

COMMITTEE FOR TRANSIT ACCESSIBILITY

Wednesday, April 13, 2011
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)

CONSENT AGENDA

5. Approve the Regular Meeting Minutes of January 12, 2011.
6. INFORMATION ITEM - Receive the Chief Operating Officer's Report.
7. INFORMATION ITEM - Receive FY 2011 Second Quarter Transit Operations Performance Report.
8. INFORMATION ITEM - Receive Information on April 2011 Transit Service Changes.

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

9. ACTION ITEM - Recommend that the Board of Directors adopt the Valley

Transportation Plan (VTP) 2040 initial project list for submittal to Metropolitan Transportation Commission (MTC).

10. INFORMATION ITEM - Receive Santa Clara County's FY 2010/2011 FTA Section 5310 Local Review Committee's recommended project scoring list.
11. INFORMATION ITEM - Receive a Report on the Guadalupe South Line Elevators and Escalators Retrofit Project.
12. INFORMATION ITEM - Receive Clipper Implementation Status report.
13. INFORMATION ITEM - Paratransit ID Card Use with New VTA Fareboxes.
14. INFORMATION ITEM - Receive the Quarterly Legislative Report.
15. INFORMATION ITEM - Receive Workplan Update.

REPORTS

16. Receive the City Disability Advisory Commissions (DAC) Reports. (Verbal Report)
17. Receive the Committee Staff Report. (Verbal Report)
18. Receive the Citizens Advisory Committee/Citizens Watchdog Committee Report. (Verbal Report)
19. Receive the Chairperson's Report. (Verbal Report)
 - A. Establish a working group to look at bus stop accessibility, composed of 4 to 5 CT A members. (Morrow)

OTHER

20. ANNOUNCEMENTS

21. 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.com/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.

Committee for Transit Accessibility

Wednesday, January 12, 2011

MINUTES

CALL TO ORDER

The Regular Meeting of the Committee for Transit Accessibility (CTA) was called to order at 1:03 p.m. by Chairperson Morrow in Building A, Auditorium, Valley Transportation Authority (VTA), 3331 North First Street, San Jose, California.

1. ROLL CALL

Attendee Name	Title	Status
Emma Eljas	Member	Present
Christina Fernandez	Staff Aide to Ex-Officio Board Liaison Reed	Absent
Sandra Gouveia	Member	Absent
David Grant	Member	Present
Katie Heatley	Ex-Officio Member	Present
Troy Hernandez	Member	Present
Dennis Kempel	Member	Present
Martin Lasich	Member	Absent
Laura Michels	Member	Present
Aaron Morrow	Chairperson	Present
Lechi Nguyen	Member	Present
Jeffrey Ovetz	Member	Present
David Robinson	Member	Present
Larry Saltman	Member	Present
Dilip Shah	Member	Present
Vicci Smith	Member	Absent
Barbara Stahl	Member	Present

2. INTRODUCTION OF AUDIENCE MEMBERS

Usman Husaini, Construction and Engineering; Carol Lawson, Fiscal Resources Manager; Kimberly Koenig, Fiscal Resources Manager; Ali Hudda, Deputy Director of Accounting; Joonie Tolosa, Operations Analysis and Reporting Manager; Sandra Weymouth, Board Secretary; Patrick Griffin, Public Affairs and Customer Information Manager; and, Alicia Carrillo, Interested Citizen.

3. PUBLIC PRESENTATIONS

Alicia Carrillo, Interested Citizen, expressed concern with Outreach's service area, hours, and affordability.

Emma Eljas, Interested Citizen, expressed a need for the Committee to reinstate the Ridership report.

David Grant, Interested Citizen, expressed concern with Customer Service's response to complaints about drivers.

Jeffrey Ovetz, Interested Citizen, expressed concern with drivers not following the posted schedules and the discontinuance of contact cards aboard vehicles.

Aaron Morrow, Interested Citizen, expressed concern with the morale of drivers and the treatment of customers. He requested the topic be agendaized for a future meeting.

Emma Eljas, Interested Citizen, expressed concern with the Committee meeting quarterly and would like to have more workshops to discuss specific topics.

Patrick Griffin, Public Affairs and Customer Information Manager, addressed the Committee's concerns and indicated he will look into the incidents.

4. Board of Directors Report

There was no Board of Directors report.

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

Chairperson Morrow indicated items 5- 8 would be heard and considered in one motion. Member Eljas requested **Agenda Item #8**, January 10, 2011 Service Changes, be placed on the Regular Agenda.

5. Minutes of October 13, 2010

M/S/C (Eljas/Grant) to approve the Minutes of October 13, 2010.

6. Chief Operating Officer's Report

M/S/C (Eljas/Grant) to receive the Chief Operating Officer's Report.

7. First Quarter 2011 Transit Operations Performance Report

M/S/C (Eljas/Grant) to receive the First Quarter 2011 Transit Operations Performance Report.

REGULAR AGENDA

8. January 10, 2011 Service Changes

Member Eljas questioned if any of the changes affect Outreach.

Jim Unites, staff Liaison indicated there are no changes to Outreach service.

On order of Chairperson Morrow and there being no objections, the Committee received a report on Service Changes effective January 10, 2011.

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

9. Nomination and Election of Chairperson for 2011

M/S/C (Grant/Stahl) to close nominations and elect Aaron Morrow as CTA Chairperson for 2011.

10. Nomination and Election of CTA First Vice Chairperson for 2011

M/S/C (Morrow/Grant) to close nominations and elect Emma Eljas as CTA First Vice Chairperson for 2011.

11. Nomination and Election of CTA Second Vice Chairperson for 2011

M/S/C (Grant/Saltman) to close nominations and elect Barbara Stahl as CTA Second Vice Chairperson for 2011.

12. FY 2012 and FY 2013 Biennial Budget Assumptions

Joseph Smith, Chief Financial Officer, introduced the item and provided background on the biennial budget for FY 2012 and FY 2013.

Carol Lawson, Fiscal Resources Manager, provided the framework being used to develop the FY 2012 – 2013 budget highlighting: 1) No changes in Service levels or fare increases; 2) Ridership projections; 3) Sales tax revenues; 4) State funding; 5) Federal Operating Grants; and 6) Expenses for labor including wages, pensions, and health benefits.

Member Grant questioned the number of employees participating in California Public Employees' Retirement System (CalPERS) and questioned why VTA is continuing contributions.

Ms. Lawson indicated any changes to contributions would have to be a part of future negotiations, but it must be assumed in the budget because it is in the current contracts.

M/S/C (Grant/Michels) to approve submitting a recommendation to the Board of Directors to discontinue VTA's portion of employee contributions to CalPERS.

Ms. Lawson provided the Committee with the AD-Hoc Financial Recovery Committee (Ad-Hoc FRC) priority list which include activities that: 1) Preserve the level of service; 2) Support transit service; 3) Support regional partnerships; 4) Increase operating funding; 5) Provide information to riders and employees; and 6) Expand service.

Ms. Lawson provided the Ad-Hoc Key Principles which includes: 1) Keep operating reserves at 15%; 2) Limit use of Capitol Funding for Operations; 3) Control cost growth; 4) Achieve internal efficiencies; 5) Negotiate sustainable bargaining union agreements; and 6) Use of Contracted Services.

Ms. Lawson provided a timeline on the next steps in the budget process noting staff will present the item to the Board in April 2011 and at community meetings and Advisory Committee meetings in May. It is scheduled for adoption at the June 2011 Board Meeting.

Members of the Committee questioned the following: 1) Staff efficiencies and what will

be done internally; 2) Amount of the unfunded liabilities in pensions and retiree medical trusts; and 3) Cap on accrued vacation for non Amalgamated Transit Union (ATU) employees.

Chairperson Morrow requested the following: 1) Number of ATU represented VTA employees; 2) Forward the Ad-Hoc FRC priorities to CTA; and 3) A meeting with the Advisory Committee Chairpersons to address the budget item before it is presented to individual committees.

On order of Chairperson Morrow and there being no objection, the Committee received a report on the FY 2012 and FY 2013 Biennial Budget Assumptions.

The Agenda was taken out of order.

14. Light Rail Commuter Express Service Status

Jim Unites, CTA Staff Liaison, provided a brief overview on the status of the Light Rail Commuter Express Service.

Member Grant requested updates as future data on ridership is received.

On order of Chairperson Morrow and there being no objection, the Committee received a report on the Light Rail Commuter Express Service Status.

13. Capital Expressway Pedestrian Improvements

Usman Husaini, Engineering and Construction, provided a brief overview of the Capital Expressway Pedestrian Improvement project.

Member Stahl expressed concern with bus stops surfaces not being smooth and suggested having persons in wheelchairs and pedestrians give suggestions on improvements.

On order of Chairperson Morrow and there being no objection, the Committee received a report on the County Expressway Pedestrian Improvements.

15. Quarterly Legislative Report

Scott Haywood, Policy and Community Relations Manager, provided a brief report highlighting the Governor's release of the first proposed State budget for next year that includes the provision of \$23 billion in transportation bond funding due which will help move some of the highway projects forward.

On order of Chairperson Morrow and there being no objection, the Committee received the Quarterly Legislative Report.

16. Workplan Update

Chairperson Morrow announced the budget workshop in May 2011, reinstatement of the ridership report, and an accessibility workshop will be added to the Workplan. Member Grant questioned the progress of having photos of bus stops online and suggested the Committee focus more time on accessibility issues.

REPORTS

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

Chairperson Morrow reported many changes have taken place on the DAC including a new work plan, objectives, and new reporting to the City Council.

18. City of Santa Clara Disability Advisory Commission (DAC) Report

Member Stahl provided a brief report indicating the Commission is concentrating on the pedestrian and wheelchair walkway on San Tomas Expressway.

19. Committee Staff Report

Mr. Unites provided a brief update on the call for projects on the Federal Transit Administration (FTA) Section 5310 Program. Members Morrow, Ovetz, and Saltman have agreed to sit on the sub-committee and they will be meeting in March to review the grant applications.

Mr. Unites announced several Committee members and agencies were reappointed to the CTA by the Board and there are currently 5 vacancies that need to be filled.

20. Citizens Advisory Committee/Citizens Watchdog Committee (CAC/CWC) Report

On order of Chairperson Morrow and there being no objection, the Committee deferred the Citizens Advisory Committee/Citizens Watchdog Committee Report.

21. Chairperson's Report Defer

On order of Chairperson Morrow and there being no objection, the Committee deferred the Chairperson's Report.

OTHER

22. Announcements

Member Saltman presented a letter of appreciation from the Senior Citizens Commission to Julia Jones, Senior Management Analyst, for attending a Commission meeting and addressing concerns and issues with public transit. They also thanked Mr. Unites for responding to their request for a speaker on short notice.

23. ADJOURNMENT

On order of Chairperson Morrow and there being no objection, the meeting was adjourned at 3:02 p.m.

Respectfully submitted,

Menominee L. McCarter, Board Assistant
VTA Office of the Board Secretary



Date: March 28, 2011
 Current Meeting: April 13, 2011
 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 January 2011:

New Hybrid Airport Flyer Rollout

VTA had a press conference to introduce the new Hybrid Airport Flyer buses on Friday, February 4, 2011. It was well attended and we believe the new buses will be favorably received by customers.



Graffiti Arrests

On 1/27/2011 at 10:26 p.m., 2 AlliedBarton Security units reported to County Comm that two Hispanic male adults were in the process of writing graffiti in Velasco Tunnel near Blossom Hill. Sheriff's units responded. One subject was cited for vandalism and another for being a minor in possession of marijuana and cigarettes. Both of them were cited and released to their parents.

On January 28th, the California Labor Federation Workforce and Economic Development Program notified us that the California Employment Training Panel approved their AB 118 funding proposal in the amount of \$999,460. VTA will receive between \$300,000 and \$350,000 toward our Maintenance Training Program.

TSGP Grant Field Tour

California Emergency Management Agency (Cal EMA) FY2007 TSGP grant field tour - AlliedBarton Lt. Mike Brill reports the tour went well. Mr. Lewis from Cal EMA was impressed with the amount of service coverage we have, especially compared to Sacramento RT. He was also impressed with the cleanliness of the platforms and trains. They visited Baypointe, I-880, Great Mall, Montague, Cropley, Santa Teresa and Cottle stations.

Fare Enforcement Operations Scheduled Fare Enforcement Operations

- A Visible Intermodal Prevention and Response (VIPR) Sting Operation occurred on Friday 1/21, 7:00-9:00p.m. at Santa Clara Station southbound. Passengers Checked: 365; Citations: 52; Arrests: 12
- A Second VIPR Sting took place on 01/25/11, 7:00-11:00a.m. at San Antonio Station northbound. Passengers Checked: 1097; Citations: 48; Arrests: 3 (No bail warrant, resisting arrest, Providing False ID to an Officer); Runaway person found: 1

Notes: One arrest was for a habitual fare evader who runs away from Fare Inspectors on a regular basis. This person ran from Fare Inspectors (and did not obey commands from Deputies to stop) on this day also, except he only made it across the street before he was tackled by several Law Enforcement Officers and taken into custody, he was arrested for resisting arrest.

During this operation, employees from the coffee shop next to the station continued to bring out coffee to all persons participating (no charge). When the operation was over, Fare Inspector Supervisor Dave Collura and most Fare Inspectors and Law Enforcement Officers went into the store to thank the owner for her generosity. The woman stated that she was grateful that we were helping to clean up the area and wanted to show her appreciation.

- Fare Inspectors went on duty at 5:00 a.m. on Saturday 01/26 (normally they go on duty at 7:30). All but one early train was checked, 7 citations were issued and 114 passengers were checked.
- Fare Inspectors performed customer service duty the week of January 24th at Mt View, Tamien and Diridon stations. This was to inform Clipper Passengers that we now accept their 2-zone Monthly passes. AM passengers were very appreciative.
- A VIPR Operation took place on 02/15, from 11:00 a.m. to 1:30 p.m. at Santa Clara Light Rail Station, both northbound and southbound.

- Passengers Checked: 685; Citations issued: 33; Warnings issued: 7; Arrests: 3
- Several riders from out of town were found without proper fare, it was decided that the appropriate thing to do was to allow them to purchase fare and issue warnings.
- One woman stopped by and advised us that she worked in the Legal Office near the LRT Station and that she really appreciates the fact that we are there and showing presence.
- A VIPR Operation took place on 02/25, from 7:00-9:00 p.m. at Santa Clara Station, both northbound and southbound. Passengers Checked: 270 (Passenger count very low, possibly due to very cold weather) Citations issued: 55; Warnings issued: 0; Arrests: 5 (4 cite-and-release and 1 jailed)
- A Sting Operation took place on 03/08, 12:00-1:00 p.m. at Civic Center Station. Passengers Checked: 321; Clipper Passengers Checked: 7; Citations issued: 17; Warnings issued: 2; Arrests: 2 (1 cite and release warrant and 1 jailed for \$50k drug-related warrant).

Fare Inspection Monthly Activity Report - December 2010

	Current Month	Previous Month	Fiscal YTD
<i>Fare Inspection:</i>	33,263	31,898	196,326
Total Ridership	787,189	833,401	5,067,187
Passengers Checked	33,263	31,898	196,326
Passengers Without Fare	1,922	1,697	10,931
Inspection Rate	4.2%	3.8%	3.9%
Compliance Rate	94.2%	94.7%	94.4%
Evasion Rate	5.8%	5.3%	5.57%
<i>Fare Policy Enforcement:</i>			
Adult Citations Fare Evasion	514	411	3,227
Youth Citations Fare Evasion	80	46	539
Adult Written Warning	144	183	863
Youth Written Warning	16	17	84
Adult Verbal Warning	167	137	860
Youth Verbal Warning	42	31	240
Evasion Runaway	738	682	3,916
Citation Rate	30.91%	26.93%	33.75%
Verbal Warnings OTB - Offer To Buy	195	166	1,068
Verbal Warnings CP - Complimentary Pass	14	2	32
Evictions	221	190	1,202

Clipper Rollout

The Clipper rollout on March 1, 2011 introducing the ability to buy and use VTA monthly passes

on the system went very well. Ambassadors were in place at major transfer points to answer questions. Training Staff was also out on the system to answer questions from Operators. Since that time, Clipper passengers are increasing in numbers and seem to be learning the system.

Two Arrests at San Fernando Station

The afternoon of March 9th, Deputies were at the San Fernando Light Rail station arresting an intoxicated person who was wanted by parole and had tried to kick out a patrol car window. After the subject was controlled, one of the Deputies noticed another unrelated subject on the platform smoking a cigarette.

The Deputy obtained the second person's information for the smoking violation. This information came back with a \$300,000 warrant for sex crime violations. The subject had a loaded .25 caliber pistol in his waistband and drugs in his pocket. There was a bullet in the gun chamber and the magazine also had bullets in it. The subject is a transient, said he found the gun in St James Park and carries it for protection. He was booked for the gun, drugs and warrant charges. This was great proactive police work by Deputy Winslow.

Passenger Assault Follow-Up

On 2/21 at 9:11 p.m. the Operator of Train 12 reported a female adult down on the northbound end of the Tasman Station platform. The operator went to check on her and reported she could not talk but was moving her fingers. County Comm and Field Supervision were notified. OCC brought up the scene on their cameras. The female was on board train 33 northbound and got off at Tasman, chasing a male pushing a baby carriage. A fight ensued and he knocked her down and left northbound. San Jose Fire and AMR responded. The female was transported to San Jose Regional - said to be extremely intoxicated.

The CCTV footage was very helpful in this case. The female started a physical fight with her male companion. He then appears to punch her and she goes down. The male took off with a four-month-old in a stroller. Deputies were able to track him to a rented room in the Spindrift Trailer Park off First St. The subject was not there, but he left the child behind in the room. The baby was turned over to Child Protective Services. The female was medically treated and released to the custody of the deputies who booked her for her battery on the male subject. The male subject had a warrant in the system for domestic abuse and now new charges of domestic violence and child endangerment.

SJFD Mutual Aid

OCC received a call from San Jose Fire Department dispatch on 2/27/11 at approximately 6:00 p.m. requesting a coach to serve as a shelter-in-place due to a transformer fire in the area of 30th and San Antonio. The coach was used to shelter 28 residents in the area until 7:15 p.m., due to concerns about transformer leakage.

California Energy Commission Meeting

Deputy Director of Maintenance and Security, Mike Hursh, attended the California Energy Commission meeting on Monday, March 7th in Sacramento. The purpose was for VTA to make comments on-the-record for the Joint Workforce Investment (JWI) development grant.

Internal Audit Reports

Received a letter dated February 17, 2011 from Stephen Artus of the California Public Utilities

Commission approving VTA's 2010 Internal Rail System Safety Audit Report and Annual 2010 Internal Security Audit Report.

The 2nd Annual audit of the AlliedBarton contract is scheduled for April 5, 2011, which is within 30 days of the anniversary of the contact (March 14). Questions have been provided to AlliedBarton's Contract Manager, Greg Cullen.

Transit Patrol Training

Bus Training brought a Hybrid Bus to River Oaks the last week of February and provided familiarization training to Transit Patrol Deputies and Allied Barton Officers. Due to the high voltages and other differences from the other Buses, this training was very helpful.

Hardwood Spur

The Hardwood Spur (abandoned Union Pacific track), located on the Winchester (Vasona) Light Rail Line between Race and Diridon Stations was removed the weekend of 2/26/11.

Prepared By: Debora Tidwell
Memo No. 2913



Date: February 23, 2011
 Current Meeting: April 13, 2011
 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: Transit Operations Performance Report - FY 2011 Second Quarter Report

FOR INFORMATION ONLY

BACKGROUND:

The fiscal year-to-date 2011 Second Quarter Performance Report presents key performance information regarding the operation of the Valley Transportation Authority (VTA). This report is routinely produced after each quarter and at the end of the fiscal year. A detailed summary of the fiscal year-to-date 2011 Second Quarter performance (July 2010 through December 2010) follows.

DISCUSSION:

Ridership (page 6 of the report)

Bus ridership through the first six months of FY 2011 totaled 15.5 million, a 5.0% decrease compared to the same period of the previous fiscal year. Average weekday ridership was 100,258, down 4.4%.

Light rail ridership recorded 5.1 million boardings through the second quarter of FY 2011, a slight increase of 0.2% compared to the same period last year. Average weekday ridership was down 1.0%.

FY 2011 second quarter system ridership (bus and rail) decreased by 3.8%. Average weekday ridership decreased by 3.6%, from 137,176 last year to 132,293 this year.

Key Performance Indicators (page 5 of the report)

Service reliability performance during the first six months of FY 2011 was 99.75%, slightly higher than last year's 99.69%. Bus recorded 9,154 miles between major mechanical schedule losses, a 10.4% increase compared to the same period in FY 2010.

Light Rail miles between major mechanical schedule losses recorded at 36,531 miles fell by 11.5%

compared to the same period in FY 2010. However, the 12-month trend miles between mechanical scheduled loss was 40,824 miles. For absenteeism, all measures met established goals with the exceptions of Light Rail Maintenance and Way, Power, and Signal.

Through FY 2011 second quarter light rail on-time performance was 87.8%, lower than last year's 88.4%. Bus on-time performance recorded 88.3%, down from last year's 89.2%.

Paratransit (page 17 of the report)

Through the first six months of FY 2011, Paratransit ridership decreased by 15.2% from 485,720 last year to 412,120 this year. The decrease is largely attributed to the continuing economic downturn, state budget cuts to related programs and client transfers to Outreach's senior transportation program. Active customers declined by 11.9% during the first two quarters of this fiscal year when compared to the same period last year.

The net operating cost during the first six months of FY 2011 was \$9.8 million, down 19.4% compared to the same period last fiscal year. In addition to reduced demand for the service, the net cost decrease is attributed to vehicle-sharing and cost-sharing strategies and reduced broker costs. Vendor fuel costs have declined due to the implementation of a more energy-efficient fleet including 112 Prius sedans. The net operating cost (including eligibility costs) per Paratransit passenger trip for the first half of FY 2011 was \$23.76, meeting the goal of less than or equal to \$27, and 5.0% less compared to the same period last year.

Inter-Agency Partners and Contracted Services (page 6 of the report)

VTA's Inter-agency partners and contracted services ridership results are as follows:

- Dumbarton Express ridership was 130,756, up by 4.2%.
- Highway 17 Express ridership was 121,799, down 18.8%.
- Monterey-San Jose Express ridership was 15,699, up by 15.0%.
- ACE ridership was 339,543, up by 4.5%.
- Caltrain ridership was 6.3million, up by 4%.
- Caltrain shuttle ridership in Santa Clara County was 370,809, down 5.9%.
- ACE shuttle ridership was 110,471, up by 15.6%.
- IBM light rail shuttle ridership recorded 11,008 riders, down 16.4%.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

The Transit Planning and Operations (TP&O) Committee received this item as part of their February 2011 consent agenda. The Committee recommended the item be placed on the Consent Agenda for the March 3, 2011 Board of Directors meeting.

Prepared By: Joonie Tolosa, Operations Analysis, Reporting, & Systems Manager
Memo No. 2842



Date: March 18, 2011
 Current Meeting: April 13, 2011
 Board Meeting: April 7, 2011

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: April 2011 Transit Service Changes

FOR INFORMATION ONLY

BACKGROUND:

VTA implements service changes quarterly (January, April, July, and 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. 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 and are still subject to an appropriate level of public and community review and comment. The changes to be implemented on April 4, 2011 are minor.

DISCUSSION:

The following service changes will take effect on Monday, April 4, 2011.

Line 11- This line will be shown as a 2-way route and will operate northbound and southbound. No schedule changes will be made.

Line 14- Minor weekday and weekend schedule changes will be made.

- Line 17- This line will be shown as a 2-way route and will operate northbound and southbound. No schedule changes will be made.
- Line 18- This line will be shown as a 2-way route and will operate northbound and southbound. Minor weekday schedule changes will be made.
- Line 19- This line will be shown as a 2-way route and will operate northbound and southbound. Minor weekend schedule changes will be made.
- Line 26- Minor weekday and weekend schedule changes will be made due to the interchange construction on Tully at Highway 101.
- Line 53- Minor schedule changes will be made.
- Line 54- Minor weekday schedule changes will be made.
- Line 63- Minor weekday and weekend schedule changes will be made.
- Line 66- Minor weekend schedule changes will be made.
- Line 68- Minor weekend schedule changes will be made.
- DASH- This line will be shown as a 2-way route and will operate eastbound and westbound. No schedule changes will be made.

STANDING COMMITTEE DISCUSSION/RECOMMENDATIONS:

The Transit Planning & Operations Committee reviewed this information item on March 17, 2011. VTA staff explained minor service adjustments are planned on some routes to reflect traffic conditions or improve transfer connections between routes. The Committee also discussed the public comment request to add bus service to Willow Glen Way and Almaden Road to serve senior citizen housing complexes. Member Liccardo offered to work with VTA staff to set up a public meeting on the subject. VTA staff indicated that one meeting has been held and that they are familiar with the issue. VTA staff would provide an update on this request on or before the next TPO Committee meeting. This item will be placed on the consent calendar for the April 17, 2011 VTA Board meeting.

Prepared By: James Unites, Deputy Director, Service and Operations Planning
Memo No. 2895



Date: March 31, 2011
 Current Meeting: April 13, 2011
 Board Meeting: May 5, 2011

BOARD MEMORANDUM

TO: Santa Clara Valley Transportation Authority
 Committee for Transit Accessibility

THROUGH: General Manager, Michael T. Burns

FROM: Chief CMA Officer, John Ristow

SUBJECT: VTP 2040 Initial Project Lists

Policy-Related Action: No

Government Code Section 84308 Applies: No

ACTION ITEM

RECOMMENDATION:

Recommend that the Board of Directors adopt the Valley Transportation Plan (VTP) 2040 initial project list for submittal to Metropolitan Transportation Commission (MTC).

BACKGROUND:

As the Congestion Management Agency for Santa Clara County, VTA is responsible for preparing and adopting the countywide transportation plan. Projects and programs included in the Valley Transportation Plan (VTP) serve as recommendations for submittal to the Metropolitan Transportation Commission (MTC) for inclusion in the Regional Transportation Plan (RTP).

A key component of the Valley Transportation Plan update (VTP 2040) is the development of project lists for the eight program areas: Highways, Expressways, Local Streets & County Roads, Transportation Systems Operation and Management (TSOM), Roadway Maintenance, Transit, Pavement Management, Sound Mitigation and Graffiti Removal/Landscape Restoration, Bicycle, Community Design and Transportation. This memorandum presents a financially unconstrained project lists for each of the VTP program areas and initial recommendations for grouping project types into programmatic funding categories.

To be consistent with past practice and MTC's project submittal guidelines, VTA has compiled a list of projects for Local Streets and Roads, Transit, Expressways, and Highways from our Member Agencies to submit to MTC by April 29th. The other project categories, including Transportation Systems Operation and Management (TSOM), Roadway Maintenance, Sound

Mitigation and Graffiti Removal/Landscape Restoration, Bicycle, and Community Design and Transportation, are designated as Program Areas with no specific projects identified.

DISCUSSION:

In February 2011, VTA issued a Call-for-Projects for project sponsors to identify new projects and for updated information for projects currently in VTP 2035. The Call-for-Projects was set to coincide with the RTP schedule and was issued to city, town and County governments in Santa Clara County, as well as other relevant agencies such as Caltrans. Members of the public were also encouraged to submit applications as part of the call for projects. The due date for submittals was Friday April 1st, 2011. All projects will need to be submitted to MTC by April 29th. Due to time limitations, the list of projects will be forwarded under separate cover. The draft project lists will also be presented to the public at four locations around Santa Clara County in early April for comment as part of the outreach for VTP 2040.

It is important to note that the lists included are not financially constrained as requested by MTC. In past practices, MTC developed a set of financial estimates to inform CMAs with a dollar amount to use for their County in the development of project lists. Project sponsors were asked to develop the project lists without the benefit of full financial estimates for the plan. MTC will evaluate the projects against a set of transportation measures as part of the RTP development. MTC intends to use the evaluations as a basis for discussion. However, the steps following the evaluation are unclear at this point.

After submitting the initial project lists to MTC, VTA staff will work with MTC to evaluate the projects based on financial estimates developed by MTC, which is expected to come out in summer 2011. Additional outreach to the public and stakeholders will be necessary to prioritize the projects and refine the project lists. Keeping in mind that the RTP will not be adopted until April 2013, the development of full project lists may not be finalized until adoption of the plan. Throughout this process, staff will keep our Member Agencies, Committees, and the Board aware of the regional process involving the project lists and make any additions and modifications where necessary.

To engage the public in the discussions of the SCS and VTP development and solicit feedback on the draft VTP project lists, VTA has set up six public meetings in March and April. These public meetings are intended to bring about discussion regarding the projects and to give the public a sense of what the process for the development of the VTP will be, with the inclusion of a Sustainable Communities Strategy and how we should consider elements of SB 375.

Next Steps

The following is a process timeline for the development of both our VTP and the RTP.

VTP/SCS Public Meetings

March 16 - 4pm to 6pm - VTA Offices, San Jose

April 7 - 6pm to 8pm - Morgan Hill Community and Cultural Center, Madrone Room

April 11 - 4pm to 6pm - Mountain View Public Library, Community Room

April 12 - 6pm to 8pm - San Jose Biblioteca Latinoamericana Library, Community Room

April 13 - 6pm to 8pm - Campbell Library, Community Room, Lower Floor
 April 14th - 4:30pm to 6pm, VTA Policy Advisory Committee/Cities Association Meeting:
 Sunnyvale City Council Chamber (webcast available)

Upcoming Key VTP/SCS Milestones

Release of Initial Vision Scenario:	March 11, 2011
Project Submittals due to VTA:	April 1, 2011
Public outreach on potential projects:	March to Mid-April, 2011
Project Submittals due to MTC:	April 29, 2011
VTA Board Adoption of Project Lists	May 5, 2011
SCS Detailed Scenario Development:	June-August 2011
MTC evaluation of projects	Spring 2011 through Winter 2012
VTA evaluation and refinement of projects	Fall 2012
VTP 2040 Adoption:	January 2013
Final RTP/SCS:	April 2013

ALTERNATIVES:

The Board may choose an alternative list of projects to submit to MTC.

FISCAL IMPACT:

There is no financial impact for the submittal of the list of projects. There is no direct impact to the VTA budget as a result of this action.

Prepared by: John Sighamony
 Memo No. 3060



Date: March 30, 2011
 Current Meeting: April 13, 2011
 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: Fiscal Year 2010 and 2011 Section 5310 Funding Cycle Local Review
 Committee (LRC) Recommended Project Scoring Report

Policy-Related Action: No

Government Code Section 84308 Applies: No

INFORMATION ITEM

RECOMMENDATION:

Receive Santa Clara County's FY 2010/2011 FTA Section 5310 Local Review Committee's recommended project scoring list.

BACKGROUND:

The Section 5310 program is a competitive statewide grant application process that is administered at the state level by Caltrans through the state's Regional Transportation Planning Agencies (RTPAs) according to policies and scoring criteria established by the California Transportation Commission (CTC). The program provides financial assistance for transportation services designed to meet the special transportation needs of seniors and persons with disabilities. Section 5310 federal share program funds may be used by eligible agencies to pay for vehicles and computer or communication equipment needed to provide such services.

DISCUSSION:

The Metropolitan Transportation Commission (MTC) administers the Section 5310 Program for the nine San Francisco Bay Area counties. MTC requires that the region's Paratransit Coordinating Councils (PCC's) appoint Local Review Committees (LRC) to evaluate and rank Section 5310 applications submitted within their respective counties. As the PCC for Santa Clara County, the CTA appointed a three member LRC at its October 2010 meeting.

On March 9, 2011, the CTA's LRC met to review and score 4 project proposal packages from three applicants. The LRC recommended scores for the 34 projects are listed in Attachment A.

The total cost of the 34 projects is \$1,435,000. Applicant agencies are not required to provide a local match during the FY 2010-11 program cycle as CalTrans has received federal permission to use its Toll Bridge Credit Balance to fund the local match share of the State's Section 5310 projects.

The LRC's recommended scores were forwarded by the General Manager to MTC before March 22, 2011 as required. This submission followed VTA procedures governing the Section 5310 Program as adopted by the VTA Board of Directors in March 1999.

For the FY 2010/11 Section 5310 Program, \$25 million is available statewide to fund projects. The number of projects and the total amount of funding requested statewide will not be known until June 2011.

MTC will submit the Bay Area region's list of projects to Caltrans for inclusion into a statewide list of applications in May. Caltrans will then refer applications likely to receive funding to its State Section 5310 Review Committee (SRC) for final scoring. After the SRC makes final scoring adjustments, Caltrans will forward the SRC's recommended Program of Projects to the CTC for approval.

The final State list of FY 2010/11 Section 5310 projects will be approved by the CTC this Summer or Fall. Funding is usually available to successful applicants 12 to 18 months thereafter. Staff will report the final FY 2010/11 scores approved by the CTC to the CTA.

FISCAL IMPACT:

There is no fiscal impact.

Prepared by: David Ledwitz
Memo No. 3046

Attachment A

Santa Clara County's FY 2010/11 Federal Transit Administration Section 5310 Program List of Project Applications and Local Review Committee Scores

No.	Applicant Agency	Project Type	Total Project Cost	LRC Recommended Score
1.	Outreach & Escort, Inc. 2010	Replacement Minivan	\$44,000	98
2.	Outreach & Escort, Inc. 2010	Replacement Minivan	\$44,000	98
3.	Outreach & Escort, Inc. 2010	Replacement Minivan	\$44,000	98
4.	Outreach & Escort, Inc. 2010	Replacement Minivan	\$44,000	98
5.	Outreach & Escort, Inc. 2010	Replacement Minivan	\$44,000	98
6.	Outreach & Escort, Inc. 2010	Replacement Minivan	\$44,000	98
7.	Outreach & Escort, Inc. 2010	Replacement Minivan	\$44,000	98
8.	Outreach & Escort, Inc. 2010	Replacement Minivan	\$44,000	98
9.	Outreach & Escort, Inc. 2010	Replacement Minivan	\$44,000	98
10.	Outreach & Escort, Inc. 2010	Replacement Minivan	\$44,000	98
11.	Outreach & Escort, Inc. 2010	Replacement Minivan	\$44,000	98
12.	Outreach & Escort, Inc. 2010	Replacement Minivan	\$44,000	98
13.	Outreach & Escort, Inc. 2010	Replacement Minivan	\$44,000	98
14.	Outreach & Escort, Inc. 2010	13 Mobile Radios	\$13,000	98
15.	Outreach & Escort, Inc. 2010	Base Station	\$2,500	98
16.	Outreach & Escort, Inc. 2011	Replacement Minivan	\$44,000	98
17.	Outreach & Escort, Inc. 2011	Replacement Minivan	\$44,000	98
18.	Outreach & Escort, Inc. 2011	Replacement Minivan	\$44,000	98

19	Outreach & Escort, Inc. 2011	Replacement Minivan	\$44,000	98
20	Outreach & Escort, Inc. 2011	Replacement Minivan	\$44,000	98
21	Outreach & Escort, Inc. 2011	Replacement Minivan	\$44,000	98
22	Outreach & Escort, Inc. 2011	Replacement Minivan	\$44,000	98
23	Outreach & Escort, Inc. 2011	Replacement Minivan	\$44,000	98
24	Outreach & Escort, Inc. 2011	Replacement Minivan	\$44,000	98
25	Outreach & Escort, Inc. 2011	Replacement Minivan	\$44,000	98
26	Outreach & Escort, Inc. 2011	Replacement Minivan	\$44,000	98
27	Outreach & Escort, Inc. 2011	Replacement Minivan	\$44,000	98
28	Outreach & Escort, Inc. 2011	Replacement Minivan	\$44,000	98
29	Outreach & Escort, Inc. 2011	13 Mobile Radios	\$13,000	98
30	Outreach & Escort, Inc. 2011	Base Station	\$2,500	98
31	HOPE Services	New Small Bus	\$65,000	83
32	HOPE Services	New Small Bus	\$65,000	83
33	On Lok Senior Health Services	New Small Bus	\$65,000	78
34	On Lok Senior Health Services	New Small Bus	\$65,000	78

Total Project Costs: \$1,435,000

Section 5310 Federal Share Funds Requested: \$1,435,000 (Applicant agencies are not required to provide a local match during FY 2010-2011 funding Cycle per CalTrans agreement with U.S. Department of Transportation to apply California's Toll Bridge Credit for Local Match requirement.)



Date: March 30, 2011
 Current Meeting: April 13, 2011
 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: Guadalupe South Line Elevators & Escalators Retrofit Project

FOR INFORMATION ONLY

BACKGROUND:

With the completion of South Line Platforms Retrofit Project, VTA's 42-mile light rail system and 62 stations are fully accessible with level boarding at all doors for all passengers. However, the elevators and escalators serving the Guadalupe South Line Light Rail Stations are showing signs of deterioration and require some ADA and Code upgrades. Elevator structural car frames and platforms are corroded and the cabs are worn and damaged from frequent use. Escalators have also exhibited signs of corrosion and require some Code upgrades. In addition, State of California, Division of Occupational Safety and Health (DOSH), Elevator Unit has observed deficiencies which need to be resolved.

The last major work on South Line elevators was performed in 2004, when VTA completed replacement of structural car frames and platforms at Blossom Hill, Capitol, Curtner, Tamien and Virginia Stations. The structural car frames and platforms at the remaining elevators along the Guadalupe South Line (Cottle, Snell and Branham Stations, and Snell Park and Ride) are as originally constructed.

The South Line Elevator and Escalator Retrofit Project scope of work includes replacement of the structural car frames and platforms at Cottle, Snell and Branham Stations, and Snell Park and Ride. All car platforms shall be stainless steel. In addition, all elevators on the Guadalupe South Line will receive new cabs, complete with stainless steel walls, ceiling and sill, lighting, spray-in-place epoxy flooring, controls, speakers and emergency communications, and closed circuit television for increased passenger safety and security. Elevator entrances on the station platform level at Blossom Hill, Capitol, Curtner, Tamien and Virginia Stations will also receive new overhead canopies designed to protect passengers and provide weather protection of the elevator hoistway opening. Similar canopies will be provided at elevator entrances on the station plaza level at Cottle, Snell and Branham, and Snell Park and Ride. One elevator at Hamilton Station

along the Vasona Line will receive minor safety improvements. The scope of work for the 11 escalators on the Guadalupe South Line includes updating the step chains, handrails, skirt panels, and replacing emergency shutdown switches and controllers.

DISCUSSION:

This memo is to inform CTA members of the planned activities prior to performing the retrofit work to the elevators and escalators. Retrofitting the station elevators and escalators will bring these facilities in compliance with ADA and current codes, increase passenger convenience and improve systems reliability.

Construction is scheduled to begin in June 2011, with completion scheduled for September 2012. All LRT stations will remain in service, however, a group of elevators and escalators at two alternate stations will be taken out of service so that construction can proceed safely and quickly. The work will take between 10 to 15 weeks on two alternate stations at a time.

A critical element to the success of this project will be the Community Outreach Program strategy led by VTA. Early, frequent and effective communications with our riders and the local community will ensure minimum disruption and inconvenience.

VTA is developing a passenger communication plan and an audio/visual announcement procedure to inform customers of out-of-service elevators and escalators prior to and during the retrofit project.

Information about the planned elevator and escalator closures will be communicated through the VTA website, VTA's subscription service, GovDelivery, the monthly passenger newsletter (Take One), and multilingual signage at light rail stations well in advance of the work. All VTA printed material and web pages reference VTA's Customer Service telephone number. The Interactive Voice Response (IVR) System is the 24 hours a day automated service that will have prerecorded messages about the planned elevator and escalator closures and duration of work. VTA website and IVR will be updated daily so the passengers know status of elevators and escalators. Customers can also speak to an Information Service Representative for information or help with trip planning Monday through Friday from 6:00 a.m. to 7:00 p.m., and Saturday from 7:30 a.m. to 4:00 p.m. in order to make plans before starting travel.

VTA will also provide elevator and escalator closure information through onboard audible public announcements. Audible and visual announcements on the light rail platforms will augment the in-vehicle announcements to enhance VTA's commitment to keeping customers informed, throughout the 16-month construction project.

The elevator and escalator closures may prevent some customers with disabilities from accessing a specific light rail station. For these customers, alternate accessible transportation will be provided by special arrangement with VTA's Paratransit provider, Outreach. VTA Supervisor vans will also be deployed in the event Outreach is not available to provide prompt service.

Signage at the out-of-service elevators and escalators will provide a telephone number for any customer with disabilities to call to request accessible transportation. The customer will be provided transportation to the next fully accessible light rail station. For customers riding the

light rail train whose destination is one of the inaccessible stations, they will be instructed via on-board announcements to disembark at a prior accessible station and call the same telephone number in order to receive transportation by an accessible van to the next available accessible station. Alternately, the customer may use the Emergency Call Button to notify the Light Rail Operator, who will arrange for accessible transportation on the customer's behalf.

All Light Rail Operators will be instructed to closely monitor all boarding customers and proactively reach out and make contact with any customer who may rely on the station elevators and escalators in order to complete their trip.

Coach Operators serving light rail stations with out-of-service elevators and escalators will also be apprised of the plan and instructed to assist any customer with disabilities as needed. Coach Operators will either transport the customer to a fully accessible light rail station if another station is on their route, or they will arrange for accessible transportation on the customer's behalf.

Supervisory staff will monitor services at the affected light rail stations to ensure all customers are being served in a timely manner.

Prepared By: Ken Ronsse, Deputy Director
Memo No. 2571



Date: March 22, 2011
 Current Meeting: April 13, 2011
 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: Clipper Implementation Status Report

FOR INFORMATION ONLY

BACKGROUND:

Clipper (formerly known as TransLink) is a regional electronic transit fare collection system sponsored by the Metropolitan Transportation Commission (MTC). While its initial intent was primarily to facilitate inter-operator transit trips, the program is now planned to become the primary means of fare collection for both intra- and inter-operator travel. Clipper has been implemented and is currently in operation in several Bay Area transit systems including AC Transit, BART, Caltrain, Golden Gate Ferry and Transit, and SFMTA. It is anticipated that Clipper will be fully deployed for VTA in the fall of 2011.

The original plan for the Clipper system was to replicate and integrate each participating agency's existing fare policies (e.g. regular and discounted cash fares; transfer rules; day, week, and monthly passes; etc.). However, in the course of its development it became necessary for participating transit agencies to make minor modifications to their fare policies to accommodate Clipper.

The initial development contract for Clipper was awarded to Motorola by MTC in 1999, who later sub-contracted the design and deployment to Energy Research Group (EMG). With MTC's concurrence, EMG later sold the contract to Cubic Corporation. MTC has remained as manager of the contract since then. In February 2010 MTC adopted Resolution 3866, updating the Transit Coordination Implementation Plan, including extensive requirements for participation and support of TransLink (now Clipper). Among these requirements is that operators shall "implement, operate, and promote TransLink as the primary fare payment system for each Operator."

In August of 2010 Cubic completed the installation of Clipper hardware on all VTA buses and light rail platforms and successfully completed testing of Software release 2.4. At that time

MTC determined the Clipper system Revenue Ready for VTA. On October 1st VTA published and presented to MTC a two phase Implementation Plan.

DISCUSSION:

Clipper fare payment system - VTA completed the Initial Launch (phase one) of the Clipper electronic fare payment system on February 16, 2011. The objective is to evaluate the Clipper system using a controlled group of regular VTA riders, plus customers already using the Clipper system with adjoining agencies. Full Production deployment (phase two) is expected in late 2011 when certain technical challenges have been addressed and the system is fully functional, including Day Pass processing and Ticket Vending Machine (TVM) integration, and verification that the system meets VTA's quality standards. The following table shows Clipper usage by VTA customers since shortly after the Initial Launch.

Clipper Ridership on the VTA system:

FROM	2/21/11	2/28/11	3/07/11
TO	2/27/11	3/06/11	3/13/11
E-CASH	1667	2643	2810
PASS	12	6611	2810
TRANSFERS	809	3773	5117
TOTAL TAGS	2488	13,027	17,534

Overall, the system has operated properly with only minor hardware issues. These include minor problems with Bus on-board equipment, connectivity in the yards, and light rail platform devices. Action items are in place for completion over the next 2 to 6 months to resolve these issues.

Clipper's benefits for customers include simplicity, flexibility, and convenience compared to current paper passes and cash payments. With automatic reloading of fare products and e-cash, riders will not need to stop and buy paper tickets at light rail stations or use cash on buses. By registering the Clipper card, the card's value is secure even if it is lost or stolen.

VTA provided a limited information campaign to the general public during the Initial Launch. The Day Pass, a significant part of VTA's fare structure, has proven difficult to integrate into Clipper and is not available during the initial launch. However, E-cash is being accepted as payment of fares on all VTA buses and at all light rail stations. In addition, all transfer rules are functioning and VTA is able to accept passengers transferring from adjoining operators using the Clipper card. Some minor differences exist in the VTA Business Rules for customers using e-cash on the Clipper system compared to cash paying customers. For example the actual transfer agreement between VTA and SAMTRANS is for a limited geographic location and the 522 route. Clipper has no way to implement a geographic location transfer so a 2 hour transfer rule was developed as an alternative. VTA and SAMTRANS plan to evaluate the transfer rules and may negotiate changes to the current agreement.

After a successful initial roll out of Clipper, the successful deployment and testing of the Day

Pass Accumulator, and completion of the TVM/Clipper add-value integration, VTA will focus the deployment toward a much broader audience, utilizing a full marketing roll-out. In the final Full Production deployment minor differences will continue to exist between VTA Business Rules for cash paying customers and Clipper system functionality. In every case VTA staff has attempted to ensure that any differences are to the customer's advantage. It is anticipated that upon Full Production launch, all transfers to and from Operators who have implemented Clipper, such as AC Transit, Caltrain, BART, and SAMTRANS, will utilize Clipper.

Prepared By: Gary Miskell
Memo No. 2854



Date: March 30, 2011
 Current Meeting: April 13, 2011
 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: Paratransit ID Card Use with New VTA Fareboxes

FOR INFORMATION ONLY

BACKGROUND:

Since 2003, Outreach paratransit customers have been eligible to ride VTA bus and light rail services at no charge, for trips when they are able to do so. To take advantage of this benefit, paratransit customers simply show a photo ID card, provided by Outreach, to coach operators and light rail fare inspectors. The photo ID card is honored on all VTA-operated bus and light rail services.

There are about 12,000 people eligible to use Outreach paratransit services. Approximately 4,000 paratransit eligible customers have obtained Outreach photo identification cards. Each card contains the name and photograph of the customer, an assigned identification number, and an expiration date. A Personal Care Attendant (PCA) icon is also included in the upper right corner if the passenger is eligible to travel with a PCA at no additional charge. No other paratransit ID card is valid as a fare on VTA services.

Currently, when an Outreach customer boards a bus, the coach operator records the ride by pressing farebox Key #8. If a customer is traveling with a Personal Care Attendant, the coach operator also records the PCA ride with farebox Key #8. Since Key #8 is also used to record miscellaneous other passes, cash upgrades and free rides, the data that is captured for Key #8 is not specific to paratransit eligible passenger boardings. As a result, VTA does not have any count of how many paratransit customers are using their photo identification cards to ride fixed-route services, nor does VTA have information on what lines or stops are most used by these customers, or what time of day they most often travel. CTA members have pointed out several times that this information could be useful to VTA in planning service, access, and facility improvements.

DISCUSSION:

As has been previously discussed with the Committee, the current fareboxes are over 20 years old and VTA is preparing to install new electronic fareboxes during the summer of 2011. The new fareboxes will have much improved data reporting capabilities as compared to the existing system.

Two options for improving the collection of paratransit customer ridership information have been identified. The first option would be to assign a specific key on the farebox operator control unit (OCU) to be pressed exclusively when a customer presents a paratransit photo ID card. The second option would be to reissue the paratransit photo ID cards to include 'smart' data chips, and then collect ridership data by having the customers "tag" their card on the farebox smart card reader when boarding. These options are further discussed below:

1. Dedicated Farebox Key

A dedicated farebox key would allow for collecting information on the number, location, and time of bus boardings by paratransit customers with minimal impact to the current paratransit program. New paratransit ID cards would not be required and no other additional cost would be expected. No change in behavior would be required of paratransit customers and there should not be concern regarding privacy of personal information. The only significant difference from current procedure is that Coach Operators would be required to press a specific farebox key, rather than use a "miscellaneous" key when customers present paratransit photo identification cards. This option would require training and outreach to coach operators to ensure the accurate recording of paratransit customer ID card utilization.

2. VTA Smart Card

The new fareboxes will include readers for contactless chip "smart cards", and VTA could potentially create and issue new "smart" paratransit photo ID cards to all paratransit customers currently holding photo ID cards.

Passengers holding a smart paratransit photo ID cards would "tag" the card on a designated target on the farebox when boarding a bus. The system would recognize the card and tally the ride. The coach operator would not typically need to do anything for the ride to be recorded. However, while most paratransit customers desiring to ride VTA bus routes may be able to tag a card on the farebox, VTA would need to be ready to respond to some paratransit customers' inability to do so. In such cases, coach operators would still need to press a fare box key to record the ride.

Additional programming would be required to set up and maintain this option. Paratransit passenger ID information would need to be stored on the new card. Methods for converting the current information to the new system would need to be explored. There may be significant cost to transition to this card and maintain updated information.

Given that each card would be specific to an individual passenger, a data tracking policy similar to the privacy policies used by the Clipper program would be needed to ensure the

privacy of bus ridership data for paratransit passengers.

Regardless of the boarding information recording option chosen, VTA coach operators and fare inspectors will still need to visually match the face of the person holding the card with the picture on the card.

CONCLUSION:

Although the “VTA smart card” option would reduce the need for coach operators to key in every single boarding by a paratransit customer, operators would still need to key in boardings for those customers not able to tag their cards on the farebox. There would be a significant impact on Outreach due to the requirement to reissue all paratransit photo ID cards and all paratransit ID card customers would need to be trained regarding how to tag their cards.

For these reasons, as well as cost and privacy considerations, staff has determined that VTA should use a dedicated key on the new fareboxes to record paratransit customer usage. This option will allow us to capture the data required to improve service accessibility at no additional cost and without any negative impacts on either Outreach or paratransit customers.

We will work with coach operators, provide training, and deploy field supervision to ensure the appropriate use of the dedicated farebox key for the tallying of paratransit customer bus ridership.

Prepared By: David Sausjord, Revenue Services Manager
Memo No. 3057



Date: December 27, 2010
Current Meeting: April 13, 2011
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: April 4, 2011
 Current Meeting: April 13, 2011
 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:

The Committee for Transit Accessibility (CTA) is presented with a workplan at each of its meetings to allow members to know what topics have been scheduled for current and future meeting discussions. This information allows members to be aware of ongoing program and related budget management timelines and request the scheduling of items not listed.

DISCUSSION:

The following items are scheduled for the April 13, 2011 CTA meeting:

1. Transit Operations Performance Report
2. April 2011 Transit Service Changes
3. South Line Light Rail Elevator & Escalator Retrofit Project
4. Clipper Implementation Status Report
5. Handling Outreach Cards with New Fareboxes
6. Report on Recommended Section 5310 Projects
7. Valley Transportation Plan 2040 (Call for Projects)

The attached 2011 CTA workplan lists items that are currently scheduled to be presented at the Committee's April, July, and October meetings. Of note for May 9, 2011, there will be a FY12 & FY13 Budget Workshop with all Advisory Committees.

In July, the Committee will receive an information update about the BART extension project to Berryessa.

Prepared By: David Ledwitz
 Memo No. 2918

March 30, 2011

2011 Committee for Transit Accessibility Work Plan**January 11, 2011**

1. Elect Committee Officers – Chair, Vice Chair, Second Vice Chair
2. Review FY12/FY13 Budget Assumptions
3. January 2011 Transit Service Changes
4. Capitol Expressway Pedestrian Improvements
5. Light Rail Express Status
6. Transit Operations Performance Report, 1st Quarter

April 13, 2011

1. Transit Operations Performance Report
2. April 2011 Transit Service Changes
3. South Line Light Rail Elevator & Escalator Retrofit Project
4. Clipper Implementation Status Report
5. Handling Outreach Cards with New Fareboxes
6. Report on Recommended Section 5310 Projects
7. Valley Transportation Plan 2040 (Call for Projects)

May 9, 2011, 4:00pm

1. FY12 & FY13 Budget Workshop with all Advisory Committees

July 13, 2011

1. July 2011 Transit Service Changes
2. Transit Operations Performance Report
3. BART Extension to Berryessa Status Report
4. New Fareboxes

October 12, 2011

1. October 2011 Transit Service Changes
2. Transit Operations Performance Report- Prelim Annual 2010
3. Select Nominating Committee for Chair, Vice Chairs

Regular Reports

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

March 30, 2011

Future Items

1. Real Time Transit Information
2. Fixed Route Accessibility Improvements
3. Coach Operator Training on Accessibility
4. Paratransit Program
5. VTA Website Improvements
6. Transit Shelter Advertising Program
7. City of Santa Clara Senior Citizen Study
8. Bus Rapid Transit project status

All dates and items subject to change. Effective: March 30, 2011



Date: March 30, 2011
Current Meeting: April 13, 2011
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: Establish Bus Stop Accessibility Working Group

Policy-Related Action: No

Government Code Section 84308 Applies: No

ACTION ITEM

RECOMMENDATION:

Establish a working group to look at bus stop accessibility, composed of 4 to 5 CTA members.
(Morrow)

**PLEASE PULL THIS COVER SHEET AND
INCLUDE ONLY THE ATTACHMENT.
THANKS.**

FISCAL IMPACT:

Prepared by: A
Memo No. 3065

TO: Committee for Transit Accessibility
FROM: Aaron Morrow, Chairperson
DATE: March 28, 2011
SUBJECT: Establish Bus Stop Accessibility Working Group

Bus stop accessibility throughout VTA's transit system is a recurring topic at Committee for Transit Accessibility (CTA) meetings and I think it is timely to establish a working group to look at bus stop accessibility, composed of 4 to 5 CTA members.

This working group will not focus on paratransit issues and will not set policy but will take a thoughtful and grassroots approach to look at VTA's current bus stop program. It is important for CTA to understand this program so we may continue to improve accessibility using the expertise of our membership and our community partners.

As its first order of business I ask the working group to set realistic objectives and a time frame to report back to CTA with final observations. This working group will not be supported by staff but will be driven by its members; it is not subject to the Brown Act.

We will discuss this proposal at the April 13, 2011 CTA meeting.