

**Committee for Transit Accessibility**

Wednesday, January 7, 2009

**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 1:06 p.m. by First Vice Chairperson Julian in Building A, Auditorium, Valley Transportation Authority (VTA), 3331 North First Street, San Jose, California.

**1. ROLL CALL**

<b>Attendee Name</b>	<b>Title</b>	<b>Status</b>	<b>Arrived</b>
Lori Arnberg	CTA Member	Absent	
Linda Gallo	CTA Member	Present	
David Grant	CTA Member	Present	
Marjorie Jensen	CTA Member	Present	
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	Present	
Sandra Gouveia	CTA Member	Present	
Troy Hernandez	CTA Member	Present	
David Julian	CTA First Vice Chair	Present	
Martin Lasich	CTA Member	Absent	

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

**2. INTRODUCTION OF AUDIENCE MEMBERS**

David Ledwitz, Management Analyst; Lynn Terzian, County of Santa Clara; David Sausjord, Revenue Services Manager; Deborah Harrington, Board Secretary; Sandra Weymouth, Policy and Administration Manager; Joe Smith, Chief Financial Officer; Ali Hudda, Deputy Director of Accounting; Jennie Hwang Loft, Public Information Officer; Dan Smith, Chief Operating Officer; Bob Schiller, Protective Services; Camille Williams, Accessible Services Program Manager; and Kermit Cuff, Transportation Services and Development Specialist.

**3. PUBLIC PRESENTATIONS:**

Connie Langford, Interested Citizen, addressed the committee on behalf of Dilip Shah, Interested Citizen, who suggested there be a provision for wheelchairs to have umbrellas for inclement weather.

William Zhu, Interested Citizen, requested maintenance persons inspect the fareboxes at the light rail stations and indicated the farebox at Component Station would not take his coins.

David Grant, Interested Citizen, expressed concern regarding the late arrival of the CTA term expiration notices and applications.

Jim Unites, Staff Liaison, indicated additional time would be given to return the reappointment applications.

**4. Minutes of December 10, 2008**

Member Eljas requested the minutes be amended to reflect Item #14, City of San Jose Disability Advisory Commission (DAC) Report, was accepted on order of Second Vice Chairperson Eljas.

Ex-officio Member Heatley noted the language of the provisional mission statement was not included in the Minutes. She requested, “ The Committee for Transit Accessibility (CTA) advises the Board of Directors on equal access to public transportation and performs the functions of a paratransit coordinating council.”, be added to the Minutes and the Motion Tracking form for the record.

**M/S/C (Gouveia/Langford)** on a vote of 12 Ayes, 0 Noes, and 3 Abstentions to approve the Minutes of December 10, 2008 as amended. Members Michels, Julian, and Jensen abstained.

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

Dan Smith, Chief Operating Officer, indicated his complete report is included in the CTA Agenda packet and added Board appointments had not been completed by Board Chairperson Sandoval, and CTA would be notified when they are confirmed.

**On order of First Vice Chairperson Julian** and 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. Universal Pass for Life Improvement (UPLIFT) Program**

David Sausjord, VTA Revenue Services Manager, provided a report on the Universal Pass for Life Improvement and Transportation (UPLIFT) program which provides free quarterly transit passes to homeless residents of Santa Clara County. VTA works with county staff to distribute passes to individuals receiving case management services from social service providers and is coordinated and monitored by the county. The county pays VTA \$111,000 per program year for 1,850 transit stickers.

Mr. Sausjord introduced Lynn Terzian, UPLIFT Program Coordinator.

Member Michaels questioned if there was a waiting list for homeless persons who request passes.

Ms. Terzian indicated she was unaware of anyone eligible not receiving a pass.

Member Langford questioned what agencies can provide case management.

Ms. Terzian indicated there are 31 non-profit organizations which participate in the program. She indicated a program is deemed eligible if they prove they take care of homeless clients and provide case management services.

Member Gouveia asked if the passes were available to low income individuals as well.

Ms. Terzian indicated at this time only homeless individuals are eligible for the passes.

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

**On order of First Vice Chairperson Julian** and there being no objection, the UPLIFT Program report was received.

**7. Nominating Committee Report**

Member Stahl provided a report from the nominating committee noting several members expressed interest in positions and the committee had a difficult time selecting the nominees. Member Stahl announced Aaron Morrow received the nomination for Chairperson, David Julian received the nomination for Vice Chairperson, and Sandra Gouveia received the nomination for Second Vice Chairperson.

**On order of First Vice Chairperson Julian** and there being no objection, the Nominating Committee report was received.

**8. Election of CTA Chairperson**

**M/S/C (Julian/Grant)** to approve the appointment of Aaron Morrow as CTA Chairperson for 2009.

**9. Election of CTA First Vice Chairperson**

**M/S/C (Grant/Gouveia)** to approve the appointment of David Julian as CTA First Vice Chairperson for 2009.

**10. Election of CTA Second Vice Chairperson**

**M/S/C (Grant/Montague)** to approve the appointment of Sandra Gouveia as the CTA Second Vice Chairperson for 2009.

**11. Mobility Options Travel Training**

David Ledwitz, Accessible Services Program Manager, provided an update on the Mobility Options Travel Training program and the finalization of travel training contracts with Innovative Paradigms and Vista Center for the Blind and indicated brochures and informational items are being developed for a public outreach campaign to ensure passengers receive information about the training.

Member Jensen questioned the paid training and volunteer components of the contracts.

Jim Unites, Staff Liaison, indicated the components of the travel training program include using VTA staff, the two programs that have been contracted to provide training, and a buddy training program which would utilize volunteers in conjunction with local community agencies.

Member Eljas questioned what security measures are taken to ensure the safety of the elderly and disabled populations who use fixed route transit.

Mr. Unites indicated there are closed circuit televisions on most of the coaches and light rail; operators have radio communication with the 24-hour control center; and deputy sheriffs and private security patrol the transit centers and light rail stations.

Member Eljas requested information and statistics on the security program be presented at a future meeting. She suggested a list of places people can get to using transit be added to the travel training documents.

Member Michaels indicated there is an increase of denials for Outreach service for members of the Vista Center for the Blind and they haven't been told about the travel training program. She questioned if there is collaboration with Outreach to refer the services to those individuals.

Ex-Officio Member Heatley indicated Outreach sends out a monthly list of denials and those who check a box indicating interest in travel training are sent over on a separate list.

Member Langford commented on the success of mobility options training she scheduled for two groups which were tailored to meet the specific needs.

Member Grant expressed concern he knows little about the program and questioned if further reports will be presented to the committee.

Mr. Unites indicated when the contract is signed, the contractors will be brought in to explain the program. He noted several CTA members were on the review panel that selected the firms and have been involved with the process.

Member Grant indicated benchmarks and goals would be harder to set with the cognitively disabled population. He questioned what role the San Andreas Regional Center would play and what type of outreach has been done.

Mr. Ledwitz indicated they are a member of the Mobility Options Task Force.

**On order of First Vice Chairperson Julian** and there being no objection, the mobility options travel training program update was received.

## **12. 2009 Annual Transit Service Plan**

Jim Unites, Staff Liaison, provided an update on the 2009 Annual Transit Service Plan, noting several major changes and some minor adjustments to bus routes and times are being proposed. He indicated public meetings are being scheduled to solicit comments before the final plan is submitted for Board adoption.

Member Jensen indicated that changing routes from 30 to 60 minute intervals may cause a decrease in ridership and asked if VTA will track how many people are on routes with changes. Mr. Unites indicated services not meeting performance goals need to be reviewed, and if ridership is hurt by the changes, service may be adjusted.

Member Stahl commented if the courtesy of the drivers and customer service level increased, there would be an increase in ridership.

Member Eljas questioned if the numbers of disabled and senior populations effected by the proposed changes is known. Mr. Unites indicated the numbers are based on the

calculation of pass sales and lift ramp use by route and that information will be taken into consideration while planning.

Member Langford indicated Community Bus 11 was a result of advocacy for low income people and if eliminated, will leave many seniors disadvantaged. Mr. Unites indicated the community bus service studies are not conducted in order to discontinue service, but to provide better service and increase ridership.

Member Grant indicated the recorded numbers of disabled and elderly individuals who take public transit are low because drivers need to push a button to note a disabled person got on board. Getting drivers to do this properly is the key to getting accurate numbers. Member Grant questioned if bus route 32 could be re-routed to include Franklin Mall.

Kermit Cuff, Transportation Services and Development Specialist, indicated the way the route is set up, there is no time to add additional stops to the schedule. He noted VTA is meeting with the City of Mountain View and the outcome of their meeting may impact what happens with the route.

Ex-Officio Member Heatley questioned if specific time changes could be seen online. Mr. Cuff indicated the information is on the web but specific times may change.

Member Langford indicated Member Shah suggested interviewing passengers who utilize the lines that are expected to be changed, giving them input on what can be done to improve service.

Member Grant questioned if ridership has suffered from the decrease in gas prices. Mr. Unites indicated ridership numbers have not decreased but have remained steady, especially on long distance routes.

**On order of First Vice Chairperson Julian** and there being no objection, the 2009 Annual Transit Service Plan update was received.

### **13. Advisory Committee Enhancement (ACE) Progress Report**

Jennie Hwang Loft, Public Information Officer, reported all five committees have reviewed and approved their draft mission statement. The next step for the subcommittee members is reviewing the committee bylaws.

Ms. Loft indicated the next milestone is to form a task force whose first task will be to align advisory committee workplans with the standing committee workplans.

Member Grant asked if the mission statement is provisional on Board approval and if changes can still be made by the committee, indicating he would like to discuss adding verbiage to the mission statement.

Ms. Loft indicated it is provisional until approved by the Board and changes can still be made.

**On order of First Vice Chairperson Julian** and there being no objection, the Advisory Committee Enhancement (ACE) Progress report was received.

**14. Advisory Committee Enhancement (ACE) Subcommittee Report**

Ex-Officio Member Heatley provided a report from the ACE Subcommittee meeting. On the recommendation of Member Langford, the subcommittee reviewed the statement approved by the CTA to add language which included seniors. The subcommittee added persons with disabilities and those economically disadvantaged as well.

Ex-Officio Member Heatley indicated the subcommittee is reviewing the existing paragraph in bylaws which describes the particular duties of the committee.

Member Grant indicated there needs to be another addition to say CTA advises staff as well as the Board.

Member Langford questioned when the mission statement will be revised to include the additions and go to the Board.

Ex –Officio Member Heatley indicated it will come back to the Committee for approval and then the Board.

Member Grant questioned if there is a deadline for submitting the revision.

Ms. Loft indicated the final report is scheduled to go to the Board for consideration in June.

**On order of First Vice Chairperson Julian** and there being no objection, the Advisory Committee Enhancement (ACE) Subcommittee report was received.

**15. Committee Work Plan**

Jim Unites, Staff Liaison, provided an update on additions to the Committee Workplan including a report on the enunciation system. He noted the format of the work plan will change, giving the committee a month-by-month look so they know what is coming.

Member Grant followed up with request to get better information on lift deployments and the numbers of senior and disabled passengers. He suggested a memo go out to remind the drivers how important it is to record the boarding.

Mr. Unites indicated a notice went out to operators and will be forwarded to CTA.

**On order of First Vice Chairperson Julian** and there being no objection, the Committee Work Plan was received.

**16. Motion Tracking**

Jim Unites, Staff Liaison, noted the addition of the approval of the provisional CTA mission statement.

Ex-Officio Member Heatley requested the original motion for the mission statement be added to the report.

**On order of First Vice Chairperson Julian** and there being no objection, the Motion Tracking report was received.

## **REPORTS**

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

There was no City of San Jose Disability Advisory Commission (DAC) Report.

**18. Board of Directors Report**

Member Grant questioned the duties and responsibilities of the Board Liaison.

Jim Unites, Staff Liaison, indicated the Liaison provides CTA with a direct line of communication to the Board and was a request from the CTA to provide the improved link.

**On order of First Vice Chairperson Julian** and there being no objection, the Board of Directors Report was received.

**19. Committee Staff Report**

Jim Unites, CTA Liaison, announced Ethics Training was being offered by the City of Mountain View and is available online for those who have not completed it.

Member Langford questioned how frequently the training is required.

Mr. Unites indicated it needs to be completed every two years.

**On Order of First Vice Chairperson Julian** and there being no objection, the committee received the Committee Staff Report.

**20. Chairperson's Report**

There was no Chairperson's Report.

## **OTHER**

**21. Announcements**

There were no Announcements.

22. **ADJOURNMENT**

**On order of First Vice Chairperson Julian** and there being no objection, the meeting was adjourned at 2:55 p.m.

Respectfully submitted,

Menominee L. McCarter, Board Assistant  
VTA Board of Directors