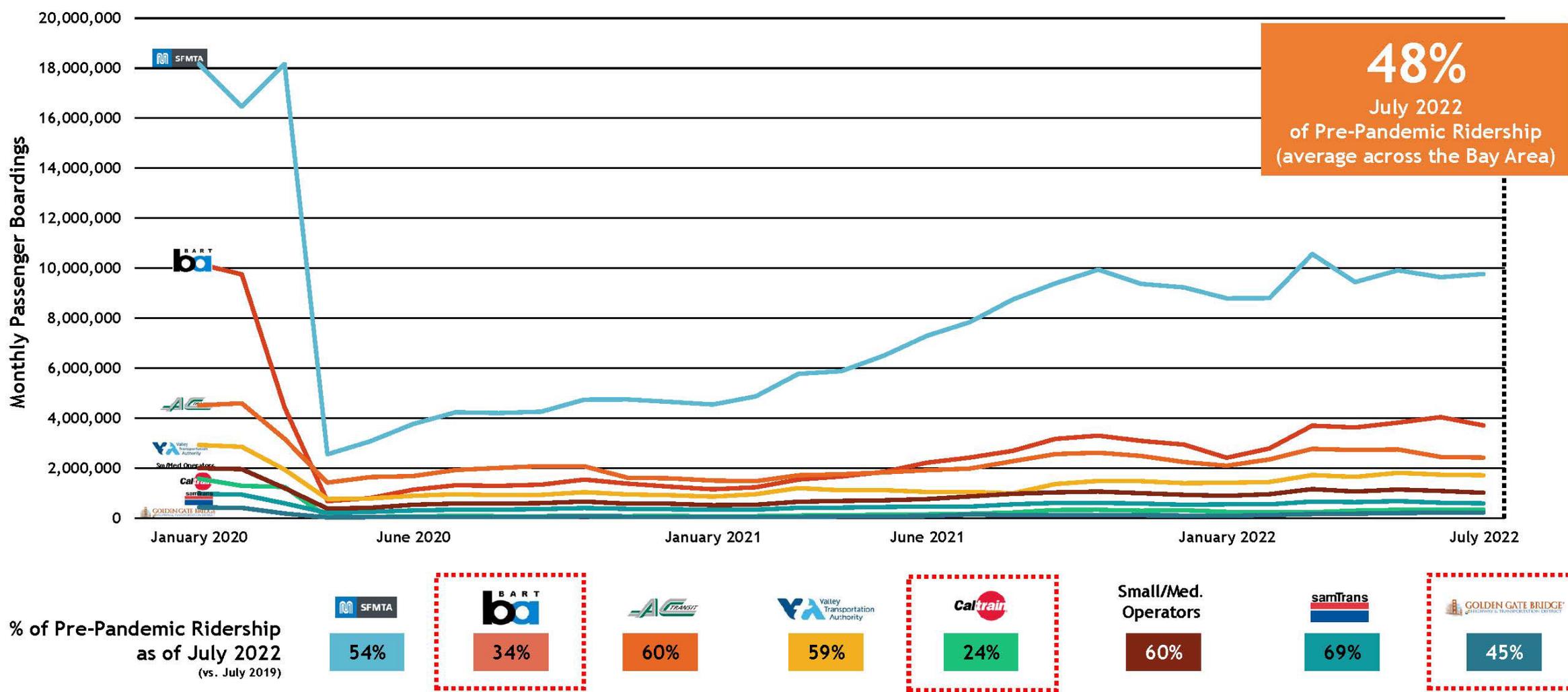


# Transit Coordination Fall 2022 Update

October 26, 2022





Source: National Transit Database - Monthly Module

# Context of Uncertainty

Ridership Recovery is Slow and Uneven

Regional Staffing Shortage Continues; May Limit Service Restoration

# Context of Uncertainty: Operating Shortfall

Operators Continue to Face a Fiscal Cliff .

Federal stimulus has sustained transit operations since the start of the COVID 19 pandemic

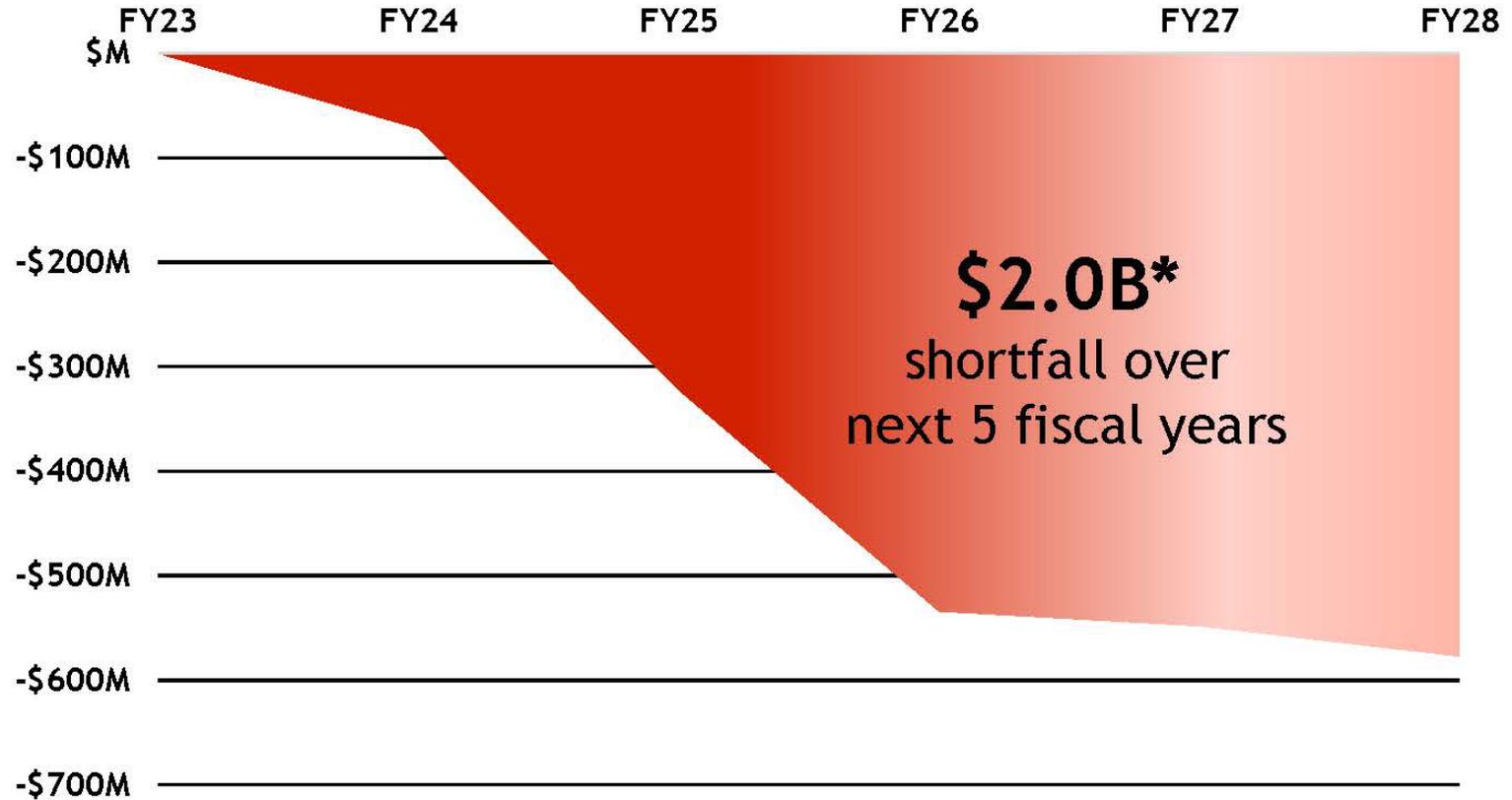
Operators face fiscal cliffs upon expenditure of stimulus funds

BART, Golden Gate, Caltrain, WETA, and SFMTA face the largest shortfalls as a % of total operating expenses

Small/Medium bus/rail operators are generally in better shape, however they face significant cost pressure from zero-emission transition over coming decade

RM3 funding availability remains unknown

Projected Operating Deficits FY 24 -FY 28 - Large 7 Operators



Source: Transit operator data provided to MTC, October 2022.

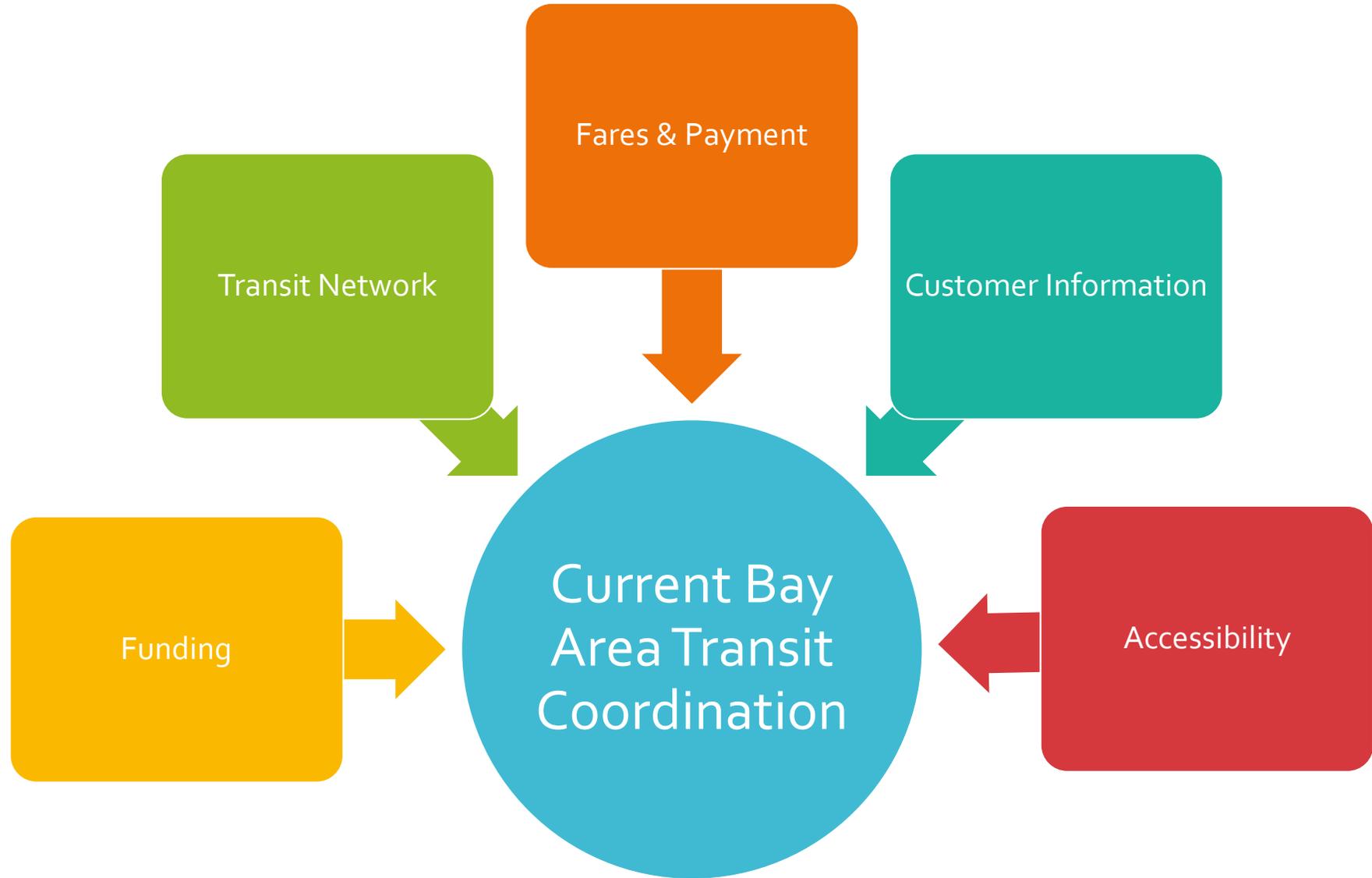
\*Note: Accuracy of shortfall estimate may diminish in later years due to operating environment uncertainty. 5-Year operating shortfall forecasts will be assessed in greater detail over the coming months.

# Current Bay Area Transit Coordination

Regular weekly coordination by all operators on multiple facets and sharing of best practices

Progress on all five Transformational Outcomes outlined in the Transit Transformation Action Plan

Shared staffing & consultant support on key topics



# Funding & Legislative Advocacy

Ensures the transit service that people depend on can be maintained and increase over the long-term by making transit financially viable into the future.

## Coordination on Funding Opportunities

- Consensus-based distribution of Federal COVID relief
- Ongoing coordination on funding advocacy and allocation
  - CA State Budget Surplus
  - Multi-operator TIRCP grant application (Sonoma County Transit, Santa Rosa CityBus, Petaluma Transit, SMART, Mendocino Transit)
- Joint procurements

## Coordination to Improve and/or Advance Legislation



# Transit Network: Service & Schedules

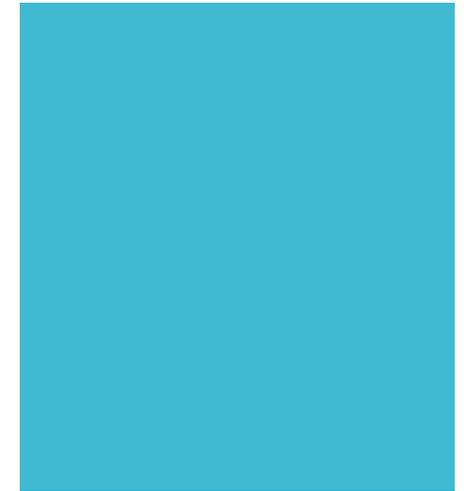
Improve connections to make riding between operators easy and convenient.

## Process and Information Alignment

- Advance alignment of sign-up calendars and service change dates - update labor agreements as needed/feasible (dependent on negotiations)
- Align Ongoing Schedule Process - share schedule changes earlier to enable better coordination of connections across operators (i.e. BART to Caltrain to SamTrans).
- Develop Data Tools to objectively assess transfer quality and incorporate into process (in coordination with MTC Transit Transfer Analysis Tool)
- Regular meetings to ensure coordination & improve connectivity

## Improve key connections

- BART/Caltrain connection at Millbrae via coordinated schedule and simple cross-platform transfers



# Transit Network: Transit Priority

Taking buses out of traffic on city streets reduces rider travel times and makes transit service more reliable.

SFMTA Muni Forward program, including red lanes, HOV lanes on Lombard Avenue plus Van Ness Avenue BRT opening, with shared access with Golden Gate Transit

AC Transit implementation of Bus Rapid Transit along International Boulevard and with City of Oakland dedicated transit lanes on Broadway through downtown Oakland



# Transit Network: Coordination

Improve connections to make riding transit easy and convenient.

## Network Legibility & Ease of Use

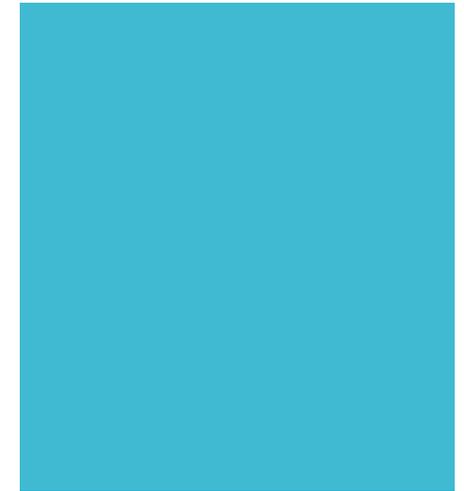
- Renumber bus routes to eliminate duplication, i.e. Golden Gate route re-numbering (Dec. 2021)
- Open Door Policy/Service Reciprocity – eliminate regional restrictions on local routes (i.e. Golden Gate and SamTrans buses in SF)

## Transfer Hub Coordination

- Created draft framework to improve the transfer experience and identification of gaps and areas of improvement through pilot evaluation
- El Cerrito del Norte Intermodal Modernization: Improved bus hub layout, circulation, patron amenities and allows for future electric bus charging

## Operator/Driver Restroom reciprocity

- AC Transit at BART, SamTrans at Daly City BART and Stonestown)



# Transit Network: Zero Emission Transit

Transitioning to zero emission buses will reduce pollution and improve air quality.

## Zero Emission Bus scoping

- Coordinating with MTC on regional strategy for ZEB Implementation

Coordination on installation of inductive bus chargers at BART stations

Zero Emissions Bus Feasibility Study for Sonoma & Mendocino

- Bus agencies in coordination with Sonoma Clean Power

WETA to build new zero emission ferry vessels



# Transit Network: Planning & Technology

Provide real-time information for riders, plan for a more connected network to improve mobility.

## Data (GTFS) Standards & Coordination

- Coordination with statewide standards & Clipper 2
- Meet standards and improve feed data
- Coordinate with MTC on identifying gaps
- Develop concepts for additional improvements and features (i.e. Pathways)

## Connected Network Plan Scoping

## Common Transit Service Categories and Definitions

- Operators, with MTC staff, developed common definitions for transit service types across the region; to be used in wide range of planning applications



# Fares & Payment: Implement Fare Integration & Coordination Study

Make riding transit easier and more affordable.

## BayPass Pilot

- Launch of Institutional Pass Pilot on 8/15
- Hired Pilot Program Manager
- Agency unanimous approval of Clipper BayPass Pilot
- Coordinated communications plan & press release

## Interagency Transfer Policy development



Ruth Ferguson  
@ruthie\_ferg

We budget about \$300 every month for me to take @SFMTA\_Muni & @SFBART to @UCBerkeley. I am soooo thrilled (and excited!!) to have been randomly selected to participate in this program!!!

 BART  @SFBART · Aug 15

BART is a proud partner of @MTCBATA's Clipper BayPass pilot program, a newly launched two-year program which will provide nearly 50,000 Bay Areans free access to all bus, rail and ferry services in the nine-county region under one Clipper card.

[bart.gov/news/articles/...](https://bart.gov/news/articles/...)

[Show this thread](#)



# Fares & Payment: Coordinated Fare Programs

Make riding transit easier and more affordable.

Clipper START expansion and extension

Contra Costa County programs:

- Free Transfers
- Shared Day Pass Accumulator
- Summer & back-to-school free fare programs

Muni and SamTrans Route 122 Pilot:

- Muni pass accepted on part of Route 122 in SF

Sonoma County programs:

- Reciprocal fare transfer agreements
- Uniform base fares & consistent fare free days on local bus service
- Joint proposal for fare free youth program on local bus service



# Customer Information: Wayfinding & Signage

Improve rider experience, provide consistent customer experience, make bus to rail transfers more intuitive.

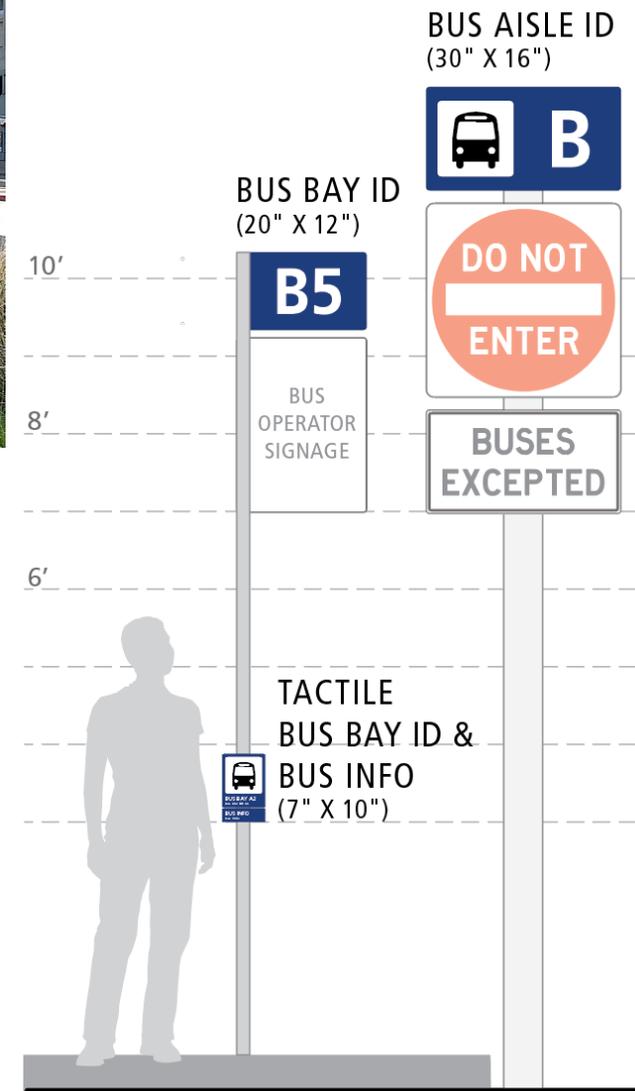
## Implement new BART Station Access Signage and Wayfinding Guidelines & Advance Pilots

- Bus Bay Identification Signage (including tactile signage) at 10 BART Stations
- QR code links at bus bays to GTFS information (such as real-time, schedule and alert information)
- To be incorporated into Regional Standards

## Active Engagement with MTC's Regional Mapping & Wayfinding, including working to reflect current work in Regional Standards

## Sonoma County bus operator Customer Information Improvements:

- Cross training customer service staff to provide multi-operator information
- Phone system upgrade to allow direct customer service transfers between agencies



# Customer Information: Communications

Unified communications across agencies helps to build confidence in the transit network and bring riders back.

## Healthy Transit Plan

Joint “All Aboard Bay Area Transit” website and campaign with a unified message

- Culturally competent campaign
- Ad buys on radio, print, digital
- Transit billboards
- Social media
- Video



All 27 Bay Area transit agencies share one mission: connecting riders to the Bay Area they know and love. With gas prices rising, wherever you're headed, consider taking public transit. 🚗 🚝 🚢 🚆 [ow.ly/wBWP50GHvMX](https://ow.ly/wBWP50GHvMX)

#AllAboardBayArea

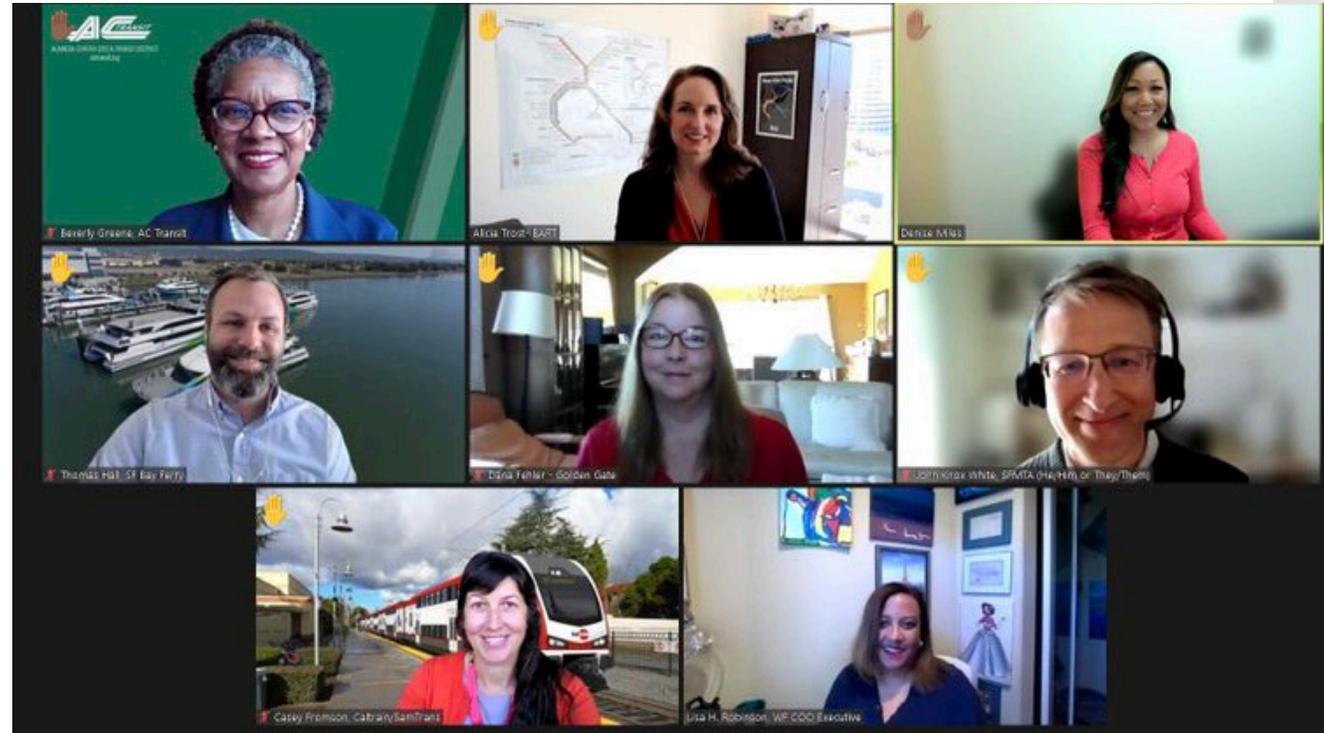


# Customer Information: Communications

Transparent communication to rebuild ridership as people return to the office.

Joint Transit Town Halls with large employers (public and private) and other stakeholders

Transit agency staff took live questions from employees returning to the office



Town hall with Wells Fargo

# Customer Information: Communications

Improve transparency and help people target the most convenient trips.

## Rail Connections Timetables

Produce and keep up-to-date BART + Caltrain and BART + Capitol Corridor transfer timetables to improve transparency of wait times for connecting trains and help people target the most convenient trips



# BART & Caltrain Transfer Timetables



BART and Caltrain are working together to provide better transfer connections at Millbrae Station. We've listed the times of all trains and their connection wait times. Yellow highlighted trips offer the most convenient transfer times.

*\*All times subject to delays and changes.*

Shortest wait times between connections

Alternate for missed connection

No connection available

Effective: February 14, 2022

WEEKDAY					
NORTHBOUND			SOUTHBOUND		
Caltrain ARRIVAL Time	BART DEPARTURE Time	Minutes Between Arrival and Departure Times	Caltrain ARRIVAL Time	BART DEPARTURE Time	Minutes Between Arrival and Departure Times
-	5:04 AM	N/A	-	5:16 AM	N/A
-	5:19 AM	N/A	-	5:48 AM	N/A
-	5:34 AM	N/A	-	6:04 AM	N/A
5:37 AM	5:49 AM	0:12	6:10 AM	6:25 AM	0:15
5:52 PM	-	-	6:21 AM	6:33 AM	0:12
6:01 AM	6:18 AM	0:15	6:30 AM	6:49 AM	0:13
6:25 AM	6:30 AM	0:05	6:51 AM	7:04 AM	0:13
6:38 AM	6:45 AM	0:07	7:05 AM	-	0:10
6:46 AM	7:00 AM	0:14	7:21 AM	7:25 AM	0:04
7:06 AM	7:15 AM	0:09	7:31 AM	7:33 AM	0:02
7:21 AM	7:30 AM	0:09	7:36 AM	7:49 AM	0:13
7:38 AM	7:45 AM	0:07	7:51 AM	8:04 AM	0:13
7:46 AM	8:00 AM	0:14	8:00 AM	8:15 AM	0:09
8:00 AM	8:15 AM	0:09	8:21 AM	8:35 AM	0:04
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10:31 PM	10:53 PM	0:22	11:01 PM	11:23 PM	0:22
11:01 PM	11:23 PM	0:22	11:31 PM	11:53 PM	0:22
11:31 PM	11:53 PM	0:22	12:25 AM	-	N/A

SATURDAY					
NORTHBOUND			SOUTHBOUND		
Caltrain ARRIVAL Time	BART DEPARTURE Time	Minutes Between Arrival and Departure Times	Caltrain ARRIVAL Time	BART DEPARTURE Time	Minutes Between Arrival and Departure Times
-	6:17 AM	N/A	-	7:09 AM	N/A
-	6:47 AM	N/A	-	7:39 AM	N/A
-	7:37 AM	N/A	-	8:09 AM	0:14
8:29 AM	8:07 AM	N/A	8:39 AM	8:53 AM	0:14
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11:09 AM	11:37 AM	0:11	11:39 AM	-	0:15
11:26 AM	11:37 AM	0:10	12:09 PM	12:24 PM	0:15
12:09 PM	12:36 PM	0:11	1:09 PM	1:24 PM	0:15
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8:21 PM	-	-	8:51 PM	-	0:15
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12:10 AM	-	-	12:41 AM	-	N/A
12:41 AM	-	-	1:11 AM	-	N/A

SUNDAY - 3 LINE						
NORTHBOUND			SOUTHBOUND			
Caltrain ARRIVAL Time	BART DEPARTURE Time	Minutes Between Arrival and Departure Times	Caltrain ARRIVAL Time	BART DEPARTURE Time	Minutes Between Arrival and Departure Times	
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-	7:55 AM	N/A	-	9:10 AM	-	0:14
-	8:23 AM	N/A	-	9:40 AM	-	0:14
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4:10 PM	4:53 PM	0:27	4:40 PM	-	0:14	
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SUNDAY - 5 LINE						
NORTHBOUND			SOUTHBOUND			
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9:08 PM	9:24 PM	0:16	9:41 PM	-	0:16	
9:41 PM	-	-	10:09 PM	10:24 PM	0:15	
10:09 PM	10:24 PM	0:15	11:10 PM	11:24 PM	0:14	
11:10 PM	11:24 PM	0:14	11:40 PM	-	0:14	
11:40 PM	-	-	12:10 AM	12:31 AM	0:21	
12:10 AM	-	-	12:41 AM	-	N/A	
12:41 AM	-	-	1:11 AM	-	N/A	

Contact us:  
[bart.gov](http://bart.gov) or 510-465-2278  
[caltrain.com](http://caltrain.com) or 1-800-660-4287

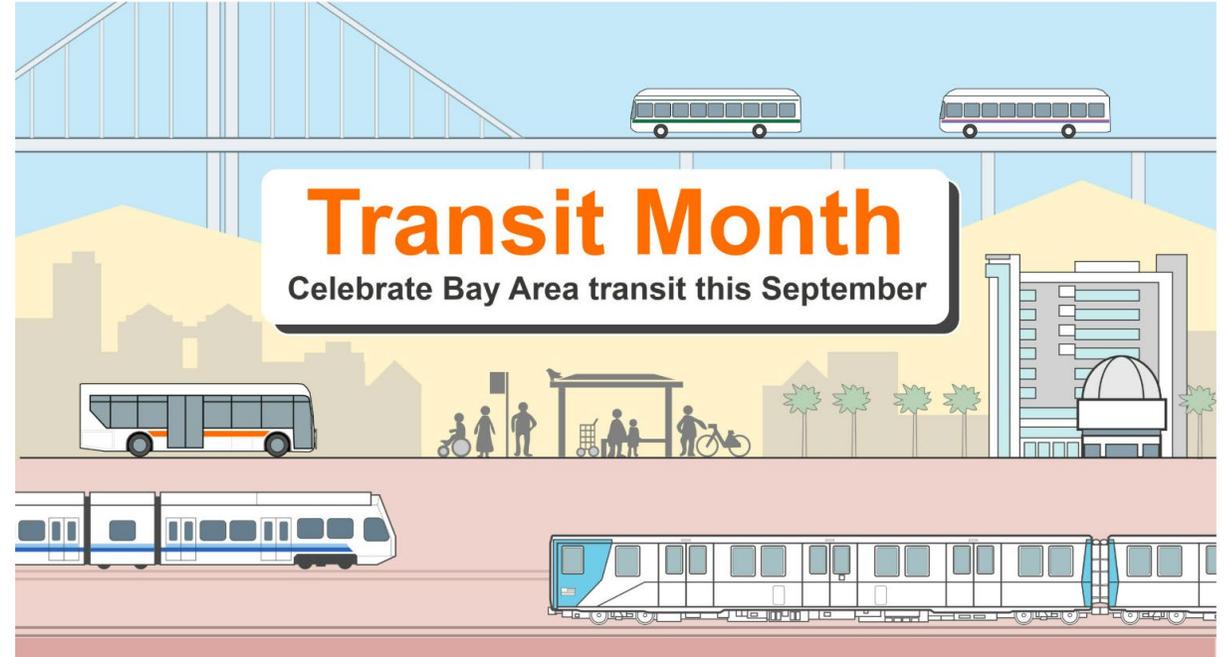
# Customer Information: Communications

Transparent communication to build confidence in the transit network and bring riders back.

## Transit Month Event

### “All Aboard with Transit CEOs”

Join the CEOs from various Bay Area transit agencies as they ride multiple modes of transit together, ending with a public happy hour.



### **September 16: All Aboard with Transit CEOs, 3pm**

Join the General Manager/CEOs from various Bay Area transit agencies as they ride multiple modes of transit together, ending with a public happy hour at a local destination.

# Accessibility: Paratransit Improvements

Improves the paratransit rider's experience, ensuring a high-quality trip for all.

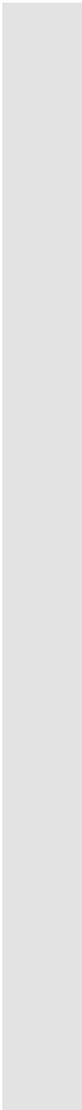
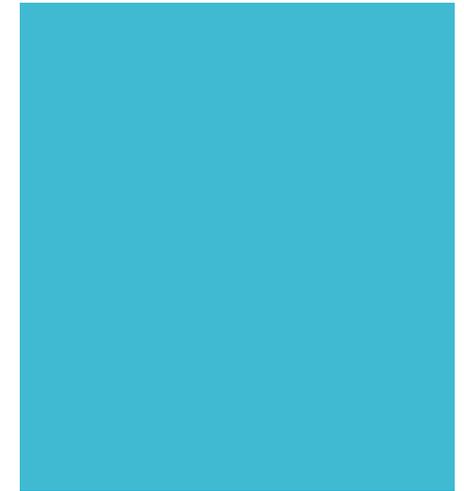
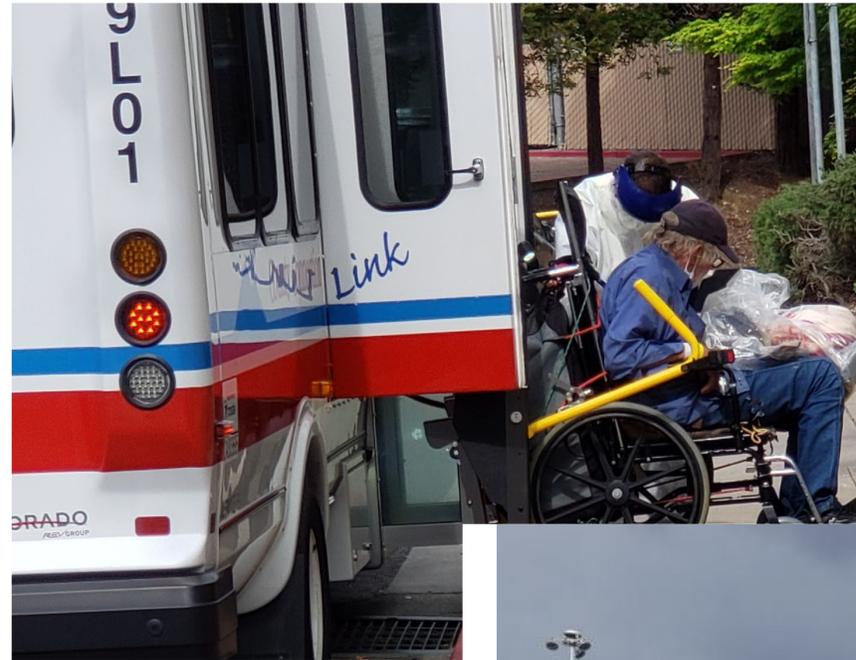
## Pilot Paratransit Contactless Payment on Mobile App

## Sub-Regional One Seat Ride:

- East Bay Pilot: paratransit users travel door to door across the four operators (WESTCAT, County Connection, LAVTA, TriDelta) in one vehicle; exploring opportunities to expand the program
- Sonoma County: One Seat Ride Paratransit service and common countywide paratransit eligibility form (Sonoma County Transit, Santa Rosa CityBus, Petaluma Transit)

## Paratransit program consolidation

- County Connection and LAVTA - leverage economies of scale and improve customer service



A photograph of a white bus with green and yellow stripes, labeled 'GOLDEN GATE TRANSIT' and '939', parked in front of the Golden Gate Bridge. The bridge's iconic towers and suspension cables are visible against a clear sky. The bus is positioned on the left side of the frame, and the bridge spans across the top and right. The water of the bay is visible in the background.

# Discussion