

My name is Jenna Kiive, I live in Pleasant Hill, CA I use transportation through Link Paratransit in Contra Costa County. I've been riding for almost 10 years now, unfortunately I've always had issues with Link. They are constantly late due to a shortage of drivers and overbookings. I have gone to multiple board meetings to make changes but I have yet to see any. If I have an important appointment I always take other means of transportation to ensure that I arrive on time. I hope to see changes as I rely heavily on these services to get around in my community. I'm asking that you implement the recommendations in the Accessible Transportation Strategic Plan.

Jenny Moriarty: Sometimes my ride takes three hours when I would be picked up from the BART station and I get a notification from the LINK app, telling me that the driver is going to be there in 10 minutes and sometimes they're not. One time I got a notification that the driver is going to be there in 10 minutes...and...I got...at 4:00 and I got picked up at 5:30 and I would like...it was cold.

Hello, my name is Roberto Roman and I'm a resident of Martinez. I have mobility challenges that require me to walk with a cane. I rely primarily on public transit. Because of limited bus availability its difficult for me to get to work, to church, to doctors appointments and the grocery store. I'm advocating for more funding for busses, and bus stop benches. Thank you.