

County Connection

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

**ADVISORY COMMITTEE
MEETING AGENDA
Thursday, December 5, 2024, 2:00 p.m.**

This Committee Meeting will be held in-person at:

**County Connection Board Room
2477 Arnold Industrial Way, Concord, California**

Staff and members of the public may attend in person or may participate remotely via Zoom at:

<https://us02web.zoom.us/j/85742852363>

Or Telephone:

Dial: US: +1 669 900 6833

Webinar ID: 857 4285 2363

Please Note the following COVID-19 Protocols for in-person attendance:

Visitors experiencing the following symptoms of COVID-19 may not enter the building:

- Cough
- Chills
- Sore Throat
- Shortness of Breath
- Muscle Pain
- Loss of Taste or Smell
- Fever

Public comment may be submitted via email to: nova@cccta.org. Please indicate in your email the agenda item to which your comment applies. Comments submitted before the meeting will be provided to the Advisory Committee Members before the meeting. Comments submitted after the meeting is called to order will be included in the correspondence that will be provided to the full Committee.

Oral public comments will also be accepted during the meeting in person and through Zoom or the teleconference number listed above.

Should Zoom not be operational, please check online at: www.countyconnection.com for any updates or further instruction.

The committee may take action on each item on the agenda, even items that are listed as “information only”. 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 committee.

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

1. Call to Order
2. Roll Call/Confirmation of Quorum
3. Public Comment
4. Consent Calendar:
 - a. Approval of Summary Minutes of October 3, 2024, Meeting*
 - b. August 2024 Fixed Route Performance Report*
 - c. September 2024 Fixed Route Performance Report*
 - d. August 2024 Paratransit Performance Report*
 - e. Regional Transit Transformation Action Plan Accessibility Initiatives Update*
5. Brown Act Presentation – Information Only
6. Expiration of Current Members’ Terms – Discussion and Action*
7. Upcoming Advisory Committee Meeting Schedule – Discussion and Action*
8. Committee Member Communications
9. Future Agenda Items
10. Adjournment – Next Meeting Date and Time To Be Determined, per Item 7

General Information

Public Comment: Each person wishing to address the committee is requested to complete a speaker’s card for submittal to the Committee Chair before the meeting convenes or the applicable agenda item is discussed. Persons who address the Committee are also asked to furnish a copy of any written statement to the Committee Chair. People 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 Committee.

Consent Items: All matters listed under the Consent Calendar are considered by the committee to be routine and will be enacted by one motion. There will be no separate discussion of these items unless requested by a committee member or a member of the public prior to when the committee votes on the motion to adopt.

Availability of Public Records: 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 and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service, or alternative format requested at least two days before the meeting. Requests should be sent to the Assistant to the General Manager, Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or hill@cccta.org. Requests made by mail must be received at least two days before the meeting. Requests will be granted whenever possible and resolved in favor of accessibility.

Currently Scheduled Board and Committee Meetings

Board of Directors: Thursday, December 19, 9:00 a.m., County Connection Board Room
Operations and Scheduling: Friday, December 6, 8:30 a.m., 100 Gregory Lane, Pleasant Hill, CA
Administration & Finance: Wednesday, December 4, 9:00 a.m., County Connection Offices
Marketing, Planning & Legislative: Thursday, December 6, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette

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

**Summary Minutes
Advisory Committee (Ad-Comm)
Thursday, October 3, 2024**

Members Present:

Allison Picard, City of Martinez
Fong Kurniadi, City of Concord

Jim Donnelly, Town of Danville (via Zoom)
Evan Daily, City of Pleasant Hill (via Zoom)

Members Absent:

Ian McLaughlin, City of Walnut Creek
Peggy Hall, Town of Moraga

Sarah Birdwell, Contra Costa County
Alexander Agier, City of San Ramon

Staff Present:

John Sanderson (CCCTA)
Kyle Boehm (CCCTA)

Public Attendees: None.

- 1. Call to Order:** Meeting was called to order at 2:12 PM
- 2. Roll Call/Confirmation of Quorum:** John Sanderson called the roll. Chair McLaughlin was absent, and no quorum (for purposes of electing committee officers) was confirmed. Member Picard was elected chair pro-tem.
- 3. Approval of Agenda:** The agenda for the October 3, 2024, meeting was approved.
M/S: Kurniadi/Daily

Approval of Minutes: Member Picard requested that future minutes include more detail about the discussion of each item. The Minutes of the September 3, 2024, meeting were approved. M/S: Kurniadi/Daily

- 4. Public Comment:** None.
- 5. Consent Calendar:** Both Consent items were pulled for discussion. Member Kurniadi pulled item 6a. for presentation and discussion. Kyle Boehm presented the report on Real Time Bus Stop Signs. Member Picard pulled item 6b. for presentation and discussion. John Sanderson presented the final bylaws as approved by the Board of Directors on September 19, 2024.
- 6. Election of Vice Chair:** Item continued to November 2024 meeting due to the lack of a quorum.

- 7. Expiration of Member Terms:** Item continued to November 2024 meeting to allow absent members to participate.
- 8. Future Ad-Comm Meeting Schedule:** Item continued to November 2024 meeting to allow absent members to participate.
- 9. Ad-Comm Member Communications:** Member Donnelly announced an initiative by the ACOA SMAC (Transportation) Working Group to inventory Contra Costa County transportation programs challenges from and responses to the COVID-19 pandemic.
- 10. Future Agenda Items:** At-large nominations, 2025 workplan, Staff Report on ADS Pilot Project
- 11. Adjournment:** The meeting was adjourned at 3:40 PM. The next meeting of the Ad-Comm will be held on Thursday, November 7, 2024.

Minutes prepared by John Sanderson on October 29, 2024.

To: Advisory Committee

Date: 10/25/2024

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Fixed Route Operating Reports for August 2024

Background:

The following represent the numbers that are most important to staff in evaluating the performance of the fixed route system:

	FY24-25		Goal*
	Current Month	YTD Avg	
Total Passengers	239,498	231,660	
Average Weekday Passengers	9,663	8,587	
Productivity	14.9	13.6	> 17.0
Missed Trips	0.34%	0.20%	< 0.25%
Average Miles Between Road Calls	33,709	49,378	> 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was higher in August 2024 (9,663 passengers) than the previous month of July 2024 (7,511 passengers) and is 5.1% higher than August 2023 (9,197 passengers).

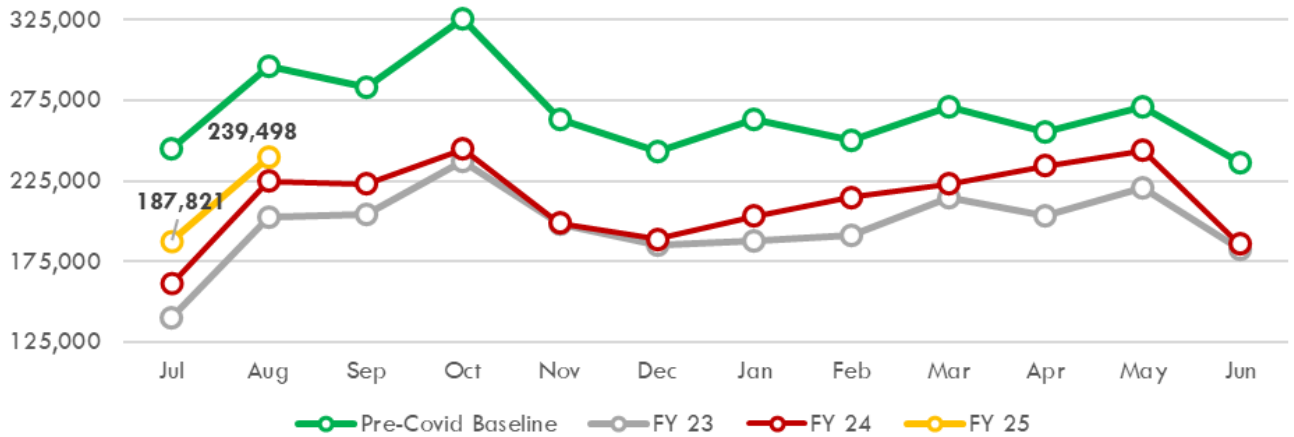
Productivity is a measurement of the average number of passengers per hour of revenue service. In August this was 14.9, which is higher than July 2024 (12.2) and August 2023 (13.8).

Missed trips are those which have been cancelled due to mechanical issues, the lack of available operators, or other reasons. The percentage of missed trips in August was 0.34%, which is higher than the prior month when it was 0.07%.

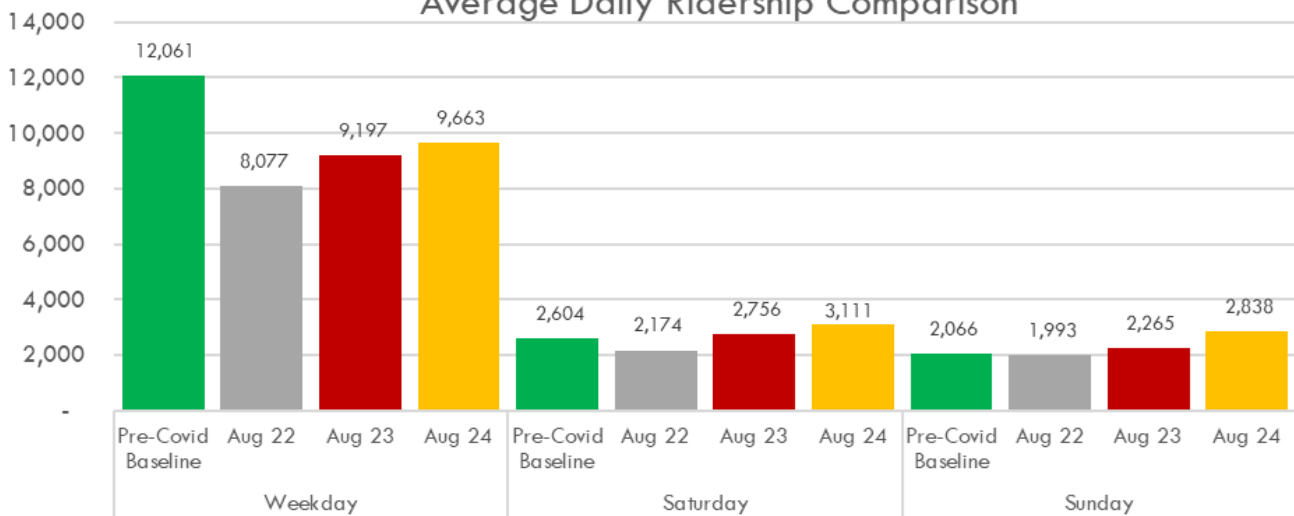
The number of miles between road calls (a bus going out of service due to mechanical issues) was 33,709 miles in August, lower than the prior month in which there were 65,047 miles between road calls. The rolling 12-month average is 36,605 miles between road calls.

Out of 239,498 total passengers in August, 114,039 had the potential to use a Clipper card for payment (the remainder either used an employer or school pass, or were on a free route). About 80.4% of these potential Clipper card users paid using Clipper, rather than cash.

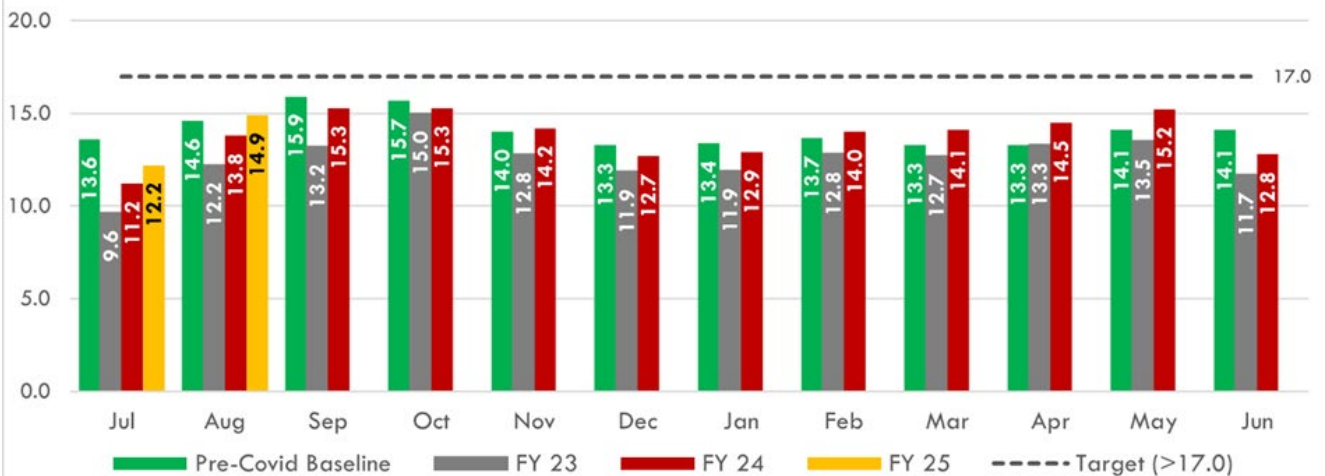
Total Monthly Fixed Route Ridership



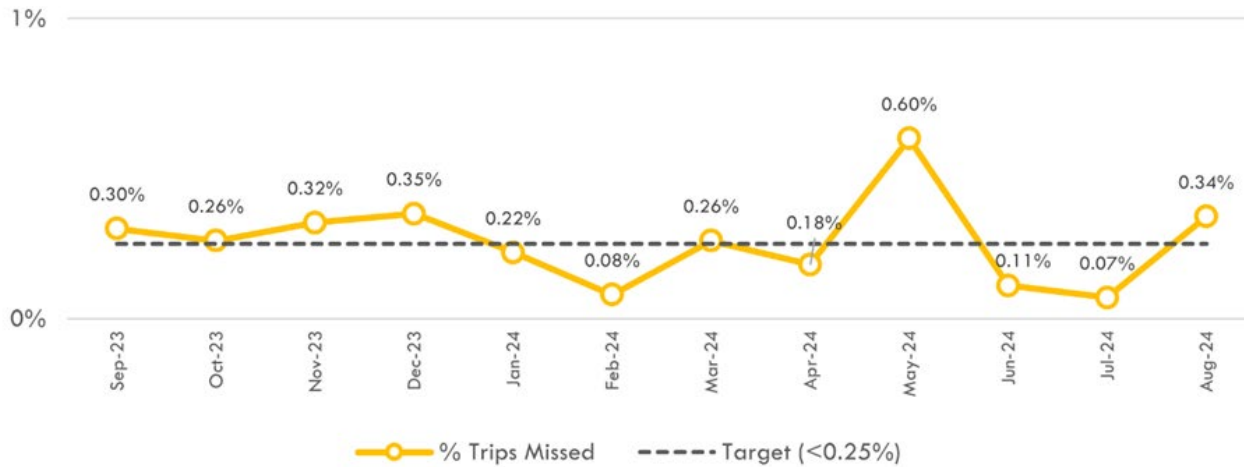
Average Daily Ridership Comparison



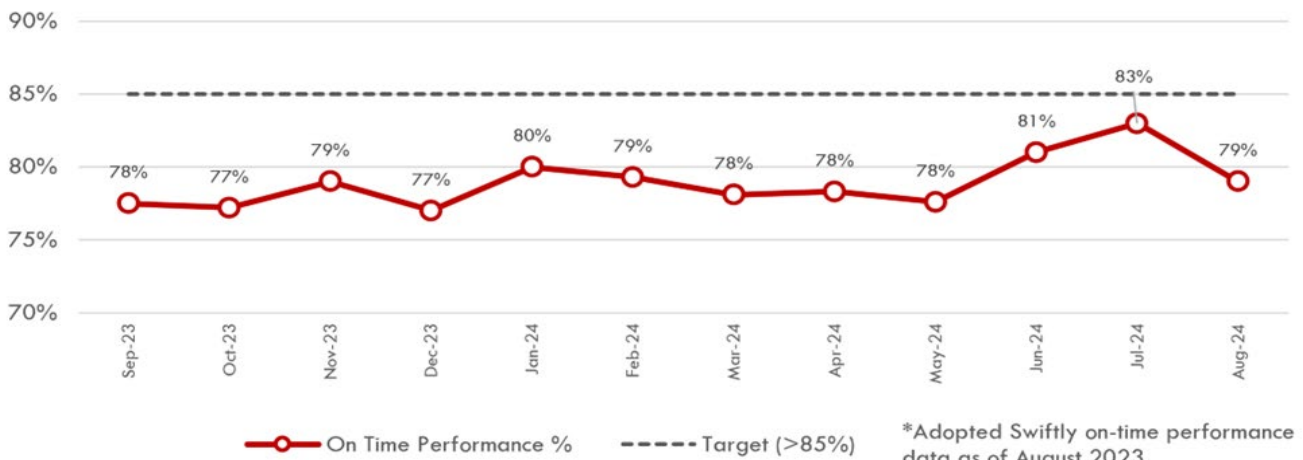
Passengers/Revenue Hour



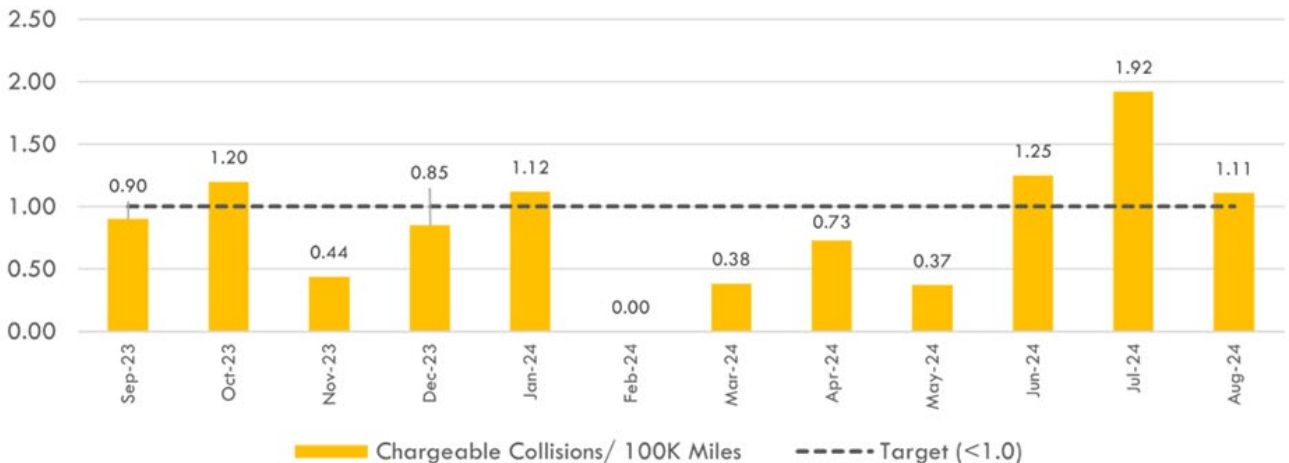
% Trips Missed



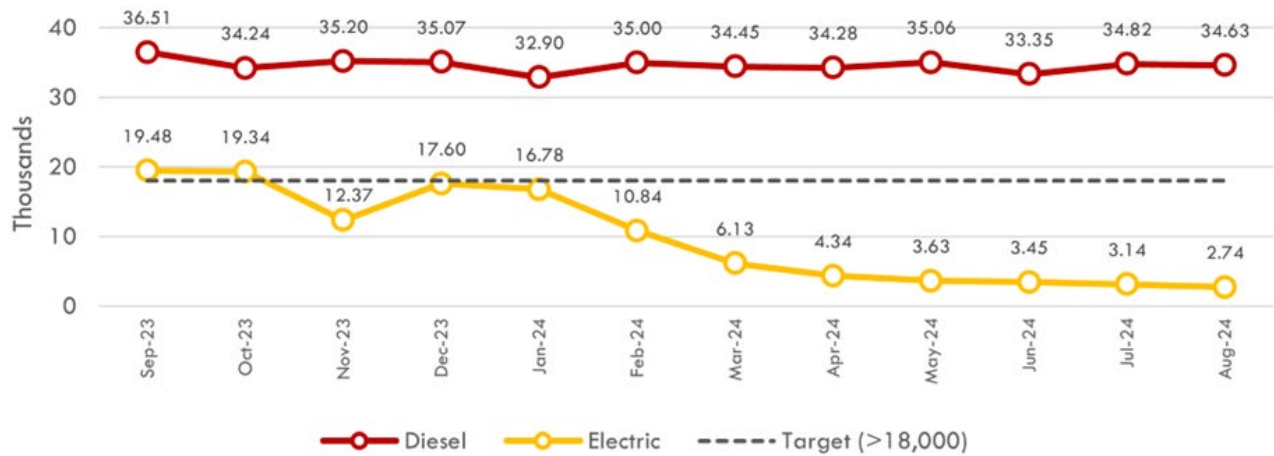
On Time Performance*



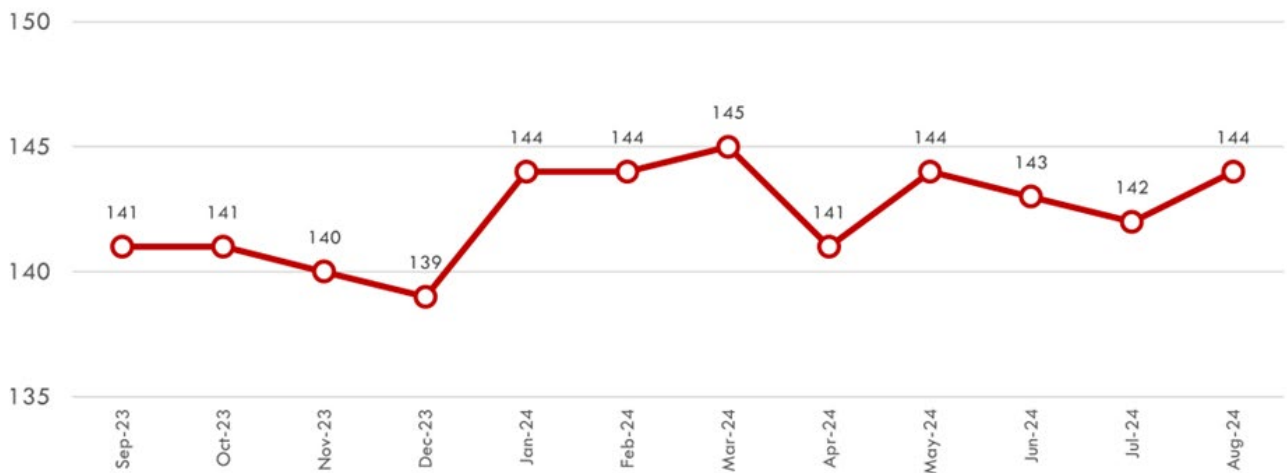
Accident Report



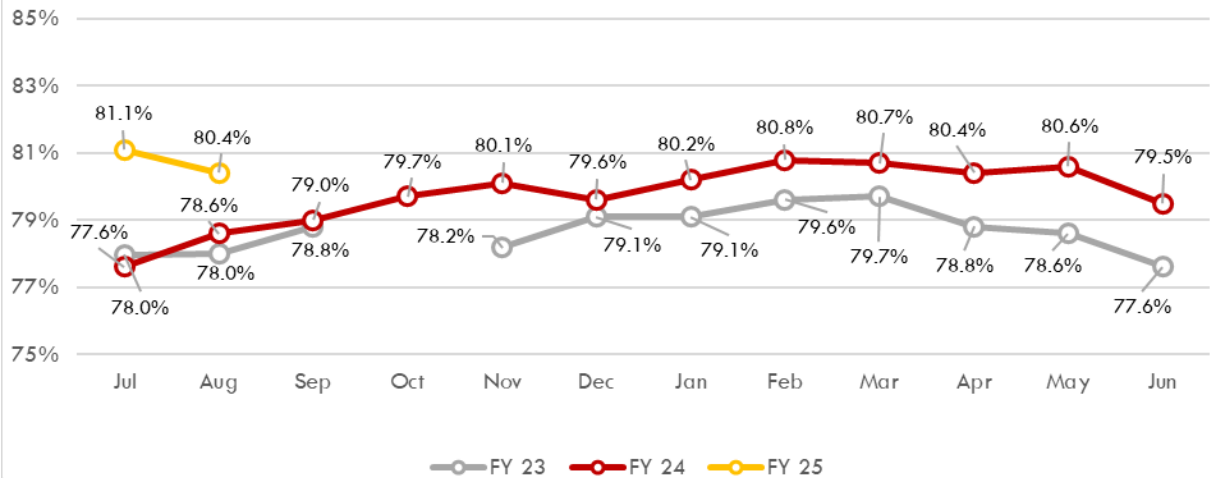
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Advisory Committee

Date: 10/25/2024

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Fixed Route Operating Reports for September 2024

Background:

The following represent the numbers that are most important to staff in evaluating the performance of the fixed route system:

	FY24-25		Goal*
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	244,663	223,994	
Average Weekday Passengers	10,878	9,351	
Productivity	16.4	14.5	> 17.0
Missed Trips	0.23%	0.21%	< 0.25%
Average Miles Between Road Calls	41,826	46,873	> 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was higher in September 2024 (10,878 passengers) than the previous month of August 2024 (9,663 passengers) and is 5.1% higher than September 2023 (10,354 passengers).

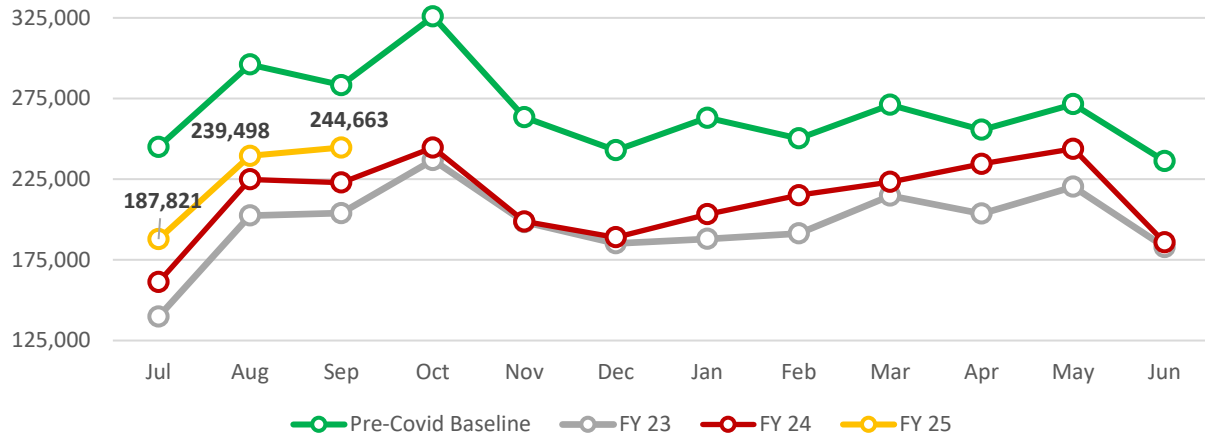
Productivity is a measurement of the average number of passengers per hour of revenue service. In August this was 16.4, which is higher than August 2024 (14.9) and September 2023 (15.3).

Missed trips are those which have been cancelled due to mechanical issues, the lack of available operators, or other reasons. The percentage of missed trips in September was 0.23%, which is lower than the prior month when it was 0.34%.

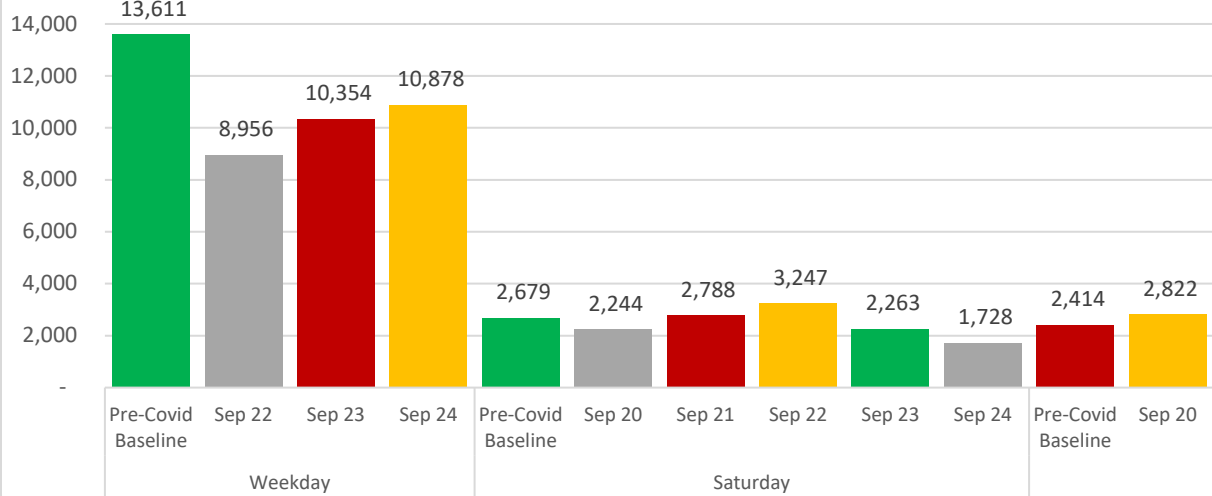
The number of miles between road calls (a bus going out of service due to mechanical issues) was 41,862 miles in September, higher than the prior month in which there were 33,709 miles between road calls. The rolling 12-month average is 36,406 miles between road calls.

Out of 244,663 total passengers in September, 115,435 had the potential to use a Clipper card for payment (the remainder either used an employer or school pass or were on a free route). About 81.5% of these potential Clipper card users paid using Clipper, rather than cash.

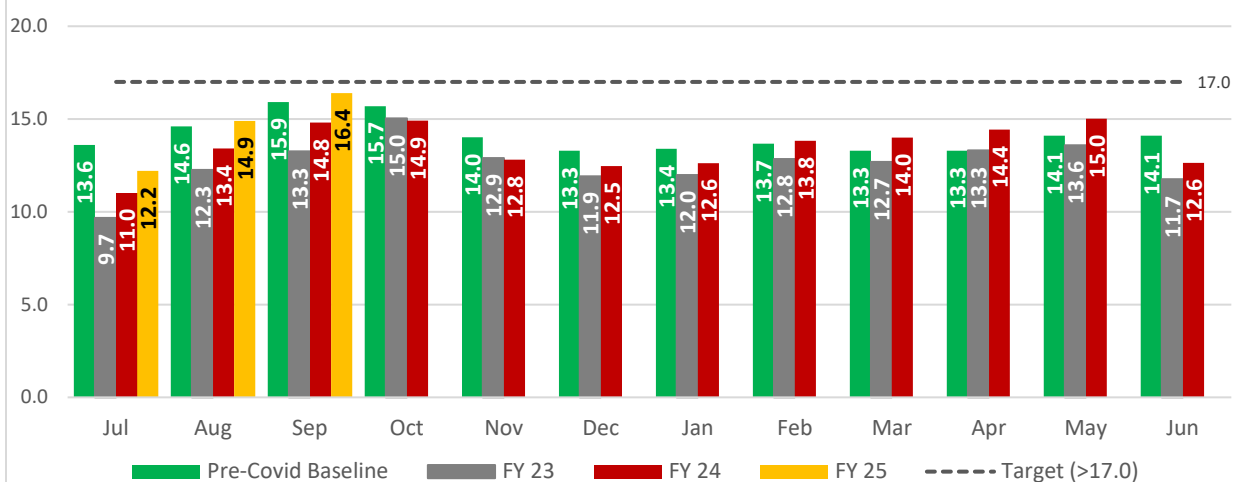
Total Monthly Fixed Route Ridership



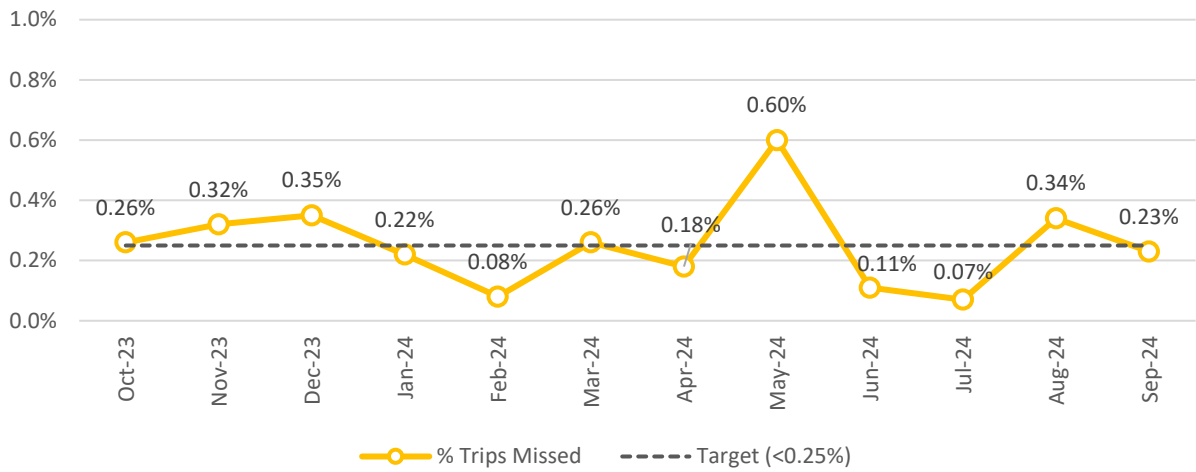
Average Daily Ridership Comparison



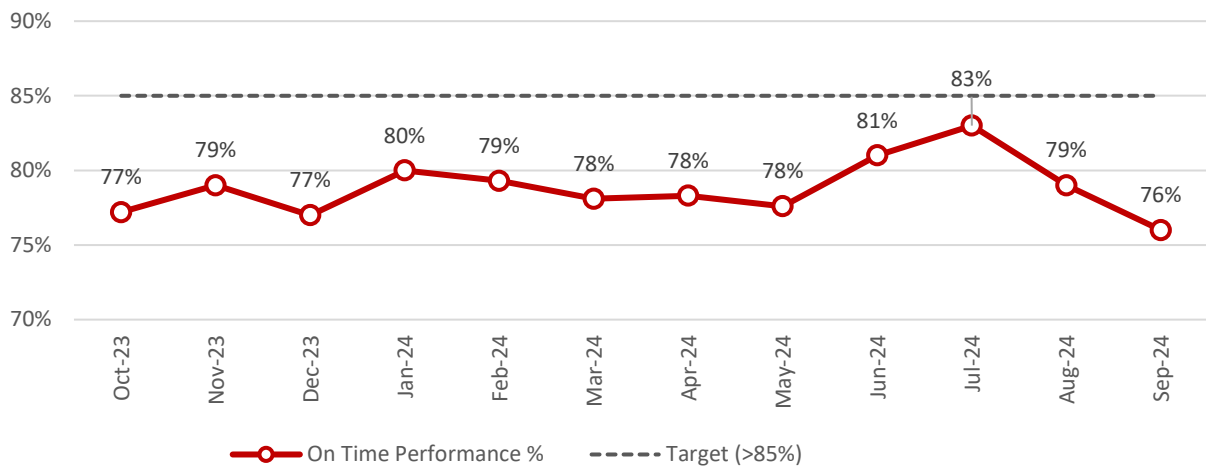
Passengers/Revenue Hour



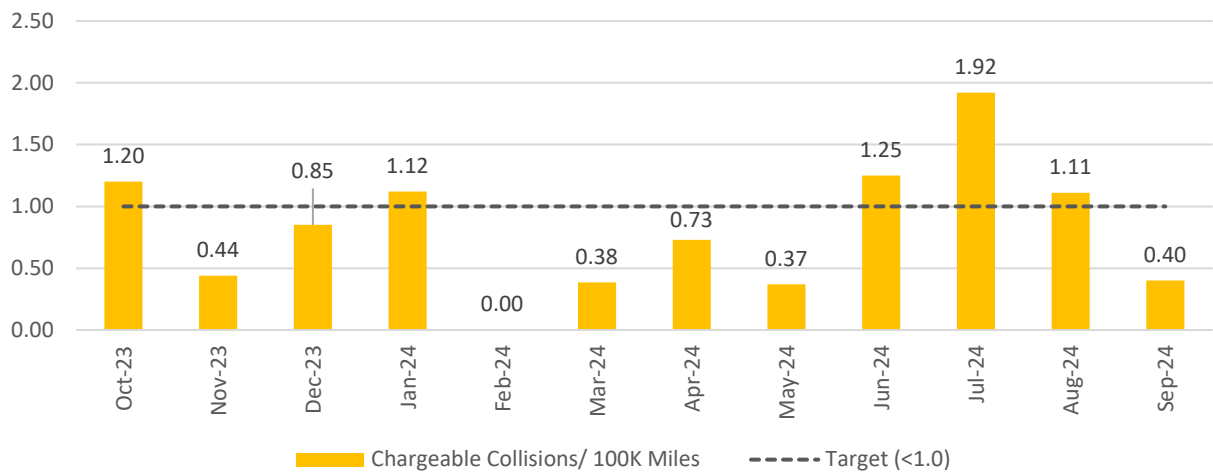
% Trips Missed



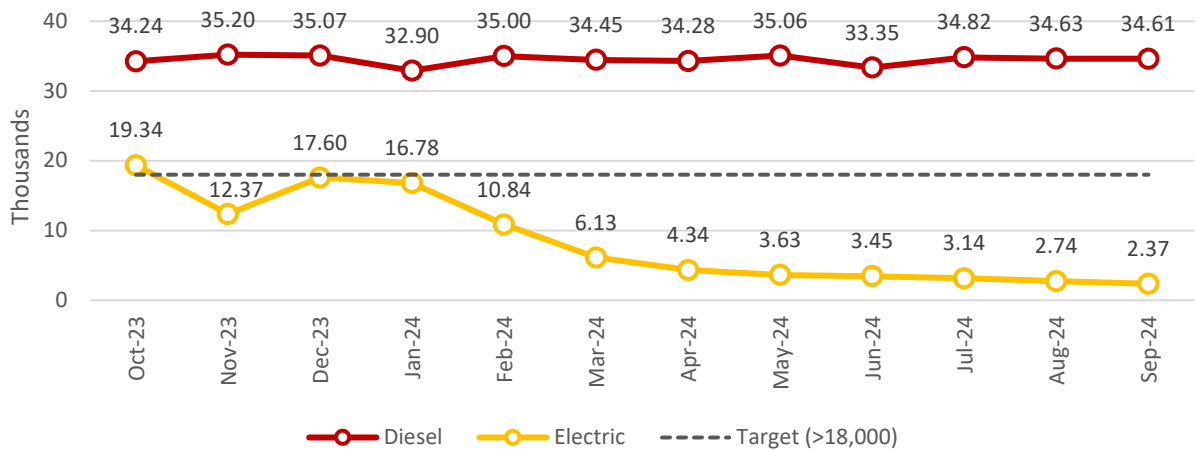
On Time Performance



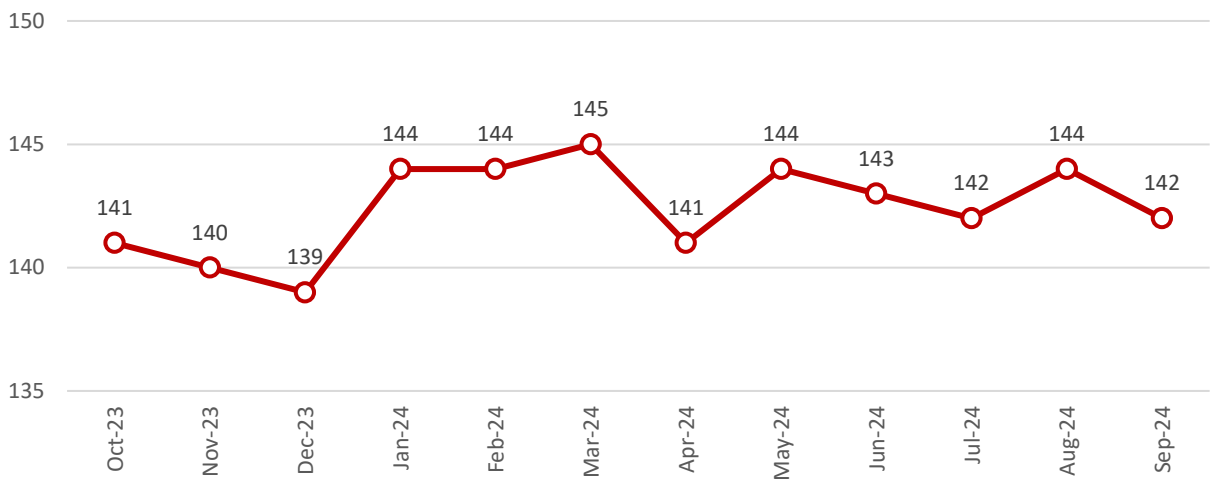
Accident Report



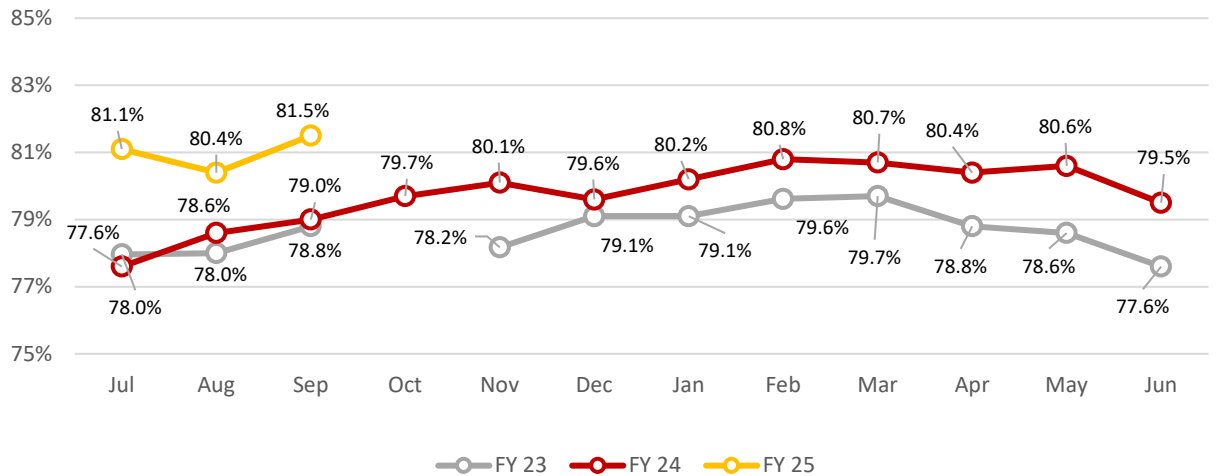
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Operations & Scheduling Committee

Date: 09/20/2024

From: John Sanderson, Director of ADA & Specialized Services

Reviewed by: *Ref*

SUBJECT: LINK Paratransit Monthly Report - August 2024

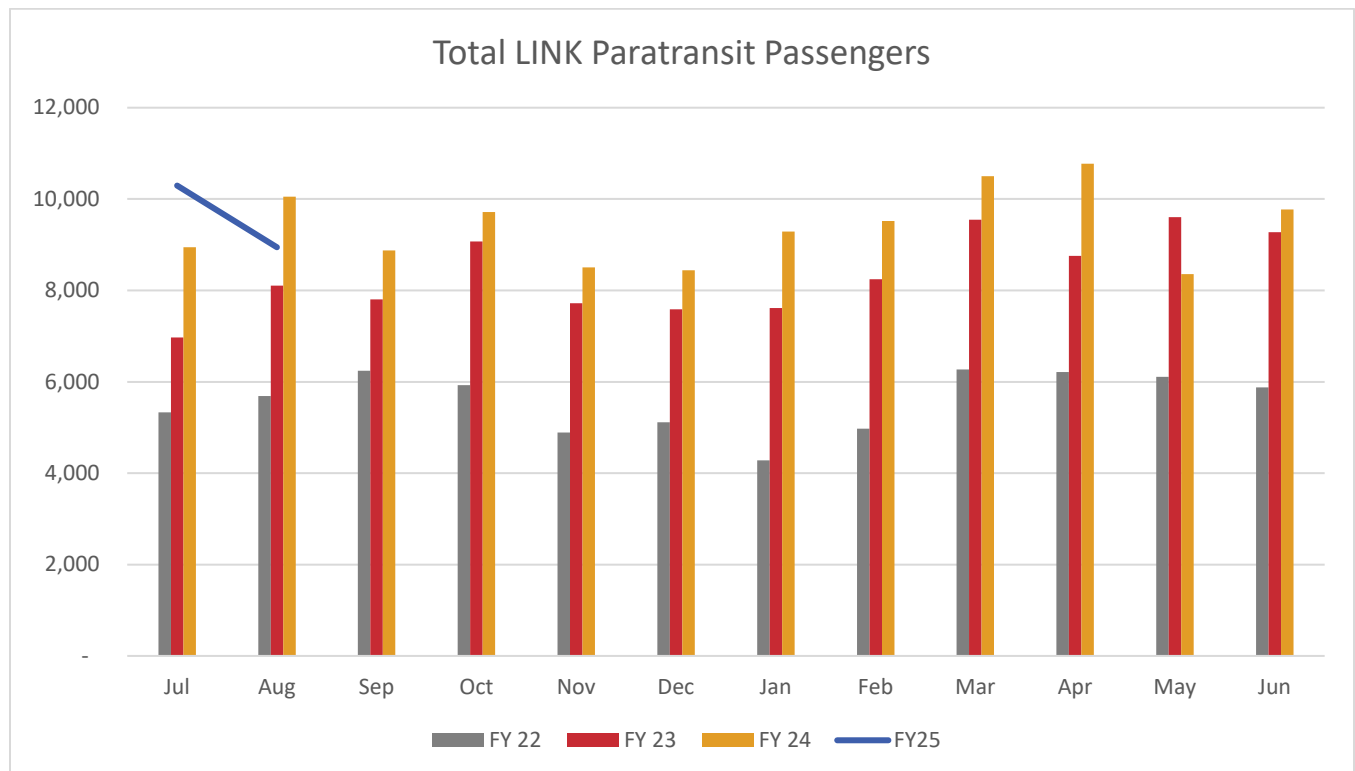
Background:

County Connection offers Paratransit services in accordance with the Americans with Disabilities Act (ADA) through its LINK Paratransit program. Presented here is an overview of the Paratransit services rendered during August 2024.

August 2024 Performance Report:

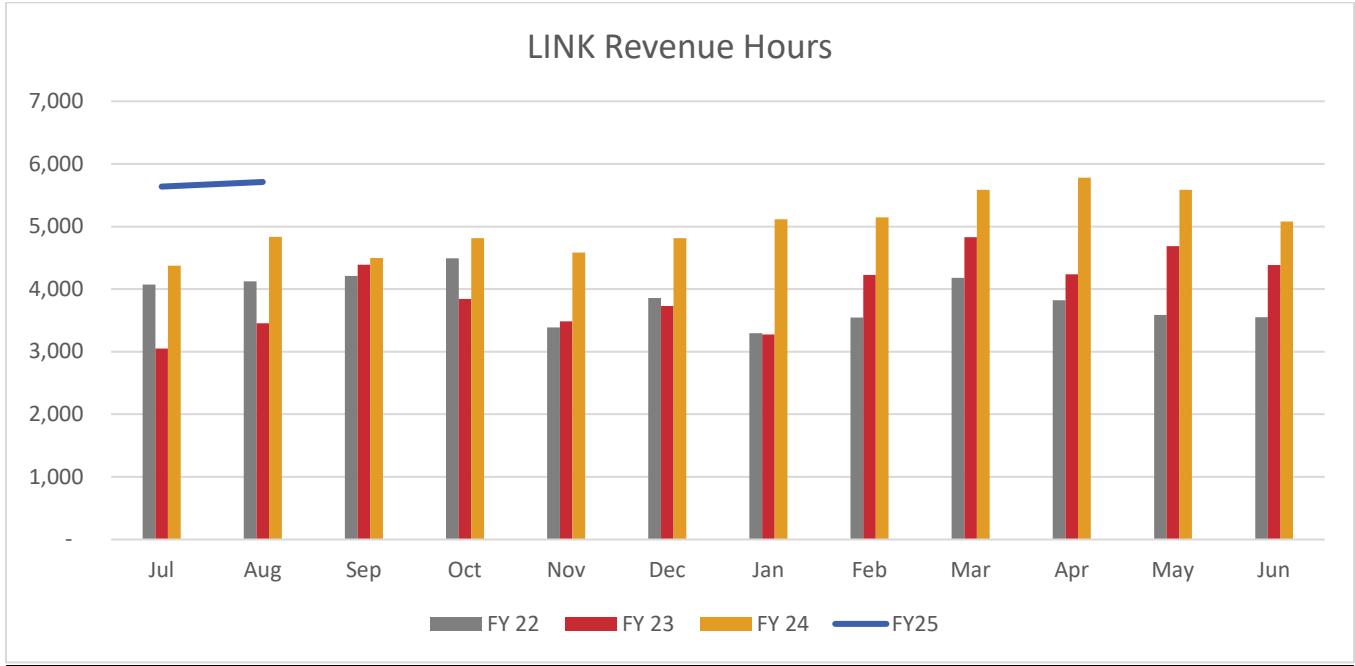
Ridership:

In August 2024 LINK paratransit transported 8,945 passengers, showing an unexpected decrease of 13.1% from the prior month (July 2024) and a decrease of 11.0% from the same month last year. Typically, trip demand increases through the late Summer and early Fall, from July through October, before reducing slightly in the Winter months. The reasons for the decline in August are not known yet, however Staff will continue to monitor for future developments.



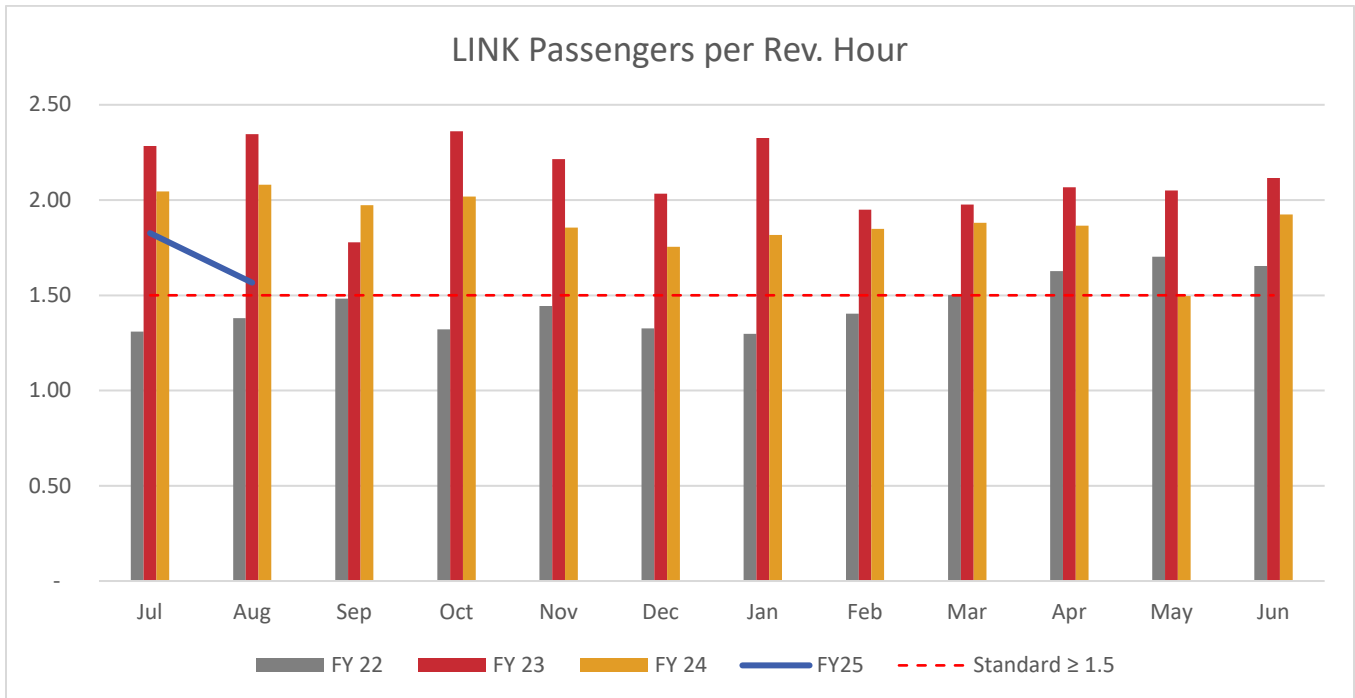
Revenue Hours:

LINK provided 5,711 hours of Revenue Service (time when the vehicle is in service and available for passengers to ride) in August 2024, up about 1.3% from the 5,673 hours operated in July. Although still trending upward, the rate of increase so far in FY25 appears to be down slightly from the robust growth experienced in most of FY24.



Productivity:

In August, the average number of ADA passengers per revenue hour was 1.57, a decrease of 0.26 passengers per hour from the 1.83 seen in July, but still exceeding the LINK Paratransit service standard of at least 1.5 ADA passengers per revenue hour.

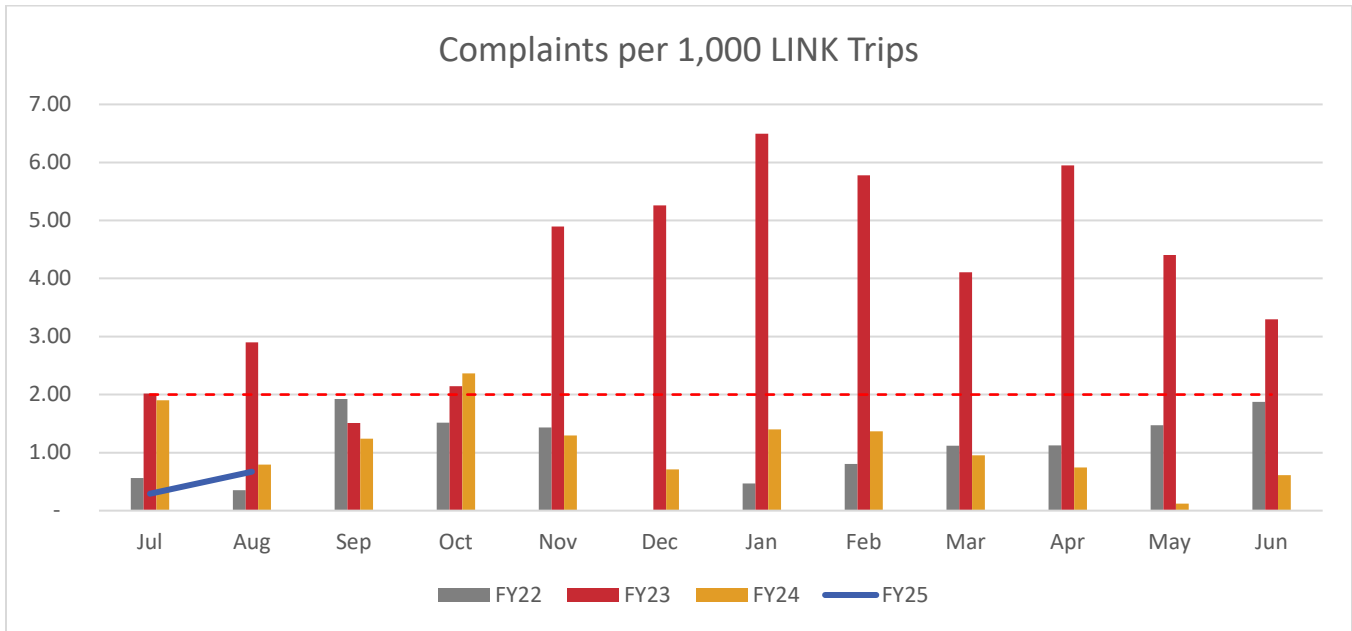


On-Time Performance:

LINK’s On-Time Performance remains exemplary. In August 2024, 99.7% of trips were delivered on time, up 0.1% from July, and handily exceeding the contract standard of 92% for the 27th consecutive month.

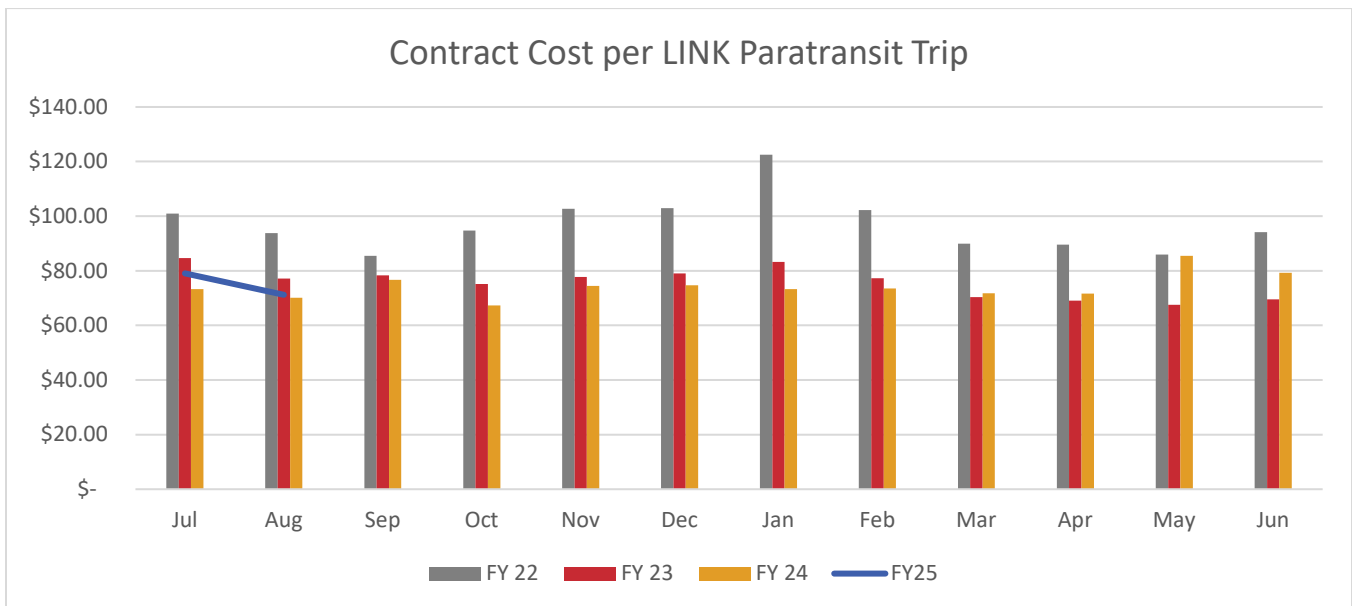
Customer Satisfaction:

Customer satisfaction remains very high with 0.67 validated complaints per 1,000 LINK passenger trips in August 2024. Customer feedback has remained well below the LINK standard of 2.0 complaints per 1,000 trips for the last 14 months.



Financial Implications:

In August 2024, the contract cost per LINK passenger trip was \$71.21, simultaneously marking an increase of 1.6% from the same month in the prior fiscal year, and a 9.9% decrease from the \$79.06 seen in July.



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

None.

To: Operations and Scheduling Committee

Date: 09/25/2024

From: John Sanderson, Director of ADA and Specialized Services

Reviewed by: *Ref*

SUBJECT: Bay Area Regional Transit Transformation Action Plan – Accessibility Initiatives Update

Background:

Following an exhaustive process during the first year of the COVID-19 pandemic, the Blue-Ribbon Transit Recovery Taskforce, convened by the Metropolitan Transportation Commission (MTC) issued its final report in July 2021, recommending 27 specific actions to re-shape the region's transit system into a more connected, more efficient, and more user-focused mobility network across the entire Bay Area. This set of actions forms the cornerstone of a formal Bay Area Transit Transformation Action Plan (TTAP), which was adopted by the MTC in fall 2021. Each of the 27 actions falls into one of five broad categories: Fares and Fare Payment, Customer Information, the Bay Area's Transit Network, Accessibility, and Funding. Actions 21 through 25 were specifically focused on the transportation needs of people with disabilities, older adults, and people with low incomes. These five actions include:

- Action 21: Designate a Mobility Manager to coordinate rides and function as a liaison between transit agencies and other services in each county,
- Action 22: Fund additional subregional one-seat paratransit ride pilots and develop cost-sharing and transfer policies for cross jurisdictional paratransit trips,
- Action 23: Integrate Americans with Disabilities Act (ADA) paratransit services on the next generations of the Clipper program (Clipper 2.0),
- Action 24: Identify key paratransit challenges and recommend changes, and
- Action 25: Adopt standardized eligibility practices for programs that benefit people with disabilities – ADA paratransit and the Regional Transit Connection (RTC) program.

Work on the Accessibility Initiatives, as with all 27 recommended action items, is co-led by Staff from MTC's Regional Network Management (RNM) Section, and designated staff representatives from the transit operators. In March 2024, County Connection's Director of ADA and Specialized Services was selected to serve as co-lead for the five regional Accessibility initiatives.

Project Update:

Much has been accomplished since the TTAP was released, including important progress toward Actions 22, 23, and 25, thanks in large part to coordination between MTC RNM and Clipper program staff, and

the Bay Area Partnership Accessibility Committee (BAPAC) in which County Connection staff have played an important role. Work on Actions 21 and 24 is anticipated to extend at least as far as FY 2026 and possibly well into FY 2027.

Approximately \$1 million in grant funding has been identified to support three new one-seat ride pilot projects (in addition to County Connection's current one-seat program) under Action 22. Work is under way to identify current demand for inter-agency transfer trips, develop parameters for testing through the multi-pilot program, and recruit agency partners to run the pilots. Pilot operations are anticipated to begin in the Spring of 2025.

Under Action 23, the Clipper 2.0 scope of work has successfully been revised to include the full implementation of next-generation Clipper fare payments on ADA paratransit services throughout the Bay Area.

Under Action 25, the Bay Area's paratransit leaders, working through the BAPAC, were able to negotiate a common set of practices for ADA paratransit eligibility assessments for the first time in over 20 years. The final report detailing the results of Action 25 was endorsed by the RNM Council in September and will be presented to the RNM Committee and the full MTC Commission for adoption later in the Fall.

Work is just beginning on a program to implement Action 21. Conditions vary significantly between the nine Bay Area counties, so it is understood that a one-size-fits-all approach to designating a "Mobility Manager" for each county would likely be both ineffective and disruptive. Instead, a more nuanced approach is being developed to ensure that all stakeholders' positions can be understood and incorporated into the process, and MTC staff have committed to not endorse a solution for any county that leads to an inequitable outcome.

Preliminary discussions have also begun regarding potential updates to the TTAP recommendations, including the remaining Accessibility items, in light of developments affecting the Bay Area's transit outlook since the plan was initially released in 2021.

Financial Implications:

None

Recommendation:

None. Information Only.

Action Requested:

None. Information Only.

Attachments:

None

To: Advisory Committee

Date: 10/30/2024

From: John Sanderson, Director of ADA & Specialized Services

Reviewed by: Ref

SUBJECT: Election of Vice Chair for Remainder of 2024

Background:

Per the new Advisory Committee (Ad-Comm) Bylaws, approved by the County Connection Board of Directors on September 19, 2024:

“The officers of the Ad-Comm shall consist of one Chair and one Vice Chair. The Chair and Vice Chair shall be elected at the first meeting of each calendar year and shall serve one-year terms. The Chair shall preside over all meetings of the Ad-Comm, call special meetings as needed, and regularly provide oral reports to the Board of Directors. The Vice Chair shall assume all duties of the Chair in the absence of or upon request by the Chair.”

Chair McLaughlin’s current term in office will run through the end of the year. However, as the position is a newly created one, there is currently no Vice Chair. Therefore, a Vice Chair must be elected to serve for the remainder of the calendar year, consisting of the November and December meetings.

New Ad-Comm officer elections will be held at the January 2025 meeting.

Financial Implications:

None.

Recommendation:

Staff recommends that the Ad-Comm elect a Vice Chair to serve for the remainder of 2024.

Action Requested:

Staff respectfully request that the Ad-Comm elect a Vice Chair.

Attachments:

None.

To: Advisory Committee

Date: 10/30/2024

From: John Sanderson, Director of ADA & Specialized Services

Reviewed by: *Ref*

SUBJECT: Expiration of Current Members' Terms

Background:

Per the new Advisory Committee (Ad-Comm) Bylaws, adopted by the County Connection Board of Directors on September 19, 2024:

“At the first Ad-Comm meeting following adoption of these amended bylaws, the Members shall be divided as equally as may be into three groups. The seats of the Members of the first group shall be vacated at the expiration of the first Fiscal Year, of the second group at the expiration of the second Fiscal Year, and of the third group at the expiration of the third Fiscal Year, so that one third of the total members may be appointed every year.”

Current Members' Terms:

Under the previous Bylaws, the duration of Members' terms was not specified and therefore was left up to the appointing jurisdictions. Some jurisdictions appointed members for as little as one (1) year, and some for as long as three (3) years. In addition, resignations and replacements since the old Bylaws were adopted in 2019 resulted in a wide scattering of actual Member terms in office and expiration dates. At the suggestion of the Ad-Comm members and with the endorsement of the Administration and Finance Committee of the Board, the new Bylaws incorporated the provision above with the intention of regularizing both the duration and appointment/reappointment schedule for Ad-Comm Members, by staggering Member terms. The (current) appointment and (former) term expiration dates for the seated Ad-Comm Members are as follows:

Seat	Last	Position	Appointed	Years Served	Years Left	Existing Term Ends
City of Concord	Kurniadi	Member	May-2024	0.53	0.07	Dec-2024
City of Pleasant Hill	Daily	Alt. Member	Jun-2024	0.44	0.40	Apr-2025
City of Martinez	Picard	Member	Jul-2024	0.36	0.49	May-2025
Contra Costa County	Birdwell	Member	Jun-2023	1.46	0.57	Jun-2025
City of San Ramon	Agier	Member	May-2024	0.53	1.00	Nov-2025
City of Walnut Creek	McLaughlin	Chair	Apr-2024	0.61	1.33	Mar-2026
Town of Danville	Donnelly	Member	Jul-2024	0.36	1.59	Jun-2026
Town of Moraga	Hall	Member	Jul-2024	0.36	1.59	Jun-2026

In addition to the current Ad-Comm membership, the following seats area currently vacant:

Seat	Position	Status
City of Clayton	Member	Vacant
City of Orinda	Member	Vacant
City of Lafayette	Member	Vacant
At-Large	Member	Vacant - Newly Created
At-Large	Member	Vacant - Newly Created
At-Large	Member	Vacant - Newly Created
At-Large	Member	Vacant - Newly Created
At-Large	Member	Vacant - Newly Created

Financial Implications:

None.

Recommendation:

Staff recommends that the Ad-Comm Members divide themselves and all vacant seats into three groups of roughly equal size and select a new term end date for each group, in accordance with the Bylaws language quoted above.

Action Requested:

Staff respectfully request that the Ad-Comm select and adopt new expiration dates for the current terms of all filled and vacant positions on the committee.

Attachments:

None.

To: Advisory Committee

Date: 10/30/2024

From: John Sanderson, Director of ADA & Specialized Services

Reviewed by: *Ref*

SUBJECT: Upcoming Advisory Committee Meeting Schedule

Background:

Per the new Advisory Committee (Ad-Comm) Bylaws, adopted by the County Connection Board of Directors on September 19, 2024:

“The Ad-Comm shall meet once per month at times and locations to be selected by the Ad-Comm. At the last meeting of each calendar year, the Ad-Comm shall adopt the full schedule of regular meetings for the next calendar year.”

Although the meeting schedule for 2025 is expected to be finalized at the December 2024 meeting, the date and time for the December meeting have not been set.

Financial Implications:

None.

Recommendation:

Staff recommends that the Ad-Comm Members set a date and time for the December 2024 meeting, and agendize the adoption of an ongoing meeting schedule for calendar year 2025.

Action Requested:

Staff respectfully request that the Ad-Comm select a date and time for the December 2024 meeting, or adopt an ongoing monthly meeting schedule for 2025, if the December 2024 meeting is canceled.

Attachments:

None.