

**Summary Minutes
Operations & Scheduling Committee
Supervisor Andersen's Office
3338 Mt. Diablo Blvd, Lafayette, CA
Friday, August 2, 2019, 8:15 a.m.**

Directors: Dave Hudson, Robert Storer, Keith Haydon

Staff: Rick Ramacier, Scott Mitchell, Ruby Horta, Rashida Kamara

Public: None

Call to Order: Meeting called to order at 8:15 a.m. by Director Storer.

1. Approval of Agenda Items: Agenda was approved.

2. Public Comment and/or Communication:

None.

3. Approval of O&S Summary Minutes for July 8, 2019: Minutes were approved.

4. LINK Service Delivery Update

Ms. Kamara provided a summary of the transition from First Transit to Transdev for paratransit services. She indicated the majority of First Transit staff elected to transfer to Transdev's payroll; however some employees did remain with First Transit and transferred to other agencies. Operators and dispatchers have been training on the new tablets and software. Director Storer wondered if staff had been resistant to the change. Ms. Kamara response indicated office staff had experienced the greatest change but were slowly adjusting.

5. New LINK Service Reporting Format

Ms. Kamara reviewed the proposed changes to the monthly paratransit report. The new report highlights the standards the service is measured against. Ms. Kamara reviewed each goal in the sample report provided. Director Storer inquired about a recognition program and Ms. Kamara indicated such program was in place.

6. Battery Electric Bus (BEB) Update

Ms. Horta described how the battery electric buses are performing and staff's initial assessment of a zero emission fleet. Mr. Mitchell explained the current issues with the battery packs and battery management systems on a few of the BEBs. Additionally, staff highlighted the recent tier adjustment at Walnut Creek BART, which has increase the electricity cost and will impact the operating cost of these vehicles in the coming fiscal year.

7. Spring 2019 Service and Fare Restructure Update

Ms. Horta summarized how routes were performing since the service change in March. Routes with increased frequency have experienced an increase in ridership, however, routes that relied on cash-paying customers and/or the 10am-2pm midday free program have experience a decline in ridership. This is likely due to the increased cash fare and elimination of the midday free program. Additionally, Clipper usage has increased significantly.

8. BART Early Bird (EBX) Service Update

Ms. Horta shared ridership data for the two routes County Connection is operating on behalf of BART, between 4am-5am. BART requested changes to the schedule, which were implemented in the Summer bid.

9. Citizens Advisory Committee Review

At the Committee's request, staff shared the CAC's bylaws and current membership. Director Storer indicated he would encourage other Board members to fill the vacancies that remain.

10. Monthly Reports

Staff reported on Fixed Route and Paratransit statistics.

11. Committee Comments

None.

12. Future Agenda Items

None.

13. Next Scheduled Meeting – September 6, 2019 at 8:00am, at 3338 Mt. Diablo Blvd.

14. Adjournment – The meeting was adjourned at 10:00 a.m.

Minutes prepared and submitted by: Ruby Horta, Director of Planning & Marketing