

The County Connection

Advisory Committee

Summary Minutes

Meeting of September 14, 2012

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

Members present were David Libby, Eileen Vonk, and Sarah Vital.

Staff present: Mary Burdick (CCCTA) and Alvano Sayong (LINK).

Guest present: Susan Rotchy, Danielle Roundtree, and Roger Acuna from Independent Living Resource.

Approval of Agenda

The agenda was approved.

Approval of the Minutes of July 13, 2012

The minutes were approved.

Public Comment

Roger Acuna addressed the committee about the overcrowded conditions on the Rt. 20 buses traveling to DVC in the morning, particularly on the 8:45 trip. There are several passengers on this trip in wheelchairs, which add to the crowding. Suggests we put an 8:30 AM bus back on the schedule.

Danielle Roundtree spoke to the same issue, adding that the overcrowding tends to aggravate riders with certain disabilities, making travel uncomfortable and unpredictable for all. She passed around a photo taken on a very crowded Rt. 20 bus.

Susan Rotchy explained that she is a wheelchair rider who travels from Solano County on the Solano Commuter Express. She is a parent and a taxpayer who deserves better service. Leaving students behind is not acceptable.

Ms. Burdick followed up a recent communication with Mr. Acuna about this situation, and what our dispatch office was doing to minimize passengers being left at the BART station. Ms. Burdick also assured the guests and the Advisory Committee that she would bring the concerns to the attention of the Director of Planning, and report back to Ms. Rotchy, who agreed to share the staff response with Ms. Roundtree and Mr. Acuna.

2012 On-Board Survey Summary Report

Laramie Bowron presented the summary report completed by RedHill Group. The survey was conducted in April by an MTC-hired consultant. The last on-board survey was conducted in 2007, prior to the service cuts in 2009, so this provides a valuable updated

rider profile. Mr. Bowron highlighted notable information: 53% of our riders do not have a driver's license, 60% ride at least 5 days a week, 52% use the bus to get to/from work, and that 17% of respondents indicated that if bus service was not available they would not have been able to make their trip. Other findings noted by the committee include: the relative even distribution of income levels dispelling the perception that only low income riders use the bus, and that 80% of respondents indicate they have some access to their internet either through a computer, smart phone or tablet device.

Bus Tracker Introduction Update

Ms. Burdick provided an update of the project to date, and shared draft layouts for several marketing pieces. At present staff anticipates that Bus Tracker will go live by the end of November, and that all the major outreach efforts involving the media will take place after the November election and holiday season.

Ms. Burdick will provide a demonstration at the November meeting.

Changes to the RTC Discount Card Program and Clipper

Ms. Burdick reported that effective September 1, 2012 RTC cards will expire 5 years from the date of issue rather than 3 years. The fee will remain at \$3 for a new card. RTC cards will no longer be issued to seniors except for seniors who are eligible to travel with attendants. Seniors will be directed to get the senior Clipper card which is free and has no expiration. Both Clipper and the RTC databases will be managed by the Clipper Customer Service contractor. Also beginning September 1, 2012 Adult Clipper cards will cost \$3. This fee will be waived if users sign up for the automatic reloading feature. Senior Clipper cards will remain free.

ADA Monthly Reports

- A. ADA Certification and Recertification reports for July 2012 were reviewed.
- B. LINK monthly operating reports for June and July 2012 were reviewed. A similar declining trend was seen in the LINK reports. The increase in transfer trips was noted. Ms. Vonk commented that the communication issue at the Concord senior center she reported at the last meeting (regarding a woman waiting for her pick up at the wrong location) seems to be resolved. Ms. Vital asked if LINK would ever consider offering a pre-paid LINK pass in addition to pre-paid accounts. She commented that she often is unaware of the status of her account balance, and if she had a pre-paid punch pass or ticket booklet, she would know the status of account. Mr. Sayong said he would inquire about this with the Director of Transportation at CCCTA.
- C. Ramp Events recorded on the fixed-route system for the June and July 2012 time periods were reviewed.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for June and July 2012 were reviewed without comment.

- B. Driver Appreciation Winners – Ms. Burdick reported that Esparanza Smith was the August winner, and Sonia Grady was the September winner.
- C. Customer Service Reports – Customer telephone contacts were presented for August and September. There were 69 customer contacts that generated a customer service complaint form for follow-up by the appropriate department. There were 5 commendations. Total number of telephone calls answered during this period was 13,460.
- D. CCCTA Website User Information - Staff provided user statistics for July and August 2012 time. Ms. Burdick also included a report that identifies the top 50 pages users are viewing.

Upcoming Agenda Suggestions

Staff will demonstrate Bus Tracker, the real time bus arrival program at the meeting.

Adjournment

The meeting was adjourned at 11:15 AM.

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

Mary Burdick, Manager of Marketing/Public Relations

Date