

**Summary Minutes
Advisory Committee
County Connection
Zoom Meeting
Tuesday July 14, 2020**

Members: James Donnelly, Marjorie McWee, Mathew Horne, Wayne Mortensen, Adrian Byram

Staff: Rashida Kamara, Bill Churchill, Ruby Horta, Melody Reeb
and Sean Hurley

Public: None

1. Call to Order:

Meeting was called to order at 1:07pm

2. Roll Call

(See Attendance sheet)

3. Approval of Agenda:

The agenda was approved.

4. Approval of minutes of January 14, 2020:

The minutes were approved as presented.

5. Public Comment:

None

6. Welcome Adrian Byram, City of Walnut Creek

Mr. Donnelly welcomed Mr. Byram, then asked him to introduce himself. Mr. Byram says it was a pleasure to be part of this committee because he was especially interested in Paratransit and Autonomous vehicles. He lives in Rossmoor, in Walnut Creek. He was interested in how Autonomous vehicles will play a part in this COVID era for the next year. Jim responded, as committee continues to grow subjects on the impact of autonomous vehicles on paratransit will be discussed.

7. Fixed Route Monthly Report

Ms. Reeb gave the fixed route monthly report. Mr. Donnelly asked if there were any projections made on service increase. Ms. Horta responded stating there were significant service declines in April forcing service cuts. Such cuts included reducing the frequency in service. Express routes were also cut due to commuters working from home. The 96 and 97 seem to only have a few trips a day. Fall bid has been delayed as much as possible but will be going out. It will be a regular fall bid minus school trippers.

8. Fixed Route COVID update:

Mr. Donnelly wanted to know how we're handling revenue shortfall. Ms. Horta responded, including COVID update to her response. She stated that we have not been collecting fares since late March. CARES act has been able to provide some funding till the end of the year allowing to operate service at its current levels. Mr. Mortensen had a question but had mic problems. Later asked if route can increase in Walnut Creek to Kaiser. Ms. Horta responded, that in our current financial situation CCCTA is not in a position to add such specific services to the system. But will continue to explore alternative services like Go San Ramon, which are much more efficient and cost effective.

9. Paratransit COVID Update #1 and #2

Ms. Kamara brought the committee up to speed on the evolution of Paratransit Service since the stay at home order was first issued in March. This included, alternate Paratransit service to meet the needs of the community since service levels dropped by 80%. Alternative service included meals on wheels, other food programs, grocery delivery and COVID transport. Ms. Kamara highlighted the contract amendment approved by the board to engage Transdev in alternative service like meal delivery in which CARES act funds may be used. Ms. Kamara highlighted the importance of the current partnership with Transdev under this pandemic and their ability to pivot and meet the needs of the community. Mr. Byram said this was a great initiative. Mr. Donnelly wanted to know how long we will sustain such alternative services. Ms. Kamara said Paratransit was the priority and we are looking to state and county mandates regarding the shut down or reopening of the county. These have driven paratransit ridership. Mr. Donnelly asked what kind of increase we have seen. Ms. Kamara said about 20 trips, but with the state closing down again, we are unsure if the upward trend will continue.

10. Paratransit Monthly Report-January, February and March:

Ms. Kamara gave an update on the monthly operating reports. Highlighting the improvement Transdev was making on the service in the areas of on time performance, and productivity. She also mentioned complaints from the prior year and improvements this year. She mentioned the key performance indicators like 90% on time performance goal and 2.00 productivity goal. When under the current contract, if achieved would earn the contractor a \$2,500 incentive. Transdev in the month of February, qualified for that incentive. March service was severely impacted by the pandemic and the governor's order to shelter in place. As a result, ridership dropped significantly. We will continue to monitor service levels during the pandemic and adjust our service to best suit the needs of the community. By taking on essential services like food delivery programs, we are not only keeping drivers working but providing essential services for the community. Mr. Donnelly wanted to know if we were seeing a

difference in complaints. Ms. Kamara responded that the complaints were the same, but the severity was different. Last year a late complaint might be the result of a driver running more than an hour late, this year it may be the driver was 5 minutes outside of the window. Mr. Byram wanted to know how we calculated on time performance and weather we captured on time performance on different levels. Ms. Kamara pointed out the levels we capture on the MOP report and also explained the difference between a pick-up based trip and an appointment-based trip and when on time performance was measured.

11. New Riders Guides Review Part 1:

Ms. Kamara said Riders Guide has not been in circulation due to previous non-compliant policies, like 24-hour cancellation policy. Riders guide has been to legal and Staff has spent a year working with legal trying to develop a complaint version of the rider's guide. Ms. McWee wanted to know if other advisory groups were providing input to the rider's guide. Ms. Kamara Responded no, but other transit agencies Rider Guides were taken into consideration along with the input of Hansen and Bridget's ADA specialist. Ms. McWee wanted to also know if the tactical workshops efforts were taken into consideration and applied to the rider's guide. Ms. Kamara responded not at the moment, but since we did not currently have a working rider's guide, this rider's guide will be completed and given to riders and if any changes are needed in the future as a result of the tactical workshop, it will be amended. Mr. Churchill also mentioned that in the past there were two committees, one for fixed route and one for paratransit, the committees have been combined to address all concerns for CCCTA as a whole. Ms. McWee wanted to know if other members of the committee were paratransit certified, Mr. Donnelly says as of now, she was the only one. Mr. Donnelly wanted to know how much time they had to give input, Ms. Kamara responded they had until the end of August and that this would be a work in progress.

12. Committee Member Communications:

Mr. Horne wanted to know if items concerning bike share ride, jogging trails and their connectivity to Public transit will be discussed on this forum. Mr. Donnelly responded that since he has been serving there has not been a discussion of such topics. Ms. Horta responded that County Connection does work with the different cities regarding bus stops, bike trails and connectivity. County Connection has also not gone after grants, because we do not have the right of way when it comes to bus stops. They work with the cities by also providing letters of support. Ms. Horta mentioned that 30-40% of stops have been grandfathered in and are not subject to the ADA. Cities have historically prioritized the modification of bus stops based on ridership and cost. Ms. McWee mentioned that it was important not just to isolate and speak of bike trails, but make sure the conversation is inclusive of all. The conversation should center around making sure that transit is accessible to all including persons with disabilities. She also mentioned that even if a bus stop is grandfathered in that cannot be the end of the conversation, we need to work with cities to make sure such stops and paths now become accessible for all.

Mr. Byram asked if there were plans to increase frequency of fixed route. Ms. Horta responded by saying due to the pandemic and the effects it has on tax revenue that will not be likely. Mr. Donnelly mentioned that vaccine may not be available for a while, and so transit will continue to be impacted as a result.

13. Adjournment-Next Meeting September 8, 2020:

Meeting adjourned at 2:22PM

Minutes prepared by Rashida Kamara July 24, 2020.