

County Connection

Advisory Committee

Summary Minutes

Meeting of March 7, 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, Laramie Bowron, Alvaro Sayong, and Pam Rutheford (LINK)

Guest: None

Approval of Agenda

The agenda was approved.

Approval of the Minutes of January 10, 2014

The minutes were approved.

Public Comment

None

Public Hearing-Proposed Service Changes

Mary Burdick presented the schedule of public hearing times and locations for gathering comment on the changes proposed as a result of the Adaptive Service Plan. The recommended changes affect Walnut Creek, Martinez, and a portion of Concord.

- Changes in Walnut Creek include elimination of Route 2, increased service on Route 5 that includes more streamlined service to WC BART. Eliminate the portion of Route 7 serving Buena Vista and Ygnacio Valley Rd. to allow increased and more direct service between PH BART and the Shadelands Business Park.
- Changes in Martinez include minor re-routing of Routes 18 and 28, elimination of Route 19, and the introduction of a Martinez Community Shuttle.
- Changes in Concord include the loss of service on Concord Blvd./Stanwell if Route 19 is eliminated.

Access Improvement Project

Laramie Bowron presented the final draft of the completed Access Improvement Study conducted by TJKM Consultants. The firm was tasked with studying and ranking the top 50 bus stops for improvement, developing detailed improvement projects for those top ranked stops, and developing a database for all bus stops that County Connection would then keep up to date. This study was funded by a Caltrans Planning grant.

TJKM coordinated with MTC, the Contra Costa Transportation Authority, County Health department and various Cities to gather the necessary data. All 1700 County Connection bus stops were evaluated at the top 50 stops were identified, along with detailed project description and estimated funding requirements.

Mr. Bowron explained that this document will now serve as a supporting document in the grant application process.

Member Kennerly asked how projects will be prioritized once a grant is received. Mr. Bowron explained that it would depend on the nature of the grant, as different grants may be tailored to a specific interest, purpose or City. County Connection would partner with the City in prioritizing which stops will receive what improvements.

ADA Monthly Reports

- A. ADA Certification and Recertification reports for January and February were reviewed without comment.
- B. LINK monthly operating reports for December 2013 and January 2014 were reviewed. The number of subscription trips in December was questioned as it represented a 50% increase over December the previous year, and January 2014 report.
- C. Ramp Events recorded on the fixed-route system for December 2013 and January 2014 were reviewed without comment.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for December 2013 and January 2014 were reviewed. Average weekday riders were slightly lower in December and slightly higher in January when compared to the same month prior year.
- B. Driver Appreciation Winners – January/Ron Allison and February/Juanita Valles.
- C. Customer Service Reports – Customer telephone contacts were presented for January and February 2014. There were 66 customer contacts that generated a customer service complaint form for follow-up by the appropriate department. The total number of telephone calls answered during this period was 11,474.
- D. CCCTA Website User Information - Staff provided website user statistics for January and February 2014. David Libbey reported that there was another application available for iPhone users – Transit Stop.

Advisory Committee Meeting Change

Ms. Burdick reported that since the Board moved to combine the two former advisory committees in February 2011, recruitment to fill vacant spots has been a challenge for the jurisdictions. The members present discussed possible time changes that would 1) work for the existing members, and 2) make it easier for a member to possibly leave work a little early to attend a meeting. The Committee agreed to change the meeting dates to the 2nd Tuesday (every other month) at 2:00 PM. The meeting location was also discussed with Mr. Kennerly offering to see if his company conference room would be available. His company is conveniently located across the street from the Pleasant Hill BART station.

He will report back at the next meeting.

Upcoming Agenda Items

FY2015 Budget and the final service change recommendations would be on the next agenda.

Adjournment

The meeting was adjourned at 10:45 AM.

The next meeting scheduled for Tuesday, May 13 2014.

Mary Burdick, Manager of Customer Service

Date