

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



AGENDA

East Bay Bus Rapid Transit Policy Steering Committee

Friday, October 1, 2021

10:00 AM

Zoom link <https://actransit.zoom.us/j/92678681463>

Phone (669) 900 6833

Webinar ID 926-7868-1463

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

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

Advisory for Virtual Public Meetings

In response to the COVID-19 pandemic and pursuant to AB 361, the Board of Directors of the Alameda-Contra Costa Transit District has authorized itself as the primary legislative body of the District and all advisory, oversight, steering and inter-agency liaison committees to meet remotely. Members of any of the District's legislative bodies may participate in meetings via teleconference, and no teleconference locations for the public are required to be provided or noticed in the meeting agenda. The public must be given access to the meeting via a call-in option or an internet-based service option and the agenda for the remote meeting must provide an opportunity for members of the public to directly address the body in real time. No action shall be taken during a disruption that would prevent members of the public from offering public comments using the call-in or internet-based option. Remote meetings shall be reconsidered every thirty days.

Public Participation at Virtual Meetings

By Teleconference / Zoom Video Conference:

To access via Zoom click or paste this link into your browser to join the webinar:
<https://actransit.zoom.us/j/92678681463>

*To listen to the meeting by phone, dial (669) 900 6833 Webinar ID: 926-7868-1463 at the noticed meeting time. If you dialed in and intend to speak on an agenda item, dial *9 (star nine) to "raise your hand" when the agenda item is called.*

*If using Zoom, use the "raise your hand" feature to indicate that you wish to speak on an item. When you are called to speak by the last 4 digits of your phone number or by name, the host will unmute you. The comment time is limited to 2 minutes per speaker. If you decide not to speak, you may dial *9 or click "lower your hand" in Zoom.*

Note: AC Transit does not provide technical support to users accessing the meeting by telephone/Zoom.

1. CALL TO ORDER

2. ROLL CALL

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

4. CHAIR'S REPORT

5. REGULAR UPDATES

- 5.A.** [21-464](#) BRT Project Updates:
- 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

6. CONSENT CALENDAR

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

7. ADJOURNMENT

MEETING PROTOCOLS

Public Comment: For subjects not listed on the agenda, the public will be invited to speak under the "PUBLIC COMMENTS" section of the agenda. Speakers wishing to address a specific agenda item will be invited to address the Committee at the time the item is being considered. All speakers, including anyone using simultaneous translation equipment, are allowed two (2) minutes to present comments. Speakers using a translator will receive twice the allotted time. Individuals wishing to present more detailed information are encouraged to submit comments in writing. Written comments are included in the record for meeting and, as such, are available for public inspection and may be posted to the District's website.

Order of Agenda Items: The Committee may discuss any item on the agenda and in any order.

Electronic Devices: All electronic devices such as cell phones, smartphones, tablets and similar-sounding devices, shall be placed on mute, vibrate or silent mode during Committee meetings pursuant to District Ordinance No. 12.

Availability of Agenda Related Materials: Written agenda related materials are generally available to the public 72 hours prior to the meeting or at the time the materials are distributed to a majority of the Committee members. Written materials presented at a meeting by staff or a member of the Committee will be available to the public at that time, or after the meeting if supplied by an outside party. Agenda related materials are available on the District's website or by contacting the District or Committee Secretary.

Wheelchair Access and Assistive Listening Devices: Due to existing shelter-in-place orders related to the spread of the Coronavirus, in-person public meetings are prohibited. Meetings can be accessed by telephone or Zoom video conference. A live audio stream of the meeting and an archive of past meetings can be accessed via the District's website at <https://actransit.legistar.com/Calendar.aspx>. Please see page 1 of the agenda for further details.

Alternative Formats/Interpreters: Written materials in appropriate alternative formats or disability related modification/accommodation must be made three business days in advance of the meeting to help ensure availability. Subject to availability, sign language and foreign language interpreters will be provided upon request with 72-hour notice.

Scented Products: Please refrain from wearing scented products as there may be attendees susceptible to environmental illnesses.

Contact Information:

Please direct requests for disability-related modification or accommodation and/or interpreter services to the Office of the District Secretary, 1600 Franklin Street, Oakland, California, 94612 or call (510) 891-7201; or email districtsecretary@actransit.org.

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



STAFF REPORT

MEETING DATE: 10/1/2021

Staff Report No. 21-464

BRT Project Updates:

- 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

POLICY STEERING COMMITTEE MEETING

October 1, 2021

TEMPO
AC TRANSIT



Agenda

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 Closeout

- Training Documents & Materials - COMPLETE
- Spare Parts & Equipment - COMPLETE
- Punchlist Items - COMPLETE
- Contractor Demobilized - COMPLETE



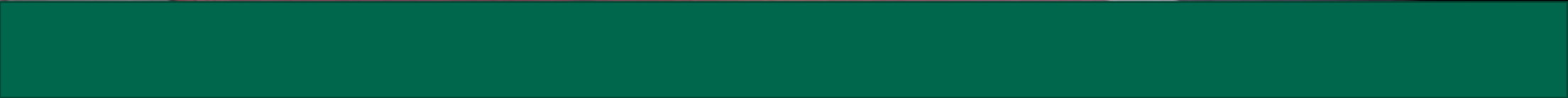
Project Closeout

- Permitting Agency Closeout - IN PROGRESS
- Construction Contract Closeout – IN PROGRESS
- Construction Completion Acceptance Letters – IN PROGRESS
- Final Report: Public Outreach & Community Engagement



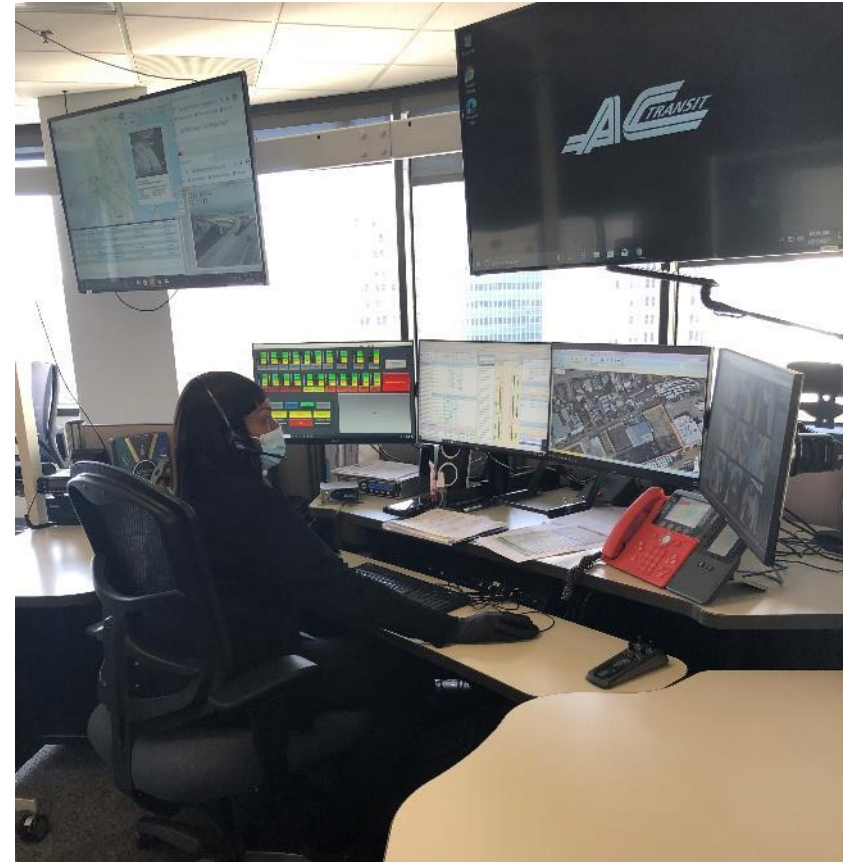


OPERATIONS UPDATE



Operations Line Management

- The Line Management by Division
- Divisions are in rotation
- Mini-Control Center Booth inside the Salesforce Transit Center (STC)
- Operational continuity within the system
- On Time Performance (OTP) focus
- Impact to Key Performance Indicators (KPI)



Tempo Platform Agents

The Tempo Agents perform a variety of customer service functions:

- Wayfinding
- On and off-boarding
- Assisting passengers with schedules and fares
- Addressing concerns
- Educating passengers on Tempo and other routes
- Maintains a calm and pleasant demeanor.



SYSTEM ON TIME PERFORMANCE

- The TEMPO BRT line initial On-Time percentage was 53%.
- FY21, the TEMPO line average of 82.94%.
- Currently, the service consistently runs in the mid-80 percent range.

On Time	Early	Late	Timepoints Processed
82.94%	3.24%	13.81%	174,302

System Ridership

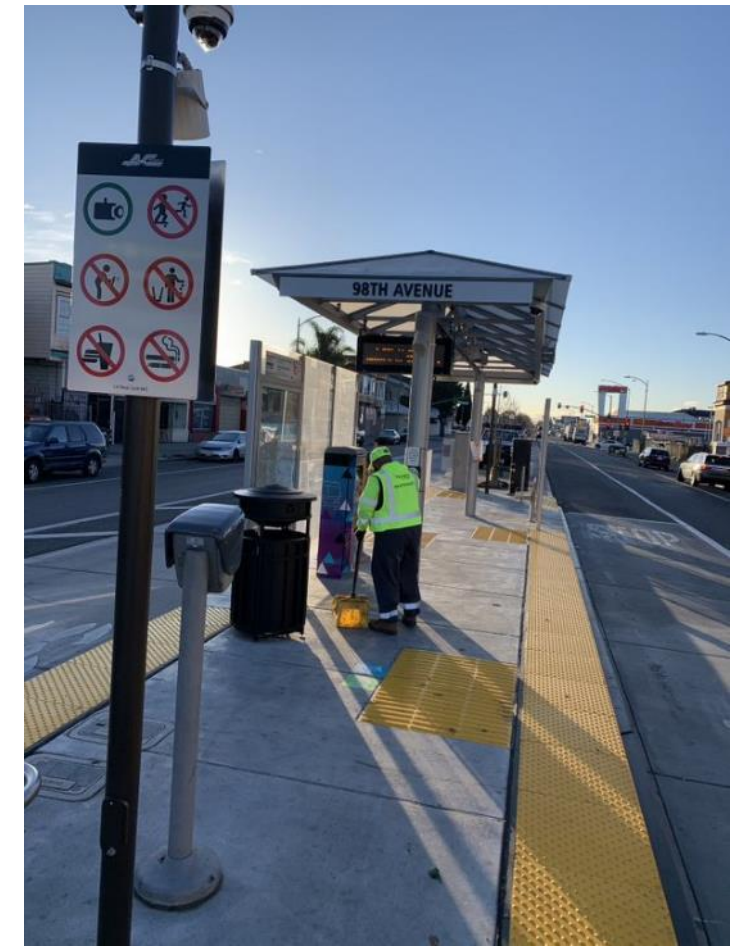
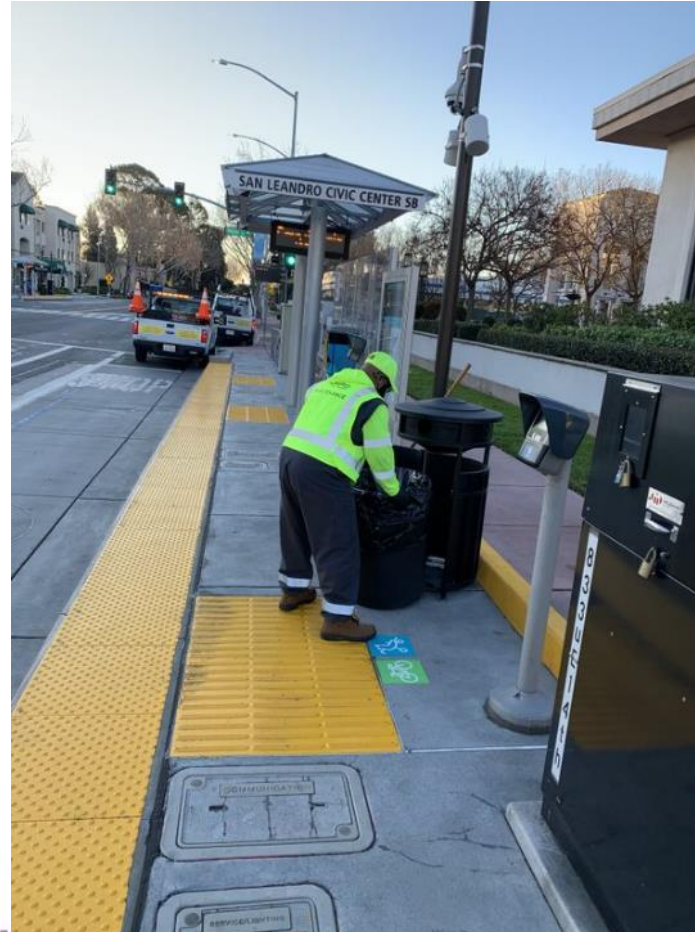
- During a global pandemic, AC Transit has transported over 146,618 TEMPO passengers.



Station Cleanliness and Graffiti

DISTRICT EMPLOYEES

- Platform inspection
- Trash pickup
- Sweep and debris pickup on platform
- Wipe down equipment
- Light graffiti removal



Station Cleanliness and Graffiti

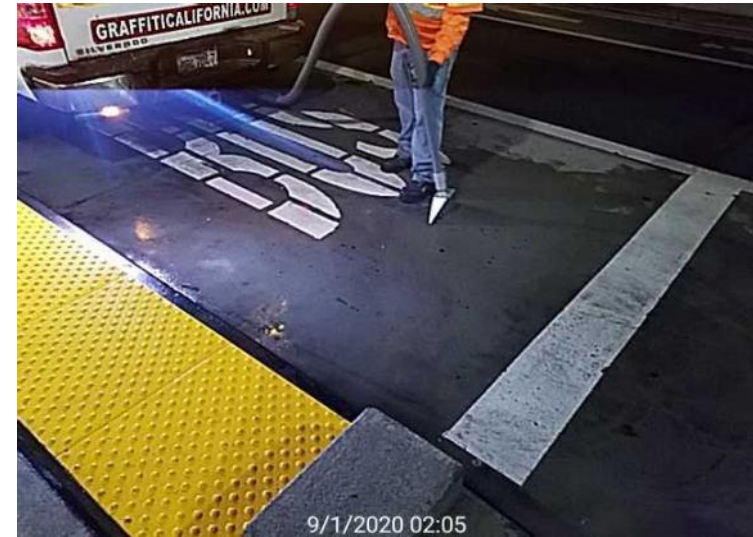
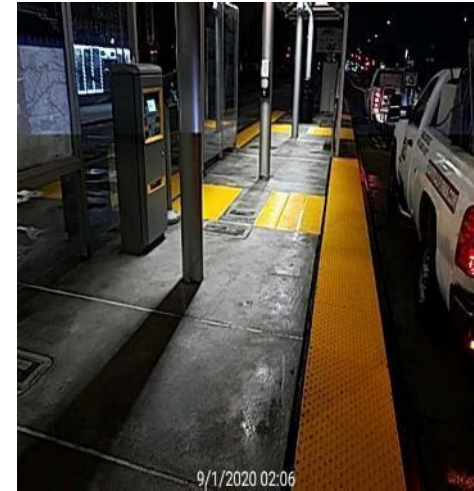
CONTRACT SERVICES

Pressure Washing Services

- Pressure wash platform, canopy, and walkways
 - Two or three-week schedule
 - On-call service

Graffiti Abatement

- Scheduled inspections
- On-call service
- Heavy graffiti removal



Station Cleanliness and Graffiti

OAKLAND PUBLIC WORKS

Keep Oakland Clean and Beautiful

- Monthly meetings
- Communication
- Coordinated efforts
- Faster Response



Fare Compliance

ULTIMATE GOAL

- Gain voluntary fare compliance
- Providing Excellent Customer Service
 - Focus: education and messaging
- Use of Platform Agents /Deputy Sheriffs
 - Use Automated Passenger Counter and revenue reports to validate revenue
 - Keep Safety & Security of Operators and Customers a priority
 - Citations for egregious repeat offenders
 - Continue Fare Compliance Checks & Rider Education



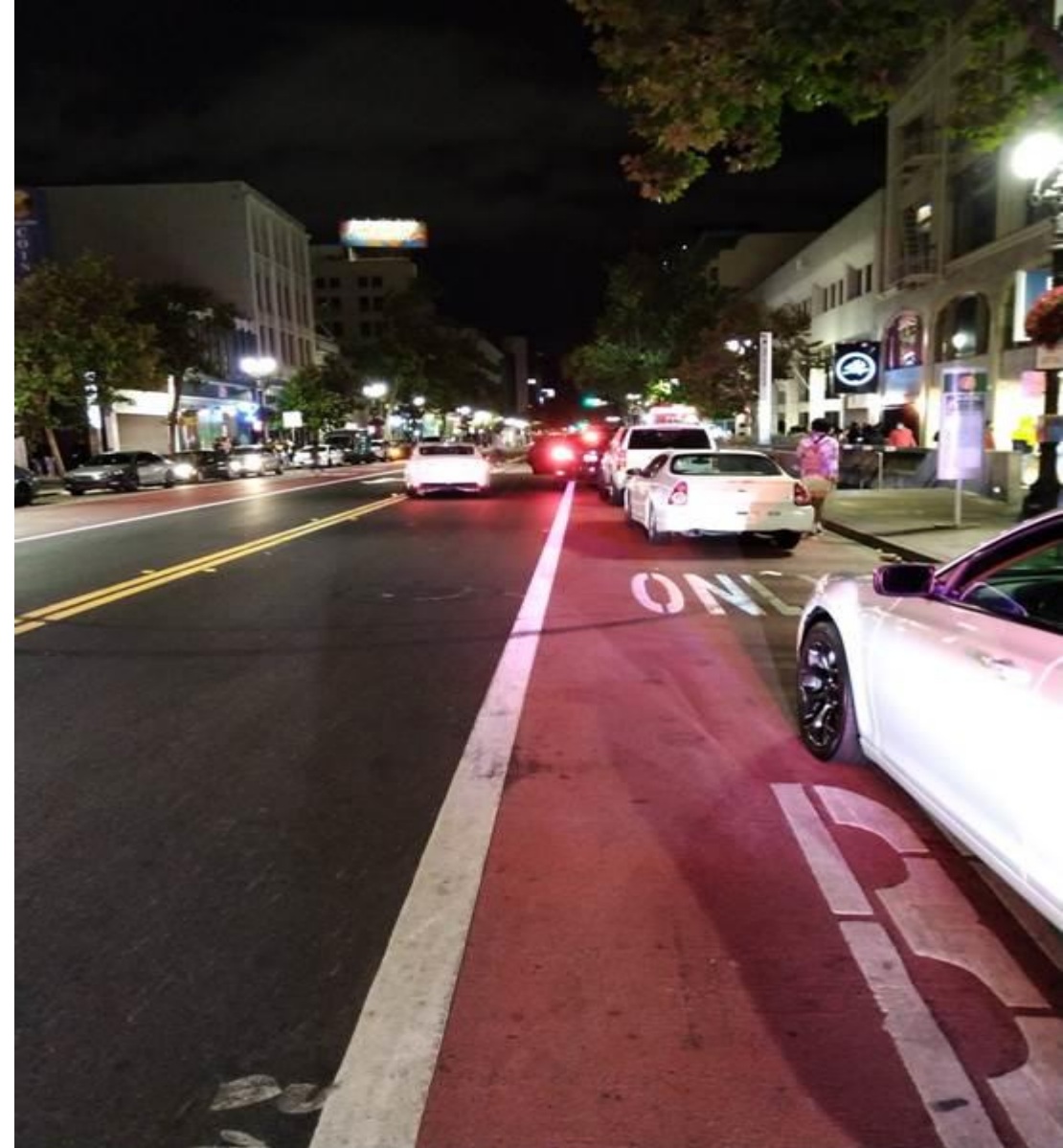
Bus Only Lane Enforcement

- Forward-Facing cameras
- Continue to refine the process
- Training Operators when to activate
(moving vs parked vehicles)
- Deputy sheriff's more proficient using software
- Year to Date Stats 2021: a total of 19,982 video clips viewed and 942 citations written.



Automated Parking Enforcement Legislation

- AB 917 (Bloom) – allow California transit agencies to use vehicle-mounted cameras to discourage illegal parking in bus only lanes and bus stops
- Safe, reliable, accessible and equitable access to public transit
- Sent to the Governor for signature
- *Please send a letter of support!*





Outreach Customer Service and Communications

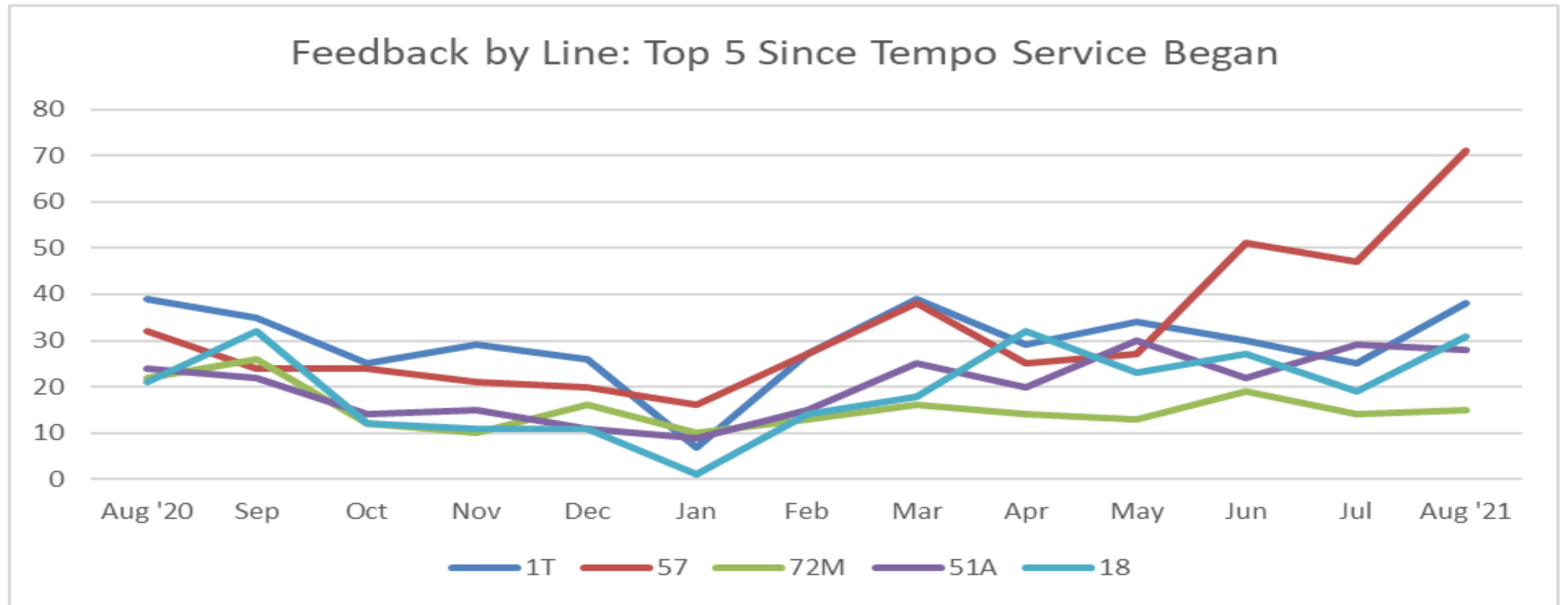
Tempo Outreach Recognition

- Winner! Exceptional Public Outreach & Advocacy
 - California Special Districts Association
- First Place! Best Marketing & Communications to Support Ridership or Sales – *Tempo Service Guide*
 - American Public Transportation Association
- Finalist! Public Outreach Program *and* Public Bus Transit Project of the Year
 - California Transportation Foundation



Customer Service

Overall, the 1T/Tempo line feedback has followed a trajectory similar to all AC Transit lines:



Customer Service

More than half the total number of these comments (201 of 361, or 57%) are within four categories:

- HAZARDOUS OPERATION - 19%
- OPERATOR MISCONDUCT – 17%
- PASS-UP – 13%
- BUS OVERLOADED – 7%

Apart from *Bus Overloaded* - which is typically around 2.5% of all comments - the above categories are represented similarly across all lines.

Many different categories make up the remaining 43% of comments. *Bus Stop, Bus Maintenance, Routes & Schedules* and *Fare Dispute* each represent 4% of total Tempo/1T feedback.

Customer Service - Commendations

“The caller said the driver was very nice and friendly and she was helpful and a good driver.”

“I want to give the driver a commendation for finding my backpack on the bus. I was on pins and needles waiting for the driver to come back to 67th and International. I wasn't missing a thing, thank that driver so much from me. I appreciate him.”

“I just want to commend the driver. She has been taught well to drive this bus. The way she pulls into the stops just flawless!! ... That was one of the nicest experiences on the Tempo, good job driver.”

- Ongoing communications about Tempo-specific features and system-wide updates.
- Phase III of integrated marketing campaign: Promotional campaign targeting potential riders to increase awareness and ridership. Scheduled to go live post pandemic.



Branding & Sponsorship

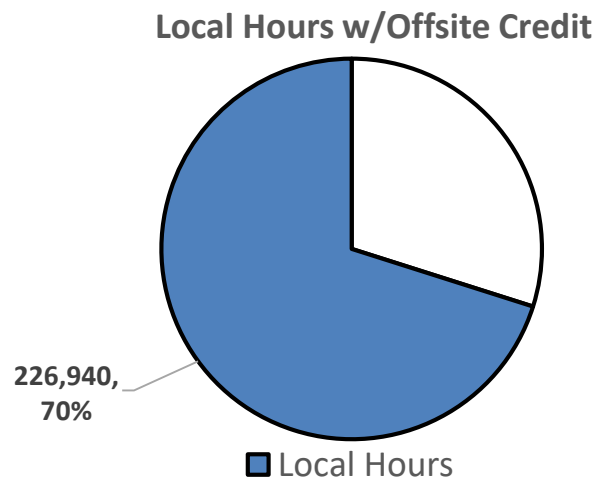
- AC Transit Asset Valuation Completed
- Sponsorship and Comarketing Opportunities Identified:
 - Sponsorship of the entire line (including naming rights and co-marketing plan)
 - Sponsorship of a station or series of stations (including station-based naming rights and co-marketing plan)
 - Short-term joint marketing opportunities (including co-marketing plan)
- Next steps
 - Build-out of sponsorship elements, including prospectus and collateral



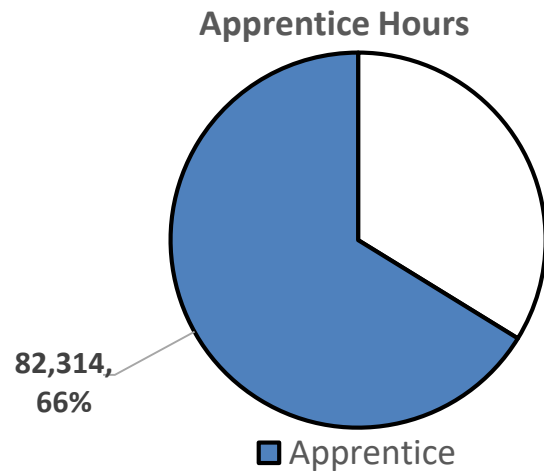
**ALAMEDA-CONTRA COSTA
TRANSIT DISTRICT
EAST BAY BRT
PHASE I ASSET INVENTORY &
VALUATION REPORT**

Project Labor Agreement / Construction Careers Policy (PLA/CCP) Workforce Utilization Thru 8-31-2021

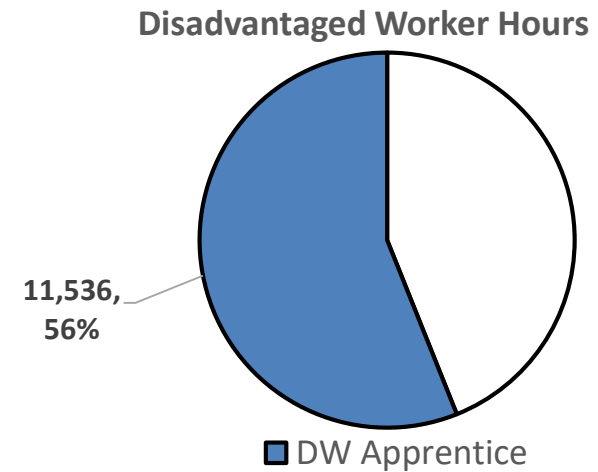
Total Project Labor Hours for Reporting Period: 647,450



Local Goal (50%): 323,725
(achieved 35% local hiring)



Apprentice Goal (20%)*: 124,305
(*based on apprenticeable hours)
(achieved 13% apprentice hiring)



DW Goal (25%): 20,579
(of current apprentice hours)
(achieved 14% apprentice hiring)

Oakland – San Leandro Residents' Hours

JURISDICTION	No. Of Workers	WORK HOURS	PERCENTAGE OF LOCAL	
Oakland	158	178,737	84%	
San Leandro	40	32,722	16%	
Data through 8/31/2021 as of 9/9/2021				
BRT Bid Package III DBE Utilization				
Contract Type	DBE Payments	DBE Payment Percentage	Project DBE Goal	Number of DBE Subcontractors
Construction Contract	\$15.38M	11%	8%	14
Professional Services	\$10.6M	Various	Various	14

Data through 8/31/2021 as of 9/9/2021



Recap and
Adjourn

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



STAFF REPORT

MEETING DATE: 10/1/2021

Staff Report No. 21-463

Consider approving East Bay Bus Rapid Transit Policy Steering Committee minutes of February 11, 2021.



ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

MINUTES

East Bay Bus Rapid Transit Policy Steering Committee

Thursday, February 11, 2021 at 2:00 PM
<https://bit.ly/3d5xASw>

**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 Thursday, February 11, 2021. The meeting was called to order at 2:03 p.m. with Committee Chair Ortiz presiding. AC Transit Board Director H. E. Christian Peeples was present as the alternate for Director Joel Young.

2. ROLL CALL

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

Absent Supervisor Nate Miley

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

There were no public comments offered.

4. CHAIR'S REPORT

Committee Chair Ortiz introduced AC Transit Board Director Jean Walsh a new member of the Committee. Chair Ortiz also congratulated members of the Committee, agency partners and staff on the completion of the project.

5. REGULAR UPDATES

5.A. BRT Project Updates:

[21-078](#)

- 1) Project Delivery & Close-Out
- 2) Operational Performance/Ridership
- 3) Security - Fare Enforcement
- 4) Bus Only Lane Enforcement
- 5) Customer Service
- 6) Station Cleanliness and Graffiti
- 7) Tempo Launch Marketing, Communication & Outreach
- 8) Contract Compliance Update

Director of Bus Rapid Transit David Wilkins gave an update on project delivery and closeout activities as well as a broad overview of the various roadway, hardscape, landscape, bike/pedestrian, facilities and operational improvements throughout the corridor. He further gave an overview of the operational and maintenance responsibilities of the cities and AC Transit and discussed the nuances of the District's Camera Use Policy.

Operational Performance/Ridership

Director of Transportation Derik Calhoun gave the presentation, including the line management strategy, duties of the platform agents, and on-time performance.

Security - Fare Enforcement

Protective Services Manager Kerry Jackson gave the update, advising that the District

wanted to pursue fare evasion from a customer service perspective rather than a citation process. He also discussed bus only lane enforcement and training on the forward-facing cameras for operators and Sheriff's deputies, adding that the District had forwarded a report to the legislature concerning the District's use of the cameras.

Director of Maintenance Cecil Blandon reported on station cleanliness and graffiti abatement as well as work with the City of Oakland to help keep the station platforms clean.

Customer Service/Tempo Launch Marketing, Communications and Outreach

Acting Director of Marketing and Communications Nichele Laynes gave the presentation, reporting on customer complaints and the integrated marketing campaign for the launch of the service.

External Affairs Representative Stephen Jones reported on communications and outreach.

Contract Compliance Update

Contracts Compliance Administrator Phillip Halley provided an update on project labor goals and achievements, saying that the numbers had remained steady despite nearing project closeout.

San Leandro Mayor Pauline Cutter commented on the success of the project and its value to the community. Concerns were raised about the artwork and the punch list items, saying that there was puddling near some street corners and the artwork installed near city hall was actually upside down. Mr. Wilkins advised that staff would look into it saying that pictures of the curb ramps were provided to the city after a heavy rain that showed no puddling. In addition, staff believed there was one light standard that needed to be lowered, but a new inspector had been hired by the city and need to sign off on it. Mayor Cutter insisted that staff work with the city to resolve the puddling issue and wanted a walk through. General Manager Hursh advised that AC Transit will ensure problems are resolved.

San Leandro City Councilmember Deborah Cox commented on the panel that was upside down and requested staff look into it. She further announced that there was a new executive director of the community benefit district who reported that there was a lot of spray painting on sidewalks near the project and was addressing the issue with other utilities as well.

Councilmember Kaplan thanked everyone for their efforts to deliver a successful project and asked what the status of fixing the fiberoptic cable was. Mr. Wilkins advised that it had been repaired.

Councilmember Kaplan asked about outreach to encourage transit ridership to seniors

(via a discounted pass) and to employers through the EasyPass program. Airflow on the bus was also an issue that needed to be communicated with riders as it was a concern for riders. Mr. Hursh advised that the District utilizes hatch ventilation on the buses, which increases airflow and is safer for the public and bus operators.

Councilmember Gallo thanked staff for their tremendous work on the project that would have never been accomplished without AC Transit and also asked about enforcement of the bus only lane. Mr. Hursh advised that staff is still collecting data and it would take a couple more months before staff would have anything to report on. He further thanked Councilmember Gallo for his support of the project and help to coordinate efforts between the city and AC Transit.

Director Peeples reported that the first grant to study this project was in 1992.

President Ortiz extended her appreciation to the members of the PSC for their hard work and dedication to delivering Bus Rapid Transit Project to the East Bay.

6. CONSENT CALENDAR

- 6.A.** Consider approving East Bay Bus Rapid Transit Policy Steering Committee minutes of February 20, 2020. [21-079](#)

MOTION: PEEPLES/KAPLAN to approve East Bay Bus Rapid Transit Policy Steering Committee minutes of February 20, 2020. The motion failed by the following vote:

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

Absent: Supervisor Miley

- 6.B.** Consider approving East Bay Bus Rapid Transit Policy Steering Committee minutes of June 26, 2020. [21-080](#)

MOTION: PEEPLES/KAPLAN to approve East Bay Bus Rapid Transit Policy Steering Committee minutes of June 26, 2020. The motion carried by the following vote:

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

Absent: Supervisor Miley

7. SELECTION OF DATE & TIME OF NEXT REGULAR MEETING

Staff will reach out to the Committee at a later date to schedule a meeting.

8. ADJOURNMENT

There being no further business to come before the East Bay Bus Rapid Transit Policy Steering

Committee, the meeting adjourned at 3:07 p.m.

Respectfully submitted,
/s/ Linda A. Nemeroff
District Secretary