

# *County Connection*

Advisory Committee

Summary Minutes

Meeting of January 10, 2017

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

Members present were: David Libby, David Loyd, Jeff Koertzen, Randy Pedersoli, Jeremy Weinstein, and Cary Kennerly.

Staff present: Mary Burdick and Tim McGowan (LINK)

Guests: Ralph Hoffmann

## **Approval of Agenda**

The agenda was approved as presented.

## **Approval of the Minutes of September 13, 2016**

The minutes were approved as presented.

## **Public Comment**

Ralph Hoffmann wished to speak about shelters in Walnut Creek. His comments would be heard with agenda item #5.

## **Bus Stop Improvement Activity**

Ms. Burdick reported that in 2015 County Connection conducted a study of existing bus stops, benches, and shelters as part of the Access and Improvement Plan. Over the past 2 years County Connection planning staff has worked with the Cities of Martinez, Concord and Pleasant Hill in making recommended improvements that include upgrading stop access to meet ADA requirements, widening passenger loading areas, and replacing old shelters with new solar lit shelters.

Currently planning staff is working with the City of Walnut Creek and have jointly submitted a grant application through the Contra Costa Transportation Authority's Transportation for Livable Communities (TLC) program to improve stops at up to 25 locations. The list of locations, recommended improvements, and cost estimates were shared with the committee.

Mr. Hoffmann wished to include several locations that he would like considered, and shared the locations at the recent O&S meeting. The locations include: 1924 Trinity Ave., Las Lomas High School, and North California at Cole.

## **State Legislative Update**

Ms. Burdick reported that the item planned for discussion at the MP&L meeting had been pulled, and would be revisited at a later time.

## **ADA Monthly Reports**

- A. ADA Certification and Recertification reports were reviewed with no comments.
- B. LINK monthly operating reports for September and October were reviewed. Tim McGowan reported that upgrades being made to the Trapeze scheduling software will help with scheduling service and on-time performance. On a side note, he reported that he is currently working with Easy Mile on the autonomous vehicle project taking place at the Naval Weapons Station. Testing with an on-board driver is taking place. Based on the results, the next phase would include running autonomous vehicle through several parking lots in the Bishop Ranch Business Park.
- C. LINK Account Receivables. Mr. McGowan addressed a question brought up at the September meeting concerning a decline in revenue collected in recent months. Mr. McGowan reported that the receivables follow the ebbs and flows of the State Budget, and that service centers that receive state funding can fall in arrears until the funds are released, and we are reimbursed. Service centers that were cited include nutrition centers in Concord, Walnut Creek and Primetime, as well as services provided by Lions Blind Center, and 490 Rehab.

## **Fixed-Route Staff Reports**

- A. Fixed-route Ridership Report – The monthly reports for September and October 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 20% of potential users are paying fares with Clipper Cards.
- C. County Connection Website User Information - Staff provided website user statistics for November and December 2016. Both page views and unique users declined by 14% and 10% respectively. Social media use, and transit application downloads have grown.
- D. Customer Service Reports – Staff provided the number of rider complaints reported for November and December 2016, as well as the number of telephone calls coming to the Information Center. There were 49 complaints that resulted in documentation, and 15 commendations. In this time period the information center answered 9,106 phone calls.

## **Member Communication**

None.

## **Adjournment**

The meeting was adjourned at 3:15 PM.

The next meeting is scheduled for Tuesday, March 14, 2017

Minutes prepared by Mary Burdick on March 6, 2017.