Faculty Council
University
Facilities & Services

May 14, 2020
Transportation Services overview

March

➢ Non-critical staff transitioned to remote work
  – Sales & Administration
  – Parking Operations/Events/Arranged Parking
  – Commute Options & Planning
  – Executive Leadership
  – UWF Finance Staff/UWF Tech/UWF Communications

➢ Critical Staff remained on site
  – UW Shuttles
  – Fleet Services
  – TS Maintenance
Transportation Services overview

March

✓ Assigned a TS representative in UW Emergency Operations Center (EOC)

✓ Daily TS Leadership COVID-19 meetings

✓ Inventoried personal protective equipment and sanitation supplies

✓ Suspended gatehouse and parking enforcement operations

✓ Limited shuttle operations
Departmental COVID-19 Response

TS Leadership notified of two COVID-19 positive staff members 3/27 & 3/29

Response:

> Immediate sanitation of shared workspaces with direction from EH&S
> CV+ staff interviewed; contact tracing utilized to assess risk to others and UW staff members
> Verbal and email notification to all employees within working unit and all TS staff
> Mandated quarantine for staff with potential COVID-19 worksite exposure
> Hosted roundtable with experts from EH&S, UW HR, and UW Medicine for the UW Shuttles staff
Transportation Services overview

April

➢ Implemented daily TS emergent reports from each business unit

➢ Student’s legislated a waiver of the Student U-Pass fee for Spring 2020

➢ UW Executive Leadership opted to continue U-PASS payroll deduction for Faculty/Staff fee based U-PASS and Parking product payroll deductions

➢ On going communications sent regarding Spring quarter parking and product policies/practices

➢ Worked closely with EH&S to acquire masks, cleaning, sanitation supplies, and developed SOPs for workplace use
Transportation Services overview

May

> Developed extensive Return to Work Plans
  - Sales & Administration
  - Parking Operations
  - Commute Options and Planning

> Continue Support and Direction for Critical Staff
  > Transportation Maintenance
  > Shuttle Operations
  > Fleet Services

> Parking Operations Returns
  - May 18 Medical Facilities - E12/Triangle/Surgery Pavilion/PBGarage
  - June 1 Seattle Campus – All except E18/E1 - free

> Health Sciences Express &
  South Lake Union Shuttle Resumption – May 18
Parking Operations

Permits

> Fee's for SOV permits, carpools, and bike products remain in effect unless cancelled by permit holder

<table>
<thead>
<tr>
<th>Permit</th>
<th>To Date</th>
<th># of permits cancelled</th>
<th>% of permits cancelled</th>
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<tr>
<td>UPASS</td>
<td>8418</td>
<td>2542</td>
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<tr>
<td>SOV</td>
<td>2049</td>
<td>356</td>
<td>17%</td>
</tr>
<tr>
<td>PPUP</td>
<td>7612</td>
<td>173</td>
<td>2%</td>
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<tr>
<td>CARPOOL</td>
<td>241</td>
<td>61</td>
<td>25%</td>
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</table>
Parking Operations

Annual Renewal

➢ Website opened April 15
➢ Total of 16,000 emails sent for renewals
➢ As of 5/1/20
  ➢ Hangtag renewal 77.07%
  ➢ PPUP – 77.62%
  ➢ Bike – 78.11%
  ➢ U-PASS – 71.72% response
    > Total renewal response - 75.4%

T2 Flex & FlexPort software update

➢ Launch delayed – implementation concerns & COVID complications
➢ "Go Live" September 2020 – Under Review
# Parking Operations

## S1 Waterproofing & Electrical Repairs Revised Scope

<table>
<thead>
<tr>
<th>Category</th>
<th>Cost</th>
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<tbody>
<tr>
<td>Construction Contracts</td>
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<tr>
<td>Consulting Services</td>
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<tr>
<td>Electrical</td>
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<tr>
<td>Project Mgmt.</td>
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<tr>
<td>Other</td>
<td>$57,267</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$1,000,039</strong></td>
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</tbody>
</table>
Parking Operations

S1 Phasing Plan

50 stalls  
32 stalls  
63 stalls
Shuttles

Service Suspensions/Reductions

> NightRide suspended 3/13/2020, tentative Return Fall Quarter
> Dial-A-Ride (DAR) suspended 3/17/2020, no ETA established
> South Lake Union (SLU) and Health Science Express (HSE) suspended 4/7/2020, Return to Service May 18, 2020
> Seattle Cancer Care Alliance (SCCA) operating modified service

Challenges

> Since March 1st, 70% critical staff absenteeism
> March 2020 saw a 80 to 90% drop in ridership across shuttle services
> The rate of return to transit ridership unknown with no vaccination/cure for COVID-19.
Shuttles

> Opportunities
  – 4 staff members teleworking; dispatch and service operations

> Procedural Changes
  – Emphasis cleaning high touch areas of shuttle equipment twice/shift
  – Deep cleaning every evening - hydrogen peroxide spray
  – Plexiglas shields installed adjacent to SCCA Driver’s position in all SCCA shuttles, HSE, and DAR services
  – Surgical Masks/Gloves required for shuttle operations
  – No more than 8 passengers per shuttle - social distancing
  – Enhanced protocol for Wheelchair passengers
Fleet

Challenges
> Since March 1st, 75% to 25% critical staff absenteeism rate due to fear of exposure/apparent symptoms/pre-existing conditions.
> UCAR utilization for March 2020 - 25% of normal operations.
> 60% of UCAR summer rentals cancelled, during key time of revenue/utilization
> Fleet vehicle replacement frozen until July 2021
> 17% decrease in miles driven in March 2020 - 50,000 miles less

Opportunities
> Additional vehicles added to medical courier services due to increased business
> Additional vehicles added to Facilities to increase social distancing
> 5 staff members teleworking supporting daily operations
Fleet

> **Procedural Changes**

  - Implemented vehicle disinfection SOP utilized by Fleet staff for assigned and short-term rental vehicles
  - Parts now delivered to individual pick-up areas
  - PPE surgical masks required for tasks when employees cannot maintain 6 feet of distance associated with the task that must be completed
  - Gloves PPE for handling keys and former key drop-off locations back in use
  - Common areas, such as bathrooms and the lunchroom, disinfected daily
  - CDL drug testing done onsite vs a clinic visit

> **Environmental Controls**

  - Office Space Management changing to comply with social distancing/6 feet part and Plexiglas partitions installed to adjacent workspaces.
  - Gloves provided for clients utilizing the fuel island and entering the Shop/Rental Office
  - Fleet Services building locked
  - Signage changed to direct vendors and clients to utilize only one entrance
Commute Options & Planning

Operations

> Team members teleworking since 3/9, manager since 3/16
> Needs assessment postponed until late summer/fall
> Annual bike locker cleaning and abandoned bike removal postponed until normal operations resume
> Phase 2 bike house construction postponed; design/permitting continues

Bicycle Permits

> Employees can cancel bike house/locker permit at any time
  – Bike locker key refunds not processed until normal operations resume
> Bike lockers unavailable for purchase until June 1
Commuter Options & Planning

**U-PASS**

- **Student U-PASS:** fee waived for spring quarter and program suspended; summer quarter under evaluation
  - Required an amendment to MOU and approval from ASUW/GPSS and Executive leadership

- **Faculty/Staff U-PASS:** Executive leadership opted to not suspend payroll deductions; employees can cancel U-PASS at any time

- **Fully-Subsidized U-PASS:** no changes to program

- **Temp U-PASS:** unavailable for purchase for spring quarter
Commute Options & Planning

U-PASS March Performance (Year Over Year)

Student U-PASS
> 65.1% decrease in total costs ($525K)
> 65.2% decrease in total boardings (247K)

Employee U-PASS
> 54.6% decrease in total costs ($380K)
> 54.7% decrease in total boardings (173K)
Commute Options & Planning

Transit Service Changes

> Fare collection suspended for all U-PASS agencies
  > Transit set to begin fare collection again on 6/1

> Reduced transit service to UW [70-80%]
  > King County Metro
    > All routes on reduced schedules, weekdays and weekends
  > Sound Transit
    > All routes on reduced schedules, weekdays and weekends
    > Link light rail running every 30 minutes, all day
    > Sounder North/South reduced
  > Community Transit
    > All routes on reduced schedules, weekdays and weekends

> Public health measures
  > Passenger entrance from back door besides ADA access
  > King County Metro limiting number of passengers
  > Social distancing requested from passengers
  > Increased/enhanced daily cleaning of high-touch surfaces
Parking – Impact of COVID

• Parking revenue reduction estimated at $2.8M for April – June
  • Gatehouse and parking enforcement operations are suspended
  • Gated facilities are allowing free access
  • Fees for annual SOV permits continue unless cancelled by customer

• Monthly losses in parking operations estimated at $500K/month

• Estimated TDM transfer of $2.8M will offset the lost revenue

• Net position at June 30, 2020 is estimated at $5.5M
U-PASS – Impact of COVID

• 100% reduction in student fees for U-PASS. Student U-PASS expenses will be covered by reserves for April – June 2020.

• Estimate a significant reduction in other U-PASS revenue since transit is not charging fares. Staff/Faculty/others are cancelling their U-PASS.

• Operating losses are estimated at $34K/month, primarily within the Student U-PASS program. Program expenses are for staff and U-PASS program expenses.

• Net position at June 30, 2020 is estimated at $5.1M.
Active Transportation/Citations – Impact of COVID

• Citation revenue has been significantly reduced due to Stay Home, Stay Healthy

• No new citations being issued; online payments of past citations averaging an estimated $18.3K per month and decreasing over time

• Secure bike storage provides revenue of $7.7K per month

• Program expenses and Burke Gilman Trail debt service continue at an estimated cost of $26K/month

• Net position at June 30, 2020 is estimated at $619K
Fleet & Shuttles – Impact of COVID

**Fleet**
- Revenue reduction of $106K/month due to a 75% reduction in UCAR utilization and 10% reduction in Assigned Vehicle revenue
- Operating losses are estimated at $62K/month
- Net position at June 30, 2020 is estimated at $246K, or 16.5 days of working capital

**Shuttles**
- Health Sciences Express (HSE) and South Lake Union (SLU) shuttles return to service May 18
- All shuttle services (HSE, SLU, Seattle Cancer Care Alliance, and Dial A Ride) are fully funded by business partners and break even at the end of each year