



Standard Operating Guidelines for Distribution of Ferry Tickets Under Social Distancing Mandates

Whereas Ferry tickets are needed for our residents to access the only means of transportation to and from their homes for essential items such as groceries and medication, the Village of Saltaire has determined that issuance of ferry tickets is by extension an essential service to our residents. We have developed the following guidelines to lessen in every way possible disease transmission during this transaction.

Ferry tickets shall be picked up at the Village Hall Lower level at the Broadway ramp entrance to the Library.

- This service will be for "PICK UP ONLY". No purchasing transactions will be conducted at the window.
- There shall be a dedicated employee that will man the window for this exchange.
- Hours will be advertised by Village communication posted weekly.
- A Public Safety officer will be on hand to ensure that residents adhere to the 6-foot social distancing recommendation of CDC and NYS DOH.
- The recommended distances will be clearly demarcated by chalk or tape and Public Safety will be on hand to ensure that this is adhered to.
- Residents will be directed to queue to the left of the ramp in the demarcated areas that will be prepared prior to the pick-up hours
- One person at a time will be allowed to conduct the transaction. Once it is completed and they have left the ramp area the next will be allowed to advance to the window.
- Residents will be asked to wear a face shield (scarf, bandana, or some type of mask that reduce risk of droplet transmission, based upon CDC recommendations.
<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
- The clerk manning the window will also wear a mask and utilize gloves while making the transactions. They will be instructed to begin shift with handwashing before donning gloves and shall be instructed to maintain hand hygiene throughout shift changing gloves and washing hands as needed. (sink for periodic handwashing is available and hand sanitizer will be provided for situations when hand washing is not practicable). <https://www.cdc.gov/handwashing/when-how-handwashing.html>
- The transaction shall be conducted through the lower slot of the window.
- Neither party will exchange items. The tickets will be removed from the bag, the window clerk will verify the receiver and sign the envelop that tickets have been received and by whom. The tickets that have been enclosed in the envelop will be passed through the window slot and the envelop retained for office records.
- The clerk will be asked to carry their personal cellphone with them in case of discrepancy and for situations when the office staff must be reached to resolve issues.