

# County Connection

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

**ADVISORY COMMITTEE  
MEETING AGENDA  
Thursday, January 9, 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](mailto: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](http://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. November 2024 Fixed Route Performance Report\*
  - c. November 2024 Paratransit Performance Report\*
5. Expiration of Current Members' Terms – Information Only\*
6. Election of Chair & Vice Chair – Discussion & Action\*
7. Committee Member Communications
8. Future Agenda Items
9. Adjournment – The next meeting will be Thursday, February 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](http://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](mailto: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, January 16, 9:00 a.m., County Connection Board Room
Operations and Scheduling:	Friday, January 3, 8:30 a.m., 100 Gregory Lane, Pleasant Hill, CA
Administration & Finance:	Wednesday, January 8, 9:00 a.m., County Connection Offices
Marketing, Planning & Legislative:	Thursday, January 9, 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](http://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](http://www.countyconnection.com)) and at the County Connection Administrative Offices, 2477 Arnold Industrial Way, Concord, California

**Summary Minutes  
Advisory Committee (Ad-Comm)  
Thursday, December 5, 2024**

**Members Present:**

Ian McLaughlin, City of Walnut Creek  
Allison Picard, City of Martinez  
Fong Kurniadi, City of Concord

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

**Members Absent:**

Peggy Hall, Town of Moraga  
Sarah Birdwell, Contra Costa County

Alexander Agier, City of San Ramon

**Staff Present:**

John Sanderson (CCCTA)  
Pranjal Dixit (CCCTA)  
Dayna Louie (Hanson Bridgett LLP)

Christine Kisiluk (CCCTA)  
Maria Portan (CCCTA)  
Christian Sanchez (Transdev)

**Public Attendees:** None.

- 1. Call to Order:** Meeting was called to order at 2:02 PM
- 2. Roll Call/Confirmation of Quorum:** John Sanderson called the roll and confirmed that a quorum was present.
- 3. Public Comment:** None.
- 4. Consent Calendar:** Item 4.e Regional Transit Transformation Action Plan Accessibility Initiatives Update was pulled from the consent calendar for discussion. On a motion from Member Picard and a second from Member Donnelly, the remaining consent calendar items were approved by a unanimous vote.
  - 4.1. Regional Transit Transformation Action Plan Accessibility Initiatives Update** was presented by John Sanderson
- 5. Brown Act Presentation:** Dayna Louie gave a presentation on the Ralph M. Brown Act (California Government Code §54950 et seq.) and its provisions pertaining to the committee.
- 6. Expiration of Member Terms:** The committee discussed the expiration of the sitting members' terms in office under the new Bylaws, and on a motion by Chair McLaughlin

seconded by Member Picard, unanimously requested that Staff determine the new expiration date for each member and report back at the January meeting.

- 7. Future Ad-Comm Meeting Schedule:** On a motion by Chair McLaughlin, seconded by Member Kurniadi, the committee unanimously approved the following meeting dates for 2025, as suggested by Member Donnelly: January 9, February 6, March 6, April 3, May 1, June 5, July 3, August 7, September 4, October 2, November 6, December 12, with all meetings to be convened at 1:30 PM in the County Connection Boardroom.
- 8. Ad-Comm Member Communications:** Member Donnelly announced an open co-chair position for the ACOA SMAC.
- 9. Future Agenda Items:** Staff Report on ADS Pilot Project; “Transit 101” presentation on County Connection’s programs, jargon, etc.
- 10. Adjournment:** The meeting was adjourned at 3:15 PM. The next meeting of the Ad-Comm will be held on Thursday, January 9, 2025.

Minutes prepared by John Sanderson on December 26, 2024.

To: Advisory Committee

Date: 12/27/2024

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

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**SUBJECT: Fixed Route Operating Reports for November 2024**

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**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	
<b>Total Passengers</b>	214,335	230,591	
<b>Average Weekday Passengers</b>	9,428	9,606	
<b>Productivity</b>	14.1	14.7	> 17.0
<b>Missed Trips</b>	0.61%	0.38%	< 0.25%
<b>Average Miles Between Road Calls</b>	31,294	45,693	> 18,000

\* Based on current standards from updated SRTP

**Analysis**

Average weekday ridership was lower in November 2024 (9,428 passengers) than the previous month of October 2024 (10,548 passengers) and is 11% higher than November 2023 (8,495 passengers).

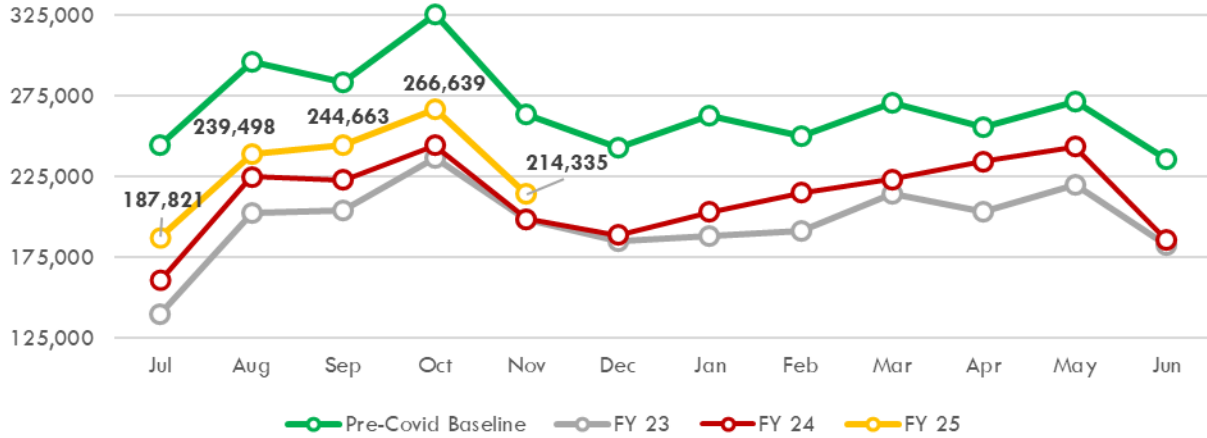
Productivity is a measurement of the average number of passengers per hour of revenue service. In November this was 14.1, which is lower than the prior month of October (16.0) but higher than November 2023 (12.8).

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 November was 0.61%, which is lower than the prior month when it was 0.66%.

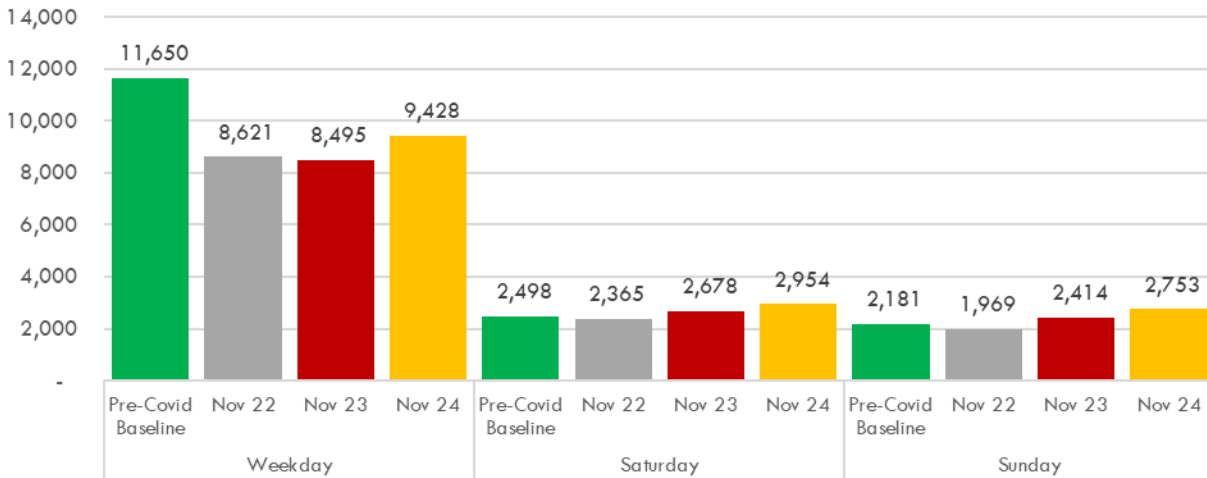
The number of miles between road calls (a bus going out of service due to mechanical issues) was 31,294 miles in November, lower than the prior month in which there were 56,553 miles between road calls. The rolling 12-month average is 36,620 miles between road calls.

Out of 214,335 total passengers in November, 119,042 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 81.3% of these potential Clipper card users paid using Clipper, rather than cash.

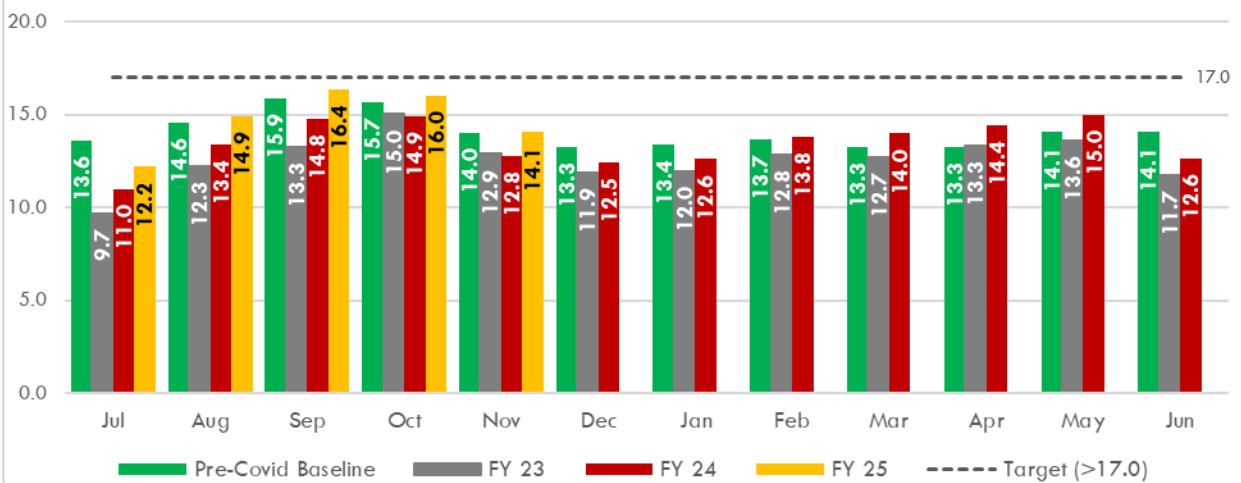
### Total Monthly Fixed Route Ridership



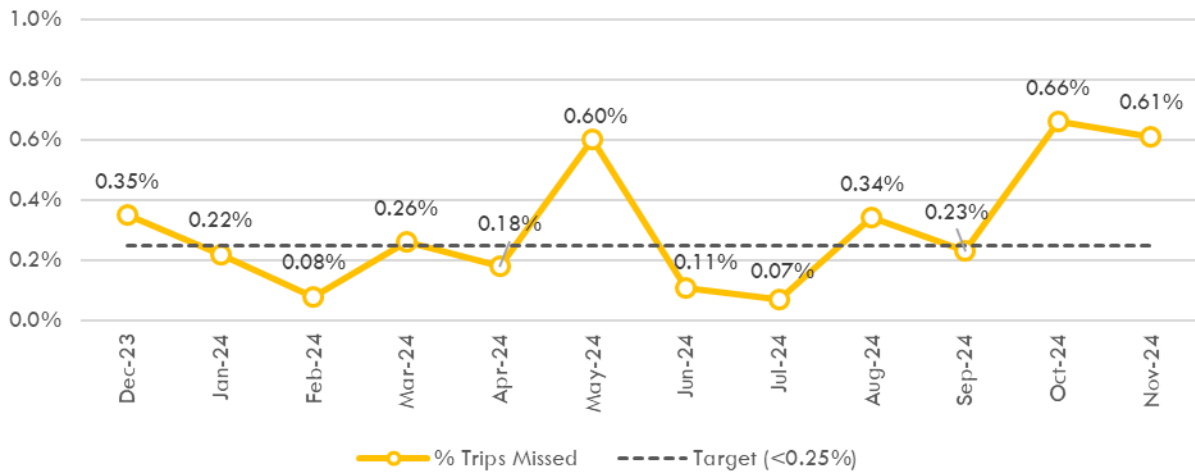
### Average Daily Ridership Comparison



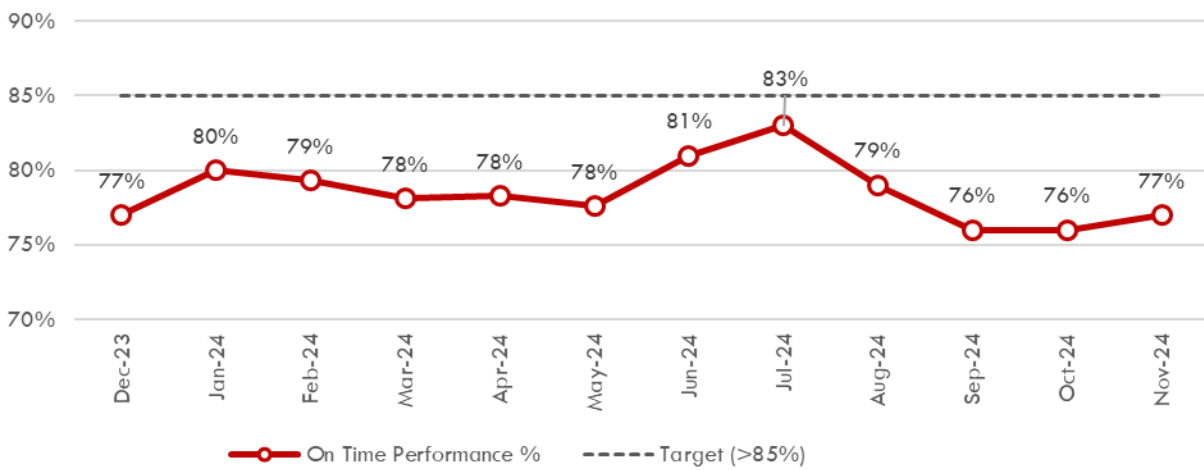
### Passengers/Revenue Hour



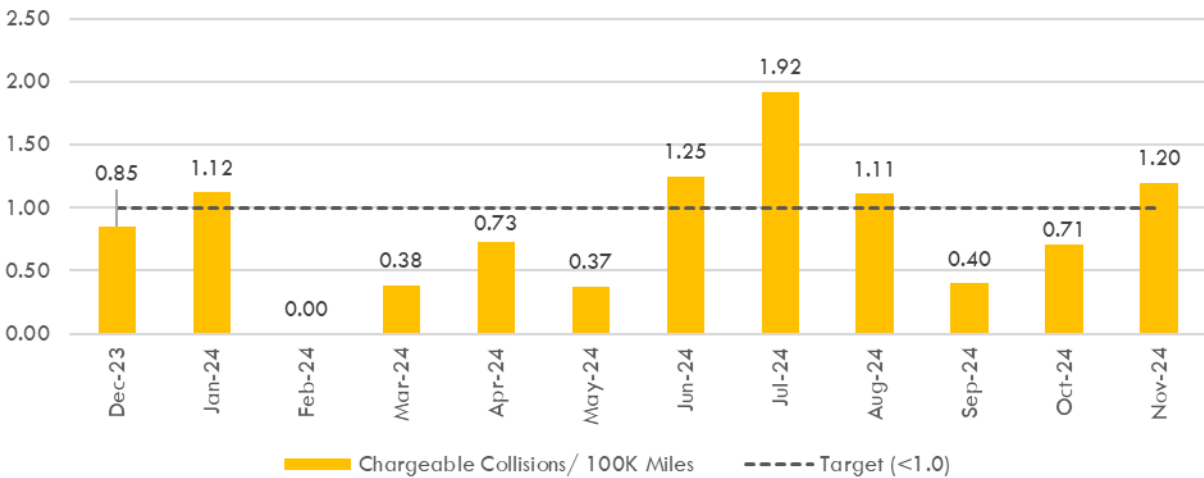
### % Trips Missed



### On Time Performance

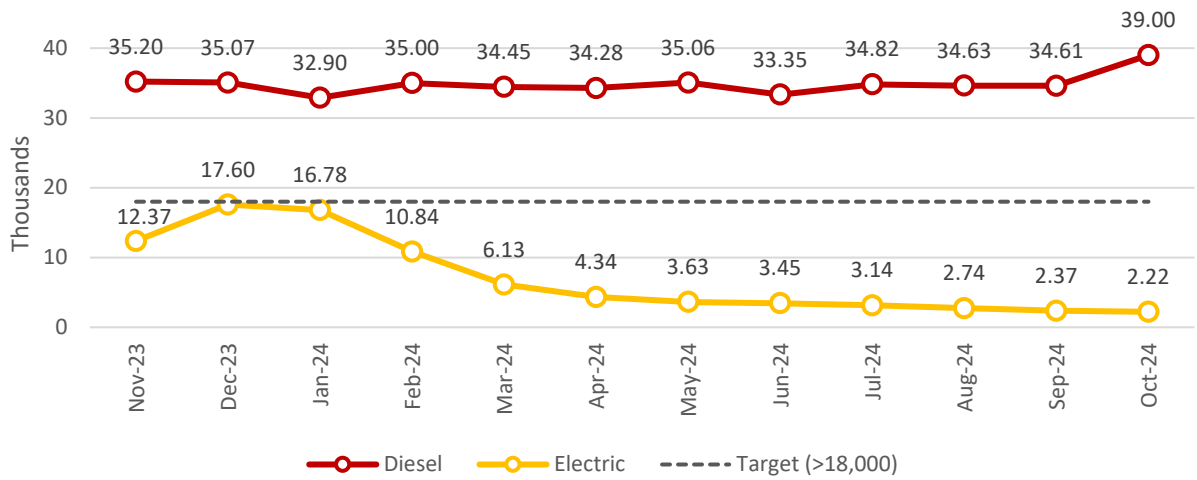


### Accident Report

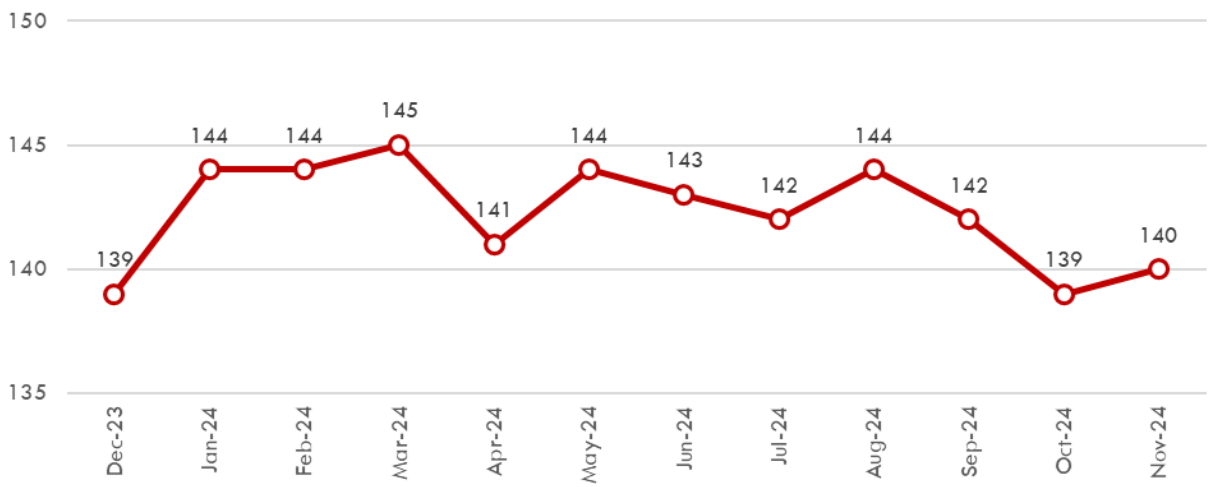




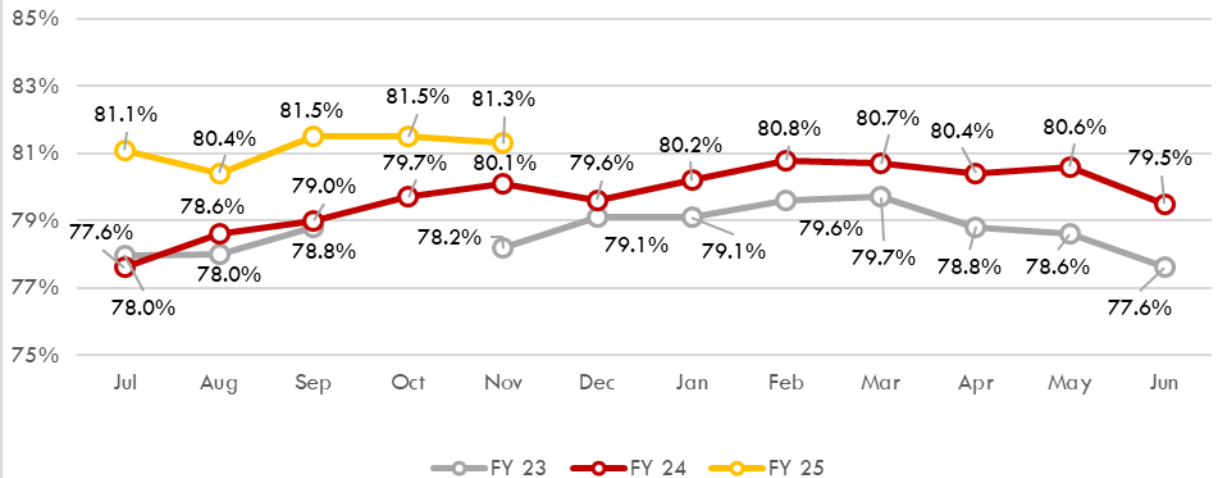
### Trailing 12-Month Miles Between Mechanical Road Calls



### Number of Operators



### % Clipper Usage



To: Advisory Committee

Date: 12/27/2024

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

**SUBJECT: LINK Paratransit Monthly Report - November 2024**

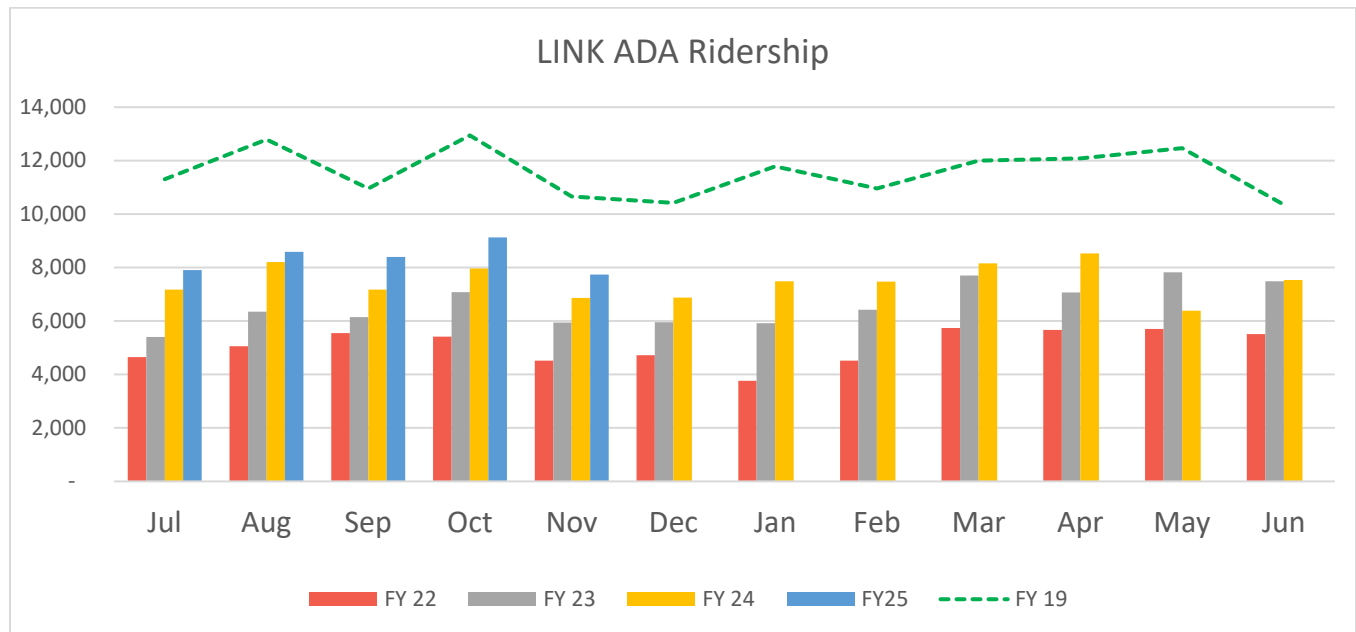
### Background:

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 November 2024.

### November 2024 Performance Report:

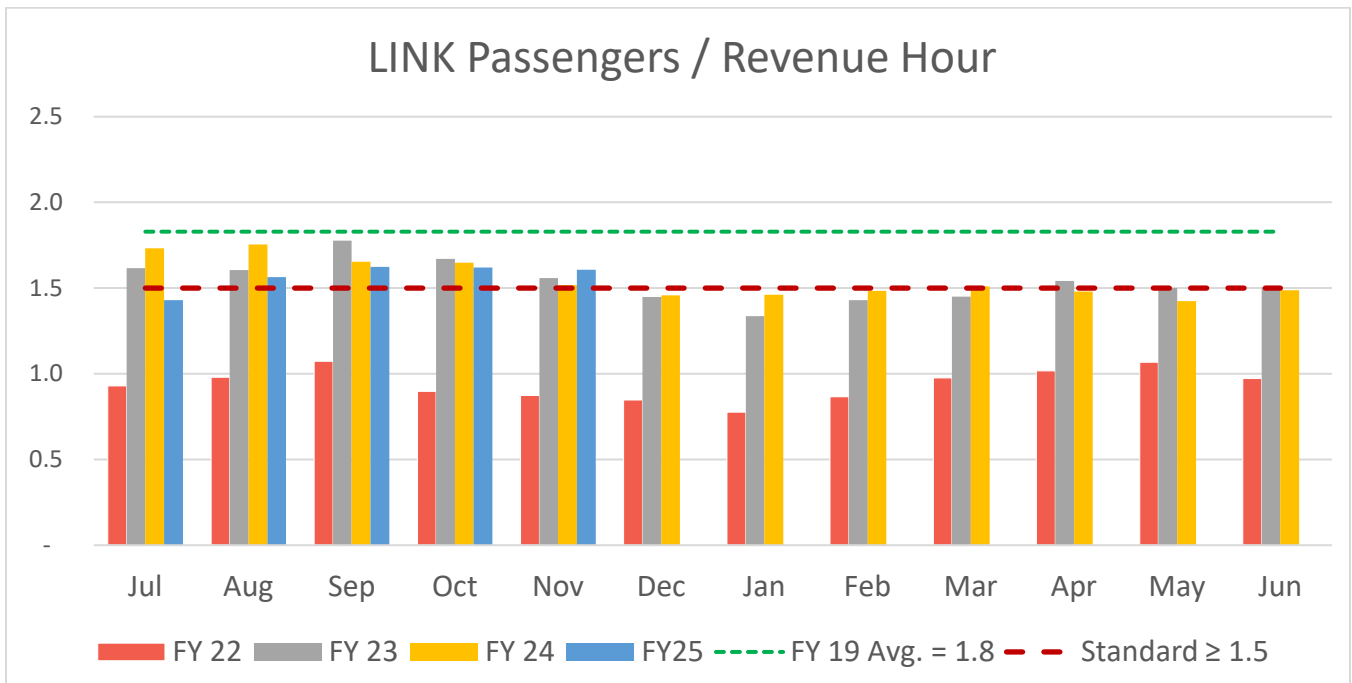
#### Ridership:

In November LINK provided 7,735 ADA paratransit trips, an increase of 12.7% from the 6,866 trips provided in November 2023. While the month-to-month seasonal fluctuation is consistent with historical norms, the year over year demand growth has been higher than anticipated for the Fiscal Year to date.



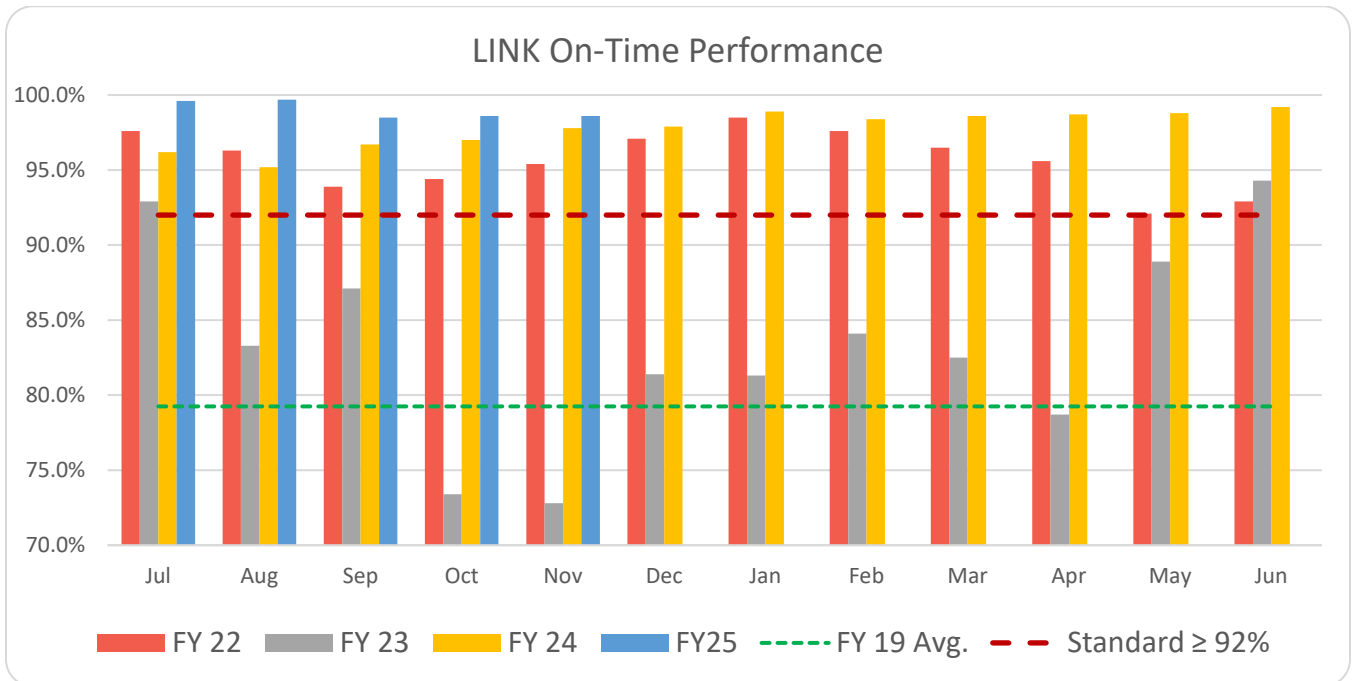
#### Productivity:

In November, LINK transported approximately 1.6 passengers per revenue hour, slightly exceeding the contract standard of at least 1.5 passengers per hour for the fourth consecutive month.



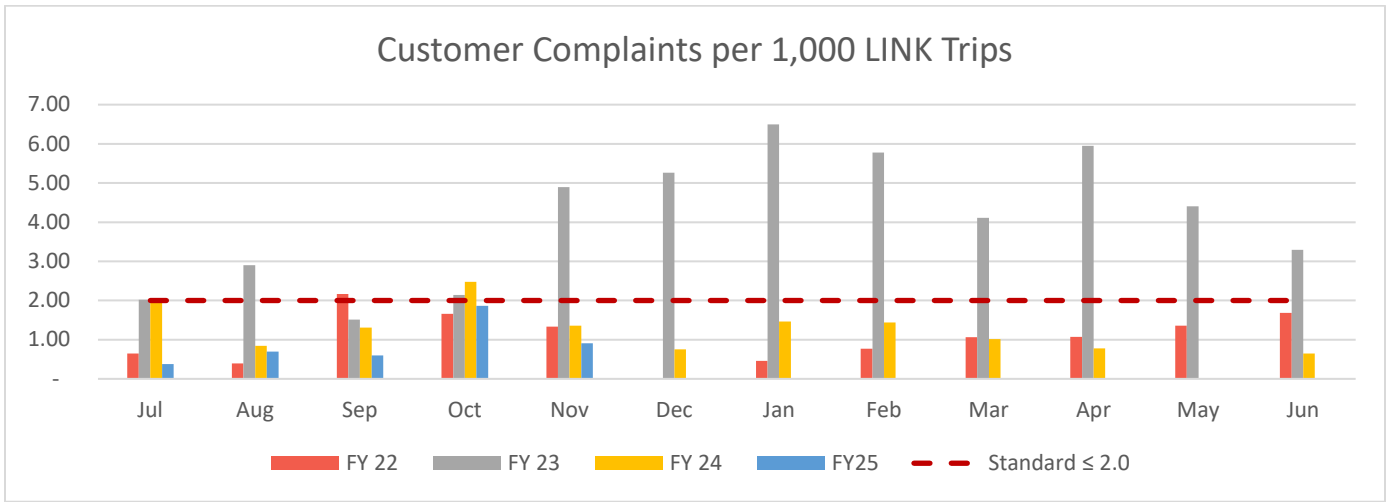
**On-time Performance:**

In November, the on-time performance of trips averaged 98.6%, handily exceeding the contract standard of 92% for the eighteenth consecutive month.



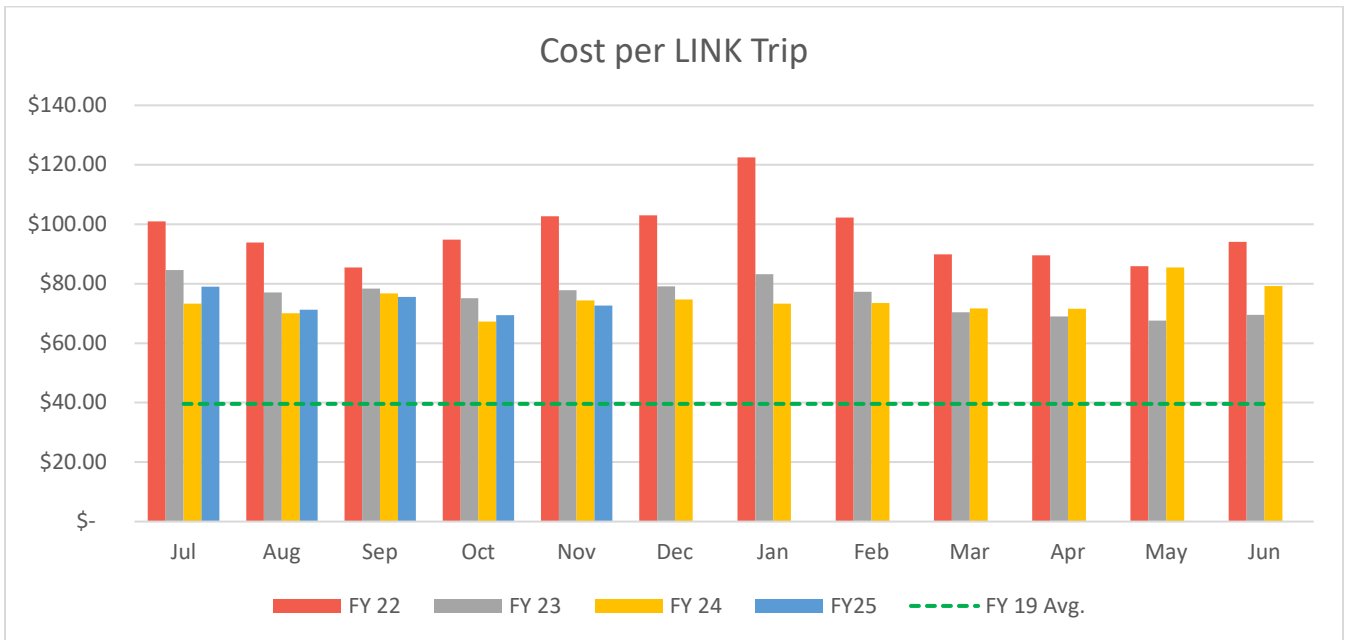
**Customer Satisfaction:**

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 0.9 per 1,000 LINK passenger trips in November fell well under the contract standard of 2.0 per 1,000 rides. In addition, the rate of positive customer feedback has exceeded the rate of complaints by a factor of approximately eighteen to one since the data became available nearly three years ago.



**Financial Implications:**

In November, the cost per LINK passenger trip was \$72.70, marking a decrease of 2.3% from the same month last year. However, the higher-than-expected increase in trip demand led to an increase in total program cost of just over 16% for the first quarter of the fiscal year. Staff continues to monitor the situation and work closely with the LINK contractor to control costs by keeping the program as efficient as possible.



**Recommendation:**

None, for Information only.

**Action Requested:**

None, for information only.

**Attachments:**

None.

**To:** Advisory Committee

**Date:** 1/6/2025

**From:** Rosa Noya, Manager of Accessible Services

**Reviewed by:** JS

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**SUBJECT: Update on Expiration of Ad-Comm Members' Terms**

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**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:**

At the December 5, 2024 Ad-Comm meeting, the Committee requested that Staff assign new term-end dates to the seated members as well as the vacant seats. Staff proposes the new expiration dates shown in Attachment A, with Alternate Member terms to run concurrently with regular member terms.

**Financial Implications:**

None.

**Recommendation:**

None. Information Only.

**Action Requested:**

None.

**Attachments:**

Attachment A: Recommended Advisory Committee Members' Term Expiration Dates

**Attachment A: Recommended Advisory Committee Members' Term Expiration Dates**

<b>Seat</b>	<b>Member</b>	<b>Appointed</b>	<b>Old End Date</b>	<b>New End Date</b>
Concord	Kurniadi	5/1/2024	12/1/2024	6/30/2025
Walnut Creek	McLaughlin	4/1/2022	4/1/2025	6/30/2025
Martinez	Picard	7/1/2024	5/1/2025	6/30/2025
Contra Costa County	Birdwell	6/1/2023	6/1/2025	6/30/2025
Danville	Donnelly	7/1/2024	6/1/2026	6/30/2026
Moraga	Hall	7/1/2024	6/1/2026	6/30/2026
Pleasant Hill (Alt.)	Daily	7/1/2024	11/1/2025	6/30/2026
Orinda	VACANT			6/30/2027
San Ramon	VACANT			6/30/2027
Clayton	VACANT			6/30/2027
Lafayette	VACANT			6/30/2027
At-Large_1				6/30/2027
At-Large_2				6/30/2026
At-Large_3				6/30/2026
At-Large_4				6/30/2026
At-Large_5				6/30/2025

# County Connection

**To:** Advisory Committee

**Date:** 1/6/2025

**From:** Rosa Noya, Manager of Accessible Services

**Reviewed by:** JS

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**SUBJECT: Election of Chair and Vice Chair for 2025**

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**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.”*

Therefore, a new Chair and Vice Chair must be elected to serve for the 2025 calendar year.

**Financial Implications:**

None.

**Recommendation:**

Staff recommends that the Ad-Comm elect a Chair and Vice Chair for 2025.

**Action Requested:**

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

**Attachments:**

None.