



**METROPOLITAN  
TRANSPORTATION  
COMMISSION**

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***Memorandum***

Agenda Item No. 4

TO: Operations Committee

DATE: September 6, 2013

FR: Executive Director

W.I: 1229

RE: Summary of BART Strike Response and New Emergency Response Initiatives

At its July 24<sup>th</sup> Commission meeting, staff provided an update on the region's response to the July BART strike and summarized preparations underway for a potential August strike. Most commissioners expressed support for MTC assuming an active role in mitigating impacts to the public from service disruptions coming from a regional emergency or natural disaster. There was less consensus, however, on the appropriate role of MTC during a planned work stoppage, such as a BART strike. This memorandum summarizes the status of labor negotiations, actions that were taken and the costs that were incurred by MTC and its partners to assist commuters for the actual and a possible BART strike, preparations for a potential October strike and key future initiatives that staff will pursue to improve the tools in the regional emergency response playbook.

Status of Labor Negotiations

There remains the potential for another BART strike. If a new agreement is not reached by management and the unions by the end of the 60-day "cooling off" period on October 10<sup>th</sup>, the region may face a second BART strike. Additionally, AC Transit labor negotiations remain unresolved. In August, AC Transit unions voted to reject the proposed contract terms negotiated by their leadership. It is possible that there may be an AC Transit strike as well.

Costs for Actual July Strike and Potential August Strike

As the region braced for a second BART strike in August, MTC – in coordination with the region's stakeholders – mobilized resources to provide supplemental transit service, traffic mitigation measures, enhanced traveler information, and carpool incentives. A 60-day "cooling off" period was requested by Governor Brown several days before the strike was to occur, but the region still incurred mobilization costs prior to this order. As summarized in Attachment A, staff estimates the region's costs to be approximately \$1.1 million for both the actual strike in early July and mobilization costs for a possible strike in early August. This amount does not include the costs that BART incurred for its charter bus service.

Preparations for Potential October Strike

In the event of an October strike, staff believes that supplemental transit service will look similar to the July response; however, enhanced ambassadors, rideshare street teams and

carpool incentives will be implemented. BART management has not yet confirmed if BART will provide limited shuttle service. Staff will continue to work with BART, Caltrans, CHP, transit agencies and local jurisdictions to determine whether any further mitigation measures are possible. Regarding resources available to cover costs, we identified the balance of BART's FY 2013-14 apportionment of STA revenue based funds (up to \$18.7 million, less expenses for July strike and August mobilization) to cover transit costs and have BATA funds for traffic management and enforcement.

#### Private Charter Bus Service and Other New Emergency Response Initiatives

MTC and its partners have developed a regional playbook that defines a set of tools, services and plans for immediate deployment in response to various emergency scenarios. The key lesson learned from the response to the July BART strike is that it would be helpful to have more tools ready for immediate activation. Staff seeks Committee direction on whether we should investigate procurement of a regional private shuttle service available for future emergencies. To proceed with this, there are a number of issues that staff would need to research including:

- Statutory: Conduct due diligence on the California Public Utility Commission's (CPUC) requirements and MTC's statutory eligibility. Conduct a regulatory review of FTA requirements for charter bus services.
- Policy: Develop criteria and a process to determine when this service would be triggered. In particular, develop mechanism for Commission to consider service provision – or not – in the event of a work stoppage.
- Roles and responsibilities: Determine if MTC or a transportation partner should be the lead contracting agency. If it is MTC, determine how to secure appropriate service planning and operational support to deliver transit service.
- Funding/contract provisions. Identify possible funding sources. Based on BART's experience, staff estimates the daily cost for 90 shuttles to be approximately \$135,000. Important contract provisions to address would be upfront deposits and cancellation fees (the cancellation fee for BART's shuttle service was 75% for the first day and 25% of the balance).

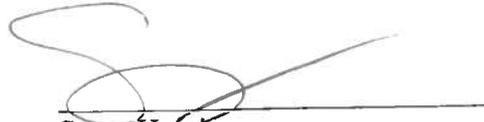
Beyond the charter bus service concept, staff recommends other key improvements to the playbook:

1. Procure region wide infrastructure to convert carpool lane hours of operations to all day (7 AM to 7 PM);
2. Procure flexible traffic management tools (portable changeable message signs and CCTV cameras, performance monitoring tools, commuter and employer incentives);
3. Enhance traveler information emergency messaging for key transit hubs and real-time transit tools; and
4. Identify reserved emergency response funding for multi-modal emergency response purposes for adoption in FY14-15 agency budget.

More details on these concepts are summarized in Attachment B.

Over the next several months, staff, in coordination with regional partners, will develop the proposed emergency policies, programs or contracts; develop a cost estimate for the implementation of the proposed recommendations; and prepare a funding proposal for the Committee's future consideration and approval. If an October BART strike occurs, staff will keep the Committee informed of the region's response.

A PowerPoint presentation is attached.



Steve Heiminger

SH:rtv

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**ATTACHMENT A**  
**Estimated Costs for**  
**Supplemental BART Strike Preparation and Response**

<b>Response Item</b>	<b>Estimated Cost</b>	<b>Fund Source</b>
<b>July Strike</b>		
Supplemental transit service (provided by other transit agencies)	\$750,000	STA (BART's Revenue-Based) RM2 (Operating)
Traffic management and enhanced enforcement (provided by MTC, Caltrans and CHP)	\$61,000	BATA
MTC Regional Programs (511, rideshare, FSP, Fastrak)	\$130,000	Various (covered through existing contracts)
<b>July Strike Subtotal</b>	<b>\$941,000</b>	
<b>August Strike Mobilization</b>		
Supplemental transit service mobilization (Ferry & SF MTA) <sup>1</sup>	\$30,000	STA (BART's Revenue-Based) RM2 (Operating)
Traffic management mobilization (MTC and Caltrans)	\$21,000	Covered through existing contract
MTC Regional Programs (511, rideshare, Fastrak, outreach services)	\$75,000	STA (BART's Revenue-Based) Various (covered through existing contracts)
<b>August Strike Mobilization Subtotal</b>	<b>\$126,000</b>	
<b>Estimated Total</b>	<b>\$1,067,000</b>	

<sup>1</sup> Cost summary for transit operator's August mobilization is a preliminary estimate.

**ATTACHMENT B**  
**Summary of BART Strike Regional Lessons Learned**

1. **Implement a regional private shuttle contingency plan** that will establish pre-planned routes and provide service planners, ambassadors and signage that can be readily implemented in response to future incidents or disasters that significantly disrupt the region's transportation infrastructure. Before seeking approval from Operations Committee to proceed with a procurement for a regional shuttle service provider, staff needs to complete due diligence on the California Public Utility Commission's (CPUC) requirements and statutory eligibility, - conduct a regulatory review of FTA requirements for charter bus services, and discuss appropriate lead agency with partners.
2. **Procure infrastructure to convert carpool lanes to all day hour (7 AM to 7 PM)** such as carpool signage to change the hours of operations; portable changeable message signs (CMSs) to restrict access at key on-ramps to carpools; and restriping of pre-identified shoulders for carpool access. Staff should further evaluate extending carpool hours of operations from five to seven days a week.
3. **Improve traffic management tools** so that the region has a robust tool box that contains portable CMSs, portable cameras, and performance monitoring tools to evaluate the impacts of implemented traffic mitigation strategies. Other strategies to be further explored include: carpool incentives such the distribution of coffee gift cards; employer incentives; and cultivating a better partnership with private innovators such as dynamic rideshare providers (Avego, Lyft, etc.).
4. **Enhance Traveler information** to develop emergency response tools to provide: (1) an online transit schedule management tool to streamline processes for updating transit service schedules during special events or emergencies; (2) real time transit departure times and emergency messaging at key transit hubs requiring transit service changes; and (3) ambassadors, and additional wayfinding signs to improve commuter guidance.
5. **Identify reserved emergency response funding** for multi-modal emergency response purposes. While the BART strike significantly impacted the region's transportation system, the nature of the event did not constitute an emergency as defined by the State's disaster reimbursement guidelines. While use of revenue-based STA funds were approved for reimbursement of supplemental transit service, and BATA funds were used for additional Caltrans and CHP support; neither of these fund sources were reserved for funding emergency response activities. Staff recommends identifying funding sources that can be programmed and reserved for transit and non-transit emergency response purposes as well as for coordination of transit services in the event of a work stoppage. Potential sources could include bridge tolls, STA, or other funds; staff would need to examine policy impacts of reserving or redirecting funds to these purposes.



# **Summary of BART Strike Response and New Emergency Response Initiatives**

**MTC Operations Committee  
September 13, 2013**

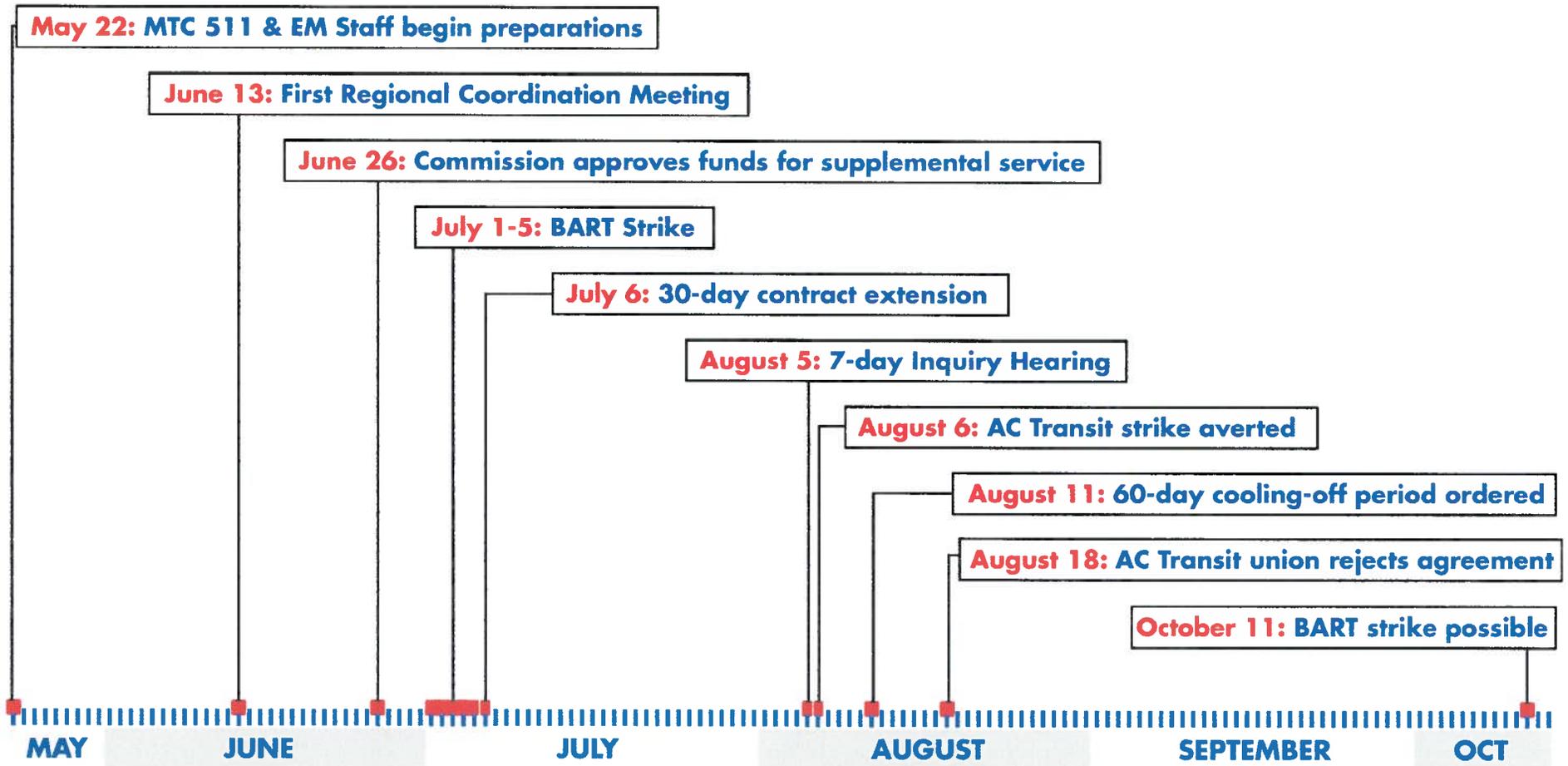


# BART Strike Regional Response

- Strike Regional Coordination Timeline
- Summary of July strike and response
- Lessons Learned
- August Strike Mobilization
- Recommendations



# BART Strike Regional Coordination Timeline

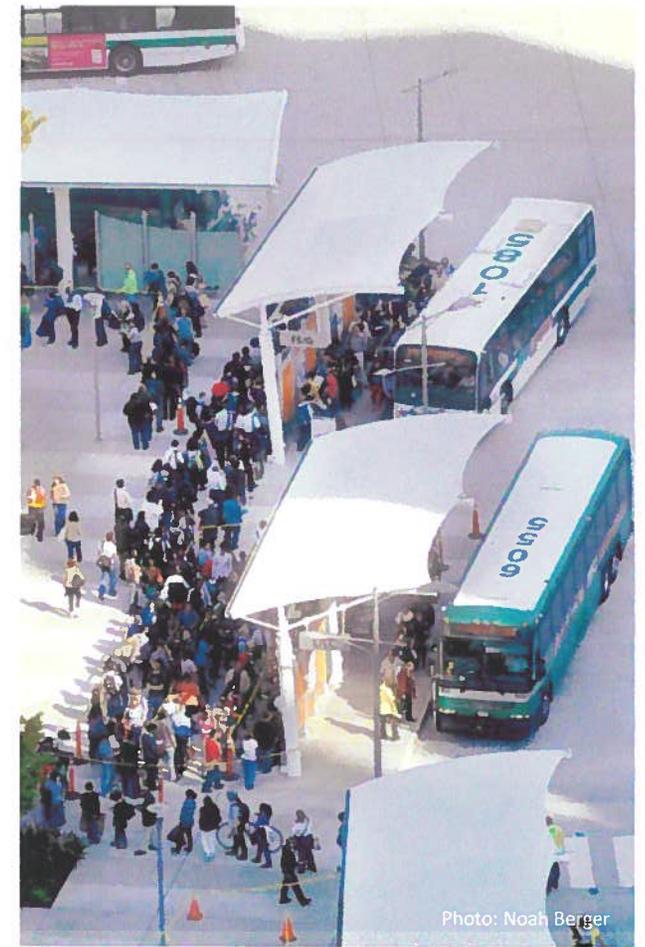


# Regional Response

- Coordination
- Contingency Planning
- Supplemental Service
- Manage daily coordination



# Supplemental Transit Service



# Enhanced Traveler Information



**511 SF Bay**  
**BART Strike Info**

- Overview
- Transit Options
- Carpooling
- Commuter Tips
- Employer Tips

## Transit Options

### Regular And Special Transit Services

Transit operators have limited capability to expand service during the BART strike. 511.org will provide details about any changes as information becomes available. **Please check back often for updates.**

#### Key Alternative/Increased Services

The following transit agencies have available capacity and/or scheduling, route, or stop changes during the strike. Several agencies are providing supplemental transbay service. **Remember to check back often; this section will be updated as new information becomes available.**

**Please click on any agency name and/or additional links for detailed information about the available services.**

#### AC Transit

- Unless bus operators/mechanics opt for a work stoppage on July 1, AC Transit will run its regular service in the East Bay, to San Francisco, and to the Peninsula. Many local and transbay lines have additional seating capacity. AC



 [Back to 511.org](#)

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on Facebook

#### WHAT YOU NEED TO KNOW

- Telecommute, form a carpool, or try casual carpooling.
- During a strike, park for free and meet your carpool or bus at a BART lot.
- Plan ahead. Use FasTrak® to get across bridges quickly.

#### MADE AND TIPS



**511 ALERT**

### BART STRIKE ANNOUNCED

Unions declare a strike as early as July 1. Plan ahead.



Get service updates and commuter tips. »



# Traffic Mitigation Strategies



# July BART Strike Lessons

- ✓ Insufficient alternative transit assets to match BART's regular service
- ✓ Limited emergency response funds
- ✓ Lack of regional transit service planners
- ✓ Inadequate information at regional hubs
- ✓ Challenging for casual carpoolers to find return ride during the PM
- ✓ Bottleneck at I-880 SFOBB approach for HOVs/Transit





# Potential August BART Strike Ambassadors & Street Teams



# Estimated Costs

Response Item	Estimated Cost	Fund Source
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\*Cost summary for transit operator's August mobilization is a preliminary estimate



# Recommendations

In near term, monitor union negotiations and implement response based on August plan.

For long term, update Regional Contingency Plan “Playbook”:

- Conduct due diligence on potential charter bus service program
- Procure sign infrastructure to convert carpool lanes
- Improve traffic management tools
- Enhance traveler information for real-time transit hub signage & tools
- Identify emergency response funding



## PREPARE FOR A POTENTIAL BART STRIKE

Go to [alert.511.org](http://alert.511.org) for the most up-to-date information about travel options

### 511 Recommendations:

- 1) Telecommute, if you can.
- 2) Carpool; the most under-used capacity is the empty seats in cars.

### The 511 Carpool Lane Down

#### Benefits

- Carpools with FasTrak® can use the carpool lanes on bridges and save up to \$3.50 on tolls ([bayarea.fastrak.org](http://bayarea.fastrak.org))
- The carpool lane moves faster than cash/FasTrak® lanes
- Carpoolers can use the Sterling Street priority on-ramp to leave San Francisco
- Evening (casual carpool drivers receive \$5 coffee gift cards (while supplies last)

### Three Flavors of Carpooling – Take Your Pick

- **TRADITIONAL** – Register at [rideshare.511.org](http://rideshare.511.org), establish your carpool early, and get peace-of-mind. It's easy, fast and free!
- **CASUAL** – Drivers and passengers meet at designated locations in the East Bay and travel to downtown San Francisco. See locations at [traffic.511.org/#bartstrike](http://traffic.511.org/#bartstrike). During a BART strike, passenger loading zones (white curbs) at BART stations will be Casual Carpool meeting locations if the station does not already have a designated spot.
- **DYNAMIC** – Find rides in real-time via a smartphone app. Go to [car.511.org](http://car.511.org)

### Casual Carpool Tips

- Riders: Offer a donation for parking or gas in return for an evening commute pick-up
- Use [casualcarpool.org](http://casualcarpool.org) on Twitter to shout out where there are drivers/riders needed
- No drivers in the p.m. ? Try a dynamic ride with Carma ([carma.org](http://carma.org))
- See evening pick-up locations on the map (on reverse) or go to [alert.511.org](http://alert.511.org)



Photo: Noah Berger



# Additional Slides



# Potential August BART Strike Helping Casual Carpooling



THANK YOU FOR DRIVING A  
CASUAL CARPOOL

PLEASE PICK UP RIDERS ON YOUR  
EVENING TRIP OUT OF THE CITY!

- Evening casual carpool drivers receive \$5 coffee gift cards (while supplies last).
- Use the Sterling Street priority on-ramp to leave San Francisco.
- Use #casualcarpool on Twitter to find out where there are drivers needed or shout out where riders are needed.
- Find evening riders closer to your worksite through a dynamic ridematching app, such as Carma ([Car.ma](#))
- See the SF evening pick up locations on the map on reverse.

Go to  
[alert.511.org](#)  
for the most up-to-date  
travel option information.

