

**Summary Minutes  
Advisory Committee  
Tuesday, November 9, 2021**

*Due to COVID-19, this meeting was conducted as a teleconference pursuant to the provisions of Assembly Bill 361.*

**Members:** Marjorie McWee, Wayne Mortensen, Jason Sommers, Richard Campagna

**Staff:** Rashida Kamara, Rosa Noya, Ruby Horta, Melody Reeb

**Public:** Johanna Duran (Transdev General Manager)

**1. Call to Order**

Meeting was called to order at 1:01 PM

**2. Roll Call**

**3. Approval of Agenda**

Approved

**4. Approval of minutes of September 28, 2021**

The minutes were approved as presented.

**5. Public Comment**

None

**6. Consent Calendar**

None

**7. Member Update**

New Member – Richard Campagna-Danville – Mr. Campagna provides home care for seniors, is on the Danville Senior Advisory Council, and has offices in Moraga and Danville.

Andrew Fontan – Alternative Pleasant Hill.

**8. Chair and Vice Chair Selection (if quorum is met) – Review of By-laws\***

Ms. McWee was nominated and elected as Chair. Mr. Sommers was nominated and elected Vice Chair.

## **9. Introduction of Manager of Accessible Services**

Ms. Noya introduced herself to the committee giving a brief summary on her extensive paratransit background.

## **10. Paratransit Year End Performance report**

Ms. Kamara explained that the beginning of the fiscal year found Paratransit Service down 80% due to the COVID-19 pandemic. To service the community safely, County Connection continued to receive on-going training from the County Health Department on the effects of COVID-19 in the workplace and one's personal life. Vigilance was needed to ensure staff and drivers continued to stay safe. Passengers were encouraged to be diligent in reporting positive cases to County Connection, to ensure drivers may quarantine safely due to possible exposure and thereby reduce the spread to others. Although Paratransit was and continues to remain the core service, the ability to pivot quickly during the year has enabled County Connection to serve the community on multiple necessary levels. Staff budgeted \$7.4M for the Paratransit service but came in at about \$6.2M, or 15% under budget, due to COVID-19. Paratransit did not resume collecting fares until November 2020 and as a result revenue also remained low. County Connection was a recipient of CARES ACT funding and used such funds to maintain paratransit trips, purchase PPE, maintain certain driver levels and provide alternative services related to the COVID-19 pandemic. Mr. Sommers asked about funding for transportation. Ms. Horta responded that County Connection was able to tap into \$11.4M of CARES Act funding but were not eligible for KRISA funding of \$8M. We have not been able to tap into that yet. Ms. McWee asked why. Ms. Horta explained it is currently held up under litigation as a result of union workers and their retirement programs.

## **11. Title VI Analysis**

Ms. Reeb, Manager of Planning, explained that the most significant changes in this year's report were updates to demographic information as well as service profiles and performance. This report covers 2019-2021. The main update identified Indian and Arabic as significant languages. As part of its Title VI Program, County Connection must evaluate its services to ensure that they are provided equitably across minority and low-income populations based on adopted standards and policies. These metrics assess various aspects of the system, including service quality, accessibility, and distribution of

amenities. Staff used the most recent Census Block Group data from the 2019 American Community Survey (ACS) to analyze service area demographics, including race and income. The analysis concluded that all service standards and policies were met. Since the last Title VI Program submission in 2018, County Connection has conducted six equity analyses for major service or fare changes. None of the equity analyses found any disparate impact based on race or disproportionate burden on low-income riders due to the changes that were being proposed. Ms. McWee wanted to know the intent to Title VI and what things can be learned as an Advisory Committee. Ms. Reeb explained Title VI is to make sure agencies are not negatively impacting low-income riders or minorities. She explained that this can be accomplished by ensuring we are providing enough frequency levels, a review of service changes, fare policy changes amongst other things. Two additional components are the language assistance plan and the public participation plan. This is a federally mandated plan that became a requirement in 2012 and is updated every three years. Ms. Horta said we also do Title VI whenever there is a significant change. County Connection have done six in the past three years due to all the changes in our services.

## **12. Fixed Route Ridership and Clipper Report July and August 2021**

Ms. Reeb updated the committee on data from July and August. She mentioned the new format should allow for a more streamlined process and was updated as a result of Board member feedback. The data is now presented by charts instead of text. Data has been pared down to reflect key performance data. Ridership picked up in August due to schools reopening in-person instruction. The 600 series are at full capacity, reflecting numbers similar to pre-covid ridership. Routes systemwide, however, are reflecting 50% missed trips due to operator shortage. Number of missed trips coming down as new drivers are hired.

## **13. Paratransit Monthly Report August 2021**

Ms. Kamara gave an update on Paratransit Service for August. Unveiled was a new format for the report on key performance indicators which is more consistent with other reports in use. Trips returned up 40% from last August. However, even with shared ride service, vehicles have yet to be filled. On time performance was 96.3%. Two complaints were received. These were associated with drivers' performance and as a result the contractor is working on customer service training with staff. No accidents were reported for this month. The contractor remains compliant with performance standards except productivity. SilverRide program with Choice in Aging is still pending until Choice in Aging increases their attendance at their facilities. The one seat pilot is going to the Board to ask for permission to extend the pilot for one more year. Mr. Mortensen wanted to know if there has been any consideration in initiating a dial a ride program. Ms. Kamara responded that County Connection is currently involved in

multiple new programs and the idea of a dial a ride program is not in the works yet, but County Connection continues to evaluate the needs of its service area including a dial a ride program.

#### **14. Committee Member Communications**

Ms. McWee mentioned that the Accessible Transportation Strategic (ATS) is moving towards implementing some of the transit plans that were identified. She mentioned the taskforce has been put together, they are charged to identify the coordinated entity to implement the strategies identified. They also need to recommend strategies that can be dedicated to existing agencies, and lastly to develop funding strategies. She also reminded the committee that the meeting is open to the public, so they are welcome to attend or speak on behalf of stake holders by going to Contra Costa Transit Authority's website. She wanted to put on future agenda, a way for committee to have conversations on top initiatives the committee can work on and on how to frame and collaborate on them. Ms. Kamara asked the committee members if they approved sharing contact information and reminded them to review by-laws regarding approving items outside the realm of the committee. Ms. McWee reminded Mr. Campagna about the guidelines of the Brown Act.

#### **15. Adjournment** – The meeting was adjourned at 2:03 PM. Next Meeting January 11, 2022

Minutes prepared by Rashida Kamara January 3, 2022