



ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

Master Minute Order

File Number: 21-095

Report ID: 21-095

Type: Regular - Operations

Status: Received

Agenda
Section:

Meeting Body: Board of Directors -
Regular Meeting

Report Created: 01/05/2021

Final Action: 02/10/2021

ded Action: Consider receiving the Quarterly Operations Performance Report for AC Transit Fixed Route Services during the Second Quarter of Fiscal Year 2021.

Sponsors:

Enactment Date:

Attachments: STAFF REPORT, Att.1. FY2021Q2 - Charts

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	02/10/2021	Received				Pass
Action Text: MOTION: SHAW/PEEPLS to receive the Quarterly Operations Performance Report for AC Transit Fixed Route Services during the Second Quarter of Fiscal Year 2021. The motion carried by the following vote:						
Notes: Protective Services Manager Kerry Jackson presented the staff report.						

Vice President Young commented on the improvement in on-time performance over the last ten months and asked if staff planned to raise the goals in near future. Chief Operations Officer Salvador Llamas explained that on-time performance improved due to multiple reasons, especially the pandemic and lower traffic on roads and highways. Mr. Llamas advised that staff planned to maintain the current goals and revisit the performance after the pandemic restrictions are lifted. General Manager Michael Hursh agreed with Mr. Llamas and attributed the success to all involved with service reliability and the computer-aided dispatch system (CAD-AVL).

Director Walsh asked what caused the log-on rate to trend downward. Mr. Llamas responded that the emergency service routes were not entered into the system at the onset of the pandemic, and was discovered and addressed in August. He added that staff closely monitors the system for irregularities to keep the log-on rate close to a hundred percent, where it has been in recent weeks.

Director Shaw was concerned that the service level goals were not met due to unplanned operator unavailability and asked what can be done to meet the regular service goals and provide adequate shadow service. Mr. Llamas advised that service demand evolves along with the pandemic, as does the unplanned operator unavailability. He added that staff is planning to increase the operator recruitment in March to prepare for the eventual increase in service.

Ayes: 7 President Ortiz, Vice President Young, Director Walsh, Director Beckles,
Director Williams, Director Shaw, Director Peeples
