

**Summary Minutes  
Advisory Committee  
County Connection  
Gayle B. Uilkema Memorial Board Room  
2477 Arnold Industrial Way  
Concord, CA  
Tuesday, May 14, 1:00 p.m.**

**Members:** Jim Donnelly  
**Staff:** Sean Hedgpeth, Rashida Kamara  
**Public:** None

1. **Call to Order:** Meeting was called to order at 1:03 p.m.
2. **Approval of Agenda:** The agenda was approved.
3. **Approval of the Minutes of January 8, 2019:** The minutes were approved as presented, with one correction of the date of the January meeting.
4. **Public Comment and/or Communication:**  
None.
5. **Consent Calendar**  
None.
6. **Fiscal Year 2020 Draft Budget and Ten Year Forecast**  
Mr. Hedgpeth informed the committee that a new Draft 2020 budget has been approved by the board. He mentioned that our main funding source, TDA, has an increase of \$3 million over initial estimates due to better than usual sales tax revenue.
7. **Award of Paratransit RFP to Transdev Services, Inc**  
Ms. Kamara informed the committee that Transdev won the RFP process, over the current operator First Transit. She mentioned that the panel was impressed with Transdev's approach and use of the sample data to inform us about certain aspects of our service, such as an average wait time of 47 minutes when transferring between different paratransit operators. She also said that this RFP was unique for County Connection in that it suggested new approaches to cover some of the trips. Transdev elected to hire a broker to cover some of the more difficult trips in off-peak in far flung areas, which some increase driver efficiencies for the standard large paratransit vans.
8. **FY2020 Marketing Plan**  
Mr. Hedgpeth informed the committee that the new marketing plan reflects the fare and service restructure implemented in March 2019. Mr. Donnelly asked about the free fares promotion for the Monument Corridor routes. Mr. Hedgpeth replied that the grant to fund the pilot is still in the process of being approved, and we should know more in June.

9. **Public Hearings for Bishop Ranch Service Restructure**  
Mr. Hedgpeth informed the committee about the proposed changes, and staff's decision to delay the changes except for the implementation of a weekend Route 335. Mr. Donnelly asked why there was a meeting in Walnut Creek, and Mr. Hedgpeth replied due to the fact that the 96X route serves Walnut Creek BART.
10. **ADA Monthly Reports**  
LINK monthly operating for January and February 2019 were reviewed. Ms. Kamara informed the committee that the complaints are up because we now have a better system to capture them, where as last year a lot of potential complaints may not have been logged properly. Mr. Donnelly asked about driver turnover, which was only 1% in January and February, an improvement over the 24% from last year.
11. **Fixed-Route Staff Reports**  
Fixed-route Ridership Report – The monthly reports for January and February were reviewed. Mr. Hedgpeth mentioned that the next meeting will include ridership resulting from the large fare and service restructure implemented in March 2019.
12. **Member Communication:**  
Mr. Donnelly expressed his desire to expand the committee once again. Mr. Hedgpeth mentioned we will have a new member from Pleasant Hill after administrative action is fulfilled during our regular Marketing, Planning, and Legislation committee meetings next month.
13. **Next Scheduled Meeting:** The next meeting is scheduled for July 9, 2019, at 1 pm at the County Connection board room.
14. **Adjournment:** The meeting adjourned at 1:34 pm.

Minutes prepared by Sean Hedgpeth on May 15, 2019.