

From: Stuart, Lurae B. <Lurae.Stuart@wsp.com>
Sent: Thursday, April 2, 2020 11:40 AM
To: Meader, Michael <mike.meader@rtd-denver.com>
Cc: Harry Saporta (harry123harry@hotmail.com) <harry123harry@hotmail.com>
Subject: Rear-Door Boarding

Mike

As we discussed, I recommend, based on current Covid-19 conditions and the potential for transmission to Operators, that RTD institute rear-door boarding. Rear-door boarding provides for distance between Operators and the public, mitigating known circumstances of infection – namely close proximity to those who might be infected.

This recommendation is based on a risk-based approach, with the risk and costs of infection being higher than other potential risks. Loss of Operators either through infection, quarantine or fear of infection is a real and present risk. Also taking these steps shows RTD is caring for Operator health and should have positive effects with Operator/Union relationships. This is especially critical for agencies like RTD that have Operator shortages. Seattle (King County and Sound Transit), Houston, Boston, CTran and many others are using the rear-door boarding according to my sources and the APTA website.

Associated risks:

- Minimized view of people boarding, potentially increasing hazards of behavioral issues.
- Lack familiarity of rear boarding both by passengers and operators, increases potential for passenger injury in the boarding process.
- Financial loss due to farebox impacts.

Mitigations for associated risks:

- Block off the front of the coach, including the seat(s) behind the Operator, allowing for additional distance for both Covid distancing but also if behavioral issues erupt, the Operator has more time to respond.
- Alert the Operators of the new boarding process and advise how to position the bus appropriately without incurring additional risk
 - Passengers should move to the rear door position, the operator should not try to position the rear door differently.
- Alert the Operators to be aware of rear-door hazards including:

- Persons hurrying to catch the bus may slip and fall in proximity to the rear doors.
- Be especially vigilant of indications of behavioral issues as persons board and Operators will not have “face-time” as people board.
- Allow additional time to complete boarding before scanning for road hazards to pull away from stops.
- Put out public notices and news briefing to advise of the new boarding procedures.
- Put signs/notices on stops and bus front doors advising of the new boarding protocols.

Some other efforts I've heard from Agencies:

- Some agencies are monitoring Operator's temperature in the reporting areas and having Operator's wear a colored wristband if they have a normal temperature.
- Suspension of fare enforcement.
- Some agencies are installing either permanent or temporary “shields” to safeguard Operators.
- APTA has posted resources, in case you haven't visited the website.
- I attached a white paper that WSP staff wrote for WSP Canada that speaks to many of these activities.

Stay safe and let me know if I can help. I can work up a quick hazard assessment, if you'd like but this covers the basics.

Lurae B. Stuart

Assistant Vice President

Manager, System Safety / Security

