

County Connection

Advisory Committee

Summary Minutes

Meeting of March 14, 2017

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

Members present were: David Libby, David Loyd, Randy Pedersoli, and Jeremy Weinstein,.

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 January 10, 2017

The minutes were approved as presented.

Public Comment

Ralph Hoffmann suggested we add a bus stop at the new San Ramon City Hall located on Bollinger Canyon Rd near the Market Place. He also suggested that Rt. 21 be revised so that the end of the route is at the City Office rather than the San Ramon Transit Center. He stated that these recommendations were presented to the Operations and Scheduling Committee.

County Connection Route Productivity

Ms. Burdick provided a copy of the report included in the recent Operations and Scheduling Committee packet that ranked every route based on ridership and the cost per passenger. With the Board of Director's commitment to increase system productivity this is the first step by planners to identify where improvements can be made, and to help guide the decisions as productivity is further explored.

Other service options such as car pool and ride share options were discussed as a means of increasing productivity. Mr. McGowan brought up the work taking place with autonomous vehicles as a means of addressing the first/last mile barriers. He stated the autonomous vehicles could be on the road by 2018.

Clipper-Next Generation Outreach

Ms. Burdick reported that MTC is planning a series of public engagement activities to gather input on the next generation of Clipper than include on-line comment and survey formats, as well as focus groups. A one page summary of the public engagement activities, timeline, and points of contact was provided to members with encouragement to spread the word in their communities.

ADA Monthly Reports

- A. ADA Certification and Recertification reports were reviewed with no comments.
- B. LINK monthly operating reports for November and December 2016 were reviewed. A sharp increase in No-Show trips was noted. Tim McGowan reported that post cards will once again be sent to clients who are no-shows, reminding them of the no-show/late cancellation policy and the impact it could have on their service.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for December 2016 and January 2017 were reviewed. Ridership was slightly lower both months when compared to the same month the previous year. This is a trend taking place with transit systems nationwide.
- B. Clipper Use Trend – Clipper use continues to climb. Approximately 22% of potential users are paying fares with Clipper Cards.
- C. County Connection Website User Information - Staff provided website user statistics for January and February 2017. Both page views and unique users declined, while social media use, and transit application downloads have grown.
- D. Customer Service Reports – Staff provided the number of rider complaints reported for January and February, as well as the number of telephone calls coming to the Information Center. There were 40 complaints that resulted in documentation, and 15 commendations. In this time period the information center answered 8,166 phone calls.

Member Communication

None.

Adjournment

The meeting was adjourned at 3:15 PM.

The next meeting is scheduled for Tuesday, May 9, 2017

Minutes prepared by Mary Burdick on May 1, 2017.