

# County Connection

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## CCCTA BOARD OF DIRECTORS

### MINUTES OF THE REGULAR MEETING

August 20, 2020

#### 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, Schroder, Storer, Tatzin, Wilk and Worth. Director Hoffmeister arrived after the meeting convened.

Staff: Ramacier, Sherman, Cheung, Churchill, Hill, Horta, Kamara, McCarthy, Mitchell and Reeb

**Public Comment:** None

#### CONSENT CALENDAR

**MOTION:** Director Noack moved approval of the Consent Calendar, consisting of the following items: (a) Approval of Minutes of Regular Meeting of July 16, 2020; (b) On-Call Engineering Consulting Services Contract Amendment and Resolution No. 2021-005; (c) FY20-21 SB1 State of Good Repair Funds and Resolution No. 2021-001; (d) Update to CCCTA Injury & Illness Prevention Program (IIPP) and Resolution 2021-003. Director Tatzin seconded the motion and it received the following vote of approval:

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

#### REPORT OF CHAIR:

##### Election of CCCTA Officers

**MOTION:** Director Andersen moved to elect Keith Haydon as Board Chair, Dave Hudson as Vice Chair and Amy Worth as Secretary. Director Tatzin seconded the motion and it received the following vote of approval

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

#### REPORT OF GENERAL MANAGER:

Report and status of Clipper 2 with emphasis on the development of the mobile application

Rick Ramacier introduced Jason Weinstein of MTC who gave the Board a brief description of what to expect with the new Clipper program update. Mr. Weinstein explained that the new Clipper will now be able to accept more payment options as well as integrate with other services, for example, Seamless Mobility Platform, Paratransit, Transit Parking and other partnerships. By early next year, you will no longer need a physical card, you will have the option to download all Clipper information on your cell phone and use directly from your phone.

Director Hoffmeister arrived at 9:25 a.m.

### Blue Ribbon Task Force

Rick Ramacier informed the Board that he is meeting with the MTC Blue Ribbon Task Force, once a month via Zoom to represent the small transit operators. We are discussing a health and safety plan for transit and coordination with other transit agencies on implementing the plan and when and how we will begin collecting transit fares again.

### Report on the status of the HEROES/HEALS Act

Rick Ramacier informed the board that County Connection has received our first allocation of funds from the CARES Act, with the second allocation expected after MTC. We anticipate approximately \$4.5 million for our next allocation and we should receive the funds by the end August 2020. Congress has not passed any follow up legislation to the CARES Act, and at this point we don't know when/if such legislation will be adopted. The Heroes Act would allocate \$15.75 billion for transit and would be split into a \$11.75 billion bucket for urbanized area formula funds for transit entities serving populations of more than three million that would be distributed using Fiscal Year 2020 formulas and \$4 billion in grants. We don't expect to hear anything until after the election and possibly not until early 2021.

### Report and status of Clipper START

Rick Ramacier informed the Board that the Clipper START program allows adults who live in the Bay Area and whose annual earnings are up to 200 percent of the federal poverty level to qualify for fare discounts. The Clipper START pilot requires riders to use Clipper for fare payment. Riders can apply online or submit a paper application. Applicants will need to provide proof of identity and proof of income, and those approved will receive a personalized Clipper card that can be used for single-ride discounts on the participating transit agencies' systems.

Establishment of the Clipper START program followed a three-year study launched by MTC in 2015 to determine if a transit fare program based on household income would be feasible and effective. This Regional Means-Based Transit Fare Pricing Study included three main objectives: make transit more affordable for low-income residents, move toward a more consistent regional standard for fare discounts and develop implementation options that are financially viable and administratively feasible. As more information becomes available, we will keep the Board abreast of the program and our participation in it.

## **REPORT OF STANDING COMMITTEES**

### **Administration & Finance Committee**

#### Approval of Resolution No. 2021-002, authorizing the General Manager to sign Clipper MOU Amendment No. 2

Melody Reeb, Manager of Planning, gave a brief history about the Amended and Restated Clipper Memorandum of Understanding (MOU), which was entered into on February 19, 2016 among the Metropolitan Transportation Commission (MTC) and the transit operators participating in the Clipper program, including County Connection. In addition to defining roles and responsibilities related to the Clipper program, the MOU defines the operating cost and revenue allocation formulas among the operators and MTC.

The amendment will result in increased costs to all participating agencies due to the additional operating costs associated with the accelerated deployment phase. Actual amounts will depend on usage, but staff has estimated that

County Connection's share will be an additional \$15,000 per year. This increase in Clipper fees has been included in the FY 2021 budget.

**MOTION:** Director Dessayer moved adoption of Resolution No. 2021-002, authorizing the General Manager to sign Clipper MOU Amendment No. 2. Director Tatzin seconded the motion and it received the following vote of approval

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

## **Marketing, Planning and Legislative Committee**

### Transit Capital Priorities Program FY2021-2025

Ruby Horta gave a brief background on how The Metropolitan Transportation Commission (MTC) established the Transit Capital Priorities process to help ensure that the limited federal transit dollars available go to projects that are essential. Transit operators use this process to compete for funds used for a wide range of investments. The current call for projects has been released and is due September 4th. County Connection is scheduled replace several fixed route and paratransit vehicles in the FY 21-25 project cycle.

The call for projects requires each agency to indicate the fuel type of the replacement vehicles. Staff recognizes there are several uncertainties that will not be resolved by the September deadline, such as: total infrastructure costs, local match sources, service cuts relative to COVID-19 and the overall financial viability of any capital purchases. However, agencies must submit the project list to remain eligible for federal funds, within the MTC's process. Therefore, staff proposes the described combination for vehicle replacements. This item was informational, and staff received feedback from the Board.

## **Operating & Scheduling Committee**

### COVID-19 Fixed Route Ridership Trends

Melody Reeb, Manager of Planning, explained that in the San Francisco Bay Area, overall transit ridership was down 84% in May 2020 compared to the same month last year. County Connection's ridership declines and subsequent recovery trends have been relatively consistent with other local transit operators in the region. In contrast, regional transit providers in the Bay Area, including BART, have experienced more significant drops in ridership and slower rates of recovery. Similar to County Connection's express routes, this is likely due to the fact that these regional services tend to serve a more traditional commute market, and in particular, one that is currently able to work from home.

### Paratransit Operations Report COVID-19 Update

Rashida Kamara, Manager of Accessible Services, explained to the Board that since the shelter in place order issued by the Governor, County Connection has experienced an 80% drop in Paratransit trips. As a result, new needs arose in the community, which included essential trips to medical appointments, meal delivery, and in conjunction with the County Health department, COVID-19 transports.

County Connection is working with the community in several areas. Our current partnerships are with: Meals on Wheels, Church of the Bay in Collaboration with the Mt. Diablo School district (Bel Air Elementary and Riverview Middle), Contra Costa County EOC collaboration and Homeless Relocation Transport. Our agency collaborations are with AC Transit and Bart (East Bay Paratransit), Marin County Health Department and West CAT.

## Regional Transfer trips and COVID-19 Demonstration project

Rashida Kamara, Manager of Accessible Services, explained to the Board that all regional transfer trips are coordinated in advance and require special booking procedures. These procedures include the passenger calling their home agency, requesting the trip to the final destination, then the agency having a dedicated person coordinate the trip with a partner agency. This process can take anywhere from 2 to 7 days to complete. The passenger is then notified of the multiple pick-up times, multiple meet locations, multiple fares (especially if they have a three-legged trip) and multiple policies that govern each transit agency. On the day of service, travel is especially problematic as each agency deals with driver shortages, missed communications if the passenger misses one leg of the trip, long hold times on the phones to dispatch, and rebooking trips when the passenger is not ready for multiple agencies. The biggest issue is long wait times at the various meet points, especially when the passenger is on-board waiting for the other transit agency. The driver wait times during this process range from 10 minutes to 120 minutes for each trip.

In an effort to slow the spread of the COVID-19 virus, the CDC, State and County health departments have mandated the need for face coverings, frequent handwashing, social distancing of 6ft or more, sanitization of frequently touched places and viewing others as potential carriers. This has put an enormous strain on public transportation and has even changed the landscape of Paratransit use. Paratransit has been reduced to carrying just one passenger at a time, and even though transfer trips have been reduced significantly, the risk of compromising a driver and a passengers safety during a transfer trips is twice if not three times higher than a single trip (due to multiple drivers being utilized for one trip). Directors Storer and Tatzin left the meeting at 10:19 a.m.

As a result, staff has asked our contractor to start performing direct regional trips across service areas. We have engaged the various participating transit agencies in this effort, and they agree that performing these services would minimize exposure for the riders and drivers. It will also help with contact tracing and streamline the regional trip transfer process by significantly reducing the amount of travel time on the van. This is a demonstration project that was already being considered by the various participating agencies, but has been made a priority due to the health and safety concerns of all involved.

**MOTION:** Director Hudson moved adoption of Resolution No. 2021-006, authorizing County Connection's implementation of a one-seat paratransit pilot program and execution of MOU related to the program. Director Noack seconded the motion and it received the following vote of approval

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

## Bus Cleaning & Sanitation Procedure During COVID-19 and Resolution No. 2021-004

Bill Churchill gave a brief background that the O&S committee requested staff to provide documentation of the cleaning and disinfecting processes used on CCCTA buses to protect employees and the community from COVID-19. Although it is not typical for staff to bring detailed operational SOPs to the Board, given the severity of the pandemic in the communities CCCTA serves, it is prudent to be as transparent as possible regarding these processes. Moreover, there is an emerging concern at the regional level that not all transit agencies in the Bay Area have taken sufficient steps to ensure their buses are sanitized appropriately thus providing an additional motivation for making the CCCTA's efforts to mitigate COVID-19 public and accessible.

Although the increased efforts to keep County Connection vehicles clean and disinfected has been profound, CCCTA is very fortunate to have been once again on the cutting edge in exploring sterilization processes. Nearly two years ago, the maintenance department purchased a hospital grade anti-viral fogger and began using the system to sanitize buses on a monthly basis and after incidents when a passenger became ill on a bus. As a result of this early exploration,

when Contra Costa County announced the shelter in place order on March 16, 2020, the maintenance department had the equipment and chemicals to immediately begin fogging all buses every day. In addition to the standard daily fogging, buses received an additional fogging treatment if they have returned to the yard and are scheduled to go back out on a p.m. run.

**MOTION:** Director Hudson moved adoption of Resolution No. 2021-004, that formally recognizes County Connection has appropriate and complete cleaning and disinfecting procedures of buses for COVID-19 in place. Director Noack seconded the motion and it received the following vote of approval

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

**BOARD COMMUNICATION:** None

**ADJOURNMENT:** Chair Andersen adjourned the regular Board meeting at 10:55 a.m.

Minutes prepared by

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Lathina Hill  
Assistant to the General Manager

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Date