

County Connection

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

**ADVISORY COMMITTEE
MEETING AGENDA
Thursday, February 6, 2025, 1:30 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 December 5, 2024, Meeting*
 - b. December 2024 Fixed Route Performance Report*
 - c. December 2024 Paratransit Performance Report*
5. Election of Chair & Vice Chair – Discussion & Action
6. School Outreach Discussion – Discussion
7. Paratransit Coordinating Council / Accessibility Advisory Committee bylaws Review- Discussion*
8. Committee Member Communications
9. Future Agenda Items
10. Adjournment – The next meeting will be Thursday, March 6, 2025, at 1:30 PM

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, February 20, 9:00 a.m., County Connection Board Room
Operations and Scheduling:	Friday, February 7, 8:30 a.m., 100 Gregory Lane, Pleasant Hill, CA
Administration & Finance:	Wednesday, February 5, 9:00 a.m., County Connection Offices
Marketing, Planning & Legislative:	Monday, February 3, 8:00 a.m., 3338 Mt. Diablo Blvd., Lafayette
Advisory Committee:	Thursday, March 6, 1:30 p.m., County Connection Board Room

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, January 9, 2025**

Members Present:

Ian McLaughlin, City of Walnut Creek
Fong Kurniadi, City of Concord
Sarah Birdwell, Contra Costa County

Members Absent:

Peggy Hall, Town of Moraga	Jim Donnelly, Town of Danville
Alexander Agier, City of San Ramon	Evan Daily, City of Pleasant Hill
Allison Picard, City of Martinez	

Staff Present:

John Sanderson (CCCTA)	Maria Portan (CCCTA)
Pranjal Dixit (CCCTA)	Ryan Jones (CCCTA)
Rosa Noya (CCCTA)	

Public Attendees: Ivan Fedorenko

- 1. Call to Order:** Meeting was called to order at 1:31 PM
- 2. Roll Call/Confirmation of Quorum:** Rosa Noya called the roll and confirmed that a quorum was present to hold a meeting and to act on agenda items with the exception of holding an election.
- 3. Public Comment:** None.
- 4. Consent Calendar:** Consent Calendar items related to performance reports were reviewed as requested by Chair McLaughlin. No public comments were received. On a motion from Member Kurniadi and a second from Member Birdwell, the calendar items were approved by a unanimous vote.
- 5. Expiration of Member Terms:** John Sanderson provided an update to committee members on the newly assigned term-end dates to the seated members as well as the vacant seats.
- 6. Election of Chair & Vice Chair:** No Quorum present to hold election according to new Bylaws. Postpone until next meeting.

- 7. Ad-Comm Member Communications:** Chair McLaughlin shared his attendance at the Walnut Creek Festival of Lights along with the County Connection Marketing team in December. He promoted these types of events as a good way to engage with the communities that are served by County Connection.
- 8. Future Agenda Items:** “Transit 101” presentation on County Connection’s programs, jargon, etc. Follow up on Board workshop suggested initiatives for Ad-Comm sometime in March. Brainstorming session for the yearly Ad-Comm workplan. Member Birdwell requested a LINK Paratransit brochure, and Mr. Fedorenko suggested promoting bus services for students in San Ramon.
- 9. Adjournment:** The meeting was adjourned at 2:37 PM. The next meeting of the Ad-Comm will be held on Thursday, February 6, 2025.

Minutes prepared by Rosa Noya on January 20, 2025.

To: Operations & Scheduling Committee

Date: 1/31/2025

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Fixed Route Operating Reports for December 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	211,459	227,403	
Average Weekday Passengers	8,963	9,499	
Productivity	13.2	14.5	> 17.0
Missed Trips	1.12%	0.51%	< 0.25%
Average Miles Between Road Calls	31,294	45,693	> 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was lower in December 2024 (8,963 passengers) than the previous month of November 2024 (9,428 passengers) and is 12% higher than December 2024 (8,223 passengers).

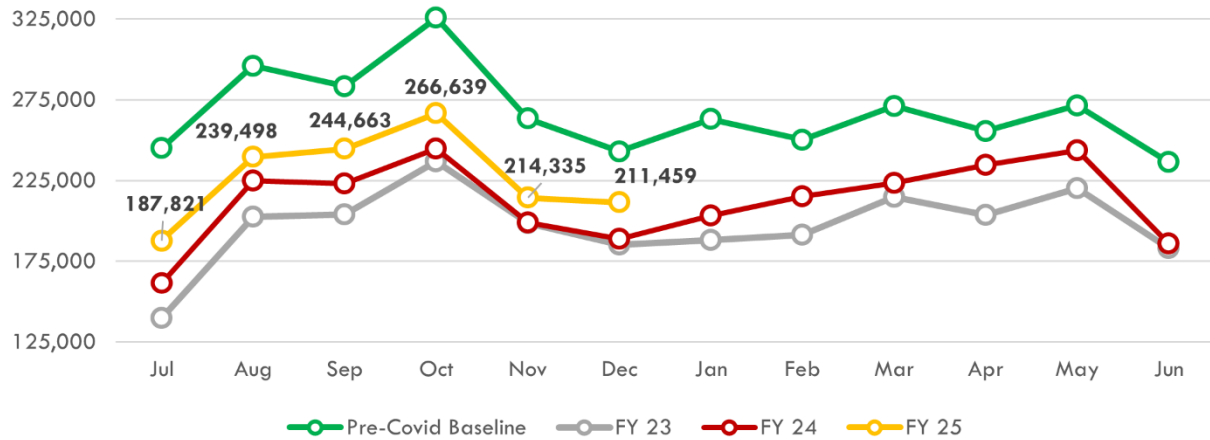
Productivity is a measurement of the average number of passengers per hour of revenue service. In December this was 13.2, which is lower than the prior month of November (14.1) but higher than December 2024 (12.5).

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 December was 1.12%, which is higher than the prior month when it was 0.61%.

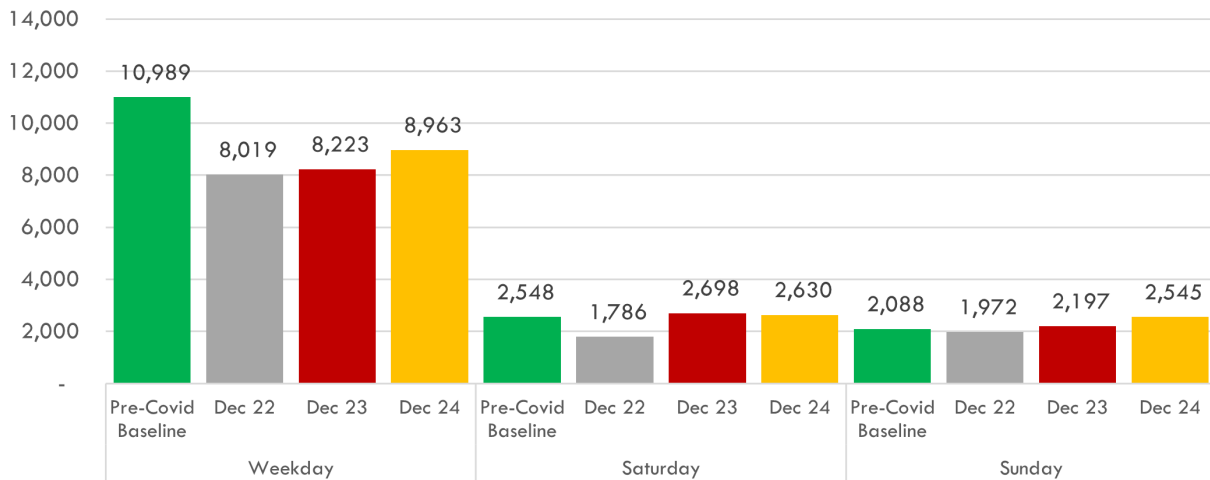
The number of miles between road calls (a bus going out of service due to mechanical issues) was 32,696 miles in December, higher than the prior month in which there were 51,294 miles between road calls. The rolling 12-month average is 35,413 miles between road calls.

Out of 211,538 total passengers in December, 115,353 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 81.2% of these potential Clipper card users paid using Clipper, rather than cash.

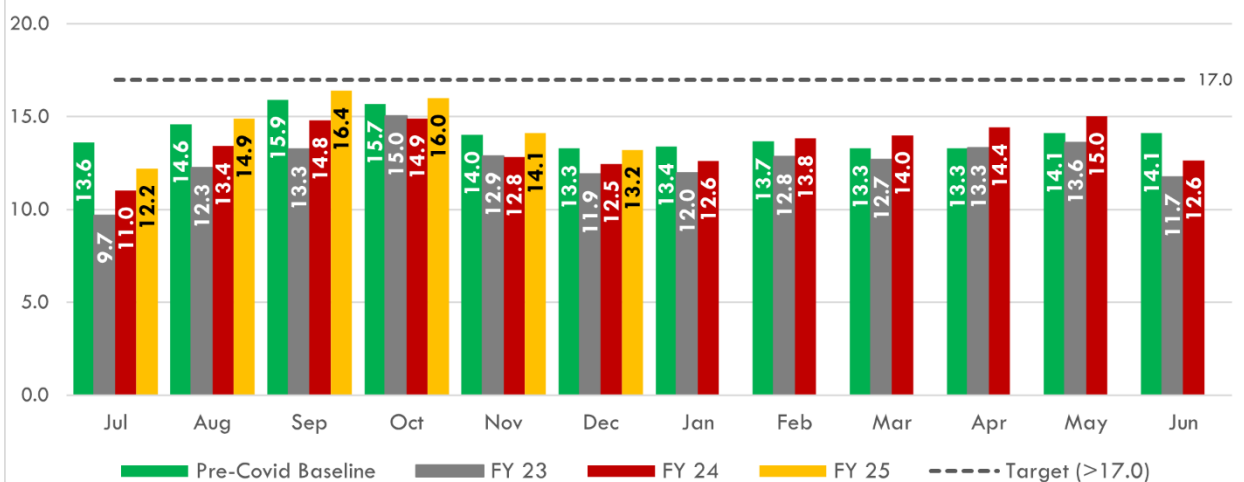
Total Monthly Fixed Route Ridership



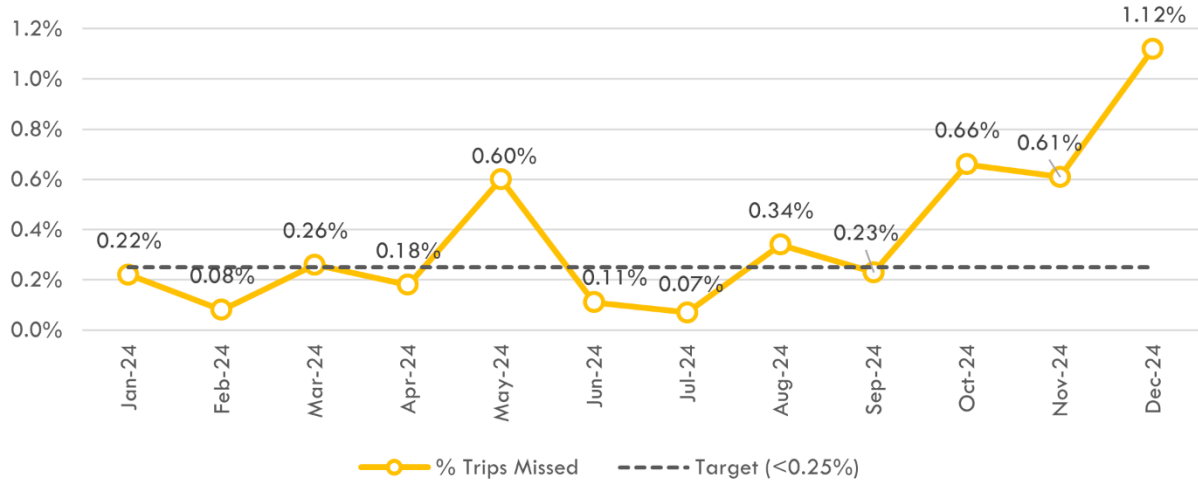
Average Daily Ridership Comparison



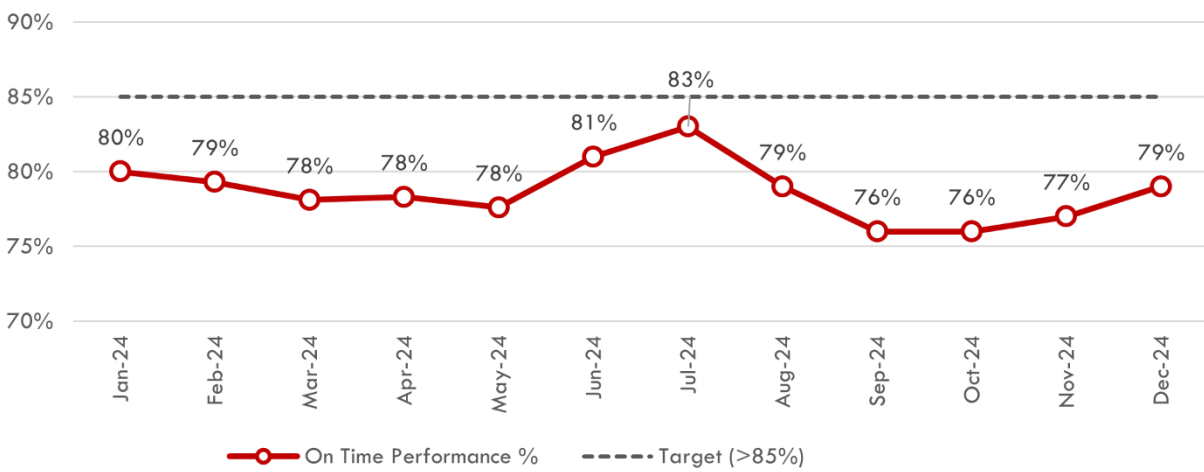
Passengers/Revenue Hour



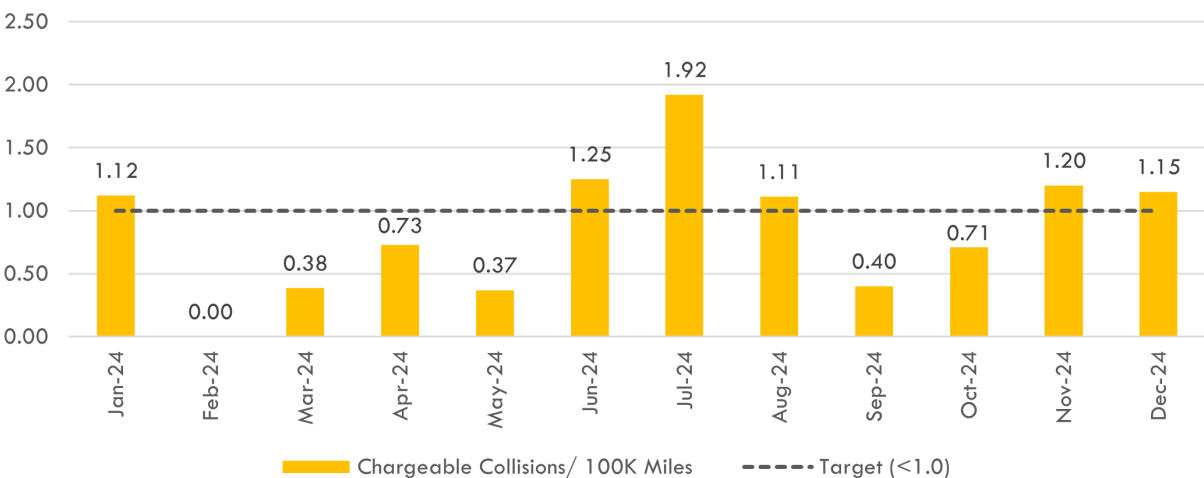
% Trips Missed



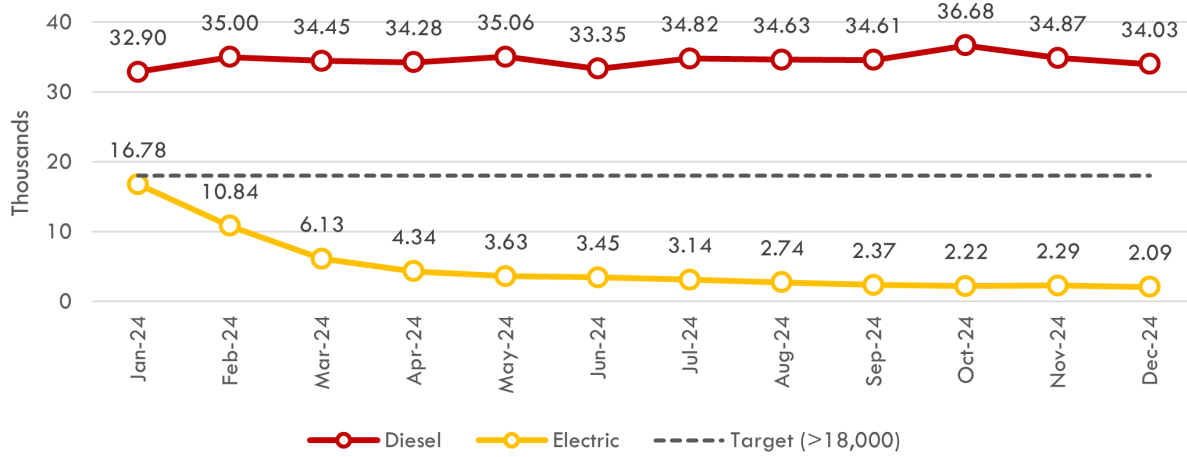
On Time Performance



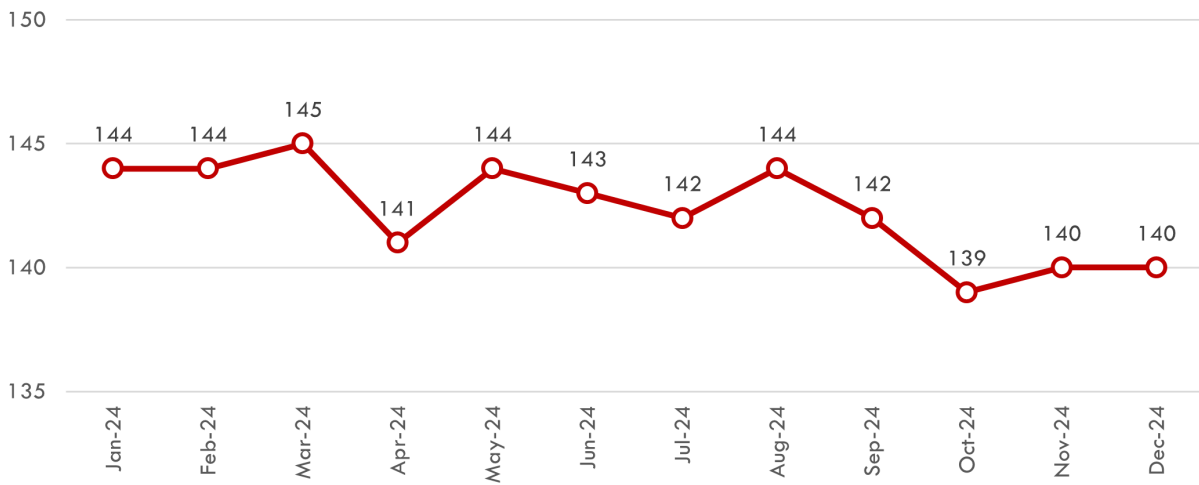
Accident Report



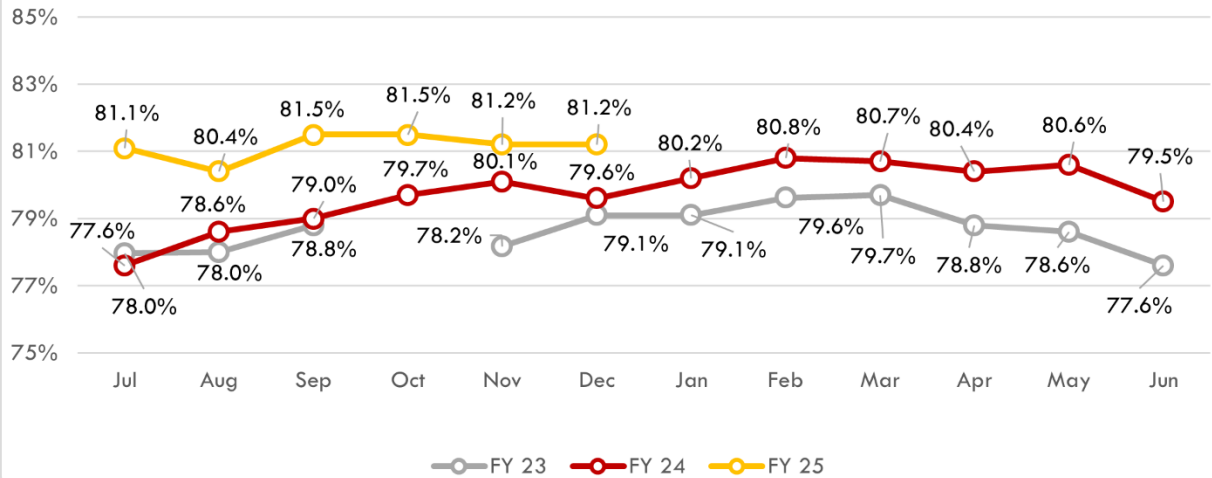
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Advisory Committee

Date: 01/31/2025

From: John Sanderson, Director of ADA and Specialized Services

Reviewed by: *Ref*

SUBJECT: Accessible Transportation Strategic Plan Update – Accessibility Advisory Committee bylaws

Background:

The Accessible Transportation Strategic Plan (ATSP) adopted in 2021 by the Contra Costa County Board of Supervisors and the Contra Costa Transportation Authority (CCTA) Board calls for 21 separate initiatives aimed at improving the accessible transportation ecosystem for persons with disabilities, seniors, and low-income residents in Contra Costa County. Recognizing the complexity of organizing such a wide-ranging program, the ATSP also called for the creation of a single Coordinating Entity (CE) to coordinate the implementation of the various recommendations. To that end, CCTA convened the ATSP taskforce in late 2021 to oversee the creation of the CE and the opening stages of the other ATSP elements.

In December 2024, the ATSP concluded its work and adopted a single motion recommending the CCTA Board approve the draft AAC bylaws, thus phasing out the Paratransit Coordinating Council and establishing a new AAC and also approve the Authority's role in becoming the Coordinating Entity also known as the Office of Accessibility and Equity. Although approved by a majority vote of the ATSP taskforce, the motion passed without support from any of the four Transit Operators in attendance (AC Transit, BART, County Connection, and WestCat).

In late January 2025, CCTA staff presented a revised slate of AAC bylaws to the PCC along with the same recommendation – that the PCC endorse the designation of CCTA as the CE, the replacement of the PCC with the AAC, and the revised draft AAC bylaws. Following the approval of the ATSP taskforce and the PCC, the same recommendation would then be made to the CCTA board, for final approval.

Update:

At the January 27 PCC meeting, the PCC endorsed the designation of CCTA as the CE but declined to immediately approve either its replacement by the AAC, or the revised AAC bylaws (see Attachment 1). A special PCC meeting has been scheduled for Monday, February 24, to discuss the AAC bylaws and brainstorm recommended changes, which will then be presented for approval at the next regular PCC meeting, currently scheduled for March 17, 2025. Questions of particular concern include the proposed

composition of the AAC, as well as jurisdictional confusion between CCTA (as the CE) and the Transit Operators arising from several sections of the proposed AAC bylaws.

Although neither the PCC nor the proposed AAC explicitly include representatives of any Transit Operator advisory committees, the Ad-Comm bylaws do call for an Ad-Comm member to be appointed as liaison to the PCC. Additionally, many CCTA activities and much of the work of the PCC/AAC interface with the programs that County Connection provides, including fixed route bus and paratransit services, marketing and outreach, transportation planning, technological innovations, and others. As the main body tasked with providing the public's input to the County Connection Board of Directors, it is important for the Ad-Comm to be made aware of these issues.

Financial Implications:

None

Recommendation:

Staff recommends that the Ad-Comm review and discuss the draft AAC bylaws included as Attachment 1 and offer any feedback or opinions as the members see fit.

Action Requested:

Staff requests that the Ad-Comm provide feedback on the draft AAC bylaws, to be included with the County Connection comments on the same, submitted to the PCC for the February 24 PCC meeting.

Attachments:

Attachment 1: CCTA AAC Bylaws DRAFT 1/24/2025

AUTHORITY'S ACCESSIBILITY ADVISORY COMMITTEE (AAC) PROPOSED BYLAWS, DECEMBER 2024

ARTICLE 1. Purpose

The purpose of the AAC is to:

- Advise the Contra Costa Transportation Authority (hereinafter "Authority") Board and staff on issues affecting public transportation, including paratransit service, for older adults and persons with disabilities in Contra Costa County.
- Facilitate cooperation and serve as a forum for accessible transportation stakeholders to discuss issues of mutual interest, troubleshoot service gaps, assist in the resolution of concerns related to accessible transportation service delivery, and provide input on all stages of implementation including planning, policy, engagement, design, operations, and evaluation. Stakeholders will include human service agencies that serve older adults and persons with disabilities, transit agencies, including paratransit, elected officials, disability and older adult advocates representing a range of segments of these communities, consumers of transit services, veterans, all county sub-regions, funding bodies, and other representatives.
- Provide input to the Office of Accessibility and Equity (OAE) to its vision for older adults and persons with disabilities in Contra Costa County to experience seamless, accessible and dignified transportation that fosters independence and inclusivity in their daily lives, and to its mission to create a collaborative ecosystem that brings together existing transit agencies, community-based organizations, and local government with strong partnerships to streamline and optimize services and incorporating accessible transportation into routine transportation.

- Monitor progress of the implementation of the Accessible Transportation Strategic Plan (ATSP) and any future updates. The Authority will serve as the Coordinating Entity (CE) authority and activities will be derived from the ATSP. AAC engagement will include conducting bi-annual assessments on ATSP implementation, achievement toward the OAE vision, and recommending updates or amendments to the ATSP when needed.

ARTICLE 2. Definitions

2.1. Persons with Disabilities: Individuals who have physical or mental impairments that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment. Major life activities include:

- Caring for oneself
- Performing manual tasks
- Seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working
- Operating a major bodily function, such as the immune, digestive, bowel, bladder, neurological, respiratory, circulatory, cardiovascular, reproductive, and endocrine systems

2.2. Older Adults: Persons who are 60 and above or who meet the minimum age requirement for services designed for older adults.

2.3. Accessible Transportation: Transportation services or programs designed for people with disabilities or older adults with mobility challenges, including but not limited to Americans with Disabilities Act of 1990 (ADA)-mandated paratransit, city/town paratransit programs, accessible functions of fixed route transit, volunteer driver programs, travel training, and subsidized on-demand programs for people with disabilities and/or older adults.

2.4. Accessible Transportation Strategic Plan (ATSP): The ATSP was completed by the Authority and Contra Costa County and was adopted in 2021. The ATSP

incorporated extensive community and public sector (including all Contra Costa transit agencies) engagement, identified needs in Contra Costa County, and recommended strategies for coordination, leadership, and service improvements.

2.5. ATSP Task Force (TF): This TF led the implementation of the ATSP prior to the formation of the AAC and CE.

2.6. Americans with Disabilities Act of 1990 (ADA) Paratransit: ADA-mandated paratransit services that are complimentary to fixed route transit. People with disabilities are eligible if their disabilities prohibit them from using regular fixed-route transit some or all the time and will be required to go through the certification process. Service is either pre-scheduled or demand-responsive, without predefined origins and destinations, and is wheelchair accessible.

2.7. Bus Transit Coordinating Committee (BTCC): The BTCC is composed of staff of the four bus transit operators in Contra Costa County: Alameda-Contra Costa Transit District (AC Transit), Central Contra Costa Transit Authority dba County Connection (CCCTA), Eastern Contra Costa Transit Authority dba Tri Delta Transit (ECCTA) and West Contra Costa Transit Authority dba WestCAT (WCCTA). The BTCC also consists of non-voting representatives from the Bay Area Rapid Transit (BART) and the Water Emergency Transportation Authority. The primary role of the BTCC is defined in the Measure J Expenditure Plan to make recommendations for the programming and expenditures of Measure J transit and express bus funds. In addition, the BTCC provides a forum to consider countywide bus issues and inform the ex-officio bus transit representative of those issues in order to inform the Authority Board.

2.8. Coordinating Entity (CE): The ATSP recommended creating a Countywide CE responsible for countywide ATSP strategy implementation in order to address long-standing barriers to progress. The OAE is responsible for delivering the CE functions for the Authority.

2.9. Paratransit Coordinating Council (PCC) – Precursor to the AAC: Responsibility for the PCC was transferred to the Authority from Contra Costa County in September 1993 and was made up of paratransit riders, service providers, service and funding agency staff. The PCC advises the Authority Board and staff on issues affecting paratransit service in Contra Costa County. The PCC fulfills statutory

obligations found in California Public Utilities Code Section (§) 99238. The PCC will be modified and will transition to become the AAC on [DATE].

2.10. Office of Accessibility and Equity (OAE) – The OAE promotes and supports the provision and coordination of a comprehensive, integrated, person-centered, user-friendly, and seamless accessible transportation system, relying on best practices and adopted plans while ensuring equitable and effective access to transportation for older adults and persons with disabilities in Contra Costa County.

2.11. Transportation Equity: The benefits and burdens of transportation systems, services and spending are fair and just to meet the needs of all community members. Marginalized communities have historically been and often continue to be excluded from equitable benefits of public policy and funding including transportation. In part, it is this legacy that led to the development and approval of the ATSP, to improve mobility for older residents and persons with disabilities. The implementation of the ATSP is intended to address this legacy and increase equity in the transportation system. This will result in an expansion of mobility opportunities to those communities most in need, creating more choices for those who have few. It is important to note that transportation equity does not mean equal treatment of all community members. Equitable transportation plans and budgets address the current and historic circumstances impacting a community's mobility and connectivity needs, and this information is used to determine the measures needed to develop an equitable transportation network.

ARTICLE 3. Membership

3.1. Membership shall comply with the Public Utilities Code (Div 10, § 99238(a)) and consist of representatives of transportation providers, representatives of human service agencies and nonprofit organizations, and consumers of transit services, agencies, organizations, and individuals whose interests are consistent with the purpose of the AAC and who shall represent diverse communities in Contra Costa County. There will be nineteen (19) members which includes one non-voting member:

- 3.1.a Accessible Transportation Public Transit Riders (4 members)

Two senior adults and two persons with a disability who have direct and current experience with using the Contra Costa County public transportation system and who understand the system and its services. The riders will represent a diversity of representatives of public transportation riders who use fixed route or other forms of transportation services, a mix of older adults and people with disabilities, and people who work or live within Contra Costa County. Rider representatives must live or work in Contra Costa County and have current relevant experience using the services in the service area.

- 3.1.b Staff of the following Transportation Providers (7 members) “Transportation Provider Staff”
 - A representative of each of the following seven paratransit service providers:
 - Five representatives (one representative each) of the public paratransit operators in Contra Costa County: AC Transit, BART, CCCTA, ECCTA, and WCCTA.
 - Two representatives (nonspecific number of representatives from any combination of the following categories) of the cities/towns/Non-Profit Transportation Providers that receive either Measure J funds or *Enhanced Mobility of Seniors & Individuals with Disabilities* (49 U.S.C. 5310) funding to provide accessible transportation services in Contra Costa County.

- 3.1.c Staff of Agencies that Provide Social Services (3 members) “Service Agency Staff”

Three members of agency staff that represent or serve persons who use public transit services in Contra Costa County (“Service Agency Staff”). These agencies can be either governmental, private non-profit, or private for profit in nature, and will include one representative of an agency serving seniors in Contra Costa County, one representative of an agency serving persons with disabilities in Contra Costa County, and one

representative of a agency serving people with developmental disabilities in Contra Costa County.

3.1.d Representatives from the Authority Board (2 members).

These representatives will be appointed to the AAC by a vote of the Authority Board. Authority Board members cannot represent a transit agency or serve on a transit agency board.

- 3.1.e A Contra Costa County Board of Supervisor (BOS) or, at the discretion of the BOS, a county staff representative (2 members).

Supervisors or county staff representatives cannot represent a transit agency or serve on a transit agency board.

- 3.1.f A Regional Metropolitan Transportation Commission (MTC) representative (non-voting) (1 member)

3.2. Vacancies

Open notices will be posted and circulated when a vacancy occurs on the AAC consistent with Public Utilities Code (Div 10, § 99238(b)). The Authority Board is responsible for the appointment of new members to the AAC. All potential applicants for seats on the AAC must complete an application and be recommended by the AAC Nominating Subcommittee and approved by a majority vote of the appointed AAC members. The AAC will consider and appoint nonprofit and other representative organizations that represent a diverse range of disabilities and older adults whenever such vacancies arise.

Transportation providers will be expected to work collaboratively with the Authority and the AAC to facilitate participation and attendance at AAC meetings.

3.3. Term of office

Members are appointed for a staggered two-year term. Members may volunteer to continue to serve upon confirmation by the AAC.

The AAC may solicit applications for a replacement to fill the remainder of an unexpired term if an alternate is not available.

3.4. Alternates

Each appointing agency, organization, and/or individual shall name its representative and shall also designate one alternate. Each member of the AAC shall have one vote. An alternate member may serve on subcommittees and shall assume that right to vote when acting on behalf of the primary member representative. Alternates shall vote in the place of the member only if the member is not in attendance at the same meeting.

3.5. Absences

Three consecutive unexcused absences are considered resignation from the AAC. If a member is unable to attend, it is that member's responsibility to inform OAE staff and contact their alternate to attend on their behalf. An excused absence is defined as one where the AAC member notifies the OAE staff in advance of the meeting that they cannot attend due to illness, travel, or prior commitment. All other absences will be deemed unexcused.

3.6. Subcommittees

There will be three standing subcommittees (Nominating Subcommittee, Measure J Claims Review Subcommittee, and a Work Plan Review Subcommittee) established at the start of every calendar year to review which support the AAC's function by reporting their findings and activities back to the AAC, additional subcommittees may be appointed at the discretion of the AAC to address issues related to the AAC's mission and to carry out short-term defined special activities. AAC members will be appointed to subcommittees by the AAC. No subcommittee shall have fewer than three members. Subcommittee members will serve for a one-year term. Alternates for committee members shall be subject to the requirements of the section above. Ad Hoc Subcommittees may be formed from time to time for work on special projects of interest to the AAC.

ARTICLE 4. Duties

4.1. In addition to responsibilities as described in Public Utilities Code (Div 10, § 99238(c)), the duties of the AAC membership are to:

- 4.1.1 Advise the Authority, MTC, State and other appropriate agencies on issues affecting accessible transportation services in Contra Costa County,

provided such engagement with external agencies does not conflict with adopted Authority policies.

- 4.1.2 Advise the OAE and Authority on CE implementation as described in the ATSP, including oversight of the regular, five-year updates to the ATSP. The AAC will also advise the Authority regarding the mobility management function.
- 4.1.3 Advise the Authority and other appropriate organizations on ways to improve and increase cooperation, coordination and effectiveness of specialized transportation services for older adults and persons with disabilities, including by minimizing overlap and duplication in the use of resources at the policy, management, and service delivery levels provided such advice is consistent with adopted Authority policies.
- 4.1.4 Review, based on the OAE mission and AAC purpose, annual claims for Measure J funds, applications for Federal Section 5310 funds, and/or other applicable funds and make recommendations regarding these claims and applications as appropriate.
- 4.1.5 Provide a forum for accessible transportation stakeholders to discuss common goals and recommended actions affecting paratransit between agencies, organizations, AAC members and the public. Also, provide a forum for stakeholders to provide input on all stages of accessible transportation implementation including planning, policy, engagement, design, operations, and evaluation.
- 4.1.6 Provide information and recommendations to the Authority on issues affecting transportation for older adult and persons with disabilities, including updates to the Countywide Transportation Plan and Measure J Strategic Plan and any new or updated Transportation Expenditure Plan.
- 4.1.7 Exchange information with, and make recommendations regarding transportation to, agencies that provide services to older adults and persons with disabilities.
- 4.1.8 Fulfill State requirements to maintain a Social Service Transportation Advisory Council (Public Utilities Code § 99238) and help the Authority to

fulfill its mobility management responsibilities pursuant to MTC Resolution No. 4321, Revised.

- 4.1.9 Serve as a leadership body to advance improved accessible transportation services, policies, and funding with outside agencies and in federal, State and regional planning processes.
- 4.1.10 Partner with OAE staff to develop the OAE Annual Workplan, and review and recommend the OAE Annual Workplan for consideration and adoption by the Authority Board.
- 4.1.11 Perform other duties to support accessible transportation that may be assigned by the Authority.

ARTICLE 5. Officers

5.1. The AAC shall elect a Chair and Vice Chair for one-year terms.

5.2. Election of officers occurs at the last regular meeting before July 1st of each year. Nominations of officers shall be limited to those members who have attended more than half of AAC meetings in the previous one year. Officers may serve additional terms without term limits.

5.3. A Nominating Subcommittee, consisting of three members, shall be selected at the last regular meeting before June 1 of each year. A slate of prospective officers shall be presented to the AAC at the last regular meeting before July 1 and an opportunity provided for nominations from the floor. The election of officers shall take place at the end of this meeting with the new officers to be seated at the July meeting.

5.4. The Chair shall preside over all meetings, appoint members to subcommittees, and assist in the preparation of the agenda for meetings.

5.5. The Vice Chair shall assume the duties of the Chair in the event of absence of the Chair.

5.6. Removal from Office: Any officer of the AAC can be removed from office for good cause. Removal from office shall be accomplished only by a minimum two-thirds (2/3) vote. Refer also to Article 3, Section 3.5 Absences.

5.7. Vacancies of Officers: Vacancies shall be filled by special election following notification of a vacant position (Chair or Vice Chair), by a majority vote of the quorum of the members present after a nomination has been made and seconded.

ARTICLE 6. Meetings

6.1. The AAC and its subcommittees will conduct meetings in accordance with the Brown Act.

6.2. The AAC shall meet monthly with additional meetings being called by the Chair or staff as required.

6.3. Roberts Rules of Order shall govern AAC meetings.

6.4. The AAC shall give written notice of each regular meeting in accordance with the Brown Act. In the event of a special meeting, members shall be notified at least 24 hours in advance of said meeting.

6.5. A written record of all meetings shall be made and shall be distributed to all members and interested members of the public upon request.

6.6. Meetings shall be held at the office of the Authority. With prior notification, special meetings or subcommittee meetings may be held at other locations. Meeting locations shall be ADA compliant.

6.8. A quorum is reached when the number of AAC members at any meeting totals one more than half of the filled (non-vacant) seats on the AAC.

6.9 In light of the membership and focus of the AAC, the Authority will administer the AAC to ensure equitable access to meetings by mitigating access barriers for members to the extent required by law.

ARTICLE 7. Public Statements

Only the Authority Board is authorized to speak publicly on behalf of the Authority and AAC.

ARTICLE 8. Conflict of Interest

8.1 Members of the AAC are required to comply with all applicable regulations and requirements of the Fair Political Practices Commission, including the filing of a Form 700, Statement of Economic Interest.

ARTICLE 9. Amendments

Recommendations to amend the AAC Bylaws require a 2/3 vote at any meeting of the AAC, provided that a copy of any amendment proposed for consideration is transmitted to each member at least ten (10) days prior to the meeting date.

Recommendations to amend the AAC Bylaws that modify the Authority's Administrative Code, must be submitted for approval to the Authority Board.

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DRAFT

To: Operations & Scheduling Committee

Date: 1/30/2025

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

SUBJECT: LINK Paratransit Monthly Report - December 2024

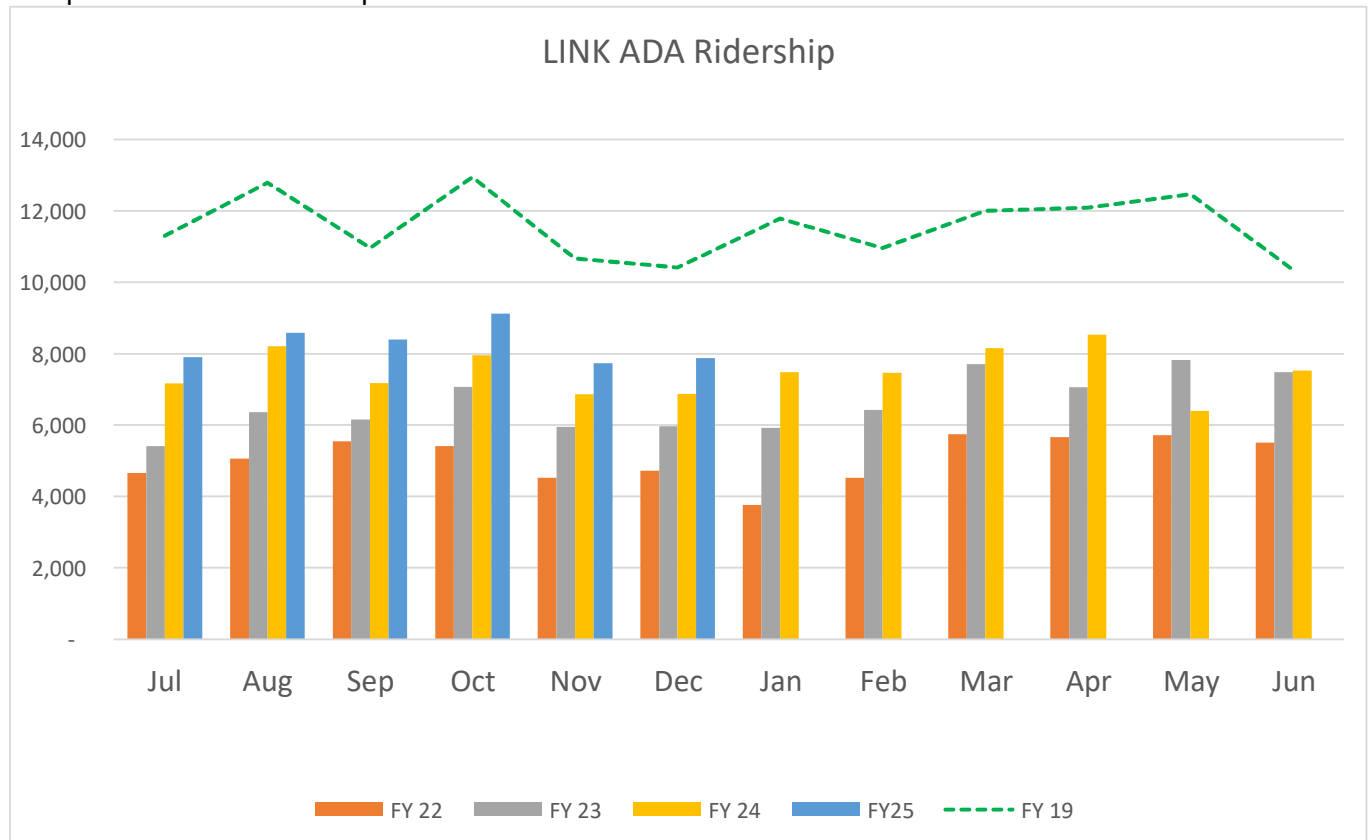
Background:

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

December 2024 Performance Report:

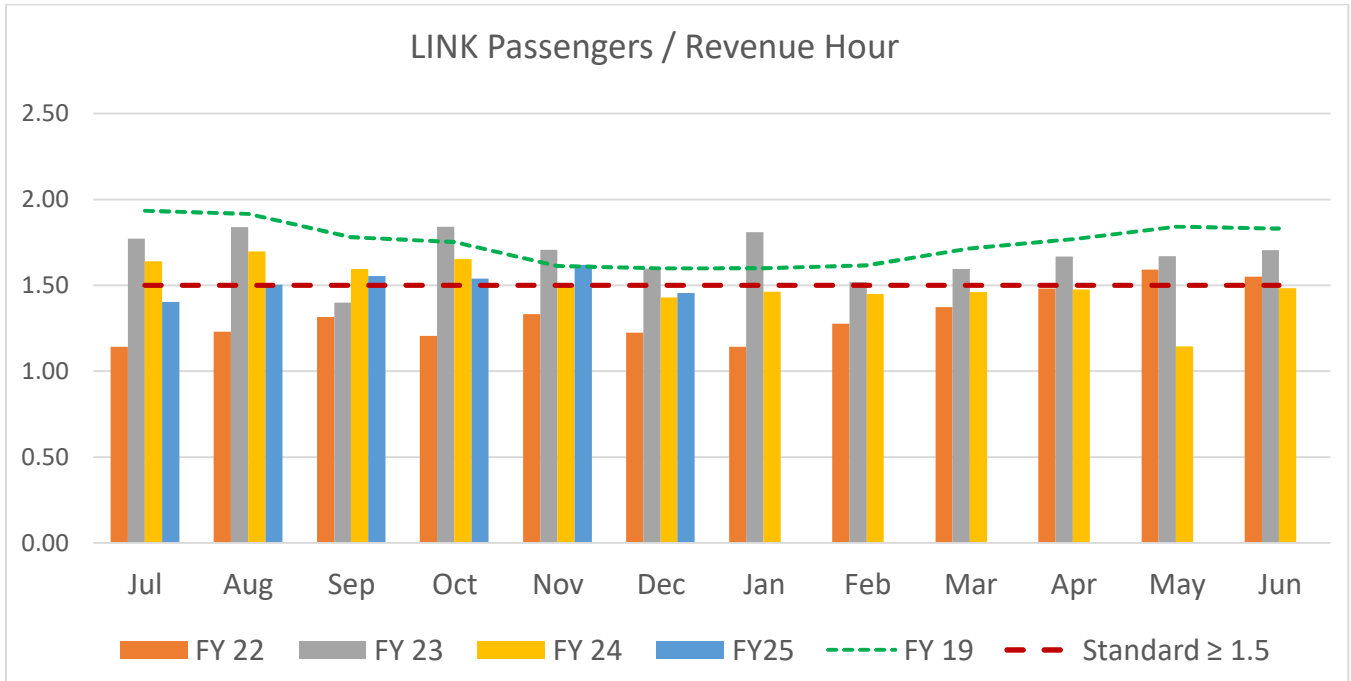
Ridership:

In December, LINK provided 7,880 ADA paratransit trips, reflecting a 14.5% increase from the 6,880 trips provided in December 2023. Total demand increase stands at 12.1% for the Fiscal Year to date, compared to the first two quarters of FY2024.



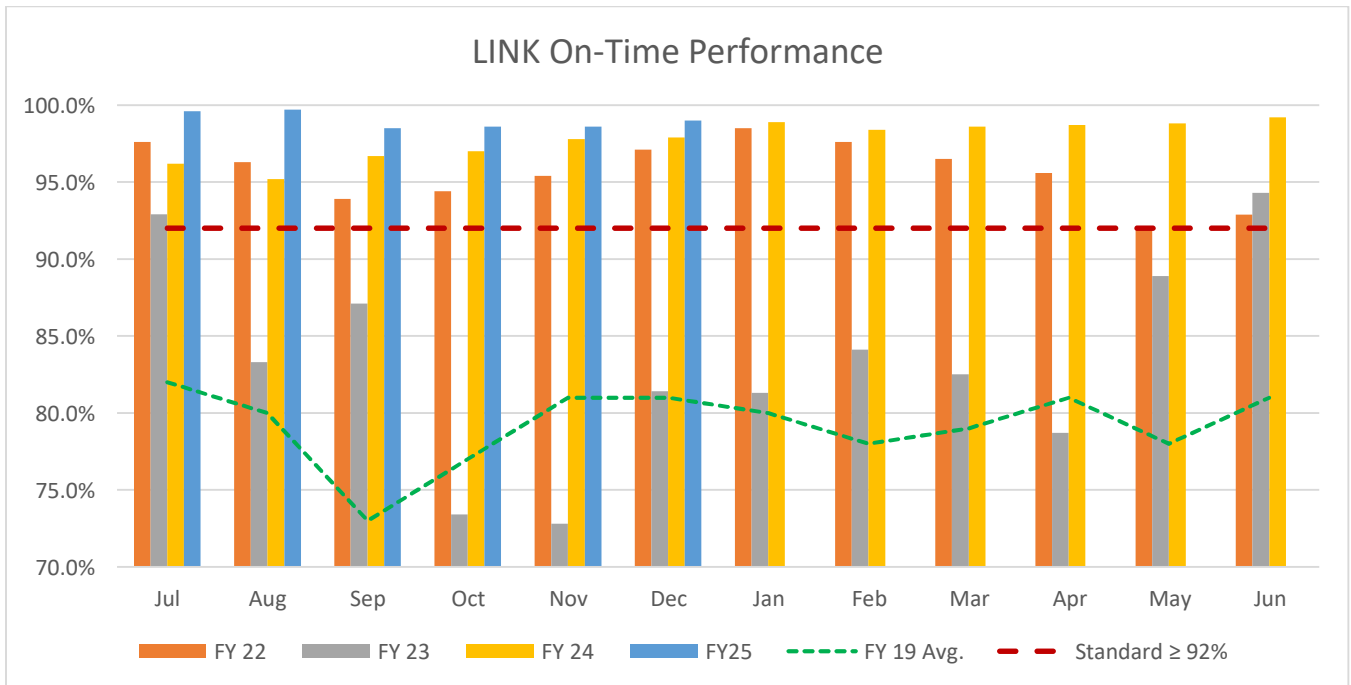
Productivity:

In December, LINK transported approximately 1.46 passengers per revenue hour, narrowly missing the contract standard of at least 1.5 passengers per hour.



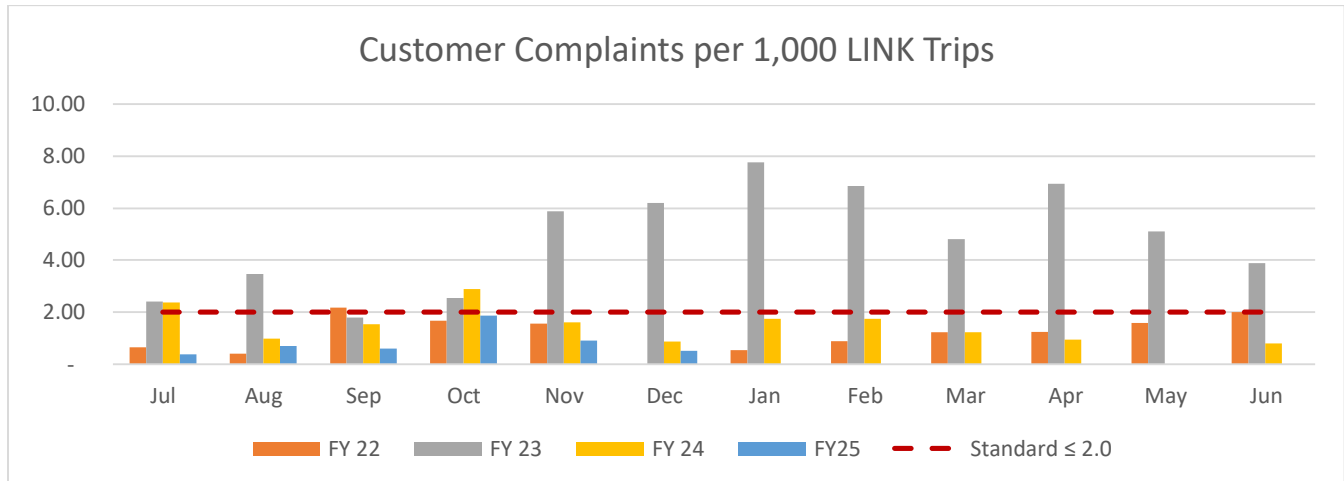
On-time Performance:

In December, the on-time performance (OTP) of trips averaged 99%. OTP has consistently met or exceeded the contract standard of 92% June, 2023.



Customer Satisfaction:

Customer satisfaction with the LINK service remains consistently high, as evidenced by the number of commendations received from customers compared to the number of complaints. Verified complaints of 0.51 per 1,000 LINK passenger trips in December fell well under the contract standard of 2.0 per 1,000 rides. In addition, positive feedback exceeded complaints by 15 to 1 in December.



Financial Implications:

In December, the cost per LINK passenger trip was \$74.60, marking a decrease of 0.1% from the same month last year. However, due to the increase in overall demand, total LINK program costs are up 11.7% compared to the first half of FY2024. Staff continues to closely monitor expenditures and work with the Contractor to improve efficiency wherever possible.

Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

None.