

# The COVID-19 Pandemic



AMERICAN  
PUBLIC  
TRANSPORTATION  
ASSOCIATION

## **Public Transportation Responds: Safeguarding Riders and Employees**

Thursday, April 23, 2020

# Welcome and Introduction

**Jeff Hiott**  
Vice President  
Technical Services and Innovation  
American Public Transportation Association



# Moderator

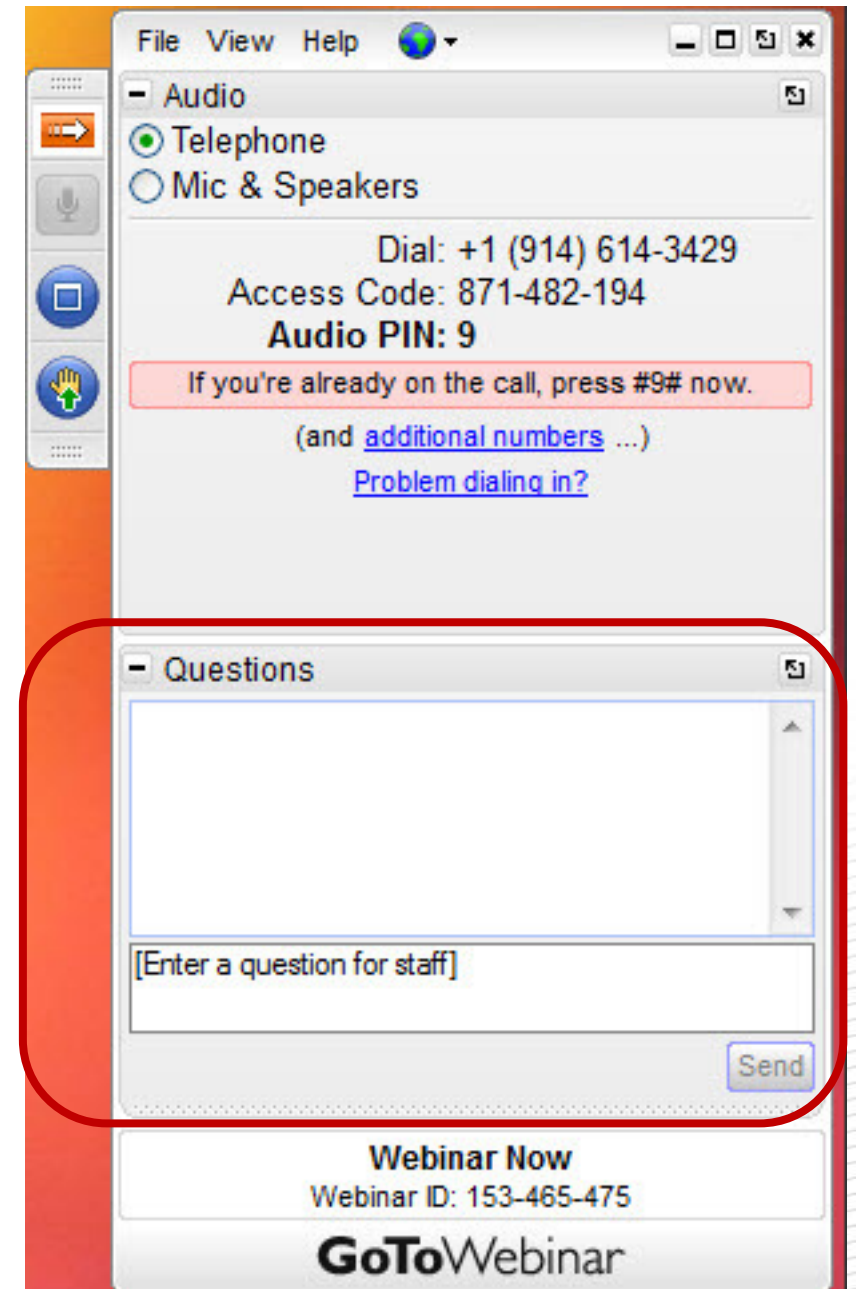
**John A. Gasparine, AICP, LEED AP, Former REHS**  
WSP USA, Inc.  
Assistant Vice President





# Housekeeping

- This webinar will be **recorded** and made available on APTA's website
- All attendee phone lines are **muted**
- To ask a question, use the **Questions Panel**; questions will be answered at the end of the presentations



# Panelists



**Aisha Rivera Margarin, MD, MS**  
Program Director, Faculty Associate  
Occupational and Environmental  
Medicine Residency Program  
Department of Environmental  
Health and Engineering  
Johns Hopkins Bloomberg School  
of Public Health  
Baltimore, MD



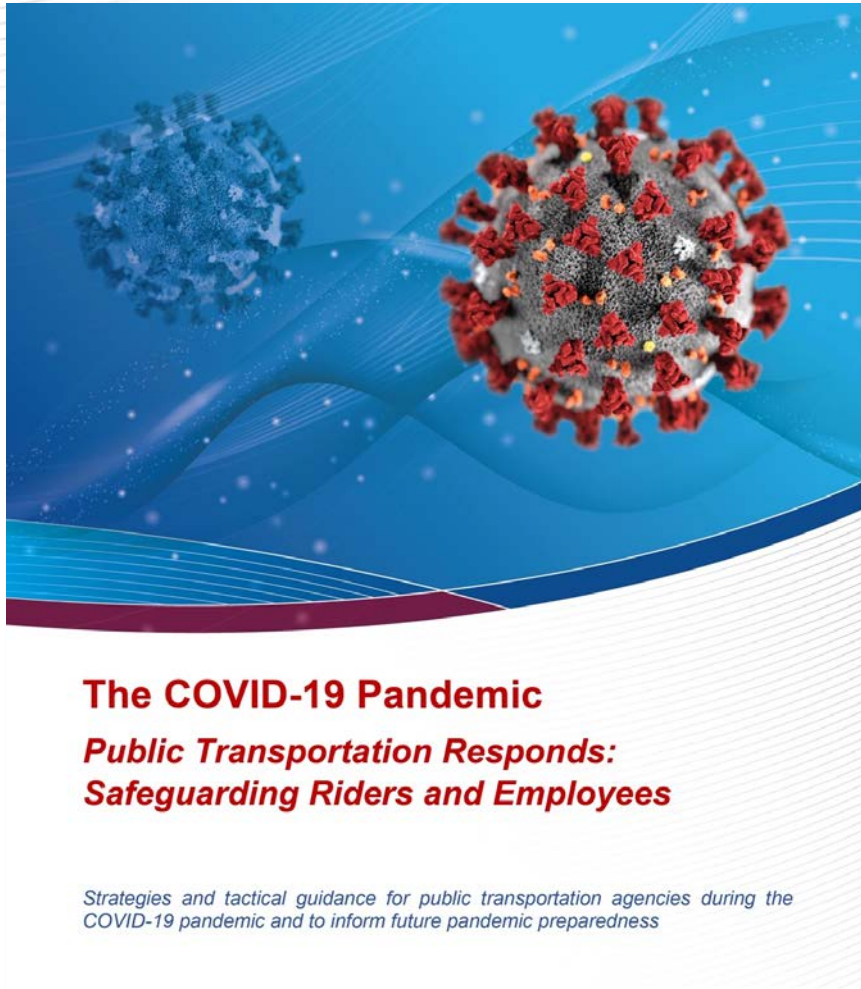
**Vince Pellegrin**  
Chief Operating Officer,  
Bus and Rail  
Metro Transit  
Minneapolis/St. Paul, MN



**Dottie Watkins**  
Chief Customer Officer /  
Chief Operating Officer  
Capital Metro  
Austin, TX



**Jeffrey Gonneville**  
Deputy General  
Manager  
Massachusetts Bay  
Transportation  
Authority  
Boston, MA



## Will be updated to include:

- ❖ FTA Safety Advisory SA 20-1
- ❖ FTA Frequently Asked Questions
- ❖ Additional CDC Guidance
  - Additional methods for making cloth masks
  - Employee screening
  - Safe practices for critical infrastructure workers who have been exposed to COVID-19
- ❖ NIH N95 mask reuse study



## Remember:

This guidebook is intended for senior transit and rail operations leaders. It is based on input from public health, medical, and transit experts, as well as best practices shared by agencies nationally. Readers should bear in mind that COVID-19 presents a new risk environment for transit and rail agencies. Safety Management System (SMS) implementation requires: 1) Evaluating hazards and system changes for risk; 2) Keeping up with the pandemic's impacts on the transit and rail environment; and 3) Making changes that may bring risk tradeoffs.

Throughout this document, there are suggestions for reducing the risks related to COVID-19 to passengers and employees. **Before implementing any of these suggestions, agencies should assess whether such a change can be scaled to its size and mode of agency in a manner that does not add unacceptable risk. Agencies are also encouraged to consult their local health officials in this process.**

APTA may revise this guide to stay consistent with emerging medical and public health information about COVID-19.

# Panelist

**Aisha Rivera Margarin, MD, MS**

Program Director, Faculty Associate

Occupational and Environmental Medicine Residency  
Program

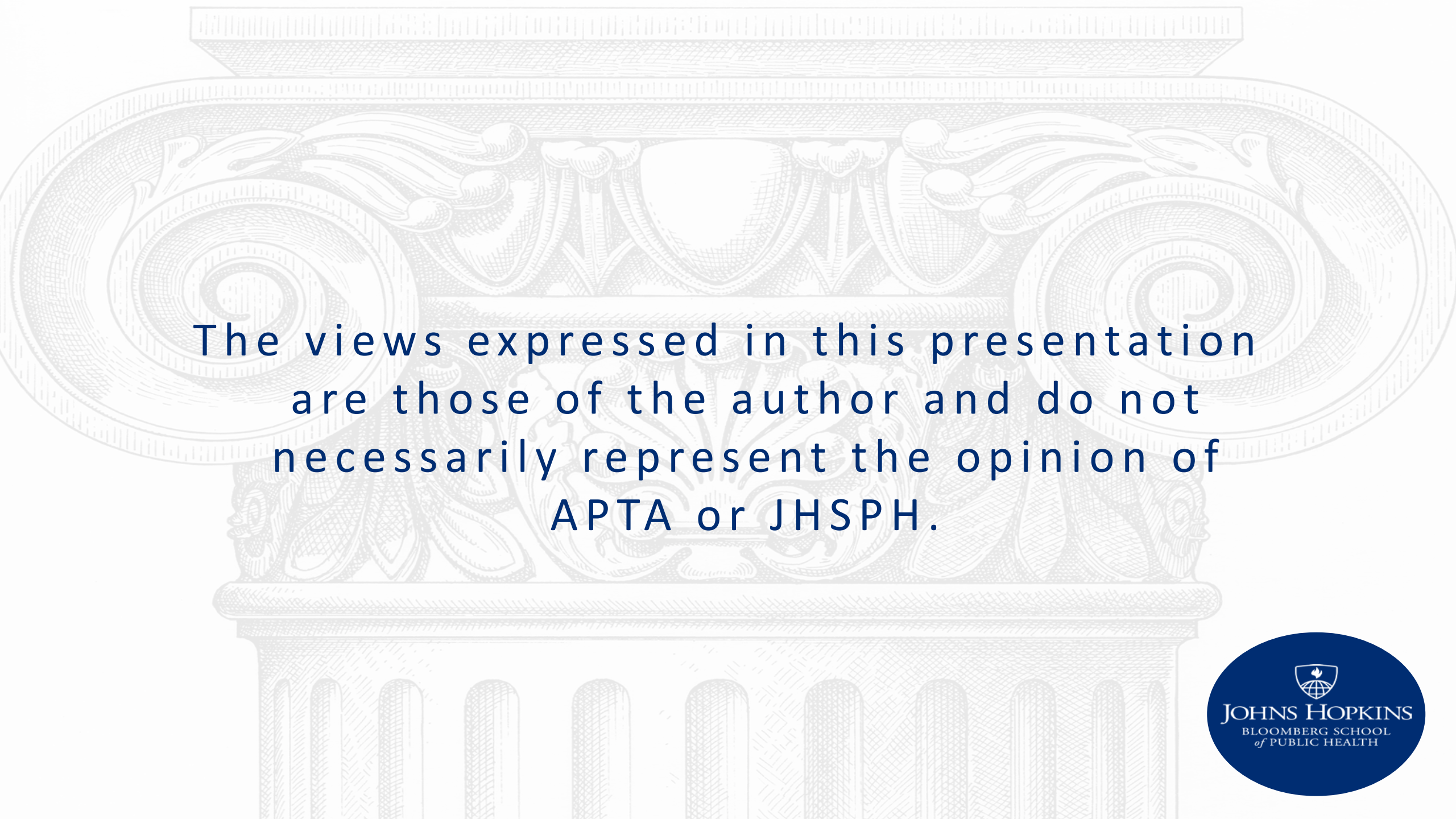
Department of Environmental Health and Engineering

Johns Hopkins Bloomberg School of Public Health

Baltimore, MD



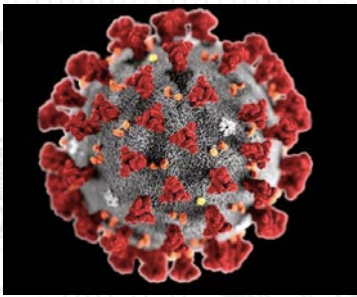




The views expressed in this presentation  
are those of the author and do not  
necessarily represent the opinion of  
APTA or JHSPH.







# SARS-COV-2 and COVID-19

- SARS-COV-2 is the virus that causes Coronavirus Disease (COVID-19)
  - Existed in bats previously, NEW to humans
  - Not to be confused with other known human coronaviruses
- Spreads primarily person to person via droplets (e.g. cough, sneeze), no clear consensus on whether it remains in air or for how long
- Symptoms can include: **cough, fever, shortness of breath**
- Outcomes
  - 80/15/5 (asymptomatic/severe pneumonia/ICU)
- Begin with the end goal in mind– PREVENT INFECTION, SAVE LIVES!
  - Healthy workforce, healthy passengers
  - “Flatten the curve” to avoid overloading the healthcare system
    - Reduce the spread to lower the peak
    - Case fatality rate ranges from .1%- 14.6%, varies by country and region
      - » U.S. rate is 5.4%, varies by state

Sources: Guan et al. Clinical Characteristics of Coronavirus Disease in China. NEJM Feb. 2020  
Severe Outcomes Among Patients with Coronavirus Disease 2019 (COVID-19) — United States, February 12–March 16, 2020.  
MMWR Morb Mortal Wkly Rep 2020;69:343-346. DOI: <http://dx.doi.org/10.15585/mmwr.mm6912e2>  
WHO <https://covid19.who.int/>



World Map

NEW

U.S. Map

Critical Trends

COVID-19 Dashboard by the Center for Systems Science and Engineering (CSSE) at Johns Hopkins University (JHU)

Total Confirmed

2,659,557

Confirmed Cases by  
Country/Region/Sovereignty

843,981 US  
213,024 Spain  
187,327 Italy  
157,135 France  
151,175 Germany  
139,243 United Kingdom  
98,674 Turkey  
87,026 Iran

Admin0

Last Updated at (M/D/YYYY)  
4/23/2020, 11:31:25 AM

185  
countries/regions

Lancet Inf Dis Article: [Here](#). Mobile Version: [Here](#).  
Lead by JHU CSSE. Automation Support: [Esri Living Atlas team](#) and [JHU APL](#). [Contact US](#). [FAQ](#).



Cumulative Confirmed Cases

Esri, FAO, NOAA

Total Deaths

185,494

25,085 deaths  
Italy

22,157 deaths  
Spain

21,340 deaths  
France

18,738 deaths  
United Kingdom

Deaths

Recovered

Total Test Conducted in U.S.

4,493,106

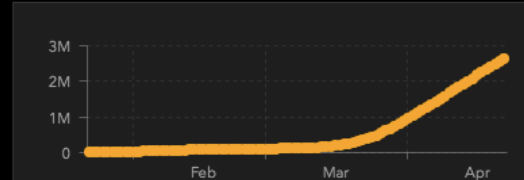
669,982 tested  
New York US

465,327 tested  
California US

288,627 tested  
Florida US

216,783 tested  
Texas US

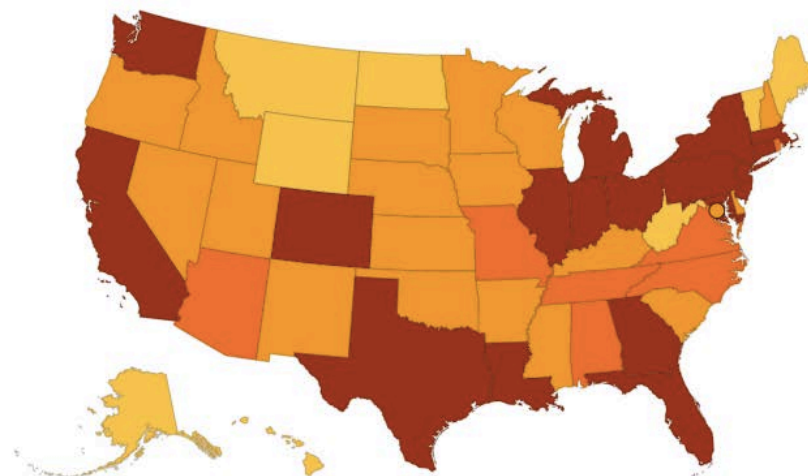
US Tested



Confirmed

Logarithmic

Daily Cases



Reported Cases

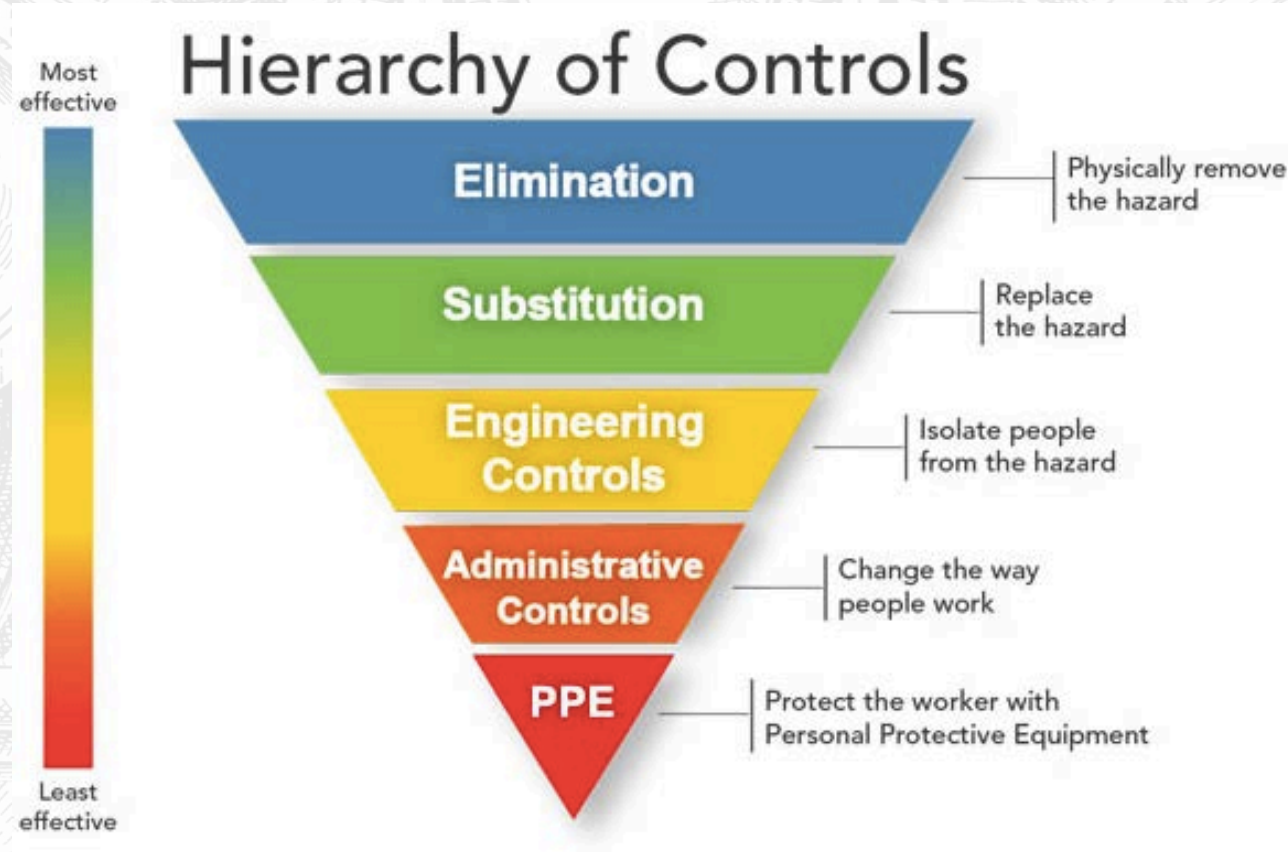
- None
- 1 to 100
- 101 to 1000
- 1001 to 5000
- 5001 to 10000
- 10001 or more

Territories AS GU MH FM MP PW PR VI





# A Framework for Prevention



Source: CDC NIOSH, <https://www.cdc.gov/niosh/topics/hierarchy/default.html>



# General Health and Safety Guidance

- **BE PROACTIVE, create a *comprehensive, interdisciplinary plan***
- Don't overlook a communication strategy
  - Internal for workforce (e.g. regular briefings, bulletins, virtual townhalls)
    - Be deliberate about addressing mental health among workforce
  - External for riders, community
- Apply infection control practices (e.g. handwashing, cough etiquette, cleaning surfaces)
- Monitor and surveillance (e.g. prescreen before entering work and during work)
- Apply hierarchy of controls
  - ***Separate people from the hazard when possible***
    - Limit number of people in vehicles
    - Use larger vehicles (if possible and appropriate) to allow for more space
    - Visual cues to encourage physical distancing, maintain at least 6 feet away from others (avoid close contact)
  - Utilize personal protective equipment
    - Drivers should wear a facemask, N95 if available
    - Passengers should wear a facemask or cloth face covering
      - facemasks or coverings not appropriate for < 2y/o



# A Picture is Worth 1,000 Words...



*New Jersey Transit advertisement to riders (April 2020)*



# Stay informed, flexible and creative

- Information is rapidly changing and it's ok to have questions
  - **You will need to revisit your plan and make changes as needed**
  - Talk to your supervisors, employers, occupational health providers
- ➤ Additional information can be found at:
  - Johns Hopkins University <https://coronavirus.jhu.edu/>
  - American Public Transportation Association <https://www.apta.com/public-transit-response-to-coronavirus/>
  - American College of Occupational and Environmental Medicine <https://acoem.org/statement-on-coronavirus>
  - CDC Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 [www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html](http://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html)
  - NIOSH Workplace Safety and Health Topic website: [www.cdc.gov/niosh/emres/2019\\_ncov.html](http://www.cdc.gov/niosh/emres/2019_ncov.html)
  - CDC COVID-19 website: [www.cdc.gov/coronavirus/2019-ncov/](http://www.cdc.gov/coronavirus/2019-ncov/)
  - OSHA COVID-19 website: [www.osha.gov/SLTC/covid-19/controlprevention.html](http://www.osha.gov/SLTC/covid-19/controlprevention.html) external icon
  - EPA <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
  - WHO <https://www.who.int/teams/risk-communication/employers-and-workers>



# Panelist

**Vince Pellegrin**  
Chief Operating Officer, Bus and Rail  
Metro Transit  
Minneapolis/St. Paul, MN

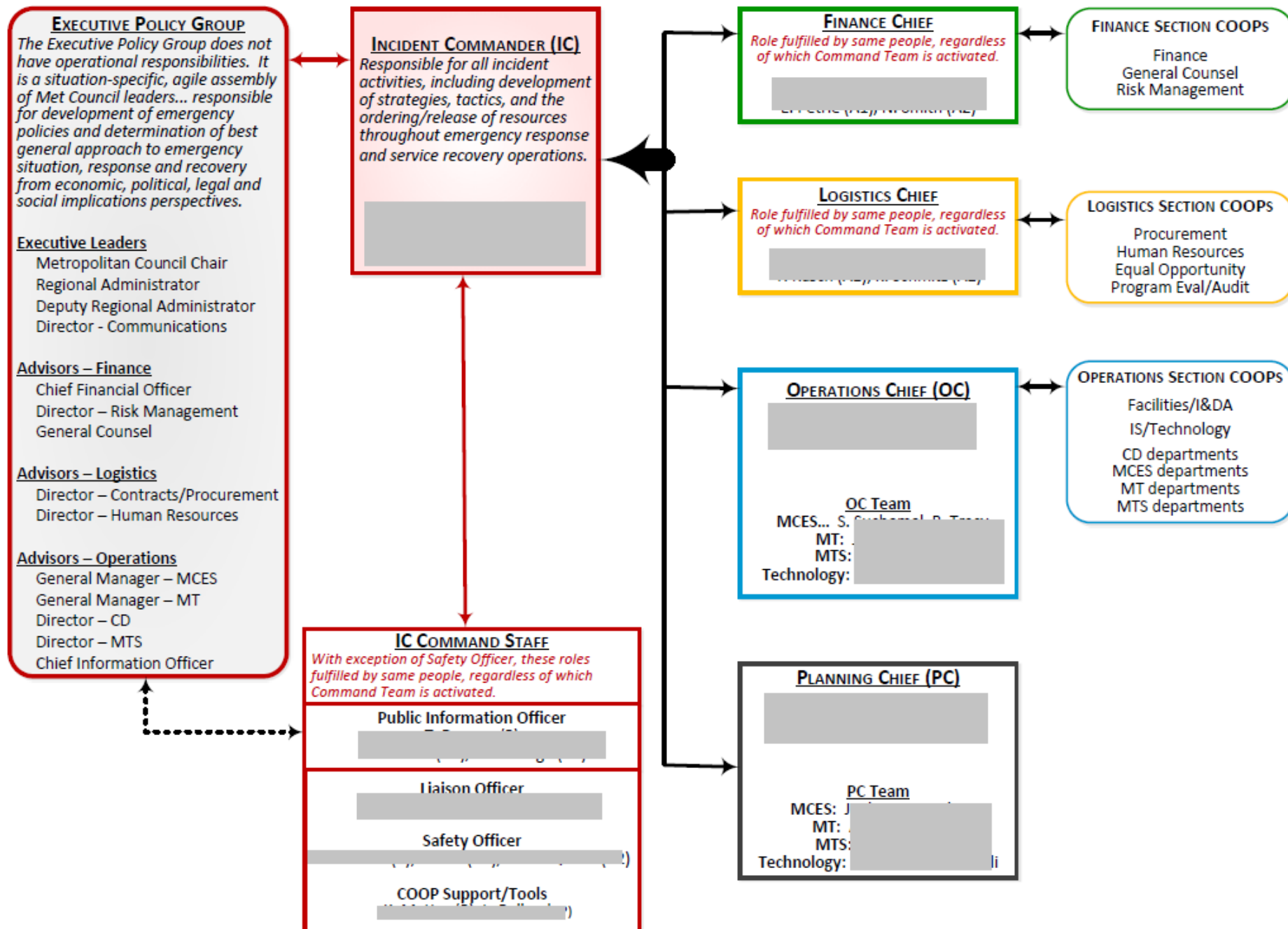




IN THIS  
**TOGETHER**



# DRAFT... METROPOLITAN COUNCIL PANDEMIC PLAN - NIMS ICS TEAM STRUCTURE AND ASSIGNMENTS



### INCIDENT BRIEFING (ICS 201)

<b>1. Number of Sick (MN statewide):</b> 2567	<b>2. Number of absent (Bus Maintenance):</b> 15	<b>3. Date/Time Initiated:</b> Date: April 22, 20 Time: 07:00am															
<b>4. Work Detail:</b> are there any projects planned throughout the Ops period related to COVID-19 (cleaning, sanitizing, etc) <p> <b>Scope of Work:</b> Disinfect the following items with EPA registered Clorox Wipes on a 1 time per week basis                      Wipe down all touch points within the buses. (i.e. entrance/exit doors, operators' area, stanchions, seat backs) Buses are now being fogged/sprayed every day.                 </p> <p>                     Bus Maintenance is fogging buses with EPA approved Betco registered pH7Q each day. Buses are being fogged daily and wiped down once per week. Fogging equipment is holding up okay. Bus Maintenance added half dozen sprayers at each location to complement the foggers in order to meeting the demands of daily fogging/spraying                 </p> <p>                     Operator social distancing barriers have all been installed. Some of the barriers are being moved from 40' buses to 60' buses. All 60' buses will be used starting Monday 04-13 to help avoid crowding in buses to reduce community spread of covid19 by giving passengers 6' of space.                 </p> <p> <b>Bus Maintenance Technicians, Helpers and Cleaners</b>                      04/10-Masks developed through a joint effort between Metro Transit and ATU were passed out to all essential workers. Masks still have not been distributed to all employees; more mask are expected Thursday???                 </p> <p> <b>Administration Employees:</b>                      Employees in this work group are teleworking as of Tuesday 03/17/20. Work plans, schedules and check-in times are set-up with employees Supervisors                 </p> <p> <b>Essential Employees</b>                      All essential employees that can work from home are working from home for at least the duration of emergency executive order 20-20                 </p> <p> <b>Aid Request.</b>                      None.                 </p> <p> <b>Vehicles Quarantined 72 hours:</b> <table style="width: 100%; border: none;"> <tr> <td style="width: 10%;">1253</td> <td style="width: 10%;">STH</td> <td style="width: 10%;">STH</td> <td style="width: 20%;">4/20/2020</td> <td style="width: 10%;">4:00</td> </tr> <tr> <td>7220</td> <td>NIC</td> <td>NIC</td> <td>4/21/2020</td> <td>1:30</td> </tr> <tr> <td>1774</td> <td>EMT</td> <td>EMT</td> <td>4/21/2020</td> <td>11:12</td> </tr> </table> </p>			1253	STH	STH	4/20/2020	4:00	7220	NIC	NIC	4/21/2020	1:30	1774	EMT	EMT	4/21/2020	11:12
1253	STH	STH	4/20/2020	4:00													
7220	NIC	NIC	4/21/2020	1:30													
1774	EMT	EMT	4/21/2020	11:12													
<b>5. Sanitization-</b> <p> <b>Current Completed:</b>                      629 buses are sanitized within our sanitizing schedule                 </p> <p> <b>Scheduled</b>                      0 all buses completed                 </p>																	

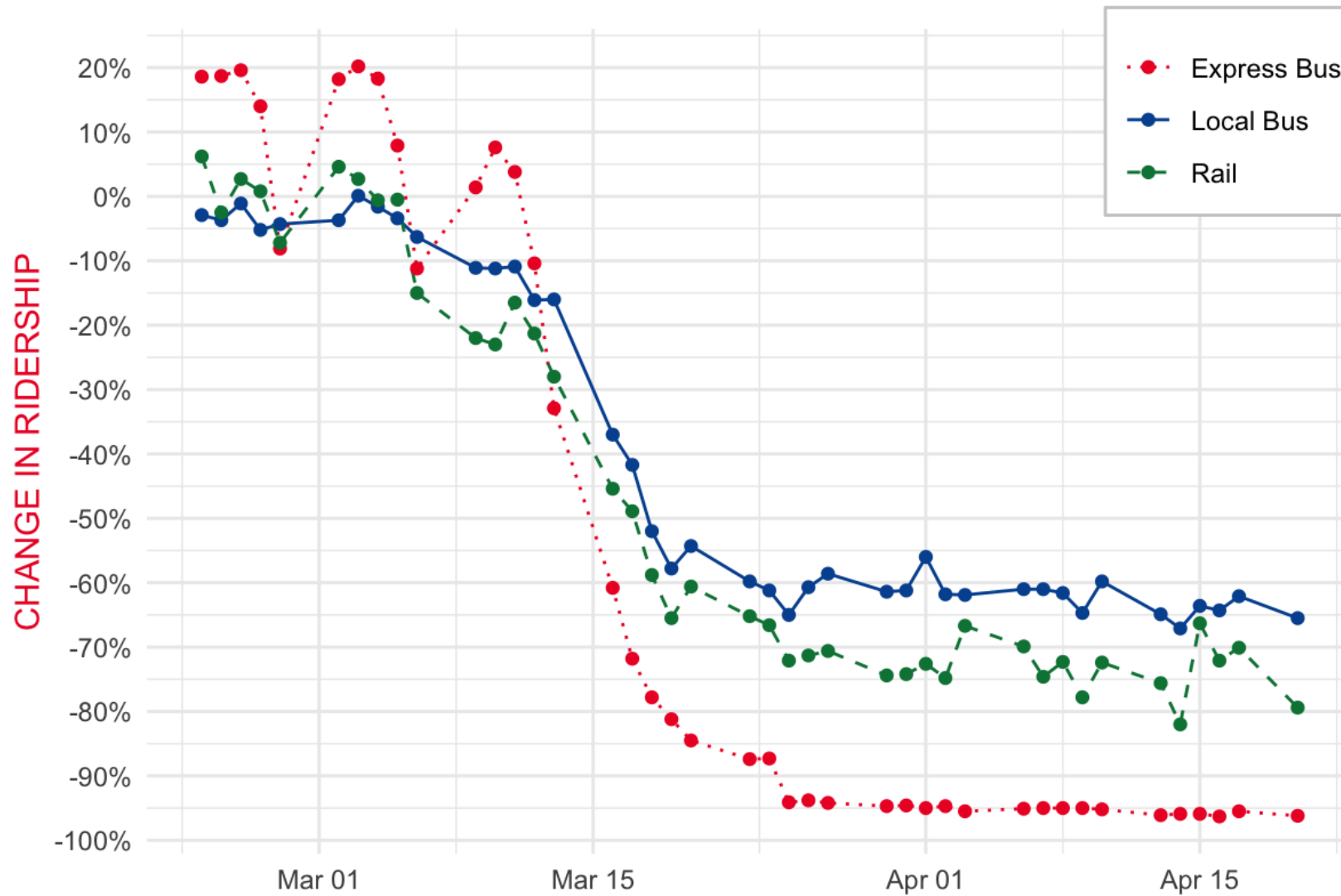
Metro Transit COVID-19 Incident Response		Daily Meetings - Overview		ICS-230
Daily Meeting/Activity Schedule				
Time	Meeting Name/Topic	Purpose	Attendees/Participants	Location
0600-0900 (Daily)	Informal Situational Awareness Check-ins	Daily informal check-ins with operational staff in TCC, RCC, Worksites	Pellegrin, HumphreyJ, Funk	Online, via phone, in-person
0900 (Daily)	ICS 201 Forms Due	All ICS 201 Forms from Operational areas are due to HumphreyT and Funk for consolidation and reporting by 1000 daily	Bus Ops & Maintenance, Rail Ops & Maintenance, Northstar, Facilities, MTPD	Submitted via email, stored in Teams
0930-1030 (M-F)	Daily COVID-19 Command Staff Update (Metro Transit)	Meeting for daily reports on COVID-19 response across functional areas, communication needs, ridership updates, hot topics, check-ins with off-site staff. Opportunity for internal discussion, recommendations and decision-making.	GM and GM Direct Reports Group	WebEx and FTH Chambers
1000 (Daily)	Daily Situation Report (SitRep) Update Entry Due	Update the overall Met Council SitRep with other Ops Chiefs; needs to be completed 7 days/week by HumphreyT and Funk	HumphreyT and Funk	Online via Teams
1030-1130 (M-F)	Informal Follow-ups	Opportunity to debrief and advance topics from Daily Command Staff Update meetings	Various	Online, via phone, in-person
1130-1200 (M-F)	Daily COVID-19 Operations Staff Update	Meeting for information sharing, clarification on new/upcoming changes, Q&A, review of HR-related issues, suggestions, hot topics, etc with Metro Transit Operations Staff.	Bus Garage Management, Instruction, TCC, Street Ops, Bus Maintenance, Rail Transportation, Rail Ops, Rail Maintenance, Northstar, Facilities, MTPD, Safety, Mgmt Admin staff, Kooistra, Pellegrin, Funk, Humphreys	WebEx and FTH Chambers
1200-1300 (M-F)	Daily COVID-19 Incident Command Briefing	Met Council Incident Command Briefing on current cases in MN plus updates from from Vadis, Bogie, PIO and Operations, Finance, Logistics, Planning Chiefs	Incident Command Team  MT Updates provided by Funk	WebEx and FTH Chambers
1300-EOD (M-F)	Various	Remainder of day is typically spent on follow-up topics, outreach to external stakeholders, other meetings, situational updates, issue resolution, planning for recovery phase, etc.	Various	Various
Prepared By:	Brian Funk		Prepared:	April 4, 2020

	A	B	C	D	E
9	General Workforce Resiliency Considerations	Continually educate staff and riders on how to manage and mitigate risks associated with COVID19. Additionally, agencies must communicate and reinforce new policies and procedures as they are developed and updated.	Following recommendation	n/a	
10	General Workforce Resiliency Considerations	Work proactively and transparently with labor leadership to build trust and coordination as policies or procedures are developed/modified, and as safety messaging and training is delivered.	Following recommendation	n/a	
11	General Workforce Resiliency Considerations	Instruct agency employees to stay home if they were directly exposed to the virus and/or have symptoms (fever, difficulty breathing, dry cough).	Following recommendation	n/a	
13	General Workforce Resiliency Considerations	Break the workforce into "A" and "B" teams by shift, thus isolating/limiting employees' daily interaction with the same population.	Following recommendation	Following, when possible	
14	General Workforce Resiliency Considerations	Provide tissues and no-touch, lined, disposal receptacles for use by employees.	Review needed	TBD	
15	General Workforce Resiliency Considerations	Encourage employees to frequently wash their hands and use hand sanitizer (at least 60% alcohol).	Following recommendation	n/a	
16	General Workforce Resiliency Considerations	In the absence of regulation PPE, encourage employees to use alternative, reusable PPE and associated disinfection protocols between uses (see PPE section below).	Following recommendation	n/a	
17	General Workforce Resiliency Considerations	Per CDC guidance, it is important "to perform hand hygiene after removing PPE." o Hand hygiene should be performed by using an alcohol-based hand sanitizer that contains 60-95% alcohol or washing hands with soap and water for at least 20 seconds." x o "CDC does not have a recommended alternative to hand rub products with greater than 60% ethanol or 70% isopropanol as active ingredients." xi Accordingly, benzalkonium chloride-based sanitizers are not recommended.	Following recommendation	n/a	
		Equip employees, vehicles, and workspaces with gloves, alcohol-			



# Percent Change in Weekday Ridership

(Compared to average weekday ridership 2/24–2/28)




*\*Preliminary estimates, subject to change*



**To maintain social distancing, please board through the rear door.**



**No onboard fare payment.**

Board here only If you  
require a ramp or lift.  **Metro**Transit

***PLEASE USE A  
FACE COVERING***



*Bandana*



*Scarf*



*Cloth/Fabric*



[metrotransit.org/health](https://metrotransit.org/health)















# Panelist

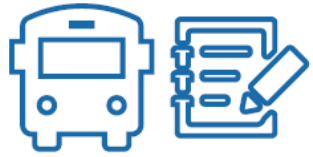
**Dottie Watkins**  
Chief Customer Officer / Chief Operating Officer  
Capital Metro  
Austin, TX



# COVID-19 Safety Measures

## CAPMETRO SAFETY MEASURES

 **METRO**  
COVID-19 RESPONSE



**ADJUSTED SERVICE  
SCHEDULE**



**“SKIP A SEAT”  
SIGNS**



**REAR DOOR  
BOARDING**



**MASKS FOR  
FRONTLINE STAFF**



**ENHANCED CLEANING  
PROCEDURES**



**SAFELY EQUIPPED  
OPERATORS**



**OPERATOR  
SAFETY BOUNDARY**



**SIDEWALK  
DECALS**

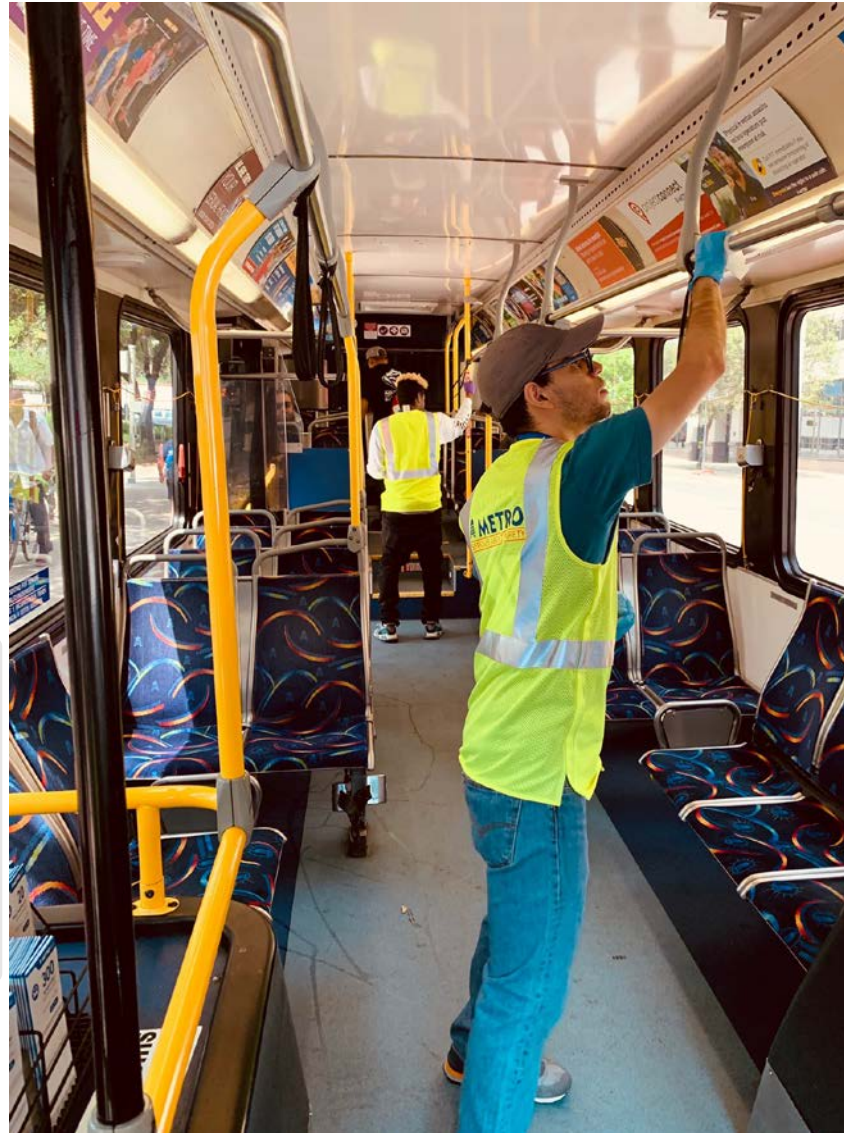
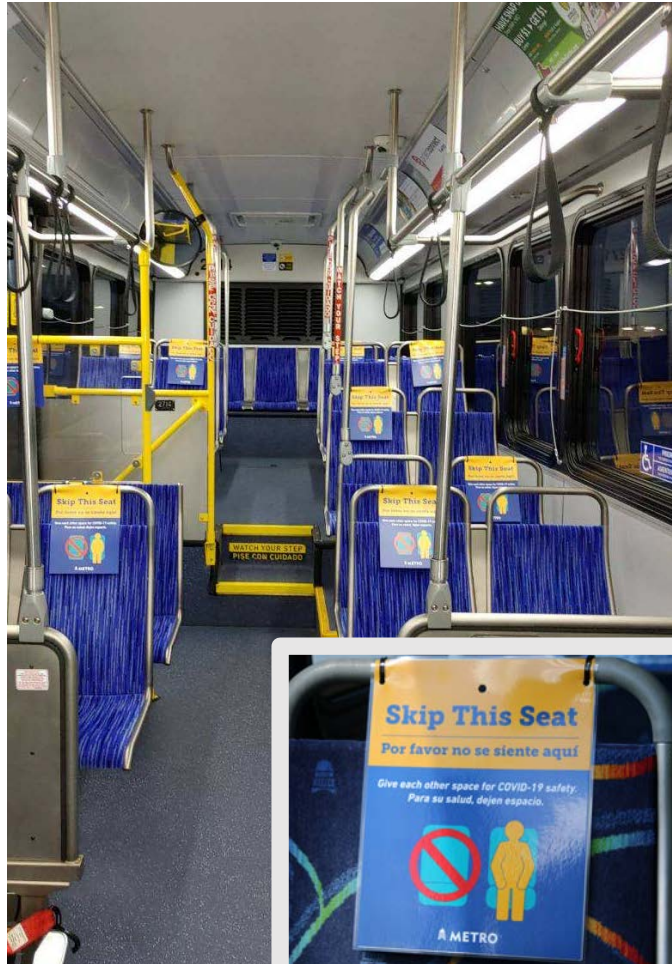


**FREE FARE  
SERVICE**





# COVID-19 Safety Measures



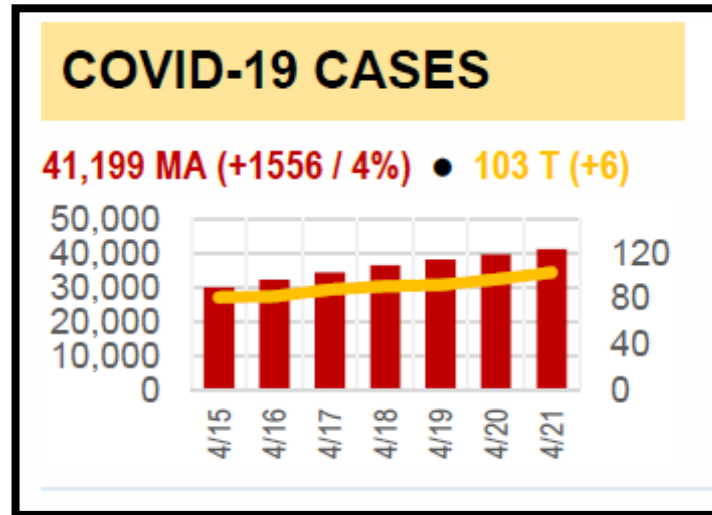
# Panelist

**Jeffrey Gonneville**  
Deputy General Manager  
Massachusetts Bay Transportation Authority  
Boston, MA





# MBTA Current Status



- America's fourth largest transit system.
- 175 cities and towns form the MBTA Service District:
- 1.2 million trips each weekday (FY19).

- Currently Operating on a Saturday based schedule
- 103 confirmed employee Covid-19 cases
- Daily Ridership 90% lower than an average weekday approximately 150k daily





# Management Through the Crisis

## Management Structure

- Five Multi-departmental working groups
  - PPE
  - Cleaning and Decontamination
  - Communications
  - Service Planning/Operations
  - Policy and Workforce
- Working groups meet multiple times weekly and report to the Senior Team

## Communications

- Meet multiple times a day- all levels of the organization
- Daily Dashboard/Report
- Weekly GM Videos- Internally/Externally
- Regular Union Leadership Meetings



Daily Dashboard



# Protecting Employees and Customers

## Employee Personal Protective Equipment



Sanitizer Bottle Recycling Program



PPE with Safety Instructions



Employee Face Mask Packaging



# Protecting Employees and Customers

## Employee Health Testing



Employee Temperature Checks

The MBTA is using employee availability data to identify frequency of fever checks at facilities using a tier system.

- Tier 1, 3 Times per week
- Tier 2, 2 Times per week
- Tier 3, 1 Time per week

**MBTA Operations Foxboro COVID Testing Form**

Instructions for Supervisors & Superintendents:

Please fill out this form to schedule employees for COVID-19 Testing at Foxboro. As of now, testing is voluntary. Please schedule appointments only on an employee's off-day.

Appointments are available 7 days-a-week between 9AM-5PM, with a lunch hour from 12-1PM. Each appointment is scheduled as a one-hour time slot. For example, if a person was scheduled at 10AM, they could arrive any time between 10-11AM.

**\* Required**

Employee First Name \*

Your answer

Employee Last Name \*

Your answer

Email Address

Your answer

Primary Phone Number for Employee \*

Your answer

Employee ID number \*

Your answer

Area Number \*

Your answer

Covid-19 Testing Intake Form



Foxboro Covid-19 Testing Site

Employees and contractors being sent for testing at emergency personnel site organized by the Commonwealth.

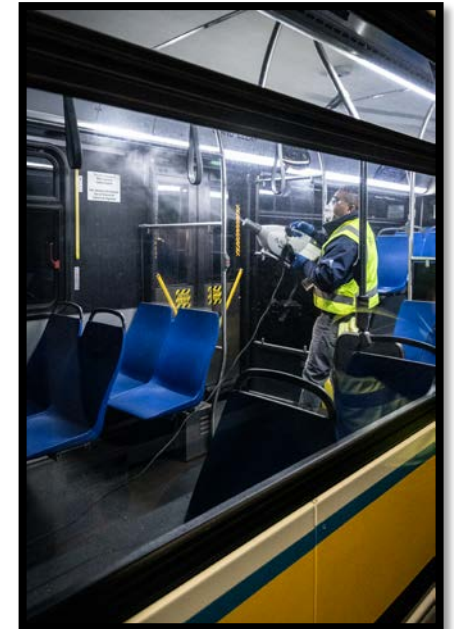
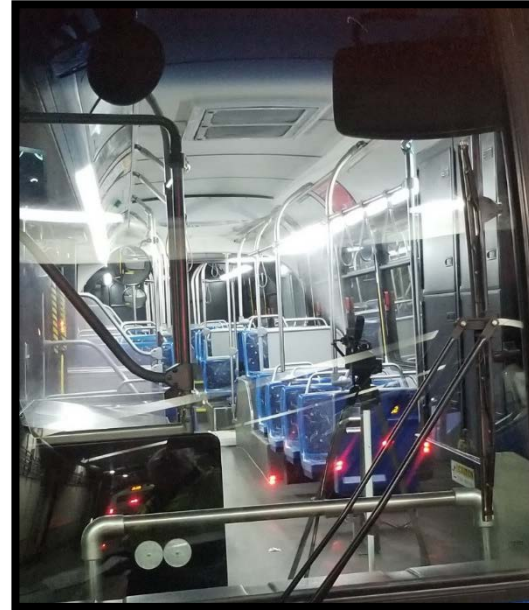
Prioritized by:

- Employees/Contractors who have been identified as being exposed
- Employees/Contractors out of work with symptoms but not tested
- Proactive testing of critical positions
- Employee personal request for testing



# Protecting Employees and Customers

## Facility, Station, Vehicle Disinfecting



The Authority is following best practices for facility, station, and vehicle cleaning and disinfecting.

In addition, we have:

- Begun regularly cycling Halosil disinfecting through vehicle HVAC systems.
- Hired TRC industrial hygienists to validate and identify gaps in our disinfecting processes.



# Protecting Employees and Customers

## Limiting Vehicle Capacity



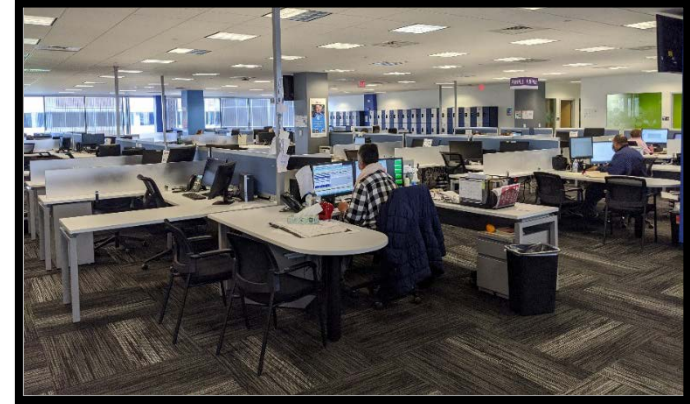


# Continuity of Operations

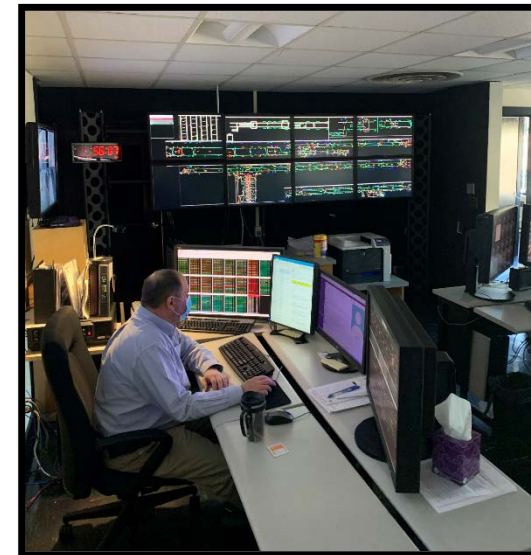
- Direct Separation of Operating Groups
- Operations team management Team 1 and Team 2 separation
- Telework of Administrative Departments
- Capital Program support limited to essential only



OCC Between Shift Cleaning



Paratransit Dispatching Center



Back-up Offsite OCC





# Looking Forward

- Future Service Level Scenarios
  - Multiple schedules for “Summer” pick
  - Service planning beginning development of Fall schedules this May
- Sustained PPE supply chain
- Future operating budget modeling and planning



# Questions



# Closing Remarks

**John A. Gasparine, AICP, LEED AP, Former REHS**  
WSP USA, Inc.  
Assistant Vice President





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