

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

**WHEELS Accessible Advisory Committee**

**Meeting**

**DATE:**       **Wednesday, October 1, 2014**

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

**TIME:**       **3:30 p.m.**

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**AGENDA**

	<b>Action Recommended by Staff</b>	
<b>1. Call to Order</b>		<b>3:30</b>
<b>A. Approval of Agenda and Modifications if     necessary</b>		
<b>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)</b>		<b>3:35</b>
<b>3. Minutes of September 3, 2014 Meeting of the Committee (please review prior to meeting)</b>	<b>Discussion &amp; Approval</b>	<b>3:40</b>
<b>4. Fixed Route Operational Issues – Suggestions for Changes</b>	<b>Discussion</b>	<b>3:45</b>

<b>5. MTM Update</b>	<b>Information</b>	<b>4:00</b>
<b>6. Dial-A-Ride Operational Issues – Suggestions for Changes</b>	<b>Discussion</b>	<b>4:15</b>
<b>7. PAPCO Report</b>	<b>Information</b>	<b>4:30</b>
<b>8. Dial-A-Ride Customer Satisfaction Survey</b>	<b>Information</b>	<b>4:35</b>
<b>9. Alameda County Fair Update</b>	<b>Information</b>	<b>4:45</b>
<b>10. Adjournment</b>	<b>Information</b>	<b>5:00</b>

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

*/D Stout/*

*9/24/14*

*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](mailto: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, September 3, 2014

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

**TIME:** 3:00 p.m.

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**MINUTES**

**1. Call to Order**

The Chair Carmen Rivera-Hendrickson called the meeting to order at 3:03 pm.

Members Present:

Herb Hastings	Alameda County
Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Russ Riley	City of Livermore
Nancy Barr	City of Livermore – Alternate
Carmen Rivera-Hendrickson	City of Pleasanton
Shirley Maltby	City of Pleasanton
Pam Deaton	Social Services Member
Jen Cullen	Social Services Member
Amy Mauldin	Social Services Member

Staff Present:

Kathleen Kelly	LAVTA
Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM
Vince Linebarger	MTM
Gregg Eisenberg	MV Transit

Members of the Public:

Clara Griffith	Livermore resident and Dial-A-Ride rider
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Mary Anna Ramos  
Mary Jane Johnston

Livermore resident and Dial-A-Ride rider  
Livermore resident and Dial-A-Ride 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)**

Mary Jane Johnston submitted a comment card to the committee stating that there are problems that have not been solved since MTM took over. "Most people won't come forward because they are afraid they will be suspended and Wheels is our only form of transportation to some areas. It's usually not the drivers."

Clara Griffith spoke to the committee of MTM needing more operators and the long phone wait times. She also complained about having to wait in the rain for dial-a-ride last winter.

**4. Minutes of the July 2, 2014 Meeting of the Committee**

The committee members discussed the July meeting's draft minutes and approved with updates.  
Hastings/Costello

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

There was a follow-up discussion on wheelchair buckles in the buses. Gregg Eisenberg said that all the buses have been checked for the buckles since the last WAAC meeting.

Shawn Costello reported that some drivers are not patient enough to wait for him to get buckled in, and they don't use the yellow straps on his chair.

Amy Mauldin reported a bus stop by the Dublin Senior Center where the traffic signal is not long enough for seniors and people with disabilities to cross. Staff will follow up.

Herb Hastings reported that some real time signs at the BART station are not working. He also said that the solar-powered real time sign by the Stoneridge Mall is placed in the shadow right under a tree.

**7. MTM Update**

Staff gave a report on MTM's performance analysis in their first four 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. Staff also provided an overview of the survey of the other Bay Area paratransit operators' pick-up window and wait time policies as well as their OTP and cost per trip in FY 2013/14.

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

Nancy Barr reported a DAR driver who had been speeding and talking on the cell phone. Juana Lopez said that this complaint has been addressed.

Shawn Costello reported that the reservationist did not know LAVTA's and Safeway's addresses. Jennifer Cullen suggested that people who have smartphones could save the addresses of their most common origin and destination locations in their phones.

#### **9. Meeting Protocols**

Members discussed and agreed on the following meeting protocols:

- 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

#### **10. PAPCO Report**

Tabled for next meeting.

#### **11. Dial-A-Ride Customer Satisfaction Survey**

Tabled for next meeting due to time constraints.

#### **12. Alameda County Fair Update**

Tabled for next meeting due to time constraints.

#### **13. Adjourn**

The meeting was adjourned at 5:00 pm.

**AGENDA**

**ITEM 8**



**S T A F F   R E P O R T**

SUBJECT: Dial-A-Ride Passenger Survey 2014

FROM: Kadri Külm, Paratransit Planner

DATE: September 3, 2014

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**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
<b>Reservation</b>	4.11	4	4.29	5	4.67	5	3.67	4
<b>Pickup</b>	4.14	4	3.97	4	4.27	4	3.58	4
<b>Ride</b>	4.22	4	4.08	4	4.6	5	4.6	5
<b>Dropoff</b>	4.28	4	4.28	5	4.5	5	4.1	5
<b>Overall rating</b>	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.