

**Summary Minutes
Operations & Scheduling Committee
Friday, September 4, 8:15 a.m.**

Due to COVID-19, this meeting was conducted as a teleconference pursuant to the provisions of the Governor's Executive Orders N-25-20 and N-29-20.

Directors: Robert Storer, Dave Hudson, Kevin Wilk

Staff: Rick Ramacier, Bill Churchill, Ruby Horta, Rashida Kamara, Melody Reebbs,
Madeline Chun

Public: None

Call to Order: Meeting called to order at 8:16 a.m. by Director Storer.

1. Approval of Agenda

The Committee approved the agenda.

2. Public Communication

None

3. Approval of Minutes of August 7, 2020

The Committee approved the minutes.

4. Fiscal Year 2020 Fixed-Route Performance Report

Ms. Reebbs reported that total ridership for FY 2020 was down 12% compared to the prior year. Ridership had been growing during the first part of the year until the pandemic began impacting service and ridership in March. There was also a significant increase in missed trips due to reduced operator availability and protests. Ms. Reebbs also reported that Clipper usage had been increasing prior to the suspension of fare collection in late March and was used by about 78% of riders who paid a fare. Director Storer asked how County Connection's Clipper usage compares to other operators. Ms. Reebbs responded that it is relatively high compared to the rest of the region and that it grew significantly since the fare restructure in March 2019, when usage was only about 40%.

5. Fiscal Year 2020 Paratransit Performance Report

Ms. Kamara noted that FY 2020 was the first year of the new paratransit contract with Transdev. There were several changes to the structure of the paratransit program, including the implementation of new technology and use of a subcontractor, Big Star. While staff had anticipated an overall increase in cost of about 10% with the new contract, this did not materialize due to COVID-19 and reduced service demand.

6. Winter Bid Update

Ms. Reeb informed the Committee of upcoming service changes as part of the Winter bid, which will begin on October 4th. Ridership levels have remained steady over the past several weeks and capacity has not been an issue, so staff is planning to maintain most of the current service levels. The new bid will not include regularly scheduled school service, and weekend schedules will be adjusted to better coordinate with BART.

7. TDA Performance Audit

Ms. Horta presented the results of the TDA performance audit report, which is conducted every three years. The report covers the period of FY 2017 through FY 2019. This year's report included recommendations for both fixed-route and paratransit service. The paratransit-related findings have been addressed with the new contractor Transdev, and the fixed-route finding was due to a reporting error that has since been corrected.

8. Healthy Transit Plan

Mr. Churchill provided an overview of the Bay Area Healthy Transit Plan, which was developed in collaboration with all the transit operators in the Bay Area. The plan establishes a unified framework for sanitation efforts and other health and safety measures so that there is consistency across operators. He noted that County Connection's current practices and procedures already meet or exceed those in the plan. Director Storer asked how many County Connection employees are working virtually versus in the office. Mr. Ramacier responded that roughly half of administrative employees are working from home. Director Storer asked how the buildings are being disinfected. Mr. Churchill replied that all buildings are fogged twice a week and high-touch surfaces are cleaned twice a day.

9. Monthly Reports

Ms. Reeb reported that fixed-route ridership was down around 61% in July. She noted that missed trips were down to 0.20%, which is the lowest since February. On-time performance also continues to be higher than usual at 92%.

10. Committee Comments

Director Hudson asked whether there has been any discussion among operators about standardizing equipment used for paratransit services, which has come up as part of CCTA's Accessible Transportation Strategic (ATS) Plan. Mr. Ramacier responded that there have been discussions across the region, including with MTC, and that he will raise the issue with CCTA staff.

Director Wilk informed the Committee and staff that there has been interest among some city council candidates in express lanes for buses, particularly along Ygnacio Valley Rd. and Treat Blvd.

11. Future Agenda Items

None.

12. Next Scheduled Meeting

The next meeting was scheduled for October 2nd at 8:15 a.m. via teleconference.

13. Adjournment – The meeting was adjourned at 8:43 a.m.

Minutes prepared and submitted by: Melody Reeb, Manager of Planning