

Santa Rosa CityBus Emergency Events Enhancing Agency Resiliency

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City of Santa Rosa

Santa Rosa
CityBus



California Bay Area

- 28 Different Transit Agencies
- Emergency related events:
 - Fires (fuel load, heat and drought)
 - Public Safety Power Shut-offs
 - Floods (atmospheric rivers)
 - Earthquakes
- State law-all government employees are declared Disaster Service Workers



Sonoma County

- ½ million residents
- 3 local transit agencies each with separate paratransit operations
- Regional operator
- Rail service



CityBus Profile

- 180,000 residents
- 29 fixed route buses -1.8M trips FY 18-19, just over 1M FY 21-22
- Three 15-minute frequency corridors weekdays – 14 total routes
- 11 paratransit vehicles – 35,000 trips FY18-19, 25,000 trips FY 21-22
- 75 percent of CityBus rider's annual household income >\$35,000
- 76 percent of CityBus riders use CityBus at least four days a week
- Post-pandemic 50% ridership is fare free





Response to Local Disasters

- Emergency Events 2017- present
 - Fixed and paratransit response
- Lessons learned
- Long term planning
- Solutions based priorities



Tubbs/Nuns Fire

October 2017

- 36,810 acres burned
- 22 people were killed
- Destroyed more than 5,643 structures (half in Santa Rosa, 5% of the housing stock)
- Tens of thousands were evacuated
- Most destructive wildfire in California history till 2018

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Everything Changed



Tubbs/Nuns Fire – Lessons Learned

- Everything
- Emergency planning/training activities useful
- Transit staff showed extraordinary commitment, even when personally affected by the fires
- Pets must be allowed on transit
- Coordination among regional operators showed
- Drivers & vehicles were available as regular service suspended
- Paratransit particularly nimble during emergencies
- Provide service between shelters and to the LAC
- After-action evaluation
 - Evaluate back-up power for transit: fueling, Mall, operations
- California Association for Coordinated Transportation 2018 “Above and Beyond” Award



Red flag to PSPS to Kincadee Fire

October 2019

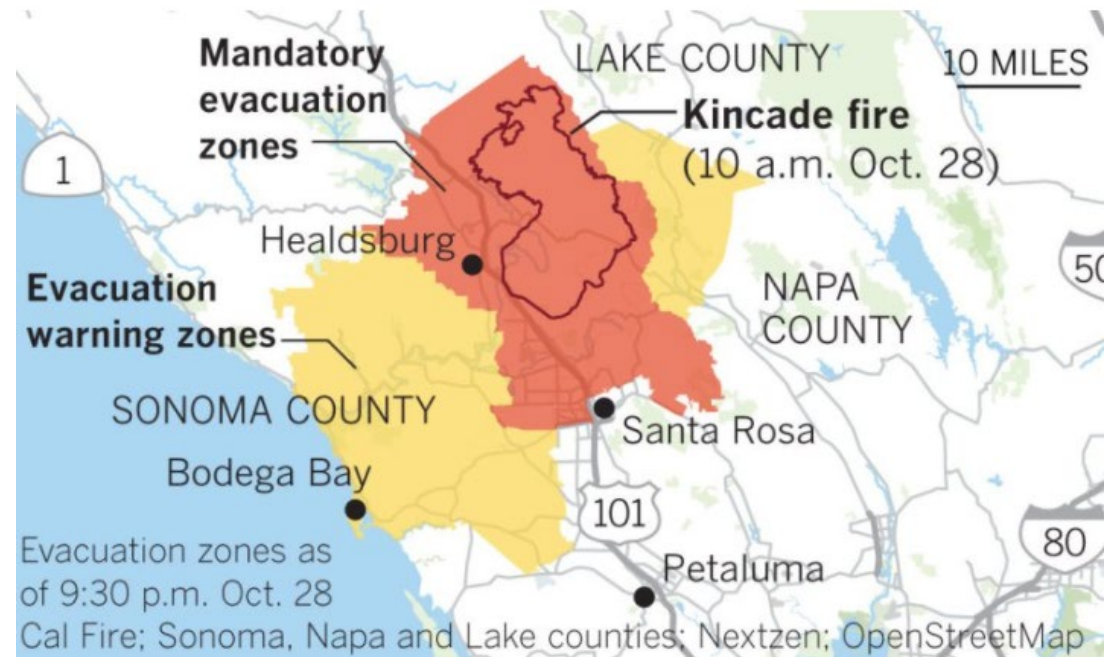
- Started as a PSPS
- 77,758 acres burned
- Zero deaths
- 120 buildings damaged, over 90,000 structures threatened
- largest wildfire in Sonoma County until 2020
- Mandatory evacuation for 190,000 people, largest evacuation ever in Sonoma County



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PSPS and Kincade Fire – Lessons Learned

- Experience helps – yet each event is very different
- Paratransit – targeted check-ins and evacuations
- Coordination pays off
 - 54 hours of evacuation in coordination with County & EOC
- Coordinated fixed route with SMART Train for evacuations
- Modified service outside of evacuation zone



PREVENT THE SPREAD

PREVENGA LA PROPAGACIÓN

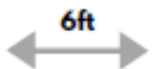


**Drivers are wearing
masks for their
protection and yours.**

Los conductores llevan máscara
para su protección y la suya.

**Help protect the health of everyone on CityBus by taking
precautions:**

Ayude a proteger la salud de todos en CityBus tomando estas p



Practice social distancing (stay six feet apart)
Practique el distanciamiento social (manténgase a seis



Avoid touching surfaces, your face, nose, and mouth
Evite tocarse superficies, la cara, la nariz y la boca

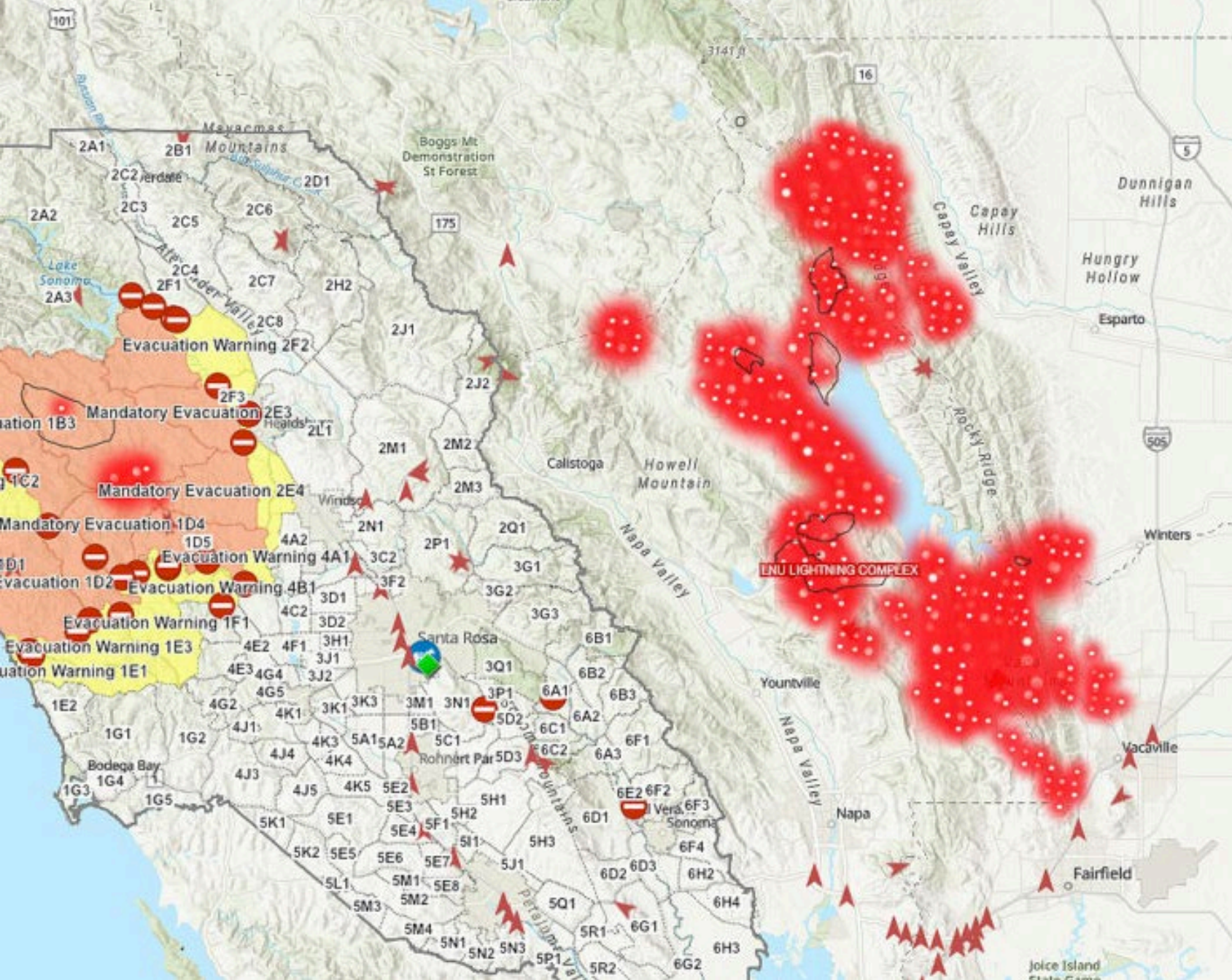
COVID

March 2020

- Suspended Fares County-wide
- Reduced Service
- Regional Meetings
- Maintained staffing
- Fixed route opened specific route to Vaccine facility
- Paratransit
 - Provided Non-ADA service
- Provided meal delivery

Currently

- Our service to this day is still recovery from COVID
 - Staffing, service levels, ridership
- Increase starting wage



LNU Lightning Complex fires

- August 2020
- highly unusual thunderstorms
- 10,849 lightning strikes in 72-hour period
- sparked 376 known fires in CA
- six people killed
- sixth-largest wildfire in California

Red flag to Glass Fire

September 2020

- Started as a PSPS
- 1,555 structures, to include 650 homes and 31 wineries that were either destroyed or damaged.
- 67,000 acres burned
- evacuation of 70,000 people in Napa and Sonoma County





Long Term Planning

- Regional coordination and relationships invaluable
- EOC
 - Warm facility
 - Transit team embedded
- Communicate mutual aid early
- Ensure Contracts have emergency provisions
 - Including Purchasing language for FEMA
- Document

Document

Document

- Hours, miles, vehicle #'s, which drivers, location of pick-up and drop off
- Identify and implement solutions
- Update emergency planning documents

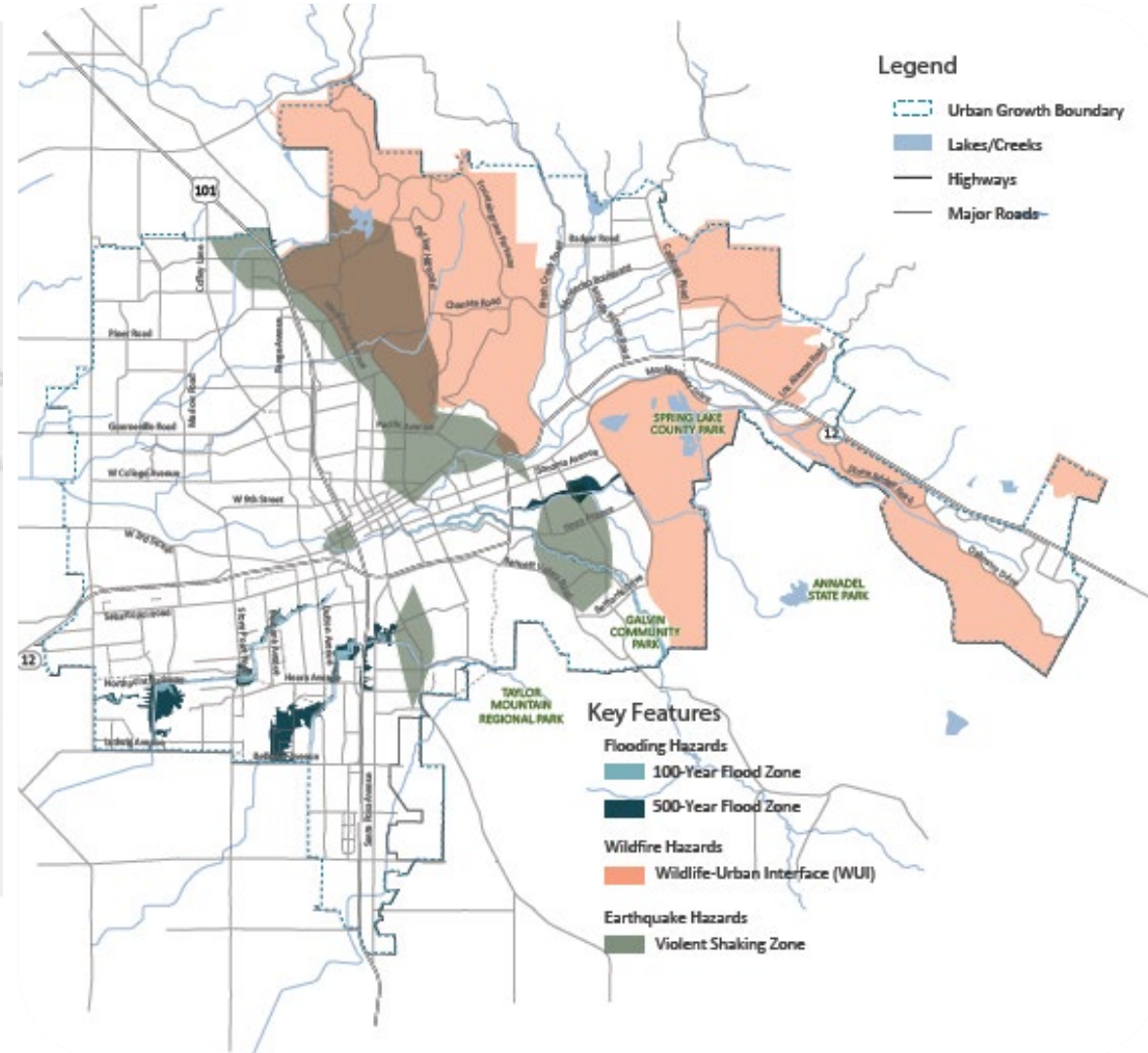
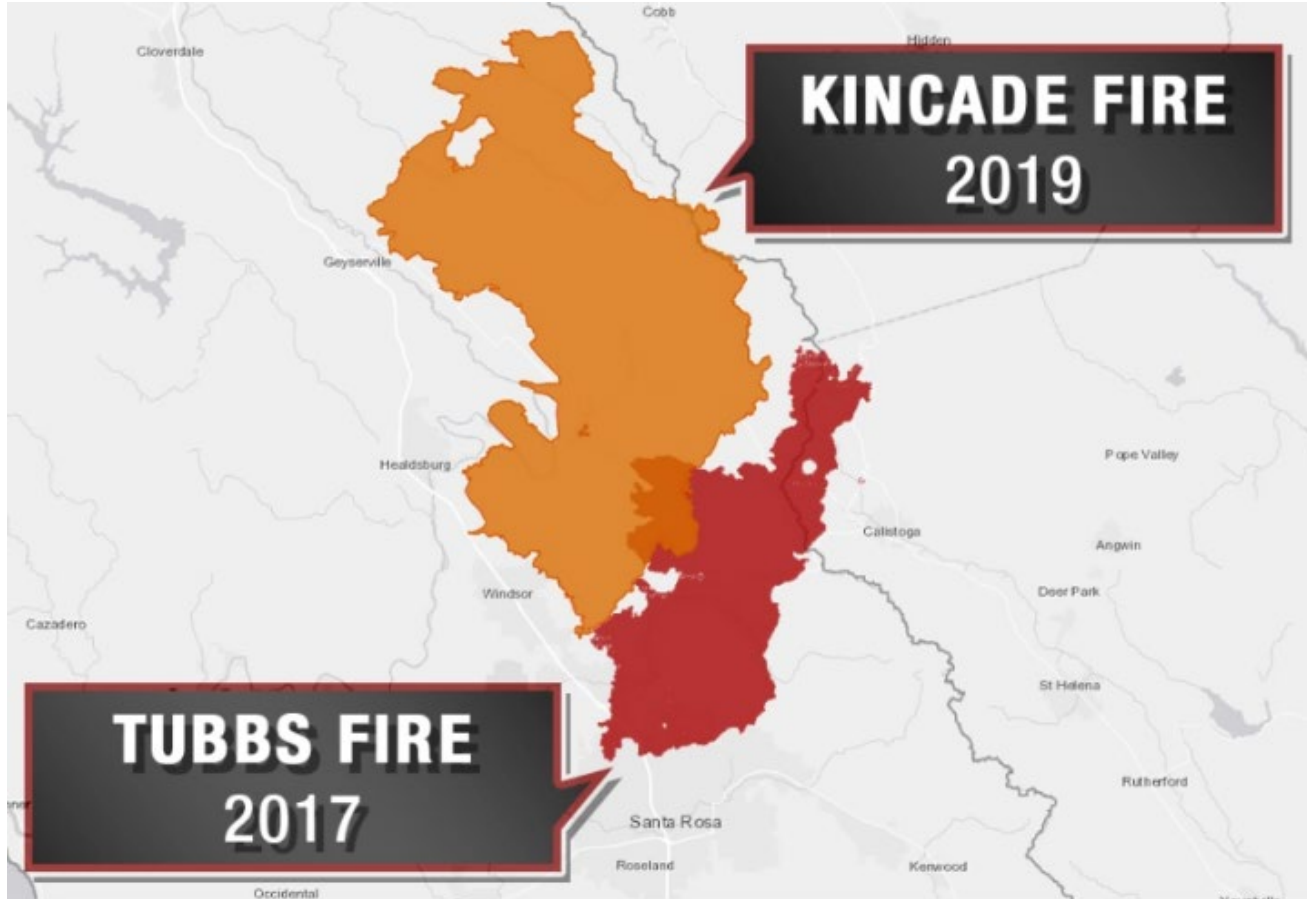


Contracting provisions

FEMA provisions

1. MODIFICATION OF SERVICE AND FARES when emergency declared CONTRACTOR response effectively to the emergency.
2. Identify contractors' disaster response activities as directed by the City's Emergency Operations Center.
3. Identify Compensation during emergency event shall be based on existing hourly rate
4. Require contractor train staff for emergencies
5. CONTRACTOR will do whatever is necessary to maintain business continuity during and following a catastrophic event.
6. Contractor agrees to pay employees whether or not such employees are directly involved in the provision of transit services
7. Contractor agrees to maintain its workforce to the best of its ability.
8. Special provisions as they change (Ex. CARES ACT, FEMA, RECOVERY FUNDING)

Long Term Planning



Participating in solutions

- Regional coordination
- Electrification of the fleet
- Unlimited Ride program
- Fare free days
 - Clean Air Day
 - Earth Day
 - Transit Equity/Rose Parks Day
 - Election Day





A Clean Air Choice!

24119

Santa Rosa Strong

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