



Operational Services Plan

Department:	Transit (Mobility Management)	Date:	3/24/2020 Updated: 09/15/2020 07/28/2021
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Proposed Service Delivery Model (includes PPE / Sanitizing Supplies)

Describe how your department functions will operate under the “new normal” (i.e. eliminating face to face meetings; prioritizing who we see and how we’ll service them; considering Governor’s waivers; what PPE is needed; what types of sanitizing is being done and supplies needed).

Scott County employees are required to follow the current [Scott County Organizational Covid Health and Safety Guidelines](#) located on the County Covid-19 Health and Safety site.

- Medical Assistance
- Staff provides oversight of operations and procedures. We farm out trips to providers via contract. We reimburse them and bill the state for services and monitor operations.
 - Safety and policy compliance are monitored by staff. IE: Contracts, policies, safety, vehicles and SOP.
 - Providers use social distancing when possible, and other safety measures when transporting clients.
 - Providers are audited regularly for compliance
- Call intake
 - Staff is able to take calls from home.
- Received Mail Requests for Reimbursement
 - 1 Customer service agent and 1 supervisor will be located at MRTS during regular business hours. Mail can be scanned and sent to home staff or stored in SCOOP.
 - Use of Hand Sanitizer
- Trip Inputting
 - Staff is able to access the web-based Novus software on-line at home.
- Provider Communication
 - Staff is able to access their phones from home.
- Route Reconciliation
 - Staff is able to access the web-based Novus software on-line at home and access their phones from home to be able to communicate with the providers if there are questions.
- Invoice Processing-Provider Payments
 - Staff can process Invoices and payments directly from the web-based Novus software and email the information to AP for processing. Payments can be tracked in Lawson.
- Self Drive Payments the information to AP for processing. Payments can be tracked in Lawson.
- State of MN Billing
 - Staff can process State billing and payments directly from the web-based Novus software.
- Transit Link
 - Operations change based on guidance of the Metropolitan Council
 - Transit Waiting area and Customer Service will be opened June 14th at Marschall Road Transit Station (MRTS) . Customers desiring to purchase tickets will be able to do so at the customer service window or

consult <https://www.metrotransit.org/service-centers> for available service locations. Also, MVRTA service has been reduced on most routes. Consult <https://www.mvta.com/> website for most up to date schedule information.

- Upon re-opening customer service area, There is an existing window barrier between customers and staff and sanitize area including and up to counters, and windows. There will be 1 customer service agent and 1 Supervisor at MRTS during regular business hours, Staff will rotate for coverage as needed
- We will sanitize after each transaction and maintain social distancing and wear masks when appropriate.
- Currently accepting cash, only stored value cards being accepted
- We are changing to full capacity passengers/bus following the guidelines established by Metropolitan Council
- We have offered to transport delivery of food to agencies and the general public for free for next 6 months
- Sanitizing vehicles before and after each trip when available, evening sanitizing will continue
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- All rules and regulations are monitored by County staff IE: safety compliance, vehicles, maintenance and policies.
- Providers are audited regularly for compliance
- Will Call (pending rides provider rejected) Trip Monitoring (Volunteer Trips)
 - Staff is able to access the Trapeze PASS software on-line at home.
- Standing Requests and Storage
 - Staff is able to receive requests via Outlook and store in SCOOP
- Provider Communication
 - Staff is able to access their phones from home.
- Provider Oversight
 - Staff is able to access the Trapeze PASS software on-line at home and access their phones from home to be able to communicate with the provider if there are questions.
- Met Council Communication
 - Staff is able to access the Trapeze PASS software on-line at home and access their phones from home to be able to communicate with the Council as needed.
- NTD Monthly Processing
 - Supervision or staff are able to access the required Met Council sites through Citrix from their computer at home and documentation can be shared with Support Services via Outlook and stored in SCOOP.
- Invoice Processing-Provider Payments
 - Supervision or staff are able to access the required sites through Citrix from their computer at home and documentation can be shared with Support Services via Outlook and stored in SCOOP.
- Invoice Processing-Met Council Billing, at home and documentation can be shared with Support Services via Outlook and stored in SCOOP.

- **Volunteer Drivers –**

Passenger Transports –We will review with volunteers as to their desire to be volunteer drivers, then add the following procedures to ensure safety

- 1.) Ask passengers to sit in back seats**

- 2.) **Require all passengers and drivers to continue to wear masks unless they have medical condition prohibiting**
- 3.) **Ask passenger before loading if they feel OK today? If not OK refer to SmartLink for rescheduling**
- 4.) **Keep windows in vehicle cracked open for cross ventilation**
- 5.) **Wipe down use areas when applicable**

Essential Service Deliveries- suspended for lack of requests

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Communication

- Trip Monitoring is done by staff through the NOVUS software from their home computer.
- Trip Inputting is done by staff through the web-based NOVUS software on-line at home.
- Staff communicate with both clients and volunteer through remote systems, email and telephone.

Sanitation and Hygiene

- The Volunteer driver will be trained in sanitizing procedures and will be provided with sanitizing equipment.
- All PPE and sanitizing materials, including masks, wipes, and hand sanitizer will be provided by the Transit Department
- All vehicle interior areas will be cleaned by volunteer between customers and at the end of each day
- Volunteer Driver Trip Reconciliation (Paperwork Processing and Storage)
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- Shared Vehicle

- Shared vehicle program is only monitored and advised by staff. We don't control hours of service, trips and /or routes. We track usage and coordinate services, insurance and vehicle purchases.
- Shared vehicle programs have protocols in place for social distancing, one passenger per vehicle, driver sanitizes between customers and wears gloves when appropriate.
- Trip Reconciliation
 - Staff is able to access the web-based Novus software on-line at home.
- Reporting for NYA
 - Supervision or staff are able to access the web-based Novus software from their computer at home and documentation can be shared with NYA via Outlook and stored in SCOOP.

- Customer Service Window (at Marschall Road Transit Station)

- Transit Waiting area and Customer Service is open beginning June 14th, 1 Customer service agent and 1 Supervisor will be at MRTS during regular business hours. Staff/Supervisors will rotate being at MRTS based on availability and PTO.
- Upon re-opening customer service area, we will have social distancing as possible, sanitize area including and up to counters, windows.
- We wash hands after each transaction and maintain social distancing and wear masks when appropriate.
 - Supervision or staff can provide assistance at the customer service window using PPE.
- Stored Value Card and Pass Processing

- Cash and Credit Card- Staff can assist using, disinfecting wipes and masks when appropriate.
 - Inovah and HeartLand applications are used along with Lawson.
- Mobility Management
 - Supervision continues progress of mobility management and current, new, or added transportation resources as they are made available.
- **Temporary Opening of Transit Vestibule – (effective 2 /5/21) Transit Station will be open for business as of June 14, 2021**
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Adherence to Governor's Executive Orders

Ensuring sick Employees stay home/Identifying sick Employees

Prior to leaving for work, employees/volunteers are required to perform a self-assessment using the current [Visitor/Employee Health Screening Tool](#) provided in the Health and Safety section of the COVID-19 Site.

If the employee/volunteer provides a positive response (yes) to any of the health questions, they should remain at home and contact their supervisor. Volunteer drivers should contact the Smart Link Supervisor. The Transit Supervisor may consult with the Occupational Health Nurse for recommendations and guidance.

Identifying Sick Customers:

- Drivers will ask passengers how they feel today before entering vehicle, if they say they are not feeling well they will be asked to call SmartLink and reschedule the trip.

Training/Communications:

This Operational Service Plan has been communicated to all departmental employees and volunteers, and necessary training is provided to all staff conducting services, including back-up functions. Additionally, all employees will receive ongoing safety and procedural updates as needed.

Managers and supervisors are responsible to monitor the implementation and effectiveness of this plan, and to make recommendations for improvement based on their observations, or the input and observations of department staff.

This plan has been posted on the County SCOOP site and is available to all employees.

Enforcement:

Managers and employees are responsible to monitor and enforce safety processes. Coaching and corrections will take place when violations occur.

Discontinuation of Services / Shut down:

If illness, contamination or other conditions create an unmitigable hazard, or reduces the minimum resources or employees required to provide services in a manner consistent with this Operational Service Plan, the service will be discontinued, and notices given to customers/clients and staff.

Level of Staff Changes and Resource Needs

Describe staff changes based on your department's functioning under the "new normal" (i.e. plan for coverage; plan for rotation of staff; monitoring staffing models; resources needed – technology, supplies).

- Medical Assistance
 - **3** staff for intake, scheduling, invoicing, on a rotational basis will be located at MRTS and/or some working from home, all staff are cross trained on all aspects of medical assistance transportation including self drives and provider trips. We will need County Accounting to stay open to complete the payment process. 2 Supervisors rotating also for oversight and back-up situations.
 - Internet access; SCOOP; Novus; Outlook; Phones
 - Novus contact: www.mytripspark.com or Customer Care: cc@trapezegroup.com or 1-877-411-8727
 - Monitoring of staff is done with group IM, outlook and Skype for meetings; this is also used as a way for everyone to stay updated on daily tasks or issues.
 - Proper handling methods of mail and fax communications will be needed using PPE
- Transit Link
 - Internet access; Citrix (Trapeze PASS); SCOOP; Outlook; Phones
 - Citrix and Trapeze PASS contact: ServiceDesk@metc.state.mn.us
 - **2** staff for oversight and contract oversight, staff will be all cross trained on processes and procedures for daily operations. 2 Supervisors rotating also for oversight and back-up situations. All staff will rotate to have some staff and some supervision at MRTS on a regular basis, while others are working from home.
 - Monitoring of staff is done with group IM, outlook and Skype for meetings; this is also used as a way for everyone to stay updated on daily tasks or issues.
 - County Accounting to stay open to complete the payment process for Provider
 - Proper handling methods of mail and fax communications will be needed using PPE
 - We are changing to up full capacity on Transit Link buses following the guidelines established by Metropolitan Council
 - We have offered to transport delivery of food to agencies and the general public for free for next 6 months
 - Sanitizing vehicles as available and in the evening after service
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 - All rules and regulations are monitored by County staff IE: safety compliance, vehicles, maintenance and policies.
- Volunteer Drivers
 - Internet access; Citrix (Trapeze PASS); SCOOP; Novus; Phones; Outlook
 - Volunteers will be interviewed for availability and comfort level of situations
 - **2** cross-trained staff for volunteer driver processes and procedures for daily operations. 2 Supervisors rotating also for oversight and back-up situations. All staff will rotate to have staff and a Supervisor at MRTS on a regular basis, while others work from home.
 - Monitoring of staff is done with group IM, outlook and Skype for meetings; this is also used as a way for everyone to stay updated on daily tasks or issues.
- Shared Vehicle
 - Internet access; SCOOP; Novus; Phones; Outlook, communication with shared vehicle users is necessary.

- **2** cross-trained staff for shared vehicle processes and procedures for weekly operations. 2 Supervisors rotating also for oversight and back-up situations. All staff will rotate to have staff and a Supervisor at MRTS, while others work from home.
- Monitoring of staff is done with group IM, outlook and Skype for meetings; this is also used as a way for everyone to stay updated on daily tasks or issues on a regular basis.
- Customer Service Window
 - Customer Service and waiting are open as of June 14th, 2021
 - Inovah; HeartLand; Lawson
 - 3 cross-trained staff for customer service window processes and procedures for daily operations. 2 Supervisors rotating also for oversight and back-up situations. All staff will rotate to have staff and supervision at MRTS
 - Monitoring of staff is done with group IM, outlook and Skype for meetings;
 - Staff will need proper PPE supplies for interaction with the public- whatever is deemed necessary.
- Mobility Management
 - Supervision continues progress of mobility management and current, new, or added transportation resources as they are made available.
 - Mobility Management Board – Meets Quarterly. Next meeting is scheduled for 8/3/2020 at 3:30PM. This meeting and all future meetings will be done via Skype.
 - Mobility Managers from 7 County Metro area meet every 2 weeks via Skype to discuss updates in areas.

Division Director Comments

Strategic Branch Comments

Consider next steps:

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County Administrator Comments

Mail – should wear gloves, wipe down deliveries and surface areas. Social distancing at all times when in the office. MRTS waiting area should remain closed and when reopened – thoroughly cleaned.

County Administrator Signature _____ Lezlie Vermillion _____

Operational Service Plan Updates

Please include date the change goes into effect and reason for change.

This document was updated on 8/2020 to incorporate face covering requirements.

8/31/20 To better utilize our workforce, Transit is proposing that volunteer drivers replace employees now being used to deliver essential materials, i.e. masks and gloves to individuals and businesses in Scott and Carver Counties. These drivers would also be utilized for much needed home food deliveries. Our Volunteer driving members have been eager to help. This opportunity is low risk (health) venture that would benefit the community greatly.

9/15/20 Need for delivering essential services has been identified by both Scott and Carver County EOC's. Previous deliveries were occurring with buses however, as passenger services increase, buses are less available. Volunteer drivers have the capability to assist with this function. Service is currently being provided by Public Health and this would enable staff to redirect their time to other priorities.

07/28/21 – plan updated to reflect most current Covid guidelines.