

**Summary Minutes  
Operations & Scheduling Committee  
Friday, July 1, 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, Don Tatzin, Candace Andersen

**Staff:** Bill Churchill, Ruby Horta, Rashida Kamara, Amber Johnson, Melody Reebbs, Pranjal Dixit, Rosa Noya, Scott Mitchell

**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 June 3, 2022**

The Committee approved the minutes.

### **4. Travel Training Program**

Ms. Noya informed the Committee that currently the residents with disabilities of Central Contra Costa County access travel training through the Independent Living Resources of Solana and Contra Costa Counties (ILRSCC). Staff informed that County Connection was awarded \$79,124 through Measure J Line 20a fund for a span of 2 years to operate a Travel Training Program in Central Contra Costa County. The program would help train residents on utilizing and accessing services like Alamo Creek, Go San Ramon, and the mobile app being used by LINK (for ADA Paratransit). Ms. Kamara responded to Director Andersen's question about coordinating with the Accessible Transportation Strategic (ATS) Plan Taskforce in that County Connection is developing a scope of work which could be used as template to expand throughout the county. Ms. Kamara responded to Director Tatzin's question about the evaluation of the vendor that the scope of work will include achievable milestones. Ms. Noya responded to Director Storer's question about outreach that staff would reach out to the existing customers in the Paratransit database along with outreach events at senior centers with the help of a travel trainer. The Committee agreed to forward a recommendation to the Board to move forward with authorizing the General Manager enter into an agreement with ILRSCC for the course of two years to start in July of 2022 in the amount of \$79,124.

### **5. Fall Bid Update**

Mr. Dixit informed the Committee that over the past year, ridership has been increasing due to the relaxing of mask mandates, schools reopening and regional coordination of various transit agencies with

fare promotions etc. He also informed that Weekend and School services have recovered stronger than Weekday and Express when compared to the pre-covid ridership baseline.

Mr. Dixit informed that the Fall service changes were guided by revised BART and School schedules. The BART changes which will go into effect on September 1<sup>st</sup> necessitated modifying one weekend route. The school bell times were revised in accordance with Senate Bill 328 and necessitated modifying seven school routes. Additionally, he informed that four routes were modified to improve on-time performance.

## **6. Steam Room Lift Replacement Construction**

Mr. Mitchell informed that staff received one bid from Makai Solutions for the removal and disposal of the existing lift and installation of the new platform lift. Mr. Mitchell informed Director Andersen's question about the bid amount that it exceeded the previous contract two years ago which can be attributed to the current inflationary market. The Committee agreed to forward a recommendation to the Board to move forward adopt a Resolution authorizing the General Manager to award the contract to Makai Solutions to remove and replace the steam room lift not exceeding \$70,953.

## **7. Monthly Reports**

Mr. Dixit informed that in May, both the weekday and weekend ridership continued to show strong year-over-year growth despite school year coming to an end and typical slowdown around Memorial Day. He also informed that a drop in the operator count led to an increase in missed trips. Mr. Churchill informed the Committee that the operator shortage was mainly due to drivers retiring and higher competition from neighboring agencies to hire the limited available operators and that the recruitment efforts have been underway to hire more operators in the coming months in time for the new school year. Additionally, he also responded to Director Storer's question about rehiring retirees that it was challenging due to the PERS regulations.

Ms. Noya informed that in May, paratransit ridership grew compared to month of April but was still 46% below the pre-pandemic levels. She also informed that passengers per revenue hour was at 1.59, on time performance decreased from the previous month, which also was reflected in increased customer complaints regarding timeliness and that the commendations for operator and service had increased 5 months in a row. Finally, she informed that Transdev was rolling out a new feature on the MyTransit App which lets customers schedule rides directly. A small testing group has been gathered to test and provide feedback. Director Tatzin requested staff to present lessons learned from customers app usage and experience.

## **8. Committee Comments**

None.

## **9. Future Agenda Items**

Director Storer suggested including item regarding Solar installation at the yard in the future.

## **10. Next Scheduled Meeting**

The next meeting was scheduled for September 2<sup>nd</sup> at 8:15 a.m. via teleconference.

**11. Adjournment** – The meeting was adjourned at 8:51 a.m.

Minutes prepared and submitted by: Pranjal Dixit, Manager of Planning