

County Connection

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CCCTA BOARD OF DIRECTORS

MINUTES OF THE REGULAR MEETING

December 19, 2019

CALL TO ORDER/ROLL CALL/CONFIRM QUORUM

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

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

Public Comment: None

CONSENT CALENDAR

MOTION: Director Haydon moved approval of the Consent Calendar, consisting of the following items: (a) Approval of Minutes of Regular Meeting of November 21, 2019. Director Worth seconded the motion and it received the following vote of approval:

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

REPORT OF CHAIR: None

REPORT OF GENERAL MANAGER:

Status report on FASTER Bay Area Effort

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 (known as FASTER Bay Area) to raise \$100B for major public transportation projects that will benefit transit. The measure will cross nine counties and benefit a number of different transit agencies, and some potential projects include a second BART tube, a second Bay crossing and rail on the Dumbarton Bridge. He will keep the Board informed on this project as it proceeds.

Recognition of Employee with 30 Years of Service

Transit Operator-Debra Lowery

Recognition of Retired Employee

Service Worker-Roberto Santos

Director Storer left the meeting at 9:10 a.m.

Update of Fixed Route Ridership Trends

General Manager Rick Ramacier informed the Board that overall ridership has increased 13.5 %. On the routes that are free and being subsidized, there has been a significant increase in ridership as well. In the coming months, Ruby Horta, Director of Planning & Scheduling, will give a more comprehensive ridership report first to the O & S Committee and then to the Board.

Director Storer returned at 9:13 a.m.

REPORT OF STANDING COMMITTEES **Administration & Finance Committee**

FY2019 Audit

Director Dessayer informed the Board that County Connection has a clean audit for FY2019 with no issues or weaknesses. He credits the CFO Erick Cheung and the rest of the Finance Department with all of their due diligence and hard work.

MOTION: Director Dessayer moved acceptance of the FY2019 Audit report prepared by Brown Armstrong Accountancy Corporation. Director Tatzin seconded the motion and it received the following vote of approval:

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

San Ramon Valley USD Transition Program-Midday Free Request

Ruby Horta, Director of Planning & Scheduling, gave a brief background on the Bridge Program, which is based out of the Mt. Diablo Unified School District and is for persons 18-22 with disabilities, who have finished high school. Their goal is to provide individuals with the knowledge and skills they need in order to make a successful transition to adult life. Ruby Horta also discussed the RES Success program, which provides adults with developmental disabilities interdisciplinary services in areas of academics, social skills, recreation, vocational training, and the arts. Their programs provide participants with opportunities to continue their growth in becoming productive members of the community.

Staff was contacted by the San Ramon Valley Unified School District with the request to have the Midday Free Program extended to students in their transition program. The program serves approximately 70 students and 30 staff. Although this request is nearly triple the other midday free fares, County Connection would like to try this program with San Ramon Valley USD for the remainder of the 2019-2020 school year.

MOTION: Director Storer moved approval of extending the Midday Free Program to the students and staff of the San Ramon Valley USD Transition. Director Hudson seconded the motion and it received the following vote of approval:

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

Budget Amendment request for Paratransit Operating Budget

Bill Churchill, Assistant General Manager of Administration, explained that our previous paratransit contractor, First Transit included fuel in the cost of their contracts. This year we changed contractors and hired Transdev. And, although we knew that the fuel was not included in the Transdev contract cost, we did not allot for the fuel costs in the Budget that was approved in June 2019. Staff projects a total budget shortfall of nearly \$1,000,000 and requests an amendment to the FY2020 Paratransit Operating Budget increasing the appropriations and TDA revenues to cover the additional expenses. In the future Rick Ramacier and Erick Cheung will work more closely and keep each other informed and involved with issues that may affect the budget.

MOTION: Director Dessayer moved approval of Resolution No. 2020-012, approving an amendment to the FY2020 Paratransit Operating Budget for \$1,000,000 to appropriations and TDA revenues. Director Hudson seconded the motion and it received the following vote of approval:

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

Paratransit Building Elevator Modernization

Scott Mitchell, Chief Operating Officer, informed the Board that the elevator in the Paratransit building is 24 years old and the company that installed it is no longer in business. We issued an Invitation for Bids for Paratransit Building Elevator Modernization, but received no bids

The only vendor that has expressed an interest in performing this work is OTIS Elevator. County Connection has received a proposal from OTIS Elevator that has been competitively solicited under National IPA National Master Agreement #384899 in the amount of \$203,789 and staff has determined that the OTIS proposal is fair and reasonable.

MOTION: Director Dessayer moved approval of Resolution No. 2020-011, authorizing the General Manager to award a contract in a form approved by legal counsel to OTIS Elevator for modernization performed on the Paratransit elevator. Price not to exceed \$203,789. Director Worth seconded the motion and it received the following vote of approval:

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

Marketing, Planning & Legislative Committee

Paratransit Resources Serving the Central Contra Costa Service Area

Rashida Kamara, Manager of Accessible Services, gave a brief background stating that Paratransit ridership has only experienced a minimal increase over time. Paratransit costs continue to rise as a result of the many components necessary to provide such service. For the past 20 years or so, First Transit has provided this service with some degree of difficulty especially when it comes to hiring and retaining quality drivers. This is a challenge that was not unique to County Connection Paratransit but has been felt across the nation with most of the popular transit providers. In addition, the strict parameters, travel distance, time constraints and eligibility criteria, that is necessary for compliance with the ADA mandate, make it difficult for who are eligible to use Paratransit service.

In an effort to provide a method to access the recent boom of small transit services, a mobility management service, Mobility Matters, began providing mobility management services in Contra Costa County facilitating collaboration and coordination between public and private transportation providers in order to create a network of integrated transit options.

Although County Connection has decided to maintain its traditional Paratransit service, we will modify the transit model to include transit partnerships. This would allow for different vehicle types like accessible vans, manage tail ends of the day, provide user friendly technologies and incorporate non-dedicated services like TAXI companies to improve efficiencies. We will continually check on the efficiency of the partnerships and come back to the Board to provide updates.

MTC Onboard Passenger Survey

Meldoy Reeb, Manager of Planning, explained to the Board that since 2010 the Metropolitan Transportation Commission (MTC) has managed a regional transit passenger survey program for fixed-route services operating within the nine-county Bay Area. The purpose of the survey is to collect data that is used by MTC to support regional planning efforts and to fulfill Title VI requirements. Surveys are conducted by MTC for each operator roughly every five to seven years. MTC just completed its most recent survey of County Connection's passengers in October 2019.

Surveyors collected a total of 1,079 responses on weekday routes. A sampling plan was developed in order to obtain a representative number of responses across the different routes and time periods in proportion to ridership and a smaller sample of 109 surveys was collected for weekend routes. Overall, riders on Routes 4, 6, and 7 tended to rate the changes as an improvement. This is not surprising given that frequency was increased on two of those routes, Routes 4 and 6. Route 98X had a slightly higher percentage of respondents saying that the changes made their experience worse. Although service frequency was increased on the route, there were some later evening trips that were cut. It should also be noted that responses are not necessarily related to the route that the survey was taken on, as some riders may take multiple County Connection routes.

Operating & Scheduling Committee

Paratransit Contractor Transition Update

Rashida Kamara, Manager of Accessible Services, stated that Transdev took over the paratransit contract from First Transit in July 2019. They have experienced several challenges that took time to overcome in order to effectively manage and operate the LINK service. Productivity in the past 5 months has yet to reach the goal of 2.0. We ended the FY18/19 with a 2.02. This was mostly due to extreme driver shortage. So, although productivity was high, service quality was still very poor with complaints at an all-time high. Productivity comparisons are not necessarily accurate as a result. Productivity in July was 1.80 and has remained at 1.90. Since Transdev was awarded the contract, service quality from the rider's perspective noticeably continues to improve. We ended the FY18/19 fiscal year at 81% on-time. We started in July at 90% with a slight dip to 88% in September due to pulling drivers off the road to train, October was 92.5% and November is 93.3% to date. Staff will continue to closely monitor the rising cost of Paratransit by paying attention to the cost of fuel and working to meet productivity standards

Report from the Advisory Committee

Appointment of Wayne Mortensen to Advisory Committee Representing the City of San Ramon

MOTION: Director Hudson moved that Wayne Mortensen be appointed to the Advisory Committee representing the City of San Ramon. Director Storer seconded the motion and it received the following vote of approval:

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

BOARD COMMUNICATION:

Director Candace Andersen stated that she rode one of County Connection’s buses recently and she enjoyed her trip. The transit operator was nice and courteous, as were the passengers. Keep up the great work.

Closed Session:

The Board of Directors entered the Closed Session at 10:11 a.m.

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

Open Session:

Report of Action(s) Taken During the Closed Session

The Board of Directors returned to open session at 10:27 a.m. Chair Andersen stated that the Board reviewed the status of existing litigation. No reportable action was taken.

ADJOURNMENT: Chair Andersen adjourned the regular Board meeting at 10:28 a.m.

Minutes prepared by

Lathina Hill
Assistant to the General Manager

Date