

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

**PROJECTS and SERVICES COMMITTEE MEETING / COMMITTEE OF THE**  
**WHOLE**

**COMMITTEE MEMBERS**

<b>KARLA BROWN – CHAIR</b>	<b>SCOTT HAGGERTY</b>
<b>TIM SBRANTI - VICE CHAIR</b>	<b>BOB WOERNER</b>

**DATE:** Monday, September 22, 2014

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

**TIME:** 4:00p.m.

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**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 August 25, 2014 Meeting of the P&S Committee and Minutes of the September 8, 2014 Special Meeting of the P&S Committee.**

**Recommendation:** Approval

- 4. Service Changes Update: Outreach Report for August Changes and Preliminary Activities for February 2015**

**Recommendation:** None – information only.

- 5. Paratransit Service - Update**

**Recommendation:** None – information only.

- 6. Preview of Upcoming P&S Committee Agenda Items**
- 7. Matters Initiated by Committee Members**
- 8. Next Meeting Date is Scheduled for: October 27, 2014**
- 9. 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.*

<i>/s/ Diane Stout</i>	<i>9/17/14</i>
<i>LAVTA Administrative Services Department</i>	<i>Date</i>

*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](mailto: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**  
**TIM SBRANTI - VICE CHAIR**              **BOB WOERNER**

**DATE:**            Monday, August 25, 2014

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

**TIME:**            4:00p.m.

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**MINUTES**

**1. Call to Order**

Committee Chair Karla Brown called the meeting to order at 4:08pm.

**Members Present**

Karla Brown, Councilmember, City of Pleasanton  
Tim Sbranti, Mayor, City of Dublin  
Laureen Turner, Councilmember, City of Livermore

**Members Absent**

Scott Haggerty, Supervisor, Alameda County  
Bob Woerner, Vice Mayor, City of Livermore

**2. Meeting Open to Public**

No comments.

**3. Minutes of the June 23, 2014 Meeting of the P&S Committee**

Approved: Sbranti/Brown  
Aye: Brown, Sbranti, Turner  
No: None  
Abstain: None

**4. Fixed Route Passenger Satisfaction Survey 2014**

Staff provided data on the latest Fixed Route survey results. Laureen Turner asked for the data to be broken down by route to see if the comments on safety are route

specific. Tim Sbranti asked if staff has a plan of action developed to respond to survey results and also to look at where satisfaction has declined and make the needed improvements. Karla Brown questioned the timing of the survey and asked for it to be conducted while school is still in session. She feels a large portion of the ridership is students and they are not being represented in the survey. This item will be brought to the full Board for their information. In addition, the Committee directed staff to bring a report to the Board at the September meeting detailing which corrective measures have already been put into place.

**5. Dial-A-Ride Passenger Survey 2014**

Staff provided data on the latest Dial A Ride survey results. Staff will follow up in three months with survey respondents to see if their views on the service have changed. The committee was pleased to hear that staff was proactive in bringing the survey results to the contractor to deal with suggestions and complaints.

**6. Comprehensive Operational Analysis Scope**

Staff briefly presented the committee with a draft scope of work for the Comprehensive Operational Analysis (COA), highlighting the core tasks recommended for the study. The committee asked if the study would be looking at monthly passes. Staff responded that, if financially feasible, two optional tasks may be included in the study: 1) a fare study to determine appropriate fare structure, and 2) a task to develop full schedules for routes recommended in the Plan. The committee recommends forwarding the COA Scope to the Board for approval.

Approved: Sbranti/Turner

Aye: Brown, Sbranti, Turner

No: None

Abstain: None

**6. Matters Initiated by Committee Members**

None.

**7. Next Meeting Date is Scheduled for:** A request for a special P&S committee to be held on September 8, 2014 at 3:30pm was approved by the committee. The next regularly scheduled meeting is scheduled for September 22, 2014.

**8. Adjourn**

Meeting adjourned at 4:48pm.

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

**PROJECTS and SERVICES \*\*SPECIAL\*\* COMMITTEE MEETING /**  
**COMMITTEE OF THE WHOLE**

**COMMITTEE MEMBERS**

**KARLA BROWN – CHAIR**                      **SCOTT HAGGERTY**  
**TIM SBRANTI - VICE CHAIR**              **BOB WOERNER**

**DATE:**            Monday, September 8, 2014

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

**TIME:**            3:30p.m.

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**MINUTES**

**1. Call to Order**

Committee Chair Karla Brown called the meeting to order at 3:33pm.

**Members Present**

Karla Brown, Councilmember, City of Pleasanton  
Tim Sbranti, Mayor, City of Dublin  
Bob Woerner, Vice Mayor, City of Livermore  
Scott Haggerty, Supervisor, Alameda County

**2. Meeting Open to Public**

No comments.

**3. Rapid Corrective Action Plan**

The Metropolitan Transportation Commission (MTC) has requested that LAVTA submit a Board-adopted Corrective Action Plan for the continuation of Regional Measure 2 (RM2) operational funding for the Rapid service. Staff prepared and presented to the Committee the proposed Rapid Corrective Action Plan. At this time staff recommends waiting until the completion of the Comprehensive Operational Analysis before making any service adjustments to the Rapid. Staff is addressing technological issues, such as evaluating the effectiveness of the queue-jumps in Livermore and Dublin. The Projects & Services Committee forwarded the attached Corrective Action Plan and Resolution 25-2014 to the Board of Directors for approval. Once approved by the Board, the Rapid Correction Action Plan and Resolution will be forwarded to MTC.

Approved: Haggerty/Woerner  
Aye: Brown, Sbranti, Haggerty, Woerner  
No: None  
Abstain: None

**4. Matters Initiated by Committee Members**

None

**5. Next Meeting Date is Scheduled for: September 22, 2014**

**6. Adjourn**

Meeting adjourned at 3:57pm.

**AGENDA**

**ITEM 4**





STAFF REPORT

SUBJECT: Service Changes Update: Outreach Report for August Changes and Preliminary Activities for February 2015

FROM: Christy Wegener, Director of Planning and Communications

DATE: September 22, 2014

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**Action Requested**

Information only.

**Background**

This staff report is to provide the Committee with a summary of the outreach and marketing activities conducted as a part of the fall 2014 service changes.

**Discussion**

Below is a list of the outreach and marketing activities conducted to make passengers aware of the August 23, 2014 service changes:

Bus Books: The updated August 2014 bus books have been distributed to the Tri-Valley's libraries, senior centers, social service agencies, senior housings, civic offices, transit and government agencies, and ticket vendors.

Website: The website was updated with new schedules the week of August 11<sup>th</sup>.

Radio: 15 and 30-second spots have been running on KKIQ starting the week of August 11<sup>th</sup> and will run for three weeks.

Press Releases: A press-release highlighting the service changes was issued on August 14, 2014. An article on the service changes was featured in the Independent on August 22, 2014.

Passenger notices: The week of August 18<sup>th</sup>, notices were posted at key bus stops where service is being removed or modified.

New Bus Stops: New bus stops were installed the week of August 18<sup>th</sup>.

Outreach Events: The following events were either organized or staffed by LAVTA:

- Dublin Farmers' Market, 7/30/14, Staff interacted with 60-85 people.
- Vineyard Village Senior Housing, 8/4/14, Staff interacted with 45 seniors.

- Ridgeview Commons Senior Housing, 8/5/14, Staff interacted with 60-75 seniors.
- First Wednesday Street Party – Downtown Pleasanton, 8/6/14, Staff interacted with 100-140 people.
- Livermore Transit Center, 8/11/14, Staff interacted with 50-100 people
- Arbor Vista Senior Housing, 8/11/14, Staff interacted with 30-40 people
- Pleasanton Senior Center, 8/13/14, Staff interacted with 50-75 people
- E. BART station, 8/13/14, Staff interacted with 75-100 people
- Pleasanton Gardens & Kottinger Place, 8/15/14, Staff interacted with 50-60 people
- Pleasanton Farmers' Market, 8/16/14, Staff interacted with 100-130 people
- E. BART Station, 8/19/14, Staff interacted with 100-130 people
- Tabling in the Wheels Operators Break Room, 8/20/14, Staff interacted with 25-30 Operators
- First Wed. Street Party, 9/3/14, Staff interacted with 75-100 people

### **Preliminary Winter 2015 Service Changes**

Staff is compiling the list of the winter 2015 service changes, which will consist of minor schedule adjustments to address operational issues and passenger complaints. Staff will report back to the Committee with the list of winter route/schedule adjustments once final.

### **Next Steps**

None

### **Recommendation**

None – information only.

**AGENDA**

**ITEM 5**



**S T A F F   R E P O R T**

SUBJECT: Paratransit Service - Update

FROM: Christy Wegener, Director of Planning and Communications

DATE: September 22, 2014

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**Action Requested**

Information only.

**Background**

At the July 7<sup>th</sup> Board meeting LAVTA staff updated the Board on the transition of the paratransit operations contractor and noted that the on-time-performance (OTP), which has improved since the beginning of the contract in May 2014, still remains a primary concern. Staff offered to provide updates on the Paratransit contractor's (MTM's) performance at every Committee meeting until further notice.

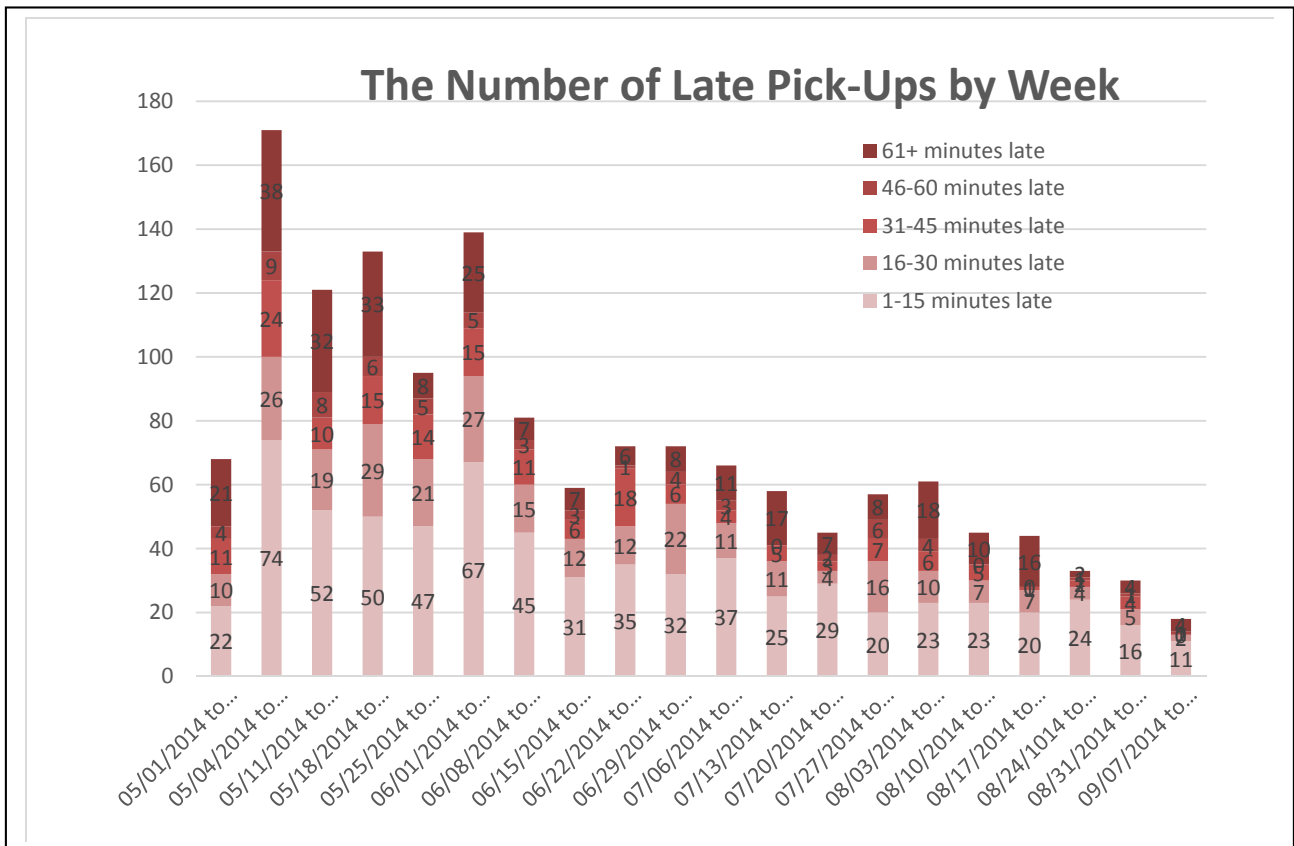
**Discussion**

The Paratransit contract requires OTP of 95%, and the most current weekly statistics show a positive trend with OTP reaching over 98% during the very last week, as well as a positive trend with reducing seriously late trips.

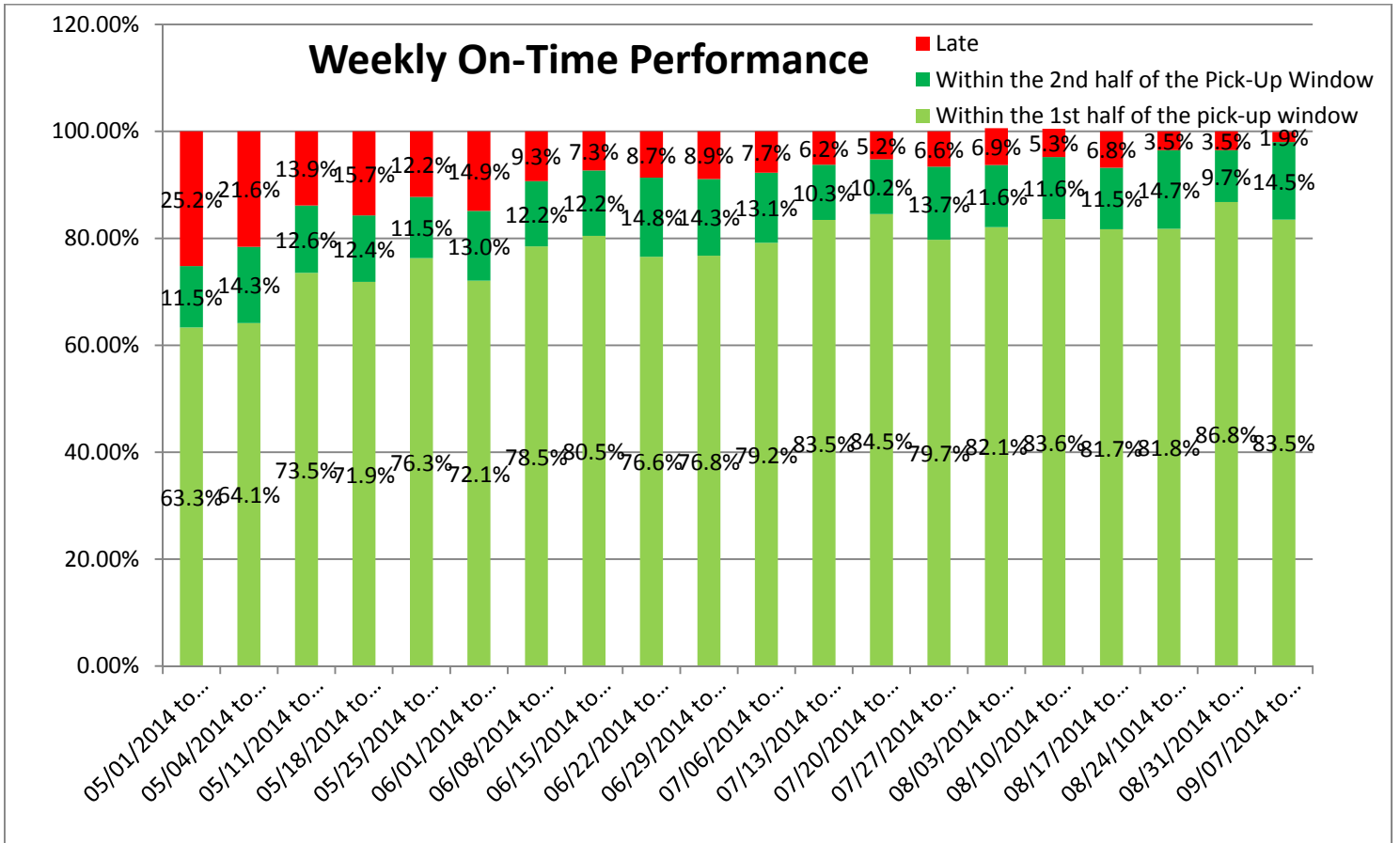
The following table summarizes the weekly performance since the beginning of the MTM's contract:

Week	Total Trips	Late pickups (in minutes)					OTP
		0-15	16-30	31-45	46-60	61+	
05/01/2014 to 05/03/2014	270	22 (8.1%)	10 (3.7%)	11 (4.1%)	4 (1.5%)	21 (7.8%)	74.8%
05/04/2014 to 05/10/2014	792	74 (9.3%)	26 (3.3%)	24 (3.0%)	9 (1.1%)	38 (4.8%)	78.4%
05/11/2014 to 05/17/2014	873	52 (6.0%)	19 (2.2%)	10 (1.1%)	8 (0.9%)	32 (3.7%)	86.1%
05/18/2014 to 05/24/2014	846	50 (5.9%)	29 (3.4%)	15 (1.8%)	6 (0.7%)	33 (3.9%)	84.3%
05/25/2014 to 05/31/2014	775	47 (6.1%)	21 (2.7%)	14 (1.8%)	5 (0.6%)	8 (1.0%)	87.8%
06/01/2014 to 06/07/2014	936	67 (7.2%)	27 (2.9%)	15 (1.6%)	5 (0.5%)	25 (2.7%)	85.1%
06/08/2014 to 06/14/2014	870	45 (5.2%)	15 (1.7%)	11 (1.3%)	3 (0.3%)	7 (0.8%)	90.7%
06/15/2014 to 06/21/2014	802	31 (3.8%)	12 (1.5%)	6 (0.7%)	3 (0.4%)	7 (0.9%)	92.7%
06/22/2014 to 06/28/2014	832	35 (4.2%)	12 (1.4%)	18 (2.2%)	1 (0.1%)	6 (0.7%)	91.3%
06/29/2014 to 07/05/2014	809	32 (4.0%)	22 (2.7%)	6 (0.7%)	4 (0.5%)	8 (1.0%)	91.1%
07/06/2014 to 07/12/2014	715	37 (4.3%)	11 (1.3%)	4 (0.5%)	3 (0.4%)	11 (1.3%)	92.3%
07/13/2014 to 07/19/2014	752	25 (2.7%)	11 (1.2%)	5 (0.5%)	0 (0.0%)	17 (1.8%)	93.8%
07/20/2014 to 07/26/2014	860	29 (3.4%)	4 (0.5%)	3 (0.3%)	2 (0.2%)	7 (0.8%)	94.8%
07/27/2014 to 08/02/2014	863	20 (2.3%)	16 (1.9%)	7 (0.8%)	6 (0.7%)	8 (0.9%)	93.4%
08/03/2014 to 08/09/2014	889	23 (2.8%)	10 (0.9%)	6 (0.5%)	4 (0.3%)	18 (1.9%)	93.1%
08/10/2014 to 08/16/2014	849	23 (2.8%)	7 (0.6%)	5 (0.5%)	0 (0.0%)	10 (1.0%)	94.7%
08/17/2014 to 08/23/2014	643	20 (3.1%)	7 (1.1%)	1 (0.2%)	0 (0.0%)	16 (2.5%)	93.2%
08/24/2014 to 08/30/2014	939	24 (2.6%)	4 (0.4%)	2 (0.2%)	1 (0.1%)	2 (0.2%)	96.5%
08/31/2014 to 09/06/2014	939	24 (2.6%)	4 (0.4%)	2 (0.2%)	1 (0.1%)	2 (0.2%)	96.5%
09/07/2014 to 09/13/2014	931	11 (1.2%)	2 (0.2%)	0 (0.0%)	1 (0.1%)	4 (0.4%)	98.1%

The chart below, depicts weekly OTP graphically:



The Board also directed staff to provide the data for the timeliness of pickups within the 30-minute window. The following chart breaks the driver arrival times into three categories – within the first 15 minutes of the window, within the last 15 minutes of the window, and arrivals after the window (late arrivals).



As the chart above illustrates, the vast majority of the rides arrive within the first 15 minutes of the pick-up window. During the first week that MTM began service, 63.3% of the rides arrived within the first half of the pick-up window while in the recent weeks over 80% of the rides arrive within the first half of the pick-up window.

MTM's OTP for their first month of service (May, 2014) was 83.5%, the second month of service (June, 2014) was 89.9%, and the third month of service (July, 2014) 93.1%. August was reported at 96.0%.

**Next Steps**

Since the contractor has met the required OTP, Staff will shift reporting on the contractor's performance from monthly to quarterly.

**Recommendation**

None – information only.

**AGENDA**

**ITEM 6**





# Projects & Services Committee

## September

	Action	Info
Minutes	X	
Service Changes - Update on Outreach for August Changes and Preview of February Changes		X
Update on paratransit service		X

## October

	Action	Info
Minutes	X	
511 Real time integration report		X
Comprehensive Annual Financial Report (CAFR)	X	
Quarterly Performance Report on Fixed Route and Paratransit		X
Clipper update		X
Update on Transit System Priority (TSP)		X

## November

	Action	Info
Minutes	X	
Update on Bus Stop Management Program		X

## December

	Action	Info
Minutes	X	

## January

	Action	Info
Minutes	X	
Award of COA Contract	X	
Quarterly Performance Report on Fixed Route and Paratransit		X

## February

	Action	Info
Minutes	X	

## March

	Action	Info
Minutes	X	

## April

Minutes	Action	Info
Fall Services Changes	X	
Draft SRTP	X	
Quarterly Performance Report on Fixed Route and Paratransit		
	X	

**May**

Minutes	Action	Info
WAAC Appointments	X	
Marketing Work Plan	X	
	X	

**June**

Minutes	Action	Info
	X	