

AC TRANSIT OVERVIEW

Michael Hursh, General Manager



AC Transit At-a-Glance



AC Transit serves 13 cities and 8 unincorporated areas in Alameda and Contra Costa Counties, with Transbay Service across 3 Bay Area bridges (Bay Bridge, Dumbarton, San Mateo)

AC Transit At-A-Glance (Pre-COVID)

RIDERSHIP

Daily
189,000

Transbay daily
15,500

Annual
53,040,000

Paratransit
741,097
(annual)

SERVICE

Bus lines
151

Bus stops
~5,500

Daily service hours (wkdy)
6,326

Annual service miles
21.2 million

CONNECTIONS

16 Other bus systems

25 BART stations

6 Amtrak stations

4 Ferry terminals



Rider Demographics

- 65% Low Income
- 73% People of Color
- 29% Limited English Proficiency
- 21% Traveling to work
- 42% Transit Dependent

(Pre-COVID on-board survey)

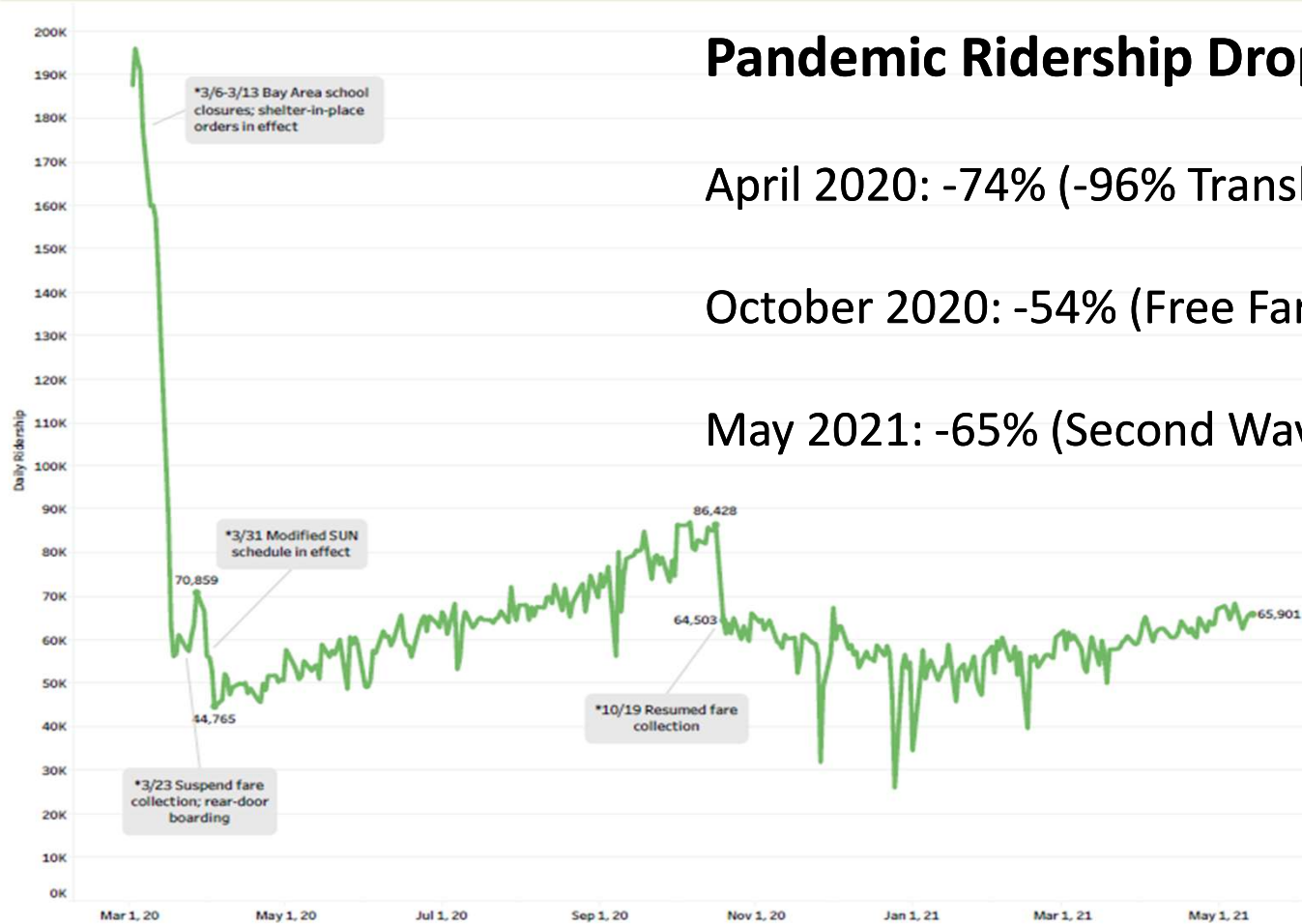
Riders During Pandemic

- 40% Essential Travel
- 15% Essential Workers
- 27% Traveling to Work
- 34% Zero-car Ownership

(Online survey - Summer 2020)



Covid-19 Ridership Impact [03/2020 - Present]



Pandemic Ridership Drops:

April 2020: -74% (-96% Transbay)

October 2020: -54% (Free Fares)

May 2021: -65% (Second Wave)

Pandemic Service Levels

Time Period	Service Level	Service Types
FY 2018-19	100% 2.06M Annual Revenue Hours	All service types: Local, Transbay, Supplementary and Flex (Microtransit)
April 2020 - August 2020	65% Sunday Service Levels	No Supplementary or Flex Minimal Transbay Limited Local nighttime service Some suspended routes
August 2020 - June 2021	75-76% Incremental Service Increases	No Flex Minimal Transbay and Supplementary Limited Local nighttime service Less suspended routes Weekday pre-pandemic service on major trunk lines

Challenges

- **Rider Pass-ups** – happening on key trunk routes, nighttime Transbay when BART is not running, and some low-frequency cross-town routes.
- **Suspended Routes** – low ridership routes but leave dependent riders with no transit options
- **Skeletal Nighttime Service** – no critical cross-town service after 8PM in many communities
- **Minimal Transbay Service** – despite growing demand as places reopen
- **Changing Ridership Patterns** – particularly on Transbay (commute) service
- **Limited Operator Availability** – service growth is heavily dependent on hiring and training new operators. Need 221 additional operators for 100% service
- **Farebox Revenues** – will take longest to return to pre-pandemic levels



Planning for the Future

Riders must choose to return to riding transit through marketing campaigns, promotions and incentives



Currently operating at 75% service level with approximately 35% ridership (65% loss)



Gradually increase service as resources allow. Includes Supplementary service, Transbay, reliability fixes and **regional coordination**.



Continue to plan and adjust as financial projections, ridership patterns and hiring efforts are quantified.



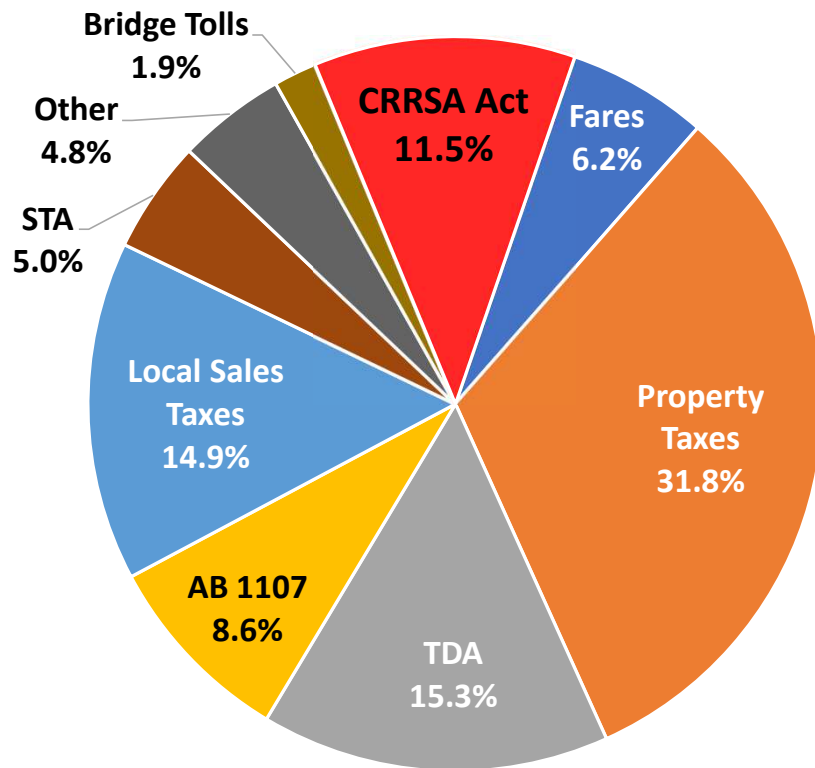
Engage in robust public outreach and planning effort informed by data and community input for Board approval.

Service and Ridership Recovery Projections

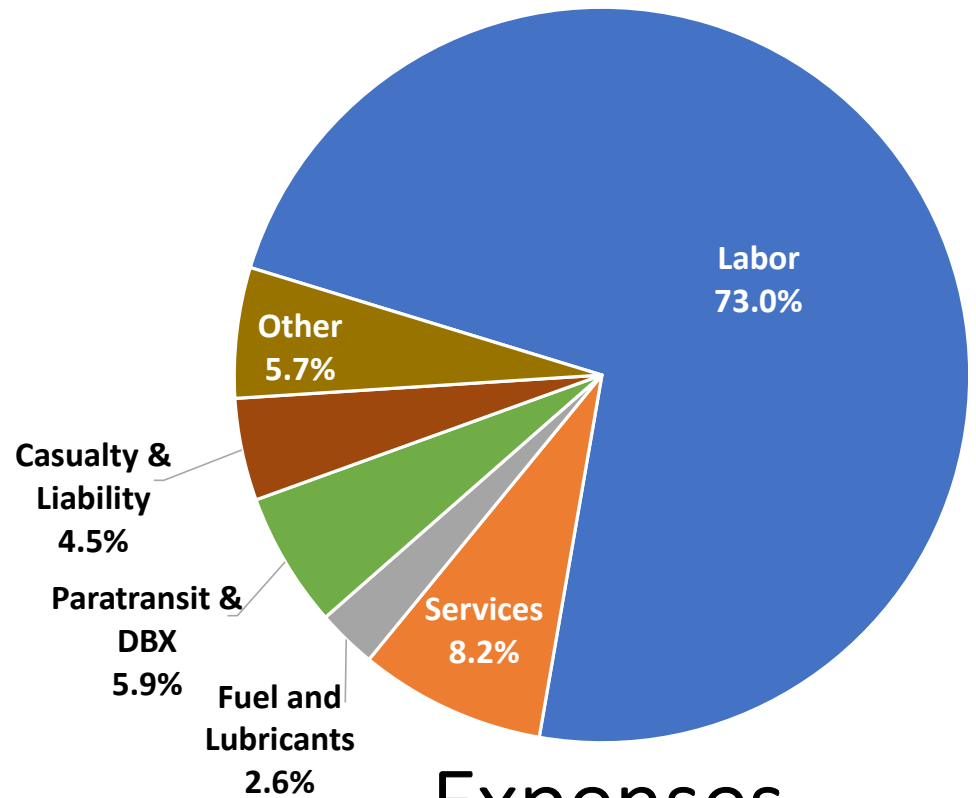
Time Period	Service Level	Annual Ridership	Ridership Level (vs pre-pandemic)
<i>FY 2018-19</i>	<i>100%</i>	<i>54.1M</i>	<i>100%</i>
FY 2019-20	65% (Mar-Jun 2020)	45.2M	84%
FY 2020-21	75%	20.1M*	39%*
FY 2021-22	85%	30.5M*	56%*
FY 2022-23	90-100% (New Network)	39.5M*	73%*

** Estimated ridership levels assume gradual business re-openings through Fall 2021 and more travel to work/school, plus current social distance restrictions being lifted allowing for increased rider capacities*

FY 2021-22 Proposed Budget - \$479M



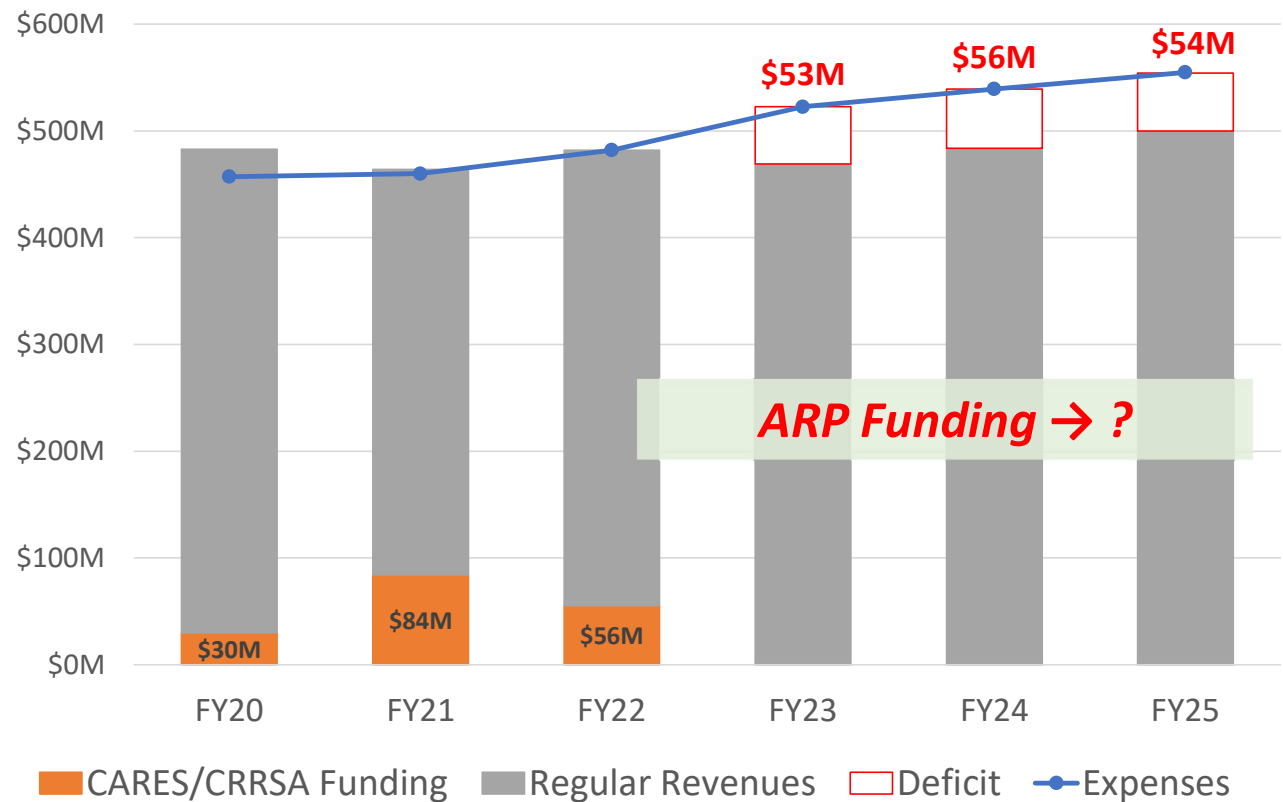
Revenues



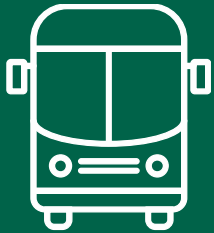
Expenses

Financial Look Ahead

- **Scenario: Service Level Increases to 100% in FY 22-23**
- **Three-Year Revenue Gap \$163M**
- **Revenue Gap continues beyond FY 24-25**



Summary



Need to restore service for the highest concentration of low-income and people of color riders in the region



Existing service levels are supported by one-time CARES and CRRSA funds



ARP Act funds allow for some service restoration in near-term but with long-term sustainability concerns.



Incremental near-term service growth followed by a new post-pandemic route network in August 2022



Service planning going forward will incorporate regional coordination



AC Transit – MTC PAC Workshop 6/9/21

Expanded Background Materials to Accompany Presentation Slides

AC Transit Service and Demographics

Alameda-Contra Costa Transit District prides itself as the 3rd largest public bus system in California and 3rd largest transit agency in the San Francisco Bay Area. The District comprises 13 cities and nine adjacent unincorporated areas in Alameda and Contra Costa counties. Our local service area is 364 square miles and extends from Richmond to Fremont with approximately 1.5 million residents.

AC Transit has the highest concentration of low-income and people-of-color riders in the region:

- 65% low income
- 75% people of color
- 29% limited English proficiency

Pre-Pandemic Service Stats:

- Service
 - 154 bus routes, 5,500 bus stops, fleet of 630 buses
 - Traveled 20.6 million service miles annually
- Ridership
 - Carried approximately 189,000 weekday riders and more than 53 million riders annually.
 - AC Transit's Transbay service across the Bay Bridge, San Mateo Bridge, Dumbarton Bridge had surpassed 15,000 average daily rides before the pandemic and was the service that had consistently shown year over year growth.
 - Transported 30,000 students to school daily.
 - East Bay Paratransit (a joint powers exercise with BART) carried 741,090 annual riders

Current Ridership Levels

During the first months of the pandemic, AC Transit's ridership overall dropped by -74% at its lowest point, with Transbay ridership dropping by -95%. AC Transit suspended fare collection and instituted rear-door only boarding at the end of March 2020, as did most other bus operators.

Fare collection was re-started on October 19, 2020, after "virus barriers" were installed on all buses to protect operators, along with many other health and safety measures. Fare collection on the new Tempo BRT line did not start until November 9, 2020, due to a pre-planned 90 day free-fare period.

Ridership dropped by 25% after fare collection was reinstated. To AC Transit, this speaks to the depth of need and low-income status of our ridership. Ridership is still down 65% compared to pre-pandemic levels but has been slowly climbing since the beginning of 2021. Ridership on AC Transit did not decrease as much as other transit operators because our riders were transit dependent, essential workers and those that had to complete essential trips during the pandemic.

Challenges

- **Rider Pass-ups** – Occur on key trunk routes, nighttime Transbay when BART is not running, and some low-frequency cross-town routes, affecting those making essential trips. Staff hopes this issue is temporary as physical distancing restrictions are lifted.
- **Reduced Service Levels** that match limited available financial and operator resources:
 - **Suspended Routes** – The District has suspended some low ridership routes, but in doing so, we have left some transit dependent riders with no service.
 - **Skeletal Nighttime Service** – There is no critical cross-town service after 8PM in many communities including several disadvantaged communities.
 - **Minimal Transbay Service** – Despite growing demand and inquiries, most Transbay service remains suspended.
- **Changing Ridership Patterns** – The pandemic has left a number of unanswered questions about future ridership demand and patterns, particularly during the commute which exceeded capacity prior to the pandemic and may not return to those levels due to the rise in remote working.
- **Limited Operator Availability** – Service growth is heavily dependent on hiring and training new operators. AC Transit projects needing 221 additional operators to reach 100% of pre-pandemic service level.
- **Farebox Revenues** – Farebox revenue may never return to pre-pandemic levels, which will affect the level of service AC Transit can provide.

Improvements During/Despite the Pandemic

Tempo BRT

- Tempo, our Bus Rapid Transit service, the first in the East Bay, was launched in August 2020, in the middle of the pandemic
- First gold-standard full Bus Rapid Transit system in the Bay Area
- Tempo runs along a 9.5-mile route through the cities of Oakland and San Leandro
- With 10-minute headways and buses traveling 80% of the route in a dedicated bus only lane, we are seeing on-time performance levels of 84% (extremely good for bus transit!) and ridership approaching 80% of pre-pandemic level on the route

Innovative Technology to Assist Riders

Our IT and Marketing/Communications departments have been focused on developing technologies aimed at improving the rider experience.

- This year, we launched our first-ever official mobile app that offers:
 - AC Transit real-time bus information
 - A new Contactless fare payment option using your phone



- The mobile payment option includes the first significant regional use “fare capping” where riders pay per ride but never pay more than the cost of a pass (weekly and/or monthly)
 - Access to AC Transit’s Customer Service
- Additionally, we launched a new rider capacity feature which offers riders real-time information about bus capacity levels
- We launched a new website earlier this year and completed a full renovation of our Customer Service Center in Downtown Oakland

Zero-Emissions Buses:

- Introduced battery electric buses to our fleet, adding to our current zero emission fleet of Hydrogen Fuel Cell buses. AC Transit now has 27 ZEBs in service, including a 60-foot articulated hydrogen fuel cell electric bus.
- AC Transit continued its Zero Emission Transit Bus Technology Analysis (ZETBTA) to compare the real-world in-service performance of fuel-cell electric (FCEB), battery electric (BEB), diesel hybrid, and conventional diesel bus technologies. This report will be released soon and will be an invaluable resource to transit agencies throughout the US and the world as they move towards a zero-emission bus future.

Other Achievements:

- In March, AC Transit was named “Employer of the Year” by the SF Bay Area Chapter of the Women’s Transportation Seminar (WTS) in recognition of our commitment to the advancement of women in the transportation industry.
- In January, AC Transit joined the Clipper START program, offering a 20% discount to eligible, low-income riders.
- Launched an All-Door Boarding pilot on two lines to help speed up boarding by allowing riders paying with Clipper to board and tag their Clipper card at the rear door.
- Worked with Federal and State officials to provide free shuttle service to the mass vaccination site the Oakland Coliseum from its first day of operation, getting over 3,800 residents to their vaccine appointment.

Planning for the Future

Current Service Levels and Expected Growth

At the onset of the pandemic and shelter in place, AC Transit immediately reduced service to 65% levels because of a significant drop in ridership (down 74%) and concerns over the potential lack of available workforce including bus operators. Fortunately, due to federal funding, we were able to increase and sustain service levels at 75% with ridership increasing to 40%. The increase was to primarily bring our trunk and major corridor routes up to pre-pandemic service levels.

We've also been able to make recent minor additions, particularly with the start of some supplementary school routes in response to the reopening of schools, many of which serve disadvantaged communities in Oakland and Richmond. By August 2021, AC Transit will operate 83% of pre-pandemic service with the



restoration of remaining supplementary school routes, some Transbay service and some local service. Pending available resources, AC Transit plans to increase service to 85% of pre-pandemic levels by March 2022 with additional service restoration.

2022 New Network

In addition to implementing incremental service increases, we are also starting the planning, analysis and outreach for a new network to be implemented in August 2022.

Five key factors for developing the new network are:

- **Equitable distribution of service** – AC Transit has the highest concentration of low-income and people-of-color riders in the region. We need to ensure these riders receive the most benefit from a new network.
- **Available funds** including additional federal revenue and other sustainable revenue sources.
- **Understanding of ridership patterns** – AC Transit will need to collect customer travel data via outreach, surveys, and other data sources (e.g. traffic patterns and cell phone data) in order to develop a new network that meets the current needs of East Bay residents and workers, especially those who rely on AC Transit as their primary means of transportation.
- **Hiring and recruiting of bus operators** – Like other transit agencies, AC Transit will need to hire more operators in order to increase service. An imbalance in supply and demand could make this challenging. In addition, current regulations limit the number of operators that can be trained, though we expect regulations to be lifted by the state.
- **Outreach and public input** – More than ever, AC Transit needs to hear from its customers and non-riders alike to determine the routes needed to build a new network. We plan to gather this information through robust outreach, especially to low-income communities and communities of color. This will also be an opportunity to inform the public of our planning effort and the changes in service resulting from the new network in 2022.

Financial Information

Reducing expenses during the Pandemic

At the beginning of the pandemic AC Transit did its best to reduce expenses to match the dire revenue loss projections that were common at the time.

- **Hiring Freeze and Staff Attrition**
 - AC Transit's largest expense is labor at around 74% of total expenses. To most effectively contain costs during the pandemic the district froze hiring for all except mission critical positions.
 - AC Transit also reduced budgeted bus operator positions by 70 (5.2%) with enactment of its FY 2020-21 budget.
 - With the natural attrition of retirement and other actions, the District lost approximately 82 bus operators from Feb 2020 to Feb 2021. This unfortunately has hindered AC Transit's ability to ramp service back up as the region emerges from the pandemic.
- **Service Reductions**



- AC Transit initially reduced service to 65% of pre-pandemic levels, then increased service to 75% of pre-pandemic levels. This reduced non-labor costs also through lower fuel and maintenance costs.

Revenue Information and Outlook

AC Transit has a more diverse revenue base than most other Bay Area transit agencies. This has helped mitigate revenue losses during the pandemic, but has also made forecasting revenues more challenging. Pre-pandemic, AC Transit received about 42% of total revenue from sales tax-based sources (including TDA and local sales taxes), 32% from property and parcel taxes, 13% from fares, 6% from STA, and the rest from a mix of sources including RM2 bridge tolls.

The pandemic has caused about two years of lost revenue growth, but barely affected expense growth (outside of temporary expense reductions). In an average year the District will see from 3%-4% in fundamental expense growth, mainly from contractual wage increases. So even when the District's revenues surpass pre-pandemic levels, they will have lost ground versus expenses. The District is grateful for the emergency federal support received through the CARES Act, CRRSA Act, and soon through the ARP Act. But these one-time funds will not make up for lost ground on revenues once they run out.

Farebox revenues, unlike all others, are not expected to reach pre-pandemic levels for a while. The main reason in the near term is reduced ridership, particularly reduced Transbay ridership where the fare is higher per ride than local service. And for all the benefits of the newly opened Tempo BRT line, AC Transit is seeing much lower fare payment compliance with its offboard payment/proof of payment system. AC Transit collected \$57M in fares in the fiscal year preceding the pandemic.

AC Transit staff recently presented three-year forecast scenarios to its Board of Directors that show significant yearly deficits (6%-10% of expenses) after an assumed amount of ARP Act funds are exhausted due to the lost ground on revenues and reduced farebox levels. AC Transit has a strong desire to restore service to prior levels or above, but is concerned that in just a short couple years after that it will be forced to reduce service due to these projected deficits.



BART Pandemic Impacts, Response & Recovery Outlook

MTC Commission Workshop

June 9, 2021



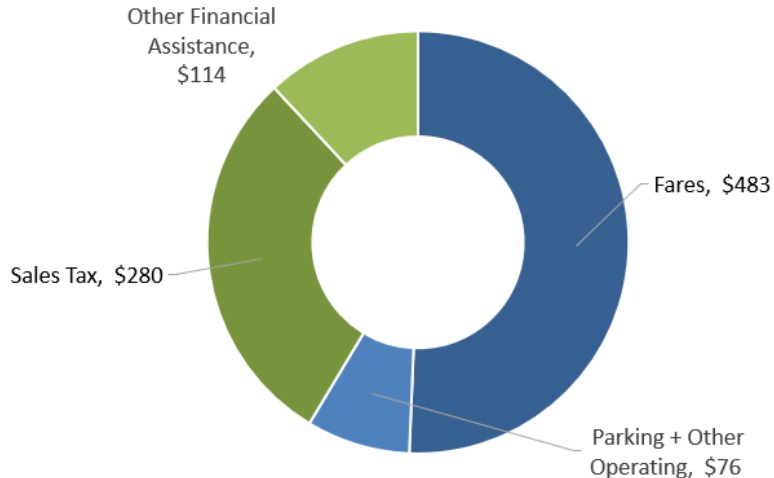
Pre-Pandemic Service & Financial Structure

BART's Role in the Region

- Backbone of regional transit
- 50 stations, 5 lines, 5 counties *
- 25% of region's transit trips, 53% of passenger miles
- 50%+ of peak hour Transbay corridor capacity
- 1 in 5 BART trips involve a transfer with another agency
- Rider income & race distribution matched service area demographics
- 2/3rds of operating expense covered by fares



FY19 Revenues (millions)



* BART Silicon Valley service to Milpitas and Berryessa began in June 2020

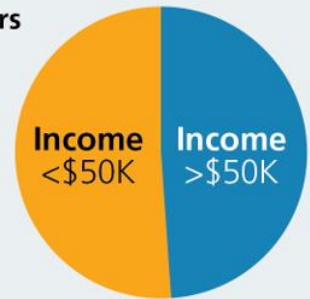


Pandemic Ridership Impacts

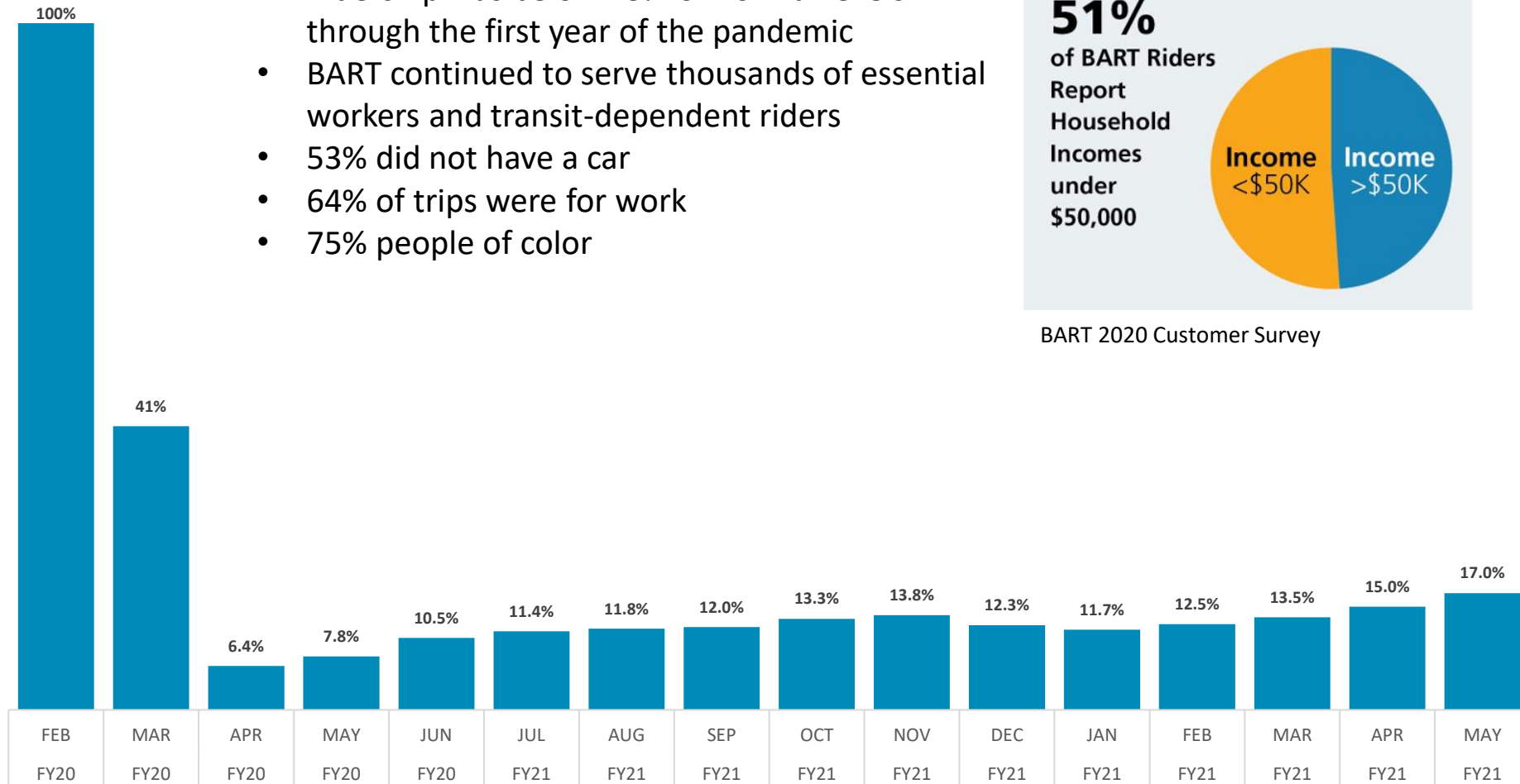
- Ridership was below 15% of normal levels through the first year of the pandemic
- BART continued to serve thousands of essential workers and transit-dependent riders
- 53% did not have a car
- 64% of trips were for work
- 75% people of color

51%

of BART Riders
Report
Household
Incomes
under
\$50,000

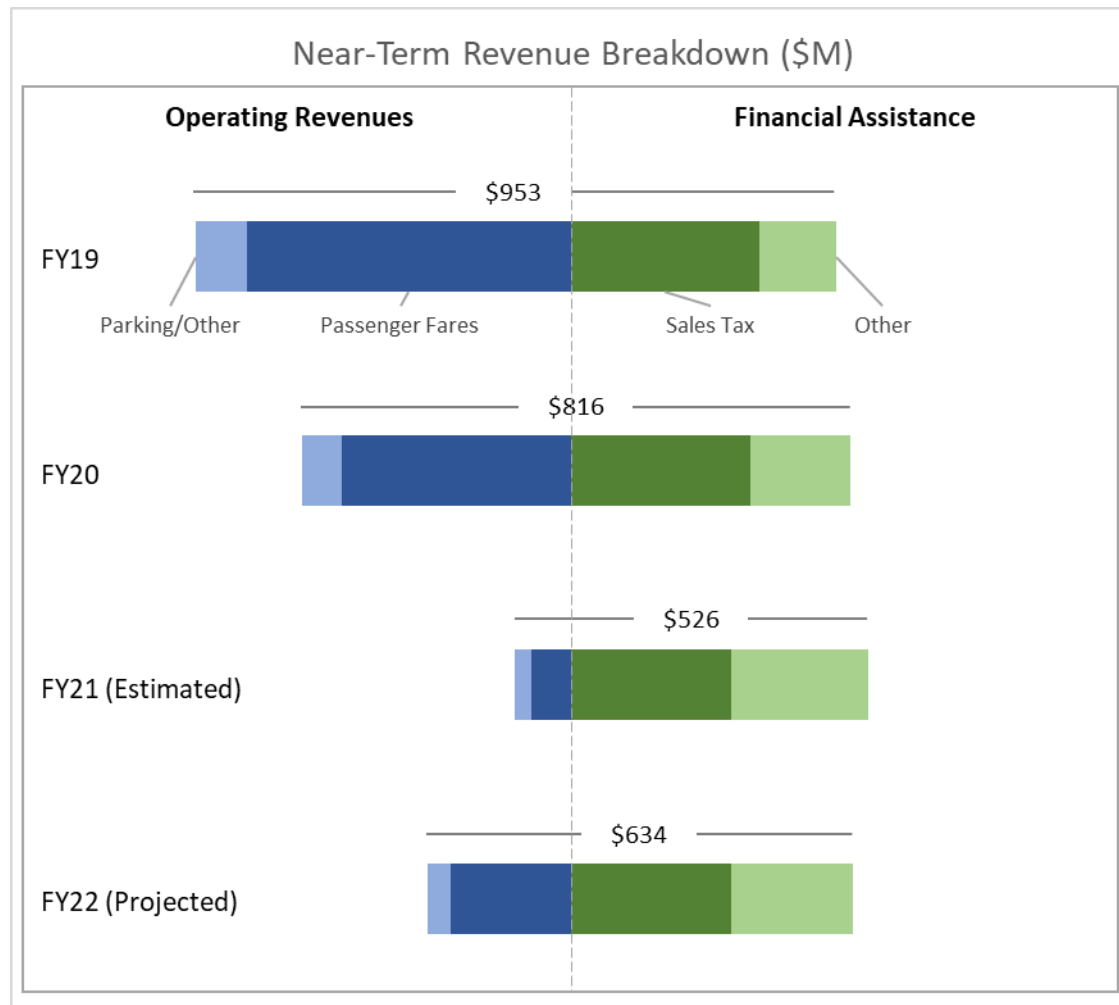


BART 2020 Customer Survey



Pandemic Revenue Impacts

BART's near-term fiscal crisis is driven by the collapse of ridership and fare revenue



- Fare revenue collapsed; financial assistance has been much more stable
- Revenue loss through FY22 projected to exceed \$1B
- Ridership and fare revenue expected to increase in FY22, but BART is preparing for a long recovery

BART's Response to COVID

- **Reduced service hours and frequency to conserve resources** while maintaining essential connectivity and enabling social distancing
- Focused on **employee and rider safety**
- Implemented **aggressive cleaning protocols**
- **Worked with labor partners** to control costs, increase safety and provide essential service
- **Quickly cut costs** through hiring freeze, eliminating vacant positions, retirement incentive program and reduced allocations. Reduced FY21 expense ~\$100M vs. budget
- **Avoided layoffs** because of federal support
- **Accelerated capital projects** where safe and feasible
 - 34.5kv cable replacement
 - Track replacement
 - Traction power substations
- **Coordinated Advocacy** with regional partners around COVID and transit at state and federal levels



Restoring Service to Drive Regional Recovery

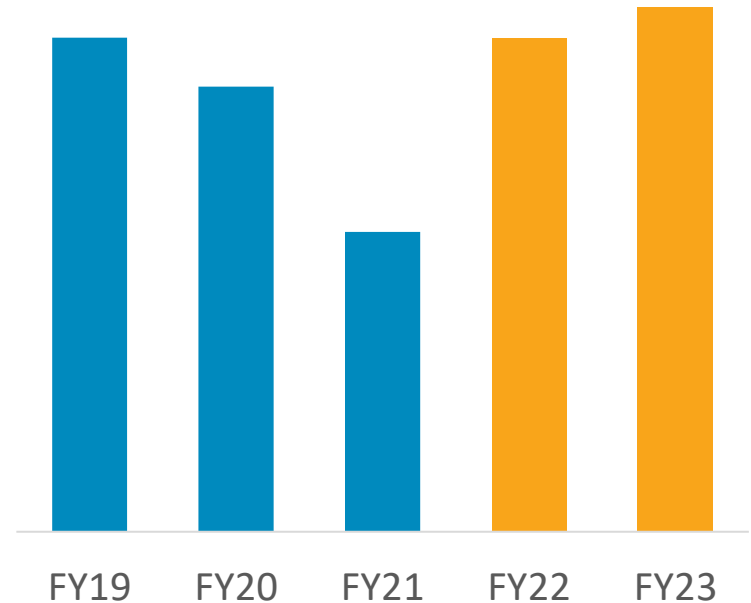


Let's go... September

- Longer hours and more trains
- Cleaner trains and stations
- Rolling out progressive policing unit
- **50% off Clipper fares September 1-30**



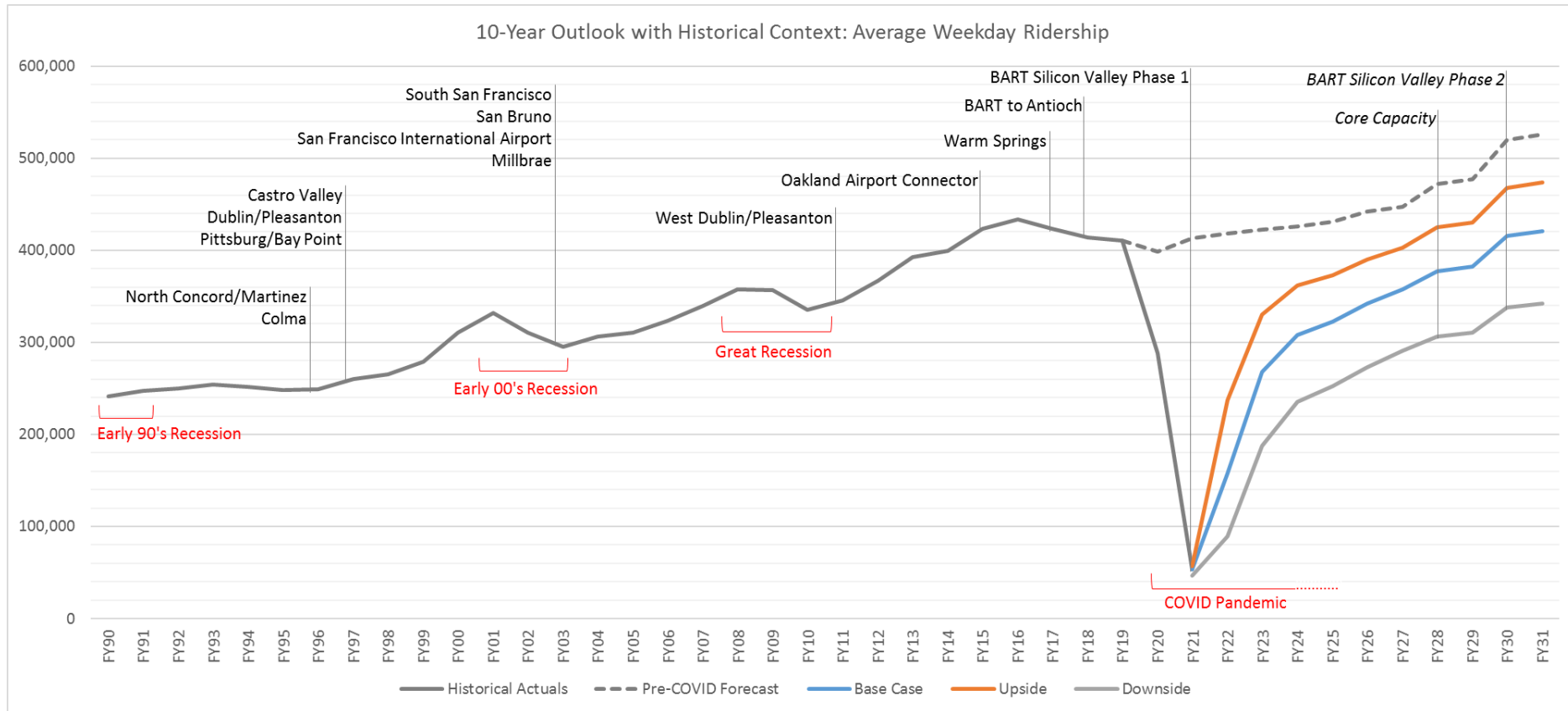
Actual and Planned Service Hours



- June 7: Added 26 additional trains in service
- August 30: restoring late evening service and 15-minute weekday headways
- Service plan evaluation criteria: Ridership, Fiscal Stability, Equity, Capacity Recovery, Health Guidance, and System Reinvestment

Ridership Recovery Planning Scenarios

We are preparing for scenarios in which ridership and fare revenue remain below pre-COVID expectations

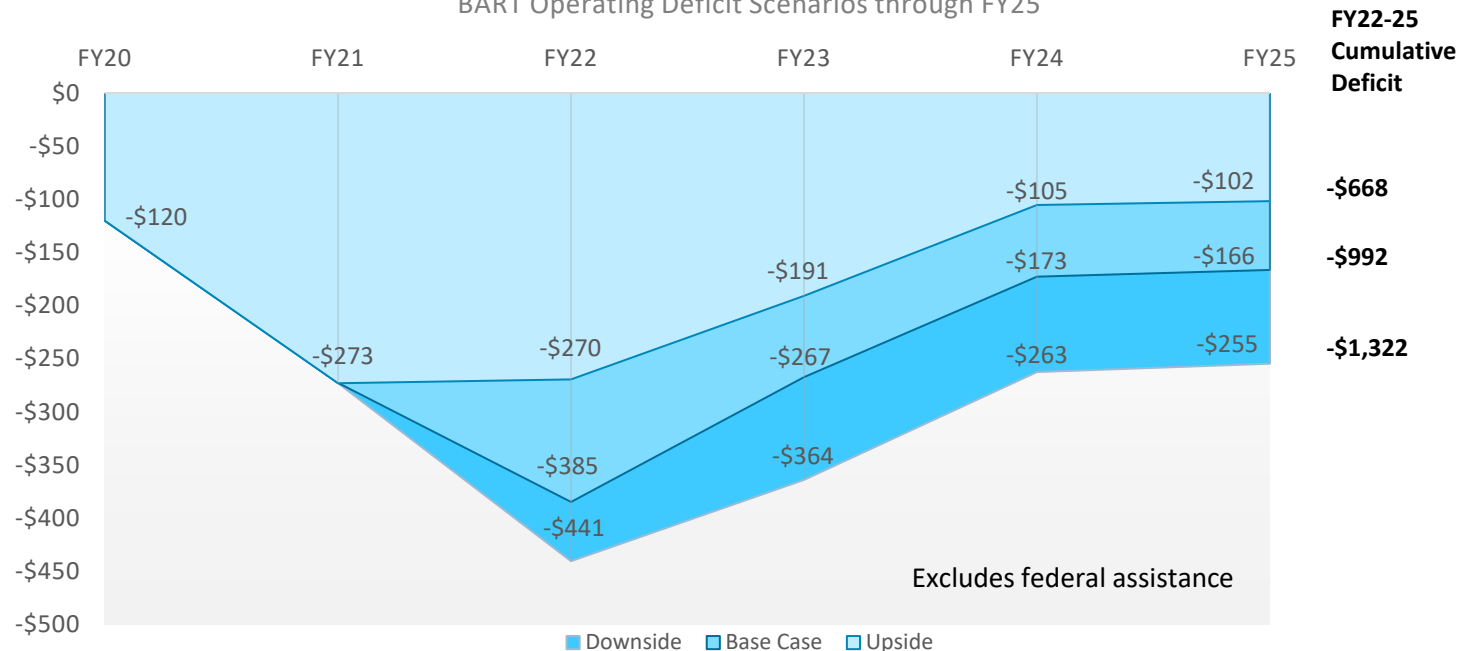


Operating Financial Outlook

Base Case Operating Financial Outlook (\$millions)

	FY19	FY20	FY21	FY22	FY23	FY24	FY25
Operating Revenue	558	399	87	196	368	446	477
Financial Assistance	394	417	453	438	428	444	457
Total Regular Revenues	953	816	540	634	796	891	935
Expense	791	837	749	860	906	922	948
Debt Service & Allocations	162	99	98	159	158	142	153
Total Uses	953	936	847	1019	1064	1064	1101
Operating Result	0	-120	-307	-385	-267	-173	-166
Federal Assistance (CARES + CRRSAA)	0	120	307	328	0	0	0
Federal Assistance (American Rescue Plan)	0	0	0	57	TBD	TBD	TBD
Total Net Result	0	0	0	0	-267	-173	-166

BART Operating Deficit Scenarios through FY25



Supporting Information



BART's 15-step plan to welcome back riders

Updated May 2021. [Read the full plan here.](#)

- Step 1- Increase Train Frequency Now & Extend BART Hours in September 2021
- Step 2- 50% off in September
- Step 3 – Improved Traditional Cleaning
- Step 4- Upgraded Air Filters & Industry Ventilation Best Practices
- Step 5- Require Face Coverings
- Step 6- Increased Safety Staff
- Step 7- Mobile Payment
- Step 8- Data Transparency
- Step 9- Hand Sanitizer
- Step 10- Personal Hand Straps
- Step 11- Pilot New Seat Configuration
- Step 12- Visual Indicators
- Step 13- Business Community Outreach
- Step 14- Healthy Workforce
- Step 15- Rebuild Infrastructure

Rail Service Plan

Current through August 30, 2021

Current schedule since March 22, 2021, with added commute trips

	Peak Trips	Day		Night
Weekday	44	5:00	5 Route / 30 min	9:00
Saturday	15	8:00	3 Route / 30 min	9:00
Sunday		8:00	3 Route / 30 min	9:00








August 30, 2021 to February 2022

Expands weekday service frequency, plus late-night service;
Earlier Saturday opening, later close, plus additional peak trips

	Peak Trips	Day		8:00p 30 min 3 route	Night
Weekday		5:00	5 Route / 15 min		12:00
Saturday	20	6:00	5 Route / 30 min		12:00
Sunday		8:00	3 Route / 30 min	9:00	

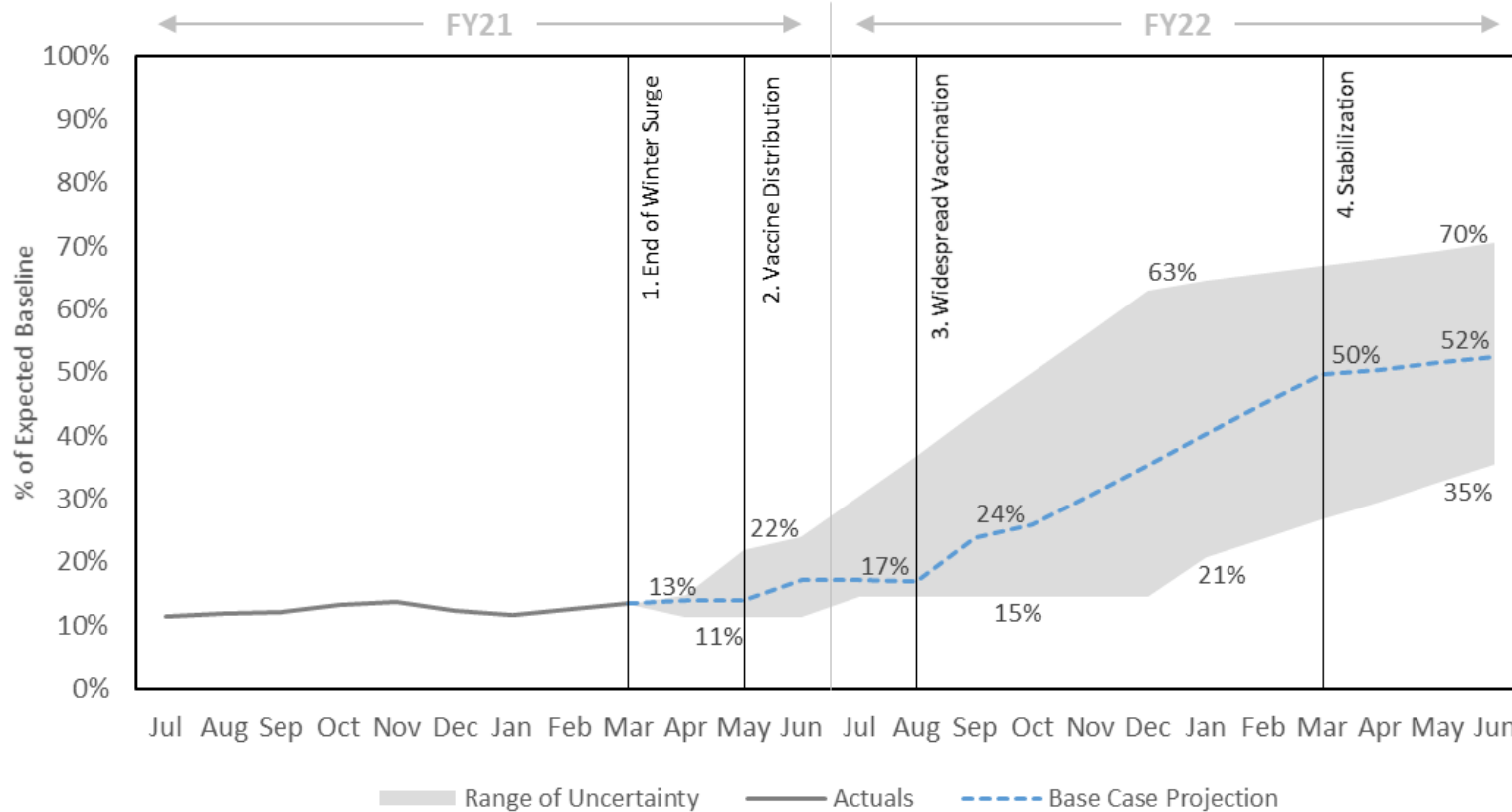
To reduce operating expense, BART implemented a 7-point plan for service and organizational changes

Process underway to right size costs with a structured, intentional approach

- 1  Pursue efficiencies around contracting and other reductions to BART's non-labor budget
- 2  Continue hiring freeze; eliminate most current vacancies
- 3  Pursue retirement incentive program
- 4  Re-assign or re-train staff wherever possible to fill critical gaps created by departures
- 5  Fill critical capital budget vacancies with operating staff wherever possible
- 6  Load shed service dependent staff to capital projects to accelerate capital program delivery (dependent on service plan selected)
- 7  Explore additional cost savings measures with labor partners and non-represented employees (if needed)

FY22 Ridership Recovery Assumptions

Actual and Forecasted Ridership with Pandemic Recovery Milestones



Long Term Ridership Recovery Factors

Near
Term

Long
Term

Factors in Recovery	Opportunities	Risks
Timing and pace of pandemic end?	Effective vaccines	Virus variants; pace of vaccination; vaccine acceptance
Post-pandemic market size/ market share	Diversity/resilience of Bay Area economy; BART customer loyalty; Transbay speed/reliability advantage	Economic impacts/unemployment; rise of remote work; Employers shifting away from downtown SF?
Impact of pre-pandemic trends	Regional growth; regional integration	Rise of Uber/Lyft; declining airport ridership; regional homelessness crisis
Long-term market size: How will Bay Area population/employment grow in the years ahead?	New growth centers? New markets to serve?	Slower downtown employment growth? Slower regional growth?

Caltrain COVID-19 Service Recovery

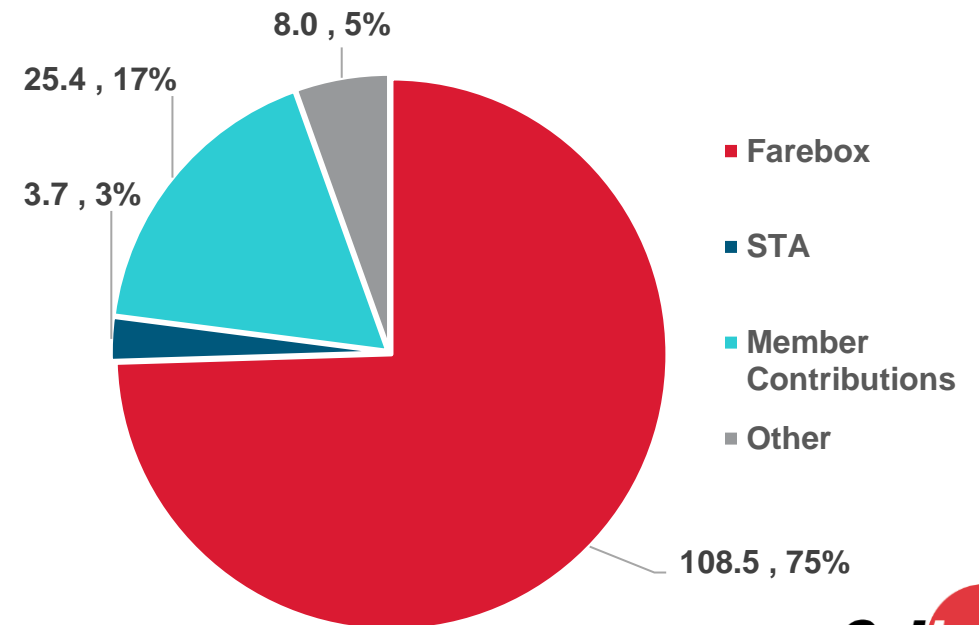
June 9, 2021



Pre-Pandemic Service & Financials

- **Pre-COVID schedule of 92 weekday trains**
 - Mix of local, limited and express services – multiple, complicated stopping patterns
 - Commuter Focused with limited off-peak and weekend service
- **Highly reliant on fare revenue- 70%+ farebox recovery**
- **No dedicated source of funding- annual discretionary contributions from JPB member agencies used to make up balance of operating needs after fares**

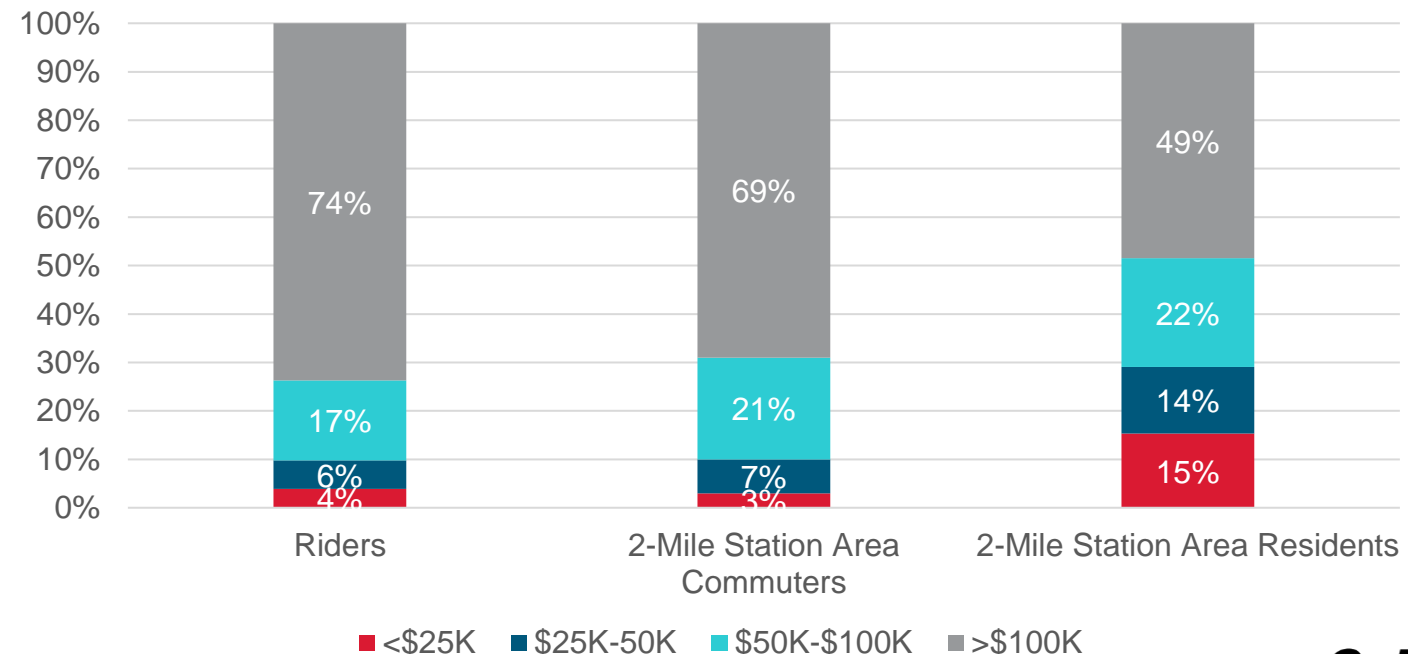
*FY19 Operating Revenue Sources
(millions, % of total)*



Pre-pandemic Ridership

- Pre-Covid weekday ridership of between 65,000 and 70,000
- Ridership heavily dominated by commuters and agency was extremely dependent on robust fare revenue
- Demographics of Caltrain riders mirrored overall commuter demographics in corridor
- ...But riders were generally wealthier and less diverse than surrounding communities

Comparison of income levels among Caltrain riders, corridor commuters, and corridor residents

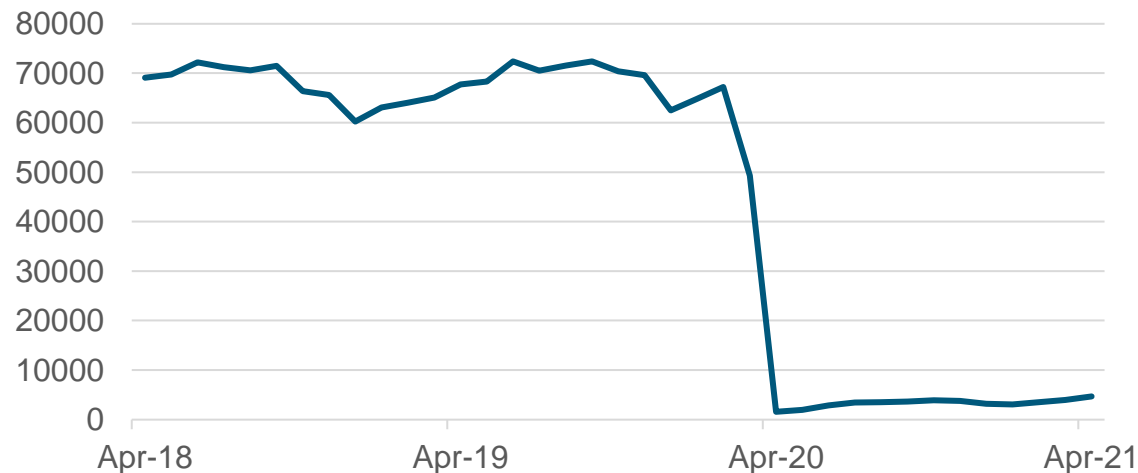


Data from US Census and Caltrain 2019 Triennial survey



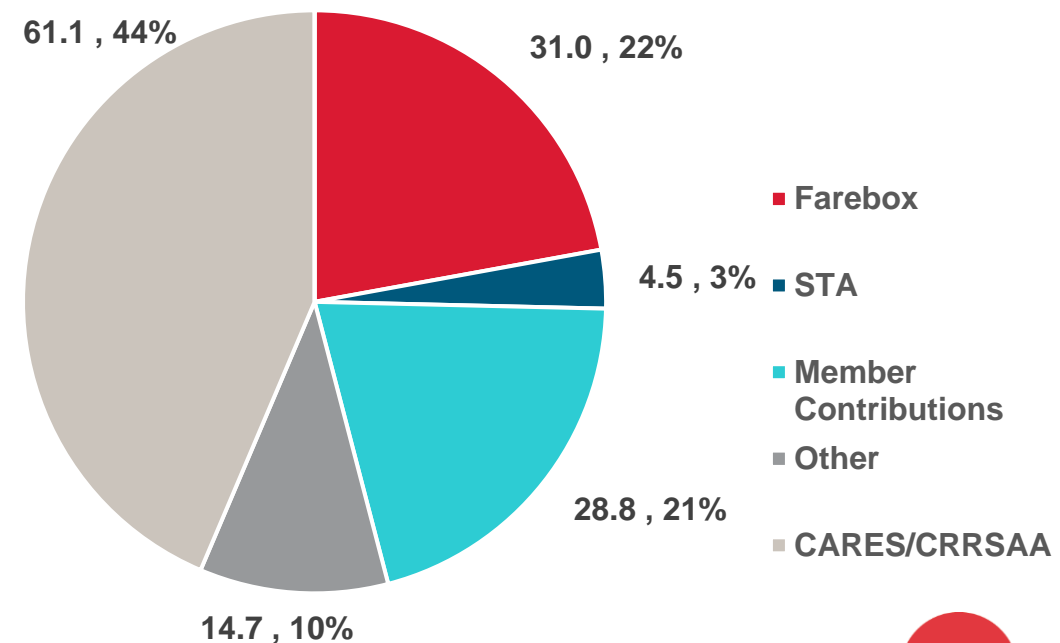
COVID-19: Ridership and Financial Impacts

Caltrain Average Weekday Ridership



- COVID had an abrupt and severe impact on Caltrain's ridership – creating an existential financial crisis for the agency.
- Initial rounds of CARES and CRSSAA funding have been critical to Caltrain's survival through FY21

FY21 Operating Revenue Sources
(millions, % of total)



Responding to COVID-19

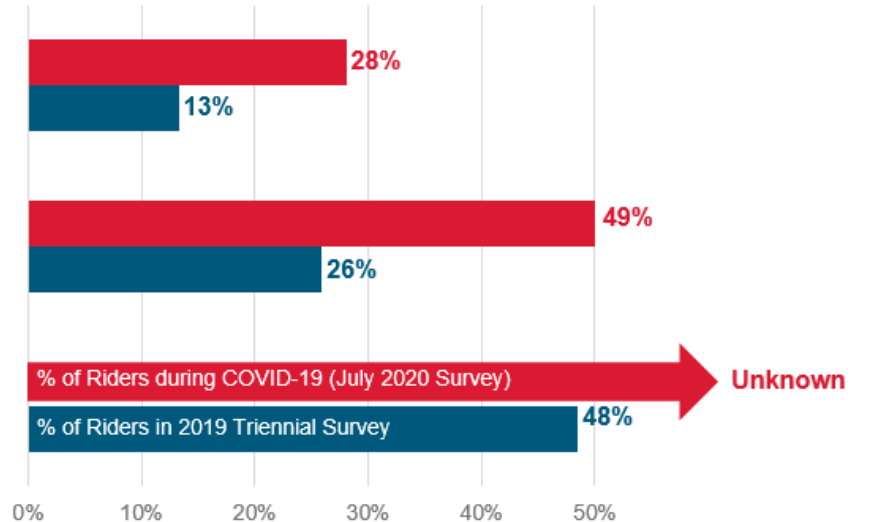
- **Pre-COVID Caltrain schedule was highly customized and not able “scale” up and down easily**
- **Caltrain has undertaken multiple rounds of service adjustments in response to COVID with a focus on simplifying the schedule and addressing key equity priorities**
 - Initial lockdown and reduction in April and May to 40 trains per weekday
 - Expansion to 70 train per day service in June
 - Further adjustments in December 2020 and March 2021 to increase midday and weekend service levels and to improve BART connection at Millbrae

Responding to COVID-19

- Caltrain ridership during the pandemic has oriented heavily toward lower income riders and essential workers
- The JPB adopted a comprehensive set of equity policies in October of 2020
- Caltrain has adjusted its service in a way that implements this policy including improving off-peak and weekend service, emphasizing better transit connections, and significantly simplifying the schedule
- Caltrain has also expanded Clipper START participation, deferred fare increases, reduced the cost of monthly passes and is developing an innovative “pass donation” program for its institutional customers



Share of riders that qualify for **low income housing assistance**



Share of riders that live in households earning **less than \$100k** per year

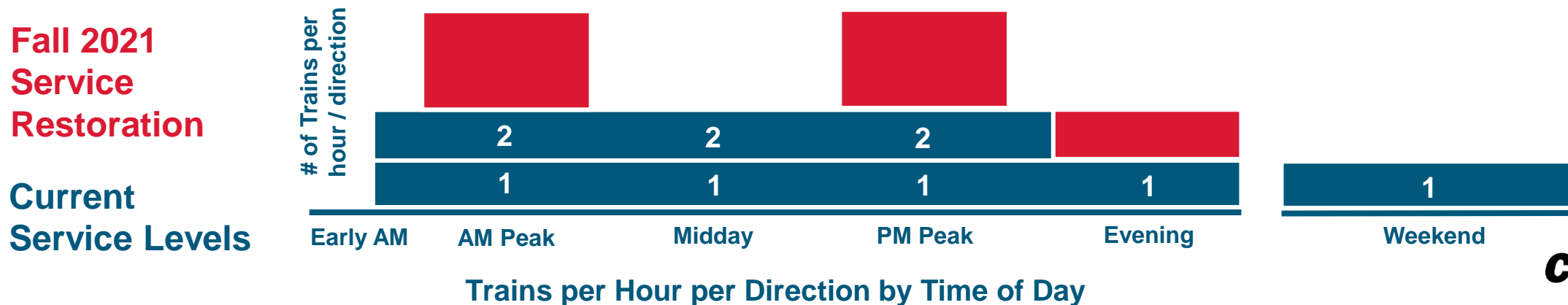


Share of riders that **did not have to a car**

Based on the July 2020 online survey, 2019 Triennial Survey

Fiscal Year 2022 Service Approach

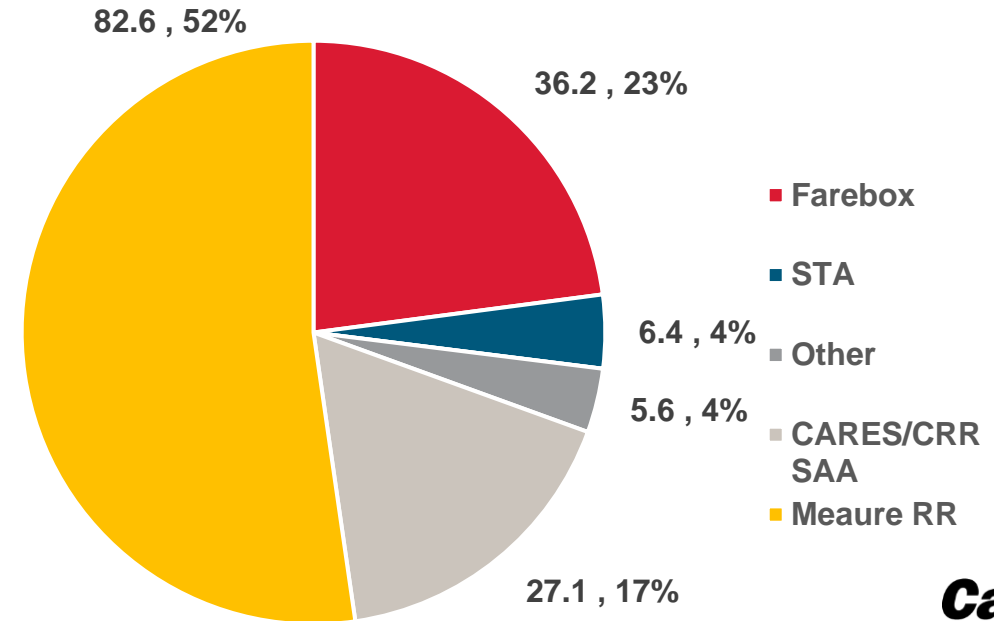
- Caltrain is planning to expand service in late summer / early fall- to coincide with BART's planned service increase
- Major employers and schools along corridor have indicated they plan to return to in-person activities at this time and it is critical that Caltrain capture as much market share as possible by providing an attractive, competitive service
- Beyond recapturing as much ridership as possible, continued focus on simplified schedule, improved midday and weekend service and high-quality BART connection are all priorities for the railroad



Fiscal Year 2022 Financial Outlook

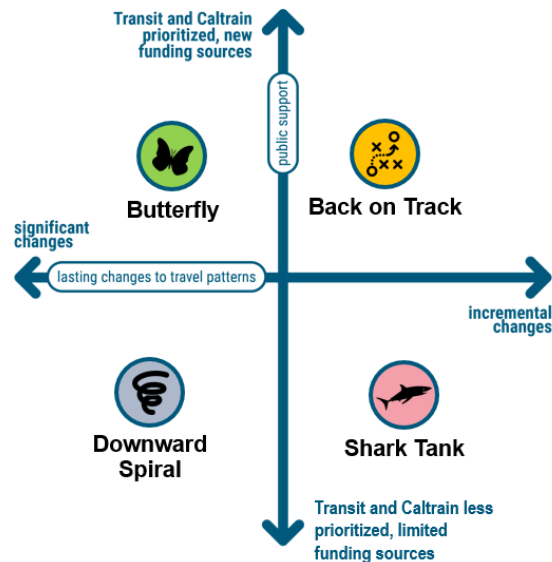
- In late 2020 voters in the three counties passed Measure RR providing approximately \$80-\$100 million annually to support Caltrain Operations, maintenance and Caltrain capital expansion needs. Money from this measure will begin to flow in FY2022
- At the same time, farebox revenue is projected to remain well below 2019 levels and member agencies have yet to agree on any contribution to Caltrain for FY22
- This has meant Caltrain has had to rely heavily on Measure RR in the FY22 budget to cover both operating and basic capital maintenance costs – severely compromising the ability of the Measure to support long term plans and projects

*FY22 Operating Revenue Sources
(millions, % of total)*

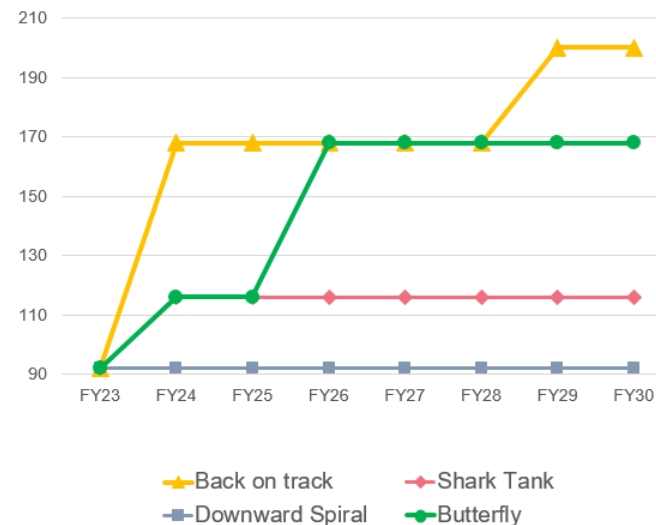


2023 and Beyond

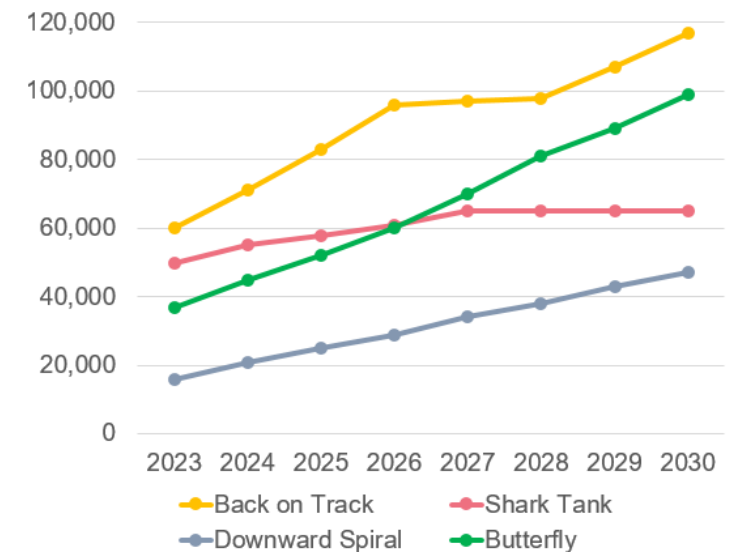
- Caltrain has engaged in an intensive scenario planning process to look at the post-COVID future
- We anticipate a challenging and dynamic business environment in FY23 and beyond- but we must also plan for major in-progress changes like the electrification of the railroad
- Controlling costs and building ridership across multiple markets – including non-commute markets- will be critical to long term recovery and success



Weekday Train Service Levels by Scenario:
FY23-FY30



Projected Ridership by Scenario



County Connection

2477 Arnold Industrial Way Concord, CA 94520-5326 (925) 676-1976 countyconnection.com

May 25, 2021

David Rabbitt, Chair
Metropolitan Transportation Commission
Programming and Allocations Committee
375 Beale Street, #800
San Francisco, CA 94105

Re: June 9th Special Workshop

Dear Chair Rabbitt,

On behalf of County Connection, I write to express our appreciation for the Metropolitan Transportation Commission's (MTC) initiative in developing and adopting the "Principles and Approach to the Distribution of Transit Funding from the American Rescue Plan Act of 2021". In order to inform upcoming allocation decisions, MTC staff distributed a data request form, included as Attachment 1.

The data requested, though informative, only tells small fragment of each agency's overall story. I hope that the narrative provided below will provide a more illustrative picture of County Connection's status before and during the COVID-19 pandemic and how we strive to continue to recover.

Pre-Pandemic Efforts

Prior to the COVID-19 pandemic, County Connection had implemented various service and fare changes to better align revenues and expenses and address long term structural deficits. In the Spring of 2019, a new service and fare package was implemented and by February 2020 ridership has increased by over 12% and revenues were also on the rise. However, County Connection staff recognized additional changes would be required for long-term sustainability. The COVID-19 pandemic immediately halted all progress and accelerated the need to reduce costs. All the uncertainty in the Spring and Summer of 2020, added to the dramatic drop in ridership (over 80%) required service adjustments in the following months.

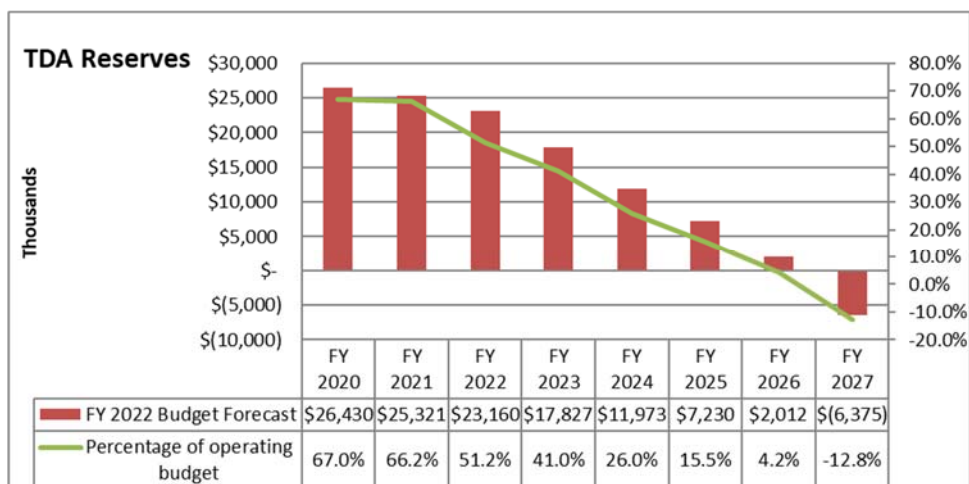
COVID-19 Adjustments

Between March 2020 and November 2020, County Connection, like transit agencies across the Bay Area, had to adjust service to meet the needs of essential workers and services. Fixed route service was focused along certain corridors, as commuter service demand dwindled. Paratransit services pivoted from a solely ADA focus to food and patient deliveries across the County. Fares were also eliminated to prevent the spread of COVID-19 and reduce the financial burden on passengers.

Post-pandemic service has been difficult to plan for. However, County Connection's strategy was to adopt a service package that would be implementable and sustainable beyond the one-time funds available through the federal stimulus packages. Continuation of current service levels were adopted in Spring 2021, with the ability to introduce additional service as demand increases, labor is available and physical distancing guidelines are rescinded.

COVID-19 Recovery

County Connection's CARES and CRRSAA allocation from the first two stimulus packages will ensure current service levels through FY 22. The pending ARP Act allocations would allow additional service to be instated, however, the long-term viability of retaining that service would require an infusion of funds on an ongoing basis. Although the stimulus funds have been indispensable, they are a one-time infusion that cannot support ongoing operations. In our case, we have not included ARP funds in our budget forecast. Instead, we assume TDA reserve depletion, which at the current rate would be spent by 2027, as shown in the chart below:



Other Variables

Transit agencies across the Bay Area are faced with an employee shortage, which impacts service availability. Additionally, any physical distancing guidelines limit the number of passengers on transit vehicles. If transit is to recover completely, drivers need to be hired, physical distancing cannot be required on transit vehicles and funding must be available on an ongoing basis.

East Bay Collaboration (I-680 Corridor)

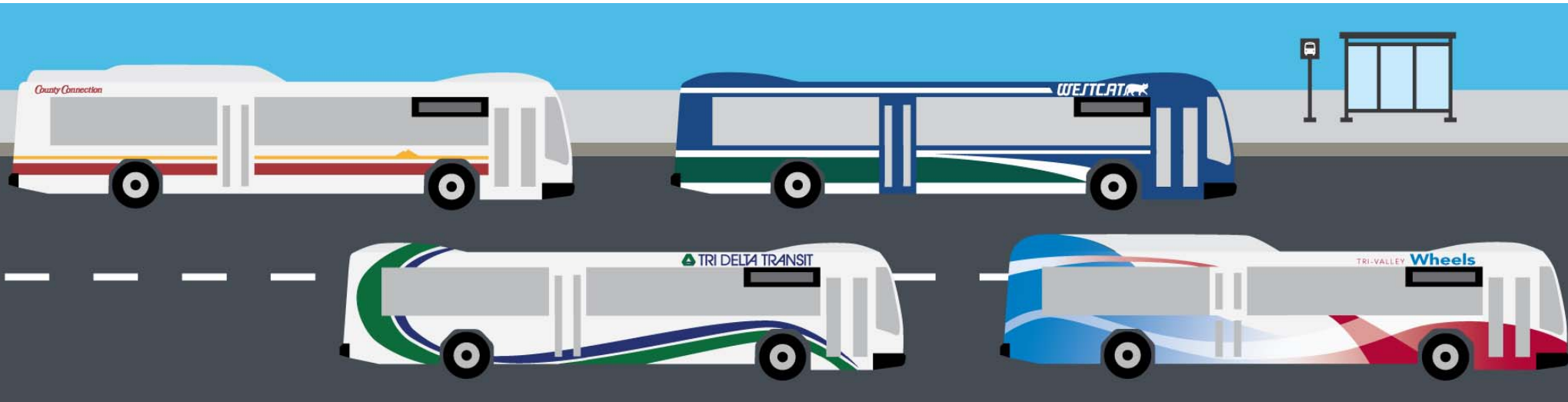
Prior to the start of the pandemic, the multi-county partners of the I-680 corridor began meeting regularly to better coordinate and improve transit services in the corridor and among the partners. This effort has been led by the Contra Costa Transportation Authority (CCTA). It includes, CCTA, County Connection, LAVTA, the Alameda County Transportation Commission (ACTA), The Solano Transportation Authority (STA), Sol Trans, and VTA.

Among the initiatives that this work is producing is the near complete LAVTA sponsored and CalSTA funded study of express bus service in the I-680 corridor. The central recommendation of the draft report is to implement a one-seat, one-brand quality BRT style express in the corridor in two phases. The first phase is to connect the Martinez Amtrak station with the Dublin multi-modal train station & hub. The second phase will extend this service to the Diridon station. County Connection and LAVTA are looking to jointly operate this service under one brand and to closely coordinate this service with the Sol Trans buses that serve the Walnut Creek BART station from Solano County.

Sincerely,

A handwritten signature in blue ink, appearing to read "Rick Ramacier".

Rick Ramacier
General Manager
County Connection



MTC Programming & Allocations Committee Workshop

EAST BAY OPERATORS

JUNE 9, 2021



East Bay Operators



County Connection

Central Contra Costa County
3.4 million annual riders
\$38 million annual budget



Tri Delta Transit

Eastern Contra Costa County
2.0 million annual riders
\$22 million annual budget



WestCAT

Western Contra Costa County
1.2 million annual riders
\$12 million annual budget



Wheels (LAVTA)

Southeastern Alameda County
1.7 million annual riders
\$17 million annual budget

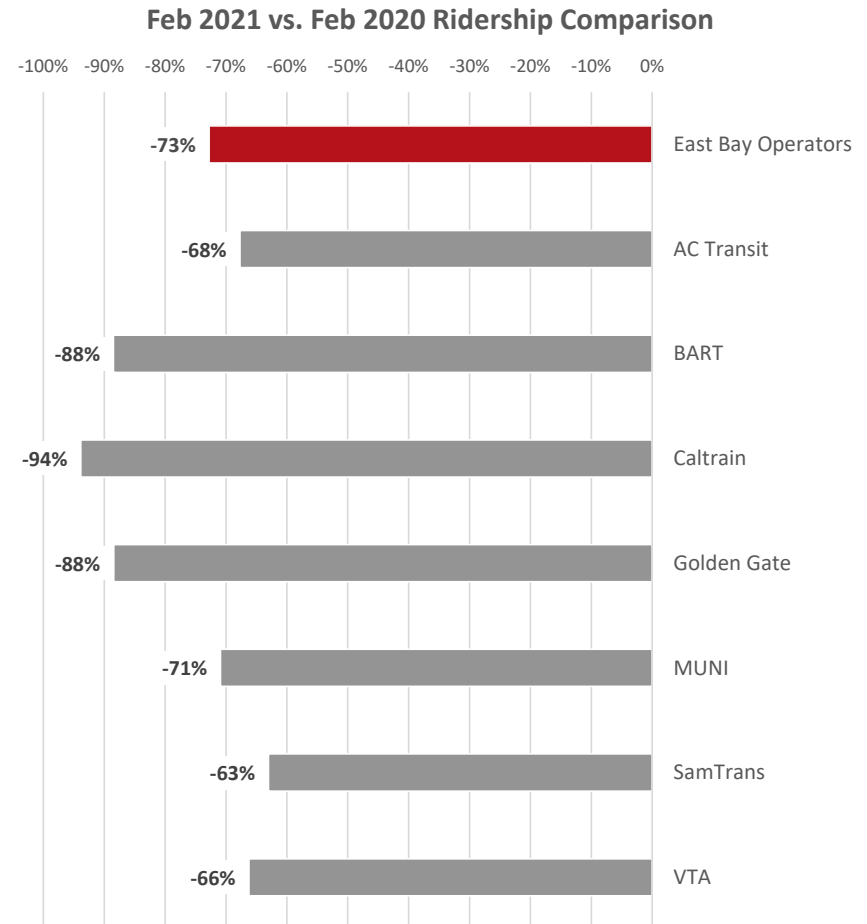
Source: 2019 NTD

MTC PROGRAMMING & ALLOCATIONS COMMITTEE WORKSHOP



Ridership Trends

- Ridership on East Bay operators down 73% compared to pre-COVID
- Essential workers and other transit dependent riders making essential trips
- Similar trends among local operators in the region, whereas regional operators have sustained more significant ridership impacts



Source: NTD Monthly Data

Pre-COVID Joint Initiatives

- Coordinated fare policy & programs
 - East Bay Regional & Day Passes
 - Clipper START pilot
 - Summer Youth Pass program
- Regional One-Seat Ride Program
- Paratransit operations collaboration between County Connection & LAVTA
- I-680 corridor development



BART Coordination

- Most routes across all four East Bay operators serve a BART station
- Schedule coordination in response to BART service changes
- Partnerships to provide bus bridge service due to disruptions in service and/or ADA access
- Early Bird Express (EBX) service (700 series)
- LAVTA's Rapid Service



Innovation

- Zero-emission buses
 - Battery-electric buses currently in service
 - Introduction of hydrogen fuel-cell & hydrogen-electric buses and fueling stations coming soon
- Shared autonomous vehicles demonstrations to provide first- and last-mile connections
- Mobility on demand services
 - TNC partnerships (Go Tri Valley & Go San Ramon)
 - On-demand, app-based bus service (Tri MyRide)



Post-COVID Recovery

CHALLENGES

- Operator shortage
- Public perception of transit
- Long-term financial stability
- Support for local/regional transit priority projects
- Zero-emission transition costs

OPPORTUNITIES

- Promotional efforts to increase rider confidence in the safety of transit
- Restoring pre-COVID service levels – based on demand
- Blue Ribbon Transit Recovery Task Force Focus Areas
 - Mapping/Wayfinding
 - Fare integration
 - Transit priority



Thank You!



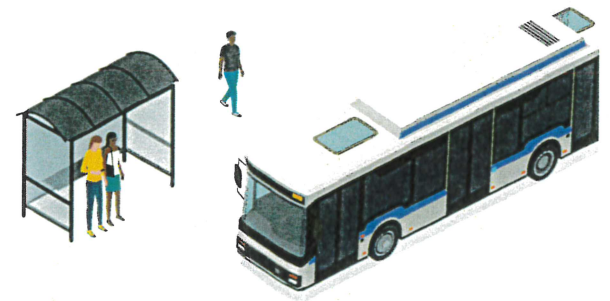
A United Front

CONTRA COSTA COUNTY TRANSIT OPERATORS



Ongoing Partnerships Grow Stronger During Pandemic

Contra Costa transit operators continue working together to provide exceptional service connecting people traveling through our region even during the COVID-19 pandemic. Whether it's coordinating schedules, collaborating on paratransit service, or integrating fare structures, our transit agencies consistently strive to create a superior, personalized experience for all riders.



Local Services > Moving People > Making a Difference

COLLABORATION

> Riding Together: Bay Area Healthy Transit Plan

27 Bay Area transit operators including Contra Costa agencies develop roadmap as a result of COVID-19.

> East Bay Regional 31-Day Pass

When purchased on a Clipper Card, the pass is valid for a 31-day rolling period, rather than a set calendar month.

→ COUNTY CONNECTION, TRI DELTA TRANSIT, WHEELS, WESTCAT



SEAMLESS CONNECTIONS

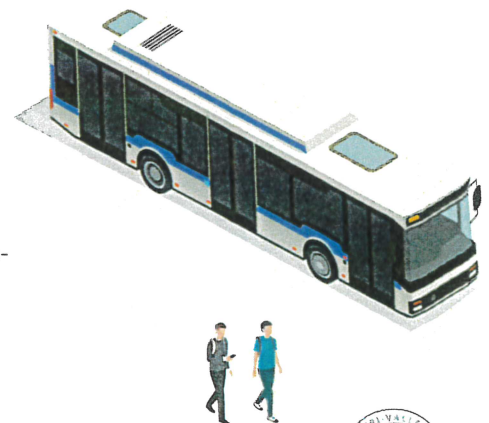
> One-Seat Regional Ride Program

Streamlines trips for paratransit riders, eliminates transfers across service areas, and reduces interaction between passengers, drivers and vehicles.

→ COUNTY CONNECTION, TRI DELTA TRANSIT, WESTCAT, LAVTA

> Tri Delta Transit's "Tri My Ride" program

Solving a common challenge - helping customers better access BART stations- East Contra Costa residents can utilize an on-demand, app-based bus service called Tri My Ride that will pick people up at their homes in neighborhoods within about 2 miles of the Antioch and Pittsburg BART stations and adjacent shopping centers for just \$2-less than it costs to park at a BART station.



INCLUSION

> Summer Youth Pass Program

An unlimited pass for youth on any service during the summer months. Reduced rates for low-income families.

→ COUNTY CONNECTION, TRI DELTA TRANSIT, WESTCAT

> Clipper START

A pilot program to provide single-ride discounts to low-income riders.

→ ALL SERVICES

County
Connection

WESTCAT



TRI DELTA TRANSIT

CLEAN AND GREEN

- > Multiple joint procurements exist among all four transit operators to **ensure public dollars are used efficiently** to acquire the latest technologies for their fleets.
- > Tri Delta Transit is a **leader in integrating electric buses** into their fleet.
- > County Connection was one of the **first agencies in the nation** to introduce inductively charged battery electric buses into service.
- > The **popularity of WestCAT's Lynx service** prompted the purchase of double-decker buses in order to carry more passengers with less trips.
- > **COMING SOON:** Introduction of **hydrogen and hydrogen-electric buses** and fueling stations for County Connection, LAVTA, Tri Delta Transit.

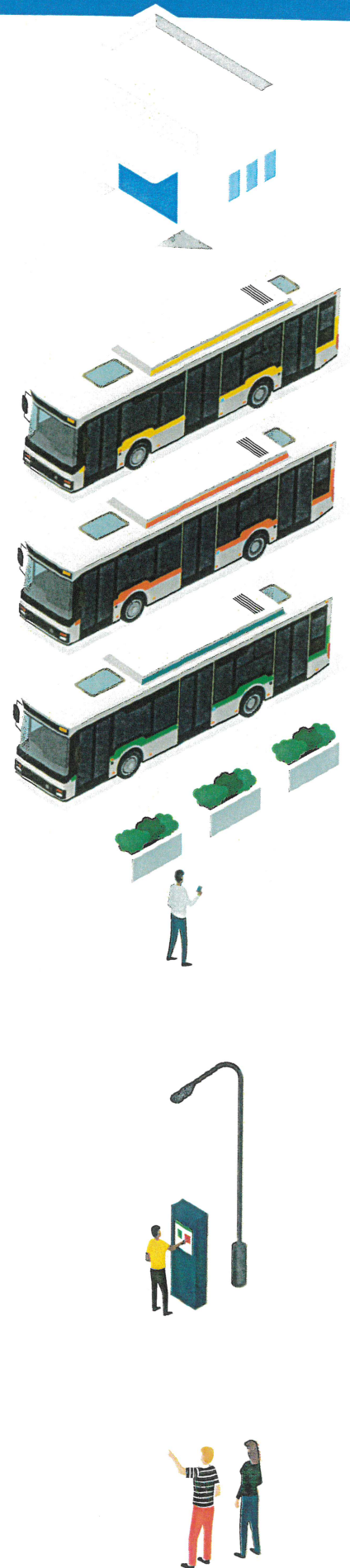
EFFICIENT MANAGEMENT

- > Operators established the Cooperative Area Transit Systems (CATS)—a working group consisting of leadership from all four service providers—to coordinate on projects that **promote seamless travel** and superior service for passengers.
- > All four transit operators engage in joint purchasing agreements for paratransit software that is shared among the agencies for **consistent scheduling of service**.
- > All four transit operators utilize the same Clipper support consultant to **ensure consistent, successful implementation of fares**.
- > All four transit operators work together to manage BART Express Bus service for the area, through a new model that functions better and **saves several million dollars annually** compared to BART's cost of operating the same service. As a result of the lower operating costs, small operators were able to expand express service levels.
- > LAVTA, Tri Delta Transit and WestCAT initiated an MTC-funded "East Bay Suburban Transit Improvement Study" which revealed **no financial or service justification** for consolidating agencies.*

EMBRACING INNOVATION

- > Tri Delta Transit leads an Integrated Dynamic Transit Operations pilot project with the Contra Costa Transportation Authority, UC Berkeley, and Caltrans to design and implement a system to ensure passengers transferring between services do not miss connections – **technology that is critical to seamless travel**.
- > County Connection and LAVTA partnered with the Contra Costa Transportation Authority and GoMentum Station to explore how shared, electric autonomous vehicles could complement their service. Tri Delta Transit will be launching an **electric autonomous vehicle demonstration** this summer.
- > WestCAT played an integral role in developing a major **Express Bus Implementation Plan** in Contra Costa and Alameda counties, to determine how future transit stations – or shared mobility hubs – can better serve passengers through amenities and micromobility options.

*Although the numbers in the report need to be updated to 2021 levels, the conclusions are still valid.





Fairfield and Suisun Transit (FAST) American Rescue Plan Act (ARP) Funding Requests

FY 2021-22, FY 2022-23, & FY 2023-24

May 2021

Fairfield UZA Request: \$2,527,694

1. FAST ARP Funding Request Overview to Reinvent Local Service and Implement Sustainable Microtransit and Focused Fixed Route Services in Fairfield

Operations Request	FY 2021-22:	\$450,000	
	FY 2022-23:	\$300,000	
	FY 2023-24:	\$ 95,502	
	Total:		\$845,502

2. FAST ARP Funding Request Overview to Implement Sustainable Microtransit Services in Suisun City

A. Three shuttle vehicles to implement microtransit:

Capital Request	FY 2021-22:	\$400,000	
B. Operations Request	FY 2021-22:	\$276,104	
	FY 2021-22:	\$239,197	
	FY 2022-23:	\$239,197	
	Total:		\$1,154,498

3. FAST ARP Funding Request for SolanoExpress

Operations Request	FY 2022-23:	Total:	\$527,694
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I. Background for FAST's American Rescue Plan Act (ARP) Funding Requests in FY 2021-22, FY 2022-23, and FY 2023-24 Addressing Future City of Fairfield Transit Services

The City of Fairfield and City of Suisun City's transit system is Fairfield and Suisun Transit (FAST). The City of Fairfield has operated service in both cities since 1989. FAST currently operates eight (8) local fixed routes.

The COVID-19 pandemic has fundamentally changed the way transit has traditionally operated, and the City of Fairfield's Fairfield and Suisun Transit (FAST) was no exception to coronavirus impacts. On March 23, 2020, FAST implemented significant service reductions and eliminated fares on all transit modes. Social distancing, cleaning protocols, and driver barriers were put into place to ensure safety of both riders and drivers. On July 6, 2020, local and commuter services were partially restored.

Fares were also eliminated to minimize interactions between drivers and passengers. Fares resumed on SolanoExpress commuter service on June 15, 2020. Local and paratransit fares have remained free, but fares will resume for all services on June 1, 2021.

FAST knew the transit landscape was forever changed and had the foresight to realize transit would require new and innovative approaches moving forward. In August 2020, to begin preparation for post-pandemic services, FAST released a Comprehensive Operational Analysis (COA) Request for Proposal (RFP) to identify a consultant to perform an analysis of existing FAST local fixed route service, complementary ADA paratransit, and the Local Reduced Fare Taxi programs. The COA's purpose was to identify innovative options, services, and programs to maximize post-COVID-19 ridership within the FAST service area.

In December 2020, FAST contracted with Innovate Mobility to develop a strategic 10 year plan that would solicit broad and innovative community input, address resident goals and objectives, as feasible, maximize ridership within existing financial constraints, and evaluate future options, including electrification. Although there had been prior smaller scale evaluations of the local transit service, this study would be the first COA performed for FAST.

The COA is underway and initial recommendations are being developed and are part of how FAST is looking "outside the box" at how to best meet the needs of local residents. Recommendations will be finalized in early fall with implementation of recommendations beginning in 2022.

As part of the COA, FAST is following four important guiding principles:

1. Gather fully up-to-date detailed ridership, market, and service information,
2. Collaboratively determine a set of service types and how they function together,
3. Develop service standards for new and existing service, and **most importantly,**
4. ***Prioritize the rider experience***

The five major outcomes or "big moves" FAST is looking to achieve from the COA process include:

1. Enhancing access,
2. Connecting local communities better,
3. Providing better regional connections,
4. Ensuring frequent and reliable service, and
5. Achieving operational and financial sustainability

Prior to the COVID-19 pandemic, local service comprised almost 2/3's of FAST's ridership. In FY 2018-19, FAST's ridership was 1,071,320. The breakout between modes was :

Local:	692,472 (65%)
Commuter:	356,949 (33%)
Paratransit:	<u>21,899 (2%)</u>
Total:	1,071,320 riders

Even with social distancing and capacity restrictions, this same ridership trend has continued during the pandemic through the present.

FY 2019-20 Ridership

Local:	395,774 (58%)
Commuter:	268,845 (40%)
Paratransit:	<u>14,099 (2%)</u>
Total:	678,718 riders

FY 2020-21 Ridership (Annualized using 3rd quarter totals)

Local:	206,784 (70%)
Commuter:	83,340 (28%)
Paratransit:	<u>5,840 (2%)</u>
Total:	295,964 riders

These multi-year ridership numbers support local service will continue its importance post-pandemic. Local riders are those most dependent on transportation options in Fairfield and Suisun City, because they are predominantly low-income and work close to home in lower paying jobs, they have limited transportation options, and/or they may also not be able to afford commuter fares that are more than twice the cost of local fares. The above local ridership usage confirms it is critical to maintain a significant local transit investment to promote equity for those most in need. Local investment to promote equity is a proven need not just in the Fairfield UZA, but it is an important consideration for all transit agencies nationally.

To serve those local residents most in need, the lower local fares charged make it difficult to achieve minimum farebox recovery to cover expenses. Local transit will always require an additional investment and understanding of the importance of ensuring those most in need of transit are provided as much equitable opportunity and access as higher earning commuters who can afford to pay higher fares that allow for a higher transit farebox recovery. Commuters also typically have the economic luxury to own and drive a car to transportation centers to catch their bus to work and earn higher wages outside of the local area.

Microtransit is being explored as the optimal way to address local rider needs. Microtransit is defined as on-demand, technology enabled public transit that is modeled to provide the best experience, while being operationally effective and financially efficient. Microtransit accounts for equity, access, and real-world travel patterns and traffic. Microtransit costs less than traditional fixed route and paratransit services.

To achieve this important goal of maximizing service to low-income Fairfield households, FAST proposes to use American Rescue Plan (ARP) Act funding totaling **\$845,502** for operating funds to deploy and market an on-demand microtransit service beginning in late FY 2021-22. Funding would also be utilized for developing and implementing more focused fixed route service in Fairfield. This ARP request would cover operating expenses as follows over three fiscal years:

FY 2021-22:	\$450,000
FY 2022-23:	\$300,000
FY 2023-24:	<u>\$ 95,502</u>
Total:	\$845,502

FAST's microtransit initiative will expand service coverage to areas of Fairfield not located along fixed route transit corridors. Like the proposed Suisun City microtransit deployment, FAST will convert and purchase new flex shuttles to implement this on-demand service. Flex shuttles will be much less expensive to operate and maintain than 30' or 35' buses currently utilized. For instance, the \$2 cost per ride on microtransit will cover more than 20% of the estimated \$7.75-\$8.00 expense for FAST to provide a ride. This will make FAST's required 20% local farebox recovery requirement possible and sustainable.

As with the proposed Suisun City Microtransit Service Delivery Model, having this Fairfield microtransit service operated by reputable transportation provider MV Transportation:

1. Promotes equity first and foremost by ensuring all residents can request on-demand microtransit services from anywhere within Fairfield for \$2 per ride.
2. Allows elderly and disabled Fairfield residents to continue receiving essential and accessible paratransit services to meet their critical medical and shopping needs.
3. Replaces the local taxi program, which has been very slow to respond to the needs of riders currently using the service.
4. Allows Fairfield to actively participate in planning how many microtransit trips will be provided to residents each fiscal year.
5. Ensures peace of mind for working parents of middle school and high school students who depend on FAST for transit services to safely transport their middle school and high school children to and from school.

Fixed route service will still be available in Fairfield on corridors where it is most used and needed.

FAST is also partnering with Travis Air Force Base (TAFB) to structure how best to provide transportation services to base residents and workers moving forward. Before discussing new service options, TAFB has asked that surveys be conducted of TAFB personnel this summer to identify travel needs. Once travel needs are identified, options will be developed that match stated (versus assumed) needs.

This project also meets all three of Metropolitan Transportation Commission's (MTC) principles for the distribution of transit funding from the American Rescue Plan Act of 2021 by:

1. Stabilizing and sustaining transit in the region long term (versus short term),
2. Restoring and reimagining a different service model since fixed route service that has worked previously will likely not be as successful in the future, and
3. Improving the customer experience by reducing the length and time of trips taken within Suisun City and Fairfield.

Most importantly, this ARP request will enable Fairfield residents to receive essential local transit service in a new and innovative way. Implementing microtransit will result in a more economical way of providing service that offers the added benefit of providing a reasonable and sustainable farebox recovery local service has not been known to achieve previously.

Project Process



Data Collection/Analysis

Automated Ridecheck

GPS Data Analysis

Land use and demographics

Service Performance

Driver and Vehicle Assignments

Travel time review

Origin/Destination Study

Community Engagement

Passenger Survey

Non-Rider Survey

Stakeholder Interviews

Market Research Survey

Virtual and In-person townhalls

Driver and Supervisor Interviews

Recommendations

Early Action Plan

Innovative Operating Models

Innovative Operating Models

Service Alternatives

Preferred Service Plan

Financial Scenarios

Energy Transition/Electrification

Restore

Restructure

Revitalize

II. **Background for FAST's American Rescue Plan (ARP) Act Funding Requests in FY 2021-22 and FY 2022-23 Addressing Future Suisun City Transit Services**

FAST currently operates two fixed routes within Suisun City, the Route 5 and the Route 6. Route 5 service covers travel to/from Suisun City Senior Center, Suisun City Hall, and the Suisun-Fairfield Train Station before connecting to the Fairfield Transportation Center hub. Route 6 service within Suisun City covers travel to/from Suisun City Senior Center, Suisun City Walmart, Lawler Ranch subdivision before making connections into the City of Fairfield. Suisun City's current share of FAST fixed route passengers is approximately 13.5%.

FAST also provides DART paratransit services for Suisun City residents. Suisun City's current share of FAST DART paratransit riders is approximately 21%.

In December 2020, the City of Fairfield contracted with consultant Innovate Mobility, Inc. to complete a Comprehensive Operational Analysis (COA) of Fairfield and Suisun Transit (FAST) local and paratransit services. The COA will serve as FAST's ten year road map to providing sustainable services post-pandemic.

Providing dedicated fixed route public transit is no longer the ideal solution to get Suisun City residents in and around the City as well as to neighboring Fairfield. Microtransit is now recommended as a viable and sustainable transportation option for Suisun City moving forward. Innovate Mobility has prepared a draft Suisun City Microtransit Service Delivery Model. The draft service delivery model is still subject to public input and City Council consideration by both cities. However, the model provides a good initial guide for identifying near term transit funding needs of Suisun City residents over the next 2-3 years.

Suisun City's American Rescue Plan (ARP) Act funding needs in FY 2021-22 and FY 2022-23 to implement microtransit service and successfully address capital deferred maintenance projects is described below in more detail.

1. FAST & Suisun City American Rescue Plan (ARP) Act Capital Request for FY 2021-22: \$400,000

Note: FAST can certify it has brought back furloughed bus drivers, which makes FAST eligible to receive capital funding under ARP (per FTA Region 9 Office of Planning and Regional Development Director Ted Matley).

For purposes of this request to the Metropolitan Transportation Commission (MTC), Fairfield and Suisun Transit (FAST) is requesting **three new shuttle vehicles** that would provide up to 98,460 in-service trips to Suisun City residents and depending on miles per trip, the microtransit service would range in cost from approximately \$661,000-\$703,000 annually. The capital cost of three new shuttle vehicles is estimated at **\$400,000**. These flex shuttles would be fully equipped for efficient use as either a microtransit or paratransit vehicles (for more specifics, please refer to the attached draft Suisun City Microtransit Service Delivery Model).

Having this microtransit service operated by reputable transportation provider MV Transportation:

1. Promotes equity first and foremost by ensuring all residents can request on-demand microtransit services from anywhere within Suisun City for \$2 per ride.

2. Allows elderly and disabled Suisun City residents to continue receiving essential and accessible paratransit services to meet their critical medical and shopping needs.
3. Replaces the local taxi program, which has been very slow to respond to the needs of riders currently using the service.
4. Allows Suisun City to actively participate in planning how many microtransit trips it wishes to provide its residents each fiscal year.
5. Ensures peace of mind for working parents of middle school and high school students who depend on FAST transit services to safely transport their middle school and high school children to and from school.

Implementing microtransit is one of the critical steps required to reinvent and ensure FAST post-pandemic services in Suisun City remain sustainable long term. Purchase of vehicles to implement microtransit in Suisun City is a critical component to this sustainability. ARP funding will fill an important gap, because Suisun City does not have another funding source to purchase the vehicles needed to implement microtransit. To sustain the service, Suisun City will set aside a portion of its TDA capital funds annually to replace the vehicles after it has reached the end of its useful life.

As proposed, microtransit services in Suisun City would begin in April 2022 after the three new vehicles have been purchased and placed into service. Microtransit's farebox recovery is estimated at 21%.

2. FAST & Suisun City American Rescue Plan Act Operations Request for FY 2021-22 and FY 2022-23: \$754,498

FAST has been providing local and paratransit service to Suisun City residents since 1989. In the early 1990s, there were several annual agreements describing how Suisun City's Transportation Development Act (TDA) funds would be allocated to Fairfield and Suisun Transit. The last agreement expired on June 30, 1995.

In 2019, Fairfield and Suisun City Mayors, City Managers, Public Works Directors and FAST staff began meeting monthly to discuss Suisun City's TDA allocation for transit services to FAST and to start laying out the terms of an updated transit services agreement. With the onset of the COVID-19 pandemic in mid-March 2020, the focus changed from finalizing an agreement to dealing with the impacts that necessitated reduced service to both Fairfield and Suisun City residents.

In early 2021, FAST staff reviewed prior agreements and also annualized Suisun City current TDA contribution to actual costs. FAST found actual operating costs did exceed contributions each of the last three fiscal years. In addition, administrative fees for local and paratransit services had not been charged. FAST will only be looking at and reconciling Suisun City's TDA contribution versus operating costs moving forward, beginning in FY 2021-22. As proposed, any annual overages between Suisun City TDA cost and contribution to FAST services will be repaid to Fairfield from the following year's Suisun City TDA allocation through the Solano County TDA Matrix.

Suisun City has FY 2021-22 TDA funds available for allocation totaling **\$1,702,315**. Typically, Suisun City's allocation is approximately \$1.3M. Suisun City's TDA allocation is more only in FY 2021-22 because MTC held back 25% (\$349,233) of Suisun City's FY 2020-21 allocation because of anticipated sales tax reductions due to the COVID-19 pandemic.

Without changes to current fixed route service, FAST would need to cut Suisun City current fixed route service by up to 30% by August 1, 2021. To avoid this hardship, FAST wishes to use American Rescue Plan Act (ARP) funding to continue continuity of transit service for Suisun City residents, while microtransit service is being developed and implemented. FAST is requesting **\$110,852** in FY 2021-22 ARP funding to fill the expected TDA operating gap between continuing 9 months of current Suisun City fixed route operating service at \$828,313 and 3 months of a microtransit service operating gap of **\$165,252**.

In FY 2021-22, FAST staff will continue operational and administrative day-to-day oversight of existing fixed route service and work with Comprehensive Operational Analysis (COA) consultant Innovate Mobility to transition and implement microtransit in Suisun City during the fourth quarter of FY 2021-22. During FY 2022-23 (the first full year of microtransit program implementation), FAST will continue to have increased operational, administrative, and training costs that will include purchase and implementing a microtransit scheduling platform that will efficiently group rides for regular and paratransit riders. Beginning with FY 2023-24, FAST and Suisun City will negotiate a fair and reasonable annual operational and administrative cost moving forward.

To allow for deferred Suisun City capital transportation projects to proceed in FY 2021-22 and to prepare for a return to normal TDA funding in FY 2022-23, Suisun City and FAST are jointly requesting operational oversight costs to FAST for services provided in FY 2021-22 and FY 2022-23 as follows:

FY 2021-22: \$239,197

FY 2022-23: \$239,197

The ARP assistance over the next two fiscal years will allow Suisun City to plan and prepare for a return to meeting its regular TDA funding obligations without issues in FY 2023-24.

This project also meets all three of Metropolitan Transportation Commission's (MTC) principles for the distribution of transit funding from the American Rescue Plan Act of 2021 by:

1. Stabilizing and sustaining transit in the region long term (versus short term),
2. Restoring and reimagining a different service model since fixed route service that has worked previously will likely not be as successful in the future, and
3. Improving the customer experience by reducing the length and time of trips taken within Suisun City and Fairfield.

FAST ARP Funding Request Overview to Implement Sustainable Microtransit Services in Suisun City

1. Three shuttle vehicles to implement microtransit:		\$400,000
2. Operations Request	FY 2021-22:	\$276,104
	FY 2021-22:	\$239,197
	FY 2022-23:	\$239,197
		<u>\$754,498</u>
	Total:	\$1,154,498

Suisun City Microtransit Service Delivery Model



INNOVATE
MOBILITY

CONTENTS

CITY OVERVIEW	1
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- What is Microtransit
- Microtransit Modeler™
- Why modeling matters
- Modeler Output
- Operating Effectiveness

CITY OVERVIEW

Suisun City was established in the 1850s. Its location made it ideal for commerce and transportation during the California Gold Rush. In 1868–1869, the First Transcontinental Railroad connected to downtown **Suisun City** via the California Pacific Railroad, expanding the region's reach across the United States.

Suisun City was originally an island, its slough the head of navigable waters down which the grain crops of the valleys to the north were shipped. For grain was the great output of the state in 1850, when Curtis Wilson and Dr. John Baker first sailed up these waters and made a landing at what is now Suisun City.

Wild grain and tules surrounded the place and the stay of Wilson and Baker was short. Captain Josiah Wing, with his good schooner, the Ann Sophia, was the first to develop the place commercially. He sailed up the slough in 1851, and in the following year built a warehouse. Wagons drawn by sixteen mules brought the wheat down from the northern country to be stored there between the Ann Sophia's trip, and by 1854, the place had developed to an extent which warranted Wing and John Owen laying out a town site. Owens and A. W. Hall ran the first store.

The population was 28,111 at the 2010 census. The city takes its name from the adjacent Suisun Bay, which in turn is named for the Suisun people, an indigenous Native American tribe of the area.



MOBILITY OVERVIEW

There are two local public transit routes operated by the Fairfield and Suisun Transit Agency (FAST), Routes 5 and 6. These routes carry an average of 109 Suisun City residents per day. The Solano Express also picks up passengers in Suisun City and takes them to the El Cerrito Del Norte BART station.

Suisun City is still a very automobile oriented city.

SUISUN CITY SUMMARY STATISTICS

Year	County	Population	Population Group	Daily Vehicle Miles Traveled
2016	Solano	29,152	D	180,032

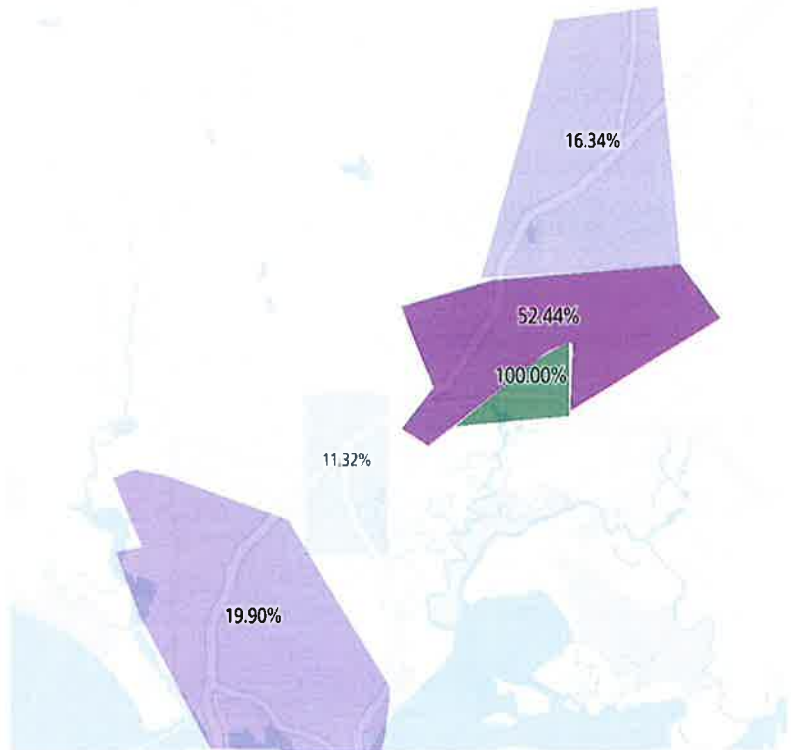
Source: California Office of Traffic Safety, <https://www.ots.ca.gov/media-and-research/collision-rankings>

From a transit point of view, Suisun City residents do not have access to fast, reliable connections throughout the region: Average daily journey time on transit in Suisun City to local connections in Fairfield, Vacaville or Vallejo is 138 minutes.

Average daily wait time for users on transit is 54 minutes

The most popular destinations in Suisun City are the Senior Center and Walmart.

In terms of regional travel, 52% of residents in Suisun City travel to Fairfield, 16% travel to Vacaville, 11% to the Cordelia region to the west, and 20% to Vallejo and Benicia.



Microtransit Service in Suisun City

As a smaller City, providing dedicated fixed route public transit is not the ideal solutions to get residents in and around the City as well as to neighboring Fairfield. As a result, the notion of microtransit is being explored as an option to improve the passenger experience within Suisun City.

WHAT IS MICROTRANSIT

Microtransit is a demand-driven mode of transportation that complements traditional public transit by providing service in areas where there is none, or by increasing accessibility to high-capacity transportation. The key focus is that microtransit is a City-run venture and is not just about technology. It's about in-depth analytics that show these Cities how to succeed with this new innovation, training and custom deployment of technology, marketing and branding support, and ultimately a focus on providing that the end user with the best possible transit experience.

Microtransit is not a panacea for insufficient transportation options or poor urban planning. Which are the two factors necessary for sustainable mobility. What microtransit enables is an ecosystem of mobility options that when used together can create a sustainable system.

By deploying microtransit, cities can be more flexible in their transportation offerings, these can be custom designed for corridors or portions of the cities that are underserved or help alleviate congestion in areas where traditional modes are insufficient. But microtransit also works well with non-traditional modes like Uber/Lyft.

Riders today have an expectation, just like the rest of the economy in this Generation On Demand. They expect their transportation offerings to be “tailored” to their journey needs. The problem with this “tailoring” process as we have seen with ride-hailing companies is that it is not sustainable, and the pooling only occurs in the densest of populations. What about cities like Fairfield, Suisun City, or Sacramento? This is where microtransit can improve public transit the most. There simply isn't enough money to provide the custom transportation needs people have in those and many other similar cities. So microtransit, which can operate for less cost than public transit can be deployed in targeted regions that are unserved complementing public transit or even replacing public transit where a large traditional vehicle is not warranted by the demand.

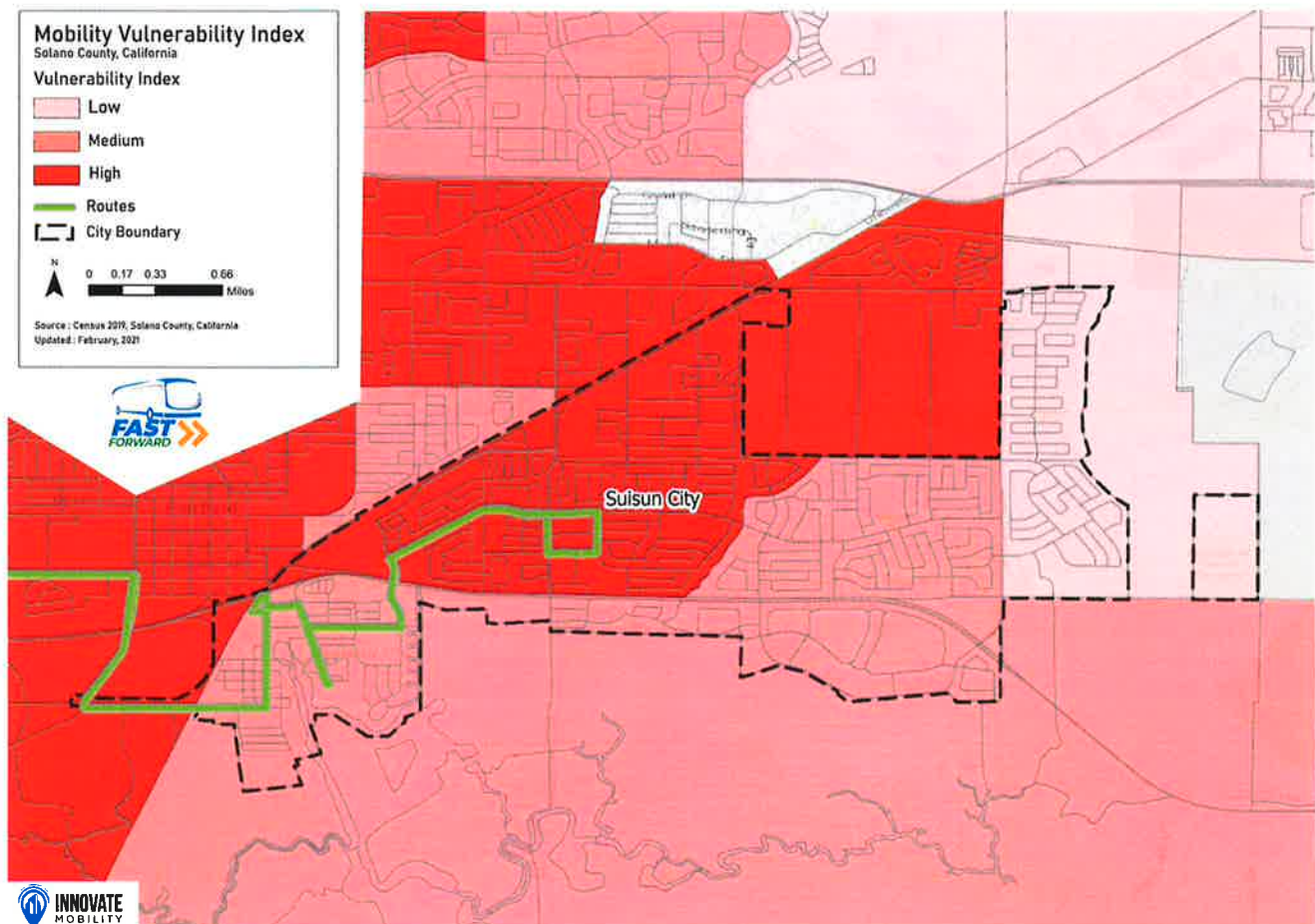
To properly deploy microtransit we need to first model potential scenarios to determine the best potential type and level of service for Suisun City residents.

MICROTRANSIT MODELER™

The Microtransit Modeler™ was used to create the different scenarios modeled below. The Modeler uses a variety of data sets to ensure that the most effective type of service is modeled and is one that is operable by the transit agency. The Modeler has five key inputs:

1 – MOBILITY VULNERABILITY INDEX (MVI)

The MVI was created to better understand the impact of changes in mobility such as reduced transit service, increased congestion, new technologies, or major development. The MVI uses 2020 Census data to weight 18 different socioeconomic indicators including factors such as internet access, unemployment, poverty level. Once weighted the MVI is created to measure the vulnerability across the census block groups in a City. A scale of 0-1 is used to indicate where vulnerable populations reside. Suisun City had an MVI of 0.33, indicating lesser than average mobility vulnerability.



2-TRAVEL PATTERNS

Using cellphone (smart and dumb) data, the Microtransit Modeler™ reviews the locations of actual travel patterns in and around a City. Allowing for the system to ensure that the new service will be well utilized as it is designed around how people actually travel.



3 – REAL-TIME TRAFFIC ANALYSIS

The Modeler uses the Google Maps framework to calculate time and distance using real-time traffic conditions. These times and distances are then adjusted for busy periods within the city. This ensures that the data input matches real world operating conditions.

4 – RIDER EXPERIENCE

The Microtransit Modeler™ allows for customizations in terms of acceptable rider experience. The Modeler can design a service with 1 vehicle or 100, with 10 trips all the way up to 4,000 per day. With this, Cities are able to set thresholds for average wait time, travel time ensuring that riders receive the best experience possible.

Original	Original	DestinationX	DestinationY	DestinationZ	Turns
38.34241329	-122.31038405	38.34241330	-122.31038398	0	5
38.34241339	-122.31038406	38.34241340	-122.31038397	3000	300
38.34241350	-122.31038406	38.34241350	-122.31038397	4500	450
38.34241360	-122.31038406	38.34241360	-122.31038397	6000	600
38.34241370	-122.31038406	38.34241370	-122.31038397	7500	750
38.34241380	-122.31038406	38.34241380	-122.31038397	9000	900
38.34241390	-122.31038406	38.34241390	-122.31038397	10500	1050
38.34241400	-122.31038406	38.34241400	-122.31038397	12000	1200
38.34241410	-122.31038406	38.34241410	-122.31038397	13500	1350
38.34241420	-122.31038406	38.34241420	-122.31038397	15000	1500
38.34241430	-122.31038406	38.34241430	-122.31038397	16500	1650
38.34241440	-122.31038406	38.34241440	-122.31038397	18000	1800
38.34241450	-122.31038406	38.34241450	-122.31038397	19500	1950
38.34241460	-122.31038406	38.34241460	-122.31038397	21000	2100
38.34241470	-122.31038406	38.34241470	-122.31038397	22500	2250
38.34241480	-122.31038406	38.34241480	-122.31038397	24000	2400
38.34241490	-122.31038406	38.34241490	-122.31038397	25500	2550
38.34241500	-122.31038406	38.34241500	-122.31038397	27000	2700
38.34241510	-122.31038406	38.34241510	-122.31038397	28500	2850
38.34241520	-122.31038406	38.34241520	-122.31038397	30000	3000

5 – EXISTING ROUTE STRUCTURE

Finally, the existing route structure is imported into the Modeler to ensure that the microtransit service doesn't sit on its own, but rather complements the existing route network allowing Cities to get the biggest bang for their buck.

MODELING INPUTS

For the purposes of this Model, the following inputs were used:

Number of Vehicles	Maximum Wait Time	Maximum Excess Trip Time	Maximum Number of Hourly Trips	Span of Service	Per Rider Fare
Max of 3	15 minutes	15 minutes	Max of 40 (480 per day)	12 hours on weekdays 8 hours on weekends	\$2.00

WHY MODELING MATTERS

The opportunity to model demand and service using real world information and real-time data while considering a microtransit service o gives an agency an unprecedented ability to answer questions such as:

What will the rider experience be with this service?

How many rides can we serve with a given number of vehicles?

What is the relationship between service quality and service cost?

If the demand is twice what we anticipate, what would that mean in terms of rider experience? How many vehicles would we have to add to serve twice the demand while maintaining service quality? Would that increase our cost per trip?

Based on the five points above, the following trip origins and destinations were selected to model a microtransit service in Suisun City.

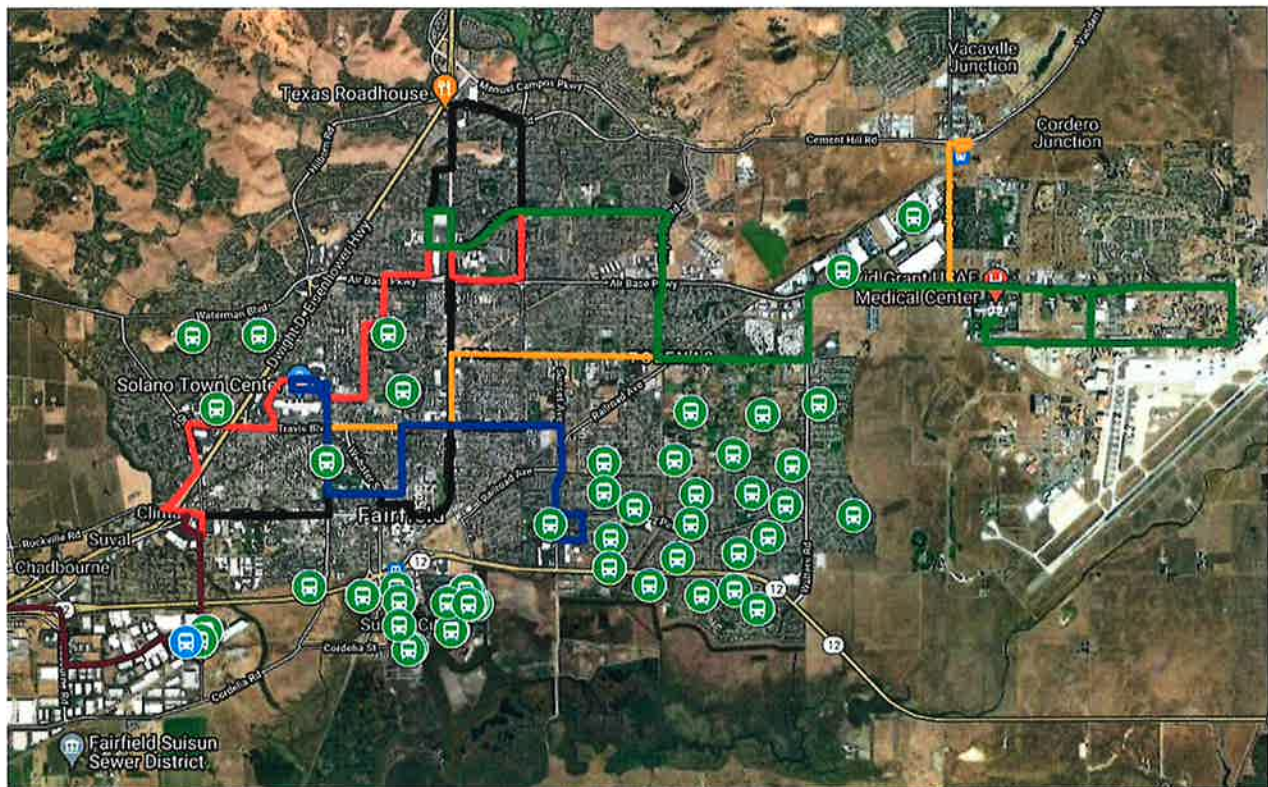
The service would operate providing on-demand trips within Suisun City. Connections outside could be made to the following specific locations:

Solano Town Center

Fairfield Transportation Center

Travis Air Force Base

Solano County Health and Human Services



MODELER OUTPUT

Passenger Experience



Number of Vehicles	Average Daily Trips	Average Travel Time	Average Wait Time	Average Journey Time*	Percentage of Dropped Trips
2	108	20.8	3.1	44.0	10%
3	120	17.2	6.3	39.4	0%
2	120	22.0	5.8	48.6	0%
2	180	20.0	9.7	47.7	0%
3	180	19.0	9.5	45.6	0%
3	180	16.8	4.3	37.1	0%
2	216	19.3	8.6	45.4	10%
3	240	17.7	11.0	44.2	0%
4	240	23.0	4.6	49.7	0%
2	216	20.8	5.8	46.3	28%
3	288	21.9	6.3	48.8	4%
4	300	19.2	5.8	43.1	0%

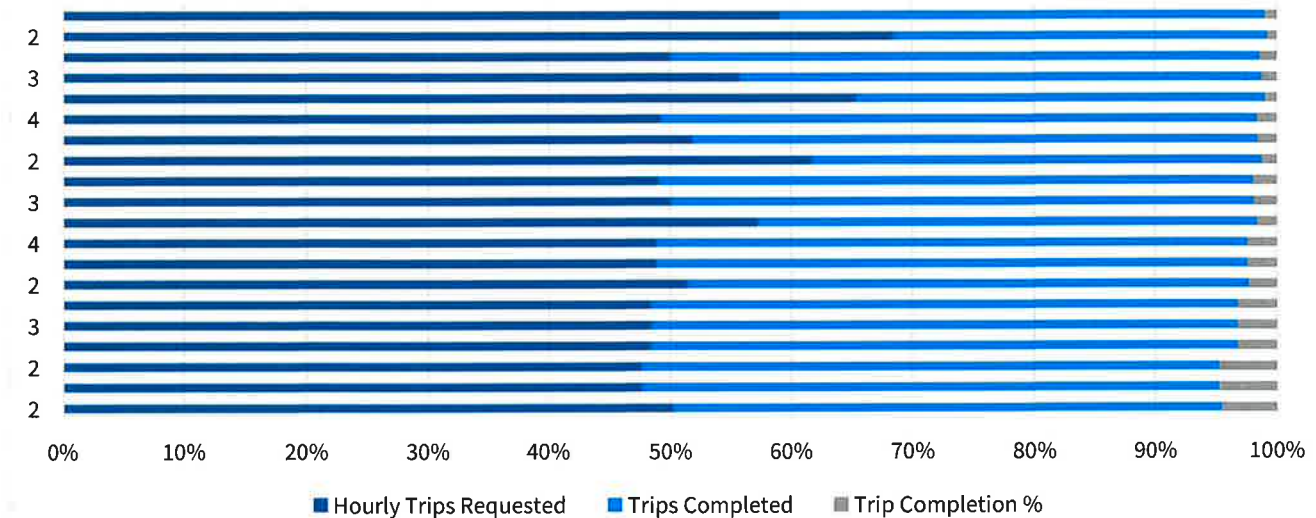
* Average Journey Time is a calculation of a round trip including wait time and travel time in both directions.

In comparison to **139** minutes round trip journey time and **109** daily trips on the existing fixed route network, a microtransit service in Suisun City with two vehicles will provide a dramatically better experience. With three vehicles, a Suisun City microtransit service can carry almost **300** trips a day providing an average wait time of six minutes and a journey time of **50** minutes.

OPERATING EFFECTIVENESS

In terms of vehicle utilization, the goal of the Modeler is to reduce travel time between pickup and drop-off points as well as reduce overall non-revenue mileage. The majority of trips have a vehicle utilization of over 90% indicating that vehicles are in service for the majority of the day, but still providing breaks for drivers.

Operating Effectiveness



VEHICLE UTILIZATION

Vehicles	In-Service Time	Deadhead Time	Hourly Usage
2	50.0	15.5	83%
3	50.7	9.3	84%
2	59.5	16.0	99%
3	52.7	9.3	88%
3	47.0	6.0	78%
2	58.5	18.5	98%
2	58.5	18.5	98%
3	54.7	14.0	91%
2	64.0	14.5	107%
3	65.0	10.3	108%
4	62.0	8.8	103%
2	66.5	10.5	111%
2	66.5	10.5	111%
3	70.7	12.3	118%
2	63.0	9.0	105%
3	69.3	9.0	116%
4	70.8	16.8	118%
2	64.0	9.5	107%
2	64.0	9.5	107%
3	67.3	16.0	112%

Vehicles are used to their maximum effectiveness resulting in the need for more frequent preventative maintenance. Vehicles will be utilized at higher percentage than currently, and as a result they will need to be replaced more frequently. The FTA suggests a useful life of four years and 100,000 miles. At the operating rate below, vehicles will exceed their useful life within two years. The agency can put more vehicles in service and stagger their use to reduce the excess wear and tear on the fleet.

OPERATING STATISTICS

Vehicles	Trips Completed	Daily Hours	Daily Miles
2	9	13.1	213.5
3	10	12.0	195.6
2	15	15.1	246.1
3	15	12.4	202.1
3	15	10.6	172.8
2	18	15.4	251.0
2	18	15.4	251.0
3	20	13.7	223.9
2	18	15.7	255.9
3	24	15.1	245.6
4	25	14.2	230.6
2	18	15.4	251.0
2	18	15.4	251.0
3	27	16.6	270.6
2	18	14.4	234.7
3	27	15.7	255.4
4	34	17.5	285.3
2	18	14.7	239.6

At the Agency's variable operating cost of \$44.28 and with an anticipated \$2.00 base fare (discounts have been applied to calculate total farebox revenue shown on page 12), a microtransit service can be operated at lower cost and with better productivity and farebox recovery ratio than the existing fixed route network.

Suisun City would choose what operating efficiency (number of vehicles and number of daily/annual trips available to its residents) it desired from pages 11 and 12.

Operating Efficiency

Vehicles	Annual Trips Completed	Annual Operating Cost	Cost per Rider	Farebox Recovery Ratio
2	32,820	\$368,476.22	\$11.23	13%
3	36,467	\$506,303.20	\$13.88	11%
2	54,700	\$424,732.13	\$7.76	19%
3	54,700	\$523,179.97	\$9.56	16%
3	54,700	\$447,234.49	\$8.18	18%
2	65,640	\$433,170.52	\$6.60	23%
2	65,640	\$433,170.52	\$6.60	23%
3	72,933	\$579,435.88	\$7.94	19%
2	65,640	\$441,608.90	\$6.73	22%
3	87,520	\$635,691.80	\$7.26	21%
4	91,167	\$796,021.14	\$8.73	17%
2	65,640	\$433,170.52	\$6.60	23%
2	65,640	\$433,170.52	\$6.60	23%
3	98,460	\$700,386.09	\$7.11	21%
2	65,640	\$405,042.56	\$6.17	24%
3	98,460	\$661,006.96	\$6.71	22%
4	123,987	\$984,478.44	\$7.94	19%
2	65,640	\$413,480.95	\$6.30	24%
2	65,640	\$413,480.95	\$6.30	24%
3	98,460	\$703,198.89	\$7.14	21%

III. Background for FAST American Rescue Plan Act (ARP) Funding Requests for SolanoExpress

SolanoExpress is a commuter transit service funded in partnership with the Solano Transportation Authority, six Solano County Cities (Fairfield, Suisun City, Vacaville, Dixon, Vallejo, and Benicia) and Solano County. Service is provided on the Blue, Green Express (GX), Red, and Yellow Lines and connects Solano County cities with Sacramento, two BART stations, and two Capital Corridor connections. Fairfield and Suisun Transit (FAST) and Solano County Transit (SolTrans) are the transit service operators for SolanoExpress.

In March 2020, SolanoExpress service was reduced from 80,000 to 44,000 revenue hours due to the COVID-19 pandemic. On August 1, 2021, SolanoExpress service will be partially restored to 62,500 hours (80% of pre-pandemic service) due to the influx of \$3.3 million in federal Coronavirus Response and Relief Supplemental Appropriation Act (CRRSAA) funds. The CRRSAA funding will allow for increased service frequency for all four SolanoExpress routes. The August 2021 service changes will also eliminate the need for “sweeper” buses that have been needed to address capacity issues on the GX and Red Lines during morning and evening peak periods. The hope is that transit service will again be able to increase to 50% bus capacity in June 2021 and avoid situations where not all customers can be picked up. The hope is also that increasing capacity will help to promote transit ridership as traffic continues to increase on the I-80 and I-680 corridors.

SolanoExpress is fully funded for FY 2021-22 at 62,500 revenue hours. American Rescue Plan (ARP) Act funds in future years will help sustain the 62,500 revenue hours. Service hours will increase to 70,000 revenue hours (88% of pre-pandemic service) in FY 2022-23 if ridership increases sufficiently to warrant increasing service to that level.

Federal Relief Funding Overview

1. Enter your agency's total CARES Act Allocation	\$ 3,938,816
2. Enter your agency's total CRRSAA Allocation	\$ 1,049,102

Expenditure and Budgeting of Federal Relief Funds

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24
3. Amount of CARES Act Funds Expended or Budgeted	\$ 2,002,985	\$ 1,935,831	\$ -	\$ -	\$ -
4. Amount of CRRSAA Funds Expended or Budgeted	\$ -	\$ -	\$ 1,049,102	\$ -	\$ -
5. Amount of American Rescue Plan (ARP) Act Funds Budgeted	\$ -	\$ -	\$ 1,365,301	\$ 1,066,891	\$ 95,502

Ridership

	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	Notes
6. Total Ridership (all modes, including paratransit) - Actuals and Budget Assumptions for end of a Fiscal Year	1,071,320	678,718	295,944	340,336	425,420	531,774	

Note 1: For FY 2021-22 and beyond, FAST is assuming the current 6' social distancing requirement will be reduced to 3' social distancing or less allowing for ridership capacity to increase.

Note 2: For FY 2021-22 and beyond, FAST is assuming service changes (microtransit and reduced fixed route service will significantly expand local and paratransit ridership.

Transit Service

	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24
7. Average Number of Revenue Vehicle Hours Operated - Actuals or Budget Assumptions for end of a Fiscal Year	98,364	76,862	65,489	49,117	51,573	51,573

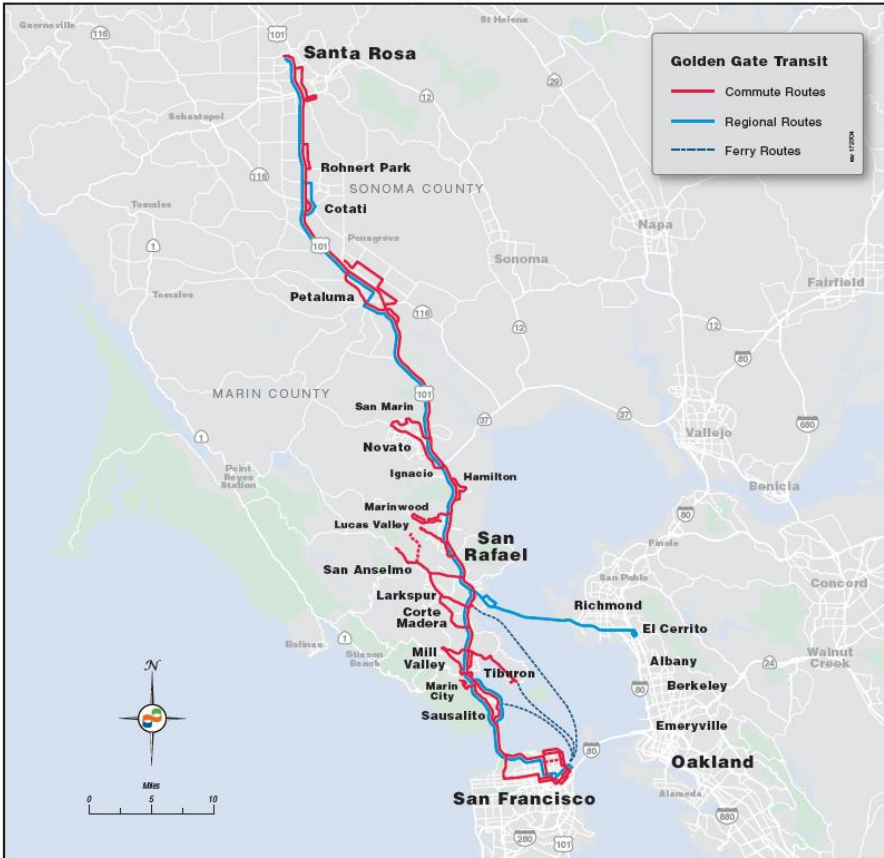
See narratives; revenue hour drop due to continued COVID-19 reduction in service in FY 2020-21 and transition from fixed route to microtransit in FY 2021-22.

Revenue

	FY 2020-21 (estimate)	FY 2021-22 (forecast)	FY 2022-23 (forecast, if available)
9. Revenue by Source (most recent forecast or assumptions) - These sources are consistent with the revenue sources that were used in 2020 to determine the distribution of CARES Act funding in the Bay Area.			
Transportation Development Act (TDA) 1/4 Cent Sales Tax	\$ 5,953,490	\$ 5,918,240	\$ 6,036,605
RM2	\$ 785,482	\$ 785,482	\$ 785,482
State Transit Assistance (STA) Revenue-Based	\$ 97,143	\$ 81,165	\$ 81,165
State Transit Assistance (STA) Population-Based	\$ 279,887	\$ 300,000	\$ 300,000
FTA 5307	\$ 2,771,274	\$ 2,771,274	\$ 2,771,274
Fare Revenue	\$ 227,239	\$ 325,000	\$ 406,250
Solano Community College Transportation Fee	\$ 11,000	\$ 11,000	\$ 11,000
TOTAL	\$ 10,114,515	\$ 10,181,161	\$ 10,380,776



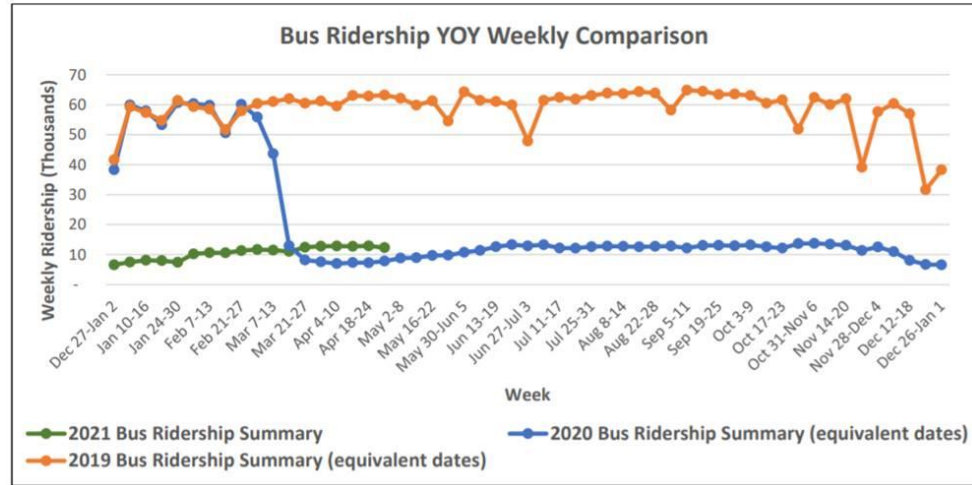
Pre-Pandemic Service



- Before the pandemic, **23% of all morning commute trips** from Marin & Sonoma into San Francisco were on Golden Gate buses and ferries.
- Our buses and ferries **reduce VMT and GHG emissions** by serving **long-distance regional trips** across San Francisco, Marin, Sonoma and Contra Costa counties.
- We provide **mobility and equity** along the Highway 101 corridor with service 22 hours a day within our service area.

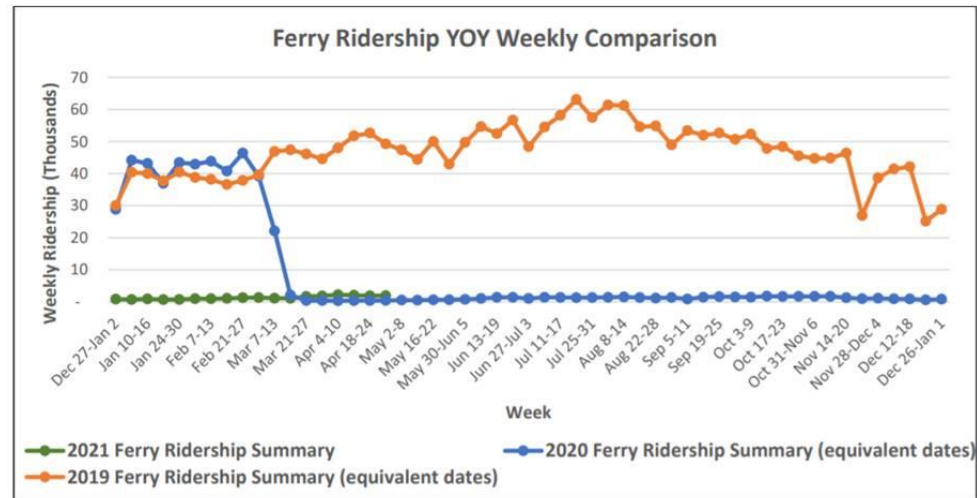
Bus and Ferry Ridership During the Pandemic

COVID-19 BUS RIDERSHIP TRENDS (2019-2021)



- Bus ridership is **down 74%** compared to pre-pandemic levels.
- We maintained regional service for essential workers and those who do not own or have ready access to automobiles.
- We reduced pre-COVID bus service by about 50%.

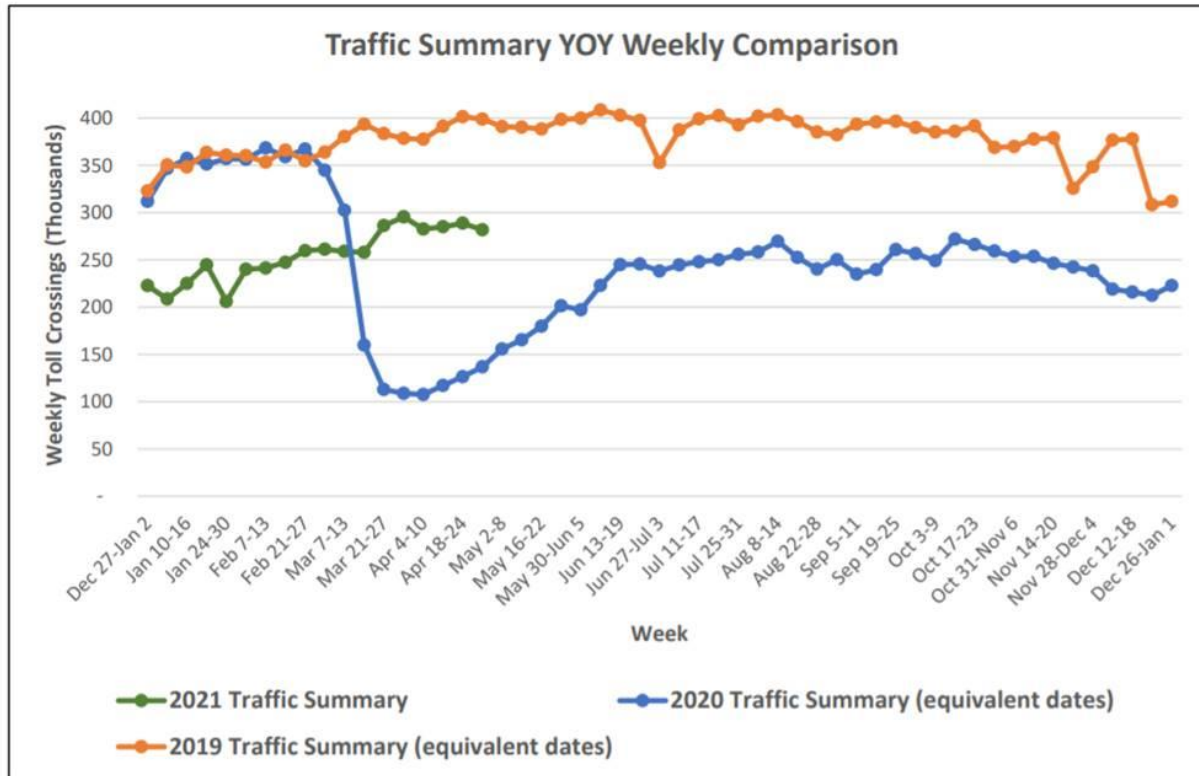
FERRY RIDERSHIP TRENDS (2019-2021)



- Ferry ridership is **down 93%** compared to pre-pandemic levels.
- We reduced weekday ferry service by 75% and suspended all weekend ferry service.
- Pre-pandemic, fares provided over 50% of ferry operating revenue.

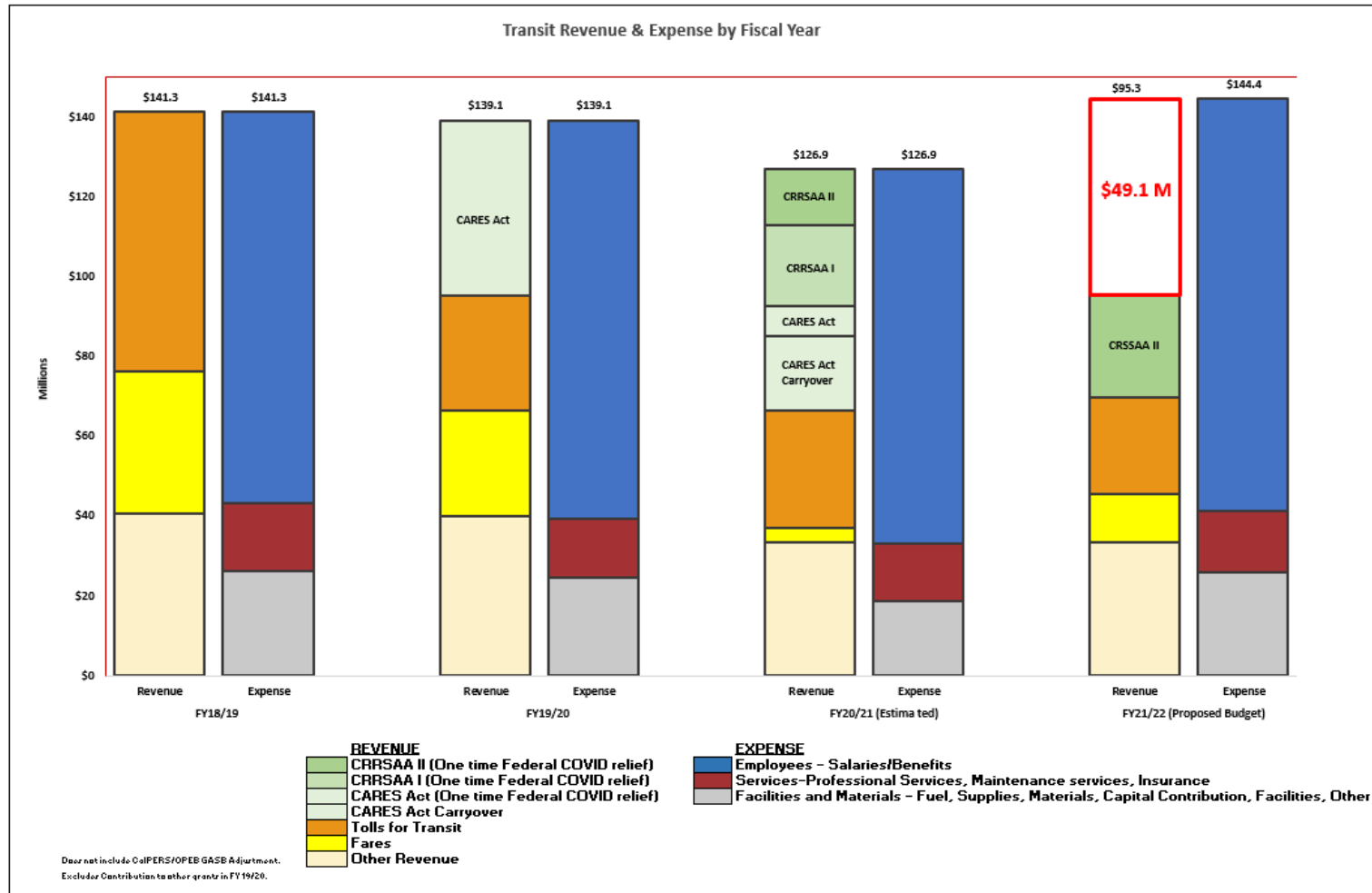
Bridge Traffic During the Pandemic

COVID-19 BRIDGE SOUTHBOUND TRAFFIC TRENDS (2019-2021)



- **50% of all Bridge tolls** subsidized bus and ferry service before the pandemic.
- Bridge traffic **dropped by 70% in March 2020** and has yet to fully recover.
- Today, Bridge traffic is **still down 20% - 30%** and commute hour traffic remains down 40%.

Financial Outlook



- The District receives **no direct sales tax funding**.
- Reduced travel in the GG Corridor equates to **weekly losses of \$1.3M - \$1.5M**.
- Cost-cutting measures implemented:
 - Lower-cost medical plans
 - No pay raises for last 2 years
 - Hiring freeze
 - Froze or negotiated vendor rates
- Still, federal funds provided nearly **50% of transit revenue** in FY 20/21.
- **\$49.1M in ARP funds** needed to balance FY21/22 budget.

CRRSAA Funding Averted January Layoffs



- CRRSAA funds used to **keep employees on payroll** and provide essential transit service.
- Staff that would have been laid off now help operate the **Larkspur Ferry Terminal mass vaccination site** (Marin's largest site).
- **Federal funds still needed in FY 21/22** and beyond to avoid revisiting layoffs and service cuts.

FY 21/22 and Beyond



- June 2022 Projections:
 - Bridge traffic at 75% of pre-pandemic levels
 - Bus ridership at 60% of pre-pandemic levels
 - Ferry ridership at 50% of pre-pandemic levels
- We will restore service incrementally and in a measured way to meet customer demand.
- We expect to have **significant deficits beyond FY21/22** and until Bridge traffic and transit ridership return to near pre-pandemic levels.
- Without **immediate and future assistance**, we will be unable to achieve or maintain pre-pandemic service levels or staffing.

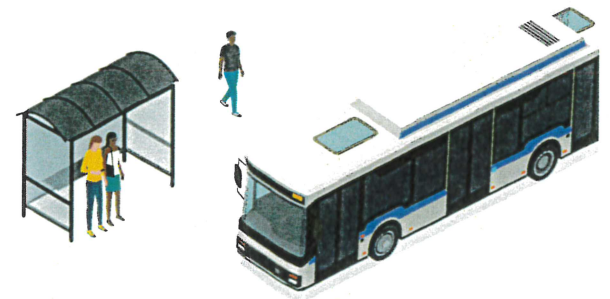
A United Front

CONTRA COSTA COUNTY TRANSIT OPERATORS



Ongoing Partnerships Grow Stronger During Pandemic

Contra Costa transit operators continue working together to provide exceptional service connecting people traveling through our region even during the COVID-19 pandemic. Whether it's coordinating schedules, collaborating on paratransit service, or integrating fare structures, our transit agencies consistently strive to create a superior, personalized experience for all riders.



Local Services > Moving People > Making a Difference

COLLABORATION

> Riding Together: Bay Area Healthy Transit Plan

27 Bay Area transit operators including Contra Costa agencies develop roadmap as a result of COVID-19.

> East Bay Regional 31-Day Pass

When purchased on a Clipper Card, the pass is valid for a 31-day rolling period, rather than a set calendar month.

→ COUNTY CONNECTION, TRI DELTA TRANSIT, WHEELS, WESTCAT



SEAMLESS CONNECTIONS

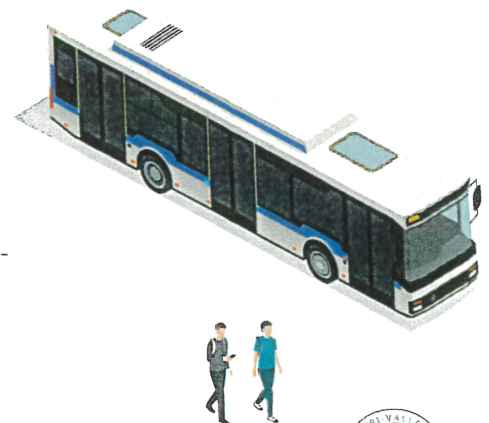
> One-Seat Regional Ride Program

Streamlines trips for paratransit riders, eliminates transfers across service areas, and reduces interaction between passengers, drivers and vehicles.

→ COUNTY CONNECTION, TRI DELTA TRANSIT, WESTCAT, LAVTA

> Tri Delta Transit's "Tri My Ride" program

Solving a common challenge - helping customers better access BART stations- East Contra Costa residents can utilize an on-demand, app-based bus service called Tri My Ride that will pick people up at their homes in neighborhoods within about 2 miles of the Antioch and Pittsburg BART stations and adjacent shopping centers for just \$2-less than it costs to park at a BART station.



INCLUSION

> Summer Youth Pass Program

An unlimited pass for youth on any service during the summer months. Reduced rates for low-income families.

→ COUNTY CONNECTION, TRI DELTA TRANSIT, WESTCAT

> Clipper START

A pilot program to provide single-ride discounts to low-income riders.

→ ALL SERVICES

County
Connection

WESTCAT



TRI DELTA TRANSIT

CLEAN AND GREEN

- > Multiple joint procurements exist among all four transit operators to **ensure public dollars are used efficiently** to acquire the latest technologies for their fleets.
- > Tri Delta Transit is a **leader in integrating electric buses** into their fleet.
- > County Connection was one of the **first agencies in the nation** to introduce inductively charged battery electric buses into service.
- > The **popularity of WestCAT's Lynx service** prompted the purchase of double-decker buses in order to carry more passengers with less trips.
- > **COMING SOON:** Introduction of **hydrogen and hydrogen-electric buses** and fueling stations for County Connection, LAVTA, Tri Delta Transit.

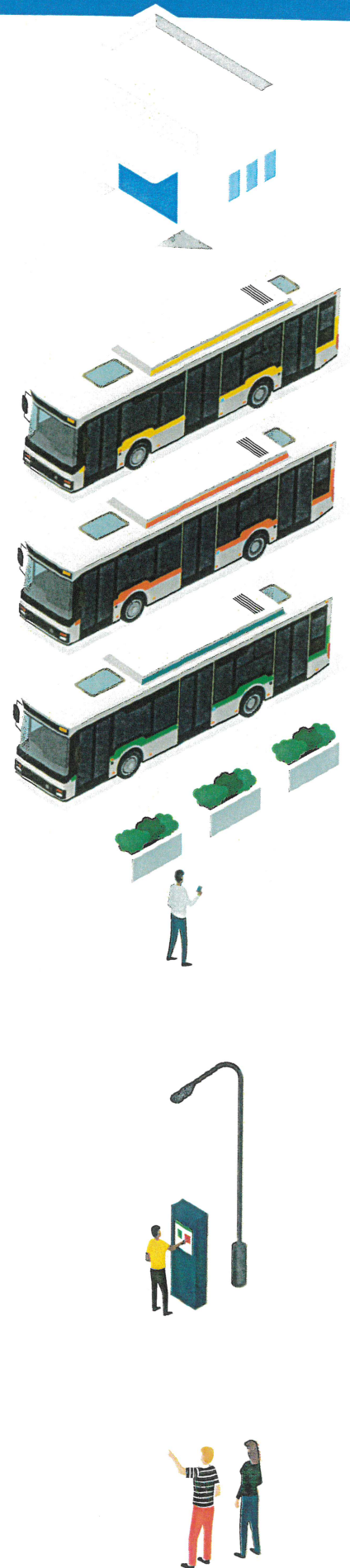
EFFICIENT MANAGEMENT

- > Operators established the Cooperative Area Transit Systems (CATS)—a working group consisting of leadership from all four service providers—to coordinate on projects that **promote seamless travel** and superior service for passengers.
- > All four transit operators engage in joint purchasing agreements for paratransit software that is shared among the agencies for **consistent scheduling of service**.
- > All four transit operators utilize the same Clipper support consultant to **ensure consistent, successful implementation of fares**.
- > All four transit operators work together to manage BART Express Bus service for the area, through a new model that functions better and **saves several million dollars annually** compared to BART's cost of operating the same service. As a result of the lower operating costs, small operators were able to expand express service levels.
- > LAVTA, Tri Delta Transit and WestCAT initiated an MTC-funded "East Bay Suburban Transit Improvement Study" which revealed **no financial or service justification** for consolidating agencies.*

EMBRACING INNOVATION

- > Tri Delta Transit leads an Integrated Dynamic Transit Operations pilot project with the Contra Costa Transportation Authority, UC Berkeley, and Caltrans to design and implement a system to ensure passengers transferring between services do not miss connections – **technology that is critical to seamless travel**.
- > County Connection and LAVTA partnered with the Contra Costa Transportation Authority and GoMentum Station to explore how shared, electric autonomous vehicles could complement their service. Tri Delta Transit will be launching an **electric autonomous vehicle demonstration** this summer.
- > WestCAT played an integral role in developing a major **Express Bus Implementation Plan** in Contra Costa and Alameda counties, to determine how future transit stations – or shared mobility hubs – can better serve passengers through amenities and micromobility options.

*Although the numbers in the report need to be updated to 2021 levels, the conclusions are still valid.





MARIN TRANSIT COVID-19 RESPONSE

Marin Transit is the local bus provider in Marin County with **3.2 million annual riders** (pre-COVID), at least **59% of its riders are low-income**, and **64% are from minority populations**. Marin Transit continued to serve people who needed transit most during the pandemic – **essential workers, people making essential trips, and students** – retaining more of its ridership than most transit agencies in the Bay Area.

Maintaining six feet of distancing on buses continues to challenge transit operations. To address ridership demand with distancing requirements, Marin Transit has redeployed buses from suspended services such as supplemental school routes and the Muir Woods Shuttle to high demand routes where pass-ups were occurring. Even with added service and redeployed service, pass-ups have recently spiked as ridership continues to rebound and schools reopen. Nearly 1,600 waiting riders were passed-up during the second week of May 2021, many of which were students returning home from school.

During this recovery period Marin Transit has focused on:

- **Retaining drivers**
- **Implementing cost control measures**
- **Continuing to deliver safe, reliable transportation**

Sales tax revenues have been impacted less than initially anticipated and combined with federal relief funds, Marin Transit is in a stable short term financial position. Marin Transit's biggest challenge now is how to meet returning demand for high-capacity services safely, while meeting distancing requirements on buses, within existing capital and financial resources.



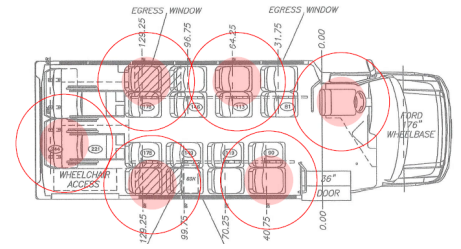
AGENCY COST CONTROL MEASURES



- Made service adjustments - eliminating unproductive service and right-sizing demand response service.
- Reallocated service to meet demand and distancing requirements.
- Shifted contracted service to lower cost operators for an annual savings of \$1.2 million.
- Reduced costs where possible (e.g. froze administration costs and pay).
- Focused on retaining contractor drivers.

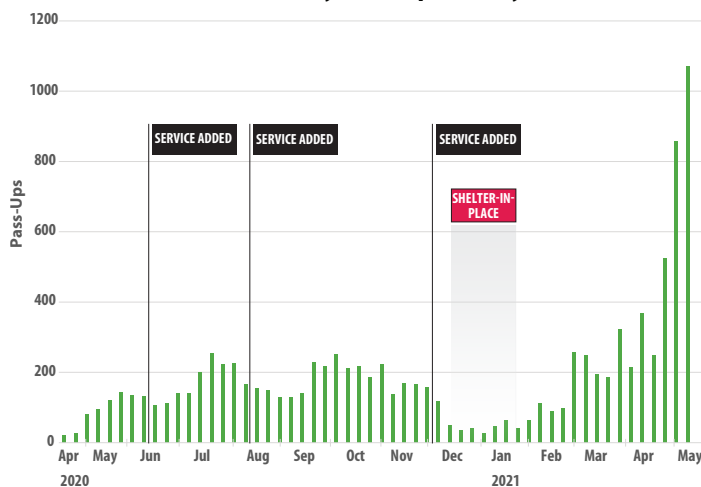
SERVICE IMPACTS

COVID-19 led to about a 60% decline in ridership on fixed route service. Marin Transit carried **more average daily passengers** than any other bus, rail, or ferry agency in the North Bay and experienced a smaller decline than most other Bay Area Transit Agencies. This is due to a strong core ridership continuing to work in service jobs and make essential trips and schools reopening sooner in Marin than peer counties. That, along with vehicle capacity restrictions led to **ongoing capacity issues and pass ups** starting in the fall of 2020. Marin Transit **deployed backup service** to help meet this demand.



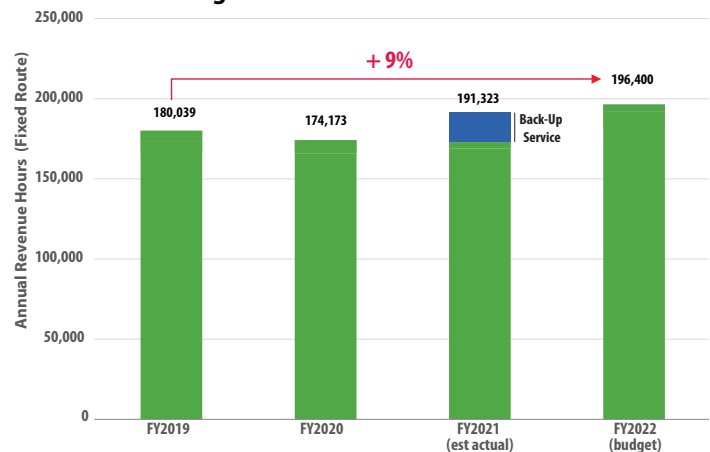
Vehicle Capacity was limited on buses to allow for social distancing.

Weekly Pass-Up Activity



Passups occurred due to vehicle capacity limits. Additional service was deployed to help meet demand and reduce pass-ups.

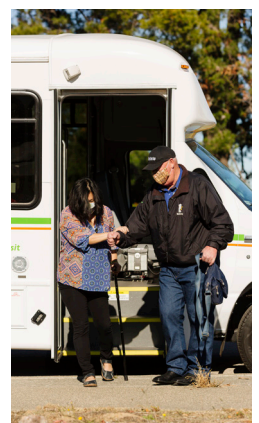
**Marin Transit COVID Response
Changes in Fixed Route Service Levels**



Service reallocated from supplemental school and Muir Woods shuttle and added 9% more service hours on high ridership routes.

INNOVATIONS TO MEET SERVICE DEMANDS

- Made 10 service and schedule changes during the year to address distancing requirements and ridership demand on high ridership routes.
- Coordinated with Golden Gate Transit to fill gaps resulting from reduction in regional service to preserve local mobility.
- Ongoing monitoring of pass-up data by stop to adjust schedules.
- Creatively deployed service to high schools by blending supplemental and regular fixed route service.
- Provided free fixed route and paratransit rides to vaccination sites.
- Re-assigned paratransit drivers to deliver meals on wheels, groceries, and prescriptions.
- Modified paratransit contract compensation structure to account for periods of reduced demand; new tiered pricing structure allows greater flexibility and ability to scale up or down in contracted services.



WHAT'S NEXT

- Increase bus capacity to 50% now and to 100% when schools fully open in August.
- Closely monitor ridership and revenue; cut service if needed in Spring 2021/22.
- Continue to focus on providing cost-effective, affordable, equitable bus service to low income and minority riders.



Special Programming
and Allocations
Committee Workshop
June 9, 2021

A LITTLE BACKGROUND ON NAPA COUNTY AND VINE TRANSIT

Transportation Plays a Significant Role in Napa's Labor and Housing Shortage

- Average housing cost in 2021 – 900k (up from \$675k in 2018)
- Average annual salary in Napa - \$75,203
- Median household income – \$80,418; Household income needed to purchase house in Napa - \$134,292
- Workers commute into Napa from more affordable counties
- Residents commute to other counties for higher paying jobs

Percent of Vine Transit riders that are transit-dependent – 37%

Changes in Unlinked Transit Trips During the Pandemic

- FY 2019 – 1,062,104; FY 2020 827,826; FY 2021 294,000 (projected)

Vine Performance

- Consistently tops the list of small urbanized area operators on Federal Transit Administration Small Transit Intensive City performance standards

RECOVERY CONCERNS - MITIGATING RISKS

- Adequate revenue levels to restore service cuts and maintain system stability
- Bus capacity when schools return in September
- Adequate staffing levels – specifically drivers
- Sales tax/revenue volatility associated with the Pandemic and Fires
- Farebox revenues/recovery (rider elasticity concerns around increasing fares)
- Operating funding impacts on capital program



Vine Fleet Electrification



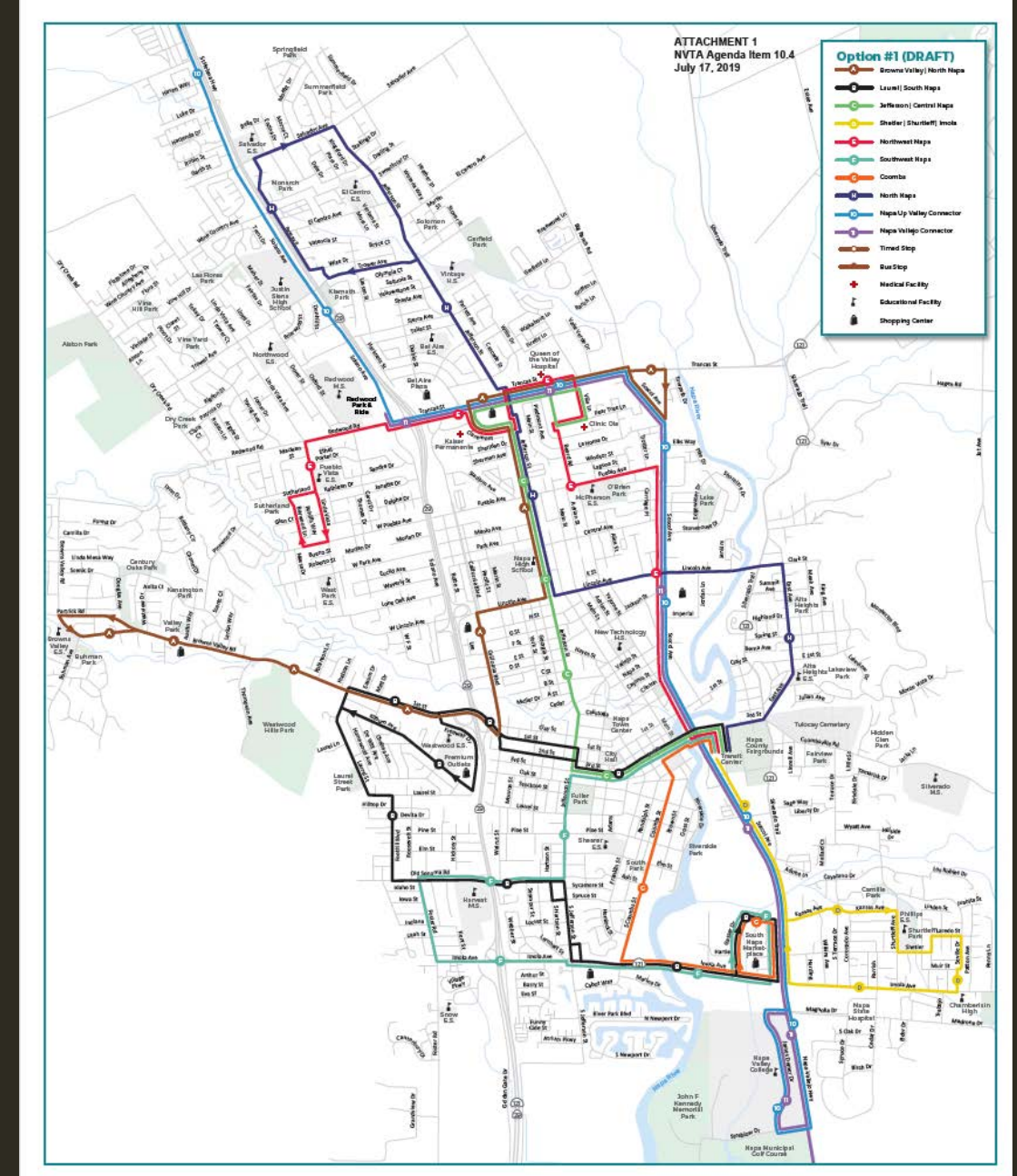
SR 29/Imola Park & Ride



Vine Maintenance Facility

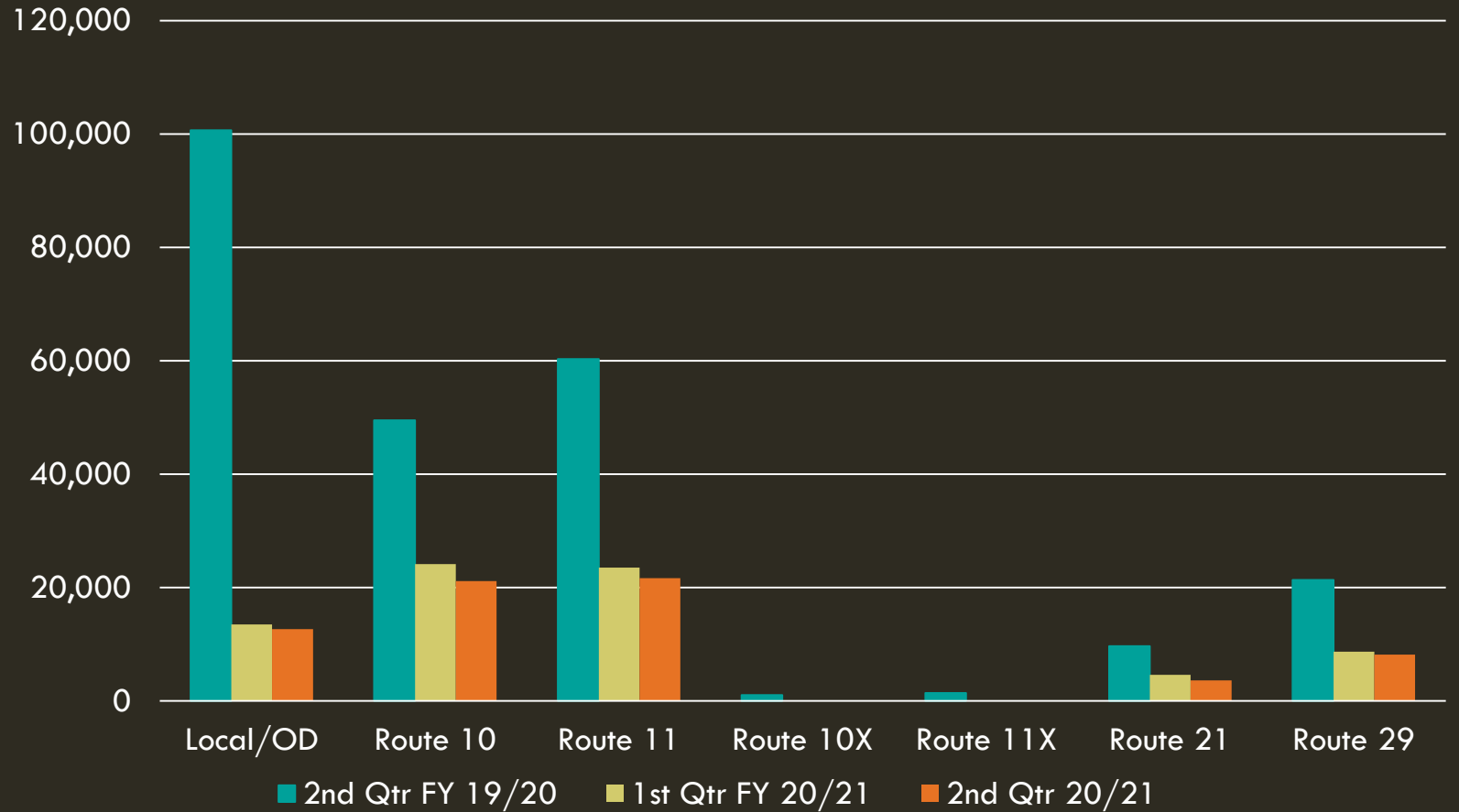
WHERE WE WERE PRIOR TO MARCH 2020

- Comprehensive Operational Analysis – 2019 which considered multiple operational changes – including on/demand in the City of Napa
- Shifted approach from geographic coverage to focus on high demand O/D and more direct, less circuitous routes
- Increased express and regional route frequencies
- Ridership went up in January-February 2020 – 6.37% from previous year while other systems' ridership around the country was declining



VINE TRANSIT - WHERE WE ARE AFTER MARCH 2020

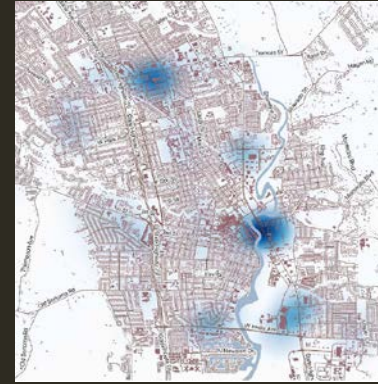
- In the second week of March 2020 transitioned all routes to Saturday Service
- Within 3 weeks, eliminated all 8 fixed routes in the City of Napa and went on demand using the *RidetheVine* app.
- Ridership was down by roughly 70% but demand began to increase in March 2021 prompting additional service.



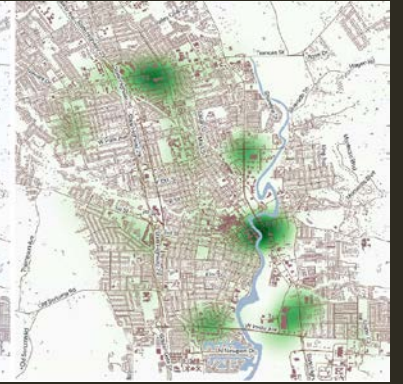
VINE TRANSIT — BUILDING BACK BETTER

- On demand throughout the City is providing an opportunity to build back slower and more thoughtfully
- Actual O/D Pairs are helping us build back the system in a way that better serves the community
- On demand services creates financial efficiencies to support greater frequencies on proposed new fixed routes
- We anticipate that on demand services in some areas in the City will continue
- New routes **N** and **S** will relieve pressure to on demand services as rider demand increases in high demand areas
- **Ridership up 17% between April and May 2021**

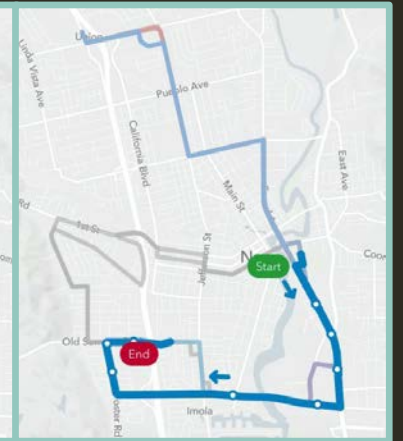
Pick-ups



Drop-offs



Route N



Route S

REGIONAL COORDINATION AND OPPORTUNITIES

▪ Existing Coordination

- NVTA and Solano Transportation Authority (STA) jointly fund Vine Route 21 - Downtown Napa via Napa Valley College to Fairfield Transit Center and Suisun Capital Corridor/Amtrak Station
- North Bay operator joint procurement – CAD/AVL, Advertising, and technology exchange
- Mutual Aid

▪ Planned Coordination

- Paratransit Assessment Services
- Shared inductive electric bus charging stations at major hubs
- SR 37 Micro-Transit, Express Bus, and Ridesharing
- Shared P&R – Solano Fairgrounds

▪ Potential Network Management-Supported Efforts

- Rapid service on SR 29 (shopping district, college, Kaiser Hospital)
- College Pass Reciprocity (region-wide or in college networks such as Solano and Napa Community Colleges)
- Transportation Network Company (TNC) Coordination and Contracting; Using TNC's for overflow reduces fixed costs, increases ridership, and creates an opportunity to extend transit service hours during evening/weekend hours.

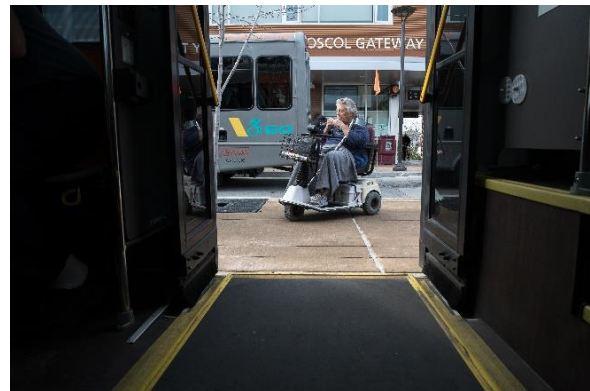
Napa Vine- Resiliency in the Face of Unprecedented Hurdles



In March 2020 in anticipation of the extended economic shutdown, the Napa Valley Transportation Authority (NVRTA) took bold and decisive measures to cut costs. When it did so, the agency understood that many of Napa Vine riders are transit dependent and would more than ever need access to lifeline destinations. NVRTA also recognized that many more community members were likely to become transit dependent given the social distancing guidelines that would limit access to rides formerly provided by neighbors and relatives. Instead of reducing the span of service, the Vine system transformed from fixed route in the City of Napa to stop to stop on demand - and it did so within three weeks of the stay-at-home order.

Cutting costs was necessary not only to protect scarce operating resources, but also to protect NVRTA's capital program. As a small operator, it is difficult to compete against larger operators for competitive grant programs, and the agency has been saving for essential capital projects for years – a new maintenance facility and fleet electrification. These projects will allow NVRTA to continue to operate effectively and efficiently. During the first several months of the pandemic, consistent with most other operators, NVRTA also waived fares to allow drivers and riders to adhere to social distancing protocols. Combined with the immediate and precipitous drop in sales tax, the Vine's largest operating revenue source (accounting for -50% of its budget), NVRTA was forced to dip into its capital budget.

Nevertheless, the COVID-19 pandemic provided NVRTA with an unprecedented opportunity to reimagine suburban transit and experiment with new ideas. NVRTA converted its local fixed route to an on-demand service model in the City of Napa using the "Ride-the-Vine" app which allows riders to both request a ride, but also predict the departure and arrival times – very much like Uber and Lyft. The automated deployment of vehicles also helped address dispatch and customer service staffing shortages caused by extended pandemic-related staffing.



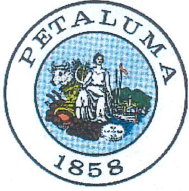
The stop to stop on demand system allowed NVRTA to reduce service hours without compromising service to the community. NVRTA made other service reductions on regional routes – changing from weekday service to weekend service, suspending some regional routes, reducing express bus and shuttle hours. In total, annual service hours went from 112,332 hours in 2019 to 84,567 hours in 2021.

NVRTA is working with Napa County's emergency operation center (EOC) to provide food and transportation services for to congregate living facilities and members of the community in quarantine. The agency also responded to the record-breaking Glass LNU Lightening Complex wild fires in 2020, providing evacuation services, rehoming services, and services to evacuation shelters.

Although transit is still struggling with low ridership, the Vine has experienced measurable ridership growth on all services in the third quarter of FY 2020-21. NVRTA staff anticipated that the service structure introduced at the beginning of the pandemic would allow building back services incrementally, but it also provided a very granular data set on rider origins and destinations, eliminating the speculative guess work required to account for transferring and other disruptions within the system. NVRTA staff evaluated the data gathered over the previous 11 months and considered multiple designs to introduce new routes overlaying them on the on demand services to respond to the growing demand. Two routes with the most concentrated origin/destination pairs were selected. In this way, riders can continue to use the on demand service as an option but the new routes, operating on 30 minute headways, are likely to be more convenient and will relieve pressure on the demand services to maintain reasonable wait times throughout the system. These two new routes, N and S, will further aid with schools services when students return to class in the fall.

The Vine is one of the most cost effective transit systems in the Bay Area. The pandemic has inadvertently provided NVRTA with an opportunity to build an even better system. The Coronavirus Aid, Relief, and Economic Security Act (CARES Act) and Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) funds provided by MTC were a critical component to both sustain Vine services and provide some of the resources needed to rebuild the system. NVRTA will look to American Rescue Plan Act of 2021 to restore full services that are likely to include a combination of traditionally planned services and new concepts that emerged during the pandemic to better meet the needs of its riders.





CITY OF PETALUMA

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PETALUMA, CA 94953-0061

Teresa Barrett
Mayor

Brian Barnacle
D'Lynda Fischer
Mike Healy
Dave King
Kevin McDonnell
Dennis Pocekay
Councilmembers

Petaluma Transit Status and American Rescue Plan Act (ARPA) Transportation Funding

In light of the COVID-19 Pandemic, Petaluma Transit saw notable changes to its service starting in March 2020. At that time, given the fluid and uncertain nature of the COVID-19 pandemic Petaluma Transit began to amend its policies, service and staffing level, safety protocols and budget and fiscal planning accordingly to address the pandemic

Petaluma Transit made changes to both the fixed route and paratransit service this it provided throughout the community due to the pandemic throughout 2020 and 2021. Service was reduced by over 20% in March 2020 including the suspension of the Petaluma Transit School Tripper service that serves all of the largest, public secondary schools throughout Petaluma. This in many cases representing the majority of bus service provided to the schools which were still operating well below the level of yellow bus service that they provided prior to the 2008 recession for which Petaluma Transit took of the slack to provide additional service to the schools and has carried since that time.

Fiscal outlooks were revised downward by 15-25% for the primary Petaluma Transit enterprise funds to align with regional and statewide projections. Petaluma Transit suspended re-hiring for vacant admin positions in 2020-21. Fare collection was suspended and rear-door boarding was implemented as a safety measure in March 2020 (lasting until February 2021). The allocation of CARES act funding helped to stave off further reduction of Petaluma Transit service and elimination of several Petaluma Transit routes altogether which already operated on minimal hourly headways and had little room for reduction before being eliminated altogether. CRRSSA funding helped to further stabilize agency funding levels and provide more funding certainty through 2021 and part of 2022. In addition, thanks to this funding backfill, school tripper service was reinstated to coincide with the resumption of in-person schooling in April 2021 in order to provide vital transit service to Petaluma's public secondary schools that would otherwise be lacking in available transit service.

Although fare collection resumed for Petaluma Transit in February 2021, the amount of revenue being collected is less than 50% of what it was for pre-COVID levels, at the same time operational costs have increased due to the higher cost of operating service in light of COVID-19 and required safety measures (PPE, additional cleaning materials and staff time, safety hardware aboard vehicles, etc.)

Ridership has increased on Petaluma Transit in April through May 2021 and now stands at over 50% of Pre-Covid levels (compared to 25% during the lowest parts of the pandemic) for fixed route service and 76% of Pre-Covid levels for Paratransit service.

Petaluma Transit anticipates providing additional summer school service in 2021 due to the expanded level of summer school service compared to year priors given impacts to schooling during the 2020-2021 and number of students behind in their schooling. In addition, fall service is anticipated to see a full resumption of in person schooling without capacity reductions (i.e. operating similar to Pre-Covid) and will require full school

Public Works & Utilities

Transit Division
555 N. McDowell Blvd.
Petaluma, CA 94954
Phone (707) 778-4421

tripper service from Petaluma Transit.

Due to the nature of Petaluma Transit and a vast majority of its riders being either: low-income (81% below \$50k annual household income), employed in essential jobs or K-16 students (54% of riders), the system saw lesser drop offs and faster recovery of ridership compared to many commuter-based Transit services throughout the region that may service riders with higher incomes and more work alternatives such as telecommuting.

One additional impact of the COVID-19 pandemic for Petaluma Transit was the delay of Capital projects due to funding uncertainties and staffing reductions and increased workloads in 2020 and 2021. In order to resume prior schedules for the Petaluma Transit Capital Improvement Plan and vehicle fleet replacements, additional funding is needed in from the American Rescue Plan Act (ARPA) to avoid delays with these items.

Future Outlook and ARPA Funding

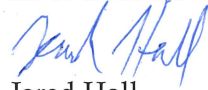
Petaluma Transit expects to continue to see increased demand for its service and return of its riders through 2021 and beyond. A likely loosening of social distancing requirement on transit throughout California (anticipated on June 15, 2021), resumption of full in person schooling in fall 2021 for Petaluma schools, and expected high oil prices expected to persist in the short to mid-term, signal that Petaluma Transit expects to see fast recovery of ridership with gains of 30%+ expect through the remainder of 2021 and going forward.

Petaluma is requesting \$2,006,017 funding from the American Rescue Plan Act (ARPA) as identified for the Petaluma urbanized area. This funding from ARPA will help to

- Resume prior Pre-Covid service levels
- Maintain existing safety protocols on Petaluma Transit for the near term
- Resume filling of vacant staffing levels
- Proceed with the Capital Improvement and vehicle replacement plans without significant delays or potential impacts on operating funds
- Continue the process of electrifying the Petaluma Transit bus fleet to comply with the California Innovative Clean Transit (ICT) mandate of transitioning to a Zero Emission Bus Fleet. This includes the order and replacement of four fixed route buses in 2022 and 2023 that are 15 years old with zero-emission buses.
- Help to provide the necessary transit service levels needed for essential workers throughout Petaluma and to Petaluma area schools in order to help make a resumption of full, in-person schooling in Fall 2021 a possibility.

In addition to these items, the ARPA funding will also help to provide a bridge to the ¼ GO-SONOMA local sales tax extension approved in November 2020. This dedicated local sales tax measure will begin in 2024-25 to help ensure that these and additional initiatives continue beyond that point without an interim funding shortfall.

In Coordination with Sonoma County Transportation Authority, Santa Rosa CityBus and Sonoma County Transit, Petaluma Transit continues its ongoing work on service/schedule coordination, fare and pass simplification, marketing and wayfinding collaboration, single seat paratransit service and coordinated public information services for FY2022-23. Continuance of this work will help to improve transit service throughout all of Sonoma County and serve for a model for the bay area and transit collaboration.



Jared Hall

City of Petaluma - Transit Manager



Sonoma County's Transit Future

MTC Commission
Workshop

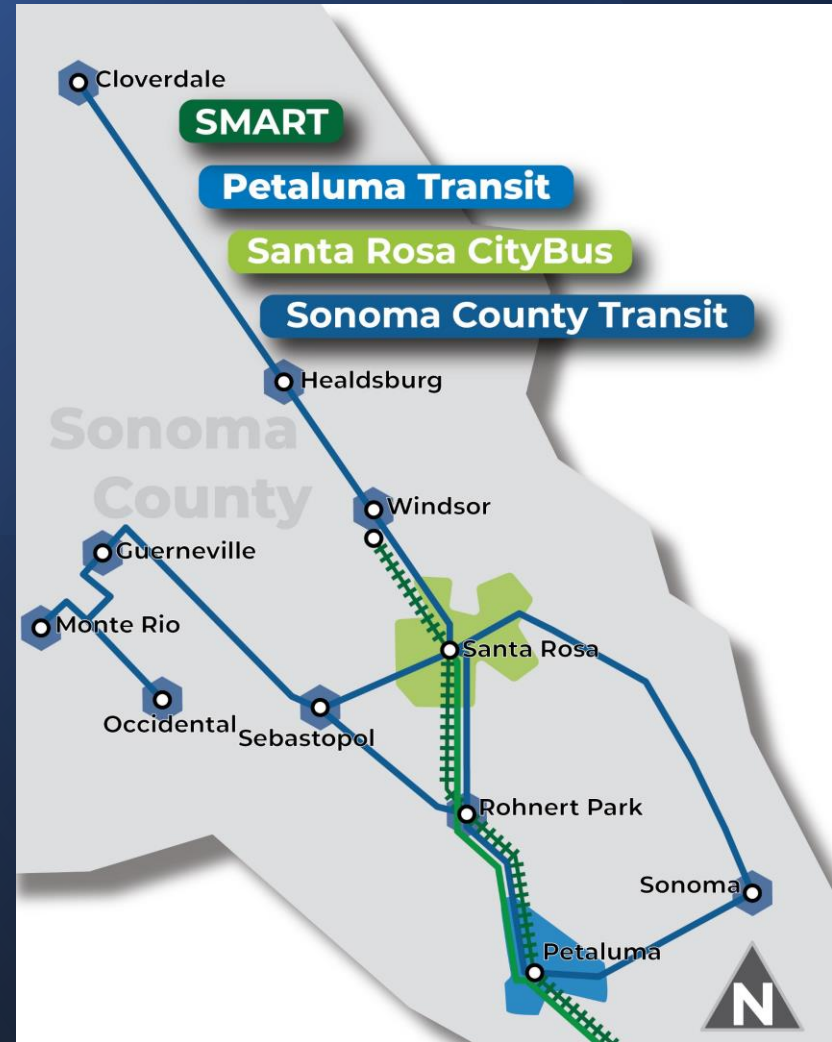
June 9, 2021



SonomaCountyTransit



Sonoma County Snapshot

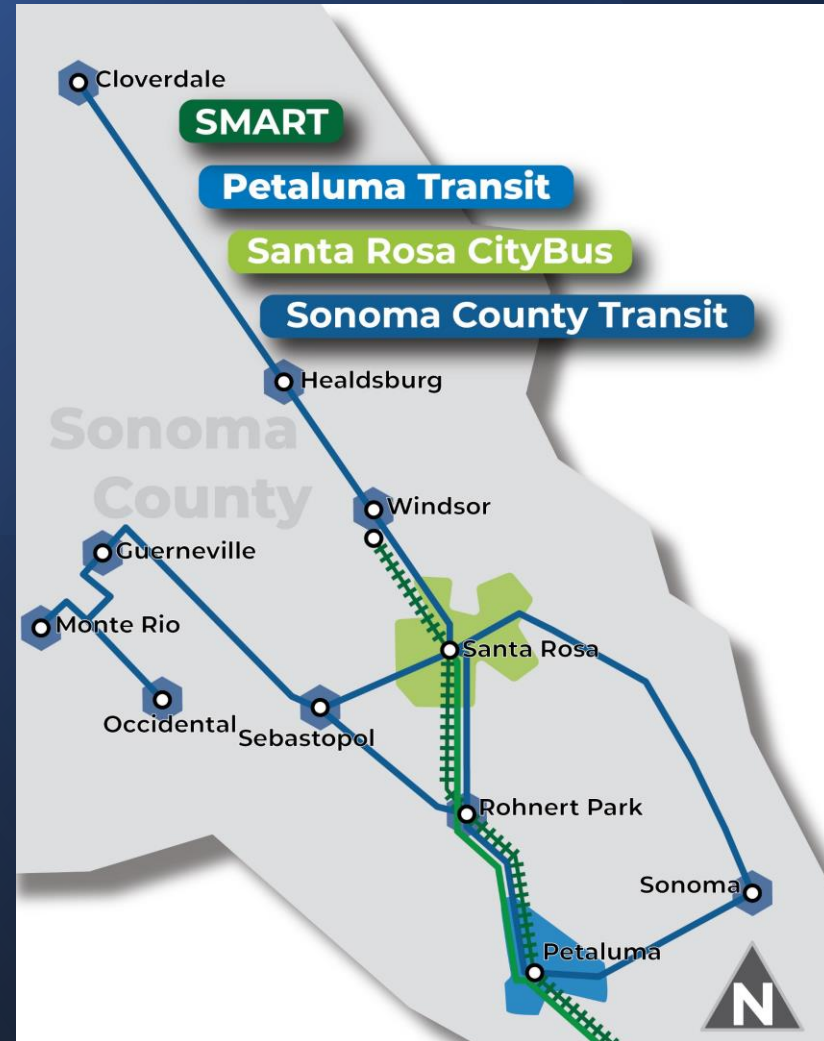


Sonoma County Pre-Pandemic: January 2020

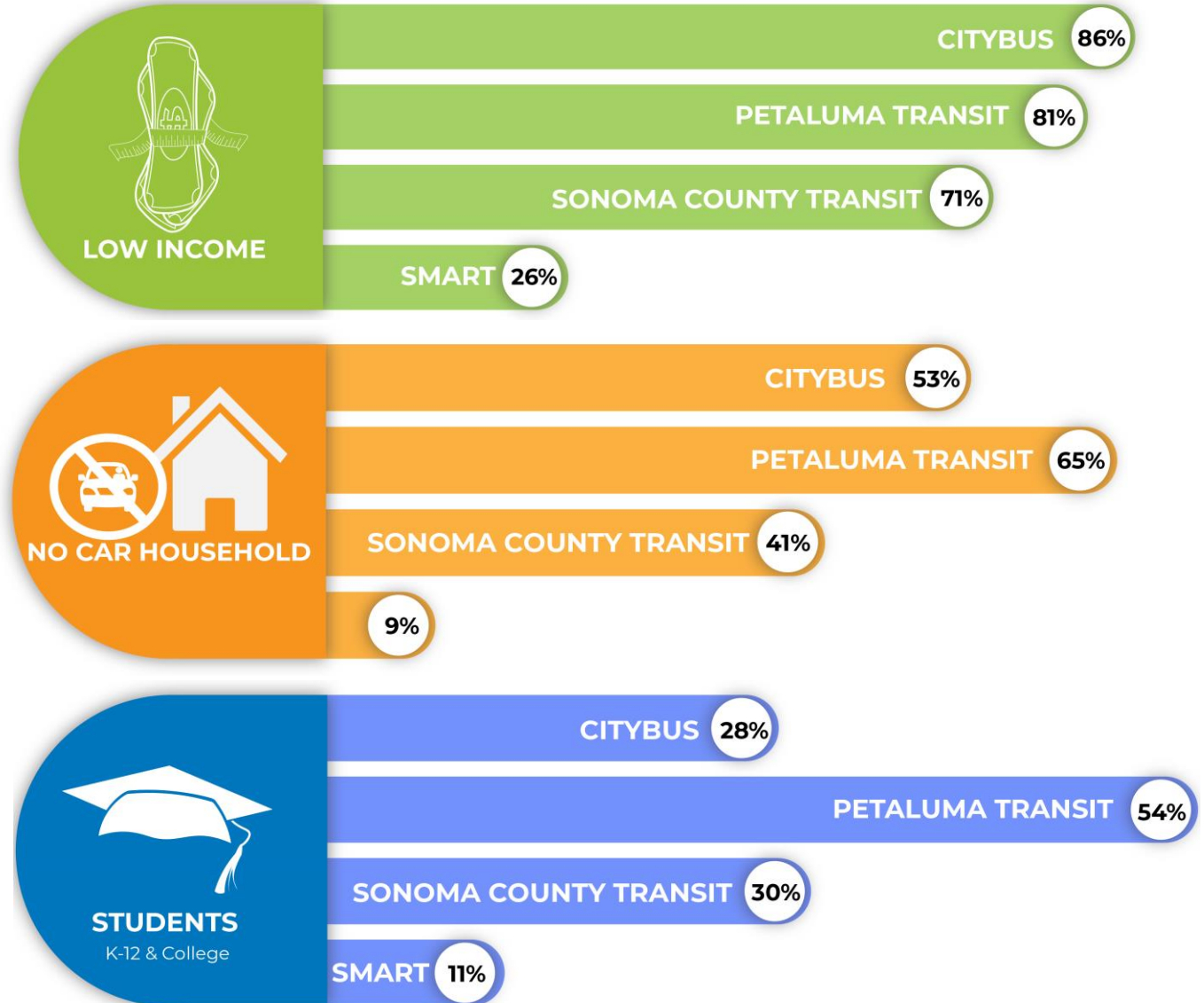
Increasing transit ridership reflects a more robust and relevant network

- **SMART** launches Larkspur Extension and 38 trip weekday schedule connecting to the greater Bay Area
- **Sonoma County Transit** implementing fare-free local bus service routes in six cities
- **Santa Rosa CityBus** ridership on the rise following full system redesign and implementation of new fare-free programs
- **Petaluma Transit** ridership increasing with student school trips growing fastest
- Bus operators working to implement recommendations of **Sonoma County Transit Integration and Efficiency Study (TIES)**

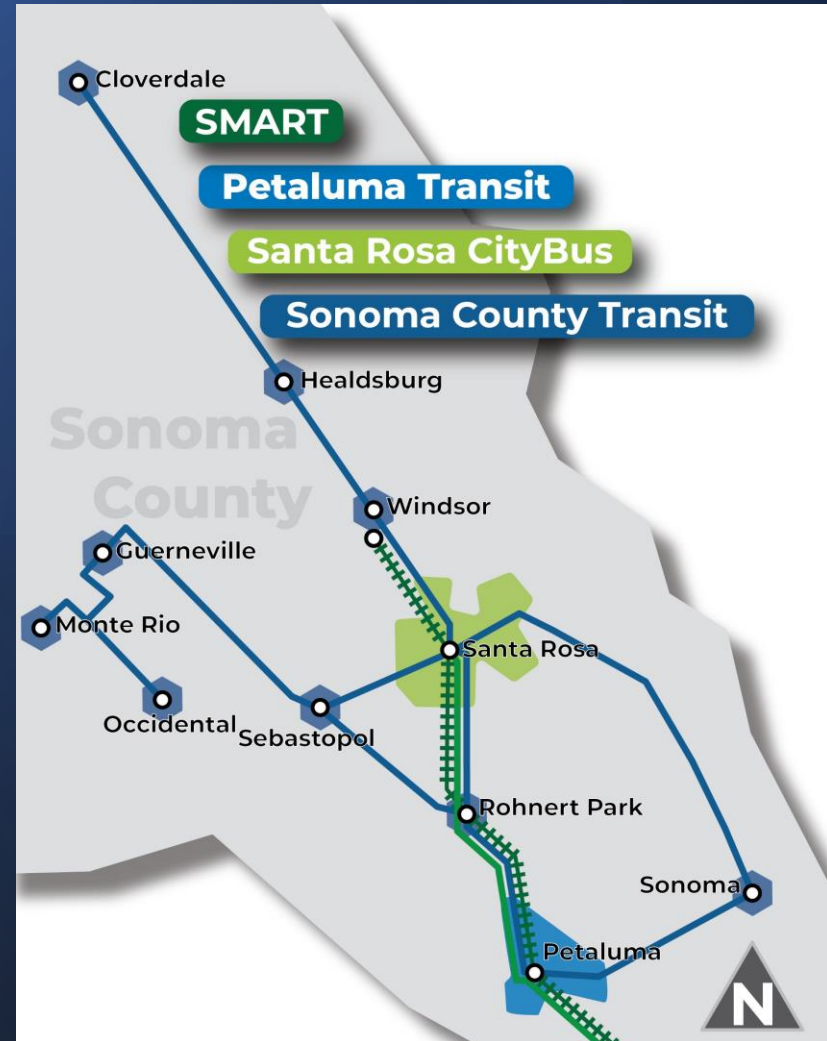
Sonoma County Snapshot



Our Transit Riders



Sonoma County Snapshot



Sonoma County Pandemic Response

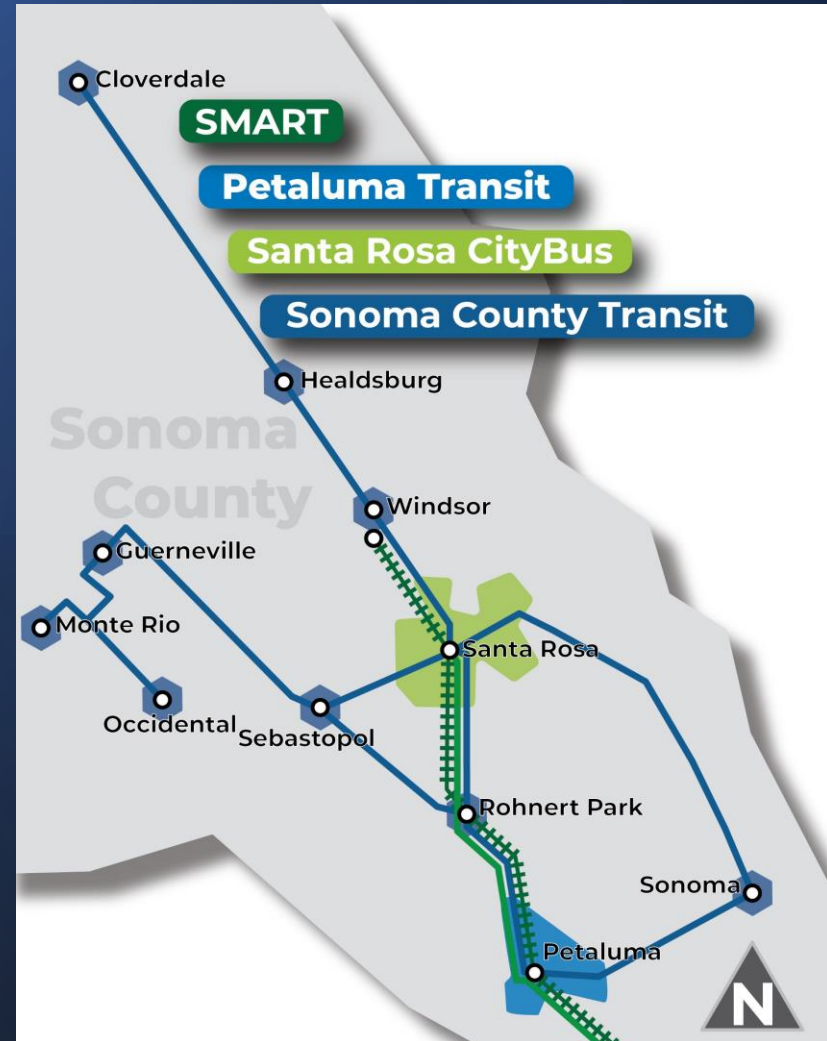
Transit agencies took early action to control costs

- **SMART** reduced budget by 20% for FY20 & 21, weekly trips by 68%, and 10% of staff positions were frozen or eliminated
- **Sonoma County Transit** reduced service to 56% of pre-pandemic levels, worked with contractors to reduce costs
- **Santa Rosa CityBus** reduced service levels and instituted hiring freeze resulting in 14% reduction in staffing through attrition
- **Petaluma Transit** reduced service levels, froze vacant positions and delayed vehicle replacements and critical capital projects

Transit agencies were flexible and nimble to meet community needs

- Phased service restoration to support essential trips and maintain social distancing requirement
- New service model for areas with suspended fixed-route service
- Support for meal delivery, transportation of unhoused individuals
- Coordination with County Health Officers on vaccination access
- Fare suspension, free trips to vaccinations, and Clipper START

Sonoma County Snapshot



Initial Recovery Plans and Challenges

Restore services within available financial means

- **SMART** now operating 68% of pre-pandemic service having increased weekday trips to 26 and added Saturday service the last week of May
- **Sonoma County Transit** and **Santa Rosa CityBus** now operating at 70% of pre-pandemic service levels with plans to increase to 85% in August for return to school
- **Petaluma Transit** now operating at 95% of pre-pandemic service and resumed school tripper service in April

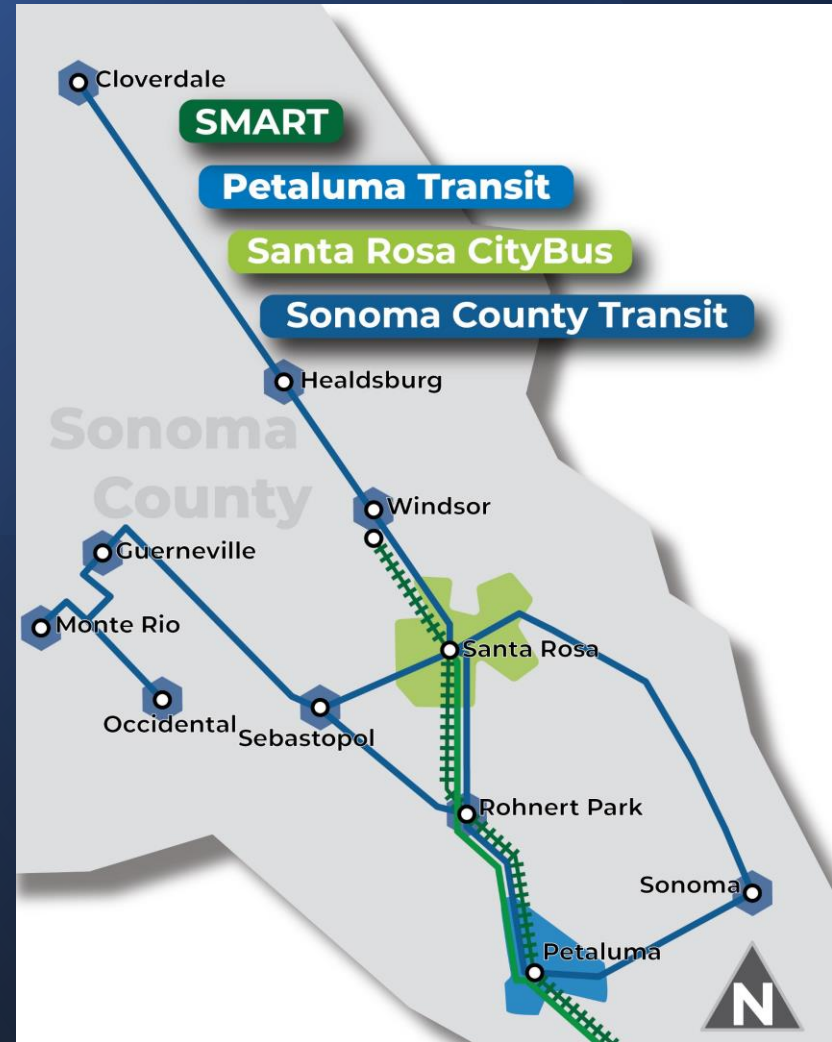
Continue TIES transit integration work with goal of implementing a unified brand for local bus transit

- Process informed by SCTA Future of Transit Ad Hoc and MTC Blue Ribbon Task Force
- Active work on service coordination, fare integration, harmonization of public information, integrated customer service

Tight labor market and challenges hiring and training operators is potential limiting factor to service restoration

Service restoration plans requires substantial ARPA investment from Santa Rosa and Petaluma Urbanized Areas

Sonoma County Snapshot

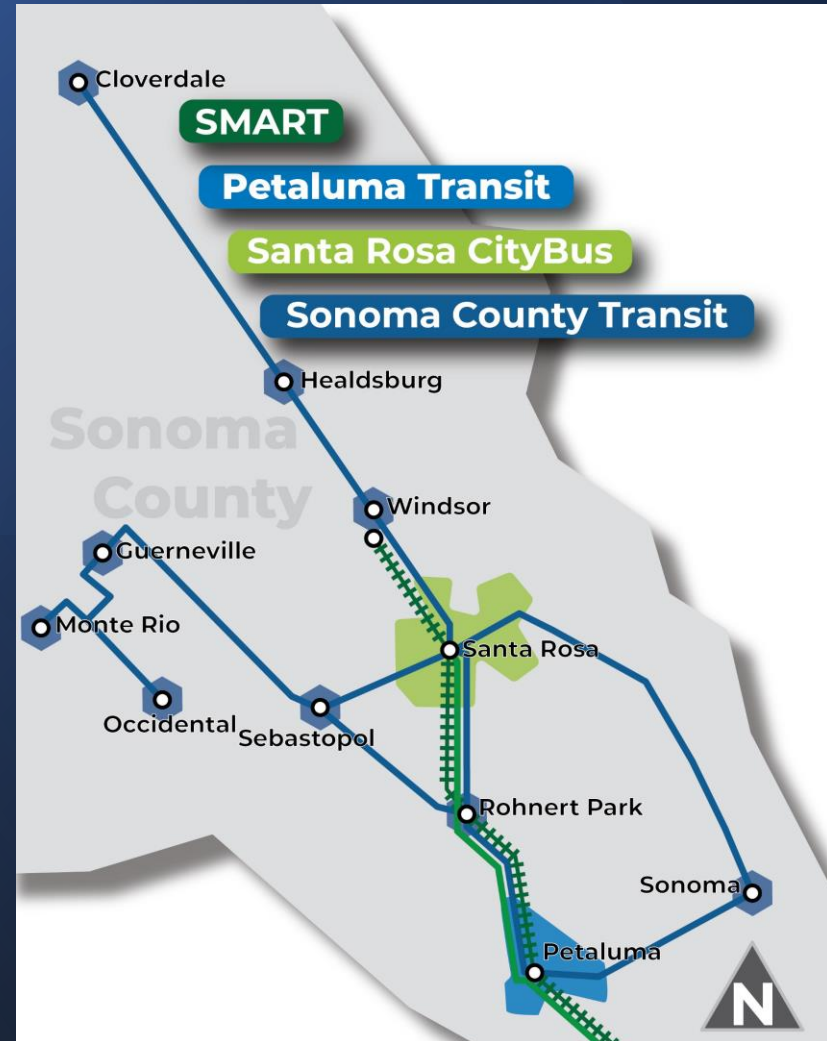


Using Fare Policy to Spur Recovery

Fare incentive programs to encourage transit travel:

- **Clipper START** means-based fare program implemented on all operators
- **Transfer credits continue** between all operators (\$1.50 for Adults and \$.75 for Discount Fares) and often result in a free transfer ride
- **SMART** has reduced fares by 40% overall for the next year
 - Adult Fares now \$1.50 for one zone up to \$7.50 for five zones (45-mile trip) with Youth, Seniors, & Passengers with Disabilities Discount Fares at 50% off
 - Weekend Day Pass offered at \$10 (Adults) and \$5 (Discount)
 - Starting September 1st, 31-day passes drop to \$135 (Adults) and \$67.50 (Discount)
- **Sonoma County Transit** maintaining free fares on local services
- **Santa Rosa CityBus** implementing 18-month pilot of fare-free transit for K-12 Youth, expanded EcoPass program
- **Petaluma Transit** maintaining ½ price passes for Free & Reduced School Lunch recipients

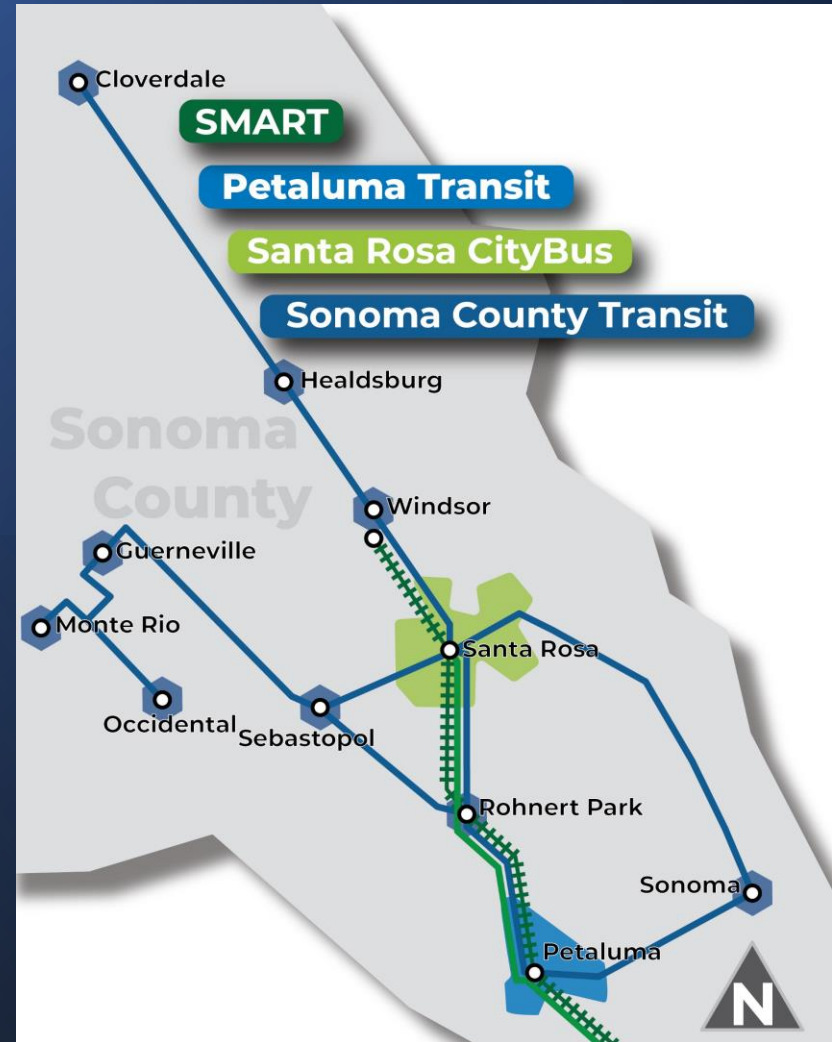
Sonoma County Snapshot



Building Back Better

- **Continue transit integration work**
 - Sonoma County's transit agencies have made a strong commitment to transit coordination and collaboration
- **Re-establish high frequency rail service connecting to San Francisco and regional transit networks via Larkspur Ferry**
- **Rebuild bus systems with a more effective, integrated network**
 - Stronger focus on service quality in major local and intercity corridors
 - Deploy new demand-responsive service models to replace fixed-route service in lower demand areas
- **Leverage transit investments made by Sonoma County voters**
 - Measures M, Q, U and DD-Go *Sonoma Act* received 2/3-plus approval
 - Voter-funded transit services have generated increased apportionments to Sonoma County Urbanized Areas to support the goal of returning to a more robust transit network
- **Support local goals for climate action by prioritizing conversion to all electric bus fleets**
 - ZEB-electric bus transition currently underfunded
 - ARPA funds for operations will allow us to support climate investments in our capital programs

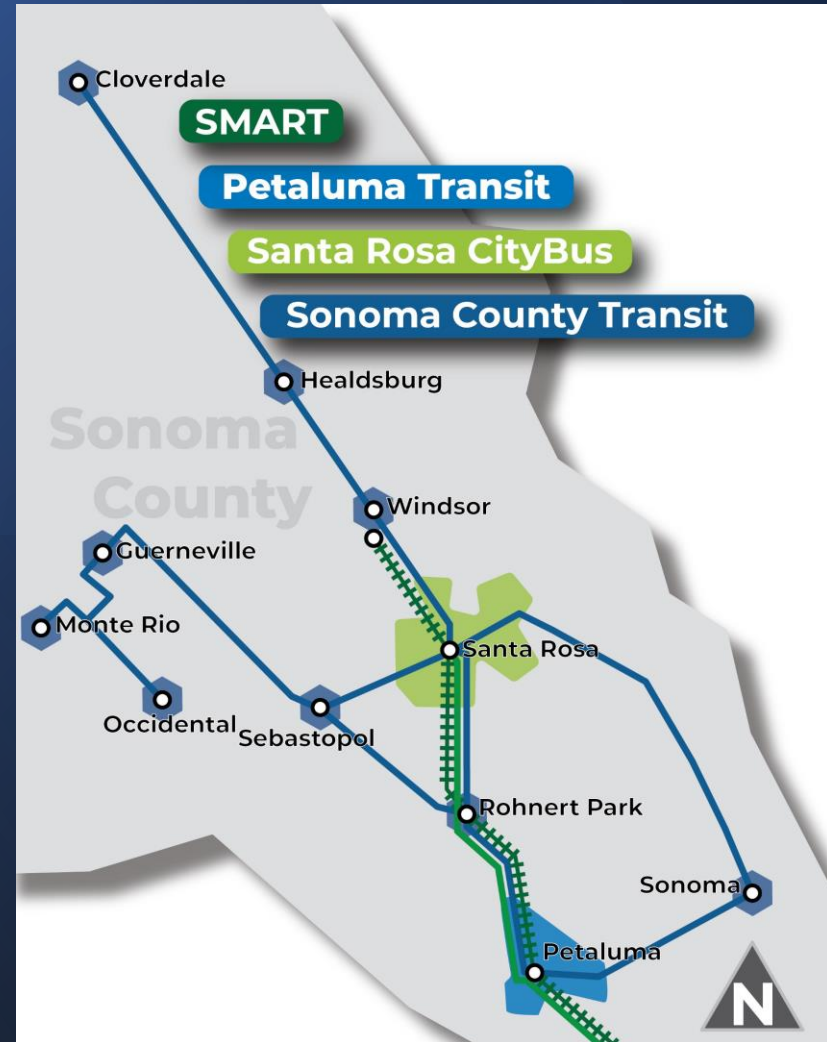
Sonoma County Snapshot



ARPA Investment is Needed to...

- **Address labor shortfalls** with commitment of multiple years of revenues to support necessary new hires
- **Restore pre-pandemic service levels for rail and bus** to support equity for Sonoma County's low-income and transit dependent riders, while we adapt to new demographics, travel patterns, and rider preferences
- **Advance future phase TIES transit integration strategies**
- **Deploy additional bus services** until voter-approved *Go Sonoma* sales tax takes effect
- **Allow for preservation of capital funds** to resume prior fleet replacement timelines and implement State electrification mandates in support of climate benefits

Sonoma County Snapshot



Thank You
for your continued
support as we
implement a high-
quality transit network
for Sonoma County's
residents, workers and
visitors!



SamTrans COVID-19 Service Recovery

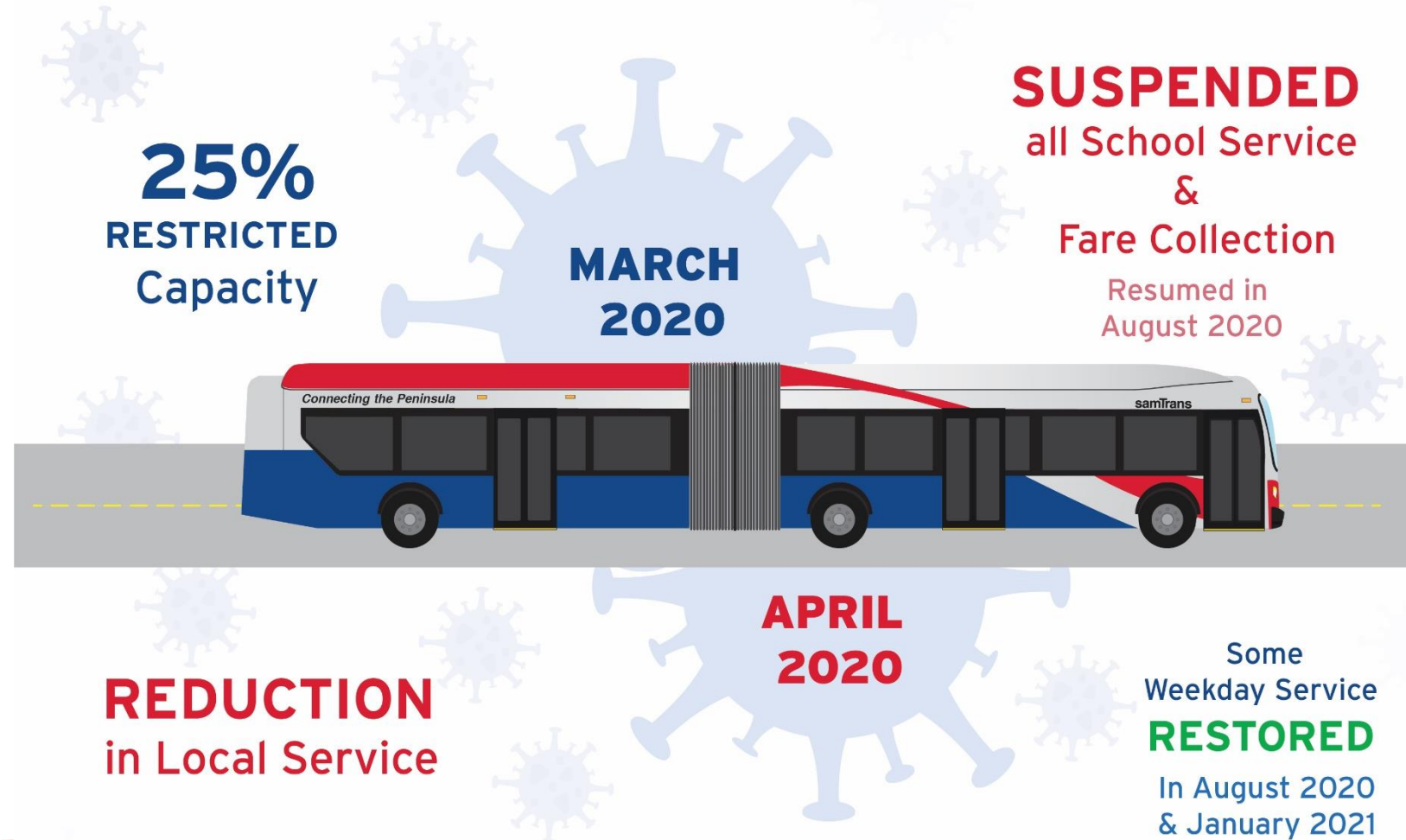
June 9, 2021

Pre-Pandemic: Service Levels and Rider Demographics

- 70 routes operating as of February 2020
- The average SamTrans rider is low-income; according to the 2018 Triennial survey, nearly 50% of SamTrans riders made less than \$50,000 per year.
 - 1/3 of SamTrans riders are Hispanic and 36% of riders don't speak English well.

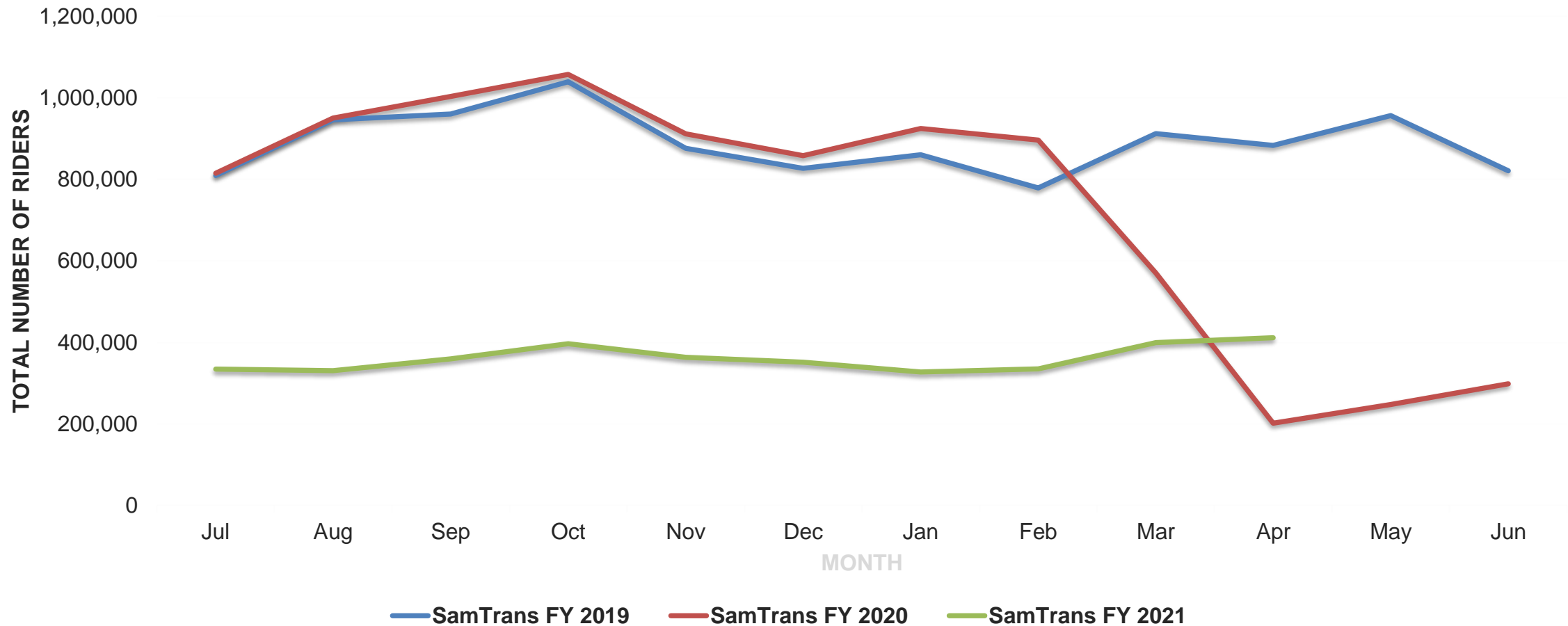


Responding to COVID-19



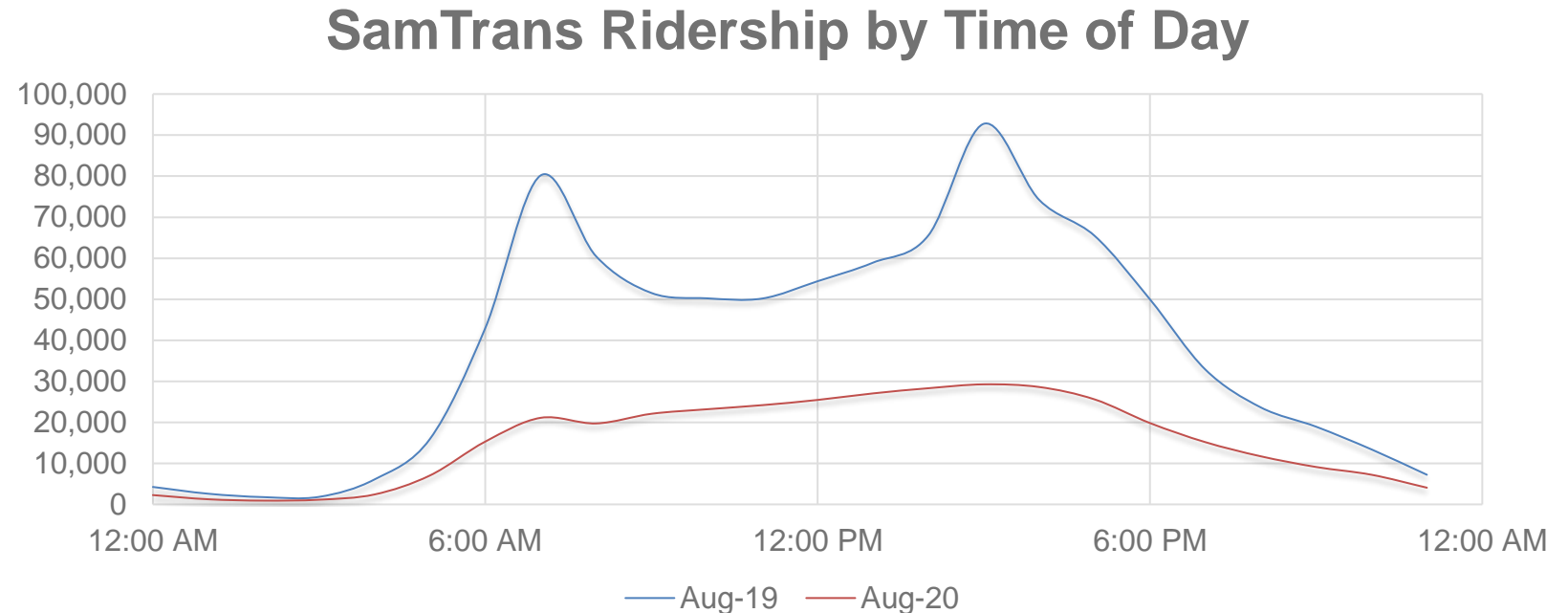
SamTrans Ridership

Samtrans Ridership by Month



Trends during the Pandemic

- Ridership spread throughout the day, indicating essential trips and non-traditional work trips occurring
- Ridership patterns indicate SamTrans carrying a higher percentage of minority and low-income riders
- Higher than normal workforce attrition rates



Service Planning: FY22 and Beyond

August 2021

- Restore only highest need school routes

January 2022

- Full pre-Covid service restored, as long as workforce levels support doing so

August 2022

- Reimagine SamTrans network implemented

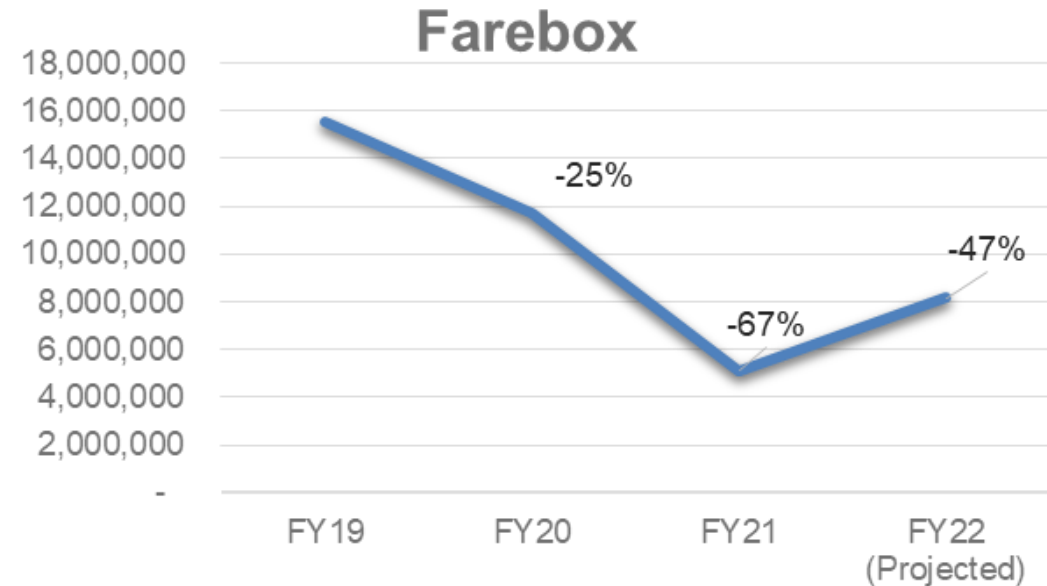
SamTrans – Finances

■ Farebox Impacts

- Farebox revenues down significantly from FY2019 (\$15.6M)
 - FY2020 (\$11.6M) down 25%
 - FY2021 (\$5.1M) down 67%

■ Cost Containment Measures

- No wage increases in FY2021
- Hiring freeze (critical vacancies filled on case-by-case basis)
- Six furlough days in FY2020 and FY2021



SamTrans – Finances

- Revenue Impacts During Pandemic
 - FY2021 Sales tax receipts down 3% from FY2020 (\$131.6M vs. \$135.8M)
 - FY2021 TDA/STA receipts down 24% from FY2020 (\$59M vs \$45.1M)
- Revenue Outlook for FY2022
 - Farebox revenues projected to go up 60% from FY2021 (\$8.1M vs. \$5.1M) but still well below FY2019
 - STA/TDA receipts down 3% from FY2021 and 8.1% from FY2019 (\$43.8M vs \$45.2M and \$47.8M)
 - Sales tax receipts up 8% from FY2021 (\$142.3M vs. \$131.6M)
- Future financial projections include substantial expenditures (\$1billion+) to meet the State's Innovative Clean Transit Rule (zero emissions bus fleet by 2040)

DISTRICT INFORMATION

On July 1, 1976, the San Mateo County Transit District (District) officially began offering public transit services, bringing 11 different bus agencies in San Mateo County under one roof. Today, the District provides SamTrans bus service, as well as Redi-Wheels and RediCoast paratransit service. As a mobility leader in San Mateo County, the District is charged with providing the public with a high-quality, safe and efficient transportation system that enhances their quality of life by increasing access and mobility, reducing congestion, improving the environment and promoting economic vitality.

The District employs approximately 650 people and has a Board of Directors that consists of nine members from various leadership positions in the community with the following composition: two members from the county Board of Supervisors; one transportation expert appointed by the Board of Supervisors; three city councilpersons, appointed by the County's City Selection Committee; and three public members, one of whom must reside on the coastside, appointed by the above six members.

In addition to providing bus and paratransit services, the District currently serves as the managing agency for Caltrain commuter rail and the San Mateo County Transportation Authority, under the direction of their independent board of directors.

RIDER DEMOGRAPHICS

According to the 2018 Triennial:



The average SamTrans rider makes less than \$50,000 per year



1/3 of SamTrans riders are Hispanic
36% of riders speak English less than very well



1/3 of riders are employed full time



30% of riders are ages 24 or younger

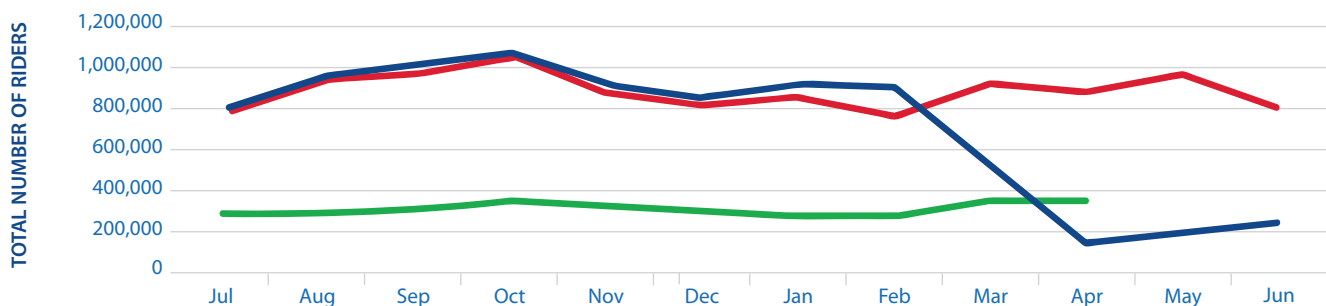
SERVICE LEVELS

FY 2020	FY 2021	FY 2022
<p>70 routes operating as of February 2020</p> <p>3 5-minute or better frequency local routes</p> <p>1 express route: Foster City San Francisco (FCX)</p> <p>37 community/school focused routes</p> <p>Service reduced to approximately 65% of pre-COVID levels in March and April 2020</p> <p>40 - 50 standby capacity buses in use daily to respond to overcrowding</p>	<p>Service levels increased in August 2020, and again in January 2021, to respond to overcrowding and increasing ridership</p> <p>Limited school-focused services began operating in Spring 2021 with the priority placed on the highest-need routes (low-income, minority and zero car households)</p>	<p>Based on current workforce levels, service levels for August 2021 will be maintained at May 2021 levels with the exception of additional high-need school routes</p> <p>If workforce levels improve, full pre-COVID levels of service can be restored in January 2022</p>

RIDERSHIP

Ridership levels were increasing beginning in August 2019 with the launch of the Foster City Express. FY20 ridership level exceeded FY19, until March 2020.

SAMTRANS RIDERSHIP BY MONTH



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY 2019	809,460	946,110	960,150	1,039,590	876,360	827,150	860,280	778,750	912,340	883,350	956,490	820,830
FY 2020	815,120	950,140	1,003,560	1,057,470	911,870	857,930	924,980	570,520	570,520	201,730	274,860	298,250
FY 2021	334,716	330,882	359,395	396,958	363,652	351,419	327,324	399,766	399,766	411,593	-	-

FINANCIAL CONSIDERATIONS

COVID IMPACTS TO REVENUE

Fare free rides (due to rear door boarding)
March 25 through August 16

Farebox revenues significantly down
from FY19 (\$15.6M)

25%
↓

FY2020
(\$11.6M)

67%
↓

FY2021
(\$5.1M)

Sales Tax Receipts
FY2020

3%
↓

(\$131.6M vs. \$135.8M)

FY21 TDA/STA Receipts
FY2020

24%
↓

(\$59M vs \$45.1M)

REVENUE OUTLOOK FOR FY2022

Projected Revenue
(Excluding Federal Relief Funds): \$210M

60%
↑

Farebox Revenues **FY2021**
(\$8.1M vs. \$5.1M)

8%
↑

Sales Tax Receipts **FY2021**
(\$142.3M vs. \$131.6M)

STA/TDA Receipts:
FY2021

3%
↓

(\$43.8M vs \$45.2M and \$47.8M)

FY2019
8.1%
↓

MEETING THE STATE'S INNOVATIVE CLEAN TRANSIT RULE (ZERO EMISSIONS BUS FLEET)

Major investments in both fleet and infrastructure required:

Over \$750 million in
vehicle purchases required
between 2022 and 2038

Infrastructure to charge a
zero emissions bus fleet is
estimated at \$350+ million

FTA formula funds can help support up to 80% of the vehicle costs

Few funding sources available for the infrastructure investment

Financing will be required to fund and/or cash flow the project

Increased operating and maintenance costs also anticipated



Santa Rosa CityBus Pandemic Impacts and Recovery Strategy

June 9, 2021 MTC Commission Workshop

Overview of pandemic response and impacts

Throughout the pandemic CityBus has endeavored to remain flexible, nimble, and proactive in its response. This has included implementing multiple service changes to better serve essential trips and maintain social distancing onboard buses, instituting a new demand-responsive service model to provide coverage in areas with suspended fixed-route service, working closely with public health officials to improve access to vaccinations, and meeting other community needs such as transporting unhoused individuals living in encampments to safe shelter sites. CityBus also took early action to reduce costs, such as instituting a hiring freeze, and established weekly labor-management meetings to provide a forum for working collaboratively to address the many challenges posed by the pandemic. CityBus seeks to extend this proactive approach to its pandemic recovery, with ARP Act support to restore and sustain services and rebuild a more integrated and effective system.

Service Levels: Following an initial fixed-route service reduction in mid-March 2020, CityBus further reduced service to a Sunday service level in mid-April 2020 during the strictest phase of the local shelter-in-place order. Six weeks later, on June 1, 2020, service was restored to approximately 50% of the pre-pandemic level. Subsequent service increases were implemented in August, November, and December 2020 to maintain social distancing as ridership recovered and to support the community's travel needs as the shelter-in-place restrictions eased. In April 2021 additional service was added to support student travel to hybrid on-site learning, returning the system to approximately 70% of pre-pandemic service hours.

Ridership: Ridership has remained relatively strong during the pandemic, reflecting the high proportion of CityBus riders who rely on the system to make essential trips, as discussed below. System ridership was at its lowest point in April 2020, at 25% of pre-pandemic ridership. Ridership recovery began in June 2020 with the initial service restoration and easing of shelter in place orders. Ridership has increased steadily over the past year to the current level of 45-50% of pre-pandemic ridership. We anticipate another step up in ridership in August 2021 as additional service is restored and K-12 schools resume full-time onsite learning.

Rider demographics

The majority of CityBus riders can be identified as "transit dependent" based on their demographic characteristics. Per MTC's 2018 onboard survey, CityBus riders are predominately low-income, with 86% of CityBus riders reporting household incomes under \$50,000 per year. Over one-half of CityBus riders indicated they were without a working vehicle, and an additional 24% reported only one working vehicle in their household. Seventy-six percent of riders reported using CityBus at least four days per week, and another 20% reporting using the system two to three days per week. Student ridership is high, with K-12 or college/university students making up 28% of riders.

Service Recovery Strategy

Service restoration: In FY 21-22 CityBus intends to expand service from 70% of pre-pandemic levels to nearly 100% of pre-pandemic levels with ARP support, as discussed below. We plan to reach 85% of pre-pandemic service levels by August, with another service increase planned as additional bus operators are hired and trained and public process on transit system changes is completed. This second service increase is contingent on ARP support and availability of bus operators, and will be informed by a Short-Range Transit Plan update reflecting public input on proposed changes to the system to “build back better”. This includes potential conversion of two low-frequency/low-ridership bus routes to a new demand-responsive service model to better meet rider needs.

Transit integration activities: Sonoma County has made a strong commitment to transit integration, and CityBus service recovery will occur in the context of ongoing work with partner operators and SCTA’s Future of Transit Ad Hoc Committee to implement transit integration strategies identified in the Sonoma County Transit Integration and Efficiency Study (TIES) and MTC’s Blue Ribbon Transit Recovery Task Force process. These include service coordination, fare integration, harmonization of public information, and ultimately a unified brand for local bus transit in Sonoma County.

Programming of federal funds

CARES Act funds have been critical in backfilling lost revenues, supporting service restoration, and—in combination with cost-cutting measures—enabling CityBus to maintain structural stability in its operating reserve and capital fund. CRRSAA funds have been programmed in FY 20-21 and FY 21-22 to replace lost revenue and support service restoration, as shown in the attached spreadsheet.

In keeping with the MTC’s principles for distribution of ARP Act funds, including stabilizing systems, restoring and reimagining service, and improving the customer experience, CityBus proposes that ARP Act funds be used to:

- Replace revenues that continue to lag as a result of the pandemic in order to support accelerated service restoration
- Implement additional service hours to spur ridership recovery and “bridge” to the Go Sonoma Act, a local transportation sales tax measure with an expanded allocation for transit that will provide \$900,000 annually for CityBus service beginning in FY 25-26
- Enable CityBus to invest in one-time, transformative activities, including implementation of integration strategies to improve the customer experience on local transit, and acceleration of the transition to a zero-emissions fleet in keeping with local climate action goals

CityBus has programmed \$1.1M in ARP funds in FY 21-22 and \$2.2M in FY 22-23 for service restoration and to accelerate implementation of service hours to be supported by the Go Sonoma Act beginning in FY 25-26. CityBus anticipates that in FY 23-24 and FY 24-25 a lesser amount of ARP funds will be required to backfill revenue as ridership recovers, but we propose that the “bridge” funding to the Go Sonoma Act be sustained. The \$6.3M programmed for these years provides this funding bridge, and would additionally enable CityBus to invest in one-time, transformative projects including implementation of Sonoma County’s unified brand and an accelerated transition to a zero-emissions fleet. In total, CityBus proposes an ARP Act allocation of \$9.5M to meet these needs.



Sonoma County's Transit Future

MTC Commission
Workshop

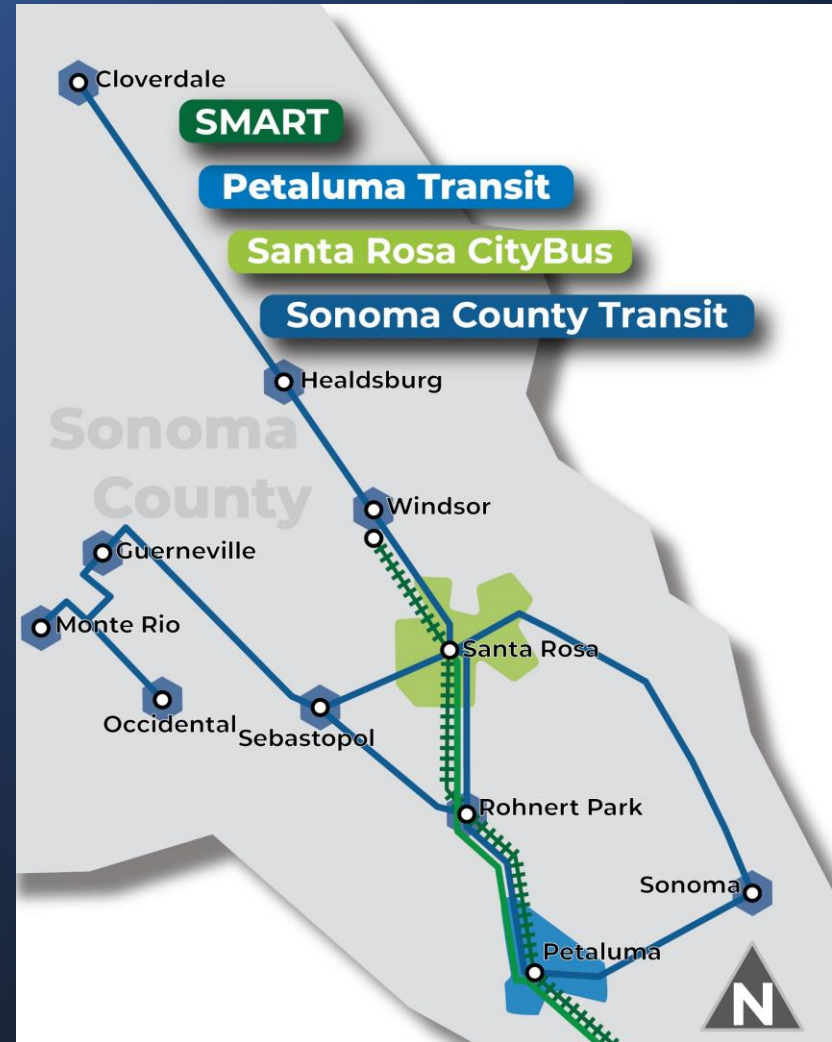
June 9, 2021



SonomaCountyTransit



Sonoma County Snapshot

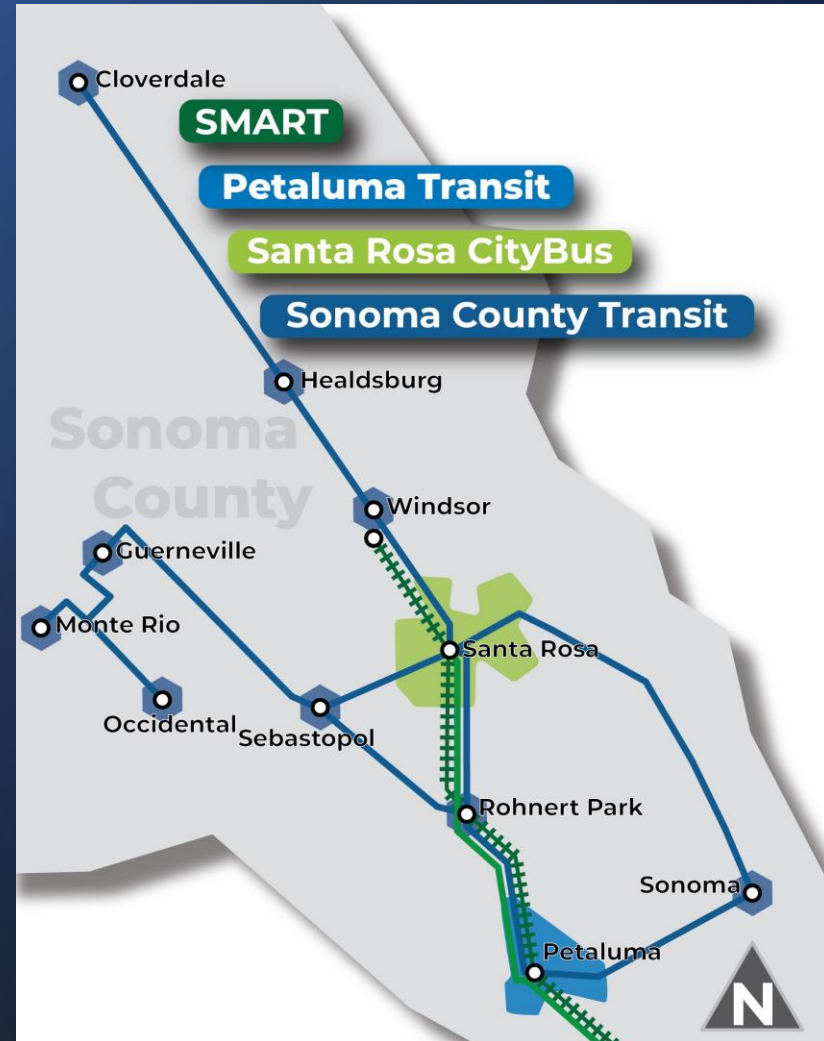


Sonoma County Pre-Pandemic: January 2020

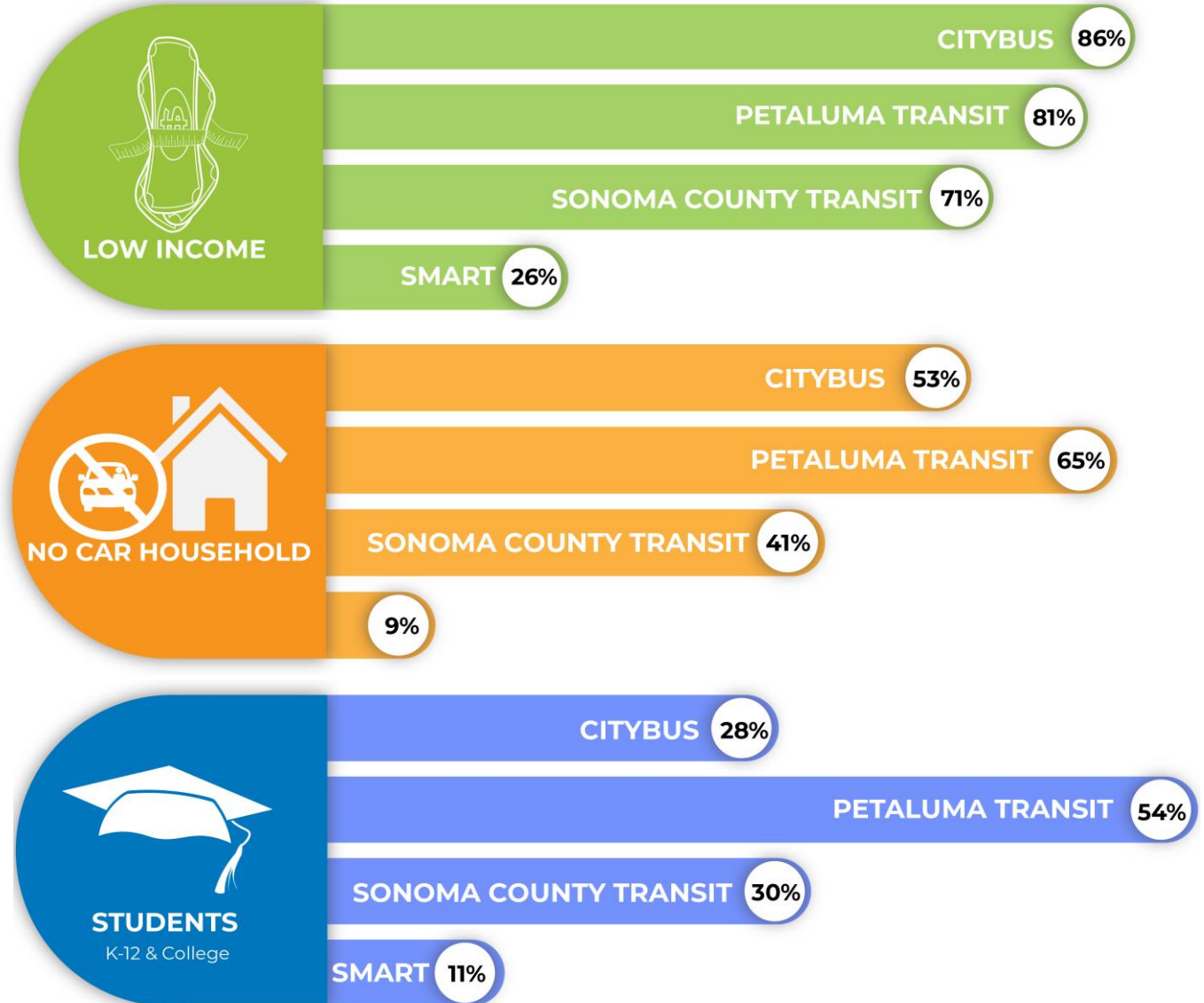
Increasing transit ridership reflects a more robust and relevant network

- **SMART** launches Larkspur Extension and 38 trip weekday schedule connecting to the greater Bay Area
- **Sonoma County Transit** implementing fare-free local bus service routes in six cities
- **Santa Rosa CityBus** ridership on the rise following full system redesign and implementation of new fare-free programs
- **Petaluma Transit** ridership increasing with student school trips growing fastest
- Bus operators working to implement recommendations of **Sonoma County Transit Integration and Efficiency Study (TIES)**

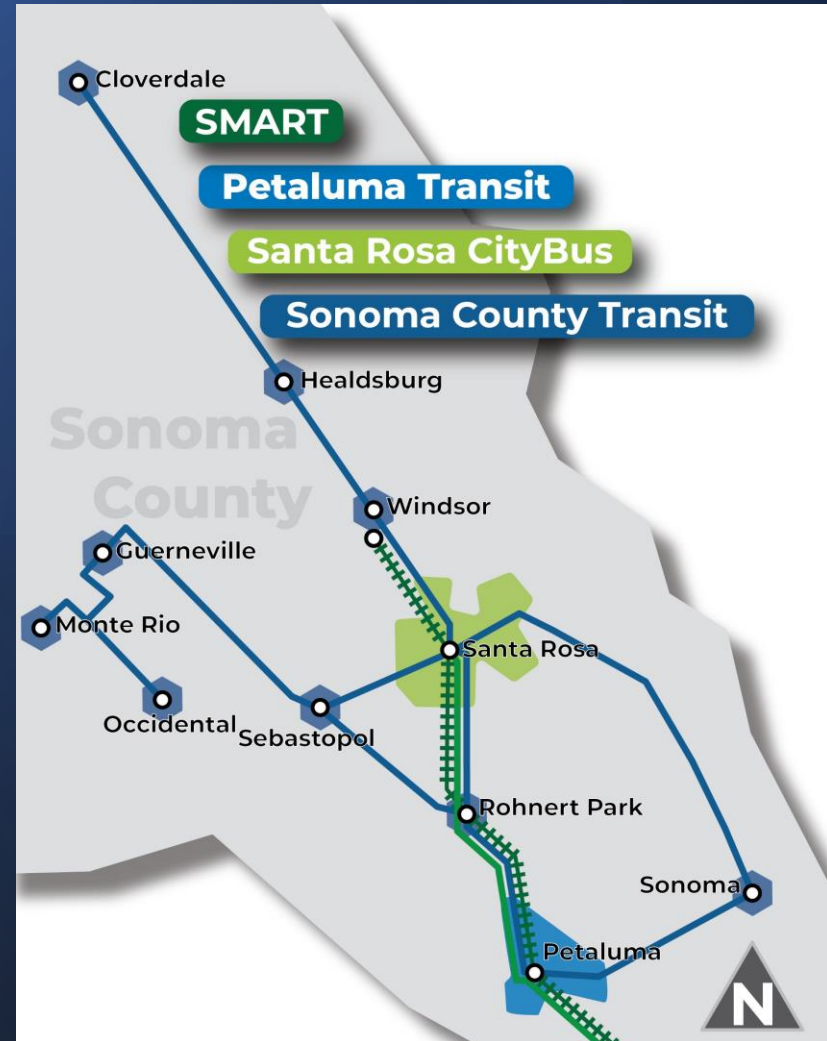
Sonoma County Snapshot



Our Transit Riders



Sonoma County Snapshot



Sonoma County Pandemic Response

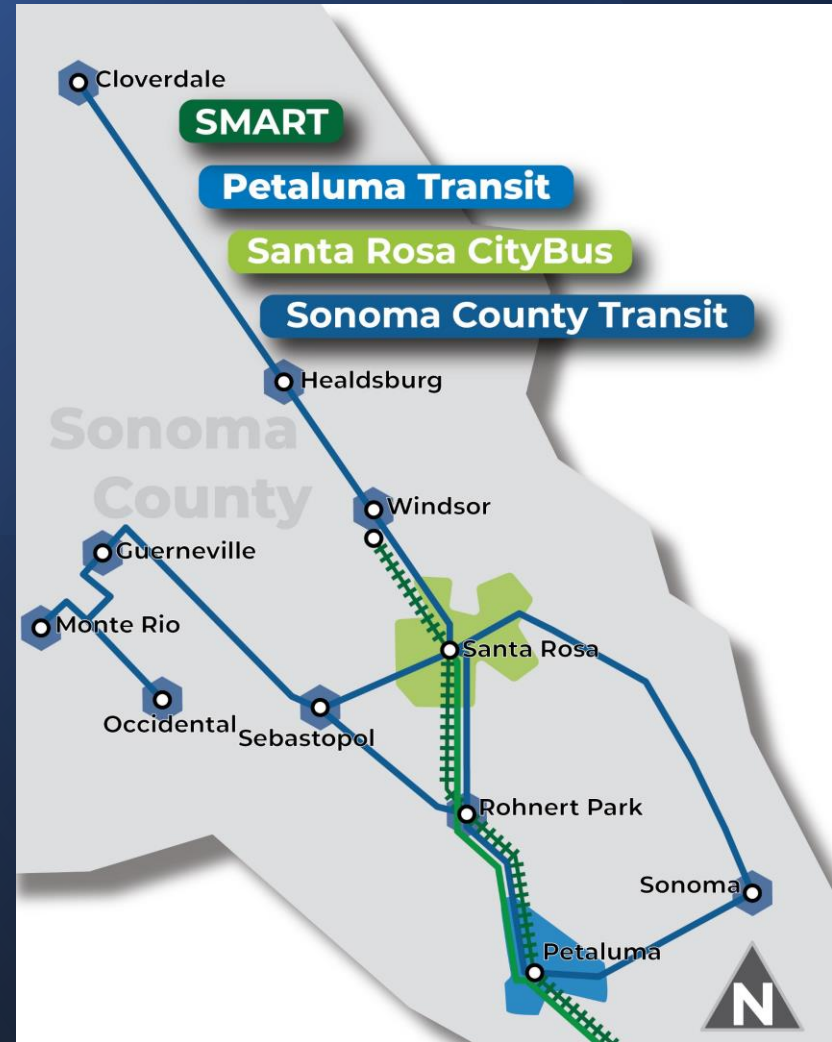
Transit agencies took early action to control costs

- **SMART** reduced budget by 20% for FY20 & 21, weekly trips by 68%, and 10% of staff positions were frozen or eliminated
- **Sonoma County Transit** reduced service to 56% of pre-pandemic levels, worked with contractors to reduce costs
- **Santa Rosa CityBus** reduced service levels and instituted hiring freeze resulting in 14% reduction in staffing through attrition
- **Petaluma Transit** reduced service levels, froze vacant positions and delayed vehicle replacements and critical capital projects

Transit agencies were flexible and nimble to meet community needs

- Phased service restoration to support essential trips and maintain social distancing requirement
- New service model for areas with suspended fixed-route service
- Support for meal delivery, transportation of unhoused individuals
- Coordination with County Health Officers on vaccination access
- Fare suspension, free trips to vaccinations, and Clipper START

Sonoma County Snapshot



Initial Recovery Plans and Challenges

Restore services within available financial means

- **SMART** now operating 68% of pre-pandemic service having increased weekday trips to 26 and added Saturday service the last week of May
- **Sonoma County Transit** and **Santa Rosa CityBus** now operating at 70% of pre-pandemic service levels with plans to increase to 85% in August for return to school
- **Petaluma Transit** now operating at 95% of pre-pandemic service and resumed school tripper service in April

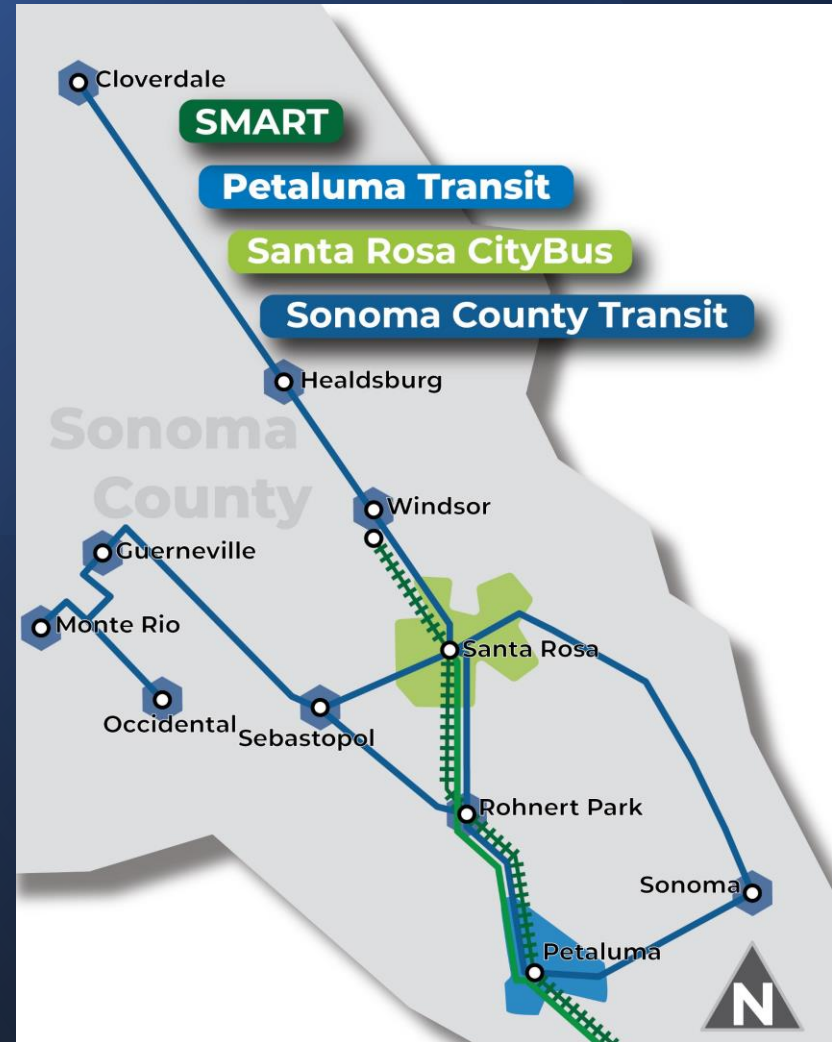
Continue TIES transit integration work with goal of implementing a unified brand for local bus transit

- Process informed by SCTA Future of Transit Ad Hoc and MTC Blue Ribbon Task Force
- Active work on service coordination, fare integration, harmonization of public information, integrated customer service

Tight labor market and challenges hiring and training operators is potential limiting factor to service restoration

Service restoration plans requires substantial ARPA investment from Santa Rosa and Petaluma Urbanized Areas

Sonoma County Snapshot

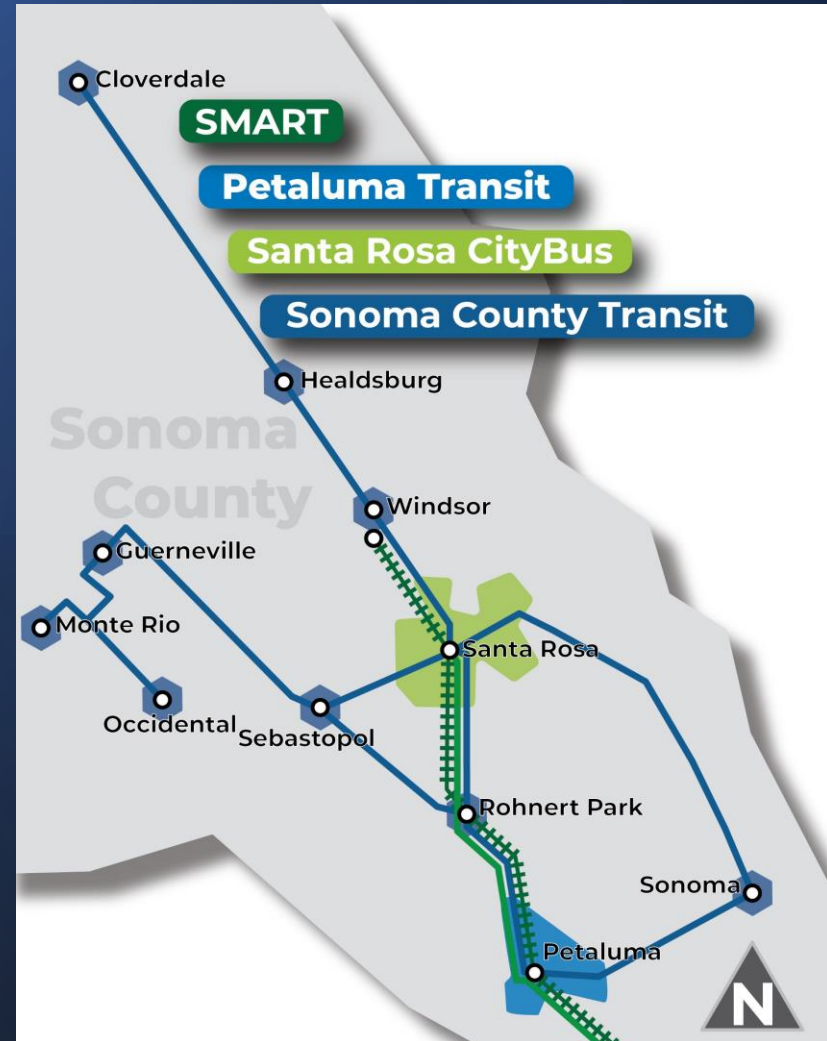


Using Fare Policy to Spur Recovery

Fare incentive programs to encourage transit travel:

- **Clipper START** means-based fare program implemented on all operators
- **Transfer credits continue** between all operators (\$1.50 for Adults and \$.75 for Discount Fares) and often result in a free transfer ride
- **SMART** has reduced fares by 40% overall for the next year
 - Adult Fares now \$1.50 for one zone up to \$7.50 for five zones (45-mile trip) with Youth, Seniors, & Passengers with Disabilities Discount Fares at 50% off
 - Weekend Day Pass offered at \$10 (Adults) and \$5 (Discount)
 - Starting September 1st, 31-day passes drop to \$135 (Adults) and \$67.50 (Discount)
- **Sonoma County Transit** maintaining free fares on local services
- **Santa Rosa CityBus** implementing 18-month pilot of fare-free transit for K-12 Youth, expanded EcoPass program
- **Petaluma Transit** maintaining ½ price passes for Free & Reduced School Lunch recipients

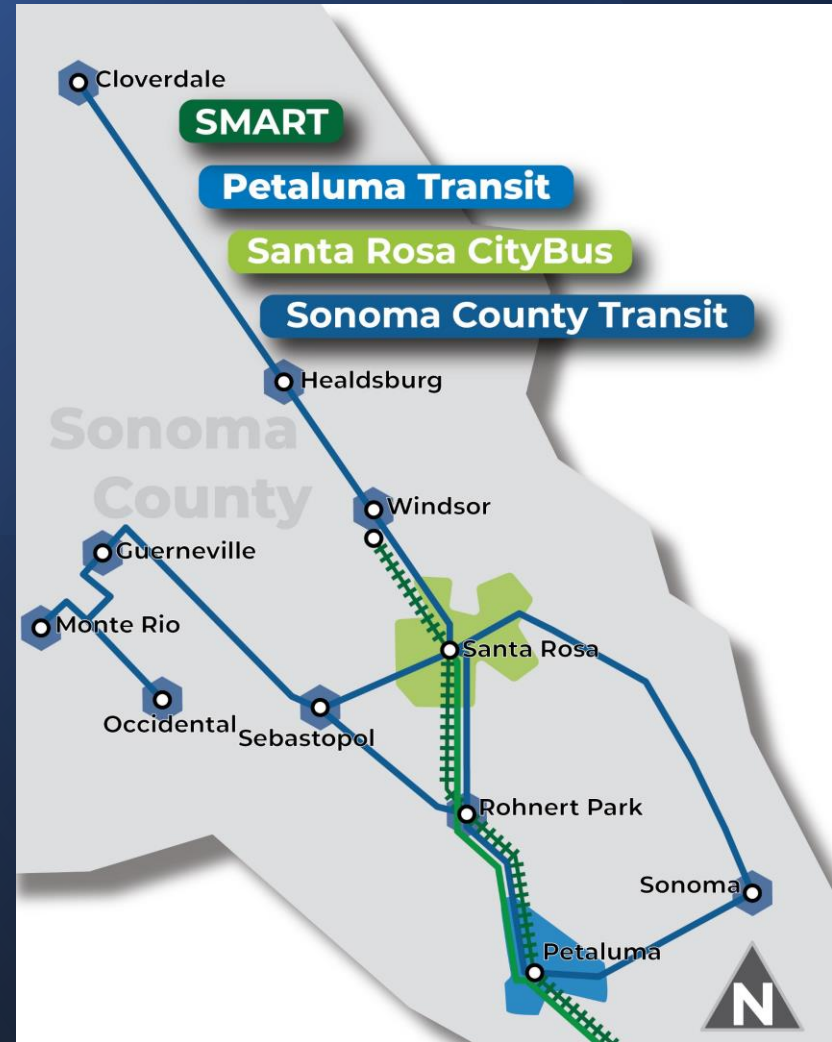
Sonoma County Snapshot



Building Back Better

- **Continue transit integration work**
 - Sonoma County's transit agencies have made a strong commitment to transit coordination and collaboration
- **Re-establish high frequency rail service connecting to San Francisco and regional transit networks via Larkspur Ferry**
- **Rebuild bus systems with a more effective, integrated network**
 - Stronger focus on service quality in major local and intercity corridors
 - Deploy new demand-responsive service models to replace fixed-route service in lower demand areas
- **Leverage transit investments made by Sonoma County voters**
 - Measures M, Q, U and DD-Go *Sonoma Act* received 2/3-plus approval
 - Voter-funded transit services have generated increased apportionments to Sonoma County Urbanized Areas to support the goal of returning to a more robust transit network
- **Support local goals for climate action by prioritizing conversion to all electric bus fleets**
 - ZEB-electric bus transition currently underfunded
 - ARPA funds for operations will allow us to support climate investments in our capital programs

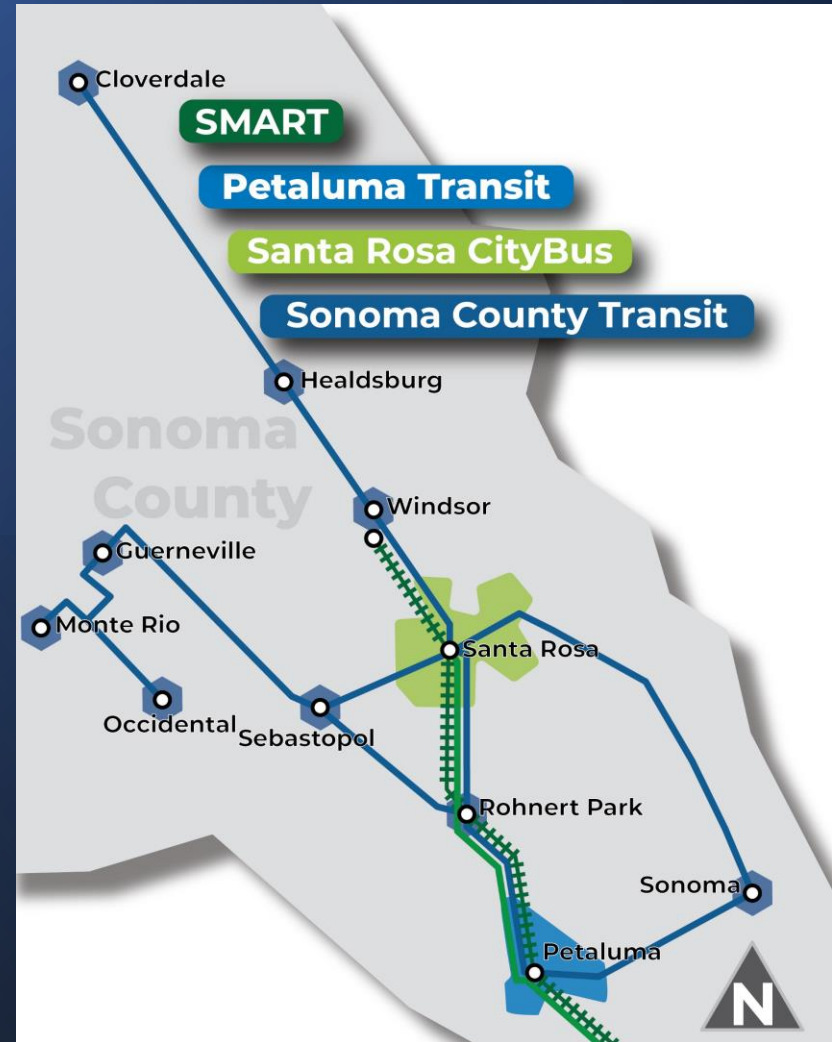
Sonoma County Snapshot



ARPA Investment is Needed to...

- **Address labor shortfalls** with commitment of multiple years of revenues to support necessary new hires
- **Restore pre-pandemic service levels for rail and bus** to support equity for Sonoma County's low-income and transit dependent riders, while we adapt to new demographics, travel patterns, and rider preferences
- **Advance future phase TIES transit integration strategies**
- **Deploy additional bus services** until voter-approved *Go Sonoma* sales tax takes effect
- **Allow for preservation of capital funds** to resume prior fleet replacement timelines and implement State electrification mandates in support of climate benefits

Sonoma County Snapshot



Thank You
for your continued
support as we
implement a high-
quality transit network
for Sonoma County's
residents, workers and
visitors!





SFMTA



San Francisco Municipal Transportation Agency

SF Muni Transit Service

Metropolitan Transportation Commission
June 9, 2021



Overview

San Francisco is the second-densest city in the United States. Muni operates in the densest service area of any Bay Area operator—or, in fact, of any transit agency in the state.

Muni carries the most riders of any transit agency in the Bay Area, before and during the pandemic **carrying more than 40 percent of the region's ridership.**

Keeping the system reliable and running during the pandemic was a critical lifeline for San Franciscans, but **the recovery of the system is now dependent and tied to the recovery of the San Francisco economy and the downtown.**



40%

of Region's Ridership
(pre-pandemic)

37%

Current SF Ridership
(based in pre-pandemic norm)

\$1.1 b

Revenue Losses
(based on pre-pandemic projections)

Pre-Pandemic Service and Financial Structure (FY 2019 data)

MUNI SERVICE

SERVICE HOURS

3.6M
Pre-Pandemic
Service Hours
FY2018-19

Metro J K L M N T	17%
Bus	70%
Historic	3%
Cable Car	4%
Paratransit	6%

Total number of revenue service hours provided to the riding public. Number rounded.

Percentage of revenue hours distributed by these modes.

RIDERSHIP

223M
Unlinked Trips
FY2018-19

Metro J K L M N T	50M
Bus	160M
Historic	7M
Cable Car	6M
Paratransit	0.4M

Number of times people board/offboard vehicles.

Distribution by Transit Mode.

MUNI FINANCIALS

COST PER HOUR

\$241
Pre-Pandemic
Cost per Hour
FY2018-19

FY18	\$227
FY19	\$241
FY20	\$282

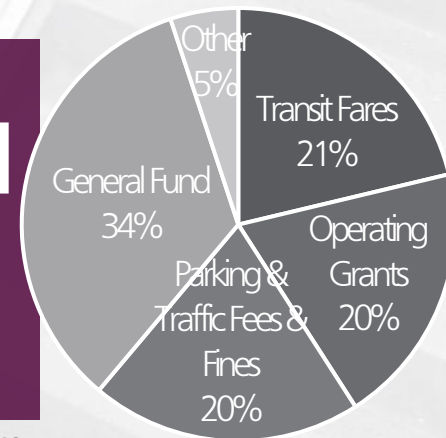
Cost per hour over the past 3-years.

Cost per hour of service provided, all modes.

FINANCIALS

\$856M
NTD Transit
Service Cost
FY2018-19

Total cost of Transit Service.



% of Revenue sources used to cover transit costs.

Pre-Pandemic

Response

FY 22 Service

Demographics

Finances

Outlook



CORE SERVICE

- Rebuilt transit system to focus on a **Core Network**
- Coordinated with **regional partners**
- **Redesigned rail service plan** to reduce congestion in subway
- Completed capital improvements to **enhance reliability**

EQUITY

- **Invest** in needs of disenfranchised and vulnerable communities
- **Service** directed to routes serving Equity Neighborhoods
- **Access** to connect CoCs with centers of economic activity

INNOVATION

We have innovated during the pandemic developing programs and implementing projects to get us through the pandemic.

- **20 miles of Temporary Emergency Transit Only Lanes**
- **8,000 participants in the Essential Trip Card Program**
- **Transformation of Fare Compliance Program**

FY 2022 Service Restoration

COVERAGE

98%

Residents within
1/4 mile of stop
(by August 2021)

100%

Equity
Neighborhoods
within 1/4 miles
(by August 2021)

85%

Pre-Pandemic
Service Hours
(by January 2022)

COST

Now.

January 2022

TBD

15% Service Increase
\$74 M+/annually

15% Service Increase
\$85 M+/annually

The SFMTA currently can financially sustain the first 15% service restoration, this will be reviewed in January 2022.

METRO

All
Subway
Stations
Open



Ingleside



Third

Run K/T
from Balboa
to Sunnydale



Judah

Run from
Ocean Beach
to Caltrain



Taraval



Ocean View

Run as Bus until
Rail Operators
Trained



Church

Running on
surface
only

BUS

Building out
**5-minute
network**

Route
Restoration:
**Close
Service
Gaps**

Restore
School
Trippers for
**School
Reopening**

F-LINE & CABLE CAR

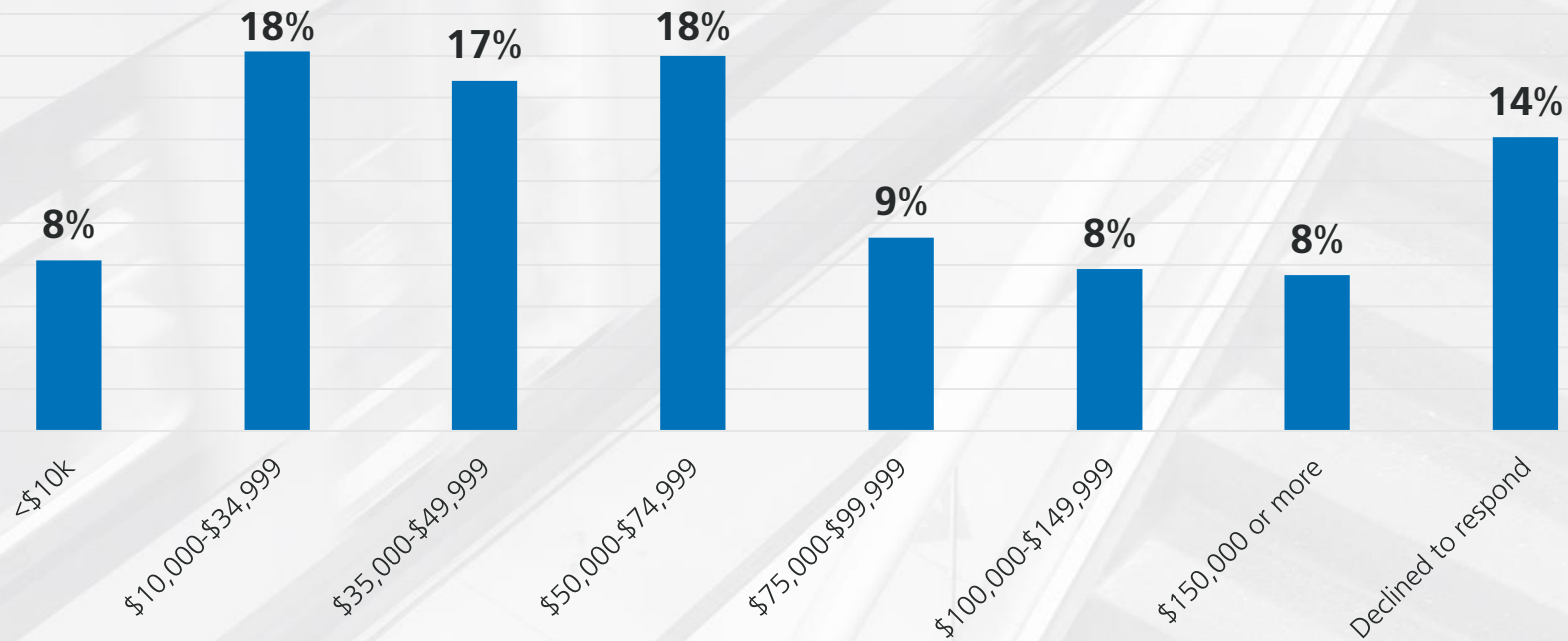
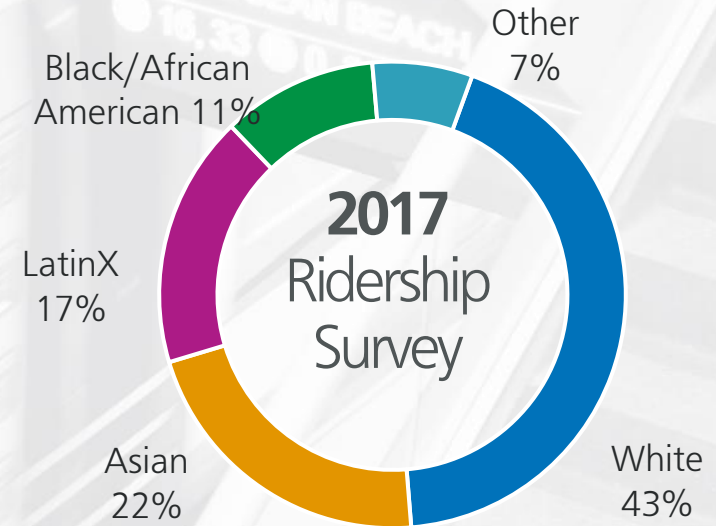
F-Line
**7-days per
week**

Cable Car
Restoration
(by Fall 2021)

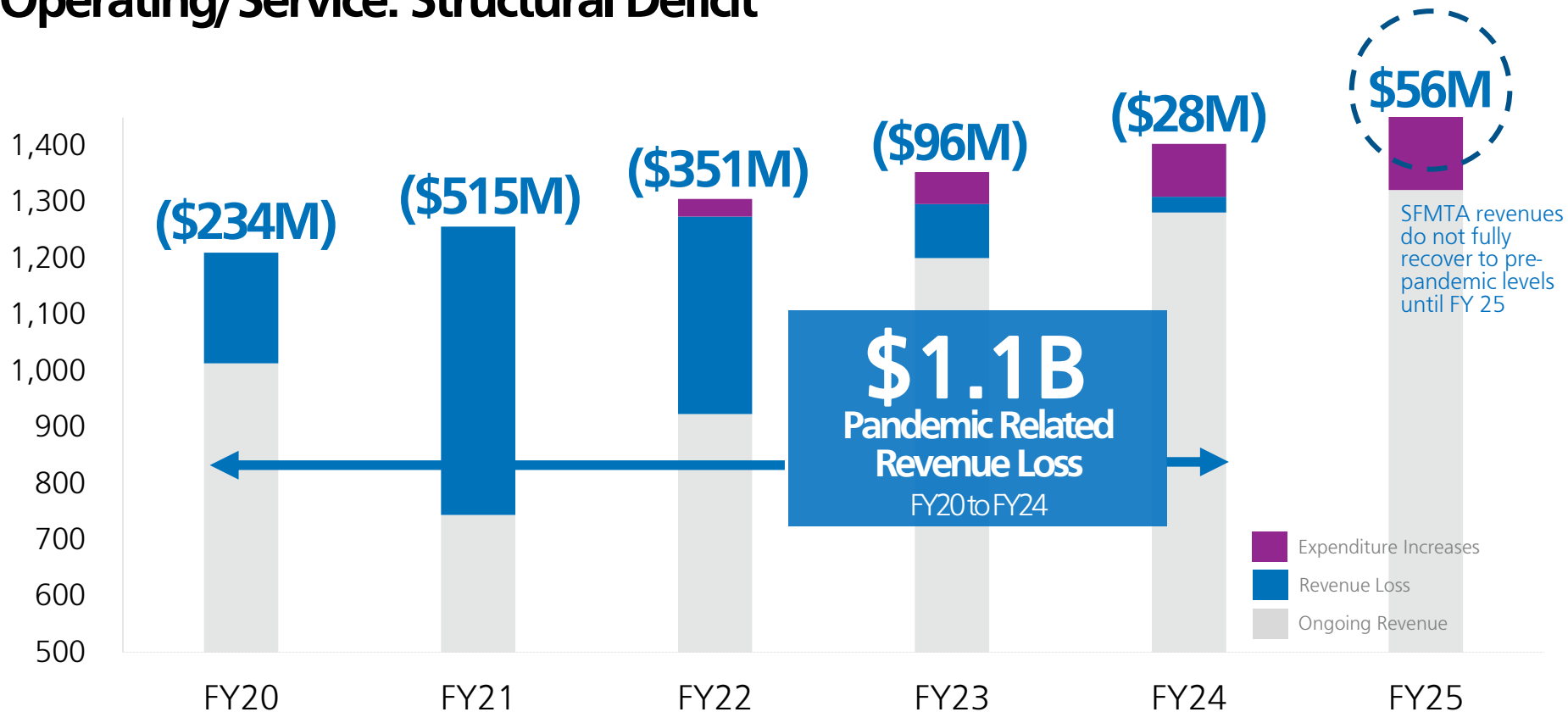
Muni Ridership Demographics

SUMMARY

- The pandemic changed the demographic breakdown of Muni's ridership, however reliable real-time data are difficult to obtain
- In general, the ridership share from populations that are from lower income households and people of color represent a higher percentage
- Use of subsidized fare programs decreased less than full-cost fares when compared to other fare media



Operating/Service: Structural Deficit



Operating Budget, \$M	FY20	FY21	FY22	FY23	FY24	FY25
Revenue Ongoing (base)	1,013	744	923	1,200	1,281	1,321
Pandemic Related Revenue Loss	(234)	(515)	(351)	(96)	(28)	56
Expenditures	1,210	1,124	1,305	1,353	1,403	1,457
Expenditure Savings/Increases	37	135	(3)	(21)	(22)	(25)
Revenue Less Expenditures (Deficit)	-	-	(31)	(57)	(94)	(140)

Future Outlook/Current Forecasts

FUTURE SERVICE (Projected as of June 2021)

Ridership	BASE FY 19 100%	FY 2020 76%	FY 2021 26%	FY 2022 57%	FY 2023 76%
	BASE FY 19 100%	FY 2020 90%	FY 2021 59%	FY 2022 83%	FY 2023 87%
Service					
Ridership and service reflect percent averaged over 12-months. Goal for FY 2021 was to reach 70% pre-pandemic service by March 2021.			Ridership and service reflect percent averaged over 12-months. Goal for FY 2021 was to reach 85% pre-pandemic service by January 2022.		

FUTURE FINANCIALS (Projected as of June 2021)

Fare Revenues	Dependent on downtown activity, recovery of ridership, tourism	FY 2022 \$86 M	Jan 2022 Goal \$9M/month
Parking Revenues	Dependent on recovery of SF economy	FY 2022 \$248 M	Jan 2022 Goal \$22M/month
General Fund	Dependent on recovery of SF economy, downtown activity, tourism	FY 2022 \$335 M	

Revenue estimates are based on real-time monthly financials, adjusted forward. General Fund estimates as re from the San Francisco Controller's Office.

San Francisco continues to lag the nation in recovery, especially its downtown core. We also have an employee base more apt to adopt regular telecommuting will result in slow ridership recovery.

This as well as the operational challenge of hiring operators, trainers and maintenance staff are real risks in successful increases in reliable service.



Thank you.



London Breed, Mayor

Gwyneth Borden, Chair
Amanda Eaken, Vice Chair
Cheryl Brinkman, Director
Steve Heminger, Director

Fiona Hinze, Director
Sharon Lai, Director
Manny Yekutieli, Director

Jeffrey Tumlin, Director of Transportation

MEMORANDUM

DATE: June 7, 2021

TO: David Rabbit, Chair
MTC Programming and Allocations Committee (PAC)

FROM: Jeff Tumlin, Director of Transportation

SUBJECT: MTC Programming and Allocations Committee Special Workshop

Summary

Thank you for the opportunity to share with the MTC Programming and Allocations Committee an update on SFMTA's plans for the coming year. As you may know, San Francisco is the second-densest city in the United States and Muni operates in the densest service area of any transit agency in the state. Muni prior to the pandemic and today serves the most riders of any transit agency in the Bay Area. With a projected \$1.1 billion in projected revenue losses due to the pandemic, utilizing federal relief funding to keep the system reliable and running has been a critical lifeline for San Francisco travelers, but the recovery of the system is now dependent and tied to the recovery of the San Francisco economy and the recovery of our downtown.

Pandemic Response

During the pandemic, the SFMTA acted swiftly to secure the health and safety of our workforce and our riders. We redesigned the transit system to focus on a Core Network—a system that consolidated our resources and directed them to key routes to deliver high frequencies and reliable service. We supported our transit system by deploying 20 miles of Temporary Emergency Transit Only Lanes which sped service and improved reliability. We deployed the Essential Trip Card to close gaps in mobility to those facing financial hardship, enrolling more than 8,000 participants in the program. To address funding shortfalls, we halted all non-essential hiring and leveraged the city's Disaster Service Worker program to support key areas when demand outstripped agency resources. We partnered with Golden Gate Transit and SamTrans to close service gaps and served early morning BART riders with a special shuttle.

Ridership

The most recent ridership figures show that we are currently carrying half of all transit riders in the Bay Area as of May 2021. Prior to the pandemic, Muni carried approximately 40% of all Bay Area transit riders. The SFMTA, like all major transit systems, experienced a pandemic-induced collapse in ridership, first to about 11% of pre-pandemic levels, and more recently a recovery to approximately 37%. This, however, does not tell the full story. Muni has had a very persistent ridership base that is significantly higher than peer agencies for the duration of the pandemic. We

redesigned our service to ensure these riders, many of whom work in essential services, could rely on our system to safely reach their jobs.

The following six-line groups, part of our Core Service Network, carry approximately half of Muni's current (May 2021) ridership, and fully one quarter of the entire Bay Area transit ridership. The percentages listed indicate the recovery at each stage against pre-pandemic service levels—which all significantly outpace the current rate systemwide of 37%:

Table 1: Ridership on Key Core Service Network Routes

	Pre-Pandemic	Pandemic "Normal"	Winter surge	Recovery
	<i>January-20</i>	<i>June-20</i>	<i>November-20</i>	<i>May-21</i>
14+14R-Mission	48,200	24,300	27,800	33,800
		50%	58%	70%
8+8X- Bayshore	35,600	12,800	14,800	15,100
		36%	41%	42%
49-Van Ness	24,810	11,500	12,200	13,500
		46%	49%	54%
9+9R-San Bruno	22,100	14,400	8,600	12,700
		65%	39%	57%
22-Fillmore	20,000	7,500	8,900	10,400
		39%	44%	52%
38+38R-Geary	42,100	22,200	17,500	22,700
		53%	42%	54%

This demonstrates the role that Muni service plays in delivering service throughout the pandemic to those that were essential to the region's response.

Our 2017 Ridership Survey shows that our ridership is racially diverse and are also more likely to be from lower income households:

Table 2: Ridership by Race/Ethnicity

Race/Ethnicity	% total
White	42.90%
Asian	21.50%
Latinx	17.40%
Black/African American	10.70%
Other	6.90%

Table 3: Ridership by Income

Income	% total
<\$10k	8.20%
\$10,000-\$34,999	18.20%
\$35,000-\$49,999	16.80%
\$50,000-\$74,999	18.00%
\$75,000-\$99,999	9.30%
\$100,000-\$149,999	7.80%
\$150,000 or more	7.50%
Declined to respond	14.10%

Indeed, during this time we have seen fare revenues evaporate, but the decline in low-income fare media has been proportionally significantly less. In short, our fare programs for low income riders continue to see heavy usage, while the return of monthly passes and full-fare riders remains uncertain.

Pandemic Revenue Impacts & Outlook

Due to the pandemic's impact on our financials, and despite the unprecedented funding from the federal government, in January 2021 the SFMTA was facing layoffs of 20% of our workforce. Thanks to the federal stimulus, we now have a path to continue solid footing even if the restoration of our core funding continues to lag. The funds that come to the SFMTA will be used for the direct provision of transit service and will reach a disproportionate number of people of color and people from low income backgrounds. It will reach those who have borne the brunt of this pandemic and its aftereffects.

The SFMTA is uniquely reliant on downtown San Francisco office workers for the generation of our three primary revenue sources: transit fares, parking fees/fines, and the City's General Fund. The slow return of office workers to downtown San Francisco will continue to depress our ridership, our parking revenues, and the tax base underpinning our General Fund allotment, likely beyond the end of FY22.

On June 4, 2021, the San Francisco Office of the Controller provided an update on several key indicators of the recovery, and the outlook was not reassuring: weekly office attendance remains largely flat at 16%, up from approximately 10% at the beginning of the calendar year, this is despite a permitted office occupancy rate for non-essential services at 50%. Office vacancies are also approximately triple the pre-pandemic rate (17% vs. 5.8%), indicating there is a long way to go before we see the pre-pandemic volumes of workers returning regularly to downtown. There are indicators that this slow recovery may persist: only 18% of business owners responded positively to the question: "will operations return to normal levels in the next 4-6-months?"

Despite the current situation, the SFMTA is planning to restore Muni service to 85% of pre-pandemic levels while we evaluate the pace of the recovery in San Francisco. This also allows the agency to work on filling critical positions and hire the staff to not only plan for additional service but deliver that service well.

CC: Julie Kirschbaum, Director of Transit
Jonathan Rewers, Acting Chief Financial Officer
Monique Webster, Regional Government Affairs Manager



David Rabbitt, Chair
Sonoma County Board of Supervisors

June 9, 2021

Barbara Pahre, Vice Chair
Golden Gate Bridge,
Highway/Transportation District

David Rabbitt, Chair Programming and Allocations Committee
Metropolitan Transportation Commission
Bay Area Metro Center – 375 Beale Street, Suite 800
San Francisco, CA 94105

Judy Arnold
Marin County Board of Supervisors

Melanie Bagby
Sonoma County Mayors' and
Councilmembers Association

RE: SMART Status and American Rescue Plan Act (ARPA) Transportation
Funding

Kate Colin
Transportation Authority of Marin

Dear Chair Rabbitt and Committee members,

Damon Connolly
Marin County Board of Supervisors

Debora Fudge
Sonoma County Mayors' and
Councilmembers Association

Patty Garbarino
Golden Gate Bridge,
Highway/Transportation District

Thank you for the opportunity to describe SMART's status as we begin our evolution into a post-pandemic world and strive to resume our role as Sonoma and Marin's climate-friendly, time- and cost-competitive transportation trunk line service and the region's newest rail service. We began revenue services only 3 ½ years ago and now cover 45-miles with 12 stations between Sonoma County Airport north of Santa Rosa and Larkspur and regional ferry services to San Francisco.

Susan Gorin
Sonoma County Board of Supervisors

Dan Hillmer
Marin County Council of Mayors and
Councilmembers

The start of 2020 saw the culmination of years of hard work for SMART with the momentous triple achievements of opening the extension of the system to Larkspur, opening the first infill station at Downtown Novato and the launching of a robust schedule of 38-weekday trips, with trips every 32-minutes both northbound and southbound through much of the morning and afternoon/evenings. These achievements began to elevate the North Bay's transit service levels to something more like what the rest of the Bay Area has experienced for decades.

Eric Lucan
Transportation Authority of Marin

Chris Rogers
Sonoma County Mayors' and
Councilmembers Association

Farhad Mansourian
General Manager

Thirty years in the making, and with only two full months of operations connecting to the greater Bay Area via Larkspur Ferry, SMART's average weekday ridership had already risen 34% over SMART's first fiscal year of service (FY18). Combined with the average passenger trip length on SMART being just over 24-miles long and SMART's early demographic surveys indicating that 26% of SMART riders met thresholds for low-income qualification, and SMART can be seen as an impactful benefit to the region, both for reductions in vehicle miles traveled and through increased access to economic opportunity.

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www.sonomamarintrain.org

It was in this context that SMART found itself facing the arrival of the COVID-19 pandemic.

It should have been the moment where years of hard work resulted in SMART and the voters of SMART District receiving additional revenues from the Federal Transit Administration, revenues made possible through SMART's reporting of 2 years-worth of transit service statistics paid for with voter-approved local revenues to the Santa Rosa Urbanized Area. These new federal revenues could have created financial flexibility by paying for operations department expenses and allowing for SMART's local revenues to be invested in capital projects or held in reserve to reinvest in SMART's service level preservation into future years. Instead, SMART was grateful to be allowed access to these federal revenues for financial survival. With them SMART maintained the bare minimum service level during pandemic revenue uncertainties and as passenger levels dropped and fare revenues disappeared.

SMART's Pandemic Response

The SMART Board response to the pandemic uncertainties was to live within the District's financial means and make critical budget and service reduction decisions. The number of weekly service trips were reduced by 62%, with weekday service trips reduced from 38 to 16 and 10 trips per day on weekends/holidays were reduced to zero. The budget for Fiscal Years 2020 and 21 was reduced by \$10.3 million, or 20%, and 10% of total positions were frozen or eliminated. The focus shifted to providing safe, comfortable, and effective transit services to essential workers – public health and other workers along the corridor who consistently used SMART throughout the pandemic. SMART operating employees cleaned trains twice per day, upgraded train ventilation systems with higher grade filters and ultraviolet sanitizing systems, provided free masks to any passengers who did not have one, and transported people free to and from vaccination sites. On the policy side, SMART was pleased to be able to work with Clipper to implement the long-awaited means-based fare program with Clipper START. That program launched on SMART at the end of November 2020 with the SMART Board's February 2020 approval of a 50% fare discount rate.

The SMART Board also focused limited resources on shoring up operating support during the pandemic, rather than having the luxury of solving for capital project concerns that arose. For example, the SMART Windsor Extension was advancing on schedule to open for service in December 2021, having completed the design/build contract award, completion of project design and the commencement of construction when the pandemic took full effect. The October 2020 continuation of court challenges to Regional Measure 3, one of the two largest sources of money in the project funding plan, resulted in the difficult decision to stop construction at 30% completed, demobilize the contractor and mothball the project until such time as new revenues can be identified to restart the project. Had there not been pandemic revenue losses and future uncertainties, the SMART Board may have been able to advance local funds to this capital project to sustain contractor mobilization and limited construction activities until the resolution of the court challenges to Regional Measure 3 fund liquidity.

SMART's Pandemic Riders

While the SMART Board and staff continued to make the necessary policy decisions and maintain essential services, SMART ridership was down 92% at its lowest during the pandemic, rebounding slightly and in fits as the County-level public health officers and State implemented varying levels of restrictions. Included among the frequent riders of SMART during this time was a growing proportion of riders who brought their bicycles onboard as first/last mile transportation. Pre-pandemic consistently 11% of riders brought bicycles onboard and during COVID that figure rose to be consistently over 20%.

Pre-pandemic Youth were 11% of SMART riders with many using SMART to go to and from high schools along the entire corridor. Between February and April, we saw the greatest increase (147%) in youth/student fares, reflecting the gradual re-opening of schools.

SMART Welcome Back Campaign - Service Increases

As we approach the June 15, 2021, date set by the State of California for the broader re-opening of the State, SMART has already begun to adapt to the new future where people re-emerge from the confines of the pandemic. In preparation for that, and with the understanding that people are looking to see what resources are available to them now to schedule their summer travel and ready themselves for their fall schedules with the reopening of schools and offices, SMART increased services starting the last week in May. Despite labor shortages caused by pandemic related job attrition that seems to be impacting every industry, increased labor cost pressures and the ongoing pre-pandemic concerns of the combination of high housing costs/limited specialized labor availability, SMART has been able to increase weekday trips from 16 to 26 one-way trips and restore one weekend service day, Saturday, with an enhanced schedule of 12 one-way trips. This takes SMART to 68% of pre-pandemic weekly trips.

SMART Welcome Back Campaign - Fare Promotions

As a complement to these service enhancements and to encourage the public to take advantage of the high-quality transit service SMART offers, a service that is often faster than driving along the Highway 101 corridor, the SMART Board has reduced fares by 40% overall for one year and added a Weekend Family rate to the 31-day passes and progressive transit transfer discounts. A one zone adult fare is now \$1.50 (down from \$3.50) via the SMART mobile ticketing app and via Clipper starting September 1. That rate will match the adult transfer credit between SMART and five connecting bus/ferry transit systems and it will match the flat rate or first zone of all the Sonoma County local bus systems, making “free transfers” a real concept in the North Bay. The entire 45-mile on SMART will cost \$7.50 for adults and \$3.75 for discount categories, including Clipper START patrons, and a Day Pass Accumulator, where riders will pay no more for SMART travel including corresponding transfer credits, will take effect after adults have paid \$15 and discount riders \$7.50 in a 24-hour period.

Community Outlook for the Future

SMART Board and staff have been conducting virtual community Listening Sessions during the pandemic and attending business community meetings, such as Chambers of Commerce meetings, for communities along the entire corridor. SMART has also conducted online surveys (results presentation found on our website [here](#)) and, in recognition of the high number of teachers commuting via SMART pre-pandemic between Sonoma and Marin, has distributed additional surveys via the Counties’ Office of Education to teachers and school staff throughout the SMART District (results presentation found on our website [here](#)). Comments and survey results were consistent and can be summed up by the top three responses from 1,108 respondents to the online survey question “What would increase the likelihood of you riding the train?” The top three answers were Increased Frequency on Weekends (60%), Increased Frequency on Weekdays (56%) and “More Connections to Other Transit or Destinations”, otherwise known as better First/Last Mile services (46%). Remaining responses were nearly half that. These responses mirror the responses to the Bay Area Council and other recent surveys conducted and discussed at the Blue-Ribbon Transit Task Force.

Getting Back on Track

SMART had only just begun to operate when the COVID-pandemic struck. With only 2.5 years of rail service having been offered to a public that had not seen passenger rail in over 60 years, that public was only just beginning to explore how the rail service could enhance their travel choices. We understand that SMART is in somewhat of a unique situation as we are a new organization that was experiencing incredible growth rates unlike some of the more established transit organizations in the Bay Area. We had yet to realize the full revenue stream associated with that ridership growth, including fares and federal formula funds resulting from SMART's reporting of transit service statistics to the Santa Rosa Urbanized Area to support our operating maintenance expenses. While SMART's eligibility for federal funds, beginning with the 2020 fiscal year, meant that federal transit funds for COVID relief could be allocated to SMART, the first two rounds of those funds provided to SMART have been fully expended by mid-Fiscal Year 2021.

For Fiscal Year 2022, SMART's budget includes revenues allocated to the service enhancements described earlier with the Welcome Back Campaign. No additional federal funds from the third round (ARPA) of relief programming are assumed in the budget and no additional services beyond those deployed the last week in May 2021 could be provided without additional revenues.

American Rescue Plan Act (ARPA)

The ARPA appropriation provides for \$27.4 million to the Santa Rosa Urbanized Area based on the transit service statistics reported to that UZA by three transit operators: SMART, Santa Rosa CityBus and Sonoma County Transit. Through an already established agreement between Santa Rosa Bus, Sonoma County Transit, and SMART, an agreement recognized through the MTC Transit Capital Priorities process, the Santa Rosa UZA funds are split 40% SMART, 35% Santa Rosa Bus, and 25% Sonoma County Transit. It is our expectation that SMART would receive, \$10.9 million of these funds.

With the pandemic ridership reductions and the recent fare promotional rate reductions to encourage former riders to return and new riders to test the services, we estimate fare revenue losses of approximately \$3.4 million per year compared to our revenue projections post-Larkspur and service schedule expansion but pre-pandemic. In addition, we have estimated it will cost approximately \$2.2 million per year to return to pre-pandemic levels which we would like to do sooner rather than later. The \$10.9 million allocation from the Santa Rosa UZA of ARPA funds would sustain us through FY 2024 around which time it would be anticipated that the necessary reauthorization of SMART's voter approved sales tax would be considered again by the voters of all of Sonoma and Marin Counties.

We know that \$3.6 million per year seems small as it relates to the overall San Francisco-Oakland/ San Jose Urbanized Area funds, but for SMART these funds are a lifeline to be able to take service levels back to pre-pandemic. SMART's rail services are what voters approved with Measure Q in 2008 and those rail services paid for by the voters is what has been reported for SMART's first 3 years of operations into the Santa Rosa UZA generating this ARPA appropriation. The full restoration of SMART services to 38 weekday and 20 weekend trips cannot be done without the ARPA Santa Rosa UZA funds allocated back to the voters of Sonoma and Marin Counties.

Conclusion

Please find attached the May 2021 General Manager's report highlighting our recent service restoration and fare reduction decisions by the SMART Board. SMART appreciates your consideration and continued hard work on behalf of all the present and future transit riders scattered throughout the nine-county Bay Area. We stand ready to provide them and you with a high-quality and affordable transit service to help us all emerge from the COVID-19 pandemic healthier and better off than we were before.

Very truly yours,

A handwritten signature in blue ink, appearing to read 'Farhad Mansourian', with a stylized, cursive script.

Farhad Mansourian
General Manager

Attachments:

1. SMART General Manager's Report – May 2021

Sonoma-Marín Area Rail Transit District



General Manager's Report – May 2021

5401 Old Redwood Highway, Suite 200
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www.SonomaMarinTrain.org



SMART

|| SONOMA-MARIN AREA RAIL TRANSIT

NEW PROMOTIONAL FARES

SMART is kicking off its Welcome Back celebration with new reduced fares available only on the **SMART e-Tickets app** until September 2021, when the reduced fares will also be available on Clipper. The promotional fare will run through May 31, 2022, and offer riders over 40% off the price of fares.

SMART has reduced its weekday fares to a \$1.50 base for travel within 1 zone and \$1.50 for each additional zone traveled. Seniors, youth, low-income, and passengers with disabilities will receive a 50% discount rate of \$0.75 for the first zone and \$0.75 for each additional zone.

SMART is also pleased to offer a **Weekend Day Pass** to our weekend travelers – a fantastic deal for families with children or grandparents. The Weekend Day Pass is \$10.00 for adults & 5.00 for seniors, youth, passengers with disabilities, and low-income passengers. The Weekend Day Pass offers unlimited rides for the entire day. This promotional pass will be available on the SMART e-Tickets app beginning Saturday, June 5, 2021.

The mobile ticketing app is available for download in the [Apple App Store](#) and [Google Play Store](#). See our [Mobile App FAQs](#) for additional information.

In September 2021, SMART will offer a discounted 31-day pass providing unlimited rides for \$135 for adults and \$67.50 for youth, seniors, and passengers with disabilities. The 31-day pass is not available on SMART's eTicket app.

	PAYING WITH CLIPPER CARD		PROMOTIONAL FARES ON SMART E-TICKETS	
	ADULT	DISCOUNT	ADULT	DISCOUNT
Travelling within 1 Zone ⓘ	\$3.50	\$1.75	\$1.50	\$0.75
Travelling within 2 Zones ⓘ	\$5.50	\$2.75	\$3.00	\$1.50
Travelling within 3 Zones ⓘ	\$7.50	\$3.75	\$4.50	\$2.25
Travelling within 4 Zones ⓘ	\$9.50	\$4.75	\$6.00	\$3.00
Travelling within 5 Zones ⓘ	\$11.50	\$5.75	\$7.50	\$3.75
Maximum per day for all trips on SMART	\$23.00	\$11.50	Not Available	Not Available

On Monday, May 24, 2021, SMART added two new morning trips and three new afternoon trips to the weekday schedule. These additional trips address SMART commuters' requests for later morning trips and later afternoon trips. Additionally, SMART now offers the last Northbound train departing the Larkspur Station at 8:29 PM to enable riders visiting Marin County to enjoy dinner and travel back by train. Saturday weekend service resumed on May 29.



Effective **May 24, 2021**
Efectivo **el 24 de mayo de 2021**



AM Times



PM Times

TEMPORARY WEEKDAY SCHEDULE
HORARIO TEMPORAL DE DÍAS LABORABLES

SOUTHBOUND - Sonoma County Airport to Larkspur DIRECCIÓN SUR - Sonoma County Airport a Larkspur													
TRAIN NUMBER	3	5	9	13	15	19	21	23	27	29	33	35	39
Sonoma County Airport	5:02	6:06	7:10	8:14	9:18	12:45	1:17	2:21	3:25	3:57	5:01	5:33	6:37
Santa Rosa North	5:09	6:13	7:17	8:21	9:25	12:52	1:24	2:28	3:32	4:04	5:08	5:40	6:44
Santa Rosa Downtown	5:13	6:17	7:21	8:25	9:29	12:56	1:28	2:32	3:36	4:08	5:12	5:44	6:48
Rohnert Park	5:21	6:25	7:29	8:33	9:37	1:04	1:36	2:40	3:44	4:16	5:20	5:52	6:56
Cotati	5:24	6:28	7:32	8:36	9:40	1:07	1:39	2:43	3:47	4:19	5:23	5:55	6:59
Petaluma Downtown	5:39	6:43	7:47	8:51	9:55	1:22	1:54	2:58	4:02	4:34	5:38	6:10	7:14
Novato San Marin	5:51	6:55	7:59	9:03	10:07	1:34	2:06	3:10	4:14	4:46	5:50	6:22	7:26
Novato Downtown	5:54	6:58	8:02	9:06	10:10	1:37	2:09	3:13	4:17	4:49	5:53	6:25	7:29
Novato Hamilton	6:02	7:06	8:10	9:14	10:18	1:45	2:17	3:21	4:25	4:57	6:01	6:33	7:37
Marin Civic Center	6:08	7:12	8:16	9:20	10:24	1:51	2:23	3:27	4:31	5:03	6:07	6:39	7:43
San Rafael	6:14	7:18	8:22	9:26	10:30	1:57	2:29	3:33	4:37	5:09	6:13	6:45	7:49
Larkspur	6:21	7:25	8:29	9:33	10:37	2:04	2:36	3:40	4:44	5:16	6:20	6:52	7:56
NORTHBOUND - Larkspur to Sonoma County Airport DIRECCIÓN NORTE - Larkspur a Sonoma County Airport													
TRAIN NUMBER	4	6	10	14	16	20	22	24	28	30	34	36	40
Larkspur	6:38	7:42	8:46	9:50	10:54	2:21	2:53	3:57	5:01	5:33	6:37	7:09	8:29
San Rafael	6:46	7:50	8:54	9:58	11:02	2:29	3:01	4:05	5:09	5:41	6:45	7:17	8:37
Marin Civic Center	6:51	7:55	8:59	10:03	11:07	2:34	3:06	4:10	5:14	5:46	6:50	7:22	8:42
Novato Hamilton	6:58	8:02	9:06	10:10	11:14	2:41	3:13	4:17	5:21	5:53	6:57	7:29	8:49
Novato Downtown	7:04	8:08	9:12	10:16	11:20	2:47	3:19	4:23	5:27	5:59	7:03	7:35	8:55
Novato San Marin	7:07	8:11	9:15	10:19	11:23	2:50	3:22	4:26	5:30	6:02	7:06	7:38	8:58
Petaluma Downtown	7:20	8:24	9:28	10:32	11:36	3:03	3:35	4:39	5:43	6:15	7:19	7:51	9:11
Cotati	7:33	8:37	9:41	10:45	11:49	3:16	3:48	4:52	5:56	6:28	7:32	8:04	9:24
Rohnert Park	7:37	8:41	9:45	10:49	11:53	3:20	3:52	4:56	6:00	6:32	7:36	8:08	9:28
Santa Rosa Downtown	7:45	8:49	9:53	10:57	12:01	3:28	4:00	5:04	6:08	6:40	7:44	8:16	9:36
Santa Rosa North	7:49	8:53	9:57	11:01	12:05	3:32	4:04	5:08	6:12	6:44	7:48	8:20	9:40
Sonoma County Airport	7:55	8:59	10:03	11:07	12:11	3:38	4:10	5:14	6:18	6:50	7:54	8:26	9:46

TEMPORARY WEEKEND/HOLIDAY SCHEDULE - SATURDAY ONLY, EFFECTIVE MAY 29
HORARIO TEMPORAL DE LOS FINES DE SEMANA Y DÍAS FERIADOS - SOLO EL SÁBADO, EFECTIVO EL 29 DE MAYO

SOUTHBOUND - Sonoma County Airport to Larkspur DIRECCIÓN SUR - Sonoma County Airport a Larkspur							NORTHBOUND - Larkspur to Sonoma County Airport DIRECCIÓN NORTE - Larkspur a Sonoma County Airport						
TRAIN NUMBER	1	3	5	7	9	11	TRAIN NUMBER	2	4	6	8	10	12
Sonoma County Airport	7:35	9:35	11:35	1:35	3:35	5:35	Larkspur	9:34	11:34	1:34	3:34	5:34	7:34
Santa Rosa North	7:42	9:42	11:42	1:42	3:42	5:42	San Rafael	9:42	11:42	1:42	3:42	5:42	7:42
Santa Rosa Downtown	7:46	9:46	11:46	1:46	3:46	5:46	Marin Civic Center	9:47	11:47	1:47	3:47	5:47	7:47
Rohnert Park	7:54	9:54	11:54	1:54	3:54	5:54	Novato Hamilton	9:54	11:54	1:54	3:54	5:54	7:54
Cotati	7:57	9:57	11:57	1:57	3:57	5:57	Novato Downtown	10:00	12:00	2:00	4:00	6:00	8:00
Petaluma Downtown	8:12	10:12	12:12	2:12	4:12	6:12	Novato San Marin	10:03	12:03	2:03	4:03	6:03	8:03
Novato San Marin	8:24	10:24	12:24	2:24	4:24	6:24	Petaluma Downtown	10:16	12:16	2:16	4:16	6:16	8:16
Novato Downtown	8:27	10:27	12:27	2:27	4:27	6:27	Cotati	10:29	12:29	2:29	4:29	6:29	8:29
Novato Hamilton	8:35	10:35	12:35	2:35	4:35	6:35	Rohnert Park	10:33	12:33	2:33	4:33	6:33	8:33
Marin Civic Center	8:41	10:41	12:41	2:41	4:41	6:41	Santa Rosa Downtown	10:41	12:41	2:41	4:41	6:41	8:41
San Rafael	8:47	10:47	12:47	2:47	4:47	6:47	Santa Rosa North	10:45	12:45	2:45	4:45	6:45	8:45
Larkspur	8:54	10:54	12:54	2:54	4:54	6:54	Sonoma County Airport	10:51	12:51	2:51	4:51	6:51	8:51



COMMUNITY OUTREACH AND MARKETING

Welcome Back Campaign

In May, SMART's Community Outreach and Marketing team prepared and launched the Welcome Back campaign, a 10-point plan to welcome our riders back on board. In coordination with Civic Edge Consulting, SMART initiated a robust social media campaign coupled with an extended approach to increase engagement and ridership throughout the summer.

The 10-point plan includes:

1. Increase weekday train service
2. Resume Saturday train service
3. Introduce promotional discount fares
4. COVID-19 preventative measures
5. Require masks, as directed by TSA guidelines
6. Contactless payment
7. Maintain a healthy workforce
8. Safety signage at SMART facilities
9. Community Outreach and Marketing
10. Customer Service



The Welcome Back campaign was constructed in response to information gathered from the community, in the form of a public survey. The Schedule Improvement Survey was conducted in May to assess new travel patterns as COVID-19 restrictions ease in the North Bay. The information collected was used to understand how SMART could adjust the service and schedule to meet the needs of the community. 1,124 responses were collected from May 10 through May 16. Overwhelmingly, the public requested an increased frequency of train service during the weekday commute and increased service on the weekends. Responses also indicated that a lower fare and more connections to other transit and destinations would increase their likelihood of riding the train. View the full survey results [here](#).



On Saturday, May 29, SMART celebrated the return of Saturday weekend service. A live Mariachi band performed at the San Rafael and Santa Rosa Downtown stations to welcome our riders back on board. SMART staff handed out special giveaways to passengers enjoying the ride throughout the day. On Monday, May 31, members of the San Marin High School Concert band performed at the Petaluma Station in celebration of Memorial Day. Check out a few photos from the day!





Sonoma County's Transit Future

MTC Commission
Workshop

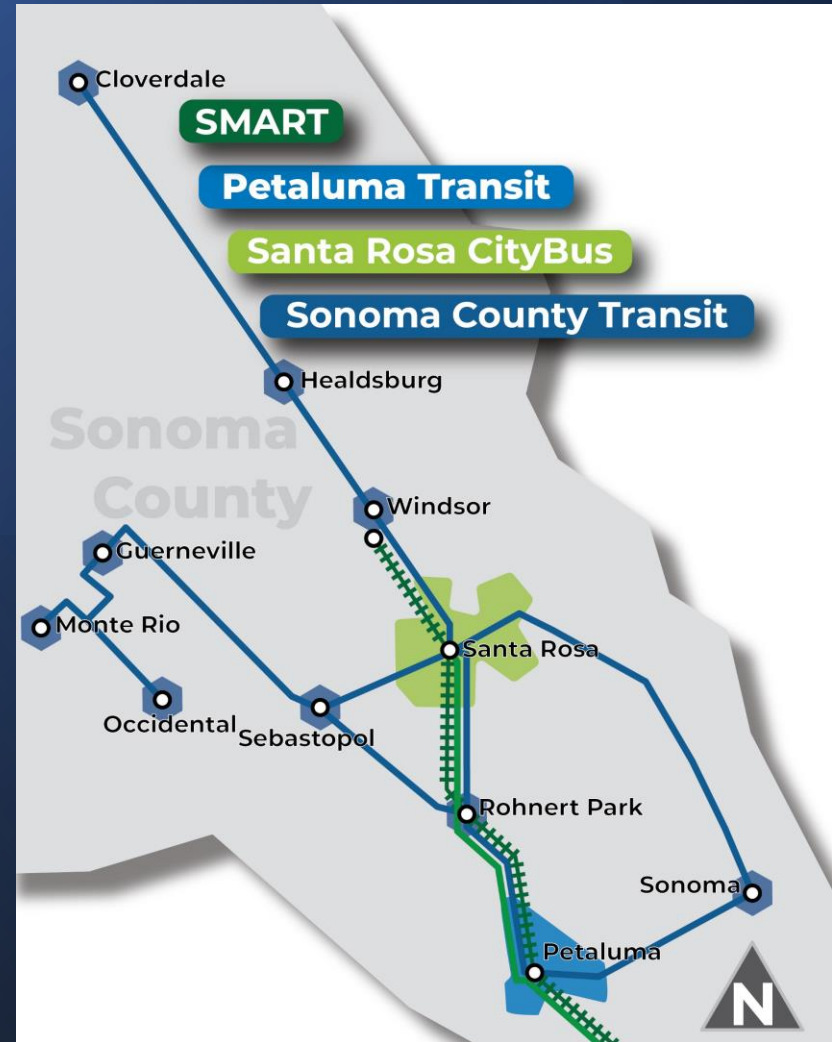
June 9, 2021



SonomaCountyTransit



Sonoma County Snapshot

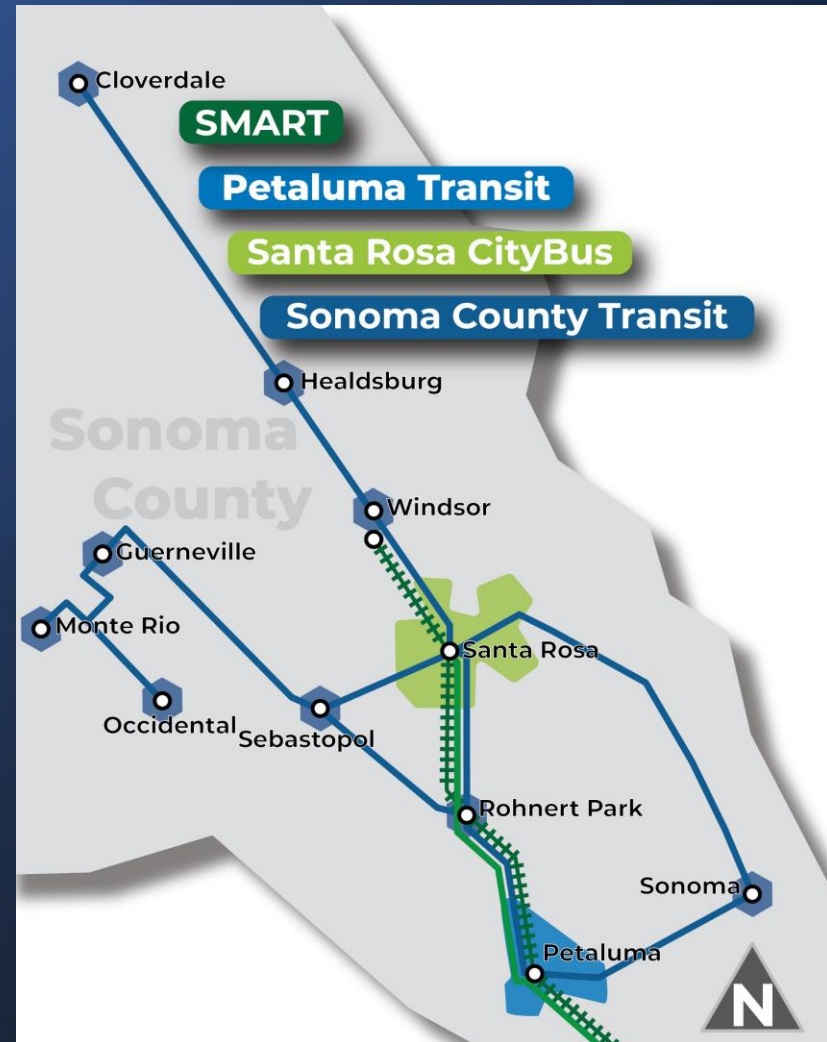


Sonoma County Pre-Pandemic: January 2020

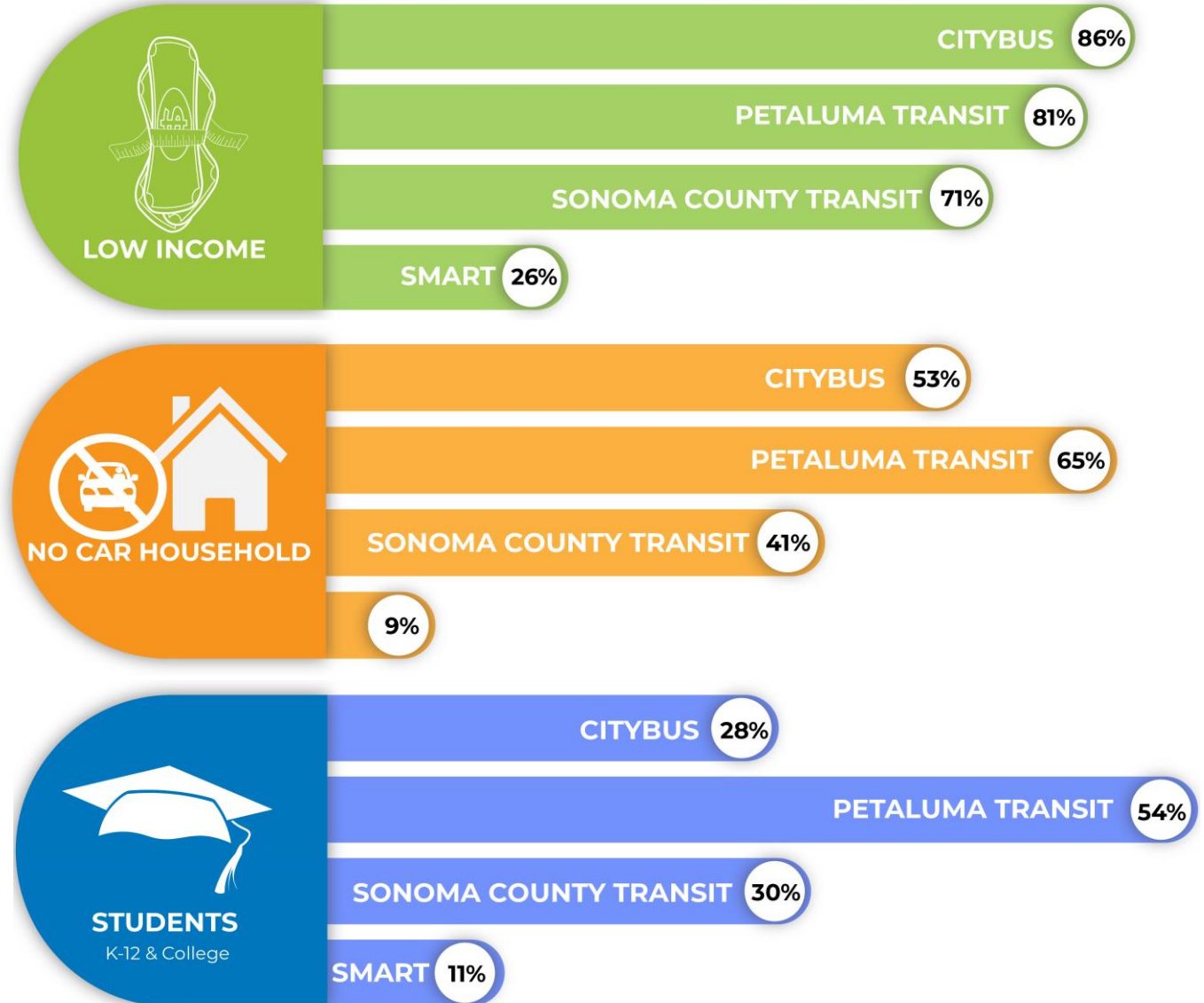
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- Bus operators working to implement recommendations of **Sonoma County Transit Integration and Efficiency Study (TIES)**

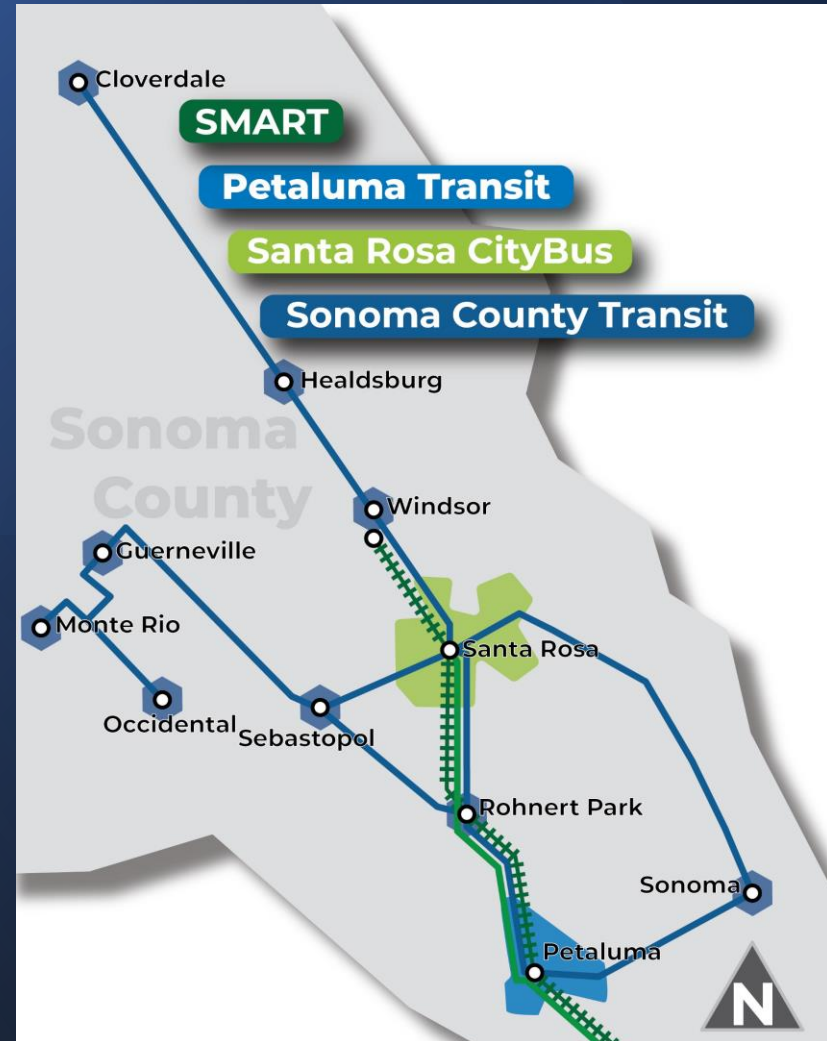
Sonoma County Snapshot



Our Transit Riders



Sonoma County Snapshot



Sonoma County Pandemic Response

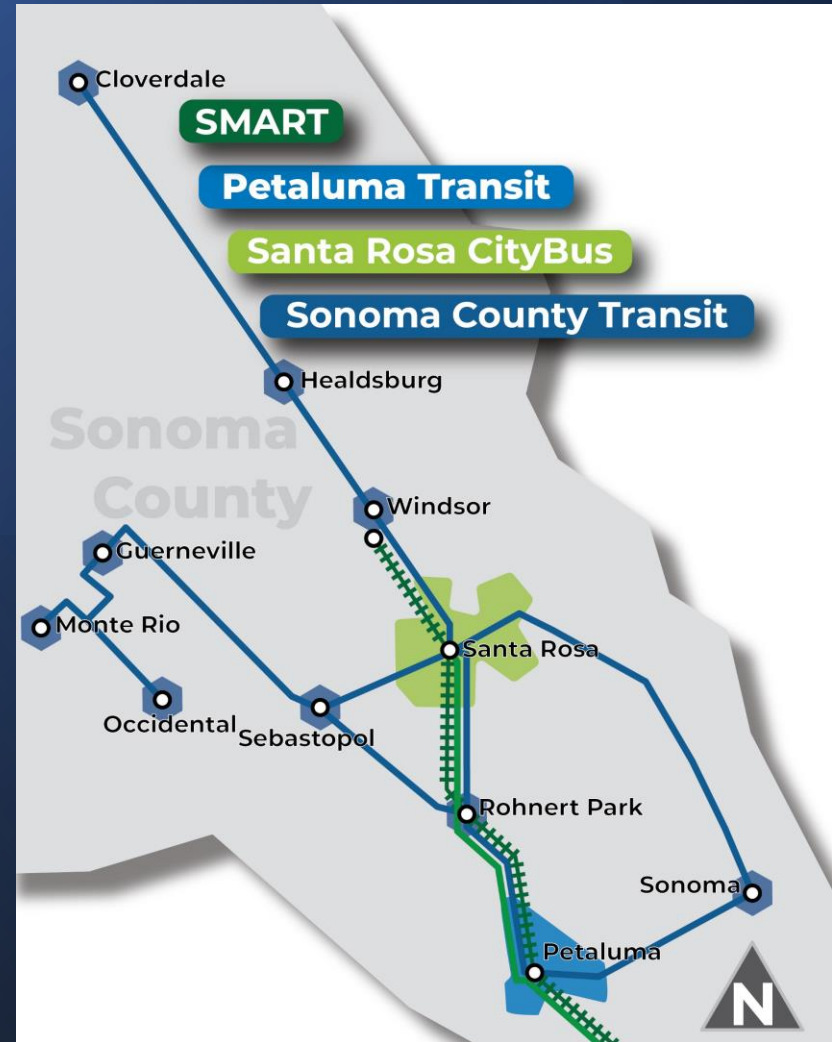
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Sonoma County Snapshot



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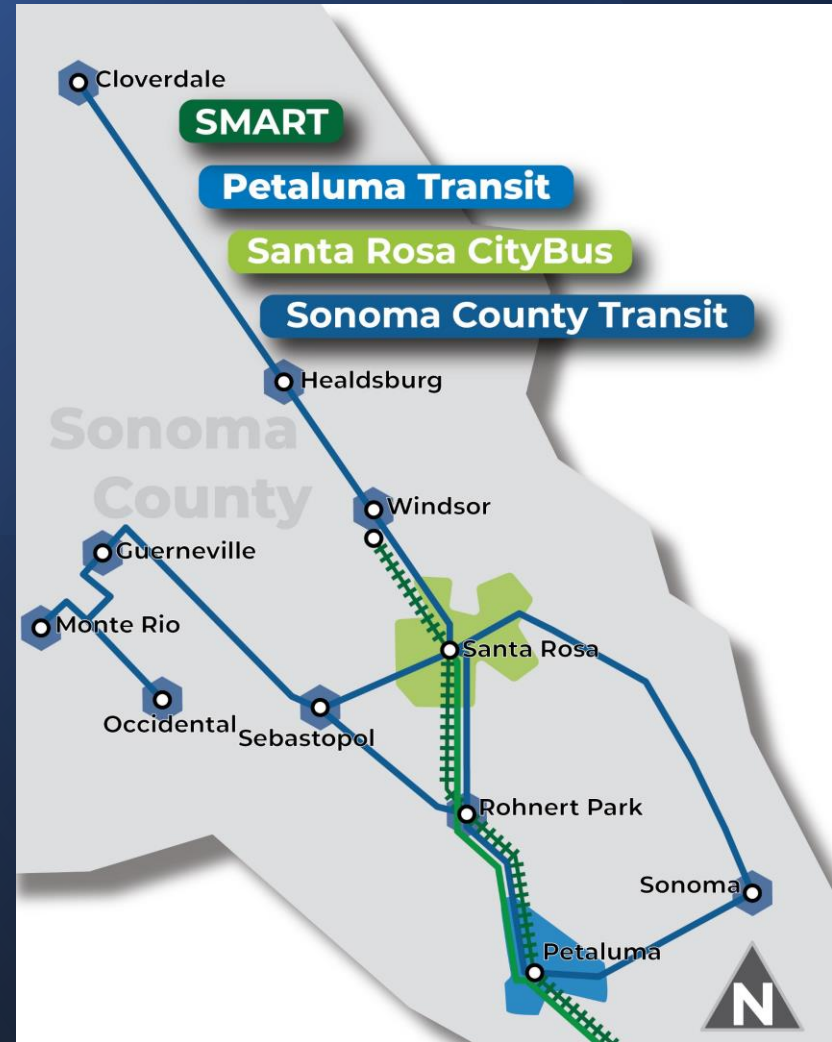
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Tight labor market and challenges hiring and training operators is potential limiting factor to service restoration

Service restoration plans requires substantial ARPA investment from Santa Rosa and Petaluma Urbanized Areas

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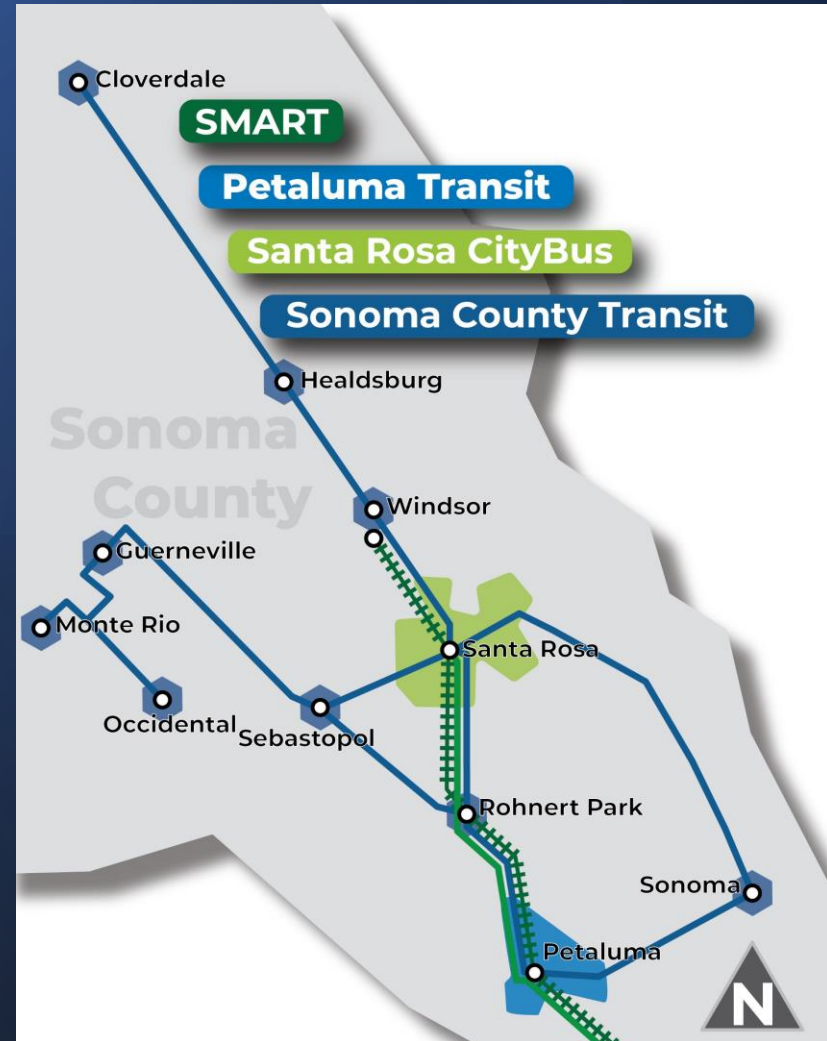


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Fare incentive programs to encourage transit travel:

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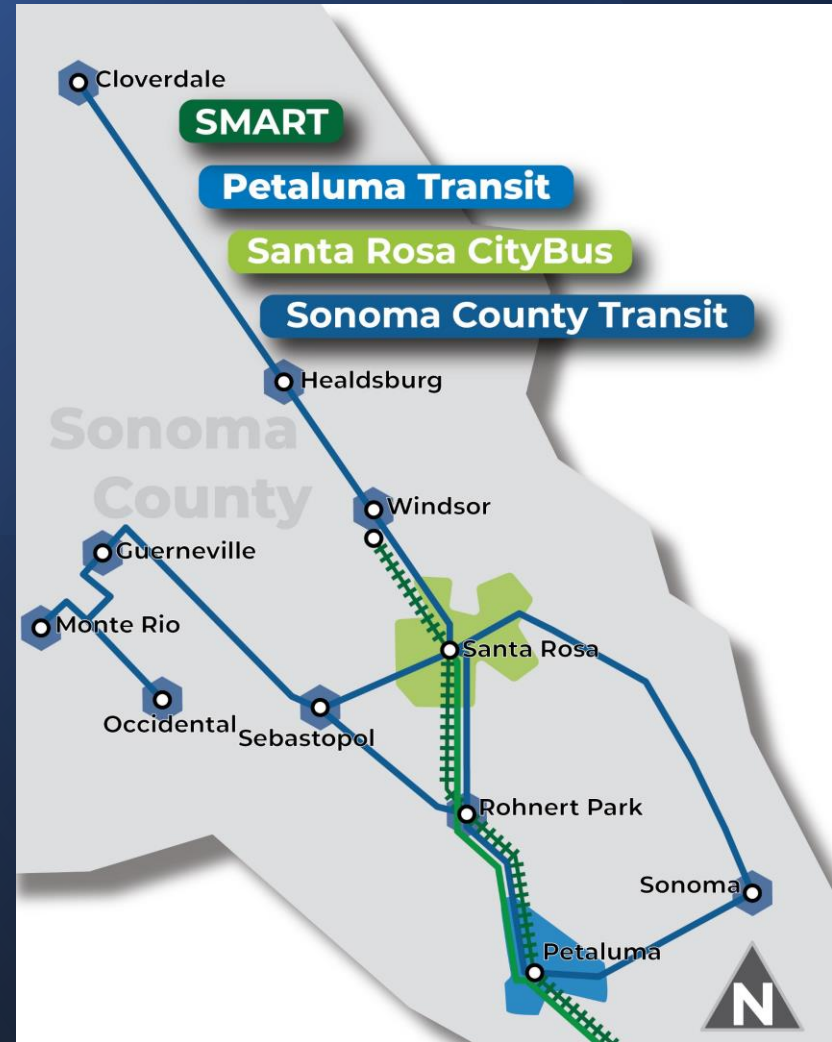
Sonoma County Snapshot



Building Back Better

- **Continue transit integration work**
 - Sonoma County's transit agencies have made a strong commitment to transit coordination and collaboration
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 - Measures M, Q, U and DD-Go *Sonoma Act* received 2/3-plus approval
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 - ARPA funds for operations will allow us to support climate investments in our capital programs

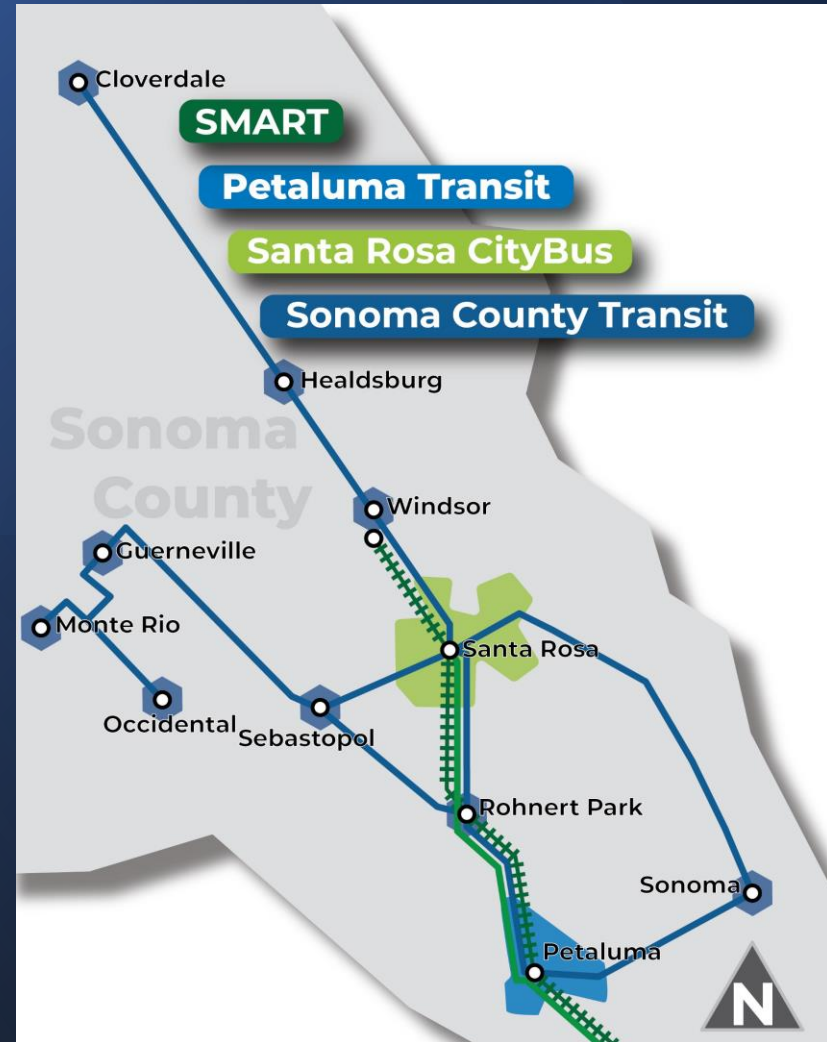
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ARPA Investment is Needed to...

- **Address labor shortfalls** with commitment of multiple years of revenues to support necessary new hires
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- **Deploy additional bus services** until voter-approved *Go Sonoma* sales tax takes effect
- **Allow for preservation of capital funds** to resume prior fleet replacement timelines and implement State electrification mandates in support of climate benefits

Sonoma County Snapshot



Thank You
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residents, workers and
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Solano County Transit

*Public Transportation for the Cities
of Benicia and Vallejo*

Presented to:

MTC POC

By:

Beth Kranda, Executive Director

Wednesday, June 9, 2021

SolTrans Operated Services

- Largest of 5 operators
- Local Bus
- ADA Paratransit
- Subsidized Lyft 1st Mile /Last Mile Programs
- SolanoExpress



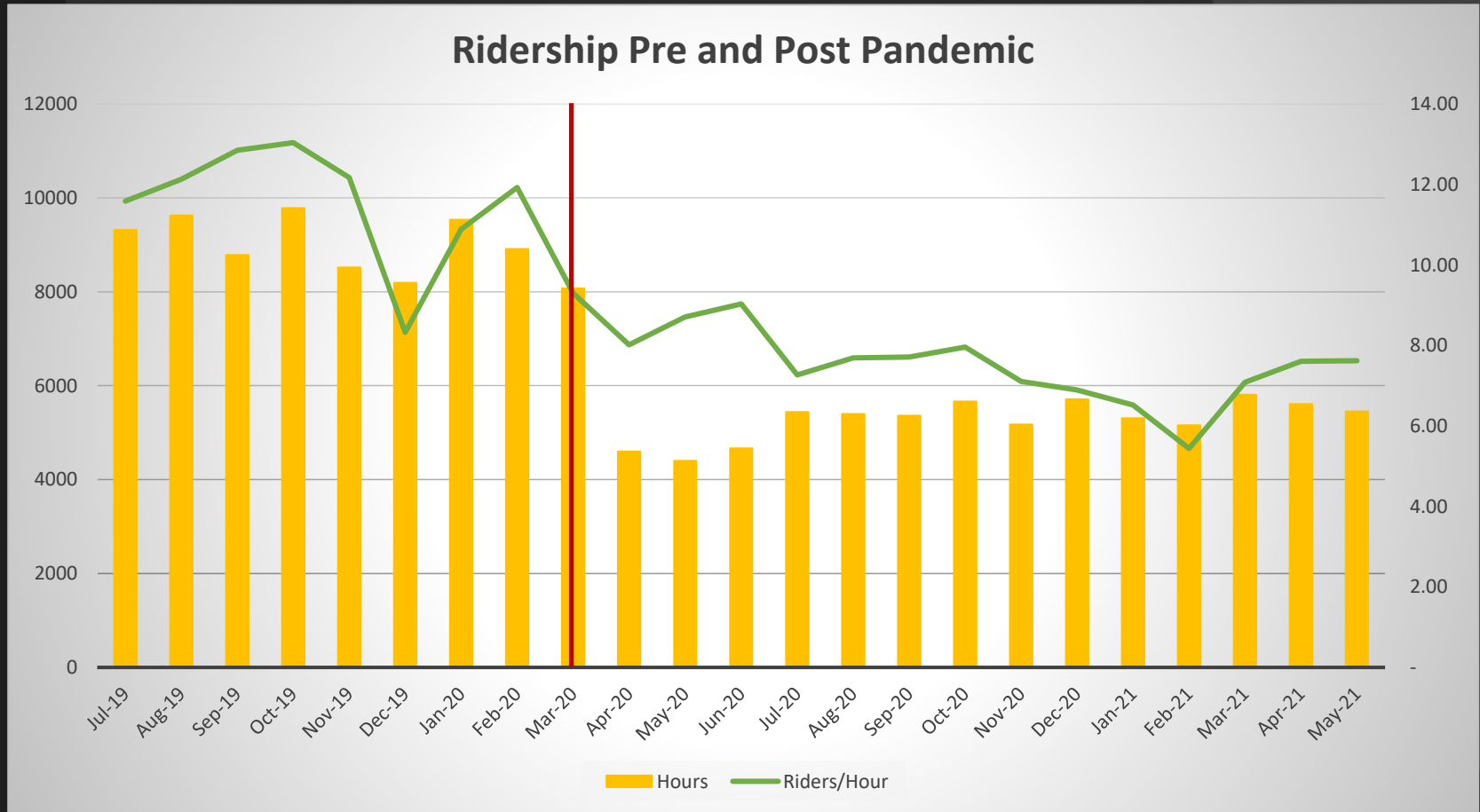
Solano Express

Regional service within
Solano County and to:

- Sacramento (Blue Line)
- El Cerrito del Norte BART (Red Line and Green Express)
- Walnut Creek BART via Benicia (Yellow Line)
- San Francisco Ferry Terminal (Route 82)



Continued Ridership Demand



Capacity Restrictions

- Difficult and unsustainable for small operators.
- Requires increased peak buses and operators to accommodate increased ridership demand.
- And in some cases, riders left behind when a “sweeper” bus is not available.



Solano County

Opportunities

- Growing Community
- Affordable Bay Area Housing
- Export workers to Bay Area and Sacramento
- Five Transit Providers

Concerns

- No Transit Sales Tax measures
- Complex funding w/ multiple sources



SolTrans/STA Partnership

- York St Expansion
- MTC wayfinding pilot
- Fare integration subgroup for Solano County
- Connected Mobility Plan to implement BRT/RTF changes throughout Solano County
- Improve transit for the County including better connections to regional transit – BART, Capitol Corridor and SF Bay Ferry



SolTrans

Local and Solano Express Restoration Plan

May 26, 2021

When the COVID-19 pandemic began in March 2020, all Bay Area transit operators were faced with painful choices in response to the ensuing disruptions in ridership and revenues, as well as the need to implement new health and safety guidelines including social distancing and enhanced sanitation measures. The effects of these disruptions were felt differently by each operator. Some agencies were able to use reserve revenues to maintain or expand their service offerings to enable greater on-board social distancing. Others suspended some service but continued to pay wages and benefits for personnel who had been sent home during the initial lockdown. Some agencies scaled back their operations radically, and furloughed or laid off staff to meet their new austerity requirements.

Most other transit operators of a comparable size are subordinate divisions of larger organizations such as city public works departments or county congestion management agencies, and most other independent transit operators are substantially larger than SolTrans, with fleets in the hundreds or even thousands of buses. SolTrans is a very small independent Joint Powers Authority (JPA) with no parent organization to fall back on, fewer than 60 revenue vehicles, and only 13 permanent staff. To maintain solvency, SolTrans must therefore back all expenditures with revenues on at least an annual if not a quarterly or monthly basis.

When the pandemic started, SolTrans had neither the operating or capital reserves available to continue operations as before, without risking insolvency. In March 2020, MTC and other funding partners informed SolTrans that previously allocated operations funding would be curtailed by as much as 50%, for the remainder of FY2019-20 and for an indeterminant period after. At the same time, SolTrans' ridership plummeted to a small fraction of pre-COVID-19 levels. Rather than continue to run nearly-empty buses on rapidly diminishing reserves, SolTrans made the difficult choice to reduce local and express service hours immediately by about 50%, and to allow our operations and maintenance contractor to lay off staff accordingly. SolTrans also canceled procurement of a new operations and maintenance contract, due to the abrupt change in circumstances, and negotiated a one-year emergency extension to the then-sunsetting contract.

Despite the necessity of reducing overall service hours to maintain a balanced budget, SolTrans staff was also acutely aware of the vital role SolTrans fulfills in the lives of those who depend on our services, particularly within the four Communities of Concern identified in the Solano Transportation Authority's (STA) Community Based Transportation Plan for Vallejo¹. When designing the initial post-lockdown service schedule, SolTrans worked hard to preserve the greatest possible span of local bus service, even as service frequency was reduced, to enable transit dependent riders to continue meeting their essential transportation needs. In addition to providing essential service within Vallejo, SolTrans (in partnership with STA) provides critical public transit links between southern Solano County and the rest of the Bay Area through connections to BART provided by the SolanoExpress Red and Yellow Lines. At the time of

¹ https://mtc.ca.gov/sites/default/files/Vallejo_CBTP_2020.pdf

the first lockdown, SolanoExpress service hours were also reduced substantially, as riders who had the option began working from home and demand for regional commuter service evaporated.

As of May 2021, SolTrans expects to have operated about 75,100 total service hours during FY2020-21, 29.7% less than the 106,784 hours provided in FY 2019-20, and 34.1% less than the 114,001 hours provided in FY2018-19 – the last full fiscal year before the COVID-19 pandemic struck. In August 2021, SolTrans will implement the first part of a phased service restoration plan to return service to the frequency and coverage provided prior to COVID-19. The August service change will include a 28.1% increase in SolanoExpress Yellow Line hours, roughly doubling the frequency of the Yellow Line from one trip every other hour to true hourly headways. SolTrans' local Saturday service hours are also slated to increase by 144.5% in August, from 41 to 100 hours. Prior to the March 2020 service reductions, SolTrans operated all local routes on Saturdays. For the past year, SolTrans' local Saturday service has been limited to Routes 1, 7A, and 7B, and the restoration of weekend mobility is eagerly anticipated by the community.

SolTrans was awarded \$5,531,848 under the CARES Act and \$1,692,275 under CRRSAA. The CARES Act funds were allocated roughly equally between local and SolanoExpress service, with \$3,413,383 expended in FY2019-20 and \$2,118,465 budgeted through the end of FY2020-21. SolTrans' CRRSA funding has been entirely budgeted toward supporting SolanoExpress service in FY2021-22. In all, 61.7% of SolTrans' Federal COVID-19 recovery funds have been dedicated initially to preserving and more recently to restoring SolanoExpress regional service, which has been well received by the riders. Local service however still lags behind.

SolTrans' restoration plan calls for progressive increases over six separate schedule changes of roughly 5,000 annualized vehicle revenue hours each. Projections indicate that the plan will enable SolTrans by FY 2023-24 to restore the \$2.4 million per year in fare revenue lost to the pandemic, which will be needed to maintain local service. SolTrans intends to use ARP funds to implement the first three phases of the six-part service restoration plan. The remaining three phases cannot be implemented sustainably until SolTrans restores fare revenue, and other revenue streams such as TDA stabilize. SolTrans will continue to seek competitive grants and other capital funding opportunities to reduce our reliance on TDA funds for capital expenditures.

SolTrans has been working with STA and the other SolanoExpress operator, Fairfield and Suisun Transit (FAST), as well as local funding partners to begin restoring the four route SolanoExpress service that due to the COVID 19 pandemic was reduced from 80,000 annual hours (30 minutes system wide frequency) to 44,000 annual hours in FY21.

Recently, the STA developed, and the STA Board approved, a SolanoExpress operating budget for FY22, utilizing \$3.3 million in federal Coronavirus Response and Relief Supplemental Appropriation Act (CRRSAA) funds that will begin to partially restore the essential Solano Express service to 62,500 hours. This will result in an increase of service frequency for all four Solano Express routes connecting the cities of Benicia, Dixon, Fairfield, Suisun City, Vacaville and Vallejo to two BART Stations, the SF Bay Ferry, the Capitol Corridor, and jobs, shopping, medical facilities, education, and other critical destinations. This proposal is timely as traffic is rapidly returning on the I-80 and I-680 corridors.

In partnership with SolTrans and FAST, STA has developed an expenditure plan for the forthcoming ARP funds that would continue to sustain and restore this critical Solano Express service in FY23 and FY24,

which will be needed to replace the CRRSAA funds programmed for FY22. This plan is balanced with critically needed local transit investment in the communities of Vallejo, Fairfield and Suisun City. The investment in Solano Express would sustain the service and further restore the service from 62,000 to 70,000 annual hours beginning in FY23 and continuing through FY24.

The proposed expenditure for SolanoExpress is matched by a combination of local TDA investment from six cities and the County, fares, and RM 2 bridge tolls. The proposed ARP expenditure plan is as follows:

FEDERAL ARP EXPENDITURE PLAN

Fairfield UZA – \$2.5 million total

SolanoExpress Service (Blue and Green Line) - \$1.5 million

City of Fairfield local service/micro-transit - \$500,000

City of Suisun City local service/micro-transit - \$500,000

Vacaville UZA - \$780,000 total

SolanoExpress Service (Blue Line) - \$780,000

Vallejo UZA - \$6.9 million total

SolanoExpress Service (Red and Yellow Line) - \$4.5 million

SolTrans local service restoration - \$2.4 million

-

Total ARP Investment: SolanoExpress - \$6.78 million

Local Transit - \$3.4 million



At the start of the pandemic in March 2020, Sonoma County Transit reduced its service due to uncertainties in funding and the lack of passenger demand. At that time, service was reduced to approximately 56% of its pre-COVID level and fare collection was stopped. From the period of mid-March through early August 2020, the level of service remained unchanged and ridership during this period was approximately 32% of its pre-COVID level.

With the assistance of the CARES Act that provided funds to Sonoma County Transit in FY 2020 and FY 2021, service was gradually increased with schedule changes in August 2020 and April 2021 to today's level of service which is approximately 72% of the pre-COVID level.

Fare collection resumed in February 2021 and today, while small, the amount collected is slowly increasing, as is ridership. In May 2021, SCT's monthly ridership was at approximately 40% of its pre-COVID level.

As noted on the attached, Sonoma County Transit will use approximately \$2.7M in CRRSSA funds in FY 2022 to allow for the gradual restoration of service and to cover for losses in fare revenue.

Passenger demand is growing as further limitations on service (passenger social distancing) are expected to be lifted in California on June 15th. A full return to school is anticipated to occur in August in Sonoma County for K-12 students. Sonoma State University students will return to campus in the fall while Santa Rosa Junior College students are not expected to fully return to campus until January 2022.

The restoration and expansion of core intercity routes 20, 30, 40, 44/48 and 60 will continue with schedule revisions occurring on August 8th, making countywide transit travel more convenient than in the past. The additional service on the core routes will make for easier transferability between Sonoma County Transit routes and routes of other operators that serve regional hubs such as the Santa Rosa and Petaluma transit malls.

Fleet electrification is a top priority of Sonoma County Transit's capital program and will remain so for the next fifteen years. In its FY 2021-22 budget, a total of six all-electric heavy-duty (30' & 35') buses are included along with remote charging stations in the cities of Healdsburg and Windsor. The timely replacement of old buses along with the installation of new charging infrastructure, are necessary to meet CARB's Innovative Transit requirements.

Future use and programming of ARP funds: As shown on the attached, Sonoma County Transit is requesting \$2.5M in fiscal years 2022-23, 2023-24 and 2024-25 as a "bridge" to the return to pre-COVID conditions, both fiscally and in terms of ridership. It should be noted that approximately \$2.5 to \$2.7M annually has been received, or requested, over a five-year period that began in FY 2020-21.

Continued federal assistance through FY 2024-25 provides a bridge to GO-SONOMA funding which is a voter-approved measure that will take effect in fiscal year 2024-25. At that time, GO-SONOMA will provide a like amount of funding to assist with sustaining Sonoma County Transit after ARP funds have been exhausted. Receipt of annual ARP funds, as requested, will allow for Sonoma County Transit to keep moving forward with its efforts to electrify its fleet and fund its capital program.

In a coordinated effort with the Sonoma County Transportation Authority, Santa Rosa CityBus and Petaluma Transit, Sonoma County Transit is actively working on service coordination, fare coordination, single seat paratransit and coordinated public information services for FY 2022 and FY 2023. In addition to the above, we are also considering options to present unified branding of local transit services provided by Sonoma County Transit, Santa Rosa CityBus and Petaluma Transit. Receipt of the requested ARP funds will assist with that effort.



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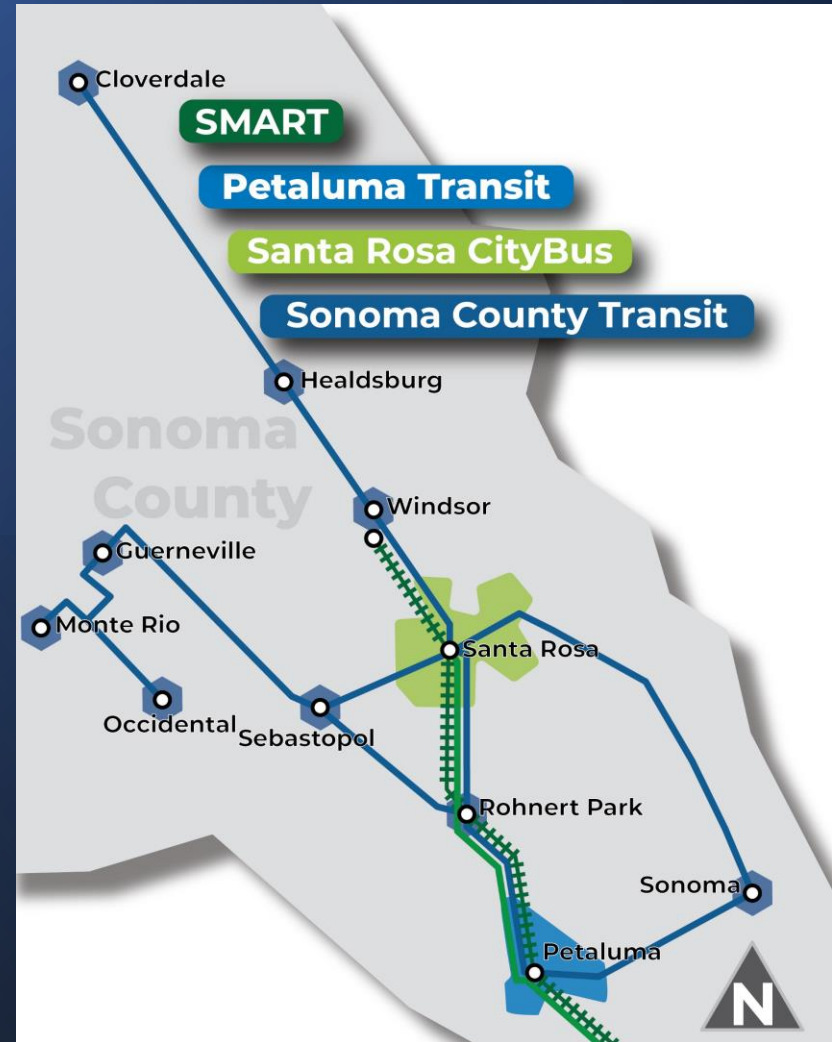
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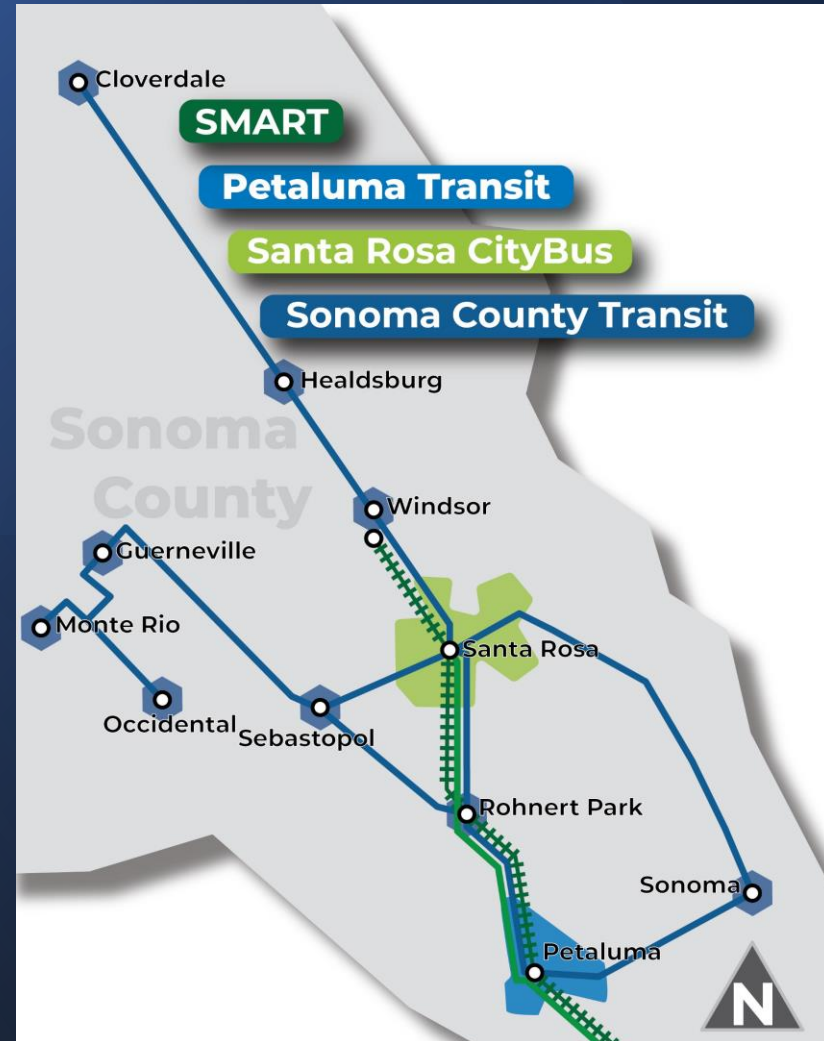


Sonoma County Pre-Pandemic: January 2020

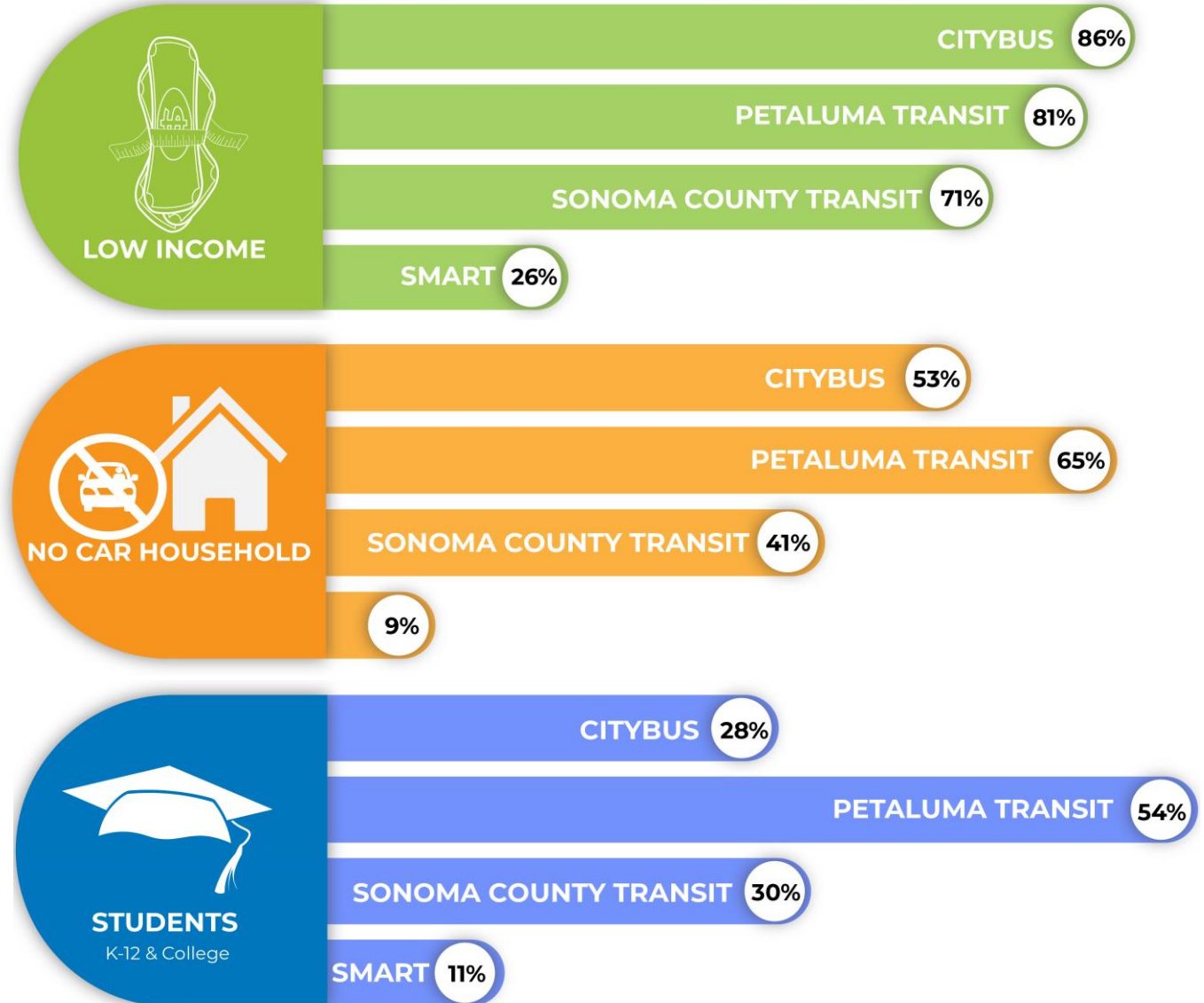
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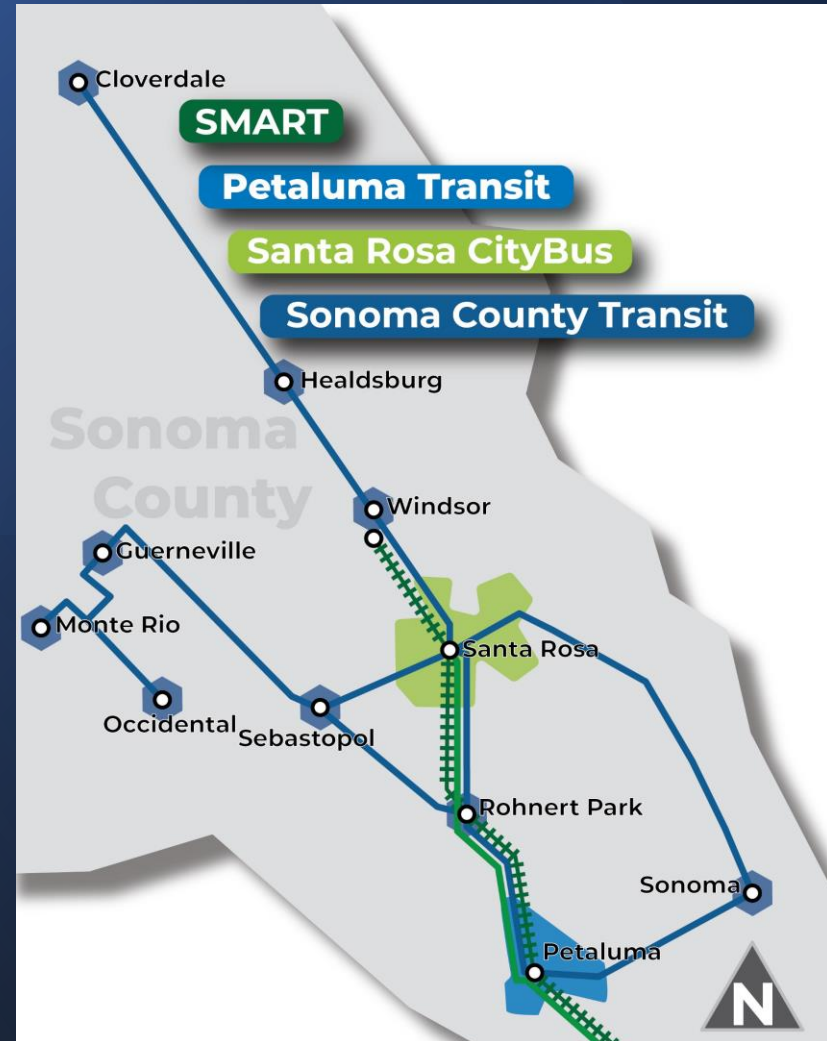
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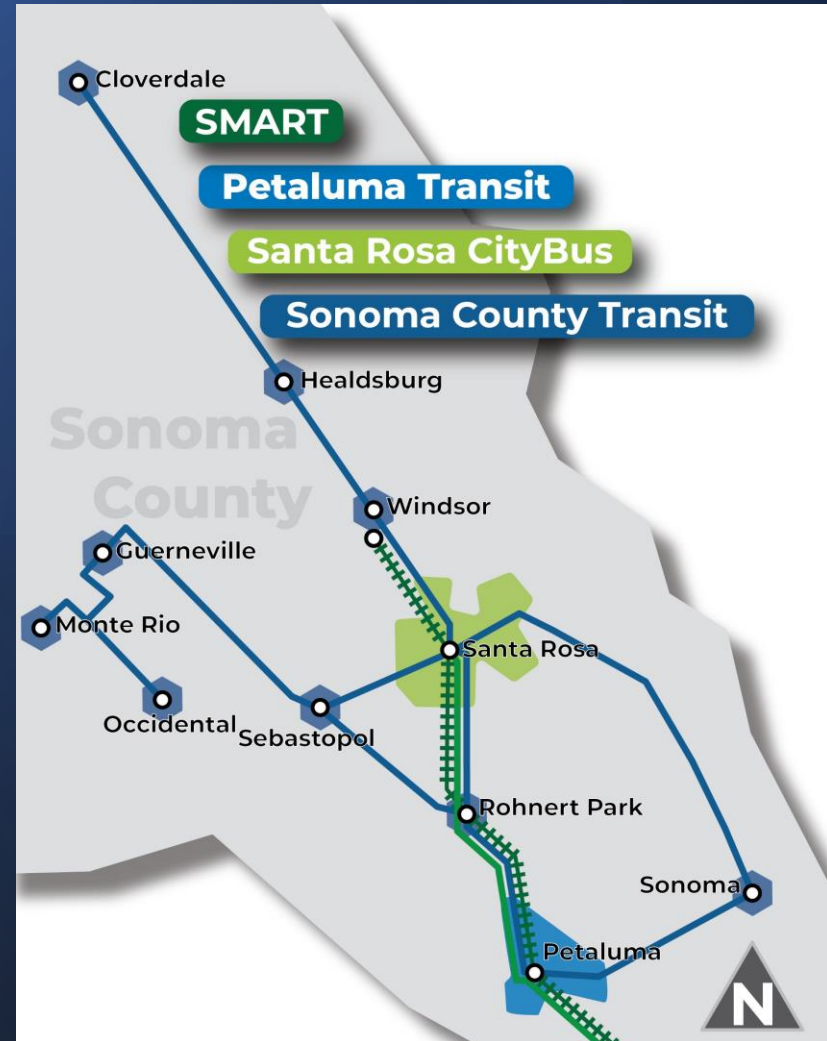
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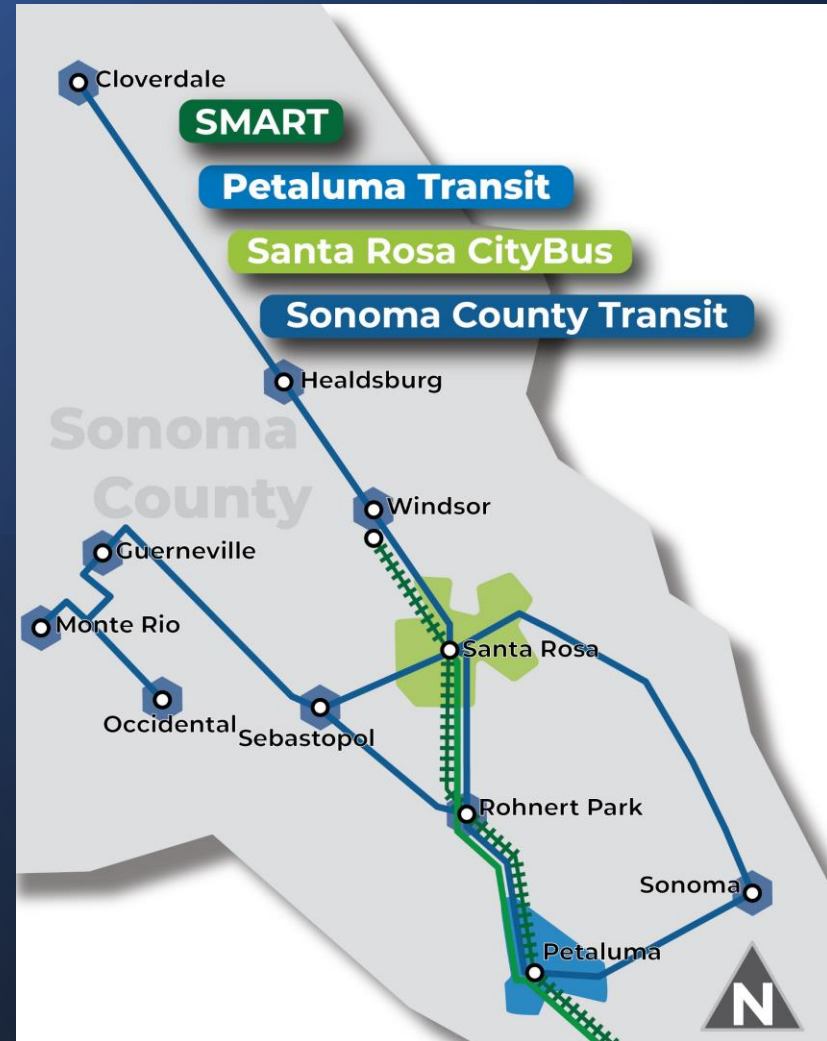
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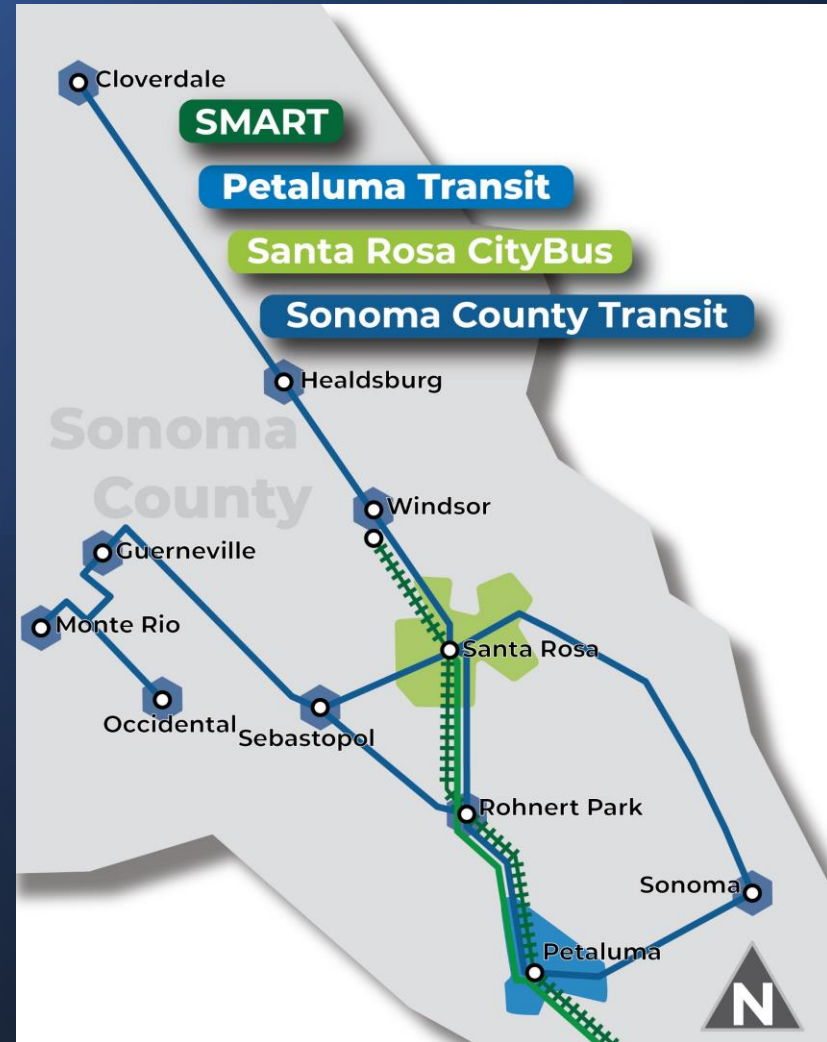


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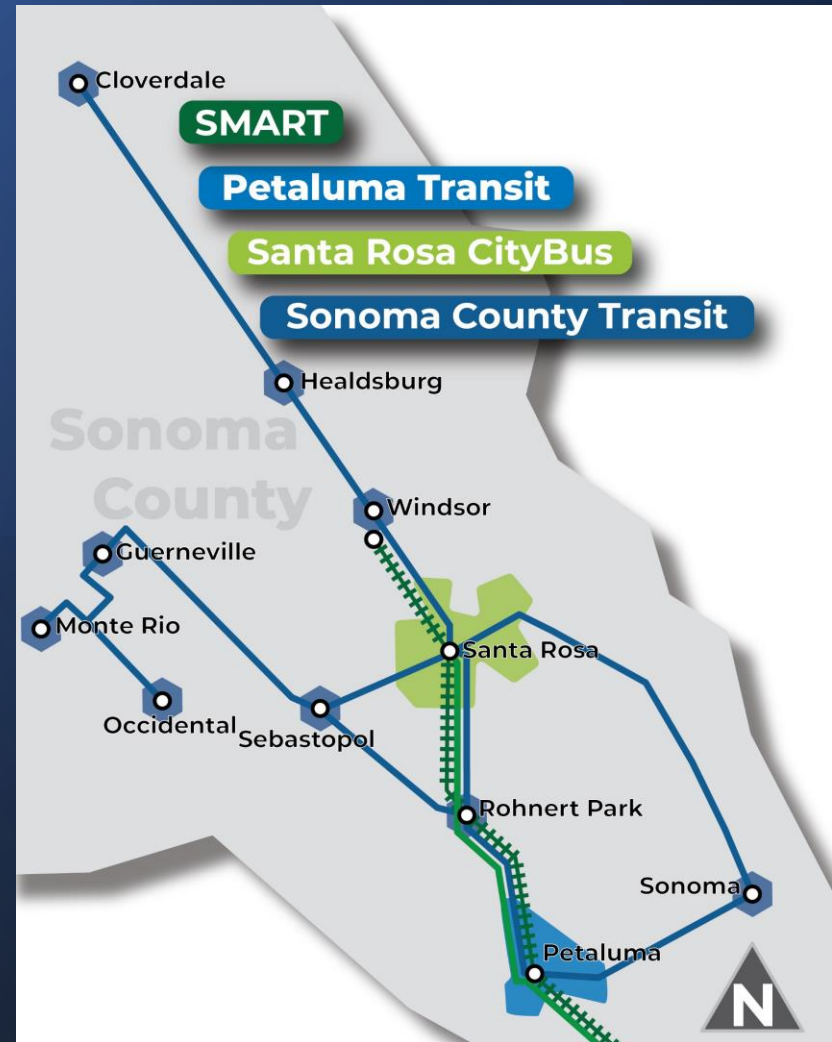
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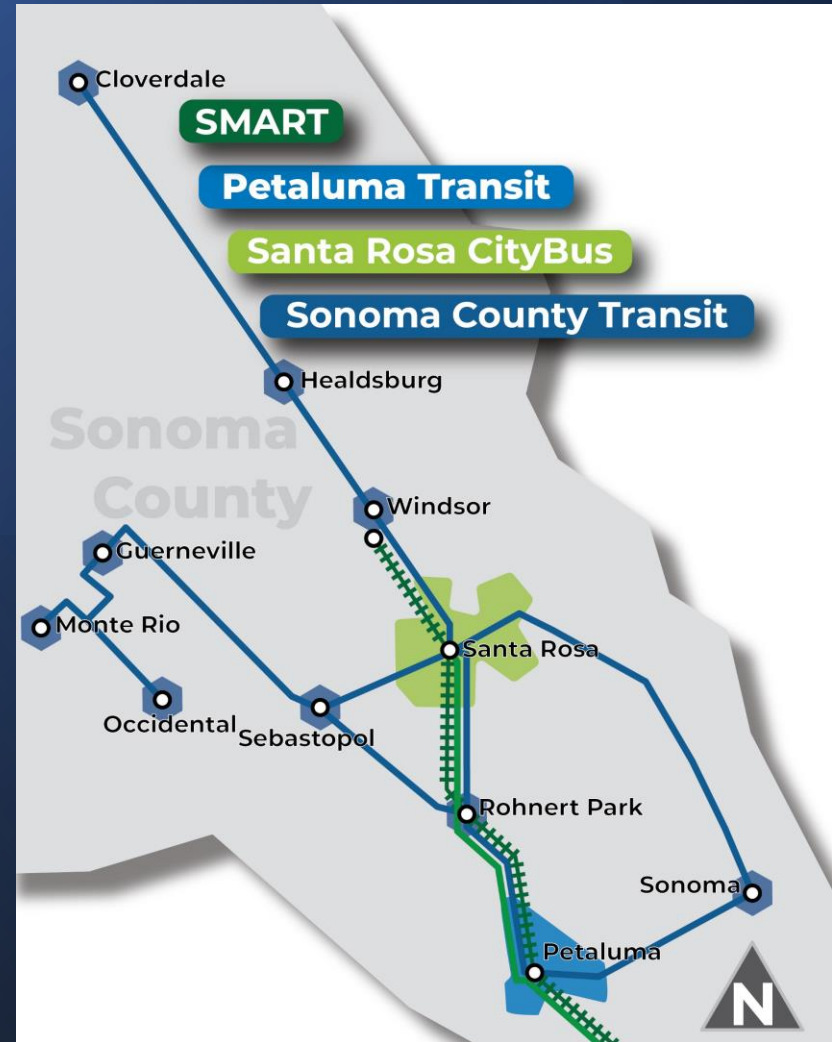
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Snapshot

Prior to the COVID-19 Pandemic, Union City Transit had been experiencing annual decreases in ridership. In FY18-19, Union City Transit (including paratransit) had almost a five percent (5%) decrease from FY17-18 with only 281,101 unlinked passenger trips (UPTs).

The largest ridership demographic is students for Union City Transit fixed-route service. In FY19-20, the Alameda County Transportation Commission (AlamedaCTC) expanded its Student Transit Pass Program (STPP) to include additional schools and grade levels resulting in a slight increase in ridership up until March 2020. Ridership between March and November fluctuated immensely during the period of no fare enforcement (not free fares) and began to rebound to the level of ridership when the pandemic began only to drop again due to the resumption of fare enforcement and the shelter-in-place declaration just before Thanksgiving:

	Fixed-Route	Paratransit	Total
March	15,255	841	16,096
April	7,054	497	7,551
May	7,675	446	8,121
June	9,492	555	10,047
July	11,043	611	11,654
August	10,524	597	11,121
September	11,341	650	11,991
October	13,077	751	13,828
November	9,227	540	9,767

As a result of this drastic reduction in ridership, Union City Transit services are expecting to only provide 126,000 UPTs in FY19-20.

As a result of the pandemic, Union City Transit has not reduced hours to fixed-routes and redirected service hours from its eight (8) routes to five (5) routes. The three (3) routes that were eliminated provided duplicative service to other existing routes or were a less frequent alternative to service provided by Alameda-Contra Costa Transit District (AC Transit). The redirection of service hours allows three (3) popular routes to provide thirty (3) minute frequencies from approximately 4:30a through 8:30p on weekdays allowing for timed connections with the every Bay Area Rapid Transit District (BART) trains and the ability to social distance on the vehicles.

FY21-22 and Beyond Expectations

Looking forward into the upcoming fiscal years, ridership is not expected to increase to pre-pandemic levels until after FY22-23. The assumption is based on continued social distancing or reduced capacity on

transit vehicles, parents worried about students using public transit, and uncertainty about how many employees will be commuting to offices again.

Prior to the pandemic, Union City Transit received a grant to pilot microtransit. The pilot service began on Monday, May 24, 2021 and will run for twenty-two (22) months until March 2023. If the service proves effective and popular, Union City Transit is planning to expand the service, known as the Union City Flea (what Union City Transit was called in the 1970's, only now stands for: Flexible, Local, Easy, Access), to other hard to serve parts of Union City in hopes of attracting more choice riders that would normally drive to the BART station. There is also the possibility of using the service for fixed-routes on the weekends and allowing those fixed-route service hours to be redirected to weekday service for further increased frequencies on popular routes.

Union City Transit fares have not increased since 2013. While there is no reason to increase fares, there is a good reason to make adjustments to attract more ridership, especially discounted fares and passes. Discounted fares for seniors, disabled, and youth are different, but the staff is currently evaluating the possibility of reducing fares to for youth to align with that of seniors and disabled customers. As for passes, while a Union City Transit pass offers approximately a thirty-seven percent (37%) discount to a daily adult commuter, it is still more expensive than a quarterly parking pass at the BART station in the City-owned parking lots; the risk is to lower the cost of the pass such that it can compete and increase revenues with an increase in ridership. Fare revenue is not a major concern at this time, but a continued decrease in ridership and a potential failure to meet our twenty percent (20%) farebox recovery ratio will result in the implementation of more creative fares to attract riders.

Federal Assistance

The Coronavirus Aid, Relief, and Economic Security (CARES) Act provided enough funding to cover the cost of six (6) months of contracted service. This allowed Union City Transit to preserve its Transportation Development Act (TDA) funds for capital projects for which Union City Transit has been unsuccessful in obtaining sufficient grant funding.

The Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) funding that has been programmed to Union City Transit will cover about one and three-quarters (1.75) months of contracted service. Union City Transit currently cannot use the funds because its contract extension with its current contracted provider does not qualify, so these funds cannot be used until the second half of FY21-22 when a new contract is expected to start.

The American Rescue Plan Act (ARPA) would provide additional support through at least the second half of FY21-22 and allow Union City Transit to continue pursuing grant funds for capital projects while using TDA funds to address the needs that can no longer be deferred.

In FY22-23, it is expected that ridership increases will be close enough to pre-pandemic levels that the twenty percent (20%) farebox recovery will be attainable and enough capital investment will have been made to lower operational and maintenance costs to allow for resumption of traditional expectations.



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JASON ROBERTS
Councilmember, District

JEANETTE WYLIE

City of Vacaville City Coach Update

Vacaville City Coach was thriving with consistent ridership increases year over year until a ridership peak in FY 2014/15. However, ridership began to decline in FY 2015/16 and continued to decline through FY 2017/18. In an effort to mitigate the decline, City Coach made additional system changes in 2018, yet ridership continued to follow a descending path.

It was clear to staff that the landscape of public transit was changing. Ridership wasn't just declining for City Coach, it was declining throughout the Bay Area and reaching across the entire nation. Online research resulted in numerous articles, studies and research papers identifying factors such as rideshare services, automobile ownership increase, low gasoline fuel costs and other factors that were contributing to a change in the public transit marketplace and thus impacting public transit ridership.

Vacaville City Coach was the first transit agency in Solano County to take proactive measures in regards to the growing issue of public transit ridership decline. Focused on understanding the factors related to the decline in ridership, in the summer of 2019 City Coach staff contracted the transportation consulting firm of Fehr and Peers to investigate the decline in City Coach ridership and provide an analysis and recommendations to reimagine a new hybridized public transit system to meet the changing transportation desires of the public.

The investigation and analysis was moving along and promising recommendations were beginning to form as City and consultant staff began reimagining City Coach. Foremost among the analysis and recommendations was the hybridization of our transportation system to include a microtransit, demand response modality. With this new microtransit mode in service, fixed route service would be rebalanced with a greater focus on fixed route use during commute times frames and a shift to more microtransit use during off-peak time frames.

However, just as these recommendations and plans were solidifying, the COVID-19 pandemic began. Required to work within the confines of COVID-19 safety protocols, City Coach service was reduced from six routes down to two routes. Fare revenue had come to a screeching halt as fares were not being collected in an effort to adhere to social distancing guidelines. Cleaning costs and protective equipment costs skyrocketed as guidelines and regulations were quickly changing.

Realizing essential workers still needed to get to work, medical appointments needed to be attended, and grocery shopping was at an all-time high, Vacaville residents scattered across the entire city still needed public transit. In response to COVID-19 and the need for public transit throughout the city, City Coach Direct, a demand-response service, was developed and implemented. City Coach Direct officially became a pilot program when approved by City Council in mid-October. City Coach Direct has seen an 85% increase in ridership since implementation proving that this type of service is thriving in Vacaville.

As of April 2021 City Coach is running two fixed routes on 30 minute headways, two additional routes running morning and mid-day service, Paratransit service, and City Coach Direct. City Coach is continuing to see an increase in ridership; however, ridership is still 66% less than it was in FY 2018/19. Staff is hopeful that with students returning to school full time, ridership will further increase. Our estimate with the return of students, City Coach will be seeing a 36% decrease from FY 2018/19 rather than the 66% we are currently facing.

In an effort to continue to encourage passengers to use public transit, City Coach is still providing rides free of charge. Staff plans to meet with City Council in October 2021 to seek approval for an extension of the City Coach Direct Pilot Program. This extension may be for the period of six months or up to one year. City Coach has augmented the lack of fare revenue with CARES Funding and has the funds available to continue to the end of a possible extension.

City Coach is currently in the process of increasing service as ridership continues to increase. A current Request for Proposal process for a new transit services contract is underway and scheduled to begin August 1, 2021. The new service contract will begin with 25,000 service hours which city staff feels is an optimal level to begin the new contract.

City Coach has a number of projects staff is preparing for. Preparation for these projects began years ago as staff was financially accountable and saved for future projects such as the electrification of infrastructure and Zero Emission Buses. The City of Vacaville is currently participating in a Countywide Electrification Study which is scheduled to be completed in December 2021. These projects, as well as the expansion of the transit building, are scheduled to begin in 2022.

City staff will continue to monitor the transit ridership, and is prepared to increase service as demand increases. We are encouraged by the steady increase in ridership especially onboard City Coach Direct which has become a popular public transit option for the residents of Vacaville. We are anticipating the need to expand this service, and we are financially prepared to do so in the future.

Santa Clara Valley Transportation Authority



MTC Commission Meeting
June 9th, 2021

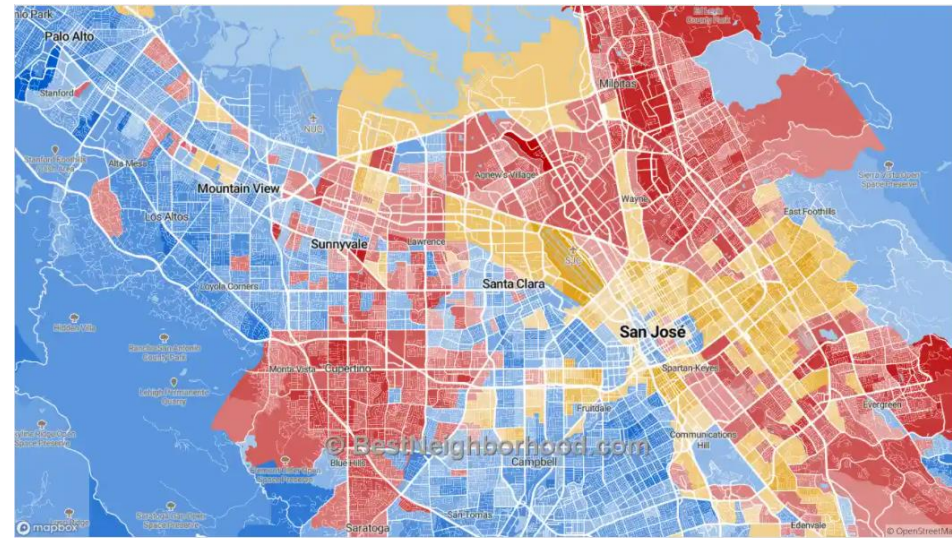
About VTA

- **Transit & Paratransit**
 - Service Area of 346 square miles
 - 2100 employees
 - 43 bus routes
 - 3 light rail lines
 - Ridership: 21.7M per year
- Congestion Management Agency
- Planning & Funding
- Constuction
- Member of the Joint Powers Board
- Regional Partner



Santa Clara County Demographics

- **Population:** Largest county in the Bay Area; 7th largest in the state.
- **Diversity – Communities of Color:** 54%
- **Equity Priority Communities:** 23%
- **Older Adult & People with Disabilities:** 16%
- **Poverty rate:** 7.92%.



Majority Race Key

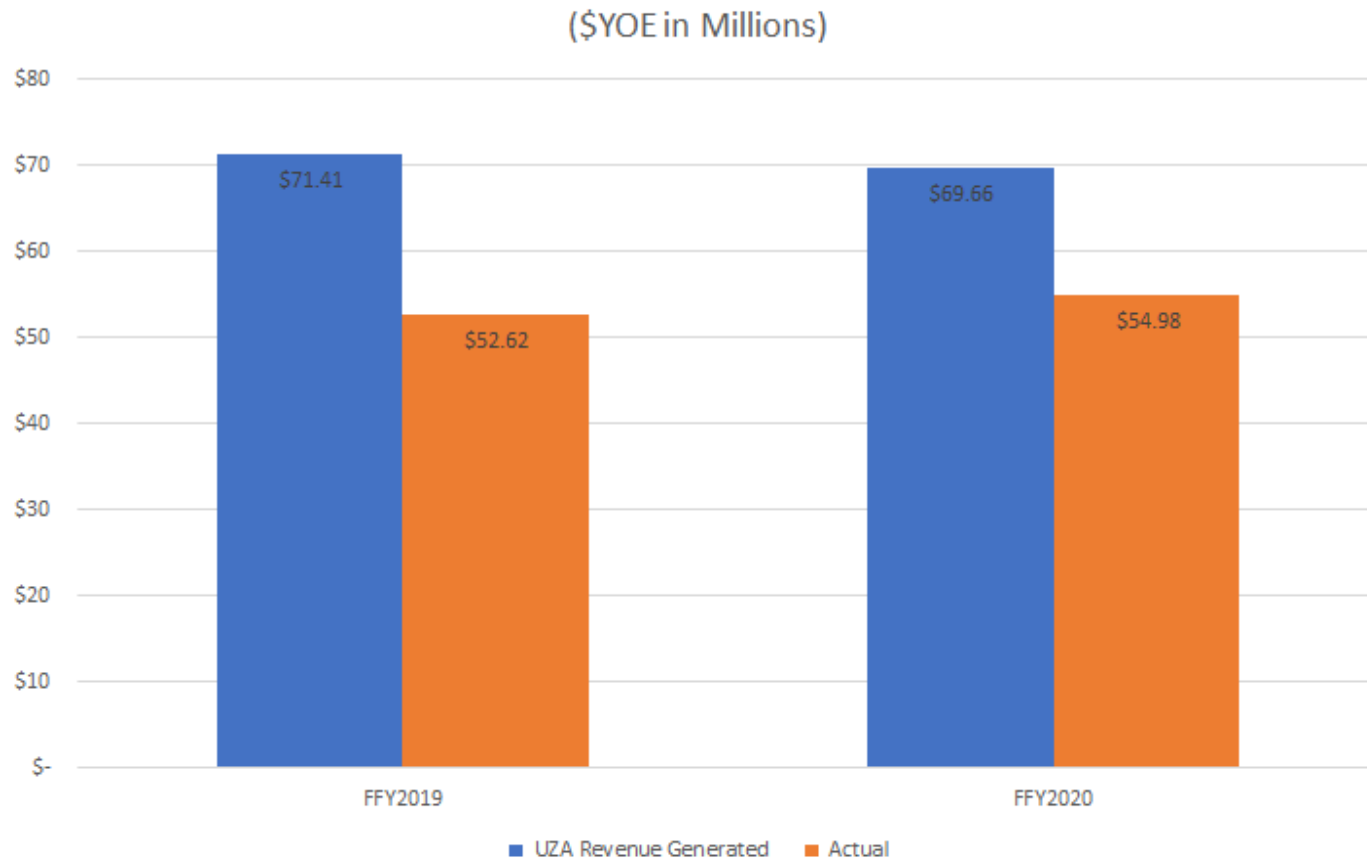
White	Hispanic	Black	Asian	Multiple/Other
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COVID-19 Impacts to Ridership & Service

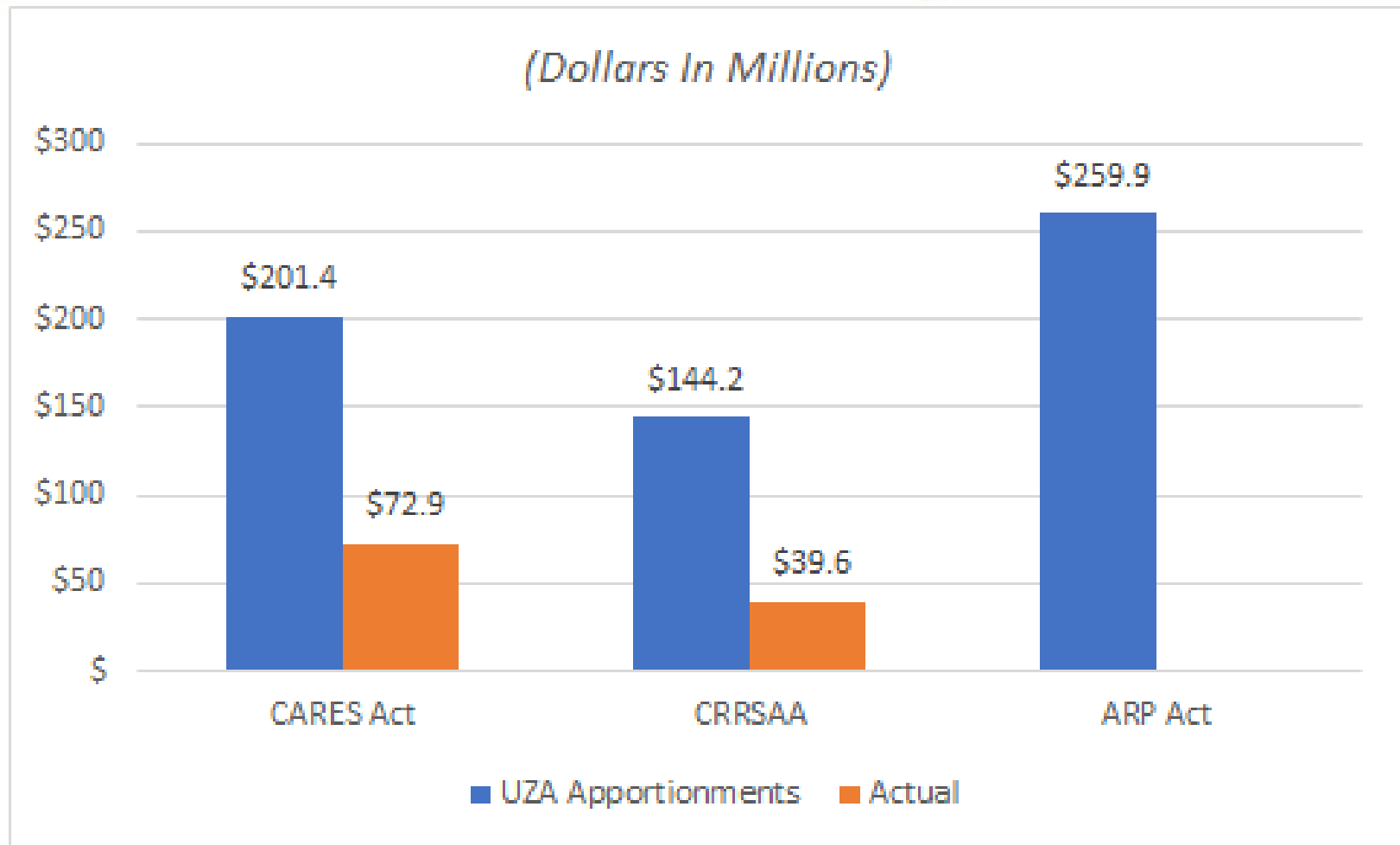
- **FY19:** 35.5M riders
- **Projected FY21 ridership:** 11.9M riders
 - Social distancing caused pass-ups; capped ridership recovery
- **Projected FY23 ridership:** 29.5M riders
- **June 2021 service level:** 80% of pre-pandemic levels
- **Service levels proposed to gradually increase to pre-pandemic level during FY22**



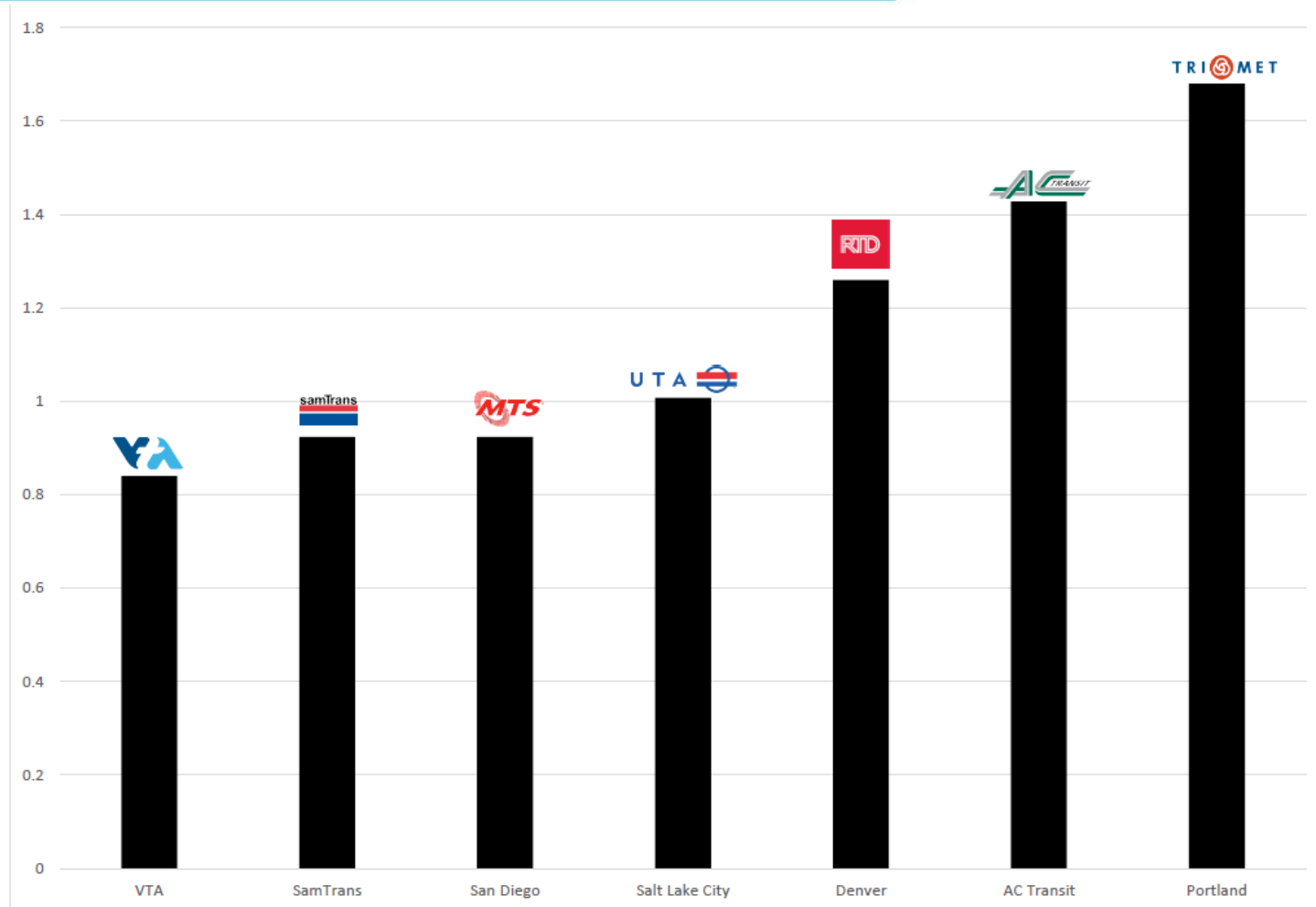
Revenue Generated by FTA §5307 & §5337 vs. Actual Receipts



FTA Relief Funding Apportionments vs. Distribution



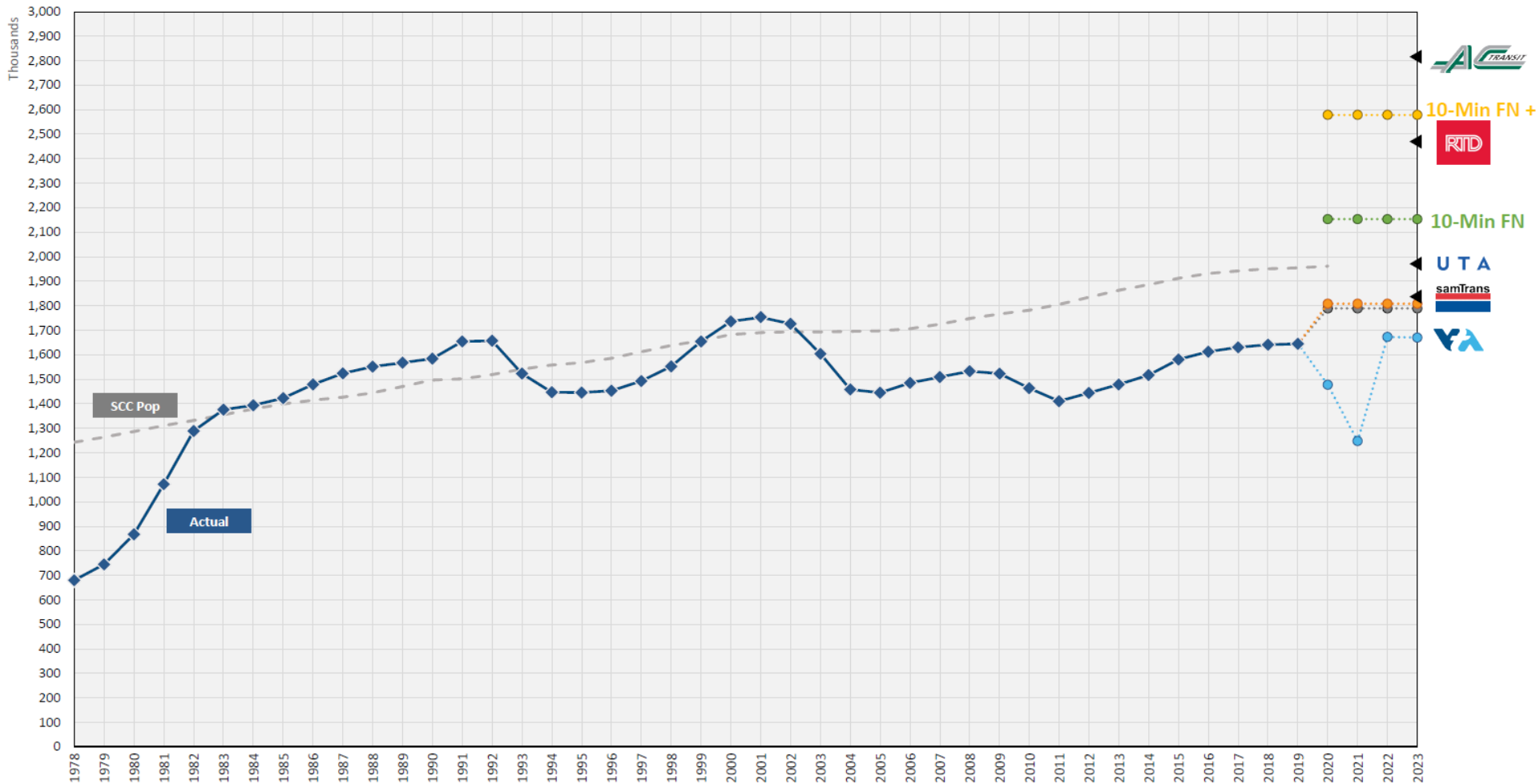
Service Hours per Capita (VTA Peers)



VTA Service Levels (Annualized Hours of Bus + Rail Service)



VTA Service Levels (Annualized Hours of Bus + Rail Service)



Cost of Adjusting Service Levels

10 min. Frequent Network



\$74M-\$81M

10 min. Frequent Network Plus



\$133M-\$147M

Santa Clara Valley Transportation Authority



MTC Commission Meeting
June 9th, 2021

Western Contra Costa Transit Authority

The notes below outline the general approach WCCTA's Board of Directors has taken in adopting the agency's Operating and Capital Budget for the 2021-22 fiscal year, and the near-term planning assumptions for restoring and sustaining transit service levels as the agency emerges from the pandemic.

CONTEXT FOR BUDGET DEVELOPMENT

When shelter-in-place orders were issued throughout the Bay Area in April, 2020, WCCTA's ridership dropped by roughly 75% on all service modes. In addition, social distancing requirements imposed severe boarding restrictions, decreasing the seated capacity of each vehicle by 75 to 80 percent.

Similar to other operators' experience throughout the Bay Area, ridership demand remained significantly depressed throughout 2020. Regional travel patterns were completely upended, and demand for public transit not only dropped precipitously, but shifted from commute-focused travel to a more even distribution of essential trips throughout the operating day.

WCCTA made significant cuts to the number of scheduled runs in its published timetable in April, 2020 to match actual demand, and to coordinate with BART service reductions and shortened operating day. Those workers who were not needed to operate scheduled service were retained in a standby capacity to operate backup buses for scheduled routes that had reached maximum capacity.

The pandemic had major impacts on the regional economy and, by extension, on all the primary funding sources that support transit operations. In addition, fare collection was suspended in April, 2020, and was not reinstated until February, 2021 when rear-door boarding precautions were no longer necessary, though fare revenue continues to be significantly impacted due to the capacity limits and low passenger volumes.

The proposed FY22 Operating Budget assumes annual service levels about 10% below those provided in FY19, the last full year of operation before the pandemic. This anticipates modest growth in demand during the summer, with a larger increase triggered by BART's expanded schedule and operating day in September, 2021.

The enactment of the Federal CARES Act stimulus and COVID relief bill is the critical factor that allowed WCCTA to operate within a balanced budget and to maintain services throughout FY21. Similarly, two additional Federal stimulus packages, the Coronavirus Response and Relief Supplemental Appropriations Act of 2020 (CRRSAA) and the American Rescue Plan Act of 2021 (ARPA), provide critically needed support for WCCTA's FY22 and FY23 budgets.

While WCCTA will utilize its full allocation of \$1,263,300 in CRRSAA funding to support the FY22 Operating Budget, the agency will require additional funding from the ARPA program as well. ARPA provides the Bay Area with roughly twice as much relief funding as the CRRSAA bill made available to the region. Until MTC makes a formal allocation, staff has conservatively assumed that ARPA funding may not be available to WCCTA in FY22, and has therefore backfilled the shortfall with prior year Transportation Development Act reserves earmarked for capital expenditures to support the transition to a Zero-Emission fleet to meet State Air Resources Board requirements.

Staff has developed the proposed FY22 Operating and Capital Budgets through a line by line assessment of expected annual costs, using the following assumptions:

- Ridership demand will return slowly but will increase throughout the year. Demand will require restoration of service to approximately 90% of pre-COVID service hours.
- Social distancing restrictions will be relaxed by Summer, 2021, increasing vehicle capacity, allowing higher scheduled frequency on routes with highest demand, and reducing hours allocated to standby or backup buses.
- Total annual passengers will remain below pre-COVID levels. Total farebox revenue for the budget year will be 40% below pre-pandemic levels.
- Local, express, Transbay and paratransit services will recover at different rates, due to differing passenger needs (changed working conditions, telecommuting, school reopening, etc.). Though budgetary impacts will be minor, this may require reallocating services between modes, and extending or adjusting hours of operation for some or all services.
- Revenue available from primary fund sources supporting the budget may vary from projected levels with changes in the economy, bridge traffic volumes, Federal priorities, and clarification of ARPA funding allocation amounts and distribution schedule.

In developing the proposed FY22 Operating budget, staff relied on the most current revenue projections provided by the Metropolitan Transportation Commission and the Contra Costa Transportation Authority (CCTA) for the fund sources administered by each agency. Actual allocation amounts are subject to adjustment within the budget year through rescissions or additional allocations once sales tax generations and bridge toll collection data is released by the state in late summer or early fall.

Given the considerable uncertainty about funding allocation amounts, levels of transit demand, the accuracy of budgeting assumptions, the Board will reconvene in November or December 2021 to consider adoption of a mid-year adjustment to the budget, rather than delaying the budget reconsideration until the third quarter of the fiscal year. Staff may propose an earlier review of budget assumptions should any of the revenue inputs to the budget change significantly. This will permit the Board to adjust transit service levels to match demand trends and funding availability.

Proposed total expenses for FY22 Operating Budget are \$13,785,000, which represents an increase of roughly \$1,300,000 over the Adjusted FY21 budget. The bulk of this increase is in the Purchased Transportation line item, which reflects the increased service hours in FY22, and the changes in contractual expenses for services provided by WCCTA's operations and maintenance contractor. WCCTA conducted a competitive procurement for these services which resulted in an increased fixed monthly rate, and hourly variable rate throughout FY22, compared to those of its previous contract.

PLANNING AND FINANCIAL SUSTAINABILITY CONSIDERATIONS

There remains considerable uncertainty about the extent to which COVID-19 has altered local demand across the different service modes that WCCTA provided prior to the pandemic. Local school and community college districts have committed to fully reopen in August, 2021 which will affect both local fixed routes and regional routes. While demand for WCCTA's Transbay Lynx service has started to demonstrate growth, increased telecommuting may slow the rate at which passengers return to the system.

WCCTA continues to monitor daily ridership counts *by hour* on every route, and to identify any changes or emerging trends. As these demand changes are identified, WCCTA will reconfigure its transit network in response, taking into account any service changes implemented by connecting transit operators.

Throughout its 44-year history, WCCTA has managed to expand its services to the community in response to growing local needs for public transit. It has done this by effectively controlling its costs, and by providing a relatively high level of service while safeguarding the financial viability of the agency. WCCTA has never finished a fiscal year in a deficit position, and in most years, it has returned unexpended operating funds to reserves for future service expansion or significant capital projects.

While the proposed FY22 Operating and Capital budgets identify the funding necessary to meet WCCTA's financial obligations and to support the levels of service required to assure the survival of the agency during its emergence from the COVID-19 pandemic, the budget commits a much larger amount of TDA reserves than WCCTA has used in any past operating budget cycle.

Although the use of reserves has allowed WCCTA to weather the effects of the pandemic in the short term, this has diverted revenues being assembled to cover the capital costs of the transition to a Zero-Emission fleet to meet State Air Resources Board requirements. Without an alternative source of revenue for the capital projects, WCCTA will face a difficult tradeoff between reducing service levels, or deferring the capital investment in Zero Emissions vehicles and infrastructure. This tradeoff represents the biggest threat to system sustainability over the next decade.

Throughout its history, WCCTA has demonstrated its ability to effectively adapt to major changes in the economy and in public transportation funding levels without compromising system integrity. The agency's Board of Directors has adjusted service levels when necessary, to respond to some particularly difficult financial challenges, and will proactively do so again, should conditions warrant coming out of the pandemic.

Thank you for the opportunity to provide MTC with information to guide the distribution of ARPA funding. WETA has used funding provided by CARES and CRRSAA to maintain the employment of transit workers and support a minimal level of service throughout the pandemic. Like other operators, WETA has adjusted service to reflect ridership demand that has been dramatically lower than pre-pandemic levels. The cost savings associated with reduced service has allowed the agency to reserve a significant amount of CRRSAA funding to support continued operations but additional funding from ARPA will be needed to support WETA's FY 2021-22 budget.

REIMAGINED SERVICE

As the regional economy prepares to reopen, WETA has taken bold steps to reimagine SF Bay Ferry service to reflect the changed travel demands of Bay Area residents, incentivize the return of ridership, and respond to calls to enhance equity and make the region's public transportation network work better for the diverse market of riders we are responsible for serving. In FY 2021-22, WETA will relaunch ferry service based on the agency's Pandemic Recovery Program, which was approved by the Board of Directors in April. The Program calls for a dramatic expansion of midday, evening, and weekend service to support lower income, transit dependent workers travelling outside of peak commute periods.

LOWER FARES

The Recovery Program also reduces WETA fares by approximately 20%, aligning WETA fares with other regional transit options, making the system more affordable to a new market of lower income riders, and enhancing access for riders participating in the Clipper Start program.

CUSTOMER-FOCUSED IMPROVEMENTS

To maximize ridership return it is also important for WETA service to be in operation prior to the anticipated return of ridership demand, and to implement customer-focused enhancements that will incentivize ridership. To reflect this, the Recovery Program calls for service to be restarted on July 1, with more service options, reduced travel times on key routes, and more convenient first/last mile connections including new bus services and the promotion of TNC incentive programs.

MAXIMIZED EFFICIENCY

The Recovery Program's focus on off-peak service enhancements allows the agency to increase revenue hours by 54%, with an operating cost increase of only 19% above the most recent pre-pandemic budget year in FY 2018-19. This enhanced efficiency also reflects a 27% reduction in cost/revenue hour.

ONGOING ARPA NEED BEYOND FY 2021-22

WETA's assumptions about the return of ridership and corresponding fare revenue are consistent with assumptions being used by other operators. The FY 2021-22 budget assumes over \$14.2 million in fare revenue losses and \$2.6 million in bridge toll revenue losses.

It is assumed that at least \$3.7 million in ARPA funding will be needed to balance the FY 2021-22 budget. Given the uncertainty about level and pace of ridership return, WETA developed a set of lower bound assumptions. If these assumptions are realized, WETA would require an additional \$5.6 million to cover the shortfall, which would equate to a total ARPA request of over \$9.3 million.

Scenario	Scenario Description	Modeled Fare Revenue (\$)	Modeled Ridership	Estimated Farebox Recovery
1	Fares – Budget Assumption	8,268,000	1,442,000	18%
2	Fares – Lower Bound	2,636,000	459,000	6%

WETA anticipates a larger need for APRA funding in FY 2022-23. Using WETA’s FY-2021-22 ridership assumptions as a baseline, preliminary estimates indicate that WETA will need up to \$24 million in ARPA funding to support the service in FY 2022-23.