

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

WHEELS Accessible Advisory Committee

Meeting

DATE: Wednesday, September 3, 2014

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

TIME: 3:00 p.m. – PLEASE NOTE THE EARLIER START TIME

AGENDA

| | Action Recommended by Staff | |
|--|--|-------------|
| 1. Call to Order | | 3:00 |
| 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) | | 3:05 |
| 3. Minutes of July 2, 2014 Meeting of the Committee (please review prior to meeting) | Approval | 3:10 |
| 4. Fixed Route Operational Issues – Suggestions for Changes | Discussion | 3:15 |

| | | |
|--|--------------------|-------------|
| 5. MTM Update | Information | 3:30 |
| 6. Dial-A-Ride Operational Issues – Suggestions for Changes | Discussion | 3:50 |
| 7. Meeting Protocols | Information | 4:05 |
| 8. PAPCO Report | Information | 4:15 |
| 9. Dial-A-Ride Customer Satisfaction Survey | Information | 4:20 |
| 11. Alameda County Fair Update | Discussion | 4:30 |
| 12. Adjournment | Information | 5:00 |

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

/D Stout/

8/27/14

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, July 2, 2014

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

TIME: 3:00 p.m.

MINUTES

1. Call to Order

The Chair Carmen Rivera-Hendrickson called the meeting to order at 3:06 pm.

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 |
| Carmen Rivera-Hendrickson | City of Pleasanton |
| Shirley Maltby | City of Pleasanton |
| Amy Mauldin | Social Services Member |

Staff Present:

| | |
|-----------------|------------|
| Kathleen Kelly | LAVTA |
| Christy Wegener | LAVTA |
| Kadri Kulm | LAVTA |
| Juana Lopez | MTM |
| Gregg Eisenberg | MV Transit |

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 May 7 and June 4, 2014 Meetings of the Committee

Approved.

Hastings/Waltz

5. Electing the Chair and Vice Chair

Carmen Rivera-Hendrickson was re-elected for the Committee Chair position, and Herb Hastings was re-elected for the Vice Chair position for FY 2015.

6. Establishing Meeting Times for FY14/15

The members expressed their desire to hold WAAC meetings monthly instead of the current bi-monthly schedule for the period of six months.

Vice-Chair Hastings made a motion to recommend to the Board of Directors to hold bi-monthly WAAC meetings with a possibility of having monthly meetings starting in September, 2014 for the period of six months on the first Wednesday of each month. Waltz seconded the motion.

7. Status Report on ADA Paratransit Operations Contractor Transition

Staff gave a report on MTM's performance analysis in their first 60 days of the contract. MTM is not meeting the goal of 95% on- time performance, but is making significant improvements as the week-by-week service delivery statistics shows. Staff noted that the very late pick-up percentage has improved dramatically.

The committee also discussed the 30-minute pick-up window policy as well as the 5-minute driver wait rule. It was noted that some passengers find the 30-minute window policy confusing. WAAC members expressed their interest in participating in public outreach meetings along with staff and educating Dial-A-Ride passengers on the 30-minute window policy. Staff proposed to provide information on the Dial-A-Ride services during the service change outreach scheduled for August 2014. Staff will look to set up additional times/locations for outreach in the fall, if needed.

8. Alameda County Fair Update

Staff noted that initially there were a few complaints of some drivers not knowing about the extra service to the Fair, and this has been followed up with the contractor and complaints have stopped. Staff has officially received one complement and one complaint.

Staff reported that there will be a special deviation of deviation on the 4th of July.

9. PAPCO Report

Esther Waltz gave a report on the latest PAPCO meeting. PAPCO approved the meeting dates and times for the next FY, and held elections for the committee Chair and Vice Chair positions. Sylvia Stadmier remained the committee Chair and Will Scott remained as Vice-Chair. A presentation on Measure B Special Transportation was given.

10. Dublin/Pleasanton Bus Stop ADA Improvements

There are nine sites that have been approved for Dublin/Pleasanton ADA bus stop improvements. Staff provided the committee with the photos of each of these bus stop locations, and once the work has been completed the committee will see the “after” pictures. The project is funded with grant funds and covers infrastructure improvements. The construction should finish at the end of 2014.

11. Operation Issues – Suggestions for Changes

Sue Tuite reported that her ride to the WAAC meeting was scheduled for 2pm, but the driver arrived already at 1:20pm. Also, she needs to spell her name over and over for CSRs.

Herb Hastings stated that he has been receiving phone calls from MTM to his house phone, and not the cell phone.

Shawn Costello reported that he was left at a store, and missed his ride because the driver did not have Shawn’s cell phone. Another vehicle was sent for him about one hour later.

Carmen Rivera-Hendrickson stated that a fixed route driver once told her that she should be using Dial-A-Ride, and not fixed route. She said that the newer drivers need more sensitivity training.

Carmen Rivera-Hendrickson also reported that there have been instances in which she needs to teach the fixed route operators how to put in the buckles. There are certain buses that have buckles that don’t fit her, and when the bus makes a turn the hook-ups fall off. She recommended that the maintenance staff should leave the buckles connected for faster boarding.

12. Adjourn

The meeting was adjourned at 5:30 pm.

AGENDA

ITEM 9



STAFF REPORT

SUBJECT: Dial-A-Ride Passenger Survey 2014

FROM: Kadri Klm, Paratransit Planner

DATE: September 3, 2014

Action Requested

None. This is an informational item only.

Background

LAVTA performs annual Dial-A-Ride passenger surveys to gauge passenger satisfaction in order to continually improve service.

Methodology

The 2014 annual Dial-A-Ride customer satisfaction survey was conducted in late July and early August 2014 via telephone by randomly calling currently active Dial-A-Ride passengers. Active riders are those who have used Dial-A-Ride at least once within the last twelve months. LAVTA's staff administered the survey, and a total of 30 Dial-A-Ride surveys were completed, representing 3% of the total ridership.

The survey instrument was a simple one page survey (Attachment 1). The survey asked the passengers to rate Dial-A-Ride service on a 1-to-5 scale (5 being highest and 1 being lowest) on a variety of topics, including: the reservation process, pick-up experience, ride experience, drop-off experience, and their overall satisfaction with the service. Passengers were also asked what community they lived in and the main purpose of their most recent Dial-A-Ride trip.

Discussion

Dial-A-Ride Survey Results

The following table compares the average ratings of the September 2011, April 2012, June 2013, and July/August 2014 random sample surveys (it is important to note that LAVTA's new service provider for paratransit services began operation in May 2014).

| Service Aspect | Sep-11 (ALC started provided service in Jul-11) | | Apr-12 | | Jun-13 | | Jul/Aug-14 (MTM started provided service in May-14) | |
|-----------------------|--|--------|--------|--------|--------|--------|--|--------|
| | Mean | Median | Mean | Median | Mean | Median | Mean | Median |
| Reservation | 4.11 | 4 | 4.29 | 5 | 4.67 | 5 | 3.67 | 4 |
| Pickup | 4.14 | 4 | 3.97 | 4 | 4.27 | 4 | 3.58 | 4 |
| Ride | 4.22 | 4 | 4.08 | 4 | 4.6 | 5 | 4.6 | 5 |
| Dropoff | 4.28 | 4 | 4.28 | 5 | 4.5 | 5 | 4.1 | 5 |
| Overall rating | 4.15 | 4 | 4.11 | 5 | 4.47 | 5 | 3.55 | 4 |

The median survey ratings in July/August 2014 were 4 (good) in three out of the five categories and 5 (excellent) in two categories. The average values have decreased in four out of the five categories when compared to the three prior years' survey results. The decline in the customer satisfaction has been in the areas of the reservations/scheduling process and late pick-ups, while respondents have consistently been happy with their drivers and ride experience. This confirms the data LAVTA has received through the customer service database as customer complaints/complements, and validates some of the anecdotal comments and observations of the current service provider.

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 survey also provides a platform for a two-way dialog, and LAVTA staff was happy to be able to provide solutions/education to the passengers on numerous occasions, and received very positive feedback for doing so. The open-ended passenger comments are included in this staff report as *Attachment 2*. Several passengers

reported that the service has improved considerably compared to when MTM first started providing service in May 2014.

Fifty percent of the 2014 survey respondents live in Livermore, 27 % respondents lived in Pleasanton, and 23% lived in Dublin. When asked to describe the purpose of their last ride on Dial-A-Ride, the most common category was medical purpose (40%). This demonstrates Dial-A-Ride's essential link between homes and medical services for community members with disabilities. Other trips were split between day programs, social visits, work/school, and chores/shopping.

Summary

Overall, the rider satisfaction scores have decreased when comparing them to the scores from prior years. 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 negative trend in the recent two months. LAVTA will continue to closely monitor customer satisfaction and following up on the comments/feedback received from the survey respondents. Additionally, because of the transition difficulties and lower satisfaction scores, staff will be following-up with these survey respondents in three months, to measure whether their opinion of the service has remained consistent, has improved or declined. Staff will return to the Board with results from the follow-up survey in November.

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 SURVEY 2014

Comments

- * Computers don't communicate with each other very well.
- * Drivers are excellent. Scheduling is not right. The service is getting better, but there is one dispatcher that is not good. She should not be doing her job until trained better.
- * A lot of confusion, not following instructions given at scheduling, wouldn't recommend, lot of confusion, too much work.
- numbers. One time a driver had a lot of perfume, client couldn't take ride because of the smell bothering her so much
- * New provider worse than previous. Pick-up late, taking longest way possible to get to destination. Drop off not on time, pick-up worse.
- * Improved dramatically in the last couple of weeks.
- * Wrong spot and late numerous times.
- * Not getting calls back, 2 missed, coming to Kaiser on time, majority of the drivers are
- * Reservations - 3 for music and 5 for reservationist, does not like the on hold music
- * She was once told the driver could come an hour after her pickup time.
- * Pick-up experience - 5 for drivers and 2 for equipment (needs ramp not lift sent)
- * The service has been very helpful and dependable.
- * It takes too long time for them to answer the phone. Drivers arrive too early or too late.
- now improved a lot.
- * Very happy with the service now. In the beginning there were problems, but now it's
- * More room in the van. It's hot, humid, constantly reminds to turn on AC in the van.
- * They are doing a good job. On time, drivers drive safe.
- pick up.
- * Satisfied. A couple of times they didn't pick her up.
- * Sometimes they cancel a trip, but the ride still shows up.
- * Scheduling is terrible, they are overbooking. Long hold times on Sunday.
- * Ladies in the front office are excellent. Juana is right on things, she helps a lot.
- Compliments to the dispatcher in LAVTA office - she was top notch.
- passenger know.
- * Difficult time getting through the phone for reservations, awful wait music, but love the drivers and service. Steve from ACE is very good.
- * Drop off has been long, long ride times, mix-ups with pick-up times.