



ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

Master Minute Order

File Number: 20-063

Report ID: 20-063

Type: Regular - Operations

Status: Received

Agenda
Section:

Meeting Body: Board of Directors -
Regular Meeting

Report Created: 01/09/2020

Final Action: 02/12/2020

ded Action: Consider receiving the Quarterly Operations Performance Report for AC Transit Fixed Route Services during the Second Quarter FY20.

Sponsors:

Enactment Date:

Attachments: Att. 1. FY20 Q2 Key Performance Indicators, STAFF
REPORT

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	02/12/2020	Received				Pass
Action Text:	MOTION: SHAW/ORTIZ to receive the Quarterly Operations Performance Report for AC Transit Fixed Route Services during the Second Quarter FY20. The motion carried by the following vote:					
Notes:	Training and Education Manager Michael Flocchini presented the staff report.					

Discussion ensued concerning on-time performance and unscheduled operator unavailability which resulted in the Board's general disappointment in the quality of the service being operated.

Director Harper asked about the reporting of missed trips and why missed trips were not a performance indicator. Director of Transportation Derik Calhoun responded that staff is still working to obtain accurate data from the Clever system and would review the District's Key Performance Indicators (KPI) to see if new KPIs should be added. Director Harper also expressed that he would be interested in knowing how a bus that never left the yard effects on-time performance.

With regard to unscheduled operator availability, Director Harper inquired about the root cause of the problem and whether it was systemic or the result of some other underlying scheduling problem. Mr. Calhoun advised that staff was working with the Union to address attendance issues with operators. Director Harper asked for

some analysis of the issue.

Director Ortiz commented that the accuracy and reliability of the District's scheduling app was critical to on-time performance and riders knowing when their bus would arrive.

Public Comment:

David Vartanoff commented on operator unavailability, both scheduled and unscheduled, and requested that the statistics be separated by division to get a better idea of what is happening. He added that there needed to be a deeper analysis of the data.

Jane Kramer commented that Line 51a has had a lot of bunching the last four weeks and would like to know why and how it has been resolved.

Yvonne Williams, President of ATU Local 192, commented that the District had an ambitious service expansion plan and knew there were not enough operators to provide the service. She further commented that lane reductions in Oakland and other major arteries have slowed the service and made it more difficult to navigate. Operators are also over worked and experience numerous health problems and she challenged the Board to air these issues in public.

Ayes: 7 Vice President Ortiz, President Wallace, Director Harper, Director Williams, Director Peebles, Director Young, Director Shaw
