

COVID 19 Contingency Planning

May 2020



Our Priorities

Provide essential transit service

Protect our operators and riders

- social distancing
- Strongly encouraging rider face coverings

Fiscal Responsibility

- strategic use of CARES Act funds

Service Options

- **Service Area** – maintain to support essential workers
- **Service Frequency** – balance ridership & social distancing
- **Service Hours** – balance the needs of essential workers with ridership



Bus Operations

- **Ridership*** -- Express/RAPID: **-90%**, Local: **-40%**
- **Changes Made:**
 - Enhanced driver area barriers:
 - Temporary & Expediting Permanent
 - VM Service Hour Reductions for Phoenix Routes: 5/18
 - Phoenix Service Hours Reduction: 5/4
 - ZOOM Rear Door Boarding: 4/13
 - Limiting bus ridership to maintain social distancing: 4/13
 - Suspended POGO: 4/9
 - Reduced ORBIT frequency: 4/6
 - Rear Door Boarding for ORBIT & BUZZ
 - Reduced Express/RAPID service: 4/6
 - Local Bus Rear-Door Boarding: 3/21
 - PPE for operators & enhanced cleaning: 3/1 & 3/18





Bus Operations – Contingencies

Level 1 – reduces drivers required by approximately 20%

- Service Area – Maintain including Express
- Service Frequency -- decrease to 30-60 minutes on most routes. 60m for low ridership & all routes after 9:00 pm.
- Service hours – Maintain

Level 2 – reduces drivers required by 44%

- Service Area – Maintain including Express
- Service Frequency – decrease to Sat levels (30-60m on most routes).
- Service Hours – Eliminate Fri & Sat service after 12:00 pm.

Level 3 – reduces drivers required by 55%

- Service Area – Maintain Mon-Sat. Standard Sun area. Eliminate Express.
- Service Frequency – decrease to Sunday levels (60m most routes)
- Service Hours – 6:00 am to 8:00 pm

Rail Operations

- **Ridership: -50%**
- **Changes Made:**
 - Peak frequency increased from 12m to 15m: 4/11
 - Eliminated service after 11:00 pm: 4/11
 - Persistent fogging of vehicles & buildings: 3/22
 - Implemented social distancing for security: 3/13
 - PPE for operators & maintenance staff: 3/9

Contingencies

Level 1 – implemented

Level 2 – reduces operators required by 25%

- Service Frequency: Sunday service level – 20 minute frequencies all day.
- Service Hours: reduce from current 3:30am to 11:00 pm to 4:00am to 11:00 pm





Paratransit / RideChoice

- **Ridership: -65%**
- **Passenger & Driver Protections**
 - Provide enhanced PPE to drivers
 - Encourage riders to follow CDC guidelines
 - Wear a mask in public
 - Stay home if you're sick
 - Providing grocery & medicine delivery to ADA customers to reduce high-risk travel
 - Suspended shared paratransit trips
 - Transdev disinfecting vehicles between passengers
 - Suspended Eligibility for 30 days – presumptive eligibility during the period
- **TransDev furloughed 63 drivers**
 - Maintaining health insurance with support from Valley Metro

Recovery Planning



Phases and Focus

	Budget	Operations, Safety & Security	Capital Construction	Riders	VM Staff	VM Contractors	Cities	Stakeholders / the Public
Containment (now)								
Phased Return								
Full Return with Precautions								
New Outbreak								
Post- Pandemic								

Questions

