

County Connection

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

BOARD OF DIRECTORS MEETING AGENDA

**Thursday, September 19, 2019
9:00 a.m.**

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

The County Connection 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 August 15, 2019*
 - b) CCCTA Investment Policy-Quarterly Reporting Requirement*
 - c) Increasing Cafeteria Amounts for Non-Represented Employees*
Resolution No. 2020-06*
(The A & F Committee and staff recommend that the non-represented employees cafeteria plan medical contributions be increased for 2020, consistent with the County Connection represented employees.)
 - d) Citizens' Advisory Committee Bylaws Amendment*
Resolution No. 2020-08*
(The A & F Committee and staff recommend that the Citizens' Advisory Committee Bylaws be amended to include a conflict of interest clause.)
5. Report of Chair
 - a) Seating of CCCTA Officers
 - b) 2019-2020 Committee Assignments
6. Report of General Manager
 - a) Recognition of Employees of the 2nd Quarter, 2019

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

- b) Final Draft CCTA Transportation Expenditure Plan**
(The General Manager will provide the Board with an overview of the CCTA Transportation Expenditure Plan and its potential benefits to public transit.)
 - c) Status report on FASTER Bay Area Effort
(The General Manager will update the Board on the latest information available on FASTER Bay Area, which is a region wide transit measure that could be on the ballot in November 2019.)
7. Report of Standing Committee
- a) Administration & Finance Committee
(Committee Chair: Al Dessayer)
 - 1) Retrofit Batteries and Battery Management System-1600 Series Buses*
Resolution No. 2020-07*
(The A&F Committee recommends that the Board authorize the General Manager to enter into an agreement with Gillig to replace the battery system of four (4) 1600 series electric buses, with the cost not to exceed \$230,000.)
 - b) Operations & Scheduling Committee
(Committee Chair: Robert Storer)
 - 1) Fiscal Year 2019 Fixed Route Performance Report *
(Staff will present the annual ridership and service data for all fixed routes.)
 - 2) Fiscal Year 2019 Paratransit Performance Report *
(Staff will present the annual ridership and service data for LINK paratransit.)
 - 3) Choice in Aging Demonstration Project Update *
(Staff will present an update on the Mt. Diablo Rehab/Choice in Aging pilot project.)
8. Report from the Advisory Committee
- a) Appointment of Rich Eber to Advisory Committee Representing City of Concord*
9. 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.
10. Adjournment

*Enclosure

**It will be available at the Board meeting.

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 advance notice, a County Connection LINK shuttle can be available at the BART station nearest the meeting location for individuals who want to attend the meeting. To arrange for the shuttle service, please call (925) 938-7433 between 8:00 am and 5:00 pm at least one day before the meeting.

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, October 17, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, October 1, 9:00 a.m., Hanson Bridgett, 1676 North California Blvd., Suite 620, Walnut Creek, California
Advisory Committee:	TBA. County Connection Board Room
Marketing, Planning & Legislative:	Thursday, October 3, 8:30 a.m., Supervisor Andersen's Office, 3338 Mt. Diablo Blvd. Lafayette, CA
Operations & Scheduling:	Friday, October 4, 8:15 a.m. Supervisor Andersen's Office, 3338 Mt. Diablo Blvd. Lafayette, CA

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

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CCCTA BOARD OF DIRECTORS

MINUTES OF THE REGULAR MEETING

August 15, 2019

CALL TO ORDER/ROLL CALL/CONFIRM QUORUM

Chair Sue Noack called the regular meeting of the Board of Directors to order at 9:00 a.m. Board Members present were Directors Dessayer, Haydon, Hudson, Schroder, Storer, Tatzin, Wilk and Worth. Director Andersen participated via phone and Director Hoffmeister was absent.

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

Public Comment: None

CONSENT CALENDAR

MOTION: Director Haydon moved approval of the Consent Calendar, consisting of the following items: (a) Approval of Minutes of Regular Meeting of July 18, 2019; (b) Resolution No. 2020-04, Authorizing the General Manager to Submit a Grant Application for FY19-20 SB1 State of Good Repair Funds. Director Storer seconded the motion and it received the following vote of approval:

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

REPORT OF CHAIR:

Election of CCCTA Officers

MOTION: Director Noack moved to elect Candace Andersen, Board Chair, Keith Haydon, Vice Chair and Dave Hudson, Secretary. Director Tatzin 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 GENERAL MANAGER:

Recognition of Employee with 20 years of service

Lisa Rettig-Director of Human Resources

Update on the disposal of retired paratransit vehicles

General Manager, Rick Ramacier introduced the item and turned the meeting over to Kevin Finn, Manager of Grants & Purchasing. Mr. Finn explained that at the time of the Butte County Fire we had a number of paratransit vehicles that needed to be disposed of. After much research, he found a nonprofit that was trying to help those affected by the fire with whom they had pets to care for too. We were able to donate 13 vehicles. It wasn't an easy process but it was rewarding. We are now working on a project where if this should ever happen again, we will be able and willing to help again.

REPORT OF STANDING COMMITTEES

Marketing, Planning & Legislative Committee

Transportation Expenditure Plan Update-Verbal Update

Ruby Horta, Director of Planning & Scheduling, provided an update on the development of the TEP. She noted that many of the advocacy groups feel that the percentage of funds dedicated to transit is too low. However, she added that the draft TEP leaves a lot of discretion to future CCTA leadership to decide how funds are ultimately allocated, providing the flexibility needed to accommodate new mobility options. She also mentioned that the new policies that were developed, including one related to transit coordination, will be important for guiding implementation. Contra Costa Transportation Authority staff presented the initial public opinion research, proposed guiding principles and work plan at the April 2019 Contra Costa Transportation Authority Board meeting. At the Contra Costa Transportation Authority Board meeting in May 2019, staff was authorized to proceed with the development of a new TEP for placement on the March 2020 ballot.

Operating & Scheduling Committee

Battery Electric Bus Update

Director Storer introduced the item and gave a brief background. CCCTA received two federal grants, the 2012 Clean Fuels grant and the 2016 Low/No grant, to purchase eight battery electric buses (BEBs) and the necessary charging infrastructure. All eight BEBs operate in Walnut Creek on Routes 4 and 5. Two inductive chargers have been installed at the new Walnut Creek Transit Village to support the continuous operations on these two routes.

The electricity rates have been the major concern since implementation. Since the electric vehicles were put in service, electricity costs remained constant at both the County Connection Facility and Walnut Creek BART station, at about \$0.25/kWh in the summer and \$0.20/kWh the rest of the year. However, starting in May 2019, PG&E adjusted the rate at the Walnut Creek BART station, changing the energy charges from a fixed rate to "Peak" (\$0.58/kWh), "Part Peak" (\$0.28/kWh) and "Off Peak" (\$0.21/kWh). Though this did not significantly affect FY 19 totals, it will likely increase electricity cost per mile in the coming fiscal year.

Electricity costs and bus reliability continue to be the two most important factors when it comes to implementation at a larger scale. Needed specialty support from various vendors has been covered under warranty. However, after the warranty period expires, those services or additional staff resources will be required to ensure proper maintenance. Staff will continue to provide feedback to the California Public Utilities Commission (CPUC) as rate structures are developed. As California moves to an all-electric future, staff will continue to report to the Board on the progress of the electric and fuel cell buses. Although staff recognizes the importance of reducing greenhouse gases, there are a number of considerations that should be further analyzed to ensure system wide reliability, which affects overall ridership. Staff will continue to evaluate zero emission buses and determine an appropriate path for County Connection.

Spring 2019 Service and Fare Restructure Update

Director Storer informed the Board that staff has looked at every single route, including the ridership of each route and the uses of payment, be it cash, transfers or Clipper. The March 2019 restructure created some operational efficiencies, such as reducing the number of operators required for full service. During the Winter 2018 bid, a total of 143 operators were needed fulfill our service requirements. In Spring 2019, only 136 operators were needed in peak service. This reduces the pressure on driver recruitment, which is a national problem. If these cuts were not made, County Connection surely would have missed many more trips due to operator shortages. In addition to reducing the number of operators required for service, scheduled overtime was nearly cut in half, with 61 weekly hours required in Spring 2018 compared to 38 weekly overtime hours required in Spring 2019. This has a direct impact on the agency's financial goal to reduce costs.

It appears that the largest impacts of the restructure were to occasional riders, with ridership on peak only routes staying mostly the same. Riders who use the system sporadically are reducing their usage, especially populations that do not use Clipper. Anecdotally, operators have noticed that some of their regulars have consolidated errands in order to take less trips to save money on bus fare.

Staff believes that although the service change created some disruption and ridership has not recovered, there were significant operational efficiencies achieved to reduce costs. Considering the changes in the fare structure (cash increase and elimination of paper projects) and an overall service cut, staff is hopeful ridership will level off. Staff expects ridership to settle out somewhat in the next few months, when riders discover some of the newer service. Ridership on the trip times that most closely resembles the previous schedules are getting the most ridership, with the new service still emerging. After analyzing the fare data, staff believes most of the ridership drops can be attributed to the fare changes, not the service changes.

BART Early Bird (EBX) Service Update

Director Storer explained that for County Connection's summer bid, starting on June 9th, BART requested two changes to the existing early bird service. For Route 712 (Bay Point BART to 20th St and Telegraph Ave in Oakland via Pleasant Hill BART), BART requested to cancel the 4:20am trip, and requested a new trip earlier at 3:50am. This change altered our span of service, which required dispatch to open 15 minutes earlier at 2:45am. For Route 715 (service from North Concord BART to Lafayette stopping at all BART stations along the way) BART requested to end the route at Walnut Creek, due to low ridership to Lafayette. Ridership was steadily increasing until the month of June. County Connection typically has less ridership on more commuter-focused routes in the summer when there are more vacations and traffic is less of a problem

Citizens Advisory Committee Review

Director Storer explained that the Citizens Advisory Committee (CAC) is a combination of two previous committees that previously focused on fixed route issues and paratransit issues. He encouraged the other Board members to go back to their jurisdictions with outstanding vacancies and work with their respective city councils to identify potential new Advisory Committee members.

BOARD COMMUNICATION: None

CLOSED SESSION:

The Board of Directors went into closed session at 9:50 a.m. to discuss;

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 came back to open at 10:08 a.m.

Consideration of Adjustment to the General Manager's Compensation
Resolution No. 2020-05

MOTION: Director Dessayer moved approval of Resolution No. 2020-05, which approves a 5% increase to General Manager's salary to be effective as of July 1, 2019 and the total yearly salary to be \$223,125. Director Schroder 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

ADJOURNMENT: Chair Noack adjourned the regular Board meeting at 10:12 a.m.

Minutes prepared by

Lathina Hill
Assistant to the General Manager

Date

County Connection



INTER OFFICE MEMO

TO: Board of Directors

DATE: August 13, 2019

FROM: Rick Ramacier
General Manager

SUBJECT: CCCTA Investment Policy – Quarterly Reporting Requirement

Attached please find CCCTA's Quarterly Investment Policy Reporting Statement for the quarter ending June 30, 2019.

This certifies that the portfolio complies with the CCCTA Investment Policy and that CCCTA has the ability to meet the pool's expenditure requirements (cash flow) for the next six (6) months.

CCCTA

BANK CASH AND INVESTMENT ACCOUNTS (ROUNDED OFF TO NEAREST \$)

FINANCIAL INST	ACCT #	TYPE	PURPOSE	PER BANK DEC 2018	PER BANK MAR 2019	PER BANK JUN 2019	PER GL*
FIXED ROUTE							
UNION BANK	274-00-26650	CHECKING	AP GENERAL	\$ 675,055	\$ 422,263	\$ 580,297	\$ 349,317
UNION BANK	274-00-26693	CHECKING	PAYROLL	\$ 75,081	\$ 84,088	\$ 105,746	\$ 76,626
UNION BANK	274-00-26723	CHECKING	CAPITAL PURCHASES	\$ 250,000	\$ 344,590	\$ 240,939	\$ 240,939
UNION BANK	274-00-26715	CHECKING	WORKERS' COMP - CORVEL	\$ 76,869	\$ 81,161	\$ 63,727	\$ 52,999
UNION BANK	274-00-26685	CHECKING	PASS SALES	\$ 33,251	\$ 10,052	\$ 12,829	\$ 12,829
PAYPAL	27SAXUUFL9732	CHECKING	PAYPAL-PASS SALES	\$ 785	\$ 155	\$ 25	\$ 25
			TOTAL	\$ 1,111,041	\$ 942,309	\$ 1,003,563	\$ 732,735
PARATRANSIT							
UNION BANK	274-00-26669	CHECKING	AP GENERAL	\$ 289,079	\$ 374,130	\$ 267,234	\$ 268,764
			TOTAL	\$ 289,079	\$ 374,130	\$ 267,234	\$ 268,764
LAIF FUND							
LAIF ACCOUNT	4007001	INT-INVEST	OPERATING FUNDS	\$ 10,699,354	\$ 10,711,888	\$ 6,594,154	\$ 6,594,154
LAIF ACCOUNT		INT-INVEST	2014-15 Rolling Stock	\$ 16,711	\$ 688	\$ -	\$ -
LAIF ACCOUNT		INT-INVEST	Lifeline Bus Stop Access	\$ 76,927	\$ 75,811	\$ 71,556	\$ 71,556
LAIF ACCOUNT		INT-INVEST	Facility Rehab	\$ 2,947,450	\$ 2,962,061	\$ 2,958,557	\$ 2,958,557
LAIF ACCOUNT		INT-INVEST	LCTOP - Martinez Amtrak I	\$ 227,726	\$ 133,633	\$ 37,670	\$ 37,670
LAIF ACCOUNT		INT-INVEST	LCTOP - Electric Trolley II	\$ 342,856	\$ 287,546	\$ 285,477	\$ 285,477
LAIF ACCOUNT		INT-INVEST	Pass-Through CA	\$ 1,030,680	\$ 968,876	\$ 872,936	\$ 872,936
LAIF ACCOUNT		INT-INVEST	Safe Harbor Lease Reserve	\$ 1,490,746	\$ 1,499,731	\$ 1,509,138	\$ 1,509,138
LAIF ACCOUNT		FMV ADJ.	Fair Market Value Adjustment for Year-End	\$ -	\$ -	\$ 21,105	\$ 21,105
			TOTAL	\$ 16,832,450	\$ 16,640,234	\$ 12,350,593	\$ 12,350,593
CCCTA EMPLOYEE							
UNION BANK	274-00-26677	CHECKING	EMPLOYEE FITNESS FUND	\$ 10,971	\$ 11,503	\$ 11,088	\$ 11,088
UNION BANK	274-00-26502	CHECKING	EMPLOYEE FUNCTION	\$ 508	\$ 508	\$ 508	\$ 508
			TOTAL	\$ 11,479	\$ 12,011	\$ 11,596	\$ 11,596
GRAND TOTAL				\$ 18,244,049	\$ 17,968,684	\$ 13,632,986	\$ 13,363,688

8/5/2019

KLM

* GL balances reduced by outstanding checks and increased by deposits in transit, if any.

This is to certify that the portfolio above complies with the CCCTA Investment Policy and that CCCTA has the ability to meet its expenditures (cash flow) for the next six months.



Rick Ramacier
General Manager

To: Board of Director

Date: September 11, 2019

From: Lisa Rettig, Director of Human Resources

Reviewed by: WC.

SUBJECT: Increasing Cafeteria Amounts for Non Represented Employees

Summary of Issues: County Connection contracts under the Public Employee's Medical and Hospital Care Act (PEMHCA) for Administrative employee benefits.

The current MOUs with the ATU and Teamsters increase the Cafeteria Plan annually using a formula That averages the increases in the two (2) most popular health plans by coverage level and splitting that amount and adding it to the Cafeteria Plan.

In recent history the Board has provided the same increases to the Administrative Employees Cafeteria Plan in the interest of equality.

For 2019 the two most popular health plans are Kaiser and Anthem Traditional. Overall CalPERS health plans increased an average of 4.65% in 2020. The budget assumed a 6% increase in premiums.

Attached are the 2020 monthly medical premiums for Administrative employee group shown with the requested increase in the Cafeteria Plan.

Financial Implications: For the purposes of this memo the financial implications are for the cost to increase the contributions to the Administrative Employee Cafeteria Plan only. The cost using the above mentioned formula is \$17,600. The amount budgeted for this increase was \$59,000.

Recommendations: Staff and the A&F Committee recommends approval of the increase in the monthly Administrative employee Cafeteria Plan for 2020:

	<u>2019</u>	<u>2020</u>
Employee only:	\$ 515.29	\$ 533.79
Employee +1:	\$ 837.96	\$ 874.94
Employee +2 or more:	\$1115.03	\$1163.10

Action Requested: Adoption of Resolution 2020-06 increasing the cafeteria amounts for Non Represented Employees for 2020.

**2020 Medical Premiums
Per Month (\$)
Employee Group #1
Administrative Employees**

	<u>Total</u>	<u>CCCTA</u>	<u>Employee</u>	<u>Cafeteria Plan</u>	<u>Net Employee</u>
Kaiser*	\$768.49	\$303.56	\$464.93	\$533.78	\$0.00
Kaiser+1	\$1,536.98	\$607.12	\$929.86	\$874.94	\$54.92
Kaiser+2	\$1,998.07	\$789.26	\$1,208.81	\$1,163.10	\$45.71
PERS Choice*	\$861.18	\$289.98	\$571.20	\$533.78	\$37.42
PERS Choice+1	\$1,722.36	\$579.96	\$1,142.40	\$874.94	\$267.46
PERS Choice+2	\$2,239.07	\$753.95	\$1,485.12	\$1,163.10	\$322.02
PERSCARE*	\$1,133.14	\$494.86	\$638.28	\$533.78	\$104.50
PERSCARE+1	\$2,266.28	\$989.71	\$1,276.57	\$874.94	\$401.63
PERSCARE+2	\$2,946.16	\$1,286.63	\$1,659.53	\$1,163.10	\$496.43
PERS Select*	\$520.29	\$270.71	\$249.58	\$533.78	\$0.00
PERS Select+1	\$1,040.58	\$541.42	\$499.16	\$874.94	\$0.00
PERS Select+2	\$1,352.75	\$703.85	\$648.90	\$1,163.10	\$0.00
Anthem HMO Select*	\$868.98	\$270.71	\$598.27	\$533.78	\$64.49
Anthem HMO Select+1	\$1,737.96	\$541.42	\$1,196.54	\$874.94	\$321.60
Anthem HMO Select+2	\$2,259.35	\$703.85	\$1,555.50	\$1,163.10	\$392.40
Anthem HMO Traditional*	\$1,184.84	\$494.86	\$689.98	\$533.78	\$156.20
Anthem HMO Traditional+1	\$2,369.68	\$989.71	\$1,379.97	\$874.94	\$505.03
Anthem HMO Traditional+2	\$3,080.58	\$1,286.63	\$1,793.95	\$1,163.10	\$630.85
Healthnet	\$1,000.52	\$450.78	\$549.74	\$533.78	\$15.96
Healthnet +1	\$2,001.04	\$901.55	\$1,099.49	\$874.94	\$224.55
Healthnet +2	\$2,601.35	\$1,172.12	\$1,429.23	\$1,163.10	\$266.13
Western Health Adv	\$731.96	\$383.51	\$348.45	\$533.78	\$0.00
Western Health Adv+1	\$1,463.92	\$767.01	\$696.91	\$874.94	\$0.00
Western Health Adv+2	\$1,903.10	\$997.12	\$905.98	\$1,163.10	\$0.00

Employees who do not elect medical coverage and complete a Certification Form receive \$200.00 per month in Cafeteria Plan Contributions.

This amount can be used to purchase vacation, Vision Services Plan benefits or at the end of the calendar year it can be cashed out.

* =Employee Only

+1=Employee plus One Dependent

+2=Employee plus Two or more Dependents (also known as Family Coverage)

The monthly Employee premium is deducted semi-monthly from paychecks in two equal amounts

RESOLUTION NO. 2020-06

**BOARD OF DIRECTORS
CENTRAL CONTRA COSTA TRANSIT AUTHORITY
STATE OF CALIFORNIA**

* * *

**AUTHORIZES FY2020 ANNUAL ADJUSTMENT
TO ADMINISTRATIVE EMPLOYEES CAFETERIA PLAN AMOUNTS**

WHEREAS, the County of Contra Costa and the Cities of Clayton, Concord, the Town of Danville, Lafayette, Martinez, the Town of Moraga, Orinda, Pleasant Hill, San Ramon and Walnut Creek (hereinafter "Member Jurisdictions") have formed the Central Contra Costa Transit Authority ("CCCTA"), a joint exercise of powers agency created under California Government Code Section 6500 *et seq.*, for the joint exercise of certain powers to provide coordinated and integrated public transportation services within the area of its Member Jurisdictions;

WHEREAS, on December 21, 2006, CCCTA adopted a cafeteria plan for its non-represented administrative staff and management ("Administrative Employees Cafeteria Plan");

WHEREAS, Staff has recommended an adjustment to the non-represented administrative staff and management cafeteria amounts based on a formula that averages the increases in the two (2) most popular health plans by coverage level and splitting that amount and adding it to the Administrative Employees Cafeteria Plan; and

WHEREAS, the Administration & Finance Committee recommends that the Board of Directors adopt the recommendations of the Staff to adjust the Administrative Employees Cafeteria Plan in accordance with the formula set forth above.

NOW, THEREFORE, BE IT RESOLVED that the CCCTA Board of Directors approves the increases in the Administrative Employees Cafeteria Plan such that the total including the increases, shall be as follows, effective January 1, 2020:

Employee only:	\$533.79
Employee +1:	\$874.94
Employee +2 or more:	\$1163.10

Regularly passed and adopted this 19th day of September, 2019 by the following vote.

Ayes:

Noes:

Abstain:

Absent:

Sue Noack, Chair, Board of Directors

ATTEST:

Lathina Hill, Clerk to the Board

To: Board of Directors

Date: 08/28/2019

From: Ruby Horta, Director of Planning, Marketing & Innovation

Reviewed by: WC.

SUBJECT: Citizens' Advisory Committee Bylaws Amendment

Background:

The Operations and Scheduling (O&S) Committee reviewed the Citizens' Advisory Committee (CAC) bylaws at the August 2019 committee meeting. At the August Board members, Board members were encouraged to fill the vacancies in their respective jurisdictions. Subsequent to the meeting, the legal team provided some additional feedback and recommended the bylaws be amended.

The proposed amendment states the basic rule that members shall not engage in any activity for compensation that is in conflict with their duties as members of the CAC. This is the guiding standard for public officials, generally. Per our legal team's recommendation, staff also proposes that the members fill out an Annual Statement of Economic Interest disclosure form that has been modeled after the FPPC's Form 700, tailored to relate to their responsibilities as members of the CAC. This form would be filed with CCCTA, and not filed with the State.

Financial Implications:

None.

Recommendation:

The A&F Committee and staff recommend that the Citizens' Advisory Committee bylaws be amended, as presented in Attachment 1.

Action Requested:

The A&F Committee and staff request Board approval of Advisory Committee Role and Function amendment.

Attachments:

Attachment 1: Citizens' Advisory Committee Role and Function Amendment

Attachment 1

Central Contra Costa Transit Authority Advisory Committee

Role and Function

Approved June 16, 2011
Amended September 19, 2019

Purpose

The primary purpose of the Central Contra Costa Transit Authority Advisory Committee will be to review, analyze and advise the County Connection Board of Directors on issues and policies relating to fixed-route and paratransit service. The Advisory Committee will be asked to consider and make recommendations on finance and planning documents that include but are not limited to the following:

- CCCTA Ten Year Short Range Transit Plan
- Annual operating and capital budget
- Annual marketing plan
- Other issues such as operations, scheduling, administration, finance, and legislation.

Composition

The Advisory Committee shall be comprised of eleven (11) members from Central Contra Costa County. Each member jurisdiction will be requested to recommend one member from that jurisdiction for appointment by the CCCTA Board of Directors. Each member jurisdiction may also recommend an alternate member from that jurisdiction for appointment by the CCCTA Board of Directors. The following criteria should be considered:

- Representative should be active in community participation and involvement
- Representative should reside in the appointed community
- Representative should be a current or former user of fixed-route and/or paratransit service, or an advocate for transit users in their communities.

Term

- Members will be appointed for a two-year term, with no limit on the number of terms served.
- If during his/her term, a representative resigns, is removed, or unable to continue to serve, the recommending jurisdiction will be requested to appoint a successor, to be approved by the CCCTA Board of Directors to serve the balance of the term.
- If a member misses three or more consecutive meetings without cause, the Advisory Committee may request that member resign or be removed by the CCCTA Board after consultation with the affected jurisdiction.

Officers

- The Advisory Committee will elect officers who will serve one-year terms. Officers will include a chair and a vice chair.

Meetings

- The Advisory Committee will meet every other month. However, if the Committee wishes to have a special meeting, any member may request that the Chair ask the staff liaison to schedule such a meeting.
- A majority of those present shall be required to adopt an action.

Charge

The Advisory Committee is charged with the responsibility of acting as ADVISORS to the CCCTA Board of Directors, and of collecting and reporting service issues and concerns received from the jurisdictions. Members may volunteer, or be appointed by the Chair to attend scheduled CCCTA Committee meetings, participate in Advisory Committee subcommittees, or undertake other duties for the Advisory Committee.

Furthermore, the Committee is charged with the responsibility of acting as DISSEMINATORS of information in their community, and of assisting in the education of their jurisdictions regarding the fixed-route and accessible services that are available.

In fulfilling these responsibilities the Committee will:

- Make formal recommendations in the form of written communications and reports to the CCCTA Board of Directors, and where appropriate, supplement with oral comments
- Appoint a member to serve as the Committee liaison to the Contra Costa County Paratransit Coordinating Council
- Act as a forum for fixed-route, accessible services, and LINK paratransit users to express concerns or ideas about the services to the Authority.

In fulfilling this charge, individual members may be expected to:

- Network with other interested citizens and groups in the community.
- Maintain a working relationship with the Board representative from his/her jurisdiction
- Assist CCCTA staff at community or business events

Conflict of Interest Regulations

An Advisory Committee member shall not engage in any employment, activity, or enterprise for compensation which is inconsistent, incompatible, in conflict with, or inimical to his or her duties, functions or responsibilities on the Citizens Advisory Committee (CAC). Such member shall not perform any work, service, or counsel for compensation outside of his or her responsibilities where any part of his or her efforts will be reviewed by the CAC.

Members of the CAC shall comply with the provisions of the California Political Reform Act (Government Code Section 87100, *et seq.*) and doctrine of common law conflicts of interest. Each member shall file an Annual Statement of Economic Interest. Individual members shall disclose and disqualify themselves from participating in any decision in which they have a financial interest under the standards of the California Political Reform Act.

RESOLUTION NO. 2020-08__

**BOARD OF DIRECTORS, CENTRAL CONTRA COSTA TRANSIT AUTHORITY
STATE OF CALIFORNIA**

* * *

APPROVING AMENDMENT TO CITIZENS' ADVISORY COMMITTEE BYLAWS

WHEREAS, the County of Contra Costa and the Cities of Clayton, Concord, the Town of Danville, Lafayette, Martinez, the Town of Moraga, Orinda, Pleasant Hill, San Ramon and Walnut Creek (hereinafter "Member Jurisdictions") have formed the Central Contra Costa Transit Authority ("County Connection"), a joint exercise of powers agency created under California Government Code Section 6500 *et seq.*, for the joint exercise of certain powers to provide coordinated and integrated public transportation services within the area of its Member Jurisdictions;

WHEREAS, the Role and Function of the Citizens' Advisory Committee {"Bylaws"} was adopted on November 20, 1986, and has been revised periodically over time;

WHEREAS, the Operations and Scheduling Committee reviewed the Citizens' Advisory Committee Bylaws at its August 2019 meeting and encouraged Board members to fill the vacancies on the Committee from their respective jurisdictions; and

WHEREAS, following further review of the Bylaws, the Administration and Finance Committee recommends the inclusion of a conflict of interest standard consistent with the California Political Reform Act and common law, that members shall not engage in any activity for compensation that is in conflict with their duties as members of the Citizens' Advisory Committee.

NOW, THEREFORE, BE IT RESOLVED that the Central Contra Costa Transit Authority Board of Directors hereby approves amendment of the Citizens' Advisory Committee Bylaws as presented in Attachment 1 to this resolution.

Regularly passed and adopted this 19th day of September 2019, by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

Candace Andersen, Chair, Board of Directors

ATTEST:

Lathina Hill, Clerk to the Board

INTER OFFICE MEMO

To: Board of Directors

Date: September 11, 2019

From: J. Scott Mitchell
Chief Operating Officer

Reviewed by: 

SUBJECT: Retrofit Batteries and Battery Management System – 1600 Series Buses

BACKGROUND:

In 2016, County Connection purchased four (4) prototype electric buses from Gillig using a 2012 Clean Air Grant for use on the Route 4 in Walnut Creek.

SUMMARY OF ISSUES:

The 2016 buses were built by Gillig using XALT batteries with a 4C battery management system and BAE drivetrain. County Connection has experienced an unacceptable level of battery system problems due to battery management, which has resulted in limited availability of the buses and a high rate of service interruptions and accelerated battery degradation.

XALT has stopped using 4C for their battery management system making it difficult to support. County Connection has been working with Gillig to resolve these issues. Gillig has recommended, and County Connection staff agrees, the best way to resolve these issues is to retrofit the 1600 batteries and management system to match the 1800 series buses that have improved range and reliability and use a different battery management system and battery pack. The cost to retrofit four (4) buses with new batteries and management system with a three (3) year warranty is \$594,126.

Gillig is willing to take on \$364,126 of the cost. The remaining \$230,000 will be paid for by County Connection using a LCTOP Grant that is programmed to support the electric vehicles.

FINANCIAL IMPLICATIONS:

LCTOP: \$230,000

RECOMMENDATIONS:

The A&F Committee recommend that the Board of Directors adopt Resolution No. 2020-07 authorizing the General Manager to enter into an agreement with Gillig to retrofit four (4) 1600 series electric buses, with the cost to County Connection not to exceed \$230,000.

ACTION REQUESTED:

The A&F Committee recommend that the Board of Directors at its September 19, 2019, meeting, adopt Resolution No. 2020-07 authorizing the General Manager to enter into an agreement with the Gillig Corporation to retrofit four (4) electric buses with new battery pack and battery management system, with the cost to County Connection not to exceed \$230,000.

RETROFIT COST

Description	Remarks	Per Unit	Extended
XALT Parts	Refer to XALT Quote	\$ 86,746	\$ 346,984
XALT NRE	Commissioning	\$ -	\$ -
XALT Add'l 3 Year Warranty		\$ 3,387	\$ 13,548
Telematics Kit - Additonal Years		TBD	TBD
GILLIG Parts	HV Cables	\$ 6,400	\$ 25,600
	Rear Panel	\$ 4,700	\$ 18,800
	AV Harness	\$ 4,500	\$ 18,000
GILLIG Labor (Eng, Mfg)	40 Hrs/Unit	\$ 4,000	\$ 16,000
BAE Labor	40 Hrs/Unit	\$ 4,200	\$ 16,800
Complete Coach Labor		\$ 22,493	\$ 89,970
Towing		\$ 1,400	\$ 5,600
10% Risk			\$ 42,824
TOTAL			\$ 594,126

Open Points

- 1-year real time monitoring from XALT
- Charges for Ongoing SW & Troubleshooting support from BAE, XALT, WAVE, EFACEC

GILLIG



RESOLUTION NO. 2020-07__

**BOARD OF DIRECTORS, CENTRAL CONTRA COSTA TRANSIT AUTHORITY
STATE OF CALIFORNIA**

* * *

**AUTHORIZING AWARD OF A CONTRACT
TO GILLIG, LLC TO PROVIDE BATTERY AND BATTERY MANAGEMENT SYSTEM
RETROFIT SERVICES**

WHEREAS, the County of Contra Costa and the Cities of Clayton, Concord, the Town of Danville, Lafayette, Martinez, the Town of Moraga, Orinda, Pleasant Hill, San Ramon and Walnut Creek (hereinafter "Member Jurisdictions") have formed the Central Contra Costa Transit Authority ("County Connection"), a joint exercise of powers agency created under California Government Code Section 6500 et seq., for the joint exercise of certain powers to provide coordinated and integrated public transportation services within the area of its Member Jurisdictions;

WHEREAS, in 2016, County Connection purchased four (4) prototype electric buses from Gillig Corporation ("Gillig") using a 2012 Clean Air Grant for use on the Route 4 in Walnut Creek;

WHEREAS, the 2016 buses use XALT Energy ("XALT") batteries with a 4C battery management system, and County Connection has experienced an unacceptable level of battery system problems due to poor battery management, which has resulted in limited availability of the buses and a high rate of service interruptions and accelerated battery degradation;

WHEREAS, XALT has stopped using 4C for their battery management system, making it difficult to obtain support for the battery system problems;

WHEREAS, Gillig has recommended, and County Connection staff agrees, that the most beneficial way to resolve these issues is to retrofit the 1600 batteries and management system to match the Gillig 1800 series buses, which have improved range and reliability and use a different battery management system and battery pack;

WHEREAS, the cost to retrofit the four (4) buses with new batteries and management system with a three (3) year warranty is \$594,126, with the understanding that Gillig will be responsible for \$364,126 of the cost, and the remaining \$230,000 will be paid for by County Connection using a LCTOP grant that is programmed to support the electric vehicles; and

WHEREAS, Administration and Finance Committee recommends that the Board of Directors authorize award of a contract to Gillig for the battery and battery management system retrofit of four (4) 1600 series electric buses, for the not-to-exceed cost of \$230,000.

NOW, THEREFORE, BE IT RESOLVED that the Central Contra Costa Transit Authority Board of Directors authorizes award of a contract to Gillig Corporation for the battery and battery management system retrofit of four (4) 1600 series electric buses, for the not-to-exceed cost of \$230,000; and

BE IT FURTHER RESOLVED that the General Manager is authorized to execute the Agreement with Gillig in a form approved by legal counsel.

Regularly passed and adopted this 19th day of September 2019, by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

Candace Andersen, Chair, Board of Directors

ATTEST:

Lathina Hill, Clerk to the Board

To: Board of Directors

Date: 8/29/2019

From: Ruby Horta, Director of Planning, Marketing & Innovation

Reviewed by: WC.

SUBJECT: Fixed Route Performance Report

Background:

The annual performance report for fixed routes provides a summary of key performance indicators and recent trends. In ridership, fixed route total passengers decreased by 4.8% from FY 2018 to FY 2019, with the majority of the passengers lost during weekdays (5.7%). Total weekend ridership was down 9% over FY 2018. A 180% increase over FY18 from BART bus bridges accounted for 1.2% of our annual ridership.

While the March 2019 service restructure reduced overall hours and operators needed for full service, it was implemented in March 2019 so most of the year had higher service levels. Other service changes in FY19 included the launch of BART Early Bird Express (EBX) 712 (a long route to Downtown Oakland) and 715 in February 2019, the addition of two Route 21 trips in Winter 2018, and the launch of Route 99X and extra Route 316 trips started in Fall 2018, all of which increased revenue hours. Staff expects service hours to continue to drop with a full Fiscal Year 2020 of the new service restructure, as well as some additional savings as part of the efficiencies gained from the planned Bishop Ranch service changes in Winter 2019. These changes as well as the new LCTOP funded free fares on Routes 11, 14 and 16 should level off our downward ridership trend, with a the potential possibility for ridership growth in FY2020.

Notable highlights from the service data include a 68% reduction in missed trips, for a total of only 182 for the year. This is a significant achievement accomplished by the transportation department, who work hard to cover trips during this period of operator shortages. County Connection is regional leader in our percentage of missed trips. Efficiency measures such as passengers per revenue hour dropped 5% in tandem with our ridership drops over the year. Cost per passenger increased due to costs increasing while ridership dropped. Cost per passenger is expected to drop next year as \$750,000 in new fare revenue from LCTOP is allocated for FY2020.

FY2019 fare trends reflect an ongoing shift to Clipper from all other fare media. At the end of FY2018, 72% of all fares on paid routes used Clipper. County Connection has also seen significant adoption of Clipper by Seniors and the Disabled population, which would account for much of the 17% drop in paper fares.

Attachments:

CCCTA Performance Measurement
CCCTA Performance Indicators
CCCTA Boardings by Fare Type

Recommendation:

For information only.

Financial Implications:

None.

CCCTA PERFORMANCE MEASUREMENT			
Fiscal Years 2018 and 2019			
PERFORMANCE MEASURE	FY 17-18	FY 18-19	% Change FY18 to FY19
Weekday Passenger Boardings	3,131,762	2,952,943	(5.7%)
Saturday Passenger Boardings	145,333	129,086	(11.2%)
Sunday Passenger Boardings	115,457	108,144	(6.3%)
Fixed Route Total Passengers	3,392,551	3,190,173	(6.0%)
Other Passengers ⁽¹⁾	22,149	61,976	179.8%
Grand Total Passenger Boardings	3,414,700	3,252,149	(4.8%)
Average Weekday Ridership	12,305	11,619	(5.6%)
Total Revenue Hours	228,293	228,907	0.3%
Total Revenue Miles	2,457,082	2,491,802	1.4%
Operating Cost	⁽²⁾ \$29,926,280 ⁽³⁾	\$31,613,192	5.6%
Farebox Revenue	⁽²⁾ \$4,353,419	⁽³⁾ \$4,517,457	3.8%
Number of Weekdays	254	254	0.0%
Number of Saturdays	53	52	(1.9%)
Number of Sundays	52	53	1.9%
Total Scheduled Trips	303,059	287,317	(5.2%)
Total Missed Trips	571	182	(68.1%)
Passenger Boardings per Day			
Weekday	12,305	11,626	(5.5%)
Saturday	2,902	2,482	(14.4%)
Sunday	2,368	2,040	(13.8%)

(1) 'Other Passengers' include Bus Bridges & Special Events

(2) FY 17-18 Operating Cost & Farebox Revenue have been updated to "post Audit" figures

(3) FY 18-19 Operating Cost & Farebox Revenue are "pre-audit" figures that will be updated when audit is complete

CCCTA PERFORMANCE INDICATORS

Fiscal Years 2018 and 2019

PERFORMANCE INDICATOR	FY 17-18	FY 18-19	% Change FY18 to FY19
Passengers/Revenue Hour	14.96	14.21	(5.0%)
Passengers/Revenue Mile	1.38	1.31	(5.6%)
Cost/Revenue Hour	\$133.57	\$138.10	3.4%
Cost/Passenger	\$7.49	\$8.33	11.3%
Farebox Recovery Ratio	14.5%	14.3%	(1.4%)
Accidents/100,000 Miles ⁽¹⁾	0.85	0.90	5.9%
Maintenance Employee/100,000	0.75	0.67	(10.2%)
Operator OT/Total Operator Hour	12.15%	12.84%	5.7%
Percent of Trips On-time	88%	86%	(2.3%)
Lift Availability ⁽²⁾	100.0%	100.0%	0.0%
Lift Boardings	42,725	46,443	8.7%
<i>(1) FY19 Includes 30 'chargeable collisions'</i>			

CCCTA BOARDINGS BY FARE TYPE

Fiscal Years 2018 and 2019

Fare Type	FY 17-18	% of Total	% Change		
			FY 18-19	% of Total	FY18 to FY19
Adult ⁽¹⁾	1,652,607	48.4%	1,425,540	43.8%	(13.7%)
Clipper Card ⁽²⁾	801,706	23.5%	1,150,159	35.4%	43.5%
Senior & Disabled ⁽³⁾	455,586	13.3%	376,371	11.6%	(17.4%)
BART-to-CCCTA Transfers	133,245	3.9%	65,512	2.0%	(50.8%)
BUS-to-BUS Transfers	371,467	10.9%	234,566	7.2%	(36.9%)
Totals	3,414,611	100.0%	3,252,149	100.0%	(4.8%)
<i>(1) Includes 'St Mary's', 'JFKU' 'Free' & 'Summer Youth Pass' Passengers</i>					
<i>(2) Includes all uses of Clipper Cards including Seniors</i>					
<i>(3) Includes 'Midday Free'</i>					

To: Board of Directors

Date: 09/13/2019

From: Rashida Kamara, Manager of Accessible Services

Reviewed by: WC.

SUBJECT: Performance Report – Paratransit

Background:

In December 2018 the board approved the release an RFP for Paratransit services, First Transit had been awarded their last option year and the contract could no longer be extended.

First Transit continued to struggle and was given a performance notice letter in late July 2018. As a result, there were staff changes including replacing the general manager, operations manager and hiring a call center manager. In addition, a review of driver and office staff wages were conducted and First Transit gave drivers and staff raises. As a result of some of these efforts on time performance increased slightly from 75% to 81%.

First Transit continued to perform well in the safety department with very little accidents. In January of 2019, 42 paratransit vehicles were replaced. The replacement of vehicles meant fewer road calls to report as the year came to a close.

Complaints were poorly captured for many years, and so even though on-time performance increased, complaints also increased because we developed a better way to capture complaints.

In the forefront of complaints was Choice in Aging. Choice in Aging represented almost 20% of LINK rides each day and their overall on time performance and service issues continued to increase. County Connection and First Transit worked to perform outreaches that educated Choice in Aging in ADA Paratransit expectations and streamline schedules to offer better travel experiences for the rider.

Rider Productivity dropped significantly from 2.08 in FY18 to 1.61 at its lowest in FY19 but finishing at 1.91 by the end of the fiscal year. In attempt to fix on-time performance, First Transit hired drivers but failed to address scheduling issues that could improve productivity. LINK never reached its on-time performance standard of 90% in FY19.

Cost per passenger has gone up to \$41.62, an increase due to both a slight drop in productivity and a 3% increase in the hourly cost charged to us by First Transit. Total LINK ridership went up slightly in FY19 to 152,606 from 146,331 in FY18 a 4.1% increase. This growth has been anticipated for a number of years and finally may have arrived. As service continues to improve, staff anticipates there will be modest increases in usage.

Contract Extension

As mentioned earlier, First Transit was awarded the final option year for County Connection's ADA Paratransit service. That Contract ended in June 2019. As a result County Connection has entered into a new contract with Transdev. This was initiated by board approval and the release of an RFP. Interviews were held in March 2019 where six transit companies submitted proposals. Those companies included Transdev, First Transit, A-Paratransit, Ascendal, Ride-Ride and National Express. The new RFP specifically asked for innovative solutions to common transit issues, user friendly technologies and transportation partnerships. Staff collaborated with Contra Costa Transit Authority (CCTA) and Contra Costa County providing panel members to evaluate the bids. The panel reached a unanimous decision to recommend Transdev as the new contractor. The Board approved that recommendation and Transdev's contract commenced July 2019.

Financial Implications:

In order to improve paratransit service performance, staff significantly modified the new RFP. The winning proposal and new contract will increase paratransit expenses by 6%.

Attachments:

Year End MOP

Year End Paratransit Statistics

CCCTA LINK
MONTHLY OPERATING SUMMARY
JUNE FY 18/19

SUMMARY	JUNE FY 17/18	JUNE FY 18/19	YTD FY 17/18	YTD FY 18/19
1 TOTAL CLIENTS	11,074	10,354	135,948	138,734
2 TOTAL ATTENDANTS	765	1,136	9,774	13,169
3 TOTAL COMPANIONS	54	79	609	703
4 TOTAL PASSENGERS	11,893	11,569	146,331	152,606
5 TOTAL SERVICE DAYS	30	30	359	361
6 VEHICLE REVENUE HOURS	5,811	5,657	70,222	79,565
7 VEHICLE SERVICE HOURS	7,492	7,064	91,260	101,256
8 VEHICLE NON REV HOURS	1,681	1,407	22,031	21,691
9 VEHICLE SERVICE MILES	107,284	105,239	1,318,993	1,475,793
10 VEHICLE REVENUE MILES	85,137	81,546	1,054,542	1,185,946
11 VEHICLE NON REV MILES	22,147	23,693	265,002	282,923
12 PASS. PER REVENUE HOUR	2.05	2.05	2.08	1.92
13 CLIENT PER REVENUE HOUR	1.91	1.83	1.94	1.74
14 PASS. PER SERVICE HOUR	1.59	1.64	1.60	1.51
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.10
16 PASS. PER REVENUE MILE	0.14	0.14	0.14	0.13
17 TOTAL TRANSFER TRIPS	869	923	11,075	12,659
18 SAME DAY TRIPS	89	139	1,565	1,764
19 SUBSCRIPTION TRIPS	6,040	4,685	75,873	67,813
20 DEMAND	5,031	5,672	60,205	70,944
21 FAREBOX REVENUE	\$9,487.33	\$10,817.78	\$122,196.06	\$122,421.70
22 PREPAID CLIENTS	\$6,140.00	\$6,112.00	\$67,972.00	\$76,632.00
23 COLLECTED BILLING	\$30,998.00	\$43,259.40	\$292,919.20	\$334,626.36
24 TOTAL REVENUE COLLECTED	\$46,625.33	\$60,189.18	\$483,087.26	\$533,680.06
25 CHARGEABLE ACCIDENTS	0	0	5	8
26 SERVICE COMPLAINTS	12	5	44	146
27 SERVICE COMMENDATIONS	3	1	18	8
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	0	24	26
30 DRIVER TURNOVER	2%	12%	3%	11%
31 SCHEDULE ADHERENCE	79%	81%	75%	79%
32 WHEELCHAIR BOARDING'S	2,616	2,573	29,628	33,161
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	*3808	3,840	N/A	46,664
35 UNDUPLICATED CLIENTS	834	813	N/A	9,972
36 NO-SHOWS	143	81	2,902	1,324
37 CANCELS	2,680	1,952	27,345	35,042
38 AVG. TRIP LENGTH (MILES)	9.0	9.1	9.0	9.7
39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	46	47	50	47
41 TOTAL FUEL/GALLONS	17,213	16,318	203,777	218,310
42 FLEET M.P.G.	6.2	6.4	6.5	6.8

Paratransit Statistics							
	FY 13-14	FY 14-15	FY 15-16	FY 16-17	FY 17-18	FY18-19	Change from FY17-18 to FY18-19
Operating Cost	\$ 5,230,925.00	\$ 5,117,037.00	\$ 5,408,838.00	\$ 5,219,273.00	\$ 5,517,364.00	\$ 6,296,163.52	12.4%
Farebox Revenue	\$ 545,015.00	\$ 520,959.00	\$ 475,006.00	\$ 515,182.00	\$ 504,028.00	\$ 532,080.88	5.2%
Net Subsidy	\$ 4,685,910.00	\$ 4,596,078.00	\$ 4,933,832.00	\$ 4,704,091.00	\$ 5,013,336.00	\$ 5,764,082.64	12.9%
Total Passengers	159,294	156,832	153,715	145,185	146,331	152,606	4.8%
Revenue Hours	74,394	73,716	76,308	69,795	70,222	79,565	11.7%
Non-Revenue Hours	18,403	17,908	19,689	18,855	22,031	21,691	(1.9%)
Total Hours	92,797	91,624	95,997	88,650	91,260	101,256	9.9%
Total Revenue Miles	1,219,582	1,204,823	1,089,545	893,938	1,054,542	1,185,946	10.9%
Non-Revenue Miles	260,310	247,562	238,117	244,800	265,002	282,923	6.3%
Total Miles	1,479,892	1,452,385	1,327,662	1,278,218	1,318,993	1,468,869	9.7%
Road Calls	44	32	25	22	24	26	7.9%
Complaints	18	25	9	10	44	146	232.0%
Accidents	7	12	6	6	5	8	60.0%

Note: FY16-17 has been updated with POST-AUDIT figures

Note: FY17-18 figures are AUDITED numbers

Note: FY 18-19 figures are pre-audit

To: Board of Directors

Date: 9/13/2019

From: Rashida Kamara Manager of Accessible Services

Reviewed by: WC.

SUBJECT: Choice in Aging Demonstration Project Update

Background:

In response to a growing number of complaints from Mount Diablo Rehab regarding service failures, the County Connection Board approved a pilot project with Choice in Aging to provide enhanced ADA trips for 12 participants or 24 round trips a day for specific participants using a Transportation Network Company (TNC) called SilverRide. The CCCTA/Choice in Aging/SilverRide pilot is a six month demonstration program to determine cost-effectiveness, rider experience, on-time statistics, and no-show/cancellations for approximately twelve Choice in Aging participants who were previously using County Connection LINK paratransit services. Participants selected for this program were individuals in the Memory Care Program that had difficulty in coping with long paratransit rides, variability in departure and arrival times as well as different operators. Participants with Alzheimer's disease have difficulty dealing with the variability a typical paratransit service provides.

Update:

The Pilot program commenced on June 10th and the Manager of Accessible services for County Connection was on site for the return rides. Immediately we recognized, smaller vehicles like a Honda SUV and Ford Fusion, which provided a much less intimidating ride. Drivers were pleasant. Each vehicle took three passengers and promptly returned within 45 minutes to take a second set of three passengers. Boarding for these passengers was simple, rider times shorter, and turnaround for a second set of passengers less than 45 minutes, thus increasing productivity.

Feedback from Choice in Aging:

- Debbie Toth CEO: *"Choice in Aging is so excited to be a part of this Pilot. For many years, we have been working to try and improve the transportation service/experience for our participants. Because many participants have multiple chronic medical conditions, the ADA paratransit service is not a good option for them, but it is their only option. For example, with our Alzheimer's participants, a consistent driver and passengers, a direct trip with minimal stops from home to Mt. Diablo Center, and a comfortable vehicle are keys to decreasing anxiety and stress. Several of our adult day health care participants have back/spine issues and riding on a bus for an hour or two hours exacerbates their problems. Several also take medications that make long rides impossible and some*

participants have been incontinent while on the bus. We appreciate the creative thinking and collaboration between CCCTA, Choice in Aging, and SilverRide on the Pilot."

- Lisa Hammond Program Administration: *"As the administrator of the SilverRide Pilot at Choice in Aging, the process - from planning to implementation to follow up - has been a true partnership between the agencies. The process of drafting and negotiating the agreements between the agencies went smoothly and was done in a timely manner. Since the Pilot started on June 10, 2019, CCCTA staff, SilverRide staff, and Choice in Aging staff have regularly communicated and made minor adjustments to the service to better meet the needs of the participants. Responses are always handled quickly on the part of all of three agencies."*

Feedback from passengers:

Passengers and passenger caregivers have expressed positive reviews of the new program and an appreciation for developing a unique approach that makes transportation easier to use.

- From Carolina's daughter (Carolina is in our ALZ program): *"The SilverRide service has been wonderful! My mother is now very comfortable with her driver. It so helps that she sees the same person every day for both pick up and drop off. Cynthia, her driver, is very patient and respectful. Cynthia is on time and always greets my mother with a smile on her face. She makes an effort to come to my front door to pick Mom up and to drop off as well. Please forward my comments to Cynthia's supervisor if you can. I also really appreciate all of the coordination efforts from you and everyone at the Center. It makes my life a little easier, and it enhances the experience for my mother. She usually comes home in a really good mood."*
- Lora P. said she likes her SilverRide on Mondays and hopes she can have it on Wednesday and Friday, too.
- Tsiliya T. says she is very happy with SilverRide, especially because SilverRide is on time and she does not have to call for her ride.
- Larisa L. said she is very happy with SilverRide and she likes her driver, Cynthia.
- Oleksandr L. likes the shorter trip time with SilverRide.
- Elizabeth P. likes that SilverRide is on time, there is a short time in the car, and this is important because she has a lot of health problems.
- Rafail H. says he prefers SilverRide because of the good schedule and faster time. (His wife is in the ALZ program and they ride together on SilverRide.)

Feedback from SilverRide:

Specific reasons why SilverRide is able to execute at such a high level:

- By using personal vehicles for most of our rides, we improve vehicle supply and availability and cut fixed costs.
- By utilizing drivers who are trained in physical transfers and can physically assist riders into and out of the vehicle, we can accommodate many more riders in personal vehicles who would normally need an accessible vehicle.
- For those riders who require an accessible vehicle, our sister car share company, SilverWheels, offers accessible vehicles to drivers who need them. In this way, we can accommodate most riders and certainly meet ADA requirements for accessibility.
- Our technology platform enables us to optimize routing, handle carpooling effectively, match riders -- and most importantly -- put all information a driver needs at their fingertips to better manage and own their rides.
- By working in close partnership with Choice in Aging and CCCTA, based on data provided by our system, we could quickly address ride issues, carpool schedules, participant changes and cancellations, to continue to optimize service such that costs could be kept low while maintaining a high quality rider experience.

As of 8/16/19
Total Rides = 1,049

PICKUPS		
Late Pickups	# of late pickups	% of Late Pick Ups
Pickups < 5 min late	30	
Pickups > 5 min late	10	99% of rides are < 10 min late
Pickups > 10 min late	1	99.9% of rides are < 15 min late
Pickups > 15 min late	0	
Total Late Pickups	41	96.1% on time

DROPOFFS		
Late Dropoffs	# of late dropoffs	% of Late Dropoffs
Dropoff > 5 min late	3	99.7% of rides are < 10 min late
Dropoff > 10 min late	0	
Total Late Dropoffs	3	99.7% on time

- 0 Accidents
- 0 Customer complaints re: SilverRide/drivers

Financial Implications:

The cost of these trips during the Demonstration Project is \$34 per trip which is less than our current cost per trip of \$41.62. County Connection continues to see savings in individual cost per trip as a result of this Demonstration Project.

Recommendation:

For information only.

Action Requested:

None.

CITY OF CONCORD
1950 Parkside Drive, MS/01
Concord, California 94519-2578
FAX: (925) 798-0636

OFFICE OF THE CITY CLERK
Joelle Fockler, City Clerk
Telephone: (925) 671-3495



CITY COUNCIL
Carlyn S. Obringer, Mayor
Timothy A. McGallian, Vice Mayor
Dominic D. Aliano
Edi E. Birsan
Laura M. Hoffmeister

Patti Barsotti, City Treasurer
Valerie J. Barone, City Manager

September 12, 2019

Ms. Ruby Horta
Director of Marketing and Planning
The County Connection
2477 Arnold Industrial Way
Concord, CA 94520

RE: City of Concord appointment of Rich Eber to serve on the Central Contra Costa Transit Authority Advisory Committee

Dear Ms. Horta:

This letter is to advise that on August 27, 2019, the Concord City Council unanimously voted to approve the appointment of Rich Eber to serve as the City's representative on the Central Contra Costa Transit Authority's Advisory Committee for a term ending December 31, 2020.

The City's current representative, Jeff Koertzen, did not wish to be reappointed and a recruitment was held. Mayor Obringer recommended Mr. Eber's appointment after that recruitment process and interviews of candidates. She felt he was familiar with transit issues and had a wide base of outside interests which made him an excellent candidate for this position. Mr. Eber's mailing address is 3422 Wren Avenue, Concord, CA 94519. His telephone number is (925) 518-5852.

Should you have any questions or concerns, please do not hesitate to contact me at (925) 671-3390 or joelle.fockler@cityofconcord.org.

Sincerely

for Joelle Fockler, MMC
City Clerk

Profile

Rich

First Name

Eber

Last Name

richeber@amerasa.net

Email Address

HOME ADDRESS

3422 wren ave

Street Address

Suite or Apt

concord

City

CA

State

94519

Postal Code

26

Number of years at above address:

40

Number of years in Concord:

40

Number of years in the county:

Home: 9255185852

Primary Phone

Home: (925) 602-1280

Alternate Phone

amerasa rapid transit usa inc

Employer

director

Job Title

international shipping and
transportation

Occupation

28

Number of years at employer:

2520 stanwell , Suite 130, concord

Employer Address

Which Boards would you like to apply for?

Planning Commission: Submitted

Central Contra Costa Transit Authority Advisory Committee : Submitted

Question applies to multiple boards

If you are applying for more than one board, commission or committee please list your selections in priority order below. This will help the interviewing Council Committee know your preference when interviewing.

Question applies to multiple boards

Would you be available for evening meetings?

☒ Yes ☐ No

Would you like to be contacted about future Board, Committee, or Commission recruitments?

☒ Yes ☐ No

INTERESTS AND EXPERIENCE

Question applies to multiple boards

Please state your reason for applying, including qualifications for this position:

Describe prior service on a board, commission, or any other community service or public body, indicate agency and explain what significant contributions you made:

first Measure Q Committee Vice Chairman Helped get the committee off the ground and helped establish standards for spending the money wisely Downtown Ad Hoc Steering Committee- Pushed for early California Architecture from my experience in Santa Barbara Insight offered in my articles which have appeared in Halfway to Concord, Contra Costa Bee, Pioneer, and Diablo Gazette

Question applies to multiple boards

Considering your experience and activities in business, labor, professional, social, or other organizations, indicate the experience, technical training, and/or skills which qualify you for an appointment on each desired board or commission:

I believe due to a wide variety of interests I am qualified to be on several committees. My fairness and integrity as a volunteer baseball umpire for many years along with my writing establishes good credentials for being on multiple committees

Question applies to Central Contra Costa Transit Authority Advisory Committee, Contra Costa Transportation Authority, Citizen's Advisory Committee

Particular interest in transportation:

45 years of experience in domestic and foreign transportation. Understand concepts of providing economical services on several levels. Also learned a great deal about transportation during my childhood growing up in San Francisco. Think I can do a good job working on transportation to new and old developments using the knowledge and expertise professionally and what has been learned writing extensively about urban planning

Question applies to Central Contra Costa Transit Authority Advisory Committee ,Contra Costa Transportation Authority, Citizen's Advisory Committee

Volunteer experience (list special interest groups):

Donate wine I make to various organizations and fund raisers for Bancroft Gardens & Wine and Art Walk for 5 years

EDUCATION AND TRAINING

High School

Lincoln HS San Francisco

College

University of Oregon & UCSB

Technical/Vocational Training

Certification or Other

Upload a Resume

TERMS OF ACCEPTANCE and SIGNATURE

Question applies to multiple boards

I, applicant for a City of Concord Board, Commission or Committee, warrant the truthfulness of the information provided in this application. I certify under penalty of perjury that I am a resident of the City of Concord and meet the eligibility requirements.

Please Agree with the Following Statement

I understand that checking this box constitutes a legal signature confirming that I acknowledge and agree to the above Terms and Acceptance.

☒ I Agree *

rich eber

Electronic Signature - Please type your First and Last
Name