

The County Connection

Advisory Committee

Summary Minutes

Meeting of November 9, 2012

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

Members present were David Libby and Eileen Vonk.

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

Guest present: Metropolitan Transportation Commission (MTC) representative, Jennifer Yeaman, County Connection Board Chair, Erling Horn, in-coming Advisory Committee member from Martinez, Cary Kennerly, and County Connection bus operator, Joyce Clark.

Approval of Agenda

The agenda was approved.

Approval of the Minutes of September 14, 2012

The minutes were approved.

Public Comment

Jennifer Yeaman was introduced as the MTC representative coordinating the update of the Coordinated Public Transit/Human Services Transportation Plan. This plan focuses on the transportation needs of the region's low-income, elderly and disabled populations.

Programs or services funded through the 5310, New Freedom and JARC programs must be identified in the regional plan. Ms. Yeaman explained the goal is to improve transportation coordination in the region, and that the update will outline service gaps identified in the previous plan and include priority solutions.

Advisory bodies are encouraged to review the documents posted on the MTC website and provide feedback. She anticipates that the draft will be ready for public comment by January 2013, and will be presented to the MTC Board of Directors for approval in February.

Mary Burdick introduced Cary Kennerly as the incoming representative from Martinez. Mr. Kennerly has an extensive background in construction, specializing in the ADA and accessibility matters.

Bus Tracker Introduction

Ms. Burdick reported that the real time Bus Tracker will be available to the public in early December and provided a live demonstration on how to see predicted arrivals on both the map and the arrivals grid screens. Members were shown how users can easily set up an

account to begin receiving service alerts. Flyers were made available for members to distribute in their communities.

ADA Monthly Reports

- A. ADA Certification and Recertification reports for September and October were reviewed without comment.

- B. LINK monthly operating reports for August and September 2012 were reviewed. Mr. Sayong, operations manager for First Transit pointed out that the numbers for schedule adherence were quite different from previous reports. He noted that now that tracking software is being used, these figures are probably more accurate than previous reports, and that this objective will be closely monitored and adjusted as necessary.

Mr. Sayong also addressed a question presented at the November meeting about the possibility of introducing a LINK ride booklet or punch pass. He reported that this required Board approval and that a similar request was denied several years ago. About 20% of clients have prepaid billing status.

- C. Ramp Events recorded on the fixed-route system for the August and September 2012 time periods were reviewed.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for August and September 2012 were reviewed without comment.
- B. Driver Appreciation Winners – Ms. Burdick reported that Sandra Polk was the October winner, and Roxanne Delaney was the November winner.
- C. Customer Service Reports – Customer telephone contacts were presented for September and October. There were 67 customer contacts that generated a customer service complaint form for follow-up by the appropriate department. There were 8 commendations. The total number of telephone calls answered during this period was 12,812. Ms. Vonk asked staff to explain the difference between complaints logged as a “pass up” and “refusal to stop”. County Connection bus operator, Joyce Clark explained that at times a passenger misses their stop and will ask the operator to simply pull over. As this is against our policy and could result in disciplinary action, the operator must continue to the next posted bus stop. This policy is explained to the caller, but if they still wish to file a complaint, this is how it is registered.
- D. CCCTA Website User Information - Staff provided user statistics for September and October 2012. Ms. Burdick also included a report that identifies the top 50 pages users are viewing.

Upcoming Agenda Suggestions

Ms. Burdick will check the MTC website prior to the January meeting and if available, print copies of MTC’s Coordinated Public Transit/Human Services Transportation Plan.

Adjournment

The meeting was adjourned at 11:00 AM.

The next meeting was scheduled for Friday, January 11, 2013 at 9:30 AM.

Mary Burdick, Manager of Marketing/Public Relations

Date