

**SUMMARY MINUTES**  
**OPERATIONS & SCHEDULING (O&S) COMMITTEE**  
3338 Mt. Diablo Boulevard, Lafayette, CA  
Meeting of Friday, March 4th, 2011, @ 9:00 a.m.

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**Directors in Attendance:** Director Horn, Director Uilkema, Director Schroder  
**Staff:** Anne Muzzini, Laramie Bowron, Scott Mitchell  
**Guests:** Marci McGuire, Colette O'Keefe  
**CAC:**  
**Call to Order:** Meeting called to order at 9:00 a.m. by Director Horn

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1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** Ms. O'Keefe submitted a complaint that customer service had not responded to her request for follow up on a driver behavior problem. She reported that she had called twice to customer service and still had not gotten a satisfactory answer. Ms. Muzzini said she'd look into the complaints and follow up with Ms. O'Keefe. The Committee asked for a report at the next meeting.
3. **Approval of O&S Summary Minutes for February 4th, 2011:** Minutes were approved.
4. **Maintenance:** None
5. **Planning and Scheduling:**
  - a) **Route #25 Ridership Report:** Ms. Muzzini presented the committee with a ridership report show boardings and alightings by stop and noted that the new section of the route was not generating very many new riders. There was discussion about marketing activities and Director Uilkema asked that some type of neighborhood signs be put up that would let people know there was new bus service on Olympic.
6. **Paratransit and Accessible Services:** No items.
7. **Staff Reports**
  - a. **Fixed Route Reports – January 2011:** The reports were reviewed and discussed.
  - b. **LINK Monthly Reports – January 2011:** The reports were reviewed.
8. **Committee Comments:** The Committee spent some time talking about disposal of the vans and the Community van program.
9. **Future Agenda Items:** Community van project, route #25, complaint follow up
10. **Next Scheduled Meeting:** The next meetings are scheduled for: **April 1, 2011 at 9:00 a.m.** at 3338 Mt. Diablo Boulevard in Lafayette.
11. **Adjournment:** The meeting was adjourned at 10:00 am

Minutes prepared and submitted by:

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Anne Muzzini  
Director of Planning and Marketing

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Date