

**Summary Minutes
Operations & Scheduling Committee
Wednesday, July 3, 8:00 a.m.**

Directors: Robert Storer, Jim Diaz, Dave Hudson
Staff: Bill Churchill, John Sanderson, Pranjal Dixit, Rosa Noya
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 June 5, 2024

The Committee approved the minutes.

4. Swiftly Modules

Mr. Dixit informed the Committee that in the fall of 2022, staff sought a more efficient way to track on-time performance (OTP) without overhauling the existing CAD/AVL system. Swiftly, a cloud-based transit data platform, was integrated to provide real-time bus location data and calculate OTP and run times at every stop leveraging multiple data sources, including GTFS Realtime, BusTime API, and CradlePoint router data, to offer more frequent and accurate data.

He added that staff has been exploring three new modules – Live Operations/Real-time Passenger Predictions, GPS Playback, and Service Adjustments to provide valuable insights for operations, customer service, and riders, including live vehicle tracking, dynamic stop predictions, and real-time service adjustments.

The Committee forwarded to the Board the staff's request for approving a one-year contract with Swiftly for the additional three modules.

5. Fall Bid Update

Mr. Dixit informed the Committee that ridership has steadily increased since the pandemic, with weekend and school ridership surpassing pre-pandemic levels. However, operator shortages and increased traffic congestion remain challenges.

Recent service changes focused on improving on-time performance and aligning service with ridership. Routes 5, 10, 20, 91X, 98X, 321, and 335 were adjusted, and service frequency on Route 91X was reduced. The Fall bid will implement further trip adjustments during peak periods Routes 6

and 93X. Additionally, a minor route change will be implemented on Route 91X as a result of termination of contract with Airport Plaza.

6. Automated Driving Systems (ADS) Demonstration Project Update

Mr. Sanderson informed the Committee that CCTA, County Connection, and May Mobility are collaborating on a one-year pilot project to provide autonomous vehicle (AV) service in Martinez and that County Connection will provide union-represented drivers, and CCTA will fund additional drivers and contracted labor.

He added that the ADS program will offer daytime service for hospital patients to access nutrition and medical resources and evening point-to-point service that is open for general public. A launch event and promotional campaign are being planned in September. County Connection has negotiated a contract amendment with Transdev to cover operator costs, and drivers will undergo AVO training provided by May Mobility. Currently, five operators have signed up.

Mr. Sanderson clarified that the trips during the pilot phase would be free for the daytime rides and the evening fares were yet to be determined.

7. Monthly Ridership Reports

Mr. Dixit shared that the ridership in May was up about 11% compared to a year ago and year to date ridership was at 82% of pre-pandemic level. He also noted that productivity was higher when compared to pre-pandemic levels and operator counts increased slightly. He informed that Clipper usage continued to be high at 80%.

Ms. Noya shared that ridership grew in April to 10,256 and was at 85% of pre-pandemic level. She highlighted that productivity increased above the standard of 1.5 passengers per hour and on-time performance well above the standard of 92%. Furthermore, Ms. Noya reported that complaints went down and noted that 5 out of the 68 paratransit operators may be diverted to the ADS project in Martinez.

8. Committee Comments

None

9. Future Agenda Items

None

10. Next Scheduled Meeting

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

11. Adjournment

The meeting was adjourned at 9:29 a.m.

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