



15 Industrial Parkway
Burlington, VT 05402

Phone (802) 864-0211
Fax (802) 864-5564

MEETING NOTICE AND TENTATIVE AGENDA
Chittenden County Transportation Authority Board of Commissioners
5:00p.m. Wednesday, June 24, 2009
15 Industrial Parkway, Burlington, VT

The mission of CCTA is to promote and operate safe, convenient, accessible, innovative and sustainable public transportation services in the Chittenden County region that reduce congestion and pollution, encourage transit oriented development and enhance the quality of life for all.

- 5:00p.m. 1. Open meeting
- 5:01p.m. 2. Public Comment
- 5:05p.m. 3. Adjustment of Agenda
- 5:06p.m. 4. Recognition
- 5:15p.m. 5. Minutes
- 5/27/09 (Action)
- 5:16p.m. 6. Financial Report & Balance Sheet
- 5:25p.m. 7. Staff Reports and Communications:
- (a) Vouchers
 - (b) General Manager's Report
 - (c) Marketing Report
 - (d) Planning Report
 - (e) Grants Report
 - (f) Operations Report
 - (g) Maintenance Report
 - (h) Ridership Data
 - (i) Transporting the Public
 - (j) Transit Development Planning Process
- 5:45p.m. 8. ADA Survey (Information)
- 6:00p.m. 9. FY09 and FY10 Capital Budget Amendments (Action)
- 6:05p.m. 10. FY09 ARRA Budget Amendment (Action)

- 6:10p.m. 11. Route 2 Update (Information)
- 6:20p.m. 11. TIGGER Grant (Information)
- 6:35p.m. 12. CMAQ Application Update (Information)
- 6:45p.m. 13. Regional Transit Authority Legislation – Process Update (Discussion)
- 6:55p.m. 14. Committee Reports:
- Strategy Committee – Standing Committee (Next Meeting 8/4/09 @ 8:15 location TBD)
 - Finance Committee – Standing Committee (9/8/09 @ 8:00 AM, CCTA Administrative Office)
 - Leadership Committee – Standing Committee (Next Meeting 7/14/09)
- 6:59p.m. 15. Executive Session (If Necessary)
- 6:59p.m. 16. Other Business
- 7:00p.m. 17. Adjourn

NOTES:

- Persons with disabilities who require assistance or special arrangements to participate in programs or activities are encouraged to contact Karen Duguay, Marketing Manager at 802-864-CCTA or 802-864-2282 at least 48 hours in advance so that proper arrangements can be made. Hearing disabled patrons can contact CCTA through the Vermont Relay Service (711).
- Free transportation to and from CCTA Board Meetings is available within the CCTA service area. To make advance arrangements, please call CCTA's Customer Service Representatives at 802-864-CCTA or 802-864-2282.
- Strategy Committee meets at CCTA on the first Thursday of each month at 8:00 AM.
- Leadership Committee meets at the Essex Town Office on the second Tuesday of each Month at 4:00 PM.
- Finance Committee meets quarterly.

Municipal Clerks: Please post this public meeting notice pursuant to Act 78 of the Acts of the 1979 Vermont Legislature. Thank you.



15 Industrial Parkway
Burlington, VT 05401

Phone (802) 864-CCTA
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CCTA Board Meeting Minutes

DATE: May 27, 2009

TIME: 5:00 P.M.

PLACE: CCTA Administrative Offices, 15 Industrial Parkway, Burlington, VT

PRESENT:

Dan Maxon, Chairman, Essex
Bill Wessel, Vice Chairman, South Burlington
Marti Powers-Keyes, Commissioner, Essex
Sanford Miller, Commissioner, Milton
Sarah Locknar, Commissioner, Winooski
Denis Barton, Commissioner, Shelburne
Albert Turgeon, Commissioner, Williston
Tom Buckley, Commissioner, Winooski
Diana Palm, Commissioner, Milton
Chapin Spencer, Secretary, Burlington
Bethany Whitaker, Commissioner, Burlington
Steve Magowan, Treasurer, South Burlington
Fred Schmidt, Commissioner, Shelburne

Chris Cole, General Manager, CCTA
Gary Thompson, Assistant General Manager, CCTA
Michelle Daley, Director of Finance, CCTA
Aaron Frank, Director of Planning and Project Development, CCTA
Meredith Birkett, Planning Manager, CCTA
David Machen, Grants Manager, CCTA
Karen Duguay, Marketing and Public Affairs Manager, CCTA
Jon Moore, Transit Planner, CCTA
Peter Aube, Maintenance Manager, CCTA
Donna Rae Decatur, Operations Manager, CCTA

Marcy Ryan, Member of the Public
Kim Salzmann, Member of the Public
Michele Boomhower, Executive Director, CCMPO

NOT PRESENT:

James McCullough, Commissioner, Williston

BURLINGTON ● ESSEX ● MILTON ● SHELBURNE ● SOUTH BURLINGTON ● WILLISTON ● WINOOSKI

1. Opening meeting

Chairman Maxon called the meeting to order at 5:01 PM. Mr. Cole introduced the board to the new Director of Finance for CCTA, Michelle Daly.

2. Public Comment

Ms. Salzmann asked if there was a reason that the ADA Advisory Committee only met twice per year. Mr. Cole explained that the committee met as often as was necessary, with necessity determined by policy issues. Ms. Ryan asked for a list of ADA policy, which Mr. Cole will provide.

3. Adjustment of Agenda

There was no agenda adjustment made.

4. Minutes (Approval Requested)

Commissioner Buckley made a motion to accept the March minutes, Commissioner Palm seconded and all were in favor. There was no approval needed for April's meeting notes, as there was not a quorum for that meeting.

5. Financial Report & Balance Sheet

Mr. Cole and Ms. Daley explained an update to the financial statement. Ms. Daly explained that the goal was to make the budget and financial statements as clear as possible. There were no questions.

6. Staff Reports

(a) Vouchers- Treasurer Magowan reviewed the documents and did not have anything to add or report. There were no comments or changes.

(b) General Manager's report- There were no questions.

(c) Marketing Report- Commissioner Locknar asked if a communications plan had been in place prior to the accident involving a GMTA commuter bus. Ms. Duguay said that there had not been but accident response was to be included in the communications plan for the organization.

(d) Planning Report- Ms. Birkett passed out information to board members regarding possible proposed Route 2 service and explained the process of gathering public comment into the possible proposals. The board discussed and Commissioner Turgeon asked if there had been discussion of including the village of Williston in the plans. Ms. Birkett explained that the goal for this project was to improve existing service rather than to add service but that she could gather public information regarding that possibility. There was also a discussion regarding the recent ADA and telephone surveys and Mr. Frank said that he would make them available to the board at the next meeting, if time allowed.

(e) Grants Report- There was no further discussion.

(f) Maintenance- Commissioner Locknar asked about the frequency of brake trainings and Mr. Aube said that certification is every year with recertification every 3,000 miles, which happens every 3-4 months.

(g) Ridership Data- There was no further discussion.

(h) MPO TMA Report- This was moved to the next agenda item.

7. MPO Presentation of Blue Ribbon Report (Discussion)

Ms. Boomhower presented to the board some of the recommendations of the Blue Ribbon Committee and asked for feedback. The board discussed how the recommendations may affect CCTA and several board members expressed concern regarding how it could affect the plans for an RTA.

8. Safety and Security Plan Update (Action)

Ms. Decatur handed out information to the board regarding proposed amendments to the plan. Commissioner Palm made a motion to accept the changes as presented, Commissioner Locknar seconded the motion and all were in favor.

9. Drug and Alcohol Policy Plan Update (Action)

Ms. Decatur handed out information to the board regarding a proposed change in consortium. Commissioner Buckley made a motion to accept the change as presented, Commissioner Palm seconded the motion and all were in favor.

10. Fare Policy and Service Change Policy Amendment (Action)

Ms. Birkett explained the policy of holding public hearings for fare and route changes and presented proposed changes to the policy. Board members asked about sending press releases and publicizing in an e-mail sent to those on a distribution list. Commissioner Palm made a motion to accept the changes as presented. Commissioner Buckley seconded and all were in favor.

11. Bus Transfer to GMTA (Action)

Mr. Cole explained the purpose of the bus transfer to GMTA and the benefits to both companies. Commissioner Miller made a motion to approve the transfer as presented. Commissioner Spencer seconded and all were in favor.

12. Fort Ethan Allen Signal (Presentation)

Mr. Frank presented to the board information regarding the Fort Ethan Allen signal project. The board discussed possible difficulties due to the historical gate that is a component of the project, as well as the various possibilities available. Mr. Cole and Mr. Frank explained that the scope of the project had been narrowed as much as possible to move forward.

13. Resolution to Support AARP Initiative Transporting the Public (Action)

Commissioner Miller made a motion to pass this resolution. Commissioner Schmidt seconded and all were in favor.

14. Regional Transit Authority Legislation – Process Update (Discussion)

Mr. Cole gave a brief update as to the status of the RTA legislation per the board packet. Mr. Cole will be meeting with all of the towns in the affected counties to gain support for the RTA in the next several months.

15. Committee Reports:

Strategy Committee—The next meeting is scheduled for June 9th at 8:15 am at CCTA.

Finance—The next meeting is on June 1st at 8:00 am at CCTA.

Leadership—Chairman Maxon said that the committee was working on a retreat agenda to be reviewed at the next meeting. The committee will also present voting slate for officer voting in July and that any board member who would like to run for office will have the opportunity. He said that the committee was also working on the General Manager and board evaluations as well.

Catma—Mr. Cole said that the CATMA service would be ending on 6/26/09. The relationship with CATMA regarding Unlimited Access would continue. Commissioner Spencer provided an update regarding the ending of the contract to board members.

16. Executive Session (If Necessary)

None necessary.

17. Other Business

Commissioner Schmidt asked if an accident report was available to board members regarding the GMTA Link Express accident. Mr. Cole said that the official accident report had not yet been released by the State Police.

18. Adjourn

Vice Chairman Wessel made a motion to adjourn and Commissioner Palm seconded. All were in favor and the meeting was adjourned at 7:10 p.m.

Respectfully Submitted,

Chapin Spencer
Secretary

Accepted on behalf of the
Board of Commissioners

Dan Maxon
Chairman



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MEMORANDUM

To: Chris Cole & Gary Thompson
From: Michelle Daley, Director of Finance
Date: 6/19/2009
Re: May 2009 Financials for CCTA

Attached are the financials for the month ending May 31, 2009, here are some highlights.

1. Fixed Assets - We have done a lot of work to clean up the fixed assets, this has been done in concert with getting ready for the Triennial and realizing that the Fixed Asset Software is capable of maintaining a lot more information than has been utilized. Bob Gay and the Matt Kimball have been working to get these accounts accurate and complete and it will be well worth it when the project is complete. These financials represent a lot of that work and June will be reflective of that as well. Going forward in the next fiscal year, we will be posting and reconciling the fixed assets monthly rather than quarterly as has been past practice.
2. Sale of Equipment – many disposals had not been booked throughout the year, this is reflecting those disposals and removal of assets from the books.
3. Accounting fees – there is a negative in the current month. This is because the journal entries that were being posted each month were trying to accrue the expense based on a budget number rather than the actual amount spent. This should work itself out next month.

I am still working to understand the accounts and what my predecessor was doing at the end of each month, I have been able to work out a lot of his methodology and made changes where necessary. I still have much work to do in this area and hope that in the coming months I will have more to report.

We will be upgrading the accounting software this month to the latest version and then we will be talking with the software consultants regarding the training needed to take the reporting to the next level.



Chittenden County Transportation Authority
Statement of Net Assets
For the fiscal period ending May 31,

	<u>2009</u> <u>Balance</u>	<u>2008</u> <u>Balance</u>
Assets		
Current Assets		
Cash - Operating	61,691	46,404
Cash - Restricted for Local Capital Match	53,594	316,255
Certificates of Deposit	-	105,437
Certificates of Deposit - Restricted	40,578	-
Accounts Receivable	410,479	674,963
Allowance for Doubtful Accounts	(8,003)	(6,803)
Other Receivables	862,946	535,000
Deferred Cost Pool	101,580	-
Inventory	405,018	287,640
Total Current Assets	<u>1,927,883</u>	<u>1,958,896</u>
Fixed Assets		
Land	300,000	300,000
Buildings and Improvements	4,895,716	4,589,883
Vehicles	18,593,111	17,564,088
Bus Stops and Shelters	878,055	844,155
Equipment	422,800	417,105
Accumulated Depreciation	(8,266,901)	(10,102,383)
Total Fixed Assets	<u>16,822,781</u>	<u>13,612,848</u>
Other Assets		
Prepaid Expenses	95,083	18,883
Construction in Progress	-	13,520
Total Other Assets	<u>95,083</u>	<u>32,403</u>
Total Assets	<u>18,845,747</u>	<u>15,604,147</u>

**Chittenden County Transportation Authority
Statement of Net Assets
For the fiscal period ending May 31,**

	<u>2009 Balance</u>	<u>2008 Balance</u>
Liabilities		
Current Liabilities		
Accounts Payable	246,142	79,649
Current Portion of Bonds Payable	45,000	45,000
Line of Credit	-	-
Accrued Expenses	339,368	315,323
Unearned Revenue	237,756	162,782
Total Current Liabilities	<u>868,266</u>	<u>602,754</u>
Long-Term Liabilities		
Long-Term Portion of Bonds Payable	<u>45,000</u>	<u>90,000</u>
Total Long-Term Liabilities	<u>45,000</u>	<u>90,000</u>
Total Liabilities	<u>913,266</u>	<u>692,754</u>
Net Assets		
Investment in Capital Assets, Net of related debt	16,732,781	13,477,849
Transfer Rolling Stock Assets to GMTA	(711,411)	-
Unrestricted Net Assets	<u>1,911,111</u>	<u>1,433,544</u>
Total Funds	<u>17,932,481</u>	<u>14,911,393</u>
Total Liabilities & Net Assets	<u>18,845,747</u>	<u>15,604,147</u>

Statement of Activities For the Fiscal Year 2008-2009

	FY09: May Actuals	FY:09 May YTD Actuals	FY09: July-June Budget	92% of Budget % Variance
<u>Revenues:</u>				
<u>Operating Revenues:</u>				
Passenger Revenue	130,039.54	1,762,547.72	2,078,715	84.79
Paratransit Passenger Revenue	8,042.50	82,457.50	85,242	96.73
Advertising Revenue	5,605.00	67,075.58	80,000	83.84
Planning Revenue	47,484.48	227,177.45	355,293	63.94
Interest Earnings	46.48	2,608.80	5,000	52.18
Miscellaneous Revenue	838.29	5,057.43	10,000	50.57
Warranty Revenue	5,288.18	24,378.68	15,000	162.53
Sales of Equipment	1,500.00	(11,795.70)	25,000	(47.18)
Medicaid Administrative Revenue	3,167.30	26,523.17	21,000	126.30
Miscellaneous Purchase of Services	124,027.58	1,082,788.96	843,586	128.36
GMTA Maintenance Work Orders - Wages	13,910.82	83,993.05	60,000	139.99
GMTA Maintenance Work Orders - Parts	15,714.18	85,737.06	50,000	171.47
Operating Revenues	355,664.35	3,438,549.70	3,628,836	94.76
<u>Subsidies:</u>				
Member and Nonmember Town Subsidies	176,782.83	1,688,446.83	1,822,993	92.62
Paratransit Revenue - Local Subsidy	24,468.67	375,653.67	428,752	87.62
State General Operating Assistance	74,000.00	1,266,000.00	1,357,025	93.29
Federal & State Grant Revenue	114,887.80	1,468,572.03	1,986,843	73.92
Federal Operating Assistance	74,967.63	829,876.13	1,249,141	66.44
Subsidies	465,106.93	5,628,548.66	6,844,754	82.23
Total Revenues	820,771.28	9,067,098.36	10,473,590	86.57
<u>Expenses:</u>				
<u>Payroll Wages:</u>				
Administrative and Other Wages	112,866.51	1,153,480.72	1,252,889	92.07
Driver Straight Time Wages	170,652.74	2,035,695.69	2,259,777	90.08
Driver Overtime Wages	28,344.58	239,141.50	245,000	97.61
Maintenance Straight Time Wages	42,205.63	499,703.53	591,428	84.49
Maintenance Overtime Wages	5,389.57	58,300.07	60,000	97.17
Payroll Wages	359,459.03	3,986,321.51	4,409,094	90.41

Statement of Activities For the Fiscal Year 2008-2009

	FY09: May Actuals	FY:09 May YTD Actuals	FY09: July-June Budget	92% of Budget % Variance
<u>Employee Benefits:</u>				
Payroll Tax Expense	27,101.26	301,449.89	337,296	89.37
Pension Plan Expense	12,038.01	161,830.61	190,775	84.83
Disability Plan Expense	4,106.63	42,332.79	42,000	100.79
Life Insurance Expense	866.70	9,378.71	10,750	87.24
Medical Insurance Expense	69,736.29	768,723.56	985,000	78.04
Vision Service Plan Expense	1,151.70	12,545.74	15,500	80.94
Vision Reimbursement Expense	130.00	2,474.40	3,500	70.70
Employee Dental Expense	6,068.90	64,440.80	75,000	85.92
Employee Testing Expense	1,785.00	7,900.00	7,500	105.33
Unemployment Insurance Expense	469.18	34,890.30	50,000	69.78
Other Employee Benefits	1,116.50	17,935.50	28,000	64.06
Employee Benefits	124,570.17	1,423,902.30	1,745,321	81.58
<u>Administrative Expenses:</u>				
Legal Fees	1,076.88	24,375.79	20,000	121.88
Office Supplies Expense	1,055.16	14,205.27	20,000	71.03
Postage & Freight	10.13	6,187.25	7,000	88.39
Dues & Subscriptions	1,369.17	15,102.82	21,500	70.25
Travel, Meetings & Meals	477.15	18,156.07	20,000	90.78
Computer Services	13,919.01	28,030.93	37,524	74.70
Cash Counting Expense	390.62	3,505.77	3,500	100.17
Bank Charges	484.75	6,406.38	6,000	106.77
Recruiting	0.00	16,728.55	16,000	104.55
Employee Development	733.06	11,835.28	25,000	47.34
Communications	1,140.41	17,597.29	19,000	92.62
Accounting Fees	(57.08)	19,080.42	40,465	47.15
Payroll Services	1,675.94	17,216.50	17,500	98.38
Insurance Premiums	39,636.91	437,452.16	495,000	88.37
Administrative Expenses	61,912.11	635,880.48	748,489	84.96
<u>Planning Expenses:</u>				
MPO Planning	36,255.24	127,134.94	185,000	68.72
Park & Ride Lease Payment	458.34	10,250.42	11,640	88.06
CVRPC Expenses	1,155.00	4,470.29	15,500	28.84
Planning Expenses	37,868.58	141,855.65	212,140	66.87

Statement of Activities For the Fiscal Year 2008-2009

	FY09: May Actuals	FY:09 May YTD Actuals	FY09: July-June Budget	92% of Budget % Variance
<u>Transportation & Maintenance:</u>				
Drivers Uniforms	2,137.50	10,759.77	20,000	53.80
Maintenance Uniforms	1,143.13	14,130.48	15,408	91.71
Fuel Revenue Vehicles	51,263.64	776,372.76	1,082,336	71.73
Radio Maintenance	838.25	8,003.35	10,000	80.03
Tires	707.10	37,517.46	57,725	64.99
Vehicle Registrations & Fees	0.00	1,235.00	1,400	88.21
Hardware Expense	1,310.96	13,411.49	15,000	89.41
Parts Expense - Revenue Vehicles	22,114.48	412,168.11	433,011	95.19
Parts Expense - Non Revenue Vehicles	570.76	7,705.56	8,196	94.02
Small Tools Expense	0.00	1,211.38	2,500	48.46
Tool Allowance	650.00	7,150.00	7,800	91.67
Miscellaneous Operating Expenses	776.54	3,082.31	8,000	38.53
Maintenance Supplies	1,934.41	18,841.21	22,873	82.37
Facility Maintenance	787.89	27,904.65	30,800	90.60
Kiosk & Shelter Expense	977.39	8,637.93	8,500	101.62
Cleaning	4,299.00	31,998.00	44,000	72.72
Utilities Expense	7,200.33	129,159.28	135,000	95.67
Transportation & Maintenance	96,711.38	1,509,288.74	1,902,549	79.33
<u>Purchase of Service:</u>				
ADA Expenditures - Contractor	64,131.30	138,546.30	85,242	162.53
ADA Expenditures - SSTA	7,963.06	630,115.16	709,789	88.78
GMTA Link	11,812.99	75,161.88	76,906	97.73
Purchase of Service	83,907.35	843,823.34	871,937	96.78
<u>Marketing:</u>				
Miscellaneous Marketing Expenses	3,626.75	47,147.90	67,000	70.37
Bus Tickets and Fare Media	128.72	16,077.24	30,000	53.59
CMAQ Expenditures	0.00	10,352.01	10,000	103.52
Public Information	0.00	33,722.77	36,500	92.39
Marketing	3,755.47	107,299.92	143,500	74.77
<u>Other Expenses:</u>				
Bad Debt Expense	0.00	1,500.00	5,000	30.00
Local Capital Match Expense	33,333.34	366,666.67	400,000	91.67
Bond Principal Payment	0.00	45,000.00	45,000	100.00
Bond Interest	0.00	5,559.75	5,560	100.00
Other Expenses	33,333.34	418,726.42	455,560	91.92

Statement of Activities For the Fiscal Year 2008-2009

	FY09: May Actuals	FY:09 May YTD Actuals	FY09: July-June Budget	92% of Budget % Variance
Total Operating Expenses	801,517.43	9,067,098.36	10,488,590	86.45
Net Operations	19,253.85	0.00	(15,000)	0.00

Statement of Activities For the Fiscal Year 2008-2009

	FY09: May Actuals	FY:09 May YTD Actuals	FY09: July-June Budget	92% of Budget % Variance
<u>Capital Fund Revenue</u>				
Federal Capital Assistance	49,297.00	4,487,094.24	2,471,947	181.52
State Capital Assistance	1,695.75	808,224.75	271,868	297.29
Local Capital Match Revenue	33,333.34	366,666.67	400,000	91.67
Interest Income	9.10	2,033.13	0	0.00
Capital Fund Revenue	84,335.19	5,664,018.79	3,143,815	180.16
<u>Capital Fund Expenses:</u>				
Capital Fund Expenses	224,075.75	6,001,530.49	3,015,684	199.01
Net Capital Fund	(139,740.56)	(337,511.70)	128,131	(263.41)
<u>Other Net Asset Activity</u>				
Fixed Asset Purchases Capitalized	0.00	(5,493,638.00)	0	0.00
Bond Payment applied to Loan liability	0.00	(45,000.00)	0	0.00
Depreciation Exp	0.00	1,215,817.58	0	0.00
Total of Other Net Asset Activity	0.00	(4,322,820.42)	0	0.00
Total Change in Net Assets	(120,486.71)	3,985,308.72	113,131	3,522.74

CCTA Check Register

May-09

52662	Advance Auto Parts	5/6/2009	\$4.59	
52663	Amalgamated Culture Works	5/6/2009	\$2,371.36	Free day t-shirts
52664	Bank Supplies	5/6/2009	\$145.20	
52665	Barnes Distribution	5/6/2009	\$264.46	
52666	Burlington Business Associatio	5/6/2009	\$270.00	
52667	Bearings Specialty Company, In	5/6/2009	\$9.90	
52668	Burlington Electric Department	5/6/2009	\$5,373.58	monthly eletric bill
52669	Car Quest Auto Parts	5/6/2009	\$883.45	
52670	Charlebois Truck Parts, Inc	5/6/2009	\$489.55	
52671	Chittenden Bank	5/6/2009	\$125.00	
52672	Colonial Supplemental Insuranc	5/6/2009	\$68.70	
52673	D & W Diesel, Inc	5/6/2009	\$3,068.00	diesel engine
52674	Danform Shoes	5/6/2009	\$129.95	
52675	Dell Marketing L.P.	5/6/2009	\$149.00	
52676	Dinse, Knapp & McAndrew, P.C	5/6/2009	\$135.00	
52677	EM Cahill Company, Inc.	5/6/2009	\$62.49	
52678	Fairpoint Communications, Inc.	5/6/2009	\$54.95	
52679	Fastenal Company	5/6/2009	\$36.19	
52680	Fleetpride	5/6/2009	\$2,771.01	7 maint. invoices
52681	G&K Services	5/6/2009	\$237.78	
52682	GFI Genfare	5/6/2009	\$3,193.89	tickets
52683	Gillig Corp.	5/6/2009	\$1,518.31	bumpers
52684	Green Mountain Kenworth, Inc.	5/6/2009	\$390.27	
52685	Heritage Automotive	5/6/2009	\$972.28	
52686	Loso's Professional Janitorial	5/6/2009	\$724.50	
52687	MCI	5/6/2009	\$32.50	
52688	Millbrook Building & Remodelin	5/6/2009	\$1,980.00	Winooski shelter repair
52689	Minuteman Vermont	5/6/2009	\$199.50	
52690	Mohawk Mfg. & Supply Co.	5/6/2009	\$182.00	
52691	Muncie	5/6/2009	\$282.70	
52692	NABI Inc.	5/6/2009	\$408.84	
52693	Neopart	5/6/2009	\$248.08	
52694	P&P Septic Service, Inc.	5/6/2009	\$100.00	
52695	Peterson Consulting, Inc.	5/6/2009	\$234.55	
52696	Prevost Parts	5/6/2009	\$3,155.70	14 brake drums, etc.
52697	Rouse Tire	5/6/2009	\$1,616.47	4 tire invoices
52698	Sacramento Department of Child	5/6/2009	\$359.54	
52699	Safelite Fulfillment, Inc.	5/6/2009	\$109.90	
52700	SB Collins, Inc	5/6/2009	\$11,593.66	biodiesel fuel
52701	Seven Days	5/6/2009	\$908.00	
52702	Sheraton Burlington Hotel & Co	5/6/2009	\$40.00	

CCTA Check Register May-09

52703 Sid Harvey Industries, Inc.	5/6/2009	\$350.00	
52704 Sprint	5/6/2009	\$394.19	
52705 Stride Creative Group	5/6/2009	\$191.25	
52706 Swish	5/6/2009	\$290.00	
52707 TigerDirect	5/6/2009	\$116.39	
52708 Transystems Corporation	5/6/2009	\$41,951.97	12 planning invoices
52709 Atlantic Detroit Diesel	5/13/2009	\$471.92	
52710 Barnes Distribution	5/13/2009	\$272.13	
52711 Burlington Electric Department	5/13/2009	\$335.72	
52712 Burlington Public Works	5/13/2009	\$593.19	
52713 Burlington Telecom	5/13/2009	\$754.94	
52714 Stephen L. Carlson	5/13/2009	\$355.00	
52715 CCTA Petty Cash	5/13/2009	\$86.23	
52716 Champlain Valley Urgent Care	5/13/2009	\$75.00	
52717 Crystal Rock Bottled Water	5/13/2009	\$141.40	
52718 D & W Diesel, Inc	5/13/2009	\$196.14	
52719 Fisher Auto Parts	5/13/2009	\$50.88	
52720 Fleetpride	5/13/2009	\$840.59	
52721 Fleet Services	5/13/2009	\$366.51	
52722 Aaron Frank	5/13/2009	\$561.14	
52723 G&K Services	5/13/2009	\$566.40	
52724 Gordon Stamp & Engraving	5/13/2009	\$27.45	
52725 W W Grainger	5/13/2009	\$34.32	
52726 Green Mountain Hydraulics, Inc	5/13/2009	\$34.75	
52727 Green Mountain Kenworth, Inc.	5/13/2009	\$63.06	
52728 Heritage Automotive	5/13/2009	\$111.76	
52729 Ashley Hewes	5/13/2009	\$199.95	
52730 In Balance	5/13/2009	\$142.50	
52731 MacIntyre	5/13/2009	\$1,050.00	repairs to fuel tank, inground lift
52732 MCI	5/13/2009	\$232.96	
52733 McMaster-Carr	5/13/2009	\$13.56	
52734 Millbrook Building & Remodelin	5/13/2009	\$3,279.00	Winooksi shelter work
52735 Mohawk Mfg. & Supply Co.	5/13/2009	\$1,000.87	3 maint. invoices
52736 New G. H. Berlin Oil Company	5/13/2009	\$3,292.06	2 oil invoices
52737 Northern Bus Sales, Inc.	5/13/2009	\$109,306.23	2 bus invoices
52738 Northern ToyotaLift	5/13/2009	\$70.24	
52739 Offset House	5/13/2009	\$315.00	
52740 Paramed Plus, Inc.	5/13/2009	\$783.06	
52741 Peterson Consulting, Inc.	5/13/2009	\$2,797.96	solar shelter project
52742 Prevost Parts	5/13/2009	\$236.27	
52743 RHR Smith & Company	5/13/2009	\$350.00	

CCTA Check Register May-09

52744 Sacramento Department of Child	5/13/2009	\$359.54	
52745 Safety-Kleen Systems, Inc.	5/13/2009	\$121.96	
52746 Sanel Auto Parts Co.	5/13/2009	\$154.76	
52747 SB Collins, Inc	5/13/2009	\$11,682.30	biodiesel fuel
52748 The Small Engine Co., Inc.	5/13/2009	\$14.88	
52749 South Burlington School Distri	5/13/2009	\$30.00	
52750 Telcove	5/13/2009	\$39.75	
52751 Truck - Trailer - Transit	5/13/2009	\$520.00	
52752 VT Secretary of State	5/13/2009	\$15.00	
52753 W. B. Mason Co. Inc.	5/13/2009	\$172.05	
52754 Able Paint, Glass & Flooring C	5/20/2009	\$440.00	
52755 All Cycle, Inc	5/20/2009	\$312.92	
52756 American Express	5/20/2009	\$1,168.47	Free day expenses, computer expe
52757 Arsenault Associates	5/20/2009	\$81.00	
52758 Barnes Distribution	5/20/2009	\$284.96	
52759 Burlington Communications	5/20/2009	\$838.25	
52760 Business Communications Servic	5/20/2009	\$148.75	
52761 Camerota Truck Parts	5/20/2009	\$7,200.00	Cummins engine
52762 Stephen L. Carlson	5/20/2009	\$470.00	
52763 Centerpiece Florist	5/20/2009	\$90.00	
52764 Charlebois Truck Parts, Inc	5/20/2009	\$437.04	
52765 Collins-Perley Sports Center	5/20/2009	\$750.00	
52766 Commons Associates	5/20/2009	\$625.00	
52767 D & W Diesel, Inc	5/20/2009	\$1,932.28	3 maint. invoices
52768 Fisher Auto Parts	5/20/2009	\$233.31	
52769 Fleetpride	5/20/2009	\$1,543.99	11 maint. invoices
52770 Gillig Corp.	5/20/2009	\$614.76	
52771 MCI	5/20/2009	\$1.80	
52772 Mohawk Mfg. & Supply Co.	5/20/2009	\$153.85	
52773 Muncie	5/20/2009	\$201.04	
52774 NABI Inc.	5/20/2009	\$78.08	
52775 Neopart	5/20/2009	\$84.42	
52776 New York Life	5/20/2009	\$142.93	
52777 New G. H. Berlin Oil Company	5/20/2009	\$537.00	
52778 Northern Bus Sales, Inc.	5/20/2009	\$591.47	
52779 Panama Supplies	5/20/2009	\$444.57	
52780 Prevost Parts	5/20/2009	\$117.79	
52781 Sacramento Department of Child	5/20/2009	\$359.54	
52782 SB Collins, Inc	5/20/2009	\$12,277.11	biodiesel fuel
52783 SSTA	5/20/2009	\$68,068.60	April ADA
52784 Staples	5/20/2009	\$149.93	

CCTA Check Register May-09

52785	Stewart Business Information	5/20/2009	\$45.00	
52786	Swish	5/20/2009	\$396.59	
52787	Vermont Offender Work Program	5/20/2009	\$1,665.00	work crew
52788	AirGas East	5/27/2009	\$68.65	
52789	Barnes Distribution	5/27/2009	\$307.61	
52790	BlueCross Blue Shield of Vermo	5/27/2009	\$61,118.07	Emp. Health Ins.
52791	Business Communications Servic	5/27/2009	\$127.50	
52792	Business People	5/27/2009	\$793.00	
52793	Champlain Valley Urgent Care	5/27/2009	\$150.00	
52794	Jamie Cram	5/27/2009	\$21.74	
52795	Curtis Lumber	5/27/2009	\$55.73	
52796	Karen Duguay	5/27/2009	\$40.47	
52797	Enseicom Inc.	5/27/2009	\$35,735.00	Winooski shelter
52798	Fairpoint Communications, Inc.	5/27/2009	\$155.94	
52799	Fisher Auto Parts	5/27/2009	\$93.89	
52800	Fleetpride	5/27/2009	\$668.62	
52801	Future Planning Associates, In	5/27/2009	\$941.50	
52802	GFI Genfare	5/27/2009	\$128.72	
52803	Howard Guyette	5/27/2009	\$130.00	
52804	Cheyenne Journey	5/27/2009	\$10.00	
52805	Matt Kimball	5/27/2009	\$78.10	
52806	Richard Laferriere	5/27/2009	\$164.80	
52807	Loomis	5/27/2009	\$177.90	
52808	Loso's Professional Janitorial	5/27/2009	\$724.50	
52809	MCI	5/27/2009	\$446.99	
52810	Metalworks	5/27/2009	\$66.64	
52811	Mohawk Mfg. & Supply Co.	5/27/2009	\$328.45	
52812	NABI Inc.	5/27/2009	\$514.60	
52813	New G. H. Berlin Oil Company	5/27/2009	\$1,595.00	2 oil invoices
52814	Karen Plante	5/27/2009	\$63.55	
52815	Prevost Parts	5/27/2009	\$194.07	
52816	Rouse Tire	5/27/2009	\$197.10	
52817	Sacramento Department of Child	5/27/2009	\$359.54	
52818	Sanel Auto Parts Co.	5/27/2009	\$276.08	
52819	Sovernet	5/27/2009	\$0.43	
52820	Sports & Fitness Edge Inc.	5/27/2009	\$517.00	
52821	Stride Creative Group	5/27/2009	\$1,087.75	4 marketing invoices
52822	Swish	5/27/2009	\$32.80	
52823	Truck - Trailer - Transit	5/27/2009	\$541.92	
52824	Vermont Business Magazine	5/27/2009	\$767.00	
52825	W. B. Mason Co. Inc.	5/27/2009	\$379.90	



15 Industrial Parkway
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M E M O R A N D U M

June 19, 2009

TO: CCTA Board of Commissioners

FROM: Christopher Cole
General Manager

RE: General Manager's Report

Transportation Improvement Program (TIP)

I have been working with Aaron Frank and the Metropolitan Planning Organization (MPO) on the TIP to include all of the federal funding that CCTA anticipates receiving over the next four years. The TIP is a document required by federal law that contains all of the federal funding, organized by project, that the Chittenden County region expects to receive over the next four years. As we were looking at the list of projects we wanted to implement over the next four years it had occurred to me that we could not finance them all with earmarks from the Congressional delegation, that we would need support from the MPO and VTrans for "constraint" funding. Constraint funding are those funds that VTrans tells the MPO they have available for VTrans approved projects in the MPO region. CCTA's inclusion of projects in the TIP that aren't the priority of VTrans caused some level of concern by VTrans and it was suggested that decisions might need to be made regarding other projects in the region to accommodate our requests. A general discussion over the ability of the MPO to program its own funding and make its own projects decisions ensued and there was general agreement that that discussion was more appropriately held within the context of MOU discussions between the MPO, VTrans and CCTA. There is no timetable for MOU discussions but a general agreement that the current MOU is very outdated and a new one needs to be negotiated. I expressed a strong desire by CCTA to be able to program CMAQ funds in a systematic fashion that includes the approval of VTrans and the MPO. Some of the projects that VTrans had questions about the funding were the Regional Transit Center in Downtown Burlington, the passenger information system (Next Bus), hybrid buses and transit signal priority. In the end, CCTA, VTrans and the MPO were able to come to agreement over the contents of the TIP.

Medicaid

There is a 2% reduction in reimbursements to the Medicaid transportation program as a result of the passed FY10 budget. I will have more information at the Board meeting how this affects the Medicaid Bus Pass program.

Insurance Renewal

It is insurance renewal time and Gary has been working on our renewals with our broker Kinney Pike. We will be meeting shortly to discuss levels of coverage and cost of coverage. Historically these meetings have produced more coverage at less cost or equal coverage for less cost. As our fleet vehicle age is reduced our cost to insure those vehicles will increase.

Triennial and Audit

CCTA staff have been very busy preparing for the fiscal end of year close out as well as the upcoming FTA triennial. CCTA will be well prepared for both reviews.



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June 2009

TO: CCTA Board of Commissioners
FROM: Karen Duguay, Marketing and Public Affairs Manager
RE: Marketing Status Report

Route 2

Marketing assisted Planning with implementing communication to the public regarding the proposed Route 2 service changes, including passenger notices for public hearings, website updates, passenger survey and advertising.

Fare Media Board

We updated boards in both the Driver Training Room and Driver's Break Room for drivers to identify which passes and IDs are currently accepted on CCTA buses, removing all outdated information and procuring copies of all new passes and IDs. We also eliminated previously accepted half-fare coupons from the accepted pass list and are currently working to consolidate the overall amount of fare media.

Communications Plan

Marketing has completed two of three parts of the Communications Plan and staff is currently reviewing and making edits. Marketing met with all managers to discuss each department's role in internal (and some external) communication and incorporated their thoughts and objectives into the plan. Marketing is also drafting a list of communication recommendations based on staff discussions. We plan to provide the Board a copy of this plan at final completion.

FY10 Marketing Planning

Marketing has been working to draft a budget and objective plan for FY10, utilizing a combination of outreach, public relations and paid marketing to gain ridership and further improve public perception and support.

Photoshoot Planning

This month, we began planning a combination professional and in-house photo shoot to restock our supply of photography for use in advertising campaigns; published materials including Smart Business materials, Bus Map and Guides and other brochures and flyers; website updates; internal bus advertising signs; etc. We are currently looking for volunteers to use as "models" so if you or anyone you know might be interested, please let me know. We're looking for students, executive-level professionals, senior citizens, children and families.



15 Industrial Parkway
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Date: June 17, 2009
To: Chairman Dan Maxon and the CCTA Board of Commissioners
From: Aaron Frank, Planning and Program Development Director
Meredith Birkett, Planning Manager
Re: Planning Report

Route Planning and Studies

Route 2 Corridor Study: The public comment phase of the project is underway. By the June CCTA Board meeting, a total of four public meetings will have been held in the affected municipalities of Burlington, South Burlington, Essex, and Williston. We also rolled out the online component of the Route 2 Corridor study at the end of May, which includes a page on the CCTA website devoted to the project, maps of all three service alternatives, and an online survey. As of mid-June, 25 surveys had been submitted by the public. At the conclusion of the public meetings, we intend to do another round of advertising focused on directing people to the website and online survey.

Chris and Planning staff also made presentations on the Route 2 Corridor study to the Essex Select Board, South Burlington City Council, and the Transportation, Energy, and Utilities Committee of the Burlington City Council. We offered to attend the Williston Select Board as well, but were asked to submit materials for the Select Board to review instead.

Development/Transit Oriented Design (TOD):

Planning staff participated in the selection of South Burlington's *Cars to People* project consultant. Four consultant teams made presentations to the project working group and BFJ Planning was ultimately selected. The project will officially kick-off July.

As part of the Vermont Interfaith Action (VIA is a non-profit organization) meeting on Tilley Drive transit service, which was held in mid-June, the City of South Burlington City Manager agreed to work on incorporating access to public transportation into the city's planning and zoning regulations. The movement of medical services and facilities to an off-transit location such as Tilley Drive is a prime example of why municipalities should consider access to transit in their development regulations. We

hope this request coming from a party other than CCTA will further highlight the need for this sort of zoning change to happen in South Burlington and beyond.

Projects

County-Wide Survey: CCTA's county wide survey is complete, with 395 completed surveys. We will be summarizing and analyzing the information for a report.

Ridecheck: The annual system-wide ridecheck has been completed. Planning staff is working on several projects that will immediately benefit from this new data set, including the Route 2 Corridor planning project and discussions with Essex Junction regarding scenic byway amenities.

Short Range Transit Plan (SRTP): We are in the process of developing a timeline for a CCTA-led public input process (public hearings) to complement the SRTP. We have also decided to rename this project the Transit Development Plan (TDP). TDP is a very common term in the industry and reflects the document's status as a roadmap for expansion over the coming years. It is not restricted to a short-range time frame, usually limited to 3 to 5 years in the future, but rather has service concepts that grow from immediate term recommendations well into the future. This expanded time frame allows short term actions to be seen within a longer-term context.

Metropolitan Planning Organization (MPO)

Metropolitan Transportation Plan: Planning staff submitted a draft of CCTA 2060 capital projections and has commented on the first draft of the MTP Financial Plan.



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Date: June 17, 2009
To: Chairman Dan Maxon and the CCTA Board of Commissioners
From: Aaron Frank, Planning Director
Re: Project Development/Management Report

Cherry St. Short Term Accommodations Developed a specification and issued a request for quotations for washing; removing and replacing paving bricks; painting walls, curbs and bus number spots; cutting and patching 180 linear feet of sidewalk; replacing fan and flooring; replacing windows and benches. We are also working on plans and permits for shelters.

Passenger Shelters. We received our zoning permit for the shelter near the Pines in South Burlington.

ADA Reservations for Persons with Verbalization Difficulties

We are researching options for reservations for persons with verbalization difficulties who prefer not to use Vermont 711 Relay Service or TTY machines.

Fort Ethan Allen Signal

I met with CCMPO, Essex and VTrans staff regarding the scoping study. VTrans had no concerns with it (although they said they would require the westbound right turn lane) and it will be presented to the Essex Town Selectboard on July 13th at 7:30 PM. VTrans is considering how to design and manage the project. Town staff is recommending that the Town manage the project as a VTrans Local Transportation Facility (LTF) project. CCTA would retain and pay the engineers and construction contractors and the State would own the signal after its completion. This would work well for CCTA since the Town has followed the VTrans LTF process almost annually.

MPO Transportation Improvement (TIP) Committee

Chris and I met with CCMPO and VTrans on our TIP proposal and reached agreement on the transit projects. The Milton Route and the Route 2 service are in the TIP for FY 10. These projects still need to be selected by VTrans staff in a statewide competition in order to receive funding.



15 Industrial Parkway
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Date: June 19, 2009
To: Chairman Dan Maxon and the CCTA Board of Commissioners
From: Aaron Frank, Planning Director
David Machen, Grants Manager
Re: Grants Report

Grants

The state grant application was submitted to VTrans on June 1st. VTrans has been reviewing the applications over the past couple of weeks. We hope to have a grant award within the next six weeks.

Triennial review preparation continues leading up to the on-site FTA review on July 27-28. The staff has been working diligently in performing a thorough review of the inventory and ensuring no discrepancies between the inventory and the fixed assets list exist.

The Department of Labor has approved our ARRA grant. Having cleared this hurdle, we expect to be able to execute the grant we used to purchase five buses within a few weeks.

Elderly and Persons with Disabilities (E&D) Transportation Program and ADA Paratransit

E&D Program:

E&D program FY09 spending continues to be in-line with the budget. It may be necessary at the end of fiscal year to re-allocate available funds among the local partners to cover individual agency expenditures.

Once the state grant is awarded by VTrans we will convene the E&D Advisory Committee to allocate FY10 funds among the local partners.

ADA Program:

Projections for the ADA program indicate FY09 expenditures to be \$32,000 (5%) over the adjusted FY09 budget of \$709,789. Compared to FY08, FY09 ridership has increased by only

93 (0.3%) with an overall increase in expenses of \$50,985 (8.0%). The increase in expenses is attributed largely to higher fuel cost in the early part of the fiscal year.

Between January 15, 2009 and May 14, 2009, a survey of paratransit customers was conducted. The purpose of the study was to gauge the overall satisfaction of the customer support provided by SSTA. From the interviewing of 202 individuals, the survey provided the following conclusions and recommendations:

- SSTA generally provides a high level of service to ADA clients. Deficiencies are relatively infrequent and typically minor.
- ADA clients depend upon and greatly appreciate the availability of SSTA's Van and Sedan services.
- Most everyone thinks the drivers are great.

Recommendations:

- Enhance procedures for customer communications, such as early or late arrivals notifications.
- Focus on maintaining a high level of on-time performance.
- Reinforce driver and staff sensitivity to all ADA clients, but especially to those who travel in a wheelchair or who are visually impaired.
- Consider options to enhance the reservation process and lessen the concern or need some clients have with confirming their reservations.

The ADA Advisory Committee met Wednesday, June 10, 2009, 4:00 pm, in the CCTA Board Room. The meeting minutes and a memorandum outlining subsequent staff actions are attached. The next meeting for the ADA Advisory Committee is scheduled for Wednesday, June 10, 2009, 4:00 pm, in the CCTA Board Room.



15 Industrial Parkway
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Chittenden County ADA Advisory Committee Meeting Notes

DATE: June 10, 2009

PLACE: CCTA, 15 Industrial Parkway, Burlington, VT

PRESENT: Crystal Brockington, VCIL
Peter Keating, CCMPO
Marcella Ryan, Consumer/Advocate
Kim Salzmann, Consumer/Advocate
Shannon Barnes, Consumer
Murray Benner, SSTA
Don Bradley, SSTA
Aaron Frank, CCTA
Jim Couture, CCTA

1. Opening meeting

Jim Couture called the meeting to order at 4:10 PM.

2. Introduction

The meeting began with self-introductions and a special welcome to Crystal Brockington from VCIL.

3. Adjustments to Agenda

Marcella Ryan asked to add the discussion of the following items as "Attendee Items":

- Inadequate (unsafe) wheelchairs
- Communications procedures for those individuals with a verbal communication difficulties

4. Minutes of February 18, 2009

Reviewed minutes of February 18, 2009 meeting as attached to the invitation to this meeting.

- Kim Salzmann asked that the wording in the minutes, Item #3: **Post meeting follow-up action** be edited to reflect that
"SSTA is required by FTA regulations to accept requests for next day travel during the same hours as the normal business hours of CCTA, currently 8:00 am to 5:00 pm Monday through Friday."
• Consensus of those present was that the minutes, with Ms. Salzmann's requested edit, accurately document the meeting.

5. Survey

Aaron Frank presented the Summary Report of the "survey of ADA Clients using SSTA Van/Sedan Service". This power point presentation:

- highlighted the overall high level of service provided, and
- acknowledge the need to improve:
 - i. in customer communications, and
 - ii. driver and staff sensitivity to ADA clients, especially those traveling in wheelchair and those individuals with a visual impairment.
- Summary Report is attached to these minutes.

CCTA agreed to provide the committee with the age of the youngest person surveyed as well as any people who were called and unable to participate in the survey due to a verbalization disability.

6. Attendee Items:

Wheelchair Standards

Ms. Ryan expressed concern for travelers using unsafe wheel chairs. On her trip to CCTA she observed a wheelchair with torn seat material, spokes missing from the wheels and tires in poor condition. Ms. Ryan was distracted during the entire trip with the condition of that wheelchair; she thought we (SSTA) should have refused transportation to that individual because the wheelchair appeared to be unsafe. Ms. Ryan asked:

- what can be done to ensure only safe wheelchairs are transported by SSTA, and
- what is the CCTA policy with regard to denying transportation to individuals traveling in unsafe transportation devices (wheelchairs).

RESPONSE

Mr. Benner and Mr. Frank replied that the federal ADA laws have defined a "common wheelchair" and all wheelchairs meeting that definition must be transported by public transportation providers.

Wheelchair Securement

Ms. Ryan addressed the proper securement of transportation devices: common wheelchair (both manual and powered) as well as scooters. It has come to her attention that drivers as well as the individuals traveling in wheelchairs accept less than proper securement of their transportation device as adequate. She has received reports of wheelchairs moving around while the van is in motion.

She proposed the committee consider:

- forcing a standard labeling of tie down hard point,
- having drivers ALWAYS ask the traveler to identify the tie down hard point,
- have Sure-Luk Quick straps (tie down) in all lift equipped vehicles,
- reviewing SSTA driver training standards with regard to wheelchair securement

RESPONSE

CCTA appreciated Ms Ryan's expression of concern; based on research prompted by her earlier comments CCTA has decided to equip all fixed route buses with the straps. We will continue to review/evaluate for possible implementation on paratransit lift-equipped vehicles.

Communication procedure for individuals with verbalization impairment

Ms Ryan and Ms Barns advocated on behalf of a growing population of individuals unable to verbalize when attempting to communicate their ideas and desires. Ms. Barns uses an electronic keyboard device.

Ms. Ryan stated that customer service representatives taking telephone calls from individuals using such a device most often do not acknowledge the caller's needs and either hang up or place the caller on hold. Ms. Ryan said such responses usually result in the creation of a high level of stress for the caller without the confirmation of schedule for the requested trip.

Ms Ryan and Ms Barns pleaded for consideration of special trip request procedures for these clients. They proposed alternate options for consideration, such as:

- web-site formatting
- e-mail requests
- dedicated phone line

RESPONSE

CCTA staff noted that email is not the proper medium to reserve a trip given all the exact facts required, that there is no way to link a web form to the current software but that they would consider other alternatives.

7. Next meeting scheduled for 4:00 PM, on Wednesday, December 2, 2009.

8. Meeting adjourned at 5:35 PM.

Respectfully submitted,

James E Couture
ADA Coordinator

Attachment: Survey of ADA Clients using SSTA Van/Sedan Service,
Summary Report, May 2009





15 Industrial Parkway
Burlington, VT 05401

Phone (802) 864-0211
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June 19, 2009

TO: CCTA Board Members
FROM: Donna Rae Decatur, Operations Manager
RE: June Operations Report

The Operations Team is busy conducting the final Driver Evaluations for this fiscal year. The Field Supervisors have conducted numerous on-board assessments in addition to field observations of approximately ½ of the CCTA Drivers. We have also hired and trained a new Customer Service Evaluator.

The two new Field Supervisors (Day and Night Shifts) are providing a new level of customer service at Cherry Street – we have already received several positive comments and compliments. Gail is on the platform every morning from 6:30 to 9am and Nate is out there around 3:30 until after the 6:15pm departures. He has also been very diligent at Cherry Street as the summer evenings bring out more intoxicated customers. He is currently being assisted on Thursday and Friday nights by our former Champlain College Transit Safety Intern, Aaron, who is working this summer. Aaron also provides platform coverage on Saturdays between 12pm and 8:30pm to assist the customers and Drivers.

We are developing this summer's Driver Training that will focus on Safety, Professionalism, Respect and Defensive Driving. Walter has been researching a variety of defensive driving training programs and is going to be creating a PowerPoint presentation that will be followed up with a driving course to test their Defensive Driving skills and response times. The other supervisors will be contributing to this training opportunity by spotlighting the value of the Drivers, "Everyone expects respect", public perception and positive experiences. The Operations Team is very interested in increasing safety awareness for all the Drivers in all weather conditions.

I have been meeting with Burlington Police Department and Parks & Rec personnel to finalize the plans for the July 3rd Fireworks Shuttles. We are going to be using the Gutterson parking garage and boarding the buses in front of Patrick Gym. I will provide the ridership information the following week to anyone who is interested! I look forward to seeing Board members on July 3rd as they head downtown for the fireworks!

In July there are several events in Burlington and one in Essex that cause route deviations/street closings. We will post information for the Drivers, on the buses and the website the first week of July for the events on the 11th, 18th and 25th.

July 3rd – Burlington Fireworks
July 11th – Lake Champlain Quadricentennial Parade
July 18th – Vermont Brewers Festival and Essex Junction Block Party
July 25th – Pride Vermont Parade

CCTA Maintenance Report

May-June 2009

- Travelled to Patsy's for inspection of Unit 943 accident repair.
- Placed all final FY 2009 Capital purchases
- Preparing inventory for audit.
- Installed Seon Surveillance Systems, GPS capable, in all remaining CCTA units.
- Set all Gillig buses maximum accelerator speed at 65 mph.
- Interviewing to fill Parts Clerk and Custodian positions.
- Preparing for Triennial Audit.
- Disposed of 1991 RTS buses through bid process.
- Mechanics attended MOOG front end training, provided by vendor.
- Working with vendors and insurance to repair Unit 924 from major accident.
- Billed GMTA \$9,248.50 for services provided in May.
- Obtained quotes for painting upgrade at Cherry Street Terminal.
- Resurfaced floors in office building; obtaining quotes for semi-annual carpet cleaning.
- Performed 25 Preventative Maintenance Inspections in May.
- Performed 41 Brake Inspections in May.
- Procuring 3 SSTA buses with AARA funds.
- Quoted, ordered, and installed Quick Straps (wheel chair restraints) on all CCTA and SSTA buses.
- Working on demo test pilot for e-stroke brake monitoring system. See attached info
- Received one SSTA ADA bus, 6/5/2009.



Products

- Double Diaphragm Standard Stroke Spring Brakes
- Double Diaphragm Long Stroke Spring Brakes
- Double Diaphragm 'Long Life' Spring Brakes
- Piston Diaphragm Brakes
- Service Chambers
- Remote Cylinders
- Wedge Spring Brakes
- e-STROKE

Product Ordering

- Aftermarket
- OEM

View MGM Literature

- (downloadable)
- Master Catalog
- Product Bulletins
- BrakeTECH Training Program
- Technical Bulletins
- Service Manuals
- e-STROKE
- Other
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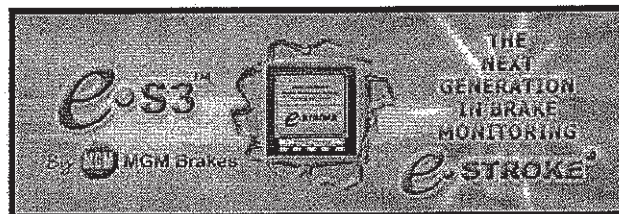
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Aggressive brake maintenance programs are a necessity in today's commercial vehicle operations. The need to identify problems quickly and precisely, while providing cost effective maintenance solutions to those problems, is a constant challenge. Premature replacement of brake linings and other brake component parts, combined with the labor hours involved, strain maintenance budgets relentlessly.

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FY09 Total Ridership by Month

Number of Service Days														FY09 YTD	FY08 YTD			FY07 YTD		
Saturdays	4	5	4	4	5	4	5	4	4	4	4	5	48	48		44				
Sundays	4	5	4	4	5	4	4	4	4	5	4	5	48	47		44				
Weekdays	22	21	21	23	19	22	21	20	22	22	20	20	233	234		211				
School Days	0	3	21	21	15	17	19	15	20	17	19		167	168		144				
#	Route Name	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY09 YTD	Difference (FY09-FY08)			Difference (FY09-FY07)		
														FY08 YTD	riders	%	FY07 YTD	riders	%	
1	UMall/Airport	28,555	29,782	36,164	40,348	32,803	35,042	33,804	35,708	36,072	37,235	28,875		374,389	325,247	49,142	15.1%	296,589	77,800	26.2%
2	Essex Junction	33,967	33,948	41,545	43,954	35,486	35,454	35,622	38,591	38,970	40,192	33,036		410,766	318,724	92,042	28.9%	281,224	129,542	46.1%
3	Lakeside Commuter	258	148	385	767	793	950	766	565	445	353	352		5,782	2,771	3,011	108.7%	3,045	2,737	89.9%
4	Essex Center	2,195	2,039	2,187	2,839	2,338	2,642	2,791	2,349	2,219	2,130	1,929		25,657	21,854	3,803	17.4%	20,280	5,377	26.5%
5	Pine Street	10,213	9,484	10,911	11,527	9,438	9,837	9,792	9,741	10,897	10,662	10,058		112,561	99,669	12,892	12.9%	96,689	15,872	16.4%
6	Shelburne Rd.	21,428	20,647	22,200	23,270	19,248	20,590	21,175	20,246	21,696	21,295	20,601		232,395	205,196	27,199	13.3%	174,588	57,807	33.1%
7	North Avenue	25,389	24,180	27,577	30,749	24,346	26,355	27,098	24,741	28,374	28,126	26,269		293,204	261,866	31,338	12.0%	252,993	40,211	15.9%
8	City Loop	6,548	6,540	8,537	9,299	8,105	7,998	8,368	9,015	9,035	8,801	7,094		89,340	76,840	12,500	16.3%	73,666	15,674	21.3%
9	Riverside/Winooski	10,276	10,024	11,359	13,169	11,532	12,564	13,404	12,987	12,554	11,656	10,377		129,902	120,497	9,405	7.8%	109,242	20,660	18.9%
10	UVM Shuttle	173	167	519	161	23	0	0	0	0	6	0		1,049	4,989	-3,940	-79.0%	5,176	(4,127)	-79.7%
11	College Street Shuttle	16,679	17,417	21,291	20,825	13,456	14,158	14,055	14,566	15,062	16,554	12,710		176,773	174,119	2,654	1.5%	182,065	(5,292)	-2.9%
13	PARC Shuttle	2,381	2,434	2,181	2,140	1,841	1,743	1,785	1,822	2,302	2,343	2,220		23,192	27,415	-4,223	-15.4%	39,009	(15,817)	-40.5%
16	Hannaford's	197	182	101	170	138	170	182	184	225	179	190		1,918	1,981	-63	-3.2%	1,886	32	1.7%
19	Price Chopper #1	259	194	217	96	144	172	124	164	152	118	64		1,703	2,872	-1,169	-40.7%	2,773	(1,070)	-38.6%
20	Price Chopper #2	227	176	231	101	173	172	158	141	139	130	151		1,799	1,856	-57	-3.1%	2,212	(413)	-18.7%
21	School Trippers	236	3,029	24,253	21,448	16,119	17,828	17,649	15,768	21,641	17,292	19,178		174,442	165,384	9,059	5.5%	158,850	15,592	9.8%
23	Williston	7,906	7,644	7,426	7,435	6,261	6,313	5,980	6,199	7,000	6,765	6,318		75,247	71,486	3,762	5.3%	66,798	8,449	12.6%
30	CATMA Shuttles	5,530	5,557	7,576	8,289	6,669	6,967	7,449	7,582	7,983	8,624	5,842		78,067	72,648	5,419	7.5%	104,430	(26,363)	-25.2%
18	Sunday Service	372	717	550	496	777	498	393	541	648	351	573		5,917	4,700	1,217	25.9%	3,921	1,996	50.9%
26	Other	3,610	0	108	0	133	717	546	91	166	9	75		5,454	12,173	-6,719	-55.2%	28,274	(22,820)	-80.7%
76	Middlebury Link	2,601	2,008	2,299	2,481	1,664	1,596	1,680	1,766	1,816	1,934	1,513		21,358	17,196	4,162	24.2%	12,683	8,675	68.4%
86	Montpelier Link (1)	6,356	5,605	6,927	7,632	5,549	6,066	6,593	6,348	6,448	6,357	5,406		69,287	48,183	21,104	43.8%	34,234	35,053	102.4%
96	St. Albans Link	2,016	1,891	2,146	2,041	1,438	1,446	1,614	1,539	1,585	1,376	1,087		18,179	15,456	2,723	17.6%	11,949	6,230	52.1%
	SUBTOTAL	187,371	183,813	236,691	249,237	198,472	209,279	211,029	210,654	225,429	222,486	193,919	0	2,328,381	2,053,121	275,260	13.4%	1,962,576	365,805	18.6%
	ADA Paratransit	2,652	2,773	2,784	3,177	2,821	2,906	3,039	2,834	3,348	3,389	3,207		32,930	29,358	3,572	12.2%	NA		
	TOTAL	190,023	186,586	239,475	252,414	201,293	212,185	214,068	213,488	228,777	225,875	197,126	0	2,361,311	2,082,479	278,832	13.4%	1,962,576	398,735	20.3%
UNLIMITED ACCESS (2)		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	FY08	difference	% change	FY07	difference	% change
	UVM	16,127	15,901	30,886	31,277	24,401	23,232	26,906	30,260	26,882	28,731	16,553		271,156	223,237	47,919	21.47%	192,359	78,797	40.96%
	CHAMPLAIN	2,336	2,316	3,546	3,784	3,005	2,599	2,714	2,935	2,563	2,683	1,804		30,285	24,396	5,889	24.14%	15,448	14,837	0.960448
	ST. MICHAEL'S	1,561	1,525	5,132	5,010	3,841	2,792	2,669	3,811	2,851	3,031	1,700		33,923	16,451	N/A	N/A	N/A	N/A	N/A
	TOTAL	20,024	19,742	39,564	40,071	31,247	28,623	32,289	37,006	32,296	34,445	20,057	0	335,364	264,084	71,280	26.99%	207,807	127,557	61.38%

Notes:

- (1) Ridership figures for the Montpelier Link service reflect riders for both CCTA and GMTA. This service officially started on September 22, 2003. **FY06 comparisons for the Pine St. route reflect total ridership on the Pine St., Lakeside/Ledgewood, and Lakeside/South Meadows routes.**
- (2) UVM's Unlimited Access program was launched in February, 2004. Champlain College's program began full operation in August, 2006. St. Michael's program started November 1, 2007.

New Service Ridership Report

Montpelier LINK, new trips

<u>Trip Time</u>	<u>Direction</u>	<u>Sep06-Apr07</u> <u>Avg Riders/Day</u>	<u>May-09</u> <u>Avg Riders/Day</u>	<u># Change</u>	<u>% Change</u>
5:42 AM	To Burlington	NA	14.25	14.3	NA
7:00 AM	To Montpelier	NA	22.45	22.5	NA
6:15 AM	To Montpelier	9.13	14.60	5.48	60%
7:25 AM	To Burlington	26.16	27.40	1.24	5%
6:27 AM	To Burlington	23.5	19.0	-4.6	-19%
7:45 AM	To Montpelier	13.6	13.5	-0.1	-1%
4:00 PM	To Montpelier	NA	26.8	26.8	NA
5:30 PM	To Burlington	NA	5.7	5.7	NA
4:45 PM	To Montpelier	23.3	21.9	-1.4	-6%
6:00 PM	To Burlington	1.4	3.6	2.2	151%
5:02 PM	To Burlington	22.4	24.4	2.0	9%
6:15 PM	To Montpelier	8.2	10.4	2.1	26%
5:15 PM	To Montpelier	16.8	23.5	6.7	40%
6:27 PM/4:02 PM	To Burlington	1.2	22.3	21.0	1723%
Total		145.9	249.55	103.65	71%

St. Michael's College, UA ridership and new trips

	<u>Unlimited</u> <u>Access</u>	<u>Weekend Late Night service:</u>			
		<u>Total riders</u>	<u>St. Michael's</u>	<u>UVM/CC</u>	<u>Public</u>
Feb (FY09)	3811	220	91	105	24
Mar (FY09)	2851	169	48	114	7
Apr (FY09)	3031	164	51	110	3
May (FY09)	1598	37	14	18	5

Essex Junction, new trips

	<u>Pre-Peak Service</u>	<u>May-09</u>	<u>Difference</u>	<u>% Change</u>
<u>Average Weekday Ridership,</u> <u>AM and PM peak</u>	610	814	204	33%



15 Industrial Parkway
Burlington, VT 05401

Phone (802) 864-0211
Fax (802) 864-5564

Date: June 17, 2009
To: Chairman Dan Maxon and the CCTA Board of Commissioners
From: Aaron Frank, Planning Director
Re: Transporting the Public

I attended a statewide visioning forum on this project June 3rd, with over 100 people from 85 organizations including transportation providers, health and human service providers, legislators, business leaders, community and regional planners, and advocates for smart growth. Attached is an outline of information provided to the attendees.

The goal of the forum was to engage a broad cross-section of Vermont agencies, institutions, organizations and individuals in reviewing the principles (previously endorsed by the CCTA and GMTA boards), crafting a vision for an integrated statewide system for transporting the public, and identifying possible public policy changes to support this vision.

We voted on the policy ideas such as “**Broaden the basis for creative funding for public transportation, e.g. a regional transportation authority with tax authority.**” See attached for rankings on 15 policy areas we voted on.

Jim Condos, a key speaker, was very supportive of CCTA’s recent efforts, re-development, and of land use decisions that support transit. Karen Glitman, of UVM’s Transportation Center spoke about transportation’s role in Vermont as the single largest sector of energy consumption, and reminded us that annual expenses on petroleum have doubled from 2002 to 2007. Paul Costello noted that 44% of the Greenhouse Gas emissions come from transportation and urged attendees to be pro-active and plan for the future we want to live in.

Overall project goals are to increase mobility; reduce cost; protect the environment; reduce congestion and commute times; and, foster economic development.

Next the group will attempt to create policy objectives to move from vision to action, review outcomes of the forum and identify strategic policy changes and alliances that would transform the way we organize, manage and fund the full range of assets in Vermont to transport the public; present these policy actions in a report to the participants in the statewide forum and members of the Vermont State Legislature.



15 Industrial Parkway
Burlington, VT 05401

Phone (802) 864-0211
Fax (802) 864-5564

Date: June 18, 2009
To: CCTA Board of Commissioners
From: Aaron Frank, Planning Director
Meredith Birkett, Senior Transit Planer
Re: Transit Development Plan Process

The most recent comprehensive planning document produced for CCTA was the 2003 Short Range Public Transportation Plan, written by KFH as part of a statewide, VTrans-funded project. Many of the recommendations from that plan have been implemented, and while there are others that have not yet been implemented, it is valuable at this time to conduct a comprehensive update of the plan. Conditions in Chittenden County have changed, as have the relationships between CCTA and its neighboring transit providers.

Previous iterations of this planning document have been titled "Short Range Transit Plan" or "Short Range Public Transportation Plan," but it is recommended to consider this document to be a "Transit Development Plan." This term, TDP for short, is very common in the industry, and reflects its status as a roadmap for expansion over the coming years. It is not restricted to a short-range time frame, usually limited to 3 to 5 years in the future, but rather has service concepts that grow from immediate term recommendations well into the future. This expanded time frame allows short term actions to be seen within a longer-term context.

The rest of this memorandum proposes a process and timeline for creating a new TDP for CCTA. The goal is to complete the document by the end of calendar year 2009.

Phase 1 – Background Information and Needs Analysis (June-July)

The first part of the project will be to establish the existing conditions for CCTA services and to conduct a technical needs analysis. Basic facts and statistics about the authority and its services will be compiled so that the starting point for the future recommendations is clear to all parties. A second critical part of this phase is an analysis of the transportation market in Chittenden County, considering demographic characteristics, employment, major traffic generators, and attitudes of riders and non-riders. The 2008 Customer Service Survey, and the 2009 telephone and web survey will provide key insights into these attitudes.

Another key element of the background for the TDP is pulling together prior studies relating to public transportation in Chittenden County. These include the 2007 Public Transportation Policy Plan, the 2008 Human Service Transportation Coordination Plan, the US 2 Corridor Study, the VT 15 Corridor Study, the Burlington Transportation Plan, and other documents.

With all of this information available, the consultants, working with CCTA staff, will draft a list of unmet transportation needs in Chittenden County. The needs will reflect geographical areas that currently have no service but have sufficient density to support public transportation, employment areas or major generators that are not served, transit-dependent populations that have inadequate service, and specific corridors and origin-destination pairs that could support, but do not have convenient transit connections. This analysis will be largely focused on existing development, but future development that is in the pipeline will also be considered.

Draft documents describing existing conditions, market analysis, and needs analysis will be prepared for review by CCTA staff and the CCTA board. Once these are approved, they will be released to the public for review, in preparation for the first round of public meetings. The draft documents will be ready for staff review by the end of June 2009, and for board review by mid July, 2009.

Phase 2 – Public Input on Needs (August-September)

The first round of public meetings will be geared toward seeking input on transportation needs in Chittenden County. Technical analysis can reveal many things about the market for public transportation, and the telephone and web survey can discover other things among the participants in those efforts, but there is no substitute for inviting the general public to share their knowledge and concerns about transportation issues.

CCTA will post the background materials prepared in Phase 1 on its website and publicize a series of public meetings to take place in August or September. A presentation of the key findings from Phase 1 will be given at the meetings, and attendees will be invited to comment on the list of unmet needs identified in the technical analysis. Blank maps will be available for attendees to identify other needs and ideas for solutions.

It should be noted that a public meeting and a stakeholder meeting were held in July 2008 as part of the state-funded SRPTP process. Comments received during those meetings will be taken into account in the materials used to prepare for this round of meetings.

Phase 3 – Development of Service Concepts (Autumn)

Working from the needs analysis conducted in Phase 1 and the public input received in Phase 2, we will work with CCTA to develop service concepts to address the identified needs. Recommendations from the last SRPTP that were not implemented will be reevaluated, as will the recommendations from the other prior studies listed above. When appropriate (as in the ongoing US 2 analysis), multiple options for service changes will be devised.

From the comprehensive list of all service concepts considered, we will work with CCTA staff to narrow the list to a set of recommended service changes. Costs and ridership will be estimated for each of the recommended service concepts, and a general priority level will be determined, indicating staff suggestions for which projects should be implemented first.

The draft recommendations will be assembled into a memorandum or presentation to be given to the Board in the autumn. We will be seeking Board approval to release the draft recommendations to the public for a second round of input.

Phase 4 – Public Input on Recommendations (late Autumn)

The goal of the second round of public meetings is to obtain feedback on the draft service recommendations. These will be presented to the public, demonstrating how they are related to the needs identified earlier in the process. Attendees at the public meetings will be asked to comment on the proposals as well as assign priorities to the various options. Any proposals that involve restructuring of existing service will be highlighted, as these could involve negative impacts on some riders.

In preparation for the meeting, CCTA will post maps of proposed changes on its website and publicize the meeting times. Steadman Hill Consulting will facilitate the meetings in conjunction with CCTA staff.

Phase 5 – Final Report and Board Approval (early Winter)

Incorporating comments received from the public, staff and the Board, a final Transit Development Plan will be prepared. The final report will contain all of the background material produced in Phase 1, plus a list of recommended actions organized into a phased implementation schedule. The implementation timeline will take into account, but not be dictated by, the opinions expressed by the public in Phase 4.

The report will also include a capital plan that identifies vehicles and other capital infrastructure needed to operate the recommended future system. The starting point for this analysis is the fleet replacement plan developed during the final stages of the PTPP. That plan will be updated with new information and then carried forward over a ten year period (beyond the three-year horizon of the current plan). Expansion vehicles will then be added to the plan, as will replacement, upgrade, and expansion of capital facilities. These expansion vehicles will be identified by type and likely cost.

After review by CCTA staff, the final report will be present to the Board for approval and adoption.

Survey of ADA Clients using SSTA Van/Sedan Service

SUMMARY REPORT



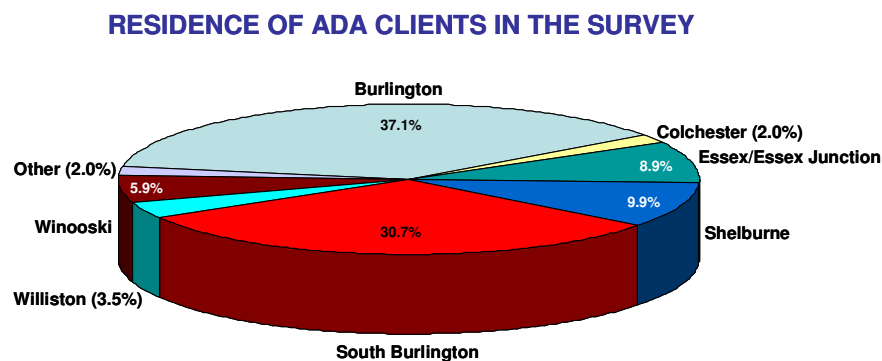
May 2009

I. INTRODUCTION

This survey was undertaken to obtain a current measure of how ADA clients perceive the services provided by SSTA. Between January 15, 2009 and May 14, 2009, 202 interviews were conducted among ADA clients eligible to use the SSTA services. These interviews represent the vast majority of ADA clients who use the SSTA Van/Sedan service on a regular basis. The survey was designed to select a small sample of riders each day to be interviewed, thus minimizing the impact of a single event (e.g., snow storm, heavy rain, etc.) Therefore, each day, a random selection of ADA clients was chosen to be interviewed from among all ADA clients who had used the service on the previous day (each Monday, the selection was made from riders on the previous Friday, Saturday and Sunday). Initially, the survey was conducted only among clients using the Van service, but with the initiation of Sedan service in early April, those riders were subsequently included. Overall, 78% of the interviews were conducted among riders who had used the SSTA Van the previous day and 22% were conducted among clients who had used the SSTA Sedan service the day before. On a typical weekday, 70 ADA clients make approximately 110 trips by Van; 37 clients make 46 trips by Sedan. On Saturday, 29 clients make about 55 trips by Van; on Sunday 8 clients make approximately 15 trips by Van. Sedan service is not available on Saturdays and Sundays.

Among the 202 interviews conducted, 23.8% were among male ADA clients and 76.2% were among female riders. The average age of all ADA clients interviewed was 70; the median age (the mid-point where half of the clients were older and half were younger) was 76. Nearly 40% were 80 or older.

Burlington and South Burlington residents account for more than two thirds of all the ADA clients included in the survey. Shelburne (9.9%) and Essex/Essex Junction (8.9%) represent the next largest share, followed by Winooski (5.9%) and Williston (3.5%). Colchester and "Other" comprised 2% each.



II. HIGHLIGHTS

- Between January 15, 2009 and May 14, 2009, 202 interviews were conducted among ADA clients eligible to use the SSTA services. These interviews represent the vast majority of ADA clients who use the SSTA Van/Sedan service on a regular basis.
- Burlington and South Burlington residents account for more than two thirds of all the ADA clients included in the survey. Shelburne (9.9%) and Essex/Essex Junction (8.9%) represent the next largest share.
- Overall, the ADA clients interviewed in this survey perceived the service provided by SSTA for the previous day's trip to be quite high ... 73.3% rated the service as Excellent; 22.3% as Good.
- When asked if the reservation agent was prompt and pleasant when they called to arrange for "yesterday's" ride, the vast majority (97.6%) said "Yes."
- SSTA appears to do an excellent job of scheduling trips within one hour of when ADA clients ask to be picked up ... 97.5% said that SSTA was able to schedule their trip "yesterday" within one hour of the time they requested.
- When asked "Overall, were you satisfied with the reservation experience," 96.5% said "Yes."
- 94.6% of ADA clients interviewed said they were ready to board the Van/Sedan within five minutes of its arrival
- When asked whether "SSTA contacted them about a schedule change for any part of their trip yesterday," very few said yes, only 4.5%.
- The survey found that nearly ninety percent of the ADA clients interviewed (88.7%) said the Van/Sedan picked them up on schedule.
- 97.5% of ADA clients interviewed said that the driver did greet them and treat them with respect.
- When clients were asked whether the driver helped them get to and from the Van/Sedan, nearly one fifth of the ADA clients interviewed (17.8%) said they did not need any help. Another 79.2% replied that the driver did help them get to and from the Van/Sedan for the trip taken on the previous day.
- Almost without exception, the ADA clients who were interviewed indicated that the driver for the trip taken on the previous day performed his/her driving duties well (96.9%).

III. CONCLUSIONS AND RECOMMENDATIONS

Conclusions:

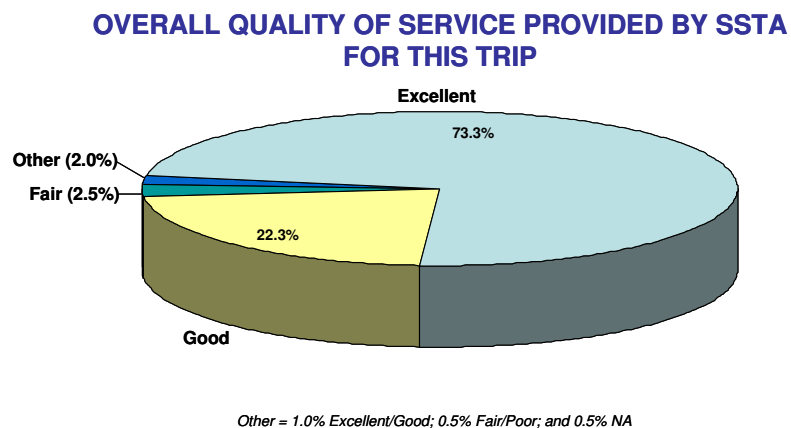
- SSTA generally provides a high level of service to ADA clients. Deficiencies are relatively infrequent and typically minor.
- ADA clients depend upon and greatly appreciate the availability of SSTA's Van and Sedan services.
- Most everyone thinks the drivers are great.

Recommendations:

- Enhance procedures for customer communications, such as early or late arrivals notifications.
- Focus on maintaining a high level of on-time performance.
- Reinforce driver and staff sensitivity to all ADA clients, but especially to those who travel in a wheelchair or who are visually impaired.
- Consider options to enhance the reservation process and lessen the concern or need some clients have with confirming their reservations.

IV. QUALITY OF SERVICE PROVIDED BY SSTA FOR THIS TRIP

Overall, the ADA clients interviewed in this survey perceived the service provided by SSTA for the previous day's trip to be quite high ... 73.3% rated the service as Excellent; 22.3% as Good. Another one percent said the service was between Excellent and Good. Among the clients who rated the service Fair or below, they typically did so because of scheduling problem or a late pick up on the previous day's trip.



V. THE RESERVATION EXPERIENCE

ADA Clients were asked several questions about their perception of the reservation experience, ranging from how much in advance they made their reservation for “yesterday’s” trip to whether or not they were satisfied with the overall reservation experience.

Among the 202 trips included in the survey, 15.8% had been previously “scheduled” for specific days and times each week. The other 84.2% of the trips were arranged “on demand” and reservations made an average of 2.4 days in advance (including any weekend days); the median number of days was 2.0; one day in advance was the most frequently mentioned. Interestingly, more than ten percent (11.2%) of ADA clients said they could not recall when they called. Almost half of the reservations were made in the morning (44.1%) and just under a quarter of the reservations (22.9%) were made in the afternoon. However, nearly one third (32.4%) of the riders interviewed had no memory of what time they called.

When asked if the reservation agent was prompt and pleasant when they called to arrange for “yesterday’s” ride, the vast majority said “Yes” (97.6%); however, a very few (1.2%) said “Yes and No” indicating that the agent was perhaps prompt, but may not have been perceived as pleasant, or some other relatively minor concern. A small number of ADA clients (1.2%) could not recall their reaction.

The extent to which ADA clients are put on “hold” when they call is a measure of the efficiency and quality of the service provided. Fewer than one quarter of ADA clients interviewed (21.2%) said they were put on hold while making their reservation; however, most of these clients indicated that they were put on hold for only “a short time” or “while the agent looked up their record” or a similar brief period. Just over five percent of ADA clients interviewed had no recall about whether or not they were placed on hold and another 1.8% said someone else made the reservation for them so they didn’t know.

SSTA appears to do an excellent job of scheduling trips within one hour of when ADA clients ask to be picked up. Overwhelmingly, 97.5% said that SSTA was able to schedule their travel “yesterday” within one hour of the time they requested. A few clients could not recall (1.5%) and two clients (1.0%) said their trip was scheduled within one hour of the time they requested, but the actual pick up was not on schedule. There were numerous accounts of times when SSTA was able to quickly reschedule to accommodate a client ... one time a client got sick as soon as she reached her destination and SSTA was able to quickly return and take her home ... and another when a client broke her dentures and SSTA was able to schedule an emergency same-day trip to the dentist.

When asked “Overall, were you satisfied with the reservation experience,” 96.5% said “Yes.” Nobody said “No,” but 1.2% said “Yes & No” indicating some modest disappointment. Another 1.2% said another person made the reservation so they didn’t know and 1.2% could not recall if they were satisfied or not.

COMMENTS ON THE RESERVATION EXPERIENCE

(ADA clients were not specifically asked for comments, but those that were offered are shown below)

- *A little mix up – driver had me on his list, but not for that trip. Another passenger was scheduled for that van, but was going to the same destination, so we both went in that van. Driver called and canceled the other van.*
- *Satisfied, but with hesitation.*
- *I had canceled a trip that never got recorded and the van showed up on Saturday.*
- *I made the wrong reservation.*
- *They don't call if the van is late – sometimes good, sometimes not.*
- *I'm satisfied for the most part ... one or two aren't that friendly.*
- *Mostly satisfied. Initial start up was not good, but better now.*
- *Not completely satisfied.*
- *Satisfied now, but not in the past.*
- *One snag, which SSTA handled well.*
- *Reservation got confused a bit and SSTA came to pick me up on Friday instead of Monday. Situation was easily rectified.*
- *Reservation got messed up and I had to call again. Got picked up quickly afterwards.*
- *Sometimes satisfied, sometimes not.*
- *Very/Very much satisfied (five mentions).*
- *Wanted a car, not a van.*

VI. THE TRAVEL EXPERIENCE

This aspect of the survey attempted to gather information about the actual trip itself, from pick up to drop off.

94.6% of ADA clients interviewed said they were ready to board the Van/Sedan within five minutes of its arrival, in fact most said they were waiting when the Van/Sedan arrived. However, 4% said they were not ready to board the van when it arrived for a variety of reasons. One person (0.5%) indicated they were ready on one leg of the trip, but not on the other because the van was early.

When asked whether “SSTA contacted them about a schedule change for any part of their trip yesterday,” very few said yes, only 4.5%. Some, however, said that they contacted SSTA about needed schedule changes. Some comments from ADA clients are shown below.

COMMENTS ON SSTA CALLS ABOUT SHCHEDULE CHANGES

(ADA clients were not specifically asked for comments, but those that were offered are shown below)

- *They were 15 minutes late; sometimes they call, sometimes not.*
- *They called to ask if they could pick me up 15 minutes early.*
- *SSTA called the night before to change pick up time by 15 minutes.*
- *SSTA called to say they were running 15 minutes late. Very appreciated.*
- *SSTA called to say they were running late.*
- *I called SSTA to change return trip time due to a change in schedule from doctor’s office. Very happy that SSTA could accommodate the change.*
- *I called SSTA to get an earlier pick up, which SSTA was able to accommodate.*
- *I called SSTA to have them pick me up early, which they did.*
- *It called to say I was finished early and SSTA adjusted the schedule to pick me up early.*
- *I had to contact SSTA to see where the van was.*
- *Normally picked up at 4:30, SSTA called to see if, because of snowy weather, I could be picked up at 3:00.*
- *Saturday, they did call, but only one or two times prior to that did they call. Typically, they do not call when late, which is inconvenient.*
- *SSTA called to say they were running a little late, but I had already gone down to meet the van.*

One of the most challenging aspects of operating the SSTA Van/Sedan service is arriving at the pick-up point on time. The survey found that nearly ninety percent of the ADA clients interviewed (88.7%) said the Van/Sedan picked them up on schedule. Another 5.6% indicated the Van/Sedan was not on schedule for the trip taken on the previous day and the same percentage (5.6%) answered “Yes and No” to the question about being picked up on schedule. The “Yes and No” response typically indicated that one leg of the trip was on schedule and the other was not. Some comments from ADA clients on this topic follow.

COMMENTS ABOUT ON-TIME PICKUP

(ADA clients were not specifically asked for comments, but those that were offered are shown below)

- *A little early (numerous mentions)*
- *A little late (numerous mentions)*
- *I made wrong time; called SSTA and they were able to adjust to new time.*
- *First car came 15 minutes early; return trip driver went around back, but I was out front. Driver found me and all ended well.*
- *Going trip was fine; return trip was scheduled for 3:30 PM, but car didn't arrive until 4:10 PM.*
- *Initial pick up got confused. Driver went to dentist office for pickup instead of my home. I wasn't sure if that was my mistake or SSTA's. SSTA was able to straighten it out and all ended OK.*
- *Initial pick up was OK; return trip pick up was 1/2 hour late.*
- *Initial pick up was on schedule, but return trip was over 1 hour late.*
- *Late 20 - 25 minutes and went to wrong entrance.*
- *Late. They called, but couldn't reach me as I had already left work.*
- *Reservation got mixed up and driver went to drop off location instead of pick up point.*
- *Van came 45 minutes early and left. I called and got rescheduled. Got to my destination on schedule.*
- *I requested a 12:00 pick up, but the van came at 11:30.*

One of the bedrock values that SSTA instills in all of its employees is to greet clients and treat them with respect. The survey overwhelmingly demonstrates that these core values are in evidence ...97.5% of ADA clients interviewed said that the driver did, in fact, greet them and treat them with respect. A very small minority of ADA clients, one percent, indicated that they had minor issues with some drivers. Generally, however, clients expressed very high regard and appreciation for the drivers. Typically, clients used phrases like: “good people,” “friendly and cordial,” and “wonderful” to describe the drivers.

A similar pattern was evident when clients were asked whether the driver help them get to and from the Van/Sedan. Interestingly, nearly one fifth of ADA clients interviewed (17.8%) said they were independent enough to not need any help. Another 79.2% replied that the driver did help them get to and from the Van/Sedan for the trip taken on the previous day. A very small minority (1.5%) said they were not helped, but would have liked help, and 0.5% responded that the driver did not help carry packages to and from the Van/Sedan.

The final aspect of “Operations” that the survey attempted to get feedback on is whether or not the driver performed his/her driving duties well. Almost without exception, the ADA clients who were interviewed indicated that the driver for the trip taken on the previous day performed his/her driving duties well (96.9%). One client thought the driver went a “bit too fast,” another said the driver “almost forgot to fasten her seat belt,” and 2.1% could not recall how the driver performed.

VII. COMMENTS & SUGGESTIONS

Each person interviewed was asked if they had any comments or suggestions they wanted to share. The following represents a fairly complete cross-section of those comments and suggestions and are presented in chronological order (i.e., the order in which the interviews were conducted).

GENERAL COMMENTS AND SUGGESTIONS

- *Service is very good; comfortable; convenient.*
- *As someone who uses a wheelchair, I think the drivers should receive special training about how to handle such clients. I think it would be beneficial for each driver to travel in the van in a wheelchair to experience how it feels. In a wheelchair, the passenger feels every movement of the vehicle much more acutely. Some drivers go too fast for a wheelchair passenger.*
- *I am on dialysis. The drivers are inconsistent in their driving skills, but most are good. Some too fast, turn too quickly, stop too fast. I'm a large person in a wheelchair and feel the movement of the vehicle more than others. Better in new vans with better tie down system. Need to be securely fastened. Trips should be prioritized so that medical trips get first priority. Shopping can wait. I'm very tired and drained after dialysis and drivers could be more sympathetic to that.*
- *I think the drivers are generally good, but I've had several bad experiences with a reservation person in the office when I was put on hold for long periods of time (5 to 10 minutes). Other people are quite nice.*
- *Would be nice to make reservations less than 24 hours in advance. One time the reservation got messed up and I got stranded at the doctor's office for a long time. Scheduling was bad in the past, but better now.*
- *A bit frustrating to wait, but I understand that they need to balance the needs of riders.*
- *I can be flexible on time, except for doctor appointments, but need to be notified of change. Calls sometimes go directly to hold. Sometimes for 10 minutes. Would like reservation people to be more polite on phone. Sometimes I will be put on hold by one person and another person will pick it up. Frustrating because I have to start all over again.*
- *Sometimes the schedulers try to put trips together that don't work; drivers are typically very flexible.*
- *Sometimes there is no place in the van for me to "block" my feet and sometimes I feel like I might slide.*
- *Nice people; provide good service.*
- *Drivers are helpful and courteous; on one recent trip I was asked to pay \$2.50. I was confused by that.*
- *Scheduling is the biggest problem; better now than in the past.*
- *Recently, I scheduled a ride at 1:00 PM, but SSTA called and said they had to pick someone else up at 1:30 and couldn't pick me up until after that, which was very inconvenient.*

GENERAL COMMENTS AND SUGGESTIONS

Continued

- *Generally I feel the service is very good, but the customer communication aspect could be better (e.g., calling when late). They typically do not call when running late, but I would like a call.*
- *Need to get office crew to do better; drivers are good.*
- *Concerned that sometimes the driver doesn't have a specific enough address and don't know where to wait for me. Driver doesn't know which entrance, for example. I have an intercom at my apartment and would like to be called to let me know they are there. Encourage more than one rider at a time. Communicate with riders to let them know if van is late, early. Develop a GPS type system to let dispatchers know where each van is located all the time. I like the fact that the van runs in the evenings. Want more information on where and when the vans will go - not clear. Need to be more forthright with clients about being on the overflow schedule "999". Kind, caring people who apologize when they screw up. Good people. Some drivers don't wear their seatbelts and this makes me nervous. I'm concerned about conditional eligibility for ADA travel (temperatures over 80 or under 30, for example example). Concerned about changes to bus service on Williston Rd. I want more information on service reductions. Concerned that the service might have been cut because of wheelchair riders taking too long to board/exit bus. Been a rider for 12 years. Think the survey is a good idea and would like to see it done on a continuous basis. First time anyone reached out to me and asked about how I am doing.*
- *Used service for 9 years and had no problems. Very good.*
- *Appreciate whole group -- drivers are great, dispatchers are great.*
- *Sometimes when I need a pickup after 4PM I have to leave a message on SSTA's answering machine. When I doesn't hear back, I get nervous. I've been stranded a couple of times in the past.*
- *Would like to have the Dispatchers identify themselves. Some do, some don't.*
- *In the past, I would call to make a reservation and be told they can't give you a ride. Better now.*
- *Very fine. Couldn't work without the SSTA van service.*
- *Completely satisfied; much needed service.*
- *They are terrific.*
- *Got picked up this morning, but felt sick when I got to my appointment. Called SSTA to see if I could get picked up and taken back home. SSTA was able to find a van in the area and pick me up within 10 minutes. Very Grateful.*
- *Absolute life saver. 98% perfect. Used since October. Easy to use.*
- *(1) would like to have a way to verify on-line that the scheduled pick ups are in the system and confirmed; (2) leaving after hour phone messages leaves me feeling insecure; (3) pick ups and returns are on separate systems - should be linked; that would save everybody's time.*
- *Very good job; don't know what I would have done without the service.*

GENERAL COMMENTS AND SUGGESTIONS

Continued

- *One driver is too "over the top" and apologizes too much when he shouldn't. Wastes too much time. Brenda is excellent. I would have no life without this service.*
- *I was not aware of this service when I got injured in December. Having the van service "saved my life." "So impressed, so grateful." Would like to see the service marketed better to make more people aware. Perhaps market to doctors/hospitals.*
- *Yesterday was my first trip. Appreciate it very much.*
- *Sometimes I have to wait quite a while on return trip to get picked up.*
- *Very good at doing what they do; if I have an emergency, they try hard to accommodate.*
- *Trip was somewhat eventful. I was delayed and two vans showed up. There was strong wind when I came out of post office and was blowing the van door. Driver helped. As I traveled from post office to van, I tipped over my walker (could only use one hand due to broken wrist) and I fell in the bushes and on the railing. Driver was very helpful and got me inside my residence and seated so I could wait for assistance.*
- *Recently, two pick ups for return trips were not made. One was in a storm, the other in regular weather. Generally good though.*
- *Great service. Appreciate it very much.*
- *I wanted a car, not a van, because I cannot easily get into a van. Thought that was what I was getting and was surprised when a van arrived. Driver worked hard to help me into the van.*
- *New phone system doesn't work well. When I called, pressed option 2 and the phone rang until I hung up. Called again and pressed option 4 and got Don Bradley. The uncertainty of the system made me very uncomfortable. For today's trip, van was 10 - 15 minutes late. The driver said he lost his gloves and had stopped to purchase a new pair.*
- *Unhappy with return trip. I was late and had to call to get picked up. Didn't know if driver had come to pick me up and then left, or hadn't come at all. Overall, I'm very happy with the SSTA service.*
- *Always treated with respect and courtesy. Wouldn't know what to do without them.*
- *Van is more prompt than the cab was. First time using the van was this trip. Had used cabs in the past. Very happy with van. Keep up the good work.*
- *On time is only OK. I teach and have to be at school on time. Used to use taxi and liked that better. More flexible. I Need receipts and was pleased that SSTA was able to accommodate that.*
- *Unable to stand for long periods. On pickup at school, I cannot see the parking lot. Need someone to come inside and let me know that the van is there. Need help carrying books.*
- *Great service; remarkable job.*

GENERAL COMMENTS AND SUGGESTIONS

Continued

- *Sedan was late on return trip twice. Used to use Benway's Taxi and rated them "zero". Like the SSTA sedan service very much.*
- *Much better than Benway's - vast improvement. Excellent service and very nice people.*
- *Better than before. Didn't like having to make two calls before. SSTA reservation agent repeated the information to confirm, which I liked.*
- *Service is a god send. Once in a while a trip gets messed up, but mostly great.*
- *So glad. New staff is excellent. Much improved over past.*
- *Reservations can be a bit challenging at times. Have to be mindful of the rules. Can be tricky when need to cancel. With Benway's, didn't have to call and cancel.*
- *Fantastic. Much better than Benway's.*
- *Used Morf for half a year as SSTA was quite bad in the past. Service is much better now.*
- *People are great - very accommodating.*
- *Somehow the reservation got messed up and I had to call again. I went to meet the car, but no car arrived. After calling again, I was picked up shortly.*
- *Have a Doctor in Winooski and wondered why the sedan service would not take me there.*
- *Not pleased. Perhaps a dozen times now the van has been a no-show or has arrived significantly late. Do not like being tied down to a specific return time.*
- *About two weeks ago, I had a bad experience with a driver who identified himself as Larry Jones. The driver used the lift to get me into the van, but did not help me into the seat or fasten my seatbelt. Nor did the driver secure my walker. The driver twice said "some people do things for themselves" when I asked for help with my seatbelt and walker. I called SSTA and spoke with the driver's supervisor, but I still feel badly about the experience.*
- *The van was a little dirty and SSTA might take a little better cosmetic care of the vans. I feel like the people on the phone really know me, which makes me feel good. Great people.*
- *Last Thursday I had to call twice to meet up with the driver.*
- *Very pleased with SSTA sedan service. Had used Benway's and those drivers never helped get to/from car.*
- *The taxi service I used to use was better helping with groceries. The taxi driver would take the packages out of the grocery store cart and put them in the car and then from the car to her kitchen table.*
- *I like the service very much. Much better than Benway's taxi. Some of the Benway's drivers were scary.*
- *Wonderful service generally. Yesterday, the driver for the return trip went to the wrong address (although I had given the correct address) and I had to wait over an hour before getting picked up.*

GENERAL COMMENTS AND SUGGESTIONS

Continued

- *Drivers should experience what it is like to ride in the van in a wheelchair so their driving will be more sensitive to our reaction. Movement is more pronounced for wheelchair passengers, especially on curves and down hill. Drivers should alert wheelchair passengers if they are going up or down steep inclines.*
- *In past I had some problems with the taxi scheduling due to reservation not getting faxed to the cab company. First ride with SSTA was this trip. Liked the flexibility of the taxi reservation system because you could call when ready. Also, the taxi driver helped with grocery bags, but I've been told by other SSTA van passengers that the driver is only supposed to help with three bags and that is not enough if you shop once a week. Three bags of groceries are too few.*
- *Appreciate service very much. Couldn't get around without it. People are very nice and helpful.*
- *There have been a couple of scheduling glitches, but they were resolved quickly. Better now than with the cab taken before. Sometimes the reservation people seem over taxed with reservations and dispatching duties. Love the Hybrid car.*
- *Missed pick up in the past. Now need to be picked up exactly at 8:30 AM - doesn't always happen. Otherwise won't get to work on time.*
- *88 years old. Pleased with the service.*
- *Drivers are wonderful.*
- *82 years old. Very pleased with SSTA. Couldn't get around without the van service.*
- *Past 3-4 months service has been very pleasant. Before, it was not as good. Now drivers are very gentle and helpful. I get confused sometimes and the reservation people correct me and help get me back on track, which I appreciate very much.*
- *Shouldn't be charging \$2.50 per trip. Too expensive. CCTA is free on the bus. Can't afford the \$2.50, so end up stuck at home.*
- *Very impressed with timeliness of service. Keep up the good work - excellent service.*
- *Have had trips canceled in the past without my knowledge. Trips should only be canceled by me or a family member.*
- *Used Yellow Cab in the past, but like SSTA much better.*
- *A blessing for us. Couldn't get around without the SSTA van.*
- *100%. Very dependable.*
- *Perfect. Can't find anything wrong. Great people.*
- *I wanted an earlier return trip time than originally requested. I was told that an earlier time could not be scheduled, but I should call when ready and they would try their best to pick me up early. Driver actually came early, but to the wrong address where he waited for 1/2 hour. Driver said his radio didn't work, so he didn't get a message about being at the wrong address.*

GENERAL COMMENTS AND SUGGESTIONS

Continued

- *Don't like the van; prefer to be taken in a sedan. Van is too uncomfortable.*
- *I live at Wake Robin and would like CCTA to have a regular route bus stop in front of the retirement home so people could travel to downtown Burlington.*
- *Can't always call the day before if sick or something. Want to know if there is any way to make a same-day reservation in an emergency.*
- *A few months ago, some drivers didn't get out of the van to help; some drivers, particularly a female driver, swear and this bothers me; one driver is too friendly.*
- *One time recently, a car ran into the van and SSTA handled the incident perfectly.*
- *Don't mind if the car is late when going to something not critical, but I get upset if late for a doctor's appointment. Liked the cabs better as the scheduling was more flexible. Wish SSTA could be more accurate on pick up times but understand how difficult that is.*
- *This was my first trip. The application is pretty lengthy, but I got back only a one paragraph letter, which did not indicate what the fare was going to be or how I was supposed to pay the fare. I think the acceptance letter should be more complete.*
- *This was my first trip. I called to see if I could be picked up early for return trip. Phone rang for a long time.*
- *Several observations: (1) why are there so many steps to get into the van and why is the first step so high; (2) the polls in the van should be rougher so you do not so easily lose your grip and have your hand slip; (3) the sedan (which I have taken before) is not a good design for people with back problems; (4) compared to what I have heard from a friend in NJ, SSTA treats their clients very well.*
- *Formerly took Yellow Cab, but I like making only one call with the SSTA process. Very satisfied.*
- *Phenomenal!*
- *Perfect. Appreciate the service very much.*
- *I like it a lot.*
- *Very impressed when first used two years ago, but service seems to have declined slightly since then. Drivers are not quite as courteous and helpful as they used to be. In the past month, a couple of drivers did not offer to help, but did when asked.*
- *Don't know how I would get around without SSTA.*
- *Satisfied. Good drivers.*
- *Very pleased with the drivers.*
- *Two bad experiences in recent past. One instance where pick up was for 9:30 AM but didn't get picked up until after 10:00 making me late for a funeral service. Second incident was around Christmas time and I was late for church.*

GENERAL COMMENTS AND SUGGESTIONS

Continued

- *I have had a severe trauma and going up the ramp for the van is traumatic. The driver (DJ) suggested I call and speak with Brenda, who noted that I needed a car and everything has now worked out well. I think every driver is very pleasant.*
- *Great service. Everyone has been excellent. Couldn't have made trip without SSTA.*
- *Yesterday, the driver was a little confused and took me to the wrong address, but corrected quickly and got me to my destination.*
- *They do a good job.*
- *Going well. Appreciate the service.*
- *I would suggest that drivers have an in-service training session on dealing with the visually impaired so they can be most sensitive to our needs. Generally, I think the drivers are very pleasant, if not a bit too helpful for my taste.*
- *Had a few problems in the past. One time I wasn't picked up. Better now.*
- *First trip. More than satisfied.*
- *I have a back problem and the van is too bumpy for me.*
- *Everyone goes above and beyond. Great job.*
- *Very comforting to know that SSTA is there to help me go places when needed.*
- *Reservation got mixed up ... driver went to drop off point instead of pick up point. I called SSTA and driver got re-routed to the correct location. I was a little late for my doctor's appointment, but it worked out OK.*

VIII. METHODOLOGY

This survey was undertaken to obtain current information about how ADA clients perceive the Van and Sedan services provided by SSTA. To do that, a random selection of riders was made from the roster of all ADA clients traveling on a particular day. For example, on Monday of each week, SSTA provided a roster of all clients traveling on the previous Friday, Saturday and Sunday and a random selection of riders was made for each day. On Tuesday through Friday of each week, SSTA provided a roster of all clients traveling on the previous day (i.e., a roster of travelers on Monday was provided on Tuesday). The intent of this approach was to try and obtain feedback about a specific trip or pair of trips, not a generalized, overall impression. To make sure that each client had a fair chance of being included in the survey, the selection process filtered out anyone who had already been interviewed. That process also filtered out “no-shows” and canceled trips.

Interviewing began on January 15, 2009 and continued through May 14, 2009. In total, 202 interviews were conducted among ADA clients eligible to use the SSTA services. The survey was designed to interview a small sample of riders each day, thus minimizing the impact of a single event (e.g., snow storm, heavy rain, etc.). Initially, the survey was conducted only among clients using the Van service, but with the initiation of Sedan service in early April, the Sedan riders were subsequently included. Overall, 78% of the interviews were conducted among riders who had used the SSTA Van the previous day and 22% were conducted among clients who had used the SSTA Sedan service the day before.

All interviews were conducted by Stephen Carlson, a market research consultant working with CCTA. Mr. Carlson also performed the analysis of the data and prepared this Summary Report.

IX. QUESTIONNAIRE

Survey of SSTA ADA Van/Sedan Customers

May I speak with _____ (If not available, ask when it might be convenient to call back and speak with that person)

My name is Steve Carlson and I am calling on behalf of the Chittenden County Transportation Authority and SSTA. We are conducting a short Customer Satisfaction Survey about the SSTA Sedan service you use. Do you have time to answer a few brief questions?

As you answer the questions, please think about the trip you took on _____
Insert date of trip

1. When did you call to make the reservation for that trip?

Day/date: _____ Time: _____ AM PM

2. When you called, was the reservation agent prompt and pleasant?

Yes No _____
explain

a. At any time during your call, were you placed on hold?

Yes No _____
explain

If yes, for about how long? _____

b. Overall, were you satisfied with the reservation experience?

Yes No _____
explain

3. Was SSTA able to schedule your travel within one hour of the time you requested?

Yes No _____
explain

Were you ready to take the Van/Sedan within 5 minutes of its arrival?

Yes No _____

4. Did SSTA contact you about a schedule change for any part of your trip?

Yes No _____
explain

4a. Did the Van/Sedan pick you up on schedule?

Yes No _____
explain

5. Did the Driver greet you and treat you with respect?

Yes No _____
explain

6. Did the driver help you get to and from the Van/Sedan, including carrying any small packages?

Yes No _____
explain

7. Did the Van/Sedan operator perform his/her driving duties well?

Yes No _____
explain

8. Overall, how would you rate the quality of service provided by SSTA for this trip? Would you say it was:

Excellent Good Fair Poor

9. Do you have any comments or suggestions you would like to share?

CCTA FY09 Capital Budget
draft for the Board 6/24/09

Item	Description	100%	80% Federal	10% State	10% Local
A	4 replacement 35' buses est @ 361,324 ea. and 1 35' @ ~365,000*	\$1,810,296	\$1,448,237	\$181,030	\$181,030
B	Computer Replacement + Cherry St Sign	\$14,000	\$11,200	\$1,400	\$1,400
C	Facility Maintenance, (PM) including gate and board room table	\$50,700	\$40,560	\$5,070	\$5,070
D	Replacement Service Truck	\$35,000	\$28,000	\$3,500	\$3,500
E	Cherry St. Repairs	\$9,960	\$7,968	\$996	\$996
F	Radio/ITS System Engineering, initial	\$65,164	\$52,131	\$6,516	\$6,516
G	4 Sedans (3 hybrid replacement driver relief and 1 gas for paratransit)	\$100,000	\$80,000	\$10,000	\$10,000
H	Solar Shelter Light and Benchelter Design, shelters, benches, stop amenities	\$157,208	\$125,766	\$15,721	\$15,721
J	Rt 15 Fort Ethan Allen Signal Design	\$0	\$0	\$0	\$0
K	Bus Equipment - radios, cameras, and bus-related equip., ops supervisor radios	\$132,520	\$106,016	\$13,252	\$13,252
L	4 Replacement and 2 expansion E&D vehicles	\$297,000	\$297,000	\$0	\$0
M	2 Replacement E&D vehicles	\$110,000	\$88,000	\$11,000	\$0
N	1 Replacement ADA vehicle	\$55,000	\$44,000	\$5,500	\$0
O	1 Replacement ADA vehicle	\$59,500	\$47,600	\$5,950	\$0
P	Bus Inspection	\$8,000	\$6,400	\$800	\$6,400
Q	ADA sedan	\$18,000	\$14,400	\$1,800	\$0
R	Digital Video Cameras for 16 Buses	\$48,500	\$38,800	\$4,850	\$4,850
S	Paint Booth Acceptance	\$3,100	\$2,480	\$310	\$310
Total		\$2,973,948	\$2,438,558	\$267,695	\$249,045

Changes:

- 1) Decreased line item F - Radio/ITS Engineering by \$5,100
- 2) Increased line item H - Solar Shelter Light by \$2,000
- 3) Added Line Item S - Paint Booth Acceptance for \$3,100
- 4) Reduced line item J for Fort Ethan Allen signal design by \$65,000 to \$0
- 5) Reduced line item F - Radio/ITS Engineering by \$25,236

Previous budget approved 3/24/09

Item	Description	100%	80% Federal	10% State	10% Local
A	4 replacement 35' buses est @ 361,324 ea. and 1 35' @ ~365,000*	\$1,810,296	\$1,448,237	\$181,030	\$181,030
B	Computer Replacement + Cherry St Sign	\$14,000	\$11,200	\$1,400	\$1,400
C	Facility Maintenance, (PM) including gate and board room table	\$50,700	\$40,560	\$5,070	\$5,070
D	Replacement Service Truck	\$35,000	\$28,000	\$3,500	\$3,500
E	Cherry St. Repairs	\$9,960	\$7,968	\$996	\$996
F	Radio/ITS System Engineering, initial	\$95,500	\$76,400	\$9,550	\$9,550
G	4 Sedans (3 hybrid replacement driver relief and 1 gas for paratransit)	\$100,000	\$80,000	\$10,000	\$10,000
H	Solar Shelter Light and Benchelter Design, shelters, benches, stop amenities	\$155,208	\$124,166	\$15,521	\$15,521
J	Rt 15 Fort Ethan Allen Signal Design	\$65,000	\$52,000	\$6,500	\$6,500
K	Bus Equipment - radios, cameras, and bus-related equip., ops supervisor radios	\$132,520	\$106,016	\$13,252	\$13,252
L	4 Replacement and 2 expansion E&D vehicles	\$297,000	\$297,000	\$0	\$0
M	2 Replacement E&D vehicles	\$110,000	\$88,000	\$11,000	\$0
N	1 Replacement ADA vehicle	\$55,000	\$44,000	\$5,500	\$0
O	1 Replacement ADA vehicle	\$59,500	\$47,600	\$5,950	\$0
P	Bus Inspection	\$8,000	\$6,400	\$800	\$6,400
Q	ADA sedan	\$18,000	\$14,400	\$1,800	\$0
R	Digital Video Cameras for 16 Buses	\$48,500	\$38,800	\$4,850	\$4,850
Total		\$3,064,184	\$2,510,747	\$276,718	\$258,068

FY10 Capital Budget
draft for the Board 6/24/09

Item	Description	100%	80% Federal	10% State	10% Local
B	Computer Replacement				
C	Bus Shelters	\$1,000	\$800	\$100	\$100
D	Accounting software improvements or replacement *	\$174,570	\$139,656	\$17,457	\$17,457
E	Cherry St. Repairs	\$110,439	\$88,351	\$11,044	\$11,044
F	5 ADA sedans	\$10,000	\$8,000	\$1,000	\$1,000
G	Bus Line inspection (staff time and expense or contracted) for buses ordered in 09	\$ 96,000.00	\$76,800	\$9,600	\$9,600
H	Engine and Transmission PM	\$10,000	\$8,000	\$1,000	\$1,000
I	Design Barn and Shop Energy Efficient Lighting	\$ 225,000.00	\$180,000	\$22,500	\$22,500
J	Shop Equip and PM (Fuel mgmt system, vacuum system, waste oil burners, etc)	\$10,000	\$8,000	\$1,000	\$1,000
K	Rt 15 Fort Ethan Allen Signal (Pre design estimation)	\$ 205,000.00	\$164,000	\$20,500	\$20,500
L	Rt 15 Fort Ethan Allen Signal Design	\$735,000	\$588,000	\$73,500	\$73,500
M	Radio/ITS System Engineering, initial	\$65,000	\$52,000	\$6,500	\$6,500
	Total	\$25,236	\$20,189	\$2,524	\$2,524
		\$1,667,245	\$1,333,796	\$166,725	\$166,725

Changes:

Added line item L for Fort Ethan Allen signal design for \$65,000
Added line item M for radio/ITS System engineering for \$25,236

Previous budget approved 3/24/09

Item	Description	100%	80% Federal	10% State	10% Local
B	Computer Replacement				
C	Bus Shelters	\$1,000	\$800	\$100	\$100
D	Accounting software improvements or replacement *	\$174,570	\$139,656	\$17,457	\$17,457
E	Cherry St. Repairs	\$110,439	\$88,351	\$11,044	\$11,044
F	5 ADA sedans	\$10,000	\$8,000	\$1,000	\$1,000
G	Bus Line inspection (staff time and expense or contracted) for buses ordered in 09	\$ 96,000.00	\$76,800	\$9,600	\$9,600
H	Engine and Transmission PM	\$10,000	\$8,000	\$1,000	\$1,000
I	Design Barn and Shop Energy Efficient Lighting	\$ 225,000.00	\$180,000	\$22,500	\$22,500
J	Shop Equip and PM (Fuel mgmt system, vacuum system, waste oil burners, etc)	\$10,000	\$8,000	\$1,000	\$1,000
K	Rt 15 Fort Ethan Allen Signal (Pre design estimation)	\$ 205,000.00	\$164,000	\$20,500	\$20,500
	Total	\$735,000	\$588,000	\$73,500	\$73,500
		\$1,577,009	\$1,261,607	\$157,701	\$157,701

CCTA Stimulus Projects
Draft for the Board 6/24/09

<u>Project</u>	<u>Cost</u>
5 29' Buses	\$ 1,753,649.00
3 E&D Vehicles	\$ 175,200.00
Total	\$ 1,928,849.00

Previous budget approved 3/24/09

<u>Project</u>	<u>Cost</u>
5 29' buses	\$ 1,753,649.00
Total	\$ 1,753,649.00