

**METROPOLITAN
TRANSPORTATION
COMMISSION**
Meeting Transcript



MACH 14, 2025

REGIONAL NETWORK MANAGEMENT COMMITTEE

FRIDAY, MARCH 14TH, 2025, 12:00 PM

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V. CHAIR SUE NOACK: I WOULD LIKE TO CALL TO ORDER THIS MEETING OF THE REGIONAL NETWORK MANAGEMENT COMMITTEE. THIS MEETING IS BEING WEBCAST ON THE MTC WEBSITE. COMMISSIONERS AND MEMBERS PARTICIPATING BY ZOOM WISHING TO SPEAK, SHOULD USE THE RAISED HAND FEATURE OR DIAL STAR NINE AND YOU WILL BE CALLED AT THE APPROPRIATE TIME. TELECONFERENCE ATTENDEES WILL BE CALLED UPON BY THE LAST FOUR DIGITS OF THEIR PHONE NUMBER. A ROLL CALL VOTE WILL BE TAKEN DUE TO PARTICIPATION FROM REMOTE LOCATIONS TODAY. ITEM ONE, ROLL CALL, PLEASE.

CLERK, MARTHA SILVER: VICE CHAIR NOACK?

V. CHAIR SUE NOACK: YES, HERE.

CLERK, MARTHA SILVER: MEMBER AHN? IS ABSENT. MEMBER CANEPA?

DAVID CANEPA: I'M HERE.

CLERK, MARTHA SILVER: THANK YOU. EDISON, NON-VOTING IS ABSENT. GIACOPINI, NON-VOTING IS ABSENT. MEMBER LEE NON-VOTING, IS ABSENT. MEMBER MAHAN IS ABSENT. MEMBER MOULTON-PETERS? THANK



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1 YOU. MEMBER SHAW. WE WILL LOOP BACK TO MEMBER SHAW. WE HAVE A
2 QUORUM.

3

4 **V. CHAIR SUE NOACK:** WE HAVE ONE REQUEST FOR REMOTE
5 PARTICIPATION UNDER AB2449 FROM COMMITTEE MEMBER DIANE SHAW.
6 MEMBER SHAW?

7

8 **DIANE SHAW:** THANK YOU. I'M REQUESTING TO PARTICIPATE REMOTELY
9 UNDER AB2449 BECAUSE OF A CONTAGIOUS ILLNESS I DON'T WANT TO
10 SHARE AT THIS PARTICULAR TIME THAT PREVENTS ME FROM ATTENDING
11 IN-PERSON. THERE IS NO ONE PRESENT IN THE ROOM OVER 18. MY
12 CATS ARE ALL YOUNGER THAN THAT. AND THAT'S ALL. AND THAT'S IT
13 THANK YOU.

14

15 **V. CHAIR SUE NOACK:** YOU REALLY DON'T WANT TO SHARE AT THIS
16 TIME, NOT ALWAYS. JUST CLARIFYING THAT DIANE. [LAUGHTER] THE
17 REQUEST IS NOTED. MEMBER SHAW IS PRESENT. I'LL MOVE ON TO
18 AGENDA ITEM TWO, CONSENT CALENDAR. I NEED -- CANEPA -- CANEPA.
19 BECAUSE I NEED A SECOND. [LAUGHTER]

20

21 **SPEAKER:** I MOVE CONSENT.

22

23 **V. CHAIR SUE NOACK:** THANK YOU. STEPHANIE IS MOVING CONSENT.

24

25 **DAVID CANEPA:** I'LL SECOND.



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1

2 **V. CHAIR SUE NOACK:** THANK YOU. OKAY. ANY COMMENTS ON THIS
3 ITEM? ANY PUBLIC COMMENTS?

4

5 **CLERK, MARTHA SILVER:** IS NO WRITTEN CORRESPONDENCE RECEIVED ON
6 THIS ITEM AND THERE IS NO ONE IN THE BOARDROOM OR ZOOM WISHING
7 TO SPEAK.

8

9 **V. CHAIR SUE NOACK:** SO DIANE IS NOT VOTING. CAN WE DO VOICE?

10

11 **COUNSEL, KATHLEEN KANE:** WE STILL NEED TO DO BECAUSE THERE IS
12 REMOTE PARTICIPATION OF ANY KIND WE STILL NEED TO CLARIFY.

13

14 **V. CHAIR SUE NOACK:** ROLL CALL VOTE PLEASE.

15

16 **CLERK, MARTHA SILVER:** NOACK.

17

18 **V. CHAIR SUE NOACK:** YES.

19

20 **CLERK, MARTHA SILVER:** AHN IS ABSENT. CANEPA?

21

22 **DAVID CANEPA:** YES.

23

24 **CLERK, MARTHA SILVER:** MAHAN IS ABSENT. MOULTON-PETERS?

25



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1 **STEPHANIE MOULTON-PETERS:** YES.

2

3 **CLERK, MARTHA SILVER:** MOTION PASSES UNANIMOUSLY BY ALL MEMBERS
4 PRESENT.

5

6 **V. CHAIR SUE NOACK:** THANK YOU. WE'LL MOVE ON TO AGENDA ITEM 3A
7 TRAFFIC INCIDENT MANAGEMENT PROGRAM BRIEFING. KATELYN COSTA,
8 WILL YOU PLEASE PROVIDE THE REPORT?

9

10 **KATELYN COSTA:** MY NAME IS KATELYN COSTA. I AM THE PROGRAM
11 COORDINATOR FOR OUR TRAFFIC MANAGEMENT PROGRAM. I'M HAPPY TO
12 BE BEFORE YOU TODAY GIVING A PROGRAM UPDATE AND INFORMATION
13 SINCE MANY OF YOU ARE PROBABLY NOT FAMILIAR WITH OUR PROGRAM.
14 NEXT SLIDE PLEASE. SO, BEFORE I DELVE IN WHAT IS TRAFFIC
15 INCIDENT MANAGEMENT. SO, TRAFFIC INCIDENT MANAGEMENT IS THE
16 SAFE QUICK CLEARANCE OF TRAFFIC INCIDENTS IN ORDER TO REDUCE
17 FATALITIES AND SERIOUS INJURIES AND THEIR IMPACTS. HERE AT MTC
18 WE FACILITATE A MULTI-AGENCY PARTNERSHIP. AND THAT PARTNERSHIP
19 IS FOLKS THAT COME TOGETHER TO WORK ON SAFE CLEARANCE AND
20 IMPROVING SAFETY AND MOBILITY ON THE REGION'S FREEWAYS.
21 TRAFFIC INCIDENT MANAGEMENT IS IMPORTANT TO MTC FOR A FEW
22 REASONS. ONE OF COURSE IS ROADWAY SAFETY. SAFETY HAS BEEN AN
23 AIM OF MTC IN THE REGION FOR A LONG TIME. AND EVERY MINUTE
24 INCIDENT IS NOT CLEARED CHANCES OF A SECOND INCIDENT INCREASE
25 BY 2.8%. WHILE WE AT MTC ARE NOT FIRST RESPONDERS THERE ARE



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1 WAYS WE ADD VALUE IN THIS SPACE. ONE SPACE A CATALYST FOR
2 IMPROVEMENT WE ARE ABLE TO SET THE PACE IN THE REGION AND ABLE
3 TO FACILITATE AROUND ROADWAY SAFETY AND TRAFFIC INCIDENT
4 MANAGEMENT. NEXT SLIDE. OUR RECENT TRAFFIC INCIDENT MANAGEMENT
5 PROGRAM AT MTC HAS A FEW DIFFERENT PROGRAMS THAT ARE PART OF A
6 SUITE AT MTC. WE HAVE OUR TRAFFIC INNOCENT MANAGEMENT PROGRAM
7 WE ALSO HAVE OUR 511 TRAVELER INFORMATION PROGRAM WE HAVE BAY
8 AREA VISION ZERO WHICH WORKS ON ROADWAY SAFETY AND
9 PARTICULARLY ON ARTERIALS AND LOCAL ROADWAYS THEN OUR FREEWAY
10 SERVICE PATROL PROGRAM WHICH WORKS TO HELP STRANDED MOTORISTS
11 ON OUR FREEWAYS. OUR PROGRAM IS ROOTED IN SAFE SYSTEMS
12 APPROACH WHICH YOU CAN SEE ON THE SCREEN AND OUR APPROACH AT
13 MTC WORKS FOR WHAT YOU SEE ON THE BOTTOM OF THE SLIDE WE WORK
14 ON POST CRASH CARE SAFER ROADS AND SAFER SPEEDS. NEXT SLIDE. I
15 SPOKE ABOUT INTERNAL PARTNERS RELATED TO TRAFFIC INHIBIT
16 MANAGEMENT WE HAVE EXTERNAL PARTNERS AND HAVE WORKED WITH 60
17 AGENCIES ACROSS THE LIFETIME OF THE PROGRAM. SOME OF THE
18 EXTERNAL PARTNERS YOU CAN SEE ON THE SCREEN AND OUR TWO MOST
19 FOUNDATIONAL PARTNERS AND CONSISTENT PARTNERS ARE CALTRANS AND
20 CHP. INCIDENT MANAGEMENT HAS BEEN A BEHIND THE SCENES PROGRAM
21 FOR A LONG TIME. AND WHILE IT MAY STILL BE BEHIND THE SCENES
22 FOR SOME FOLKS, WE HAVE BECOME A NATIONALLY RECOGNIZED
23 PROGRAM. AND WE ARE A MOLD FOR NON-TRADITIONAL PARTNERSHIPS
24 BETWEEN STATE AGENCIES AND RESPONDER ORGANIZATIONS, ARE NOT
25 JUST NATIONALLY BUT STATEWIDE AS WELL. OUR PROGRAM HAS FIVE



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1 FOCUS AREAS WE HAVE TRAINING TECHNOLOGY, OPERATIONAL
2 ENHANCEMENTS POLICY AND PROCEDURE ENHANCEMENTS AND DATA AND
3 PERFORMANCE MEASURES EACH OF WHICH HAS SEVERAL RECOMMENDATIONS
4 NESTED THERE UNDER. NOTED HIGHLIGHTING IN 2024 SOME KEY
5 ACCOMPLISHMENTS THAT ARE COMPLETED AS PART OF THE STRATEGIC
6 PLAN ONE OF THE THEM EXPANDING STAKEHOLDER PARTICIPATION AND
7 CROSS INDUSTRY IN ORDER TO INCLUDE AS WELL TRANSIT OPERATORS.
8 WE HAVE FACILITATED THREE STANDING GROUPS AS WELL AS FOUR PLUS
9 AD-HOC WORKING GROUPS THAT COME TOGETHER TO DISCUSS SAFETY
10 PROJECTS CONSTRUCTION CLOSERS AND MORE. AND WE HAVE ALSO
11 CONTINUED TO IMPROVE OUR TRAFFIC INCIDENT MANAGEMENT DASHBOARD
12 TO FEATURE MORE EQUITY AND TRANSIT INSIGHTS WHICH I WILL GET
13 TO IN A COUPLE OF SLIDES. NEXT SLIDE PLEASE. I WANTED TO GET
14 INTO A BIT MORE DETAIL ABOUT SOME OF THE ACTIONS I MENTIONED
15 THIS WE HAVE BEEN WORKING ON AS PART OF THE STRATEGIC PLAN.
16 YOU CAN SEE ON THIS TABLE CATEGORIES OF THE STRATEGIC PLAN,
17 ACTIONS THAT ARE FACILITATING WORK TOWARDS THOSE CATEGORIES AS
18 WELL AS CONNECTIONS TO OTHER MTC INITIATIVES THAT, SORT OF,
19 GROUND AND GIVE CONTEXT TO WHAT WE DO. FIRST ROW IS TRAINING.
20 OVER THE LAST YEAR WE HAVE CONDUCTED TRANSIT AND ELECTRIC
21 VEHICLE FOCUSED POST INCIDENT REVIEWS WE HAVE ALSO HAD
22 TRAININGS BY THE SAN FRANCISCO FIRE DEPARTMENT AND TESLA IN
23 ORDER TO HELP FIRST RESPONDERS UNDERSTAND HOW TO WORK WITH
24 ELECTRIC VEHICLES. AND OTHER MTC INITIATIVES THAT WE HAVE
25 CONNECTION WITH IN ORDER TO PURSUE THOSE AIMS ARE OUR



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1 DISCOVERY RECOVERY INITIATIVES, 511 AND OF COURSE TRANSIT
2 OPERATOR COORDINATION. SECOND ROW YOU CAN SEE OPERATIONAL
3 ENHANCEMENTS WE HAVE BEEN WORKING ON. WE HAVE FACILITATED
4 LOCAL FIRST RESPONDER GROUPS TO ADDRESS -- EXCUSE ME --
5 COORDINATION NEEDS FOR MAJOR CONSTRUCTION CLOSERS DURING FIRE
6 SEASON PARTICULARLY IN THE NORTH BAY, THOSE CONNECTIONS TO
7 OTHER MTC INITIATIVES INCLUDE 511 DISASTER RECOVERY WILDFIRE
8 RESILIENCE EFFORTS AS WELL AS CAPITAL PROJECT DELIVERY.
9 FINALLY DETAILS YOU CAN SEE ON DATA EFFORTS WE HAVE PARTNERS
10 WITH FIRE DEPARTMENTS CORONERS, CHP, AND CALTRANS SAFETY TEAM
11 IN ORDER TO ANALYZE DATA AND IMPLEMENT ROADWAY IMPROVEMENTS
12 PARTICULARLY ON HIGHWAY ONE. AND THAT HAS TOUCH POINTS WITH
13 DIFFERENT INITIATIVES SUCH AS VISION ZERO. NEXT, PLEASE. SO, I
14 WANTED TO DRAW A VERY CLEAR CONNECTION BETWEEN TRAFFIC
15 INCIDENTALY MANAGEMENT AND HOW THAT SUPPORTS TRANSIT AND
16 REGIONAL NETWORK MANAGEMENT. SO, YOU CAN SEE ON THE LEFT,
17 THESE ACTIONS, SUCH AS CONDUCTING POST-INCIDENT REVIEWS,
18 UTILIZING DATA TRENDS AND TECHNOLOGY SOLUTIONS, EXPANDING
19 STAKEHOLDER PARTICIPATION AND IMPROVING COMMUNICATION, ALL
20 WORK TO MINIMIZE NETWORK DELAY AND IMPROVE TRANSIT EFFICIENCY,
21 OSTENSIBLY IF YOU HAVE ONE YOU'RE WORKING TOWARDS THE OTHER.
22 NEXT PLEASE. ALL RIGHT. AS I ALLUDED TO EARLIER, THIS IS A
23 SNEAK PEEK OF OUR TRAFFIC INCIDENT MANAGEMENT DASHBOARD WE
24 WANTED TO CREATE A DASHBOARD THAT CAN BE USED QUICKLY AND
25 EASILY TO CONTRACT INCIDENT INSIGHTS IT FEATURES RECENT



1 CRASHES UP TO THE PREVIOUS DAY AS WELL AS OTHER CRASH
2 SUBCATEGORIES SUCH AS HAZMAT CRASHES, ONE WAY SEMI TRUCK
3 CRASHES ET CETERA. WE HAVE CRASH DATA BROKEN UP BY CORRIDOR
4 AND BRIDGES OF INTEREST. THEN WE HAVE A FEW NOTABLE FEATURES
5 INCLUDING WE HAVE ADDED EQUITY INSIGHTS VIA COLLABORATION WITH
6 OUR VISION ZERO PARTNERS AND BAY SITES, WE HAVE FREEWAY
7 SERVICE WHICH IS A WHOLE PAGE WITH INSIGHTS ON ASSISTANCE,
8 THEN WE HAVE PEDESTRIAN BICYCLE COUNTS FOR BRIDGES WHICH WAS
9 AN INTERNAL REQUEST FOR BETTER VISUALIZATION, ONE OF OUR MOST
10 RECENT ENHANCEMENTS WAS THE TRANSIT ROUTE VISUALIZATION LAYER
11 AN EXAMPLE OF THAT ON THE RIGHT-HAND SIDE THE SCREEN GRAPHIC
12 ON THE RIGHT IS A MAP SCREENSHOT FROM THE DASHBOARD OF THE I80
13 NEAR BERKELEY AND RED ORANGE ARE CRASHES AND HAZARDS
14 RESPECTIVELY AND PURPLE IS A LAYER OF THE EQUITY PRIORITY
15 COMMUNITIES IN THAT AREA AND THE GREEN AREA IS ACTUALLY GREEN
16 LINES ARE EXPRESS BUS ROUTES. THESE INSIGHTS ARE HELPING US TO
17 PRIORITIZE WHERE WE SHOULD APPLY STRATEGIC PLAN
18 RECOMMENDATIONS AND TRAFFIC INCIDENT MANAGEMENT, ROADWAY
19 SAFETY CONGESTION COUNTER MEASURES. NEXT SLIDE PLEASE. GREAT.
20 AND, COMING SOON, EXPANDING CORRIDOR FOCUSED TRAFFIC INCIDENT
21 MANAGEMENT TEAMS IN ORDER TO BETTER IMPLEMENT OUR STRATEGIC
22 PLAN OBJECTIVES WE WILL BE INCREASING RESPONDER TRANSIT
23 MANAGEMENT UPCOMING CONSTRUCTION PROJECTS ROAD CLOSERS AND ARE
24 CURRENTLY DEVELOPING A MICROGRAM PROGRAM TO SUPPORT STRATEGIC
25 PLAN IMPLEMENTATION THROUGHOUT THE REGION. NEXT SLIDE. WITH



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1 THAT THIS IS MY CONTACT INFORMATION AND MY SUPERVISOR'S
2 CONTACT INFORMATION IF YOU HAVE ANY QUESTIONS.

3

4 **V. CHAIR SUE NOACK:** GREAT. THANK YOU. DO WE HAVE ANY COMMENT
5 OR QUESTIONS? FLUSH.

6

7 **STEPHANIE MOULTON-PETERS:** I'LL JUST SAY THANK YOU KATELYN.
8 REALLY EXCITING WORK YOU'RE DOING. I CAN THINK OF ALL KINDS OF
9 APPLICATIONS. WE ALL THE PROBABLY K WE'LL PROBABLY INVITE YOU
10 TO MARIN TO GIVE A PRESENTATION LIKE THIS TO OUR CTA.

11

12 **SPEAKER:** THANK YOU.

13

14 **V. CHAIR SUE NOACK:** I WOULD LIKE TO ASK A QUESTION. HOW DO YOU
15 INTERACT WITH PARTNERS LIKE AAA AND THINGS LIKE THAT? HOW DOES
16 THE FREEWAY INCIDENT MANAGEMENT WORK ON THAT?

17

18 **SPEAKER:** YEAH, SURE. PRIMARILY THROUGH THE INCIDENT MANAGEMENT
19 TASK FORCE. WE HAVE ONE REGIONAL TASK FORCE THAT'S ALL NINE
20 COUNTIES, 100 CITIES ARE WELCOME TO PARTICIPATE IN. THAT MEETS
21 ONCE A QUARTER. SO WE HAVE RELEVANT TRAFFIC INCIDENT
22 MANAGEMENT ROADWAY SAFETY TOPICS WE DISCUSS AT EVERY MEETING.
23 SO IF FOLKS THAT ARE INTEREST UNDERSTAND IN DISCUSSING THOSE
24 TOPICS WANT MORE INFORMATION THEY ARE WELCOME TO ATTEND. WE
25 HAVE A LOT OF RECOMMENDATIONS FOR TOPICS IF FOLKS ARE



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1 INTERESTED IN PARTICULAR UP AND COMING ISSUES OR THINGS THEY
2 HAVE SEEN AROUND AND WANT SUPPORT THROUGH. SO WE WILL INVITE
3 CERTAIN STAKEHOLDERS SUCH AS AAA TO PROVIDE EXPERT INFORMATION
4 SUCH AS WHAT WE DID WITH TESLA AND SAN FRANCISCO FIRE. JUST
5 BASED ON GROUP FEEDBACK AND WHAT'S NEEDED IN THE REGION.

6

7 **V. CHAIR SUE NOACK:** SO A LOT OF THIS IS COORDINATING
8 INFORMATION AROUND THE NINE BAY AREA COUNTIES.

9

10 **SPEAKER:** CORRECT.

11

12 **V. CHAIR SUE NOACK:** JUST TO GET EVERYBODY ON THE SAME PAGE ON
13 THESE THINGS.

14

15 **SPEAKER:** YES.

16

17 **V. CHAIR SUE NOACK:** THAT'S GREAT. ANYTHING ELSE?

18

19 **SPEAKER:** I HAVE A QUESTION.

20

21 **V. CHAIR SUE NOACK:** OH, SORRY DIANE. SORRY. I THOUGHT YOU WERE
22 -- OVER THE TELEVISION TOO. SORRY. SORRY.

23

24 **DIANE SHAW:** THIS IS A REALLY GREAT PRESENTATION. THIS IS THE
25 TYPE OF THING THAT GETS DONE BEHIND THE SCENES THAT A LOT OF



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1 US DON'T EVEN KNOW WHAT'S GOING ON THAT CAN REALLY MAKE A HUGE
2 DIFFERENCE I LOVE SEEING THAT YOU'RE DOING THIS. MY PARTICULAR
3 QUESTION IS, ONE, HOW DO YOU CURRENTLY INTERFACE WITH THE
4 TRANSIT AGENCIES THAT AREN'T OPERATION CENTERS. IS THAT A
5 CURRENT THING THAT'S OCCURRING? OR IS THAT SOMETHING YOU PLAN
6 TO DO IN THE FUTURE?

7

8 **SPEAKER:** IT IS BOTH. SOMETHING WE'RE CURRENTLY DOING AND
9 SOMETHING THAT WE ARE WORKING TO DEVELOP AND DEEPEN FURTHER.
10 WE OFTEN COORDINATE WITH TRANSIT OPERATORS, PARTICULARLY IN
11 CLOSE TO INCIDENT DEBRIEFS. SO THAT'S WHEN AN INCIDENT OCCURS,
12 LET'S SAY, ON THE BAY BRIDGE, AND SERVICE IS INTERRUPTED,
13 FIGURING OUT WHAT HAPPENED, WHAT COMMUNICATIONS WE CAN IMPROVE
14 ON NEXT TIME AROUND, ET CETERA. WE HAVE ALSO DONE SIMILAR
15 THINGS WITH BART, SO A FEW MONTHS BACK WE HAD A POST
16 INCIDENTAL DEBRIEF AROUND THAT AS WELL, RESPONDER
17 COORDINATION, TRYING TO GET THE FREEWAY BACK OPEN AND FOLKS
18 BACK ON THE ROAD. THOSE ARE SOME OF THE WAYS WE'RE INCLUDING
19 TRANSIT OPERATORS CURRENTLY AND WE ALSO HAVE INVITED THEM TO
20 DO PRESENTATIONS AND WE HAVE HAD OTHER STAKEHOLDER GROUPS SUCH
21 AS, FOR EXAMPLE, THE SAN FRANCISCO FIRE DEPARTMENT. THEY WANT
22 TO CONNECT WITH TRANSIT OPERATORS ABOUT HOW FOLKS CAN OPERATE
23 SAFELY AROUND THE INCIDENT SCENE SO THEY GAVE A TRAINING ON
24 THAT. AND THERE WERE SEVERAL OPERATORS THERE AND PRESENT,
25 INCLUDING AC TRANSIT. AND, SO, THEY WERE INTERESTED IN TAKING



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1 THOSE LESSONS BACK TO THEIR RESPECTIVE TRANSIT AGENCIES AND
2 IMPLEMENTING THEM AS WELL.

3

4 >>**DIANE SHAW:** SO WHAT I HEAR YOU SAYING IS MOST OF THIS IS
5 AFTER THE FACT, BUT IN BIG INCIDENT CURRENTLY GETS RELAYED
6 THROUGH 511.

7

8 **SPEAKER:** CORRECT THAT'S ONE OF THE PARTNERS WE RELY ON.

9

10 **DIANE SHAW:** AND THEN YOU TALK ABOUT BATTERY ELECTRIC. I WANT
11 TO BRING UP HYDROGEN DON'T FORGET AS WE MOVE FORWARD THERE ARE
12 GOING TO BE MORE AND MORE HYDROGEN WE NEED TO FIGURE OUT HOW
13 TO WORK WITH THOSE WHEN THERE IS ANY KIND OF INCIDENT. SO, I
14 HOPE THAT FIRE GROUPS ARE STARTING TO LOOK AT THAT AS WELL HOW
15 TO DEAL WITH THAT. THEN SECONDLY E MY OTHER QUESTION, THERE
16 SEEMS TO BE, ABOUT EIGHT MONTHS OR SO AGO IN FREMONT WE HAD A
17 BIG SLOW DOWN OUR CITY WHAT CAME TO A SCREECHING HALT WHEN
18 THEY HAD AN EMERGENCY ON 680 THAT CAUSED ALL LANES EVER 680 TO
19 BE CLOSED BY MISSION AND EVERYBODY CAME OFF THE 680 INTO
20 FREMONT AND WE WERE DEAD STOPPED. IT TOOK HOURS TO GET THROUGH
21 THAT. HOURS. I OFFICE A BUS AND IT TOOK AN HOUR WE DIDN'T EACH
22 MOVE A BLOCK. AND THEN OF COURSE PEOPLE ARE GETTING OUT OF
23 EVERYWHERE AND WALKING AND ABANDONING CARS IT WAS A MESS. MY
24 QUESTION IS DO YOU WORK WITH THOSE TYPES OF INCIDENCES? I
25 WON'T SPEAK TO HOW WELL THEY DID LOCALLY. BUT I THINK THEY



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1 COULD USE SOME MORE TRAINING IN THAT AREA. SO I WONDER IF YOU
2 WORK WITH LOCAL GROUPS ON THAT KIND OF THING WHEN WE HAVE
3 THOSE TYPES OF INCIDENTS?

4

5 **SPEAKER:** YES WE ACTUALLY DO HAVE A SUBGROUP IN SOUTH ALAMEDA
6 CALLED TRI CITY SAFETY RESPONDERS AND THIS IS ONE OF AN
7 INCIDENT THAT OUR GROUP MEMBERS WANTED TO DEBRIEF SO WE DID
8 AND THERE WAS LESSONS LEARNED WITH PRIMARY INTER-AGENCY
9 COMMUNICATION AND WE HAVE GOOD PUBLIC INFORMATION SOMETIMES
10 AGENCY TO AGENCY COMMUNICATION CAN BE LOST, THAT WAS ONE OF
11 THE TAKEAWAYS FROM THAT MEETING SO WE DO THINGS ON THE
12 SUBREGIONAL SCALE AND IT'S SOMETHING WE'RE TRYING TO DEVELOP
13 FURTHER IN OTHER AREAS OF THE REGION AS WELL.

14

15 **DIANE SHAW:** PERFECT. THANK YOU VERY MUCH. THANK YOU FOR THE
16 REPORT.

17

18 **V. CHAIR SUE NOACK:** KATELYN FOLLOWING UP ON THAT YOU SAID THAT
19 THE AGENCY OR THE LOCAL TRI CITY GROUP CALLED YOU IN TO ASK
20 FOR THAT REVIEW. IS THAT HOW THAT HAPPENS AT THE MORE LOCAL
21 LEVEL THAT THEY REQUEST ASSISTANCE FROM YOU GUYS TO ANALYZE
22 WHAT HAPPENED AND WHAT THE RESPONSE WAS LIKE?

23

24 **SPEAKER:** YEAH. SO WE DEFINITELY TRY TO HAVE THINGS BE
25 COMMUNITY DRIVEN BUT SINCE WE HAVE THE REGIONAL PERSPECTIVE,



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1 WE WILL BRING THINGS TO THE FOREFRONT IF WE'RE SEEING THOSE
2 COORDINATION ISSUES. BUT ON THOSE SUB-- AND SUBREGIONAL LEVEL,
3 YES, A LOT OF STUFF LIKE I MENTIONED IS AND COMMUNITY DRIVEN
4 IT WAS THE CITY OF FREMONT WHO WANTED TO DISCUSS IT. WE WOULD
5 HAVE WANTED TO DISCUSS IT TOO BUT IT WAS SOMETHING.

6

7 **V. CHAIR SUE NOACK:** ANY OTHER COMMENTS? THANK YOU. VERY
8 INTERESTING.

9

10 **SPEAKER:** THANK YOU.

11

12 **V. CHAIR SUE NOACK:** ANY COMMENTS.

13

14 **CLERK, MARTHA SILVER:** THERE IS NO WRITTEN CORRESPONDENCE
15 RECEIVED ON THIS ITEM AND NO ONE IN THE BOARDROOM OR WISHING
16 TO SPEAK ON THIS ITEM.

17

18 **V. CHAIR SUE NOACK:** OKAY. MOVING TO AGENDA ITEM 3B, 2023/2024
19 REGIONAL TRANSIT PASSENGER SNAPSHOT SURVEY UPDATE. SHIMON
20 ISRAEL. PLEASE PROVIDE THE REPORT.

21

22 **SHIMON ISRAEL:** YEAH, MY PARENTS LIKE TO KEEP PEOPLE GUESSING
23 WITH THE PRONUNCIATION OF MY NAME. THE GOOD MNEMONIC IS IT
24 RHYMES IS WOMEN. SHIMON. [LAUGHTER]

25



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1 **V. CHAIR SUE NOACK:** OKAY. TRUST ME, I NEED TO GET THE NAMES
2 HERE PHONETICALLY. BECAUSE IT'S A GUESS EVERY TIME.

3

4 **SHIMON ISRAEL:** THANK YOU FOR THE INTREPID ATTEMPT. I'M HERE TO
5 DESCRIBE OUR TRANSIT PASSENGER SURVEY PROGRAM AND HELP FILL IN
6 THE POST-COVID TRANSIT RIDING PICTURE. THIS PRESENTATION
7 DESCRIBES OUR EFFORTS UNDERTAKEN IN 2023, TO 2024 TO READ BASE
8 RIDER AND TRIP CHARACTERISTIC POST-COVID. WE COLLECT DATA FROM
9 TRANSIT PASSENGERS AND CAN'T RELY ON OFF SHELF PRODUCTS. NEXT
10 MTC PLANNING HAD A FEW DATA COLLECTION PROGRAMS I'M GOING TO
11 FOCUS ON THE TRANSIT PASSENGER DATA COLLECTION PROGRAM. I'LL
12 THEN PROVIDE SUMMARY OF FINDINGS FROM THE POST-COVID 2023,
13 2024 SNAPSHOT SURVEY THEN FINISH WITH DESCRIPTION OF POTENTIAL
14 UPCOMING WORK IN THIS AREA. NEXT SLIDE PLEASE. SO THESE ARE
15 SOME EXAMPLE DATA SOURCES THAT WE USE FOR ANALYSIS AND
16 ULTIMATELY INFORM A LOT OF THE PLANS THAT YOU WILL SEE ON THE
17 RIGHT. NO EXISTING DATA SOURCE CAN FULLY ADDRESS ALL OF THESE
18 QUESTIONS, THE WHO, WHY, WHEN, WHERE AND HOW PEOPLE TRAVEL.
19 EVEN IN THE PROMISE OF SO-CALLED BIG DATA FALLS SHORT IN
20 UNDERSTANDING REASONS BEHIND PEOPLE'S TRAVEL AND WITH THEIR
21 DEMOGRAPHICS. SO THIS IS WHY MTC CONDUCTS ITS OWN PRIMARY DATA
22 COLLECTION. THIS PRESENTATION WILL FOCUS ON THE SECOND ITEM OF
23 THE TOP TWO THERE. THE TOP TWO ARE THE ONES WE COLLECT
24 DIRECTLY WITHIN MTC PLANNING AND THE SECOND ITEM, THE TRANSIT
25 PASSENGER SURVEY PROGRAM WILL BE THE FOCUS OF THIS



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1 PRESENTATION. THE DATA WE COLLECT ARE USED FOR NEAR AND LONG-
2 TERM DECISIONS, INCLUDING MANY OPERATOR LEVEL PLANNING TASKS.
3 THESE DATA HELP REFINE OUR ANALYTICAL PLANNING TOOLS SUCH AS
4 MTC AND COUNTY LEVEL TRAVEL MODELS. THEY ULTIMATELY INFORM OUR
5 INFRASTRUCTURE INVESTMENT ALTERNATIVES ARE IN REGIONAL AND
6 CAN'T WIDE TRANSPORTATION PLANS. DATA FROM OUR SURVEYS ARE
7 ALSO USED IN REGIONAL EQUITY ANALYSIS SUCH AS THE
8 TRANSPORTATION IMPROVEMENT PROGRAM, OR TIP. AND FINALLY THEY
9 INFORM TITLE SIX ANALYSIS THAT ARE DONE AT THE OPERATOR LEVEL.
10 THEY ENSURE THAT SERVICE AND FARE CHANGES THAT ARE MADE BY
11 OPERATORS DON'T HAVE DISPARATE IMPACTS ON LOW-INCOME AND
12 MINORITY POPULATIONS. NEXT SLIDE PLEASE. SO THIS IS OUR -- A
13 DEPICTION OF OUR ONGOING TRANSIT PASSENGER SURVEY PROGRAM
14 SCHEDULE HERE. THERE ARE TWO FLAVORS OF SURVEYS THAT I'M GOING
15 TO DESCRIBE WITHIN THIS PRESENTATION. THE DISTINCTION BEING,
16 SO, THIS IS THE ONGOING TRANSIT PASSENGER SURVEY WORK. IT'S A
17 VERY DETAILED SURVEY THAT REQUIRES MANY YEARS TO COMPLETE. AND
18 THE ONGOING SURVEY PROGRAM INCLUDES 25 TRANSPORTATION
19 DEVELOPMENT ACT, OR TDA FUNDED OPERATOR SURVEYED IN ROTATION.
20 NOT ALL BAY AREA OPERATORS ARE SERVED AS PART OF THIS PROGRAM
21 FOR INSTANCE BAY AREA AMTRAK SERVICE EMERY GO ROUND OPERATORS
22 ARE NOT SURVEYED AS THEY DON'T RECEIVE TDA PASS THROUGH
23 FUNDING FROM MTC. ONGOING TRANSIT PASSENGER SURVEY DATA
24 COLLECTED OVER THE YEARS COLLECTS DATA AT LEVEL WITH HIGH
25 SAMPLE RATE REQUIRES SIGNIFICANT BUDGET AND PROJECT OVERSIGHT



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1 TAKES APPROXIMATELY 5 TO 7 YEARS TO COMPLETE THE FULL CYCLE OF
2 DATA YOU SEE SOME ICONS ARE FADED AND SOLID DISTINCTION BEING
3 SOLID ONES FOR OPERATORS THAT ARE SURVEYED MULTIPLE TIMES
4 THESE ARE THE MORE RECENT INSTANCES OF WHEN THAT I WERE
5 SURVEYED. DATA ARE COLLECTED UNDER TYPICAL CONDITIONS, FALL
6 AND SPRING. AND WE AIM FOR TIMES THAT WE CALL, SORT OF,
7 REPRESENTATIVE WHEN SCHOOLS IN SESSION, AND VACATIONS ARE LESS
8 COMMON. THE KINDS OF QUESTIONS WE ASK FOR THE ONGOING TRANSIT
9 PASSENGER WORK ARE MORE REVEALED BEHAVIOR AND DEMOGRAPHICS.
10 FOR EXAMPLE, THE FULL TRANSIT TRIP PATH, INCLUDING TRANSFERS,
11 WHAT WAS YOUR TRIP PURPOSE, HOW DID YOU PAY YOUR FARE, THOSE
12 KINDS OF THINGS. LESS, SORT OF, ADDITUDINAL CUSTOMER
13 SATISFACTION ORIENTATION. DUE TO RIGOR OF CAPTURING DETAILED
14 TRIP AND DEMOGRAPHIC INFORMATION MAJORITY OF SURVEYS ARE
15 CONDUCTED WITH TABLET ASSISTED PERMANENT INTERVIEW. SO A
16 PERSON INTERVIEWS PEOPLE WITH THE COMPUTER WITH SKIP LOGIC
17 BUILT IN SO IT SERVES FOR A MORE EXPEDIENT INTERVIEW
18 EXPERIENCE. NEXT SLIDE PLEASE. THIS CHART SHOWS PANDEMIC
19 RELATED RIDERSHIP DECLINES WITH AN UNEVEN PASSENGER REBOUND.
20 THE REBOUND OF RIDERSHIP IS NOT STABLE NOR UNIFORM BOTH
21 BETWEEN OPERATORS NON-WITHIN OPERATORS. FOR EXAMPLE, IN SAN
22 FRANCISCO, CROSS TOWN TRAVEL ON TRANSIT HAS REBOUNDED MORE
23 POST-PANDEMIC. ANOTHER EXAMPLE IN THE EAST BAY IS AC TRANSIT
24 TEMPO SERVICE ACTUALLY HAS HIGHER RIDERSHIP POST-PANDEMIC THAN
25 PRE-PANDEMIC. GIVEN DIFFERENTIAL RETURNS TO TRANSIT SEEMS



1 LIKELY THAT MANY CHARACTERISTICS OF RIDERS AND TRIPS HAVE
2 CHANGED FOR EXAMPLE, COMPOSITION OF RIDERS REASONS THAT PEOPLE
3 TRAVEL AND TRAVEL PATTERNS THAT PEOPLE MAKE. THE ONGOING
4 TRANSIT PASSENGER SURVEY PROGRAM WAS PAUSED DURING COVID OF
5 THE WE WERE CONCERNED ABOUT PASSENGER INTERACTIONS. WHEN IT
6 CAME TIME TO RESUME THE PROGRAM WE DISCUSSED AN APPROACH WITH
7 OUR EXECUTIVE STAFF TO PURSUE TWO DIFFERENT TRANSIT PASSENGER
8 SURVEYS IN PARALLEL. ONE WOULD BE RESUMPTION OF THE 5 TO 7
9 YEAR DATA COLLECTION OR ONGOING SURVEY THEN ANOTHER WOULD BE
10 THE ONE YEAR WHAT WE'RE CALLING SNAPSHOT SURVEY WHICH WOULD
11 NEAR-TERM REBASELINING OF TRANSIT RIDING CONDITIONS IN THE BAY
12 AREA. THE REGIONAL SNAPSHOT SURVEY WHICH I'M GOING TO TALK
13 ABOUT FROM HERE ON OUT IS THE USUALLY 5 TO 7 YEARS OF DATA
14 COLLECTION INTO A SINGLE YEAR AND THE NEXT SLIDE GIVES
15 CONTOURS OF OUR APPROACH FOR THAT. IT'S A FEAT TO SURVEY AN
16 ENTIRE REGION IN A SINGLE YEAR WE OPTED FOR SIMPLE APPROACH TO
17 ACCOMPLISH THAT GOAL THIS IS A ONE TIME EFFORT TO READ
18 BASELINE POST-COVID KIND OF ONCE IN A CAREER SURVEY FOR THE
19 ENTIRE REGION IN A SING WILL YEAR DONE IN 2006. DATA WAS
20 COLLECTED OVER TWO SEASONS AND ALL BUT TWO OPERATORS IN OUR
21 SAMPLING OF 25 PASTED IN GOLDEN GATE TRANSIT ACE HAD
22 CONFLICTING SURVEYS IN THE FIELD AT THE TIME AND WE WERE
23 CONCERNED ABOUT SURVEY PASSENGER FATIGUE SURVEY OF
24 ADMINISTERED VIA PAPER AND WE COLLECTED 16,000 SURVEYS IN
25 THREE CHANGES ENGLISH SPANISH AND CHINESE, WE SURVEYED ROUTES



MACH 14, 2025

1 REPRESENTED BY GEOGRAPHY AND BOARDING VOLUMES DATA REPORTABLE
2 DOWN TO OPERATOR AND MODE LEVEL FOR MULTI-MODAL OPERATORS VTA
3 AND MUNI FOR EXAMPLE, AC TRANSIT WE REPORT DOWN TO LOCAL
4 VERSUS TRANSBAY RIDERSHIP ADDITIONALLY DEVELOPED A SAMPLING
5 PLAN DIFFERENTIATED RESULTS BY TIME PERIOD A.M. TIME PERIOD
6 BEFORE 10:00 A.M. MIDDAY 10 TO 3:00 P.M. AND EVENING AFTER
7 3:00 P.M. THESE ARE LINED WITH THE MODEL TIME PERIOD THAT WE
8 USE AT MTC. THE VARIABLES ON THE RIGHT IN RED ARE THOSE
9 REPORTED IN THE PRESENTATION, BUT ADDITIONAL ANALYSIS CAN BE
10 DONE WITH THESE AND THEN ALSO WITH THE VARIABLES IN BLACK ON
11 THE RIGHT. I WILL POINT YOUR ATTENTION TO SOME SPATIAL
12 VARIABLES THAT WE COLLECTED HOME ZIP CODE AND ORIGIN
13 DESTINATION LOCATIONS WE HAVE PLANS IN THE FUTURE TO DO
14 ADDITIONAL ANALYSIS INCLUDING POTENTIAL DASHBOARD WORK THAT
15 ANALYZE PEOPLE'S TRAVEL PATTERNS ON TRANSIT. NEXT SLIDE
16 PLEASE. THIS SLIDE SUMMARIZES HIGH-LEVEL CHANGES PRE AND POST-
17 PANDEMIC COMPARING THE 5 TO 7 YEAR ONGOING TRANSIT PASSENGER
18 SURVEY DONE PRECOVID WITH ONE YEAR POST-COVID SNAPSHOT SURVEY.
19 WE COMPARED WEEKDAY DATA AND WILL BE PRESENTING WEEKDAY DATA
20 THROUGH THE BECAUSE THAT'S WHAT WE HAVE MOST CONSISTENTLY.
21 POST-PANDEMIC RIDERS SKEW LOW-INCOME THAN PRECOVID. HIGH
22 INCOME USERS ARE STILL A SIZABLE GROUP AFTER THE PANDEMIC.
23 SHARE OF WHITE RIDERS HAS DECLINED REGION-WIDE AND OVERALL
24 RIDERSHIP IS LESS WHITE AND ASIAN THAN THE BACKGROUND
25 POPULATION AND MORE BLACK AND HISPANIC THAN THE BACKGROUND



MACH 14, 2025

1 POPULATION. THIS WAS A TREND PRECOVID BUT WAS HASTENED SOME
2 DURING THE PANDEMIC. IN TERMS OF REASONS FOR TRAVELING, WORK
3 DECLINE BOTH IN AGGREGATE AND AS A SHARE OF TRANSIT TRAVEL.
4 IT'S UNSURPRISING DUE TO RAPID SHIFT IN HOME -- WORK AT HOME
5 SHARES AND HIGHWAY WORK TRAVEL PATTERNS. SOCIAL RECREATIONAL
6 AND SHOPPING TRIPS DECREASED IN ABSOLUTE NUMBERS BUT SHARES
7 FOR THOSE TYPES OF TRIPS DECREASED BECAUSE OF DECLINE IN THE
8 WORK SHARE. MEDICAL TRIPS MAY BE LESS ELASTIC THAN OTHER TYPES
9 OF TRIPS THAT ARE REPLACED VIRTUALLY. THERE ARE VIRTUAL
10 MEDICAL APPOINTMENTS, FOR EXAMPLE, BUT MANY REQUIRE A TRIP TO
11 THE HOSPITAL, DENTAL OFFICE, ET CETERA. IN TERMS OF TRAVEL
12 PATTERNS, TRANSIT TRAVEL WITHIN SAN FRANCISCO CONTINUES TO BE
13 ONE OF THE STRONGER TRANSIT MARKETS, POST-COVID. AND TRIPS TO
14 AND FROM SAN FRANCISCO HAVE DECREASED MORE THAN INTRA-SAN
15 FRANCISCO TRAVEL. ADDITIONALLY, NORTH BAY AND SOUTH BAY SAN
16 FRANCISCO TRANSIT DECLINED MORE THAN THE EAST BAY TO SAN
17 FRANCISCO MARKET THAT'S MORE OF A STABLE MARKET. ADDITIONAL
18 GEOGRAPHIC ANALYSIS ARE PLANNED WITH FOLLOW UP TO THIS
19 PRESENTATION, AND, AGAIN, POTENTIALLY PUBLIC FACING DASHBOARD
20 WHICH I'LL TALK MORE ABOUT AT THE END. NEXT SLIDE PLEASE. NOW,
21 MORE DETAIL FROM THE SNAPSHOT SURVEY AND, AGAIN, WE'RE JUST
22 LOOKING AT THE ONE-YEAR POST-COVID SNAPSHOT SURVEY. IN GENERAL
23 THE TRANSIT RIDING PUBLIC AS I DESCRIBED LESS WHITE AND ASIAN
24 IN THE BACKGROUND POPULATION, MORE BLACK AND HISPANIC. WHITE
25 POPULATION, IN BACKGROUND FOR REFERENCE, IS ABOUT 34%



MACH 14, 2025

1 REGIONALLY. TRANSIT RIDERS ALSO SKEW LOWER INCOME AND ARE FOUR
2 TIMES MORE LIKELY TO BE IN POVERTY THAN THE BACKGROUND
3 POPULATION. IN TERMS OF INCOME REFERENCE, THE MEDIAN HOUSEHOLD
4 INCOME IN THE BAY AREA IS ABOUT -- IT'S BETWEEN 110- AND
5 120,000. IF YOU HAVE REPRESENTATIVE RELATIVE TO BACKGROUND
6 POPULATION YOU WOULD EXPECT TWO TOP INCOME CATEGORIES TO
7 COMPRISE AT LEAST 50%; AND THEY DON'T BECAUSE OF THE SKEW
8 LOWER INCOME. IN TERMS OF THE TWO ITEMS ON THE RIGHT SIDE, WE
9 ASKED THE QUESTION DO YOU HAVE A VEHICLE IN LIEU OF YOUR
10 TRANSIT TRIP AND 2/3 OF PEOPLE RESPONDED THEY DID NOT HAVE A
11 VEHICLE AS ALTERNATIVE TO TRANSIT RIDING. WE ASKED A
12 DISABILITY QUESTION 8% OF RIDERS IDENTIFIED AS HAVING A
13 TRANSPORTATION LIMITING DISABILITY. NEXT SLIDE WILL PROVIDE
14 FOR DETAIL ABOUT THESE METRICS. OKAY. WE LOOKED AT SOME DETAIL
15 AT MODE BY RACE, ETHNICITY, INCOME. LOCAL BUS IS THE LEAST
16 WHITE AND FERRY IS THE WHITEST MODE. TRANSBAY BUS IS SIMILAR
17 TO RAIL. A TRANSBAY BUS RAIL AND FERRY HAVING HIGHER SHARE OF
18 HIGH INCOME RIDERS WITH FERRY HAVING HIGHEST WITH 57% OF FERRY
19 RIDERS HIGHEST INCOME CATEGORY, THAT'S 150000 GREATER
20 HOUSEHOLD INCOME. JUST A REMINDER THAT THESE SUMMARIES DON'T
21 INCLUDE GOLDEN GATE. JUST WETA OR SFA BAY FERRY AND IF THEY
22 DID INCLUDE GOLDEN GATE, THEY EXPECTED FURTHER ASKEW IN TERMS
23 OF INCOME. NEXT SLIDE PLEASE. IN THE SNAPSHOT SURVEY WE HAD
24 LIMITED REAL ESTATE ON THE SURVEY INSTRUMENT. SO, NORMALLY WE
25 ASK IN ORIGIN TRIP PURPOSE AND DESTINATION TRIP PURPOSE BUT WE



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1 CAN PRESS INTO A SINGLE QUESTION. IF PEOPLE WERE GOING HOME WE
2 ASKED WHERE THEY WERE TRAVELING FROM. THE WORK IS A TRIP END
3 FROM HALF OF ALL TRANSIT TRIPS IN THE BAY AREA DOWN FROM 60%
4 PRECOVID. OTHER ACCOUNT FOR LARGER SHARE THAN IN THE PAST.
5 THIS THEIR IS A BIG DECLINE IN WORKPLACE COMMUTING AS EVERYONE
6 IS AWARE. SOMETHING THAT MAY BE CHANGING IN REALTIME IS MORE
7 OFFICES ARE REQUIRING IN-PERSON REQUIREMENTS AND THAT COULD
8 ALL GO WELL FOR MORE TRANSIT RIDING. SCHOOL REMAINS LARGE
9 MARKET OVERALL WORK AND SCHOOL LESS DISCRETIONARY TRAVEL
10 PURPOSES STILL COMPRISE LARGE SHARE OF TRANSIT TRAVEL POST-
11 PANDEMIC. NEXT SLIDE, PLEASE. SOMEBODY ASKED THE QUESTION
12 ABOUT FREQUENCY OF TRANSIT USE AND FULLY 3/5THS OF 58% OF
13 TRANSIT RIDERS IN THE BAY AREA INDICATE USING TRANSIT FIVE
14 PLUS DAYS A WEEK. MANY OPERATORS HAVE A HIGH SHARE OF DAILY
15 CUSTOMERS OF SAMTRANS APPEARING TO MAINTAIN HIGHEST SHARE OVER
16 70s% OF FIVE PLUS DAY WEEK FREQUENCY. SF BAY FERRY RIDERS LESS
17 FREQUENTLY ONLY 32% IN THAT SAME CATEGORY. WE FOLLOWED UP WITH
18 THE QUESTION DO YOU PLAN TO USE TRANSIT MORE OR LESS IN THE
19 NEXT YEAR OR SO AND AN OPTIMISTIC NINE OUT OF TEN RIDERS
20 EXPECT TO RIDE THE SAME OR MORE IN THE COMING YEAR. NEXT SLIDE
21 PLEASE. THIS SLIDE CROSSES THE AUTO AVAILABILITY QUESTION BY
22 INCOME AND TRANSIT MODE. IN EACH CASE THE RESULTS ARE FOR
23 PEOPLE INDICATING THAT, AGAIN, NO, THEY DIDN'T HAVE A CAR
24 AVAILABLE FOR THEIR TRIP ON TRANSIT. WE REFER TO THESE FOLKS
25 AS THE TRANSIT RELIANT POPULATION. THEY DO HAVE OTHER OPTIONS



MACH 14, 2025

1 OF COURSE, WALKING, BIKING, ET CETERA, BUT TRANSIT MAY FOCUS -
2 - MAY BE MORE PROMINENTLY REPRESENTED IN THEIR TRAVEL
3 PORTFOLIO. ABOUT 2/3 OF THE PEOPLE DID NOT HAVE A CAR
4 AVAILABLE OVERALL. THAT INCLUDES MANY HIGH INCOME PEOPLE, WITH
5 SOME CONCENTRATION OF THOSE IN SAN FRANCISCO. THERE IS ALSO A
6 LOT OF AUTO-AVAILABILITY VARIATION WITH TRANSIT MODES WITH
7 LOCAL BUS HAVING HIGHEST SHARE RIDERS WITHOUT VEHICLE
8 AVAILABLE AND LOW-INCOME HAVING LOWEST SHARE OF THIS
9 DEMOGRAPHIC. WE DOES ASK A DISABILITY QUESTION. THERE ARE MANY
10 KIND OF DISABILITY. I THINK IT'S FIVE OR SIX TRACKED BY THE
11 AMERICAN COMMUNITY SURVEY AND THEY INTERSECT DIFFERENTLY WITH
12 TRANSPORTATION BAY AREA WE ASKED A SPECIFIC QUESTION ABOUT
13 TRANSPORTATION DO YOU HAVE A DISABILITY THAT LIMITS YOUR ABLE
14 TO TRAVEL AND 8% OF RIDERS INDICATED YES. MODAL AND TIME OF
15 DAY DIFFERENCES FOR THAT POPULATION. BUS CARRIES A LARGER
16 SHARE OF FOLKS WITH A TRANSPORTATION RELATED DISABILITY. THERE
17 IS ALSO A DECENT AMOUNT OF DAYTIME VARIATION IN THE SHARE OF
18 DISABLED RIDERS MIDDAY RIDE PERIOD IS GREATER. DEFINED AS
19 EXPRESS BUS RAIL FERRY AND PARATRANSIT WAS NOT SURVEYED AS
20 PART OF THE SNAPSHOT SURVEY. NEXT SLIDE PLEASE. WE ASKED
21 PASSENGERS HOW SAFE THEY FEEL ON -- WHEN THEY RIDE TRANSIT IN
22 THE BAY AREA. WE USED A FIVE POINT SCALE WITH FIVE BEING
23 SAFEST. IT'S IMPORTANT TO NOTE FOR THE SLIDE THAT WE ASKED
24 PEOPLE THEIR GENERAL IMPRESSIONS OF BAY AREA WIDE TRANSIT
25 SAFETY. SO IT'S HARD TO KNOW SPECIFICALLY IF THEY HAD THEIR



MACH 14, 2025

1 CURRENT OPERATOR IN MIND OR THE SYSTEM AT-LARGE AND IT MAY
2 VARY DEPENDING ON PEOPLE'S TRAVEL PATTERNS HOW MANY MODES THAT
3 I RIDE ET CETERA. FUTURE SURVEY REFINEMENT MIGHT BE TO ASK
4 INDIVIDUAL OPERATORS SEPARATELY AND THEN AGGREGATE DATA
5 REGIONALLY. OVERALL HALF OF PASSENGERS 56% FEEL SAFE OR VERY
6 SAFE AND ONE IN TEN FEEL UNSAFE OR VERY UNSAFE. AS A REMINDER
7 AGAIN WE HAVE THE KIND OF REGIONAL SAFETY IN MIND AS OPPOSED
8 TO SPECIFIC OPERATORS WE HAVE DIFFERENCE IN HOW FOLKS REPORTED
9 DEPENDING ON THE MODE THEY WERE RIDING AT THE TIME THEY
10 COMPLETED THE SURVEY. ALL WERE QUITE CLOSE BETWEEN THREE AND A
11 HALF AND FOUR AND THIS DOES REPRESENT A WEIGHTED AVERAGE
12 BECAUSE RIDERSHIP ON RAIL AND LOCAL BUS ARE HIGH IT SKEWS THE
13 REGION'S WEIGHTED AVERAGE DOWN TO 3.5. THERE IS ALSO SOME
14 GEOGRAPHIC VARIATION REPORTED WITH NORTH BAY RIDERS FOR
15 EXAMPLE, SMART AND NORTH BAY BUS RIDERS INDICATING HIGHER
16 SAFETY WITHIN THOSE COMMUNITIES. NEXT SLIDE PLEASE. ALL RIGHT.
17 THIS IS MY SECOND TO LAST SLIDE. WE ASKED PASSENGERS ABOUT
18 THEIR DESIRED IMPROVEMENTS. AND WE INDICATED -- WE ASKED THEM
19 TO INDICATE THEIR TWO HIGHEST PRIORITIES SO WE COULD RANK THE
20 ALTERNATIVES IF YOU ASK PEOPLE DO YOU WANT THIS METRIC
21 IMPROVED THEY WILL SAY YES TO ALMOST EVERYONE. WE WANTED SOME
22 LEVEL OF PRIORITY. SO THESE ARE LISTED TOP RATED TO LOWEST
23 RATED AMONG THE CHOICE SET. AND SAFETY WAS DONE AS THAT
24 SEPARATE QUESTION THAT WE JUST TALKED ABOUT. THOUGH OTHER BAY
25 AREA TRANSIT POLLS DO RANK IMPROVING SAFETY VERY HIGHLY AMONG



MACH 14, 2025

1 AVAILABLE OPTIONS. SERVICE FREQUENCY WAS THE MOST PRIORITIZED
2 AMONG PASSENGERS. ESPECIALLY AMONG HIGH USE RIDERS, THOUGH ALL
3 RIDERS WERE INTERESTED IN THAT. AND THEN SOME OTHER
4 OBSERVATIONS, EXPANDING SERVICE HOURS WAS IMPORTANT FOR NORTH
5 BAY TRANSIT. AND ALSO FOR SF BAY FERRY RIDERS BECAUSE OF THE
6 KIND OF SHORT WINDOW OF TRANSIT AVAILABLE. BART AND MUNI
7 RIDERS RATED CLEANER STATIONS AND VEHICLES BEING VERY
8 IMPORTANT WITH BART WITH BART RIDERS RANKING THIS EVEN HIGHER.
9 LAST ITEM TRANSIT REACH KIND OF EXPANDING THE TRANSIT SYSTEM
10 THAT WAS A LOWER PRIORITY FOR RIDERS, THOUGH IT'S MORE
11 IMPORTANT FOR INFREQUENT RIDERS THAN FREQUENT ONES. IT'S
12 IMPORTANT TO REMEMBER THIS SURVEY ONLY ENGAGES TRANSIT RIDERS
13 AND THESE DESIRED IMPROVEMENTS MAY NOT REPRESENT THE INTEREST
14 OF PEOPLE WHO DON'T RIDE FREQUENTLY, AREN'T CAPTURED BY THE
15 SURVEY, THE TRIP NOT TAKEN, BASICALLY. OTHER POLLING SOURCES
16 DO FIND EXPANDING THE TRANSIT NET WOK IS PERSONALITY BUT IT'S
17 LOWER PRIORITY WHEN RANKED AMONG OTHER ALTERNATIVES. NEXT
18 SLIDE PLEASE. LAST SLIDE. SO, IN TERMS OF NEXT STEPS, WE'RE
19 WORKING ON SUMMARIZING ADDITIONAL COMPARISONS WITH PRE-
20 PANDEMIC LATINO AND PRODUCING ONLINE INTERACTIVE DASHBOARDS
21 FOR PEOPLE TO DO THEIR OWN DATA EXPLORATION OUR GOAL WE'RE
22 AIMING FOR IS SUMMER/FALL 2025. WE'RE CONTINUING OUR ONGOING
23 TRANSIT DATA COLLECTION THAT STARTED PRECOVID. 5 TO 7 YEAR
24 VERY DETAILED DATA COLLECTION. AND THE THIS YEAR WE HAVE
25 COMPLETED CALTRAIN, BART, AND VTA DETAILED SURVEYS AND WE'RE



MACH 14, 2025

1 STARTING PLANNING FOR AN AC TRANSIT FALL SURVEY, AMONG OTHER
2 OPERATORS. THE SCHEDULE FOR THE ONGOING SURVEY WORK BY
3 OPERATORS ACCESSIBLE IN THE LINK WEB SITE, THE SURVEY PROGRAM
4 WEB SITE YOU WILL SEE AT THE BOTTOM. AND THEN THE FINAL POINT,
5 WE'RE WORKING WITH THE RNM SECTION ON THE EVALUATING POTENTIAL
6 ADDITIONAL DATA COLLECTION FOCUSING ON TRACKING PEOPLE'S
7 ATTITUDES AND SENTIMENTS ABOUT TRAVEL USE OVER TIME. THIS
8 WOULD BE A DEPARTURE FROM THE KIND OF ONGOING SURVEY WORK
9 WHERE WE ASK MORE ABOUT REVEAL TRANSIT BEHAVIOR, WHERE DID YOU
10 GO, HOW DID YOU PAY YOUR FARE, ET CETERA, AND THE WORK WITH
11 RNM WOULD FOCUS MORE ON CUSTOMER SATISFACTION AND RIDER
12 EXPERIENCE. AND THAT'S IT.

13

14 **V. CHAIR SUE NOACK:** GREAT. THANK YOU. LOTS OF GOOD
15 INFORMATION. ANY QUESTIONS OR COMMENTS?

16

17 **DAVID CANEPA:** YEAH. THANK YOU VERY MUCH. THIS IS REALLY
18 IMPORTANT WORK THAT YOU'RE DOING. YOU KNOW, ONE OF THE THINGS
19 THAT REALLY, SORT OF, I WAS THINKING ABOUT OF THE CONTRAST,
20 THE CONTRAST TO THE POLLING THAT WE HAVE DONE, WHICH, YOU
21 KNOW, INCLUDES A SUBSET OF PEOPLE WHO MAY NOT BE TRANSIT
22 RIDERS, AND THEN THE SUBSET OF RIDERS THAT WE HAD. AND ONE
23 THING THAT REALLY BECAME APPARENT AND FASCINATING TO ME AND I
24 THINK THERE SAY CORRELATION IS 30% FREQUENCY. RIGHT? SO, IF
25 YOU CONTRAST THAT TO THE POLLING, IT WAS -- IT WAS VASTLY



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1 DIFFERENT. AND, SO, YOU KNOW, MY QUESTION, TO YOU IS, KNOWING
2 THAT FREQUENCY IS A PRIORITY, YOU HAD REALLY SPOKEN ABOUT THIS
3 ISSUE AROUND SAMTRANS. RIGHT? AND THE CORRELATION IN
4 RIDERSHIP. A LOT OF THAT WAS PREDICATED THROUGH WHAT WE'RE
5 ABLE TO DO ON MEASURE W, AS THE PASSENGER OF A SALES TAX THAT,
6 REALLY ALLOWED US TO, SORT OF, SCALE UP IN THE DELIVERY OF
7 SERVICES WITH AN EMPHASIS, STRATEGICALLY, ON WHERE WE SHOULD
8 GO USING ECR. SO, MY QUESTION TO YOU IS, THROUGH YOUR WORK AND
9 THROUGH YOUR RESEARCH, WHERE DO YOU SEE THIS INFORMATION THIS,
10 DATA? WHERE IS THE WEAKNESS? WHERE DO YOU SEE IN TERMS OF YOUR
11 SURVEY THAT, GOD, I WISH THERE WAS AN AREA, OR AN OBSERVATION
12 THAT MAYBE THERE COULD BE A FOCUS OR IMPROVEMENT ON? IS THERE,
13 SHIMON, DOES THAT MAKE SENSE? LIKE, YOU KNOW, YOU'RE REALLY
14 INTO THE NUMBERS, WE'RE REALLY CRUNCHING THE DATA. DO YOU SEE
15 ANY OPPORTUNITIES OR CHALLENGES IN THAT SPACE?

16

17 **SHIMON ISRAEL:** ONE THING I'LL SAY ABOUT THE FREQUENCY WHEN
18 PEOPLE USE TRANSIT A LOT IT DOES LESSEN THE MYSTERY AND THEY
19 KNOW WHAT THEY'RE GETTING INTO. THEY HAVE OVERCOME ALL OF THE
20 OTHER CHALLENGES THEY HAVE AND THEY JUST WANT A VEHICLE THAT
21 COMES. IN TERMS OF THE DIFFICULTIES I WILL SAY THIS WAS A HIGH
22 TOUCH SURVEY THERE IS A MARKET SEGMENTS THAT BECAUSE OF THE
23 POSITIVE SURVEY RESPONSE WE HAD WE CAN'T REALLY DRILL DOWN TO
24 FINE MARKET SEGMENTS BY DAY, BY ETHNICITY, BY GEOGRAPHY, THAT,
25 SORT OF, THING. THE FINDINGS THAT WE HAVE WANT TO FOCUS



MACH 14, 2025

1 SURVEYS THAT WE HAVE RICHER DATA SET AND TO BE ABLE TO
2 REINFORCE THE TRENDS THAT WE'RE OBSERVING.

3

4 **DAVID CANEPA:** GOT IT. THANK YOU.

5

6 **V. CHAIR SUE NOACK:** OKAY COMMISSIONER SHAW?

7

8 **DIANE SHAW:** THANK YOU. THIS IS REALLY GOOD INFORMATION AND
9 REALLY GOOD WORK. I DO HAVE A COUPLE OF QUESTIONS. ONE IS THE
10 CHANGE, THE BREAKDOWN IN THE RACE, ETHNICITY, IS THAT WHAT YOU
11 EXPECTED TO SEE POST-COVID?

12

13 **SHIMON ISRAEL:** -- SORRY.

14

15 **DIANE SHAW:** WERE YOU SURPRISED ABOUT IT.

16

17 **SPEAKER:** IT'S IN LINE THERE'S ALWAYS MARGIN OF ERROR,
18 INTERPRETED SLIGHTLY DIFFERENT YOU KNOW DIFFERENT BUT IN TERMS
19 COMPARABLE WHAT WE SAW PRECOVID AND TRACKS WITH CHANGES IN THE
20 BAY AREA, ONE OF THE THINGS THAT CAN BE HARD TO DISCERN IS
21 RELATED TO BACKGROUND CHANGES IN DEMOGRAPHICS WITHIN THE BAY
22 AREA VERSUS CHANGES RELATED TO PANDEMIC WHO IS TRAVELING LESS
23 IS GOING TO DO ALL OF THE ABOVE.

24



MACH 14, 2025

1 **DIANE SHAW:** DETAILED ANALYSIS THAT MIGHT COME OUT OF WHETHER
2 SOME OF THE BAY AREA CHANGES OVERALL OR DEMOGRAPHICS SPECIFIC
3 TO TRANSIT AND WORK OR --

4

5 **SPEAKER:** I WOULD SAY GENERALLY FOR OTHER RACIAL GROUPS NON-
6 WHITE DOES TRACK WITH CHANGES IN BACKGROUND DEMOGRAPHICS THE
7 WHITE SHARE DID SEEM TO DROP MORE PRECIPITOUSLY I WOULD LIKE
8 TO BE ABLE TO CONFIRM THAT STATISTIC WITH MORE DETAIL.

9

10 **DIANE SHAW:** DO YOU THINK THIS DATA IS SIGNIFICANT ENOUGH FOR
11 US TO USE AS AN AGENCY GOING FORWARD OVER THE NEXT YEAR OR
12 TWO.

13

14 **SHIMON ISRAEL:** A COUPLE THINGS IN RESPONSE TO THAT. A BIG
15 FOCUS OF OUR WORK WITH TITLE SIX FULFILLMENT BEING ABLE TO DO
16 THAT FILING, WE TALKED CLOSELY WITH FTA, RECOGNIZING THAT A
17 LOT OF AGENCIES ARE GOING TO BE WOEFUL OF BEHIND IN TERMS OF
18 THEIR SCHEDULE FOR FILING. SO WE DID GET THEM TO ACCEPT A
19 SNAPSHOT SURVEY IN LIEU OF A DETAILED WORK AS TEMPORARY
20 MEASURE UNTIL MORE SUBSTANTIAL SURVEY COULD BE COMPLETED FOR
21 RESPECTIVE OPERATORS. THEY HAVE CONFIDENCE IN IT, I HAVE
22 CONFIDENCE IN HIGH REPORTING I WOULD SAY AT THE OPERATOR LEVEL
23 THEN AGAIN AT THE MODAL LEVEL FOR MULTI-MODAL OPERATORS.
24 BEYOND THAT I WOULD HAVE LESS CONFIDENCE.

25



MACH 14, 2025

1 **DIANE SHAW:** THAT GOES IN LINE WITH WHAT I WAS THINKING, WE
2 CONSIDERED TITLE SIX ANALYSIS AND THEY WERE SAYING THAT MTC IS
3 GOING TO BE DOING THE STUDY IN THE FALL IN ORDER TO HELP US DO
4 THAT SO GLAD TO HEAR YOU SAY THAT YOU ARE DOING AC TRANSIT IN
5 THAT TIMELINE BECAUSE THAT COINCIDES WITH WHAT WE WERE TOLD.
6 THEN SECONDLY, BUT I'M ALSO GLAD TO HEAR THAT WE DID THIS WORK
7 SO WE CAN KIND OF TAKE ADVANTAGE OF SOME OF THIS DATA WITH
8 SOME OF THE STUFF THAT WE'RE DOING NOW. THANK YOU VERY MUCH.
9 IT WAS GREAT INFORMATION.

10

11 **V. CHAIR SUE NOACK:** COMMISSIONER BURT?

12

13 **PAT BURT:** THANK YOU. I ALSO REALLY APPRECIATE ALL THE DATA IN
14 THIS REPORT. I WANT TO ASK WHETHER ANY QUESTIONS IN THIS
15 REPORT OR PROSPECTIVE QUESTIONS YOU'RE CONSIDERING GOING
16 FORWARD WOULD ADDRESS TWO DIFFERENT AREAS. ONE IS, WHAT'S THE
17 IMPACT OF RIDERS HAVING TRANSIT PASSES ON THEIR TRANSIT USE
18 LEVEL? HOW MANY MORE DO THEY RIDE, IF THEY HAVE A PASS?
19 ESPECIALLY GIVEN THAT WE, TODAY, MOST OUR AGENCIES HAVE
20 SIGNIFICANT CAPACITY, AND, SO, HAVING MORE RIDERS ISN'T REALLY
21 AN INCREMENTAL COST INCREASE FOR US. AND THEN THE -- AND YOU
22 MAY KNOW THAT AT CALTRAIN, WE NOW HAVE THE CITY PARTNERSHIP
23 TOOLKIT REALLY SHOWING ALL THE DIFFERENT WAYS THAT CITIES CAN
24 HELP DRIVE POE SESSION OF TRANSIT PASSES THROUGH A WHOLE RANGE
25 OF TOOLS. AND THE SECOND IS HOW IS THE OCCASIONAL USE OF



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1 TRANSIT AFFECTING THE POPULACE SUPPORT FOR TRANSIT FUNDING?
2 AND THEN SUPPORT FOR THE TRANSIT AGENCIES AND WITH THEN HOW
3 THAT MIGHT TRANSLATE INTO SUPPORT. UNDER THE PREMISE THAT I
4 HAVE WHICH IS THAT ANYBODY IN YOUR FAMILY, WHO OCCASIONALLY
5 RIDES TRANSIT, MAKES YOU A TRANSIT SUPPORTER IN ALL
6 LIKELIHOOD. AND, SO, IT'S A REAL LEVERAGING IMPACT ON THE
7 SUPPORT THIS WE'RE LOOKING FOR. AND AT CALTRAIN, FOR INSTANCE,
8 AS YOU PROBABLY KNOW, OUR NEW SCHEDULE HAS MOVED US FROM BEING
9 OVERWHELMINGLY A COMMUTE PATTERN, TO ONE THAT SERVES
10 THROUGHOUT THE DAY AND EVENING, AND ON THE WEEKEND, AND WE'RE
11 GETTING A WHOLE LOT OF DIFFERENT USERS. OUR REGULAR USERS ARE
12 STILL, YOU KNOW, MAYBE USING A LITTLE LESS MAYBE THREE OUR
13 FOUR DAYS A WEEK BECAUSE OF HYBRID WORK. BUT THE REAL
14 DIFFERENCE THAT WE'RE SEEING IS ON THOSE SHOULDER DAYS AND
15 TIMES WITH AN ASSUMPTION THAT THOSE ARE PREDOMINANTLY
16 DIFFERENT RIDERS THAN WE HISTORICALLY HAD, AND THEREFORE
17 DIFFERENT SUPPORTERS OF TRANSIT SYSTEMS. SO I'M REALLY
18 INTERESTED WHETHER WE CAN FLUSH OUT WHETHER THOSE ASSUMPTIONS
19 ARE VALID AND TO WHAT DEGREE.

20

21 **SHIMON ISRAEL:** TWO QUESTIONS, I'LL DEFER ONE OF THEM WHICH IS
22 THE SECOND QUESTION ABOUT THOSE HAVING SOMEONE IN THE FAMILY
23 OR THOSE RIDING TRANSIT GENERALLY INCREASE SUPPORT FOR
24 FUNDING. FIRST ONE, I CAN TACKLE. OKAY. GREAT. SO, I THINK THE
25 QUESTION IS, DOES HAVING A TRANSIT PASS MAKE SOMEONE MORE



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1 LIKELY TO RIDE. WE CAN CERTAINLY DISCERN WHETHER OR NOT THERE
2 IS A CONNECTION THERE. THE ONLY QUESTION I WOULD HAVE IS WHAT
3 IS THE DIRECTIONALITY OF THAT. IF YOU'RE A FREQUENT RIDER,
4 WOULD BE MORE LIKELY TO GET A PASS FOR THE CONVENIENCE OR IS
5 IT ACTUALLY HAVING THE PASS THAT MAKES YOU RIDE BECAUSE YOU
6 HAVE LESS FRICTION IN DOING SO. THAT'S SOMETHING I COULD THINK
7 ABOUT MORE BUT EXAMINE WHETHER OR NOT THE RELATIONSHIP EXISTS.

8

9 **PAT BURT:** I COULD GIVE YOU AN EXAMPLE. WE HAVE TWO TMAS IN
10 PALO ALTO, STANFORD RESEARCH PARK A FEW YEARS AGO DID HEAT MAP
11 SURVEY AND FOUND A SURPRISING PORTION OF THEIR EMPLOYEES LIVE
12 WITHIN A HALF MILE OF EL CAMINO THEREFORE VTA SMART PASS WAS
13 VERY LOW-COST AND POTENTIALLY SERVING, I'LL SAY ABOUT 25,000
14 VTA SMART PASSES AT REAL DISCOUNT. AND SO HOW -- THAT WAS A
15 BUNCH OF FOLKS, INCLUDING PEOPLE WHO JUST WEREN'T USING THAT
16 SYSTEM TO GET TO WORK AND HOW MUCH INCREASE SUPPORT FOR
17 TRANSIT OCCURRED AS A RESULT I DON'T THINK WE HAVE GOOD DATA.

18

19 **ALIX BOCKELMAN:** THROUGH THE CHAIR, ALIX BOCKELMAN, CHIEF
20 DEPUTY EXECUTIVE DIRECTOR THANK YOU FOR THE QUESTION. I GUESS
21 RELATED TO THE PASSES IS CERTAINLY AN AREA FOR FURTHER
22 EXPLORATION TO GET BETTER DATA FROM THROUGHOUT THE REGION. THE
23 ONE THING WE HAD GOOD DATA ON WAS THE CLIPPER BAY PASS WHICH
24 IS A LITTLE DIFFERENT WE HAD RIDERS THAT HAD ONE PASS FOR ONE
25 SYSTEM THEN WE GAVE THOSE SAME RIDERS A PASS THEY COULD USE



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1 ANY SYSTEM WE SAW 30% INCREASE IN TRANSIT USE OVERALL THAT
2 REALLY MADE A DIFFERENCE BUT IT WAS LOOKING AT A DIFFERENT .1
3 OPERATOR VERSUS ANY OPERATOR. SECOND QUESTION, CERTAINLY COULD
4 GET YOU SPECIFICS LOOKING BACK AT THE EMC DATA BUT I RECALL
5 THE POLLING WE DID THAT WE PRESENTED IN JANUARY, THOSE PEOPLE
6 THAT RIDE TRANSIT WERE MUCH MORE LIKELY TO BE SUPPORTIVE OF
7 PUTTING MORE MONEY INTO TRANSIT. THEY ALSO GENERALLY THOUGHT
8 THE SYSTEM WAS SAFER, OVERALL, TOO. SO, THERE IS LOTS OF GOOD
9 DATA THERE. I THINK THAT DOESN'T GET AT YOUR POINT AS WHETHER
10 IT TRANSLATES TO SOMEBODY WHO HAS SOMEBODY IN THEIR FAMILY.
11 BUT DEFINITELY SAW IN THE POLLING THAT THERE WAS MORE SUPPORT
12 FOR INVESTMENT IN TRANSIT AND EVEN FOR A TAX INCREASE RELATIVE
13 TO THAT.

14

15 **SPEAKER:** THROUGH THE CHAIR?

16

17 **V. CHAIR SUE NOACK:** SORRY. GO AHEAD COMMISSION ARE KAPLAN.

18

19 **REBECCA KAPLAN:** I KNOW WE'RE A LITTLE SPREAD OUT. THANK YOU
20 VERY MUCH FOR THIS. THIS IS GREAT. I THINK IT'S VERY
21 HEARTENING THAT THE NUMBER ONE THING REQUESTED WAS MORE
22 FREQUENCY. AND, OBVIOUSLY, GOOD TO TAKE THAT INTO ACCOUNT AS
23 WE PLAN WHAT WE CAN DO TO HELP THERE BE MORE FREQUENCY WHICH
24 COULD INCLUDE THINGS LIKE GETTING RID OF ROAD BLOCKS TO
25 FREQUENCY AS WELL AS FUNDING MORE FREQUENCY. IN TERMS OF THE



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1 QUESTION ABOUT THE IMPACT OF TRANSIT PASS USE, I SUGGEST
2 LOOKING AT THE IMPACTS OF THE DISTRIBUTION OF THE AC TRANSIT
3 BULK PASS PROGRAM GOES BY THE NAME EASY PASS OR ECO PASS. FOR
4 EXAMPLE, WHEN THOSE WERE BULK ACQUIRED BY UC BERKELEY I
5 BELIEVE THERE WAS SIGNIFICANT INCREASE IN TRANSIT USE. ALSO
6 THE YOUTH TRANSIT PASS FUNDED THROUGH THE ALAMEDA
7 TRANSPORTATION SYSTEM ALSO PASS PROGRAM INCREASE COULD BE
8 GATHERED IN TERMS OF HIGH SCHOOL STUDENTS FOR EXAMPLE, GOT
9 TRANSIT PASSES, AND SOCIAL POSITIVITY IF YOU GAVE TO ALL
10 STUDENTS VERSUS ONLY LOW-INCOME STUDENTS THAT IF YOU GAVE TO
11 ALL STUDENTS YOU WOULD GET GROUPS OF STUDENTS USING IT
12 TOGETHER THEN HAD, SORT OF, POSITIVE FEEDBACK EFFECT OF
13 ENCOURAGING TRANSIT. I THINK IT'S HEARTENING THAT PEOPLE'S
14 EXPERIENCE OF SAFETY ON TRANSIT WAS PRETTY GOOD. I THINK THAT
15 THAT IS NOT ALWAYS REFLECTED IN THE MEDIA COVERAGE. BUT THAT'S
16 A GREAT RESULT THAT I THINK WARRANTS SHARING. SOME OF THE
17 THINGS WORTH LOOKING AT IS TIME OF DAY SHIFTS AND TIME OF DAY
18 TRANSIT USAGE CHANGED OVER THE LAST FEW YEARS AND WHAT THAT
19 MEANS FOR FUTURE PLANNING RIGHT PEAK TO BASE RATIO, HAS
20 CHANGED VEHICLE DRIVING HAS ALSO CHANGED SPREAD THROUGHOUT THE
21 DAY AND WEEK AND THAT MIGHT IMPACT NEEDS GOING FORWARD. AND
22 THEN IN TERMS OF THE QUESTION OF WHY THE RACIAL DIFFERENCES,
23 THERE IS CERTAINLY SOME EVIDENCE TO SUGGEST THAT THE SHIFT TO
24 WORK-FROM-HOME JOBS HAS BEEN DISPROPORTIONATE HE AVAILABLE TO
25 WHITE WORKERS AND SO THAT PROBABLY WOULD ACCOUNT FOR AT LEAST



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1 SOME OF THAT RACIAL DIFFERENCE IN WHAT'S GOING ON. BUT I THINK
2 THIS IS SUPER USEFUL AND IN MANY WAYS MORE POSITIVE THAN I
3 THINK ONE MIGHT HAVE GUESSED. THANK YOU.

4

5 **V. CHAIR SUE NOACK:** I JUST GOT A COUPLE FOLLOW UP. IT WOULD BE
6 INTERESTING TO KNOW HOW MANY OF THOSE USERS OF TRANSIT IN THE
7 MIDDLE OF THE DAY AND DIFFERENT TIMES ARE ACTUALLY FORMER
8 TRANSIT RIDERS. THEY WERE TRANSIT RIDERS PRE-PANDEMIC AND/OR
9 WHETHER THEY'RE NEW ONES. I THINK THAT WOULD BE INTERESTING
10 ANALYSIS TO LOOK AT. AND I WOULD ALSO LOVE TO SEE, SORT OF, AN
11 AGE CUT ON THIS. BECAUSE YOU KNOW, THINKING ABOUT WEALTHIER
12 TRANSIT RIDERS ARE THEY RIDING TRANSIT BECAUSE THEY DON'T HAVE
13 CARS. YOU MENTIONED SAN FRANCISCO BUT IS IT ALSO AGE RELATED
14 USE OF TRANSIT AS WELL. SO THOSE ARE TWO FOLLOW UP
15 SUGGESTIONS. NOT REALLY QUESTIONS OR ANYTHING LIKE THAT.

16

17 **SHIMON ISRAEL:** SURE.

18

19 **V. CHAIR SUE NOACK:** SORRY. STEPHANIE.

20

21 **STEPHANIE MOULTON-PETERS:** I ALSO WANT TO THANK YOU FOR THIS
22 INFORMATION. IT'S REALLY GREAT HAVE. A COUPLE OF QUESTIONS.
23 DID YOU SAY THERE WERE CROSS TABS AVAILABLE FOR LOCAL AGENCIES
24 SURVEYED?

25



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1 **SHIMON ISRAEL:** SO, A COUPLE THINGS ONE. FOR EACH RESPECTIVE
2 AGENCY WE SHARED THE RAW DATA THAT CAME FROM THE SNAPSHOT
3 SURVEY. SO THEY HAVE THAT. OR IF THEY DON'T HAVE IT, THEY CAN
4 REACH OUT TO ME AND GET IT.

5

6 **STEPHANIE MOULTON-PETERS:** SO THEY CAN GET THEIR OWN INDIVIDUAL
7 DATA?

8

9 **SHIMON ISRAEL:** CORRECT. AND IN ADDITION WE HAVE LARGE REGIONAL
10 PLANS TO EXAMINE THE POTENTIAL FOR DASHBOARDS OR OTHER PUBLIC-
11 FACING TOOLS MAYBE LIKE SUMMER OR FALL, 2025. WE'RE LOOKING
12 INTO IT.

13

14 **STEPHANIE MOULTON-PETERS:** GREAT. AND THEN I HAD A QUESTION
15 ABOUT YOUR SLIDE, THE REASONS FOR TRAVELING. IT'S INTERESTING
16 TO ME THAT SHOPPING ACCOUNTED FOR 5% AND SHOPPING IS PART OF
17 THE ERRANDES. I'M THINKING OF THE MOBILITY ECOSYSTEM,
18 WONDERING IF OUR RIDERS ARE INCREASINGLY TRANSIT DEPENDENT
19 RIDERS HOW ARE THEY DOING SHOPPING IF THEY'RE NOT USING
20 TRANSIT. I DON'T EXPECT TO YOU HAVE AN ANSWER TO THAT. BUT IT
21 WAS TO CARLOS'S EARLIER POINT ABOUT ACTIVE TRANSPORTATION AND
22 TRANSIT. AND WHAT IS THE INTERPLAY BETWEEN, IF THEY'RE NOT ON
23 TRANSIT, WHAT ARE THEY DOING. SO, JUST A --

24



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1 **SHIMON ISRAEL:** YEAH. AND PART OF IT IS VOLUME QUESTION, AND
2 MAYBE IT'S A LOT OF INDIVIDUAL TRIPS BUT AS A SHARE, COULD BE
3 LOWER.

4

5 **STEPHANIE MOULTON-PETERS:** OKAY. AND THEN, FINALLY, WOULD THE
6 DATA THAT YOU WERE COLLECTING SEEM TO ARGUE FOR TRANSIT
7 OPERATORS TO RETHINK THEIR SERVICE? I KNOW WE'RE DOING THAT
8 THROUGH THE MASCOTS PROGRAM IN THE NORTH BAY, WHERE WE'RE
9 REJIGGERING IF PEOPLE WANT MORE FREQUENCY HOW CAN WE DELIVER
10 IT. IS THAT I THEME THAT COULD COME OUT OF SOME OF THIS SURVEY
11 WORK?

12

13 **SHIMON ISRAEL:** I FEEL LIKE IT'S SUPPORTED BY A LOT OF THE
14 POLLING EFFORTS IN THE BAY AREA. BUT I'M NOT A MARKET
15 RESEARCHER. [LAUGHTER]

16

17 **STEPHANIE MOULTON-PETERS:** YEAH YEAH.

18

19 **SHIMON ISRAEL:** I WOULD DEFER HOW IT RELATES TO THE FUNDING.

20

21 **STEPHANIE MOULTON-PETERS:** COMMISSIONER BURT WANTS TO RESTORE
22 2014 LEVELS OF ETA SERVICE AND I'M THINKING THE WORLD HAS
23 CHANGED THEY ARE SEE BEING INCREASES BUT NONE OF US ARE GOING
24 TO RESTORE THE SAME SERVICE. OKAY. THANK YOU.

25



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1 **V. CHAIR SUE NOACK:** THANK YOU VERY MUCH. NO OTHER COMMENTS?
2 GREAT. IS THERE ANY PUBLIC COMMENTS?

3

4 **CLERK, MARTHA SILVER:** YES. THERE IS ONE MEMBER OF THE PUBLIC
5 THAT WOULD LIKE TO SPEAK ON THIS ITEM. ADINA LEVIN. HOW MANY
6 TIME WOULD YOU LIKE TO GIVE.

7

8 **V. CHAIR SUE NOACK:** TWO MINUTES.

9

10 **CLERK, MARTHA SILVER:** ADINA GO AHEAD AND UNMUTE YOURSELF.

11

12 **ADINA LEVIN:** ADINA LEVIN, CHAIR OF THE REGIONAL MANAGEMENT
13 CUSTOMER ADVISORY GROUP. I BELIEVE THAT EITHER THE CUSTOMER
14 ADVISORY GROUP OR THE POLICY ADVISORY COUNCIL -- I DON'T KNOW
15 WHICH -- BUT WE'RE GOING TO BE ABLE TO DIVE INTO THIS, AS
16 WELL, LATER THIS MONTH. THE -- AND THE CUSTOMER ADVISORY
17 GROUP, IN PARTICULAR, HAS BEEN EXTREMELY SUPPORTIVE OF
18 REGIONAL INITIATIVES TO -- YOU KNOW, WITH MTC WORKING WITH
19 AGENCIES TO COLLECTIVELY GATHER DATA AND PUBLISH DATA. SO THIS
20 IS REALLY VERY, VERY GOOD TO SEE. ALSO GLAD TO HEAR ABOUT THE
21 UPCOMING DATA DASHBOARD. AND WOULD HOPE THAT THAT WILL ALLOW
22 SOME, ALSO MORE GRANULAR DRILLING DOWN BY, YOU KNOW, AGENCY
23 GEOGRAPHY, DEMOGRAPHICS, YOU KNOW, WHATEVER ACROSS WHAT MIGHT
24 BE AVAILABLE IN THOSE DIGITAL DRILL DOWNS. GLAD TO HEAR THAT
25 MTC IS WORKING COLLABORATIVELY AND SUPPORTIVELY WITH THE



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1 TRANSIT AGENCIES, FOR EXAMPLE, SUPPORTING THE TITLE SIX
2 ANALYSIS AND WONDERING, GIVEN THIS PROGRAM, THERE IS ALSO MANY
3 AREAS WHERE TRANSIT AGENCIES DO SEPARATE AND PARALLEL AND
4 SLIGHTLY DIFFERENT FROM EACH OTHER SURVEYS. AND I'M WONDERING
5 WHETHER THERE MIGHT BE EVEN MORE OPPORTUNITIES TO HAVE, YOU
6 KNOW, SHARED SURVEY ACTIVITIES THAT CAN PROVIDE MUTUAL
7 BENEFIT. AND BY VIRTUE OF IT BEING STANDARDIZED, TO BE ABLE TO
8 ALLOW EVEN MORE LESSONS LEARNED ABOUT ISSUES LIKE THE ROLE OF
9 THE TRANSIT PASS AND SOME OF THE OTHER QUESTIONS ABOUT
10 DISCUSSED TODAY. AND, WITH THAT, THAT IS A COMMENT. CUSTOMER
11 ADVISORY GROUP STRONGLY ENCOURAGES THIS KIND OF ACTIVITY GLAD
12 TO SEE IT

13

14 **V. CHAIR SUE NOACK:** THANK YOU.

15

16 **CLERK, MARTHA SILVER:** NO OTHER CORRESPONDENCE RECEIVED ON THIS
17 ITEM.

18

19 **V. CHAIR SUE NOACK:** ANY OTHER COMMENTS? WE'LL MOVE TO AGENDA
20 ITEM PUBLIC COMMENT OTHER BUSINESS ARE THERE PUBLIC COMMENTS.

21

22 **CLERK, MARTHA SILVER:** THERE IS NO WRITTEN COMMENTS RECEIVED
23 FOR THIS ITEM, AND THERE NO MEMBERS IN THE BOARDROOM OR ZOOM
24 WISHING TO SPEAK ON THIS ITEM.

25



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1 **V. CHAIR SUE NOACK:** GREAT WE'LL MOVE TO AGENDA ITEM FIVE.
2 ADJOURNMENT. THE NEXT MEETING OF THE REGIONAL NETWORK
3 MANAGEMENT COMMITTEE WILL BE HELD FRIDAY APRIL 11TH, 2025 AT
4 THE BAY AREA METRO CENTER AT 375 BEALE STREET SAN FRANCISCO.
5 ANY CHANGES TO THE SCHEDULE WILL BE DULY NOTICED TO THE
6 PUBLIC. THANK YOU. [ADJOURNED]
7



NTT

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