

Summary Minutes
County Connection Advisory Committee
Tuesday, May 11, 2021

Members: Marjorie McWee, Jason Sommers, Rich Eber (On Phone)

Staff: Rashida Kamara, Bill Churchill, Ruby Horta, Melody Reeb, Erick Cheung

Public: Johanna Duran (Transdev General Manager)

1. Call to Order:

Meeting was called to order at 1:00 PM

2. Roll Call

(See Attendance Sheet. No quorum was established) Ms. McWee welcomed Mr. Sommers from the City of Pleasant Hill. Ms. Kamara reminded the sitting chair, that Mr. Sommers was sitting in as an alternate and his primary appointment was going to the Board for approval later in the month. Ms. Kamara also introduced Ms. Duran of Transdev and was then welcomed by Ms. McWee.

3. Approval of Agenda:

The agenda was approved as presented.

4. Approval of minutes of March 9, 2021:

The minutes were presented and approved by Mr. Sommers and seconded by Ms. McWee.

5. Public Comment:

None

6. Consent Calendar:

None

7. Chairman Selection:

Ms. McWee asked if there was a quorum to proceed with this item. Ms. Horta said no there was not. Ms. McWee stated the selection process would be moved to the next meeting.

8. LAVTA/CCCTA Pilot Update #1:

Ms. Kamara gave an update on the collaboration between CCCTA/LAVTA pilot program. The pilot program will be tested over one-year and managed by CCCTA through Transdev. Dispatchers, managers, and schedulers will be shared resources between the two agencies which also included hiring an ops manager. Vehicles were outfitted with LAVTA signage, tablets to manage digital manifest, and routed phone numbers to CCCTA call center. Database was transferred from LAVTA to CCCTA Trapeze software, which caused some passengers to be duplicated which has been resolved. Go live went well with 57 trips booked with a 98% on time performance rate. CCCTA expects to see cost savings effective July 1, 2021. Ms. McWee thanked staff for their report. She asked what feedback we were getting from riders. Ms. Kamara stated that most riders wouldn't notice a change, but some feedback was received that included different scheduling windows. A complaint was made regarding a same day trip, however, the passenger didn't book a return ride

and also provided the wrong address. The driver proved to be on time at the address given but took 20 minutes to get to the passenger. Ms. McWee asked how drivers and staff were responding. Ms. Duran, LINK General Manager, said staff and drivers had no trouble transitioning because drivers were brought over from the previous LAVTA contract.

9. Marketing Plan 2022:

Ms. Horta updated the committee on the marketing plan. In hopes of removing 6ft distancing requirements on transit, transit agencies are looking at coordinating local and regional efforts to gain ridership back to pre-COVID levels. Promotions for Clipper programs include discounted rates for low-income adults and Clipper Youth fares. Ms. McWee said she heard BART is ramping up and how will CCCTA plan to line up with that? Ms. Horta explained we would have free rides for month of September to coincide with BART 50% off fares. We are also in communication with LAVTA, Tri-Delta and WestCat to provide similar discount to incentivize usage. Ms. McWee wanted to know if there is a coordinated effort to have press conferences to promote this. Ms. Horta mentioned the communication sub-committee working with MTC Return to Transit campaign which incorporates all 27 transit agencies.

10. Adoption of Draft Fiscal Year 2022 Proposed Draft Budget and Forecast:

Mr. Cheung gave an update on the fiscal year draft budget. During the year, the Administration and Finance Committee (A&F) gave updates on fare revenues, Cares Act funding, and service reductions. Mr. Cheung presented the draft budget through a PowerPoint presentation which was approved by the Board in April. An application was submitted to MTC to receive TDA funding, which is the largest funding source for County Connection. Mr. Sommers wanted to know what it would take for us to trend upward? Is there a solution? Mr. Cheung replied that the budget assumes a decent recovery from paratransit and the cost has been overestimated but unsure how fast it will come back. The reality is that there isn't enough funding for transit. Fare increases are not enough to offset the curve. Ms. McWee wondered what's the sustainability of service? Mr. Churchill says staff is concerned, but Mr. Cheung took a conservative approach. There is a balance between how we are funded and the service we provide. Concern is a few years down the road, but we do need to address. Ms. McWee says who is we that needs to address this issue? Mr. Churchill said policy makers have to decide if they are going after funds. Our job is to educate policy makers, who are aware, and in the next couple of years there may be an attempt at another tax measure and CCCTA will be a recipient. Mr. Cheung says we may get something from CARISA act that will help us in the future. We must also remember that we have never really have had to come out of a pandemic before. This forecast may not necessarily reflect how long it will take to come out.

11. 2021 Service Plan and Title VI Analysis:

Ms. Reeb gave an update since last meeting. The Board approved the 2021 service plan, keeping the same levels of service implemented last year in response to Covid. We did have to do a Title VI analysis. Generally, approach was to retain essential services, and transit dependent populations. The analysis saw no impact to minority riders, less than 1.3% and low income less than 12%. A few minor changes include restoring service on 6 and 93X. Plan is designed with flexibility to add service if ridership comes back.

12. Vaccination Sites and Routes to Sites-Verbal update/Information Only

Ms. Kamara gave a service update on free rides to vaccine sites La Clinica in Concord starting May 1st. Free fares will be offered 7 days a week on routes 11 (currently free) and 311 (free to August 1st). Paratransit trips will also be free if they fall along the free routes. Ms. McWee wanted to know how others may know about the free service. Ms. Kamara stated its on our website. Ms. McWee wanted to know if the clinic put something up. Ms. Horta said we are unaware. Ms. McWee wanted to know if we can find out since there may be an extension in the service offered especially for the student and senior populations that cannot drive. If they know they can take free rides, it will make it easier and make more people will be willing to get the vaccine.

13. Fixed Route Monthly Reports

- Fixed Route Ridership Report- January and February 2021
Ms. Reeb gave the update. Ridership is down 75% compared to last year, modest increase of 10% in the Monument corridor. Moderate increases in routes serving restaurants and retail since they're opening.
- Clipper Trends- January and February 2021

14. Paratransit Monthly Reports-January February and March 2021

Ms. Kamara gave an update. Paratransit riders slowly inching upwards. March highest transport month. With vaccines rolling out we hope to see a continuous increase. MOPS, do not include the One Seat data. Our ability to reconcile some trips with mileage. Certain travel areas may fall out of a transit area service area. OTP continues above 90%, we have some trips that are outside of the window. We've asked Transdev to work on those late trips. We need to keep those drivers on-time despite COVID. Ms. McWee said keeping trips on-time is very important. There is nothing more frustrating than not keeping on time and thinks it great we are making that commitment our top priority.

15. Committee Member Communications

Ms. McWee has a couple of items she wants the committee to focus on:

- Each committee member should have a copy of the by laws.
- Committee to review the by laws on how members are selected.
- By laws should include active members be using the service so they can comment on the service for their community needs.
- What can staff do to recruit members form other cities that are not represented?

Mr. Churchill responded to this saying that staff has reached out to the cities to encourage them to work on it but staff should not be recruiting. The goal of the committee members are independent and giving an independent view. It may be helpful if current advisory members reach out to the cities and encourage them for new recruits. This approach may be more of an impact.

16. Adjournment: Meeting Adjourned at 2:17pm

Minutes prepared by Rashida Kamara June 10, 2021