



AMERICAN  
PUBLIC  
TRANSPORTATION  
ASSOCIATION

## FTA SSOA-RTA Workshop Session: *Building Confidence in Transit*

**Brian Alberts**  
**Director of Safety, APTA**

October 6, 2020

# Public Transportation and COVID-19

- Public transportation agencies continue to play a critical role during the COVID-19 pandemic response, as we navigate the road to recovery throughout the U.S.
- Tireless efforts to provide rail and bus service so that frontline employees can get to work, underscoring how essential it is to keep public transit running.



# APTA COVID-19 Initiatives - Advocacy

- **CARES Act** –  
Led effort for \$25 billion for public transit agencies; \$1 billion for Amtrak; employer tax relief initiatives; and \$350 billion in business loan programs
- **Economic Recovery Package** –  
Advocating for a \$178 billion multi-year reauthorization in the next COVID-19 aid package.
- **“The Economic Impact of Public Transportation”** –  
Showcasing a new APTA report that shows a 5 : 1 economic ROI from investing in transit.
- **FY 2021 Funding** –  
Pushing APTA’s priorities for the FY 2021 transportation appropriations bill.

# APTA COVID-19 Initiatives – Other Efforts

## REGULATORY RELIEF

- **Deadline Extensions –**  
APTA successfully requested temporary relief from existing regulations by **FTA, FRA & TSA**.
  - Including an extension from July 20 to Dec 31, 2020 for FTA's PTASP (Part 673) final rule

## OTHER RESOURCES

- **COVID-19 Resources Page** – Updated daily at <https://www.apta.com/public-transit-response-to-coronavirus/>
- **Road To Recovery Guide** – Strategies and tactical guidance to keep transit agencies safe developed by WSP USA, Inc. and the Johns Hopkins Bloomberg School of Public Health (April 2020; Updated August 2020)
- Whitepaper on **Developing a Pandemic Virus Service Restoration Checklist** (May 2020)
- Whitepaper on **Cleaning and Disinfecting Best Practices** (mid June 2020)

# APTA Cleaning and Disinfecting Vehicles and Facilities White Paper

## Cleaning and Disinfecting Vehicles/Facilities White Paper:

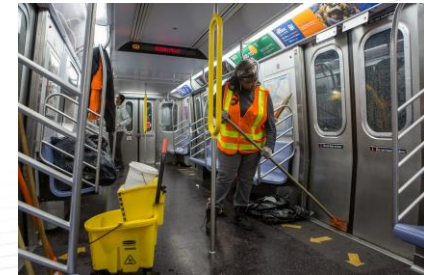
- Discusses current industry practices for cleaning and disinfecting transit vehicles and facilities in response to a pandemic virus.
- Focuses on the mitigation of contagious virus spread within public transportation systems through various maintenance, cleaning and disinfecting methods and products.
- Technology such as the use of UV Light to clean vehicles (NYC Transit) and UV Light in HVAC filters (SEPTA) is discussed in the White Paper



# Transit and COVID-19

**“This is going to be a marathon, not a sprint”**

- Separate critical staff as well as riders
- Frequent Communication to Staff, Operators and Customers
- Follow proper guidance from CDC and other national preeminent public health experts
- Promote Physical Distancing/Mitigate Crowding
- Information sharing with industry peers (APTA)



# Innovations & Technology Abound

## Antioch to SFO (Millbrae)

Passenger Load for Week of Monday, August 3 to Friday, August 7, 2020

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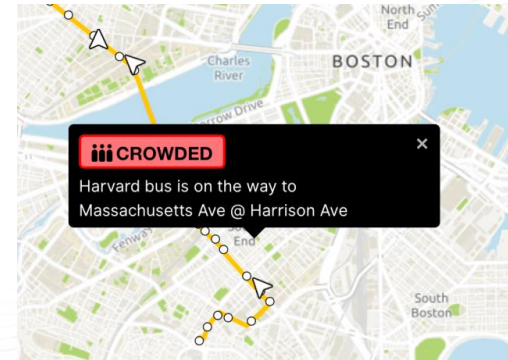
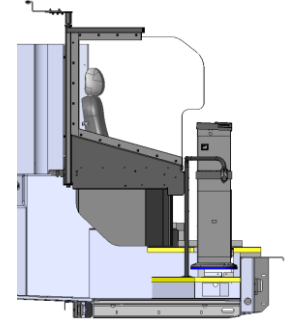
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# Innovations & Technology Abound

## Additional Technologies in Public Transportation, in response to COVID-19, include:

- Contactless Fare Payment Systems
- Use of data to communicate with passengers and information to show how crowded trains/buses are (i.e. BART, MBTA)
- UV Light and HVAC cleaning & filtration (SEPTA)
- Modeling
- Rear boarding on buses and Bus Shields to protect operators





# APTA Health and Safety Commitments Program



A product of the APTA Recovery and Restoration Task Force

# H&S Commitment Program Goals

- **Winning Back Rider's Confidence**
- **Keeping Riders and Employees Safe**

# Qualitative and Quantitative Research

# Qualitative and Quantitative Research

## COVID-19 Impact on Ridership

- Despite declining use, those riding recently (since COVID-19) have had **positive** experiences.
- A **majority** (52%) say their local transit systems are doing an *excellent / good job* to reduce the spread of COVID-19.

## Perceptions of Public Transportation + Its Alternatives

- **Safe and clean** are the most important attributes when choosing transportation options.
- Riders have **better perceptions of ridesharing and taxis than public transit** options.
- Among PT options: **Light rail** is perceived most positively.

# Qualitative and Quantitative Research

## Actions & Policies to Win Riders Back

An overwhelming majority (81%) say **cleaning and sanitizing** (81%) and a **safety seal** (87%) will increase their comfort in riding transit.

**Key actions to win riders back** include some combination of:

Requiring PPE for both riders and employees

Detailed and frequent cleaning

Ventilation / Capacity Limits / Frequent Onboard Reminders of Rules / Seal of approval

A majority agree that COVID-19 **safety is a cooperative effort** and having **more information empowers** them to make the best choices.

Overall, **safety messages** (i.e., posters, safety seal) **increase** riders' comfort (avg. +10 points).



# Commitments Program

# National Commitments, Local Action

- Follow public health **official guidelines** from official sources;
- **Protect each other** by cleaning and disinfecting transit vehicles & facilities;
- Require **face coverings** and other protections;
- Keep passengers updated to encourage **informed choices**;
- Put **health first** by requiring riders and employees to avoid public transit if they have been exposed to COVID-19 or feel ill.

# Health & Safety Commitments

Commitment	Examples of Actions Your Agency May Choose To Take
<b>Following Official Guidance</b>	<ul style="list-style-type: none"><li>• Following the latest guidance from the CDC or other federal agencies</li><li>• Following the latest guidance from your state, city or local health department</li><li>• Using APTA's collection of best practices, white papers or guidelines</li><li>• Working with an on-staff health expert</li></ul>
<b>Protecting Each Other</b>	<ul style="list-style-type: none"><li>• Handing out masks/face coverings onboard</li><li>• Installing hand sanitizer dispensers on vehicles or at stations/stops</li><li>• Cleaning and disinfecting x number of times a day</li><li>• Boarding through the rear door to enable physical distancing</li></ul>
<b>Informed Decisions</b>	<ul style="list-style-type: none"><li>• Updating your website daily with information about less crowded times to ride</li><li>• Launching an app with real-time information about how crowded vehicles are</li></ul>
<b>Health First</b>	<ul style="list-style-type: none"><li>• Daily health checks for employees (including temperature checks)</li><li>• An A/B system for employee shifts</li><li>• Asking passengers to not ride the system if they feel ill</li></ul>

# Key Messages

1. Our system is committed to keeping riders and employees safe.
2. It's a shared commitment between our agency and our riders.
3. Transit is essential to our community's recovery and success.

# Seal





# Toolkit Items

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

# Help from APTA

Online COVID-19 Resource Hub:

Largest collection of industry best practices, white papers, and other resources to help agencies meet the Commitments.

[www.apta.com/covid-19-resource-hub](http://www.apta.com/covid-19-resource-hub)



# APTA's Health & Safety Commitments Program

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

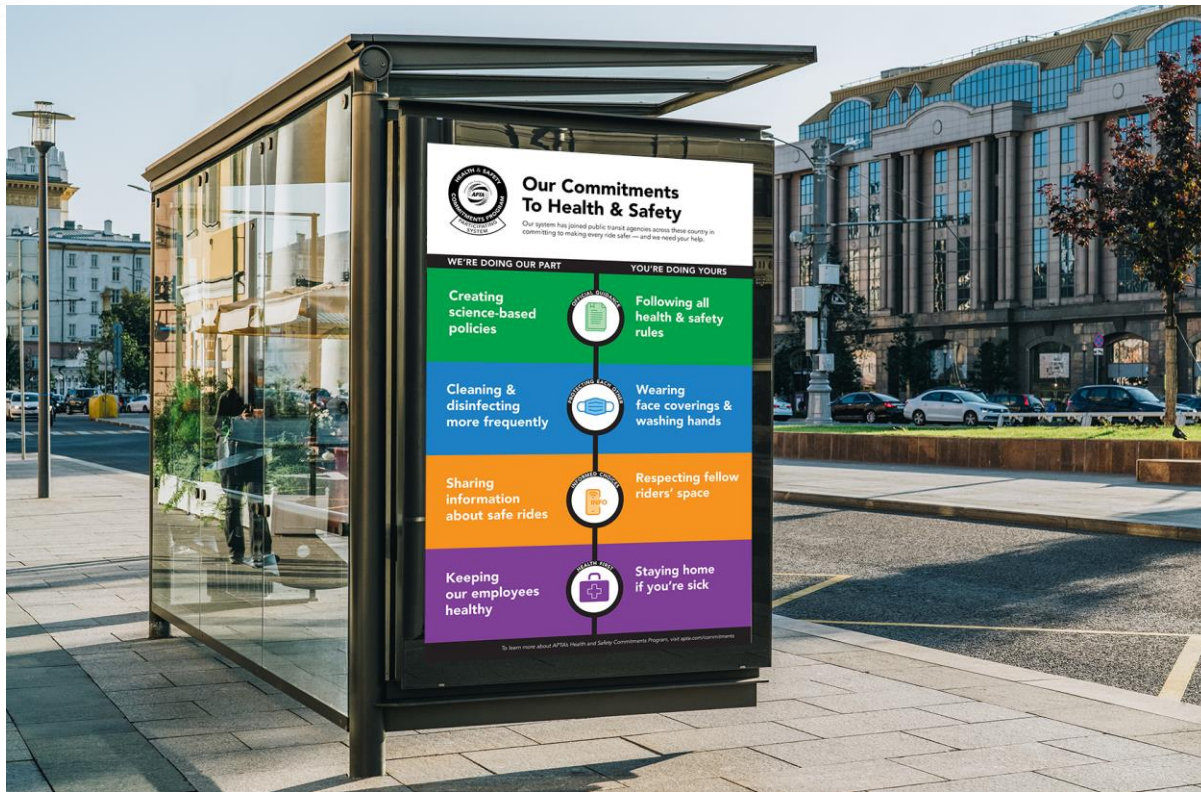
# H&S Commitments Program Chart

All participating agencies will receive a chart, which includes suggestions for how they can fulfill each commitment in the program.



OUR COMMITMENTS TO RIDERS	RIDERS COMMITMENTS TO ALL
<p><b>Agencies follow official guidance</b></p> <p>Our policies and practices follow the latest science-based guidance from public health experts and agencies.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>-CDC and/or federal, state and local health agencies</li> <li>-Transit agency health advisor</li> <li>-APTA's industry best practices</li> </ul>	<p><b>Riders follow official guidance</b></p> <p>Riders of diverse ages, needs, and abilities can feel safe and confident by following official guidance from public health experts and agencies.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>-Stay informed of latest news and warnings.</li> <li>-Read and follow transit agency rules and policies.</li> </ul>
<p><b>Cleaning &amp; Disinfecting</b></p> <p>Vehicles and stations will be cleaned, disinfected, and maintained daily using EPA-approved disinfectants and accepted industry practices.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>-Cleaning and disinfecting all vehicles and facilities daily, with added attention to high-contact surfaces</li> <li>-HVAC ventilation maintenance to ensure adequate fresh or recirculated air</li> <li>-Hand-sanitizer installed in stations and at stops where practical; sanitizing wipes installed on vehicles where possible</li> <li>-Contactless fare systems and fewer contact points</li> </ul>	<p><b>Face Coverings &amp; Clean Hands</b></p> <p>When entering a public transit station or vehicle, riders will wear face coverings and, where possible, use hand sanitizer / sanitizing wipes.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>-Face coverings must be worn (unless exempted for health condition or for children under age 2).</li> <li>-Hand sanitizer / sanitizing wipes are to be used as available.</li> <li>-Avoid contact with common surfaces; i.e. railings, handles, etc.</li> <li>-Practice good hygiene by covering coughs and sneezes.</li> </ul>
<p><b>Information &amp; Resources</b></p> <p>Timely information about high-density routes and vehicles, and changes in service will be shared with riders on a frequent and regular basis so they can make informed travel choices.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>-Frequent announcements and audio reminders on vehicles and at stations about safe practices, crowdedness, and service changes</li> <li>-Apps to provide latest info on crowdedness</li> <li>-Adjustments in service to reduce crowded vehicles, as feasible</li> </ul>	<p><b>Physical Distancing</b></p> <p>Riders will practice physical distancing to the degree practical. Riders and operators will avoid physical contact.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>-Choose a transit vehicle with fewer riders or at less busy times when possible.</li> <li>-Use fare apps to minimize use of cash where available.</li> <li>-Minimize talking aboard vehicles.</li> <li>-Practice physical distancing from operators and other riders.</li> </ul>
<p><b>Healthy Transit Employees</b></p> <p>All public transit personnel will use face coverings and/or other personal protective equipment, and take leave at the sign of illness or possible exposure to the coronavirus.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>-COVID testing for essential employees</li> <li>-Daily wellness / symptoms checks where possible</li> <li>-Training to keep employees and riders healthy</li> <li>-Mandatory face coverings and personal protection equipment</li> <li>-Use of physical barriers, boarding rules, and fare payments that help separate riders and operators</li> </ul>	<p><b>Healthy Riders</b></p> <p>Before using public transit, riders will assess their own health, including any risk of illness they may pose to others.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>-Avoid using transit if you are ill or may have been exposed to the coronavirus.</li> <li>-Use face coverings and hand sanitizer / sanitizing wipes.</li> <li>-Follow physical distancing guidance where possible.</li> <li>-Assist health officials with contact tracing when possible.</li> </ul>

# Marketing & Advertisements





# Marketing & Advertisements





# Marketing & Advertisements

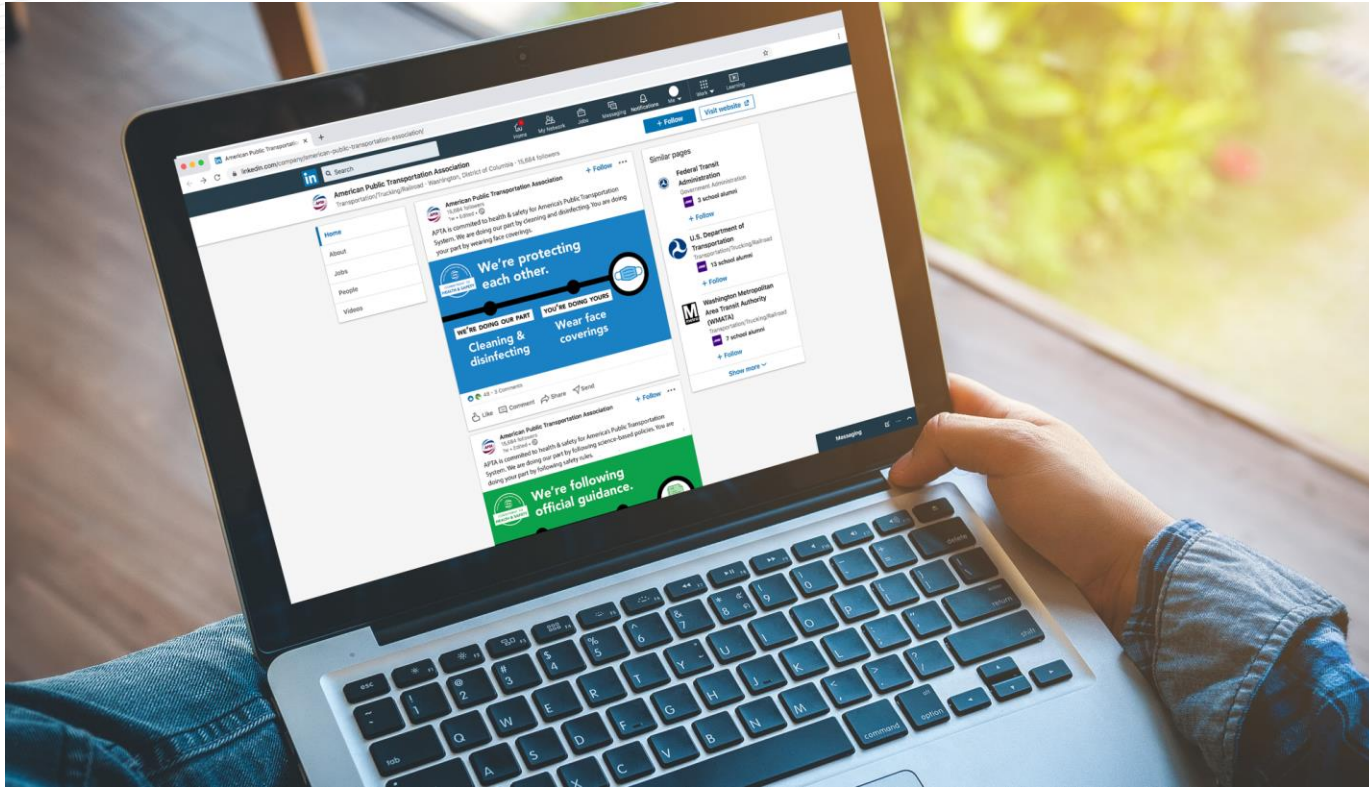


# Marketing & Advertisements

Ads also include a web address where riders can learn more about the program.

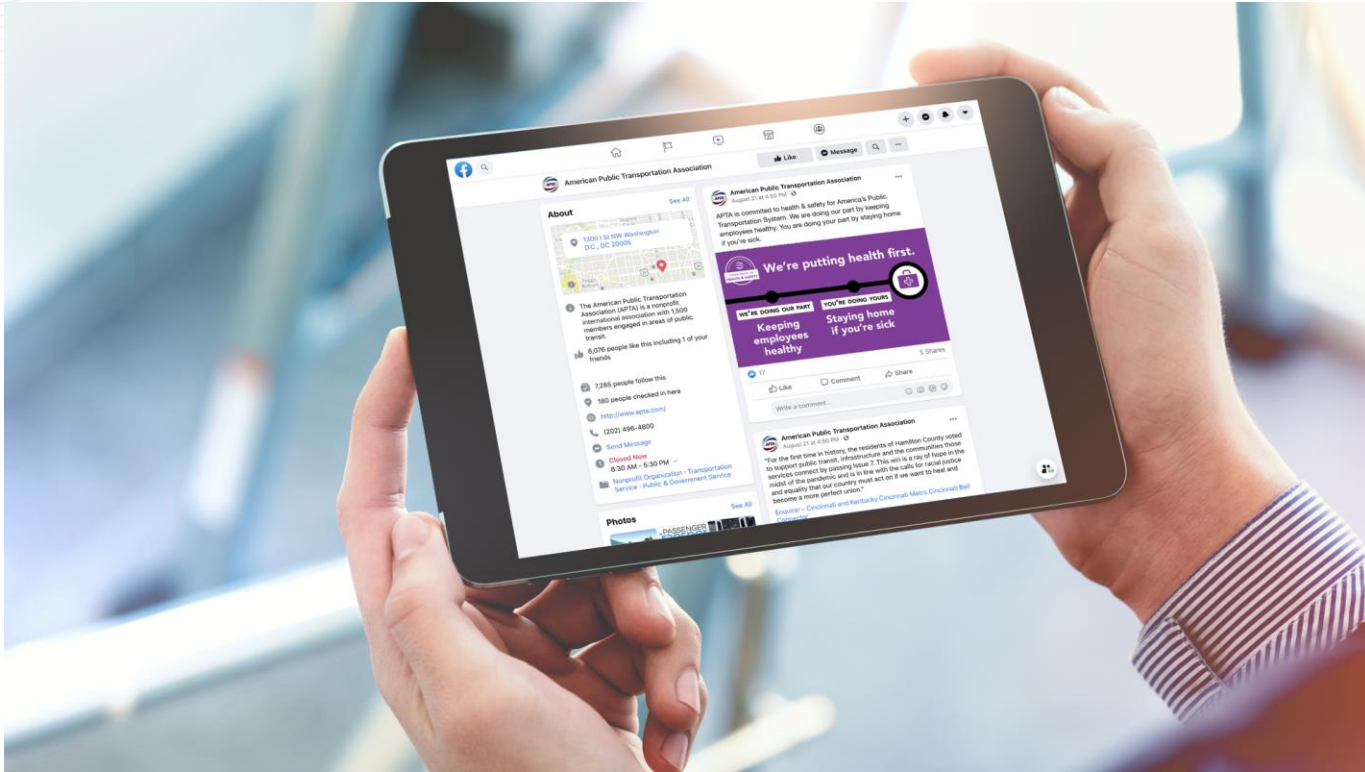


# Social Media





# Social Media



**We're all in this together.**



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# Questions?





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