

Strategy Committee Meeting

12.10.10

Attendees: Aaron Frank, Bethany Whitaker, Denis Barton, Karla Munson, Liz Curry, Sarah Krause

ADA Program

The Strategy committee discussed the ADA Program. Ms. Curry, Grants Manager, presented a powerpoint to the committee that shared the history, rules and regulations of the ADA program. Some points discussed by the committee included:

- In 1992 Title 2 of the Americans with Disabilities Act federally mandated public transit to provide transportation services to the disabled that is comparable to the fixed route service.
- ADA fares are not to exceed twice the amount of regular fares.
- Currently eligibility assessments are made by CCTA's Project Manager based on answers to questions in the application. The process for accessing people's eligibility does not involve a functional assessment.
- ADA differs from E&D because ADA is a civil right.
- CCTA has to provide service during fixed route running times and there are no restrictions regarding use of service other than distance from the fixed bus route.
- Recipients of the service can use it to go anywhere the bus would take them.
- CCTA manages the ADA program closely. Every year CCTA checks the price per hour SSTA charges with companies of similar size. SSTA has been around since the 80s. CCTA tracks the business practices of SSTA and the majority of responses to their service are excellent or good.

Commissioner Barton asked about the process that occurs if a complaint happens. Ms. Curry said complaints are written up by SSTA and sent to CCTA or sometimes people call CCTA directly. SSTA investigates complaints and passes on any that may have legality issues.

The average rate of increase in ADA ridership is seven to ten percent per year. The fixed route ridership is up sixty percent in nine to ten years. Cost drivers for SSTA include lack of computerization. Trip planners are always answering the phones and have very little time to manage the database. CCTA is working to get SSTA a software program but that is at least a year away.

The Strategy Committee discussed the SSTA policy regarding “no shows” and late cancellations. Commissioner Barton asked if companies of comparable size have been looked at for comparison. The Strategy Committee decided there were two ways to look at the program: looking at the efficiency of trips and influencing the demand. Commissioner Barton asked for a presentation on ADA’s legal requirements in public transportation vs. CCTA’s current practices.

Downtown Transit Center

Mr. Frank gave an update on the Downtown Transit Center.

Cherry Street Improvements

Mr. Frank gave a brief update on Cherry Street Improvements.