

**Summary Minutes
Advisory Committee
Tuesday, January 11, 2022**

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

Members: Marjorie McWee, Richard Campagna, Jim Yu, and Jason Sommers

Staff: Rashida Kamara (CCCTA), Rosa Noya (CCCTA), Ruby Horta (CCCTA), Melody Reeb (CCCTA), Johanna Duran (Transdev)

Public: None

1. **Call to Order:** Meeting was called to order at 1:00 PM
2. **Roll Call**
3. **Approval of Agenda:** Chair McWee requested to add 3-4 items to be added to line item #13. The agenda for January 10, 2022, meeting was approved. M/S Campagna/Sommers
4. **Approval of minutes of November 9, 2021:** The minutes of the November 9, 2021, meeting was approved as presented. One abstained (Yu).
5. **Public Comment:** None
6. **Consent Calendar:** None
7. **Member Update:** New Member, Jim Yu (City of Moraga) –Yu introduced himself and gave a brief background on himself as well as citing his intention to better the community.
8. **MTC Fare Integration:** The Advisory Committee received an update from Melody Reeb on the regional fare integration study performed by the Metropolitan Transportation Commission (MTC). Mentioned was that MTC was looking at opportunities for fare coordination amongst the twenty-seven transit operators as well as reviewing existing fare policies and any possible changes to fare policies to help increase ridership. Reeb discussed some of the findings from the study which highlighted a 3-step process involving: Utilizing institutional passes to create a region wide pass, looking at use of free or discounted inter-agency transfers, and looking at a fare by distance standardized structure model.
Three committee members asked clarification questions. Staff (Horta and Reeb) offered examples of how some transit agencies currently use institutional passes as well

as offering a suggestion on how the committee can become more involved through attendance at the fare integration task force meetings.

- 9. Rider's Guide Final Review:** The Advisory Committee received an update on the revised Paratransit Riders' Guide from staff members Kamara and Noya.

Committee members had the following suggestions:
May be helpful to include something surrounding COVID-19.

Committee members had a few questions surrounding how widespread communications are disseminated and what types of mediums County Connections uses to communicate changes or service updates including those riders who speak different languages or may need an alternative format.

- 10. Fixed Route Ridership Report October 2021:** Reeb provided an update to the committee on the fixed route ridership report for the month of October.

Highlights include:

- Slight decrease of 5% in ridership, attributed due to the ending of the free ride promotion
- Decrease in missed trips attributed to hiring more operators as well as making some service adjustments.
- Clipper usage remains at around 76%
- Customer Service staff is continuing with mobile outreach

Committee members asked two questions surrounding COVID and its possible effects on staffing as well as ridership. Staff offered a response that it has had minimal impact on staffing and that ridership has increased in comparison to prior year.

- 11. Paratransit Monthly Report September 2021:** Kamara provided an update to the committee on the Paratransit Monthly report for the month of October.

Highlights include:

- Increase in ridership- a residual effect of September's free rides
- Increase in productivity but still not filling vehicles to capacity.
- OTP measured at 93.9%
- Slight increase in complaints- most attributed to issue with a driver
- Starting in November, commendations will be captured in monthly performance reports.
- No chargeable accidents
- Continue to provide non-ADA services such as Meals on Wheels and County Health Transports
- Received Board approval to continue operating the One Seat Regional Ride program.

One question was asked concerning what services/level of service is offered by paratransit. Staff member Kamara offered a concise summary of some of the things paratransit can and cannot do.

- 12. Joint RFP CCCTA/LAVTA:** Kamara provided an update that as of 1/10/22, both the LAVTA Board and the CCCTA Board approved the release of a joint RFP for ADA paratransit services for LAVTA and CCCTA. Contract would commence on July 1st of 2022.

No questions or comments presented

- 13. Committee Member Communications:** Chair McWee presented to the advisory committee a summary of what she communicated as well as what she observed in the last two Board meetings she attended in November and December of 2021. Chair McWee also shared with advisory committee members the report she prepared for the upcoming January CCCTA Board meeting. The report highlights three goals of the Service Advisory Committee as well as two requests of the CCCTA Board including assistance with filling vacancies on the Advisory Committee as well as requesting that the Board present the Advisory Committee with the top strategic questions from which the Advisory Committee can provide feedback to the Board.

Chair McWee asked advisory committee members for ideas on how to pivot from a report receiving committee to one that is more in line with a reciprocal relationship with the Board. Chair McWee also sought input on what format to receive information from staff as well as requesting from the CCCTA staff the need to establish an adhoc meeting for training on the business of the Agency. She recommended that Service Advisory Committee members attend the monthly Board meetings.

Comments and/or Questions:

Advisory Committee member Yu thanked McWee for her efforts.

Staff member Horta offered the committee some of the struggles experienced in filling the vacancies in the past. Horta mentioned that a preliminary budget draft would be presented to the committee at the next meeting as input would be sought from the advisory committee.

Chair McWee asked committee members if they would like to receive some training on County Connection the Agency as a whole. All in attendance agreed in receiving training. Staff member Kamara agreed to work on the training for committee members on what the Agency does.

Chair McWee's final comments were to encourage other members to offer reports from other meetings and/or committees they may be involved in as well as encourage them to take a ride on the fixed route buses to gain perspective on the system.

- 14. Adjournment** – The meeting was adjourned at 2:22 PM. Next Meeting to be held on March 8, 2022.

Minutes prepared by Rosa Noya February 3, 2022