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LESSONS LEARNED: KEEPING PASSENGERS SAFE DURING A PANDEMIC

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THREE PHASES FOR TRANSIT DURING THE PANDEMIC

- Phase 1: Triage
- Phase 2: Stabilizing/Waiting
- Phase 3: The New Normal



TRIAGE

- Service Cuts
- Fare Handling
- Internal/External Communications
- Personal Protective Equipment
- Uncertainty



STABILIZING/WAITING

- Incidental Services
- Cleaning
- Focus on Essential
- Emphasis on Survival



THE NEW NORMAL

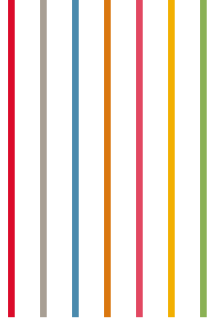
- Returning Ridership
- Permanent vs. Temporary
- Funding Decisions
- New Definition of Safety
- Vaccinations



BROADER ISSUES

- Service Re-Designs
- Local Economic Impact
- New Travel Patterns
- Census Concerns





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