

# *The* **County Connection**

## **Advisory Committee**

### **Summary Minutes**

Meeting of March 9, 2012

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

Members present were Phil Reed, Connie Whiting, Sara Vital, and David Lloyd. Sandra Smith, Chris Learned, and Maureen Murphy were excused.

Staff present: Mary Burdick (CCCTA), Laramie Bowron and Ryan Hiatt from LINK.

#### **Approval of Agenda**

The agenda was approved.

#### **Approval of the Minutes of January 13, 2012**

The minutes were approved.

#### **Public Comment**

Mary Burdick reported that the Contra Costa County will hold a training workshop for advisory body members. Flyers were made available for those interested. Burdick also reported that Sue Littlehale would be leaving the committee as the representative from Orinda, and be replaced by David Libby. His appointment will be approved by CCCTA Board of Directors in April.

#### **Short Range Transit Plan**

Laramie Bowron presented Chapter II of CCCTA's Short Range Transit Plan which defines the goals, objectives and performance standards for the fixed-route and paratransit services. The Short Range Transit plan is a planning and finance document that is used to support the allocation of federal funding. The plan covers a ten year period and is updated every three years. The goals and objectives are adopted by the Board of Directors to address system efficiency, effectiveness, and equity.

Committee discussion was focused on the table that highlighted the various performance measurements covering a five year span. Mr. Bowron pointed out that while many performance indicators did not meet the objective, steady improvements are noted in total passengers, operating cost containment, and passengers per revenue mile. Mr. Reed questioned whether the goals should be adjusted, and Mr. Bowron responded that while the Board acknowledged that the goals may be high, they did not recommend changes.

#### **Advisory Committee Role and Function**

In response to a request made at the January meeting, Ms. Burdick included the Role and Function Document that was drafted by the Committee and approved by the CCCTA Board of Directors in June, 2011.

## **ADA Monthly Reports**

- A. ADA Certification and Recertification reports for January and February 2012 were reviewed. The Committee asked to see a 5 year history.
- B. LINK monthly operating reports for Dec. 2011 and Jan. 2012 were reviewed. A few calculation or formula errors were noted in the December report. Phil Reed suggested that a ridership report for the Community Van program be provided for the last two years to demonstrate the value of this program in keeping the growth in LINK service at a manageable level. Ms. Burdick was not sure if these riders are being tracked like they used to since three key staff positions in the Accessible Services division have remained unfilled since the program began.

Sarah Vital asked how schedules adherence is measured – based on pick-up times or appointment times. Mr. Hiatt explained this measurement is based on pick-up times. He noted that the pick-up times are scheduled based on appointment times. He reported that scheduling of pick-up times can be adjusted in the Trapeze software, and he would look into this.

The committee asked that commendations also be included, at least as part of a verbal report.

- C. Ramp Events recorded on the fixed-route system for the Dec. and Jan. time periods were reviewed.

## **Fixed-Route Staff Reports**

- A. Fixed-route Ridership Report – The monthly reports for Dec. 2011 and Jan. 2012 were reviewed without comment.
- B. Driver Appreciation Winners – Ms. Burdick reported that Oswaldo Fajardo was the December winner, and Monroe Woodard was the January winner.
- C. Customer Service Reports – Customer telephone contacts were presented for Jan. and Feb. 2012. There were 139 customer contacts that generated a customer service complaint form for follow-up by the appropriate department. There were 11 commendations. Total telephone number of telephone call for this period was 13,204.
- D. CCCTA Website User Information - Staff provided user statistics for Jan. and Feb. 2012 time that 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**

Items to be presented at the May meeting include the FY2013 Draft Budget, another chapter of the Short Range Transit Plan, and the draft Marketing Plan. Ms. Burdick will also ask for an update on the Mobility Management Project.

## **Member Communications**

Sarah Vital reminded the Committee that new officers should be nominated and approved, and asked that this take place at the May meeting. Eileen Vonk was nominated to serve as Chair.

## **Adjournment**

The meeting was adjourned at 11:30 AM.

The next meeting was scheduled for Friday, May 11, 2012 at 9:30 AM.

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Mary Burdick, Manager of Marketing/Public Relations

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Date