ESSENTIAL TRANSIT

A PANEL DISCUSSION + Q&A

Thursday, June 25, 2020 from 11:30 AM to 12:30 PM — WEB MEETING

Link for the Web Panel Recording and Q&A with Attendees
Opportunities

“I see opportunities to demonstrate what CT Transport is doing to regularly sanitize and keep their travelers safe. They can provide masks and hand sanitizer in the very front of the bus for people to use as they board.”

“Reacting to the needs of the community. Connecticut determining it's goals for transportation as a whole and securing funding for the needed improvements that motivate people to leave their cars home.”

“Active transportation may receive more priority, or at least visibility. The pandemic has shed light on who are the core users of mass transit, and this will allow us to focus on their needs.”

“I think the satellite images of air quality on I-95 pre and during covid are eye-opening.”

Challenges

“I think the biggest challenge is going to be getting people unafraid. To tell them if they wear masks and keep as much distance as they're allowed on a bus, they will be safe.”

“Systemic racism - NIMBYism - implicit and racial bias with decision/policy makers - funding allocation misplaced to areas that don't need it but more affluent - following traditional transportation planning models - not listening to the community on what THEY need.”

“I'm scared that people will want to social distance more and be more likely to drive themselves than carpool or ride transit.”

“As a 70-year-old man I am worried about social distancing. This could be an issue when taking the bus. It could be an issue with how full the buses are and/or will there be enough buses?”

“Drivers need better protection since they are frontline workers too! Riders need to know that the system is safe.”
Those that RSVP’d for today’s Essential Transit web event answered a few questions during registration.

### After COVID-19 will traffic congestion get better or worse?

<table>
<thead>
<tr>
<th>Choices</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Be worse than before the crisis</td>
<td>33.73%</td>
</tr>
<tr>
<td>Be about the same as before the crisis</td>
<td>31.33%</td>
</tr>
<tr>
<td>Unsure about how the traffic will change</td>
<td>18.07%</td>
</tr>
<tr>
<td>Be better than before the crisis</td>
<td>16.87%</td>
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[Link to more survey data from June 25th attendees](#)

### When Connecticut reopens, do you expect that you will be making

<table>
<thead>
<tr>
<th>Choices</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Fewer trips than before the outbreak</td>
<td>58.54%</td>
</tr>
<tr>
<td>About the same number of trips as before the outbreak</td>
<td>26.83%</td>
</tr>
<tr>
<td>I am unsure how my number of trips will change</td>
<td>10.98%</td>
</tr>
<tr>
<td>More trips than before the outbreak</td>
<td>3.66%</td>
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</table>
Those that RSVP’d for today’s Essential Transit web event answered a few questions during registration.

Respondents Selected Top Three Priorities

<table>
<thead>
<tr>
<th>Choices</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Improve bike routes and walkability to provide safe alternatives to driving alone</td>
<td>45.45%</td>
</tr>
<tr>
<td>Clean / disinfect / sanitize transit</td>
<td>44.44%</td>
</tr>
<tr>
<td>Improve reliability / efficiency / and convenience of transit</td>
<td>43.43%</td>
</tr>
<tr>
<td>Social distance / less crowding / more trains / buses</td>
<td>41.41%</td>
</tr>
<tr>
<td>Masks on transit</td>
<td>40.40%</td>
</tr>
<tr>
<td>Expand access to transit to areas not well served</td>
<td>31.31%</td>
</tr>
<tr>
<td>Affordability / cost / free transit</td>
<td>26.26%</td>
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Other

<table>
<thead>
<tr>
<th>Other</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Address funding and budget constraints (tolls, gas tax, etc)</td>
<td>23.23%</td>
</tr>
<tr>
<td>Move forward with the cap-and-invest Transportation and Climate Initiative</td>
<td>23.23%</td>
</tr>
<tr>
<td>Traffic management (tolls, HOV, flex schedules, increased telecommuting)</td>
<td>22.22%</td>
</tr>
<tr>
<td>Improve transit system management</td>
<td>17.17%</td>
</tr>
<tr>
<td>General safety improvements for all transportation modes</td>
<td>15.15%</td>
</tr>
<tr>
<td>Repair roads / bridges</td>
<td>13.13%</td>
</tr>
<tr>
<td>Expand and add lanes to interstates and state routes</td>
<td>8.08%</td>
</tr>
</tbody>
</table>

(Link to more survey data from June 25th attendees)
Essential Transit, June 25th, 2020

- **11:30 am to 11:38 am** – Lauren Bailey, Tri-State Transportation Campaign, Transportation and Climate Initiative Introduction
- **11:48 am to 11:55 am** – Alana Dave, International Transport Workers’ Federation, Urban Transport Director
- **11:55 am to 12:02 pm** – Héctor Huezo, Jobs to Move America, Senior Workforce Equity Coordinator
- **12:02 pm to 12:10 pm** – Monica Tibbits-Nutt, MBTA Board Member and the Executive Director of 128 Business Council
- **12:10 pm to 12:15 pm** – Josh Rickman, CTtransit, Assistant General Manager of Planning and Marketing
- **12:15 pm to 12:30 pm** – Questions and comments via web-meeting chat
A Growing Coalition in Connecticut

Supporting the Transportation and Climate Initiative

- Middletown Clean Energy Task Force
- Milford Energy Advisory Board
- Portland Clean Energy Task Force
- Safe Streets / Complete Street New Haven
CONNECTICUT TRANSPORTATION AND CLIMATE INITIATIVE
June 25, 2020

Lauren Bailey, Director of Climate Policy
Tri-State Transportation Campaign

Learn more here – CT Transportation and Climate Coalition and Web Meeting Series
TRANSPORTATION POLLUTION IS GREATER THAN POWER PLANTS
TRANSPORTATION NEEDS INVESTMENT

- Deteriorating Infrastructure
- Resiliency Needs
- Coronavirus Response
- Employment and Economic Boost
WHAT IS TCI?

GOAL: reduce carbon emissions and air pollution and promote clean transportation systems

- Accelerate zero emission vehicles and infrastructure
- Promote walking, biking, public transit, and other solutions (rural → urban)
- Modernize transportation & use new technologies
WHY INVEST IN CLEAN TRANSPORTATION?

Analysis by the Georgetown Climate Center found that investing $3 billion annually in the Northeast states to reduce vehicle emissions would:

• Create more than 100,000 new jobs in the region
• Put more than $13.4 billion into families’ pockets in 2030 alone
• Save between 385 million to 1.36 billion hours, spending less time in traffic in the region in 2030
• Save thousands of lives by reducing local air pollution.
REGIONAL CAP ON CO$_2$ EMISSIONS FROM THE TRANSPORTATION SECTOR

- **Sources** → Gasoline and diesel fuel

- **States decide how aggressively to reduce CO$_2$ emissions** → 25% to 45% reduction over 10 years

- **Regional cap, agreed upon by participating states, is applied by each state, declining each year over 10 years toward the agreed upon target**
ALLOWANCES & AUCTIONS

• States create allowances
• 1 allowance = 1 ton of CO$_2$
• Compliance entities must submit 1 allowance for each ton of CO$_2$
• Allowances distributed through auctions
• Allowance auctions generate proceeds for states to invest
## TIMELINE: TCI IN 2020 AND BEYOND

<table>
<thead>
<tr>
<th>Phase</th>
<th>Timing</th>
<th>Activities (by the TCI States)</th>
</tr>
</thead>
</table>
| Phase 5   | 2020 (now)| • Portal comments deadline  
• Review and incorporation of comments  
• Technical policy development |
| Phase 6   | 2020-2021| • Memorandum of Understanding (MOU) between states  
• Model rule released  
• TCI states begin formally adopting the policy into their state laws |
| Phase 7   | 2021-2022| • Once a critical mass of states have adopted the policy, implementation begins  
• Allowance proceeds are invested in clean and modern transportation solutions |
INVESTING TCI PROCEEDS

- Proceeds invested to achieve state goals
- Specific investments determined individually by states
- Priority encouraged to environmental justice areas
- **CT’s Transportation Future Survey** – Investments in improving and expanding transit were in the top three for public support
back on board

Nick Sifuentes
Executive Director
Tri-State Transportation Campaign

a guide to safe(r) transit in the era of COVID-19
WHO’S ON TRANSIT?

36% of transit users are essential workers

Transit app survey:
• 70% women.
• 35% healthcare workers
• 20% food service employees

Bus ridership in NYC is now at nearly 50% of pre-COVID levels.
WHAT DO RIDERS NEED TO FEEL SAFE?

- Increased cleaning: 40% (Non-active riders 35%, Active riders 25%)
- Require mask: 30% (Non-active riders 25%, Active riders 20%)
- Reduce maximum passenger capacity: 30% (Non-active riders 25%, Active riders 20%)
- Social distancing: 15% (Non-active riders 10%, Active riders 25%)
- More buses/trains: 20% (Non-active riders 15%, Active riders 10%)
MASKS, VENTILATION AND SOURCE CONTROL
EVERYONE HAS A ROLE TO PLAY

<table>
<thead>
<tr>
<th>TRANSIT AGENCIES</th>
<th>RIDERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Deploy a combination of interventions to promote a safer environment for riders and workers alike.</td>
<td>• Wear face masks.</td>
</tr>
<tr>
<td>• Mandate mask usage.</td>
<td>• Stay six feet apart from others where possible.</td>
</tr>
<tr>
<td>• Address crowding on transit.</td>
<td>• Plan to travel on non-peak hours.</td>
</tr>
</tbody>
</table>
# EVERYONE HAS A ROLE TO PLAY

<table>
<thead>
<tr>
<th>ELECTED OFFICIALS</th>
<th>BUSINESSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Support agencies with necessary funding to ensure high levels of service and the ability to undertake sometimes-costly interventions to limit the spread of coronavirus.</td>
<td>• Provide both critical public health information and PPE to their workforces</td>
</tr>
<tr>
<td>• Communicators and examples of good (or bad) practices</td>
<td>• Allow for flexible work schedules</td>
</tr>
</tbody>
</table>
RECOMMENDATIONS FOR TRANSIT AGENCIES

IMMEDIATE

- Require and provide masks to enter any public transit service.
- Establish a Decision Support System and playbook of recommended operations options for various crowding and service scenarios.
- Increase cleaning frequency in high-traffic areas, especially high-touch surfaces.
- Install spacing indicators on the floors of platforms, trains, and buses for physical distancing.
- Train and continually update all transit staff on disease transmission and protocols to reduce its spread.
- Use all communication channels to urge compliance with agency and city COVID guidelines.
- Improve communication with riders with accessible wayfinding, transit ambassadors, and clear service alternatives.
- Supply PPE for all transit staff and contract staff; improve ventilation where possible.
- Provide safe, clean restroom facilities for workers throughout the system.

- Ensure contractors and vendors provide PPE, testing, and healthcare to their workers.
- Open windows on buses and train cars where feasible to improve airflow.
- Install hand sanitation stations at bus stops, subway entries, and platforms.
- Create opportunities for two-way communications so riders can report non-compliant conditions.
- Create virtual forums soliciting input from riders regarding their transportation needs.
- Increase bus service on routes along train lines to reduce crowding. Increase bus frequencies on high-demand routes. Utilize TSP to improve bus speeds.
- Coordinate with DOT to deploy emergency bus lanes in key corridors to increase service and reduce crowding.
- Explore far-UVC sanitization for stations, trains, buses, and air ventilation systems.
- Utilize electrostatic sprayers for rapid surface cleaning.
- Aggregate and make public station and train crowding data in real time using proprietary and third-party data.

MEDIUM

- Develop a smart messaging system for real-time crowding and service alternatives alerts.
- Work with Departments of Health to monitor surface and air samples for viral load in stations, trains, and buses.
- Implement turnstile passenger count tracking to monitor physical distancing in stations.
- Reduce touchpoints at vending and other machines by installing virtual, voice, and camera-activated technologies; disinfect remaining touchpoints between customers.
- Log and display most recent train, bus, and platform cleaning time and date.

- Test the use of increasing heat to 133 degrees in train cars and buses regularly to sanitize and reduce the viral load.
- Partner with micromobility providers to offer alternative transportation options.
- Collaborate with partner systems to share best practices.
- Explore installation of thermal and video camera technology for automated temperature checks and mask compliance.
- Review and modify off-peak and peak fares and schedules to create incentives for off-peak travel.

FUTURE-PROOFING

- Speed up deployment of app-based fare collection to reduce touchpoints.
- Deploy UWB with CBTC to permit high service frequency and better coordination between service and track work.
- Fast-track CBTC construction to reduce headways and passenger volume.
- Install antimicrobial surfaces on high-touch surfaces in stations and rolling stock.
- Install cashless payments at all bus doors and impermeable barriers for drivers.

- Deploy apps products, fare capping, and other incentives to encourage rider use of contactless fare media.
- Leverage app-based turnstile technology for passenger counts and emergency lockouts when platform capacity is exceeded.
- Improve air quality by upgrading ventilation systems in vehicles and indoor spaces.
- Include anti-microbial ventilation systems in all future procurements for rolling stock and station improvements.
- Deploy Automated Train Control to increase worker safety.
<table>
<thead>
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<th>BUSINESS</th>
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</thead>
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<tr>
<td>Wear a mask at all times while on transit, talk quietly to avoid spread by vocalization, and keep six feet between you and other riders when possible.</td>
<td>Allocate emergency funding to transportation authorities to allow for continued public transit operations and COVID-19 response.</td>
<td>Supply PPE to any employees that must return to the workplace or work in a public-facing capacity. Encourage hand-washing immediately upon arrival.</td>
</tr>
<tr>
<td>Sanitize your hands before and after using public transit. When you arrive at your destination, wash your hands with soap and water.</td>
<td>Communicate with residents and riders new transit rules via TV, radio, and social media.</td>
<td>Screen employees for symptoms and exposure. Have a plan for when an employee tests positive, including disallowing use of public transit for exposed employees.</td>
</tr>
<tr>
<td>Do not ride transit if you have symptoms of or have been exposed to COVID-19.</td>
<td>Ensure culturally competent communications and include translations in locally spoken languages.</td>
<td>Provide information to employees on how to safely commute, travel to work, and maintain a safe working environment.</td>
</tr>
<tr>
<td>Plan more time for your commute to reduce the need to enter crowded trains or buses, or utilize an alternate form of transportation.</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Limit single occupancy vehicle traffic within city limits to allow for efficient bus and bicycle mobility.</td>
<td>Implement paid sick leave and time off for all employees to prevent commuting while sick.</td>
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<td></td>
<td>Implement incentives for carpooling and raise tolls on solo drivers to reduce congestion.</td>
<td>Issue an on-site employee reduction plan to allow for flexible schedules, telework, and staggered work hours.</td>
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# CASE STUDIES

## LONDON

- London Underground ridership plummeted 95%, bus ridership down 85%
- All buses are free and implemented rear-door boarding
- Running services at 10% of normal capacity for social distancing
- Encourage use of face masks for riders
- Closed streets and added bike lanes
- Increasing congestion pricing fee and hours to discourage traffic

## SINGAPORE

- Successful response to COVID due to experience with SARS in 2003
- Ridership fell 84%
- Strict social distancing measures
- Regular cleaning and disinfecting of trains and stations
- Increased external communications to inform riders of new rules and public health info
# CASE STUDIES

## VIENNA
- Transit ridership dropped 80%
- Transit vehicles disinfected frequently
- Face masks are required for all passengers
- Rear-door boarding on all buses
- Social distancing is encouraged
- No COVID-19 infections have been traced back to public transit

## TOKYO
- Mask-wearing is already standard part of culture
- Social distancing encouraged
- Riders are quiet on transit, reducing spread of COVID-19
- Significantly low infection rate despite implementing no sweeping lockdown orders

## PARIS
- All public transit riders must wear a face mask
- Face masks are distributed to riders on the system
- Passenger capacity was limited for social distancing
- Added 30 miles of bike lanes and closed 30 streets to pedestrians
- No COVID-19 infections have been traced back to public transit
Alana Dave, International Transport Workers’ Federation, Urban Transport Director

URBAN TRANSPORT WORKERS
KEY TO COVID-19 RESPONSE AND RECOVERY

#OURPUBLICTRANSPORT
KEEP PUBLIC TRANSPORT WORKERS SAFE FROM COVID-19

#WEAREITF #OURPUBLICTRANSPORT

1. Adequate and appropriate personal protective equipment
2. Working conditions that minimise transmission and facilitate social distancing
3. Access to health measures that protect the vulnerable and sick
4. Recognition of the key role of public transport workers
5. Regular information and reporting on workplace risks and workforce health
6. Trade union rights

Public transport workers must be adequately protected to enable them to carry out their critical work. No worker should have to take excessive risk or die on the job. These demands must apply to public transport workers regardless of their job, employment status, gender, ethnicity and race or migration status.
ITF/UITP/UIC/UCLG CALL FOR CONTINUITY OF PUBLIC TRANSPORT SERVICES AND SAFETY FOR WORKERS DURING COVID-19 CRISIS

#OURPUBLICTRANSPORT
Works to ensure that our public dollars are creating public benefit by way of high-quality employment, investments in training and access to training and jobs for historically under-represented workers.

- Coalition Building
- Policy Campaigns
- Corporate Campaigns
Safety, Climate, and Transit Intersect

**ECONOMIC HEALTH**
- Role of Federal Gov and States to protect public transit
- Just recovery and stimulus that builds towards systemic benefits
- Centering workers’ recovery, US Employment Plan, job disclosures, sunshine

**ENVIRONMENTAL HEALTH**
- EV bus adoption breaks the fossil fuel market share of transportation sector
- Focus resources on new technology pilots, infrastructure
- Added health benefits especially in environmental justice communities

**SAFETY REIMAGINED**
- Better service, frequent, fast, with infrastructure investments
- Centering needs of riders, drivers and rail operators
- Fare Free Transit
- Divesting from police, investing in community serving positions, resources
Jobs to Move America Resources

• Stimulus and Recovery: *Good jobs can break the crisis-recovery cycle*
• Transparency: *Recovery from COVID-19? Not without real public oversight*
• Infrastructure Investment: *For real recovery, let’s rethink infrastructure spending*
• U.S. Employment Plan *Tool Kit*
Monica Tibbits-Nutt, MBTA Board Member and the Executive Director of 128 Business Council
128 Business Council

- SAFE SHUTTLE
- SAFE TRANSIT
- SAFE SITE

Protocols

Monica G. Tibbits-Nutt, AICP, LEED AP BD+C
Executive Director, Research & Education
COVID-19

THE MISSION

In mid-March 2020, we were forced to temporarily suspend services as a result of the evolving SARS-CoV-2/COVID-19 crisis. This was the first time we had suspended services beyond the length of a snow day in the entirety of our 33 year history.

We quickly recognized that this was going to be a long-term challenge and thus set out to build an interdisciplinary team to create an entirely new operational model.

This team includes transportation operations specialists, finance and policy specialists, and researchers—including an epidemiology & public health consultant specializing in the coronavirus.

We intentionally included human and research resources from the world of hospital safety because we wanted to be driven by what would be necessary for mitigating large-scale public health risk, not by preexisting transportation industry standards.

The team has reconsidered all aspects of our service from the ground up. Our new protocols include new cleaning procedures, physical alterations to the shuttles, new seating layouts, new personnel roles, and completely new waiting and boarding procedures—all designed to minimize exposure risk and provide multiple layers of protection for our riders, drivers, and staff.

Taken together, these new protocols amount to an entirely new shuttle service. Many will also become part of our permanent operations and thus represent significant service upgrades, even beyond the current crisis.
CLEANING PROTOCOLS

Multiple Layers of Cleaning

Our shuttles will undergo multiple layers of disinfection and cleaning. All frequently-touched and shared surfaces (e.g. handrails and seats) will be cleaned between each and every trip.

Every day each shuttle will also undergo two rounds of complete interior disinfection and cleaning. (More on these two rounds below.) And then, all of the shuttles will receive a final deep cleaning each weekend, especially focused on fighting the build-up of moisture and residue from all of those daily cleanings.

Additionally, if a single vehicle is to be used by different drivers on the same day, the cockpit area will be carefully disinfected between those drivers’ shifts.

The speed and effectiveness of these multiple layers of disinfection and cleaning are partially dependent upon the physical structure of the vehicles themselves. Wherever it was necessary to add anything to the interior space, rigid and/or non-porous surfaces have been selected. The fact that our fleet was already fabric-free is also extremely helpful in this regard.

CDC-Approved Cleaning Products

All wet cleaning products in use on 128 Business Council shuttles between trips and at the end of the day must be approved by the Center for Disease Control (CDC) specifically for use against SARS-CoV-2/COVID-19. A list of CDC-approved products can be found here. The complete list can be downloaded as a spreadsheet, allowing you to sort by contact time, manufacturer, etc.
Sufficient contact time plus physical scrubbing or wiping constitute proper cleaning procedure.
ON THE SHUTTLE

Driver Temperature & Health Screening

Each and every day, all drivers will undergo a temperature and wellness screening before boarding the shuttle for their shift. No drivers will board any 128 Business Council vehicle if they are experiencing symptoms identified with COVID-19 by the CDC, nor if they are experiencing symptoms included in the CDC’s list of symptoms for reportable illness more in general.

Why take the drivers’ temperatures? The presence of a temperature above 100.4° F suggests the presence of an infection, and therefore anyone with a temperature at or above this level should be isolated from other drivers, employees, and the public.

However, taking drivers' temperatures alone does not eliminate the need for other protective measures. Given that many people with COVID-19 and other infectious diseases remain asymptomatic, or are contagious for several days before becoming symptomatic, the absence of an elevated temperature does not certify health. Taking drivers' temperatures is just one layer in a multi-layered approach to preventing the spread of disease.

Driver Personal Protective Equipment & Rigid Driver Partitions

All drivers are required to wear masks and gloves throughout their shift.

However, just providing masks and gloves is not enough: PPE requires training. 128 Business Council is providing training to all drivers and staff on how to safely put on, wear, remove, clean, and dispose of their PPE. There is more discussion below in the Rider Protocols section regarding proper mask use and hygiene.
All of our drivers have received training for and quick reference guides to safe PPE use.

Driver personal protective equipment plus a physical barrier provide multiple layers of protection.
Seating layout for a non-ADA vehicle.

Seating layout for ADA vehicle.
AT ALEWIFE STATION

Staffing levels and protocols have been customized to the spatial layout, traffic, and number of 128BC shuttles traveling through each station. Alewife Station presents the largest-scale challenge and therefore requires the most complex protocols. Riders boarding a shuttle at Newton Highlands and Waltham Center will follow similar protocols without the need for a separate Shuttle Attendant.

The Shuttle Attendant

Controlling human movement is just as important as are cleaning procedures and protective gear.

In order to ensure carefully choreographed waiting and boarding procedures, riders traveling via Alewife Station will find a new Shuttle Attendant onsite throughout the morning commute. The Shuttle Attendant’s primary function will be to oversee human movement from outside the shuttle, as well as maintaining the careful layout of the waiting area. Members of the 128 Business Council team will be personally staffing this critical role.

Upon arriving at the Alewife waiting area, each rider will check in with the Shuttle Attendant (from a safe distance). Based upon the destination information collected from each rider at check-in, the Shuttle Attendant will build trip-specific seating assignments for each departure and then direct riders to board the shuttle in the order of these assignments, minimizing even passing contact between riders. More information about the procedure for assigning seats is provided below under Rider Protocols.

Like the shuttle drivers, the Shuttle Attendant will undergo a temperature and wellness screening before heading to Alewife Station.
Three-dimensional view of the primary waiting area. Station Attendant shown in green. Riders shown in blue.
BOARDING PATTERNS

We are asking our riders to follow carefully-designed boarding and exiting patterns in order to maximize the amount of space between riders and minimize the need for riders to pass one another, even momentarily, in close quarters.

1. Riders are asked to allow for more than 6 feet of space between themselves and the rider in front of them when getting on and off the shuttle.
There are at least three things wrong with this picture. Can you name them all?
There are only three riders on this trip, so the Shuttle Attendant or Driver maximized the space by seating the riders in Seats #1, #4, and #7.
RIDER PROTOCOLS

Rider Protocols have been customized to the spatial layout, traffic, and number of 128BC shuttles traveling through each station, as well as the number of stops that a particular route requires. You can view a complete list of protocols specific to each route on that route’s schedule page:

- Alewife Route A-North
- Alewife Route A-South
- Alewife Route B
- Alewife Route C
- Alewife Route D
- Vox on Two
- REV Bus – Hartwell Area
- REV Bus – Lexington Ctr
- Waltham Route B
- Needham

There are a number of basic Rider Protocols shared across all routes. These include asking riders to board and exit the vehicle according to the boarding patterns described above, as well as the following:

1. 128 Business Council cannot offer a seat to anyone clearly displaying COVID-19 symptoms, including repeated coughing, difficulty breathing, blue lips or face, repeated shaking, or vomiting.

You can find a complete list of symptoms associated with COVID-19 here.

2. All riders must wear a mask in order to protect those around them, including our drivers and other shuttle riders.
Your mask should fit snugly over the bridge of your nose and extend down under your chin, covering your mouth and nose completely.

Common mask mistakes include wearing your mask below your nose, hanging your mask around your neck, and wearing your mask too loosely.
Eating or drinking would compromise your mask.
NEED MORE HELP?

Help for Transportation Organizations

Contact 128 Business Council to learn more about the ways in which we can assist your organization in restarting transportation operations.

We are passionate about contributing to the safety and viability of public and shared transportation in this unprecedented landscape. Because we know first hand that organizations across the transportation industry are in critical need of ideas and accurate information at this time, we invested financial and human resources beyond the point of addressing our specific needs and questions.

We would be happy to share our research, talk through your specific organization’s circumstances and how our work might be applied to those circumstances, and even help you customize our assets to your specific organization. Reach out directly to our team to discuss new protocols that can enhance the safety of your transportation services for both your riders and employees.

Help for Office Sites

Much of the research and work that we have conducted regarding safe shuttle protocols would continue to be applicable once riders disembark from our vehicles and enter your worksite.

- Should we be taking employees’ temperatures?
- How can we encourage adequate physical distancing?
- Are TNCs safe to use for off-hours transportation during
- What do we do about bathrooms?
- What about ventilation and HVAC?
- Can we split the difference between working in-office and
COVID-19 Response

Josh Rickman
Assistant General Manager of Planning and Marketing
CTtransit Policy and Service Responses to COVID-19

• Implemented Rear door boarding
• Suspended Fare Enforcement
• Implemented vigorous daily disinfection program for all buses
• Placement of onboard signage and CTfastrak social distancing signage
  • Wear Mask signage
  • Essential Trip signage
  • Signage to stay six feet away from bus operators
• Made 2-week paid pandemic leave available to all employees
• Installation of portable bathrooms in Hartford, New Haven and Stamford
• Increased cleaning of all CTtransit bus facilities
• Implemented rapid testing program in concert with CTDOT
• Issued Personal Protective Equipment (PPE) to all staff
• Creation of work plan if operator level was impacted by COVID-19
• Reduced Express Service in Hartford region
CTtransit Ridership During COVID-19

March
• Ridership fell by 21%

April
• Ridership decreased by 55%

May
• Ridership decreased by 47% (through the 15th)

June
• Ridership decreased by 37%

CTtransit Ridership Comparison During COVID-19

<table>
<thead>
<tr>
<th>Month</th>
<th>2019</th>
<th>2020</th>
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<tbody>
<tr>
<td>March</td>
<td>2,150,090</td>
<td>1,694,141</td>
</tr>
<tr>
<td>April</td>
<td>2,227,008</td>
<td>998,042</td>
</tr>
<tr>
<td>May</td>
<td>2,103,886</td>
<td>1,114,486</td>
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<tr>
<td>June (1-15)</td>
<td>1,002,944</td>
<td>618,927</td>
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</tbody>
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CTtransit Implemented Responses to COVID-19

**IMMEDIATE**

**TRANSIT AGENCIES**

- Require masks to enter any public transit service.
- Increase cleaning frequency in high-traffic areas, especially high-touch surfaces.
- Install spacing indicators on the floors of platforms, trains, and buses for physical distancing.
- Train and continually update all transit staff on disease transmission and protocols to reduce its spread.
- Use all communication channels to urge compliance with agency and city COVID guidelines.
- Supply PPE for all transit staff and contract staff; improve ventilation where possible.
- Provide safe, clean restroom facilities for workers throughout the system.

- Ensure contractors and vendors provide PPE, testing, and healthcare to their workers.
- Open windows on buses and train cars where feasible to improve airflow.
- Create opportunities for two-way communications so riders can report non-compliant conditions.
- Explore far-UVC sanitization for stations, trains, buses, and air ventilation systems.
Future Efforts to COVID-19 Mitigation

TRANSIT AGENCIES

Immediate

- Establish a Decision Support System and playbook of recommended operations options for various crowding and service scenarios.

- Utilize electrostatic sprayers for rapid surface cleaning.
- Aggregate and make public station and train crowding data in real time using proprietary and third-party data.
A Growing Coalition in Connecticut
Supporting the Transportation and Climate Initiative

- Middletown Clean Energy Task Force
- Milford Energy Advisory Board
- Portland Clean Energy Task Force
- Safe Streets / Complete Street New Haven
Join the **Transportation and Climate Initiative Coalition** as a Company or Organization by emailing [tony_cherolis@ctprf.org](mailto:tony_cherolis@ctprf.org)