

# *County Connection*

Advisory Committee

Summary Minutes

Meeting of July 12, 2016

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

Members present were: David Libbey and Jeff Koertzen. Call in members were Jeremy Weinstein and Cary Kennerly.

Staff present: Mary Burdick and Tim McGowan (LINK)

Guests: None

## **Approval of Agenda**

The agenda was approved as presented.

## **Approval of the Minutes of May 10, 2016**

The minutes were approved as presented. New member, Jeff Koertzen representing Concord was introduced.

## **Public Comment**

There was no public comment.

## **Real Time Signage Projects Update**

Mary Burdick report on two real time signage projects nearing completion. First, was the Waysign real time pilot project. Pole mounted solar powered monitors were installed at twenty heavily used bus stops in the service area. The five year pilot project is funded with State and Federal Transit Productivity Improvement (TPI) funds estimated at \$200,000.

Also funded from this source is the writing of code to translate our data feed code to one that is compatible with the 511 code which will allow County Connection real time arrivals to be displayed through the 511 real time channels, as well as on the real time displays MTC is installing at BART stations.

Mr. Koertzen asked if County Connection has an app for real time information, and Ms. Burdick replied that we have both the web based Bus Tracker program that can be saved as bookmark on mobile devices, and the free downloadable transit app produced by a 3<sup>rd</sup> party.

## **Update On The Electric Trolley Project**

Ms. Burdick reported that the first of four electric trolleys was nearly complete and expected to be returning from the Healdsburg facility where the trolley features are being applied. The vehicle will remain at Gillig during the building of the final three trolleys. Staff expects all four vehicles to be introduced to service in the fall. More information will be presented as the project gets closer to completion.

### **ADA Monthly Reports**

- A. ADA Certification and Recertification reports for May and June 2016 were reviewed with no comments.
  
- B. LINK monthly operating reports for June 2016 were reviewed. Tim McGowan noted that the driver turnover rate (line 30) was artificially high due to a formula error which has since been corrected.

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

- A. Fixed-route Ridership Report – The monthly reports for April and May 2016 were reviewed. Ridership continues to be stable with slight increases both months.
- B. Clipper Use Trend – Clipper use continues to climb. Approximately 16% of potential users are paying fares with Clipper Cards.
- C. Driver Appreciation Winners – The June winner was Kevon Scott.
- D. County Connection Website User Information - Staff provided website user statistics for May and June 2016. Both page views and unique users declined slightly as other social media options grow.
- E. Customer Service Reports – Staff provided the number of rider complaints reported for May and June 2016, as well as the number of telephone calls coming to the Information Center.

### **Member Communication**

None.

### **Adjournment**

The meeting was adjourned at 2:55 PM.

The next meeting was scheduled for Tuesday, September 13, 2016

Minutes prepared by Mary Burdick on September 2, 2016.