

**Summary Minutes
Operations & Scheduling Committee
Wednesday, February 7, 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: 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 January 3, 2024

The Committee approved the minutes.

4. On-Time Performance Update

Ms. Reebbs summarized staff's efforts over the last two years to address on-time performance issues as traffic congestion has returned post-pandemic. Several schedule adjustments have been made in response to operator feedback and ongoing performance monitoring. Ms. Reebbs highlighted successful examples of these changes, such as improved layover locations on Route 10 and routing modifications on Routes 35 and 335. However, she also acknowledged challenges arising from factors like increased traffic congestion, BART schedule constraints, and layover location preferences, particularly on weekend routes. To address these challenges and avoid service cuts, Ms. Reebbs emphasized the importance of long-term solutions such as transit priority initiatives and infrastructure improvements.

5. Bus Stop Placement Guidelines

Mr. Dixit explained County Connection's role in managing its 1,200 bus stops, outlining the processes for installation, removal, and relocation. He emphasized the challenge of balancing passenger convenience with route efficiency, noting the current inconsistency in stop spacing and the case-by-case approach to relocation.

To address this, Mr. Dixit announced the development of bus stop spacing guidelines in collaboration with their on-call planning consultants, TMD. He informed the Committee that these guidelines would inform the identification of stops for relocation and consolidation, aiming to improve both transit speed and reliability for passengers. Additionally, the document would guide the next phase of the bus stop consolidation project, focusing on stop identification for consolidation, ADA compliance upgrades, and amenity improvements.

Mr. Churchill clarified Director Storer's question regarding bus stop ownership, confirming that County Connection does not own the right-of-way where the stops are located. Instead, they collaborate with cities through encroachment permits to manage stop additions, removals, and relocations.

6. Countywide Travel Training Program Expansion

Mr. Sanderson informed the Committee that in response to a gap identified in the Contra Costa Transportation Authority's Accessible Transportation Strategic Plan, County Connection proposed expanding its existing travel training programs from Central and West County to include East County. This expansion would allow trainees to access all public transit options across the entire county, including trips involving multiple operators.

The Committee was informed that the pilot program would be fully funded through a combination of Measure J and Measure X grants, resulting in no cost to County Connection. The West County satellite would be entirely supported by Measure J funds, while the Central County program would continue to operate using Measure J funds (via a grant from TRANSPAC). Measure X funds would then be used to support the launch and operation of the East County satellite.

The Committee forwarded a recommendation to the Board for approval to enter into a Memorandum of Understanding (MOU) with CCTA to cover program costs.

7. Monthly Ridership Reports

Mr. Dixit shared that the ridership in December decreased due to holidays, however, was up 4.3% on a year-over-year basis and was at 80% of pre-pandemic level. He informed the Committee that productivity was higher and that the missed trips ticked up slightly due to operators on vacation during the holiday period. He also informed that on-time performance decreased likely due to higher holiday shopping traffic. Finally, he informed that operator counts were declining emphasizing the challenge of operator retention.

Ms. Noya shared that ridership in December dipped slightly due to holidays, reaching 77% of pre-pandemic levels in December. She highlighted that productivity fell slightly below the standard of 1.5 passengers per hour and on-time performance well above the standard of 92%. Ms. Corona further added that having Big Star operate One Seat trips helped Transdev to improve service in the core service area leading to higher on-time performance. Furthermore, Ms. Noya reported that 1 accident was reported in December.

8. Committee Comments

None

9. Future Agenda Items

None

10. Next Scheduled Meeting

The next meeting was scheduled for March 6 at 8:00 a.m. at Supervisor Andersen Office located at 309 Diablo Rd, Danville, CA.

11. Adjournment – The meeting was adjourned at 9:36 a.m.

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