



Streamline/Galavan Advisory Board



Operations/Marketing Meeting Agenda 7/14/2020

Zoom Meeting - 8:30 a.m. to 10 a.m.

<https://zoom.us/j/96131697741>

Call In: 1-669-900-6833

Meeting ID: 961 3169 7741 followed by #

Participant ID: #

Purpose of Meeting:

- Create plan for managing Streamline service and COVID protocols during this upcoming fall semester
- Review current cleaning procedures and determine if changes are necessary

Discussion Items:

- Plan for COVID management this upcoming fall MSU semester
 - How will we handle capacity problems?
 - What will we do if there is a big spike in ridership and/or COVID cases?
 - How will we enforce riders wearing masks if a County-wide mandate is approved?

Sunshine told the committee that the County Board of Health meeting was postponed this morning due to public interruption. It was initially moved to 1:30 p.m. today. However, (as of Tuesday afternoon) the meeting was again postponed to 7am on Friday, July 17th due to noticing requirements. The outcome of this meeting will help us determine our face mask rules and requirements.

The committee then had a discussion about whether or not to require face masks on the buses (assuming there is not a County-wide mandate). Most members thought that masks should be required for all riders of Streamline, including the drivers. Sunshine asked whether or not drivers should have to wear masks when no people are on the bus or when few people are on the bus. Linda said that since the virus is airborne and can remain on the bus after a passenger exists, it makes sense to always require masks for the drivers. Dennis mentioned that most drivers are on board with wearing masks when more than a few people are on the bus. He doesn't think we will see too much push back from the drivers if we require it all the time, although he did have one driver resign yesterday. Dennis also said that some drivers are worried about vision impairment for the drivers with glasses (since masks can fog up glasses). We also discussed how we would help riders with hearing impairments. Marianne said that MSU is already preparing a plan for these students and ordering masks that would allow for lip reading. She said she will request that MSU orders some for Streamline drivers. Joseph said there are also no fog masks available on Etsy. Kelsey mentioned that a Head Start teacher is also using a see-through mask for the kids, and she will ask the teacher how it is working.

Sunshine said that she will talk with the Health Department to see if buses where barriers are installed could have some type of exception from the mask rule. Right now, barriers are installed on the bustle back buses, but we would like to get them installed on the Arbocs and Gilligs, but we are looking into ways that we can get them installed on all buses.

Joseph expressed concern about placing the drivers in a situation where they must enforce the mask requirement. He would be in favor of having some type of coupon (10% off Uber ride) to give riders who refuse to comply. Board members also asked if we could provide some type of de-escalation training for drivers so that they can manage these situations.

In order to prevent drivers from having to “police” mask wearing, Sunshine suggested that we try to get community buy-in and support for the mask wearing so that people want to comply. For example, we could do giveaways for those who post themselves wearing a mask on social media (on a Streamline bus), place fun and engaging pictures of our buses wearing masks, etc. The committee also determined that they want to tie in Streamline’s messaging to that of the university, City, and County. If we are all on the same page, the community will not be confused as to when masks are required and when they are not. Joseph asked that we have our campaign centered around the importance of wearing masks for other people.

The date for implementing the mandatory face mask requirement on buses will follow the County’s decision. However, if no County-wide mandate is required, we will start requiring masks on Streamline on August 3, 2020.

Sunshine discussed the need to have a plan for various scenarios that may occur once the students return. She came across a document produced by the American Public Transportation Association that outlines various phases and sub-phases to gauge where our organization is at and what policies and procedures we need to have in place during each phase. She said she will use this document as a guide for our capacity plan this fall. It will be a living document that is subject to change. She will send this document out to the committee by end of the day Friday.

Joseph asked what type of partnerships are available with Uber/Lyft. Sunshine is going to look more into this. Joseph also thought the best way to encourage compliance would be to have the requests come from other riders (not the driver). Dennis said that it will likely be that drivers say, “A mask is required to enter the bus, and here is one for you.” After that, drivers will not more involved. Hopefully, the signage and public peer pressure will encourage compliance.

Regarding capacity challenges, Sunshine thinks that we’ll be able to respond to changes quickly (as we have been in the past). We do have some flexibility with vehicles and drivers. Galavan drivers are not being used at full hours right now, so we could come up with some creative solutions there. If Dennis has extra drivers, they could use some of our Galavan buses as well.

Regarding LateNight, Marianne recommends that we start of the MSU semester running both Upstream and Downtown. We can then evaluate after a few weeks to see if we want to go down to just one LateNight bus (Downtown route with deviated last run). Joseph said that he leads a student group who may be interested in being attendants for LateNight as part of their group’s fundraising efforts.

- Review current cleaning procedures on buses
 - Currently, we are swapping out buses, disinfecting buses after every trip (especially high touch areas, installing driver barriers, and using a medical grade cleaning machine to eliminate all pathogens (lasts for 30 days)
 - Do we need to be doing more? (e.g. antimicrobial film)
 - Should we be better communicating these efforts to the public?

We are currently completing robust cleaning on the Streamline and Galavan buses and will continue to communicate those efforts to the public. Sunshine mentioned that there is a clear antimicrobial film that we can purchase to help disinfect high-touch areas.

With respect to funding, Sunshine said we are looking good since the CARES Act 100% federal match goes through September 30, 2020 and may be extended to December 31st, 2020. As long as we can justify why we need to purchase something, MDT is willing to let us use CARES funding.

Action Items/Next Steps:

- Sunshine/Vanessa/Dennis will request clarification from Health Department about whether driver barriers would exempt drivers from face mask requirement.
- Sunshine/Vanessa will investigate ways we could partner with Uber/Lyft and other transportation services to help manage potential capacity problems.
- Sunshine/Vanessa will see if we can provide some sort of de-escalation training for drivers
- Marianne will see if MSU can provide “see through” masks for Streamline drivers to help those who are hearing impaired.
- Sunshine will send out a copy of the APTA protocols for COVID phases and sub-phases.
- Vanessa will begin a public outreach campaign to encourage wearing a mask on public transportation.