

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

WHEELS Accessible Advisory Committee

Meeting

DATE: **Wednesday, March 8, 2016**

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

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

AGENDA

	Action Recommended by Staff	
1. Call to Order		3:00
A. Approval of Agenda and Modifications if necessary		
2. Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)		3:05
3. Minutes of January 6, 2016 Meeting of the Committee (please review prior to meeting)	Approval	3:10
4. Comprehensive Operational Analysis (COA) Update	Information	3:15

5. Dial-A-Ride Customer Satisfaction Survey of 2015 Verbal Comments Analysis	Information	4:15
6. Subscription/Calendar Trip Gap	Information	4:25
7. WAAC Recruitment for FY 2017	Information	4:30
8. PAPCO Report	Information	4:35
9. Chair’s discussion with Committee	Discussion	4:40
10. Dial-A-Ride Operational Issues – Suggestions for Changes	Discussion	4:45
11. Fixed Route Operational Issues – Suggestions for Changes	Discussion	4:55
12. Adjournment		5:00

Next meeting Wednesday, May 4, 2016,
3:30pm

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

Jennifer Suda

3/3/16

LAVTA Administrative Services Department

Date

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*Executive Director
Livermore/Amador Valley Transit Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551
Fax: 925.443.1375
Email: frontdesk@lavta.org*

AGENDA

ITEM 3



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

WHEELS Accessible Advisory Committee

DATE: Wednesday, January 6, 2016

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

TIME: 3:33 p.m.

DRAFT MINUTES

1. Call to Order

The Chair Carmen Rivera-Hendrickson called the meeting to order at 3:01 pm.

Members Present:

Herb Hasting	Alameda County
Sue Tuite	Alameda County – Alternate
Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Carmen Rivera-Hendrickson	City of Pleasanton
Nancy Barr	City of Livermore
Mary Anna Ramos	City of Livermore – Alternate
Pam Deaton	Social Services Member
Amy Mauldin	Social Services Member
Jennifer Cullen	Social Services Member
Esther Waltz	PAPCO Representative

Staff Present:

Michael Tree	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM
Ally Macias	MTM
Gregg Eisenberg	MV Transit

Members of the Public:

Cheryl S. Hyer	Carmen Rivera-Hendrickson’s PCA
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2. Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)

None.

3. Minutes of the October 28, 2015 Meeting of the Committee

Approved.

Tuite/Waltz

4. Comprehensive Operational Analysis (COA) Update

The staff updated the committee that the preferred alternative COA scenario is currently being created by the Nelson\Nygaard consultant team and is scheduled to be introduced to the LAVTA's Board of Directors at the February 1st Board meeting. At that time, the Board will provide feedback on the proposed changes and will most likely be asked to open the official public comment period and set the public hearing date for March 7th. A presentation of the preferred alternative is also scheduled to be held at the March 8th WAAC meeting. According to the draft timeline the public comment period is scheduled to be closed on March 11th and the Board is scheduled to consider approval of route changes on April 4th, 2016. The changes would likely go into effect in January, 2017.

The member of the public and WAAC Chair's PCA Sheryl Hyek provided a comment saying that she has been a Pleasanton resident for 10 years and rides Route 10 all the time. She stated that going to Dublin has been difficult because of having to transfer from the Route 10 to the Rapid bus, which makes the trip 10-15 minutes longer. When she gets off the Route 10 she often sees Rapid pulling away. Because of this she makes trips to Dublin on the weekends when Rapid is not running. It has never worked for her. She would like to see a solution where she wouldn't have to transfer buses when traveling only 3 miles.

Shawn Costello added that he has problems with Rapid as well as he cannot maneuver his wheelchair well on Rapid buses and ramps.

5. Dial-A-Ride Customer Satisfaction Survey

The staff presented a summary of the latest annual Dial-A-Ride customer satisfaction phone survey that was conducted by a third party surveyor who interviewed 100 passengers. The overall satisfaction scores have increased when comparing them to the scores from prior years and the satisfaction was very high across all stages of the rider experience with average being from 4.37 to 4.61

points on a 5-point scale. The 2015 survey showed the four-year highest ratings in the areas of pick-up experience and overall rating.

In addition to the quantitative scores for different aspects of the Dial-A-Ride service the surveyors also encouraged responders to provide any verbal open-ended feedback/comments/suggestions about the service. The committee members were interested in seeing a more detailed analysis of the open-ended verbal comments/concerns. It was also recommended that if there is a concern the surveyor should ask for a phone number for the follow-up.

6. FY 2016 Quarter 1 Dial-A-Ride Operational Analysis

The staff presented the committee with the FY 2016 Quarter 1 operational analysis, which covers the months of July to September, 2015. The ridership has increased dramatically with the number of trips increasing close to 30% when comparing it to the same three months the year prior. Much of this increased ridership is contributed to the adult day care programs, nursing homes, and dialysis centers. The on-time performance was 97.1%, which is above the 95% contractual requirement.

Staff noted that it is working with the contractor to be more efficient when providing the service. For example, limiting the number of subscription trips, as per board policy, and negotiating with riders their trip times when necessary.

7. Dial-A-Ride Comprehensive Riders Guide

The staff informed the committee on the plan to create a comprehensive Dial-A-Ride riders' guide/booklet, which describes Dial-A-Ride policies in greater detail than the current brochure and does it in a user-friendly format. The committee members received a copy of the comprehensive Board-approved policies and the draft table of contents for the upcoming booklet. If the committee members have comments or suggestions about the booklet they are encouraged to forward these to LAVTA staff by February 3, 2016.

8. PAPCO Report

Esther Waltz gave a report on the November, 2015 PAPCO meeting. The committee discussed the quarterly paratransit strategic planning workshop that was held in October, reviewed the draft implementation guidelines, and received the reports on GAP grant recipients and East Bay Paratransit.

9. Next WAAC Meeting Date/Time

The next WAAC meeting date and time were moved to Tuesday, March 8, 2016 at 3pm. The date and time were moved due to the COA consultant's availability for the COA presentation to the WAAC.

Approved.
Hastings/Waltz

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

Herb Hastings reported that the Dial-A-Ride reminder call doesn't mention the local reservations phone number. MTM staff replied that the automated calls are conducted by a different company and therefore the phone number cannot be rerouted. MTM is going to check if a message that lists the regular reservations number can be recorded.

11. Fixed Route Operational Issues – Suggestions for Changes

Carmen Rivera-Hendrickson reported a new driver attitude and inappropriate language use issue toward wheelchair users and their personal care attendants. She also said that Easter Seals has a driver sensitivity training video that both fixed route and Dial-A-Ride could utilize for their driver training.

Shawn Costello reported that some drivers have maneuvered his chair for him. He also offered that he can help drivers at their sensitivity trainings.

Sue Tuite asked about the progress on the tree trimming project. Staff said that the trimmings have been completed.

Carmen Rivera-Hendrickson asked about the solar lighting. Staff said that the agency has received a grant for shelter lighting projects and intends to improve the lighting in bus stops in 2016.

12. Adjourn

The meeting was adjourned at 5:20 pm.

AGENDA

ITEM 4



STAFF REPORT

SUBJECT: Comprehensive Operations Analysis – Preferred Alternative

FROM: Christy Wegener, Director of Planning & Communications

DATE: March 8, 2016

Action

Information only.

Background

The Wheels Forward Planning Team has developed a final preferred service alternative. The draft preferred alternative was presented to the Projects and Services Committee on January 25, 2016 and the Board on February 1, 2016. The feedback received at those meetings has been incorporated into the final preferred alternative, which was presented to the Projects and Services Committee on February 22, 2016, and the Board on March 7, 2016 and is detailed in this staff report. Two maps of the preferred alternative are included in Attachment 1, one map of the route network and one map of the route network frequencies, and the route by route details are included 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.

Service Design Guidelines

In November 2015, the Board approved a series of service design guidelines intended to provide a framework for future route planning decisions. The following design guidelines were used in developing the preferred alternative:

- **Headways/Frequency:** There is a clear role for a frequent BART feeder network within the Wheels Bus system. An effort should be made to maximize frequency on

major arterials that act as extensions to the BART system (Dublin Blvd., Santa Rita Road, Stanley Blvd.)

- Direct Alignments: Routes should be designed to operate as directly as possible to maximize average speed for the bus and minimize travel time for passengers while maintaining access to service.
- Route Alignment: Routes should ideally operate along the same alignment in both directions to make it easy for riders to know how to return to their trip origin location.
- Spacing Between Routes. To maximize use of operating resources and avoid duplication of services, routes should in most cases be spaced to duplication of service in the same corridor.
- Route Deviations: Routes should not deviate from the most direct alignment unless there is a compelling reason.
- Transfers. If routes are to be made relatively direct and frequent, it may not always be necessary to provide “one-seat” rides between riders’ origins and destinations. Connections should be designed to be as seamless as possible, with relatively frequent service and timed connections at key hubs (BART, Transit Center)
- Route Consistency: Routes should follow the same pattern when in operation. Route variants that only operate during parts of the day or on weekends should be avoided if possible to improve ease of understanding.
- Stop Spacing: The distance between stops is a key element in balancing transit access and service efficiency. Where possible, stops should be located one quarter to one third of a mile apart.

Major Highlights of Preferred Alternative

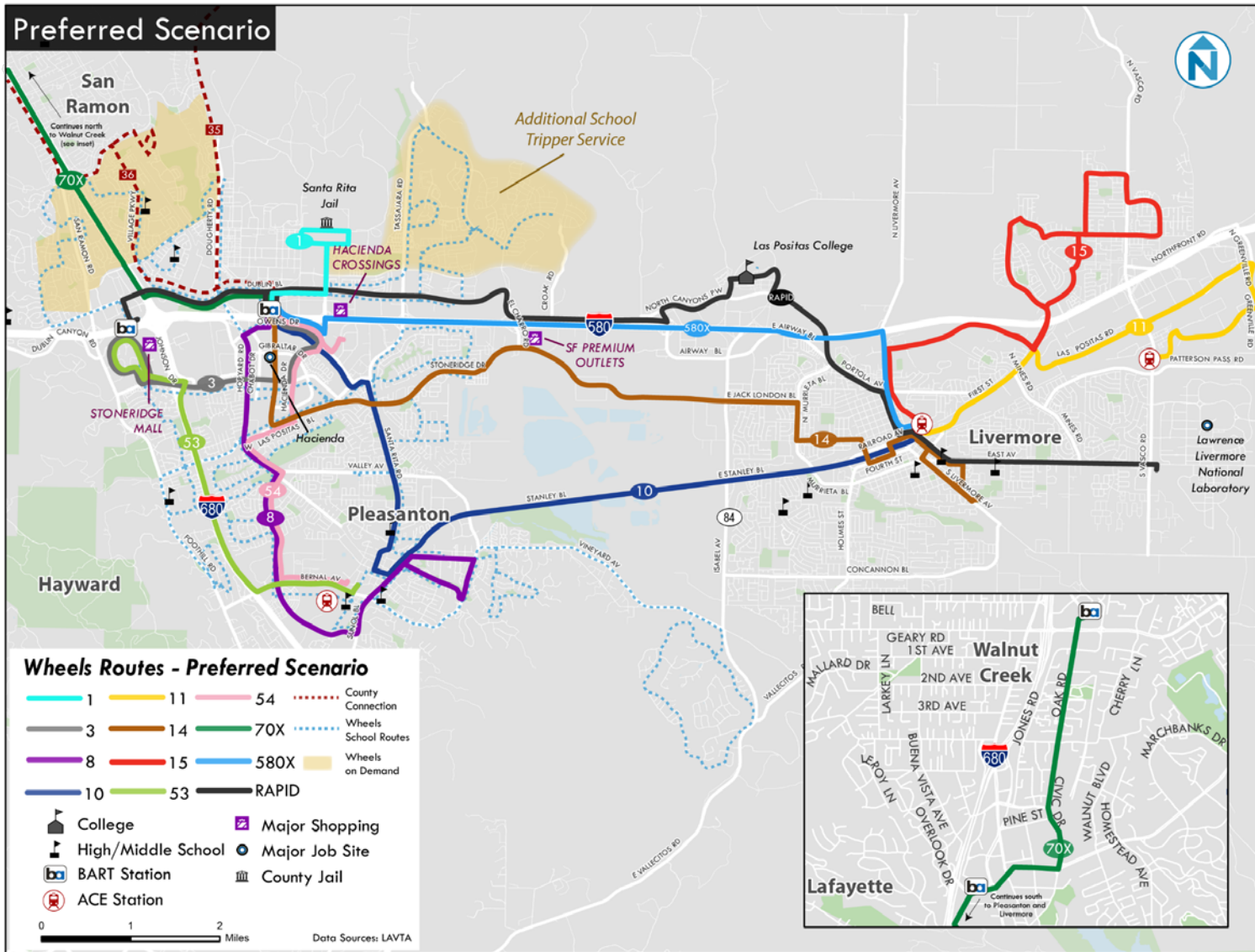
The preferred alternative includes a realignment of resources in order to provide 15-minute “Rapid” service on Route 10, and extend the hours of the existing Rapid line (Route 30). The recommendation to operate a second Wheels bus line with 15-minute BART feeder service increases the likelihood that 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:

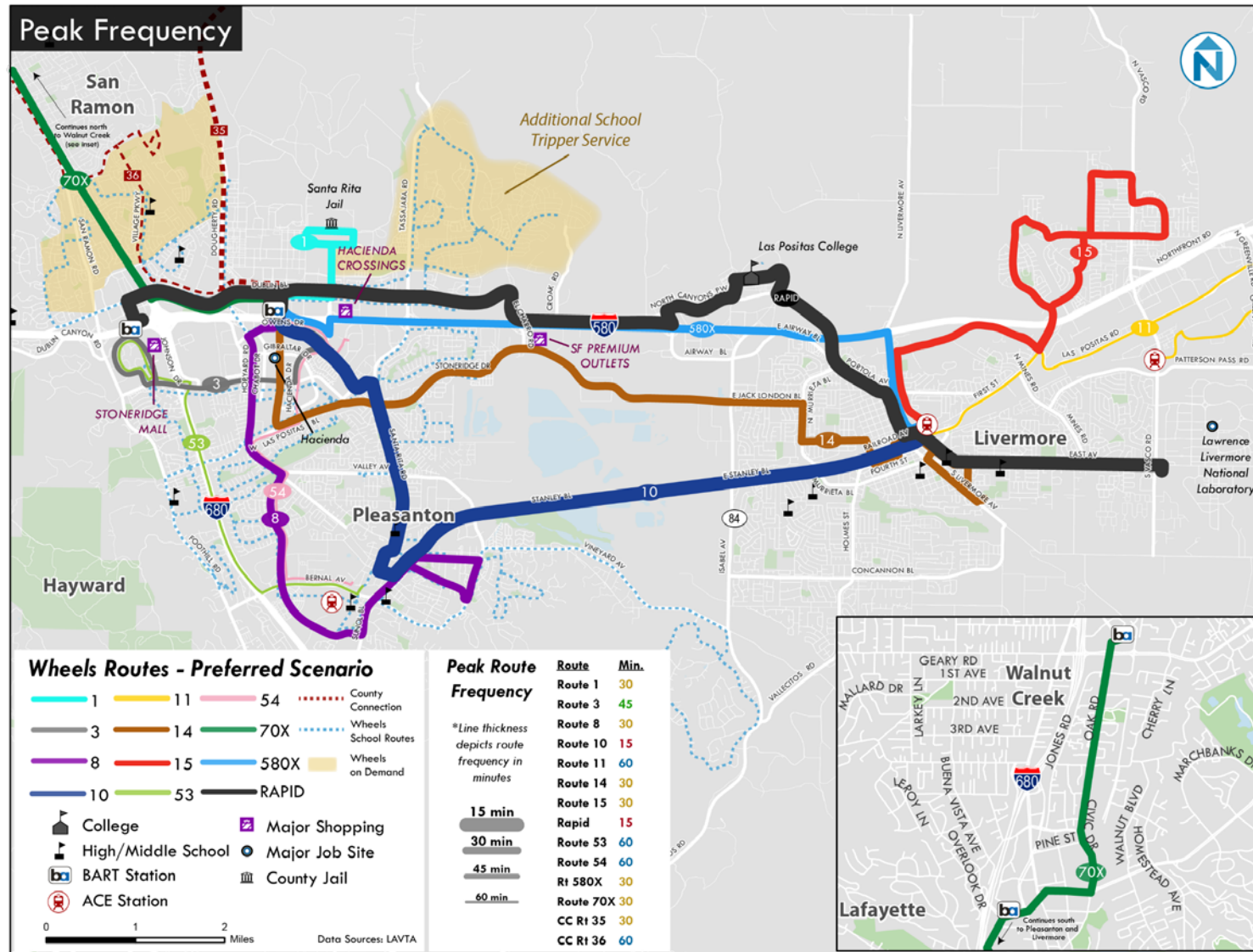
- Route 2 – Service is eliminated due to low ridership. Options for replacement include a demonstration project named *Wheels-On-Demand*, and additional school bus service.
- Route 3 – Route is eliminated in Dublin and realigned in Pleasanton to provide a direct connection between the East Dublin/Pleasanton BART Station and the Stoneridge Mall. Approximately 15 passengers per day currently utilize Route 3 in Dublin. Options for replacement in Dublin include the *Wheels-On-Demand* demonstration project. Additionally, current Route 3 riders will have service provided by County Connection Routes 35 and 36. Route 35 operates along Dougherty Road every 30 minutes in peak periods and every 60 minutes during off-peak times M-F. Route 36 operates along Village Parkway every 60 minutes M-F. The realigned Route 3 with service to the Stoneridge Mall is expected to carry at least 100 passengers per day at just the Stoneridge Mall stops.

- 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. Realigned route will provide for opportunities to pick up Wheels bus passengers at the Livermore Transit Center and ACE rail passengers at the VASCO Road station for transportation to the industrial area of Livermore.
- 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.
- Route 70X – Service is maintained with the exception of Route 70XV (two trips per day). The alternatives to Route 70X are BART, which would take 63 minutes with two transfers, or County Connections, which would take 59 minutes with one transfer.
- New Route 580X – Service would be provided from the Livermore Transit Center to the Dublin/Pleasanton BART Station via the I-580 Express Lanes during peak times on Weekdays.

Attachments:

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





Rapid

The ridership and productivity of the Rapid service has not met market expectations. Moreover, due to poor performance, MTC is withholding operating funding. Rapid also suffers from variable running times. The Stoneridge Mall area is the area where travel time differences by time of day are most acute. Recommendations include:

- **End the Rapid at the West Dublin/Pleasanton BART station** – the existing alignment to the Stoneridge Mall is indirect, fraught with traffic conflicts, and is less productive than almost all other segments. Stoneridge Mall itself could still be accessed from the Rapid via a walk across the BART station skybridge. A restructured Route 3 will continue to provide service to Stoneridge Mall and the Stoneridge Mall Road loop.
- **Extend Hours of Service** – Rapid service currently ends at about 7 p.m. and does not operate on weekends. Rapid should operate 7 days a week to be consistent. In addition, Rapid should operate to midnight 7 days a week.
- **Extend Rapid to serve Las Positas Community College via I-580** – Rapid’s alignment should be adjusted to serve a bigger all-day market. Stops on Stanley Boulevard in Livermore would no longer be served by Rapid, but would be served by expanded Route 10 service. The Outlet Mall would be served by a revised Route 14.
- **Reduce Duplication of Service with Local Routes** – In conjunction with recommendations for Route 10 no longer operating on East Avenue in Livermore and Route 12 no longer operating on Dublin Boulevard in Dublin, Rapid service would need to add additional stops along both East Avenue and Dublin Boulevard. Travel time would increase slightly as a result.

These recommendations will improve ridership and likely achieve the 20% farebox recovery ratio goal set by MTC.

Span and Headway

	Weekday	Saturday	Sunday
Span of Service	5:15 - 24:00	5:15 - 24:00	5:15 - 24:00

Headways (min)	Weekday	Saturday	Sunday
Early AM	15	60	60
AM peak	15	60	60
Midday	15	60	60
PM peak	15	60	60
Evening	30	60	60
Night (after 9 pm)	60	60	60

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:

- **Replace Route 2 with a demonstration project named *Wheels-On-Demand*. Wheels-On-Demand will utilize real-time, dynamic ridesharing in the East Dublin area instead of a large, fixed-route bus.**
- **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 every 45 minutes during the day on weekdays, every 40 minutes on weekends, and every 60 minutes at night.** These frequencies will allow all trips to connect with BART.
- **Operate seven days a week**
- **Interline Route 3 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	45	40	40
Midday	45	40	40
PM peak	45	40	40
Evening	45	40	40
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

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
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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	-
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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.
- **Connect BART to Rosewood Commons** - Current out-of-service trips from between the BART and ACE would stop at Rosewood Commons to provide a direct connection between the employment site and BART.

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:

- **Eliminate 70XV trips** – Route 70XV does not show the ridership to support a separate targeted trip. Reinvest 70XV resources to provide service on Route 580X.

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			

Route 580X – Livermore Transit Center to BART

Route 580X would be a new route providing express service between Livermore Transit Center and East Dublin/Pleasanton BART. It will supplement the Rapid service with quicker, peak directional trips. Passengers wishing to return during midday or evening times have the option of using the Rapid to return from BART to the Livermore Transit Center.

Route 580X would utilize the new HOT lanes for operating on I-580 to improve speed and reliability on that heavily congested roadway. Service between the Livermore Transit Center and BART would be non-stop. Trips would be timed to meet with BART trains.

- **Provide service every 30 minutes during peak periods**
- **Create new express route connecting Livermore and BART via I-580 HOT lanes**

Span and Headway

	Weekday	Saturday	Sunday
Span of Service	5:30 – 8:30 16:00 – 19:00		

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

SCENARIO SUMMARY TABLES

Existing and Proposed Service Frequencies

Route	Existing								Proposed							
	Early AM	AM Peak	Midday	PM Peak	Eve.	Night	Sat	Sun	Early AM	AM Peak	Midday	PM Peak	Eve.	Night	Sat	Sun
Route 1	-	30	30	30	30	-	30	30	-	30	60	30	60	-	60	60
Route 2	-	60	-	60	60	-	-	-	-	-	-	-	-	-	-	-
Route 3	-	30	-	30	60	-	60	-	-	45	45	45	45	60	40-60	40-60
Route 8	-	60	60	60	60	-	50-60	40	-	30	60	30	60	-	60	60
Route 9	-	15-30	-	15	-	-	-	-	-	-	-	-	-	-	-	-
Route 10	30	30	30	30	30	40	16-48	40	30	15	15	15	30	60	30-60	30-60
Route 11	-	45	-	45	-	-	-	-	-	60	-	60	-	-	-	-
Route 12	-	30	60	30	60	60	60	120	-	-	-	-	-	-	-	-
Route 12X	-	30	-	30	-	-	-	-	-	-	-	-	-	-	-	-
Route 14	-	30	30	30	30	-	-	-	-	30	60	30	60	60	60	60
Route 15	60	30	30-60	30	30-60	60	60	60	60	30	30	30	30-60	60	60	60
Route 20X	-	45	-	45	-	-	-	-	-	-	-	-	-	-	-	-
Rapid	15	15	15	15	15	-	-	-	15	15	15	15	30	60	60	60
Route 51	-	-	-	30	30	-	-	-	-	-	-	-	-	-	-	-
Route 53	-	25-75	-	60	-	-	-	-	-	25-75	-	60	-	-	-	-
Route 54	-	65 – 75	-	60	-	-	-	-	-	65 – 75	-	60	-	-	-	-
Route 70X/70XV	-	30	-	30	-	-	-	-	-	30	-	30	-	-	-	-
Route 580X	-	-	-	-	-	-	-	-	-	30	-	30	-	-	-	-

Existing and Proposed Service Spans

Route	Existing			Proposed		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Route 1	6:00 a.m. – 8:55 p.m.	8:01 a.m. – 9:25 p.m.	8:01 a.m. – 9:25 p.m.	6:00 a.m. – 9:00 p.m.	8:00 a.m. – 9:00 p.m.	8:00 a.m. – 9:00 p.m.
Route 2	6:30 a.m. – 9:20 a.m. 3:20 p.m. – 6:48 p.m.	-	-	-	-	-
Route 3	5:55 a.m. – 9:20 a.m. 3:30 p.m. – 8:50 p.m.	9:01 a.m. – 5:51 p.m.	-	6:00 a.m. – 1:00 a.m.	8:00 a.m. – 1:00 a.m.	8:00 a.m. – 1:00 a.m.
Route 8	6:15 a.m. – 8:32 p.m.	8:01 a.m. – 11:11 p.m.	9:01 a.m. – 2:18 p.m.	6:00 a.m. – 9:00 p.m.	8:00 a.m. – 9:00 p.m.	8:00 a.m. – 9:00 p.m.
Route 9	6:30 a.m. – 9:19 a.m. 3:30 p.m. – 6:19 p.m.	-	-	-	-	-
Route 10	4:12 a.m. – 1:44 a.m.	4:57 a.m. – 1:14 a.m.	5:17 a.m. – 1:14 a.m.	4:30 a.m. – 1:00 a.m.	5:30 a.m. – 1:00 a.m.	6:00 a.m. – 1:00 a.m.
Route 11	6:42 a.m. – 8:48 a.m. 4:12 p.m. – 6:18 p.m.	-	-	6:12 a.m. – 9:02 a.m. 4:12 p.m. – 7:02 p.m.	-	-
Route 12	5:58 a.m. – 10:42 p.m.	9:01 a.m. – 9:47 p.m.	9:02 a.m. – 8:47 p.m.	-	-	-
Route 12X	7:12 a.m. – 9:12 a.m. 3:54 p.m. – 7:15 p.m.	-	-	-	-	-
Route 14	6:42 a.m. – 8:06 p.m.	-	-	7:00 a.m. – 10:00 p.m.	8:00 a.m. – 10:00 p.m.	8:00 a.m. – 10:00 p.m.
Route 15	5:12 a.m. – 11:58 p.m.	6:02 a.m. – 11:48 p.m.	7:08 a.m. – 8:43 p.m.	5:12 a.m. – 11:58 p.m.	6:02 a.m. – 11:48 p.m.	7:08 a.m. – 8:43 p.m.
Route 20X	6:15 a.m. – 9:54 a.m. 3:52 p.m. – 6:36 p.m.	-	-	-	-	-
Rapid	5:16 a.m. – 8:04 p.m.	-	-	5:15 a.m. – Midnight	5:15 a.m. – Midnight	5:15 a.m. – Midnight
Route 51	3:12 p.m. – 6:57 p.m.	-	-	-	-	-
Route 53	5:36 a.m. – 8:41 a.m. 3:55 p.m. – 7:16 p.m.	-	-	5:36 a.m. – 8:41 a.m. 3:55 p.m. – 7:16 p.m.	-	-
Route 54	5:36 a.m. – 8:23 a.m. 3:47 p.m. – 6:19 p.m.	-	-	5:36 a.m. – 8:23 a.m. 3:47 p.m. – 6:19 p.m.	-	-
Route 70X/70XV	5:43 a.m. – 8:53 a.m. 4:00 p.m. – 7:10 p.m.	-	-	5:43 a.m. – 8:53 a.m. 4:00 p.m. – 7:10 p.m.	-	-
Route 580X	5:30 a.m. – 8:30 a.m.	-	-	4:00 p.m. – 7:00 p.m.	-	-

Existing and Proposed Revenue Hours and Peak Vehicles

Route	Existing						Proposed					
	Revenue Hours			Peak Vehicles			Revenue Hours			Peak Vehicles		
	Wkdy	Sat	Sun	Wkdy	Sat	Sun	Wkdy	Sat	Sun	Wkdy	Sat	Sun
Route 1	15	13	13	1	1	1	9	8	8	0.7	0.6	0.6
Route 2	6	-	-	1	-	-						
Route 3	14	9	-	2	1	-	23	15	15	1	1	1
Route 8	26	13	5	2	1	1	27	18	18	2.3	1.4	1.4
Route 9	9	-	-	1	-	-	-	-	-	-	-	-
Route 10	82	111	70	5	9	4	102	48	47	7	3	3
Route 11	4	-	-	1	-	-	6	-	-	1	-	-
Route 12/12X	50	26	12	7	2	1	-	-	-	-	-	-
Route 14	13	-	-	1	-	-	40	28	28	4	2	2
Route 15	28	16	14	2	1	1	28	16	14	2	1	1
Route 20X	7	-	-	2	-	-	-	-	-	-	-	-
Rapid	125	-	-	10	-	-	123	38	38	9	2	2
Route 51	4	-	-	1	-	-	-	-	-	-	-	-
Route 53	6	-	-	1	-	-	6	-	-	1	-	-
Route 54	4	-	-	1	-	-	4	-	-	1	-	-
Route 70X/70XV	16	-	-	5	-	-	16	-	-	4	-	-
Route 580X	-	-	-	2	-	-	12	-	-	2	-	-
Total	410	188	114	40	13	8	395	170	167	35	11	11

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

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.

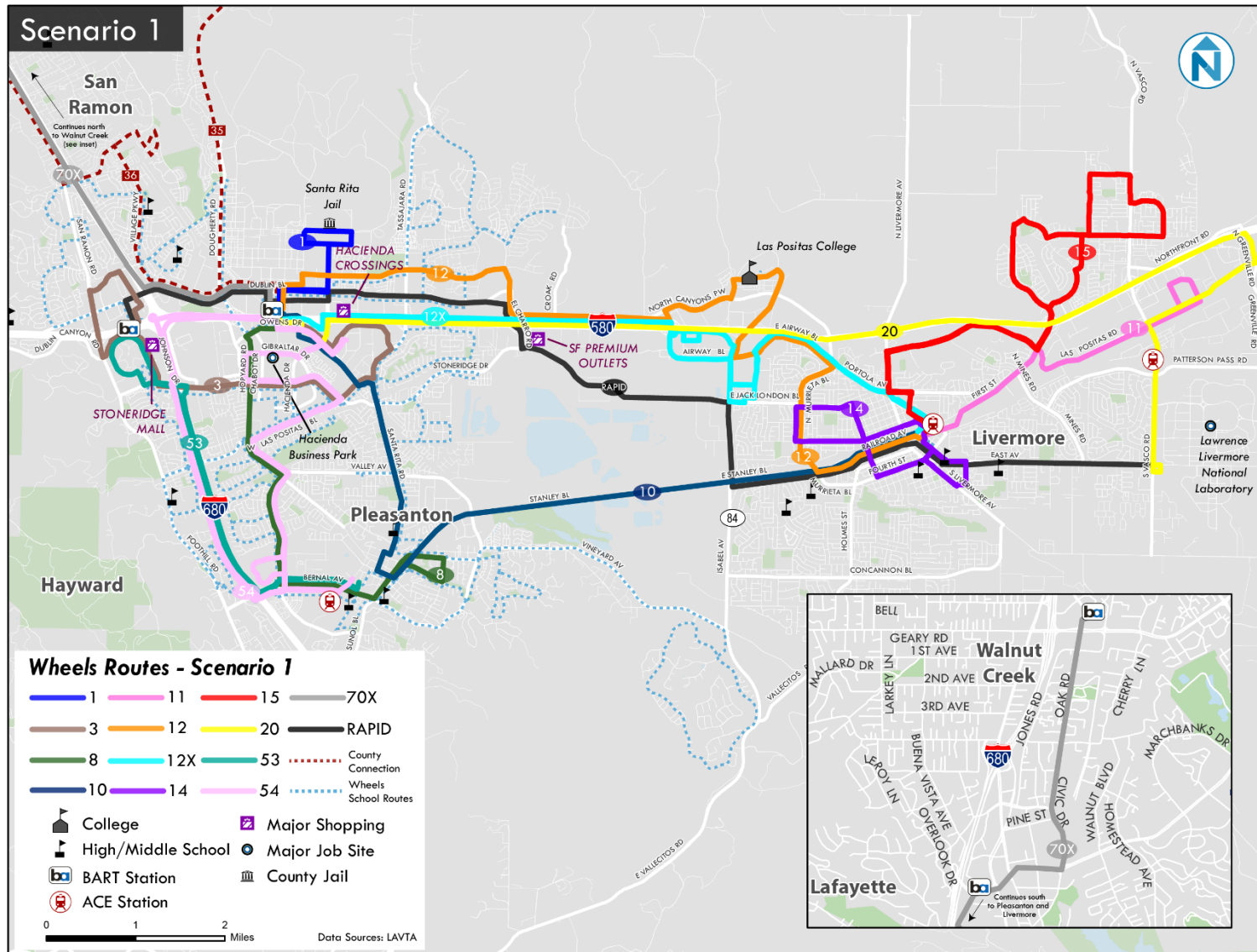
Core Scenario 2 Comments:

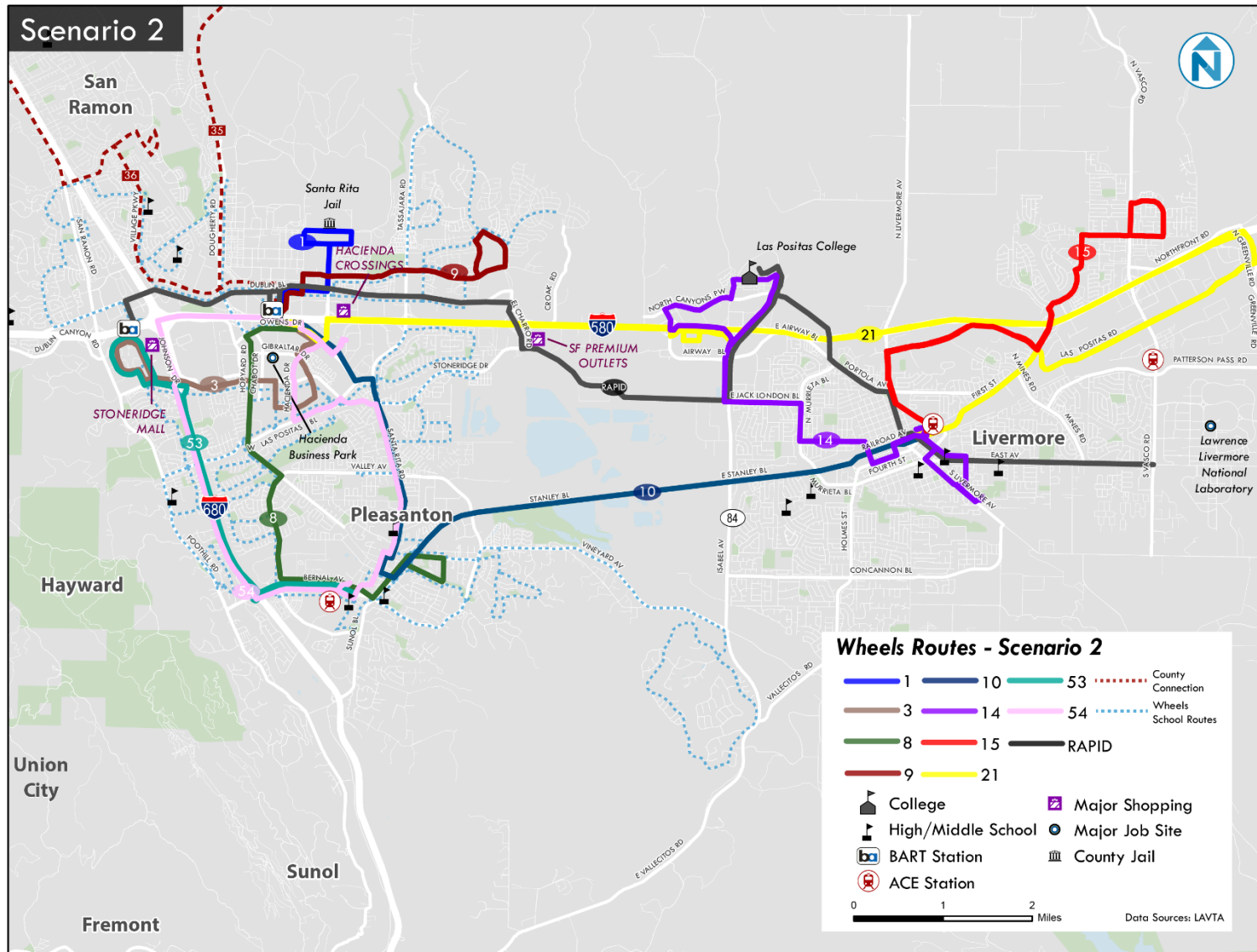
- This was the least favorable choice among respondents. Overall, comments stated that other scenarios were better options, and that this plan would cause people to incur much larger transportation costs.
- Among those that liked Scenario 2, the elements of the plan they commented on were also present 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.

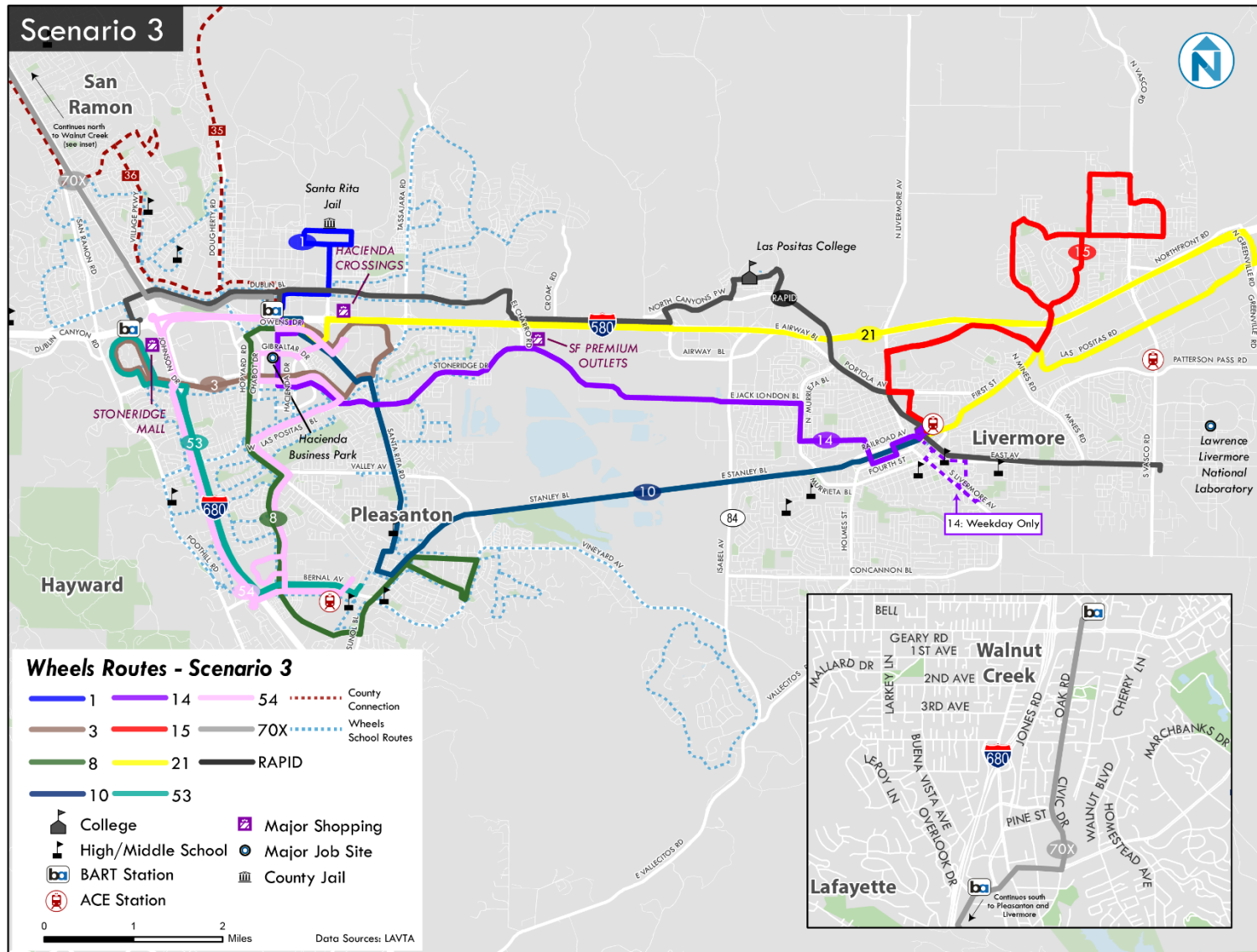
Hybrid Scenario 3 Comments:

- 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 5



STAFF REPORT

SUBJECT: Dial-A-Ride Passenger Survey 2015 Follow-Up

FROM: Kadri Klm, Paratransit Planner

DATE: March 8, 2016

Action Requested

None. This is an informational item only.

Background

At the January 2016 WAAC meeting the staff presented a summary of the latest annual Dial-A-Ride customer satisfaction phone survey that was conducted by a third party surveyor who interviewed 100 passengers. The quantitative customer satisfaction scores had increased when comparing them to the scores from prior four years and the satisfaction was very high across all stages of the rider experience with average being from 4.37 to 4.61 points on a 5-point scale.

In addition to the quantitative scores for different aspects of the Dial-A-Ride service the surveyors also encouraged responders to provide any verbal open-ended feedback/comments/suggestions about the service. These comments were presented to the WAAC at their January 2016 meeting. The committee members were interested in seeing a more detailed analysis of the open-ended verbal comments/concerns. It was also recommended that if there is a concern the surveyor should ask for a phone number for the follow-up.

Discussion

This section will analyze the 100 verbal comments received from the 100 passengers interviewed. Please see the *Attachments 1* and *2* for a graphical presentation of the comments as well as the table.

Thirty four people (34%) did not have any comments when asked, 28 passengers (28%) had positive feedback and they expressed appreciation for the service. The highest number of negative feedback had to do with late pick-ups

and long travel times with 8 people (8%) reporting that there have been times when their ride has been late and four people (4%) complaining about long travel times. Three people (3%) had a general concerns. The following areas each had two people (or 2%) reporting it as a concern: vehicle maintenance (2%), reservations (2%), call center out of the area (2%), safety (2%), and routing (2%). One person (1%) was unhappy about the vehicle type and one (1%) said the driver was a no-show. LAVTA staff constantly monitors the on-time performance as well as the ride length statistics. Currently the OTP is considerably above the 95% contractual requirement. According to the ADA the a trip on a paratransit vehicle should take about the same amount of time as a similar trip on an existing fixed route system, including travel time to and from a bus stop, and any transfer time.

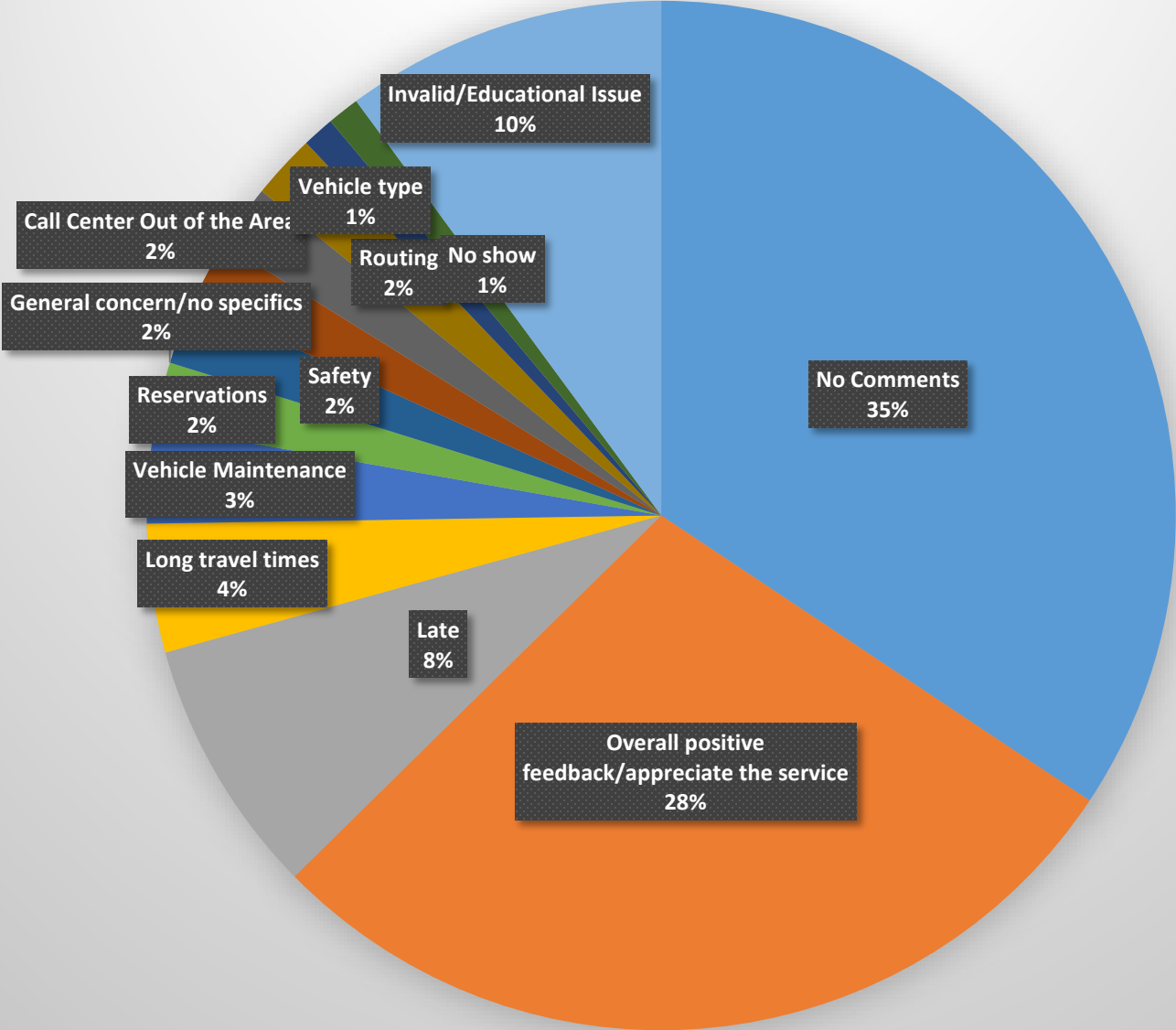
Since most of the above possibly valid verbal passenger concerns are impossible to validate without additional information, LAVTA is planning to add a question about whether the passenger would be willing to give his/her phone number for the staff follow-up in the next customer satisfaction survey.

There were 10 comments/concerns (10%) total that LAVTA staff considers invalid because of the nature of the ADA paratransit service and the staff therefore identified these as areas in which passengers can be provided more education. Out of the 10% invalid/educational issue comments 2 people (2%) didn't like regional/inter-agency trips, 1 person (1%) did not like the vehicle types used for Wheels Dial-A-Ride service, 1 passenger (1%) wanted to do changes to the drop-off location while onboard a Dial-A-Ride vehicle, 1 person (1%) wanted to know how to get Dial-A-Ride tickets, one passenger (1%) didn't like the half-hour pick-up window policy, one person (1%) wanted to know how to sign up, one (1%) said Dial-A-Ride is too expensive, and one (1%) wanted the same driver for the return ride. Staff is preparing a comprehensive "Riders Guide" where such aspects of the service can be explained in more detail and in a user friendly format. LAVTA staff is also working with County Connection's LINK service to better coordinate the trips between LAVTA service area and Contra Costa County.

LAVTA will continue to closely monitor customer satisfaction and following up on the comments/feedback received from the survey respondents.

Attachments:

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



	Unable to Validate w/o More Information	Invalid/Educational Issue
No comments	34	
Overall positive feedback/appreciate the service	28	
Late	8	
Long travel times	4	
Vehicle Maintenance	3	
General concern/no specifics	2	
Reservations	2	
Call Center Out of the Area	2	
Safety	2	
Routing	2	
Vehicle type	1	1
No show	1	
Regional trips		2
Wanting to do changes to drop off location while in the vehicle		1
Half an hour window		1
How to get tickets		1
How to sign up		1
Pick-up window		1
Too expensive		1
Wants same driver for the return ride		1
Wants to change drop off location while in vehicle		1
TOTAL	89	11

AGENDA

ITEM 6



STAFF REPORT

SUBJECT: Subscription Trip Cancellations

FROM: Christy Wegener, Director of Planning and Communications

DATE: March 8, 2016

Action Requested

Information only.

Background

In order to manage the increasing demand for paratransit services, LAVTA staff have begun to enforce several existing paratransit policies, including limiting the number of subscription trips to a maximum of 50% of the daily number of trips.

Discussion

The number of paratransit trips has been increasing significantly in FY2016. In January 2016, LAVTA staff brought an information item to the Projects and Services Committee that detailed six ways to manage the growing paratransit demand (Attachment 1). One of the ways to manage the demand is to enforce the Board-approved policy of a maximum of 50% subscription trips.

Currently, LAVTA provides over 60% subscription trips on any given day. In February, staff identified in a “last in-first out” methodology the most recently booked subscription trips that would need to be cancelled in order to reduce the subscription rate to 50%. Approximately 22 people’s subscription services were identified for cancellation. A letter was sent to the first 11 people in early February, informing them that their subscription service would be cancelled around the end of February, but that they were still eligible for Dial-A-Ride services by calling in their reservations each week. LAVTA staff also followed-up with phone calls. The remaining 11 individuals will be receiving letters in early March. A sample letter is attached.

LAVTA staff has also worked with its paratransit contractor MTM and their reservationists to no longer accept any new subscription trips until otherwise notified.

Attachments:

1. January 25, 2016 Projects and Services Committee Paratransit Staff Report
2. Sample Subscription Trip Cancellation Letter

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

STAFF REPORT

SUBJECT: Paratransit Discussion

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

DATE: January 25, 2016

Action

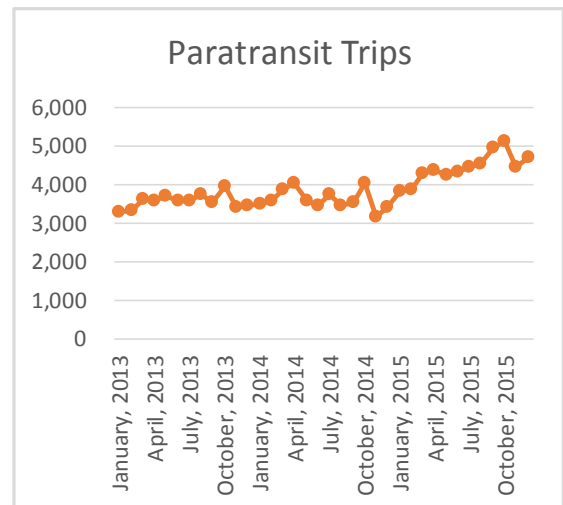
None-Informational Only

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 1st 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 1st to the last day) or four (4) or more times within a six (6) month period.

10.3 Progressive Sanction Penalties

- 10.3.1. 1st 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. 2nd 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. 3rd 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. 4th 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. 5th 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. 6th 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.



Livermore Amador Valley Transit Authority

February 8, 2016

ADA Number: LA-

Re: LAVTA/Wheels to End Your Wheels Dial-A-Ride Subscription Ride/Standing Order Reservation Service as of February 24, 2016

Dear

The Wheels Dial-A-Ride service is a door-to-door paratransit service operated by the Livermore Amador Transit Authority (LAVTA) as required by the Americans with Disabilities Act (ADA). According to the ADA, LAVTA must provide paratransit service to eligible individuals on a next-day basis (i.e., at any time tomorrow in response to a request made today). The ADA does not require LAVTA to provide subscription/standing order trips, however.

LAVTA’s Board-approved policy states the following: “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.”

Upon analyzing the current system capacity it was determined that subscription trips absorb over 50% of the total rides provided by Wheels Dial-A-Ride. To allow equal access to the Dial-A-Ride service for all passengers, Wheels will be cancelling the portion of subscription trips that exceed the threshold of 50% of total Dial-A-Ride rides. Unfortunately, your subscription/standing order for the following rides will be part of that elimination:

Day	Time	Origin	Destination
Tues, Thurs	8:05am		1601 RAILROAD AVE, LIVERMORE, CA, 94550
Mon, Wed, Fri	8:05am		1601 RAILROAD AVE, LIVERMORE, CA, 94550

Tues, Thurs	2:30pm	1601 RAILROAD AVE, LIVERMORE, CA, 94550	
Mon, Wed, Fri	2:30pm	1601 RAILROAD AVE, LIVERMORE, CA, 94550	

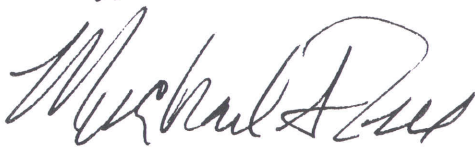
This means that as of **02/24/2016** you should book these rides in accordance to the Wheels Dial-A-Ride reservation policy, which states that rides can be booked one to seven days in advance. The reservations phone number is 925-455-7510. Please note the desired pick-up time cannot always be accommodated and the reservationist may offer alternative pick-up time ranging from one hour before to one hour after the requested pick-up time.

As an alternative to the Wheels Dial-A-Ride you are encouraged to use the Wheels fixed route bus system, which does not require any advance reservations and is also more cost effective (\$1 fare for a senior/disabled ticket or \$18 for the senior/disable monthly pass). You also may use Wheels' Para-Taxi program. Information about the Para-Taxi program is enclosed.

If you are a Pleasanton resident, please use the Pleasanton Paratransit Service as your first choice of paratransit transportation. Their phone number is 925- 931-5376.

If you have any questions, please contact Kadri Kulm at 925-455-7555 or kkulm@lavta.org.

Sincerely,



Michael Tree

Executive Director

CC: Futures Explored

AGENDA

ITEM 7



STAFF REPORT

SUBJECT: Announcement of WAAC Recruitment for Positions for FY 2017

FROM: Kadri Klm, Paratransit Planner

DATE: March 8, 2016

Action Requested

Information only.

Background

In June 30th 2016, terms will expire for six WAAC members:

1. Russ Riley – Livermore Representative
2. Connie Mack – Dublin Alternate
3. Herb Hastings – Alameda County Representative
4. Jennifer Cullen – Social Services Representative
5. Pam Deaton – Social Services Representative
6. Amy Mauldin – Social Services Representative

Discussion

Due to current term expirations and the existing vacancies the WAAC will have the following position openings for FY 2017:

Dublin

- 1 member and 1 alternate

Livermore

- 1 member

Alameda County

- 1 member

Social Services

- 3 member and 1 alternate

Staff will be releasing solicitations for new members shortly and will encourage current Wheels fixed-route and Dial-A-Ride users to apply for the openings. All applications are due on **April 15**, 2016. Positions will be reviewed by the WAAC at the Committee's May meeting and LAVTA's Board of Directors will review the applications and select WAAC members at their June meeting. New members will start serving at the July 2015 meeting.

Action Requested

Information only.

Attachments:

1. WAAC Term Expirations
2. WAAC Application

**WHEELS Accessible Advisory Committee (WAAC)
Membership Directory for FY 2016 (July 2015 to June 2016)**

Dublin Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Connie Mack	2 years	July 2014	June 2016
Member (VACANT)			
Alternate (VACANT)			

Livermore Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Russ Riley	2 years	July 2014	June 2016
Member (VACANT)			
Alternate (VACANT)			

Pleasanton Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Member (VACANT)			
Member (VACANT)			
Alternate (VACANT)			

Alameda County Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Herb Hastings	2 years	July 2014	June 2016
Alternate (VACANT)			

Social Services Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Jennifer Cullen	2 years	July 2014	June 2016
Pam Deaton	2 years	July 2014	June 2016
Amy Mauldin	2 years	July 2014	June 2016
Alternate (VACANT)			



**Livermore Amador Valley Transit Authority
Wheels Accessible Advisory Committee (WAAC)**

APPLICATION INSTRUCTIONS

ELIGIBILITY REQUIREMENTS

Residents of Pleasanton, Dublin or Livermore who are elderly, disabled or care for someone who is disabled may apply to be the representative for their city or county. Persons employed in the social services field in the Tri-Valley area may apply for the Social services position only.

RESPONSIBILITIES

Members are expected to represent the viewpoint of the elderly and disabled community of the Tri Valley and provide input on the Wheels services. Members also act as liaisons for Wheels by informing the general public about Wheels services and policies. Meetings are held every other month and are scheduled for ninety (90) minutes. For disabled members, transportation is provided on the Wheels Dial-A-Ride service for free both to and from the meeting. All members receive a pass which provides them with complimentary service on all Wheels fixed route buses while serving on the WAAC. Appointments to the WAAC are made by the elected officials who make up the Wheels Board of Directors.

Please send the filled out application to:

**Attn: Kadri Kulm
LAVTA/Wheels
1362 Rutan Court, Suite 100
Livermore, CA 94551**

APPLICATION FOR WAAC MEMBERSHIP

GENERAL INFORMATION

Name _____

Agency (if applicable) _____

Address _____

City _____ Zip _____

Home # _____ Work # _____ Mobile # _____

Email address: _____

Which of the following open positions are you applying for?
(May check more than one, if applicable.)

City of Dublin _____

City of Pleasanton _____

City of Livermore _____

Alameda County _____

Social Services Agency _____

You are eligible for your position because you are

A resident of the City or County and are

Elderly _____

Disabled _____

A Caretaker for a Disabled person _____

Or

Employed in Social Services in the Tri Valley _____

1. Do you or your clients use Dial-A-Ride? If yes, how often?
2. Do you or your clients use Fixed Route service? If yes, how often?
3. In a single statement, why do you want to be on this committee?
4. What skills and knowledge do you feel you bring to this committee?
5. Will you be able to attend meetings during regular business hours? How flexible is your schedule?
6. Please include any additional information that may assist the decision making process.

END OF APPLICATION