

County Connection

Advisory Committee

Summary Minutes

Meeting of March 8, 2013

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

Members present were: Eileen Vonk, Cary Kennerley, and David Loyd

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

Guest: Erling Horn, CCCTA Chair and Bruce Baginski, rider

Approval of Agenda

The agenda was approved.

Approval of the Minutes of January 11, 2013

The minutes were approved.

Public Comment

County Connection Board Chair, Erling Horn introduced himself and thanked the Advisory Committee for the time they devote to attending the meetings and staying informed of the issues that affect County Connection services.

ADA Monthly Reports

- A. ADA Certification and Recertification reports for January and February were reviewed without comment.
- B. LINK monthly operating reports for Dec. 2012 and Jan. 2013 were reviewed. Mr. Sayong, operations manager for First Transit, reported that on time performance has been closely monitored since using the new scheduling software. The new software is tracking by the departure time from the location rather than the time the vehicle arrives, which is why there is a dramatic decrease in this performance measurement. The software is being adjusted to reflect the arrival times. Eileen Volk asked if Mr. Sayong will report the number of commendations received during the reporting periods. Mr. Sayong will report this verbally at the meetings.
- C. Ramp Events recorded on the fixed-route system for the Dec. 2012 and Jan. 2013 were reviewed.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for Dec. 2012 and Jan. 2013 were reviewed. Ridership is slowly growing with a year to date increase of 3%. The planning department continues to monitor ridership on routes with poor productivity.

- B. Driver Appreciation Winners – Ms. Burdick reported that John Wong was the February winner, and Michael McGee Williams was the March winner.
- C. Customer Service Reports – Customer telephone contacts were presented for January and February 2013. There were 104 customer contacts that generated a customer service complaint form for follow-up by the appropriate department. There were 6 commendations. The total number of telephone calls answered during this period was 12,034.
- D. CCCTA Website User Information - Staff provided website user statistics for January and February 2013. Ms. Burdick also included a report that identifies the number of people using Bus Tracker directly from a bookmark, rather than clicking through from the agency website.

Upcoming Agenda Suggestions

Ms. Burdick mentioned that the May meeting will have a heavier agenda that will include the FY2014 Operating and Capital budget, the final draft Mobility Management Plan, and the draft 2014 Marketing and Communications Plan.

Adjournment

The meeting was adjourned at 10:30 AM.

The next meeting was scheduled for Friday, May 10, 2013 at 9:30 AM.

Mary Burdick, Manager of Marketing/Public Relations

Date