FEDERAL TRANSIT ADMINISTRATION

COVID-19 Recovery Listening Session #6:

U.S. Department of Transportation (DOT), Federal Transit Administration (FTA) and U.S. Department of Housing and Urban Development (HUD), Office of Public and Indian Housing (PIH) Partnership for COVID-19 Recovery

U.S. DE

November 13, 2020 3:00 PM – 4:30 PM EST





U.S. Department of Transportation Federal Transit Administration



Henrika Buchanan

Federal Transit Administration Associate Administrator for Transit Safety and Oversight & Chief Safety Officer





K. Jane Williams Federal Transit Administration Deputy Administrator









Hunter Kurtz Department of Housing and Urban Development Assistant Secretary, Office of Public and Indian Housing,



The CARES Act – Supplemental Operating Funds

Public Housing Entities:

- Provides supplemental funding of \$685 million for Public Housing Operating Funds to prevent, prepare for, and respond to the COVID-19 public health emergency. Relevant expenses include:
 - Expenses to safely transport residents/staff who need medical attention
 - Costs of delivering supplies so that staff or residents can shelter in place, thereby reducing exposure to the greatest number of people
 - Direct costs related to limiting the spread of COVID-19, including travel costs for testing, or other preventative health measures related to COVID-19
 - Costs to facilitate and coordinate with local schools and local governments receiving funds from the Department of Education for the education for students in public housing households:
 - Internet connection infrastructure
 - Tablets or other low-cost computers for students



The CARES Act – Supplemental Tribal Funds

Tribes/Tribally Designated Housing Entities:

- Provides supplemental funding of \$300 million, for Tribes and Tribally Designated Housing Entities to prepare for and respond to the COVID-19 public health emergency. Relevant expenses include:
 - Providing essential housing services to shelter residents including childcare, education services, employment assistance, outpatient health services, legal services, mental health services, and transportation
 - Purchasing Telehealth equipment to allow assisted residents access to health care providers from home
 - Purchasing and distributing personal protective equipment (PPE) and cleaning supplies
 - Purchasing and distributing water, groceries, prescriptions, and other items for quarantined families, elders, veterans, at-risk populations, or disabled households



Tips for Public Housing Agencies (PHAs) and Tribes

- Encourage communities to determine which needs could be supported by this partnership
- Recommend contacting the National Center for Mobility Management (NCMM) via the appropriate Regional Liaison (<u>https://nationalcenterformobilitymanagement.org/ncmm-regional-liaisons/</u>):
 - Identify local transit agency and mobility managers
 - Determine whether there are underutilized federally-funded transit assets that can be used for essential services needed in your community including:
 - Transportation
 - Wi-Fi
 - Meal delivery
 - Medical care



Tips for PHAs and Tribes

- If transit assets are available, consider:
 - Establishing new routes to bring transportation closer to residents
 - Using buses for Wi-Fi at regular times for resident use (and in keeping with COVID-19 safety guidelines)
 - Partnering with local meal delivery/food pantries to arrange food distribution events
 - Providing transportation to support residents' access to medical services, to bring health supplies/PPE to residents, and to transport residents to testing sites





Matt Welbes Federal Transit Administration Executive Director





FTA COVID-19 Recovery Listening Session Forum

- Participants can post a question, comment, resource, or idea, or view and respond to other participants' posts.
- This discussion forum provides a platform to complement Listening Sessions and give transit professionals an additional channel to exchange ideas and best practices. <u>Commercial posts</u> <u>are prohibited</u>.



Access the forum from FTA's COVID-19 website or at https://usdot.uservoice.com/forums/930736-fta-covid-19recovery-discussion-forum



Poll Question Results (1 of 2)

- About 60% of responding agencies said that they have developed partnerships with housing authorities, local businesses, or non-profit organizations to provide services to the community
 - 42% of responding agencies are providing trips for essential workers
 - 26% of responding agencies are providing trips for local services agencies
 - 36% of responding agencies are providing meal delivery
 - 8% of responding agencies are providing pharmacy delivery
 - 21% of responding agencies are providing grocery delivery
- 7% of respondents said that their agencies are helping to provide Wi-Fi for schools, community centers, or other locations
- Roughly one in ten (11%) respondents indicated that their agencies are helping to transport COVID-19 tests



Poll Question Results (2 of 2)

- Nearly one quarter (23%) of respondents indicated that their agency is providing on-demand transit service replacement or augmentation
- One-fifth (20%) of respondents reported that their agency is providing transportation mobility management services
- Some additional value-added services that respondents said their agency is providing include:
 - Delivery to and from local food banks
 - Delivery from local restaurants
 - Non-emergency medical transportation
 - Distribution of personal protective equipment (PPE), toiletries, and other protective items
 - Continued transportation to in-person classes







Amy Conrick

Director

National Center for Mobility Management Amy Conrick has served as the Director of the National Center for Mobility Management (NCMM) since 2013. Prior to that role, she served as the Assistant Director and Program Manager for the Joblinks Employment Transportation Center from 2006 to 2013.

Amy has also worked as a writer and editor on transportation issues since 2001.



National Center for Mobility Management

Who We Are

A national technical assistance center funded through a cooperative agreement with the Federal Transit Administration and operated through a consortium of three national organizations—the American Public Transportation Association, the Community Transportation Association of America, and Easterseals Inc.

Our Mission

To promote customer-centered mobility strategies that advance good health, economic vitality, selfsufficiency, and community.

We work to promote cross-sector partnerships and help communities create/improve transportation options – "mobility management"



FEDERAL TRANSIT ADMINISTRATION

COVID-19 Public Health Emergency Recovery Efforts

NCMM's role #1: Facilitate Conversations between transportation, public housing, and other community partners

We can ...

- Provide information on transit agencies and mobility managers in your area
- Connect you to promising practices
- Facilitate conversations between agencies



About NCMM

NCMM Staff

Amy Conrick, NCMM Director, 202-415-9692

Areas of expertise: Innovation and human-centered design, health & transportation, veterans, and jobs and training Liaison to FTA Regions 8 and 9

Kirby Wilhelm, Program Associate, 202-489-6020

Areas of expertise: Active transportation, environmental sustainability & transportation, housing & transportation Liaison to FTA Region 6

William Reckley, Program Associate, 202-415-9682

Areas of expertise: Land use planning, transit-oriented development, housing and transportation, real estate, economic development Liaison to FTA Region 2

Judy Shanley, NCMM Partner Director, 312-551-7227

Areas of expertise: Disability issues, career and workforce development, education and human services organizations, youth transition, shared-use mobility & individuals with disabilities, food & nutrition connections, systems change, program evaluation and performance measurement

Liaison to FTA Regions 1, 4, 5, and 7

Rich Weaver, NCMM Partner Director, 202-496-4809

Areas of Expertise: Urban transportation, new business and governance models for transit agencies on integrating new mobility, complete streets

Liaison to FTA Regions 3 and 10

https://nationalcenterformobilitymanagement.org/aboutus/who-we-are/



COVID-19 Public Health Emergency Recovery Efforts

NCMM's role #2:Track partnerships and outcomes that grow out of this initiative



To inform future partnerships and spark ideas in other communities





FEDERAL TRANSIT ADMINISTRATIO

Coordinating Council on Access and Mobility

The Coordinating Council on Access and Mobility (CCAM) is an interagency partnership established in 2004 by Executive Order 13330 to coordinate the efforts of the Federal agencies that fund transportation services for targeted populations.

Incidental Uses of Transit Vehicles during the COVID-19 Pandemic with CCAM Partners

In the table below, FTA and NCMM have compiled the following examples of how transit agencies are partnering to respond to identified community needs during the pandemic.

FTA Region	Location	Agency/ partner(s)	Description of Activity	For more info
Transport for essentia	health workers			
3	Baltimore, MD	Maryland Transit Administration	From temporary park 'n rides" locations, operating shuttles for essential hospital workers to the Greater Baltimore Medical Center.	Timothy Tyran Chief Safety Officer (CSO (410) 454.7142 ttyran@mdot.maryland.go
5	Minneapolis-St. Paul, MN	Metro Mobility	Providing free door-to-door service for healthcare workers	Christine Kuennen Senior Manager 651-602-1689 Christine.Kuennen@metc
Providing wifi hot spot	with buses			
4	Greensboro, NC	Greensboro Transit Agency	With a \$234,000 grant from FTA's Helping Obtain Prosperity for Everyone (HOPE) program, will study the capacity for transit shelters and street lights to extend access to free high-speed Internet, particularly important during the COVID-19 public health emergency, when 7,000 local students currently lack online access.	Bruce Adams Public Transportation Divi 336-412-6237 Bruce.adams@greensbor
		Central Ohio Transit Authority	Providing wi-fi hotspot to area school children.	

https://nationalcenterformobilitymanagement.org/ccam/



COVID-19 Public Health Emergency Recovery Efforts

NCMM's role #3: Inform broader field on crosssector partnerships through our Daily News and By Topic pages







NCMM's Advanced Search Feature

Search across sector and across technical assistance centers

NCMM National Center for Mobility Management		Search: Q
About Us 🗸 Initiatives 🖌 New	vs Y Mobility Management Y Training Y Knowledge	ge Center 🗸
Search: housing	Include Content From Partners And Affiliates	Sort by: Relevance V Search Q

Page 1 of 201 search results for: 'housing'

🖪 PDF

Affordable Housing and Transportation

http://nationalcenterformobilitymanagement.org/wp-content/uploads/2014/08/3.-Info-Brief-Housing-and-Transportation-Partnerships-FINAL.pdf

Recognizing this, nonprofit and public housing groups are stepping up their efforts to help residents find and afford transportation options. This brief examines ...

🗖 Page

Housing and Transportation

https://nationalcenterformobilitymanagement.org/by-topic/by-topic-housing-and-transportation/

Affordable Housing and Transportation: How Two Sectors Join Forces to Support Low-Income Populations (National Center for Mobility Management, 2014).





Julia Castillo

Executive Director

Heart of Iowa Regional Transit Agency

Urbandale, Iowa

Julia has been the Executive Director at the Heart of lowa Regional Transit Agency (HIRTA) for 10 years. She is a leader who empowers people to grow, create visions and reach goals. She follows the philosophy that True Leaders don't create followers, they create more Leaders. She is very proud to be part of HIRTA, working to better communities to allow people more independence, freedom and a better quality of life.

Julia serves on the National Rural Transit Assistance Program Review Board and is the current President of the Iowa Public Transit Association. In 2019, she was named the Community Transportation Manager of the Year by the Community Transportation Association of America (CTAA).

She was recognized in part because she transformed a system that previously was operated by eight individual contractors to one fully operated in-house. This is across a seven-county region stretching over 4,100 square miles, with more than 90 employees and a fleet of more than 80 vehicles.



Agency Characteristics and Services

- HIRTA is the State designated transit system serving a seven county Region in central lowa
 - We are fortunate, in Iowa, to have 35 designated public transit systems, so each of our 99 counties have access to Public Transit
- Service region stats:
 - Total Population 314,038 (2010 census)
 - Total Sq. Miles 4,148 (7-county region)
- HIRTA provides door to door, Demand Response service in addition to contracting with CyRide in Ames to provide ADA Paratransit services
- HIRTA contracts with two providers to offer Vanpools
- HIRTA partners with Volunteer driver programs, where available, and we are developing our own in counties where one doesn't exist







Impacts of COVID-19



Trips:

- Before COVID-19: 300,000 annually
- Early COVID-19: Trips decreased by 90%
- Current COVID-19: Trips decreased by 79.2%
- Fully allocated cost of providing a trip increased 45%



HIRTA's Communications Manger working from home

Workforce:

- We experienced a 40% decrease in our workforce due to high-risk employees requesting leave and layoffs and drastic decline in request for service
- All office employees, including Dispatch/Schedulers were moved to remote work, and continue working remotely now



Impacts of COVID-19

Budget:

- Most contract revenue abruptly ended
- Non-Emergency Medical Transportation revenue declined significantly
- Fully allocated cost of providing a trip increased 45%
- Fixed costs, such as building expense, utilities, internet, insurance, etc. remained the same, as our revenues continued to decline
- COVID affected funding sources such as cities, counties, United Ways, bus ads, etc.
 - How do we move forward with less funding for FY2022 and beyond?
- Cost for Safety will continue to be part of transit, increase the cost of operations
 - Anticipate continuing with additional cleaning and disinfecting protocols, machinery, adding driver protections to new and existing vehicles, and purchasing large supplies of cleaning and PPE products
- CARES Act funding \rightarrow stop-gap measure
 - Need State, Federal and other sources to look at transit funding differently
 - Ex. Could 5311 funding be changed to an 80/20 match instead of 50/50 to give
 - rural systems some relief in finding 50% match funds?





Value-Added Services and Partnerships as Communities Recover

- HIRTA is grateful to be awarded a Mobility for All Pilot Program grant for our "With HIRTA – Access Mobility" program which includes:
 - Hiring a Mobility Outreach Coordinator
 - Creating the LIFE of a TRIP educational video
 - Developing a "Do You Have Transportation" campaign
 - Building a Travel Training program w/ focus on educating Caregivers
 - Developing virtual educational outreach opportunities to reach more and target more diverse groups of people

• Partnership with our local Area Agency on Aging

- Meal Delivery
 - Provide meal deliveries to homebound individuals in rural areas
 - Provide meal deliveries to low-income elderly Apt. Complexes
- Assurance calls
 - One staff member who calls and checks on those seniors who are not currently using our service to ask if they need assistance
 - Make a referral to Aging office, which reaches out to help them with other needs, such as food insecurity services, abuse, or caregiving







Gray Johnston

Transportation Planner Greensboro Transit Agency Greensboro, NC Gray Johnston was born and raised in Greensboro, North Carolina. As a graduate from UNC Chapel Hill with a B.A. in Environmental Policy, he moved back home and was first hired as an apprentice for Greensboro Transit Agency (GTA) through the North Carolina Department of Transportation. After a year, the city hired him as a full-time transportation planner.

Gray works directly for the Greensboro Urban Area MPO, and acts as a representative on behalf of GTA in the larger department of Transportation. His main duty is coordinating the many elements to implement GTA's long-range plan, Mobility Greensboro 2040.





GTA Characteristics and Services

- 16 GTA Fixed Routes
- 4 Higher Education Area Transit (HEAT) Routes
- City-wide Paratransit Service





Impacts of COVID-19

Ridership Losses | Exacerbating Inequities | Essential Worker Mobility

Fixed Route and Paratransit Monthly Ridership COVID-19 Impacts



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Value-Added Services and Partnerships as Communities Recover

- FTA HOPE Grant Expanding Internet Access through Transportation Infrastructure
 - A technical plan to provide free broadband internet access in persistent poverty census tracts by using transit and transportation infrastructure.











Carl G. Sedoryk

Chief Executive Officer

Monterey-Salinas Transit District

Monterey, CA

Carl Sedoryk started his career in the transit industry in 1988 with Long Beach Transit. He has been with Monterey-Salinas Transit (MST) since June 2000 and has served as the MST Chief Executive Officer since September 2005.

Carl holds an M.B.A. in Finance from California State University, Long Beach. In his spare time, he is an underemployed multi-instrumentalist and volunteer martial arts instructor.



MST Service Area

- Total Service Area: 295 square miles
- Population served: 435,594
- MST provides bus transit services across a four-county service area comprising one-fifth of the California coastal corridor
- Services include traditional fixed route, ADA Paratransit, micro transit in rural areas, subsidized taxi, and volunteer services
- Major industries include Agriculture, Tourism, Defense, Education, and Healthcare
- No local sales tax to support fixed route but maintain partnerships with:
 - Tourist attractions
 - Community Colleges, Universities
 - Military installations





MST Service Area



MST

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Regional Bus System

Fleet Size: 128 Passengers Carried: 4,272,624 Farebox Recovery Ratio: 20% Stops in Service Area: 1,324 Revenue Miles Traveled: 4,684,476 Routes: 61 Employees: 253

Demand-Response Paratransit Service Fleet Size: 40

Passengers Carried: 205, 138

Farebox Recovery Ratio: 4.5% Revenue Miles Traveled: 1,287,264

Employees: 100





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Local Immediate Economic Impacts



Unemployment Has Spiked Throughout the Region

Monterey Bay Region Unemployment Claims





Projected Sales & Total Occupancy Tax Monterey Bay Region Cities 200M 24% dedine from 150M annual average 74% 100M decline from annual average 50M \$44M \$166M \$126M Annual FY 20 FY21 Projection Projection Average



WARN Notices by County

(Worker Adjustment and Retraining Notification)

State law requires all companies with 75 or more workers to give notice of layoffs or closures. The following numbers are based on number of employees laid off and reflect all the notices received by state officials through June 1, 2020.





MST Weekly Passengers



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NSI A D M I N I S T R A <u>T I O N</u>

FY2021 Revenue (Estimated) = \$42 Million


Cares Act to the Rescue!

Monterey-Salinas Transit Revenue Sources





Immediate Response

- Initiated Emergency Operations Center (EOC) before State of Emergency Declared
- Continued and enhanced bus and facilities cleaning regimen
- Continued to maintain adequate inventory of Personal Protective Equipment including masks, gloves HazMat suits, disinfectants, and other COVID-19 related equipment and services
- Suspended fare collection and instituted rear door boarding
- Procured disinfectant fogging equipment for buses/facilities
- Initiated procurement of driver compartment barriers
- Reduced service levels by 40% (modified Sunday schedule)
- Implemented facemask requirements before Health Officer order
- Promoted social distancing, essential travel, and personal hygiene





Community Support Activities

- Adopted Federal Emergency Management Agency (FEMA) Whole Community Approach to economic recovery
- Expanded meal delivery services with Meals on Wheels of Salinas Valley over 8,000 meals delivered to elderly and food insecure
- WiFi enabled buses dispatched to rural and underserved communities providing 7,100 individual internet connections
- Coordinating delivery of 7,500 masks to high-risk communities in East Salinas, Castroville, and South County cities
- Initiated TeleWellness Unit with MST mobility staff providing 3,000 wellness check-ins with elderly, disabled, and other vulnerable community members
- Expanded services to local medical clinics and hospitals



Community Support Activities

- Donated surplus vehicles to veterans' nonprofits providing mobility for homeless to access shelter and services
- Donated surplus vehicles to medical nonprofits to convert buses in to mobile COVID testing labs to test farmworkers
- Developed routes providing access to veteran medical facilities to replace services lost from senior volunteer drivers
- Installed physical driver compartment barriers onboard all buses
- Working towards implementation of demonstration of contactless fare collection technology by December 2020
- Monthly meeting with County Health Officer to receive guidance













Jeffrey C.Arndt

President & CEO

VIA Metropolitan Transit San Antonio, Texas Jeffrey C.Arndt is the President and Chief Executive Officer of VIA Metropolitan Transit.

Arndt joined VIA in February 2012 as the Deputy CEO / Chief of Business Support Services. He has served the transit community for over 40 years and has a broad range of expertise in operations, planning and finance.

Arndt previously worked for Houston METRO for 25 years and achieved the position of Senior Vice President of Operations/Chief Operating Officer before moving to the Texas A&M Transportation Institute (TTI). Arndt spent five years as a research scientist/specialist at TTI.

Arndt holds a M.A. in Public Administration from the University of Houston and a B.S. in Civil Engineering from the University of Notre Dame.



VIA> BY THE NUMBERS 56 MOD VIAtrans VANS ZONE MEMBER CITIES 1,213 SQUARE MILES TRANSIT MILLION CENTERS 2,000 EMPLOYEES PASSENGER PARK & R O U T TRIPS **BUSES** BUS STOPS FACILITIES

Numbers reflective of Calendar Year 2019



FEDERAL TRANSIT ADMINISTRATION

Impacts of COVID-19

- Decrease in ridership approximately 50% off 2019 ridership
 - Ridership was up 6% year over year prior to COVID-19
 - Implementation of a safe capacity limit onboard all vehicles bus and paratransit vehicles
- Decrease in estimated sales tax collection
 - Sales tax accounts for 74% of VIA's total annual budget
 - Metropolitan Transit Authorities in Texas do not receive state funding support
- Continued system redesign
 - Modified existing service more from May 2020 to October 2020 than traditionally done in a calendar year
 - Continuing to closely monitor COVID-19 spread to adjust service accordingly
 - Have not returned or projected a return to pre-COVID service levels at this time







LOG-ON INSTRUCTIONS

Connect to the free wi-fi access point by joining the networks VIACaresFreeWiFi24 or VIACaresFreeWiFi5 on your digital device.



TRANSIT ADMINISTRATION FEDERAL



Catherine Crago Blanton

Head of Strategic Initiatives

Housing Authority of the City of Austin

Austin, Texas



Catherine Crago Blanton leads the digital inclusion program Unlocking the Connection, a \$1M+ public private philanthropic partnership solving for digital equity in education, workforce, telemedicine, and civic engagement. Catherine is also the founder of <u>Smart Work Learn Play</u>, a participatory smart city innovation program.

Catherine previously worked in research and development consortia SEMATECH and MCC. She has spoken at the White House and testified before the FCC on low-income population broadband adoption.

In 2019, Catherine was an Economic Mobility Fellow at Johns Hopkins University. She holds a B.A. in History from the University of Texas.





Agency Characteristics and Services

- Serve about 20,000 very vulnerable Austin residents
 - About 5,000 residents in I,800 public subsidized households
 - About 14,000 residents holding almost 6,500 Housing Choice Vouchers
- Median Family Income \$13,000 on average per year
- Founded in 1937, oldest HACA properties are in gentrifying neighborhoods with decreasing access to fresh affordable food, health and social services



Residents by zip code

Residents by property

HACA's 18 public/subsidized housing properties and many of HACA's almost 6,500 Section 8 voucher holders live in Austin's north-to-south eastern "Crescent of Poverty."



Impacts of COVID-19

- State of Texas, Travis County and City of Austin Orders issued March, 2020, extended through December 15, 2020. In the first months:
 - Remote Work for Most Staff; Property Offices & Community Centers Closed
- Continuity of Operations Plan
 - Then: Immediate Shift from On Site to Virtual Resident Services
 - Now: Slow, Safe Opening of Lobby, Community Centers and Property Offices
- Range of Responses by Social Service Agencies Serving HACA Residents





Photo, Left, Before COVID-19 Community Center youth event; Right, After COVID-19, Community Center door flyers advising residents to call a new virtual HACA Resident & Client Support Center.



Value-Added Services and Partnerships as Communities Recover



Food Box Delivery 450 HACA senior households

Technical Assistance

Guidance on internet service options

Mobile Hotspot Program

340 Households received access



austinfree.net











Audience Questions





Thank You!

This session has been recorded. The presentation, recording, and transcript will be posted on FTA's website.

Access FTA's COVID-19 Recovery Discussion Forum: https://usdot.uservoice.com/forums/930736-fta-covid-19recovery-discussion-forum



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