

Item 14

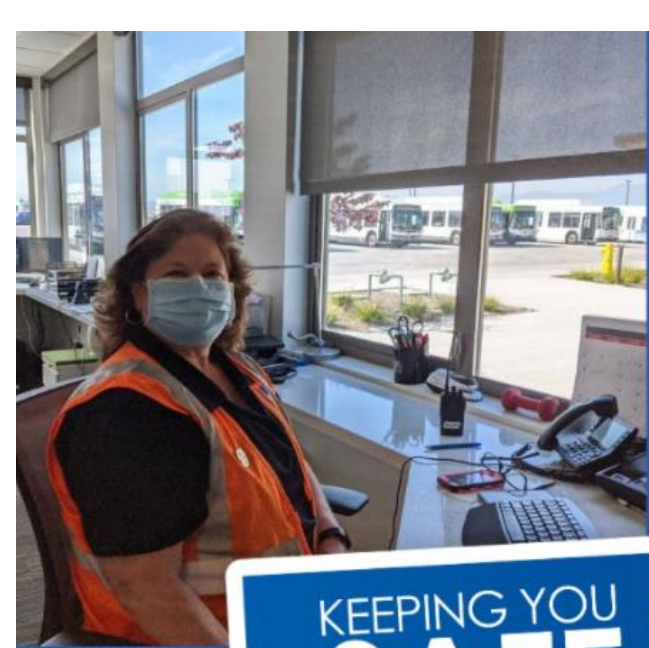
Receive Presentation on COVID-19 Recovery Plan – Draft Strategies Report

Board of Directors June 2, 2021

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Director of Planning & Marketing





KEEPING YOU ON THE **GO** SAFE THE



Transit Recovery Plan - Approach

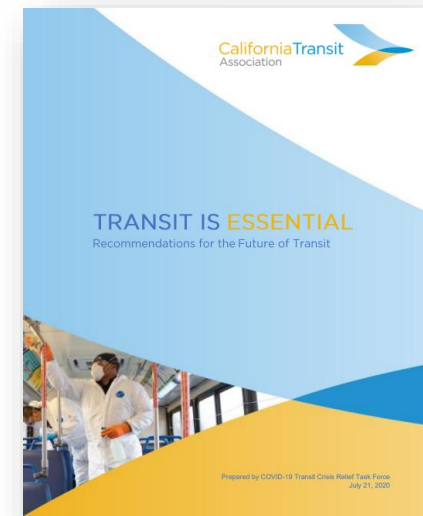
The unprecedented events over the last year have given us opportunity to take a fresh look at our system.

GCTD's Recovery Plan is based on:

- Evolving public health guidelines
- Input from GCTD employees
- Public / Rider feedback
- CTA's "Future of Transit" recommendations
- Resumption of economic activity

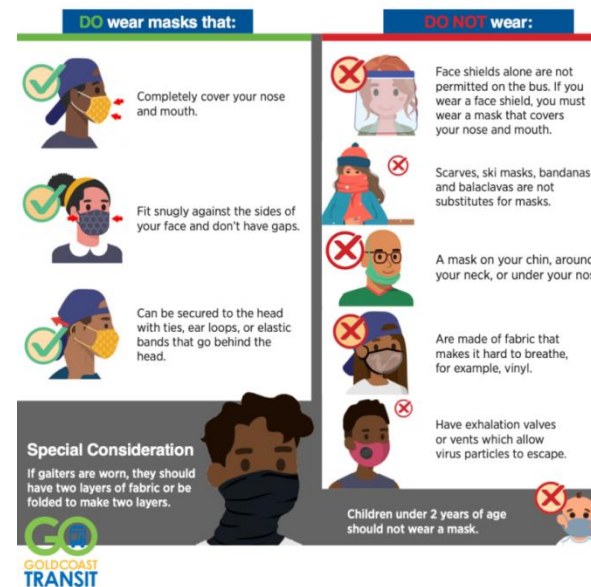
Plan includes *draft* strategies that:

- Help our short & long-term recovery
- Improve the attractiveness of transit
- Help bring back riders, and;
- Support community-wide recovery.



GCTD ACTIONS OVER THE PAST YEAR

- **Increased cleaning and sanitation in facilities and on GCTD's fleet**
- Implemented rear-door boarding and temporarily suspended fares
- Received FTA CARES Grant support operations
- Adapted service in response to Stay at Home orders
- Hosted virtual bi-lingual public input meetings using Facebook Live
- **Implemented COVID-19 safety customer messaging and signage**



GCTD ACTIONS OVER THE PAST YEAR



- **Completed COVID Recovery Employee Survey**
- **Completed Public COVID Service Impact survey**
- Launched new features in mobile app (once fares resumed)
- Ongoing communication w/ employees / unions through Joint Labor Meetings
- **Partnered with Area Agency on Aging to provide food delivery through ACCESS**
- **Offering free rides to vaccinations for anyone over age 16**
- Providing employees with frequent updates / info on use of FFCRA leave
- Reporting of COVID-19 cases and provided return to work resources
- Instituted an emergency telecommuting policy to support low-risk workplaces
- Coordinated with regional operators / sharing info



**Free Ride
To Your
Vaccine!**

*Don't wait,
vaccinate!*



Transit Recovery Plan – Considerations

- Challenges hiring and training staff
- Homelessness challenges a top issue for employees & passengers
- Employees and public top request is to enhance core routes
- Essential workers in healthcare, food service, people with disabilities, seniors rely on GCTD for food, work, etc.
- Travel patterns in some areas have changed, possible permanently



The Recovery Plan provides a roadmap of strategies to for staff to use to help GCTD overcome challenges, and for transit to support communitywide recovery.

Transit Recovery Plan – Service Plans

Fixed Route - FY 2021-22 proposed operating budget includes restoring service levels to 96% of pre-COVID levels

*FY 2019-20 budget included 195 K service hours

- January 2021 Began restoring service with Route 1 and 6
- April / May School Trippers Resumed
- June Capacity restrictions lifted
- July/Jan 2022 (planned) Service restoration on core routes

Demand Response – Flexible Services

- February 2021 – Started Free Rides to Vaccines
- May 2021 – Launched Late Night Safe Rides
- Fall 2021 (TBD) = Zero Emissions Microtransit Pilot

Transit Recovery Strategies - DRAFT

De-Mobilization of Pandemic Activities	Operations, Planning & Customer Experience	Employee Services & Engagement	Capital Projects & Facilities	Finance & Future
Reopening Offices	Future Service Planning	Professional Development	Green Jobs & Zero Emissions Transition	Business Systems Upgrades
Reopening Bus Capacity	Demand Response Mobility	Transit Ambassadors Program	Transit Center & Bus Stop Amenities	Property Development
Remote Work	Community Awareness & Education	Increase Public & Employee Engagements		Long Term Revenue
Enhanced Cleaning	Explore Future Mobility Partnerships			Regional Coordination
Keeping You Safe on the GO	Partnership with Social Services on Homelessness			
Restoring Services	Building Transit Supportive Communities			

Next Steps

- Get input from GCTD Board on proposed strategies
- Share and get feedback from staff
- Public Outreach
- Continue working to prepare GCTD for recovery
- **The final plan will be brought back the BOD in in July**
- Implement Transportation Recovery Plan and report progress back to board

Thank You!

For helping
our community
in these difficult
times

