

My Casino Shuttle

Daily COVID 19 Procedure Outline

A. PreTrip Driver Procedures

- a. Drivers should check their temperature prior to arriving to shift, if not possible upon check-in. Drivers may take their own temperature and report with pictures to management.
 - i. Driver must have temperature under 100.4 F
 - ii. Driver to verify temperature on Trip Sheet
- b. Driver must wear a mask inside the bus and wear a new pair of disposable gloves while performing the pre-trip inspection. (MSC will provide mask and gloves)
- c. Driver will sanitize hands before departure
- d. Cleaning
 - i. Drivers are to put on a new pair of disposable gloves to wipe down the following critical touchpoints with disinfectant wipes provided and or disinfectant spray...
 1. Entrance door surfaces
 2. All handrails and touch surfaces used for entering and exiting the vehicle
 3. Headrests
 4. Driver area including the steering wheel and all driver controls in the cockpit area
 5. Overhead handrails
 6. Microphones
 7. All seat headrests, armrests, and seat belts, and reclining levers
 8. Passenger seating area controls, Seatbacks, and trays
 9. Driver will pick up trash and attend to any other conspicuous mess

B. PreBoarding and Boarding procedures

- a. PreBoarding & Driver Directives
 - i. Driver will park at the pick-up location and open the door.
 - ii. Driver to maintain six feet apart from passengers whenever possible.
 - iii. Driver will read the new protocol to the group (See attached Protocol Form)
 1. Drivers to ask passengers the following screening questions
 - a. Do they have a fever?
 - b. Have they been in contact with anyone showing signs of COVID-19?
 - c. Have they been in contact with anyone diagnosed with COVID-19?
 2. Line up six feet apart
 3. Driver to inform the passengers the restrooms are closed due to COVID-19, all passengers should be informed to use the restroom prior to departure, if an emergency restroom break is required you must stop at a permitted location or a location you are familiar with.
 4. Driver will put on gloves and perform a touchless temperature scan of each passenger
 - a. Drivers may deny passengers entry based on symptoms indicating COVID-19. (If the denial is necessary please contact management.)
 - b. Temperatures 100.4F and higher will not be able to board. (We follow the CDC web page daily if this changes)
 - c. Passengers must wear a mask at all times (Passenger must provide their own mask)
 5. Passengers will sanitize hands
 6. Passengers will be responsible to carry all personal belongings (no personal belongings are to be left behind on the vehicle once the passenger leaves).
 7. Passengers are to stay seated for the duration of the trip

- a. Bathrooms will not be accessible. (If necessary stops can be made at public restrooms)

C. Payment Collection and Manifest Procedures

- a. Payment
 - i. Driver will announce payment collection (a new pair of disposable gloves must be put on)
 - ii. Touchless ticketing and payment through mobile ticketing application (coming soon).
 - iii. Driver will walk down Isle with the envelope and passengers will Pay Cash
 - a. Passenger will be asked to have exact change
 - b. Driver will count passengers money and place in an envelope
 - c. After all the money is collected the driver will place the envelope inside a dropbox(driver is to spray down the dropbox after the envelope is dropped in), take off gloves, and sanitize hands.
- b. Manifest
 - i. Cash payers will be entered by the driver
 - a. This will be handed to the Customer's staff in paper form or could be emailed at the Customer's request.(If customer requests paper form, the driver is to have a mask and a new pair of gloves on, gloves are to be thrown away and hands are to be sanitized.)

D. Off Boarding, Mid Trip Protocol, Departure

- a. Off Boarding
 - i. Driver will remind passengers to follow protocol
 - ii. Driver to maintain six feet apart from passengers whenever possible.
 - iii. Passengers will off-board from front to back maintaining social distancing practices
 - iv. Passengers will follow instructions once-off boarded
- b. Mid Trip Protocol
 - i. Drivers will fuel up the bus
 1. Wipe fuel card after use
 2. Drivers to sanitize hands before departing
 - ii. Cleaning
 1. Drivers are to put on a new pair of disposable gloves to wipe down the following critical touchpoints with disinfectant wipes provided and or disinfectant spray...
 - a. Entrance door surfaces
 - b. All handrails and touch surfaces used for entering and exiting the vehicle
 - c. Headrests
 - d. Driver area including the steering wheel and all driver controls in the cockpit area
 - e. Overhead handrails
 - f. Microphones
 - g. All seat headrests, armrests, and seat belts, and reclining levers
 - h. Passenger seating area controls, Seatbacks, and trays
 - i. Driver will pick up trash and attend to any other conspicuous mess
 - iii. On Customer Property
 1. Drivers are to observe all Customer's regulations while on Customer's Property
- c. Departure
 - i. Driver will pull up to the designated pick up location
 1. Driver will announce to maintain social distancing
 2. Driver will allow passengers to board back to front
 - a. Passengers must have a mask on
 - b. Offer Passengers provided hand sanitizer or wipes if available
 3. Once seated and ready, the driver will depart.