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Bay Area Healthy Transit Plan

Presented to: MTC Blue Ribbon Transit Recovery Task Force - 06/29/2020



Plan Purpose

- Provide scalable safety & health practices for employees and customers for consistent protocols across all systems
- Identify guidelines for customers responsibility
- Identify guidelines for employee safety and health
- Identify guidelines for providers to implement
- Clarify expectations & responsibilities to advance common communication strategies & key messages

Agency Survey For Common Practices



- 28 Agencies Responded
- Questions regarding Employee & Customer Guidelines
 - Distancing
 - Face Coverings
 - Touchless Payment/Fares
 - Cleaning / Disinfecting / Ventilation
 - Contact Tracing
 - PPE

Engagement with Key Stakeholders

- Conversation with **Regional Paratransit** Group **6/22**
- Discussion with **Bay Area Public Health Officials** **6/23**
- Dialogue with Employee **Union Representatives** **6/25**
- Integration of **Customer Opinion** Survey Data





Health & Safety Practices

- Face Coverings
- Physical Distancing
- Hand Hygiene
- Reduce Conversation
- Cleaning / Disinfecting / Ventilation
- Touchless Fares / Payments
- Employee Wellness / Contact Tracing
- Paratransit
- Employee PPE
- Data Sharing

Face Coverings



Face coverings - California requires people in the state to wear face coverings.



Face coverings are required.

- The CDC is advising the use of simple cloth face coverings to slow the spread of COVID-19 and help people who may have the virus and do not know it from transmitting it to others (CDC 2020a)
- Provide face coverings, when feasible or information where face coverings might be available
- Communicate the requirement in transit vehicles and facilities
- Remind passengers of compliance
- Address scalable enforcement activities, including defining a protocol for any public facing employees to minimize conflict

Distancing

Physical distancing - The World Health Organization and multiple European transportation agencies are using a 1 meter (approximately 3 feet) minimum guideline for physical distancing.



Give others space to keep everyone healthy.

- As possible, provide 3-foot physical distancing coupled with face coverings
- Communicate to customer
- Communicate to employees



Hand Hygiene

Good hand hygiene - Frequent hand washing can help minimize the spread of COVID-19.



Wash hands before and after your trip. Carry hand sanitizer with you.

- Good hand hygiene can help slow the spread of COVID-19
- Encourage handwashing before & after a trip
- Provide handwashing facilities and sanitizer where possible



Silence is Safer



Silence is safer - Droplets expelled through talking, singing, and other verbal activities are known to contribute to virus dispersion.



Reduce the spread – avoid talking when possible.

- Customers should reduce talking, singing or other verbal activity to the extent possible
- Providers should utilize an awareness approach promoting reduced or limited conversations

Cleaning & Disinfecting



Cleanliness- Cleaning and disinfecting surfaces reduces the possibility of infection by removing potential contamination. To restore passenger confidence and provide for a safe environment vehicles and facilities must be cleaned and disinfected frequently.



We're frequently cleaning and disinfecting our vehicles, stations and workspaces, and high-touch areas to keep everyone healthy.

- Clean & disinfect vehicles no less than 3 times per week
- Elevated cleaning if a vehicle is suspected of carrying an infected person
- Use CDC-recommended disinfectant applied through methods outlined in the APTA standard or CDC recommendations

Ventilation



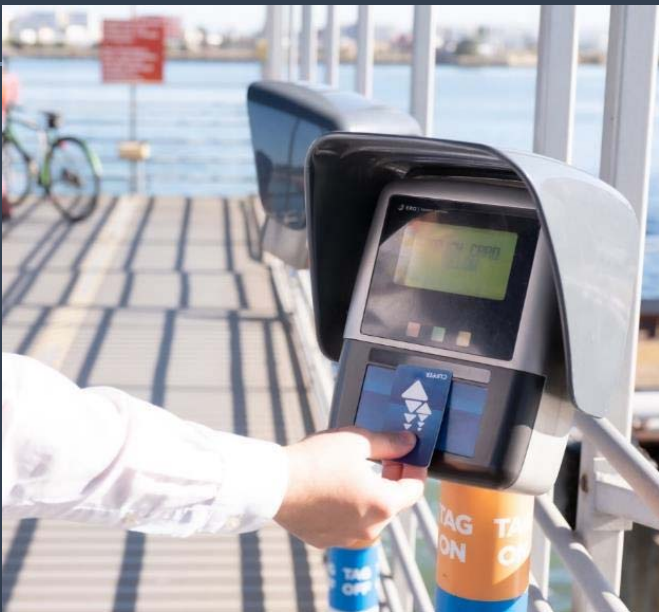
Ventilation - Increased or treated air flow can provide for a safer environment for customers and employees.



Ventilation has been increased for better airflow.

- Where feasible, providers will increase ventilation and air filtration on vehicles
- Providers will maximize fresh air input on vehicles and facilities, based on HVAC capacity
- Passengers will avoid closing windows if open

Touchless Payment / Fares



Touchless Fares - Reduced use of cash can reduce the virus spread via touch. Minimizing of cash fares is optimal.



Use Clipper or touchless payment options. Avoid using cash. Please check with your provider for details.

- Customers should use non-cash fare options, when possible
- Providers will communicate all non-cash fare payment options to customers
- No Cash Payments for Parking / Other Services
- Considerations will be made for non-banked populations

Wellness Assessments



Employee wellness assessments - Assessing employee wellness is part of evaluating fitness for duty during the COVID-19 pandemic.



Agencies have employee wellness assessments in place to protect our employees and passengers.

- Employees should cooperate with the employer wellness assessment protocols
- Providers will develop and implement a wellness assessment for employees

PPE



Personal protective equipment - Personal protective equipment is inclusive of face coverings, face shields, and gloves. As per CA requirement, face coverings are required for all in a work place setting. Some job categories may require different PPE from other job categories.



We are providing employee protective equipment and modifications to protect our employees and keep passengers healthy.

- Determine and Supply Minimum Levels of PPE
- Recommend Job Hazard Analysis – Higher Risk
- Communications of Requirements
- Policies for those who cannot comply with PPE

Contact Tracing



Contact tracing - If an employee reports an infection or possible contact with an infected person, transit providers should maintain records of what other employees may have come into contact. Transit agencies should report any known infections to the appropriate public health agency.



We have an employee contact tracing program in place to keep our employees safe and healthy.

- Providers should track employees that access transit facilities or equipment
- Agencies will define policies specific to infected or quarantined employees who miss work
- Employees will inform their employer if they have close contact or test positive for COVID-19

Paratransit, Demand Response and Vulnerable Populations

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- Cleaning and disinfecting surfaces in the paratransit or demand response sector is important as these customers are frequently more vulnerable due to underlying health conditions.
- A paratransit or demand response operator is one specific position that may require different level of PPE from other job categories, as most are required to work in close proximity to customers.
- Opportunity for passenger wellness screening on prearranged rides or reservation confirmations

Metrics & Data Sharing

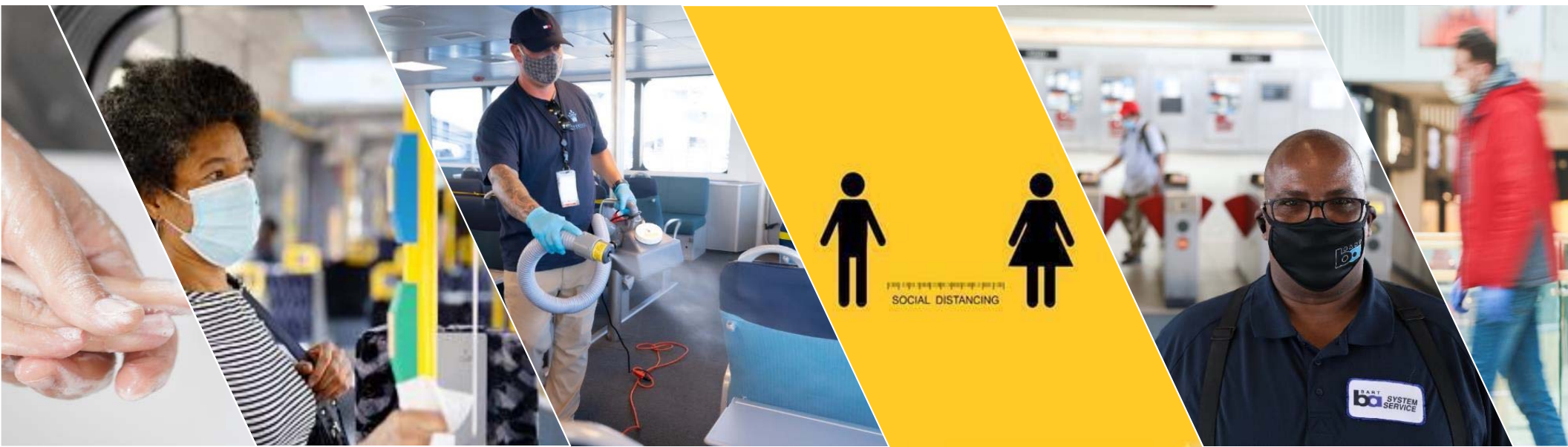


- Categories
 - Strategic Plans & Processes including Commitment, Occupancy Plan, Communications
 - Customer Facing Actions including spot Checks for face coverings and capacity
 - Employee Facing including wellness check, contact tracing, face coverings, physical distancing

Communication Goals & Objectives



- Recommend communication strategies and key messages
- Build passenger & public awareness of individual responsibilities
- Collaborate with community leaders and advocates on message delivery
- Provide message delivery using broad and equitable channels
- Broaden public awareness of agencies' strategies
- Create a call to action for healthy practices
- Build confidence in, and support for using transit
- Address needs for communities of color, low-income and non-English-speaking populations
- Include outreach to employers and business organizations
- Leverage customer surveys



Questions?

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