



## **Paratransit and COVID-19**

Paratransit companies provide a vital service to people with disabilities. Maintaining safety in public transportation during the pandemic is very important for this population.

Here are some recommended practices to help prevent the spread of COVID-19 for paratransit riders, drivers and staff:

- Wear an appropriate face covering that is recommended by the CDC. If you are exempt from wearing a face covering, we encourage you to wear face shields with a drape, if possible. Ask your doctor if you are exempt.
- Maintain 6 feet of physical distance whenever possible
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing. Use hand sanitizer with at least 60% alcohol if soap and water are not available.
- Cover your cough or sneeze with a tissue, then throw tissue in the trash and wash your hands.
- Avoid touching your mouth, nose, and eyes with unwashed hands to avoid transferring germs.
- Stay home when you are sick and avoid close contact with others.
- If you feel a surface on the bus/van is unsanitary, we encourage you to inform the driver and ask them to disinfect it for you.

### **Paratransit drivers and staff:**

- [Symptom checks](#) are strongly encouraged to be conducted before employees and riders board the van.
- Physical distancing on the shuttle can include reducing the shuttle capacity.
- The bus cleaning process should include deep cleaning, with special attention given to wiping down all high-touch areas with disinfectant:
  - door handles
  - railings
  - seats and arm rests
  - windows
  - Employees should be trained to immediately report and respond to urgent messes on vehicles

**Drivers and staff should follow the directives of their company for assisting passengers on and off the vehicle. Drivers should follow the company directives regarding reporting COVID cases among staff and address any issues with their supervisors.**



**Alameda County Health Care Services Agency  
Public Health Department**  
[www.acphd.org](http://www.acphd.org)

Colleen Chawla, Director  
Kimi Watkins-Tartt, Director  
Nicholas Moss, MD, Interim Health Officer

---

Public Health Department: Main Line (510) 267-8000  
COVID-19 Information: (510) 268-2101

---

## **Where to find more information:**

**East Bay Paratransit:** <https://eastbayparatransit.org/emergency-resources.htm>

**Nelson Nygaard Paratransit service:** <https://nelsonnygaard.com/paratransit-service-during-covid-19-serving-people-with-disabilities-seniors-may-require-different-solutions-than-fixed-route-transit-service/>

**Alameda County Health Care Services Agency, COVID Response:** <https://covid-19.acgov.org/index.page>

**Disability Rights & Education Defense Fund (DREDF.org) --** <https://dredf.org/wp-content/uploads/2020/03/Rear-Door-COVID-Policy-Disability-Recommendations-033020-FINAL.pdf>

**Centers for Disease Control (CDC) Face Coverings:** <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/about-face-coverings.html>