



# CITY OF PULLMAN

## Pullman Transit and Dial-A-Ride

775 N.W. Guy Street, Pullman, WA 99163  
Transit (509) 332-6535      Dial-A-Ride (509) 332-5471  
[www.pullmantransit.com](http://www.pullmantransit.com)

Pullman Transit has taken the following measures to protect our passengers and drivers during this COVID-19 environment. With the lessons learned from this experience, you can expect to see many of these measures remain in place well after the virus threat subsides, as we continue to protect our passengers and drivers.

- Hand sanitizer and individually-packaged masks are available in all buses and vans
- Cloth face coverings are required for all Transit employees, and for all patrons unless prevented by a medical condition
- Written reminders in all buses and vans remind patrons to cover cough, use hand sanitizer, and “social distance”
- Reader boards on buses promote messages like “wash your hands” and “six feet apart”.
- Bus Washing staff nightly ensured seats in wheelchair securement areas were raised, and signage on buses encouraged use of every other seat/row
- Ridership was limited to 10 per bus on July 6, and seats marked as unavailable, to promote social distancing
- Five daily “Tripper” shifts provide extra drivers to respond when buses reach 10 capacity
- Drivers between trips or on duty but not otherwise assigned assist with vehicle disinfecting
- Hospital grade disinfectant is applied:
  - Daily in all Transit vehicles
  - Twice daily to Dial-A-Ride vans
  - Daily in Transit facilities
  - At least once daily at bus stops with seats and shelters  
(campus stops maintained and cleaned by WSU personnel)
- Fares were temporarily discontinued in March to minimize driver/patron interaction and allow rear door boarding
- Patrons are encouraged to board through rear doors to minimize driver/patron interaction.
- Patrons are encouraged to exit through rear door unless needing to use the bus ramp, kneeling feature, or priority seating near the front of the bus
- Low floor buses will soon (December 2020) be equipped with rear-door opening mechanism to discourage use of front door
- Sliding plexiglass barriers provide added driver/patron separation, when distancing is not an option (shower curtains provided an early version of this barrier)
- Drivers work with window/fan recommendations to provide positive airflow (fresh air) throughout bus
- The white “standee” line on the bus floor is a full six feet behind the driver, to promote distancing
- Dial-A-Ride trips are scheduled for only one patron at a time, unless requesting riders are from same residence.
- Locked front doors at Transit facilities minimize unnecessary visits and exposure to the building
- Employees and visitors to Transit receive daily temperature check to ensure none over 100.4 degrees
- For shift changes, only one driver is allowed per break vehicle, or two in a van, to maximize distancing