

County Connection

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CCCTA BOARD OF DIRECTORS

MINUTES OF THE REGULAR MEETING

October 24, 2024

CALL TO ORDER/ROLL CALL/CONFIRM QUORUM

Chair Kevin Wilk called the regular meeting of the Board of Directors to order at 9:00 a.m. Board Members present were Directors Andersen, Diaz, Hoffmeister, Hudson, Noack, Sos, Storer and Worth. Director Tatzin arrived after the meeting convened. Director Howard was absent.

Staff: Churchill, Sherman, Boehm, Glenn, Hill, Horta, Johnson, Jones, Longmire, Martinez, Mitchell, Sanchez, Sanderson, VanBuskirk and Voltz

PUBLIC COMMUNICATION:

Judy Barrientos, transit operator made public comment regarding driving safety with bike lanes and street parking in our service area. She wanted to voice her concerns to our city representatives in hopes that they will talk to their planning departments about this issue.

Director Tatzin arrived at 9:08 a.m.

CONSENT CALENDAR

MOTION: Director Diaz moved approval of the Consent Calendar, consisting of the following items: (a) Approval of Minutes of Regular Meeting of October 17, 2024; (b) PERS Actuarial Valuation for June 30, 2023; Rate for FY 2026. Director Hoffmeister seconded the motion, and it received the following vote of approval:

Aye: Directors Andersen, Diaz, Hoffmeister, Hudson, Noack, Sos, Storer, Tatzin, Wilk and Worth
No: None
Abstain: None
Absent: Director Howard

REPORT OF CHAIR:

Chair Wilk congratulated all that ran for and won their reelections.

REPORT OF GENERAL MANAGER:

Director Hoffmeister arrived at 9:01 a.m.

PEPRA Update

Legal counsel, Julie Sherman, provided the Board with an update on the Public Employees' Pension Reform Act (PEPRA) litigation, explaining the case has been dismissed as directed by the (United States Court of Appeals

for the Ninth Circuit). She will continue monitoring developments and provide the Board with pertinent updates.

MTC Site Visit

Bill Churchill, General Manager, informed the Board that he hosted a day at County Connection with staff from MTC. We had presentations from our finance department, planning department, transportation department and the maintenance department. The day was full of educational items as well as lunch to forge a better working relationship with our staff and MTC staff. He felt that the day was truly a unique and fun experience.

Thanksgiving Feast on November 21, 2024

Bill Churchill, General Manager, reminded the Board that following today's meeting, they are all invited to enjoy our Annual Thanksgiving feast with our staff.

Holiday Party on December 14, 2024

Bill Churchill, General Manager, informed the Board that our Holiday Party is scheduled for December 14, 2024, and all are welcome to attend.

REPORT OF STANDING COMMITTEES

Administration & Finance Committee

Fiscal Year 2024 Financial Report and Audited Financial Statements

Amber Johnson, Chief Financial Officer, gave a brief background stating that County Connection's financial audit for the year ended June 30, 2024 has been completed and the Administration and Finance Committee has reviewed the statements and is recommending them for approval by the full Board of Directors. The auditor's review of the federal funding allocation data for the Federal Transit Administration is still underway and will be provided at a future meeting. There were no changes made to the quarterly income statement previously reviewed by the Board as a result of the audit.

No fiscal impact occurs because of the Board's acceptance of these reports.

MOTION: Director Noack recommend that the Board receive the final quarterly income statements and approve the audited financial statements for the year ended June 30, 2024. Director Hoffmeister seconded the motion, and it received the following vote of approval:

Aye: Directors Andersen, Diaz, Hoffmeister, Hudson, Noack, Sos, Storer, Tatzin, Wilk and Worth

No: None

Abstain: None

Absent: Director Howard

Employee Referral Pilot Program Update

Kristina Martinez, Director of Human Resources, gave a brief background stating that in November 2023, the Board of Directors approved an Employee Referral Pilot Program from January 1, 2024, through December 31, 2024. This pilot was implemented to address staffing shortages primarily in the Transportation and Maintenance departments, including the Transit Operator, Mechanic, Service Worker, and Storekeeper positions. While significant headway has been made in recruiting new employees, staff will continue to evaluate new methods to

fill open positions as normal attrition rates occur. Additionally, these efforts will be crucial to prepare for enhanced service levels, as ridership continues to improve.

The Employee Referral Pilot Program was first implemented with the administrative staff, with an option for represented employees to be included in the program upon approval by their respective union representatives. All three represented groups elected to participate in the program with the understanding of the pilot timeline and that any extension would be subject to Board approval. Over the course of the pilot, to date, County Connection has recruited twenty (20) new Transit Operators, one (1) Mechanic, and two (2) Service Workers. Of this, a total of four (4) applicants (or 17% of new hires) were referred by County Connection employees. It is anticipated that an additional one to two positions in the Mechanic ranks will be filled by the end of the year. While both the Transportation and Maintenance departments have made considerable progress over the last year, the Transit Operator position continues to be the most challenging to fill.

The original estimated cost for the pilot program was \$12,000. It is anticipated that a total of \$5,000 will be expended by the end of the pilot program on December 31, 2024, for employee referrals. These costs are covered under the existing Recruitment budget. Assuming an upward trend in the coming years, staff would estimate a cost of up to \$10,000 in each subsequent year, or about half of the vacancies, to be filled by a referral. These costs would be covered under the existing Recruitment budget.

MOTION: Director Noack recommend that the Board approve a two-year extension to the Employee Referral Pilot Program from January 1, 2025, through December 31, 2026. Director Sos seconded the motion, and it received the following vote of approval:

Aye: Directors Andersen, Diaz, Hoffmeister, Hudson, Noack, Sos, Storer, Tatzin, Wilk and Worth

No: None

Abstain: None

Absent: Director Howard

Operations & Scheduling Committee

Swiftly Software License Renewal

Pranjal Dixit, Manager of Planning, informed the Board that since Winter 2022, staff has been using Swiftly for on-time performance tracking and run time analysis. Swiftly is a cloud-based transit data platform that integrates with existing hardware on the buses to provide data analytics and visualizations.

Swiftly uses a combination of three data sources to track the real-time location of buses and calculate on-time performance and run times at every stop along each route. In addition to the General Transit Feed Specification real-time data feed and the BusTime application programming interface coming from the existing Clever Devices system, the platform also collects vehicle location data from the CradlePoint routers already installed on the buses to help fill in gaps from the other two data sources. If an operator is not logged in correctly, the platform uses the GPS data from the routers to determine which route the vehicle is on. Swiftly's algorithm can also recognize if a bus has gone off-route and resumes tracking when the bus comes back on route, thereby collecting more accurate and complete data.

In addition to having more accurate and complete data, Swiftly's On-Time Performance and Run Times modules have provided staff with a powerful set of analytical tools to help improve the reliability of County Connection's services. These tools have reduced the staff time required to analyze and develop schedule changes so staff can respond more quickly to performance issues and/or operator concerns.

Staff is currently using data from Swiftly for several current and upcoming projects. The Transit Signal Priority (TSP) project in partnership with the Contra Costa Transportation Authority and the Cities of Concord and Walnut Creek is using the data in its evaluation to measure the effectiveness of TSP technology in reducing delays and improving bus speed and reliability. In addition, County Connection recently kickstarted the Transit Corridor Study to identify bus priority improvements along four major corridors, and the analysis to determine the locations and causes for delays along those corridors will rely heavily on data from Swiftly to report vehicle speeds. Finally, bus transit priority is one of the key strategies in MTC's Bay Area Transit Transformation Action Plan, and robust data on speed and reliability will be necessary to identify potential projects and pursue future funding opportunities.

MOTION: Director Storer moved adoption of Resolution No. 2025-14, authorizing the General Manager to execute the Swiftly contract extension for eight months at a cost not to exceed \$58,000. Director Hudson seconded the motion, and it received the following vote of approval:

Aye: Directors Andersen, Diaz, Hoffmeister, Hudson, Noack, Sos, Storer, Tatzin, Wilk and Worth
No: None
Abstain: None
Absent: Director Howard

Permanent One-Seat Ride Program and Memorandum of Understanding*
Resolution No. 2025-15

John Sanderson, Director of ADA & Specialized Services, explained that the pilot program was extended in April 2021, November 2022, and November 2023, while the program matured and partner agencies implemented a variety of innovations and improvements, including: streamlining customer service procedures, expanding fare payment options to include County Connection prepaid fare accounts and Tri Delta, LAVTA, and WestCat paratransit tickets, unified data management and invoicing algorithms, and procedures for reporting OSR program data to the National Transit Database.

After an extended pilot phase, the One-Seat Ride program has proven itself to be enormously beneficial for riders as well as operationally advantageous and cost-effective for the partnering agencies, when compared to the previous system of coordinated inter-operator transfer trips. Customers benefit from shorter and more comfortable origin to destination rides as well as lower fares, while One-Seat Ride partner agencies benefit from significantly greater predictability and much lower shared per-trip costs.

In consultation with the partner agencies and Legal staff, staff has prepared a draft permanent MOU to govern the One-Seat Ride program going forward. The draft MOU is based largely on the earlier pilot-phase agreements and incorporates significant changes at the request of all parties involved. Notable changes from the pilot MOUs include clarification of party roles and responsibilities, and new provisions for cost sharing and monthly reporting.

The operating costs for One-Seat Ride service will be divided between the partners based on the actual time and distance traveled in each agency's service area. However, the new MOU also includes partial support for County Connection's overhead costs associated with being the lead agency. The new MOU also includes a list of specific metrics that will be reported to the partner agencies every month – which is also expected to facilitate more detailed and timely reporting and analysis to the Board.

MOTION: Director Storer moved adoption of Resolution No. 2025-15, approving the One-Seat Ride program as a permanent program, and authorizing the General Manager to enter into an MOU with Tri Delta Transit, LAVTA, and WestCat to implement the program. Director Noack seconded the motion, and it received the following vote of approval:

Aye: Directors Andersen, Diaz, Hoffmeister, Hudson, Noack, Sos, Storer, Tatzin, Wilk and Worth
No: None
Abstain: None
Absent: Director Howard

Winter Bid Update – Information Only

Pranjal Dixit, Manager of Planning, stated that ridership has been growing steadily year-over-year. This positive trend is particularly pronounced for weekend and school ridership. Weekend ridership has sustained above pre-pandemic levels for over a year, likely due in part to the expansion of the Monument Free program and shift in travel patterns. School ridership has also shown significant recovery, reaching 103% of pre-pandemic levels as of August 2024. Weekday ridership currently sits at 76% of pre-pandemic levels for local routes and 50% for express routes. Overall ridership was at 81% of pre-pandemic level in August 2024.

The Summer and Fall Bids incorporated several service adjustments to address operator suggestions and improve on-time performance. These changes primarily focused on Routes 5, 6, 10, 20, 91X, 93X, 98X, 321, and 335, with revised schedules and runtimes designed to enhance punctuality and address operator layover concerns. The service levels for the Fall bid are consistent with the proposed FY 2025 budget. This was an information item only.

Report of Advisory Committee

Ian McLaughlin, Chair of the Advisory Committee, will give a verbal update from the Advisory Committee

Ian McLaughlin informed the Board that the Advisory Committee is still meeting on a monthly basis, please give the committee a little patience as they try to implement the changes and suggestions given to the committee at the last Board meeting. We still have a few vacancies, but we are continuously moving in the right direction.

BOARD COMMUNICATION: None

ADJOURNMENT: Chair Wilk adjourned the regular Board meeting at 10:54 a.m. am.

Minutes prepared by:

Lathina Hill
Asst to the General Manager/Clerk to the Board of Directors

Date: December 01, 2024