

John Cunningham

From: John Cunningham
Sent: Monday, May 13, 2013 12:50 PM
To: Laramie Bowron
Cc: Peter Engel; Cliff Glickman; Gayle Israel; Lauri Byers; Barbara Neustadter; Marjorie Koll; 'John.Rodriguez@hsd.cccounty.us'; Steve Goetz
Subject: Contra Costa County Mobility Management Plan: Draft - March 1, 2013

TO:
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File: Transportation > Transit > CCCTA-CentralCCTransitAuthority > Correspondence
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Laramie:

I'm following up on my earlier communications. I realize the deadline was Friday, thank you for accepting these late comments on the subject document:

Page 5: While I realize it is in the summary section, caution is warranted in characterizing (and more importantly implementing) changes in eligibility protocols, even if described as "refined" or intended to "improve the accuracy". Cost controls are achieved more effectively by providing options to clients, and with little chance of discrimination claims. Later on in the document it describes increased options as an intent of the CTSA. How that intent is fulfilled in the "proposed strategy section" should be made much more clear. If you choose to continue to include the changes to the eligibility protocols in the document, **all** of the possible outcomes need to be described to decision makers.

Page 6: All agencies consulted with and/or who participated need to be identified in an appendix. This will be important as implementation proceeds.

Page 6: All comments received on this plan should must be published in an appendix including agency & community input.

Page 7: The membership of the Stakeholders Advisory Committee and attendees at the three summit meetings must be published.

Page 12: OUTREACH & Escort (OUTREACH) in Santa Clara County is described as a "single purpose nonprofit agency". While it may have morphed in to that over the years during the time it took on an increased transportation role it was a multi-purpose nonprofit agency providing services to an array of clients. My purpose in bringing this up is that, as the closest geographic example of a successful CTSA, the OUTREACH model could prove instructive for our decision makers and they should be aware of the background of the agency.

Page 13: Notably absent from the bullet list describing the reasons for successful CTSAs is the ability to attract additional funds not available to governmental entities. This may very well be an *outgrowth* or *characteristic* of one of the listed bullets but that is not clear with an initial read.

Page 14: The CTSA status of OUTREACH, and the conditions placed on OUTREACH by MTC as a part of that designation, should be described.

Page 17: Please provide the basis for the budget recommendations.

Page 21: Please provide the source and the original data regarding outcomes of the different eligibility options and any other quantitative measure, maintenance cost savings, cost per trip, etc.

Page 32: The first paragraph on this page should be revised to be more useful:

- *"The basis for this recommendation is the long-running dialog in the County regarding mobility management activities with little actual implementation resulting."* Shouldn't the findings in the plan be the primary guidance on whether or not to establish a CTSA rather than a undocumented, and I assume, casual ongoing dialog?
- *"That vehicle has now been identified as a CTSA."* This self-fulfilling proclamation might be premature.

Page 32 & 33: I believe the implementation steps would benefit from some additional steps. After CCCTA adoption and concurrent with forwarding the plan to CCTA for consideration, all other affected agencies should adopt or otherwise take a position on the recommendations. At a minimum that should be all of the transit operators in the County. If, in the following steps, an effective steering committee is to be formed, the participants will need to have clear direction from their respective boards.

I am concerned with the focus on Paratransit Inc. as a model in this document. I understand the author has a connection to that entity. However, the utility of the investment of public funds in this study should not be constrained by the personal experience of a single consultant. As I mentioned earlier, OUTREACH in Santa Clara County is the closest geographic CTSA example to Contra Costa. In 2012 OUTREACH has won the Community Transportation Association award for Mobility Management Organization and they have an excellent record of quality of service and cost controls. Please consider further investigation in to the Santa Clara County model as you move ahead.

In addition, as you move ahead, please be aware that FTA will soon release the study, *Accessible Transit Services for All*. This study included a nationwide scan of paratransit properties and will include best practices focusing on cost-effective solutions.

Considering the countywide implications of the study and the fact that CCTA is the primary transportation planning and funding agency in Contra Costa, I support the recommendation that CCTA be involved and invested in this effort as it proceeds.

Thank you for the opportunity to comment.

- John

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