

To: Marketing, Planning & Legislative Committee

Date: 6/24/2020

From: Melody Reeb, Manager of Planning

Reviewed by:



SUBJECT: COVID-19 Communication to Riders

Background:

Since February, County Connection staff has been closely monitoring the developments around COVID-19, or Coronavirus. On Tuesday, March 17, a shelter-in-place order took effect in Contra Costa County, as well as in five other Bay Area counties. The order designates public transit an essential activity in support of essential business, and the County has advised County Connection to continue operating service to the extent possible.

Rider Communication:

Starting in late March, staff had to make service reductions due to operator availability. Much of that service has been restored starting in mid-May. Staff has relied on the website and social media to help disseminate information about these service changes and has been advising riders to check real-time information before making their trip. Staff has also utilized third-party applications, including the Transit app and Google Transit, to post service alerts and provide the most up-to-date schedules, which enables riders to plan their trip based on current service levels.

In response to County Health Department guidelines, staff has posted bilingual signage on all the vehicles advising passengers to maintain physical distance and to wear a face covering (see Attachment A). These signs have been continually updated as the guidance has evolved, including the most recent statewide order on June 18th making face coverings mandatory while waiting for or riding on public transportation. Staff has also added custom messages to all vehicle headsigns to help reiterate these messages to passengers as the bus approaches the stop. In addition, staff has been using the website and social media to post updates and reminders regarding these health guidelines.

Financial Implications:

None.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

A. Vehicle Notices



No Fare Required

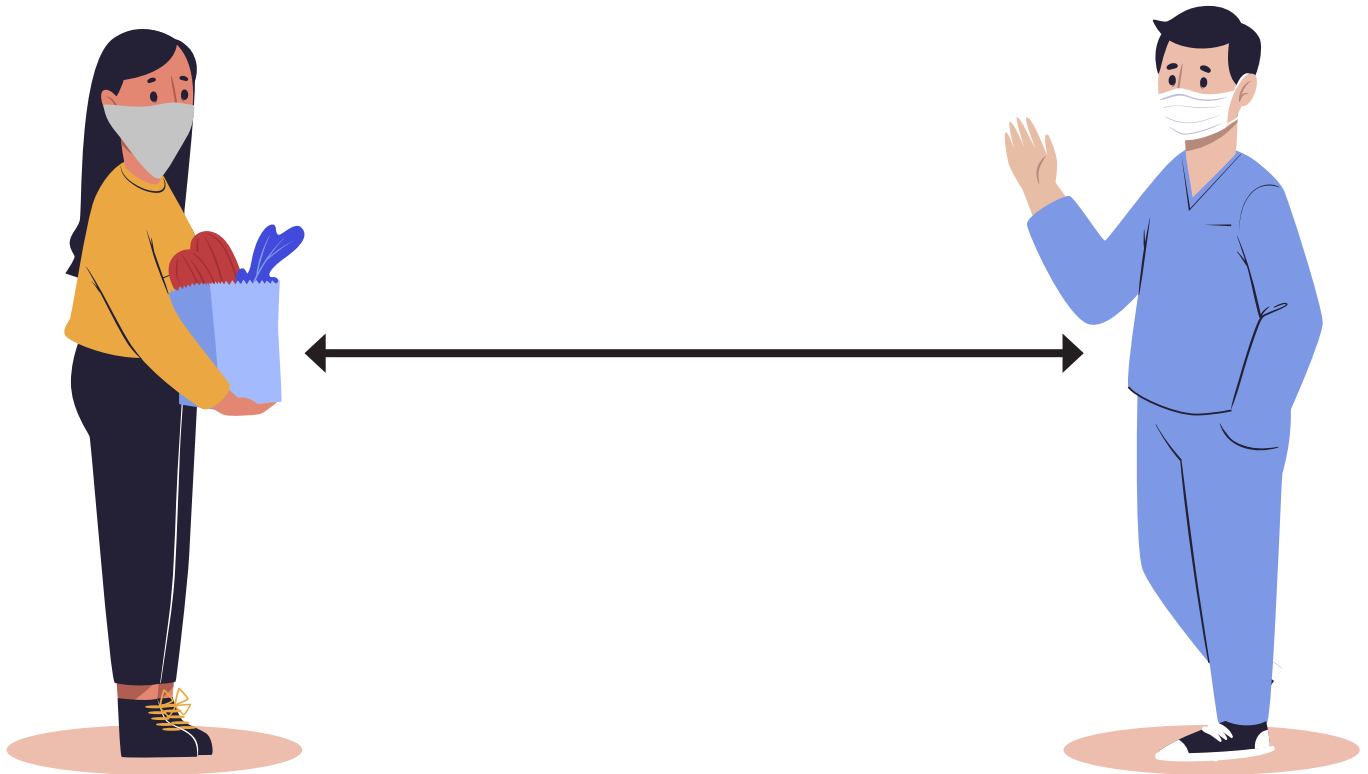
No se requiere tarifa

Maintain physical distance

Mantener la distancia física

Face covering required on buses and at bus stops

*Se requiere cubrir la cara
en autobuses y en paradas de autobús*



County Connection

(925) 676-7500

countyconnection.com

COVID-19

New Transit Guidelines

FACE COVERING REQUIRED

while traveling.



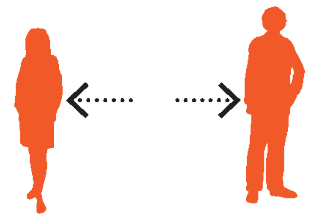
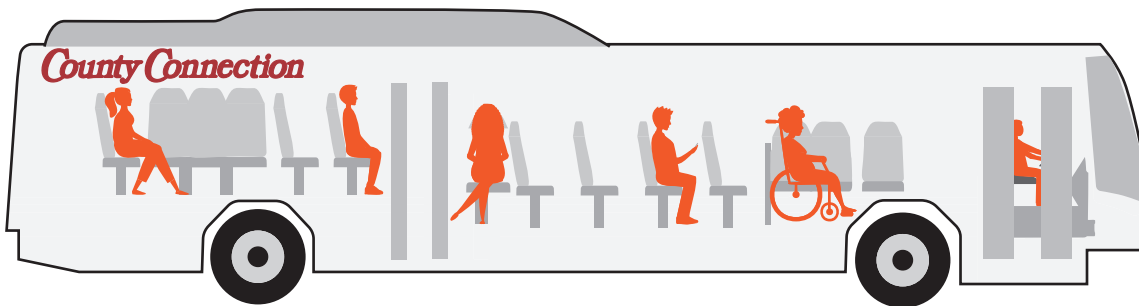
Cover coughs and sneezes. Don't touch your face and mouth.



Wash hands often. Use sanitizer.



Wear a face covering and maintain physical distance, between parties, on and off the bus.



COVID-19

Nuevas guías de tránsito

- Se **REQUIERE** usar mascarilla.
- Cubrir la tos y estornudo. No toques tu cara o boca.
- Lavar las manos a menudo. Usar desinfectante.

FOR MORE INFORMATION
PARA MÁS INFORMACIÓN

countyconnection.com

925-676-7500

help@countyconnection.com



County
Connection

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