



ALTAMONT CORRIDOR EXPRESS (ACE) SOCIAL DISTANCING PROTOCOLS

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Updated: August 28, 2020

ONBOARD ACE TRAINS

Signage:

Signage at entrance notifying passengers they should avoid entering train if they have a cough or fever; maintain a minimum (6) feet of distance from one another; sneeze and cough into a cloth or tissue or, if not available, into one's elbow; not shake hands or engage in any unnecessary physical contact.

Wearing a face covering is required when entering this facility and or on train.

Passengers are encouraged to check the Social Distancing Protocol and requirement to wear face coverings of connecting transit at their respective destination station.

SJRRC/ACE follows recommendations from the Centers for Disease Control and Prevention (CDC), California Department of Public Health (CDPH) guidance and local public health orders.

ACE onboard Cleaning and Disinfecting Protocols:

Upon return to ACE Rail Maintenance Facility and prior to being put back into service, ACE trains receive:

- Thorough cleaning of all high traffic areas.
- Disinfection of frequently touched surfaces including but not limited to door handles, handrails, seats, tables, windows, and restrooms.
- Floor surfaces are cleaned (vacuumed or mopped).
- Trash receptacles are emptied and wiped down.
- Onboard consumables are replenished including soap dispensers and service water.
- Antibacterial wipes/dispensers installed on trains.
- Hand sanitizer / dispensers installed on trains.
- Increased MERV rating on HVAC air filters for trains.

ACE onboard Measures to Protect SJRRC Employee Health:

- All employees have been instructed not to come to work if sick.
- Temperature and/or symptom screenings may be conducted at the beginning of employee shift.

- Employees will be provided a face covering. It is a requirement that all employees keep the provided face covering available and wear them when in the vicinity of others (2 or more within 6 feet of each other), in/at SJRRC facilities, while on the platforms and/or onboard the train.
- Hand sanitizer, to the extent that it is available, will be provided onboard.

ACE onboard Measures to Prevent Crowds from Gathering and Measures to Keep at Least Six Feet Apart:

- Signs will be posted at the entrance of train in an effort to maintain at least (6) feet distance from one another at all practicable times.
- Employees have been instructed to maintain at least (6) feet distance from passengers and each other, except employees may momentarily come closer when necessary to verify ticket validation or as otherwise necessary.

ACE STAFFED STATIONS:

Stockton, Cabral Station

Signage:

- Signage at each public entrance of the facility to inform all employees and customers that they should: avoid entering this facility or train if they have a cough or fever; maintain a minimum (6) feet of distance from one another; sneeze and cough into a cloth or tissue or, if not available, into one’s elbow; not shake hands or engage in any unnecessary physical contact.
- Wearing a face covering is required when entering this facility and/or on train.
- Tape markings will be placed on floor at validators in an effort to maintain a minimum (6) feet of distance from one another.

Measures to Increase Sanitization:

- Hand sanitizer, to the extent it is obtainable, is available at the lobby entrance / exit.
- Customer Service staff will disinfect and wipe down the counter, payment portals, and pens after each transaction.
- Validators and door handles will be disinfected after each train.

- Customer Service staff will wipe down desk, telephones, keyboards, mouse and chair at the end of shift.
- Maintenance staff will perform additional disinfecting of the lobby area and restrooms using a CDC approved disinfectant after departure of ACE 01 and ACE 03. This will include all door handles inside and out, benches, customer service counters, interior validator and restrooms.

Measures to Protect SJRRC Employee Health:

- All employees have been instructed not to come to work if sick.
- Temperature and/or symptom screenings may be conducted at the beginning of employee shift.

Pleasanton Station

Signage:

- Signage at each entrance to the platform to inform all employees and customers that they should: avoid entering the facility or train if they have a cough or fever; maintain a minimum (6) feet of distance from one another; sneeze and cough into a cloth or tissue or, if not available, into one's elbow; not shake hands or engage in any unnecessary physical contact.
- Wearing a face covering is required when entering this facility and/or on train.
- Tape markings will be placed on concrete at validators in an effort to maintain a minimum (6) feet of distance from one another.

Measures to Increase Sanitization:

- Customer Service will disinfect and wipe down the counter, payment portals, and pens after each transaction.
- Validators will be disinfected after each train.

Measures to Protect SJRRC Employee Health:

- All employees have been instructed not to come to work if sick.
- Temperature and/or symptom screenings may be conducted at the beginning of employee shift.

Fremont Station

Signage:

- Signage at ACE ticket booth to inform all employees and customers that they should: avoid entering the facility or train if they have a cough or fever; maintain a minimum (6) feet of distance from one another; sneeze and cough into a cloth or tissue or, if not available, into one's elbow; not shake hands or engage in any unnecessary physical contact.
- Wearing a face covering is required when entering this facility and/or on train.

Measures to Increase Sanitization:

- Ticket Seller will disinfect and wipe down the counter, payment portals, and pens after each transaction.
- Validators will be disinfected after each train.

Great America Station

Signage:

- Signage at ACE ticket booth to inform all employees and customers that they should: avoid entering the facility or train if they have a cough or fever; maintain a minimum (6) feet of distance from one another; sneeze and cough into a cloth or tissue or, if not available, into one's elbow; not shake hands or engage in any unnecessary physical contact.
- Wearing a face covering is required when entering this facility and/or on train.
- Tape markings will be placed on concrete from the ticket booth towards the stairs that lead to the top of the overpass in an effort to maintain a minimum (6) feet of distance from one another.

Measures to Increase Sanitization:

- Ticket Seller will disinfect and wipe down the counter, payment portals, and pens after each transaction.
- Validators will be disinfected after each train.

ACE UNSTAFFED STATIONS:

Lathrop/Manteca, Tracy, Vasco Road, and Livermore

Signage:

- Signage at each entrance to the platform to inform all employees and customers that they should: avoid entering the facility or train if they have a cough or fever; maintain a minimum (6) feet of distance from one another; sneeze and cough into a cloth or tissue or, if not available, into one's elbow; not shake hands or engage in any unnecessary physical contact.
- Wearing a face covering is required when entering this facility and/or on train.
- Tape markings will be placed on concrete at validators in an effort to maintain a minimum (6) feet of distance from one another.
- Hand sanitizing dispensers, as available, will be installed and hand sanitizer, to the extent it is obtainable, will be available.

COVID-19 RESPONSE CONTACT:

You may contact the following person with any questions or comments about this protocol:

Name: Rocco Espino, Passenger Services Coordinator

COVID-19@acerail.com

1-800-411-7245