

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, December 3, 2010 - 9:00 a.m. – 11:00 a.m.

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 October 22, 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 October 2010.
 - c. **ADA Related Customer Service Reports**
No ADA related complaints were received through Customer Service in October.
 - d. **Driver Appreciation Program**
The winner of the November drawing was Jeff Marquez.
 - e. ***Ramp Events**
October report will be provided.
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
 - c. **Weekday vs. Weekend Link Service Areas** – Verbal update by LINK staff
 - d. ***Discussion of Combined Committee Structure**
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**

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 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

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 October 22, 2010

In Attendance: Eileen Vonk, Sandra Smith, David Loyd, Phil Reed, Connie Whiting,
Sue Littlehale, Maureen Murphy
Absent: Sarah Vital, Dan Dumas
Guests: Gary Boyadjion (LINK), Robert Greenwood (LINK)
Staff Present: Mary Burdick
Call to Order: 9:00 a.m.

1. **Approval of Agenda Items:** The agenda was approved as presented.
2. **Approval of Minutes:** The minutes of the September 24, 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, but pointed out that the year designated in the title read FY2009 and needs to be updated.
 - b. **LINK Monthly Operating Summary** – Total passengers in September 2010 were up slightly over passengers the September 2009, but overall the trend of YTD declines in several performance measurements (riders, hours, miles, revenue, etc.) was noted.
 - c. **ADA Related Customer Service Reports** – Sandra Smith reported that there were no ADA related complaints in October.
 - d. **Driver Appreciation Program** – The September winner was Sophia Morris.
 - e. **Ramp Events** – Both August and September numbers were included on the October report. The report was accepted by the Committee.
5. **CCCTA Advisory Committees** – Sandra Smith reported that she addressed the Board of the ASC's recommendation to keep both the ASC and CAC as separate advisory committees since the focus of each group is entirely different. The concerns stated included the ASC's fear that ADA issues become overshadowed, meeting times and the availability of LINK staff at the meetings, and the length of a combined meeting. Board comments favorable to a consolidated committee included the fact that because fixed-route service levels dictate paratransit service levels, integrating the two committees will promote greater understanding of the big transit picture. The Board asked that the A&F

AGENDA ITEM 2.

Committee further explore with the two advisory committee what might be the goals and structure of an integrated committee.

6. 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: Possibly explore the number of eligible LINK clients who are ineligible for LINK service on weekends due to the reduced level of fixed-route service.

8. Next Scheduled Meeting: December 3, 2010

9. Adjournment: The meeting was adjourned at 10:20 a.m.

Minutes prepared by: Mary Burdick, ASC Liaison, CCCTA

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	53	38	0	0	64	47	1	1	52	31	0	0	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	241	174	1	1	719	497	9	4	212	136	11	0	559	383	3	1

3,904 Total CCCTA, Active, ADA Eligible in the Regional Eligibility Database (RED)

CCCTA LINK
MONTHLY OPERATING SUMMARY
October FY10/11

SUMMARY	October FY09/10	October FY 10/11	YTD FY09/10	YTD FY10/11
1 TOTAL CLIENTS	14,384	13,014	54,109	51,278
2 TOTAL ATTENDANTS	1,073	1,119	4,644	4,546
3 TOTAL COMPANIONS	90	75	350	235
4 TOTAL PASSENGERS	15,547	14,208	59,103	56,059
5 TOTAL SERVICE DAYS	31	31	121	122
6 VEHICLE REVENUE HOURS	7,682.52	6,936.13	28,810.20	27,934.70
7 VEHICLE SERVICE HOURS	9,186.65	8,425.71	34,892.30	33,901.57
8 VEHICLE NON REV HOURS	1,504.13	1,489.57	6,081.80	5,966.86
9 VEHICLE SERVICE MILES	151,737	132,478	575,047	531,695
10 VEHICLE REVENUE MILES	125,808	110,187	472,625	435,985
11 VEHICLE NON REV MILES	25,929	22,291	102,422	93,005
12 PASS. PER REVENUE HOUR	2.02	2.05	2.05	2.01
13 CLIENT PER REVENUE HOUR	1.87	1.88	1.88	1.84
14 PASS. PER SERVICE HOUR	1.69	1.69	1.69	1.65
15 PASS. PER SERVICE MILE	0.10	0.11	0.10	0.11
16 PASS. PER REVENUE MILE	0.12	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,612	1,135	5,241	4,546
18 SAME DAY TRIPS	116	243	323	855
19 *SUBSCRIPTION TRIPS	N/A	8,504	N/A	33,614
20 *DEMAND	N/A	4,402	N/A	17,123
21 FAREBOX REVENUE	\$17,853.50	\$15,381.50	\$67,546.00	\$58,868.50
22 PREPAID CLIENTS	\$23,209.90	\$32,395.00	\$81,177.72	\$108,182.50
23 COLLECTED BILLING	\$8,692.00	\$7,074.00	\$37,792.00	\$22,226.00
24 TOTAL REVENUE COLLECTED	\$49,755.40	\$54,850.50	\$186,515.72	\$189,277.00
25 CHARGEABLE ACCIDENTS	1	0	1	0
26 SERVICE COMPLAINTS	1	0	4	0
27 SERVICE COMMENDATIONS	1	0	4	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	3	13	14
30 DRIVER TURNOVER	0.0	0.0	1.4	2.90
31 SCHEDULE ADHERENCE	95%	92.4%	95%	94.2%
32 WHEELCHAIR BOARDING'S	3,929	3,339	15,248	13,486
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,468	8,887	N/A	N/A
35 UNDUPLICATED CLIENTS	1,177	1,106	N/A	N/A
36 NO-SHOWS	31	47	144	369
37 CANCELS	1,868	1,952	7,144	7,663
38 AVG. TRIP LENGTH (MILES)	9.8	9.3	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	21,105.0	20,148.4	82,486.0	75,317.5
42 FLEET M.P.G.	7.19	6.58	6.97	7.06
43 *DRIVER ROAD CHECK	N/A	28	N/A	262
44 *RIDER SURVEY'S	N/A	13	N/A	33
*STARTED REPORTING 12-01-09				
QUARTERLY STARTS (3RD)				
45 AMB LIFT BOARDINGS	N/A	0	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	500									1,430
10	172	238	363	305									1,078
28	209	175	221	463									1,068
16	219	315	236	292									1,062
15	195	187	291	164									837
11	248	128	161	185									722
9	160	165	153	206									684
14	132	188	170	168									658
6	121	142	177	152									592
4	174	161	117	89									541
21	180	132	112	74									498
98X	125	105	75	142									447
314	92	103	120	104									419
36	91	136	122	56									405
17	99	75	101	62									337
18	131	49	62	69									311
35	104	120	34	25									283
1	102	78	26	61									267
19	68	26	25	47									166
7	58	49	32	11									150
25	52	45	22	11									130
320	44	17	28	28									117
2	18	24	28	37									107
5	13	24	61	8									106
311	32	24	20	25									101
600's	0	24	33	39									96
96X	25	16	8	15									64
316	37	6	12	8									63
321	7	15	3	33									58
93X	11	15	16	8									50
95X	14	14	3	5									36
97X	3	3	6	13									25
315	8	9	2	5									24
301	5	2	2	2									11
91X	2		5	0									7
92X	2	3	0	0									5
6L	0	1	0	0									1
Total	3,215	3,033	3,296	3,412	0	0	0	0	0	0	0	0	12,956
÷ 2 =	1,608	1,517	1,648	1,706	0	0	0	0	0	0	0	0	6,478

To: Board of Directors
From: Mary Burdick, Senior Manager of Marketing

Date: November 26, 2010
Reviewed By:

SUBJECT: Restructuring Advisory Committees

SUMMARY OF ISSUES:

At the October meeting of the Board of Directors, representatives from the ASC and the CAC presented the feedback from individual committee discussion. The recommendation by both advisory committees was that the two committees remain separate, but to meet every other month. Board comments in favor of an integrated committee were that a combined committee will provide members with greater knowledge of the issues facing public transportation as a whole. Because of the interrelationship between fixed-route and paratransit service, both committees could benefit by combining.

RECOMMENDATIONS:

Staff will ask both advisory committee to consider goals and structure of a combined committee.