



**CORONAVIRUS**  
**STAY ALERT TO**  
**THE SYMPTOMS**

**HIGH TEMPERATURE OR  
NEW CONTINUOUS COUGH OR  
LOSS OF TASTE OR SMELL?**  
Find out how to get a test, and how  
long to isolate, at [nhs.uk/coronavirus](https://nhs.uk/coronavirus)

**STAY ALERT**  
**CONTROL**  
**THE VIRUS**  
**SAVE LIVES**



## Covid 19 Risk review BAT BUS

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## COVID19 Risk review Community Bus Services

### Notes

This document covers the procedures to be adopted by **sedcat** for its community bus services.

The purpose of the document is ensuring all relevant parties are aware of its responsibilities to minimise the risks associated with travelling on the bus.

This risk assessment will be reviewed and updated based on advice from the Government and relevant industry trade bodies.



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## COVID19 Risk review Community Bus Services

### Introduction

**sedcat** operates community bus services within Bournemouth, Poole, Christchurch and East Dorset and has been successfully providing valuable bus services to people with limited mobility and groups where traditional public bus services are not appropriate or available. Regular services are made to supermarkets, town centres, retail parks and social and leisure venues. The main focus is Bournemouth but some services operate in outlying areas within the conurbations of BCP and East Dorset

The service is operated with section 19 standard community bus permits as a not for profit charity service using mainly paid minibus drivers.

Following the announcement by the Government the demand for the service reduced to virtually zero as most users were placed in self-isolation or were advised to shield. People over the age of 70 were advised to stay at home for 12 weeks.

During the COVID 19 (Coronavirus) the decision was taken to suspend all services from 25<sup>th</sup> March 2020 to minimise the spread of the virus amongst passengers and our team. During the lockdown period we continued to keep in touch with our service users with telephone calls and social media.

### Summary

It is currently envisaged that services could recommence in early July 2020 subject to lifting of the lockdown restrictions, sufficient demand from users and a clear plan to minimise the risks to users and our own team. Most of our users are deemed to be vulnerable due to age and underlying health reasons

The scope of this document covers the risk analysis undertaken and the actions to be taken by everyone involved in using and providing the service.

- Our Team of Drivers
- Passengers who can and cannot travel
- Passengers mobility
- Vehicle Capacity
- Social distancing requirements
- Standard operating procedures
- Cleaning of Vehicles
- Ventilation and air conditioning
- Service/Route Frequency
- Group outings and Trips

Guidance has been taken from Public Health England, Dept of Transport, Community Transport Association, Local Authorities and other operators

Our Insurers have agreed that tasks are risk assessed and the common sense approach for social distancing and use of PPE if appropriate.

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## COVID19 Risk review Community Bus Services

### How will everyone be kept safe on the bus?

**sedcat** has reviewed and detailed the safety measures that it will implement for all travel both during and beyond the coronavirus COVID-19 pandemic. We will “**provide a controlled environment that is safe for travelling as well as ensuring our passengers’ health and wellbeing.**”

### Our 10 step guidance

1. Anyone with Coronavirus symptoms will not be permitted to travel (High Temperature, new continuous cough, loss of taste or smell)
2. All journeys are pre booked and this will provide contact tracing for every passenger and journey
3. The Driver will advise which seats can be occupied as we have reduced the seating capacity to allow social distancing.
4. All passengers will need to board the bus unaided and be able to fit the seat belt themselves as we must minimise close contact
5. Passengers must always wear a face mask on the bus (**Mandatory**) and we recommend wearing of gloves. Upon boarding, passengers are encouraged to use sanitiser hand gel.
6. Passengers must take with them all waste items such as tissues, disposable gloves and masks and not leave them on the bus
7. Journey times to be no longer than 40 mins (unless agreed) to minimise transmission of the virus
8. Windows will be open to allow frequent air changes. The air conditioning system will only be used if necessary
9. We actively keep cleaning the interior touch points to minimise transmission of the virus
10. Passengers should follow the guidance of the government regarding hand washing, distancing, avoid touch your face, minimising the spread of the virus

We have a limited supply of surgical masks available on the bus for £1.00 donation

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***We appreciate that these precautions and procedures are somewhat onerous; however it is in all our interests to do what we can to prevent the spread of the Coronavirus.***

***Should you require any further information or have any specific considerations and requirements then please do not hesitate to contact us on 01202 534027***

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## COVID19 Risk review Community Bus Services

### Safe Operating Procedures

The Operating Procedure document is based on current government guidance. It also considers its' coronavirus COVID-19 risk assessment.

<https://www.gov.uk/government/publications/coronavirus-covid-19-safer-transport-guidance-for-operators>

We are committed to proactively reducing the spread of any disease and maintain the health of our staff and passengers. As such, passengers are urged to follow this guide to help maintain the hygiene levels that we have in place to reduce the spread of any disease.

### How do we protect passengers?

The following Safe Operating Procedure is based on the current official government guidelines and is also based on the measures identified and required through our Covid: 19 Risk Assessment. The transmission of Corona virus is primarily through people touching surfaces contaminated by the virus and then transferring that contamination to their mouth, eyes or nose. There is also a possibility of breathing in droplets expelled by another person when in close face to face contact.

With these facts in mind, please be assured that your bus will arrive in a sanitised, virus free condition; and that we have the following measures in place prevent the spread of the virus while on board the bush. Our normal front facing seating arrangements avoids 'face to face' proximity and the physical barrier of the high-backed seats, plus the use of face coverings and masks will all help to ensure maximum safety.

1. Our driver will arrive just a few minutes before departure time, to minimise the time that passengers spend on the vehicle once boarded. Please maintain social distancing when approaching and speaking with our driver.
2. When your driver arrives, he or she will alight the vehicle and gesture for you to board. If you have shopping bags, trolleys and mobility aids that need to be handled by our driver they will wear protective gloves. Again, please ensure you observe social distancing while waiting to board.
3. Our driver will ask passengers to load from the back first and passengers that live together may be seated together. The double seat immediately behind the driver is not normally available for use. We require that you wear face coverings during the journey, preferably your own; however our driver will also have masks available.
4. Once everyone has boarded, our driver will board and then carry out the safety and information briefing before commencing the journey.
5. As part of our drivers briefing he or she will advise that upon arrival at the destination he or she will be exiting first and that once he or she has left the vehicle then all passengers may safely disembark, starting from the front - and of course must continue to observe social distancing.
6. Our driver will drive with the vehicle windows partially open (weather permitting). **The air conditioning system will only be used if necessary.** The aim is to have a plentiful supply of



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## COVID19 Risk review Community Bus Services

fresh air which helps to prevent the spread of germs. The driver will also be wearing a face mask while driving.

7. During your visit and prior to returning to the vehicle for the return journey, please try to wash your hands with soap and to use the hand gel.

### VEHICLE CLEANING GUIDELINES.

Our cleaning system includes daily cleaning of all floors and surfaces, mopping with disinfectant of all floor surfaces, disinfectant wiping/spraying of dash areas, driver controls and handles.

It also includes cleaning all, handrails, hand grabs, seat belt buckles, armrests between all journeys

### PASSENGER CAPACITY GUIDELINES.

The following guidelines are based on the current official government guidelines and are also based on the measures identified and required through our Covid:19 Risk Assessment.

The primary concern on board buses is that of social distancing; all our passengers should keep their distance from people outside their household, and we recognise that this is not always possible. The transmission of Coronavirus is primarily through people touching surfaces contaminated by the virus and then transferring that contamination to their mouth, eyes or nose. There is also a possibility of breathing in droplets expelled by another person when in close face to face contact.

Our normal front facing seating arrangements avoid 'face to face' proximity and the physical barrier of the high backed seats, plus the use of face coverings and masks will all help to ensure maximum safety.

**To set out passenger capacity recommendations for our buses, the following provisions and policies are in place during this pandemic.**

1. All passengers will be requested to wear a face covering, preferably their own, however our drivers will carry a stock on board.
2. Passengers should look to maintain at least 1 metre distance from each other during all boarding, travelling, and alighting from our buses.
3. Whilst travelling together, passengers will be distanced at approx. 2 metre intervals.
4. For the on-going safety of our drivers and passengers, the double seat immediately behind the driver may not be available for use
5. The drivers 'cabin' is protected by a Perspex dividing screen.



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## **COVID19 Risk review Community Bus Services**

6. Our buses all have forward facing, high backed seats, which do create an important physical barrier between passengers. Passengers will be seated on alternate seats on each row.
7. Passengers who live together in the same household may sit together on a double seat. Where this occurs, the seat opposite, next to the aisle must not be used

## COVID19 Risk review Community Bus Services

### REDUCED BUS CAPACITY RECOMMENDATIONS

In view of the above provisions, the recommended capacities for fleet are as below. An illustration of the principle of seating 2 passengers per row on alternate seats is also shown below. This example excludes where passengers who live together in the same household will sit together.

NORMAL SEATING CAPACITY	CORONAVIRUS ADJUSTED PASSENGER CAPACITY  (Generally, all rows are utilised, except the seats directly behind the driver,).
Minibuses 11-16 seats + Driver	<b>4 - 5</b> passengers max
Wheelchair Accessible Vehicle 4 + 1 w/c + Driver	<b>1</b> Passengers + carer

#### Reduced capacity - Covid 19 - 2 metre distancing

Mercedes 4 - 5 + Driver	Driver	N/A	Seat 1	N/A	Seat 3	Luggage Locker
		N/A	N/A	N/A	N/A	Locker
Maximum spacing 5 (1 w/c) or 1 couple+2/3	N/A					W/C
		Door	Seat 2	N/A	Seat 4	N/A
Fiat 4-5 + Driver	Driver	N/A	Seat 1	N/A	Seat 3	Luggage Locker
		N/A	N/A	N/A	N/A	Locker
Maximum Same Household 5 (1 w/c) or 1 couple+2/3	N/A					W/C
		Door	Seat 2	N/A	Seat 4	N/A
Renault 3-4 + Driver	Driver	N/A	Seat 1	N/A	Seat 3	Luggage Locker
		N/A	N/A	N/A	N/A	Locker
Maximum allowable 3 or 1 couple+2	N/A					
		Door	N/A	Seat 2	N/A	





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## COVID19 Risk review Community Bus Services

### South East Dorset Community Accessible Transport

Registered Office:	Boscombe Link 3-5 Palmerston Road Bournemouth BH1 4HN
Customer Service Centre	<b>Castlepoint Shopmobility</b> <b>Castlepoint Shopping Park</b> <b>Castle Lane West</b> <b>Bournemouth</b> <b>BH8 9XA</b>
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