

# *County Connection*

## Advisory Committee

### Summary Minutes

Meeting of September 13, 2013

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

Members present were: Eileen Vonk

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

Guest: Erling Horn, County Connection Board Chair, Ralph Hoffmann

### **Approval of Agenda**

### **Approval of the Minutes of May 10, 2013**

The minutes were approved.

### **Public Comment**

County Connection Board member Erling Horn announced that he would be stepping down as the Board Chair. He thanked the Committee and stated that he enjoyed attending the meetings of the Advisory Committee. Ralph Hoffmann announced that nominations for the Eileen Lubkin Award (sponsored by Senior Mobility Action Council) were still open. He also commented that he thought the benches on the trolley buses were hard and slippery.

### **Free Mid-Day Fare Program**

Mary Burdick reported that both the MP&L Committee and the A&F Committee approved reinstating the free mid-day fare program for senior and disabled passengers, and in August, the Board of Directors also approved the recommendation. Staff expects implementation to take place with the Winter service bid on December 22, 2013.

### **Board Workshop for Paratransit Service**

The Director of Transportation was not able to attend the meeting to provide an update on the recent Board workshop.

The workshop provided an opportunity for the Board to explore alternative service models for paratransit service. County Connection is in the final option year with First Transit and will need to go out for bid in 2014 for this service. Staff will seek direction from the Board regarding incorporating preferred options into a Request For Proposal that will define the scope of services to be provided.

### **ADA Monthly Reports**

- A. ADA Certification and Recertification reports for July and August were reviewed without comment.

- B. LINK monthly operating reports for April through July were reviewed. Eileen Vonk described an unsatisfactory experience that took place about 2 weeks prior that involved a seriously late pick-up, compounded by an operator who was not familiar with the service area and got lost due to the GPS not working. Mr. Sayong apologized, noting that for a variety of reasons, they are currently short on drivers and are recruiting.
- C. Ramp Events recorded on the fixed-route system for the fiscal year 2013 were reviewed without comment.

**Fixed-Route Staff Reports**

- A. Fixed-route Ridership Report – The monthly reports for June and July. The year-end fixed-route ridership increased by 4%. Ridership in July 2013 is 3.1% higher than in July 2012.
- B. Driver Appreciation Winners – July – Anthony Crayton; August – June Owens.
- C. Customer Service Reports – Customer telephone contacts were presented for July and August 2013. There were 109 customer contacts that generated a customer service complaint form for follow-up by the appropriate department. There were 12 commendations. The total number of telephone calls answered during this period was 13,078.
- D. CCCTA Website User Information - Staff provided website user statistics for July and August 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. Bus Tracker usage seems to be leveling off.

**Upcoming Agenda Suggestions**

None

**Adjournment**

The meeting was adjourned at 10:30 AM.

The next meeting scheduled for Friday, November 8, 2013.

---

Mary Burdick, Manager of Marketing/Public Relations

---

Date