

Transit Response and Recovery Services

Associated with the Novel
Coronavirus (COVID-19)
Emergency

April 24, 2020

Overview

The Novel Coronavirus (COVID-19) poses significant and unique challenges to transit systems globally. Known to be a highly infectious virus, COVID-19 has required social distancing and accompanying closures to limit the spread of the virus. As a product of these closures, mitigating the economic impact of COVID-19 will require innovation and strategic decision making to maintain and reopen transit systems alongside the continued impacts of the pandemic.

Hagerty is experienced in providing support to transit partners and can offer tailored solutions that can be implemented quickly to inform transit industry operations before a potential second wave of COVID-19 – or another, similar public health risk – has an opportunity to develop. These efforts include products to serve transit partners through the mid- to long-term.



IMMEDIATE SOLUTIONS

- ◆ **Lessons Learned Analysis:** Conduct analysis of response operations to date and identify best practices and areas of improvement to improve extended response and recovery operations.
- ◆ **Consumer Confidence Study:** Identify the common concerns among potential passengers and specific measures that can be taken to restore consumer confidence in the safety of using air, rail, and bus transit systems.
- ◆ **Transit Roadmap for Recovery:** Conduct immediate research to identify signposts and indicators that transit systems can begin the process of working toward a new normal.
- ◆ **Gap Analysis for Implementation of Federal Financial Assistance:** Provide guidance for navigating assistance options and identifying gaps, such as lost revenue, that need to be included in future relief funding opportunities.
- ◆ **Toolkit for Transit Partner Recovery Communications:** Combine case study findings with established best practices for crisis communications to create a user-friendly, easily digestible recovery communications toolkit.

MID-RANGE SOLUTIONS

- ◆ **Guidance for Early/Universal Outbreak Response Protocols:** Analyze the early phases of the COVID-19 outbreak and investigate how current strategies can be improved so they are more effective.
- ◆ **Continuity Planning and Preparedness:** Develop continuity guidance and best practices related to public communication strategies, ensuring social distancing, industrial cleaning and disinfecting protocols, virtual capabilities, and methods to operate with reduced staffing.

LONG-TERM SOLUTIONS

- ◆ **After Action Reports and Plan Updates:** Analyze best practices and areas for improvement related to response and recovery efforts and then make changes to relevant plans and procedures.
- ◆ **Mitigation Planning:** Provide guidance and industry standards for passive and active biological mitigation measures for transit environments aimed at identifying current practices and areas for improvement, along with recommendations for retrofits, resource procurement, and future design.

Figure 1: Phased Approaches to Transit Solutions

Response Capabilities

The following highlights the Hagerty Team’s capabilities in response to COVID-19. We offer these capabilities as examples based on the types of support we have been providing to our current clients, and what we know to be the needs of our transit partners. We work directly with our clients to ensure we meet the needs and unique considerations associated with each response, disaster, or emergency.

The Selected Capabilities of the Hagerty Team Align to the Needs of Clients



Continuity of Operations and Contingency Planning



Finance and Administration Section Support



Crisis and Emergency Risk Communications



Data Analysis and Information Management Support



Mass Care Planning and Operations



Geographic Information Management Support



Public Health and Medical Subject Matter Expertise



Emergency Operations Center Management



Pandemic Operations Support



Executive Coordination and Program Management



Situation Unit Staffing



Watch Operations Support

Recovery Capabilities

Hagerty has supported every major US disaster since 9/11. We understand federal funding programs and know how to identify and advocate for competitive and non-standard funding opportunities throughout the national and state budgets. In the past 18 years, Hagerty has helped our clients receive and manage over \$24 billion in disaster recovery funding with \$0 de-obligated as a result of federal Office of the Inspector General (OIG) audits. COVID-19 represents an unprecedented event that requires innovative solutions. Hagerty has delivered these solutions in each of the previous major policy changes in our nation's history.

Hagerty's Experience Spans Major Legislative Changes Focused on Disaster Recovery Programs



Post-Katrina Emergency Management Reform Act (2006)

Hurricanes Katrina and Rita were devastating to the Gulf Coast, resulting in \$161 billion in damages and requiring the nation to rethink emergency preparedness, evacuation, and disaster housing. Hagerty supported the City of New Orleans following Hurricane Katrina under a \$140 million capital recovery program.

\$161B



Sandy Recovery Improvement Act (2013)

Hurricane Sandy's total damages totaled more than \$71 billion. Hagerty is currently supporting NYC in their recovery from Hurricane Sandy under a \$15 billion-dollar program. Our work includes implementation of recovery pilot programs authorized under the Act, resulting in the largest portfolio of active PAAP Pilot Program grants in the nation.

\$71B



Disaster Recovery Reform Act (2018)

The Disaster Recovery Reform Act (DRRA) captures methods to adjust disaster recovery funding to build resilience. This includes increased pre-disaster mitigation as well as opportunities for communities to rebuild to new codes and standards – even if those have been enacted following the disaster event. Hagerty's professionals are supporting California and Florida communities in their recoveries from wildfires and Hurricane Michael respectively, with estimated damages topping \$38 billion.

\$38B

Hagerty can support your recovery operation in the following federal programs and tasks:

Federal Programs and Tasks

CARES Act Funding Allocations*	
Air Transit	
» Treasury for the Essential Air Service and Rural Improvement Fund	» Airport Improvement Program
Other Public Transit	
» Formula Funding	» U.S. Army Corps of Engineers
» Transit Grant Programs	» Federal Railroad Administration
» Federal Motor Carrier Safety Administration	» Northeast Corridor Grants (Amtrak)
	» National Network Grants (Amtrak)
FEMA Public Assistance Eligibility	
» Category B Emergency Protective Measures	» Project Development
» Force Account Labor, Equipment, and Materials Cost Tracking	» Major Disaster Declaration (including Categories C-G)
Other Federal Funding Program Management (HHS, CDC, etc.)	
» Payroll Support to Air Carriers and Contractors	» Grant and Loan Management
» Loans and Loan Guarantees	» Mitigation Support
» Accounting and Internal Controls	» Procurement Management
» Insurance Claim Support	» Requests for Reimbursement and Project Closeout
» Appeals and Arbitration	» Financial Recovery and Reconciliation
» Audit Support Services	

* For more information, see https://www.naco.org/sites/default/files/documents/NACo_Analysis_CARES_Act.pdf