Protecting the Public and VTA Employees

- Cleanliness and safety are top priorities
- Develop protocols based on guidelines from local, national and global public health experts
- Apply peer agency best practices for health and safety of front-line workers and customers
- Be flexible and adaptive to respond to changing conditions
Public Health and Safety

- Promoting social distancing; face coverings
- Enhance cleaning and disinfecting of vehicles and stations
- Ample supply of cleaning products and PPE for workers
- Install operator barriers
- Coordinate solutions for unhoused riders
- Enhance security procedures
Technology Innovations

• Innovative tools
• Reduce human touch
Attract, Retain and Grow Ridership

- Conducted customer survey on perception of public transit
  - Transit use pre/post COVID-19?
  - Willingness to return to transit?
  - What makes them feel safe on transit?
  - Will they continue to work from home when restrictions are lifted?
  - Will they use public transit for other travel?
Delivery of Services

1. Continue temporary COVID-19 transit network through February 2021
2. Limited service increases June 8
   - Restoring weekend light rail service
   - Extending light rail weekday hours
   - Restoring Express 101, 102, 103 (sponsored partially by Stanford Research Park)
QUESTIONNAIRE RELATING TO THE ECONOMIC RECOVERY PHASES OF COVID-19 AND PLANS, GUIDELINES, AND NEEDS RELATIVE TO THE SAFE OPENING OF BUSINESSES AND OTHER INSTITUTIONS

Company/Organization Name: Santa Clara Valley Transportation Authority
Industry/Sector: Transportation/Transit
Date: 6/05/2020

1. Are you open or partially open? **YES**
   a. Are you an essential business? **YES**
   b. Are you open under an exception such as: **NO**
      i. Outdoor Business?
      ii. Pickup/Delivery?
      iii. Curbside Retail?
      iv. Food Distribution?
   c. Have employees and customers cooperated with the health safety protocols? **YES**
   d. To your knowledge, have employees or customers become infected with COVID-19? **YES**

2. How many of your activities can be moved outdoors? **None**

3. For indoor activities:
   a. How can social distancing be maintained at points of ingress and egress, where people normally cluster?

      Combination of working from home and traffic flow arrows. Face coverings for times when can't be avoided

   b. How can employees and visitors be protected from transmission of the virus (e.g., no-touch temperature checks, hand sanitizer, masks, and face shields)?

      Hand sanitizer. Hand washing. Face Coverings. Face shields and other PPE for individuals requiring these for their duties.
c. How will Personal Protective Equipment (such as face covering and gloves) and hand sanitizer be provided before entry?

Employees asked to wear face covering before entry. Hand sanitizer provided at entrances.

d. Can the times of activities be staggered to reduce the amount of people gathered at any one time?

YES

e. Can customers make appointments to gain entry while inside capacity is restricted?

NO

f. How can social distancing be maintained inside your premises?

Most administrative staff in cubicles with high walls. At bus and rail yards, areas marked for seating with social distancing, and traffic flow arrows. Revised seating capacity in conference rooms and meeting spaces.

4. What is your plan to acquire and distribute Personal Protective Equipment (like masks and gloves) and testing to your employees?

Procurement is working on obtaining needed PPE. Staff also asked to bring own fabric face coverings. Encouraging all staff to get tested.

5. How can you adapt to accommodate different size gatherings that may be allowed by the Public Health officer? (Smaller gatherings are likely to be allowed before very large ones.)

Meetings being held virtually. Room layouts with social distancing for in-person gatherings

6. To meet the need for possible contact tracing, how would you maintain lists of employees and visitors with their contact information for contact tracing? (It is
understood that lists of attendees would only be provided in the event of an infection that needed to be traced, and then only to public health personnel trained in medical confidentiality.)

HR maintains info for all employees. Not collected for riders.

7. In order to assist safe and productive re-opening, what are your needs relative to:
   a. Regulation? Clarify that face masks be worn on transit, regardless of the ability to social distance.
   b. Licensure? NA
   c. Childcare? More childcare options for employees who don't have access to regular summer camp options.
   d. Housing? None
   e. Digital Inclusion? NA
   f. Commute-Free Working? Technology and ergonomic support. Budget needs

8. If you have been opened or partially opened, what challenges have you experienced?

Learning to have staff work from home quickly, and the assorted technology and supervisory challenges. Loss of transit revenue, both fare revenue and sales tax revenue. As well as express lane tolls. Publicly made comments discouraging transit use.

9. If you have been opened or partially opened, how has the community's adherence and response to the COVID health safety protocols been?

Generally positive. But, those small number who resist wearing a mask on transit can have a large impact on other riders. For example, holding the departure of a bus while security is called.