

# *The County Connection*

## **Advisory Committee**

### **Summary Minutes**

Meeting of November 11, 2011

The meeting was called to order at 9:30 AM.

Members present were David Loyd, Sandra Smith, and Charles Hogle, Connie Whiting, Sarah Vital, and Eileen Vonk

Staff present: Mary Burdick (CCCTA)

Guests: None

#### **Approval of Agenda**

The agenda was approved.

#### **Approval of the Minutes of September 9, 2011**

The minutes were approved.

#### **Public Comment**

None

#### **Community Van Program**

Ms. Burdick reported that the program outline was changed and approved to allow for surplus vehicles not donated through the Community Van Program to be donated to non-profit organizations within the CCCTA service area. The organizations would not be held to the reporting requirements, but they would also not be eligible to receive the maintenance subsidy. Four organizations will receive a van.

#### **Mobility Management Program Update**

Ms. Burdick reported that County Connection was taking the lead in moving this project forward within Contra Costa County. Originally the project was planned as a regional project with funds allocated to complete a service inventory, develop the mobility management plan, and develop and maintain a resource database. Because this project has been stalled, CCCTA staff will use the funds allocated for Contra Costa County and seek competitive bids, which are due in the office on November 11, 2011. Total funds available for the first two phases is \$143,750. Funding for the third phase (database development and management) is \$120,000, and has been allocated to the Contra Costa Transportation Authority.

#### **ADA Monthly Reports**

ADA Certification and Recertification Report, LINK Monthly Operating Report, and Fixed Route Ramp Reports for August and September 2011 were presented without comment.

### **Fixed-Route Staff Reports**

- A. Fixed-route Ridership Report – The monthly reports for September and October were reviewed.
- B. Driver Appreciation Winners – John Vassallo was the October winner, and Sheryl Robinson was the November winner.
- C. Customer Service Reports – Customer telephone contacts were presented. In September and October there were 148 customer contacts that generated a customer service complaint form for follow-up by the appropriate department.
- D. CCCTA Website User Information - Staff provided user statistics for the month of September and October. Information included 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.

### **Adjournment**

The meeting was adjourned at 10:35 AM.

The next meeting was scheduled for Friday, January 13, 2012 at 9:30 AM.

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Mary Burdick, Manager of Marketing/Public Relations

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Date