

# *The County Connection*

## **Advisory Committee**

### **Summary Minutes**

Meeting of July 8, 2011

The meeting was called to order at 9:40 AM.

Members present were, Sara Vital, Phil Reed, Jan Kunz, Maureen Murphy, David Loyd, Eileen Vonk, Sandra Smith, and Charles Hogel.

Staff present: Mary Burdick (CCCTA) and Ryan Hiatt (LINK)

Guests: Angie Lee and Jenna Kiive

#### **Approval of Agenda**

The agenda was approved.

#### **Approval of the Minutes of May 13, 2011**

The minutes were approved.

#### **Public Comment**

Angie Lee introduced herself and Jenna Kiive, a member of the Alive program. She was concerned that Ms. Kiive's wheelchair was over the maximum size allowable on the CCCTA vehicles, and wanted to know if there were other alternative available for people with oversized wheelchairs. Mr. Hiatt indicated that her chair appeared to be well within the limits, and assured her that staff would measure the chair that day before they left.

#### **Approved Role and Function**

Ms. Burdick included the Citizen's Advisory Committee Role and Function document that was approved by the Board of Directors. The revised document was forwarded to each jurisdiction for their records, with a note to the jurisdictions without representation, to please proceed with recruitment.

#### **Community Connection Van Program**

Ms. Burdick reported that ten vans were assessed as being viable for donation to the program, and that staff would proceed to announce that applications were available. The criteria on which applications will be evaluated include: 1) financial capacity and ability to operate the vehicle; 2) commitment to provide service to ADA riders, and; 3) willingness to sign certifications and assurances. Applications were released June 21, 2011 and are due by August 18, 2011. Member Jan Kunz will assist with evaluating the applications, and staff hopes to make the award(s) by September 1, 2011 so the vehicles can be released. Copies of the cover letter, program process and requirements, and the application were included with the report.

### **Paratransit Coordinating Council**

Ms. Burdick advised the Committee that Sara Vital wished to resign from the Council and suggested that another member of the Advisory Committee submit an application. With Ms. Vital's resignation there is no user representative from Central Contra Costa on the council. Ms. Burdick pointed out that since Cindy Dahlgren retired in June 2010, representation by CCCTA staff has been sporadic. Phil Reed asked Ms. Burdick to inform upper management that the CCCTA Advisory Committee recommends that a staff member be assigned to attend the meetings on a regular basis.

Ms. Burdick had available copies of the Paratransit Coordinating Council's member application, as well as the appointment process documentation for anyone interested in applying.

### **ADA Monthly Reports**

- A. ADA Certification and Recertification Report – In the month of June both certifications and those re-certifying in 2011 were less than in 2010. On an annual basis, those numbers remained fairly stable compared to 2010. This declining trend can be attributed to several factors including individuals taking advantage of the fixed-route system longer. Phil Reed commented that even though the number of people being ADA certified continues to grow, LINK ridership has been declining slightly, and that people often apply before they need the service as a safety net.
- B. LINK Monthly Report – The Monthly reports for May and June were presented with no further discussion. ADA Related Customer Service Reports – There were no complaints filed in April within the fixed-route division.
- C. Driver Appreciation Program – Debbie Walton was the June Winner, and Luis Stein was the July winner. The committee recommended that this report as well as the ADA complaint verbal report be moved to the fixed-route report section. Additionally, staff will investigate the cost to have the fixed-route complaint program modified so the Committee can see a snapshot of complaint activity.
- D. Ramp Events – The fixed route ramp report was reviewed.

### **Fixed-Route Staff Reports**

- A. Fixed-route Ridership Report – The monthly report for April and May was reviewed. Also included was the route description summary that lists the major destinations served by each fixed-route.
- B. CCCTA Website User Information - Staff provided user statistics for the month of May and June. Information includes total number of visits, number of unduplicated visits, pages per visit, total time on site, and the number of those accessing the site using a mobile device.

### **Committee Member Communication**

Charles Hogel mentioned an article he saw explaining that AC Transit was getting capital funds from MTC's vehicle replacement pool for operating purposes, and he didn't think this was allowable. Ms. Burdick explained that there have been instances when an operator will not replace vehicles, and have sought these funds for backfill operating losses. CCCTA did this in FY2011. The drawback to this is that once the funds for replacement buses are released, and the vehicles are not replaced, they drop out of the replacement funding cycle. If


in later years, the agency needs to expand the fleet to the prior size, they funding to purchase the buses must come from elsewhere.

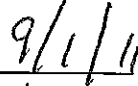
Ms. Burdick asked Committee members to let her know if there are Board Committee meeting agendas or packets they would like to receive, and in what format they would like to receive them.

**Adjournment**

The meeting was adjourned at 11:50 AM.

The next meeting was scheduled for Friday, September 9, 2011 at 9:30 AM.

  
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Mary Burdick, Manager of Marketing/Public Relations

  
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Date