

**Advisory Committee**  
**County Connection Office – Board of Director Room**  
**2477 Arnold Industrial Way, Concord, CA 94520**  
**Wednesday, April 13, 2011 at 3:00 PM – 5:00 PM\*\***

**Agenda**

1. Call to Order – Roll Call
2. Agenda Approval\*
3. Approval of Minutes CAC and ASC March meetings\*
4. Public Comment
5. Restructuring of Advisory Committees\*
6. Outline of Future Agenda Items\*
7. Committee Member Feedback
8. Adjournment – Next meeting to be determined

\*Enclosure

**\*\*Please note the time for this special meeting, and call LINK to book your trip.**

County Connection Scheduled Committee Meeting agendas are posted at [www.cccta.org](http://www.cccta.org).

**General Information**

Availability of Public Records: All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body, will be available for public inspection at 2477 Arnold Industrial Way, Concord, California, at the same time that the public records are distributed or made available to the legislative body. The agenda and enclosures for this meeting are posted also on our website at [www.CCCTA.org](http://www.CCCTA.org).

Public Comment: Each person wishing to address the CCCTA Advisory Committee is requested to complete a Speakers Card for submittal to the Committee Chair before the meeting convenes or the applicable agenda item is discussed. Persons who address the Committee are also asked to furnish a copy of any written statement to the staff liaison. A period of thirty (30) minutes has been allocated for public comments concerning items of interest within the subject matter jurisdiction of the Committee. Each individual will be allotted three minutes, which may be extended at the discretion of the Committee Chair.

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 so that it is received by CCCTA at least 48 hours before the meeting convenes. Requests should be sent to Manager of Marketing, 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 this meeting. To arrange for the shuttle service, please call Robert Greenwood at (925) 680-2072, no later than 24 hours prior to the start of the meeting.

## Citizen's Advisory Committee

### Summary Minutes

Meeting of March 15, 2011

The meeting was called to order at 6:35 PM.

Citizens Advisory Members present were, Charles Evans, Jan Kunz, Charles Hogel, Harvey Riggs, Luke Lucas and Gwen Stitzell.

County Connection (CCCTA) Staff present: Mary Burdick

Guests: Ralph Hoffmann

#### **Approval of Agenda**

The agenda was approved.

#### **Approval of the Minutes of November 2, 2010**

The minutes were accepted.

#### **Public Comment**

Ralph Hoffmann addressed the Committee explaining his reliance on both fixed-route and paratransit service, commenting that he came to the meeting using fixed-route transit. Mr. Hoffmann commented on the recent disaster in Japan and speculates that the California power plants may be shut down. He commented on MTC, ABAG, and the BAAQMD all moving into the same headquarter building as a possible sign of a pending merge. Finally he commented on a book he is reading, Understanding Islam that highlights many misconceptions of

#### **Restructuring the Advisory Committees**

Harvey Riggs attended the February Board of Directors meeting where the Board voted to combine the two Committees. He expressed his disappointment that the staff report only highlighted the absences, without any mention of the contributions that the Committees have made during difficult times. Mr. Riggs stated that absences are not the fault of the Committee as staff is limited to the nature of recruiting, and the jurisdictions are ultimately responsible for recommending people to fill vacant seats.

Mary Burdick reported that as a result of the Board action, the General Manager would like to see the two committees schedule a meeting that he can attend, suggesting three dates. Several members reported that they had either already submitted resignation letters to their city clerks, or intended to do so. Those members include Harvey Riggs, Beverli Marshall, Charles Hogel, Charles Evans, and Gwen Stitzell. Remaining members were polled to determine which date would work best with their schedules.

### **Fixed-Route Ridership Reports**

Ridership reports were presented for January and February 2011. Ms. Burdick reported that CCCTA is beginning to see a slight increase in ridership that is most likely attributable to the increasing gas prices.

### **CCCTA Board and Committee Reports**

Ms. Burdick reported that the primary work taking place with the A&F Committee is centering on the FY2011 budget, and contract negotiations with the ATU. The tentative agreement was approved in February. The O&S Committee has been reviewing fixed-route ridership reports with special attention being given to routes in the bottom tier of ridership performance. They approved the staff recommendation to replace 42 paratransit vehicles and to include updated mobile data systems that will allow enhanced opportunity to better schedule same day trips. The MP&L committee completed work on the on the CCCTA Legislative program which will be presented when the GM and Board Chair attend the APTA legislative conference in March. The MP&L committee is also reviewing the draft Short Range Transit Plan, with the completed draft going to the Board for approval in April.

### **Old Business**

There was no old business

### **New Business**

There was no new business

### **Committee Member Communications**

Charles Evans expressed his thanks to all members and to staff, and hopes the new direction is successful.

The meeting was adjourned at 7:35 PM.

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Mary Burdick, Manager of Marketing/Public Relations

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Date

## 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 March 25, 2011

**In Attendance:** David Loyd, Phil Reed, and Sarah Vital  
**Absent:** Sue Littlehale, Eileen Vonk, Sandra Smith, Connie Whiting, and Maureen Murphy.  
**Guests:** 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 January 28, 2011 meeting were approved.
3. **Public Comment and/or Communication:** Ralph Hoffmann announced that a Senior Expo was taking place today in Concord at the Crowne Plaza – Ms. Burdick replied that CCCTA staff was scheduled to be at the event all day. Mr. Hoffmann passed out a copy of a newspaper ad that appeared in the Walnut Creek Journal about a free shuttle service that operates in Oakland between BART, Amtrak and businesses in the Broadway shopping district. Finally Mr. Hoffmann reported that he attended the CAC meeting and that six members were present, that four member announced their resignation, and the Walnut Creek Planning Commission will suspend all appointments.
4. **Staff Reports:**
  - a. **ADA Certification and Recertification Report(s)** – The reports for January and February 2011 were presented. The Committee reviewed and accepted the report.
  - b. **LINK Monthly Operating Summary** – Performance indicators in January and February continue to be down slightly over indicators in 2010, and the overall trend of YTD declines in several performance measurements (riders, hours, miles, revenue, etc.) continues. The number of same day trips increased in both January and February while the number of no-shows remained constant, indicating greater efficiencies with the implementation of the new scheduling software.
  - c. **ADA Related Customer Service Reports** – There were no ADA complaints on their the fixed-route or the LINK service in January/February.
  - d. **Driver Appreciation Program** – The February winner was Sheila Hunter, and the March winner was Sophia Morris.

5. **Ramp Events** –The January and February ramp reports were 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.
6. **Accessible Services Committee Issues:**
  - a. **Status of ASC Representation** – Mary Burdick reported that Dan Dumas submitted a letter of resignation stating that he has moved out of Danville. Representatives are still needed for the City of Clayton and the Town of Moraga.
  - b. **Appointment/Reappointments** – None
  - c. **Update on Combining the Citizen’s Committees** - Mary Burdick reported that as a result of the Board action to combine the two committees, the General Manager would like to see the two committees schedule a joint meeting that he can attend, suggesting three dates. Members were polled to determine which of the suggested dates would work for the majority of the members.
6. **Committee Discussion:** None
7. **Future Agenda Items:** Ms. Burdick outlined the types of reports that will likely be on the agendas in future.
8. **Next Scheduled Meeting:** To be determined.
9. **Adjournment:** The meeting was adjourned at 10:25 a.m.

Minutes prepared by: Mary Burdick, ASC Liaison, CCCTA

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Date

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

**Date:** April 6, 2011  
**Reviewed By:**

**SUBJECT: Restructuring Advisory Committee**

**SUMMARY OF ISSUES:** In February the Board of Directors voted to combine the two advisory committees into one committee that would provide input and feedback between the CCCTA Board of Directors and the jurisdictions they represent. Furthermore, the Board of Directors approved the meeting schedule being reduced to every other month.

At this time, there are several issues that the newly formed committee discuss and reach consensus on that include:

- What is the new committee called?
- When, where, and at what time does the committee meet in order to maximize attendance?
- In jurisdictions where there is dual representation, how long should the terms last, before representation is reduced to one? For example, is the expiration based on the current expiration date, or should there be a determined date after which the jurisdiction determines who will remain on the committee?
- How should the Role and Function documents be amended to benefit the functioning of the committee?

## **STAFF**

**RECOMMENDATION:** Members are urged to be prepared to openly discuss the above issues to reach a consensus.

**ATTACHMENTS:**

- 1) Current membership and expiration dates
- 2) Role and Function documents for both the ASC and the CAC

### Accessible Services Committee Members - 2011

Clayton	Vacant	
Concord	Eileen Vonk 162 Leonard Drive Concord, CA 94518-1241 (925)349-0229 <a href="mailto:eileen49er@aol.com">eileen49er@aol.com</a>	Term Expires 09/12
CCCounty	Sarah Vital 163 Village Place Martinez, CA 94553 (925) 228-7875 (925) 826-7460 cell <a href="mailto:vital.sarah1@gmail.com">vital.sarah1@gmail.com</a>	Term Expires 04/11
Danville	Vacant	
Lafayette	Sandra Smith 3238 Driftwood Drive Lafayette, CA 94549 (925) 283-6194 <a href="mailto:sasbreadmaker@yahoo.com">sasbreadmaker@yahoo.com</a>	Term expires 06/12
Martinez	Connie Whiting 285 Willowlake Drive Martinez, CA 94553 (925) 685-1833 <a href="mailto:kangsi.whiting@sbcglobal.net">kangsi.whiting@sbcglobal.net</a>	Term expires 08/11
Moraga	Vacant	
Orinda	Sue Littlehale 4 Carolyn Court Orinda, CA 94563	Term expires 4/12
Pleasant Hill	David Loyd Alive Program 2151 Salvio St. Suite V Concord, CA 94520	Term expires 06/12

San Ramon	Phil Reed 488 Chaucer Circle San Ramon, CA 94583 (925)829-0628 <a href="mailto:philecreed@comcast.net">philecreed@comcast.net</a>	Term Expires 02/11
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Walnut Creek	Maureen Murphy 2408 Tice Creek Drive #2 Walnut Creek, CA 94595 (925)934-7465	Term expires 09/11
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**Citizen's Advisory Committee – 2011**

Clayton	Vacant
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Concord	Jan Kunz 765 Brannan Pl. Concord, CA 94518 (925) 825-9688 (925) 768-4935 janjkunz@gmail.com	Term Expires 12/12
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CCCCounty	Vacant
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Danville	Vacant
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Lafayette	Vacant
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Martinez	Vacant
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Moraga	Vacant
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Orinda	Vacant
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Pleasant Hill	Vacant
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San Ramon	Vacant
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Walnut Creek	Luke Lucas 1655 N. California Blvd P. O. Box 157 Walnut Creek, CA 94597 <a href="mailto:lukelucasca@gmail.com">lukelucasca@gmail.com</a>	Term Expires 2/13
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**ADOPTED**  
**November 20, 1986**  
**(Revised December 1, 1989, May 18, 1995, and July 10, 2002)**  
**Final 11/02**

**CCCTA CITIZENS' ADVISORY COMMITTEE**  
**ROLE AND FUNCTION**

Charge

The CCCTA Citizens' Advisory Committee (CAC) is charged with the responsibility of acting as ADVISORS to the CCCTA Board of Directors in the following respects:

1. To act as representative of, and conduits for, fixed-route transit passengers and the community-at-large to the CCCTA Board with respect to fixed-route and commuter transit service, marketing and planning.
2. The CAC will be advised by CCCTA staff on all proposed significant routing, scheduling and service changes prior to implementation by CCCTA. The CAC will then make any appropriate recommendations to the Board.
3. To consider and make recommendations regarding basic policy issues referred to CAC by the Board, which may include:
  - The CCCTA Ten-Year Short Range Transit Plan
  - Capital expenditures for new buses, equipment, and facilities through annual budget review and evaluation
  - Other issues such as operations, scheduling, administration, finance and legislation
4. To report to the CAC relevant transit-related items from members' jurisdictions

The CCCTA Citizens' Advisory Committee is further charged with the responsibility of acting as DISSEMINATORS of information to the communities in the following respects:

1. To identify and target communities, neighborhoods, organizations, and individuals to receive information about impending public meetings, public hearings and various project or system plan reviews. Assist with dissemination of information.
2. To assist in the education of the public about the County Connection; to improve overall ridership and community support by speaking before community organizations, and with Board approval, by publicizing actions taken by the CCCTA in the media.
3. To appear at, present approved testimony, and encourage others to attend public meetings.

## Actions to Implement Charge

To implement the above charges, the CAC will:

1. Make formal recommendations in the form of written communications and reports to the CCCTA Board and Committees and, where appropriate, supplement them with oral comments.
2. Suggest organizations in each community or in the CCCTA service area to which the CCCTA could communicate.
3. Maintain a working relationship with the corresponding jurisdiction representative on the Board.
4. Expect the Board and staff to apprise them of policies under consideration in a timely manner so that the CAC members have sufficient time to study pending proposals and solicit comments from riders and the public and then make formal recommendations to the CCCTA Board.
5. Network with other interested citizens and groups in the communities to carry out the charge, and help to recruit new CAC members, as needed.
6. Request staff assistance or Board orientation to prepare presentations before community organizations and provide technical information during presentations as needed as approved by the Board member of that jurisdiction.

## Composition

The CAC will total 11 members from Central County. Each member jurisdiction and the County will be requested to recommend one member from that jurisdiction for appointment to the CAC by the CCCTA Board of Directors. The following criteria should be considered when making these recommendations:

1. The citizen from each member jurisdiction should be a current bus patron.
2. Citizens recommended should be active in community participation and involvement.
3. Citizens must reside in the CCCTA service area.

## Term of Office

1. Members of the CAC shall be appointed for a two-year term of office by the CCCTA Board of Directors. There shall be no limit on the number of terms a CAC member, who is otherwise qualified, may serve. If during his/her term, a representative resigns, is removed, dies, or ceases to reside in the CCCTA service area, the recommending jurisdiction will be requested to make recommendations for appointment of a successor by the Board of Directors to serve the balance of any such term. Biannually, the members of the CAC will be appointed in the same manner. If a member misses three or more consecutive meetings without cause, the CAC may request that member resign or be removed by the CCCTA Board after consultation with the affected jurisdiction.

## Officers

1. The Citizens' Advisory Committee will elect officers who will serve one-year terms and accomplish all Committee business, with assistance from CCCTA staff as necessary. Officers will include a chair and a vice chair and may include others. The chair will convene meetings, seek membership input for prospective agenda items, and serve as direct liaison with CAC staff and appoint and charge subcommittees. The vice chair will serve in the chair's absence.
2. Members may volunteer, or be requested by the chair, to attend or represent CAC at scheduled CCCTA committee meetings, participate in CAC subcommittees, or undertake other duties for the CAC.

## Meetings and Quorums

1. The Citizens' Advisory Committee will meet on a regular basis. However, if the Committee wishes to have special meetings, any member may request that the Chair ask the CCCTA staff liaison to schedule such a meeting.
2. A quorum for CAC meetings will consist of five members.

The CAC will report directly to the CCCTA Board of Directors at regularly scheduled meetings and/or by submission of written reports.

The CCCTA Board of Directors will meet with the full CAC at least once a year, possibly in conjunction with the Accessible Services Committee.

Marketing Department staff will serve as staff liaison to the CAC.

Members of the CAC shall serve without compensation or reimbursement of expenses.

The CAC is an advisory committee to the CCCTA Board of Directors. Unless authorized by the CCCTA Board of Directors, neither the CAC nor its members are authorized to represent the CCCTA in policy areas or decisions.

CENTRAL CONTRA COSTA TRANSIT AUTHORITY  
ACCESSIBLE SERVICES COMMITTEE  
RULES AND FUNCTIONS

1. Purpose. The primary purpose of the Accessible Services Committee (“ASC”) shall be to review, analyze and advise on issues and policies related to accessible services and to communicate concerns, problems, satisfaction and/or successes of accessible services to the Board of Directors of the CCCTA.
2. Members. The ASC shall be comprised of eleven (11) members (“ASC members”) representing each member agency of the CCCTA. ASC members shall be disabled and/or senior users of either fixed-route or paratransit services, or be a recognized representative of the disabled and/or senior community within their jurisdiction.
3. Selection. ASC members shall be appointed by the CCCTA Board of Directors. Recommendations for appointment may be presented to the Board of Directors in one of the following two ways: (1) the Director from the member agency that the ASC Member would represent may recommend a candidate for appointment to the ASC, or (2) the ASC may recommend a candidate to the ASC, with the support of the Director from the member agency that the ASC Member would represent.

Applicants shall seek the approval of the Board member from the same jurisdiction before the application is reviewed by the full Board of Directors. Applicants shall appear before the City Council of the city that the ASC member would represent at the discretion and request of that jurisdiction’s Board member. The Board of Directors shall have final authority regarding selection of ASC members.

3. Term. ASC members shall serve for a two-year term, commencing upon appointment by the Board of Directors.
4. Renewal. Two months prior to the expiration of the term for an ASC member, staff shall notify the Board member representing the same jurisdiction that the term of the ASC member is about to expire. The Director shall evaluate the performance of the ASC member and, if

appropriate, may request that the ASC member appear before the City Council of the city that the ASC member represents. The Director may recommend to the Board of Directors that the ASC member's term be renewed for another two-year term. The Board of Directors shall have final authority regarding whether to renew the ASC member's term.

5. Attendance. Three consecutive unexcused absences are considered a resignation from the ASC. An excused absence is defined as one where the ASC member notifies the Assistant Manager of Accessible Services in advance of the ASC meeting that he or she cannot attend due to illness or travel. All other absences will be deemed unexcused.
6. Action. A majority of ASC members present shall be required to adopt an action.
7. Duties of ASC Members. ASC members shall address the Authority on behalf of all users of accessible services within not only their jurisdiction but the entire service area as well. Committee members shall report problems, concerns, satisfaction, and/or success of accessible services to the Committee and/or Board of Directors as a representative of accessible services users. Committee members shall make their addresses and phone numbers available to appropriate resources for the disabled and seniors in each jurisdiction. ASC members shall appoint a Committee liaison to the Contra Costa County Paratransit Coordinating Council.

The ASC shall also perform the following functions:

- Appoint an ASC Chairperson and Vice Chairperson, who shall serve for two-year terms. The Chairperson shall preside at meetings of the ASC. In the absence of the Chairperson to preside at Committee meetings, the Vice-Chairperson shall preside.
- Review and comment on accessible services issues, accessible service policy changes and ADA issues and related policies.
- Advise the Board of Directors on aforementioned issues and policies.
- Assist in the education of their jurisdictions of the accessible services available to the disabled and seniors.

- Assist individuals in appearing before the Committee who wish to discuss concerns with various accessible services.
- Act as a forum for accessible service users to express concerns or ideas about said services to the Authority.

Revised June 1999

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

**Date:** April 6, 2011  
**Reviewed By:**

**SUBJECT: Future Agenda Items**

**SUMMARY OF ISSUES:** With the combining of the two citizen's groups all members will be exposed to new material for the fixed-route and paratransit divisions. Some will be regular items on the agenda and others will be provided quarterly. Typical reports include:

Fixed Route Reports

Monthly fixed-route ridership  
Planning/Scheduling Updates as appropriate  
Web Use Statistics  
Pass Sales Activity

Paratransit Reports

ADA Certification and Recertification Reports  
LINK Operating Summary  
ADA Related Customer Service Complaints  
Driver Appreciation Program Winner  
Fixed-Route Wheelchair Ramp/Lift Activity

In addition to regular monthly update reports the committee will review and provide comment on regular planning and finance documents such as:

Short Range Transit Plan –outlines service delivery, performance standards, capital, financial and operating plans spanning a 10 year period. Produced every other year, with simple updates in the “off” years as necessary.

Annual Budget – Both fixed-route and paratransit

Annual Marketing/Communications Plan

Service or Fare Change Plans

**STAFF:**

**RECOMMENDATION:** Discussion