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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 January 28, 2011

**In Attendance:** Eileen Vonk, Sandra Smith, David Loyd, Phil Reed, Connie Whiting, Maureen Murphy, and Sarah Vital  
**Absent:** Sue Littlehale, Dan Dumas  
**Guests:** Robert Greenwood (LINK), Ralph Hoffmann  
**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 December 3, 2010 meeting were approved.
3. **Public Comment and/or Communication:** Ralph Hoffmann introduced himself to the committee as a public transit advocate. Mr. Hoffmann said he has been attending all public CCCTA meetings, and is now branching out, serving on countywide Advisory Council on Aging.
4. **Staff Reports:**
  - a. **ADA Certification and Recertification Report(s)** – The Committee reviewed and accepted the report. Sandra Smith pointed out that more than half of those certified are seniors, consistent with LINK ridership demographics.
  - b. **LINK Monthly Operating Summary** – Performance indicators in November and December 2010 were down slightly over indicators in 2009, and the overall trend of YTD declines in several performance measurements (riders, hours, miles, revenue, etc.) continues.

Sarah Vital questioned how the Trapeze scheduling software is working for staff, noting that it may not be working well for riders – based on her experiences. She explained that the window has expanded, and if the van arrives at the later end of the window, she has been late to her appointments. Robert Greenwood explained that he is asking reservationists to put in odd times – not just those based on a quarter hour. The computer calculates intervals with the pick-up times to account for drop offs between a person's actual pick-up time, and the arrival at the destination. The committee discussed the fact that many clients will base their promptness on the late side of the

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pick-up window, and may not realized they have 5 minutes to get to the van once the driver has made physical contact with the client.

- c. **ADA Related Customer Service Reports** – Sandra Smith reported that there were two ADA related complaints in the fixed-route system. One was a misunderstanding between the operator and passenger on the Rt. 7 (which serves both WC and PH BART stations) which was resolved, and the second was a complaint placed by a senior/disabled person who was annoyed with the behavior and amount spaced being taken by another disabled person in a wheelchair.
- d. **Driver Appreciation Program** – The December winner was Letty Scott, and the January winner was Augustin Barrientos, Jr.
- e. **Ramp Events** –The November/December ramp report was accepted by the Committee. Staff identified the areas served by the routes with the highest number of lift deployments – Rt. 20, 10, 28, 16, and 15. These routes not only have destinations that are significant trip generators such as BART, DVC, senior housing complexes, but Rt. 28 serves the Veterans Clinic in Martinez, and Rt. 16 serves the county hospital in Martinez.

**5. Accessible Services Committee Issues:**

- a. **Status of ASC Representation** – Representatives are needed for the Town of Moraga and the City of Clayton.
- b. **Appointment/Reappointments** – None
- c. **Update on Mobility Management Project** - Mary Burdick reported, that she spoke with Mallory Nestor with AC Transit, who is serving as the project director. The draft RFP is being reviewed by the Technical Advisory Committee. The TAC must also still review the list of consultants. Funds have been extended through 2012 and are as follows: New Freedom funds=\$144,000 through MTC for projects above and beyond the ADA for mobility management. ACTIA funds=\$44,000 which are a combination of Measure B funds in Alameda County, and Measure J in Contra Costa, that will be used to satisfy local match requirements.

**6. Committee Discussion:** None

**7. Future Agenda Items:** Staff will keep the Committee updated on recommendation to combine the two citizens groups.

**8. Next Scheduled Meeting: March 25, 2011**

**9. Adjournment:** The meeting was adjourned at 9:55 a.m.

Minutes prepared by: Mary Burdick, ASC Liaison, CCCTA

Mary Burdick

3/17/11  
Date