

The County Connection

Advisory Committee

Summary Minutes

Meeting of September 9, 2011

The meeting was called to order at 9:35 AM.

Members present were Phil Reed, David Loyd, Sandra Smith, and Charles Hogle, and Sue Littlehale.

Staff present: Mary Burdick (CCCTA)

Guests: None

Approval of Agenda

The agenda was approved.

Approval of the Minutes of July 8, 2011

The minutes were approved with notation of two typos.

Public Comment

None

Community Van Program

Ms. Burdick reported that a total of four applications were received, and two met the program requirements – Futures Explored, and the Lamorinda Spirit Van. Mr. Reed questioned what would happen with these vehicles, and Ms. Burdick replied that the Director of Maintenance and the Director of Administration were currently discussing the possibility of creating a 2nd tier process.

RTC Discount Card Pilot Program

Ms. Burdick reported that with the implementation of the Clipper program within the seven large transit agencies, most are eliminating traditional paper tickets. A pilot program will go into effect on October 1, 2011 allowing RTC cardholders who require attendants, to apply for a second Clipper enabled discount card for their attendant to use when traveling with their companion. The card issued for the attendant will have the eligible card holder photo, and the eligible cardholder will be responsible for this additional card. MTC will monitor card use to assure that trips taken by the attendant coincide with those take by the cardholder.

ADA Monthly Reports

- A. ADA Certification and Recertification Report – In both July and August 2011 those being certified and recertified for ADA service declined.
- B. LINK Monthly Report – The Monthly reports for June and July were presented. Mr. Reed questioned the difference between the total of all listed trip (lines 17-20) and the

total passenger count in line 4. This is due to the fact that many trips carry more than one passenger. There was also a question about the relationship between the decline in total passengers vs. the decline in wheelchair users. Staff would confirm these numbers with LINK personnel. There was also a question about the number of ambulatory lift boardings. Staff reported LINK was asked to omit this line because it represents an internal control and is causing a lot of confusion.

C. Ramp Events – June and July reports were presented.

Driver Appreciation Program – Michael Moss was the August Winner, and Gil Duenas was the September winner. The committee recommended that this report as well as the ADA complaint verbal report be moved to the fixed-route report section. Additionally, staff will investigate the cost to have the fixed-route complaint program modified so the Committee can see a snapshot of complaint activity.

D. Ramp Events – The fixed route ramp report was reviewed.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for July and August were reviewed.
- B. Driver Appreciation Winners – Michael Moss was the August winner, and Gil Duenas was the September winner.
- C. Customer Service Reports – Customer telephone contacts were presented. In July and August there were 112 telephone contacts that generated a customer service form for follow-up by the appropriate department. The majority of calls (101) were directed to the Operations department with issues ranging from buses running early, running late, conduct of operator, no-shows and pass ups.
- D. CCCTA Website User Information - Staff provided user statistics for the month of July and August. 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.


Committee Member Communication

Phil Reed asked that the list of Committee member contact information be included in the next packet. Sue Littlehale announced that a conference, sponsored by the Department of Motor Vehicles and aimed at senior citizens, would take place in Rossmoor in October.

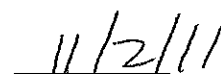
Adjournment

The meeting was adjourned at 10:35 AM.

The next meeting was scheduled for Friday, November 11, 2011 at 9:30 AM.



Mary Burdick, Manager of Marketing/Public Relations



Date