

Administration and Finance Committee
Summary Minutes
April 10, 2019

The meeting was called to order at 9:00 a.m. at 1676 North California Blvd, Suite 620 in Walnut Creek. Those in attendance were:

Committee Members: Director Al Dessayer
Director Kevin Wilk

Staff: General Manager Rick Ramacier
Chief Financial Officer Erick Cheung
Assistant General Manager Bill Churchill
Director of Human Resources Lisa Rettig
Manager of Accessible Services Rashida Kamara
Attorney Courtney Masterson Lenahan, Lee, Slater, Pearse & Majernik

Guests: RES Success:
Anthony Gargano, Shannon Murphy, Jocie Hersh,
Gwyneth Reardon, Mena Homberg, Darren Victa,
Joseph Vaughn, Stephanie Stensvold,
Alice Weissinger, Darlene Ross

A-Para Transit: Mark Weinstein, Gina Kumar
Transdev: W.C. Phil
ATU: BJ Jackson, Michelle Gray

1. Approval of Agenda- Approved with moving RES Success Program Item to No. 6 and Award of Paratransit Contract Item to No. 8.
2. Public Communication- None
3. Approval of Minutes of March 6, 2019- Approved.
4. Closed Session Liability Claims (Government Code Section 54956.95) Claim against Central Contra Costa Transit Authority; Claimants: Maria Portan and Virgilio Sanchez – No reportable action out of closed session.
5. Update CalTIP Appointments – CFO Cheung reported that the positions that serve on the CalTIP Board need to be updated due to the reorganization that was done a couple of years ago. The updated positions of Chief Finance Officer as first alternate and Assistant General Manager Administration as the second alternate needs to be approved by Resolution and forwarded to CalTIP. The A&F Committee approved Resolution 2019-021 for the Board Consent.
6. RES Success Program-Midday Free Program – AGM Churchill reported that the service and fare change effective on March 10th included the elimination of the Midday Free Program but the Bridge Program users being exempted. The Bridge Program is based out of the Mt. Diablo Unified School District for people with disabilities that finished high school between the ages of 18 through 22 to transition successfully to adult life. In recent weeks, staff was contacted by RES Success staff with the request to have the exemption extended to their clients. RES Success is a 501(c)3 not for profit organization that offers services to individuals transitioning from programs such as Bridge. RES Success provides adults with developmental disabilities interdisciplinary services in areas of academics, social skills, recreation, vocational training, and the arts.

Public Comment:

Anthony Gargano, Darlene Ross, and Stephanie Stensvold – RES Success staff members explained the importance of the program and how it serves as an extension to the Bridge Program. RES Success helps with training these individuals to live today and for the future. The Midday Free Program helped these young adults with activities and provided opportunities to become more independent. The elimination of the program meant fewer options to help them grow and learn. They suggested that RES Success be exempt to them similar to the school district.

Shannon Murphy, Jocie Hersh, Gwyneth Reardon, Mena Homberg, Daren Victa, Joseph Vaughn, and Alice Weissinger – each spoke on the importance of the RES Success program to them and how the loss of the Midday Free Program impacted them. For several of the speakers, RES Success and the Midday Free Program allowed them to get to their jobs, the library, and/or volunteer in the community. The elimination of the Midday Free Program meant the reduction of activities, since they would be limited to options reachable by walking. They stated they lived on fixed incomes and the RES Success Program has limited financial resources, so the Midday Free Program provided them independence in the community. They recommended the RES Success be exempt for all the benefit it provides to them.

Commissioners Dessayer and Wilk appreciated and thanked all of the speakers. Commissioner Dessayer asked staff how these riders could ride free since Midday Free Program has been eliminated. AGM Churchill stated that County Connection would use a similar process to the Bridge Program. RES Success has designed an ID card for clients and staff which would be presented upon boarding and bus drivers would be trained to recognize them.

Staff recommends that the A&F Committee authorize extending the Midday Free Program to RES Success clients and staff. The A&F Committee recommended the extension of the Midday Free Program to RES Success clients and staff to the Board for consent.

7. Income Statements for the Six Months Ended December 31, 2018 – CFO Cheung reported that the actual expenses of \$18,554,321 are -5.3% (\$1,031,023) under budget for the first six months of the fiscal year. Expenses are under budget due to vacancies, lower promotions services and schedules since the service change will happen in March, lower legal services, and diesel fuel costs. Finally, the contingency is not needed for the first six months. Mr. Cheung also noted that fare revenues of \$2,415,348 are 3.9% over budget (\$89,795) but we assumed a 3.0% decrease in the prior year. The committee accepted the report.
8. Award Contract for Provision of Paratransit Operations & Maintenance Services to Transdev Services, Inc. – Manager of Accessible Services Kamara reported on December 3, 2018, staff released a Request for Proposal (RFP) for the provision of the following transportation services: LINK and BART ADA Paratransit, Saint Mary's Shuttle, California State University East Bay, Alamo Creek, Concord Police Department and other special transportation services as needed.

Six proposals were received from the following companies: First Transit, Transdev, Ride Right, Ascendal, A-Para Transit, and National Express Transportation. All six proposals met the minimum standards set forth in the RFP and were subsequently evaluated. A review panel evaluated each proposal and interviewed the firms. The review panel reached a consensus on its recommendation to award a contract to Transdev as the highest scoring proposal.

Transdev set itself apart by demonstrating a strong partnership with Big Star Transit, which will provide services on weekends, late night, and peak periods, providing a significant increase in overall productivity and reducing the use of County Connection vehicles. Transdev carefully analyzed our service, calculated wait times at transfer locations, and calculated travel times for trips in the farthest parts of the service area. They proposed software tools that can provide enhanced management of the existing Trapeze paratransit scheduling software, which will result in improved ridership productivity. These capabilities will reduce issues of on time performance and fewer calls and canceled rides, which should result in reduced service hours. Finally, Transdev's proposed cost was very competitive for these services. In summary, Transdev brought detailed analysis, cost effective solutions for CC LINK service, knowledgeable staff, provided an excellent interview, proposed user friendly Customer facing innovations that would be available day 1 and reasonable cost.

Manager Kamara noted one correction that the amount in the staff report for budgeted Purchased Transportation should have been \$6,436,071 for FY 2020, which means Transdev proposal for Year 1 was over the budget amount by \$18,148 or less than 1%. Transdev's proposal for two year is \$13,310,976.

Commissioner Dessayer and Commissioner Wilk asked questions regarding Transdev and the transitions issues from First Transit to another vendor. Manager Kamara stated that one part of the proposal was to discuss employee retention of First Transit drivers and other staff necessary for operations through their transition plan. Transdev stated they would provide drivers and staff opportunities to join them. Another important factor was to provide those employees that come over from First Transit with training, so they are held to the standards required by Transdev. Also, they would talk with the unions on the transition, retention bonuses, and expectations of both sides moving forward.

Public Comment:

Mark Weinstein from A-Para Transit stated that he appreciated the time to speak. He went on to say that A-Para Transit is a family owned local company in San Leandro and was the only local company to propose. Also, the proposed costs were only 2% higher than Transdev. Mr. Weinstein stated that County Connection staff stated that Transdev setup itself apart by having a partner in Big Star Transit. He went on to state that A-Para Transit also has a partner with Bell Transit. Bell Transit is another local company which would assist in doing transfer trips and help improve productivity similar to Big Star Transit for Transdev. Mr. Weinstein said that A-Para Transit proposed Eco Lane, which is advanced technology and has worked well for City of San Leandro. He thought the technology would work well for County Connection as well, but couldn't guarantee results would be exactly the same. They also have tools and a mobile application which could book rides and locate vehicles similar to Lyft and Uber. Finally, they have a tool that would allow you to book rides through an Amazon/Alexa module. In conclusion, he stated they are a 100% local company and asked that the A&F Committee to consider A-Para Transit to provide the paratransit services based on competitive technology and costs.

W.C. Phil from Transdev stated that he has worked in the business for 28 years. He was actually a former client of Mr. Weinstein and Ms. Kamara. Mr. Phil stated that Transdev continues to evolve and improve their processes and technology, which were created and used in Europe and also implemented in the United States. During the RPF process, they brought key operations people and discussed the benefits of the "command console" which helps and sorts data base information to provide better service. This software has been deployed elsewhere and working successfully for other clients and should work for well for County Connection. Big Star Transit would not be taking away service or jobs but adding capacity due to the unusual peaks of County Connection and take on additional load if necessary. Big Star Transit drivers are local and serve the Medicaid and Dialysis service providers. Transdev and Big Star Transit have agreed they would all need to meet the standards and requirements of County Connection. Transdev has also agreed to continue the current union contract. They also have former DriverMate and Trapeze staff to incorporate those software solutions into our service and help analyze data to allocate resources more efficiently.

AGM Churchill noted that he has reached out to other properties about both of these vendors and the feedback was positive for Transdev and A-Para Transit. Manager Kamara also noted she was familiar with the technology that the vendors were providing from her previous experience.

Staff recommends the A&F Committee forward to the Board a resolution authorizing the General Manager to enter into an Agreement with Transdev Services, Inc. for the provision of Paratransit Operations & Maintenance Services, commencing July 1, 2019, for two years with three one-year options, at a cost not to exceed \$13,310,796 for the base two year term, in a form as approved by Legal Counsel.

Commissioner Dessayer and Wilk thanked the Transdev and A-Para Transit for their comments and the work they have done to put together the RFP. They also thanked Ms. Kamara and staff for all the effort in reviewing and analyzing the RFPs. The A&F Committee recommended the Resolution to the Board authorizing the General Manager to enter into an agreement with Transdev for two years with three one-year options, at a cost not to exceed \$13,310,796 for the base two year term, in a form as approved by Legal Counsel.

9. Fiscal Year 2020 Draft Budget and Ten Year Forecast – CFO Cheung reported that the FY 2020 Budget proposes \$42.3 million in operational and capital expenses for fixed route and paratransit with revenues to offset these costs has not changed since the version that was presented the previous month. The update was staff met at CCTA staff at the Bus Transit Coordinating Council (BTCC) meeting to discuss the STA allocations for FY 2020. The BTCC and CCTA staff were supportive of maintaining the prior year process for the next five years. Therefore, the assumptions in regards to STA allocation are reasonable assuming the CCTA Board approves the allocation when it is brought to them. Staff requested the FY2020 Draft Budget and Ten Year Forecast approval by the Committee to the Board to file a timely TDA claim be filed with MTC. The committee approved that the item in the form of a Resolution 2019-020 to the Board for approval.

10. Review of Vendor Bills, March 2019- Reviewed.
11. Legal Services Statement, January 2019 Labor & February 2019 General - Approved.
12. Adjournment- The meeting was adjourned. The next meeting is set for scheduled Wednesday, May 8th at 9 am in Walnut Creek and June 5th at 10 am in Walnut Creek.

Erick Cheung, Chief Financial Officer