



ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

MINUTES

East Bay Bus Rapid Transit Policy Steering Committee

Friday, October 1, 2021 at 10:00 AM

**AC Transit: President Elsa Ortiz, Director Jean Walsh,
Director H. E. Christian Peeples**

City of Oakland: Council Member Rebecca Kaplan, Council Member Noel Gallo

City of San Leandro: Mayor Pauline Cutter, Council Member Deborah Cox

Alameda County: Supervisor Nate Miley

Metropolitan Transportation Commission/Caltrans: Dina El-Tawansy

1. CALL TO ORDER

The East Bay Bus Rapid Transit Policy Steering Committee met on Friday, October 1, 2021. The meeting was called to order at 10:04 a.m. with Chair Ortiz presiding.

2. ROLL CALL

Director Peoples arrived to the meeting at 10:20 a.m.

Present Chair Elsa Ortiz, Director H. E. Christian Peoples, Director Jean Walsh, Councilmember Rebecca Kaplan, Mayor Pauline Cutter, Committee Member Dina El-Tawansy, Councilmember Deborah Cox

Absent Councilmember Noel Gallo, Supervisor Nate Miley

3. PUBLIC COMMENT (For items not on the agenda. Two minutes per speaker.)

There were no comments offered.

4. CHAIR'S REPORT

Chair Ortiz reported on Tempo ridership, on-time performance, accident reduction, station maintenance, rider and employee safety, and enhanced Covid-19 safety protocols as well as the final tasks associated with the closeout of the project. She also thanked the partners, staff and consultants for their work to deliver the project and especially the members of the Committee, both past and present, for their leadership and support over the years. Chair Ortiz went on further to say that even though the PSC would no longer meet, an invitation would be extended to the cities of Oakland and San Leandro to establish inter-agency liaison committees with the District to further collaborative transportation efforts.

5. REGULAR UPDATES

5.A. BRT Project Updates:

[21-464](#)

- 1) Project Close-out
- 2) Operational Performance
- 3) Security - Fare Enforcement
- 4) Bus Only Lane Enforcement
- 5) Outreach, Customer Service & Communications
- 6) Contract Compliance Update

Project Close-out:

Director of Bus Rapid Transit David Wilkins provided an update on activities associated with the close-out of the project.

Operational Performance, Security & Fare Enforcement:

Chief Operating Officer Salvador Llamas gave the operations update, which included information on line management, platform agents, on-time performance, and ridership numbers. Director of Maintenance Cecil Blandon provided additional information on maintenance, station cleanliness and graffiti abatement. Protective Services Manager Kerry Jackson discussed fare compliance, and bus-only lane enforcement. External

Affairs Representative Steven Jones reported on automated parking enforcement legislation (AB 917 - Bloom).

Mayor Cutter asked about the placement of platform agents. Mr. Llamas advised that platform agents were scattered throughout the Tempo service, especially during peak hours.

Director Walsh complimented the Tempo service and inquired about the ability of the platform agents to communicate in Spanish. Mr. Llamas advised that they did not have the ability, but had access to a live translation service via a mobile device to communicate information to riders. He added that staff was in the process of recruiting more agents and hoped to acquire some that could communicate in Spanish. Director Walsh also wanted examples of the types of feedback platform agents had received from riders about the service. Mr. Llamas advised that agents observe, communicate and guide the public on how to use the ticket vending machines and Clipper readers. They also answer questions about transferring to other lines that intersect with the Tempo service.

Mayor Cutter commented that the stations in San Leandro were being well maintained and wanted to know if there were any problem areas the City needed to be aware of. Mr. Blandon advised that there were none to report.

Councilmember Cox wanted to make sure staff remained in contact with the executive director of the Community Benefit District in San Leandro, to which Mr. Jones advised that each of the party's had the others contact information.

Outreach, Customer Service, & Communications:

External Affairs Representative Steven Jones reported on Tempo outreach recognition awards, adding that the District was a finalist for the Public Outreach Program and Public Bus Transit Project of the Year by the California Transportation Foundation.

Acting Director of Marketing and Communications Nichele Laynes reported on customer complaints, commendations, ongoing marketing and communication activities, branding and sponsorships.

Contract Compliance Update:

Program Specialist Brooklyn Moore-Green provided an update on the project labor hours and progress toward meeting local hire, apprentice and disadvantaged worker goals. An update was also given on local worker hours and disadvantaged business enterprise utilization.

Closing Remarks:

Mayor Cutter thanked the staff for their efforts and assistance in providing guidance, listening, and attempting to accommodate the needs of the cities, which provided a

quality product. She added that she was very grateful for the drainage work that was performed in San Leandro.

Councilmember Kaplan thanked everyone for their efforts and expressed appreciation to Director Peeples for the time and effort he put into the process. Councilmember Kaplan also voiced support for future collaboration around cleaning, the division of work and issues near the Tempo route and coordinating this work. Councilmember Kaplan thought the on-time performance numbers were phenomenal and spoke highly of staff's efforts to keep the buses running on time.

Councilmember Kaplan also wanted to look at a long-term strategy to make the Tempo service fare free and also suggested that the northern leg of the BRT to Berkeley be revisited. Appreciation was expressed for the work and collaboration that had taken place over the years on the project.

Director Peeples noted that the first planning grant for the project was received in 1992 and the project was an ultimate success. He echoed the congratulations to staff for their work to build, market and operate the service successfully.

Chair Ortiz thanked the members of the Committee once again for all of their hard work and dedication to make the BRT/Tempo Project a great success.

6. CONSENT CALENDAR

- 6.A.** Consider approving East Bay Bus Rapid Transit Policy Steering Committee minutes of February 11, 2021. [21-463](#)

MOTION: PEEPLES/CUTTER to approve the East Bay Bus Rapid Transit Policy Steering Committee minutes of February 11, 2021. The motion carried by the following vote:

Ayes: Chair Ortiz, Director Peeples, Director Walsh, Councilmember Kaplan, Mayor Cutter, Committee Member El-Tawansy, Councilmember Cox

Absent: Councilmember Gallo, Supervisor Miley

7. ADJOURNMENT

There being no further business to come before the Committee, the final meeting of the East Bay Bus Rapid Transit Policy Steering Committee adjourned at 10:49 a.m.

Respectfully submitted,

/s/
Linda A. Nemeroff
District Secretary