

ADMINISTRATIVE OFFICES
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The County Connection

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

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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