

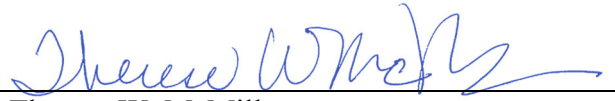
Metropolitan Transportation Commission

October 28, 2020

Agenda Item 6b - 20-1508

Monthly Report of Transit Operator Statistics on Healthy Transit Plan Performance

- Subject:** Monthly report by transit operators on performance by each agency on common pandemic-related health and safety metrics and an update on agencies' commitment to the "Riding Together: Bay Area Healthy Transit Plan" through Board or Council adopted resolutions of support.
- Background:** As directed by the Commission, staff is providing the attached memo and report prepared jointly by Bay Area transit operators. The report provides monthly metrics of operator performance on key common metrics related to Covid-19 health and safety measures, as reported by agencies through the publicly accessible dashboard located at: <http://healthytransitplan.com/>
- The report also provides an update on the status of agency commitments via Board or Council resolutions of support for the "Riding Together: Bay Area Healthy Transit Plan."
- Issues:** None
- Recommendation:** Information Only
- Attachments:** Joint transit operator cover memo and report.


Therese W. McMillan



October 20, 2020

The Honorable Scott Haggerty, Chair
Metropolitan Transportation Committee
375 Beale Street, #800
San Francisco, CA 94105

Dear Chair Haggerty:

With the launch of the Riding Together: Bay Area Healthy Transit Plan, the region's transit operators committed to implementing a common, baseline set of measures designed to protect the health of transit riders and workers. The plan includes a process for tracking and publically reporting key health metrics. The attached report covers the first full month of reporting from September 10 to October 9.

The Bay Area is making progress in our collective efforts to reduce the spread COVID-19, and the data measuring mask wearing, vehicle capacity, and contact tracing on the region's transit network reflects this trend.

In each category, nearly all agencies are achieving the high bars established for effectively implementing the Healthy Transit Plan.

- Transit employees are successfully receiving and properly using masks
- Procedures for contact tracing are being effectively carried out across all systems
- 23 of 26 systems have achieved over 95% passenger mask compliance, and the three that have fallen slightly short of this goal have begun implementing new steps to improve passenger compliance.
- 24 of 26 systems have sufficient vehicle capacity to achieve a 6-foot physical distance goal. The two systems not able to achieve this goal point to the very real challenge of funding service levels that would be needed to accommodate reduced capacity system wide.

Additionally, all operators have either approved, or scheduled approval of a resolution formally endorsing the Healthy Transit Plan. These resolutions can be found posted to the COVID-19 pages on individual agency websites.

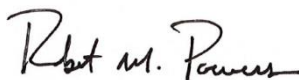
As these metrics continue to be tracked, we expect additional systems will have challenges meeting a 6-foot physical distance requirement, as shelter-in-place orders are relaxed. Nearly every Bay Area county has made progress graduating through the State's tiered Blueprint for a Safer Economy. As that continues, operators are collaborating with MTC to plan and launch a coordinated marketing and communications campaign that welcomes riders back to our systems. Unfortunately, the work that we are doing to restore ridership is happening at a time when continued lost revenues are forcing systems to make additional cuts to service levels that are already at historic lows. Without new revenues that allow for a restoration of some key services, accommodating an anticipated increase in ridership will continue to challenge physical distancing compliance.

As you know, the Healthy Transit Plan is a living document, intended to evolve as conditions change, and it anticipates an eventual shift to reduced distancing requirements. When combined with mask compliance and proper ventilation, there are global examples of a 3-foot distance requirement being successfully implemented without transit becoming a vector for virus transmission. Some of our agencies are taking steps now to explore making that shift with their respective county health directors. We look forward to continuing to monitor these metrics and provide this data to demonstrate that operators working collaboratively to protect the health of everyone onboard our systems. The region's recovery cannot happen without a financially sustainable public transit network that has the full confidence of the riders, workers, employers, and communities that depend on it. We will all need to continue to work together to make that happen.

Sincerely,



Michael Hursh,
General Manager
Alameda-Contra Costa Transit
District



Robert Powers,
General Manager
San Francisco Bay Area
Rapid Transit District (BART)



Jim Hartnett, General
Manager/Executive Director
San Mateo County Transit
District/Caltrain



Nuria Fernandez,
General Manager
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Jeanne Krieg
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Rick Ramacier,
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Beth Kranda
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Sonoma County Transit



Joan Malloy
City Manager
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Lori DaMassa
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Charles Anderson
General Manager
Western Contra Costa Transit
Authority



Nina Rannells,
Executive Director
Water Emergency
Transportation Authority



Diane Feinstein
Interim Transportation
Manager
City of Fairfield

cc: Therese McMillian, Executive Director, MTC
Commissioners, MTC
Members, Blue Ribbon Transit Recovery Task Force

Healthy Transit Plan Dashboard Monthly Update – October 2020

Bay Area Transit Agencies Update on Healthy Transit Plan Public Dashboard

October 21, 2020

From the onset of the pandemic, Bay Area transit agencies, both large and small, united to implement measures for a safe ride for the public as our region responds to the COVID-19 pandemic. Transit agencies took ownership of a coordinated response and collaborated to develop and publish “Riding Together: Bay Area Healthy Transit Plan.” As part of their commitment to the plan, regular reporting to the public is provided by the transit agencies via a dashboard as a means of accountability. Please visit the dashboard at: <http://healthytransitplan.com/>

Today, transit agencies are reporting on the first full reporting period of September 10- October 9, 2020. A brief summary of outcomes for each of the four core metrics is as follows:

Metric	Outcomes
Passengers Properly Wearing Face Coverings	<p>23 of 26 agencies achieved 5 star ratings, meaning at least 95% of passengers are properly¹ wearing face coverings on transit.</p> <p>BART received a 4.5 star rating with 91% of passengers properly wearing face coverings on transit. Current efforts underway to improve mask wearing compliance include:</p> <ul style="list-style-type: none">- All stations systemwide have extra masks available by request at the station agent booths for those who need one to ride.- Officers and ambassadors have extra masks to hand out if necessary. BART is also currently exploring expansion of its ambassador program.- BART will pilot face mask vending machines inside some stations.- Signs are being posted at station agent booths that clearly state: “If you need a mask, ask a station agent.”- Colorful and vibrant posters promoting the rich cultural history of wearing masks are being posted inside trains and stations. <p>Caltrain received a 4.5 star rating with 93% of passengers are properly wearing face coverings on transit. The current reporting period was prior to Caltrain implementing a protocol to provide riders with masks upon request.</p> <p>SFMTA received a 4.5 star rating with 94% of passengers are properly wearing face coverings on transit. Efforts to improve compliance include:</p> <ul style="list-style-type: none">- We are supplying masks to passengers who require them through our Ambassador program.- We are stepping up our messaging onboard to enhance proper wearing of masks since approximately 5% of riders have a mask visible but are not wearing them properly. New messages developed by the SF Department of Public Health will go up on vehicles in upcoming weeks.

¹ A properly worn face covering covers both the nose and mouth. Having a mask that is not properly worn is counted as non-compliant.

Healthy Transit Plan Dashboard Monthly Update – October 2020

Vehicle Capacity for Safe Distancing	<p>24 of 26 agencies achieved 5 star ratings, meaning at least 95% of vehicles have capacity to allow for physical distancing of 6 feet while riding.²</p> <p>AC Transit achieved a 2.5-star rating with 75% vehicles having capacity to allow for physical distancing of 6 feet while riding. AC Transit's ridership demand continues to grow while the agency is still adhering to a conservative 6ft physical distancing guideline. The growth can be attributed to a large number of transit dependent riders who have no other means to complete essential trips. AC Transit does not have the resources to increase frequency to meet growing demand.</p> <p>SFMTA achieved a 4.5-star rating with 92% of vehicles having capacity to allow for physical distancing of 6 feet while riding. SFMTA primarily relies on customer compliance with distancing requirements. If the vehicle occupancy exceeds the capacity limit, our operators are permitted to skip a stop or avoid picking up passengers by signaling "DROP OFF ONLY." Our on-street ambassadors, deployed to busy stops, also remind customers of the distancing policy and encourage them not to board if a bus is full. However, these pass-ups or denied boardings are incredibly disruptive to our riders, can cause far-reaching impacts to their lives, and raise significant concerns particularly with respect to equity. As a result, roughly 10% of daily trips have occupancies greater than the capacity limit largely due to when demand rises acutely at specific times and locations.</p>
Employees Properly Wearing Face Coverings	All agencies achieved 5 star ratings, meaning at least 95% of employees are properly wearing face coverings at work.
Contact Tracing	All agencies achieved 5 star ratings, meaning at least 95% of employee known exposures or positive COVID 19 cases have internal contact tracing completed or underway. A five-star rating is also applied if no potential exposures or cases exist.

The dashboard also includes links to each agency's pandemic-specific webpage as well as tips for passengers. These customer tips are especially important since the success of the Healthy Transit Plan is directly tied to passenger participation including properly wearing masks and keeping a safe six-foot distance from others. Transit agencies will continue to monitor compliance and determine if there are additional actions that can be taken to support passenger participation, such as provision of masks where compliance is less than 95%.

² The Healthy Transit Plan includes guidance that public transportation customers are expected to remain a minimum of 3 feet or optimally 6 feet, as practicable. For this period of reporting, based on current public health orders, operators applied a 6-foot metric. However, as the region moves further into recovery a 3-foot metric (coupled with high rates of face covering compliance) may become more appropriate. For this reason, the plan does not recommend a minimum compliance level.

Healthy Transit Plan Dashboard Monthly Update – October 2020

Adoption of a resolution to formally demonstrate the commitment by each transit agency to implement the Healthy Transit Plan is underway; adopted resolutions will be posted on each agency's website as well as on MTC's website. The following table summarizes the status of Healthy Transit Plan resolutions at each agency.

Transit Operator	Status
AC Transit (Alameda-Contra Costa Transit District)	Approved
ACE (Altamont Corridor Express) <i>[not on Clipper]</i>	Approved
BART (Bay Area Rapid Transit District)	Approved
Caltrain (Peninsula Corridor Joint Powers Board)	Approved
City of Dixon Redit-Ride <i>[not on Clipper]</i>	Approved
County Connection (Central Contra Costa Transit Authority)	Approved
FAST (Fairfield and Suisun Transit)	Approved
Golden Gate Transit (Golden Gate Bridge, Highway & Transportation District)	Approved
LAVTA (Livermore-Amador Valley Transit Authority / Wheels)	Approved
Marin Transit (Marin County Transit District)	Approved
Petaluma Transit	Approved
Rio Vista Delta Breeze <i>[not on Clipper]</i>	Approved
SamTrans (San Mateo County Transit District)	Approved
Santa Rosa CityBus	Approved
SFMTA (San Francisco Municipal Transportation Agency)	Approved
SMART (Sonoma Marin Area Rail Transit)	Approved
SolTrans (Solano County Transit)	Approved
Sonoma County Transit	<i>scheduled: 11/10/2020</i>
Tri Delta (Eastern Contra Costa Transit Authority)	Approved
Union City Transit	Approved
Vacaville City Coach	Approved
NVTA (Napa Valley Transportation Authority)	Approved
VTA (Santa Clara Valley Transportation Authority)	Approved
Water Emergency Transportation Authority (WETA)	Approved
WestCAT (Western Contra Costa Transit Authority)	Approved