

**Summary Minutes  
Advisory Committee  
County Connection  
Gayle B. Uilkema Memorial Board room  
2477 Arnold Industrial Way  
Concord, CA  
Tuesday January 14, 2020**

**Members:** Mr. Donnelly, Marjorie McWee, Mathew Horne, Jason Somers, and Wayne Mortensen

**Staff:** Rashida Kamara, Bill Churchill and Sean Hurley

**Public:** Jessica Dominguez (Overcoming Transportation Barriers)

1. **Call to Order:**  
Meeting was called to order at 1:05pm
2. **Roll Call**  
(See Attendance sheet)
3. **Approval of Agenda:**  
The agenda was approved.
4. **Approval of minutes of November 12, 2019:**  
The minutes were approved as presented.
5. **Public Comment:**  
None
6. **Consent Calendar:**  
None
7. **Appointment of Wayne Mortensen to the Advisory Committee (City of San Ramon):**  
Mr. Donnelly welcomed Mr. Mortensen to the Committee, then asked him to introduce himself. Mr. Mortensen is an advocate for Transit, especially seniors. Considered himself very vocal and that is why the City suggested and appointed him to this committee. His neighborhood does not have fixed route bus for 5 miles out. He is interested in seeing a small bus used to augment fixed route, by having a dial a ride like service where seniors can call when they need a ride to where they are going, and the bus can be filled going and coming. Bill welcomed Mr. Mortensen.

Mr. Donnelly asked if the committee could vote on the chair. Mr. Churchill responded, that yes they can, but reminded Mr. Donnelly that he has volunteered for that position for the next year. Mr. Donnelly said after more members are appointed and become more familiar, they will address that issue again.

#### **8. MTC-On-board Passenger Survey**

Mr. Churchill presented the on-board passenger survey. He mentioned this was a fixed route only survey that is done every couple of years. The goal is to better understand ridership shifts that tend to occur and help keep us on point. Especially since there was a recent service restructure in March 2019. This survey revealed several surprises.

- a. Through the survey we discovered 69% of trips begin and end in Contra Cost County. This attests to job growth as many of these routes feed into BART.
- b. Clipper usage has increased from 31% to 70%, making it easier to travel across systems, like County Connection, BART, AC Transit and Muni. This promotes overall ridership in the region and increases boarding time preventing lines to pay cash fare and improving overall on-time performance. Most users of our services are on the lower economic scale even though we live in a wealthy area. Most of these are cash-based fare, in turn they are not getting the benefit of a discount by using clipper.

Ms. McWee mentioned that service dropped from Walnut Creek to Shadelands and it takes forever in the middle of the day to get from one point to the other. Improvements to route 9 would help. Again, she reiterated that staff that plan routes must go out and ride service for at least a week to see how the service levels are. Some trips can take 3-4 hours. The elderly would find it difficult to take such routes because of the duration. Ms. McWee related her circuitous trip to the dentist along with another passenger. Realized routes are geared to commuters. Mr. Mortensen mentioned a city in St. Louis, that uses small buses where the elderly would call on the same day for service. The bus served multiple passengers and fed them to fixed route. This was a dial-a-ride service.

#### **9. Paratransit Transition Update Part 2:**

Ms. Kamara gave an update on the Paratransit Transition. Since the initial update, LINK services have gone completely paperless, by use of tablets by drivers in the field. LINK has also launched their MyTranist App for riders. This app allows riders, to monitor their trips in real time, receive notification of trip arrivals, notify caregivers of trip location and provide a platform for passengers to rate their trip experience which feeds back to LINK office and Transdev's office for immediate follow-up. Ms. Kamara, also passed out user guides and flyers for members to distribute to individuals who may want to use the app.

**10. Update on Travel Training Programs (Verbal Update):**

Ms. Kamara gave a verbal update on the travel training efforts, which include working with Sean Hurley (CCCTA's Customer Service Manager) to identify resources to help us build a travel training program. Ms. McWee mentioned that she would like to be involved in the efforts moving forward. CCCTA, in the meantime, had an appointment to meet with Susan Rotchy of Independent Living Resources and had received a proposal from a Paratransit Consultant, Tom Roberts, to create and implement a Travel Training program. In addition, CCCTA has also engaged in dialog with Tri-Delta to partner in this effort, since we tend to service same passengers. Ms. McWee also mentioned that the training should be more than just taking someone on a ride, but should include training passengers on how to:

- Set someone up who has never used the bus system before
- Plan a fixed route trip online using a trip planning website
- What to expect if boarding a bus using a wheelchair, how to align your wheelchair
- How to board and where to sit when using a walker

**11. Quarterly Report from CAC to Board of Directors and Alternate meeting location:**

Bill relayed the request from the Board of Directors to CAC members to provide a quarterly report to the Board. Bill reiterated that the Board express their interest in the CAC and acknowledge the contributions the CAC can make to the transportation system. The Board wants them to know that they want to hear from them and want them to know that they can provide useful information or recommendations to the system. In the past, it has been difficult to get members to participate in the committee, but the individual Board members are working with their cities to ensure representation. As a result, we now have 5 seats filled and are working to fill the rest. Also, the location of the meeting has not always been ideal, so Bill asked the committee members what they thought about choosing an alternate location. Ms. McWee suggested CCTA building in Walnut Creek which is easily accessible by bus and by BART. Bill said he would inquire with Peter Engle regarding using CCTA office and report back on the March 10<sup>th</sup> meeting. Mr. Donnelly mentioned the timing of the meeting. His concern was having the meeting in enough time to make a recommendation that could go to the Board. At the moment, the CAC meeting is in the same week as the Board meeting and suggested meeting in the first or second week of the month, so recommendations can be reviewed by O&S and then passed on to the Board. Mr. Donnelly asked the committee if they would like to move the meeting to the first Tuesday of the month. All members present said yes. Jason Sommers said he would like to learn more about what we do and how the committee can help or advise on. Both Mr. Donnelly and Mr. Mortensen said they would like to see the budget.

**12. Fixed Route Monthly Report:**

Mr. Churchill gave a report of the fixed route monthly report. He focused on the change in service since the March 2019 service cut. Normally it takes up to two years to see the

overall effects of service cuts, but it is clear that the routes that are now free are experiencing a surge in ridership. In March and April 2019, saw a 21% decrease in service where service was cut, but in August and October there was a 13% growth in ridership. The overall growth far outweighed the shrinkage that was experienced. During this service restructure, CCCTA, was able to turn around a 4-year ridership decline. Mr. Donnelly asked why there was a drop in Martinez. Mr. Churchill said it may have to do with the fact that most Martinez residents, pay a cash fare and do not take advantage of the service discount that comes with using Clipper. Cash fare is \$2.50 and Clipper fare is \$2.00. Mr. Sommers wanted to know whether we collect destination data. Mr. Churchill responded that we currently do not. Ms. McWee asked about tagging oneself when they board and not be charged the full fare. This is currently not in practice. Mr. Churchill said he would look into Clipper rules. Knows it is currently different from Golden Gate Marin. This works because they are zone based. Ms. McWee said it was important to look at where people are going. She is sure it has changed from 20-30 years ago. Most of our routes are geared to commuters, the average senior, wants to go to shopping centers in the middle of the day.

**13. Paratransit Monthly report:**

Ms. Kamara gave an update on the paratransit statistics and the MyTranist app. Ms. McWee wanted us to look into the early arrival button. Her phone shows the driver has already arrived when he/she was actually not there yet. Ms. Kamara said she will look into it and report back.

**14. Committee Member Communications:**

Mr. Mortensen said he will provide more information on the demand response efforts of St Louis. He also asked us to check Yelp for service reviews and issues and would like to see County Connection participate in the City of San Ramon Health and Wellness day. Ms. McWee mentioned that she recommends reading Door-to-Door by Edward Hume's. Mr. Sommers will check with the city on what they would like to see him do on the committee.

**15. Adjournment-Next Meeting March 10, 2020:**

Meeting adjourned at 3:15PM

Minutes prepared by Rashida Kamara January 27, 2020.