Covid-19 Scenario Planning: Service Plan for August 2020

SamTrans Board of Directors

July 8, 2020
Agenda

- Scenario Planning
  - Scenarios
  - Ridership and demand
  - Fares and on-board capacity assumptions

- Planning for August Service Changes
  - Local route service changes
  - Planning for unknowns in school service

- Marketing and Communications
  - Recognizing our employees and inviting riders back to transit
## Possible External Scenarios

### Scenario 1: Quickest Recovering

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- **Scenario 1A: School Operate Normal Schedules**
  - As normal

- **Scenario 1B: Abnormal School Operations**
  - Staggered arrival, half day, or rotations
  - Pre-Covid

### Scenario 2: Longer Physical Distancing, Slower Burn of the Virus

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- **Scenario 2A: Abnormal School Operations**
  - Staggered arrival, half day, or rotations
  - Pre-Covid

- **Scenario 2B: No In-person School Instruction**
  - No in-person school attendance in Fall
  - Staggered bell times, scheduling

### Scenario 3: Quick Reopening, Return of Covid-19 in the Fall

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- **Scenario 3A: Abnormal School Operations**
  - Staggered arrival, half day, or rotations
  - No in-person instruction

- **Scenario 3B: No In-person School Instruction**
  - No in-person school attendance

**Likely Scenario**
Ridership and Demand

Change in Weekday Ridership since February 2020

- Systemwide
- ECR
- 120

- March 16: Shelter-in-Place Order
- March 25: Suspended Bus Fare Collection
- April 26: Start of New Runbook 132
- June 6: Revised Shelter-in-Place Order
- June 17: Phase 3 Reopening
Ridership and Demand: Rider Survey

- SamTrans rider survey launched June 22
  - Survey to remain open until mid-July
  - Distributing via website, social media, email, electronic message board on bus, news release, community-based organizations
  - Will inform marketing, ridership projections and planning for service changes

- Other agencies around the region are launching similar surveys now

- Visit [www.samtrans.com/covid19survey](http://www.samtrans.com/covid19survey)
Finance: Fare Collection Outlook

- Regional peer agencies are preparing to resume fare collection – many in August/September
- SamTrans key milestone: installing operator barriers
  - On track for completion in August
  - Could resume fare collection mid-August to September 1
  - To be determined by mid-July
    - Staff need one month to prepare
We are learning more about the relationship between transit and Covid-19.
- No evidence of major spread on transit
- Critical is face coverings, ventilation, proper cleaning

Many peer agencies in region are accepting higher max loads

Coordinating with transit agencies around region on consistent capacity restrictions and mask requirements
Regional Blue Ribbon Task Force

- SamTrans actively participating in staff and executive-level coordination efforts
  - Surveying
  - Regional marketing campaign
  - Fare collection
  - Service planning and service restoration
    - Regional coordination opportunities
  - On-board physical distancing and other public health guidelines
Ongoing Scenario Planning Work

- Staff continue to coordinate on:
  - Ridership and demand
  - Financial outlook, including sales tax projections
  - Operations and workforce

- What are the critical uncertainties in these categories? And how do different outcomes change our direction and decisions moving forward?
Service Plan Options for August
Service Planning Principles for August

- Baseline objectives and assumptions:
  - Achieve a 35% extraboard, less may lead to DNOs (pre-Covid: 25%)
  - Assume an increase in bus load capacity consistent with other transit operators in the region, with mask requirement and barriers in place
  - Assume steady pace of operator training and availability in order to address attrition
  - Restore pre-Covid service on routes with consistent heavy passenger loads and use of standby buses
    - ECR, 17, 110, 112, 120, 122, 130, 141, 280, 281, 292, 296, 397, 398, FLX Pacifica
# Service Planning for Schools

School plans remain unknown & Districts may select different models

<table>
<thead>
<tr>
<th>Scenario</th>
<th>School Operations Plan</th>
<th>Difficulty to Plan</th>
<th>Potential to Meet Demand</th>
<th>SamTrans Approach</th>
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<tbody>
<tr>
<td>1A</td>
<td>Normal school operations</td>
<td>Easier</td>
<td>Harder</td>
<td>Run school-related routes, start from last year’s bell times; issue revisions</td>
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<tr>
<td>2A.1</td>
<td>Staggered arrival times</td>
<td>Harder</td>
<td>Moderate</td>
<td>Would require extra trips in peak, cannot accommodate without shifting resources from local service</td>
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<tr>
<td>2A.2</td>
<td>Half-day/double shift schools (A team AM, B team PM)</td>
<td>Harder</td>
<td>Harder</td>
<td>Would require extra roundtrip service in midday, cannot accommodate without shifting resources from local service</td>
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<tr>
<td>2A.3</td>
<td>Alternating days/weeks in-person</td>
<td>Easier</td>
<td>Easier</td>
<td>Run school-related routes, start from last year’s bell times, issue revisions</td>
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<tr>
<td>2B</td>
<td>No in-person school instruction</td>
<td>Easier</td>
<td>Easier</td>
<td>School day off; run extra service/trippers on local routes, maintain extraboard</td>
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Service Planning for Schools

- Risks remain:
  - School districts may adopt different reopening plans; also may make changes to bell times throughout the school year
  - Student riders may not be able to board buses due to capacity limitations
  - Insufficient resources available to support additional midday trips for possible staggered or split schedules, or additional trips in peak

- Weighing the workforce requirements for local service and extra board
August Runbook: Local and School Blend

- Operate key and a number of local and community routes in high need areas

- Operate locate routes with reduced service
  - Operate reduced service on: 121, 140, 250, 251, 256, 260, 270, 278, 286, 294, 295

- Due to limited resources, suspend service for the following routes
  - Local/express routes not in service: 118, 274, 275, 276, SFO, FCX
  - Community routes not in service: 14, 19, 35, 54, 56, 58, 60, 61, 67, 72, 73, 80, 84, 85, 87

- 35% extraboard with <1% increase in scheduled overtime
August Runbook: Opportunities and Risks

**Opportunities:**
- Provides school access to areas that may rely on it most, prioritizing routes that serve communities without access to vehicles
- Supports some form of in-person learning, which many parents want

**Risks to prepare for:**
- Complaints from schools and parents whose community routes are suspended; and from SFO and FCX riders
- Capacity challenges depending on demand
- School adopting or changing plans after the start of the school year: limited in our ability to adjust service
- DNOs if Covid-related absences continue to increase
Next Steps

- Runbook implementation date has been adjusted to 8/16
- Prepare marketing materials; communicate with the users and the public regarding upcoming service changes
- Identify ways to maximize use of larger vehicles on key routes and trips with crowding
- Continue close communication with school districts to better understand reopening plans, and to manage expectations in light of the uncertainties
Marketing Through Shelter in Place

- In challenging times and a fast-changing global landscape, communicating SamTrans brand identity and values remains important.
- Goals:
  - Maintain Customer Focus
  - Increase Content Marketing
  - Coordinated Communications
Marketing Through Shelter in Place

Objectives/Timeframe

- Phase 1: March 2020 – Present
  - Staying engaged and aware by considering several major tasks during a pandemic:
    - Demonstrate how SMCTD is preventing the spread of disease, prioritize people safety,
    - Consistently communicate service changes during the pandemic,
    - Managing workforce impacts, and
    - Crisis communication
Transit District Statement: Novel Coronavirus (COVID-19)

March 16, 2020

SamTrans is committed to the health and safety of our passengers and staff. Please read our recent changes to service relating to the coronavirus (COVID-19). Service is still operational for riders that need to make essential trips. If you can stay home, please do so. If you must make an essential trip, please remember to wash your hands before and after riding, wear a face covering and stay at least six feet apart from others.

Service Changes
Due to Sam Mateo County’s shelter-in-place order, SamTrans has reduced or suspended service on various routes as of April 28, 2020.

Rear Door Boarding
SamTrans is boarding buses through the rear door to support the health of our operators. As a result, fares will not be collected at this time.

Face Coverings
SamTrans requires passengers to wear a face covering when riding or waiting for the bus, in accordance with San Mateo County's latest Public Health Order.

Passenger Capacity & Social Distancing
To follow social distancing guidance, SamTrans bus operators will monitor the number of passengers on the bus. If there are too many people waiting at a stop to allow for proper social distancing on the bus, the operator will inform those waiting that the bus is at capacity and another bus is on the way. On certain routes, it may take up to 20 minutes before a replacement bus arrives.

We appreciate everyone’s cooperation and apologize for any inconvenience.

Cleaning Process
SamTrans cleans and sanitizes all buses daily with hospital grade

Customer Service
Please check timetables for current information or call Customer Service: 1-800-660-4287 (7am to 7pm, weekdays; 8am to 5pm weekends).
The Customer Service window (1250 San Carlos Ave, San Carlos) is open from 8:30 am to 5:00 pm, Monday – Friday. Visit Clipper Card to set up auto load or buy SamTrans tickets by email on our website.

Fare Policy
SamTrans is not collecting fares until further notice.
Meet Jonathan
Bus Utility Worker.
Aspiring mechanic. 49ers fan.
When you wear a face covering, you help protect the people who keep your buses clean and sanitized. People like Jonathan. His wife and newborn can thank you.

Meet Diana
Bus operator.
Mother of two. Essential worker.
Due to COVID-19, Diana is the only person left in her household with a job. Practicing physical distancing helps ensure that she can continue to safely provide for her family. Thank you.

STAYING APART KEEPS US MOVING
Gio
Bus Utility Worker
samtrans.com/COVID-19
Marketing Through Shelter in Place

Objectives/Timeframe

- Phase II: Mid-June – July
  - Pandemic slowdown > Analyze metrics and reach of campaigns to assess where we are with messaging. Launch Covid-19 rider survey: [www.samtrans.com/covid19survey](http://www.samtrans.com/covid19survey)

*Pulse survey may inform the following:*

- The financial implications of the virus
- Level of returning ridership
- Attitudes towards safety and riding public
Objectives/Timeframe

- Phase III: Integrate with August Runbook
  - Reintroduce expanded service to the public:
    - Adjust messaging to encourage transit
      - Messaging modified upon results of pulse survey(s), feedback from planning & customer service, and evaluation of engagement through Phase I campaigns.
    - Closely communicate with school districts regarding reduced service so schools communicate to parents and communities early
Questions / Discussion