



# ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

## Master Minute Order

**File Number: 21-213**

**Report ID:** 21-213

**Type:** Regular - Planning

**Status:** Received

**Agenda  
Section:**

**Meeting Body:** Board of Directors -  
Regular Meeting

**Report Created:** 03/25/2021

**Final Action:** 04/28/2021

**ded Action:** Consider receiving a report on the District's pass-up prevention efforts during the pandemic and service recovery analysis. [Requested by Director Beckles - 1/13/21 and Director Peoples - 4/14/21]

**Sponsors:**

**Enactment Date:**

**Attachments:** STAFF REPORT, RED FOLDER Presentation, Att.1.  
Pass Up Analysis Memo, Att.2. Service Recovery  
Analysis

**Enactment Number:**

**Hearing Date:**

**Effective Date:**

### History of Legislative File

Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
Board of Directors - Regular Meeting	04/28/2021	Received				Pass
<b>Action Text:</b>	MOTION: SHAW/ORTIZ to receive a report on the District's pass-up prevention efforts during the pandemic and service recovery analysis. The motion carried by the following vote:					
<b>Notes:</b>	<i>[A PowerPoint presentation was presented at the meeting and is incorporated into the file by reference.]</i>					

Service Planning Manager Michael Eshleman presented the staff report.

**Public Comment:**

**Nicole McCallum**, Sunrise, commented that the District needs to use the federal stimulus money to drastically increase the hiring and training of more operators. McCallum asked for more reporting of the status and the number of trainers being used. McCallum cited public agency reporting on public transit planning challenges faced by public agencies.

**Katherine Scott-Smith**, PTA-EBDSA, commented that social distancing on buses caused by the pandemic is not the only issue related to bus pass-ups. Scott-Smith noted that increasing bus service by hiring more bus drivers through incentives, such as hiring bonuses, and reaching out to the bus operators union for hiring ideas, can

help the District overcome its competitive hiring challenges.

**Nick Ratto**, Peoples' Transit Alliance, noted that transit service needs to meet the ridership demands as more bus riders return following the easing of pandemic restrictions. Ratto expressed the importance of eliminating the pass-up problem and the District must increase its bus service to achieve this goal.

**Board Discussion:**

Director Shaw asked about three-foot distancing and whether it would address a significant number of pass-ups. Mr. Eshleman advised that reducing social distance to three-feet would double capacity and reduce the number of pass-ups significantly. Director Shaw also asked if there had been any discussions with the union about part-time operators or the use of retired operators on a short-term basis. Chief Operating Officer Salvador Llamas advised that in staff's meeting with the union, the issue of using retired bus operators was discussed and staff expressed to ATU an openness to any innovative ways that would expedite the hiring of new operators.

Director Beckles was very concerned about pass-ups and felt that staff's estimate to provide full service was over inflated and would be unnecessary once social distancing requirements were alleviated. Director Beckles asked if there were other options available to help eliminate pass-ups sooner rather than later, including whether operators are interested in overtime to help with the problem. General Manager Michael Hursh reported that the rough estimate on what it would take to provide an equivalent level of service was requested by a Board member. He added that he would like to bring back retirees for a limited period of time to immediately address the operator shortage. He further elaborated on the qualifications and certifications necessary to become a training instructor.

Director Beckles asked if more service could be provided on bus lines that were most impacted by pass-ups. Mr. Eshleman advised that some of the lines were constricted by the size of the bus and that all of the heavily used lines were brought back up to full weekday service last August. He added that the plan is to be able to ramp service up with each sign-up.

Director Walsh commented on the issue of pass-ups and the amount of inconvenience this condition has imposed on riders, adding that she is excited to get back to three-foot social distance in June. Director Walsh noted that sometimes the bus head sign says "drop-off only" when there are only a few people on the bus and wondered if anyone followed up with operators to make sure they turned off the head sign when they have seating capacity to board more passengers. Mr. Llamas advised that this was something that should not be happening. He explained the process and said that he would follow-up with staff on this issue.

Director Peebles asked why articulated buses could not be used on the 51A and the (Line) 72s. Mr. Eshleman advised that some stops can accommodate them and some cannot. Staff is also looking at opportunities to assign double-decker buses.

Ayes: 7 President Ortiz, Vice President Young, Director Walsh, Director Beckles,  
Director Williams, Director Shaw, Director Peeples

---