



# OUR RESPONSE TO COVID-19

## UPDATE #2 - 27 APRIL 2020

**As Term 2 resumes in this extraordinary time, we wanted to provide you with an update regarding our service commitment to our school communities.**

Firstly, we can confirm that there will be no change to our normal service level and all school services will continue to operate, regardless of student numbers attending school. This is to ensure that no family is left without school transport.

As we confirmed a month ago, we continue to follow the advice from the World Health Organisation, Federal and State Health Departments to ensure the continued safety and wellbeing of our staff and the communities that we serve.

Measures that we have put in the place include:

- **Continued intense cleaning regime** – our bus fleet, interchanges and depots continue to receive increased deep cleaning and sanitisation to minimise the spread of germs.
- **Practicing social-distancing on board** – exclusion zones are in place on board to help create more space between our drivers and customers and the lower numbers of people travelling has allowed customers to create adequate space between each other. Nonetheless, we are expecting school service patronage levels to slowly increase throughout the term and due to our commitment to never leave a child behind, this will be monitored with contingent arrangements implemented where possible. This is also in accordance with our contractual obligations to Transport for NSW and we will continue to follow their guidance on this subject.



- **Cashless services** – All of our current services are now cashless and accessible via Opal or contactless payment only. This is to remove the issue of cash-handling between customers and drivers.
- **Masks and other personal protection equipment for drivers** – All our frontline employees have access to masks if they wish to wear them. They are also equipped with hand sanitiser and disinfectant spray to help sanitise their driver's cabin area before and after shifts. Any employees displaying flu-like symptoms will be sent home immediately.
- **Personal hygiene posters on board** – these are displayed throughout buses encouraging passengers to maintain a good level of personal hygiene.

Like you, we are committed to adapting to this new normal and continue to work closely with Transport for NSW for the latest advice and we will continue to follow their guidance as changes occur.

In turn, we will also encourage our customers to always use appropriate social distancing and hygiene practices when travelling on public transport.

Be assured, your students safety and wellbeing is paramount and we are doing everything possible to support our community and our employees.

If you have any concerns during this time, please do not hesitate to contact our School Engagement Team on [tdnsw.schools@transdev.com.au](mailto:tdnsw.schools@transdev.com.au) or by phone (02) 8700 0555.

Yours sincerely,



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