

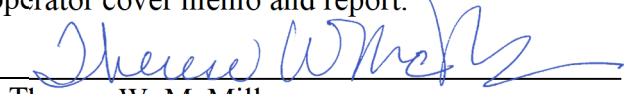
Metropolitan Transportation Commission

April 28, 2021

Agenda Item 8b - 21-0553

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:** Attachment A: Joint transit operator cover memo and report.


Therese W. McMillan



April 21, 2021

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

Dear Chair Pedroza:

The attached report covers the transit operator metrics from March 10 to April 9, 2021, 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.
- Contact tracing continues to be effective.
- Nearly every agency has maintained over 95% passenger mask compliance, and actions are being taken to improve compliance.
- Nearly all systems continue to have sufficient vehicle capacity to achieve a 6-foot physical distance goal.

As you know, the Healthy Transit Plan is a living document and is consistently evaluated to gauge its effectiveness as conditions evolve. As noted last month, Bay Area transit agencies are teaming up to ensure that those individuals who are eligible for the COVID-19 vaccine can use transit to get to vaccination sites. Now, to inform the public in a comprehensive way, the website healthytransitplan.com includes a list of [vaccination sites](#) accessible by public transportation and the current special promotions, including many free rides, offered by the agencies serving the sites. Transit agencies are doing their best to help provide equitable access to the vaccination sites, especially for vulnerable Bay Area communities that have been disproportionately impacted by the pandemic.

April 21, 2021

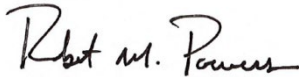
Page 2

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

Sincerely,



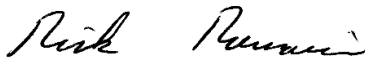
Michael Hursh,
General Manager
Alameda-Contra Costa
Transit District (AC Transit)



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



Michelle Bouchard,
Acting Executive Director
Caltrain



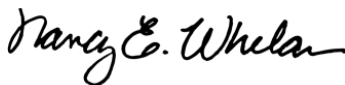
Rick Ramacier,
General Manager
County Connection



Diane Feinstein,
Transportation Manager
Fairfield and Suisun Transit
(FAST)



Denis Mulligan,
General Manager
Golden Gate Bridge, Highway
& Transportation District



Nancy Whelan,
General Manager
Marin Transit



Kate Miller,
Executive Director
Napa Valley Transportation
Authority (NVTA)



Jared Hall,
Transit Manager
Petaluma Transit



Rachel Ede,
Deputy Director
City of Santa Rosa
Transportation & Public
Works



Seamus Murphy,
Executive Director
Water Emergency
Transportation Authority
(SF Bay Ferry)



Jeffrey Tumlin,
General Manager
San Francisco Municipal
Transportation Agency
(SFMTA)



Carter Mau,
Acting General Manager/CEO
San Mateo County Transit
District (samTrans)



Farhad Mansourian,
General Manager
Sonoma-Marín Area Rail
Transit (SMART)



Beth Kranda,
Executive Director
Solano County Transit
(SolTrans)

A handwritten signature in blue ink, appearing to read "Bryan Albee".

Bryan Albee,
Transit Systems Manager
Sonoma County Transit

A handwritten signature in black ink, appearing to read "Jeanne Krieg".

Jeanne Krieg,
Chief Executive Officer
Tri Delta Transit

A handwritten signature in black ink, appearing to read "Michael S. Tree".

Michael S. Tree,
General Manager
Livermore Amador Valley
Transport Authority

A handwritten signature in black ink, appearing to read "Joan Malloy".

Joan Malloy,
City Manager
Union City Transit

A handwritten signature in blue ink, appearing to read "Evelyn Tran".

Evelynn Tran,
General Counsel & Interim
General Manager/CEO
Santa Clara Valley
Transportation Authority
(VTA)

A handwritten signature in blue ink, appearing to read "Charles Anderson".

Charles Anderson,
General Manager
Western Contra Costa Transit
Authority (WestCAT)

Bay Area Transit Agencies Update on Healthy Transit Plan Public Dashboard April 21, 2021

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 March 10 – April 9, 2021 reporting period. A brief summary of outcomes for each of the four core metrics is as follows:

Metric	Outcomes
Passengers Properly Wearing Face Coverings	24 of 25 agencies achieved a 5-star rating, meaning at least 95% of passengers are properly ¹ wearing face coverings on transit. FAST received a 4.5-star rating with 94% of passengers properly wearing face coverings on transit. Most of the occurrences of non-compliance were passengers waiting on the bus island area. TSA/CDC posters are posted along with LED Signage notifications, and verbal reminders are also provided (if the passenger is approachable and with ample distance) that masks must be worn on the bus island as well as the bus, per TSA/CDC law. Even when there is only one person waiting that person is still considered non-compliant.
Vehicle Capacity for Safe Distancing	23 of 25 agencies achieved a 5-star rating, meaning at least 95% of vehicles have capacity to allow for physical distancing of 6 feet while riding. ² Where systems are falling short of 5-stars it illustrates the continuing need for transit service of transit-dependent and essential workers. AC Transit achieved a 4-star rating with 86% of vehicles having capacity to allow for physical distancing of 6 feet while riding. AC Transit’s ridership has stabilized over the last few months while the agency is still adhering to a 6ft physical distancing guideline. However, AC Transit still receives regular reports of passenger pass-ups due to capacity limits. AC Transit does not have the resources to increase frequency to address the pass-up of customers likely trying to make essential trips. This problem will be exacerbated with the reopening of schools in several school districts as of April 19. AC Transit

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.

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.

	<p>would like to work with local counties, other transit operators and our labor unions to reduce physical distancing requirements on our buses when safe to do so.</p> <p>SFMTA achieved a 4.5-star rating with 94% 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%.

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)
- 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)

Healthy Transit Plan Dashboard Monthly Update – April 2021

- Livermore Amador Valley Transit Authority (LAVTA/TriValley)
- Marin Transit
- Napa Valley Transportation Authority (NVTa)
- Petaluma Transit
- Rio Vista Delta Breeze
- SamTrans
- San Francisco Bay Area Rapid Transit (BART)
- 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)