

Item 4

Presentation on COVID-19 Recovery Plan – Final Plan

Board of Directors July 7, 2021



COVID-19 Recovery Plan

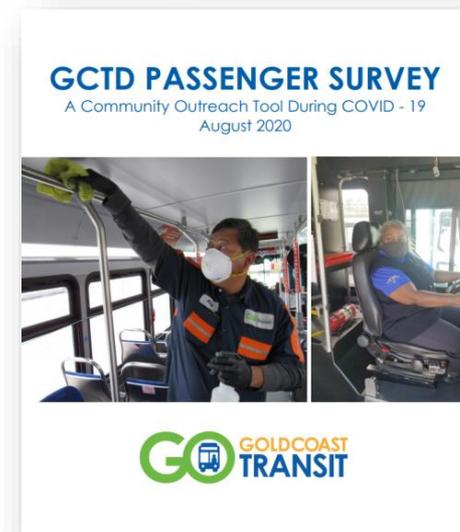
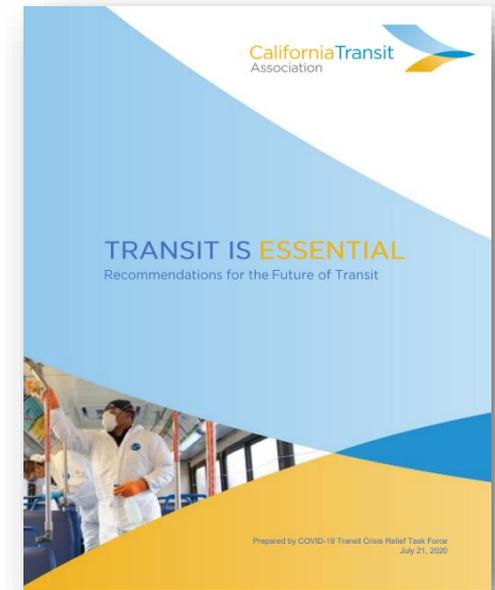
The unprecedented events over the last year have given us opportunity to take a fresh look at our system.

GCTD's Recovery Plan is based on:

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

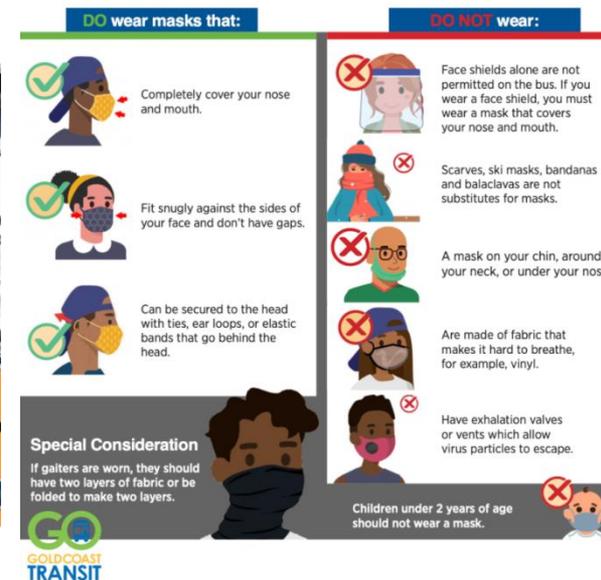
Plan includes strategies that:

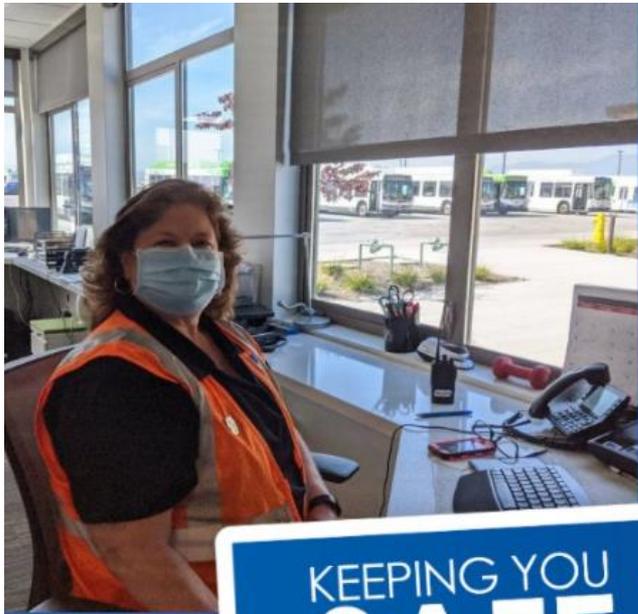
- Help our short & long-term recovery
- Improve the attractiveness of transit
- Help bring back riders, and;
- Support community-wide recovery



Actions Over The Past Year

- **Increased cleaning & sanitation of facilities and fleet**
- Implemented rear-door boarding and temporary no fares
- Adapted service in response to Stay at Home orders
- Virtual bi-lingual public input meetings using Facebook Live
- **Completed COVID Recovery Employee Survey**
- **Completed Public COVID Service Impact survey**
- Utilized FTA CARES Grant to support operations
- **Implemented COVID-19 safety customer messaging and signage**





KEEPING YOU ON THE **GO**
SAFE THE



Actions Over The Past Year

- **Partnered with Area Agency on Aging to provide food delivery through ACCESS**
- **Offering free rides to vaccinations for anyone over age 16**
- Launched new features in mobile app (once fares resumed)
- **Ongoing communication w/ employees / unions through Joint Labor Meetings**
- 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!*



Recovery Plan –

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

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			

Plan Activities Already Underway...

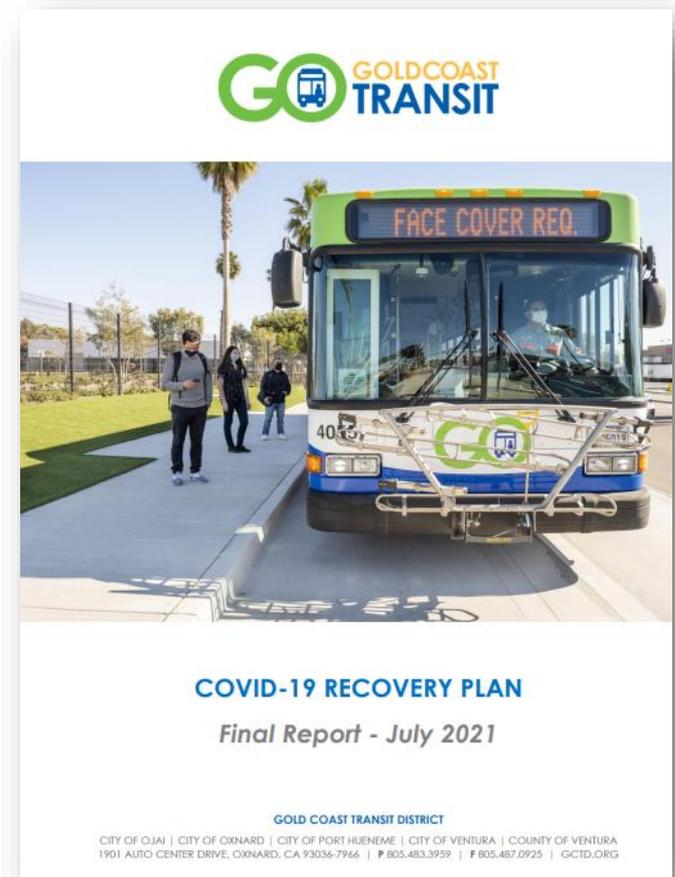
- **May 2021** - GCTD launched its Late Night Safe Rides, providing passengers an affordable and safe option during late night hours.
- **June 2** - As the County & State lifted COVID-19 restrictions and eliminated the tier system, GCTD has returned to boarding full capacity.
- **June** – Provided all Supervisors with Training on Overdose Education and education on resources in community. Ad campaign on buses as well.
- **July 2021** - GCTD is planning to implement service changes on Sunday, July 25th (as part of bi-annual service changes) to restore and increase frequency.
- **July 2021** – Rider Experience improvements - New Improved Website will come online this month, with easier trip planning tools.

RECOMMENDATION

It is recommended that the Board receive presentation and report on Recovery Plan and approve the final plan.

UPDATES ON PLAN PROGRESS

Progress on the plan strategies included in this report will be included in future project updates and quarterly reports.



Thank You!

For helping
our community
in these difficult
times

