



Rebuilding Confidence In Riding Transit



AMERICAN
PUBLIC
TRANSPORTATION
ASSOCIATION

AZTA/Arizona DOT Virtual Transit Conference

October 20, 2020

Agenda

- APTA Mobility & Restoration Task Force
- Health & Safety Commitments Program
- Industry Priorities
- Q&A

Why an APTA Task Force on Service Recovery?

- Speak with one voice for Transit on:
 - Critical need for funding to maintain operations
 - How to operate safely through the pandemic
 - Protecting employees and riders
 - Research on transit and COVID
 - Industry best practices, ideas and lessons from across the transit industry
 - Proactively and collectively shaping the message, narrative and the way forward

Task Force Members

- APTA Chair: Nuria Fernandez, GM Valley Transportation Authority
- Task Force Chair: Phillip A. Washington, LA Metro
- Co-Chairs:
 - Joanna M. Pinkerton, COTA
 - Paul Wiedefeld, WMATA
 - Kim Slaughter, HNTB
- 35 Members representing transit agencies, labor, important business constituencies, and Canada
- 7 Subject Matter Experts – finance, health, equity, environmental

Task Force Priority Areas

1. Develop and share health and safety guidance and best practices specific to the transit industry
2. Make the case for the safety of transit and rebuilding confidence in the safety of transit
3. Define the transit industry's priorities and needs as we recover from the pandemic

Task Force Activities & Deliverables



Public Transit and COVID-19 Pandemic: Global Research and Best Practices

REBUILDING THE TRANSIT AGENCY FINANCIAL TOOLBOX: FINANCE & ECONOMICS WORKING GROUP
APTA RECOVERY & RESTORATION TASK FORCE

WHAT WE LEARNED FROM OUR SURVEYS AND INTERVIEWS WITH APTA MEMBER AGENCIES

APTA faces public transportation in a new mobility era, advocating to connect and build stronger communities.

APTA Health & Safety Commitments Program

APTA member agencies are taking steps to ensure the health, safety, convenience and viability. Non-advocate commissions will encourage and support best practices to ensure the best possible outcomes for the public.

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Our Commitments To Health & Safety

WE'RE DOING OUR PART

- Creating science-based policies
- Cleaning & disinfecting more frequently
- Sharing information about safe rides
- Keeping our employees healthy

YOU'RE DOING YOURS

- Following all health & safety rules
- Wearing face coverings & washing hands
- Respecting fellow riders' space
- Staying home if you're sick



Covid-19 Resource Hub

Solutions To Keep Transit Safe:

A comprehensive collection of the most valuable U.S. and international policies, practices, and guidance – all focused on keeping public transportation safe during the COVID-19 pandemic.

APTA created this unique resource to help public transit agencies identify and implement safety solutions that best suit their needs. As our industry's efforts evolve with new knowledge and changing conditions, we will contribute updates and expand this one-of-a-kind library to guide transit operations and the communities they serve.

APTA Health & Safety Commitments Program

- Tools for APTA Members
- Program Participants
- Information for the Public

Guidance and Best Practices

- Healthy Transit Development
- Cleaning & Sanitizing
- Local Transportation Management
- Social Distancing
- Construction & Maintenance
- Ventilation & Mechanical

Transit's Priorities Post-COVID (Coming Soon)

- Preparing for the Next Pandemic
- Continuing to Support & Engage Customers
- Measuring Transit's Value to the Community

Additional APTA Resources


- COVID-19 Bulletin
- 500 Questions and Answers
- Research and Studies

"Guidance for Maintaining Safe Mass Transit Operations amid the COVID-19 Pandemic"

Thursday, August 20, 2020

3:00 - 4:15 PM EST

Join an expert panel from the Centers for Disease Control, the National Institute for Occupational Safety and Health and Virginia Tech to obtain updated guidance on employee medical surveillance and testing, controlling COVID-19 transmission in mass transit operations and new insights on air flow and options for physical barriers as engineering-based mitigation strategies.



Is Transit Safe?

- No direct correlation has been found between use of urban public transit and transmission of COVID-19.
- Case rates are tied primarily to local community spread, rather than correlated to public transit ridership rates.
- Mask wearing has been shown to be effective at reducing person-to-person transmission
- What you do at the end of a trip affects the probability of contracting the virus far more than the mode of travel.
- There will be long-term health consequences if people in large numbers switch from public transit to private cars.



Public Transit and COVID-19 Pandemic:

Global Research and Best Practices

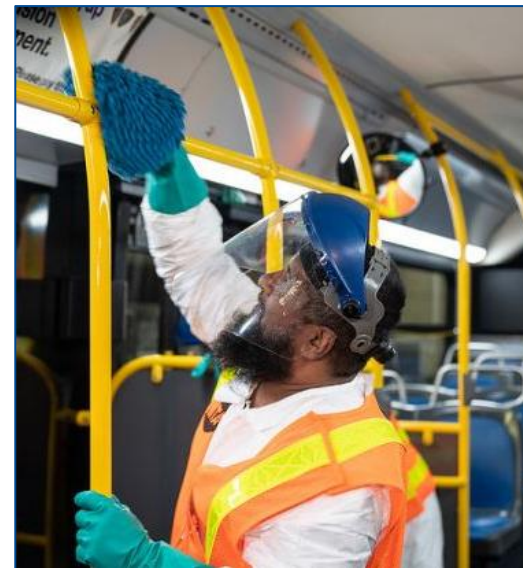


SEPTEMBER 2020

**Sam
Schwartz**

Service Recovery – Guidance and Best Practices

- A new resource hub on the APTA website serving as a one-stop shop for guidance and best practices relating to COVID-19
- Best practices across the industry for addressing issues relating to COVID-19
 - Healthy Transit Personnel
 - Limited Touchpoints
 - Ventilation & Maintenance
 - Social Distancing
 - Cleaning & Sanitizing
 - Face Coverings
 - Communications & Monitoring



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APTA Health & Safety Commitments Program

- Toolkit for APTA Members
- Program Participants
- Information for the Public



Guidance and Best Practices

- Healthy Transit Personnel
- Cleaning & Sanitizing
- Limited Touchpoints
- Face Coverings for Passengers
- Social Distancing
- Communications & Monitoring
- Ventilation & Maintenance



Transit's Priorities Post-COVID (Coming Soon)

- Preparing for the Next Pandemic
- Scenario Planning – Post COVID Outcomes
- Measuring Transit's Value to the Community



Additional APTA Resources

- COVID-19 Bulletins
- On-Demand Webinars and Videos
- Research and Studies

[APTA WEBSITE](#)

- apta.com/covid-19-resource-hub
- Commitments program
- Guidance & Best practices
- Transit Priorities Post-COVID
- Additional Resources

Rebuilding Confidence in Riding Transit

- Research – what do riders/public think about using transit now?
 - Local agency surveys
 - National focus groups
 - National opinion research
- Building a Campaign – Key messaging
 - What are local agencies doing?
 - Incorporating research on what riders want to see
 - Are their limits on what we can say about safety?

Survey Findings – Actions to Win Back Riders

- People are nervous about using transit (and all transportation)
- Those that have used transit since June are very positive
- Ridership is low primarily because of work from home
- Riders want to see:
 - Use of PPE by both riders and employees
 - Detailed and frequent cleaning
 - Capacity Limits
 - Seal of approval by a 3d party/industry
- Riders understand that safety is a joint responsibility between riders and transit agencies

Turning Research Into Messaging

1. Follow Guidance
2. Practice Safety
3. Informed Decisions
4. Protect Each Other



APTA's Health & Safety Commitments Program

Agencies that pledge to fulfill the commitments below become partners in APTA's Health & Safety Commitments Program



Health & Safety Commitments Program

- Creates an Industry-wide standard
- Program is open to **ALL** transit agencies
- Straight-forward commitments to provide safe and healthy service
- Ready-to-use library of materials for download
- Each agency can customize:
 - Detail the specifics of its commitments
 - Use to complement existing agency COVID programs
 - Use the materials or just state participation

Commitments Toolkit

- Seal of Commitment
- Posters / ads to be displayed inside vehicles or at stations / stops
- Social media graphics and messages
- Webpage for the public to learn about the program and APTA
- Audio public service announcements to be played in stations and on vehicles
- Talking points / key messages
- Fill-in-the blank press release and op-ed
- Webpage link, where transit agencies can download resources

Health & Safety Commitments Program Seal



Certificate of Participation

The American Public Transportation Association
commends

[INSERT AGENCY NAME HERE]

on being a proud partner in the

Health & Safety Commitments Program

In recognition of your agency's pledge to protect the safety and health of passengers, employees and members of the community by implementing policies and practices that:

- Follow Official Guidelines from Public Health Officials and Agencies;
- Keep Vehicles and Facilities Disinfected and Maintained by Industry Standards, and Require Face Covers;
- Promote Informed Choices by Communicating Timely Information and Promoting Physical Distancing; and
- Advance Health First among Transit Employees and Transit Users.

On behalf of the entire public transportation industry and the communities it serves, APTA expresses its deepest gratitude to your agency for meeting the Commitment to Health and Safety requirements to restore public confidence in the safety and reliability of your mobility services and ensure all people have fair and equal access to the benefits of public transit.

Nuria I. Fernandez
APTA Chair

Phil A. Washington
Transit Recovery & Restoration
Task Force, Chair

Paul P. Skoutelas
APTA President and CEO



APTA Health & Safety Commitments Program



AMERICAN
PUBLIC
TRANSPORTATION
ASSOCIATION

Program
Update

September 2020



Our Commitments To Health & Safety

Our system has joined public transit agencies across these country in committing to making every ride safer — and we need your help.

WE'RE DOING OUR PART

YOU'RE DOING YOURS

Creating science-based policies



Following all health & safety rules

Cleaning & disinfecting more frequently



Wearing face coverings & washing hands

Sharing information about safe rides



Respecting fellow riders' space

Keeping our employees healthy



Staying home if you're sick

To learn more about APTA's Health and Safety Commitments Program, visit apta.com/commitments



We're protecting each other.

WE'RE DOING OUR PART
Cleaning & disinfecting

YOU'RE DOING YOURS
Wearing face coverings



This ad can be used in stations or on board.

Our Commitments To Health & Safety
Our system has joined public transit agencies across this country in committing to making every ride safer—and we need your help.

WE'RE DOING OUR PART	YOU'RE DOING YOURS
Creating science-based policies	Following all health & safety rules
Cleaning & disinfecting more frequently	Wearing face coverings & washing hands
Sharing information about when to ride	Riding at less busy times & physical distancing
Keeping our employees healthy	Staying home if you're sick

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We're putting health first.

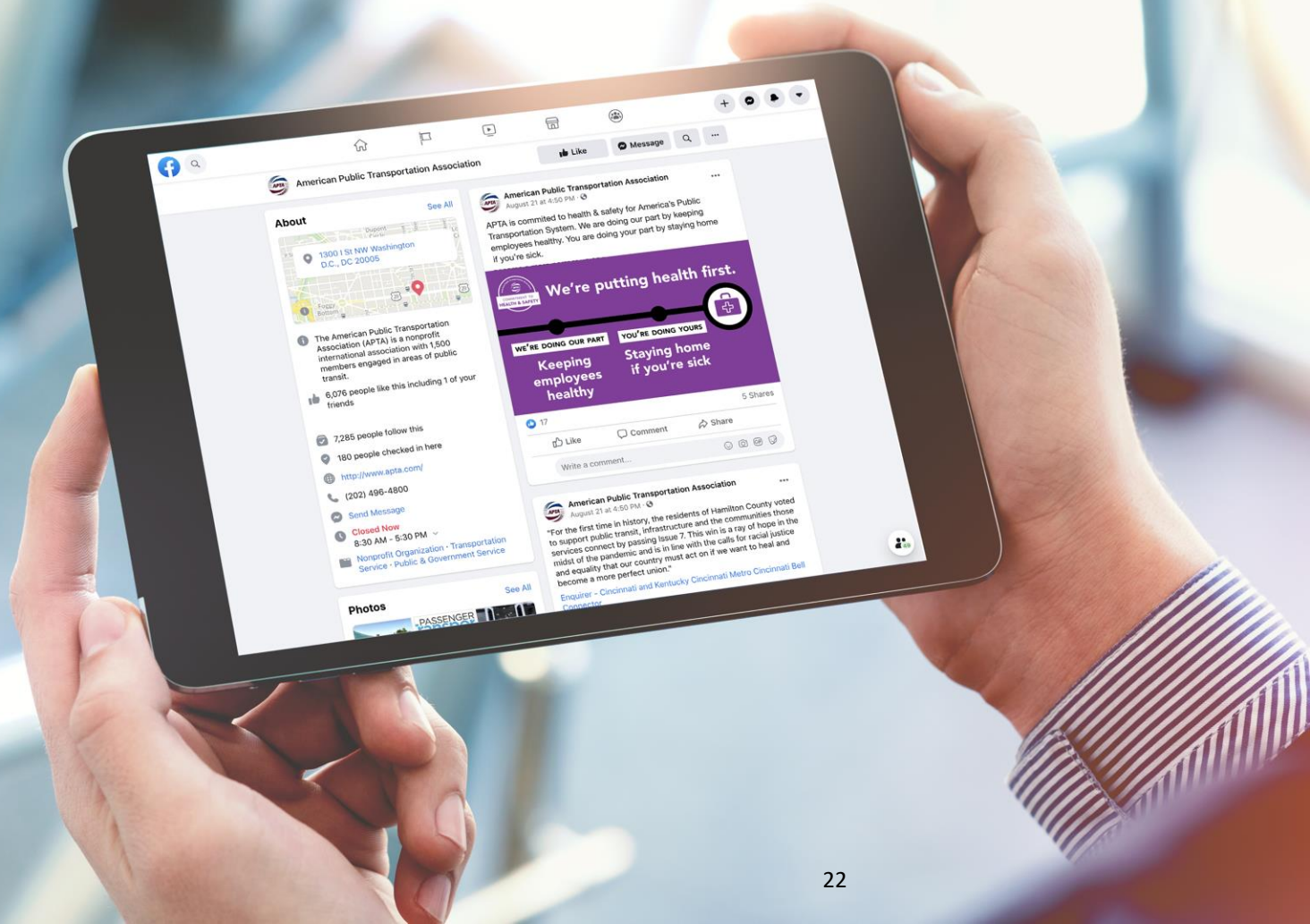


WE'RE DOING OUR PART

**Keeping
employees healthy**

YOU'RE DOING YOURS

**Staying home
if you're sick**



Foothill Transit

We're protecting each other.



HEALTH & SAFETY COMMITMENTS PROGRAM
PARTICIPATING SYSTEM

For more information visit
foothilltransit.org/commitment



NORTH COUNTY TRANSIT DISTRICT

EFFECTIVE
MARCH 4, 2020
4 October, 2020



Rider's GUIDE
For multiple guides to public transit in North County
North County Transit District
Guía de Pasajeros
La guía de los pasajeros de NCTD y del área



Our Commitments To Health & Safety

The following list cannot cover every possible situation. Please contact us if you have any questions.

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Strengthening Your Trust in Transit

The past few months have presented many challenges, but, as an essential service, NCTD has made it our focus to keep public transit as safe and reliable as possible. As part of our daily routine, NCTD buses, vans, paratransit vehicles, and transit facilities are disinfected and cleaned thoroughly. Buses may be cleaned again during layovers at Riverside Transit Center, Vista Transit Center, and Escondido Transit Center. Additionally, social distancing measures and face covering requirements are in place to keep you and the operators safe during these unprecedented times.

NCTD is focused on building your trust and welcoming you back to transit!

NCTD COVID-19 Protocols

- All customers and operators are required to wear a face covering while using the transit system
- Complimentary masks are available onboard NCTD vehicles and at Customer Service offices
- Enhanced cleaning efforts for all vehicles and facilities
- Contactless payment options available with the Compass Card mobile app
- Extra train car on all COASTER sets to promote social distancing
- Temperature checks for all NCTD employees and contractors at the start of their work shift

Find the latest information on NCTD's response to COVID-19 at GoNCTD.com/Coronavirus.




COASTER EXPRESS SERVICE




OC Transpo

Keeping you safer




Clean and disinfect high touch surfaces frequently



Enhance employee protocols including increased hand-washing, sanitization efforts, and social distancing

catchacat.org




We're all in this together.

Industry Priorities Post-Pandemic

- Broadening the funding base
- Finding approaches for persons experiencing homelessness
- Develop new metrics for measuring transit's value
- Expanding transit's role in addressing racial and economic inequities
- Seize the opportunity to come back differently
- Prepare the transit industry for any future pandemic

Final thoughts/Issues

- Please participate in the Commitments Program
 - Just send note to: dcarol@APTA.com
- Ongoing discussions:
 - Enforcement of face coverings
 - Physical distancing
- Long-term Challenges:
 - Funding
 - Equity
 - How to value transit