
WeGo reports increased customer face mask usage *Safety measures promote healthy environment for all*

NASHVILLE – Face covering compliance onboard WeGo vehicles increased from 69 percent to 94 percent in three weeks. This significant and meaningful step toward protecting the health of everyone onboard is in large part due to the staff's onboard education campaign and distribution of masks.

WeGo began its onboard mask initiative with staff riding key routes to hand out masks and educate customers on the agency's face covering policy. Since the campaign began on August 12, WeGo staff has distributed 198 masks to customers onboard buses. This active engagement better positions WeGo to continue safeguarding the health of all customers and employees as businesses and schools resume in person work and classes. Both masks and individual hand sanitizers continue to be available while supplies last, free of charge, at the Customer Information Window at WeGo Central.

Effective Sunday, September 13, WeGo will resume front door boarding with its service changes. While rear door boarding has allowed bus operators to control the flow of customers onboard, customers are less likely to comply with the face covering policy. Boarding from the front allows bus operators to remind customers of the face covering policy, resulting in more compliance and cooperation.

WeGo maintenance staff is also installing operator compartment shields between the driver's seat and front door boarding area to add an additional layer of protection for employees and customers. To date, shields have been installed on 62 buses and staff is on track to have 80 shields installed by the end of this week with work to outfit the entire fleet continuing into the fall. Nineteen new buses arriving this fall will come from the manufacturer with shields already installed.

Other ongoing or upcoming cleaning and sanitation practices at WeGo include:

- Central staff is working to replace the escalator handrails with self-cleaning and self-sanitizing handrails.
- During layovers at Central, custodial staff boards buses to disinfect all high-touch surfaces and points of frequent contact such as stanchions, fare boxes, handrails, and pull cords between every trip. This activity began in late March.
- Custodial staff continues to clean and disinfect high-touch surfaces within Central on an ongoing basis throughout the day, and public restrooms are being cleaned every hour.
- Fogging sanitization devices and fabric steamers have been added to regular nightly vehicle cleanings.

For more information on what WeGo has done to keep customers and its staff safe since the coronavirus first appeared in Middle Tennessee in early March 2020, visit bit.ly/WeGoCOVID-19.

Members of the public are encouraged to sign up for WeGo's newsletter, follow them on social media, and visit WeGoTransit.com for continuous updates.

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Editor's Note: To request this info in an alternative format, call 615-862-5950 for the ADA Coordinator.