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
  o Provide enhanced PPE to drivers
  o Encourage riders to follow CDC guidelines
    Wear a mask in public
    Stay home if you’re sick
  o Providing grocery & medicine delivery to ADA customers to reduce high-risk travel
  o Suspended shared paratransit trips
  o Transdev disinfecting vehicles between passengers
  o Suspended Eligibility for 30 days – presumptive eligibility during the period

• TransDev furloughed 63 drivers
  o Maintaining health insurance with support from Valley Metro
# Recovery Planning

## Phases and Focus

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Questions