



CEO COVID-19 Report

August 28, 2020

Alex Clifford, CEO/General Manager

Additional COVID Prevention Measures Taken Since April

- Hand washing stations deployed to the Watsonville Transit Center, Scotts Valley Transit Center & Pacific Station (METRO Center)
- Hand sanitizer dispensers installed on all buses. Due to stock availability, there are 32 remaining ParaCruz vehicles needing dispensers but they are on backorder.
- Clear plastic sneeze barriers are in the process of being installed between rows on all buses. Over 50% of the fleet has been retrofitted as of 8/27/20.
- Updated all COVID-19 prevention flyers and bus car-cards
- Increased the self-imposed bus capacity limits to 25% of total bus capacity.
 - Note: Hwy 17 commuter buses remain at a maximum of eight passengers plus two wheelchairs due to a more restrictive Santa Clara County Health Order. As of today, Santa Clara County COVID cases remain at a higher per capita rate than Santa Cruz County.
- Bus operator driver's compartment clear plastic curtain installed on all buses – completed by June 15, 2020
- Resumption of fare collection on June 15, 2020

Additional COVID Prevention Measures Taken Since April

- Hired “Cleaners” that are stationed at all transit centers. They board all buses and quickly clean high-touch surfaces.
- On April 25th, METRO started enforcing the new County Health Agency Order that all customers waiting at a bus stop, boarding a bus, and riding the bus must wear face coverings at all times.
No mask – No ride
- METRO also monitors daily all COVID-19 prevention information produced by the CDC, California Health Agency, and the Santa Cruz County Health Agency along with all industrywide transit best practices
- In order to better serve our customers, METRO has installed customer service windows at Pacific Station and Watsonville Transit Center that can be accessed from outside the building. This allows METRO to assist customers with transit fares including cash transactions and bus information (WTC contract awarded and expected to open in mid-September).
- For ease of processing credit card transactions or to reload Cruz Cards, we have moved the two transit ticket vending machines from inside the facilities to the outside and they are available 24-hours a day.
- Deployed the new electrostatic disinfectant fogger for use nightly on our buses

Additional COVID Prevention Measures Taken Since April

- Hired an HVAC technician to review inside/outside air exchange rates in all METRO buildings and increase airflow where possible – Air exchange rate improved to about 50% of previous rate for most of METRO's buildings
- Upgraded HVAC air filters to MERV 13, where possible
- To date, employees have used 6,741 hours of Families First Act expanded paid FMLA leaves, through 8/19/20. Lost productivity roughly equivalent to 3.2 FTEs.
- Initiated work on two customer service kiosks, one each to be located at Watsonville Transit Center and Pacific Station. Provides a video phone call direct to customer service. Estimated completion date: September 4th.
- ParaCruz vehicles are also going to the transit centers in-between customers to have the interior high-touch surfaces disinfected
- Purchased tables and chairs for use by bus operators and other employees at the transit centers – Provides more opportunity for physical distancing when on breaks, and in some cases, the ability to take advantage of taking a break outside.

Additional COVID Prevention Measures Taken Since April

- Continue to offer some non-precedent temporary emergency pandemic telecommuting for qualifying employees
- Continue weekly management COVID meetings and weekly COVID meetings with the two Unions.
 - SEIU surveyed members for their safety requests that would make the workplace feel safer
- Face Shields issued to all bus operators for use when securing wheelchair passengers
- Virtual All-Hands COVID Townhall meeting for SMART members on August 25th
- Virtual All-Hands COVID Townhall meeting for SEIU members on August 26th

What METRO and Our Customers Are Doing/Requiring

Commitments	METRO	Customers
Government Guidance	We follow CDC, State, and Local guidance whenever possible	We follow Federal, State, Local, and METRO guidance
Protecting Each Other	We deep clean high-touch surfaces and disinfect our buses, ParaCruz vehicles, and facilities	We always wear a face covering properly when at a bus stop and when riding the bus. We never remove our face covering while riding the bus. We follow CDC guidance and wash our hands.
Informed Choices	We provide useful COVID-19 prevention information and resources to support safe travel	We adjust our travel time to the off-peak whenever possible to help reduce the number of people on the bus
Health First	Our employees use PPE; adjust the air flow within the bus to increase the exchange of outside air; deploy the protective clear curtain; provide hand sanitizer dispensers on the bus; and don't come to work sick	We don't ride sick; observe physical distancing from bus operators/drivers and others; don't sit in blocked seats; and don't talk when riding the bus

COVID Prevention Measures

Ticket Vending Machines Relocated to Exterior of the Transit Centers

Pacific Station



Watsonville Transit Center



COVID Prevention Measures

Watsonville Transit Center

New Customer Service Window
(Under Construction: Est. Completion mid-Sept)



Pacific Station (METRO Center)

New Customer Service Window



COVID Prevention Measures

Protecting Our Customers Plastic Sneeze Barriers



COVID Prevention Measures



**Disinfecting High-Touch Surfaces on Buses
Throughout the Day at Transit Centers**

Protecting Our Customers

Hand Washing Stations at Three Transit Centers



COVID Prevention Measures

Protecting Our Customers

Nightly Disinfecting of Buses Using an Electrostatic Fogger



Onboard Hand Sanitizer Dispensers



COVID Prevention Measures



6ft Social Distance
Per Santa Clara County Health Officer July 10, 2020 Order


6 pies de distancia social
Según la orden del Oficial de Salud del Condado de Santa Clara el 10 de julio, 2020


Unless traveling with immediate family, protect yourself and other riders by maintaining 6 feet of social distance, including while waiting in line.


A menos que viaje con su familia inmediata, protéjase y proteja a otros pasajeros manteniendo 6 pies de distancia social, incluso mientras espera en fila.




Let's Connect From a Distance






 Customer Service Call Center
Available Daily: **(831) 425-8600**.

 Visit us online at **scmttd.com**.

 Schedule-by-Stop
Receive real-time route information by texting the Location ID to **468-311**.

Text/Email Notifications
Subscribers receive route alerts. Details at scmttd.com/connect.

  Follow us!



Face Covering Mandatory!



Your face covering prevents airborne droplets from infecting others.

- Always fully cover your nose and mouth.
- Do not pull your face covering below your nose or mouth.
- Make sure that ear loops are properly adjusted behind your ears.
- Discard or sanitize/wash face coverings after use.



PHYSICAL DISTANCE
DISTANCIA FÍSICA

Unless traveling with immediate family, protect yourself and other riders by maintaining as much physical distance as possible.

A menos que usted viaje con su familia inmediata, protéjase y proteja a otros pasajeros manteniendo la mayor distancia física posible.



* Signage also posted in Spanish

COVID Prevention Measures

**No Mask?
No Ride!**

**¿No mascarilla?
¡No viaje!**



- Wash your hands often with soap and water for at least 20 seconds.
- Cover your cough and sneeze.
- Stay home when sick.
- Use hand sanitizer with at least 60% alcohol.
- For added safety, talking, singing, and yelling are discouraged on the bus.



**More information
at [cdc.gov](https://www.cdc.gov)**



** Signage also posted in Spanish*

COVID Prevention Measures

Thank you FTA for the 5,000 free face coverings that we distributed to METRO customer's AND the additional 5,500 face coverings the FTA provided METRO for our employees



COVID Prevention Measures

Protecting Our Bus Operators

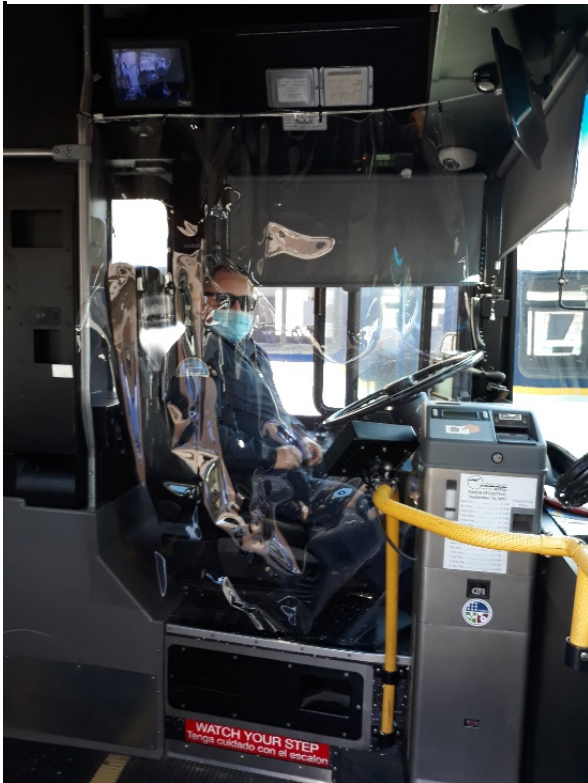
Physical Distancing: 8.5' from a wheelchair in the Securement Area and 12' from the first seated passenger. No ambulatory passengers or standees in the ADA Securement Area.



COVID Prevention Measures

Protecting Our Bus Operators

Clear Plastic Curtain



Gloves, Hand Sanitizer, Face Masks & Anti-Fogging Spray





COVID Prevention Measures



Protecting Our Employees

Clear Plastic Curtains for Cubicles



**Twenty-Three
3-Stage HEPA Air Purifiers
Distributed at Agency Facilities**



**Installed Taller Cubicle Walls at
Fleet Maintenance Building**



Administrative Areas at Various Facilities – Installation of Plexiglass Shields



COVID Prevention Measures

Protecting Our Employees

Customer Service



Fall Service – Looking Forward

- METRO is returning to pre-COVID levels of service countywide, with a few exceptions
- The biggest exceptions remain School Term and Highway 17 service. With UCSC and Cabrillo campuses moving the majority of classes online, School Term service has been suspended until further notice.
- Fall service changes will support enhanced essential travel, provide adequate physical distancing onboard, and sustain the gradual reopening of economic activity.
- When we surveyed customers this spring about the types of improvements needed to support ridership during the COVID-19 pandemic, the highest ranked response was to increase service.

Fall Service – Looking Forward

- Highway 17 service will operate with modified weekday and weekend schedules - greater than the Summer schedule but still at reduced levels from a normal Fall schedule
- METRO will make the most of a slightly larger than normal cohort of standby (X-Board) operators to respond to changes in ridership and adjust service as needed to reduce pass-ups
- New service initiatives include the ability to purchase passes with your mobile phone – Target soft launch Sept. 3rd
- Cabrillo College notified METRO of available funding to restart the Student Pass - Restarted August 24th

Welcoming Back our Customers
METRO is a Safe Place to Be
(Bus Ads)

Deliberately
DISINFECTING



SERIOUSLY
SANITIZING



SERIOUS ABOUT
SAFETY



Bus Capacity Limits: Real Data

As of **August 25, 2020**, COVID cases in Santa Cruz County and adjacent counties were:

Santa Cruz County

1,708 cases* - County Population: 273,213

= 6.25/1000

Off the State's Watch List on 8/17/20

Santa Cruz County was on the County Data Monitoring Watch List (CDM) for approx. 3 weeks

Santa Clara County

16,199 cases* - County Population: 1,927,852

= 8.40/1000

The County has been on the CDM Watch List since 7/12/20**

Monterey County

7,333 cases* - County Population: 434,061

= 16.89/1000

The County has been on the CDM Watch List since 7/02/20**

California State Resilience Roadmap***

STAGE 1: Safety and preparedness

STAGE 2: As of August 6, 2020 Lower-risk workplaces

STAGE 3: Higher-risk workplaces

STAGE 4: End of Stay Home Order

*Source: <https://data.ca.gov/dataset/covid-19-cases/resource/926fd08f-cc91-4828-af38-bd45de97f8c3>

**Source: <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/CountyMonitoringDataStep2.aspx>

***Source: <https://covid19.ca.gov/roadmap/>

Bus Capacity Limits:

What are other Transit Agencies Doing

N=76

>15
=41

	35'	40'
Mountain Line, Flagstaff, AZ	NO LIMITS	NO LIMITS
Tri-State Transit, West Virginia	NO LIMITS	NO LIMITS
Greater Dayton RTA, Dayton, OH	NO LIMITS	NO LIMITS
South Bend Public Transportation Corporation, South Bend, IN	NO LIMITS	NO LIMITS
Spokane Transit Authority, Spokane, WA	NO LIMITS	NO LIMITS
South Central Transit Authority, Lancaster, PA	NO LIMITS	NO LIMITS
City of Semi Valley, Semi Valley, CA	NO LIMITS	NO LIMITS
San Joaquin RTD, Stockton, CA	NO LIMITS	NO LIMITS
Southwest Ohio Regional Transit Authority, Cincinnati, OH	NO LIMITS	NO LIMITS
Turlock Transit, Turlock, CA	NO LIMITS	NO LIMITS
North County Transit District (NCTD), Oceanside, CA	NO LIMITS	NO LIMITS
San Luis Obispo Regional Transit Authority, San Luis Obispo, CA	NO LIMITS	NO LIMITS
Champaign-Urbana Mass Transit District (MTD), Urbana, IL	NO LIMITS	NO LIMITS
HART - Tampa, FL	NO LIMITS	NO LIMITS
New Jersey Transit, Newark, NJ	NO LIMITS	NO LIMITS
Missoula Urban Transportation District, Missoula, MT		75%
Lextran, Lexington, KY		40
The Comet, Columbia, SC	32	39
METRO RTA, Akron, OH		20-25
Niagara Frontier Transportation Authority, Buffalo, NY		20-24
Oahu Transit Services, Honolulu, HI		20-28
Victor Valley Transit Agency, Victorville, CA		20
Culver City Transit, Culver City, CA		20
Lane Transit (LTD), Eugene, OR		20
OmniTrans, San Bernardino, CA		20
San Francisco MTA, San Francisco, CA		20
Culver City CityBus, Culver City, CA		20
Montebello Bus Lines, Montebello, CA		20
Lee County Transit, Ft. Meyers, FL	16	19
Greater Bridgeport Transit, Bridgeport, CT		18-20
Torrance Transit, Torrance, CA		18
Transit Authority of Northern Kentucky, Ft. Wright, KY		18
Antelope Valley Transit Authority (AVTA), Lancaster, CA		17
VIA Metropolitan Transit, San Antonio, TX		16
Go Durham, Durham, NC		16
AC Transit, Oakland, CA		16
The Ride, Ann Arbor, MI		15-20
Oregon Health Agency (OHA) Transit Specific Guidance May 15, 2020		50%
TriMet, Portland OR		50%
Rockford Mass Transit District, Rockford, IL		50%
SRTA, Atlanta GA		50%

	35'	40'
Santa Cruz METRO - Effective July 3, 2020		
City of Greenville, SC	10	15
Roaring Fork Transportation Authority (RFTA), Aspen, CO	15	15
RTD, Denver, Colorado		15
Pittsburgh Port Authority, Pittsburgh, PA		15
Beach Cities Transiti, Redondo Beach, CA		15
City of Santa Clarita Transit, Santa Clarita, CA		15
Foothill Transit, West Covina, CA		15
Gtrans, Gardena, CA		15
OCTA, Orange, CA		15
LADOT, Los Angeles, CA		15
Long Beach Transit, Long Beach, CA		15
Santa Barbara MTD, Santa Barbara, CA	10-12	15 - 20
CATA, State College, PA		15
GETBus, Bakersfield, CA		15
City of Fayetteville, NC	15	-
MYRTS, Rochester, NY		15
Pierce Transit, Lakewood, WA		15

15=
18

Gold Coast Transit, Oxnard, CA	10	14
EMBARK, Oklahoma City, OK	10	12
Pinellas Suncoast Transit Authority, St. Petersburg FL	12	12
Rock Region METRO, Little Rock AR	10	12
Link Transit, Wenatchee, WA	10	12
Monterey-Salinas Transit (MST), Monterey, CA		10 - 15
Riverside Transit Agency, Riverside, CA		10
CCCTA, Contra Costa, CA (And Bay Area Operators)		10
Phoenix Public Transit, Phoenix, AZ		10
Macon-Bibb County Transit Authority, Macon, GA		10
WRTA, Worcester, MA	10	-
Golden Gate Transit, SF, CA		9
Kitsap Transit, Bremerton, WA	7	9
Santa Clara VTA, San Jose, CA		8 - 15
Island Transit, Coupeville, WA		8
Park City Transit, Park City Utah	6	8
San Mateo County Transit District, San Carlos, CA		6


<15
=17

Bus Capacity Limits: Bay Area Blue Ribbon Transit Recovery Task Force

Riding Together: Bay Area Healthy Transit Plan



August 2020



- ③ 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:

- ③ Communicate to their customers the physical distancing minimum standards for safely riding public transportation.
- ③ Manage capacity, as possible, to provide spacing to achieve the 3-foot physical distancing minimum requirement.
- ③ 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.

Riding Together: Bay Area Healthy Transit Plan

Questions

