

County Connection

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CCCTA BOARD OF DIRECTORS

MINUTES OF THE BOARD WORKSHOP
January 15, 2026

CALL TO ORDER/ROLL CALL/CONFIRM QUORUM

Chair Robert Storer called the special meeting of the Board of Directors to order at 10:50 a.m. Board Members present were Directors Andersen, Diaz, Farley, Hillis, Hoffmeister, Rubio, Tatzin (remote pursuant to ADA accommodation) and Wilk. Directors Noack and Worth was absent.

Staff: Churchill, Sherman, Hill, Horta, Noya, Johnson, Sanderson and Smith

PUBLIC COMMUNICATION: None

Staff Presentations on Link paratransit and County Connection’s other accessible mobility programs

John Sanderson, Director of ADA Services, gave a brief background stating that County Connection’s LINK service was established by Board action in May 1990. It was to complement County Connection’s fixed route service – same days and hours.

Since then, County Connection has developed a variety of Accessible Mobility Programs including:

Non-Emergency Medical Transportation (NEMT)

In December 2025, County Connection was certified by the California Department of Health Care Services (DHCS) as a Non-emergency Medical Transportation (NEMT) Provider. Allows County Connection to bill Medi-Cal for certain trips by low-income riders traveling to access health care services. NEMT rides are Fare Free

Regional Eligibility Database

The ADA paratransit eligibility “phone-book” used by operators throughout the Bay Area for over 20 years. Facilitates permanent eligibility reciprocity for riders traveling between Bay Area counties. Interest from CTA and CalACT in expanding to all California transit agencies.

County Connection supports Choice in Aging’s contract with SilverRide:

Fully compliant trips for certain LINK ADA paratransit riders attending Choice in Aging. Provides flexibility to meet changing program & client scheduling needs. Offers more customized service for some Choice in Aging participants whose needs don’t fit core aspects of ADA paratransit service. FY25: ~10,000 rides at \$36 each, compared to about \$80 per LINK trip.

Travel Training

Teaches skills needed to ride fixed route and transit independently, including:

- Planning trips & transferring between bus lines, BART, etc.
- Boarding & paying fare with Clipper or cash
- How to ride a bus, read a map, and signal desired alighting stop
- Using app-based ride-hailing services like Uber or Lyft

County Connection needs an updated Service Area Policy for LINK paratransit to guide operations, support future funding applications & mitigate risks. Staff seeks guidance about the Board's priorities and preferences regarding the LINK service area, and requests direction to develop a comprehensive service area policy for Board approval.

After some discussion, it was decided that staff will take some questions and concerns to each Board committee and report back to the full Board later on in the year.

The workshop provided useful and vital information to the Board members both new and long term Directors. We will continue to have Board workshops once or twice a year.

BOARD COMMUNICATION: None

ADJOURNMENT: Chair Storer adjourned the special Board meeting at 1:30 p.m.

Minutes prepared by:

Lathina Hill

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

Date: February 12, 2026