

County Connection

Advisory Committee

Summary Minutes

Meeting of July 14, 2015

The meeting was called to order at 2:10 PM.

Members present were: Cary Kennerley, David Loyd, Jeremy Weinstein, David Libby, Eileen Volk, Randy Pedersoli, and Hayden Padgett.

Staff present: Mary Burdick, Paul Okunewitch (LINK)

Guests: Ralph Hoffmann

Approval of Agenda

The agenda was approved.

Approval of the Minutes of May 12, 2015

The minutes were approved.

Public Comment

Ralph Hoffmann reported on an article in the WC Patch that described the route for the annual Torch Run. No detours or street closures were planned because this race for the Special Olympics can easily be managed with rolling stop closures – meaning the stops/street won't close, but traffic is simply held while runners go by.

Fixed-Route Changes/Additions For Fall 2015

Mary Burdick described the changes that will take place effective Sunday, August 16 that include:

- Route 1M – service is restored to the Marchbanks loop on Rt. 1
- Route 3 – Martinez Community Shuttle is new service that serves downtown, medical services, adult education, and business along Arnold Dr.
- Route 19 – Re-routed to serve Sun Valley Mall and Diamond Blvd.
- Route 310 – Two additional AM and two additional PM trips were added to address crowding.
- Route 315 – One additional PM trip was added.

Clipper Implementation

Ms. Burdick provided the Committee with a schedule update for the installation of equipment on County Connection buses, as well as the agreed upon fare and transfer policies. The staff report explained that currently our operators log into the Clever Devices system to run head signs, passenger count and fare payment information. Drivers will need to log into the Clipper system as well. Several operators are interested in exploring a single point log-in system that could take up to a year to implement. Hayden Padgett (Danville) questioned why this will take so long. This will require MTC to amend their contract with Cubic, determine how many of the seven operators are willing to pay the

cost, and finally, operators will need their contractors (in our case, Clever Devices) to write the software to export the route information.

ADA Monthly Reports

- A. ADA Certification and Recertification reports for May and June 2015 were provided.

- B. LINK monthly operating reports for April and May 2015 were reviewed. Members questioned the high driver turnover rate, and Mr. Okunewitch explained that they have been aggressively recruiting for operators, which can be difficult in a thriving employment market. Members also questioned the increase in no-shows on the year-to-year trend. Mr. Okunewitch explained that while this performance indicator is closely watched, the number of cancellations and no-shows typically reflect on each other. While the number of No-Shows is up, the number of Cancellations is down. The preferable trend is to see people cancelling a trip they can't make than simply being a no-show. They regularly enforce the agency's No-Show policy.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for April and May 2015 were reviewed. Average weekday ridership increased both months over previous year figures.
- B. Driver Appreciation Winners – Junior Barrientos and Arthur Williams were the Excellence program winners for May and June respectively
- C. CCCTA Website User Information - Staff provided website user statistics for May and June 2015.
- 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 during May and June 2015. Of the 11,413 answered calls, 57 were complaint calls.

Member Communication

None

Adjournment

The meeting was adjourned at 3:00 PM.

The next meeting is scheduled for Tuesday, September 8, 2015.

Minutes prepared by Mary Burdick on August 31, 2015.