Item 14


Board of Directors June 2, 2021
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Director of Planning & Marketing
Keeping you safe on the go
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
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
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 Microtranist Pilot
### Transit Recovery Strategies - DRAFT

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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.