



CARTS State of Transit 2021

Transportation Resilience

The ability of a transit system to move people in the face of one or more major obstacles to normal operations



What We Did

- Closed office to walk in traffic
- Limited rides to essential services
- Adopted social distancing strategies limiting number of passengers on vehicles



What We Did

- Regular conference calls with AKDOT, FTA and industry peers to share information and strategies, exchange best practices
- Acquiring PPE
- Establish procedures for facility and vehicle disinfection in line with CDC's guidance



What We Did

- Identify specific high touch points & high traffic areas based on employee's position – used this to define a specific scope of work for cleaning
- Barriers for vehicles
- Adopted screening tool for passengers and staff



What We Did

- Incentive pay for drivers
- Implemented Federal masking policy
- Incentive for vaccination for staff



Challenges

- Staffing – unrealistic expectations, fear, rumors
- Emergency Policies and Procedures in place but did not include global pandemic
- Pandemic related PPE became difficult to find; bait and switch practices even from “reliable” sources
- Inconsistent and changing policies, little guidance
- Lack of pandemic specific training



Ride Purpose

DayProgram
PhysicalTherapy Recreational
PersonalMedical
SupportService School
Nutrition Work Shopping
MentalHealth
ChildCare



Destinations



Where Are We Now?

- Ride service resumed June 2020 – rides for any reason
- CARES Act provides critical funding bridge
- Impacts of continual social distancing on operations
- Financial forecasts continues to change and uncertainty exists surrounding the impact of Covid-19 on ridership, revenues, subsidies and expenses
- Continue to maintain financial discipline to avoid fiscal cliff



What's Next?

- Rebuild ridership to pre COVID levels
 - Remove passenger capacity limits
- Secure match funding to implement service expansion contained in CARTS 5-Year Transit Service Plan.

Questions?

