

CityBus Temporary Transit Service Modification To Address Staffing Shortage

Santa Rosa City Council
January 25, 2022



Background

Current Issue:

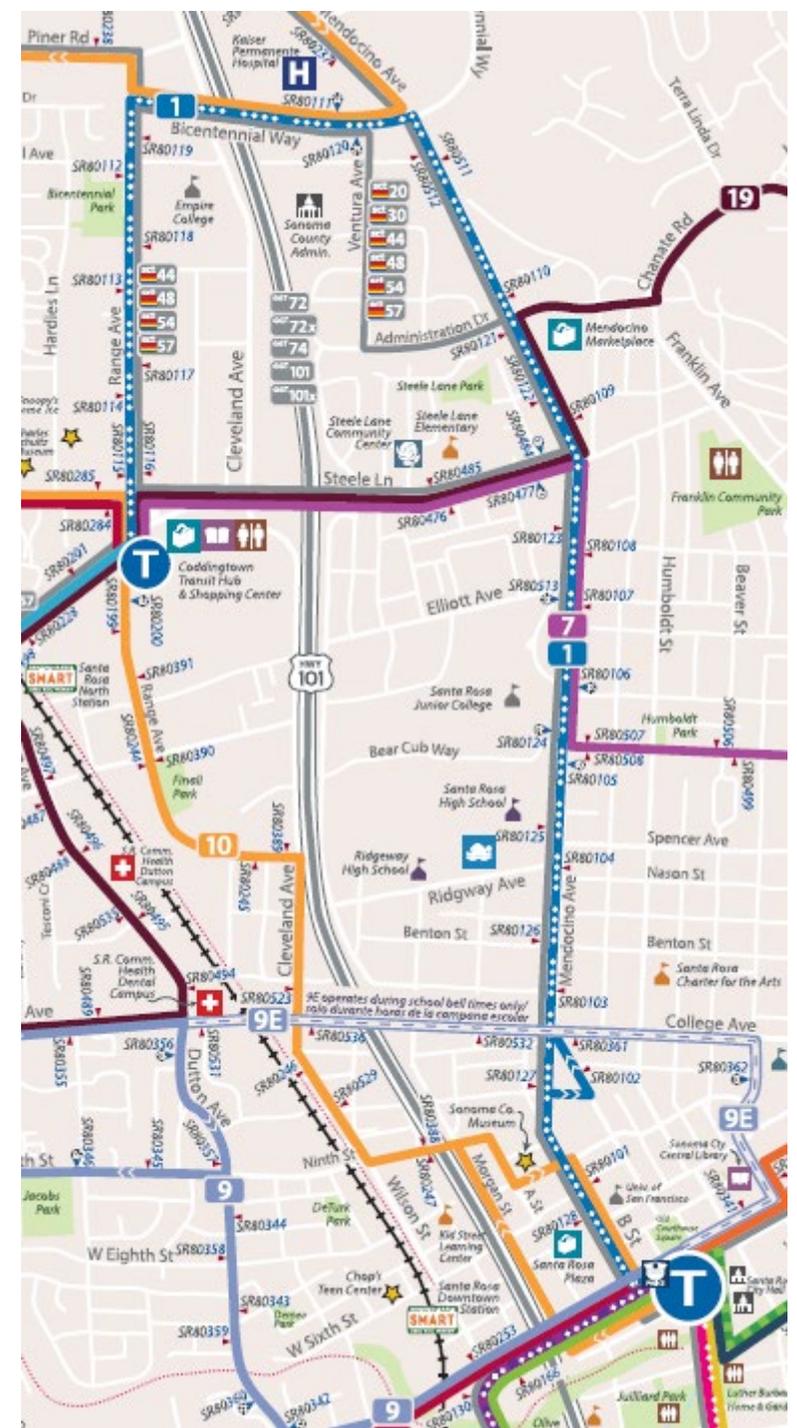
- In August 2021 CityBus service increased to 85% of pre-pandemic level
- Subsequently Bus Operator recruitment has not kept pace with attrition, resulting in net reduction in available drivers
 - Carrying 15 vacancies; currently have just 74% of budgeted positions filled
- Currently maintaining service with unsustainable level of overtime
 - Highly precarious situation in light of ongoing pandemic impacts
- Service reliability in danger—notice given to the public during holiday period

Staff Evaluation of Needs and Options

- Goals:
 - 1) Reduce scheduled service by 2 weekly driver rosters to ensure all scheduled service can be covered
 - 2) Minimize impacts on riders by preserving span of service and avoiding reductions on routes that are already operating at lower service levels
- Multiple scheduling options evaluated, with modest reduction of Route 1 (Mendocino Avenue) weekday frequency identified as least detrimental to transit access
 - Weekday frequency would be reduced from every 15 minutes to every 20 minutes
 - However, frequency would increase on Route 1 on Sundays

Route 1—Mendocino Avenue

- Travels between Transit Mall and Coddington Transit Hub via Mendocino Avenue, Bicentennial Way, and Range Avenue
- Serves Santa Rosa Junior College, Santa Rosa High School, County Center, and Kaiser Medical Center
- Highest frequency in CityBus system, along with Route 2/2B (Sebastopol Road)
- Defined as one of Santa Rosa's "high frequency transit corridors"



Proposed Temporary Service Reduction

Comparison of
Number of
Trips/Day—
Current and
Proposed Service

| Current Service | | | | Proposed Service | | | |
|-----------------|------------|------------|-----------|------------------|------------|------------|------------|
| Route | Weekday | Saturday | Sunday | Route | Weekday | Saturday | Sunday |
| Route 1 | 57 | 30 | 11 | Route 1 | 41 | 29 | 20 |
| Route 2 | 29 | ~ | ~ | Route 2 | 29 | ~ | ~ |
| Route 2B | 28 | 27 | 10 | Route 2B | 28 | 27 | 10 |
| Route 3 | 14 | 14 | 7 | Route 3 | 14 | 14 | 7 |
| Route 4 | 14 | 14 | 7 | Route 4 | 14 | 14 | 7 |
| Route 4B | 14 | ~ | ~ | Route 4B | 14 | ~ | ~ |
| Route 5 | 14 | 14 | 7 | Route 5 | 15 | 14 | 7 |
| Route 6 | 28 | 11 | 7 | Route 6 | 29 | 11 | 7 |
| Route 8 | 27 | 14 | 7 | Route 8 | 27 | 14 | 7 |
| Route 9 | 15 | 14 | 7 | Route 9 | 15 | 14 | 7 |
| Route 10 | 14 | 10 | 7 | Route 10 | 14 | 10 | 7 |
| Route 12 | 26 | 14 | 7 | Route 12 | 28 | 14 | 7 |
| Route 15 | 14 | 8 | 7 | Route 15 | 14 | 8 | 7 |
| Route 18 | 7 | 7 | 7 | Route 18 | 7 | 7 | 7 |
| Total | 301 | 177 | 91 | Total | 289 | 176 | 100 |

Public and stakeholder outreach conducted*

- Rider survey
- Social media engagement
- Notices onboard buses and in facilities
- In person (outdoor) engagement with riders at Transit Mall, Coddington, and SRJC
- Outreach to stakeholders including SRJC and SRCS
- Internal outreach to City colleagues
- Discussion and coordination with SEIU leadership

* All public outreach activities conducted in English and Spanish

Temporary Service Reduction

Public Feedback on Proposed Change:

TO BE UPDATED WHEN OUTREACH IS COMPLETE

Staff Proposal

- Staff recommend implementation of service change as soon as possible, likely in March 2022
- Outreach to riders will occur in advance of the change to minimize disruptions to travel
- 15-minute service will be restored to Route 1 as soon as staffing levels increase and stabilize (Target: Summer 2022)
- Transit Division working with Human Resources to expand and diversify marketing/outreach efforts related to Bus Operator recruitment

Recommendation

- It is recommended by the Transportation and Public Works Department that the Council, by resolution, approve a temporary minor reduction of weekday frequency on Santa Rosa CityBus Route 1 to ensure service reliability during the current staffing shortage.
- Questions?