

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

WHEELS Accessible Advisory Committee

Meeting

DATE: **Wednesday, May 11, 2016**

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

TIME: **3:30 p.m.**

AGENDA

	Action Recommended by Staff	
1. Call to Order		3:30
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)		3:35
3. Minutes of April 6, 2016 Meeting of the Committee (please review prior to meeting)	Approval	3:40
4. WAAC Recruitment for FY 2017	Discussion	3:45

5. Comprehensive Dial-A-Ride Riders Guide	Discussion	3:55
6. COA Update	Information	4:10
7. 2nd Quarter Dial-A-Ride Operational Analysis	Information	4:20
8. PAPCO Report	Information	4:30
9. Dial-A-Ride Operational Issues – Suggestions for Changes	Discussion	4:40
10. Fixed Route Operational Issues – Suggestions for Changes	Discussion	4:50
11. Adjournment		5:00

Next meeting Wednesday, July 6, 2016,
3:30pm

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

Jennifer Suda

LAVTA Administrative Services Department

5/5/16

Date

On request, the Livermore Amador Valley Transit Authority will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. A written request, including name of the person, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service should be sent at least seven (7) days before the meeting. Requests should be sent to:

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

AGENDA

ITEM 3

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

WHEELS Accessible Advisory Committee

DATE: Wednesday, 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 began 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 rumors.

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. Christy Wegener said that LAVTA will be replacing 40 buses in the next 2 years.

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 her 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.

12. Adjourn

The meeting was adjourned at 5:03 pm.

AGENDA

ITEM 4

Wheels Accessible Advisory Committee**WAAC**

SUBJECT: WAAC Recruitment for Positions 2016/2017

FROM: Kadri Klm, Paratransit Planner

DATE: May 11, 2016

Action Requested

Information only.

Background

In June 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

Also, the Dublin member Sue Tuite and Pleasanton alternate Shirley Maltby recently resigned from the committee.

Discussion

LAVTA received seven applications for FY 2016/2017 open positions:

Dublin (1 member and 1 alternate needed)

- Connie Mack

Livermore (1 member needed)

- Russ Riley

Pleasanton (1 member needed)

- Regina Linse

Social Services (3 members and 1 alternate needed)

- Jennifer Cullen
- Pam Deaton
- Amy Mauldin

County of Alameda Seat (1 member and 1 alternate needed)

- Herb Hastings

Next Steps

Per WAAC bylaws, LAVTA's Board of Directors will review the applications and select WAAC members. New appointees will be ratified at the Board's June meeting and start serving in the committee as of July, 2015.

Attachment:

- WAAC Applications

APPLICATION FOR WAAC MEMBERSHIP

GENERAL INFORMATION

Name CONNIE F. MACK

Agency (if applicable) DUBLIN

Address 3115 FINNIAN WAY #238

City DUBLIN Zip 94568

Home # (925) 829-2457 Work # — Mobile # (925) 997-3692

Email address: FOXELAD@COMCAST.NET

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

City of Dublin	<u>✓</u>
City of Pleasanton	<u> </u>
City of Livermore	<u> </u>
Alameda County	<u> </u>
Social Services Agency	<u> </u>

You are eligible for your position because you are

A resident of the City or County and are

Elderly	<u>✓</u>
Disabled	<u> </u>
A Caretaker for a Disabled person	<u> </u>

Or

Employed in Social Services in the Tri Valley

1. Do you or your clients use Dial-A-Ride? If yes, how often?

SOMEONE I KNOW USES IT ABOUT ONCE
A WEEK

2. Do you or your clients use Fixed Route service? If yes, how often?

SOMEONE I KNOW USES IT 3-4 TIMES
A WEEK.

3. In a single statement, why do you want to be on this committee?

I HAVE LEARNED A LOT BY BEING ON THE
COMMITTEE, AND HAVE PASSED THIS INFORMATION
ON TO OTHERS. HOPEFULLY - I CAN CONTINUE
TO LEARN AND PASS INFORMATION ON TO
OTHERS.

4. What skills and knowledge do you feel you bring to this committee?

I HAVE GOOD LISTENING SKILLS AND
WILL ASK QUESTIONS FOR CLARIFICATION.

5. Will you be able to attend meetings during regular business hours? How flexible is your schedule?

MY SCHEDULE IS FLEXIBLE ENOUGH TO
ATTEND MEETINGS DURING BUSINESS
HOURS.

6. Please include any additional information that may assist the decision making process.

I WOULD CONSIDER IT AN HONOR TO CONTINUE
REPRESENTING DUBLIN ON THIS COMMITTEE.

APPLICATION FOR WAAC MEMBERSHIP

GENERAL INFORMATION

Name Russ Riley

Agency (if applicable) _____

Address 4506 Lee Ann Circle

City Livermore Zip 94550

Home # 925-443-0732 Work # N/A Mobile # 925-487-7212

Email address: russriley@netscape.net

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	<u>X</u>
Alameda County	_____
Social Services Agency	_____

You are eligible for your position because you are

A resident of the City or County and are

Elderly	<u>X</u>
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?

No

2. Do you or your clients use Fixed Route service? If yes, how often?

1-2 times per month

3. In a single statement, why do you want to be on this committee?

I have years of experience serving on this advisory committee and have participated in many changes in service providers and ridership needs. Continuity and historical narrative are valuable assets can offer to the committee.

4. What skills and knowledge do you feel you bring to this committee?

Have monitored the development and changes in various transportation options. Have provided input to local and federal representatives regarding funding and need for non-car based services.

5. Will you be able to attend meetings during regular business hours? How flexible is your schedule?

Retired educator - flexible schedule.

6. Please include any additional information that may assist the decision making process.

Have assisted individuals in our community with accessing various service options. Looking forward to 'automated service options' and 'driverless vehicles'... Go Google!!

END OF APPLICATION

APPLICATION FOR WAAC MEMBERSHIP

GENERAL INFORMATION

Name Regina Linse

Agency (if applicable) _____

Address 810 Chakeli Ct.

City Pleasanton Zip 94566

Home # ~~926-3212~~ Work # _____ Mobile # 989-6823

Email address: Rrlinse@comcast.net

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

City of Dublin	_____
City of Pleasanton	<u>✓</u>
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	<u>yes</u>
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? *I used to use Dial-A-Ride, but am not currently using it*

2. Do you or your clients use Fixed Route service? If yes, how often? *No*

3. In a single statement, why do you want to be on this committee? *I am interested in being on the committee because I feel that the ADA riders should be represented more clearly.*

4. What skills and knowledge do you feel you bring to this committee? *I am currently on the Pleasanton Paratransit Task Force as well as a volunteer with the Pleasanton Senior Center*

5. Will you be able to attend meetings during regular business hours? How flexible is your schedule?

My schedule is very flexible as my current "job" is volunteering.

6. Please include any additional information that may assist the decision making process.

I enjoy helping in many capacities when I can!



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

Application
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RECEIVED

APR 12 2016

Livermore Amador Valley
Transit Authority

APPLICATION FOR WAAC MEMBERSHIP

GENERAL INFORMATION

Name Jennifer Cullen
Agency (if applicable) Senior Support Program of the
Address 5353 Sunol Blvd Tri Valley
City Pleasanton Zip 94566
Home # N/A Work # 931-5387 Mobile # 997-1327
Email address: j.cullen@ssptv.org

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 ☒

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

Application
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1. Do you or your clients use Dial-A-Ride? If yes, how often?
My clients use Dial-A-Ride
for in-town trips for medical appts, etc.

2. Do you or your clients use Fixed Route service? If yes, how often?
My clients do not use The bus.

3. In a single statement, why do you want to be on this committee?
As a direct service provider, I
understand the needs of the elder
adult population in the Tri Valley.

4. What skills and knowledge do you feel you bring to this committee?
I am an advocate for seniors
and can assist WAAC with ideas
for providing excellent transportation

5. Will you be able to attend meetings during regular business hours? How
flexible is your schedule?

I create my own schedule & can
be flexible.

6. Please include any additional information that may assist the decision
making process.

I am on Pleasanton
Paratransit Task Force & have served
on WAAC for
several years.

END OF APPLICATION

APPLICATION FOR WAAC MEMBERSHIP

GENERAL INFORMATION

Name Pam Deaton, Recreation Supervisor

Agency (if applicable) City of Pleasanton Paratransit Services

Address 5353 Sunol Blvd.

City Pleasanton Zip 94566
(925) (925)

Home # _____ Work # 931-5367 Mobile # 202-7337

Email address: pdeaton@city of pleasanton.ca.gov

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	<u>X</u>

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 X

1. Do you or your clients use Dial-A-Ride? If yes, how often?

yes, City of Pleasanton Seniors and RADD (Recreation for Adults with Disabilities Program) regularly use Dial-A-Ride Services.

2. Do you or your clients use Fixed Route service? If yes, how often?

yes, Pleasanton seniors and RADD participants regularly use fixed route services.

3. In a single statement, why do you want to be on this committee?

Many of the people I serve through Pleasanton Senior Center, Pleasanton Paratransit Services and RADD use LAVTA's transportation services, so I would like to serve as an advocate for their needs & concerns.

4. What skills and knowledge do you feel you bring to this committee?

I have worked for over 33 years with seniors in assisting them with their needs, which includes transportation services. During the past 19 years, I have actively been involved at the County and local level in providing paratransit services to Pleasanton and Sunol residents.

5. Will you be able to attend meetings during regular business hours? How flexible is your schedule?

yes, I can attend regular meetings and can be somewhat flexible with my schedule.

6. Please include any additional information that may assist the decision making process.

I have served on WAAC for several years and enjoy the opportunity to share ideas & provide feedback on policy and procedures.

APPLICATION FOR WAAC MEMBERSHIP

GENERAL INFORMATION

Name Amy Mauldin
Agency (if applicable) Social Service agency (RCES)
Address 3937 Duke Way
City Livermore Zip 94550
Home # 925 454 0698 Work # 510-618-6187 Mobile # 925 640-9440
Email address: ~~amymauldin@rces.org~~ amauldin@rces.org

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	<u>X</u>

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 X

1. Do you or your clients use Dial-A-Ride? If yes, how often?

yes

2. Do you or your clients use Fixed Route service? If yes, how often?

yes

3. In a single statement, why do you want to be on this committee?

TO keep current with transportation
in the disabled community

4. What skills and knowledge do you feel you bring to this committee?

Past job as travel trainer, and
working in the disabled community

5. Will you be able to attend meetings during regular business hours? How flexible is your schedule?

yes

6. Please include any additional information that may assist the decision making process.

Past representative

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

Application
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APPLICATION FOR WAAC MEMBERSHIP

GENERAL INFORMATION

Name HERB HASTINGS
 Agency (if applicable) REGIONAL CENTER
 Address 5300 IRON HORSE PKWY 154
 City DUBLIN Zip _____
 Home # 925 949 9304 Work # 510 618 6148 Mobile # 925 337 1738
 Email address: HASTINGS RCEB ORG
COMCAST NET

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 X CURRENT

Social Services Agency _____

You are eligible for your position because you are

A resident of the City or County and are

Elderly _____

Disabled X

A Caretaker for a Disabled person _____

Or

Employed in Social Services in the Tri Valley _____

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

Application
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1. Do you or your clients use Dial-A-Ride? If yes, how often?

YES, AS NEEDED

2. Do you or your clients use Fixed Route service? If yes, how often?

YES

3. In a single statement, why do you want to be on this committee?

TO ASSIST TO IMPROVE
TRANSIT SERVICE FOR
EVERYONE

4. What skills and knowledge do you feel you bring to this committee?

ADVOCACY TO HELP
DISABLED COMMUNITY

5. Will you be able to attend meetings during regular business hours? How flexible is your schedule?

YES

6. Please include any additional information that may assist the decision making process.

CURRENT MEMBER
17 YEARS
MEMBER OF PAPLO, IWC

END OF APPLICATION

AGENDA

ITEM 5

STAFF REPORT

SUBJECT: Comprehensive Wheels Dial-A-Ride “Riders Guide”

FROM: Kadri Klm, Paratransit Planner

DATE: May 11, 2016

Action Requested

Discussion.

Background

In January 2016 WAAC commented on the Comprehensive Dial-A-Ride Riders Guide Table of Contents and were also encouraged to provide feedback on the Guide based on the Dial-A-Ride Operational Policies that were distributed at the meeting.

Discussion

LAVTA received comments from three members. The suggestions/comments included:

- I read the policy cover-to-cover. I do not see a way to simplify the document, as it looks like a legal document.
- Use bold letters for words such as “shared ride”, also use bold letters for the reservations days/hours
- Don’t use the word “complementary” as people may confuse it with the word “complimentary/free”
- Mention that DAR goes to San Ramon Medical Center
- Be specific about the service hours
- Include that drivers should not touch power wheelchair controls
- No need to identify repeat trip – standing order on your brochure. It might encourage people to do standing orders. The passenger can ask for this service and as an agency you have the option to cap it at 50% of total ridership.
- Might want a statement like—due to service demands, Dial A Ride is not able to take same-day reservations

- Might add an explanation on how/where to purchase Dial a Ride tickets
- A bullet on rider's responsibilities is really important!
- A bullet on driver's responsibilities
- Might add a bullet on how to voice a service concern or compliment
- A bullet on the WAAC and the opportunity for riders to come to meetings and provide feedback
- Phone numbers of fixed-route bus services and benefit of using these services
- A bullet on funders
- A bullet describing Para-Taxi program

Next Steps

Staff is aiming to publish the Comprehensive DAR Riders Guide in the Summer, 2016.

Attachment:

Dial-A-Ride Operational Policies

AGENDA

ITEM 7

STAFF REPORT

SUBJECT: FY 2016 2nd Quarter Report – Operations

FROM: Kadri Kulm, Paratransit Planner

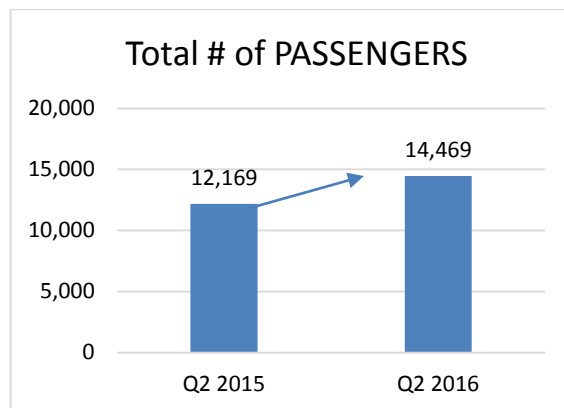
DATE: May 11, 2016

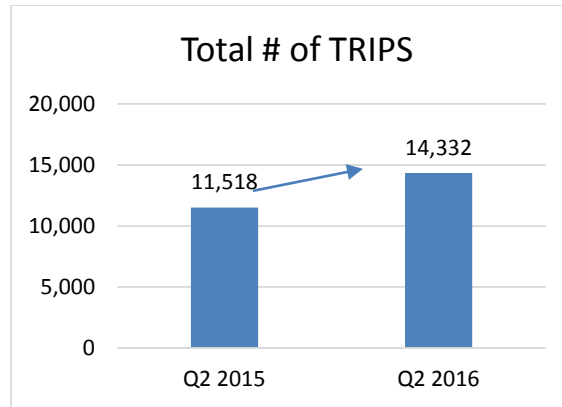
Action Requested

This is an informational item.

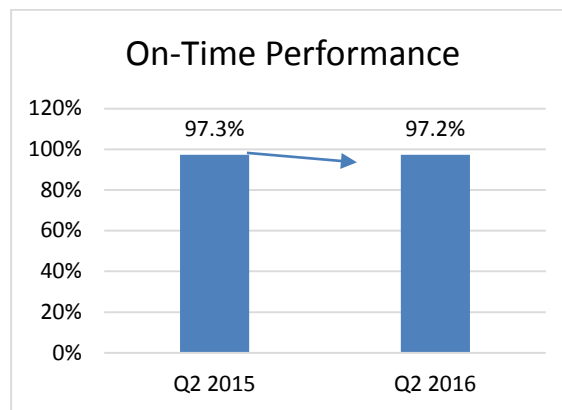
Paratransit

The FY2016 Q2 total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, has increased by 18.9% when compared to the same three months the year prior, and the number of trips during the same time period has increased by 24.4 %, as the following two charts illustrate.

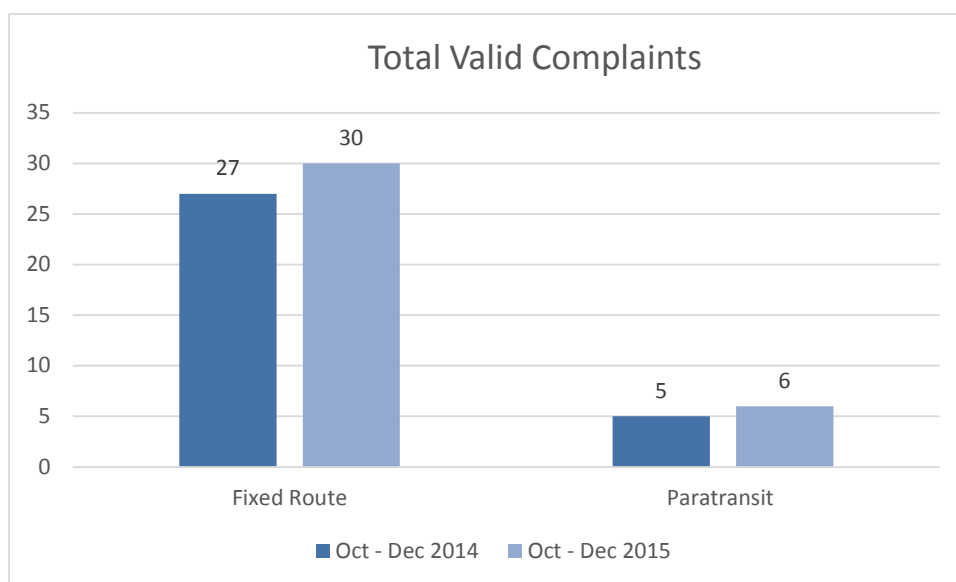




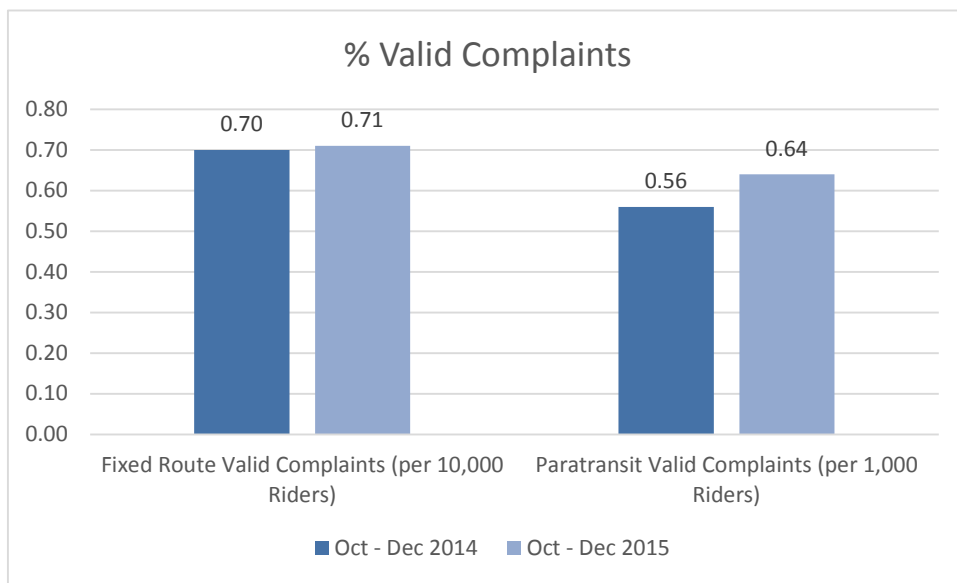
The on-time performance (OTP) for the FY 2016 Q2 is 97.2% compared to 97.3% for the same quarter during the previous fiscal year (-0.1% decrease) as shown in the chart below. The performance standard for OTP is 95%.



Customer Service



The Service Quality Standard Index established a standard of excellence for complaints of less than 1 per 10,000 rides for fixed route and 1 per 1,000 rides for paratransit.



The paratransit valid complaints increased by one complaint as compared to the quarter last year. The six (6) valid complaints included one in the area of “driver/dispatcher courtesy, one “late,” one “no show” and three in “driver/dispatch training”. Staff and the contractor continue to work together in the Paratransit Task Force meetings to ensure that the complaints are dealt with timely manner.

Recommendation

None – information only.