



BOSTON COLLEGE
Center for Work & Family
CARROLL SCHOOL OF MANAGEMENT

Mass Transit and Hotel Safety

May 2020

Mass Transit

[US Chamber of Commerce: Path Forward webinar on Transportation](#)

All the speakers are working closely with public health officials and businesses to see what re-opening will look like. They plan to institute as much contactless technology as possible, add service to allow for social distancing and accommodate staggered work schedules, and are already using shifts among their workers to mitigate exposure and transmission. Their ridership and revenues are down 95% in many cases, so they are seeking government aid to enable them to continue offering/expanding service.

→ Further reading on this event: [Coronavirus Coverage in Latest Edition of Passenger Transport](#)

[CDC Guidance](#)

Interim Guidance for Mass Transit is located on page 15.

- Resuming full service
 - **Phase 1:** Restrict ridership to essential critical infrastructure workers in areas needing significant mitigation and maintain strict social distancing as much as possible.
 - **Phase 2:** Maintain social distancing between transit riders and employees as much as possible.
 - **Phase 3:** Encourage social distancing as much as possible.
- Safety actions (all 3 phases)
 - **Promote healthy hygiene practices.** Enforce everyday preventive actions and ensure adequate supplies to support healthy hygiene behaviors.
 - **Intensify cleaning, disinfection, and ventilation.**
 - **Ensure social distancing.** This may include reducing maximum occupancy, closing every other row of seats, installing physical barriers.
 - **Checking for signs and symptoms.** Consider conducting daily health checks of all employees.
 - **Plan for when an employee becomes sick.**
 - **Maintain healthy operations.**

[Boston needs to talk about what public transit will look like after the COVID-19 crisis, city councilors say](#)

"This is a global pandemic," Breadon said. "Cities across the world are further along in this process. They're figuring out things that work, and they're also identifying things that don't work. We have a lot to learn from their experience, their successes, and their failures."

- In Europe, for example, floor stickers indicate how far apart bus riders in Milan should stand from one another, while in the Netherlands, longer trains are allowing for more space among passengers. Berlin, meanwhile, has opened additional travel lanes to cyclists navigating its streets.
- Some of the many practices under consideration include roping off seats, checking temperatures of workers regularly, and indicating where exactly passengers should stand while onboard.

[Study Highlights Transit Agency Best Practices in Response to COVID-19](#)

- A new study highlights best practices of U.S. transit systems in response to COVID-19, looking at responses in a range of categories:
 - **Public relations and transparency.** The MBTA posts regular COVID-19 updates online, and the Fiscal Management and Control Board livestreams its meetings and solicits public comments. The Washington Metropolitan Area Transit Authority (WMATA) posts detailed information about infections among staff and special maps that include rail closings. The Southeastern Pennsylvania Transit Authority (SEPTA) provides a map showing essential services adjacent to stations.
 - **Worker safety.** The MBTA is restricting access to the front of buses to protect drivers. The Chicago Transit Authority (CTA) is eschewing fare collection to facilitate rear-door boarding. WMATA is giving workers the authority to limit boarding if a vehicle is too crowded.
 - **Disinfection.** The MBTA is cleaning high contact areas at stations six times a day and vehicles at least daily. The T has also added hand sanitizer dispensers in busy stations. BART cleans high-contact areas 8 times a day and CTA is changing waiting areas and gathering places to facilitate social distancing. SEPTA cleans each vehicle twice a day and has limited its bus fleet to those with easy to clean materials.
 - **Administration.** WMATA has implemented an official Pandemic Flu Plan. MBTA should develop a similar plan to be used in the event of another public health crisis, severe weather event, or terrorist threat.

Examples from other countries:

[Making public transit safe a next hurdle in easing lockdowns](#)

- In Europe, mass transit is a current focus of governments as they try to get their countries back on track while responding to the pandemic.
- In Milan, authorities have put red stickers on the ground to show bus travelers how far apart to stand. Many cities, including Berlin, are opening more lanes to cyclists. In Britain, bus passengers enter through doors in the middle or back to avoid contact with drivers.

- In Spain, capacity on most long-distance trains and buses is currently limited to 30%, which will gradually increase.
- The MTA is looking at expanding a program that already provides temperature checks for 35,000 employees. MTA Head Patrick Foye has urged businesses to consider staggering work hours in any plans to reopen, which would avoid crowding.
- Amtrak has already limited bookings to 50 percent of capacity and restricted seating in some rail cars. It plans to provide enhanced services on its mobile app to reduce contact points, including allowing passengers to preorder food to pick up on board.

[Safe distancing on public transport to 'largely remain in place' after COVID-19 circuit breaker ends](#)

- Singapore's Transport Minister Khaw announced that all commuters will still be required to wear masks while using public transport even after "circuit breaker" measures end on June 1.
- Khaw also said that commuters can play their part by limiting discretionary travel and travelling during off-peak hours when trains and buses are less crowded. According to him, "It will be very important for companies to continue to implement staggered work hours and maintain their telecommuting practices as much as possible."
- In Singapore, all public transit stations have been marked with safe distancing stickers to show which seats should be avoided and where commuters should stand.

Hotel Safety

[Here's Cuomo's Plan for Reopening New York](#)

- **In New York, the opening of restaurants, bars, and hotels will take place in Phase 3 of reopening.** Phase 1 will include the opening of construction, manufacturing, and some retail stores for curbside pickup. Phase 2 will include professional services, more retails, real estate firms, and others. Phase 4 will include the opening of attractions like cinemas and theaters.

[Hotel Industry Issues Coronavirus Safety Guidelines Before Anticipated Travel Surge](#)

- The American Hotel and Lodging Association (AHLA) recently announced its Safe Stay guidelines, which were made in coordination with companies like Wyndham, Hilton, Marriott, and Best Western to standardize cleanliness during COVID-19.
- The report outlines practices and procedures aimed to protect employees and guests, including:
 - Hand washing and hand sanitizer use, including dispensers at entrances and contact spots, like lobbies.
 - Signs reminding employees and guests how to wear, handle, and throw away masks.
 - An increase in cleaning practices, with places like elevators, check-in stations, and bathrooms cleaned frequently.

- A request that housekeepers not enter guest rooms during stays unless asked to by the guest, and adhere to other safety protocols.
- Guests must physically distance by at least 6 feet.
- Employees must physically distance in dining rooms, training classrooms, and more, and front desk employees should use every other workstation.
- Contactless check-in is encouraged when possible.

[AHLA Releases Industry-Wide Hotel Cleaning Standards Through "Safe Stay" Initiative](#)

- The AHLA's Enhanced Industry-Wide Hotel Cleaning Standards in response to COVID-19 can be found [here](#).

[What Will Staying in a Hotel Look Like in the Near Future?](#)

- For the foreseeable future—until a vaccine or widespread, instant testing is available—hotel stays are likely to be a very stripped-down experience, according to Christopher Anderson, Professor at Cornell University's Hotel School.
- Anderson predicts there will be less communal access in hotels—such as no buffets or mini bars—and high-touch services like spa treatments, valets, and bellhops may be suspended. Guests will likely want keyless and contactless check-in and check-out and limited personalized interactions.
- Corporate examples
 - **Hilton** is developing policies with help from the Mayo Clinic Infection Prevention and Control Team. They are exploring the use of electrostatic sprayers and ultraviolet light to sanitize surfaces and objects.
 - **Marriott** has announced it will use electrostatic sprayers to clean guest rooms and public areas, and is also testing ultraviolet light technology. They, along with other brands, will be removing furniture and reconfiguring areas to adhere to the 6-foot social distancing guidelines. They are also considering plexiglass barriers at front desks to separate employees and guests. Guests at Marriott hotels can use their phones to check in, access their rooms, and order room service to their door without contact.
 - **Four Seasons** in New York has implemented strict health policies since beginning to host health care workers in April. Everyone uses a single point of entry where temperatures are checked and questions are asked by nurses who staff the entry 24/7.
- Masks, gloves, hand sanitizer, and disinfectant wipes will be ubiquitous at many hotels.
- Many properties are also creating policies for how suspected or confirmed cases of COVID-19 on site will be handled. This often includes third-party disinfection
- Temperature screenings may be one way to detect possible infections, but it's unclear how widely this will be implemented in hotels.