

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

The County Connection

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, October 22, 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 September 24, 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 September 2010.
 - c. **ADA Related Customer Service Reports**
No ADA related complaints were received through Customer Service in September.
 - d. **Driver Appreciation Program**
The winner of the September drawing was Sophia Morris.
 - f. **Ramp Events**
August and September reports will be provided.
 - g. **Miscellaneous: ADA Weekday/Weekend Service Maps**
 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 December 3, 2010.
 9. **AJOURNMENT**
*Attachments(s)

Accessible Public Meetings: Upon request, CCCTA will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including

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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 Mary Burdick, 2477 Arnold Industrial Way, Concord, CA 94520, or burdick@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 September 24, 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.
3. **Public Comment and/or Communication:** None
4. **Staff Reports:**
 - a. **ADA Certification and Recertification Report(s)** – The Committee accepted the report.
 - b. **LINK Monthly Operating Summary** – There was a dramatic increase in “No Shows” which was acknowledged by First Transit representative, Robert Greenwood. Also related is the dramatic increase in Same Day Trips. Mr. Greenwood explained that often a No Show trips is a result of late appointments that aren’t confirmed by physicians, then the trip is rescheduled, becoming a Same Day trip.
 - c. **ADA Related Customer Service Reports** – Ms. Knutson provided the committee with one report.
 - d. **Driver Appreciation Program** – The August winner was Patria Aguilar.
 - e. **CCCTA Advisory Committees** – Ms. Knutson reported that a staff recommendation was presented to the A&F Committee and the Board of Directors to combine the ASC and the CAC, and to have the combined committee meet every other month. The reason being that staff is stretched extremely thin. Some of the concerns expressed were that this committee was formed as a result of the passage of the ADA, and that they would hate to see the general fixed-route issues comingled with the ADA issues. It was stressed that having the meeting during daytime hours was important, because LINK management was available to address monthly reporting questions.

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AGENDA ITEM 2.

There was a general consensus that the two committees should remain separate, but that meeting every other month was reasonable. Ms. Knutson will forward individual comments to Director of Planning & Marketing.

- f. **Ramp Events** – Ms. Knutson reported that the monthly reports for fixed-route were not completed due to a complication with the ride check software. Both August and September numbers will be on the September report.
- g. **Miscellaneous** – Ms. Knutson confirmed that funding for the replacement vans was still not known. When this information is available, the staff will have a better idea on the number of vans that may be available for the Community Connection Van Program. The Board will need to approve any funds allotted for maintenance. Ms. Knutson also reported that Planning staff forwarded a cost proposal to DVC that would allow DVC students to ride County Connection buses free. To date there has been no response.

5. Accessible Services Committee Issues:

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

7. **Future Agenda Items:** LINK service weekday and weekend maps.

8. **Next Scheduled Meeting: October 22, 2010**

9. **Adjournment:** The meeting was adjourned at 10:10 a.m.

Minutes prepared by: Mary Burdick, ASC Liaison, CCCTA

Mary Burdick

10/15/10
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	Total	Senior	Total	Senior	Total	Senior
JUL	65	48	1	0	78	53	0	0	47	37	0	0	54	43	0	0
AUG	62	42	0	1	74	54	1	0	59	34	11	0	42	28	0	0
SEPT	61	46	0	0	60	37	0	0	54	34	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	188	136	1	1	719	497	9	4	160	105	11	0	559	383	3	1

3,924 Total CCCTA, Active, ADA Eligible in the Regional Eligibility Database (RED)

CCCTA LINK
MONTHLY OPERATING SUMMARY
September FY10/11

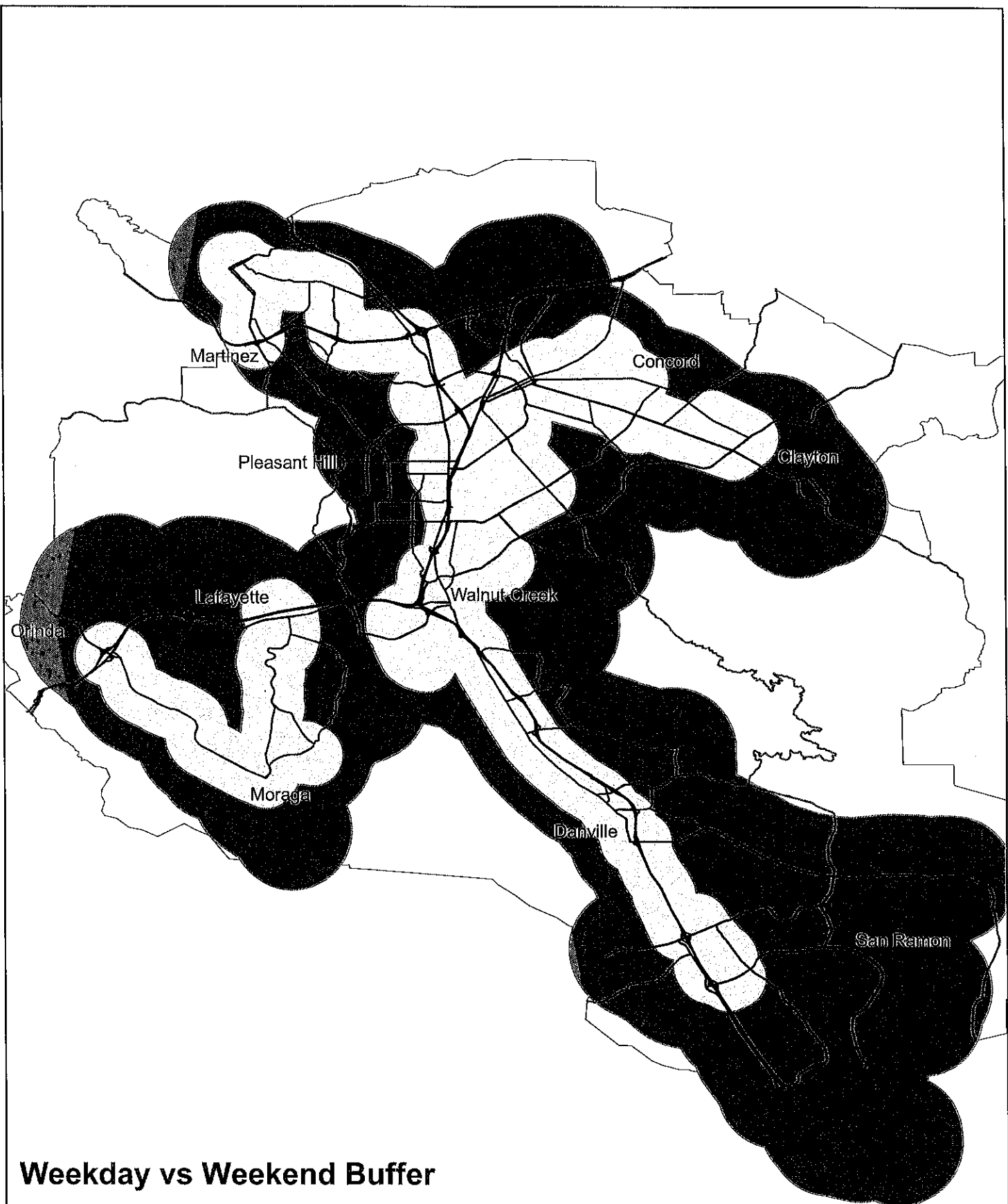
SUMMARY	September FY 09/10	September FY 10/11	YTD FY09/10	YTD FY10/11
1 TOTAL CLIENTS	13,332	13,029	39,725	38,284
2 TOTAL ATTENDANTS	1,191	1,135	3,571	3,427
3 TOTAL COMPANIONS	65	41	260	160
4 TOTAL PASSENGERS	14,588	14,205	43,556	41,851
5 TOTAL SERVICE DAYS	29	29	90	91
6 VEHICLE REVENUE HOURS	7,321.98	6,921.97	21127.70	20,998.57
7 VEHICLE SERVICE HOURS	9,134.30	8,395.24	25705.6	25,475.86
8 VEHICLE NON REV HOURS	1,746.85	1,473.27	4512.6	4,477.29
9 VEHICLE SERVICE MILES	147,066	130,552	423310.0	399,217
10 VEHICLE REVENUE MILES	121,279	108,032	346817.0	325,798
11 VEHICLE NON REV MILES	25,787	22,520	76493.0	70,714
12 PASS. PER REVENUE HOUR	1.99	2.05	2.06	1.99
13 CLIENT PER REVENUE HOUR	1.82	1.88	1.88	1.82
14 PASS. PER SERVICE HOUR	1.60	1.69	1.69	1.64
15 PASS. PER SERVICE MILE	0.10	0.11	0.10	0.10
16 PASS. PER REVENUE MILE	0.12	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,054	1,307	3,629	3,411
18 SAME DAY TRIPS	38	112	207	612
19 *SUBSCRIPTION TRIPS	N/A	8,565	N/A	25,110
20 *DEMAND	N/A	4,303	N/A	12,721
21 FAREBOX REVENUE	\$16,643.00	\$15,054.00	\$49,692.50	\$43,487.00
22 PREPAID CLIENTS	\$9,520.50	\$24,365.00	\$57,967.82	\$75,787.50
23 COLLECTED BILLING	\$19,188.00	\$12,236.00	\$29,100.00	\$15,152.00
24 TOTAL REVENUE COLLECTED	\$45,351.50	\$51,655.00	\$136,760.32	\$134,426.50
25 CHARGEABLE ACCIDENTS	0	0	0	0
26 SERVICE COMPLAINTS	0	0	3	0
27 SERVICE COMMENDATIONS	0	0	3	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	4	10	11
30 DRIVER TURNOVER	0.0	0.0	1.4	2.90
31 SCHEDULE ADHERENCE	87.0%	94.5%	91.5%	94.2%
32 WHEELCHAIR BOARDING'S	3,823	3,345	11,319	10,147
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,337	9,073	N/A	N/A
35 UNDUPLICATED CLIENTS	1,189	1,080	N/A	N/A
36 NO-SHOWS	36	107	113	322
37 CANCELS	1,594	1,845	5,276	5,711
38 AVG. TRIP LENGTH (MILES)	10	9.2	9.7	9.5
39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	48	48	48	48
41 TOTAL FUEL/GALLONS	20,126	17,780	61,381	55,169
42 FLEET M.P.G.	7.31	7.34	6.9	7.2
43 *DRIVER ROAD CHECK	N/A	80	N/A	234
44 *RIDER SURVEY'S	N/A	8	N/A	20
*STARTED REPORTING 12-01-09				
QUARTERLY STARTS (3RD)				
45 AMB LIFT BOARDINGS	5,408	9,079	5,408	9,079

**MONTHLY BOARDINGS
Operations Data Summary**



RAMP EVENTS BY ROUTE
(sort by YTD Total - descending order)

Route	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	YTD Total
20	262	219	449										930
10	172	238	363										773
16	219	315	236										770
15	195	187	291										673
28	209	175	221										605
11	248	128	161										537
14	132	188	170										490
9	160	165	153										478
4	174	161	117										452
6	121	142	177										440
21	180	132	112										424
36	91	136	122										349
314	92	103	120										315
98X	125	105	75										305
17	99	75	101										275
35	104	120	34										258
18	131	49	62										242
1	102	78	26										206
7	58	49	32										139
19	68	26	25										119
25	52	45	22										119
5	13	24	61										98
320	44	17	28										89
311	32	24	20										76
2	18	24	28										70
600's	0	24	33										57
316	37	6	12										55
96X	25	16	8										49
93X	11	15	16										42
95X	14	14	3										31
321	7	15	3										25
315	8	9	2										19
97X	3	3	6										12
301	5	2	2										9
91X	2		5										7
92X	2	3	0										5
6L	0	1	0										1
Total	3,215	3,033	3,296	0	0	0	0	0	0	0	0	0	9,544
÷ 2 =	1,608	1,517	1,648	0	0	0	0	0	0	0	0	0	4,772

NOTE: * Data comes from Link Operators ** These are seasonal routes



Weekday vs Weekend Buffer

-  Weekend_Buffer
-  Weekday Buffer

