

**Summary Minutes
Operations & Scheduling Committee
Friday, July 10, 8:15 a.m.**

Due to COVID-19, this meeting was conducted as a teleconference pursuant to the provisions of the Governor's Executive Orders N-25-20 and N-29-20.

Directors: Robert Storer, Kevin Wilk

Staff: Rick Ramacier, Ruby Horta, Rashida Kamara, Melody Reeb, Madeline Chun

Public: None

Call to Order: Meeting called to order at 8:20 a.m. by Director Wilk.

1. Approval of Agenda

The Committee approved the agenda.

2. Public Communication

None

3. Approval of Minutes of June 5, 2020

The Committee approved the minutes.

4. Fixed-Route Operations COVID-19 Update

Ms. Reeb provided an update on fixed-route operations in light of COVID-19. Service levels have generally remained the same since the beginning of June, when limited service was restored on the express routes serving Bishop Ranch. Ridership has continued to slowly climb back up and is now down around 70%. Staff continues to monitor trip-level ridership to ensure adequate service capacity. Director Wilk asked what happens when ridership demand exceeds the capacity that allows for social distancing. Mr. Churchill responded that the current protocol is for the driver to notify dispatch who will send a chase bus. However, he said that the need has not yet come up. Director Wilk asked whether the buses are being sanitized regularly. Mr. Churchill replied that the buses get fogged with a disinfectant daily and often cleaned twice a day. Operators are also given sanitizing wipes for use throughout the day.

5. Paratransit Operations Report COVID-19 Update

Ms. Kamara provided an update on paratransit operations since the shelter-in-place order took effect. Staff has continued to be involved with community outreach and meal delivery, including with Meals on Wheels, Church of the Bay, and the City of San Ramon. Staff has also been working on establishing protocols for paratransit service and recently

met with County health services to provide assistance and guidance with developing those protocols.

6. Fall Bid Update

Ms. Horta informed the Committee that the Fall bid will be implemented on August 9th, and that it will be mostly a traditional bid. Due to continuing uncertainty regarding schools, staff has moved forward with the typical school service schedules, while building in some flexibility to allow for buses to respond to demand. Schedules and frequencies on most routes will be adjusted in response to BART's new schedules. Finally, staff worked with ATU leadership to shorten the Fall bid period to end in early October, which will allow staff to respond more quickly to ridership demands. Director Wilk asked if BART is still operating 30-minute frequencies. Ms. Horta responded that they still are but will be adjusting their schedules in mid-September.

7. Monthly Reports

Ms. Reeb reported that fixed-route ridership was down around 80% in May. She noted that missed trips were down in May compared to the prior two months, when service had been significantly impacted by COVID-19. Director Storer asked when staff expects ridership to return back to normal levels. Ms. Reeb replied that it will likely depend on whether telecommuting continues, as the commute-oriented services are where ridership has dropped the most. Mr. Ramacier added that the Blue Ribbon Task Force has been discussing regional messaging around safety on transit.

Ms. Kamara reported that ridership dropped to just under 2,000 trips during the month of April. She noted that due to reduced demand and safety protocols limiting the number of passengers onboard the vehicles, productivity declined significantly.

8. Committee Comments

None.

9. Future Agenda Items

Director Storer asked staff to provide a comparison of ridership trends to other transit agencies in the region, as well as some route-level information.

10. Next Scheduled Meeting

The next meeting was scheduled for August 7th at 8:15 a.m. via teleconference.

11. Adjournment – The meeting was adjourned at 8:54 a.m.

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