### Governor’s Office Recovery Plan Guidelines

<table>
<thead>
<tr>
<th>High Risk</th>
<th>Moderate Risk</th>
<th>Low Risk</th>
<th>Normal Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Key features related to transit:</strong></td>
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</tr>
<tr>
<td>- Face covering worn in public where social distancing measures are difficult to maintain</td>
<td>- Face covering worn in public where social distancing measures are difficult to maintain</td>
<td>- Face covering worn in public where social distancing measures are difficult to maintain</td>
<td>- All businesses operating</td>
</tr>
<tr>
<td>- Essential travel only</td>
<td>- Leave home infrequently</td>
<td>- Social distancing</td>
<td>- Schools are open</td>
</tr>
<tr>
<td>- Social Distancing</td>
<td>- Groups up to 20</td>
<td>- High contact businesses can operate under strict protocols</td>
<td>- Travel restrictions mostly lifted</td>
</tr>
<tr>
<td>- Groups up to 10</td>
<td>- Schools closed</td>
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<tr>
<td>- Encourage high contact businesses not to operate</td>
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</tbody>
</table>

### UTA’s Recovery Plan Guidelines

#### Short and Mid-term Service Provision

- **Right-size service levels corresponding to serving critical essential trips.**
- Monitor ideal passenger loads:
  - 10 per bus, 15 per TRAX car, 35 per FrontRunner car.
  - Limit 3 per vehicle UTA On Demand
  - Add frequency where needed to ensure social distancing

- **Add service based on:**
  - Route ridership
  - Consistent with levels of reopenings throughout service region
  - Financial ability limitations
  - Low-income and minority populations

- **Monitor passenger loads:**
  - 20 per bus, 30 per TRAX car, 35 per FrontRunner car, 6 per Flex bus.
  - Limit 3 per vehicle UTA On Demand

- **Add service based on:**
  - Route ridership
  - Consistent with levels of designated reopenings throughout service region
  - Rider and pass holder survey results
  - Financial ability limitations
  - Low-income and minority populations

- **Monitor passenger loads:**
  - 30 per bus, 45 per TRAX car, 50 per FrontRunner car, 8 per Flex bus.
  - Limit 3 per vehicle UTA On Demand

#### Safety Protocol

- **Encourage riders to socially distance**
- **Implement enhanced cleaning and disinfecting for vehicles, stations and equipment**
- **For operators:**
  - Implement 6 foot distancing from operators
  - Provide masks, gloves and hand cleaning supplies
  - Eliminate paper handling
- **Additional for buses:**
  - Create and install operator barriers on high ridership routes
  - Rear door boarding on buses

- **Strongly encourage customers to wear masks and practice social distancing. Distribute masks to riders**
- **Continue vehicle cleaning and disinfecting protocol**
- **Continue rear door boarding on bus**
- **Installation of:**
  - Hand sanitizers on vehicles
  - Operator barriers on all buses

- **For operators:**
  - Implement 6 foot distancing from operators
  - Provide masks, gloves and hand cleaning supplies

#### Planning for Recovery

- **Gather data on short/long term financial impact**
- **Conduct customer and operator survey**
- **Monitor ridership and financial impact**
- **Identify capital improvements to enhance safety**
- **Monitor industry practices for safety protocol**
- **Develop ridership return marketing and information campaign**

- **Determine short/long range financial impact**
- **Develop long term service plan elements**
- **Develop fares/fare collection plan**
- **Develop long term safety protocol**
- **Develop capital improvement plan consistent with financial capability**
- **Implement ridership marketing campaign**

- **Implement long term safety protocol**
- **Continue to review and implement industry best practices and availability of new products for health safety enhancement.**

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**Note:**

(1) Dependent on availability by outside vendors and providers

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