

# Post-COVID Transit Lessons Learned

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September 29, 2021

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# DASH / Alexandria Transit Company

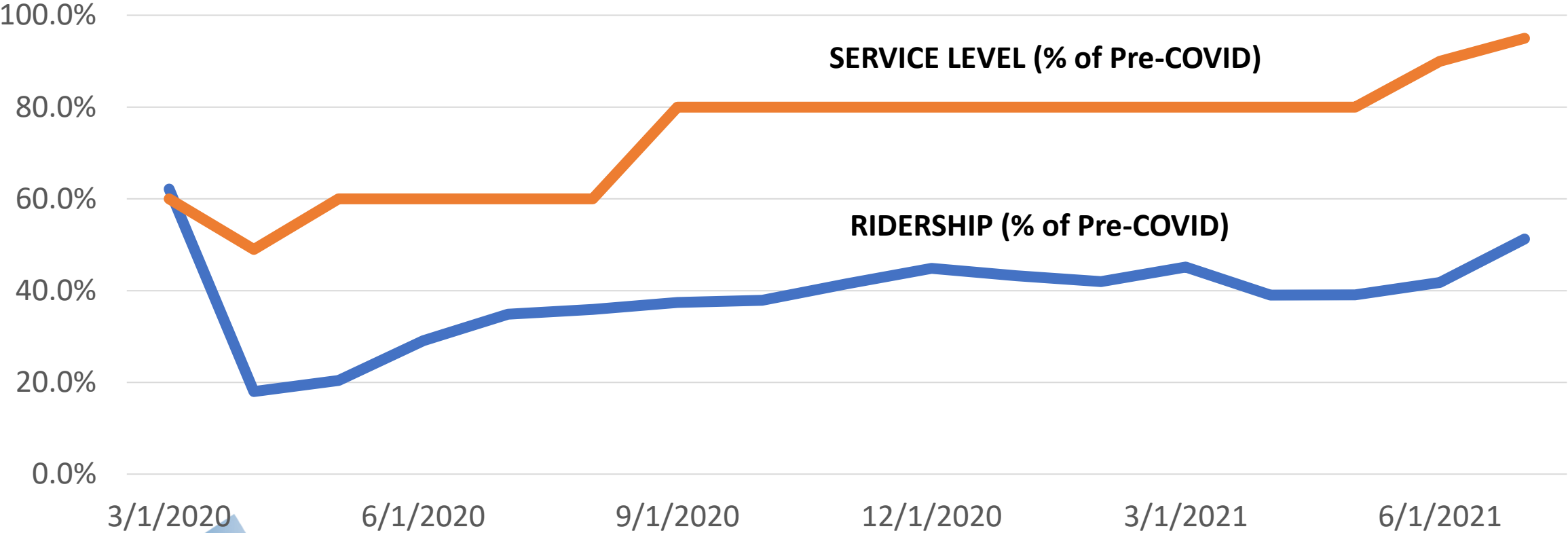
- Local bus service since 1984
- 12 routes + King St. Trolley
- 99 buses (including 14 electrics)
- 4 million annual boardings\*
- 230 employees (160 operators)
- New Network + Free Fares launched September 5th



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# DASH Service & Ridership Trends



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# COVID Lessons Learned - Operations



- Maximize Service Flexibility
  - Extra Stage/Standby Buses
  - Modular Blocking/Runcutting
- Operator Barriers
- Fare Collection Changes
- Street Reliefs & Midday Cleanings
- Virtual Operator Bidding
- Vaccine/Testing Requirement



# COVID Lessons Learned - Planning

- Potential for Mini-Network Redesign
  - What is the primary role of transit?
  - How has it changed in last two years?
  - Frequent, All-Day Service
  - Peak Service vs. Off-Peak Service
  - Transit Equity
- Fare Collection
  - Contactless payment options?
  - Fare-Free Operations?



# COVID Lessons Learned – Final Thoughts

- Safety is more important than ever before!
- Think differently. Don't rely on old assumptions.
- Flexibility is key. Plan for the unexpected.
- Thank your frontline staff!!



# Thank You!

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