

STAFF REPORT

SUBJECT: COVID-19 Service Impacts
FROM: Tony McCaulay, Director of Planning and Marketing
DATE: April 28, 2020

Action Required

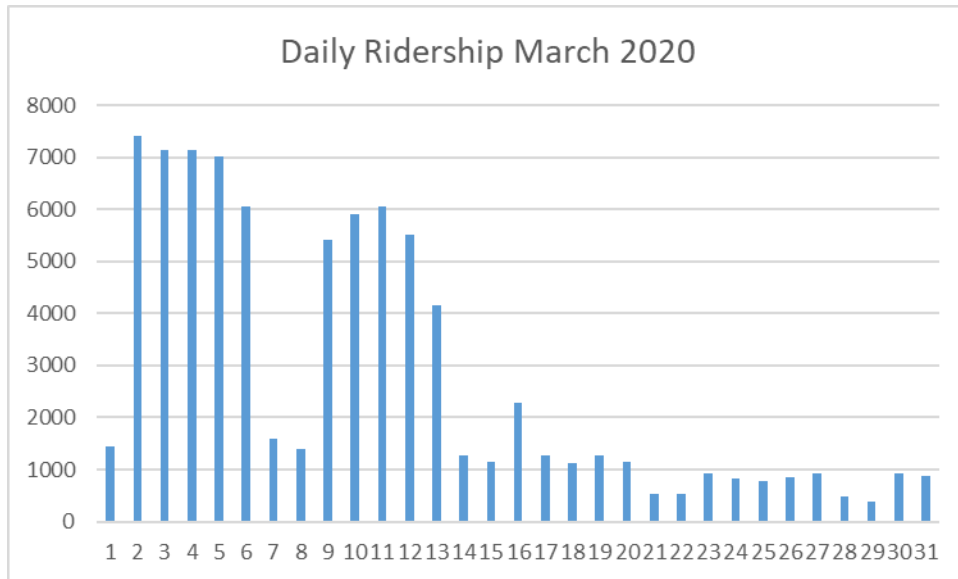
None – information only.

Background

A great deal has transpired since the last Finance and Administration Committee meeting on January 28. The purpose of this report is to provide you with some chronological perspective and some of the major service, ridership and operational impacts that have resulted from the COVID-19 pandemic since the start of March.

- March 2 – Ridership is 7,404, which was 15% higher than the first Monday in March 2019.
- March 11 – Began daily disinfecting of buses and distribution of hand sanitizer and gloves to all employees. Also posted prevention guidance from CDC on all buses and in facilities. Ridership is 6,042, 11% lower than the equivalent date a year before.
- March 16 – First day of no operation of school services to Dublin, Pleasanton and Livermore schools. Ridership is 2,292, 63% lower than the equivalent date a year before.
- March 17 – First day of Shelter in Place order. Ridership is 1,271, 44.5% lower than the previous day and 81% lower than the equivalent date a year before.
- March 19 – Fare collection is suspended and all boarding and alighting is by rear doors, except for passengers in mobility devices. Tape barrier put in place near rear doors to separate bus operator from passenger area. Ridership remains 81% lower than the previous year.
- March 23 – Staff posts five-level service reduction schedule (attached) to website and notifies public that the first round of service reductions will take effect on Thursday March 26 due to decreased ridership. Ridership is 934, 85% lower than the equivalent date a year before.
- March 26 – Service Level 2 implemented, which reduced service frequencies on the Rapid Routes from 15 minutes to 30 minutes. Service on Routes 2, 20X and 580X was discontinued due to low ridership and availability of alternative service. Ridership is 846, 86% lower than the equivalent date a year before.
- March 30 – Staff notifies passengers that effective April 6, service will be further reduced to Service Level 3, due to reduced ridership levels. The chart below shows

daily ridership numbers for March. Ridership in April has followed the same pattern as the last 10 days of March.



- April 6 – Service Level 3 implemented, with Routes 1, 3, 8, 14 and 15 operating on weekend schedules, all service after 11pm discontinued and service on Routes 11 and 70X discontinued due to low ridership. Ridership is 714, 89% lower than the equivalent date a year before.
- April 8 – We began requiring all drivers and road supervisors to wear masks or face coverings while on duty, following issuance of CDC recommendation on April 3.
- April 17 – Alameda County Public Health Department issues face covering order requiring all passengers and bus drivers to cover nose and mouth with some sort of cloth covering. Signs about the order were posted on buses that night, and other passenger outreach including signs at shelters and interior scrolling signs put in place the week of April 20.
- April 21 – Average weekday ridership for the week of April 21 is 708, 89% lower than the same week a year ago.

Next Steps

We will continue to monitor ridership levels and operator availability to determine whether or not further service reductions are warranted. At the present time, ridership on the two Rapid routes remains at a level that warrants continuing the current 30-minute frequencies to allow for adequate social distancing.

Staff plans on implementing the expansion of the Go Dublin program to include all of Livermore and Pleasanton on Friday May 1. This service, to be called Go Tri-Valley, will provide a safety net transportation option for those whose bus routes have or may be suspended.

Recommendation

None – information only.

Attachments:

1. Five Level Service Reduction Schedule

Five Level Service Reduction Schedule

Service Level 1: Regular service, no disruptions, schools closed

- All Wheels and Rapid buses operating on regular schedules
- Dial-a-Ride Paratransit, Para-taxi and GoDublin still available
- Supplemental school routes discontinued until school resumes

Service Level 2: Frequency reductions on Rapid Routes, other reductions

- Rapid Routes 10R and 30R will operate on a 30-minute frequency during hours when 15-minute frequency is currently offered
- Routes 20X and 580X will not operate due to extremely low ridership; alternate service available using Route 30R
- Route 2 will not operate due to extremely low ridership; alternate service available using LAVTA's GoDublin program
- Routes 53 and 54 continue to operate subject to continuation of ACE service
- Dial-a-Ride Paratransit, Para-taxi and GoDublin still available

Service Level 3: Weekend service schedules except for Rapid routes

- Rapid Routes 10R and 30R will continue to operate at the Service Level 2 frequencies, on a 30-minute frequency during hours when 15-minute frequency was previously offered
- Routes 1, 3, 8, 14 and 15 will operate on weekend schedules
- Route 2, 11, 20X, 70X and 580X will not operate
- All service after 11pm discontinued
- Routes 53 and 54 continue to operate subject to continuation of ACE service
- Dial-a-Ride Paratransit, Para-taxi and GoDublin still available

Service Level 4: Additional service frequency reductions

- No changes to service frequencies on Rapid Routes 10R and 30R
- Weekend service level continues on Routes 1 and 15
- Routes 3, 8 and 14 will not operate, in addition to Routes 2, 11, 20X, 70X and 580X previously suspended
- Go Dublin program is expanded to Livermore and Pleasanton, renamed Go Tri-Valley
- No service after 11pm continues
- Routes 53 and 54 continue to operate subject to continuation of ACE service
- Dial-a-Ride Paratransit and Para-taxi still available

Service Level 5: No service

- All service discontinued due to public health mandates or other circumstances beyond our control