

Ivan:

Hello and good evening. Welcome to this live Telephone Town Hall. Right now, we're dialing out to thousands of homes across Contra Costa County. On this Telephone Town Hall tonight, we're going to be answering your questions live, we're also going to be giving you a chance to interact with live polling questions. Our speakers are going to be joining us in just a moment, but first I want to tell you how you can participate in tonight's Telephone Town Hall meeting. If you have a question at any point during the call, just hit zero on your keypad, press zero on your keypad if you have a question at any point during the call. When you hit zero, you'll be placed in a queue and one of our operators will then assist you in asking your question live on the air. If you're not comfortable going live on the air, just let your operator know and we can read the question for you.

Our speakers are going to answer as many questions as they can in the time that we have set aside tonight, so please hit zero on your keypad at any time. We also invite you to hit seven on the keypad to submit your email address to the Contra Costa Transportation Authority. Again, hit seven on your keypad to submit your email address to CCTA. They'll be able to keep you up to date on future events like this and other important news. Our speakers are going to be joining us in just a moment, but we've had some new friends and neighbors join us, so I'm going to repeat part of this message as I welcome you all to this live Tele Town Hal for the Contra Costa Transportation Authority. On this Telephone Town Hall tonight, we're going to be answering your questions live. We're also going to be giving you a chance to be a part of interactive survey questions.

Our speakers are right here and ready to go, but one last time I want to let you know that you can participate in the Telephone Town Hall tonight, and we invite your questions by hitting zero on your keypad, press zero on your keypad to ask a question, from there you'll be taken to one of our operators who's going to assist you in asking your question on the air. You can also have your question read if you'd like. We have a great audience tonight and some great speakers, so I'm going to turn the call over to our first speaker who is Supervisor Andersen of the Contra Costa County Board of Supervisors representing district two, and she's also the chair. So Supervisor Andersen, the call is yours.

Candace Anderse...:

Thank you so much, and hello to everyone, and welcome to this evening's town hall. As was mentioned, my name is Candace Andersen and I am here representing the Contra Costa County Board of Supervisors. We're here this evening to discuss a very important study that has been undertaken through a collaboration between the Contra Costa Transportation Authority, which is also known as CCTA, and the county's department of conservation and development. This study known as the accessible transportation strategic plan, we'll be working ahead over the next five years and planning for the transportation needs of older adults, people with disabilities, veterans, and low income residents of the county. And that's why we're hosting the town hall tonight to have an opportunity for you to share your opinion about the strategies we are considering to help fill the gaps in your mobility needs, and for you to give us your ideas about how we should be filling these gaps.

I am joined this evening by Lafayette Council Member Teresa Gerringer, by CCTA staff and the project team who will be introduced to you shortly. So over the next hour, staff and the project team will tell you briefly about the study and what has been accomplished so far. We will also have an opportunity to hear from you about your concerns about your transportation options and answer your questions. Now finally, you will have an opportunity to give us additional input by participating in a few telephone polls which we'll explain to you shortly.

Ivan:

Thank you so much Supervisor Andersen. Folks, we welcome those who have just joined us in the last few minutes to this live Telephone Town Hall with CCTA. We're going to start out right now with our first polling question. As you prepare, I'm going to ask you to vote on your telephone keypad, and I'll read you the question and responses here in just a moment. But first, I want to tell you where you can find out more information. You can log onto www.atspcontracosta.com, that's A-T-S-P contracosta.com. And we're going to be repeating that website throughout the call. And now for the poll that I said we would do, the question for you is, which part of the county do you live in?

On your telephone keypad, please press one if you live in the West part of the county, press two if you live in the central part of the county, press three if you live in the Southwest part of the county, and press four if you're in the East part of the county. Again that question is, what part of the county do you live in? Press one for West, press two for central, press three for Southwest and press four for East. Please continue to vote in the telephone poll. I'll also remind you that if you have a question just zero on your keypad and we will answer your question as quickly as we can. So just zero on your keypad. Now I'm going to turn the call over to our next speaker who is Lafayette Council Member Teresa Gerringer. Take it away, please.

Teresa Gerringe...:

Thank you. Good evening. I am Teresa Gerringer, and I am a member of the Lafayette City Council. Thank you for joining us this evening. I'm excited to introduce you to the study team and tell you briefly about the study timeline. CCTA staff is represented by Peter Engel and Corinne Dutra Roberts. In addition, John Cunningham is here representing the County Conservation and Development Department. The project consulting team from Nelson/Nygaard includes Naomi Armenta, Richard Weiner, and Marvin Randalson. Corinne will be directing your questions to the appropriate member of staff or the project team. The study was initiated in July of last year. After looking at a lot of statistics about where older adults and people with disabilities live, what kinds of transportation you are most likely to use, whether you have access to cars, et cetera, the team then started reaching out to the public to hear your concerns and opinions.

This public outreach included social media, a survey which received more than a thousand responses, working with local organizations and focus groups to go into some issues more deeply. We also held meetings with two advisory committees to give us a better understanding of the transportation issues in the county. After this town hall meeting, the study team will take all of this

information and start developing strategies to address the transportation gaps that have been identified. They will then prepare a report in January with recommendations that will be taken to the CCTA board and the board of supervisors.

Ivan: Thank you very much. I appreciate that. Folks, I want to share with you the results from the polling question that we asked just a minute ago. We asked, what part of the county are you calling from, and do you live in? And it looks like 41% of you are in the central part of the county, 39% are in the East part of the county, 11% in Southwest and 9% in the West. So thank you very much for that. We've got our first question here, and this is a question that I'll read. This question is for Supervisor Andersen. Why do you think it's important to conduct this study now given everything else that is going on with COVID and the election?

Candace Anderse...: That is a great question. We think it's very important to have a long-term view of transportation needs in our county, particularly given the changing demographics of our population. As seniors and people with disabilities continue to grow in numbers, we really need to be prepared in our county to meet the changing transportation needs of all of our county residents.

Ivan: Thank you so much Supervisor Andersen. Folks, I'd like to invite you to participate in the next polling question. So again, please vote on your telephone keypad. Are there places you would like to go but are unable to get to due to lack of convenient transportation? Press one if yes, press two if no. Again, are there places you would like to go but are unable to get to due to the lack of convenient transportation? Press one if yes, and press two if no. Here's another question that came in. This one is for Council Member Teresa Gerringer. How do you plan to make sure that the studies recommendations won't just sit on a shelf?

Teresa Gerringe...: Well, that is a great question. The county board of supervisors, the CCTA Board and elected officials in cities throughout the county are very aware of the importance of transportation to county residents, and we are firmly committed to being the champions of this study and doing what we can in our respective elected bodies to move these recommendations forward. That said, we also understand that we are operating in a very tight fiscal environment and that we will likely continue to do so in the foreseeable future. So it will be important to get your input in helping us prioritize the different recommendations that will come out of this study.

Ivan: Thank you so much. And I'm going to ask our polling question that we just had one more time and that is, are there places you would like to go in the county but are unable to get to due to lack of convenient transportation? If you would all vote again, please press one for yes and two for no. Are the places you would like to go but are unable to get to due to lack of convenient transportation? One for yes, two for no. And we're also going to take our next caller which will be a

live caller. This is a question from Naomi, and this is Judy calling in. Judy, go ahead please.

Judy: Yes. My call is about, what sort of transportation would be available for senior who is unable to use the bus system?

Naomi Armenta: Well, that's a great question. Thank you. If you are unable to use the bus because of a disability or a disabling condition that makes it impossible for you to get to a stop or use the bus by yourself some or all of the time, you should be eligible for ADA paratransit from your local best provider. If the bus does not serve close enough to you to do that, then you can contact CCTA to help find if there are other options available.

Ivan: Thank you very much, we appreciate that. We appreciate everyone who's asking questions, and folks, if you've got a question it's very simple, just press zero on your keypad, press zero on your keypad now and you can ask your question to CCTA. So please do so now. We also invite you to press seven on your keypad to share your email address with CCTA. Go ahead and press seven now. I want to share with you the poll results from the last question we asked which is, are there any places you would like to go but you're unable to get to do to convenient lack of transportation? 61% of you said yes while 39% of you said no. So thank you very much for that. Our next question is for Richard, and I'll read this question. What do you do to plan to help us take trips outside of the county?

Richard Weiner: Yeah, thank you. We already heard from many people that it's particularly difficult for older adults and people with disabilities to make trips outside of the county. This is even more true for those who do not have access to a vehicle or someone who can drive them. This isn't an easy problem to solve given the distances that people want to travel, but there are some innovative transportation services that have been developed in other counties, and so we'll be looking at those to see if they can be adapted to Contra Costa County.

Ivan: Great. Thank you so much. Next up, we have a question for Naomi. It's too difficult for me to get out to my bus stop because of the condition of the sidewalks and because the stop is so far, what will this study do to try and address that problem?

Naomi Armenta: Thank you. We know that as soon as you get out of the more urban areas of our county, bus stops can be far away or sometimes really not even existing to where you are, and the same can be true for sidewalks. Since it's beyond probably the reach of our city to recommend, make your changes to the regular bus system or the addition of sidewalks, we're looking at services that can pick people up at or near their homes and then take them to existing services that they can use such as BART. So we hope this will open up possibilities to go into the city or other out of town destination.

Ivan: Excellent. Thank you. Next question, this is for John. Are you going to do anything to make the fares cheaper so that those of us on fixed incomes can use the public transportation services that are available?

John Cunningham: Yeah. Thank you. That's an important question. We understand that public transportation can be very expensive for some people to use. One of the strategies that we'll be looking at will be discounts that go beyond the half fares that people with disabilities and seniors are already entitled to. Of course, we will need to work with them, the existing funding or funding that can be received through special grants. But this is why it will be very important for us to prioritize the strategies in terms of costs and how effective they are in meeting the needs of the public. So that process of evaluating and prioritizing strategies will be critical to the study.

Ivan: Thank you so much. Folks as a reminder, if you've got any questions, just hit zero, you can also visit our website which is www.atspcontracosta.com, www.atspcontracosta.com. We've got another question here for Peter, and this is Mel. Go ahead, Mel.

Mel: Hi I wanted to ask about the Camino Tassajara area. There's the senior facility out there I wanted to move to that could take my section eight voucher, but the nearest shopping center was miles away and I wasn't sure how that could work so I passed up the opportunity. The paratransit shuttle is a little bit cumbersome to book, there's people in my building who use it, and I'm wondering if there's any innovation for that part of the world so I could move out there. Thank you.

Peter Engel: Yeah. Thanks for that question Mel. There is some things that are occurring out in that part of the county. It's a fairly developing area, rural area but developing, and it is difficult to provide transit services to locations like that. So what we're looking at is several different programs, and of course we'll look at these more in the study that's occurring right now and see which is going to work best, but we're looking at possible use of TNCs, Uber, Lyft, that type of thing, especially ones that are wheelchair accessible, which is another thing that's becoming a larger issue and that we need to resolve. And also other types of low cost type services which could be taxi programs or something like that. Again, these are things that are fairly innovative and not the standard fixed route bus type options and appreciate the mention. We do have several areas like that throughout the county and it'll be important to have the study look at options for those types of areas.

Ivan: We appreciate that response. Thank you. Keep those questions coming folks, we appreciate them. We're getting a lot in, and we'll get to as many as we possibly can in the time we have tonight. The next question is for John. This is Grady calling in from North Rigsby. Go ahead Grady.

Grady: Hello John.

John Cunningham: Hello.

Grady: [inaudible 00:18:48].

Ivan: Grady, what is your question tonight, please?

Grady: Well, yes, I have a problem with the bus stops where I live. This is a senior housing development and we have people who park in the bus stops. So people getting off the bus have a really big step and a lot of them have fallen and hurt themselves. I was wondering whether or not if you do something about that, it's going to take the police departments, county [inaudible 00:19:31] and the bus department to alleviate the problem.

Ivan: John, go ahead.

John Cunningham: Yeah, thank you. Thank you for that question, that's a concerning situation. We're going to have to take a look at the specific location that you're talking about. I believe with the Telephone Town Hall system, we can get that location and depending where it is and what the situation is, is going to determine what agency is going to take a look at it. Either the kind of public works department or the transit district, but we need to collect your information and again, we'll take a look into that specific situation. Thank you for raising the issue.

Ivan: Up next we have Dyneesha who's got a question for Naomi. Dyneesha go ahead, please. I'm sorry, this is a question for Peter.

Dyneesha: I'm trying to understand with the constantly increasing of BART and in tolls, what kind of promises can you keep without keeping a control on them raising their prices to get us affordable transportation through the community?

Ivan: That's for Peter.

Peter Engel: Yeah. Thank you for that question. Yeah, cost of transportation is definitely a concern, and the idea is, if we can really, really manage the systems and how they operate and try and really improve what's called shared rides, which are bus and paratransit rides where multiple people will share a trip, we can certainly use that to keep the cost down. So we'll be looking at some different strategies as part of the study and our planning team has, and that's Nelson/Nygaard, they've obviously done research across the country looking at different ways that other jurisdictions have kept costs, or fares in this case, down to folks that need to ride these services. So we'll be considering those in the study. So thank you.

Ivan: Thank you so much for that. We have a question that I will read. This came in from Cliff. Cliff says that his life is not entirely in Contra Costa County, how can transportation be addressed with other issues? And he also just wonders if

anyone at CCTA really understands how difficult it is to be in a wheelchair. And that is for Naomi.

Naomi Armenta: Thank you. I think partly that question got addressed to me because I am in a wheelchair. Although I'm not with CCTA, but I'm helping them out. They do have also a paratransit coordinating council that advises them as well. And I kind of lost track of the first part of the question. Ivan, can you remind me?

Ivan: Absolutely. Absolutely, I can. Simply he travels outside of the county and he's wondering how transportation issues can be addressed with some of the other transportation providers who are not CCTA.

Naomi Armenta: All right. Well, we work on a regional basis, CCTA does as well. There are regional calls with other providers and they are sharing ideas and pilots. And that is one of our goals just on a regional transportation basis to continue to improve coordination. And we know that there are many people in the county who do need to travel outside of the county for multiple needs, so we are definitely looking at that in this study.

Ivan: Thank you so much. Our next question is Tanya. And she's got a question for Peter. Tanya, go ahead please.

Tanya: I was wondering if you were still going to keep the-

Ivan: Tanya, are you there?

Tanya: Yes. Hello?

Ivan: Hi, go ahead with your question please.

Tanya: Can you hear me?

Ivan: Yeah, we hear you, go ahead.

Tanya: Are you still going to keep the discounted Lyft program with the paratransit?

Peter Engel: Which exactly service are you... So Lyft is in the TNC Lyft. The one that's at Walnut Creek? Is that what you're referring to?

Tanya: Lyft like Uber and Lyft.

Peter Engel: Right, right. Yeah. So I think the program that you're referring to is a program that we helped fund with the City of Walnut Creek, and they provide that service, and boy, has it been outstanding, we get so many compliments and so many people thank both us and Walnut Creek for that service. To date there has been no reason to not provide or not provide that discount program, so that will be probably something that comes out in the study as success in the county,

and probably be looking ways to maybe that we can expand that through other areas in the county.

Ivan: Excellent. We've got a question for Richard. This is Debbie calling in. Debbie, go ahead with your question please.

Debbie: Hi there. Yeah, I am concerned. I'm sorry I missed the first 10 minutes, so it may have been addressed at the beginning. But I am hearing a lot of conversation in response to questions about being aware that there are budget constraints or financial constraints, and I'm highly concerned that people with disabilities and elders are being categorized differently. When we need an extra bore in the county crack tunnel we find funding for that. When we need a commuter lane, we find funding for that, when we need bike paths or street smoothing, we find funding for that. But when we need rides that are affordable and accessible for people with disabilities and seniors, we talk about level setting and budget constraints and financial concerns. I just want to ask the question, how does it become important enough that we prioritize this in the same way we do those other things? We've had the studies that have gone on for three decades that say the same thing and change does not happen, what's different now?

Richard Weiner: Yes, thanks Debbie for that question. I think both locally and nationally there's an awareness of the increase in senior demographics in the country, and particularly in Contra Costa County that's true. So I think what's changed is that there's a greater awareness and also increasing advocacy from the disability and older adult community that hopefully will also draw the attention of elected officials who will need to collaborate on this to ensure that funding is available, because clearly that's going to be a critical issue particularly in this context of COVID where there's been reductions in revenues, tax revenues, et cetera. What we're hoping is that this study, because it's a collaborative effort, will really help increase the visibility of this issue and that will help influence the direction of increased funding to these programs.

Peter Engel: Debbie, maybe I can just jump in on that as well. You said that you had missed the first part of the program, and we have both Supervisor Candace Andersen and Council Member Teresa Geringer here, and in their opening statements they both had mentioned along the same lines that this needs to be a priority. The study needs to be different than the other ones that have, as we say, been left on the shelf and to commit a strong sense of following through on the recommendations that come out of this study and championing the implementation of the recommendations.

Ivan: Thank you. We have our next poll question. Folks, if you would vote on your telephone keypad, the question this time is, what are the challenges you faced with existing transportation services in Contra Costa County? Press one if it's, I cannot travel at the time I want to, press two if it's, I cannot travel where I want to and press three if it's my trip takes too long. Again, the question is, what are the challenges you face with existing transportation services in Contra Costa County? Press one if I cannot travel at the time that I want to, two, press two for

I cannot travel when I want to, and press three if my trip takes too long. We appreciate you voting, please go ahead and continue that to do so. We've got our next question here from Kevin. And this is a question for Richard. So Kevin, please go ahead.

Kevin: Well, thanks for taking the call. I've got a question. How seriously is the committee looking at the creation of a Consolidated Transportation Service Agency here in Contra Costa County? And how successful has the CTSA and Solano County been in providing available coordinated transportation and an economic price for seniors?

Richard Weiner: Yes, thank you Kevin. I assumed the question was directed to me because I'm actually working in both Contra Costa and Solano County. So I appreciate your question. The study team is definitely taking a serious look at Consolidated Transportation Service Agencies. As you probably know, since you mentioned the term, this is an effort that's being tried in different parts of California to try and increase coordination between different agencies to ensure that the end user doesn't have to find the transportation service that works for them by calling a bunch of different phone numbers, et cetera, but that they'd be some centralized place where they can get this information, and there are other areas that can be centralized. So in terms of Solano County, they've actually been quite successful and the state have, once you try to go across the county, sometimes people can use it both on paratransit and on taxis. So I think one could look at that as being quite successful, and that's certainly one of the CTSA's that we are going to be looking at as part of the study.

Ivan: Thank you Richard for that response. I'll share with you the results from the last poll question we just took which is, what are the challenges you face with existing transportation services in Contra Costa County? 23% of you said that you cannot travel at the time you want, 26% said you cannot travel where you want, and 52% said your trip takes too long. Thank you for that. We've got additional polling questions coming up, so please continue to stay on the line and continue to vote. Right now we're going to take a question from Sherry in Walnut Creek. She's got a question for Richard. Go ahead Sherry. Sherry, are you there? I'll go ahead and read Sherry's question. She is wondering, what are some of the towns in California that we are looking to model?

Richard Weiner: Yes, thanks for that question. There have been CTSA's in cities like Sacramento and in Santa Clara County, and as was mentioned in Solano County, Los Angeles has a successful CTSA called Access Services, and there's been some other consolidated transportation programs in other parts of the country that we'll be looking at. And we're going to look at what's worked and what hasn't worked in those places to make sure that whatever we recommend is likely to be implemented and be effective. Thanks.

Ivan: Thank you very much. Now we have Seth. Seth has a question for Supervisor Andersen. Seth, go ahead with your question please.

Seth: Yes, good evening. Thanks for holding the town hall. I live in Moraga, California, and we already have terrific traffic under normal conditions, commute traffic in and out, and we're in a high risk fire zone as well, and we're on a two lane road in every exit possibility. Meanwhile, the state is requiring us to build a significant amount of new housing across various types that's looking like it's going to increase the population here as many as 2000 people over the next five or six years. So to what extent is the county coordinating either developing its own strategy, but also coordinating with the state in terms of the county's capacity to handle transportation needs and these state requirements that all cities and towns in Contra Costa are facing to increase the housing stock?

Candace Anderse...: That's a great question, and it's something that we look at any time any project is built, including in the town of Moraga, unincorporated Contra Costa, in the Lamorinda area, we have to really evaluate the transportation opportunities and impact as well. So very often we will require a developer to come up with some kind of a transportation demand analysis to figure out, can county connection serve this new project coming forward? Are there ways that we can mitigate the transportation? And interestingly, the state wants us to really look at the vehicle miles traveled when we evaluate a project, but we continue in our area to also look at how a project is going to impact the level of service of all of the intersections that will be impacted. So I can assure you, that particularly in Moraga and the whole Lamorinda area, we look very closely at the traffic transportation impacts of any project that is proposed.

Ivan: Thank you. That's Contra Costa County Board of Supervisors chair, Candace Andersen. Thank you very much for that response, and thanks for being on the call with us tonight. Our next question is Olivia, and Olivia has a question for John. Go ahead Olivia, please.

Olivia: Hi. Yes. My name is Olivia and I am a resident of the City of Brentwood, and my question is regarding transportation for seniors in the rural areas surrounding Brentwood, Byron, Knightsen, Discovery Bay areas. Is there any plans to be able to provide services to seniors for them to get to Brentwood and other cities for doctor's appointments, things like that? I also heard in this town hall that the City of Walnut Creek has a very creative program that they're partnering up with CCTA to support like Lyft rides or Uber or other services, I guess, that provide transportation. Is Far East County on the radar to be able to provide something as similar to that, or could you fill me in on what is being done for Far East County, because we seem to always be off the radar?

John Cunningham: Yeah. Olivia, thank you for asking that question. It's actually coming up quite a bit due to the rapid growth seen in East Contra Costa County. Now for your city, Brentwood, Tri Delta Transit is the designated transit provider out in these county. So they have a list program that I believe is still operating that it was a model program that was put in place to help with exactly what you're asking about transporting folks that are outside the normal fixed route bus area. Now, if there are people who are disabled and cannot use the bus or disabled such that they can't get to a bus stop, they would also be eligible for Americans with

Disabilities Act paratransit which is a transit service that parallels the fixed route bus service. So as long as there's a fixed route bus available, these folks are also available for that, for the paratransit service, which is curb-to-curb service, you don't have to make it to a bus stop. So those are some options that are available to you right now. The Tri Delta Transit program is called Tri MyRide, they also support Lyft and Uber taxi service in your area.

Ivan: Thank you so much for that folks. Thank you for joining us on this call. We appreciate all of your questions, please keep them continuing to come in. Just hit zero on your keypad if you have a question. Again, hit zero on your keypad if you have a question that you would like to answer, to ask them live on air, or if you'd like us to read it just hit zero. We also, for the final time, we'll invite you to press seven on your keypad during this call to submit your email address, to provide to CCTA so they can keep you updated through email. So please hit seven on your keypad if you'd like to do that. This is a call that is for accessible transportation sponsored by CCTA. So if you have questions or thoughts on accessible transportation, please hit zero and continue to stay on the call as we go through more of these questions. Our next question comes from Maria, and I'm going to read her question. She's calling in on our Spanish line for her question. And this question is for John. Are these changes only for the City of Lafayette or is it the whole County of Contra Costa?

John Cunningham: Yeah, no, this study, the accessible transportation strategic plan is for the entire Contra Costa County, unincorporated areas as well as all of the incorporated. So it's a county wide program.

Ivan: Okay. Thank you very much. Our next question is for Peter and the question is, how are you going to pay for implementation and how many new services will be paid for?

Peter Engel: Yeah, that's a great question. It's kind of hard to answer that because the study is going on now and we don't have the recommendations yet. So the costs will obviously depend on the recommendations. Depending on the recommendations, of course, the funding needs will vary. There could be large changes that would likely require new funding, minor changes could probably be accommodated in existing budgets, so that's yet to be determined. So once we get closer to recommendations, the study will also have a section that looks at funding details, provide details on additional funding options or how funding may be reallocated between some different services or services that may operate more efficiently to help save money. So we are considering the funding question in the study and that will be addressed there. Thank you.

Ivan: Thank you very much. Our next question is for Naomi, and the question is, will the study result in actual service for riders and when can we expect it?

Naomi Armenta: That is certainly our intention. We hope to suggest a number of different strategies as Peter was just saying, some that could be implemented more

quickly and others that will require more time and the location of spending, I would suggest being in touch with CCTA to hear about our progress.

Ivan: Thank you so much. Folks, we have our next polling question for you here. The question is this time, what transportation services do you need that you currently do not receive? Press one for frequent trips, such as daily or three to four times a week, press two for same day trips, press three for out of area medical trips, and press four for evening or weekend trips. And I'll read that question one more time. What transportation services do you need that you do not currently receive? Press one frequent trips, such as daily or three to four times a week, press two for same day trips, press three for out of area medical trips, and press four for evening or weekend trips. Thank you so much. Our next question is for Richard, and this question is, what will happen to the paratransit services there right now, will they go away?

Richard Weiner: Thank you for that question. And the intent of this study is absolutely not to reduce the service levels under paratransit, and keep in mind under the ADA there's a certain level of service that is required of all transit agencies. However, there are other issues on the horizon in the transit industry that we also need to take a look at. So the COVID pandemic is already having an impact on transit agencies, and there's an effort at the regional level to restructure transit agencies, and those could both impact service levels, but it won't be changes coming as a result of this study. In fact, some of the implementations of the ATSP could protect from reductions in service, and we're hoping we'll actually expand and improve service.

Ivan: Thank you very much for that. I want to turn the call over to Lafayette Council Member Teresa Gerringer who's got some thoughts. Council member, please.

Teresa Gerringer...: Sorry, I'm just coming back to my thoughts here. I was taking notes very, very quickly, and I appreciate everyone who has called in on the call this evening. I have to say, I'm not sure where I'm supposed to be going with my additional notes, I apologize.

Ivan: Oh, no problem. All right, well, thank you. We will continue to take questions. We appreciate everybody coming in with them. Before we take our next question, I do want to let you know, remind you one more time about the website that you can look for additional information on this study and other information, and that is www.atstpcontracosta.com. Again, www.atstpcontracosta.com. I'll also share with you the poll results from our last poll, which the question was, what transportation services do you need that you currently do not receive? Let's see, 36% of you said evening or weekend trips, 28% of you said same day trips, 24% of you said out of area medical trips, and 12% said frequent trips such as daily or three to four times a week. So thank you for participating in these polling questions, we greatly appreciate your input. It's very helpful to us here. We're going to take our next caller, a question for Richard. This is Leonard calling in. Leonard, go ahead with your question.

Leonard: Okay. My question is, a lot of times during the summer especially, I take the route 92X at Mitchell to get to the Ace Train Station in Pleasanton and I take the Ace Train to San Jose. Now, on my trip home, the bus is always waiting there for the train to meet it, but the problem is, sometimes it takes me longer to get off the train because I got to wait for the worker to put the ramp down for me, and the driver thinks that he has everybody and a lot of times leave before I get to the bus stop, and then I'm stranded.

Richard Weiner: Yeah. Thanks for that question Leonard. It sounds like you're able to [inaudible 00:46:58] transit to go this very long distance, but from what you're describing, there's real problems with having to transfer. I can't really speak to the issue of the transfers between those bus and train agencies, however, I do want to let you know that there is a program that three of the transit agencies in Contra Costa County are looking at, county connection with CAT and Tri Delta together with LAVTA, at coming up with a one seat ride for paratransit riders so that people wouldn't have to transfer. So this plan would address some of the issues that are being covered in our study and it sounds like it would address the issue that you're raising, if you chose to use paratransit and if you're eligible for paratransit. So we're hoping to hear more about that over the coming months, and we will incorporate that into our study recommendations, but thank you for pointing out the challenges of transferring from one agency to the next, and we appreciate the fact that you are taking fixed routes when you're able to.

Ivan: Thank you.

Peter Engel: Can I mention one thing here. I'm sorry Ivan, to Leonard's question, I thought that he might have interest in is that, we're working on a technology now called Connection Protection and it's actually in a very early phase and we're testing it in East County at Tri Delta Transit that would help with a situation like yours, where you would actually be able to let the bus company know ahead of time through your smartphone that you need to transfer from the train onto the bus, so it would basically ask the bus driver to hold for a certain period of time to give you time to get there. So that's something that's not available today or tomorrow, but it will hopefully be available soon, once we get that technology develop better.

Ivan: Thank you for that. Thanks for jumping in. Our next question is for Peter, and this is Jim calling in. Jim, go ahead with your question.

Jim: Yeah. Peter, my concern is, why should we have confidence with the recommendations coming out of this study will be any better, or implemented at a much better rate than the recommendations from previous studies that have been carried out and haven't been implemented? Thank you.

Peter Engel: Yeah, I appreciate that Jim. You kind of hit the nail on the spot and it's something that we as a planning team have been, we talk about it at every meeting, it's like, "How are we doing this differently so this study doesn't sit on the shelf?" And tonight's town hall is an example of the commitment from

elected officials as well as staff to really take a hard look at this, and it's not just going to be another study that gets adopted and then we move on to the next thing. It's not going to be the end of it. This is a strategic plan that will set, hopefully, now of course we need to think about the funding, and that question was asked earlier about funding levels and how much we'll be able to fund, but part of this will be looking at the funding and seeing how we can implement the recommendations. I would welcome Supervisor Andersen or Council Person Gerring to join us, they're on the call and they've stated earlier that, as elected officials and policy makers, they're very interested in this study and they want to see some real change.

Candace Anderse...: And I would be happy to jump in. This is Supervisor Andersen. And just say that this is a very high priority of all of us engaged in transportation. We recognize that not only do we have an aging population, we're all getting just a little bit older every second of the day, but we also have a fractured system that is very, very troubling to all of us. And I just finished my term as chair of our County Connection Board of Directors, and some of the things that we're looking at in County Connection, some of the partnerships we've formed to look at novel ways to provide transportation to disabled populations, to senior population, are very, very promising. And so you're finding across the board elected officials who see the need for it, the value of it, and that's why this study is so important to each of us.

Ivan: Thank you, that's great. Our next question is for Naomi, and the question is, will attention be paid to developmental disabilities in addition to mobility disabilities?

Naomi Armenta: Hi, yes, we are definitely trying to think about the issues that might make it difficult for people to use transportation, perhaps such as needing extra travel training or needing an assistant, or some of the challenges in using something like Uber or Lyft if we want to offer those services to people, maybe people with intellectual disabilities might need to use a concierge service. I have a family member, I help them use a concierge service to more easily request those services. So this is definitely something that is on our minds, and thank you for bringing that up.

Ivan: Thank you. And thank you everyone for your time tonight, we are approaching the top of the hour, which means our time is wrapping up quickly. I will now turn the call over to Peter with CCTA for some final closing comments. Peter.

Peter Engel: Yeah, great. Thanks Ivan. Before we say goodnight, we want to thank everyone who joined the call, we got some really great questions and comments from you all, and some things that will help us think through the process. Public comments from this evening's call and other feedback will be included in the final report of the study that will be shared with the Contra Costa Transportation Authority Board during their, most likely their February meeting. If we didn't get your question or comment tonight, we'd like to remind you, you can also visit our website at www.atspcontracosta.com. If you'd like to learn

more, see the transcript, excuse me, transcript from tonight's town hall meeting, or you can send us your comments at that website. We hope to hear from you later, and thank you for participating in tonight's Telephone Town Hall. Goodnight.

Ivan:

Thank you very much Peter. Just one final note of housekeeping, folks, if you would like more information, visit atspcontracosta.com. We also invite you at the end of this call in just a moment here, to leave a voicemail if you'd like to stay on the line and you can leave a voicemail if you have a question that has come up during the call that you were unable to ask or a comment that you have, just go ahead and leave a voicemail at the end of this call. Thank you very much everyone, and have a good evening.