

COMMITTEE FOR TRANSIT ACCESSIBILITY

Wednesday, October 13, 2010
1:00 PM

VTA Auditorium
3331 North First Street
San Jose, CA

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. Receive the Board of Directors Report. (Verbal Report)

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

CONSENT AGENDA

5. Approve the Regular Meeting Minutes of July 7, 2010.
6. INFORMATION ITEM - Receive the Chief Operating Officer's report.
7. INFORMATION ITEM - Receive the Fiscal Year 2010 Annual Transit Operations Performance Report.

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8. INFORMATION ITEM - Receive report on Service Changes effective October 4, 2010.

REGULAR AGENDA

9. ACTION ITEM - Appoint a nomination subcommittee to identify Committee members interested in serving as the chairperson and vice chairperson for 2011.
10. ACTION ITEM - Appoint three members from the Committee for Transit Accessibility (CTA) to serve as the Santa Clara County Local Review Committee (LRC) to evaluate and rank Fiscal Year 2010 Federal Transit Administration (FTA) Section 5310 Program project applications.
11. ACTION ITEM - Support Outreach and Escort, Inc's request to the San Francisco Bay Area Metropolitan Transportation Commission to be designated the Consolidated Transportation Service Agency for Santa Clara County, dependent on Outreach's agreement to waive all claims to Transportation Development Act (TDA) and State Transit Assistance (STA) funding.
12. INFORMATION ITEM - Receive Presentation on The County Expressway Pedestrian Improvement Program.
13. INFORMATION ITEM - Receive the Quarterly Legislative Report.
14. INFORMATION ITEM - Receive a report on the Advanced Farebox System Procurement.
15. INFORMATION ITEM - Receive a report on the VTA Ticket Vending Machine (TVM) upgrade and refurbish project. The project is being funded by allocations from RM2, CMAQ, and I-Bond sources.
16. INFORMATION ITEM - Receive an update on the Bus Stop Improvement Program.
17. INFORMATION ITEM - Receive Workplan Update.

REPORTS

18. Receive the City of San Jose Disability Advisory Commission (DAC) Report. (Verbal Report)
19. Receive the Committee Staff Report. (Verbal Report)
20. Receive the Citizens Advisory Committee/Citizens Watchdog Committee Report. (Verbal Report)
21. Receive the Chairperson's Report. (Verbal Report)

OTHER

22. ANNOUNCEMENTS

23. ADJOURN

In compliance with the Americans with Disabilities Act (ADA), those requiring accommodations or accessible media for this meeting should notify the Board Secretary's Office 48 hours prior to the meeting at (408) 321-5680 or e-mail: board.secretary@vta.org, (408) 321-2330 (TTY only). VTA's Homepage is located on the Web at: <http://www.vta.org/> or visit us on Facebook <http://www.facebook.org/scvta>.

All reports for items on the open meeting agenda are available for review in the Board Secretary's Office, 3331 North First Street, San Jose, California, (408) 321-5680, the Monday, Tuesday, and Wednesday prior to the meeting. This information is available on VTA's website at <http://www.vta.org> and also at the meeting.



Date: September 28, 2010
 Current Meeting: October 13, 2010
 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 (CTA) 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 July 2010 CTA meeting:

Transit Terror Tactics and Tools

VTA hosted a 3-day Transit Terror Tactics and Tools course that teaches transit employees, transit security, local law enforcement, government officials and others how to respond to the threat of a terrorist attack in a mass transit environment. In addition to VTA, the Santa Clara County Sheriff's Office, Northern District of CA US Attorney's Office, and the Northern CA Regional Intelligence Center were sponsors. The course included tactical exercises and VTA provided a bus at River Oaks for that training.

Evergreen College Bus Overloads

Due to overloads on some Line 31 trips at Evergreen Valley College, we started new extra service trippers to help out two regular schedules that have had to pass people up on a regular basis. The new trippers began on Monday, 9/20/10, and will operate Monday through Thursday when school is in session.

Hybrid Bus Special Request

The hybrid bus was on display 9/18/10 at George Page Park in San Jose for a community event

at the request of Ash Kalra. Marketing was at the event to provide VTA transit information as well.

Robbery Arrest Assistance

On August 16th, The Bank of America branch at the Pruneyard Shopping Center in Campbell was robbed. As part of Campbell Police Department's follow up, VTA was contacted to review the CCTV in the area. Sheriff's Office Detective Woo viewed CCTV from Hamilton Station and located the suspect. The suspect's clothing and demand note were located based on the recorded CCTV footage. The suspect was covered up by clothing at the time of the robbery. But, since he changed clothing and boarded a light rail train, excellent pictures of the suspect were obtained and used to identify him by name. The Campbell PD emailed Detective Woo to let us know they located and arrested the suspect at his parole office. They thanked VTA for our help, noting that they are sure they would not have identified him if it weren't for our video. Excellent work by Detective Woo!

Missing Person Found

On September 13th at approximately 10:00 a.m., a VTA coach operator notified OCC that two people in a private vehicle gave her a missing person flyer matching the description of an elderly Vietnamese female who had just boarded the coach. The operator reported that the person matches the description on the flyer but does not speak English. The operator showed the flyer to the woman, and the woman nodded and said "Yes" indicating it was her on the flyer. A Sheriff's Deputy and two San Jose Police units met the schedule and confirmed that the subject was the missing person from the flyer. They transported her to a friend's house.

Street Closure

Comcast Sportsnet had Santa Clara Street closed from 2:00-4:00 pm on August 18th between 4th and 6th Streets in front of the City Hall Rotunda for filming. Buses were rerouted around the event. The rerouting did not miss any stops.

San Jose Jazz Festival

Several downtown San Jose streets were closed the weekend of August 13-15 for the San Jose Jazz Festival, requiring bus reroutes. VTA operated 2-car trains on both light rail lines on Friday night and throughout the weekend. ACE ran a special train arriving at Diridon at 11:30 a.m. on Saturday. ACE split the train into two departure trains - 8:05 p.m. on Saturday and 3:20 p.m. on Sunday. VTA had an extra 3-car train to meet the ACE train and supplement the regular train service on Saturday. The extra train operated from Diridon to Civic Center, per Field Supervision instructions, and an ambassador was available to assist passengers. On Saturday evening, the 3-car consist left Civic Center at 7:22 p.m., arriving at Diridon at 7:40 p.m. No extra trains were needed on Sunday.

Stanford Football Games

Dates: Sep. 4 & 18, Oct. 9 & 23, Nov. 6 & 27 (various start times)

As we did last year, VTA implemented a special operating plan for Lines 22 & 522 before and after Stanford football games. The goal is to keep regular buses on schedule and minimize delays along El Camino Real in Palo Alto due to the heavy game traffic. The regular buses on Lines 22 & 522 will be rerouted to Alma Street between Page Mill Road and the Palo Alto Transit Center

when traffic is heavy before and after the games. No stops will be made in between the two endpoints. A shuttle will provide local service between Page Mill Road and the Palo Alto Transit Center. 4 extra buses will be used to provide the shuttle service, and details of the pull-out times and locations will be provided in the Service Calendar. The reroute is expected to start approximately 2 hours before the game start time and will continue until after the game starts and the traffic subsides. The reroute will resume at the end of the game and continue until traffic returns to normal levels. Field Supervision will be assigned to each game to provide direction for the operators. VTA staff has coordinated this plan with City of Palo Alto Police and Traffic Operations staff.

Mutual Aid

On July 25th at approximately 3:35 a.m., we received a call from the San Jose Fire Department Dispatcher requesting a bus to transport multiple displaced residents due to a residential fire near the intersection of Hamilton and Meridian in San Jose. We deployed a bus to the location and boarded 14 displaced persons waiting for Red Cross response and direction. The Red Cross arrived on the scene at 5:46 a.m. to determine a location for alternate housing. Due to the death of an 8-year-old child in the fire, the displaced residents were held for questioning by police and fire personnel and were sheltered in place on the bus. At 9:29 a.m., the residents were moved to alternate housing and the bus was released from the scene.

Courtesy Medical Assistance

On July 14th at approximately 10:30 a.m., an AlliedBarton security guard, Francisco Flores, contacted OCC and advised that as he pulled in to the Cerone Division bus entrance driveway, he noticed a grey Acura parked along the driveway. He approached the vehicle and was advised by the driver of the Acura that he was having chest pains and could not continue driving and could not call for help. The driver of the Acura was an Asian male adult, approximately 38-40 years old. The driver was transported to El Camino Hospital and a Sheriff's Deputy moved his vehicle to the employee parking lot of Cerone until a family member could pick up the vehicle. The actions of the security officer were instrumental in preventing the individual from suffering more severe injury. The family was grateful that the security officer noticed and checked on the individual and called for help. The victim was released from the hospital the following day.

Commendation

North Division Operator Joel Place was given a letter of commendation on behalf of the San Jose Police Department and VTA for his keen observation of a pedestrian that matched the description of a Be on the Lookout (BOL) issued for a missing 78-year-old man with Alzheimer's and reporting his location to OCC. On September 13, the VTA North Division Superintendent was contacted by SJPD Sergeant Schneider who wanted to express his sincere gratitude to the Operator for paying such close attention to the BOL and taking action. Because of the Operator's actions, the individual was located and reunited with his loved ones. The Operator provided excellent customer service by looking out for the safety of a member of the public and providing good information to the police - an outstanding representative for VTA.

Guadalupe Tour

A French group of approximately 25 light rail enthusiasts, The Federation des Amis des Chemins de Fer Secondaires, toured Guadalupe Division on Monday, 9/27. The group requested seeing



Date: September 9, 2010
 Current Meeting: October 13, 2010
 Board Meeting: N/A

BOARD MEMORANDUM

TO: Santa Clara Valley Transportation Authority
 Committee for Transit Accessibility

THROUGH: General Manager, Michael T. Burns

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

SUBJECT: FY 2010 Annual Transit Operations Performance Report

FOR INFORMATION ONLY

BACKGROUND:

This annual report summarizes key performance information regarding the operation of the Valley Transportation Authority (VTA). This report is routinely produced at the end of the fiscal year. A detailed summary of the Fiscal Year 2010 Annual Transit Operations Performance Report follows.

DISCUSSION:

Ridership (page 9 of the report)

Bus ridership for FY 2010 totaled 32 million, a 7.3% decrease compared to the previous fiscal year. Average weekday ridership was 103,575, down 7.4%.

Light rail ridership recorded 9.7 million boardings for FY 2010, down 9.3% compared to last year. Average weekday ridership was 31,355, a decrease of 8.6%.

Overall, FY 2010 system ridership (bus and rail) decreased by 7.8%. Average weekday ridership fell from 146,126 to 134,930, a 7.7% decrease from the prior fiscal year.

Key Performance Indicators (page 8 of the report)

Service reliability performance for the system (Bus and Light Rail) in FY 2010 was 99.72%, maintaining the same level as last year. Light rail on-time performance was 88.2%, lower than last year's 90.1%, partly due to station shutdowns necessitated by several rail upgrades and repair activities. Bus on-time performance recorded 89.1%, up from last year's 88.6%.

Bus recorded 8,670 miles between major mechanical schedule loss, a 4.6% improvement compared to FY 2009, and the highest recorded in VTA history. Light Rail recorded 43,657 miles between major mechanical schedule losses, a 14.2% improvement compared to FY 2009, and exceeding the established goal of 40,000 miles for the first time since 1996.

All categories of absenteeism met established goals.

Paratransit (page 20 of the report)

Paratransit ridership decreased 12.8% from 1,067,115 in FY 2009 to 930,156 in FY 2010, a decline of 136,959 trips. The reasons for this decline include Outreach providing other transportation options to seniors, reduction in medical and social service agency budgets, implementation of October 2009 fare increase, service area reductions, premium service policy changes, and the region's economic decline.

Premium service usage declined by 60,574 trips, accounting for 44% of the total ridership decline. In October 2009, VTA made changes to premium service policies and increased premium service fares to \$16 per trip. As a result, Same-Day trips declined 38% and Open Returns declined 64%. Subscription trips, used for on-going repetitive trips to social service, medical, workshop and employment appointments, declined 28% as a result of the economic downturn in the valley.

FY 2010 net operating cost for Paratransit was \$22.8 million, a reduction of 14% compared to FY 2009. The net operating cost for Paratransit was \$5.3 million less than what was originally budgeted. Net cost per passenger trip was \$24.51, down 1.4% and the lowest recorded number since FY 2000.

Outreach works with Santa Clara County through its Mobility Management Coordination Center (MMC) to allow other agencies a means to provide transportation services to their clients that enhances efficiency and reduces transportation costs. During the past year, the MMC permitted vehicle sharing with other non-profit organizations providing some Paratransit trips at a reduced cost per trip of more than 50%. Outreach, with VTA's approval, entered into agreements to use underutilized capacities of other agency fleets (San Andreas Regional Center, and Avenidas Senior Center/La Comida Nutrition).

Inter-Agency Partners and Contracted Services (page 9 of the report)

VTA's Inter-agency partners and contracted services experienced ridership declines in FY 2010. Ridership results for contracted and inter-agency partners are as follows:

- Dumbarton Express ridership was 249,245 down 4.6%.
- Highway 17 Express ridership was 302,668, down 3.8%.
- Monterey-San Jose Express was 30,258, down 9.9%.

- ACE ridership was 662,305, down 16.9%.
- Caltrain ridership was 12 million, down 5.2%.
- Caltrain shuttle ridership in Santa Clara County was 814,859, down 7.1%.
- ACE shuttle ridership was 201,779, down 14.4%.
- IBM light rail shuttle ridership recorded 25,546 riders, down 21.2%.

Prepared By: Joonie Tolosa, Operations Analysis, Reporting, & Systems Manager
Memo No. 2298

Transit Operations Performance Report

Annual Report

Fiscal Year 2010
(July 1, 2009-June 30, 2010)



New Service. New Standards. New Commitment.

Transit Operations Performance Report

Annual Report
Fiscal Year 2010
(July 1, 2009 – June 30, 2010)

**Santa Clara Valley Transportation Authority
FY 2010 Annual Transit Operations Performance Report**

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Prepared by: Operations Analysis, Reporting & Systems

Executive Summary

SUMMARY OF PERFORMANCE

FY 2010 Annual Transit Operations Performance Report

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SANTA CLARA VALLEY TRANSPORTATION AUTHORITY
EVENT HIGHLIGHTS
FY 2010 Annual Transit Operations Performance Report
(July 1, 2009 to June 30, 2010)

July 2009 -- Unleaded fuel averaged \$2.90 a gallon.

July 10, 2009 – National Oceanic and Atmospheric Administration forecasts El Niño will continue to strengthen over the next few months through the winter of 2009-2010.

July 11, 2009 – VTA provided services to Obon Festival in Japantown and the Livestrong Challenge Festival in downtown San Jose.

July 13, 2009 – Service changes to 40 bus routes and minor schedule changes to light rail.

July 19, 2009 –VTA’s own Terry Firma mascot touted transit benefits in the Women’s Professional Soccer game at Santa Clara promoting “Healthier Planet, Healthier You” campaign (launched on Earth Day).

July 20, 2009 – Cisco cuts 700 jobs in San Jose.

July 28, 2009 – VTA launched Summer Service and offered trip planning services to help passengers enjoy “Staycations” to popular destinations.

July 28, 2009 – VTA provided full fare credit to Summer National Senior Games Athletes

July 29, 2009 – Cambridge Systematics ranked VTA’s BART Silicon Valley Extension Project the most effective way to reduce the impact of transportation on climate change.

July 31, 2009 – VTA supported National Night Out Community Event in San Jose area.

August 2009 – Santa Clara County unemployment rate was 12%.

August 2 to August 7, 2009 – 5-Day Convention Passes were issued to attendees of CA School Employee Association Conference in San Jose.

August 7, 2009 – VTA was approved to acquire 70 Hybrid buses with Federal Stimulus Funds.

August 10, 2009 – ACE decided to cut the midday commuter train effective November 2, 2009.

August 10, 2009 – VTA Board authorized fare increase effective October 1, 2009.

August 24, 2009 – Line 76 service changed to accommodate school schedule.

September 9, 2009 – ATU Local 265 amended Labor Contract with VTA with an anticipated \$5.5 million in cost savings.

September 11, 2009 – Historic trolley service in downtown San Jose for 2009 holidays was cancelled due to VTA's fiscal situation.

September 16, 2009 – VTA re-emphasized "No Cell Phone Zone" policy while driving a VTA vehicle.

September 18, 2009 – 5-Day Convention Pass issued to San Jose Mariachi and Mexican Heritage Festival attendees.

September, 2009 – Light rail provided extra trains for pre-season Sharks games at HP Pavilion.

September 26, 2009 – Light rail station shutdowns between the Winchester and Bascom Stations from September 26 to September 27 and October 3 to October 4 for seismic upgrades and repairs to retaining walls and light rail track near the Hamilton Light Rail Station. A Bus Bridge was used to connect these stations. Construction was completed ahead of schedule and the anticipated closures for October 3 and October 4 were cancelled.

September 27, 2009 – Spare the Air Day.

September, 2009 – Unleaded fuel averaged \$3.16 a gallon.

October 1, 2009 – California Supreme Court upheld a lower-court ruling that the State's diversion of \$3.4 billion transit funds was a violation of a series of voter measures supporting transit taxes.

October 24, 2009 – Light rail stations shutdown between Convention Center and San Carlos for the weekends of October 24 to November 8, 2009 due to rail replacement activities. Bus Bridge was provided.

October 13, 2009 – Strongest storm in 50 years pounded the Bay area.

October 23, 2009 – 20% of Silicon Valley office space remained vacant last quarter.

October 27, 2009 – Caltrans shut down Bay Bridge through November 2, 2009 due to a broken cable.

October 31, 2009 – VTA announced it faced \$98 million deficit over the next two years.

November 11, 2009 – Applied Materials cuts 1,500 jobs and Adobe Systems cuts 680 positions.

November 19, 2009 – VTA, with help from a Federal Grant, will add 23 new hybrid vehicles to its paratransit services fleet.

November 25, 2009 – VTA announced service changes effective January 11, 2010.

December 1, 2009 – Hamilton, Campbell and Winchester station shutdowns on December 12 and 13 for track maintenance. Bus Bridge was used to replace service.

December 5, 2009 – An extra service schedule was added on Line 26 on Saturday and Sunday mornings through March 2010 due to anticipated overloads from the homeless shelter at the Sunnyvale Armory.

December 7, 2009 – Snow, rain, and cold temperatures swept South Bay.

December 8, 2009 – Three Bay Bridge lanes closed for unforeseen repairs.

December 9, 2009 – Spare the Air day.

December 12, 2009 – A new bus stop added on 1st and Mission, San Jose to serve lines 61 and 62.

December 31, 2009 – VTA offered free and extended services on New Year's Eve.

December 2009 – Unleaded fuel averaged \$3.00 a gallon.

January 5, 2010 & January 8, 2010 – Spare the Air day.

January 11, 2010 – VTA implemented service reductions of approximately 8% in bus and 6.5% for light rail services.

January 12, 2010 – America Online (AOL) laid off 1,200 workers.

January 20, 2010 – VTA passes started to sell online.

January 28, 2010 – Rail grinding project began and completed on February 4, 2010. There was no service impact to passengers.

January 2010 – Heavy rains and storms walloped Bay Area 16 days in January.

February 1, 2010 – Line 10 bus stop at Terminal C relocated to a new location due to the ongoing construction.

February 4, 2010 – Cirque du Soleil began to perform in San Jose through March 21, 2010.

February 11, 2010 – VTA began to construct a new and permanent bus stop on southbound Arroyo Circle at Camino Arroyo in East Gilroy.

February 17, 2010 – MTC granted \$12 million to VTA to support transit service and hybrid bus purchase.

February 26, 2010 – VTA secured \$4.365 million in funding to ease congestion on Highway 101 in east San Jose.

February 2010 – Heavy rains hit Bay Area 14 days in February.

March 1, 2010 – 1-day passes were issued to attendees of the 2010 Conference for California Association of Museums.

March 2, 2010 – Two bus stops on 1st Street moved to San Fernando to accommodate road construction and repairs through March 13, 2010.

March 2, 2010 – VTA completed conversion of 110 electronic bike lockers at 12 transit centers.

March 24, 2010 – New Gas Tax Law will generate 15.5 million in State funds for VTA and will be available towards the end of FY 2010 and FY 2011.

March 2010 – Heavy rains soaked Bay Area on 9 days sporadically in March 2010 and rainfall totals recorded were higher than normal average.

March 2010 – VTA provided extra trains for anticipated crowds attending the NCAA Tournaments and Concerts.

March 2010 – March unemployment rate stabilized at 12%.

March 2010 -- Unleaded fuel increased to \$3.07 a gallon.

April 5, 2010 – Bus stops switched at the BART station for smoother bus operations for express routes 180 and 181.

April 19, 2010 – VTA upgraded 26 bus stops along King Road in East San Jose.

April 21, 2010 – San Jose City notified 1,300 employees who are either being laid off or shifted to lower-paying positions in addition to eliminating part time jobs.

April, 2010 – Rains once again drenched the Bay Area. The amount of rainfall exceeded 30-year averages.

May 1, 2010 – VTA sold Summer Youth Blast on-line and allowed unlimited rides on VTA Bus and Light Rail from June 1 to August 31, 2010.

May 6, 2010 – VTA Board approved a series of changes designed to speed up light rail service starting this fall.

May 11, 2010 – VTA launched a Facebook page providing a dynamic and interactive forum for sharing information and obtaining feedback for upcoming projects, studies, and services.

May 20, 2010 – Telsa Motors announced that it is teaming up with Toyota to build its all-electric cars at the NUMMI plants in Fremont which will create more than 1,000 new jobs.

May 24, 2010 – San Jose recorded the seventh-coolest May since 1893.

June 11, 2010 – Route 76 discontinued.

June 10, 2010 – VTA installed new and high visible emergency phone to provide VTA customers with access to emergency communications and VTA information via the Customer Call Center.

June 17, 2010 – National Dump the Pump day.

June 25, 2010 – Route 10, Airport Flyer has a new permanent bus stop in San Jose International Airport. The construction of Terminal B has been completed and opened on June 28, 2010.

June, 2010 – Unemployment at 11.3% in Santa Clara County.

June, 2010 – Unleaded fuel continued to soar to an average of \$3.13 a gallon.

Key Performance Indicators

SANTA CLARA VALLEY TRANSPORTATION AUTHORITY
KEY PERFORMANCE INDICATORS
FY 2010 Annual Transit Operations Performance Report

	FY 2007 Annual	FY 2008 Annual	FY 2009 Annual	FY 2010 Annual	Met Goal?	FYTD 2010 Goals
SYSTEM (Bus & Light Rail)						
Total Boarding Riders (in millions)	41.93	43.55	45.26	41.73	No	>= 45.90
Average Weekday Boarding Riders	134,690	139,716	146,125	134,930	No	>= 148,000
Boardings per Revenue Hour	30.1	30.7	32.0	30.8	No	>= 32.4
Percent of Scheduled Service Operated	99.49%	99.64%	99.72%	99.72%	YES	>= 99.30%
Miles Between Major Mechanical Schedule Loss ¹	6,097	8,155	9,047	9,505	YES	>= 6,600
Miles Between Chargeable Accidents	135,883	96,369	102,562	100,113	No	>= 178,000
Passenger Concerns per 100,000 Boardings	10.6	10.1	9.7	11.7	No	<= 6.0
BUS OPERATIONS						
Total Boarding Riders (in millions)	31.65	33.10	34.51	31.98	No	>= 34.90
Average Weekday Boarding Riders	102,123	106,673	111,820	103,575	No	>= 113,000
Boardings per Revenue Hour	25.2	25.8	27.0	26.2	No	>= 27.2
Percent of Scheduled Service Operated	99.44%	99.61%	99.69%	99.69%	YES	>= 99.25%
Miles Between Major Mechanical Schedule Loss ¹	5,590	7,520	8,289	8,670	YES	>= 6,000
Miles Between Chargeable Accidents	122,260	88,190	92,503	90,049	No	>= 160,000
On-time Performance	89.7%	90.1%	88.6%	89.1%	No	>= 95.0%
Operator Personal Time-off	7.1%	6.9%	7.7%	9.2%	YES	<= 10.0%
Maintenance Personal Time-off	7.9%	6.1%	7.2%	7.1%	YES	<= 8.0%
Passenger Concerns per 100,000 Boardings	13.1	12.4	11.8	14.4	No	<= 9.0
LIGHT RAIL OPERATIONS						
Total Boarding Riders (in millions)	10.28	10.45	10.75	9.75	No	>= 11.00
Average Weekday Boarding Riders	32,567	33,043	34,305	31,355	No	>= 35,000
Boardings per Revenue Hour	75.4	76.5	78.8	73.1	No	>= 81.5
Percent of Scheduled Service Operated	99.95%	99.96%	99.97%	99.98%	YES	>= 99.90%
Miles Between Major Mechanical Schedule Loss ¹	25,817	28,511	38,223	43,657	YES	>= 40,000
Miles Between Chargeable Accidents ²	2,220,230	444,765	1,108,479	1,091,425	No	>= 2,182,849
On-time Performance	90.0%	87.4%	90.1%	88.2%	No	>= 95.0%
Operator Personal Time-off	6.8%	6.1%	7.3%	8.8%	YES	<= 10.0%
Maintenance Personal Time-off	7.9%	7.7%	5.6%	7.5%	YES	<= 8.0%
Way, Power, & Signal Personal Time-off	5.2%	5.0%	3.8%	4.5%	YES	<= 8.0%
Passenger Concerns per 100,000 Boardings	2.8	2.8	2.4	2.9	YES	<= 3.0
PARATRANSIT						
Passengers per Revenue Hour	2.31	2.36	2.39	2.50	YES	>= 2.30
Net Cost per Passenger	\$25.39	\$25.29	\$24.84	\$24.51	YES	<= \$27.00

Note: Ridership goals were developed using budget projections.

1 Mechanical failure that prevents the vehicle from completing a scheduled service due to limited vehicle movement or safety concerns.

2 Goal is no more than one chargeable accident in a year.

Ridership Summary

SANTA CLARA VALLEY TRANSPORTATION AUTHORITY RIDERSHIP SUMMARY

(Directly Operated, Inter-Agency Partners, and Contracted Services)

FY 2010 Annual Transit Operations Performance Report

	FY 2010	FY 2009	% Change
Directly Operated Services			
Bus	31,983,494	34,510,273	-7.3%
Average Weekday Riders	103,575	111,820	-7.4%
Light Rail	9,749,882	10,754,161	-9.3%
Average Weekday Riders	31,355	34,306	-8.6%
Total Directly Operated Services	41,733,376	45,264,434	-7.8%
Average Weekday Riders	134,930	146,126	-7.7%
Inter-Agency Partners			
Dumbarton Express	249,245	261,206	-4.6%
Average Weekday Riders	981	1,028	-4.6%
Highway 17 Express	302,668	314,606	-3.8%
Average Weekday Riders	962	991	-2.9%
Monterey-San Jose Express	30,258	33,566	-9.9%
Average Weekday Riders	84	93	-9.7%
Altamont Commuter Express (ACE)	662,305	797,233	-16.9%
Average Weekday Riders	2,608	3,164	-17.6%
Caltrain	11,969,792	12,631,395	-5.2%
Average Weekday Riders	37,758	40,060	-5.7%
Caltrain Shuttles (in Santa Clara County)	814,859	877,258	-7.1%
Average Weekday Riders	3,134	3,454	-9.3%
Contracted Services			
Paratransit	930,156	1,067,115	-12.8%
Average Weekday Riders	3,245	3,685	-11.9%
ACE Shuttles	201,799	235,699	-14.4%
Average Weekday Riders	794	935	-15.1%
IBM Light Rail Shuttle	25,546	32,430	-21.2%
Average Weekday Riders	101	128	-21.1%
Total Contracted / Inter-Agency	7,543,236	8,130,362	-7.2%
Combined Total Ridership (in Santa Clara County) ¹	49,276,612	53,394,796	-7.7%

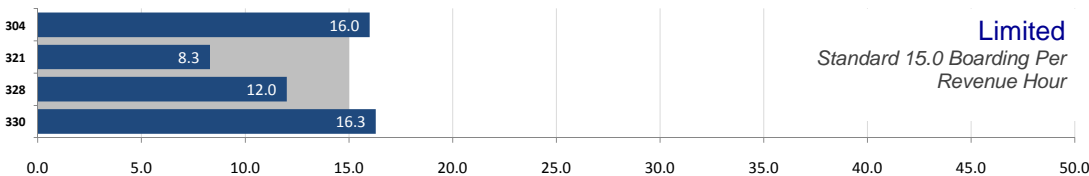
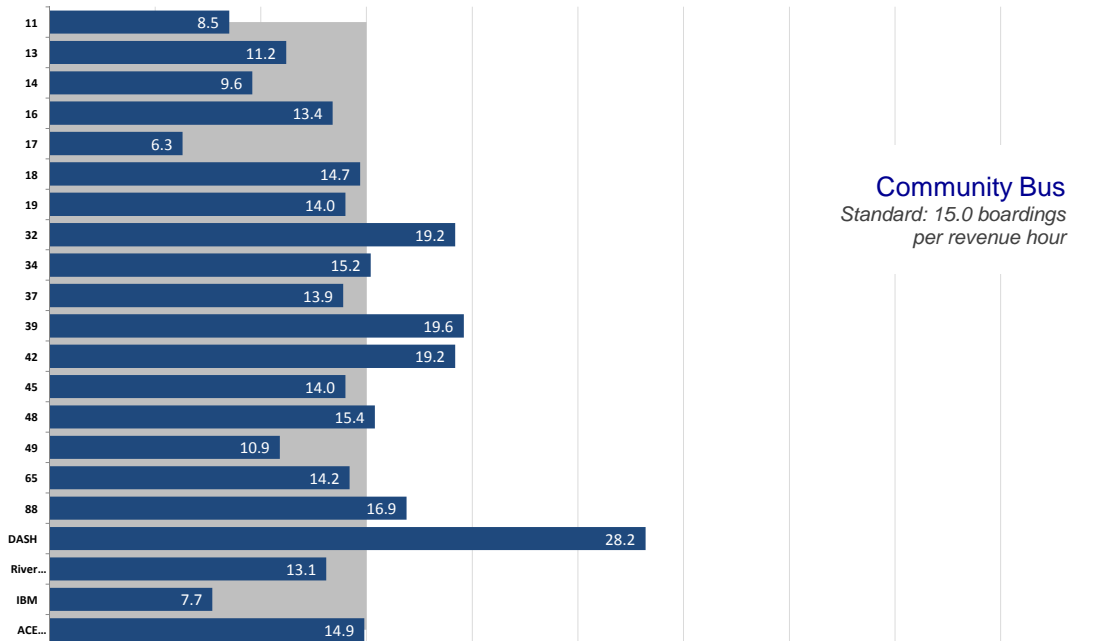
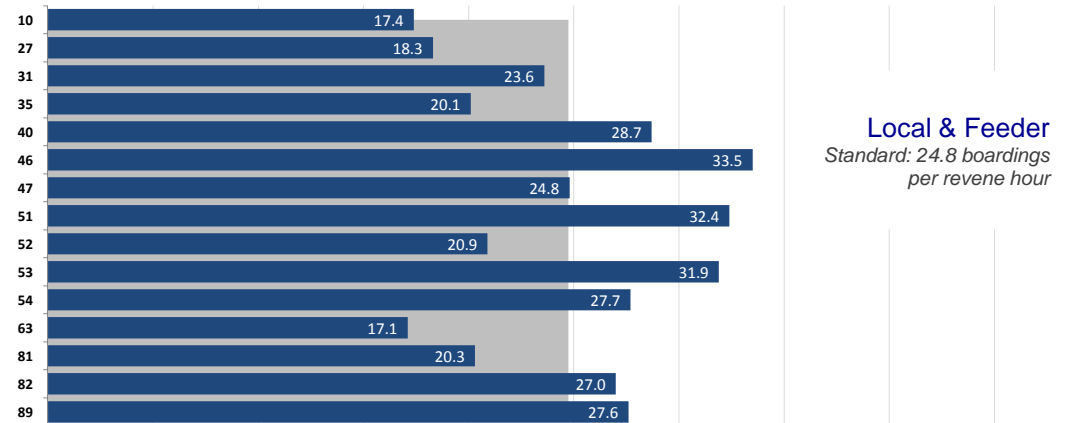
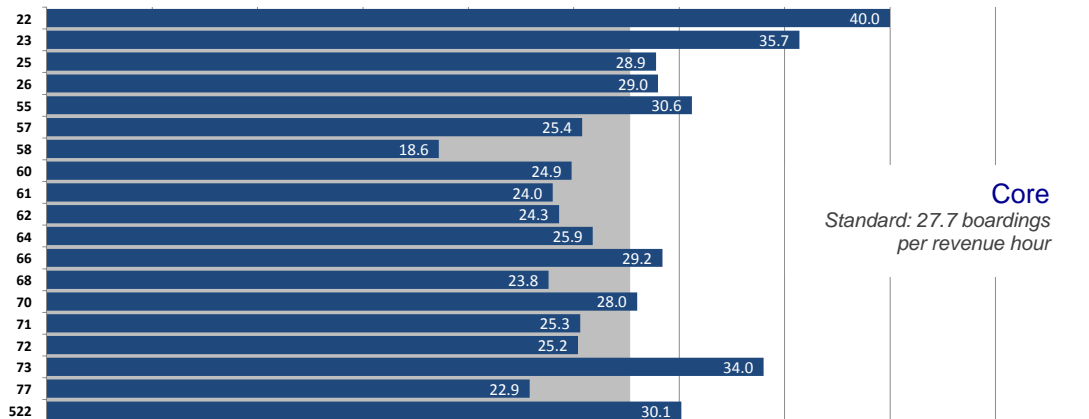
¹ These figures are based on estimated ridership in the VTA service area for Caltrain, ACE, Highway 17 Express, Dumbarton Express, and Monterey-San Jose Express. Paratransit, Light Rail Shuttles, ACE Shuttles, and Caltrain Santa Clara County Shuttles are operated wholly within the service area, therefore, 100% of the ridership is included.

Route Performance

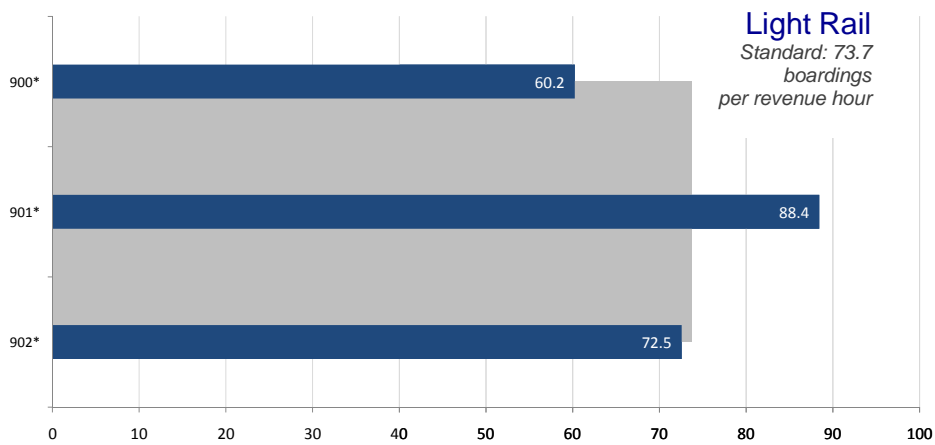
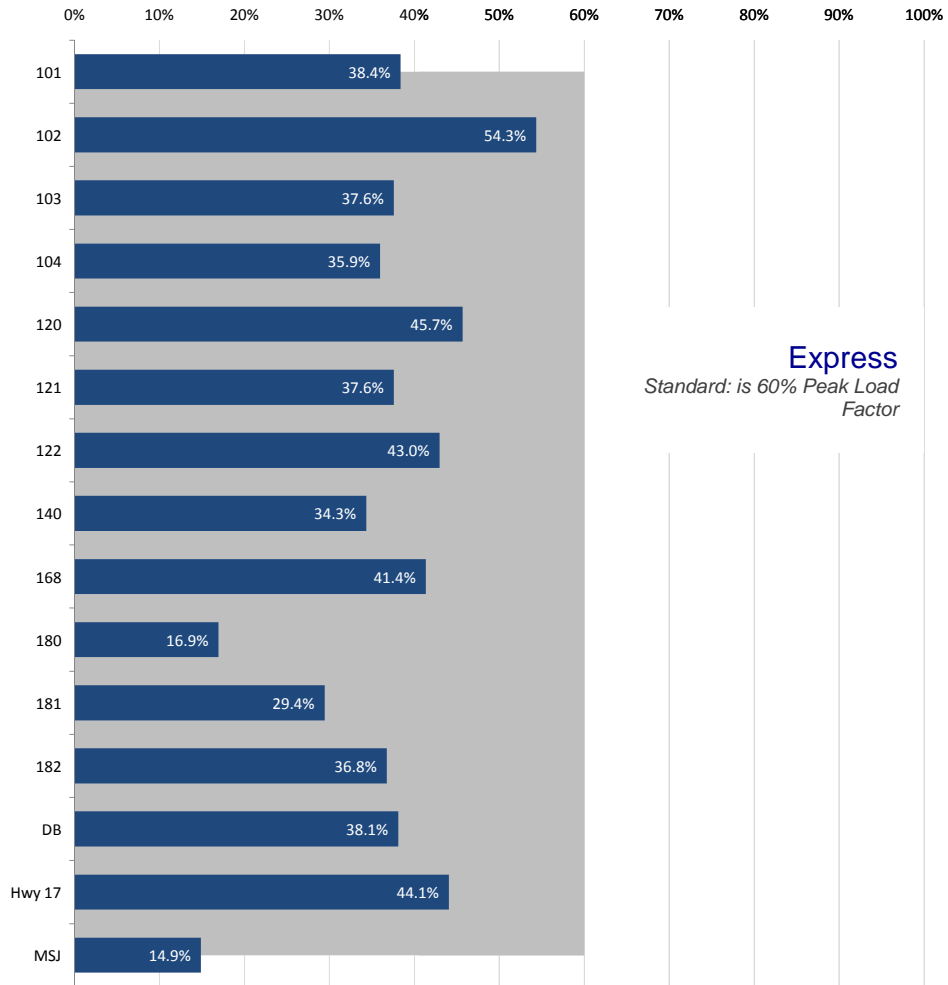
SANTA CLARA VALLEY TRANSPORTATION AUTHORITY

Weekday Boardings per revenue hour

FY 2010 Annual Transit Operations Performance Report



SANTA CLARA VALLEY TRANSPORTATION AUTHORITY
Weekday Boardings per revenue hour
FY 2010 Annual Transit Operations Performance Report

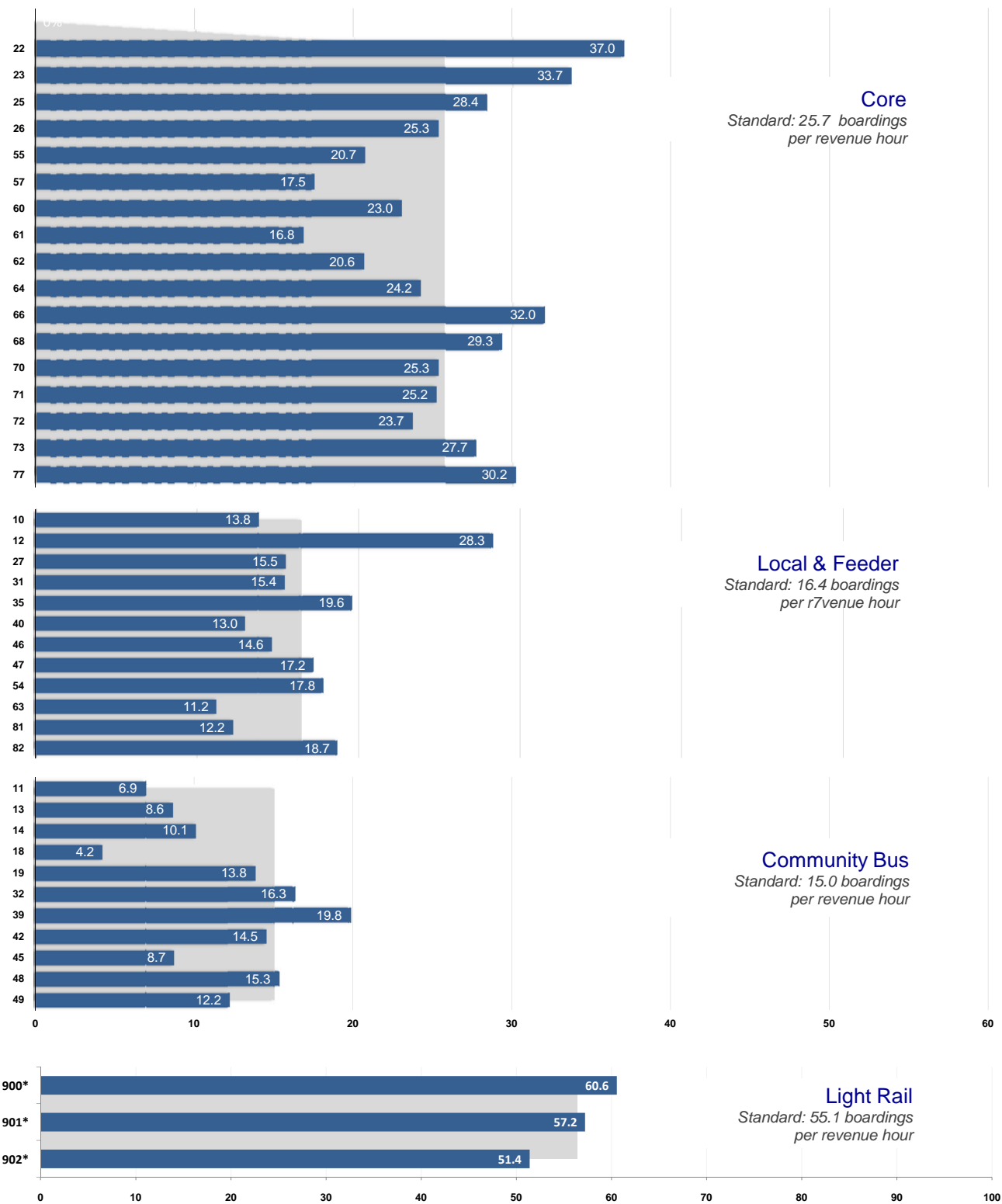


* Line 900 is the Ohlone/Chynoweth – Almaden line
Line 901 is the Alum Rock to Santa Teresa Line
Line 902 is the Mountain View to Winchester Line

SANTA CLARA VALLEY TRANSPORTATION AUTHORITY

Saturday Boardings per revenue hour

FY 2010 Annual Transit Operations Performance Report

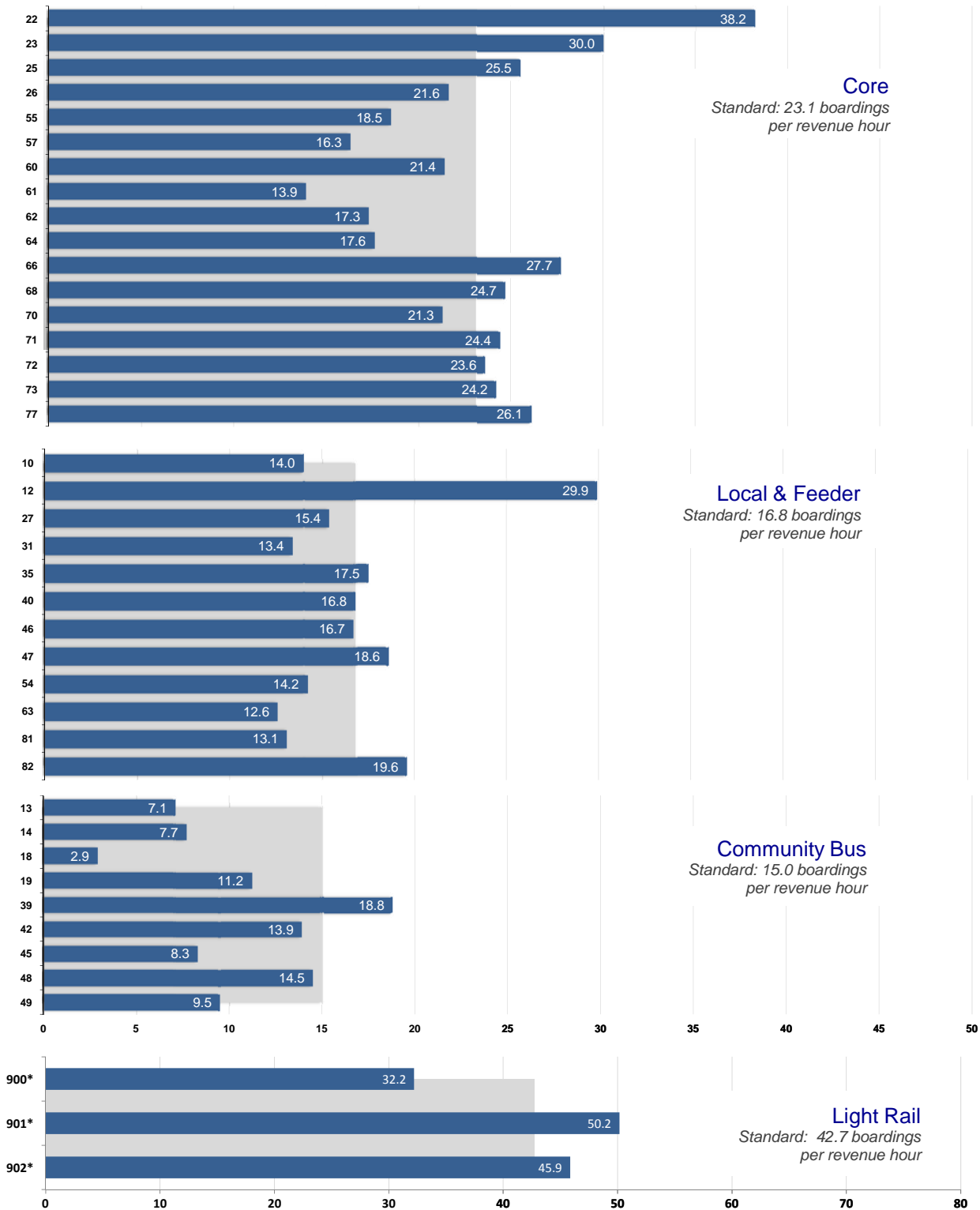


* Line 900 is the Ohlone/Chynoweth – Almaden line
 Line 901 is the Alum Rock to Santa Teresa Line
 Line 902 is the Mountain View to Winchester Line

SANTA CLARA VALLEY TRANSPORTATION AUTHORITY

Sunday Boardings per revenue hour

FY 2010 Annual Transit Operations Performance Report



* Line 900 is the Ohlone/Chynoweth – Almaden line
 Line 901 is the Alum Rock to Santa Teresa Line
 Line 902 is the Mountain View to Winchester Line



ROUTE PRODUCTIVITY (Boardings per Revenue Vehicle Hour) FY 2010 Annual Transit Operations Performance Report

Core Routes

WEEKDAY

ROUTE	PEAK	MIDDAY	OFF PEAK	TOTAL
22	39.5	37.5	45.7	40.0
23	35.6	33.5	44.2	35.7
25	29.0	27.9	33.0	28.9
26	30.2	28.1	25.4	29.0
55	29.9	30.4	34.3	30.6
57	21.7	30.4	22.6	25.4
58	17.8	23.0	33.7	18.6
60	24.1	25.1	28.0	24.9
61	24.7	22.6	25.9	24.0
62	21.5	28.3	20.5	24.3
64	27.1	25.7	20.2	25.9
66	29.5	28.5	29.7	29.2
68	24.0	22.1	28.8	23.8
70	27.7	27.9	28.7	28.0
71	22.7	28.0	31.0	25.3
72	25.6	23.9	28.9	25.2
73	32.6	34.9	36.2	34.0
77	22.7	22.0	31.5	22.9
522	32.2	26.0	60.5	30.1
Standard	27.3	27.7	32.0	27.7

Weekday Service Periods

Peak	5:00 AM to 9:00 AM & 3:00 PM to 7:00 PM
Midday	9:00 AM to 3:00 PM
Off Peak	7:00 PM to 5:00 AM

SATURDAY

ROUTE	AM	BASE	NIGHT	TOTAL
22	37.5	35.8	40.5	37.0
23	30.4	33.9	37.4	33.7
25	35.4	27.6	27.3	28.4
26	26.0	25.3	23.9	25.3
55	26.9	20.7	18.5	20.7
57	18.2	18.8	11.1	17.5
60	22.1	23.0	23.9	23.0
61	14.4	18.5	11.8	16.8
62	16.4	22.8	15.6	20.6
64	22.3	26.9	18.0	24.2
66	29.5	35.3	25.8	32.0
68	26.6	30.7	29.0	29.3
70	28.1	25.1	25.1	25.3
71	27.9	25.4	24.3	25.2
72	17.3	24.8	24.9	23.7
73	22.9	27.7	40.0	27.7
77	28.2	31.7	25.1	30.2
522	20.8	22.0	26.2	21.8
Standard	25.0	26.4	24.9	25.7

Saturday Service Periods

AM	5:00 AM to 9:00 AM
Base	9:00 AM to 6:00 PM
Night	6:00 PM to 5:00 AM

Legend:

Below standard
No Service



ROUTE PRODUCTIVITY (Boardings per Revenue Vehicle Hour) FY 2010 Annual Transit Operations Performance Report

Core Routes

SUNDAY

ROUTE	AM	BASE	NIGHT	TOTAL
22	38.5	38.6	38.3	38.2
23	26.5	31.2	29.5	30.0
25	28.9	25.6	22.9	25.5
26	21.3	21.6	22.1	21.6
55	15.9	18.8	19.2	18.5
57	15.3	16.8	13.8	16.3
60	20.2	21.5	23.8	21.4
61	12.9	14.3	13.5	13.9
62	13.0	18.7	15.9	17.3
64	14.6	20.0	13.5	17.6
66	22.6	29.7	26.2	27.7
68	20.0	25.8	27.0	24.7
70	22.7	20.8	24.8	21.3
71	26.8	25.7	18.5	24.4
72	16.8	25.0	23.2	23.6
73	19.9	24.5	31.7	24.2
77	26.9	26.7	23.0	26.1
Standard	21.4	23.8	22.8	23.1

Sunday Service Periods

AM	5:00 AM to 9:00 AM
Base	9:00 AM to 6:00 PM
Night	6:00 PM to 5:00 AM

Legend:

Below standard
No Service



ROUTE PRODUCTIVITY (Boardings per Revenue Vehicle Hour) FY 2010 Annual Transit Operations Performance Report

Local Routes

WEEKDAY

ROUTE	PEAK	MIDDAY	OFF PEAK	TOTAL
10	17.5	18.0	15.5	17.4
27	17.5	19.1	18.5	18.3
31	22.5	26.3	18.1	23.6
35	21.2	18.4	21.1	20.1
40	29.9	27.5	26.5	28.7
46	38.9	23.2	59.9	33.5
47	26.9	23.3	20.5	24.8
51	32.0	32.8		32.4
52	22.0	20.1		20.9
53	35.3	27.9		31.9
54	28.3	25.8	33.4	27.7
63	17.3	16.3	20.8	17.1
81	22.2	17.9	19.9	20.3
82	26.8	27.2	25.6	27.0
89	27.1	33.5		27.6
Standard	25.7	23.8	25.4	24.8

Weekday Service Periods

Peak	5:00 AM to 9:00 AM & 3:00 PM to 7:00 PM
Midday	9:00 AM to 3:00 PM
Off Peak	7:00 PM to 5:00 AM

SATURDAY

ROUTE	AM	BASE	NIGHT	TOTAL
10	13.0	14.5	12.8	13.8
12		28.6	25.0	28.3
27	11.1	16.6	13.2	15.5
31	17.0	15.3	17.2	15.4
35	18.8	20.2	18.1	19.6
40	17.9	12.6	15.8	13.0
46	17.7	14.7	11.3	14.6
47	17.0	17.2	18.5	17.2
54	17.5	17.9	18.1	17.8
63	12.5	11.0	13.3	11.2
81	7.9	13.0	15.5	12.2
82	15.4	19.1	20.7	18.7
Standard	15.1	16.7	16.6	16.4

Saturday Service Periods

AM	5:00 AM to 9:00 AM
Base	9:00 AM to 6:00 PM
Night	6:00 PM to 10:00 PM
Late Night	10:00 PM to 5:00 AM

SUNDAY

ROUTE	AM	BASE	NIGHT	TOTAL
10	7.7	14.7	15.7	14.0
12		30.3	21.5	29.9
27	4.9	16.8	13.4	15.4
31	11.6	13.8	15.7	13.4
35	14.0	18.6	14.0	17.5
40		15.6	20.9	16.8
46		16.7		16.7
47	33.3	17.8	22.2	18.6
54	4.8	14.4	16.3	14.2
63	11.6	12.9	8.4	12.6
81		13.1		13.1
82	21.0	20.2	9.6	19.6
Standard	15.0	17.1	15.8	16.8

Sunday Service Periods

AM	5:00 AM to 9:00 AM
Base	9:00 AM to 6:00 PM
Night	6:00 PM to 10:00 PM
Late Night	10:00 PM to 5:00 AM

Legend:

Below standard

No Service



ROUTE PRODUCTIVITY (Boardings per Revenue Vehicle Hour) FY 2010 Annual Transit Operations Performance Report

Community Bus

WEEKDAY

ROUTE	PEAK	MIDDAY	OFF PEAK	TOTAL
11	8.7	8.2		8.5
13	10.6	12.3	8.5	11.2
14	8.0	11.1		9.6
16	18.5	7.0		13.4
17	6.9	7.1		6.3
18	14.7	15.3	5.1	14.7
19	14.2	13.2	16.5	14.0
32	18.9	18.8	32.8	19.2
34	15.1	15.1		15.2
37	15.0	12.4	19.7	13.9
39	16.8	23.3	57.5	19.6
42	20.1	18.1	18.1	19.2
45	15.6	11.2	22.3	14.0
48	15.1	15.8	14.9	15.4
49	10.6	11.4	9.8	10.9
65	16.3	11.8		14.2
88	24.0	9.5		16.9
201	32.1	22.9		28.2
203	12.5	19.2		13.1
Standard	15.5	15.0	20.5	15.0

Weekday Service Periods

Peak	5:00 AM to 9:00 AM & 3:00 PM to 7:00 PM
Midday	9:00 AM to 3:00 PM
Off Peak	7:00 PM to 5:00 AM

SATURDAY

ROUTE	AM	BASE	NIGHT	TOTAL
11		6.9		6.9
13		8.6		8.6
14	15.2	9.9	10.3	10.1
18		4.2		4.2
19	13.8	14.0	15.5	13.8
32		16.3		16.3
39	17.9	20.1	21.7	19.8
42	11.2	15.1	11.6	14.5
45	9.9	8.8	7.0	8.7
48	9.7	16.6	14.5	15.3
49	13.2	12.5	10.6	12.2
Standard	15.0	15.0	15.0	15.0

Saturday Service Periods

AM	5:00 AM to 9:00 AM
Base	9:00 AM to 6:00 PM
Night	6:00 PM to 10:00 PM
Late Night	10:00 PM to 5:00 AM

Legend:

Below standard
No Service



ROUTE PRODUCTIVITY (Boardings per Revenue Vehicle Hour) FY 2010 Annual Transit Operations Performance Report

Community Bus

SUNDAY

ROUTE	AM	BASE	NIGHT	TOTAL
13		7.1		7.1
14		7.7		7.7
18		2.9		2.9
19	17.2	10.6		11.2
39	8.4	19.5		18.8
42	40.4	12.3		13.9
45		8.3		8.3
48	9.3	15.3	11.0	14.5
49	12.9	10.2	5.1	9.5
Standard	17.6	15.0	15.0	15.0

Sunday Service Periods

AM	5:00 AM to 9:00 AM
Base	9:00 AM to 6:00 PM
Night	6:00 PM to 10:00 PM
Late Night	10:00 PM to 5:00 AM

Legend:

Below standard

No Service



ROUTE PRODUCTIVITY (Boardings per Revenue Vehicle Hour) FY 2010 Annual Transit Operations Performance Report

Light Rail

WEEKDAY

ROUTE	PEAK	MIDDAY	OFF PEAK	TOTAL
900	53.0	61.7	75.8	60.2
901	73.2	102.8	98.9	88.4
902	58.2	90.5	96.9	72.5
Standard	61.5	85.0	90.5	73.7

Weekday Service Periods

Peak	5:00 AM to 9:00 AM & 3:00 PM to 7:00 PM
Midday	9:00 AM to 3:00 PM
Off Peak	7:00 PM to 5:00 AM

SATURDAY

ROUTE	AM	BASE	NIGHT	TOTAL
900	28.6	72.1	48.4	60.6
901	33.4	68.2	49.5	57.2
902	33.1	62.8	43.9	47.4
Standard	31.7	67.7	47.3	55.1

Saturday Service Periods

AM	5:00 AM to 9:00 AM
Base	9:00 AM to 6:00 PM
Night	6:00 PM to 10:00 PM
Late Night	10:00 PM to 5:00 AM

SUNDAY

ROUTE	AM	BASE	NIGHT	TOTAL
900	13.2	40.7	21.7	32.2
901	26.6	63.3	37.1	50.2
902	27.1	58.9	35.8	45.9
Standard	22.3	54.3	31.5	42.7

Sunday Service Periods

AM	5:00 AM to 9:00 AM
Base	9:00 AM to 6:00 PM
Night	6:00 PM to 10:00 PM
Late Night	10:00 PM to 5:00 AM

Legend:

Below standard

Paratransit Operating Statistics

SANTA CLARA VALLEY TRANSPORTATION AUTHORITY
PARATRANSIT OPERATING STATISTICS
FY 2010 Annual Transit Operations Performance Report

	4th Quarter FY 2010	4th Quarter FY 2009	Percent Change	FY 2010	FY 2009	Percent Change
RIDERSHIP						
Clients	165,498	197,980	-16.4%	682,013	790,163	-13.7%
Attendants	56,667	64,653	-12.4%	234,322	261,104	-10.3%
Companions	3,272	4,014	-18.5%	13,821	15,848	-12.8%
Total Ridership	225,437	266,647	-15.5%	930,156	1,067,115	-12.8%
Average Weekday Trips	3,163	3,679	-14.0%	3,245	3,685	-11.9%
Average Weekday Client Trips	2,340	2,755	-15.1%	2,399	2,754	-12.9%
Active Clients	---	---	---	10,131	10,990	-7.8%
Average Trips per Client	---	---	---	67.32	71.90	-6.4%
PREMIUM SERVICES						
Same Day Trips	699	1,254	-44.3%	3,906	6,334	-38.3%
Second Vehicles	395	394	0.3%	1,689	1,107	52.6%
Open Returns	224	1,792	-87.5%	2,391	6,649	-64.0%
Service Area Surcharge Trips	1,428	1,238	15.3%	5,033	4,769	5.5%
Subscription Trips	33,848	42,116	-19.6%	140,237	194,971	-28.1%
Total Premium Services Ridership	36,594	46,794	-21.8%	153,256	213,830	-28.3%
LEVEL OF SERVICE						
Revenue Miles	1,687,190	1,985,016	-15.0%	6,816,185	7,582,635	-10.1%
Revenue Hours	88,513	110,837	-20.1%	371,783	445,884	-16.6%
Passenger Miles (NTD)	2,225,851	2,473,444	-10.0%	9,005,424	9,907,989	-9.1%
ELIGIBILITY						
Total Data Cards Received	2,182	2,257	-3.3%	8,742	10,083	-13.3%
New Applicants Certified	656	1,098	-40.3%	2,643	3,820	-30.8%
New Applicants Denied	225	131	71.8%	791	654	20.9%
Clients Recertified	724	570	27.0%	3,000	2,920	2.7%
Clients Denied Recertification	138	154	-10.4%	585	757	-22.7%
Total Eligibility Assessments	1,743	1,953	-10.8%	7,019	8,151	-13.9%
EXPENSES AND REVENUES						
EXPENSES						
Eligibility Certification Costs	\$132,844	\$176,199	-24.6%	\$574,377	\$664,834	-13.6%
Broker Costs	\$1,081,333	\$1,248,155	-13.4%	\$4,406,653	\$4,823,284	-8.6%
Vendor Costs	\$4,837,057	\$6,000,574	-19.4%	\$20,587,968	\$23,915,291	-13.9%
Total Operating Costs	\$6,051,234	\$7,424,928	-18.5%	\$25,568,998	\$29,403,409	-13.0%
REVENUES						
Client Fare	\$638,277	\$657,810	-3.0%	\$2,525,274	\$2,628,920	-3.9%
Other Fare	\$50,030	\$64,913	-22.9%	\$220,762	\$243,768	-9.4%
Non-VTA Broker Revenue	\$7,438	\$6,372	16.7%	\$26,410	\$24,122	9.5%
Total Revenue	\$695,745	\$729,095	-4.6%	\$2,772,447	\$2,896,810	-4.3%
Net Expenses	\$5,355,489	\$6,695,833	-20.0%	\$22,796,551	\$26,506,599	-14.0%
Fare Recovery Rate	11.37%	9.73%	16.9%	10.74%	9.77%	9.9%
Capital Expenses	\$136,578	\$169,095	-19.2%	\$259,377	\$314,288	-17.5%
Total Expenses	\$5,492,067	\$6,864,928	-20.0%	\$23,055,928	\$26,820,887	-14.0%
COST PER PASSENGER TRIP (excludes capital expenses)						
Total Reported Costs	26.84	27.85	-3.6%	\$27.49	\$27.55	-0.2%
Fare Revenue	3.05	2.71	12.6%	\$2.95	\$2.69	9.7%
Non-fare revenue	0.03	0.02	50.0%	\$0.03	\$0.02	50.0%
Net Cost	23.76	25.12	-5.4%	\$24.51	\$24.84	-1.4%
PERFORMANCE						
Passengers / Revenue Hour	2.55	2.41	5.9%	2.502	2.393	4.5%
Passenger Miles / Passenger Trip	9.87	9.28	6.4%	9.682	9.285	4.3%
Late Rate	3.0%	3.1%	-3.3%	3.04%	3.09%	-1.9%

Glossary

GLOSSARY

AVERAGE FARE PER BOARDING – This measure is calculated by dividing the total fare revenue (cash, passes, tokens, and Eco Pass) by total boarding riders. It measures the rider contribution towards the farebox recovery ratio.

AVERAGE WEEKDAY BOARDINGS – The average number of persons who board the transit system on a day that normal weekday revenue service is provided.

BOARDINGS PER REVENUE HOUR – This is a productivity measure comparing the number of boardings to the number of total hours operated. It is used to measure service utilization per unit of service operated. Total hours are defined as the scheduled service hours operated from the time transit vehicles leave the operating division to the time they return.

BRT (BUS RAPID TRANSIT) ROUTES – The BRT route is a multi-component transit improvement that includes preferential treatment at traffic signals to improve bus operating speed and on-time performance. It operates in mixed traffic and relies on priority for buses at traffic signals to provide much of its time advantage over conventional buses. Currently, VTA operates line 522, the only BRT route in the system.

COMMUNITY BUS ROUTES – Community Bus service is characterized by weekday frequencies of 30 minutes or more in both the peak and midday periods. Service span is 14 hours or less, usually 12 hours for weekdays. Community Bus services operate 7 days per week or less. These routes are defined as neighborhood-based circulator and feeder routes that travel within a limited area. They may be distinguished from Core and Local service by a unique, smaller vehicle that is branded to identify with the community it serves.

CORE ROUTES – Core network routes are defined as bus routes or shared corridors that feature weekday frequencies of 15 minutes or less during the peak and midday periods and/or service spans of 18 hours or more. Core routes operate 7 days per week. They typically travel on long distance corridors, which connect major trip generators such as universities, regional shopping malls and high-density housing and employment sites. Multiple core routes will sometimes operate on the same corridor where demand warrants, providing additional service frequency and transfer opportunities. Core network corridors are typically large arterial streets and intersect with freeways and expressways.

EXPRESS & LIMITED SERVICE ROUTES – Express routes generally operate during peak periods and are primarily commuter oriented. Midday, evening, and weekend service may be offered on regional express lines. Express routes emphasize direct service, use freeways and expressways to reduce travel time, and make few stops. Limited Service routes are characterized by limited stops.

FEEDER ROUTES – Feeder routes are short-length lines, usually less than 10 miles in length, that provide feeder or distribution service to and from major stops, transit centers, activity centers or rail stations. This classification of service includes neighborhood lines, which link residential areas to rail stations, activity centers, and/or transit centers; and shuttle lines, which serve industrial areas from nearby rail stations or transit centers.

LIMITED STOP ROUTES – Limited-stop service generally operates during peak periods and is primarily commuter oriented. Midday, evening, and weekend service may be offered on limited-stop

lines. Limited-stop routes use major arterials, freeways, and/or expressways; and make fewer stops than grid routes, but more stops than express routes.

LOCAL ROUTES – Local network routes are defined as bus routes or corridors that feature weekday frequencies of 30 minutes or more during the peak and midday periods and/or service spans less than 18 hours. Local Network routes operate 7 days per week or less. They typically travel on medium distance corridors, serving minor trip generators such as schools, hospitals and medium-density housing and employment. They also provide feeder service to the core network or to rail stations and transit centers.

MILES BETWEEN CHARGEABLE ACCIDENTS – Safety measure that captures the number of total scheduled miles traveled between each occurrence of a preventable accident. A preventable accident is defined as accidents in which the transit driver is normally deemed responsible or partly responsible for the occurrence of the accident.

MILES BETWEEN MECHANICAL SERVICE LOSS – Service quality measure capturing the number of total scheduled miles traveled between each mechanical breakdown that result in a loss of service to the public.

SPECIAL SERVICE ROUTES – Special services routes only operate on certain days of the week or on a seasonal basis to address a specific service need.

NATIONAL TRANSIT DATABASE (NTD) – The Federal Transit Administration's (FTA's) primary national database for statistics on the transit industry. Recipients of FTA's Urbanized Area Formula Program (Section 5307) grants are required by statute to submit data to the NTD. Each year, NTD performance data are used to apportion over \$4 billion of FTA funds to transit agencies in urbanized areas (UZAs). Annual NTD reports are submitted to Congress summarizing transit service and safety data. The NTD is the system through which FTA collects uniform data needed by the Secretary of Transportation to administer department programs. The data consist of selected financial and operating data that describe public transportation characteristics. The legislative requirement for the NTD is found in Title 49 U.S.C. 5335(a).

ON-TIME PERFORMANCE – A reliability measure capturing the percentage of transit vehicles departing or arriving at a location on time. On-time performance is measured only for specific locations called timepoints for which a schedule is published. A bus transit vehicle is considered “on time” if it departs a location within 3 minutes before and 5 minutes after its published scheduled time. A light rail transit vehicle is considered “on time” if it departs a location within 1 minute before and 5 minutes after its published scheduled time. At the first timepoint location of a trip, the vehicle is measured based on arrival time, not departure time. At the last timepoint location of a trip, early arrival regardless of the number of minutes is considered on-time.

PASSENGER CONCERNS PER 100,000 BOARDINGS – A customer service measure that captures the number of passenger complaints/concerns per 100,000 boardings. This measure reports the amount of customer complaints received on the service that is attributed to an operating division.

PERCENT SCHEDULED SERVICE OPERATED – This service reliability measure indicates the percent of service hours completed based on published schedule. A service is considered not completed when scheduled service hours are lost due to equipment failure, missed or late pull-outs caused by operator absenteeism, pullouts, accidents/incidents, or natural causes.

PERSONAL TIME OFF (PTO) – This is defined as time off for non-scheduled absences such as: sick, industrial injury, FMLA (Family Medical Leave Act.), excused/unexcused leave, union business, and suspensions.

TOTAL BOARDINGS – The total number of boarding riders using VTA directly operated bus service and light rail service. Riders are counted each time they board a bus or light rail vehicle.



Date: August 23, 2010
 Current Meeting: October 13, 2010
 Board Meeting: September 2, 2010

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: October 2010 Service Changes

FOR INFORMATION ONLY

BACKGROUND:

VTA implements service changes quarterly (January, April, July, October). Major changes are typically planned for January and July, while minor changes are implemented in April and October. Proposed service changes that meet any of the criteria listed below are submitted to the VTA Board of Directors for review and approval. The formal approval process typically takes place with approval of the Annual Transit Service Plan. Changes requiring formal approval include:

- The establishment of a new or elimination of a transit line.
- A change that impacts 25% or more of a line's route miles or revenue vehicle hours.
- Proposed changes that are 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 staff level. However, these proposals are still subject to an appropriate level of public and community review and comment. The changes listed do not require VTA Board approval.

DISCUSSION:

Light Rail Peak Period Express - On October 4, 2010, VTA will start operating a new weekday, peak- hour express light rail service between the Santa Teresa and Baypointe light rail stations. Three trains will operate northbound during the peak morning hours and southbound

during the afternoon peak period. Trains would make all stops between Santa Teresa and Ohlone/Chynoweth, then operate non-stop to Convention Center. From Convention Center, all regular stops will resume until the final stop at Baypointe. This new service provides reduced travel time, and offers additional trips that augment the existing schedule. These express trains are being inserted into the regular schedule, so the rest of the regular train times will remain the same.

Northbound express trains will leave Santa Teresa weekdays at 7:16 a.m., 7:46 a.m. and 8:16 a.m.

Southbound express trains will leave Baypointe weekdays at 4:07 p.m., 4:37 p.m. and 5:07 p.m.

The express trips will save an estimated 5 to 6 minutes of running time between Ohlone/Chynoweth and Convention Center stations. This is a 36% travel time savings for riders traveling between these two stations. For passengers taking the complete trips from Santa Teresa to Baypointe, it is a 12% savings.

This express service is a first-step service change from the Light Rail System Analysis, adopted by the VTA Board of Directors in May. The final product of the Light Rail System Analysis is an investment program which identifies capital and operating improvements for the system over the next 20 years. The study recommends making improvements in two phases. Phase I is designed for near-term implementation (within the next several years), while Phase II is designed to complement the introduction of BART service to East San Jose in 2018. For complete information on the Light Rail System Analysis, see VTA's web site at http://www.vta.org/studies/lrt_system_analysis/index.html.

The express service will give our riders a new travel choice and provide valuable operational and passenger feedback for VTA to consider as it moves towards implementing improvements to the light rail system. In the next couple of months, look for upcoming news on how VTA will market and promote this new service. The attached map depicts the new service.

Light Rail Night Service - The 9:51 p.m. and 10:21 p.m. northbound trips leaving Winchester will be extended to the Baypointe Station instead of terminating at Civic Center on weekdays and Saturdays. This will benefit passengers returning home after Sharks games, work or other late events and also make easier connections with bus Line 200 to Mountain View.

Line 200 (Baypointe to Mountain View) - Minor weekday and weekend schedule changes will be made to coordinate with changes to the light rail schedule.

STANDING COMMITTEE COMMENTS:

Committee had positive comments about the initiation of Light Rail Express service. Chairperson Kalra requested that flyers be electronically provided to the VTA Board so they may share them their constituents. General Manager Burns also commented that the light rail express vehicles used for this service will have a special "wrap" so passengers may identify the express

trains. A promotional/outreach campaign is also being planned targeting residents and businesses along the line.

Member Liccardo asked if ridership information from Community Bus Line 11 was available yet. This line underwent significant changes (along with Community Bus Line 34) in July. The changes were made midway through July, so August ridership data will be the first month that provides valid information. Staff will provide this information to committee when available.

Prepared By: James Unites, Deputy Director, Service and Operations Planning
Memo No. 2261









Santa Clara Milpitas

TO DOWNTOWN MOUNTAIN VIEW TO ALUM ROCK

Mountain View Sunnyvale

N

LEGEND

-  Peak Period Express Service
-  Mountain View – Winchester
-  Alum Rock – Santa Teresa
-  Ohlone/Chynoweth – Almaden
-  Stations
-  Park & Ride Lots
-  Transfer Stations
-  Final Destination



Non-Stop Service





Date: September 29, 2010
 Current Meeting: October 13, 2010
 Board Meeting: N/A

BOARD MEMORANDUM

TO: Santa Clara Valley Transportation Authority
 Committee for Transit Accessibility

THROUGH: General Manager, Michael T. Burns

FROM: Board Secretary, Sandra Weymouth

SUBJECT: Appoint Nomination Subcommittee

Policy-Related Action: No

Government Code Section 84308 Applies: No

ACTION ITEM

RECOMMENDATION:

Appoint a nomination subcommittee to identify Committee members interested in serving as the chairperson and vice chairperson for 2011.

BACKGROUND:

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

The bylaws for these committees specify that each committee shall elect from its membership a chairperson and a vice chairperson. The duties of the chairperson are to preside at all meetings of the committee and represent the committee before the Board of Directors. In addition, it is the responsibility of the CAC and PAC chairpersons to provide to the Board at each of its regular meetings a verbal report on the previous meeting of their respective committees and any concerns of that committee. The duty of the vice chairperson is to perform the duties of the chairperson when the chairperson is absent. The chairperson and vice chairperson positions serve for a one-year term and are eligible for election to successive terms. For the PAC and TAC, only members, not alternates, are eligible to serve in these positions.

The advisory committees bylaws specify that the chairperson and vice chairperson elections for four committees (BPAC, CAC, CTA and TAC) are held the last meeting of the calendar year (usually December), and those for PAC are held the first meeting of the calendar year (typically January).

DISCUSSION:

The election process for chairperson and vice chairperson is comprised of three distinct steps. The first step is the appointing of the nomination subcommittee. The second is presentation of the nomination subcommittee's report. The final step is conducting elections to select the chairperson and vice chairperson. Each of these components is conducted during the committee meeting.

Appointing the Nomination Subcommittee

The chairperson requests volunteers to serve on the nomination subcommittee, which is typically comprised of two to four members. For PAC and TAC, only members, not alternates, are eligible to serve on the nomination subcommittee. If there are no volunteers or an insufficient number, it is the chairperson's prerogative to appoint committee members to serve on it. It is required that each committee votes to approve the appointment of members to the nomination subcommittee. This step normally takes place two meetings prior to conducting the elections.

The nomination subcommittee identifies members interested in serving as the chairperson or vice chairperson. This is done by soliciting nominations from members, either for themselves or other members, and is done at a time other than during the committee meeting. Additionally, it is the nomination subcommittee's responsibility to determine that members that have been nominated are willing to serve. For PAC and TAC, only members, not alternates, are eligible for election to the chairperson and vice chairperson positions.

Report from the Nomination Subcommittee

At the meeting immediately preceding the elections, the nomination subcommittee provides a verbal report to the advisory committee identifying committee members who have confirmed their willingness to serve. This establishes the initial list of candidates for the elections to be held at the next meeting. The nomination subcommittee is automatically discharged when its report is formally presented to the committee. No action is required of the committee other than to receive the report.

Election of Chairperson and Vice Chairperson

These elections, which are held at the bylaw-specified meeting whenever possible, are conducted for the chairperson and vice chairperson positions individually and in sequence. Immediately preceding the vote, the chairperson shall ask whether there are any nominations from the floor, then close the nominating process to establish the final list of candidates for each position.

For all advisory committees except CTA and PAC, the affirmative vote of a majority of the total authorized membership is required to elect the chairperson and vice chairperson. CTA requires the affirmative vote of nine members or a majority of the members present, whichever is greater, and PAC requires the affirmative vote of the majority of the quorum present.

For PAC, the term for the newly elected chairperson and vice-chairperson commences at the same meeting as the scheduled elections and immediately following completion of the voting for

each office. For the other four committees, the term of office begins January 1 of the calendar year following the scheduled vote.

ALTERNATIVES:

There are no alternatives since the Committee's bylaws specifies that to complete the required election process the Committee must first appoint a nomination subcommittee to identify members interested in serving as the chairperson or vice chairperson.

FISCAL IMPACT:

There is no fiscal impact associated with this action.

Prepared by: Stephen Flynn, Sr. Management Analyst
Memo No. 2672



Date: September 30, 2010
 Current Meeting: October 13, 2010
 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: Select Section 5310 Project Local Review Committee

Policy-Related Action: No

Government Code Section 84308 Applies: No

ACTION ITEM

RECOMMENDATION:

Appoint three members from the Committee for Transit Accessibility (CTA) to serve as the Santa Clara County Local Review Committee (LRC) to evaluate and rank Fiscal Year 2010 Federal Transit Administration (FTA) Section 5310 Program project applications.

BACKGROUND:

Santa Clara Valley Transportation Authority (VTA) requests that the Committee for Transit Accessibility (CTA) appoint three committee members to serve as the Local Review Committee (LRC) to evaluate and rank Federal Transit Administration (FTA) Section 5310 Program project applications submitted by Santa Clara County social services, non-profit, and public agencies.

The Section 5310 program provides financial assistance for transportation services designed to meet the special transportation needs of seniors and persons with disabilities. Section 5310 program funds may be used by eligible agencies for 88.53% of the cost of vehicles and computer/communication equipment needed to provide such services.

Caltrans is expected to distribute a call for projects to social service and public agencies for the Federal Fiscal Year 2010 FTA Section 5310 capital funding program (the 2010 cycle) in the Fall of 2010.

In the Bay Area, Caltrans administers the Section 5310 grant program through the Metropolitan Transportation Commission (MTC). Per MTC Section 5310 program guidelines, the region's Paratransit Coordinating Councils (PCCs) are responsible for evaluating and ranking Section

5310 applications submitted by social service agencies from within their respective Bay Area counties. As the PCC for Santa Clara County, the CTA is asked to appoint a Local Review Committee to perform this responsibility.

DISCUSSION:

VTA staff will coordinate the local review process in Santa Clara County, and MTC staff will oversee the Section 5310 Program at the regional level in the San Francisco Bay Area. VTA staff will meet individually with Santa Clara County social service and public agencies as they prepare their applications. The meetings allow staff to provide consultative advice to applicants, outline letters of support that the applicants are required to request from VTA, provide guidance regarding required service coordination proposals, and arrange times for the applicants to meet with the LRC.

Any CTA member may serve on the LRC. However, members may not serve on the LRC if they are employed by an agency that is preparing to submit an application. Each CTA member selected to serve on the LRC will be required to file a Statement of Economic Interest (California Fair Political Practices Commission Form 700) with VTA's Board Secretary.

Section 5310 project proposals must be derived from a community-focused social service transportation coordination plan. MTC published its Coordinated Public Transit Human Services Transportation Plan in December 2007 for use as a resource for Section 5310 applicants as they derive the coordination aspects of their project proposal requests.

Between \$12 and \$13 million is expected to be available to fund the federal share of Section 5310 projects within the state during the 2010 funding cycle. Grant applications will be due to PCCs, MTC, and Caltrans approximately six to eight weeks after the 2010 Call For Projects is issued. Staff will provide the program timeline to the LRC members when it is issued by MTC, following the release of the 2010 Call For Projects.

After the LRC has completed its ranking of the Section 5310 applications, VTA's General Manager will submit the LRC's recommended list of ranked Section 5310 applications to the MTC. Staff will report the results of the application evaluations to the CTA following the LRC's meeting.

In April 2010, the MTC adopted a list of projects valued at \$13.1 million for the FY 2009 FTA Section 5310 program. Of this amount, \$2.9 million was awarded to Bay Area nonprofit organizations and public agencies to purchase transit capital equipment for seniors and persons with disabilities. Of this \$2.9 million, \$522,770 was awarded to Outreach to procure 12 minivans and radios with a base station.

FISCAL IMPACT:

There is no fiscal impact.

Prepared by: David Ledwitz
Memo No. 2529



Date: September 30, 2010
 Current Meeting: October 13, 2010
 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: Consolidated Transportation Service Agency Designation Support for Outreach

Policy-Related Action: No

Government Code Section 84308 Applies: No

ACTION ITEM

RECOMMENDATION:

Support Outreach and Escort, Inc's request to the San Francisco Bay Area Metropolitan Transportation Commission to be designated the Consolidated Transportation Service Agency for Santa Clara County, dependent on Outreach's agreement to waive all claims to Transportation Development Act (TDA) and State Transit Assistance (STA) funding.

BACKGROUND:

Staff is recommending that the VTA Board of Directors approve a two-year extension of the VTA-Outreach ADA paratransit contract, with three additional one-year options. During this extension period, staff will work with Outreach to make additional improvements to enhance current cost-saving efforts. One improvement that could be made to increase Outreach's ability to provide cost-effective coordinated transportation service is to support the designation of Outreach as a Consolidated Transportation Service Agency (CTSA) by the San Francisco Bay Area Metropolitan Transportation Commission (MTC).

CTSAs are responsible for identifying and consolidating transportation funding sources and maximizing the services of all public and private transportation providers. As required by the Social Service Transportation Improvement Act of 1979 (AB 120), CTSAs work to coordinate social service transportation within counties and reduce the amount spent on such services.

CTSA designation is common throughout the State. Los Angeles County's paratransit provider, Access Services Inc., and Paratransit Inc. of the Sacramento regional area are examples of large paratransit providers that function as CTSAs. In the San Francisco Bay Area, however, the

Metropolitan Transportation Commission (MTC) has not made such a designation since the mid-1990s following the implementation of the paratransit provisions of the ADA in 1997.

DISCUSSION:

Cost reduction can be obtained by CTSA's because they are able to network with allied agencies to enhance the efficient use of vehicles, purchase insurance at reduced premiums, coordinate grant applications, purchase equipment jointly at reduced costs, and register their vehicles at discounted prices. Currently, Caltrans is considering a recent recommendation to encourage the transportation coordination benefits provided by CTSA's by awarding them higher point scores on federal Section 5310, Job Access Reverse Commute and New Freedom grant application award criteria. Outreach uses Section 5310 grants to fund annual vehicle procurements.

Outreach functioned as a CTSA in Santa Clara County from 1982 to 1995 when the MTC assigned that designation within the Bay Area region. Given the potential for additional cost savings and Outreach's *de facto* status as Santa Clara County's social service transportation coordinator and mobility management center, staff is aware of the benefits to VTA that could be achieved if Outreach received renewed CTSA designation from MTC.

CTSA's are eligible to claim California TDA and STA funds. Outreach has agreed not to apply for these funds, which VTA uses to partially fund the paratransit system.

If any social service specialized transportation providers are to be re-designated as CTSA's within the Bay Area, MTC must review and approve the request to make the designation, as required under State law.

FISCAL IMPACT:

There is no fiscal impact.

Prepared by: David Ledwitz
Memo No. 2765



Date: September 29, 2010
 Current Meeting: October 13, 2010
 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: County Expressway Pedestrian Improvement Program

FOR INFORMATION ONLY

BACKGROUND:

The County Expressway Pedestrian Improvement Program provides a long-term plan for capacity and operational improvements and maintenance of expressways impacting High Occupancy Vehicle lanes, signal operations, and bicycle and pedestrian routes.

DISCUSSION:

The objective of this presentation is to initiate a discussion of common interests between VTA's Bicycle and Pedestrian Advisory Committee (BPAC) and the Committee for Transit Accessibility (CTA) through the introduction of the County Expressway Pedestrian Improvement Program. Together, the committees may attain mutual goals through cooperative efforts to make bus stops along expressways more accessible.

Dawn Cameron, Santa Clara County Consulting Transportation Planner and John Sullivan, member of the BPAC representing the City of Santa Clara, will introduce the CTA membership to the Comprehensive County Expressway Planning Study, discuss the categories of planned pedestrian improvements, and describe new funding opportunities that will support pedestrian accessibility to expressways.

They will also discuss information on existing pedestrian access on expressways, access to transit, and at what stages of the improvement project bus stops appear. They will solicit input from the CTA membership to help prioritize locations for improvements and types of improvements needed.

Prepared By: Julia Jones
 Memo No. 2826

County Expressway Pedestrian Improvement Program
VTA Committee for Transit Accessibility
 October 13, 2010

Comprehensive County Expressway Planning Study

- Provides a long-term plan for improvement and maintenance of expressways
- First adopted in 2003
- 2008 Update adopted in 2009
- See www.expressways.info

Study Elements

- Capacity & Operational Improvements (including HOV lanes and TOS/Signal Operations)
- Bicycle
- Pedestrian
- Finishing (Sound walls, Landscaping, Lighting)
- Operations & Maintenance
- Funding Strategy

Focus of this presentation is on the Pedestrian Element of the Update

Pedestrian Element

- Approach: Proactive pedestrian route planning
- Identify and plan for continuous routes along both sides of all expressways
- Uses a combination of expressway right-of-way and alternate parallel routes

Continuous Pedestrian Routes

- Existing sidewalks on expressway
- Parallel routes
- Recommended new sidewalk locations

New Sidewalk Locations

- 38 miles of new sidewalk
- \$44.2 million estimated cost
- ADA compliant in terms of width, cross slope, surface condition, and curb ramps

Pedestrian Directional Signage

- Instrumental for including parallel routes in expressway route plan
- Next steps: Identify funding source and develop implementation plan (e.g., types of signs, locations)

Pedestrian Crossing Enhancements

- New approach: Make crossing enhancements at all intersections whenever possible
- Next update: Quantify major crossing enhancement needs

Sidewalk Funding Opportunities

- Part of roadway improvement projects
- Developer conditions imposed by cities
- VTA/County funding program matched by cities (up to \$450,000 per year in improvements)

Access to Transit

- Under new funding program, cities decide which sidewalks will be built first
- Expressway Study strongly recommends that cities give priority to locations with existing pedestrian demand, including bus stops

First Project Funded

- San Tomas Aquino Creek Trail adjacent to San Tomas Expressway from Cabrillo Avenue to El Camino Real (City of Santa Clara)
- Provides connection to El Camino Real – a major bus corridor



Date: March 3, 2010
Current Meeting: October 13, 2010
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: Quarterly Legislative Report

FOR INFORMATION ONLY

BACKGROUND:

The CTA has requested that staff provide legislative reports to the Committee. Each month, the Chief Operating Officer, in his monthly report to the CTA, provides links to current legislative reports on VTA's website, www.vta.org. The CTA will also receive a legislative report on a quarterly basis from Kurt Evans, VTA's State and Federal Government Affairs Manager, or his delegate. The quarterly reports will occur in January, April, July, and October, as these months align the best with the activities of key current legislative activities.

DISCUSSION:

At its upcoming meeting, the CTA will receive an update on federal and state legislative matters.

All legislative reports go to the Administration and Finance Committee and are on the VTA website, www.vta.org <<http://www.vta.org>>.

Prepared By: Kurt Evans, Government Affairs Manager
Memo No. 2122



Date: September 29, 2010
 Current Meeting: October 13, 2010
 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: Advanced Farebox Procurement Report

FOR INFORMATION ONLY

BACKGROUND:

VTA's current bus fareboxes were acquired in the 1980's and have been due for replacement for several years. In 2008, VTA performed a study to establish requirements for a new bus fare collection system, to be known as the Advanced Farebox System (AFS). As part of this study staff solicited input from the Committee for Transit Accessibility (CTA) in June 2008. The Committee requested to be kept informed of the status of the project, and staff subsequently provided a progress update at the April 2009 CTA meeting.

When the AFS project was previously discussed with the CTA, Committee members expressed a concern that the farebox allow maximum possible clearance for mobility devices in the vestibule of the bus. We understand that this clearance is a critical factor for maintaining accessibility of VTA coaches for persons using mobility devices.

DISCUSSION:

VTA released a Request for Proposals (RFP) for the AFS in July 2009, and three proposals were received in September 2009. As part of the evaluation of proposals, each vendor was invited to VTA in October 2009 for demonstrations and discussions. VTA staff from all transit departments as well as CTA members were invited to these demonstrations.

Following the demonstrations, further discussions, and price negotiations, staff determined that the proposal by GFI Genfare, of Elk Grove Village, Illinois was the most advantageous and best overall value for VTA. Upon recommendation of the Administration & Finance committee, the VTA Board of Directors approved award of a contract to GFI Genfare on June 3, 2010.

The biggest differences between the selected "Odyssey" farebox and our existing fareboxes will be the ability to read or "validate" coins and currency, to accept electronic fare media and improved data capture and reporting capabilities. VTA also expects significantly improved reliability from the new equipment.

The overall height of the new fareboxes will be the same as the existing fareboxes, while the coin slot will actually be a bit lower. The VTA Maintenance Engineering group has reviewed the farebox and confirms that their measurements and placement meet ADA standards. A demonstration version of the farebox was mounted in the first new VTA hybrid bus as shown to the VTA Board of Directors, Standing Committees, and Advisory Committees in August and September of this year.

The new fareboxes are planned to be placed into pilot service on six buses in the first quarter of 2011. As the fareboxes are installed, we will be positioning them in the bus to maximize maneuverability for mobility devices. The new fareboxes are expected to be installed on all VTA's buses by the end of June 2011.

Prepared By: David Sausjord, Revenue Services Manager
Memo No. 2111



Date: September 30, 2010
 Current Meeting: October 13, 2010
 Board Meeting: N/A

BOARD MEMORANDUM

TO: Santa Clara Valley Transportation Authority
 Committee for Transit Accessibility

THROUGH: General Manager, Michael T. Burns

FROM: Chief Administrative Officer, Bill Lopez

SUBJECT: Ticket Vending Machine Installation Update

FOR INFORMATION ONLY

BACKGROUND:

The Clipper Ticket Vending Machine (TVM) Integration Project will provide VTA riders the ability to add value to their Clipper cards at all TVMs used on VTA light rail platforms and stations. VTA issued a Request for Proposals (RFP) and awarded the resulting contract to VenTek Transit to upgrade and refurbish the existing TVMs so that customers can add value to their Clipper card at any VTA TVM in the following manner:

1. Purchase VTA tickets and passes
2. Use credit/debit card or cash to put electronic cash (“e-cash”), tickets and passes onto a Clipper card.

The project will be funded by allocations from RM2, CMAQ, and I-Bond sources and will be accomplished through a Design/Build contract that will include the following elements:

- The design and modification of TVM software and hardware to provide Clipper[®] Add-Value Machine (AVM) capabilities on all of VTA's 156 TVMs.
- The design and modification of TVM software and hardware to provide the ability to accept credit/debit cards on the 156 VTA TVMs.
- The purchase and installation of necessary components to upgrade and extend the life of the TVMs.

VTA and Caltrain had originally developed a Cooperative Agreement to include the development and implementation of Caltrain TVM upgrades. However, under the direction of Metropolitan Transportation Commission (MTC) and agreement with Caltrain, VTA has stopped work on the Caltrain TVMs and closed out the Cooperative Agreement.

DISCUSSION:

The TVM upgrade project has been broken up into 6 different Design/Build task orders under a master contract to upgrade all of the TVMs located on the VTA Light Rail platforms.

The following tasks have been completed:

- VTA selected the original equipment manufacturer, VenTek, to research and design the changes proposed by VTA in order to improve the user experience, improve security, upgrade obsolete parts, and replace worn items that would extend the life of the machine.
- VenTek delivered 2 prototype units and a new software release to enable VTA to test and validate functionality.
- VenTek and VTA tested and upgraded the central processor and core OS on all production and spare TVMs, a prerequisite to the next phase of changes and resolved a critical shortage of the obsolete processors.

The following tasks are in process:

- Removing, refurbishing and reinstalling all Bill and Note acceptor modules. VTA and VenTek are 85% complete on the Bill Note Acceptor (BNA) reimbursement.
- Removing, rebuilding and reinstalling the door and core components within the TVM which includes new buttons, new monitors, new credit card readers, new user lighting; and multiple security enhancements. This includes evaluating each TVM during the installations, and doing repairs as required.

The following tasks are still to be completed under the project scope:

- To reduce VTA risk associated with accepting and managing credit and debit card information, VTA has engaged a credit card payment and compliance expert, PSC, to provide guidance in changes required to meet the required Payment Card Industry (PCI) standards.
- Following the contractor Payment and Security Experts (PSC) analysis, VTA will make changes to the TVM, network, and tender retail system to meet PCI compliance and turn on the credit card functionality in December 2010.
- Cubic and VenTek are to develop and deploy Add Value Clipper capability to the 156 TVMs by June of 2011.

Prepared By: Gary Miskell
Memo No. 2824

Santa Clara Valley Transportation Authority

Ticket Vending Machine Upgrade Project



Overview of the project

- Research and Development
 - Understand issue and enhancements to extend the life of the current TVM's
- Processor upgrade - Done
- Bill and Note acceptor – 90% complete
- Major component upgrade (Door Upgrade) 70% Complete – October 2010
- Credit card functionality – December 2010
- Clipper Value Add – June 2010



TVM in the field



- New Look and lighting
- New larger LCD Screen
- Credit card Capability this year
- Clipper Add Value
- New Security features

Remaining two Critical phases

TVM PCI Compliance and Credit Card Functionality

- Kick off for the PCI Compliance Audit was August 10th.
- Payment Security Compliance (PSC) completed the audit in September
- TVM project and TransLink site Prep capital project funding being used to resolve Audit findings
- Latest Credit card reader encrypts the information at the time of read for the highest level of customer security



Clipper Add Value Integration

- Cubic the Clipper contractor to be awarded integration Task Order and will supply Tri-Reader
- VenTek to update TVM software and Clipper product ordering screens





Date: September 27, 2010
 Current Meeting: October 13, 2010
 Board Meeting: N/A

BOARD MEMORANDUM

TO: Santa Clara Valley Transportation Authority
 Committee for Transit Accessibility

THROUGH: General Manager, Michael T. Burns

FROM: Chief Engineering & Construction Officer, Mark S. Robinson

SUBJECT: Bus Stop Improvement Program

FOR INFORMATION ONLY

BACKGROUND:

At the November 10, 2009 CTA meeting, staff provided an overview of the VTA Bus Stop Improvement Program for information. The overview included general program information, the process for selecting bus stop locations and the implementation plan for Fiscal Years (FY) 2009 and 2010. This memo is intended to provide an update for the Bus Stop Improvement Program and identify the improvements recently completed and outline the improvements included in the FY2010 and FY2011 plan.

DISCUSSION:

General Program Information

Since 1992, VTA has maintained an on-going capital program that makes physical improvements at bus stops in the VTA service area to improve passenger access and comply with the Americans with Disabilities Act (ADA). These improvements typically include increasing passenger waiting pads, enhancing sidewalk access, providing additional lighting at bus stops and repairing bus pavement at heavily used bus stops. In addition, accessibility improvements are made to enhance mobility device access to bus stops by providing appropriate path of travel clearances.

As part of the Bus Stop Improvement Program, VTA has completed numerous accessibility projects and has improved more than 550 bus stops throughout the Santa Clara County at a cost of nearly \$5.5 million. This program has been very successful by making over 87% of the more than 3,600 bus stops in the VTA system accessible.

In FY2009, based on a comprehensive priority list, VTA completed bus stop or access improvements at 19 locations in multiple cities throughout the County at a total project cost of approximately \$680,000. This work was funded by Federal transit enhancement grants, a Federal Stimulus grant and local VTA contribution.

For FY2010 and FY2011, the improvements focus in East San Jose along Story Road and King Road in order to address the high transit ridership in this area and to respond to a Metropolitan Transportation Commission (MTC) analysis that identified this area as a Community of Concern. The work in this area will address a total of 45 bus stops and will include the installation of wheelchair curb ramps, widening and extending of sidewalks, construction of new concrete bus pads, installation of benches and litter receptacles, addition of solar lights and installation of Braille bus stop identifiers.

The total project cost for this work is approximately \$728,000 and is implemented in two phases. The first phase includes 25 locations along King Road and 2 additional locations in other areas of the City of San Jose. Construction for this phase was completed in July 2010.

The second phase is currently in construction and includes improvements at 18 bus stops along Story Road and 4 locations in south San Jose. Construction for this phase is anticipated for completion by the end of 2010.

Future Implementation

VTA budgets are approved in 2-year cycles with the FY2012 and FY2013 budget anticipated for VTA Board approval in June 2011. For this upcoming budget cycle, VTA staff will recommend that the Bus Stop Improvement Program continue with an anticipated budget of approximately \$1.2M from grant funding from the Federal Transit Administration (FTA) (80% of the total project) and VTA local funds (20% match of the total). The future projects will use the comprehensive priority list and provide additional ADA accessibility improvements and bus stop pavement repairs. While the cost for each site will vary depending on the scope of work, it is anticipated that approximately 30 to 40 bus stops can be completed in next budget cycle.

Project List and Public Input on Future Locations

Staff uses a list of identified sites to record and prioritize identified bus stop improvement needs. In order to ensure that the list is complete and accurate list, we encourage CTA members and our passengers to provide information about bus stops that need accessibility and other improvements.

The current list of identified needs includes approximately 145 sites that have been prioritized based on customer, community and coach operator feedback and ridership. The stops with the highest priority are those identified from the community and VTA passengers. The next priority is for stops identified from reports that show high lift or ramp use at a particular bus stop. The final group of stops is based on ridership and locations that do not meet the ADA width

requirement at the bus stop. The plan is to advance construction of the identified needs according to the priority included on the bus stop list.

Prepared By: Ken Ronsse, Deputy Director
Memo No. 2528

BUS STOP IMPROVEMENTS - FY10 P0703 Phase I (27 Bus Stops)
Construction Cost: \$147,883

Number	BUS STOP #	LOCATION	CITY	BUS PAD	PASSENGER PAD/SIDEWALK	BUS & PASSENGER PAD	REMARKS
1	BS #417202	N KING ROAD FS MABURY ROAD	SAN JOSE	NO	YES	NO	Bench and solar light
2	BS #417207	S KING ROAD FS MABURY ROAD	SAN JOSE	NO	YES	NO	Bench and solar light
3	BS #426204	E CURTNER AVE OP LITTLE ORCHARD	SAN JOSE	NO	YES	NO	Bench and solar light
4	BS #427104	S KING ROAD FS LAS PLUMAS AVE	SAN JOSE	NO	YES	NO	Bench, litter receptacle and solar light
5	BS #427105	S KING ROAD FS MCKEE ROAD	SAN JOSE	NO	YES	NO	Bench, litter receptacle and solar light
6	BS #427107	N KING ROAD FS LAS PLUMAS AVE	SAN JOSE	NO	NO	YES	Bench and solar light
7	BS #436901	N KING ROAD FS SAN ANTONIO ST	SAN JOSE	NO	NO	NO	Bench, litter receptacle and solar light
8	BS #436902	S KING ROAD FS SAN ANTONIO ST	SAN JOSE	NO	NO	NO	Bench and solar light
9	BS #437005	S KING ROAD FS ALUMROCK AVE	SAN JOSE	NO	YES	NO	Bench, litter receptacle and solar light
10	BS # 437006	N KING ROAD FS SAINT JAMES ST	SAN JOSE	NO	NO	NO	Bench and solar light
11	BS #437010	N KING ROAD FS ALUM ROCK AVE	SAN JOSE	NO	NO	NO	Bench, litter receptacle and solar light
12	BS #446801	S KING ROAD FS CHAUCER DR	SAN JOSE	NO	NO	NO	Bench and solar light
13	BS #446802	N KING ROAD NS CHAUCER DR	SAN JOSE	NO	NO	YES	Bench and solar light
14	BS #446803	N KING ROAD FS STORY ROAD	SAN JOSE	NO	NO	NO	Bench, litter receptacle and solar light
15	BS #446901	N KING ROAD FS KAMMRRER AVE	SAN JOSE	NO	YES	NO	Bench, litter receptacle and solar light
16	BS #446902	S KING ROAD FS VOLLMER WAY	SAN JOSE	NO	YES	NO	Bench and solar light
17	BS #446903	N KING ROAD FS VIRGINIA AVE	SAN JOSE	NO	NO	NO	Bench and solar light
18	BS #446904	S KING ROAD FS HERMOCILLA WAY	SAN JOSE	NO	NO	NO	Bench, litter receptacle and solar light
19	BS #456701	S KING ROAD NS CHRISTOPHER ST	SAN JOSE	NO	YES	NO	Bench and solar light
20	BS #456702	N KING NS BISCAYNE WAY	SAN JOSE	NO	YES	NO	Bench, litter receptacle and solar light
21	BS #456703	S KING ROAD FS MIAMI DR	SAN JOSE	NO	NO	NO	Bench, litter receptacle and solar light
22	BS #456704	N KING ROAD NS OCALA AVE	SAN JOSE	NO	NO	NO	Bench, litter receptacle and solar light
23	BS #456705	S KING FS HAVANA DR	SAN JOSE	NO	NO	NO	Bench, litter receptacle and solar light
24	BS #456803	N KING ROAD FS EVERGLADE AVE	SAN JOSE	NO	YES	NO	Bench, litter receptacle and solar light
25	BS #456805	N KING ROOAD NS STORY ROAD	SAN JOSE	NO	NO	NO	Bench, litter receptacle and solar light
26	BS #456806	S KING ROAD FS STORY ROAD	SAN JOSE	NO	NO	NO	Bench, litter receptacle and solar light
27	BS#465501	S SNELL AVE. FS GUIFFRIDA AVE	SAN JOSE	NO	YES	NO	Emergency repair requested by Operations

BUS STOP IMPROVEMENTS - FY10 P0703 Phase 2 (22 Bus Stops)

Construction Cost: \$ 180,615

Number	BUS STOP #	LOCATION	CITY	BUS PAD	PASSENGER PAD/SIDEWALK	BUS & PASSENGER PAD	REMARKS
1	BS #456801	N STORY ROAD NS BAL BARBOR WAY, SJ	SAN JOSE	NO	NO	NO	Bench, litter receptacle and solar light
2	BS #456802	S STORY ROAD FS MCCREERY AVE, SJ	SAN JOSE	NO	YES	NO	Bench, litter receptacle and solar light
3	BS #456803	N STORY ROAD FS HOPKINS DR, SJ	SAN JOSE	NO	NO	NO	Bench, litter receptacle and solar light
4	BS #456804	S STORY ROAD NS KING ROAD	SAN JOSE	NO	NO	NO	Bench, litter receptacle and solar light
5	BS #456805	N STORY ROAD FS KING ROAD	SAN JOSE	NO	NO	NO	litter receptacle and solar light
6	BS #456904	S STORY ROAD NS SUNSET AVE	SAN JOSE	NO	YES	NO	Bench and solar light
7	BS #456909	N STORY ROAD NS ADRIAN WAY	SAN JOSE	NO	YES	NO	Bench and solar light
8	BS #466901	N STORY ROAD FS GALAHAD AVE	SAN JOSE	NO	YES	NO	Bench, litter receptacle and solar light
9	BS #466902	S STORY ROAD NS LEEWARD DR	SAN JOSE	NO	NO	NO	solar light
10	BS #466903	N STORY ROAD FS LEEWARD DR	SAN JOSE	YES	NO	NO	Bench and solar light
11	BS #466904	N STORY ROAD NS LEEWARD DR	SAN JOSE	NO	YES	NO	Bench, litter receptacle and solar light
12	BS #466914	S STORY ROAD FS JACKSON AVE	SAN JOSE	NO	NO	NO	Bench, litter receptacle and solar light
13	BS #467001	S STORY ROAD FS CAPITOL EXPY	SAN JOSE	YES	NO	NO	solar light
14	BS #477004	S STORY ROAD FS LYNDAL AVE	SAN JOSE	NO	NO	NO	Bench and solar light
15	BS #477006	N STORY ROAD NS LYNDAL AVE	SAN JOSE	NO	NO	NO	Bench and solar light
16	BS #477007	S STORY ROAD FS MCGINNESS AVE	SAN JOSE	NO	YES	NO	solar light
17	BS #477008	N STORY ROAD FS MCGINNESS AVE	SAN JOSE	NO	NO	NO	Bench and solar light
18	BS #477009	S STORY ROAD FS WHITE ROAD	SAN JOSE	NO	YES	NO	litter receptacle and solar light
19	BS #506401	W ABORN ROAD FS WHITE ROAD	SAN JOSE	YES	YES	NO	N/a
20	BS #506403	E ABORN ROAD NS WHITE ROAD	SAN JOSE	YES	YES	NO	N/a
21	BS #515204	E SANTA TERESA BLVD FS VINEYARD DR	SAN JOSE	NO	YES	NO	N/a
22	BS #837006	SB N. 17TH ST FS E. TAYLOR ST	SAN JOSE	NO	YES	NO	N/a



Date: October 5, 2010
 Current Meeting: October 13, 2010
 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: Workplan 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. The workplan is streamlined to an at-a-glance format to provide a quick view of agenda items for meetings to be held each quarter this year. All dates and items are subject to change.

DISCUSSION:

The following items are scheduled for the October 2010 CTA meeting:

1. Select Section 5310 Project Local Review Committee
2. October 2010 Transit Service Changes
3. Bus Stop Improvement Program
4. BPAC/County Expressway Sidewalks
5. Ticket Vending Machine Installation Update
6. Farebox Procurement Update
7. Support OUTREACH CTSA request
8. Transit Operations Performance Report- Preliminary Annual 2010
9. Select Nominating Committee for Chair, Vice Chairs

A Joint Workshop Meeting for all Advisory Committee members has been scheduled for December 8, 2010 to receive information on VTA's proposed FY 2012 and 2013 proposed budget.

Prepared By: David Ledwitz
 Memo No. 2536

September 23, 2010

2010 Committee for Transit Accessibility Work Plan**January 13, 2010**

1. Mobility Options Travel Training Update
2. Elect Committee Officers – Chair, Vice Chair, Second Vice Chair
3. Introduction of new committee members
4. 2010 VTA Consolidated Work Plan and CTA meeting schedule

April 7, 2010

1. Mobility Options Travel Training Task Force
2. Outreach Mobility Management Information
3. Transit Operations Performance Report
4. April 2010 Transit Service Changes
5. Light Rail Systems Analysis Final Plan
6. BPAC Presentation
7. Hybrid Bus Procurement Update
8. Update CTA bylaws to select member for CAC

July 7, 2010

1. Mobility Options Travel Training Task Force
2. July 2010 Transit Service Changes
3. Transit Operations Performance Report
4. Review Recommendations from Ad Hoc Committee on Financial Recovery

August 11, 2010 Workshop

1. Review New Hybrid Bus

October 13, 2010

1. Select Section 5310 Project Local Review Committee
2. October 2010 Transit Service Changes
3. Bus Stop Improvement Program
4. BPAC/County Expressway Sidewalks
5. Ticket Vending Machine Installation Update
6. Farebox Procurement Update
7. Support OUTREACH CTSA request
8. Transit Operations Performance Report- Prelim Annual 2010
9. Select Nominating Committee for Chair, Vice Chairs

December 8, 2010 Workshop

1. VTA FY 2012, FY 2013 Budget

September 23, 2010

January 2011

1. Elect Committee Officers – Chair, Vice Chair, Second Vice Chair
2. January 2011 Transit Service Changes
3. 2011 VTA Consolidated Work Plan

April 2011

1. South Line Light Rail Elevator Retrofit Project

Regular Reports

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

Future Items

1. Report on Recommended Section 5310 Projects
2. Real Time Transit Information
3. TransLink (Clipper)
4. Fixed Route Accessibility Improvements
5. Coach Operator Training on Accessibility
6. Paratransit Program
7. VTA Website Improvements
8. General Manager's Report
9. VTA Budget
10. BPAC Coordination
11. Transit Shelter Advertising Program
12. City of Santa Clara Senior Citizen Study

All dates and items subject to change. Effective: September 23, 2010