

# 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

May 17, 2018

#### CALL TO ORDER/ROLL CALL/CONFIRM QUORUM

Chair Schroder called the regular meeting of the Board of Directors to order at 9:04 a.m. Board Members present were Directors Andersen, Dessayer, Haydon, Hudson, Noack, Storer, Tatzin, Wilk and Worth. Director Hoffmeister was absent.

Staff: Ramacier, Chun, Cheung, Churchill, Dominquez, Glenn, Hedgpeth, Hill, Horta, Jackson, Kamara, Martinez, McCarthy, Mitchell, Rettig and Robinson

**Public Comment:** None

#### CONSENT CALENDAR

**MOTION:** Director Tatzin moved approval of the Consent Calendar, consisting of the following items: (a) Approval of Minutes of Regular Meeting of April 19, 2018; (b) OPEB Actuarial Valuation. Director Hudson seconded the motion and it received the following vote of approval:

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

**REPORT OF CHAIR:** None

#### REPORT OF GENERAL MANAGER:

##### Recognition of Employees of the 1<sup>st</sup> Quarters, 2018

Administration: Gloria Dominquez  
Maintenance: Tia Heitz  
Transportation: Gary Chatmon-Logan  
Anne Marja Shishani

##### Update on the work of the California Air Resources Board (CARB) to adopt a public transit Zero Emission Based (ZEB) bus purchase mandate

Rick Ramacier stated that the CARB is still in the process of trying to pass AB3201, a bill to add large scale deployments of transit buses to the list of eligible projects for the California Clean Truck, Bus, and Off-Road Vehicle and Equipment Technology Program.

## REPORT OF STANDING COMMITTEES

### Administrative & Finance Committee

#### Revised Fiscal Year 2019 Draft Budget and Ten Year Forecast

Director Dessayer introduced the item and explained that in this updated budget, we plan on receiving more revenues from the STA and OPEB. He also informed the Board that they will review the final budget for approval in June.

### Marketing, Planning & Legislative Committee

#### Adoption of the FY19 County Connection Marketing Plan

Director Wilk introduced the item and turned the meeting over to Ruby Horta, Director of Planning and Marketing. She explained that the Marketing Plan will focus on disseminating information about the proposed service and fare restructure, with an emphasis on the dissemination of Clipper and its benefits. The plan includes ongoing efforts to update and simplify the website and enhance the mobile device interface. Other tasks that have become routine include implementation of the Class Pass Program and the Summer Youth Program, partnering with 511 Contra Costa and 511 SWAT, participating in outreach opportunities at schools, senior centers and employment sites and community events. The total budget is for \$180,000, which includes \$100,000 for Fare & Service Changes, \$50,000 for Website & Social Media, \$20,000 for Routine Expenses and \$10,000 for Miscellaneous Promotion.

MOTION: Director Wilk moved that the Board approve the FY19 County Connection Marketing Plan. Director Andersen seconded the motion and it received the following vote of approval:

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

#### Proposal to close the County Connection customer service call center on Saturdays

Ruby Horta explained to the Board that currently, the call center is open Monday – Friday from 6:30AM – 6:30PM and on Saturday from 8:00AM – 4:30PM. The front desk is open Monday – Friday, from 8am-5pm. With the deployment of the TransitApp and Bus Tracker, as well as the availability of transit information on Google and County Connection’s website, customer service calls have significantly decreased over the last several years. Calls totaled close to 78,000 in FY 2013. In FY 2017 calls had decreased to 55,000. This drop in call volume has allowed customer service staff to cover a wide array of other duties including staffing the call center and front desk, managing lost and found, processing Regional Transit Connection (RTC) cards, delivering schedules and transit passes to our partners, and addressing customer complaints.

MOTION: Director Dessayer moved that the Board approve the closing of the customer call center on Saturdays, starting June 2018, with a review of the closure no later than January 2019. Director Wilk seconded the motion and it received the following vote of approval:

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

Final Approval of Route 3 Elimination and the introduction of Route 99X and related Title VI Analysis and Resolution No. 2018-018

Sean Hedgpath, Manager of Planning, explained that during the January 2018 Board of Directors meeting, staff asked for authorization to begin the public process to possibly discontinue Route 3. The justification for this was that Route 3 is funded by California's Cap and Trade LCTOP (Low Carbon Transit Operations Program), which provides operating funds to transit agencies if they serve disadvantaged communities (DAC). While prior guidelines allowed these routes to serve within ½ mile of a DAC, new guidelines require the route to go directly through the DAC. Route 3 is not compliant with the new guidelines and ridership has remained low. Route 99X was proposed at the March 2018 Board of Directors meeting, and it was seen as a replacement for Route 3. Route 99X directly serves the DAC, roughly the Pacheco and Morello area. As part of eliminating Route 3 and implementing Route 99X, we must conduct a Title VI Equity analysis.

As part of our Title VI board adopted policy, public outreach must be conducted as part of an Equity Analysis. Staff scheduled two meetings to inform the public and to gather feedback. One meeting was held on May 14<sup>th</sup> from 4pm to 6pm at Martinez City Hall, and the second was the public hearing preceding the Board of Directors meeting at County Connection offices in Concord today. The resulting comments from those public meetings have been summarized for the Board's consideration of the staff recommendation, and will be included in an updated Title VI report, which will be presented to the Federal Transit Administration.

MOTION: Director Noack moved that the Board approve Resolution No. 2018-018, which approves the elimination of Route 3 and the introduction of Route 99X and related Title VI. Director Andersen seconded the motion and it received the following vote of approval:

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

**BOARD COMMUNICATION:** None

**ADJOURNMENT:** Chair Schroder adjourned the regular Board meeting at 9:34 a.m.

Minutes prepared by

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Lathina Hill  
Assistant to the General Manager

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Date