

**Summary Minutes
Advisory Committee
Tuesday, November 14, 2023**

Members: Ian McLaughlin, Robert Kaplan, Jim Yu, and Sarah Birdwell

Staff: Rosa Noya (CCCTA), John Sanderson (CCCTA), Ruby Horta (CCCTA), Sandra Muhlestein (CCCTA), Pranjali Dixit (CCCTA), Ryan Jones (CCCTA), Christian Sánchez (Transdev), Laura Corona (Transdev)

Public: None present

- 1. Call to Order:** Meeting was called to order at 1:00 PM
- 2. Introduction of New Director of ADA and Specialized Services, John Sanderson:** Chair McLaughlin introduced the new Director of ADA & Specialized Services to the Advisory Committee. Mr. Sanderson introduced himself and offered a brief background of his work history and noted he was happy to join the Authority.
- 3. Roll Call**
- 4. Approval of Agenda:** The agenda for the November 14, 2023, meeting was approved unanimously. M/S: Yu/Kaplan
- 5. Approval of minutes of September 19, 2023:** The minutes of the September 19, 2023, meeting was approved unanimously. M/S: Kaplan, Yu
- 6. Public Comment:** None
- 7. Consent Calendar:** Chair McLaughlin asked staff to highlight some key points of the Paratransit Performance Report. Ms. Noya noted that on time performance for the LINK Paratransit service continues to improve and has been exceeding the standard of 92% of trips running on time. Chair McLaughlin offered a few comments with regards to the mobile app and asked a question on what metrics other than on time performance and complaints are monitored. Ms. Noya clarified the other metrics including safety related metrics and efficiency metrics such as productivity. M/S: Kaplan/Yu- Consent Calendar was approved unanimously.
- 8. Fiscal Year (FY) 2023 Fixed Route Performance Report:** Mr. Dixit provided a brief overview of the fixed route performance report for FY 2023. Mr. Dixit noted a 25% increase in fixed-route passengers from FY 2022 to FY 2023, particularly on weekends. The rise is attributed to factors like student promotions, Monument Free expansion to

the weekends, and post-pandemic business reopenings. Bus schedules were adjusted three times in the fiscal year for bell times, BART service, and traffic. New hires helped reduce missed trips, but on-time performance declined due to increased ridership and traffic. Member Kaplan asked a question related to the comparison of productivity between pre-pandemic and current performance. Member Kaplan also asked if an employee survey was considered as a measure to improve employee retention. Ms. Horta explained that County Connection was in the process of re-building the Human Resources Department. One of the goals that the new HR department will be tasked with will be to conduct an employee survey. Chair McLaughlin asked a question about the missed trips and what attributes to these missed trips. Mr. Dixit highlighted that the majority are due to operator unavailability due to absences or due to other obligations such as BART bridges.

- 9. Fiscal Year 2023 Paratransit Performance Report:** Ms. Noya provided a summary on the LINK Paratransit service for FY 2023. She stated that the overarching theme has been that ridership has continued to steadily increase. She highlighted the decline in service in the Fall of 2022 directly related to a spike in ridership coupled with a decline in staff. Measures were taken to quickly bolster operator pool count which ultimately helped increase the on-time performance. Ms. Noya stated that collaborations continued to be an important part of service citing collaborations with the local neighboring transit agencies as partners in the One Seat Regional Ride Program, the collaboration with Choice in Aging to provide frail passengers with door through door assistance via SilverRide, and lastly citing the collaboration with LAVTA's Wheels Dial-A-Ride service to jointly provide Paratransit Services through one contractor. Chair McLaughlin asked what percentage of resources were allocated to Paratransit Services vs. Fixed Route. Ms. Noya and Ms. Reeb provided the amounts budgeted.
- 10. One Seat Regional Ride – Update:** Mr. Jones offered some background of the One Seat Regional Ride. He mentioned that the video that he will present to the committee is the first and the main piece of the marketing effort recently launched. Chair McLaughlin asked where or how would the video be disseminated. Mr. Jones offered the initial distribution strategy citing social media and the website. Member Kaplan asked if a press release was to be contemplated. Mr. Jones stated that was a good idea. Member Yu asked if CCCTA was the lead to which Mr. Jones stated that it was a combined effort.
- 11. Travel Training Update – Information Only:** Member Birdwell provided an overview of the Travel Training program for the Fiscal Year. She cited completing eleven (11) individual travel training sessions, six (6) presentations, received 32 referrals from County Connection, conducted 730 outreach instances, and the first group travel training will be conducted next week (weather permitting). Member Birdwell also offered CCCTA staff some suggestions based on recent travel training sessions including the need for fixed-route drivers to have wheelchair securement training and even volunteered her services to assist with the driver training. She also mentioned that the operators' customer service could use some improvement. Chair McLaughlin asked if

there was room for volunteers with the travel training sessions to which Member Birdwell welcomed it.

- 12. Improving Collaboration between Advisory:** Chair McLaughlin led the ongoing discussion on how to improve the collaboration between the Advisory Committee and the Board of Directors. He referenced the use of the Bylaws to highlight what some of the already documented tasks are of the Advisory Committee including the task of assisting staff with community events to promote public transit. Member Yu asked if it would help to have the advisory committee to send a letter to the Board once or twice a year with a list of recommendations.
- 13. Committee Member Communications:** Member Yu stated his term ends at the end of November and he thanked the Authority for the services it provides.
- 14. Future Agenda Items:** Chair McLaughlin reminded all in attendance that agenda items can be communicated to him or Ms. Noya via email. Ms. Horta reminded committee members that they are welcome to join staff on November 16th for the Thanksgiving Luncheon Feast.
- 15. Adjournment:** The meeting was adjourned at 2:01 pm. Next meeting to be held on January 10, 2024.

Minutes prepared by Rosa Noya on November 30, 2023.