



June 12, 2020

The Honorable Jim Spearing, Commissioner  
Metropolitan Transportation Commission  
Bay Area Metro Center  
375 Beale Street, Suite 800  
San Francisco, Ca 94105-2066

Dear Commissioner Spearing:

Thank you for the opportunity to participate in the Metropolitan Transportation Commission (MTC) Blue Ribbon Transit Recovery Task Force (BRTF). At the request of MTC staff, the transit operators have outlined their initial near-term recovery strategies. And while each operator necessarily must plan for their own respective recoveries, the operators across the region are working together in a comprehensive manner to knit together a regional recovery approach. This can be seen in the letter dated June 8, 2020 to you from the larger seven agencies and from the four of the smaller agencies. This letter contained an attachment that begins to lay out a joint recovery plan. Similarly, the rest of the smaller agencies have started a similar process. One that we hope will be co-joined with the process referenced in the June 8, 2020 letter.

To that end, please find the attachment that summarizes the common points of collaboration among the smaller operators. This summary includes commitments to both building up service levels in a manner that promotes increased coordination and network connectivity, as well as identifies transit health and safety practices to which we are all currently committed and other procedures and systems we are investigating to determine best practices.

The smaller operators have also joined the effort started by the larger operators to create a Bay Area Transit Public Health and Safety Plan. The smaller operators are pleased to have been asked by the larger operators to participate in this effort. The smaller operators look forward to this work, learning and receiving assistance from this work, and participating in the implementation of a regional Bay Area Transit Public Health and Safety Plan that creates consistent health and safety practices across the region's public transit system.

While the COVID-19 pandemic provides us all with great challenges in providing the kind of public transit services our communities need and deserve, we think an opportunity exists in the recovery phase to make permanent long sought after improvements to the safety and effectiveness of the regional network. We are pleased to be a part of the work of the BRTF and we look to us all working together to build a stronger and more connected Bay Area transit system.

Sincerely,

Nancy Whelan  
General Manager  
Marin Transit

Rick Ramacier  
General Manager  
County Connection

Michael S. Tree  
Executive Director  
Livermore Amador  
Valley Transit  
Authority

Attachment

## **SMALLER OPERATOR RECOVERY PLANS SUMMARY**

### **Service Reductions and Changes Due to COVID 19/ Shelter in Place (SIP)**

- Reduced frequencies
- Reduced span of service
- Reductions were made in conjunction with regional rail, ferry and bus service changes
- Eliminated or reduced supplemental school service, service to colleges
- Eliminated or reduced seasonal and recreational service
- Transitioned certain local fixed routes to on-demand service
- Reassigned drivers to alternative work including meal, food, pharmacy delivery, transporting unsheltered residents to hotel sites
- Transitioned in-person paratransit eligibility determinations to phone and paper
- Provided presumptive paratransit eligibility for new applicants and extension for existing clients whose eligibility expired during the pandemic
- Delayed other planned service changes and additions during COVID

### **Focus of Service Changes**

- Based on ridership data and analysis
- Sustaining core/lifeline service, services to transit dependent
- Adding back up service to reduce pass-ups
- Maintaining network connectivity
- Retaining a trained workforce

### **Smaller Operator Recovery Plans: Key Takeaways**

- *We must be adaptive and flexible; we cannot know the future in this ever-changing environment*
- *Service recovery plans depend on complex relationship of a) social distancing requirements and capacity constraints, b) ridership demand, and c) revenue availability*
- *Ridership recovery is dependent on employment re-opening, telecommuting patterns, school re-opening, distance-based learning options*

### **Highlights of Recovery Plans and Strategies**

- Collect data, monitor service
- Restore service levels as SIP is eased
- Coordinate resumption of local services with regional rail, ferry, and bus service
- Incrementally increase service levels as demand increases; quarterly adjustments
- Re-instate school service when schools open
- Revert on-demand services back to fixed route when demand returns
- Engage riders, seek public input on recovery plans and priorities
- Ultimately, make service changes and increases planned for implementation before COVID-19 pandemic

- Consider new models of service delivery (i.e. replacing under performing fixed routes with new mobility options such as demand responsive services)
- Prioritize restoration of key transfers and connections
- Provide pre-loaded Clipper Cards to increase Clipper usage, contactless payment
- “Shift Your Trip” campaign to flatten ridership during peak periods to maintain social distancing
- Provide information technology that enables passengers to have access to real time vehicle location and load information
- Full recovery not anticipated for 12+ months; return of tourism even later
- ADA service demand expected to return slowly

### **Financial Considerations in Recovery Planning**

- Added service to address social distancing cannot be sustained under current financial constraints
- Resuming service levels is dependent on financial capacity, changed economic conditions, revenue loss
- Transit operator reserves and CARES Act are being used in FY20/21 and future years to maintain service levels while planning for future service changes/reductions
- Delaying or further delaying capital projects; using local funds planned for capital on immediate operating needs
- Reinstate fare collection when safe to do so
- Postponing filling vacant positions
- Eliminated in-person evaluations and moved to an in-house paper process for cost saving measure

### **Health and Safety Highlights**

- *Following guidance from CDC, California Department of Public Health, OSHA, County Public Health Orders*
- *Working with all operators on a set of public health and safety guidelines for transit*
- Rear door boarding
- Fare free
- Face coverings for riders, drivers
- Posting CDC guidance on avoiding the spread of coronavirus
- Frequent, enhanced vehicle cleaning
- Providing PPE to staff
- Minimizing workplace exposures
- Installation of driver barriers
- Discontinued shared rides on the paratransit system
- Measured interior dimensions of all vehicle types and established capacity limits and seating restrictions to address social distancing

- Testing new air filtration system for its ventilation and air conditioning system on revenue fleet to provide additional disinfection for vehicle interiors and increase the rate air is exchanged in the passenger compartment
- Established health status checklist submitted by all employees daily when reporting to work

#### **Smaller Transit Operators are Coordinating and Collaborating with...**

- Labor organizations
- Transit agencies
- Public Health departments
- Cities, counties
- School districts, colleges, universities
- Social service agencies, non-profits
- Businesses, chambers of commerce
- MTC Regional EOC
- Participating in Transit Operator Caucus and four Subcommittees
- APTA and Statewide associations, CTA, CalACT