

**Summary Minutes
Operations & Scheduling Committee
Wednesday, November 1, 8:00 a.m.**

Directors: Robert Storer, Jim Diaz

Staff: Pranjal Dixit, Laura Corona, Rosa Noya

Public: None

Call to Order: Meeting called to order at 8:08 a.m. by Director Storer.

1. Approval of Agenda

The Committee approved the agenda.

2. Public Communication

None.

3. Approval of Minutes of September 6, 2023

The Committee approved the minutes.

4. Swiftly Software License Renewal

Mr. Dixit reported that, to improve on-time performance tracking without overhauling the existing CAD/AVL system, staff piloted Swiftly's On-Time Performance and Run Time modules in December 2022. The modules utilize multiple data sources, including GTFS Realtime feed, BusTime API, and CradlePoint routers, to provide accurate and complete bus tracking.

He informed that Swiftly has reduced staff time for analyzing and developing schedule changes, enabling quicker responses to performance issues. Additionally, data from Swiftly will also be used to evaluate the effectiveness of the Transit Signal Priority (TSP) project and identify bus priority improvements.

Furthermore, he reported that the cost of renewing the On-Time Performance and Run Times modules and potentially adding the Speed Maps module for one year will not exceed \$130,000. CCTA will contribute \$20,000, and the remaining cost will be covered by TPI grant funds and TDA for local match which was included in FY24 budget. He requested the Committee recommend to the Board approving the one year license renewal. Directors approved forwarding this item to the Board for license renewal.

5. One-Seat Regional Ride Pilot Update

Ms. Noya reported that in November 2020, a six-month pilot program was approved for the One Seat Regional Ride, a paratransit service for passengers across multiple participating transit agency service area i.e. Tri-Delta Transit, WestCAT, LAVTA, and County Connection. The pilot program eliminated the need for transfers when crossing multiple service areas, ensuring a continuous One Seat Regional ride for passengers.

She reported that the pilot program was extended in April 2021 and again in November 2022 due to its positive reception and the need to address National Transit Database (NTD) reporting challenges. The partners are proposing a one-year extension of the program, incorporating travel training,

mobile app trip management capabilities, and acceptance of paper tickets as a form of payment. She informed that the FY 2024 budget for Paratransit services incorporated the expenses associated with the pilot program at approximately \$600,000 and requested the Committee recommend to the Board an additional one-year extension of the Program through November 2024, or until the trip reporting issues are resolved, whichever comes sooner.

Directors approved forwarding this item to the Board for extension.

6. Monthly Ridership Reports

Mr. Dixit reported that ridership rebounded post-summer, showing a 13% year-over-year increase. Productivity has also been trending upwards, nearing pre-pandemic levels. However, he acknowledged that due to an ongoing operator shortage, restoring service to pre-pandemic levels has been challenging. He also reported that on-time performance has dipped due to increased traffic congestion and that moving forward, Swiftly's data will be utilized for on-time performance tracking due to its enhanced reliability.

Ms. Noya informed the Committee that ridership in September was impacted by the temporary closure of certain programs due to a COVID-19 surge. Staff is currently focused on enhancing productivity to surpass the standard of 1.5 Pax/revenue hour. On-time performance has been improving and exceeded the standard of 92%. In September, 11 timeliness-related complaints were received. Additionally, she announced that the new Director of Director of ADA & Specialized Services, John Sanderson, will begin his tenure on November 6.

7. Committee Comments

None

8. Future Agenda Items

None

9. Next Scheduled Meeting

The next meeting was scheduled for December 6 at 8:00 a.m. at Supervisor Andersen Office located at 309 Diablo Rd, Danville, CA

10. Adjournment – The meeting was adjourned at 8:50 a.m.

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