

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

WHEELS Accessible Advisory Committee

DATE: Tuesday, March 8, 2016

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

TIME: 3:00 p.m.

DRAFT MINUTES

1. Call to Order

The Chair Carmen Rivera-Hendrickson called the meeting to order at 3:00 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
Glenn Hage	City of Pleasanton – Alternate
Russ Riley	City of Livermore
Nancy Barr	City of Livermore
Pam Deaton	Social Services Member
Amy Mauldin	Social Services Member
Esther Waltz	PAPCO Representative

Staff Present:

Michael Tree	LAVTA
Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM
Ally Macias	MTM
Peter Lawson	MV

Members of the Public:

Thomas Wittmann
Jeffrey Smith

Nelson\Nygaard
DAR rider

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

None.

3. Comprehensive Operational Analysis (COA) Update

Thomas Wittmann from Nelson\Nygaard presented COA's preferred alternative and the committee members offered their feedback on a route-by-route bases. The guiding principles for the preferred alternative include improving the overall ridership and the ridership and farebox recovery ratio of Rapid, improving access to BART and Las Positas College, and simplifying the service. The routes proposed be changed include:

- Rapid
- Route 1
- Route 3
- Route 8
- Route 10
- Route 11
- Route 14
- Route 15
- Route 54
- New Route 580X
- East Dublin school trips

The proposed routes for deletion include:

- Route 2
- Route 9
- Route 12
- Route 12X
- Route 20X
- Route 51
- Livermore school trippers
- Route 70XV

The Committee submitted the following comments:

Overall comment – Do not change the route numbers.

Route 1 – The future Water Park in Dublin would need service; also, Emerald Glen Park should have bus service.

Route 3 – There is a Community Center off Shannon Ave in Dublin that should be served by Route 3.

Route 8 – Needs to provide service to the Alameda County Fair.

Route 10 – Should continue to go to the Mall.

Route 14 – Should be named Route 12.

Route 12/14 – Should provide service along Rutan to the Wheels office.

Rapid – Should continue to go to the Mall.

The Chair noted that the remaining agenda items could not be discussed during the time allotted for the meeting. Therefore, a special WAAC meeting will be held on April 6th.

12. Adjourn

The meeting was adjourned at 5:08 pm.

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WHEELS Accessible Advisory Committee

DATE: Wednesday, April 6, 2016

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

TIME: 3:30 p.m.

DRAFT MINUTES

1. Call to Order

The Chair Carmen Rivera-Hendrickson called the meeting to order at 3:30 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
Glenn Hage	City of Pleasanton – Alternate
Russ Riley	City of Livermore
Nancy Barr	City of Livermore
Mary Anna Ramos	City of Livermore – Alternate
Pam Deaton	Social Services Member
Amy Mauldin	Social Services Member
Esther Waltz	PAPCO Representative

Staff Present:

Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Nikki Diaz	LAVTA
Karen Huynh	LAVTA
Juana Lopez	MTM
Ally Macias	MTM
Gregg Eisenberg	MV Transit

Members of the Public:

Dawn Argula	LAVTA Board member, Supervisor Haggerty's Office
Cheryl S. Hyer	Carmen Rivera-Hendrickson's PCA
Richard Waltz	DAR rider
Jeffrey Smith	DAR rider
Rashida Kamara	East Bay Paratransit

- 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 January 6, 2016 Meeting of the Committee**

Approved.

Hastings/Waltz

Riley abstains

Minutes of the March 8, 2016 Meeting of the Committee

Approved.

Hastings/Mack

Costello abstains

- 4. Dial-A-Ride Passenger Survey Follow-Up**

Staff presented an analysis of the open-ended verbal comments on the latest DAR customer satisfaction survey. Out of the 100 respondents 34 said that they didn't have any comments, 28 had had positive feedback and expressed appreciation for the service, 8 people said that there have been times when they had been picked up late and 4 complained about long travel times. There were 10 comments that LAVTA considers invalid because of the nature of the ADA paratransit service. These comments included not liking regional/inter-agency trips, wanting to change the drop-off location while onboard of a DAR vehicle, not liking the 30-minute pick-up window policy and wanting the same driver for the return ride. 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 for the cases where respondent expresses a concern or has a negative comment.

- 5. Recognizing WAAC Member Sue Tuite**

Long time WAAC member Sue Tuite is resigning from the committee due to moving to Washington State. LAVTA Board member Dawn Argula presented Sue a Certificate of Appreciation on behalf of Supervisor Haggerty's office and

the Chair Rivera-Hendrickson presented a certificate on behalf of the WAAC. Sue has served on the WAAC for ten years.

6. Subscription Trip Cancellations

Because the number of paratransit trips has been increasing significantly in FY2016 and the percentage of subscription trips is over 60% LAVTA has sent a letter to 24 passengers with subscriptions informing them that their subscriptions are to be cancelled and they would have to make a reservation 1-7 days before they need their ride. LAVTA Board-approved policy states that the subscriptions should not be more than 50% of the total trips and the ADA law does not require transit agencies to provide subscription trips.

7. Announcement of WAAC Recruitment for Positions for FY 2017

Staff reported that the recruitment for the open WAAC positions for FY2017 has begun and that the applications are due on April 15, 2016.

8. Annual Program Submittal for ACTC Measure B and BB Funding

Staff presented to the committee the Annual Paratransit Program plan that was submitted to ACTC for Measure B and BB funding.

9. PAPCO Report

Esther Waltz reported on the latest PAPCO meeting.

10. Chair's discussion with Committee

The Chair brought to the committee members attention an incident where a driver had heard from a WAAC member that Dial-A-Ride fares are increasing. This turned out to be not true and the Chair reminded the committee not to spread false information. If there is a question about a policy, committee members are reminded to first talk to LAVTA staff.

11. Fixed Route Operational Issues – Suggestions for Changes

Carmen Rivera-Hendrickson reported that on February 1 a driver didn't know how to secure her chair. She also said that the wheelchair hooks don't work on buses number 0328 and 0317. This complaint was already reported to LAVTA and has been researched and addressed. Christy Wegener reported that LAVTA will be replacing 40 buses in the next 2 years, and the new buses will come with improved wheelchair securement areas. The Chair requested that the new buses be brought to the WAAC for a demonstration.

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

Sue Tuite reported that her driver was talking on Bluetooth on non-business and he didn't have a badge. Carmen Rivera-Hendrickson said that her driver didn't

have a badge either. Shawn Costello added that his driver was great, but his van didn't have an AC. Mary-Anna Ramos said that there are two drivers that drive fast so that it is scary riding with them. Herb Hastings reported that the recording on his day before ride reminder call had poor quality. MTM staff will research the complaints and will follow-up, as appropriate.

12. Adjourn

The meeting was adjourned at 5:03 pm.