

**Summary Minutes  
Advisory Committee  
County Connection  
Gayle B. Uilkema Memorial Board Room  
2477 Arnold Industrial Way  
Concord, CA  
July 10, 2:00 p.m.**

**Members:** David Piper, Jeremy Weinstein, David Loyb, Jim Donnelly,  
**Staff:** Ruby Horta, Rashida Kamara, Sean Hedgpeth, Tim McGowan  
**Public:** Ralph Hoffman, Candace Collier

1. **Call to Order:** Meeting was called to order at 2:00 p.m.
2. **Approval of Agenda:** The agenda was approved except for item 12, which Chair Piper pulled from the agenda.
3. **Approval of the Minutes of May 8, 2018:** The minutes were approved as presented.
4. **Public Comment and/or Communication:**  
Mr. Hoffman commented once again that he opposes the elimination of the Senior Midday Free Fare Program.
5. **Consent Calendar**  
None.
6. **Route 28 Alignment**  
Mr. Hedgpeth summarized a Route 28 re-route that is to be implemented on August 13<sup>th</sup>. As part of this change, Route 28 will be realigned to cover most of Route 3's previous coverage in Martinez, including a new stop on Old Orchard Rd at Arnold Dr. This was done due to negative feedback we received upon the cancelling of Route 3.
7. **Route 3 and 99X Title VI Analysis**  
Mr. Hedgpeth outlined the analysis done for Route 3 and 99X as part of federal Title VI civil rights requirements. When Route 3 was compared to the proposed Route 99X, no disparate impact or disproportionate burden was found.
8. **Proposal to Close County Connection Customer Service Call Center on Saturdays**  
Ms. Horta explained that our call volumes have been dropping on Saturdays enough to no longer justify customer service call center staffing on weekends entirely. Mr. Piper asked what sorts of calls County Connection receives on weekends. Ms. Horta replied that it is mostly people who are asking where a late bus is, most of whom do not use digital options such as Transit App or bus tracker. Ms. Horta then stated that this change will save two FTEs and it will be monitored for calls. Mr. Donnelly then asked if callers could leave a message, to which Ms. Horta replied that that is a possibility that County Connection will explore.

9. **Triennial Onboard Survey Results**

Mr. Hedgpeth summarized the onboard survey results, which was conducted in March 2018. One of the key results was that Clipper use doubled to over 60% compared to the previous survey, conducted in March 2015. Mr. Hedgpeth explained this could be due to the recent BART fare change which instituted a 50 cent surcharge on paper tickets but not on Clipper Cards. Mr. Donnelly asked what would prevent more people from using Clipper. Ms. Horta responded that they may be unbanked, unaware our buses take Clipper, or the upfront cost could be a deterrent. She stated that County Connections will pass out branded, pre-loaded Clipper Cards to help mitigate this in advance of our proposed fare change that is designed to promote Clipper.

10. **2019 Service Restructure Update**

Mr. Hedgpeth outlined the progress thus far in four of the six public hearings for the fare and route restructure proposed for 2019. He explained there was about a dozen participants in each meeting, except for Pleasant Hill which was four participants. Most of the attendees were seniors opposing the elimination of the Senior/Disabled Midday Free Fare Program, as well as opposing the proposed elimination of low ridership routes such as Route 25 and Route 315.

11. **FY19 County Connection Marketing Plan**

Ms. Horta summarized the FY19 Marketing Plan, which includes budget for a new website and new printed materials that will be needed as part of the service and fare restructure.

12. **Change to No Show/ Cancellations LINK Policy**

Item was pulled from the agenda.

13. **ADA Monthly Reports**

LINK monthly operating report April 2018, were reviewed. Mr. Donnelley asked about why there was so much turnover (30%) of LINK staff last year. Mr. McGowan explained that while this has gone down recently, there was some turnover last year due to a difficult job hiring market. Mr. Donnelly also asked about the high number of cancellations and no shows. Ms. Kamara replied that item 12 is designed to fix that issue, but it is not ready for committee discussion yet due to a review of FTA requirements.

14. **Fixed-Route Staff Reports**

Fixed-route Ridership Report – The monthly reports for March and April 2018 were reviewed.

15. **Member Communication:**

Chair Piper mentioned that the practice of calling in has been called into question as a violation of the Brown Act, the California open meetings law. The topic of changing the meeting location and scheduled date and time to be more convenient, as for more members to attend, was agreed to be discussed at the September committee meeting.

16. **Next Scheduled Meeting:** The next meeting is scheduled for September 11, 2018.

17. **Adjournment:** The meeting adjourned at 2:40 pm.