please keep in mind that we do have a Taxi Access Program to supplement Transit-plus. Visit [www.frederickcountymd.gov/transit](http://www.frederickcountymd.gov/transit) for more information.

TSFC would like to remind our customers to exercise common sense personal hygiene habits. Wash your hands frequently, cover your cough and sneeze, and if you are feeling sick, PLEASE stay home to help prevent the spread of disease on our buses.

Sincerely,  
Roman Steichen, Acting Director

