COVID-19 Recovery Practices in Transit

March 2021

Version 3

Updated Monthly

DISCLAIMER: To assist public transportation agencies, FTA has collected information on practices used by transit agencies worldwide. FTA has not assessed the efficacy of any of the practices listed. This list is provided for technical assistance only. Inclusion on this list does not imply endorsement by FTA of any of these practices, tools, or other information. Some transit agency websites may not be up to date. In addition, some transit agency websites may not reflect current CDC guidance or include specific information about their COVID-19 recovery efforts. News articles are used in this document only for informational purposes.

Overview

The Coronavirus Disease 2019 (COVID-19) public health emergency has had a significant impact on public transportation operations throughout the Nation. As communities recover from COVID-19, transit agencies are implementing new and enhanced measures to ensure the safety of their employees and passengers, and increase public confidence in transit, including enhanced cleaning and disinfection, personal protective equipment (PPE) and face coverings, and social distancing.

The Federal Transit Administration (FTA) is committed to helping the U.S. public transportation industry recover. This resource provides web links to practices implemented by transit systems worldwide to recover from the COVID-19 public health emergency. This list is non-exhaustive and is provided for technical assistance only. Practices are organized under the following categories:

- Protecting Workers
  - Face Coverings and PPE
  - In-vehicle Protections
  - Infrastructure (Non-vehicle Protections)
  - Return to Work Policies and Health Screening
  - Sick Leave Policies
- Protecting Passengers
  - Face Coverings and PPE
  - In-vehicle Protections
  - Infrastructure (Non-vehicle) Protections
- Cleaning, Disinfecting, and Ventilating Vehicles and Infrastructure
  - o Vehicles
  - o Infrastructure

- Operational Considerations
  - o Planning for Recovery
  - o Service Changes to Support Opening, Restoration or Expansion of Transit Service
  - o Service Adjustments to Manage Crowding
  - o Building for the Future
- Passenger Communications
- Technology and Innovation
  - o Detecting Crowding
  - o Passenger Monitoring
  - o Passenger Engagement
  - o Cleaning, Sanitizing, and PPE
  - o Payment Options
  - o Micromobility

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Broken Links

The COVID-19 Recovery Practices in Transit tool will be updated monthly. In between updates, links identified in this tool may become inoperative as transit agencies or news organizations update their websites with new information. In the event you find a broken link, please send an email to FTASystemSafety@dot.gov.

To Recommend a Practice

If you are a transit agency or State with a recommended practice you would like added to this tool, please send an email to FTASystemSafety@dot.gov. Be sure to include a brief description of the practice and an active weblink to information on the practice. To the extent feasible, new practices will be included in the next monthly update.

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Acronyms and Abbreviations

Abbreviation	Full Term
AC Transit	Alameda-Contra Costa Transit District
AI	Artificial Intelligence
BART	Bay Area Rapid Transit
BYD	Build Your Dreams, North America
CapMetro	Capital Metro Transportation Authority
CATA	Capital Area Transportation Authority
CARTA	Charleston Area Regional Transportation Authority
CHT	Chapel Hill Transit
COTA	Central Ohio Transit Authority

Abbreviation	Full Term
COVID-19	Coronavirus Disease 2019
CTA	Chicago Transit Authority
DART	Dallas Area Rapid Transit
FEMA	Federal Emergency Management Agency
FTA	Federal Transit Administration
GCRTA	Greater Cleveland Regional Transit Authority
GDRTA	Greater Dayton Regional Transit Authority
GETD	Golden Empire Transit District
Houston Metro	Metropolitan Transit Authority of Harris County

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Abbreviation	Full Term
King County	King County Metro Transit District
LACMTA	Los Angeles County Metropolitan Transportation Authority
LIRR	Long Island Rail Road
MARTA	Metropolitan Atlanta Rapid Transit Authority
MBTA	Massachusetts Bay Transit Authority
Metro Transit	Metropolitan Transit, Service of Metropolitan Council
Miami-Dade	Miami-Dade Transit, County of Miami-Dade
MTA	Metropolitan Transportation Authority
MTC	Metropolitan Transportation Commission
MTD	Champaign-Urbana Mass Transit District

Abbreviation	Full Term
MUNI	San Francisco Municipal Transportation Agency
NACTO	National Association of City Transportation Officials
NJT	New Jersey Transit
NYCT	New York City Transit
NYPTA	New York Public Transit Association
OCTA	Orange County Transportation Authority
PAAC	Port Authority of Allegheny County
PPE	Personal Protective Equipment
PSTA	Pinellas Suncoast Transit Authority
RTD	Regional Transportation District

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Abbreviation	Full Term
RideKC	Kansas City Regional Transit
SEPTA	Southeastern Pennsylvania Transportation Authority
TriMet	Tri-County Metropolitan Transportation District of Oregon
USDOT	United States Department of Transportation
UTA	Utah Transit Authority

Abbreviation	Full Term
Valley Metro	Valley Metro Regional Transportation Authority
VIA	Via Metropolitan Transit
VTA	Santa Clara Valley Transportation Authority
WMATA	Washington Metropolitan Area Transit Authority
WTA	Whatcom Transportation Authority

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Protecting Workers

Face Coverings, PPE, and Vaccinations

Topic	Description	Examples
1. Face coverings	Recommend or require face coverings for employees and passengers	[DART: Face coverings required for employees and passengers](#) [MBTA: Face coverings required for employees and passengers](#) [NYCT: Face coverings required for employees and passengers](#) [WMATA: Face coverings required for employees and passengers](#) [Vermont Department of Health: COVID-19 Personal Protective Equipment (PPE) guidance for public transit operators](#)
	Provide face coverings to employees	NEW [Jacksonville Transportation Authority: 3D-printed face shields for front-line employees](#) [MARTA: Provides face masks to employees](#)* [NJT: Provides face masks to employees](#)*

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Topic	Description	Examples
	Provide N95 and surgical masks for employees based on results of safety assessment	NYCT: Distributed N95 and surgical masks to employees and published video on how to use masks appropriately
2. Hand sanitizer, gloves, or other hand-hygiene items	Provide hand hygiene items for employees	CTA: Gloves and hand sanitizer provided to employees Greater Attleboro Taunton Regional Transit Authority: Hand sanitizer units installed in all vehicles NJT: Gloves provided to employees* San Diego Trolley: Hand sanitizer and gloves available for employees

In-Vehicle Protections

Topic	Description	Examples
1. Compartment shields	Install shields around operator compartments, such as rigid plexiglass or polycarbonate	CTA: Bus operators only assigned to buses with driver shields DART: Operator shields installed on all buses

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Topic	Description	Examples
	structures or flexible vinyl "curtains"	**NEW** Delaware Transit Corporation: Recipient of a competitive grant from the Public Transportation COVID-19 Research Demonstration program to install barrier shields and evaluate the efficacy of the shields* GCRTA: Operator curtains installed on all buses and paratransit vehicles **NEW** Gold Coast Transit: Installed plexiglass shields around bus operator compartments **NEW** MARTA: Outfitted bus fleet with polycarbonate shields* **NEW** Metropolitan Transit System: Installed barriers for operators Palmetto Breeze Transit: Installed plexiglass operator shields **NEW** Pelivan Transit: Installed protective barriers in vehicles **NEW** Tri-Valley Transit: Installed plastic barriers between operators and passengers

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Topic	Description	Examples
		NEW ▸ Valley Transit: Installed protective barriers in vehicles NYCT: Installing vinyl shields on buses
2. Safe area behind bus operator	Create a driver safe area by removing or taping off rows of passenger seating behind the driver's operating console or compartment	Denver RTD: COVID-19 plan creates driver safe area London [Ontario] Transit: Front section of buses roped off to distance other passengers from the operator NJT: Removing rider seats near bus operators NEW ▸ Valley Metro: Seats near the operator are blocked off NEW ▸ VIA: Removed or restricted access to the seats nearest the operator NEW ▸ Yuba-Sutter Transit: Passengers not permitted in the first row of seats on commuter and Dia-A-Ride buses
3. Safe area behind rail transit operator	Create safe area for rail operators by closing railcar closest to operator compartment	WMATA: Closes first and last rail cars on trains to protect workers

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Topic	Description	Examples
4. Visual cues for physical distancing	Install visual cues, such as stickers or tape, to remind passengers to distance themselves from the driver	NEW [San Diego Metropolitan Transit System: Moved "stand behind" line back to provide additional space between operator and passengers](#) [The Bus of the City and County of Honolulu: Installed tape six feet behind the bus operator](#)
5. Vehicle boarding	Change boarding procedure to reduce contact between operators and riders	[ART: Rear-door boarding for all passengers not requiring special assistance](#) [NJT: Rear-door boarding for all routes where rear-boarding is available](#)

Infrastructure (Non-vehicle Protections)

Topic	Description	Examples
1. Shields or other physical barriers	Install shields or other physical barriers around work locations to minimize contact among workers and/or the public	[CTA: Rail station attendants working only out of enclosed kiosks](#) NEW [Metropolitan Transit System: Installed barriers at all check-in locations](#)

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Topic	Description	Examples
		NYCT: Installing plexiglass barriers in subway work locations, bus depots, and central maintenance facilities
2. Service changes	Change services provided to reduce or eliminate worker and public direct interaction	NEW San Diego Metropolitan Transit System: Fares checked at station platforms instead of on vehicles
3. Visual cues	Install visual cues, such as stickers or tape, to remind workers and/or the public to maintain physical separation	CTA: Installing floor decals on platforms to encourage physical distancing Miami-Dade: Installed floor decals on platforms to encourage physical distancing Transport for London: Instituted one-way pedestrian flow measures in depots and control centers to support physical distancing*
4. Scheduling	Set schedules that reduce the number of workers in a space at one time	MBTA: Divided operating teams in two and rotating staff between its main and backup Rail Operations Control Center to allow each facility to be cleaned and disinfected when not in use* NYCT: Construction crew work is staggered to reduce the number of workers in a specific location at one time* and Staggered work hours

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Topic	Description	Examples
		to ensure that no more than 15-percent of office workers are in the offices at any one time
5. Access to shared spaces	Reduce or eliminate access to non-critical shared spaces	NYCT: Reduced capacity in breakrooms and meeting rooms Regional Transportation Commission Washoe: Construction workers eat meals separately, avoid common-use water coolers, and have access to portable bathroom units with wash basins and soap
	Reduce or eliminate in-person meetings	NEW DART: No longer holding in-person meetings
6. Teleworking	Permit or require workers to work from home as appropriate	NEW Heart of Iowa Regional Transit Agency: All office employees, including dispatch, work remotely Metro Bus: All administrative staff work remotely NYCT: Construction crews using an internal phone application to track progress and using a GoPro camera to monitor progress and inspect work remotely* and Non-essential personnel work from home

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Worker Communications, Return to Work Policies, and Health Screening

Topic	Description	Examples
1. Worker guide	Provide guidance on staying safe for workers that are returning to work	Santa Clara VTA Return to Work Playbook to help employees stay healthy at work
2. Worker communication	Communicate with workers about COVID-19 and its impact on the agency	**NEW** Spokane Transit: Providing text and email updates through safety notices and situation updates and operating a COVID-19 Employee Message Line
3. Health screening	Check temperatures of workers as they report to work	COTA: Mandatory temperature checks for all workers entering agency facilities Lane Transit: Worker temperatures checked before every shift MBTA: Worker temperatures checked before every shift* **NEW** Metropolitan Transit System: Participating in Scripps Health Detect Study NYCT: Temperature Brigade testing workers at strategic locations

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Topic	Description	Examples
		Oahu Transit Services: Testing employee temperatures daily and occasional COVID-19 tests* NEW ▸ RTC of Southern Nevada: Thermal analysis units installed in employee facilities* NEW ▸ San Diego Metropolitan Transit System: Bus operators temperature tested prior to shift NEW ▸ VIA: Daily employee temperature testing
4. COVID-19 testing	Provide free COVID-19 testing for workers	NJT: Testing program for employees NYCT: COVID-19 antibody testing for employees Oahu Transit Services: Testing employee temperatures daily and occasional COVID-19 tests* SEPTA: Testing program for employees NEW ▸ Santa Clara Valley Transportation Authority: Offering COVID-19 testing for employees*

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Topic	Description	Examples
5. COVID-19-related healthcare	Provide access to healthcare	CTA: Expanded access to health care services for employees without CTA healthcare coverage for COVID-19-related illnesses and expanded access to telehealth services
6. Vulnerable workers	Provide protections for vulnerable workers	SunLine Transit: Vulnerable workers may use sick or other available time off and unpaid time off will be approved

Sick Leave Policies

Topic	Description	Examples
1. Sick leave	Establish policies that promote employee sick leave	SunLine Transit: Workers do not need to provide a doctor's note before or during an illness
2. Quarantine protocols	Establish protocols for responding to COVID-19 cases among employees	CTA: Workers testing positive and any other workers who came into close contact with the patient directed to remain at home with pay for 14 days since their last contact

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Recruiting and Training

Topic	Description	Examples
1. Interviews and Recruitment	Establish process for conducting virtual employment interviews	MARTA: Conducting employment interviews using video conferencing
	Work with community colleges, non-profit agencies, and technical education to develop and recruit employees	LACMTA: Partnering with community colleges to establish a transit workforce development program Denver RTD: Partnering with local community colleges and non-profits to recruit and train transit employees
2. Testing and training	Establish a process for conducting pre-employment testing virtually	WMATA: Register and conduct testing for job applicants virtually
	Provide online resources to support employees preparing for transit careers	UTA: Place pre-test study guides and resources online to support employees in preparing for tests
	Provide online training	NEW ▶ DART: Creating virtual training opportunities NEW ▶ RideKC: Employee training provided using an e-learning platform

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Topic	Description	Examples
3. COVID-19 safety training	Develop online training to support employee awareness	New Mexico DOT: Developing and streaming COVID-19 safety training
	Provide training to employees as they return to work	Transit Authority of River City: Operators will undergo training on safety protocols, CDC guidelines, and measures to protect themselves and their passengers*

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Protecting Passengers

Face Coverings and PPE

Topic	Description	Examples
1. Face coverings	Recommend or require face coverings for passengers	Green Mountain Transit: All passengers above the age of two must wear a face covering NYCT: Face coverings required Shoshone-Bannock Tribes Public Transit: Face coverings required
	Distribute face coverings to passengers	**NEW** AC Transit: Installed face mask dispensers on vehicle fleet CARTA: Distributing masks to passengers without them **NEW** CTA: Piloting mask dispensers on buses* **NEW** King County: Installing mask dispensers* **NEW** MARTA: Installed onboard mask dispensers*
		NYCT: Installation of mask dispensers on buses

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Topic	Description	Examples
		TriMet: Mask dispensers on vehicles UTA: Providing free face masks to returning college students*
	Sell face coverings to passengers	NEW CTA: PPE vending machines installed in select stations* NEW NJT: PPE vending machines installed in select stations and terminals* NYCT: Deploying vending machines with face masks, gloves, hand sanitizer, and sanitizing wipes at 10 subway stations
2. Hand sanitizer, gloves, or other hand protection	Provide hand hygiene items	NEW AC Transit: Installed hand sanitizer dispensers on fleet NEW Athens Transit: Installed hand sanitizer dispensers on fleet BART: Giving out and selling personal hand straps to riders Kigali Bus: Passengers required to wash hands before boarding*
		NEW Monterey-Salinas Transit: Installed hand sanitizer dispensers on fleet

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Topic	Description	Examples
		Metro Transit: Handwashing stations installed at rail transit stops Nashua Public Transit: Hand sanitizer available on all vehicles for passenger use NEW San Diego Metropolitan Transit System: Handwashing stations available at all trolley stops Société de Transport de Montréal: Installing touch-free hand sanitizers at station entrances* The Comet: Hand sanitizer available on all vehicles for passenger use NEW Tri-Valley Transit: Hand sanitizer available on vehicles
3. Passenger coaches for new COVID-19 rules	Use coaches to help passengers navigate social distancing and face mask requirements	SEPTA: Coaches used to help passengers with new COVID-19 rules*
4. COVID-19 testing for passengers	Offer COVID-19 testing to passengers	NEW The COMET: Partnership with the Department of Health and Environmental Control to offer testing at the transit hub*

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Topic	Description	Examples
		NEW [MARTA: Partnership with COVID Care Georgia, LabCorp, and the city of Brookhaven to make COVID-19 testing available via transit](#)*

In-Vehicle Protections

Topic	Description	Examples
1. Vehicle occupancy	Establish policies or procedures to limit the number of passengers on any one transit vehicle	**NEW** [AC Transit: No more than 6 passengers on 30-foot vehicles, 10 on 40-foot, 16 on 60-foot, and 24 on 44-foot decker coaches](#) **NEW** [Anchorage People Mover: No more than 6 passengers on 22-foot buses and 14 on 40-foot buses](#) [CATA: No standing passengers permitted](#) [CTA: Bus operators authorized to bypass certain bus stops or only permit passengers to exit the vehicle depending on the number of passengers onboard and the size of the vehicle](#)

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Topic	Description	Examples
		Govia Thameslink Railway: Using train weight to determine whether a train has sufficient space to let on additional passengers*
		King County: Creates passenger limits to support social distancing
		OC Transpo: One passenger per paratransit vehicle, as available
		NEW ▶ Pelivan Transit: One passenger or party per paratransit vehicle
		The Comet: Bus seating limited to one passenger per row
		NEW ▶ The Rapid: Limit of 15 passengers on 40' buses and four passengers on paratransit vehicles
		Transit Windsor: Buses limited to a maximum of 10 passengers
		Valley Regional Transit: No standing passengers permitted
		VIA: Link vans limited to two passengers

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Topic	Description	Examples
		Vonlane: Aisle seats and certain conference table seats blocked to ensure physical distancing*
		NEW Yuba Sutter Transit: No more than 12 passengers per bus and no more than two unrelated passengers on Dial-A-Ride
		NEW City of Harrisonburg Public Transportation: No more than 18 passengers on each vehicle
		Redding Area Bus Authority: Standing prohibited on buses
	Increase vehicles in service to decrease the number of passengers per vehicle	BART: Running long trains throughout hours of service and adding additional trains during commute hours in 15-minute slots once trains consistently reach greater than 30 people on board
		King County: Adding additional buses to high-demand routes
		MBTA: Increasing frequency on bus routes with high ridership
		MUNI: Adding more frequent service to lines that service neighborhoods that rely on transit service the most

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Topic	Description	Examples
		Metrolink: Tracking ridership and adding additional passenger cars or train service when ridership is consistently 30-percent or higher*
2. Passenger boarding	Rear door boarding and exiting	Lawrence Transit: Rear door boarding for all passengers not needing mobility assistance
		NEW ▶ RideKC: Rear door boarding for all passengers not needing mobility assistance
		NEW ▶ SunLine Transit: Rear door boarding for all passengers not needing mobility assistance
	Wheelchair boarding and securement	NEW ▶ GoRaleigh: Installed fully automatic securement system that allows mobility passengers to secure themselves without direct physical assistance*
		TransLink: Some buses will not pick up passengers using mobility devices, but will call taxis to provide service*
		Beijing: Rider temperatures screened prior to boarding*

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Topic	Description	Examples
	Test passenger temperatures prior to boarding	Guam Regional Transit Authority: Passenger temperatures tested prior to boarding Rapid Kuala Lumpur: Rider temperatures screened prior to boarding* Singapore Land Transit Authority: Thermal cameras screen passengers in select stations* Vonlane: Passenger temperatures tested prior to boarding*
	Automatically opening doors to reduce touch points	NEW TriMet: Installed sensor-operated rear doors on vehicles
3. Quiet transit service	Ask passengers to refrain from talking on vehicles	East Japan Railway: Asking passengers to refrain from talking while onboard
4. Payment options	Encourage alternate methods of payment or suspend fares	CATA: Suspending fares CTA: Passengers must use farecard readers when boarding from the rear doors and buses not equipped with rear door farecard readers do not collect fares

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Topic	Description	Examples
		NEW Gold Coast Transit: Suspending fares to facilitate rear door boarding
		Sound Transit: Suspending fares
		TriMet: Eliminating cash transactions to minimize contact with the driver
		Valley Regional Transit: Suspending fares for fixed route and demand response services
		Roaring Fork Transportation Authority will no longer accept cash payments from bus passengers
		NEW Sunline Transit: Bus and paratransit service provided free of charge
		NEW TriDelta Transit: Offering free Clipper cards to promote contactless fare payment
		NEW TriMet: Encouraging passengers to use contactless payment options and providing contactless cards via mail

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Topic	Description	Examples
		NEW [VIA: Providing Workforce Assistance Passes to provide free rides for unemployed passengers](#)
5. Visual cues for physical distancing	Install visual cues, such as stickers or tape, to remind passengers to distance themselves from the driver and other passengers	[CATA: Signage on buses to remind passengers to stay six feet apart](#) **NEW** [City of Harrisonburg Public Transportation: Passengers corded off from operator and seats marked to space passengers appropriately](#) [LYNX: Seats marked to space passengers appropriately](#) **NEW** [MARTA: Installed seat markers](#) [Nashua Transit System: Signage on seats to space passengers appropriately](#) [New Orleans Regional Transit Authority: Seats blocked off to space passengers appropriately](#) **NEW** [Sacramento Regional Transit: Seats blocked off to space passengers appropriately](#)

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Topic	Description	Examples
		NEW ▶ [Tri-Valley Transit: Posted signs blocking off aisle seats](#)
6. Vehicle configuration	Change the physical layout of the vehicle to promote physical distancing	[BART: Piloting new configurations for some trains to create additional space between riders](#) NEW ▶ [Tri-Valley Transit: Installed plastic barriers between rows of seats](#)
7. Vehicle materials	Change materials within the vehicle to improve cleaning	[Maryland Transit Authority: Retrofitting buses with plastic seats](#)* NEW ▶ [Metro Transit Authority of Harris County: Installing fiberglass seat inserts on light rail vehicles](#)*
	Install antimicrobial materials	NEW ▶ [Edmonton Transit Service: Installing anti-microbial push-plates on swing doors in transit centers and stations](#)* NEW ▶ [TransLink BC: Piloting copper-plated surfaces on buses and trains](#)*

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Infrastructure (Non-vehicle) Protections

Topic	Description	Examples
1. Visual cues for physical distancing	Install visual cues, such as stickers or tape, to remind riders to distance themselves from each other	TransLink BC: Installed stickers at stations to show passengers where to stand to remain six feet apart **NEW** Sacramento Regional Transit: Spray painted sidewalks to remind passengers to remain six feet apart
2. Reduce exposure	Implement policies to reduce exposure in transit infrastructure	**NEW** Denver Regional Transportation District: Bus concourse prohibits eating and limits the number of people in restroom facilities at one time* **NEW** Everett Transit: Limit of one customer permitted in Customer Service Center lobby at a time Regional Transportation Commission of Southern Nevada: Maximum of 10 passengers permitted in transit centers for a maximum of 10 minutes each Regional Transportation Commission Washoe: Customer Service center permits no more than six visitors at a time

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Cleaning, Disinfecting, and Ventilating Vehicles and Infrastructure

Vehicles

Topic	Description	Examples
1. In-service cleaning	Clean vehicles in service	CATS: Buses and light rail vehicles cleaned during layovers CTA: Workers disinfect rail car high-touch surfaces at all terminals and workers disinfect bus high-touch surfaces at four bus terminals serving 30 routes C-TRAN: Additional workers on transit center platforms to clean and disinfect buses in between trips DART: Light rail vehicles cleaned at least every 90 minutes at terminal stations Metropolitan Transit System: Trolley doors and buttons cleaned at four stations* Milwaukee County Transit Systems: Bus operators given disinfectants to use throughout service*

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Topic	Description	Examples
		Sacramento Regional Transit Authority: Light rail fare inspectors sanitize tap payment device after each use NYCT: Testing new air filters on several car classes to determine whether they effectively kill microbes NEW ▶ The Rapid: Periodic disinfection of fixed-route and bus rapid transit buses throughout the day
2. Cleaning technologies	Use coatings or other mechanisms to decrease the likelihood of fomite transmission	CTA: Testing products on vehicle interiors to prevent pathogens from "sticking" to treated surfaces NJT: Contracted with Rutgers to study the effectiveness of UVC wavelength in killing viruses and mapping the interior of different bus models to identify the best placement for the UVC source* NYCT: Piloting antimicrobial biostats, materials that create a protective layer on surfaces and prevent microbes from growing, on surfaces in train cars and buses, stations, and crew quarters Valley Metro: Trains fogged with a "barrier" solution
	Use UV lights to disinfect vehicles	DART: UV system sanitizes air as it recirculates through buses

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Topic	Description	Examples
		NJT: Partnering with Rutgers to test UV disinfection* NYCT: Using UV lights in break rooms and operations centers, and working with university and startup to develop portable lights **NEW** Vermont Agency of Transportation: Received funding from the Public Transportation COVID-19 Research Grant program to test the efficacy of two UV-C light products* Yanggao: Using UV light chambers to disinfect buses in five to seven minutes*
	Use foggers, misters, or sprayers to disinfect vehicles	**NEW** ABQ RIDE: Using electrostatic foggers on fleet* DART: Light rail vehicles sanitized with foggers Hong Kong Mass Transit Railway: Deployed vaporized hydrogen peroxide robot to clean and decontaminate trains and stations* MARTA: Delta Airlines provided MARTA with 50 electrostatic sprayers to help clean MARTA buses, trains, and rail stations*

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Topic	Description	Examples
		NYCT: Testing electrostatic sprayers that positively charge a disinfecting solution, atomizes it, and disperses it, in subways and buses Valley Metro: Fogging buses three times per week and trains once per month
3. Daily cleaning	Clean vehicles prior to or after service	Long Beach Transit: Each bus is cleaned with freshly laundered towels and towels are not used on multiple buses before laundering MBTA: All vehicles disinfected daily NYCT: Subway closed from 1am to 5am every day for vehicle cleaning RideKC: Buses sanitized nightly Sunline Transit Agency: Buses fogged with disinfectant with the HVAC running Valley Regional Transit: Every in-service bus cleaned and disinfected each night

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Topic	Description	Examples
4. Ventilation	Use special air filters	NEW ▶ BART: Installing MERV14 filters in vehicle HVAC systems and continuing testing ultraviolet bulbs in HVAC system* DART: Ultraviolet germicidal irradiation in bus air-conditioning ducts that clean the air automatically as it recirculates NEW ▶ King County: MERV8 HVAC filters used on Metro's buses MARTA: Installed antimicrobial air filters* MTA: Understanding subway ventilation and testing ultraviolet technology in railcar ventilation systems* NEW ▶ NJT: Partnering with Knorr Merak to test three-stage air filtration and purification* NEW ▶ Plymouth Metrolink: Installed air cleaning devices that filter more than 95-percent of airborne viruses*
	Open windows or use other means to draw outside air through vehicles	East Japan Railway: Automatic ventilation systems exchange air in six to eight minutes per vehicle and all windows open six to eight inches

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Topic	Description	Examples
		NEW [Monterey-Salinas Transit: Leaving bus windows open to draw air through the vehicle](#) [NYCT: Bus windows and roof hatches opened to draw outside air into the vehicle](#)*
	Sanitize HVAC elements	[Rossiyskie Zheleznye Dorogi: Installed UV lamps in the duct works of trains](#)* [Shanghai Keolis: Adjusted streetcar HVAC to use all fresh air and equipped air conditioning units with UV lights](#)*

Infrastructure

Topic	Description	Examples
1. Stations, terminals, and other revenue facilities	Clean, disinfect, and ventilate revenue facilities	**NEW** [Athens Transit: Pressure washing bus stops daily](#) [The Comet: Cleaning bus stop shelters, benches, and wall panels](#)* [Transit Windsor: All hard surfaces in transit terminals sanitized daily](#)

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Topic	Description	Examples
2. Cleaning technologies	Install air purifiers at transit facilities	MARTA: Implements project to install 209 air purifiers in air conditioning units found at 18 MARTA facilities*
	Use coatings or other mechanisms to decrease the likelihood of fomite transmission	SMART: Terminals, transit center, and downtown offices sprayed with electrostatic microbial spray treatments
	Use UV lights to disinfect infrastructure	NYCT: Using UV lights on vehicles and working with university and startup to develop portable lights
	Use robots to clean	Hong Kong Mass Transit Railway: Deployed vaporized hydrogen peroxide robot to clean and decontaminate trains and stations*
3. Non-revenue facilities	Clean spaces as they are used	Long Beach Transit: Custodians service administrative buildings three times daily

NYCT: Added daytime cleaning shifts to disinfect work areas

SMART: Employees who use conference rooms are required to wipe down all shared equipment, furniture, and high-touch surfaces after use |

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Topic	Description	Examples
	Clean and disinfect tools or shared use items	NYCT: Construction tools disinfected daily*
4. Post-exposure	Clean or disinfect spaces after exposure	Transdev (transit contractor): Deep cleaning vehicles, offices, maintenance shops, and facilities after exposure

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Operational Considerations

Planning for Recovery

Topic	Description	Examples
1. Recovery task force	Establish a work group or task force to guide public transit recovery from the COVID-19 pandemic	LACMTA: Recovery Task Force releases recommendations to improve mobility UTA: COVID-19 Work Group WMATA: Pandemic Task Force issues recommendations
	Include labor and members of the business community in recovery planning	MTC: Created Transit Recovery Task Force for Bay Area*
2. Recovery plan	Establish a decision support system and playbook of recommended operations options for various service scenarios	NEW East Texas Council of Governments: GoBus Pandemic Response Plan NEW Laredo Transit: Pandemic Response Plan NEW Monterey-Salinas Transit: COVID-19 Recovery Plan

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		NACTO: Playbook guidance for managing street design and movement, including transit lanes*
		NYPTA: COVID-19 Recovery & Restoration Plan
		SMART: COVID-19 Safety Playbook
		NEW South Plans Community Action Association: SPARTAN Public Transportation Pandemic Response Plan
		WMATA: COVID-19 Recovery Plan

Service Changes to Support Opening, Restoration or Expansion of Transit Service

Topic	Description	Examples
1. Transit services for essential workers	When opening, restoring, or expanding transit service, focus service on key routes for essential workers	Houston Metro: Adding a Texas Medical Center shuttle to move essential employees to the medical center Maryland Transit Administration: Enhanced service on routes that service healthcare facilities, food distribution sites, and designated supply chain employers

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Topic	Description	Examples
	Provide essential employees with rides to or from work curb-to-curb on paratransit service	Maryland Transit Administration: Cooperative agreement with Transdev, First Transit, and MV to provide "park-and-ride" service for essential hospital workers* MTA NYCT: Essential Services Plan*
2. Adjusting transit service to support schedules of essential services	Adjust schedules and add trips to address essential workers' schedules	NYCT: Adjusts service to meet needs of essential workers
3. Supporting transit-reliant communities	When opening, restoring, or expanding transit service, focus on those in the community that need it the most	CATA: Announces Diversity, Equity, and Inclusion Task Force Greensboro Transit Agency: Providing service to city's free shelter-in-place option for residents experiencing homelessness* Jacksonville Transit: Launching new line to improve connectivity to critical resources for areas with known mobility challenges* LACMTA: Recovery Task Force uses an equity framework to prioritize better mobility for those who rely on transit

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Topic	Description	Examples
		Montgomery County Transit: Service focuses on Equity Emphasis Areas MUNI: Core Plan focuses on most used routes and equity to ensure service for customers most reliant on transit NEW ▶ New Orleans Regional Transit Authority: Prioritizes life-sustaining reservations for paratransit service TriMet: Focus on minority and low-income riders
	Provide alternate service in areas where regular service is not yet restored	COTA: Launching COTA//Plus pilot, an on-demand service that hails vehicles to the user's nearest transit stop, in service areas where fixed-route service has been suspended* Denton County Transportation Authority: Replacing fixed-route bus service with on-demand transit* NEW ▶ Monterey-Salinas Transit: Developed routes to replace temporarily suspended volunteer driver routes to veteran medical facilities

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Topic	Description	Examples
		The Comet: Provides on-demand service for riders on routes that are not currently running*
4. Expanding support for passengers with disabilities impacted by service cuts	Expand paratransit service to customers with disabilities who can no longer reach their essential destinations through traditional service	King County: Expands eligibility for paratransit services to those impacted by COVID-19 service cuts LACMTA: Expands service area and offers a safer travel option for essential workers and those with essential needs*
5. Off-peak transit service	Incentivize passengers to travel during off-peak times	Sydney Public Transit Systems: Fares halved for off-peak travel*
	Expand off-peak service	MBTA: Increases service for off-peak hours*
6. Expanding coordinated services	Bring on-demand services back to support enhanced transit service in a coordinated approach	King County: Resumes Via to Transit

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Service Adjustments to Manage Crowding

Topic	Description	Examples
1. Staying ahead of demand	Restore more frequent transit service to stay ahead of demand	Miami-Dade: Increases frequency of service on key routes to reduce crowding Pasadena Transit: Increasing buses on its busiest route* Vista Transit: Added additional service to popular route to reduce the number of passengers on each vehicle WMATA: Outlines phased approach for restoring service
2. Changing vehicle type to address service needs	Place larger transit vehicles on agency's most crowded routes	NJT: Use articulated buses to support social distancing* Port Authority: Move largest buses to new routes*
	Preferentially use vehicles that allow for social distancing	Regional Transportation Commission of Southern Nevada: Using double-decker buses or other high-capacity buses as available to increase space available for social distancing
3. Ridesharing		Miami-Dade and other transit agencies: Ridesharing to supplement service*

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Topic	Description	Examples
	Use ridesharing to supplement fixed route transit service and reduce crowding	Cities across US: Supplementing service with rideshare*
4. Monitoring and changing service requirements with expanded service	Reevaluate COVID-19 service levels and safety precautions as demand increases	WMATA: Surveying employers on their plans to bring their employees back into offices
5. All-door boarding	Use all-door boarding as a strategy to reduce crowding at bus stops	WMATA: Evaluating accelerated installation of SmarTrip targets on rear doors to enable smooth transition to all-door boarding
6. Expanding existing service zones	Use additional service capacity to support essential workers and those with special needs	LACMTA: Expands service area and offers a safer travel option for essential workers and those with essential needs* Pasadena Dial-a-Ride: Delivering food from the food bank to its members*
7. On-demand services	Expand access to on-demand service	NEW MetroWest Regional Transit Authority: Providing essential trips to eligible individuals through taxi/livery services

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Building for the Future

Topic	Description	Examples
1. New bus lanes, traffic signal priority and other measures	Partner with local jurisdictions to accelerate implementation of bus-only lanes and other speed and reliability measures	LACMTA: Announces new bus lanes* MBTA partners with four cities to rapidly construct 14 miles of bus lanes*
2. Accelerating maintenance, rehabilitation or expansion programs	Take advantage of lower ridership and less service to accelerate or expand maintenance and construction projects	LACMTA: Using reduced traffic to close Wilshire Boulevard to fast track Purple Line construction* WMATA: Using upcoming low-ridership summer to maximum effect, expands Orange and Silver line shutdown
3. Prioritizing projects based on post-COVID-19 criteria	Prioritize and re-examine major capital projects during recovery	LACMTA: Considering re-prioritizing capital projects Paris: Creating 650 kilometers of post-lockdown cycleways*
4. Working groups	Form working groups to explore ways the transit agency can expand mobility within their service area	LACMTA: Created the Office of Extraordinary Innovation to discover and develop ways to provide high quality mobility options

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Passenger Communications

Topic	Description	Examples
1. Welcome back campaign	To welcome riders back and restore confidence in the safety of transit service, post plans on agency websites that outline steps the agency will take to ensure the safe restoration of service, often focusing on cleaning and disinfecting, the use of face coverings, how social distance will be maintained, service changes, and the exploration of new measures and technologies	BART: 15-step plan to welcome back riders DATTCO: Clean Care Certified initiative NJT: Your Ride to Recovery NYCT: Action Plan for a Safe Return **NEW** Ohio Public Transit Association: Ride Easy Ohio campaign **NEW** AC Transit: ReNEW plan SEPTA: Reopening Guide **NEW** SunLine: SunLine Refueled five-level alert system VTA: VTA's 10-Point Plan to Strengthen Trust in Transit TriMet: Here's what you need to know when you return

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Topic	Description	Examples
		UTA: COVID-19 Recovery plan and Recovery Plan Summary
2. Welcome back kits	Provide riders with what they need to safely use the system, including reusable face mask, hand sanitizer and safety guide	CTA: Giving away "Travel Healthy" kits
3. Keeping riders informed in real-time	Use website banner, push notifications on transit app, text and email alerts and updates, social media, and other means to keep riders informed	DART: Coronavirus communication NEW ▷ Valley Regional Transit: Weekly newsletter
	Provide real-time cleaning information	Ontario Northland: Web application allows passengers to enter a vehicle identifier into the website and see the cleaning history for the vehicle*
4. Collecting information from riders on new travel patterns and needs	Survey customers on their current transportation patterns and modes, future transportation plans, COVID-19 concerns, and customer experience	NEW ▷ Anchorage People Mover: People Mover and AnchorRIDES passenger survey NEW ▷ Denton County Transportation Authority: Survey of passenger experience during COVID-19 public health emergency*

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Topic	Description	Examples
		LACMTA: Agency research efforts Miami-Dade: Issues survey as part of 10-year planning goal NEW RideKC: Customer survey on ridership during COVID-19 public health emergency TriMet: Agency research efforts UTA: COVID-19 General Rider Survey Report NEW Valley Metro: Customer survey on ridership during COVID-19 public health emergency
5. Collecting information from riders most reliant on transit	Survey different groups of riders on their transportation during the pandemic and how they plan to travel in the future	LACMTA: Promotes a rider-led recovery
6. Shifting from print resources	Encourage customers to shift from print media to online sources	NYPTA: Recommends shifting to online media sources NEW RideKC: Printed materials available by request only

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Topic	Description	Examples
7. Behavioral science tools	Approaches to communicating with passengers based in behavioral science	MTA: Enlisting the help of behavioral psychologists and crowding experts to plan for New York's reopening* Transit agencies: Use behavioral science techniques to attract riders and design passenger communication* and How behavioral science can help with 'normal' after coronavirus*
8. Notifying passengers of potential exposure	Implement a process to notify passengers of potential exposure to workers or other passengers who test positive for COVID-19	Houston Metro: Publishing routes, days, and times operators who test positive worked* Jacksonville Transportation Authority: Publishing routes, days and times operators who test positive worked and posting information on those routes*
9. In- or on-vehicle safety messaging	Display safety tips in or on vehicles	RoadRUNNER Transit: Installing banners with COVID-19 health tips on fixed route buses in English and Spanish NEW Tri-Valley Transit: COVID-19 information posted in three languages on buses and at shelters
10. Video campaigns and promotions	Encouraging mask wearing	NEW Multiple agencies: Video encouraging riders to #MaskUpForTransit*

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Topic	Description	Examples
	Public demonstration of cleanliness of system	NYCT: A spot-check of the New York subway system by the television program Inside Edition revealed no trace of COVID-19 on any of the 32 surfaces swabbed and tested*
11. Access to vaccination sites	Provide access to vaccination sites via transit	NEW ▸ Chapel Hill Transit: Providing rides to vaccination sites NEW ▸ Charlottesville Area Transit System and JAUNT: Providing free rides to vaccination center NEW ▸ Jacksonville Transportation Authority: Providing vaccination transportation NEW ▸ North Carolina: Departments of Health and Human Services and Transportation funding rides to vaccination sites* NEW ▸ NYCT: Helping passengers access vaccination sites NEW ▸ Operating Above the Standard Transit: Providing free transportation to vaccination sites NEW ▸ San Diego Metropolitan Transit System: Providing free transit rides to COVID-19 vaccination appointments

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Topic	Description	Examples
12. Federal mask requirement	Publicize information about the Federal mask requirement and your agency's process for adherence	NEW RTC Washoe: Public-facing website describes agency's process to comply with the Federal mask requirement

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Technology and Innovation

Detecting Crowding

Topic	Description	Examples
1. Real-time tools to track crowding on transit vehicles	Provide real-time vehicle occupancy information to help passengers make informed decisions about riding	NEW Alameda-Contra Costa Transit District: Automated Passenger Counters update crowding information on transit website* Auckland Transit: Requiring passengers "tap" fare media when boarding and alighting allows their phone application to convey real-time passenger loads* CTA: Bus crowding report for passengers Danske Statsbaner (Danish State Railways): Advanced booking capabilities for light rail trips, including information on which services and vehicles are the least crowded* East Japan Railway: Rail-time information on vehicle occupancy and the availability of space for "reduced mobility passengers" LIRR: Real-time crowding information available to the public via a phone application

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Topic	Description	Examples
		MBTA: Real-time crowding information on nine bus routes displayed on bus stop digital signs and in the MTBA transit phone application NEW RTC Southern Nevada: Transit app provides real-time crowding information*
2. Monitoring crowding in transit service	Use artificial intelligence (AI) and CCTV to monitor crowding on transit platforms and vehicles	India: AI helps cities monitor and manage crowding*
3. Apps to help riders make appointments for transit service	Provide apps that lets riders make appointments to enter subway stations during rush hours. Riders are given a QR code on their phones that will be valid for a half-hour window to better stagger ridership	Beijing Transit: Uses "subway by appointment" to reduce crowding*

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Passenger Monitoring

Topic	Description	Examples
1. Monitoring passenger temperatures in transit stations	Use thermal cameras to take riders' temperatures	Beijing Transit: Uses temperature monitoring in subway* MTA: Recommends the use of thermal cameras to monitor riders' temperatures in subway stations*
2. Monitoring passenger temperatures prior to boarding vehicles	Test passenger temperatures prior to boarding	Rapid Kuala Lumpur: Rider temperatures screened prior to boarding*
3. Monitoring transit stations and vehicles for face mask use	Use AI technology and CCTV cameras to monitor face mask use	France: Uses AI technology to monitor whether passengers are wearing face masks* NEW NJT: Testing cameras for face mask detection, heat mapping* NYCT: Recommends use of AI to assess mask wearing*

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Passenger Engagement

Topic	Description	Examples
1. Passenger reporting of unclean surfaces	Use transit app to allow passengers to report concerns on the system, including cleanliness issues	[DART: Say Something App for reporting surfaces that need to be cleaned](#) NEW [Mountain Line: See Say Now app for reporting safety and security concerns](#)*

Cleaning, Sanitizing, and PPE

Topic	Description	Examples
1. UV robots	UV-cleaning robots to disinfect trains and stations	[Pittsburgh: Airport is the first in the US to use UV-cleaning robots](#)*
2. Chemical-dispensing robots	Robot technology to conduct deep cleaning and decontamination	[Hong Kong Mass Transit Railways: Using an automated robot to clean hard to reach areas](#)*

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Topic	Description	Examples
3. Partnering with companies to design PPE	Work with vendors to re-tool or expand their capabilities to provide products and supplies	BYD for Toronto Transit Commission: Manufactures face masks for transit systems*

Payment Options

Topic	Description	Examples
1. Phone and watch app to support contactless payment	Launch phone and watch app to support contactless fare payment	WMATA: Launches iPhone and Apple Watch app to allow riders to use their phone or watch to pay fare anywhere smart card readers are used
2. Contactless fare payment and mobile ticketing	Accelerate or start the process of introducing contactless fare payment in response to COVID-19	NEW DART: Soliciting riders to help test contactless payments by offering reduced fares GDRTA: Adopts "Transit" app NEW Gwinnett County Transit: Launching Token Transit app for contactless payment* LACMTA: Recommends rapid introduction of contactless, visual ticket purchase and payment option in Metro's new "Transit" app

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Topic	Description	Examples
		NEW ▶ MetroLink: Launched mobile fare option
3. Providing unbanked or underbanked transit riders with access to TouchPass system	Supplement Title VI inclusivity programs with broad, local, and convenient access for passengers to add value using cash to TouchPass accounts	COTA: Working with state government to load fares onto magnetic-strip EBT cards used for food benefits*
4. Virtual enrollment in fare programs	Allow passengers to sign up for reduced fare programs online	NEW ▶ Pasadena Transit: Dial-A-Ride applications accepted only online TriMet: Temporarily opening a virtual application site

Micromobility

Topic	Description	Examples
1. Integrating micromobility providers into transit apps	Partner with micromobility providers to offer alternative transportation options	DART: On-demand microtransit service integrated into DART's GoPass mobile app*

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Topic	Description	Examples
2. Expanding microtransit partnerships through technology and contracts	Pilot and expand alternative services following new models, such as MicroTransit and Mobility on Demand	Denton County Transportation Authority: Using the Spare Platform to replace fixed-route service with on-demand transit to manage the number of riders on a vehicle and trace riders*
		LAMCTA: On-demand services adapted to accommodate essential trips to grocery stores, pharmacies, and medical centers*
		NEW SunLine Transit Agency: Offering a SunRide microtransit service*

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