

TA

CORRESPONDENCE

as of 5-29-2020

Memo

To: Peter Skinner
Director, Grants and Fund Management

From: Michael Stevenson John Ford
Associate Operations Executive Director, Commute.org
Contract Administrator - Shuttles

CC: Margo Ross Enrique Silvas
Director, Bus Acting Manager, Bus Contracts

CC: Joe Navarro
Director, Rail

Date: 5/21/2020

Re: Shuttle Partner Shuttle Program COVID-19 Response

The purpose of this memo is to respond to inquiries from the TA's Citizen's Advisory Committee relative to shuttle safety protocols, current shuttle ridership, and schedule impacts, in light of the COVID-19 pandemic. This response encompasses the Caltrain and SamTrans Shuttle Subsidy Programs and the Commute.org Shuttle Program.

Safety Protocols

Following the shelter in place order, staff consulted with the Shuttle Partner (Caltrain, SamTrans, Commute.org) contractor, MV Public Transportation, to ensure they were following CDC recommended guidelines regarding enhanced cleaning and sanitizing standards for shuttle services as well as safeguards for their front line staff and the ridership.

Hand sanitizer dispensers have been ordered and will be installed on all Partner vehicles as soon as the products are received. In addition, SafeHandles anti-microbial tape has been acquired for installation on shuttle handrail boarding locations on a select number of test vehicles. More material will be ordered and installed should the test prove fruitful.

Shuttle Partner vehicles have additional signage posted as riders board the single door vehicles – highlighting rider mask requirements and a social distancing reminder. The flyers are printed in multiple languages and are also utilized on both SamTrans buses and Caltrain rail cars. See the attached flyers below.

Ridership and Schedule Impacts

In March 2020, the Caltrain and SamTrans Shuttle Programs experienced an average -56% and -51% change respectively versus March 2019. The balance of TA funded services saw an average -47% change. In April 2020, the Caltrain and SamTrans Shuttle Programs experienced an average -93% and -90% change respectively versus April 2019. The balance of TA funded services saw an average -92% change. See attached March and April 2020 Shuttle Ridership Reports below. Please note that shuttle routes with the “TA” notation in the left margin are TA subsidized services for the combined Shuttle Partner programs.

Some employer-contracted shuttle routes were suspended in mid-March by their respective clients. Those suspension and future resumption decisions are outside of SamTrans and Caltrain staff control.

Staff continues monitoring route ridership for directly contracted Shuttle Partner services on a weekly basis, to determine if any should be adjusted or suspended. Routes deemed non-essential are reviewed based on week over week average daily ridership levels. A “non-essential” shuttle service does not provide a critical connection for low income or special need populations to access food or medical and other essential services. Essential shuttles continue to operate regardless of ridership levels. If a non-essential service operated with less than one average daily rider for two consecutive weeks, the service was suspended.

Trip level data is monitored to determine if sufficient capacity exists for “social distancing” where feasible. Routes operating with multiple vehicles were reduced to a single vehicle schedule where “social distance” capacity allowed.

Shuttle Service Resumption

Caltrain made two back-to-back timetable changes and the shuttle schedules were adjusted accordingly. Future schedules for shuttles connecting to BART, Caltrain, and Ferry terminals will continue to be adjusted as necessary.

Once the shelter order is rescinded, staff will communicate with our respective private partners to determine what their local staffing plans will be. Any suspended services will resume based on the results of those discussions. Services will be promoted through the appropriate channels – Text Alerts, Shuttle Partner web pages, Shuttle Partner social media, and most importantly – promoted by the private partners that are financially contributing to the respective shuttle services.

“Social distancing” may become an issue with the Shuttle Program services as ridership levels return. Based on current social distancing guidelines, only 25% of the available shuttle capacity can be utilized. Barring any changes to the guidelines, a shuttle with a seating capacity of 20 passengers can only transport approximately five riders at a time. While the shuttle operators can encourage social distancing on the vehicles, the public health guidelines do not give the operator legal authority to enforce the guidelines. Ultimately, it is the riders’ responsibility to follow the social distancing recommendations.

To add to the social distancing challenge, the Shuttle Partner contractor does not have a spare fleet comprised of three times the Shuttle Partner peak vehicle service requirement. The pre-COVID peak vehicle service requirement was approximately 45 vehicles. Between one and three additional vehicles would be required on each route to allow the current social distancing

requirements, based on pre-COVID ridership levels. Even if the fleet were available, the operators do not currently exist. Even if the additional fleet and operators were available, the enhanced service could not operate due to funding limitations. In short, the Shuttle Program is not designed to provide an expanded scope of services outside of the approved grant funding levels; not to mention the associated grant operating benchmark ramifications. The Shuttle Program is designed to be revenue neutral. There are no reserves available to provide substantial additional service for any protracted period of time.

Shuttle ridership is projected to resume at a greatly reduced pace. It is believed many of the pre-COVID riders will continue to have the opportunity to work remotely. A large percentage of employees with transportation options are also likely to utilize their single occupancy vehicle rather than take public transit for some time. This assumption is based on observations from China where a reluctance for riders to return to public transit has been observed. Some U.S. transit CEOs have cited the same experience could occur here as well.

Regardless of the speed of ridership resumption, the Shuttle Partners' Subsidized Shuttle Programs will ensure that our directly contracted services, as well as those receiving grant funds through Caltrain and SamTrans business units, will meet or exceed any required mandates for vehicle cleanliness, and staff and ridership health safety. We will continue to require service contractors provide their COVID-19 protocols for services receiving grant subsidies from our organizations and spot check those operations to ensure the respective policies are being followed.

Passengers are required to wear protective face covering at all times

Covering your face is now mandatory to
help prevent the spread of COVID-19



Masks, bandanas, scarves, and cloth can be used

... and stay 6 feet apart

California Health and Safety Code §120295, et seq.; Cal. Penal Code §§ 69, 148(a)(1)



caltrain.com/COVID-19

Los pasajeros deben usar un protector para el rostro en todo momento 乘客须全程佩戴防护面罩

Es obligatorio cubrirse el rostro para ayudar
a evitar la propagación del COVID-19
为防止新冠病毒（COVID-19）扩散，现已
强制遮盖面部



Se pueden usar mascarillas, pañoletas, bufandas y paños
口罩、头巾、围巾、布料均可使用

... y mantener una distancia de 6 pies
并请保持 **6 英尺** 距离

California Health and Safety Code §120295, et seq.; Cal. Penal Code §§ 69, 148(a)(1)



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samTrans



samtrans.com/COVID-19

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samtrans.com/COVID-19

**SHUTTLE RIDERSHIP: March 2020 PRELIMINARY
BUSINESS UNIT DETAIL**

CALTRAIN SHUTTLES		MONTHLY RIDERSHIP	SERVICE DAYS	CURRENT MO AWR	YR AGO MO AWR	AWR YTY % CHANGE	DNO	AWR % CHG: FYTD 2020 vs FYTD 2019
	Bayshore - East - Mtn View* - Suspended 3/16/2020 COVID-19	532	10.0	53	107	-50.1%		-7.3%
	Bayshore - West - Mtn View* - Suspended 3/16/2020 COVID-19	888	10.0	89	190	-53.3%		-6.4%
TA	Bayside - Burlingame**	2,529	22.0	115	208	-44.2%	27	12.2%
	Belle Haven (M2) - Menlo Park (1 veh suspended 11/2017)**	272	22.0	12	52	-76.1%	110	-20.2%
TA	Belmont / Hillsdale* - Suspended 3/28/2020 COVID-19	266	20.0	13	0	100.0%	5	44.2%
	Bowers / Walsh - Sunnyvale+	307	22.0	14	36	-60.8%	12	7.9%
TA	Brisbane / Bayshore (Commute)**	493	22.0	22	43	-48.3%	0	-9.5%
TA	Broadway / Millbrae+	1,272	22.0	58	190	-69.6%	0	0.3%
TA	Campus Drive - San Mateo**	461	22.0	21	68	-69.4%	0	-25.8%
	Duane Avenue - Mountain View+	345	22.0	18	62	-74.5%	0	-27.4%
TA	Electronic Arts - RW Shores* - Suspended 3/16/2020 COVID-19	920	10.0	92	112	-18.0%		38.2%
	Embarcadero (Baylands) - Palo Alto+	1,327	22.0	60	195	-69.0%	32	-25.8%
TA	Lincoln Centre - Foster City**	532	22.0	24	83	-71.0%	0	-24.0%
	Marguerite - Stanford*	67,612	22.0	3,073	7,108	-56.7%		-4.2%
TA	Mariners' Island - San Mateo**	643	22.0	29	113	-74.2%	0	-17.8%
	Marsh Road - Menlo Park** Reduced 3/30/2020 COVID-19	549	22.0	25	75	-66.6%	0	-12.8%
	Mission College - Sunnyvale+	233	22.0	11	83	-87.3%	0	-34.4%
TA	Norfolk - San Mateo**	400	22.0	18	58	-68.4%	0	20.7%
TA	Oracle - Redwood Shores* - Suspended 3/17/2020 COVID-19	748	11.0	68	104	-34.9%		9.6%
TA	Pacific Shores - RW City* - Suspended 3/19/2020 COVID-19	2,207	12.0	184	172	7.0%	0	9.8%
TA	Sierra Point (Millbrae) - Brisbane*	488	22.0	22	43	-48.3%		-3.8%
TA	Twin Dolphin - RWSHores* (1 veh suspended 11/17)	591	22.0	27	62	-56.8%	178	-10.6%
	Willow Road - Menlo Park**	288	22.0	13	64	-79.6%	0	-20.4%
	Menlo Park Midday - (M1)** (Suspended 9/18)	0	22.0	0	0	0.0%	88	-100.0%
	Menlo Park Shopper Tue/Wed/Sat (D2D)**	48	13.0	4	10	-61.3%	0	-29.0%
	San Jose - Tamien / Diridon (Weekend)**	78	9.0	9	22	-61.0%	0	-12.9%
	MONTH TOTAL	84,029		4,060	9,224	-56.0%	450	
	FY 2020 FYTD TOTALS	1,548,085		7,994	8,355	-4.3%	4,864	
	CALTRAIN MONTHLY - NTD REPORTED (No Stanford)	16,417		987	2,118	-53.4%		
	FY 2020 FYTD - NTD REPORTED (No Stanford)	366,926		1,968	2,063	-4.6%		

SAMTRANS/BART SHUTTLES		MONTHLY RIDERSHIP	SERVICE DAYS	CURRENT MO AWR	YR AGO MO AWR	AWR YTY % CHANGE	DNO	AWR % CHG: FYTD 2020 vs FYTD 2019
TA	Bayhill - San Bruno** - Suspended 3/13/2020 COVID-19	998	10.0	100	159	-37.2%		6.4%
TA	Crocker Park - Brisbane**	4,031	22.0	183	332	-44.8%	0	-6.1%
	Daly City Bayshore+	1,279	22.0	58	136	-57.1%	0	-26.4%
TA	North Foster City (Millbrae)**	768	22.0	35	139	-74.9%	66	-24.1%
TA	Oyster Point - So. San Francisco**	1,948	22.0	89	211	-58.1%	6	-7.2%
TA	Seton Medical Center - Daly City*	2,098	22.0	95	152	-37.3%		-12.9%
TA	Sierra Point (Balboa Pk) - Brisbane*	2,571	22.0	117	246	-52.5%		-4.5%
TA	Utah-Grand - So. San Francisco**	925	22.0	42	94	-55.4%	96	-13.3%
TA	Bayshore - Brisbane Senior (Midday - D2D)**	187	22.0	9	20	-55.5%	0	-23.5%
	MONTH TOTAL	14,805		727	1,489	-51.2%	168	
	FY 2020 FYTD TOTALS	252,935		1,338	1,482	-9.7%	739	

OTHER TRANSPORTATION AUTHORITY FUNDED		MONTHLY RIDERSHIP	SERVICE DAYS	CURRENT MO AWR	YR AGO MO AWR	AWR YTY % CHANGE	DNO	AWR % CHG: FYTD 2020 vs FYTD 2019
TA	Bayshore Technology Park - Redwood Shores**	427	22.0	19	109	-82.2%	0	-37.2%
TA	Mid Point Caltrain - Redwood City** Reduced 3/30/2020 COVID-19	2,721	22.0	124	151	-18.1%	0	115.4%
TA	North Burlingame**	970	22.0	44	104	-57.5%	0	-2.8%
TA	One Tower Place (formerly Centennial Towers) - So. San Francisco**	471	22.0	21	89	-75.9%	49	-18.6%
TA	Oyster Point Caltrain - So. San Francisco**	706	22.0	32	105	-69.5%	0	-27.0%
TA	Oyster Point Ferry - So. San Francisco** - Suspended 3/17/2020 COVID-19	363	11.0	33	65	-49.6%	0	-19.6%
	San Carlos Commuter - San Carlos**	164	22.0	7	43	-82.5%	132	17.1%
TA	Seaport Centre Caltrain - Redwood City**	1,272	22.0	58	156	-62.8%	0	1.9%
	Skyline College Express* - Suspended 3/17/2020 COVID-19	2,014	10.0	201	288	-30.0%		-14.6%
	So. City Shuttle Community - So. San Francisco*	5,182	22.0	236	338	-30.2%		21.9%
TA	Utah-Grand Caltrain - So. San Francisco**	1,099	22.0	50	134	-62.6%	15	-27.4%
TA	Utah-Grand Ferry - So. San Francisco** - Suspended 3/17/2020 COVID-19	502	11.0	46	71	-35.6%	0	0.7%
	MONTH TOTAL	15,891		871	1,651	-47.2%	196	
	FY 2020 FYTD TOTALS	289,277		1,596	1,557	2.5%	443	

**SHUTTLE RIDERSHIP: April 2020 PRELIMINARY
BUSINESS UNIT DETAIL**

CALTRAIN SHUTTLES		MONTHLY RIDERSHIP	SERVICE DAYS	CURRENT MO AWR	YR AGO MO AWR	AWR YTY % CHANGE	DNO	AWR % CHG: FYTD 2020 vs FYTD 2019
	Bayshore - East - Mtn View ^A - Suspended 3/18/2020 COVID-19	0	0.0	0	98	-100.0%		-7.0%
	Bayshore - West - Mtn View ^A - Suspended 3/18/2020 COVID-19	0	0.0	0	159	-100.0%		-5.2%
TA	Bayside - Burlingame ^{A++} - Partial Suspension 4/20/2020 COVID-19	265	22.0	12	195	-93.8%	0	1.7%
	Belle Haven (M2) - Menlo Park (1 veh suspended 11/2017) ^{A++}	102	22.0	5	59	-92.1%	110	-28.1%
TA	Belmont / Hillsdale ⁺ - Suspended 3/28/2020 COVID-19	0	0.0	0	0	0.0%	0	60.3%
	Bowers / Walsh - Sunnyvale ⁺ - Suspended 4/13/2020 COVID-19	34	8.0	4	32	-86.8%	2	3.3%
TA	Brisbane / Bayshore (Commute) ^{A++}	213	22.0	10	47	-79.5%	0	-16.4%
TA	Broadway / Millbrae ⁺	130	22.0	6	189	-96.9%	0	-10.5%
TA	Campus Drive - San Mateo ^{A++}	82	22.0	4	62	-94.0%	0	-32.4%
	Duane Avenue - Mountain View ⁺	77	22.0	4	38	-90.9%	0	-32.1%
TA	Electronic Arts - RW Shores ^A - Suspended 3/16/2020 COVID-19	0	0.0	0	112	-100.0%		35.1%
	Embarcadero (Baylands) - Palo Alto ⁺	1,223	22.0	56	127	-56.2%	0	-28.6%
TA	Lincoln Centre - Foster City ^{A++}	74	22.0	3	80	-95.8%	0	-31.1%
	Marguerite - Stanford ^A	11,021	22.0	501	6,516	-92.3%		-13.4%
TA	Mariners' Island - San Mateo ^{A++}	51	22.0	2	97	-97.6%	0	-25.5%
	Marsh Road - Menlo Park ^{A++} (Bus 2 Rtd 4/19) Part suspend 3/28/20	109	22.0	5	72	-93.1%	0	-20.2%
	Mission College - Sunnyvale ⁺ - Suspended 4/13/2020 COVID-19	1	8.0	0	72	-99.8%	0	-36.5%
TA	Norfolk - San Mateo ^{A++} - Suspended 4/13/20 COVID-19	1	8.0	0	56	-99.8%	0	16.2%
TA	Oracle - Redwood Shores ^A - Suspended 3/17/2020 COVID-19	0	0.0	0	105	-100.0%		8.1%
TA	Pacific Shores - RW City ^A - Suspended 3/19/2020 COVID-19	0	0.0	0	186	-100.0%	0	10.9%
TA	Sierra Point (Millbrae) - Brisbane ^A	45	22.0	2	43	-95.2%		-11.2%
TA	Twin Dolphin - RWSHores ⁺ (1 veh suspended 11/17) - Suspended 4/13/2020 COVID-19	3	8.0	0	62	-99.4%	64	-13.8%
	Willow Road - Menlo Park ^{A++}	49	22.0	2	51	-95.7%	0	-27.3%
	Menlo Park Midday - (M1) ^{A++} (Suspended 9/18)	0	22.0	0	0	0.0%	88	-100.0%
	Menlo Park Shopper Tue/Wed/Sat (D2D) ^{A++}	47	13.0	4	7	-50.0%	1	-29.9%
	San Jose - Tamien / Diridon (Weekend) ^{A++}	2	8.0	0	24	-98.9%	0	-19.3%
	MONTH TOTAL	13,529	-92.7%	616	8,458	-92.7%	265	
	FY 2020 FYTD TOTALS	1,561,614	-13.1%	7,334	8,366	-12.3%	5,129	
	<i>CALTRAIN MONTHLY - NTD REPORTED (No Stanford)</i>	2,508	-94.2%	115	1,942	-94.1%		
	<i>FY 2020 FYTD - NTD REPORTED (No Stanford)</i>	369,434	-14.7%	1,865	2,051	-9.1%		

SAMTRANS/BART SHUTTLES		MONTHLY RIDERSHIP	SERVICE DAYS	CURRENT MO AWR	YR AGO MO AWR	AWR YTY % CHANGE	DNO	AWR % CHG: FYTD 2020 vs FYTD 2019
TA	Bayhill - San Bruno ^{A++} - Suspended 3/13/2020 COVID-19	0	0.0	0	155	-100.0%		4.9%
TA	Crocker Park - Brisbane ^{A++}	815	22.0	37	361	-89.7%	1	-15.5%
	Daly City Bayshore ⁺	521	22.0	24	103	-77.1%	0	-30.8%
TA	North Foster City (Millbrae) ^{A++} Partial Suspension 4/20/2020 COVID-19	24	22.0	1	140	-99.2%	5	-31.8%
TA	Oyster Point - So. San Francisco ^{A++}	303	22.0	14	209	-93.4%	4	-15.8%
TA	Seton Medical Center - Daly City ^A	844	22.0	38	153	-74.9%		-19.0%
TA	Sierra Point (Balboa Pk) - Brisbane ^A	308	22.0	14	236	-94.1%		-13.3%
TA	Utah-Grand - So. San Francisco ^{A++} Partial Suspension 4/20/2020 COVID-19	274	22.0	12	90	-86.2%	4	-20.0%
TA	Bayshore - Brisbane Senior (Midday - D2D) ⁺	86	22.0	4	19	-79.6%	0	-29.6%
	MONTH TOTAL	3,175	-90.2%	144	1,466	-90.2%	14	
	FY 2020 FYTD TOTALS	256,110	-17.5%	1,229	1,481	-17.0%	753	

OTHER TRANSPORTATION AUTHORITY FUNDED		MONTHLY RIDERSHIP	SERVICE DAYS	CURRENT MO AWR	YR AGO MO AWR	AWR YTY % CHANGE	DNO	AWR % CHG: FYTD 2020 vs FYTD 2019
TA	Bayshore Technology Park - Redwood Shores ^{A++}	80	22.0	4	100	-96.4%	0	-42.9%
TA	Mid Point Caltrain - Redwood City ^{A++}	160	22.0	7	202	-96.4%	0	83.5%
TA	North Burlingame ^{A++}	126	22.0	6	85	-93.3%	0	-11.8%
TA	One Tower Place (formerly Centennial Towers) - So. San Francisco ^{A++}	141	22.0	6	86	-92.5%	6	-26.0%
TA	Oyster Point Caltrain - So. San Francisco ^{A++}	62	22.0	3	110	-97.4%	0	-33.6%
TA	Oyster Point Ferry - So. San Francisco ^{A++} - Suspended 3/17/2020 COVID-19	0	0.0	0	61	-100.0%	0	-20.0%
	San Carlos Commuter - San Carlos ^{A++}	193	22.0	9	37	-76.0%	0	5.9%
TA	Seaport Centre Caltrain - Redwood City ^{A++}	126	22.0	6	141	-95.9%	2	-8.0%
	Skyline College Express ^A - Suspended 3/17/2020 COVID-19	0	0.0	0	279	-100.0%		-13.8%
	So. City Shuttle Community - So. San Francisco ^A	1,698	22.0	77	385	-80.0%		8.0%
TA	Utah-Grand Caltrain - So. San Francisco ^{A++}	435	22.0	20	131	-84.9%	0	-33.5%
TA	Utah-Grand Ferry - So. San Francisco ^{A++} - Suspended 3/17/2020 COVID-19	0	0.0	0	73	-100.0%	0	-2.0%
	MONTH TOTAL	3,021	-91.6%	137	1,689	-91.9%	8	
	FY 2020 FYTD TOTALS	292,298	-7.8%	1,483	1,571	-5.6%	451	

From: Vanessa Castro
To: vcastro@smcoe.org
Subject: San Mateo Environmental Learning Collaborative (SMELC) Teacher Stipend Opportunities!
Date: Thursday, May 28, 2020 8:47:27 AM
Attachments: [image001.png](#)

Hello Safe Routes to School Partners and Friends,

I hope you are all doing well amid the shelter in place order. The San Mateo Environmental Learning Collaborative is now accepting applicants for its 2020-2021 cohort (details below). This year's subject areas include: Sustainable Energy, Land Ecosystems, Zero Waste, Sustainable Watersheds, Sustainable Food and **Transportation (SRTS)**. As Safe Routes to School partners, I would encourage you all to share this opportunity with your schools and educators, particularly the transportation unit. Last year, we piloted this curriculum and received excellent feedback from teachers. Teachers who implemented the transportation curriculum in their classrooms saw increased participation on schoolwide walk/bike to school days. Please share with school site administrators and teachers and feel free to reach out if you have any questions.

San Mateo Environmental Learning Collaborative (SMELC) Teacher Fellowship Program

The SMELC professional development program builds capacity for delivering high quality project based learning (PBL) that is centered on real-world environmental justice issues.

Benefits of this program include:

- Teachers who participate in this program receive training and support to implement a standards aligned Solutionary PBL unit of study in a number of different formats: on-site, remote, or hybrid/blended model.
- Teachers who complete this program and submit a SMELC case study reflection receive a paid stipend ranging from \$500 - \$2,000.

This year we are offering two remote learning summer institutes, which will focus on the following topics:

- July 27th-30th: Sustainable Energy, Land Ecosystems, Zero Waste
- **August 3rd-6th: Sustainable Watersheds, Sustainable Food, Transportation**

Details about the SMELC program are below, and **applications are due June 1st**. We hope you will join us this summer, and please bring a colleague!

- Website: www.smcoe.org/smelc (includes details on dates, stipends, and application)
- [SMELC Promotional video](#)
- [Sustainable Transportation Unit \(Safe Routes to School\) promotional video](#)

Warmly,
Vanessa

Vanessa Castro

Project Specialist, Safe Routes to School for Health and Wellness

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