

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

WHEELS Accessible Advisory Committee

Meeting

DATE: **Wednesday, January 14, 2015**

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

TIME: **3:30 p.m.**

AGENDA

	Action Recommended by Staff	
1. Call to Order		3:30
A. Approval of Agenda and Modifications if necessary		
2. Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)		3:35
3. Minutes of October 1, 2014 Meeting of the Committee (please review prior to meeting)	Discussion & Approval	3:40
4. Fixed Route Operational Issues – Suggestions for Changes	Discussion	3:45

5. Dial-A-Ride Operations Update	Information	3:55
6. Dial-A-Ride Operational Issues – Suggestions for Changes	Discussion	4:05
7. PAPCO Report	Information	4:15
8. Dial-A-Ride Customer Satisfaction Follow- Up Survey	Information	4:20
9. DAR Policy Brochure Update	Discussion & Approval	4:30
10. Dublin/Pleasanton Bus Stop Improvements – Before and After	Information	4:40
11. Complaint Process	Discussion	4:45
12. Clipper Implementation Oral Update	Information	4:55
13. Adjournment	Information	5:00

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

/D Stout/

1/7/15

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

WHEELS Accessible Advisory Committee

DATE: Wednesday, October 1, 2014

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

TIME: 3:02 p.m.

Draft MINUTES

1. Call to Order

The Vice-Chair Herb Hastings called the meeting to order at 3:02 pm.

Jen Cullen made a motion to add “Meeting Protocols” as the last item in the agenda.

Approved.

Deaton/Mack

Members Present:

Herb Hastings	Alameda County
Sue Tuite	Alameda County – Alternate
Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Esther Waltz	City of Livermore
Nancy Barr	City of Livermore – Alternate
Shirley Maltby	City of Pleasanton
Pam Deaton	Social Services Member
Jen Cullen	Social Services Member
Amy Mauldin	Social Services Member

Staff Present:

Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM
Vince Linebarger	MTM

Gregg Eisenberg

MV Transit

Members of the Public:

Richard Waltz

Wheels rider

2. **Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)**

None

4. **Minutes of the September 3, 2014 Meeting of the Committee**

Approved.

Waltz/Barr

5. **Fixed Route Operational Issues – Suggestions for Changes**

Sue Tuite brought to staff's attention the amount of people who had boarded the Rapid bus with strollers and suitcases at the Stoneridge Mall bus stop. Staff noted that LAVTA is currently working on agency's stroller policy. Sue Tuite also reported that a disabled lady was upset because the Rapid bus did not stop at the Civic Center. Staff told the committee that LAVTA is getting a new shelter at that location since the previous one had been demolished due to an accident, and also noted that the driver driving the Rapid was new. Sue Tuite also mentioned that the sign at the Mall is not working. Staff said LAVTA is working with the Mall staff to get the sign powered to their facility and while this is taking place staff is installing a transit tube to that location as an immediate remedy.

Shawn Costello was interested in having a Rapid Bus Stop at the Jack London Square. Staff promised to take this suggestion into consideration, but informed the committee that the bus stop locations will be a part of the major service study and that currently there are no plans to add more stops to the Rapid line. Shawn Costello also reported that a Route 12 driver he had on his way to the WAAC meeting had hit his feet couple of times while he was boarding the bus with his power chair. He said the incident happened on the Route 12 bus, which left the BART station at 1pm.

7. **MTM Update**

Staff gave a report on MTM's performance analysis in their first five months of the contract. The on-time-performance has improved dramatically as well as the very late pick-ups. The most recent weekly statistics show a positive trend with OTP reaching over 95%. Staff also provided an analysis of when within the 30-minute pick-up are the passengers actually been picked up. The analysis showed

that within the past few weeks over 80% of the times the passengers have been picked up within the first 15 minutes of the pick-up window.

8. Dial-A-Ride Operational Issues – Suggestions for Changes

Shawn Costello said that the reservationist had only put the street name to his trip request and not the complete address. The driver left because he was waiting at the wrong building. He scheduled this ride on 9/25.

Nancy Barr reported that a driver had asked her how to get to Pet Food Express.

Pam Deaton noted that a lady had walked up to her at the Pleasanton Senior Center and was very happy about the new buses.

Herb Hastings and Sue Tuite said that the driver who drove them to the WAAC meeting did not have a topper or a badge. Vince Linebarger of MTM will be following up.

Shawn Costello said that the drivers want him to turn around facing forward, which is difficult for him, and he has lost two of his flags this way. Juana Lopez said that this is a safety issue and required for proper securement. Juana Lopez will be practicing boarding and deboarding with Shawn after the meeting.

9. PAPCO Report

Esther Waltz reported on PAPCO's July and September meetings. PAPCO had elections at their July meeting where everyone remained at their positions except for one, and Herb Hastings was elected as PAPCO's Citizens Watchdog Committee representative. At the September meeting the committee received a presentation from the Senior Support Services of the Tri-Valley Volunteer Driver Program.

10. Dial-A-Ride Customer Satisfaction Survey

Staff reported on the outcomes of the annual Dial-A-Ride Passenger Satisfaction Survey, which was conducted in July/August 2014. Staff interviewed 30 randomly selected active Dial-A-Ride passengers, which represents about 3% of the total ridership, in their level of satisfaction with different aspects of the service including the reservations process, pick-up experience, ride experience, and drop off experience. The decline in the customer satisfaction has been in the areas of the reservations/scheduling process and late pick-ups, while the respondents have consistently been happy with their drivers and the ride experience. Staff will be conducting a follow-up survey with the same respondents in October, 2014, to measure whether their opinion of the service has remained consistent, has improved or declined.

11. Alameda County Fair Update

Staff reported on the Wheels service to the Alameda County Fair this past Summer. Staff noted that it was a great year in terms of the ridership as Route 8 had about 1,500 additional riders and Route 10 showed 9% increase in the ridership during the fair period.

12. Meeting Protocols

At the previous meeting the following meeting protocols were discussed and agreed upon:

- Read the agenda
- Follow the agenda
- Everyone should be courteous
- No interruptions when people talk
- Stick to time limits
- Suggestion: 3 min limit on individual complaints
- Focus on community concerns instead of individual concerns
- Limit meetings to 90 minutes

The committee members reflected on how they felt about the WAAC meeting that had just occurred in terms of following the protocol. Jen Culling thought that the meeting went very well and the committee members should be proud of themselves. Other committee members agreed. Shawn Costello said that he is not happy with some of the protocols.

13. Adjourn

The meeting was adjourned at 5:00 pm.

AGENDA

ITEM 5



LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

STAFF REPORT

SUBJECT: Dial-A-Ride Operations Update

FROM: Christy Wegener, Director of Planning and Communications

DATE: January 14, 2015

Action Requested

Information only

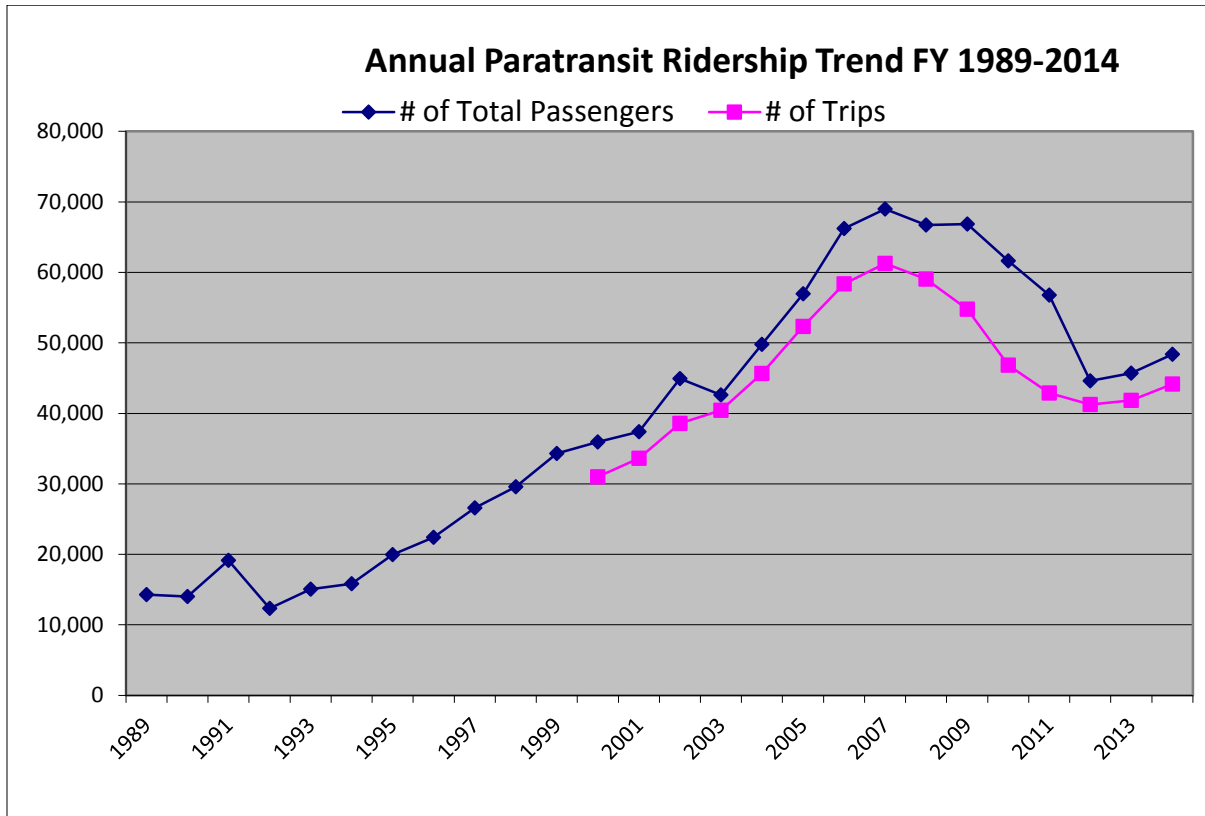
Background

This report is intended to provide the Committee with a summary and analysis of operational statistics for the first quarter of FY2015.

Discussion

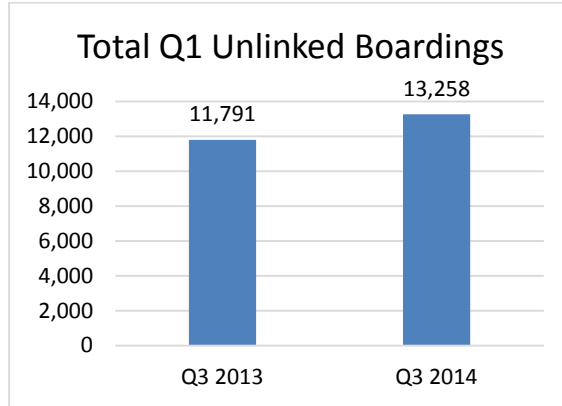
Paratransit

LAVTA's ADA paratransit demand tends to fluctuate from year to year and have "waves" as it is illustrated on the chart below:

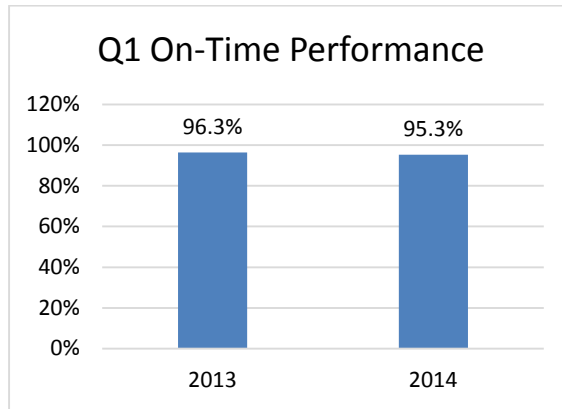


The demand peaked in FY 2007 while the lowest ridership in the last ten years was in 2011. Since 2011 the ridership has slowly been growing again. The increase in ridership continues, which is illustrated in the Chart below, which compares July to September total ridership data in 2014 and 2013. There has been an increase of about 10% percent from 2013 to 2014.

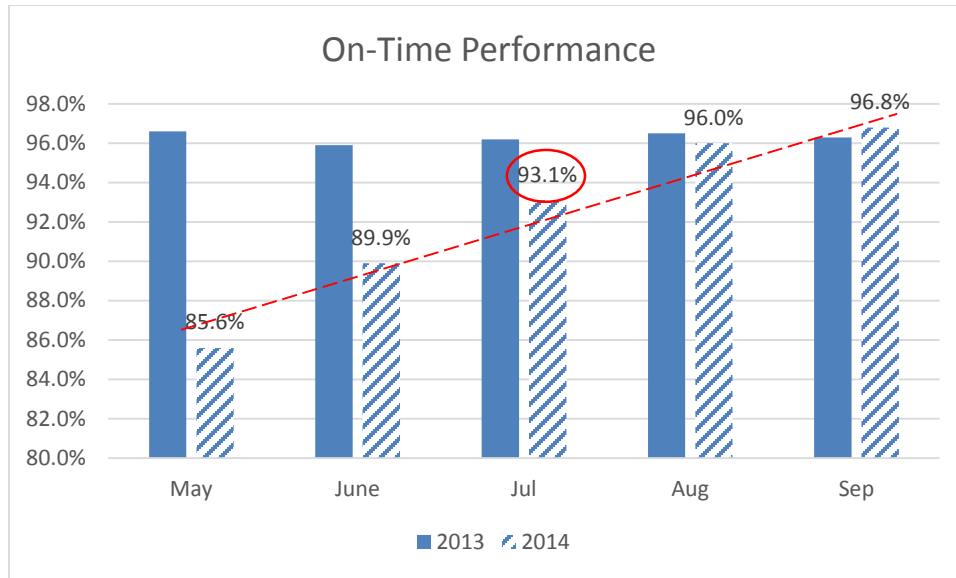
Passenger trips for the quarter/last year comparison:



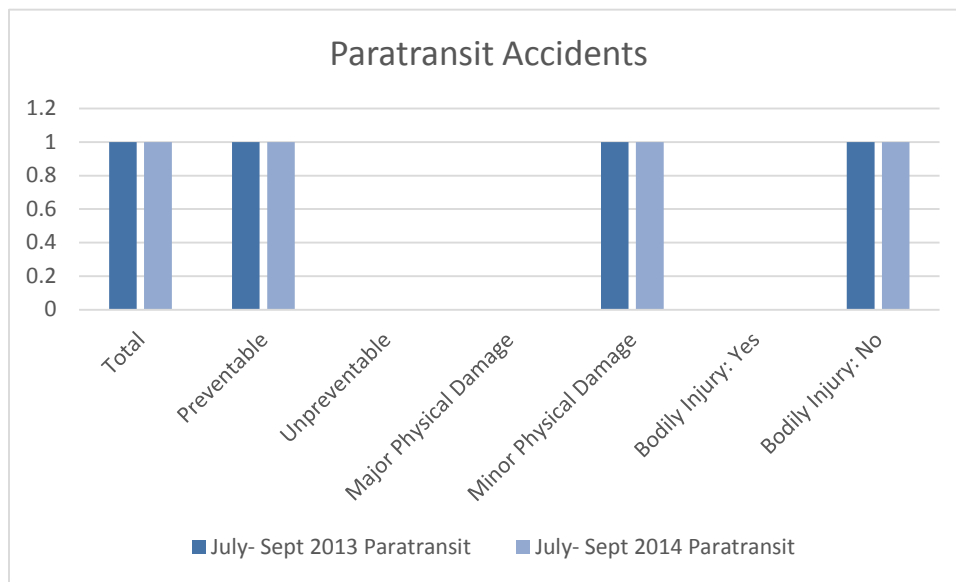
The first quarter on-time performance in the current fiscal year is 95.3%, which meets the contractual requirement of 95%, but is one percent lower than the fiscal year prior as shown in the chart below.



The first quarter OTP is lower during the current fiscal year because of less than 95% OTP in the month of July. LAVTA's new paratransit contractor MTM's transition period difficulties included low OTP during the first three months of their service, but it has steadily increased with each month of service reaching well above 95% in August and September as the chart below illustrates.



Accidents

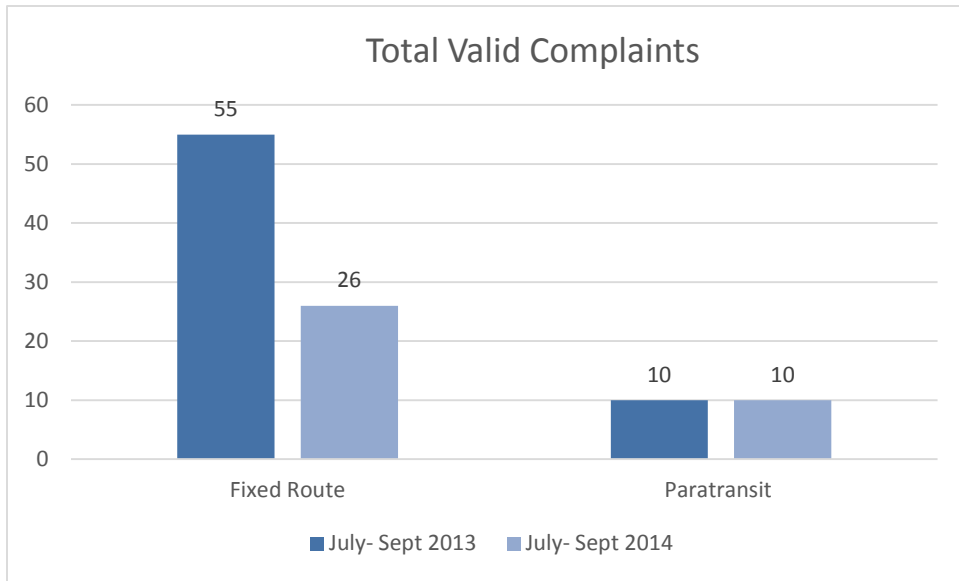


In the first quarter there was one (1) paratransit accident and that was determined to be preventable. There was only minor damage to the vehicle (not LAVTA owned) and no personal injuries. Last year, there was also only one accident; however, it was a different contractor performing the service.

Customer Service

Customer Service staff processed a total of 221 customer requests for Q1 FY14 and a total of 174 for Q1 FY15. LAVTA's Service Quality Standards Index, a measurement of

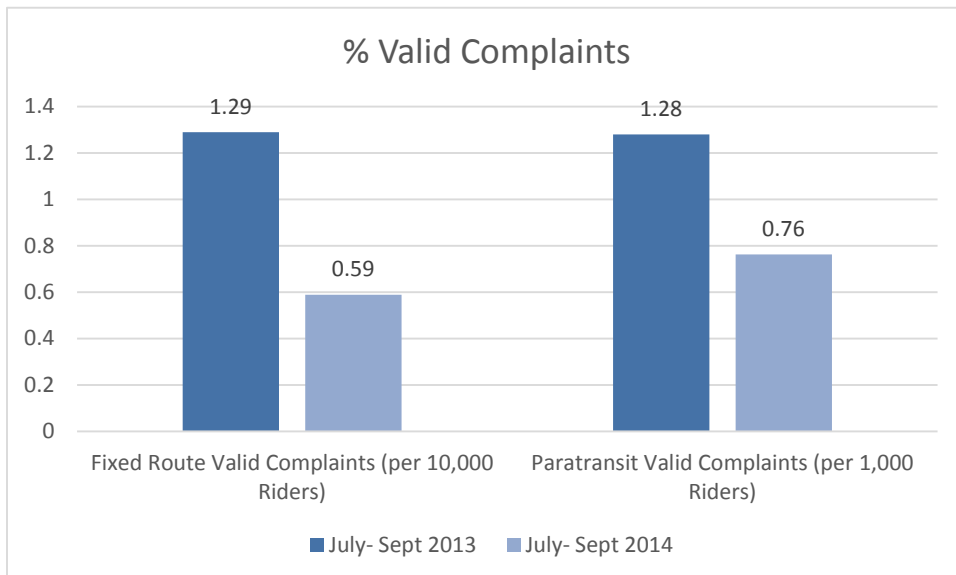
performance for contractors, tracks the number of valid complaints for both fixed route and paratransit service.



Comparing the total valid complaints from FY14 and FY15, the number for fixed route has decreased by more than 50%. The decrease in the number of valid fixed route complaints is credited to the bi-weekly Fixed Route Task Force meetings, which allow for timely recognition of trends, and increased attention to the Customer Oversight Program which provides for assigning points to operators for valid complaints.

Paratransit contractor was different in FY14, and staff is continuing to monitor the issues for the new contractor.

The following chart looks at the percentage of valid complaints, 10,000 riders for fixed route and 1,000 riders for paratransit.



AGENDA

ITEM 8



STAFF REPORT

SUBJECT: Dial-A-Ride Passenger Follow-Up Survey

FROM: Kadri Klm, Paratransit Planner

DATE: January 14, 2015

Action Requested

None. This is an informational item only.

Background

LAVTA performs annual Dial-A-Ride passenger surveys to assess passenger satisfaction in order to continually improve service. The 2014 annual Dial-A-Ride customer satisfaction survey was conducted in July 2014 via telephone by randomly calling currently active Dial-A-Ride passengers. A total of 30 Dial-A-Ride surveys were completed, which represents 3% of the total ridership. Staff presented the survey results to the LAVTA Board at their September, 2014 meeting.

Discussion

Because of the transition difficulties with the new operations provider and lower satisfaction scores in the July survey than in the previous surveys, staff followed up with the same survey respondents three months later in October, asking the same questions to measure whether their satisfaction with the service had remained consistent, had improved, or declined. The staff was unfortunately not able to survey all 30 previous respondents as one of them had passed away, one had moved out of the area, two refused the survey, and with seven of them the staff was not able to make any contact with despite leaving numerous messages on their phones over the period of several weeks. As a result the follow-up survey only includes 63% of the original respondents.

The following table compares the average ratings of the July, 2014 and October, 2014 customer satisfaction survey results.

Service Aspect	July 2014		October 2014	
	Mean	Median	Mean	Median
Reservation	3.67	4	4.29	5
Pickup	3.58	4	4.11	4
Ride	4.6	5	4.68	5
Dropoff	4.1	5	4.61	5
Overall rating	3.55	4	4.36	4

LAVTA staff was happy to see that in October the average survey ratings had increased in all five service aspect categories, and all average scores had increased to above 4 on a 5-point scale. The best scores continue to be in the riding and drop-off experience categories. Based on the scores, the most significant improvement has been in the pick-up and drop-off experience, which reflects the fact that the OTP has significantly improved during in the last three months.

In addition to the quantitative scores for different aspects of the Dial-A-Ride service, the surveyors also encouraged respondents to provide any verbal open-ended feedback/comments/suggestions about the service. The open-ended passenger comments are included in this staff report as *Attachment 2*.

Summary

The rider satisfaction scores in October, 2014 increased significantly when comparing them to the scores from July, 2014. It is staff’s observation that customer satisfaction scores are very closely correlated to on-time-performance and valid customer complaints per 1,000 rides metrics, which both have been on a positive trend in the recent three months.

Next Steps

LAVTA will continue to closely monitor customer satisfaction and following up on the comments/feedback received from the survey respondents. In addition, staff will be looking at conducting the survey with a statistically significant sample, as well as the budget implications of doing so, in FY2016.

Recommendation

None – information only.

Attachments:

1. Dial-A-Ride Survey
2. Dial-A-Ride Survey Comments

Survey Date _____ Time _____ Surveyor _____

DIAL-A-RIDE

Please rate Wheels Dial-A-Ride Services using a scale of **1-5**, with 1 being the worst (strongly disagree) and 5 being the best (strongly agree).

Question	Score
Overall, it is easy to make arrangements for your trip on the phone (able to reach customer service quickly, hold times not an issue, reservationists are courteous, knowledgeable, and able to arrange requests for rides)	
Overall, I have a high level of satisfaction with the pick-up experience (drivers are on-time, drivers arrive at correct address and pick-up spot, drivers are courteous, helpful, dressed appropriately and clean, vehicles that can accommodate me are sent, overall pick-up satisfaction)	
Overall, I have a high level of satisfaction with the riding experience (Drivers operate vehicles safely and follow traffic laws, vehicles are clean and in working order)	
Overall, I have a high level of satisfaction with the drop off experience (Drivers drop me off on time and in correct place, drivers offer me help during drop off)	
How would you rate your experience with the "Wheels Dial-a-Ride" service in general	

Which city do you live in?

Dublin _____ Pleasanton _____ Livermore _____

What was the main purpose of the last trip you took on Dial-A-Ride?

Work: _____ Social Visit: _____ School: _____ Medical: _____ Other: _____

Please provide Wheels Management with your thoughts on how our service works for you and/or how we may improve our service.

**Dial-A-Ride Passenger Satisfaction Follow-Up Survey Comments
October, 2014**

- *Needs a side ramp, doesn't want stools or low floor, air conditioning was out
- * Outstanding. Upset about not getting free ticket scholarship program.
- * The only way for her to go out and it's working good on that aspect. It takes a long time for dispatch to answer. They can improve wheelchair vehicles. She wants lift vehicles, not ramps. Had to go backwards from the vehicle. Matt who drives Dodge puts his things away from the floor so that she can maneuver her chair more easily. Other drivers should do the same. Some cars are very clean and some are not. Some younger drivers want to go fast.
- * The service is much better than before. The drivers are great, but schedulers are not. Still have the stupid music and sometimes she gets 'all circuits are busy' message when calling the reservation line, particularly in the mornings.
- * Some no-shows, on-time pick-up sometimes an issue.
- * Drivers have too many pick-ups at the same time. Sometimes long wait times on hold for phones.
- * Sometimes radios are too loud. Driver doesn't bring a vehicle with a ramp. Sometimes booking laughs at her.
- * Sometimes drivers are late.
- * Sometimes not correct address. Sometimes 45 minutes late on pick-up. Sometimes calls to see where the driver is.
- * Doesn't like vans, want cars. Today no ride, dropped the reservation, no ride
- * The girls at the reservations are nice, but it takes pretty long time to answer the phone. It has gone much better though, better than it has been. Drivers could not be better, they are all excellent and courteous. Transfers could be better, does not like to be dropped at the BART station and East Bay Paratransit is often late.

AGENDA

ITEM 9



STAFF REPORT

SUBJECT: Dial-A-Ride Policy Brochure Update

FROM: Christy Wegener, Director of Planning and Communications

DATE: January 14, 2015

Action Requested

Approval

Background

This is intended to provide the Committee with an update to the Dial-A-Ride (DAR) policy brochure.

Discussion

Staff is looking to update the DAR policy brochure in early 2015. In reviewing the content of the brochure, as well as after reviewing several comments received from DAR passengers, it became clear that additional clarification was needed on the vehicle type and shared ride policy.

The following content is proposed to be added to the DAR brochure:

Vehicle Type and Shared Ride Policy:

ADA paratransit service is shared-ride public transportation. In general, the Livermore Amador Valley Transit Authority (LAVTA) is under no obligation to provide a specific type of vehicle to a transit user, or to provide an exclusive ride.

If LAVTA elects to provide paratransit service using a mix of vehicles, such as sedans in addition to lift or ramp-equipped vans, the operator is expected to provide a lift or ramp-equipped vehicle if a rider, based on their disability or mobility aid, requires one.

Next Steps

If approved by the WAAC, staff will bring this item to the Board for approval and will update the DAR materials accordingly.

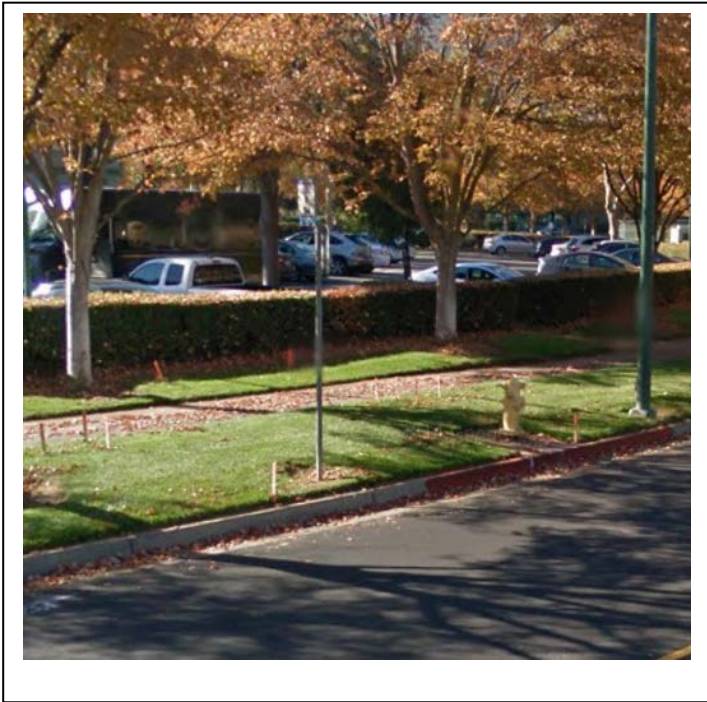
AGENDA

ITEM 10

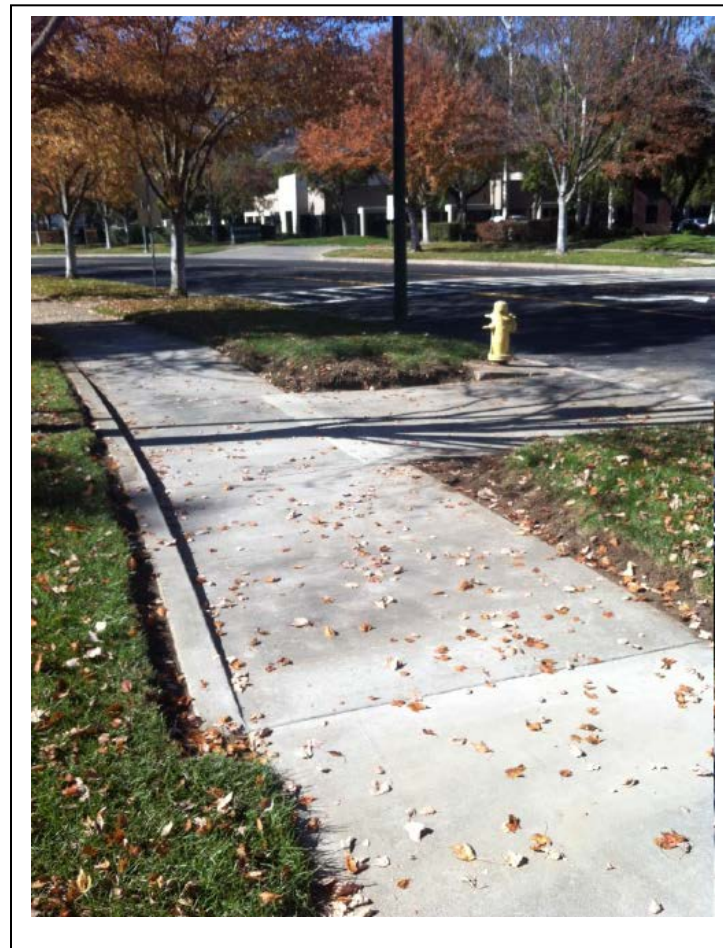


Koll Center Parkway EB at Valley Ave

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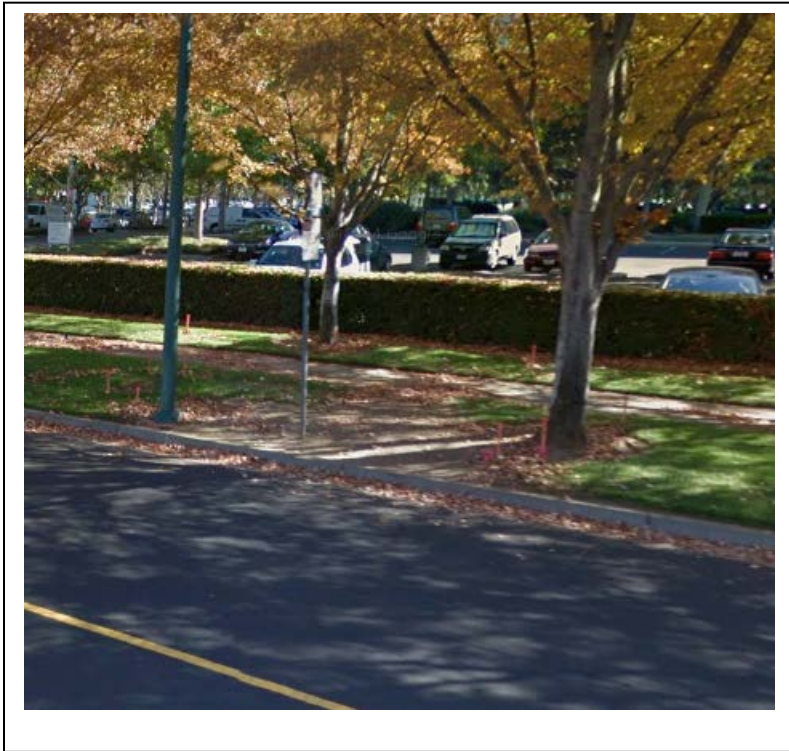


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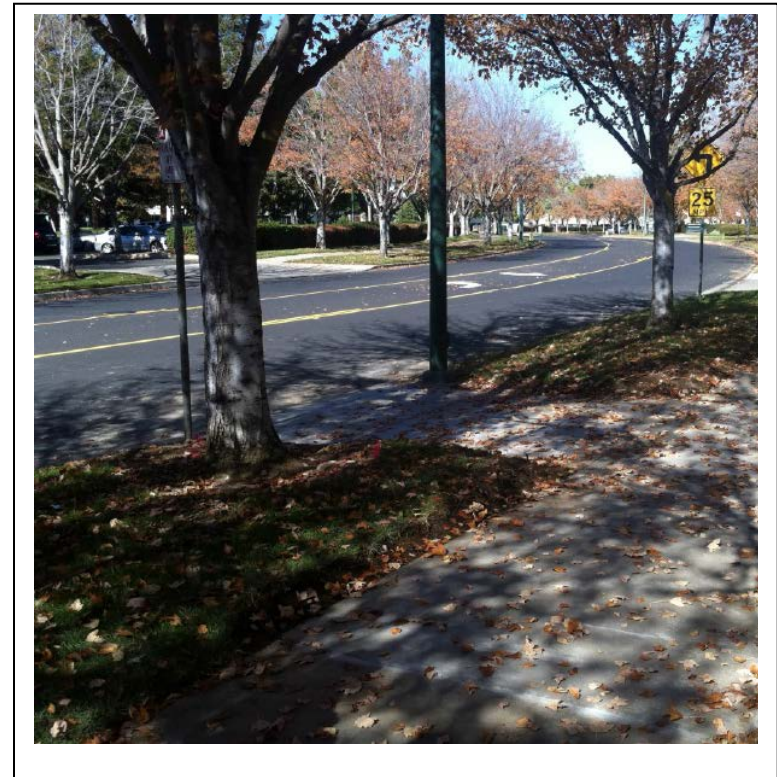


Koll Center Pkwy NB at Koll Center Drive

BEFORE



AFTER

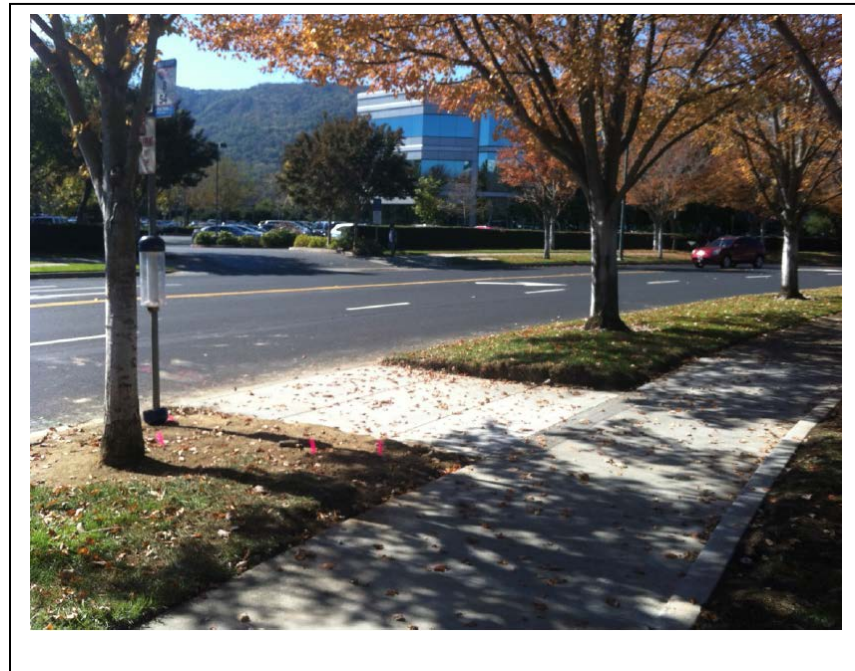


Koll Center Pkwy WB at Koll Center Drive

BEFORE

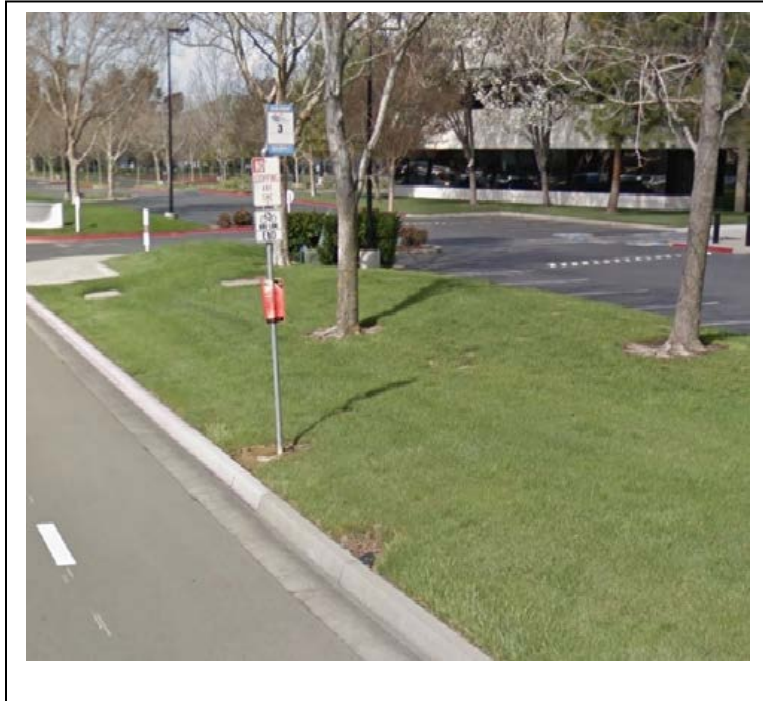


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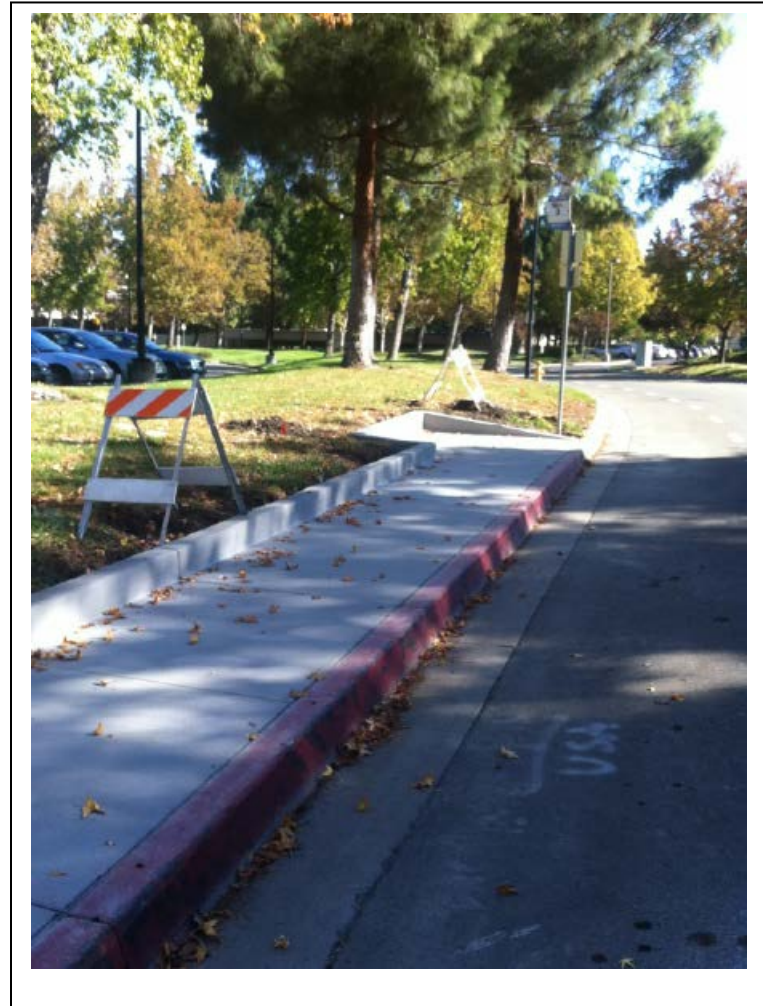


Johnson Drive WB at Burnett Lane

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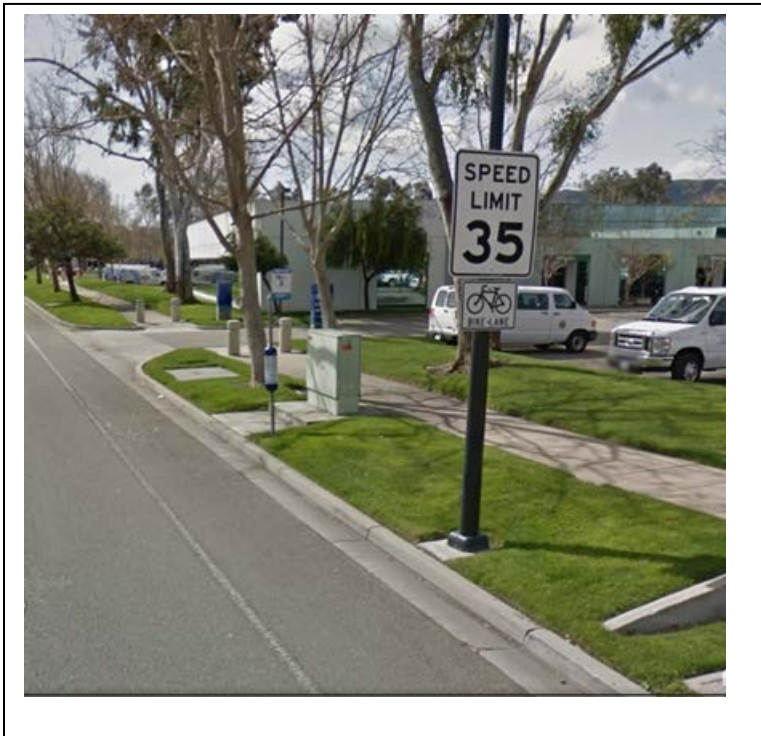


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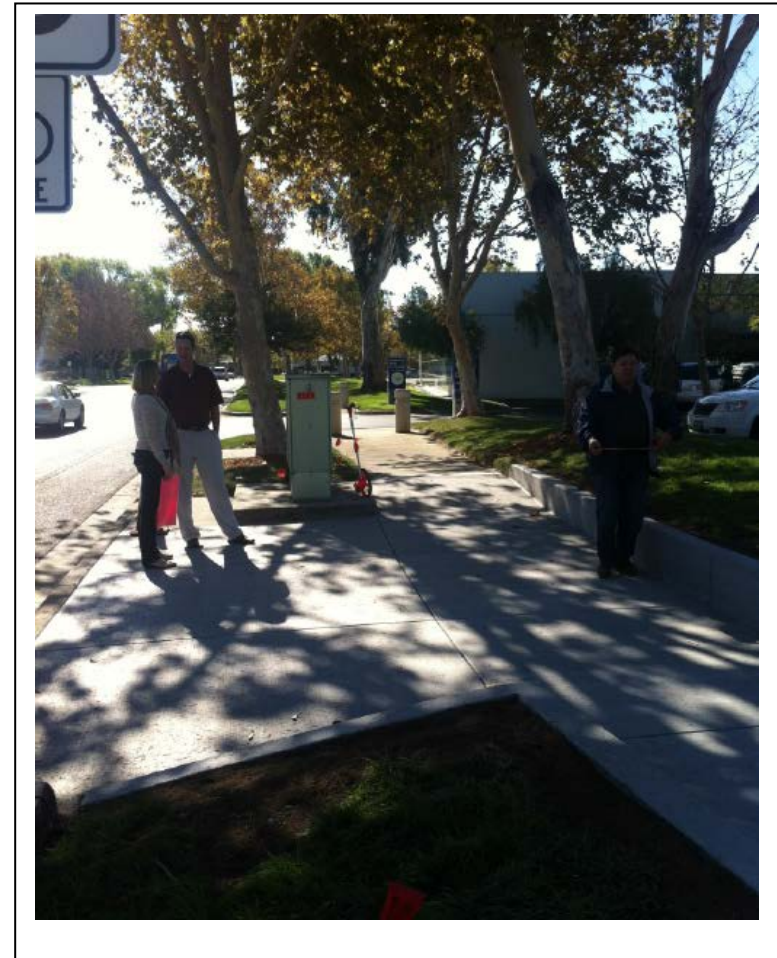


Johnson Drive SB at Owens Drive

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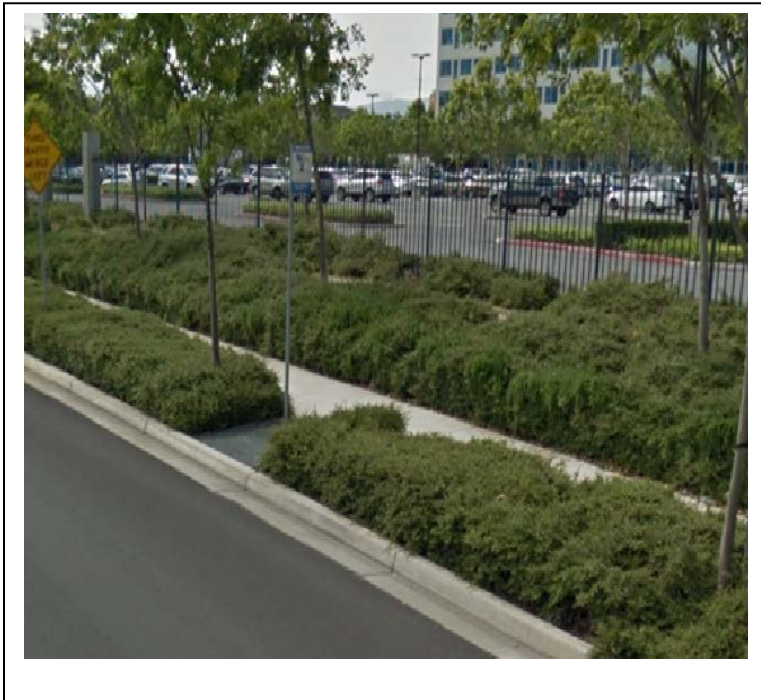


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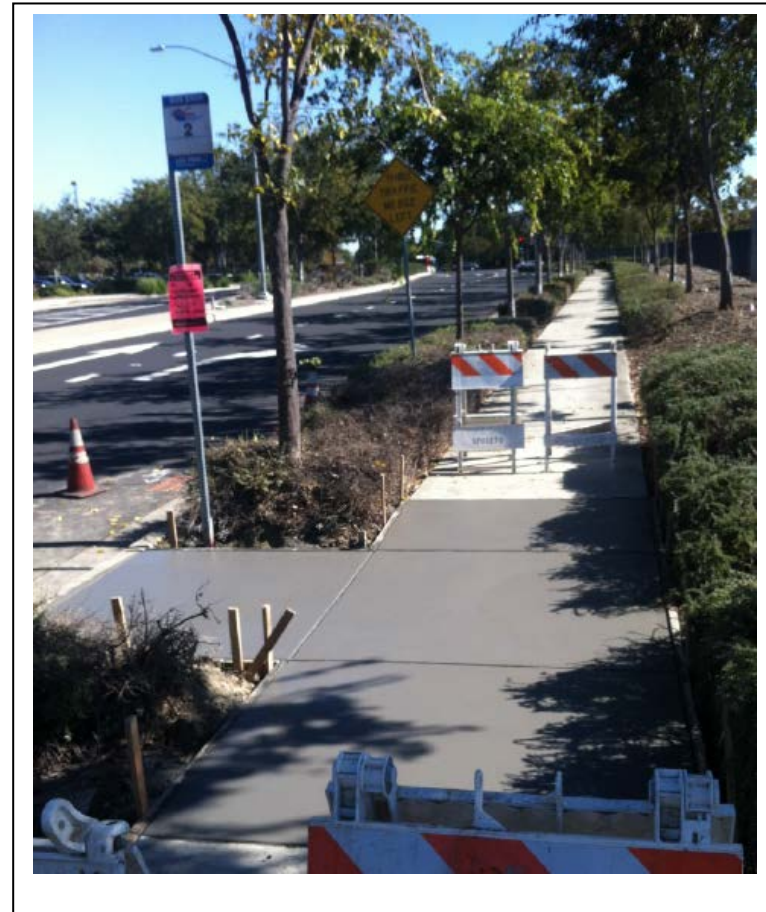


Central Parkway EB at Hacienda Drive

BEFORE



AFTER



Hacienda Drive SB at Central Parkway

BEFORE



AFTER



Hacienda Drive NB at Summer Glen Drive

BEFORE



AFTER



AGENDA

ITEM 11



STAFF REPORT

SUBJECT: Complaints Process

FROM: Christy Wegener, Director of Planning and Communications

DATE: January 14, 2015

Action Requested
Information

Background

This is intended to provide the Committee with a review of the complaint process for DAR passengers.

Discussion

In October 2014, staff sent an email to the WAAC members reviewing the complaint process. Please see attached email.

Email sent to WAAC members on October 27, 2014

Dear WAAC Members:

There appear to be some questions regarding who to contact when there is a complaint about Wheel's Fixed Route and/or Paratransit service. Therefore, we wanted to take a minute to highlight the process for filing complaints. This email will be printed and mailed to all WAAC members, to ensure everyone receives the same information.

If a Committee member has a complaint about either Fixed Route or Paratransit, there are two ways to file your complaint with LAVTA:

- 1) The preferred method is to file your complaint immediately with LAVTA's Customer Service Department (925-455-7500 or online at www.wheelsbus.com). This way complaints can be tracked and investigated immediately. Also, this allows for pertinent details (date, time, location, etc.) to be recorded right away – as you know, the longer it takes to report an incident, the more difficult it may be to recall specifics.
- 2) If for some reason the complaint cannot be filed immediately, you may also bring your complaint to the WAAC meeting and inform staff during the appropriate agenda item.

If WAAC members wish to engage in dialog about complaints or other items outside of the WAAC meeting, they do so on their own accord. LAVTA staff will not get involved in offline discussions between Committee members.

We hope this clears up any confusion. If you have any questions, please contact Kadri Kulm.

Thanks,
Christy