

# *The County Connection*

## **Advisory Committee**

### **Summary Minutes**

Meeting of January 13, 2011

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

Members present were Sandra Smith, Charles Hogle, Connie Whiting, Eileen Vonk, Phil Reed, Sue Littlehale, and Maureen Murphy

Staff present: Mary Burdick (CCCTA)

Guest: Ralph Hoffmann

#### **Approval of Agenda**

The agenda was approved.

#### **Approval of the Minutes of November, 2011**

The minutes were approved.

#### **Public Comment**

Mr. Hoffmann introduced himself as a member of the Senior Mobility Council on Aging. Mr. Hoffmann brought suggested changes to fixed-routes 2, 7, 25, and 98X, and reported that he has not received staff comment to his recommendations. Ms. Burdick reported that several of the ideas were, in fact, discussed at the Board Committee level and have not been implemented for a number of reasons. Ms. Burdick reported that the list of suggestions will be given to the Director of Planning.

#### **Clipper Fare Program Update**

Ms. Burdick provided an update on the Metropolitan Transportation Commission's regional fare collection program that included a general overview of how the tickets are used, ticket distribution, Clipper and Title VI Concerns, and current customer concerns.

With all the large Bay Area transit operators using the Clipper card for fare payment, and to encourage greater use of the Clipper cards, MTC has asked operators to discontinue selling current fare instruments. They have asked BART to limit the number of locations where people can obtain a BART discount (red and green) ticket. While obtaining an adult Clipper card is relatively easy, seniors must do so in person so the proof of eligibility can be verified by those distributing the ticket. There are no locations in Central Costa County where seniors can easily obtain a Sr. Clipper Card, which has caused some concerns. CCCTA has agreed to assist BART by distributing the Sr. Clipper cards at main office in Concord.

County Connection, along with remaining East Bay bus operators are not expected to be included in the Clipper program until the end of Phase III, which is likely to take another couple of years.

### **ADA Monthly Reports**

- A. ADA Certification and Recertification reports for November and December 2012 were reviewed.
- B. LINK monthly operating reports for Oct./Nov. 2012 were reviewed. The committee suggested that the number of commendations be included in the written report, or as a verbal report.
- C. Ramp Events recorded on the fixed-route system for the Oct./Nov. time period were reviewed.

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

- A. Fixed-route Ridership Report – The monthly reports for Oct. and Nov. were reviewed without comment.
- B. Driver Appreciation Winners – Oswaldo Fajardo was the December winner, and Monroe Woodard was the January winner.
- C. Customer Service Reports – Customer telephone contacts were presented. In November and December there were 117 customer contacts that generated a customer service complaint form for follow-up by the appropriate department. There were 15 commendations. Total telephone calls were 13,228.
- D. CCCTA Website User Information - Staff provided user statistics for the Nov./Dec. time period 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.

### **Upcoming Agenda Items**

Ms. Burdick explained that in the coming months the committee would be asked to review critical public reports that are filed with the Metropolitan Transportation Commission. These include the Short Range Transit Plan and the FY2012 Operating and Capital Budget. The Short Range Transit Plan is presented to the Board Marketing, Planning & Legislative Committee one chapter at a time. Ms. Burdick will begin presenting the chapters to the Committee as they are completed. The FY2012 Operating and Capital Budget are discussed at the Board Administrative and Finance Committee over several months. The Board of Directors will see the first draft in April, which means the Advisory Committee will see the final draft document at the May meeting. Ms. Burdick reminded the committee that these documents are available on the agency website if they wish to review the drafts in months when the Advisory Committee does not meet.

Additionally, staff will be providing updates on the Mobility Management, and Real Time Bus Information projects as they progress.

### **Member Communications**

Phil Reed asked that the Role and Function document approved by the Committee and the Board of Directors be included in the March meeting packet.

**Adjournment**

The meeting was adjourned at 11:10 AM.

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

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Mary Burdick, Manager of Marketing/Public Relations

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Date