



ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

Master Minute Order

Report ID:	22-194b	Status:	Approved
Type:	Regular - Operations		
Meeting Body:	Board of Directors - Regular Meeting 09/14/2022	Final Action:	09/14/2022

Sponsors:

Attachments: STAFF REPORT, BP 471 - Cancellation of Scheduled Service (Redlined)

Agenda Title:

Consider approving staff's requested amendment to Board Policy 471- Cancellation of Scheduled Service Policy, to address an operational issue resulting from an amendment to the policy approved by the Board on June 22, 2022.

Legislative Action & Summary

Acting Body:	Date:	Action:	Result:
Board of Directors - Regular Meeting	09/14/2022	Approved	Pass

Action Text:

MOTION: YOUNG/SHAW to approve staff's amendments to Board Policy 471- Cancellation of Scheduled Service Policy. The motion carried by the following vote:

Ayes: 7 President ORTIZ, Vice President YOUNG, Director BECKLES, Director WALSH, Director McCALLEY, Director SHAW, Director PEEPLES

Notes:

Director of Transportation Derik Calhoun presented the staff report.

Public Comment:

Sheela Gunn-Cushman noted that riders are still not able to receive bus line cancellation or bus travel alternative notices very effectively.

Erik Murillo commented on his recent bus riding experience and noted issues with the AC Transit App, pointing out several ways the App needs to work to better serve bus riders.

Board Discussion:

Director Walsh outlined her understanding of the policy with regard to prioritizing how service is cancelled when the need arises. While Director Walsh understood the operational need to change the policy, at issue was service reliability and how the Board becomes aware of when the policy is not being followed. Staff commented on the complexities that dispatchers and controllers face on a daily basis when trying to adhere to the policy. General Manager Hursh noted that cancelled service is reported on a quarterly basis in the Operations Performance Report. Director Walsh did not feel that the report provided enough granular information to determine how widespread the issue of cancelled

service is.

Director Shaw encouraged speakers to contact customer service when the bus does not show up and asked questions regarding the frequency of service that were addressed by staff.
