

FTA

FEDERAL TRANSIT ADMINISTRATION

Transit COVID-19 Response Program User Guide

Version 1.4





Document Revision History

Version	Date	Summary of Changes	Author
1.0	1/27/2021	Updated with feedback	Christina Palencia
1.1	2/18/2021	Incorporated Feedback	Christina Palencia
1.2	3/3/2021	Updated formatting	Christina Palencia
1.3	3/4/2021	Updated Screenshot and additional formatting	Christina Palencia
1.4	3/8/2021	Updated OMB number	Christina Palencia



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1 Introduction

The Federal Transit Administration (FTA) has developed an online application (Transit COVID-19 Response Program) to capture COVID-19-related information from transit agencies. FTA will use this data to inform FTA actions in support of the transit industry's COVID-19 response and recovery efforts and implementation of the Federal mask requirement for public transportation. This collection is covered by OMB Control Number 2132-0581.



2 System Layout

The Transit COVID-19 Response Program Information Collection online application (COVID-19 Forms) resides on the FTA TriAD Platform, an online cloud Appian environment located at <https://faces.fta.dot.gov>. This section provides a high-level view of the application and explains how to navigate, submit, find, and work with COVID-19 data.

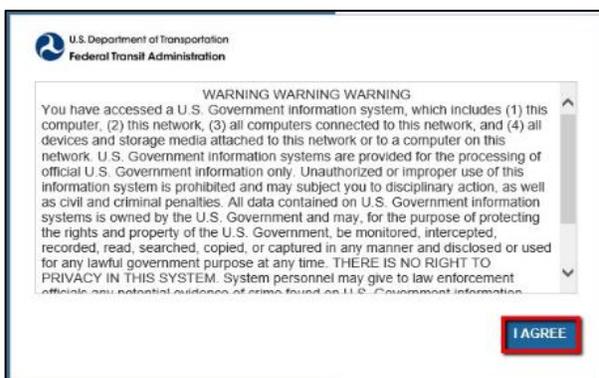
2.1 Logging In

To expedite reporting, existing NTD users for agencies required to submit data will be granted access to the new application using their NTD credentials/logins. If a user has questions related to user access to either NTD or the COVID-19 Form application, they should contact their NTD User Manager or Local Security Manager.

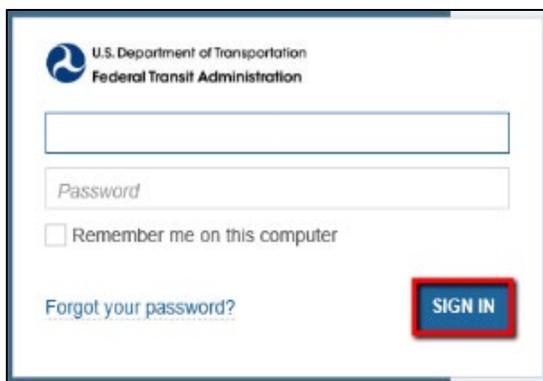
This login method requires a **Username** and **Password**. Both are case sensitive.

To log in:

- 1) Open a web browser and enter the FACES URL, <https://faces.fta.dot.gov/suite/>.
- 2) Read the security policy and select **I AGREE**.

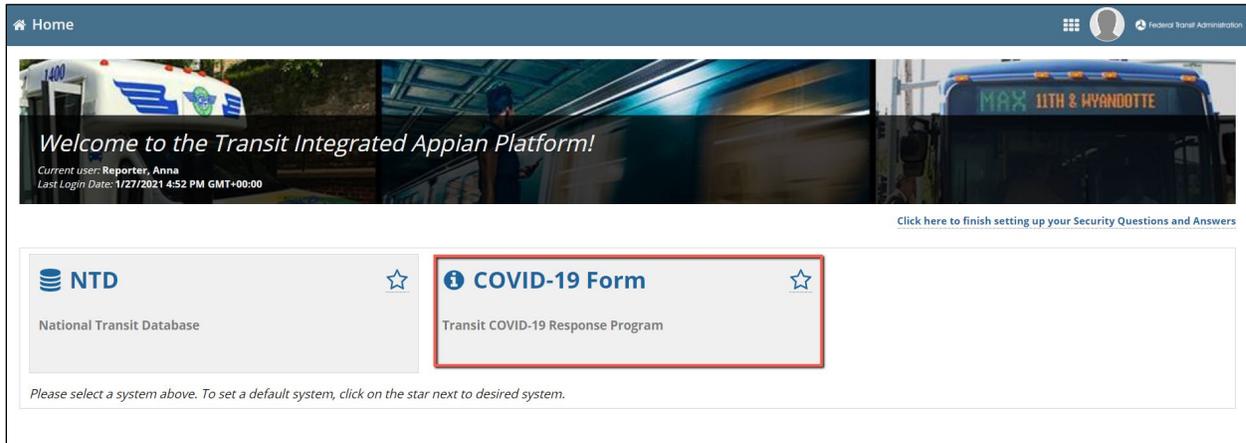


- 3) Enter your **Username** and **Password**.
- 4) Click **SIGN IN**.





- On the **Homepage**, the user will see the option to click the COVID-19 Form. If the user has access to more than one FTA systems (e.g. FACES, DGS, NTD, SSOR or TrAMS) all those systems will be available as an option to click on the **Homepage**.

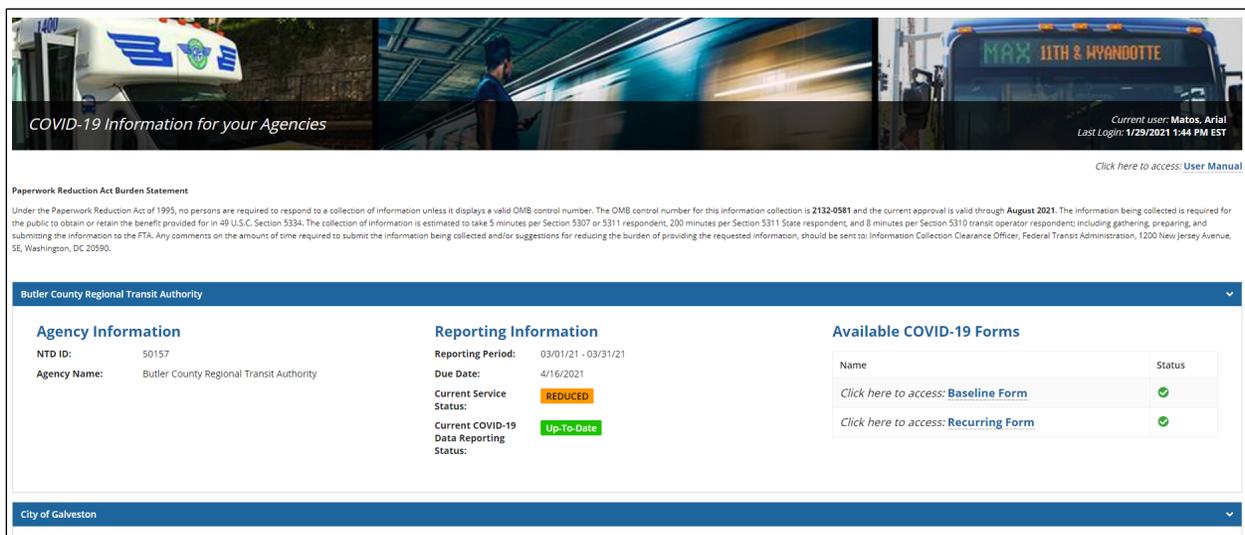


3 Transit COVID-19 Response Program - Landing Page

Upon accessing the “Transit COVID-19 Response Program” online application, the user is taken to the **landing page** for their agency or agencies. This page provides the user with a list of agencies for which they can report data. This page will display different functionality and provide the user with a list of sub-recipient agencies if the logged-in user is a State DOT Reporter.

3.1 Agency Landing Page

The **landing page** displays the agency or agencies for which the user can report COVID-19 information in the “Transit COVID-19 Response Program” online application.





A user manual is available for users to download or print. It can be found towards the upper right-hand corner above the Paperwork Reduction Act statement.

COVID-19 Information for your Agencies

Current user: Matos, Arifal
Last Login: 1/29/2021 1:44 PM EST

[Click here to access: User Manual](#)

Paperwork Reduction Act Burden Statement
Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The OMB control number for this information collection is 2132-0581 and the current approval is valid through August 2021. The information being collected is required for the public to obtain or retain the benefit provided for in 49 U.S.C. Section 5334. The collection of information is estimated to take 5 minutes per Section 5307 or 5311 respondent, 200 minutes per Section 5311 State respondent, and 8 minutes per Section 5310 transit operator respondent; including gathering, preparing, and submitting the information to the FTA. Any comments on the amount of time required to submit the information being collected and/or suggestions for reducing the burden of providing the requested information, should be sent to: Information Collection Clearance Officer, Federal Transit Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590.

Butler County Regional Transit Authority

Agency Information	Reporting Information	Available COVID-19 Forms						
NTD ID: 50157 Agency Name: Butler County Regional Transit Authority	Reporting Period: 03/01/21 - 03/31/21 Due Date: 4/16/2021 Current Service Status: REDUCED Current COVID-19 Data Reporting Status: Up-To-Date	<table border="1"> <thead> <tr> <th>Name</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>Click here to access: Baseline Form</td> <td style="text-align: center;">✔</td> </tr> <tr> <td>Click here to access: Recurring Form</td> <td style="text-align: center;">✔</td> </tr> </tbody> </table>	Name	Status	Click here to access: Baseline Form	✔	Click here to access: Recurring Form	✔
Name	Status							
Click here to access: Baseline Form	✔							
Click here to access: Recurring Form	✔							

City of Galveston

For each agency displayed, the user will see Agency Information, Reporting Information, and the Available COVID-19 Forms. The user can collapse each agency by clicking on the **white arrow** in each blue ribbon.

COVID-19 Information for your Agencies

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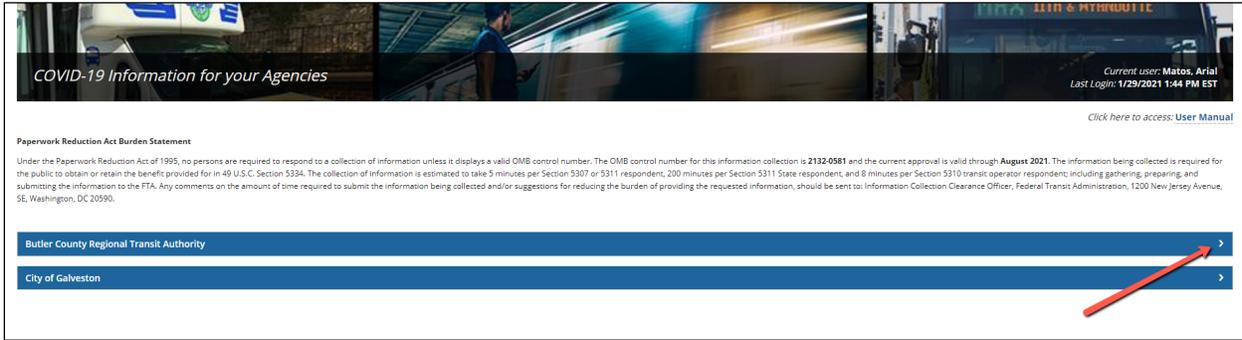
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City of Galveston

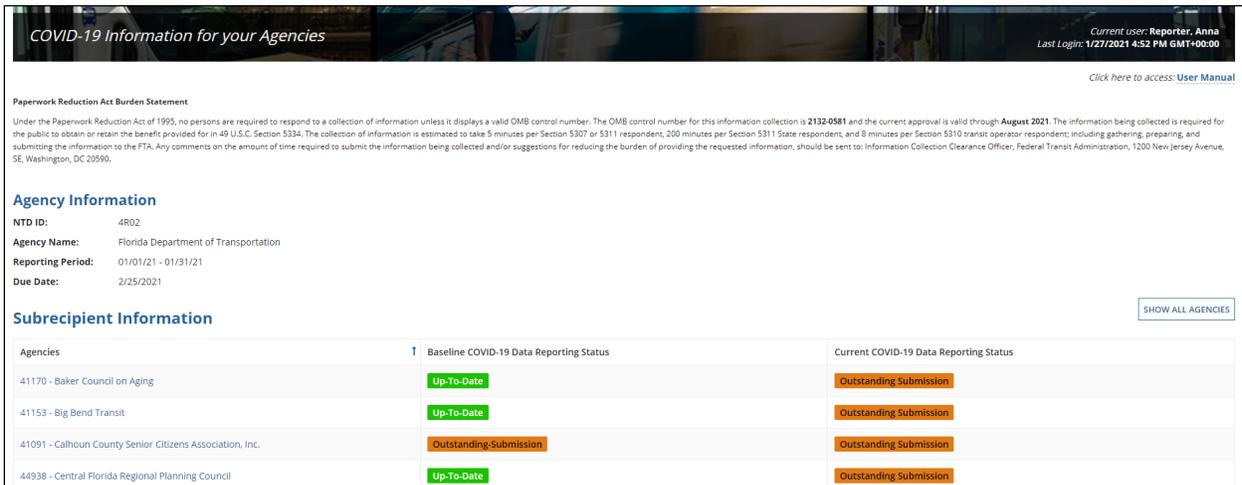
To expand an agency, the user can click on the **white arrow** for that agency.



3.2 State DOT Reporter Landing Page

The screenshot below shows a State DOT Reporter assigned to report for sub-recipient agencies. The **landing page** is divided into three main sections. The **Agency Information** section, as shown in the screenshot, displays the State DOT agency and shows the NTD ID, Agency Name, current Reporting Period, and due date. The **Sub-recipient Information** section lists Agencies, Baseline COVID-19 Data Reporting, and Current COVID-19 Data Reporting statuses.

The user can see the statuses of several reporting criteria. The statuses indicate which Agencies require a COVID-19 Form submission, for a description of each status please refer to [Appendix B](#).



Up to 10 agencies are listed per page. If more than 10 agencies are assigned to the user and the user would like to see all of the agencies on a single page the user can **click on SHOW ALL AGENCIES**.



COVID-19 Information for your Agencies Current user: Reporter, Anna
Last Login: 1/27/2021 4:52 PM GMT+00:00

[Click here to access: User Manual](#)

Paperwork Reduction Act Burden Statement
Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The OMB control number for this information collection is **2132-0581** and the current approval is valid through **August 2021**. The information being collected is required for the public to obtain or retain the benefit provided for in 49 U.S.C. Section 5334. The collection of information is estimated to take 5 minutes per Section 5307 or 5311 respondent, 200 minutes per Section 5311 State respondent, and 8 minutes per Section 5310 transit operator respondent; including gathering, preparing, and submitting the information to the FTA. Any comments on the amount of time required to submit the information being collected and/or suggestions for reducing the burden of providing the requested information, should be sent to Information Collection Clearance Officer, Federal Transit Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590.

Agency Information
NTD ID: 4R02
Agency Name: Florida Department of Transportation
Reporting Period: 01/01/21 - 01/31/21
Due Date: 2/25/2021

[SHOW ALL AGENCIES](#)

Subrecipient Information

Agencies	Baseline COVID-19 Data Reporting Status	Current COVID-19 Data Reporting Status
41170 - Baker Council on Aging	Up-To-Date	Outstanding Submission
41153 - Big Bend Transit	Up-To-Date	Outstanding Submission
41091 - Calhoun County Senior Citizens Association, Inc.	Outstanding-Submission	Outstanding Submission
44938 - Central Florida Regional Planning Council	Up-To-Date	Outstanding Submission

To sort the Agencies or statuses by ascending or descending order, **click** on the column headers.

COVID-19 Information for your Agencies Current user: Reporter, Anna
Last Login: 1/27/2021 4:52 PM GMT+00:00

[Click here to access: User Manual](#)

Paperwork Reduction Act Burden Statement
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Agency Information
NTD ID: 4R02
Agency Name: Florida Department of Transportation
Reporting Period: 01/01/21 - 01/31/21
Due Date: 2/25/2021

[SHOW ALL AGENCIES](#)

Subrecipient Information

Agencies	Baseline COVID-19 Data Reporting Status	Current COVID-19 Data Reporting Status
41170 - Baker Council on Aging	Up-To-Date	Outstanding Submission
41153 - Big Bend Transit	Up-To-Date	Outstanding Submission
41091 - Calhoun County Senior Citizens Association, Inc.	Outstanding-Submission	Outstanding Submission
44938 - Central Florida Regional Planning Council	Up-To-Date	Outstanding Submission

For additional information on each individual Sub-recipient Agency the user can:

- 1) Click on any of the Agency links listed under the **Agencies** column.

COVID-19 Information for your Agencies Current user: Reporter, Anna
Last Login: 1/27/2021 4:52 PM GMT+00:00

[Click here to access: User Manual](#)

Paperwork Reduction Act Burden Statement
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Agency Name: Florida Department of Transportation
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[SHOW ALL AGENCIES](#)

Subrecipient Information

Agencies	Baseline COVID-19 Data Reporting Status	Current COVID-19 Data Reporting Status
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41091 - Calhoun County Senior Citizens Association, Inc.	Outstanding-Submission	Outstanding Submission
44938 - Central Florida Regional Planning Council	Up-To-Date	Outstanding Submission



2) The Sub-recipient Agency’s dashboard will open.

COVID-19 Information for Baker Council on Aging Current user: Reporter, Anna
Last Login: 1/27/2021 4:52 PM GMT+00:00

Paperwork Reduction Act Burden Statement
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Baker Council on Aging

Agency Information	Reporting Information	Available COVID-19 Forms						
NTD ID: 41170 Agency Name: Baker Council on Aging	Reporting Period: 01/01/21 - 01/31/21 Due Date: 2/25/2021 Current Service Status: NORMAL Current COVID-19 Data Reporting Status: Outstanding Submission	<table border="1"> <thead> <tr> <th>Name</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>Click here to access: Baseline Form</td> <td style="text-align: center;">✔</td> </tr> <tr> <td>Click here to access: Recurring Form</td> <td style="text-align: center;">⚠</td> </tr> </tbody> </table>	Name	Status	Click here to access: Baseline Form	✔	Click here to access: Recurring Form	⚠
Name	Status							
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Click here to access: Recurring Form	⚠							

BACK

The Sub-recipient Agency dashboard contains three sections: **Agency Information**, **Reporting Information**, and **Available COVID-19 Forms**.

- The Agency Information lists the NTD ID and Agency Name.
- The Reporting Information section provides the reporting period, current service status, and current COVID-19 data reporting status.
- The Available COVID-19 Forms lists the Forms that are available to submit for the reporting period as well as the status of form submissions. For descriptions of the statuses please refer to Appendix B

3) To go back to the list of Subrecipient agencies click on **BACK** in the lower left-hand corner.



4 Submitting COVID-19 Information

Currently, there are two COVID-19 forms that must be submitted by each agency. Responses can be changed for each form after they have been submitted.

1. [Baseline form](#)
2. [Recurring Form](#) (Available on April 1, 2021)

4.1 Baseline Form

The Baseline Form is a one-time form used to capture data on service reductions and suspensions between March 13, 2020 and February 28, 2021.

To complete the Baseline Form, follow these steps:

- 1) From the agency landing page, find the agency for which you wish to complete form.

COVID-19 Information for Baker Council on Aging Current User: Reporter, Anna
Last Login: 1/27/2021 4:52 PM GMT+00:00

Paperwork Reduction Act Burden Statement
Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The OMB control number for this information collection is 2132-0581 and the current approval is valid through August 2021. The information being collected is required for the public to obtain or retain the benefit provided for in 49 U.S.C. Section 5334. The collection of information is estimated to take 5 minutes per Section 5307 or 5311 respondent, 200 minutes per Section 5311 State respondent, and 8 minutes per Section 5310 transit operator respondent; including gathering, preparing, and submitting the information to the FTA. Any comments on the amount of time required to submit the information being collected and/or suggestions for reducing the burden of providing the requested information, should be sent to Information Collection Clearance Officer, Federal Transit Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590.

Baker Council on Aging

Agency Information		Reporting Information		Available COVID-19 Forms	
NTD ID:	41170	Reporting Period:	01/01/21 - 01/31/21	Name	Status
Agency Name:	Baker Council on Aging	Due Date:	2/25/2021	Click here to access: Baseline Form	✓
		Current Service Status:	NORMAL	Click here to access: Recurring Form	⚠
		Current COVID-19 Data Reporting Status:	Outstanding Submission		

[BACK](#)

- 2) Select the **Baseline Form** from the **Available COVID-19 Forms**.

COVID-19 Information for Baker Council on Aging Current User: Reporter, Anna
Last Login: 1/27/2021 4:52 PM GMT+00:00

Paperwork Reduction Act Burden Statement
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Baker Council on Aging

Agency Information		Reporting Information		Available COVID-19 Forms	
NTD ID:	41170	Reporting Period:	01/01/21 - 01/31/21	Name	Status
Agency Name:	Baker Council on Aging	Due Date:	2/25/2021	Click here to access: Baseline Form	✓
		Current Service Status:	NORMAL	Click here to access: Recurring Form	⚠
		Current COVID-19 Data Reporting Status:	Outstanding Submission		

[BACK](#)



- 3) Select a radio button for Yes or No, for each question. Both questions must be answered to submit the form.
- 4) Click **SUBMIT CHANGES** to save responses.

COVID-19 Information for Baker Council on Aging

Current user: Reporter, Anna
Last Login: 1/27/2021 4:52 PM GMT+00:00

Baseline Information

At any point between 3/13/2020 and 2/28/2021 did your agency reduce service in response to COVID-19? Yes No

At any point between 3/13/2020 and 2/28/2021 did your agency suspend service in response to COVID-19? Yes No

CANCEL SUBMIT CHANGES

- 5) The user can exit the form by clicking **CANCEL**.

COVID-19 Information for Baker Council on Aging

Current user: Reporter, Anna
Last Login: 1/27/2021 4:52 PM GMT+00:00

Baseline Information

At any point between 3/13/2020 and 2/28/2021 did your agency reduce service in response to COVID-19? Yes No

At any point between 3/13/2020 and 2/28/2021 did your agency suspend service in response to COVID-19? Yes No

CANCEL SUBMIT CHANGES

4.2 Recurring Form (Available on April 1, 2021)

The Recurring Form is submitted every month to capture data on:

- a. Transit Workforce
- b. Service Impacts
- c. COVID-19 Data



To complete the Recurring Form, follow these steps:

- 1) From the main landing page, find the agency for which you wish to complete form.

COVID-19 Information for Baker Council on Aging Current user: Reporter, Anna
Last Login: 1/27/2021 4:52 PM GMT+00:00

Paperwork Reduction Act Burden Statement
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Name	Status							
Click here to access: Baseline Form	✔							
Click here to access: Recurring Form	!							

[BACK](#)

- 2) Select the Recurring Form from the Available COVID-19 Forms.

COVID-19 Information for Baker Council on Aging Current user: Reporter, Anna
Last Login: 1/27/2021 4:52 PM GMT+00:00

Paperwork Reduction Act Burden Statement
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Name	Status							
Click here to access: Baseline Form	✔							
Click here to access: Recurring Form	!							

[BACK](#)



3) Select the reporting period for which you want to submit responses.

4) Answer each question in each of the sections. All sections must be complete to submit the form. Definitions of the terms used in this information collection are included below. If you have any questions about definitions, please send an email to FTASystemSafety@dot.gov.

A. Transit Workforce

i. Current Number of Transit Operators (Full and Part-Time):

This field captures the total number of Transit Operators at the end of the reporting period and includes both full and part-time individuals and both agency employees and contractors. Transit Operators include personnel (other than security agents) scheduled to be aboard vehicles in revenue operations, including: vehicle operators; conductors; and ticket collectors. Transit Operators may also include attendants who are transit agency employees that are aboard vehicles to assist riders in boarding and alighting, securing wheelchairs, etc. For further information, see the definition of “Operators” in the National Transit Database (NTD) [Glossary](#). For purposes of NTD reporting, agencies can allocate an individual across multiple employee categories, if that individual’s roles fit into more than one category. However, when reporting to the COVID-19 Information Collection Online Application, agencies should count any individual who serves as an Operator as any part of his or her job as 1 Transit Operator. Please do not prorate headcounts across multiple categories in this tool.

ii. Current Number of Other Frontline Essential Workers:

This field captures the total number of Other Frontline Essential Workers at the end of the reporting period and includes both full and part-time individuals and both agency employees and contractors. Frontline Essential Workers are individuals whose work-related duties must be performed on-site and involve being in close proximity (<6 feet) to the public or to coworkers. This count excludes individuals who serve as Operators



and who are included in the Transit Operator count discussed above.

iii. All Other Workers:

This field captures the total number of Other Workers at the end of the reporting period and includes both full and part-time individuals and both agency employees and contractors. These individuals include all workers that are not categorized as a Transit Operator or Other Frontline Essential Worker.

B. Service Impacts

i. Please select your agency's operational status at the end of the reporting period:

Please select "Suspended" if your agency has suspended all transit service due to the COVID-19 public health emergency. Please select "Reduced" to indicate that your agency has reduced the level of transit service provided (from normal levels) in response to the COVID-19 public health emergency. Please select "Normal" if your agency is currently operating normal levels of service.

C. COVID-19 Data

Users should submit these data to the extent that they are able to compile such information consistent with applicable privacy laws.

i. COVID-19 Worker Positives to date:

Worker Positives is defined as the total number of workers (employees and contractors, full and part-time) that have tested positive for COVID-19. Agencies will report the cumulative total number of workers that have tested positive for COVID-19 since the beginning of the public health emergency (3/13/20) and through the end of the reporting period.

ii. COVID-19 Worker Fatalities to date:

Worker Fatalities is defined as the total number of workers (employees and contractors, full and part-time) that have died from complications related to COVID-19. Agencies will report the cumulative total number of workers that have died from COVID-19-related complications since the beginning of the public health emergency (3/13/20) and through the end of the reporting period. This number cannot exceed the number of COVID-19 Worker Positives.

iii. Worker Recoveries:

Worker Recoveries is defined as the total number of workers (employees and contractors, full and part-time) that have returned to work following an absence due to a positive COVID-19 test. Agencies will report the cumulative total number of Worker Recoveries since the beginning of the public health emergency (3/13/20) and at the end of the reporting period. Worker recoveries may include individuals who have tested positive and also workers who were kept home due to exposure or possible exposure.

iv. Does your agency plan to require COVID-19 vaccinations?:

This is a yes or no response. Agencies should select yes if the agency currently requires COVID-19 vaccinations or plans to require COVID-19 vaccinations for some or all of its workforce.



v. Number of Workers Not Vaccinated:

Agencies should report the total number of workers (employees and contractors, full and part-time) that have not received a COVID-19 vaccination. This number cannot exceed the total number of workers reported above.

vi. Does your agency require workers to wear masks consistent with the CDC Order¹?:

This is a yes or no response. Agencies should select yes if the agency currently has a policy that addresses the [CDC Order](#) requirements for workers.

vii. Does your agency require passengers to wear masks consistent with the CDC Order?:

This is a yes or no response. Agencies should select yes if the agency currently has a policy that addresses the [CDC Order](#) requirements for passengers.

NOTE: Additional guidance is provided for each question by clicking on the  at the end of each question.

Transit Workforce

Current Number of Transit Operators (Full and Part-Time)  

This field captures the total number of Transit Operators at the end of the reporting period and includes both full and part-time individuals and both agency employees and contractors. Transit Operators include personnel (other than security agents) scheduled to be aboard vehicles in revenue operations, including: vehicle operators; conductors; and ticket collectors. Transit Operators may also include attendants who are transit agency employees that are aboard vehicles to assist riders in boarding and alighting, securing wheelchairs, etc. For further information, see the definition of "Operators" in the National Transit Database (NTD) [Glossary](#). For purposes of NTD reporting, agencies can allocate an individual across multiple employee categories, if that individual's roles fit into more than one category. However, when reporting to the COVID-19 Information Collection Online Application, agencies should count any individual who serves as an Operator as any part of his or her job as 1 Transit Operator. Please do not prorate headcounts across multiple categories in this tool.

Close

Current Number of Other Frontline Essential Workers (Full and Part-Time) 

All Other Workers (Full and Part-Time) 

¹ See Requirement for Persons to Wear Masks While on Conveyances and at Transportation Hubs, February 1, 2021: https://www.cdc.gov/quarantine/pdf/Mask-Order-CDC_GMTF_01-29-21-p.pdf



- 1) Click on **SUBMIT** to submit responses for the selected reporting period and to submit responses for another reporting period or click **SUBMIT AND CLOSE** to submit responses and return to the agency landing page.

- 2) The user can exit the form without saving by clicking on **CANCEL** on the lower left-hand corner.



Appendix A – Abbreviations, Acronyms, and Terms

Abbreviations	Definition
DGS	Discretionary Grant System
DOT	Department of Transportation
FACES	FTA Access Control and Entry System
FTA	Federal Transit Administration
NTD	National Transit Database
PRA	Paperwork Reduction Act
SSOR	State Safety Oversight Reporting
TrAMS	Transit Award Management System
TriAD	Transit Integrated Appian Development
TSO	Office of Transit Safety and Oversight

Appendix B – COVID-19 Form and Service Status

Field Name	Status	Description
Current Service Status		Service capacity was reduced in response to COVID-19.
		Service capacity has not been affected by COVID-19.
		Service has been suspended due to COVID-19.
Current COVID-19 Data Reporting Status		At least one COVID-19 Form for the current reporting period has not been completed and is outstanding.
		All COVID-19 Forms for the current reporting period have been submitted.
Available COVID-19 Forms		COVID-19 Form is Outstanding for the current reporting period.
		COVID-19 Form is Submitted for the current reporting period.