



MARIN COUNTY TRANSIT DISTRICT BOARD OF DIRECTORS

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Webinar ID: 879 7268 3373

Monday, September 14, 2020

In compliance with local and state shelter-in-place orders, and as allowed by Governor Newsom's Executive Order N-29-20, until further notice the Marin County Transit District meetings will not be providing an in-person meeting location for the public to attend. Members of the Board of Directors and staff may participate in this meeting electronically or via teleconference. Members of the public are encouraged to participate remotely as described below.

How to watch the meeting:

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Webinar ID: 879 7268 3373

Teleconference: Members of the public wishing to participate via teleconference, can do so by dialing in to the following number at **9:30 A.M. September 14, 2020: +1 669 900 6833**; Access Code: **879 7268 3373**.

How to provide comment on agenda items:

- To provide written public comment prior to or during the meeting, please email info@marintransit.org (if intended to be read aloud as public comment, please state "Public Comment" in subject line). Please email your comments no later than **8:30 A.M. Monday, September 14, 2020** to facilitate timely distribution to the Board of Directors. Please include the agenda item number you are addressing and include your name and address. Your comments will be forwarded to the Board of Directors and will be placed into the public record.
- During the meeting (only): Use the comment form available at <https://www.marintransit.org/meetings> to submit your meeting-related comments on this agenda. Your comments will become part of the public record.
- During the meeting (only): Ensure that you are in a quiet environment with no background noise (traffic, children, pets, etc.) To raise your hand on Zoom press ***9** and wait to be called upon by the President or the Clerk to speak. You will be notified that your device has been unmuted when it is your turn to speak. You will be warned prior to your allotted time being over. Your comments will also become part of the public record.



MARIN COUNTY TRANSIT DISTRICT BOARD OF DIRECTORS

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AGENDA

Monday, September 14, 2020

9:30 a.m. Convene as the Marin County Transit District Board of Directors

1. Open Time for Public Expression (limited to three minutes per speaker on items not on the Transit District's agenda)
2. Board of Directors' Matters
3. General Manager's Report
 - a. General Manager's Oral Report
 - b. Monthly Monitoring Report for June
4. Consent Calendar
 - a. Minutes for August 3, 2020
 - b. Marin Transit Quarterly Performance Report for the Fourth Quarter of FY 2019/20
 - c. Set Public Hearing on Marin Transit's Participation in Region's Clipper START Program

Recommended Action: Approve.
5. Fifth Amendment to Agreement with Marin Senior Coordinating Council for Operation and Maintenance of Paratransit and Demand Response Services

Recommended Action: Authorize General Manager to execute a fifth amendment to the contract with Marin Senior Coordinating Council dba Whistlestop Wheels (recently re-named Vivalon) for operation and maintenance of paratransit and demand response services to 1) Extend the reimbursement period for added costs associated with cleaning due to COVID-19; and 2) Extend the minimum level of compensation for drivers (variable/billable hours) until September 30, 2020.

(Continued)

6. First Amendment to Agreement with Golden Gate Bridge, Highway and Transportation District for Paratransit Services

Recommended Action: Authorize General Manager to negotiate and execute the first amendment to the contract with Golden Gate Bridge, Highway and Transportation District (GGBHTD) for the contract oversight of paratransit services. This amendment will reimburse Marin Transit for unoperated service compensation paid to Whistlestop Wheels from the period of July 1, 2020 through September 30, 2020 and the added cleaning fees between July 1, 2020 and June 30, 2021.

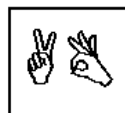
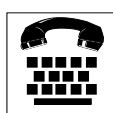
7. Marin Transit Financial Status Update

Recommended Action: Information only.

8. Adopt Resolution 2020-05 to Endorse Riding Together: Bay Area Healthy Transit Plan

Recommended Action: Adopt Resolution 2020-05 endorsing the Riding Together: Bay Area Healthy Transit Plan and direct staff to report the required monthly metrics to the Metropolitan Transportation Commission and your Board.

Adjourn



All Marin Transit public meetings are conducted in accessible locations. Copies of documents are available in accessible formats upon request. If you require Translation Assistance, American Sign Language Interpreters, Assistive Listening Devices or other accommodations to participate in this meeting, you may request them by calling (415) 226-0855 (voice) or contact the California Relay Service by dialing 711 to connect to the telephone listed above. **Requests must be received no less than five working days prior to the meeting to help ensure availability.** For additional information, visit our website at <http://www.marintransit.org>

Late agenda material can be inspected in the office of Marin Transit, between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday. The office is located at 711 Grand Avenue, Suite 110, San Rafael, CA 94901.

Todas las reuniones públicas de Marin Transit se llevan a cabo en lugares accesibles. Están disponibles copias de los documentos en formatos accesibles, a solicitud. Si usted requiere ayuda con la traducción, intérpretes de Lenguaje Americano de Señas, dispositivos de ayuda auditiva, u otras adaptaciones para participar en esta reunión,

puede solicitarlas llamando al (415) 226-0855 (voz) o comunicarse con el Servicio California Relay marcando al 711 para conectarse al número de teléfono mencionado.

Las solicitudes deben recibirse a más tardar cinco días laborables antes de la reunión para ayudar a asegurar la disponibilidad. Para obtener información adicional, visite nuestro sitio web en <http://www.marintransit.org>

Material de agenda de última hora puede ser inspeccionado en la oficina de Marin Transit, entre las horas de 8:00 am y 5:00 pm. La oficina está ubicada en 711 Grand Avenue, Suite 110, San Rafael, CA 94901.



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marintransit.org

September 14, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: General Manager Report – Monthly Report: June 2020

Dear Board Members:

board of directors

dennis rodoni
president
supervisor district 4

kate colin
vice president
city of san rafael

judy arnold
2nd vice president
supervisor district 5

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

RECOMMENDATION: This is a recurring information item.

SUMMARY: The attached monthly report provides an overview of Marin Transit operations for the monthly period ending June 30, 2020. The monthly reports summarize statistics on the performance of Marin Transit services and customer comments.

Overall ridership in June 2020 decreased by 61.7 percent compared to June 2019. Ridership on fixed-route services significantly decreased at 61.3 percent from the same month last year. Ridership on Marin Access services decreased by 70.5 percent. June 2020 was the fourth month of ridership affected by the ongoing COVID-19 global pandemic.

Additional detailed analyses of system performance and trends are provided in separate quarterly and annual reports, including route-level statistics and financials. These reports are available on the District's website at <http://marintransit.org/monitoringreports.html>.

FISCAL/STAFFING IMPACT: None associated with this report.

Respectfully submitted,

Nancy Whelan
General Manager

Attachments



Month: June 2020								
Category	Program							Total
	Fixed-Route Local	Fixed-Route Shuttle	Stagecoach & Muir Woods	Supplemental & Yellow Bus	Demand Response	Mobility Management	Systemwide	
Commendation	0	0	0	0	0	1	0	1
Service Delivery Complaint	9	9	3	0	0	0	0	21
Accessibility	0	0	0	0	0	0	0	0
Driver Conduct Complaint	2	2	2	0	0	0	0	6
Driving Complaint	2	4	1	0	0	0	0	7
Early Trip	0	0	0	0	0	0	0	0
Equipment Issue	0	0	0	0	0	0	0	0
Farebox	0	0	0	0	0	0	0	0
Late Trip	0	1	0	0	0	0	0	1
Missed Connection	0	0	0	0	0	0	0	0
Missed Trip	0	0	0	0	0	0	0	0
No-Show	0	0	0	0	0	0	0	0
Off-Route	0	0	0	0	0	0	0	0
Pass-Up Complaint	5	2	0	0	0	0	0	7
Service Structure Complaint	0	0	0	1	0	1	0	2
Bus Stop Improvement Request	0	0	0	0	0	0	0	0
Fares	0	0	0	0	0	0	0	0
Other Complaint	0	0	0	0	0	1	0	1
Scheduling Complaint	0	0	0	0	0	0	0	0
Service Improvement Suggestion	0	0	0	1	0	0	0	1
Safety Complaint	0	0	0	0	0	0	0	0

Total Service Hours	10,025	3,551	1,365	-	1,939	-	17,906	17,906
Commendations per 1,000 Hours	0.0	0.0	0.0	-	0.0	-	0.0	0.1
Complaints per 1,000 Hours	0.9	2.5	2.2	-	0.0	-	0.0	1.3

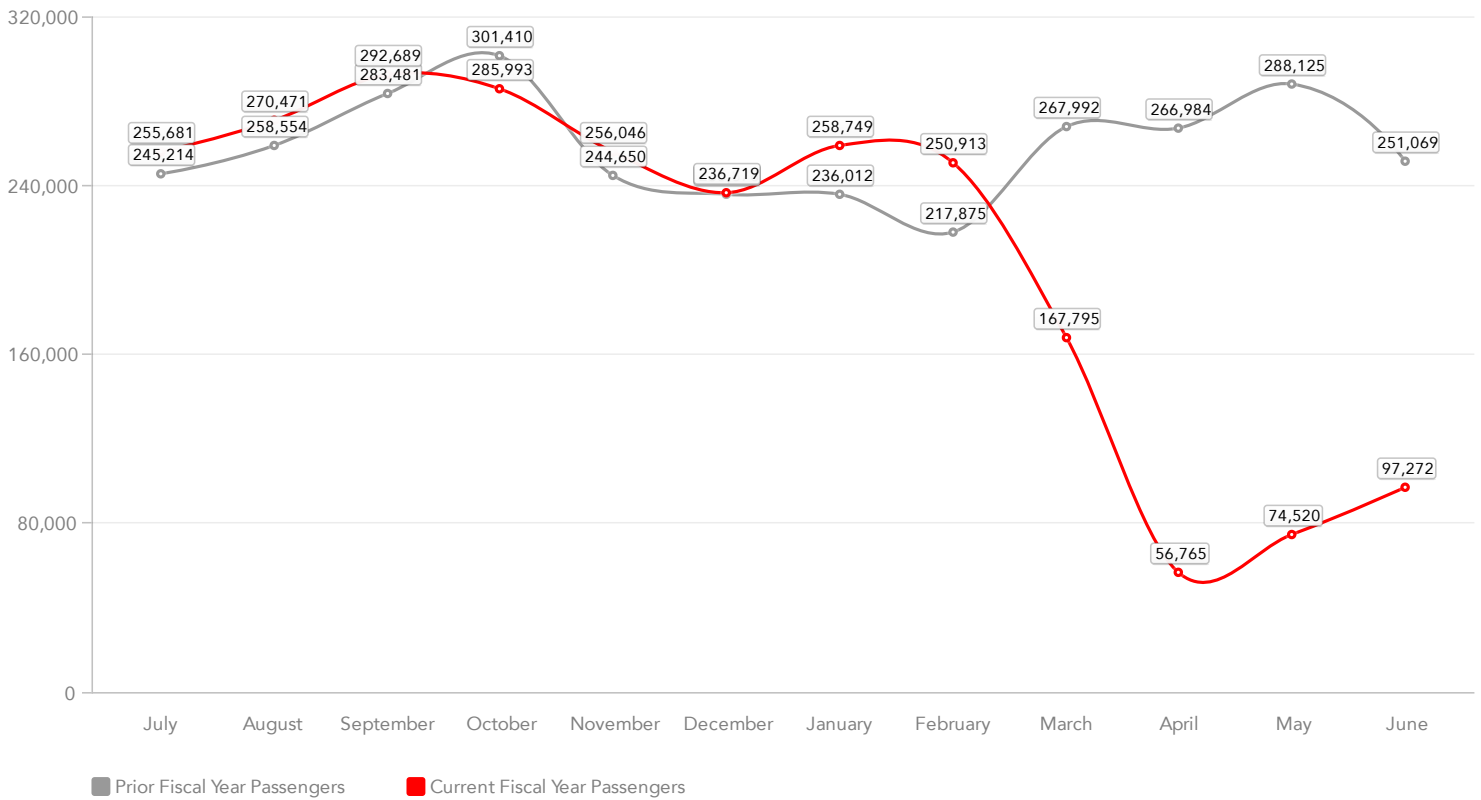
Total Passengers	80,509	12,427	4,336	-	2,805	1,207	101,284	101,284
Commendations per 1,000 Passenger	0.0	0.0	0.0	-	0.0	0.8	0.0	0.0
Complaints per 1,000 Passengers	0.1	0.7	0.7	-	0.0	0.8	0.0	0.2

FISCAL YEAR

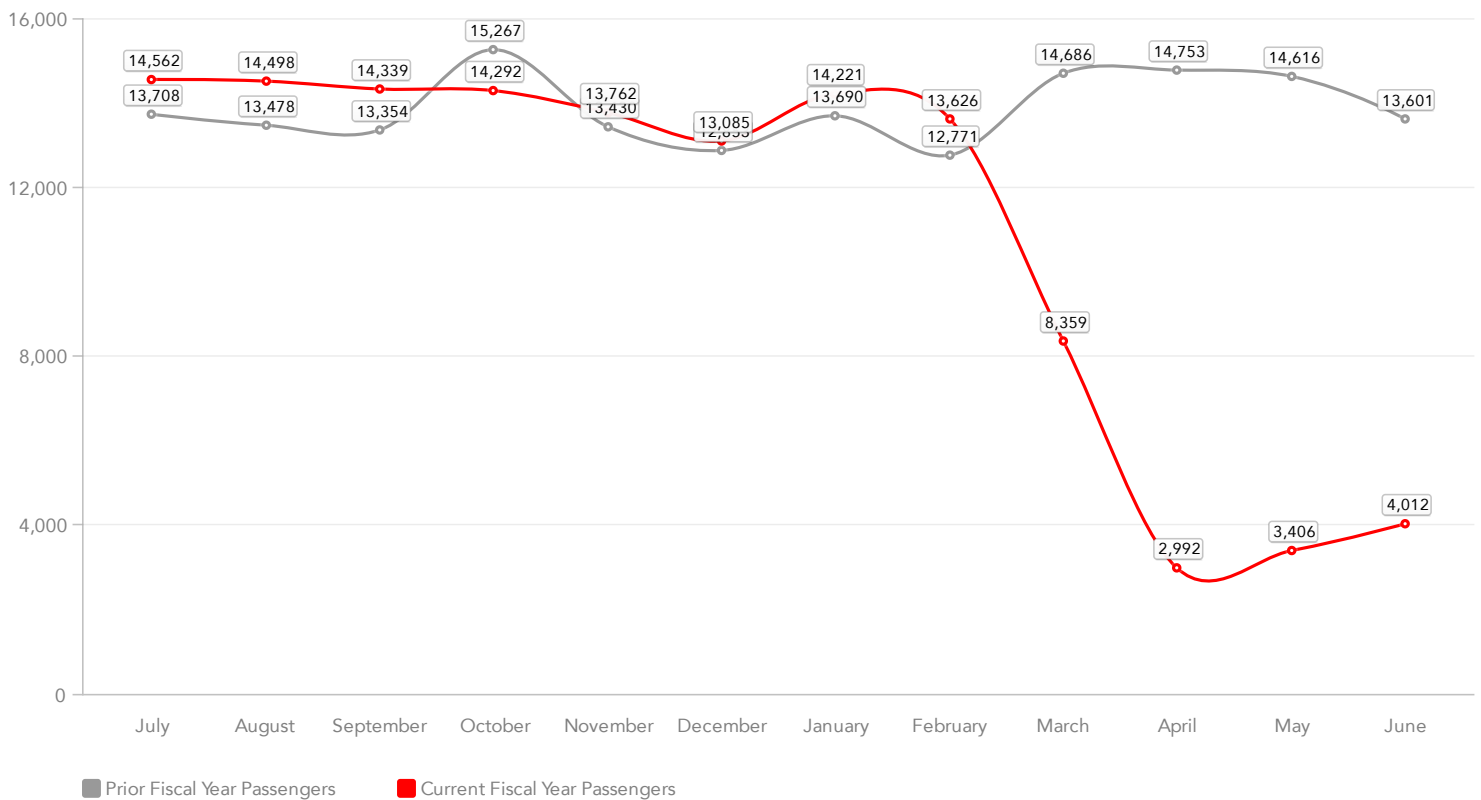
2020

Year-to-Date Ridership Trends

Fixed-Route Passengers (incl. Yellow Bus) by Month



Demand Response Passengers by Month

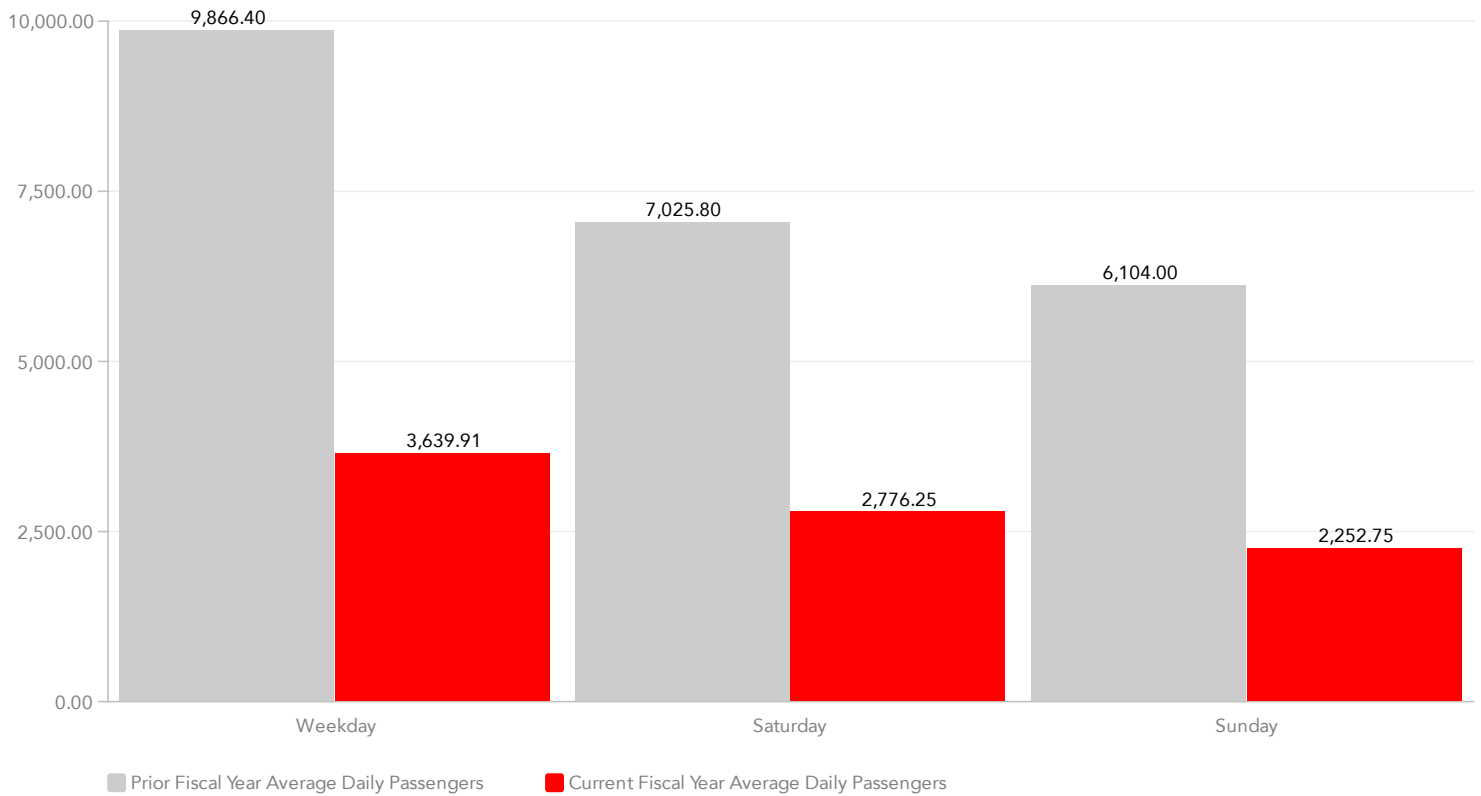


Monthly Statistics

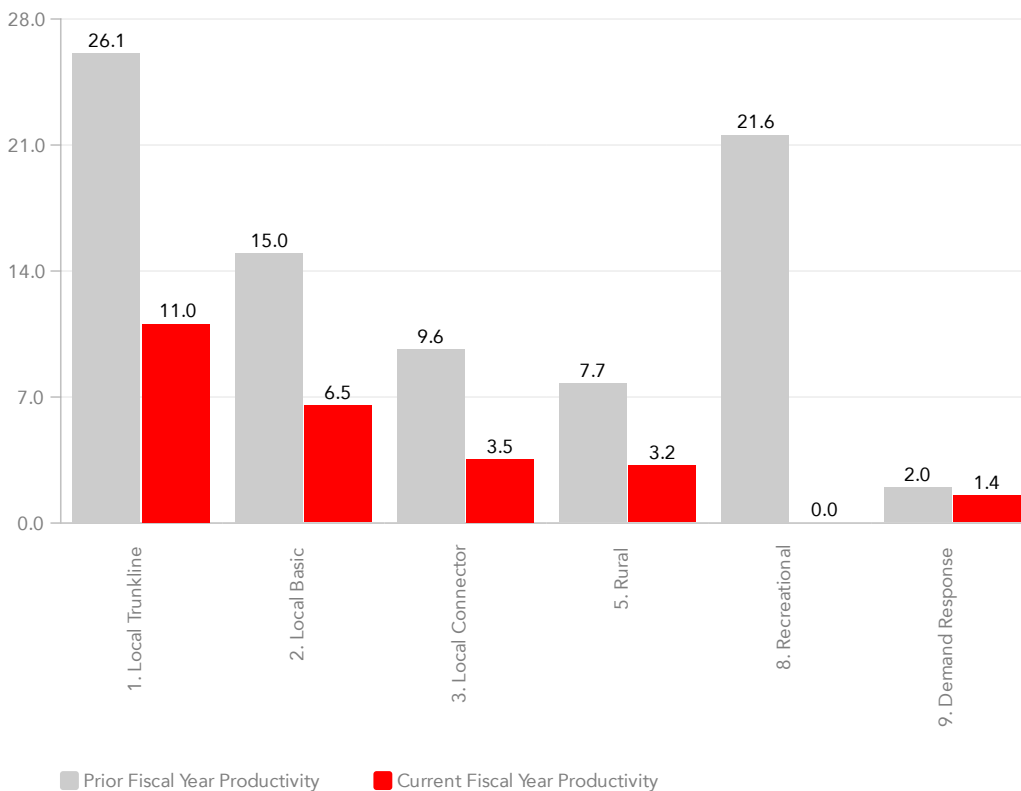
MONTH

June

Average Systemwide Daily Passengers



Productivity (pax/hr) by Typology



Route Typologies

1. Local Trunkline:
Routes 35, 36, 71X
2. Local Basic:
Routes 17, 22, 23, 23X, 29, 49
3. Local Connector:
Routes 219, 228, 233, 245, 251, 257
5. Rural:
Routes 61, 68
8. Recreational:
Routes 66/66F
9. Demand Response:
Local Paratransit, Novato Dial-A-Ride,
Rural Dial-A-Ride

REGULAR MEETING OF THE MARIN COUNTY TRANSIT DISTRICT BOARD OF DIRECTORS

Held Monday, August 3, 2020 at 10:00 A.M.

Roll Call

Present: Vice President Colin, Second Vice President Arnold, Director Connolly, Director Lucan, Director Rice, Director Sears

Absent: President Rodoni, Director Colbert

In compliance with local and state shelter-in-place orders, and as allowed by Governor Newsom's Executive Order N-29-20, until further notice the Marin County Transit District meetings will not be providing an in-person meeting location for the public to attend. Members of the public are encouraged to participate remotely via Zoom.

Vice President Colin opened the meeting at 10:00 A.M.

1. [Open Time for Public Expression \(limited to three minutes per speaker on items not on the Transit District's agenda\)](#)

Vice President Colin asked if any member of the public wished to speak. Seeing none she called for Board of Directors' Matters.

2. [Board of Directors' Matters](#)

Vice President Colin asked if any member of the Board wished to speak. Seeing none she called for the General Manager's Report.

3. [General Manager's Report](#)

[Staff Report](#)

- a. [General Manager's Oral Report](#)
- b. [Monthly Monitoring Report for May](#)

General Manager Nancy Whelan provided an update on the added safety precautions implemented at the Marin Transit administrative offices. Staff have developed a Return to Work Action Plan (Action Plan) to implement a clean and safe work environment. The Action Plan calls for training all employees on how to prevent the spread of COVID-19. The plan provides control measures for screening, enhanced cleaning and disinfecting protocols, and guidelines for physical distancing within the office. Staff will begin to return to the office once Marin County has been removed from the State's watch list.

Overall, May 2020 ridership decreased by 74.5 percent compared to May 2019. Ridership on fixed-route services decreased significantly by 72.9 percent.

Ridership on Marin Access services decreased by 74.5 percent. Due to school closures throughout the entire month, yellow bus services did not operate. May 2020 was the third month of ridership affected by the ongoing COVID-19 global pandemic.

Director Rice noted that prior to COVID-19 fixed route service in February had an increase in ridership over the previous year. Ms. Whelan confirmed ridership was trending upward compared to prior years. Ms. Rice asked how the District's performance compares to peer agencies. Ms. Whelan replied that the District is ahead of peer agencies that mostly serve commuter trips including SMART, Caltrain, and the Golden Gate Ferry. Peer agencies that are all-bus operators indicate slight increases in ridership.

4. [Consent Calendar](#)
 - a. [Minutes for June 1, 2020 and July 1, 2020](#)
 - b. [Authorizing Resolution and Project List for Cycle 6 Lifeline Funds](#)
 - c. [Fourth Amendment to Agreement with MV Public Transportation, Inc. for Operation and Maintenance of Rural and Supplemental Services](#)
 - d. [Second Amendment to Agreement with Golden Gate Bridge, Highway and Transportation District for Operation and Maintenance of Local Fixed Route Bus Services](#)

Recommended Action: Approve.

M/s: Vice President Arnold – Director Lucan

Ayes: Vice President Colin, Second Vice President Arnold, Director Connolly, Director Lucan, Director Rice, Director Sears

Noes: None

Absent: President Rodoni, Director Colbert

5. [Update on COVID-19 Ridership Trends](#)
[Staff Report](#)

Director of Operations and Planning Robert Betts outlined a three-stage timeline to organize efforts and outline challenges. These stages are defined as Response, Recovery, and Rebuilding.

The Response stage required the District to work closely with its contractors to respond to the changing environment of operations and safety/cleaning based on guidance from the Center for Disease Control and Prevention and the Marin County Department of Public Health. The Recovery stage is ongoing and consists of new practices and procedures that the District has largely

implemented. In the Recovery stage, efforts are still needed to plan for and implement measures to attract riders back to system with confidence that services will be reliable and safe. The end of the Recovery stage will lead to the Rebuilding stage. In this final stage, the District will determine how to meet future rider needs while maintaining sustainable service levels based on available funding.

Since Marin County issued the Shelter-In-Place order, ridership trends show a steep decrease during the Response stage and a slow rise in the Recovery stage. Ridership has slowly returned to the system. At the same time, physical distancing guidance requires capacity limits on the number of riders per vehicle. This has led to daily incidents of riders not being able to board their desired bus.

The District is developing a plan to address overcrowding and pass-up issues that result from this physical distancing. The plan includes preparing for a continued return of ridership and the start of in-class academic instruction. To ensure adequate service capacity, the plan will likely require a significant investment in additional service to meet ridership demands due to reduced vehicle capacity.

Second Vice President Arnold asked if there have been discussions with Golden Gate Bridge Highway and Transportation District regarding response to ridership trends under current circumstances. Mr. Betts replied that staff discusses pass-up activity and service adjustments weekly with peer agencies and our contractors.

Vice President Colin asked about advocacy to increase capacity on vehicles. General Manager Nancy Whelan shared the advocacy efforts of peer agencies. She noted that the Marin Recovers transportation group is holding discussions on the latest information on increasing ridership with the goal of collaborating with Marin County's Public Health Officer after the County is removed from the State's watch list. Staff will return to the Board with information regarding any changes to the guidance and actions for the Board to take regarding increasing ridership.

Kevin Carroll of Marin Checker Taxi asked for more information regarding the July 17 increase in ridership. Mr. Betts noted a large group of approximately 20 passengers accounts for the increase on that day.

Vice President Colin requested that staff provide context for the Board regarding ridership irregularities in the future.

Recommended Action: Information only.

6. [Recommendations for Temporary Changes to Supplemental Service](#)

[Staff Report](#)

Director of Operations and Planning Robert Betts outlined the proposed plan for Supplemental route changes for Fall 2020 organized into two phases:

Phase 1: Increase service to meet current demand and reduce overcrowding. Staff propose implementing these changes on August 10, 2020 and operating as needed until the end of December 2020; and Phase 2: Second increase of service to meet anticipated demands from the possible return of in-class instruction for K-12 students. Timing of implementation of these services will be based on school-specific calendars and a decision to return to in-class instruction. Routes may not all start on the same date. They may not operate if schools decide to maintain distanced learning or they may change operations if ridership demand does not exceed capacity.

Staff will develop school service schedules and span of service based on a combination of capacity needs (ridership peaks) and academic bell schedules. Phase 1 will include operation of up to eight vehicles with an additional four vehicles operating in Phase 2. Staff will continue to monitor ridership trends and changes in vehicle capacity guidelines. Staff may make adjustments as needed to ensure resources are used effectively and efficiently. Staff expects this plan to remain in place until December 31, 2020 or until pass-ups are no longer an issue. Funding for this added service will come from Marin Transit's Phase 2 allocation of Federal CARES Act Section 5307 funds.

Staff will revisit these recommendations later this Fall to determine if additional modifications are needed and to formalize a plan for services after January 1, 2021. Staff will develop a more comprehensive service plan for March or June 2021 when they better understand financial impacts, ridership trends have steadied, and there is additional clarity regarding the impacts of the COVID-19 pandemic.

Director Rice asked for clarification of the term "supplemental." Mr. Betts clarified that when referring to school supplemental service, school will always be included. When staff uses supplemental without referencing schools, this refers to service that supplements the transit network. The proposed supplemental service would run Monday through Saturday with a schedule more similar to traditional fixed route services.

Director Connolly asked how the proposed supplemental service fits into the overall transit system and if it is intended to service passenger overflow at key stops. Mr. Betts replied that the proposed schedules are designed to target the stops and times that have pass-up activity. Director Connolly asked about the vehicles proposed to serve on supplemental routes. Mr. Betts replied that they will be 35-foot XHF buses. Director Connolly asked if there is capability in Phase 2 to respond to the possibility of the return of in-class instruction. Mr.

Betts confirmed that for budgeting purposes, Phase 2 assumes that in-class instruction will commence on September 8. This is the earliest possible date schools could resume in-class instruction.

Though there is a possibility of resumed in-class instruction, the District is suspending supplemental school routes 113, 117, 119, 139, and 154 through at least December 31st. Staff do not have confidence in the availability of bus resources to support student ridership demand on those routes. Staff are reallocating Supplemental resources to the support the basic route network where there is high demand for service.

Director Lucan asked if the Board can grant authorization to the General Manager to facilitate an even quicker response to changing conditions. Mr. Betts noted that staff requests the maximum amount of service hours possible based on current equipment to provide flexibility to deploy service as needed through December.

Director Lucan expressed support for granting the General Manager additional authority to expedite necessary changes as needed.

General Manager Nancy Whelan noted the Board previously granted her emergency authority to amend contracts as needed.

Mr. Betts noted that staff assumes that Muir Woods shuttle will be suspended until the end of the year. This is based on conversations with the National Parks Service regarding limited passenger capacity and park visitation levels.

Linda Jackson of the San Rafael School Board asked for more detail on conversations with Marin County School Boards regarding suspension of supplemental school routes 113, 117, 119, 139, and 154.

Mr. Betts responded that that in late June staff initiated a School Transportation Task Force in partnership with the Office of Education. The Task Force drafted guidelines for home to school transportation with input from Yellow School bus service operators, superintendents, and transportation coordinators. Staff held follow-up discussions with schools that may be impacted due to the suspension of the supplemental school routes. This included adjusting daily bell schedules to support transportation. These conversations are ongoing, as bell schedules are still in development.

Kevin Carroll of Marin Checker Taxi asked if there have been any discussions with the Blue and Gold Ferry regarding reinstating service. Mr. Betts replied that staff have not been in contact with Blue and Gold Ferry.

Recommended Action: Discuss and approve changes to Supplemental Services, and approve budget amendment 2021-03.

M/s: Director Rice – Director Sears

Ayes: Vice President Colin, Second Vice President Arnold, Director Connolly, Director Lucan, Director Rice, Director Sears

Noes: None

Absent: President Rodoni, Director Colbert

7. [Marin Transit COVID-19 Recovery Survey Results.](#)

[Staff Report](#)

Planning Manager Aida Banihashemi summarized the results of the COVID-19 Recovery Survey, which asked riders to respond to questions for each of three phases. These include prior to COVID-19, during the Shelter in Place (Response phase), and throughout the Recovery phase. A total of 608 respondents provided feedback through the online surveys. Staff will utilize the results to ensure that adjustments to operations and services are aligned with rider needs and concerns.

Linda Jackson from Marin Aging Action Initiative noted that one out of four transit riders receive transit information from printed materials or information on the bus. Ms. Jackson suggested that staff find other ways to keep riders informed regarding transit news and updates to safety measures.

Director Rice remarked on the importance of passenger surveys to receive feedback on communication effectiveness and the best ways keep everyone informed. This is especially important for regular or transit dependent riders. Ms. Rice expressed appreciation to staff for the surveys they have conducted.

Vice President Colin asked if staff will conduct follow-up surveys later this year. Ms. Banihashemi replied that staff will research alternative communication methods for improved outreach first and focus on surveying riders in areas with high levels of service.

Recommended Action: Information only.

8. [Update on COVID-19 Health and Safety Measures](#)

[Staff Report](#)

General Manager Nancy Whelan summarized the status of Marin Transit's health and safety measures to prevent the spread of coronavirus. These include mandatory face coverings, daily vehicle cleaning and sanitizing, improved ventilation and circulation, and physical distancing. The physical

distancing requirement poses significant challenges for public transit and will be discussed further at the September Board meeting.

Marin Transit is committed to continuously improving methods to keep riders, employees, and the public safe during this pandemic. Staff will continue to work with contractors, County public health, peer agencies, and the Metropolitan Transportation Commission to remain current in best practices, most effective measures, and partnering opportunities to deliver the safest possible transit service for the community.

Vice President Colin expressed appreciation to the General Manager for actively meeting with the General Managers of the Bay Area transit agencies and the MTC Blue Ribbon Transit Recovery Task Force. She reinforced the importance of sharing best practices, information resources, and supplies to address safety requirements. It is equally important to establishing common health and safety practices among Bay Area transit operators during the COVID-19 recovery.

Director Rice asked about farebox recovery during COVID and if a fare free option provides a solution for reduced contact while boarding. Ms. Whelan responded that staff estimates that farebox recovery has declined by 60 percent or \$172,000 per month. Staff are encouraging riders to use Clipper and Monthly Passes to improve boarding times and there is continued discussion regarding possible contactless fare payment solutions.

Director Rice emphasized the importance of reducing risk for transit users and staff and delivering services to support the most impacted riders during COVID.

Director Connolly noted the importance of continued work to improve safety measures and inform transit users of the safety measures the District has implemented.

Director Connolly asked about how Marin Transit is interacting with bus driver union representatives regarding safety issues. MTC has advised that unions engage local transit agencies directly. General Manager Nancy Whelan replied that she has met with one of the unions, though our contractors have a direct, ongoing relationship with their unions. These discussions continue to be informed by the evolving guidance from the Centers for Disease Control and Prevention.

Marin Transit has amended our operations contracts to ensure that operators have sufficient time to implement deeper, more frequent cleaning. The amendments also call for staff to ensure that bus operators continue to receive proper personal protective equipment. All buses are cleaned daily. On some routes, buses are cleaned multiple times per day depending on their availability. Deeper cleanings address low-touch areas such as ceilings and are conducted every three days. Transit agencies are working with county and

state public health officers regarding guidance on physical distancing requirements to increase the number of passengers on vehicles.

Recommended Action: Information only.

Adjourn President Rodoni adjourned the meeting at 11:35 A.M.

SINE DIE

ATTEST:

PRESIDENT

CLERK



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marintransit.org

September 14, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: Marin Transit Quarterly Performance Report for the Fourth Quarter of FY 2019/20

Dear Board Members:

board of directors

dennis rodoni
president
supervisor district 4

kate colin
vice president
city of san rafael

judy arnold
2nd vice president
supervisor district 5

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

RECOMMENDATION: Accept report.

SUMMARY:

As part of the District's service monitoring, staff prepares a quarterly performance report alongside the quarterly financial report. Attached is the report for the fourth quarter of FY 2019/20.

The quarterly report provides route-level statistics and performance measures with financial data and an in-depth analysis of trends. The report discusses the impact of any relevant external factors such as service changes.

Additional detailed analyses of system performance and trends are provided in an annual system performance report. This report is available on the District's website at <https://marintransit.org/service-performance-reports> in addition to the monthly reports.

FISCAL/STAFFING IMPACT: None associated with this report.

Respectfully submitted,

Aida Banihashemi
Planning Manager

Attachments

Quarterly Performance Report for FY 2019/20 Q4

This report summarizes the operational performance of Marin Transit services for the fourth quarter of FY 2019/20 from April 1, 2020 through June 30, 2020. The Quarterly Performance Report provides detailed route-level statistics, analyzes trends, and evaluates performance measures established under Measure A and Measure AA.

Report Format

The data presented in this report is generated directly from TransTrack, Marin Transit's data management system. TransTrack enables Marin Transit to consolidate and analyze all operational data from the District's transit programs and contractors as one system. In December 2016, the District upgraded the system to provide a new tool to create custom reports including this Quarterly Performance Report. The new report captures all costs associated with service operations and is not limited to contractor costs. This reporting format most accurately represents the District's actual costs of providing service.

Route performance is presented relative to Marin Transit's typology-based targets. The Board updated the targets on April 2, 2018, as part of a larger performance monitoring plan update. These typology-based targets aim to match routes and service levels to the markets they are intended to serve. All performance and financial data are consistent with the District's reporting for the National Transit Database.

Performance Goals

Performance goals at the route level are measured in both productivity (unlinked passengers per hour and per trip) and cost-effectiveness (subsidy per unlinked passenger trip). **Table 1** below summarizes route level performance goals by typology. Note that there are currently no productivity or cost-effectiveness goals identified for the Yellow Bus or Partnership service typologies.

Table 1: Productivity and Subsidy Goals by Service Typology

Service Typology	Routes	Unlinked Passenger Trips per Hour (at or above)	Subsidy per Passenger Trip (at or below)
Local Trunkline	35, 36, 71x	20	\$4.50
Regular Local	17, 22, 23, 23X, 29, 49	18	\$6.50
Local Connector	219, 228, 233, 245, 251, 257	8	\$9.00
Supplemental	113, 115, 117, 119, 125, 139, 145, 149, 151, 154	20 per trip	\$3.00
Rural	61, 68	6	\$12.00
Recreational	66 (Muir Woods Shuttle)	25	\$3.00
Demand Response	Local DAR, Novato DAR, Dillon Beach/Tomales DAR, Point Reyes DAR	2	\$35.00

Performance Summary

In the fourth quarter of FY 2019/20, Marin Transit carried 238,970 passengers systemwide. This represents a decrease of 71.9% in ridership compared to the fourth quarter of the previous fiscal year. On fixed-route transit services including Yellow School Bus, Marin Transit carried 228,560 riders. This is a 71.6% decrease from the last fiscal year. Marin Access services carried 10,410 trips on demand response and mobility management programs, a decrease of 75.8% compared to last fiscal year. The tables at the end of this report provide a breakdown of all route-level statistics.

Local Trunkline (Routes 35, 36, and 71x)

In the fourth quarter of FY 2019/20, Local Trunkline services carried 102,470 passengers. This is a 65.2% decrease compared to the fourth quarter of the previous fiscal year. No routes met the productivity target of 20 passengers per hour or the \$4.50 per passenger subsidy target.

Local Basic (Routes 17, 22, 23, 23x, 29, and 49)

Local Basic services carried a total of 80,538 passengers during the fourth quarter of this fiscal year, a decrease of 67.7% compared to last fiscal year. No routes met the subsidy target of \$6.50 per passenger or the performance target of 18 passengers per hour.

Local Connector (Routes 219, 228, 233, 245, 251, and 257)

During the fourth quarter of the fiscal year, Local Connector services carried 29,957 total passengers. This is 71.4% less than the previous year. No routes met the productivity target of 8 passengers per hour or the subsidy target of \$9.00 per passenger.

Supplemental (Routes 113, 115, 117, 119, 125, 139, 145, 149, 151, and 154)

Supplemental school services were suspended due to the COVID-19 pandemic Shelter in Place order and school closures, and carried no passengers during the fourth quarter of FY 2019/20.

Supplemental Backup Service (Routes 400 COVID and 600 COVID)

The District created two new supplemental routes to provide backup services in the Canal corridor and serve Highway 101 bus pads to alleviate limits on the number of passengers on a bus, related to the COVID-19 pandemic. This backup service went into effect the last weekend of May and carried 5,613 passengers throughout the fourth quarter. There are no performance targets established for this service.

Rural (West Marin Stagecoach Routes 61 and 68)

In the fourth quarter of the fiscal year, the two Stagecoach routes carried 9,979 passengers total. This is a 68% decrease from the prior year. Neither route met the subsidy goal of \$12.00 per passenger or productivity goal of 6 passengers per hour.

Partnership Services (Route 122 – College of Marin Express)

Route 122 were suspended due to the COVID-19 pandemic, and did not operate during the fourth quarter of FY 2019/20.

Yellow Bus

Ross Valley School District yellow bus service was suspended due to the COVID-19 pandemic Shelter in Place order and school closures.

Recreational (Route 66-Muir Woods Shuttle)

The Muir Woods Shuttle service has been suspended since March 16, 2020 due the COVID-19 pandemic and did not operate during the fourth quarter of FY 2019/20.

Marin Access

Mobility Management programs offered by Marin Access include demand response services, Catch-A-Ride, and Volunteer Driver programs.

In the fourth quarter of FY 2019/20, local paratransit carried 5,879 passengers. The service productivity average of 1.7 passengers per hour did not meet the 2.0 standard. The number of passengers represents an 80.9% decrease in ridership compared to the prior fiscal year. The service did not meet the subsidy target of \$35.00 per passenger.

The Novato Dial-a-Ride service carried 506 passengers and fell short of its 2.0 productivity standard at 1.9 passengers per hour. Ridership was 62% lower than in the previous fiscal year. The service did not meet the subsidy target of \$35.00 per passenger.

The Dillon Beach/Tomales Dial-a-Ride provides curb-to-curb pick-up and drop-off between Dillon Beach, Tomales, and Petaluma, and operates on Wednesdays only. During the fourth quarter of the fiscal year, the service carried 68 passengers, a 24.4% decrease compared to last year. The service productivity average of 1.0 passengers per hour did not meet the 2.0 target, and the service did not meet its subsidy target of less than \$35.00 per passenger.

In July 2016, Marin Transit added a new general public dial-a-ride service between Point Reyes Station and Novato. The service runs twice per month on the first and fourth Monday. In the fourth quarter of the fiscal year, the service carried 34 passengers, 45.2% lower than the fourth quarter of last year, and did not meet its 2.0 productivity target with 1.1 passengers per hour. The service did not meet the subsidy target of less than \$35.00 per passenger trip.

The Volunteer Driver Program completed 1,817 trips in the fourth quarter of FY 2019/20. This represents a 44.9% decrease compared to the previous fiscal year.

The Catch-a-Ride program provided 1,354 one-way trips. This is a decrease of 62.9% compared to the prior year.

Marin Transit launched a new on-demand microtransit service called Marin Transit Connect in FY 17/18. A total of 752 passengers rode the service in the fourth quarter of the FY 19/20, a 79.9% decrease from the prior year. There are currently no official board-adopted performance targets for the Connect service. At the beginning of FY 19/20, staff provided a one-year evaluation report of the Connect pilot program that outlined suggested performance targets of 4 passengers per hour and \$15 per passenger trip. While the program continued to show improvement in first three quarters of FY19/20, the program is not meeting those outlined targets. Connect performance reflects the reduced passenger loads related to the COVID-19 pandemic.

Ridership Trends

In response to the COVID-19 global pandemic, the Governor issued a Shelter in Place order for the State of California that began on March 16, 2020. Travel was advised for

essential trips only, including on public transportation. This led to a precipitous reduction in travel demand and significant decrease in overall ridership in the fourth quarter of FY 2019/20.

The overall 71.9% decrease in ridership is in line with the trends among bus transit agencies throughout the country and in the Bay Area. According to the National Transit Database, nationwide bus ridership declined 70.9% during the fourth quarter of FY 2019/20 compared to the prior year. Regionally, Golden Gate Transit also experienced an 84.3% decrease in the fourth quarter of 2019/20. Compared to the prior year, demand for Marin Access mobility management and demand response programs declined by 75.8% during the fourth quarter of FY 2019/20.

As an essential public service, Marin Transit continued to provide regular service. The pandemic has caused unprecedented disruptions to Marin Transit operations, ridership, and corresponding fare revenue on fixed route and paratransit services.

Marin Transit suspended yellow bus service in the Ross Valley. Muir Woods Shuttle service and the Supplemental School Routes have also been suspended with the closure of Marin County schools and the Muir Woods National Monument. Staff will continue to communicate with school districts and the National Park Service to identify when these services may resume.

Table 2 below compares these factors and qualitatively evaluates their potential impact on ridership.

Table 2: Factors Impacting Ridership Comparison

Factor		FY 2018/19 Q4	FY 2019/20 Q4	Impact
Calendar	School Days	53	0	▼▼▼▼
	Weekdays	64	65	--
	Weekends & Holidays	27	26	--
	Muir Woods Shuttle	26	0	▼▼▼▼
Service Disruptions (cancelled/missed service)		175	2,230 ⁽¹⁾	▼▼▼▼
Rainfall (inches)		5.16	1.61	▲
Gas Prices		\$3.90	\$2.86	▲

1. Missed service in Q4 2019/20 is planned service that was not operated due to driver shortages. Missed service does not include cancelled service on Supplemental and Muir Woods Shuttle programs due to school and park closures.

While the current loss of ridership and associated fares is unprecedented, the District continues to maintain the remaining fixed route services and run supplemental backup services to allow for adequate social distancing. It is uncertain how the future service and operations will be affected by limited boarding capacity to provide social distancing on buses as the economy reopens. Staff will continue to closely monitor service and ridership levels and respond to changing circumstances as needed.

FY 2020 Marin Access Outreach and Travel Training

Travel Navigator Reporting Month: April 2020

Date(s)	Program	Description	Number of Calls Made
4/15/20 – 6/5/20	Marin Access Rider Survey Follow-Up	Phone outreach to Marin Access clients to collect responses for the annual rider survey	634

Travel Navigator Reporting Month: May 2020

Date(s)	Program	Description	Number of Calls Made
5/15/20	Low Income Fare Assistance Outreach Calls	Phone outreach to gather information from Low Income Fare Assistance applicants in order to determine LIFA eligibility	184

Travel Navigator Reporting Month: June 2020

Date(s)	Program	Description	Number of Calls Made
6/9/20	Connect Rider Enrollment Outreach	Phone outreach to Marin Access clients registered for Connect to assist in transitioning to the Uber platform	72

FY 2020 Marin Access Outreach and Travel Training

Fixed-Route

Fixed-Route Passenger Statistics by Route

Typology	Route	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
1. Local Trunkline	35	64,097	▼62.9%	6,064	▲5.5%	10.6	▼19.5
	36	28,360	▼69.5%	3,183	▼7.1%	8.9	▼18.3
	71	10,013	▼65.1%	1,706	▼10.0%	5.9	▼9.3
	Rollup	102,470	▼65.2%	10,952	▼1.0%	9.4	▼17.2
2. Local Basic	17	22,214	▼65.8%	3,228	▼13.8%	6.9	▼10.5
	22	14,303	▼72.4%	4,338	▼1.2%	3.3	▼8.5
	23	16,185	▼67.6%	2,401	▼13.2%	6.7	▼11.3
	23X	3,665	▼68.0%	603	▼16.0%	6.1	▼9.9
	29	3,308	▼65.7%	576	▼22.9%	5.7	▼7.2
	49	20,863	▼65.9%	3,744	▲0.6%	5.6	▼10.9
	Rollup	80,538	▼67.7%	14,890	▼7.4%	5.4	▼10.1
3. Local Connector	219	3,664	▼74.6%	1,628	-	2.3	▼6.6
	228	5,288	▼73.8%	2,510	▲0.0%	2.1	▼5.9
	233	3,227	▼68.6%	1,091	-	3.0	▼6.5
	245	3,866	▼73.2%	1,083	▼0.1%	3.6	▼9.7
	251	8,492	▼68.6%	2,374	▼0.2%	3.6	▼7.8
	257	5,420	▼70.7%	1,951	▲0.5%	2.8	▼6.8
	Rollup	29,957	▼71.4%	10,637	▲0.1%	2.8	▼7.1
4. Supplemental	113	0	▼100.0%	0	▼100.0%		
	115	0	▼100.0%	0	▼100.0%		
	117	0	▼100.0%	0	▼100.0%		
	119	0	▼100.0%	0	▼100.0%		
	125	0	▼100.0%	0	▼100.0%		
	139	0	▼100.0%	0	▼100.0%		
	145	0	▼100.0%	0	▼100.0%		
	149	0		0			
	151	0	▼100.0%	0	▼100.0%		
	154	0	▼100.0%	0	▼100.0%		
	Covid	5,613		1,162		4.8	
	Rollup	5,613	▼88.2%	1,162	▼2.3%	4.8	▼35.3
5. Rural	61	2,106	▼79.0%	1,303	▼15.7%	1.6	▼4.9
	68	7,873	▼62.7%	2,654	▼0.1%	3.0	▼5.0
	Rollup	9,979	▼68.0%	3,957	▼5.8%	2.5	▼4.9
6. Partnership Services	122	0	▼100.0%	0	▼100.0%		
	Rollup	0	▼100.0%	0	▼100.0%		
7. Yellow Bus	Hdn Valley	0	▼100.0%	46	▼4.2%	0.0	▼44.2
	White Hill	3	▼100.0%	272	▼4.2%	0.0	▼106.9
	Rollup	3	▼100.0%	318	▼4.2%	0.0	▼97.9
Rollup		228,560	▼71.6%	41,920	▼8.7%	5.5	▼12.1

* Change compared to same quarter of prior year

Fixed-Route

Fixed-Route Financial Statistics by Route

Typology	Route	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
1. Local Trunkline	35	\$925,001	▲5.9%	\$78,828	▼52.4%	\$13.20	▲\$9.10	8.5%	▼10.4%
	36	\$484,534	▼6.0%	\$35,864	▼59.6%	\$15.82	▲\$11.24	7.4%	▼9.8%
	71	\$266,165	▼12.0%	\$14,700	▼58.2%	\$25.11	▲\$15.79	5.5%	▼6.1%
	Rollup	\$1,675,700	▼0.9%	\$129,392	▼55.3%	\$15.09	▲\$10.33	7.7%	▼9.4%
2. Local Basic	17	\$493,546	▼13.4%	\$27,877	▼60.6%	\$20.96	▲\$13.29	5.6%	▼6.8%
	22	\$457,283	▲3.7%	\$22,398	▼62.7%	\$30.41	▲\$23.05	4.9%	▼8.7%
	23	\$362,333	▼10.6%	\$21,400	▼60.3%	\$21.06	▲\$14.02	5.9%	▼7.4%
	23X	\$91,644	▼14.0%	\$4,811	▼58.1%	\$23.69	▲\$15.40	5.3%	▼5.5%
	29	\$87,420	▼21.2%	\$4,455	▼53.5%	\$25.08	▲\$14.58	5.1%	▼3.5%
	49	\$404,194	▲4.4%	\$26,298	▼54.0%	\$18.11	▲\$12.73	6.5%	▼8.3%
	Rollup	\$1,896,420	▼6.1%	\$107,238	▼59.2%	\$22.22	▲\$15.16	5.7%	▼7.4%
3. Local Connector	219	\$172,764	▲3.3%	\$5,637	▼66.5%	\$45.61	▲\$35.18	3.3%	▼6.8%
	228	\$259,091	▲5.1%	\$9,108	▼62.8%	\$47.27	▲\$36.27	3.5%	▼6.4%
	233	\$114,373	▲4.1%	\$4,847	▼54.8%	\$33.94	▲\$24.29	4.2%	▼5.5%
	245	\$111,842	▲4.9%	\$5,557	▼59.9%	\$27.49	▲\$21.06	5.0%	▼8.0%
	251	\$251,443	▲3.2%	\$10,917	▼54.0%	\$28.32	▲\$20.20	4.3%	▼5.4%
	257	\$204,126	▲4.9%	\$7,965	▼57.3%	\$36.19	▲\$26.69	3.9%	▼5.7%
	Rollup	\$1,113,639	▲4.2%	\$44,031	▼59.3%	\$35.70	▲\$26.55	4.0%	▼6.2%
4. Supplemental	113	\$0	▼100.0%	\$0	▼100.0%				
	115	\$0	▼100.0%	\$0	▼100.0%				
	117	\$0	▼100.0%	\$0	▼100.0%				
	119	\$0	▼100.0%	\$0	▼100.0%				
	125	\$0	▼100.0%	\$0	▼100.0%				
	139	\$0	▼100.0%	\$0	▼100.0%				
	145	\$0	▼100.0%	\$0	▼100.0%				
	149	\$0		\$0					
	151	\$0	▼100.0%	\$0	▼100.0%				
	154	\$0	▼100.0%	\$0	▼100.0%				
	Covid	\$303,116		\$7,592		\$52.65		2.5%	
	Rollup	\$303,116	▲78.8%	\$7,592	▼78.1%	\$52.65	▲\$49.82	2.5%	▼18.0%
5. Rural	61	\$147,811	▼14.1%	\$2,328	▼79.5%	\$69.08	▲\$53.07	1.6%	▼5.0%
	68	\$305,648	▲1.6%	\$8,467	▼60.0%	\$37.75	▲\$24.51	2.8%	▼4.3%
	Rollup	\$453,459	▼4.1%	\$10,794	▼66.8%	\$44.36	▲\$30.22	2.4%	▼4.5%
6. Partnership Services	122	\$0	▼100.0%	\$0	▼100.0%				
	Rollup	\$0	▼100.0%	\$0	▼100.0%				
7. Yellow Bus	Hdn Valley	\$35,705	▲18.0%	\$0	▼100.0%			0.0%	▼28.2%
	White Hill	\$211,375	▲18.0%	\$26,712	▼78.2%	\$61,554.33	▲\$61,552	12.6%	▼55.8%
	Rollup	\$247,080	▲18.0%	\$26,712	▼79.6%	\$73,456.00	▲\$73,453	10.8%	▼51.8%
Rollup		\$5,871,013	▼2.5%	\$325,762	▼67.9%	\$24.26	▲\$18.05	5.5%	▼11.3%

* Change compared to same quarter of prior year

Marin Access

Marin Access Passenger Statistics by Service

Typology	Route	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
9. Demand Response	Dillon DAR	68	▼24.4%	65	-	1.0	▼0.3
	Local Para	5,879	▼80.9%	3,449	▼78.4%	1.7	▼0.2
	MTC	752	▼79.9%	1,346	▼14.6%	0.6	▼1.8
	Novato DAR	506	▼62.0%	266	▼58.0%	1.9	▼0.2
	PtReyesDAR	34	▼45.2%	32	-	1.1	▼0.9
	Rollup	7,239	▼79.9%	5,158	▼71.8%	1.4	▼0.6
Catch-A-Ride	CAR_Gen	668	▼66.8%	0			
	CAR_LowInc	686	▼58.0%	0			
	Rollup	1,354	▼62.9%	0			
Volunteer Driver	VolDrvr	1,326	▼42.9%	1,614	▼48.1%	0.8	▲0.1
	VolDvrWM	491	▼49.5%	742	▼50.4%	0.7	▲0.0
Rollup		10,410	▼75.8%	7,514	▼67.1%	1.4	▼0.5

Marin Access Financial Statistics by Service

Typology	Route	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
9. Demand Response	Dillon DAR	\$4,087	▼2.1%	\$271	▼20.0%	\$56.12	▲\$13.48	6.6%	▼1.5%
	Local Para	\$1,171,181	▼6.7%	\$10,962	▼77.7%	\$197.35	▲\$158.21	0.9%	▼3.0%
	MTC	\$144,051	▼4.5%	\$215	▼97.1%	\$191.27	▲\$152.91	0.1%	▼4.7%
	Novato DAR	\$40,886	▼21.3%	\$989	▼54.6%	\$78.85	▲\$41.46	2.4%	▼1.8%
	PtReyesDAR	\$1,991	▼2.2%	\$134	▼40.3%	\$54.59	▲\$25.36	6.7%	▼4.3%
	Rollup	\$1,362,196	▼6.9%	\$12,571	▼78.8%	\$186.44	▲\$147.45	0.9%	▼3.1%
Catch-A-Ride	CAR_Gen	\$35,659	▼47.2%	\$601	▼85.2%	\$52.48	▲\$20.94	1.7%	▼4.3%
	CAR_LowInc	\$26,410	▼12.1%	\$618	▼81.2%	\$37.60	▲\$21.21	2.3%	▼8.6%
	Rollup	\$62,069	▼36.4%	\$1,220	▼83.4%	\$44.94	▲\$20.19	2.0%	▼5.6%
Volunteer Driver	VolDrvr	\$15,343	▼37.3%	\$0		\$11.57	▲\$1.03	0.0%	-
	VolDvrWM	\$8,768	▼38.8%	\$0		\$17.86	▲\$3.12	0.0%	-
Rollup		\$1,448,376	▼9.5%	\$13,791	▼79.3%	\$137.81	▲\$102.12	1.0%	▼3.2%

* Change compared to same quarter of prior year

Systemwide Total

Systemwide Passenger Statistics Summary

	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
Values	238,970	▼71.9%	49,434	▼28.1%	4.8	▼7.5

Systemwide Financial Statistics Summary

	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
Values	\$7,319,390	▼4.0%	\$339,553	▼68.6%	\$29.21	▲\$21.51	4.6%	▼9.5%

* Change compared to same quarter of prior year



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September 14, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: Set Public Hearing on Marin Transit's Participation in Region's Clipper START Program

Dear Board Members:

board of directors

dennis rodoni
president
supervisor district 4

kate colin
vice president
city of san rafael

judy arnold
2nd vice president
supervisor district 5

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

RECOMMENDATION: Set public hearing for Monday, October 5, 2020 at 10AM to receive public comment on the proposed Marin Transit means-based Clipper discount fare pilot program.

SUMMARY:

Staff requests that your Board set a public hearing at your October 5, 2020 meeting to receive public comment on Marin Transit's participation on the region's pilot program to offer 50% discounts on adult fares on the Clipper electronic fare payment system.

BACKGROUND: In May 2018, the Metropolitan Transportation Commission (MTC) adopted Resolution No. 4320, establishing the framework for a Means Based Transit Fare program to offer discounted transit rides to eligible low-income adults on select transit systems in the Bay Area during a pilot period of 12 to 18 months. MTC launched the initial phase of the pilot program on July 15, 2020 with participation of BART, Caltrain, Golden Gate Transit Bus and Ferry¹, and SFMTA. The pilot program is referred to as Clipper START, and the discount is available to eligible riders who use the electronic fare payment system to pay their fare.

In June 2020, MTC considered expanding the Clipper START program to all transit operators that accept Clipper and sent a request to agencies soliciting interest in joining the region's means-based transit fare pilot program. In July 2020, your Board directed staff to explore participation in the region's means-based transit fare pilot program to offer a 50 percent discount on the adult cash fare to eligible low-income riders. The 50 percent discount is consistent with Golden Gate Transit's 50 percent Clipper START discount and with providing a coordinated Marin County fare policy for local and regional riders.

In compliance with Title VI of the Civil Rights Act of 1964, Marin Transit staff will conduct Title VI Fare Equity Analysis to evaluate the

¹ Golden Gate Transit fares within Marin County (Zones 2, 3, and 4) are not included for discounts in the initial phase of the pilot program.

proposed fare change under the Clipper START program and will start a public engagement process. Staff will prepare the equity analysis for your consideration at the October 5th meeting. MTC expects to launch the expanded Clipper START pilot program in Marin County in November 2020. This will require the District to complete the equity analysis, conduct public outreach, and obtain Board approval in advance of that start date.

Staff requests that your Board set a public hearing at the October 5, 2020 Marin Transit Board Meeting to receive any public comment on this proposal. Once your Board takes action to set the October 5, 2020 public hearing, staff will open an online comment portal for the public to submit comments. Staff will also invite comments by mail, phone, or in-person at the public hearing. Staff will present the results of the Title VI Fare Equity Analysis along with a summary of all comments to your Board at the October 5, 2020 meeting. Additional public comments will be heard and considered by your Board at the October meeting.

FISCAL/STAFFING IMPACT: There is no fiscal impact associated with setting the public hearing. When the proposed discounted fare is implemented, staff estimates an annual fare revenue loss of approximately \$92,600. This amount is equivalent to 4.2 percent of total fare revenues. MTC will reimburse participating agencies for 10 percent of the Clipper START discount based on actual Clipper START ridership on their systems. In accordance with MTC's proposed distribution formula, staff anticipate that there will be sufficient allocated funding to cover the projected level of participation. Assuming the program starts in November 2020, staff estimates that the District's share of fare revenue loss will be \$49,500 in FY2021 and approximately \$40,000 in FY2022, with the pilot phase ending in January 2022. These amounts are within the anticipated budget under the District's ten-year financial projections.

Respectfully submitted,



Aida Banihashemi
Planning Manager



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September 14, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: Fifth Amendment to Agreement with Marin Senior Coordinating Council for Operation and Maintenance of Paratransit and Demand Response Services

board of directors

Dear Board Members:

dennis rodoni
president
supervisor district 4

kate colin
vice president
city of san rafael

judy arnold
2nd vice president
supervisor district 5

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

RECOMMENDATION: Authorize General Manager to execute a fifth amendment to the contract with Marin Senior Coordinating Council dba Whistlestop Wheels (and recently re-named Vivalon) for operation and maintenance of paratransit and demand response services to 1) Extend the reimbursement period for added costs associated with cleaning due to COVID-19; and 2) Extend the minimum level of compensation for drivers (variable/billable hours) until September 30, 2020.

SUMMARY: Staff requests that your Board authorize the General Manager to execute the fifth amendment to the contract to reimburse Whistlestop for costs associated with enhanced cleaning from July 1, 2020 through June 30, 2021. This amendment will also compensate the contractor for reduced service demand and extend a minimum level of variable/billable hours compensation to support continued driver retention during the COVID-19 public health crisis from July 1, 2020 to September 30, 2020.

BACKGROUND:

On March 13, 2020, the President of the United States declared a National Emergency due to the COVID-19 outbreak. On March 27, 2020 the President signed the CARES Act, which includes \$1.3 billion in public transit funding directed to Bay Area transit operators through Federal Transit Administration (FTA) formula grants (Sections 5307 and 5311). The CARES Act funding provides financial resources to reimburse Marin Transit for labor and material costs associated with cleaning due to the global health pandemic.

In May 2020, your Board ratified the third amendment to the agreement with Whistlestop dated April 27, 2020. The amendment provided compensation via the CARES Act funding for the revenue hours that the contractor would have normally provided if reduced demand for paratransit had not occurred. To help retain a qualified workforce, the amendment enabled the contractor to continue to pay drivers who might have been furloughed with specific conditions.

In June 2020, your Board approved the fourth amendment to the agreement with Whistlestop. The amendment exercised the first option year and extended the agreement through June 30, 2021.

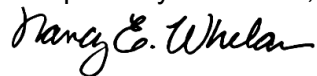
For the past two months, Marin Transit, Golden Gate Transit, and Whistlestop staff have discussed paratransit ridership demand, financial resources to continue paying for revenue hours not provided, and the need for a workforce reduction plan. The fifth amendment to the agreement extends the terms of the third amendment and acknowledges the reduced paratransit ridership demand and fiscal constraints we face. It compensates the contractor for additional cleaning due to COVID-19 until June 30, 2021 and extends a guaranteed minimum level of variable/billable hours from July 1, 2020 through September 30, 2020. The monthly minimum hours are gradually reduced over time to provide support for the contractor's management of their workforce.

Marin Transit worked with Golden Gate Transit to develop the terms of the extension of the guaranteed minimum level of variable/billable hours. A partnership with Golden Gate Transit on this item is critical since their agency pays for a significant portion of local trips, in addition to all of the regional paratransit service. At today's meeting, your Board will also consider an amendment to the agreement between Marin Transit and Golden Gate Transit for the oversight of paratransit operations of inter-county and intra-county paratransit to account for the changes requested in this item.

On September 7, 2020 Marin Transit received notice that the Whistlestop Board of Directors formally requests a delay in the contract amendment to allow the parties additional time to discuss the amendment. Staff agrees to additional discussions but is recommending that the Marin Transit Board authorize the fifth amendment to the agreement with Whistlestop at the September 14, 2020 meeting. This authorization will allow Marin Transit to compensate Whistlestop for costs of service not operated during the months of July, August, and September while discussions continue. If further contract amendments are needed and agreed upon by all parties, those amendments will be presented to your Board at a future meeting.

FISCAL/STAFFING IMPACT: Approval of this amendment has potential impacts on District costs in two areas. First, costs to Marin Transit associated with the added COVID-19 cleaning are estimated to be an additional \$80,000 annually. Second, the contract guarantee of monthly commitment of variable/billable hours provides an obligation to potentially pay for service that is not operated. The thresholds for variable/billable hours are set below the hours staff estimates monthly for budgeting purposes. While staff do not expect to increase expenses beyond those budgeted levels, it is estimated that approximately \$470,000 will be spent on service not operated between July 1 and September 30, 2020. Based on the percentages used for splitting local paratransit costs, Marin Transit will share these costs associated with service not operated but compensated under this amendment with the Golden Gate Bridge Highway and Transportation District.

Respectfully submitted,



Nancy Whelan
General Manager

Attachment: 202105 – Fifth Amendment to Agreement between Marin Transit and Marin Senior Coordinating Council

202105

**FIFTH AMENDMENT TO AGREEMENT
BY AND BETWEEN THE
MARIN COUNTY TRANSIT DISTRICT AND MARIN SENIOR COORDINATING COUNCIL
DATED DECEMBER 28, 2015**

THIS AMENDMENT is made and entered into this ____ day of September by and between the MARIN COUNTY TRANSIT DISTRICT, (hereinafter referred to as "Marin Transit" or "District") and Marin Senior Coordinating Council (hereinafter referred to as "Contractor").

RECITALS

WHEREAS, the District and the Contractor entered into an Agreement on December 28, 2015 ("Agreement"); and

WHEREAS, the terms of the Agreement (#151629) require operations and maintenance of Marin Access intercounty and intracounty paratransit services; and

WHEREAS, the parties amended the Agreement to increase compensation to drivers and other staff in Amendment One (#171829); and

WHEREAS, the parties amended the Agreement to increase the total maximum cost to the District to include the Marin Transit Connect pilot project start-up cost, to define the Transit Connect service hours for which the District will compensate the Contractor, and to further clarify the requirements of drivers and dispatchers as it relates to the pilot project in Amendment Two (#181911); and

WHEREAS, the parties amended the Agreement to retain a qualified workforce during the COVID-19 public health emergency and to continue to pay workers who would otherwise experience a reduction in paid hours in Amendment Three (#192063); and

WHEREAS, the Third Amendment to the Agreement added section H. COVID-19 Public Health Emergency Payments to Section 401 COMPENSATION TO CONTRACTOR; and

WHEREAS, the parties exercised the first option year and extended the term of the agreement to June 30, 2021 and updated specific terms of the agreement to improve clarity in Amendment Four (#192065); and

WHEREAS, due to the ongoing COVID-19 public health emergency and to continue to retain a qualified workforce and reimburse Contractor for additional associated cleaning costs, the parties wish to extend certain terms of Amendment Three; and

NOW, THEREFORE, the parties hereby agree to the following amendments as set forth below:

AGREEMENT

- 1) Except as otherwise provided herein all terms and conditions of the agreement shall remain in full force and effect.
- 2) The Agreement requirements and responsibilities will be amended to add I. Continued COVID-19 Public Health Emergency Payments, to Section 401 Compensation to Contractor, as follows:
 - a. Unless the Agreement is terminated, Marin Transit will continue to pay the fixed monthly fee as specified in the Agreement, and Contractor shall continue to employ those Contractor employees paid from the fixed fee. Contractor will be required to provide evidence of payment such as payroll records for employees included in the fixed fee.
 - b. Marin Transit will reimburse Contractor for direct costs for additional vehicle cleaning and supplies and other materials, supplies, and improvements to keep passengers and drivers safe as related to COVID-19.
 - c. Marin Transit will assist Contractor's efforts to retain drivers and minimize financial impacts to drivers during the period of reduced demand experienced with the Shelter in Place Order. Specific actions include:
 - i. Reduce (passengers per revenue hour) productivity target to allow more drivers to carry fewer passengers per vehicle. This will improve social distancing and keep more drivers working.
 - ii. Marin Transit supports spreading work among drivers.
 - d. Marin Transit will pay Contractor a monthly supplemental payment at the hourly rates specified in the Agreement for intracounty paratransit for hours not operated as a result of service reductions due to COVID-19 ("supplemental" hours) and not operated under Section 401.I.c, if the following conditions are met:
 - i. Drivers continue to be employed and on Contractor's payroll. Contractor acknowledges that any employee who is receiving unemployment insurance is not considered "employed and on Contractor's payroll" for purposes of this paragraph.
 - ii. Drivers must be available for work during what would have been their normal shift if called for duty.
 - iii. Driver payroll hours must be a minimum of 110% of total billed hours (operated hours plus supplemental hours).
 - iv. Contractor must provide Marin Transit with a certified payroll report to verify that drivers were paid their full wages.

- e. Contractor shall invoice for hours by program and include separate line items for each type of hours: operated hours, operated hours under Section 401.I.c, and supplemental hours.
- f. The effective date of payment for Section 401.I.e. shall be July 1, 2020 through September 30, 2020 or when regular service levels resume, whichever is earlier.
- g. Invoiced hours by program shall not exceed the actual hours operated or the minimum allowable hours, whichever is higher, the value of which shall not exceed the contract value for FY 2020-21.
- h. Reimbursement for direct costs allowed in 401.I.b. shall be for direct costs incurred during the period July 1, 2020 through June 30, 2021, shall be identified as a separate item on the monthly invoice, and shall not exceed \$80,000 annually.
- i. Table of Minimum Total Allowable Hours, by Month (FY 2021)

	July	August	September
Minimum Allowable Hours	6,000	5,500	5,500

IN WITNESS WHEREOF, the parties hereto have executed this Amendment on the day first written above.

CONTRACTOR:

MARIN COUNTY TRANSIT DISTRICT:

By _____





711 grand ave, #110
san rafael, ca 94901

ph: 415.226.0855
fax: 415.226.0856
marintransit.org

September 14, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: First Amendment to Agreement with Golden Gate Bridge, Highway and Transportation District for Paratransit Services

board of directors

Dear Board Members:

dennis rodoni
president
supervisor district 4

kate colin
vice president
city of san rafael

judy arnold
2nd vice president
supervisor district 5

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

RECOMMENDATION: Authorize General Manager to negotiate and execute the first amendment to the contract with Golden Gate Bridge, Highway and Transportation District (GGBHTD) for the contract oversight of paratransit services. This amendment will reimburse Marin Transit for unoperated service compensation paid to Whistlestop Wheels from the period of July 1, 2020 through September 30, 2020 and the added cleaning fees between July 1, 2020 and June 30, 2021.

SUMMARY: On March 13, 2020, the President of the United States declared a National Emergency due to the COVID-19 outbreak. On March 27, 2020, the President signed the CARES Act, which includes \$1.3 billion in public transit funding directed to Bay Area transit operators through Federal Transit Administration (FTA) formula grants (Sections 5307 and 5311). The CARES Act funding provides financial resources to reimburse Marin Transit for labor and material costs associated with the response to the global health pandemic.

In a separate item on your Board's September 14, 2020 agenda, staff requests approval of a fifth amendment to the Whistlestop contract. That amendment provides compensations using CARES Act funding for revenue hours the contractor would have provided in the absence of the pandemic. To help retain a qualified workforce, the amendment allows the contractor to continue to pay employees that might have been furloughed due to reduced demand. The fifth amendment is for the period from July 1, 2020 through September 30, 2020, and gradually reduces the monthly total minimum allowable hours to provide support for the contractor's management of their workforce. Whistlestop will be paid for actual hours operated if ridership increases and actual service hours required to meet service demand exceeds the minimum allowable hours. In summary, the contract amendment changes the payment terms from actual hours operated to a minimum number of hours allowed during the month whether the hours were operated or not.

The change in payment terms in the fifth amendment to Marin Transit's contract with Whistlestop requires Marin Transit to amend the related contract for paratransit services with GGBHTD. This recommended first amendment to the agreement with GGBHTD for paratransit services establishes the methodology for assigning costs for operated and non-operated hours between Marin Transit and GGBHTD. This amendment establishes the shared committed hours and cleaning fees that GGBHTD and Marin Transit agree to compensate the contractor. In FY 2021, GGBHTD will be responsible for 23.61 percent of the shared local paratransit hours.

FISCAL/STAFFING IMPACT: With the approval of this amendment, GGBHTD will reimburse Marin Transit for services and cleaning fees not covered in the current paratransit agreement. There are no direct financial or staffing impacts associated with this item.

Respectfully submitted,



Robert Betts
Director of Planning and Operations

Attachment: 202106 – First Amendment to Agreement between Marin Transit and Golden Gate Bridge, Highway and Transportation District for Paratransit Services (DRAFT)

202106

**FIRST AMENDMENT TO AGREEMENT
BY AND BETWEEN THE
MARIN COUNTY TRANSIT DISTRICT AND GOLDEN GATE BRIDGE, HIGHWAY AND
TRANSPORTATION DISTRICT DATED DECEMBER 21, 2015**

THIS AMENDMENT is made and entered into this ____ day of September by and between the MARIN COUNTY TRANSIT DISTRICT, (hereinafter referred to as "Marin Transit" or "District") and GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT (hereinafter referred to as "GGBHTD").

RECITALS

WHEREAS, the District and GGBHTD entered into an Agreement on December 21, 2015 ("Agreement"); and

WHEREAS, the terms of the Agreement (#151633) requires the District to contract and manage ADA paratransit service on behalf of GGBHTD; and

WHEREAS, the District has contracted with Marin Senior Coordinating Council dba "Whistlestop Wheels" (hereinafter "Contractor") for the operation and maintenance of the ADA paratransit service; and

WHEREAS, due to the ongoing COVID-19 public health emergency and to continue to retain a qualified workforce, the parties wish to amend the Agreement between the District and GGBHTD to reimburse the District for certain costs; and

NOW, THEREFORE, the parties hereby agree to the following amendments as set forth below:

AGREEMENT

- 1) Except as otherwise provided herein all terms and conditions of the agreement shall remain in full force and effect.
- 2) The Agreement requirements and responsibilities will be amended to add C. COVID-19 Public Health Emergency Payments, to Section 301. COMPENSATION TO MCTD as follows:
 - a) GGBHTD and the District will share payment for hours non-operated but agreed to (shared "committed" hours) under Amendment Five of the agreement with Contractor. The hours for each month are shown in the table below.

Table of Shared “Committed” Hours, by Month (FY 2021)

	July	August	September
Shared “Committed” Hours	=6,000-A-B- C	=5,500-A-B-C	=5,500-A-B- C

A= Actual Intracounty Paratransit Hours Operated

B = Actual Intercounty Paratransit Hours Operated

C = Actual Other MCTD (Connect, Novato DAR, Rural DAR)

b) GGBHTD and the District will share payment in FY 2021 for all local paratransit hours operated and shared “committed” hours based on the FY 2021 split (23.61%).

c) GGBHTD and the District will share payment in FY 2021 for all additional vehicles cleaning expenses related to COVID-19 based on the FY 2021 split (23.61%).

IN WITNESS WHEREOF, the parties hereto have executed this Amendment on the day first written above.

GOLDEN GATE BRIDGE HIGHWAY
AND TRANSPORTATION DISTRICT:

MARIN COUNTYTRANSIT DISTRICT:

By _____



711 grand ave, #110
san rafael, ca 94901

ph: 415.226.0855
fax: 415.226.0856
marintransit.org

September 14, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: Marin Transit Financial Status Update

Dear Board Members:

RECOMMENDATION: Information only.

board of directors

dennis rodoni
president
supervisor district 4

kate colin
vice president
city of san rafael

judy arnold
2nd vice president
supervisor district 5

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

SUMMARY:

This letter provides an update to the Marin Transit Board regarding the short-term and potential long-term fiscal impacts of the COVID-19 pandemic. Our riders, contractors, drivers, and direct staff continue to be affected by the shelter in place order and the actions needed to prevent the spread of COVID-19.

When your Board adopted the FY2020/21 budget in June, staff anticipated that public health officials would lift most social distancing requirements by August 2020 and our operations would transition to more normal service and demand. There are indications that restrictions will start to ease. However, staff expects that restoration of typical ridership levels will take significantly longer. This remains a time of unprecedented economic uncertainty. Without reliable past patterns to base predictions, the margin of error in current revenue projections is quite high.

Marin Transit is using federal Coronavirus Relief and Economic Security (CARES) Act funds and District reserves to ensure the continued operation of needed services. As revenue projections and service needs stabilize, the District will need to ensure continued sustainability. This will require that the District realign operations expenses to match newly established revenue levels.

The attached presentation provides updates on the District's financial status since adoption of the FY2020/21 budget and the longer-term financial outlook. Marin Transit staff will continue to monitor revenue receipts and projections and makes service adjustments as needed. Staff will present the next financial update on the FY2020 financials at your November Board meeting.

FY2020/21 Financial Outlook Compare to Adopted Budget

Marin Transit developed the FY2020/21 budget during the initial response period to the COVID-19 pandemic. At the time of adoption

in June 2020, staff expected that Marin Transit would be rebuilding services and ridership at this point. However, Marin County is still in a period of instability with restrictions that have led to significant ridership and program disruption. The District has focused resources on the continued need for public transportation in key corridors. Marin Transit has re-deployed service hours from the Muir Woods Shuttle and supplemental school service to minimize pass-ups due to the limits on vehicle capacity. Paratransit service has had an unprecedented drop in demand. Marin Transit was able to pay our contractors for historic service levels through June 30, 2020. As the pandemic continues, the District is working with the contractors to ramp down service levels to recognize that current paratransit service demand 25 percent of normal and staff anticipates a slow return to prior levels.

The extended duration of the COVID-19 disruptions requires the District to revise all ridership projections. For the FY2020/21 adopted budget, staff projected ridership for the fiscal year as 82 percent of normal. Staff is now projecting ridership will be 60 percent of normal with a corresponding \$1.6 million drop in fare revenue.

Table 1 shows all projected revenue drops compared to the projections at the time of budget adoption.

Table 1: Projected FY2020/21 Revenue Generation Changes Compared to Pre-COVID estimates

Revenue	Projected Change Compared to pre-COVID estimate			
	%		Dollars (\$)	
	Budget	Updated	Budget	Updated
Fares (passengers)	-18%	-40%	(729,929)	(1,609,750)
Measure AA (sales tax) ¹	-15%	-14%	(1,474,176)	(1,436,875)
State Transit Assistance (diesel fuel tax)	-42%	-44%	(1,241,214)	(1,226,348)
Transportation Development Act (sales tax)	-25%	-22%	(1,423,144) ²	(1,251,182)
National Park Service	0%	-50%	-	(\$425,000)
Education Revenue Augmentation Funds	-68%	-68%	(260,000)	(260,000)
GGBHTD	0%	-50%		(1,005,579)
Total			\$ (5,128,463)	\$ (7,214,734)
Notes:				
1) Measure AA revenue is based on projected sales tax receipts not Marin Transit's annual allocation agreement that include prior year and reserve revenues.				
2) TDA pre-COVID estimate adjusted to match MTC's published number				

Revenues generated from sales tax, including Measure AA and Transportation Development Act (TDA) funds, make up 46 percent of Marin Transit's typical operations budget. The State, consultants, Transportation Authority of Marin (TAM), Metropolitan Transportation Commission (MTC), and many others are watching closely to understand and predict the impacts of this pandemic on sales tax revenues. Several factors, like the Wayfair decision (AB 147), which is

increasing tax collections from online sales, and lower unemployment in Marin relative to other parts of California, are indicating the drop in sales tax may not be as dire as initial projections. TAM used conservative projections to estimate FY2019/20 revenue generation so the declines in Measure AA revenues from Marin Transit's baseline projections is a smaller percentage than the District's decline in State Transportation Development Act Funds (**Table 1**). With the suspension of Muir Woods Shuttle expected through December 2020, 50% of revenue from the National Park Service is not expected to be collected. The District will continue to operate and pay for the associated service hours to provide the re-deployed service needed in San Rafael.

In total, staff is now projecting a loss of \$7.2 million in revenue for FY2020/21. Marin Transit was allocated \$10.186 million federal CARES act funding. After expenditures in FY2019/20, Marin Transit will have \$8.12 million available to backfill revenue declines in FY2020/21 and FY2021/22.

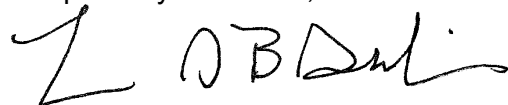
Future Financial Outlook

Marin Transit maintains a ten-year financial model to help evaluate the long-term sustainability of transit service levels. The financial model is based on projected revenue growth or declines, service levels established in the Short Range Transit Plan (S RTP), and cost assumptions for service delivery. The model helps the District understand the implications of service delivery options and ensure long-term financial stability.

Current volatility in economic conditions makes short term revenue projections less reliable. There is significant variance between sources in sales tax projections for FY2021, and longer-term projections based on these assumptions have a large margin of error. Under these circumstances, the model is not an accurate predictor of the District's financial future. The model still remains critical to developing and evaluating scenarios and understanding the sensitivity to different changes. The updated financial model indicates that CARES Act funding, combined with the District's fully-funded reserves, can and should be used to maintain the District's operations through this extended period of instability. Then, within a two-year period, as baseline revenue levels, the District will need to realign expenses to match that revenue level. Besides revenue levels, major factors that will influence whether the realignment requires service reductions include service contract rates from upcoming competitive bids of service contracts, availability of an operations and maintenance facility, and demand for paratransit.

FISCAL/STAFFING IMPACT: There is no fiscal impact associated with this report.

Respectfully submitted,



Lauren Gradia
Director of Finance and Capital Programs

Attachment: Marin Transit Financial Outlook Presentation

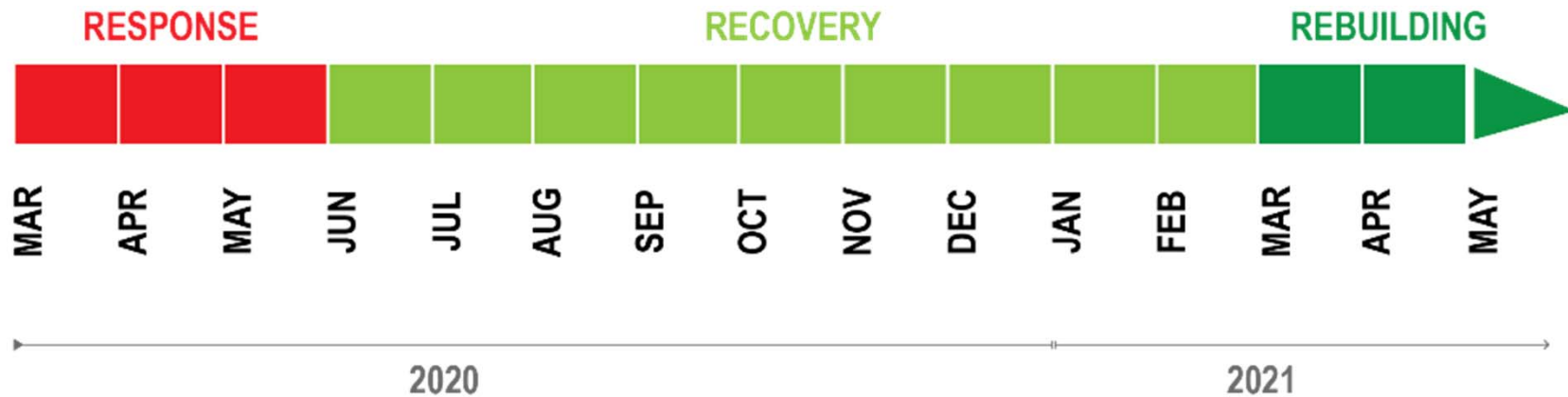


Marin Transit Financial Update

Presented September 14, 2020



Presentation topics



- Financial Impacts of the **Response**
 - Adopted FY2021 Budget
 - Draft Actuals for FY2020
- Current Financial Status
 - **Recovery** Phase
 - Updates since FY2021 Budget Adoption
- **Rebuilding** - Future Financial Outlook



FY 2020/21 Budget Adopted June 1, 2020

- Unprecedented uncertainty about transit service and revenues
- Balanced revenues and expenditures assuming:
 - Reduced revenues
 - Decreasing ridership
 - Fully-funded reserves
- Strong short-term position
- Need to closely monitor budget and report back to Marin Transit Board



Budget Action Item Status

Actions



Closely monitor revenues and ridership



Seek new revenues from CARES, HEROES, potential state sources

Progress

- FY 2019/20 actual costs and revenues available
- Updated sales tax and other revenue forecasts (August)
- Second round of CARES Act distributed



Budget Action Item Status

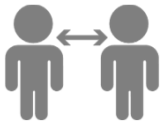
Actions



Look for cost efficiencies / Reduce costs where possible



Plan for service adjustments – eliminate unproductive service, right-sizing demand response service



Reallocate service to meet demand and physical distancing requirements

Progress

- Restrict Administrative Costs by \$120,000
- September Adjustments reduced costs by \$1.2 million
- Right-size demand response service in October
- Added service in August to address distancing requirements
- Continue to provide core lifeline services



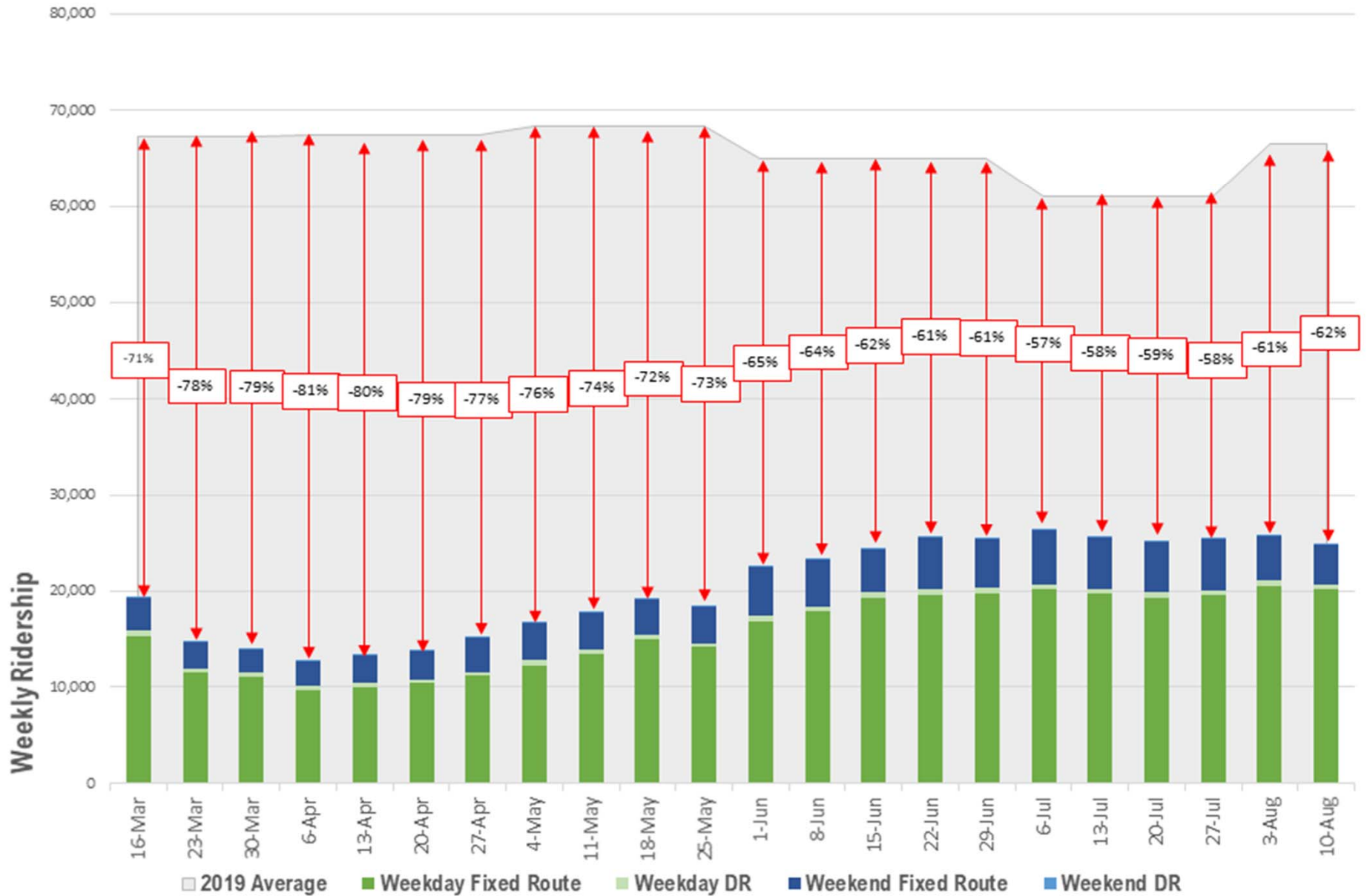
Recovery: Current Financial Status

Positives

- * Ridership higher than regional operators
 - * Sales tax returns higher than initial state estimates
 - * Property tax revenue stable
 - * Cost savings from shifting service among contractors
 - * Federal CARES act funding
 - * No cash flow issues
 - * Strong reserves
 - * Facility investment may be possible
- * Pandemic duration unknown
 - * Ridership still under 50%
 - * FY21 projections for fares were too high
 - * Cleaning expenses will continue
 - * Continued economic uncertainty
 - * Remote work for staff and community is a new reality

Negatives

Current Financial Status - Ridership





Current Financial Status - Fare Revenue

FY2020

26% drop in fares revenue (-\$1 million)

- Fixed route fares down 25%
- Paratransit fares down 12%
- Yellow bus fares down 40%

FY2021

Updated FY2021 Projection

40% drop in fare revenue (-\$1.6 million)

- Ridership currently plateaued @ 40% of normal
- FY2021 Budget included 18% drop in fares

FY2021 current projected loss - \$1.6 million in fare revenue

Operations Revenue – FY2020/21 Projections



Revenue	Projected Change Compared to pre-COVID Estimate			
	%		Dollars (\$)	
	Budget	Updated	Budget	Updated
Fares (passengers)	-18%	-40%	(729,929)	(1,609,750)
Measure AA (sales tax)	-15%	-14%	(1,474,176)	(1,436,875)
State Transit Assistance (diesel fuel tax)	-42%	-44%	(1,241,214)	(1,226,348)
Transportation Development Act (sales tax)	-25%	-22%	(1,423,144) ¹	(1,251,182)
National Park Service	0%	-50%	-	(\$425,000)
Education Revenue Augmentation Funds	-68%	-68%	(260,000)	(260,000)
GGBHTD	0%	-50%		(1,005,579)
Total			\$ (5,128,463)	\$ (7,214,734)

Notes: 1) TDA pre-COVID estimate adjusted to match MTC number

Coronavirus Relief and Economic Security Act

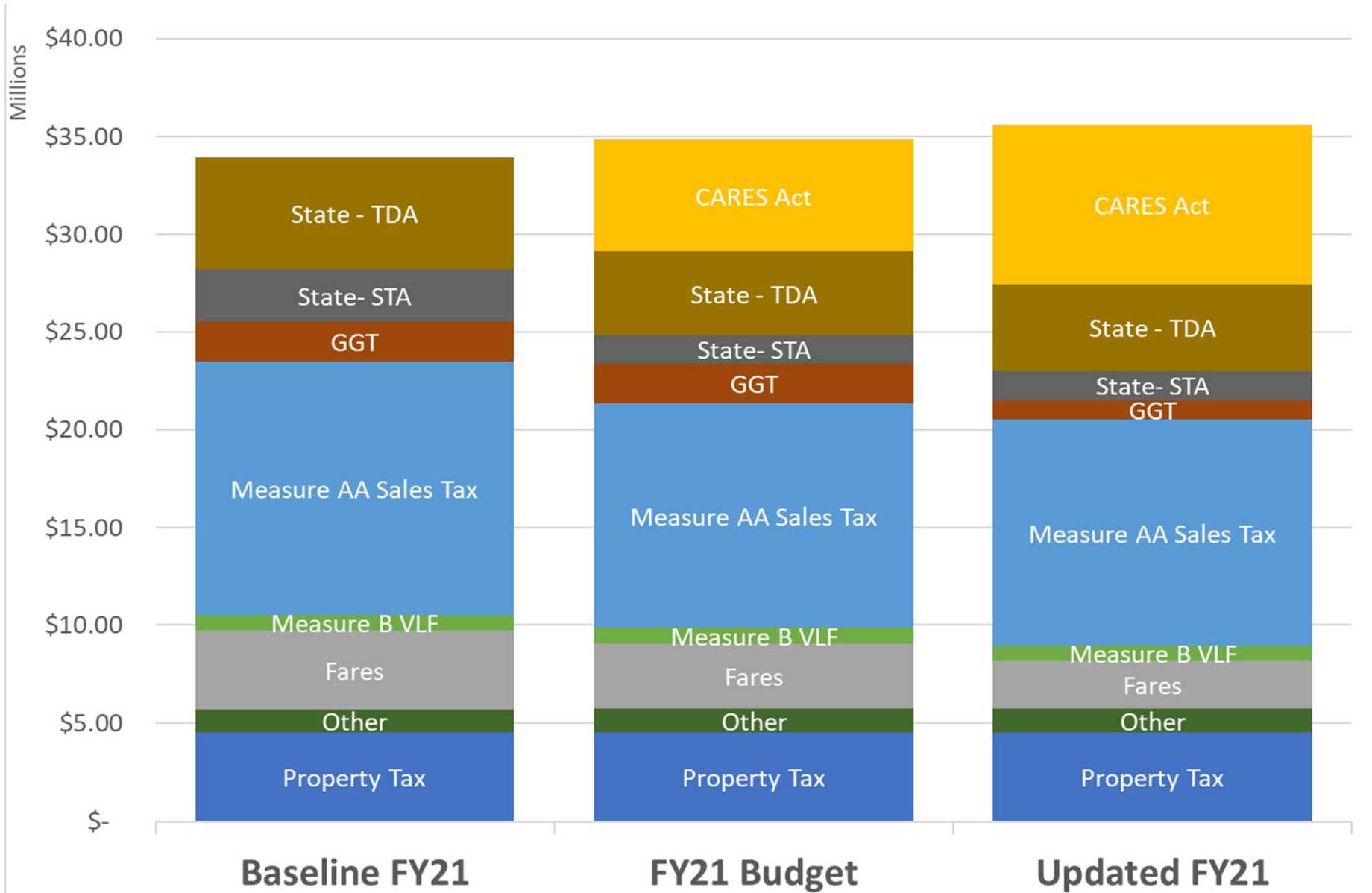


Anticipated at Budget Adoption	\$8.975 million
Received	\$10.186 million

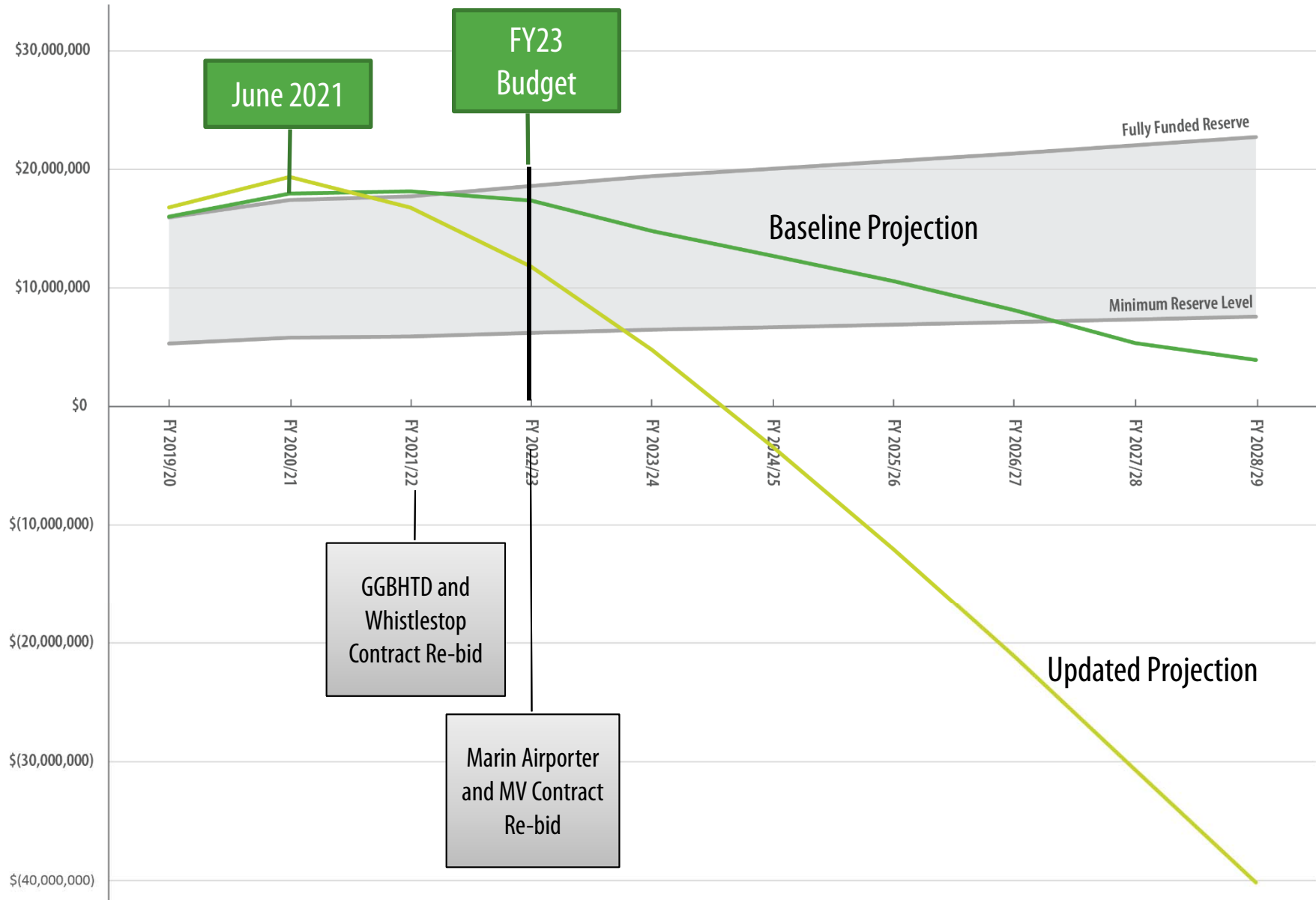
Increase of \$1.2 million

\$2.056 million expended in FY2020
\$8.120 million available for FY2021

Recovery: FY2021 Projected Revenues



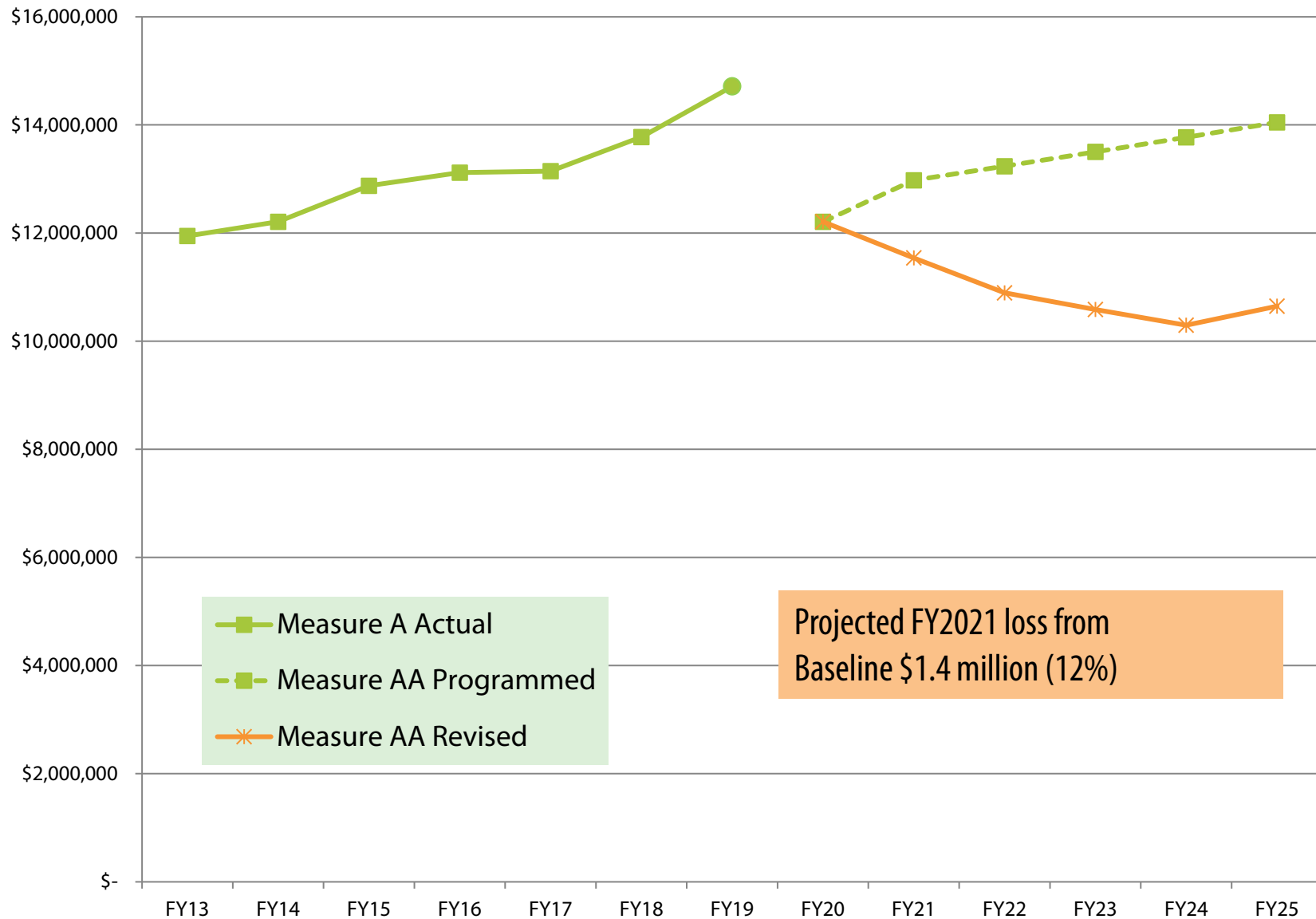
Future Outlook - Reserve Level Projections



Recovery–Sales Tax Projections (as of 9/2020)



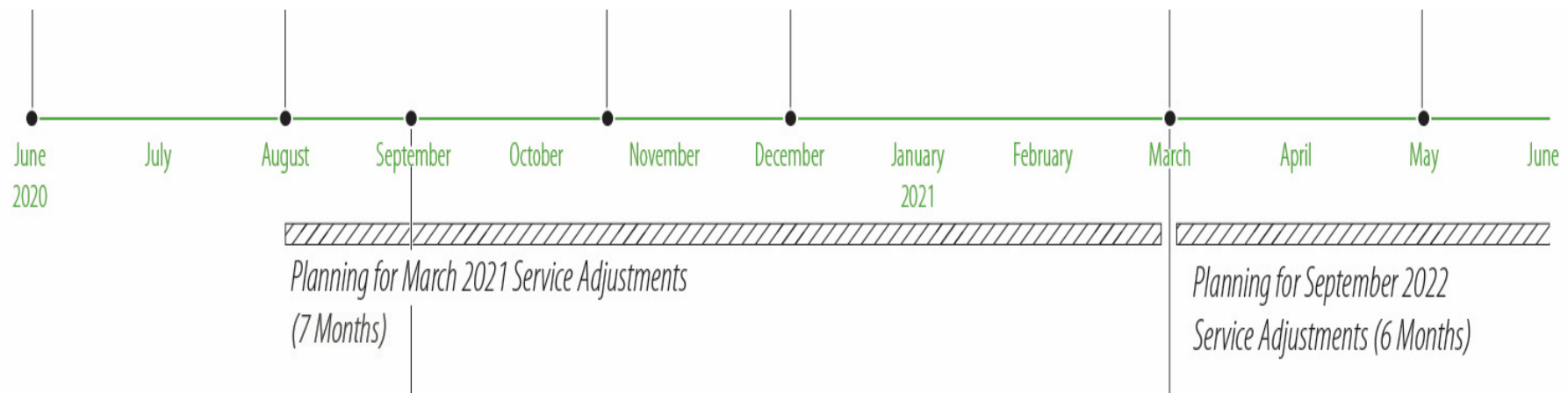
Measure A/AA Transit Strategy-Historical and Projected Revenues





Future Outlook - Reducing Expenses

- Revenue projections remain unstable
- Reserves sufficient to prevent service cuts during this period of instability (for approximately 1-2 years)
- Continued responsible fiscal decisions assumed and required
- Major factors affecting outlook:
 - Revenue projections
 - Service contract rates after re-bid of services
 - Facility availability
 - Paratransit service demand





Questions

Next Updates

October FY2020 Financial Report and Audit

December FY2021 Quarterly Financial Report

Thank You

Lauren Gradia, PE

Director of Finance and Capital Programs, Marin Transit

lgradia@marintransit.org



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September 14, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: Adopt Resolution 2020-05 to Endorse Riding Together: Bay Area Healthy Transit Plan

Dear Board Members:

board of directors

dennis rodoni
president
supervisor district 4

kate colin
vice president
city of san rafael

judy arnold
2nd vice president
supervisor district 5

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

RECOMMENDATION: Adopt Resolution 2020-05 endorsing the Riding Together: Bay Area Healthy Transit Plan and direct staff to report the required monthly metrics to the Metropolitan Transportation Commission and your Board.

SUMMARY: On August 18, 2020, *Riding Together: Bay Area Healthy Transit Plan*, prepared in collaboration by the Bay Area's transit operators, was released publicly. MTC has requested transit operator Boards to approve resolutions confirming their commitment to health and safety measures and submit a monthly report on health and safety metrics outlined in the plan

BACKGROUND: The Metropolitan Transportation Commission (MTC) established a Blue Ribbon Transit Recovery Task Force to advise the Commission on the distribution of federal Coronavirus Aid, Relief, and Economic Security (CARES) Act funding for transit operations, transit recovery plans, and development of a transformative action plan for transit in the Bay Area.

Starting in May, Bay Area transit operators met to develop a health and safety plan based on relevant information and up-to-date health practices from U.S. and international organizations. These sources include the California Department of Public Health, U.S. Centers for Disease Control and Prevention, the World Health Organization, and the American Public Transportation Association. This plan describes the shared commitment of Bay Area transit operators to their employees and customers to ensure a healthy transit system. It also outlines a communication plan for reaching out to transit customers as operations resume.

The attached resolution acknowledges the collaboration of transit operators in developing the *Riding Together: Bay Area Healthy Transit Plan*. The resolution commits Marin Transit to implement the Plan and adhere to a set of health and safety measures and metrics that operators will report on monthly.

Staff will share the monthly data with your Board and on the regional website healthytransitplan.org via a Metrics Dashboard. Marin Transit is required to report metrics as listed in the table below:

Common Commitments	
All Agencies	
State mandated and properly-worn face coverings	✓
Safe distancing and capacity	✓
Daily cleaning	✓
Sharing data between agencies	✓
Paratransit	
Contact outreach if reported Infected customer	✓
Individual Agency Commitments	
Strategic, Plans and Processes	
Plan/process for transportation provider facility staffing (% of occupancy)	✓
Communication strategy and reporting on posted, verbal, email and social distancing communications to include non-English language – internal and external	✓
Individual Agency Metrics	Timing
Customer Facing	
Estimate of face covering compliance – random statistically significant sample across modes, including facilities and vehicles Goal: 95% compliance (allows for non-exempt) Critical metric as the closer physical distancing assumed in this plan is based on face covering compliance, in addition to other measures	Agency data Reported monthly to dashboard
Estimate of vehicle capacity - random statistically significant sample across modes Goal: Estimate of vehicle capacity to allow for physical distancing	Agency data Reported monthly to dashboard
Employee Facing	
Percent (%) of internal contact tracing completed if confirmed infected employee Goal: 100% of confirmed employees	Agency data Reported monthly to dashboard
Estimated compliance across employee groups for face coverings Goal: 100% (exempt employees counted as compliant)	Agency data Reported monthly to dashboard

The check-marked items indicate Marin Transit's commitment to each action and certifies that the District has or will meet the requirement. At this time, Marin Transit complies with all requirements.

The remaining four metrics in the Customer Facing and Employee Facing categories require monthly reports on quantitative compliance with standards. Marin Transit staff have developed a methodology to conduct monthly audits that meet the sampling and reporting requirements in

the monitoring plan. This requires District staff and contractors to randomly sample transit trips and report their findings. District staff will compile all contractor and staff collected data into a single report.

FISCAL/STAFFING IMPACT: Staff estimates less than eight hours of staff time will be required to collect, assemble, and report on the data required each month. This effort can be completed within existing staff resources and therefore there is no fiscal impact associated with this item.

Respectfully submitted,

A handwritten signature in black ink, reading "Nancy E. Whelan". The signature is fluid and cursive, with the first name "Nancy" and last name "Whelan" clearly legible.

Nancy Whelan
General Manager

Attachments:

- A. Resolution endorsing the Riding Together: Bay Area Healthy Transit Plan
- B. Riding Together: Bay Area Healthy Transit Plan
- C. Presentation on Riding Together: Bay Area Healthy Transit Plan



Resolution No. 2020-05

Resolution of the Marin County Transit District Board of Directors endorsing the Riding Together: Bay Area Healthy Transit Plan as a baseline set of measures that Marin Transit, along with other Bay Area transit agencies will implement to ensure the health of transit riders and workers during the COVID-19 pandemic

WHEREAS, Like other Bay Area transit systems, the health of riders and transit workers continues to be Marin Transit's number one priority; and

WHEREAS, Despite an unprecedented loss of ridership due to the COVID-19 pandemic, many riders continue to depend on Bay Area systems for essential travel; and

WHEREAS, Survey data increasingly suggests that the majority of riders will return to transit when allowed to do so; and

WHEREAS, The COVID-19 pandemic has presented transit systems with an historic set of challenges, including the need to adjust protocols and procedures to ensure a safe operating environment; and

WHEREAS, Since the start of the pandemic, transit systems have collaborated with each other and with regional leaders, transit workers, rider advocates, public health experts, and others to create the Riding Together: Bay Area Healthy Transit Plan, which outlines a baseline set of measures that transit systems will implement to protect riders and workers; and

WHEREAS, The Riding Together: Bay Area Healthy Transit Plan provides guidance in the areas of vehicle disinfecting, physical distancing, face coverings, touchless payments, ventilation, employee personal protective equipment, testing, contact tracing, and employee wellness assessments; and

WHEREAS, The Riding Together: Bay Area Healthy Transit Plan will coexist and complement system specific plans developed by individual transit agencies; and

WHEREAS, The Riding Together: Bay Area Healthy Transit Plan is a living document and is intended to evolve as transit agencies continue to monitor rider and employee health on their systems and collaboratively take steps to respond to changing conditions.

NOW, THEREFORE, BE IT RESOLVED, That Marin Transit supports the implementation of the Riding Together: Bay Area Healthy Transit Plan on our system and throughout the Bay Area to keep transit riders and workers healthy during the COVID-19 pandemic;



AND BE IT FUTHER RESOLVED, That through the method established for transit system reporting of health metrics related to the COVID-19 pandemic, that Marin Transit will report monthly on Marin Transit's performance in aligning with the baseline health measures set forth in the Riding Together: Bay Area Healthy Transit Plan.

APPROVED AND PASSED this 14th day of September 2020.

Dennis Rodoni, President
Marin Transit Board of Directors

ATTEST:

Nancy Whelan, General Manager

Riding Together: Bay Area **Healthy Transit Plan**





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Due to the changing conditions and growing body of knowledge about the pandemic, this plan may be updated and or modified.

To our Customers, Employees and Partners

The COVID-19 Pandemic has been a massive strain for everyone. And it presents transit systems with a historic set of challenges, including the need to adjust protocols and procedures to ensure a safe operating environment for everyone.

Collectively, we as the transit operators in the nine Bay Area counties, have joined forces to initiate research, study U.S. and international efforts, and review information from the American Public Transportation Association (APTA), to develop common commitments and expectations for employees and passengers in our Bay Area transit systems. From this work, we developed ***Riding Together—Bay Area Healthy Transit Plan***. Development of our plan has additionally included collaboration with regional leaders, transit workers, paratransit providers, rider advocates, public health experts, and others.

As we are all guided forward by our State and local leadership toward business resumption, we view the safety of our employees and passengers as job number one. This plan serves as a tool for us, providing common commitments that have been set in place for our employees, our current passengers, and those who will be returning to transit.

This is a plan we own. A plan we will report on. And a plan that we will modify to the fluctuating nature of this pandemic. Furthermore, we are committed to the success of this plan, and look forward to a partnership with our customers and the shared responsibility for reducing transmission by properly wearing face coverings and meeting other expectations.

We are all in this together. We look ahead to serving our customers as well as teaming with them to work through this challenging time that faces everyone.

Bay Area Transit Operators





1.0 Plan Overview

Bay Area Public Transportation Providers (Appendix A) have collectively developed a cohesive health and safety plan—this plan—to bring the region’s public transportation providers together around transit-related health and safety standards and mitigations. This plan will provide guidance for the mitigations to be consistently applied across the network to best serve essential workers currently riding transit and help the Bay Area ease out of the COVID-19 pandemic stay-at-home order. While county-specific guidance may vary, these minimum standards give transit customers consistent expectations across all Bay Area public transportation operations and identify mitigations for public transportation providers and employees regarding workplace health and safety. Although many of the public transportation providers have their own individual plans or measures in place, this plan clarifies the responsibilities of public transportation customers and public transportation providers across the Bay Area in implementing the health and safety minimum requirements and mitigations and recommends communication strategies and key messages to promote health and safety awareness.

The guidelines in this plan reflect current understanding of the COVID-19 virus and the most prevalent methods of person-to-person transmittal:¹

- ➔ Between people who are in close contact with one another (within about 6 feet) through respiratory droplets produced when an infected person coughs, sneezes, or talks. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. COVID-19 may be spread by people who are not showing symptoms.
- ➔ By touching a surface or object that has the virus on it and then touching the nose, mouth or eyes.

Plan Purpose

- Identify consistent health and safety standards for public transportation customers to do and public transportation providers to implement as the Bay Area eases out of the COVID-19 stay-at-home order.
- Clarify expectations and responsibilities of transit customers and transit providers.
- Recommend communication strategies and key messages to promote public transportation customer and provider compliance with and support for mitigations.

Scope of Plan

- Applies to Bay Area public transportation providers listed in Appendix A (non-aviation) including rail, bus, ferry, paratransit, demand response and micro-transit.
- Limited to COVID-19 recovery efforts and mitigations.
- Covers public transportation services provided both directly by the public transportation providers and those provided under contract.
- Flows down mitigations from public transportation providers to contractors, as needed.

KEY TERM

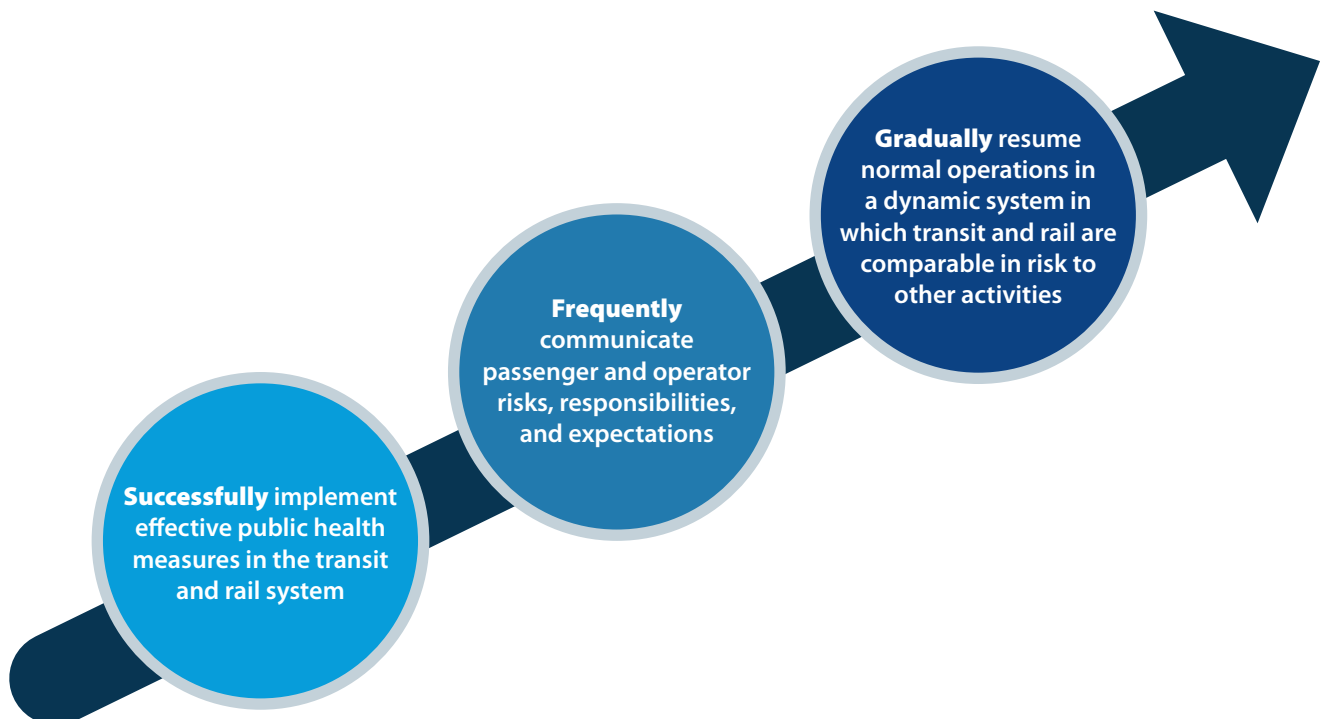
* **Mitigations:** Actions or practices that public transportation customers and providers, including employees, collectively take to slow the spread of COVID-19. Mitigations help the Bay Area’s public transportation network operate safely as the region eases out of the COVID-19 stay-at-home order.

The identified mitigations are based on US and international health agency guidance from the California Department of Public Health (CDPH), the US Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO). The application of the mitigations is informed by US and international transit industry guidance including guidance from the American Public Transportation Association (APTA 2020a; APTA 2020b; APTA 2020c), the CDPH (CDPH 2020a), a survey of 21 Bay Area public transportation providers regarding current COVID-19 health and safety practices and coordination with Bay Area public health representatives. See Section 7 for reference documents. In August 2020, APTA implemented its National Transit Recovery Commitment Program. Participating agencies (members) of APTA may display the program seal on vehicles and facilities. This new program from APTA is designed to support public transit agencies implement individualized policies for health agency guidance, cleaning, sharing of information, and other healthy best practices for passengers and employees.

This is a living plan and is based on current, known COVID-19 transmittal factors and disrupters of those transmittal factors (mitigations), and the current COVID-19 situation and public health response in the Bay Area and California.

This plan may change and adapt as research around COVID-19 evolves, as performance against this plan is achieved and/or as the COVID-19 situation in California changes. This plan currently anticipates that with continued compliance with California-mandated face covering requirements, physical distancing recommendations may change over time to allow for increased vehicle capacity to serve more Bay Area customers, while still complying with epidemiological research and transit best practice. Using the current guidelines and mitigations in this plan confirms that Bay Area public transportation providers are following public health recommendations while balancing the need to move toward increased capacity service.

This plan's approach is consistent with a Safety Management System approach that evaluates and balances risk recognizing society's need for and value of public transportation. The Federal Transit Administration requires, as part of the Public Transportation Agency Safety Plan final rule, the evaluation of safety risks and the application of mitigations to reduce risks as part of a transportation provider's Agency Safety Plan. This regional COVID-19 plan is consistent with managing risks associated with this pandemic to gradually move to resume capacity and service.



2.0 Alignment with State Pandemic Resilience Roadmap

California is currently in **Stage 2** of the state's Pandemic Resilience Roadmap (CDPH 2020b), allowing specific lower risk sectors to open and modified school programs and child care to resume.

Indicators to modify the Stay-at-Home Order include:

- ➔ **Ability to test, contact trace, isolate, and support the exposed**
- ➔ **Ability to protect those at high risk for COVID-19**
- ➔ Surge capacity for hospitals and health systems
- ➔ Therapeutic development to meet the demand
- ➔ **Ability of business, schools, and childcare facilities to support physical distancing**
- ➔ Determination of when to reinstitute measures like Stay-at-Home



There are nine counties that are represented in the Bay Area Transportation Providers: Marin, Sonoma, Napa, Solano, Contra Costa, Alameda, Santa Clara, San Mateo, and San Francisco. As of August 2020, all the nine counties were being monitored for data that does not meet indicator objectives (CDPH 2020c).

Public transportation providers have impacts or supporting roles on the emboldened bullets in the above list. Committing to support contact tracing where appropriate, protecting high-risk persons during travel and supporting physical distancing are all part of this plan and support the ability of the state to modify the Stay-at-Home order and provide for further re-opening. At Stage 3, counties may choose to move forward at their own pace, relaxing orders, which can impact the demand for public transportation. By supporting the community indicators, transportation providers will demonstrate partnership and community-mindedness, allowing for the easing of restrictions and the ability to increase capacity in a safe and moderated way.

3.0 Health and Safety Risk and Public Transportation Benefits

Public transportation, like other businesses, has had to weigh risks of providing equitable transportation service against health and safety risks. The Federal Transportation Administration requires public transportation providers to identify, evaluate and manage risks for the best outcome to the public and to those who provide the services. The societal benefits of providing affordable transportation exceed any risks presented by public transportation related to COVID-19. This plan seeks to minimize further risks related to COVID-19.

As with other safety hazards, the most effective measures are layered for maximum results. Layering good hand hygiene, face coverings, ventilation, physical distancing, cleaning and disinfecting, limited time exposure, as well as, passenger personal accountability provide for a safer environment than only one or two of the mitigation measures alone. The Bay Area transportation providers are committing to layering safety measures along with passenger personal accountability to keep public transportation available for essential workers who are keeping the Bay Area in business and for others as the region emerges from the current conditions. **Using other prevention measures in combination with social distancing, such as wearing a mask, will modify the threshold of Social Distancing, and thus enable to increase the occupancy rate of the trains. (UIC2020)**

4.0 Health and Safety Mitigations

Public transportation customers and providers and their employees can all help keep California on a path to continue safely reopening and remaining open by following several key health and safety mitigations. Each health and safety mitigation is based on US or international public health recommendations. This plan includes mitigations for customers and providers to implement for a healthy Bay Area transit system.

Paratransit and demand response is discussed in Section 5, Paratransit, Demand Response and Vulnerable Populations.

4.1 Customer Facing Mitigations



Face Coverings

The CDC is advising the use of simple cloth face coverings to slow the spread of COVID-19 and help people who may have the virus and do not know it from transmitting it to others (CDC 2020a).

Additionally, on June 18, 2020, the State of California required people in the state to wear face coverings when they are in certain situations including the following related to public transportation operations for both customers and employees (CDPH 2020d):

- ⊕ Inside of, or in line to enter, any indoor public space.
- ⊕ Waiting for or riding on public transportation or paratransit or while in a taxi, private car service, or ride-sharing vehicle.
- ⊕ Engaged in work, whether at the workplace or performing work off-site, when interacting in-person with any member of the public, working in any space visited by members of the public, regardless of whether anyone from the public is present at the time, working in or walking through common areas, such as hallways, stairways, elevators, and parking facilities, and in any room or enclosed area where other people (except for members of the person's own household or residence) are present when unable to physically distance.
- ⊕ Driving or operating any public transportation or paratransit vehicle, taxi, or private car service or ride-sharing vehicle when passengers are present. When no passengers are present, face coverings are strongly recommended and maybe required based on local guidance.
- ⊕ While outdoors in public spaces when maintaining a physical distance of 6 feet from persons who are not members of the same household or residence is not feasible.

Customer Responsibilities

Public transportation customers are expected to bring and properly wear their own face coverings when accessing public transportation services and facilities to comply with the State of California's order.

Public Transportation Provider Responsibilities

To support compliance with the State of California order, all public transportation providers require the proper use of face coverings on their systems, including in facilities, for all passengers over the age of 2 years, unless the customer is exempt per the State of California order.

Public transportation providers will:

- ⊕ Remind passengers of the face covering requirements.
- ⊕ Have the right to refuse to carry anyone not wearing a face covering, unless the person is exempt.
- ⊕ Communicate the requirement in transit vehicles and facilities noting the state requirement for face coverings for transit customers and employees.
- ⊕ Require employees to adhere to face covering requirements.



- ➔ Develop, implement and communicate to employees a process for equitable face-covering compliance strategies. At a minimum, to protect bus operators or others in direct contact with public, provide de-escalation options and support if conflict ensues.
 - Optionally, as a de-escalation technique, provide or make available face-coverings, as capabilities allow, at defined locations (from staff or for sale such as vending machines).
 - Consider other de-escalation techniques and inform operators of their options, such as dealing with face coverings in a similar manner as fare payment.

Paratransit and demand response face coverings is discussed further in Section 5, Paratransit, Demand Response and Vulnerable Populations.

Physical Distancing



COVID-19 is thought to spread mainly from person-to-person, between people who are in close contact with each other and through respiratory droplets produced when an infected person coughs, sneezes or talks (CDC 2020b). The World Health Organization and multiple European transportation agencies are using a 1 meter (approximately 3 feet) minimum requirement for physical distancing when face coverings are worn.

The CDC currently advises 6 feet, however, it should be noted that face coverings were not encouraged or mandated by CDC when the 6-foot distancing metric was introduced. Where practicable, Bay Area public transportation providers will provide for a minimum 3-foot physical distancing metric, coupled with mandatory, properly worn face coverings.

Customer Responsibilities

Public transportation customers are expected to remain a minimum of 3 feet or optimally 6 feet, as practicable, from others not in their households when in stations, transit facilities or in vehicles, in addition to complying with the facial covering requirement.

If assistance is required from the operator or other staff, the customer will allow the operator to manage the securement in the safest manner possible for both passenger and operator.

Public Transportation Provider Responsibilities

Public transportation providers will:

- ➔ Communicate to their customers the physical distancing minimum standards for safely riding public transportation.
- ➔ Manage capacity, as possible, to provide spacing to achieve the 3-foot physical distancing minimum requirement.
- ➔ Evaluate disability device securement and advise operators how to manage securement practices to reduce risk to all parties.

Paratransit and demand response physical distancing is discussed further in Section 5, Paratransit, Demand Response and Vulnerable Populations.



Hand Hygiene

Good hand hygiene can help slow the spread of COVID-19. This includes washing hands with soap and water for at least 20 seconds or using an alcohol-based hand sanitizer containing at least 60 percent alcohol (CDC 2020a).

Customer Responsibilities

Public transportation customers should bring hand sanitizer or disinfecting wipes to clean their hands before and after using public transportation and after contact with potentially contaminated surfaces or use hand washing facilities, as available.

Public Transportation Provider Responsibilities

Public transportation providers will:

- ➔ Provide information if hand-washing stations or hand sanitizer dispensers are available to customers.

A Quiet Ride Campaign



Droplets expelled through talking, singing, and other verbal activities are known to contribute to virus dispersion (CNN 2020; NEJM 2020). Bay Area public transportation providers will temporarily adopt the “Quiet Ride” communication campaign, requesting passengers minimize talking, singing or other verbal activities while riding public transportation to slow the spread of COVID-19. Necessary verbal activities, such as requesting a stop, are not precluded.

Customer Responsibilities

- ➔ Reduce talking, singing, or other verbal activity to the extent possible while in public transportation facilities and on vehicles.

Public Transportation Provider Responsibilities

Public transportation providers will:

- ➔ Communicate and promote the “Quiet Ride” campaign to customers.

Vehicle and Facility Conditions – Cleaning and Disinfecting



Cleaning and disinfecting surfaces reduces the risk of infection by removing potential contamination. To restore passenger confidence and provide for a healthy environment, vehicles and facilities must be cleaned and disinfected more frequently than pre-COVID-19 practice. If not already doing so, public transportation providers will implement cleaning and disinfecting on a more frequent schedule than pre-COVID-19 practices and will follow APTA-recommended practices (APTA 2020a; APTA 2020b).

Customer Responsibilities

- ➔ Customers must stay at home when they are sick in order to slow the spread of COVID-19, evaluating their own symptoms or exposure.
- ➔ Customers will dispose of tissues or other potentially contaminated materials in trash cans.

Public Transportation Provider Responsibilities

Public transportation providers will:

- ➔ Daily clean and disinfect in-service vehicles, factoring in the level of use, with an emphasis on high-touch areas.
- ➔ Provide elevated cleaning if a vehicle is reported to have carried an infected or potentially infected person. Reports could come from a public health agency, customer report or employee observation of a person displaying symptoms.
- ➔ Use EPA-List N disinfectants applied through methods outlined in the APTA standard or EPA/CDC recommendations.
- ➔ Coordinate with public health officials if reports of potentially-infected,² known or confirmed infected persons utilized the public transportation system.

Paratransit and demand response cleaning is discussed further in Section 5, Paratransit, Demand Response and Vulnerable Populations.

²Potentially-infected (person) is defined as a person who is observed to exhibit COVID-19 symptoms or has been recommended by a medical professional to undergo COVID-19 testing or quarantine.



Vehicle and Facility Conditions – Ventilation



Increased air flow can provide for a healthier environment for transit customers and employees (CDC 2020e; APTA 2020a). On some vehicles, such as buses and light rail vehicles, doors are frequently opened to allow passengers to board or exit. Other vehicles have less frequent door cycling and are more dependent on the vehicle heating ventilation and air conditioning (HVAC) system. Buses and ferries may have windows that open, allowing additional ventilation. Where feasible, public transportation providers will increase ventilation in vehicles and in facilities.

Customer Responsibilities

Customers will not close windows that are open without consulting the operator or other public transportation employee.

Public Transportation Provider Responsibilities

Public transportation providers will:

- ➔ Maximize fresh air in vehicles and facilities, based on ventilation options, and other factors such as climate or air quality.
- ➔ Confirm maintenance is performed on ventilation systems in vehicles and station facilities and that the systems function at peak-performance.
- ➔ Use the highest MERV-rated filter appropriate for the HVAC system in vehicles and facilities, as feasible.
- ➔ Provide guidance to operators or other public transportation employees regarding the opening of windows and doors, including direction if other health hazards such as air quality issues arise.



Touchless Fares

Reducing cash fare payments reduces touch and virus transmittal potential and can reduce the need for face-to-face transactions.

Customer Responsibilities

- ➔ Public transportation customers should use touchless fare options, when possible, to include Clipper cards or online or mobile ticketing.
- ➔ If using cash fare, have correct fare ready for payment on boarding to minimize exposure to others boarding.

Public Transportation Provider Responsibilities

Public transportation providers will:

- ➔ Communicate all touchless fare payment options to customers.
- ➔ Encourage use of touchless fare payments, as feasible, while still allowing for cash options.

Paratransit and demand response touchless fares is discussed in Section 5, Paratransit, Demand Response and Vulnerable Populations.

4.2 Transit Employees Mitigations

Keeping employees safe and well is critical for the operation of Bay Area public transportation providers. The following minimum standards apply to public transportation employees. Employees should adhere to company requirements and be assured that other employees will also adhere to requirements and be held responsible.

Employee COVID-19 Assessments

Assessing employee wellness is part of evaluating fitness for duty. During the COVID-19 pandemic, additional COVID-19 assessments can support whether employees are ready for work and minimize the risk of spreading COVID-19 to others around them. It is critical to understand that many people who have COVID-19 are asymptomatic and may not know that they are infected. Also, note that temperature scan results can be unreliable. Some temperature instruments only test skin temperature which can be impacted by external climate or human activity. Also, normal human temperature can range from 97° to 100° F, so a fever cannot be assumed based on a slight elevation in temperature. Staff training also factors into the reliability of a temperature scan.

Employee Responsibilities

Employees will cooperate with the employer-developed protocols for COVID-19 assessment and provide facts when completing any requested assessments.

Public Transportation Provider Responsibilities

Public transportation providers will:

- ➔ Develop and implement a COVID-19 assessment protocol for employees prior to accessing transit facilities or vehicles. The COVID-19 assessment may consist of a self-assessment, questionnaire or temperature scan or other activities that provide information about whether it is safe to be at work.
- ➔ Develop, implement and communicate a policy for employees around the COVID-19 assessment protocol including expectations of those who may be prevented from working based on the COVID-19 assessment.
- ➔ Provide for employee health privacy in any COVID-19 screening activity.

Personal Protective Equipment



Personal protective equipment (PPE) is inclusive of face coverings, face shields, and gloves. As per the State of California order, face coverings are required for all in work place settings (CDPH 2020d). Some job categories may require different PPE than other job categories. Public transportation providers are recommended to perform some type of job hazard analysis (JHA) to determine specific hazards or exposure possibilities and base PPE allocation on that assessment.

Employee Responsibilities

Employees will wear the combination of PPE defined for their job requirements to safeguard themselves and others while in the work environment. If any portion of the PPE defined for an employee's job requirements cannot be complied with, the employee is responsible for alerting their employer and cooperating with the development of alternatives to provide for a healthy working environment, as feasible.

Public Transportation Provider Responsibilities

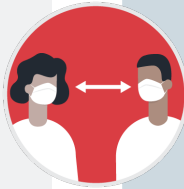
Public transportation providers will:

- ➔ Determine and supply minimum levels of PPE, including the required face coverings (unless exempt).
- ➔ Perform some type of job hazard analysis to determine specific hazards or exposure possibilities and base PPE allocation on that assessment. These can be broad categories based on exposure (for example, public facing duties or job duties that require close proximity to other employees or passengers). Positions at a higher risk for exposure, such as mechanics or right-of-way maintainers who work in pairs to perform tasks or bus operators, should be considered for higher levels of PPE.



- ➔ Provide supervision and oversight to confirm compliance and develop protocols for non-compliance.
- ➔ Identify any spaces where face coverings are not required (e.g. private offices), as allowed by local health guidance.
- ➔ Communicate requirements to all employees.
- ➔ Develop and implement a policy to manage employees who do not or cannot comply with the increased or changed PPE requirements.

Physical Distancing



Physical distancing is one of the primary mitigation measures, in addition to face coverings, recommended by the public health agencies to minimize the risk of COVID-19. There are several factors that are currently considered in transmitting the infection. Both time and space are being evaluated, with exposures of greater than 15 minutes or closer than 3 feet both factors related to transmission (WHO 2020a; WHO 2020b). Public transportation providers will consider distancing, facial coverings and time in their employee physical distancing requirements.

Employee Responsibilities

Employees will comply with physical distancing requirements and facility modifications. If employees cannot comply with physical distancing requirements or function with facility modifications, employees must alert their employer and discuss alternatives to support a safe work environment.

Public Transportation Provider Responsibilities

Public transportation providers should evaluate the following spaces and put into practice measures to manage physical distancing. Where work duties allow, provide for virtual work to reduce exposure of employees. Providers should evaluate facility capacity and develop a plan for all job categories to assess remote work, staggered shifts and other strategies to alleviate crowding that would challenge physical distancing.

Common Spaces

Common spaces include, but are not limited to, vestibules, restrooms, break rooms, lunchrooms, conference rooms, shared workspaces and operator report areas.

Public transportation providers will:

- ➔ Determine common space capacity based on space size and configuration and define limits.
- ➔ Stagger work hours and breaks to spread use of space.
- ➔ Encourage eating outside, at desks, or at physically-distanced spacing, as possible.
- ➔ Enforce face covering requirements for all common spaces.
- ➔ Communicate expectations for physical distancing in common spaces.
- ➔ Clean and disinfect common spaces regularly, using EPA-List N disinfectant materials.
- ➔ Remove or provide for cleaning of recreational equipment (pool tables, ping pong tables, or other) that might encourage close proximity or provide cleaning for high touch potential.
- ➔ Enforce physical distancing requirements for meetings or group activities, reducing in-person participation, encouraging virtual participation, utilizing larger meeting spaces or moving meetings outside, as possible.

Vertical Transport

Vertical transport includes elevators or stairs, areas that have the potential to place persons in close proximity within enclosed spaces.

Public transportation providers will:

- ⊕ Either limit capacity of elevators or ensure exposure time is less than 15 min.
- ⊕ Encourage stair use, as possible, to reduce elevator congestion.
- ⊕ Consider allocating one elevator for vulnerable persons who may be at higher risk of life-threatening COVID-19 complications, as needed.

Work Space Modification

Public transportation providers should evaluate work spaces for each job category to either allow for physical spacing or the placement of temporary or permanent shielding.

Public transportation providers will:

- ⊕ Provide dividers in group work spaces or provide additional space.
- ⊕ Provide protection for bus operators utilizing minimum 6-feet physical distancing between operator and passengers or protective measures to include permanent or temporary shields, rear door boarding, if available, elevated PPE and/or elimination of seating within close proximity.
- ⊕ Provide station agent or other field staff with shielding or elevated PPE.
- ⊕ Provide individual work equipment or provide sanitation materials for cleaning between employee use.

Infected Employees/Contact Tracing



Public transportation providers will track employees who access transit facilities or equipment, as feasible. If an employee reports an infection, or possible contact with an infected person, public transportation providers should document and maintain records of what other employees may have come into contact with the exposed or infected employee and notify other employees. Public transportation providers should inform employees if the provider is notified from a customer contact or other notification, that an infected person has been in a specific vehicle or facility. Public transportation providers should report any confirmed infections to the appropriate public health agency.

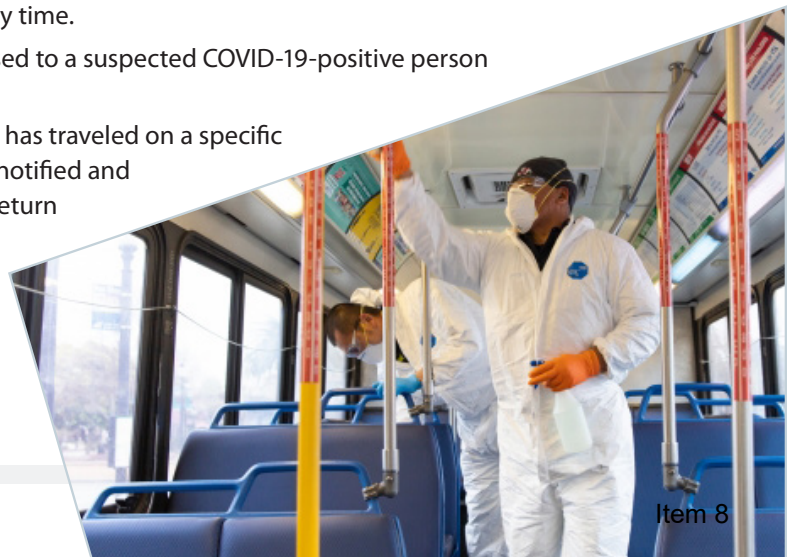
Employee Responsibilities

Employees will inform their employer if they test positive for COVID-19, have been exposed to someone confirmed to have COVID-19 or suspect exposure to COVID-19. Employees will not report to work under these conditions and will abide by public health requirements for infected or exposed persons.

Public Transportation Provider Responsibilities

Public transportation providers will:

- ⊕ Record which employees are in facilities or vehicles at any time.
- ⊕ Notify other employees if they have been possibly exposed to a suspected COVID-19-positive person to allow them to take appropriate action.
- ⊕ If notified that a confirmed or suspected-positive person has traveled on a specific trip or bus, if possible to determine, the operator will be notified and provided options for reporting, testing, quarantine and return to work.
- ⊕ Define policies specific to handling any reported health information, notification processes and rights and responsibilities of infected or quarantined employees who miss work.





5.0 Paratransit, Demand Response and Vulnerable Populations

This section adds additional detail to applicable minimum mitigations described in Section 4.1 and 4.2. Paratransit providers and customers should review Sections 4.1 and 4.2 in addition to Section 5 for minimum mitigations related to physical distancing, touchless fare, hand hygiene, and ventilation which all have applicability to paratransit transportation.



Face Coverings

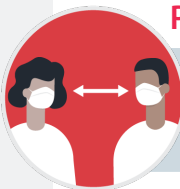
The population of customers utilizing paratransit service may have a higher likelihood of being exempt from the face coverings requirement due to other health issues. This provides for additional potential exposure of other passengers and operators.

Customer Responsibilities

Customers must wear face coverings unless exempt and should inform the paratransit provider if unable to wear a face covering to allow for additional protective measures, as feasible.

Paratransit Provider Responsibilities

If informed that a specific customer cannot wear a face covering, additional spacing between customers should be allowed (6-feet) and, if possible, the space should be disinfected after the customer is transported.



Physical Distancing

As per fixed route service, a minimum of 6-feet physical distancing should be maintained between operator and passengers and 3-feet between passengers. Aides or family members are considered part of the passenger household unit.

Customer Responsibilities

Customers should maintain a minimum of 3-feet physical distance from those not within their household unit. Customers exempt from face covering requirements should attempt to increase the physical distancing to 6-feet, as possible.

Paratransit Provider Responsibilities

Capacity on vehicles should allow for maintaining a minimum of 3-feet physical distancing between customers/household units, as feasible, with additional space allowed if face coverings are not possible.

Vehicle Condition - Cleaning and Disinfecting



Cleaning and disinfecting surfaces in the paratransit or demand response sector is important as these customers are frequently more vulnerable due to underlying health conditions and may be more likely to be exempt from the face covering requirement. Often this population has limited alternative transportation choices. Paratransit providers should have heightened concern to maintain clean and disinfected vehicles servicing these customers (APTA 2020a).



Paratransit Provider Responsibilities

- ➔ Daily clean and disinfect in-service vehicles, factoring in the level of use, with an emphasis on high-touch areas.
- ➔ Spot clean high touch areas during service hours, as possible with passenger loads, with additional attention after carrying passengers who are exempt from face covering requirements.
- ➔ Elevate cleaning if a vehicle is reported to have carried an infected or potentially-infected person.
- ➔ Use EPA List N disinfectants applied through methods outlined in the APTA standard or CDC/EPA recommendations.

Employee Personal Protective Equipment and Supplies



A paratransit or demand response operator is one specific position that will require different level of PPE from other job categories, as most are required to work in close proximity to customers to secure or otherwise assist customers as part of their job duties.

Paratransit Provider Responsibilities

- ➔ Review the level of contact required of their demand response operators and provide elevated PPE if exposure is elevated. Considerations should include face shields or eye protection and face coverings, gloves, spray or wipe-on disinfectant, and hand sanitizer or sanitizing wipes.

Passenger COVID-19 Wellness Screening



Most demand response service has some type of advanced scheduling ability, with follow-up reminders or communication. This is an opportunity to ask passengers to self-assess their wellness as an additional safeguard to other passengers and the operator.

Customer Responsibilities

Customers will review their own COVID-19 wellness and exposure and schedule trips based on the review. If exposed or symptomatic, customers should advise the paratransit provider to determine alternate transportation options or to allow the provider to schedule or arrange travel in the safest manner possible.

Paratransit Provider Responsibilities

- ➔ Review scheduling protocols and, as possible, include a simple self-assessment questionnaire which would indicate to the potential passenger if they should continue with their ride or cancel or arrange alternate transportation due to any symptoms or exposure.

The assessment should consider the following areas of review:

- Exposure to persons with confirmed case of COVID-19 in the past 14 days.
- New symptoms such as fever, cough, fatigue, shortness of breath, chills or muscle aches. Note that the list of symptoms continues to evolve with the most recent found at <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>.
- ➔ Develop protocols and inform schedulers and staff regarding proper handling of customer reports of exposure or infection. Options might include providing ride as a single passenger (unit), arranging for alternate transportation, advising of other transportation options or denying ride based on direct threat.

Contact Tracing



Paratransit providers have customer information that could be used to support contact tracing. If a passenger has likely come into contact with an infected person through their paratransit use, that customer, as well as the public health agency, should be contacted and provided information of the potential contact.

Customer Responsibilities

If a customer using paratransit services, subsequently tests positive or develops symptoms and is presumed to be positive, the customer will notify the paratransit provider to allow follow up with other potentially exposed persons.

Paratransit Provider Responsibilities:

- ➔ Provide information either directly or through the public health agency if an exposure is reported.
- ➔ Notify the operator and provided options for reporting, testing, quarantine and return to work.
- ➔ Allow for appropriate quarantine of operator or other staff, as advised by the public health agency.



6.0 Communication Strategies and Key Messages

Goals:

- Reinforce the State of California order requiring facial coverings.
- Encourage behaviors that reduce potential exposure of customers and employees while riding or working in the Bay Area transit systems.
- Increase passenger and public awareness of individual responsibilities and actions for healthy practices in public spaces, transit vehicles and transit facilities.
- Increase public confidence in and support for using transit as the Bay Area emerges from the COVID-19 stay-at-home order.
- Broaden public awareness of cooperative strategies and health mitigations adopted by Bay Area transit operators.
- Coordinate communications efforts to promote public transportation customer and provider compliance with and support for mitigations.

Strategies:

- Inform transit customers and employees of the plan's identified and implemented minimum safety and health mitigations for public transportation as the Bay Area eases out of the COVID-19 stay-at-home order, and more transit services phase in.
- Inform transit agency customers and employees of cooperative expectations and responsibilities of riding and working in the Bay Area's transit systems.
- Coordinate agencies' existing and forthcoming customer research data to refine distribution channels and messaging as conditions warrant.
- Leverage key messages as a call to action for healthy practices while using and working in transit systems.
- Deliver key messaging and approaches to agencies so they may augment and adapt to individual agency communications efforts to passengers and employees.
- Encourage customer compliance and cooperation in behaviors and mitigations for healthy use of public transit as the Bay Area emerges from the COVID-19 stay-at-home order.

Tactics:

- Distribute key messages in multiple and or cooperative communications channels of individual transit agencies. And, when possible, agency communications teams will utilize uniform message structure as well as cooperative scheduling, information and events throughout the Bay Area.
- Echo a partnership with the public in all messaging—operators view customers as partners in this effort and plan.
- Build on the behavioral and social foundations and common-sense practices already established in grocery stores and other essential businesses.
- Leverage and load Bay Area agencies' owned, earned and paid media channels with essential and uniform messages at key service resumption times.
- Distribute key messages via applicable business and employer communications channels.
- Share information and key messages with media as well as elected and community stakeholders.
- Work with paratransit providers for special communication needs for both operators and passengers.
- Deliver messaging in a variety of equitable channels to reach LEP travelers.
- Utilize simple graphics and minimal text to convey key messages.

Target Markets:

- Current transit customers and transit dependent travelers
- Previous transit customers who paused commuting during the COVID-19 stay-at-home order
- Occasional transit riders
- Bay Area residents
- Transit agency employees
- Paratransit customers and providers
- Schools, colleges and universities
- Bay Area businesses and employers

Transit Agency Customers

Face coverings - California requires people in the state to wear face coverings outside of their homes.



Properly worn face coverings are mandatory.

Physical distancing - The World Health Organization and multiple European transportation agencies are using a 1 meter (approximately 3 feet) minimum requirement for physical distancing when face coverings are worn.



Give others space to keep everyone healthy. Plan your trip and avoid crowded vehicles.

Keep hands clean - Frequent hand washing can help minimize the spread of COVID-19.



Wash hands before and after your trip. Carry hand sanitizer with you.

A quiet ride - Talking, singing, and other verbal activities increase the risk of COVID-19 transmission.



Reduce the spread – minimize talking when possible.

Cleanliness - Cleaning and disinfecting surfaces reduces possible COVID-19 transmission. Vehicles and facilities are cleaned and disinfected frequently.



We're frequently cleaning and disinfecting our vehicles, stations, workspaces, and high-touch areas to keep everyone healthy.

Ventilation - Increased air flow can provide for a safer environment for customers and employees in the transit.



We're keeping the air flowing to help keep everyone healthy.

Touchless fares - Minimizing of cash for fares helps reduce risk of COVID-19 transmission.



Using electronic payment can help reduce the spread of COVID-19. Please check with your provider for details.

Testing - Keeping everyone safe and healthy is a priority.



Don't ride if you are sick. If you feel you have been exposed to COVID-19, get tested. Contact your health provider or local public health department.

Personal protective equipment (PPE) -

PPE is inclusive of face coverings, face shields, and gloves. Per CA requirement, face coverings are required for all in a workplace setting. PPE requirements may differ for employees based on job category.



We're providing employee protective equipment and modifications to protect our employees and keep passengers healthy.

Transit Agency Employees

Employee wellness assessments - Assessing employee wellness is part of evaluating fitness for duty during the COVID-19 pandemic.



Agencies have employee wellness assessments in place to protect our employees and passengers.

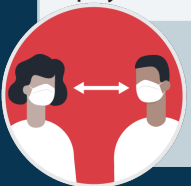
Personal protective equipment (PPE) -

PPE is inclusive of face coverings, face shields, and gloves. Per CA requirement, face coverings are required for all in a work place setting. PPE requirements may differ for employees based on job category.



We're providing PPE such as face coverings, face shields, and gloves to our employees. PPE requirements may differ based on job category.

Physical distancing - The World Health Organization and multiple European transportation agencies are using a 1 meter (approximately 3 feet) minimum requirement for physical distancing when face coverings are worn.



Give others space to keep everyone healthy.

Contact tracing - If an employee reports an infection or possible contact with an infected person, transit providers should maintain records of what other employees may have come into contact. Transit agencies should report any confirmed infections to the appropriate public health agency.



We have an employee contact tracing program in place to keep our employees safe and healthy.

Testing - Public transit workers are deemed essential and have been given priority testing. We encourage testing of employees who have symptoms or think they may have been exposed to COVID-19.



Don't come to work if you are sick. If you feel you have been exposed to COVID-19, get tested. Contact your healthcare provider or local public health department.

Paratransit Agency Customers

Face coverings - California requires people in the state to wear face coverings outside of their homes.



Properly worn face coverings are mandatory.

Touchless fares - Minimizing of cash for fares helps reduce risk of COVID-19 transmission.



Using electronic payment can help reduce the spread of COVID-19. Please check with your provider for details.



Recommended Messaging Approach and Channels

Sharing information and consistent messaging will help ensure a successful implementation of this plan. While individual agencies have separate policies, facilities, services and communications methods, it is recommended to feature the key messages from this plan in prominent communications channels. Communication is critical for a successful implementation for everyone that interacts with the transit system. With shared and uniform messages in place, passengers traveling across providers will experience consistency in expected conduct and environment.

Communication Channels – Owned

- ➔ Agency Website – Prominently feature the key message points and information on frequently-used landing pages, customer/fare pages and microsites, employee intranet, and media pages as well as a link to healthytransitplan.com. Site analytics should be used to monitor.
- ➔ Share and post co-produced information video on agency websites and social media platforms.
- ➔ Social Media Platforms – Post key message points at times recognized for highest engagement. Add applicable key messages in engagement and individual messages. Utilize applicable video clips as aligned with key messages.
- ➔ Other Digital Communications - Frame key plan messages in customer-facing newsletters, blogs and/or e-blasts.
- ➔ On-vehicle/Station and Stop Monitors – Add key messages.
- ➔ Customer Service Call Centers/Touch Points – Add key messages to customer touch points such as call center floodgates or hold messages as well as any open customer service and or ticket windows. And, encourage integration of key message points, when applicable, into responses to customer inquiries.
- ➔ Post distancing and entry/exit modifications on vehicle floors and ceilings.
- ➔ On vehicle signage – Post key messages on vehicles and applicable boarding/fare gate areas and ticket vending equipment, points of entry, customer ticketing and service areas.
- ➔ Publish messages on shared revenue advertising space within or outside vehicles.
- ➔ Add applicable information to on-location rerouting notices.

Communication Channels – Earned

- ➔ News release(s) – as planned by the Communications Team
- ➔ Media advisory – as planned by the Communications Team
- ➔ Cooperative media event – as planned by the Communications Team
- ➔ Information video – as planned by the Communications Team
- ➔ B-roll – as planned by the Communications Team
- ➔ Op Ed – as planned by the Communications Team
- ➔ Suggesting a Reddit AMA (Ask Me Anything) – featuring key moderators/participants
- ➔ Suggesting a cooperative letter or simplified MOU with agencies to show collaboration

Communication Channels – Paid

- ➔ Consider/explore use of paid/boosted posts on social media channels.
- ➔ Explore options for cooperative advertising options in/around stations: Out-of-home including in-station, on-vehicle and geo-fenced ads served to mobile users within proximity to key stations.

Communication Channels – Community Outreach and Stakeholder Outreach

- ➔ Meet with and engage community leaders for best approach to reaching communities of color, lower-income, and Limited English Proficiency (LEP) populations as well as share materials and key messages.
- ➔ Engage customer advocacy groups and individuals.
- ➔ Share ADA compliant and remediated materials from websites with paratransit partners.
- ➔ Distribute key message point to business and employer groups.
- ➔ Distribute information to Clipper and 511 for cooperative announcement, and encourage integration of key message points, when applicable, into online customer engagement responses.
- ➔ Distribute and or post information at open community center locations.
- ➔ Share key information and message points to Board members and executive teams.
- ➔ Share key information and message points to agency community and passenger working groups.

Employee Communications

Distribute key message points in cooperation with human resources and union representatives at key points:

- ➔ Building entry and exit points
- ➔ Newsletters/eblasts
- ➔ Offices, breakrooms, shops, gyms and other facilities
- ➔ Team calls and huddles
- ➔ Dispatch and scheduling areas





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Appendix A

Bay Area Transportation Provider Participants

- Altamont Commuter Express (ACE)
- Alameda-Contra Costa Transit District (AC Transit)
- Caltrain
- Central Contra Costa Transit Authority (CCCTA)
- City of Dixon Redit-Ride
- County Connection
- Eastern Contra Costa Transit Authority (Tri Delta)
- Fairfield and Suisun (FAST)
- Golden Gate Bridge, Highway and Transportation District (GGBHTD)
- Livermore Amador Valley Transit Authority (LAVTA)
- Marin Transit
- Napa Valley Transportation Authority (VINE)
- Petaluma Transit
- Rio Vista Delta Breeze
- SamTrans
- San Francisco Bay Area Rapid Transit (BART)
- San Francisco Municipal Transportation Agency (SFMTA)
- Santa Rosa CityBus
- Santa Clara Valley Transportation Authority (VTA)
- Solano County Transit (SolTrans)
- Sonoma County Transit
- Sonoma-Marín Area Rail Transit (SMART)
- Tri-Valley Wheels
- Union City Transit
- Vacaville City Coach
- Water Emergency Transportation Authority (WETA)
- Western Contra Costa Transit Authority (WestCAT)

Appendix B

Assessing Plan Effectiveness and Reporting for Accountability

Data collection and accountability is an important component of assessing plan effectiveness and to monitor if adjustments need to be instituted to meet the goals of the plan. This plan provides a framework for Bay Area transportation operators to collect, share and report data, and be accountable to each other as well as provide information to the public to build confidence in the Bay Area public transportation system. It is important to note that public transit operators are primarily accountable to the health guidance issued and updated by county public health officers pursuant to changes in State guidance.

As the administrators of this plan, each Bay Area public transportation provider will report on the metrics outlined in Table 1. This data and any related actions will be updated monthly, shared with the Metropolitan Transportation Commission (MTC) as requested, and be publicly accessible on the following website: healthytransitplan.com.

Each transportation provider will:

- ➔ Define an individual agency process to gather data listed in Table 1, allowing for an agency-specific statistically valid percent sample of data gathering across modes, across facilities and vehicles.
- ➔ Define who, within each public transportation provider is responsible to manage and report the data and report the date as individual agencies.

Table 1 identifies metrics to support management of this safety and health plan.

Table 1. Safety and Health Plan Metrics

Common Commitments	
All Agencies	
State mandated and properly-worn face coverings	✓
Safe distancing and capacity	✓
Daily cleaning	✓
Sharing data between agencies	✓
Paratransit	
Contact outreach if reported infected customer	✓
Individual Agency Commitments	
Strategic, Plans and Processes	
Plan/process for transportation provider facility staffing (% of occupancy)	✓
Communication strategy and reporting on posted, verbal, email and social distancing communications to include non-English language – internal and external	✓
Individual Agency Metrics	Timing
Customer Facing	
Estimate of face covering compliance – random statistically significant sample across modes, including facilities and vehicles Goal: 95% compliance (allows for non-exempt) Critical metric as the closer physical distancing assumed in this plan is based on face covering compliance, in addition to other measures	Agency data Reported monthly to dashboard
Estimate of vehicle capacity - random statistically significant sample across modes Goal: Estimate of vehicle capacity to allow for physical distancing	Agency data Reported monthly to dashboard
Employee Facing	
Percent (%) of internal contact tracing completed if confirmed infected employee Goal: 100% of confirmed employees	Agency data Reported monthly to dashboard
Estimated compliance across employee groups for face coverings Goal: 100% (exempt employees counted as compliant)	Agency data Reported monthly to dashboard

Riding Together: Bay Area **Healthy Transit Plan**



Riding Together: Bay Area Healthy Transit Plan

Marin Transit Board of Directors

September 14, 2020

- Reduced bus capacity to allow for physical distancing onboard buses
- Increased service to reduce pass ups
- Require masks for drivers and passengers
- Clean vehicles daily
- Provide hand sanitizer (where feasible)

A Closer Look at Physical Distancing



- **Current maximum capacity onboard buses**
 - Large buses: 9 people
 - Shuttle buses: 4 people
- **On August 10, added Routes 117, 122, 135, and 171 to increase service frequencies and reduce passenger wait times**
- **Additional service approved through December 31, 2020**
 - Long-term ability to provide extra service unknown
- **Marin Transit active in Marin Recovers Task Force to:**
 - Work collaboratively with Marin County Public Health Officer
 - Identify safest means to gradually increase vehicle capacity

Key Elements of “Riding Together”



- Based on guidance from US and international organizations
 - California Department of Public Health
 - US Centers for Disease Control and Prevention
 - The World Health Organization
 - American Public Transportation Association
- Shared commitment of Bay Area Transit operators
- Includes a communication plan to support outreach to customers
- Requires monthly reporting on specific metrics

- **Marin Transit must certify compliance with**
 - State-mandated and properly-worn face coverings
 - Safe distancing and capacity
 - Daily vehicle cleaning
 - Sharing data with other agencies
 - Contact outreach if report of infected customer (paratransit only)
 - Plan/process for transportation provider facility staffing
 - Communication strategy with non-English language postings

Marin Transit will report the following metrics monthly

Customer Facing

- Face covering compliance
- Vehicle Capacity

Employee Facing

- Internal contact tracing (if confirmed infected employee)
- Face covering compliance

Marin Transit will share the required dashboard data

- Marin Transit Board of Directors
- Metropolitan Transportation Commission
 - Published on healthytransitplan.org
- Marin Transit website

Thank You

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