



ADA Para-Transit ADVISORY COMMITTEE

**Wednesday June 10, 2009, 4:00 PM
CCTA BOARD ROOM
15 INDUSTRIAL PARKWAY, BURLINGTON**

TENTATIVE AGENDA

- 1. Welcome and Introductions**
- 2. Adjustments of Agenda**
- 3. Minutes of February 18, 2009**
- 4. Survey of ADA clients using SSTA**
- 5. Member/Attendee Items**
- 6. Adjourn**

Questions: Contact JimE Couture at 864-0211 or jcouture@cctaride.org



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Chittenden County ADA Advisory Committee Meeting Minutes

DATE: February 18, 2009

PLACE: CCTA, 15 Industrial Parkway, Burlington, VT

PRESENT: Peter Keating, CCMPO
Laura Murphy, CVAA
Steve Pouliot, VTABVI
Peter Carlough, Consumer
Marcella Ryan, Consumer/Advocate
Kim Salzmann, Consumer
Murray Benner, SSTA
Aaron Frank, CCTA
Jim Couture, CCTA

1. Opening meeting

Jim Couture called the meeting to order at 4:00 PM.

2. Introduction

The meeting began with self-introductions.

3. Minutes of June 4, 2008 meeting

Distributed and reviewed minutes of June 4, 2008 meeting. Consensus was that the minutes accurately documented the meeting. It was noted that one open issue discussed at that meeting, and since closed, was the business hours of the ADA program broker.

- The July 2008 contract for paratransit service between CCTA and SSTA specifies that SSTA receive requests for next day service during normal office hours. Those published hours are 8:00 AM to 4:00

PM. SSTA operations personnel (dispatchers, drivers, and vehicle maintenance) do work earlier and later than those hours; however, business personnel maintain the hours of 8:00 AM to 4:00 PM.

Post meeting follow-up action: Effective April 1, 2009 SSTA will receive requests for next day travel until 5:00 PM.

4. Comments/Questions

A. Murray Benner provided an overview of recent changes at SSTA:

- Created a new position, Operations Manager, to oversee the drivers and the office staff.
- Purchased a new telephone response system.
- Effective the 1st of March all ADA transportation will be provided in house.
 - SSTA will increase its' fleet size with four (4) sedans.
 - ADA passengers will no longer need to place that second call to a cab company.

B. Laura Murphy asked about:

- Recent fixed route changes and their impact on paratransit service.
 - CCTA commented that only the Airport Route (#1) had a route path.
 - The change of the outbound leg from Hinesburg Road to Kennedy Drive had essentially no impact on the ADA service area generated by the Airport Route.
 - Tilley Drive remains in the ADA service area with the service area boundary to the south along Hinesburg Road remaining unchanged.
- Recent letter describing ADA service changes received by some ADA clients.
 - CCTA commented that they had sent a letter announcing the conclusion of the "Cab Direct" Program to all Cab Direct clients. The letter was to inform those clients who received ADA transportation from Morf, Benways and/or Yellow Taxi would receive transportation provided by SSTA effective March 1, 2009.
 - SSTA will be adding a sedan service to their lift equipped van service. All trips, including return trips must be requested and scheduled no later than the day before the trips are to be taken, which is a change from the cab service where the trip is authorized the day before and the client follows up with the cab company to schedule the exact trip.

C. Marcy Ryan addressed SSTA responsiveness to a new type of communication assistive device:

- It appears that SSTA hangs up on clients using the new devices because there is always a pause before the device user can respond to the initial greeting they receive on the phone. She asked that customer service representatives become familiar with how the device operates and how to respond to the delay inherent to the users operating skills.
 - SSTA, Murray Benner, thanked Marcy and assured her that he would look into issues associated with these devices and his staff.
- Marcy said some clients are limited to communicating by computer
 - There was discussion of whether trip requests via email, web site or fax would work, given the need to confirm trip times.

D. Marcy asked if SSTA had an emergency back-up phone number.

- Murray indicated that the normal SSTA phone number (878-1527) provides for the beeper contact with the person on call. The person on call responds to all beeper calls as soon as possible.

5. Next meeting scheduled for 4:00 PM, on Wednesday, June 3, 2009.

6. Meeting adjourn at 5:10 PM.

Respectfully submitted,

James E Couture
ADA Coordinator

