

## **Committee for Transit Accessibility**

Wednesday, October, 8, 2008  
1:00 PM

VTA Auditorium  
3331 North First Street  
San Jose, CA

### **AGENDA**

**NOTE: MEMBERS MAY TAKE ACTION ON ANY ITEM ON THIS AGENDA.**

#### **CALL TO ORDER**

- 1. ROLL CALL**
- 2. INTRODUCTION OF AUDIENCE MEMBERS**
- 3. PUBLIC PRESENTATIONS:**

This portion of the agenda is reserved for persons desiring to address the Committee on any matter not on the agenda, within the Committee's jurisdiction. Speakers are **limited to 2 minutes**. The law does not permit Committee action or extended discussion on any item not on the agenda except under special circumstances. If Committee action is requested, the matter can be placed on a subsequent agenda. All statements that require a response will be referred to staff for reply in writing.

- 4. Approve the Minutes of September 10, 2008.**
- 5. INFORMATION ITEM - Receive an update from the Chief Operating Officer. (Smith)**

#### **BUSINESS REFERRED TO COMMITTEE BY THE BOARD OF DIRECTORS/GENERAL MANAGER**

- 6. INFORMATION ITEM - Review the Valley Transportation Plan (VTP) 2035.**
- 7. INFORMATION ITEM - Discuss Mobility Options Program.**
- 8. INFORMATION ITEM - Receive a presentation on the Translink Vending Machine (TVM) prototype.**
- 9. INFORMATION ITEM - Receive a brief update on the status and progress of the Advisory Committee Enhancement process.**

10. INFORMATION ITEM - Receive a report from the Advisory Committee Enhancement Subcommittee. (Verbal Report) (Committee)
11. INFORMATION ITEM - Receive the Committee Work Plan.
12. INFORMATION ITEM - Discuss the Committee Motion Tracking Report.

## **REPORTS**

13. INFORMATION ITEM - Receive the FY 2008 Preliminary Annual Transit Operations Performance Report (July 1, 2007 - June 30, 2008).
14. Receive the City of San Jose Disability Advisory Commission (DAC) Report. (Verbal Report) (Morrow)
15. Receive Board of Directors Report. (Verbal Report) (Drummond)
16. Receive Committee Staff Report. (Verbal Report) (Unites)
17. Receive Chairperson's Report. (Verbal Report) (Morrow)

## **OTHER**

18. Announcements
19. **ADJOURN**

## Committee for Transit Accessibility

Wednesday, September 10, 2008

### MINUTES

**NOTE: MEMBERS MAY TAKE ACTION ON ANY ITEM ON THIS AGENDA.**

### CALL TO ORDER

The Regular Meeting of the Committee for Transit Accessibility (CTA) was called to order at 1:00 p.m. by Chairperson Morrow in Building A, Auditorium, Valley Transportation Authority (VTA), 3331 North First Street, San Jose, California.

### 1. ROLL CALL

Attendee Name	Title	Status	Arrived
Lori Arnberg	CTA Member	Present	
Linda Gallo	CTA Member	Present	
David Grant	CTA Member	Present	
Marjorie Jensen	CTA Member	Present	
Connie Langford	CTA Member	Present	
Laura Michels	CTA Member	Absent	
Shawna Nourzaie	CTA Member	Present	
Larry Saltman	CTA Member	Present	
Emma Eljas	CTA Second Vice Chair	Present	
Sandra Gouveia	CTA Member	Present	
Troy Hernandez	CTA Member	Present	
David Julian	CTA First Vice Chair	Present	
Martin Lasich	CTA Member	Present	

Mike Montague	CTA Member	Absent	
Aaron Morrow	CTA Chairperson	Present	
Dilip Shah	CTA Member	Present	
Thomas Slack	CTA Member	Absent	
William Zhu	CTA Member	Present	
Barbara Stahl	CTA Member	Present	
Anthony Drummond	CTA Ex Officio Member	Present	
Katie Heatley	CTA Ex-Officio Member	Present	

**2. INTRODUCTION OF AUDIENCE MEMBERS**

Captain Robert Schiller, Protective Services; Dan Smith, Chief Operating Officer; Susan Garcia, Board Assistant; Sandra Weymouth, Policy and Administration Manager; Greta Helm, Chief of External Affairs; Jennie Hwang Loft, Public Information Officer; John Sighamony, Senior Transportation Planner; Dorothy Reyes, Customer Service Supervisor; Camille Williams, Accessible Services Program Manager.

**3. PUBLIC PRESENTATIONS:**

Larry Saltman, Interested Citizen, provided information regarding a request from the San Jose Office on Aging for two shelters on Chambertine Drive and Dartmouth to provide protection from increment weather for seniors who travel to the facility using public transportation.

**4. Minutes of July 9, 2008**

M/S/C (Langford/Gouveia) on a vote of 13 Ayes, to 0 Noes, to 3 Abstentions to approve the Minutes of July 9, 2008.

**5. Chief Operating Officer's Report**

Dan Smith, Chief Operating Officer, announced the departure of Captain Luther Pugh who was reassigned to head the detective division in the sheriff's office. Mr. Smith introduced Captain Robert Schiller who has been assigned to head VTA's Protective Services and will replace Captain Pugh.

Mr. Smith provided a brief update on the Southline Retrofit project noting the completion of phase five with the opening of the Cottle station on September 27, 2008. He indicated that the sixth and final stage will be the Snell and Santa Teresa stations, which are scheduled to be completed on November 27, 2008.

**NOTE:** M/S/C MEANS MOTION SECONDED AND CARRIED AND, UNLESS OTHERWISE INDICATED, THE MOTION PASSED UNANIMOUSLY.

Mr. Smith provided information on VTA's role in locating a woman with Alzheimer's who had been missing for two days. She was discovered at a light rail station and safely returned to her residence.

Mr. Smith indicated that a fare inspection sting was conducted at the Ohlone Chynoweth station. He explained that individuals were checked for valid passes and educated on how to purchase tickets. Mr. Smith noted that no arrests were made but citations were given to several people who had already been warned.

Ex-Officio Member Heatley commented that Germany has posted fake transit signs because people with Alzheimer's or dementia tend to migrate toward them.

**On order of Chairperson Morrow**, there being no objection, the committee received the Chief Operating Officer's Report.

## **BUSINESS REFERRED TO COMMITTEE BY THE BOARD OF DIRECTORS/GENERAL MANAGER**

### **6. Advisory Committee Enhancement Strategy**

Jennie Hwang Loft, Public Information Officer, provided background information on the advisory committees at VTA and their purpose. Ms. Loft indicated that the recent audit reinforced the recommendation from the Hay Group organizational assessment regarding the need to incorporate the advisory committees' input on the development of policy solutions.

Ms. Loft noted that the overall plan is to improve the operation and effectiveness of the advisory committees. She asked for volunteers to participate in the development of the advisory committee enhancement initiative who will work as a task force to review the Committees' goals and responsibilities and ensure that they are in line with the new vision and mission statements.

Member Jensen questioned how long the process will be.

Ms. Loft indicated that it is based on the committee members input, but is expected to take no longer than 6-8 months.

Member Grant expressed interest in providing input and noted that he would like the entire committee to contribute to the discussion. He suggested a portion of the regular meeting time be set aside to work on the initiative.

Chairperson Morrow agreed that brainstorming would be done with the entire committee and then paired down to the smaller committee.

Member Jensen commented that she was in favor of making the discussion a part of the regular meeting.

Member Julian indicated his agreement with the suggestion.

Chairperson Morrow noted that the task force meeting would be held right before the CTA meeting. He indicated that he was open to the incorporating it into three CTA meetings and have the subcommittee refine the suggestions report back to the entire committee and proceed from there.

Chairperson Morrow, Ex-Officio Member Heatley, and Members Eljas, Julian, and Stahl volunteered to serve on the subcommittee. Member Saltman volunteered to serve as an alternate.

**On order of Chairperson Morrow**, there being no objection, the committee reviewed the Advisory Committee Enhancement Strategy.

## **7. Committee Workplan**

Chairperson Morrow provided a brief update on the committee Workplan noting that an update on the VTP 2035 and information on the grant reporting process are scheduled to be presented in October.

Ex-Officio Member Heatley commented that there needs to be enough time to discuss the advisory committee strategy in October as well.

Member Grant expressed concern regarding the travel patterns item on the Workplan noting that the information provided seemed incomplete. Member Grant questioned if VTA has a list of the different centers which service individuals with disabilities and the routes which serve them. He also questioned if the bus dispatchers have this information to assist them in scheduling buses for those routes. Mr. Grant indicated that low floor vehicles should be use along those routes to assist passengers getting on and off of the bus.

Member Grant requested that the item be placed back on the Workplan.

Chairperson Morrow indicated that the information was provided in a spreadsheet which listed all routes and the percentages of lift deployment.

Jim Unites, CTA Staff Liaison indicated that information can be provided on how buses are scheduled and deployed.

Chairperson Morrow indicated that he was ok with bringing the item back to the committee and asked staff to get with Member Grant to work out a plan so that it can be addressed properly.

Ex-Officio Member Heatley commented that the new fare box system will help with getting that data.

Dan Smith, Chief Operating Officer noted that schedulers have a general knowledge of needs in their community. Mr. Smith indicated that the older coaches are in the process of being replaced and that VTA is looking into technology for low floor hybrid community buses. He also indicated that a lift overhaul is being conducted for the 97-98 series coaches, which is the majority of the fleet.

Member Grant questioned if there is a list of centers that is centralized for schedulers.

Mr. Smith commented that Ex-Officio Member Heatley would have that information on the top locations in ridership.

**On order of Chairperson Morrow**, there being no objection, the Committee Work Plan was received.

**8. Motion Tracking Report**

Chairperson Morrow noted that one motion was made in August regarding the development of a set of goals and objectives specific to improving the information to the public on the use of wheelchairs and other devices on public transit. Chairperson Morrow indicated that the item was scheduled to be presented in October, but was being moved to December to allow time to address the advisory enhancement strategy.

**On order of Chairperson Morrow**, there being no objection, the committee received the Motion Tracking Report.

**REPORTS**

**9. City of San Jose Disability Advisory Commission (DAC) Report**

Member Eljas provided a report on the DAC meeting noting that presentations were received on disaster preparedness and low income housing. Member Eljas announced that there will be a Disability Awareness Day fair at San Jose City Hall on October 8, 2008. She noted that many organizations will be there to participate and the focus will be hiring individuals with disabilities.

Chairperson Morrow expanded further noting that there will be vendors as well as employers at the fair.

**On order of Chairperson Morrow**, there being no objection, the committee received the City of San Jose Disability Advisory Commission (DAC) report.

**10. Board of Directors Report**

There was no Board of Directors Report.

**11. Committee Staff Report**

Jim Unites, CTA Staff Liaison, provided an update on youth and senior pass sales noting that the sales have increased 11 percent since the new fees were implemented. Mr. Unites indicated the Bus Stop improvement program items would be brought back to the committee to review the list and make comments.

Ex-Officio Member Heatley questioned when the changes in New Bus Service program were going to be reviewed.

Mr. Unites noted that staff is beginning the data collection and a draft will be out later this year. Mr. Unites indicated that public comment would be taken in early 2009 and the Board will see the proposed changes in April or May.

**On Order of Chairperson Morrow**, there being no objection, the committee received the Committee Staff Report.

**12. Chairperson's Report**

There was no Chairperson's Report.

**OTHER**

**13. Announcements**

There were no Announcements.

**14. ADJOURNMENT**

**On order of Chairperson Morrow**, there being no objection, the meeting was adjourned at 1:48 p.m.



Date: September 25, 2008

Current Meeting: October 8, 2008

Board Meeting: October 8, 2008

## BOARD MEMORANDUM

**TO:** Santa Clara Valley Transportation Authority  
Committee for Transit Accessibility

**THROUGH:** General Manager, Michael T. Burns

**FROM:** Chief Operating Officer, Donald A. Smith Jr.

**SUBJECT:** Chief Operating Officer's Report

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### FOR INFORMATION ONLY

#### **BACKGROUND:**

The Chief Operating Officer provides the Committee for Transit Accessibility with an update on items of relevance to the CTA at each monthly meeting. In keeping with Chairperson Aaron Morrow's request to have agenda items in writing and in the agenda packet, we will make every effort possible to comply with his request. Since this report is timely and reflects up-to-the minute information a written report for the agenda packet may not always be available.

#### **DISCUSSION:**

At the October 8th CTA Meeting the Chief Operating Officer's report will include an update of the Light Rail Retrofit Project on the Guadalupe South-Line.

#### **Events that have occurred since the September CTA meeting:**

##### **Highway 17 Express Changes**

The following service improvements were implemented on the Highway 17 Express effective September 18th:

1. One new northbound trip was added in the morning to help with the overloads on the 10:30 AM trip.
2. In the southbound direction, two new trips were added, one in the morning, one around noon. Additionally, the 8:55 AM departure will now serve Scotts Valley Drive.
3. Six new weekend trips were added, three in each direction. Service to Scotts Valley on the weekends was slightly reduced to make room for the additional trips between Santa Cruz and San Jose.
4. The weekday and weekend schedule has been slightly modified to improve train connections with Amtrak Capitol Corridor, ACE, and Caltrain at San Jose Diridon

Station.

### **October 2008 Service Changes**

On Monday October 6, 2008 the following service changes went into effect. Many of these changes respond to increase ridership on these routes.

#### **Schedule Changes**

The following routes will only have schedule changes to address running times, connections, and other minor issues. These changes do not impact the frequency, span or routing of the service.

Line 22 and 35 (Weekday, Saturday, Sunday)

Line 32 (Saturday only)

Line 53, 54, 55, 57, 58, 65, 88, 89 (Weekday only)

#### **Service Changes**

**Downtown San Jose Reroute** - The Friday and Saturday night reroute in downtown San Jose for Lines 22, 23 and 68 will be discontinued. These buses will now operate their regular route on Santa Clara Street all day and night, 7 days a week.

**Line 23** - The routing has been modified to terminate at new stops VTA constructed at DeAnza College. Minor weekday and weekend schedule changes will be made to better reflect actual running times.

**Line 34** - A new round trip will be added - an eastbound trip leaving San Antonio Transit Center at 3:15 p.m. and a westbound trip leaving downtown Mountain View at 3:43 p.m. Minor schedule changes will also be made.

**Line 40** - The weekday and Saturday schedules will be revised so that buses no longer lay over at Foothill College. This will make the service more convenient for students who wish to get off at the various stops at the college.

**Line 52** - The schedule will be revised so that buses no longer lay over at Foothill College. This will make the service more convenient for students who wish to get off at the various stops at the college.

**Express 120** - An additional southbound a.m. trip will leave Fremont BART at 7:45 a.m., and the 8:15 a.m. trip will be moved 15 minutes later due to passenger requests. An additional northbound p.m. trip will leave Lockheed Martin at 5:44 p.m. Minor schedule adjustments will also be made to the other trips to better reflect actual running times and improve connections with BART.

**Express 121** - An additional northbound a.m. trip will leave the Gilroy Transit Center at 7:00 a.m. and an additional southbound p.m. trip will leave Lockheed Martin at 5:50 p.m. Minor schedule adjustments will also be made to the other trips.

**Express 140** - The 5:59 a.m. southbound trip will be discontinued, and a new southbound trip will be added leaving Fremont BART at 8:00 a.m. due to passenger requests. The 8:30 a.m. trip

will be moved ten minutes later. Minor schedule adjustments will also be made to the other trips.

**Express 168** - The morning and afternoon schedules will be expanded to operate seven trips in each direction. More frequent service will be provided based on ridership and responses to a passenger survey. This new route from Gilroy and Morgan Hill to Downtown San Jose was implemented as part of the Comprehensive Operations Analysis and New Bus Service Plan.

**Limited Stop 330** - A fourth trip will be added in each direction. The 7:53 a.m. northbound and the 6:03 p.m. southbound trips will both be split into two trips due to high ridership. The route serves north San Jose from Almaden.

Prepared by: Sandra Weymouth

Prepared By: Donald A. Smith, Jr.



Date: September 25, 2008  
 Current Meeting: October 8, 2008  
 Board Meeting: N/A

## **BOARD MEMORANDUM**

**TO:** Santa Clara Valley Transportation Authority  
 Committee for Transit Accessibility

**THROUGH:** General Manager, Michael T. Burns

**FROM:** Chief CMA Officer, John Ristow

**SUBJECT:** VTP 2035 - CTA Review

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### **FOR INFORMATION ONLY**

#### **BACKGROUND:**

The 2008 update to the Valley Transportation Plan (VTP) builds on the foundation of the previous long-range transportation plan, Valley Transportation Plan (VTP) 2030, which was adopted by the VTA Board of Directors in February 2005. The VTP is a 25-year plan that puts forth a blueprint of actions designed to improve the multimodal transportation system in Santa Clara County over the life of the plan. The development is proceeding on a timeline coinciding with the development of the Regional Transportation Plan (RTP) prepared by the Metropolitan Transportation Commission (MTC.)

#### **DISCUSSION:**

VTP 2035 centers on ten capital program areas including transit, highways, local streets and county roads, expressways, bicycles and intelligent transportation systems. Capital projects are developed for these program areas and serve as VTA's recommendations for the Regional Transportation Plan (RTP). In April 2008, the VTA Board of Directors approved a set of draft project lists and fund estimate assumptions for the ten VTP Program areas.

At the October meeting, staff will review with the committee a section of the VTP 2030 Transit Program Area titled "Services and Programs for People with Special Needs" and seek input on potential changes to this section. The VTP 2030 text is provided as Attachment A. Staff will also be available to respond to questions committee members may have regarding the other program areas in the plan.

Prepared By: John Sighamony, Senior Transportation Planner

## **ATTACHMENT A**

### **Services and Programs for People with Special Needs**

Demographic, social and economic changes in Santa Clara County and the region between now and 2030 will continue to urge VTA to look for creative and cost-effective ways to provide programs and services for persons with special needs. There will be more lower-income households, more elderly, and more disabled persons. This section of the plan outlines the programs and services that VTA provides and is exploring to meet the needs of these groups.

## Paratransit Services Program

To allow for access to medical care, jobs, community activities, and other personal errands for persons with disabilities, VTA provides paratransit services that operate throughout the county. Until recently, VTA paratransit usage surged each year, often by double-digit increases.

A recent drop in systemwide ridership has slowed the growth in paratransit ridership; however, long-term growth is still expected to be significant. In 2000, paratransit carried 780,000 trips. During 2004, the Paratransit Program provided about 930,540 trips, and by 2030 it is expected to provide about 1.9 million annual trips. VTA's on-going planning for paratransit seeks to continually refine and improve the service—from both cost efficiency and quality of service perspectives.

To serve this demand for paratransit services and to meet the requirements of ADA, VTA will:

- Ensure that adequate operating funds are set aside to address the demand for ADA paratransit services
- Continue to implement various strategies to improve operational efficiencies and control costs
- Ensure that the existing fixed route bus and rail transit services are accessible, providing a range of choices for people with disabilities
- Assist persons with determining if they are eligible to use the service, and help them apply
- Look at alternative service and delivery concepts that both meet the letter and intent of ADA and ensure quality accessibility for persons with disabilities in Santa Clara County as a part of the short-range planning process
- Conduct a study that looks at all the agencies in the county that receive money for transportation services, and explore opportunities to leverage and build upon those funds with VTA committed resources

## Planning for Paratransit

By 2030, the demand for paratransit services may more than double. To plan for this need as well as for near-term increases in demand, VTA will continue to develop short-range and long-range paratransit plans. Most recently, VTA developed a five-phase Paratransit Service Business Practices Improvement (PSBPI) Plan, which identified multiple cost-containment strategies designed to improve VTA's ability to manage costs while maintaining one of the premier paratransit services in the nation. The first three phases of the PSBPI Plan have been implemented, and the last two are currently under development. All phases of this plan control costs through one of the four following

strategies: improving productivity, reducing vendor and broker expenses, managing demand, and increasing revenue.

Future plans, beyond full implementation of the PSBPI Plan, may identify operating costs and capital elements such as Intelligent Transportation Systems, as well as a financial program to address the operating and capital needs.

Finally, the need to design environments for accessibility is key to providing safe transportation for the disability community. VTA's Community Design and Transportation (CDT) Program's Manual of Best Practices for Integrating Transportation and Land Use addresses the design of transportation facilities. The CDT Manual includes design elements that directly relate to accessibility in the pedestrian environment and to transportation services.



Date: September 25, 2008  
 Current Meeting: October 8, 2008  
 Board Meeting: N/A

## **BOARD MEMORANDUM**

**TO:** Santa Clara Valley Transportation Authority  
 Committee for Transit Accessibility

**THROUGH:** General Manager, Michael T. Burns

**FROM:** Chief Operating Officer, Donald A. Smith Jr.

**SUBJECT:** Mobility Options Program

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### **FOR INFORMATION ONLY**

#### **BACKGROUND:**

At previous CTA meetings, staff presented information about VTA's Mobility Options Travel Training Program (Mobility Options). This program has been initiated to assist persons with disabilities and seniors gain the skills and knowledge needed to independently travel on VTA's transit system. Participants will receive training provided by either VTA staff or by contractors (including mobility and orientation specialists). A federal New Freedom Program grant administered by the Metropolitan Transportation Commission (MTC) and VTA local funds will fund Mobility Options Travel Training Program. CTA also expressed interest in receiving information on and discussing how the grant work scope will be tracked and reported upon.

#### **DISCUSSION:**

Information on the program has previously been provided to CTA at their October 2007, March 2008, and July 2008 meetings. The CTA's Travel Training Subcommittee has met in November and December 2007. The New Freedom grant requires VTA to coordinate its travel training services with partner social/human services agencies. VTA's coordination with these agencies is conducted at Mobility Options Task Force meetings. The Task Force has met in February, April and August 2008. The Task Force will continue to meet throughout the program, implementation. Attachment 1 presents a summary of the travel training topics discussed at these CTA, Travel Training Subcommittee, and Mobility Options Task Force meetings.

The Mobility Options Task Force is composed of VTA staff from various departments, Outreach and Escort Inc., Hope Services, San Andreas Regional Center, Silicon Valley Council on Aging, and CTA members. Attachment 2 presents the memberships of the Mobility Options Task Force and the CTA's Travel Training Subcommittee.

#### **Travel Training Approaches**

The goal of the program is to increase utilization of fixed route services by persons who are able and interested in expanding their personal travel options by using VTA's bus and light rail

services. Travel training is planned to be provided in four basic methods as described below.

- A. Group Travel Instruction will be provided to participants with a fairly high level of functional travel related skills and will include training in trip planning, transit system function, and safety. This instruction will include a practical field trip using VTA's fixed route services. VTA's Accessible Services staff will provide this training.
- B. Tailored One-on-One Travel Instruction will be provided as a generalized travel instruction that will teach each participant skill for more independent transit use. Curriculum will be more in-depth and geared to the participant's individual needs. Instruction will focus on specific routes needed by participants. VTA's Accessible Services staff will provide this training.
- C. A qualified contractor(s) will provide specialized training to meet the specific travel training needs of individuals with visual disabilities and individuals with cognitive disabilities. VTA is currently reviewing proposals from contractors for these services. Contractor(s) will be selected late this year and additional information on these contractors and their scope of work will be provided to CTA as a future meeting.
- D. Peer Model Travel Instruction will be based on a "buddy" system of training and skill monitoring. Peer model instructors will assist new riders by accompanying them on specific fixed route trips, thus helping to alleviate some of the fears often associated with using public transportation. VTA's community partners will provide this form of travel instruction with information and "train the trainer" training provided by VTA as needed.

### **Public Information**

VTA will develop a public outreach campaign to ensure community organizations and current and potential passengers receive the information on the program. Some of the approaches that will be used as part of the campaign include:

1. General promotional information will be distributed throughout community sites that VTA staff regularly stock with bus and rail schedules.
2. VTA staff will meet with community agencies to discuss the travel options for their clients. VTA staff will provide travel-training presentations at these agencies and will provide assistance to support these agencies' travel training programs.
3. Information on the program will be included on VTA's website.
4. Information will be distributed to customers with disabilities through VTA's Take-One and RTC mailings to community organizations.
5. Mailings to organizations that represent low-income, minority populations, seniors and persons with disabilities will be sent.
6. Customers who are denied eligibility for ADA Paratransit services will be sent program information materials in the mail to explain travel training and travel options.
7. Customers who apply for ADA paratransit eligibility and indicate that they would like to receive travel training assistance will receive program information.
8. Information about travel training services will be provided to seniors via community senior centers, other organizations with memberships tending to be at least 55 years old or older,

and senior housing complexes.

9. Handouts at health fairs and other community events that VTA attends.
10. Contributions to community newsletters.
11. Information will be presented to VTA Customer Service staff.

### **Funding and Reporting**

Mobility Options will be funded by a New Freedom Program (NFP) grant. The NFP is a new Federal Transit Administration grant program design to encourage and enhance transportation services for persons with disabilities that are beyond the requirements of the Americans with Disabilities Act (ADA). The NFP grant will provide \$227,127 to fund the 50% federal share of the program for a three-year period. VTA will provide the remaining \$227,127.

VTA will enter into a funding agreement with Metropolitan Transportation Commission (MTC) regarding this grant later this year. Once the funding agreement is finalized, MTC will provide a quarterly report template to VTA. It is anticipated that the MTC's quarterly reporting template will have grant recipients provide information regarding the:

1. Number of Participants (seniors, persons with disabilities by type, etc.)
2. Types of Training Provided
3. Number of Successful Participants (surveys are possible)
4. Fixed Route Utilization by Successful Participants (before and after)
5. Amount Spent on Travel Training Instruction (Staff, contractors, etc.)

VTA will advise the CTA regarding the MTC's reporting template when it has been received and will provide the CTA with copies of the reports that are submitted to the MTC.

Prepared By: David Ledwitz

## Attachment 1

### Mobility Options Travel Training Meeting/Topic Discussion Timeline

<b>Committee for Transit Accessibility Meetings</b>	
Dates of Meetings	Topics of Discussion
October 10, 2007	<ol style="list-style-type: none"> <li>1. Presentation of information about types of travel training to be provided, expected participants, coordination with other agencies through a Mobility Options Task Force and program budget</li> <li>2. Travel Training Subcommittee is created by CTA.</li> </ol>
March 2, 2008	<ol style="list-style-type: none"> <li>1. Travel training program update</li> <li>2. Presentation of a MOTTP PowerPoint slide show</li> <li>3. Information about the Mobility Options Task Force's meeting to be held in April 2008</li> </ol>
July 9, 2008	<ol style="list-style-type: none"> <li>1. Travel training program update</li> <li>2. Presentation of meeting notes from the CTA's Travel Training Subcommittee and the Mobility Options Task Force meetings</li> <li>3. Information about a May 19, 2008 travel training session</li> <li>4. Information about the Travel Training Contractor RFP distribution</li> </ol>
<b>CTA Travel Training Subcommittee Meetings</b>	
November 7, 2007	<ol style="list-style-type: none"> <li>1. Information about other agencies' travel training programs</li> <li>2. Description of Outreach's experience with travel training</li> <li>3. Provision of travel training in an equitable manner</li> </ol>
December 12, 2007	<ol style="list-style-type: none"> <li>1. Certified Orientation and Mobility Specialist requirements</li> <li>2. Provision of qualified trainers for persons with vision and cognitive disabilities</li> <li>3. Review and consideration of support of VTA's New Freedom Program grant</li> </ol>
<b>Mobility Options Task Force Meetings</b>	
February 13, 2008	<ol style="list-style-type: none"> <li>1. Overview of VTA's Mobility Option Program.</li> <li>2. Stakeholder Collaboration</li> <li>3. Establishing meeting Dates, Places and Agendas</li> <li>4. Family referrals, RTC card usage, paratransit drop-off locations, access to program, VTA shuttles, safety and security concerns</li> </ol>
April 22, 2008	<ol style="list-style-type: none"> <li>1. Hope Services' People on the Move Workshop Presentation</li> <li>2. VTA's Travel Training Workshop Presentation</li> <li>3. Update on VTA's Travel Training Program</li> <li>4. Fixed Route Security and Safety Concerns</li> <li>5. Bus stop accessibility and pictures of bus stops at VTA's website</li> </ol>
August 19, 2008	<ol style="list-style-type: none"> <li>1. Assisting VTA's Blind &amp; Visually Impaired Customers</li> <li>2. VTA bus stop update</li> <li>3. ATI Conference information</li> <li>4. Travel training challenges and/or successes</li> </ol>

## Attachment 2

### Mobility Options Task Force and CTA Travel Training Subcommittee Memberships

No.	Mobility Options Task Force	CTA Travel Training Subcommittee
1	Aaron Morrow, CTA Member	Aaron Morrow, CTA Member
2	Bruce Turner, VTA Transportation Systems Safety Officer	Camille Williams, VTA Accessible Services Program Manager
3	Camille Williams, VTA Accessible Services Program Manager	Katie Heatley, President/CEO Outreach, CTA Ex- Officio Member
4	David Ledwitz, VTA Management Analyst	Laura Michels, CTA Member
5	Diana Fuzere, Hope Services Community Employment Manager	Linda Gallo, Los Gatos Senior Center, CTA Member
6	Dorothy Reyes, VTA Customer Services Supervisor	Sandra Gouveia, CTA Member
7	Greg Whalley, San Andreas Regional Center	Thomas Slack, CTA Member
8	Katie Heatley, President/CEO Outreach, CTA Ex-Officio Member	David Julian, CTA Member
9	Linda Gallo, Los Gatos Senior Center, CTA Member	
10	Lori Arnberg, Hope Services Central District Director, CTA Member	
11	Mark Bugna, VTA Transit Systems Safety Supervisor	
12	Mark Thomas, VTA Technical Training Supervisor	
13	Noah Banks, VTA Coach Operator	
14	Paulette Mulligan, VTA Travel Training Coordinator	
15	Ron Wong, VTA Service and Operations Planning Engineering Technician	
16	Shawna Reeves Nourzaie, Council on Aging Manager of Fair Lending Project for Seniors, CTA Member	
17	Stefano Perez, VTA Light Rail Operator	
18	Terry Russel, VTA Coach Operator	



Date: September 26, 2008

Current Meeting: October 8, 2008

Board Meeting: October 8, 2008

## **BOARD MEMORANDUM**

**TO:** Santa Clara Valley Transportation Authority  
Committee for Transit Accessibility

**THROUGH:** General Manager, Michael T. Burns

**FROM:** Chief Administrative Officer, Bill Lopez

**SUBJECT:** Prototype TransLink Ticket Vending Machine

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### **FOR INFORMATION ONLY**

#### **BACKGROUND:**

The TransLink<sup>®</sup> program will allow riders of participating Bay Area transit systems to pay fares using a single, reloadable smart card. It is being developed by the Metropolitan Transportation Commission (MTC) in association with Motorola/ERG.

As part of this program, existing VTA light rail Ticket Vending Machines (TVMs) will be modified to support the TransLink<sup>®</sup> add-value functionality and extend their useful life.

#### **DISCUSSION:**

A prototype TVM will be presented to the Committee to garner feedback on its design in the areas of accessibility and usability for those with visual, mobility, auditory and dexterity impairments. The final design will take this feedback into consideration.

#### **Overview of TVM Design Changes**

The updated TVM has a more modern look with recessed panels and improved lighting as shown in figure 2. The most noticeable changes are a much larger, full color LCD display and a credit/debit card reader. There are new controls for voice annunciation. Internally, the prototype has a more powerful central processor, increased memory capacity, updated bill accepters and additional security and alarm detection features.

The footprint and height of the TVM above the platform is unchanged and will continue to fall within the ADA guidelines. Also unchanged is the audio jack and volume controls, although they have been moved slightly.

The following details the major component changes proposed for the TVM that have ADA

significance.

### 15" Color Monitor

The new design includes a full-color LCD display screen, which is nearly double the size in area than those on the current TVMs. This monitor allows for larger display fonts and a less cluttered screen.

### Selection Buttons

The larger display allows the 10 selection buttons to be spaced further apart.

### Debit/Credit Card Reader

Debit and credit cards will become acceptable forms of fare payment. The prototype contains a debit/credit card reader that accepts cards in the vertical orientation.

### Contactless Credit Card Reader

The new design allows riders to quickly pay for fare products by using contactless credit card point-of-sale payment system. Several card companies and banks offer contactless payment option for purchases under \$25 to their customers under the trade names of Visa Contactless (Visa International), PayPass (Mastercard International), Express Pay (American Express) and Blink (Chase). This feature should not be confused with the TransLink<sup>®</sup> contactless payment system.

### Personal Identification Number (PIN) Pad

The personal identification number (PIN) pad used with debit card transactions has each key clearly labeled. It is recessed slightly into the ATM to deter identity theft and meets security and data encryption standards set by the Payment Card Industry (PCI).

### Bill Acceptor

The bill acceptor has been upgraded to allow faster and more accurate identification of banknotes as well as less downtime due to breakage and vandalism.

### TransLink<sup>®</sup> Target

A clearly differentiated TransLink<sup>®</sup> card target area is centered in the TVM. TransLink<sup>®</sup> cardholders will use this target to initiate balance inquiry and add-value transactions. Note that full TransLink<sup>®</sup> functionality requires additional software development and testing by Motorola/ERG. These efforts are scheduled for later in the project.

### EZ Access<sup>®</sup> Buttons

An exciting new feature in the updated TVMs is the implementation of EZ Access<sup>®</sup> buttons to control the voice annunciation system. This state-of-the-art accessibility aid was developed by the Trace Center out of the University of Wisconsin and allows the patron to control the pacing and sequence of the annunciation. Additional information on EZ Access<sup>®</sup> is included in the Supplemental Information section below.

### Central Processor and Memory

Inside the TVM is a newer, faster processor with increased memory capacity. The additional memory will allow for higher fidelity voice annunciation.

### Miscellaneous Upgrades

Several changes have been made to the TVMs so that they will have greater availability. The new TVM includes many upgraded measures designed to deter, detect and counteract vandalism. Dozens of enhancements were made to speed up routine maintenance tasks and to eliminate some recurring problems found over the years in the current TVM design.

### TVM Prototype Exclusions

Two items with accessibility features have been purposely excluded from the prototype, but will be included in the final design.

### Instructional graphics

The prototype presented to the Committee does not have the instructional and tactile graphics found on the current TVMs. After a final design has been determined, a new set of graphics will be developed. In addition, the project scope includes updating the user operating instructions and posting them on the VTA website.

### Full TransLink<sup>®</sup> functionality

As mentioned above, full TransLink functionality is outside the scope of this prototype. The software development and testing efforts for TransLink occur in a later stage of the project.

### **CONCLUSION:**

The newly redesigned TVM contains vast improvements in accessibility, reliability, design and ease-of-use over its predecessor. We look forward to receiving any comments in these areas from the Committee during the October meeting or within 10 days thereafter in writing through the Committee Chair.

### **SUPPLEMENTAL INFORMATION:**

## About EZ Access<sup>®</sup>

EZ Access<sup>®</sup> is a simple set of interface enhancements which can be applied to electronic products and devices so that they can be used by more people, including those with disabilities.

The EZ Access<sup>®</sup> buttons work together to give complete access to on screen controls, text and content. This feature also provides feedback and information in a logical way such that it can be used by both sighted and non-sighted users. Their colors and shapes make them readily identifiable by both sight and touch. The buttons are spaced so people who have difficulty with reach and motion can use them. The eight buttons seen in Figure 1 are described as follows.

### EZ-Help button

This button is a blue, diamond (square turned up on a corner) shaped button with a large white question mark printed in its center. It is usually located in the middle, near the top of the keypad. The EZ-Help button is used to gain help for any key or button, any of the elements on a screen, or anything on the device overall. Pressing this button and any other button will activate the "button help" feature (or layered help if pressed repeatedly). Pressing this button alone will trigger context sensitive layered help.

### Down and Up buttons

These yellow, triangle-shaped buttons provide a way for users to move up and down through the items on the screen or the functions of the device. The up and down buttons are usually located directly below the EZ Help button.

### Action button

This is a round, green button located just to the right of the up and down buttons. After moving to an actionable item on the screen or in a virtual list, users can press this button to activate it, or if it is a text block, to have it read or read again.

### Back button

This button is rectangular with a pointed tip pointing left, and is located directly below and to the left of the Help button. The button is white in color with the word 'BACK' printed in black in the middle. This button allows users to quickly and conveniently return or go back to previous screens, menus, lists, etc.

### Next button

The Next button sits opposite the Back button, below and right of the Help button. It is identical to the Back button, but points to the right and has the word 'NEXT' printed in black in its center. This button lets users move to the next screen or "Page".

### Home button

This button is a black rectangle and is usually located in the upper left corner. It usually has a double 'chevron' printed in its center in white, which points left. But on a custom keypad, any

word could appear on the key such as “start” or “main menu” or “home”. This button allows users to quickly and conveniently pop up or go all the way back to home screen or menu.

### End button

This button is at the upper right corner of the keypad, opposite the Home button. It is usually a small red rectangle with a double ‘chevron’ symbol pointing to the right. It too can have special words (e.g. “End” or “Quit”) printed on it if desired for special applications. Depending on the application, the End button allows users to quickly quit, or skip to the final screen(s).

Visit <http://trace.wisc.edu/ez/> for more information about EZ Access<sup>®</sup>.

Prepared By: Dale Halterman



Figure 2: Diagram of prototype TVM



Figure 1: EZ Access button pad



Date: September 25, 2008

Current Meeting: October 8, 2008

Board Meeting: N/A

## **BOARD MEMORANDUM**

**TO:** Santa Clara Valley Transportation Authority  
Committee for Transit Accessibility

**THROUGH:** General Manager, Michael T. Burns

**FROM:** Chief External Affairs Officer, Greta Helm

**SUBJECT:** Advisory Committee Enhancement Process Update

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### **FOR INFORMATION ONLY**

#### **BACKGROUND:**

VTA's five advisory committees provide input and guidance to the Board of Directors. They are: the Bicycle & Pedestrian Advisory Committee (BPAC); Citizens Advisory Committee (CAC), Committee for Transit Accessibility (CTA); Policy Advisory Committee (PAC), and Technical Advisory Committee (TAC).

Although VTA utilizes and benefits from its advisories committees, the recent Bureau of State Audits report reinforced the VTA Organizational & Financial Assessment observation that VTA could more fully engage them in the development of policy solutions.

To implement the findings of the two studies, VTA General Manager Michael Burns announced at the August 2008 advisory committee meetings a new initiative. This effort, called *Advisory Committee Enhancement*, will engage committee members in a dialog to develop recommendations for improving the advisory committee process for providing input to the Board. This effort is being led by Jennie Loft, VTA's Public Information Officer.

#### **DISCUSSION:**

The Advisory Committee Enhancement process was launched at the September 2008 advisory committee meetings. At each committee's meeting Ms. Loft explained the initiative's purpose, which is for the advisory committees to determine ways of maximizing the contribution each committee can make to the VTA Board of Directors decision-making process.

The goals of the process were also discussed. These include each committee examining and redefining its role, responsibilities and limitations to ensure they are consistent with the recently revised VTA Vision and Mission statements. Another goal is for each committee to align its work plan (the mechanism used to plan and track the items each committee considers) to the

## Board of Directors Consolidated Work Plan.

To aid in this process, several historical and reference items were provided to committee members. Included were the current duties and responsibilities of each advisory committee, the recently revised VTA Mission and Vision Statement, and the Board of Directors Consolidated Work Plan.

Ms. Loft offered for consideration by each committee a potential framework to complete the *Advisory Committee Enhancement* process. The cornerstone of this framework is that each committee would be responsible for defining the necessary steps and timeline to meet the goals of the process, with staff's role being to facilitate the process and provide assistance where requested.

One recommendation of the framework was for each committee to consider establishing a subcommittee. The purpose of the subcommittee would be to perform those tasks the committee determines to be necessary for successful completion of the process but would do so at a time other than the committee meeting. Likely subcommittee tasks would include reviewing the committee's duties, responsibilities, work plan and developing a committee mission statement. Having a subcommittee perform these potentially time-intensive tasks items away from the meeting would provide sufficient time for in-depth review and development of the items while conserving valuable meeting time for ongoing committee items and duties.

Each advisory committee decided at its September meetings to establish an *Advisory Committee Enhancement* subcommittee, comprised of the following volunteers from each committee:

**BPAC:** Herman Wadler; David Simons; Jim Stallman

**CAC:** Bob Jacobvitz (vice chair); Charlotte Powers

**CTA:** Aaron Morrow (chair), David Julian (first vice chair), Emma Eljas (second vice chair), Katie Heatley, Barbara Stahl, Larry Saltman (alternate member)

**PAC:** Chris Moylan (chairperson); Margaret Abe-Koga (vice chair); Chuck Page

**TAC:** Ben Tripousis (chairperson); Jack Witthaus (vice chair); Rajeev Batra; Don Dey

Staff is currently coordinating the scheduling of subcommittee meetings at the most convenient time and location for members. The first meeting for all subcommittees is currently planned to have occurred prior to the October 2008 advisory committee meetings.

It was also suggested that to keep each committee fully informed of the status of the *Advisory Committee Enhancement* process, each subcommittee provide their committee with a brief verbal report at each meeting on the subcommittee's efforts and progress. With this in mind, a placeholder item called *Advisory Committee Enhancement Subcommittee Report* has been tentatively added to each committee's work plan for the next several months, pending each committee's review and approval. If approved by the committee, this item would be on each

upcoming agenda through early 2009.

Prepared By: Stephen Flynn, Sr. Management Analyst



Date: September 23, 2008

Current Meeting: October 8, 2008

Board Meeting: N/A

## **BOARD MEMORANDUM**

**TO:** Santa Clara Valley Transportation Authority  
Committee for Transit Accessibility

**THROUGH:** General Manager, Michael T. Burns

**FROM:** Chief Operating Officer, Donald A. Smith Jr.

**SUBJECT:** CTA Work Plan

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### **FOR INFORMATION ONLY**

#### **BACKGROUND:**

At its meeting of September 12, 2007, the CTA requested that the work plan be a standing item on the agenda. In addition to the updates shown below, the work plan was also revised to show completed items and items that require follow-up.

#### **DISCUSSION:**

The following items have been updated on the work plan:

1. Added ticket vending machine (TVM) redesign.
2. Added nominating committee.
3. Moved orientation/workshop to completed items.
4. Changed agenda date for the wheelchair education safety program.
5. Changed agenda date for the bus stop improvement plan.

Prepared By: Camille C. Williams

## CTA Approved Workplan

### Current Items:

1. Mobility and travel training as a subset of real time information technology.  
**Status:** The CTA was given a presentation of VTA's Mobility Options program. The CTA created a subcommittee that will meet on a monthly basis and report back to the larger committee every month. The subcommittee members are Randy Tamez, Katie Heatley, Linda Gallo, David Julian, Linda Gouveia and Laura Michels.  
**Agenda Date:** October 10, 2007 / November 7, 2007 / monthly as needed  
**Category:** Information  
**V T A Assignment:** Accessible Services
2. Joint partnerships with cities for walkable sidewalks for blind and wheelchair users with curb cuts  
**Status:** V T A's Congestion Management Program published a Community Design and Transportation Best Practices Manual for Integrating Transportation and Land Use. The Community Design and Transportation Program and its manual were developed in partnership Santa Clara County, its cities and towns, developers, designers, community members and member agencies. The program has a strong emphasis on pedestrian environments, transit, street design, and the interrelationships with sites and buildings. Accessibility integration, to ensure that individuals with all levels of ability can easily traverse the pedestrian environment, is a component of this program.  
**Agenda Date:** To Be Determined  
**Category:** Information  
**V T A Assignment:** Congestion Management Program
3. Wheelchair and Other Mobility Device Community Education Safety Program  
**Status:** At the August 13, 2008 CTA meeting, members passed the following motion: the Accessible Services Department shall develop, with input from CTA, a set of goals and objectives specific to improving useful information to the public on the use of wheelchairs and other mobility devices on public transit.  
Objective 1 - Follow-up with CTA prior recommendation to place information on VTA web-page also linked back to the Paratransit Program, information on WC19 standards and current models that are currently WC19 compliant and transit friendly.  
Objective 2 - Incorporate safety and mobility device usage on public transit into the mobility options and/or travel training materials.  
**Agenda Date:** December 10, 2008  
**Category:** Information  
**V T A Assignment:** Accessible Services

4. Advisory Committee Enhancement Strategy

**Status:** At the August 13, 2008 CTA meeting, Michael T. Burns, during his general manager's report, advised the CTA that next month staff would meet with the advisory committees to better engage them in the development of policy solutions. Additionally, staff will work with the advisory committees to develop clearly articulated missions, goals and objectives, resulting in the advisory committees being well aligned with VTA's vision, mission and values. The Advisory Committee Enhancement Strategy will include, among its many actions, directly involving the advisory committees in the process to redefine each committee's role, responsibilities and limitations. It will also include revising each committee's work plan to ensure that committees have the opportunity to review and provide input on matters in the development process.

**Two primary goals of this initiative are to:**

1. Maximize the contribution each committee can make to the decision-making process;
2. Minimize overlap and duplication between committees

**Agenda Date:** September 10, 2008 / October 8, 2008 and until process completed

**Category:** Information

**V T A Assignment:** External Affairs

5. Bus Stop Improvement Plan

**Status:** At the July 9, 2008 CTA meeting, staff provided a report on bus stops listed to be improved during FY 09. CTA asked that staff provide an additional report on the status of all bus stops currently listed to be improved. Staff will provide a report before the end of the year and then annually thereafter.

**Agenda Date:** November 12, 2008 / Annually

**Category:** Information

**V T A Assignment:** Accessible Services

6. TVM Update

**Status:** VTA is in the process of updating its ticket vending machines (TVMs). Included in the process will be the availability of a prototype that will be presented to the CTA for their input on the redesign of the TVMs.

**Agenda Date:** October 8, 2008 and as needed

**Category:** Information

**V T A Assignment:** Technology and Accessible Services

7. Nominating Committee

**Status:** At the November 12, 2008 meeting, CTA members will select their nominating committee. The nominating committee will provide names of officer candidates for the December officer elections. CTA members may also select nominations from the floor before the vote.

**Monthly Agenda Items:**

1. Motion Tracking Spreadsheet
2. Workplan

**Annually Reported Items:**

1. Bus Stop Improvement Plan

**Follow-Up Items:**

1. Receive a presentation on the V T P 2035 Plan  
**Status:** Staff gave a presentation at the December 12, 2007 meeting.  
**Agenda Date:** December 12, 2007  
**Follow-up Dates:** October 8, 2008 / November 12, 2008 / December 10, 2008  
**Category:** Information  
**V T A Assignment:** Congestion Management Program
2. Real Time Information (RTI) technology to allow people with disabilities to use fixed route as independently as possible.  
**Status:** The CTA received a presentation on the Dynamic Passenger “Real-time” Information project. The Committee was asked to provide locations along the Rapid 522 bus line that would be appropriate for DPI technology. Outreach, VTA’s paratransit broker, provided a list of suggested locations along the 522.  
**Agenda Date:** November 7, 2007 / March 12, 2008  
**Follow-up Date:** TDB  
**Category:** Information  
**V T A Assignment:** Technology, and Transportation Systems and Accessible Services
3. Farebox Technology  
**Status:** At the January 9, 2008 CTA meeting, members requested that as VTA replaces its fareboxes, they consider purchasing fareboxes with technology that will gather information specific to travel patterns of individuals with disabilities. BAH will provide a follow-up to their June 11, 2008 presentation as this project progresses.  
**Agenda Date:** June 11, 2008  
**Follow-up Date:** TBD  
**Category:** Information  
**V T A Assignment:** Fiscal Resources and Accessible Services

## Completed Items:

1. Paratransit service impacts due to COA
 

**Status:** Staff gave a presentation on the Bus Service Plan and Impacts to the ADA Paratransit Service Area. Staff asked CTA to choose between 2 options. CTA members passed a motion to support Option 1: Continue existing policy and practice to conform to ADA paratransit service area and charge a Service Area Surcharge for trips originating or ending outside the service area. The CTA motion allowed for a 90 day grace period from January 14, 2008, before imposing the surcharge. The Board of Directors approved the CTA's recommendation on December 13, 2007. A follow up discussion at the April 9, 2008 meeting regarding Menlo Park paratransit service.

**Agenda Date:** November 7, 2007 and April 9, 2008

**Category:** Action

**V T A Assignment:** Accessible Services
2. Space Park Shelter
 

**Status:** Complete. The Chief Operations Officer gave verbal reports to the committee at their October 10 and November 7, 2007 meetings. A detailed written report was provided at the December 12, 2007 meeting. Staff advised that a customized shelter would be installed by the end of the year at the southbound Scott opposite of Space Park location. At the January 9, 2008 CTA meeting, CTA members thanked VTA staff for the installation.

**Agenda Date:** December 12, 2007

**Category:** Information

**V T A Assignment:** Operations-Service Planning
3. Origin-to-Destination Service
 

**Status:** CTA requested that staff provide a memo on this issue. At the December 12, 2007 meeting, staff provided a report on the regulatory history of the subject as well as information about the level of service provided by neighboring paratransit agencies; SamTrans and the East Bay Paratransit Consortium. The CTA chair asked that staff provide origin to destination information for paratransit providers in the entire Bay Area. A follow-up report was presented at the January 8, 2008 meeting. Accessible Services staff gathered information from the 18 Bay Area paratransit service providers. Of the 18, 17 provide either automatic door-to-door service or provide door-to-door upon request at the time the trip is scheduled.

**Agenda Date:** November 7, 2007 / December 12, 2007 / January 9, 2008

**Category:** Information

**V T A Assignment:** Accessible Services

**Note:** This item was requested by Chair Randy Tamez.
4. Analyze travel patterns of individuals with disabilities and senior citizens
 

**Status:** Staff provided a presentation to the CTA at the January 9, 2008 meeting. Staff provided information based on what they are able to obtain from the software. It was suggested by CTA members that as VTA's fareboxes are replaced, we consider new technology to gather customer information.

**Agenda Date:** January 9, 2008

**Follow-up Date:** TBD

**Category:** Information

**V T A Assignment:** Operations Analysis, Reporting and Systems

5. South line Platform Retrofit Project

**Status:** At the November meeting the Chief Operations Officer, in his monthly report, informed the CTA that the TP&O committee would be considering the construction contract for the south line platform retrofit project. CMA gave a presentation on the status of the retrofit project at the January 9, 2008 meeting.

**Agenda Date:** January 9, 2008

**Category:** Information

**V T A Assignment:** Construction

6. Nominating Committee

**Status:** At the November 7, 2007 meeting CTA members selected their nominating committee. The nominating committee will provide names of officer candidates for the December officer elections. CTA members may also select nominations from the floor before the vote. Nominating committee members are Thomas Slack, Barbara Stahl, and David Grant. At the December 12, 2007 meeting, the nominating committee presented the slate of candidates: Chair, Randy Tamez; 1<sup>st</sup> Vice Chair, Aaron Morrow; 2<sup>nd</sup> Vice Chair, David Julian. Because the CTA did not have a quorum, officers could not be voted into office. The item will be carried over to the January 9, 2008 meeting. CTA Chair, Randy Tamez resigned Monday, January 7, 2008 and the First Vice Chair was unable to attend, staff asked that the elections be deferred. Officers were elected at the February 13, 2008 meeting as follows:

Chair, Aaron Morrow

First Vice Chair, David Julian

Second Vice Chair, Emma Eljas

**Agenda Date:** November 7 / December 12, 2007 / January 9, 2008 / February 13, 2008.

**Category:** Action

**V T A Assignment:** Accessible Services

7. Fixed route training specific to bus stop issues which involves trip planning, travel training, etc. This item is related to item numbers 1 and 2 on the workplan. Because CTA members are on the Mobility Options Task Force, issues relating to travel training will be reported back to the CTA under workplan item number 2. This item was moved to completed items.

**Status:** CTA received a presentation on V T A's Mobility Options Program.

**Agenda Date:** October 10, 2007

**Category:** Discussion

**V T A Assignment:** Accessible Services

8. Receive a report on National Transit Database reporting.

**Status:** Completed

**Agenda Date:** April 9, 2008

**Category:** Discussion

**V T A Assignment:** Fiscal Resources

9. Appointment of 5310 Review Committee

**Status:** Staff provided a presentation on the Bay Area's Coordinated Public Transit Human Services Transportation Plan. A 5310 review committee will be appointed Spring 2008. The item was discussed at the April 9, 2008 CTA meeting. The following members were selected to serve on the LRC: Aaron Morrow, Connie Langford and Dilip Shah

**Agenda Date:** November 7, 2007 / April 9, 2008

**Category:** Action

**V T A Assignment:** Accessible Services

10. Change CTA Bylaws so that they are similar to the Policy Advisory Committee's Bylaws regarding the number of members that it will take to pass an item.

**Status:** This item was discussed at the February 13, 2008 CTA meeting and will be discussed again at the March 12, 2008 meeting as clarification about the CTA action is needed. Completed. The CTA passed a motion to keep the quorum at 11 and the voting requirement at 9 but the Chair will have to explain that an item was passed with less than a quorum and the minutes will have to be noted that an item was passed by less than a majority of the total appointed membership.

**Agenda Date:** February 13, 2008 / March 12, 2008 / April 9, 2008 / May 7, 2008

**Category:** Action

**V T A Assignment:** Accessible Services

11. Google Trip Planner

**Status:** Aaron Morrow, First Vice Chair, asked that the Google Trip Planner be added to the February or March 2008 agenda. The item will be presented at the May 7, 2008 meeting. Mr. Morrow had the following concerns:

1. Compatibility with Screen Readers
2. Pop up Blocker issues
3. Page layout functional purpose

**Agenda Date:** May 7, 2008 / June 11, 2008

**Category:** Information

**V T A Assignment:** Customer Service/Technology

12. Disaster Preparedness

**Status:** At the February 13, 2008 CTA meeting, members requested that disaster preparedness for individuals with disabilities be added to their workplan.

**Agenda Date:** May 7, 2008 / June 11, 2008

**Category:** Discussion

**V T A Assignment:** Accessible Services

13. Easter Seals Project ACTION Status Report on the Current Use of Wheelchairs and Other Mobility Devices on Public and Private Transportation

**Status:** At the February 13, 2008 CTA meeting, members discussed the issue of various types of mobility devices with various dimensions, many of them oversize, being used on public fixed route and paratransit services. Staff followed up with the consultant who participated in the study who advised that the results of the study will not be published until May or June 2008. The report was published July 2008. The CTA will receive a presentation at their August 13, 2008 meeting.

**Agenda Date:** August 13, 2008

**Category:** Information

**V T A Assignment:** Accessible Services

#### 14. Orientation/Workshop

**Status:** At the February 13, 2008 CTA meeting, members requested that staff provide an orientation for the committee as 7 new members have been added. The orientation will be provided by VTA staff over several meetings. CTA will have a half day orientation in June in addition to their regular meeting.

**Agenda Date:** March 12, 2008 / April 9, 2008

**Category:** Information

**V T A Assignment:** Accessible Services

#### Future Items:

1. Accessible bus stops, access to the bus stops, safety at the bus stops, etc. A photo of each bus stop and full descriptions should be up on the web site.
2. The calling of bus stops is still an issue and the CTA must have a better response from staff to ensure stops are and will be called.
3. Buses stopping at stops of all sizes
4. Being able to feel confident on the bus that the driver will call out stop at the requested destination.
5. CTA should get quarterly reports from the various functional areas at the V T A to know what is going on in Congestion Management with long range plans, with ITS (Intelligent Transportation System) planning; features in the Rapid Bus Transit that make it easy or hard for disabled persons to access, etc.
6. CTA wants to receive legislative reports.
7. Identify a lead staff person at V T A for implementing the Hay Report to 1) Make sure CTA can comment and be involved (thus far CTA has had no involvement); and 2) CTA follow up on the Hay Report sections that address the Accessible Services Department and the recommendation that V T A staff needs to work to take steps to improve their relationships with the disability community and the Broker.
8. Elevator announcements---educational/outreach activities
9. Increasing CTA membership



Date: September 23, 2008  
Current Meeting: October 8, 2008  
Board Meeting: N/A

## **BOARD MEMORANDUM**

**TO:** Santa Clara Valley Transportation Authority  
Committee for Transit Accessibility

**THROUGH:** General Manager, Michael T. Burns

**FROM:** Chief Operating Officer, Donald A. Smith Jr.

**SUBJECT:** CTA Motion Tracking Report Update

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### **FOR INFORMATION ONLY**

#### **BACKGROUND:**

The CTA requested that their motion tracking report be added to the agenda as a standing item. Due to the size of the document, CTA members asked that the form be separated into motions that are current and archived motions. Staff separated the document; both forms are included for CTA review. The last update to the report was August 13, 2008. Committee for Transit Accessibility members also requested that both the current and archived motion tracking reports be included in their monthly agenda packets.

#### **DISCUSSION:**

The CTA did not pass any motions at its September 10, 2008 meeting.

Prepared By: Camille C. Williams

Archived Summary of CTA Motions  
March 2005 to December 2006

Status of Item	CTA Item	CTA Action	V T A Board/Staff Action	
December-06	C T A action referred to Customer Service.	4. Accessible Services Customer Comment Summary Information	Motion, Second, Carried (Morrow/Rhodes) to recommend that it be standard practice when V T A Customer Service representatives receive a call from a customer regarding a complaint the customer would be asked if they would like a call back, if "yes" then Customer Service calls the customer back with a resolution within 30 days.	Staff forwarded this request to Customer Service staff.
December-06	C T A action referred to Board of Directors.	11. Board of Directors Report	Motion, Second, Carried (Rhodes/Julian) to recommend that the CTA Committee present Ex-Officio Board Liaison Cindy Chavez with a Certificate of Appreciation at the December 14, 2006 Board of Directors Regular Meeting for her diligent work on CTA and V T A Board of Directors.	The General Manager and Board Vice Chairperson Chu presented the award at the December 2006 Board of Director's meeting to Chairperson Chavez and acknowledged her assistance and contributions as CTA Board Liaison Ex-Officio Member. CTA Chairperson Morrow thanked Chairperson Chavez on her leadership and for crafting a new Paratransit Program.
November-06	C T A action referred to M T C staff..	10. Technology in Transit	Motion, Second, Carried (Tamez/Morrow) on a vote of 11 Ayes to 0 Noes to 1 Abstention to support a motion to the V T A Board of Directors to look into including paratransit services into the TransLink Program System. Members Eljas abstained.	MTC staff presented a report on the Translink Program at the January 2007 CTA meeting and noted the CTA's comments regarding the inclusion of paratransit.
November-06	C T A action referred to staff..	11. Operator Training	Motion, Second, Carried (Tamez/Jensen) that the CTA Committee request that V T A provide written material presentations and not verbal presentations.	Recommendation forwarded to staff. Staff will aim to prepare written reports for presentations to the CTA. However, some situations may require verbal reports.
October-06	No Item	No Motions Made/Passed	No Motions Made/Passed	No Motions Made/Passed
September-06	Staff responded to C T A request.	9. CTA Member Tamez electronic mail (e-mail) of July 8, 2006	Motion, Second, Carried (Tamez/Gouveia) that CTA requests that the V T A Board of Directors investigate V T A's accounting methods, practices, and cost accounting as it relates to accessible services, paratransit and National Transit Database (NTD) reporting.	Staff presented detailed information about the NTD Audit at the January 2007 CTA meeting.
August-06	C T A action referred to C M P staff..	10. 2005 - 2006 V T A Passenger Survey	Motion, Second, Carried (Morrow/Grant) on a vote of 10 Ayes to 0 Noes to 1 Abstention to recommend that the next On-Board Survey create a question that targets persons with disabilities with a sense of sensitivity. Member Julian abstained.	Staff forwarded this request to Congestion Management Program Transportation Planning staff.
July-06	No Item	No Motions Made/Passed	No Motions Made/Passed	No Motions Made/Passed

Archived Summary of CTA Motions  
March 2005 to December 2006

Status of Item	CTA Item	CTA Action	V T A Board/Staff Action	
June-06	Staff responded to C T A request.	8. National Transit Database (NTD) Reporting and Paratransit Services	Motion, Second, Carried (Tamez/Gouveia) to motion that Given that V T A receives funding for their programs from different sources, it is a fundamental need of this business to segregate changes to assure proper billing to their programs. It is unacceptable that V T A has just now acquired sound accounting methodologies in 2005 to prevent improper cost allocation and erroneous reporting of their financial data to the federal government. Therefore, the historical changing must have been accurate. Given that the historical charging must have been accurate, please provide CTA with a headcount report, indicating the position and salary (names may be withheld) of each of the individuals charging Paratransit to total the dollar amount in question. Fiscal Year 2005 is an acceptable starting point.	Staff presented NTD/Financial Reporting information at the September 2006 CTA meeting.
June-06	Staff responded to C T A request.	9. FY 2006 Third Quarter Transit Operations Performance Report (July 1, 2005 - March 31, 2006)	Motion, Second, Carried (Grant/Rhodes) to motion that V T A provides the Committee with the system cost per total hours of the other local transit agencies as a basis.	Staff presented this information at the October 2006 CTA meeting.
June-06	Staff responded to C T A request.	9. FY 2006 Third Quarter Transit Operations Performance Report (July 1, 2005 - March 31, 2006)	Motion, Second, Carried (Eljas/Tamez) to make a motion that the Committee requests that Mr. Burns create a small forum of individuals from CTA and V T A to change the culture of how people are viewed in the disabled and paratransit community.	Discussion about the formation of the recommended committee will be placed on the March 2007 CTA agenda.
May-06	C T A action referred to Board of Directors.	10. Chronology of Events Leading to Small-Capacity Vehicle Agreement with the Amalgamated Transit Union (ATU)	Motion, Second, Carried (Tamez/Morrow) to make a motion to the Board of Directors that they require V T A to bring all service changes, program changes, or improvements to the CTA Committee before they move forward.	Recommendation forwarded to General Manager and Executive Staff. The Board received recommendation when the CTA unapproved minutes were submitted to the Board as a CTA report in their June 2006 Board packet.
April-06	C T A action referred to Board of Directors. Staff responded to C T A request.	4. Board of Directors Report	Motion, Second, Carried (Jensen/Rhodes) to recommend that staff provide the Committee the information to bring paratransit in-house, including an accounting of all-meeting dates, minutes, records of meeting room reservations, etcetera, especially the discussions held with ATU Local 265 Executive Board. Copies of grant requests for the purchase of vehicles between the dates of 2003 to the present will also be provided to the Committee. Additionally, CTA would like a copy of the timeline, as requested by Board Member Chavez from Mr. Tucker in one week's time. This should include discussions, memos, and teleconferences within all V T A departments that were involved in the efforts to look at bringing paratransit in-house. This timeline should be distributed to CTA Members via electronic format and mail.	Staff provided a report to the May 2006 CTA meeting and the Board of Directors documenting the chronology of events leading to the agreement with the ATU to implement small capacity vehicle operations and V T A's partnership with Outreach.

Archived Summary of CTA Motions  
March 2005 to December 2006

Status of Item	CTA Item	CTA Action	V T A Board/Staff Action	
April-06	C T A action referred to Board Chair and Board Secretary..	5X. RFP for Organizational and Financial Assessment Consulting Services	Motion, Second, Carried (Tamez/Gouveia) to recommend that the CTA Committee be included in the RFP process.	Staff provided request to Board Secretary's Office to forward to Board Chair. Committee chairs sat on the technical evaluation committee to select the consultant for the Organizational and Financial Assessment.
March-06	C T A action referred to staff..	8. Transportation Supervisor Information	Motion, Second, Carried (Grant/Julian) to recommend that V T A reinstate the 800-telephone number for customers to call to report non-operating lifts.	Effective August 1, 2006, telephone number 1-800-922-4321 was activated for after hours calls regarding downed lifts.
February-06	Staff responded to C T A request.	9. Bus Mobility Device Securement Policy	Motion, Second, Carried (Grant/Rhodes) to recommend that V T A will provide a detailed Securement and Americans with Disabilities Act (ADA) awareness sensitivity training demonstration to CTA.	Staff provided a presentation to the May 2006 CTA meeting about V T A Operator training programs.
January-06	No Item	No Motions Made/Passed	No Motions Made/Passed	No Motions Made/Passed
December-05	C T A action referred to Board of Directors.	9. Paratransit Eligibility Certification Program Modifications	Motion, Second, Carried (Morrow/Rhodes) on a vote of 13 Ayes, to 0 Noes, to 0 Abstentions to endorse the Paratransit Eligibility Certification Program Modifications.	At the April 2006 Board meeting, the Board approved the Paratransit Eligibility Certification Program Modifications to be implemented July 2006.
November-05	No Item	No Motions Made/Passed	No Motions Made/Passed	No Motions Made/Passed
October-05	C T A action referred to Board of Directors. Staff responded to C T A request.	11. Bus Mobility Device Securement Training Program	Motion, Second, Carried (Bruntz/Morrow) on a vote of 13 Ayes, to 0 Noes, to 0 Abstentions to recommend to V T A Board of Directors to develop and implement an educationally sound assessment plan to field test operators on ADA compliance.	Referred to Board in Minutes. V T A training staff will be invited to future CTA meeting to discuss operator training program. Staff provided a presentation to the May 2006 CTA meeting about V T A Operator training programs. V T A training staff provided monthly and quarterly reports to the CTA throughout FY 07. Several CTA members sat in operator training classes. Due to the increased need for bus operators, the training department has increased their operator training schedule and will report to the CTA on an as needed basis.
September-05	C T A action referred to Board of Directors.	Nominating Committee for Second Vice Chairperson for 2005	Motion, Second, Carried (Marcillet/Rhodes) on a vote of 12 Ayes, to 0 Noes, to 0 Abstentions to elect David Grant for CTA Second Vice Chairperson for 2005.	The following is unrelated to the motion but was added for information only: Adam Byrnes represented V T A Board Vice Chairperson Cindy Chavez at the September 7, 2005 CTA meeting. Vice Chairperson Chavez gave a verbal report at the October 6, 2005 V T A Board about the September 7, 2005 CTA meeting.
August-05	C T A action referred to Board of Directors.	Receive the Bus Mobility Securement Device Demonstration	Motion, Second, Carried (Morrow/Bruntz) on a vote of 9 Ayes, to 2 Noes, to 0 Abstentions to recommend that CTA accept the recommendations stated by V T A staff and Securement Subcommittee team with the caveat that CTA Securement Subcommittee Task Force remain intact for at least one-year after implementation of the Mobility Securement Policy to monitor and address issues related to the implementation of the Mobility Securement Policy. Members Grant and Stahl opposed.	At the Sept 05 Board meeting - Board authorized the General Manager to execute a contract with Nor-Cal Mobility, Inc., the lowest responsible and responsive bidder, contingent upon a successful demonstration to satisfy technical requirements of the contract, for the purchase and installation of 831 bus mobility device restraint kits (two kits per bus, one curbside and one street side) for V T As active bus fleet of 415 buses, the cost per bus for this purchase and installation contract is \$1,447 for a total cost of \$600,383. At the April 06 Board meeting - Board adopted the proposed policy to require all mobility device users, such as wheelchair and scooter users, to ride with their devices secured on V T A buses. The policy will have an effective date of January 1, 2007.

Archived Summary of CTA Motions  
March 2005 to December 2006

Status of Item	CTA Item	CTA Action	V T A Board/Staff Action	
July-05	C T A action referred to Board of Directors.	Discuss Paratransit Fares	Motion, Second, Carried (Jensen/Rhodes) on a vote of 13 Ayes, to 0 Noes, to 0 Abstentions to recommend ADA Paratransit Service be removed from the Farebox Recovery Ratio Policy and considered independently even though ADA allows for the increase, the fare increase is not required.	At the July 21, 2005 Board Committee of the Whole, Staff reported the CTA's recommendation to revise the current fare policy that links the Paratransit Fare at two times the Adult bus cash fare. No Board action was taken.
July-05	C T A action referred to Board of Directors.	Discuss Disability Services and Nova-Care Contracts (requested by CTA at 5/11/05 meeting)	Motion, Second, Carried (Morrow/Rhodes) on a vote of 13 Ayes, to 0 Noes, to 0 Abstentions to recommend sending cancellation notices to Eligibility Program contractor Disability Services Orthopaedic Hospital and to the Appeals Program contractor NovaCare prohibiting the extension of these contracts beyond June 2006 and initiate process with CTA to design and improve the Eligibility Program to help select a new Eligibility Certification contractor and scope of work to be operative by July 1, 2006.	At the July 21, 2005 Board Committee of the Whole, Staff advised the Committee of the Whole of the CTA's recommendation to send cancellation notices to Disability Services Orthopaedic Hospital to cancel their contract and the second recommendation was to initiate a phone interview process as soon as possible. No Board action was taken.
July-05	C T A action referred to Board of Directors.	Discuss Disability Services and Nova-Care Contracts (requested by CTA at 5/11/05 meeting)	Motion, Second, Carried (Morrow/Rhodes) on a vote of 13 Ayes, to 0 Noes, to 0 Abstentions to recommend as soon as possible to initiation of a phone interview for those remaining clients who have not yet been through the recertification process, which will make the process more convenient, more timely, and reduce costs to recertify existing clients and eliminate the need to provide transportation to the in-person interview. Any recertifying client who wishes an in-person interview will be provided that option and free transportation.	At the July 21, 2005 Board Committee of the Whole, Staff advised the Committee of the Whole of the CTA's recommendation to send cancellation notices to Disability Services Orthopaedic Hospital to cancel their contract and the second recommendation was to initiate a phone interview process as soon as possible. No Board action was taken.
May-05	C T A action referred to Board of Directors.	Review/File the FY 05 3rd Quarter Paratransit Services Performance Report	Motion, Second, Carried (Grant/Stahl) on a vote of 11 Ayes, to 0 Noes, to 1 Abstention to recommend to terminate the contract with Orthopaedic Hospital and NovaCare and allow OUTREACH to conduct the Paratransit Eligibility Certification Program Process. Member Michels abstained.	At the July 21, 2005 Board Committee of the Whole, Staff advised the Committee of the Whole of the CTA's recommendation to send cancellation notices to Disability Services @ Orthopaedic Hospital to cancel their contract and second recommendation was to initiate a phone interview process as soon as possible. No Board action was taken.
May-05	C T A action referred to Board of Directors.	Review/Recommend to the Board proposed changes to the CTA Bylaws	Motion, Second, Carried (Julian/Rhodes) on a vote of 12 Ayes, to 0 Noes, to 1 Abstention to recommend the CTA Bylaws allow election of a Chairperson, Vice Chairperson, and a Second Vice Chairperson to conduct Committee business. Member Eljas abstained. Motion, Second, Carried (Stahl/Eljas) on a vote of 13 Ayes, to 0 Noes, to 0 Abstentions to recommend the CTA quorum be reduced to 9 Committee Members.	On August 4, 2005: Motion, Second, Carried (McHugh/Williams) to amend the bylaws for the Committee for Transit Accessibility (CTA) to (1) add a Second Vice Chairperson, (2) add a V T A Board of Directors member as a non-voting ex-officio member, and (3) reduce the number of affirmative votes needed to pass an item to 9 from the current 11, which is a majority of the total membership. At the September 1, 2005 V T A Board of Directors Regular Meeting Vice Chairperson Chavez volunteered to serve as Ex-Officio Non-Voting Board Liaison to CTA. Vice Chairperson Chavez has identified Adam Byrnes, staff aide representing Cindy Chavez to attend CTA Meetings and provide a report to Vice Chairperson Chavez. Vice Chairperson Chavez will serve as Ex-Officio Non-Voting Board Liaison to CTA and will provide a report to V T A Board of Directors at V T A Board of Directors Regular Meetings.

Archived Summary of CTA Motions  
March 2005 to December 2006

Status of Item	CTA Item	CTA Action	CTA Action	V T A Board/Staff Action
March-05	C T A action referred to staff..	Receive presentation by Disability Services @ Orthopaedic Hospital	Motion, Second, Carried (Rhodes/Julian) to recommend that any presentation provided to CTA include a written report and be distributed to the Committee in an appropriate amount of time to review the information.	Recommendation forwarded to General Manager and Executive Staff. The Board received recommendation when the CTA unapproved minutes were submitted to the Board as a CTA report in their April 05 Board packet.

CTA Item	CTA Action	V T A Board/Staff Action
<b>August-08:</b> 7. Information Item-Presentation on ESPA Status Report on Wheelchairs	Motion,Second,Carried (Morrow/Grant) To recommend that the Accessible Services Department shall develop, with input from CTA, a set of goals and objectives specific to improving useful information to the public on the use of wheelchairs and other mobility devices on public transit. Objective 1: Follow-up with CTA prior recommendation to place information on VTA web-page also linked back to the Paratransit Program, information on WC-19 standards and current models that are currently WC-19 compliant and transit friendly. Objective 2: Incorporate safety and	This item was added to the CTA Workplan. Accessible Services staff will work with the committee to meet the objectives of this motion.
<b>July-08:</b> 12. Information Item-Discuss Public Presentations at Board Meetings.	Motion,Second,Carried (Morrow/Julian) To recommend to the Board of Directors to instruct them to kindly put the Public Presentation portion of their agenda back to the beginning of the Board of Directors agenda packet and not have it languish at item 35 or 36. It's not good business and it gives the perception that they're trying to impede the public's right to know.	This item was reported by the CTA Liasion at the July 17, 2008 Board of Directors Committee of the Whole.
<b>June-08:</b> 12. Information Item-Discuss the Committee for Transit Accessibility Motion Tracking Report.	Motion, Second,Carried (Grant/Slack) Request that the Board of Directors amend the \$15.00 policy for 5 rides not a fixed number because when the amount was originally \$3.00 that was equal to 5 rides it should be just that you could withdraw your balance up to 5 rides. If it's a Board policy to for them to adopt, I'd like to send that up for their consideration.	VTA approved this change. It was implemented by Outreach effective July 15, 2008.
<b>May-08:</b> 7. Clarify that the quorum requirement is as set forth in Sect. 5.4 of the CTA Bylaws	Motion,Second,Carried (Grant/Morrow) to keep the current quorum requirement of 11 and voting requirement of 9. Change the voting requirement to permit 9 members, or a majority of the members present, whichever is greater, to pass an item, provided that if the number of votes approving any recommendations is less than a quorum, then the minutes of the meeting shall contain a notation that the item was passed by less then a majority of the total appointed membership. Require the CTA Chairperson to identify, during his/her verbal report to the Board, those recommendations that were approved by less than a quorum.	The Chair will need to identify, during his/her report to the Transit Planning and Operations Committee, those recommendations that were approved by less than a quorum. And a notation will need to be made in the minutes to reflect that the item was passed by less than a majority of the total appointed membership.
<b>Apr-08:</b> 5. Receive a Report from the General Manager	Motion,Second,Carried (Morrow/Grant) to advise the Board of Directors to not approve the governance structure recommendation as it stands now. It was rushed and there needs to be more input from the committees and the public.	The comments made by the CTA, PAC and CAC were provided to the Administration and Finance Committee at their April 17, 2008 meeting.

CTA Item	CTA Action	V T A Board/Staff Action
<b>Feb-08:</b> 11. Discuss the Committee for Transit Accessibility Motion Tracking Report.	Motion,Second,Carried (Stahl/Julian) to receive information in all areas of concern by the Hay Group.	As requested by the CTA, the Organization and Financial Assessment has been added as a standing item to their agenda. Staff will give a presentation at the April 9, 2008 meeting.
<b>Nov-07:</b> 8. Bus Service Plan and Impacts to ADA Paratransit Service Area	Motion,Second,Carried (Eljas/Morrow) to recommend that the CTA support Option 1 which is to continue the existing policy and practice to conform to ADA paratransit service area and charge a Service Area Surcharge for trips originating or ending outside the service area. Affected customers would be given a 90 day grace period from January 14, 2008, before paying the surcharge.	Staff presented the CTA's recommendation to the TP&O on November 14, 2007. The TP&O committee supported the CTA's position and forwarded the recommendation to the Board of Directors. At the December 13, 2007 Board meeting, the Directors approved the CTA recommendation under the Consent agenda.
<b>Nov-07:</b> 11. Mainstreaming of Individuals with Disabilities into VTA.	Motion,Second,Carried (Morrow/Grant) to recommend that the Hay Group give a presentation to the CTA regarding the reorganization and the Accessible Services Department. November 7, 2007 Minutes: M/S/C (Morrow/Grant) to recommend to have the Hay Group restructure Accessible Services Department.	The Hay Group will not present to the CTA but staff will provide updates regarding the progress on the transformation program.
<b>Nov-07:</b> 16. City of San Jose Disability Advisory Commission Report	Motion,Second,Carried (Grant/Stahl) to recommend that the CTA support the position of the San Jose DAC regarding the elimination of route 85.	CTA Chair Tamez provided a report to the TP&O on November 14, 2007 explaining that the CTA took action to support the DAC's position regarding the elimination of route 85. The DAC received a written response from VTA after the November 2007 CTA meeting. Timeline: 8/24/07 Chair Tamez requested that the A&F Committee agendaize the Mainstreaming Memo. The item was referred to TP&O. At 9/07 TP&O Chair Sandoval explained, in a letter, to Chair Tamez that the TP&O is the primary contact for the CTA and invited Chair Tamez to discuss any concerns to the TP&O. At the 10/18/07 TP&O meeting Chair Tamez presented the a list of 13 CTA concerns. On 12/12/07 Chair Sandoval responded in writing to Chair Tamez; all CTA members were copied. On 1/9/08 Member Grant asked that Chair Sandoval's letter be included in the Feb 08 CTA packet.
<b>Oct-07:</b> 9. Mobility Options Program	Motion,Second,Carried (Tamez/Slack) to recommend that a Mobility Options Program Subcommittee be established to look at the program in more detail and provide a comprehensive plan to C T A; and further, recommend that the Mobility Options Program Subcommittee meet once a month.	The subcommittee will meet on a monthly basis and report back to the larger committee.

CTA Item	CTA Action	V T A Board/Staff Action
<b>Aug-07:</b> 7. Hiring of Advisory Committee Members as Consultants or Employees	Motion, Second, Carried (Morrow/Julian) to recommend that if a member sits on V T A's Advisory Committee and plans to accept a consultant position then the member must relinquish their seat as a V T A Advisory Committee member.	Randy Tamez, CTA Chair, presented this item at the August Transit Planning and Operations (TP&O) meeting. The chair of the TP&O committee asked staff to come back with recommendations to address the issue of VTA compensating its committee members for services. Staff prepared a memo that was presented at the October TP & O meeting regarding this matter. TP&O took no action. Chair Sandoval will work with staff to develop recommended policy to bring back to TP&O and Board.
<b>Aug-07:</b> 10. Committee for Transit Accessibility (CTA) Motion Tracking Information	Motion, Second, Carried (Slack/Stahl) to recommend that every item tracked in the CTA motion tracking that the status report include: a) if it is going forward to the Board and b) if not, why.	Accessible Services staff will updated this report as action is taken on CTA motions and present to the CTA on a monthly basis. Effective September 2007, an additional column was added so that the status of the motion can be indicated on this form. At the request of the CTA, staff divided the report into current and archived versions and will continue to include both versions of the report in the monthly agenda packets.
<b>July-07:</b> 6. Mainstreaming of Individuals with Disabilities into V T A	Motion, Second, Carried (Julian/Gouveia) to support Chairperson Tamez response to Agenda Item # 6. Mainstreaming of Individuals with Disabilities into V T A and forward the information to the Board of Directors.	Randy Tamez, CTA Chair, made a request to the Administration & Finance Committee (A&F) that this item be placed on their agenda. The Committee referred the item to the TP&O committee. The CTA chair presented a list of concerns to the TP&O at its October meeting.
<b>July-07:</b> 6. Mainstreaming of Individuals with Disabilities into V T A	Motion, Second, Carried (Julian/Gouveia) to request that Mainstreaming of Individuals with Disabilities be placed on CTA's Regular Agenda as a reoccurring item to allow for Committee discussion and assist V T A to integrate working with individuals with disabilities into V T A as a whole.	Staff will agendize this item every month; however, information will only be provided if there is information to report.
<b>July-07:</b> 8. Accessible Document Training	Motion, Second, Carried (Julian/Morrow) to recommend establishing an Accessible Document Training Subcommittee to attend Accessible Document Training and provide reports and updates to the CTA Committee.	VTA has several internal working groups addressing the issue of creating policy and training for accessible documents. The CTA received a presentation on VTA's Accessible Document Policy at its December 12, 2007 meeting. The Committee will provide comments to the policy at this January 9, 2008 meeting.
<b>July-07:</b> 12. Chairperson's Report	On order of Chairperson Tamez, there being no objection, the Committee requested that City of San Jose DAC and City of Santa Clara ADA Reports be placed on CTA's Regular Agenda as standing reports.	Reports for the City of San Jose DAC and City of Santa Clara ADA committee was added to the CTA meeting agenda effective August 8, 2007.

CTA Item	CTA Action	V T A Board/Staff Action
<b>May-07:</b> 5. Recommended Biennial Budget for Fiscal Year 2008 and 2009	Motion, Second, Carried (Morrow/Julian) to review and recommend that the V T A Board of Directors approve the Recommended Biennial Budget for Fiscal Year 2008 and 2009.	The VTA Board of Directors approved the Biennial Budget for Fiscal Years 2008 and 2009. It was presented to the Board of Directors that members of the CTA endorsed the budget.
<b>May-07:</b> 6. Fare changes proposed for implementation in July 2007 and September 2007	Motion, Second, Carried (Julian/Eljas) to support the proposed fare changes and request V T A staff to look at reducing all fares especially for people with low income.	The VTA Board of Directors approved the fare reductions that were effective September 1, 2007. It was presented to the Board of Directors that members of the CTA endorsed this action and that they wanted deeper fare reductions.
<b>May-07:</b> 7. Project Priorities for the FY 2008 Countywide Transportation Development Act (TDA) Article 3 Program	Motion, Second, Carried (Julian/Rhodes) the Committee for Transit Accessibility cannot endorse the FY 2008 Transportation Development Act Article 3 project priorities due to lack of information provided to the committee.	This action was noted in the unapproved minutes from each advisory committee included on the Board of Directors monthly agenda.
<b>Apr-07:</b> 5. V T A Organizational and Financial Assessment	MSC (Morrow/Grant) to provide CTA with a work plan for the contractual agreement between V T A and Karen Antion Consulting, LLC that would include Karen Antion's work history.	Staff presented an Organizational and Financial Assessment Work Plan for Implementation Support report at the CTA's June 13, 2007 meeting. Phase II of KAC Workplan was presented September 12, 2007.
<b>Mar-07:</b> 6. Bus Stop Location Annunciator Information Update	Motion, Second, Carried (Morrow/Stahl) to recommend that the Board of Directors review and reevaluate the contract as it pertains to the Best Practices to determine if the contractor has fulfilled the obligations toward V T A and V T A's customers.	Staff presented follow-up information about work being done with the annunciator system vendor to improve its functioning at the May 9, 2007 CTA meeting. The CTA's March 2007 minutes were presented at the April 7, 2007 Board of Director's meeting as an information item.
<b>Mar-07:</b> 10. Lifeline Transportation Program	Motion, Second, Carried (Julian/Morrow) on a vote of 11 Ayes to 0 Noes to 1 Abstention to review and recommend that the Board of Directors approve a revised scope and grant amount for the City of San Jose's Auto Repair Assistance Program (ARAP) in the amount of \$75,000 and issue a new Call-For-Projects (CFP) for the Lifeline Transportation Program. Second Vice Chairperson Rhodes abstained.	The CTA's March 2007 minutes were presented at the April 7, 2007 Board of Director's meeting as an information item.



Date: October 1, 2008  
 Current Meeting: October 8, 2008  
 Board Meeting: N/A

## **BOARD MEMORANDUM**

**TO:** Santa Clara Valley Transportation Authority  
 Committee for Transit Accessibility

**THROUGH:** General Manager, Michael T. Burns

**FROM:** Chief Operating Officer, Donald A. Smith Jr.

**SUBJECT:** FY 2008 Preliminary Annual Transit Operations Performance Report (July 1, 2007 – June 30, 2008)

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### **FOR INFORMATION ONLY**

#### **BACKGROUND:**

This report summarizes the FY 2008 preliminary annual performance of VTA Transit Operations. The report becomes finalized later in 2008 with the completion of the annual audit of the financial information. A detailed summary of the FY 2008 performance follows.

#### **DISCUSSION:**

##### **Ridership**

FY 2008 Bus ridership totaled 33.1 million, a 4.6% increase compared to the previous fiscal year. Average weekday ridership was 106,673, a 4.5% increase.

Light rail ridership recorded 10.5 million boardings in FY 2008, an increase of 1.7% compared to the same period last year, and the highest recorded light rail ridership in VTA history. Average weekday ridership was 33,043, an increase of 1.5%.

Overall, FY 2008 system ridership (bus and rail) increased by 3.9%. Average weekday ridership increased by 3.7%, from 134,690 last fiscal year to 139,716 this fiscal year.

##### **Key Performance Indicators**

FY 2008 was a record-setting year for VTA. In addition to the highest light rail ridership performance, VTA recorded highest performance levels in the following measures: Bus Percent of Service Provided (99.61%), Light Rail Percent of Service Provided (99.96%), and Bus Miles Between Major Mechanical Failures with Loss of Service (7,520).

Absenteeism levels are at its lowest ever. Bus operators, bus maintenance, light rail operators, and light rail way, power, & signal personnel recorded the lowest-ever absenteeism rates in VTA history.

However, it's not all good news. Other key performance indicators such as miles between chargeable accidents, on-time performance, and passenger concerns per 100,000 boardings did not meet the goals set for FY 2008.

### **Route Performance**

This is a new section in the report that will highlight the performances of VTA's bus and light rail routes. The focus will be on boardings per revenue hour, passenger activity by stop, ridership by time period, on-time performance, and service reliability. A profile of each route is provided to illustrate the characteristics of each route.

On January 14, 2008, VTA implemented major service changes to its bus service. This New Bus Service includes more frequent service on many major routes, expanded express bus service and a significant increase in low-fare community bus routes. In addition, to the scheduling or route alterations for 57 routes, service was discontinued on seven underutilized routes.

Through the first two quarters of FY 2008 or prior to the implementation of the New Bus Service, bus average weekday ridership increased 3.5% compared to the same period last year. During the third and fourth quarters of FY 2008 (January to June), when the new bus service was implemented, bus average weekday ridership increased 5.4% compared to the same period last year. Bus average weekday ridership during the second half of FY 2008 was 107,861 while bus average weekday ridership during the first half of FY 2008 was 105,480.

The bus ridership statistics results would seem to indicate that the New Bus Service is having a positive impact on bus ridership.

### **Paratransit**

Total passenger trips for FY 2008 were 1,055,429, an increase of 2.9% compared to same period last year. The increase can be attributed to ridership increases in Personal Care Attendant and Companion of 20.5% and 24.6%, respectively.

FY 2008 Paratransit program net operating cost, which excludes VTA's costs associated with paratransit, was \$26,691,499, 2.5% higher than the net operating cost recorded during FY 2007. This increase was primarily due to increased ridership and fuel costs. The 2.36 passenger per revenue hour exceeds the established goal of 2.30 passengers per revenue hour.

Net cost per passenger trip was \$25.29, down from \$25.39 recorded the same period last year. The net cost per passenger is below the established goal of \$27.

### **Contracted and Inter-Agency Services**

FY 2008 Ridership for contracted and inter-agency services were as follows:

- Caltrain ridership was 12.0 million, up 8.9%. An estimated 5 million of these were Santa Clara County boardings.
- ACE ridership was 805,594, up 13.7%. An estimated 338,000 of these were Santa Clara County boardings.
- Dumbarton Express ridership was 218,464, down 6.1%. An estimated 92,000 of these were Santa Clara County boardings.
- Highway 17 Express ridership was 267,993, up 9.5%. An estimated 121,000 of these were Santa Clara County boardings.
- ACE shuttle ridership was 229,046, up 17.3% (operates entirely in Santa Clara County).
- Light Rail shuttle ridership of contracted services was 53,649. The ridership number does not include River Oaks, Great America, and DASH routes because these routes became directly operated by VTA in FY 2008.

Prepared By: Joonie Tolosa