

Committee for Transportation Mobility & Accessibility

Thursday, March 8, 2018

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 Fitzgerald in Conference Room B-106, Santa Clara Valley Transportation Authority (VTA), 3331 North First Street, San Jose, California.

1. ROLL CALL

Attendee Name	Title	Status
Tricia Kokes	Second Vice Chairperson	Present
Kathy Bonilla	Member	Present
Sara Court	Member	Present
Jeffery Darling	Member	Present
Rowan Fairgrove	Member	Present
Christine Fitzgerald	Chairperson	Present
Troy Hernandez	Member	Absent
Cheryl Hewitt	Member	Absent
Melba Holliday	Member	Present
Jeffery Jokinen	Member	Absent
John Macon	Alternate Member	N/A
Lupe Medrano	Member	Present
Laura Michels	Member	Present
Alexandra Morris	Member	Present
Aaron Morrow	First Vice Chairperson	Present
Dilip Shah	Member	Present
Chaitanya Vaidya	Member	Absent
Lori Williamson	Member	Present
Bob Vancleef	Member	Present

* Alternates do not serve unless participating as a Member.

A quorum was present.

2. INTRODUCTION OF AUDIENCE MEMBERS

Lauren Rosiles, Management Analyst; Lauren Ledbetter, Senior Transportation Planner; Jim Unites, Deputy Director; Lalitha Konanur, Operations Systems Supervisor; Mary Vancleef, Member of the Public; Elaine Baltao, Board Secretary; Maurice Beard,

Technical Training Supervisor; Peter Bennett, City of San Jose, Department of Transportation; Nathan Graeff, MTM Contractor for VTA Eligibility; Leslie Garcia, Office Specialist II; Patty Talbot, General Manager, MV Transportation; and Aaron Vogel, Regional Transportation Services Manager and Staff Liaison.

3. ORDERS OF THE DAY

There was no Orders of the Day.

4. PUBLIC PRESENTATIONS

First Vice Chairperson Morrow expressed concern about the decline in VTA ridership. He also suggested offering subsidized bus passes for MV Transportation employees.

5. Committee Staff Report

Mr. Vogel provided a report, highlighting the following: 1) summary of actions the VTA Board of Directors (Board) took at their March 1, 2018 Board of Director's meeting, including recognizing the 2017 Advisory Committee Chairpersons for their dedicated leadership and welcomed the Chairpersons for 2018; 2) update on VTA's BART Silicon Valley Phase I; 3) VTA's 2017 Annual Report; 4) State Route 87 Corridor Study Survey; 5) Santa Clara Caltrain Station Pedestrian Undercrossing was named the 2018 Golden State Award Winner by the American Council of Engineering Companies; 6) first meeting of VTA's Ad Hoc Financial Stability Committee will be held on Friday, March 9, 2018 at 3:00 p.m. in the VTA Auditorium; 7) promotion of Stephen Flynn to Senior Policy Analyst; and 8) paratransit performance statistics.

6. Chairperson's Report

Chairperson Fitzgerald congratulated Mr. Flynn on his promotion, and welcomed new CTMA Member Bob Vancleef. She also announced that people interested in House Resolution (HR) 620 – Americans with Disabilities Act (ADA) Education and Reform Act of 2017, can reach out to her.

CONSENT AGENDA

First Vice Chairperson Morrow requested **Agenda Item #10**, Transit Operations Performance Report – Q2 FY 2018, be removed from the Consent Agenda and placed on the Regular Agenda.

7. Regular Meeting Minutes of January 11, 2018

M/S/C (Morrow/Kokes) to approve the Regular Meeting Minutes of January 11, 2018.

8. Transit Service Changes - April 9, 2018

M/S/C (Morrow/Kokes) to receive the April 9, 2018 transit service changes report.

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

9. **Chief Operating Officer's Report**

M/S/C (Morrow/Kokes) to receive the Chief Operating Officer's report.

10. **(Removed from the Consent Agenda and placed on the Regular Agenda.)**

Receive the FY 2018 Second Quarter Transit Operations Performance Report.

RESULT:	APPROVED [UNANIMOUS] – Consent Agenda Items #7 - #9
MOVER:	Aaron Morrow, First Vice Chairperson
SECONDER:	Tricia Kokes, Member
AYES:	Bonilla, Court, Darling, Fairgrove, Fitzgerald, Holliday, Kokes, Medrano, Michels, Morris, Morrow, Shah, Vancleef, Williamson
NOES:	None
ABSENT:	Hewitt, Jokinen, Vaidya

REGULAR AGENDA

10. **Transit Operations Performance Report – Q2 FY 2018**

Members of the Committee inquired about the following: 1) higher cost for MV Transportation; 2) Call Center Telephone Hold Time statistics; and 3) poor performing community buses.

On order of Chairperson Fitzgerald and there being no objection, the Committee received the FY 2018 Second Quarter Transit Operations Performance Report.

11. **2018 CTMA Leadership Election Process: Conduct Election for Second Vice Chairperson**

Mr. Flynn provided a brief overview of the election process and noted Members Kokes and Jokinen were the candidates interested in serving as Second Vice Chairperson.

On a vote of 12 ayes to 0 noes and 2 abstention to elect Tricia Kokes as Second Vice Chairperson for 2018. Member Vancleef and Chairperson Fitzgerald abstained.

RESULT:	ELECTED 2018 SECOND VICE CHAIRPERSON – Agenda Item #11
AYES:	Bonilla, Court, Darling, Fairgrove, Holliday, Kokes, Medrano, Michels, Morris, Morrow, Shah, Williamson
NOES:	None
ABSTAIN:	Vancleef, Fitzgerald
ABSENT:	Hewitt, Jokinen, Vaidya

12. **Transit Service Guidelines Policy Update**

Mr. Unites provided a presentation titled “Transit Service Guidelines 2018 Policy Update.”

The Committee's discussion focused on the following: 1) importance of community outreach to inform the public of service changes; 2) coordinate access paratransit service with light rail schedule; and 3) basis for the changes in transit service.

A Member of the Committee expressed the following concerns: 1) lack of direction and signage when there are temporary relocation of bus stops; and 2) bus bunching of bus lines 22 and 23.

M/S/C (Morrow/Darling) to recommend that the VTA Board of Directors adopt a new *Transit Service Guidelines* policy that establishes a revised framework to objectively monitor and evaluate VTA's transit services, develop service change recommendations, and develop annual service plans that move VTA toward achieving the Strategic Plan's goal of providing fast, frequent, and reliable Transit.

RESULT:	APPROVED [UNANIMOUS] – Regular Agenda Item #12
MOVER:	Aaron Morrow, First Vice Chairperson
SECONDER:	Jeffery Darling, Member
AYES:	Bonilla, Court, Darling, Fairgrove, Fitzgerald, Holliday, Kokes, Medrano, Michels, Morris, Morrow, Shah, Vancleef, Williamson
NOES:	None
ABSENT:	Hewitt, Jokinen, Vaidya

13. **San Jose Bus Boarding Island Designs**

Ms. Ledbetter provided an overview of the staff report and introduced Mr. Bennett from the City of San Jose, Department of Transportation, who provided a presentation titled "Better Bikeway SJ."

Members of the Committee provided the following comments: 1) suggested reaching out to the City of Seattle about lessons learned from their bus boarding island; 2) expressed concern about bus boarding design where pedestrians will cross bike lanes, noting that bicyclists do not stop for pedestrians; 3) expressed concern about the difficulty to deploy ramps due to obstructions; 4) Expressed safety concerns if the ramp of the bus boarding island is steep. Suggested constructing the pedestrian crossing, bus boarding island and curb at the same level. Having bicyclists cross over the ramp; 5) stressed the inability of vehicles with wheelchair ramps to unload if bike lanes will be adjacent to the curb; 6) suggested having signals for bicyclists to stop when pedestrians are crossing to get to the bus boarding island; 7) ensure that the transition between the ramp and curb is not a trip hazard; 8) request to have the Committee see and test the bus boarding island to provide input; 9) inquired if persons in wheelchairs are allowed to use bike lanes; 10) suggested that ramps on bus boarding islands should be visually delineated with contrasting colors; and 11) suggested having railings on bus boarding island and to keep the depth of eight feet to meet Americans with Disabilities Act (ADA) requirement.

On order of Chairperson Fitzgerald and there being no objection, the Committee received a presentation from City of San Jose Staff regarding bus boarding island designs.

14. Operator Sensitivity Training

Mr. Vogel provided an overview of the staff report and introduced Ms. Talbot and Mr. Beard who provided a presentation titled “CTMA Operator Sensitivity Training.”

Ms. Talbot invited the Committee to attend and experience the classroom training.

Member Court left her seat at 11:30 a.m.

Chairperson Fitzgerald relinquished her seat at 11:39 a.m., and
First Vice Chairperson Morrow presided over the remainder of the meeting.

The Committee’s discussion focused on the following: 1) to include persons with disabilities in the training; 2) training received by taxi drivers; 3) complained about dispatchers providing poor customer service; and 4) suggested hiring an independent auditor to review customer service performance.

Members of the Committee requested information about the training provided to MV Transportation staff, and data regarding telephone calls.

Ms. Talbot voiced her commitment that training will be provided for all MV Transportation staff and drivers. She added that the training will also focus on providing high-quality customer service.

Mr. Vogel noted that a new call recording system is going to be implemented in the near future. This system will help improve service, address complaints, and be a useful tool in training staff.

On order of First Vice Chairperson Morrow and there being no objection, the Committee received a presentation on Operator Sensitivity Training.

REPORTS

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

First Vice Chairperson Morrow requested that the March 7, 2018 CAC Agenda Item #13 - Amendments to the Citizens Advisory Committee Bylaws on the Membership, be provided to the Committee and be discussed at the next meeting.

OTHER

16. Workplan Update

On order of First Vice Chairperson Morrow and there being no objection, the Committee received the workplan update.

17. ANNOUNCEMENTS

First Vice Chairperson Morrow announced that Member Jokinen will be CTMA’s liaison for the Ad Hoc Financial Stability Committee, and he will be the alternate member.

18. ADJOURNMENT

On order of First Vice Chairperson Morrow and there being no objection, the Committee meeting was adjourned at 12:01 p.m.

Respectfully submitted,

Michael Diaresco, Board Assistant
VTA Office of the Board Secretary