

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 21, 2017

CALL TO ORDER/ROLL CALL/CONFIRM QUORUM

Chair Rob Schroder called the regular meeting of the Board of Directors to order at 9 a.m. Board Members present were Directors Andersen, Dessayer, Diaz, Hoffmeister, Hudson, Storer, Tatzin, Wilk and Worth. Director Noack was absent.

Staff: Ramacier, van Hoften, Barnes, Cheung, Churchill, Forrest, Glenn, Griscti, Hedgpeth, Hill, Horta, Martinez, Miry, Mitchell, and Rettig

Public Comment: None

CONSENT CALENDAR

MOTION: Director Hoffmeister moved approval of the Consent Calendar, consisting of the following items:
(a) Approval of Minutes of Regular Meeting of November 16, 2017. Director Tatzin seconded the motion and it received the following vote of approval:

Aye: Directors Andersen, Dessayer, Diaz, Hoffmeister, Hudson, Schroder, Storer, Tatzin, Wilk and Worth
No: None
Abstain: None
Absent: Director Noack

REPORT OF CHAIR:

Recognition of Laura Hoffmeister for her Service as Chair and her 20 Years of Service on CCCTA Board of Directors

Sophia Martinez-Morris, representing CCCTA employee events committee, thanked Laura Hoffmesiter for her contributions.

REPORT OF GENERAL MANAGER:

Recognition of Employees of the 3rd Quarters, 2017

Administration: Steve Muhlestein
Maintenance: Bruce Voltz
Transportation: Sayed Miry and Jeff Marquez

Recognition of Employees with 20 Years of Service

David Griscti-Transportation Supervisor
Chad Mueller-Transit Operator
Charles Marshall-Transit Operator

Update on SB1 Implementation

General Manager Rick Ramacier reported on the status of SB 1 and its implementation. The Bay Area transit partnership, which Rick chairs, will meet on MTC's proposal for allocating STA funds generated under SB 1. Small operators could receive a reduction in STA allocations due to MTC's other regional initiatives. The proposed SB1 allocations should go to the Commission in January and any updates will go through the A & F committee and then to the Board.

REPORT OF STANDING COMMITTEES

Administration & Finance Committee

FY2017 Audit

Director Dessayer informed the Board that County Connection received a clean audit with no negative findings to report. This reflects how great the staff is and the work that they have done.

MOTION: Director Dessayer moved acceptance of FY2017 Draft Audit. Director Andersen seconded the motion and it received the following vote of approval:

Aye: Directors Andersen, Dessayer, Diaz, Hoffmeister, Hudson, Schroder, Storer, Tatzin,
Wilk and Worth
No: None
Abstain: None
Absent: Director Noack

Marketing, Planning & Legislative Committee

2018 APTA Legislative Conference Attendance

General Manager Rick Ramacier informed the Board that typically the APTA Legislative Conference in Washington, D.C. is the 2nd week of March and coincides with legislative trips for the League of California cities and MTC. This year the League of Cities and MTC meetings are scheduled for the 2nd week of March but the APTA conference has been shifted to the 3rd week of March. We have funds in the budget to send two Board members to Washington for the meeting(s). After some discussion, Directors Wilk and Schroder will attend the meetings during the 2nd week and Director Hudson will attend the 3rd week. Other Directors also may attend meetings one or both weeks through other agencies. Direction was given to staff.

Marketing Plan

Ruby Horta, Director of Planning, reported on staff's work to make changes to the County Connection website to improve the current platform, accessibility, customer service interfaces and overall layout. Costs associated with website improvements are included in the Promotions and IT budgets. The recruitment of a social media expert will replace an existing position that was recently vacated in the marketing department.

Operations & Scheduling Committee

Triennial TDA Performance Audit

Director Robert Storer stated that this audit is conducted every 3 years. The audit results were good overall. The data indicates that we need to improve our scheduling with Paratransit. After some light discussion a motion was made.

MOTION: Director Storer moved acceptance of the Triennial TDA Performance Audit. Director Hoffmesiter seconded the motion and it received the following vote of approval:

| | |
|----------|---|
| Aye: | Directors Andersen, Dessayer, Diaz, Hoffmeister, Hudson, Schroder, Storer, Tatzin, Wilk and Worth |
| No: | None |
| Abstain: | None |
| Absent: | Director Noack |

Comprehensive Operations Analysis for Express Routes

Sean Hedgpath, Manager of Planning, provided an informational report on the Comprehensive Operations Analysis (COA) with a focus on Express Routes. Possible service changes will be analyzed in the future through data-driven planning. Ridership, route alignments, and service distribution are all covered in the COA. The majority of the Express Routes cover large segments of our service with limited stops and at faster speeds than the Local Routes. The Board engaged in extensive dialogue.

Board members were impressed with all of the information and attention to detail that was given in the item. They look forward to receiving more information and analysis in the coming months.

FY2017-2018 Year End Fixed Route and Paratransit Performance Report

Ruby Horta provided an information year-end performance report. She explained that with County Connection service to six BART stations, BART's ridership has a direct impact on County Connection's ridership. BART has averaged 6% reduced ridership in the last two years. This trend is particularly evident on the weekends, when BART has experienced the sharpest declines. County Connection's weekend ridership has decreased by approximately 8%. With declining ridership numbers, farebox revenue is also expected to trend downwards. Fewer accidents were recorded per 100,000 miles and on-time performance remained at 86%.

As for paratransit, First Transit consistently meets most of the standards required but has struggled with a couple. Most importantly, First Transit has had difficulty in meeting the standard for on-time performance as noted in the Triennial TDA Performance Audit. Staff has been working with First Transit to improve this metric and has hired a nationally recognized paratransit consultant to help with this work. Another area that has been a challenge for First Transit is employee turnover, which is negatively impacting on-time performance. With the current economy it is becoming increasingly difficult to retain and recruit operators. Staff recognizes this is becoming a significant challenge for all transportation providers in the Bay Area. Despite these issues the number of complaints continues to be exceptionally low demonstrating an overall level of customer service.

BOARD COMMUNICATION:

Director Dessayer said that the agency Christmas party was well attended. Director Worth informed the Board that former board member Gregg Wheatland passed away. Director Hoffmeister thanked staff and the other Board members for their support over the years and looks forward to working with them in the future.

ADJOURNMENT: Chair Schroder adjourned the regular Board meeting at 10:01 a.m., in the memory of Gregg Wheatland.

Minutes prepared by

Lathina Hill
Assistant to the General Manager

Date