



## COMMITTEE FOR TRANSPORTATION MOBILITY & ACCESSIBILITY

Friday, November 12, 2021

10:00 AM

### NOTE MEETING DATE AND TIME

#### **\*TELECONFERENCE AND VIDEO CONFERENCE MEETING ONLY\***

Until further notice and pursuant to Assembly Bill 361 (Rivas), the VTA Committee for Transportation Mobility & Accessibility will convene a teleconference and video conference meeting only.

Zoom meeting link: <https://us02web.zoom.us/j/89669254115>

Call in (one-tap): US: +16692192599,,89669254115# or +16699009128,,89669254115#

Call in (telephone): US: +1 669 219 2599 or +1 669 900 9128 Webinar ID: 896 6925 4115

Technology limitations may limit the ability to receive verbal public comments during the meeting. We encourage the public to submit their comments by 5:00 p.m. on November 11, 2021 to [board.secretary@vta.org](mailto:board.secretary@vta.org). Instructions for participating in the teleconference will be posted on VTA's website: <https://bit.ly/vta-ctma-agendas>

## AGENDA

### COMMITTEE MISSION

*The VTA Committee for Transportation Mobility and Accessibility provides guidance and perspective to the Board of Directors on VTA transit and transportation accessibility matters to help ensure complete access to all users in Santa Clara County, doing so by facilitating dialogue with, representing and advocating the needs of the disabled and senior communities.*

### CALL TO ORDER

1. ROLL CALL
2. INTRODUCTION OF AUDIENCE MEMBERS
3. ORDERS OF THE DAY
4. PUBLIC COMMENT

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.

5. Receive the Committee Staff Report. (Verbal Report)

## **CONSENT AGENDA**

6. ACTION ITEM – Approve the Regular Meeting Minutes of November 12, 2020.
7. ACTION ITEM – Approve the Regular Meeting Minutes of January 14, 2021.
8. ACTION ITEM – Approve the Regular Meeting Minutes of March 11, 2021.
9. ACTION ITEM – Approve the Regular Meeting Minutes of May 13, 2021.
10. ACTION ITEM – Approve the Regular Meeting Minutes of July 8, 2021.
11. ACTION ITEM – Approve the Regular Meeting Minutes of September 9, 2021.
12. ACTION ITEM - Recommend that the VTA Board of Directors direct staff to pursue the five-year battery-electric bus strategy in support of the California Air Resources Board-required zero-emission bus fleet transition.
13. INFORMATION ITEM - Receive the FY2021 Annual Transit Operations Performance Report.

## **REGULAR AGENDA**

14. ACTION ITEM - Appoint a nomination subcommittee to identify Committee members interested in serving as the chairperson or vice chairperson for 2022.
15. INFORMATION ITEM - Provide input on a new Faster Fare Collection study funded by a Lifeline Transportation Program grant.
16. INFORMATION ITEM - Receive the Regional Transportation Service Update for November 2021.

## **REPORTS**

17. Receive the Chairperson's Report. (Verbal Report)

## **OTHER**

18. INFORMATION ITEM - Review the Committee for Transportation Mobility & Accessibility Work Plan.
19. ANNOUNCEMENTS
20. ADJOURN

In accordance with the Americans with Disabilities Act (ADA) and Title VI of the Civil Rights Act of 1964, VTA will make reasonable arrangements to ensure meaningful access to its meetings for persons who have disabilities and for persons with limited English proficiency who need translation and interpretation services. Individuals requiring ADA accommodations should notify the Board Secretary's Office at least 48-hours prior to the meeting. Individuals requiring language assistance should notify the Board Secretary's Office at least 72-hours prior to the meeting. The Board Secretary may be contacted at ☎ (408) 321-5680 or ✉ board.secretary@vta.org or ☎ (408) 321-2330 (TTY only). VTA's home page is www.vta.org or visit us on 📘 www.facebook.com/scvta. ☎ (408) 321-2300: 中文 / Español / 日本語 / ᐃᑦᑎᑦᑎᑦ / tiếng Việt / Tagalog.

There will be no physical location for the November 12, 2021, Committee for Transportation Mobility & Accessibility Meeting. All reports for items on the open meeting agenda are available on VTA's Website.

Zoom meeting link: <https://us02web.zoom.us/j/89669254115>



## LOCAL STREETS & ROADS

- Receiving and reviewing annual documentation, due October 1st.
- Allocation through FY23: \$270.7M
- Expenditure through September 2021: \$98.9M



## BART PHASE II

- No 2016 Measure B activities in September 2021.
- Allocation through FY23: \$150M



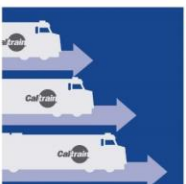
## BICYCLE & PEDESTRIAN

- Capital Projects: Reviewing required project documentation.
- Education & Encouragement: Receiving and reviewing annual documentation, due October 1st.
- Planning Studies: Continued developing funding agreements.
- Allocation through FY23: \$56.4M
- Expenditure through September 2021: \$945K



## CALTRAIN GRADE SEPARATION

- Received fund allocation agreement from Sunnyvale, Mountain View, and Palo Alto. VTA has responded to the Cities and will be meeting with each city in early October.
- Allocation through FY21: \$38M
- Expenditure through September 2021: \$405K



## CALTRAIN CORRIDOR CAPACITY IMPROVEMENTS

- No 2016 Measure B activities in September 2021.
- Allocation through FY23: \$42.5M
- Expenditure through September 2021: \$2.9M



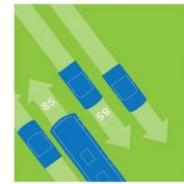
## HIGHWAY INTERCHANGES

- Call-for-projects window still open -- applications are due on October 12.
- US 101 SB to SR 87 SB Connector Ramp & US 101 SB On-Ramp from Story Rd: Contract awarded.
- US 101/Trimble-De La Cruz Blvd Interchange Improvement: Construction to begin October 2021.
- Allocation through FY21: \$206.9M
- Expenditure through September 2021: \$57.4M



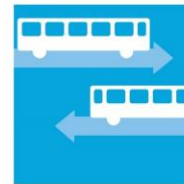
## COUNTY EXPRESSWAYS

- Reviewing project quarterly reports and ongoing reimbursement requests.
- Allocation through FY23: \$50M
- Expenditure through September 2021: \$9.2M



## SR 85 CORRIDOR

- No 2016 Measure B activities in September 2021.
- Allocation through FY23: \$14.5M
- Expenditure through September 2021: \$1.4M



## TRANSIT OPERATIONS

- Innovative Transit Service Models: Finalizing individual funding agreements with Santa Clara County, Milpitas and Mountain View.
- Allocation through FY23: \$112.8M
- Expenditure through September 2021: \$69.6M



## PROGRAM ADMINISTRATION

- Continued updates to the 2016 Measure B transparency website and the VTA.org page.
- Awarded the on-call Complete Streets technical assistance contract to HMM Engineers.
- Allocation through FY23: \$15.2M
- Expenditure through September 2021: \$6.3M



## Committee for Transportation Mobility & Accessibility

Thursday, November 12, 2020

### MINUTES

#### CALL TO ORDER

The Regular Meeting of the Committee for Transportation Mobility and Accessibility (CTMA) was called to order at 10:06 a.m. by Chairperson Morrow via video and teleconference.

#### 1. ROLL CALL

Title	Attendee Name	Present/Absent
Member	Kathy Bonilla	Present
First Vice Chairperson	Christine Fitzgerald	Present
Member	Jeffery Jokinen	Absent
Second Vice Chairperson	Tricia Kokes	Present
Member	Lupe Medrano	Present
Member	Laura Michels	Present
Alternate Member	John Macon	Absent
Chairperson	Aaron Morrow	Present
Member	Dilip Shah	Absent
Member	Chaitanya Vaidya	Present
Member	Lori Williamson	Present
Ex-Officio	Laura Corona	Present
Ex-Officio	Howard Miller	Absent

**\*Alternates do not serve unless participating as a Member.**

**A quorum was present.**

#### 2. INTRODUCTION OF AUDIENCE MEMBERS

Michelle Oblena, Advisory Committee Coordinator; Marcella Rensi, Deputy Director of Grants & Fund Allocation; Janice Soriano-Ramos, Senior Transportation Planner; Jane Shinn, Senior Transportation Planner; Tamiko Percell, Transportation Planner III; and Andrew Burke, Regional Transportation Service Manager and Staff Liaison.

#### 3. ORDERS OF THE DAY

There were no Orders of the Day.

#### 4. PUBLIC COMMENT

There was no Public Comment.

## 5. Committee Staff Report

Andrew Burke, Regional Transportation Services Manager and Staff Liaison, provided a report, highlighting the following: 1) summary of actions the VTA Board of Directors (Board) took at their November 5, 2020, meeting; 2) Local election results on Measure RR.

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

## CONSENT AGENDA

### 6. Regular Meeting Minutes of October 8, 2020

M/S/C (Kokes/Vaidya) to approve the Regular Meeting Minutes of October 8, 2020.

### 7. Paratransit Preparedness COVID-19 Update

M/S/C (Kokes/Vaidya) to receive presentation on VTA's Paratransit program and how it is meeting the safety requirements of COVID-19, for its drivers and passengers.

<b>RESULT:</b>	<b>APPROVED – Consent Agenda Items #6 - #7</b>
<b>MOVER:</b>	Kokes, Member
<b>SECONDER:</b>	Vaidya, Member
<b>AYES:</b>	Bonilla, Fitzgerald, Jokinen, Kokes, Medrano, Michels, Morrow, Vaidya, Williamson
<b>NOES:</b>	None
<b>ABSENT:</b>	Jokinen, Macon, Shah

## REGULAR AGENDA

### 8. 2021 Transit Service Plan

Janice Soriano-Ramos, Senior Transportation Planner, provided a presentation on 2021 Transit Service Plan.

#### Public Comment

Reyne Jimeno, Board Assistant, informed the Committee that the written public comments were posted on the online agenda.

Chairperson Morrow requested that written public comments be distributed to the Members in advance to allow adequate time to read them. Staff confirmed the written public comments were distributed to the Members and posted on the website before the meeting.

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

The following Interested Citizens commented on the following: 1) to recommend the 90% Transit Service Plan starting February 2021, and the 100% Transit Service Plan as soon as possible; 2) not to cut paratransit service; 3) climate change; 4) housing crisis; 5) carbon gas emissions; 6) permanent bus route cuts; 7) passed up riders especially the essential workers; and 8) Uber and Lyft are not ADA accessible and not affordable.

- Kevin Ma
- Charlotte
- Geoff Ivison
- Salim
- Hanoi-An Truong
- Hayden Miller
- Dean Chan
- Brian Preskitt
- Natasha Cougoule
- Monica Mallon

Members of the Committee and staff discussed the availability of Braille and sign language for visually- and hearing-impaired persons.

Chairperson Morrow suggested attaching the sales tax receipt to the presentation.

Initially, the motion to approve the staff recommendation was erroneously reported as passed. The Committee conducted a roll call vote again to correct the error.

On a vote of 1 aye, 5 noes, and 1 abstention, the Committee failed to reconsider the vote to recommend that the VTA Board of Directors adopt the phased “90% Plan” as VTA's 2021 Transit Service Plan. The Plan includes an opportunity for the Board to "course correct" in the first half of 2021 if financial, ridership, or other conditions warrant. Second Vice Chairperson Fitzgerald abstained. Member Vaidya was not present during the vote.

**M/S/F (Williamson/Fitzgerald)** on 7 ayes and 1 no to recommend that the VTA Board of Directors adopt the phased “90% Plan” as VTA's 2021 Transit Service Plan. The Plan includes an opportunity for the Board to "course correct" in the first half of 2021 if financial, ridership, or other conditions warrant. Chairperson Morrow opposed.

<b>RESULT:</b>	<b>FAILED –Agenda Item #8</b>
<b>MOVER:</b>	Morrow, Chairperson
<b>SECONDER:</b>	Williamson, Member
<b>AYES:</b>	Bonilla, Fitzgerald, Kokes, Medrano, Michels, Vaidya, Williamson
<b>NOES:</b>	Morrow
<b>ABSENT:</b>	Jokinen, Macon, Shah

**NOTE:** M/S/F MEANS MOTION SECONDED AND FAILED.

9. **2016 Measure B FY2022 to FY2032 10-year Expenditure Outlook**

Marcella Rensi, Deputy Director of Grants & Fund Allocation, and Jane Shinn, Senior Transportation Planner, provided a presentation on 2016 Measure B FY2022 to FY2032 10-year Expenditure Outlook.

Chairperson Morrow requested Ms. Rensi to read the contents of the Base Scenario slide for the visually impaired Members of the Committee. He further requested that future presentations be in accessible format.

Members of the Committee and staff discussed the following: 1) agendize as an Action Item at the January 2021 meeting; 2) include categories on improvement of paratransit and pedestrian projects; and 3) include criteria to address the disability needs on the program.

Chairperson Morrow requested materials on BART Phase II.

**On order of Chairperson Morrow** and there being no objection, the Committee received the 2016 Measure B FY2021/2022 to FY2031/2032 10-year Expenditure Outlook.

10. **Downtown San Jose Safety & Speed Pilot Project Results**

Tamiko Percell, Transportation Planner III, provided a presentation on the Downtown San Jose Safety & Speed Pilot Project Results.

**On order of Chairperson Morrow** and there being no objection, the Committee received information on the evaluation of the Downtown San Jose Safety & Speed Pilot Project Results.

11. **(Deferred)**

**On order of Chairperson Morrow** and there being no objection, the Committee deferred to receive the CTMA Nomination Subcommittee's report on members expressing interest in serving as either chairperson or vice chairperson for 2021.

## REPORTS

12. **Chairperson's Report**

Chairperson Morrow noted he attended the APTA conference call moderated by VTA General Manager/CEO Nuria I. Fernandez which highlighted advocating for good public transit service.

Member Bonilla inquired if transit service cuts and changes of bus routes schedule were due to BART.

## OTHER

13. **CTMA Work Plan**

Mr. Burke noted that an ADA contract will be placed on the January 14, 2021 CTMA meeting agenda.



Chairperson Morrow requested information about CURE notice on MV Transit performance relating to providing paratransit service.

Member Michels requested to place an agenda about data collection item on the security and safety of riders at bus stops and rail stations.

**On order of Chairperson Morrow** and there being no objection, the Committee received the CTMA Work Plan.

**14. ANNOUNCEMENTS**

There were no Announcements.

**15. ADJOURNMENT**

**On order of Chairperson Morrow** and there being no objection, the Committee meeting was adjourned at 12:05 p.m.

Respectfully submitted,

Reyne Jimeno, Board Assistant  
VTA Office of the Board Secretary



## Committee for Transportation Mobility & Accessibility

Thursday, January 14, 2021

### MINUTES

#### CALL TO ORDER

The Regular Meeting of the Committee for Transportation Mobility and Accessibility (CTMA) was called to order at 10:00 a.m. by Chairperson Morrow via video and teleconference.

#### 1. ROLL CALL

Title	Attendee Name	Present/Absent
Member	Kathy Bonilla	Present
Second Vice Chairperson	Christine Fitzgerald	Present
Member	Jeffery Jokinen	Present
First Vice Chairperson	Tricia Kokes	Present
Member	Lupe Medrano	Present
Member	Laura Michels	Absent
Alternate Member	John Macon	Absent
Chairperson	Aaron Morrow	Present
Member	Dilip Shah	Absent
Member	Chaitanya Vaidya	Absent
Member	Lori Williamson	Absent
Ex-Officio	Laura Corona	Absent
Ex-Officio	Hope Cahan	Present

**\*Alternates do not serve unless participating as a Member.**

**A quorum was not present and a Committee of the Whole was declared.**

#### 2. INTRODUCTION OF AUDIENCE MEMBERS

There was no Introduction of Audience Members.

#### 3. ORDERS OF THE DAY

There were no Orders of the Day.

#### 4. PUBLIC COMMENT

Second Vice Chairperson Fitzgerald commented on the importance of adhering to COVID-19 protocols.

## 5. **Committee Staff Report**

Andrew Burke, Regional Transportation Services Manager, provided a report, highlighting the following: 1) summary of actions the VTA Board of Directors (Board) took at their January 7, 2021, meeting; 2) announced the VTA Board workshop on Friday, January 22, 2021 at 9:00 a.m.; 3) 2016 Measure B Update; 4) VTA Security Procedure; and 5) welcomed Transdev Services as VTA's new Paratransit Eligibility Provider.

Member Medrano joined the video and teleconference meeting at 10:12 a.m.

- **VTA Board Governance Enhancement Process Update**

Stephen Flynn, Senior Policy Analyst, provided the VTA Board Governance Enhancement Process Status Update and presentation.

Chairperson Morrow noted there has been an increase in meeting attendance for those with disabilities due to the on-line platform. He expressed support for continued virtual meetings, encouraged future expansion and suggested possible legislative action to expand the Brown Act.

- **VTA's American Disabilities Act (ADA) Transition Plan**

Mark Greene, Senior Human Resources Analyst, Office of Civil Rights, provided an update on VTA's American Disabilities Act (ADA) Transition Plan.

Discussion ensued on the following: 1) consultant selection process; 2) the Committee indicated they would like to be included in the eligibility provider selection process; 3) the Committee noted they would like to see individuals with disabilities working in the roles of eligibly and American Disabilities Act (ADA); and 4) income eligibility and transportation options for very low income. Staff noted they would send information to the committee on available transportation options for low income.

Chairperson Morrow requested staff provide background information on the consultant to the Committee.

**On order of Chairperson Morrow** and there being no objection, the Committee of the Whole received the Committee Staff Report.

## **CONSENT AGENDA**

### 6. **(Deferred)**

Approve the Regular Meeting Minutes of November 12, 2020.

### 7. **(Deferred)**

Approve the 2021 Committee for Transportation Mobility & Accessibility Meeting Schedule.

**8. (Deferred)**

Receive the FY2021 First Quarter Transit Operations Performance Report.

**REGULAR AGENDA**

**9. (Deferred)**

Receive the CTMA Nomination Subcommittee report on members expressing interest in serving as either chairperson or vice chairperson for 2021.

**10. (Deferred)**

Conduct voting to determine the Committee's chairperson and vice chairperson for 2021.

**11. Central Bikeway Feasibility Study Vision**

Brent Pearse, Transportation Planner, provided the staff report and a presentation entitled "Central Bikeway Feasibility Study."

Members of the Committee and staff discussed the following: 1) trail safety and security; 2) concern about the growing homeless population; 3) encourage partnerships to help facilitate housing solutions; and 4) the Committee noted they would like to be included in future bikeway feasibility discussions.

**On order of Chairperson Morrow** and there being no objection, the Committee of the Whole received a report on the Central Bikeway Study's vision, goals, and community outreach to date.

**12. Paratransit Overview**

Mr. Burke provided the staff report and a presentation entitled "ADA Access Paratransit Today."

Members of the Committee and staff discussed the following: 1) missed trip cost; 2) noted that due to COVID-19 there are fewer drivers and passengers; 3) funding; 4) importance of reaching out to customer service if there are issues; and 5) commended staff for the presentation.

**On order of Chairperson Morrow** and there being no objection, the Committee of the Whole received a presentation on the status of the Paratransit program.

**REPORTS**

**13. Chairperson's Report**

Chairperson Morrow provided the report, highlighting the following: 1) wished the Committee a happy and healthy 2021; 2) continue COVID-19 protocols; and 3) welcomed Hope Cahan who is attending on the behalf of Ex-Officio Member Cindy Chavez.

Ms. Cahan thanked the Committee for their support and noted Supervisor Chavez is very interested in the Committee's feedback. She reiterated the upcoming VTA Board Workshop on Friday January 22, 2021 and encouraged the Members to listen in.

## **OTHER**

### **14. CTMA Work Plan**

Chairperson Morrow requested the Committee be involved in any future discussions regarding bus stop spacing.

**On order of Chairperson Morrow** and there being no objection, the Committee of the Whole accepted the Committee for Transportation Mobility and Accessibility Work plan.

### **15. ANNOUNCEMENTS**

Chairperson Morrow announced his official membership to the Silicon Valley Independent Living Center (SVILC.)

Second Vice Chairperson Fitzgerald announced she is working with a company that is developing self-driving shuttles. She asked if members, or members of the community, are interested in testing and providing feedback, to please contact her at SVILC.

### **16. ADJOURNMENT**

**On order of Chairperson Morrow** and there being no objection, the Committee meeting was adjourned at 11:30 a.m.

Respectfully submitted,

Anita McGraw, Board Assistant  
VTA Office of the Board Secretary



## Committee for Transportation Mobility & Accessibility

Thursday, March 11, 2021

### MINUTES

#### CALL TO ORDER

The Regular Meeting of the Committee for Transportation Mobility and Accessibility (CTMA) was called to order at 10:00 a.m. by First Vice Chairperson Kokes via video and teleconference.

#### 1. ROLL CALL

Title	Attendee Name	Present/Absent
Member	Kathy Bonilla	Present
Second Vice Chairperson	Christine Fitzgerald	Present
Member	Jeffery Jokinen	Present
First Vice Chairperson	Tricia Kokes	Present
Member	Lupe Medrano	Present
Member	Laura Michels	Present
Alternate Member	John Macon	Absent
Chairperson	Aaron Morrow	Excused
Member	Dilip Shah	Absent
Member	Chaitanya Vaidya	Absent
Member	Lori Williamson	Present
Ex-Officio	Laura Corona	Present
Ex-Officio	Hope Cahan	Present

**\*Alternates do not serve unless participating as a Member.**

**A quorum was not present and a Committee of the Whole was declared.**

#### 2. INTRODUCTION OF AUDIENCE MEMBERS

David Hill, Staff Liaison and Chief Executive Officer; Michelle Oblena, Advisory Committee Coordinator; Tracene Crenshaw, Assistant Board Secretary; Anita McGraw, Board Assistant; Thalia Young, Board Assistant; Reyne Jimeno, Board Assistant; Nikki Diaz, Transportation Planner; Lalitha Konanur, Operations Systems Supervisor; Lauren Rosiles, Management Analyst; Rachele Tagud, Senior Management Analyst; Janice Soriano-Ramos, Senior Transportation Planner, and; Members of the Pubic: Alisha, Deborah Armstrong, Isabella, and Sean Powers.

#### 3. ORDERS OF THE DAY

There were no Orders of the Day.

#### 4. PUBLIC COMMENT

Lupe Medrano queried about the following: 1) how long free rides would continue, and 2) after the pandemic ends will there be a program to determine eligibility for low income fares.

#### 5. Committee Staff Report

Mr. Hill provided a report, highlighting the following: 1) summary of actions the VTA Board of Directors (Board) took at their March 4, 2021, meeting; 2) COVID-19: Vaccination Eligibility; 3) Take VTA to COVID-19 Vaccination Sites; 4) 2016 Measure B Update – January 2021; 5) Sanitation Protocol Checklist; 6) Operator & Customer Safety; 7) Ridership, Operators and Open Positions, and; 8) MV Contract Extension.

Members of the Committee and staff discussed the following: 1) new driver training; 2) expressed support for the MV contract extension; 3) driver drop-off and pick-up protocol; 4) fare will remain free until resumed on fixed route; and 5) expressed support for COVID-19 Vaccination Sites program.

#### Public Comment

Gail Owner, Interested Citizen, noted she has received comments from the visually impaired community who have expressed concern about their accessibility due to bus route changes.

**On order of First Vice Chairperson Kokes** and there being no objection, the Committee received the Committee Staff Report.

### CONSENT AGENDA

#### 6. (Deferred)

Approve the Regular Meeting Minutes of November 12, 2020.

#### 7. (Deferred)

Approve the Regular Meeting Minutes of January 14, 2021.

#### 8. (Deferred)

Approve the 2021 Committee for Transportation Mobility & Accessibility Meeting Schedule.

#### 9. (Deferred)

Receive the FY2021 Second Quarter Transit Operations Performance Report.

## REGULAR AGENDA

### 10. (Deferred)

Receive the CTMA Nomination Subcommittee report on members expressing interest in serving as either chairperson or vice chairperson for 2021.

### 11. (Deferred)

Conduct voting to determine the Committee's chairperson and vice chairperson for 2021.

### 12. Fast Transit – Bus Stop Balancing

Nikki Diaz, Transportation Planner, provided the staff report and a presentation entitled “Fast Transit Bus Stop Balancing.”

Members of the Committee and staff discussed the following: 1) concern about removing bus stops; 2) suggested lowering the signage for visually impaired and those in mobility devices; 3) VTA’s outreach plan to notify the visually impaired and disabled community of bus route changes; 4) concern about removing benches; 5) encourage VTA to listen if a visually impaired or disabled person says the stop is necessary; 6) removing bus stops makes it more difficult for the disabled community, and; 7) importance of keeping critical routes.

#### Public Comment

Ms. Owner commented that no additional bus stops should be removed from Bus Route 23 because it would make it more difficult for the disabled community.

**On order of First Vice Chairperson Kokes** and there being no objection, the Committee received a status report on the Bus Stop Balancing program.

### 13. Central Bikeway: Three Alternatives

Brent Pearse, Transportation Planner, provided the staff report and a presentation entitled “Central Bikeway Study.”

Members of the Committee and staff discussed the following: 1) expressed safety concerns with bicycles and pedestrians using the same area; 2) pathway treatments and surfaces; 3) concerns about speed on trail like settings; 4) consider facilities with high pedestrian activities; and 5) raised bike lanes.

#### Public Comment

Ms. Owner encouraged VTA to include pedestrian accessibility in the beginning stages of planning rather than being added as an afterthought.

**On order of First Vice Chairperson Kokes** and there being no objection, the Committee received an update on the Central Bikeway Study alignment alternatives and outreach-to-date.



## REPORTS

### 14. Chairperson's Report

There was no Chairperson's Report.

## OTHER

### 15. CTMA Work Plan

**On order of First Vice Chairperson Kokes** and there being no objection, the Committee accepted the Committee for Transportation Mobility and Accessibility Work plan.

### 16. ANNOUNCEMENTS

First Vice Chairperson Kokes thanked everyone for attending the virtual meeting.

### 17. ADJOURNMENT

**On order of First Vice Chairperson Kokes** and there being no objection, the Committee meeting was adjourned at 11:37 a.m.

Respectfully submitted,

Anita McGraw, Board Assistant  
VTA Office of the Board Secretary



## Committee for Transportation Mobility & Accessibility

Thursday, May 13, 2021

### MINUTES

#### CALL TO ORDER

The Regular Meeting of the Committee for Transportation Mobility and Accessibility (CTMA) was called to order at 10:00 a.m. by First Vice Chairperson Kokes via video and teleconference.

#### 1. ROLL CALL

Title	Attendee Name	Present/Absent
Member	Kathy Bonilla	Present
Second Vice Chairperson	Christine Fitzgerald	Present
Member	Jeffery Jokinen	Absent
First Vice Chairperson	Tricia Kokes	Present
Member	Lupe Medrano	Present
Member	Laura Michels	Absent
Alternate Member	John Macon	Absent
Chairperson	Aaron Morrow	Present
Member	Dilip Shah	Absent
Member	Lori Williamson	Present
Ex-Officio	Laura Corona	Present
Ex-Officio	Hope Cahan	Present

**\*Alternates do not serve unless participating as a Member.**

**A quorum was not present and a Committee of the Whole was declared.**

Chairperson Morrow announced the passing of Member Vaidya. He praised Member Vaidya's commitment and dedication to the community and noted that he would be missed. Chairperson Morrow stated the Committee would adjourn in his memory.

#### 2. INTRODUCTION OF AUDIENCE MEMBERS

David Hill, Staff Liaison and Chief Executive Officer; Erik Zandhuis, Regional Transportation Services Manager; Michelle Oblena, Associate Management Analyst and Advisory Committee Coordinator; Tracene Crenshaw, Assistant Board Secretary; Anita McGraw, Board Assistant; Thalia Young, Board Assistant; Reyne Jimeno, Board Assistant; John Sighamony, Senior Transportation Planner; Janice Soriano-Ramos, Senior Transportation Planner, and Member of the Pubic: Harriet Wolfe.

### 3. **ORDERS OF THE DAY**

There were no Orders of the Day.

### 4. **PUBLIC COMMENT**

Ms. McGraw noted the written public comment received from an Interested Citizen was included in the agenda packet.

Committee members expressed concern about the impacts of the cyberattack on paratransit service and customers.

### 5. **Committee Staff Report**

Mr. Hill provided a report, highlighting the following: 1) summary of actions the VTA Board of Directors (Board) took at their May 6, 2021 meeting; 2) Cyberattack; 3) Update on COVID-19 items; 4) VTA's Annual Report; 5) Transit Update, and 6) 2016 Measure B Update.

Members of the Committee and staff discussed the following: 1) agendaize a discussion item for paratransit driver retention and incentives, and 2) importance of having a back-up system in place.

Chairperson Morrow requested the following: 1) Ex-Officio Cindy Chavez' office keep the Committee updated on the progress of VTA's General Manager Search; and 2) 2000 Measure A placemat similar to the 2016 Measure B template.

**On order of Chairperson Morrow** and there being no objection, the Committee of the Whole received the Committee Staff Report.

## **CONSENT AGENDA**

### 6. **(Deferred)**

Approve the Regular Meeting Minutes of November 12, 2020.

### 7. **(Deferred)**

Approve the Regular Meeting Minutes of January 14, 2021.

### 8. **(Deferred)**

Approve the Regular Meeting Minutes of March 11, 2021.

### 9. **(Deferred)**

Approve the 2021 Committee for Transportation Mobility & Accessibility Meeting Schedule.

## 10. **Business Plan Goals**

John Sighamony, Senior Transportation Planner, provided a brief overview of the report and a presentation entitled “VTA Business Plan.”

Members of the Committee and staff discussed the following: 1) incorporate paratransit; 2) define equity, what it means to VTA and the service they provide; 3) look at social differences and language barriers, and 4) suggest incorporating multi-lingual incentive pay.

**On order of Chairperson Morrow** and there being no objection, the Committee of the Whole received a presentation on the Business Plan Goals.

## **REGULAR AGENDA**

### 11. **(Deferred)**

Receive the CTMA Nomination Subcommittee report on members expressing interest in serving as either chairperson or vice chairperson for 2021.

### 12. **(Deferred)**

Conduct voting to determine the Committee's chairperson and vice chairperson for 2021.

Chairperson Morrow relinquished his seat as Chairperson and  
First Vice Chairperson Kokes presided for the remainder of the meeting.

### 13. **2021 Service Planning Program**

Janice Soriano-Ramos, Senior Transportation Planner, provided the staff report and a presentation entitled “2021 Service Planning Program.”

Members of the Committee and staff discussed the following: 1) height of totem signs for visually and hearing impaired; 2) recommended adding “those with disabilities” to all levels of the survey; 3) consider biannual bus route changes; 4) support returning to pre-pandemic service levels; 5) consider chemical sensitivities, and 6) amenities being incorporated at bus stops.

#### **Public Comment**

Harriet Wolfe, Interested Citizen, queried about the criteria used to determine which bus stops receive shelters. Staff clarified that 200 boardings per workday qualifies the stop for a shelter.

**On order of First Vice Chairperson Kokes** and there being no objection, the Committee of the Whole received a report on Service Planning projects and programs planned for 2021.

## REPORTS

### 14. Chairperson's Report

There was no Chairperson's Report.

## OTHER

### 15. CTMA Work Plan

**On order of First Vice Chairperson Kokes** and there being no objection, the Committee of the Whole accepted the Committee for Transportation Mobility and Accessibility Work plan.

### 16. ANNOUNCEMENTS

Member Bonilla expressed frustration regarding a bus pass-up incident.

Mr. Hill introduced Eric Zandhuis, Regional Transportation Services Manager and Committee Staff Liaison.

### 17. ADJOURNMENT

**On order of First Vice Chairperson Kokes** and there being no objection, the Committee meeting was adjourned at 11:49 a.m. in memory of Member Vaidya.

Respectfully submitted,

Anita McGraw, Board Assistant  
VTA Office of the Board Secretary



## Committee for Transportation Mobility & Accessibility

Thursday, July 8, 2021

### MINUTES

#### CALL TO ORDER

The Regular Meeting of the Committee for Transportation Mobility and Accessibility (CTMA) was called to order at 10:00 a.m. by Chairperson Morrow via video and teleconference.

#### 1. ROLL CALL

Attendee Name	Title	Present/Absent
Kathy Bonilla	Member	Present
Christine Fitzgerald	Second Vice Chairperson	Present
Jeffery Jokinen	Member	Present
Tricia Kokes	First Vice Chairperson	Present
Lupe Medrano	Member	Absent
Laura Michels	Member	Absent
John Macon	Alternate Member	Absent
Aaron Morrow	Chairperson	Present
Dilip Shah	Member	Absent
Lori Williamson	Member	Absent
Laura Corona	Ex-Officio	Present
Hope Cahan	Ex-Officio	Absent

**\*Alternates do not serve unless participating as a Member.**

**A quorum was not present and a Committee of the Whole was declared.**

#### 2. INTRODUCTION OF AUDIENCE MEMBERS

Erik Zandhuis, Regional Transportation Services Manager; Elaine Baltao, Board Secretary; Reyne Jimeno, Board Assistant; Anita McGraw, Board Assistant; Thalia Young, Board Assistant; Drennen Shelton, Planner, Bay Area Metro; Katia Katunaric, Access and Mobility Intern at Metropolitan Transportation Commission (MTC); Lalitha Konanur, Operations Systems Supervisor; Lauren Rosiles, Management Analyst, and Rachelle Tagud, Senior Management Analyst.

#### 3. ORDERS OF THE DAY

Chairperson Morrow noted the meeting would be adjourned in memory of VTA's nine fallen employees.

#### 4. PUBLIC COMMENT

First Vice Chairperson Kokes expressed concern with resuming of VTA Access Paratransit ride share. She noted riders have unknown vaccination status and some people do not want wear masks.

Chairperson Morrow, on behalf of Kathy Bonilla, expressed disappointment with discontinued routes and noted using the fixed route service is a hardship for Ms. Bonilla.

Second Vice Chairperson Fitzgerald expressed concern with the continued lack of a quorum.

#### 5. Committee Staff Report

Mr. Zandhuis provided a report, highlighting the following: 1) Fallen VTA Employees; 2) Employment Contract between VTA and VTA GM/CEO Carolyn Gonot was approved at the June 3, 2021, Board meeting; 3) Transit Service Update; 4) Braille Placards Installation Project Update; 5) New Bus Operator Graduates; and 6) 2016 Measure B Update – April & May 2021.

A brief discussion ensued and Members of the Committee made the following requests and suggestions: 1) suggested adding a legend on the Braille Placard Installation Project Update presentation to indicate what the white and black dots represent; 2) requested photos showing where the braille placards will be placed on the pole; 3) requested status update on how the braille plates will be integrated on the pole and placement with Real Time Information (RTI) Digital Information Readout Signs; and 4) suggested making the braille signs low enough for individuals in chairs. Members of the Committee commented about the need to pay attention to the different kinds of signage such as reader tags and the importance of having the information audible for the visually impaired;

**On order of Chairperson Morrow** and there being no objection, the Committee of the Whole received the Committee Staff Report.

### CONSENT AGENDA

#### 6. (Deferred)

Approve the Regular Meeting Minutes of November 12, 2020.

#### 7. (Deferred)

Approve the Regular Meeting Minutes of January 14, 2021.

#### 8. (Deferred)

Approve the Regular Meeting Minutes of March 11, 2021.

#### 9. (Deferred)

Approve the Regular Meeting Minutes of May 13, 2021.

**10. (Deferred)**

Approve the 2021 Committee for Transportation Mobility & Accessibility Meeting Schedule.

**REGULAR AGENDA****11. (Deferred)**

Conduct voting to determine the Committee's chairperson and vice chairperson for 2021.

**12. MTC Coordinated Public Transit–Human Services Transportation Plan Update**

Drennen Shelton and Katia Katunarc, Bay Area Metro, Association of Bay Area Governments and Metropolitan Transportation Commission, provided an update on the region's Coordinated Public Transit-Human Services Transportation Plan.

Members of the Committee and staff discussed the following: 1) conversation around expanding transportation choices through the mobility management options should be discussed; 2) Santa Clara County funding received from MTC as the Metropolitan Planning Organization (MPO) for the last two years; 3) noted the importance of making sure that access is available to everyone; 4) paratransit footprint within the county is limited; 5) expressed concern that paratransit trip cost is too expensive for low income; 6) improve passenger experience; 7) suggested VTA in conjunction with MTC set up public meetings and solicit input from the disabled community; 8) Uber and Lyft are coming more on board but they are not required to provide Americans Disability Act (ADA) designated/paratransit like service; 9) discouraged removing bus stops; 11) encouraged small non-profits to get into the business of providing paratransit service, and 12) requested contact information for Drennen Shelton and Katia Katunarc.

Chairperson Morrow queried if MTC previously provided funds to VTA for the region's Coordinated Public Transit-Human Services Transportation. If so, how much and what were the funds spent on? If not, did VTA spend any money to improve any attributes in the human service plan through the Access Paratransit Program?

**Public Comment**

Cynthia Horvell, Interested Citizen, commented on her difficulty when bringing additional personal items along with her on her mobility device.

**On order of Chairperson Morrow** and there being no objection, the Committee of the Whole received the MTC Coordinated Public Transit-Human Services Transportation Plan Update.

**13. FY2021 Q3 Transit Operations Performance Report (through the third quarter)**

Lalitha Konanur, Operations Systems Supervisor, provided the staff report.

Chairperson Morrow requested a footnote be added for fuel funding.



Member Bonilla expressed concern that drivers are driving too close to the curb, and she had to go sideways off the ramp. She requested staff bring it up in operator training to make drivers aware.

**On order of Chairperson Morrow** and there being no objection, the Committee of the Whole received the FY2021 Q3 Transit Operations Performance Report (through the third quarter.)

**14. Regional Transit Service Update for July CTMA**

Mr. Zandhuis provided the staff report and a presentation entitled “VTA Paratransit Services.”

Members of the Committee and staff discussed the following: 1) fleet management software; 2) regional trips; 3) continued free rides due to COVID-19; 4) suggest similar coordination with Santa Cruz; 5) clarification of types of vehicles used for paratransit trips; and 6) VTA should look at collaborative ways to market the Access Paratransit Program and look at expanding rider choice.

**On order of Chairperson Morrow** and there being no objection, the Committee of the Whole received the Regional Transit Service Update for July CTMA.

## REPORTS

**15. Chairperson's Report**

Chairperson Morrow appointed First Vice Chairperson Fitzgerald, Second Vice Chairperson Kokes and himself as the working group to discuss the Committee quorum requirement. He encouraged other members to let him know if they were interested in serving on the working group.

## OTHER

**16. CTMA Work Plan**

Members of the Committee requested the following items be added to the Work Plan: 1) Trapeze Routing Changes; 2) composite run showing how Trapeze works; 3) presentation from Transdev eligibility contractor; 4) presentation on light rail and fixed route safety; and 5) presentation on what is being done in consideration of those with chemical sensitivities.

**On order of Chairperson Morrow** and there being no objection, the Committee of the Whole accepted the Committee for Transportation Mobility and Accessibility Work plan.

**17. ANNOUNCEMENTS**

There were no Announcements.

18. **ADJOURNMENT**

**On order of Chairperson Morrow** and there being no objection, the Committee meeting was adjourned at 11:57 a.m. in memory of VTA's nine fallen colleagues.

Respectfully submitted,

Anita McGraw, Board Assistant  
VTA Office of the Board Secretary



## Committee for Transportation Mobility & Accessibility

Thursday, September 9, 2021

### MINUTES

#### Call to Order

The Regular Meeting of the Committee for Transportation Mobility and Accessibility (CTMA) was called to order at 10:03 a.m. by Chairperson Morrow via video and teleconference.

#### 1. ROLL CALL

Attendee Name	Title	Present/Absent
Kathy Bonilla	Member	Present
Christine Fitzgerald	Second Vice Chairperson	Present
Jeffery Jokinen	Member	Absent
Tricia Kokes	First Vice Chairperson	Present
Lupe Medrano	Member	Absent
Laura Michels	Member	Present
John Macon	Alternate Member	Absent
Aaron Morrow	Chairperson	Present
Dilip Shah	Member	Absent
Lori Williamson	Member	Present
Laura Corona	Ex-Officio	Present
Hope Cahan	Ex-Officio	Present

**\*Alternates do not serve unless participating as a Member.**

**A quorum was not present and a Committee of the Whole was declared.**

#### 2. INTRODUCTION OF AUDIENCE MEMBERS

Erik Zandhuis, Regional Transportation Services Manager and Staff Liaison; Elaine Baltao, Board Secretary; Reyne Jimeno, Board Assistant; Thalia Young, Board Assistant; Sean Powers, Transdev; Alicia Avila-Hernandez, Transdev; Adam Burger, Senior Transportation Planner – Capital Planning; Jay Tyree, Service Planning & Scheduling Manager; Lauren Rosiles, Management Analyst; and Jane Shinn, Senior Transportation Planner – Grants & Fund Allocations.

#### 3. ORDERS OF THE DAY

There were no Orders of the Day.

#### 4. PUBLIC COMMENT

First Vice Chairperson Kokes expressed concern about reaching Access dispatch outside of working hours.

Chairperson Morrow welcomed Carolyn Gonot, General Manager and CEO, back to VTA.

#### 5. Committee Staff Report

Mr. Zandhuis provided a report, highlighting the following: 1) the VTA Board of Directors (Board) accepted the Design Downtown Framework for the VTA Block in Downtown San José at their September 2, 2021 meeting; 2) resumption of light rail service; 3) Rail Safety Month; 4) Silicon Valley Pride Parade; 5) procurement accomplishments; 6) Montague Pedestrian Overcrossing Ribbon Cutting; and 7) 2016 Measure B Update.

Members of the Committee requested the 2016 Measure B Citizens' Oversight Committee minutes be distributed.

**On order of Chairperson Morrow** and there being no objection, the Committee of the Whole received the Committee Staff Report.

### CONSENT AGENDA

#### 6. (Deferred)

Approve the Regular Meeting Minutes of November 12, 2020.

#### 7. (Deferred)

Approve the Regular Meeting Minutes of January 14, 2021.

#### 8. (Deferred)

Approve the Regular Meeting Minutes of March 11, 2021.

#### 9. (Deferred)

Approve the Regular Meeting Minutes of May 13, 2021.

#### 10. (Deferred)

Approve the Regular Meeting Minutes of July 8, 2021.

#### 11. (Deferred)

Approve the 2021 Committee for Transportation Mobility & Accessibility Meeting Schedule.

12. **COVID-19 Transit Service Changes**

**On order of Chairperson Morrow** and there being no objection, the Committee of the Whole received a report on pandemic-related transit service changes made between October 2020 and September 2021.

**REGULAR AGENDA**

13. **(Deferred)**

Conduct voting to determine the Committee’s chairperson and vice chairperson for 2021.

14. **Zero-Emission Bus Strategy**

Mr. Burger provided a presentation entitled “Zero-Emission Bus Strategy.”

Member Michels joined the teleconference and video conference at 10:28 a.m.

Members of the Committee discussed the following: 1) battery life span; 2) expressed concern about the safety of hydrogen buses in a collision; and 3) available grants.

Members of the Committee requested the following: 1) manufacturers of electric buses; and 2) pictures of the batteries.

**On order of Chairperson Morrow** and there being no objection, the Committee of the Whole received presentation from staff on zero-emission bus transition scenarios.

15. **Regional Transportation Services Update for September CTMA**

Mr. Zandhuis provided a presentation entitled “VTA Paratransit Services.”

Mr. Powers and Ms. Avila-Hernandez, Transdev staff, provided a presentation entitled “Transdev and the VTA - ADA Paratransit Eligibility Partnership.”

Members of the Committee discussed the following: 1) complaints; and 2) language used during recertification phone interviews.

Members of the Committee requested the ridership percentage change from 2019.

**On order of Chairperson Morrow** and there being no objection, the Committee of the Whole received an update on the VTA Paratransit performance.

**REPORTS**

16. **Chairperson’s Report**

Chairperson Morrow requested an ad hoc committee to look at the work plan and the flow of information between the Board and the Committee. Chairperson Morrow requested that VTA staff, CTMA leadership, Committee ex-officios, and the Board Office be members of the ad hoc committee.

Second Vice Chairperson Fitzgerald expressed concern with the level of involvement of all members in meetings.

## **OTHER**

### **17. Committee for Transportation Mobility & Accessibility Work Plan**

Members of the Committee requested a report on safety of fixed route stations be added to the Work Plan.

**On order of Chairperson Morrow** and there being no objection, the Committee of the Whole accepted the Committee for Transportation Mobility and Accessibility Work Plan.

### **18. ANNOUNCEMENTS**

There were no Announcements.

### **19. ADJOURNMENT**

**On order of Chairperson Morrow** and there being no objection, the Committee meeting was adjourned at 12:02 p.m.

Respectfully submitted,

Thalia Young, Board Assistant  
VTA Office of the Board Secretary



Date: October 29, 2021  
 Current Meeting: November 12, 2021  
 Board Meeting: December 2, 2021

## BOARD MEMORANDUM

**TO:** Santa Clara Valley Transportation Authority  
 Committee for Transportation Mobility & Accessibility

**THROUGH:** General Manager/CEO, Carolyn M. Gonot

**FROM:** Chief Planning and Programming Officer, Deborah Dagang

**SUBJECT:** Five-Year Battery-Electric Bus Strategy

**Policy-Related Action:** Yes

**Government Code Section 84308 Applies:** No

## ACTION ITEM

### RECOMMENDATION:

Recommend that the VTA Board of Directors direct staff to pursue the five-year battery-electric bus strategy in support of the California Air Resources Board-required zero-emission bus fleet transition.

### EXECUTIVE SUMMARY:

- This action item would codify direction provided by the Santa Clara Valley Transportation Authority (VTA) Board of Directors at their September 17 Board Workshop to direct staff to pursue a five-year battery-electric bus plan strategy for its zero-emission bus transition.
- The staff recommendation balances risk, minimizes new costs and provides VTA the flexibility to adjust its strategy as the agency gains battery-electric bus operating experience, monitors technology advancements and learns from peer agency experiences.
- Multiple near-term tasks are identified for staff to complete including identifying infrastructure needs, developing a high-level funding plan and analyzing the environmental impacts of zero-emission buses and batteries.
- The direction and near-term tasks will help VTA meet the California Air Resources Board requirement to transition to a 100 percent zero-emission bus fleet by 2040.

## **STRATEGIC PLAN/GOALS:**

VTA's Strategic Plan prioritizes delivering fast, frequent and reliable transit service as well as transitioning toward more environmentally sustainable operations. This five-year strategy helps VTA reach the energy consumption reduction and green energy usage goals of its 2020 Sustainability Plan. It also minimizes the risk of reductions in service frequency or worsening reliability with a new bus technology.

## **FISCAL IMPACT:**

Directing staff to pursue a five-year battery-electric bus strategy does not, in itself, have a financial impact. Staff work over the coming months will identify specific projects and bus purchases that will carry funding impacts. Future zero-emission bus-related expenditures will be brought to the Board for approval when ready.

## **BACKGROUND:**

The California Air Resources Board requires VTA to transition to a fully zero-emission bus fleet by 2040 and sets minimum requirements for purchasing zero-emission buses that begin in 2023. Transit operators must select a zero-emission bus technology (battery-electric bus or hydrogen fuel cell bus) and begin planning bus purchases and installation of supporting charging/fueling infrastructure.

At the September 17, 2021, Board Workshop, staff presented a proposal to pursue a five-year strategy to pursue battery-electric buses as VTA's zero-emission bus technology. After five years, VTA will assess whether to continue using battery-electric buses, augment the service with on-route charging or pursue hydrogen fuel-cell technology. The Board memo detailing this information is included in Attachment A.

At the Board Workshop, the Board indicated support for the five-year plan and requested that an action item be brought to them that would codify their direction and authorize staff to begin transition planning.

## **DISCUSSION:**

By approving the five-year plan, the Board of Directors will direct staff to begin work on the following near-term efforts in support of the agency's zero-emission bus transition:

### *Plan Zero-Emission Bus Purchases and Commensurate Infrastructure Needs*

VTA will create a high-level roadmap for the timing and scale of bus purchases as well as the timing, scale and location of charging infrastructure, energy production infrastructure and backup energy storage infrastructure. This roadmap will inform fleet planning, service planning, capital planning, coordination with PG&E and long-term facility planning. The identification of specific projects will give VTA a sense for the scale of external grant funding to pursue as well as the ability to compete for those funds.

### *Financial Plan for Zero-Emission Bus Transition*



VTA will develop a plan for funding the zero-emission bus transition that utilizes external funding to the extent possible. Aligning receipt of formula funds, funding eligibilities, grant application timelines and matching funds to planned future bus purchases and infrastructure upgrades will give VTA the ability to minimize costs and maximize flexibility.

*Analysis of Impacts of Bus and Battery Production, Recycling and VTA Green Energy Use*

In their discussion of the five-year zero-emission bus transition proposal, VTA committee and Board members underscored the importance of considering zero-emission bus transition within the context of VTA's contribution toward climate change as well as the environmental impacts of bus and battery production and recycling. Further analysis of how zero-emission bus transition impacts these issues will be prepared by staff.

**ALTERNATIVES:**

The Board of Directors could direct staff to pursue a different strategy.

**CLIMATE IMPACT:**

The five-year battery-electric bus transition plan will not, in itself, have a climate impact. However, the projects it identifies will pave the way for VTA to operate transit service that produces less greenhouse gas emissions, will allow VTA to produce more of its own green energy through projects like solar panels and allow VTA to reduce its demands of the electrical grid through electrical storage and smart charging management.

Prepared by: Adam Burger  
Memo No. 7955

**ATTACHMENTS:**

- Attachment\_A\_091721\_Board\_Workshop\_Memo (PDF)



Date: September 9, 2021  
 Current Meeting: September 17, 2021  
 Board Meeting: N/A

## **BOARD MEMORANDUM**

**TO:** Santa Clara Valley Transportation Authority  
 Board of Directors

**THROUGH:** General Manager/CEO, Carolyn M. Gonot

**FROM:** Chief Planning and Programming Officer, Deborah Dagang

**SUBJECT:** Zero-Emission Bus Strategy

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### **FOR INFORMATION ONLY**

#### **EXECUTIVE SUMMARY:**

- Per California Air Resources Board regulation, the Santa Clara Valley Transportation Authority (VTA) must transition to a fully zero-emission bus fleet by 2040 and the transition must begin in 2023.
- All zero-emission technologies present new costs, risks and service impacts to VTA.
- Staff has developed six zero-emission bus scenarios with projected impacts to transit service, capital costs and operating costs.
- Staff is seeking input to develop a consensus around a specific zero-emission technology strategy.
- Staff has outlined an approach to purchase battery-electric buses in the near term for shorter service blocks while a decision on which technology is best for long service blocks would be made in the mid/late 2020s when more information will be known.

#### **STRATEGIC PLAN/GOALS:**

VTA's Strategic Plan prioritizes delivering fast, frequent and reliable transit service as well as transitioning toward more environmentally sustainable operations. In order to achieve these goals, VTA will need to develop a zero-emission bus strategy that maintains or improves our service operations while ensuring VTA's source energy reduces pollution.

#### **BACKGROUND:**

In 2018, the California Air Resources Board (CARB) passed the Innovative Clean Transit Regulation requiring transit operators in the state to transition to fully zero-emission bus fleets by 2040. The regulation has two goals: (1) to improve air quality and (2) to spur investment in zero-

emission technologies by heavy vehicle manufacturers that can spread to other industries, like commercial trucking.

The regulation sets escalating purchasing targets for buses that begin in 2023. In 2023, twenty-five percent of any buses purchased that year must be zero-emission. That target grows to one hundred percent in 2029, making 2028 the last year a transit operator could purchase a non-zero-emission bus. Buses purchased in 2028 are expected to have reached the end of their useful life and be retired by 2040.

Two technologies (battery-electric bus and hydrogen fuel cell bus) have been approved by CARB. Both technologies carry new costs, new risks and new impacts to VTA's service delivery model.

Below is a brief primer on the two approved technologies and their challenges.

### Zero-Emission Bus Background

#### *Battery-Electric Bus Basics*

Battery-electric buses store their energy in onboard batteries and are charged over several hours at bus depots, a process known as depot-charging. Depot-charging has its limitations, as standard battery-electric buses can only store enough energy to travel approximately 150 miles per charge. Some VTA hybrid-diesel buses currently travel more than 300 miles in a day. Depot-charging can be augmented by on-route charging, a strategy where the bus visits in-the-field fast chargers, partially replenishing the battery throughout the day.

Battery technology has improved in recent years, but it is unclear how much room for technology advancement remains. Improvements in the energy density (electrical charge held per pound of battery) appear to have plateaued while opportunities for small efficiency improvements in temperature management and battery architecture may be possible.

The cost of battery production has decreased, and manufacturers are now achieving range increases by putting more batteries onboard buses, but that strategy has limitations. Battery-laden buses are pushing up against vehicle weight limits, resulting in decreased passenger capacities and less efficient energy use since they must carry a heavy battery on board the bus.

As a pilot program to test battery-electric technology, VTA currently operates a fleet of five depot-charged battery-electric buses that will grow to 10 soon.

#### *Hydrogen Fuel Cell Bus Basics*

Hydrogen fuel cell buses are electric buses, but instead of storing their energy in a battery, it is stored in the form of compressed hydrogen in onboard tanks. The hydrogen is converted to electricity as the bus travels, powering the bus. Fueling for hydrogen is quick, like diesel fueling, and hydrogen buses can travel about 300 miles per fueling. Hydrogen fueling stations are run on electrical power.

VTA operated a hydrogen fuel-cell bus pilot project in the mid-2000s that identified many issues. Shortcomings of the pilot included high costs, short travel ranges, fueling inefficiency and low durability of hydrogen fuel-cell components. Since then, hydrogen fuel-cell technology has improved considerably, and hydrogen fuel-cell buses are growing in use.

### *Zero-Emission Bus Challenges*

Neither technology can match the low-cost, operational convenience, or mileage range of diesel bus operations. Both technologies will introduce new costs, complexities, and risks to VTA's transit service delivery, potentially resulting in a less reliable service or fewer hours of service offered to the public. However, these technologies are evolving and the market for vehicles, infrastructure and energy are likely to change as manufacturers realize economies of scale, markets for zero-emission technology grow and the nation's transition to greener energy continues.

Transit agencies across California and the nation are doing their best to navigate this shifting and uncertain terrain. Some transit agencies are employing pilots of different technologies to find the right fit while other transit agencies warn of committing to new technologies too early, which could result in an agency finding itself saddled with obsolete technology and an inability to order replacement parts. The industry consensus favors taking a cautious approach and making decisions based on the most current information while accepting some sunken costs.

To date, VTA has pledged to meet the 2040 goal and has explored how the two technologies could be implemented but has not committed to a specific strategy. Both technologies are new and evolving and it is uncertain where travel ranges, capital costs and operating costs will eventually land. However, with 2023 nearing, VTA will soon need to choose a course of action, at least for near-term implementation.

### **DISCUSSION:**

In December 2020, VTA's Board of Directors adopted the Zero-Emission Bus Rollout Plan. The plan, which was required by CARB, stated VTA's commitment to meet the 2040 goal, identified how each technology could be applied to reach that goal and provided partial capital cost estimates. It did not commit VTA to any specific technology strategy or expense, but it set the stage for making those decisions.

Since the adoption of the Bus Rollout Plan, staff has undertaken a more detailed evaluation on potential service impacts and cost analysis of each technology. The goal of this work is to develop a handful of specific technology/infrastructure scenarios.

In May and June, staff sought input from VTA committees regarding how to prioritize the potential impacts of transitioning to zero-emission buses. Three scenarios were presented: (1) depot-charged battery-electric bus, (2) on-route-charged battery-electric bus and (3) hydrogen fuel cell bus. Committees were asked how to prioritize (a) minimizing costs, (b) risks and service impacts, (c) whether VTA should prefer higher near-term costs for overall cost savings and (d)

how much resiliency infrastructure to incorporate in the scenarios.

VTA committees did not express a collective preference regarding prioritization of the issues, cost-savings versus cost-deferral nor resiliency. However, they provided two valuable insights that informed the development of future scenarios:

- Rather than trying to determine a plan for 2023 through 2040, can VTA approach this decision in smaller blocks of time and develop just a near-term strategy?
- Can VTA evaluate blended technology strategies instead of applying just one technology?

Following committee input, staff simplified the approach to developing scenarios, focusing only on the technologies and setting infrastructure scale and implementation considerations aside for later discussion.

### Zero-Emission Bus Scenarios

Staff has developed six zero-emission bus scenarios. Additionally, a scenario that envisions continued hybrid-diesel operation has been developed to be used as a point of comparison. The scenarios are described below.

- 1) Hybrid-Diesel Scenario - VTA continues operating hybrid-diesel service. This is not a viable scenario but serves as a point of comparison.
- 2) 150-Mile Depot-Charged Battery-Electric Bus Scenario - Presently, VTA's battery-electric bus fleet can reliably achieve around 150 miles per charging. This scenario assumes that the range does not improve over time.
- 3) 220-Mile Depot-Charged Battery-Electric Bus Scenario - Assumes that battery technology advances to make 220-mile ranges realistic.
- 4) 270-Mile Depot-Charged Battery-Electric Bus Scenario - This range is achieved by storing more batteries onboard the bus. It features several drawbacks such as heavy vehicle weight, limited passenger capacity and inefficient energy use.
- 5) Battery-Electric Bus with On-Route Charging Scenario - This scenario envisions augmenting depot-charged battery-electric buses with on-route charging to support longer service blocks.
- 6) Combination Battery-Electric Bus and Hydrogen Fuel Cell Bus Scenario - This scenario assumes depot-charged battery-electric buses would operate VTA's shorter service blocks and hydrogen fuel cell buses operate the longer service blocks.
- 7) Hydrogen Fuel Cell Bus Scenario - This scenario assumes a 100% hydrogen fuel-cell bus fleet.

### Service Impact Considerations

Below is VTA's initial analysis on the impact each scenario would have on VTA's service.

#### *Travel Ranges and Fleet Size*

VTA's service delivery model employs many long service blocks, which makes travel range a leading concern with zero-emission bus technologies. A service block is the distance a bus travels between leaving the bus depot and returning to the bus depot. About 50 percent of VTA service blocks (accounting for about 75 percent of the miles VTA buses operate) are longer than the 150-mile limit that VTA's depot-charged battery-electric buses currently achieve. Some VTA service blocks exceed 300 miles.

These range limitations have implications for the size of VTA's bus fleet. For example, if VTA pursues a fleetwide depot-charged battery-electric bus strategy and travel ranges do not improve above 150 miles, VTA will need to buy two battery-electric buses for each hybrid-diesel bus it retires for long service blocks. That would increase the fleet size from around 400 buses to around 600 buses, resulting in increased vehicle costs and requiring new bus storage. It would also introduce a complexity to operations as buses would need to swap in and out of service throughout the day to recharge. Missteps in managing bus charging could result in missed or delayed pullouts, hurting service reliability. Time spent traveling to/from the bus depot to retrieve a fully-charged bus would come at the expense of revenue service, effectively a small service cut to riders.

To assess the impacts of travel ranges on the size of the fleet needed, VTA scheduled its pre-pandemic service within the range constraints of each technology. The outcomes are shown in the table below. In some cases, scheduling adjustments were able to bring longer service blocks under 270 miles, allowing for 1 to 1 bus replacement ratios.

Table: Travel Ranges, Fleet Sizes and Service Quantity

Scenario	Range Limit	Bus Replacement Ratio	Fleet Size	Revenue Hours (% of Current)
1) Hybrid-Diesel	400 miles	1 to 1	400	100%
2) 150-Mile DC BEB	150 miles	1.5 to 1	600	98%
3) 220-Mile DC BEB	220 miles	1.12 to 1	450	99%
4) 270-Mile DC BEB	270 miles	1 to 1	400	100%
5) DC BEB + On-Route Charging	No limit	1 to 1	400	100%
6) DC BEB + Hydrogen Fuel Cell	300 miles	1 to 1	400	100%
7) Hydrogen Fuel Cell	300 miles	1 to 1	400	100%

### Operating Complexity and Service Impacts

Simple operations are preferred to complex operations because there are fewer variables that can go wrong and result in negative service impacts. Hybrid-diesel bus operation is relatively simple because it uses a proven technology, the buses have no travel range concerns, several days of fuel are in reserve and the buses can be fueled quickly inside the bus depot. None of the zero-emission bus technologies are as proven as diesel and many carry new complexities like swapping buses in and out of service, requiring real-time fleetwide charging management, being dependent on in-the-field charging infrastructure and having no backup energy storage.

The table below provides a high-level assessment of the operating complexity and risk to service reliability of each scenario.

**Table: Operational Impacts**

Scenario	Operating Complexity	Service Reliability Risk
1) Hybrid-Diesel	very low	very low
2) 150-Mile DC BEB	high	high
3) 220-Mile DC BEB	medium	medium
4) 270-Mile DC BEB	low	low
5) DC BEB + On-Route Charging	medium	medium
6) DC BEB + Hydrogen Fuel Cell	medium	low
7) Hydrogen Fuel Cell	low	medium

### Cost Considerations

#### *17-Year Cost Estimates*

Staff developed 17-year cost estimates for each of the scenarios, which are shown in the table below. Capital cost inputs are based on CARB-recommended cost estimates for vehicles and infrastructure as well as costs extrapolated from VTA's initial battery-electric bus efforts. Operational cost inputs are based on a recent report from AC Transit that compared the costs of their different zero-emission bus technology pilots. The estimates should be viewed as high-level estimates as the cost of vehicles, infrastructure, fuel and fuel delivery are subject to change over the next two decades.

**Table: 2023 - 2040 Cost Estimates (\$2021)**

Scenario	Buses	Infrastructure	Fuel	Total Cost
1) Hybrid-Diesel	\$490 M	-	\$120 M	\$610 M
2) 150-Mile DC BEB	\$910 M	\$190 M	\$110 M	\$1,210 M
3) 220-Mile DC BEB	\$690 M	\$90 M	\$110 M	\$880 M
4) 270-Mile DC BEB	\$610 M	\$80 M	\$110 M	\$790 M
5) DC BEB + On-Route Charging	\$610 M	\$100 M	\$110 M	\$810 M
6) DC BEB + Hydrogen Fuel Cell	\$650 M	\$60 M	\$140 M	\$860 M
7) Hydrogen Fuel Cell	\$720 M	\$30 M	\$200 M	\$940 M

#### *Funding Outlook*

The six zero-emission bus scenarios represent increases in cost of \$200 million to \$600 million compared to continuing hybrid-diesel bus operation over the 17-year estimate period. Presently, state grants and credits earned through CARB's low carbon fuel standards program (VTA receives revenue from carbon offset purchased by polluters) are envisioned as primary sources of funding for these new costs but may not cover them entirely. The availability of future grants is difficult to project, and the low carbon fuel standards credits are not intended to be a permanent source of revenue.

Several additional considerations that are relevant to zero-emission bus transition such as source energy, utility support, battery production and recycling, on-site energy generation, resiliency

and disaster response are discussed in Attachment A.

### Staff's Suggested Approach for Zero-Emission Bus Transition

Staff favors developing a near-term implementation plan covering approximately five years to grow the depot-charged battery-electric bus fleet and install charging infrastructure at each of VTA's bus depots. Those buses would be deployed on VTA's shorter service blocks where travel range limits are not a concern. VTA would also pursue grant opportunities to fund on-site energy generation and backup energy storage solutions as they become available.

During this time, VTA will monitor and analyze the progress of zero-emission buses technology and the experience of other operators. In the mid/late 2020s, VTA would make a subsequent decision for which technology is best for longer service blocks. This approach has several benefits:

#### *Flexibility*

Except for the hydrogen fuel cell bus scenario (#7), the first few years of the zero-emission bus scenarios presented in this memo are identical. In scenarios #2, #3, #4, #5 and #6, VTA would purchase battery-electric buses that use a depot-charging strategy and deploy them on shorter service blocks in the near-term. This gives VTA time to become more familiar with battery-electric bus operations while retaining the option to adjust our strategy should technological advancement, changes in cost or operating experience dictate so.

#### *Lower Costs and Risks*

Battery-electric buses are less expensive than hydrogen fuel cell buses and the supporting charging infrastructure can be added incrementally so there is no risk of installing infrastructure that will not be fully used. In comparison, hydrogen fueling stations come in 50 or 100-bus scales. The cost per mile of electricity is about half that of hydrogen and the market for electricity is much larger and more stable than hydrogen. That provides a degree of price certainty, especially if VTA can lock into an agreement with an electrical utility. Lastly, VTA staff is already familiar with battery-electric bus operations and can build on its existing knowledge base rather than invest time and resources in learning a new technology.

Table: 5-Year Cost Estimates (\$2021)

Scenario	Buses	Infrastructure	Fuel	Total Cost
1) Hybrid-Diesel	\$170 M	-	\$35 M	\$205 M
2) 150-Mile DC BEB	\$170 M	\$35 M	\$30 M	\$235 M
3) 220-Mile DC BEB	\$170 M	\$35 M	\$30 M	\$235 M
4) 270-Mile DC BEB	\$170 M	\$35 M	\$30 M	\$235 M
5) DC BEB + On-Route Charging	\$170 M	\$35 M	\$30 M	\$235 M
6) DC BEB + Hydrogen Fuel Cell	\$170 M	\$35 M	\$30 M	\$235 M
7) Hydrogen Fuel Cell	\$205 M	\$15 M	\$60 M	\$280 M

Table: 5-Year Operational Impacts

Scenario	Operating Complexity	Service Reliability Risk
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1) Hybrid-Diesel	Very Low	Very Low
2) 150-Mile DC BEB	Low	Low
3) 220-Mile DC BEB	Low	Low
4) 270-Mile DC BEB	Low	Low
5) DC BEB + On-Route Charging	Low	Low
6) DC BEB + Hydrogen Fuel Cell	Low	Low
7) Hydrogen Fuel Cell	Low	Medium

### *No Change to Transit Service Quantity*

Deploying depot-charged battery-electric buses on VTA's shorter service blocks will not require any additional deadheading (time spent traveling to/from the bus depot while not serving the public) and will therefore not result in any reduction in service to the riding public.

Table: 5-Year Fleet Size and Service Impact Estimates

Scenario	Range Limit	Bus Replacement Ratio	Fleet Size	Revenue Hours (% of Current)
1) Hybrid-Diesel	400 Miles	1 to 1	400	100%
2) 150-Mile DC BEB	150 Miles	1 to 1	400	100%
3) 220-Mile DC BEB	220 Miles	1 to 1	400	100%
4) 270-Mile DC BEB	270 Miles	1 to 1	400	100%
5) DC BEB + On-Route Charging	No limit	1 to 1	400	100%
6) DC BEB + Hydrogen Fuel Cell	300 Miles	1 to 1	400	100%
7) Hydrogen Fuel Cell	300 Miles	1 to 1	400	100%

### **CLIMATE IMPACT:**

The transition to a zero-emission bus fleet has the potential to improve air quality by removing diesel vehicles from the road. However, the climate impact of transitioning to a zero-emission bus fleet should be evaluated within the context of the entire energy supply chain. Ultimately, to assess the climate impact, VTA will need to determine if the electricity and/or hydrogen used to power the fleet derives from renewable sources like wind, water and solar or non-renewable sources like oil, gas and coal. The decision about the cleanliness of VTA's source energy is independent to the decision about which zero-emission technology strategy is best for VTA.

### **COMMITTEE COMMENTS:**

The Technical Advisory Committee received this presentation on September 8, 2021 and asked clarifying questions about the lifespan of buses and cost projections. The Committee offered general statements of support for the strategic approach draft proposal to pursue a 5-year depot-charged battery-electric bus plan.

The Citizens Advisory Committee received this presentation on September 8, 2021 and asked clarifying questions about bus lifespans, the margin of error in the cost projections, the relationship between zero-emission technologies and service planning and the potential for

sharing access to hydrogen facilities with other entities. The Committee supported the strategic approach draft proposal and encouraged VTA to move toward using greener sources of energy, noting the mutual connection with improving air quality and decreasing environmental harm.

The Committee for Transit Mobility and Accessibility received this presentation on September 9, 2021 and asked clarifying questions about battery lifespans, hydrogen safety, bus storage capacity at bus depots, electrical infrastructure upgrades, funding opportunities for zero-emission transition (grants) and battery-electric bus designs and onboard battery storage. In addition, the Committee requested that staff prepare a list of zero-emission bus manufacturers and photos of battery-electric batteries and provide it to the Committee. The Committee was supportive of the strategic approach draft proposal and encouraged staff to report back on zero-emission bus transition progress in the future.

The Policy Advisory Committee received this presentation on September 9, 2021 and asked clarifying questions about opportunities to partner with municipalities or private entities that operate private bus fleets, the greenness of hydrogen, where on-route chargers might be located in the future and the lifespan and disposal of batteries. The Committee strongly emphasized the importance of thinking beyond just meeting the zero-emission goal and of making sure the energy that VTA consumes becomes greener. The greenness of VTA's energy is independent of the zero-emission bus transition planning effort but is a relevant concern that the Board may address through separate policy decisions. The Committee also requested that future analysis evaluate the cradle-to-grave environmental impact of the bus and bus components.

Prepared By: Adam Burger  
Memo No. 7899



Date: October 5, 2021  
 Current Meeting: November 12, 2021  
 Board Meeting: N/A

## **BOARD MEMORANDUM**

**TO:** Santa Clara Valley Transportation Authority  
 Committee for Transportation Mobility & Accessibility

**THROUGH:** General Manager/CEO, Carolyn M. Gonot

**FROM:** Chief Operating Officer, David Hill

**SUBJECT:** FY2021 Transit Operations Performance- Annual Report

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### **FOR INFORMATION ONLY**

#### **EXECUTIVE SUMMARY:**

The FY2021 Annual Transit Operations Performance Report presents key performance indicator information regarding the operation of the Valley Transportation Authority (VTA).

#### **STRATEGIC PLAN/GOALS:**

The report is an information item only.

#### **BACKGROUND:**

This report is routinely produced after each quarter and at the end of the fiscal year. This version is for the FY2021 Annual report.

#### **DISCUSSION:**

##### **Ridership** (page 7 of the report)

Bus ridership for FY2021 totaled 9.71 million, down 55.3% compared to FY2020. Average weekday ridership was 29,808, down 57.0% compared to FY2020.

Light rail recorded 2.17 million boardings in FY2021, a decrease of 65.5% compared to the prior fiscal year. Average weekday ridership was 6,606, down 67.4% compared to FY2020.

Overall, the 11.88 million system ridership (bus and rail) was down 57.6%. Average weekday ridership decreased 59.4%, from 89,636 last year to 36,414 this year.

VTA ridership declines were primarily due to the COVID-19 pandemic, the impact of which

started in March 2020. Limited vehicle capacity seating was imposed in accordance with social distancing guidelines. Some service adjustments were implemented to address passenger pass-ups. Light rail service was suspended from May 27<sup>th</sup> this year due to the May 26, 2021 incident at the Guadalupe yard.

**Special Event Service:** There were no events in FY2021 due to COVID-19.

**Key Performance Indicators** (page 6 of the report)

The percentage of scheduled service operated for the system (both bus and light rail) in FY2021 was 99.8% and met the established goal. Bus on-time performance was 83.9%, slightly lower than the last fiscal year (84.8%). Light rail on-time performance was 89.9% in FY2021, up by 8.8% compared to FY2020.

Bus recorded 22,219 miles between major mechanical schedule losses in FY2021 and met the established goal. Light rail recorded 22,860 miles between major mechanical schedule losses and did not meet the established goal of 25,000 miles.

Absenteeism goals were not met. Absenteeism continued to be high primarily due to impacts of COVID-19 and more recently, the closure of light rail from May 27, 2021.

Paratransit (page 9 of the report)

The total Paratransit ridership through FY2021 was 173,267, down 58.8% compared to FY2020. The net operating cost for ADA Paratransit services for FY 2021 was \$19,370,823, a decrease of 11% compared to the prior fiscal year. The net operating cost per Paratransit passenger trip (including eligibility costs) for FY 2021 was \$111.80, an increase of 115.9% from the \$51.77 reported for last year. Increased costs are primarily from: 1) Significant reduction in volume of service and ridership due to COVID-19 that contributed to significant decrease in fares; 2) Significant reduction in total revenue of 68.6% from the same period last year and 3) Reduction/waiver of liquidated damages and penalties to contractor because of COVID 19.

Nine of the 13 performance indicators were met.

<b>Contract Performance Indicators for FY 2021</b>			
Performance Indicators	Goal	FY 21 Actual	Met Goal
Passengers Per Hour [PPH]	>=2.0	1.1	No
On-Time Performance [OTP]	>=92.0%	98.70%	Yes
Net Cost per Passenger	<=\$38.00	\$111.80	No
OTP First Pick-Up	>=95%	99.76%	Yes
OTP be there By Time	>=90.0%	99.61%	Yes
Excessively Late Trips	<=0.10%	0.01%	Yes
Missed Trips	0	31	No
Call Center Telephone Hold Times (Minutes)	<=1:30	0:16	Yes

Abandoned Telephone Calls <=3%	<=3%	0.90%	Yes
Complaints per 1,000 Passenger Trips <=1	<=1	0.40	Yes
Preventable Accidents (Per 100,000 Revenue Miles)	<=0.75	0.93	No
Preventable Maintenance Inspections On-Time	100%	100%	Yes
ADA Eligibility Certification within 21 Days	100%	100%	Yes

### **Inter-Agency Partners and Contracted Services** (page 7 of the report)

VTA's Inter-agency partners and contracted services recorded ridership decreases as shown below:

- Dumbarton Express ridership was 93,185, down 57.9%.
- Highway 17 Express ridership was 45,872, down 77.0%.
- ACE ridership was 160,007, down 84.9%.
- Caltrain ridership was 1,294,937, down 90.7%.
- Caltrain shuttle ridership in Santa Clara County was 134,826, down 89.7%.
- ACE shuttle ridership was 27,051, down 91.2%.
- Paratransit ridership was 173,267, down 58.8%.

### **CLIMATE IMPACT:**

The report is an information item and will have no impacts to climate change.

Prepared By: Lalitha Konanur  
Memo No. 7882

# Transit Operations Performance Report

FY2021 Annual Report

(July 01, 2020 - June 30, 2021)



*Solutions that move you*



# Transit Operations Performance Report

FY 2021 Report

(July 1, 2020 – June 30, 2021)



**Santa Clara Valley Transportation Authority  
FY2021 Third Quarter Transit Operations Performance Report  
(July 01, 2020 - June 30, 2021)**

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**Prepared by: Operations Analysis, Reporting & Systems**

# **Executive Summary**

**SANTA CLARA VALLEY TRANSPORTATION AUTHORITY**  
**FY2021 Annual Transit Operations Performance Report**  
**(July 1, 2020 - June 30, 2021)**

**SUMMARY OF PERFORMANCE**

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**Ridership** (page 7 of the report)

Bus ridership for FY2021 totaled 9.71 million, down 55.3% compared to FY2020. Average weekday ridership was 29,808, down 57.0% compared to FY2020.

Light rail recorded 2.17 million boardings in FY2021, a decrease of 65.5% compared to the prior fiscal year. Average weekday ridership was 6,606, down 67.4% compared to FY2020.

Overall, the 11.88 million system ridership (bus and rail) was down 57.6%. Average weekday ridership decreased 59.4%, from 89,636 last year to 36,414 this year.

VTA ridership declines were primarily due to the COVID-19 pandemic, the impact of which started in March 2020. Limited vehicle capacity seating was imposed in accordance with social distancing guidelines. Some service adjustments were implemented to address passenger pass-ups. Ridership recorded increases from February 2021 as COVID-19 vaccinations were rolled out. The increases were primarily for bus. Light rail service was suspended from May 27<sup>th</sup> this year due to the May 26, 2021 incident at the Guadalupe yard and continued to be inoperative through the end of the fiscal year.

**Special Event Service:** There were no events in FY2021 due to COVID-19.

**Key Performance Indicators** (page 6 of the report)

The percentage of scheduled service operated for the system (both bus and light rail) in FY2021 was 99.8% and met the established goal. Bus on-time performance was 83.9%, slightly lower than the last fiscal year (84.8%). Light rail on-time performance was 89.9% in FY2021, up by 8.8% compared to FY2020.

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Absenteeism goals were not met. Absenteeism continued to be high primarily due to impacts of COVID-19 and more recently, the closure of light rail from May 27, 2021.

**Paratransit** (page 9 of the report)

The total Paratransit ridership through FY2021 was 173,267, down 58.8% compared to FY2020. The net operating cost for ADA Paratransit services for FY 2021 was \$19,370,823, a decrease of 11% compared to the prior fiscal year. The net operating cost per Paratransit passenger trip (including eligibility costs) for FY 2021 was \$111.80, an increase of 115.9% from the \$51.77 reported for last year. Increased costs are primarily from: 1) Significant reduction in volume of

service and ridership due to COVID-19 that contributed to significant decrease in fares; 2) Significant reduction in total revenue of 68.6% from the same period last year and 3) Reduction/waiver of liquidated damages and penalties to contractor because of COVID 19.

Nine of the 13 performance indicators were met.

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Net Cost per Passenger	<=\$38.00	\$111.80	No
OTP First Pick-Up	>=95%	99.76%	Yes
OTP be there By Time	>=90.0%	99.61%	Yes
Excessively Late Trips	<=0.10%	0.01%	Yes
Missed Trips	0	31	No
Call Center Telephone Hold Times (Minutes)	<=1:30	0:16	Yes
Abandoned Telephone Calls <=3%	<=3%	0.90%	Yes
Complaints per 1,000 Passenger Trips <=1	<=1	0.40	Yes
Preventable Accidents (Per 100,000 Revenue Miles)	<=0.75	0.93	No
Preventable Maintenance Inspections On-Time	100%	100%	Yes
ADA Eligibility Certification within 21 Days	100%	100%	Yes

### **Inter-Agency Partners and Contracted Services (page 7 of the report)**

VTA's Inter-agency partners and contracted services recorded ridership decreases as shown below:

- Dumbarton Express ridership was 93,185, down 57.9%.
- Highway 17 Express ridership was 45,872, down 77.0%.
- ACE ridership was 160,007, down 84.9%.
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- Caltrain shuttle ridership in Santa Clara County was 134,826, down 89.7%.
- ACE shuttle ridership was 27,051, down 91.2%.
- Paratransit ridership was 173,267, down 58.8%.

**SANTA CLARA VALLEY TRANSPORTATION AUTHORITY**  
**EVENT HIGHLIGHTS**  
**FY 2021 Second Quarter Transit Operations Performance Report**  
**(July 1, 2020 through June 30, 2021)**

This section shows events that can affect normal service operations and system ridership. Ridership historically follows employment trends in the Valley, for example. Weather, public events, strikes, traffic, construction, new service, area gasoline prices, and other changes to our operating environment also affect system ridership and service conditions. Covid 19 pandemic is still around. VTA is running reduced service and following all the guidelines established due to pandemic.

July 4, 2020 – There were no major events planned in the county due to COVID-19 social distancing restrictions.

July-September: Social distancing and limited capacities on all modes and vehicles in force.

Unleaded fuel average price in July 2020 – \$3.19.

August 1, 2020– Fare collection and front door boardings resumed.

August 10, 2020– Service changes

Unleaded fuel average price in August 2020 – \$3.28.

Unleaded fuel average price in September 2020 – \$3.31.

August 18 thru September 16, 19 and 27 – Spare the Air days due to Fires in Santa Clara County

September 12, 13, 19 & 20 – Rail Rehabilitation work with bus bridges in place to supplement light rail scheduled that were impacted.

October 18 and October 25, 2020 – Shut down Power to the Light Rail Overhead Catenary System (OCS) to support PG&E overhead powerline replacement work across Highway 85 between Cottle and Santa Teresa Stations.

October 30 & 31, 2020: Spare the Air Days.

Unleaded fuel average price for October 2020 - \$3.27

November 3, 2020 –United States presidential election Day (59th quadrennial presidential election)

November 27, 2020 – Day after Thanksgiving: All express lines cancelled, Line 89 on modified service.

Unleaded fuel average price for November 2020 - \$3.26

December 5, 2020 – Stuff the Bus with Toys event.

December 14, 2020 – Route 89 schedules modified as Caltrain made changes to their weekday service.

December 28, 2020 – Changes to Extra Service Blocks.

December 31, 2020 – In the spirit of the holidays, and continuing our New Year's Eve tradition, VTA offered free fares after 8 p.m. on New Year's Eve, Thursday, Dec. 31.

Unleaded fuel average price for December 2020- \$3.29.

January 2021 – Average Gasoline price \$3.17

February 1, 2021 - Mask Order and Rear Door Boarding Reinforce VTA's Commitment to Safety.

February 8, 2021 – New Service changes. Extra Service blocks added due to address passenger pass up issue.

February 23, 2021 – VTA offers free rides to vaccination sites.

February 2021 - Average Gasoline price \$3.34

March 11, 2021 – Revised Extra Service Blocks due to pass up passenger issue.

March 1-5, 2021 – Most schools adopt Distance Learning.

March 22, 2021 – Route 89 revised to align with the Caltrain service.

March 2021 - Average Gasoline price \$3.34.

April 24 thru May 9, 2021– Rail Rehab work at Hamilton Light Station.

April 25, 2021 – Route 61 and Route 500 rerouted due to Flea Market Traffic.

April 2021 - Average Gasoline price \$4.06.

May 26, 2021 - Updated Social Distancing Standard (3') with increased capacity.

May 26, 2021 - Active Shooter at LR Division.

May 31, 2021 - Memorial Day, Holiday/Sunday Service.

May 2021 - Average Gasoline price \$4.24.

June 14, 2021 – New Service changes; New Route SCVMC between Diridon Station and Valley Medical Center.

June 14, 2021 – Schedule adjustment on some other Routes.

June 21, 2021 – City of San Jose started Major Street work to configure 10 & 11<sup>th</sup> street between Hedding and I-280.

June 2021 - Average Gasoline price \$4.32.

# **Key Performance Indicators**



**SANTA CLARA VALLEY TRANSPORTATION AUTHORITY****KEY PERFORMANCE INDICATORS****FY2021 Third Quarter Transit Operations Performance Report****(July 01, 2020 - June 30, 2021)**

	FY 2018 Annual	FY 2019 Annual	FY 2020 Annual	FY 2021	Met Goal?	FY 2021 Goals
<b>SYSTEM (Bus &amp; Light Rail)</b>						
Total Boarding Riders (in millions)	36.56	35.47	27.98	11.88	No	≥ 25.66
Average Weekday Boarding Riders	118,631	115,455	89,639	36,414	No	≥ 112,000
Boardings per Revenue Hour	24.3	23.4	19.5	9.1	No	≥ 24.7
Percent of Scheduled Service Operated	99.68%	99.39%	99.71%	99.80%	YES	≥ 99.55%
Miles Between Major Mechanical Schedule Loss <sup>1</sup>	12,458	11,046	16,183	16,207	YES	≥ 9,000
Miles Between Chargeable Accidents	112,718	156,271	153,936	178,196	YES	≥ 113,000
Passenger Concerns per 100,000 Boardings	18.5	16.5	23.8	20.8	No	≤ 10.6
<b>BUS OPERATIONS</b>						
Total Boarding Riders (in millions)	28.05	27.03	21.70	9.71	No	≥ 19.11
Average Weekday Boarding Riders	91,270	88,165	69,386	29,808	No	≥ 84,000
Boardings per Revenue Hour	20.6	19.8	17.5	9.4	No	≥ 18.6
Percent of Scheduled Service Operated	99.66%	99.33%	99.69%	99.98%	YES	≥ 99.50%
Miles Between Major Mechanical Schedule Loss <sup>1</sup>	11,768	10,132	15,760	22,219	YES	≥ 8,000
Miles Between Chargeable Accidents	103,607	142,612	149,997	173,362	YES	≥ 100,000
On-time Performance	86.4%	86.2%	84.8%	83.9%	No	≥ 92.5%
Operator Personal Time-off	10.5%	12.0%	15.8%	17.0%	No	≤ 10.0%
Maintenance Personal Time-off	7.0%	9.5%	12.6%	9.5%	No	≤ 8.0%
Passenger Concerns per 100,000 Boardings	20.0	17.9	27.4	132.2	No	≤ 11.8
<b>LIGHT RAIL OPERATIONS</b>						
Total Boarding Riders (in millions)	8.51	8.44	6.28	2.17	No	≥ 6.55
Average Weekday Boarding Riders	27,361	27,290	20,253	6,606	No	≥ 28,000
Boardings per Revenue Hour	59.4	57.7	50.8	20.2	No	≥ 58.1
Percent of Scheduled Service Operated	99.96%	99.97%	99.90%	99.94%	YES	≥ 99.90%
Miles Between Major Mechanical Schedule Loss <sup>1</sup>	24,889	43,951	21,489	22,777	No	≥ 25,000
Miles Between Chargeable Accidents <sup>2</sup>	448,004	761,818	202,954	1,457,724	YES	≥ 1,457,724
On-time Performance	84.7%	84.8%	82.6%	89.9%	No	≥ 95.0%
Operator Personal Time-off	9.8%	12.2%	16.4%	22.7%	No	≤ 10.0%
Maintenance Personal Time-off	4.4%	6.3%	12.3%	14.3%	No	≤ 8.0%
Way, Power, & Signal Personal Time-off	4.1%	6.1%	11.0%	19.9%	No	≤ 8.0%
Passenger Concerns per 100,000 Boardings	13.7	12.0	11.6	10.1	No	≤ 2.8
Fare Evasion Rate	2.4%	2.3%	2.3%	2.2%	YES	≤ 5.0%
<b>PARATRANSIT</b>						
Passengers per Revenue Hour	1.60	1.49	1.43	1.1	No	≥ 1.5
Net Cost per Passenger	\$36.37	\$40.95	\$51.77	\$111.80	No	≤ \$38.00
On-time Performance	87.7%	91.4%	93.3%	98.70%	YES	≥ 92.0%
OTP First Pick-Up	97.0%	97.1%	97.7%	99.76%	YES	≥ 95.0%
OTP Be There By Time	88.3%	91.6%	93.3%	99.61%	YES	≥ 90.0%
Excessively Late Trips	1.1%	0.5%	0.31%	0.01%	YES	≤ 0.10%
Missed Trips	745	510	335	31	No	≤ 0
Complaints per 1,000 passenger Trips	1.03	84.5%	0.73	0.40	YES	≤ 1.0
Calls Response Time (minutes)	1:55	0:58	0:35	0:16	YES	≤ 1:30
Abandoned Telephone Calls	0.10	0.03	2.1%	0.90%	YES	≤ 3.0%
ADA Eligibility Certification within 21 Days	100.0%	1.00	100.0%	100.0%	YES	= 100.0%
Preventative Maintenance Inspections Ontime	100.0%	1.00	100.0%	100.0%	YES	= 100.0%
Preventable Accidents (per 100,000 Revenue Miles)	0.68	0.08	1.50	0.93	No	≤ 0.75

Note: Ridership goals were developed using budget projections.

<sup>1</sup> Mechanical failure that prevents the vehicle from completing a scheduled service due to limited vehicle movement or safety concerns.<sup>2</sup> 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)

FY2021 Third Quarter Transit Operations Performance Report

(July 01, 2020 - June 30, 2021)

	FY2021	FY2020	% Change
<b>Directly Operated Services</b>			
<b>Bus</b>	9,709,217	21,702,539	-55.3%
Average Weekday Riders	29,808	69,386	-57.0%
<b>Light Rail</b>	2,166,897	6,281,576	-65.5%
Average Weekday Riders	6,606	20,250	-67.4%
<b>Total Directly Operated Services</b>	11,876,114	27,984,115	-57.6%
Average Weekday Riders	36,414	89,636	-59.4%
<b>Inter-Agency Partners</b>			
<b>Dumbarton Express</b>	93,185	221,107	-57.9%
Average Weekday Riders	364	867	-58.0%
<b>Highway 17 Express</b>	45,872	199,865	-77.0%
Average Weekday Riders	133	615	-78.4%
<b>Altamont Commuter Express (ACE)</b>	160,007	1,061,278	-84.9%
Average Weekday Riders	630	3,931	-84.0%
<b>Caltrain</b>	1,294,937	13,956,374	-90.7%
Average Weekday Riders	4,219	49,175	-91.4%
<b>Caltrain Shuttles (in Santa Clara County)</b>	134,826	1,311,847	-89.7%
Average Weekday Riders	710	5,026	-85.9%
<b>Contracted Services</b>			
<b>Paratransit</b>	173,267	420,498	-58.8%
Average Weekday Riders	664	1,411	-53.0%
<b>ACE Shuttles</b>	27,051	307,036	-91.2%
Average Weekday Riders	108	1,204	-91.0%
<b>Total Contracted / Inter-Agency</b>	1,014,047	8,535,595	-88.1%
<b>Combined Total Ridership (in Santa Clara County) 1</b>	12,890,161	36,519,710	-64.7%

1 These figures are based on estimated ridership in the VTA service area for Caltrain, ACE, Highway 17 Express, Dumbarton 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.

**Boardings**  
**per**  
**Total hours**



## Boardings per Total Hours by Time Period (July 01, 2020 - June 30, 2021)

### Weekday

Mode	PEAK	MIDDAY	OFF PEAK
Bus	8.8	9.9	9.1
Light Rail	19.3	18.8	12.4

#### Weekday Service Periods

Peak	5:00 AM to 9:00 AM & 2:30 PM to 6:30 PM
Midday	9:00 AM to 2:30 PM
Off Peak	6:30 PM to 5:00 AM

### SATURDAY

Mode	AM	BASE	Evening	Late Night
Bus	9.7	10.7	9.0	8.8
Light Rail	14.0	5.5	15.6	13.0

#### Weekend Service Periods

AM	12:00 AM to 9:00 AM
Base	9:00 AM to 6:00 PM
Evening	6:00 PM to 10:00 PM
Late night	10:00 PM to 12:00 AM

### SUNDAY

Mode	AM	BASE	Evening	Late Night
Bus	10.1	10.4	9.4	8.6
Light Rail	12.7	19.0	15.3	14.6

### Summary

Weekday

Mode	TOTAL	STANDARD
Bus	9.2	15.0
Light Rail	19.3	60.0

Saturday

Mode	TOTAL	STANDARD
Bus	10.2	15.0
Light Rail	9.8	50.0

Sunday

Mode	TOTAL	STANDARD
Bus	10.2	15.0
Light Rail	16.9	40.0

Legend:

**Below standard**

**No Service**

New Service Productivity Guidelines implemented during the New Transit Service Plan (NTSP) launch 12/28/2019.

# **Paratransit Operating Statistics**

**SANTA CLARA VALLEY TRANSPORTATION AUTHORITY**  
**PARATRANSIT OPERATING STATISTICS**  
**FY 2021 Annual Transit Operations Performance Report**  
**(July 1, 2020 - June 30, 2021)**

	FY2021	FY2020	Percent Change
<b>RIDERSHIP</b>			
Clients	153,076	374,991	-59.2%
Attendants	18,504	41,323	-55.2%
Companions	1,687	4,184	-59.7%
Total	173,267	420,498	-58.8%
Avg. Weekday Trips	664	1,411	-53.0%
Avg. Weekday Client Trips	586	1,431	-59.0%
Active Clients	3,797	6,782	-44.0%
Avg. Trips per Client	40.3	55.3	-27.1%
<b>PREMIUM SERVICES</b>			
Same Day Trips	2,599	2,229	16.6%
Second Vehicles	182	516	-64.7%
Open Returns	118	97	21.6%
Service Area Surcharge Trips	621	3,266	-81.0%
Subscription Trips	32,931	144,205	-77.2%
Total	36,451	150,313	-75.7%
<b>LEVEL OF SERVICE</b>			
Revenue Miles	2,041,267	4,530,564	-54.9%
Revenue Hours	164,468	293,277	-43.9%
Passenger Miles (NTD)	1,400,037	4,457,611	-68.6%
Maximum Vehicles Operated (non-Taxi)	138	154	-10.4%
Total Vehicles Available (non-Taxi)	199	122	63.1%
<b>ELIGIBILITY</b>			
Total Data Cards Received	4,107	6,022	-31.8%
New Applicants Certified	1,137	2,058	-44.8%
New Applicants Denied	25	168	-85.1%
Clients Recertified	2,710	3,134	-13.5%
Clients Denied Recertification	76	122	-37.7%
Total Eligibility Assessments	3,948	5,482	-28.0%
Denial Rate	2.5%	5.3%	-52.8%
<b>EXPENSES AND REVENUES</b>			
<b>EXPENSES</b>			
VTA Administration & Oversight - Labor Costs *	\$ 1,062,871.46	\$ 935,681.64	14%
Contracted Eligibility Certification Costs	\$ 1,021,635.79	\$ 1,075,241.08	-5.0%
Contracted Fixed Costs	\$ 3,490,603.20	\$ 3,470,646.96	0.6%
Contracted Variable Costs	\$ 12,122,074.97	\$ 13,840,046.99	-12.4%
Contracted Supplemental Trip Costs **	\$ -	\$ 1,332,984.81	-100%
Contracted Fare Processing *	\$ 2,925.76	\$ 9,444.98	-69%
Fleet Maintenance and Fuel **	\$ 1,518,613.29	\$ 1,997,843.60	-24%
Hardware, Software, Utilities, phone and data services **	\$ 312,449.79	\$ 268,746.17	16%
ADA-Facilities, Maintenance & Utilities **	\$ 310,037.99	\$ 338,709.46	-8%
Total Operating Costs	<b>\$19,841,212.25</b>	<b>\$23,269,346</b>	-14.7%
<b>REVENUES</b>			
Client Fare ***	\$470,389	\$1,416,318	-66.8%
Other Fare	\$0	\$81,890	-100.0%
Non-VTA Broker Revenue	\$0	\$0	NA
Total Revenue	<b>\$470,389</b>	<b>\$1,498,208</b>	-68.6%
Net Expenses	<b>\$ 19,370,823</b>	<b>\$ 21,771,138</b>	-11.0%
Fare Recovery Rate	2.4%	6.4%	-63.2%
<b>COST PER PASSENGER TRIP (excludes capital expenses)</b>			
Total Reported Costs	\$114.51	\$55.34	106.9%
Fare Revenue	\$2.71	\$3.56	-23.8%
Net Cost	<b>\$111.80</b>	<b>\$51.77</b>	115.9%
<b>PERFORMANCE</b>			
Passengers / Revenue Hour	1.1	1.4	-26.5%
Passenger Miles / Passenger Trip	9.1	11.9	-23.1%
On-Time Performance	98.70%	93.30%	5.8%

\* New expense included in total paratransit costs

\*\* New Paratransit Cost Structure previously accounted for in Fixed and Variable Costs. Key Cost Elements Broken Out Separately. Fuel costs are captured in the line item that includes both Maintenance and Fuel

# Glossary



## GLOSSARY

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**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 revenue hours operated. It measures service utilization per unit of revenue service operated. The Revenue hours is the time when a vehicle is available to the general public to carry passengers. This will include layover but exclude deadheads.

**BOARDINGS PER TOTAL HOUR:** This is a productivity measure comparing the number of boardings to the number of total hours operated. It measures service utilization per unit of total service operated. The Total hours is the time when a vehicle is available to the general public to carry passengers and also includes layover/recovery, pull in/out, and deadhead time.

**DEADHEAD:** Time during movement of a transit vehicle without passengers aboard, typically from the operating division to the start of the route.

**EXPRESS ROUTES** – Express routes generally operate during peak periods ( $\geq 3$  trips) and are primarily commuter oriented. Express routes emphasize direct service, use freeways and expressways to reduce travel time, and make few stops.

**FRQUENT ROUTES** –Frequent routes offer service every 15 minutes or better on weekdays (every 20 minutes or better on weekends).

**LAYOVER:** Break the driver or the vehicle is given at the end of a trip before it starts operating its reverse route, or if the route is circular, before beginning its next trip

**LOCAL ROUTES** – Local network routes are defined as bus routes or corridors that feature weekday frequencies of sixty minutes during the peak and midday periods and/or service spans less than 18 hours. Local Network routes operate mostly weekdays. 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 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.

**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 three minutes before and five minutes after its published scheduled time. A light rail transit vehicle is considered “on time” if it departs a location within one minute before and three minutes after its published scheduled time. At the last timepoint location of a trip, early arrival 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 OF 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, 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.

**RAPID ROUTES** – Rapid routes operate every 15 minutes on major roadways and should avoid deviations for local circulation. (VTA's goal is utilize transit signal priority infrastructure to prioritize transit vehicle movements along Light Rail, Rapid, and Frequent corridors). Like the frequent routes they have limited stops.

**REVENUE HOURS:** Time when a vehicle is available to the general public to carry passengers. This will include layover but exclude deadhead.

**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.

**STANDARD (Boardings per Total Hour):** This is the average boardings per Total Hour and applies to the network- (Bus and Light Rail) and is based on the Service Design Guidelines. The minimum standard is 15 boardings per total hour. (As defined in the Transit Service Guidelines 2019)

**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.

**TOTAL HOURS:** Time when a vehicle is on the road in revenue service. This will include layover/recovery, pull in/out, and deadhead time.



Date: October 28, 2021  
 Current Meeting: November 12, 2021  
 Board Meeting: N/A

## **BOARD MEMORANDUM**

**TO:** Santa Clara Valley Transportation Authority  
 Committee for Transportation Mobility & Accessibility

**THROUGH:** General Manager/CEO, Carolyn M. Gonot

**FROM:** Chief External Affairs Officer, Jim Lawson

**SUBJECT:** Election Process for 2022 Advisory Committee Leadership: Appoint  
 Nomination Subcommittee

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**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 or vice chairperson for 2022.

### **EXECUTIVE SUMMARY:**

- The appointment of a nomination subcommittee starts the process for selecting the committee leadership for the following year.
- The election process is comprised of three distinct steps: appointment of a nomination subcommittee, presentation of the nomination subcommittee report; and election.
- The nomination subcommittee's role is to identify members who are interested in serving as the chairperson or vice chairperson.

### **STRATEGIC PLAN/GOALS:**

The election process for advisory committee chairperson or vice chairperson aligns with VTA's Action Values on Collaboration and Leadership.

### **FISCAL IMPACT:**

There is no fiscal impact associated with this action.

## **BACKGROUND:**

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

The bylaws for these committees specify that each committee must elect from its membership a chairperson and vice chairperson annually. 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 at each regular VTA Board meeting a verbal report on the previous meeting of their respective committees and any of the committee's concerns. 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 both serve a one-year term coinciding with the calendar year and are eligible for election to multiple and consecutive terms. For the PAC and TAC, only members, not alternates, are eligible to serve in these positions.

The bylaws for all advisory committees except PAC and CTMA specify that the elections for these positions are held the last meeting of the calendar year (usually December), whenever possible. Due to meeting schedules and when member appointments are made, the elections for the PAC and CTMA are conducted the first meeting of the calendar year (normally January).

## **DISCUSSION:**

The election process for the chairperson and vice chairperson positions 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 a small number of volunteers to serve on the nomination subcommittee, typically two or three 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. The bylaws require that each committee vote to approve the appointment of members to the nomination subcommittee. This step normally takes place two meetings prior to conducting the elections.

The mission of the nomination subcommittee is to determine 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.

### ***Report from the Nomination Subcommittee***

At the meeting immediately preceding the elections, whenever feasible, the nomination subcommittee provides a verbal report to the advisory committee identifying committee members who have confirmed their willingness to serve. In instances where a report cannot be provided at the targeted committee meeting, the nomination subcommittee's report is emailed to the committee prior to the elections. This action 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 will ask whether there are any nominations from the floor, then close the nomination process to establish the final list of candidates for each position.

For all advisory committees except CTMA and PAC, the affirmative vote of a majority of the total authorized membership is required to elect the chairperson and vice chairperson. CTMA requires the affirmative vote of eight members, and for the PAC the affirmative vote of the majority of the quorum present is required.

For PAC and CTMA, the term of office for the newly elected chairperson and vice chairperson commences immediately following completion of the voting for each office. For the other three committees, the term begins January 1 of the calendar year following the scheduled vote.

### **ALTERNATIVES:**

There are no alternatives since the Committee's bylaws specify 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.

### **CLIMATE IMPACT:**

The recommended action is an administrative item and will have no impacts to climate change.

### **FISCAL IMPACT:**

There is no fiscal impact associated with this action.

Prepared by: Michelle Oblena, Advisory Committee Coordinator  
Memo No. 7952

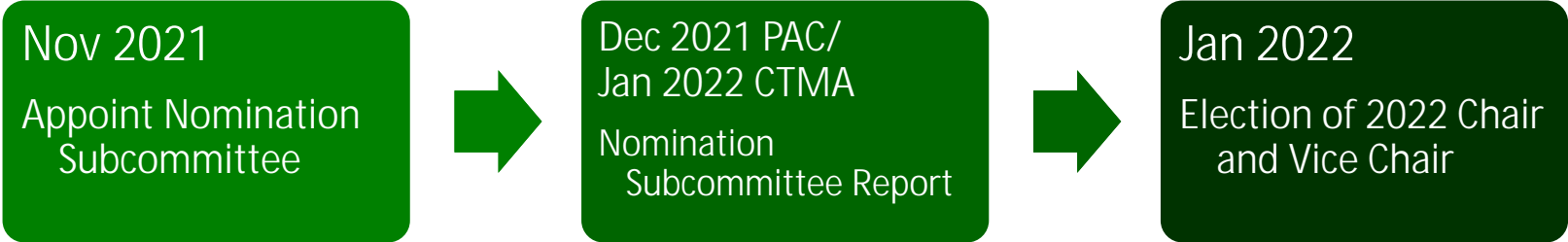
### **ATTACHMENTS:**

- Election Process for 2022 Advisory Committee Leadership\_TAC-CAC-BPAC (PDF)
- Election Process for 2022 Advisory Committee Leadership\_CTMA-PAC (PPTX)

# Election Process for 2022 Advisory Committee Leadership for TAC, CAC, and BPAC



# Election Process for 2022 Advisory Committee Leadership for CTMA and PAC







Date: November 4, 2021  
 Current Meeting: November 12, 2021  
 Board Meeting: N/A

## **BOARD MEMORANDUM**

**TO:** Santa Clara Valley Transportation Authority  
 Committee for Transportation Mobility & Accessibility

**THROUGH:** General Manager/CEO, Carolyn M. Gonot

**FROM:** Chief Planning and Programming Officer, Deborah Dagang

**SUBJECT:** Faster Fare Collection Study

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### **FOR INFORMATION ONLY**

#### **EXECUTIVE SUMMARY:**

- A forthcoming study will develop potential policy changes to mitigate or remove barriers to accessing and using cashless forms of fare payment, such as Clipper, for residents living in Equity Priority Communities (EPC) of Santa Clara County.
- The Santa Clara Valley Transportation Authority (VTA) is seeking input from various committees to help inform the scope of the work.
- This is an information item, and no action is required.

#### **STRATEGIC PLAN/GOALS:**

This project helps deliver VTA's first business line of fast, frequent, and reliable transit by developing policy changes that would remove barriers to cashless fare payment to speed up the boarding process. The project also aims to make accessing and using cashless fare payment, such as Clipper, more accessible and usable by historically underrepresented communities, which is in line with VTA's Strategic Plan core value of Diversity by serving "the unique needs of our community."

#### **BACKGROUND:**

In May 2021, the VTA Board of Directors approved using Lifeline Transportation Program (Lifeline) funding for a study to develop potential policy changes that would remove barriers that prevent people with lower incomes, and racial and ethnic minority communities, from using cashless forms of fare payment, such as Clipper.

To begin the study, VTA staff is seeking early input from Committees to inform the scope of work.

**DISCUSSION:**

As part of the grant application, the study will:

- Apply & evaluate innovative or new community engagement methods
- Focus on Equity Priority Communities (EPC) as defined by the Metropolitan Transportation Commission (Attachment A)
- Collaborate with community-based organizations
- Ensure historically underrepresented people living in EPCs influence study outcomes
- Identify barriers to accessing and using cashless forms of fare payment
- Develop potential policy changes to remove barriers to cashless fare payment
- Plan a marketing/education/training campaign for cashless fare payment that could include piloting a mitigation strategy
- Develop recommendations for the Board of Directors

At the committee meeting, VTA staff will provide additional detail and request input from committee members to assist VTA in developing the scope of work. Staff is also requesting which community-based organizations and individuals within your community to contact. It should be noted that examining free fares and a cash-free system are not part of this study.

**Next Steps**

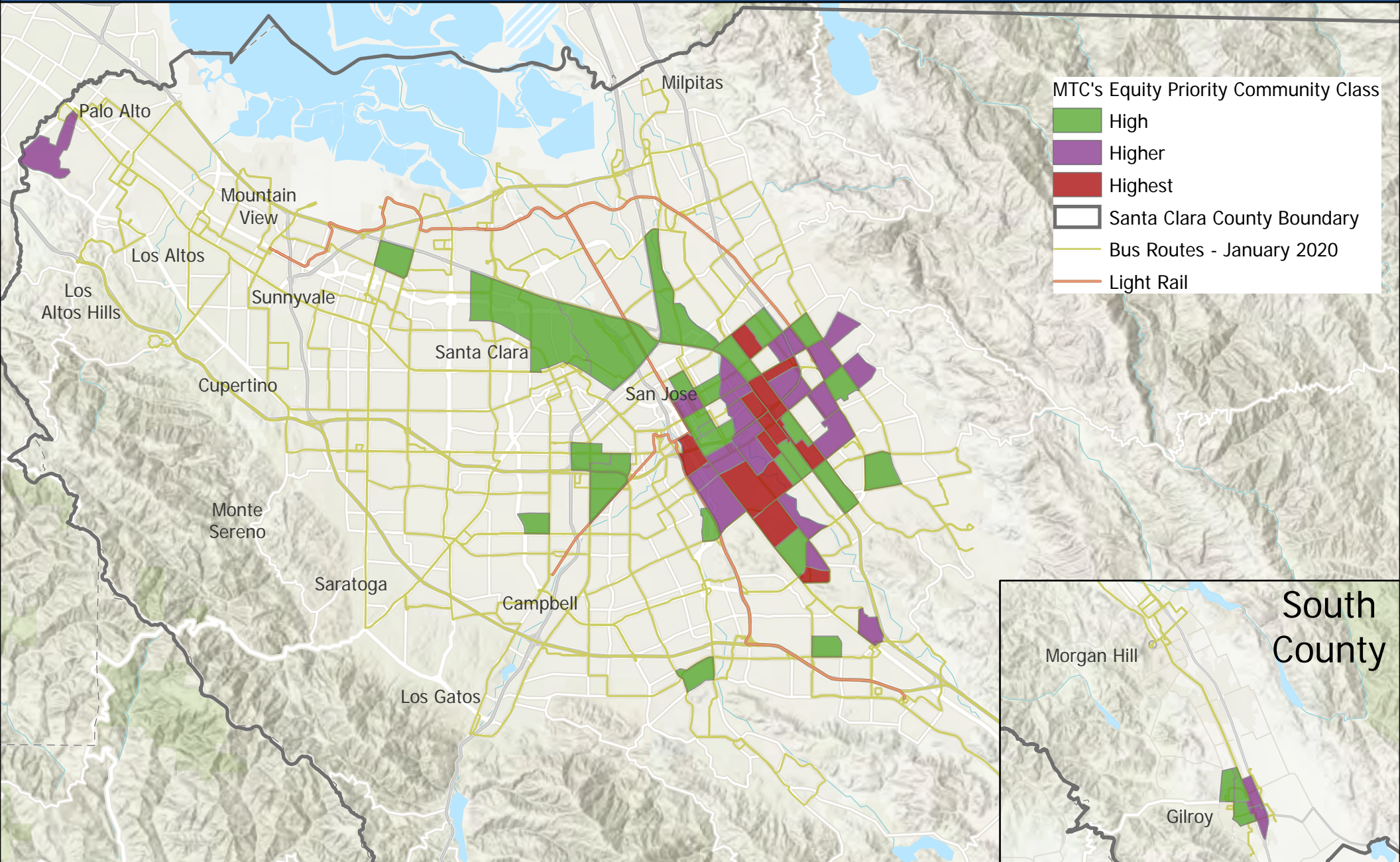
Staff will incorporate committee feedback into the scope of work. VTA anticipates starting the study in summer 2022. VTA staff is also available to meet with each city individually as the study progresses.

**CLIMATE IMPACT:**

The study could potentially have a positive impact on the environment. Increasing cashless fare payment can help speed up the boarding process and help more people access transit, which is a sustainable mode of travel.

Prepared By: Tamiko Percell  
Memo No. 7950

# MTC's Equity Priority Communities in Santa Clara County



MTC's Equity Priority Community Class

- High
- Higher
- Highest
- Santa Clara County Boundary
- Bus Routes - January 2020
- Light Rail



# Faster Fares Study

## Advisory Committees

November 2021



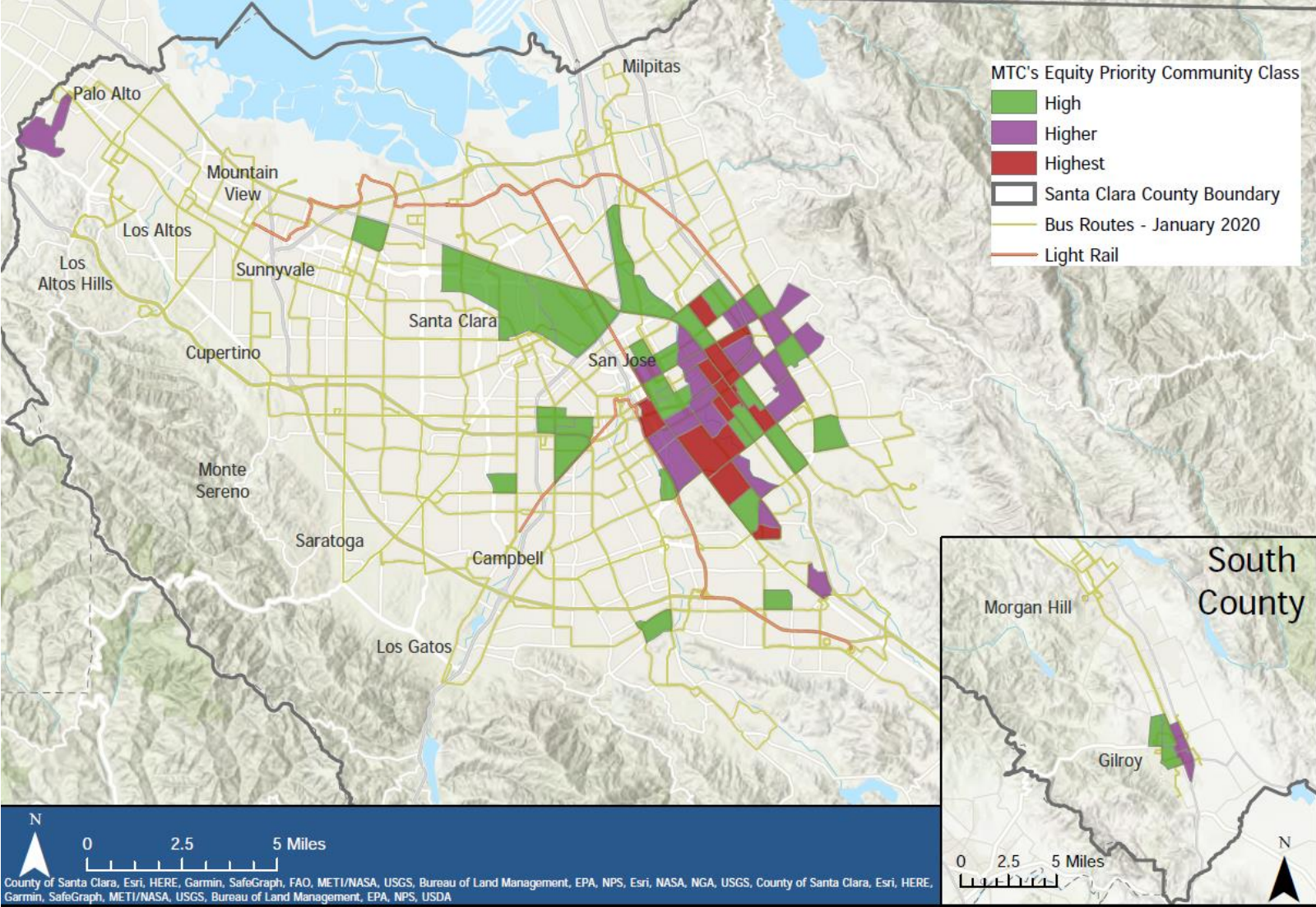
# Study Purpose

- Develop potential policy changes that would mitigate or remove barriers to accessing and using cashless forms of fare payment, such as Clipper, for residents living in Equity Priority Communities (EPC) of Santa Clara County.
- Use and evaluate innovative engagement methods and processes



# Equity Priority Communities

**Funding Source:**  
MTC Lifeline  
Transportation  
Program



# Engagement Goals



## Collaborate

Communities play leadership role in decision making process



## Innovate

Participation on community terms

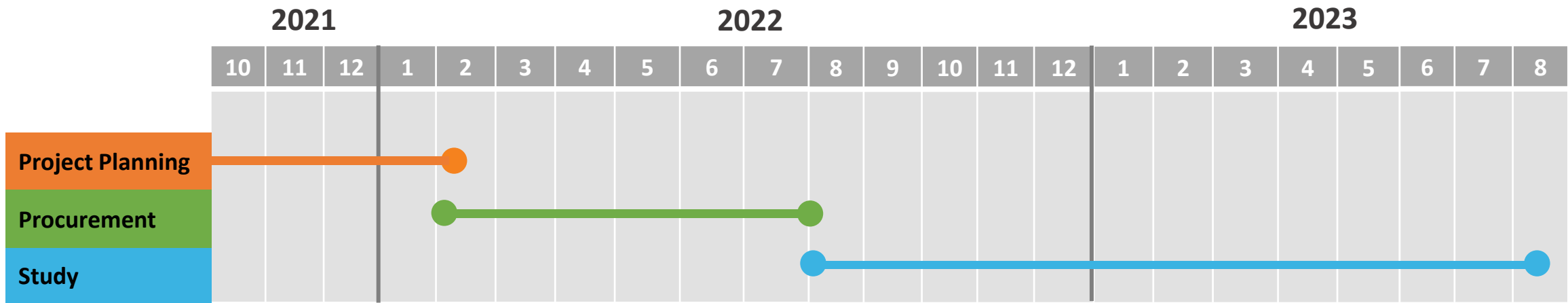


## Adapt

Evaluate & adapt methods throughout the process



# Timeline





# Questions for Committee

- What community-based organizations would you like us to contact?
- Who else in your city should we contact?
- Anything else you would like us to consider?





Date: October 15, 2021  
 Current Meeting: November 12, 2021  
 Board Meeting: N/A

## **BOARD MEMORANDUM**

**TO:** Santa Clara Valley Transportation Authority  
 Committee for Transportation Mobility & Accessibility

**THROUGH:** General Manager/CEO, Carolyn M. Gonot

**FROM:** Chief Operating Officer, David Hill

**SUBJECT:** Regional Transportation Service Update for November CTMA

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### **FOR INFORMATION ONLY**

#### **EXECUTIVE SUMMARY:**

- VTA provider continues to operate performances above standard in September
  - On Time Performance - 97.01%
  - Complaint Performance - <1 per 1000 trips
  - Call Center Speed to answer - 18 seconds
  - Abandon call rate - 1.1%
- MV continues to provide trips to vaccination sites for the Paratransit riders within the County of Santa Clara
- Reinforce No Show Policy

#### **STRATEGIC PLAN/GOALS:**

While the Pandemic introduced new challenges to Paratransit Operations' service performance standards that were set to deliver throughout the pandemic at a high level and continue to be achieved each month.

Prioritizing Paratransit passengers and drivers' safety continues by ensuring:

- Employees do not come to work if they are feeling ill, including daily health checks before reporting to work
- Vehicles are cleaned and disinfected daily, as well as after each drop-off

These continue to be prioritized and maintained by both VTA and MV. These align with the Strategic Plan/VTA Goals in setting targets and managing to meet them.

No Show Policy was relaxed and will be re-introduced while service levels remain low.

### **BACKGROUND:**

Performance standards are being reviewed and managed daily in order to ensure high performance standards continue to be delivered.

- On Time performance continues to operate above standard
- No Show Policy enforcement was halted temporarily and while service is still lower it will provide for additional education to passengers to ensure they understand the policy and adhere to it.

### **DISCUSSION:**

Re-introduction of VTA No Show Policy.

- No Show Policies are needed in each transit system.
- No shows and late cancellations are costly and prevent other passengers from obtaining rides. They also complicate the planning process and unnecessarily inconvenience other riders.
- To ensure adequate resources are available.
- Before suspending service, the following steps will be taken:
  - Notify the individual in writing that ACCESS proposes to suspend service, citing specifically the basis of the proposed suspension and setting forth the proposed sanction.
  - Provide the individual an opportunity to be heard and to present information and arguments.
- Next steps - Implementation steps for No Show Policy
  - Introduce to CTMA committee November 12 - gain feedback and, if necessary, make adjustments
  - Educate Service Provider (MV) on implementation steps
  - Distribute and educate Paratransit passengers on new No Show Policy
  - Establish an effective date for implementation
  - RTS Staff to monitor Service Provider during first 60 / 90 / 120 days to assure program is being fairly executed

### **CLIMATE IMPACT:**

- No Show enforcement will support expectations to passengers that they cancel well in advance of their rides, this provides a positive improvement to On Time Performance.
- Reduces the per trip costs to the Agency, a reduction in no-show instances reduces those trips where VTA pays to send a driver to a lost trip.

Prepared By: Erik Zandhuis  
Memo No. 7948

## No Show Policy

A no show occurs when a paratransit vehicle arrives at the designated pick-up location within the agreed upon thirty-minute pick up window and the customer;

- cannot be located
- decides not to take the trip and cancels at the door
- cancels the trip late and the vehicle is already on its way to the pickup location (less than two hours before pickup window begins)

ACCESS staff will attempt to contact customer following a no show; however, trips are not automatically cancelled and if we are unable to contact the customer the trips will not be cancelled, and additional no shows will be recorded.

No shows and late cancellations are costly and prevent other passengers from obtaining rides. They also complicate the planning process and unnecessarily inconvenience other riders. To ensure that adequate resources are available.

Customers will receive an automated voice message on their primary contact phone number informing them a no show has been recorded. If the trip was missed for reasons beyond his or her control, Client must call Access Customer Service to iterate the reason to have the no show updated and removed.

Second, third, and fourth no shows will receive an automated voice message accompanied by written warning.

Before suspending service, ACCESS will take the following steps:

- a. Notify the individual in writing that ACCESS proposes to suspend service, citing specifically the basis of the proposed suspension and setting forth the proposed sanction;
- b. Provide the individual an opportunity to be heard and to present information and arguments.

A trip will be considered as a pattern and practice if the trip was missed intentionally, or regularly, for an ADA eligible passenger who has no-showed or late cancelled 25% of their scheduled trips within a minimum of 11 trips for a calendar month. For individuals who schedule 10 or fewer trips in a calendar month, if you no show or late cancel 60% of your trips, your service will be subject to suspension. If the problem continues, a progressive suspension length will be as follows:

1. First Suspension will be for 5 days
2. Second Suspension will be for 10 days
3. Third Suspension will be for 15 days
4. Fourth and any subsequent Suspension will be for 25 days

All potential suspensions will be handled on a case-by-case basis.

### No Show Appeals

Suspensions will be communicated in writing and customers have the opportunity to appeal the no shows and suspension. Customers may request an appeal by letter, email, or telephone within sixty (60) days of the date of the letter. If needed, VTA ACCESS staff will assist a customer with submitting an appeal. Customers have the right to be heard in person and free transportation will be provided.

If you need additional assistance with cancelling your trips, please call us at 408-321-2380 Monday through Friday 8:00 am and 5:00 pm.

# THE ACCESS CONNECTION

*Useful Information for ACCESS Customers*

16.b



**Fall 2021**

**Keeping you safe and healthy** VTA ACCESS is dedicated to providing customers with safe, clean, and dependable transit. To keep you and our driver's healthy please wear a mask while on board a paratransit vehicle. If you have a health condition which prevents you from wearing a mask, please notify us ahead of time to ensure uninterrupted service.

**No Show Policy Update** VTA has reviewed our current paratransit No Show policy and have made the following updates to better serve you.

A no show occurs when a paratransit vehicle arrives at the designated pick-up location within the agreed upon thirty-minute pick up window and the customer.

- cannot be located
- decides not to take the trip and cancels at the door
- cancels the trip late and the vehicle is already on its way to the pickup location (less than two hours before pickup window begins)

ACCESS staff will attempt to contact customer following a no show; however, trips are not automatically cancelled and if we are unable to contact the customer the trips will not be cancelled, and additional no shows will be recorded.

No shows and late cancellations are costly and prevent other passengers from obtaining rides. They also complicate the planning process and unnecessarily inconvenience other riders. To ensure that adequate resources are available.

Customers will receive an automated voice message on their primary contact phone number informing them a no show has been recorded. If the trip was missed for reasons beyond his or her control, Client must call Access Customer Service to iterate the reason to have the no-show removed.

Second, third, and fourth no shows will receive an automated voice message accompanied by written warning.

Before suspending service, ACCESS will take the following steps:

- a. Notify the individual in writing that ACCESS proposes to suspend service, citing specifically the basis of the proposed suspension and setting forth the proposed sanction;
- b. Provide the individual an opportunity to be heard and to present information and arguments.

A trip will be considered as a pattern and practice if the trip was missed intentionally, and regularly. For an ADA eligible passenger who have no showed or late cancelled 25% of their scheduled trips within a minimum of 11 trips for a calendar month.

**ACCESS Mainline: (408) 321-2380**  
**ACCESS Eligibility Dept: (408) 321-2381**  
**VTA Customer Service: (408) 321-2300**

**We are located at:**  
**3331 North First Street**  
**San Jose, CA 95134**



# THE ACCESS CONNECTION

Useful Information for ACCESS Customers

16.b



Fall 2021

For individuals who schedule 10 or fewer trips in a calendar month, if you no show or late cancel 60 percent of your trips your service will be subject to suspension. If the problem continues, a progressive suspension length will be as follows:

1. First Suspension will be for 5 days
2. Second Suspension will be for 10 days
3. Third Suspension will be for 15 days
4. Four and any subsequent Suspension will be for 25 days

All potential suspensions will be handled on a case-by-case basis.

## Automated Voice Notifications & Self-Service Features



Over these past few years, we have diligently worked on providing our customers with self service and better meet your transportation needs. Don't forget you are welcome to go online at [www.myaccess.vta.org](http://www.myaccess.vta.org) to book, cancel, monitor a trip or make a payment. We have also implemented automated voice notifications to inform you if you no showed a trip, remind you of an upcoming trip, and eligibility expiration.

**We Value Your Feedback!** If you have questions or concerns about the recent updates to the No Show policy or other paratransit procedures, please contact us between 8:00 am and 5:00 pm at (408) 321-2380.

**We appreciate our customers' continued patience and cooperation adjusting to the enforcement of ADA compliant program policies of VTA ACCESS.**

**VTA & Paratransit Service UPDATE**  
Although VTA's bus and light rail service have been reduced due to COVID-19, paratransit will remain serving the community at the same service level as prior to COVID-19.

If you have questions or concerns about an upcoming paratransit trip, please contact our mainline at (408) 321-2380 and speak to a reservationist.

*These newsletters are issued based on program updates and published online at [www.vta.org/go/paratransit](http://www.vta.org/go/paratransit).*

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# VTA Paratransit Services

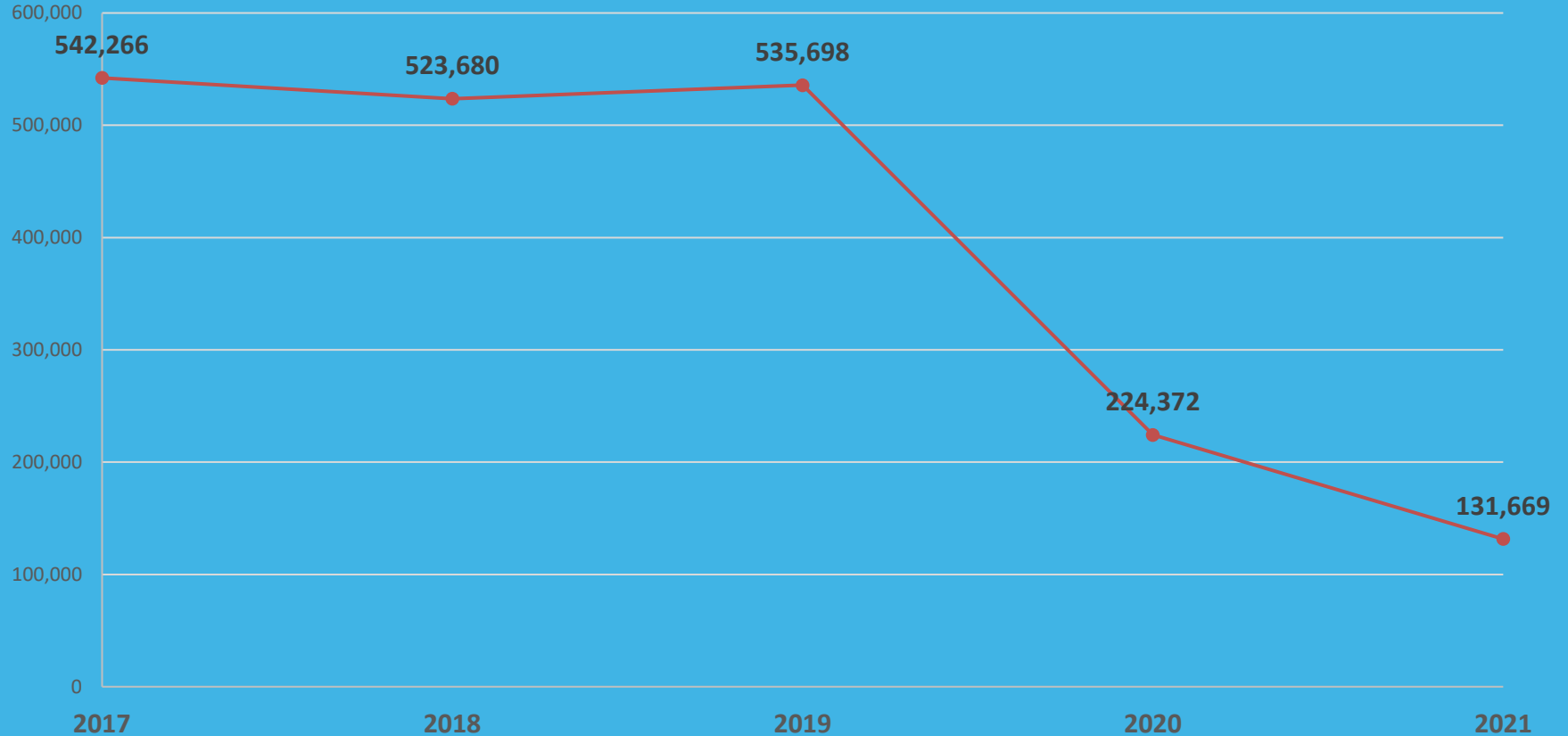
**Erik Zandhuis**  
**Regional Transportation Services Manager - Operations**

November 12, 2021

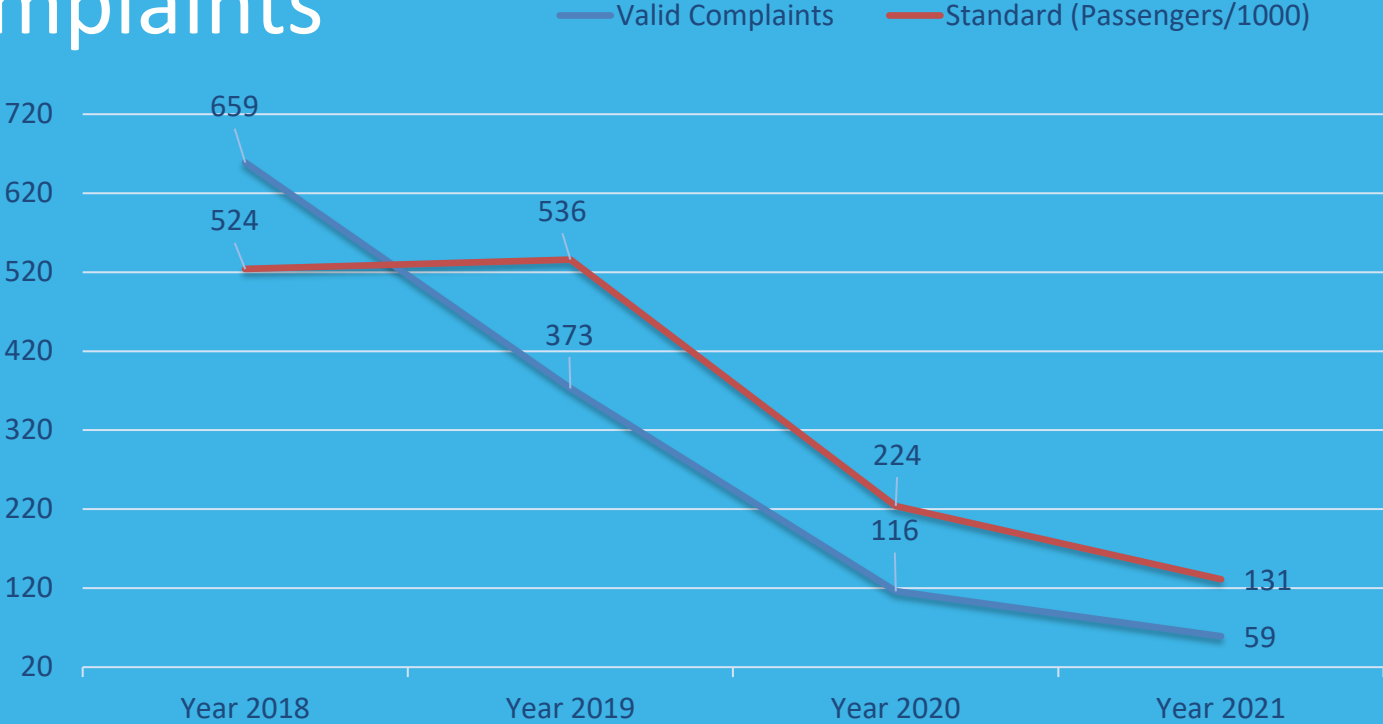
# Covid – 19 Requirements

A face mask will be continued to be required of all passengers, regardless of vaccination status, while on public transportation and at a transportation hub, center or stops.

# Annual Ridership



# Complaints

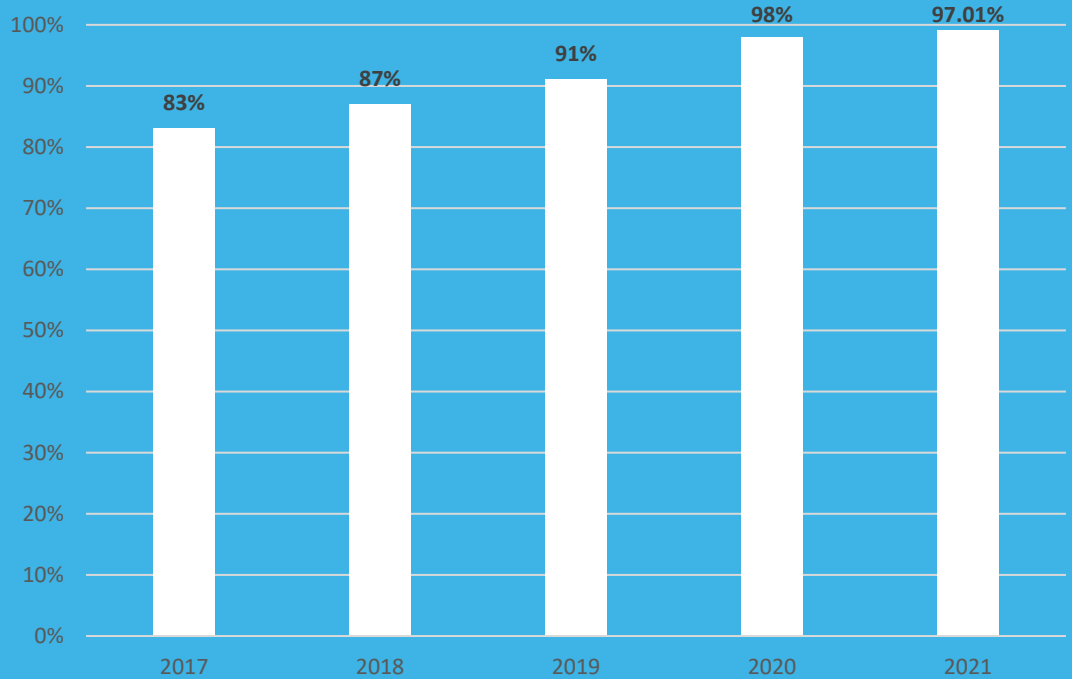


# MV Transportation

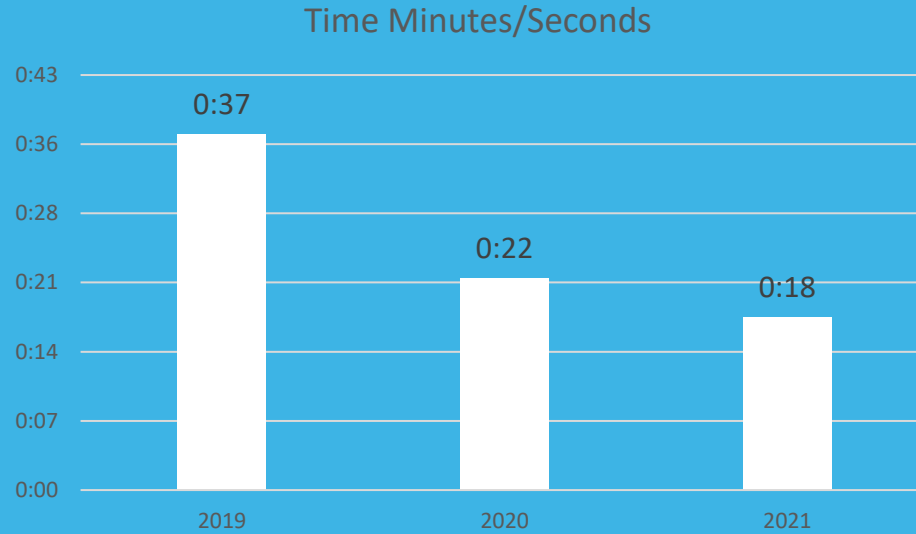
## Key Performance Indicators (KPIs)

KPI Description	Goal
On Time Performance (OTP)	$\geq 90\%$
Reservation Wait Time	$\leq 01:30$
Reservation/Call Center Abandon	$\leq 3\%$

# On Time Performance (OTP) $\geq 90\%$



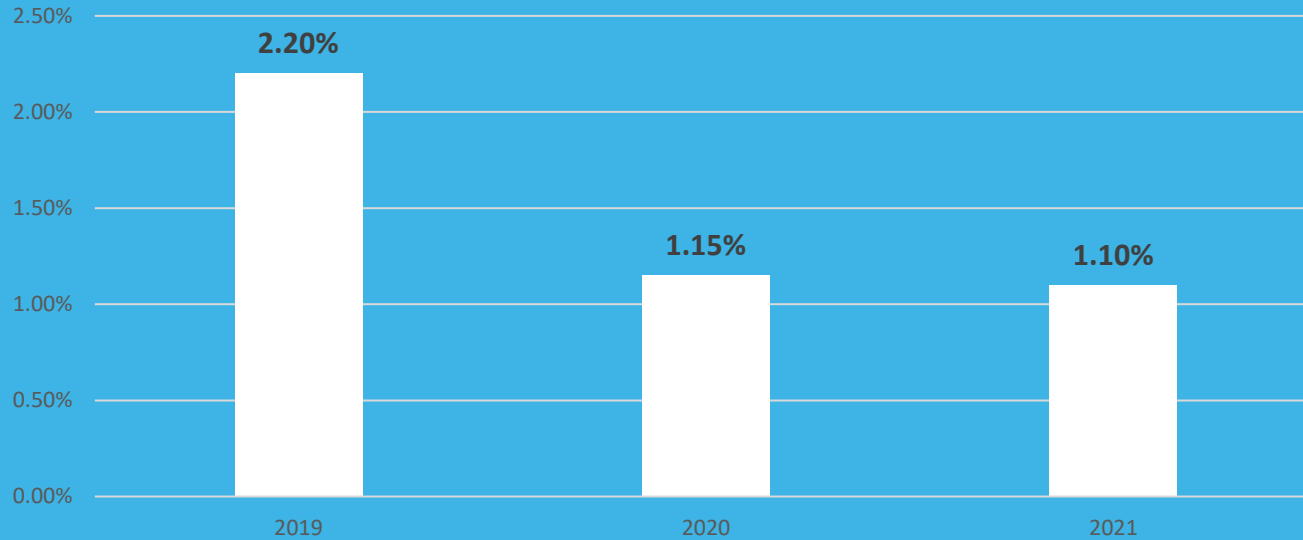
# Reservation Call Wait Times $\leq$ 1:30





# Reservation Abandonment Calls $\leq$ 3%

Percentage



# VTA Paratransit - Vaccine Support

VTA Paratransit will continue to provide free paratransit rides to any vaccination site in the county. This should make it easier for seniors and disabled residents to get vaccinated against COVID-19.

# No Show Policy:

VTA is reinforcing the No Show Policy to assure passengers are canceling rides as well as booking them. Steps will be taken by staff to educate passengers on No Show Policy and communicate in advance when violations of the policy occur. As ridership is low it will provide for less No Shows and more education of policy.

# QUESTIONS

Committee for Transportation Mobility and Accessibility (CTMA) Work Plan  
Nov - Feb 2022

Doc ID	Origin	Short Title	CTMA 11/12	BOD 12/2	BOD 1/6	CTMA 1/13	BOD 2/3
7955	Dept - Transportation Planning / Adam Burger	Five-Year Battery Electric Bus Strategy	A	A			
7882	Division - Operations / David Hill	Transit Operations Performance Annual Report	I				
7948	Division - Operations / Erik Zandhuis	Regional Transportation Services Update for November CTMA	I				
7950	Dept - Transportation Planning / Tamiko Percell	Faster Fare Collection Study	I				
7944	Division - Operations / Erik Zandhuis	Paratransit Fleet Procurement			A	I	
7305	Dept - Transportation Planning / Jay Tyree	2021 Better Bus Stops Update			I	I	