

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, January 28, 2011 - 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 December 3, 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 November and December 2010.
 - c. **ADA Related Customer Service Reports**
Two ADA related complaints were received through Customer Service in December.
 - d. **Driver Appreciation Program**
The winner of the December drawing was Letty Scott. The winner for January was Augustin Barrientos, Jr.
 - e. ***Ramp Events**
November and December ramp reports will be provided.
 5. **ACCESSIBLE SERVICES COMMITTEE ISSUES:**
 - a. **Status of ASC Representation** –Representatives are needed for the City of Clayton, and the Town of Moraga.
 - b. **Appointments/Reappointments** – None

c. **Update on Mobility Management Project**

6. COMMITTEE DISCUSSION

7. FUTURE AGENDA ITEMS

8. NEXT SCHEDULED MEETING: Meetings are normally held on the fourth Friday every other month. The next meeting will be held on March 25, 2011.

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

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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 December 2, 2010

In Attendance: Eileen Vonk, Sandra Smith, David Loyd, Phil Reed, Connie Whiting,
Sue Littlehale, Maureen Murphy, Sarah Vital, Dan Dumas

Absent: None

Guests: Robert Greenwood (LINK)

Staff Present: Mary Burdick and Anne Muzzini

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 October 22, 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 October 2010 were down slightly over passengers October 2009, and the overall trend of YTD declines in several performance measurements (riders, hours, miles, revenue, etc.) continues. The relationship between No Shows the increase in Same Day Trips was discussed.
 - c. **ADA Related Customer Service Reports** – Sandra Smith reported that there were no ADA related complaints in October or November.
 - d. **Driver Appreciation Program** – The November winner was Jeff Marquez.
 - e. **Ramp Events** – The October report was accepted by the Committee. Staff identified the areas served by the routes with the highest number of lift deployments – Rt. 20, 28, 10, 16, 9, and 11.
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** – None

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

c. **Weekday vs. Weekend LINK Service** - At the October meeting the Committee asked LINK staff to investigate the number of eligible trips on weekdays that become ineligible on weekends due to the reduced level of service on weekends. Robert Greenwood with LINK reported that there are, on average, about 40 fewer trips on the weekends as a result of the more restricted service area. Anne Muzzini commented however, that clients with weekend subscription trips prior to the service changes affecting LINK service, were to continue to have weekend service. Sandra Smith suggested the committee review the lack of LINK service in the San Ramon Valley. It was pointed out however, that CCCTA does exceed ADA requirements by providing service within 1 ½ miles from fixed route rather than ¾ mile, and the reason there is a lack of LINK service on weekends in the San Ramon Valley is that there is a lack of fixed-route service on the weekends.

d. **Combined Committees**– Anne Muzzini addressed the Committee to receive final comments on the topic of possibly combining the Citizens Advisory Committee and the Accessible Services Committee, and if they were to combine, what might that combined committee structure look like. Ms. Muzzini prefaced her comments with the assurance from the General Manager, that regardless of when or where the meetings took place, LINK staff would be in attendance, and LINK service would be available to members needing transportation to and from the meeting.

Many comments mirrored those presented at the October meeting of the Board of Directors. All members repeated their argument that both groups represent different audiences, and that the ASC was formed for the purpose of assisting CCCTA through the process of ADA compliance, and being the eyes of the ADA community to assure compliance is maintained. They all felt strongly that maintaining their autonomy was more important than the frequency of the meetings.

Phil Reed commented that he saw no benefit to combining to two committees. If the intent is to eventually have one representative from each jurisdiction, well informed of both fixed-route and ADA issues, recruitment will be more difficult than the present. Sarah Vital suggested that she had no problem with CAC members at the same meeting, as long as the intensity remained with ADA issues. She questioned why if both committees agree to cut meetings in half, isn't this enough?

6. **Committee Discussion:** Sarah Vital suggested she may need to step down as Chair as her attendance may be impacted by some personal issues. The committee assured her that this was not necessary at this time. If she is unable to attend the Vice Chair fill her position.

7. **Future Agenda Items:** Phil Reed asked what was happening with the Mobility Management project funded through Measure J. Anne Muzzini reported that staff at both CCCTA and with the County who were working on this project have left, but that an update will be forthcoming.
8. **Next Scheduled Meeting: January 28, 2011**
9. **Adjournment:** The meeting was adjourned at 10:20 a.m.

Minutes prepared by:

Mary Burdick

1/18/11
Date

**ADA CERTIFICATION and RECERTIFICATION
FY 2011**

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	69	39	0	0	49	33	2	0	47	28	0	0	53	32	0	0
DEC	60	34	0	0	52	38	0	0	37	28	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	370	247	1	1	719	497	9	4	296	192	11	0	559	383	3	1

3,799 Total CCCTA, Active, ADA Eligible in the Regional Eligibility Database (RED)

CCCTA LINK
MONTHLY OPERATING SUMMARY
November FY10/11

SUMMARY	November FY09/10	November FY 10/11	YTD FY09/10	YTD FY10/11
1 TOTAL CLIENTS	12,157	12,174	66,266	63,452
2 TOTAL ATTENDANTS	995	904	5,639	5,450
3 TOTAL COMPANIONS	76	65	426	300
4 TOTAL PASSENGERS	13,228	13,143	72,331	69,202
5 TOTAL SERVICE DAYS	29	30	150	152
6 VEHICLE REVENUE HOURS	6,524.70	6,551.60	35,334.90	34,486.30
7 VEHICLE SERVICE HOURS	7,998.50	7,968.46	42,890.80	41,870.03
8 VEHICLE NON REV HOURS	1,473.80	1,416.86	7,555.60	7,383.72
9 VEHICLE SERVICE MILES	125,553	123,165	700,600	654,860
10 VEHICLE REVENUE MILES	108,004	103,228	580,629	539,213
11 VEHICLE NON REV MILES	17,549	22,483	119,971	115,488
12 PASS. PER REVENUE HOUR	2.03	2.01	2.05	2.01
13 CLIENT PER REVENUE HOUR	1.86	1.86	1.88	1.84
14 PASS. PER SERVICE HOUR	1.65	1.65	1.69	1.65
15 PASS. PER SERVICE MILE	0.11	0.11	0.10	0.11
16 PASS. PER REVENUE MILE	0.12	0.13	0.12	0.13
17 TOTAL TRANSFER TRIPS	1,446	1,023	6,687	5,569
18 SAME DAY TRIPS	88	255	411	1,110
19 *SUBSCRIPTION TRIPS	8,570	8,351	N/A	41,965
20 *DEMAND	3,587	3,743	N/A	20,866
21 FAREBOX REVENUE	\$15,060.00	\$13,910.00	\$82,606.00	\$72,778.50
22 PREPAID CLIENTS	\$22,507.00	\$26,484.00	\$103,624.72	\$134,666.50
23 COLLECTED BILLING	\$17,748.00	\$8,333.00	\$55,540.00	\$30,559.00
24 TOTAL REVENUE COLLECTED	\$55,315.00	\$48,727.00	\$241,770.72	\$238,004.00
25 CHARGEABLE ACCIDENTS	2	0	3	0
26 SERVICE COMPLAINTS	1	0	5	0
27 SERVICE COMMENDATIONS	0	0	4	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	4	2	17	16
30 DRIVER TURNOVER	0.0	0.0	4.0	2.90
31 SCHEDULE ADHERENCE	94%	95%	94%	94.3%
32 WHEELCHAIR BOARDING'S	3,586	3,206	18,834	16,692
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,546	9,630	N/A	N/A
35 UNDUPLICATED CLIENTS	1,130	1,098	N/A	N/A
36 NO-SHOWS	10	43	154	412
37 CANCELS	1,864	1,782	9,008	9,445
38 AVG. TRIP LENGTH (MILES)	9.5	9.4	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	14,565.0	16,411	97,051.0	91,728.5
42 FLEET M.P.G.	8.62	7.51	7.22	7.14
43 *DRIVER ROAD CHECK	36	32	N/A	294
44 *RIDER SURVEY'S	2	10	N/A	43
*STARTED REPORTING 12-01-09				
QUARTERLY STARTS (3RD)				
45 AMB LIFT BOARDINGS	N/A	0	5,408	9,079

CCCTA LINK
MONTHLY OPERATING SUMMARY
December FY10/11

SUMMARY	December FY09/10	December FY 10/11	YTD FY09/10	YTD FY10/11
1 TOTAL CLIENTS	12,684	11,822	78,950	75,274
2 TOTAL ATTENDANTS	983	993	6,622	6,443
3 TOTAL COMPANIONS	73	69	499	369
4 TOTAL PASSENGERS	13,740	12,884	86,071	82,086
5 TOTAL SERVICE DAYS	30	30	180	182
6 VEHICLE REVENUE HOURS	6,917.50	6,735.87	42,252.40	41,222.17
7 VEHICLE SERVICE HOURS	8,460.80	8,294.21	51,351.60	50,164.24
8 VEHICLE NON REV HOURS	1,543.30	1,558.35	9,033.80	8,942.07
9 VEHICLE SERVICE MILES	129,447	125,787	830,047	780,647
10 VEHICLE REVENUE MILES	106,002	102,785	686,631	641,998
11 VEHICLE NON REV MILES	24,713	23,002	144,684	138,490
12 PASS. PER REVENUE HOUR	1.99	1.91	2.04	1.99
13 CLIENT PER REVENUE HOUR	1.83	1.76	1.87	1.83
14 PASS. PER SERVICE HOUR	1.62	1.55	1.68	1.64
15 PASS. PER SERVICE MILE	0.11	0.10	0.10	0.11
16 PASS. PER REVENUE MILE	0.13	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,080	873	7,767	6,442
18 SAME DAY TRIPS	135	274	546	1,384
19 *SUBSCRIPTION TRIPS	8,869	8,019	17,439	49,984
20 *DEMAND	3,815	3,743	7,402	24,609
21 FAREBOX REVENUE	\$15,402.63	\$14,240.50	\$98,008.63	\$87,019.00
22 PREPAID CLIENTS	\$21,372.00	\$28,175.00	\$124,996.72	\$162,841.50
23 COLLECTED BILLING	\$1,200.00	\$12,378.00	\$56,740.00	\$42,937.00
24 TOTAL REVENUE COLLECTED	\$37,974.63	\$54,793.50	\$279,745.35	\$292,797.50
25 CHARGEABLE ACCIDENTS	2	0	5	0
26 SERVICE COMPLAINTS	1	0	4	0
27 SERVICE COMMENDATIONS	4	0	8	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	4	3	17	19
30 DRIVER TURNOVER	1.3	0.0	5.3	2.90
31 SCHEDULE ADHERENCE	97%	95%	96%	94.3%
32 WHEELCHAIR BOARDING'S	3,663	3,224	22,497	19,916
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,665	8,019	N/A	N/A
35 UNDUPLICATED CLIENTS	1,126	1,066	N/A	N/A
36 NO-SHOWS	47	46	201	458
37 CANCELS	2,217	2,105	11,255	11,550
38 AVG. TRIP LENGTH (MILES)	9.4	9.8	9.6	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	22,268.0	17,832	119,319.0	109,560.5
42 FLEET M.P.G.	5.8	7.1	7.0	7.1
43 *DRIVER ROAD CHECK	28	22	64	316
44 *RIDER SURVEY'S	0	10	2	53
*STARTED REPORTING 12-01-09				
QUARTERLY STARTS (3RD)				
45 AMB LIFT BOARDINGS	5,476	8,093	10,884	17,172

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	612	494							2,536
10	172	238	363	305	366	401							1,845
28	209	175	221	463	358	349							1,775
16	219	315	236	292	233	192							1,487
15	195	187	291	164	223	128							1,188
9	160	165	153	206	253	104							1,041
11	248	128	161	185	127	124							973
14	132	188	170	168	137	111							906
4	174	161	117	89	108	108							757
6	121	142	177	152	120	41							753
21	180	132	112	74	128	92							718
98X	125	105	75	142	107	71							625
314	92	103	120	104	54	57							530
36	91	136	122	56	39	5							449
17	99	75	101	62	58	51							446
1	102	78	26	61	73	85							425
35	104	120	34	25	55	79							417
18	131	49	62	69	49	47							407
19	68	26	25	47	46	21							233
7	58	49	32	11	43	31							224
600's	0	24	33	39	35	68							199
5	13	24	61	8	8	51							165
2	18	24	28	37	30	15							152
320	44	17	28	28	9	15							141
25	52	45	22	11	5	0							135
311	32	24	20	25	4	6							111
96X	25	16	8	15	20	15							99
321	7	15	3	33	17	11							86
316	37	6	12	8	7	11							81
93X	11	15	16	8	11	6							67
95X	14	14	3	5	5	18							59
97X	3	3	6	13	10	8							43
315	8	9	2	5	0	0							24
301	5	2	2	2	12	0							23
92X	2	3	0	0	2	8							15
91X	2		5	0	0	5							12
6L	0	1	0	0	0	0							1
Total	3,215	3,033	3,296	3,412	3,364	2,828	0	0	0	0	0	0	19,148
÷ 2 =	1,608	1,517	1,648	1,706	1,682	1,414	0	0	0	0	0	0	9,574

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