

County Connection

2477 Arnold Industrial Way Concord, CA 94520-5326 (925) 676-7500 countyconnection.com

BOARD OF DIRECTORS MEETING AGENDA

**Thursday, August 15, 2019
9:00 a.m.**

**CCCTA Paratransit Facility
Gayle B. Uilkema Memorial Board Room
2477 Arnold Industrial Way
Concord, California**

Teleconference Location:

**Members of the public also may attend the meeting via teleconference at:
1516 Kamole Street
Honolulu, Hawaii 96821**

The County Connection Board of Directors may take action on each item on the agenda. The action may consist of the recommended action, a related action or no action. Staff recommendations are subject to action and/or change by the Board of Directors.

1. Call to Order/Pledge of Allegiance
2. Roll Call/Confirm Quorum
3. Public Communication
4. Consent Calendar
 - a) Approval of Minutes of Regular Meeting of July 18, 2019*
 - b) FY19-20 SB1 State of Good Repair Funds
Resolution No. 2020-04*
(Staff will apply for a grant amount \$118,205 in FY2019-20 SGR funds to pay for the ongoing maintenance expenses related to the ITS systems.)
5. Report of Chair
 - a) Election of CCCTA Officers
6. Report of General Manager
 - a) Recognition of Employee with 20 years of Service
 - b) Update on the disposal of retired paratransit vehicles
(The General Manager will ask Kevin Finn, Manager of Grants & Purchasing, to give a brief verbal report.)
7. Report of Standing Committee

Clayton • Concord • Contra Costa County • Danville • Lafayette • Martinez
Moraga • Orinda • Pleasant Hill • San Ramon • Walnut Creek

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

- a) Marketing, Planning & Legislative Committee
(Committee Chair: Amy Worth)
 - 1) Transportation Expenditure Plan Update – Verbal Update
(Staff will provide an update on the development of the TEP.)
- b) Operations & Scheduling Committee
(Committee Chair: Robert Storer)
 - 1) Battery Electric Bus Update*
(Staff will update the Board on recent performance of the electric buses.)
 - 2) Spring 2019 Service and Fare Restructure Update*
(Staff will provide recent ridership numbers comparing Spring 2018 to Spring 2019 post-restructure.)
 - 3) BART Early Bird (EBX) Service Update*
(Staff will present updated ridership for Route 712 and 715 operated for BART.)
 - 4) Citizens Advisory Committee Review*
(The O & S Committee has directed staff to inform the Board of current openings on the Citizens Advisory Committee. And the O & S Committee wishes to briefly discuss this with the Board.)
- 8. Board Communication
Under this item, Directors are limited to providing information, asking clarifying questions about matters not on the agenda, responding to public comment, referring matters to committee or staff for information, or requesting a report (on any matter) be made at another meeting.
- 9. Closed Session:
Public Employee Performance Evaluation; Conference with Labor Negotiator
Pursuant to Government Code Sections 54957, 54957.6
Position: General Manager
- 10. Open Session:
Consideration of Adjustment to the General Manager’s Compensation
Resolution No. 2020-05**
- 11. Adjournment

*Enclosure

**It will be available at the Board meeting.

General Information

Possible Action: The Board may act upon any item listed on the agenda.

Public Comment: Each person wishing to address the County Connection Board of Directors is requested to complete a Speakers Card for submittal to the Clerk of the Board before the meeting convenes or the applicable agenda item is discussed. Persons who address the Board are also asked to furnish a copy of any written statement to the Clerk. Persons who wish to speak on matters set for Public Hearings will be heard when the Chair calls for comments from the public. After individuals have spoken, the Public Hearing is closed and the matter is subject to discussion and action by the Board.

A period of thirty (30) minutes has been allocated for public comments concerning items of interest within the subject matter jurisdiction of the Board. Each individual will be allotted three minutes, which may be extended at the discretion of the Board Chair.

Consent Items: All matters listed under the Consent Calendar are considered by the Board to be routine and will be enacted by one motion. There will be no separate discussion of these items unless requested by a Board Member or a member of the public prior to when the Board votes on the motion to adopt.

Availability of Public Records: All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body, will be available for public inspection at 2477 Arnold Industrial Way, Concord, California, at the same time that the public records are distributed or made available to the legislative body. The agenda and enclosures for this meeting are posted also on our website at www.countyconnection.com.

Accessible Public Meetings: Upon request, County Connection will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service so that it is received by County Connection at least 48 hours before the meeting convenes. Requests should be sent to the Board Clerk, Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or hill@cccta.org

Shuttle Service: With advance notice, a County Connection LINK shuttle can be available at the BART station nearest the meeting location for individuals who want to attend the meeting. To arrange for the shuttle service, please call (925) 938-7433 between 8:00 am and 5:00 pm at least one day before the meeting.

Currently Scheduled Board and Committee Meetings

- Board of Directors: Thursday, September 19, 9:00 a.m., County Connection Board Room
- Administration & Finance: Wednesday, September 11, 9:00 a.m., Hanson Bridgett, 1676 North California Blvd., Suite 620, Walnut Creek, California
- Advisory Committee: TBA. County Connection Board Room
- Marketing, Planning & Legislative: Thursday, September 5, 8:30 a.m., Supervisor Andersen's Office, 3338 Mt. Diablo Blvd. Lafayette, CA
- Operations & Scheduling: Friday, September 6, 8:15 a.m. Supervisor Andersen's Office, 3338 Mt. Diablo Blvd. Lafayette, CA

The above meeting schedules are subject to change. Please check the County Connection Website (www.countyconnection.com) or contact County Connection staff at 925/676-1976 to verify date, time and location prior to attending a meeting. This agenda is posted on County Connection’s Website (www.countyconnection.com) and at the County Connection Administrative Offices, 2477 Arnold Industrial Way, Concord, California

County Connection

2477 Arnold Industrial Way Concord, CA 94520-5326 (925) 676-7500 countyconnection.com

CCCTA BOARD OF DIRECTORS

MINUTES OF THE REGULAR MEETING

July 18, 2019

CALL TO ORDER/ROLL CALL/CONFIRM QUORUM

Secretary Keith Haydon called the regular meeting of the Board of Directors to order at 9:00 a.m. Board Members present were Directors Dessayer, Haydon, Hoffmeister, Hudson, Mitchoff, Schroder, Storer, Tatzin, Wilk and Worth. Alternate Board Member Mitchoff was present. Directors Andersen and Noack were absent.

Staff: Ramacier, Chun, Churchill, Estimo, Glenn, Gray, Hedgpeth, Hill, Horta, Kamara, McCarthy, Mitchell, Reeb and Rettig,

Public Comment:

Jennifer M. Rodrigues, a citizen of Castro Valley, CA came to speak to the Board about her recent experience riding County Connection. Rick Ramacier advised the speaker that his staff would look into this situation and respond to her directly.

CONSENT CALENDAR

MOTION: Director Tatzin moved approval of the Consent Calendar, consisting of the following items: (a) Approval of Minutes of Regular Meeting of June 20, 2019; (b) Resolution No. 2020-01, Approving the Amended Joint Powers Authority Agreement Forming the California Transit Systems Joint Powers Authority; (c) Resolution No. 2020-02, Adoption of CCCTA Disadvantaged Business Enterprise Goal for Federal Fiscal Years 2020 through 2022; (d) Resolution No. 2020-03, Authorizes the proposed implementation of changes to 95X, 96X and 97X as part of the scheduled changes in November. Director Hudson seconded the motion and it received the following vote of approval:

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

Due to a schedule conflict the Closed Session was moved up.

Closed Session:

Conference with Legal Counsel-Existing Litigation (Government Code Section 54956.9 (d)(1))- Keith Polee v. Central Contra Costa Transit Authority; U.S. District Court, Northern District of California Civil Case No. 4:18-cv-05405-DMR

The Board of Directors met with Legal Counsel and key staff in Closed Session at 9:07 a.m. to review pending litigation.

Open Session:

The Board of Directors came back to open session at 9:56 a.m. No action was taken.

REPORT OF CHAIR:

Report from the Nominating Committee for Election of CCCTA Officers

Secretary Haydon explained the nominating committee met, consisting of the current Chair, Sue Noack, and the last 2 Chairs, Director Schroder and Director Hoffmeister. The committee nominated the officers for the next year as follows: Candace Andersen as Chair, Keith Haydon as Vice Chair and Dave Hudson as Secretary. In accordance with the Authority's by-laws, nominations will remain open until the August meeting of the Board at which time nominations will close and the Board will elect its officers.

REPORT OF GENERAL MANAGER:

FASTER Bay Area

General Manager, Rick Ramacier, informed the Board that there is a group led by the Bay Area Council, SPUR, the Silicon Valley Leadership Group, Facebook and Genentech, that is considering sponsoring a November 2020 ballot measure to raise \$100B for major public transportation projects that will benefit transit. The measure will cross nine counties and different transit agencies, and some potential projects include a second BART tube, a second Bay Bridge and rail on the Dumbarton Bridge. He will keep the Board informed on this project.

REPORT OF STANDING COMMITTEES

Marketing, Planning & Legislative Committee

Transportation Expenditure Plan Update-Verbal Update

Bill Churchill, Assistant General Manager of Administration, gave the Board a brief background on the development of a new Transportation Expenditure Plan (TEP). Contra Costa Transportation Authority staff presented the initial public opinion research, proposed guiding principles and work plan at the April 2019 Contra Costa Transportation Authority Board meeting. At the Contra Costa Transportation Authority Board meeting in May 2019, staff was authorized to proceed with the development of a new TEP for placement on the March 2020 ballot.

He later explained that given the relatively condensed timeline to finalize the TEP, transit agencies, cities and interested stakeholders have been preparing potential revisions to line items within the existing TEP. County Connection staff has prepared a list of priority projects, which based on the poll results, would generate voter support. Staff understands that no single project can be fully funded with revenues from the tax measure. However, these funds will give Contra Costa projects an advantage when it comes to applying for competitive grants at regional, state and federal levels. This list of projects and cost estimates is an initial draft and will be adjusted based on feedback from the Board and other stakeholders. It is our understanding that the length of the tax has not yet been determined. This was an information only item.

Report from the Advisory Committee

Re-Appointment of James Donnelly to Advisory Committee Representing Town of Danville

MOTION: Director Storer moved that James Donnelly be appointed to the Advisory Committee representing the Town of Danville. Director Hudson seconded the motion and it received the following vote of approval:

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

BOARD COMMUNICATION: None

ADJOURNMENT: Secretary Haydon adjourned the regular Board meeting at 10:41 a.m. in memory of Candace Andersen's mother who passed the previous week.

Minutes prepared by

Lathina Hill
Assistant to the General Manager

Date

To: Board of Directors

Date: 08/06/2019

From: Ruby Horta, Director of Planning, Marketing & Innovation

Reviewed by: *Ruby*

SUBJECT: FY19-20 SB1 State of Good Repair Funds

Background:

Senate Bill 1 (SB1) provides approximately \$107 million annually to transit operators for eligible transit maintenance, rehabilitation and capital projects. These funds are referred to as State of Good Repair (SGR). The SGR Program is funded from a portion of a new Transportation Improvement fee on vehicle registrations. Based on the State Controller's Office (SCO) allocation estimate, County Connection is eligible to receive \$118,205.

Eligible projects for SGR funding include security equipment and systems, as well as preventative maintenance. Our goal is to use SGR funds to support the ongoing maintenance of our onboard technology.

Financial Implications:

Using FY 2019-20 SGR funds to pay for ongoing ITS maintenance expenses will directly offset operating expenses.

Recommendation:

The A&F Committee and staff recommend FY 19-20 SGR funds in the amount of \$118,205 be used to pay for the ongoing maintenance expenses related to the ITS systems.

Action Requested:

A&F Committee requests Board approval of Resolution No. 2020-004.

RESOLUTION NO. 2020 - 04

**BOARD OF DIRECTORS
CENTRAL CONTRA COSTA TRANSIT AUTHORITY
STATE OF CALIFORNIA**

* * *

**AUTHORIZING THE GENERAL MANAGER TO SUBMIT A GRANT APPLICATION FOR STATE OF
GOOD REPAIR FUNDS**

WHEREAS, the County of Contra Costa and the Cities of Clayton, Concord, the Town of Danville, Lafayette, Martinez, the Town of Moraga, Orinda, Pleasant Hill, San Ramon and Walnut Creek (hereinafter "Member Jurisdictions") have formed the Central Contra Costa Transit Authority ("CCCTA"), a joint exercise of powers agency created under California Government Code Section 6500 *et seq.*, for the joint exercise of certain powers to provide coordinated and integrated public transportation services within the area of its Member Jurisdictions;

WHEREAS, Senate Bill 1 ("SB1"), the Road Repair and Accountability Act 2017, establishing the State of Good Repair Program to fund eligible transit maintenance, rehabilitation and capital project activities that maintain the public transit system in a state of good repair; and

WHEREAS, based on the State Controller's Office allocation estimate, CCCTA is eligible to receive \$118,205 in SB1 State of Good Repair Program funds.

NOW, THEREFORE, BE IT RESOLVED by the Central Contra Costa Transit Authority Board of Directors that the General Manager, or his designee, is authorized to apply for funds from the SB1 State of Good Repair Program, and to execute any agreements that may be needed or take any other actions upon award of any grant funds received.

Regularly passed and adopted this 15th day of August, 2019, by the following vote:

AYES:

NOES:

ABSTENTIONS:

ABSENT:

Sue Noack, Chair, Board of Directors

ATTEST:

Lathina Hill, Clerk to the Board

To: Board of Directors

Date: 08/06/2019

From: Ruby Horta, Director of Planning, Marketing & Innovation

Reviewed by: 

SUBJECT: Transportation Expenditure Plan Update

Background:

The Contra Costa Transportation Authority (CCTA) published the initial draft of the 2020 Transportation Expenditure Plan (TEP) on July 11, 2019. The Authority Board held a Special Meeting on July 17th to provide initial thoughts to CCTA staff. The Regional Transportation Planning Committees (RTPCs) will meet in the coming weeks to review the TEP and provide feedback to CCTA. The RTPCs in County Connection's service area (SWAT and TRANSPAC) will meet on August 5th (SWAT) and August 15th (TRANSPAC).

Transit Notes:

County Connection staff continues to work with CCTA staff to review opportunities for transit improvements in the TEP. A number of advocates present at CCTA's Special Board Meeting supported additional transit operating funds be allocated directly to transit operators. Overall, the TEP provides opportunities to improve transportation needs countywide that go beyond funding for transit operations.

Staff will continue to provide updates as the plan develops.

Financial Implications:

None.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

To: Board of Directors

Date: 08/02/2019

From: Ruby Horta – Director of Planning, Marketing & Innovation

Reviewed by:



SUBJECT: Battery Electric Bus (BEB) FY 2018-2019 Update

Background:

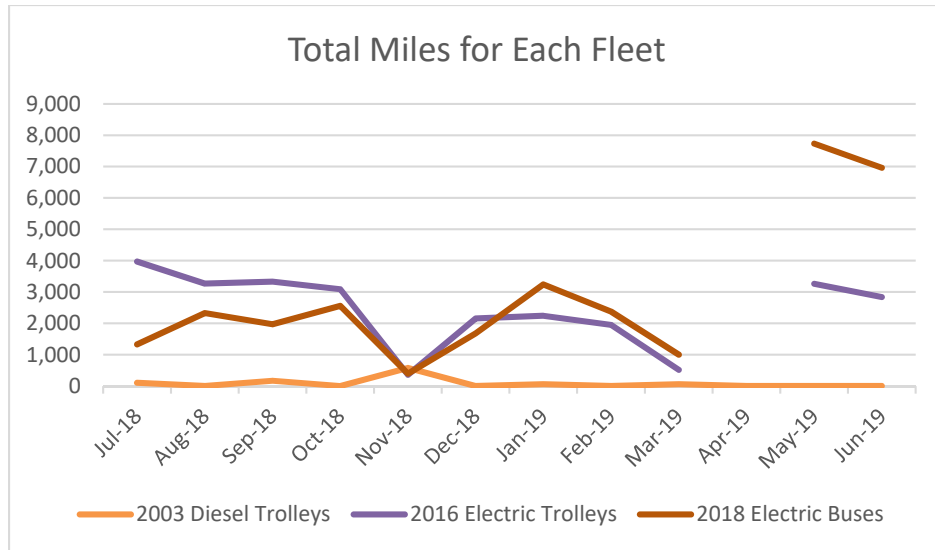
County Connection received two federal grants to purchase electric buses. The 2012 Clean Fuels grant and the 2016 Low/No grant to purchase eight battery electric buses (BEBs) and the necessary charging infrastructure. All eight BEBs operate in Walnut Creek on Routes 4 and 5. Two inductive chargers have been installed at the new Walnut Creek Transit Village to support the continuous operations on these two routes.

Maintenance and Operations:

The first four electric buses (trolleys) were introduced to the fleet in December 2016 (1600 series) and the second set in May 2018 (1800 series). The electric trolley project was classified as a prototype, to allow County Connection to keep three (3) of the old diesel trolleys. This arrangement provided the protection needed to ensure service would not be interrupted on Route 4 while the electric trolleys were tested.

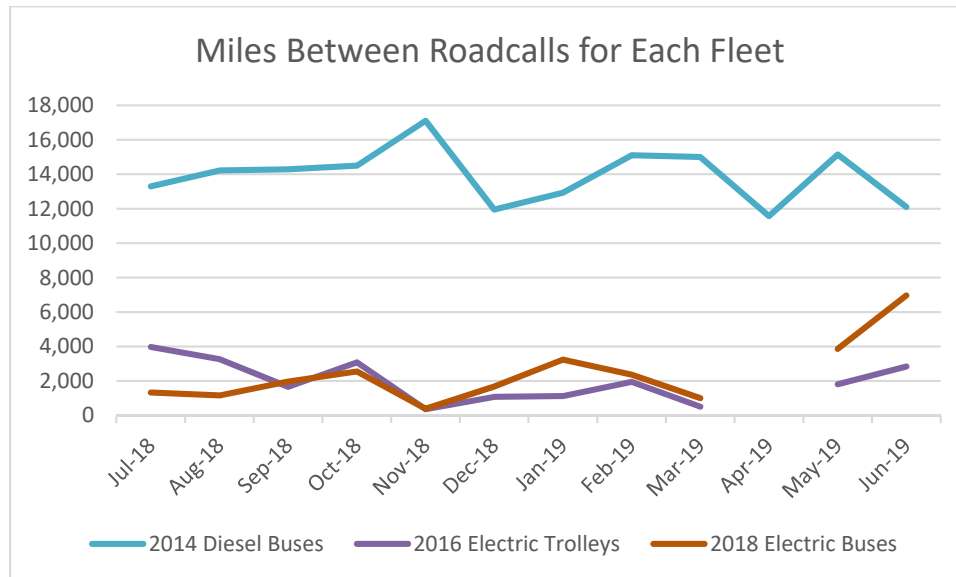
In the initial months, the electric trolleys were not as reliable and diesel trolleys were used to cover service. Over time, the need for the reserve diesel trolleys decreased as the electric trolleys became more reliable and the 1800 series increased the electric bus spare ratio. The chart on the following page compares total miles between the 2003 diesel trolleys and the electric buses. The diesel trolleys were removed from the fleet in March 2019. Since the diesel trolleys have been removed from the fleet, moving forward, staff will use the 2014 diesel buses for comparison purposes.

The following charts provide FY 18-19 data. Electric bus data is not available for April 2019 since the vehicles could not operate while the inductive chargers were being relocated the Walnut Creek BART station.



Since July 2018, the electric bus reliability has averaged 63%. Most of the unreliability is due to failures in the battery management system. Staff is working with various partners to resolve these issues.

Another important comparison is the number of the road calls mechanics must attend to for each fleet. In this case, we compared the 2014 diesel buses to the electric buses. The diesel buses tend to travel, on average, about 10,000 miles further than the electric buses before requiring a road call.



To date, maintenance costs associated with parts have been largely covered by warranties and the collaborative relationships with the various vendors. Three years later, both operations and maintenance continue to learn about the technology and how best to maximize efficiencies. An area of concern is the expertise required to maintain the electric vehicles beyond the warranty

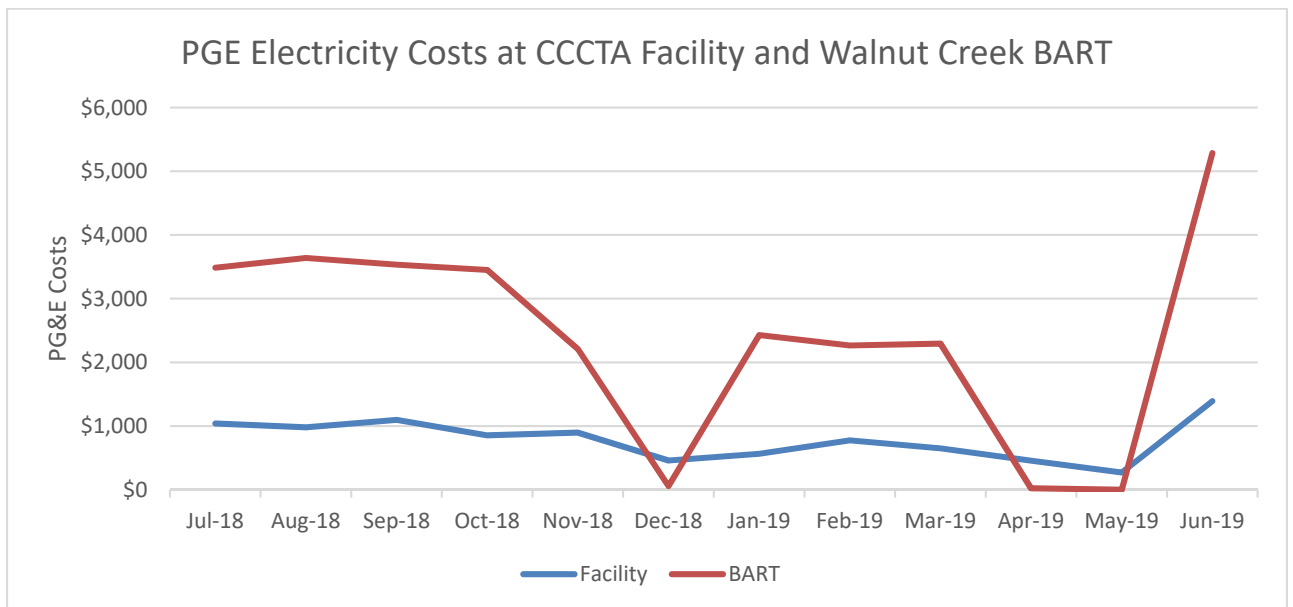
period. The manufacturer currently provides electrical engineering support and it may be necessary to invest further in additional staff and/or training to ensure those needs are met.

Staff recognizes this is still an emerging technology that will continue to develop and improve with time. The 1800 series has a different battery system, which has been significantly more reliable and is currently compensating for the deficiencies of the 1600 series. Staff is constantly evaluating zero emission vehicle research, including electric and fuel cell solutions. Given some of the limitations of electric vehicles at a large scale, it may be appropriate to pursue a blended fleet (electric and fuel cell) to ensure service reliability.

Cost to Operate:

The electricity rates have been the major concern since implementation. Since the electric vehicles were put in service, electricity costs remained constant at both the County Connection Facility and Walnut Creek BART station, at about \$0.25/kWh in the summer and \$0.20/kWh the rest of the year. However, starting in May 2019, PG&E adjusted the rate at the Walnut Creek BART station, changing the energy charges from a fixed rate to “Peak” (\$0.58/kWh), “Part Peak” (\$0.28/kWh) and “Off Peak” (\$0.21/kWh). Though this did not significantly affect FY 19 totals, it will likely increase electricity cost per mile in the coming fiscal year.

Between July 2018 and October 2018 combined electricity costs, for the facility and BART, were about \$4,500. Staff experienced some issues with the electric fleet and the charger at BART in December 2018 and after the new transit center opened earlier this year. The new energy charge at the BART station and the increased use of the 1800 series vehicles combined, led to a total electricity payment of approximately \$6,600 in June 2019.



The average fuel cost per mile for diesel and electric buses has not changed significantly. The electric bus fuel cost per mile is about \$0.65 compared to \$0.46 for diesel. As mentioned earlier, in addition to County Connection’s staff time, the electric buses also required specialty support

from the various vendors. Those costs are not included in this calculation as they are currently under warranty. However, once that support stops, County Connection will be required to pay for those services or invest significantly in existing staff to ensure proper maintenance.

Conclusions:

Electricity costs and bus reliability continue to be the two most important factors when it comes to implementation at a larger scale. As mentioned earlier, the recent rate increase at the Walnut Creek BART station will have cost implications in the coming fiscal year. Staff will continue to provide feedback to the California Public Utilities Commission (CPUC) as rate structures are developed. As California moves to an all-electric future, staff will continue to report to the Board on the progress of the electric and fuel cell buses. Although staff recognizes the importance of reducing greenhouse gases, there are a number considerations that should be further analyzed to ensure system wide reliability, which affects overall ridership. Staff will continue to evaluate zero emission buses and determine an appropriate path for County Connection.

Financial Implications:

Ongoing maintenance.

Recommendation:

Staff and the O&S Committee recommend Board review and file.

Action Requested:

None, for information only.

To: Board of Directors

Date: 8/6/2019

From: Sean Hedgpeth – Manager of Planning

Reviewed by: *W.C.*

SUBJECT: Spring 2019 Service and Fare Restructure Update (March-May)

Background:

On March 10th, County Connection implemented a large service restructure which modified most of the routes in the system. This service change also coincided with a fare change, which eliminated paper products such as transfers and punch cards, eliminated the 10am-2pm midday free program for seniors and the disabled (with the exception of the Bridge and RES Success programs), and increased the base cash fare while keeping Clipper fares unchanged.

The primary goals of the service restructure are to increase ridership, increase productivity, simplify fares, and to reduce costs. The service change added service on more productive routes and eliminated less productive service. Several route alignments were modified to match area demand and to create faster travel times. The original ridership estimated impact from last Fall in 2018 projected a drop of 10%, with use of Clipper doubling throughout the system.

Systemwide Performance

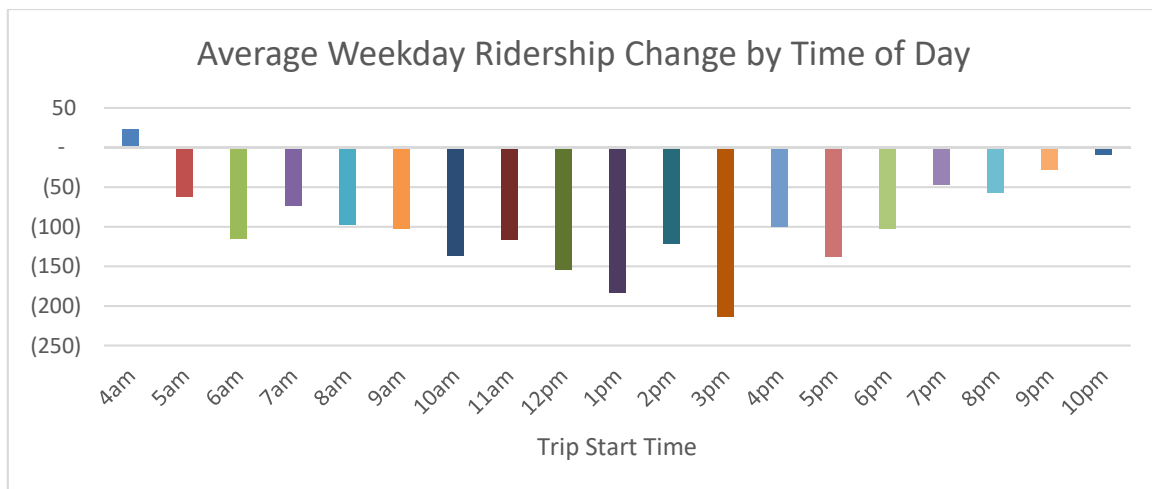
Average weekday ridership was down 9% compared to March-May 2018. As with most change, people need time to adapt to new schedules and fare payment options. While some connections may have been lost from the old route network, new connections take time for marketing to get the word out, for students starting a new school, or employees starting a new job. Staff has been processing more applications for senior and youth Clipper cards, which save a lot of money for riders. Once more time has passed, the new trips should start to find more regulars and holdouts will finally get Clipper, which should increase ridership, which was a major goal of the restructure. Already the simplified fare structure is paying off, with drivers spending less time with punch cards or providing paper transfers. Paper transfers and the 10am-2pm Midday Free program were prone to abuse, which in some ways inflated our ridership. Moving forward, our ridership will be indexed better to paying customers and farebox revenue.

Operational Impacts

The March 2019 restructure created some operational efficiencies, such as reducing the number of operators required for full service. During the Winter 2018 bid, a total of 143 operators were needed fulfill our service requirements. In Spring 2019, only 136 operators were needed in peak service. This reduces the pressure on driver recruitment, which is a national problem. If these cuts were not made, County Connection surely would have missed many more trips due to operator shortages. In addition to reducing the number of operators required for service, scheduled overtime was nearly cut in half, with 61 weekly hours required in Spring 2018 compared to 38 weekly overtime hours required in Spring 2019. This has a direct impact on the agency's financial goal to reduce costs.

Ridership Changes by Time of Day

As part of the fare restructure, the 10am-2pm Midday free program was eliminated. There were several accounts from bus operators of abuse, including refusing to provide ID for proof of age or disability and abusing the paper transfer. This often allowed riders to use the two-hour transfer to extend the free period until 4pm. The chart below reflects that midday riders may have shifted their trips, or otherwise elected to not take the bus altogether. The only hour that is up is the 4am hour, due to BART EBX 700s.



Ridership Changes by Major Bus Stop

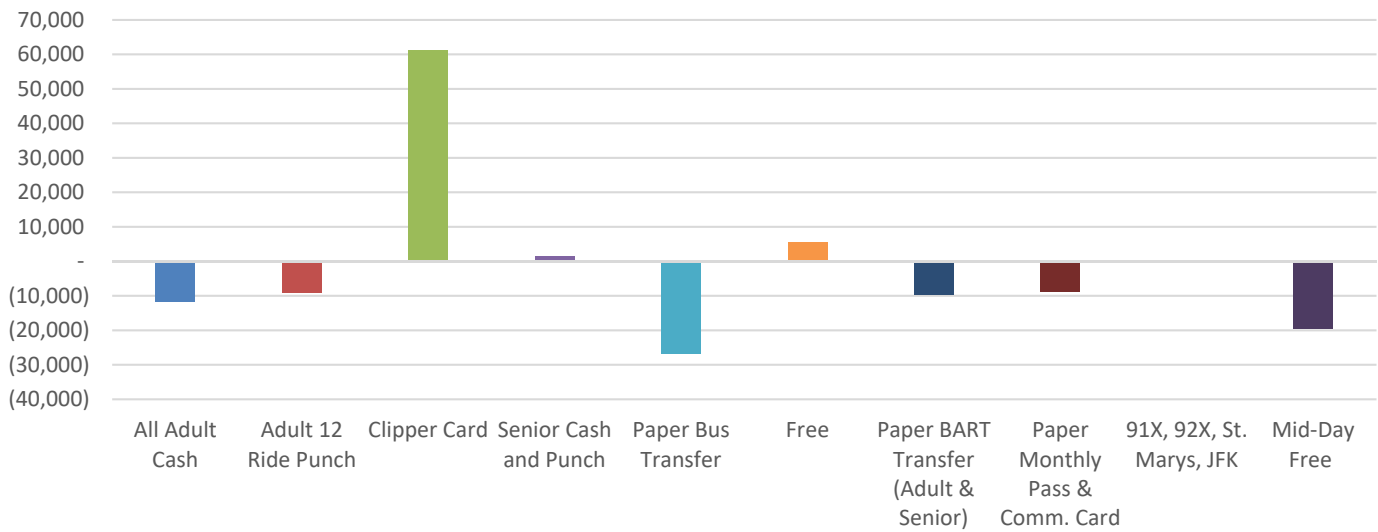
The table below shows the top 10 bus stops in 2019 on weekdays and their average ons and changes from Spring 2018. Concord BART has become County Connection's #1 stop, due to Walnut Creek losing over 400 boardings a day. Ridership Walnut Creek BART was disrupted due to a new transit center opening on March 23rd. Initially, there was some confusion as to where the buses were located, as the new transit center is not in a logical walking path to downtown. Route 4 likely lost ridership due visibility issues, as well as some issues with our data system that should be fixed for the Fall bid. The loss of 400 riders at Walnut Creek BART would account for about half of the ridership decline from May 2018 to May 2019.

Top 10 Bus Stops, Spring 2019	Average Ons	Change from 2018
Concord BART	1,276	-68
Walnut Creek BART	1,256	-405
Pleasant Hill BART	633	-71
Diablo Valley College	358	-40
Minert Rd/Weaver Ln	291	-42
Dublin Pleasanton BART	249	-15
San Ramon Transit Center	247	-51
Orinda BART	164	16
Martinez Amtrak	161	-42
Contra Costa Blvd/Viking Dr	117	-13

Fare Demographic Shifts

Most of the routes that lost ridership had a high number of cash payment, midday free usage, and paper transfers. The reduction in ridership may have been affected by the fare change, which increased the cash base fare by 50 cents (on local routes) and 25 cents (on express routes), eliminated midday-free and eliminated paper transfers. Additionally, weekend riders tend to be our most transit dependent, and the elimination of the paper transfers ended a long standing 3 hour paper transfer window on weekends. This may have suppressed some ridership. Transfers are now Clipper only and they are capped at 2 hours, every day. The table below shows that more Clipper use absorbed most of these eliminated fare products, with 60,000 more Clipper taps per month on average over March-May. In May 2019 after the restructure, Clipper use soared to 71%, doubling use over May 2018.

Change in Fare Demographics (March thru May Average, 2019 to 2018)



Route Level Information

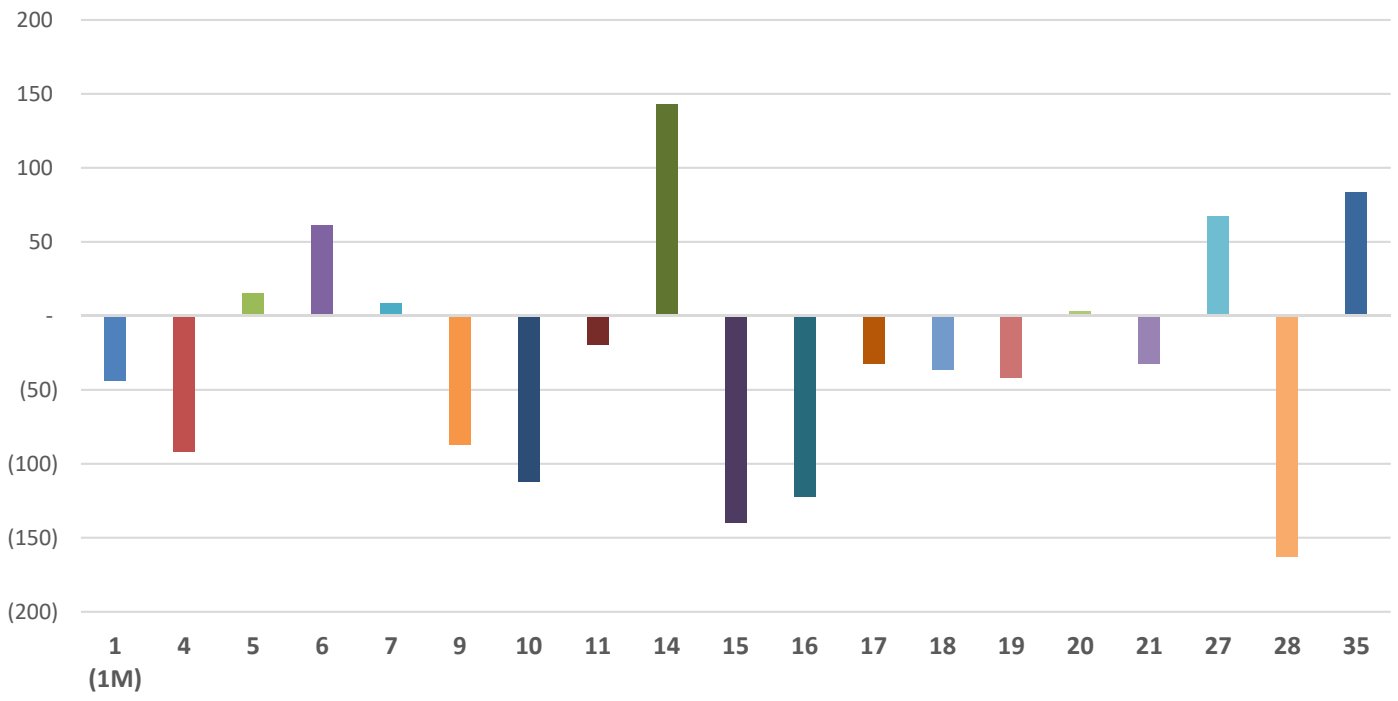
Route level graphs and accompanying text are included on the preceding pages, including Local), Express and Weekend Routes.

Average Weekday Local Ridership

The more significant drops in ridership on local routes included Routes 10, 16, and 28, all of which had a high percentage of cash payment. Routes 10 and 28 had coverage reduced, with less Route 10's going all the way to Clayton and Route 28 terminating at DVC. Route 27 picked up about a third of the Route 28 riders in the North Concord area. Routes that were eliminated include 1M, 2, 25, and Route 36, which are not shown on this graph. Route 15's losses were largely made up by Route 14's extension to Walnut Creek BART, which covered the area formerly served by Route 15. Route 4 had some data issues that staff is in the process of fixing, which derived from technical issues that arose when service shifted to the new Walnut Creek Transit Center. This also reduced visibility by locating the bus stop outside of the normal walking path to downtown.

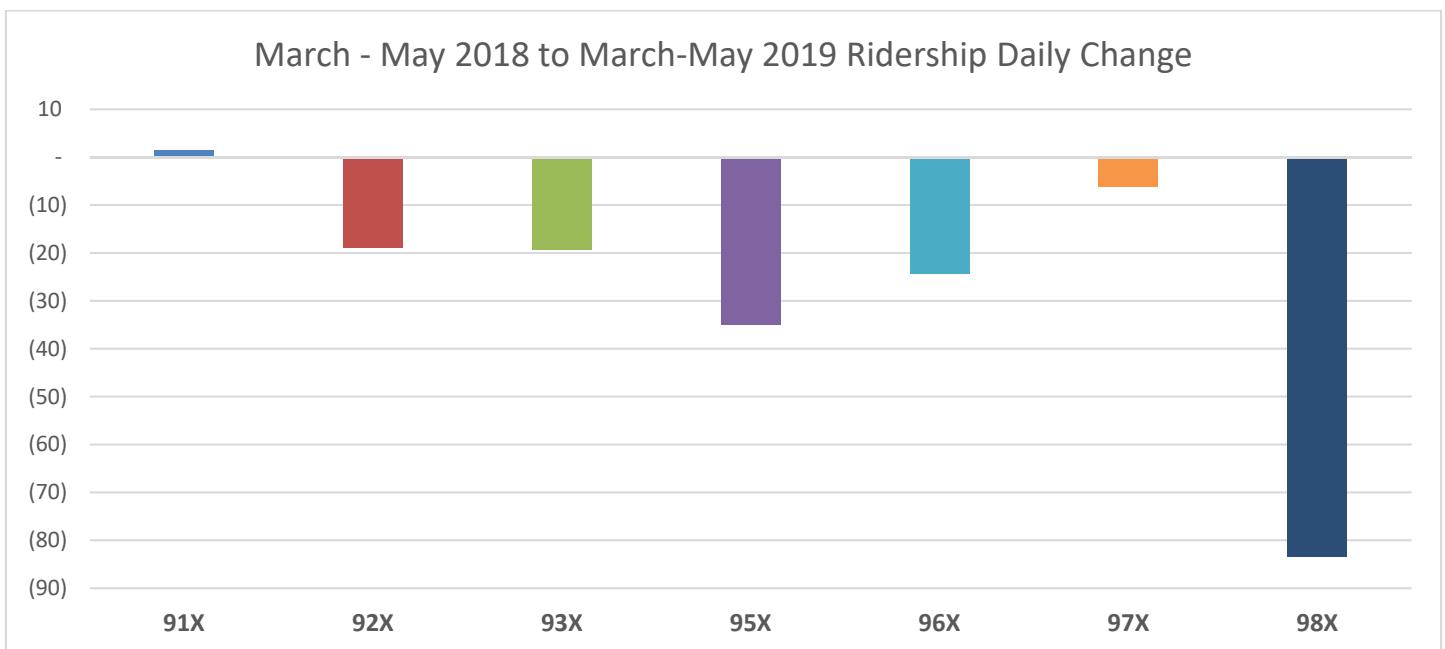
Ridership increased by nearly 150 daily riders on Route 14 and over 50 on Routes 6 and 35, all of which had increased service as part of the restructure.

March - May 2018 to March-May 2019 Ridership Daily Change



Average Weekday Express Ridership

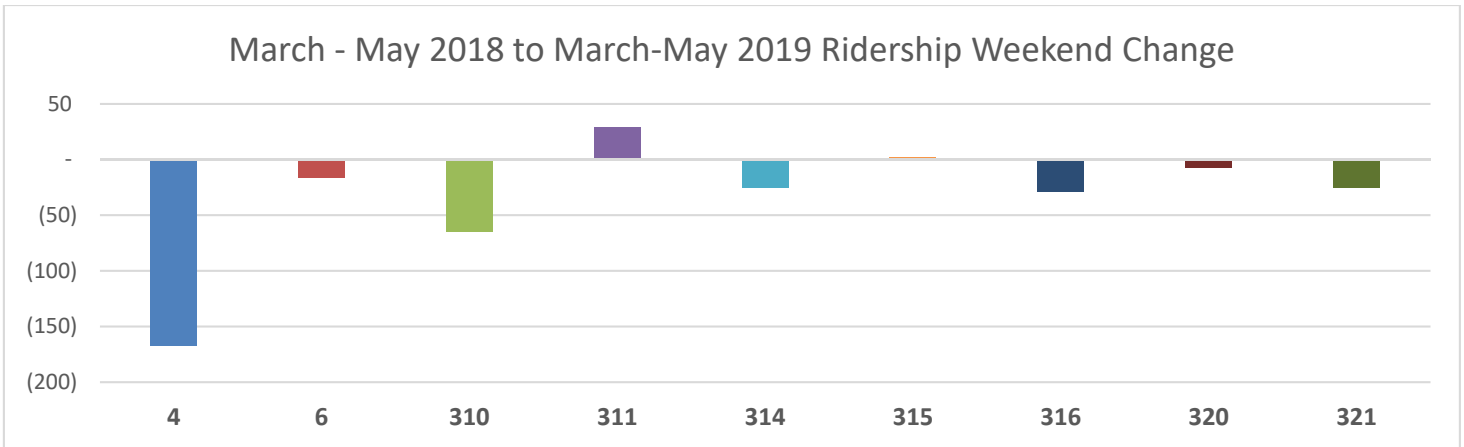
Express routes were all down except for a modest increase on Route 91X. Alignments were changed on Route 92X (small portion of Alcosta Blvd. removed), 93X had an express trip converted to an all stops pattern and 98X had its last trip eliminated but got two new round trips at each peak period. Route 98X, which operates all day service, was down over 83 daily riders (-31%) over the three month period, likely due to the fare changes as 98X had a lot of cash, midday free, and transfer use. Route 99X was implemented in August 2018, therefore data is not available. During the restructure, Route 99X was rerouted off Highway 4 and onto Arnold Industrial Way, with service to the Concord Adult Homeless Shelter. This has increased ridership by about 38 riders a day over the daily average prior to the restructure.



Average Weekend Ridership

Weekend ridership was down except for an increase on Route 311, which was extended to John Muir Medical Center in Walnut Creek. This increase accommodated most of the Route 301 passengers, who switched to the John Muir Medical segment of the 311 after Route 301 was cancelled as part of the changes.

The 310 was down, once again likely due to fare changes. The route was extended to Downtown Clayton, running at a frequency of every two hours. During the first three months of the changes, there were about 20 daily weekend boardings within the City of Clayton on this new Route 310 extension. Like the weekdays, Route 4 weekend service experienced a drop that was a combination of a data issue that is currently being fixed, as well as some declines due to rider confusion associated with the new Walnut Creek Transit Center.



600-Series Average Weekday Ridership

Ridership on the select 600-series ridership that operates on school days only stayed remarkably flat in the survey period, with only 1% decline over the three-month period. This could indicate that regular riders like students that need transportation to school every school day are not affected by the fare increase as much.

Conclusions

It appears that the largest impacts of the restructure were to occasional riders, with ridership on peak only routes staying mostly the same. Riders who use the system sporadically are reducing their usage, especially populations that do not use Clipper. Anecdotally, operators have noticed that some of their regulars have consolidated errands in order to take less trips to save money on bus fare.

Staff believes that although the service change created some disruption and ridership has not recovered, there were significant operational efficiencies achieved to reduce costs. Considering the changes in the fare structure (cash increase and elimination of paper projects) and an overall service cut, staff is hopeful ridership will level off. Staff expects ridership to settle out somewhat in the next few months, when riders discover some of the newer service. Ridership on the trip times that most closely resembles the previous schedules are getting the most ridership, with the new service still emerging. After analyzing the fare data, staff believes most of the ridership drops can be attributed to the fare changes, not the service changes. Should the service increases on productive routes not occurred, ridership losses could have been much worse.

Staff is monitoring the service daily, and steps will be taken to either market lightly used service or to plan tweaks in the future to match rider demand. Staff also expects increased ridership during the planned free fares pilot on the 11, 14, and 16, as part of our Low Carbon Transit Operations Program (LCTOP) funded program.

Financial Implications:

None.

Recommendation:

Staff requests that the O&S committee forward this to the full Board as an information item.

Action Requested:

None, for information only.

To: Board of Directors

Date: 8/6/2019

From: Sean Hedgpeth, Manager of Planning

Reviewed by:

Ref

SUBJECT: Early Bird Express Update

Background:

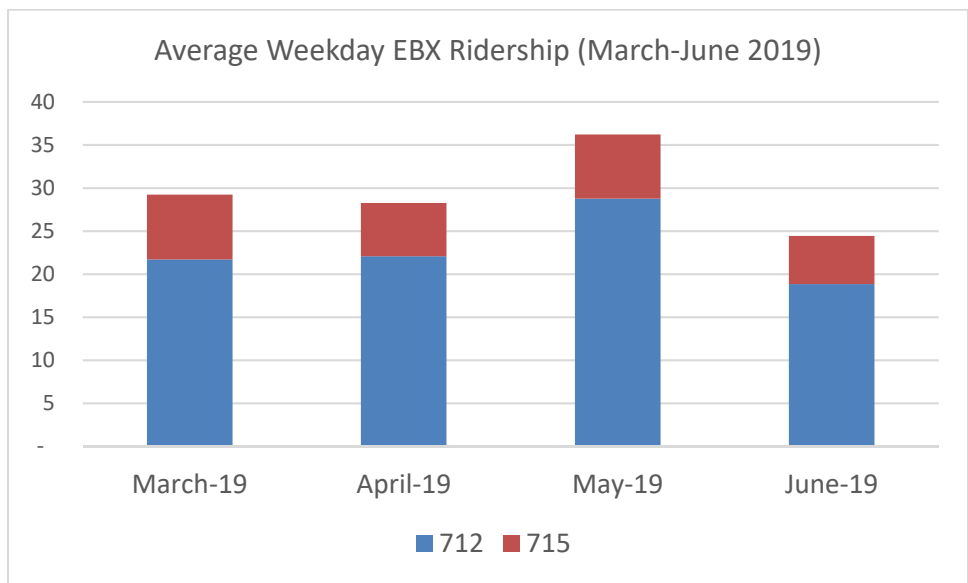
At the November 2018 Board meeting, the Board authorized the General Manager to enter into an agreement with BART to provide early morning bus service. The service started in February 2019 and is expected to last for three and a half years. BART's weekday service was cut back in order for BART to conduct needed long-term maintenance on the Transbay Tube. Many transit agencies throughout BART's service area are part of the "Early Bird Express" (EBX) service set in place to cover the transit needs of early morning BART passengers in the 4am to 5am hour.

Update on Early Bird Routes 712 and 715

For County Connection's summer bid, starting on June 9th, BART requested two changes to the existing early bird service. For Route 712 (Bay Point BART to 20th St and Telegraph Ave in Oakland via Pleasant Hill BART), BART requested to cancel the 4:20am trip, and requested a new trip earlier at 3:50am. This change altered our span of service, which required dispatch to open 15 minutes earlier at 2:45am. For Route 715 (service from North Concord BART to Lafayette stopping at all BART stations along the way) BART requested to end the route at Walnut Creek, due to low ridership to Lafayette.

The table on the next page has ridership information starting in March, the first full month of EBX 700s service.

Route	Month - Year	Day type	Route Days	Daily Ridership	Total Ridership
712	March-19	Weekday	21	21.7	456
	April-19	Weekday	22	22.1	486
	May-19	Weekday	22	28.8	633
	June-19	Weekday	20	18.9	377
715	March-19	Weekday	21	7.5	158
	April-19	Weekday	22	6.2	136
	May-19	Weekday	22	7.5	164
	June-19	Weekday	20	5.6	112
712/715 Combined	March-19	Weekday	21	29.2	614
	April-19	Weekday	22	28.3	622
	May-19	Weekday	22	36.2	797
	June-19	Weekday	20	24.5	489



Ridership was steadily increasing until the month of June. County Connection typically has less ridership on more commuter-focused routes in the summer when there are more vacations and traffic is less of a problem.

Financial Implications:

All costs associated with operating the service are paid for by BART.

Recommendation:

For information only.

Action Requested:

None, for information only.

To: Board of Directors

Date: 8/6/2019

From: Sean Hedgpeth – Manager of Planning

Reviewed by: *W.C.*

SUBJECT: Update on Citizen's Advisory Committee (CAC)

Background:

The County Connection Citizens Advisory Committee (CAC) was born out of the combination of two previous meetings open to the public. The original Citizens Advisory Committee was for community input for fixed route. The second committee was a Committee on Accessibility that focused on paratransit and ADA issues on fixed route, and it typically was held during the midday. In 2011, it was decided to consolidate these two meetings into one, and split the difference in start times to 2pm. In September 2018, three members voted to move the meeting to 1pm while keeping the recurring date of the second Tuesday each month.

During June 2011 board meeting the board approved of the bylaws for County Connection's Advisory Committee.

New Members:

The last Advisory Committee was held at the County Connection Board Room on July 9th. Two new members attended who recently went through their respective city councils (or County Board of Supervisors) for appointment to the committee. Representing Unincorporated Contra Costa County, Marjorie McWee joined the committee. She lives in Contra Costa Centre and regularly takes County Connection as well as LINK Paratransit occasionally. She is interested in how planning decisions are made and wants to fill staff in about her transit experiences on the street.

Matthew Horne joined the committee as well, representing Pleasant Hill. Matthew grew up taking buses in Southern California, and his son is now taking County Connection buses in Pleasant Hill. In addition, Pleasant Hill also assigned Jason Sommers as an alternate.

Remaining Vacancies:

Vacancies remain for the following jurisdictions:

Citizens Advisory Committee Vacancies (August 2019)		
Jurisdiction	Last Filled	Notes
Clayton	Before 2017	Potential new member identified
Concord	December 2018	Last member was Jeff Koertzen
Lafayette	Before 2017	
Martinez	Before 2017	
Moraga	Before 2017	New member going through City Council
San Ramon	July 2018	Last member was Randy Pedersoli

Rule and Function Bylaws:

During the last O&S committee meeting in July, staff was asked to present the bylaws for Advisory Committee. The bylaws are provided verbatim as Attachment 1. As part of the bylaws, officers comprising of a chair and vice chair serve one year terms. The previous two committee meetings only one active member was present, Jim Donnelly, so this was a rather moot point. Now that the committee is growing, Jim Donnelly has agreed to serve as interim chair. Officers will be formally elected at the upcoming committee meeting on September 10th, 2019.

One additional issue with the current committee is attendance. According to the bylaws, if members do not attend three consecutive meetings without cause, then the committee may request that the member resign or be removed by the board upon consultation with the member jurisdiction. Currently, Mark Lewis of Orinda has not attended a CAC meeting at County Connection offices. His term is set to expire in January 2020. For Walnut Creek, Jeremy Weinstein has not attended a meeting since November 2018, or six consecutive meetings.

Financial Implications:

None.

Recommendation:

Staff recommends that Directors representing the jurisdictions with outstanding vacancies work with their respective city councils to identify potential new Advisory Committee members.

Attachments:

Attachment 1: County Connection Citizen’s Advisory Committee Bylaws, Adopted June 16th, 2011

**Central Contra Costa Transit Authority
Advisory Committee
Role and Function
Approved June 16, 2011**

Purpose

The primary purpose of the Central Contra Costa Transit Authority Advisory Committee will be to review, analyze and advise the County Connection Board of Directors on issues and policies relating to fixed-route and paratransit service. The Advisory Committee will be asked to consider and make recommendations on finance and planning documents that include but are not limited to the following:

- CCCTA Ten Year Short Range Transit Plan
- Annual operating and capital budget
- Annual marketing plan
- Other issues such as operations, scheduling, administration, finance, and legislation.

Composition

The Advisory Committee shall be comprised of eleven (11) members from Central Contra Costa County. Each member jurisdiction will be requested to recommend one member from that jurisdiction for appointment by the CCCTA Board of Directors. Each member jurisdiction may also recommend an alternate member from that jurisdiction for appointment by the CCCTA Board of Directors. The following criteria should be considered:

- Representative should be active in community participation and involvement
- Representative should reside in the appointed community
- Representative should be a current or former user of fixed-route and/or paratransit service, or an advocate for transit users in their communities.

Term

- Members will be appointed for a two-year term, with no limit on the number of terms served.
- If during his/her term, a representative resigns, is removed, or unable to continue to serve, the recommending jurisdiction will be requested to appoint a successor, to be approved by the CCCTA Board of Directors to serve the balance of the term.
- If a member misses three or more consecutive meetings without cause, the Advisory Committee may request that member resign or be removed by the CCCTA Board after consultation with the affected jurisdiction.

Officers

- The Advisory Committee will elect officers who will serve one-year terms. Officers will include a chair and a vice chair.

Meetings

- The Advisory Committee will meet every other month. However, if the Committee wishes to have a special meeting, any member may request that the Chair ask the staff liaison to schedule such a meeting.
- A majority of those present shall be required to adopt an action.

Charge

The Advisory Committee is charged with the responsibility of acting as ADVISORS to the CCCTA Board of Directors, and of collecting and reporting service issues and concerns received from the jurisdictions. Members may volunteer, or be appointed by the Chair to attend scheduled CCCTA Committee meetings, participate in Advisory Committee subcommittees, or undertake other duties for the Advisory Committee.

Furthermore, the Committee is charged with the responsibility of acting as DISSEMINATORS of information in their community, and of assisting in the education of their jurisdictions regarding the fixed-route and accessible services that are available.

In fulfilling these responsibilities the Committee will:

- Make formal recommendations in the form of written communications and reports to the CCCTA Board of Directors, and where appropriate, supplement with oral comments
- Appoint a member to serve as the Committee liaison to the Contra Costa County Paratransit Coordinating Council
- Act as a forum for fixed-route, accessible services, and LINK paratransit users to express concerns or ideas about the services to the Authority.

In fulfilling this charge, individual members may be expected to:

- Network with other interested citizens and groups in the community.
- Maintain a working relationship with the Board representative from his/her jurisdiction
- Assist CCCTA staff at community or business events