


# Metropolitan Transportation Commission

November 20, 2020

Agenda Item 6b - 20-1512

## 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 information on 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/>.
- Issues:** None
- Recommendation:** Information Only
- Attachments:** Joint transit operator cover memo and report.

  
Therese W. McMillan



November 13, 2020

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

Dear Chair Haggerty:

The attached report covers the transit operator metrics from October 10 to November 9, as called for in the Riding Together: Bay Area Healthy Transit Plan.

The report shows that implementation of the baseline measures called for in the Plan continues to yield positive results in the areas of passenger and employee mask compliance, contact tracing, and vehicle capacity.

In each category, nearly all agencies are achieving the high bars established to measure effective implementation of the Healthy Transit Plan.

- Transit employees continue to receive and properly use masks. While two agencies fell slightly below the 95% threshold, proactive efforts are underway to promote and ensure compliance moving forward.
- Contact tracing continues to be effective.
- Nearly every agency has maintained over 95% passenger mask compliance, and actions are being taken to improve compliance on systems that have fallen just shy of that goal.
- 23 of 25 agencies continue to achieve a 6-foot physical distance goal. As stated in last month's report, a 6-foot distance requirement is causing many riders to be passed up on routes where capacity is not sufficient to meet demand. Without additional resources to add more buses, agencies are left no other choice but to pass up riders.

As you know, the Healthy Transit Plan is a living document and is consistently evaluated to gauge its effectiveness as conditions evolve. As infection rates continue to fluctuate, the measures in the Plan will help ensure that our systems are not a vector for virus transmission.

November 13, 2020

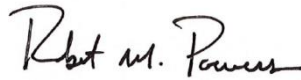
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We look forward to ongoing collaboration with the Commission as we work together to restore ridership, rider confidence, and financial stability during these uncertain times.

Sincerely,



Michael Hursh,  
General Manager  
Alameda-Contra Costa Transit  
District



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



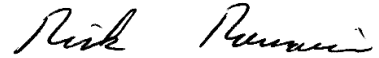
Jim Hartnett, General  
Manager/Executive Director  
San Mateo County Transit  
District/Caltrain



Nuria Fernandez,  
General Manager  
Santa Clara Valley  
Transportation Authority



Jeanne Krieg  
Chief Executive Officer  
Tri Delta Transit



Rick Ramacier,  
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Denis Mulligan,  
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Joan Malloy  
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Union City Transit

Lori DaMassa  
Transit Coordinator  
City of Vacaville



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 – November 2020

### Bay Area Transit Agencies Update on Healthy Transit Plan Public Dashboard

November 13, 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 see list of participating agencies below). Please visit the dashboard at: <http://healthytransitplan.com/>

Today, transit agencies are reporting on the second full reporting period of October 10 - November 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>21 of 25 agencies achieved 5 star ratings, meaning at least 95% of passengers are properly<sup>1</sup> wearing face coverings on transit.</p> <p>BART received a 4 star rating with 90% of passengers properly wearing face coverings on transit. Current efforts underway to improve mask wearing compliance include:</p> <ul style="list-style-type: none"><li>- All stations systemwide have extra masks available by request at the station agent booths for those who need one to ride.</li><li>- Officers and ambassadors have extra masks to hand out if necessary. BART's latest budget doubled the number of our Ambassador Program to increase rider safety and assist with mask compliance.</li><li>- BART has employed an active educational campaign with overhead announcements every 15 minutes, messages on the platform signs, and posters across the system.</li><li>- Signs are posted at station agent booths that clearly state: “If you need a mask, ask a station agent.”</li><li>- BART will pilot face mask vending machines inside some stations.</li><li>- Colorful and vibrant posters promoting the rich cultural history of wearing masks are being posted inside trains and stations.</li></ul> <p>AC Transit received a 4.5 star rating with 94% of passengers properly wearing face coverings on transit. Efforts to improve compliance include:</p> <ul style="list-style-type: none"><li>- AC Transit has added mask and sanitizer dispensers next to the front door of every bus. Fare collection began last month and at the time, onboard mask and sanitizer were located at the rear door of the bus (conforming with past practice of rear door boarding.) Having masks and sanitizer available near the fare box should help with mask compliance.</li><li>- Operators continue to notify the Operations Control Center (OCC) when a passenger does not comply with the mask requirement. If the mask dispensers on the bus are empty, the operator contacts OCC to request a</li></ul>

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

- road supervisor to refill the empty container.
- New decals and vehicle ad cards (updated) in multiple languages are being installed this week informing riders about the availability and required usage of face masks onboard
- There are Social media posts twice a week reminding riders about face covering requirement
- Last month, AC Transit launched a special social media photo campaign of masked employees, including creation of campaign hashtag to amplify the message: #iwearmymaskfor
- AC Transit will place a Rider Alert on the front page of its redesigned website, launched in beta mode two weeks ago.
- Face masks are now available in the vending machines on the bus deck level of the Salesforce Transit Center.

Napa Valley Transportation Authority received a 4.5 star rating with 93% of passengers properly wearing face coverings on transit. Efforts to improve compliance include:

- All bus drivers have extra masks available to provide passengers that do not have a mask when boarding the bus.
- Annunciators on the bus are reminding riders that masks are required to ride the Vine.
- The Vine has a Ride with Confidence educational campaign with posters on every bus that remind riders masks are required and must be worn properly over the nose and mouth.
- The Ride with Confidence campaign also encourages a quiet ride.

SFMTA received a 4.5 star rating with 93% of passengers properly wearing face coverings on transit. Efforts to improve compliance include:

- 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.

Vehicle Capacity for Safe	23 of 25 agencies achieved 5 star ratings, meaning at least 95% of vehicles have capacity to allow for physical distancing of 6 feet while riding. <sup>2</sup>
Distancing	AC Transit achieved a 3-star rating with 79% vehicles having capacity to allow for

<sup>2</sup> 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.

	<p>physical distancing of 6 feet while riding. This is an improvement from the prior reporting period. 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. In the past month, AC Transit began displaying real-time passenger load information on our Tempo BRT line, which is our current busiest line.</p> <p>SFMTA achieved a 4.5-star rating with 91% 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	<p>23 of 25 agencies achieved 5 star ratings, meaning at least 95% of employees are properly wearing face coverings at work.</p> <p>Marin Transit received a 4 star rating with 90% of employees properly wearing face coverings at work. Marin Transit contracts all fixed route service to three different operators. Marin Transit Staff rely solely on observations in the field to confirm that drivers are properly wearing facial coverings at all times while operating a vehicle in revenue service. Per the Marin County Public Health Order issued on April 17, 2020, drivers of public transit vehicles are required to maintain properly worn facial coverings while operating a transit vehicle even if no passengers are onboard. Consequently, Marin Transit staff record a driver being non-compliant if they are recorded with the mask worn below their nose or mouth even if the vehicle is empty. Most of the non-compliant drivers were recorded at times when no passengers were onboard. Marin Transit is working with all three contractors to improve face mask compliance moving forward.</p> <p>SFMTA received a 4.5 star rating with 94% of employees properly wearing face coverings at work. In addition to continually monitoring mask compliance across SFMTA facilities, the Agency is undertaking a proactive internal communications campaign to communicate the importance of wearing masks in the workplace on an ongoing basis.</p>
Contact Tracing	<p>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.</p>

## **Healthy Transit Plan Dashboard Monthly Update – November 2020**

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%.

Each agency has also adopted a resolution to formally demonstrate the commitment to implement the Healthy Transit Plan; adopted resolutions will be posted on each agency's website.

### **Participating Agencies**

- Alameda-Contra Costa Transit District (AC Transit)
- Altamont Corridor Express (ACE)
- San Francisco Bay Area Rapid Transit (BART)
- Caltrain
- City of Dixon Redit-Ride
- County Connection (CCCTA)
- Eastern Contra Costa Transit Authority (Tri Delta)
- Fairfield and Suisun (FAST)
- Golden Gate Bridge, Highway and Transportation District (GGBHTD)
- Livermore Amador Valley Transit Authority (LAVTA/TriValley)
- Marin Transit
- Napa Valley Transportation Authority (VINE)
- Petaluma Transit
- Rio Vista Delta Breeze
- SamTrans
- San Francisco Bay Ferry (Water Emergency Transportation Authority (WETA))
- San Francisco Municipal Transportation Agency (SFMTA)
- Santa Clara Valley Transportation Authority (VTA)
- Santa Rosa CityBus
- Solano County Transit (SolTrans)
- Sonoma County Transit
- Sonoma-Marín Area Rail Transit (SMART)
- Union City Transit
- Vacaville City Coach
- Western Contra Costa Transit Authority (WestCAT)