



# VTA Bus Operations Summer 2021

Demand Expectations & Management  
Ridership Crowding & Standards

Updated April 16, 2021



## Martha's Vineyard Transit Authority (VTA)

The VTA has been and will continue to implement measures to slow the spread of COVID-19 across the system to keep employees and riders safer.

**While public transportation unavoidably creates some risk of transmission, the VTA, riders and employers can significantly reduce that risk by working together:**



Riders are required to wear masks at all times while on any VTA vehicle or at bus stops. Riders must make efforts to distance themselves when able. Hand sanitizer is available on each bus. Riders are asked to avoid riding transit if they are exhibiting symptoms of COVID-19. Masks are available on-board for those who need one.



Riders are encouraged to download the TransLoc Rider App (free) to monitor real-time bus location and passenger loads.



The VTA will continue to take protective and preventative measures such as frequently disinfecting and cleaning vehicles and HVAC systems. The VTA has provided protective supplies to workers and has installed barriers for operators. Vehicle operators will be encouraged to sanitize high touch surfaces through-out their shift.

**To mitigate risk while providing appropriate levels of service, the VTA will:**



Support the transit needs of essential workers and those returning to the workplace in Phase 4, while continuing to maximize employee and rider safety by managing fleet assets in the best way possible.



Run a modified version of full in-season service in Phase 4, although social distancing efforts will limit effective capacity on vehicles even if full service schedules are restored. We will adjust schedules based on ridership trends.



Communicate real time bus crowding to passengers via TransLoc Rider App; Actively communicate public health guidance and schedule adjustments through postings on buses & via website, social media.



# Demand Expectations & Management

- Run modified full service in-season schedule, with some routes starting later/ending earlier than they have historically.
- Traffic will likely increase due to uptick in hotel/rentals and Steamship Authority bookings. Expect delays on high density routes during commute times and inclement weather.
- Expecting major jump in demand on #1, #5, #6 & #13 – service will be restored to #2/10A.
- Daily & weekly review of ridership data.
- Service redistribution if needed, i.e. longer headways on low density routes.



# Ridership Crowding & Standards

Bus #	Bus Make	Model	Bus Length	Fuel Type	# of Seats	Peak Load Passengers	Recommended Load w/ Social Distancing
69, 70, 82, 83, 84 & 85	International High Floor	RE40	40'	Diesel	37	57	30
86-93	New Flyer	Midi	30'	Diesel	22	35	18
94-96	New Flyer	Midi	35'	Diesel	28	45	22
97	New Flyer Xcelsior	Xcelisor	40'	Diesel	33	53	26
98, 99, 108, 109	BYD	K7	30'	Electric	22	38	19
100-107	BYD	K9S	35'	Electric	29	57	22
110-111	BYD	K9M	40'	Electric	33	60	26
112-113	BYD	K9S	35'	Electric	29	57	22



# Ridership Crowding & Standards

- Communicate crowding to passengers via TransLoc Rider App. Requires drivers to be diligent in bi-directional counting of passengers on/off the bus.
- Track crowding and reallocate capacity as feasible.
- Utilize “X” buses to help curb high demand routes.
- With the expected travel increase during Phase 4, we will need to be nimble, understanding, patient and kind.



# Ridership Crowding & Standards

Enforcement is difficult and raises important equity & driver safety issues:

## Title VI

- Rights are guaranteed to members of the public under Title VI of the Civil Rights Act of 1964, which says in part: "No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Sec200d)
- The Martha's Vineyard Transit Authority (VTA) pledges that you will have access to all our programs, services and benefits without regard to race, color, national origin, sex, age, disability or socioeconomic status. The VTA will not tolerate discrimination by its employees or by those who receive federal funds.
- If you believe that you have been discriminated against because of your race, color, national origin, sex, age, disability or socioeconomic status, you may file a written complaint within 180 days.



# Ridership Crowding & Standards

- Drivers have to load buses until the bus is at its peak passenger load. Drivers are not permitted to pass anyone on the side of the road unless the bus is at peak load capacity.
- Drivers **must enter passenger counts into TransLoc** so operations and the public can see how many people are on the vehicle in real time.
  - Drivers have been instructed to call base when their bus is at the recommended load for social distancing.
  - If at peak load capacity, driver must call in to base to report and **switch destination sign message to “At Capacity”**.
- VTA is following the same policy as the MBTA and other Massachusetts transit agencies. Policies were developed with guidance issued by CDC & WHO.