

# *County Connection*

Advisory Committee

Summary Minutes

Meeting of November 8, 2013

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

Members present were: Eileen Vonk and David Loyd

Staff present: Mary Burdick and Alvaro Sayong (LINK)

Guest: Ralph Hoffmann

## **Approval of Agenda**

The agenda was approved.

## **Approval of the Minutes of September 13, 2013**

The minutes were approved.

## **Public Comment**

Ralph Hoffmann reported comments he heard from operators who are not able to keep their schedules, and are consistently running late due to the increase in traffic this time of year.

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

Mary Burdick reported that the free mid service program for senior and disabled riders will begin with the service bid on December 22, 2013. Public notices will be placed on the buses the first part of December, flyers are being sent to Senior Centers and housing complexes in our service area, and a news release will be sent to media outlets and posted on the website and social media.

## **ADA Monthly Reports**

- A. ADA Certification and Recertification reports for September and October 2013 were reviewed without comment.
  
- B. LINK monthly operating reports for August and September were reviewed. An increase in road calls was noted in September. First Transit service manager, Alvaro Sayong reported that there were no serious incidents, but that most were small issues such as defective signal bulb. While minor, vehicles do not remain in service due to potential liability. Schedule adherence continues to be closely monitored, and is improving with the changes made to the reporting of the operator arrival time, not departure time. The ongoing issue of clients not being ready when the vehicle arrives continues, but is also improving.

- C. Ramp Events recorded on the fixed-route system for July through September 2013 were reviewed without comment.

### **Fixed-Route Staff Reports**

- A. Fixed-route Ridership Report – The monthly reports for August and September 2013 were reviewed. Ralph Hoffmann listed routing changes he recommends for the Rts. 2, 4, 5, and 25. Ms. Burdick replied that the O&S Committee has reviewed the suggestions in the past, and no action is being recommended at this time.
- B. Driver Appreciation Winners – Sept. – Jason Savage; Oct.– Sophia Morris.
- C. Customer Service Reports – Customer telephone contacts were presented for September and October 2013. There were 99 customer contacts that generated a customer service complaint form for follow-up by the appropriate department. There were 5 commendations. The total number of telephone calls answered during this period was 14,546.
- D. CCCTA Website User Information - Staff provided website user statistics for September and October 2013. Mobile users account for approximately 65% of all web use. 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. A mobile application has been developed for both the apple and android formats.

### **Upcoming Agenda Suggestions**

Ms. Burdick reported that an adaptive service plan conducted by Nelson Nygaard is complete and will be presented to the Board. The summary will come to the Committee in Jan.

### **Adjournment**

The meeting was adjourned at 10:20 AM.

The next meeting scheduled for Friday, January 10, 2014.

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Mary Burdick, Manager of Marketing/Customer Service

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Date