

**Summary Minutes
Advisory Committee
County Connection
Zoom Meeting
Tuesday, November 10, 2020**

Members: Marjorie McWee, Mathew Horne, Wayne Mortensen, Adrian Byram and Rich Eber

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

Public: None

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 September 8th, 2020:

The minutes were approved with corrected statement that Jim Donnelly will not be attending this meeting and Marjorie McWee will chair.

5. Public Comment:

None

6. Consent Calendar:

None

7. Service Change Proposal:

Ms. Horta gave an update on the fixed route service reduction plan. A service reduction plan that ranges from 3M to 7m in service cuts. The board has approved the public engagement process. Each reduction plan retains school trippers and weekend service. Mr. Mortensen wanted to know if San Ramon is aware of changes. Ms. Horta stated they have been involved in virtual meetings. Mr. Eber wanted to know why we wouldn't keep commuter services. Ms. Horta stated express services were not in use at the time due to many people working from home. Mr. Byram wanted to know if we can reinstate service if need be. Ms. Horta stated we do have extra-board drivers in order to reinstate service. Mr. Eber said what if people started going back to work by March, Ms. Horta said we will reassess our proposals if the situation changes. Ms. McWee stated she was glad CCCTA was mindful of servicing essential workers for Kaiser and the VA. Ms. Horta also mentioned that the board approved a fall 2021 implementation. Ms. McWee wanted to know how the frequent rider would be made aware of changes. Ms. Horta stated, through social media, newsletters, BART Stations.

8. Clipper START and Youth Fare

Ms. Horta gave a report on the clipper start program. A one- year pilot program with MTC. Allowing MTC and small transit agencies to provide low-income adults and students with clipper. It allows for youth to have discount fares. Board approved public comment process to begin in November. Mr. Byram wanted to know how would we know if it were successful? Ms. Horta said well we were going from nothing to something. Mr. Byram wanted to know why we're we doing it, was it to increase ridership or just provide a subsidy? Ms. Horta said MTC is under regional pressure to participate in collaborative programs. This also provides consistency between smaller and larger transit programs.

9. Fare Resumed November 1:

Ms. Horta informed the committee that CCCTA had resumed collecting fare at the beginning of the month.

10. Fiscal Year 2020 Fixed Route Performance Report

Ms. Reeb gave a report on fixed route ridership. Ridership had gone up by 12% in February 2020 even after a fare restructure and a push to clipper use. Clipper use had gone up from 40% to 78% in March 2020 before the pandemic.

11. Fixed Route Monthly Report:

Ms. Reeb reported that fixed route service had dropped about 71%. We are currently not operating school tripper and gave an update on the One Seat Regional Ride Project that the Board approved. She highlighted the importance of the collaboration with the neighboring transit agencies and the benefits to the rider. Mr. Donnelly said such collaborations were the way of the future, when it comes to transportation and a way for transit to make the customer central in transit efforts. Ms. McWee said this is exciting, she notices the difficulty of transitioning from transit agency to another comes up a lot with stake holders and says we will have a lot of support for this initiative. Mr. Byram stated it was a wonderful move forward.

12. Paratransit COVID UPDATE #5:

Ms. Kamara gave an update on Paratransit services, which included Meals on Wheels, school bag lunches and COVID positive transports for the County EOC. Ms. McWee stated she had seen drivers deliver meals in her neighborhood. She thanked us for making a difference. She also wanted to know if we have a transition plan from 1 passenger per ride to more. Ms. Kamara stated we have the capacity to transport up to 3 passengers while implementing social distancing but we are not currently doing that.

13. Review of Conditional Eligibility letter and LINK Information:

Ms. McWee reviewed the letter and it seems too formal, she is willing to help offline. She feels the letter should sound more positive. When someone reads the letter, they cannot tell they have access to both paratransit and Fixed Route service. Letter should read from a new persons' perspective that they now have the best of both worlds. Ms. Kamara stated she will accept suggestions and then run it by the legal department.

14. Paratransit monthly Report: July and August 2020:

Ms. Kamara gave an update on Paratransit's performance. Mr. Eber wanted to know if we could limit trips for essential services only like to Safeway as a priority. Ms. Kamara, informed him that according to ADA law, we could not prioritize trips. As long as fixed route is available to take passengers ADA must also be available.

15. Committee Member Communications:

Mr. Mortensen wanted to know if any studies has been done on what to expect with the services. Ms. McWee said we should stay the course. Continue to be conservative, especially since we are able to turn on a dime, without perfect information. Again, she commended CCCTA for their services.

16. Meeting adjourned at 2:11 PM.

Minutes prepared by Rashida Kamara November 10, 2020.