COVID-19
Respond, Recover, Rebuild

Victoria Regional Transit Commission

June 16, 2020

COVID-19 Respond, Recover, Rebuild

Respond Phase

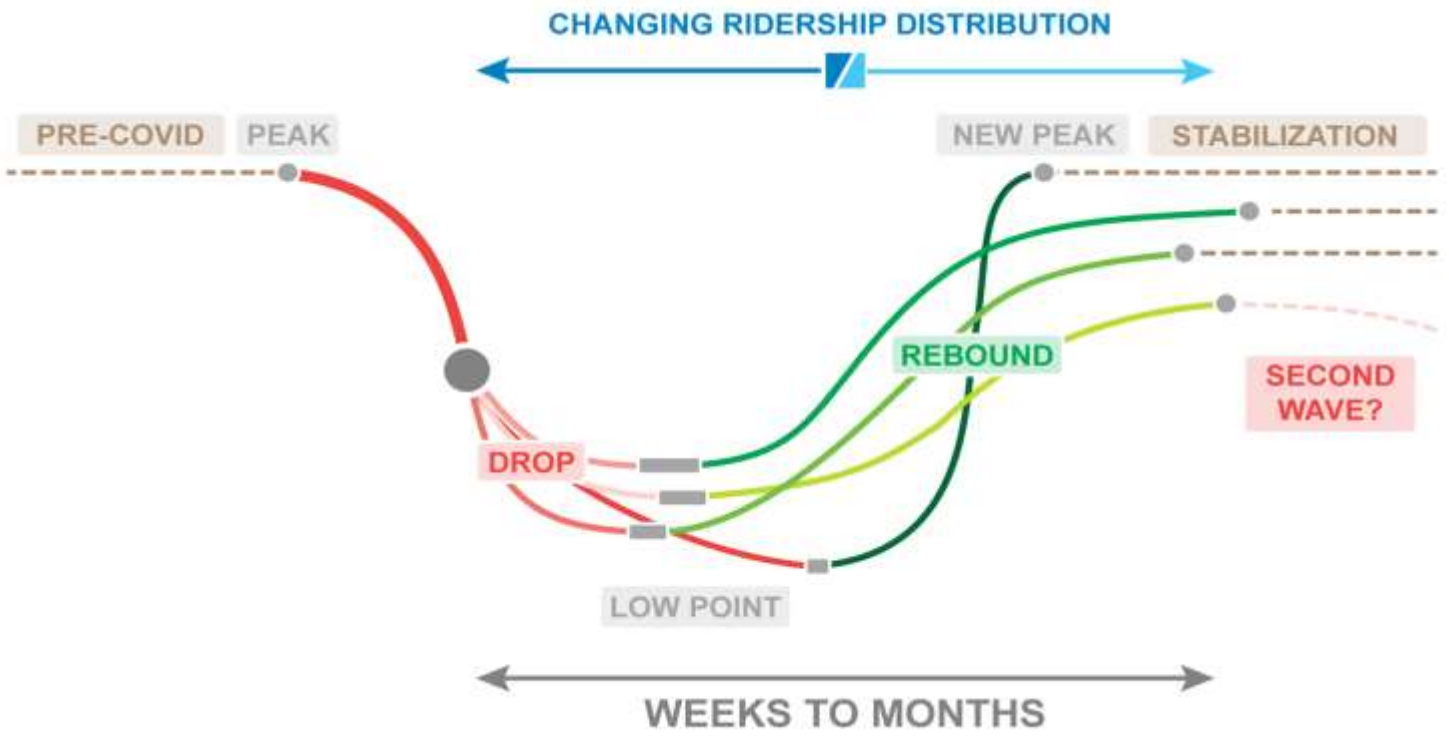
- Emergency Scale-Down

Recovery Phase

- Scaling Back Up

Rebuilding Phase

- Long-Term Sustainability



Respond Phase: Emergency Scale-Down

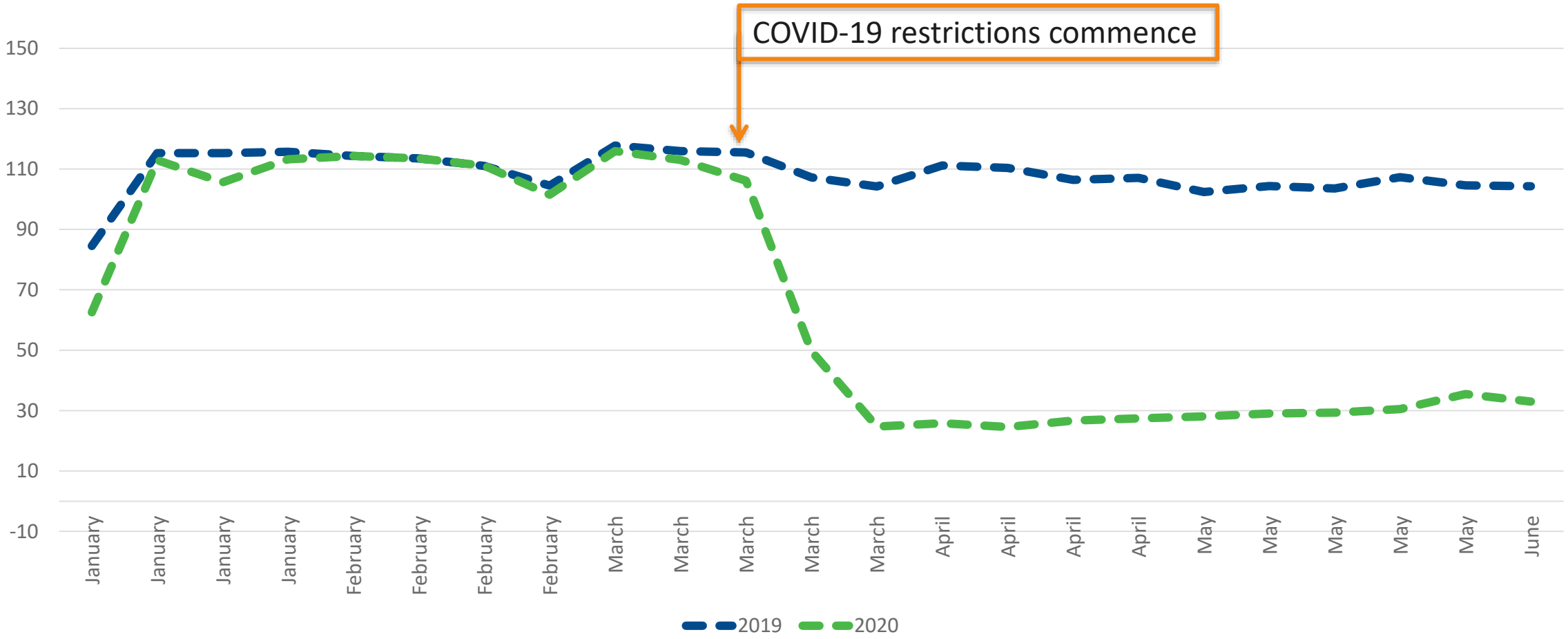
Emergency planning to meet essential service while keeping our customers and employees safe

Respond Phase: Emergency Scale-Down

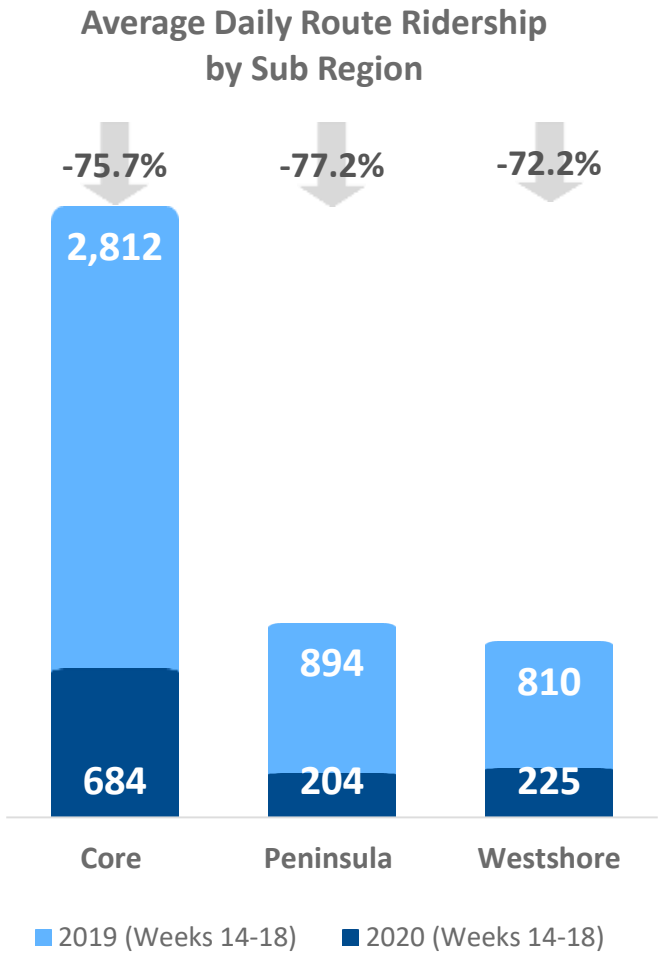
On road safety for customers & operators

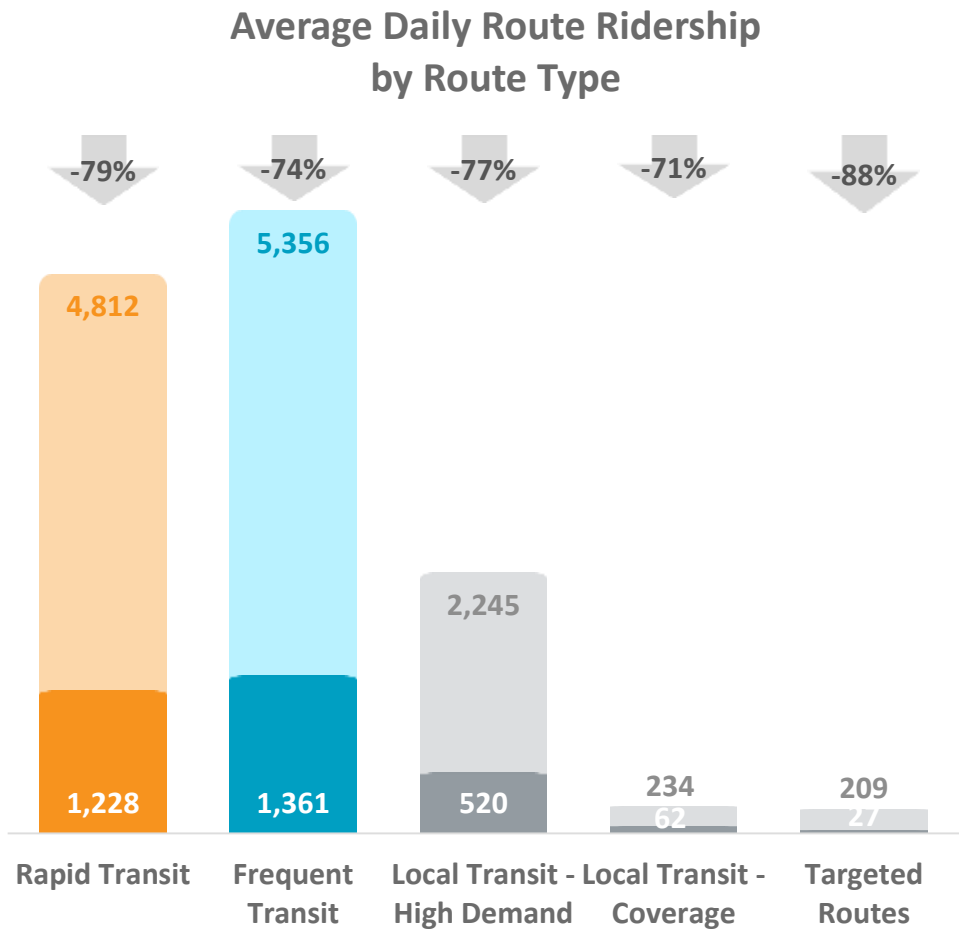
- Passenger maximum loads reduced by 50%
- Rear door boarding, no fare collection
- Red line moved back
- On-board announcements
- Increased bus cleaning
- Vinyl barrier installed on all single door buses
- PPE equipment for operators
- Increased cleaning in on-road operator washrooms

VRTS - Average Weekday Boardings (in 000's)

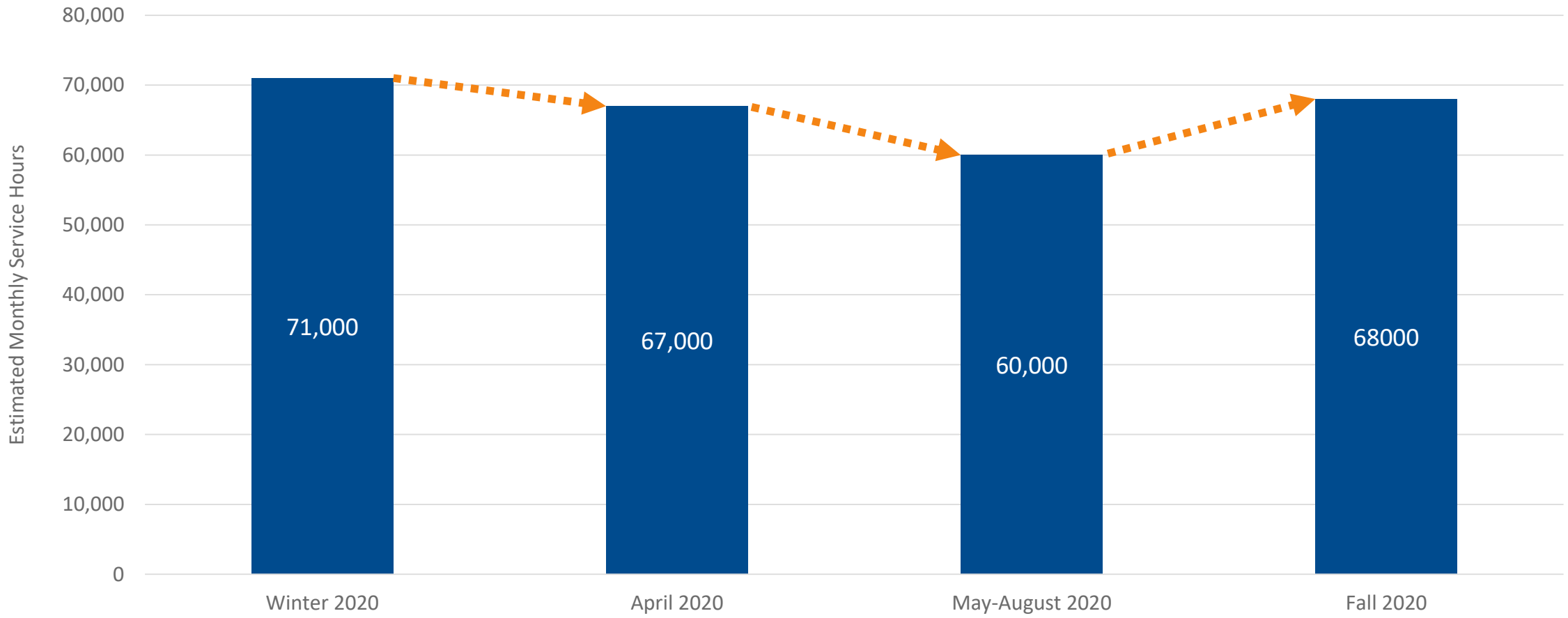


COVID Response – Victoria





VRTS - Monthly Estimated Service Hours



Respond Phase: Emergency Scale-Down

Coordination & Communications

- Province of BC
- BC Transit Emergency Operations Centre (EOC)
- Translink/Coast Mountain Bus Company
- Canadian Urban Transit Association (CUTA)
- Internal Communications – weekly CEO/COO updates, dedicated Hub page
- External Communications
  - weekly updates to Local Government partners and Operating Companies
  - customer updates, education and outreach on digital and social media

Recovery Phase: Scaling Back Up

As society and the economy open, we need corresponding transit service increases to accommodate increased travel while maintaining safety of employees and customers

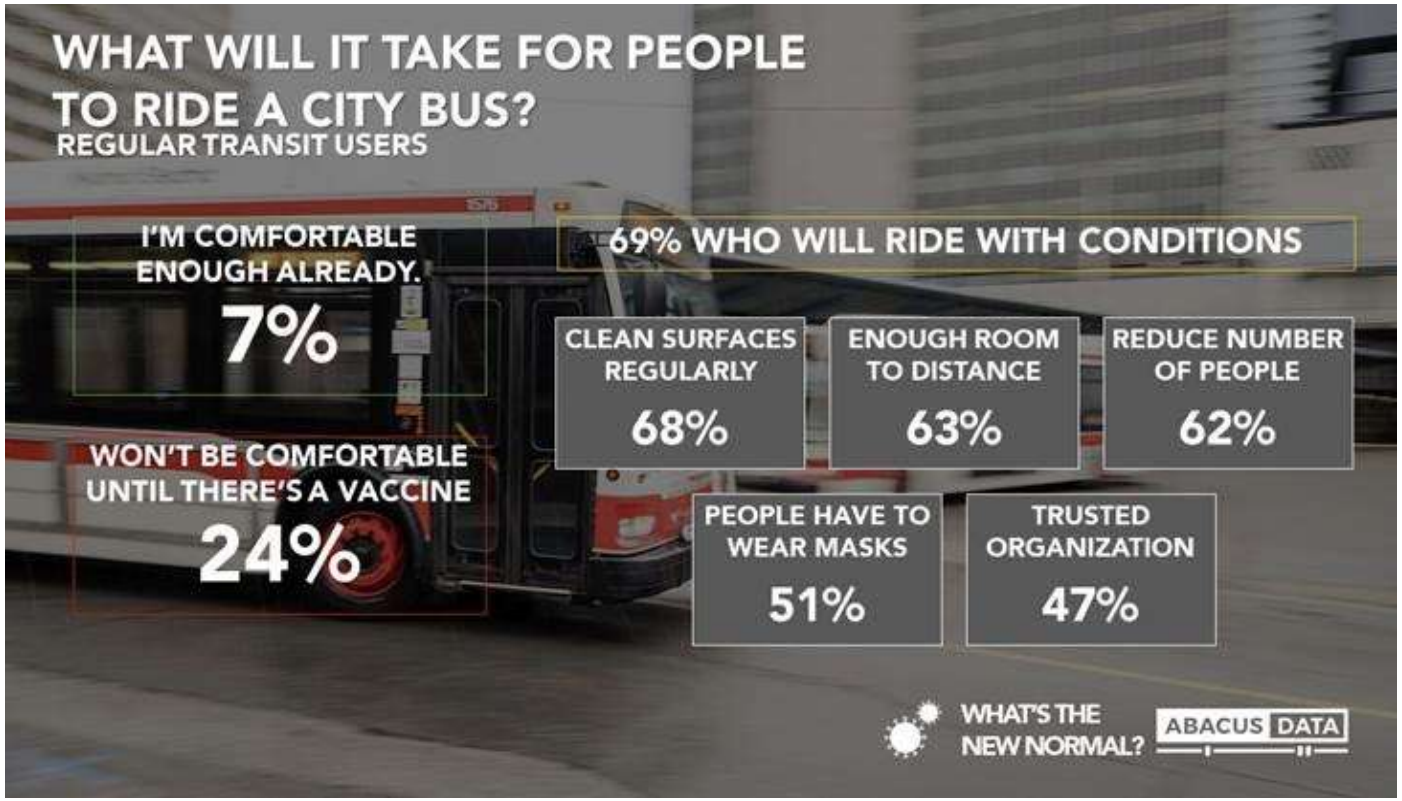
Recovery Phase: Scaling Back Up

		British Columbia's Restart Plan	BC Transit Response Plan
Phase 1	May	Essential services and some business are open	• Reduced transit services to reflect decreased demand • Capacity constrained on buses • Enhanced cleaning protocols • Rear door boarding, no fare collection
Phase 2	Mid-May (onwards)	Restoration of some services, under enhanced protocols • Elective surgeries, dentists, chiropractic, physiotherapy, massage therapy • More retail, restaurants, cafes, pubs, personal • Offices • Recreation/sports	• Public education campaign encouraging the use of face coverings on buses • Signage on buses and at stops encouraging personal etiquette • Stabilize service levels, monitor demand • Continued enhanced cleaning protocols • Installation of driver barriers on all buses
Phase 3	June - Sept	Further restoration of services, under enhanced protocol • K-12 schools (partial in June, full in September • Hotels • Universities	• Return to front-door loading and fare payments • Return to regular fall service levels • Increased capacity on vehicles • Ridership recovery campaign • Staged return of employees to offices
Phase 4	TBD	Large gatherings, conditional on vaccination or treatment	• Return to maximum capacity on buses • Finalise new working and office practices

Recovery Phase: Scaling Back Up

BC Transit Response Plan

- Bus Operations
- Front Line Employees
- Enhanced cleaning
- Customers
- Marketing & Communications
- Service Recovery



Recovery Phase: Scaling Back Up

Bus Operations

- Front door boarding and fare collection started June 1st
- Physical capacity on bus increased
- Customers are strongly encouraged to wear masks
- Other controls remain in place

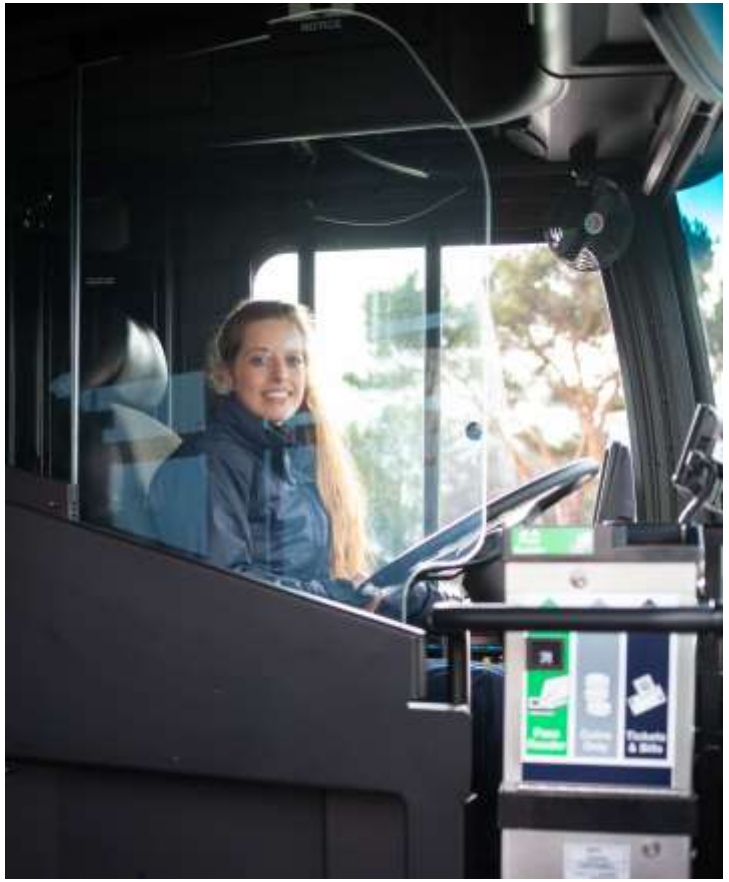
Recovery Phase: Scaling Back Up

Front Line Employees - Operators

- Full driver doors – permanent and vinyl panels
- Continued supply of PPE

Enhanced Cleaning

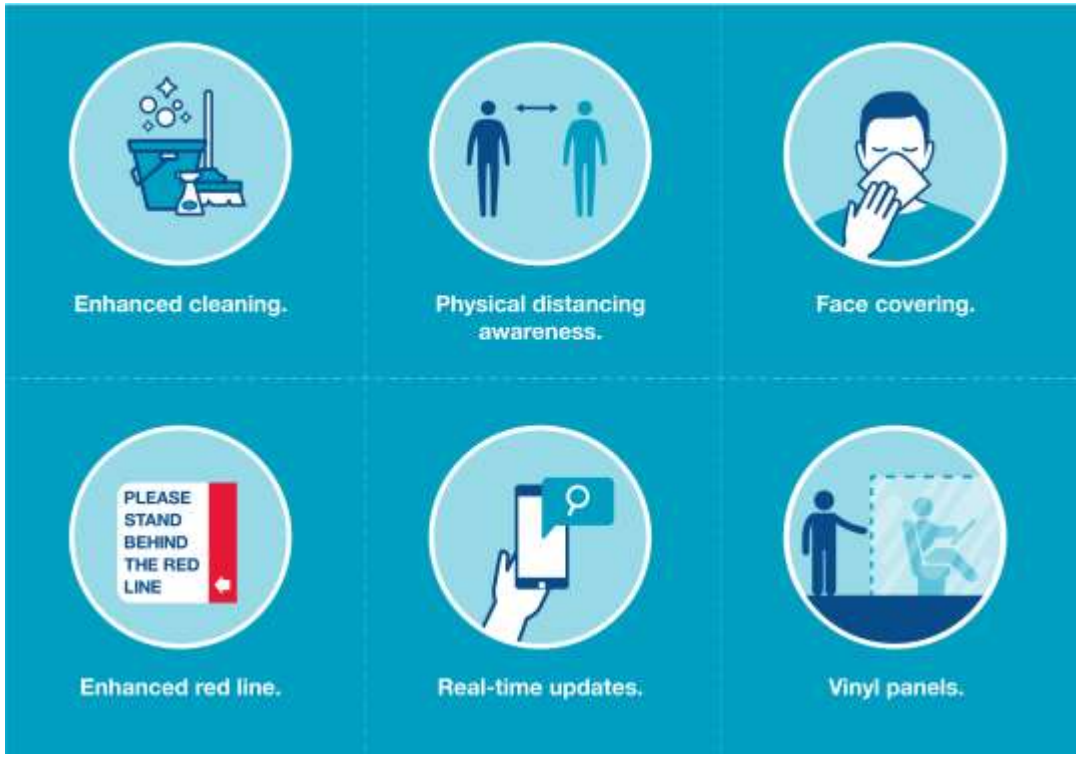
- Maintain enhanced daily cleaning on buses and facilities
- Add weekly full bus disinfection with sprayers
- Continuous cleaning standard improvements of on-road operator washrooms



Recovery Phase: Scaling Back Up

Customers

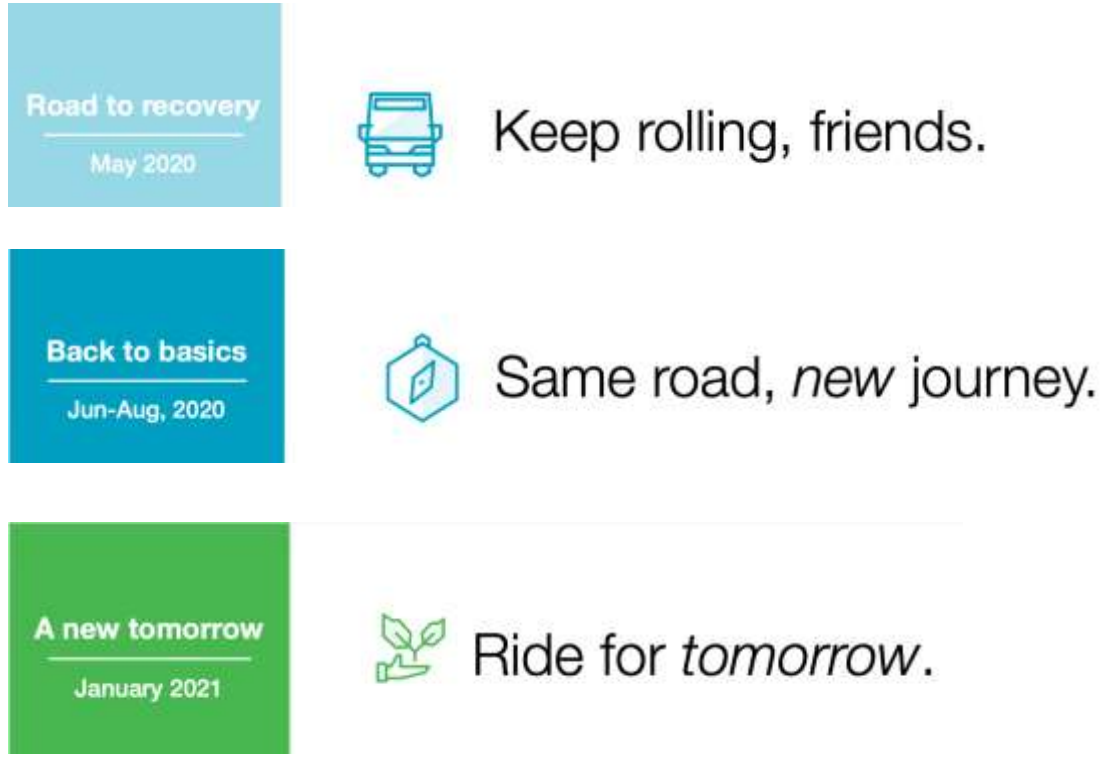
- Broad campaign to encourage the use of masks on transit
- Personal etiquette signage on the bus and at stops
- Nextride “bus capacity” information



Recovery Phase: Scaling Back Up

Marketing and Communications

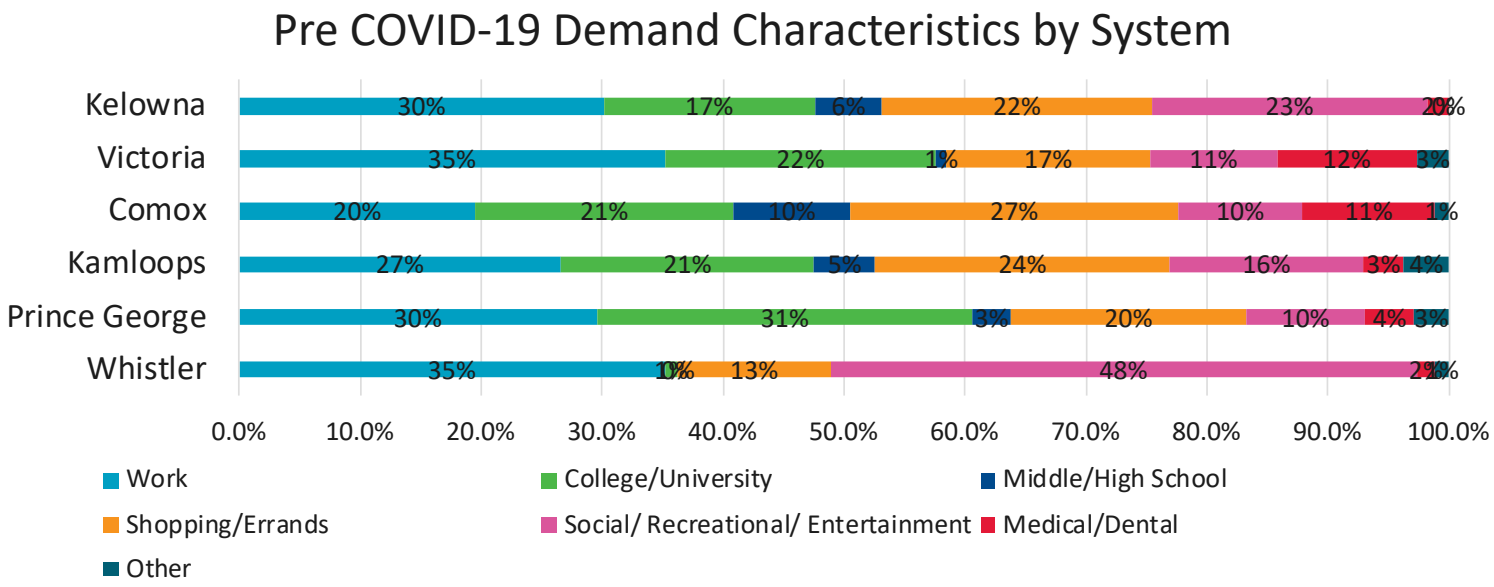
- Ridership recovery and outreach campaigns to rebuild trust in the transit system
  - Phase 1: Safety
  - Phase 2: Rebuild ridership & trust
  - Phase 3: Attract new riders



Recovery Phase: Scaling Back Up

Service Recovery

- Demand characteristics across communities will be different
- Re-opening of different sectors will impact ridership
- Unknown impact on customer travel behavior or demand



Recovery Phase: Scaling Back Up

Service Recovery

Area	Assumptions	June - August	September - December
Ridership Demand	• Partial workplace returns throughout the summer • Gradual increase in non-essential trips • School returns in September	30%-50%	40%-60%
Service Hours	• Summer service levels for June-August • Return to higher service levels in September	80%	90-100%
Capacity	• Gradual increase in capacity on buses • Reduced physical distancing requirements	40-60%	60-80%
Revenue	• Resumption of fare collection • Revenue reflects ridership demand	30-50%	40-60%

Rebuild Phase: Long-Term Sustainability

Position BC Transit for long-term success, ensure financial stability and support economic recovery of our communities

Rebuild Phase: Long-Term Sustainability

Positioning BC Transit for Long Term Success

- A safer, more reliable transportation service for our customers
- A more sustainable solution for our communities
- A more productive and collaborative environment

Rebuild Phase: Long-Term Sustainability

Short Term Funding Challenges

- Farebox revenue – ridership decline & rear-door boarding
- Gas Tax Revenue – reduced travel
- PPE & additional cleaning costs
- BC Transit is working closely with the Province:
  - Advocating for federal support
  - Reviewing additional cleaning and PPE requirements
  - Assessing availability of reserves for use
  - Ensuring balance sheet strength and liquidity for the company

Rebuild Phase: Long-Term Sustainability

Longer Term Financial Assessment

- BC Transit working with the Province to analyze revenues, expenditures, capital and debt and develop options for consideration of the Province;
- Solutions expected to be a partnership between local governments, BC Transit and the Province
- It is still early in the Pandemic response and recovery phases and many factors will affect BC Transit's operations and finances

Next Steps

- Focus on rebuilding ridership
- Evaluate emerging trends in ridership patterns
- Scenario planning for service for potential second wave of COVID
- Continue to plan for capital investments infrastructure
- Plan implementation of deferred expansion
- Future Planning- 10 year vision/rapid bus implementation