

County Connection

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CCCTA BOARD OF DIRECTORS

MINUTES OF THE REGULAR MEETING

December 20, 2018

CALL TO ORDER/ROLL CALL/CONFIRM QUORUM

Chair Noack called the regular meeting of the Board of Directors to order at 9:00 a.m. Board Members present were Directors Andersen, Dessayer, Haydon, Hudson, Schroder, Storer, Wilk and Worth. Director Hoffmeister arrived after the meeting convened. Director Tatzin was absent.

Staff: Ramacier, Sherman, Cheung, Churchill, Glenn, Hedgpeth, Hill, Horta, Kamara, Martinez, McCarthy, Mitchell, Reeb, Rettig, Stein and Todorov

Public Comment: None

CONSENT CALENDAR

MOTION: Director Andersen moved approval of the Consent Calendar, consisting of the following items: (a) Approval of Minutes of Regular Meeting of November 15, 2018; (b) Emergency Procurement for Upgrade and Replacement of Existing Fire Alarm System, Resolution No. 2019-013. Director Schroder seconded the motion and it received the following vote of approval:

Aye: Directors Andersen, Dessayer, Haydon, Hudson, Noack, Schroder, Storer, Wilk and Worth
No: None
Abstain: None
Absent: Directors Hoffmeister and Tatzin

Director Hoffmeister arrived.

REPORT OF CHAIR:

Recognition of Board Member with 20 Years of Service

Rob Schroder representing the City of Martinez

REPORT OF GENERAL MANAGER:

Recognition of Employees of the 3rd Quarter, 2018

Administration: Karol McCarthy

Maintenance: Carol Simon

Transportation: Ivaylo Todorov and Luis Stein

Report on action taken at the California Air Resource Board (CARB) meeting on Friday, December 14, 2018.

General Manager, Rick Ramacier stated that at the CARB meeting on December 14, 2018 it was determined that the large and small transit operators have to provide a comprehensive plan to CARB on how each agency will be implementing its ZEB program, since CARB is providing the funding. He will be continue to update the Board on the latest policies and procedures as they arise.

Update on discussions of the possible introduction of Bus on Shoulder Operations on the I-680 corridor.

Rick Ramacier stated that the Bus on Shoulder concept still has a lot of work to do in terms of getting buy-in from the CHP. Proponents are still working out the logistics concerning the safety of the proposal and the speed that vehicles will be able to go while on the shoulder. As more states are starting to use the shoulders for this purpose, California will use their statistics and hopefully come to an agreement on how and when the Bus on Shoulders will work.

REPORT OF STANDING COMMITTEES

Administration & Finance Committee

FY2018 Audit

Director Dessayer informed the Board that County Connection has a clean audit with no comments or recommendations. He acknowledged staff on all the hard work that they did in order for this to happen. After a brief discussion, a motion was made.

MOTION: Director Dessayer moved acceptance of the FY2018 audit report prepared by Brown Armstrong Accountancy Corporation. Director Wilk seconded the motion and it received the following vote of approval:

Aye:	Directors Andersen, Dessayer, Haydon, Hoffmeister, Hudson, Noack, Schroder, Storer, Wilk and Worth
No:	None
Abstain:	None
Absent:	Director Tatzin

Marketing, Planning & Legislative Committee

Call Center Days of Operation Update

Director Worth introduced the item and turned the meeting over to Ruby Horta, the Director of Planning and Scheduling. She gave a brief background by saying that prior to the closure, the call center received significantly fewer calls on Saturdays compared to weekdays. In order to accommodate required employee breaks, County Connection had to schedule two customer service representatives each Saturday. Total calls received on Saturdays averaged 35-70 calls, which translated to a maximum of 35 calls per representative. Weekday call volume ranges between 130-200+ calls. The need to provide coverage on Saturdays also limited customer service staff availability during the week.

Since closing on Saturdays in June 2018, the call volume has dropped significantly. For the months of June through October, the call center has averaged ten (10) missed calls per Saturday. Since the change of the call center hours, there have been three customers who have sent emails after attempting to call on a Saturday. As of now, the call center hours will continue to be Monday through Friday, from 6:30 AM to 6:30 PM.

Service Change and Clipper Card Outreach Plan

Director Worth introduced the item and turned the meeting over to Melody Reeb, Manager of Planning. She informed the Board that the service change proposal would affect most County Connection routes. This means that all printed passenger information, including schedule brochures and maps, will need to be updated. Given the amount of changes,

staff will be taking this opportunity to update the design of the materials as well. The new design will also help serve as a visual indicator to passengers that changes are being made.

The pending fare change proposal aims to increase Clipper usage by providing a number of incentives, including discounts of \$0.50 for local routes and \$0.25 for express routes off of the proposed cash fare of \$2.50. Paper transfers and BART transfer tickets will be eliminated, and transfer discounts will only be available through Clipper. All paper passes, including monthly passes and punch passes, will be eliminated as well. Riders using monthly paper passes will need to transition to using the 31-day pass that is currently available on Clipper

Staff plans to conduct outreach at numerous locations this winter, including at BART stations, DVC, community events, senior centers, and onboard vehicles. At these events, staff will inform passengers about the upcoming service and fare changes by distributing the updated printed materials, as well as promotional Clipper cards. Staff will be available to answer questions, provide trip planning assistance, and accept applications for Senior and Youth Clipper cards. The agency's website and social media channels will also be used to publicize the changes and maximize engagement at outreach events. In addition, interior bus cards announcing the changes will be posted on vehicles and will direct passengers on how to get more information. This was an information only item.

Operations & Scheduling Committee

Adopt Resolution No. 2019-014, authorizing the implementation of the 2019 service restructure plan and approving the Title VI equity analysis. The comprehensive Title VI equity analysis was conducted and approved by County Connection staff and County Connection Legal Staff

Director Storer gave a brief background on the service restructure plan and turned the meeting over to Ruby Horta, Director of Planning & Scheduling. She stated that staff started the process to restructure service in an effort to increase productivity. As public transit continues to be redefined with various new mobility options, County Connection staff strives to align efficient service with demand. Over the last year and a half, staff conducted a data-driven process, which started with a Comprehensive Operational Analysis (COA). The COA provided route by route data, down to the trip and stop level. In addition to the COA, staff also completed a passenger survey, and personally traveled on various routes, particularly those proposed to be cut, reduced or realigned, to incorporate the human element and communicate with passengers directly about the service restructure process.

Throughout the public comment process, staff adjusted the proposal in an effort to minimize the negative impacts on riders. The primary goal of the service restructure is to increase productivity by aligning service with demand. Staff recognizes that due to low ridership on certain routes, some communities will no longer have the same level of access to public transit. However, given the increased availability of new mobility options, the restructure provides an opportunity for staff to evaluate alternative services that would be better suited to serve communities with lower densities and tailor transit needs to the limited demand.

Staff has completed the Title VI analysis based on the final proposal.

Public Comment:

Ben Whenit, a citizen of Walnut Creek, spoke to the Board about the upcoming elimination Route 2. His employee takes this route and without it, she will not be able to get to work in a timely fashion and it would be a hardship to add any other means of transportation to her daily schedule. He said that a lot of the community takes the Route 2 to go to their doctor's appointments and shopping in the area. He asked the Board to please reconsider their plan to eliminate Route 2.

Chair Noack thanked Mr. Whenit on expressing his feelings. Rick Ramacier stated that County Connection has taken its time and performed its due diligence in making this decision. Staff will stay in contact with Mr. Whenit concerning transportation alternatives to Route 2.

MOTION: Director Dessayer moved adoption of Resolution No. 2019-014, authorizing the implementation of the 2019 service restructure plan and approving the Title VI equity analysis. Director Andersen seconded the motion and it received the following vote of approval:

Aye: Directors Andersen, Dessayer, Haydon, Hoffmeister, Hudson, Noack, Schroder, Storer, Wilk and Worth
No: None
Abstain: None
Absent: Director Tatzin

Disposition of 42 Partransit Vans

Scott Mitchell, Chief Operating Officer, explained that County Connection typically disposes Paratransit vans after they reach 300 thousand miles. We sometimes get requests from church groups and other organizations to receive the surplus vans, but before we are comfortable releasing them, we do an extensive maintenance check on all vehicles. Depending on the outcome of the inspection, we will either donate them or salvage them. This was an information only item.

BOARD COMMUNICATION: None

ADJOURNMENT: Chair Noack adjourned the regular Board meeting at 10:27 a.m.
Minutes prepared by

Lathina Hill
Assistant to the General Manager

Date