



# OCTA'S COVID-19 RESPONSE

KEEPING ORANGE COUNTY MOVING

OCTA has joined federal, state and local government officials to encourage people to stay home to slow the spread of COVID-19. For those essential workers who must go out, OCTA continues to provide critical public transportation. As always, OCTA prioritizes the health and safety of its customers and employees and has expanded outreach efforts to help safeguard the public with information in English, Spanish and Vietnamese.



## EMERGENCY PREPAREDNESS AND RESPONSE

OCTA activated its Emergency Operations Center on Feb. 27 to monitor and respond to the public health crisis. OCTA plays a critical role in providing transportation planning and resources in coordination with the Orange County Operational Area Emergency Operations Center, which activated Feb. 26.

## TRANSIT OPERATIONS

OCTA is taking proactive measures to protect the health of passengers, employees and the community while continuing to provide safe bus service for those who rely on us to get to doctor's appointments, grocery stores and other vital activities. Transit workers and public transit are deemed essential by the government and we are grateful for the service of our employees. A video expressing OCTA's gratitude can be viewed at [octa.net/ThankYou](http://octa.net/ThankYou).

- Bus service is temporarily reduced due to low ridership and to allow coach operators over 65 or those with underlying health issues to stay safely at home.
- Passengers are now boarding buses through the rear doors to reinforce and encourage social distancing.

## CAPITAL CONSTRUCTION PROJECTS

OCTA is utilizing this period of extreme low traffic to expedite construction on major capital projects throughout the county including the I-405 Improvement Project, OC Streetcar and the I-5 Central and South County Improvement Projects.

- Public infrastructure projects are deemed essential activities by the government.
- Contractors added COVID-19 specific safety plans and all OCTA-led projects participated in a voluntary statewide safety briefing on April 1 to share and reinforce proper protocol.

## ADMINISTRATION

During emergency preparedness training conducted several years ago, OCTA identified the need for employees to work remotely and subsequently implemented systems and equipment that has allowed nearly all 500-plus administrative employees to continue serving the public from home. OCTA hosted its first virtual Board meeting via teleconference on March 23 and all upcoming Board and Committee meetings will be held via teleconference, until further notice.

## OCTA CORE VALUES

Integrity • Customer Focus • Can-do Spirit • **Safety** • Communication • Teamwork/Partnership