



ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

Master Minute Order

File Number: 20-376

Report ID: 20-376

Type: Regular - External Affairs

Status: Received

Agenda
Section:

Meeting Body: Board of Directors -
Regular Meeting

Report Created: 09/17/2020

Final Action: 10/14/2020

ded Action: Consider receiving a briefing on the results of the COVID-19 Rider Impact Survey.

Sponsors:

Enactment Date:

Attachments: STAFF REPORT, Att.1. COVID-19 Rider Survey,
Att.2. Rider Survey Questions and Response
Analysis, Att.3. reNEW Plan

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	10/14/2020	Received				Pass
Action Text: MOTION: PEEPLES/SHAW to receive a briefing on the results of the COVID-19 Rider Impact Survey. The motion carried by the following vote:						
Notes: Marketing and Communications Manager Nichele Laynes presented the staff report.						
Director Shaw noted the difference in the demographics of the responses when compared with pre-COVID surveys and asked staff to comment. Ms. Laynes responded that the demographics were likely different because the survey was digital, saying that prior to COVID-19, staff would have provided more personal assistance in their outreach to riders to gather survey information.						
Director Young asked if the results of the survey would be used to gauge future service. Director of Service Development and Planning Robert del Rosario advised that the survey results were not statistically valid and little information derived from the survey could be used in furtherance of determining future service.						
Vice President Ortiz noted that 77% of riders are still pushing for six-foot social distancing and asked what the plan would be should a vaccine be developed. General Manager Michael Hursh advised that the District is following the guidance						

of local health officials and reminded the Board that any changes in social distancing requirements on buses would be brought back to the Board along with staff's rationale to relax the current guidelines.

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