

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

Permit	To Date	# of permits cancelled	% of permits cancelled
UPASS	8418	2542	30%
SOV	2049	356	17%
PPUP	7612	173	2%
CARPOOL	241	61	25%



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

Construction Contracts	\$656,954
Consulting Services	\$216,208
Electrical	652K
Project Mgmt.	\$69,611
Other	\$57,267
Total	\$1,000,039



Parking Operations

S1 Phasing Plan



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



Commute 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