

# *County Connection*

## Advisory Committee

### Summary Minutes

Meeting of November 11, 2014

The meeting was called to order at 2:00 PM.

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

Staff present: Mary Burdick and Laramie Bowron

Guest: Ralph Hoffman

### **Selection of Committee Officers**

Following the rotation, Cary Kennerley was approved as Committee Chair. David Libby was not present, but following the same rotation, was nominated as Vice Chair.

### **Approval of Agenda**

The agenda was approved with one correction. The next meeting date was incorrectly noted as being January 9, 2015.

### **Approval of the Minutes of September 9, 2014**

The minutes were approved.

### **Public Comment**

There was no public comment.

### **Mobility Management Project Update**

Laramie Bowron reminded the Committee of the project that began nearly two years ago to develop a countywide mobility management program as a pilot project to improve mobility services. The project was originally developed as a three part project to include an inventory of services, a mobility management plan, and a web database to make the inventory of service accessible. The Contra Costa Mobility Management Plan, representing the first two phases, was adopted by the County Connection Board of Directors in 2013. The Contra Costa Transportation Authority (CCTA) received funds to complete the third phase.

In 2014 County Connection applied for and received funds to retail the services of a mobility manager to develop programs and projects in the plan. Throughout the outreach process Elaine Welch, Executive Director of Senior Helpline Services emerged as a passionate and enthusiastic leader. Senior Helpline Services currently operates several programs identified in the plan, and staff recommends awarding the contract to her to develop and coordinate mobility management functions in Contra Costa County. Ms. Welch has the support of MTC, CCTA, and County Connection to take on this project.

The Advisory Committee supported the staff recommendation.

### **Clipper Implementation Update**

Mr. Bowron provided an update on the expansion of Clipper to East Bay operators. County Connection, Tri Delta Transit, Wheels, and WestCAT have agreed to enter the project as a single entity and have begun discussion on common fare and transfer policies. Further, each agency has entered into agreements with MTC outlining the roles and responsibilities of both MTC and the operators.

MTC projects that Clipper will be ready for launch in the East Bay in the fall of 2015.

### **ADA Monthly Reports**

- A. ADA Certification and Recertification reports for September and October 2014 were provided.
- B. LINK monthly operating reports for August and September 2014 were reviewed.
- C. Ramp events recorded on the fixed-route system for August and September 2014 were reviewed.

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

- A. Fixed-route Ridership Report – The monthly reports for August and September 2014 were reviewed. Average weekday ridership increased both months over previous year figures.
- B. Driver Appreciation Winners – Rinilio Salvado and Jennifer Jimenez were the winners for September and October.
- C. CCCTA Website User Information - Staff provided website user statistics for September and October 2014.
- D. Customer Service Reports – The number of complaints and commendations were provided, as well as the number of telephone calls coming to the Information Center.

### **Member Communication**

None.

### **Adjournment**

The meeting was adjourned at 2:50 PM.

The next meeting is scheduled for Tuesday, January 13, 2014.

---

Mary Burdick, Manager of Customer Service

---

Date