

**Summary Minutes  
Advisory Committee  
County Connection  
Gayle B. Uilkema Memorial Board Room  
2477 Arnold Industrial Way  
Concord, CA  
Tuesday, January 8, 1:00 p.m.**

**Members:** David Loyd, Jim Donnelly, David Piper  
**Staff:** Sean Hedgpeth, Rashida Kamara  
**Public:** Kristin Visbal

1. **Call to Order:** Meeting was called to order at 1:00 p.m.
2. **Approval of Agenda:** The agenda was approved.
3. **Approval of the Minutes of November 13, 2018:** 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. **Website Update**  
Mr. Hedgpeth informed the committee about the new website and encouraged members to take a look.
7. **Paratransit RFP**  
Ms. Kamara informed the committee about the pending LINK Paratransit RFP. She shared the schedule, which Mr. Donnelly commented was very aggressive. Ms. Kamara stated that this new RFP will have some more room for innovation and new approaches to delivering ADA rides and a small number of fixed routes. Ms. Kamara then informed the committee that a contractor will be selected in April 2019, with a contract for two years.
8. **Call Center Update**  
Mr. Hedgpeth informed the committee that County Connection staff took a look at the call volumes and presented the results to the board. The board then decided to make the closure of the customer service center on Saturdays permanent. Mr. Donnelly asked if we have the ability to leave a message. Mr. Hedgpeth replied that we currently don't have the capability but a recorded message is played back that suggests going to the website.

9. **Service Restructure Outreach Plan**  
Mr. Hedgpeth informed the committee that County Connection staff have a plan to inform our riders of the significant changes that will take effect in March 2019. In addition, branded Clipper Cards with stored value of a Day Pass will be distributed at BART stations.
10. **Final Board Approved Service Restructure**  
Mr. Hedgpeth informed the committee that most of the original service change proposal that was presented to the committee in Spring 2018 has been passed by the board. The only changes to the original proposal include retaining Route 315.
11. **ADA Monthly Reports**  
LINK monthly operating for October 2018 was 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 complains may not have been logged properly. She also mentioned that First Transit is tweaking its scheduling algorithm to better match riders, which may have an effect on vehicle speeds, miles and hours.
12. **Fixed-Route Staff Reports**  
Fixed-route Ridership Report – The monthly report for October 2018 was reviewed. Mr. Hedgpeth informed the committee that this was a flat ridership month with only a 0.2% decrease in average weekday ridership over last year.
13. **Member Communication:**  
Mr. Donnelly expressed his desire for the Advisory Committee to take a more active role in advising the board. He wanted to receive items from the other board committees before they reach the board, in order to give input that could change outcomes of certain projects. Mr. Hedgpeth stated that other agencies sometimes use incentives to draw more participation. Ms. Visbal said that some of her clients who use transit regularly would be very interested in serving on the committee if a transit pass was offered.  
  
Chair Piper notified the committee that his term expires in April 2019, and he is almost certain he will be moving to Houston this year. He then said that the March 2019 meeting would be his last, and expressed a desire to ensure a suitable replacement is found.
14. **Next Scheduled Meeting:** The next meeting is scheduled for March 12, 2019, at 1 pm at the County Connection board room.
15. **Adjournment:** The meeting adjourned in honor of the passing of local transit advocate Ralph Hoffman at 1:48 pm.

Minutes prepared by Sean Hedgpeth on January 15, 2019.