

County Connection

INTER OFFICE MEMO

**Summary Minutes
Operations & Scheduling Committee
Friday, November 5, 8:15 a.m.**

Due to COVID-19, this meeting was conducted as a teleconference pursuant to the provisions of Assembly Bill 361.

Directors: Robert Storer, Renata Sos, Don Tatzin

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

Public: None

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

1. Approval of Agenda

The Committee approved the agenda.

2. Public Communication

None

3. Approval of Minutes of October 1, 2021

The Committee approved the minutes.

4. One-Seat Ride Extension

Ms. Kamara informed the Committee that the One-Seat Ride pilot program is currently set to end in November. Staff is requesting a one-year extension of the pilot in order to work through several issues and determine the best way to make the program permanent. Director Sos asked how much staff time has been invested in program administration and whether those costs are being absorbed by County Connection. Ms. Kamara responded that County Connection has been absorbing those costs due to the agency being responsible for the operating contract. Director Storer asked if the \$170,000 cost is County Connection's share or the total cost that will be divided between the participating agencies. Ms. Kamara responded that it's the total cost, but that currently the other three agencies are only paying the operating costs for the trips within their service area, which doesn't include program administration costs. The Committee forwarded the item to the Board for approval.

5. Ridership and Operations Update

Ms. Horta presented an update on the impacts of COVID on fixed-route ridership and operations. There has been a shift in ridership demand, with a significant drop in ridership on express routes as a proportion of total ridership and an increase in the proportion on

school routes. The agency had not been able to hire and train new drivers for most of 2020 and 2021, but driver attrition continued at normal levels, resulting in a decrease in operator availability and increase in missed trips. A training class was completed over the summer, and another one is currently in progress, which will help sustain service levels for the Fall and Winter bids. Director Tatzin asked whether any trips that carry a large number of students are being missed. Ms. Horta responded that no school service has been missed to date, as those trips are being prioritized. Director Sos asked if there is any service that staff would like to restore but can't due to the operator shortage. Ms. Horta responded that there are some high ridership corridors that would benefit from additional service frequency, and if commuters start to return to work, more express service would likely need to be restored.

6. Monthly Reports

Ms. Reeks reported that fixed-route ridership in September increased significantly largely due to the free rides promotion. Overall ridership was up about 17% over August, and average weekday ridership was up 23%.

Ms. Kamara noted that staff has added an executive summary to the monthly report in response to the Committee's feedback. She reported that in August ridership was up about 40% compared to last year, although this is still a significant drop from pre-COVID. Productivity remains low despite restarting shared ride service in June.

7. Committee Comments

None

8. Future Agenda Items

None.

9. Next Scheduled Meeting

The next meeting was scheduled for December 3rd at 8:15 a.m. via teleconference.

10. Adjournment – The meeting was adjourned at 9:12 a.m.

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