

County Connection

Advisory Committee

Summary Minutes

Meeting of September 13, 2016

The meeting was called to order at 2:08 PM.

Members present were: David Loyd, Jeff Koertzen, Randy Pedersoli, Hayden Padgett, 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 July 12, 2016

The minutes were approved as presented.

Public Comment

There was no public comment.

Survey Results From Waysign Real Time Project

In June 2016 twenty Waysign real time units were installed at high volume bus stops in our service area as part of a pilot project. The funding for this project was secured through bus stop access improvement grants. Once the signs had been established for about four weeks, instructions were posted at each stop inviting users to participate in a text survey.

There were 142 survey responses that originated from 17 of 20 locations. Response was positive. People liked the signs and felt the information was accurate. There were comments about visibility needing improvement. While 47% responded that the signs would not encourage them to ride the service more often, having information at the stop level would improve their riding experience.

Update On The Electric Trolley Project

Ms. Burdick provide a brief background on the history of this project, and confirmed the official launch date of November 5th for the ribbon cutting ceremony to take place at the Leshner Center For The Arts in Walnut Creek. Two vehicles should be approved for service by this date. Drivers and mechanics will need to undergo training. Once complete the buses will begin rotating in and out of service.

Staff noted that County Connection recently received an FTA No-Lo grant that will enable us to purchase four more electric buses and one additional charging station.

ADA Monthly Reports

- A. ADA Certification and Recertification reports for July and August 2016 were reviewed with no comments.
- B. LINK monthly operating reports for June 2016 were reviewed. The report included year end comparisons for fiscal years 2015 and 2016.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for June and July 2016 were reviewed. Ridership was slightly lower both months when compared to the same month the previous year.
- B. Clipper Use Trend – Clipper use continues to climb. Approximately 18% of potential users are paying fares with Clipper Cards.
- C. Driver Appreciation Winners – July – none/August-Ossie Robinson.
- D. County Connection Website User Information - Staff provided website user statistics for July and August 2016. Both page views and unique users declined slightly as other social media, and transit application options grow.
- E. Customer Service Reports – Staff provided the number of rider complaints reported for July and August 2016, as well as the number of telephone calls coming to the Information Center. There were 68 complaints that resulted in documentation. In this time period the information center answered 10,061 phone calls.

Member Communication

None.

Adjournment

The meeting was adjourned at 3:10 PM.

The meeting originally planned for Tuesday, Nov. 8 was rescheduled for Tuesday, Nov. 1 due to the Nov. 8 election. (This meeting was subsequently cancelled).

Minutes prepared by Mary Burdick on October 21, 2016.