

# County Connection

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## CCCTA BOARD OF DIRECTORS

### MINUTES OF THE REGULAR MEETING

October 18, 2018

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

Chair Noack called the regular meeting of the Board of Directors to order at 9:00 a.m. Board Members present were Directors Andersen, Dessayer, Hudson, Storer, Tatzin and Wilk. Directors Schroder and Worth arrived after the meeting convened. Directors Haydon and Hoffmeister were absent.

Staff: Ramacier, Chun, Brown, Cheung, Churchill, Glenn, Hedgpeth, Hill, Horta, Kamara, Martinez, McCarthy, Mitchell, Reeb and Rettig

**Public Comment: None**

#### CONSENT CALENDAR

**MOTION:** Director Andersen moved approval of the Consent Calendar, consisting of the following items: (a) Approval of Minutes of Regular Meeting of September 20, 2018. Director Storer seconded the motion and it received the following vote of approval:

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

**REPORT OF CHAIR: None**

#### REPORT OF GENERAL MANAGER:

Recognition of Employees of the 2<sup>nd</sup> Quarter, 2018

Michelle Mayers-Administration  
Glenn Van Buskirk-Maintenance  
Theo Robinson-Transportation  
Kevin Patrick-Transportation  
Directors Schroder and Worth arrived.

Report on the General Manager's development of an external and internal crisis communications plan.

General Manager, Rick Ramacier introduced the Stephanie Jordan, a media consultant that has been working with County Connection's senior staff on developing an external and internal crisis communication plan. Stephanie Jordan explained that she has been working with staff on defining what is a crisis and the different types of crisis that can happen in the transit environment. Our goal is to be quick, accurate, and consistent from the General Manager's office down to all other departments. Although it is a work in progress, we look forward to working together and becoming up to date with new policies and procedures.

## Update on planning for a Board Workshop on Strategic Planning

Rick Ramacier informed the Board that he would like to schedule a meeting to discuss County Connection's strategic plan for the upcoming year. The two options were to look at different dates that everyone is available, or to schedule it after a regularly scheduled board meeting. After discussion, it was decided that the meeting will be scheduled for Thursday, February 21 after the board meeting. The location will be determined at a later date.

## **REPORT OF STANDING COMMITTEES**

### **Administration & Finance Committee**

#### Income Statements for the Fiscal Year Ended June 30, 2018

Director Dessayer stated that the income statements show our revenues and expenses. Overtime rates are a little higher than normal due to employee shortages but may decrease as CCCTA hires new transit operators. This was an informational item only.

### **Marketing, Planning & Legislative Committee**

#### Leadership in Sustainability Awards

Director Worth introduced the item and turned it over to Sean Hedgpeth, Manager of Planning. He informed the Board that County Connection received a Leadership in Sustainability Award, presented by Sustainable Contra Costa. The award recognized County Connection's electric trolley bus program for the Downtown Walnut Creek Trolley. County Connection was also recognized for its water recycling program by the Central Sanitary District, for the fourth year. Director Worth expressed pride in CCCTA's accomplishments and congratulated staff on the well-deserved recognition.

#### SB 1119

Ruby Horta, Director of Planning, explained that Senate Bill 1119 was approved in September 2018. The bill modifies the spending requirements for LCTOP funds. The change introduces a waiver to the requirement to spend at least 50% of LCTOP funds on projects within a disadvantaged community (DAC) if funds are used for any of the following: new or expanded transit service in low-income communities, as defined by the Health and Safety Code, transit fare subsidies, and to purchase of zero-emission transit buses and supporting infrastructure.

The Monument Corridor in Concord is located within a low-income community, as defined by the Health and Safety Code. The area is currently served by Routes 11, 14 and 16 on weekdays and Routes 311 and 314 on weekends. One possible use of future LCTOP funds would be to provide free or discounted fares on routes serving the Monument Corridor, which would not only satisfy the expenditure requirement by using the funds for transit fare subsidies, but it would also directly benefit a low-income community. Staff has yet to define the actual project, but this potential proposal would likely generate additional ridership on these routes.

The FY18-19 LCTOP program will be funded by the four auctions from calendar year 2018. With one auction to go, the trend suggests that funding levels will see a sizable increase, potentially in the 30-50% range. Applications for the next round of LCTOP funding will be due around March 2019.

## Update on California Air Resource Board (CARB) draft Innovative Clean Transit (ICT) proposed regulation

Rick Ramacier informed the Board that on September 28, 2018, the California Air Resources Board (CARB) held a public hearing on the proposed Innovative Clean Transit (ICT) Regulation. This proposed regulation will impose a mandate for public transit systems to purchase zero emission buses (ZEB) - battery electric or fuel cell powered - as early as 2023 with a target of having the entire public transit bus fleet be zero emission based by 2040.

The CARB board expressed general support for the transit operators interest in improving the proposed regulation while maintaining a strong sentiment that CARB staff should move forward with due speed to get a final proposed regulation back to the CARB board no later than January 2019.

#### Transloc Pilot Project-Verbal Report

Ruby Horta told the Board that County Connection and Alamo Creek partnered together in a program that allowed Alamo Creek residents to reserve rides using a mobile app, in order to increase ridership, but it did not work. Although it was a new innovation, the customers did not embrace the program. We will discontinue the program. Staff will not give up on finding a new company with new ideas that may help increase our ridership.

#### Operations & Scheduling Committee

##### Human Trafficking Training

Bill Churchill informed the Board that AB-2034 was passed in September 2018. This bill will require public transit agencies and other organizations to provide training regarding Human Trafficking to employees that interact with the general public as part of their job. The goal of this legislation is to provide such employees with the skills to recognize potential situations of human trafficking and the knowledge of what to do and how to behave when observed. The bill requires the posting of an information poster in a prominent location at agency facilities including bus stations and on their web sites by January 1<sup>st</sup>, 2019. The bill also requires a training program for new and existing employees to be in place by January 1<sup>st</sup>, 2021.

Rather than wait until the 2021 deadline, staff has begun to develop a human trafficking training program for operators, supervisors, customer service staff and other administrative employees that interact with the general public. The training program will be given to new employees and also provided annually to frontline employees. Staff is developing the curriculum with support from training personnel at the Santa Clara Valley Transportation Authority (VTA) and the County of Santa Clara Valley Office of Woman's Policy. VTA has a human trafficking training program that has proven to be successful and effective and is referenced in the bill as an example to emulate. Under the current schedule of course development staff intends to have a Human Trafficking training program in place by January of 2019.

##### Performance Report-Fixed Route

Sean Hedgpeth updated the Board on the latest fixed route performance report. The total amount of passengers decreased by 2.8% from FY 2017 to FY 2018, with the majority of the passengers lost during weekdays (FY 2017 had 255 weekdays, one more weekday than FY 2018), with total ridership on weekends remaining mostly the same.

Our operating costs slightly increased (2.7%), with our cost per passenger increasing by about 36 cents (4.3%). In contrast, CPI inflation from June 2017 to June 2018 was 3%, according to the Bureau of Labor Statistics. Other service statistics of note were an increase in accidents per 100k miles (6 more or 28.8% over last year), missed trips (129 more or 31.1%), and an increase in the ratio of overtime to total operator hours (29.5%).

##### Performance Report-Paratransit

Rashida Kamara, Manager of Accessible Services, updated the Board that although First Transit performed well in safety and increased productivity, they have not met our contractual on-time performance goal of 90%. Complaints continue to rise, and a comprehensive complaint response process has only recently been developed to capture complaint trends. First Transit also continues to struggle with keeping up with the driver force necessary to meet contractual expectations.

Cost per passenger has gone up to \$40.38, an increase due to both a slight drop in productivity and a 3% increase in the hourly rate charged to us by First Transit. Productivity dropped slightly from 1.97 in FY17 to 1.94 in FY18, but still above average. LINK ridership continues to remain lower than anticipated with FY18 at 146,133 which was slightly higher than FY17 at 145,185 representing minimal increase of 0.8%. Although fixed route ridership has dropped and paratransit services often follow fixed route growth trends, staff has been concerned the LINK service would begin to experience a significant growth in ridership

First Transit was awarded the final option year for County Connections ADA Paratransit service. This final year will expire June 30, 2019, requiring the Authority to release a new Request for Proposal. First Transit will likely bid on the new Scope of Work when released. It is Staff's intention to bring to the O&S and full board a draft Scope of Work for comparable ADA paratransit work.

### Electric Bus Performance Update

Ruby Horta explained that with most new technology, there was an initial learning curve when the four (4) electric trolleys arrived. Operators had to learn new procedures, driving techniques and the importance of maintaining a certain level of charge. Maintenance staff was exposed to a completely new type of vehicle, parts and equipment. To date, the staff maintenance costs have been largely covered by warranties and the collaborative relationships with the various vendors. Additionally, the software was continually being improved to ensure the WAVE inductive charger worked on a regular basis.

As California moves to an all-electric future, staff will continue to report back to the Board on the progress of the electric buses. Although staff recognizes the importance of reducing greenhouse gases, there are a number of considerations that should be further analyzed. For example, the existing eight (8) electric buses have a maximum range of approximately 50 miles (this assumes no energy use for heating or air conditioning). However, in order to maximize battery life, it's recommended that the bus remain above a 50% charge. Current scheduling needs on other routes require a bus to travel between 60-260 miles a day. A different type of bus and/or additional infrastructure will be required. Staff will continue to evaluate BEBs and determine an appropriate path for County Connection.

**BOARD COMMUNICATION:** None

### **CLOSED SESSION:**

Chair Noack started the closed session at 9:47 a.m. to discuss the following item:

Public Employee Performance Evaluation

Conference with Labor Negotiator Pursuant to Government Code Sections 54957, 54957.6

Position: General Manager

### **OPEN SESSION:**

The Board of Directors reconvened to open session at 11:08 a.m. Chair Noack reported the Board met in closed session to complete the General Manager's evaluation.

**MOTION:** Director Wilk moved approval of Resolution No. 2019-11, authorizing the adjustment to the General Manager's Compensation by an increase of \$19, 375, for a total annual gross salary of \$212,500, effective July 1, 2018. Director Tatzin seconded the motion and it received the following vote of approval:

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

**ADJOURNMENT:** Chair Noack adjourned the regular Board meeting at 11:09 a.m.  
Minutes prepared by

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Lathina Hill  
Assistant to the General Manager

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Date