

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
1362 Rutan Court, Suite 100
Livermore, CA 94551

PROJECTS and SERVICES COMMITTEE MEETING / COMMITTEE OF THE
WHOLE

COMMITTEE MEMBERS

KARLA BROWN – CHAIR

DAVID HAUBERT - VICE CHAIR

SCOTT HAGGERTY

STEVEN SPEDOWFSKI

DATE: Monday, June 22, 2015

PLACE: Diana Lauterbach Room LAVTA Offices
1362 Rutan Court, Suite 100, Livermore

TIME: 4:00p.m.

AGENDA

1. Call to Order

2. Meeting Open to Public

- Members of the audience may address the Committee on any matter within the general subject matter jurisdiction of the LAVTA Board of Directors.
- Members of the audience may address the Committee on items on the Agenda at the time the Chair calls for the particular Agenda item.
- Public comments should not exceed three (3) minutes.
- Agendas are published 72 hours prior to the meeting.
- No action may be taken on matters raised that are not on the Agenda.

3. Minutes of the May 26, 2015 Meeting of the P&S Committee.

Recommendation: Approval

4. LAVTA Procedures/Policies for USDOT Reasonable Modification Rule

Recommendation: Endorse and forward to the Board of Directors for approval.

5. ADA Paratransit Ridership Increase Analysis

Recommendation: Information only.

6. Interim Schedule Adjustments to Improve OTP

Recommendation: This is an informational item.

7. Comprehensive Operational Analysis/Short and Long Range Plans

Recommendation: This item is informational only.

8. Preview of Upcoming P&S Committee Agenda Items

9. Matters Initiated by Committee Members

10. Next Meeting Date is Scheduled for: July 27, 2015

11. Adjourn

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to these meetings, as there may be people in attendance susceptible to environmental illnesses.

In the event that a quorum of the entire Board is present, this Committee shall act as a Committee of the Whole. In either case, any item acted upon by the Committee or the Committee of the Whole will require consideration and action by the full Board of Directors as a prerequisite to its legal enactment.

I hereby certify that this agenda was posted 72 hours in advance of the noted meeting.

/s/ Diane Stout

6/17/15

LAVTA Administrative Services Department

Date

On request, the Livermore Amador Valley Transit Authority will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. A written request, including name of the person, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service should be sent at least seven (7) days before the meeting. Requests should be sent to:

*Executive Director
Livermore Amador Valley Transit Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551
Fax: 925.443.1375
Email : frontdesk@lavta.org*

AGENDA

ITEM 3



LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
1362 Rutan Court, Suite 100
Livermore, CA 94551

PROJECTS and SERVICES COMMITTEE MEETING / COMMITTEE OF THE
WHOLE

COMMITTEE MEMBERS

KARLA BROWN – CHAIR **SCOTT HAGGERTY**
DAVID HAUBERT - VICE CHAIR **STEVEN SPEDOWFSKI**

DATE: Tuesday, May 26, 2015 – **Please Note Special Day and Time**

PLACE: Diana Lauterbach Room LAVTA Offices
 1362 Rutan Court, Suite 100, Livermore

TIME: 3:00p.m.

MINUTES

1. Call to Order

Committee Chair Karla Brown called the meeting to order at 3:00pm.

Members Present

Karla Brown, Vice Mayor, City of Pleasanton
Don Biddle, Councilmember, City of Dublin
Scott Haggerty, Supervisor, Alameda County
Steven Spedowski, Councilmember, City of Livermore

Members Absent

David Haubert, Mayor, City of Dublin

2. Meeting Open to Public

No comments.

3. Minutes of the April 27, 2015 Meeting of the P&S Committee.

Approved: Biddle/Spedowski
Aye: Biddle, Brown, Haggerty, Spedowski
No: None
Abstain: None

4. FY 2015 3rd Quarter Report – Operations

Staff provided information on the 3rd Quarter Operation statistics. Discussed was

the on-time performance of Route 70, bus stop improvements, drug testing, and complaints.

5. Third Quarter 2015 Marketing and Outreach Activities

Staff provided an update on the 3rd Quarter Marketing and Outreach activities and a preview of upcoming events.

6. Fiscal Year 2016 Wheels Marketing Plan

Staff provided the Projects & Services Committee with the fiscal year 2016 Wheels Marketing Plan.

7. Update on Comprehensive Operational Analysis and Short/Long Range Planning Efforts

Staff highlighted key dates in July for important meetings and workshops scheduled. Consultants are in the process of analyzing the on-board survey results.

8. Preview of Upcoming P&S Committee Agenda Items

9. Matters Initiated by Committee Members

10. Next Meeting Date is Scheduled for: June 22, 2015

11. Adjourn

Meeting adjourned 4:02pm.

AGENDA

ITEM 4



STAFF REPORT

SUBJECT: LAVTA Procedures/Policies for USDOT Reasonable Modification Rule

FROM: Kadri Klm, Paratransit Planner

DATE: June 22, 2015

Action Requested

Review and recommend the proposed LAVTA Reasonable Modification Procedures and ADA Policy Modification to the Board of Directors for approval.

Background

On March 13, 2015 the US Department of Transportation issued the “Reasonable Modification” rule, which goes into effect on July 13, 2015. This new ruling is intended to clarify that the public transportation providers must make reasonable accommodations in policies, practices, or procedures when necessary to avoid discrimination on the basis of disability unless the transit agencies can demonstrate that making the accommodations would fundamentally alter the nature of the service, program, or activity or result in an undue financial and administrative burden. This requirement applies for both fixed route and ADA paratransit services.

Discussion

In order to comply with the new ruling LAVTA staff has developed procedures for processing the requests for reasonable modifications, which are attached to the staff report. LAVTA will post information regarding its process for requesting reasonable modifications on its website and printed materials, and has designated an employee to coordinate reasonable modification requests and complaint procedures. A person may submit a request for a modification online, by mail or email, or by calling the Customer Service phone line.

The staff also modified the Dial-A-Ride operating policy document to include the following language:

9. REASONABLE MODIFICATIONS

9.1 LAVTA considers all requests for reasonable modifications of its policies, practices, or procedures, including those set forth herein, when necessary to avoid discrimination on the basis of disability. LAVTA is not required to grant requests for reasonable modifications that would fundamentally alter the nature of Dial-A-Ride services, programs or activities; are not needed for access to LAVTA services,

programs or activities; or present a direct threat of injury to other persons or property.

9.2 Any person seeking a reasonable modification of LAVTA or Dial-A-Ride policies, practices or procedures, desiring to appeal a reasonable modification determination, or who believes they have been discriminated against by LAVTA on the basis of a disability may submit a modification request, appeal, or complaint for handling in accordance with related LAVTA policies.

9.3 The designated responsible employee for the reasonable modification requests is LAVTA's Paratransit Planner.

Since the ruling mainly affects transit agencies that provide curb-to-curb service as opposed to door-to-door service as LAVTA and most other Bay Area operators provide, LAVTA does not anticipate a major impact of the ruling as the ruling in most cases simply formalizes what the agency currently is already doing.

Recommendation

Endorse and forward to the Board of Directors for approval.

Attachments:

1. Proposed ADA Policy Modification
2. LAVTA Reasonable Modification Procedures

LIVERMORE AMADOR VALLEY TRPANSIT AUTHORITY

WHEELS DIAL-A-RIDE OPERATING POLICY

Policy Adoption Date – 4-6-2015

This Wheels Dial-a-Ride Operating Policy (“Policy”) consolidates and clarifies LAVTA policies and regulations related to the Wheels Dial-A-Ride service. This Policy has been developed to meet or exceed all applicable state and federal laws and regulations.

1. **SERVICE CHARACTERISTICS**

1.1 **ADA Paratransit**

Public transportation systems that provide fixed route transit service are required by law to provide a complementary paratransit service. Pursuant to this mandate, LAVTA provides the Wheels Dial-A-Ride paratransit service.

1.2 **Demand Response**

Dial-A-Ride is a demand-responsive transportation service.

1.3 **Shared Ride**

Dial-A-Ride is a public shared ride transportation service.

1.4 **On-Board Travel Times**

A trip on a Dial-A-Ride paratransit vehicle takes approximately the same amount of time as a similar trip on a Wheels fixed route bus, including travel time to and from a bus stop, and any transfer time.

1.5 **Trip Priorities**

Dial-A-Ride does not assign priorities by trip purpose.

1.6 **Door-to-Door Service**

Dial-A-Ride is a door-to-door, origin-to-destination service subject to the limits described in Section 2 of this Policy.

1.7 **Passenger Assistance**

Subject to the limits described in Section 2 of this Policy, drivers will provide assistance in boarding and deboarding the vehicle, upon request. Assistance may include helping a passenger to or from the door of their origin or destination (no further than public lobbies), guiding a passenger to or from the vehicle, lending a steady arm for balance, finding a seat, or securing a mobility aid.

Drivers will not provide assistance that involves lifting or carrying a passenger. Passengers in need of extensive assistance should arrange to travel with a Personal Care Attendant (PCA).

Driver assistance with grocery and shopping bags of reasonable weight or luggage is limited to two (2) trips (four bags total) from origin to vehicle, and from vehicle to destination. Driver may set bags outside a front door, but will not enter a private residence.

1.8 Service Area

Dial-A-Ride service area is complementary to the LAVTA fixed route service area and generally consists of the cities of Livermore, Dublin, and Pleasanton. See *Attachment A* for the Dial-A-Ride service area map

1.8.1. Livermore Veterans Affairs Medical Center Service Area Extension

The Livermore Veterans Affairs Medical Center is located in unincorporated Alameda County, south of the City of Livermore. Direct service between the Dial-A-Ride service area and this medical facility is provided as an extension of the regular service area.

1.8.2. Southern portion of San Ramon Service Area Extension

LAVTA and the Central Contra Costa Transit Authority have a reciprocal agreement that allows each operator to provide direct service from one system to the other, allowing a passenger to avoid the transfer at the Dublin/Pleasanton BART station if the transfer would have an undue negative effect on the passenger.

As a general rule, given the very close proximity and boundaries of the two service areas, the reciprocal agreement provides for direct service between the Dial-A-Ride service area and the southern portion of San Ramon, bordered by the I-680 to the West, Norris Canyon Road to the North, Alcosta Boulevard to the East, and the City of Dublin city limits to the South.

1.9 Service Hours

Dial-A-Ride service operates during the same days and hours as Wheels fixed-route service.

2. DRIVER AND RIDER CODE OF CONDUCT

2.1 Drivers are not Permitted to:

- a. Escort a passenger beyond the ground floor lobby of a public building, beyond the lobby of a multi-unit residential building, or beyond the front door of a private residence.
- b. Perform any personal care assistance for any passenger. Examples include assisting with dressing, grooming, or administering medicine.
- c. Accept tips or gratuities.
- d. Wait for a passenger to make a stop to conduct business, such as at an ATM/Cash machine or pharmacy.
- e. Smoke, eat, or drink (except for water) in the vehicle while servicing a trip.

- f. Use a cell phone for personal calls, play loud music, or wear headphones.
- g. Neglect acceptable standards of personal hygiene.
- h. Dress in an unprofessional manner.
- i. Forget to wear their badge.
- j. Be rude or harassing to the passengers.
- k. Commit violent or illegal acts.

2.2 Riders are not Permitted to:

- a. Eat or drink (except for water) on vehicles, unless doing so is medically necessary.
- b. Play radios or music at a volume loud enough to be heard by the driver or other passengers.
- c. Litter on the vehicles.
- d. Neglect acceptable standards of personal hygiene.
- e. Distract the driver or interfere with the operations of the vehicle or equipment.
- f. Block the aisle with their mobility aids.
- g. Carry fireworks, flammable liquids, or weapons aboard the vehicle.
- h. Use abusive, threatening, or obscene language to other riders or any LAVTA/Dial-A-Ride staff.
- i. Commit seriously disruptive (including violent) or illegal acts.

3. ELIGIBILITY

3.1 Eligibility Definitions

- 3.1.1.** Individuals who, because of physical or developmental impairment, cannot utilize fixed route transit, no matter how accessible, are eligible for Dial-A-Ride service. This eligibility requirement is generally synonymous with inability to “navigate the system.”
- 3.1.2.** Those individuals who can use fixed route transit, but who, because of physical or developmental impairment, cannot access their desired route, or cannot access their final destination after leaving a fixed-route vehicle, are also eligible for Dial-A-Ride service.

3.2 Eligibility Determination

- 3.2.1.** The Dial-A-Ride eligibility determination process includes submittal and review of a paper application and the applicant’s Medical Care Professional’s verification.
- 3.2.2.** LAVTA will process ADA Paratransit applications for the residents of Livermore, Dublin, Pleasanton, and Sunol.
- 3.2.3.** LAVTA will process all applications within twenty-one (21) days of receipt.

3.3 Children's Eligibility

- 3.3.1. To be determined eligible for Dial-A-Ride service, a child with a disability who is not able to use fixed-route bus service independently must show that his or her disability -- rather than age -- causes the child's inability to use fixed-route bus service independently
- 3.3.2. For children younger than five (5) years of age, LAVTA evaluates the functional ability of the *child with an adult*, as opposed to the child alone. LAVTA certifies a child with an adult as paratransit-eligible if the child's disability prevents him or her from using fixed-route bus service when accompanied by an adult.
- 3.3.3. In the event a child younger than five years of age with a disability is able to use fixed-route bus service when accompanied by an adult, the child would generally not be eligible for paratransit.

3.4 Visitor Eligibility

- 3.4.1. The right to paratransit services as mandated by ADA cannot be restricted based on where the individual lives. An individual seeking to use Dial-A-Ride services does not have to reside in LAVTA service area and does not have to be ADA paratransit certified by LAVTA. LAVTA will honor individuals' ADA paratransit certification by other United States public transit agencies.
- 3.4.2. If the individual is not able to produce documentation of ADA certification by another transit system, but claims to be eligible for service, service will be provided. However, LAVTA may request proof that the individual is not a resident, and in some cases (for hidden impairment conditions), medical documentation may be required.
- 3.4.3. Under no circumstances is a visitor to the system entitled to service beyond twenty-one (21) days, in any combination, during any 365-day period, beginning with the visitor's first use of the service. Visitors intending to use Dial-A-Ride services for more than this limit should apply for Dial-a-Ride eligibility through LAVTA directly.

3.5 Eligibility Denials and Appeals

If an applicant does not agree with the eligibility decision made by LAVTA in response to his/her application, he/she must request an appeals hearing in writing within sixty (60) days of the date of the eligibility determination notification letter. The applicant may bring an advocate or personal representative to the appeals hearing. Complimentary Dial-A-Ride service will be provided both to and from the appeals hearing.

- 3.5.1. The request for an appeal must be forwarded to LAVTA's Executive Director. A response by the Executive Director will be completed within thirty (30) days of

the receipt of communication of the request. The response will be provided in a written or accessible format. If the decision is not made by the 31st day, appellant may request use of paratransit services until a decision is made.

4. **MOBILITY AIDS**

Passengers using mobility aids will be accommodated whenever safely possible. A passenger who uses a mobility aid may be required to attend an in-person assessment at the LAVTA offices (at no cost to the passenger).

4.1 **Mobility Aids Characteristics**

4.1.1. Weight

A mobility aid, when occupied by a user that exceeds the specified maximum weight capacity of the lift/ramp on a Dial-A-Ride vehicle may not be accommodated. Occupied mobility aids exceeding the weight capacity of the ramp/lift will be evaluated on a case-by-case basis.

4.1.2. Dimensions

Mobility aids will be accommodated on paratransit vehicles as long as the mobility aid and user do not exceed the size of the mobility aid securement area on the vehicle. As a safety requirement, mobility aids cannot block the aisle and cannot present a physical threat to other passengers.

4.2 **Mobility Aid Securements and Passenger Restraints**

Wheelchairs and other mobility aids must be secured to the Dial-A-Ride vehicles, ideally via a four-point tie-down system, and passengers must use the appropriate personal restraints. Passengers refusing the securements and/or restraints will be asked to deboard the vehicle.

4.3 **Segway Use**

Segways (or similar personal assistive mobility devices) are only permitted on-board when used as a mobility aid. Segways used for leisure will not be allowed on Dial-A-Ride vehicles. Segways must be secured on Dial-A-Ride vehicles.

5. **RESERVATIONS**

5.1 **Scheduling Reservations**

Reservations can be made one (1) to seven (7) days in advance. Reservations can be made by phone by calling (925) 455-7510 from 8:30 a.m. to 5:00 p.m. any day of the week, or by using the Book-A-Trip feature on LAVTA's website.

5.2 **Standing Orders/Subscription Rides**

For their repeated trips, passengers may set up a Standing Order/Subscription Ride. A Standing Order is an ongoing reservation for a trip ("subscription trip") that has the same starting and ending location and the same pick-up day and time.

Standing Order requests cannot always be fulfilled. To allow for equal access to service for all passengers, federal paratransit regulations provide that subscription trips may not absorb more than 50% of total system capacity at any time.

5.2.1. Standing Orders During Holidays

Except for trips to and from dialysis, Standing Orders will not be served on the following holidays: New Year's Day, Martin Luther King Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, the Day after Thanksgiving, Christmas Eve, and Christmas Day. Individual reservations on these holidays can still be made per the regular scheduling process.

5.3 Reservation Request

Passengers have the option of requesting a reservation based on EITHER the desired pick-up time OR the desired drop-off time.

5.4 Negotiating Pick-Up Time

If the desired pick-up time cannot be accommodated, the reservationist may offer alternative pick-up times ranging from one (1) hour before to one (1) hour after the requested pick-up time.

5.5 Changing a Reservation

To make changes to existing reservations, passengers must notify Dial-A-Ride at least one (1) day before the scheduled trip.

5.6 Canceling a Trip

Passengers must cancel the trips they do not plan to take as soon as possible and at least one (1) hour before the scheduled pick-up window to avoid penalties.

6. SERVICE DELIVERY

6.1 Fares

Fares must be paid at the beginning of the ride. Passengers may pay with pre-purchased Dial-A-Ride tickets or cash (exact change).

6.2 Pick-Up Window

The pick-up window is defined as the thirty (30) minute time period starting from the scheduled pick-up time. The pick-up is considered to be on time if the vehicle arrives anytime within the 30 minute pick-up window. For example, if the pick-up is scheduled for 2:30 p.m., the vehicle may arrive anytime between 2:30 p.m. and 3:00 p.m. and be considered on time.

6.3 Five (5) Minute Rule

After the vehicle arrives within the thirty (30) minute pick-up window, the passenger must be ready within five (5) minutes of notice of the vehicle's arrival. If the

passenger does not meet the vehicle when it arrives, the driver will attempt to find the passenger and dispatch will attempt to telephone the passenger. If the passenger can not be located or chooses not to start boarding within five (5) minutes, the driver may leave.

6.4 Early Pick-Ups

If the vehicle arrives before the thirty (30) minute pick-up window, the passenger may choose to take the trip early or have the driver wait until the start of the confirmed pick-up window.

6.5 Late Pick-Ups

If the vehicle is expected to be more than thirty-five (35) minutes late, the dispatcher should call the passenger as a courtesy. If the ride arrives after the 30-minute pick-up window, the passenger may decline to take the trip without penalty.

6.6 Same Day Trip Changes

If an appointment (e.g., medical or dental) takes longer than expected, the passenger or office personnel should call (925) 455-7510 as soon as possible to give a new pick-up time. Due to the nature of Dial-A-Ride's prescheduled operation, the new desired pick-up time can-not be guaranteed in this situation.

6.7 Passenger No-Show and Late Cancellation

6.7.1. Definitions

6.7.1.1 "No Show"

A trip for which a passenger is not present at the prearranged time and prearranged location, and has not notified Dial-A-Ride about a schedule change, constitutes a "No Show." If a schedule change or cancellation is required, passengers are expected to inform Dial-A-Ride no less than one (1) hour prior to the beginning of the prearranged pick-up window.

6.7.2.1 "Late Cancellation"

If a passenger informs Dial-A-Ride of a schedule change or cancellation less than one (1) hour prior to the beginning of a prearranged pick-up window, the patron will receive a "Late Cancellation."

6.7.2. Infractions

Both "No-Shows" and "Late Cancellations" are considered equal infractions.

6.7.3 Excused No-Shows and Late Cancellations

The following are circumstances in which the No-Show or Late Cancellation is excused:

- a. Late arrival by a Dial-A-Ride vehicle (outside the prearranged window);

- b. The Dial-A-Ride vehicle is dispatched to a wrong address or entrance of a building;
- c. A verified worsening of a passenger with a variable condition (medical or otherwise) which prevented the patron from calling at least one (1) hour in advance;
- d. A verified family emergency which prevented the passenger from calling at least one (1) hour in advance;
- e. Other verified circumstances that make it impracticable for the passenger to travel at the scheduled time and also for the passenger to notify dispatch before one (1) hour of the beginning of the pick-up window to cancel the trip.

6.8 Do Not Leave Alone Policy

LAVTA strongly recommends that passengers who cannot wait alone to be met at, or let into, their destinations be accompanied by a Personal Care Attendant (PCA). PCAs travel for free with a paying ADA paratransit passengers. The Do Not Leave Alone Policy is provided for those times when a PCA is not available and the passenger is not able to wait alone.

6.8.1. When The Driver Will Wait

For passengers travelling alone who cannot wait alone at their destinations, the driver will wait with the passenger until the connecting transit agency arrives or a person at the destination receives the passenger if both of the following conditions have been met.

6.8.1.1 The passenger has a Do Not Leave Alone note in his/her Dial-A-Ride file.

6.8.1.2 As part of the trip reservation, LAVTA was informed of the need for an attended transfer or drop-off.

6.8.2. Receiver Not Present Infraction

If the person responsible to receive the Do Not Leave Alone rider is not present within five (5) minutes of the arrival of the vehicle, the trip will be recorded as a Receiver Not Present infraction. Passengers will be notified when a trip is recorded as a Receiver Not Present infraction. Passengers will be given an opportunity to discuss their trip records with, and present information on the circumstances concerning the trip to LAVTA staff.

6.8.3. Excused Receiver Not Present Infraction

The passenger will not receive an infraction if the receiver is a connecting paratransit operator.

7. ACCOMPANIED PASSENGERS

7.1 Personal Care Attendants (PCAs) and Companions

Dial-A-Ride passengers may be accompanied by a PCA at no charge to the passenger or PCA. Dial-A-Ride passengers may also be accompanied by one or more companions. Companions must pay full Dial-A-Ride fares.

Reservations for PCAs and/or companions must be made when scheduling the Dial-A-Ride-eligible passenger's trip. Additional companions beyond the first companion are accommodated on a space-available basis. Companions and PCAs must ride to and from the same locations and at the same times as the Dial-A-Ride-eligible passenger.

7.2 Children

All children who are under eight (8) years old, unless they are at least 4-foot, 9-inches tall, must travel in a child safety seat in order to comply with California State Law. Parents or guardians must provide their own child safety seat and take it with them when they exit the vehicle. Dial-A-Ride does not provide or install child safety seats.

7.3 Service Animals

The passenger may bring a service animal that has been individually trained to work or perform tasks for the passenger with a disability. The service animal must be under its owner's control at all times and may not display aggressive or other seriously disruptive behavior, or behavior that poses a direct threat to the health or safety of others. Passengers must specify during the reservation process if they will be accompanied by a service animal.

8. NEIGHBORING PARATRANSIT OPERATORS

8.1 Pleasanton Paratransit Service

According to an agreement with the City of Pleasanton, the Pleasanton Paratransit Service also provides demand-responsive service within the LAVTA service area, but only within the City of Pleasanton. The Pleasanton Paratransit service is operated by the City of Pleasanton and is a separate entity from Dial-A-Ride.

8.2 County Connection LINK and East Bay Paratransit

LAVTA's ADA paratransit passengers may use ADA paratransit services anywhere in the nine (9) San Francisco Bay Area counties where such services are available. Passengers may schedule trips that take them into the service area of other Bay Area ADA paratransit providers. Dial-A-Ride has agreements with neighboring paratransit operators to facilitate transfers between service areas.

8.2.1. LAVTA coordinates transfer trips with East Bay Paratransit and County Connection LINK.

8.2.2. The designated transfer point between Dial-A-Ride and the neighboring East Bay Paratransit and County Connection LINK operators is at the East Dublin/Pleasanton BART Station.

8.2.3. The drivers for East Bay Paratransit and County Connection LINK do not have policies under which they will wait with a passenger after de-boarding.

8.2.4. When Dial-A-Ride receives a passenger from East Bay Paratransit or County Connection LINK at the Dublin/Pleasanton BART station, fare is NOT collected for the second part of the trip.

9. REASONABLE MODIFICATIONS ACCOMMODATIONS MODIFICATIONS

~~9.1 Wheels~~ LAVTA considers all requests for reasonable modifications of its policies, practices, or procedures, including those set forth herein, when necessary to avoid discrimination on the basis of disability. LAVTA is not required to grant requests for reasonable modifications that would fundamentally alter the nature of Dial-A-Ride services, programs or activities; are not needed for access to LAVTA services, programs or activities; or present a direct threat of injury to other persons or property. ~~is committed to making reasonable modifications accommodations to its policies, practices and procedures when necessary to ensure that Wheels' services are accessible to everyone unless making such modifications accommodations would fundamentally alter the nature of the service or result in an undue financial or administrative burden.~~

9.2 Any person seeking a reasonable modification of LAVTA or Dial-A-Ride policies, practices or procedures, desiring to appeal a reasonable modification determination, or who believes they have been discriminated against by LAVTA on the basis of a disability may submit a modification request, appeal, or complaint for handling in accordance with related LAVTA policies.

9.3 ~~To make a request for a reasonable modification the passengers should contact The designated responsible employee for the reasonable modification accommodation~~ modification requests is LAVTA's Paratransit Planner.

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9.10. SANCTIONS

9.10.1 Progressive basis

LAVTA will sanction Dial-A-Ride passengers progressively based on the cumulative infractions described above, and as further set forth below, over a rolling twenty-four (24) month period.

9.2.10.2 Sanctionable Offenses

9.2.1.10.2.1. Excessive Late Cancellations and No-Show Infractions

Passengers are subject to sanctions if they have 20% or more No-Shows and/or Late Cancellations (calculated by dividing validated No-Shows and Late Cancellations by actual "taken trips") within any given month (from the 1st to the last day), AND at least three (3) No-Shows and Late Cancellations during that month.

9.2.2.10.2.2. Excessive Receiver Not Present Infractions

Passengers are subject to sanctions if they have received Receiver Not Present infractions two (2) or more times within any given month (from the 1st to the last day) or four (4) or more times within a six (6) month period.

9.3.10.3 Progressive Sanction Penalties

9.3.1.10.3.1. 1st Sanction – Passenger will receive a phone call from the LAVTA staff. Staff will detail the specific dates and times of No-Shows/Late Cancellations or Receiver Not Present Violations, will discuss the impact to the system caused by ineffective use, and will describe the progressive sanctions if the pattern of these violations continues.

9.3.2.10.3.2. 2nd Sanction – Passenger will receive a formal written correspondence from LAVTA detailing the specific dates and times of the No-Shows/Late Cancellations or Receiver Not Present Violations. This correspondence will warn the passenger that another month of excessive violations will result in a 15-day suspension of service.

9.3.3.10.3.3. 3rd Sanction – Passenger will receive formal notification from LAVTA of a fifteen (15) day suspension of service. This correspondence will detail the specific dates and times of the No-Shows/Late Cancellations or Receiver Not Present Violations as well as the proposed suspension dates. The proposed suspension dates will be no sooner than twenty (20) days after sending the written correspondence to provide time for an appeal by the passenger. The notification shall warn the patron that another month of excessive violations will result in a 30-day suspension of service.

9.3.4.10.3.4. 4th Sanction – Passenger will receive formal notification from LAVTA of a thirty (30) day suspension of service. This correspondence will detail the specific dates and times of the No-Shows/Late Cancellations or Receiver Not Present Violations as well as the proposed suspension dates. The proposed suspension dates will be no sooner than twenty (20) days after sending the written correspondence to provide time for an appeal by the passenger. This notification will warn the passenger that another month of excessive violations will result in a 60-day suspension of service.

9.3.5.10.3.5. 5th Sanction – Passenger will receive formal notification from LAVTA of a sixty (60) day suspension of service. This correspondence will detail the specific dates and times of the No-Shows/Late Cancellations or Receiver Not Present Violations as well as the proposed suspension dates. The proposed suspension dates will be no sooner than twenty (20) days after sending the written correspondence to provide time for an appeal by the passenger. This notification will warn the passenger that another month of excessive violations will result in a 90-day suspension of service.

9.3.6.10.3.6. 6th Sanction - Passenger will receive formal notification from LAVTA of a ninety (90) day suspension of service. This correspondence will detail the specific dates and times of the No-Shows/Late Cancellations or Receiver Not Present Violations as well as the proposed suspension dates. The proposed suspension dates will be no sooner than twenty (20) days after sending the written correspondence to provide time for an appeal by the passenger. This notification will warn the passenger that another month of excessive violations will result in another 90-day suspension of service.

10.11. APPEALS PROCESS FOR SANCTIONS

10.111.1 Right to Appeal

The passenger has the right to appeal a suspension of service or sanction. Passengers may bring an advocate or personal representative to the appeals hearing(s). Complimentary transportation will be provided both to and from appeals hearings.

10.211.2 No Action Before Resolution

In no event will the sanction go forward until the final outcome of the appeals process is completed.

10.311.3 How to Start the Appeals Process

10.3.1.11.3.1. Step #1. The passenger has fourteen (14) calendar days after the date of the suspension or sanction notification to appeal the suspension/sanction in writing. Review of the appeal will consist of an interview with the passenger.

10.3.2.11.3.2. Step #2. If the passenger disagrees with the decision made in Step #1, he/she may appeal that decision. To make an appeal, the passenger must send a written request to LAVTA. The passenger's written appeal must be received by LAVTA within fourteen (14) calendar days after the date of the written decision in Step #1.

12. APPEALS PROCESS FOR REASONABLE MODIFICATION REQUEST DENIALS

12.1 Right to Appeal

The passenger has a right to appeal a decision to deny a reasonable modification request. Passenger may start the appeal process by contacting LAVTA Customer Service phone line at 925-455-7500, or fill out the online Customer Service Form on LAVTA's website.

12.2 No Further Action Before Resolution

If LAVTA has denied a passenger's request for a reasonable modification, this decision will remain effective until the final outcome of the appeals process is completed.

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12.3 How to Start the Appeals Process

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12.3.1. Receive Appeal from Customer (Clock Starts)

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12.3.2. Notify [needs to be a different individual than the person who reviews the original request], who will open investigation

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12.3.2.1 Review all relevant documents, practices and procedures as well as discussions of the complaint with all affected parties to determine the nature of the problem.

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12.3.2.2 Begin investigation process within 10 business days.

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12.3.3. Additional Information Needed

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12.3.3.1 If more information is needed to resolve the case, [redacted] will contact the complainant. The complainant must provide additional requested information within ten (10) business days of the date of the request.

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12.3.4. Closing the Case

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12.3.4.1 If the investigator is not contacted by the complainant or does not receive the additional information within ten (10) business days of LAVTA's request, LAVTA can close the case administratively.

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12.3.4.2 A case also may be closed administratively if the complainant no longer wishes to pursue their case.

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12.3.5. LAVTA will issue a closure letter or a letter of finding (LOF).

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12.3.5.1 A closure letter summarizes the complaint/appeal of a reasonable modification decision and states that the request was properly denied and that the appeal will be closed.

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12.3.5.2 A LOF summarizes the complaint/appeal of a reasonable modification decision and information obtained through the investigation, and whether action is taken.

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12.3.6. Notify LAVTA's Paratransit Planner for record keeping purposes

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14-13. CUSTOMER COMPLAINTS AND COMMENTS

To initiate LAVTA's customer complaint or comment process passengers should call the LAVTA Customer Service phone line at 925-455-7500, or fill out the online Customer Service Form on LAVTA's website.

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**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
DOT ADA REGULATIONS (80 FR 13253)
PROCEDURES FOR PROCESSING REQUESTS FOR
REASONABLE MODIFICATIONS**

On March 13, 2015, the U.S. Department of Transportation issued revised regulations under the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 as amended, specifically to require public transportation providers to make reasonable modifications to their policies, practices and procedures to avoid discrimination and ensure that programs are accessible to individuals with disabilities. The revised DOT regulations, effective July 13, 2015, are briefly summarized as follows:

1. Public transportation providers must ***make reasonable modifications*** in policies, practices, and procedures when necessary to avoid discrimination on the basis of disability in the provision of public transportation unless it can be demonstrated that making a modification would fundamentally alter the nature of the service, program, or activity; is not needed for access to services; or presents a direct threat of injury to other persons or property. This requirement applies to both fixed-route and paratransit services.
2. Whenever considering its facilities or transportation services, including in response to requested modifications, public transportation entities must consider the most integrated setting appropriate for providing service to individuals with disabilities.
 - a. However, entities can refuse to provide service to an individual that engages in violent, seriously disruptive, or illegal conduct, or that presents a direct threat to the health or safety of others.
 - b. It is not permissible to refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees or other persons.
3. Public transportation entities must provide "Origin-to-destination service" for paratransit. *Origin-to-destination service* means providing service from a passenger's origin to the passenger's destination. Under this new definition, ***a paratransit provider may provide ADA complementary paratransit in a curb-to-curb or door-to-door mode.*** For ***curb-to-curb*** service, a paratransit provider must provide assistance to those passengers who need assistance beyond the curb in order to use the service unless such assistance would result in a fundamental alteration of the service, or present a direct threat to the driver, other riders/individuals, or the paratransit vehicle. When considering changes to facilities or transportation services, entities must consider the most integrated setting appropriate for individuals with disabilities.

PROCEDURES FOR PROCESSING REQUESTS FOR REASONABLE MODIFICATION

In order to implement the revised ADA regulations, the following procedures apply to requests for reasonable modification of LAVTA's services.

1. **PUBLIC INFORMATION:** LAVTA post information regarding its process for requesting reasonable modifications on its website at www.wheelsbus.com, in its printed materials, and in various postings at the transit facilities. The information will be provided by means that are accessible to and usable by individuals with disabilities.
2. **DESIGNATED RESPONSIBLE EMPLOYEE:** LAVTA's designated responsible employee to coordinate reasonable modification requests and complaint procedures: the

Paratransit Planner, currently reporting to the Director of Planning and Communications. The Director of Administrative Services, as the responsible employee for the entire Customer Service Request Program will also review the requests for overall quality control.

3. **SUBMITTING A REQUEST:** A person may submit a request for a modification (for fixed route or paratransit) via LAVTA's Customer Service Request Program, <http://user.govoutreach.com/wheels/support.php> (note that anyone can enter a request through the website at www.wheelsbus.com). Requests may also be made via email to info@lavta.org; or in writing to: LAVTA, Attn: ADA Request, 1362 Rutan Drive, Suite 100, Livermore, CA 94551; or by calling the Customer Service line at 925-455-7500. LAVTA employees receiving these requests via email, in writing, or via the phone will enter the request in the Customer Service Request Program for processing.
4. **CONTENT OF REQUEST:** The request for modifications should describe what is needed in order to use the transit service. It is not necessary to use the term "reasonable modification" when making a request. The designated responsible employee for these requests will make the determination that the request falls into the subtype of request, "reasonable modification," in order to ensure that the request is properly handled.
5. **PARATRANSIT ELIGIBILITY PROCESS:** Some requests for reasonable modifications may be submitted during the paratransit eligibility process or through other customer service inquiries. Operating personnel are trained and are empowered to determine whether the request should be granted at the time of the request or whether the request needs to be escalated to operations/agency management before making a determination to grant or deny the request. With respect to requests that are granted for passengers using the paratransit system, the Regional Eligibility Database will be updated with any modifications specific to a passenger.
6. **TIMING FOR SUBMISSION:** Generally, requests for modification should be submitted in advance of the requested service. Where this is impractical, LAVTA operating personnel and paratransit contractor staff, are empowered to determine whether the request may be granted at the time of the request or whether the request needs to be referred to operations/agency management to grant or deny the request.
7. **DISPOSITION OF REQUEST:** All requests entered into the Customer Service Request Program will be acknowledged within 3 business days of receipt. The resolution and response to the person who submitted a request or complaint will be made timely, within 10 days, and the response must explain the reasons for the resolution. The response must be documented in the Customer Service Request Program. If staff needs more than 10 days to respond to the request or complaint, staff will notify the requestor how much additional time is needed and explain why additional time is needed. Any requests or complaints requiring more than 10 days to resolve must be reviewed by the Director of Planning and Communications and documented as to why the resolution requires additional time for full resolution.
8. **TRAINING:** Training regarding these procedures shall be provided to LAVTA and contractor staff who interact with the public; specifically, vehicle operators, management staff, customer service staff, etc.

STANDARDS FOR REVIEWING REQUESTS FOR MODIFICATION

1. **GROUND FOR DENIAL:** Requests for modification of LAVTA's policies and practices may be denied **only** on one or more of the following grounds:
 - a. Granting the request would fundamentally alter the nature of LAVTA's services, programs, or activities;

- a. Granting the request would create a direct threat to the health or safety of others (including drivers and other passengers, but **not including** the requesting party); or
 - b. Without the requested modification, the individual with a disability is able to fully use LAVTA's services, programs, or activities for their intended purpose.
2. **OTHER ACTIONS TO ENABLE SERVICE:** If LAVTA denies a request for a reasonable modification, LAVTA shall take, to the maximum extent possible, any other actions (that would not result in a direct threat or fundamental alteration) to ensure that the individual with a disability receives the services or benefit provided by LAVTA.
3. **EXAMPLES:** The DOT has provided a helpful summary of examples of reasonable modification requests and which requests may/may not be denied because they would result in a fundamental alteration of service or direct threat. For more details regarding examples summarized below, please refer to Appendix E to Part 37.

AM I REQUIRED TO GRANT THIS REQUEST?	
YES, UNLESS <i>Granting the request (a) poses a direct threat (including resulting in a vehicle being left unattended or out of visual observation for a lengthy period of time), or (b) is a fundamental alteration of service</i>	NO, YOU HAVE THE OPTION TO DENY
<i>Getting On and Off the Vehicle & to the Door: Paratransit</i>	
Request to be picked up at the front door of their home.	
Request for the driver to open an exterior entry door to a building to provide boarding and/or alighting assistance.	Request for "door-through-door" service (<i>i.e.</i> , assisting the passenger past the door to the building).
Request for a driver to help navigate an incline (<i>e.g.</i> , a driveway or sidewalk) with the passenger's wheeled mobility device.	
Assistance in traversing a difficult sidewalk (<i>e.g.</i> , one where tree roots have made the sidewalk impassible for a wheelchair).	
Assistance around obstacles (<i>e.g.</i> , construction areas) between the vehicle and the door of a passenger's origin or destination.	
Request to be assisted between an origin/destination and vehicle during extreme weather conditions.	
A passenger's request for assistance means that the driver will need to leave passengers aboard a vehicle unattended (other than for an extended period of time or resulting in loss of the driver's visual contact with the vehicle).	
<i>Getting On and Off the Vehicle & to the Door: Paratransit & Fixed Route</i>	
Wheelchair user requests to board a vehicle	

separately from his or her device when the occupied weight of the device exceeds the design load of the vehicle lift.	
	Request for a driver to assist with luggage or packages may be denied in those instances where it is not the normal policy or practice of the transportation agency to assist with luggage or packages.
	Except in emergency situations, a passenger's request for a driver to lift the passenger out of his or her mobility device should generally be denied.
<i>Positioning the Vehicle: Fixed Route</i>	
Position the vehicle to avoid obstructions to the passenger's ability to enter or leave the vehicle at a designated stop location, such as parked cars, snow banks, and construction.	Establish flag stop or route-deviation policies to avoid obstructions.
<i>Positioning the Vehicle: Paratransit</i>	
Pick up and drop off at the entrance requested by the passenger, rather than at a location that has been predetermined by the transportation agency.	
Pick up on private property with a security barrier. Yes, and operator should work with passenger to get permission of the property owner to access the private property.	Violate the law or lawful access restrictions to meet the passenger's requests to pick them up on private property with a security barrier.
Request that a paratransit vehicle navigate to a pick-up point to which it is difficult to maneuver a vehicle, but not impossible or impracticable to access (e.g., it is unsafe for the vehicle and its occupants to get to the pick-up point without getting stuck or running off the road).	Request exposes the vehicle and its occupants to hazards, such as running off the road, getting stuck, striking overhead objects, or reversing the vehicle down a narrow alley.
<i>Fares: Paratransit and Fixed Route</i>	
Handle fare media when the passenger with a disability cannot pay the fare by the generally established means (e.g., in a situation where a bus passenger cannot reach or insert a fare into the farebox).	Reach into pockets or backpacks in order to extract the fare media.
	Pay the fare for the passenger when the passenger cannot or refuses to pay the fare.
<i>Food, Medicine & Special Requests: Paratransit and Fixed Route</i>	
A passenger with diabetes or another medical condition requests to eat or drink aboard a vehicle or in a transit facility in order to avoid adverse health consequences.	

Allow individuals to take medicine including administering insulin injections and conducting finger stick blood glucose testing.	Provide medical assistance.
	Request for service outside the service area or operating hours.
Request for Personal Care Attendant to travel with a passenger.	Request that a transportation agency provide a Personal Care Attendant.
	Care for a service animal.
	Request for a specific driver.
Provide otherwise-allowed assistance for a return trip regardless of whether the passenger needed it on the initial trip (e.g., reasonable modifications for a dialysis patient who just received treatment).	
Passenger requests a telephone call 5 minutes (or another reasonable interval) in advance or at time of vehicle arrival.	
	Request for special equipment (e.g., the installation of specific hand rails or a front seat in a vehicle for the passenger to avoid nausea or back pain) can be denied so long as the requested equipment is not required by the ADA or DOT rules
	Request for a dedicated vehicle (e.g., to avoid residual chemical odors) or a specific type or appearance of vehicle (e.g., a sedan rather than a van, in order to provide more comfortable service).
	Request for an exclusive paratransit trip.
	Request for a driver to make an intermediate stop that would disrupt schedules and inconvenience other passengers.

REASONABLE MODIFICATION APPEALS PROCESS

- 1. Receive Appeal from Customer (Clock Starts)**
- 2. Notify LAVTA Director of Administrative Services, who will open investigation**
 - a. Review all relevant documents, practices and procedures as well as discussions of the complaint with all affected parties to determine the nature of the problem.
 - b. Begin investigation process within 10 business days.
- 3. Additional Information Needed**
 - a. If more information is needed to resolve the case, LAVTA Paratransit Planner will contact the complainant. The complainant must provide additional requested information within ten (10) business days of the date of the request.
- 4. Closing the Case**
 - a. If the investigator is not contacted by the complainant or does not receive the additional information within ten (10) business days of LAVTA's request, LAVTA can close the case administratively.

AGENDA

ITEM 5



STAFF REPORT

SUBJECT: ADA Paratransit Ridership Increase Analysis

FROM: Kadri Klm, Paratransit Planner

DATE: June 22, 2015

Action Requested

Information only.

Background

Over the last few months there has been a noticeable increase in LAVTA’s ADA paratransit (Dial-A-Ride) ridership when comparing it to the same months the year prior. Staff has been evaluating this phenomenon in more detail.

Discussion

Staff compared the 11-month period of July 1, 2014 to May 31, 2015, to the same months the fiscal year prior for the number of total one way trips provided as well as the number of total passengers served (see attached chart). Of particular note is the increase in number of passengers between January and May of 2015, which averages more than a 17% increase each month as compared to the same months in the previous year.

Looking further into the ridership increases during these five months, a staff analysis revealed that the destination with the most significant ridership increase was from the “Go Group Program” of Futures Explored, Inc. in Livermore, which is a day program for the developmentally disabled. The total number of rides to this program from January to May 2015 was 1,232 compared to the 514 trips that were provided from January to May, 2014, which represents a 140% increase in rides.

Staff learned through a site visit that program administrators of the Go Group Program were previously providing rides to clients. However, due to a reduction in funding, were now encouraging clients to ride the Wheels ADA paratransit system. Staff will continue meeting with Futures Explored, Inc. to find the most efficient way to transport its clients.

Additionally, staff noted that a significant ridership increase (24.6%) was from Livermore’s DaVita dialysis center. Staff is currently reaching out to DaVita to better understand the increases, but notes that other ADA paratransit providers in the region are experiencing similar increases from this company.

Recommendation
Information only.

Attachments

1. Chart comparing Trips and Ridership

Attachment #1

Comparison of Trips and Ridership on Wheels Paratransit Service
July 2014 through May 2015

	# of Trips FY 2015	# of Trips FY 2014	% Change from Last Year	# of Total PAX in FY2015	# of Total PAX in FY2014	% Change from Last Year
July	3,759	3,599	4.45%	4,767	3,893	22.45%
August	3,472	3,740	-7.17%	4,284	4,047	5.86%
September	3,532	3,539	-0.20%	4,207	3,851	9.24%
October	4,064	3,966	2.47%	4,744	4,284	10.74%
November	3,175	3,411	-6.92%	3,670	3,707	-1.00%
December	3,436	3,473	-1.07%	4,041	3,762	7.42%
January	3,838	3,503	9.56%	4,517	3,789	19.21%
February	3,890	3,569	8.99%	4,674	3,885	20.31%
March	4,279	3,874	10.45%	5,179	4,178	23.96%
April	4,401	4,063	8.32%	5,179	4,401	17.68%
May	4,259	3,525	20.82%	4,978	4,193	18.72%
TOTAL:	42,105	40,262	4.58%	50,240	43,990	14.21%

AGENDA

ITEM 6



STAFF REPORT

SUBJECT: Interim Schedule Adjustments to Improve OTP
FROM: Michael Tree, Executive Director
Cyrus Sheik, Senior Transit Planner
DATE: June 22, 2015

Action Requested

This is an informational item.

Background

Upon reviewing the quarterly operations update at its last meeting, the Projects & Services Committee asked Staff for an update on measures that are being taken prior to the Comprehensive Operational Analysis (COA) study in order to improve the Wheels fixed-route on-time performance (OTP) – particularly on Wheels Route 70 which has the lowest OTP percentage in the system.

Discussion

Although the ongoing COA planning effort will include an analysis of the Wheels service on-time performance at a detailed and comprehensive level, Staff has assembled a special OTP Task Force to identify routes and segments that are having persistent problems adhering to published schedules. The follow is a brief summary of five routes that have been a focus of the task force:

Routes 3, 12, 15, and 54 In February of 2015, Staff adjusted the schedules in the PM for Route 12 and Route 15 to better reflect backup traffic conditions during the afternoon peak at some of the major intersections that these routes cross. Subsequently, similar adjustments were made to Route 3 and Route 54 in June of 2015. While Route 15 has responded well with OTP numbers (increasing from around 70% to around 85%), Staff is still evaluating the results from the other routes. Further short-term adjustments to these and other Wheels routes will be made as part of the planned August 2015 schedule changes.

Route 70X Short-Term OTP Improvement Measure Wheels Route 70X, which provides service between Dublin and Pleasant Hill and travels the congested I-680 corridor, has seen OTP numbers considerably below the Wheels systemwide average; for example, during the month of May 2015, its on-time percentage hovered around just 50 percent, as defined by the LAVTA standard of departing a published timepoint no more than five minutes later than the

published schedule. The main reason for the poor OTP is due to congestion issues on the I-680 corridor and on surface streets in and around the BART stations, which is at times unpredictable.

Upon discussing potential solutions within the OTP Task Force, Staff has designed a minor modification to how Route 70X circulates between the Walnut Creek and Pleasant Hill stations that should increase OTP from approximately 50% to 75%.

The Route 70X schedule provides one-way as well as round-trips between the BART stations in East Dublin/Pleasanton, Walnut Creek, and Pleasant Hill. Currently when the route operates a round-trip from Dublin, it serves Walnut Creek first, then continues to Pleasant Hill, then returns to Walnut Creek, then heads back toward Dublin.

With the upcoming August 2015 signup, the route will be adjusted to cycle through Walnut Creek only once per round-trip so as to provide a faster ride for customers. As part of this adjustment, in the AM, the route will operate Dublin to Pleasant Hill to Walnut Creek to Dublin (in that order); in the PM, this sequence will be reversed to operate Dublin to Walnut Creek to Pleasant Hill to Dublin. Staff anticipates very few, if any, adverse impacts on current customers and is currently administering a survey to verify those assumptions.

Budget

The OTP improvement measures described above do not entail changes in service levels or total vehicle hours, and are cost neutral.

Next Steps

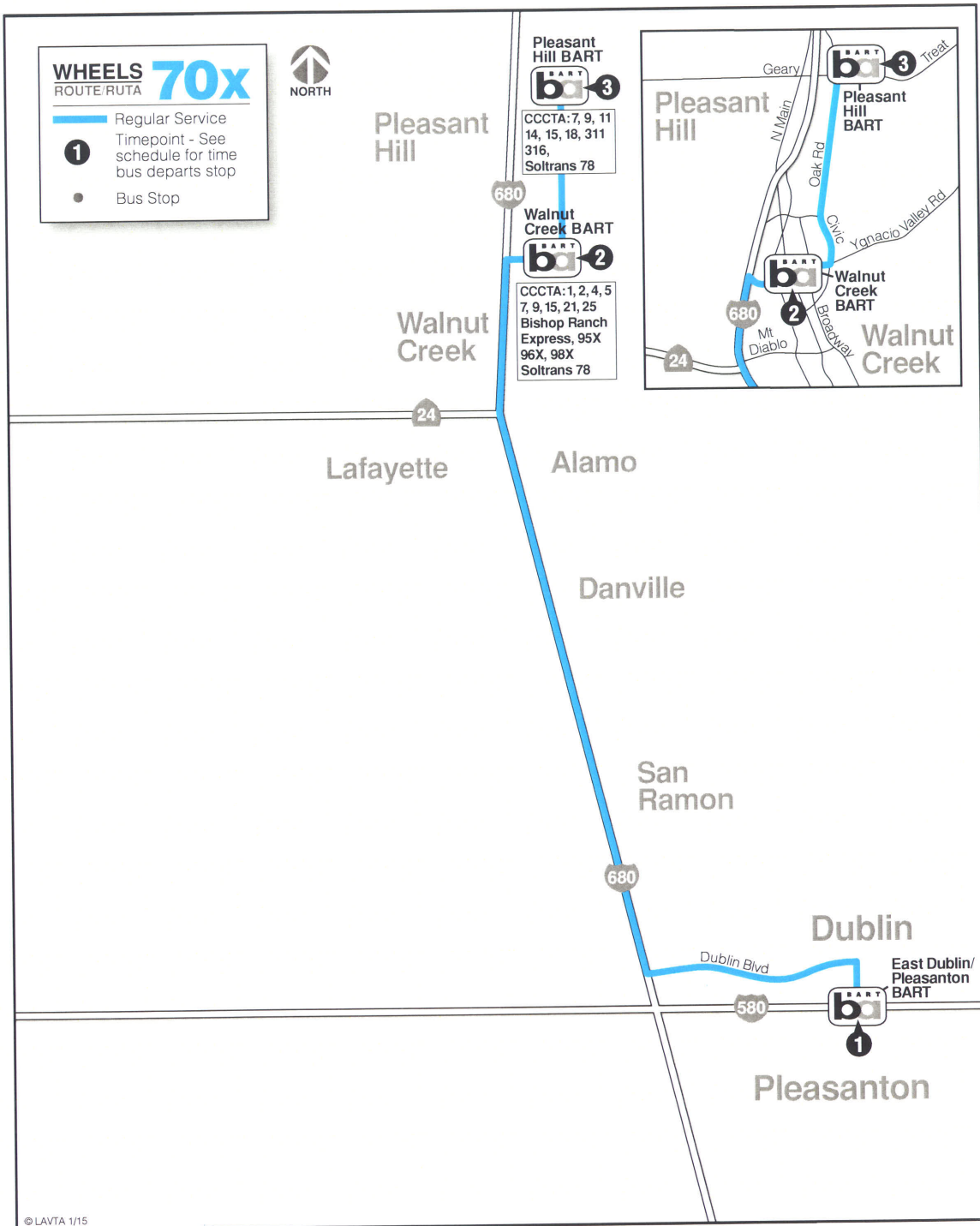
The Route 70X circulation modification described above will be implemented this coming fall of 2015. Additionally, over the next month staff will be evaluating the 70XV, which has routing that is different than the 70X to BART stations in Walnut Creek and Pleasant Hill. Finally, staff will continue to systematically evaluate all other routes in the Wheels bus system that are not operating with a high level of OTP.

Recommendation

This is an informational item.

Attachments:

1. Map and schedule of the Route 70x.



© LAVTA 1/15

70x

Pleasant Hill BART to E. Dublin/Pleasanton BART

With service to Walnut Creek BART, continuing service to Hacienda



BUS TO BART

AM Monday – Friday					
1	2	3	3	2	1
E. Dublin/Pleasanton BART Leave	Walnut Creek BART Leave	Pleasant Hill BART Arrive	Pleasant Hill BART Leave	Walnut Creek BART Leave	E. Dublin/Pleasanton BART Arrive
--	--	--	5:43	5:53	6:23
--	--	--	6:13	6:23	6:53
--	--	--	6:43	6:53	7:23
6:30	6:55	7:05	7:13	7:23	7:53
7:00	7:25	7:35	7:43	7:53	8:23
7:30	7:55	8:05	8:13	8:23	8:53
Holiday					
--	--	--	6:14	6:24	6:54
7:25	7:50	8:00	8:14	8:24	8:54

PM times are shown in bold

PM Monday – Friday					
1	2	3	3	2	1
E. Dublin/Pleasanton BART Leave	Walnut Creek BART Arrive	Pleasant Hill BART Arrive	Pleasant Hill BART Leave	Walnut Creek BART Leave	E. Dublin/Pleasanton BART Arrive
4:00	4:30	4:40	4:44	4:54	5:24
4:30	5:00	5:10	5:14	5:24	5:54
5:00	5:30	5:40	5:44	5:54	6:24
5:30	6:00	6:10	6:14	6:24	6:54
6:00	6:30	6:40	--	--	--
6:30	7:00	7:10	--	--	--
Holiday					
4:01	4:31	4:41	4:44	4:54	5:24
6:01	6:31	6:41	--	--	--

This holiday schedule operates on: Martin Luther King Day
 Presidents' Day
 Day after Thanksgiving Day
 Christmas Eve (unless weekday service announced)
 New Year's Eve (unless weekday service announced)

This Route does not operate on Saturdays or Sundays.

Weather, special events, and traffic conditions may alter service. *El clima, eventos especiales y congestión de tráfico puede afectar el servicio.*

AGENDA

ITEM 7



STAFF REPORT

SUBJECT: Comprehensive Operational Analysis/Short and Long Range Plans

FROM: Michael Tree, Executive Director

DATE: June 22, 2015

Action Requested

This is an informational item.

Update

During the previous 30-days there has been much activity with the agency's Comprehensive Operational Analysis. A news release was sent to the press and other interested partners (Attachment 1). The news release has been the catalyst to start a continuing dialogue with the media about Wheels Forward, which is the name given to the planning process that will culminate in the agency's Short and Long Range Plans.

A comprehensive outreach plan (Attachment 2) for the first round of public workshops has begun. This plan shows action items that will be performed and the corresponding staff member assigned to the outreach. Additionally, the Wheels Forward website has gone live at www.WheelsForward.com, which will feature ongoing updates and resources on the planning efforts, as well as opportunities for the public to make comments.

Finally, the 1,200 on-board surveys collected from passengers has been digitized and is being analyzed, and a phone survey to the general public will begin the week of June 22, 2015.

Staff will have additional information on Wheels Forward at the Project and Services Committee, including the composition of the Stakeholder Group and the Technical Advisory Committee that will begin meeting next month.

**NEWS RELEASE****FOR IMMEDIATE RELEASE**

Media Contact:
Dennis Mochon
Public Information Officer
Office: 925-455-7558
Email: dmochon@lavta.org

Wheels Launches Study to Improve Public Transit System

LIVERMORE, Calif., June 16, 2015 – The Livermore Amador Valley Transit Authority (LAVTA), operator of the popular Wheels bus system, including the Tri-Valley Rapid, is conducting a study to analyze bus routes and transportation demand to make improvements to the public transit system. The comprehensive planning effort is titled Wheels Forward.

The nine-month study will include extensive public outreach, including on-board surveys, phone surveys and two rounds of public workshops in each Tri-Valley city. Additionally, a website, www.WheelsForward.com is available for continued information on the planning effort and as a convenient way to offer comments.

LAVTA Chairman Don Biddle states, “The Wheels bus system has been a great community partner in the Tri-Valley for the past 30-years. There’s never been a better time for residents to get involved as we plan for an even more successful Wheels moving forward.”

Wheels Forward will produce both a short and long-range plan for the transit agency, offering a multi-phase blueprint of improvements for future services of the Wheels bus system through the year 2040. The highest priority for the planning efforts is a more user-friendly transit system that achieves greater efficiencies, and an increasing number of riders.

LAVTA will be working with San Francisco based Nelson/Nygaard Consulting Associates on the Wheels Forward planning effort. For more information, including answers to Frequently Asked Questions, visit www.WheelsForward.com.

About the Livermore Amador Valley Transit Authority

The Livermore Amador Valley Transit Authority (LAVTA) is the provider of the Wheels fixed bus routes and paratransit service in the Tri-Valley area. Wheels was founded in 1985 by the cities of Dublin, Livermore and Pleasanton and Alameda County to serve the community’s transit needs and interests. Wheels mission is to provide equal access to a variety of safe, customer oriented, reliable, and affordable public transportation choices, increasing the mobility and improving the quality of life of those who live, work in or visit the Tri Valley.

Wheels supports environmental sustainability by eliminating thousands of car trips off local roads, easing traffic congestion and helping to keep the air clean in Tri-Valley. We are able to continually provide services through the support of federal, state and local funding, including Alameda County’s Measure B. Wheels serves nearly 2 million customers a year with our Wheels fixed bus routes and our paratransit services.

Follow LAVTA on Twitter @wheelsbus and on Facebook at www.facebook.com/wheelsbus or visit our webpage www.wheelsbus.com for more information.

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Outreach for First Round of Public Meetings - July 28-30, 2015

Entity	News Release(s)	Posters	Flyers	Electronic Posters/Flyers	Interview	Story	Paid advertising	Presentation	Entity's Online Calendar	Responsibility	Due Dates
Tri-Valley Times	xx				x	x	x		x	M	
Pleasanton Weekly	xx				x	x	x		x	M	
The Independent	xx				x	x	x		x	M	
KKIQ & Helping the Hometown	xx				x		x		x	M/Don	
LAVTA Website/Facebookmicrosite	xx	x	x	x					x	D	
Senior Centers (3)	xx	x	x	x				x	x	J	
Pleasanton Library	xx			x					x	D/J	
Dublin Library	xx			x					x	D/J	
Livermore/Springtown Library	xx			x					x	D/J	
Las Positas College	xx	x	x	x	x		x	x	x	M	
LAVTA Transit Center		x	x							D	
East BART Station		x	x	x					x	D	
West BART Station		x	x	x					x	D	
Livermore City PIO	xx			x					x	M	
Pleasanton City PIO	xx			x					x	M	
Dublin City PIO	xx			x					x	M	
Livermore City Council			x					x	x	M	
Pleasanton City Council			x					x	x	M	
Dublin City Council			x					x	x	M	
Livermore City Planning Commission			x					x		M	
Pleasanton City Planning Commission			x					x		M	
Dublin City Planning Commission			x					x		M	
Public Access Television	xx			x	x				x	M/J	
Rider Alerts on Buses			x							J	
Livermore Hispanic Business Council	xx		x	x					x	J	
Ministerial Association	xx	x	x	x					x	M	
Livermore Downtown Association	xx	x	x	x					x	D	
Pleasanton Downtown Association	xx	x	x	x					x	J	
Digital Patch Newsletters	xx			x		x			x	D	
Housing Authorities	xx	x	x	x		x			x	J	
Livermore Chamber of Commerce	xx			x					x	D/M	
Pleasanton Chamber of Commerce	xx			x					x	D/M	
Dublin Chamber of Commerce	xx			x					x	D/M	
Livermore School District	xx			x					x	J	
Pleasanton School District	xx			x					x	J	
Dublin School District	xx			x					x	J	
Stoneridge Mall	xx	x	x	x					x	D/J	
Livermore Airport	xx			x					x	J	
LLNL	xx		x	x						D	
Sandia National Laboratory	xx		x	x					x	D	
San Francisco Premium Outlets	xx		x	x					x	D/J	
Hacienda	xx		x	x					x	M	
Livermore Rotaries (2)	xx		x	x				x	x	M/D	
Pleasanton Rotaries (2)	xx		x	x				x	x	M/D	
Dublin Rotary	xx		x	x				x	x	M/D	
BAAQMD District/Air Quality Res Team	xx			x						D/J	
ACTC	xx			x					x	M	
East Bay Bicycle Coalition	xx			x					x	J	
County Connection	xx			x				x	x	D/J	
Parks & Rec (3)	xx		x	x					x	J	
ACE Rail	xx			x					x	D/J	

AGENDA

ITEM 8



LAVTA COMMITTEE ITEMS - JUNE - SEPTEMBER 2015

Projects & Services Committee

June	Action	Info
Minutes	X	
DAR Policy Modification	X	
DAR Ridership Increase Analysis		X
Interim Schedule Adjustments to Improve OTP		X
COA Update		X

July	Action	Info
Minutes	X	
*Typically July committee meetings are cancelled		

August	Action	Info
Minutes	X	
Fixed Route Passenger Survey		X
Dial A Ride Passenger Survey		X

September	Action	Info
Minutes	X	