

COVID-19 Response Practices in Transit

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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.

National RTAP is committed to helping rural and tribal transit agencies recover. This resource provides web links to practices implemented by transit systems to respond to the COVID-19 pandemic. This list is non-exhaustive and is provided for technical assistance only.

This list contains practices of rural, tribal, and urban transit agencies, as the practices can be adopted by all types of transit agencies. (Rural) indicates the agency operates in rural areas and (Tribal) indicates the agency operates on tribal lands.

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

Disclaimer

To assist public transportation agencies, National RTAP has collected information on practices used by transit agencies. National RTAP has not assessed the efficacy of any of the practices listed. This list is provided for technical assistance only. Inclusion in this list does not imply endorsement of these practices, tools, or other information. In some cases, transit agency websites may not include specific information about their COVID-19 recovery efforts and news articles are used for informational purposes.

Broken Links

The COVID-19 Response Practices in Transit tool will be updated as new information arises. 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 info@nationalrtap.org.

Acronyms and Abbreviations

A list of acronyms and abbreviations used in this document are listed on pages 30-31 for your convenience.

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 info@nationalrtap.org. 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 update.

Protecting Workers

Face Coverings and PPE

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 (Rural)
	Provide face coverings to employees	MARTA: Provides face masks to employees NJT: Provides face masks to employees
	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 GCRTA: Disinfectant wipes provided to employees Greater Attleboro Taunton Regional Transit Authority: Hand sanitizer units installed in all vehicles NJT: Gloves provided to employees

In-Vehicle Protections

Topic	Description	Examples
1. Compartment shields	Install shields around operator compartments, such as rigid plexiglass or polycarbonate structures or flexible vinyl “curtains”	Clovis Area Transit and Santa Cruz Metro: Operator curtains installed using widely available home improvement products CTA: Bus operators only assigned to buses with driver shields DART: Operator shields installed on all buses GCRTA: Operator curtains installed on all buses and paratransit vehicles NYCT: Installing vinyl shields on buses Palmetto Breeze Transit: Installed plexiglass operator shields (Rural) Regional Transportation Commission Washoe: Installed plastic shield curtains between the operator and the fare box Saginaw Transit Authority Regional Services: Cutaway buses equipped with clear shower curtains to separate the operator and passenger compartments (Rural) South Central Regional Transit: Installed agency-designed plexiglass shields (Rural)
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 Island Transit: Removing access to passenger seats nearest the driver (Rural) NJT: Removing rider seats near bus operators
3. Visual cues for physical distancing	Install visual cues, such as stickers or tape, to remind passengers to distance themselves from the driver	CTA: Roped off areas closest to the bus operator and rail operator The Bus of the City and County of Honolulu: Installed tape six feet behind the bus operator

Topic	Description	Examples
4. 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 Port Authority: Rear-door boarding for all passengers not requiring special assistance Ventura County Transportation Commission: Drivers exit the bus before passengers board or disembark

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	NYCT: Installing plexiglass barriers in subway work locations, bus depots, and central maintenance facilities PAAC: Installed sneeze guards at depots
2. 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
3. Scheduling	Set schedules that reduce the number of workers in a space at one time	NYCT: Construction crew work is staggered to reduce the number of workers in a specific location at one time and Staggered work hours to ensure that no more than 15-percent of office workers are in the offices at any one time Saginaw Transit Authority Regional Services: Workers split into two teams that alternate weeks at work to reduce contact (Rural)

Topic	Description	Examples
4. Access to shared spaces	Reduce or eliminate access to non-critical shared spaces	NYCT: Reduced capacity in breakrooms and meeting rooms PAAC: Using FaceTime for signing in and out of shifts to reduce the need for workers to enter a shared space 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
5. Teleworking	Permit or require workers to work from home as appropriate	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
6. Restrooms	Ensure operators have access to rest facilities	Detroit Transit: Purchasing portable toilets with hand sanitizers for operator use while their usual rest facilities are closed

Return to Work Policies and Health Screening

Topic	Description	Examples
1. Employee guide	Provide guidance on staying safe for employees that are returning to work	Santa Clara VTA Return to Work Playbook to help employees stay healthy at work
2. Health screening	Check temperatures of workers as they report to work	COTA: Mandatory temperature checks for all workers entering agency facilities Island Transit: All staff perform a health screening before they come to work (Rural)

Topic	Description	Examples
		Lane Transit: Worker temperatures checked before every shift MBTA: Worker temperatures checked before every shift MTA: Voluntary COVID-19 screening for frontline employees NYCT: Temperature Brigade testing workers at strategic locations Oahu Transit Services: Testing employee temperatures daily and occasional COVID-19 tests Saginaw Transit Authority Regional Services: Testing employee temperatures as they arrive for work (Rural) Transnet: Drivers self-check temperatures before work or their temperature is checked at the depot before their shift starts (Rural)
3. COVID-19 testing	Provide free COVID-19 testing for workers	Cottonwood Transit: Test all full-time employees and staff (Rural) 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
4. 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
5. 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	PAAC: Workers who are quarantined or who receive a positive COVID-19 test are given administrative leave that does not use their sick leave SunLine Transit: Workers do not need to provide a doctor's note before or during an illness SEPTA: Waived documentation required for sick leave pay, decreased normal time necessary to receive sick benefits, and unlinked COVID-19-related sick leave from its attendance points system
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 Nankin Transit Commission: Employee Return to Work Plan

Recruiting and Training

Topic	Description	Examples
1. Interviews and Recruitment	Establish a process for managing social distancing during employment interviews	MV Transportation: Scheduling appointments and maintaining social distancing and hygiene during employee interviews
	Establish process for conducting virtual employment interviews	MARTA: Conducting employment interviews using video conferencing
	Work with community colleges, non-profit agencies, and technical	LACMTA: Partnering with community colleges to establish a transit workforce development program and Creating a Transportation Youth

Topic	Description	Examples
	education to develop and recruit employees	Academy to promote careers in transit to middle and high school students Denver RTD: Partnering with local community colleges and non-profits to recruit and train transit employees
	Offer incentives	Corpus Christi Regional Transportation Authority: Sign-on bonuses and tuition reimbursement program
2. Pre-Employment Testing	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
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

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 (Rural) NYCT: Face coverings required Rock Region Metro: Face coverings required SacRT: requiring and enforcing masks or face coverings at bus stops and when riding any vehicle Shoshone-Bannock Tribes Public Transit: Face coverings required (Tribal)
	Distribute face coverings to passengers	Cape Cod Regional Transit Authority: Masks given to riders who need them CARTA: Distributing masks to passengers without them Corvallis Transit System/Philomath Connection passengers age five and older are given a face mask https://www.corvallisadvocate.com/2020/masks-a-must-on-all-mass-transit/ MARTA: Distributing up to two million face masks to passengers at transit stations and MARTA Army distributing face masks to passengers New Jersey Transit: Mask Force (transit employees and management and community officials and leaders) supply masks NYCT: Installation of mask dispensers on buses TriMet: Mask dispensers on vehicles UTA: Providing free face masks to returning college students

Topic	Description	Examples
		WTA: Masks available on buses
2. Hand sanitizer, gloves, or other hand protection	Provide hand hygiene items	BART: Giving out and selling personal hand straps to riders Cape Cod Regional Transit Authority: Hand sanitizer and Lysol wipes available on all buses CARTA: Hand sanitizer available on all buses Greater Attleboro Taunton Regional Transit Authority: Hand sanitizer units installed in all vehicles Nashua Public Transit: Hand sanitizer available on all vehicles for passenger use North Oakland Transportation Authority: Providing hand sanitizer to passengers Saginaw Transit Authority Regional Services: Passengers must use hand sanitizer when boarding a vehicle (Rural) Sullivan County Transportation: Providing hand sanitizer and wipes to passengers upon request (Rural) The Comet: Hand sanitizer available on all vehicles for passenger use
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. Transportation alternative assistance for passengers	Provide assistance to passengers unable to wear a face mask to obtain alternative transportation	Corvallis Transit System/Philomath Connection: Phone assistance for help with applying for alternative transportation services for persons who have disabilities which prevent them from wearing face coverings

In-Vehicle Protections

Topic	Description	Examples
1. Vehicle occupancy	Establish policies or procedures to limit the number of passengers on any one transit vehicle	<p>CATA: No standing passengers permitted (Rural)</p> <p>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</p> <p>Fairbanks North Star Borough Transportation: No more than eight passengers per vehicle</p> <p>Fresno County Rural Transit Agency: Buses limited to 10 passengers at a time (Rural)</p> <p>Harford Transit LINK: Bus capacity limited to 50-percent and no more than one wheelchair per bus</p> <p>Island Transit: Seating limited to 11 passengers on two-door buses, 8 passengers on one-door buses, and 2 passengers on paratransit buses (Rural)</p> <p>King County: Creates passenger limits to support social distancing</p> <p>Kitsap Transit: No more than 46 passengers per ferryboat, and healthcare workers and first responders receive boarding priority</p> <p>Macon-Bibb County Transit Authority: No more than 10 passengers permitted per bus</p> <p>Port Authority: Limiting the number of passengers who can be on a vehicle at one time</p> <p>Redding Area Bus Authority: Standing prohibited on buses</p> <p>Rock Region Metro: Buses limited to a maximum of 10 passengers</p> <p>Saginaw Transit Authority Regional Services: Senior, ADA, and medical trips limited to one passenger (Rural)</p>

Topic	Description	Examples
		The Comet: Bus seating limited to one passenger per row Valley Regional Transit: No standing passengers permitted VIA: Link vans limited to two passengers Vonlane: Aisle seats and certain conference table seats blocked to ensure physical distancing WTA: Buses limited to a maximum of 12 passengers
	Increase vehicles in service to decrease the number of passengers per vehicle	King County: Adding additional buses to high-demand routes MARTA: Doubles service on busiest routes to reduce crowding MBTA: Increasing frequency on bus routes with high ridership MTD: Additional buses waiting to provide backup for lines experiencing high demand and using larger vehicles MUNI: Adding more frequent service to lines that service neighborhoods that rely on transit service the most AC Transit: Additional buses on standby to accommodate rider overflow created by bus capacity limitations
2. Passenger boarding	Rear door boarding and exiting	Lawrence Transit: Rear door boarding for all passengers not needing mobility assistance Transit Authority of Northern Kentucky: Rear door boarding for all passengers not needing mobility assistance (Rural) Valley Metro: Passengers required to exit bus via rear door WTA: Riders enter and exit from the rear door
	Front door boarding and exiting	Go Ventura: Driver exits the vehicle before letting passengers on or off to reduce contact

Topic	Description	Examples
	Wheelchair boarding and securement	Palm Tran: Passengers using mobility devices are not permitted on regular buses and buses will call a connection vehicle to pick up any passengers using mobility devices waiting at a bus stop TransLink: Some buses will not pick up passengers using mobility devices, but will call taxis to provide service
	Test passenger temperatures prior to boarding	Guam Regional Transit Authority: Passenger temperatures tested prior to boarding Macon-Bibb County Transit Authority: Rider temperatures screened prior to boarding Vonlane: Passenger temperatures tested prior to boarding
3. Quiet transit service	Ask passengers to refrain from talking on vehicles	NJ Transit: Introduces quiet transit
4. Payment options	Encourage alternate methods of payment or suspend fares	Berks Area Regional Transportation Authority: Suspending fares BRATS: Drivers will not collect fares; passengers will receive a bill in the mail at the end of the month (Rural) CATA: Suspending fares (Rural) 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 MetroLink: Eliminating “punch passes” to minimize contact Sound Transit: Suspending fares TriMet: Eliminating cash transactions to minimize contact with the driver

Topic	Description	Examples
		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 (Rural)
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 (Rural) Island Transit: Signage on the buses, transit stations and bus stops to remind passengers of key safety measures (Rural) LYNX: Seats marked to space passengers appropriately Nashua Transit System: Signage on seats to space passengers appropriately New Orleans Regional Transit Authority: Seats blocked off to space passengers appropriately WTA: Seats blocked off to space passengers appropriately Yamhill County Transit: Seats blocked off to space passengers appropriately (Rural)
6. Vehicle materials	Change materials within the vehicle to improve cleaning	Maryland Transit Authority: Retrofitting buses with plastic seats

Infrastructure (Non-vehicle) Protections

Topic	Description	Examples
1. Reduce exposure	Implement policies to reduce exposure in transit infrastructure	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
2. COVID-19 testing	Provide free COVID-19 testing for riders	The COMET: providing free COVID-19 testing to riders (Rural)

Cleaning, Disinfecting, and Ventilating Vehicles and Infrastructure

Vehicles

Topic	Description	Examples
1. In-service cleaning	Clean vehicles in service	Albany Transit System: Buses disinfected every three hours while in service Coos County Area Transit: Suspending service and disinfecting all vehicles (Rural) C-TRAN: Additional workers on transit center platforms to clean and disinfect buses in between trips Island Transit: Vehicles are sanitized and cleaned deeply and daily using electrostatic sprayers with medical-grade anti-viral disinfectant (Rural) Metropolitan Transit System: Trolley doors and buttons cleaned at four stations

Topic	Description	Examples
		<p>Milwaukee County Transit Systems: Bus operators given disinfectants to use throughout service</p> <p>Palm Beach: Disinfecting each bus after each run</p> <p>Saginaw Transit Authority Regional Services: Vehicles sanitized between each trip (Rural)</p> <p>NYCT: Testing new air filters on several car classes to determine whether they effectively kill microbes</p>
2. Cleaning technologies	Use coatings or other mechanisms to decrease the likelihood of fomite transmission	<p>CTA: Testing products on vehicle interiors to prevent pathogens from “sticking” to treated surfaces</p> <p>NJ Transit: 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</p> <p>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</p>
	Use UV lights to disinfect vehicles	<p>DART: UV system sanitizes air as it recirculates through buses</p> <p>NJ Transit: Partnering with Rutgers to test UV disinfection</p> <p>NYCT: Using UV lights in break rooms and operations centers, and working with university and startup to develop portable lights</p>
	Use foggers, misters, or sprayers to disinfect vehicles	<p>MARTA: Delta Airlines provided MARTA with 50 electrostatic sprayers to help clean MARTA buses, trains, and rail stations</p> <p>NYCT: Testing electrostatic sprayers that positively charge a disinfecting solution, atomizes it, and disperses it, in subways and buses</p> <p>TriMet: Using fog machines with hydrogen peroxide to disinfect vehicles</p>

Topic	Description	Examples
		Valley Metro: Fogging buses three times per week and trains once per month
3. Daily cleaning	Clean vehicles prior to or after service	RideKC: Buses sanitized nightly 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 Pocatello Transit: Buses changed out midday for extra cleaning (Rural) 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
4. Ventilation	Use special air filters	BART: Testing ultraviolet and MERV14 filters for vehicle Heating and Air Conditioning (HVAC) systems DART: ultraviolet germicidal irradiation in bus air-conditioning ducts that clean the air automatically as it recirculates King County: MERV8 HVAC filters used on Metro's buses
	Open windows or use other means to draw outside air through vehicles	NYCT: Bus windows and roof hatches opened to draw outside air into the vehicle SEPTA: Opening roof hatches aboard buses
5. Post-exposure	Clean or disinfect spaces after exposure	PAAC: Vehicles with identified positive COVID-19 case(s) are pulled from service, quarantined for at least 24 hours, and disinfected [FAQs]

Infrastructure

Topic	Description	Examples
1. Stations, terminals, and other revenue facilities	Clean, disinfect, and ventilate revenue facilities	The Comet: Cleaning bus stop shelters, benches, and wall panels
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
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
	Clean and disinfect tools or shared use items	Island Transit: Facilities are being cleaned and sanitized daily (Rural) NYCT: Construction tools disinfected daily

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 SEPTA: Coordinating with Drexel University on research to protect passengers 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 Mountain Line joined APTA's Health and Safety Commitments Program
2. Recovery plan	Establish a decision support system and playbook of recommended operations options for various service scenarios	NACTO: Playbook guidance for managing street design and movement, including transit lanes Nankin Transit Commission: COVID-19 Preparedness and Response Plan NYPTA: COVID-19 Recovery & Restoration Plan SMART: COVID-19 Safety Playbook 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	COTA: Temporarily redesigns service to support essential workers FEMA: COVID-19 Best Transit Practices focus on essential services 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 Metro Transit: Supports essential workers
2. Essential worker programs	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 PSTA: Essential Workers Program
3. 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
4. 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 (Rural) 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

Topic	Description	Examples
		<p>LACMTA: Recovery Task Force uses an equity framework to prioritize better mobility for those who rely on transit</p> <p>Montgomery County Transit: Service focuses on Equity Emphasis Areas</p> <p>MUNI: Core Plan focuses on most used routes and equity to ensure service for customers most reliant on transit</p> <p>TriMet: Focus on minority and low-income riders</p>
	Provide alternate service in areas where regular service is not yet restored	<p>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</p> <p>Denton County Transportation Authority: Replacing fixed-route bus service with on-demand transit</p> <p>The Comet: Provides on-demand service for riders on routes that are not currently running</p>
5. Single rider trips for paratransit	Open, restore or expand paratransit service by providing single rider trips	<p>Valley Metro Paratransit: Provides single rider trips</p>
6. 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	<p>King County: Expands eligibility for paratransit services to those impacted by COVID-19 service cuts</p> <p>LACMTA: Expands service area and offers a safer travel option for essential workers and those with essential needs</p>
7. Phased approach to bringing back existing routes	Restore service gradually	<p>CHT: Running select weekday routes and schedules</p> <p>OCTA: Operating modified Saturday service schedule on most routes</p>

Topic	Description	Examples
8. Off-peak transit service	Expand off-peak service	MBTA: Increases service for off-peak hours
9. Expanding coordinated services	Bring on-demand services back to support enhanced transit service in a coordinated approach	Culver CityBus: Creating a hybrid service (Rural) King County: Resumes Via to Transit

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 (Rural) WMATA: Outlines phased approach for restoring service
2. Relief vehicles and monitoring service	Stage gap vehicles to better manage crowding on buses	PAAC: Staging vehicles around routes to insert into the schedule when vehicles start to fill
	Place larger transit vehicles on agency's most crowded routes	NJ Transit: Use articulated buses to support social distancing Port Authority: Move largest buses to new routes

Topic	Description	Examples
3. Changing vehicle type to address service needs	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 UTA: Using different buses to allow for rear-door boarding
4. Ridesharing	Use ridesharing to supplement fixed route transit service and reduce crowding	Miami-Dade and other transit agencies: Ridesharing to supplement service Cities across US: Supplementing service with rideshare
5. Monitoring and changing service requirements with expanded service	Reevaluate COVID-19 service levels and safety precautions as demand increases	CTA: Stops rear door boarding, maintains reduced vehicle capacity limits Houston Metro: Monitors service and decides to end rear boarding, reinstate fares, and adds hand sanitizer to front of vehicles WMATA: Surveying employers on their plans to bring their employees back into offices
6. 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
7. Expanding existing service zones	Use additional service capacity to support essential workers and those with special needs	CapMetro: Using surplus MetroAccess personnel and equipment to deliver food to vulnerable and low-income community members LACMTA: Expands service area and offers a safer travel option for essential workers and those with essential needs Lassen Rural Bus: Providing free grocery delivery service for vulnerable residents (Rural) North Oakland Transportation Authority: Delivering food pantry boxes and groceries to seniors and school brown bag lunches to students

Topic	Description	Examples
		Pasadena Dial-a-Ride: Delivering food from the food bank to its members Sage Stage: Providing grocery and prescription delivery service (Rural)
8. On-demand services	Expand access to on-demand service	Avalon Transit: Dial-a-Ride service available for any passenger to replace fixed-route and taxi voucher services (Rural) Calaveras Connect: Providing fare-free on-demand transportation to essential services (Rural) Kern Transit: Providing individual service for passengers traveling to life-saving medical treatment affected by the agency's reduction in transit service Marin Transit: Launches SaaS partnership with Uber to facilitate accessible mobility Tuolumne County Transit: Replacing fixed-route services with on-demand service (Rural)

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: Emphasizes dedicated bus lanes to support COVID-19 recovery and MBTA partners with four cities to rapidly construct 14 miles of bus lanes
2. Accelerating maintenance,	Take advantage of lower ridership and reduced service to accelerate	LACMTA: Using reduced traffic to close Wilshire Boulevard to fast track Purple Line construction

Topic	Description	Examples
rehabilitation or expansion programs	or expand maintenance and construction projects	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
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

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 NJ Transit: Your Ride to Recovery NYCT: Action Plan for a Safe Return SEPTA: Reopening Guide VTA: VTA's 10-Point Plan to Strengthen Trust in Transit TriMet: Here's what you need to know when you return 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	CTA: Giving away "Travel Healthy" kits

Topic	Description	Examples
	reusable face mask, hand sanitizer and safety guide	
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 PAAC: Launched Room2Ride tool to help passengers estimate how full their bus typically is at scheduled bus stops
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	LACMTA: Agency research efforts Miami-Dade: Issues survey as part of 10-year planning goal Regional Transportation Commission of Southern Nevada: Survey on proposed ongoing service changes RTD: Surveys customers on COVID-19 social activities, comfort level, and readiness to ride transit TriMet: Agency research efforts UTA: COVID-19 General Rider Survey Report
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. Communicating service changes	Maintain a reduced schedule webpage with up-to-date service cancellations and changes	King County: Reduced service webpage
7. Shifting from print resources	Encourage customers to shift from print media to online sources	NYPTA: Recommends shifting to online media sources

Topic	Description	Examples
8. Behavioral science tools	Consider approaches to communicating with passengers that are 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
9. 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 Island Transit: notifying the public if there is a risk of infection by working closely with Island County Public Health officials who oversee these cases (Rural) Jacksonville Transportation Authority: Publishing routes, days and times operators who test positive worked and posting information on those routes
10. 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 Valley Regional Transit: Posters on buses with COVID-19 health tips
11. Safety reporting tools for passengers	Provide passengers with a mechanism for reporting COVID-19-related safety concerns	Mountain Line: Safety app for reporting safety hazards onboard vehicles and at stops and connection centers (Rural)

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	AC Transit: launched a new real-time rider capacity feature that uses automated passenger counter (APC) sensors CTA: Bus crowding report for passengers MBTA: Real-time crowding information on nine bus routes displayed on bus stop digital signs and in the MTBA transit phone application WMATA: Uses open data feed for third-party transit and mapping applications to show real-time crowding

Passenger Monitoring

Topic	Description	Examples
2. Monitoring passenger temperatures prior to boarding vehicles	Test passenger temperatures prior to boarding	Macon-Bibb County Transit Authority: 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	NYCT: Recommends use of AI to assess mask wearing

Passenger Engagement

Topic	Description	Examples
1. Wi-fi to advertise safety measures	Use existing wi-fi system to advertise transit safety measures and enhance passenger's experience	VTA: Using wi-fi system to communicate with passengers
2. 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

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	GDRTA: Adopts "Transit" app Harford Transit LINK: Encouraging passengers to use the Token Transit phone application to purchase and use bus passes LACMTA: Recommends rapid introduction of contactless, visual ticket purchase and payment option in Metro's new "Transit" app Via San Antonio: Prepaid fares on mobile app

Topic	Description	Examples
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	TriMet: Temporarily opening a virtual application site Sound Transit: Passengers can qualify for reduced fare program online or over the telephone

Micromobility

Topic	Description	Examples
1. Integrating micromobility providers into transit apps	Partner with micromobility providers to offer alternative transportation options	Austin Transportation: Free bicycle sharing passes DART: On-demand microtransit service integrated into DART's GoPass mobile app
2. Expanding microtransit partnerships through technology and contracts	Pilot and expand alternative services following new models, such as the 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

Acronyms and Abbreviations

Abbreviation	Full Term
AC Transit	Alameda-Contra Costa Transit District (California)
AI	Artificial Intelligence
APC	Automated Passenger Counter
BART	Bay Area Rapid Transit (San Francisco Bay Area, California)
BRATS	Baldwin Regional Area Transit System
BYD	Build Your Dreams (Los Angeles, California)
CapMetro	Capital Metro Transportation Authority (Austin, Texas)
CATA	Capital Area Transportation Authority (Lansing, Michigan)
CARTA	Charleston Area Regional Transportation Authority (Charleston, South Carolina)
CHT	Chapel Hill Transit (Chapel Hill, North Carolina)
COTA	Central Ohio Transit Authority (Columbus, Ohio)
COVID-19	Coronavirus Disease 2019
CTA	Chicago Transit Authority (Chicago, Illinois)
DART	Dallas Area Rapid Transit (Dallas, Texas)
FEMA	Federal Emergency Management Agency (Washington, DC)

Abbreviation	Full Term
FTA	Federal Transit Administration (Washington, DC)
GCRTA	Greater Cleveland Regional Transit Authority (Cleveland, Ohio)
GDRTA	Greater Dayton Regional Transit Authority (Dayton, Ohio)
GETD	Golden Empire Transit District (Bakersfield, California)
Houston Metro	Metropolitan Transit Authority of Harris County (Houston, Texas)
King County	King County Metro Transit District (Seattle, Washington)
LACMTA	Los Angeles County Metropolitan Transportation Authority (Los Angeles, California)
MARTA	Metropolitan Atlanta Rapid Transit Authority (Atlanta, Georgia)
MBTA	Massachusetts Bay Transit Authority (Boston, Massachusetts)
Metro Transit	Metropolitan Transit, Service of Metropolitan Council (St. Paul/Minneapolis, Minnesota)
Miami-Dade	Miami-Dade Transit, County of Miami-Dade (Miami, Florida)
MTA	Metropolitan Transportation Authority (New York, New York)

Abbreviation	Full Term
MTC	Metropolitan Transportation Commission (San Francisco, California)
MTD	Champaign-Urbana Mass Transit District (Urbana, Illinois)
MUNI	San Francisco Municipal Transportation Agency (San Francisco, California)
NACTO	National Association of City Transportation Officials (New York, New York)
NJT	New Jersey Transit (Newark, New Jersey)
NYCT	New York City Transit (New York, New York)
NYPTA	New York Public Transit Association (Albany, New York)
OCTA	Orange County Transportation Authority (Orange, California)
PAAC	Port Authority of Allegheny County (Pittsburgh, Pennsylvania)
PPE	Personal Protective Equipment
PSTA	Pinellas Suncoast Transit Authority (St. Petersburg, Florida)
RTD	Regional Transportation District (Denver, Colorado)

Abbreviation	Full Term
SacRT	Sacramento Regional Transit
SEPTA	Southeastern Pennsylvania Transportation Authority (Philadelphia, Pennsylvania)
TriMet	Tri-County Metropolitan Transportation District of Oregon (Portland, Oregon)
USDOT	United States Department of Transportation (Washington, DC)
UTA	Utah Transit Authority (Salt Lake City, Utah)
Valley Metro	Valley Metro Regional Transportation Authority (Phoenix, Arizona)
VIA	Via Metropolitan Transit (San Antonio, Texas)
VTA	Santa Clara Valley Transportation Authority (San Jose, California)
WMATA	Washington Metropolitan Area Transit Authority (Washington, DC)
WTA	Whatcom Transportation Authority (Bellingham, Washington)