

**Combined Notes for the following meeting:
BAY AREA RAPID TRANSIT (BART) – AC TRANSIT
INTERAGENCY LIAISON COMMITTEE (ILC) MEETING**

VIRTUAL MEETING The members of the Board will participate from remote locations.
See page 1 of the agenda for public participation instructions.

**Wednesday, May 6, 2020
9:00 a.m.**

BART Representatives

Director Elizabeth Ames
Director Robert Raburn
Director Rebecca Saltzman

AC Transit Representatives

Vice President Elsa Ortiz
Director H. E. Christian Peeples
Director Greg Harper

Opening – 10 min (Chair – Vice President Elsa Ortiz)

1. Roll Call/Welcome and Introductions
 - a. Ames - Present
 - b. Raburn – present
 - c. Saltzman – present
 - d. Ortiz – present
 - e. Peeples – present
 - f. Harper - present
2. Announcements / Public Comments
3. Notes from Previous Meeting

New Discussion Items – 55 min

4. Paratransit – COVID-19 Impacts to operations – BART/AC Transit – Mallory Nestor and Laura Timothy
 - a. Laura Timothy: Actions taken by Paratransit to be ready for pandemic. Scripts to call center to talk to customers about COVID practices for maintaining health. Drop in ridership around early march. Training to drivers, notices/robo calls, cancelled all non-essential trips and trips to places that were closed. One person per van. Developed plans for whether riders and drivers had a positive case. Incentives/disincentives for broker. When masks became mandatory, told riders and drivers, have had pretty good compliance. Have had a Covid + case, closed operations of that provider for two weeks, transferred those trips to another provider. Some of those drivers got texted and those that were neg, are working on non-passenger services – incl meals on wheels.
 - b. Meals on Wheels, started on march 30th ~2000 meals per week. Oakland Housing Authority doing food delivery. Worked with West county food delivery, elder care in Fremont
 - c. ~400 essential trips per day. Free fares implemented April 27th. Small uptick increased. In person assessments suspended or done by phone. Due to lack of demand on weekend, rotate operations among the three providers on weekends.
 - d. PPE – emergency planning, providing status of the PPE equipment every Monday. BART procurement is looking into the purchase of face shields. Tank that you can disinfect vehicle in 90 seconds. PPE order through CalACT.

- e. Finances: SIP reduced ridership dramatically. Since paratransit is largely subsidized. Both agencies will see a savings (around 8 million. ~5.5 mil for AC, 2.5 mil for BART). Some lost revenues due to not collecting fares so consistent with AC Transit This is a loss of around \$35K per month.
- f. RABURN: Absenteeism, delays in paratransit service. Did not conduct satisfactions survey. Broker staff is running at ~40%. As we do food delivery and provide additional hours, Do you have sufficient staff for maintenance – Yes, at reduced hours.
- g. ELSA: Have there been layoffs? furlough? – some have been furloughed due to their age. Due to meal delivery, we can keep enough on board. We think trips will increase for paratransit faster than fixed route. Mallory - operators have been furloughed to collect benefits, but still get minimal hours. Mallory - want to maintain workforce levels once we get going again
- h. PEEPLES - with \$600 stipend, operators may be getting close to salary pay since there are no complaints for the unions

5. BART – COVID-19 Impacts to operations – BART (Joel Soden)

- a. Started seeing ridership decline started adjusting commute service, April XX 30 min service. 9pm start of last trips, so service ends around 11pm. Retain frequency.
- b. Sunday maintain same opening time but close around 21:00. Monitor ridership to allow for social distancing, and able to respond with increased capacity as needed. Continue planning
- c. PEEPLES: are you still running 10 car trains – [YES, typically dispatch all 10 trains] Does that have impact on costs? [Trivial impact on operational costs] Powers - yes, sometimes 8 or 9 on occasion
- d. RABURN: What is the busiest station in the east bay. [POWERS: Fruitvale, busiest out of the four downtown SF stations]

6. AC Transit – COVID-19 Impacts to operations – AC Transit [Sal Llamas]

- a. Developed communications to staff, authorized employees to work remotely and do alternative schedules while managing essential functions of the district. Rear door boarding, social distancing on vehicles. Put a barrier to separate front/rear doors. Allow customers with mobility devices to enter through the front door. Good job of securing the PPE. Have 2 COVID+ operators. Had to suspend operations of XX for 7 days. Disinfected facilities, fleet, allowed some time to see if other cases emerged. That has been reopened for a month
- b. Implement emergency service plan – Sunday service augmented with some transbay routes. Cancelled June sign up, moving forward for august sign up. Due to reduced demand. May need to reduce by 20%. Ridership loss of 74%, Reduced fare revenue to 5million/month loss
- c. Employees showing up... 2 subcommittees looking at how we are transitioning to scaled back functions of the district.
- d. BRT: moving forward with BRT project. Pause on construction but continue to move forward. Delayed start, but on target to start operating BRT with august sign up.
- e. PEEPLES: Do we have an estimated loss of revenue due to other revenue streams such as sales tax, fuel tax etc. Chris and finance team are looking at those impacts.
- f. HURSH – want to thank sal and robert's team for their efforts
- g. SALTZMAN – at the beginning, missing a lot of runs, are you still missing runs? SAL: Since implementing emergency service plan, meeting 100% of the runs. SALTZMAN: Do you have a proactive communications if that happens again. BEVERLY GREEN: will try to implement improved communications – as soon as we have information about missed runs, we are sending communications of cancellations. SAL: Scheduling, notification software is all

connected. Difficult to send communications through normal channels. needed to coordinate software

- h. SALTZMAN: what is your public process re: 20% cuts to service. Don't see on agenda, but need to advocate for additional funding so that we can maintain service. Is there a public process? ROSARIO: still need to bring that to board in end of may. Due to revenue reductions. Currently operating at about 65% service levels (sunday service) in august sign up, 85% service – continue Sunday service, augmented with trips on trunk and school lines. Public process for march 2021
- i. ELSA- what about SD restrictions? Hursh - yes, limits our ability and we have standbys
- j. RABURN: capacity restrictions, been on bus where the doors have been closed. Enforcement of masks, and what the experience has been. SAL: when overcapacity, do drop-off only, this changes from stop to stop as passenger get on. Have received comments from passengers that they appreciate this. Messaging on the bus saying this and that masks are required, but not enforcement. Supervisor, enforcement ask people. we don't ask the operators to get them off the bus in order to avoid conflict. Raburn - is there driver discretion on who can board? Sal - everyone has to comply
- k. AMES: re: community engagement and getting ridership back. Considering community surveys to understand what the fears are. BEVERLY GREEN: taskforce convening, to figure out how to get ridership back. Considering a survey. AMES: in order to get ridership back, thinking of other solutions (other than PPE/capacity) to increase ridership. SAL: have purchased equipment to sanitize vehicles every day. Shield between operators/riders to separate them, should be on every bus by July. AMES: Recirculated air is a big issue. Are you looking into ventilating solutions – Japan uses blue ultraviolet light in buses. SAL: we have 2 manufacturers of air conditioning system – engaging with them to understand how the system works to see if changes can be made. Want to make sure we don't do anything that will cause other problems. AMES: Look forward to these kind of solutions to allay fears of ridership.
- l. PEEPLES: can you give the normal capacity to current (40s to 8, 60s to 10 and XX to 15); 65% of capacity. ROSARIO: Average load per trip is around 26, so we're significantly reducing capacity with our social distancing protocol.

7. BART/AC Transit COVID-19 related coordination – BART/AC Transit presented by Robert del Rosario

- a. Done a lot through the previous items
- b. ROSARIO: Coordinating on ramp up of service. One thing that AC transit has noticed is ramp up when BART is closing early. Most trips fall below capacity limits. Transbay service just after 9pm, have our heaviest loads. We normally have 29 transbay routes, now operating 3. When I look at daily ridership see hitting those limits. Using artics for 16 max ridership. Formalizing standby vehicles in June. Looking into the future, are there things we can do knowing we provide complementary services to each other. Open it up to the committee for suggestions.
- c. RABURN: been on the NL several times and can concur that the after 9pm has been surprisingly high. ROSARIO: Should be a supervisor helping to facilitate that process.

8. Track Maintenance Bus Bridge – BART/AC Transit

- a. Joel SODEN: thank AC Transit for the bus bridge this weekend. Both AC Transit and CC have committed to supporting the bus bridge this weekend. Will be implementing social distancing. Will be every other weekend starting from this weekend.

Update on Past Items – 15 min

9. Restroom Access for AC Transit Operators – BART/AC Transit (Jumana Nabti)

- a. Fruitvale and Hayward complete.

- b. Rockridge design is almost complete.
- c. Due to unanticipated costs including sewer line, asbestos, and other issues, funding for phase 1 restrooms has been exhausted.
- d. Project is being handed over to a new section and new project manager within BART. This new project manager will coordinate with Joe Callaway regarding funding to move forward.
- e. CALLAWAY: aware that there were cost overruns, can arrange another payment, in our capital plan, will provide that. Were expecting rockridge to come online before COVID hit. Planned construction date on that is July 1st. probably looking at first of October for that project. Jumana - need to report back from the team

10. MacArthur BART Access – BART/AC Transit (Jumana Nabti)

- a. BART has allocated funding to this project and we have coordinated with BART maintenance to do the work.
- b. Preliminary signage and curb painting plan has been provided to the City of Oakland for preliminary review. We are hoping to hear back sometime this week regarding what other submittals/approvals will be required to move the project forward.
- c. We have communicated to them that we are interested in a phased approach if some elements require further discussion and approval.

11. San Leandro BART TC Update – BART/AC Transit (Joe Callaway)

- a. CALLAWAY: intermodal reached substantial completion in mid-march, BRT vehicles doing training runs in station. NTP to contractors. Safety issue with... issues revolve around the restrooms. Currently have 2 restrooms against the building. Put larger restroom on wheels, put it in the BRT circulation lane.
- b. SALTZMAN: have you had a discussion with BART/San Leandro police. CALLAWAY: yes we've been in conversation with BART police and Alameda County Sheriff for overnight. SALTZMAN: you mentioned both crime and homelessness. Would be good to communicate with the City and the County about the increase of homelessness there and figure out how to offer housing to these people. Can we write a letter to the electeds and get this to apolitical level. CALLAWAY – have a Transportation and Facilities committee mtg with elected about this.
- c. RABURN: want to know if powers is on the line and hearing this report. POWERS: sure am, I'm on it.

12. Intermodal Station Bus Bay Relocations – BART/AC Transit (Mike Eshleman)

- a. ESHELMAN: Item that was brought up a while ago we were asked to look at where buses were located. We've implemented all those that we've presented to ILC. There was a slight hiccup as we started emergency service plan. Will hold off on additional stations until next march, but will look at doing this at all BART stations.
- b. Peebles - commend staff of both agencies for keeping the service rolling, especially frontline staff; considering that we have less absenteeism now than before
- c. Ortiz - second chris' comments

Closing – 10 min

13. Future Agenda Items – All

14.

- a. Paratransit Update – BART/AC Transit

- b. Paratransit Broker Office Lease Update – BART/AC Transit
- c. Fare Integration Study – BART/AC Transit
- d. BART TOD Update – BART
- e. Rockridge BART Intermodal Station BART/AC Transit
- f. Removal of BART/Bus Paper Transfer -- BART/AC Transit
- g. East Bay Greenway Update – BART
- h. ADD Elsa: Funding efforts resulting from lost revenue. ROSARIO: Items from previous agenda items postponed to focus on COVID. These will return in future meetings.

15. Committee Member Comments

- a. PEEPLES: want to commend the staff of both agencies. This has been quite a ride but the trains are rolling, service is being provided. The fact that we have less absenteeism during a pandemic, this is commendable.

16. Date and Time of Future Meetings

- a. July 22, 2020 @ 9am
- b. November 12, 200 @ 9am
 - i. PEEPLES – may need to reschedule due to a conflict

17. Adjournment