



ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

Master Minute Order

File Number: 21-310

Report ID: 21-310

Type: Regular - Planning

Status: Received

Agenda
Section:

Meeting Body: Board of Directors -
Regular Meeting

Report Created: 06/08/2021

Final Action: 07/14/2021

ded Action: Consider receiving a report on the District's planned service changes associated with the August 2021 Sign-up, including a summary of Supplementary Service scheduled to operate in the fall.

Sponsors:

Enactment Date:

Attachments: STAFF REPORT, Att.1. Service Change Summary

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 | 07/14/2021 | Received | | | | Pass |
| Action Text: | MOTION: ORTIZ/WILLIAMS to receive a report on the District's planned service changes associated with the August 2021 Sign-up, including a summary of Supplementary Service scheduled to operate in the fall. The motion carried by the following vote: | | | | | |
| Notes: | Items 7.C. and 7.D. were discussed concurrently. | | | | | |

[Written comments received prior to the meeting are incorporated into the file by reference.]

Manager of Service Development Michael Eshelman presented Staff Reports 21-310 and 21-311 concurrently as the reports were interrelated.

Public Comment:

John Minot, East Bay Transit Riders Union (EBTRU), expressed appreciation for staff's creativity in managing planned service changes, but also expressed concern with the plan to spread ARP funds across a three-year period. Minot was pleased with the overall service recovery prioritization planning while hoping for greater attention on Transbay service in the future.

Patrick Traughber, cited research and polling in support of restoring service on Transbay Line B. Traughber commented that current Line B riders may permanently

switch to alternative travel methods in the absence the service.

Chris Hartley expressed his support of the restoration Line B.

Katy Scott-Smith, PTA - EBDSA, supported the comments of earlier speakers regarding planned service changes and service recovery prioritization and hoped that public input is considered in this planning.

Board Discussion:

Director Williams noted an interest at the last Hayward ILC meeting to preserve service in the industrial areas and near new housing developments and wanted to ensure staff's proposal would not affect the pilot service to Chabot College. Mr. Eshelman advised that staff had retained a lot of service in Hayward, but workforce availability was the driving factor behind service restoration. Further, the pilot to Chabot College was a separate issue and subject to workforce availability. Director Williams also inquired about Transbay service and the status of Flex service. Mr. Eshelman reported that once new Regional Measure 3 (RM3) money becomes available, it will provide a dedicated long-term funding source for Transbay service. He added that Flex service is hard to justify given the low ridership. General Manager Michael Hursh advised that the General Counsel planned to update the Board on the status of RM3 once more information became available.

Director Shaw thought staff's criteria was acceptable and prioritized local service to disadvantaged communities over Transbay. She also wanted to know if seniors were considered/included in the definition of disadvantaged communities. Mr. Eshelman advised that low income seniors would be considered disadvantaged according to the state's requirements. Director Shaw requested that seniors that are not low income but are unable to drive be considered in the development of future service plans.

Director Shaw felt the staff report did not fully address her agenda planning request, saying that she wanted to know what staff plans to do to address possible shortages in future supplemental service. She requested that staff take another look at supplemental service to better understand future needs and how to address them.

Director Shaw asked if the attrition and forecasting of additional operator needs was taken into account in preparing new service schedules and whether unscheduled operating unavailability was considered. Mr. Eshelman advised that staff has the minimal number of operators required to meet the scheduled level of service and there was also an extra board that provides coverage for operator shortages. Chief Operating Officer Salvador Llamas commented on operator attrition rates, saying that Operations works closely with the Human Resources Department to forecast both new bus operator candidates and attrition. He added that the District is on track to meet the operator requirements for the August sign up with confidence that hiring goals will be met to meet the needs of the December sign-up.

Director Shaw asked about the timeline for community outreach associated with

next years' service adjustments. Director of Legislative Affairs and Community Relations Claudia Burgos advised that staff would begin community outreach in September or October of this year. Staff would also engage in onboard surveys. Mr. Hursh added that American Rescue Plan (ARP) funds would also be used to hire additional trainers and boost recruitment and retention efforts.

Director Beckles commented on the petition to restore service on Line B and asked if the ARP funds could be used for both supplemental service and Line B. Mr. Eshleman advised that the ARP money will provide more resources to train more operators and staff using the established priorities to determine which service is restored first. He added that Line B is in the bottom half of Transbay capacity and there were other lines that were suspended that carried more riders. He added that staff would like to restore service to communities in a fair and equitable manner.

Vice President Young commented positively on the report and asked about the potential consequences of restoring service and having ridership demand that is below expectations. Mr. Eshleman advised that staff would make adjustments as needed to maximize resources depending on post-pandemic demand and travel patterns.

Director Walsh thanked staff for the report but was unsure how Transbay lines would be prioritized. Mr. Eshelman explained that Transbay would be treated as a subset of the service and prioritized in an equitable way with the goal of turning on a minimal level service for each line. Director Walsh asked why Transbay was being treated differently from local service types. Mr. Eshleman advised that the local service is more frequent and serves more disadvantaged communities. Director Walsh shared that there needed to be an emphasis on keeping cars off the road and respecting input from riders who would like their service restored.

President Ortiz inquired about supplemental service and whether schools have communicated their bell times to the District. Mr. Eshelman advised that the District received a lot of information, but more adjustments will be needed in December. President Ortiz also noted the impact of the SB 328 (Portantino) which creates two starting times and would require additional buses. Mr. Eshelman advised that some of the schools have already started to provide the information required under SB 328. He added that more buses would be needed to meet the additional demand created by two start times.

Director Williams asked what feedback had been received from operators about the schedules and run times. He also asked about the rate of operator retirements. Mr. Eshelman reported that staff sought to identify the five biggest run time problems at each division for every sign-up and then works to address them within the resources available. Director of Planning and Service Development Robert del Rosario added that there have been a number of discussions with the unions on the issue of run time, saying that the pandemic allowed for better on-time performance and less dwell time, but as traffic increases it is likely to be an issue going forward. Mr.

Hursh believed that operators eligible for retirement was still above 50%.

Director Peeples asked about the impact of social distancing and when this requirement would be lifted. Mr. Eshelman advised that there is currently no social distancing on buses and there is more capacity. Director Peeples also commented on the need to have realistic schedules that operators can deliver.

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