

County Connection

Advisory Committee

Summary Minutes

Meeting of May 9, 2017

The meeting was called to order at 2:00 PM.

Members present were: David Libby, David Loyd, Jeff Koertzen, and David Piper

Staff present: Mary Burdick, Erick Cheung, and Tim McGowan (LINK)

Guest: Kristin Visbal from Contra Costa Behavior Health

Approval of Agenda

The agenda was approved as presented.

Approval of the Minutes of March 14, 2017

The minutes were approved as presented.

Public Comment

Ms. Burdick introduced David Piper as the alternate member from Pleasant Hill. His appointment is scheduled to be approved by the County Connection Board of Directors on May 18, 2017.

Kristin Visbal introduced herself, stating her interest in learning more about the public transportation services provided by County Connection, as well as neighboring Contra Costa providers, to better assist and advocate for clients.

Fiscal Year 2018 Final Draft Budget

Erick Cheung, County Connection Director of Finance, presented the final draft FY2018 Operating and Capital budget. The final draft included several changes based on reduced revenue and an increase in expenses. County Connection's main revenue source is TDA 4.0 funds (generated from state sales tax) from MTC. Of concern to long term sustainability is the decline in both state sales tax revenue, and declining fuel tax revenue. The FY 2018 budget proposed uses \$20.5 million of TDA 4.0 funds which is \$3.2 million more than MTC estimates we will receive. The transportation funding package (SB1) recently approved will provide needed operating revenue, but we're not sure if this new revenue source will fill the gap. Things the Board of Director may consider in the near future are service reductions and fare increases.

BART Station Improvement Projects

BART is making both minor and major changes to several stations in our service area. The Lafayette BART station improvement project involves redesigning the intermodal configuration and improvements with storm water movement in the parking and pedestrian

areas. This work is being completed in 2 phases and will only impact how buses enter the station.

The Concord station modernization plan is focusing primarily on upgrades in the plaza area which will more conveniently connect the station to the downtown area. Plaza improvements include new benches, landscaping, lighting, and wayfinding. Additionally crosswalks, pedestrian pathways and bicycle lane striping will take place on both sides of the station.

Minimal impact to bus movement in to and out of the station is expected during this phase.

Construction of the Walnut Creek BART Transit Village will be much more complex. The first phase, beginning in mid-August, will involve closing the southernmost parking lot to begin construction of the new parking garage. In the first phase, all buses entering the station via Parkside Dr. will be re-routed to enter from Ygnacio Valley Rd. Later, the Ygnacio Valley Rd. entrance will be closed requiring re-routing the buses to enter/exit via Parkside or California.

Update Of Emergency Operations

During the early Spring months County Connection was called upon several times to provide mutual aid, or provide significant route adjustments to help transport people. Two BART bridges were provided when BART suffered electrical problems in North Concord, and again during a medical emergency in Walnut Creek. The sink hole in Orinda required County Connection to re-route service on school trippers, and to provide supervisory assistance during the morning and afternoon turning buses around on a very tight road.

County Connection provides these services often without recognition.

ADA Monthly Reports

- A. ADA Certification and Recertification reports were reviewed with no comments.
- B. LINK monthly operating report for January 2017 was reviewed with no comments.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for February and March 2017 were reviewed. Ridership continues to slip when compared to the previous year. This is a trend taking place with transit systems nationwide.
- B. Clipper Use Trend – Clipper use continues to climb. Approximately 29% of potential users are paying fares with Clipper Cards.
- C. County Connection Website User Information - Staff provided website user statistics for March and April 2017. Consistent with ridership declines is a decline in both page views and unique users. Social media use, and transit application downloads continue to be strong.
- D. Customer Service Reports – Staff provided the number of rider complaints reported for March and April 2017, as well as the number of telephone calls coming to the Information Center. There were 32 complaints that resulted in

documentation, and 11 commendations. In this time period the information center answered 8,365 phone calls.

Member Communication

None.

Adjournment

The meeting was adjourned at 3:20 PM.

The next meeting is scheduled for Tuesday, July 11, 2017

Minutes prepared by Mary Burdick on June 28, 2017.