TRANSIT TRANSFORMATION
ACTION PLAN

Routing Transit's Transformation through Uncertain Times: Current Trends

October 27, 2021

Public Opinion Research: What Do Riders Want?

The Blue Ribbon Task Force was informed by wide-reaching public opinion research and feedback from targeted focus groups.

A primary finding was that certain factors consistently and persistently influence how often people ride transit in the Bay Area.

Bay Area residents want transit service that is:

- Simple to understand and easy to use
- Reliable, predictable and frequent
- Safe and clean
- Affordable and accessible

Summary of Research Findings

- Bay Area residents, both transit riders and not, were not satisfied with public transit prior to the pandemic, and **they demand better and believe now is the time to act**. Reliability, frequency, ease of use, and personal safety on board are all viewed as inadequate.
- Most Bay Area residents (87%) believe public transit is important to the Bay Area. **Reliable, frequent, and safe transit for the Bay Area** is a priority for nearly everyone, whether they ride or not.
- Coordinated public transit that operates as a **seamless, multimodal transit system** for the Bay Area is overwhelmingly popular (89% support). Support is high across riders and non-riders, and all regions of the Bay Area.

Elements of Seamless Transit

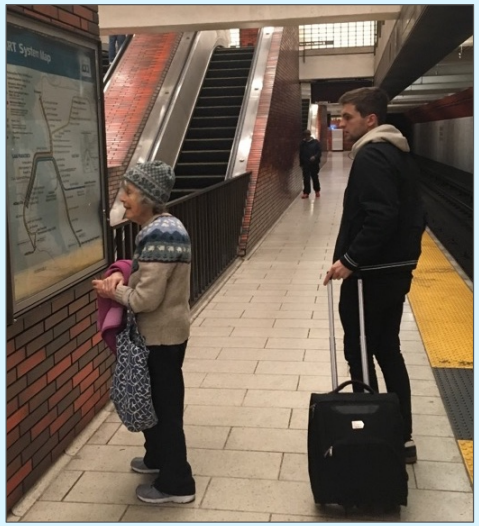
Bay Area residents want the same things:

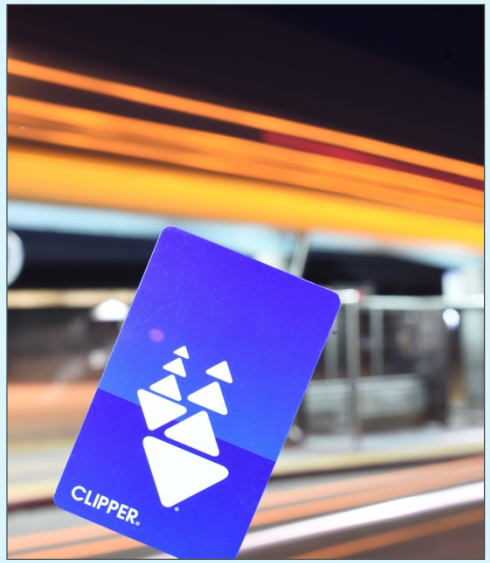
- **92%** support real-time information on wait times and vehicle locations
- **91% - 93%** support better transit for dependent populations
- **91%** support more direct service, fewer transfers, and shorter wait times
- **88%** support a regional network manager that can set fares, align routes and schedules, and standardize information

Elements of Seamless Transit

A super-majority of Bay Area residents agree the following items are important:

- **92%** - easy to use and uniform maps and signage
- **90%** - single mobile app for planning, schedules, and information
- **89%** - a single set of fares, passes, discounts, and transfer policies are important
- **80%** - dedicated travel lanes along key transit routes for buses and carpools

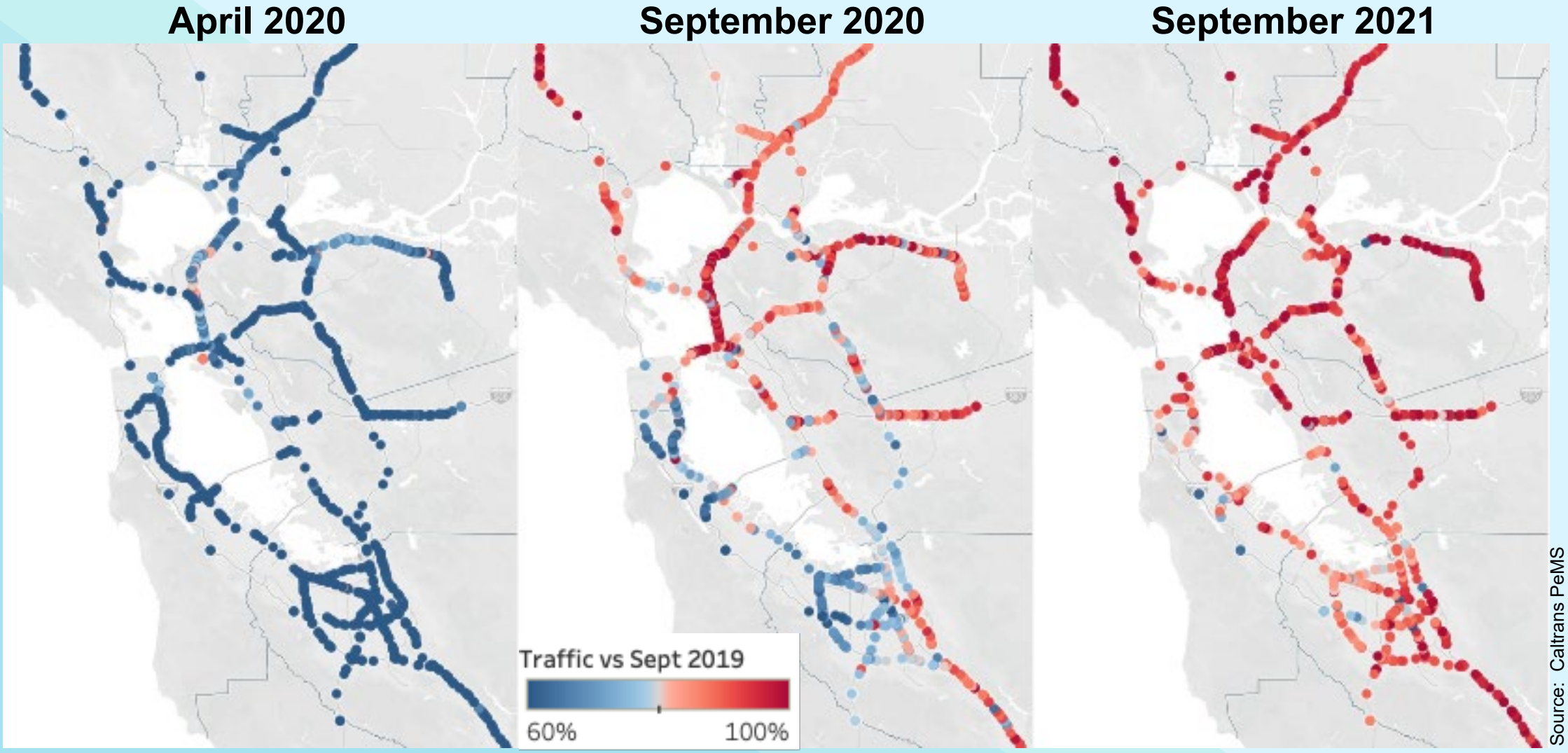




Future Aspirations vs. Current Reality

- A great deal of uncertainty still exists and is disrupting traffic and transit patterns
- COVID recovery travel patterns are still in flux

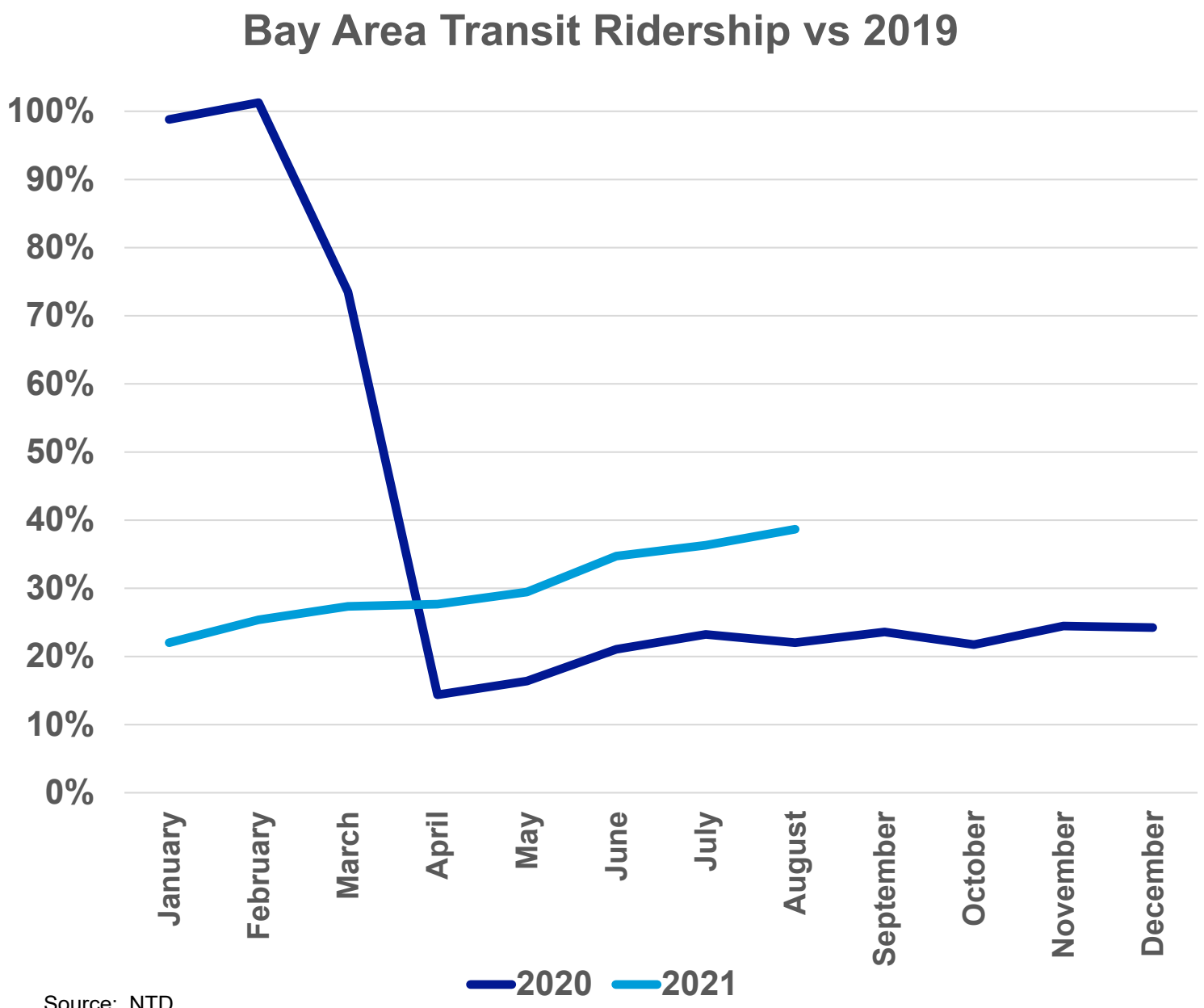
Traffic Has Returned Across Most of Region Highest on Corridors Served by BART



Source: Caltrans PeMS

Bay Area Transit Ridership Is Climbing but Still Way Down

- Ridership on local services has returned more quickly than regional commute services.
- On regional systems, weekend ridership has returned more quickly than weekday



Source: NTD

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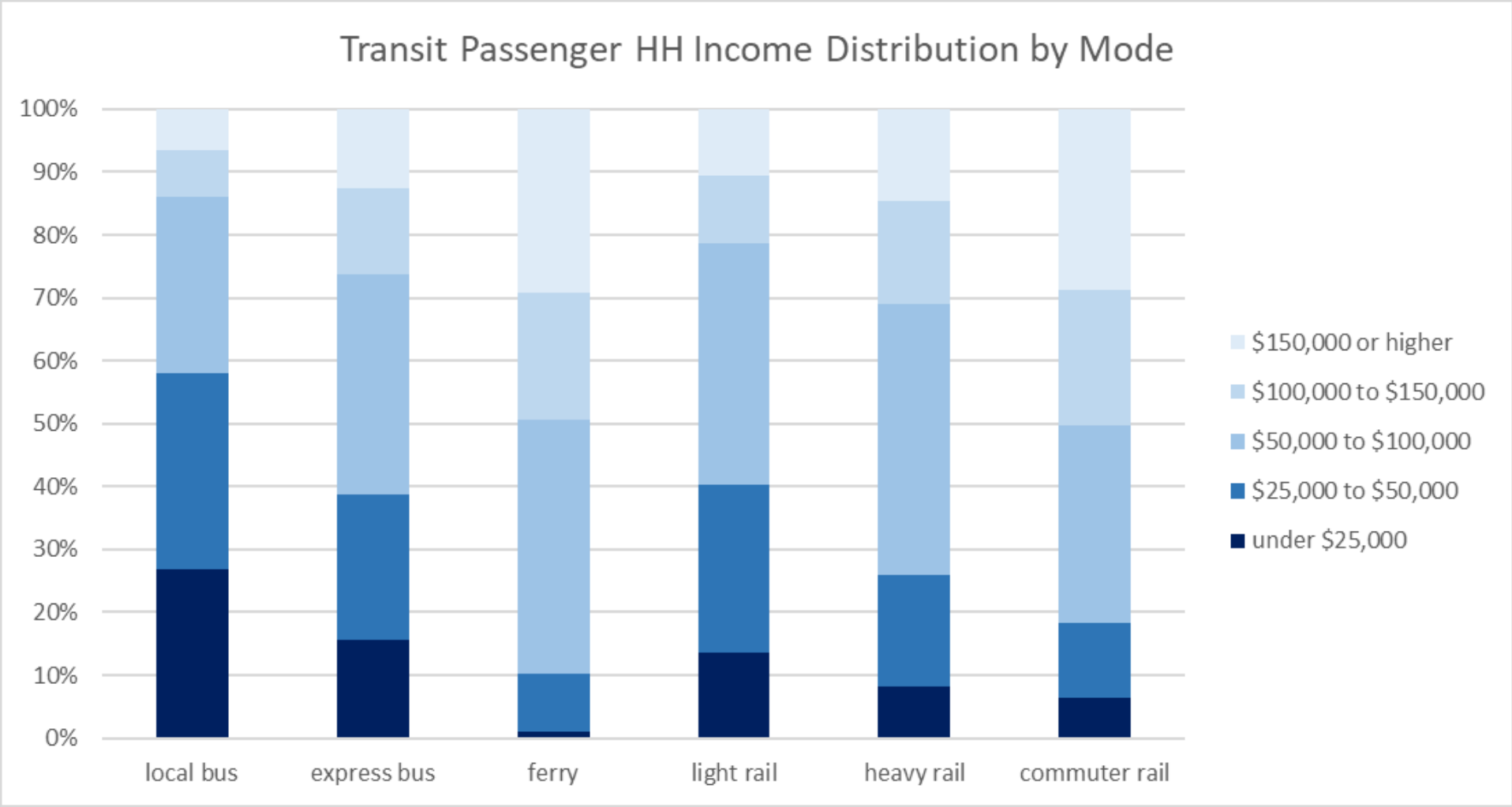
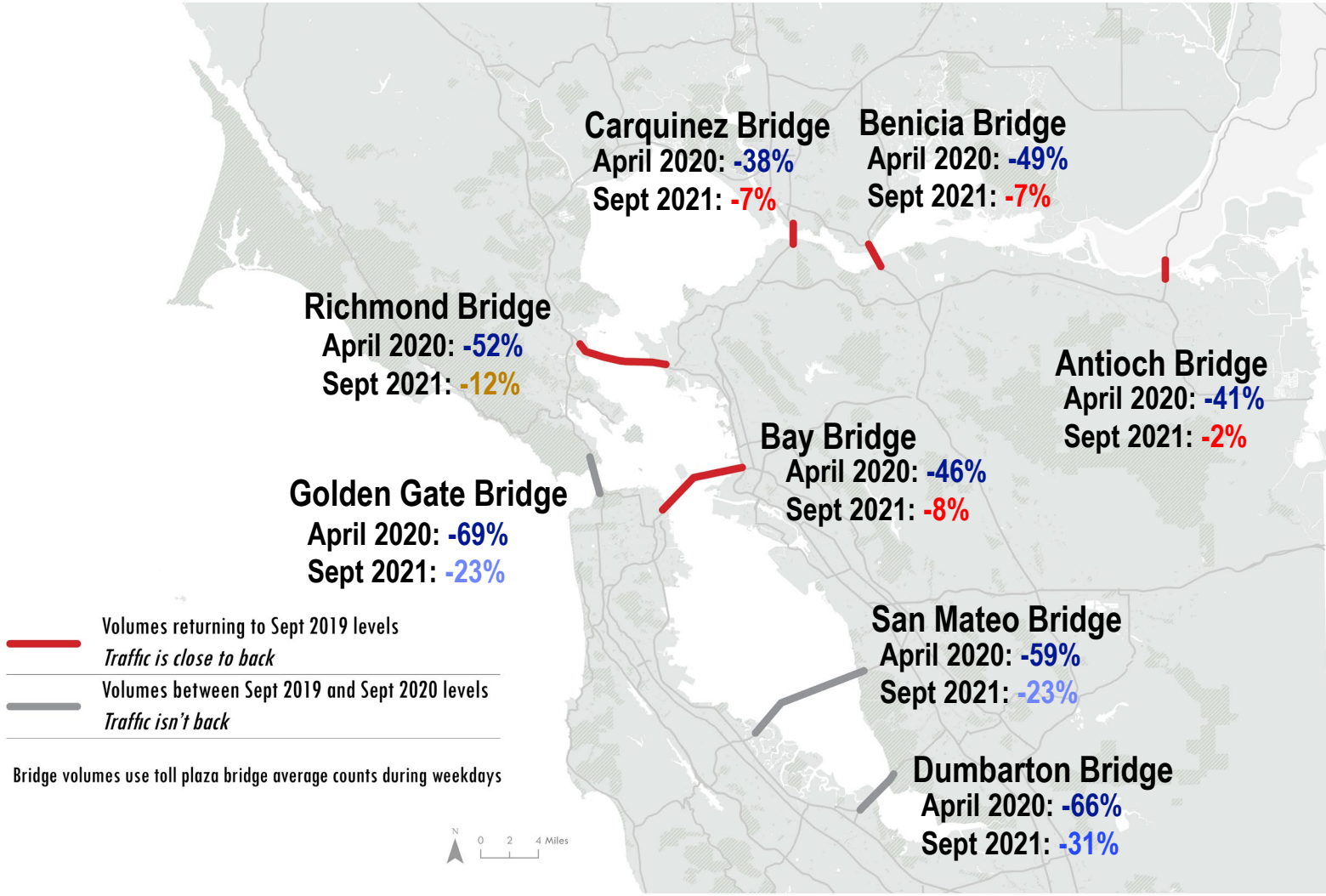
Transit Use and Household Income – A Comparison by Mode Helps Explain Uneven Recovery



Note: Transit Passenger data based on Transit Passenger Survey 2014-2019, weekday riders only.

Bridge Traffic Almost Back to Pre-Pandemic, Except Southern Bridges

- All bridges saw a rapid drop in volumes in the onset of the COVID-19 and shelter in place order;
- Majority of the bridges are back to 90% of pre-pandemic volumes;
- San Mateo and Dumbarton Bridges stand out as outliers – still 23% and 31% below, respectively.



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Single Occupant Vehicle (SOV) Trips Have Recovered Faster Than Carpool Or Transit

SOV Increased

Never decreased and peaked at 32% above pre-COVID levels, now at 18%

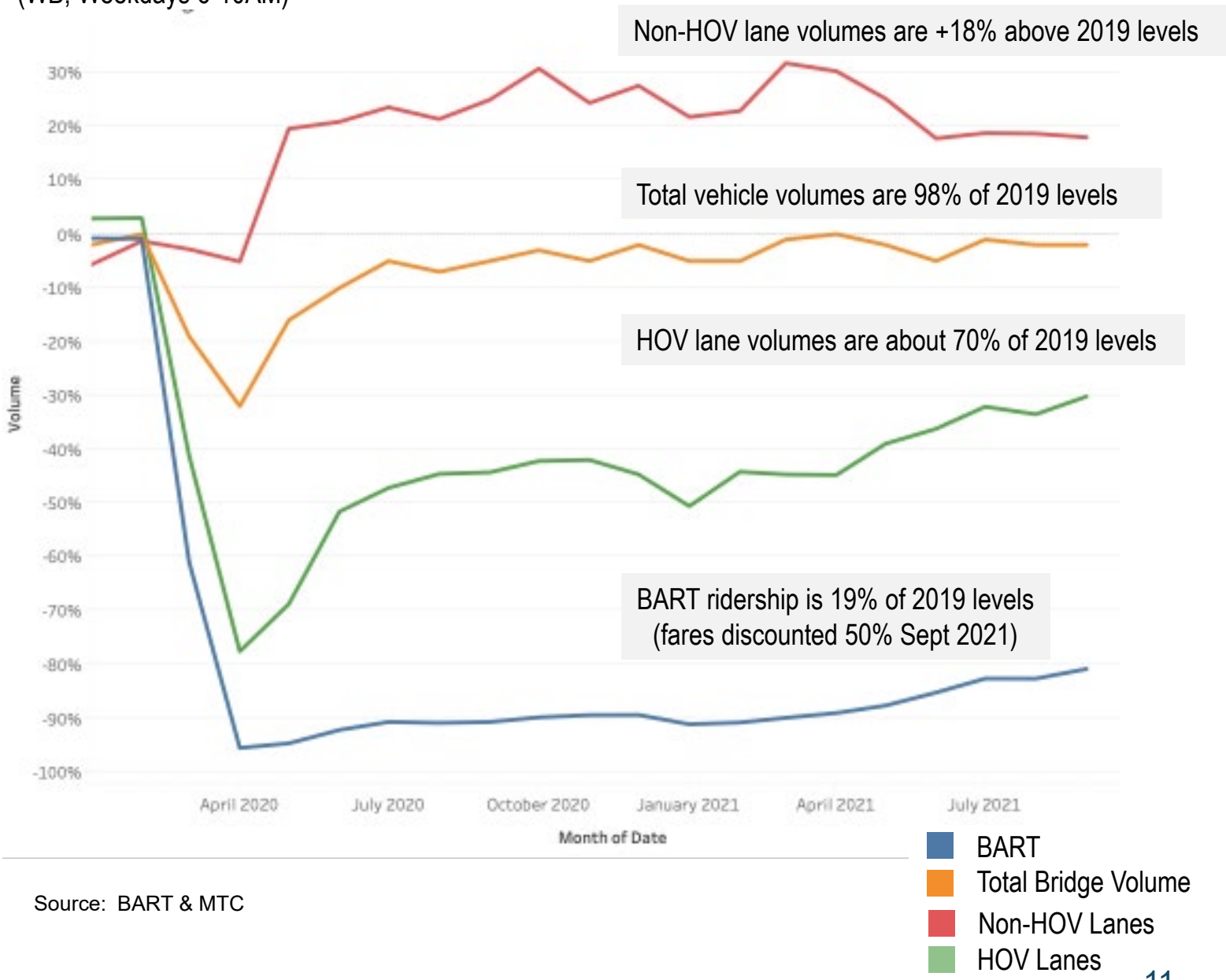
Carpool (HOV) Recovery Slower

Dropped to -78% but have recovered to -30%

Transit Recovery Slowest

BART peak period Transbay trips slowly increasing from -96% down, but still down -81%

Changes in SFOBB & BART Traffic & Ridership vs 2019
(WB, Weekdays 6-10AM)



Source: BART & MTC

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Congestion Is Returning Differently Across the Region

Above 2019 Levels

I-80 EB SF to Vallejo	+8%

0-15% Below 2019 Levels

I-580 WB I-80 to US-101 (AM)	-5%	
I-580 EB I-280 to I-80	-7%	
SR-29 SB Calistoga to Napa	-9%	
I-680 NB I-580 to Benicia	-12%	
US-101 NB GGB to Santa Rosa	-13%	

15%-30% Below 2019 Levels

US-101 SB SF to Gilroy	-21%	
I-880 NB I-280 to I-80	-24%	
SR-37 EB US-101 to I-80	-28%	

>30% Below 2019 Levels

Dumbarton EB US-101 to I-880	-57%

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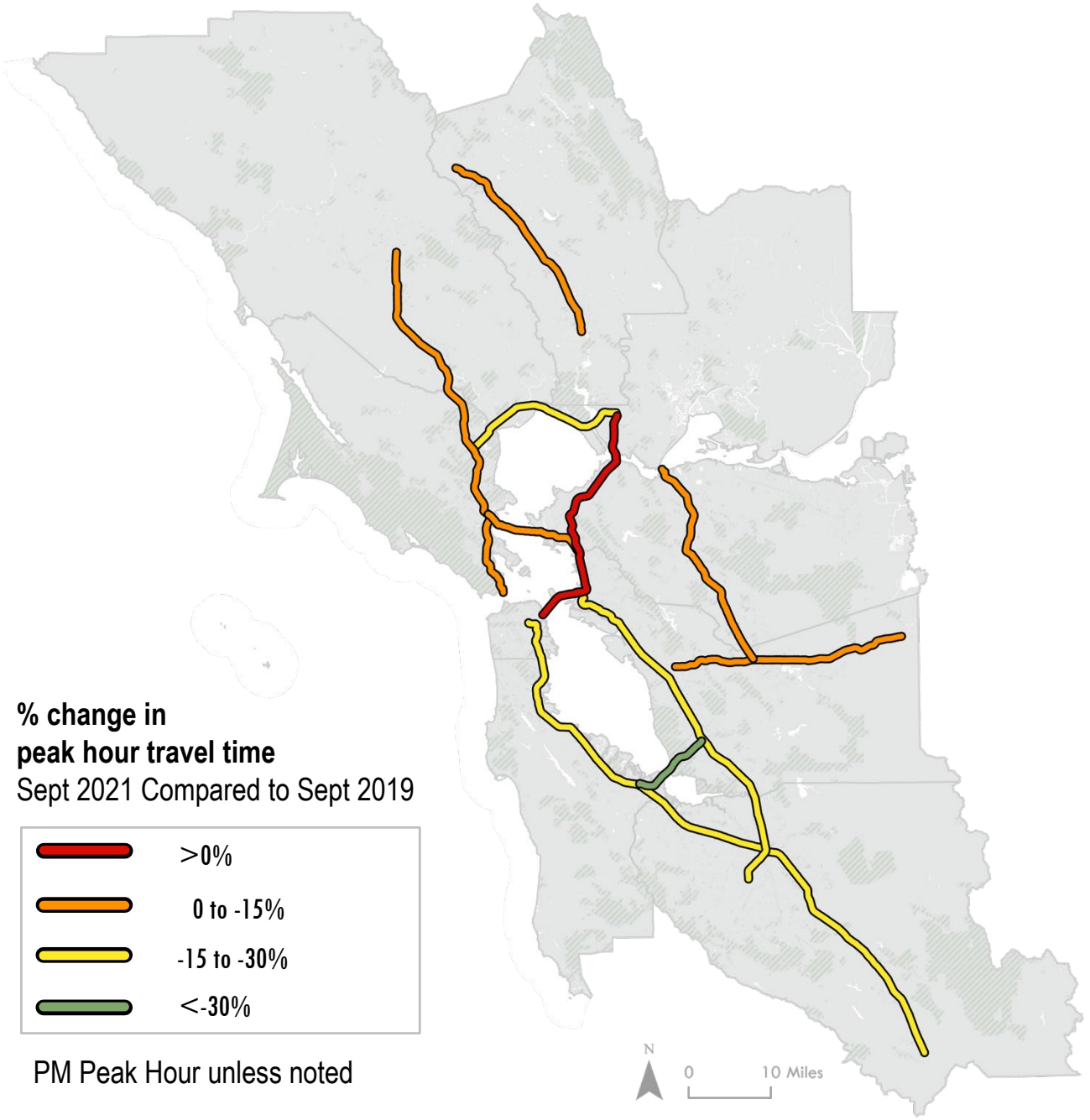
Change in Travel Time Compared to September 2019 During Peak Hour



PM Peak Hour unless noted

www.mtc.ca.gov/TransitActionPlan