

The County Connection

Advisory Committee

Summary Minutes

Meeting of May 13, 2011

The meeting was called to order at 10:00 AM.

Members present were, Sara Vital, Phil Reed, Jan Kunz, Maureen Murphy, Sue Littlehale, David Loyd, Eileen Vonk, Sandra Smith, and Connie Whiting.

County Connection Staff present: Anne Muzzini, and Mary Burdick

Guests: Ralph Hoffmann

Approval of Agenda

The agenda was approved.

Approval of the Minutes of April 13, 2011

Phil Reed pointed out two instances where words were missing, and asked that the last sentence in the first paragraph of the Role and Function discussion be amended for clarity as follows: "...would like to see the group be self-directed as advisors between *transit users in their respective jurisdictions* and the Board". The meeting time was also incorrectly stated as being at 3:00 PM rather than 10:00 AM.

Public Comment

Ralph Hoffman made four announcements: 1) Thursday, May 12th was Bike-To-Work Day, pointing out the CCCTA has bike racks on all fixed-route buses that hold up to two bicycles. He suggested that CCCTA allow collapsible, folding bikes on the buses when both spaces in the rack are in use. 2) The CCTA recently moved to a new office near Pleasant Hill BART, and they allow the use of their facility for public meetings. He suggested that perhaps this group could meet there. Ms. Burdick pointed out that members driving to the meeting would be responsible for the parking fee. 3) June 16th is the APTA sponsored Dump The Pump Day. 4) A story in the morning paper highlighted the growth in the senior population, and how budget cuts affect this demographic, suggesting that seniors need to get out and vote.

Revised Committee Role And Function

Staff provided the draft Role and Function document for discussion. Numerous changes and additions were discussed and approved. The Committee asked that staff make the discussed changes and coordinate with Phil Reed on the final document that will go to the A&F Committee and the Board of Directors regularly scheduled June meetings.

Advisory Committee Transition Plan

The Committee approved the transition plan presented with a few changes. It was noted that Sandra Smith is the current Vice Chair, not Phil Reed. The Committee also agreed to

schedule meetings to take place at 9:30 AM on the second Friday of every other month beginning with the July meeting. The meetings will still be held at the CCCTA offices in the Board Room until further notice.

Paratransit Reports

- A. ADA Certification and Recertification Report – The Committee asked that the number of certification denials in August of FY11 be checked as the number appears abnormally high. (The number was found to be incorrect, and has been corrected).
- B. LINK Monthly Report – The formatting of rows 9-11 was questioned. It was also pointed out that the number while the number of complaints is very low, so is the number of commendations (0 year to date). Staff will double check with LINK staff. The “driver road check” and “ambulatory lift boarding” were questioned, and LINK staff explained these numbers relate to either quarterly or bimonthly checks and are not necessarily service related. Sarah Vital asked if telephone schedulers have access to account information at the time rides are being booked, so clients can be forewarned if there account is in arrears. Link staff explained that schedulers have access, and should pass this type of information on to the client at the time the next ride is booked.
- C. ADA Related Customer Service Reports – There were no complaints filed in April within the fixed-route division.
- D. Driver Appreciation Program – Roashona Danie was named the April winner.
- E. Ramp Events – The fixed route ramp report was reviewed.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly report for March was provided, and Anne Muzzini explained how the planning and marketing departments use this report to track trends and rank routes in terms of productivity. Also included was the route description summary that lists the major destinations served by each fixed-route.
- B. CCCTA Website User Information - Staff provided user statistics for the month of April. Information includes total number of visits, number of unduplicated visits, pages per visit, total time on site, and the number of those accessing the site using a mobile device.

Community Van Program

Anne Muzzini reported that of the 43 vans being replaced, ten will be included offered to Community Based Organizations through an application process. The small number of vans available is due to the fact that these vehicles have remained in service beyond the typical life span due to lacking state funds. A more complete report will be provided at the next meeting.

Adjournment

The meeting was adjourned at 12:15 PM.

The next meeting was scheduled for Friday, July 8, 2011 at 9:30 AM.



Mary Burdick, Manager of Marketing/Public Relations

6/24/11
Date