


Metropolitan Transportation Commission

May 26, 2021

Agenda Item 8b - 21-0653

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



May 19, 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 April 10 to May 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 for safe physical distancing, consistent with current public health orders.

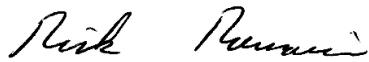
As you know, the Healthy Transit Plan is a living document and is consistently evaluated to gauge its effectiveness as conditions evolve. We continue look forward to ongoing collaboration with the Commission to and to working together to restore ridership, rider confidence, and financial stability during 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



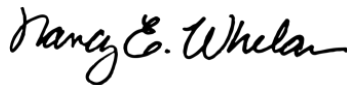
Rick Ramacier
General Manager,
County Connection



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



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



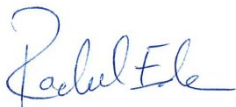
Nancy Whelan
General Manager,
Marin Transit



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



Jared Hall
Transit Manager,
Petaluma Transit



Rachel Ede
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Jeffrey Tumlin
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Beth Kranda
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Transit Authority
(WestCAT)

Bay Area Transit Agencies Update on Healthy Transit Plan Public Dashboard May 19, 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 April 10 – May 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	<p>23 of 25 agencies achieved a 5-star rating, meaning at least 95% of passengers are properly¹ wearing face coverings on transit.</p> <p>BART received a 4.5-star rating 92% of passengers properly wearing face coverings on transit. Of the 8% of riders not in compliance, it is noted that 4% are riders with masks but not wearing them properly. CDC updated their mask mandate on 5/3/2021 and compliance fell right after. Current efforts underway to improve mask wearing compliance include:</p> <ul style="list-style-type: none">- Posters have been deployed that show how to properly wear a mask and includes messaging about ensuring a tight fit.- 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's latest budget doubled the number of our Ambassador Program to increase rider safety and assist with mask compliance.- BART has employed an active educational campaign with overhead announcements every 15 minutes, messages on the platform signs, and posters across the system.- Signs are 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 have been posted inside trains and stations. <p>FAST received a 4.5-star rating with 93% of passengers properly wearing face coverings on transit. Most of the occurrences of non-compliance were passengers waiting for the bus who are actively eating, sitting alone without anyone else in their vicinity of 20 feet or more and several transients who do not ride the buses but use the bench as a place to rest. Several have become very confrontational when given a reminder to comply or offering a face mask. TSA/CDC posters are</p>

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.

	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	<p>24 of 25 agencies achieved a 5-star rating, meaning at least 95% of vehicles have capacity to allow for physical distancing required by each respective county's public health guidance 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.</p> <p>AC Transit achieved a 3.5-star rating with 85% of vehicles having capacity to allow for physical distancing while riding. The agency's ridership continues to steadily increase likely due to the high percentage of transit dependent riders on the system combined with the reopening of indoor activities in the East Bay. AC Transit still receives regular reports of passenger pass-ups due to capacity limits and the high number of riders dependent on the service. It does not have the immediate operator resources to increase frequency to address the pass-up of riders likely trying to make essential trips. The agency is still adhering to a 6ft physical distancing on buses and expects to reduce the requirement on June 7.</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 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 are posted on each agency's website.

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. 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. For this period of reporting, based on current public health orders, operators applied a 6-foot metric with the exception of SFMTA which moved to a 3-foot metric on April 15th in compliance with a recent update to San Francisco's public health order.

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)
- Livermore Amador Valley Transit Authority (LAVTA/TriValley)
- Marin Transit
- Napa Valley Transportation Authority (NVRTA)
- 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-Marina Area Rail Transit (SMART)
- Union City Transit
- Vacaville City Coach
- Western Contra Costa Transit Authority (WestCAT)