



ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

Master Minute Order

File Number: 19-238

Report ID: 19-238

Type: Regular - Operations

Status: Received

**Agenda
Section:**

Meeting Body: Board of Directors -
Regular Meeting

Report Created: 06/12/2019

Final Action:

Recommended Action: Consider receiving the Quarterly Operations Performance Report for AC Transit Fixed Route Services during the Fourth Quarter FY 2019.

Item moved to 9/11 meeting per Sal's request (data unavailability) LN

Meeting Date: 09/11/2019

Agenda Number: 7.G.

Sponsors:

Enactment Date:

Attachments: STAFF REPORT, Att.1. FY19 Q4 Tables and Charts

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	09/11/2019	Received				Pass
Action Text:	MOTION: ORTIZ/YOUNG to receive the Quarterly Operations Performance Report for AC Transit Fixed Route Services during the Fourth Quarter FY 2019. The motion carried by the following vote:					
Notes:	Director of Transportation Derik Calhoun presented the staff report.					
<p>Director Harper commented on the need to report out on outlates and missed trips, especially given the advancements in technology, saying that it made a difference to riders who relied on buses showing up. Mr. Calhoun advised that while the new CAD/AVL system provides robust data collection, staff is still learning the system. Director Harper commented on unscheduled operator unavailability, arguing that the union needed to address this problem with their membership because this was a big problem for the District. Director Peebles agreed.</p> <p>At 6:00 p.m., the item was suspended while the Board conducted a public hearing. The item resumed at 6:26 p.m.</p> <p>Director Harper commented that he was looking forward to a report from staff on</p>						

reducing pass-ups on Transbay lines as this was the subject of many complaints. He added that a 10% loss in Transbay riders in the last quarter was a trend that needed to be addressed. Mr. Calhoun reported that some of the loss in ridership was attributed to capacity issues as well as the elimination of local riders on Transbay lines. General Manager Michael Hursh cautioned the Board that ridership fluctuates from quarter to quarter and that it was more meaningful to compare ridership to the same period last year to provide context.

Director Shaw asked about the length of the stabilization for Clever Devices. Mr. Calhoun advised that staff was still validating the system and resolving issues. In addition, staff was planning to roll out more features, including disruption management. Director Shaw commented on her preference to validate the data being generated before moving forward with the implementation of other system features.

Director Shaw acknowledged the decline in on-time performance, asking if the numbers might improve now that buses are operating out of the new terminal. Mr. Calhoun felt performance could improve now that buses are operating out of the new terminal. He also announced the formation of a team to review and study specific routes to focus on improving on-time performance.

Director Shaw suggested that the Key Performance Indicator for the Operator Logon Rate be increased to 99%. Mr. Calhoun advised that the logon process was still manual, and staff was looking forward to implementing a feature that would allow operators to tap their ID badge.

Director Shaw also expressed disappointment in the operator unavailability figures, which have an impact on riders and the public's perception of the District's service. She also believed communication of route changes was an issue as some operators took passengers to the old terminal when the service was changed back to the new terminal, and more recently, some operators drove on Broadway when the service was detoured onto Franklin Street. Mr. Calhoun commented on efforts to better communicate service changes to operators, saying that the Operations Control Center should also be intervening when a bus goes off route.

Vice President Ortiz commented that it was important to communicate with riders why a bus is not showing up. She was also looking forward to the completion of the app but noted that it needed to be accurate.

Ayes: 5 Vice President Ortiz, Director Harper, Director Shaw, Director Peeples,
Director Young
Absent: 2 President Wallace, Director Williams