

ILC Meeting: Wednesday, July 29, 2020, 9:05 AM

**OPENING**

**Roll Call/Welcome and Introductions**

Director Ames  
Director Raburn  
Director Saltzman  
Director Ortiz  
Director Peeples  
Director Harper  
Mike Hursh  
Sal Llamas  
Beverly Green  
Robert Del Rosario  
Chris Andrichak  
Joe Callaway  
Tammy Kylo  
Sally Goodman  
Mallory Nestor  
Lynette Little  
Bob Powers  
Val Menotti  
Pamela Herhold  
Joel Soden  
Laura Timothy  
Bob Franklin  
Alicia Trost

**Announcements/Public Comments**

**Notes from Previous Meeting**

20-305

**NEW DISCUSSION ITEMS**

**BART - COVID-19 Updates and Plans**

Presentation by Alicia Trost and Pamela Herhold

Next steps focused on what we can control, COVID measures, operating expenses. Monitor what we can't control - COVID, economy, etc.

ORTIZ: Alicia didn't mention if there is social distancing rules. Do you have policies?

ALICIA: we have decals throughout the system (not on the floors), we're making announcements every 15 minutes to remind people to spread out on the platform and trains. We're not telling people where exactly to stand. Budget includes hiring more ambassadors.

POWERS: Mention the heat maps, which are based on social distancing.

ALICIA: In our cars, 30 people is for 6 ft social distancing. Heatmaps for schedule let us know if we need to add additional trains when things get crowded.

ORTIZ: What do you do when you have overcrowding? Do you shut down the car?

ALICIA: When we see a train has too much crowding, we add a new train. We currently don't have crowding. May take up to 2 weeks to add a train, but can add sooner in some cases.

### **AC Transit - COVID-19 Updates and Plans**

ROBERT DEL ROSARIO: 34% of pre-covid ridership levels. Stopped collecting fares. Losing \$5 MIL in farebox revenue, lost sales tax revenues (50%). Suspended flex and peak hour transbay service.

Initial 74% decline in ridership, 96% drop in transbay service. Moved to Sunday service.

Focus has been on serving local transit dependent trips. Maintained all nighter service and most early bird service.

Sanitizing all coaches including fogging.

Installing temporary plexiglass barriers for operators. This will allow us to start having passengers enter through front door and will allow restart of fare collection.

FINANCE:

Reduced service (65% of previous level).

Hiring freeze except essential positions.

Travel/training limited.

Reviewing all contracts for necessity.

31% property tax - relatively stable. 13% farebox revenue usually.

Reserves currently untouched. Trying to avoid that.

Estimates utilizing all CARES act funds by end of CY2020. Property tax payment in December will significantly fund 2021.

Factors of uncertainty - physical distancing on buses, re-opening of schools. AC will not be operating supplementary service at beginning of school year. Commuter ridership demand - how will that return. Traffic conditions - currently seem to be ok, there are hot spots, but arterials/bay bridge, traffic seems to be coming back at a faster pace than the economy.

Long lead time to implement service changes.

RECOVERY PHASES: operate standby service as needed. Overloaded trunk lines and nighttime transbay lines.

PHASE 2 August 2020

70-80% of service levels, BRT 10min headways, Increase trunk lines to weekday service level, Limited transbay service.

PHASE 3: revamp service network to meet demand, maintain service levels at 70-80%, hearings on service changes. Resuming fare collection/transit priority infrastructure (See slide)

RABURN: mobile ticketing, could be a tremendous opportunity to coordinate with BART.

ROSARIO: not on that aspect, have coordinated on fare coordination study, which probably should come to this committee for review. Timing of it all, Clipper 2, and those mobile tools will be coming out soon. This is just a pilot.

ALICIA: Our mobile app has a pilot for the airport travellers.

AMES: Mobile ticketing - please explain what you're doing.

ROSARIO: We are working with Token Transit. Once you activate your pass, it will show a unique image. Show that to the operator.

ALICIA: ours is the same, does not interact with faregates.

AMES: are you looking to get that integrated electronically without operator inspection?

ROSARIO- Clipper 2 will address that.

AMES: hoping we can come out of that. With containment of the virus to eliminate.

SAL LLAMAS: Disinfecting measures similar to BART, fogging, HVAC system filters changed to highest quality. Looking into UV. Proud of our team for installing the temporary shields. Also worked with our safety committee to look at positive airflow - creates airflow up and out of rear-hatch of the bus.

AMES: I really applaud you - can we explore a bus only lane on the Bay Bridge and 680?

HURSH: Part of our SMART plan is that we do have temperature checking and health screening at all of our facilities, and answer questions. Looking at contact tracing hardware solution. Air flow test will be important for the industry. For the BRT, it has all-door boarding, but it is sad that this project is being overshadowed.

HARPER: struck with difference from a year ago. And focus on how we coordinate with and relate to BART. What I'd like to hear is if there is any thinking what would we like to see at BART/AC based on how things are going. What would BART like AC to be doing? What would AC like BART to be doing? Such as enforcement of mask wearing. People have become much more sensitive. Need to enforce mask wearing in order to bring back passengers. I don't know if a study can be done to know where are the transbay riders - staying home, driving, BART?

SALTZMAN: BART did do a survey to find out what people are doing, and we can share that with you. A lot of people are just staying home. Google just announced that employees won't need to come back until next June and others have similar policies.

### **Paratransit - COVID-19 Updates and Plans**

BART/AC Transit discussed existing and future conditions for paratransit

MALLORY: At May 6 ILC, we gave a detailed account. Things have settled down to new normal. Laura and I have been participating on Blue Ribbon Task Force.

East Bay Paratransit has three transit providers and a broker. Know exactly who employees have come in contact with. First call that there is a possibility. Next email with additional information.

Using Foggers on vehicles and in offices. Been able to keep PPE available to providers if they need it. Unlike bus and rail, face shields very important, because they must come in close contact with passengers. Looking at driver compartment shield, but we don't think they will be as useful for our operators. High cost associated with that. More benefit with a contactless payment system. If we can get one client (Regional Center of the East Bay) off tickets, that would be ~40% of riders and would be a great opportunity.

LAURA: We have been closely watching ridership. Unlike with fixed route, when we have ridership reductions, we have cost savings. High recovery rate. Working with the Blue Ribbon Task Force, looked at low, med, high recovery. Currently working with medium

recovery. Paratransit tends to come back a little faster than fixed route, because of the dependency of our riders on the service.

Moderate projection 20% of ridership, by 4th quarter 40% of ridership. There are a lot of variables in that, which will be tracking. A major variable is the Regional Center. They are looking at ways to open up. We are coordinating with them. How can we work trips in pods/bubbles, to do a bit more productivity.

As ridership increases, if we are mandated to maintain social distancing, there will come a point where we will need to increase capacity. ADA does not allow us to have any capacity constraints. So this will be a challenge.

Have been partnering with meal delivery programs - this is great benefit to meals program, but also helps to keep providers whole - have provided over 30,000 meals.

Proactive on communications with riders. Virtually no push-back on masks. Proactive screening questions, as suggested by the county. Cannot deny anybody any trips. Customers are well known to our call center, so we can work with them. Added messaging to remind passengers to wear mask and not to take trip if sick.

Contact tracking: If there is a suspected or confirmed positive case, can call back every single rider who has come in contact with the person for past two weeks. Well received by passengers.

ORTIZ: you mentioned that Federal law does not allow capacity limitations. If the consortium has to provide more buses/operators, that will increase the budget, correct?

LAURA: yes, that will increase budget, but because of lower ridership, we have had tremendous cost savings. So there is a balance. There will become a point, as ridership increases, the costs will increase somewhat.

ORTIZ: Is there any CARES act funding earmarked for paratransit?

LAURA/MALLORY: not specifically for paratransit, but it did go to agencies.

RABURN. Are regional programs still generating ridership?

MALLORY: programs have been closed. They will need to look at split shifts too. Starting conversations now for coordination.

RABURN: I appreciate your efforts to work with regional centers to go ticketless.

## **20-304**

### **UPDATE ON PAST ITEMS**

Restroom Access for AC Transit Operators - BART/AC Transit

Finalizing design for Rockridge. Updating plan and estimates for the remainder of sites.

Will coordinate with AC Transit staff once those are ready.

RABURN: when will San Leandro begin?

CALLAWAY: expect to start within next 60 days.

### **Early Bird Express Contract Amendment - BART/AC Transit - JOEL SODEN**

Intent of contract is based upon cost recovery. Noticed that more clarity was required from the previous contract, so we've worked closely to get in the details, to make sure the billing methodology is correct. There will be a one-time adjustment on next invoice.

### **MacArthur BART Access - BART/AC Transit**

Tracking this item, preliminary plan is still with City of Oakland for review.  
SALTZMAN - see this item on next agenda.

### **Removal of BART/Bus Paper Transfer - BART/AC Transit**

SALLY Goodman: - BART then bus using Clipper automatically gets the transfer discount. Those paying cash get a paper transfer. As BART is moving towards Clipper only, will decline even more. AC Transit has a specific need for eliminating paper transfer discount tickets, as BRT doesn't have the ability to process the paper transfers. We have an equity concern for eliminating any cash related fare product. Any passengers using this product.

AC Board - set public hearing, Aug 5th (coordinating with BART about how to best notify people. Will conduct this hearing, Title VI fare equity analysis, Public hearing 9/23 if board agrees. If approved implement ASAP, no later than 11/9. Currently notification about bart to bus paper transfer on website. Working closely with BART Staff on how to carry out notification.

### **20-306**

#### **FUTURE AGENDA ITEMS**

Paratransit Broker Office Lease Update - BART/AC Transit

Fare Integration Study - BART/AC Transit

BART TOD Update - BART

Funding Coordination - BART/AC Transit

Bus on Shoulder Concept - AC Transit

MACARTHUR ITEM

TITLE VI paper transfer

### **20-307**

#### **COMMITTEE MEMBER COMMENTS**

ORTIZ: have joined BART on means-based fare in providing discount for low income riders

AMES: bus on shoulder conversion in Contra Costa County has been cheaper than building another lane.

JUMANA: there are plans to put bus on shoulder on the Dumbarton corridor, and Contra Costa is looking at bus improvements through the Innovate I-680 project.

ORTIZ - ACTC dedicated lanes on 580 to bay bridge.

PEEPLS: Have been looking at bus on shoulder for 30 years, pilot in San Diego, Caltrans not too thrilled about it. Contra Costa tends to have more real estate. Randy as Caltrans director has been the lead on that for something like 880.

#### **PROPOSED DATE AND TIME OF NEXT REGULAR MEETING**

November 12th?

Tammy will send out an email re: additional date.

#### **ADJOURNMENT**