



## TRANSIT RECOVERY TASK FORCE

May 27, 2020

Dear Task Force members:

Please accept my appreciation for your willingness to serve as a member of MTC's Blue Ribbon Transit Recovery Task Force. I expect our Task Force's work to be carried out over the next year, so each of you has made a serious commitment of time and energy that deserves recognition right from the start.

Before I see you on May 29 at 1:30 pm, I encourage you to review the attached background information and Task Force meeting materials. These and additional resources will be posted for you and the public on the MTC website at: <https://mtc.ca.gov/blue-ribbon-transit-recovery-task-force>. The material for Friday's meeting includes interview summaries, Bay Area transit financial background, service status, and transit demographic profiles. We have also provided some preliminary safety survey information which will be used by operators and MTC staff to prepare a full discussion of that critical priority issue in our second meeting. Please review ahead of time as we do not plan to formally present the materials during our short time together on Friday -- but sharing these resources now will help to develop the mutual understanding that is the foundation of our work.

In the meantime, allow me to share some initial thoughts about our upcoming journey together.

The COVID-19 pandemic and its associated economic disruption have created the most serious and complex crisis the Bay Area has had to face during my 34 years as an elected official. The Task Force's work will be both significant and complicated.

To break things down into manageable chunks, I see our journey consisting of three separate stages. First will be the immediate challenge of developing and recommending to the Commission a fair and thoughtful distribution of the Bay Area's remaining federal CARES Act dollars to transit agencies. This is something our Task Force needs to complete by the end of June so that the Commission can act, ideally in July. This will be the central focus of our next two meetings. During those meetings, I will be eager to hear what you think should be the most important considerations for the Commission in this Phase 2 allocation; and if and how you see these allocations influencing transit agencies' recovery strategies.

Our second stage, which will overlap in timing with the first stage, will center on the transit agencies' near-term recovery strategies. Their strategies will form the public transit system we will have for the next year or more. As Task Force members, we will all learn about the difficult trade-offs and different approaches taken by various operators and assess whether their individual strategies reflect a safe,

connected, financially sustainable, and equitable system as we transition back to a new and different reality. These recovery plans will be critical to bringing Bay Area residents safely back onto our transit systems. The Task Force priority in this stage will be to recommend regional priorities and collaborative practices transit providers should incorporate into a cohesive recovery effort, beginning with robust safety measures.

The final stage of our journey is where the Task Force has a unique opportunity to foster long-term improvements in the Bay Area transit network despite the very serious funding shortages that transit operators will be facing for years to come. The future of Bay Area transit necessarily will be different. Let's seize this opportunity to make it better: leaner, cleaner, faster, easier, friendlier, better connected, and more affordable. Members of the state Legislature—including some Task Force members—are highly interested in the future of Bay Area transit as well, and we will welcome partnering with them to turn our planning into action.

I very much look forward to (virtually) seeing each of you on Friday afternoon as the Task Force assembles for the first time, and to working in partnership with each of you during the months to come.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim Spering". The signature is fluid and cursive, with a large loop at the end.

Jim Spering  
Chair, Blue Ribbon Transit Recovery Task Force



# TASK FORCE MEMBERS

May 29, 2020

## Commissions

Jim Spering  
*Task Force Chair*

Scott Haggerty  
*MTC Chair*

Alfredo Pedroza  
*MTC Vice Chair*

Dave Cortese

Nick Josefowitz

Gina Papan

David Rabbitt

Amy Worth

Therese W. McMillan  
*MTC Executive Director*

## Operators

Nuria Fernandez, VTA

Jim Hartnett, SMCTD

Michael Hursh, AC Transit

Denis Mulligan, GGBHTD

Robert Powers, BART

Rick Ramacier, CCCTA

Michael Tree, LAVTA

Jeffrey Tumlin, SFMTA

Nancy Whelan, Marin Transit

## State Representatives

State Senator Jim Beall

Assemblymember David Chiu

CalSTA Secretary David S. Kim

## Stakeholders

Hayley Currier, *TransForm*

John Ford, *Commute.org*

Ian Griffiths, *Seamless Bay Area*

Carl Guardino, *SVLG*

Daryl Halls, *BACTA Chair*

Randi Kinman, *MTC Policy  
Advisory Council*

James Lindsay, *ATU*

Stacy Murphy, *Teamsters*

Susan Rotchy, *Independent  
Resource Center*

Ellen Wu, *Urban Habitat*

Jim Wunderman, *Bay Area Council*



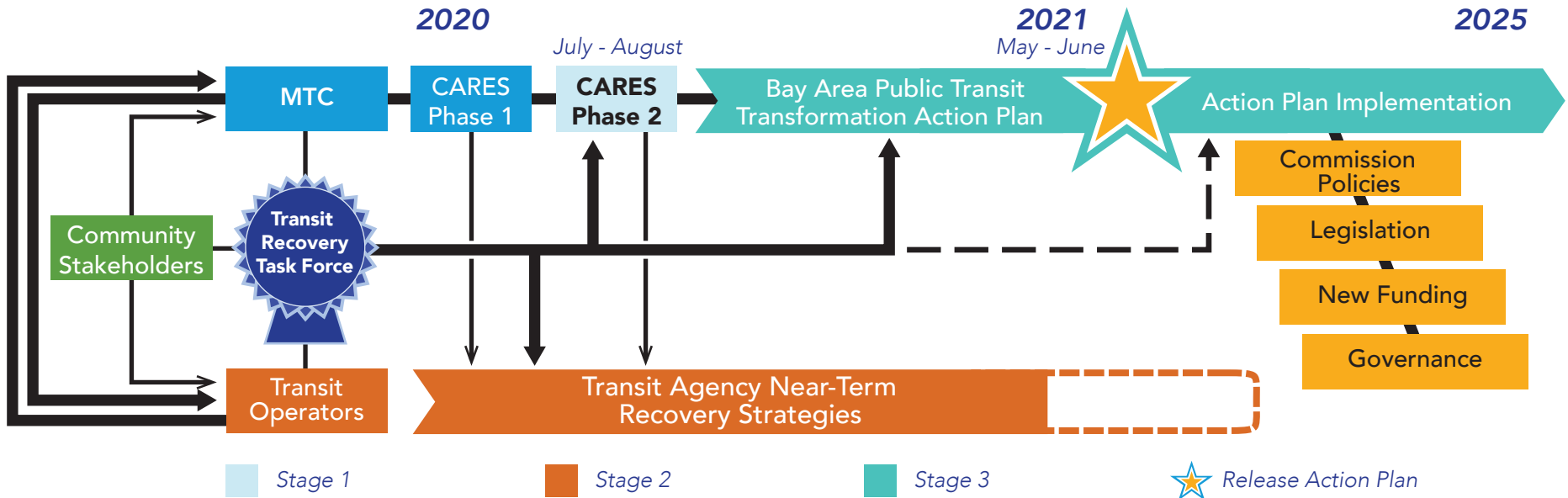
# PURPOSE + TIMELINE

May 29, 2020

## TASK FORCE PURPOSE

The Commission appointed the Blue Ribbon Transit Recovery Task Force to immediately assist MTC in understanding the scale of the crisis facing all Bay Area transit systems as a result of the COVID-19 pandemic, and to guide its regional support through expedited distribution of CARES Act Phase 2 funds. Safety, network connectivity, financial sustainability, and transportation system equity will be important considerations.

Additionally, by mid-2021, the Task Force shall submit a Bay Area Public Transit Transformation Action Plan to the Commission for its consideration and possible adoption. The Plan should identify actions needed to re-shape the region's transit system into a more connected, more efficient, and more user-focused mobility network across the entire Bay Area and beyond.





# INTERVIEWS SUMMARY

May 29, 2020

## NEAR-TERM PRIORITIES

- Immediately achieve uniform, high operational standards of cleanliness and disinfection.
- Prioritize the needs of vulnerable and transit dependent riders in Recovery-based changes.
- Collaboratively develop and deliver a comprehensive, consistent, confidence-building transit message.
- Act with great urgency to distribute remaining CARES Act funds.
- Ensure accountability and transparency of allocations.

## NEAR TERM CONCERNS

- Simultaneous loss of both revenues and ridership has created an unprecedented challenge.
- CARES Act funding will not cover all revenue losses. Smaller agencies may not survive.
- Riders will not return unless uniform, high quality safety and cleanliness standards are evident.
- Sufficient attention will not be given to vulnerable transit riders' needs and operator security.
- Phase 1 distribution concerns need to be addressed in CARES Act Phase 2 fund distribution.

## TRANSFORMATION PRIORITIES

- Create a more understandable, more connected, and more efficient user-focused system.
- Make agency governance changes that achieve improved performance and cost efficiencies.
- Provide the right mix of mobility options to serve both choice and transit dependent users.
- Transit's future should include unified, affordable fare policies and digital access technologies.

## TRANSFORMATION CONCERNS

- Entrenched, parochial governance structure will be difficult to change.
- Near-term service reductions will make it harder to rebuild ridership.
- Transit advocates lack adequate understanding of transit's regulatory and labor constraints
- The decision making process will not adequately reflect the needs of vulnerable riders.



# INTERVIEW QUOTES I

May 29, 2020

This is a permanent disruptor. There's lots of uncertainty and no one has a crystal ball.

Each stage has importance, but if we don't deal with survival there won't be a final stage.

I'm concerned we won't think big enough. We'll get stuck in turf wars.

There's not enough funding. How do we fight over it without fighting?

We need to shape what we can and monitor what we can't.

Seniors and the most vulnerable are the ones who are relying on transit right now. We have to be ready to serve that constituency.

Be bold and move beyond obstruction to a better future for us all.



# INTERVIEW QUOTES II

May 29, 2020

Safety needs haven't been met, and that is critical for getting riders to return.

Urban areas cannot come back without transit, one won't work without the other.

How do we serve people who rely on transit most to fulfill their life and economic duties?

Drivers are afraid, and have already experienced violence over safety enforcement.

We cannot act independently in a conversation this large.

We can't go back to the institutional and operational norms that were in place.

# HOW IS TRANSIT FUNDED?

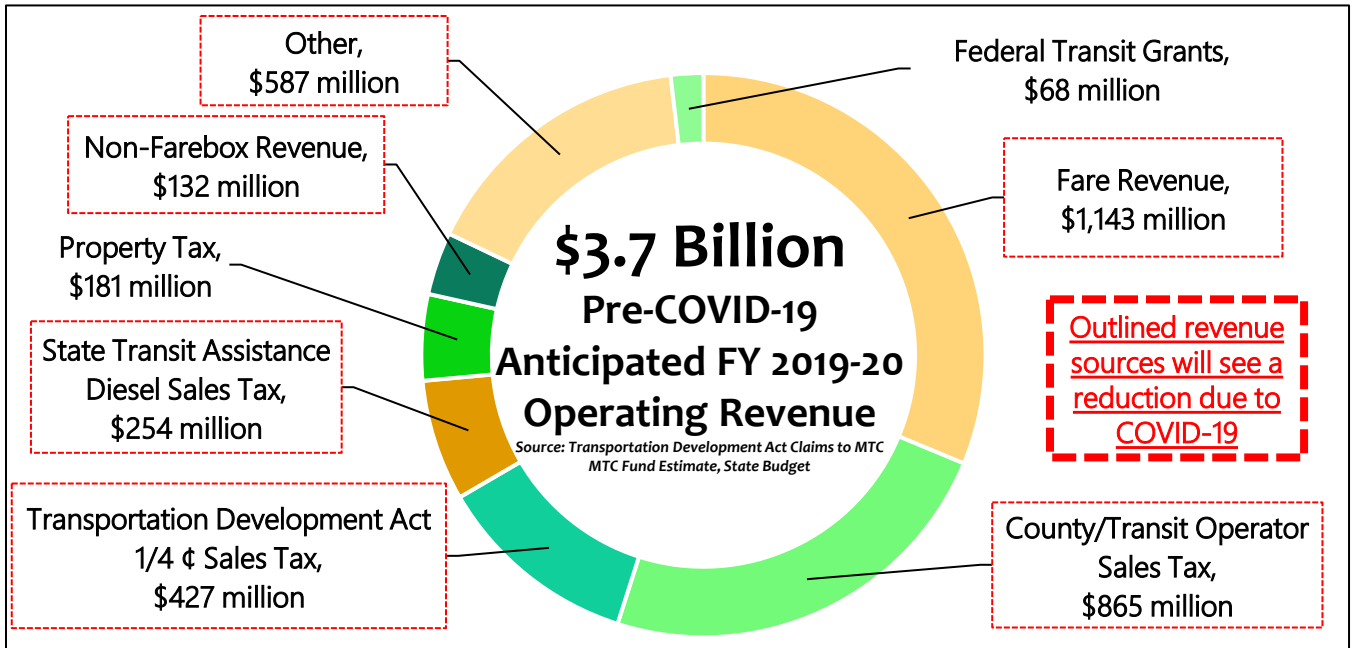
## Transit Operations Funding

### \$3.5 Billion to Operate pre-COVID-19 Service Levels

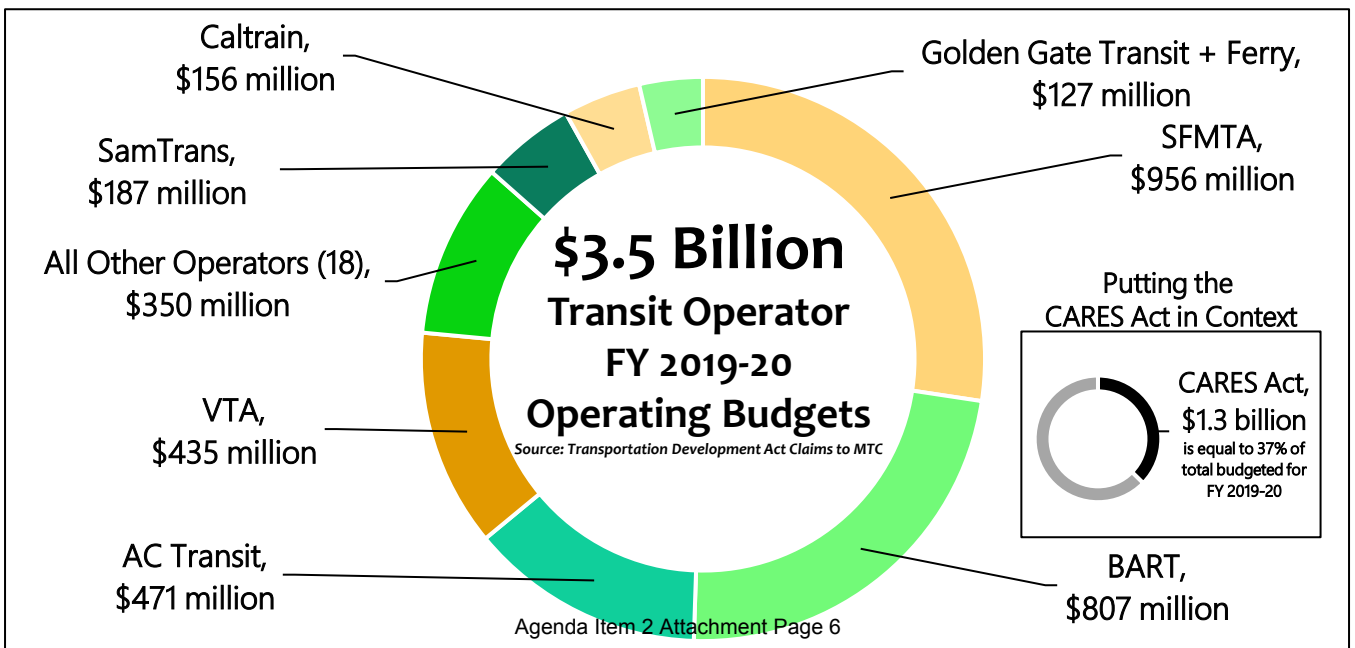
The Bay Area's 25 Federal Transit Administration-eligible transit operators budgeted approximately \$3.5 billion in Fiscal Year 2019-20 to operate nearly 14 million hours of transit service.

### Revenue Heavily Reliant on Fares and Sales Taxes

For Fiscal Year 2019-20 approximately 74% of transit operating revenues were expected to come from fares and sales taxes, the two revenue sources likely to be most severely impacted by COVID-19.



Note: Operating revenue exceeds operating budgets due to fund transfers to capital state of good repair needs.





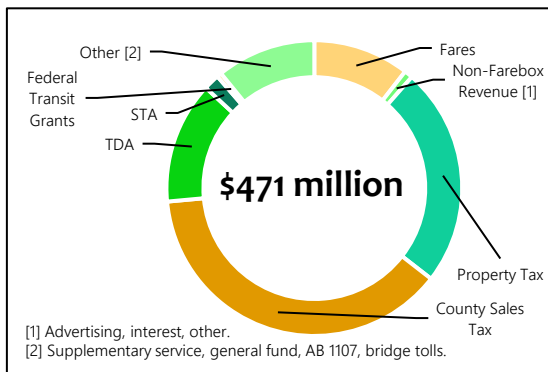
## FY 2019-20 Operating Revenue Sources

### Each Operator Has a Unique Funding Mix

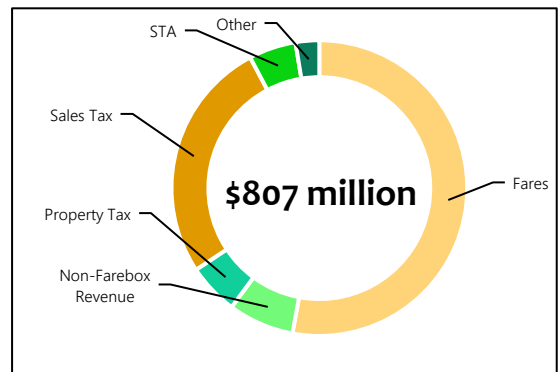
The Bay Area's 25 Federal Transit Administration-eligible transit operators receive their revenue from a wide range of sources. While fare revenue and sales tax revenue are the most important sources of funding for operations, the importance of an individual fund source varies dramatically from operator to operator.

Operators dependent on fare or parking revenue have been hit hardest to date by the impacts of COVID-19 and the resulting collapse of ridership and traffic. The impact of declines in sales tax revenue and other tax-based revenue streams will be begin to be felt over the coming months.

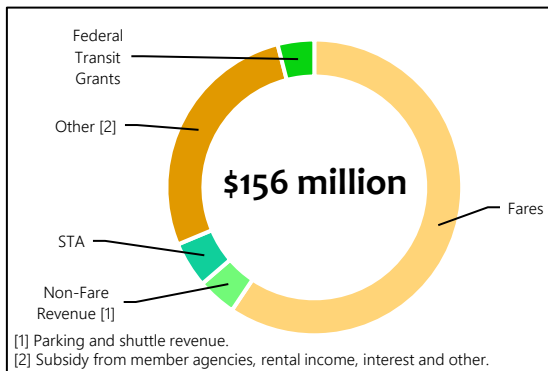
### AC Transit



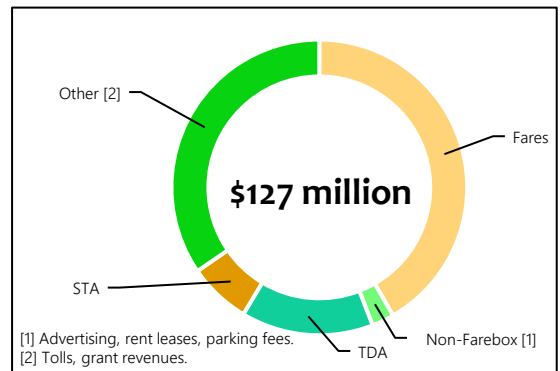
### BART



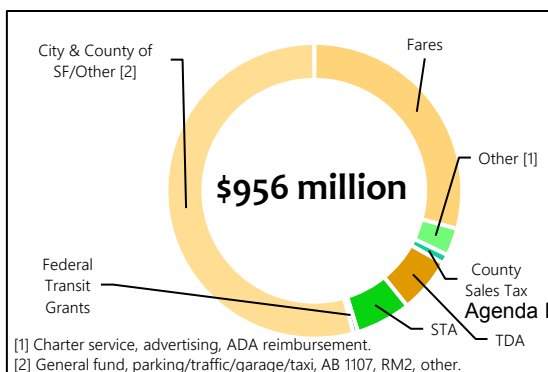
### Caltrain



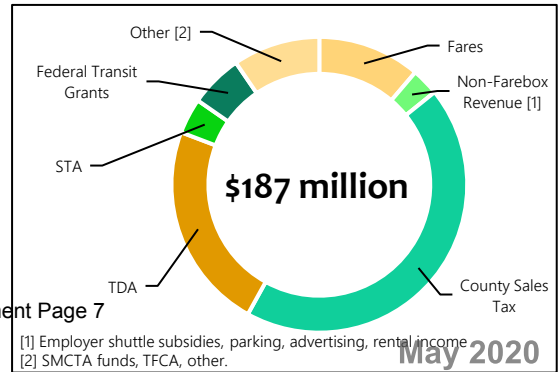
### Golden Gate Transit + Ferry



### Muni (SFMTA)

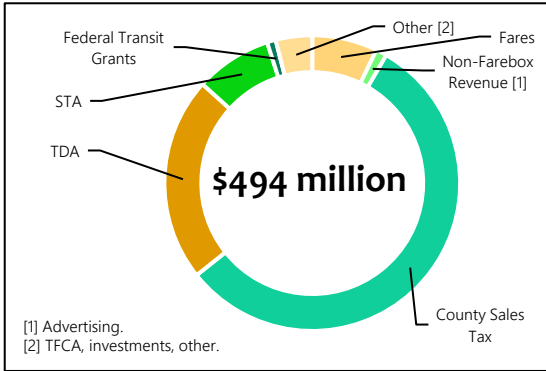


### SamTrans

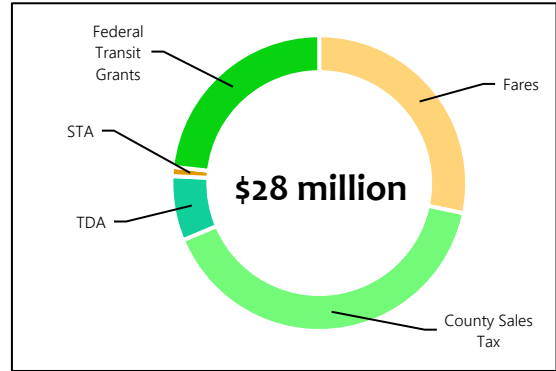


# OPERATOR BUDGETS (con't.)

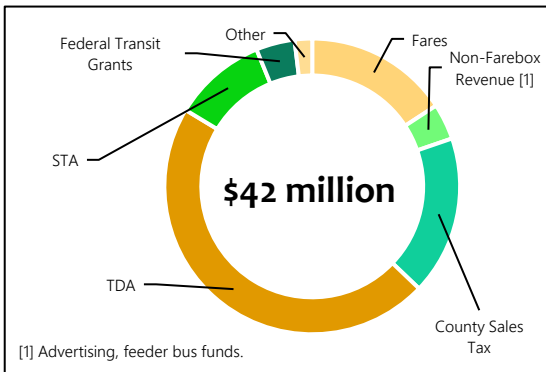
## Santa Clara VTA



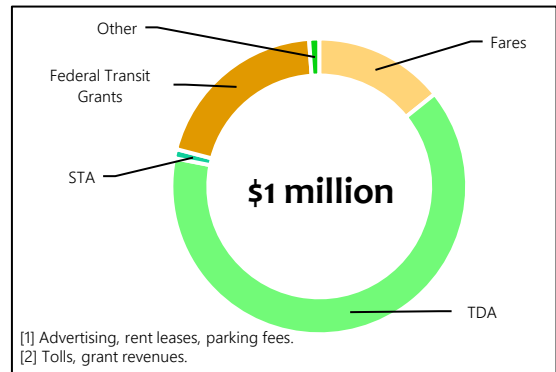
## Altamont Corridor Express (ACE)



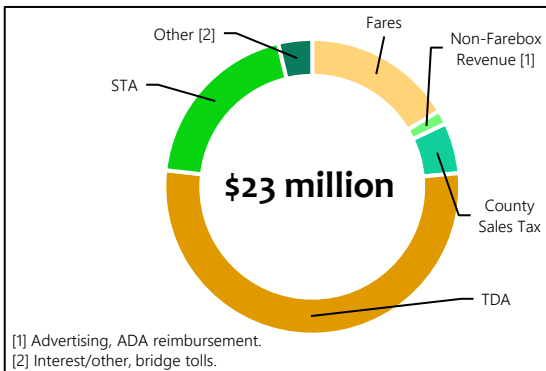
## County Connection (CCCTA)



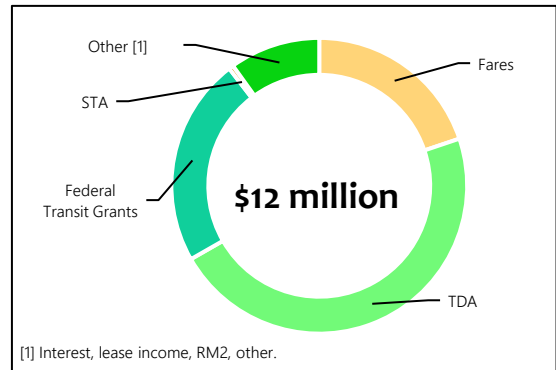
## Readi-Ride (City of Dixon)



## Tri Delta Transit (ECCTA)

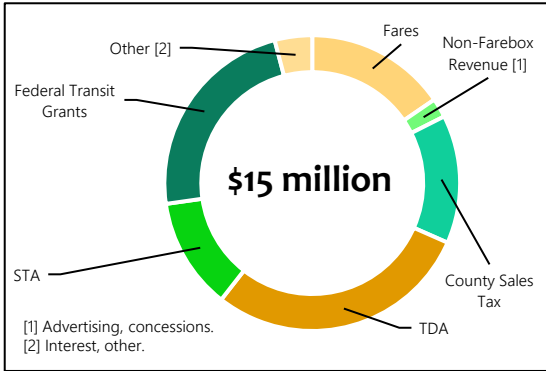


## FAST (City of Fairfield)

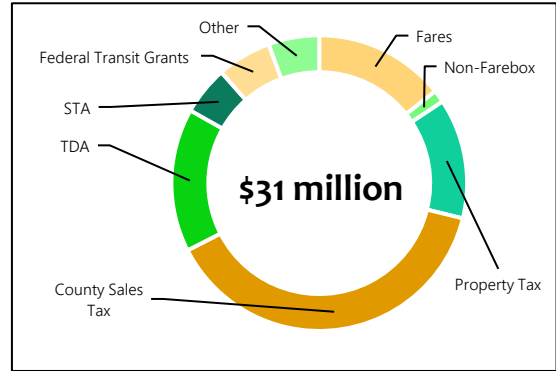


# OPERATOR BUDGETS (con't.)

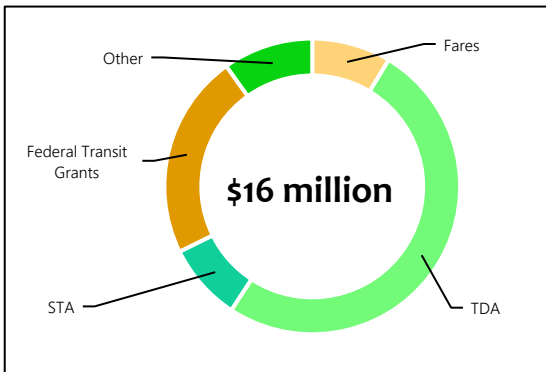
## Wheels (LAVTA)



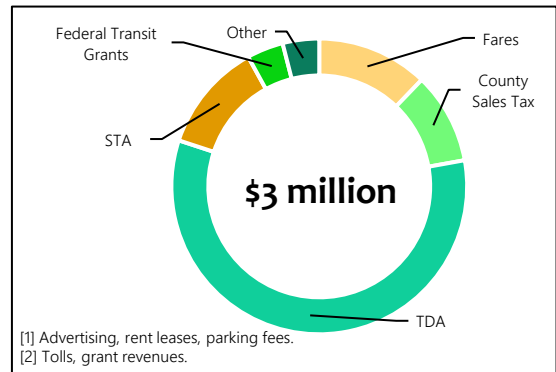
## Marin Transit



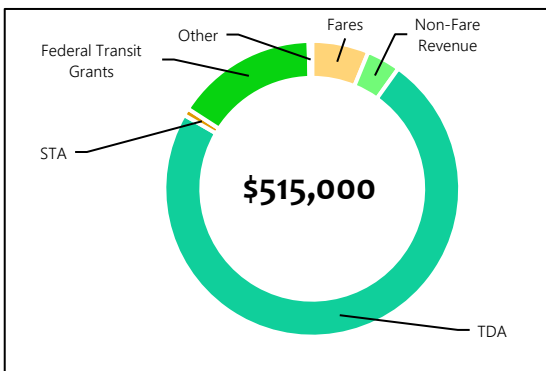
## Napa Vine (NVTA)



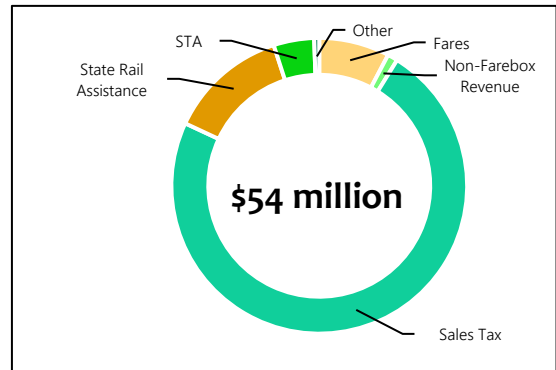
## Petaluma Transit



## Delta Breeze (City of Rio Vista)

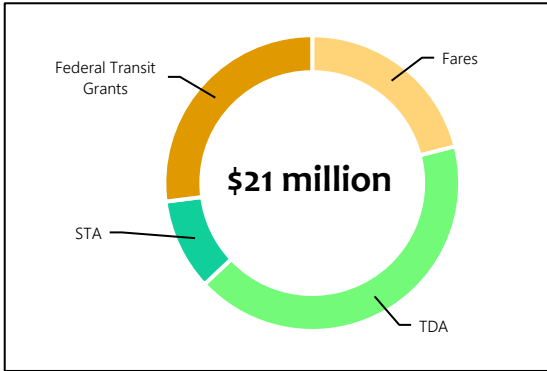


## SMART

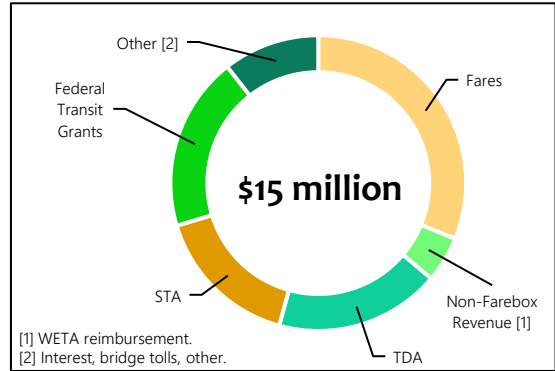


# OPERATOR BUDGETS (con't.)

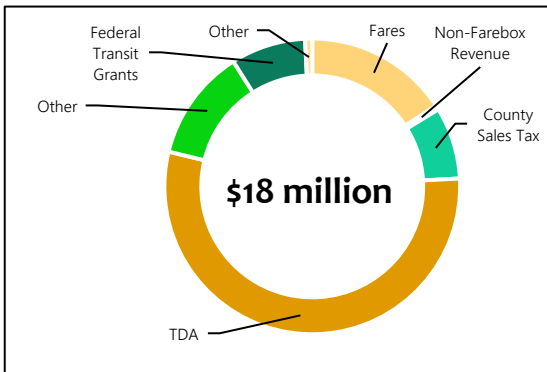
## Santa Rosa CityBus



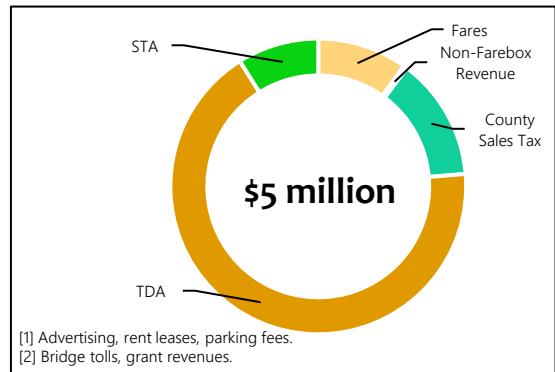
## Soltrans



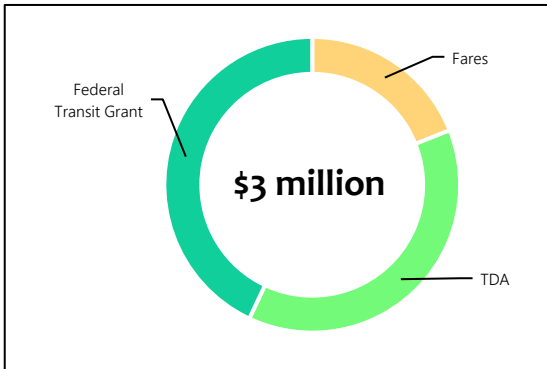
## Sonoma County Transit



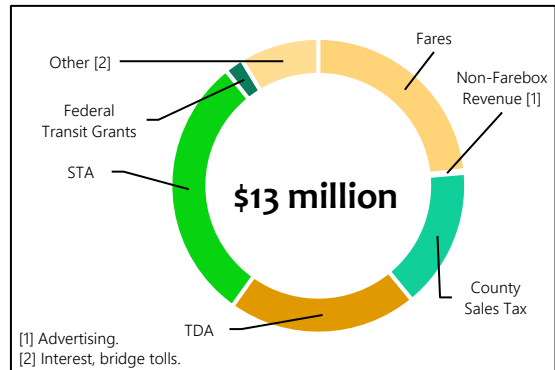
## Union City Transit



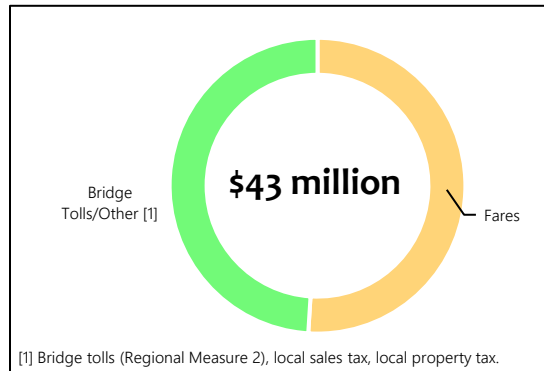
## Vacaville City Coach



## WestCAT (WCCTA)



## SF Bay Ferry (WETA)



Sources: Transportation Development Act Claims to MTC, Operator Budgets

## Definitions

- **Fares.** Revenue from passenger fares (single fare and passes), including revenue earned directly, special transit fares (which may include funds paid as route guarantees by organizations rather than riders), and revenue derived from revenue-sharing agreements with other services and/or operators.
- **Non-Fare Revenue.** Income derived from operations associated with transit. This includes advertising, parking fees, concessions, feeder bus funds, reimbursements for operations, charter services, and funds for student transportation.
- **Property Tax.** Operating revenue from property tax directly levied by the transit agency.
- **County Sales Tax.** Operating revenue from sales taxes levied by the transit agency or by other agencies.
- **TDA (Transportation Development Act).** Operating revenue generated by a one-quarter of one percent sales tax on all retail sales in each county; used for transit, special transit for disabled persons, and pedestrian and bicycle purposes.
- **STA (State Transportation Assistance).** Operating revenue generated by the sales tax on diesel fuel.
- **Federal Transit Grants** Operating revenue from FTA Section 5307 Grants, Section 5311 Grants and Section 5303 Planning Grants.

## Unprecedented Federal Support for Transit Operations

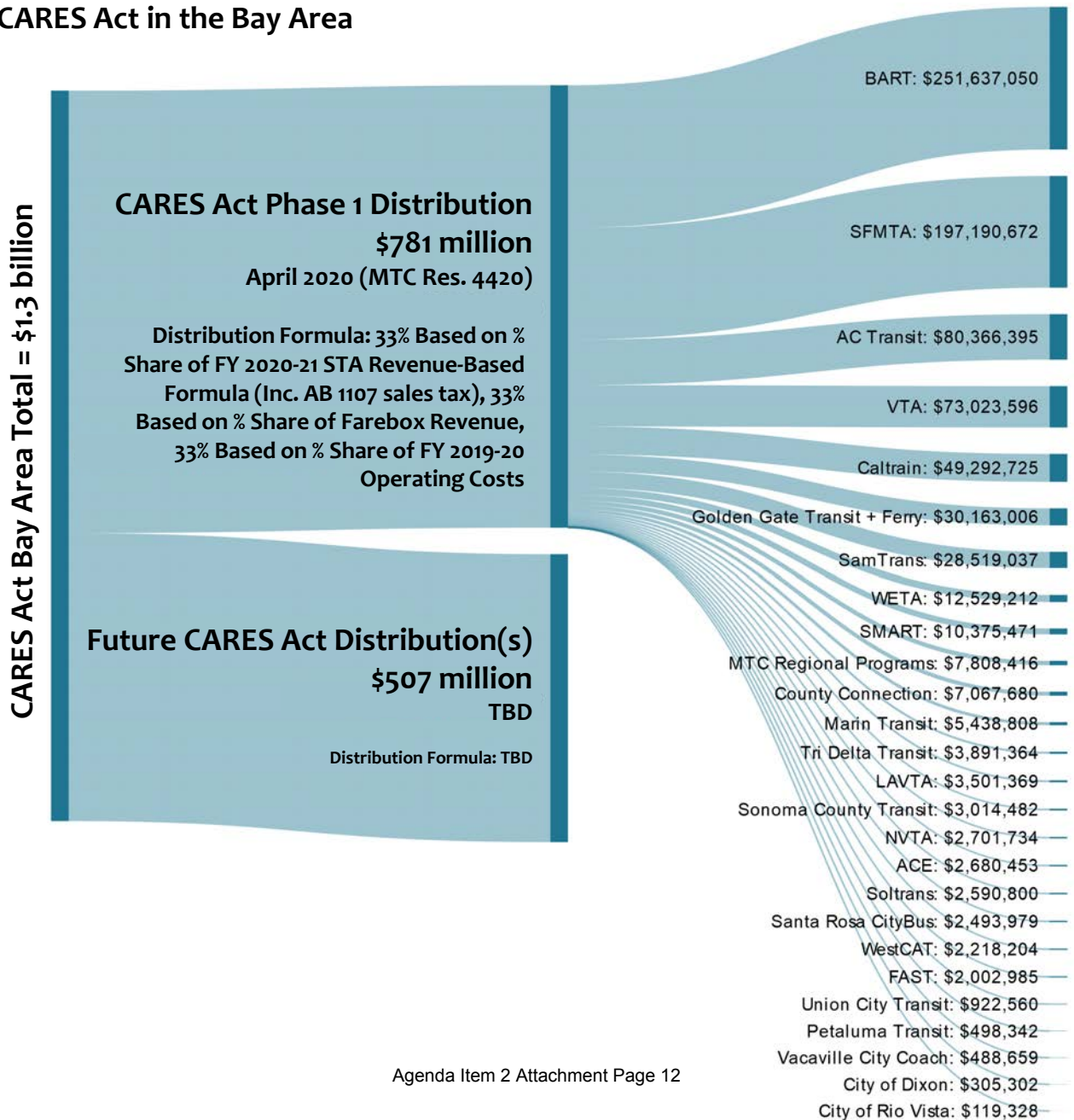
### \$1.3 Billion for the Bay Area

On March 27, 2020 the CARES Act became law and appropriated \$25 billion in supplemental Federal Transit Administration (FTA) Urbanized Area Formula (Section 5307) and Rural Area Formula (Section 5311) program fund apportionments to support transit agency operations impacted by COVID-19. Approximately \$1.3 billion was appropriated to the Bay Area.

### \$507 Million of CARES Act Funds Remain

In April MTC programmed 60.6% of the Bay Area's CARES Act funds, totaling \$781 million, to operators. \$507 million of CARES Act funds remain to be programmed in a future phase(s) this summer. In total the CARES Act provided funds equal to approximately 37% of FY 2019-20 transit operating costs.

### CARES Act in the Bay Area



# COVID-19 Emergency Transit Safety Coordination

## EMERGENCY OPERATIONS CENTER (EOC)

On March 16, 2020, MTC partially activated a virtual Emergency Operations Center (EOC) to assist with regional coordination amidst the COVID-19 national emergency. The EOC was activated relatively early in the pandemic in light of the rapidly changing environment and in anticipation of coming transit service adjustments.

### REGIONAL COORDINATION

#### Meetings

- Convene EOC calls (Daily initially, now weekly)
- Convene Regional Joint Information Center (JIC) – Public Information Officers (PIO) Coordination
- Convene weekly paratransit information gathering and sharing

#### Roles

- Information Clearinghouse - Producing transportation summary reports that are distributed to our transportation partners, the county Departments of Emergency Management, California Office of Emergency Services (CalOES), and federal transportation agencies
- County public health officials have participated in EOC calls to provide insight and directly respond to transit operator questions.

#### Communicating with the Public

- EOC responsible for disseminating rapidly changing transit service changes through 511.org.
- Bus Transit Rider Safety Communication Poster to promote transit rider safety is anticipated to be distributed in Summer 2020.

### Safety for Employees and Riders

Regional conference calls with transit agencies provided opportunity to review and discuss:

- Evolving safety mandates and published guidance
- How and where to procure PPE and safety equipment.
- Sanitation protocols and employee training.

Transit Operators are in direct regular communication with their respective County EOC(s) and Public Health Officials

### Paratransit: Different Needs

Paratransit serves people with disabilities who are typically reliant on public transit. Drivers are in closer contact with riders. Paratransit protocols continue to evolve as agencies seek to protect the well-being of riders and drivers.

- Some have eliminated shared rides, extended paratransit rider eligibility, and eliminated fares
- Some are providing face shields to drivers when social distancing is not possible, such as when securing wheelchairs.
- Some paratransit programs are providing different types of service such as meal or grocery delivery and transporting homeless residents to shelters.

## Health & Safety Guidelines

### CDC Guidelines

- Public Services & Infrastructure

Worker Safety Guidance:

- Maintenance Worker
- Bus Worker
- Station Worker
- Rail Operator

<https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>

### APTA Guidelines

Riders and Employees

April 13, 2020

<https://www.apta.com/wp-content/uploads/COVID->

[19\\_Transit\\_Guide\\_FINAL\\_04132020.pdf](#)  
Agenda Item 2 Attachment Page 13

### California Guidelines

Public Transit and  
Intercity Passenger Rail

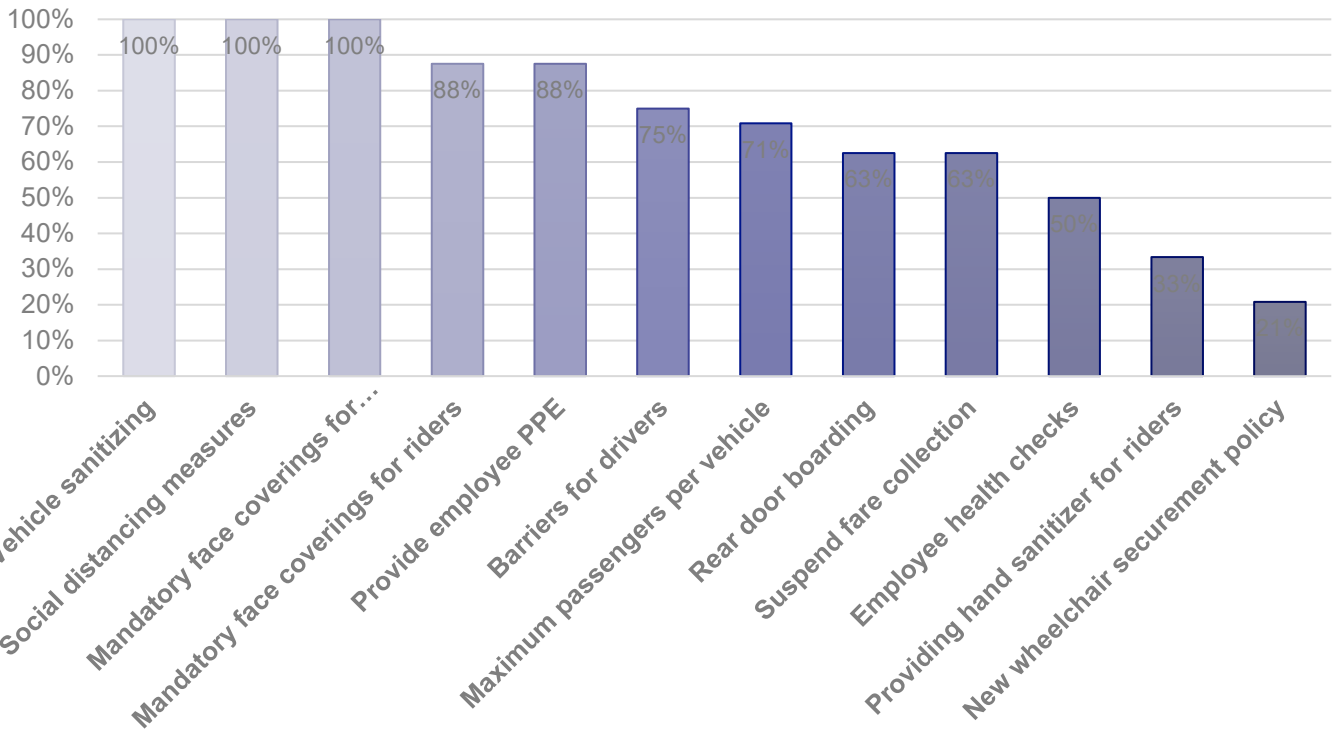
May 12, 2020

<https://covid19.ca.gov/pdf/guidance-transit-rail.pdf>

May 2020

# COVID-19 Emergency Transit Safety Coordination

Percent of Transit Agencies with Covid-19 Safety Procedures in Place (as of May 22, 2020)



## Transit Operator Safety Practices

MTC conducted a transit agency safety protocols survey (Distributed on April 29, 2020 and updated on May 22, 2020).

- Information Collected: safety guidelines, procurement and distribution of Personal Protective Equipment (PPE), and plans for future safety procedures.
- **What we heard:**
  - Most agencies distribute face coverings (surgical or N95), gloves, and hand sanitizer to drivers and frontline staff.
  - Most agency staff are required to wear PPE.
  - Recommending passenger physical distancing and face coverings.
  - Agencies have been coordinating their pandemic response with County EOCs and County Health Departments
  - Enhancing short-term improvements to safety measures such as driver barriers, passenger load limits, and line-queue pavement markings at transit centers





TRANSIT RECOVERY TASK FORCE

Note: Information contained here are responses to MTC's safety protocols survey (distributed on April 29, 2020 and updated May 22, 2020). The information is to the best of the agency's knowledge at the time of surveying. Actual practices and conditions may differ from the data represented here.

Survey Question	AC Transit	ACE	BART	CCCTA	Delta Breeze	ECCTA (Tri Delta)	FAST	GGBHTD	LAVTA	Marin Transit	NVTA (Vine)	Petaluma Transit	SamTrans/ Caltrain	Santa Rosa City Bus	SFMTA- Bus & Rail	SFMTA- Paratransit	SMART	SoTrans	Son Co Transit	Union City Transit	Vacaville City Coach	VTA	WestCAT	WETA	
Date Submitted	05/13/20	05/21/20	04/30/20	05/04/20	05/06/20	04/30/20	05/04/20	05/04/20	05/05/20	05/05/20	05/22/20	05/08/20	05/15/20	05/05/20	05/04/20	05/04/20	05/03/20	05/06/20	05/01/20	05/20/20	05/06/20	05/20/20	05/20/20	04/30/20	
1. What other measures have you put into place to reduce transmission of the Coronavirus?																									
Vehicle sanitizing	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Barriers for drivers	x			x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Rear door boarding	x			x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Suspect fare collection	x			x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
New wheelchair securement policy	x			x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Maximum passengers per vehicle	x			x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Mandatory face coverings	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Employee health checks	x			x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Provide employee Personal Protective Equipment (PPE)	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Mandatory face coverings for riders	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Providing hand sanitizer for riders	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Social distancing measures	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Other( See notes tab)																									
2. Describe the PPE your agency or contractor is providing to drivers and other front-line staff																									
Face Masks-----																									
Cloth face covering	x	x		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Surgical	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
KN95																									
N95	x		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
PPE																									
Gloves	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Hand sanitizer	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Eye protection	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Plastic face shields	x			x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Coveralls																									
Other				Disinfecting wipes				Considering cloth mask options				Antibac-terial wipes	All PPE necessary required by any circumstance		Disinfectant cleansers & wipes	Disposable apron							Bleach wipes, disposable barber capes		
3. If applicable, describe the PPE that your agency or contractor is providing to drivers for your paratransit service																									
Face Masks-----																									
Cloth face covering	x			x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Surgical	x		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
KN95																									
N95	x		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
PPE																									
Gloves	x		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Hand sanitizer	x		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Eye protection	x		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Plastic face shields	x																								
Coveralls																									
Other		NA		Disinfecting wipes				NA				Antibac-terial wipes			Disinfectant cleansers & wipes	Disinfectant cleansers & wipes									
4. Do you have a shortage of or challenges procuring PPE or safety supplies?																									
Face Masks-----																									
Cloth face covering								x																	
Surgical			x					x																	
KN95																									
N95			x			x	x	x																	
PPE																									
Gloves								x	x																
Hand sanitizer				x				x	x																
Eye protection																									
Plastic face shields																									
Coveralls																									
Disinfectant																									
Other		NA	Electrostatic sprayers	Disinfecting wipes		Thermo-meters		Electrostatic sprayers for vehicle & big decon-tamination				Antibac-terial Wipes, Electrostatic Sprayer	N9		Disinfectant wipes								Bleach wipes		
Comments (See notes tab)	x		x	x				x	x	x			x		x		x	x	x	x			x	x	



**Bay Area Transit Operator Status**  
*As of May 22, 2020*

**TRANSIT RECOVERY  
TASK FORCE**

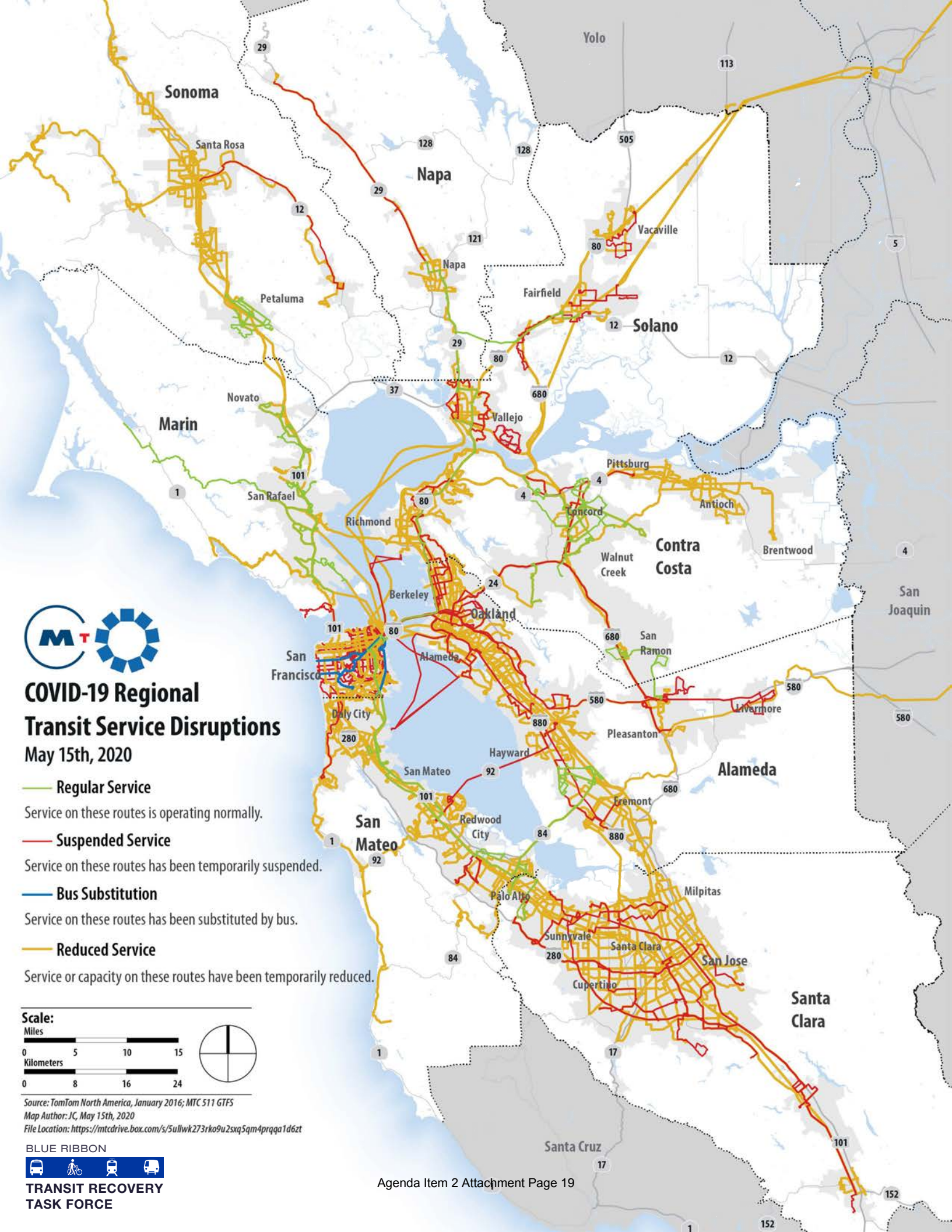
Transit Operator	Average Weekday Ridership % Decrease (estimated as of April 22, 2020)	Status of Operations/Service	Collecting Fares (yes/no)	Workforce Impacts
AC Transit	-83%	<p><u>Service:</u> Operating a modified service schedule in response to the COVID-19 pandemic. Although similar to the existing Sunday service, arrival times will differ from it.</p> <p><u>Hours of operation:</u> Monday - Sunday - 24 hours (varies by line)</p>	No	<p>Providing personal protective equipment (PPE) to all frontline staff. Face coverings are now required for all passengers and employees.</p> <p>Passengers boarding through rear doors on buses. Passenger limits on buses are as follows: (30ft: 6 passengers, 40ft: 10 passengers, 60ft articulated: 16 passengers, Double-decker: 24 passengers)</p> <p>No furloughs are planned.</p>
BART	-92%	<p><u>Service:</u> Weekday service is running every 30 minutes systemwide all day between 5:00 AM and 9:00 PM with 3-line service beginning earlier in the evening. Single tracking will take place in San Francisco starting at around 8:00 PM. The extra commute trains that run during the AM and PM commute on the Yellow (Antioch-SFO) line have been suspended.</p> <p><u>Hours of operation:</u> Monday - Friday - 5:00 am - 9:00 pm; Saturday - Sunday - 8:00 am - 9:00 pm</p>	Yes	<p>Providing personal protective equipment (PPE) to all frontline staff. Face coverings are now required for all passengers and employees.</p> <p>Have not changed capacity limitations and still running 10 car trains. As ridership increases, will look further into capacity restrictions to maintain social distancing.</p> <p>No staffing shortages or furloughs planned.</p>
Caltrain	-98%	<p><u>Service:</u> Caltrain is running a modified weekday schedule operating 42 trains per day, rather than the usual 92. Trains will make all local weekday stops between San Jose and San Francisco every 30-60 minutes, depending on time of day. Caltrain will continue operating two Gilroy service trains during the morning and afternoon peak commute. Limited and Baby Bullet service will be suspended until further notice. Weekend service will operate normally.</p> <p><u>Hours of operation:</u> Monday - Friday - 4:30 am - 1:40 am; Saturday - 7:00 am - 10:30 pm; Sunday - 8:00 am - 10:00 pm</p>	Yes	<p>Providing personal protective equipment (PPE) to all frontline staff. Face coverings are now required for all passengers and employees.</p> <p>Furloughing train crews on service that has been cut.</p> <p>Ridership on Caltrain is so low, it is easy to keep 6+ feet apart. Therefore, there are no publicly listed specific caps on passengers.</p>

**Bay Area Transit Operator Status**  
*As of May 22, 2020*

Transit Operator	Average Weekday Ridership % Decrease (estimated as of April 22, 2020)	Status of Operations/Service	Collecting Fares (yes/no)	Workforce Impacts
Golden Gate Transit + Ferry	Bus: -85% Ferry: -96%	<u>Service:</u> Bus: Operating a reduced service on most routes. Permitting local bus rides within San Francisco in an effort to help SFMTA; Ferry: Operating reduced service on all ferry routes, suspended weekend and Chase Center/Oracle Park ferry service. Have restored service on several routes since beginning of May.  <u>Hours of operation:</u> Monday - Sunday - 4:00 am - 12:00 am	Yes	Providing personal protective equipment (PPE) to all frontline staff. Face coverings are now required for all passengers and employees.  The staffing shortage of bus operators have improved but there remains a shortage on the ferry system. This is not significantly impacting operations due to the reduced ferry service.
SF Bay Ferry/WETA	-85%	<u>Service:</u> Operating very limited service to Oakland/Alameda and Vallejo. Alameda Harbor Bay, Richmond, and South SF service suspended. No weekend service.  <u>Hours of operation:</u> Monday - Friday - 6:00 am - 7:00 pm; Saturday - Sunday - Closed	Yes	Providing personal protective equipment (PPE) to all frontline staff. Face coverings are now required for all passengers and employees.  Staff are wiping down every seat used by a passenger after each use and fogging each boat daily.  Have limited capacity to 25% on vessels but ridership is so low it is not an issue.  Have committed to keep contractors whole until the end of the fiscal year.
SFMTA	-83%	<u>Service:</u> All rail service suspended. Bus service has increased on May 16th. Using a phased approach, the SFMTA is developing service plans in response to anticipated demand changes as San Francisco gradually comes out of the shelter-in-place order.  <u>Hours of operation:</u> Regular service - 5:00 am - 10:00 pm; Owl service - 10:00 pm - 5:00 am	Yes	Providing personal protective equipment (PPE) to all frontline staff. Face coverings are now required for all passengers and employees.  Passengers boarding through rear doors on buses.  To minimize risk to operators and to promote social distancing among riders on our most heavily used routes, the frequency of service has been improved to under 10 minutes.
SamTrans	-75%	<u>Service:</u> Implemented a modified schedule with service reductions on 31 routes. Most routes are operating on their Saturday schedules during the weekday. Weekend service is unchanged.  <u>Hours of operation:</u> Regular service - 4:00 am - 12:00 am; Owl service - 12:00 am - 4:00 am	No	Providing personal protective equipment (PPE) to all frontline staff. Face coverings are now required for all passengers and employees.  Passengers boarding through rear doors on buses.  To ensure social distancing, SamTrans will be monitoring ridership levels route-by-route, and will make adjustments as needed. The passenger cap for our 60-foot articulated buses is 10 passengers and 40-foot buses have a cap of 6 passengers.

**Bay Area Transit Operator Status**  
*As of May 22, 2020*

Transit Operator	Average Weekday Ridership % Decrease (estimated as of April 22, 2020)	Status of Operations/Service	Collecting Fares (yes/no)	Workforce Impacts
VTA	Bus: -76% Light Rail: - 87%	<p><u>Service:</u> Bus: Operating a reduced service, with 14 lines and school service suspended. Light rail: Trains operate every 30 minutes.</p> <p><u>Hours of operation:</u> Bus: Monday - Sunday - 5:00 am - 9:00 pm; Light rail: Monday - Friday - 6:00 am - 6:00 pm; Saturday - Sunday - Closed</p>	No	<p>Providing personal protective equipment (PPE) to all frontline staff. Face coverings are now required for all passengers and employees.</p> <p>Vehicles and facilities are disinfected daily.</p> <p>Passengers boarding through rear doors on buses.</p>
Small/Medium Transit Operators	<p>Average weekday ridership has declined between -70% and -98%.</p> <p>Ridership declines have been greatest on services focused on peak commute trips and the least on services targeted to lifeline riders.</p>	<p>Most operators have reduced service significantly with many operating a modified weekend schedule every day.</p> <p>Operators like NVTA and Santa Rosa CityBus have suspended some fixed route service and replaced it with on-demand app or telephone based dial-a-ride service</p> <p>SMART has suspended weekend service.</p> <p>Numerous operators are providing meals on wheels deliveries and assisting with transporting unhoused people to hotels.</p>	Fare collection suspended for most, but not all, bus operators.	<p>Providing personal protective equipment (PPE) to all frontline staff.</p> <p>Several operators including SolTrans and WestCAT are regularly fogging their buses to disinfect them.</p> <p>Passengers boarding through rear doors on buses when possible. Passenger capacity limitations are in place at some agencies.</p> <p>Passengers are not required to wear face coverings on all systems, but it is generally recommended.</p>



# COVID-19 Regional Transit Service Disruptions

## May 15th, 2020

### Regular Service

Service on these routes is operating normally.

### Suspended Service

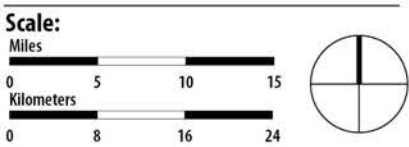
Service on these routes has been temporarily suspended.

### Bus Substitution

Service on these routes has been substituted by bus.

### Reduced Service

Service or capacity on these routes have been temporarily reduced.



Source: TomTom North America, January 2016; MTC S11 GTFS  
 Map Author: JC, May 15th, 2020  
 File Location: <https://mtdrive.box.com/s/5ullwk273rko9u2sq5qm4prqqa1d6zt>





## February - April Monthly Ridership, Comparison of 2020 to 2019



**Region-wide Ridership**  
 March: -42%  
 April: -87%

\*April 2020 ridership data is estimated, and will be updated when actual data available from operator.

■ 2019 ■ 2020

Source: 2020 NTD Monthly Ridership Reports Raw Data and Operator self-reported April 2020 ridership.

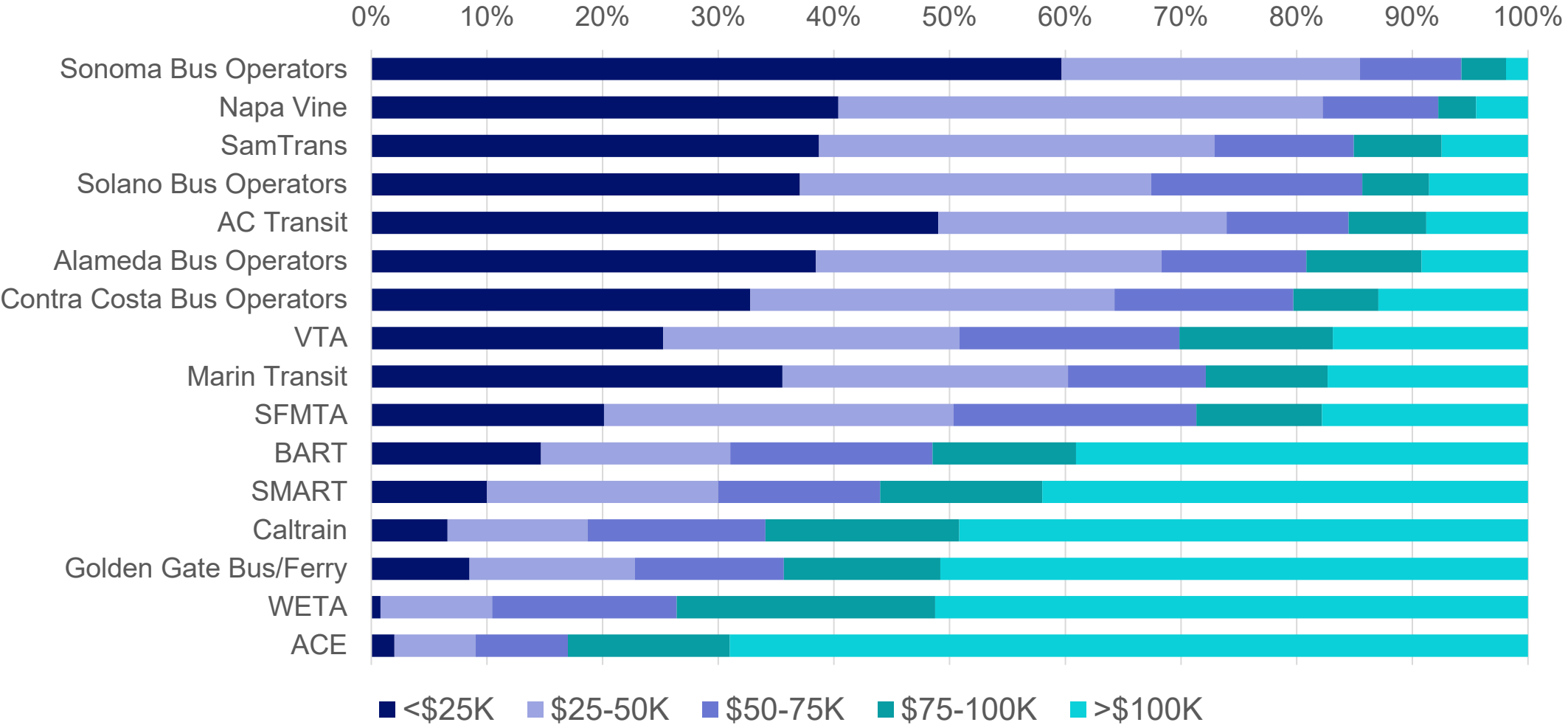


## **Transit Ridership Demographics from Plan Bay Area 2050**

The following charts summarize household income and race/ethnicity characteristics of transit riders who used Bay Area transit between 2012 and 2017. It is important to note that the charts show the percentage of riders with particular household income and race/ethnicity characteristics; these percentages can be applied to pre-pandemic ridership counts to estimate the number of riders within each income or race/ethnicity category.

This information was collected from on-board surveys of riders conducted as part of the Regional Onboard Survey Program managed by MTC. Data is collected from approximately five percent of passengers riding the Bay Area's buses, trains, and ferries. Survey data collected from passengers includes trip location information, connecting transportation modes from origins and to destinations, fare payment information, and demographic characteristics of riders and their households. Survey data is collected from transit operators on a rolling basis, with surveys conducted for a few operators every year and a full survey cycle completed every five to seven years. The first data collection cycle was completed in 2017. The data collected from the transit passenger survey are used to support federal Title VI equity reporting requirements for transit riders, to refine regional analytical planning tools, and to perform other MTC transit passenger and equity analyses.

# Transit Ridership by Household Income: *varies by mode and transit operator*





# Transit Ridership by Race/Ethnicity: *also varies significantly*

