RE-THINKING SERVICE: A NEW APPROACH TO MOBILITY

JUNE 9TH, 2020
Welcome!
This Session is Sponsored by Routematch

Routematch is a proud supporter of the transit community and CTAA. Our goal is to build mobility ecosystems that leaves no person behind.

For more information about Routematch and its products, please contact Daisy Wall by email: daisy.wall@routematch.com.
- Ask questions through the Q and A Feature
- Any question not answered live will be responded to directly via email
Paige West, Planning and Strategic Programs Manager
Rogue Valley Transportation District, Medford, Ore.
OUR PANEL

Brooke Ramsey, Business Development Manager
HIRTA, Urbandale, Iowa
OUR PANEL

Van Chesnut, Executive Director
Advance Transit, Hartford, Vt.
RVTD’S RESPONSE TO COVID-19: PUBLIC MESSAGING

RVTD thanks our critical front-line workers.
Together we can protect our community.

rvtd.org

Medford
OR
RVTD’S RESPONSE TO COVID-19: PUBLIC MESSAGING

Ridership:
Approx. 58% decrease since march 9

Service Reductions:
April 6
April 14
May 4
RVTD’S RESPONSE TO COVID-19: PUBLIC MESSAGING

1. Be a Social Distance Superstar! ¡Sé una superestrella de la distancia social!
   - Keep approximately 6 feet between you and others.
   - Mantén una distancia aproximada de 6 pies entre usted y los demás.

2. Currently Transit is only for necessary trips. 
   - Actualmente el transporte público solo es para viajes necesarios.

3. All passengers must wear a face mask covering nose and mouth to board.
   - Todos los pasajeros deben usar una mascarilla que cubra la nariz y la boca para poder entrar al vehículo.

For latest alerts and updates visit: www.rvtd.org/alerts
RVTD’S RESPONSE TO COVID-19: PUBLIC MESSAGING

- **March 6 Social Distancing**
- **March 25 Essential Trips Only**
- **April 7 Face Masks Required**
- **April 10 Marked Seats**

**INDIVIDUAL PASSengers**

MUST SIT IN UNMARKED SEATS ONLY.

FAMILIES CAN SIT TOGETHER IN UNMARKED SEATS AND IN ADJACENT MARKED SEATS
HIRTA REGIONAL STATISTICS

264,000 rides annually
- 13% Elderly
- 60% Disabled
- 27% General Public

Over 1.2 Million miles driven per year

More than 83,000 driving hours per year
IOWA TRANSIT SYSTEMS

- 35 State Designated Systems
- 16 Rural, like HIRTA
- 19 Urban

Office of Public Transit
Geographic Assignment of Transit Program Administration
IOWA SYSTEMS

More information at:
https://iowadot.gov/transit
COVID19 RESPONSE

- Implemented emergency plan and pandemic procedures
- Installed temporary Driver Shields
- Use larger vehicles to create distance
- Drivers wear masks, ask riders to do so, have handkerchief on fleet
- Sanitizing agent lasts 30 days, fog buses at least monthly
- Wipe commonly touched surfaces 2x per day
- Enhance communication to public and staff
- Driver daily messaging on mobile devices
- Fleet has anti-microbial seats
COVID-19 RESPONSE
Panelist Discussion
QUESTIONS?

Panelists:

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  Rogue Valley Transportation District, Medford, Ore.
- Brooke Ramsey, Business Development Manager
  HIRTA, Urbandale, Iowa
- Van Chesnut, Executive Director
  Advance Transit, Hartford, Vt.

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CTAA IS HERE FOR YOU

- COVID-19 Buyer’s Guide
- COVID-19 Related Best Practices
- CTAA’s Blog: CT Reader
Thank You!
With Kendra McGeady, Pelivan Transit and Daisy Wall, Routematch

“A Mobility Journey: From Veterans Transportation to Covid -19 to Regional Mobility”

June 9, 2020 at 12:30 p.m. ET
CTAA Virtual Summit
ABOUT PELIVAN TRANSIT

7 counties
4,466 square miles

- Commuter routes
- Demand response
- Veterans demand response
- On demand/ Mobility
PELIVAN TRANSIT MOBILITY JOURNEY HIGHLIGHTS

- Veterans Ride Connect
- Covid 19
- IMI grant and regional scalability
VETERANS RIDE CONNECT

30 rural counties
400 vehicle fleet

Public private partnerships and VA

Partnerships:
Pelivan Transit
Ki Bois Area Transit
Muscogee Creek Nation
Cimarron Transit
Muskogee County Transit
JAMM Transit

Lieutenant General Harry “Bud” Wyatt III, USAF (Ret.)
14th Director, Air National Guard
COVID-19 - PET FOOD & MEAL DELIVERY
REGIONAL MOBILITY - ON DEMAND
IMI GRANT - FOUR AGENCY PARTNERS
OPPORTUNITIES FOR ADAPTING TECHNOLOGY

**Communications**
- Service changes
- Limited hours
- New types of service
- New boarding policies
- Cancel if sick
- Fare changes

**On Demand**
- Hard to reach areas
- Essential & medical workers
- Odd hours/shift workers
- Substitute for low performing fixed routes
- Isolating vulnerable riders
- Call and ride supplement

**Contactless Payments**
- Reduce drivers handling cash, tickets and other paper or plastic
- Loved ones can deposit funds into accounts
- Adhere to billing policies
THANK-YOU. HOPING YOU STAY WELL & HEALTHY!

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