

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



## 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, March 25, 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 January 28, 2011
  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 January and February 2011.
    - c. **ADA Related Customer Service Reports**  
There were no ADA related customer service reports for the fixed-route system during February to mid March.
    - d. **Driver Appreciation Program**  
The winner of the February drawing was Sheila Hunter. The winner for March was Sophia Morris.
    - e. **\*Ramp Events**  
January and February ramp reports will be provided.
  5. **ACCESSIBLE SERVICES COMMITTEE ISSUES:**
    - a. **Status of ASC Representation** –Representatives are needed for the City of Clayton, the Town of Danville, and the Town of Moraga.
    - b. **Appointments/Reappointments** – None

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c. **Update on Combined Citizens Committee**

**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 is to be determined.

**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](mailto: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:**

<b><u>Name</u></b>	<b><u>Representing</u></b>
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
-	Town of Danville
-	Town of Moraga

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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

# 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	51	36	1	1	44	25	0	0	46	34	0	0	45	31	0	0
FEB	70	49	0	0	49	36	1	0	33	17	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
<b>TOTAL</b>	<b>491</b>	<b>332</b>	<b>2</b>	<b>2</b>	<b>719</b>	<b>497</b>	<b>9</b>	<b>4</b>	<b>375</b>	<b>243</b>	<b>12</b>	<b>0</b>	<b>559</b>	<b>383</b>	<b>3</b>	<b>1</b>

3,734 Total CCCTA, Active, ADA Eligible in the Regional Eligibility Database (RED)

**CCCTA LINK**  
**MONTHLY OPERATING SUMMARY**  
**January FY10/11**

<b>SUMMARY</b>	<b>January FY09/10</b>	<b>January FY 10/11</b>	<b>YTD FY09/10</b>	<b>YTD FY10/11</b>
1 TOTAL CLIENTS	12,026	12,162	90,976	87,436
2 TOTAL ATTENDANTS	861	896	7,483	7,339
3 TOTAL COMPANIONS	1,098	77	1,597	446
4 TOTAL PASSENGERS	13,985	13,135	100,056	95,221
5 TOTAL SERVICE DAYS	30	30	210	212
6 VEHICLE REVENUE HOURS	6,550.20	6,579.37	48,802.60	47,801.54
7 VEHICLE SERVICE HOURS	7,854.80	8,026.59	59,206.20	58,190.83
8 VEHICLE NON REV HOURS	1,304.40	1,447.23	10,403.30	10,389.30
9 VEHICLE SERVICE MILES	125,730	127,659	955,777	908,306
10 VEHICLE REVENUE MILES	103,720	105,600	790,351	747,598
11 VEHICLE NON REV MILES	22,010	22,059	165,426	160,549
12 PASS. PER REVENUE HOUR	2.14	2.00	2.05	1.99
13 CLIENT PER REVENUE HOUR	1.84	1.85	1.86	1.83
14 PASS. PER SERVICE HOUR	1.78	1.64	1.69	1.64
15 PASS. PER SERVICE MILE	0.11	0.10	0.10	0.10
16 PASS. PER REVENUE MILE	0.13	0.12	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,098	962	18,765	7,404
18 SAME DAY TRIPS	159	253	705	1,637
19 *SUBSCRIPTION TRIPS	8,216	8,386	25,655	58,370
20 *DEMAND	3,651	3,684	11,053	28,293
21 FAREBOX REVENUE	\$14,384.50	\$13,771.50	\$112,393.13	\$100,790.00
22 PREPAID CLIENTS	\$23,444.06	\$1,360.00	\$148,440.78	\$164,201.50
23 COLLECTED BILLING	\$9,962.00	\$11,411.60	\$66,702.00	\$54,348.60
24 TOTAL REVENUE COLLECTED	\$47,790.56	\$26,543.10	\$327,535.91	\$319,340.10
25 CHARGEABLE ACCIDENTS	0	1	5	1
26 SERVICE COMPLAINTS	1	0	5	0
27 SERVICE COMMENDATIONS	2	0	10	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	3	20	22
30 DRIVER TURNOVER	0.0	0.0	5.3	2.90
31 SCHEDULE ADHERENCE	95%	95%	96%	95%
32 WHEELCHAIR BOARDING'S	3,385	3,144	25,882	23,060
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,712	9,168	N/A	N/A
35 UNDUPLICATED CLIENTS	1,099	1,039	N/A	N/A
36 NO-SHOWS	62	65	263	523
37 CANCELS	1,856	1,723	13,081	13,273
38 AVG. TRIP LENGTH (MILES)	9.0	9.7	9.6	9.5
39 AVG. SM BUSES IN SERVICE	5	3	5	3
40 AVG. BUSES IN SERVICE	48	48	48	48
41 TOTAL FUEL/GALLONS	16,481	17,473	135,800	127,034
42 FLEET M.P.G.	7.6	7.3	7.0	7.2
43 *DRIVER ROAD CHECK	69	33	133	349
44 *RIDER SURVEY'S	11	18	13	71
*STARTED REPORTING 12-01-09				
<b>QUARTERLY STARTS (3RD)</b>				
45 AMB LIFT BOARDINGS	0	N/A	10,884	17,172

**CCCTA LINK  
MONTHLY OPERATING SUMMARY  
FEBRUARY FY10/11**

<b>SUMMARY</b>	<b>February FY09/10</b>	<b>February FY 10/11</b>	<b>YTD FY09/10</b>	<b>YTD FY10/11</b>
1 TOTAL CLIENTS	12,441	11,816	103,417	99,252
2 TOTAL ATTENDANTS	1,306	833	8,789	8,172
3 TOTAL COMPANIONS	44	97	1,641	543
4 TOTAL PASSENGERS	13,791	12,746	113,847	107,967
5 TOTAL SERVICE DAYS	28	28	238	240
6 VEHICLE REVENUE HOURS	6,564.50	6,192.50	55,367.10	53,994.04
7 VEHICLE SERVICE HOURS	7,832.10	7,642.33	67,038.30	65,833.16
8 VEHICLE NON REV HOURS	1,267.60	1,449.82	11,605.80	11,839.12
9 VEHICLE SERVICE MILES	128,014	118,977	1,083,791	1,027,283
10 VEHICLE REVENUE MILES	103,643	98,337	893,994	845,935
11 VEHICLE NON REV MILES	20,968	20,640	187,662	181,189
12 PASS. PER REVENUE HOUR	2.10	2.06	2.06	2.00
13 CLIENT PER REVENUE HOUR	1.90	1.91	1.87	1.84
14 PASS. PER SERVICE HOUR	1.76	1.67	1.70	1.64
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	991	944	19,756	8,348
18 SAME DAY TRIPS	147	228	852	1,865
19 SUBSCRIPTION TRIPS	8,262	8,138	33,917	66,508
20 DEMAND	4,179	3,613	15,092	31,906
21 FAREBOX REVENUE	\$15,049.00	\$13,127.50	\$127,442.13	\$113,917.50
22 PREPAID CLIENTS	\$25,146.50	\$35,747.00	\$173,587.28	\$199,948.50
23 COLLECTED BILLING	\$17,164.00	\$12,432.00	\$83,866.00	\$66,780.60
24 TOTAL REVENUE COLLECTED	\$57,359.50	\$61,306.50	\$384,895.41	\$380,646.60
25 CHARGEABLE ACCIDENTS	1	1	6	2
26 SERVICE COMPLAINTS	0	0	5	0
27 SERVICE COMMENDATIONS	1	0	11	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	1	0	21	22
30 DRIVER TURNOVER	2.7	1.5	8.0	2.08
31 SCHEDULE ADHERENCE	95%	94%	95%	95%
32 WHEELCHAIR BOARDING'S	3,413	2,884	29,295	25,944
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,803	8,733	N/A	N/A
35 UNDUPLICATED CLIENTS	1,126	1,058	N/A	N/A
36 NO-SHOWS	38	35	301	558
37 CANCELS	1,928	1,511	15,009	14,784
38 AVG. TRIP LENGTH (MILES)	9.3	9.3	9.5	9.5
39 AVG. SM BUSES IN SERVICE	5	5	5	5
40 AVG. BUSES IN SERVICE	48	48	48	48
41 TOTAL FUEL/GALLONS	17,059	16,666	152,859	143,700
42 FLEET M.P.G.	7.5	7.1	7.1	7.1
43 DRIVER ROAD CHECK	157	21	290	370
44 RIDER SURVEY'S	5	8	18	79
<b>QUARTERLY STARTS (3RD)</b>				
45 AMB LIFT BOARDINGS	0	N/A	10,884	17,172

## 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	YTD Total
20	262	219	449	500	612	494	438	347	3,321
28	209	175	221	463	358	349	485	368	2,628
10	172	238	363	305	366	401	430	341	2,616
16	219	315	236	292	233	192	210	231	1,928
15	195	187	291	164	223	128	161	78	1,427
9	160	165	153	206	253	104	92	79	1,212
14	132	188	170	168	137	111	187	118	1,211
11	248	128	161	185	127	124	176	58	1,207
4	174	161	117	89	108	108	103	89	949
21	180	132	112	74	128	92	113	67	898
6	121	142	177	152	120	41	18	27	798
98X	125	105	75	142	107	71	43	100	768
314	92	103	120	104	54	57	53	98	681
35	104	120	34	25	55	79	114	94	625
18	131	49	62	69	49	47	51	129	587
17	99	75	101	62	58	51	61	74	581
1	102	78	26	61	73	85	57	67	549
36	91	136	122	56	39	5	27	42	518
7	58	49	32	11	43	31	82	24	330
19	68	26	25	47	46	21	21	51	305
600's		24	33	39	35	68	40	7	246
2	18	24	28	37	30	15	44	12	208
5	13	24	61	8	8	51	26	13	204
25	52	45	22	11	5		7	22	164
320	44	17	28	28	9	15		16	157
96X	25	16	8	15	20	15	27	23	149
311	32	24	20	25	4	6	14	23	148
316	37	6	12	8	7	11	5	31	117
321	7	15	3	33	17	11		12	98
95X	14	14	3	5	5	18	31	7	97
93X	11	15	16	8	11	6	17	8	92
97X	3	3	6	13	10	8	3	7	53
315	8	9	2	5			8	13	45
301	5	2	2	2	12		5	12	40
92X	2	3			2	8	1	1	17
91X	2		5			5		0	12
6L		1					1	0	2
<b>Total</b>	<b>3,215</b>	<b>3,032</b>	<b>3,296</b>	<b>3,412</b>	<b>3,364</b>	<b>2,828</b>	<b>3,150</b>	<b>2,689</b>	<b>24,986</b>

÷ 2 =	1,608	1,516	1,648	1,706	1,682	1,414	1,575	1,345	12,493
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NOTE: \* Data comes from Link Operators

\*\* These are seasonal routes



# The County Connection

Inter Office Memo

**To:** Accessible Services Committee  
**From:** Mary Burdick, Senior Manager of Marketing

**Date:** March 17, 2011  
**Reviewed By:**

**SUBJECT:** Combining Advisory Committees

**SUMMARY OF ISSUES:**

In February the Board of Directors voted to combine the two advisory committees, and to have this committee meet every other month.

The General Manager asked staff to arrange a combined meeting to take place in early April to discuss the committee structure, focus, agenda items, and meeting time and location.

Staff genuinely wishes that current members will embrace the opportunity to learn more about and to provide input on all of the important issues that County Connection faces in our efforts to provide efficient, reliable fixed-route and paratransit service.

The General Manager would like to be present at the meeting and has the most flexible schedules on Monday-Wednesday, April 11-13.