

County Connection

Advisory Committee

Summary Minutes

Meeting of November 10, 2015

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

Members present were: David Loyd, Jeremy Weinstein, Cary Kennerly, Randy Pedersoli, and Hayden Padgett.

Staff present: Mary Burdick, Tim McGowan

Guests: None

Approval of Agenda

The agenda was approved as presented.

Approval of the Minutes of Sept. 8, 2015

The minutes were approved.

Public Comment

None.

ADA Monthly Reports

- A. ADA Certification and Recertification reports for September and October 2015 were reviewed with no comments. The number of clients getting certified for the first time, as well as renewing their certification has remained consistent.
- B. LINK monthly operating report for July 2015 was reviewed without comment. Mr. McGowan explained that his staff is reviewing prior month documents for accuracy. He anticipates having all back reports available by the next meeting in January.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly report for September, 2015 was reviewed. Hayden Padgett (representative from Danville) asked about the The Alamo Creek Shuttle service, which led to a discussed about the unique service available to three distinct housing developments in East Danville. While the ridership has increased to the point where schedule adherence on one trip is in jeopardy, there is a desire to increase productivity and ridership.
- B. Driver Appreciation Winners – September - Sophia Morris-Martinez, and December, Debbie Lowrey.
- C. CCCTA Website User Information - Staff provided website user statistics for September and October 2015.
- D. Customer Service Reports – Staff provided the number of rider complaints reported for September and October, as well as the number of telephone calls

coming to the Information Center. There were 68 complaints for the time period and 12,339 phone calls.

Member Communication

None

Adjournment

The meeting was adjourned at 3:10 PM.

The next meeting was scheduled for Tuesday, January 12, 2016

Minutes prepared by Mary Burdick on January 4, 2016.