



Committee for Transit Accessibility

Wednesday, October 8, 2008
 Building A, Auditorium
 Valley Transportation Authority (VTA)
 3331 North First Street
 San Jose, California

SUMMARY MINUTES

CALLED TO ORDER at 1:04 pm

1. ROLL CALL

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

A quorum was not present and a Committee of the Whole was declared.

2. INTRODUCTION OF AUDIENCE MEMBERS

The Committee of the Whole received introductions from the audience including: Sandra Weymouth, Policy and Administration Manager; Dan Smith, Chief Operating Officer; Bill Capps, Deputy Director Operations; Gary Miskell, Chief Operating Officer; Dale Halterman, Project Manager ; Ann Carey, Executive Assistant to the General Manager; John Sighamony, Senior Transportation Planner; Steve Barber, Technical Project Manager; Patrick Griffin, Customer Service Supervisor; and Mike Brill, Patrol Officer.

3. PUBLIC PRESENTATIONS:

Connie Langford, Interested Citizen, expressed concern with behavior on the light rail by teenagers who use offensive and foul language. She noted that she received a complaint from a member of the City of San Jose Senior Citizens Commission who indicated that she spoke to a guard on the platform that did not address the problem but told her to contact customer service.

4. Minutes of September 10, 2008

The Committee of the Whole deferred the Minutes of September 10, 2008.

5. The Committee of the Whole received an update from the Chief Operating Officer.

Staff addressed Ms. Langford’s concerns regarding rowdiness on the light rail noting that someone from protective services would contact her and address the problem immediately.

Staff provided a brief update on the Southline Retrofit project noting that the final phase is almost complete. The Snell station is scheduled to reopen on

November 26, 2008. With its completion, all stations will offer level boarding for passengers.

Staff announced the opening of the new DeAnza College bus stop and shelters which provides better access to the campus.

Staff announced the passing of Senate Bill 28 which outlaws text messaging while driving. The new law will take effect January 1, 2009.

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

6. The Committee of the Whole reviewed the Valley Transportation Plan (VTP) 2035.

Staff provided a brief report and reviewed the Services and Programs for People with Special Needs section of the VTP 2035.

Staff requested that the committee review and provide comments on how to approach changes for the senior and disabled communities in the next 20 to 30 years and noted that the input would be used as part of the final draft.

The Committee of the Whole provided comments relating to the VTP 2035.

- **Requested** a section be added that addresses barriers to fixed routes.
- **Requested** that stops which are not wheelchair accessible be addressed.
- **Questioned** if there were programs that addressed providing lower fares for homeless or low income individuals.

Staff indicated that a program has been initiated through the county providing bus passes at a reduced rate.

The Committee of the Whole requested the reduced bus pass item be presented to the CTA.

7. Mobility Options Program

Staff provided a brief summary of the Mobility Options Task report which included; the dates of the subcommittee meetings, different travel training options, the public information approach, and the anticipated reporting requirements.

The Committee of the Whole questioned if the training would be given by individuals from outside organizations or VTA staff.

Staff indicated that contractors will be hired to address the needs of cognitively and visually impaired customers.

8. **The Committee of the Whole received** a presentation on the Translink Vending Machine (TVM)

Staff provided a presentation and prototype of the design of the new ticket vending machine noting several major changes which include; a larger full color display, new voice controls, credit/debit card acceptance, and security and alarm detection features.

Staff indicated feedback and suggestions from the committee are needed and noted the final design will take the feedback into consideration.

The Committee of the Whole indicated that there should be a foot recess for those in mobility devices, and before the final product is complete the height should be checked also.

The Committee of the Whole noted that none of the members from the visually impaired community were in attendance and requested the machine be set up again to give them an opportunity to test it and provide input.

The Committee of the Whole questioned if the design had been approved by lobby groups for the visually impaired community.

Staff indicated the information will be obtained and reported back to the committee.

The Committee of the Whole expressed concerns regarding the lack of signage on the platform indicating where the machine is located and requested that it be under a shelter to prevent riders from getting wet while trying to purchase a ticket.

9. **The Committee of the Whole received** an update on the Advisory Committee Enhancement (ACE) process

Staff provided a brief update on the progress of the ACE strategy noting all subcommittees have been established. **Staff indicated** that committees are discussing forming mission statements and reviewing the bylaws and noted that most of the committees will continue to meet on a regular basis.

10. **The Committee of the Whole received** the Advisory Committee Enhancement (ACE) Subcommittee Report

The Ace Subcommittee provided a report from the meeting noting the past and present roles of the advisory committees, as well as the current perceptions of CTA members and how that plays into their role of advising VTA staff.

The ACE Subcommittee indicated that the process and its draft products will be discussed at three future CTA meetings, beginning in November, to ensure participation by the full committee.

11. **The Committee of the Whole reviewed** the Committee Workplan

The Committee of the Whole indicated that a presentation regarding discount passes being offered to the low income and homeless population will be added to the Workplan.

12. **The Committee of the Whole received** the Motion Tracking Report

The Committee of the Whole indicated there were no new motions passed.

REPORTS

13. **The Committee of the Whole received** the FY 2008 Preliminary Annual Transit Operations Performance Report (July 1, 2007 - June 30, 2008)

Staff provided a report on the following key items from the FY 2008 Preliminary Annual Transit Operations Performance Report: 1) Ridership; 2) Key Performance Indicators; and 3) Paratransit Performance.

Staff reported the following highlights on ridership:

- Bus ridership increased 4.6 percent when compared to the previous fiscal year
- Light rail ridership increased 1.7 percent compared to the same period last year
- Overall system ridership, bus and rail, increased by 3.9 percent

Staff reported the following highlights regarding Key Performance Indicators:

- Bus service provided was 99.61 percent.
- Light Rail service provided was 99.96 percent
- An increase in bus miles traveled (7500) between major mechanical failures with loss of service
- Absenteeism levels at its lowest in VTA history
- Miles between chargeable accidents, on-time performance, and passenger concerns per 100,000 boardings did not meet the goals for FY 2008.

Staff reported the following highlights on Paratransit Performance:

- Paratransit ridership increased 2.9 percent
- Net operating costs increased 2.5 percent
- Net costs per passenger decreased

The Committee of the Whole presented an email from Member Grant requesting information be provided on the median number of ramp/lift boardings per weekday per route and an hourly time frame of lift/ramp usage, broken out hourly if possible, with an emphasis on peak lift/ramp usage times on each bus route.

14. **Board of Directors Report**

There was no Board of Directors Report.

15. **The Committee of the Whole deferred** the City of San Jose Disability Advisory Commission (DAC) Report

16. **Committee Staff Report**

There was no Committee Staff Report.

17. Chairperson's Report

There was no Chairperson's Report.

OTHER

18. Announcements

Chairperson Morrow reminded the committee that the Ethics Training needs to be completed by the end of the year and noted that there is one more class being offered or it can be completed online.

19. ADJOURNED at 1:52 p.m.