

To: MP&L Committee

Date: July 28, 2020

From: Kristina Martinez, Dir of Recruitment & EE Development

Reviewed by: *WC.*

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**SUBJECT:** County Connection COVID-19 Mitigation Efforts

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**Summary:**

Beginning in late February, County Connection staff has been closely monitoring the changes surrounding the Novel Coronavirus, or COVID-19. On March 16, 2020, a Stay at Home Order was issued in Contra Costa County, along with six (6) other Bay Area counties. County Connection, alongside other public transit agencies, has remained an essential service. As such, County Connection has implemented processes, procedures, and mitigation efforts to promote the safety and well-being of employees, passengers, and the community to prevent the spread of COVID-19. These steps were taken following guidance from both Contra Costa Health Services (CCHS) and the Center for Disease Control (CDC).

Attached is an overview of what County Connection has completed and continues to implement in response to COVID-19. This includes, but is not limited to, an overview of items such as: employee memorandums, COVID-19 training, measures to promote physical distancing, personal protective equipment (PPE), and sanitation procedures. County Connection continues to remain in close contact with County Health to make changes and adjustments as further guidance is released by the CDC and CCHS.

Staff will be bringing to the A&F Committee at its August 5, 2020 meeting, an updated Injury & Illness Prevention Program (IIPP), which includes a COVID-19 Exposure Prevention and Control Program. Staff is requesting that the A&F Committee forward a recommendation to the Board of Directors with a resolution to adopt the updated IIPP.

Upon approval of the IIPP, staff will make available on the County Connection website a downloadable copy of the program. In addition, staff will continue to provide COVID-19 updates on the County Connection website which includes the mitigation efforts contained in the following attachment.

**Financial Implications:**

None at this time.

**Action Requested:**

None, for information only.

**Attachments:**

Count Connection COVID-19 Mitigation Efforts



**CENTRAL CONTRA COSTA TRANSIT AUTHORITY**  
COVID-19 Mitigating Efforts

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**General:**

- First message placed on County Connection website in late February providing general hygiene guidance for employees and passengers; provided links to Contra Costa Health Services (CCHS) and the Center for Disease Control (CDC).
- In late March, employees aged 65 or older were offered to stay home on paid status for two (2) weeks.
- Attendance policies have been suspended.
- All employees who are required to shelter in place due to a positive COVID-19 test or contact with a positive COVID-19 individual will receive full pay for up to two weeks, or longer as evaluated on a case-by-case basis.
- Employees who have been exposed to COVID-19 positive individuals are provided the Contra Costa County pre-screen and testing site contact information.
- Personal protective equipment (PPE) continues to be available to all employees (gloves, masks, wipes, hand sanitizer).
- Facial coverings are required at all facilities, for all staff and all passengers.
- Signage posted throughout the buildings and on electronic bulletin boards, which include subjects on:
  - Importance of frequent handwashing with soap and water
  - Importance of social distancing of at least six (6) feet whenever possible
  - Significance of the use of facial coverings on the bus and in buildings
- The Human Resources department has issued ongoing inter-office memos providing updates surrounding COVID-19, attendance/FMLA, County orders, etc. and as COVID-19 evolves.
  - Memos are emailed to Administrative staff and distributed to Transit Operators and Maintenance employees via their work mailboxes.
- Maintain ongoing communication with the County Health department and leverage resources
- Contra Costa Health experts have provided multiple training/informational sessions to County Connection and Transdev (paratransit contractor) staff related to COVID-19 and Personal Protective Equipment (PPE).

**Administration:**

- Administrative offices closed to the public starting Wednesday, 3/18/2020
- Non-essential staff to telecommute if possible; staggered schedules such that total staff is kept to a minimum occupancy
- Employees must wear masks when walking around the offices/facilities
- Any meetings must meet social distancing requirements; attendees must wear masks
- Staggered lunch periods encouraged to enforce social distancing.

**Transportation:**

- PPE bags are distributed to Operators weekly and upon request (gloves, masks, wipes, hand sanitizer). When available, fabric masks and shields have been distributed.
- Dispatch/Transit Supervisors follow procedures to ask each Operators a series of health questions before assigning a bus for the day (fever, flu-like symptoms, etc.)
- Procedures for Operators reporting for duty has been changed so that only one (1) Operator is in the reporting window area at a time.

- Operators are advised to go straight to their buses to ensure social distancing in the building.
- The driver's break room has been closed to any Operator not on standby.
- Fare collection suspended to minimize interaction between passengers and Operators.
- All reliefs are made at the County Connection bus yard; no reliefs made in the field.
- Alerts are provided on the buses to passengers through IVR (Interactive Voice Response) advising additional hygiene precautions.

#### **Vehicle Maintenance:**

- A hospital grade antiviral fogging system is used to sanitize the coaches every day after returning to the bus yard.
  - When a bus returns to the yard during a split shift, buses are fogged again for the afternoon runs.
- When buses are worked on and/or brakes are inspected weekly, all touch surfaces are wiped down with a COVID-19 approved disinfectant.
- All fixed-route buses are equipped with a fresh air uptake; the fresh air uptake has been increased to 35% (the maximum rate possible) completely replacing the air on a bus every 1.5 to 2 minutes.
- Plexiglass shields have been installed on all County Connection buses to protect Operators and passengers.
- All buses have been retrofitted to allow passengers to board through the back door and minimize interactions with the Operators.
- Signage has been installed in all buses, requiring passengers to wear masks and maintain social distancing as well as basic hygiene education.

#### **Facilities Maintenance:**

- All buildings receive an anti-viral electrostatic treatment twice a week.
- All high touch surfaces (handrails, doorknobs, elevator buttons, counter tops, tables) are wiped down with an acceptable disinfectant at minimum once per day.
- Flooring throughout the facilities has been marked to provide cues that institute social distancing requirements.
- A portion of tables and chairs have been removed from shared areas such as the driver's break room and 3<sup>rd</sup> floor lunchroom to enforce social distancing.

#### **Paratransit (Transdev):**

- CCCTA Board of Directors authorized an amendment to Transdev paratransit services contract to include COVID-19 mitigation efforts
- Ongoing partnership and communication with Contra Costa County and Tri-Delta Transit
- Paratransit Operators and Supervisors with specialized safety training and PPE provide transportation to COVID-19 positive individuals to hotels and health care facilities.
- Paratransit program provides transportation to homeless populations to hotels.
- A number of paratransit vehicles have been custom outfitted with plastic barriers designed to isolate passengers
- Meal delivery services offered to the Meals on Wheels program and other organizations including the City of San Ramon Senior meal program, Contra Costa Food Bank, and Mount Diablo Unified School District.
  - Paratransit program has delivered meals throughout the entire County, not just its service area.