

VCAC

VINE Consumer Advisory Committee

AGENDA

Thursday, January 3, 2012

6:00 pm

Note New Address  NCTPA / NVTA Board Room
625 Burnell Street, 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, 625 Burnell Street, 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 ***

Time Estimates

10 Minutes

REGULAR AGENDA ITEMS

RECOMMENDATION

Time Estimates

| | | | |
|----|--|------------------------|--------|
| 6. | Approval of Meeting Minutes of December 6, 2012 | APPROVE | 5 min |
| 7. | Review of Transit Projects for 2013 The Committee will receive a status update from the Manager of Public Transit on various transit projects. Members will suggest additional items for consideration. | INFORMATION COMMENT | 45 min |
| 8. | Appointment of Committee Members Staff will present information regarding applicants for vacancies on the VCAC. | INFORMATION COMMENT | 15 min |
| 9. | Adjourn until January 3, 2012 | ACTION | 5 min |

Estimated Meeting Length: 80 mins

VCAC

VINE Consumer Advisory Committee

MINUTES

Thursday December 6, 2012

ITEMS

1. Call to Order

Jack Wall, VCAC Chair, called the meeting to order at 6:00 pm.

2. Roll Call and Introductions

Members Present:

George Blackstock
Jack Wall
Doug Weir
Ricardo Huijon

Margret Schlenke
Genji Schmeder
Jean Vincent Deal

Members Absent:

Anna Ernest

3. Chairperson / Committee Members / Staff Update

- A. Jack stated he was impressed with the new building and the new service. He pointed out there was no stop for the 10 and 11 in the Claremont area. Staff responded that one should be installed on Trancas in front of the Safeway. Genji informed the committee that he attended Dorinne's service and express his condolences. He also informed the committee that he is serving on the SR29 corridor study. It was the hope of the committee that transit will be a large part of the solution for the congestion along the corridor. Jean noted that the veterans in Yountville were having issues getting to Kaiser in Napa.

4. Correspondence

NONE

5. Public Comment

NONE

REGULAR AGENDA ITEMS

6. Approval of meeting minutes of September 6th, 2012

**MSC" SCHLENKE/SCHMEDER to APPROVE
(Approve)**

7. Update From Staff on Transit Projects

The new system was discussed at length as well as the other projects on the list. Jack assigned each member the task of bringing in projects they would like to work on in the coming year as "homework".

(Information Only)

8. Election of Chair and Vice-Chair

The council elected a new chair and vice-chair. Genji nominated Jack Wall as chair, this was seconded by Margaret, and was carried unanimously. Genji nominated Doug Weir as vice-chair, this was seconded by Ricardo, and was carried unanimously.

(Approve)

9. Presentation of One Bay Area Grant

NCTPA staff member Danielle Schmitz gave the committee an overview of the One Bay Area Grant Program. One of the projects suggested was a lighted cross walk on Jefferson Street by the senior center.

(Information Only)

10. Tour of Transit Center

The committee was given a tour of the new transit center by Tom Roberts.

(Informational)

11. Adjourn until January 3, 2012

The meeting was adjourned by Chair Wall at 7:00pm

**MSC" SCHMEDER/WEIR to APPROVE
(Approve)**



January 3, 2012
VCAC Agenda Item 7

Action Requested: INFORMATION

NAPA COUNTY TRANSPORTATION AND PLANNING AGENCY VCAC Agenda Letter

TO: VINE Consumer Advisory Committee
FROM: Tom Roberts, Manager of Public Transit
(707) 259-8778 / Email: troberts@nctpa.net
SUBJECT: Update on Transit Projects

RECOMMENDATION

Receive an update on various transit projects for 2013 and provide input to staff regarding potential additional initiatives.

EXECUTIVE SUMMARY

Staff will provide an update to the Committee on various transit projects and solicit input regarding potential additional initiatives.

FINANCIAL IMPACT

Is there a Fiscal Impact? No. This is an information only report.

BACKGROUND AND DISCUSSION

Presently, the agency has 27 active transit projects slated for various stages of completion over the next twelve months. Staff will review these with the committee and solicit input regarding potential additional initiatives.

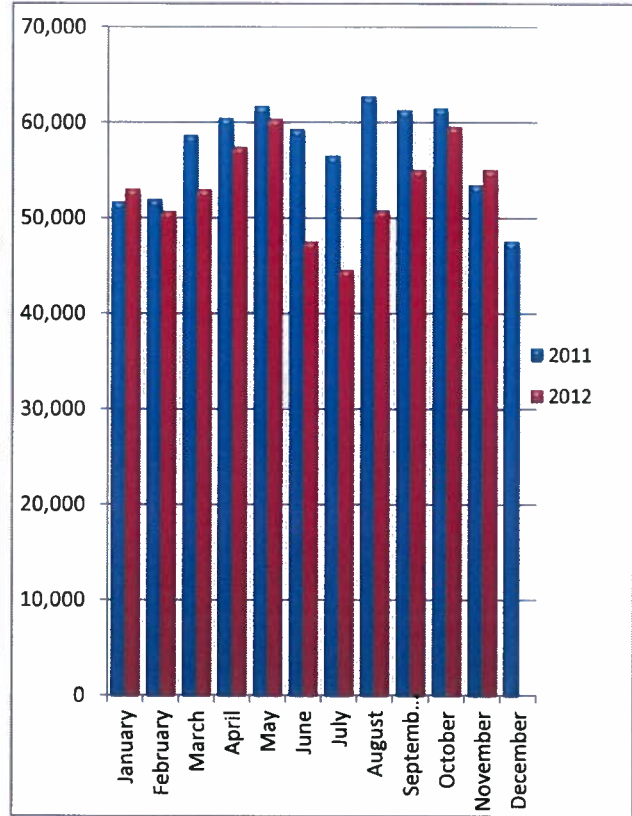
TRANSIT PROJECTS: 2012/13

| | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | Mar | April | May | June |
|--|------|-----|------|-----|-----|-----|-----|-----|-----|-------|-----|------|
| ADA Phase I Wrap Up | | | | | | | | | | | | |
| Shared Vehicle Program Implementation | | | | | | | | | | | | |
| Sonoma Service | | | | | | | | | | | | |
| New Bus Orders | | | | | | | | | | | | |
| Contract Transportation Implementation | | | | | | | | | | | | |
| Transit Yard Security | | | | | | | | | | | | |
| Redesign/Implement Transit Ambassador Program | | | | | | | | | | | | |
| Complete Napa Bus Shelter Project/Installation | | | | | | | | | | | | |
| New Fare Structure | | | | | | | | | | | | |
| Enhancements to Yountville Service | | | | | | | | | | | | |
| New Napa Routes, Design/Implementation/Marketing | | | | | | | | | | | | |
| New Short Range Transit Plan | | | | | | | | | | | | |
| Wayfinding, Digital & Hub Signage Project | | | | | | | | | | | | |
| Progress/Manufacturing/New Vehicles | | | | | | | | | | | | |
| Off-site Pass/Sales Project | | | | | | | | | | | | |
| Changes to Route 29 (mid-day runs) | | | | | | | | | | | | |
| Web Site | | | | | | | | | | | | |
| Napa Shuttle Changes | | | | | | | | | | | | |
| VINE Go / Senior Outreach | | | | | | | | | | | | |
| Farebox Project | | | | | | | | | | | | |
| 511 Integration | | | | | | | | | | | | |
| Point of Sale System | | | | | | | | | | | | |
| New Logo | | | | | | | | | | | | |
| Transfer Agreements with BART and Vallejo Ferry | | | | | | | | | | | | |
| Development Service and Fare policies | | | | | | | | | | | | |
| Development Performance Measures | | | | | | | | | | | | |
| Hispanic Outreach | | | | | | | | | | | | |
| New Bus Stop Signs | | | | | | | | | | | | |
| Carshare | | | | | | | | | | | | |
| Redesign St. Helena Service | | | | | | | | | | | | |
| Installation/implementation of Clipper | | | | | | | | | | | | |
| ADA Re-enrollments | | | | | | | | | | | | |
| Rider's Guide Update | | | | | | | | | | | | |
| Shelter Improvements at MVC | | | | | | | | | | | | |
| VINE Fairfield Suisun Service | | | | | | | | | | | | |
| Bus Washer | | | | | | | | | | | | |
| 5310 Grant Call for projects | | | | | | | | | | | | |
| Disposal of Surplus Vehicles | | | | | | | | | | | | |
| Passenger Count Technology Project | | | | | | | | | | | | |
| New Flyer Issues | | | | | | | | | | | | |
| Transit Yard: CNG Fueling Station Project | | | | | | | | | | | | |

Green = Completed
 Blue = Scheduled and/or In Progress.
 Red = Project is running behind anticipated completion

Transit Performance Dashboard

| RIDERSHIP and On Time Performance November 2012 | | | | |
|---|--------------------|-----------------|----------------|----------------|
| | OTP November'12 | November '12 | YTD | Last YTD |
| 1A | 88.2% | 3,214 | 35,818 | 39,405 |
| 1B | 93.8% | 1,940 | 20,351 | 21,798 |
| 2 | 82.4% | 2,862 | 28,179 | 34,870 |
| 3A | 85.7% | 2,587 | 28,186 | 33,758 |
| 3B | 83.3% | 2,341 | 22,939 | 29,981 |
| 4 | 97.1% | 2,665 | 41,468 | 38,504 |
| 5A | 81.1% | 1,397 | 18,608 | 26,468 |
| 5B | 78.3% | 2,125 | 18,394 | 21,352 |
| 6 | 75.1% | 2,672 | 25,657 | 24,106 |
| 10 | 54.1% | 18,341 | 199,015 | 222,255 |
| 25 | 93.9% | 365 | 1,469 | 0 |
| 29 | 88.7% | 2,478 | 24,845 | 29,059 |
| Trippers | | 403 | 5,954 | 9,412 |
| Vine | | 43,390 | 470,883 | 530,968 |
| AmCan | | 2,512 | 27,521 | 24,732 |
| Calistoga | | 1,494 | 11,697 | 5,078 |
| St. Helena | | 971 | 8,598 | 6,749 |
| Yountville | | 3,000 | 22,572 | 18,774 |
| Napa Shuttle | | 160 | 1,496 | 1,488 |
| VineGO | 89.9% | 1,477 | 26,090 | 34,050 |
| Shared Veh. | | 492 | 1,905 | 0 |
| Taxi** | | 237 | 7,871 | 14,807 |
| Other | | 1,241 | 7,956 | 2,176 |
| Community | | 11,584 | 115,706 | 107,854 |
| Grand Total | | 54,974 | 586,589 | 638,822 |



- ◆ 12 Road Calls
- ◆ 18 Missed Trips
- ◆ 95 Catch up

**Taxi data is missing some data

| VINE ON TIME PERFORMANCE July - Sept | | | |
|--------------------------------------|-------------|----------|----------|
| 3rd Quarter | 2nd Quarter | YTD | Last YTD |
| 90/84.03 | 90/83.49 | 90/85.34 | 90/86.05 |

Goal is 90% or greater on-time

| Trend Over Last Quarter | Trend Over Last Year |
|-------------------------|----------------------|
| | |

| VINE GO ON TIME PERFORMANCE July - Sept | | | |
|---|-------------|----------|----------|
| 3rd Quarter | 2nd Quarter | YTD | Last YTD |
| 90/91.50 | 90/93.73 | 90/93.60 | 90/94.94 |

Goal is 90% or greater on-time

| Trend Over Last Quarter | Trend Over Last Year |
|-------------------------|----------------------|
| | |

| PREVENTABLE ACCIDENTS July - Sept | | | |
|-----------------------------------|-------------|---------|----------|
| 3rd Quarter | 2nd Quarter | YTD | Last YTD |
| 1.2/0.8 | 1.2/0.3 | 1.2/0.4 | 1.2/0.4 |

Goal is no more than 1 claim per 100,000 mi

| Trend Over Last Quarter | Trend Over Last Year |
|-------------------------|----------------------|
| | |

| VINE COMPLAINTS July - Sept | | | |
|-----------------------------|-------------|---------|----------|
| 3rd Quarter | 2nd Quarter | YTD | Last YTD |
| 1.2/0.5 | 2.5/0.7 | 2.5/0.3 | 2.7/0.5 |

Goal is one actionable complaint every 20,000 trips

| Trend Over Last Quarter | Trend Over Last Year |
|-------------------------|----------------------|
| | |

| VINE GO COMPLAINTS July - Sept | | | |
|--------------------------------|-------------|---------|----------|
| 3rd Quarter | 2nd Quarter | YTD | Last YTD |
| 0.6/0.0 | 1.6/0.0 | 1.1/2.3 | 1.6/0.0 |

Goal is one actionable complaint every 2,000 trips

| Trend Over Last Quarter | Trend Over Last Year |
|-------------------------|----------------------|
| | |



January 3, 2012
VCAC Agenda Item 8

Action Requested: INFORMATION

NAPA COUNTY TRANSPORTATION AND PLANNING AGENCY VCAC Agenda Letter

TO: VINE Consumer Advisory Committee
FROM: Tom Roberts, Manager of Public Transit
(707) 259-8778 / Email: troberts@nctpa.net
SUBJECT: Committee Appointees

RECOMMENDATION

Receive an update on applicants to fill vacancies on the VCAC.

EXECUTIVE SUMMARY

In accordance with its by-laws, the VCAC may have nine members. Presently, the committee has eight active members. Of those, three members (Jean Vincent Deal, Anna Ernest, Richardo Huijon) have terms that expire in February and may reapply for appointment. Staff will review the applicants received with the committee.

FINANCIAL IMPACT

Is there a Fiscal Impact? No. This is an information only report.

BACKGROUND AND DISCUSSION

In accordance with its by-laws, 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

Presently, the committee has 8 active members (see table below). Of those, three members (Jean Vincent Deal, Anna Ernest, Richardo Huijon) have terms that expire in February and may reapply for appointment.

| VCAC (9 members total from any category) | | |
|--|------------------------------|---------------------|
| Category | Appointee | Initial Term |
| <i>Public transit consumer/user who uses the VINE for commute purposes</i> | Jean Vincent Deal, Jack Wall | 1, 3 |
| <i>Public transit consumer/user from the City of Napa</i> | Gengi Scmeder, Anna Ernest | 2, 1 |
| <i>Public transit consumer/user at large from Up Valley</i> | Margret Schlenke | 3 |
| <i>Public transit consumer/user at large from South County</i> | - | |
| <i>Public transit consumer/user under age 21</i> | - | |
| <i>Public transit consumer/user over age 60, nominated by the PCC</i> | George Blackstock | 3 |
| <i>Public transit consumer/user with a physical disability, nominated by the PCC</i> | Doug Weir | 2 |
| <i>Public transit consumer/user representing the Latino community</i> | Richardo Huijon | 1 |

In October 2012, staff began a campaign to recruit additional Committee members which included public notices on buses and in the newspaper and posting to select web sites. Staff will review applications received with the committee in preparation for appointment by the Board of Directors at their February meeting.