

**Summary Minutes
Operations & Scheduling Committee
Wednesday, September 6, 8:00 a.m.**

Directors: Robert Storer, Renata Sos

Staff: Bill Churchill, Ruby Horta, Yvette Glenn, Rashida Kamara, Laura Corona, Pranjal Dixit

Public: None

Call to Order: Meeting called to order at 8:00 a.m. by Director Storer.

1. Approval of Agenda

The Committee approved the agenda.

2. Public Communication

None.

3. Approval of Minutes of July 5, 2023

The Committee approved the minutes.

4. BART Bridge Update

Ms. Glenn informed the Committee of the long-standing partnership between County Connection and BART to provide Bus Bridges on the C-Line. She reported that County Connection carried more BART bridge passengers in 2022 than in 2023. This is because recent bus bridges were operated in coordination with AC Transit between Rockridge and Orinda, while previous BART bridges were between Concord and Pleasant Hill stations, which were only served by County Connection.

Ms. Glenn also discussed the logistical challenges related to operating Bus Bridges, including maintaining a spare ratio, staffing, and dealing with uncertainties related to unscheduled BART bridges and Mutual Aid.

Ms. Horta and Mr. Churchill informed the Committee that the long-standing FTA mandate of maintaining a 20% spare ratio has been a challenge in providing additional BART bridge service and could play a crucial role in the ZEB transition in the future due to range limitations.

5. Year End Reports

Mr. Dixit reported that total fixed-route passengers increased by 29.1% from FY 2022 to FY 2023, with weekend ridership growing at a faster rate. This increase is attributed to a number of factors, including Pass2Class promotions for students, the expansion of Monument Free to weekend routes, and the post-pandemic reopening of businesses.

Mr. Dixit also informed the Committee that bus schedules were changed three times in the 2022-2023 fiscal year to accommodate changes in bell times, BART service, and traffic congestion. He also mentioned that the missed trip percentage went down due to the hiring of new operators, but on-time performance declined due to the increase in ridership and worsened traffic conditions. Mr. Churchill responded to Director Storer's comment about future growth by stating that service changes will be developed based on Systemwide survey which may include redistribution of resources from express routes to more local service where demand is strong.

Ms. Kamara informed the Committee that service performance went down in fiscal year 2023 due to labor and staffing challenges, despite ridership growth. On-time performance declined, resulting in liquidated damages for Transdev. Recent staffing changes have helped to improve on-time performance. She then highlighted key achievements, including the approval of the LAVTA Joint Paratransit Contract, the Travel Training partnership with Independent Living Resources, and the continued success of the One Seat Ride Pilot program, which now accounts for 14% of total ridership. In response to Director Sos's question about the future of the One-Seat Ride program, Ms. Kamara informed the Committee that there is increased interest from neighboring counties in expanding the program.

6. Monthly Ridership Reports

Mr. Dixit reported that ridership went down in July due to holidays and school closures. However, it grew by 17% year over year and that missed trips continued to go down due to ongoing efforts in recruiting operators. He also highlighted the significant improvement of electric bus reliability due to continued efforts by maintenance staff.

Ms. Kamara informed the Committee that ridership and productivity dipped in July due to holidays and school closures, but on-time performance has improved significantly to 96%, partly due to staffing changes implemented by Transdev. She also informed that there were no accidents in July and the total operator count went up.

7. Committee Comments

None

8. Future Agenda Items

None

9. Next Scheduled Meeting

The next meeting was scheduled for October 4 at 8:00 a.m. at Supervisor Andersen Office located at 309 Diablo Rd, Danville, CA

10. Adjournment – The meeting was adjourned at 9:26 a.m.

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