

ADMINISTRATIVE OFFICES
2477 Arnold Industrial Way
Concord, CA 94520-5326
(925) 676-1976
(Fax) (925) 687-3247



MEETING NOTICE & AGENDA

Central Contra Costa Transit Authority (CCCTA)

ACCESSIBLE SERVICES COMMITTEE (ASC)

CCCTA Administrative Offices – **Board Room, Paratransit Building**

2477 Arnold Industrial Way, Concord, CA 94520

Friday, September 24, 2010 - 9:00 a.m. – 11:00 a.m.

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1. **APPROVAL OF AGENDA ITEMS:** The Committee may hear, discuss, deliberate, and/or take action on any agenda item listed below.
 2. ***APPROVAL OF MINUTES:** Meeting of August 27, 2010
 3. **PUBLIC COMMENT:** Public comment is limited to three minutes for each speaker.
 4. **STAFF REPORTS:** Staff will present the following reports for information and/or discussion:
 - a. ***ADA Certification & Recertification Reports**
Staff will provide information concerning ADA certification of new applicants and recertification of previously certified individuals.
 - b. ***LINK Operating Summary**
The Committee will review the Monthly Operating Summary for August 2010.
 - c. **ADA Related Customer Service Reports**
Member Smith will report on the number and nature of the ADA related complaints.
 - d. **Driver Appreciation Program**
The winner of the August drawing was Patria Aguilar.
 - e. ***CCCTA Advisory Committees**
Staff will report on a recommendation to combine the two citizen committees.
 - f. **Ramp Events**
August ridership statistics not available at this time, but will be provided if available by meeting date.
 - g. **Miscellaneous: Update DVC Student Pass & Community Connection Program**
 5. **ACCESSIBLE SERVICES COMMITTEE ISSUES:**
 - a. **Status of ASC Representation** – Representatives are needed for the Cities of Clayton, and the Town of Moraga.
 - b. **Appointments/Reappointments** – None
 6. **COMMITTEE DISCUSSION**
 7. **FUTURE AGENDA ITEMS**
 8. **NEXT SCHEDULED MEETING:** Meetings are normally held on the fourth Friday of the month. The next meeting will be held on October 22nd.
 9. **AJOURNMENT**

*Attachments(s)

Clayton • Concord • Contra Costa County • Danville • Lafayette • Martinez
Moraga • Orinda • Pleasant Hill • San Ramon • Walnut Creek

Accessible Public Meetings: Upon request, CCCTA will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service at least 48 hours before the meeting convenes. Requests may be sent to Marie Knutson, 2477 Arnold Industrial Way, Concord, CA 94520, or Knutson@cccta.org.

Shuttle Service: With 24-hour notice, a CCCTA LINK shuttle can be available at the North Concord BART station for individuals who want to attend the ASC meetings. To arrange for the shuttle service, please call Fernando Gonzalez at 925/680-2070, no later than 24 hours prior to the start of the meeting.

Accessible Services Committee:

<u>Name</u>	<u>Representing</u>
Sue Littlehale	City of Orinda
Connie Whiting	City of Martinez
Maureen Murphy	City of Walnut Creek
Philip Reed,	City of San Ramon
David Loyd	City of Pleasant Hill
Sandra Smith, Vice-Chair	City of Lafayette
-	City of Clayton
Sarah Vital, Chair	Contra Costa County
Eileen Vonk	City of Concord
Dan Dumas	Town of Danville
-	Town of Moraga

Accessible Services Committee

Sarah Vital, Chairperson

Marie Knutson, Staff Liaison

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SUMMARY MINUTES

Central Contra Costa Transit Authority (CCCTA)
ACCESSIBLE SERVICES COMMITTEE (ASC)
CCCTA Administrative Offices – **Board Room, Paratransit Building**
2477 Arnold Industrial Way, Concord, CA 94520

Meeting of August 27, 2010

In Attendance: Sarah Vital, Eileen Vonk, Sandra Smith,
David Loyd, Phil Reed, Connie Whiting
Absent: Sue Littlehale, Maureen Murphy, Dan Dumas
Guests: None
Staff Present: Marie Knutson
Call to Order: 9:00 a.m. by Chair Sarah Vital

1. **Approval of Agenda Items:** The agenda was approved as presented.
2. **Approval of Minutes:** The minutes of the July 23, 2010 meeting were approved.
Public Comment and/or Communication: None
3. **Staff Reports:**
 - a. **ADA Certification and Recertification Report(s)** – The Committee accepted the reports.
 - b. **LINK Monthly Operating Summary** – The Committee accepted the report from July. Ms. Knutson noted that July 2010 showed an 8% decline with ridership in July 2009. Wheelchair boardings declined 14%. The revenue of prepaid clients increased by nearly \$1,000 over July 2009. There were no service denials. The Committee asked Ms. Knutson to find out who was in charge of “no shows” since Ms. Dahlgren retired.
 - ADA Related Customer Service Reports** – Ms. Knutson provided the committee with one report.
 - Driver Appreciation Program** – The July winner was John Wong.
 - e. **Bus Ambassador Program** – Ms. Knutson gave an update on the program regarding the recent ambassador meeting. She reported that the ambassadors would conduct route 4 surveys, attend farmer’s markets and that helping riders navigate the bus system was the priority. Training at senior centers would also be considered.
 - f. **Miscellaneous** – Community Connection Van Program. Ms. Knutson reported that the replacement of the old vans was contingent on the funds for new vans and CCCTA would not know until the state budget was final. Ms. Knutson would continue to update the committee on any progress.

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AGENDA ITEM 2.

5. Accessible Services Committee Issues:

a. **Status of ASC Representation** – Representatives are needed for the Town of Moraga and the City of Clayton.

b. **Appointments/Reappointments** – Eileen Vonk said her term would expire soon. Ms. Knutson said she would contact the city clerk to start the reinstatement process.

6. PCC Bimonthly Reports - The next PCC meeting would be in September. Ms. Knutson would provide a verbal report at the September ASC meeting.

Committee Discussion: Ms. Knutson said she would update the committee on the progress of the DVC student pass at the next meeting.

7. Future Agenda Items: None suggested

8. Next Scheduled Meeting: August 27, 2010

9. Adjournment: The meeting was adjourned at 9:50 a.m.

Minutes prepared by: Marie Knutson, ASC Liaison, CCCTA

Marie Knutson

9/17/10
Date

**ADA CERTIFICATION and RECERTIFICATION
FY 2009**

MONTH	FY 2011			FY 2010			FY 2011			FY 2010							
	Certified		Denied	Certified		Denied	Recertified		Denied	Recertified		Denied					
	Total	Senior		Total	Senior		Total	Senior		Total	Senior		Total	Senior			
JUL	65	48	1	0	78	53	0	0	0	47	37	0	0	54	43	0	0
AUG	62	42	0	1	74	54	1	0	11	59	34	0	0	42	28	0	0
SEPT					60	37	0	0						44	31	0	0
OCT					64	47	1	1						36	28	0	0
NOV					49	33	2	0						53	32	0	0
DEC					52	38	0	0						47	31	0	0
JAN					44	25	0	0						45	31	0	0
FEB					49	36	1	0						45	28	2	1
MAR					52	37	1	1						53	38	1	0
APR					70	49	1	1						55	40	0	0
MAY					50	32	0	0						32	20	0	0
JUN					77	56	2	1						53	33	0	0
TOTAL	127	90	1	1	719	497	9	4	11	106	71	0	0	559	383	3	1

3,963 Total CCCTA, Active, ADA Eligible in the Regional Eligibility Database (RED)

The County Connection

Inter Office Memo

To: Accessible Services Committee
From: Mary Burdick, Sr. Manager of Marketing

Date: September 17, 2010
Reviewed By:

SUBJECT: LINK Monthly Operating Report – August 2010

SUMMARY OF ISSUES: Presented for your review is the monthly operating report for LINK for the month of August.

RECOMMENDATIONS: Information only

FINANCIAL IMPLICATIONS: N/A

OPTIONS: Information only

ACTION REQUESTED: Information only

ATTACHMENTS: *CCCTA LINK Monthly Operating Summary, (Month/Year)*

ADDITIONAL INFORMATION:

Total clients and total passengers remained stable in August when compared to August 2009.

Wheelchair boardings in August 2010 were down by approximately 4 compared to August 2009. Vehicle service hours, revenue hours and non-revenue hours were all up by between 7 and 34%. The non-revenue hours being the largest increase due to a higher than normal number of no shows.

Chargeable accidents, service complaints, and service denials were all at zero for August 2010.

CCCTA LINK
MONTHLY OPERATING SUMMARY
August FY10/11

SUMMARY	August FY 09/10	August FY 10/11	YTD FY09/10	YTD FY10/11
1 TOTAL CLIENTS	12,937	12,904	26,393	25,235
2 TOTAL ATTENDANTS	1,190	1,143	2,380	2,292
3 TOTAL COMPANIONS	86	57	195	119
4 TOTAL PASSENGERS	14,213	14,104	28,968	27,646
5 TOTAL SERVICE DAYS	31	31	61	62
6 VEHICLE REVENUE HOURS	6680.3	7,178.53	13805.7	14,076.60
7 VEHICLE SERVICE HOURS	7836.9	8,724.05	16571.3	17,080.62
8 VEHICLE NON REV HOURS	1156.7	1,545.52	2765.7	3,004.02
9 VEHICLE SERVICE MILES	137667.0	136,386	276244.0	268,665
10 VEHICLE REVENUE MILES	112498.0	112,189	225538.0	217,766
11 VEHICLE NON REV MILES	25169.0	24,197	50706.0	48,194
12 PASS. PER REVENUE HOUR	2.13	1.96	2.10	1.96
13 CLIENT PER REVENUE HOUR	1.94	1.80	1.91	1.79
14 PASS. PER SERVICE HOUR	1.81	1.62	1.75	1.62
15 PASS. PER SERVICE MILE	0.10	0.10	0.10	0.10
16 PASS. PER REVENUE MILE	0.13	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,269	1,038	2,575	2,104
18 SAME DAY TRIPS	77	255	169	500
19 *SUBSCRIPTION TRIPS	N/A	8,473	N/A	16,545
20 *DEMAND	N/A	4,294	N/A	8,418
21 FAREBOX REVENUE	\$16,179.00	\$14,639.50	\$33,049.50	\$28,433.00
22 PREPAID CLIENTS	\$24,463.82	\$26,492.50	\$48,447.32	\$51,422.50
23 COLLECTED BILLING	\$8,782.00	\$1,424.00	\$9,912.00	\$2,916.00
24 TOTAL REVENUE COLLECTED	\$49,424.82	\$42,556.00	\$91,408.82	\$82,771.50
25 CHARGEABLE ACCIDENTS	0	0	0	0
26 SERVICE COMPLAINTS	3	0	3	0
27 SERVICE COMMENDATIONS	2	0	3	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	5	2	7	7
30 DRIVER TURNOVER	0.0	0.00	1.4	2.90
31 SCHEDULE ADHERENCE	95%	94%	96%	94.2%
32 WHEELCHAIR BOARDING'S	3,623	3,486	7,496	6,802
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,313	8,765	N/A	17,459
35 UNDUPLICATED CLIENTS	1,133	1,080	N/A	2,137
36 NO-SHOWS	19	104	77	215
37 CANCELS	1,684	1,805	3,682	3,866
38 AVG. TRIP LENGTH (MILES)	9.7	9.7	9.5	9.7
39 AVG. SM BUSES IN SERVICE	3	5	3	5
40 AVG. BUSES IN SERVICE	48	48	48	48
41 TOTAL FUEL/GALLONS	19,810	18,272.4	41,255	37,388.6
42 FLEET M.P.G.	6.9	7.6	6.7	6.9
43 *DRIVER ROAD CHECK	N/A	95	N/A	154
44 *RIDER SURVEY'S	N/A	8	N/A	12
45 *STARTED REPORTING 12-01-09				
QUARTERLY STARTS (3RD)				
46 AMB LIFT BOARDINGS	N/A	0	N/A	0

The County Connection

Inter Office Memo

To: Board of Directors
From: Anne Muzzini, Director of Planning and Marketing

Date: September 8, 2010
Reviewed By:

SUBJECT: Restructuring Advisory Committees

SUMMARY OF ISSUES:

County Connection has two advisory committees, the Citizens Advisory Committee and the Accessible Services Committee. The both meet once a month and have members that are appointed from each jurisdiction.

The staff recommendation to restructure the advisory committees is based on the need to reduce staff workload since several positions have been eliminated, and the fact that public input is sought anytime significant service or fare changes are made.

Legally CCCTA is required to have a public participation process however there is no specific requirement related to regular meetings. Some agencies have no advisory committees (Tri Delta) and some have a committee that meets before the Board meeting to review the items of the agenda (SamTrans). According to our attorney's office, we have lots of flexibility in regards to the structure for our public input process.

Restructuring the advisory committees so that there is only one committee that meets every other month would ensure that there were meaningful topics to discuss. In addition this structure would better balance the need for input with the available staff time.

RECOMMENDATIONS:

The A&F Committee recommends that the CAC and the ASC be combined into one committee that meets every other month. Members of both committees would be grandfathered into the new advisory committee, and in time the new structure would mirror current membership with one appointment per jurisdiction. The Committee recommends that the Board send this recommendation to the CAC and the ASC so that they can comment prior to action scheduled for the October Board meeting.

FINANCIAL IMPLICATIONS: None.

OPTIONS:

1. Approve A&F Committee Recommendation
2. Decline to approve
3. Other action as determined by the Board