

## **Update from GoBus June 3, 2020**

### **Service Levels**

GoBus has seen a significant decrease in demand since the pandemic began. Ridership declined by approximately 85-90% between mid-March and May. We have seen a small increase after the move to Alert Level 4 and expect further increase as public health restrictions are relaxed.

In light of physical distancing recommendations, GoBus has primarily been providing direct travel for customers to help increase safety for both drivers and customers. We will be moving back to shared-ride service at Alert Level 3. A maximum of 5 passengers (subject to change) will be transported at a time. Every effort will be made to keep the number of passengers on board to a minimum while still completing the required number of daily trips.

Drivers are all equipped with appropriate PPE as physical distancing is often not possible. All customers are being encouraged to wear a non-medical mask/face covering when they travel on GoBus. Enhanced cleaning/disinfecting protocols for buses that were implemented at the beginning of the pandemic will remain in place.

MVT experienced significant layoffs due to the decreased demand but staff/vehicles will be brought back as demand increases again. We will be monitoring demand closely as things progress.

We will continue to provide information to our customers as any changes are implemented.

### **Eligibility Assessments**

All assessments since mid-March have been rescheduled but we anticipate being able to resume scheduling assessments at Alert Level 3 (pending confirmation). Horizon will advise people of any COVID-related procedures they need to be aware of at the time of booking.