

County Connection

2477 Arnold Industrial Way Concord, CA 94520-5326 (925) 676-7500 countyconnection.org

BOARD OF DIRECTORS MEETING AGENDA

**Thursday, January 16, 2014
9:00 a.m.**

**CCCTA Paratransit Facility
Gayle B. Uilkema Memorial Board Room
2477 Arnold Industrial Way
Concord, California**

The CCCTA Board of Directors may take action on each item on the agenda. The action may consist of the recommended action, a related action or no action. Staff recommendations are subject to action and/or change by the Board of Directors.

1. Call to Order/Pledge of Allegiance
2. Roll Call/Confirm Quorum
3. Public Communication
4. Consent Calendar
 - a. Approval of Minutes of Regular Meeting of December 19, 2013*
5. Report of Chair
6. Report of General Manager
 - a. Upcoming APTA Legislative Conference
 - b. Update on the Governor's FY2014 Statewide Budget
7. Report of Standing Committees
 - a. Operations & Scheduling Committee
(Committee Chair: Director Jack Weir)
 - 1) Update on The Clipper Card Project*
(The O & S Committee will provide an update on the estimated timing for implementation of the Clipper Card program at County Connection.)

Clayton • Concord • Contra Costa County • Danville • Lafayette • Martinez
Moraga • Orinda • Pleasant Hill • San Ramon • Walnut Creek

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

8. Board Communication

Under this item, Directors are limited to providing information, asking clarifying questions about matters not on the agenda, responding to public comment, referring matters to committee or staff for information, or requesting a report (on any matter) be made at another meeting.

9. Adjournment

*Enclosure

General Information

Possible Action: The Board may act upon any item listed on the agenda.

Public Comment: Each person wishing to address the County Connection Board of Directors is requested to complete a Speakers Card for submittal to the Clerk of the Board before the meeting convenes or the applicable agenda item is discussed. Persons who address the Board are also asked to furnish a copy of any written statement to the Clerk. Persons who wish to speak on matters set for Public Hearings will be heard when the Chair calls for comments from the public. After individuals have spoken, the Public Hearing is closed and the matter is subject to discussion and action by the Board.

A period of thirty (30) minutes has been allocated for public comments concerning items of interest within the subject matter jurisdiction of the Board. Each individual will be allotted three minutes, which may be extended at the discretion of the Board Chair.

Consent Items: All matters listed under the Consent Calendar are considered by the Board to be routine and will be enacted by one motion. There will be no separate discussion of these items unless requested by a Board Member or a member of the public prior to when the Board votes on the motion to adopt.

Availability of Public Records: All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body, will be available for public inspection at 2477 Arnold Industrial Way, Concord, California, at the same time that the public records are distributed or made available to the legislative body. The agenda and enclosures for this meeting are posted also on our website at www.countyconnection.com.

Accessible Public Meetings: Upon request, County Connection will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service so that it is received by County Connection at least 48 hours before the meeting convenes. Requests should be sent to the Board Clerk, Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or hill@cccta.org.

Shuttle Service: With 24-hour notice, a County Connection LINK shuttle can be available at the North Concord BART station for individuals who want to attend the Board meetings. To arrange for the shuttle service, please call Robert Greenwood – 925/680 2072, no later than 24 hours prior to the start of the meeting.

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, February 19, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, February 5, 9:00 a.m. 1676 N. California Blvd., Suite 620, Walnut Creek
Advisory Committee:	Friday, March 14, 9:30a.m. County Connection Board Room
Marketing, Planning & Legislative:	Thursday, February 6, 8:30 a.m., 3338 Mt. Diablo Blvd. in Lafayette
Operations & Scheduling:	Monday, February 3, 8:30 a.m., Pleasant Hill City Offices

The above meeting schedules are subject to change. Please check the County Connection Website (www.countyconnection.com) or contact County Connection staff at 925/676-1976 to verify date, time and location prior to attending a meeting.

This agenda is posted on County Connection's Website (www.countyconnection.com) and at the County Connection Administrative Offices, 2477 Arnold Industrial Way, Concord, California

County Connection

2477 Arnold Industrial Way

Concord, CA 94520-5326

(925) 676-7500

countyconnection.com

Agenda Item No. 4.a.

CCCTA BOARD OF DIRECTORS

MINUTES OF THE REGULAR MEETING

December 19, 2013

CALL TO ORDER/ROLL CALL/CONFIRM QUORUM

Chair Simmons called the regular meeting of the Board of Directors to order at 9 a.m. Board Members present were Directors Andersen, Dessayer, Hudson, Manning, Schroder, Storer, Tatzin, and Weir. Directors Hoffmeister and Worth arrived after the meeting convened.

Staff: Ramacier, Chun, Glenn, Barnes, Barrientos, Bowron, Burdick, Casenave, Churchill, Dean, Mitchell, Muzzini, Rettig, Robinson, Robinson, Thompson

Guests: Paul Supawanich, Nelson Nygaard

PUBLIC COMMUNICATION: None

CONSENT CALENDAR

MOTION: Director Storer moved approval of the Consent Calendar, consisting of the following items: (a) Approval of Minutes of Regular Meeting of November 21, 2013 and (b) County Connection Investment policy-Quarterly Reporting Requirement. Director Dessayer seconded the motion and it received the following vote of approval.

Aye: Directors Andersen, Dessayer, Hudson, Manning, Schroder, Simmons, Storer, Tatzin and Weir
No: None
Abstain: None
Absent: Directors Hoffmeister and Worth

CLOSED SESSION:

Conference with Legal counsel-Anticipated Litigation
Government Code Section 54956.9
Initiation of litigation (one potential case)

At 9:02 a.m. Chair Simmons announced the Board would take a break and reconvene for a closed session pursuant to Government Code Section 54956.9, regarding Initiation of litigation (one potential case)

OPEN SESSION

A. REPORT OF ACTION(S) TAKEN DURING THE CLOSED SESSION

The Board reconvened in open session at 9:25 a.m. Legal Counsel Madeline Chun announced the Board met in closed session pursuant to Government Code Section 54956.9, regarding Initiation of litigation (one potential case). No action was taken.

REPORT OF CHAIR

Chair Simmons discussed a book that he read titled, "Walkable Cities." He found one particular chapter interesting titled, "Let Transit Work." That chapter said to make transit fun, and showed the example of naming routes with a name that has a particular meaning instead of a number. The book also suggested that transit buses arrange its seating so that the passengers would face each other and engage in more conversation.

REPORT OF GENERAL MANAGER: None

REPORT OF STANDING COMMITTEES

Administration & Finance Committee:

FY2013 Audit

Director Dessayer informed the Board that County Connection has received a completely clean Audit for FY2013. Chair Simmons congratulated and thanked staff for its hard work and for having tools in place to make sure that we continue to be in compliance.

MOTION: Director Dessayer moved to accept the FY2013 Audit. Director Tatzin seconded the motion and it received the following vote of approval.

Aye:	Directors Andersen, Dessayer, Hoffmeister, Hudson, Manning, Schroder, Simmons, Storer, Tatzin, Weir and Worth
No:	None
Abstain:	None
Absent:	None

Director Dessayer leaves the meeting

Marketing, Planning, & Legislative Committee

Adaptive Service Plan

Director Schroder explained that the Adaptive Service Plan is a study that was funded by Measure J and TRANSPAC looking at service areas where traditional bus routes aren't working as well. A copy of the final Adaptive Service Plan is available from the Planning Department. After a presentation from Paul Supawanich with Nelson Nygaard, the Board had a brief discussion about the recommendations in the Adaptive Service Plan. Judy Barrientos, ATU Local1605 President, expressed concern with respect to the Adaptive Service Plan, in regards to cutting hours and possible jobs. Anne Muzzini, responded by saying that the plan is designed to redirect resources and not to eliminate them.

Director Hudson leaves the meeting.

MOTION: Director Schroder moved to adopt the Adaptive Services Plan, and directed staff to proceed with soliciting public input and conducting analyses as required under applicable laws on the proposed service modifications, for Board approval prior to implementation of final service changes. Director Worth seconded the motion and it received the following vote of approval.

Aye: Directors Andersen, Hoffmeister, Manning, Schroder, Simmons, Storer, Tatzin, Weir and Worth
No: None
Abstain: None
Absent: Directors Dessayer and Hudson

Bus Advertising Program

Director Schroder explained that the MP & L Committee has had extensive discussions in regards to bus wrap advertising. Some of the bus wraps that County Connection currently has, makes it difficult to know who exactly the bus is for and brand recognition. The MP & L Committee would like the Board to approve 2 options for the upcoming Request for Proposals: (1) limit full bus wraps to 20% of the fleet, and (2) limit the size and placement of bus wrapsto fit below the windows.

MOTION: Director Schroder moved to approve the Bus Advertising Program, as outlined by the staff. Director Storer seconded the motion and it received the following vote of approval.

Aye: Directors Andersen, Hoffmeister, Manning, Schroder, Simmons, Storer, Tatzin, Weir and Worth
No: None
Abstain: None
Absent: Directors Dessayer and Hudson

BOARD COMMUNICATION:

Director Storer reminded everyone to shop locally this holiday season. Chair Simmons wished everyone Happy Holidays.

ADJOURNMENT: Chair Simmons adjourned the regular Board meeting at 10:23 a.m.

Minutes prepared by

Lathina Hill
Assistant to the General Manager

Date

To: Board of Directors

Date: January 10, 2014

From: Rick Ramacier
General Manager

Subject: Clipper implementation Update

Summary

Clipper is the regional automated fare payment system currently operating with many of the larger transit systems in the Bay Area. It is a chip based card system. The project is overseen by the Metropolitan Transportation Commission (MTC) with much input from the participating transit systems. The overriding policy priority is to have one fare instrument that is good on all of the transit systems in the region for customer convenience.

The project is organized into phases. Phases One and Two are nearly complete. These phases implemented the first generation of Clipper on BART, AC Transit, SF Muni, Golden Gate Bridge Ferry and Transit, SamTrans and Caltrain in San Mateo County, and the Valley Transit Authority (VTA) in Santa Clara County. It has taken the region over ten years to get to this point. Phase Three is about getting the smaller operators – including the East Bay Suburban bus operators on board with Clipper.

The current MTC staff projection to have Clipper installed at County Connection is for late 2015 or early 2016. The estimated budget for this is \$9 million. Federal Surface Transportation Program (STP) funds and Congestion Management Air Quality (CMAQ) funds have been identified by MTC to support the costs of bringing Clipper to the East Bay Suburban bus operators.

In recent months, inquires and requests for Clipper to be accepted on County Connection buses by both customers and select locally elected officials has increased noticeably. It can be said that there is a rising interest in Clipper being installed on County Connection buses.

Background

Implementing Clipper has faced a number of challenges. These include technological challenges, funding challenges, as well as challenges in having all the participants reach agreement on how to proceed at various stages. The current technology used with Clipper is from the 1990s. This older technology has struggled to incorporate the over 1,200 fare points that exist among the Bay Area transit systems.

When Phase One of Clipper was launched in 1999, the state of California was funding public transit at a much higher level through Proposition 42 and a more robust State Transit Assistance (STA) program. Much of the expected funding for the Clipper project was to be from these sources. However, the state repeatedly raided these programs year after year and eventually eliminated Proposition 42 and eliminated much of the funding sources that went into the STA program. The Clipper program had to find replacement funding. Some of that has been achieved through the use of federal sources.

The lack of funding from the state raids led to delays in completing Phase One and Phase Two of the project. Moreover, Phase Three (County Connection et. al.) was delayed until other funding sources could be identified.

Very few of the individual transit operators have been willing or able to add their own direct funding to the project.

This brought us to 2011 when MTC was able to identify enough federal funds to at least get moving with Phase Three. It was also about this time that Phases One and Two were determined to be successful. After a slow start, the public has warmed up to using Clipper. From the customer's perspective, Clipper work as intended and is well liked. However, because the public was slower to use Clipper than projected, this had cost and funding implications as well. This is because Clipper is in part being paid for through transaction fees. Less Clipper usage meant that fewer fees were generated.

Current Status of Clipper as Implemented

Where Clipper has been implemented, it works well for the customer. However, the existing Clipper operators still struggle somewhat with the current technology. It is somewhat difficult and costly to maintain, replacement parts are hard to come by, and the technology is "old". For example, it cannot work with smart phone technology. Thus, the existing Clipper operators want to move to the next generation of Clipper sooner rather than later. This is putting a demand on the region as the region works to bring Clipper to those operators that don't yet have it.

Clipper Timelines

Moving the existing Clipper operators to the next generation of Clipper will require a lengthy and detailed procurement to take place. This procurement will have to consider and anticipate technological advances as best it can. In addition, the current Clipper operators are looking to see if they can all streamline their fare structures and fare types and move toward a regional fare system. This has been a common approach in other parts of the world that have a universal automated fare payment system. Also, the identified possible vendors all say that reducing the number of fare points would greatly enhance the efficiency and effectiveness of Clipper. As you know, we have been working with our neighboring suburban bus systems towards fare commonality in anticipation of implementing Clipper.

The projected timelines for bringing the next generation of Clipper to the existing Clipper operators takes us through 2019. At the same time, the region is working on bringing Clipper to the East Bay suburban operators in late 2015 or early 2016. The East Bay operators will receive Clipper hardware and software from a change order with the existing Clipper vendor. However, it will not be the same equipment that is on the existing Clipper systems.

Equipment to be Installed on East Bay Suburban Bus Operators

MTC staff states that they are seeking Clipper hardware that will work with the existing Clipper system as well as the next generation of Clipper hardware (meaning it would be smart phone compatible, etc.). However, a software change would be necessary to make everything forward compatible. This has become a priority of everyone involved in the Clipper project.

Financial Considerations

MTC staff is asking the Commission to program \$9 million in federal STP/CMAQ funds to pay for the installation of Clipper on buses of the East Bay Suburban systems. This is expected to be approved in March.

At this time, we have no estimate of the ongoing operation or maintenance costs to having Clipper installed on County Connection buses. The existing Clipper operators are just now starting to understand their own costs which seem to be dynamic. Part of the challenge is that Clipper is a transaction based system from a financial point of view. Accurately projecting transactions has been a challenge. Also, individual operators can control

their own Clipper costs by taking greater advantage of different Clipper feature. These are things that we have yet to look at with respect to County Connection.

As you may recall, MTC adopted Resolution No. 3866 in the fall of 2011 requiring all operators to participate in Clipper to remain eligible for their respective share of the region's STA funding. County Connection is due to receive just over \$3 million in STA funding in FY14. It is very unlikely that our annual costs to operate and maintain Clipper will be anywhere near \$3 million. Furthermore, MTC is hopeful that additional long term operational funding for Clipper can be secured for the region's operators.

Long Term Options

Realistically, our long term options are few. Given the STA funding at stake as well as the public demand for Clipper, County Connection should stay committed to the regional Clipper program. However, given that we will not have it until late 2015 or early 2016 at the earliest, a few short or interim term options could be worth discussing.

Short Term Options

BART Plus

BART Plus is a BART ticket that is flashed when boarding a bus. Just a few years ago, it was well used by people combining bus and BART travel. However, it has fully supplanted with Clipper with those who ride Clipper systems. County Connection remains the only operator with a major interest.

The BART Plus instrument has seen its usage and sales drop to nothing. The other historical BART Plus participants, AC Transit, SF MNUJ, etc. no longer have customer buying BART Plus passes. And, they no longer help us support the cost of processing that instrument. Our own sales of the BART Plus pass have dropped from total sales of 9,267 tickets sold between September and December of 2012 to 602 tickets sold between January and March of 2013! This is directly tied to a similar increase in Clipper usage. Yet, we are still paying processing fees for BART Plus.

Interim Replacement BART Plus Instrument

Exploring a local technological solution to the seemingly long timeframe to gain Clipper on the East Bay Suburban buses has come up in conversation with staff at the Contra Costa Transportation Authority (CCTA). However, no actual work has been done to see if or how viable this would be. County Connection staff, CCTA staff, and MTC staff will be meeting soon to discuss this further.

Another non-technical idea has been raised with BART staff. This involves subsidized fares for County Connection patrons using BART in the same trip. This could make the transfer between BART and County Connection easier and smoother until Clipper is implemented at County Connection. This idea has been well received by BART staff and will be the subject of further discussion.

Action Requested

Staff is recommending that County Connection remain committed to the Clipper project. Thus, no direct action is necessary. However, staff would like to review the status of the Clipper project with you and receive your feedback and possible direction.