

**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>SCOTT HAGGERTY – CHAIR</b>	<b>KARLA BROWN</b>
<b>DAVID HAUBERT – VICE CHAIR</b>	<b>STEVEN SPEDOWFSKI</b>

**DATE:** Monday, January 25, 2016

**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 and Pledge of Allegiance**
- 2. Roll Call of Members**
- 3. 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.
- 4. Minutes of the November 23, 2015 Meeting of the P&S Committee.**

**Recommendation:** Approval
- 5. Comprehensive Operations Analysis – Preferred Alternative**

**Recommendation:** Review and provide feedback on the COA Preferred Alternative; recommend the Board open the public comment period from February 1 – March 11, 2016; and set the public hearing date for March 7, 2016 for the COA Preferred Alternative.
- 6. Airway Park-and-Ride Bus Service**

**Recommendation:** None – Information Only.

**7. Paratransit Discussion**

**Recommendation:** None – Information Only

**8. Title VI Program 2016-2019**

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

**9. Preview of Upcoming P&S Committee Agenda Items**

**10. Matters Initiated by Committee Members**

**11. Next Meeting Date is Scheduled for: February 22, 2016**

**12. 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.*

<u>/s/ Jennifer Suda</u>	<u>1/20/2016</u>
<u>LAVTA Administrative Services Department</u>	<u>Date</u>

*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 4**



**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>SCOTT HAGGERTY – CHAIR</b>	<b>KARLA BROWN</b>
<b>DAVID HAUBERT – VICE CHAIR</b>	<b>STEVEN SPEDOWFSKI</b>

**DATE:** Monday, November 23, 2015

**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 and Pledge of Allegiance**

Committee Chair Scott Haggerty called the meeting to order at 4:01pm.

**2. Roll Call of Members**

**Members Present**

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

**Members Absent**

David Haubert, Mayor, City of Dublin

**3. Meeting Open to Public**

No comments.

**4. Minutes of the October 26, 2015 Meeting of the P&S Committee.**

Approved: Biddle/Spedowfski  
Aye: Haggerty, Biddle, Brown, Spedowfski  
No: None  
Abstain: None  
Absent: Haubert

## **5. FY 2016 1st Quarter Report – Operations**

Staff provided information on the 1<sup>st</sup> Quarter FY2016 (July – September) Operation statistics. Discussed was the on-time performance, paratransit, accidents, claims activity, and complaints. LAVTA had a small 1.3% increase of ridership in the first quarter. Ridership has increased slightly during weekdays and decreased during weekends. On-time performance decreased slightly at just under 80%. Paratransit increased by 18.8% for passengers and increased by 29.7% for number of trips. Karla Brown noted that the Dial A Ride application is very lengthy. LAVTA's fixed route contractor recorded 16 accidents in the 1<sup>st</sup> quarter, seven were determined preventable, and nine deemed non-preventable. Staff will provide Scott Haggerty the preventable accidents and years of service for drivers. The monthly accident claim activity for fixed route only expended dollar amount during Q1 was higher this year than last. Noted by Christy some FY16 expenditures are for the prior fiscal year. Complaints were also higher in the 1<sup>st</sup> quarter, largely due to some missed school trippers in September.

## **6. Dial-A-Ride Passenger Survey 2015**

Staff provided data on the latest Dial-A-Ride survey results conducted between October 26 and October 28. The survey was administered by a third party surveyor, and a total of 100 Dial-A-Ride surveys were completed. The Overall satisfaction was very high across all stages of the rider experience. The average score for the reservation process was 4.45, pick-up experience 4.45, ride experience 4.38, drop-off experience 4.37, and the overall satisfaction score was 4.61 on the scale of 1 to 5. Rider satisfaction scores have increased when comparing them to the scores from prior years. LAVTA will continue to monitor customer satisfaction and following-up on comments/feedback received from the survey respondents.

## **7. First Quarter 2016 Marketing and Outreach Activities**

Staff provided an update on Marketing and Outreach activities implemented during the first quarter of fiscal year 2016. Staff also provided an update on activities currently planned for the remainder of fiscal year 2016. Upcoming activities and events include; Stuff A Bus food drive on December 6, 2015, October High School Ambassador Program, Clipper Card marketing from January through March 2016, and new Wheels website launch in November or December. Karla wanted to know if we received a High School Ambassador for Pleasanton. Christy responded that we did have a student from Foothill High School, but they did not show up for the training. Staff has offered to do a re-training on November 25<sup>th</sup>.

## **8. Comprehensive Operational Analysis/Short and Long Range Plans**

Staff provided an update of activity over the past 30-days for the Comprehensive Operational Analysis (COA) study. LAVTA conducted Board/Committee presentations, public meetings, scenario survey online, Stakeholder Advisory Committee Meeting, Technical Advisory Committee Meeting, WAAC Meeting for public comment and feedback on the three service scenarios. The public comments period for the three service scenarios will end on November 30<sup>th</sup>. Staff will come

to P&S Committee with the recommendation in January.

## **9. Electric Bus Grant Update**

Staff provided an update on the electric bus grant. Staff has been working diligently on the business plan and grant application. The grant application is expected to be submitted prior to the November committee meetings. Route 10 in the three COA scenarios is a perfect opportunity to utilize electric buses. LAVTA selected Proterra to partner with to purchase electric buses, as Proterra has the most presence in the market and highest ratings. Six electric buses would run route 10 and 2 would run route 53, and charging stations would be placed at the Livermore Transit Center and BART. Our lifecycle savings based on San Joaquin's experience would be \$ 2,320,000. Michael provided the P&S Committee a spreadsheet with information. LAVTA could hear back regarding the grant by May/June timeframe.

## **10 Management Action Plan**

Staff provided a Management Action Plan to keep the P&S Committee updated on upcoming projects.

## **11. Set Board of Director Meeting Dates for 2016**

A motion was made to endorse and forward the Board of Director meeting dates for 2016 to the Board of Directors for approval.

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

## **12. Preview of Upcoming P&S Committee Agenda Items**

Scott Haggerty asked staff if the COA will address the paratransit qualification issue. Michael Tree responded that the COA is not addressing the paratransit qualification issue unless we amend a contract or get some quotes, since it is not currently in the scope of work. Board Member Haggerty would like LAVTA to look at other agencies best practices to see what they are doing to help assist in fixing our paratransit issues. Fare increases are being considered to assist with these issues.

## **13. Matters Initiated by Committee Members**

A motion was made by the P&S Committee that LAVTA find a better way to administer the paratransit program.

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

Abstain: None  
Absent: Haubert

**14. Next Meeting Date is Scheduled for: January 25, 2015**

**15. Adjourn**

Meeting adjourned 4:54pm.

**AGENDA**

**ITEM 5**





STAFF REPORT

**SUBJECT:** Comprehensive Operations Analysis – Preferred Alternative

**FROM:** Christy Wegener, Director of Planning & Communications

**DATE:** January 25, 2016

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**Action**

Review and recommend the Board open the public comment period and set the public hearing date for the Wheels Forward Comprehensive Operations Analysis (COA) preferred alternative.

**Background**

The Wheels Forward Planning Team has developed a preferred service alternative with a target implementation of January 2017. The map of the preferred alternative is included in Attachment 1 and the route by route details in Attachment 2.

**Discussion**

Wheels Forward will provide a multi-phase blueprint for improvements to Wheels through 2040, with the highest priority being a more user friendly transit system that achieves greater efficiencies and an increasing number of riders. Convenient and cost-effective transit service requires an appropriate balance of coverage, frequency, and service span. Prior to developing any recommendations, existing ridership, on-time performance, travel patterns, and demographic data were analyzed. Public meetings, stakeholder meetings, an on-line survey, and a non-user household telephone survey all indicated that later service, more frequent service, and better connections to BART are some of the improvements desired most by riders and non-riders.

Initially, three scenarios were developed to illustrate how Wheels fixed-route services could operate in the future. Each of the initial scenarios that were developed were designed to address existing mobility challenges, find new markets, and address operational issues. Four common themes are introduced that guided the development of the scenarios:

- **Improve Ridership and Farebox Recovery Ratio of the Rapid** – The Metropolitan Transportation Commission (MTC) has a mandated 20% farebox recovery ratio (the percentage of costs covered by fares). The Rapid currently only has a farebox recovery ratio of 14-15%. Reducing duplication of service with other routes, changing the alignment to focus on more productive areas, and adding new ridership destinations are all strategies recommended in the scenarios.

- **Improve Access to BART** – The market research and household telephone survey clearly indicated that BART was a primary destination for Tri-Valley residents. Parking at the BART stations is at capacity, and residents are looking for other options. Improving access was a primary goal of the scenarios.
- **Reduce Duplication of Service** – An examination of the existing system map shows significant overlaps of service. One route in a given corridor is easier for potential riders to understand and reduces the chances that multiple routes are chasing the same market. The scenarios reduce duplication of service between the Rapid, local routes, and County Connection service.
- **Simplify the Service** – The existing service consists of many routes that are one-way loops and include deviations. In addition, several routes have one alignment on weekdays and another on weekends, which is confusing to potential customers. The scenarios focus on reducing one-way loops, making service more direct, and operating consistently seven days a week.

### Public Comments

The preferred alternative was developed based on input in response to the initial three service scenarios. A total of 425 comments about the three service scenarios were received during the open comment period; these include 289 responses to the online (and printed) survey, as well as 96 comments received via email. A memorandum summarizing the comments received during the open comment period October 26 - December 4 is provided in Attachment 3. As a reminder, the first three scenarios that were developed for public comment are provided in Attachment 4.

The most frequent comment received was from Stoneridge Creek retirement facility, where the residents strongly favored Route 14 in scenario #3. Additional comments were received from 70X riders, from Vocational Flight Resources (VFR) on Airway Blvd, and from existing Route 2 passengers who were not in favor of losing bus service in any scenario.

The preferred alternative does not match exactly with any of the initial scenarios, but instead is a hybrid with elements of each, along with new elements. The overall goal of the preferred alternative is to improve ridership and utilization of the service. The outreach and market assessment indicate that there is more demand for service than there are existing resources. These recommendations are intended to offer options for improving service within the existing budget. Accordingly, not all comments can be addressed in the preferred alternative.

### Major Highlights of Preferred Alternative

The preferred alternative includes a realignment of resources in order to provide 15-minute “Rapid” service on Route 10, and extend the hours of the existing Rapid line (Route 30). The recommendation to operate a second Wheels bus line with 15-minute BART feeder service increases the likelihood that ridership will improve, especially along Santa Rita corridor in Pleasanton. Currently, Wheels’ 15-minute BART feeder service is available to 11,976 households and 27,220 jobs within a ¼ mile of the route; in the preferred alternative, these numbers increase to 18,263 households and 32,758 jobs within a ¼ mile of a 15-minute BART feeder route. Additional major highlights include:

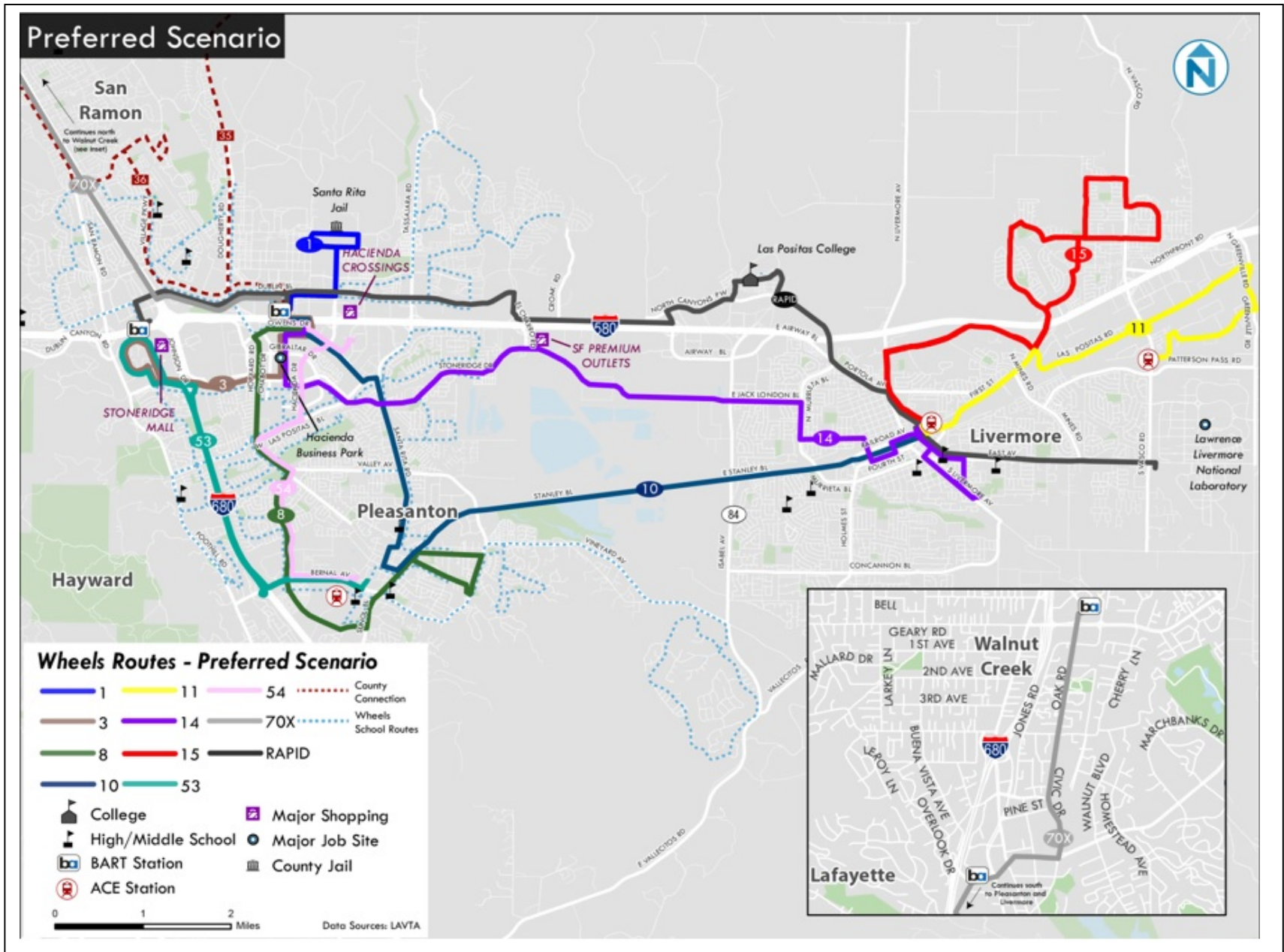
- Route 2 – Service is eliminated; replaced with a demonstration project named *Wheels-On-Demand*. *Wheels-On-Demand* will provide a voucher for use with any private transportation company providing multiple rider-trips (Uber, Lyft, Scoop, Taxicabs, etc.)\_to residents and employees in the defined project area. Program details forthcoming.
- Route 3 – Route is eliminated in Dublin and realigned in Pleasanton to provide a direct connection between the East Dublin/Pleasanton BART Station and the Stoneridge Mall.
- Route 8 – Route is realigned to a bi-directional line between the East Dublin/Pleasanton BART Station and south Pleasanton. Route will no longer operate on Santa Rita Road (service will be provided by Route 10).
- Route 10 – Service is increased to every 15-minutes during the day on Weekdays. Route truncated at the Livermore Transit Center and the East Dublin/Pleasanton BART Station.
- Route 11 – Route is realigned to connect to the Vasco Road ACE Station
- Route 12 – Route is eliminated (see Rapid, below)
- Route 14 – Route is realigned to provide service from central Livermore to the San Francisco Premium Outlets, Stoneridge Creek retirement facility, and Stoneridge Drive to the East Dublin/Pleasanton BART Station
- Route 15 – Service is increased to every 30-minutes all day on Weekdays
- Route 20x – Service is eliminated and replaced with a pilot vanpool program for Lawrence Livermore Lab employees. Details forthcoming.
- Rapid (Route 30) – Route is realigned to serve Las Positas College and Dublin Blvd, replacing the local 12 service; route terminates at the West Dublin Pleasanton BART Station and no longer directly serves Stoneridge Mall. Route is proposed to run 7-days per week.

### **Action Requested**

Review and provide feedback on the COA Preferred Alternative; recommend the Board open the public comment period from February 1 – March 11, 2016; and set the public hearing date for March 7, 2016 for the COA Preferred Alternative.

### **Attachments:**

1. Preferred Alternative Map
2. Preferred Alternative Service Details
3. Comments Received on Service Scenarios
4. Wheels Forward Three Service Scenario Maps



## Route 1 – Santa Rita Jail to E. BART

Route 1 is a feeder route for the E Dublin/Pleasanton BART station whose only unique market is service to the Santa Rita jail and the Rose Pavilion. Route 1 is a one-way loop which ensures out-of-direction travel on any round trip. Route 1 duplicates segments of Routes 2, 12, and 9. Recommendations for Route 1 are designed to create a unique market for Route 1, and include:

- **Operate as a connector between East Dublin/Pleasanton BART to the Santa Rita Jail** – This recommendation will provide bi-directional service between the Jail, employers along Hacienda Drive, and BART. It will reduce duplication of service with other routes in both Dublin and Pleasanton. The Rose Pavilion stops will no longer be served, but are within a 0.4 mile walk of frequent Route 10 service.
- **Interline Route 1 with a restructured Route 3 and Route 8**

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	6:00 - 21:00	8:00 - 21:00	8:00 - 21:00

Headways (min)	Weekday	Saturday	Sunday
AM peak	30	60	60
Midday	60	60	60
PM peak	30	60	60
Evening	60	60	60

## Route 2 – E. BART to Dublin Ranch to E. Bart

Route 2 is a feeder route for the E Dublin/Pleasanton BART station that operates during peak hours only. Its markets are service to BART as well as to Fallon Middle School. The route includes a circuitous one-way loop, and it carries few riders. Recommendations include:

- **Delete Route 2 due to low ridership**
- **Add school tripper trips in area currently served by Route 2**

## Route 3 – E. BART to Stoneridge Mall

Route 3 is a peak-only feeder route serving two BART stations. Despite 30-minute peak frequency, Route 3 is a very low performing route. The alignment is circuitous, difficult to understand, and requires out-of-direction travel. It is a peak only route on weekdays, and operates one direction in the morning and another in the afternoon. Two County Connection routes (35 and 36) provide service between the Dublin/Pleasanton BART station and the area of Dublin served by Route 3. Recommendations for Route 3 include:

- **Delete segments serving Village Parkway and Dougherty Road** – Ridership is low in these areas and County Connection serves these corridors. County Connection has similar fares and accepts transfers from Wheels as well.
- **Restructure Route 3 to feed BART and serve area around Stoneridge Mall**– Route 3 would operate bi-directionally between the two Dublin/Pleasanton BART stations, serving the Hacienda Business Park and Stoneridge Mall.

- **Extend Route 3 span of service to 1:00 a.m.**
- **Operate seven days a week**
- **Interline Route 3 with a restructured Route 1 and Route 8 before 9:00 p.m., and with Route 10 after 9:00 p.m.**

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	6:00 – 1:00	8:00 – 1:00	8:00 – 1:00

Headways (min)	Weekday	Saturday	Sunday
AM peak	30	60	60
Midday	60	60	60
PM peak	30	60	60
Evening	60	60	60
Night	60	60	60

### Route 8 – E. BART to Downtown Pleasanton

Routes 8A and 8B are feeder routes that operate as large counter-clockwise and clockwise loops on weekdays, with several differences in route deviations. There are three different variants of this route, depending on day and time. The following recommendations are made for Route 8:

- **Create a consistent bi-directional route between BART and Pleasanton** – Route 8 would operate the same alignment, seven days a week. The Santa Rita segments of the route would no longer be served by Route 8, but instead be served by more frequent Route 10 service.
- **Streamline Route 8 so that it can operate hourly all-day, seven days a week** - The deviations into the Bernal Business Park would be eliminated due to low ridership.
- **Operate the existing Kottinger loop seven days a week**
- **Operate every 30 minutes during peak periods, and hourly during the off peak**
- **Interline with Route 1 and Route 3**
- **Expand span of service until 9 p.m. on Sundays**

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	6:00 - 21:00	8:00 - 21:00	8:00 - 21:00

Headways (min)	Weekday	Saturday	Sunday
AM peak	30	60	60
Midday	60	60	60
PM peak	30	60	60

Evening	60	60	60
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## Route 9 – E. BART/California Center/Hacienda Business Park

Route 9 is a feeder route designed as a short collector to distribute BART passengers to the Hacienda Business Park. Despite operating every 15 minutes during peak periods, ridership is very low. Recommendations for Route 9 include:

- **Delete Route 9 due to low productivity.** Route 9 would be replaced by enhanced Route 10 service, a revised Route 3, a revised Route 14, and Route 54 service.

## Route 10 – Livermore, Pleasanton, Dublin, E. BART

Route 10 is one of LAVTA's strongest performers. Route 10 has several different variants. During early mornings and late evenings, and weekends (when Rapid is currently not operating), Route 10 is extended to serve Stoneridge Mall. In Livermore, not all trips are extended to the East Avenue terminus. The East Avenue and Stanley Boulevard segments duplicate the Rapid. Recommendations include:

- **Terminate Route 10 at the Livermore Transit Center to reduce duplication with Rapid on East Avenue.** Rapid would continue to serve East Avenue, including new service on evenings and weekends.
- **Improve weekday frequency to every 15 minutes during peak and midday hours** – This will improve the ability for Livermore and Pleasanton residents to access BART, and will facilitate transferring to other local routes along the alignment.
- **Operate Route 10 at 30 minute service during Saturdays and Sundays** – Waits at BART will still be reasonable, but this will also enhance connections with other LAVTA routes, including Route 15, 3, 8, and 1.
- **Cease the extension to Stoneridge Mall** – A restructured Route 3 will make that connection 7 days a week.
- **Interline with Route 3 after 9:00 p.m.**

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	4:30 AM - 1:00 AM	5:30 AM - 1:00 AM	6:00 AM - 12:45 AM

Headways (min)	Weekday	Saturday	Sunday
Early AM	30	45	-
AM peak	15	45	45
Midday	15	30	30
PM peak	15	30	30
Evening	30	45	45
Night (after 9 p.m.)	60	60	60

## Route 11 Transit Center to Greenville Road and Vasco Road ACE

Route 11 is a peak only service that connects the Livermore Transit Center with employment sites in northeast Livermore. Service is every 45 minutes, and ridership is low. Recommendations include:

- **Extend to Vasco Road ACE Station** – Route 11 would be converted to a bidirectional route between Livermore Transit Center and the Vasco Road ACE station, serving the industrial area in between. In the morning, the route would connect to two ACE trains at Vasco Road, and another ACE train at the Transit Center. In the afternoon, it would connect with three ACE trains at Vasco Road. This will improve connections for the many workers who live in the San Joaquin Valley and work in the industrial area.
- **Adjust schedule to operate every 60 minutes to facilitate transfers** – Transfers to Route 10 and 15 could be made at the Livermore Transit Center for all trips in both directions, which should increase the ridership market.

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	6:12 – 9:02 16:12 – 19:02		

Headways (min)	Weekday	Saturday	Sunday
AM peak	60		
Midday			
PM peak	60		
Evening			

## Route 12 – Livermore Transit Center to E. BART

Route 12 connects Livermore with Las Positas College and Dublin. Route 12 duplicates Route 10 and Rapid service on Stanley Boulevard. Route 12 duplicates Rapid service on Dublin Boulevard. The unique market of Los Positas College is the defining feature of Route 12. Recommendations for Route 12 include:

- **Consolidate Route 12 with Rapid** – With the recommendation to revise the Rapid to serve Las Positas College, Route 12 no longer has a unique market. Rapid would serve the Dublin Boulevard segments and a restructured Route 14 would serve the Livermore segments of the existing Route 12.

## Route 12X – Livermore Transit Center to E. BART Express

Route 12X is designed to be an express version of Route 12 that skips Las Positas College during peak times. Route 12X and Route 20 are interlined, so the same vehicle does both. Route 12X is does not attract significant ridership. Recommendations for Route 12X include:

- **Delete route due to low ridership and duplication with Rapid**

## Route 14 West Livermore – Outlet Mall – E. Dublin BART

Route 14 is a feeder/circulator route in Livermore that has above average ridership. Recommendations include:



- **Extend Route 14 to Dublin via Stoneridge** – This recommendation would transform Route 14 from a neighborhood circulator to a regional connector. It will also provide one-seat ride service from multiple Livermore neighborhoods to BART and employment areas in Pleasanton. Route 14 would be extended to serve Jack London, San Francisco Premium Outlets, Hacienda Business Park, and the E. Dublin BART station. This route would also address one of the biggest requests for service to Stoneridge Creek. Route 14 would operate within ¼ mile of the LAVTA facility on Rutan Court, but not serve it directly. The route would also serve the Civic Center Library seven days a week, which was a frequent request by the public.
- **Operate on weekends** – Route 14 would operate on weekends. Employer access to the Premium Outlets is one of the prime drivers of this recommendation.

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	7:00 - 22:00	8:00 – 22:00	8:00 – 22:00

Headways (min)	Weekday	Saturday	Sunday
AM peak	30	60	60
Midday	60	60	60
PM peak	30	60	60
Evening	60	60	60
Night (after 9 p.m.)	60	60	60

### Route 15 – Livermore Transit Center to Springtown

Route 15 is productive feeder route in Livermore. Recommendations include operating Route 15 every 30-minutes all day on Weekdays.

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	6:00 - 23:58	6:02 - 21:48	7:02 - 20:48

Headways (min)	Weekday	Saturday	Sunday
Early AM	60	-	-
AM peak	30	60	60
Midday	30	60	60
PM peak	30	60	60
Evening	60	60	60
Night (after 9 p.m.)	60	60	-

## Route 20X – BART to Vasco Road to Transit Center

Route 20X is a Primary route that travels on I-580 to the LLNL via Vasco Road. Despite travel time between BART and Lawrence Livermore National Laboratory being quicker on Route 20X, fewer than 15 people a day are making this trip. Recommendations for Route 20X include:

- **Delete Route 20X service due to low ridership** – there are insufficient numbers of passengers to warrant express service between BART and the employment areas of East Livermore.
- **Replace Route 20X with BART-Based Vanpool Service**– Currently, there are less than 10 daily riders between BART and the LLNL using Route 20X. A vanpool(s) will be better able to match times with BART and be able to distribute riders within the Lab itself. Vans would be parked in reserved parking spaces at the East Dublin/Pleasanton BART station. Users would drive vans to the LLNL in the morning and return to BART in the afternoon/evening.

## Route 51 – Transit Center to Civic Library

Route 51 is a feeder route that operates only in the afternoons and evenings. Almost the entire route is served more frequently by Route 14. Recommendations for Route 51 include:

- **Consolidate Route 51 with Route 14.** Ridership response for a separate Route 51 has not materialized.

## Route 53 Pleasanton ACE Station to W. BART

Route 53 provides a peak-hour connections between ACE trains and BART and has very high productivity. No changes are recommended to Route 53.

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	5:36 – 8:41 15:55 – 19:16		

Headways (min)	Weekday	Saturday	Sunday
AM peak	25 - 75		
Midday			
PM peak	60		
Evening			

## Route 54 – Pleasanton ACE Station to Hacienda / E. BART

Route 54 provides peak-hour connections between ACE trains and BART, but is designed to circulate through the Hacienda business park. Ridership is relatively high, especially near the BART station. Recommendations for Route 54 include:

- **Streamline route** – To provide faster travel times, streamline the route to serve Bernal, Hopyard, Las Positas, Hacienda, Owens, and Rosewood. The deviation to serve Bernal Business Park would be eliminated due to low ridership.

**Span and Headway**

	Weekday	Saturday	Sunday
Span of Service	5:36 – 8:23 15:47 – 18:19		

Headways (min)	Weekday	Saturday	Sunday
AM peak	65 - 75		
Midday			
PM peak	60		
Evening			

## Route 70X and 70XV – Pleasant Hill BART to E. Dublin BART

Routes 70X and 70XV are peak bi-directional express routes between the Dublin/Pleasanton BART line and the Pittsburg/Bay Point line at Walnut Creek and Pleasant Hill. Productivity for Route 70X is better than 70XV.

Recommendations include:

- **Consolidate the Route 70XV trips into Route 70X** – Route 70XV does not show the ridership to support a separate targeted trip. This trip should convert to a Route 70X trip and provide more frequency to the stronger market.

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	5:43 – 8:53 16:00 – 19:10		

Headways (min)	Weekday	Saturday	Sunday
AM peak	30		
Midday			
PM peak	30		
Evening			

## MEMORANDUM

To: Michael Tree, Christy Wegener, and Cyrus Sheik  
From: Thomas Wittmann, Sam Erickson, Victor Stover  
Date: January 15, 2016  
Subject: Summary of Public Comments on the LAVTA COA Scenarios

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### SURVEY PURPOSE

Three alternative scenarios were presented to the public to illustrate potential LAVTA Wheels service changes. These scenarios took into account existing ridership, on-time performance, travel patterns, and demographic data, as well as input from public meetings, and surveys. The scenarios were:

- Scenario 1: Coverage – maintains much of the existing network
- Scenario 2: Core – focuses on core routes in the Wheels service area
- Scenario 3: Hybrid – combines elements of a coverage-based system and a core network system

### OUTREACH

The public was asked to comment on these scenarios via an online survey, the LAVTA website, and at public meetings. There were 289 responses from the online survey, of which 255 specified a preference for a scenario. This includes online surveys that were printed and submitted in paper format, including 163 paper surveys received from Stoneridge Creek in favor of Route 14 in Scenario 3. There were 96 comments submitted on the LAVTA WheelsForward website, of which 46 specified a preference for one of the scenarios. Public meetings held at the end of October included 11 people at the meeting at Amador Valley High School in Pleasanton, 7 at Las Positas College in Livermore, and 7 at the Dublin Civic Center meeting. Twenty comments were received from these meetings. Of those, six specified a preference for one of the scenarios. And although not tied to any of the scenarios, about 20 letters were also submitted in favor of keeping Route 2 in the Wheels network.

These results described below are qualitative in nature because the quantitative results cannot be considered statistically significant because the survey was not a random sample. Residents of the Stonecreek Retirement Community made up a large number of responses for both the WheelsForward website and the online survey. In some instances people filled out comments at a public meeting and on the WheelsForward website, and there is no way of knowing whether some respondents also filled out a survey resulting in preferences being accounted for more than once.

### MAJOR FINDINGS

Of those who specified a preference, Scenario 3 (Hybrid) was chosen by approximately 60% of the survey respondents, over 95 % of website comments, and all of the public meeting attendees. Approximately one-third of survey respondents preferred Scenario 1 (Coverage). Although there

was some overlap on the elements of each plan, there were only a few routes that received specific feedback. The main themes included:

- Support for service to Stoneridge Creek Retirement Community (Scenario 3 only)
- Support for increased service to Las Positas College (Scenario 2 and Scenario 3)
- Fear of Route 2 being eliminated (all scenarios)
- Concern that the consolidation of 70X and 70XV service would mean reduced service (Scenarios 1 and 3), and opposition to the elimination Route 70X/70XV (Scenario 2)

## DETAILED QUALITATIVE RESULTS

### Coverage Scenario 1 Comments:

- This was the second most popular choice among the public respondents.
- People who preferred this option supported offering the most Rapid service between Livermore and BART as possible. Others defended eliminating routes that had low ridership.
- Among those who preferred other alternatives, the most common comments revolved around the 70X and Route 2, even though the 70X was not proposed to be eliminated in this scenario, and Route 2 was proposed for elimination in all three scenarios.
- Interestingly, there were no comments on changes to routes 3 or 14.
- The elimination of Route 2 in this scenario was a concern for several people.
- People liked the service to the airport, which is lacking in the other two scenarios.

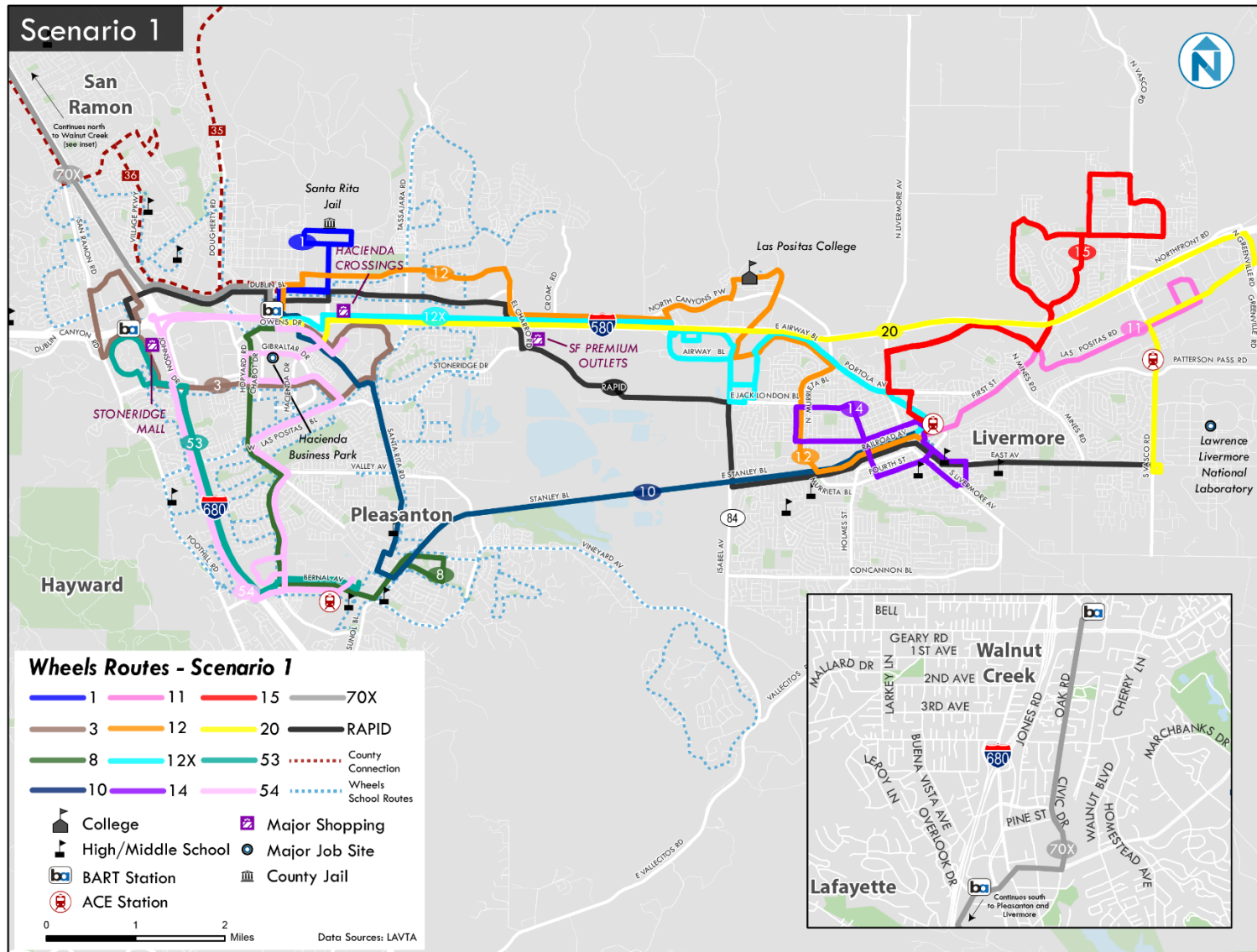
### Core Scenario 2 Comments:

- This was the least favorable choice among respondents. Overall, comments stated that other scenarios were better options, and that this plan would cause people to incur much larger transportation costs.
- Among those that liked Scenario 2, the elements of the plan they commented on were also present in Scenario 3, such as weekend service, more service to Las Positas College, and consolidating Route 12.
- Of the respondents that did not like this scenario, the overwhelming concern was that Route 70X/XV was slated to be eliminated. Route 2 being eliminated was also brought up, although as mentioned before, this recommendation was true under all scenarios. People who work near the airport did not like the scenario because it would eliminate service to their workplace.

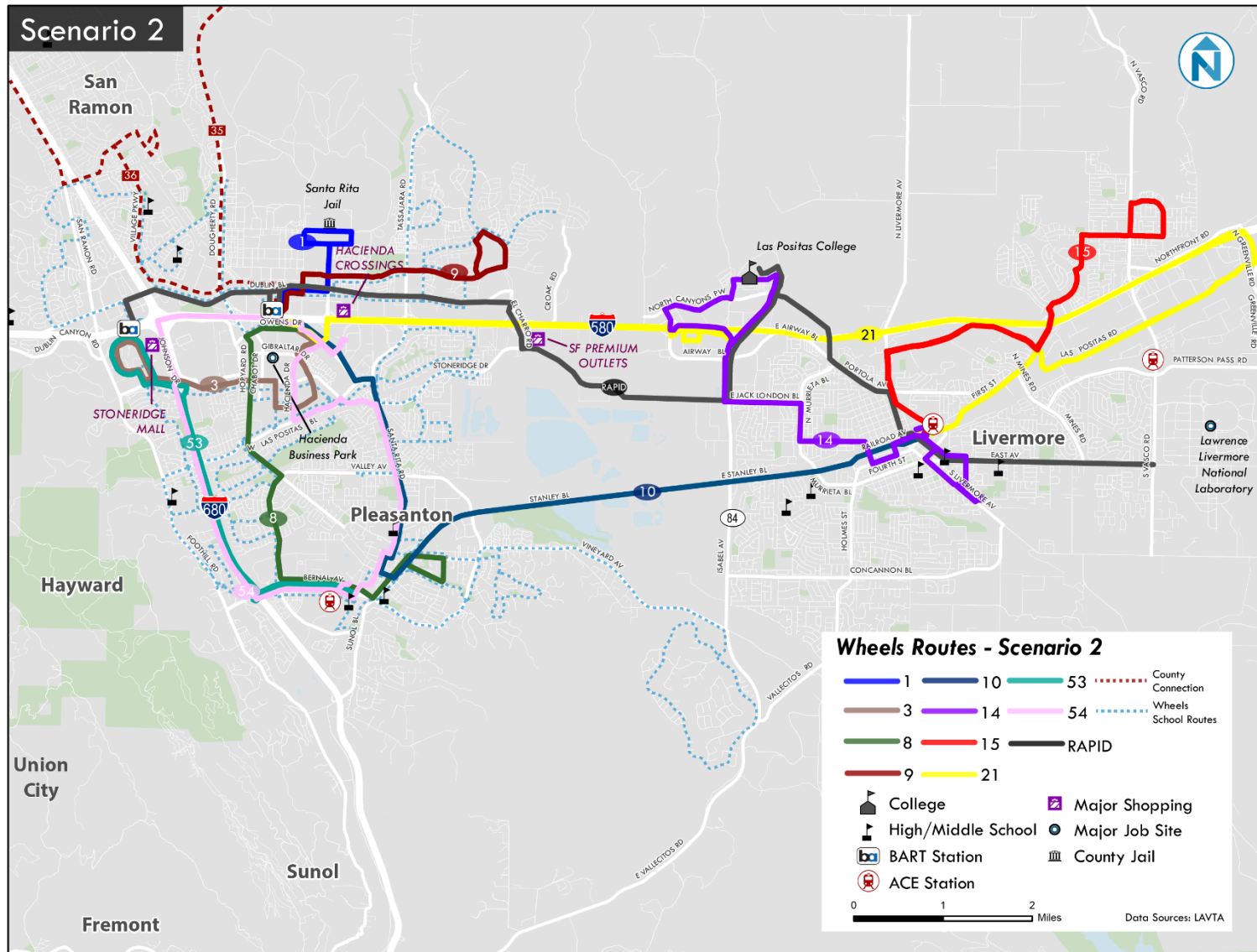
### Hybrid Scenario 3 Comments:

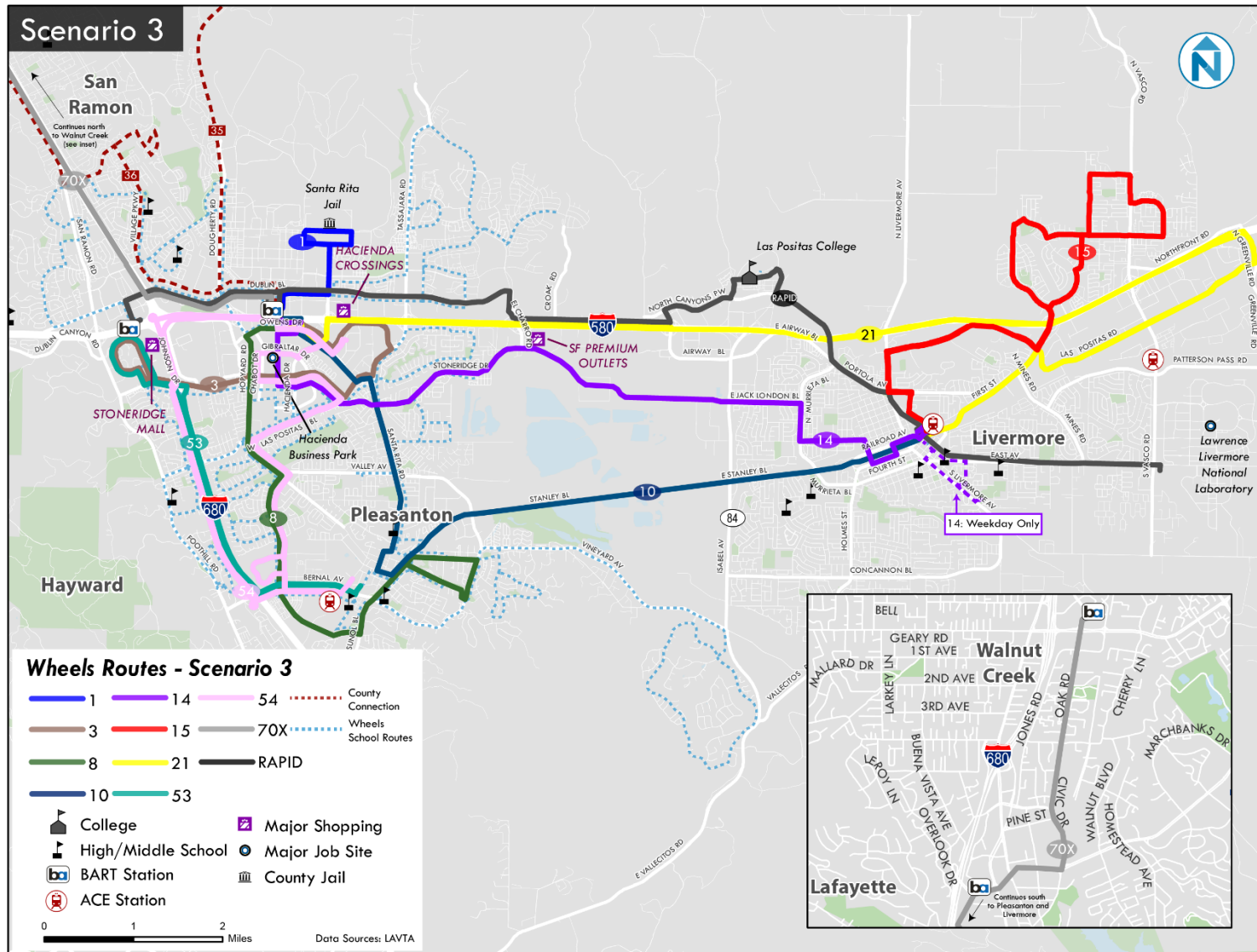
- This alternative was the most popular choice, and was preferred by approximately 60% of online survey respondents.
- The Stoneridge Creek Retirement Community was well represented in the survey, which was clear in the comments. The new coverage to this facility was very well received.

- The proposed changes to Route 70X received a significant number of comments, with many people okay with the proposed changes as long as they could still get to work at the same times on the weekdays.
- People also favored additional service to Las Positas College, and the changes to Route 14 in Livermore.
- The elimination of Route 2 remained a common area of concern for respondents, as did the elimination of service near the airport.









**AGENDA**

**ITEM 6**



STAFF REPORT

**SUBJECT:** Airway Park-and-Ride Bus Service

**FROM:** Christy Wegener, Director of Planning & Communications

**DATE:** January 25, 2016

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**Action**

None-Informational Only

**Background**

Evaluation of a proposal to operate 15-minute all day bus service to and from the Airway Park-and-Ride lot and the Dublin/Pleasanton BART station.

**Discussion**

For the past several months, Mr. Bob Allen, retired Bay Area Rapid Transit District (BART) Director, has urged the LAVTA Board to consider a proposal to operate buses every 15-minutes from the Airway Park-and-Ride lot to the Dublin/Pleasanton BART station. Mr. Allen's proposal would require three peak buses operating for a total of approximately 45 hours per day, serving the current park-and-ride lot which is 150 spaces. Mr. Allen's proposal is provided in Attachment 1.

Staff has considered Mr. Allen's request as a part of the Wheels Forward Comprehensive Operations Analysis (COA) and does not recommend moving forward with his proposal in the short term. Primarily, the justification for not moving forward is that 150-spaces is not sufficient enough to justify 15-minute all day service. LAVTA staff approached BART staff to gauge their interest in expanding the lot as Mr. Allen has suggested; BART staff indicated that they have considered a larger Park-And-Ride at Airway and determined that it was not feasible.

**Attachments:**

1. Mr. Allen's proposal
2. Memo from Nelson Nygaard

## **Robert S. Allen**

**Livermore | Posted: Thursday, October 22, 2015 12:00 am**

### **The Independent Newspaper**

BART Director, 1974-1988

John Stein's excellent October 1 letter laid out a clear case for adequate parking at Isabel-580 BART. While I was BART director nearly three decades ago, BART bought 53 acres there. Much of that land, though, has been traded and gone for the new freeway interchange.

Let's get BART rail to Isabel/580 ASAP, with parking as Stein proposed. Until BART rail comes, adding a Wheels route between the planned Isabel station site and the BART station Time the bus to meet every train in or out from early AM through the evening commute, and reserve the parking at Isabel for Livermore residents.

This would take three buses each running about 14 hours per day, depositing and picking up passengers right at the fare gates. The daily round trip cost to riders of \$2.60 (with Fare buster westbound and BART transfer eastbound) comes to even less than the \$3.00 parking charge and no hunting for an elusive parking space! More space for others at no cost to BART.

Provide parking at Greenville/580 for Central Valley and ACE riders, with a similar express bus to the BART station. Charge a higher fare and a parking fee there; Central Valley commuters have not paid BART taxes for years, as have Livermore residents.

BART owns even more land near Greenville Road north of I-580, bought for a future train yard. Use that for interim fee parking, with a commute shuttle for Central Valley BART riders until BART rail is extended beyond Isabel.

I hope for BART ultimately to go over the Altamont to near Grant Line Road - still in Alameda County. (Southern Pacific's ruling grade over the Altamont was a modest 1.29%, as compared to BART's 2.99% over Dublin Hill. We used to run heavy freight on that line.)

Hopefully, when BART's new train cars arrive, BART will add another route: from the Tri-Valley to downtown Oakland, Berkeley, and Richmond. Even now, some trains in the commute hour are standing room only from East Dublin. Changing BART's A-R line to A-C would greatly relieve the load on I-680.



## MEMORANDUM

To: Christy Wegener  
From: Thomas Wittmann  
Date: October 16, 2015  
Subject: Assessment of Robert Allen's Service Proposal

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### Introduction

Mr. Robert Allen, a retired BART director, has forwarded several different proposals to LAVTA to revamp the service design between the East Dublin/Pleasanton BART station and Livermore. This memo briefly summarizes the proposal and describes how the elements of the proposal were incorporated into the scenarios developed for the LAVTA Comprehensive Operational Analysis.

### Proposal

Mr. Allen's proposal focused on providing frequent, all-day service between the E Airway Boulevard Park-and-Ride (in the vicinity of the Isabel Road interchange with I-580) and the East Dublin/Pleasanton BART Station. The goal of the service was to address parking shortages at the BART stations and provide a convenient alternatives. Key features of the proposal included:

- A direct route from the Airway Park-and-Ride to the BART station, with no stops between. The new managed lanes could be utilized to improve speed and reliability.
- Service every 15 minutes, so that every train would be met. Buses would arrive five minutes before train departures and would leave after trains had arrived.
- 14 hour span of service on weekdays – so that trips throughout the day could be accommodated.
- A schedule was developed that showed the need for three buses throughout the day to deliver this service.

### Assessment and Implications

Parking constraints at BART indeed present an opportunity for LAVTA to fill. Also, the goal of connecting to every train is important. Both of these elements that were identified by Mr. Allen became key elements in making changes to both Routes 10 and the Rapid. In essence, by providing 15 minute service on the two best routes in Livermore, Pleasanton, and Dublin, more people would have the opportunity to access BART without needing to park.

None of the proposals directly include Mr. Allen's proposals. Reasons include:

- The Airway Park-and-Ride is too small to support 15-minute all-day service to BART. The facility would need to be several magnitudes bigger to ensure that parking would be available throughout the day.

- The proposed route would only serve the park-and-ride, which is located in an area where walk-up options are virtually non-existent.
- The service, as proposed, would be unproductive and run empty most of the day. This could be different with a larger park-and-ride.

**AGENDA**

**ITEM 7**





## STAFF REPORT

**SUBJECT:** Paratransit Discussion

**FROM:** Michael Tree, Executive Director  
Christy Wegener, Director of Planning & Communications

**DATE:** January 25, 2016

### Action

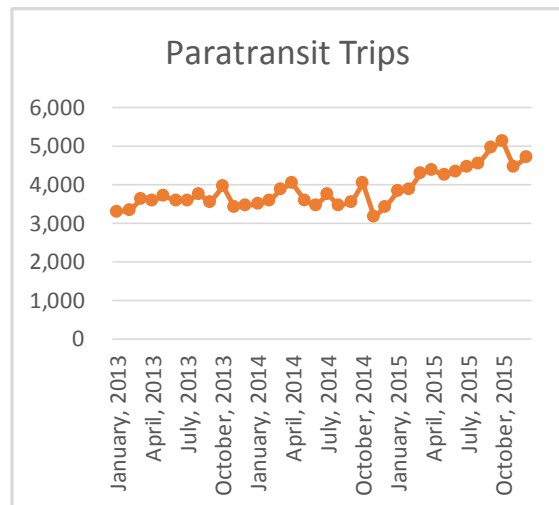
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### Background

As the Committee is aware, paratransit trips (door-to-door service for those who can't access the fixed route system) have been increasing at an alarming rate over the past 12 months, with ridership increasing 30% in 2015. With our paratransit contractor being paid on a per trip basis the current rate of growth is not sustainable.

### Discussion

For several years prior to 2015 the number of paratransit trips was for the most part stable. However, over the past year there have been several notable trends driving up ridership:



The first trend is with social service agencies that work with the developmentally disabled. Within these programs has been an emphasis to improve the integration of clients into the mainstream of the community. One of the ways they have accomplished this has been to reduce their specialized transportation program in favor of pushing clients to LAVTA for their transportation needs. The Go Group (Futures Explored), for example, increased the number of LAVTA paratransit rides to and from their location by 157% from fourth quarter 2014 to 2015; Keystone Learning Center increased their trips by 206% between the same two quarters. Annualized, the total cost of trips provided to and from these two locations is over \$200,000. The Go Group and other social service agencies thus far have not been willing to compensate the transit agency more than the regular fare charged to clients.

The second trend is with dialysis treatment centers. With dialysis treatment on the rise the number of paratransit trips is also increasing. Comparing the fourth quarters of 2014 and 2015, Pleasanton Dialysis increased their trips by 108%, and Livermore Dialysis by 88%.

#### How to Stabilize Paratransit Trips and Budget

LAVTA's policies regarding paratransit services are solid and closely follow the ADA requirements. The Board-approved policy is included as Attachment 1. Working within the paratransit policy framework set up by the Board the following are areas where staff has been focusing on improvement:

**Subscription Rides:** Although not required by the FTA, the Board has authorized staff to set up subscription rides, or standing orders, for riders with repeat trips that have the same starting and ending location and the same pick-up day and time. However, the Board has limited the number of subscription trips to 50% of system capacity.

While the subscription rides are a convenience for the rider and have some positive effects on the transit agency (reduced number of phone calls), they can be a detriment to the transit agency in negotiating trip times with riders to optimize the efficiency of the vehicles. Additionally, the need to call more often to schedule trips can often be a natural incentive for riders to combine daily activities to minimize the number of rides requested. Currently, our contractor has allowed up to 60% of the system capacity to be allocated to subscription trips. Staff has asked the contractor to reduce subscription trips to a range of between 40% and 50%.

**Negotiate Trip Times:** Because paratransit service is a shared ride system, the FTA encourages transit agencies to negotiate trip times to improve the efficiency and optimization of the system. Negotiating trip times entails recognition that the desired pick-up time cannot always be accommodated when optimizing trips in a vehicle, and that the reservationist may offer alternative pick-up times ranging from one (1) hour before to one (1) hour after the requested time.

Staff is working with the contractor to increase our capacity to negotiate trip times with customers so that the vehicles are better utilized (currently we pick up less than 2 riders per vehicle in an hour). Doing so, as with subscription rides, will create a natural incentive for riders to combine activities where possible.

**Interview and Functional Evaluation in Certification/Recertification Process:** The Board approved application for paratransit services includes the ability for staff to schedule a personal interview and functional evaluation to assure the agency that those using the paratransit service are persons who are unable to independently use regular public transit, some or all of the time, due to a disability or health related condition.

Of the six (6) transit agencies recently contacted by staff, five (5) included a personal interview and/or functional evaluation in their approval process. From discussions with these transit operators, staff anticipates that approximately 20% of those invited to interview for eligibility will either be found ineligible or will self-eliminate from the application process.

Staff currently evaluates between 75 and 100 applications a month (new and renewal applicants). Although not all paratransit applicants will need an interview or assessment, staff is now asking for an interview and functional evaluation when there is a question as to eligibility. Estimates are that for every 1 dollar spent in the interview and functional evaluation process the agency will save 3 dollars by not providing service to those not eligible or who have self-eliminated from the application process.

**Fares:** Generally speaking, a transit agency may not charge more than twice the fare for paratransit services that would be charged to an individual paying full fare on the entity's fixed route system. However, federal law provides that the transit agency may charge a fare higher than otherwise permitted to a social service agency or other organization for agency trips (*i.e.* trips guaranteed to the organization).

Staff is currently working with the LAVTA's legal department to confirm that the transit agency can negotiate with other social service agencies the fare for paratransit services provided to clients. If given the authorization, staff will begin negotiations with other agencies, such as the Go Group, and will bring to the Board updates and outcomes of negotiation for consideration.

Additionally, staff is working on the final draft of the fare study with the COA planning team. The recommendations for fare changes will be presented to the Board in April or May 2016, which may include a recommendation to increase the regular paratransit fare to the full amount allowed by ADA.

**Late Cancellations/No-Shows:** Working with LAVTA's paratransit contractor, staff has started to compile a list of clients who have excessive late cancellations or no-shows and are beginning to enforce sanctions. Current policy states that passengers are subject to sanctions if they have 20% or more no-shows and/or late cancellations within any given month, and at least three no-shows and late cancellations during that month. Staff has identified 24 clients who had excessive late cancellations or no-shows in the month of December 2015 and will be following up with those passengers in January. As a reminder, the first sanction is a call from LAVTA; the second, a letter from LAVTA; additional occurrences in a 24-month period result in a progressive suspension of service.

**Pleasanton Paratransit:** Staff is working to develop a list of LAVTA paratransit clients who should be utilizing Pleasanton Paratransit (PPS) for their Dial-A-Ride trips. During the month of December, approximately 800 trips (17%) were eligible for PPS service. Staff will be meeting with PPS staff in January and providing a list of clients who should be registered with PPS for future trips.

### Conclusion

Staff has initiated the abovementioned steps to better manage the paratransit ridership within the policy of the Board and the Federal Transit Administration, and estimates that the agency may save as much as \$900,000 over the next three year through these efforts. However, the Board should be aware that many of these steps involve give and take by our potential and

current customers so that capacity is maintained and the system operates more efficiently, which will inevitably generate more complaints by riders who may be unaccustomed to negotiating trip times, sharing rides with others, being interviewed about eligibility, etc.

Attachments:

1. Current LAVTA Paratransit Policy

# LIVERMORE AMADOR VALLEY TRPANSIT AUTHORITY

## WHEELS DIAL-A-RIDE OPERATING POLICY

**Policy Adoption Date – 7-6-2015**

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 cannot 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 cannot 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**

- 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.

## **10. SANCTIONS**

### **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.

### **10.2 Sanctionable Offenses**

#### **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 1<sup>st</sup> to the last day), AND at least three (3) No-Shows and Late Cancellations during that month.

#### **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 1<sup>st</sup> to the last day) or four (4) or more times within a six (6) month period.

### **10.3 Progressive Sanction Penalties**

- 10.3.1. 1<sup>st</sup> 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.

- 10.3.2. 2<sup>nd</sup> 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.
- 10.3.3. 3<sup>rd</sup> 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.
- 10.3.4. 4<sup>th</sup> 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.
- 10.3.5. 5<sup>th</sup> 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.
- 10.3.6. 6<sup>th</sup> 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.

## **11. APPEALS PROCESS FOR SANCTIONS**

**11.1 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.

**11.2 No Action Before Resolution**

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

**11.3 How to Start the Appeals Process**

**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.

**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.

**12.3 How to Start the Appeals Process**

**12.3.1. Receive Appeal from Customer (Clock Starts)**

**12.3.2. Notify the Director of Administrative Services, who will open investigation**

**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.

**12.3.2.2** Begin investigation process within 10 business days.



**12.3.3. Additional Information Needed**

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

**12.3.4. Closing the Case**

**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.

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

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

**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.

**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.

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

**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.

**AGENDA**

**ITEM 8**



STAFF REPORT

**SUBJECT:** Title VI Program 2016-2019

**FROM:** Christy Wegener, Director of Planning & Communications

**DATE:** January 25, 2016

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**Action**

Review and forward to the Board of Directors for approval

**Background**

Section 601 of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the grounds of race, color or national origin in the programs that receive federal financial assistance. As a recipient of federal funding, LAVTA ensures transportation equity in the services we provide.

**Discussion**

Every three years, LAVTA submits its Title VI Program to the Federal Transit Administration (FTA) to demonstrate its compliance with federal regulations. LAVTA's last submittal was in 2013 and the next submittal is due April 1, 2016. In 2012, the FTA revised its Title VI Circular, providing additional guidance on development of service standards to ensure service is being provided in a nondiscriminatory way. Additionally, the FTA provided direction on the structure and framework for a robust Public Participation Plan and Limited English Proficiency (LEP) Plan. The 2016 Title VI update is relatively minor, as the major changes were made in the 2013 program.

*Systemwide Service Standards and Policies*

The 2016 Title VI program (Attachment 1) includes the 2013 Board-adopted service standards and policies, which incorporate policies for Vehicle Load, Vehicle Headway, On-time Performance, and Service Availability. Additionally, the 2016 Title VI program includes the Board-adopted policies on Vehicle Assignment and Bus Stop Amenities. At this time, staff is not recommending that any changes be made to the Service Standards and Policies; however, after the Comprehensive Operations Analysis (COA) is approved, staff intends to update the Service Standards and Policies and bring them back to the Board for adoption as a part of the 2016 Short Range Transit Plan (SRTP).

**Action Requested**

Endorse and forward to the Board of Directors for approval.

**Attachments:**

1. Title VI Program 2016-2019
2. Resolution 03-2016



**Livermore Amador Valley Transit Authority**

# **Title VI Program**

**April 1, 2016 Submission Date**

**Last Report Cycle**

**Submission Date: March 7, 2013**

**Acceptance Date: May 6, 2013**

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**TITLE VI ANNUAL CERTIFICATIONS AND ASSURANCES**

In accordance with 49 CFR Section 21.7(a), with every application for financial assistance from the FTA, Livermore Amador Valley Transit Authority (LAVTA) submits an assurance that it will carry out the program in compliance with DOT's Title VI regulations. LAVTA also submits its Title VI assurance as part of its annual Certifications and Assurances to the FTA, assuring compliance with laws and regulations so that no person in the United States will be denied the benefits of, or otherwise be subjected to discrimination in any U.S. DOT or FTA funded program or activity, particularly in the level and quality of transportation services and transportation-related benefits, on the basis of race, color, or national origin.

## TITLE VI PROGRAM

### NOTIFY BENEFICIARIES OF PROTECTION UNDER TITLE VI

LAVTA posts a Title VI notice to inform the public that the agency complies with Title VI regulations and to provide information about how Title VI protects the public from discrimination based on race, ethnicity and national origin. This notice is posted on the LAVTA website, in public areas at LAVTA's Administration & Operations Facility on Rutan Drive, on all LAVTA's revenue vehicles (in English and Spanish), on LAVTA's paratransit contractor's vehicles (in English and Spanish), and at LAVTA's Livermore Transit Center. It is also printed in the Wheels bus book, which is a book of route schedules and maps provided for free to the public. The notice is posted in English, Spanish, Chinese and Korean at LAVTA's Administrative Office and at the Livermore Transit Center. A copy of this Title VI notice in English, Spanish, Chinese and Korean is provided as Appendix A.

### TITLE VI DISCRIMINATION COMPLAINT PROCEDURES

#### How To Make A Complaint

LAVTA provides instructions on how to find additional information on LAVTA's Title VI Program and how to file a claim of discrimination via our website, [www.wheelsbus.com](http://www.wheelsbus.com). Instructions on how to file a claim of discrimination are available in English, Spanish, Chinese and Korean on the website. The public is instructed to call or visit the Administrative office for more information. A copy of the instructions is provided as Appendix B.

A complaint form is provided in both English and Spanish and can be downloaded from the website or provided by the Title VI Coordinator. Complaint forms are also available in Chinese and Korean, upon request. Verbal complaints are also be accepted and transcribed by the Title VI Coordinator. A copy of the LAVTA Title VI complaint form is provided as Appendix C.

#### Title VI Complaint Procedures

LAVTA has a file established for all Title VI complaints. This file is stored at the LAVTA office located at 1362 Rutan Drive, Suite 100, Livermore, CA. All complaints are investigated by LAVTA's third party claims adjuster or legal counsel. A record of the investigation accompanies a copy of the original complaint in the case file. Additionally, any notification of legal action, as well as the results of any legal action, will be filed with the original complaint and investigation documents.

#### Procedures

1. Upon receipt of a complaint regarding a violation of civil rights, a case folder is created with the name of the person filing the complaint and the date of the filing.
2. A copy of the complaint is placed in the case folder.
3. The case folder is filed within the Title VI file.
4. The original complaint is submitted to LAVTA's third party claims adjuster for an investigation.



5. Any additional correspondence from the person filing the complaint will be handled in the same manner with a copy being placed in their case folder.
6. Any correspondence from the third party claims adjuster or legal counsel pertaining to the claim will also be filed in the case folder.
7. If the third party claims adjuster determines it necessary, they will forward the claim to legal counsel.

#### TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS RECORDS

There have been no Title VI investigations, complaints and/or lawsuits since the last Title VI plan submittal in April 2013.

#### PUBLIC PARTICIPATION PLAN

The LAVTA Public Participation Plan is included as Appendix D. Included in the plan is the LAVTA Board of Directors-adopted Public Hearing Policies and Procedures, as well as an Outreach Toolbox. The Public Participation Plan ensures that there is a process established to solicit and consider public comment prior to raising fares or implementing a major reduction of transit services, and that outreach to minority and/or limited English proficient (LEP) populations occurs during every public comment period. The Outreach Toolbox identifies a multi-faceted approach to reaching diverse populations within the LAVTA service area, including the LEP and minority populations. The Public Participation Plan has been used to inform decisions on outreach in other situations, and will be updated as needed to reflect current best practices and community needs and resources.

#### SUMMARY OF PUBLIC OUTREACH

##### Public Hearings

LAVTA has conducted three public hearings on service changes and fare changes since the last Title VI submission, held on the following dates:

August 17, 2015: Adding a Day Pass product on Clipper Card

April 7, 2014: Potential fall 2014 service changes

June 3, 2013: Potential fall 2013 service changes

The public hearings were advertised in many of the following ways:

- Notice for the hearings were published in the Tri Valley Herald for at least a week.
- A Wheels Press Release was issued and distributed to the Tri Valley News Media (The Independent, Contra Costa Times, Tri-Valley Herald, Pleasanton Weekly).
- Press release posted in the Livermore, Dublin, and Pleasanton sites of The Patch, a community-specific news and information platform for the community to read and learn about what is happening in their neighborhood.
- Local Tri-Valley radio station 101.7 KKIQ aired radio advertisements.
- Details of the public hearings were posted to the Wheels website.

- Maps and descriptions of the proposed changes were posted on the Wheels website in both English and Spanish.
- Public announcements were made at the Hispanic Business Council Meeting, the Livermore Needs Committee and the Air Resource Team.
- Hard copy Press Releases in English, Spanish, Chinese, and Korean were available to the public at the Dublin, Livermore and Pleasanton public libraries and senior centers, at the Wheels Administration Office and at the Wheels Transit Center.
- Public notices in both English and Spanish were displayed on the interior of all Wheels buses, showing public meetings & hearing dates and locations.
- Comment cards were placed on all Wheels buses for one-week windows.
- Facebook, Nextdoor and Twitter were utilized to post details about public hearings.

For each of the public hearings, comments were collected and considered in the development of the final recommendations. LAVTA received three comments for the August 2015 fare product change, 71 comments for fall 2014 service changes, and 86 comments for the fall 2013 service changes. Final service recommendations were adjusted based on public comment received, when possible.

#### Public Outreach

LAVTA has participated in the following types of outreach events since its last Title VI submission:

- Public meetings/workshops in English and Spanish
- Social media campaigns
- Farmer markets in Pleasanton, Livermore, and Dublin
- School registration days
- Community health care fairs
- Employer sponsored job, transit, and health fairs
- Community events, such as parades, festivals, and street parties
- School presentations
- Pop-up events at transit hubs
- Take One brochures
- Car Cards inside buses
- Web postings
- Media press releases
- Senior housing presentations
- Mass mailings to targeted audiences
- Local radio announcements
- Print advertisements and notices
- Television commercials
- Community meetings (e.g. Chamber of Commerce, Hispanic Business Council)

**LANGUAGE ASSISTANCE TO PERSONS WITH LIMITED ENGLISH PROFICIENCY**

A copy of the LAVTA Limited English Proficiency (LEP) Plan is provided as Appendix E. The plan was updated in 2015 in preparation for the 2016 Title VI submission.

**RACIAL BREAKDOWN OF LAVTA’S APPOINTED COMMITTEES**

LAVTA currently has one appointed advisory committee, the Wheels Accessibility Advisory Committee (WAAC), which consists of eleven members. The three cities in the LAVTA service area, Dublin, Pleasanton, and Livermore, have two members each. The County of Alameda has one member. There are three members who are representatives of Tri Valley social service agencies, and one member who represents Alameda County’s Paratransit Advisory and Planning Committee (PAPCO). The Committee also includes one alternate member for each city.

The current racial breakdown, as provided by the membership, is provided below. For purposes of this analysis, LAVTA considers a minority person to be any person who identifies as non-white. The names of the members have been replaced with letters of the alphabet for anonymity. On the standing committee, the total racial minority breakdown is 27%.

Table 1. Racial Breakdown of the Wheels Accessibility Advisory Committee  
(As of October 2015)

<b>Committee Members</b>	<b>White</b>	<b>African American/ Black</b>	<b>American Indian</b>	<b>Hispanic, Puerto Rican</b>	<b>Other - Caribbean Indian</b>	<b>Total Non-White</b>
A	0.5			0.5		1
B	1					0
C	1					0
D		1				1
E	1					0
F	1					0
G	1					0
H	1					0
I	1					0
J	0.5		0.5			1
K	1					0
<b>Committee Only Percentages</b>	<b>81.8%</b>	<b>9.09%</b>	<b>4.54%</b>	<b>4.54%</b>	<b>0%</b>	<b>27.2%</b>
<b>Alternate Members</b>						
L (alternate)	1					0
M (alternate)	1					0
N (alternate)	1					0
<b>Combined Committee and Alternate Percentages</b>	<b>85.71%</b>	<b>7.14%</b>	<b>3.57%</b>	<b>3.57%</b>	<b>0%</b>	<b>20%</b>

To ensure that the racial breakdown of WAAC remains representative of the racial demographics of Tri-Valley area, the percentages of the racial breakdown of the WAAC and LAVTA's Public Participation Plan will be provided to the appointing jurisdictions when one of their seats

becomes vacant. This will allow them to make an informed decision and better assist LAVTA in meeting its diversity goals.

#### REPORTING SUBRECIPIENT COMPLIANCE

Not applicable as LAVTA has no subrecipients.

#### EQUITY ANALYSIS FOR THE LOCATION OF NEW CONSTRUCTION

No new facilities have been located and/or constructed since the last Title VI Program Submission. LAVTA will conduct the required equity analysis for facilities citing whenever future new facilities are considered.

#### FIXED ROUTE TRANSIT PROVIDER REQUIREMENTS

LAVTA is a fixed route transit provider for a service area divided between two UZAs, Concord and Livermore. The Livermore UZA is a small UZA with a population of less than 200,000. LAVTA operates a peak pull of 16 vehicles in the Livermore UZA. The Concord UZA is a large UZA with a population of more than 200,000. LAVTA operates a peak pull of 43 vehicles in the Concord UZA. Under these parameters, LAVTA is considered a small operator and is required to set and report system-wide service standards and system-wide policies as part of its Title VI Program.

#### SERVICE STANDARDS AND POLICIES

The service standards and policies contained herein are used to develop and maintain efficient and effective fixed-route transit service. In some cases, these standards differ from standards used by LAVTA for purposes other than Title VI.

#### QUANTITATIVE SERVICE STANDARDS

The FTA requires all fixed-route transit providers of public transportation to develop quantitative standards for the following indicators. Individual public transportation providers set these standards; therefore, these standards will apply to each individual agency rather than across the entire transit industry:

- A. Vehicle Load
- B. Vehicle Headways
- C. On-time Performance
- D. Service Availability

For the purposes of defining service standards and policies for LAVTA fixed-route service, the agency has split its system into five route categories:

- Community: Infrequent, community-specific routes within a single jurisdiction.
- Local: Routes designed to carry passengers between major passenger hubs, employment centers, and residential neighborhoods.

- Mainline: Long distance routes serving significant portions of the Tri Valley area generally at higher frequency.
- Express: Long distance routes travelling at least 15 miles on a freeway in one direction and operating in the peak period. These routes are characterized by their limited stops and longer travel distances.
- BRT: These routes are a branded, higher frequency route designed to travel longer distances with fewer stops. These routes are characterized by their electric hybrid buses, real time arrival signage at stops, and signature shelters.

The categories were not developed to, and in fact do not, differentiate routes by minority or income status of the areas or passengers served. The following chart illustrates which routes belong to each category:

**Table 2: Routes by Category**

Route Category	LAVTA Routes
Fixed Route Bus/Local	1, 2, 3, 8, 9, 10, 11, 12, 14, 15, 53, 54, 401, 402, 403, 501, 502, 503, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611
Express	20x, 70x(v)
BRT	Rapid (30)

LAVTA also defines service standards differently for peak and off-peak service. “Off-peak” refers to weekday midday and evening service, as well as Saturday, Sunday, and Holiday service. “Peak” refers to weekday commute periods, generally 6 am to 9 am and 3:30 pm to 6:30 pm.

The chart below shows LAVTA’s current service standards, which were approved by the Board in 2012 as a part of the Short Range Transit Plan.

*System-wide Service Standards By Mode – 2012 Short Range Transit Plan*

Service Standard	Modes		
	Bus Rapid Transit	Fixed route bus	Express Bus <sup>1</sup>
Vehicle load	1.5 based on the manufacturer’s stated seating capacity	1.5 based on the manufacturer’s stated seating capacity	1.0 based on the manufacturer’s stated seating capacity
Headway (peak/base)	10/15 min	15/30 min on backbone lines; 30/60 min on other primary lines; 60/0 min on neighborhood, and local feeder lines; single daily roundtrip for school tripper lines	60/0 min
On-time Performance	90% as defined by departing a timepoint zero minutes early, and zero to five minutes late	90% as defined by departing a timepoint zero minutes early, and zero to five minutes late	90% as defined by departing a timepoint zero minutes early, and zero to five minutes late
Service availability			
Service hours distribution	Distribute service hours proportionately with the population of the cities of Dublin, Livermore, and Pleasanton, respectively, within +/- 15%	Distribute service hours proportionately with the population of the cities of Dublin, Livermore, and Pleasanton, respectively, within +/- 15%  Provide fixed route service within a quarter-mile (400m) radius of medium- to high-density residential areas, and to 80% of 100+ employee locations	Distribute service hours in the peak direction during peak hours
Bus Stop spacing	Maintain bus stop spacing of 1 mile (1600m)	Maintain bus stop spacings of 1/3 mile (500m) for backbone and other primary lines; except where on undeveloped or freeway segments; no spacing standard on other routes freeway segments; no spacing standard on other routes	No standard. Express routes are defined as traveling over 15 miles on a freeway in one direction.

<sup>1</sup> Express routes are defined as regional trips traveling over 15 miles on a freeway in one direction.

**QUALITATIVE SERVICE POLICIES**

The FTA also requires all fixed-route transit providers of public transportation to develop qualitative standards for bus stop amenities and vehicle assignment. As with the quantitative standards, individual public transportation providers set their own qualitative standards.

**Bus Stop Amenities**

The following 10 point system is used as a decision making tool at the planning level to determine which bus stops will be prioritized for improvements when the financial resources are available. If a bus stop meets the amenities criteria it may be considered for a shelter or bench and trash receptacle placement. Meeting these criteria does not guarantee shelter installation. Existing site conditions and pedestrian infrastructure, public right-of-way availability, accessibility and safety issues, and other concerns must be reviewed and addressed before future shelter or bench placements are confirmed.

Bus stops that accumulate 10 points or more may be considered for shelter placement; 6 points or more may warrant a bench and trash receptacle.	
• 7 points	High boarding count or transfer location - Number of patrons getting on the bus at this stop exceeds 20 people per day.
• 4 points	Special needs – Includes small facilities or people with special requirements for shelter that might not qualify for attention based on boarding counts (senior citizen centers, medical offices, libraries, persons with certain disabilities, etc.).
• 4 points	Activity Location - Locations with high density of people and thus high potential for ridership (apartments, high rise office building, shopping center, schools, hospitals).
• 3 points	Exposure to elements – Locations with no landscape or buildings to offer shade/rain protection, no seat walls, no area to stand outside of sidewalk, and 2-3 lanes of traffic of 40 mph or more, giving patron no feeling of security at stop.
• 2 points	Long waiting time for bus – stops at which patrons wait 30 minutes or more between buses.
• 1 point	Request for improvement – Citizen requests improvements at stop.

Note: The criteria serve to direct LAVTA’s limited resources when not every location can be improved. Ideally, every bus stop should have at least one bench and/or shelter, and a trash receptacle. Due to the lack of room at most bus stops, no more than two (2) pieces of furniture should be placed at each stop.

**Vehicle Assignment**

BRT

The Rapid BRT line has branded hybrid electric vehicles dedicated to its service. There are a fleet of thirteen 40’ buses and two 29’ buses assigned to the Rapid service. The vehicles are rotated

evenly throughout the route to ensure that the electric batteries are maintained. The 29' buses are assigned to runs with the least vehicle loads to avoid crowding.

#### Forty Foot Fleet

All LAVTA vehicles are ADA accessible, have full climate control systems for heating and air conditioning, and feature bus stop and directional announcements. All 40-foot of varying age rotate among routes, except when required otherwise due to operational constraints.

#### Twenty Nine Foot and Forty Foot Diesel Hybrids

Route 53 uses two diesel hybrid 29' vehicles to comply with grant funding requirements. Route 54 uses one 40' diesel hybrid to comply with grant funding requirements.



# Public Notice

## English version

The Livermore Amador Valley Transit Authority (LAVTA) operates its services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with LAVTA.

For more information on LAVTA's civil rights program, and the procedures to file a complaint, contact 925-455-7555 or visit our administrative office at 1362 Rutan Court, Suite 100, Livermore CA 94551. For more information, visit [www.wheelsbus.com](http://www.wheelsbus.com)

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

If information is needed in another language, contact 925-455-7555.

## Spanish version

La autoridad de tránsito de Valle de Livermore Amador (LAVTA) opera sus servicios sin distinción de raza, color y origen nacional con arreglo al título VI de la ley de derechos civiles. Cualquier persona que cree que él o ella ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el título VI puede presentar una queja con LAVTA.

Para más información sobre el programa derechos civiles de LAVTA y los procedimientos para presentar una queja, llame al 925-455-7555 o visite nuestra oficina administrativa en 1362 Rutan Court, Suite 100, Livermore CA 94551. Para obtener más información, visite [www.wheelsbus.com](http://www.wheelsbus.com)

Un demandante puede presentar una queja directamente con el tránsito Federal Administración por archivar una queja con la oficina de derechos civiles, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

Si necesita información en otro idioma, comuníquese con 925-455-7555.

# 公告

## 1964 年民權法案

### 第六章(TITLE VI)

**“在美國，任何人不會因種族、膚色或祖籍的原因，而在接受聯邦政府財政援助的任何項目或活動中，被排除參與，被拒絕獲益，或受到歧視。”**

根據 1964 年民權法案第六章(TITLE VI)的規定，即修訂為（“第六章”），Livermore Amador Valley 交通管理局承諾，要確保任何人不會因為種族、膚色或祖籍的原因，在接受其服務的過程中被排除參與，或被拒絕獲益。如果你認為根據第六章(Title VI)的規定你受到了歧視，你可以給 LAVTA 提交書面投訴。該投訴必須在歧視指控事件發生后不超過 180 個曆日提交。

提交投訴的首選方法是使用第六章(TITLE VI)投訴表格，并以書面形式把它發送到：

Title VI Coordinator  
Livermore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551

可以接受口頭投訴，并由第六章(TITLE VI)協調員轉抄為文字。若想口頭投訴，或得到更多有關 LAVTA 的第六章(TITLE VI)項目的資訊，請致電（925）455-7500，找第六章(TITLE VI)協調員。

# 공고

## 1964 민권법의 TITLE VI

“미국 시민은 누구라도 민족, 인종 또는 국적에 상관없이 사회적 참여에서 배제되지 않고 연방 정부의 재정 지원에 관련된 프로그램 또는 활동에 따른 혜택을 받지 못하거나 차별당하지 않는다”

LATA(Livemore Amador Transit Authority)는 누구라도 민족, 인종 또는 국적에 상관없이 사회적 참여에서 배제되지 않고 교통 서비스의 이점을 받을 수 있도록 노력하고 있습니다. 이것은 1964 민권법의 Title VI ("Title VI"로 개정됨)에 따라 보호받을 수 있는 권리입니다. Title VI 에 의거하여 차별을 받았다고 생각될 경우, LAVTA 에 서면으로 제소할 수 있습니다. 제소는 해당 사건이 발생한 날로부터 180 일 이내에 이뤄져야 합니다.

Title VI 제소 신청서를 사용하여, 서면으로 제출하는 것이 가장 좋습니다. 아래의 주소를 참조하십시오.

Title VI Coordinator  
Livemore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livemore, CA 94551

구두로 제소할 경우, Title VI 에서 녹취하여 접수를 받고 있습니다. 구두 제소를 신청하거나 LAVTA 의 Title VI 프로그램에 대한 정보를 받으려면, 925 455-7500 로 전화해서 Title VI 코디네이터에게 문의하십시오

## **Livermore Amador Valley Transit Authority (LAVTA) Title VI Complaint Procedure**

The Livermore Amador Valley Transit Authority (LAVTA) grants all citizens equal access to all its transportation services. It is further the intent of LAVTA, that all citizens are aware of their rights to such access. This procedure is designed to serve as an educational tool for citizens so that they may understand one of the civil rights laws that protects against discrimination that could result from LAVTA programs and services, specifically, Title VI of the Civil Rights Act of 1964.

### **What is Title VI?**

Title VI is a section of the Civil Rights Act of 1964 requiring that “No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination

### **How do I file a complaint?**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Livermore Amador Transit Authority (hereinafter referred to as “the Authority”) may file a Title VI complaint by completing and submitting the Authority’s Title VI Complaint Form. The Authority investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete.

### **Methods of filing a complaint**

The preferred method is to file your complaint in writing using the Title VI Complaint Form, and sending it to:

Title VI Coordinator  
Livermore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551

Verbal complaints will be accepted and transcribed by the Title VI Coordinator. To make a verbal complaint, call (925) 455-7500 and ask for the Title VI Coordinator.

Once the complaint is received, the Authority will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

### **Investigations**

The investigation will address complaints against any of the Authority’s department(s). The investigation will be conducted in conjunction with and under the advice of the Authority’s third party claims adjuster.

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 5 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 5 business days, the Authority can administratively close the case. As case can be administratively closed also if the complainant no longer wishes to pursue their case.

Based upon all the information received, an investigation report will be written by the Third Party Claims Adjuster for submittal to the Executive Director. The complainant will receive a letter stating the final decision of the Executive Director by the end of the 60-day time limit. One of two letters to the complainant will be issued: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 10 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

## **Livermore Amador Valley Transit Authority (LAVTA) Procedimiento de Queja Conforme al Título VI**

La Autoridad de Transporte de Amador Valley de Livermore (LAVTA: Livermore Amador Valley Transit Authority) da acceso equitativo a todos los ciudadanos a sus servicios de transporte. Además, LAVTA tiene la intención de que todos los ciudadanos estén al tanto de sus derechos a tal acceso. Este procedimiento está diseñado para funcionar como una herramienta educativa para los ciudadanos, con el fin de que ellos comprendan una de las leyes de derechos civiles que protegen su beneficio por los servicios y programas de LAVTA, especialmente cuando se trata del Título VI de la Ley de Derechos Civiles de 1964.

### **¿Qué es el Título VI?**

El Título VI es una sección de la Ley de Derechos Civiles de 1964 que requiere que "ninguna persona en los Estados Unidos será, con base en su raza, color u origen nacional, excluida de la participación o los beneficios, ni estará sujeta a discriminación en ningún programa o actividad que reciba la asistencia financiera federal". Observe que el Título VI no aborda la discriminación de género. Sólo cubre raza, color y origen nacional. Otras leyes de derechos civiles prohíben la discriminación de género.

### **¿Cómo presento una queja?**

Cualquier persona que cree que ha recibido un trato de discriminación por parte de Livermore Amador Transit Authority (en lo sucesivo denominada "la Autoridad") con base en su raza, color u origen nacional, puede presentar una queja conforme al Título VI llenando y enviando el Formulario de Queja Conforme al Título VI de la Autoridad. La Autoridad investiga las quejas recibidas no más de 180 días después del presunto incidente. La Autoridad tramitará las quejas que se encuentren completas.

### **Los métodos para presentar de una queja**

El método preferido es presentar su queja por escrito, utilizando el Formulario de Queja Conforme al Título VI, y enviarla a:

Title VI Coordinator  
Livermore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551

Las quejas verbales serán aceptadas y transcritas por el Coordinador del Título VI. Para presentar una queja verbal, llame al (925) 455-7500 y pregunte por el Coordinador del Título VI.

Una vez que se reciba la queja, la Autoridad la estudiará para determinar si nuestra oficina tiene jurisdicción. Quien presenta la queja recibirá un acuse de recibo informándole si la queja será investigada por nuestra oficina.

### **Investigaciones**

La investigación se ocupará de las quejas en contra de cualquier departamento de la Autoridad. La investigación se llevará a cabo en conjunto con y bajo el asesoramiento del ajustador de reclamos externo de la Autoridad.

La investigación pudiera incluir hablar sobre la queja con las partes afectadas para determinar el problema. Quien presenta la queja puede ser representado por un abogado u otro representante de su elección, y puede traer testigos y presentar testimonios y evidencias en el transcurso de la investigación.

La investigación será realizada y finalizada en un plazo no mayor a 60 días desde la recepción de la queja formal. Si se necesita más información para resolver el caso, la Autoridad pudiera comunicarse con quien presenta la queja. El autor de la queja cuenta con 5 días laborables desde la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si no se comunica con el investigador o éste no recibe la información adicional dentro de los 5 días laborables, la Autoridad podrá cerrar el caso administrativamente. También se puede cerrar el caso administrativamente si el autor ya no desea continuar con su caso.

Con base en toda la información recibida, se escribirá un reporte de la investigación por parte del ajustador de quejas externo para ser enviado al Director Ejecutivo. Quien presentó la queja recibirá una carta en la que se le informe la decisión final del Director Ejecutivo, antes de que se venza el plazo de 60 días. Se emitirá una de dos cartas al autor de la queja: una carta de cierre o una carta de fallo. Una carta de cierre resume las alegaciones y afirma que no hubo violación del Título VI y el caso será cerrado. Una carta de fallo resume las alegaciones y las entrevistas sobre el presunto incidente, y explica si ocurrirá alguna acción disciplinaria, entrenamiento adicional del personal o alguna otra acción. Si el autor de la queja desea apelar la decisión, cuenta con 10 días a partir de la fecha de la carta de cierre o de fallo para hacerlo.

Una persona también puede presentar una queja directamente con la Dirección Federal de Tránsito (*Federal Transit Administration: FTA*), dirigiéndola a: FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

## **Livermore Amador Valley 交通管理局(LAVTA) 第六章(Title VI) 投訴程序**

Livermore Amador Valley 交通管理局 (LAVTA) 給所有公民獲得其全部交通服務的平等權利。其(LAVTA)進一步的目的是，讓所有公民都知道自己有獲得此服務的權利。該程序被設計成一種教育工具，旨在使公民可以了解民事權利法其中之一，以確保他們在LAVTA的項目和服務方面的利益，特別是它涉及到1964年的民權法案第六章(Title VI of the Civil Rights Act)。

### **什麼是第六章(Title VI) ？**

第六章(Title VI) 是1964年民權法案的一個部份，它規定，“在美國，任何人不會因為種族、膚色或祖籍的原因，而在接受聯邦政府財政援助的任何項目或活動中，被排除參與，被拒絕獲益，或受到歧視。” 請注意，第六章(Title VI) 沒有提到性別歧視問題。它僅包括種族、膚色，和祖籍。其他的民權法禁止性別歧視。

### **我該如何提交投訴？**

任何人，只要認為她或他因為種族、顏色、或祖籍的原因，而受到Livermore Amador交通管理局的歧視(以下簡稱為“管理局”)，都可以通過填寫完成并遞交管理局第六章(Title VI)投訴表格，而提交一份第六章(Title VI)投訴。管理局會調查在指控事件發生後收到的不超過180天的投訴。 管理局將處理完整的投訴。

### **提交投訴的方法**

首選的方法是使用第六章(Title VI) 投訴表格，以書面形式提交你的投訴， 並把它發送到：

Title VI Coordinator  
Livermore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551

口頭投訴可以接受，並且由第六章(Title VI) 協調員轉抄為文字。 若想要口頭投訴，請致電 (925) 455-7500，找第六章(Title VI)協調員。

當接到投訴後，管理局會審查此投訴，以確定我們的辦公室是否有管轄權。投訴人會收到一封確認信，通知她/他的投訴是否會交由我們辦公室調查。

### **調查**

調查將針對被投訴的管理局任何部門。調查將與管理局的第三方案件調節者一起并在其建議下進行。

調查可能包括所有牽涉方對此投訴的討論，以便確定問題。在調查過程中，投訴人可派律師或他/她自己選擇的其他代表人作為代表，並且可以帶證人及出示證詞和證據。



調查將在收到正式投訴的60天之內進行并完成。如果需要更多的資料來處理這個案子，管理局可能會聯系投訴人。投訴人要在信上之日起5個工作日內把要求的資料發送給指派處理此案的調查員。如果投訴人沒有聯繫調查員，而調查員在5個工作日內沒有收到更多的資料，管理局可以行政上關閉此案件。如果投訴人不再想追究此案件，那麼此案件也可以行政上關閉。

根據收到的所有資料，第三方案件調節者將書寫一份調查報告提交給執行主任。投訴人將收到一封信，表明執行主任會在60天期限內作出最終決定。然後兩種信中的其中一種信將寄給投訴人，即關閉信或裁決信（LOF）。關閉信會總結這些指控，並指出該指控沒有違反第六章(Title VI)的規定，因此該案件將被關閉。裁決信(LOF)會總結這些指控及對於指控事件的採訪，並說明是否有任何紀律處分、對工作人員額外的培訓或採取其他行動。如果投訴人想對這個決定提出上訴，她/他可以在信上或裁決信(LOF)上的日期之后10天內辦理此事。

任何人也可以直接向聯邦交通管理局提出投訴，地址是：  
FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

## Livermore Amador Valley Transit Authority (LAVTA) Title VI 제소 절차

LAVTA(Livermore Amador Valley Transit Authority)의 방침은 모든 시민들이 교통 서비스를 차별없이 이용하는 것입니다. 아울러, 모든 시민들이 이러한 권리를 인식하도록 권장하고 있습니다. 이 절차는 시민들을 교육하기 위한 용도로 제작되었으며, 특히 1964 민권법의 Title VI와 관련하여 LAVTA 프로그램 및 서비스의 이점을 보호하기 위한 시민 평등권의 일부로 이해할 수 있습니다.

### **Title VI은 무엇인가요?**

Title VI는 "미국 시민은 누구라도 민족, 인종 또는 국적에 상관없이 사회적 참여에서 배제되지 않고 연방 정부의 재정 지원에 관련된 프로그램 또는 활동에 따른 혜택을 받지 못하거나 차별당하지 않는다"는 1964 민권법의 조항입니다. Title VI는 성적 차별을 두지 않습니다. 다른 시민 평등권에 관련된 법률에서도 성별에 따른 차별을 금지하고 있습니다.

### **어떻게 제소할 수 있나요?**

민족, 인종 또는 국적으로 인해 LATA (Livermore Amador Transit Authority, 이하 '당국')로부터 차별을 당했다고 생각하는 사람은 Title VI 제소 신청서를 작성하여 당국에 제출하면 됩니다. 당국은 해당 사건에 대해 접수된 날로부터 180일 이내에 조사하게 됩니다.

### **제소 방법**

Title VI 제소 신청서를 사용하여, 서면으로 제출하는 것이 가장 좋습니다. 아래의 주소를 참조하십시오.

Title VI Coordinator  
Livermore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551

구두로 제소할 경우, Title VI에서 녹취하여 접수를 받고 있습니다. 구두 제소를 신청하려면, Title VI 코디네이터에게 문의하십시오 (Tel. 925 455-7500).

제소가 받아들여질 경우, 당국에서 검토한 후 사법적 권한이 있는지 여부를 판단합니다. 당국에서 제소 사안을 검토하게 될지에 관한 확인 편지가 고소인에게 발송됩니다.

### **조사**

접수된 제소에 대해 당국의 실무 부서를 조사하게 됩니다. 당국과 무관한 독립적인 제소 조정자가 제안하는 중재안을 토대로 조사가 이뤄집니다.

제소와 관련하여 당사자들의 의견을 청취하여 문제점을 해결하게 됩니다.  
고소인은 변호사 또는 자신이 선정한 대리인과 함께 출석하거나, 조사 중에 증인을 출석시키고 증언 및 증거를 제출할 수 있습니다.

조사는 제소가 공식적으로 접수된 후 60일 이내에 완료됩니다. 사건을 해결하는 데 추가 조사가 필요할 경우, 당국은 고소인을 접촉할 수 있습니다. 고소인은 연락을 받은 날로부터 업무일 기준으로 5일 이내에 해당 사건에 배정된 조사관에게 요청 정보를 보내야 합니다. 고소인이 조사관에게 연락하지 않거나 5일 이내에 추가 정보를 받지 못할 경우, 당국은 행정 권한으로 해당 사건을 종결할 수 있습니다. 고소인이 해당 사건에 관한 추가 조사를 원하지 않을 경우에도 행정 권한에 따라 사건이 종결됩니다.

접수된 모든 정보를 바탕으로, 독립 제소 중재인이 조사 보고서를 작성하여 이사회에 제출합니다. 고소인은 60일 이내에 이사회 의 최종 결정에 관한 진술이 담긴 편지를 받게 됩니다. 고소인에게는 사건 종결에 관한 편지 또는 심의 결과에 관한 편지 (LOF) 중 하나가 발송됩니다. 종결에 관한 편지는 조사 항목들을 요약하고 해당 사건이 Title VI에 위배되지 않기 때문에 사건을 종결한다는 내용을 통보합니다. LOF는 신고된 사안에 관한 모든 조사 항목 및 인터뷰를 요약하고, 징계 처분, 직원 교육 또는 기타 조치가 있을지 여부에 관해 설명합니다. 고소인이 이 결정에 불복할 경우, 이 편지를 받은 날로부터 10일 이내에 항소하면 됩니다.

연방교통국 (FTA) 에 직접 제소하고 싶으면 아래 주소를 참조하십시오.  
FTA Office of Civil Rights,  
1200 New Jersey Avenue SE  
Washington DC 20590

## TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Note: The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
<b>Section II:</b>				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered “yes” to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
<b>Section III:</b>				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				
_____				
_____				

<b>Section IV:</b>		
Have you previously filed a Title VI complaint with this agency?	Yes	No
<b>Section V:</b>		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?		
<input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, check all that apply:		
<input type="checkbox"/> Federal Agency: _____		
<input type="checkbox"/> Federal Court: _____		<input type="checkbox"/> State Agency: _____
<input type="checkbox"/> State Court: _____		<input type="checkbox"/> Local Agency: _____
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
<b>Section VI:</b>		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please submit this form in person at the address below, or mail this form to:

Title VI Coordinator  
Livermore Amador Valley Transit Authority  
1362 Rutan Ct, Suite 100  
Livermore, CA 94551

## FORMULARIO DE QUEJA CONFORME AL TÍTULO VI

El Título VI de la Ley de Derechos Civiles de 1964 requiere que "ninguna persona en los Estados Unidos será, con base en su raza, color u origen nacional, excluida de la participación o los beneficios, ni estará sujeta a discriminación en ningún programa o actividad que reciba la asistencia financiera federal".

Nota: La siguiente información es necesaria para ayudarnos con el procesamiento de su queja. Si necesita ayuda para llenar este formulario, por favor háganoslo saber.

<b>Sección I:</b>				
Nombre:				
Dirección:				
Teléfono (Casa):			Teléfono (Trabajo):	
Dirección de correo electrónico:				
¿Requiere formatos accesibles?	Letra grande		Audiocasete	
	TDD		Otro	
<b>Sección II:</b>				
¿Está presentando esta queja en su propio nombre?			Sí*	No
*Si contestó "Sí" a esta pregunta, vaya a la Sección III.				
Si no es así, escriba el nombre y la relación de la persona en cuyo nombre presenta la queja:				
Por favor explique por qué ha presentado una queja en nombre de un tercero:				
Por favor confirme que ha obtenido el permiso de la parte agraviada si usted está presentando en nombre de un tercero.			Sí	No
<b>Sección III:</b>				
Creo que la discriminación que yo sentí fue basada en (marque todos los que apliquen):				
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen nacional				
Fecha de la presunta discriminación (mes, día, año): _____				
Explique lo más claramente que pueda lo que pasó y por qué cree usted que le discriminaron. Describa todas las personas que estaban involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que le discriminaron (si se los sabe) así como los nombres y la información de contacto de los testigos que hubiera. Si necesita más espacio, por favor utilice el dorso de este formulario.				
<hr/> <hr/>				

<b>Sección IV:</b>		
¿Ha presentado una queja conforme al Título VI anteriormente con esta agencia?	Sí	No
<b>Sección V:</b>		
¿Ha presentado esta queja con otra agencia federal, estatal o local, o ante algún corte federal o estatal?		
[ ] Sí      [ ] No		
Si es así, marque todas las que apliquen:		
[ ] Agencia federal: _____		
[ ] Corte federal: _____	[ ] Agencia estatal: _____	
[ ] Corte estatal: _____	[ ] Agencia local: _____	
Por favor proporcione la información de contacto de una persona en la agencia o corte donde se presentó la queja.		
Nombre:		
Título:		
Agencia:		
Dirección:		
Teléfono:		
<b>Sección VI:</b>		
Nombre de la agencia objeto de la queja:		
Persona de contacto:		
Título:		
Número telefónico:		

Puede adjuntar cualquier material escrito u otra información que crea pertinente para su queja.

Se requiere su firma y la fecha a continuación

\_\_\_\_\_

Firma

\_\_\_\_\_

Fecha

Por favor presente este formulario en persona a la siguiente dirección, o envíelo por correo a:

Title VI Coordinator  
 Livermore Amador Valley Transit Authority  
 1362 Rutan Ct, Suite 100  
 Livermore, CA 94551

## 第六章(TITLE VI)投訴表格

1964年民權法案第六章(TITLE VI)規定，“在美國，任何人不會因為種族、膚色或祖籍的原因，而在接受聯邦政府財政援助的任何項目或活動中，被排除參與，被拒絕獲益，或受到歧視。”

請注意：下面的資料在協助我們處理你的投訴中是必要的。如果你在填寫此表格時需要任何幫助，請告訴我們。

<b>第I部份:</b>				
姓名:				
地址:				
電話 (家):			電話 (工作):	
電子郵件地址:				
無障礙格式要求?	較大字體		聲頻磁帶	
	聽障服務專線		其他	
<b>第II部份:</b>				
你是否代表你自己提交這方面的投訴?			是*	否
* 如對此問題回答“是”，則跳至第III部份				
如回答否，請提供你為其投訴的該投訴人的姓名及與你的關係:				
請解釋你為什麼為第三方提交投訴:				
如果你代表第三方提交投訴，請確認你已獲得該受害方的許可。			是	否
<b>第III部份:</b>				
我相信我所遭遇的歧視是因為（選所有適用項）：				
<input type="checkbox"/> 種族 <input type="checkbox"/> 膚色 <input type="checkbox"/> 祖籍				
歧視指控的日期（月，日，年）:_____				
盡可能解釋清楚發生的事情，以及為什麼你認為你被歧視。描述所有牽涉到的人。包括歧視你的人(們)的姓名和聯繫資訊（如果知道），及任何證人的姓名和聯繫資訊。如果需要更多的空白，請使用此表格的背面。				
_____				
_____				



<b>第IV部份:</b>		
你以前是否向該機構提交過第六章(TITLE VI)投訴?	是	否
<b>第V部份:</b>		
你是否向任何其他聯邦、州或地方機構，或向任何聯邦或州法院提交過這方面的投訴?		
<input type="checkbox"/> 是 <input type="checkbox"/> 否 如回答是，則選所有適用項： <input type="checkbox"/> 聯邦機構: _____ <input type="checkbox"/> 聯邦法院: _____ <input type="checkbox"/> 州政府機構: _____ <input type="checkbox"/> 州法院: _____ <input type="checkbox"/> 地方機構: _____		
請提供提交投訴的機構/法院聯繫人的資訊。		
姓名:		
職位:		
機構:		
地址:		
電話:		
<b>第VI部份:</b>		
被投訴機構的名稱:		
聯繫人:		
職位:		
電話號碼:		

你可以附上你認為與該投訴相關的任何書面材料或其他資訊。

必須在下面簽名并註明日期

\_\_\_\_\_  
簽名

\_\_\_\_\_  
日期

請親自前往以下地址遞交此表格，或將此表格郵寄到：

Title VI Coordinator  
 Livermore Amador Valley Transit Authority  
 1362 Rutan Ct, Suite 100  
 Livermore, CA 94551

## TITLE VI 제소신청서

Title VI는 "미국 시민은 누구라도 민족, 인종 또는 국적에 상관없이 사회적 참여에서 배제되지 않고 연방 정부의 재정 지원에 관련된 프로그램 또는 활동에 따른 혜택을 받지 못하거나 차별당하지 않는다"는 1964 민권법의 조항입니다.

참고: 제소를 처리하려면 다음의 정보가 필요합니다. 이 신청서를 작성하는 데 도움이 필요하면 말씀하시기 바랍니다.

<b>섹션 I:</b>				
이름:				
주소:				
전화번호(집):			전화번호(직장):	
전자 메일 주소:				
손쉬운 사용(Accessibility)이 필요하십니까?	큰 텍스트		오디오 테이프	
	TDD		기타	
<b>섹션 II:</b>				
고소인 자신을 위해 제소하십니까?			예*	아니오
* "예"라고 대답한 경우, 섹션 III으로 이동하십시오.				
그렇지 않으면, 제소하는 사람의 이름과 관계를 기술하십시오.				
제3자를 위해 제소하는 이유를 기술하십시오.				
제3자를 위해 제소하는 경우, 피해 당사자의 허락을 받았는지 말씀해 주십시오.			예	아니오
<b>섹션 III:</b>				
제가 경험한 차별은 다음 중 하나에 따른 것입니다(중복 허용):				
[ ] 민족      [ ] 인종      [ ] 국적				
차별 발생일(월 일 년): _____				
무슨 일이 있었는지 그리고 어떻게 차별당했다고 생각하는지 분명하게 설명해 주십시오. 해당 사건에 연루된 사람들을 모두 언급하십시오. 증인의 이름과 연락처, 그리고 차별을 가한 사람의 이름과 연락처를 적어주십시오. 지면이 모자라면, 이 신청서의 후면을 사용하십시오.				
_____				
_____				
<b>섹션 IV:</b>				
LAVTA에 Title VI 제소를 신청한 적이 있습니까?			예	아니오

<b>섹션 V:</b>	
다른 연방, 주 또는 지방 기관에 대해 또는 연방 법원이나 주 법원에 이 제소를 신청한 적이 있습니까?	
[ ] 예      [ ] 아니오	
있다면, 해당 사항을 모두 선택하십시오	
[ ] 연방 기관: _____	
[ ] 연방 법원: _____	[ ] 주 기관: _____
[ ] 주 법원: _____	[ ] 지방 기관: _____
제소한 기관/법원의 정보 및 연락처를 적어주십시오	
이름:	
직위:	
기관:	
주소:	
전화번호:	
<b>섹션 VI:</b>	
제소한 기관명:	
담당자:	
직위:	
전화 번호:	

본 제소에 관련된 서면 자료 또는 기타 정보를 첨부할 수 있습니다.

아래에 날짜와 서명을 기입하십시오

\_\_\_\_\_

서명

\_\_\_\_\_

날짜

이 신청서를 아래 주소로 직접 제출하거나 우편으로 보내십시오

Title VI Coordinator  
 Livermore Amador Valley Transit Authority  
 1362 Rutan Ct, Suite 100  
 Livermore, CA 94551

**ATTACHMENT D: PUBLIC PARTICIPATION PLAN****Public Participation Plan**

The Livermore Amador Valley Transit Authority (LAVTA) has identified multiple ways to solicit input from riders, including minority and limited English proficient (LEP) populations as well as other underserved communities, when considering a major transportation decision such as a significant change in service or fares. In December 2008, the LAVTA Board of Directors adopted Public Hearing Policies and Procedures and a Public Outreach toolbox (Attached) which outlines when a public hearing will be conducted and what methods may be utilized to inform the public of the public hearing and comment period.

Staff will utilize the strategies identified in the Public Outreach toolbox to notice the public comment period, hold public meetings in locations that are accessible to transit riders and people with disabilities, schedule meetings at times that are convenient for bus riders and members of the public, advertise meetings and hearings in English and Spanish, and provide notice of the availability of language assistance. Depending on the magnitude of the decision, e.g., route changes and the areas affected by the route changes, staff will also translate public meeting and hearing materials into Spanish, Chinese and Korean. All comments received during the public comment period and at the public hearing will be considered in developing the final recommendations, such as for service changes or fare increases.

**Engaging Minority Populations**

LAVTA engages with minority and LEP populations when soliciting feedback on service changes and fare increases, using its LEP Plan and Outreach Toolbox to do so. At a minimum, LAVTA translates all public hearing information and notices into Spanish, and occasionally into Chinese and Korean, and provides copies at libraries and senior centers in the Tri-Valley. Notices are posted in English and Spanish onboard all LAVTA buses. These notices are also available online. LAVTA also works with community-based organizations, such as the Tri-Valley Hispanic Business Council, to provide information on public hearings. LAVTA also attends community events, such as farmer's markets, where minority populations are often present.

**ATTACHMENT D: PUBLIC PARTICIPATION PLAN****PUBLIC HEARING POLICIES AND PROCEDURES****Adopted December 1, 2008****I. BACKGROUND**

The Livermore Amador Valley Transit Authority (LAVTA) is required by Federal law to establish a policy which describes a process to solicit and consider public comment prior to raising fares or implementing a major reduction of transit services.

**II. LAVTA POLICY**

1. It shall be LAVTA's policy that public comments be solicited prior to:
  - (i) Any permanent change which increases fares on LAVTA's/WHEELS fixed route service.
  - (ii) Any permanent change which increases fares on LAVTA's Dial-A-Ride paratransit service.
  - (iii) A twenty-five percent (25%) or more reduction of the number of daily transit revenue vehicles of a route; i.e., the total number of miles operated by all vehicles in revenue service for a particular day of the week on an individual route.
  - (iv) A twenty-five percent (25%) or more reduction of the number of transit route miles of a route; i.e., the total mileage covered during the one round trip by a vehicle in revenue service on a particular route.
  - (v) Proposed introduction of a new route.
2. It shall be LAVTA's policy that the following are ordinarily exempt from the requirement of public comment and public hearing:
  - (i) A minor change in fare or service. Examples would be temporarily reduced or promotional fares, minor reroutes or minor temporary reroutes due to street construction or minor schedule changes.
  - (ii) Experimental or emergency service or fare changes expected to exist fewer than 180 days and standard seasonal variation in service. If these changes ultimately continue to remain in effect for more than 180 days, they will be the subject of public comment and public hearing.

**III. PROCEDURES****1. PRIOR COMMITTEE CONSIDERATION**

All public hearings are to be called by a LAVTA Committee or the Board of Directors. However, when authorized by the Chair, the Executive Director may call a public hearing that is required by law or by District policy when doing so would move the process forward in a timely manner.

**ATTACHMENT D: PUBLIC PARTICIPATION PLAN**

As a general rule, no hearing will be called until the subject of the hearing has been reviewed by the Operations Committee. In particular with regard to the proposed implementation of a new or revised route, LAVTA staff will recommend to the Operations Committee, as well as to Board Members from affected cities that do not serve on the Operations Committee, the specific element(s) in the Public Outreach Toolbox (see attachment) to use for the public hearing.

The Operations Committee report to the Board should identify the subject of the hearing, explain what objectives are sought to be achieved by the proposal which will be considered at the hearing and indicate whether the hearing is legally required prior to Board action on the subject. The report shall also address whether there is a particular sector of the public that needs to be involved. However, if time does not permit prior committee consideration, the Executive Director may refer the matter directly to the Board.

**2. PUBLIC NOTIFICATION**

When required, the public comment process will generally begin with the publishing of a notice 30 calendar days in advance of the public hearing date in the local newspaper of general distribution. Shorter notice may be given when permitted by law and when financial, operational, or scheduling considerations make it infeasible to provide 30 days advance notice. At a minimum, the notice must be published at least 10 days prior to the hearing. LAVTA will also post the notice publicizing the hearing on its website.

If specific groups or neighborhoods would be affected by a proposed change, LAVTA shall use best efforts to publish the notice in newspapers, if any, oriented to such groups or neighborhoods and to otherwise publicize the hearing to reach such groups or neighborhoods.

This notice will set a specific place, date and time for one or more public hearings. Written comments will also be accepted on the proposed changes until the opening of the public hearing.

**3. SCHEDULING PUBLIC HEARING(S)**

The public hearing(s) will be scheduled at a time, date and place designated in the public notice. The facility utilized for public hearings will be accessible to persons with disabilities. Special arrangements will be made for sight or hearing impaired persons if requested.

**4. PROCEDURE FOR CONDUCTING PUBLIC HEARING**

**ATTACHMENT D: PUBLIC PARTICIPATION PLAN**

Forms will be available to attendees to register their presence and desire to speak. Public hearings will begin with a reading of the public notice, purpose and proposed action which necessitated the public hearing. After an explanation of the proposed action is completed, the public will be invited to offer their comment. Limitations may be established on the length of oral presentations in order to afford all members of the public a reasonable opportunity to speak. After all registered persons have commented, a final opportunity will be offered for any additional public comment. This offering will precede the close of the public hearing.

At the close of the public hearing, it will be announced where the item will next be heard, either before a committee or the Board. At the subsequent committee or Board meeting, the Executive Director will provide a report summarizing and responding to key comments made by the public.

**5. ADDRESSING PUBLIC COMMENTS RECEIVED**

All relevant comments received verbally or in writing at a public hearing, or as otherwise conveyed to LAVTA prior to the established deadline, will be entered into the public record of the comment process. Additionally, comments regarding route changes submitted by the public subsequent to the last service change shall be entered into the public record. Subsequent to the public comment period, staff will evaluate and analyze all relevant comments received and prepare a written summary report of significant issues raised during the public comment period for consideration by the LAVTA Board of Directors.

**6. SUBSEQUENT BOARD CONSIDERATION AND ACTION**

Consideration of and action on all fare increase or major changes in service held at a subsequent committee or Board meeting after the public hearing shall not require further published notice. Notice of the agenda of such committee or Board meeting shall be provided in accordance with regular LAVTA procedures.

**ATTACHMENT D: PUBLIC PARTICIPATION PLAN****Public Outreach Toolbox**

---

**Electronic Media****E-Notifications**

- LLNL
- Email
- 511 e-subscribers
- Pleasanton Unified School District subscriber email
- City of Dublin E-subscriber

**Digital signage**

- On-board
- On-street “real-time arrival” signage

**Website**

Provides information and links to other websites

- On-line survey polls @ [www.wheelsbus.com](http://www.wheelsbus.com)
  - 511
  - City website with link to project document(s) and Comment Card
- 

**Print Media****Advertisements**

- Legal notice in newspaper with general circulation
- Paid advertisements in newspapers and magazine

**Direct Mail (Printed Information)**

- Bill Stuffer (monthly utility bill)
- Brochures
- Door hangers
- Fact sheets
- Newsletters
- Post Card with Certificate of Bulk Mailing
- Request assistance from City Manager
- Surveys/Questionnaires

**Flyers/On-Board Take-Ones**

- Tripper Routes
- On Bus
- ACE Train/BART station

**Postings**

- BART Bus Bays
  - Commuter Club Members
  - Human services organizations
  - Interior bus cards
  - Libraries
  - Major Apartment Complexes
  - Schools
  - Senior housing communities
  - Shelters
  - Transit Center
- 

**Information Repositories**

Libraries, city halls, transit center and other public facilities for housing of project-related information

- Libraries
- City Hall
- Transit center



**ATTACHMENT D: PUBLIC PARTICIPATION PLAN**

- Other

**In-Person Contact****Advisory Committees**

A group of representative stakeholders assembled to provide public input to the planning process

**Community Fairs**

Central event with multiple activities to provide project information and raise awareness

**Focus Group(s)**

Meetings with existing smaller groups or in conjunction with another event

**Intercept Interview(s)** One-on-one meetings with stakeholders

- On-board bus  
 Transit Center  
 BART  
 Other

**Open Houses Forums**

Set up with several stations, each addressing a separate issue. Resource people guide participants through the exhibits

**Public Hearing**

Formal meetings with scheduled presentations offered

**Speaker Presentations (Briefings)**

Regular meetings of social and civic clubs and organizations to provide an opportunity to inform and educate

- |  |   |
|--|---|
| <input type="checkbox"/> Civic clubs (Kiwanis, Rotary) | <input type="checkbox"/> Senior Housing Communities |
| <input type="checkbox"/> Schools                       | <input type="checkbox"/> Chambers of Commerce       |
| <input type="checkbox"/> Senior Centers                | <input type="checkbox"/> Home Owners Association(s) |
| <input type="checkbox"/> Other                         |   |

**Task Forces**

A group of experts or representative stakeholders formed to develop a specific product or policy recommendation

**Technical Information Contact**

Providing access to technical expertise to individuals and organizations

**Tours**

Private tours for key stakeholders, elected officials and advisory group members and the media

**Transit Fairs**

- Employer worksites  
 Las Positas College

**Workshops**

Informal public meetings that may include a presentation and exhibits but ends with interactive working groups

**Media**

- |                          |                                       |  |
|--------------------------|---------------------------------------|--|
| <input type="checkbox"/> | Channel 30 Interviews – Conversations | <input type="checkbox"/> Press Kit                     |
| <input type="checkbox"/> | Feature stories                       | <input type="checkbox"/> Press Release                 |
| <input type="checkbox"/> | Newspaper display ad                  | <input type="checkbox"/> Public Service Announcement – |
|                          | KKIQ Radio                            |  |
| <input type="checkbox"/> | City Council Proceedings              |  |

**Telecommunications**

- Information Hot Line**  
 Identify a separate line for public access to prerecorded project information or to reach project team members who can answer questions/obtain input
- Information-On-Hold**

APPENDIX E: LEP PLAN

**Limited English Proficiency (LEP) Plan**

Improving Access to Services for Persons with  
Limited English Proficiency

**January 2016**



Livermore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551

(925) 455-7555 Fax (925) 443-1374  
[www.wheelsbus.com](http://www.wheelsbus.com)

*APPENDIX E: LEP PLAN*

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## APPENDIX E: LEP PLAN

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## APPENDIX E: LEP PLAN

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**APPENDIX E: LEP PLAN****1. Introduction**

This Limited English Proficiency (LEP) Plan has been prepared to address the responsibilities of the Livermore Amador Valley Transit Authority (LAVTA) as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. The Executive Order applies to all state and local agencies which receive federal funds, including LAVTA, which receives federal assistance through the U.S. Department of Transportation (U.S. DOT).

**2. Plan Summary**

LAVTA has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access LAVTA's services. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

**3. LEP Four Factor Analysis**

In order to prepare this plan, LAVTA undertook the U.S. DOT four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a LAVTA program, activity or service.
2. The frequency with which LEP persons come in contact with LAVTA programs, activities or services.
3. The nature and importance of programs, activities or services provided by LAVTA to the LEP population.
4. The resources available to LAVTA and overall cost to provide LEP assistance.

A summary of the results from the four-factor analysis follows.

**APPENDIX E: LEP PLAN**

- 3.1 Factor One: The number or proportion of LEP persons in the service area who may be served or are likely to encounter a LAVTA program, activity or service

The Census Bureau has defined classifications of how well people speak English. The classifications are 1.) people that speak English "very well;" 2.) people that speak English "well;" 3.) people that speak English "not well;" and 4.) people that speak English "not at all." For the purposes of the LEP Plan, a limited English proficient person is someone who reports as speaking English less than "very well."

Within the LAVTA service area, 9.7% of the population speaks English less than very well. On a percentage basis, Dublin and Pleasanton have an equal distribution of less than proficient English speakers while Livermore has slightly more. Table 1 shows the distribution of English proficiency within the population, aged 5 years or older.

**Table 1:**  
**English Language Spoken at Home within the LAVTA Service Area -**  
**Persons 5 years of Age and Older**

English Proficiency Classification	Dublin		Livermore		Pleasanton		Total Service Area	
	Estimated Population	Percent of Population	Estimated Population	Percent of Population	Estimated Population	Percent of Population	Estimated Population	Percent of Population
Speaks English Well	39,704	90.0%	70,011	91.3%	60,728	89.3%	170,443	90.3%
Speaks English Less than Well	4,412	10.0%	6,671	8.7%	7,276	10.7%	18,359	9.7%
Total	44,116	100%	76,682	100%	68,004	100%	188,802	100.0%

**Source: American Community Survey, 2009-2013**

## APPENDIX E: LEP PLAN

Table 2: Languages spoken at home for those who speak English less than "very well"

Language Spoken at Home	City of Dublin	City of Livermore	City of Pleasanton	LAVTA Service Area	
	Population	Population	Population	Population	Percent
Chinese:	2,587	1,111	4,315	8013	4.24%
Speak English "very well"	1,634	518	2,500	4652	2.46%
Speak English less than "very well"	953	593	1,815	3361	1.78%
Japanese:	425	36	223	684	0.36%
Speak English "very well"	341	36	98	475	0.25%
Speak English less than "very well"	84	0	125	209	0.11%
Korean:	796	190	1,672	2658	1.41%
Speak English "very well"	316	49	795	1160	0.61%
Speak English less than "very well"	480	141	877	1498	0.79%
Mon-Khmer, Cambodian:	23	0	0	23	0.01%
Speak English "very well"	23	0	0	23	0.01%
Speak English less than "very well"	0	0	0	0	0.00%
Hmong:	0	28	0	28	0.01%
Speak English "very well"	0	22	0	22	0.01%
Speak English less than "very well"	0	6	0	6	0.00%
Thai:	134	155	21	310	0.16%
Speak English "very well"	65	125	0	190	0.10%
Speak English less than "very well"	69	30	21	120	0.06%
Laotian:	0	0	0	0	0.00%
Speak English "very well"	0	0	0	0	0.00%
Speak English less than "very well"	0	0	0	0	0.00%
Vietnamese:	532	578	447	1557	0.82%
Speak English "very well"	416	226	291	933	0.49%
Speak English less than "very well"	116	352	156	624	0.33%
Other Asian languages:	1,081	442	3,101	4624	2.45%
Speak English "very well"	868	347	2,349	3564	1.89%
Speak English less than "very well"	213	95	752	1060	0.56%
Tagalog:	1,649	1,300	701	3650	1.93%
Speak English "very well"	1,316	875	482	2673	1.42%
Speak English less than "very well"	333	425	219	977	0.52%
Other Pacific Island languages:	193	90	105	388	0.21%
Speak English "very well"	172	27	70	269	0.14%
Speak English less than "very well"	21	63	35	119	0.06%
Navajo:	24	0	0	24	0.01%
Speak English "very well"	24	0	0	24	0.01%
Speak English less than "very well"	0	0	0	0	0.00%
Other Native North American languages:	45	2	0	47	0.02%
Speak English "very well"	45	2	0	47	0.02%
Speak English less than "very well"	0	0	0	0	0.00%
Hungarian:	0	32	162	194	0.10%
Speak English "very well"	0	0	150	150	0.08%
Speak English less than "very well"	0	32	12	44	0.02%
Arabic:	171	186	158	515	0.27%
Speak English "very well"	135	173	122	430	0.23%
Speak English less than "very well"	36	13	36	85	0.05%
Hebrew:	0	0	11	11	0.01%
Speak English "very well"	0	0	11	11	0.01%
Speak English less than "very well"	0	0	0	0	0.00%
African languages:	51	63	109	223	0.12%
Speak English "very well"	41	63	26	130	0.07%
Speak English less than "very well"	10	0	83	93	0.05%
Other and unspecified languages:	0	39	13	52	0.03%
Speak English "very well"	0	0	13	13	0.01%
Speak English less than "very well"	0	39	0	39	0.02%



## APPENDIX E: LEP PLAN

Language Spoken at Home	City of Dublin	City of Livermore	City of Pleasanton	LAVTA Service Area	
	Population	Population	Population	Population	Percent
Total:	44,116	76,682	68,004	188802	100.00%
Speak only English	28,878	60,063	47,520	136461	72.28%
Spanish or Spanish Creole:	3,466	9,427	4,434	17327	9.18%
Speak English "very well"	2,543	5,151	2,397	10091	5.34%
Speak English less than "very well"	923	4,276	2,037	7236	3.83%
French (incl. Patois, Cajun):	146	155	230	531	0.28%
Speak English "very well"	105	155	207	467	0.25%
Speak English less than "very well"	41	0	23	64	0.03%
French Creole:	6	0	0	6	0.00%
Speak English "very well"	6	0	0	6	0.00%
Speak English less than "very well"	0	0	0	0	0.00%
Italian:	28	200	151	379	0.20%
Speak English "very well"	12	131	145	288	0.15%
Speak English less than "very well"	16	69	6	91	0.05%
Portuguese or Portuguese Creole:	76	145	225	446	0.24%
Speak English "very well"	65	71	128	264	0.14%
Speak English less than "very well"	11	74	97	182	0.10%
German:	230	192	300	722	0.38%
Speak English "very well"	230	192	222	644	0.34%
Speak English less than "very well"	0	0	78	78	0.04%
Yiddish:	0	0	9	9	0.00%
Speak English "very well"	0	0	9	9	0.00%
Speak English less than "very well"	0	0	0	0	0.00%
Other West Germanic languages:	37	94	52	183	0.10%
Speak English "very well"	24	94	52	170	0.09%
Speak English less than "very well"	13	0	0	13	0.01%
Scandinavian languages:	27	0	31	58	0.03%
Speak English "very well"	27	0	31	58	0.03%
Speak English less than "very well"	0	0	0	0	0.00%
Greek:	97	26	46	169	0.09%
Speak English "very well"	97	22	46	165	0.09%
Speak English less than "very well"	0	4	0	4	0.00%
Russian:	198	104	224	526	0.28%
Speak English "very well"	142	55	160	357	0.19%
Speak English less than "very well"	56	49	64	169	0.09%
Polish:	31	8	128	167	0.09%
Speak English "very well"	31	8	44	83	0.04%
Speak English less than "very well"	0	0	84	84	0.04%
Serbo-Croatian:	29	6	189	224	0.12%
Speak English "very well"	23	6	173	202	0.11%
Speak English less than "very well"	6	0	16	22	0.01%
Other Slavic languages:	194	63	52	309	0.16%
Speak English "very well"	78	63	41	182	0.10%
Speak English less than "very well"	116	0	11	127	0.07%
Armenian:	33	44	204	281	0.15%
Speak English "very well"	33	28	189	250	0.13%
Speak English less than "very well"	0	16	15	31	0.02%
Persian:	1,007	365	421	1793	0.95%
Speak English "very well"	576	253	254	1083	0.57%
Speak English less than "very well"	431	112	167	710	0.38%
Gujarati:	277	125	494	896	0.47%
Speak English "very well"	158	98	356	612	0.32%
Speak English less than "very well"	119	27	138	284	0.15%
Hindi:	795	723	1,087	2605	1.38%
Speak English "very well"	667	498	876	2041	1.08%
Speak English less than "very well"	128	225	211	564	0.30%
Urdu:	143	134	117	394	0.21%
Speak English "very well"	122	134	111	367	0.19%
Speak English less than "very well"	21	0	6	27	0.01%
Other Indic languages:	496	433	862	1791	0.95%
Speak English "very well"	338	397	739	1474	0.78%
Speak English less than "very well"	158	36	123	317	0.17%
Other Indo-European languages:	211	123	190	524	0.28%
Speak English "very well"	149	123	120	392	0.21%
Speak English less than "very well"	62	0	70	132	0.07%

Source: American Community Survey, 2009-2013

***APPENDIX E: LEP PLAN***

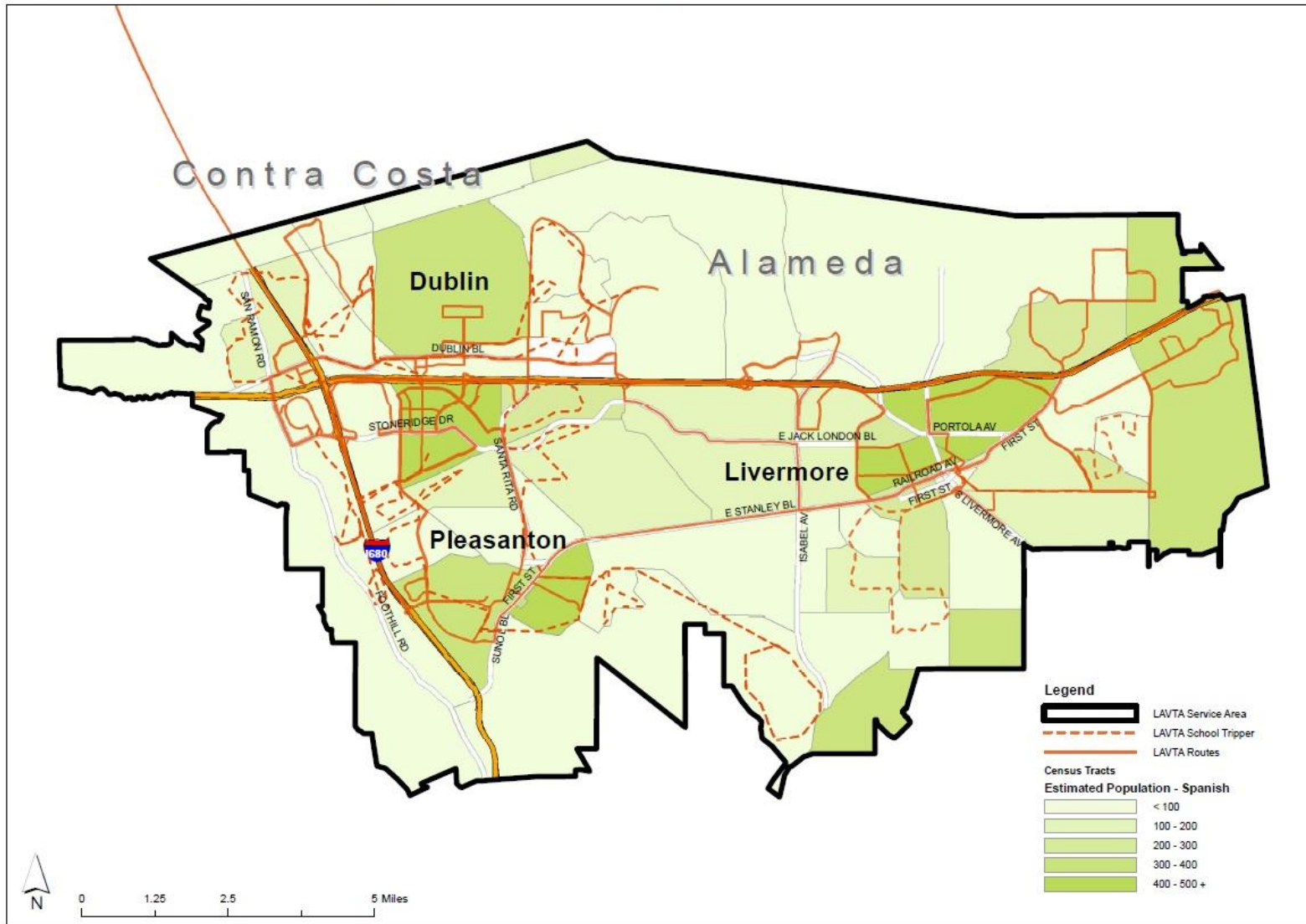
Population data in Table 2 shows the languages spoken at home for all persons, aged five years old and older, within the LAVTA service area. Of the total population, 52,341 people (27.7%) speak a language other than English at home. The six most prevalent languages spoken at home other than English are Spanish with 17,327 people (9.18%), Chinese with 8,013 people (4.24%), Tagalog with 3,650 people (1.93%), Korean with 2,658 people (1.41%), Hindi with 2,605 people (1.38%), Persian with 1,793 people (0.95%), and Vietnamese with 1,557 people (0.82%) .

The people speaking a language other than English at home (27.7%) is larger than the group reporting that they speak English less than very well (9.7%). Within the language groups mentioned above, those groups that report speaking English less than very well and are considered Safe Harbor languages because they constitute 5% or 1,000 persons, whichever is less, of the total population eligible to be served by LAVTA, include Spanish with 7,236 (3.38%), Chinese with 3,361 people (1.78%), and Korean with 1,498 people (0.79%). The remaining language groups do not have 1,000 people or 5% speaking English less than very well.

The following three maps represent the concentrations of populations who speak Spanish, Chinese and Korean, and speak English less than very well, in the Tri-Valley, overlaid with LAVTA's bus routes.

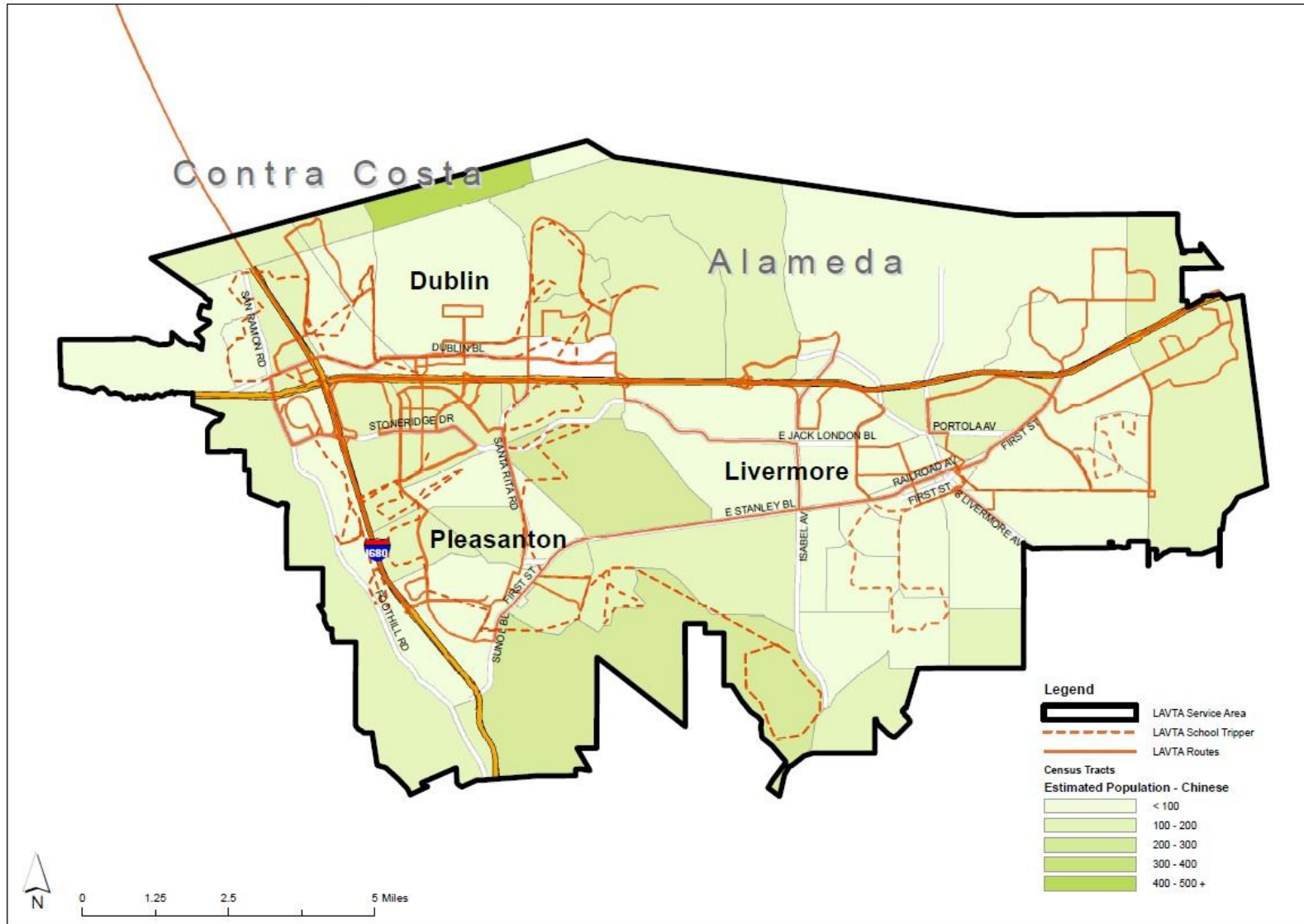
APPENDIX E: LEP PLAN

ACS 2009-2013 Estimated Population by Census Tract of Spanish or Spanish Creole Speaking That Speak English Less Than "Very Well"



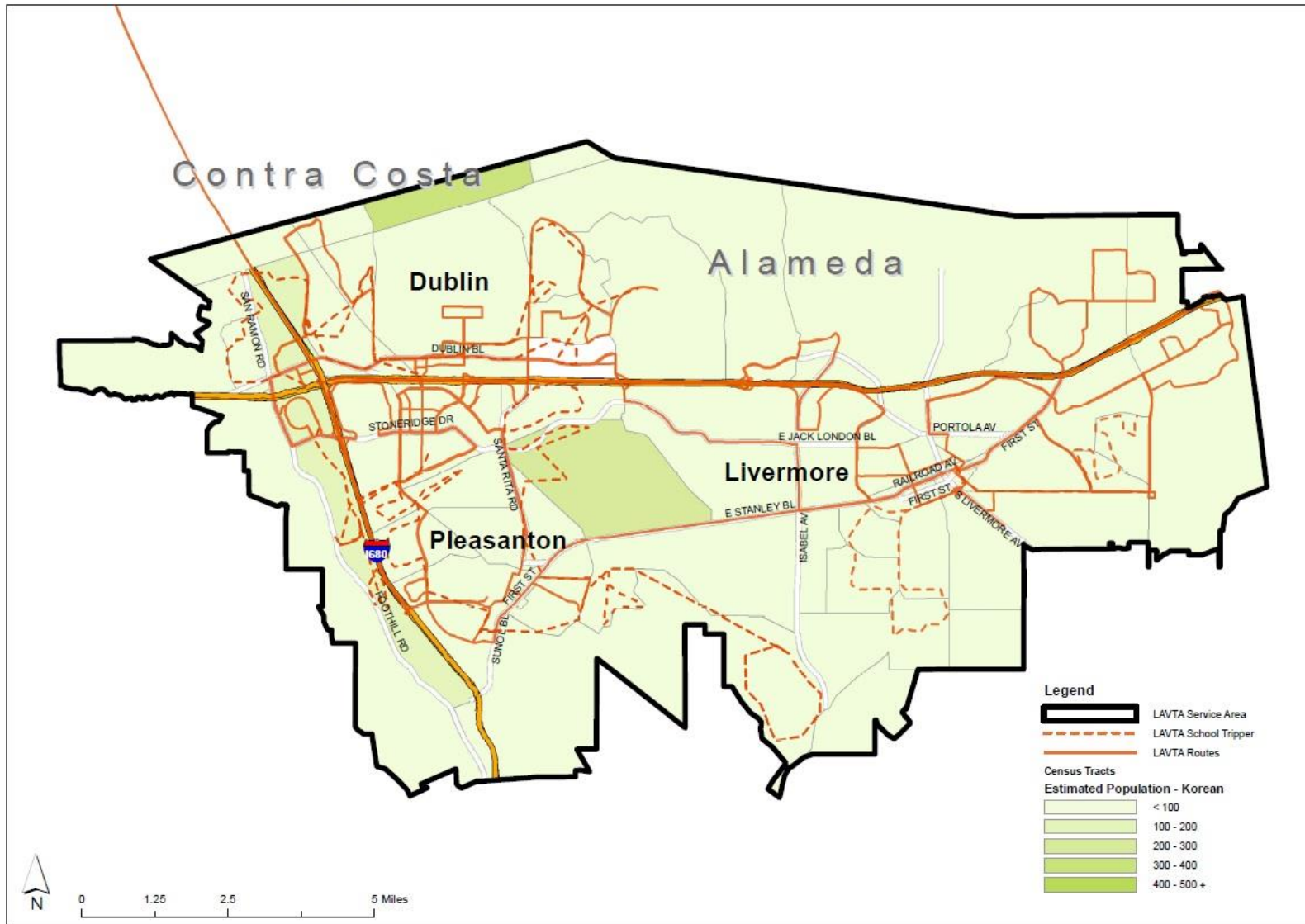
APPENDIX E: LEP PLAN

ACS 2009-2013 Estimated Population by Census Tract of Chinese Speaking That Speak English Less Than "Very Well"



APPENDIX E: LEP PLAN

ACS 2009-2013 Estimated Population by Census Tract of Korean Speaking That Speak English Less Than "Very Well"



**APPENDIX E: LEP PLAN****3.2 Factor Two: The frequency with which LEP persons come in contact with LAVTA programs, activities or services**

LAVTA assessed the frequency with which LEP persons have, or could have, contact with LAVTA's services, including its staff and drivers. LAVTA assesses the frequencies on an order of magnitude scale, by determining a specific point of contact and how often a person comes in contact, including frequently (daily), often (weekly), and occasionally (monthly). The following "touch points" and frequencies have been identified.

<b>TOUCH POINTS</b>	<b>FREQUENCY</b>
Bus	Frequently
Drivers	Frequently
Transit Center information line	Often
Transit Guide	Often – frequently
Dispatchers (after-hours customer service)	Occasionally
Dial-A-Ride reservationists	Occasionally
Interior car cards	Frequently
On-street signage	Frequently
Website	Occasionally
Interior fare car cards	Frequently
Receptionist	Occasionally
Ticket vendors	Occasionally – often
Road Supervisors	Occasionally
Print media	Occasionally
Broadcast media	Occasionally
Public relations media	Occasionally
Transit fairs	Occasionally

**3.3 Factor Three: The nature and importance of programs, activities or services provided by LAVTA to the LEP population**

The largest concentrations of LEP individuals in the LAVTA service area are people who speak Spanish, followed by Chinese and Korean. Services provided by LAVTA that are most likely to be encountered by LEP individuals are the fixed route system which serves the general public and the demand-response (Dial-A-Ride) system which serves primarily senior and disabled persons. It is also likely that LEP individual will encounter LAVTA resources or staff at the Livermore Transit Center, where discount tickets are sold, and at community outreach events.

**3.4 Factor Four: The resources available to LAVTA and overall cost to provide LEP assistance**

LAVTA assessed the available resources that could be used to provide LEP assistance, including determining the costs of professional interpreters and translation and taking an inventory of available organizations with whom resources could be shared. LAVTA used this information to determine which of its documents and materials would be the most valuable to be available in

**APPENDIX E: LEP PLAN**

multiple languages. Translation of documents is estimated to cost the agency approximately \$250 per year. The money spent on translation services is likely to increase over the next few years, as the Tagalog-speaking population in the Tri-Valley is expected to grow.

LAVTA currently employs several Spanish-speaking staff members, two who work at the Transit Center and one who works as the Agency's Community Outreach Coordinator. Additionally, LAVTA has access to a Language Line for on-the-spot translation for languages. Transit Center staff handle less than ten Spanish-speaking calls per day. The Community Outreach Coordinator spends approximately 1 hour per month on translation services.

**4. LEP Plan**

Based on the four-factor analysis, LAVTA developed its LEP Plan into five areas as follows:

1. Identifying LEP individuals who need language assistance
2. Language assistance measures
3. Training Staff
4. Providing Notice to LEP persons
5. Monitoring and updating the LEP Plan

**4.1 Identifying LEP individuals who need language assistance*****How LAVTA may identify an LEP person who needs language assistance***

- Utilize Census data, provided in response to Factor One, to determine the number and proportion of LEP persons eligible for service;
- Examine customer service records for language assistance that have been received in the past, either at meetings, online or over the phone, to determine whether language assistance might be needed at which future events;
- Look at utilization of LAVTA's language line, as well as the number of calls by both Dial A Ride and Transit Center Customer Service Representatives;
- When LAVTA sponsors an event, have a staff person greet participants as they arrive. By informally engaging participants in conversation it is possible to informally gauge each attendee's ability to speak and understand English;
- Look at how many times and into what languages the LAVTA website pages have been translated and consider pre-translation of those pages in LAVTA's website updates;
- Work with community based organizations (CBOs) to identify LEP persons in LAVTA's service area as well as their frequency and points of contact with the LAVTA's services.

**4.2 Language Assistance Measures**

**APPENDIX E: LEP PLAN**

There are numerous language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which LAVTA staff responds to LEP persons, whether in person, by telephone or in writing.

***How LAVTA will assist an LEP person who needs language assistance***

- The LAVTA Outreach Coordinator will continue to act as a liaison to the Hispanic Business Council. The Hispanic Business Council provides vital information to LEP groups on LAVTA programs and services;
- LAVTA will work with local senior centers to provide vital information to LEP groups on LAVTA programs and services;
- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on LAVTA programs and services;
- Provide a statement in notices and publications that interpreter services are available for public hearings and Board of Director meetings, with seven day advance notice;
- Provide a statement in flyers that interpreter services are available at public workshops, with a 72-hour notice;
- When an interpreter is needed for a language other than Spanish, in person or on the telephone, staff access on-demand language assistance services from a professional translation service via a language line;
- Work with our bus operations contractor to survey their front-line staff on which routes they see the most LEP individuals;
- Provide group travel training to LEP persons with the assistance of Spanish speaking staff;
- Encourage the skill to speak multiple languages in the recruitment of customer service representatives and bus drivers;
- Provide documents (including public hearing information, how to ride information) in Spanish and translates all vital documents into all Safe Harbor languages;
- Utilize the Public Participation Plan to perform targeted outreach to LEP persons.

**4.3 Staff Training*****How LAVTA will train staff on its role and responsibilities in providing meaningful access to services for LEP persons***

- Identify LAVTA staff that are likely to come in contact with LEP persons, including bus drivers, customer service, etc.



**APPENDIX E: LEP PLAN**

- Develop curriculum and a corresponding PowerPoint to educate LAVTA staff on providing meaningful access to services for LEP persons;
- Provide staff with a description of language assistance services offered by LAVTA;
- Provide staff with specific procedures to be followed when encountering an LEP person;
- Provide the bus operations contractor with information on regarding Title VI responsibilities to be shared at safety meetings and through the contractor's monthly newsletter.

**4.4 Communications with LEP Persons*****How LAVTA will provide Communications to LEP Persons****Oral communications:*

- Ensure that Transit Center and Dial-A-Ride Customer Service Representatives have the ability to speak English and Spanish;
- Provide a statement affirming that LAVTA will make reasonable accommodations to provide an interpreter at public hearings and meetings with advance notice.
- Utilize the Public Participation Plan to perform outreach to LEP persons;
- Utilize a language line when a customer calls in and is unable to speak English or Spanish;

*Written communications:*

- Use the services of a professional translation provider to ensure that vital documents are accurate (vital documents are defined as those documents without which a person would be unable to access services);
- Information about LAVTA's non-discrimination policies and information on the local/federal complaint process are provided in Spanish, Chinese and Korean on the LAVTA website and will be provided in other languages upon request;
- The introduction section of the Wheels Bus Book which contains information on fares, accessibility, locations where discount tickets and passes are sold and general riding information is included in all Bus Books in English and Spanish and available upon request in Chinese and Korean. Translations will be updated every other year or when changes to vital information are required;
- The [www.lavta.org](http://www.lavta.org) and [www.wheelsbus.com](http://www.wheelsbus.com) websites can be viewed in Spanish;
- Onboard "take one" flyers containing information about route changes, rider alerts, fare increases and public hearings are provided in English and Spanish;
- Temporary signs at bus stops and transit centers informing customers of any detours or route changes are provided in English and Spanish;

**APPENDIX E: LEP PLAN**

- Interior bus cards displaying cash fare, cost of monthly discount passes and special promotions/campaigns are provided in English and Spanish;
- Interior bus stickers and posters at Transit Center that display safety or system policy information are provided in English and Spanish;
- Interior bus cards with Title VI Information are provided in English and Spanish;
- Include a sentence on the Title VI bus card that information can be provided in Chinese and Korean upon request, written in Chinese and Korean.
- Onboard surveys are provided in English and Spanish;
- Utilize the Public Participation Plan to perform outreach to LEP persons.

**4.5 Monitoring and Updating the LEP plan**

This plan is designed to be flexible, and should be viewed as a “living document.” As such, it is important to consider whether new documents and services need to be made accessible for LEP persons, and also to monitor changes in demographics and types of services.

***How LAVTA will examine and update its LEP Plan***

LAVTA will periodically update the LEP Plan. At a minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the LAVTA service area. The following details the methodology that will be used:

- Record and report on the number of LEP persons encountered annually through LAVTA’s communications with the Hispanic Business Council and working with local Senior Centers;
- Record how many times the language line has been utilized and for which languages;
- Determine how the needs of LEP persons have been addressed;
- Determine the current LEP population in the service area and whether the need for translation services has changed;
- Determine whether local language assistance programs have been effective and sufficient to meet the need;
- Determine whether the transit system’s financial resources are sufficient to fund language assistance resources needed;
- Determine whether LAVTA and its operations providers (e.g. drivers, dispatchers) have fully complied with the goals of this LEP Plan;
- Determine whether complaints have been received concerning the agency’s failure to meet the needs of LEP individuals;

**APPENDIX E: LEP PLAN**

- Obtain input from customers and the general community via LAVTA's Market Segmentation Study, which is conducted every 3 years;
- Obtain rider demographic information from on-board surveys as they are conducted (no less than every 5 years).

**Dissemination of the LAVTA LEP Plan**

The LAVTA LEP Plan will be disseminated to customers and the community as follows:

- A link to the LAVTA LEP Plan and the Title VI Program will be included on the LAVTA website, [www.lavta.org](http://www.lavta.org).
- LAVTA's LEP Plan will also be shared with human service organizations in LAVTA's service area.
- Any person or agency with internet access will be able to access and download the plan from the LAVTA website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person, and will be provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which LAVTA will provide, if feasible.

**5. Contact Information**

Questions or comments regarding the LEP Plan may be submitted to the LAVTA Executive Director as follows:

Michael Tree, Executive Director  
Livermore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551  
Phone: (925) 455-7555  
Fax: (925) 443-1375

**RESOLUTION NO. 03-2016**

\* \* \*

**RESOLUTION OF THE BOARD OF DIRECTORS OF THE  
LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY  
ADOPTING THE LAVTA 2016 TITLE VI PROGRAM**

**WHEREAS**, Title VI of the Civil Rights Act of 1964 requires recipients of federal financial assistance to operate their programs and services without regard to, or discrimination based on, race, color or national origin; and

**WHEREAS**, the Federal Transit Administration (FTA) issued Circular FTA C 4702.1B, effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance for its grantees; and

**WHEREAS**, the above-referenced Circular details required elements of a Title VI Program, which the FTA requires each recipient of FTA grants and assistance to submit every three years to evidence compliance with Title VI; and

**WHEREAS**, the Livermore Amador Valley Transit Authority's (LAVTA), as a recipient of federal financial assistance from the FTA, must submit an updated Title VI Program to the FTA by April 1, 2016; and

**WHEREAS**, LAVTA's Title VI Program must include numerous elements, including but not limited to:

- 1) System-wide service standards and policies, which this Board adopted pursuant to Resolution 05-2013; and
- 2) A Public Participation Plan, which LAVTA adopted in 2008; and
- 3) A plan for engaging persons with limited English proficiency; and
- 4) Information on agency policies, procedures and activities undertaken over the last three years; and
- 5) Information on public outreach undertaken over the past three years.

**WHEREAS**, staff has developed and provided a proposed Title VI Program for Board consideration and approval, including the above-referenced items, evidencing LAVTA's compliance with Title VI (Attachment 1); and

**WHEREAS**, the Executive Director recommends that the Board adopt the proposed 2016 Title VI Program as presented by staff; and

**WHEREAS**, the Projects and Services Committee has reviewed and also recommends that the Board approves the proposed 2016 Title VI Program as presented by staff.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors of the Livermore Amador Valley Transit Authority hereby adopts the LAVTA 2016 Title VI Program, attached as Attachment 1; and

**BE IT FURTHER RESOLVED** that the Board of Directors authorizes the Executive Director to submit the LAVTA Title VI Program to the FTA; and

**BE IT FURTHER RESOLVED** that the Board of Directors authorizes the Executive Director to take any other steps necessary to give effect to this Resolution, including responding to any follow-up inquiries from the Federal Transit Administration.

**PASSED AND ADOPTED** by the governing body of the Livermore Amador Valley Transit Authority (LAVTA) this 1st day of February, 2016.

BY \_\_\_\_\_  
Don Biddle, Chair

ATTEST \_\_\_\_\_  
Michael Tree, Executive Director

Approved as to form:

\_\_\_\_\_  
Michael Conneran, Legal Counsel

**AGENDA**

**ITEM 9**



# LAVTA COMMITTEE ITEMS - FEBRUARY 2016 - JUNE 2016

## Projects & Services Committee

### February

	Action	Info
Minutes	X	
Quarterly Operations Report		X
Quarterly Marketing Report		X

### March

	Action	Info
Minutes	X	
Final COA Recommendations	X	
Alameda County Fair and Fourth of July Service	X	
Pleasanton Summer School Service	X	

### April

	Action	Info
Minutes	X	
Relocation of Livermore Historic Train Depot		X
Draft Employer Pass Program		X

### May

	Action	Info
Minutes	X	
WAAC Appointments	X	
FY2017 Marketing Work Plan	X	
Quarterly Operations Report		X
Quarterly Marketing Report		X

### June

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