

Committee for Transit Accessibility

Wednesday, January 7, 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 December 10, 2008.**
- 5. INFORMATION ITEM - Receive Chief Operating Officer's Monthly Report.**

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

- 6. INFORMATION ITEM - UPLIFT Program Overview**
- 7. INFORMATION ITEM - Receive the Nominating Committee Report for CTA Chairperson, First Vice Chairperson, and Second Vice Chairperson for 2009. (Verbal Report) (Unites)**
- 8. ACTION ITEM - Election of CTA Chairperson for 2009. (Unites)**

9. ACTION ITEM - Election of CTA First Vice Chairperson for 2009. (Unites)
10. ACTION ITEM - Election of CTA Second Vice Chairperson for 2009. (Unites)
11. INFORMATION ITEM - Receive Mobility Options Travel Training Program Information Update.
12. INFORMATION ITEM - Receive information on 2009 Annual Transit Service Plan.
13. INFORMATION ITEM - Receive a Brief Update on the Status and Progress of the Advisory Committee Enhancement Process to Date.
14. INFORMATION ITEM - Receive a Report from the Committee for Transit Accessibility Advisory Committee Enhancement (ACE) Subcommittee. (Verbal Report) (Committee)
15. INFORMATION ITEM - Receive the Committee Work Plan.
16. INFORMATION ITEM - Discuss the Committee Motion Tracking Report.

REPORTS

17. Receive the City of San Jose Disability Advisory Commission (DAC) Report. (Verbal Report)
18. Receive the Board of Directors Report. (Verbal Report)
19. Receive the Committee Staff Report. (Verbal Report) (Unites)
20. Receive the Chairperson's Report. (Verbal Report)

OTHER

21. **Announcements**
22. **ADJOURN**



Date: December 17, 2008
 Current Meeting: January 7, 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 Monthly 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 December CTA meeting:

2009 VTA Board Chairperson and Vice-Chairperson

At the December 11, 2008 Board of Directors meeting Cupertino Mayor Dolly Sandoval was elected Board Chairperson for 2009 and City of San Jose District 3 Council Member Sam Liccardo was elected Vice-Chairperson.

Chairperson Sandoval represents the cities of Campbell, Cupertino, Los Gatos, Saratoga and Monte Sereno. She has an extensive history with VTA serving as a member and as chairperson of the Policy Advisory Committee (PAC), as chairperson of the Board's Transit Planning and Operating Committee (TPO) and most recently as Vice Chairperson of the VTA Board of Directors.

Vice Chairperson Liccardo, is a member of the San Jose City Council representing District 3. He has served on the Board of Directors since 2007 sitting on the Congestion Management and Program Committee.

Light Rail Delays

Light rail service is experiencing slight delays due to traffic signal modifications by the City of

San Jose along First Street and by the County of Santa Clara on Montague Expressway. We encourage our riders to allow extra travel time due to these delays.

VTA, the City of San Jose and the County are working diligently to correct these delays and expect the signal modifications will be completed to everyone's satisfaction early in the New Year.

Light Rail Emergency Evacuation Decals

Light Rail vehicles are being fit with emergency evacuation instruction decals that are visual and written in English, Spanish and Vietnamese. The instruction decals are being installed near the doors on each light rail vehicle and give clear instruction for emergency evacuation. As part of this process, we are also replacing the informational brochure holders with a clear holder that is slightly deeper. Eight holders per car will be installed.

SJFD Training Film Shot at Cerone

On December 4th, the San Jose Fire Department used a VTA bus at Cerone Division to produce a training film for first responders. The training filmed covered familiarization with the new low-floor layout, including how to manipulate doors, gain rapid entry to the vehicle, search techniques, and evacuation procedures. This training film shoot did not use victim portrayals, as the intent was to document the structure of the bus.

Prepared By: Sandra Weymouth



Date: December 18, 2008
 Current Meeting: January 7, 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 Financial Officer, Joseph T. Smith

SUBJECT: UPLIFT Program Overview

FOR INFORMATION ONLY

BACKGROUND:

For several years, VTA provided discounted monthly transit passes to homeless shelters through a program known as the Special (Homeless) Monthly pass program. Up to 713 passes per month were distributed at a cost of \$7 to the client. An additional \$6 per pass was paid by the County of Santa Clara to VTA, resulting in approximately \$111,000 total annual revenue to VTA. The County allocated passes among the various shelters and provided coordination of the program between VTA and the shelters.

DISCUSSION:

In June 2007, Member Gage requested that VTA staff investigate a revised program that would provide additional passes to the homeless constituency with no revenue loss to VTA. The RIDE Task Force had also recommended that VTA to do more to help the needy in the community. In cooperation with County staff, a new program model was developed targeting these objectives. The program was approved by the VTA Board of Directors in December 2007 and an agreement detailing the terms of the program was executed by VTA and the County in March 2008. Effective April 2008, the new program was implemented with the following features:

- Total number of passes increased from 713 to 1,850
- Transit stickers are only available to homeless individuals receiving case management services
- Instead of a paper monthly pass, program participants are issued a quarterly transit sticker
- The sticker is valid only when affixed to a photo ID card known as the "Continuum of Care" card issued by the County.
- Stickers are distributed at no cost to the client

- The County administers the program including coordination and monitoring of the social service providers
- The County pays VTA \$111,000 per program year for 1,850 transit stickers, in quarterly installments
- The program is known as the Universal Pass for Life Improvement and Transportation or UPLIFT program

Initial term of the UPLIFT agreement is for one year, from April 1, 2008 through March 31, 2009. Effective April 1, 2009, the agreement will automatically be extended for an additional program year, unless either the County or VTA provides notice to the contrary, no later than January 31, 2009. The agreement will automatically renew again for a third year, effective April 1, 2010, unless either party provides notice no later than January 31, 2010.

By restructuring the program, VTA and the County have been able to more than double the number of transit passes available to homeless individuals, with no revenue loss to VTA. This program addresses the recommendations of the RIDE Task Force as well as the request of Member Gage. The County is monitoring the distribution of passes and will assess its effectiveness in meeting the transportation needs of program participants.

Reviewed and verified by: Ali Hudda, Deputy Director of Accounting

Prepared By: David Sausjord, Revenue Services Manager



Date: December 29, 2008

Current Meeting: January 7, 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: Mobility Options Travel Training Program

FOR INFORMATION ONLY

BACKGROUND:

At previous CTA meetings, staff has presented information about VTA's Mobility Options Travel Training Program (Mobility Options). The 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. VTA is finalizing contracts with mobility and orientation specialists to conduct travel training for persons with visual and cognitive disabilities. This memorandum presents information about the current status of the program.

DISCUSSION:

Travel Training

The goal of the Mobility Options 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. This will be accomplished by professionals skilled at providing specialized training to individuals with intellectual and vision impairments. VTA staff will provide training to seniors and in the future, community volunteers will serve as peer trainers

VTA is currently finalizing Mobility Options travel training contracts with two organizations. Pending the finalization of the contracts, Innovative Paradigms (IP) of Sacramento has been selected to provide travel training for individuals with cognitive disabilities. Vista Center for the Blind (VCB) of Palo Alto will provide mobility orientation travel training for individuals with visual disabilities. VTA anticipates being able to roll-out travel training opportunities with these two contractors after January 2009.

Public Information

VTA will develop a public outreach campaign to ensure community organizations and current and potential passengers receive information about the program through a variety of means. This information will be provided to community agencies, RTC participants, OUTREACH ADA

paratransit customers and persons who have been determined ineligible for ADA paratransit service.

For example, VTA is supporting the California Highway Patrol and the Santa Clara County Traffic Safe Communities Network by presenting Mobility Options information at 17 planned Mature Driver Traffic Safety Seminars that will be held through September 2010. The first of these seminars was held on November 12, 2008 at the Sunnyvale Senior Center. Twenty-four seniors attended this seminar. The seminar included information about public transportation and other options to consider when alternatives to driving are needed. VTA's involvement will include demonstration buses for boarding practice, route and scheduling information, and presentations about the Mobility Options Program.

Information about the Mobility Options Program will be posted on VTA's website. Car cards will be used on VTA's bus and light rail vehicles to provide the public with information about travel training services available to persons with disabilities and seniors.

A draft text of a Mobility Options brochure has been developed and is attached for the CTA's reference. This text was presented at the December 16, 2008 Mobility Options Task Force meeting and will be presented to VTA's Mobility Options contractors for their review and comment.

VTA plans to convert a bus into a classroom-on-wheels. The classroom on wheels will be taken to various locations to teach individuals how to use VTA's bus service. Accessibility features and other customer comfort components of the bus including; the annunciator, securement system, farebox, A/C and heating, kneeling feature and ramp, will be emphasized as part of the classroom-on-wheels presentations. In addition, the bus interior will be modified to have a flat screen TV to present travel training videos.

To further VTA's green environmental initiative and accessible transportation services, the classroom-on-wheels bus will be initially wrapped with graphic images to emphasize the environmental benefits of public transportation.

Prepared By: David Ledwitz

DRAFT Brochure Text

(picture of Mobility Options participant)

Travel Training!

What is Travel Training?

VTA's Mobility Options Program offers FREE one-on-one or group training to help **persons** with disabilities and older adults learn to use fixed route bus and light rail systems safely and confidently.

Who should participate?

Individuals who wish to become familiar and confident in using public transportation for greater independence.

How is travel training accomplished?

The travel trainer will customize the learning experience to meet the needs of the individual. The step-by-step process emphasizes safety while building confidence and travel skills.

How long will training last?

Time spent on training is based on the individual's need. Instructors will spend as little or as much time as is needed to get the individual to the point where they are comfortable traveling on their own.

Sometimes the difference between doing something, and doing nothing at all, is getting a helping hand. Let VTA help you get where you want to go.

Independence Confidence Flexibility

Travel training can provide an individual with independence and enable them to travel where they want, when they want. As an independent traveler, one will be able to rely less on family and friends for transportation and have the freedom to plan their trips according to their own schedule.

What skills will be learned?

The travel training program is designed to meet the needs of the individual and may include the following topics:

Requesting bus information;
Trip planning;
Reading bus schedules;
Boarding and exiting;

Identifying landmarks;
 Transferring from one bus to another;
 Pedestrian safety including street crossing, and stranger awareness;
 Using the wheelchair lift and securement system.

(picture of Mobility Options participant)

Third column on right inside

With confidence and skills to travel independently, one will enjoy the benefits of using the public transportation system.

Benefits of riding VTA Bus and Light Rail system:

Easy and accessible;
 Low cost, saves money (affordable);
 Greater independence and same day travel;
 Convenient, travel when you want to go, no need to make advance reservations
 Enhances mobility options;
 Good for the environment;
 Reduces traffic congestion;
 Saves gas and other resources.

(picture of Mobility Options participant)

Access, Opportunity, Freedom and Choice!

Available through the use of public transportation!

All Santa Clara Valley Transportation Authority (VTA) buses, light rail trains and transit facilities are accessible. Ramps and lifts allow easy access to get on and off the buses and light rail trains. There are more than 3,700 VTA bus stops, 62 light rail stations and 15 transit centers at shopping malls, colleges, and major intersections, and train stations to help you get to exciting places all over the county and the region.



Date: December 23, 2008

Current Meeting: January 7, 2009

Board Meeting: January 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: Annual Transit Service Plan - Information

FOR INFORMATION ONLY

BACKGROUND:

In 1999, the VTA Board of Directors approved the creation of a Service Management Plan, a process to evaluate the performance of the transit system using adopted standards of productivity. This plan, which included an evaluation of transit service ridership performance and recommendations for route improvements, was annually presented to the VTA Board for review and approval. This annual process was deferred in 2007 and 2008, while VTA developed and conducted the Comprehensive Operations Analysis (COA).

The COA was an 18-month in-depth process to analyze VTA's existing bus services, identify underserved markets, and ultimately produce a new structure for bus services. The VTA Board adopted a new Bus Service Operating Plan at its August 30, 2007 meeting and implementation occurred on January 14, 2008. The COA incorporated the latest in market research and a detailed examination of VTA's existing transit operations and ridership performance to develop a new cost-neutral bus transit network.

As part of the COA, the annual service review process was further defined and strengthened when the VTA Board of Directors adopted the Transit Sustainability Policy (TSP) and the accompanying Service Design Guidelines (SDG). The TSP provides a policy framework for the efficient and effective expenditure of funds to achieve the highest return on transit investments. The policy guides the development and implementation of new transit services, as well as the refinement of existing services. In accordance with the Transit Sustainability Policy, all transit services are subject to an annual evaluation of ridership and operating efficiency, based on the performance standards contained in the Service Design Guidelines.

The primary performance standard is Average Boardings per Revenue Hour. This standard applies to Community Bus, Local Bus, Bus Rapid Transit, and Light Rail. For evaluation purposes, the standard is calculated for all time-periods and for weekdays, Saturdays, and Sundays. This standard is recalculated quarterly and may move up or down. This indicator

shows how well service is utilized, given the hours of service provided.

The categorical minimum standard for any bus transit service is 15 Boardings per Revenue Hour. Bus lines that consistently operate below this threshold and that are unresponsive to marketing, restructuring, and operational refinements are subject to deletion. Express routes are evaluated on a different standard of 60% of the seated vehicle loading capacity to reflect the special characteristics of Express lines, where seat turnover is low.

The Annual Transit Service Plan functions as the process and document that implements the policies set forward in the Transit Sustainability Policy. The mandated annual review of transit services, which is now called the Annual Transit Service Plan, includes an evaluation of existing services compared to the performance standards contained in the Service Design Guidelines, review of potential new services, assessment of opportunities for service refinement and resource reallocation, route-specific service changes, and recommendations for further analysis and study. The plan includes an extensive marketing and community outreach effort, as described later in this memorandum.

The Quarterly Transit Operations Performance Report provides the VTA Board a regular report card on the performance of every line in the VTA transit system. Based on these performance updates, passenger and operator input, detailed ridership data, and other information, the Annual Transit Service Plan proposes modifications to the bus and rail service through measures such as increases or decreases in service hours or frequency, changes in routing or service span, and increased marketing. The ultimate alternative for underperforming lines is deletion and reinvestment of those resources into stronger transit markets.

VTA also has an adopted policy that requires proposed major service changes that meet any of the criteria listed below to be submitted to the VTA Board of Directors for review and approval. The approval process typically takes place with the adoption of the Annual Transit Service Plan, as presented here. Major service changes requiring VTA Board approval are:

- The establishment of a new transit line or service.
- The elimination of a transit line or service.
- A route change that impacts 25% or more of a line's route miles.
- Span of service or frequency changes affecting 25% or more of a line's revenue vehicle hours.
- Proposed changes anticipated to be controversial with a particular community or interested parties.

Service change proposals not meeting the criteria for formal approvals described above are handled at the staff level. However, these proposals are still subject to an appropriate level of public and community review and comment. These "minor" changes are included in the proposed Annual Transit Service Plan for public comment, review, and revision as necessary.

Finally, to comply with Federal Transit Administration (FTA) Title VI requirements, VTA must evaluate significant system-wide service changes and proposed improvements at the planning and programming stages to determine whether the changes have a discriminatory impact on

minority and low-income populations. A Title VI Evaluation will be completed for the major bus service changes and included in the submitted Annual Transit Service Plan.

The main proposals of the Annual Transit Service Plan included here will be presented to the Transit Planning and Operations Standing Committee at its December meeting as an information item. Public outreach and community meetings will be held during January and February 2009. Advisory Committee review will be during January and February also. The final draft plan will be submitted to the Transit Planning and Operations Committee at its March 19, 2009 meeting and to the VTA Board of Directors at its April 2, 2009 meeting for approval. Implementation of changes will start on July 13, 2009.

DISCUSSION:

The Annual Transit Service Plan includes three main categories of proposals.

- Major changes, as categorized earlier and requiring VTA Board approval.
- Minor changes, including adding/deleting specific trips, improving connections, span of service, frequency or routing changes -- all changes that do not meet the criteria for major changes.
- Additional study and community stakeholder involvement to improve community bus services. When many community bus routes were implemented in January 2008, VTA indicated that it was committed to returning to communities to evaluate performance, explore changes in routing and service, and identify new markets and marketing opportunities to improve the performance of the routes.

No change to VTA's light rail service is included in the Annual Transit Service Plan, as it is being studied through the Light Rail Systems Analysis. Also, while some Express bus changes are included, a more comprehensive Express Bus Study is also underway that could result in significant changes to our Express service in the future. Any service changes that result from these studies would undergo the appropriate public review and approval process in the future.

Proposed Major Service Changes

Lines 14 and 17 (Gilroy Community Buses): Routing of Line 14 would be extended to provide two-way service between the Gilroy Transit Center and medical facilities, the outlet stores, and St. Louise Hospital. The routing of Line 17 would be modified from a large one-way loop to provide two-way service between the Gilroy Transit Center and the Social Services facility on Tomkins Court on weekdays. The weekday frequency for both lines would be improved to operate every 30 minutes (instead of 60 minutes). This improved service is funded for three years from a Lifeline grant previously approved by the VTA Board. Final approval of the grant by MTC is expected in March 2009.

Line 15 (Morgan Hill Community Bus): This line would be discontinued due to poor ridership performance. Previous community stakeholder efforts resulted in service restructuring to this route in July 2007, when it was converted to a Community Bus route. Extensive marketing has also occurred over the past couple of years. All efforts have failed at improving ridership to meet VTA Board-adopted standards.

Line 37 (Capitol Light Rail Station to West Valley College - Community Bus): New Saturday service would operate every 60 minutes between the Capitol Light Rail Station and the Winchester Light Rail Station. Public comments and inquiries, along with good weekday performance of this route, indicate that Saturday service is warranted.

Line 45 (Alum Rock Light Rail Station to Penitencia Creek Light Rail Station - Community Bus): On weekdays and Saturdays, this line would be modified to operate every 60 minutes (instead of 30 minutes) due to low per-trip ridership.

Line 63 (Almaden Valley to San Jose State University): This line would be modified to operate every 60 minutes on Saturdays (instead of 30 minutes) due to substandard ridership performance.

Line 64 (Almaden Light Rail Station to McKee & White): This route would be modified to operate every 30 minutes on the entire line on Saturdays. Currently, extra trips that provide 15-minute service on the segment between the San Jose Diridon Transit Center and McKee & White have proven to be unnecessary for the ridership demand.

Lines 66 and 68 (Monterey Corridor): These lines would be modified to operate every 15 minutes all day over the entire route on weekdays. Currently, both line 66 and 68 provide a mixture of 15 and 30-minute service over different segments of the routes. Ridership demand on these routes has increased 15-20% over pre-January 2008 levels.

Line 88 (Palo Alto Community Bus): This line would be modified to operate every 60 minutes (instead of every 30 minutes) during peak hours due to low ridership. Special routing for one trip to Jordan Middle School would be discontinued due to low ridership. No changes are proposed to the trips serving Gunn High School, which are performing well and carrying significant student loads.

Line 89 (California Ave. Caltrain Station to Stanford Research Park): Due to high ridership, which includes transfers from Caltrain, this line would be converted from a Community Bus line to a regular bus line with standard VTA fares.

Express Lines 180 and 181 (Fremont BART to Great Mall and Downtown San Jose): On weekdays, Line 180 would be modified to operate every 30 minutes (instead of 15 minutes) between the Fremont BART Station and the Great Mall Transit Center all day. Line 181 would be modified to operate every 15 minutes, all day, in both directions (currently operates during peak hours only). Both Lines 180 and 181 would be modified to operate via Stevenson and I-880 instead of Mission Blvd. A Park & Ride lot along Stevenson is needed, as parking at the Fremont BART station has become difficult for most passengers. VTA staff is currently reviewing various parking alternatives.

Proposed Community Bus Studies

These studies would engage small groups of key stakeholders in a swift, yet thorough process to review the current route performance and recommend improvements to the route so it can

achieve our ridership performance standards. The specific implementation timelines for these changes would depend on the community involvement process. Also, staff would likely not commence each of these studies at the same time. However expectations are that all of these studies will be completed in calendar year 2009.

Community Bus Line 11 (San Jose Market Center - Japantown - Downtown San Jose)

This new Community Bus service was implemented in January 2008 and operates every 60 minutes from 6:00 a.m. to 7:00 p.m. on weekdays. It has below-standard performance, with low ridership on certain segments. However, community acceptance of the route has been positive, especially amongst senior citizens.

Community Bus Line 13 (Almaden Valley - Oakridge - Ohlone/Chynoweth Light Rail Station)

This route was converted to Community Bus service in January 2008. It operates every 30 minutes in peak hours, and 60 minutes midday from 5:30 a.m. to 8:00 p.m. on weekdays. It has below-standard performance, with low ridership on certain segments. Student ridership is positive. There is community interest to serve some other locations.

Community Bus Line 34 (Downtown Mt. View - San Antonio Shopping Center)

This route was converted to Community Bus service in January 2008. It operates every 60 minutes midday only from 9:30 a.m. to 3:00 p.m. on weekdays. It exhibits below-standard performance and low ridership. It primarily serves senior housing trips to access shopping and downtown. There is interest by city staff and the Mayor to study this route and the downtown Mountain View area to determine the best use of resources and to serve other locations.

New Community Bus Line (Santa Clara Kaiser to El Camino Corridor)

VTA's service network lacks a good north-south connection along Lawrence Expressway connecting the El Camino Corridor (Local 22/Rapid 522) directly into Santa Clara Kaiser. Many public comments have been received for this service. This would provide for 1 all-day bus (12 hours per day) with 30-minute frequency service. VTA would work with Kaiser, the City of Santa Clara, and other community interests to develop this service. Funding participation from Kaiser would also be pursued, possibly to provide a free service such as with other specific shuttles VTA operates such as DASH or Great America.

Milpitas Intracity Service

During discussions on the COA, VTA and the City of Milpitas agreed to review local intracity services based on the opening of new developments in the city. New senior housing, library and Valley Health Center all on Main Street, new high density housing on Abel Street and a proposed new Senior Center on Milpitas Boulevard all impact the bus service network. The study would review current lines 33, 46, 47 for possible conversion to community bus and improved connections to main bus line 66 and light rail. This study may also be combined with a Community Based Transportation Plan effort also planned for Milpitas.

Proposed Minor Service Change

About 114 distinct changes are being proposed on 39 individual routes. Many of the changes are adding trips where ridership demand has increased and deleting or combining unproductive trips.

Other minor changes include modifying the span of service, routing or schedules to improve connections. These small changes combine to provide service-hour and bus resources that enable other service improvements proposed here to occur within existing service levels. While VTA Board approval of the individual changes is not required, the changes will be presented to the public for review and comment and included in the Annual Transit Service Plan.

Marketing/Community Outreach Plan

A comprehensive community outreach and marketing plan will be implemented to afford the public numerous opportunities to learn of the proposed service changes and provide input and comment. The final draft Annual Transit Service Plan presented to the VTA Board in March and April will include feedback received from the community outreach activities and plan modifications based on the comments received. An outline of the plan follows.

Outreach to the Public

- Hold 8 public meetings in late January, in cities that will be impacted the most by the proposed service plan.

Location	Time(s)	Main Routes of Interest
Downtown San Jose	3pm & 7pm	11, 63, 64, 66/68, 180/181
Palo Alto	4pm	88, 89
East San Jose	3pm	31, 45
Campbell	3pm	37, 48/49, 63
Gilroy	7pm	14/17, 15, 68
Morgan Hill	4pm	15, 68
Fremont	7pm	180/181

- Advertise in community newspapers throughout Santa Clara County before public meetings.
- Send media releases to community newspapers, broadcast media, multilingual media, and daily publications.
- Post meeting announcements, and specific route-by-route information on the VTA.org website.
- Provide opportunity for web viewers to submit comments by email.
- Provide city websites and access cable channel outlets with meeting announcements.
- Mail meeting announcement fliers and plan information to community organizations (Title VI list, etc.), cities, Eco Pass employers, and other stakeholders.

Outreach to Passengers

- Interior car cards on all bus and light rail vehicles.
- December rider newsletter article giving passengers a “heads up” and to look for more details in a “Special Take One.”
- “Special Take One” passenger flyer distribution on all VTA vehicles in the first or second week of January with information on the proposed changes and meeting times/dates.
- Include meeting announcement fliers in mailing to monthly pass holders and Eco Pass participants/employers.
- Provide information at the Downtown Customer Service Center and River Oaks.

- Brief all Customer Service Representatives.

Outreach to Media

- Issue multiple news releases in advance of meetings.
- The first, a generalized meeting announcement news release, will be timed for deadlines of weekly, community newspapers.
- The second, more policy oriented, will target radio, television, and daily publications and will be released just in advance of the first meeting.

Outreach to VTA staff

- Include information in the December/January edition of "In the Loop."
- Include article in employee newsletter "Timepoint."
- Electronic distribution of meeting announcement flier.

STANDING COMMITTEE RECOMMENDATION:

The Committee asked what constitutes "limited routes." Staff explained that limited routes use the expressway system but are not typical "Express" buses. They run in peak periods for connections along the commute corridors.

The Committee remarked about the need for constant evaluation of service in order to deploy services where they are needed, noting the shift in ridership for Line 68 is exciting. The Committee cautioned that community involvement is the key to making appropriate decisions in order to maximize our resources.

Prepared By: Jim Unites, Deputy Director, Service Planning



Date: December 18, 2008

Current Meeting: January 7, 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: January

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. 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 recently revised 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 project manager Stephen Flynn. Several meetings of each ACE Subcommittee have been held to date.

To ensure each committee is kept informed, two items have been added to each advisory committee agenda until the completion of the ACE process. First is a written update from staff on the progress of the overall ACE process. The second is a brief verbal report from its subcommittee members on the efforts, progress made and issues identified by the subcommittee.

DISCUSSION:

Since each subcommittee defines its own timeline for completing the ACE process, they have been meeting with varying frequency depending on their need. By January, all ACE Subcommittees will have met a minimum of twice and most will have met three or more times.

All ACE subcommittees developed a draft mission statement that was submitted to their respective committee for approval. BPAC approved its mission statement in November whereas the other four advisory committees (CAC, CTA, PAC and TAC) adopted their mission statement at their December meeting. The mission statement approved by each advisory committee is “provisional” only, meaning it is a working draft until adopted by the Board of Directors, since all modifications to advisory committee bylaws, including the addition of a mission statement, require Board approval.

As a next step, the provisional mission statements will be submitted to the Administration and Finance Committee for review and ultimately to the board for consideration and approval. If approved by the full board, these statements will be incorporated into the respective committee bylaws at the conclusion of the ACE process.

The ACE subcommittees for BPAC, PAC, and TAC previously reviewed 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. It is anticipated that both the CTA and CAC ACE subcommittee will continue this review during January. As with the provisional mission statements, these modifications will ultimately be submitted to the board for consideration and approval.

The next steps in the ACE process are to:

- Convene the ACE Task Force, which 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, 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.
- Have the Task Force review and clearly define its primary alignment with VTA's Standing Committees.
- Have Task Force members provide input on the development of the Board's 2009 Consolidated Work Plan based on each advisory committee's duties, responsibilities and areas of expertise as defined in its bylaws.

The first Task Force meeting is being scheduled for late January. It is projected that multiple meetings will be required to fully complete the requested actions.

Any changes recommended by the Task Force will be returned to the advisory committees for consideration and, where necessary, approval. Once all subcommittees have finalized their proposed mission statements and defined alignment to their respective standing committee, the proposed changes for all advisory committees will be submitted as a comprehensive package to the Board of Directors for consideration and adoption, most likely in mid-2009.

Prepared By: Stephen Flynn, Sr. Management Analyst



Date: December 15, 2008
 Current Meeting: January 7, 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 Work Plan Update

FOR INFORMATION ONLY

BACKGROUND:

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

DISCUSSION:

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

1. At their December 10, 2008 meeting, the CTA approved the following mission statement:

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.
2. A report on the annunciation system for the February meeting.
3. FY 2010 and FY 2011 Biennial Budget Development was moved to the completed items section.
4. Wheelchair and Other Mobility Device Community Education Safety Program was moved to the completed items section.

Prepared By: Camille C. Williams

CTA Approved Workplan

Current Items:

1. Mobility and travel training

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 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

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.

CTA members received a draft mission statement at their November 12, 2008 meeting. Members of the committee will comment on the draft at their December 10, 2008 meeting.

Draft Mission Statement:

CTA advises the VTA Board of Directors on equal accessibility on public transportation and serve as the MTC mandated paratransit coordinating council.

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

At their December 10, 2008 meeting, the CTA approved the following mission statement:

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.

5. Nominating Committee 2009

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. The CTA chair will not be in attendance at the December 2008 meeting and has requested that the election of officers be held January 2009. If committee members are in agreement with this request, the election of officers will be moved from December 2008 to January 2009.

CTA members selected a nominating committee at their November 12, 2008 meeting. Members of the committee are listed below:

1. David Grant
2. Tom Slack
3. Barbara Stahl

Agenda Date: November 12, 2008 / January 2009

Category: Information

VTA Assignment: Accessible Services

16. Uplift Program Overview

Status: At their October 8, 2008 meeting, the CTA requested that staff give a presentation on the bus pass program for individuals who are homeless.

Agenda Date: January 7, 2009

Category: Information

VTA Assignment: Fiscal Resources

8. Accessibility Improvement Plan to Increase Fixed Route Ridership for Persons with Disabilities and Older Adults

Status: At their November 12, 2008 meeting, CTA members passed a motion to work with accessible services to develop and plan, similar to the Paratransit Improvement Plan that would increase fixed route ridership for VTA customers with disabilities and older adults. The objective is to improve access, improve affordability and create and increase demand for fixed route services.

Agenda Date: TBD

Category: Information Item

VTA Assignment: Accessible Services

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
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 2008

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; 1st Vice Chair, Aaron Morrow; 2nd 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

15. 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

16. 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 / November 12, 2008 and as necessary

Category: Information

V T A Assignment: Technology and Accessible Services

17. FY 2010 and FY 2011 Biennial Budget Development

Status: Fiscal Resources requested that this item be added to the CTA work plan.

Agenda Date: December 10, 2008

Category: Information

VTA Assignment: Fiscal Resources

18. 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 WC-19 standards and current models that are currently WC-19 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

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: December 15, 2008

Current Meeting: January 7, 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 Update

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 their December 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	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
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.
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 Liaison 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.

CTA Item	CTA Action	V T A Board/Staff Action
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 than 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.
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.

CTA Item	CTA Action	V T A Board/Staff Action
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.
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 agendaize this item every month; however, information will only be provided if there is information to report.

CTA Item	CTA Action	V T A Board/Staff Action
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.
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.

CTA Item	CTA Action	V T A Board/Staff Action
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.