



ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

Master Minute Order

File Number: 20-201a

Report ID: 20-201a

Type: Regular - Operations

Status: Received

Agenda
Section:

Meeting Body: Board of Directors -
Regular Meeting

Report Created: 07/09/2020

Final Action: 07/22/2020

ded Action: Consider receiving an update on Computer Aided Dispatch and Automated Vehicle Location (CAD/AVL) Real-Time Passenger Information System. [Requested by Director Harper - 3/11/20]

Sponsors:

Enactment Date:

Attachments: STAFF REPORT, Att.1. Presentation

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	07/22/2020	Received				Pass
Action Text: MOTION: ORTIZ/SHAW to receive an update on Computer Aided Dispatch and Automated Vehicle Location (CAD/AVL) Real-Time Passenger Information System. The motion carried by the following vote:						
Notes: Senior Project Manager Sandra Lewis-Williams presented the staff report and addressed technical questions from the Board concerning real time predictions, operator log on rates and algorithms.						

Vice President Ortiz commented that on several occasions the bus prediction in the AC Transit mobile app was different than the information she received from the call center. Vice President Ortiz wanted to know if AC Transit has the ability to monitor the buses in real time and, if true, why does the app show different information. Ms. Lewis-Williams advised that the Operations Control Center monitors the movement of busses 24-7 in real time. She added that third-party apps work in different ways and that their predictions may differ, and further explained that the AC Transit RealTime app is still under development and keeps improving.

Director Shaw commented on the importance of the bus operator log on time and asked what could cause log-on issues. Ms. Lewis-Williams advised that many factors of operational and/or technical nature can cause the log-on issues. General

Manager Hursh added that the system is going through an update and the issues with the log-on rate are expected to be resolved.

Director Harper vocalized his frustration with inaccurate predictions at bus stops. His complaint was echoed by Vice President Ortiz and President Wallace.

Public Comment:

Yvonne Williams, President, ATU 192, raised concern about an event of a software failure and asked if the operators would have communication with the Operations Control Center. Staff briefly answered that there are fallback protocols in place for such events.

Matt asked the AC Transit Board to support organized labor during the pandemic. Director Young interrupted the comment advising Matt to submit the comment to the Board electronically, as public comment must be related to the current agenda item only.

Ayes: 6 President Wallace, Vice President Ortiz, Director Harper, Director Shaw,
Director Williams, Director Young
Absent: 1 Director Peeples
