

**Summary Minutes  
Advisory Committee  
County Connection  
Zoom Meeting  
Tuesday, September 8, 2020**

**Members:** James Donnelly, Marjorie McWee, Mathew Horne, Wayne Mortensen, Adrian Byram

**Staff:** Rashida Kamara, Bill Churchill, Ruby Horta,

**Public:** None

**1. Call to Order:**

Meeting was called to order at 1:03pm

**2. Roll Call**

(See Attendance sheet) Mr. Donnelly also asked for the attendance sheet to be added to each packet. This will enable him to keep up with who is attending, which cities need representation and which board member needs to be made aware if a representative is consistently absent.

**3. Approval of Agenda:**

The agenda was approved.

**4. Approval of minutes of July 14, 2020:**

The minutes were approved as presented.

**5. Public Comment:**

None

**6. Consent Calendar:**

None

**7. Fixed-Route Monthly Report:**

Ms. Horta gave an update on the fixed route Service. Reminding the committee that service levels have dropped significantly since removing all school trippers. The FY19/20 annual report showing the entire service year will be presented at the next Advisory meeting in November. It will be a bit meatier.

**8. Fixed-Route COVID Update:**

Ms. Horta gave a report on the Fixed route COVID update. A comparison of the weekday and weekend service. A few days after shelter in place service levels dropped but we are experiencing a 5-10% recovery

in service. Ms. Horta mentioned that the Monument Corridor experienced a faster recovery than any other route. Express service has not recovered due to servicing commuters who remain working at home. Mr. Byram asked if we were doing any advertising to show that these routes were operating? Ms. Horta said yes, on social media and our website. Ms. McWee mentioned that many people who need to use will know that it is running and will use it. Mr. Byram wanted to know if we have lost ridership as a result of such infrequent headways. Ms. Horta mentioned that yes, passengers do want more frequent headways, but based on our current driver availability, resources and funds, it is difficult to increase service. Increased frequency generates more riders. Ms. McWee wanted to know what ebbs and flow we monitor to create our schedules. Ms. Horta mentioned that we use BART train peak hours as the greatest level of need. Most schedules are created to meet connections. Ms. Horta said meeting other transit agencies for commuters in the Bay Area to connect riders. Mr. Donnelly wanted to know when we see recovery happening. Ms. Horta said she feels it will be at least a couple of years. Ms. McWee wanted to know what we were doing to promote the idea that our public transit is safe to use? Ms. Horta talked of the Healthy Transit plan being used by all the transit agencies to promote collectively that public transit is safe to use. The plan references the use of proper PPE like, masks, gloves, vehicle cleaning and social distancing protocols and air filtration.

#### **9. Paratransit COVID update Ridership Trends:**

Ms. Kamara gave an update on Paratransit ridership trends since the start of the March 15<sup>th</sup> shelter in place order. Although LINK has collaborated with the community on essential services, Paratransit is our core service. Ridership plummeted in the month of March and continued to stay low. There was a slight increase in June just before the second shut down. When paratransit trips increase then essential services like Meals On Wheels decrease, so resources are available for core service. Mr. Donnelly wanted to know how long we will keep these partnerships going. Ms. Kamara said as long as needed both for the community and to keep drivers employed. Ms. Kamara informed the committee that most of the trips taken now are essential trips and day programs and Choice in Aging made up 60% of trips. Those programs are not opened yet and so there may not be a significant increase in paratransit ridership until that happens. Mr. Byram asked if we have reached out to agencies to inform them that we are available to take trips. Ms. Kamara said we stay in contact with them as well as work with them on their re-opening plan. Mr. Byram wanted to know how many bus drivers have been infected by COVID-19. Ms. Kamara stated three. Two on the fixed route and one on the paratransit side. Mr. Byram wanted to know if exposure happened on the bus. Ms. Kamara responded that it would be difficult to say so because of the precautions we've had in place. Such precautions include, rear loading, face shields, plexiglass, no cash fare, so there is no reason for a fixed route driver to come in contact with a passenger unless they were assisting a wheelchair user. Even then they are required to use a face shield to do so. The same with the paratransit driver. They are given proper PPE, sanitizers gloves and instructed to disinfect high touch surfaces.

#### **10. Paratransit Monthly Report, April, May and June 2020**

Ms. Kamara brought the committee up to speed on the evolution of Paratransit Service since the stay at home order was first issued in March. This included, alternate Paratransit service to meet the needs of the community since service levels dropped by 80%. Alternative service included Meals on Wheels, other food programs, grocery delivery and COVID-19 transport. Ms. Kamara highlighted the contract amendment approved by the Board to engage Transdev in alternative services like meal delivery in which

CARES act funds may be used. Ms. Kamara highlighted the importance of the current partnership with Transdev under this pandemic and their ability to pivot and meet the needs of the community.

#### **11. One Seat Regional Ride Pilot Project:**

Ms. Kamara gave an update on the One Seat Regional Ride Project that the Board approved. She highlighted the importance of the collaboration with the neighboring transit agencies and the benefits to the rider. Mr. Donnelly says said such collaborations were the way of the future, when it comes to transportation and a way for transit to make the customer central in transit efforts. Ms. McWee said this is exciting, she notices the difficulty of transitioning from transit agency to another comes up a lot with stake holders and says we will have a lot of support for this initiative. Mr. Byram stated it was a wonderful move forward.

#### **12. New Riders Guides Review Part 2: Verbal Update**

Ms. Kamara gave a verbal update on the Riders Guide revision. We received comments from Janet Abelson, Ms. McWee and Mr. Donnelly. Mr. Mortensen was glad to hear that it had been compared to other Rider's Guide for uniformity so it will be easy for riders to have one set of rules across the transit agencies. Ms. McWee wanted to know if the purpose of the document was for the end user or to prevent litigation? Mr. Byram also said when he read it, it sounded more like a legal document. He said it should be for the end user, especially those who may have difficulty processing information. He asked if we could give something a little less complicated. Mr. Donnelly said like a quick start up guide. Ms. Kamara informed the committee that the eligibility department does provide a 100 bullet point quick reference guide on how to use the service along with tier eligibility letter. Ms. McWee said she felt the eligibility letter was not clear. She didn't understand by the way it was written that she could use both Paratransit and public transit like BART or fixed route for some trips. She asked that I include a copy of the eligibility letter to the next advisory meeting for review.

#### **13. Committee Member Communications:**

No Communications

#### **14. Adjournment-Next Meeting November 10, 2020:**

Meeting adjourned at 2:38PM

Minutes prepared by Rashida Kamara September 10, 2020.