Summary Minutes
Advisory Committee (Ad-Comm)
Thursday, September 3, 2026

Members Present:
Allison Picard, City of Martinez (ZOOM)
John Crowe, City of Pleasant Hill
Ian McLaughlin, City of Walnut Creek
Jeanette Green, City of Concord (ZOOM)
Subhang Mall, At-Large (ZOOM)
Sean Barry, At-Large (ZOOM)

Members Absent:
Ivan Fedorenko, City of San Ramon
Anthony Valdiosera, City of Orinda

Staff Present:
Rosa Noya (CCCTA)
Andrew Smith (CCCTA)
Pranjal Dixit (CCCTA)
John Sanderson (CCCTA)
Roberto Contreras (Transdev)
Michael Peoples (Transdev)
Christian Sanchez (Transdev)

Public Attendees: Connie Yu (California Council for the Blind)

1. Call to Order
The meeting of the County Connection Advisory Committee (Ad-Comm) was called to order at approximately 1:34 p.m.

2. Roll Call
Roll call was conducted. Six members were present, and a quorum was established.

3. Approval of Agenda
The Committee considered approval of the meeting agenda.
The Chair provided an opportunity for public comment. No public comments were received.
Action: A motion was made by member McLaughlin and seconded by Vice-Chair Crowe to approve the agenda as presented.
Roll Call Vote:
5 yeas, 0 nays, and 1 Abstention (Member Green)
Motion passed.

4. Public Communication
The Chair invited members of the public to address the Committee on matters within the Committee's jurisdiction that were not otherwise listed on the agenda.
No public comments were received.

5. Consent Calendar
The Committee considered approval of the Consent Calendar, including the prior meeting minutes.
The Chair provided an opportunity for public comment. No public comments were received.
Action: A motion was made by member McLaughlin and seconded by Vice-Chair Crowe to approve the Consent Calendar.
Roll Call Vote:
4 yeas, 0 nays and 2 abstentions (Members McLaughlin and Green)
Motion passed.

6. FY2027 Advisory Committee (Ad-Comm) Work Plan-Discussion
The Ad-Comm continued its discussion regarding development of the FY2027 Work Plan. Members discussed opportunities to strengthen the Committee's role as a liaison between County Connection and the community, increase community outreach and public awareness, and provide feedback to the Board of Directors.
There was general support for periodic educational presentations on County Connection operations to better inform Committee members, with workforce recruitment and retention identified as a potential topic. Member Barry also added interest in learning the implications of the impacts of a yes or no passage of the Connect Bay Area Transit Initiative. Members also expressed interest in facility tours.
Member Green mentioned the idea of having committee members conduct small community outreach events to speak to community members about the Advisory Committee and its role. Some members mentioned wanting to accompany staff to events. Vice-Chair Crowe mentioned the value of having staff present to be able to manage any operational questions.
By consensus, the Committee agreed to establish a subcommittee to further develop outreach concepts. Chair Picard, Member Green, and Vice-Chair Crowe volunteered to participate. The subcommittee will report back to the full Committee.
Staff will also explore opportunities for interested members to participate in facility tours as well as potential educational presentations on workforce recruitment and retention.
No public comments were received.
No action was taken.

7. Fixed Route FY2026 Year-End Performance Report – Information Only
Mr. Dixit presented the FY2026 Fixed Route Year-End Performance Report. Highlights included stable year-over-year ridership, a decline in ridership on free routes in the Monument Corridor, increased fare revenue, fewer missed trips, improved operator staffing, and modest improvement in on-time performance.
The Committee received and discussed the report. No action was taken.

8. Paratransit FY2026 Year-End Performance Report – Information Only
Ms. Noya presented the FY2026 Paratransit Year-End Performance Report. LINK maintained on-time performance above the contractual standard and improved productivity, while ridership

decreased modestly. Staff also reported continued growth in the One-Seat Regional Ride program and Choice in Aging services.
Areas identified for continued attention included complaint levels, preventable accidents, and increased One-Seat Regional Ride operating and deadhead costs.
Committee members asked questions regarding contractual performance standards, ridership recovery since the pandemic, and methods used to receive and document customer complaints.
No public comments were received. No action was taken.

9. Release of RFP for County Connection/LAVTA Joint Paratransit Procurement – Information Only
Mr. Sanderson provided an update on the planned release of the joint County Connection/LAVTA paratransit operations and maintenance RFP. The procurement will include LINK ADA Paratransit, Wheels Dial-A-Ride, One-Seat Regional Ride, and other specialized transportation services.
The proposed contract includes a three-year base term with two one-year options, with the new contract anticipated to begin July 1, 2027. Staff noted that the new procurement incorporates lessons learned from the existing contract, including greater alignment of performance standards and improved data requirements.
No public comments were received. No action was taken.

10. LINK Paratransit Customer Satisfaction Survey Results – Information Only
Mr. Sanderson presented results from the LINK Paratransit Customer Satisfaction Survey. Overall customer satisfaction was positive, particularly regarding drivers and call center staff. On-time performance remained an area for improvement.
Staff also identified opportunities for additional rider education, noting that 41% of respondents were unaware of the LINK mobile application and 59% were unaware of the One-Seat Regional Ride program. Staff discussed the low participation among Spanish-speaking respondents and opportunities to improve future outreach.
During public comment, a longtime LINK rider (Connie) asked about customer suggestions for service improvements. Staff indicated that the most frequently identified areas included timeliness, scheduling and routing, communication and notifications, and some driver-related concerns.
No action was taken.

11. Committee Member Communications
There were no Committee member communications.

12. Adjournment
The meeting was adjourned at approximately 2:52 p.m.
The next Advisory Committee meeting was announced for October 1, 2026.

Minutes prepared by Rosa Noya on September 11, 2026.