



VTA Bus Operations Summer 2020

Demand Expectations &
Management
Ridership Crowding & Standards

Updated July 28, 2020



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 and must make efforts to distance. Riders are asked to avoid riding transit if they are exhibiting symptoms of COVID-19. The VTA began handing masks out to riders, in April, that didn't have face coverings. We will continue to do this.



Employers are encouraged to stagger schedules, especially during rush hours.



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 is installing barriers for operators. Vehicle operators will be encouraged to sanitize high touch surfaces mid-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 1 and 2 while continuing with limited service to maximize employee and rider safety.



Ramp up to a modified version of full service by Phase 3/4, 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. Some routes will likely not run this summer.



Actively communicate public health guidance and schedule adjustments-online, with partners and over social media.





Martha's Vineyard Transit Authority



	Former state: Stay at home	VTA Phase 1: Start	VTA Phase 2: Cautious	VTA Phase 3: Vigilant	VTA Phase 4: New normal
Bus	VTA Winter Service Levels Continued from April 10 through April 30	Changed schedules on May 1 to additional service to curb increases in ridership. Additional service will be added on high ridership routes, based on demand	Front door boarding, fare collection beginning & schedule change into <i>In Season 2020</i> on or about June 22 – projected to run 70% of normal, based on ridership trends	Add additional service based on travel demand, primarily periphery trips based on additional businesses opening, a greater need for later end time for service industry workers and rider confidence. Add capacity to high ridership routes as needed and as is practical. Estimated mid July – potential modified full service	Continuation of monitoring of ridership by route throughout the remainder of the <i>In Season 2020</i> – service. Cross our fingers that ridership doesn't get to normal July & August levels, as we won't have enough buses or drivers to run at less than 100% capacity. Potential full modified service. Transition into the <i>Off – Season 20-21</i>
Off the road activities	Delay in season driver training, returning vehicles on the road	Returning of seasonal drivers & new hires for CDL. Meetings with Business Communities & lodging for their plans on reopening, based on Gov plan	New driver testing	New CDL class, if needed	
Steamship Authority	Mirror SSA schedule	Mirror SSA schedule, add later nights on Rts. 1 & 13	Open OB terminal	Potential of full summer service, based on demand	
<div>Most certain</div> <div>Degree of certainty given the progression of COVID-19</div> <div>Least certain</div>					

REOPENING MARTHA'S VINEYARD

All public health criteria included in this document are subject to change. As research and data on this novel coronavirus continue to develop, this plan can and will be updated to reflect the latest science and data.



Demand Expectations & Management

- Phase-in of increased service, not on all routes
- Traffic will likely increase, however fewer pedestrians out and about may not disrupt traffic flow as much as normal.
- Not expecting major jump in demand on all routes initially - likely to continue to see jumps on certain routes (#1 & #13) – Route 10 increased with construction restarting.
- Daily & weekly review of ridership data.
- Service redistribution i.e. longer headways on low density routes, temporary suspension of low ridership routes.



Ridership Crowding & Standards

Bus #	Bus Make	Model	Bus Length	Fuel Type	# of Seats	Peak Load Passengers	Recommended Load w/ Social Distancing
78, 79 & 80	International High Floor	RE35	35'	Diesel	31	50	25
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 Xcelisior	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	29



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.
- No crystal ball, we will need to be nimble, understanding, patient and kind.
- Anecdotes vs. facts – stories on social media have been reviewed through video and ridership data. Prior to this past weekend, no trip exceeded max load factor, significantly less than the peak load.



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 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”.
- Once driver barriers are installed, no blocking off of front seats will be permitted.
- Following the same policy as the MBTA, PVRTA and other transit agencies. Policies were developed with guidance issued by CDC & WHO.
- Fare collection begins 7/01/2020
- Front door boarding will coincide with fare collection