



# ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

## Master Minute Order

File Number: 20-320a

Report ID: 20-320a

Type: Regular - Planning

Status: Received

Agenda  
Section:

Meeting Body: Board of Directors -  
Regular Meeting

Report Created: 04/13/2021

Final Action: 06/09/2021

**ded Action:** Consider receiving a report on the initial performance of the All-door Boarding Pilot on Lines 6 and 51B. Requested by Director Walsh - 4/14/21]

Sponsors:

Enactment Date:

Attachments: STAFF REPORT, Att.1. All Door Boarding Pilot  
Performance

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	06/09/2021	Received				Pass
<b>Action Text:</b>	MOTION: BECKLES/PEEPLS to receive a report on the initial performance of the All-door Boarding Pilot on Lines 6 and 51B. Staff was directed to report back to the Board on the pilot on a quarterly basis. The motion carried by the following vote:					
<b>Notes:</b>	Service Planning Manager Michael Eshelman presented the staff report.					

#### Public Comment:

John Minot, EBTRU, commented on the promising and problematic aspects of the Pilot Program. Minot hoped the Pilot program will become more available on more dense lines and eventually all lines.

#### Board Discussion:

President Ortiz commented that the staff report seemed pre-mature and asked what the typical time frame is for conducting an analysis of the service. Mr. Eshelman suggested that quarterly or every six months was appropriate and that the service was being regularly monitored.

Director Shaw commented that an initial report on the pilot was necessary to see what types of operational adjustments needed to be made. She also commented on the need for consistency in bus assignments, saying it is confusing for operators and

riders when one bus on a pilot line cannot have rear door boarding when all the rest can. Director Shaw also commented on feedback that the rear door is sometimes not close enough to the curb which is making it more difficult for people to board the bus and wanted to know how this issue is being addressed. In response to questions, Mr. Eshelman reported that staff has data that shows improvement in getting all the doors open, but it there is still not 100% compliance. On the issue of doors not getting close enough to the curb, it was reported that this involves the age of the bus which may not be long enough to position it well at the stop as well as the length of the bus stop itself. He added that the Rapid Corridors Project on Telegraph Avenue should address this issue on lines running on Telegraph. Director Shaw requested that the next report to the Board include information on the stops we are still experiencing issues with.

Director Walsh was pleased with report and in addressing operational issues early for a more effective pilot. She looked forward to data and findings produced at the end of the pilot. She also inquired with staff on how the pilot might be initiated on more lines and when that would happen given the state of Clipper 2. Mr. Eshelman advised that the pilot was built around 25 available Clipper readers and was unsure what might happen down the road with Clipper 2. Chief Information Officer Ahsan Baig reported that the recent schedule indicates a target installation date this fall.

Director Beckles appreciated the positive results of the pilot thus far but was concerned with difficulties experienced by operators given the social distance restrictions. She further asked if there was a way to make sure that bus operators are supported in addressing their concerns about passengers boarding from the rear. Mr. Eshelman advised that the pilot was an opportunity to gather information from the operators on what works and what doesn't and what learnings can be brought forward in the full implementation. One of the key things staff hoped to address was a reduction in the number of passengers boarding through the front door.

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

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