

Committee for Transit Accessibility

Wednesday, February 11, 2009
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 January 7, 2009.**
- 5. INFORMATION ITEM - Receive monthly report from the Chief Operating Officer.**

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

- 6. INFORMATION ITEM - Receive VTA Call Stop Annunciator Information.**
- 7. INFORMATION ITEM - Receive a Brief Update on the Status and Progress of the Advisory Committee Enhancement Process to Date.**
- 8. INFORMATION ITEM - Receive a Report from the Committee for Transit Accessibility (CTA) Advisory Committee Enhancement (ACE) Subcommittee. (Verbal Report)**

9. INFORMATION ITEM - Receive the Committee Work Plan
10. INFORMATION ITEM - Receive the Committee Motion Tracking Report

REPORTS

11. Receive the City of San Jose Disability Advisory Commission (DAC) Report. (Verbal Report)
12. Receive the Board of Directors Report. (Verbal Report)
13. Receive the Committee Staff Report. (Verbal Report)
14. Receive the Chairperson's Report. (Verbal Report)

OTHER

15. **Announcements**
16. **ADJOURN**



Date: February 2, 2009
 Current Meeting: February 11, 2009
 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: Chief Operating Officer's Report

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:

Events that have occurred since the January CTA meeting:

Board of Directors Liaison to CTA

At the February 5th Board of Directors meeting, Chairperson Dolly Sandoval will recommend Board Member Chuck Reed's appointment as the Board liaison to the CTA. We will introduce Board Member Reed's representative to the CTA at the February 11th Committee meeting.

Special Fare Inspection Detail

On January 22, 2009, between 2:00 p.m. and 4:00 p.m., VTA fare inspectors participated in a special fare enforcement detail. This special detail focused on the area between Japantown Ayer & Civic Center Light Rail Stations, with fare inspectors boarding more than 20 trains to verify paid fares. We identified 35 passengers without proper fare and issued 29 citations for fare violation. All passengers either boarding or exiting the trains were checked for proper fare.

The purpose of this special detail is to decrease the number of passengers who use our system without paying a fare.

Prepared By: Sandra Weymouth



Date: January 28, 2009
 Current Meeting: February 11, 2009
 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: Annunciation System Report

FOR INFORMATION ONLY

Background:

At the Committee for Transit Accessibility's March 2007 meeting, staff provided the Committee with a report on VTA's bus stop announcement responsibilities, its bus stop annunciator system, and work that was being done to improve the system's reliability. Recently, Member Slack has requested information about VTA's internal and external annunciation responsibilities. This memorandum provides information about calling stops requirements, policies, Operator training, annunciator maintenance practice and recent customer comment data.

Discussion:

Regulatory Requirements

VTA is responsible for providing bus stop location information on-board its buses and trains. The Americans with Disability Act regulations specify which of VTA's 3,734 bus stops are required to be called. As stated in 49 CFR 37 at section 37.167 (b) (1):

(1) The entity shall announce at least at transfer points with other fixed routes, other major intersections and destination points, and intervals along a route sufficient to permit individuals with visual impairments or other disabilities to be oriented to their location.

Further, at section 37.167 (b) (2), coach Operators are required to call any stop requested by an individual with a disability.

Section 37.167 (c) requires the provision of external route and destination information to passengers waiting for a bus by stating:

(c) Where vehicles or other conveyances for more than one route serve the same stop, the entity shall provide a means by which an individual with a visual impairment or other disability can identify the proper vehicle to enter or be identified to the vehicle Operator as a person seeking a ride on a particular route.

Operator Training

VTA provides a nine week extensive operational and technical training class to all new Operators before they are assigned to provide service. The training covers a broad range of policy and procedural information and provides Operators with the skills and knowledge necessary to provide accessible service that is compliant with federal requirements and VTA policies.

This new Operator training is drawn from federal regulations, State vehicle codes, and VTA operational policies. The training presents a review of Operations Notices, Operator rules, and federal regulations specific to the provision of service to persons with disabilities. The training also covers the proper use of the annunciation equipment and the Operator's responsibility to call all transfer points, major intersections, time points, requested coach stops and connecting routes.

VTA Operators participate in a state mandated annual eight hour Verification of Transit Training (VTT) class. The VTT class provides updates on passenger safety, vehicle code and ADA requirements. Operation notices pertaining to driving performance and ADA responsibilities are presented. Concerns identified by operation superintendents and office supervisors are also discussed during the VTT class.

Operators are referred to the VTA Technical Training Department for retraining on specific topics concerning behavior or rule and law compliance if determined necessary by division superintendents. Customer comment reports, road supervisor observations or occurrence reports are assessed in determining the need to refer Operators to customer service refresher retraining.

VTA Operations Policies

VTA's Operations Notices and Operator Rulebook contain direction regarding the requirement to call stops. A reminder Operations Notice on the provision of accessible service included a section that stated:

“Calling Routes, Destinations and Stops

VTA coaches are equipped with automatic exterior route/destination and interior bus stop annunciators. Calling stops assists passengers with disabilities, new customers, visitors, and people who are not familiar with our transit system.

Coach Operators are to use the automatic annunciators. If an annunciator is not working, Operators need to announce stops within the coach and announce the bus route and line at all bus stops serving multiple routes. If available, the microphone shall be used to call stops. To further assist Coach Operators in calling stops, a Call Stop Sheet is provided with a list of stops to call. Calling stops is not an “optional” activity. The provision of bus stop, route, and destination information is specifically required by the Americans with Disabilities Act (ADA) at transfer points with other fixed routes, major intersections or destination points, and upon request from customers.”

VTA's Operator Rulebook contains the following rules expressing the Operator's requirement to call stops and identify the route and destination of the line they are driving.

“Rule 9.1: Automatic Internal Annunciator - The Operator shall use the automatic internal annunciator. If the annunciator is not functioning, the Operator shall announce all stops as listed on the appropriate Call Stops Sheet and the stops requested by passengers.

Rule 9.2: Automatic External Annunciator - The Operator shall use the automatic external annunciator. If the annunciator is not functioning and there are passengers waiting to board, the Operator shall announce the bus route and destination at all bus stops serving multiple routes.”

Maintenance

VTA performs ongoing maintenance on its on-board and external annunciator systems based on daily pull-out checks, Operator Defect Cards, customer comments, and routine preventive maintenance checks every 2,000 miles. During October, November and December 2008, there were 31,517 bus pull-outs and 2,900 light rail pull-outs. Operators perform annunciator checks before each pull-out.

If an annunciation equipment problem occurs while the bus is in service, the Operator will contact VTA's Operation Control Center to inform OCC about the problem and ask for a coach exchange, if available. Meanwhile, the Operators are expected to call the stops as they provide their scheduled services. Upon returning to their Divisions, Operators turn in defect cards that list all the problems experienced during the course of the day. The defect cards are collected to create work orders that are assigned to maintenance staff.

Between October and December 2008, 120 maintenance work orders dealing with bus and light rail annunciators were performed. This is about 1 reported issue per day, an extremely low number given that VTA has 345 peak buses in service each weekday. 114 of the work orders were for bus and 6 for light rail. Light rail's system is much simpler given the fixed route structure and stations. Of the 114 bus work orders, 93 involved the internal calling of stops and 21 were on external annunciation (route and destination). Again the internal system is much more complicated than the external one.

Customer Comments

During Calendar Year 2008, VTA received 28 comments concerning annunciators and Operators' calling of stops from 18 customers. The following categorizes the 28 comments:

1. Annunciator Not Working: 16
2. External Annunciator Too Loud: 4
3. Internal Announcement Too Loud: 1
4. Operator Did Not Make Announcement at Requested Stop: 6
5. Miscellaneous: 1

This is about 2 comments per month, again a low number given that VTA provides over 18.5 million miles of bus service each year. VTA continues to encourage customers to report

problems they experience so that specific equipment failures and Operator performance can be identified and repaired or addressed quickly.

The Automated Call Stop (Annunciation) System

VTA rolled out an Advanced Communications System (ACS) on its bus fleet in October 2004. As a new, complex, multi-disciplinary technology, many elements of the ACS have required ongoing staff and contractor effort to improve its functional reliability. At the time of the March 2007 memorandum to the CTA, VTA was responding to two ACS problem issues that were being reported by customers and Coach Operators. The first issue involved the ACS missing some stops. This issue was resolved in June 2007 when it was determined that the number of characters in a specific field in the system's software needed to be reduced.

The second issue involved the ACS making "Premature" announcements or "Piggyback Calls" that caused several announcements to trigger together. VTA's ACS vendor was able to provide a patch to the software to address this problem. The patch was tested during the fall of 2008 and is now on the entire bus fleet.

VTA has not received any comments regarding these two ACS issues during the last few months and has taken further steps to make additional system improvements. These improvements have included adjusting the announcements to trigger at more appropriate times, the addition of supplemental information at intersections where the cross streets change names, and the capacity to test the announcements in the lab before being sent into service.

Prepared By: David Ledwitz



Date: January 28, 2009
 Current Meeting: February 11, 2009
 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 Update: February

FOR INFORMATION ONLY

BACKGROUND:

In August 2008, the *Advisory Committee Enhancement (ACE)* process was initiated by VTA General Manager Michael Burns to engage advisory committee members in the development of recommendations for improving the advisory committee process of providing input and advice to the Board of Directors.

The ACE process is being led by VTA's Public Information Officer, Jennie Loft, assisted by project manager Stephen Flynn. Goals of the process include each advisory committee:

- Reviewing its role, responsibilities, and limitations as defined by the Board adopted bylaws, and how it can provide input as an advisory body to help VTA achieve the outcomes described in the VTA Vision and Mission statements. This includes identifying overlap and duplication and considering potentially underserved areas.
- Developing a committee mission statement that succinctly states the committee's area of focus.
- Reviewing its bylaws to ensure they accurately reflect current conditions that impact the committee's duties and responsibilities.
- Reviewing and clearly defining its primary alignment with VTA's Standing Committees.
- Aligning its work plan (the mechanism used to plan and track the items each committee considers) to the work that is planned for review by the Board and Standing committees, as reflected in the Board of Directors Consolidated Work Plan.

In September, each of the advisory committees designated representatives to be their voice in ACE Subcommittee meetings with Ms. Loft and Mr. Flynn. Several meetings of each ACE Subcommittee have been held to date.

To ensure each committee is kept fully informed on the process, two items are being included on each advisory committee agenda until completion of the ACE process. First is a written update from staff on the progress of the overall ACE process. Second is a brief verbal report from its subcommittee members on the efforts, progress made and issues identified. This will also include issues and developments at the Task Force meetings.

DISCUSSION:

In late 2008, each ACE subcommittee completed development of a draft mission statement. After review and consideration, each advisory committee approved its respective draft mission statement. These mission statements are “provisional” only, meaning it is a working draft until adopted by the Board of Directors. Ultimately, the mission statements will be submitted to the board, along with other recommended changes to advisory committee bylaws for consideration and approval. If approved by the board, these statements will be incorporated into the respective committee bylaws at the conclusion of the ACE process.

Most ACE subcommittees have also completed review and, where needed, recommended modifications to their individual bylaws to clarify and more accurately reflect current conditions that affect their roles, responsibilities, duties and limitations. CTA is continuing with the process of proposed modifications to further clarifying its duties and responsibilities. As with the provisional mission statements, these modifications will ultimately be submitted to the board for consideration and approval.

A report on the goals and progress of the ACE process was provided to VTA’s Administration and Finance (A&F) Committee at its January meeting. This included submission of the provisional mission statements for review and input. The A&F members did not express any concerns with the provisional mission statements. The report also indicated that a consolidated package of any recommended advisory committee bylaw changes would be submitted for Board consideration at the conclusion of the ACE process. Member Don Gage from the County of Santa Clara requested that at the conclusion of the ACE process, a Board workshop be held to review the work of the ACE committee members and to discuss recommendations that developed out of the process, prior to presentation to the entire Board for action. The date of this workshop has not yet been determine; when set, it will be communicated to all advisory committees.

The first meeting of the ACE Task Force was conducted on January 27, 2009. The Task Force is a joint meeting of the subcommittee members and VTA staff to review the roles and responsibilities of all the advisory committees, as a group and in a comprehensive manner. The purpose is to more clearly define individual committee responsibilities, identify overlap and duplication, consider underserved areas, and discuss options to maximize the contribution each committee can make to the VTA Board process.

The main items for the agenda for first Task Force meeting were:

- § Determining primary alignment of each advisory committee with VTA Standing Committee(s) for purposes of defining work flow.
- § Identifying joint meeting opportunities between advisory committees using the Board’s

2009 Consolidated Work Plan.

It is likely that two or more meetings will be required to fully complete the Task Force phase of the ACE process. All committees will be updated by their subcommittee members, as well as by the Staff facilitators, on the discussion, decisions, and progress made during Task Force meetings.

Prepared By: Stephen Flynn, Sr. Management Analyst



Date: February 4, 2009
 Current Meeting: February 11, 2009
 Board Meeting: N/A

BOARD MEMORANDUM

TO: Santa Clara Valley Transportation Authority
 Committee for Transit Accessibility

THROUGH: N/A

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

SUBJECT: CTA Work Plan

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 January 2009, the work plan was streamlined to an at-a-glance format to provide a quick view of agenda items for the calendar year. All dates and items are subject to change.

DISCUSSION:

The following items have been updated or added to the work plan:

1. February 11, 2009: Annunciation System Report
2. March 11, 2009: General Manager's Report, VTA Security Program Overview and the 2nd Qtr Transit Operations Performance Report
3. April 8, 2009: Selection of Section 5310 Local Review Committee
4. May 13, 2009: FY 2010 & FY 2011 Budget Review
5. June 10, 2009: Information on Transit Shelter Advertising Program
6. July 8, 2009: Report on Recommended Section 5310 Projects and the 3rd Qtr Transit Operations Performance Report

Prepared By: Camille C. Williams

2009 Committee for Transit Accessibility Work Plan

January 7, 2009

1. UPLIFT Program Overview
2. Report of Nominating Committee
3. Election of Chairperson
4. Election of Vice-Chairperson
5. Election of Second Vice-Chairperson
6. Mobility Options Travel Training Report
7. Information on 2009 Annual Transit Service Plan
8. Advisory Committee Enhancement Status Report
9. Report from CTA Advisory Committee Enhancement Subcommittee

February 11, 2009

1. Annunciation System Report
2. Advisory Committee Enhancement Status Report
3. Report from CTA Advisory Committee Enhancement Subcommittee

March 11, 2009

1. General Manager's Report
2. VTA Security Program Overview
3. 2nd Quarter Transit Operations Performance Report
4. Advisory Committee Enhancement Status Report
5. Report from CTA Advisory Committee Enhancement Subcommittee

April 8, 2009

1. Select Section 5310 Project Local Review Committee
2. Advisory Committee Enhancement Status Report
3. Report from CTA Advisory Committee Enhancement Subcommittee

May 13, 2009

1. FY2010 & FY2011 Budget Review
2. Advisory Committee Enhancement Status Report
3. Report from CTA Advisory Committee Enhancement Subcommittee

June 10, 2009

1. Information on Transit Shelter Advertising Program
2. Advisory Committee Enhancement Status Report
3. Report from CTA Advisory Committee Enhancement Subcommittee

July 8, 2009

1. Report on Recommended Section 5310 Projects
2. 3rd Quarter Transit Operations Performance Report

August 12, 2009

1. No Items Scheduled Yet

September 9, 2009

1. No Items Scheduled Yet

October 7, 2009

1. Preliminary Annual Transit Operations Performance Report

November 10, 2009

1. No Items Scheduled Yet

December 10, 2009

1. No Items Scheduled Yet

Regular Monthly Reports

1. Chief Operating Officer Monthly Report
2. Committee Work Plan
3. Committee Motion Tracking Report
4. City of San Jose Disability Advisory Commission Report
5. Board of Directors Report
6. Committee Staff Report
7. Chairperson's Report

Future Items

1. Real Time Transit Information
2. Bus Stop Improvement Program
3. Ticket Vending Machines
4. Fareboxes
5. Fixed Route Accessibility Improvements
6. Coach Operator Training on Accessibility
7. Introduction of Travel Training Vendors
8. Ridership information on Seniors and Persons with Disabilities
9. Paratransit Program

All dates and items subject to change.

Effective: January 27, 2009



Date: January 28, 2009
 Current Meeting: February 11, 2009
 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

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 following items were added to the motion tracking report:

December 2008:

The CTA voted to accept the ACE subcommittee proposed revision of their mission statement to read as follows:

“The Committee for Transit Accessibility advises the Board of Directors on equal access to public information and performs the functions of a paratransit coordinating council.”

January 2009:

The CTA voted to accept the ACE subcommittee proposed 2nd revision of their mission statement to read as follows:

“...for persons with disabilities, seniors and economically disadvantaged. The Committee shall advise the Board of Directors and staff concerning accessibility and affordability of all VTA transit services...”

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 NovaCare 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 NovaCare 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
January 09: 14. Information Item- Receive a Report from the CTA Advisory Committee Enhancement (ACE) Subcommittee	The CTA proposed mission statement (2nd revision) reads as follows: "...for persons with disabilities, seniors and economically disadvantaged. The Committee shall advise the Board of Directors and staff concerning accessibility and affordability of all VTA transit services..."	The Board of Directors will determine if the revised mission statements for all advisory committees are approved.
December 08: 9. Information Item- Receive a Report from the CTA Advisory Committee Enhancement (ACE) Subcommittee	The CTA's proposed mission statement reads as: "The Committee for Transit Accessibility advises the Board of Directors on equal access to public information and performs the functions of a paratransit coordinating council."	This item was added to the CTA Workplan and has now been added to the motion tracking report.
November-08: 7. Information Item-Review the section of the Valley Transportation Plan (VTP) 2035 titled "Services and Programs for	Motion,Second,Carried (Morrow/Grant) Development of an improvement plan for fixed route similar to the Paratransit Improvement Plan VTA rolled out over several years and it would include reducing barriers to fixed route, improving access, improving affordability and creating and increasing demand for fixed route.	This item was added to the CTA Workplan. Accessible Services staff will work with the committee to meet the objectives of this motion.
August-08: 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 webpage 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.

CTA Item	CTA Action	V T A Board/Staff Action
July-08: 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.
June-08: 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.
May-08: 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.
Apr-08: 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.
Feb-08: 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.

CTA Item	CTA Action	V T A Board/Staff Action
Nov-07: 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.
Nov-07: 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.
Nov-07: 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.
Oct-07: 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.
Aug-07: 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.

CTA Item	CTA Action	V T A Board/Staff Action
Aug-07: 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.
July-07: 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.
July-07: 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.
July-07: 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.
July-07: 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.
May-07: 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.

CTA Item	CTA Action	V T A Board/Staff Action
May-07: 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.
May-07: 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.
Apr-07: 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.
Mar-07: 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.
Mar-07: 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.