

**Summary Minutes**  
**Operations & Scheduling Committee**  
**Wednesday, January 03, 8:00 a.m.**

**Directors:** Robert Storer, Jim Diaz, Dave Hudson

**Staff:** Bill Churchill, Melody Reebbs, John Sanderson, Pranjal Dixit, Rosa Noya, Laura Corona

**Public:** Rashida Kamara (CCTA)

**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 December 6, 2023**

The Committee approved the minutes.

**4. Fixed Route Peer Performance Comparison**

Mr. Dixit presented an update on Bay Area bus ridership, outlining both positive recovery trends and lingering challenges. While the pandemic initially caused a steep drop in ridership, encouraging signs of progress are emerging. Interestingly, the return to normalcy is seeing a shift in demand away from traditional commuter routes. Local and weekend services are experiencing growth, highlighting efforts to better serve underserved communities, particularly low-income and minority populations.

He informed that Transit agencies demonstrated adaptability throughout the pandemic, tailoring services to meet evolving needs with some agencies prioritizing essential services, while others expanded local options with a continued focus on underserved communities. He added however that critical shortage of operators poses a significant hurdle and agencies are prioritizing schedule reliability to regain customer trust. Mr. Dixit highlighted the County Connection's partnership with Swiftly, showcasing an initiative aimed at improving on-time performance.

**5. Means Based Paratransit Fares**

Mr. Sanderson informed the Committee that building on the success of Tri Delta Transit's means-based fare pilot program, County Connection proposes a similar initiative for its ADA paratransit service, LINK. Supported by CCTA's Measure X funding, this program directly addressed "gaps" identified in the CCTA's Accessible Transportation Strategic Plan.

He added that County Connection plans a seamless integration with its existing pre-paid fare system providing fare relief to low-income riders while ensuring efficient implementation and cost-effectiveness. He informed that the pre-paid fares will be distributed as monthly credits and Ms. Kamara added that information about the program will be shared with existing customers through MyTransit App, emails and texts on file.

He informed that CCTA had allocated \$145,000 in Measure X funding to support the County Connection means-based fare program for 12 months. The Committee accepted staff's

recommendation to forward the proposal to the Board, authorizing the General Manager to enter a new MOU with CCTA for cost reimbursement.

#### **6. Monthly Ridership Reports**

Mr. Dixit shared that the ridership in November dipped slightly but still saw an 11% y-o-y growth and was at 83% of pre-pandemic level. He informed that productivity was higher than pre-pandemic levels highlighting the high rate of service utilization by passengers. The missed trips ticked up slightly due to operators on vacation during the holiday period.

Ms. Noya shared that ridership in November dipped slightly due to holidays, reaching 79% of pre-pandemic levels in November. She highlighted performance standards were met in both productivity and on-time performance, with cost reductions due to lower fuel costs. Mr.Churchill added that having Big Star operate One Seat trips helps Transdev to improve service in the core service area leading to higher on-time performance. Furthermore, Ms. Noya reported over 140 commendations received, with timeliness being the primary focus of complaints.

#### **7. Committee Comments**

None

#### **8. Future Agenda Items**

Director Storer requested an update on bus stop placement process.

#### **9. Next Scheduled Meeting**

The next meeting was scheduled for February 7 at 8:00 a.m. at Supervisor Andersen Office located at 309 Diablo Rd, Danville, CA

#### **10. Adjournment** – The meeting was adjourned at 8:45 a.m.

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