

County Connection Advisory Committee Board Report, January 2022

Our purpose is to inform the County Connection Board with stakeholder feedback to help it understand the influences impacting the system's ridership.

Actions since November 2021

- We extend our thanks to the Board and the cities of Moraga and Danville for appointing two new members to the committee.
- In November and December, members began attending the Board's meetings.
- Reviewed the 2022 version of the Paratransit Riders Guide which reflected earlier collaboration, feedback, and advice provided to staff on its drafts during 2020-21.

Three Goals for 2022

With the staff's support, we are shifting the work of the committee to live into its actual advisory capacity rather than to serve solely as recipient of staff updates. Towards that end, we have the following goals:

Goal #1: Adding members from under-represented districts and stakeholder groups (e.g., commuters, intra-county riders, students, economically-disadvantaged, individuals with disabilities, and senior citizens).

Goal #2: Onboarding new members to equip them for effectiveness. This will include:

- Learning from staff about the agency and its current operating environment.
- Exploring the current riders' experience given the dynamic impact of the pandemic.
- Understanding the strategic landscape from multiple perspectives (i.e., rider/demand-side, microeconomic drivers, funding environment, ADA, and the wider ecosystem).
- Begin evaluating and assessing current riders' needs and future trends, while understanding the context for the Board's strategic initiatives.

Goal #3: Exploring strategic questions and issues posed to the Committee by the Board with the reciprocal of posing questions and presenting feedback to the Board.

Requests of the Board:

To these ends, we have two requests of the Board:

- 1) Please present us with the top strategic questions about which this committee can provide feedback to the Board.
- 2) For the unrepresented districts listed below, we request the respective directors identify and recruit experienced County Connection riders who can join us with their stakeholder voices.

Currently, the following districts are not represented:

- Clayton
- Lafayette
- Orinda
- Walnut Creek
- Concord
- Martinez
- San Ramon

When filling these roles, consider constituents who will bring a range of stakeholder perspectives such as students, commuters, intra-county travelers, veterans, disabled, seniors, and other underrepresented groups.

Respectfully submitted,

Marjorie McWee, Chair