

**DEPARTMENT OF TRANSPORTATION**

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Making Conservation  
a California Way of Life.

March 24, 2020

Dear Members of the California Association for Coordinated Transportation (CALACT) and California Transit Association:

These were not the circumstances under which I had hoped to be reaching out to all of you for the first time in my new role as Caltrans, Deputy Director for Planning and Modal Programs. Nevertheless, times of crisis require us to earnestly reach out and work together in mutual support, so this first message from me is both an offer of support and a request for information from all of you.

Caltrans Division of Rail and Mass Transit, CALACT, and the California Transit Association are partnering to consolidate our efforts to collect and quantify the impacts of the COVID-19 pandemic on transit operations across the State. We are developing a common online data collection platform to receive regular updates from you on COVID-19 impacts on transit operations, the status of transit service, and opportunities for necessary programmatic, legal, and budgetary relief as this crisis evolves.

This effort to collect and evaluate impacts to ridership, service, and revenue will inform State strategies for helping transit rebound after the crisis, and the industry's continuing advocacy efforts. We'll be asking your agency to report information as accurately as possible on a weekly basis or as circumstances change, to communicate critical information to federal and State officials.

The data collection platform will launch April 1. We will request information via survey that you have readily available, and each survey should take approximately ten minutes to complete.

In addition, now more than ever, it is critical that riders get up-to-date information about the status of transportation services. GTFS data feeds provided to Google Transit and other common rider apps are one of the most important ways through which your schedules are distributed.

*If your agency would like to update its GTFS information at this critical time, but is unable to update that GTFS to reflect current schedules, for reasons such as labor shortages, software license agreements, etc. please let us know. We will*

***"Provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability"***

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work with our California Integrated Travel Project (Cal-ITP) mobility data team to  
assess short term options for assistance. Please direct inquiries to:  
gtrfsrt@dot.ca.gov

Thank you for sharing information and I look forward to meeting you all in person  
under better circumstances very soon.

Sincerely,



JEANIE WARD-WALLER  
Deputy Director  
Planning and Modal Programs

In partnership with:



Executive Director  
California Transit Association



Executive Director  
CALACT