SCAG
INNOVATING FOR A BETTER TOMORROW

SOUTHERN CALIFORNIA
ASSOCIATION OF GOVERNMENTS
900 Wilshire Blvd., Ste. 1700
Los Angeles, CA 90017
T: (213) 236-1800
www.scag.ca.gov

REGIONAL COUNCIL OFFICERS

President
Clint Lorimore, Eastvale

First Vice President
**Jan C. Harnik, Riverside County
Transportation Commission**

Second Vice President
Carmen Ramirez, County of Ventura

Immediate Past President
Rex Richardson, Long Beach

COMMITTEE CHAIRS

Executive/Administration
Clint Lorimore, Eastvale

Community, Economic &
Human Development
Jorge Marquez, Covina

Energy & Environment
David Pollock, Moorpark

Transportation
Sean Ashton, Downey

MEETING OF THE

REGIONAL TRANSIT TECHNICAL ADVISORY COMMITTEE

*Wednesday, September 29, 2021
10:00 a.m. – 12:00 p.m.*

ZOOM MEETING AND TELECONFERENCE ONLY

VIDEOCONFERENCE AVAILABLE

Zoom Meeting and Teleconference Only

TELECONFERENCE IS AVAILABLE

TO JOIN THE MEETING: https://scag.zoom.us/j/220315897
CONFERENCE NUMBER: +1 669 900 6833 US Toll (West Coast)
Meeting ID: 220 315 897

If members of the public wish to review the attachments or have any questions on any of the agenda items, please contact Priscilla Freduah-Agyemang at (213) 236-1973 or email agyemang@scag.ca.gov

SCAG, in accordance with the Americans with Disabilities Act (ADA), will accommodate persons who require a modification of accommodation in order to participate in this meeting. SCAG is also committed to helping people with limited proficiency in the English language access the agency's essential public information and services. You can request such assistance by calling (213) 630-1402. We request at least 72 hours (three days) notice to provide reasonable accommodations and will make every effort to arrange for assistance as soon as possible.

REGIONAL TRANSIT TECHNICAL ADVISORY COMMITTEE
AGENDA
Wednesday, September 29, 2021

===

The Regional Transit Technical Advisory Committee may consider and act upon any of the items listed on the agenda regardless of whether they are listed as information or action items.

1.0   **CALL TO ORDER**
(Joyce Rooney, City of Redondo Beach, Regional Transit TAC Chair)

2.0   **PUBLIC COMMENT PERIOD – Members of the public desiring to speak on items on the agenda, or items not on the agenda, but within the purview of the Regional Transit Technical Advisory Committee, must fill out and present a speaker's card to the assistant prior to speaking. Comments will be limited to three minutes. The chair may limit the total time for all comments to twenty (20) minutes.**

REGIONAL TRANSIT TECHNICAL ADVISORY COMMITTEE
AGENDA
Wednesday, September 29, 2021

==

The next Regional Transit Technical Advisory Committee meeting is tentatively scheduled for Monday, January 31, 2021.

Regional Transit Technical Advisory Committee (RTTAC)
of the
Southern California Association of Governments

June 30, 2021

Minutes

THE FOLLOWING MINUTES ARE A SUMMARY OF ACTIONS TAKEN BY THE REGIONAL TRANSIT TECHNICAL ADVISORY COMMITTEE (RTTAC). AN AUDIO RECORDING OF THE MEETING IS AVAILABLE FOR LISTENING IN SCAG'S OFFICE.

The Regional Transit Technical Advisory Committee held its meeting telephonically and electronically given public health directives limiting public gatherings due to the threat of COVID-19 and in compliance with the Governor's recent Executive Order N-29-20. The meeting was called to order by Chair, Joyce Rooney, Beach Cities Transit.

Members Participating:

Joyce Rooney (Chair)	City of Redondo Beach/Beach Cities Transit
Kristin Warsinski (V. Chair)	Riverside Transit Agency (RTA)
Diana Kotler	Anaheim Transportation Network
Esteban Rodriguez	Antelope Valley Transportation Authority (AVTA)
Gerardo Sanabria	City of Corona
Sudesh Paul	City of Corona
Diane Amaya	City of Redondo Beach/Beach Cities Transit
Ben Gonzalez	City of Simi Valley
Diana Chang	Culver CityBus
Josh Landis	Foothill Transit
Joe Raquel	Foothill Transit
Dana Pynn	Gardena Transit
Austin Novstrup	Gold Coast Transit District
Christopher MacKechnie	Long Beach Transit
Gaby Marquez	Long Beach Transit
Shirley Hsiao	Long Beach Transit
Tracy Beidleman	Long Beach Transit
Lori Huddleston	Los Angeles MTA
Teresa Wong	Los Angeles MTA
Aubrey Smith	Metrolink
Abigail Marin	Montebello Bus Lines
Anthony Rodriguez	Montebello Bus Lines
Kim Tucker	Orange County Transportation Authority (OCTA)
Jennifer Nguyen	Riverside Transit Agency (RTA)
Eric DeHate	Riverside County Transportation Commission (RCTC)
Nancy Strickert	San Bernardino County Transportation Authority
Godfrey Offoegbu	Torrance Transit
Jeni Eddington	Ventura County Transportation Commission (VCTC)
Kevin Kane	Victor Valley Transit Authority

Robert Williams	Golden Empire Transit
Dennis Solensky	Connecticut Department of Transportation (CTDOT)
Lauren Gilbert	Cal-ITP/Rebel Group
Zeron Jefferson	Caltrans
Krista Glotzbach	Via
Josh Panter	Via

SCAG Staff:

Philip Law	Stephen Fox
Priscilla Freduah-Agyemang	
Marisa Laderach	

1.0   CALL TO ORDER

Joyce Rooney, Beach Cities Transit, called the meeting to order at 10:05 a.m. Attending agencies were asked to introduce themselves.

2.0   PUBLIC COMMENT PERIOD

No members of the public requested to comment.

3.0   RECEIVE AND FILE

3.1   Minutes of the March 31, 2020 RTTAC Meeting
3.2   MAP 21 Regional Transit Safety Target Setting
         (PTASP) update
3.3   Regional Transit Operators Forum
3.4   FTA Sustainable Transit for a Healthy Planet Challenge

Priscilla Freduah-Agyemang, SCAG staff, reported that MAP 21 Regional Transit Safety Target received a unanimous recommendation from the SCAG Transportation Committee for Regional Council approval at the April meeting and approved at the June Regional Council meeting.

4.0   INFORMATIONAL ITEMS

4.1   California Integrated Travel Project (Cal-ITP) Update

Lauren Gilbert, Cal-ITP, provided an update on California Integrated Travel Project (Cal-ITP). She emphasized some of the goals of the program including a fare payment system, real-time data standard, and seamless verification of eligibility for transit discounts. She noted the program aims to make travel simpler and more cost-effective for everyone by enabling contactless payments, automated customer discounts and standardizing information for easy trip planning. Ms. Gilbert reviewed the use of General Transit Feed Specification (GTFS) as the statewide data standard. She reviewed GTFS implications for local transit agencies and the programs they can utilize in the future. Real time passenger information is an important aspect of integrated transportation.

Ms. Gilbert then introduced GTFS Real-Time as a Service (GRaaS), an in-house Cal-ITP supported real time software, designed to ensure transit agencies have access to real time features, and meant to help agencies get on journey planning apps. Ms. Gilbert reviewed how seamless and less destructive the related application is for drivers.

Ms Gilbert shared updates on the Monterey-Salinas Transit's pilot project that is implementing "tap on, tap off" contactless payments, with pricing based on distance. Payments with the contactless payments includes Apple Pay, Google Pay and credit card on a rider's phone and other devices such as Apple watch. For equity consideration, she mentioned this is just another option and in no way restricts people with limited ability to use transit, including the unbanked. Further, Ms. Gilbert reiterated people with contactless payments who are 60 or older will automatically have their senior discounts applied. She concluded that this represents a step forward in providing a next level use of technology for transit agencies and riders.

4.2 Bakersfield/Via Partnership (Integrated Microtransit, Paratransit, NEMT)

Robert Williams, Golden Empire Transit, reported on the Bakersfield/Via Partnership (Integrated Microtransit, Paratransit, Non-Emergency Medical Transit (NEMT). The goal is to comingle Microtransit, Pratransit and Non-Emergency Medical Transit, and bring them together under one dispatch, one customer call center and one van. He noted Bakersfied has a population of about 500,000 people and pre-COVID the agency provided 6.2 million rides per year. Mr. Williams reviewed the development process starting with the RFP which led to contracting with Via in September 2020. He noted Via's technology integrates multiple service modes into a single, unified platform to utilize resources more efficiently, reduce costs and create a better experience for all users, operators, riders, and drivers.

Mr. Williams reviewed the integrated tools and the application interface which reflects local character. He then mentioned that the benefit of having a single co-mingled implementation is to have fixed route, demand response, paratransit requests come through a portal for calls and reservations. Currently, request for services go to different call centers and with no interaction. He noted several benefits to the overall operation and in areas such as maintenance, operations and efficiency on the road. Fares were reviewed noting comparison to similar services. Lessons learned were reviewed and he provided suggestions for other agencies looking to pilot Microtransit in future.

4.3 Automated Buses Deployment

Dennis Solensky, Transit Administrator, Connecticut Department of Transportation (CTDOT), reported on their automated bus initiative. He reviewed the agency's operation and profile noting CTfasttrak is a fixed guideway system owned and maintained by the CTDOT. The 9.4 mile long service began in March 2015 with 11 stations including 5 intersections. Next, the details of the route, neighborhoods served, as well as stations features, and vehicle types were examined. He noted the features of bus automation on

fixed guideway and the technology components and emphasized that a driver is present on each bus.

Mr. Solensky reviewed the process involved in building and forming partnerships and reviewed the concept of bus platooning on the system and the flexibility provided. Forty-foot electric buses are used, and he noted there is a long-term goal to convert to fully electric vehicles. The program timeline and budget were reviewed, and he mentioned his availability to colleagues who are interested in developing a similar project.

4.4   Long Beach Transit Bus Stop Tiers system

Gabriella Marquez and Christopher MacKechnie, Long Beach Transit, provided a report on the agency's bus stops tiers system. This program creates a structured approach to ranking the City's bus stops and helps advocate for amenities and other capital improvements at higher tier stops. The system was originally created in 2015 by the Service and Planning Department of Long Beach Transit and was recently revisited in 2019 to identify opportunities for readjustment due to ridership decline and verify lessons learned related to sustainable transit-land use patterns.

Ms. Marquez and Mr. MacKechnie explained their methodology into two simplified steps: 1) Evaluate bus stops based on ridership, transfer location relative to other routes, major destinations, and demographics; and 2) tally points and rank bus stops, categorizing them into six tiers with higher-point bus stops assigned to higher tiers. Ms. Marquez and Mr. MacKechnie shared practical applications of this tiers system, such as determining the kind of amenities to be installed at each unique bus stop location, helping increase bus stop spacing, as well as identifying opportunities for bikeway and pedestrian integration. In addition, they shared lessons for continued improvement of the system such as, inclusion in city urban design guidelines, countering "NIMBY" attitudes, stronger connectivity with pedestrian and ADA accessibility, and linkage with transit network companies in a first/last-mile context.

4.5   Connect SoCal Interactive HQTC Map

Marisa Laderach, SCAG, presented on the Connect SoCal Interactive HQTC Map, starting with a background on SB 375, SB 743, the definitions for high-quality transit corridors or "HQTC" and "major transit stop," with a reminder of how the RTTAC provided insight and helped validate SCAG's methodology in the development of HQTCs and Major Transit Stops. Ms. Laderach also shared about the current limitation of the datasets being representative of only a snapshot in time, and additional aspects of the project that required significant consideration, such as the mapping process.

The purpose of the map, Ms. Laderach explained, is to provide both functionality as well as the underlying attribute data for the HQTCs, which provided the basis High Quality Transit Areas (HQTAs). HQTAs were created by SCAG to help link transportation and land use planning, and are considered a Priority Growth Area (PGA) within the Sustainable

Community Strategy (SCS) and used within the RHNA methodology. Ms. Laderach then provided a demo of the Interactive HQTC Map and its associated Interactive Guide. The map is close to publication.

4.6   SCAG Dedicated Lanes Study and MaaS Feasibility White Paper Introduction

Priscilla Freduah-Agyemang, SCAG, presented an overview of two studies SCAG is undertaking: the Regional Dedicated Lanes Study and the Mobility as a Service (MaaS) Feasibility Whitepaper. Ms. Freduah-Agyemang started with a background overview for the Dedicated Lanes Study, which stems from the decline in transit ridership, the pandemic, and opportunities for pilot projects. The objectives of the Dedicated Lanes Study are to identify key benefits of bus lanes, identify primary factors for successful implementation, provide a preliminary assessment of dedicated bus lanes in the region, and provide recommendations for local jurisdictions. Ms. Freduah-Agyemang shared some next steps with future updates to be provided in future RTTAC meetings.

Ms. Freduah-Agyemang also provided an update on the MaaS Feasibility Whitepaper with a background overview of MaaS, its role as a Key Connection strategy in Connect SoCal, its definition and applications, and the main objective of the Maas Feasibility Whitepaper. Ms. Freduah-Agyemang shared that the study started this month and will continue into March of 2022, as well as some key deliverables that would result from the whitepaper: an Advisory Board/Roundtable, and a storymap. Her update also included next steps, one of which will be opportunities for feedback from the RTTAC at various stages of the study.

5.0   STAFF REPORT

No staff report

6.0   ADJOURNMENT

Joyce Rooney, Beach Cities Transit, adjourned the meeting at 11:51 a.m..

Southern California Association of Governments
900 Wilshire Blvd., Suite 1700, Los Angeles, CA 90017
Agenda Item No. 3.3
September 29, 2021

To: Regional Transit Technical Advisory Committee (RTTAC)

From: Priscilla Freduah-Agyemang, Senior Regional Planner,
213-236-1973, agyemang@scag.ca.gov

Subject: Regional Transit Operators Forum

DISCUSSION:

This is to remind the RTTAC members of the SCAG regional transit operators' forum, which was introduced and launched at the January 27 meeting. The community forum is a platform for operators to discuss relevant topics related to transit in the region.

The forum is a discussion space for transit operators in the SCAG region to continue to dialogue and exchange information, share best practices and receive feedback on transit service planning, operations, emerging trends and issues, share ideas on future projects, as well as give operators the opportunity to continue to engage in meaningful discussions and peer-learning experiences on variety of transit topics.

The membership is made up of the RTTAC members and is limited to agency staff from public transportation providers in the SCAG region and designees. Other membership to the site will be by request only, pending approval by SCAG staff. Every RTTAC member should have received an email with the link to the community.

SCAG wants to ensure the best experience for all members and has included some guidelines for members of the site. The guidelines include community rules, individual and group discussion etiquette, and information on privacy.

Please contact Priscilla Freduah-Agyemang, agyemang@scag.ca.gov or 213-236-1973 with any questions related to the forum. We also welcome any comments/thoughts on how to improve the site.

Southern California Association of Governments
900 Wilshire Blvd., Suite 1700, Los Angeles, CA 90017
Agenda Item No. 3.3
September 29, 2021

To: Regional Transit Technical Advisory Committee (RTTAC)

From: Priscilla Freduah-Agyemang, Senior Regional Planner, 213-236-1973, agyemang@scag.ca.gov

Subject: National Transit Renewal Resource Portal and National Transit Renewal Series

SUMMARY

From https://www.transit.dot.gov/transit-renewal

As part of the Transit Renewal Initiative, the Federal Transit Administration (FTA) set up the National Transit Renewal Resource Portal to provide transit agencies, stakeholder and advocacy organizations with resources to help renew ridership, safety, community partnerships, and building back better.

The Resource Portal highlights the FTA National Transit Renewal Summit and Transit Renewal Series, a series of three listening sessions that featured 45 panelists. The portal is meant to help highlight successful best practices transit agencies nationwide are using to renew ridership, that can be adapted to fit local aspirations and needs. Over 3,000 transit professionals and stakeholders participated in these events that were held throughout July and August 2021. Recordings and event resources can be found on the website, at the following links:

- National Transit Renewal Summit: National Transit Renewal Summit
- Listening Session 1 highlighted the most promising strategies to encourage riders to get on board.
- Listening Session 2 focused on ways to increase ridership with focus on safety.
- Listening Session 3 explored ways to increase ridership with a focus on building community partnerships.

Southern California Association of Governments
900 Wilshire Blvd., Suite 1700, Los Angeles, CA 90017
Agenda Item No. 3.4
September 29, 2021

To: Regional Transit Technical Advisory Committee (RTTAC)

From: Priscilla Freduah-Agyemang, Senior Regional Planner, 213-236-1973, agyemang@scag.ca.gov

Subject: Federal Transit Administration's (FTA) America's Open and Transit's Open Final Report

SUMMARY

From https://www.transit.dot.gov/about/americas-open-and-transits-open-final-report

In Summer 2021, the FTA hosted three listening sessions during the Transit Renewal series that showcased America's Open and Transit's Open, that focused on best practices to renew ridership, safety, community partnerships, and how to build back better. The sessions featured 45 panelists representing transit agencies, stakeholder and advocacy groups.

The America's Open and Transit's Open Final Report is the culmination of what the FTA heard during the three listening sessions. The best practices outlined in the report can be adapted by transit agencies nationwide (large and small, urban and rural) to renew ridership on their systems. Case studies of best practices are categorized in the report into the following:

1. Ridership Campaigns
2. System Design Review
3. Restore Public Confidence in Transit Safety
4. Leverage Partnerships
5. How to Build Back Better

The report includes other areas of focus, such as Accessibility Improvements, Equity, Climate Change, Transit-Oriented Development and Mobility Hubs, Fare Programs, Crime Prevention, and Tools and Technology.

Southern California Association of Governments
900 Wilshire Blvd., Suite 1700, Los Angeles, CA 90017
Agenda Item No. 3.5
September 29, 2021

To: Regional Transit Technical Advisory Committee (RTTAC)

From: Priscilla Freduah-Agyemang, Senior Regional Planner, 213-236-1973, agyemang@scag.ca.gov

Subject: American Public Transportation Association's (APTA's) Transit Value Index Report

SUMMARY

From https://knowledgehub.apta.com/resource/transloc-report-transit-value-index

The Transit Value report highlights a 2021 poll analyzing America's public transportation expectations and behaviors post-pandemic.

The Report features recent data from the American Public Transportation Association (APTA) that showed ridership dropped 79% in 2020 as compared to 2019. While these numbers are slowly recovering, the truth is that transit riders today are remarkably different from riders who took transit before COVID-19.

Today's riders need, want and demand different things from public transit. To understand these differences and their expectations for the future of transportation, we polled 1,200 working Americans (ages 18+) who currently use transit and/or regularly used transit before the pandemic.

The report found that, overall, transit riders are eager to get back on the road, but they are demanding changes from transit agencies to rebuild their confidence in using public vehicles.

The report describes:
- The methodology of the survey
- Key takeaways and findings – including evolving rider habits
- A closer look at Transit's role in the return to work, and
- A closer look at the future of Transit

Southern California Association of Governments
900 Wilshire Blvd., Suite 1700, Los Angeles, CA 90017
Agenda Item No. 3.6
September 29, 2021

To: Regional Transit Technical Advisory Committee (RTTAC)

From: Priscilla Freduah-Agyemang, Senior Regional Planner,
213-236-1973, agyemang@scag.ca.gov

Subject: State of California Best Practices for Allowing Pets on Public
Transit (PUC 99166)

SUMMARY

Public Utilities Code (PUC) §99166 tasked the California Governor's Office of Emergency Services
(Cal OES) and California Department of Food and Agriculture (CDFA), in consultation with public
transportation and county emergency management officials, to develop Best Practices for animal
evacuations on public transportation in the area covered by an evacuation order. The Best
Practices has been completed and is ready for distribution to end users.

The Best Practices are posted on the CDFA - AHFSS - AHB (ca.gov) website:

https://www.cdfa.ca.gov/AHFSS/Animal_Health/pdfs/PUC99166BestPractices_08-12-2021_Final.pdf

Attachment: State of California, PUBLIC UTILITIES CODE Section 99166

State of California

PUBLIC UTILITIES CODE

Section 99166

99166. (a) If an evacuation order is issued that covers all or a portion of a public transit operator's service area, the public transit operator shall authorize passengers to board public transit vehicles with their pets in the area covered by the evacuation order, consistent with best practices developed pursuant to subdivision (b).

(b) The Office of Emergency Services and the Department of Food and Agriculture, in consultation with public transit operators and county emergency management officials, shall develop best practices for allowing pets on public transit vehicles serving areas subject to an evacuation order. The best practices shall not prohibit a public transit operator from enacting policies that ensure the safety of transit riders.

(c) For purposes of this section, the following definitions apply:

(1) "Evacuation order" means an order from the Governor, or a county emergency management official, county sheriff, chief of police, or fire marshal, under which persons subject to the order are encouraged to relocate outside of the geographic area covered by the order due to an imminent danger resulting from an earthquake, fire, flood, riot, or other natural or manmade disaster.

(2) "Pet" means a cat or a dog as those terms are defined in Section 1799.109 of the Health and Safety Code.

(Added by Stats. 2019, Ch. 702, Sec. 1. (SB 397) Effective January 1, 2020.)

NEXTGEN
Bus Plan

SCAG Regional Transit TAC
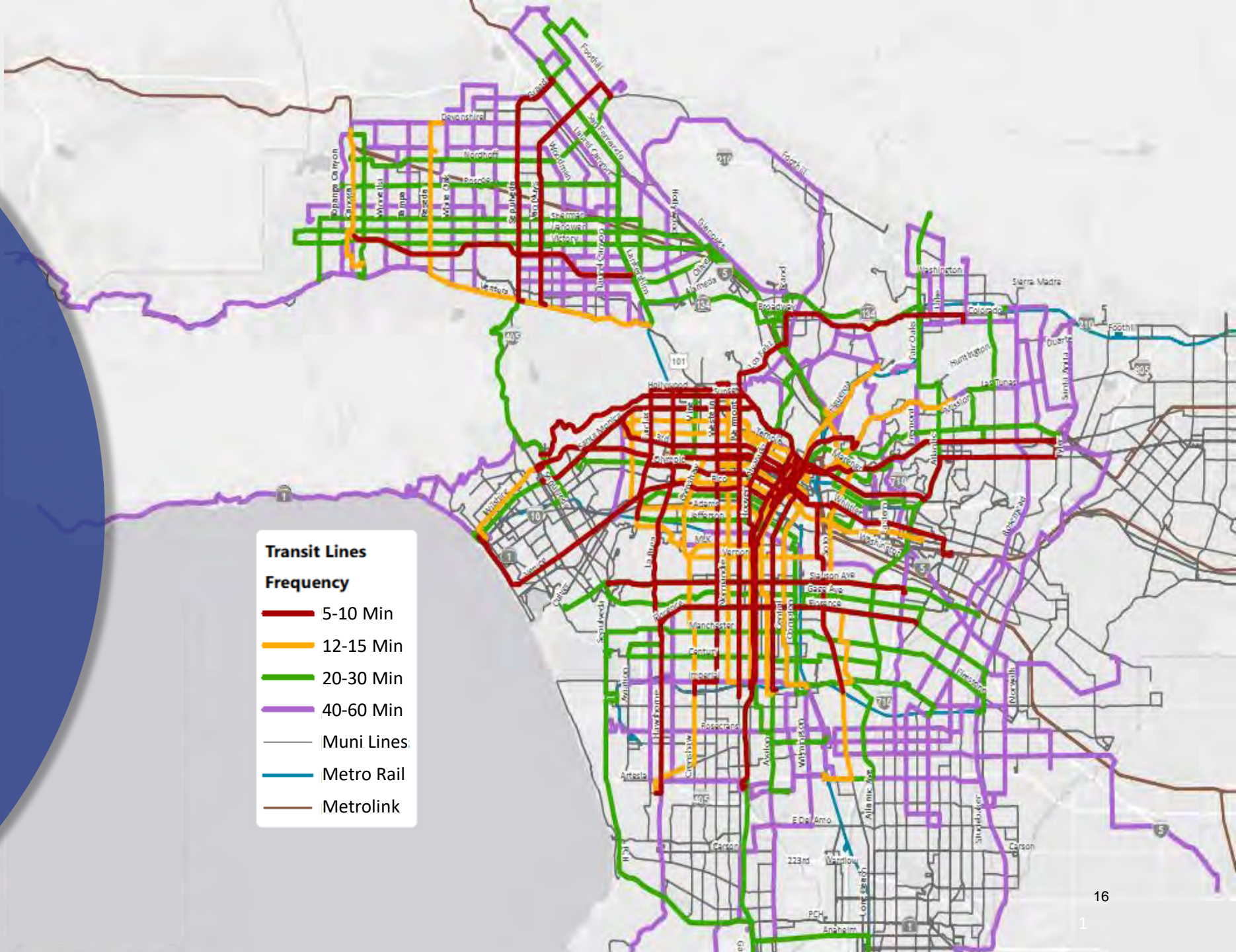
Metro

Next Gen Transit First Network

The full network complements Muni lines, Metro Rail, & Metrolink services

83% of Metro's bus riders will have frequent simpler network all-day (compared with 48% today)

Transit Lines Frequency

- 5-10 Min
- 12-15 Min
- 20-30 Min
- 40-60 Min
- Muni Lines
- Metro Rail
- Metrolink

16

NextGen Timeline

Action	TimeLine
Draft Plan Public Workshops	February/March 2020
Revised Plan/Public Hearings	July/August 2020
Service Council Approvals/Board Adoption	September/October 2020
Phase 1 Implementation	December 2020
Phase 2 Implementation	June 2021
Phase 3 Implementation	September/December 2021
Bus Speed and Reliability Improvements	2020-2024

17

NextGen Rollout

December 2020	June 2021	September/December 2021
Limited Stop service discontinued on key corridors; some low usage local lines discontinued; minor other restructuring	Significant restructuring in San Fernando Valley, San Gabriel Valley, Beverly Hills, Compton plus part of one line transferred to Municipal partner. Additional low usage lines phased out	Remaining restructures across network in Altadena, Sunset/Alvarado, Willowbrook. Part of one line moving to Municipal operator.
Eight Metro Rapid Lines consolidated with Partner Local lines	Eight more Metro Rapid Lines consolidated with partner Local lines	Two more Metro Rapid Lines consolidated with Partner Local Lines. Three Metro Rapid Lines remain in operation.
Coordinated with launch of first two Metro Micro pilot zones	Coordinated with launch of two additional Metro Micro pilot zones	Coordinated with launch of final two Metro Micro zones
Service hours recovered from 5.0M to 5.6M annualized Revenue Service Hours (RSH) as ridership	Coincided with significant ramp up of service (COVID recovery) 5.6M to 6.5M annual RSH	Coincided with final service restoration from 6.5 to 7.0 million annual RSH (pre-COVID annualized)
New bus lanes 5th & 6th Sts and Aliso St in downtown LA	New bus lane Alvarado St (Phase 1)	Proposed new bus lanes for Grand Av, Olive St and Alvarado St (Phase 2)

18

3

Lessons Learned

- Lost coverage and convenience (need to transfer) were big issues for customers.

- Some quick fixes were made in July 2021 for coverage with additional refinements in September 2021

- Operator shortages continue to impact the agency now (as they did when COVID spiked early 2021).

- Don't underestimate the scale of changes. June 2021 change impacted over 5000 bus stop signs

- Customers appreciate support from ambassadors. Over 400 comments received on June 2021 changes compared to 25 for the December 2020 changes.

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP

Legend: ■ Bus ■ Rail

Rail values (top of bars): 321,444 · 192,463 · 94,421 · 110,825 · 132,532 · 124,692 · 123,329 · 130,053 · 133,731 · 131,235 · 115,079 · 110,429 · 116,261 · 121,740 · 130,513 · 134,280 · 143,315 · 146,819 · 155,073 · 151,784 · 162,074 · 162,966

Bus values: 871,496 · 563,759 · 269,382 · 323,231 · 386,332 · 420,745 · 437,154 · 457,138 · 465,249 · 461,722 · 422,979 · 378,630 · 421,247 · 447,667 · 491,454 · 511,025 · 535,117 · 564,695 · 595,439 · 613,422 · 650,464 · 668,066

| Ridership	Pre-COVID-19 20-Feb	Start of COVID-19 20-Mar	20-Apr	20-May	20-Jun	20-Jul	Aug-20	Sep-20	Oct-20	20-Nov	20-Dec	21-Jan	21-Feb	21-Mar	21-Apr	21-May	21-Jun	21-Jul	Aug-wk 1 (8/1-8/7)	Aug-wk 2 (8/8-8/14)	Aug-wk 3 (8/15-8/21)	Aug-wk 4 (8/22-8/28)
TOTAL	1,192,940	756,222	363,803	434,056	518,864	545,437	560,483	587,191	598,980	592,957	538,058	489,059	537,508	569,407	621,967	645,305	678,432	711,514	750,512	765,206	812,538	831,032

6/27/21
- Increased overall service from 5.6 million RSH (annualized) as of December 2020 to 6.5 million RSH plan (all service changes made in alignment with NextGen and Title VI requirements)
- Resumed front door boarding in addition to keeping rear door boarding
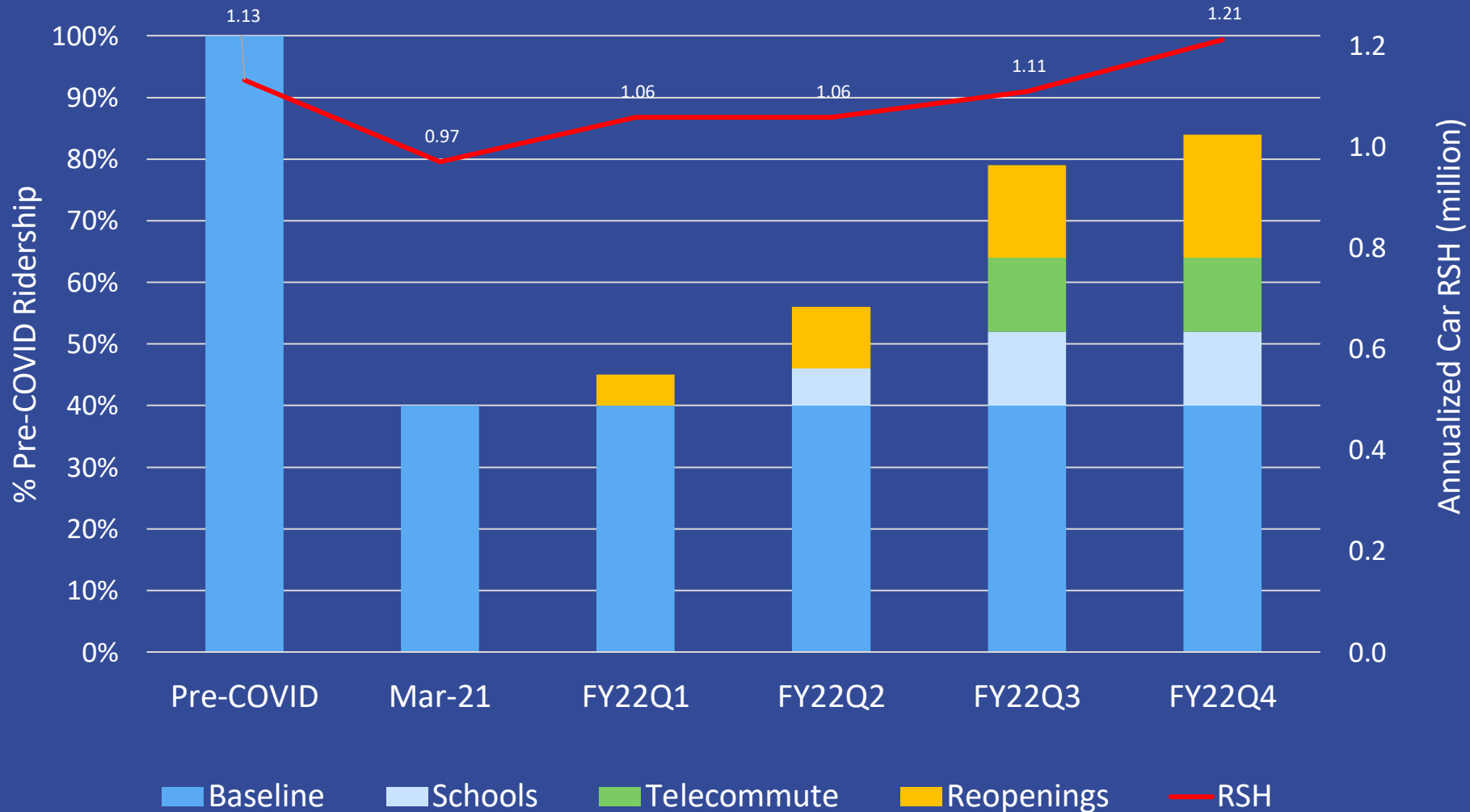- Issued & clarified instructions to operators that buses are free

9/12/21 (Upcoming)
- Increase overall service from the 6.5 million RSH (annualized) as of June 2021 to 7.0 million RSH

5

20

FY22 Bus Ridership Est.
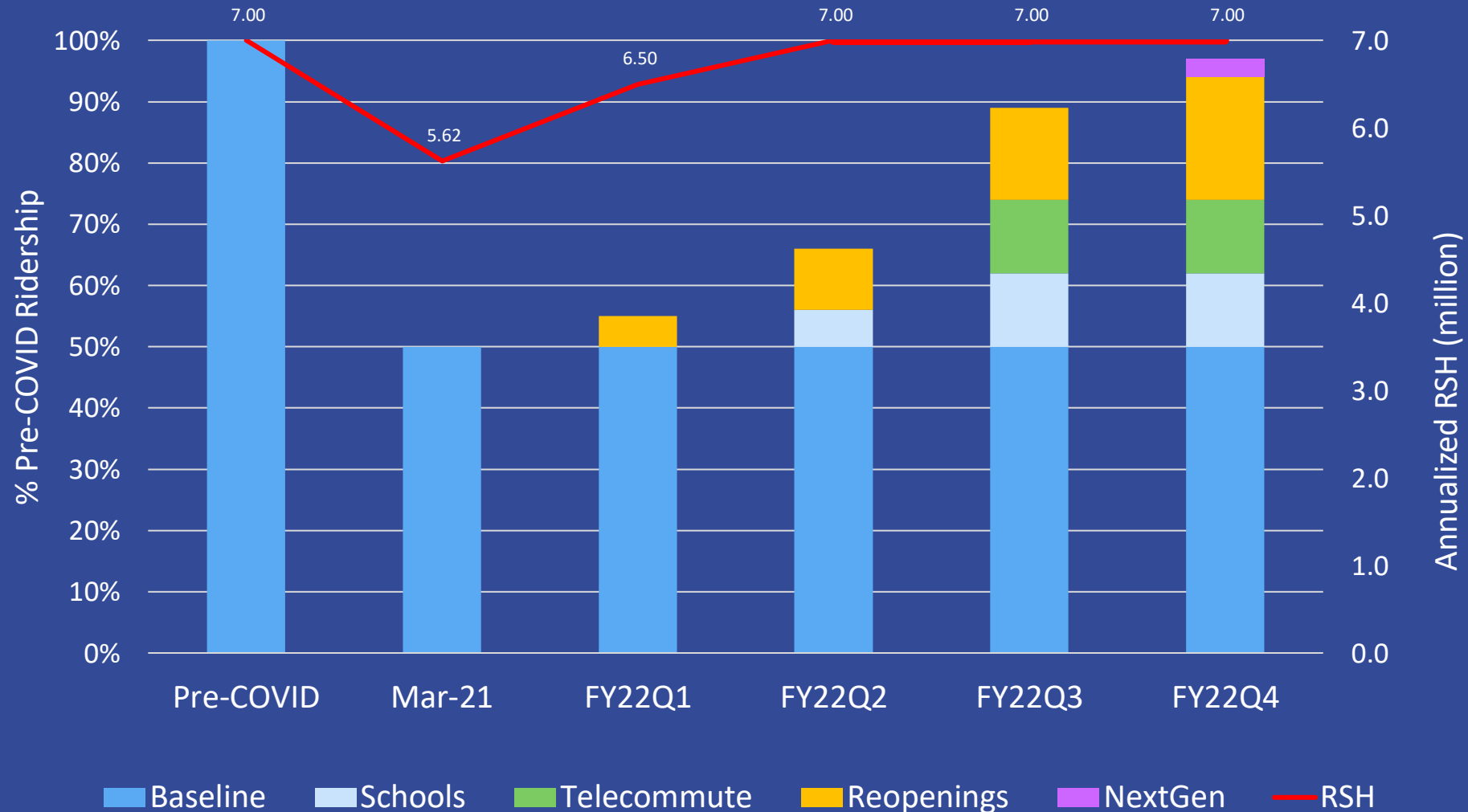
FY22 Rail Ridership Est.

Thank You!

NEXTGEN
Bus Plan

Metro®

VCbuspass
– Ventura County's Regional Pass Program

Two Goals

1 – Contactless regional fare payment system for Ventura County's operators.

2 – Ability to integrate with future technology, e.g., open payments.

REGIONAL BUS MAP

Timeline

→ *July 2020 – Commission issues Request for Proposals*

→ *December 2020 – Contract award / project kickoff*

→ *April - June 2021 – Fleet Installations and Training*

→ *July 1, 2021 – Soft launch (Phase one) – Online & in-person sales of reloadable card*

→ *September 20, 2021 – Phase two - Mobile App launch*

Agreement with Cubic-Delerrok

- Five-years following final system acceptance + Extension options
- Contract not to exceed value $1.86M includes room for certain options, fleet expansion, or in the event of growth (100% rider adoption, i.e., 3M trips ann.)
- Charge to VCTC is per "tag" – b/w $0.04-$0.09 based on usage.
- Contactless media includes Closed loop smartcards, mobile app,

Current Operations:

➢ Onboard 6 fleets, including 2 general purpose Dial-a-rides (150+ vehicles)
➢ Sales at 7 ticket-counter locations, online fulfillment for card orders, online reloads of cards, and mobile app
➢ Mix of onboard equipment configurations:
   ➢ Readers + CAD/AVL (GTFS-RT) based
   ➢ Readers + Onboard Driver Units
   ➢ Mobile Handheld Readers (Dial-a-ride fleets)

Each transit operator uses same backend system with ability to set fares specific to its agency.

Passengers can choose from regional passes only or load any amount of "cash" (stored value) to their account. Fare products allow for seamless travel.

System provides source of centralized data of sales and usage. Can be used for planning and detailed insight into regional travel demand. All agencies with similar visibility.

Goal is to streamline reporting and revenues disbursement – moving away from paper records for sales and varying system reports from operators.

Challenges:
- ➤ *Eight operators each with unique fare policies, fleets and resources*

- ➤ *GTFS-RT reliance and uptime considerations*

- ➤ *Rapidly changing ridership and policy responses*

- ➤ *Controlling for buy-in, quality service and consistent messaging across multiple agencies and 3rd parties*

- ➤ *Hardware landscape considerations. Most flexible ('visual validation') not necessarily the most robust.*

- ➤ *Time shifts from "cash (and pass) handling" to data handling.*

Next Steps / Upcoming Objectives:

➢ *Launch of InComm brick and mortar retail network*

➢ *Build out a backup reporting process for GTFS-RT and other communications gaps*

➢ *Benefit programs: Colleges/Universities, social service agencies, large employers*

➢ *Incorporate new modes and additional fleets*

➢ *Open payments with contactless EMV (credit cards)*

➢ *Fleet Expansion - incorporating paratransit fleets / other on-demand services*

➢ *3rd-Party Integrations, e.g. - Transit app, Apple, Google, Lyft, Uber, etc.*
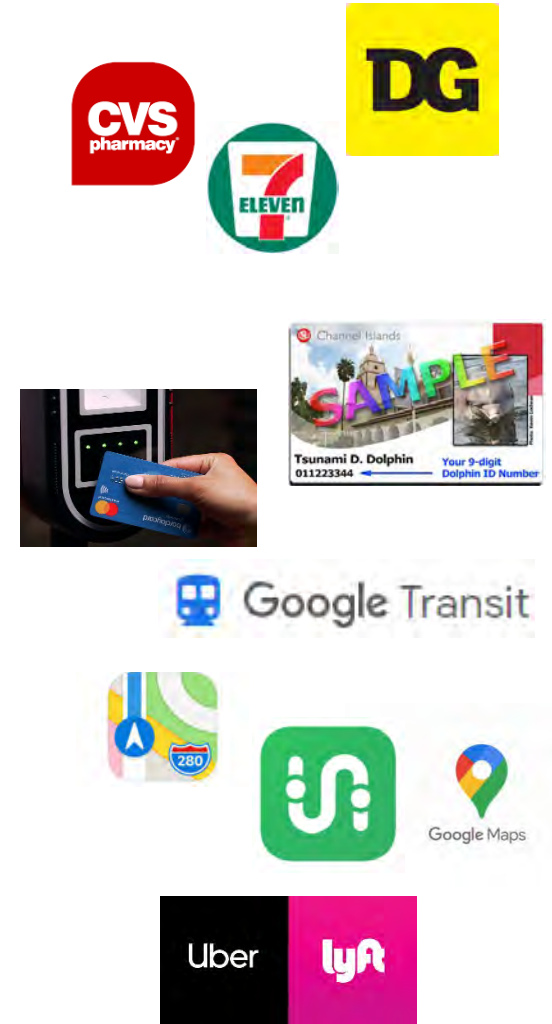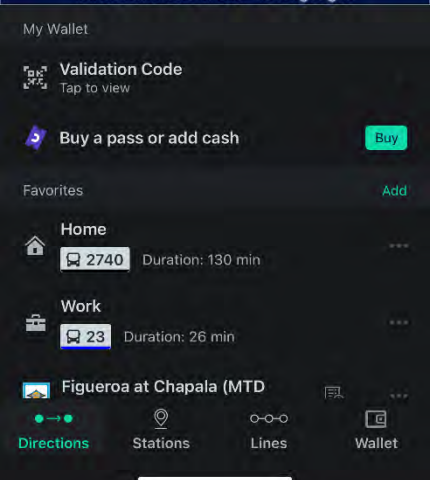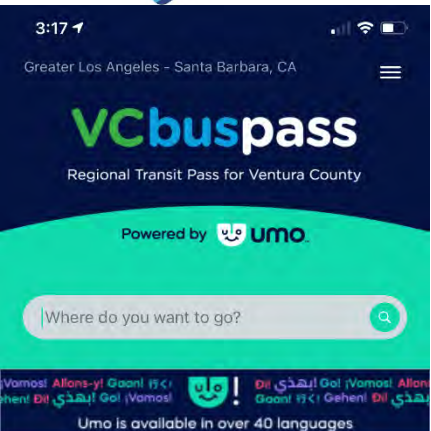
QUESTIONS?

Ventura County Transportation Commission
www.goventura.org/vcbuspass
Aaron Bonfilio, Program Manager
abonfilio@goventura.org

SCAG REGIONAL TRANSIT TECHNICAL ADVISORY COMMITTEE MEETING

- OC Bus 360° is an initiative launched in 2016 to improve bus service and increase the efficiency of bus travel in response to shifting travel patterns and declining ridership.

- In alignment with OC Bus 360°, OC Flex was proposed in 2017 as a one-year micro-transit pilot intended to evaluate the effectiveness of an on-demand solution in areas underserved by fixed route bus service.
    - Partnership with TNC considered, but determined not viable

OCTA identified five goals for micro-transit within Orange County:

1. Provide public transit mobility in low-demand areas
2. Reduce total operating and capital costs
3. Reduce vehicle miles traveled
4. Extend the reach of the OC Bus and Metrolink services
5. Meet customer needs

33

An outside firm was acquired to aid staff in the development of the OC Flex service concept, using the following to guide the process:

- Service Zone Analysis
- Market Research
- Demographics – "Transit Propensity Index"

OC Flex was launched in October 2018 as an on-demand service available in two zones within Orange County. The service was structured to provide:

- Rides anywhere within the zones
  - Identified key destinations (hubs)
- First/last mile connections
- Shared rides
- Wheelchair accessible service
- Flexible booking and payment options

Terms

- One-year initial operation, with two one-year option terms
- Reimbursement per Revenue Vehicle Hour (RVH)

Core OCTA Responsibilities

- Establish service level for the program
- Provide accessible revenue vehicles
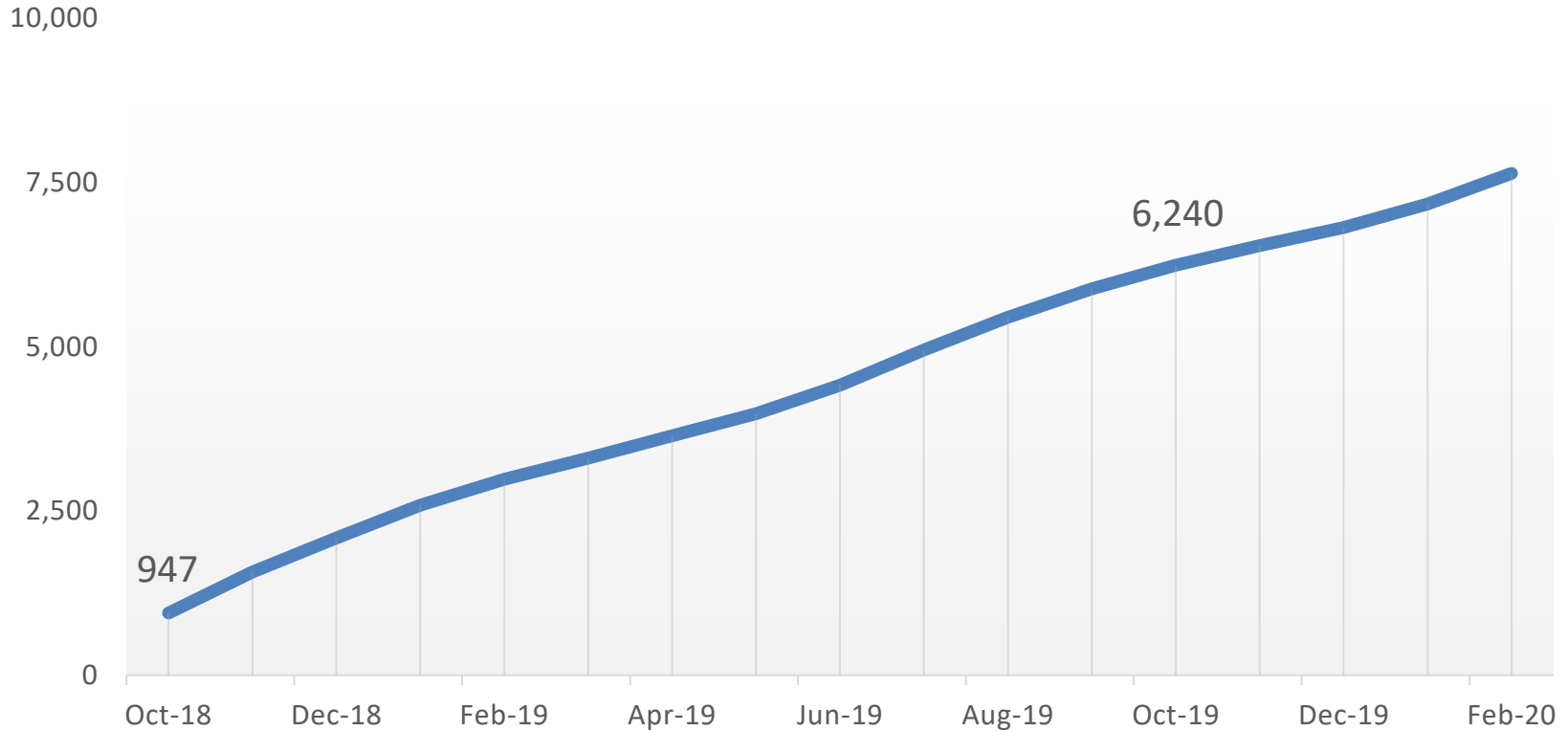
Core Contractor Responsibilities

- Management and Operation
- Cloud-based software system for scheduling, dispatch, and fares

KEY PERFORMANCE METRICS

OCTA identified five measures of success for OC Flex:

- Productivity
- Cost Effectiveness
- Shared Rides
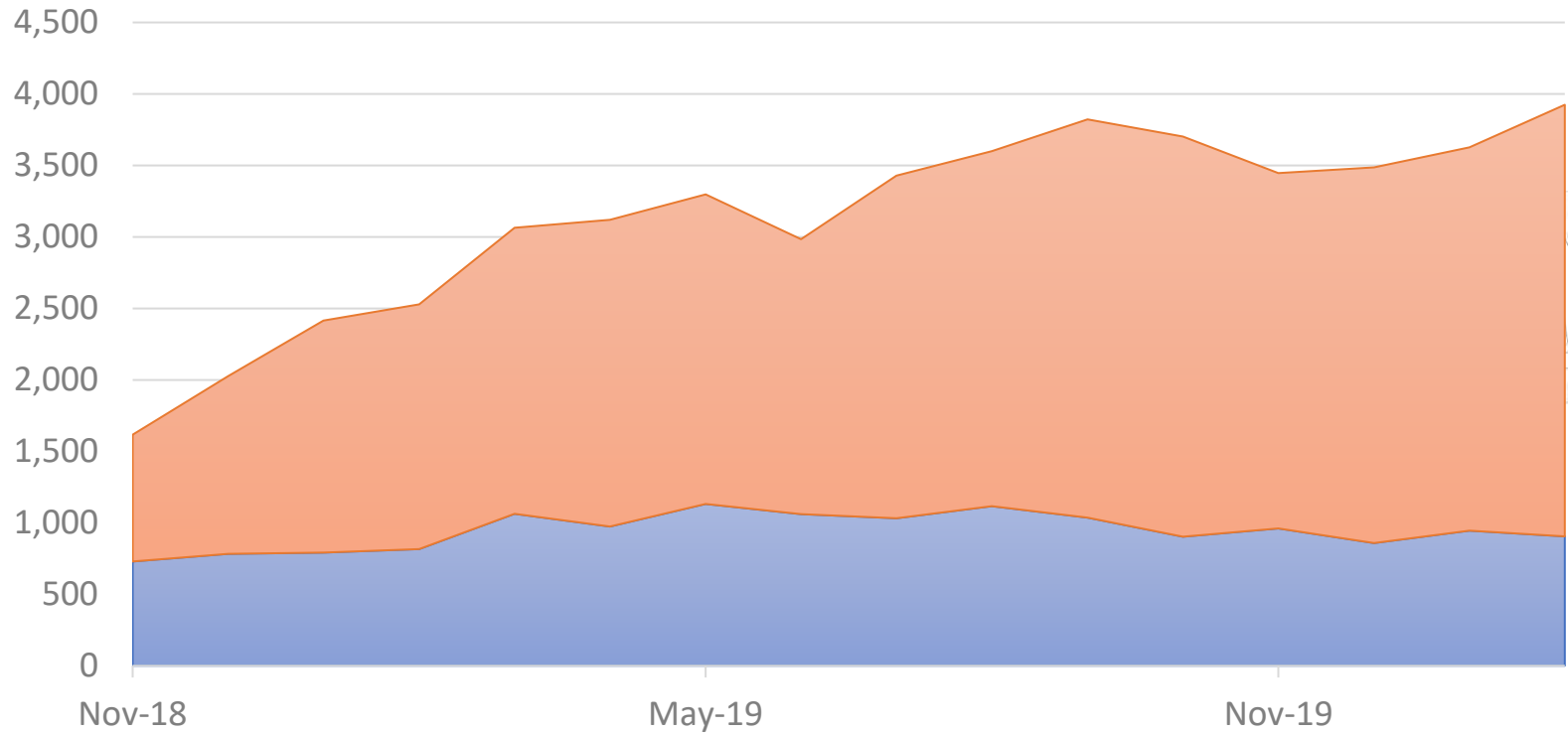- Connecting Transit Trips
- Customer Satisfaction

RIDERSHIP TREND

OC Flex performance was positive, and staff recommended to extend the pilot through October 2020 and implement strategies to improve performance.

- Zone Changes
- Operations Adjustments
- Promotions

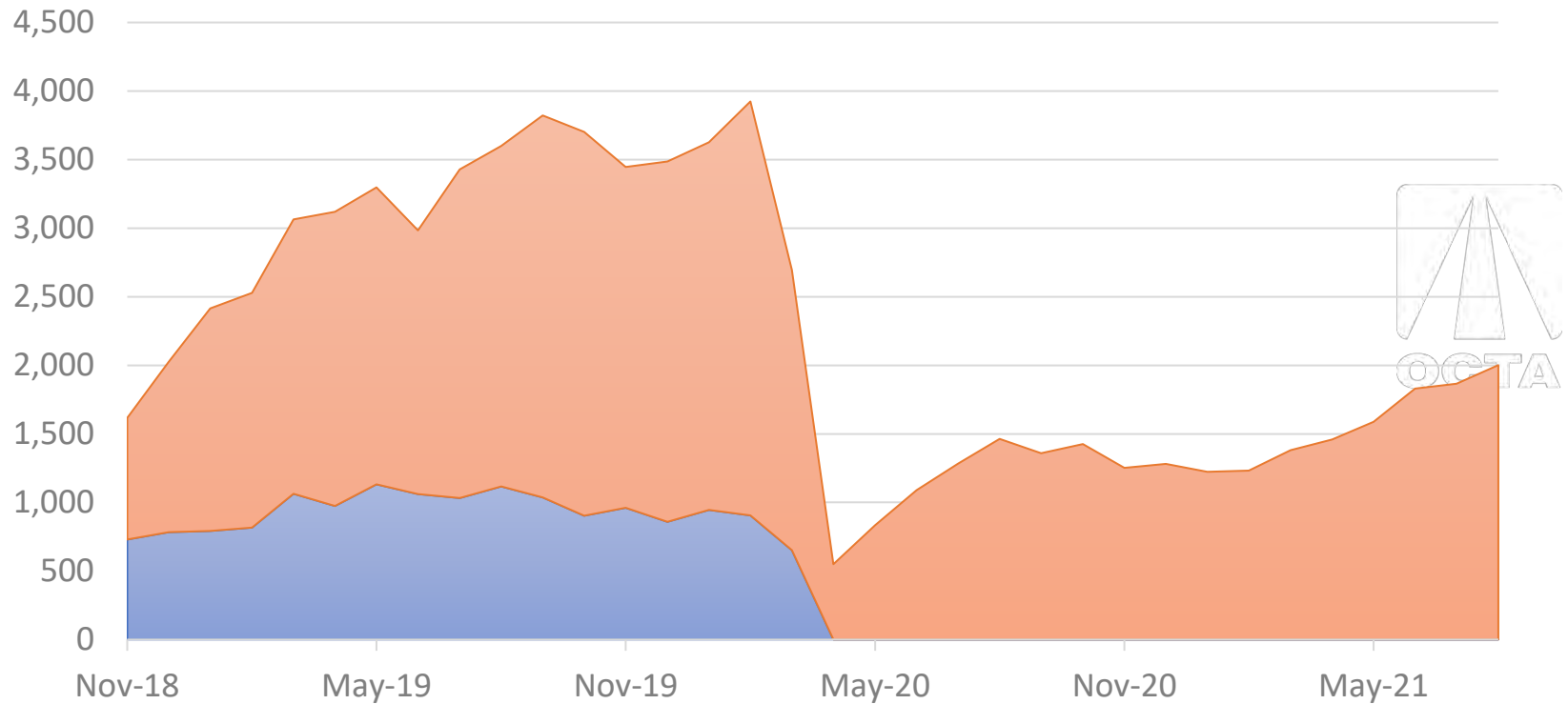# SERVICE AREA ADJUSTMENT

43

RIDERSHIP TREND

ACCOUNT GROWTH

TRIP REQUESTS

PROJECT FUTURE
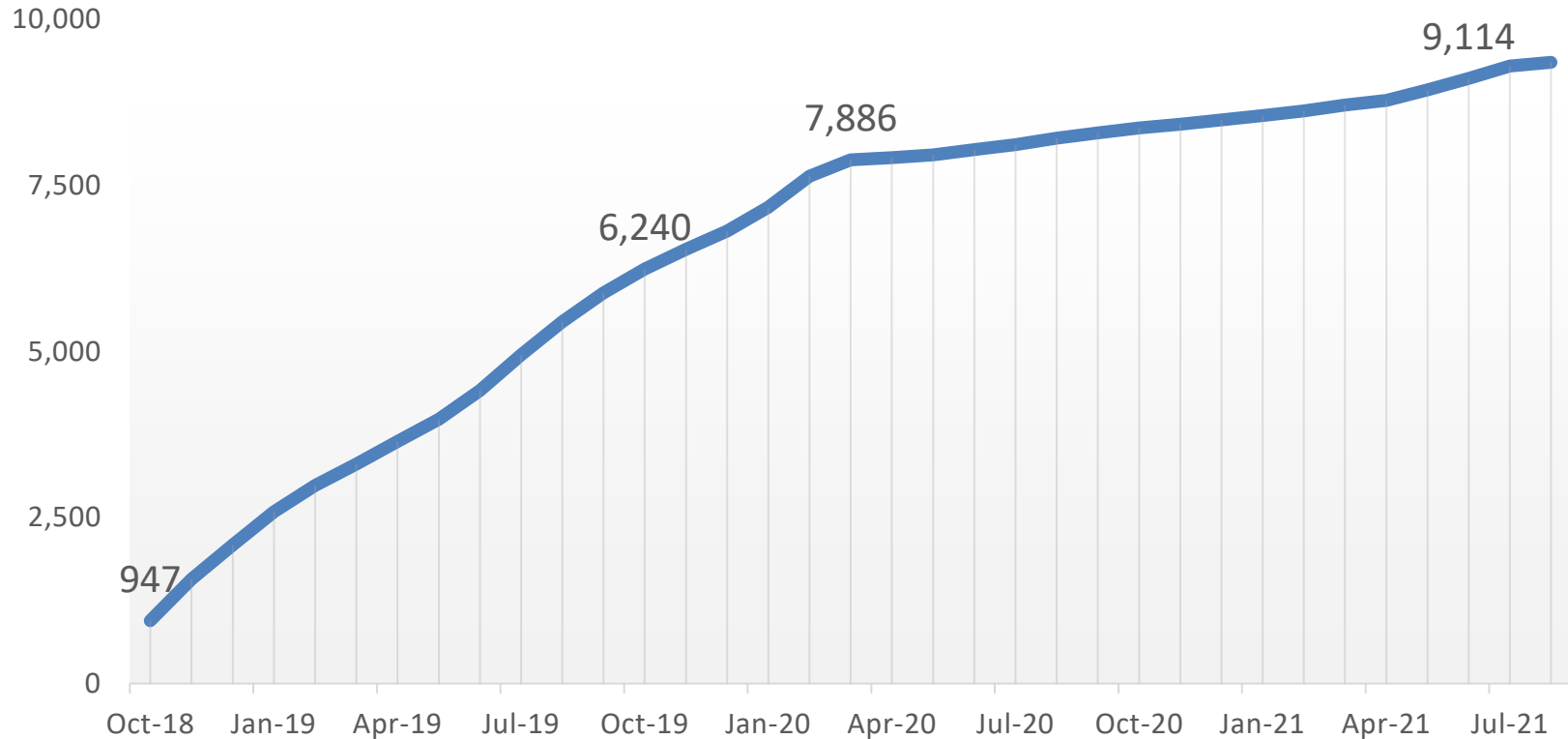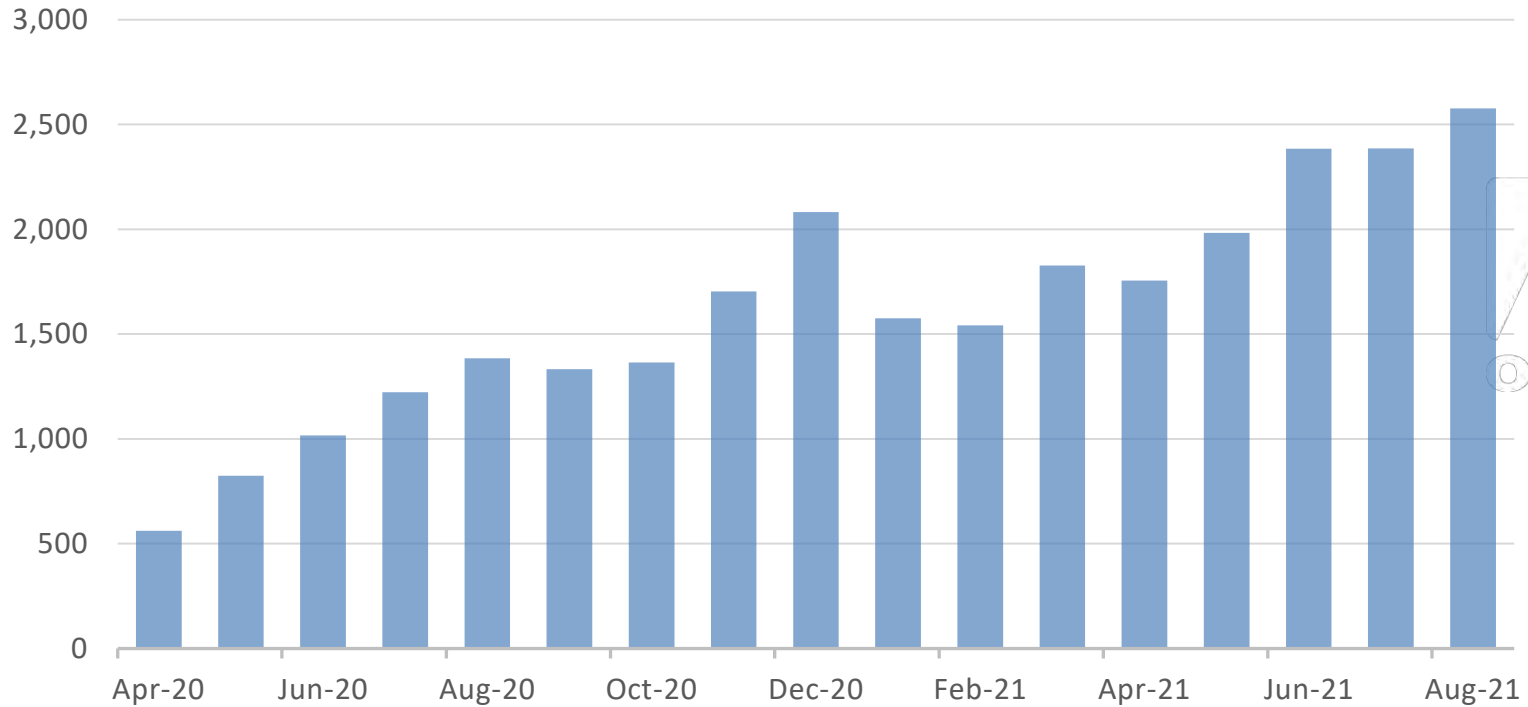
Service Change

- Permanent termination of the Blue Zone

Contract Structure

- Incorporation of the OC Flex service into the OC ACCESS RFP

CONTACT

Melissa Mungia
Section Manager, Paratransit Services
mmungia@octa.net

Jack Garate
Department Manager, Paratransit Services
jgarate@octa.net

Metro Micro™

SCAG Regional Transit Technical Advisory Committee
Wednesday, September 29, 2021

On-Demand Transit

Long version
Short version

Program Overview

1. Pilot Background

2. Programmatic Goals

3. Performance Targets

4. Key Performance Indicators

5. Service Footprint

6. Service Roll Out and Ridership

7. Zone Profile Example

2. PROGRAMMATIC GOALS

- Provide an alternative within NextGen service framework

- Enhance customer experience for current riders

- Invest in frontline workforce

- Test new technology

- Deliver fantastic wait time maximum (15 mins)

- Build a sustainable ride-hail business model

53

3

3. Performance Targets

- Wait time for pick up is a 15-minute maxim[um]
- Customer rating (4.9 of 5 stars)
- On-time performance
- Linked trips to a transit hub
- Passengers per hour
- Cost per trip and cost per RSH
- Customer referrals

Metro's Visionary Outcomes by 2028

10-minute walk or roll to high-quality mobility options

15-minute maximum wait, any time of day
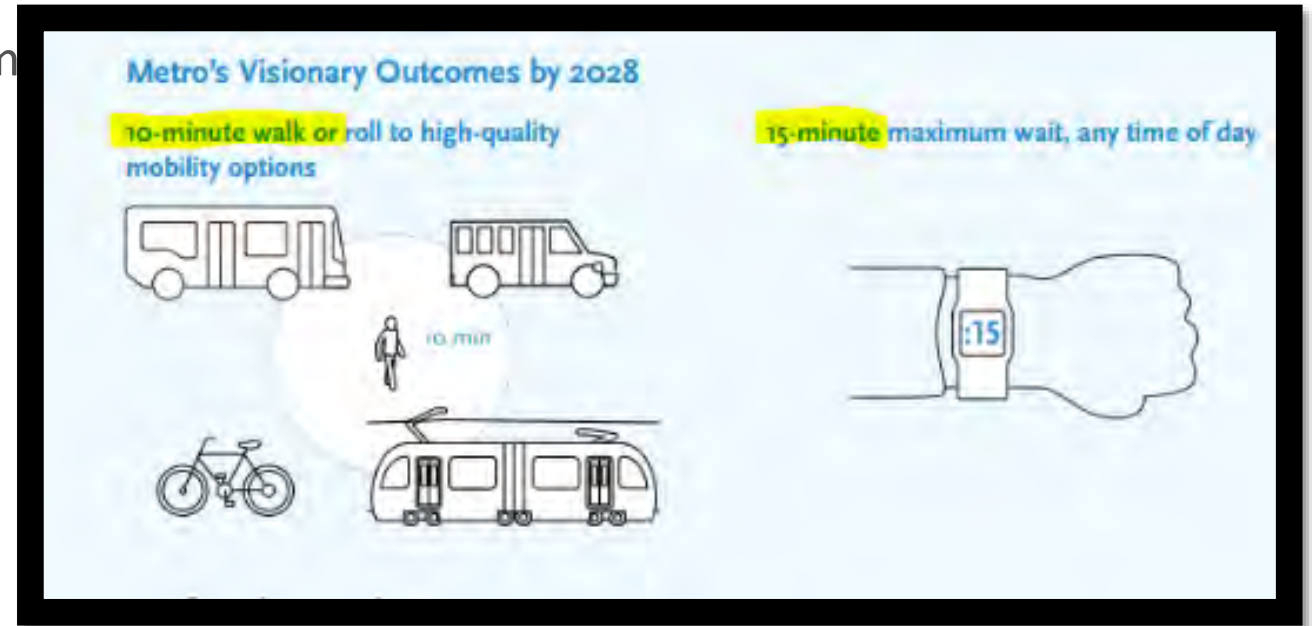
4. KPIs

Category	KPIs	Goals
Efficiency	• Cost per Passenger Boarding • Passengers per Vehicle Revenue Service Hour	Comparison to low-efficiency bus lines (eg, routes cancelled in NextGen) Interim >4 Passengers/VRSH; ultimate goal >7 Pass/VRSH
Customer Experience	• Average Ride Rating • On-time Performance • Customer Complaints	4.9 / 5 stars < 5% Late pick-ups or drop-offs < 20 per 20,000 boardings (current monthly boardings – 20K)
Safety	• Accidents – Traffic • Accidents - Passenger • Workers' Comp Claims	<3 Traffic Accidents per 50,000 miles <2 Passenger Accidents per 10,000 boardings <2 Per 10,000 Exposure Work Hours
Vision 2028 Strategic Plan	• Wait Time	<10% of total wait times over 15 minutes
Connectivity	• Connected trips to other transit	>50% of rides connect to or from another Metro or municipal service
Congestion Reduction	• Mode Shift • Shared Rides	>33% of riders would have used personal vehicle or private ride-hail >85% of rides are shared for some portion of their trip
Workforce Investment	• Retention • Career Pathways	Attrition <5% per quarter >20% of exits leave for another Metro opportunity
Equity	• Ridership Income • Jobs in Reach of EFCs	70% of Micro users report annual income under $50,000

5. Service Footprinnt

Zones + Launch Schedule

December 2020:
- Zone 1: Watts/Willowbrook
- Zone 2: LAX/Inglewood

January 2021:
- Zone 3: Compton/Artesia
- Zone 4: El Monte
- Zone 5: North Hollywood/Burbank

June 2021:
- Zone 6: Highland Park/Eagle Rock/Glendale
- Zone 7: Altadena/Pasadena/Sierra Madre

September 12, 2021:
- Zone 8: Northwest San Fernando Valley

Fall 2021:
- Zone 9: UCLA/Westwood/Century City

Reporting Locations

Chatsworth

Alhambra

Torrance

13

6. Service Rollout and Ridership

Program Start to 9/18/2021

Zone #	Micro Zone Name	Service Hours	Launch Date	Number of Trips	Average Star Rating	Average Wait Time	Maximum Wait Time
1	Watts/Compton*	5 am - 11 pm	12/13/20	41,976	4.80	15.32 minutes	76.93 minutes
2	LAX/Inglewood	5 am – 10 am; 2 pm – 7 pm M-F only	12/13/20	5,914	4.85	8.08	63.4
3	Compton/Artesia*	9 am – 9 pm	1/25/21	(see zone 1)	(see zone 1)	(see zone 1)	(see zone 1)
4	El Monte	9 am – 9 pm M-F; 10 am – 10 pm S-S	1/25/21	15,787	4.86	15.86	79.71
5	North Hollywood/Burbank	10 am – 10 pm	1/25/21	12,829	4.92	16.02	79.03
6	Highland Park/Eagle Rock/Glendale	5:30 am – 9:30 pm	6/27/21	11,291	4.92	17.77	82.20
7	Altadena/Pasadena/Sierra Madre	5:30 am – 9:30 pm	6/27/21	16,844	4.84	16.16	74.45
8	Northwest San Fernando Valley	5:30 am – 9:30 pm	9/12/21	263	4.80	13.6	28 (estimate)

*On 9/12, Watts/Willowbrook (zone 1) and Compton/Artesia (zone 3) were merged into Watts/Compton. Data reported here is summed for the two zones prior to 9/12.

7. Zone Profile Example

Zone 1: Watts/Willowbrook
Week of 8/8/2021
- Linked trip hubs: 4
- Main use cases:
  - Medical
  - Retail
  - Educational
- Vehicle revenue hours: 461
- Trips completed: 1,067
- Passengers/revenue hr: 2.32
- Average wait time: 18.2 mins
- Customer rating: 4.8/5
- Pooling: 30% shared rides
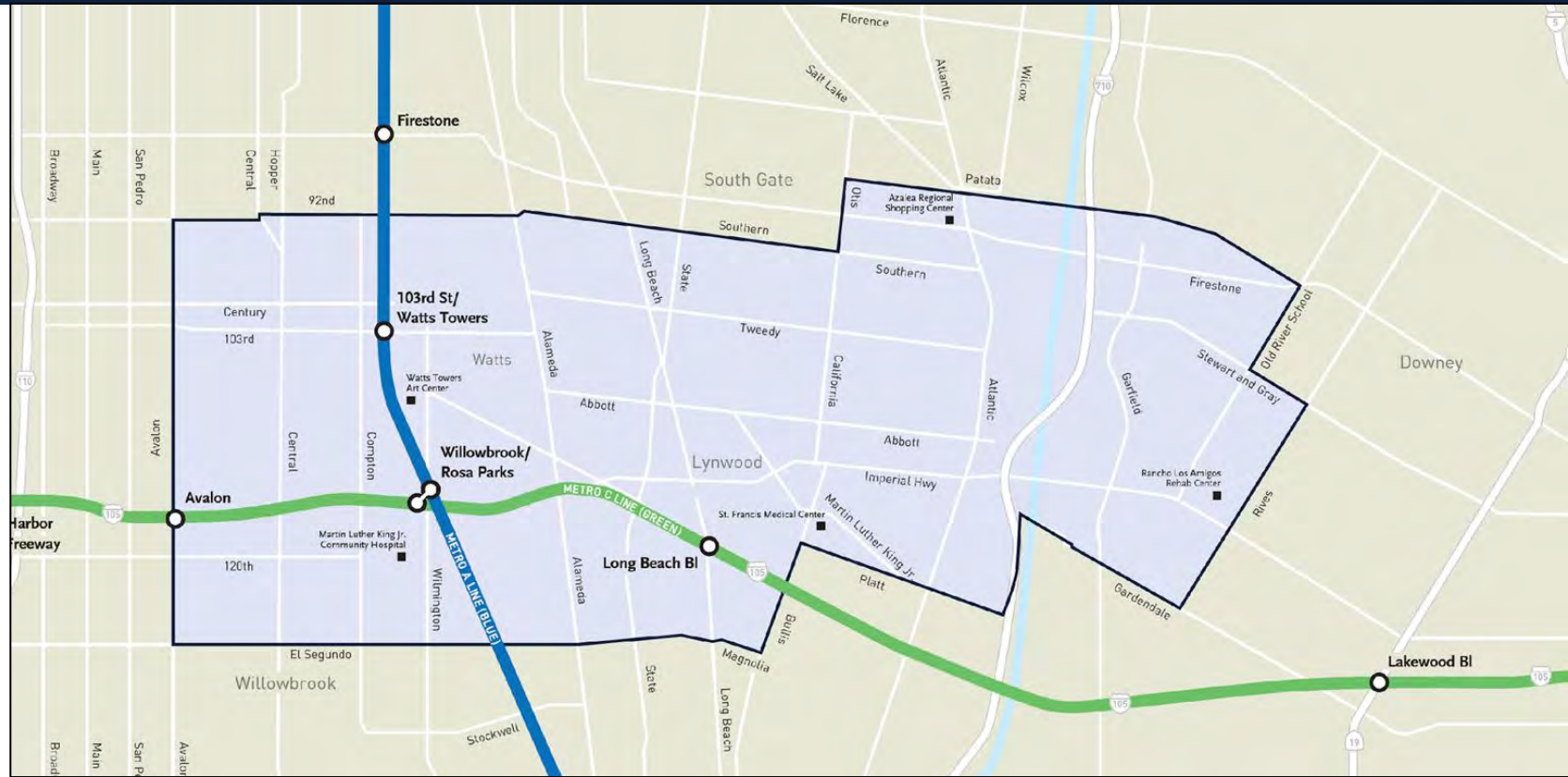
Southern California Association of Governments
900 Wilshire Blvd., Suite 1700, Los Angeles, CA 90017
Agenda Item No. 5.1
September 29, 2021

To: Regional Transit Technical Advisory Committee (RTTAC)

From: Priscilla Freduah-Agyemang, Senior Regional Planner,
           213-236-1973, agyemang@scag.ca.gov

Subject: Regional Dedicated Transit Lanes Study and Mobility as a
            Service Feasibility White Paper Update

SUMMARY

This is an update on the Regional Dedicated Transit Lanes Study and Mobility as a Service Feasibility White Paper, which staff previously shared with the RTTAC. Both studies are meant to advance the implementation of Connect SoCal and support the recovery of transit as the region continues to confront the COVID pandemic. Transit expansion is one of the core visions of Connect SoCal, SCAG's 2020 Regional Transportation Plan and Sustainable Communities Strategy (RTP/SCS), contributing to the region's mobility, sustainability, and air quality goals.

DISCUSSION:

Regional Dedicated Transit Lanes Study

Transit agencies in the SCAG region and nationwide have been grappling with ridership decline. In 2018, the University of California, Los Angeles (UCLA) completed a SCAG-funded study on transit ridership declines, with two main recommendations. First, UCLA found that based on current trends, public transit's core ridership could dramatically shrink in the future, and they encouraged transit agencies to convince discretionary riders to occasionally take transit instead of driving. Second, the UCLA authors identified increasing car ownership as the leading factor in causing a decline in ridership, but acknowledged this was outside the control of transit agencies. However, the authors recommended that transit agencies can increase the quality of service to make transit more appealing to discretionary riders.

The COVID-19 pandemic has further exacerbated the challenges transit agencies face in an unprecedented manner. Though recovery looks further away than earlier predicted, there exists an opportunity to implement changes to redefine the way that people see transit. Restoring confidence in transit among previous riders and attracting new riders will depend to a large degree on how these transit challenges are resolved, particularly in relation to delivery of transit services and the need for more frequent service to meet the returning demand as the economy reopens. On-time performance is also a key factor for all riders and underscores their perception of transit.

Dedicated transit lanes are one of the tools/strategies to help address transit speed and reliability on congested corridors. The National Association of City Transportation Officials (NACTO) defines transit

lanes as a portion of the street designated by signs and markings for the preferential or exclusive use of transit vehicles, sometimes permitting limited use by other vehicles. Pilot demonstrations of transit lanes across the country have shown dramatic improvements in reliability and safety.

The objective of the Regional Dedicated Transit Lanes Study (Study) is to support the development of a regional network of dedicated bus lanes to enable enhanced transit services, improve mobility, reliability, accessibility and sustainability, and advance implementation of Connect SoCal. The Study will identify the key benefits of dedicated bus lanes and the primary factors for successful implementation, provide a preliminary assessment on where dedicated bus lanes might be most feasible and beneficial in the SCAG region, and provide recommendations and guidance for local jurisdictions that are seeking to pilot or implement dedicated bus lanes

Study Summary and Schedule
As previously mentioned, SCAG contracted the services of Cambridge Systematics, with Here LA and Nelson Nygard as sub-consultants to conduct the study. The study kicked off in June 2021 and is expected to continue until June 30, 2022. **Table 1** is the summary of key tasks and deliverables for the study.

Table 1: Study Tasks and Key Deliverables

Task	Key Deliverables	Expected Date (s)
Stakeholder Engagement	- Stakeholder Engagement Plan	Aug. 2021 – Sept. 2021
Best Practices & Existing Conditions Report	- Best practices - Review of existing conditions	Aug. 2021 – Oct. 2021 Oct. 2021 – Jan. 2021
Corridor Identification	- Corridor Identification - Corridor Evaluation	Nov. 2021 – Jan. 2022 Jan. 2022 – Mar. 2022
Final Report		June 2022

Study Update – Stakeholder Engagement
SCAG staff and the consultant understand how important it is to engage key stakeholders to review the goals and objectives of the study and come out with an approach to successfully share the study with all key parties. This will help build consensus especially during the corridor identification and evaluation process. The stakeholder groups the project team plans to engage with include Councils of Governments (COGs) and/or County Transportation Commissions (CTCs) Public Works or similar standing committees including agency staff from cities and counties. SCAG staff, the Consultant in consultation with the groups mentioned above will also identify other committees (e.g. active transportation), groups and community-based organizations agencies/partners to engage with as part of the study. The process will also include engaging with the SCAG Regional Transit Technical Advisory Committee (RTTAC).

The Consultant would also work with SCAG staff to determine members and organizational representatives of the study Technical Advisory Committee (TAC), to provide technical input on study methodology, technical analysis and findings.

Staff is working with the Consultant to conduct the transportation agency stakeholder kickoff meeting next month.

Best Practices Report
The Consultant is currently developing a best practices report, capturing best practices from US and around the world on dedicated lane implementation. Key findings will be shared with the RTTAC.

Mobility as a Service (MaaS) Feasibility White Paper
Connect SoCal identified Key Connections that lie at the intersection of land use, transportation and innovation meant to advance policy discussions and strategies to leverage new technologies and create better partnerships to increase progress on the regional goals. One of these Key Connections is shared mobility and MaaS, emphasizing that the future of travel will be shaped by technology and the ability of residents to easily choose from and use a variety of travel options.

MaaS allows travelers to research and compare different transportation options from one screen and plan and pay for their trip accordingly. MaaS will also allow the traveler to book and pay for different segments of a multi-modal trip with one click. In a broader sense, MaaS is the consolidation or integration of various travel modes into a single mobility service or platform – giving people a variety of mobility and payment options. MaaS offers added value to mobility with one payment system instead of multiple channels to access buses, bikes, trains, taxis, ride-hailing, ridesharing and new micro-mobility options such as e-scooters.

At the core of Maas is the ability to equitably offer customized mobility options for all persons – if effectively implemented, MaaS can help to address some of the equity challenges related to mobility, access to opportunities, trip payment and trip planning for low-income residents. The MaaS Feasibility White paper will assess the feasibility of implementing MaaS within the SCAG region, by identifying challenges and opportunities and key policy issues and potential solutions, leading to the development of an implementation guide.

Study Summary and Schedule
SCAG contracted the services of AECOM and Arellano Associates (sub-consultants) to lead the study. The study kicked off in June 2021 and is expected to be completed by March 2022. **Table 2** is the summary of the study with the key tasks and deliverables.

Table 2: Study Tasks and Key Deliverables

Task	Key Deliverables	Expected Date (s)
Project Initiation & Management	- Advisory Group/Roundtable	Aug. 2021 – Feb. 2021
Study Research	- Literature review & case studies - Existing Conditions - Feasibility, Challenges & Opportunities	Aug. 2021 – Sept. 2021 Aug. 2021 – Sept. 2021 Sept. 2021 – Oct. 2021

Implementation Guide	- Goals & Objectives Setting	Sept. 2021 – Oct. 2021
	- Identification of key strategies	Oct. 2021 – Nov. 2021
	- Implementation Guide	Nov. 2021 – Dec. 2021
Final Report		Dec. 2021 – Feb. 2021

<u>Study Update – MaaS Advisory Group</u>
SCAG staff and consultants have convened an advisory group to advise the project team on goals, objectives, current challenges and opportunities in the SCAG region to facilitate MaaS implementation. The membership includes thought leaders, decision-makers, and potential MaaS champions. Staff and consultants are conducting one-on-one interviews with the advisory group members to solicit input to guide the research and analysis. The advisory group kickoff meeting was held on August 26, 2021. A second advisory group meeting is tentatively scheduled for Tuesday, October 26, 2021.

NEXT STEPS
SCAG staff will continue to provide study updates to the RTTAC at key milestones.