

INTER OFFICE MEMO

**Summary Minutes
Operations & Scheduling Committee
Supervisor Andersen's Office
3338 Mt. Diablo Blvd.
Lafayette, CA
Friday, December 6, 8:15 a.m.**

Directors: Dave Hudson, Robert Storer, Kevin Wilk

Staff: Rick Ramacier, Bill Churchill, Ruby Horta, Rashida Kamara, Melody Reebbs

Public: None

Call to Order: Meeting called to order at 8:16 a.m. by Director Storer.

1. Approval of Agenda

The Committee approved the agenda.

2. Public Communication

None

3. Approval of Minutes of November 6, 2019

The Committee approved the minutes.

4. MTC Onboard Passenger Survey

Ms. Reebbs presented a summary of the results from the recent onboard passenger survey conducted by MTC. She noted that over 1,000 survey responses were collected, representing about 9% of weekday ridership. Director Storer asked if there were any surprises with the results. Ms. Reebbs responded that the trip origins and destinations are particularly insightful and that the number of trips starting and ending within the service area was higher than expected. Director Hudson expressed interest in knowing out how many riders receive employer subsidies for transit.

5. Paratransit Contractor Transition Update

Ms. Kamara informed the Committee of some of the changes that have occurred since the transition of paratransit operations to a new contractor, Transdev, including an increase in training and wages for drivers, call center staff, and dispatchers. These changes have resulted in an increase in service quality, including better on-time performance. Staff also recently launched a new smartphone app that allows users to monitor the status of their trips in real time and provide a rating and feedback at the end of their trip. Ms. Kamara demonstrated the dashboard that staff uses to monitor and follow up on feedback received. Director Wilk asked whether poor ratings that were made unintentionally can be corrected after the fact. Ms. Kamara responded that it currently is not possible, but staff

can explore the possibility with Transdev. Director Storer asked if the new wages began with the start of the new contract with Transdev. Ms. Kamara replied that First Transit had actually raised wages prior to the end of the previous contract in an effort to improve service performance.

6. Monthly Reports

Ms. Horta reported that ridership was up in October compared to the previous year and even when excluding the BART bus bridges, productivity was up to over 17 passengers per hour, which is the first time that County Connection's productivity standard has been met in several years. She noted that the most significant increases in productivity were on the Monument corridor routes that were made free starting in July.

7. Committee Comments

None.

8. Future Agenda Items

None.

9. Next Scheduled Meeting

The next meeting was scheduled for January 3rd at 8:15 a.m. at 3338 Mt. Diablo Blvd.

10. Adjournment – The meeting was adjourned at 9:18 a.m.

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