



# TRI DELTA TRANSIT

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## **APPENDIX A**

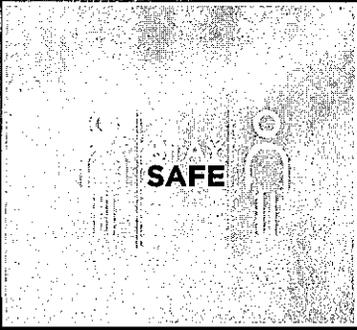
# **Agenda Item 7h Bay Area Healthy Transit**

## **Board of Directors Meeting**

**Wednesday August 26, 2020**

# *Riding Together*: Bay Area Healthy Transit Plan





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Due to the changing conditions and growing body of knowledge about the pandemic, this plan may be updated and or modified.



## To our Customers, Employees and Partners

The COVID-19 Pandemic has been a massive strain for everyone. And it presents transit systems with a historic set of challenges, including the need to adjust protocols and procedures to ensure a safe operating environment for everyone.

Collectively, we as the transit operators in the nine Bay Area counties, have joined forces to initiate research, study U.S. and international efforts, and review information from the American Public Transportation Association (APTA), to develop common commitments and expectations for employees and passengers in our Bay Area transit systems. From this work, we developed ***Riding Together—Bay Area Healthy Transit Plan***. Development of our plan has additionally included collaboration with regional leaders, transit workers, paratransit providers, rider advocates, public health experts, and others.

As we are all guided forward by our State and local leadership toward business resumption, we view the safety of our employees and passengers as job number one. This plan serves as a tool for us, providing common commitments that have been set in place for our employees, our current passengers, and those who will be returning to transit.

This is a plan we own. A plan we will report on. And a plan that we will modify to the fluctuating nature of this pandemic. Furthermore, we are committed to the success of this plan, and look forward to a partnership with our customers and the shared responsibility for reducing transmission by properly wearing face coverings and meeting other expectations.

We are all in this together. We look ahead to serving our customers as well as teaming with them to work through this challenging time that faces everyone.

### Bay Area Transit Operators





## 1.0 Plan Overview

Bay Area Public Transportation Providers (Appendix A) have collectively developed a cohesive health and safety plan—this plan—to bring the region’s public transportation providers together around transit-related health and safety standards and mitigations. This plan will provide guidance for the mitigations to be consistently applied across the network to best serve essential workers currently riding transit and help the Bay Area ease out of the COVID-19 pandemic stay-at-home order. While county-specific guidance may vary, these minimum standards give transit customers consistent expectations across all Bay Area public transportation operations and identify mitigations for public transportation providers and employees regarding workplace health and safety. Although many of the public transportation providers have their own individual plans or measures in place, this plan clarifies the responsibilities of public transportation customers and public transportation providers across the Bay Area in implementing the health and safety minimum requirements and mitigations and recommends communication strategies and key messages to promote health and safety awareness.

**The guidelines in this plan reflect current understanding of the COVID-19 virus and the most prevalent methods of person-to-person transmittal:<sup>1</sup>**

- ② Between people who are in close contact with one another (within about 6 feet) through respiratory droplets produced when an infected person coughs, sneezes, or talks. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. COVID-19 may be spread by people who are not showing symptoms.
- ② By touching a surface or object that has the virus on it and then touching the nose, mouth or eyes.

### Plan Purpose

- Identify consistent health and safety standards for public transportation customers to do and public transportation providers to implement as the Bay Area eases out of the COVID-19 stay-at-home order.
- Clarify expectations and responsibilities of transit customers and transit providers.
- Recommend communication strategies and key messages to promote public transportation customer and provider compliance with and support for mitigations.

### Scope of Plan

- Applies to Bay Area public transportation providers listed in Appendix A (non-aviation) including rail, bus, ferry, paratransit, demand response and micro-transit.
- Limited to COVID-19 recovery efforts and mitigations.
- Covers public transportation services provided both directly by the public transportation providers and those provided under contract.
- Flows down mitigations from public transportation providers to contractors, as needed.

### KEY TERM

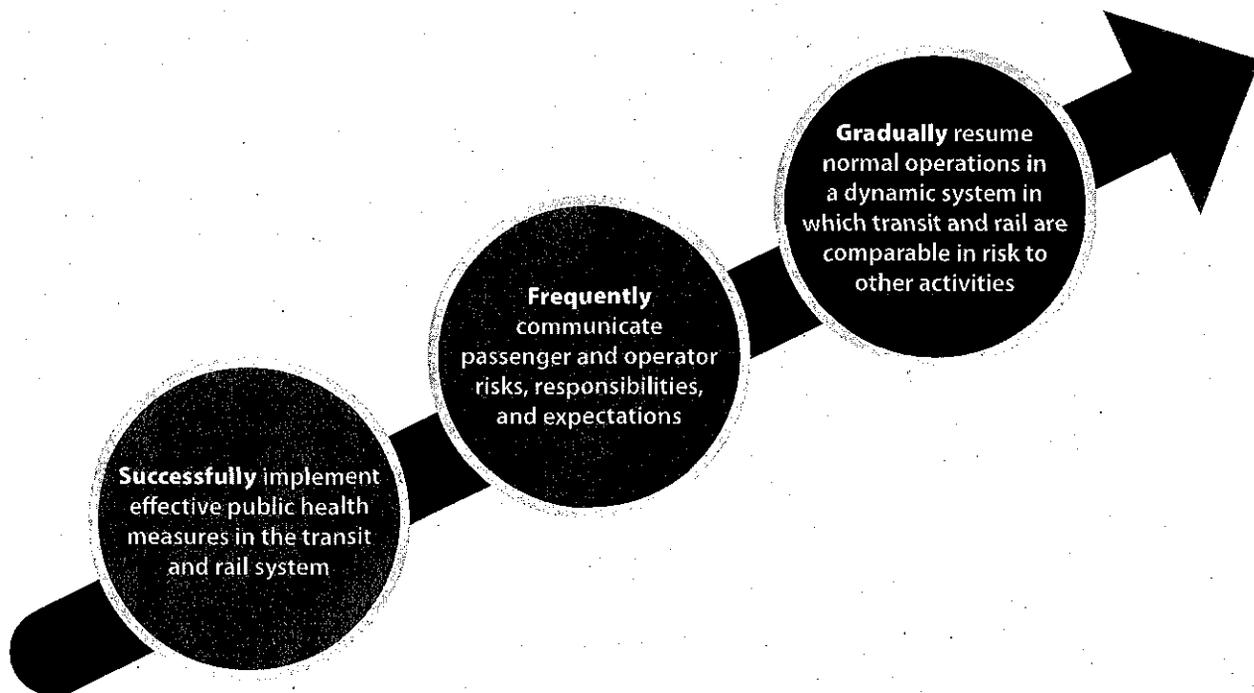
\* **Mitigations:** Actions or practices that public transportation customers and providers, including employees, collectively take to slow the spread of COVID-19. Mitigations help the Bay Area’s public transportation network operate safely as the region eases out of the COVID-19 stay-at-home order.

The identified mitigations are based on US and international health agency guidance from the California Department of Public Health (CDPH), the US Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO). The application of the mitigations is informed by US and international transit industry guidance including guidance from the American Public Transportation Association (APTA 2020a; APTA 2020b; APTA 2020c), the CDPH (CDPH 2020a), a survey of 21 Bay Area public transportation providers regarding current COVID-19 health and safety practices and coordination with Bay Area public health representatives. See Section 7 for reference documents. In August 2020, APTA implemented its National Transit Recovery Commitment Program. Participating agencies (members) of APTA may display the program seal on vehicles and facilities. This new program from APTA is designed to support public transit agencies implement individualized policies for health agency guidance, cleaning, sharing of information, and other healthy best practices for passengers and employees.

**This is a living plan and is based on current, known COVID-19 transmittal factors and disrupters of those transmittal factors (mitigations), and the current COVID-19 situation and public health response in the Bay Area and California.**

This plan may change and adapt as research around COVID-19 evolves, as performance against this plan is achieved and/or as the COVID-19 situation in California changes. This plan currently anticipates that with continued compliance with California-mandated face covering requirements, physical distancing recommendations may change over time to allow for increased vehicle capacity to serve more Bay Area customers, while still complying with epidemiological research and transit best practice. Using the current guidelines and mitigations in this plan confirms that Bay Area public transportation providers are following public health recommendations while balancing the need to move toward increased capacity service.

This plan's approach is consistent with a Safety Management System approach that evaluates and balances risk recognizing society's need for and value of public transportation. The Federal Transit Administration requires, as part of the Public Transportation Agency Safety Plan final rule, the evaluation of safety risks and the application of mitigations to reduce risks as part of a transportation provider's Agency Safety Plan. This regional COVID-19 plan is consistent with managing risks associated with this pandemic to gradually move to resume capacity and service.

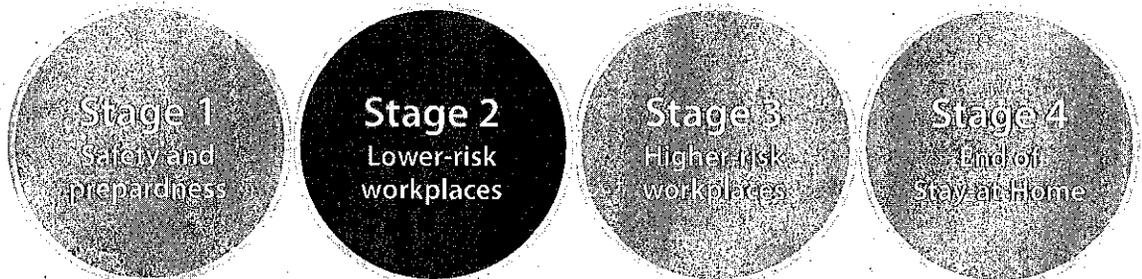


## 2.0 Alignment with State Pandemic Resilience Roadmap

California is currently in **Stage 2** of the state's Pandemic Resilience Roadmap (CDPH 2020b), allowing specific lower risk sectors to open and modified school programs and child care to resume.

Indicators to modify the Stay-at-Home Order include:

- ⊕ Ability to test, contact trace, isolate, and support the exposed
- ⊕ Ability to protect those at high risk for COVID-19
- ⊕ Surge capacity for hospitals and health systems
- ⊕ Therapeutic development to meet the demand
- ⊕ Ability of business, schools, and childcare facilities to support physical distancing
- ⊕ Determination of when to reinstitute measures like Stay-at-Home



There are nine counties that are represented in the Bay Area Transportation Providers: Marin, Sonoma, Napa, Solano, Contra Costa, Alameda, Santa Clara, San Mateo, and San Francisco. As of August 2020, all the nine counties were being monitored for data that does not meet indicator objectives (CDPH 2020c).

Public transportation providers have impacts or supporting roles on the emboldened bullets in the above list. Committing to support contact tracing where appropriate, protecting high-risk persons during travel and supporting physical distancing are all part of this plan and support the ability of the state to modify the Stay-at-Home order and provide for further re-opening. At Stage 3, counties may choose to move forward at their own pace, relaxing orders, which can impact the demand for public transportation. By supporting the community indicators, transportation providers will demonstrate partnership and community-mindedness, allowing for the easing of restrictions and the ability to increase capacity in a safe and moderated way.

## 3.0 Health and Safety Risk and Public Transportation Benefits

Public transportation, like other businesses, has had to weigh risks of providing equitable transportation service against health and safety risks. The Federal Transportation Administration requires public transportation providers to identify, evaluate and manage risks for the best outcome to the public and to those who provide the services. The societal benefits of providing affordable transportation exceed any risks presented by public transportation related to COVID-19. This plan seeks to minimize further risks related to COVID-19.

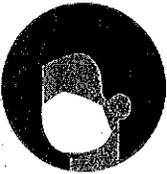
As with other safety hazards, the most effective measures are layered for maximum results. Layering good hand hygiene, face coverings, ventilation, physical distancing, cleaning and disinfecting, limited time exposure, as well as, passenger personal accountability provide for a safer environment than only one or two of the mitigation measures alone. The Bay Area transportation providers are committing to layering safety measures along with passenger personal accountability to keep public transportation available for essential workers who are keeping the Bay Area in business and for others as the region emerges from the current conditions. **Using other prevention measures in combination with social distancing, such as wearing a mask, will modify the threshold of Social Distancing, and thus enable to increase the occupancy rate of the trains. (UIC2020)**

## 4.0 Health and Safety Mitigations

Public transportation customers and providers and their employees can all help keep California on a path to continue safely reopening and remaining open by following several key health and safety mitigations. Each health and safety mitigation is based on US or international public health recommendations. This plan includes mitigations for customers and providers to implement for a healthy Bay Area transit system.

Paratransit and demand response is discussed in Section 5, Paratransit, Demand Response and Vulnerable Populations.

### 4.1 Customer Facing Mitigations



#### Face Coverings

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).

Additionally, on June 18, 2020, the State of California required people in the state to wear face coverings when they are in certain situations including the following related to public transportation operations for both customers and employees (CDPH 2020d):

- ⊕ Inside of, or in line to enter, any indoor public space.
- ⊕ Waiting for or riding on public transportation or paratransit or while in a taxi, private car service, or ride-sharing vehicle.
- ⊕ Engaged in work, whether at the workplace or performing work off-site, when interacting in-person with any member of the public, working in any space visited by members of the public, regardless of whether anyone from the public is present at the time, working in or walking through common areas, such as hallways, stairways, elevators, and parking facilities, and in any room or enclosed area where other people (except for members of the person's own household or residence) are present when unable to physically distance.
- ⊕ Driving or operating any public transportation or paratransit vehicle, taxi, or private car service or ride-sharing vehicle when passengers are present. When no passengers are present, face coverings are strongly recommended and maybe required based on local guidance.
- ⊕ While outdoors in public spaces when maintaining a physical distance of 6 feet from persons who are not members of the same household or residence is not feasible.

#### Customer Responsibilities

Public transportation customers are expected to bring and properly wear their own face coverings when accessing public transportation services and facilities to comply with the State of California's order.

#### Public Transportation Provider Responsibilities

To support compliance with the State of California order, all public transportation providers require the proper use of face coverings on their systems, including in facilities, for all passengers over the age of 2 years, unless the customer is exempt per the State of California order.

#### Public transportation providers will:

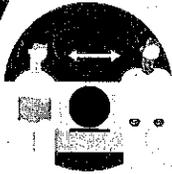
- ⊕ Remind passengers of the face covering requirements.
- ⊕ Have the right to refuse to carry anyone not wearing a face covering, unless the person is exempt.
- ⊕ Communicate the requirement in transit vehicles and facilities noting the state requirement for face coverings for transit customers and employees.
- ⊕ Require employees to adhere to face covering requirements.



- ⊕ Develop, implement and communicate to employees a process for equitable face-covering compliance strategies. At a minimum, to protect bus operators or others in direct contact with public, provide de-escalation options and support if conflict ensues.
- Optionally, as a de-escalation technique, provide or make available face-coverings, as capabilities allow, at defined locations (from staff or for sale such as vending machines).
- Consider other de-escalation techniques and inform operators of their options, such as dealing with face coverings in a similar manner as fare payment.

Paratransit and demand response face coverings is discussed further in Section 5, Paratransit, Demand Response and Vulnerable Populations.

### Physical Distancing



COVID-19 is thought to spread mainly from person-to-person, between people who are in close contact with each other and through respiratory droplets produced when an infected person coughs, sneezes or talks (CDC 2020b). The World Health Organization and multiple European transportation agencies are using a 1 meter (approximately 3 feet) minimum requirement for physical distancing when face coverings are worn.

The CDC currently advises 6 feet, however, it should be noted that face coverings were not encouraged or mandated by CDC when the 6-foot distancing metric was introduced. Where practicable, Bay Area public transportation providers will provide for a minimum 3-foot physical distancing metric, coupled with mandatory, properly worn face coverings.

### Customer Responsibilities

Public transportation customers are expected to remain a minimum of 3 feet or optimally 6 feet, as practicable, from others not in their households when in stations, transit facilities or in vehicles, in addition to complying with the facial covering requirement.

If assistance is required from the operator or other staff, the customer will allow the operator to manage the securement in the safest manner possible for both passenger and operator.

### Public Transportation Provider Responsibilities

Public transportation providers will:

- ⊕ Communicate to their customers the physical distancing minimum standards for safely riding public transportation.
- ⊕ Manage capacity, as possible, to provide spacing to achieve the 3-foot physical distancing minimum requirement.
- ⊕ Evaluate disability device securement and advise operators how to manage securement practices to reduce risk to all parties.

Paratransit and demand response physical distancing is discussed further in Section 5, Paratransit, Demand Response and Vulnerable Populations.

### Hand Hygiene



Good hand hygiene can help slow the spread of COVID-19. This includes washing hands with soap and water for at least 20 seconds or using an alcohol-based hand sanitizer containing at least 60 percent alcohol (CDC 2020a).

### Customer Responsibilities

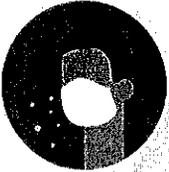
Public transportation customers should bring hand sanitizer or disinfecting wipes to clean their hands before and after using public transportation and after contact with potentially contaminated surfaces or use hand washing facilities, as available.

### Public Transportation Provider Responsibilities

#### Public transportation providers will:

- ⊕ Provide information if hand-washing stations or hand sanitizer dispensers are available to customers.

### A Quiet Ride Campaign



Droplets expelled through talking, singing, and other verbal activities are known to contribute to virus dispersion (CNN 2020; NEJM 2020). Bay Area public transportation providers will temporarily adopt the "Quiet Ride" communication campaign, requesting passengers minimize talking, singing or other verbal activities while riding public transportation to slow the spread of COVID-19. Necessary verbal activities, such as requesting a stop, are not precluded.

#### Customer Responsibilities

- ⊕ Reduce talking, singing, or other verbal activity to the extent possible while in public transportation facilities and on vehicles.

### Public Transportation Provider Responsibilities

#### Public transportation providers will:

- ⊕ Communicate and promote the "Quiet Ride" campaign to customers.

### Vehicle and Facility Conditions – Cleaning and Disinfecting



Cleaning and disinfecting surfaces reduces the risk of infection by removing potential contamination. To restore passenger confidence and provide for a healthy environment, vehicles and facilities must be cleaned and disinfected more frequently than pre-COVID-19 practice. If not already doing so, public transportation providers will implement cleaning and disinfecting on a more frequent schedule than pre-COVID-19 practices and will follow APTA-recommended practices (APTA 2020a; APTA 2020b).

#### Customer Responsibilities

- ⊕ Customers must stay at home when they are sick in order to slow the spread of COVID-19, evaluating their own symptoms or exposure.
- ⊕ Customers will dispose of tissues or other potentially contaminated materials in trash cans.

### Public Transportation Provider Responsibilities

#### Public transportation providers will:

- ⊕ Daily clean and disinfect in-service vehicles, factoring in the level of use, with an emphasis on high-touch areas.
- ⊕ Provide elevated cleaning if a vehicle is reported to have carried an infected or potentially infected person. Reports could come from a public health agency, customer report or employee observation of a person displaying symptoms.
- ⊕ Use EPA-List N disinfectants applied through methods outlined in the APTA standard or EPA/CDC recommendations.
- ⊕ Coordinate with public health officials if reports of potentially-infected,<sup>2</sup> known or confirmed infected persons utilized the public transportation system.

Paratransit and demand response cleaning is discussed further in Section 5, Paratransit, Demand Response and Vulnerable Populations.

<sup>2</sup>Potentially-infected (person) is defined as a person who is observed to exhibit COVID-19 symptoms or has been recommended by a medical professional to undergo COVID-19 testing or quarantine.



## Vehicle and Facility Conditions – Ventilation



Increased air flow can provide for a healthier environment for transit customers and employees (CDC 2020e; APTA 2020a). On some vehicles, such as buses and light rail vehicles, doors are frequently opened to allow passengers to board or exit. Other vehicles have less frequent door cycling and are more dependent on the vehicle heating ventilation and air conditioning (HVAC) system. Buses and ferries may have windows that open, allowing additional ventilation. Where feasible, public transportation providers will increase ventilation in vehicles and in facilities.

### Customer Responsibilities

Customers will not close windows that are open without consulting the operator or other public transportation employee.

### Public Transportation Provider Responsibilities

Public transportation providers will:

- ⊕ Maximize fresh air in vehicles and facilities, based on ventilation options, and other factors such as climate or air quality.
- ⊕ Confirm maintenance is performed on ventilation systems in vehicles and station facilities and that the systems function at peak-performance.
- ⊕ Use the highest MERV-rated filter appropriate for the HVAC system in vehicles and facilities, as feasible.
- ⊕ Provide guidance to operators or other public transportation employees regarding the opening of windows and doors, including direction if other health hazards such as air quality issues arise.



## Touchless Fares

Reducing cash fare payments reduces touch and virus transmittal potential and can reduce the need for face-to-face transactions.

### Customer Responsibilities

- ⊕ Public transportation customers should use touchless fare options, when possible, to include Clipper cards or online or mobile ticketing.
- ⊕ If using cash fare, have correct fare ready for payment on boarding to minimize exposure to others boarding.

### Public Transportation Provider Responsibilities

Public transportation providers will:

- ⊕ Communicate all touchless fare payment options to customers.
- ⊕ Encourage use of touchless fare payments, as feasible, while still allowing for cash options.

Paratransit and demand response touchless fares is discussed in Section 5, Paratransit, Demand Response and Vulnerable Populations.

## 4.2 Transit Employees Mitigations

Keeping employees safe and well is critical for the operation of Bay Area public transportation providers. The following minimum standards apply to public transportation employees. Employees should adhere to company requirements and be assured that other employees will also adhere to requirements and be held responsible.

### Employee COVID-19 Assessments

Assessing employee wellness is part of evaluating fitness for duty. During the COVID-19 pandemic, additional COVID-19 assessments can support whether employees are ready for work and minimize the risk of spreading COVID-19 to others around them. It is critical to understand that many people who have COVID-19 are asymptomatic and may not know that they are infected. Also, note that temperature scan results can be unreliable. Some temperature instruments only test skin temperature which can be impacted by external climate or human activity. Also, normal human temperature can range from 97° to 100° F, so a fever cannot be assumed based on a slight elevation in temperature. Staff training also factors into the reliability of a temperature scan.

### Employee Responsibilities

Employees will cooperate with the employer-developed protocols for COVID-19 assessment and provide facts when completing any requested assessments.

### Public Transportation Provider Responsibilities

Public transportation providers will:

- ⊕ Develop and implement a COVID-19 assessment protocol for employees prior to accessing transit facilities or vehicles. The COVID-19 assessment may consist of a self-assessment, questionnaire or temperature scan or other activities that provide information about whether it is safe to be at work.
- ⊕ Develop, implement and communicate a policy for employees around the COVID-19 assessment protocol including expectations of those who may be prevented from working based on the COVID-19 assessment.
- ⊕ Provide for employee health privacy in any COVID-19 screening activity.

### Personal Protective Equipment



Personal protective equipment (PPE) is inclusive of face coverings, face shields, and gloves. As per the State of California order, face coverings are required for all in work place settings (CDPH-2020d). Some job categories may require different PPE than other job categories. Public transportation providers are recommended to perform some type of job hazard analysis (JHA) to determine specific hazards or exposure possibilities and base PPE allocation on that assessment.

### Employee Responsibilities

Employees will wear the combination of PPE defined for their job requirements to safeguard themselves and others while in the work environment. If any portion of the PPE defined for an employee's job requirements cannot be complied with, the employee is responsible for alerting their employer and cooperating with the development of alternatives to provide for a healthy working environment, as feasible.

### Public Transportation Provider Responsibilities

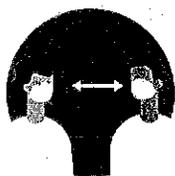
Public transportation providers will:

- ⊕ Determine and supply minimum levels of PPE, including the required face coverings (unless exempt).
- ⊕ Perform some type of job hazard analysis to determine specific hazards or exposure possibilities and base PPE allocation on that assessment. These can be broad categories based on exposure (for example, public facing duties or job duties that require close proximity to other employees or passengers). Positions at a higher risk for exposure, such as mechanics or right-of-way maintainers who work in pairs to perform tasks or bus operators, should be considered for higher levels of PPE.



- ⊕ Provide supervision and oversight to confirm compliance and develop protocols for non-compliance.
- ⊕ Identify any spaces where face coverings are not required (e.g. private offices), as allowed by local health guidance.
- ⊕ Communicate requirements to all employees.
- ⊕ Develop and implement a policy to manage employees who do not or cannot comply with the increased or changed PPE requirements.

## Physical Distancing



Physical distancing is one of the primary mitigation measures, in addition to face coverings, recommended by the public health agencies to minimize the risk of COVID-19. There are several factors that are currently considered in transmitting the infection. Both time and space are being evaluated, with exposures of greater than 15 minutes or closer than 3 feet both factors related to transmission (WHO 2020a; WHO 2020b). Public transportation providers will consider distancing, facial coverings and time in their employee physical distancing requirements.

## Employee Responsibilities

Employees will comply with physical distancing requirements and facility modifications. If employees cannot comply with physical distancing requirements or function with facility modifications, employees must alert their employer and discuss alternatives to support a safe work environment.

## Public Transportation Provider Responsibilities

Public transportation providers should evaluate the following spaces and put into practice measures to manage physical distancing. Where work duties allow, provide for virtual work to reduce exposure of employees. Providers should evaluate facility capacity and develop a plan for all job categories to assess remote work, staggered shifts and other strategies to alleviate crowding that would challenge physical distancing.

## Common Spaces

Common spaces include, but are not limited to, vestibules, restrooms, break rooms, lunchrooms, conference rooms, shared workspaces and operator report areas.

## Public transportation providers will:

- ⊕ Determine common space capacity based on space size and configuration and define limits.
- ⊕ Stagger work hours and breaks to spread use of space.
- ⊕ Encourage eating outside, at desks, or at physically-distanced spacing, as possible.
- ⊕ Enforce face covering requirements for all common spaces.
- ⊕ Communicate expectations for physical distancing in common spaces.
- ⊕ Clean and disinfect common spaces regularly, using EPA-List N disinfectant materials.
- ⊕ Remove or provide for cleaning of recreational equipment (pool tables, ping pong tables, or other) that might encourage close proximity or provide cleaning for high touch potential.
- ⊕ Enforce physical distancing requirements for meetings or group activities, reducing in-person participation, encouraging virtual participation, utilizing larger meeting spaces or moving meetings outside, as possible.

### Vertical Transport

Vertical transport includes elevators or stairs, areas that have the potential to place persons in close proximity within enclosed spaces.

#### Public transportation providers will:

- ⊕ Either limit capacity of elevators or ensure exposure time is less than 15 min.
- ⊕ Encourage stair use, as possible, to reduce elevator congestion.
- ⊕ Consider allocating one elevator for vulnerable persons who may be at higher risk of life-threatening COVID-19 complications, as needed.

### Work Space Modification

Public transportation providers should evaluate work spaces for each job category to either allow for physical spacing or the placement of temporary or permanent shielding.

#### Public transportation providers will:

- ⊕ Provide dividers in group work spaces or provide additional space.
- ⊕ Provide protection for bus operators utilizing minimum 6-foot physical distancing between operator and passengers or protective measures to include permanent or temporary shields, rear door boarding, if available, elevated PPE and/or elimination of seating within close proximity.
- ⊕ Provide station agent or other field staff with shielding or elevated PPE.
- ⊕ Provide individual work equipment or provide sanitation materials for cleaning between employee use.

### Infected Employees/Contact Tracing



Public transportation providers will track employees who access transit facilities or equipment, as feasible. If an employee reports an infection, or possible contact with an infected person, public transportation providers should document and maintain records of what other employees may have come into contact with the exposed or infected employee and notify other employees. Public transportation providers should inform employees if the provider is notified from a customer contact or other notification, that an infected person has been in a specific vehicle or facility. Public transportation providers should report any confirmed infections to the appropriate public health agency.

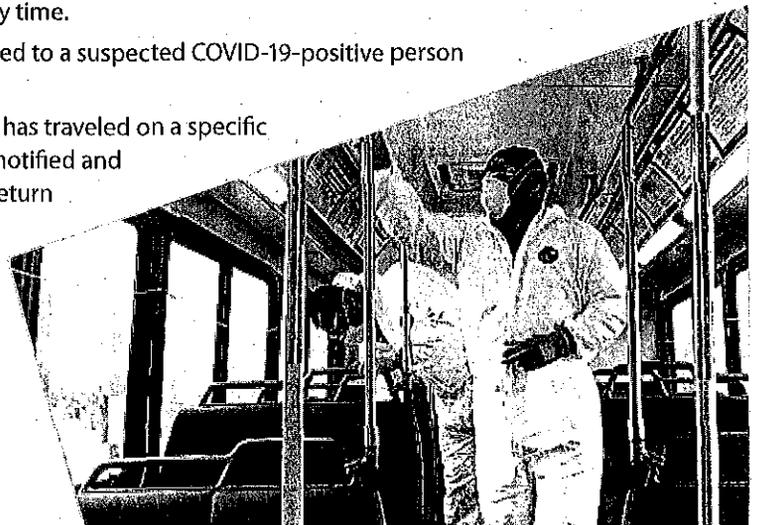
### Employee Responsibilities

Employees will inform their employer if they test positive for COVID-19, have been exposed to someone confirmed to have COVID-19 or suspect exposure to COVID-19. Employees will not report to work under these conditions and will abide by public health requirements for infected or exposed persons.

### Public Transportation Provider Responsibilities

#### Public transportation providers will:

- ⊕ Record which employees are in facilities or vehicles at any time.
- ⊕ Notify other employees if they have been possibly exposed to a suspected COVID-19-positive person to allow them to take appropriate action.
- ⊕ If notified that a confirmed or suspected-positive person has traveled on a specific trip or bus, if possible to determine, the operator will be notified and provided options for reporting, testing, quarantine and return to work.
- ⊕ Define policies specific to handling any reported health information, notification processes and rights and responsibilities of infected or quarantined employees who miss work.





## 5.0 Paratransit, Demand Response and Vulnerable Populations

This section adds additional detail to applicable minimum mitigations described in Section 4.1 and 4.2. Paratransit providers and customers should review Sections 4.1 and 4.2 in addition to Section 5 for minimum mitigations related to physical distancing, touchless fare, hand hygiene, and ventilation which all have applicability to paratransit transportation.



### Face Coverings

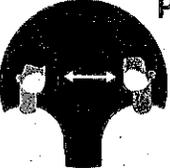
The population of customers utilizing paratransit service may have a higher likelihood of being exempt from the face coverings requirement due to other health issues. This provides for additional potential exposure of other passengers and operators.

#### Customer Responsibilities

Customers must wear face coverings unless exempt and should inform the paratransit provider if unable to wear a face covering to allow for additional protective measures, as feasible.

#### Paratransit Provider Responsibilities

If informed that a specific customer cannot wear a face covering, additional spacing between customers should be allowed (6-feet) and, if possible, the space should be disinfected after the customer is transported.



### Physical Distancing

As per fixed route service, a minimum of 6-feet physical distancing should be maintained between operator and passengers and 3-feet between passengers. Aides or family members are considered part of the passenger household unit.

#### Customer Responsibilities

Customers should maintain a minimum of 3-feet physical distance from those not within their household unit. Customers exempt from face covering requirements should attempt to increase the physical distancing to 6-feet, as possible.

#### Paratransit Provider Responsibilities

Capacity on vehicles should allow for maintaining a minimum of 3-feet physical distancing between customers/household units, as feasible, with additional space allowed if face coverings are not possible.

### Vehicle Condition - Cleaning and Disinfecting



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 and may be more likely to be exempt from the face covering requirement. Often this population has limited alternative transportation choices. Paratransit providers should have heightened concern to maintain clean and disinfected vehicles servicing these customers (APTA 2020a).



### Paratransit Provider Responsibilities

- ⊕ Daily clean and disinfect in-service vehicles, factoring in the level of use, with an emphasis on high-touch areas.
- ⊕ Spot clean high touch areas during service hours, as possible with passenger loads, with additional attention after carrying passengers who are exempt from face covering requirements.
- ⊕ Elevate cleaning if a vehicle is reported to have carried an infected or potentially-infected person.
- ⊕ Use EPA List N disinfectants applied through methods outlined in the APTA standard or CDC/EPA recommendations.

### Employee Personal Protective Equipment and Supplies

A paratransit or demand response operator is one specific position that will require different level of PPE from other job categories, as most are required to work in close proximity to customers to secure or otherwise assist customers as part of their job duties.

### Paratransit Provider Responsibilities

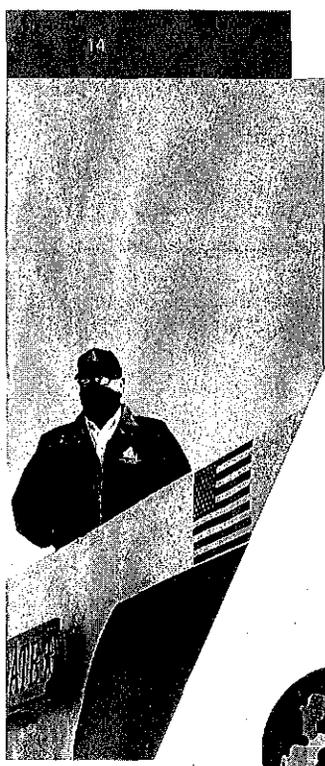
- ⊕ Review the level of contact required of their demand response operators and provide elevated PPE if exposure is elevated. Considerations should include face shields or eye protection and face coverings, gloves, spray or wipe-on disinfectant, and hand sanitizer or sanitizing wipes.

### Passenger COVID-19 Wellness Screening

Most demand response service has some type of advanced scheduling ability, with follow-up reminders or communication. This is an opportunity to ask passengers to self-assess their wellness as an additional safeguard to other passengers and the operator.

### Customer Responsibilities

Customers will review their own COVID-19 wellness and exposure and schedule trips based on the review. If exposed or symptomatic, customers should advise the paratransit provider to determine alternate transportation options or to allow the provider to schedule or arrange travel in the safest manner possible.



### Paratransit Provider Responsibilities

- ⊕ Review scheduling protocols and, as possible, include a simple self-assessment questionnaire which would indicate to the potential passenger if they should continue with their ride or cancel or arrange alternate transportation due to any symptoms or exposure.

The assessment should consider the following areas of review:

- Exposure to persons with confirmed case of COVID-19 in the past 14 days.
- New symptoms such as fever, cough, fatigue, shortness of breath, chills or muscle aches. Note that the list of symptoms continues to evolve with the most recent found at <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>.
- ⊕ Develop protocols and inform schedulers and staff regarding proper handling of customer reports of exposure or infection. Options might include providing ride as a single passenger (unit), arranging for alternate transportation, advising of other transportation options or denying ride based on direct threat.

### Contact Tracing



Paratransit providers have customer information that could be used to support contact tracing. If a passenger has likely come into contact with an infected person through their paratransit use, that customer, as well as the public health agency, should be contacted and provided information of the potential contact.

### Customer Responsibilities

If a customer using paratransit services, subsequently tests positive or develops symptoms and is presumed to be positive, the customer will notify the paratransit provider to allow follow up with other potentially exposed persons.

### Paratransit Provider Responsibilities:

- ⊕ Provide information either directly or through the public health agency if an exposure is reported.
- ⊕ Notify the operator and provided options for reporting, testing, quarantine and return to work.
- ⊕ Allow for appropriate quarantine of operator or other staff, as advised by the public health agency.



## 6.0 Communication Strategies and Key Messages

### Goals:

- Reinforce the State of California order requiring facial coverings.
- Encourage behaviors that reduce potential exposure of customers and employees while riding or working in the Bay Area transit systems.
- Increase passenger and public awareness of individual responsibilities and actions for healthy practices in public spaces, transit vehicles and transit facilities.
- Increase public confidence in and support for using transit as the Bay Area emerges from the COVID-19 stay-at-home order.
- Broaden public awareness of cooperative strategies and health mitigations adopted by Bay Area transit operators.
- Coordinate communications efforts to promote public transportation customer and provider compliance with and support for mitigations.

### Strategies:

- Inform transit customers and employees of the plan's identified and implemented minimum safety and health mitigations for public transportation as the Bay Area eases out of the COVID-19 stay-at-home order, and more transit services phase in.
- Inform transit agency customers and employees of cooperative expectations and responsibilities of riding and working in the Bay Area's transit systems.
- Coordinate agencies' existing and forthcoming customer research data to refine distribution channels and messaging as conditions warrant.
- Leverage key messages as a call to action for healthy practices while using and working in transit systems.
- Deliver key messaging and approaches to agencies so they may augment and adapt to individual agency communications efforts to passengers and employees.
- Encourage customer compliance and cooperation in behaviors and mitigations for healthy use of public transit as the Bay Area emerges from the COVID-19 stay-at-home order.

### Tactics:

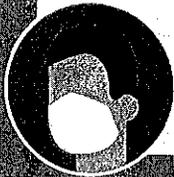
- Distribute key messages in multiple and or cooperative communications channels of individual transit agencies. And, when possible, agency communications teams will utilize uniform message structure as well as cooperative scheduling, information and events throughout the Bay Area.
- Echo a partnership with the public in all messaging—operators view customers as partners in this effort and plan.
- Build on the behavioral and social foundations and common-sense practices already established in grocery stores and other essential businesses.
- Leverage and load Bay Area agencies' owned, earned and paid media channels with essential and uniform messages at key service resumption times.
- Distribute key messages via applicable business and employer communications channels.
- Share information and key messages with media as well as elected and community stakeholders.
- Work with paratransit providers for special communication needs for both operators and passengers.
- Deliver messaging in a variety of equitable channels to reach LEP travelers.
- Utilize simple graphics and minimal text to convey key messages.

### Target Markets:

- Current transit customers and transit dependent travelers
- Previous transit customers who paused commuting during the COVID-19 stay-at-home order
- Occasional transit riders
- Bay Area residents
- Transit agency employees
- Paratransit customers and providers
- Schools, colleges and universities
- Bay Area businesses and employers

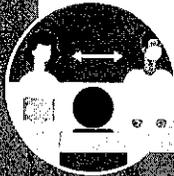
## Transit Agency Customers

**Face coverings** - California requires people in the state to wear face coverings outside of their homes.



**Properly worn face coverings are mandatory.**

**Physical distancing** - The World Health Organization and multiple European transportation agencies are using a 1 meter (approximately 3 feet) minimum requirement for physical distancing when face coverings are worn.



**Give others space to keep everyone healthy. Plan your trip and avoid crowded vehicles.**

**Keep hands clean** - Frequent hand washing can help minimize the spread of COVID-19.



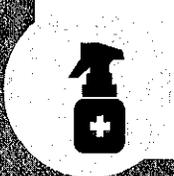
**Wash hands before and after your trip. Carry hand sanitizer with you.**

**A quiet ride** - Talking, singing, and other verbal activities increase the risk of COVID-19 transmission.



**Reduce the spread – minimize talking when possible.**

**Cleanliness** - Cleaning and disinfecting surfaces reduces possible COVID-19 transmission. Vehicles and facilities are cleaned and disinfected frequently.



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

**Ventilation** - Increased air flow can provide for a safer environment for customers and employees in the transit.



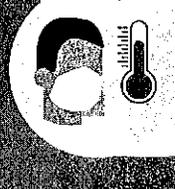
**We're keeping the air flowing to help keep everyone healthy.**

**Touchless fares** - Minimizing of cash for fares helps reduce risk of COVID-19 transmission.



**Using electronic payment can help reduce the spread of COVID-19. Please check with your provider for details.**

**Testing** - Keeping everyone safe and healthy is a priority.



**Don't ride if you are sick. If you feel you have been exposed to COVID-19, get tested. Contact your health provider or local public health department.**

**Personal protective equipment (PPE)** - PPE is inclusive of face coverings, face shields, and gloves. Per CA requirement, face coverings are required for all in a workplace setting. PPE requirements may differ for employees based on job category.



**We're providing employee protective equipment and modifications to protect our employees and keep passengers healthy.**

## Transit Agency Employees

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



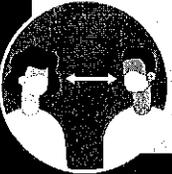
Agencies have employee wellness assessments in place to protect our employees and passengers.

**Personal protective equipment (PPE)** - PPE is inclusive of face coverings, face shields, and gloves. Per CA requirement, face coverings are required for all in a work place setting. PPE requirements may differ for employees based on job category.



We're providing PPE such as face coverings, face shields, and gloves to our employees. PPE requirements may differ based on job category.

**Physical distancing** - The World Health Organization and multiple European transportation agencies are using a 1 meter (approximately 3 feet) minimum requirement for physical distancing when face coverings are worn.



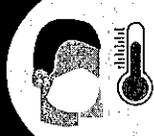
Give others space to keep everyone healthy.

**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 confirmed infections to the appropriate public health agency.



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

**Testing** - Public transit workers are deemed essential and have been given priority testing. We encourage testing of employees who have symptoms or think they may have been exposed to COVID-19.



Don't come to work if you are sick. If you feel you have been exposed to COVID-19, get tested. Contact your healthcare provider or local public health department.

## Paratransit Agency Customers

**Face coverings** - California requires people in the state to wear face coverings outside of their homes.



Properly worn face coverings are mandatory.

**Touchless fares** - Minimizing of cash for fares helps reduce risk of COVID-19 transmission.



Using electronic payment can help reduce the spread of COVID-19. Please check with your provider for details.



## Recommended Messaging Approach and Channels

Sharing information and consistent messaging will help ensure a successful implementation of this plan. While individual agencies have separate policies, facilities, services and communications methods, it is recommended to feature the key messages from this plan in prominent communications channels. Communication is critical for a successful implementation for everyone that interacts with the transit system. With shared and uniform messages in place, passengers traveling across providers will experience consistency in expected conduct and environment.

### Communication Channels – Owned

- ⊕ Agency Website – Prominently feature the key message points and information on frequently-used landing pages, customer/fare pages and microsites, employee intranet, and media pages as well as a link to [healthytransitplan.com](http://healthytransitplan.com). Site analytics should be used to monitor.
- ⊕ Share and post co-produced information video on agency websites and social media platforms.
- ⊕ Social Media Platforms – Post key message points at times recognized for highest engagement. Add applicable key messages in engagement and individual messages. Utilize applicable video clips as aligned with key messages.
- ⊕ Other Digital Communications - Frame key plan messages in customer-facing newsletters, blogs and/or e-blasts.
- ⊕ On-vehicle/Station and Stop Monitors – Add key messages.
- ⊕ Customer Service Call Centers/Touch Points – Add key messages to customer touch points such as call center floodgates or hold messages as well as any open customer service and or ticket windows. And, encourage integration of key message points, when applicable, into responses to customer inquiries.
- ⊕ Post distancing and entry/exit modifications on vehicle floors and ceilings.
- ⊕ On vehicle signage – Post key messages on vehicles and applicable boarding/fare gate areas and ticket vending equipment, points of entry, customer ticketing and service areas.
- ⊕ Publish messages on shared revenue advertising space within or outside vehicles.
- ⊕ Add applicable information to on-location rerouting notices.

### Communication Channels – Earned

- ⊕ News release(s) – as planned by the Communications Team
- ⊕ Media advisory – as planned by the Communications Team
- ⊕ Cooperative media event – as planned by the Communications Team
- ⊕ Information video – as planned by the Communications Team
- ⊕ B-roll – as planned by the Communications Team
- ⊕ Op Ed – as planned by the Communications Team
- ⊕ Suggesting a Reddit AMA (Ask Me Anything) – featuring key moderators/participants
- ⊕ Suggesting a cooperative letter or simplified MOU with agencies to show collaboration

### Communication Channels – Paid

- ⊕ Consider/explore use of paid/boosted posts on social media channels.
- ⊕ Explore options for cooperative advertising options in/around stations: Out-of-home including in-station, on-vehicle and geo-fenced ads served to mobile users within proximity to key stations.

### Communication Channels – Community Outreach and Stakeholder Outreach

- ⊕ Meet with and engage community leaders for best approach to reaching communities of color, lower-income, and Limited English Proficiency (LEP) populations as well as share materials and key messages.
- ⊕ Engage customer advocacy groups and individuals.
- ⊕ Share ADA compliant and remediated materials from websites with paratransit partners.
- ⊕ Distribute key message point to business and employer groups.
- ⊕ Distribute information to Clipper and 511 for cooperative announcement, and encourage integration of key message points, when applicable, into online customer engagement responses.
- ⊕ Distribute and or post information at open community center locations.
- ⊕ Share key information and message points to Board members and executive teams.
- ⊕ Share key information and message points to agency community and passenger working groups.

### Employee Communications

Distribute key message points in cooperation with human resources and union representatives at key points:

- ⊕ Building entry and exit points
- ⊕ Newsletters/eblasts
- ⊕ Offices, breakrooms, shops, gyms and other facilities
- ⊕ Team calls and huddles
- ⊕ Dispatch and scheduling areas



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## Appendix A

### Bay Area Transportation Provider Participants

- Altamont Commuter Express (ACE)
- Alameda-Contra Costa Transit District (AC Transit)
- Caltrain
- Central Contra Costa Transit Authority (CCCTA)
- City of Dixon ReadI-Ride
- County Connection
- Eastern Contra Costa Transit Authority (Tri Delta)
- Fairfield and Suisun (FAST)
- Golden Gate Bridge, Highway and Transportation District (GGBHTD)
- Livermore Amador Valley Transit Authority (LAVTA)
- Marin Transit
- Napa Valley Transportation Authority (VINE)
- Petaluma Transit
- Rio Vista Delta Breeze
- SamTrans
- San Francisco Bay Area Rapid Transit (BART)
- San Francisco Municipal Transportation Agency (SFMTA)
- Santa Rosa CityBus
- Santa Clara Valley Transportation Authority (VTA)
- Solano County Transit (SolTrans)
- Sonoma County Transit
- Sonoma-Marín Area Rail Transit (SMART)
- Tri-Valley Wheels
- Union City Transit
- Vacaville City Coach
- Water Emergency Transportation Authority (WETA)
- Western Contra Costa Transit Authority (WestCAT)

## Appendix B

### Assessing Plan Effectiveness and Reporting for Accountability

Data collection and accountability is an important component of assessing plan effectiveness and to monitor if adjustments need to be instituted to meet the goals of the plan. This plan provides a framework for Bay Area transportation operators to collect, share and report data, and be accountable to each other as well as provide information to the public to build confidence in the Bay Area public transportation system. It is important to note that public transit operators are primarily accountable to the health guidance issued and updated by county public health officers pursuant to changes in State guidance.

As the administrators of this plan, each Bay Area public transportation provider will report on the metrics outlined in Table 1. This data and any related actions will be updated monthly, shared with the Metropolitan Transportation Commission (MTC) as requested, and be publicly accessible on the following website: [healthytransitplan.com](http://healthytransitplan.com).

Each transportation provider will:

- ⊕ Define an individual agency process to gather data listed in Table 1, allowing for an agency-specific statistically valid percent sample of data gathering across modes, across facilities and vehicles.
- ⊕ Define who, within each public transportation provider is responsible to manage and report the data and report the data as individual agencies.

Table 1 identifies metrics to support management of this safety and health plan.

Table 1. Safety and Health Plan Metrics

Common Commitments	
All Agencies	
State mandated and properly-worn face coverings	✓
Safe distancing and capacity	✓
Daily cleaning	✓
Sharing data between agencies	✓
Paratransit	
Contact outreach if reported infected customer	✓
Individual Agency Commitments	
Strategic, Plans and Processes	
Plan/process for transportation provider facility staffing (% of occupancy)	✓
Communication strategy and reporting on posted, verbal, email and social distancing communications to include non-English language – internal and external	✓
Individual Agency Metrics	Timing
Customer Facing	
Estimate of face covering compliance – random statistically significant sample across modes, including facilities and vehicles <b>Goal: 95% compliance (allows for non-exempt)</b> Critical metric as the closer physical distancing assumed in this plan is based on face covering compliance, in addition to other measures	Agency data Reported monthly to dashboard
Estimate of vehicle capacity - random statistically significant sample across modes <b>Goal: Estimate of vehicle capacity to allow for physical distancing</b>	Agency data Reported monthly to dashboard
Employee Facing	
Percent (%) of internal contact tracing completed if confirmed infected employee <b>Goal: 100% of confirmed employees</b>	Agency data Reported monthly to dashboard
Estimated compliance across employee groups for face coverings <b>Goal: 100% (exempt employees counted as compliant)</b>	Agency data Reported monthly to dashboard

***Riding Together***: Bay Area **Healthy Transit** Plan

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