

County Connection

Advisory Committee

Summary Minutes

Meeting of January 10, 2014

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

Members present were: David Loyd, Cary Kennerly, and David Libby

Staff present: Mary Burdick and Alvaro Sayong (LINK)

Guest: Ralph Hoffmann, Angie Lee-Futures Explored, Jenny Moriarty

Approval of Agenda

The agenda was approved.

Approval of the Minutes of November 8, 2013*

The minutes were approved.

Public Comment

Ralph Hoffmann asked for clarification on his role with the Advisory Committee. Ms. Burdick reported that his role when attending Advisory Committee meetings is as a guest, and he is welcome to attend and provide input to any agenda item. He reported the increase in parking fees at many BART stations may result in increased bus ridership. Finally, the Adaptive Service Plan is on the Contra Costa Transportation Authority agenda for the Jan. 15, 2014 meeting.

Angie Lee from Futures Explored reported a LINK complaint for a trip scheduled on 1/6/14. The reservation was for 8:00 AM. The van showed up at 7:30, called and said they would wait 5 minutes. Ms. Lee explained that it can often take her 5 minutes or longer to get from her residence downstairs to the main entrance. Mr. Sayong, LINK manager, explained the the minute window, and in this case, if the reservation was for 8:00 AM, the window of time would be 7:45 – 8:15 AM. Ms. Lee said that she often uses LINK and BART to get from Danville to Concord because the LINK trip can take two hours or more depending on how long she has to wait. Mr. Sayong explained that because LINK is a shared ride service, long trips can take much longer.

Adaptive Service Plan

Mary Burdick presented the Executive Summary for the recently completed Adaptive Service Plan. This study was conducted in the Transpac service area by Nelson/Nygaard to make suggestions on changes to consider to improve transit service and efficiency on underutilized routes. The focus areas recommended in the report are in Martinez and Walnut Creek, and affect routes 2, 5, 7, 19, 18, and 28. The plan also recommends implementing a new service that would connect neighborhoods downtown to the retail stores on Arnold Drive in Martinez.

Ms. Burdick reported that the next steps are to bring get approval from the Operations and Scheduling Committee and the Board of Directors to begin the public hearing process to gather input from the community.

ADA Monthly Reports

- A. ADA Certification and Recertification reports for November and December 2013 were reviewed without comment.
- B. LINK monthly operating reports for October and November 2013 were reviewed. Two escalating trends discussed were the increase in wheelchair boardings, and the increase in no-show trips.
- C. Ramp Events recorded on the fixed-route system for October and November 2013 were reviewed without comment.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for October and November 2013 were reviewed. Ridership is up slightly (2.4% and 1.5% respectively) compared to the same month prior year.
- B. Driver Appreciation Winners – Nov./Stacy Rossini, Dec./ Ron Allison.
- C. Customer Service Reports – Customer telephone contacts were presented for November and December 2013. There were 69 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 10,631.
- D. CCCTA Website User Information - Staff provided website user statistics for November and December 2013.

Upcoming Agenda Items

Ms. Burdick reported that both the Short Range Transit Plan and the FY2015 Draft Budget would be on the agenda in coming months, as well as any further recommendations that may result from the Adaptive Service Plan and the Mobility Management Study.

Adjournment

The meeting was adjourned at 10:50 AM.

The next meeting scheduled for Friday, March 14, 2014.

Mary Burdick, Manager of Marketing/Customer Service

Date