

OC TRANSPO

COVID-19

TRANSIT SERVICE RECOVERY PLAN



Elements Of The Plan

1. Keeping everyone as safe as possible
 - Customers
 - Staff
2. Service levels
 - Summer service
 - Fall service
 - School services
 - Looking forward

Prerequisites Before Ridership Returns

- Increased space onboard
 - Return to normal service levels systemwide
 - All routes in operation
 - Ability for customers to use entire vehicle
 - Return to front door boarding
- Protective equipment to replace physical distancing
 - Barrier shields
 - Compulsory masks for everyone

Objectives Of The Recovery Plan

- Provide transportation for everyone between all parts of the city;
- Support the city's economic recovery;
- Integrated as part of the City's roadmap for the recovery phase of the COVID-19 pandemic;
- Continue to provide transportation for essential workers and to essential services;
- Accommodate increasing ridership as workplaces, businesses, schools, and other activities reopen; and,
- Keep customers and staff as safe as possible.

Principles Guiding The Recovery Plan

- A rolling wave plan, to be adapted as conditions evolve;
- The plan has been developed based on industry associations' best practices and research;
- The plan will be guided by federal and provincial guidelines, plans, policies, etc.
- The Medical Officer of Health has reviewed and supports the plan;
- City's Equity and Inclusion Lens has been applied;
- If a second wave of COVID-19 comes, there could be a need to step back to physical distancing restrictions and reduced service; and,
- The Transit By-Law provides a framework to address a range of matters including respecting the health, safety and well-being of persons, and actions during an emergency situation.

City's Roadmap To Recovery

- Following the Province's three-phase framework:
 - Protect, restart, recover
- The City's work is grouped under five task teams:
 - Human Needs
 - Services
 - People
 - Finance
 - Economic Recovery

Transit In This Pandemic

- Across the world, transit remains an integral part of cities:
 - Needed for transportation into downtowns and other busy areas;
 - Needed for travel by people without other means; and,
 - Needed for sustained economic activity and growth.
- Across the world, transit has been adapting to public health directives:
 - Physical distancing onboard while ridership has been very low;
 - Enhanced cleaning;
 - Reviewing all service aspects to reduce contact and touch points; and,
 - Measures to keep customers and staff as safe as possible when ridership increases.

Physical Distancing Has Been Possible While Ridership Is Very Low

- Ridership has been at about 15-20% of usual levels;
- Service is at about 60% of usual levels;
- Results in approximately 4 times more space for each customer;
- Requiring most customers to board buses through the rear doors has enhanced safety for staff;
- Space is available as ridership returns to 20% of normal levels on trains and 40% on buses; and,
- Higher ridership will require more space and other protective measures.

Higher Ridership Requires Other Measures To Keep People As Safe As Possible

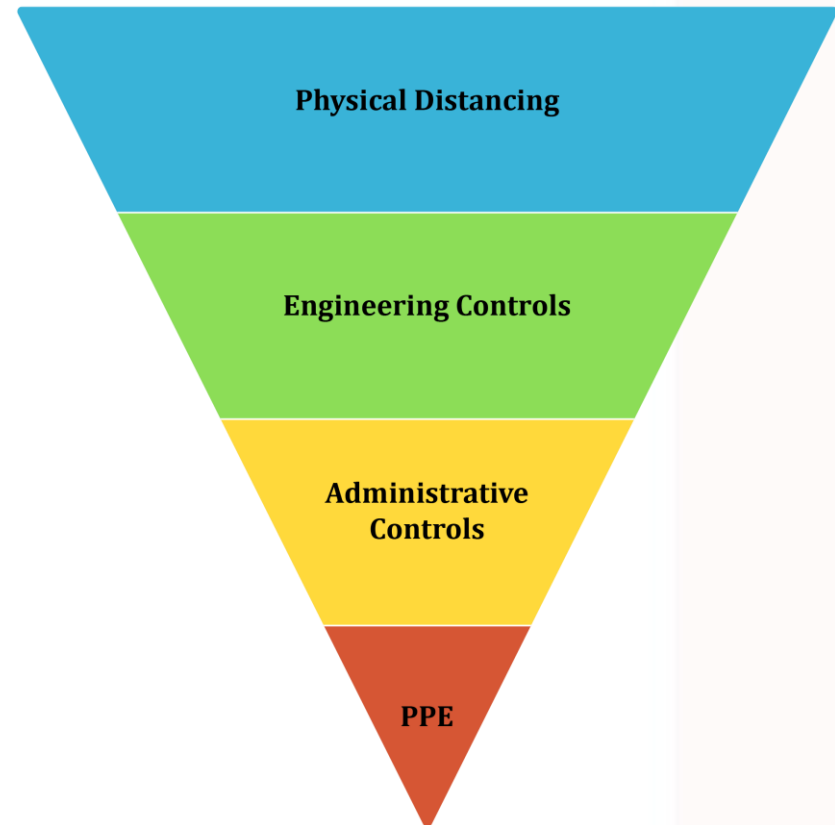
- Returning service to usual levels allows more space for customers;
- With regular service levels in place:
 - Bus service will have space to accommodate up to 40 percent of usual ridership (2 to 3 times current ridership), with physical distancing in place; and,
 - Line 1 trains will have space to accommodate up to 20 percent of usual ridership (+33% above current ridership), with physical distancing in place.

Higher Ridership Requires Other Measures To Keep People As Safe As Possible *(Cont'd)*

- Not feasible to maintain physical distancing when ridership returns to normal levels:
 - Would need 4 to 6 times as many trains as usual;
 - Would need 2 to 3 times as many buses as usual; and,
 - Not possible to acquire, afford, maintain, or staff.
- Therefore other means must be in place to assure safety.

“Hierarchy Of Controls”

- Physical distancing — having people work or access the business from home; includes restructuring responsibilities to minimize the numbers of workers that need to be physically present
- Engineering controls — creating barriers between people or reconfiguring space
- Administrative controls — redistributing responsibilities to reduce contact between individuals, using technology to facilitate communication
- PPE — having people wear non-medical cloth masks



* From Johns Hopkins University – Bloomberg School of Public Health – Center for Health Security, “Public Health Principles for a Phased Reopening During COVID-19: Guidance for Governors”

* Based on concept from U.S. National Institute for Occupational Safety and Health

* Transit industry associations – APTA and CUTA – have adopted this concept

Potential Timeline For Recovery To Full Service

The Province has adopted a three-stage approach for reopening:

- Stage 1
 - Opening select workplaces that can meet current public health guidelines
 - Allowing essential gatherings of a limited number of people
 - Opening some outdoor spaces
- Stage 2
 - Opening more workplaces with significant mitigation plans
 - Opening more public spaces
 - Allowing some larger public gatherings
- Stage 3
 - Opening all workplaces responsibly
 - Relaxing restrictions on public gatherings

Potential Timeline For Recovery To Full Service *(Cont'd)*

- Continued protections for vulnerable populations apply through all three stages; and,
- Many public agencies, including transit systems, are adopting a similar three-stage approach.

Background To Recovery

- Province of Ontario has adopted a three-stage approach for reopening the economy;
- Planning horizon date for end of City emergency measures is July 1;
- With the reopening of the economy, transit ridership will increase; and,
- A transit service recovery plan has been developed to accommodate the increase in ridership and keep customers and staff as safe as possible.

Current Transit Service

- Transit ridership in Ottawa was at 15% of usual levels from late March;
- A slight increase was observed in May; now at 20% of usual levels;
- The result of job losses, working from home, distance learning, reduced shopping, cancelled events;
- Transit service was reduced by about 50 percent at the end of March and has been adjusted and increased since; now at about 60 percent;

Current Transit Service *(Cont'd)*

- Service adjustments created a reserve of transit staff to maintain service in case of widespread illness;
- Service has been provided continuously to all parts of the City; and,
- Includes service for essential workers and to essential services.

**KEEPING EVERYONE AS SAFE AS
POSSIBLE**

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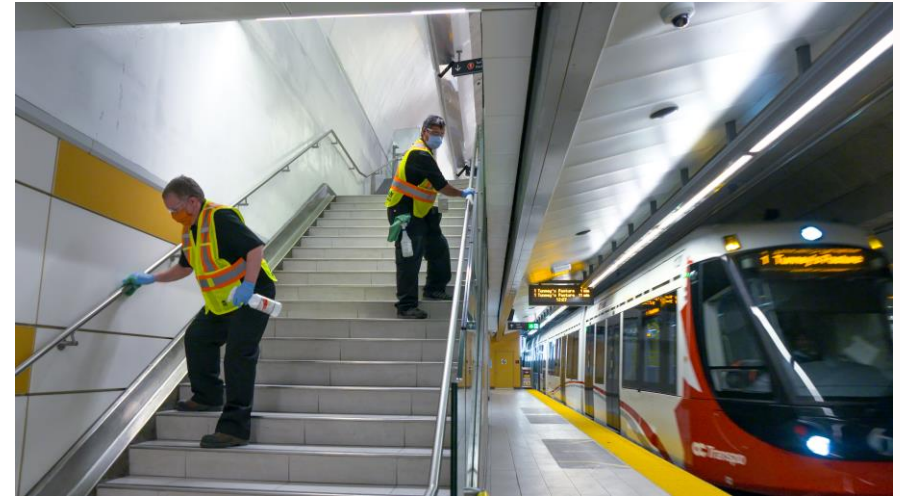
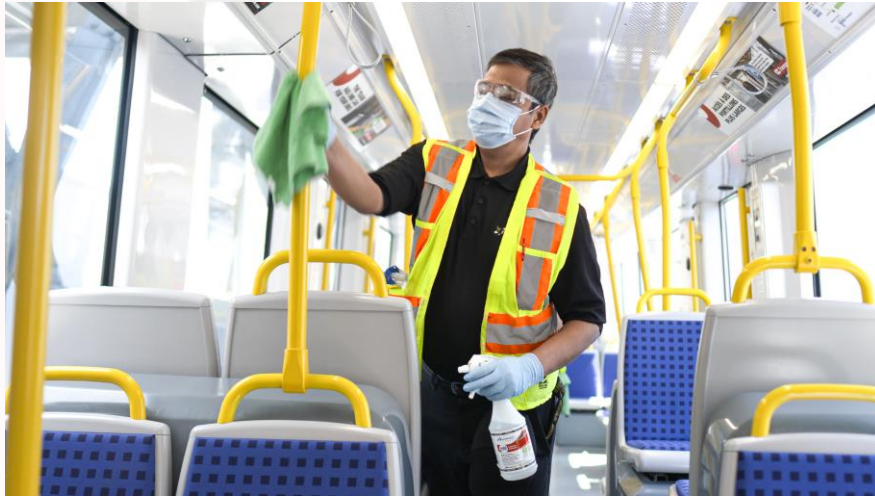
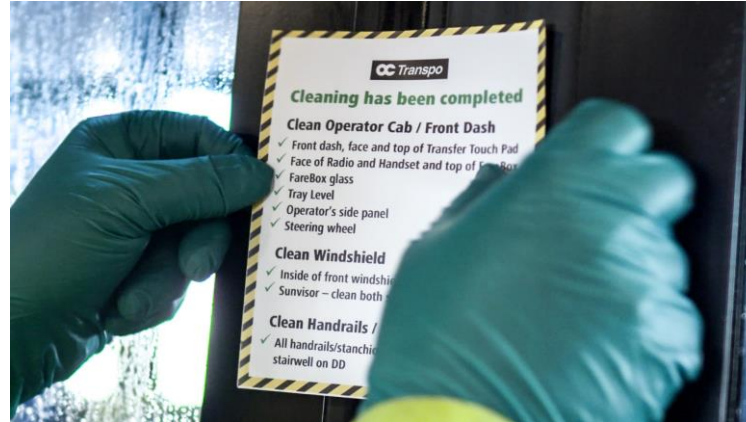
Keeping Everyone As Safe As Possible

1. Continue enhanced cleaning of buses, trains, and stations;
2. Barrier shields at operator cabs on buses;
3. Require customers and staff to wear non-medical cloth masks;
4. Mask and self-check signs;
5. Hand sanitizer dispensers at stations;
6. Control flow of buses into busy transfer stations;
7. Touch-free fare payment; and,
8. Increasing space onboard buses and trains.

Enhanced Cleaning

- Enhanced daily cleaning of all vehicles (bus, O-Train, Para Transpo), stations, and employee areas;
- Includes disinfecting common touch surfaces;
- Additional cleaning in stations every eight hours focusing on high-traffic areas;
- Additional cleaning of touch surfaces for in-service trains; and,
- Personal hand sanitizer bottles for staff and sanitation stations in employee facilities.

Enhanced Cleaning



Barrier Shields On Buses

Temporary with soft material
Currently being installed

Permanent with hard material
Future capital project



Allows front door and space at the front
of the bus to be used safely

Compulsory Masks Help Keep People Safe

- OPH recommending non-medical cloth masks or equivalent face covering where physical distancing cannot be maintained;
- The Province has recommended the use of a face covering when physical distancing and keeping two metres distance from others is challenging or not possible, such as for public transit;
- Masks retain respiratory secretions;



Compulsory Masks Help Keep People Safe (Cont'd)

- Staff recommend that a non-medical cloth mask or equivalent face covering be required for all customers and staff on OC Transpo; and,
- Exceptions for children under 2 years old and for people who have a disability or medical condition that prevents them from wearing a mask.



Compulsory Masks Help Keep People Safe

(Cont'd)

- Customers to supply their own masks;
- The City's Human Needs task team is working with OPH to ensure that masks will be accessible for everyone;
- For vulnerable groups, this would be by providing funding or supplying masks to non-profit organizations;
- OC Transpo is also exploring options with non-profit and other organizations to sell masks at stations; and,
- In the first week after June 15, OC Transpo will make a limited number of masks available for people who may have forgotten theirs.



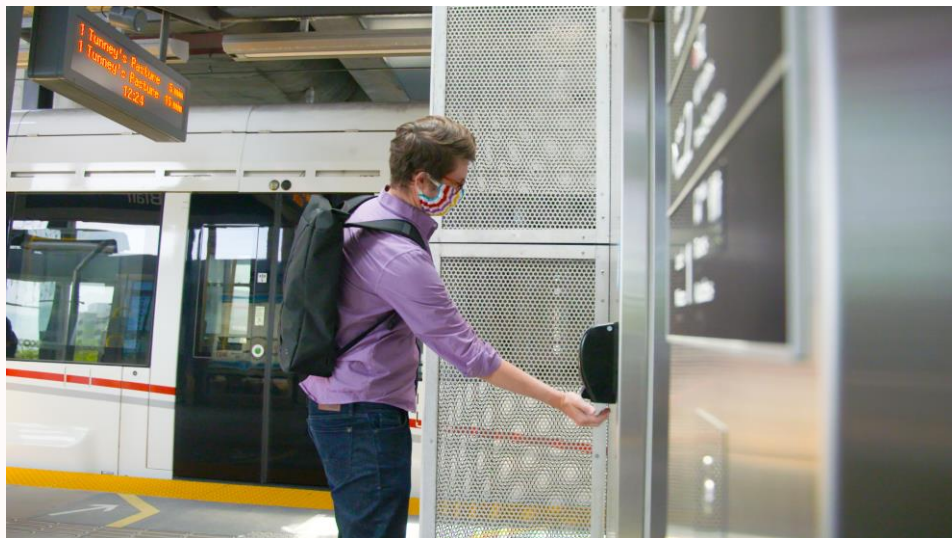
Mask and Self-checking Signs

**Mask required.
Don't enter if you're sick.**



**Port du masque requis.
N'entrez pas si vous
êtes malade.**

Hand Sanitizers at Stations



Touch-free Fare Payment

- Customers do not need to touch any equipment to pay a fare:
 - On buses, customers tap Presto or U-Pass on card reader;
 - Customers paying by cash drop coins and bills into the farebox and pick up a paper transfer from the printer;
 - At O-Train stations, customers tap Presto card or other smartcard at fare gate;
 - Presto cards can be loaded online or using the Presto mobile app; and,
 - On Para Transpo, all fares can be prepaid using ParaPay.

ParaPay
ParaPaie



Touch-free Fare Payment (Cont'd)

- Limited requirement to touch equipment to purchase a fare at an O-Train station:
 - Enhanced cleaning of touch screen, PIN pad, and other touch points on ticket machines; and,
 - Higher limits by banks for tapping cards and smartphones have reduced the need to touch the PIN pad.



Touch-free Fare Payment *(Cont'd)*

- Staff working to make Presto card use easier on Para Transpo;
- Staff working to allow credit and debit cards to be tapped on buses and at fare gates; and,
- Staff will encourage Metrolinx to provide virtual Presto cards on smartphones.

Increasing Space Onboard Buses and Trains

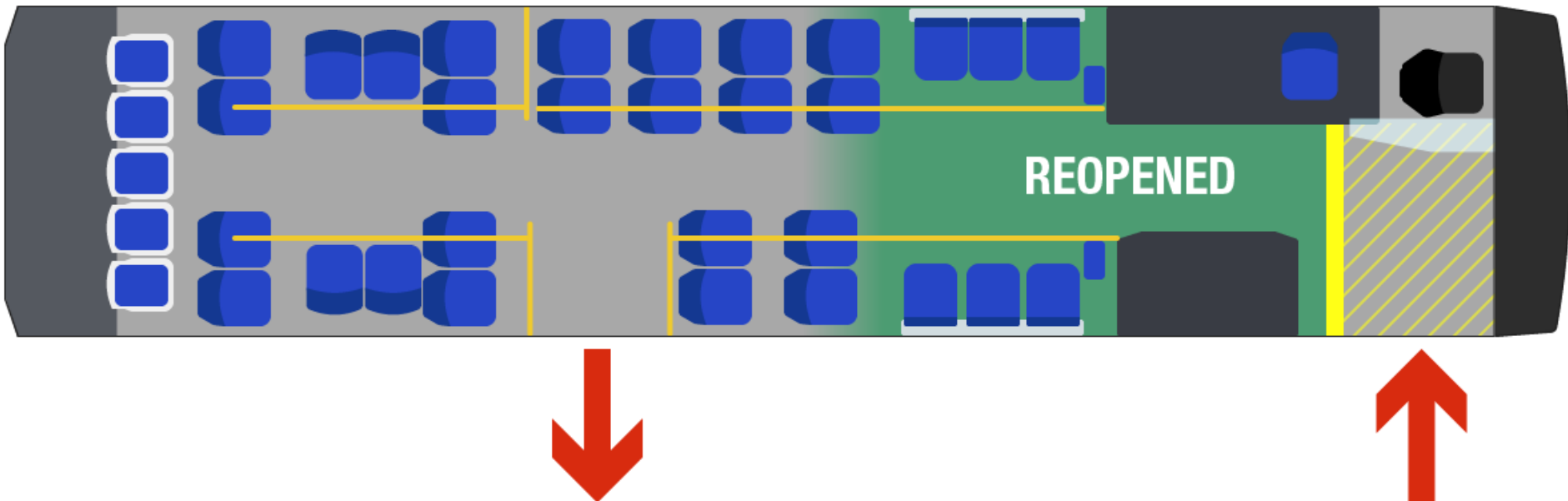
- Allow customers to use the space now blocked off at the front of buses and the cab ends of trains:
 - Requires other safety measures:
 - Compulsory masks for customers, barrier shields for bus operator cabs.
- Increase O-Train Line 1 train service:
 - Requires 14th and 15th trains to be consistently provided by RTG; and,
 - As per the rectification plan, 15 trains are expected in service in August.

Increasing Space Onboard Buses and Trains *(Cont'd)*

- Buses and operators available to increase service on busy bus routes:
 - Additional trips would be added where required by observed conditions; and,
 - Made available by deferring planned service enhancements.

Space On Board Buses

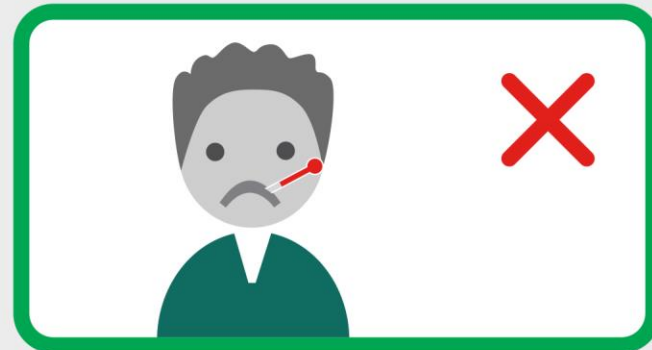
- Front door boarding will be reinstated;
- Customers who use a Presto or U-Pass card should board at the rear doors of articulated and double-decker buses; and,
- Customers should leave the bus via the rear doors unless they require the accessibility features at the front door.



WHAT WE'RE DOING TO KEEP EVERYONE SAFER



WHAT WE NEED YOU TO DO



Reducing Space Pressure On Buses and Trains

- 14th and 15th trains on O-Train Line 1;
- Buses available to boost service on busy routes where needed;
- Employers may be able to maintain some workers at home;
- Major destinations may be able to shift work and class times away from peak times; and,
- City staff in touch with major employers and universities.

SERVICE PLAN

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Service Plan For The Rest Of 2020

Step 1

- Current modified service to continue until Saturday, June 27

Step 2

- Health and safety measures in place starting on Monday, June 15

Step 3

- Summer service to begin on Sunday, June 28

Step 4

- Fall service to begin on Sunday, August 30

Step 1:

Current Modified Service Until June 27

- Approximately 60 percent of usual weekday service;
- No school services;
- Has proven to accommodate most customers at current very low ridership levels; and,
- Any substantial return to work or broadening of essential service definition would result in crowding above physical distancing recommendations.

Step 2:

Health and Safety Measures On June 15

- Customers and employees will be required to wear non-medical cloth masks or equivalent face coverings on OC Transpo;
- Soft barrier shields will be installed on buses;
- Front-door boarding will be reinstated, allowing more space for customers to practice physical distancing;
- Hand sanitizer dispensers will be available at all O-Train stations and major Transitway stations;
- Para Transpo operators will continue to wear surgical masks and face shields until otherwise directed; and,
- Para Transpo trips will continue to be limited to one customer per trip, contingent on low ridership levels.

Step 3:

Summer Service Starts June 28

- All routes in operation:
 - Same route network as was operated January-March 2020;
 - Including adjustments that were made after Line 1 opening; and,
 - Includes Line 2 replacement buses and Rideau Street detours.
- Normal summer service is approximately 95 percent of pre-COVID-19 service levels:
 - Reduced frequencies on busy routes;
 - Reduced frequencies on routes serving universities and colleges; and,
 - No school service.
- Recommended to start on Sunday, June 28:
 - Based on City's planning horizon date of Wednesday, July 1.
- Operate event service as decisions are made:
 - Redblacks, CTC events, others.

Step 4:

Fall Service Starts August 30

- All routes in operation
 - Same route network as was operated January-March 2020;
 - Including adjustments that were made after Line 1 opening; and,
 - Includes Line 2 replacement buses and Rideau Street detours.
- Recommended fall service is similar to pre-COVID-19 service levels
 - Similar frequencies and capacity as summer service on most routes;
 - Includes school services; and,
 - Full frequencies on routes serving universities and colleges.
- Assume 15 trains available to increase customer spacing on Line 1
 - Also, reintroduce R1 standby buses to protect Line 1 service.
- Recommended to start on Sunday, August 30
 - Based on planned first day of school of Monday, August 31.
- Recommending to defer service enhancements
 - New routes and route changes proposed by Councillors; and,
 - Allows resources to be used to increase service where required for spacing.

Customer Service Centres

- Reopening Customer Service Centre (CSC) at Rideau Centre when possible:
 - Photos for discounted passes and other ID cards;
 - Set discounts on Presto cards;
 - Replacement of Presto cards;
 - Drop-off point for EquiPass, Community Pass, Access Pass applications;
 - Staff work behind barrier shield;
 - Customer queueing will be managed, and;
 - To follow City corporate standards for client service centres.
- Will assess need for services at the CSCs at Place d'Orléans, St-Laurent, Lincoln Fields Stations – will remain closed for the moment; and,
- Working to enable more online transactions.

Milestones

STEP ONE

CURRENT SERVICE

- Current modified service
- Until June 27

STEP TWO

HEALTH & SAFETY MEASURES

- Compulsory masks
- Return to front-door boarding
- Starts June 15

STEP THREE

SUMMER SERVICE

- All routes in operation
- No school service
- Starts June 28

STEP FOUR

FALL SERVICE

- All routes in operation
- School routes return
- 15 trains on Line 1
- Starts August 30

REVIEWS AND NEXT STEPS

2

Ottawa Public Health Review

- Risks:
 - Physical distancing hard to maintain as ridership increases;
 - Ensuring customers' behaviour on vehicles; and,
 - Multiple high-touch surfaces and potential exposure to many other people.
- Mitigation:
 - Reduce total and peak ridership;
 - Universal non-medical cloth masks for customers;
 - Operating and customer service staff protection;
 - Cleaning and avoiding high-touch surfaces;
 - Public-facing communication strategy; and,
 - Employee-facing communication strategy.

Screening Through Equity and Inclusion Lens

- Points to address:
 - Access to masks for customers with low income;
 - Effectiveness of face coverings worn as part of belief systems; and,
 - Replacing or supplementing verbal information for customers who read lips.

Watch Items For Evolution Of The Recovery Plan

- Provincial decisions on reopening businesses;
- Federal decisions on reopening workplaces;
- Provincial decisions on reopening schools;
- Decisions by universities and colleges on on-campus classes; and,
- Public health advice and restrictions.

Costs Need To Be Managed and Funded

- Enhanced cleaning and reactive cleaning;
- Protective equipment;
- Hand sanitizer and dispensers; and,
- Barrier shields on buses – temporary and permanent.

Communications

- Comprehensive communications and marketing plan will be undertaken to inform customers, staff, residents, Council and Transit Commission and other stakeholders;
- Communications will be centred on:
 - The new requirements when using transit; and,
 - The health and safety measures being taken by OC Transpo to keep everyone as safe as possible.
- A variety of communication channels and tactics will be used to ensure customer reach.

Summary of Health and Safety Measures in the Plan

On the Train

- Enhanced daily cleaning and disinfecting common touch surfaces
- Deep cleaning in the event of confirmed exposure to COVID-19
- Compulsory masks for everyone
- Limited supply of masks available to customers during first week implementation
- Funding for masks provided to non-profits for distribution to vulnerable groups
- Increasing space onboard by reopening cab ends, recovering to normal service levels and with all 15 trains by Fall
- Reducing peak period ridership by encouraging major employers or institutions to keep people home or shift work or class times away from peak periods
- Customer-facing communications (web, audio announcements, info screens, train cards, stickers)

On the Bus

- Enhanced daily cleaning and disinfecting of common touch surfaces
- Deep cleaning in the event of confirmed exposure to COVID-19
- Barrier shields for operator cabs
- Compulsory masks for everyone
- Limited supply of masks available to customers during first week implementation
- Funding for masks provided to non-profits for distribution to vulnerable groups
- Increasing space onboard by reopening front space of bus, recovering to normal service levels and having additional buses available
- Touch-free fare payment
- Reducing peak period ridership by encouraging major employers or institutions to keep people home or shift work or class times away from peak periods
- Para Transpo trips limited to 1 customer per trip, dependent on low ridership levels
- Customer-facing communications (web, audio announcements, ads/messages on the interior and exterior of bus and at bus stops, stickers)

Summary of Health and Safety Measures in the Plan *(Cont'd)*

In the Station

- Enhanced daily cleaning, disinfecting common touch surfaces and additional cleaning of high-traffic areas
- Deep cleaning in the event of confirmed exposure to COVID-19
- Compulsory masks for everyone
- Limited supply of masks available to customers during first week implementation
- Funding for masks provided to non-profits for distribution to vulnerable groups
- Touch-free fare payment
- Enhanced cleaning of ticket machines
- Mask and self-checking signs and other signage with OPH recommendations (e.g. hand hygiene)
- Controlling flow of buses into busy transfer stations
- Staff at major stations helping to direct customer flow and deploy resources to avoid crowding
- Reopening of Rideau Centre CSC with health and safety measures in place following City corporate standards
- Customer-facing communications (web, PA announcement, signage, transit info screens)

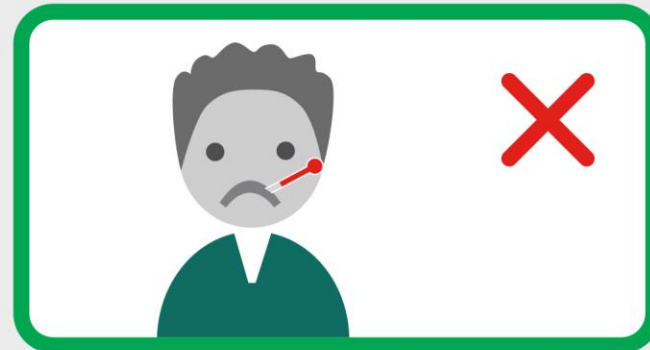
For our Staff

- Enhanced daily cleaning of employee areas and deep cleaning in the event of COVID-19 exposure
- Hand sanitizer for all staff
- Sanitization stations in employee facilities
- Staff encouraged to work from home if possible
- COVID-19 self-assessment declaration required for all staff and vendors who work on-site every day and weekly for staff who work from home
- Barrier shields on buses, at Rideau CSC and other contact points to protect staff
- Protective equipment for front-line operational, customer service and other staff who work onsite
- Cloth masks available to all OC Transpo staff
- Modifications to work areas, shift times and processes to support physical distancing and protect staff
- Vendor and contractor check-in points at all OC Transpo facilities
- Taped down the double-decker vents from the main bus HVAC system that are above and near the operator to keep recirculated air away from operator cabs
- Employee-facing communication strategy on the recovery plan and promotion of OPH recommendations

WHAT WE'RE DOING TO KEEP EVERYONE SAFER



WHAT WE NEED YOU TO DO



Summary

INTRODUCTION

- Elements
- Prerequisites
- Objectives
- Principles
- City roadmap
- Transit worldwide
- Physical distancing
- Other safety measures
- Hierarchy of controls
- Potential timeline
- Transit Service, March-May
- Background to recovery
- Current service

KEEPING EVERYONE AS SAFE AS POSSIBLE

- Enhanced cleaning
- Barrier shields
- Compulsory masks
- Signage
- Hand sanitizer
- Bus flow control
- Touch-free fare payment
- Increasing space onboard

SERVICE PLAN

- Step 1 – Until June 27
- Step 2 – Health and safety measures
- Step 3 – Summer service
- Step 4 – Fall service
- Customer service centres

REVIEWS AND NEXT STEPS

- Ottawa Public Health Review
- Equity and Inclusion Lens
- Watch Items
- Costs
- Communications