

TRANSPORTATION RESEARCH BOARD

Real-Time Response - A Pandemic Playbook for Public Transportation Agencies

March 30, 2021

@NASEMTRB
#TRBwebinar

PDH Certification Information:

- 1.5 Professional Development Hour (PDH) – see follow-up email for instructions
- You must attend the entire webinar to be eligible to receive PDH credits
- Questions? Contact Reggie Gillum at RGillum@nas.edu

The Transportation Research Board has met the standards and requirements of the Registered Continuing Education Providers Program. Credit earned on completion of this program will be reported to RCEP. A certificate of completion will be issued to participants that have registered and attended the entire session. As such, it does not include content that may be deemed or construed to be an approval or endorsement by RCEP.



REGISTERED CONTINUING EDUCATION PROGRAM

#TRBwebinar

Learning Objective

Determine how to improve currently existing processes and procedures for pandemic planning

#TRBwebinar



NCHRP 936/ TCRP 225 A Pandemic Playbook

For Transportation
Agencies



Presented by:

Herby Lissade, Deb Matherly,
Jan Benini & Pat Bye



Introduction: Herby Lissade

Chair person for NCHRP
project panel

CalTrans Office of
Emergency
Management and
Infrastructure
Protection (Retired)

Chair, Subcommittee
on Transportation
Emergency
Management Practices
and Innovations





NCHRP 20-116: Emergency Management Playbook Project Team



Deb Matherly, PI, WSP



Pat Bye, Co-PI



Janet Benini, Co-PI
former US DOT



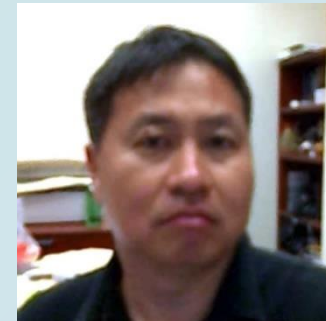
Mark Krentz,
former KDOT
Emergency
Management



William Ankner, former
Commissioner for Rhode
Island and Louisiana



Karl Kim, U. Hawaii



Eric Yamashita, U. Hawaii



Pandemic Playbook Contents

**Useful, operational
tool**

- Pandemic Basics
- Key Questions to Ask
- Key Players and Agencies
- Challenges
- Plays
- Resources



Today's Agenda

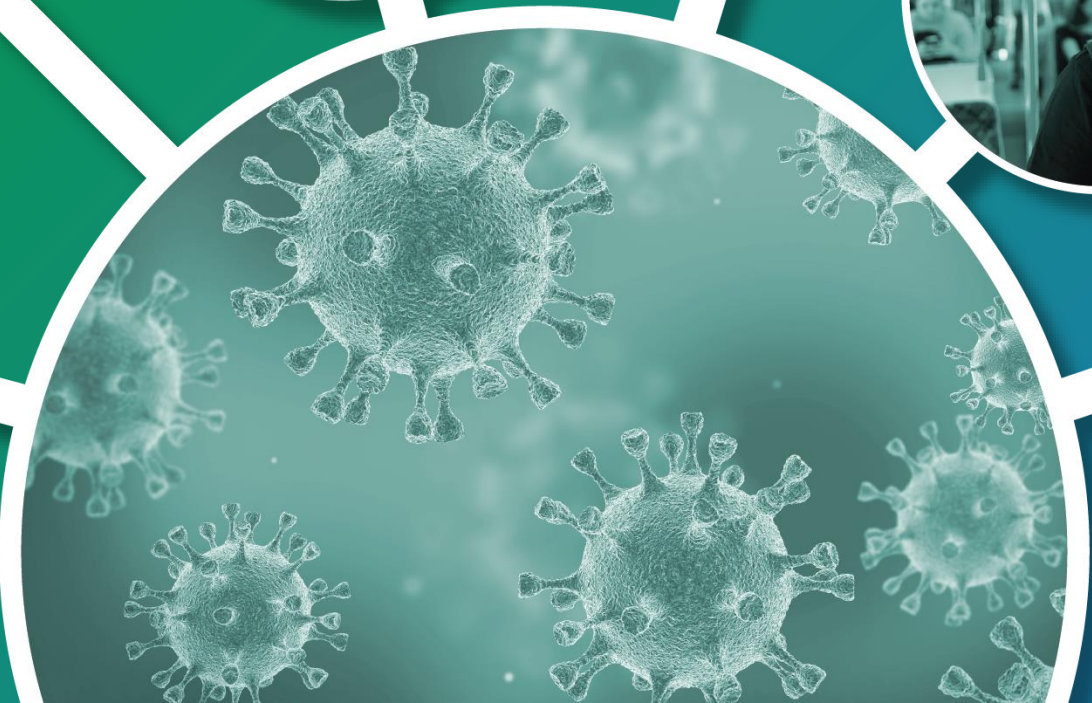
Key Take-Aways of Pandemic Playbook

- Overcommunicate
- Build on What You Know
- Be Flexible and Innovative



Overcommunicate

When stressed, people have harder time receiving and remembering information





Pandemics Are Different

Pandemic Basics

Timeline: Extended and indeterminate

Impacts: no infrastructure impacts, but profound employee, community, and economic impacts

Roles: Services both contracted and expanded



Communicate with Your Staff Clearly and Regularly

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**Acknowledge
employee impacts**

**Input and feedback
are critical**

**Pace for a
marathon**



COLORADO
Department of Transportation

**Guidance for Supervisors on COVID-19
and State of Emergency**

March 11, 2020



Be Transparent, Credible and Visible

Communicate importance of safety

Be clear

Be visible

HEALTH & SAFETY COMMITMENTS PROGRAM
APTAs
PARTICIPATING SYSTEM

Our Commitments To Health & Safety

Our system has joined public transit agencies across these country in committing to making every ride safer — and we need your help.

WE'RE DOING OUR PART		YOU'RE DOING YOURS
Creating science-based policies	OFFICIAL GUIDANCE	Following all health & safety rules
Cleaning & disinfecting more frequently	PROTECTING EACH OTHER	Wearing face coverings & washing hands
Sharing information about safe rides	INFORMED CHOICES	Respecting fellow riders' space
Keeping our employees healthy	HEALTH FIRST	Staying home if you're sick

To learn more about APTA's Health and Safety Commitments Program, visit apta.com/commitments



Empower People

Communication is two way

Give actions to take



Source: King County Metro

Build on What You Know Know

**Use tools already in
your toolbox**





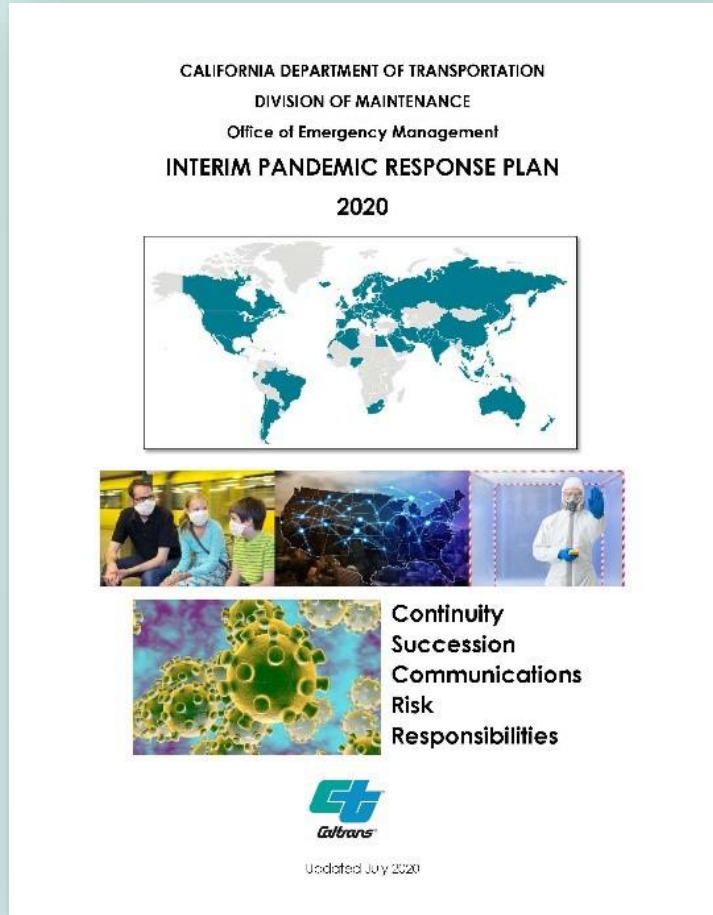
Start with Your Plans and Adapt as necessary

Emergency Response plan

Pandemic plan

COOP or Continuity plan

Cybersecurity plan



Caltrans Interim Pandemic Plan, California Department of Transportation



Use Tools You Have, but perhaps differently

Low tech and high tech

Visualization of data is valuable



HOW TO RIDE DURING COVID-19 RESTRICTIONS

- Always wear a face mask covering nose and mouth
- Transit should only be used if necessary
- Once boarded give driver 6 feet space and Exit at rear door
- Maintain distance between you and other passengers
- Driver will not allow new boardings if buses reach passenger limits

THANK YOU FOR HELPING KEEP OUR COMMUNITY SAFE

TRIP PLANNING TOOLS

Transit OneBusAway Google Maps

FARES AND PASSES

	Single Ride	Day Pass	7-Day Pass	Monthly Pass
Adult	\$2.50	\$6.00	\$18.00	\$65.00
Reduced	\$1.25	\$3.00	\$9.00	\$32.50

CONTACT US

Multi-Line: 541 776-8056 (2077)
24-Hour Info: 541 638-2833
Advis: 541 776-5521
Valley Link: 541 842-2060
TransitLink: 541 842-2060
Carpool Info: 541 776-5521
Email Us: info@rvtd.org

Go to www.rvtd.org for latest schedules

Temporary Ride Guide Effective June 15th, 2020

Routes: 2, 24, 25, 26, 27 East, 27 West, 30, 40, 60, 61, 10, 15, 18, Streets

Locations: Eagle Point, White City, Central Point, Medford, Jacksonville



Be Alert for Underserved Populations

Essential workers

Carless populations

Transit dependent

Elderly and disabled

- COVID-19 has proportionately much greater adverse impacts on **traditionally underserved populations** and **people of color**
- Agencies can help minimize social and environmental justice impacts through their actions during pandemic response



Agency Skills and Resources are the “muscle” to adapt

Community engagement

Teamwork

Volunteering



The Comet – Michael Danzler, Photographer



Be Flexible and Innovative

Keep options open
and be ready to
take risks





Consider What Skillsets are Needed and Add them to the Team if Necessary



Include an **Industrial Hygienist** or other medical professional to provide guidance and credibility your mitigation and response efforts

The Comet – Sanitizing Buses,
Michael Dantzler, Photographer



Adjust Working Relationships As Needed

Protect employees from exposure

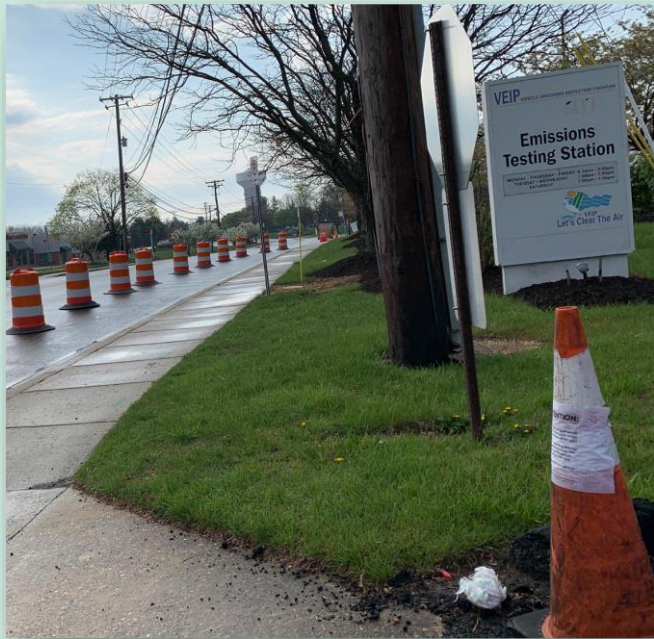


- Protect onsite employees with barriers and PPE
- Consider work crew protocols and travel arrangements
- Enable remote work for those positions eligible
- Operations Centers should be virtual to the extent possible



Be Alert to New Requirements and Support Roles

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Using Vehicle Emissions
Inspection Site for drive-through
Testing; MD Department of
Transportation

Your facilities and equipment may be needed

- Inspection stations and transit facilities for testing or vaccine distribution
- Variable messaging signs for public health information
- Vehicles as portable internet access points and food/supplies delivery



Your Staff May Need to Take on New Responsibilities

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CDOT delivers Strategic National Stockpile Supplies, April 2020, CO Department of transportation

- Delivering essential supplies, equipment, medical support and food
- Traffic management at testing sites
- Assisting with contact tracing and unemployment claims



Prepare for Ebbs and Flows

RTD Denver

Pandemic Matrix

COVID -19

Pandemic Recovery Response Matrix

		Minimize social interactions. Resume non-essential local travel. Limited business travel. Leave policy continues. (Attachments)			Determine if Service level adjustment required.		
Phase 3 July or August	No evidence of a Relapse. Satisfies Phase 1 criteria again. RTD should consider internal case tracking in decision criteria. Testing for everyone with symptoms. Timely and effective contact tracing by public health agencies. Therapeutic Options or preliminary vaccine available.	High risk individuals and sick people stay home. Supervisors submit Illness Forms and Travel Forms for all applicable Employees. (In Attachments) Continue to telework at AGM discretion. Unrestricted Staffing model. Travel freely – use good judgement. Minimize time spent in large crowds.	Continued disinfection of Common and high traffic areas. Fully open large gathering areas but encourage limited SD . Visitors allowed. Code of Conduct DUS/Facility policies.	Encourage Social Distancing. Front door boarding with fares if desired SD working. Masks should still be worn if desired.	Monitor Ridership and Routes. Evaluate human resources required to service needs. Determine need to return to pre-COVID approved service levels.	High Risk individuals should practice reasonable social distancing. Low risk groups minimize time in large crowds. Face to face meetings. Use good SD judgement. Schools, businesses fully reopen.	Masks not required but encouraged. SD should still be observed as much as possible. Wash hands frequently. Carry hand sanitizer. Agency: Procure necessary supplies for future preparedness.

PANDEMIC RECOVERY PHASES MATRIX MM(07) 4-24-20 (002)

MEADER, MICHAEL

Pandemic Recovery Response Matrix

Phase 4 Fall / Winter	Tested Vaccine Available for Everyone. Testing available for Everyone going into Influenza Season.	Be aware of Influenza like symptoms. Encourage vaccinations.	Continue good cleaning and disinfecting protocols	Educate about upcoming Influenza season. Encourage vaccinations.	Plan for potential 2 nd wave COVID response.	Encourage social distancing. No restrictions	Encourage good personal hygiene. As described below. Ensure sufficient PPE in stock.
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Recommendations Ongoing

All Phases:

- Continue To Practice Good Hygiene**
Hand Washing
Avoid Touching your face
Sneeze or cough into tissue or elbow
Disinfect frequently used items and surfaces as much as possible
Consider using face coverings while in public and when 6 foot social distancing cannot be maintained.
- If you feel sick – experience symptoms**
Do not come to work
Contact your doctor and follow advice
- Continue Employee Risk Assessment Questions for Illness and Travel**
- Continue Workforce Contact tracking**

Matrix is based upon CDC/WHO/Public Health guidance along with Recommendations by Federal Government Coronavirus Pandemic Response Team.

RTD Pandemic Recovery Phase Matrix may be more conservative than Government announced Recovery plans.

PANDEMIC RECOVERY PHASES MATRIX M/M(07) 4-24-20 (002)

MEADER, MICHAEL

Wrapping Up





A Pandemic Presents New Challenges

Challenges and practical solutions

- Fear/Loss of confidence in safety
- Employee morale and trust
- Loss of interaction with employees and customers
- Stress and psychological impacts
- Loss of funding for organizations
- Unintended consequences



Pandemics May Last a Long Time

**Pace for a
marathon**

**Remember other
hazards, too**

Expect “pandemic fatigue” and find ways to give employees a break so they can perform in the long term

Don’t forget about natural hazards – floods, fires, hurricanes and other things will still occur

- Responses may be complicated by the pandemic. Think through contingencies like evacuations and sheltering and how to conduct them during a pandemic
- Involve staff in planning and response – they may have good ideas



Balance Safety with Service



Use opportunities to emerge stronger
more resilient
more compassionate
and more connected as organizations and
individuals

The Comet – Michael Danzler,
Photographer



Sometimes Good Things Happen, Too

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- Ability to advance projects faster and mainstream innovations
- Experiment with on-demand services, dedicated bus lanes, bike lanes and pedestrian spaces
- Better employee/management interactions
- Better communities

Singapore Metro, Courtesy Jamie Wong



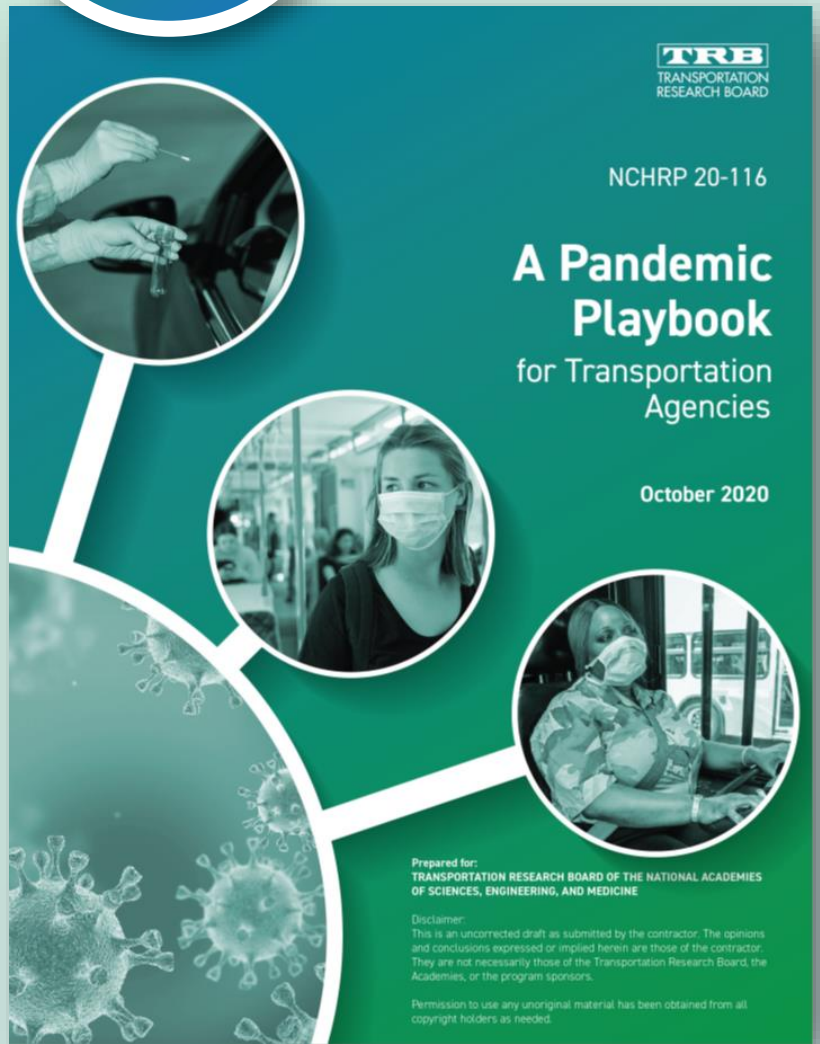
Conclusions

If you can only remember 3 things...

- **Overcommunicate.**
 - Be transparent, credible and visible with barrage of information.
 - Assure employees and public that their safety is paramount.
 - Empower people with simple, direct instructions for actions to take.
- **Build on What You Know.**
 - Look at your current plans and see what can be adapted.
 - Use tools you already have, but you may be using them differently..
- **Be Flexible and Innovative.**
 - Do what you can to keep options open and don't be afraid to take risks and make innovations.
 - Agencies that can pivot quickly are less likely to have long lasting impacts.



NCHRP 936/ TCRP 225 A Pandemic Playbook for Transportation Agencies



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<https://doi.org/10.17226/25993>

Today's Panelists

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*Tortuga Planning,
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