



ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

Master Minute Order

File Number: 21-455

Report ID: 21-455

Type: Regular - Operations

Status: Received

**Agenda
Section:**

Meeting Body: Board of Directors -
Regular Meeting

Report Created:

Final Action: 11/10/2021

ded Action: Consider receiving the Quarterly Operations Performance Report for AC Transit Fixed Route Services during the First Quarter (Q1) of Fiscal Year 2022.

Sponsors:

Enactment Date:

Attachments: STAFF REPORT, Att.1. Key Performance Indicators
for Operations

Enactment Number:

Hearing Date:

Effective Date:

History of Legislative File

Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
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Board of Directors - Regular Meeting	11/10/2021	Received				
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Notes: Training and Education Manager Michael Flocchini presented the staff report.

Public Comment:

There were no comments offered.

Board Discussion:

Director Shaw commented on the on-time performance statistics and asked about the significant decrease in performance reflected in the report. Mr. Flocchini explained that multiple variables affect on-time performance, but most recently, it has been the increase in ridership coupled with operator absenteeism. A similar question was raised about the decrease in log-on rate, which was attributed to an upgrade in the Clever Devices system. Director Shaw saw the reduction in on-time performance as quite discouraging and asked for a detailed analysis of data to determine the percentage of incidents beyond operators' control and also the percentage of occasions when operators did not log on. Director Shaw further commented that metrics and data are a valuable element for service improvement and expects to see improvements in the future. Director Shaw asked about the timeline to begin reporting projected service improvements. Chief Financial Officer

Sal Llamas explained that it generally takes around six months to a year to collect data and establish goals for performance indicators.

Director Walsh commented that the number of available operators is concerningly low and urged staff to address the unscheduled leave. Director Walsh further commented on the Protective Services portion of the report and was pleased to see that reporting systems are being configured to better capture data from the Sheriff's Offices. Director Walsh also felt that more work needed to be done in terms of the Sheriff's contract goals. Director Walsh also requested that future charts reference the goals and KPIs for ease of viewing.

Mr. Flocchini briefly addressed Director Beckles' comment about the staff recognition program and extended an invitation to tour the Training Center.
