



December 26, 2011

Dear VCAC Member,

Please find enclosed your copy of the agenda and related staff reports for the upcoming meeting. In addition to updating the Council on a host of transportation projects, we anticipate adoption of the revised VCAC by-laws and committee appointments and terms, and a review of a new systems reporting format.

I look forward to seeing you on the 5th of January.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'Tom Roberts', written over a long, sweeping horizontal line that extends across the page.

Tom Roberts,
Manager of Public Transit

VCAC

VINE Consumer Advisory Committee

AGENDA

Thursday, January 5, 2011
6:00 pm

NCTPA / NVTA Board Room
707 Randolph Street, Suite 100, Napa CA 94559

General Information

All materials relating to an agenda item for an open session of a regular meeting of the VCAC which are provided to a majority or all of the members of the VCAC by VCAC members, staff or the public within 72 hours of but prior to the meeting will be available for public inspection, on and after at the time of such distribution, in the office of the Secretary of the VCAC, 707 Randolph Street, Suite 100, Napa, California 94559, Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m., except for NCTPA holidays. Materials distributed to a majority or all of the members of the VCAC at the meeting will be available for public inspection at the public meeting if prepared by the members of the VCAC or staff and after the public meeting if prepared by some other person. Availability of materials related to agenda items for public inspection does not include materials which are exempt from public disclosure under Government Code sections 6253.5, 6254, 6254.3, 6254.7, 6254.15, 6254.16, or 6254.22.

**** Members of the public may speak to the VCAC on any item at the time the VCAC is considering the item. Please complete a Speaker's Slip, which is located on the table near the entryway, and then present the slip to the VCAC Staff. Also, members of the public are invited to address the VCAC on any issue not on today's agenda under Public Comment. Speakers are limited to three minutes.*

This Agenda shall be made available upon request in alternate formats to persons with a disability. Persons requesting a disability-related modification or accommodation should contact Deborah Schwarzbach, VCAC Staff, at (707) 259-8327 during regular business hours, at least 48 hours prior to the time of the meeting.

This Agenda may also be viewed online by visiting the NCTPA website at www.nctpa.net, click on Minutes and Agendas.

ITEMS

1. Call to Order
2. Roll Call and Introductions
3. Chairperson and Committee Members' Update
4. Correspondence
5. Public Comment ***

REGULAR AGENDA ITEMS

RECOMMENDATION

- | | | |
|-----|--|-----------------|
| 6. | Approval of Meeting Minutes of November 3, 2011 | APPROVE |
| 7. | Review of By-laws

The Committee will receive a presentation from NCTPA legal counsel regarding the by-laws and recommend changes to the Board of Directors. | ACTION REQUIRED |
| 8. | Assignment of Terms

The Committee will assign members to representative categories consistent with the Committee's By-laws, assign staggered terms, and recommend their adoption by the NCTPA Board of Directors. | ACTION REQUIRED |
| 9. | Update of Planned System Improvements

The Committee will receive an update on the status of major capital and operating improvements for the VINE and VineGo. | INFORMATION |
| 10. | Transit Operations and Service Report

The Committee will review a new reporting format. | INFORMATION |
| 11. | Approval of 2012 Meeting Schedule

The Committee will be asked to adopt its meeting schedule for 2012. | ACTION REQUIRED |
| 12. | Adjournment. | |

VCAC

VINE Consumer Advisory Committee

MINUTES

Thursday, November 3, 2011

ITEMS

1. Call to Order

Doug Weir, VCAC Chair, called the meeting to order at 6:00 pm.

2. Roll Call and Introductions

Members Present:

George Blackstock
Jean Vincent Deale
Dorine Johnson
Doug Weir
Anna Ernest
Ricardo Huijon

Margret Schlenke
Genji Schmeder
Jack Wall

Members Absent: None

3. Chairperson / Committee Members / Staff Update

- A. Jack mentioned he didn't receive full agenda packet only agenda by email.
- B. George said he didn't get email agenda at his new email.
- C. Genji reported about the transit system in Oregon & New York
- D. Jack made comments about "where's my bus"
- E. Ricardo asked how the drivers are feeling about the system.
- F. Jean Vincent Deale asked about the opening date of the new Transit Center

4. Correspondence

None received.

5. Public Comment - None

*MSC – Motion, Seconded and Unanimously Carried

REGULAR AGENDA ITEMS

- 6. Approval of meeting minutes of July 7, 2011**
(Approve)
MSC” SCHMEDER/WALL to APPROVE the meeting minutes with (1) abstention from George Blackstock.
- 7. Review of By-Laws**
NCTPA Legal Council made suggestions for change and reviewed the VCAC By-Laws with the Committee.
(Information)
- 8. Nomination/Election of officers**
Jack Wall was voted Chair of VCAC for the term of one year and Jean Vincent Deale was voted Vice Chair for the term of one year.
(Action Required)
- 9. Update of Planned System Improvements**
The committee received an update on Transit Center Sonoma service, Where’s my bus, Ag Workers Program, Lake county agreement fare increase, taxi scrip program, buses, grants, bus deliveries and awards.
(Information)
- 10. Transit Operations and Service Report**
Staff provided the VCAC with operations and service information including transit stats done by Deborah to the NCTPA Board, and provided information on how the monthly invoice will be streamlined.
(Information)
- 11. Update on City/County Bus Shelter Project**
Staff provided a status report on the City/County Bus Shelter Project
(Information)
- 12. Approval of the next meeting on Thursday, January 5, 2012 and Adjournment.**
(Approve)
MSC” WALL/DEALE to APPROVE the meeting minutes with (1) abstention from George Blackstock.

The meeting was adjourned by Chair Weir at 8:00 pm.



January 5, 2012
VCAC Agenda Item 7

Action Requested: ACTION REQUIRED

NAPA COUNTY TRANSPORTATION AND PLANNING AGENCY VCAC Agenda Letter

TO: Vine Consumer Advocacy Committee
FROM: Paul W. Price, Executive Director
REPORT BY: Tom Roberts, Manager of Public Transit
(707) 259-8778 / Email: troberts@nctpa.net
SUBJECT: Review of VCAC By-laws

RECOMMENDATION

a) Adopt VCAC By-laws as presented; and b) forward Bylaws to NCTPA Board for formal approval/adoption.

EXECUTIVE SUMMARY

At the November 3, 2011 VCAC meeting, the Council reviewed and made suggestions for changes to the VCAC By-laws and directed staff to return at the January 2012 meeting for final review, adoption and forwarding to the NCTPA Board of Directors for approval. Staff recommends the VCAC review and adopts the revised VCAC By-laws and forwards them to the NCTPA Board of Directors for final approval/adoption.

FINANCIAL IMPACT

Is there a Fiscal Impact? No.

SUPPORTING DOCUMENTS

(1) VCAC By-laws

VCAC

VINE CONSUMER ADVISORY COMMITTEE

COMMITTEE BYLAWS

Article I - NAME

The name of this committee shall be the VINE Consumer Advisory Committee (VCAC). Establishment of the committee is authorized under section 4.4.4 of the Joint Powers Agreement of the Napa County Transportation Planning Agency.

Article II - OBJECTIVE

The VINE Consumer Advisory Committee (VCAC) serves to provide the Napa County Transportation Planning Agency (NCTPA) Board and staff with advice, comments and suggestions regarding issues of importance to the consumers of public transportation. The committee shall serve in an advisory capacity. Its objective will be to assist NCTPA in developing and perfecting a public transit system which meets the needs of residents in a practical, cost efficient manner. The functions of the committee shall include, but are not limited to, the following:

1. Identify and advise on consumer issues related to the transit system's physical equipment. Physical equipment includes, but is not limited to, items such as buses, transfer instruments, bus shelters, wheelchair lifts, etc.
2. Identify and advise on consumer issues related to the design of the combined VINE system. Design issues include elements such as distance between bus stops, bus stop locations, bus routing service standards, hours of operation, customer service, telephone information, office, and fare structures.
3. Advise on the preferred balance between the various types of service the agency intends to offer, including:
 - a. Local circulation service, usually routed
 - b. Intercity Service
 - c. General public, elderly and handicapped demand-responsive service
 - d. Routed commuter service (express)
4. Review and advise on items related to marketing communications. Marketing communications includes issues such as signage, legibility of printing materials (e.g. schedules), quality/ value of disseminated marketing information, and effectiveness of NCTPA promotions.

5. Identify and advise on items influencing consumer perceptions and behavior, including but not limited to, bus operator attitudes, safety, ease of use of the public transit system, and convenience and reliability of transit service and facilities.
6. Review of quality of service issues, including periodic review of customer complaints.
7. Review and comment on service costs and fare-box return ratio.

Article III - COMPOSITION-QUALIFICATION AND TERMS

All VCAC members shall be appointed by, and serve at the pleasure of, the Napa County Transportation & Planning Agency Board. Two members, as described below, will be recommended to the Board by the Paratransit Coordinating Council.

The VCAC will consist of nine (9) voting members. Composition is to be reflective of NCTPA's transit service users throughout the service area. Generally members will be appointed based on their representation of the following constituencies:

1. Public transit consumer/user who uses the VINE for commute purposes
2. Public transit consumer/user from the City of Napa
3. Public transit consumer/user at large from Up Valley
4. Public transit consumer/user at large from South County
5. Public transit consumer/user under age 21
6. Public transit consumer/user over age 60, to be nominated by the Paratransit Coordinating Council
7. Public transit consumer/user with a physical disability, to be nominated by the Paratransit Coordinating Council
8. Public transit consumer/user representing the Latino community

It is possible that any one member could represent more than one of the above consumer categories. Members will be appointed according to their familiarity with particular routes, geographical areas and/or of the system.

All members, while understanding that they may have been appointed by virtue of a particular position or interest they hold or represent, must also understand that they represent all the citizens of the transit service area in their work as advisory committee members.

Initial appointments to the Committee shall be three for a one-year term, three for a two-year term and three for a three-year term. Subsequent to the initial appointment, the term of appointment shall be for three years, which may be renewed, subject to the Maddy Act. Members shall draw lots to determine term of initial appointment.

Article IV - MEMBERSHIP WITHDRAWAL

Membership may be withdrawn for any of the following reasons:

1. Three (3) consecutive unexcused absences or five (5) absences in an eighteen month period.
2. If a member ceases to use the system.

Article V - OFFICERS AND DUTIES

The committee members will elect a committee Chair and Vice-Chair at the November/December meeting. Offices will be held for one year or until their successors are elected.

The Chair will preside at all meetings. Should the Chair be absent, the Vice-Chair will preside. In the unlikely event both Chair and Vice-Chair are absent, a majority of those present will elect a member to preside over the meeting.

The Chair may appoint ad hoc committees on an as-needed, non-scheduled basis to accomplish a specific task and report back to the full VCAC. Ad hoc committees must have less than a quorum of VCAC members and are exempt from the requirements of the Brown Act. The VCAC may not direct the ad hoc committee on how to fulfill its function or when it should meet.

NCTPA staff will provide the administrative support for the committee including mailing agendas to members, and other related duties.

The Chair or an appointee delegated by the committee may make presentations to the NCTPA Executive Director and/or the Board of Directors at milestone points in various projects or when the VCAC as a whole has identified items and directed that such a communication occur.

Article VI - MEETINGS

The VCAC will meet bi-monthly on the first Thursday of the month at 6 pm, effective September 2009, unless otherwise scheduled by the majority of a quorum. Additional meetings may be required to address time sensitive matters. Meetings will be held at a date, time and place as set by resolution of the NCTPA.

All VCAC meetings will be held in accordance the Ralph M. Brown Act (Government Code section 54950 et seq.). Agenda items will be agreed upon by the Chair and the NCTPA staff representative, or upon motion of the committee. Any committee member

may make recommendations for the agenda at a prior meeting or to the Chair prior to the agenda being produced. .

Each member shall have one vote and a quorum shall consist of five (5) voting members. A majority vote of the quorum shall be necessary to present an issue to the Executive Director or to the NCTPA Board of Directors. The Executive Director may present or ask the Chair (or designee) to make presentations to the NCTPA Board of Directors from time to time.

All actions of the committee shall require the approval of a majority of the quorum.

Article VII - PARLIAMENTARY PROCEDURE

The rules contained in "Standard Code of Parliamentary Procedure", by A. Sturgis, shall govern the Committee in all cases to which they are applicable, and not inconsistent with the Bylaws of the Committee.

Public Notice of all meetings shall be given pursuant to the Brown Act in compliance with the 72-hour posting deadline for regular meetings and the 24-hour deadline for special meetings.

Article VIII - PROHIBITED ACTIVITIES

No individual member shall represent the VCAC to the general public or at a NCTPA Board meeting without majority vote of a quorum at a VCAC meeting prior to the representation.

No VCAC member will represent NCTPA to the general public without consent of the NCTPA Board (or designee) prior to the representation.



January 5, 2012
VCAC Agenda Item 8

Action Requested: ACTION REQUIRED

NAPA COUNTY TRANSPORTATION AND PLANNING AGENCY VCAC Agenda Letter

TO: Vine Consumer Advocacy Committee
FROM: Paul W. Price, Executive Director
REPORT BY: Tom Roberts, Manager of Public Transit
(707) 259-8778 / Email: troberts@nctpa.net
SUBJECT: Assignment of Terms

RECOMMENDATION

a) Approve the assignment of individuals to fill seats on the VCAC as recommended in the staff report; b) randomly assign individuals to serve terms of one, two, or three years; c) forward the VCAC assignments to the NCTPA Board of Directors for approval.

EXECUTIVE SUMMARY

In accordance with the VCAC by-laws, individuals serving on the VCAC should reflect consumers from a broad base of service users from a variety of defined categories. In addition, initial appointments to the VCAC shall be one-third for one year, one-third for two years, and one-third for three years. Subsequent appointments shall be for three years. Members shall draw lots to determine the term of initial appointment. As the agency is unable to adequately trace back specific assignments and when terms were set to expire, staff is recommending member assignments be made and "draw lots" at this time.

FINANCIAL IMPACT

Is there a Fiscal Impact? No.

BACKGROUND AND DISCUSSION

In accordance with the VCAC by-laws, individuals serving on the VCAC should reflect consumers from a broad base of service users from a variety of defined categories. In addition, initial appointments to the VCAC shall be one-third for one year, one-third for two years, and one-third for three years. Subsequent appointments shall be for three years.

The VCAC By-laws read in part:

“The VCAC will consist of nine (9) voting members. Composition is to be reflective of NCTPA’s transit service users throughout the service area. Generally members will be appointed based on their representation of the following constituencies:

- 1. Public transit consumer/user who uses the VINE for commute purposes*
- 2. Public transit consumer/user from the City of Napa*
- 3. Public transit consumer/user at large from Up Valley*
- 4. Public transit consumer/user at large from South County*
- 5. Public transit consumer/user under age 21*
- 6. Public transit consumer/user over age 60, to be nominated by the Paratransit Coordinating Council*
- 7. Public transit consumer/user with a physical disability, to be nominated by the Paratransit Coordinating Council*
- 8. Public transit consumer/user representing the Latino community*

It is possible that any one member could represent more than one of the above consumer categories. Members will be appointed according to their familiarity with particular routes, geographical areas and/or of the system.”

Staff surveyed current members of the VCAC to ascertain which categories members might represent. Based on this survey staff recommends the following assignments:

Public transit consumer/user who uses the VINE for commute purposes:	Jean Vincent Deal, Jack Wall
Public transit consumer/user from the City of Napa:	Dorine Johnson, Genji Schmeder, Anna Ernest
Public transit consumer/user at large from Up Valley:	Margret Schlenke
Public transit consumer/user at large from South County:	Open
Public transit consumer/user under age 21:	Open
Public transit consumer/user over age 60, to be nominated by the Paratransit Coordinating Council:	George Blackstock
Public transit consumer/user with a physical disability, to be nominated by the Paratransit Coordinating Council:	Doug Weir
Public transit consumer/user representing the Latino community:	Richardo Huijon

SUPPORTING DOCUMENTS

None.



January 5, 2012
VCAC Agenda Item 9

Action Requested: **INFORMATION**

NAPA COUNTY TRANSPORTATION AND PLANNING AGENCY VCAC Agenda Letter

TO: Vine Consumer Advisory Committee
FROM: Paul W. Price, Executive Director
REPORT BY: Tom Roberts, Manager of Public Transit
(707) 259-8778 / Email: troberts@nctpa.net
SUBJECT: Update of Planned System Improvements

RECOMMENDATION

The Committee receive an oral report from the Manager of Public Transit regarding planned capital and operational system improvements.

EXECUTIVE SUMMARY

The Manager of Public Transit will provide an update on the status of various projects.

FINANCIAL IMPACT

Is there a Fiscal Impact? No.

SUPPORTING DOCUMENTS



January 5, 2012
VCAC Agenda Item 10

Action Requested: **INFORMATION**

NAPA COUNTY TRANSPORTATION AND PLANNING AGENCY VCAC Agenda Letter

TO: Vine Consumer Advisory Committee
FROM: Paul W. Price, Executive Director
REPORT BY: Tom Roberts, Manager of Public Transit
(707) 259-8778 / Email: troberts@nctpa.net
SUBJECT: Transit Operations and Service Report

RECOMMENDATION

The Committee receive and provide feedback on the newly designed "Transit Dashboard."

EXECUTIVE SUMMARY

Based upon feedback from members of the VCAC and Board of Directors, staff has developed a new report called the "Transit Dashboard" designed to convey service and operating statistics and information in a format useful and accessible to the agency's Board, committees and the public.

This new document would replace the formerly utilized Transit Operations and Service Report.

FINANCIAL IMPACT

Is there a Fiscal Impact? No.

SUPPORTING DOCUMENTS

To be distributed at meeting.



January 5, 2012
VCAC Agenda Item 11

Action Requested: APPROVE

NAPA COUNTY TRANSPORTATION AND PLANNING AGENCY VCAC Agenda Letter

TO: Paratransit Coordinating Council
FROM: Paul W. Price, Executive Director
REPORT BY: Tom Roberts, Manager of Public Transit
(707) 259-8778 / Email: troberts@nctpa.net
SUBJECT: VCAC Meeting Schedule

RECOMMENDATION

Staff recommends the VCAC adopt a meeting schedule (below) for calendar year 2012.

EXECUTIVE SUMMARY

Staff recommends the VCAC adopt the following meeting schedule for 2012:

January 5, 2012
March 8, 2012
May 3, 2012
July 12, 2012*
September 6, 2012
November 1, 2012

Meetings to be held at 6 PM at NCTPA.

*Note: As the first Thursday in July would be the 5th, staff has recommended moving the meeting one week later in the month of July.

FINANCIAL IMPACT

Is there a Fiscal Impact? No.

SUPPORTING DOCUMENTS

None.

