

# *The County Connection*

## Advisory Committee

### Summary Minutes

Meeting of July 13, 2012

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

Members present were David Lloyd, Maureen Murphy, Eileen Vonk, and David Libby.

Staff present: Mary Burdick (CCCTA) and Sandra Ramon from (LINK).

Guest present: None

#### **Approval of Agenda**

The agenda was approved.

#### **Approval of the Minutes of May 11, 2012**

The minutes were approved.

#### **Public Comment**

None.

#### **ADA Monthly Reports**

- A. ADA Certification and Recertification reports for May and June 2012 were reviewed. The Committee noted the significant drop (15%) in certifications/recertification between fiscal years 2011 and 2012, and questioned if staff can pinpoint any specific reasons for the declining trend. Ms. Burdick reported that this trend is being watched as the decline is contrary to projections assumed to take place as the population ages. She suggested more communities are focusing on transportation solutions for seniors, and this could be helping to keep the numbers in check.
- B. LINK monthly operating reports for April and May 2012 were reviewed. Ms. Vonk asked for clarification of the weekend service area, citing that some trips that are allowed on weekdays, but not on weekends. Ms. Burdick explained that because the ADA paratransit service area mirrors the fixed-route service, there will be some areas where paratransit vehicles will not travel on weekends, since there is no fixed-route service in these areas on weekends. Ms. Vonk also reported that there is a LINK client who frequents the Concord Senior Center who repeatedly is not where she is supposed to be which may lead to caller complaints against the operator. This may be a communication issue as the client speaks Polish.

- C. Ramp Events recorded on the fixed-route system for the April and May time periods were reviewed. May was the record month so far this fiscal year for lift assisted boarding. Many felt that the mild weather plays a role in travel patterns and choices.

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

- A. Fixed-route Ridership Report – The monthly reports for April and May 2012 were reviewed without comment.
- B. Driver Appreciation Winners – Ms. Burdick reported that Monroe Woodard was the June winner, and Jeff Marquez was the July winner. Ms. Vonk said that her neighbor uses the fixed-route service frequently and really appreciates the bus driver, and wanted to know where to get the Driver Appreciation Cards. Ms. Burdick gave several packets to Ms. Vonk to give to her neighbor. They are only distributed through this office now that the Transportation Center has closed. We include a packet with each D&S Ticket sold at our front desk, through the mail, or with on-line purchases. Her neighbor can always call us and we'd be happy to send her more.
- C. Customer Service Reports – Customer telephone contacts were presented for June and July 2012. There were 113 customer contacts that generated a customer service complaint form for follow-up by the appropriate department. There were 9 commendations. Total number of telephone calls for this period was 13,109.
- D. CCCTA Website User Information - Staff provided user statistics for May and June 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. The Committee expressed interest in seeing a report that outlines the top pages users are accessing.

### **Upcoming Agenda Suggestions**

Staff will provide an update on the introduction of Bus Tracker, the real time bus arrival program. Also expected is the draft summary report for the on-board surveys conducted by MTC.

### **Adjournment**

The meeting was adjourned at 11:10 AM.

The next meeting was scheduled for Friday, September 14, 2012 at 9:30 AM.

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Mary Burdick, Manager of Marketing/Public Relations

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Date