

**Summary Minutes
Operations & Scheduling Committee
Friday, February 7, 8:30 a.m.**

Directors: Robert Storer, Jay Howard, Dave Hudson
Staff: Bill Churchill, Scott Mitchell, Andrew Smith, John Sanderson, Aline Carroll,
Miguel Duenas, Pranjali Dixit
Public: None

Call to Order: Meeting called to order at 8:30 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, 2025

The Committee approved the minutes.

4. Defect Cards

Mr. Dixit reported that service improvements are driven by operator feedback (via Clever and Operations Defect Cards), passenger comments, and system data. He added that Clever defect cards address equipment malfunctions, while Operations defect cards cover schedules, amenities, routes, and obstacles. He further added that Operations defect cards are routed to the appropriate departments (cities/county, OutFront Media, Facilities). He also noted that Planning investigates schedule and route issues using data analysis and on-bus observations. He then stated that updates on actions taken are published monthly in the "Phantom Flyer" employee newsletter, underscoring the importance of this feedback loop. Mr. Churchill noted that union negotiations addressed feedback mechanisms, and the publication of actions taken in response to feedback helps to close that loop.

5. Bus Bridge Update

Mr. Duenas reported that a fatal vehicle accident on Highway 4 near the Bailey Road exit on January 23, 2025 caused a vehicle to cross the center divider and land on the BART tracks near the Pittsburg/Bay Point station, disrupting BART service. He added that BART Central requested a bus bridge between Pittsburg/Bay Point and North Concord at 4:00 a.m., with County Connection buses en route by 4:25 a.m. and service concluding at 7:32 a.m. He also noted that six County Connection buses were deployed: five for the bus bridge, transporting 1,112 passengers, and one for a mutual aid request on Route 93X from Antioch BART. Mr. Churchill and Mr. Mitchell commended the Transportation team's work during such emergencies and noted that such emergency responses can include evacuation efforts for wildfires. Director Storer emphasized the importance of Directors informing their respective councils about County Connection's contributions during these events. The Committee requested the item to be taken to the Board.

6. Security Guard Contract

Mr. Mitchell reported that County Connection contracts for security services during the late night and early morning hours when few or no County Connection staff are present at the bus yard. He noted that increased wages have pushed costs above the General Manager's \$100,000 approval limit. He added that a November RFP resulted in one qualified response. The O&S Committee forwarded the staff's recommendation to the board to award Guardian Security Agency a three-year contract, with two one-year extensions, for on-site security services. The first-year rate is \$33.60 per hour, with a total contract value not to exceed \$406,996.56.

7. Automated Driving Systems (ADS) Demonstration Project Update

Mr. Sanderson provided an overview of the ADS pilot project in Martinez. While the project MOU between County Connection, CCTA, and May Mobility considered Autonomous Vehicle Operators (AVOs) as County Connection's in-kind match, concerns about Auto Liability insurance coverage arose before the project's launch, and still have not been satisfactorily resolved. Although the insurance coverage provided by May Mobility appears to cover all aspects of the project, including the AVOs when in performance of their duties, full documentation of that coverage has not yet been provided. A minor fender bender in January highlighted this liability issue, and due to the lack of resolution, the AVOs have been pulled from service on the ADS pilot and temporarily reassigned to providing paratransit service. Mr. Sanderson added that CCTA has agreed to cover any additional insurance costs once a permanent solution is determined.

8. Monthly Ridership Reports

Mr. Dixit reported continued ridership growth, up 12% compared to December 2023. Systemwide productivity remains strong at 13.2 passengers per hour, matching pre-pandemic levels. He noted a sharp increase in missed trips due to operator shortages during the holidays, though on-time performance showed slight improvement year-over-year.

Mr. Sanderson reported a 12% year-to-date ridership increase compared to the same period last year. He noted that increased paratransit demand has resulted in higher service costs. Mr. Churchill added that County Connection's provision of ADA paratransit service beyond the federally mandated ¾ mile coverage area from fixed routes contributes to these higher costs.

9. Committee Comments

None

10. Future Agenda Items

None

11. Next Scheduled Meeting

The next meeting was scheduled for March 7 at 8:30 a.m. in the Small Community Meeting Room at the Pleasant Hill City Hall located at 100 Gregory Lane, Pleasant Hill, CA.

12. Adjournment

The meeting was adjourned at 9:45 a.m.

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