

County Connection

Advisory Committee

Summary Minutes

Meeting of September 8, 2015

The meeting was called to order at 2:05 PM.

Members present were: Jeremy Weinstein, Eileen Volk, Randy Pedersoli, and Hayden Padgett.

Staff present: Mary Burdick, Mark Weinstein (LINK)

Guests: Tate Baugh (Danville), Ralph Hoffmann (Walnut Creek), Elain Welch and Tighe Boyle from Senior Helpline Services.

Approval of Agenda

The agenda was approved.

Approval of the Minutes of July 14, 2015

The minutes were approved.

Public Comment

Tate Baugh is a resident of Danville and uses County Connection services regularly to access his job in Walnut Creek. He expressed his concern about the lack of service on holidays.

Mobility Management Update

Ms. Burdick introduced Elaine Welch and Tighe Boyle with Senior Helpline Services who were awarded the contract to develop and implement the mobility management program in Contra Costa County, and parts of Alameda County.

Ms. Welch began by explaining that the idea of mobility management began 15 years ago with the focus on keeping seniors active and in their own homes. Accomplishments to date include:

- A pool of approximately 200 volunteer drivers that provide door-through-door service for senior, disabled, and low income residents.
- An inventory of public, private, and community based organizations that provide transportation services.
- In partnership with ILR, are developing a travel training program for those with specialized travel training needs.
- Finalizing a brochure/booklet that details the various travel related resources.

Next Steps Include:

- Development of a transportation database accessible to the public.
- Standardizing rules and criteria for ADA qualification to remove some of the ambiguity of interpretation.

Clipper Marketing Update

Ms. Burdick provided the Committee with a schedule of “soft launch” activities expected with the Nov. 1 implementation of Clipper on the 4 East Bay agencies. These include Clipper in the East Bay brochures and take ones, interior bus ads and decals, news releases and social media. The focus during November and December will be getting the word out to existing bus riders.

Paid advertising will take place in January and will include exterior bus ads, BART station ads, radio ads (including digital), and social media advertising campaigns.

Lamorinda Transit Study – Consultant update

Ms. Burdick provided the update report by Nelson Nygaard that describes the public feedback received on the prioritized alternatives, and identified further refinements. The projects that were ultimately recommended for funding pursuit include:

- Moraga/Orinda BART Shuttle
- Taxi Subsidy Program
- Expansion of School Bus Program
- Increased School Transportation Program Coordination

The next step is to get support and approval from the various partners.

ADA Monthly Reports

- A. ADA Certification and Recertification reports for July and August 2015 were reviewed with no comments.
- B. LINK monthly operating report for June 2015 was reviewed without comment.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for June and July 2015 were reviewed.
- B. Driver Appreciation Winners – No driver cards were submitted during July and August.
- C. CCCTA Website User Information - Staff provided website user statistics for June and July 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 July 2015. Due to software update much of the call center activity for August was not available. Of the 6,117 calls answered in July, 23 were complaint calls.

Member Communication

None

Adjournment

The meeting was adjourned at 3:15 PM.

The next meeting was scheduled for Tuesday, November 10, 2015.

Minutes prepared by Mary Burdick on November 2, 2015.