

**Summary Minutes  
Operations & Scheduling Committee  
Pleasant Hill City Hall  
100 Gregory Lane, Community Room  
Friday, October 5, 2018, 8:15 a.m.**

**Directors:** Keith Haydon, Robert Storer

**Staff:** Rick Ramacier, Bill Churchill, Rashida Kamara, Ruby Horta, Sean Hedgpeth

**Public:** None

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

**1. Approval of Agenda Items:** Agenda was approved.

**2. Public Comment and/or Communication:**

None.

**3. Approval of O&S Summary Minutes for September 7, 2018:** Minutes were approved.

**4. Human Trafficking Training**

Mr. Churchill gave some background about the industry move towards a more formal training across agencies to both identify human trafficking and uniform steps to call in such incidents. Director Storer asked how this issue initially came about recently. Mr. Churchill explained that VTA in Santa Clara County discovered that traffickers have been using the bus to move small children, and there was a case of a kidnapping child that a bus driver foiled by discretely calling it in after he discovered something suspicious aboard the bus. Mr. Ramacier said that he would like to bring this item to the full board, and that Mr. Churchill is taking the lead in developing a policy statewide.

**5. Performance Report – Fixed Route**

Mr. Hedgpeth outlined the last fiscal year of fixed route operating data and ridership. Director Haydon inquired about an increase in missed trips. Mr. Churchill replied that since we have so few trips missed to begin with, only a slight increase of missed trips could be a larger percentage with little change in real numbers. Mr. Hedgpeth then replied that our missed trip rate is only 0.14%, and Mr. Churchill recounted a period in the 90's when we had missed trip rates as high as 3%. He then added that, since we do not have as much frequency as we would like to provide, we must as an agency make sure we put out the service we do have reliably. Director Storer then asked about the small increase in accidents reported in FY18. Mr. Churchill then explained that there has been an increase in buses being rear-ended.

## **6. Performance Report – Paratransit**

Ms. Kamara presented the year end operating statistics for our LINK Paratransit service. She mentioned that this is the final option year of our contract with First Transit. She highlighted the ongoing issue of on-time performance, and noted a typo of 94% when it should have been 74%. She explained that the reason for the decline of on-time performance is an improper digital calculation that First was using. When the same operating days were calculated manually a much different result ensued, and this discrepancy is reflected in the more recent numbers. Director Haydon asked if there are contractor penalties for on-time performance. Ms. Kamara replied that in the current contract they do not have penalties, but the new RFP expected this December should have some penalties included. Director Haydon then asked about the rise in complaints. Ms. Kamara mentioned that the previous complaint process was flawed in the way the official reporting numbers were calculated, since most of the complaints were lodged with individual dispatchers instead of the customer service line, which now has been fixed, inflating the numbers. She then went on to explain the turnover rate and some of the driver shortage issues that First has been having as well as other operators nationwide. Director Storer then asked if there are other paratransit contractors expected to bid on the LINK contract. Mr. Ramacier said there are a few key players in the area, and we are expecting several bids on the contract.

## **7. Electric Bus Performance Update**

Ms. Horta presented an update on our current fleet of eight Gillig electric buses, including the four Walnut Creek trolleys (1600s) and four new electric buses with common branding (1800s) for Route 5 use. Director Haydon asked why two of the buses are currently out of operation. Ms. Horta explained that the battery packs have issues in the trolleys, and that the new 1800 series buses have newer battery packs that can fully charge in less than an hour when plugged in, an improvement over the 1600 battery packs, which require about 2.5 hours to charge. He then asked about the warranty. Mr. Churchill then replied that since we were the first property to receive Gillig battery electric buses, our mechanics are starting to reach a parity with Gillig staff in solving these issues, and that CCCTA has a plan to continue the maintenance in-house with our staff. Ms. Horta then addressed the cost per mile differences with our diesel operations, mentioning that an electric diesel gallon equivalent is still significantly more expensive than regular diesel due to high energy costs in this region.

## **8. Monthly Reports**

Staff reported on the fixed route statistics.

## **9. Committee Comments**

Mr. Haydon asked about the 'Reviewed By' section in the committee memos, and said he noticed that sometimes they are filled out and sometimes they are blank. Mr. Churchill then replied that staff will work to be sure to have that section filled out in the future.

**10. Future Agenda Items**

None.

**11. Next Scheduled Meeting** – November 2, 2018 at 8:15am, at 100 Gregory Lane.

**12. Adjournment** – The meeting was adjourned at 9:25 a.m.

Minutes prepared and submitted by: Sean Hedgpeth, Manager of Planning