

The County Connection

Advisory Committee

Summary Minutes

Meeting of January 11, 2013

The meeting was called to order at 9:35 AM.

Members present were David Libby, David Loyd, and Cary Kennerley.

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

Approval of Agenda

The agenda was approved.

Approval of the Minutes of November 9, 2012

The minutes were approved.

Public Comment

There was no public comment.

ADA Monthly Reports

- A. ADA Certification and Recertification reports for November and December were reviewed without comment.
- B. LINK monthly operating reports for October and November 2012 were distributed and reviewed. Mr. Sayong, operations manager for First Transit, reported that on time performance has been closely monitored since using the new scheduling software. One factor that influences on-time performance occurs when passengers are late getting out from appointments. Operators report the time that passengers are there and on board – not the time the bus arrives for pick up. Another factor is the increase in passengers boarding with mobility devices.
- C. Ramp Events recorded on the fixed-route system for the October and November 2012 time periods were reviewed.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for October and November 2012 were reviewed. Ridership is slowly growing with a year to date increase of 2.4%.
- B. Driver Appreciation Winners – Ms. Burdick reported that Robin March was the December winner, and Mark Romero was the January winner.
- C. Customer Service Reports – Customer telephone contacts were presented for November and December. There were 46 customer contacts that generated a customer service complaint form for follow-up by the appropriate department.

There were 10 commendations. The total number of telephone calls answered during this period was 12,160.

- D. CCCTA Website User Information - Staff provided website user statistics for November and December 2012. Ms. Burdick also included a report that identifies the top 50 pages users are viewing.

Upcoming Agenda Suggestions

Ms. Burdick suggested that committee members check the Metropolitan Transportation Commission website if they are interested in commenting on the update of the coordinated Public Health/Human Services Transportation Plan.

Adjournment

The meeting was adjourned at 10:50 AM.

The next meeting was scheduled for Friday, March 8, 2013 at 9:30 AM.

Mary Burdick, Manager of Marketing/Public Relations

Date