

**Summary Minutes  
Advisory Committee  
County Connection Paratransit Facility  
Gayle B. Uilkema Memorial Board Room  
2477 Arnold Industrial Way  
Concord, CA  
July 11, 2:00 p.m.**

**Members:** David Piper, David Loyd, Jim Donnelly  
**Staff:** Mary Burdick  
**Public:** None

**Call to Order:** Meeting was called to order at 2:08 p.m.

1. **Approval of Agenda:** The agenda was approved as presented.
2. **Public Comment and/or Communication:** None.
3. **Approval of the Minutes of May 9, 2017:** The minutes were approved as presented.
4. **Walnut Creek BART Transit Village Construction**  
  
Update on Transit Village construction and estimated time line.
5. **Service Change Timeline**  
Information provided for Service Changes Timeline. What is expected and tentative completion dates. Tentative date to implement new service 8/12/18.
6. **ADA Monthly Reports**
  - a. ADA Certification and Recertification reports were reviewed. In July 2017, there was an increase of 17% of new certifications compared to July 2016. In July 2017, there was an increase of 10% recertified persons compared to July 2016.
  - b. LINK monthly operating report for February, March, and April 2017, were reviewed noticing lower demand, lower registered clients, and an increase in cancellations.
7. **Fixed-Route Staff Reports**
  - a. Fixed-route Ridership Report – The monthly reports for April and May 2017 were reviewed. Ridership continues to slip when compared to the previous year. This is a trend taking place with transit systems nationwide.

- b. Clipper Use Trend – Clipper use continues to climb. Approximately 29% of potential users are paying fares with Clipper Cards.
- c. County Connection Website User Information - Staff provided website user statistics for May and June 2017. Consistent with ridership declines is a decline in both page views and unique users. Social media use, and transit application downloads continue to be strong.
- d. Customer Service Reports – Staff provided the number of rider complaints reported for May and June 2017, as well as the number of telephone calls coming to the Information Center. There were 34 complaints that resulted in documentation, and 12 commendations. In this time period the information center answered 8,409 phone calls.

8. **Member Communication:** None.

9. **Next Scheduled Meeting:** The next meeting is scheduled for September 12, 2017

10. **Adjournment:** The meeting was adjourned. (No time noted for adjournment.)

Minutes prepared by Valerie Volk on September 5, 2017.