

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

**WHEELS Accessible Advisory Committee**

**Meeting**

**DATE:** Wednesday, January 4, 2017

**PLACE:** Pleasanton Senior Center  
5353 Sunol Blvd, Pleasanton, CA 94566  
**PLEASE NOTE THE MEETING PLACE CHANGE**

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

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**AGENDA**

	<b>Action Recommended by Staff</b>	
<b>1. Call to Order</b>		<b>3:30</b>
<b>A. Approval of Agenda and Modifications if     necessary</b>		
<b>2. Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)</b>		<b>3:35</b>
<b>3. Minutes of November 2, 2016 Meeting of the Committee (please review prior to meeting)</b>	<b>Action</b>	<b>3:40</b>
<b>4. Committee Composition</b>	<b>Discussion</b>	<b>3:45</b>

<b>5. Meeting Location Discussion</b>	<b>Discussion</b>	<b>3:50</b>
<b>6. FY 2017 1st Quarter Report – Operations</b>	<b>Information</b>	<b>4:00</b>
<b>7. Paratransit Assessment Study</b>	<b>Information</b>	<b>4:05</b>
<b>8. PAPCO Report</b>	<b>Information</b>	<b>4:10</b>
<b>9. Fixed Route Operational Issues – Suggestions for Changes</b>	<b>Information</b>	<b>4:15</b>
<b>10. Dial-A-Ride Operational Issues – Suggestions for Changes</b>	<b>Information</b>	<b>4:25</b>
<b>11. ADA Paratransit Eligibility Assessments</b>	<b>Information</b>	<b>4:35</b>
<b>12. Presentation on City of Livermore’s Active Transportation Plan</b>	<b>Information</b>	<b>4:50</b>
<b>13. Adjournment</b>	<b>Discussion</b>	<b>5:00</b>

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

*Jennifer Suda*

*12/22/16*

*LAVTA Administrative Services Department*

*Date*

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

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

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

**WHEELS Accessible Advisory Committee**

**DATE:** Wednesday, November 2, 2016

**PLACE:** Pleasanton Senior Center  
1362 Rutan Court, Suite 100, Livermore, CA

**TIME:** 3:33 p.m.

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**DRAFT MINUTES**

**1. Call to Order**

The WAAC Chair Carmen Rivera-Hendrickson called the meeting to order at 3:30 pm.

Members Present:

Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Russ Riley	City of Livermore
Carmen Rivera-Hendrickson	City of Pleasanton
Glenn Hage	City of Pleasanton – Alternate
Herb Hastings	County of Alameda
Judy LaMarre	County of Alameda – Alternate
Amy Mauldin	Social Services Member
Jennifer Cullen	Social Services Member
Pam Deaton	Social Services Member
Esther Waltz	PAPCO Representative

Staff Present:

Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Jesse Garcia	LAVTA
Juana Lopez	MTM

Members of the Public:

Kathleen Anderson	Senior Support Services of Tri-Valley
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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 November 2, 2016 Meeting of the Committee**

Approved.

Waltz/Hastings

Costello abstains.

4. **Meeting Location Discussion**

Carmen Rivera-Hendrickson requested to remove this item from the agenda so that a discussion with staff could take place prior to a Committee discussion.

5. **Comprehensive Paratransit Assessment**

In late August, the City of Pleasanton released a Request for Proposals (RFP) to bring onboard a consultant to conduct a comprehensive assessment of paratransit services throughout the Tri-Valley. The project management team is comprised of LAVTA and City of Pleasanton. WAAC member Helen Buckholz was selected to participate on the selection committee. Four proposals were received by various consultants and the interviews were held with the top two firms in early October. The selection committee made a recommendation for the preferred consultant team, and the project managers from the City and LAVTA met with the project manager for the preferred consultant to discuss final changes in the scope, and to negotiate the best-and-final offer. The City of Pleasanton is anticipated to award the contract in Mid-November.

Staff also talked about the Alameda CTC outreach to identify the mobility needs of seniors and people with disabilities in Alameda County. Staff distributed flyers and the WAAC members were encouraged to submit their feedback to Naomi Armenta.

Carmen Rivera-Hendrickson said Pleasanton got an award of being an accessible city.

6. **COA Update**

Staff provided an update of on the implementation of the Comprehensive Operational Analysis service recommendations, which took effect on August 13, 2016. The ridership statistics over the first 8 weeks of operating compared to the same 8 weeks in FY2016 suggests the total ridership was down by -8.92%, but

the most recent 4 weeks of data showed the ridership decline of -6%, suggesting that the post-COA ridership is starting to rebound. OTP has improved slightly over the last year's metric, but it still remains a challenge. Staff is taking steps to improve the OTP.

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

Shawn Costello reported that there are new buses on the R-30 line don't have appropriate securements. Staff indicated Shawn was welcome to come to LAVTA's offices so they can demonstrate how the new tie downs work.

Esther Waltz had a concern about Route 8 scheduling, she said she missed the 2:32pm bus. Judy La Marre added that she has the same problem because the buses don't connect in downtown Pleasanton and she has to wait for an hour if she misses her connection. Some passengers are confused about interlining of buses. Staff will continue to work on improving public information.

Herb Hastings said that more frequent service is needed on Route 14 to the outlet mall on the weekends.

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

None

**9. PAPCO Report**

Esther Waltz reported on the latest PAPCO meeting. PAPCO members received updates on GAP grants and CIP, and there was a discussion on the Countywide Needs Assessment study.

**10. Adjourn**

The meeting was adjourned at 4:40pm.

**S T A F F   R E P O R T**

SUBJECT: The Wheels Accessible Advisory Committee Composition

FROM: Kadri Klm, Paratransit Planner

DATE: January 4, 2017

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**Action Requested**

Information only.

**Discussion**

Staff recently learned the sad news of the beloved WAAC member and Livermore representative Nancy Barr's passing. Also, the social services representative Pam Deaton recently retired. As such, Raymond Figueroa, the new City of Pleasanton Senior Center Recreation Supervisor, will be replacing Pam Deaton as a Social Services representative at WAAC.

Recruitment for the FY2018 memberships will start in the Spring of 2017 and the new members will start serving in July 2018.

**Action Requested**

Information only.

Attachment:

WAAC Terms

WHEELS Accessible Advisory Committee (WAAC)  
 Membership Directory for FY 2017 (July 2016 to June 2017)  
*As of January 4, 2017*

Dublin Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Shawn Costello	2 years	July 2015	June 2017
Connie Mack	2 years	July 2016	June 2018
Helen Buckholz (Alternate)	2 years	September 2016	June 2018

Livermore Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Russ Riley	2 years	July 2016	June 2018
Alternate (VACANT)			
Mary Anna Ramos (Alternate)	2 years	July 2015	June 2017

Pleasanton Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Carmen Rivera-Hendrickson	2 years	July 2015	June 2017
Glenn Hage	2 years	July 2015	June 2017
Regina Linse (Alternate)	2 years	July 2016	June 2018

Alameda County Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Herb Hastings	2 years	July 2016	June 2018
Judith LaMarre (Alternate)	2 years	September 2016	June 2018

Social Services Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Jennifer Cullen	2 years	July 2016	June 2018
Raymond Figueroa	2 years	July 2016	June 2018
Amy Mauldin	2 years	July 2016	June 2018
Alternate (VACANT)			

PAPCO Representative

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Esther Waltz	2 years	2014	

**Wheels Accessible Advisory Committee**

**WAAC**

SUBJECT: Meeting Location Discussion

FROM: Kadri Klm, Paratransit Planner

DATE: January 4, 2017

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**Action Requested**

This is a discussion item.

**Background**

Due to the recent changes to the Wheels bus routes that were based on the Comprehensive Operational Analysis (COA), the closest bus stop to LAVTA's administrative office, where the WAAC meetings traditionally are held, is a longer distance away (0.5 mile) than the closest bus stop prior to the COA changes.

**Discussion**

In response to some of the complaints about the distance to the Route 14 bus stop (from the LAVTA offices), staff is proposing conducting the Wheels Accessible Advisory Committee (WAAC) meetings at Tri-Valley locations, which are shorter distance than LAVTA office and otherwise conveniently accessible by Wheels fixed route bus system.

The following are some of the possible locations:

- Pleasanton Senior Center, located at 5353 Sunol Blvd, Pleasanton, CA 94566
- Livermore Senior Center, located at 4444 East Ave. Livermore, CA 94550, and
- Dublin Civic Center, located at 100 Civic Plaza, Dublin, CA 94568

The November, 2016 WAAC meeting was held at the Pleasanton Senior Center and staff is proposing to continue having the meetings in that location throughout the current fiscal year (until 06/30/2017). For the next fiscal year's meetings the committee will select a new location at their May, 2016 meeting.



According to the committee bylaws SECTION 3.7. COMMITTEE MEETINGS  
(f) Accessibility “All meetings shall be conducted in the LAVTA jurisdiction  
and shall be in a location accessible by public transportation and accessible to  
persons with disabilities”.

**Recommendation**

This is a discussion item.

STAFF REPORT

SUBJECT: FY 2017 1st Quarter Report – Operations

FROM: Christy Wegener, Director of Planning & Communications

DATE: January 4, 2017

**Action Requested**

This is an informational item.

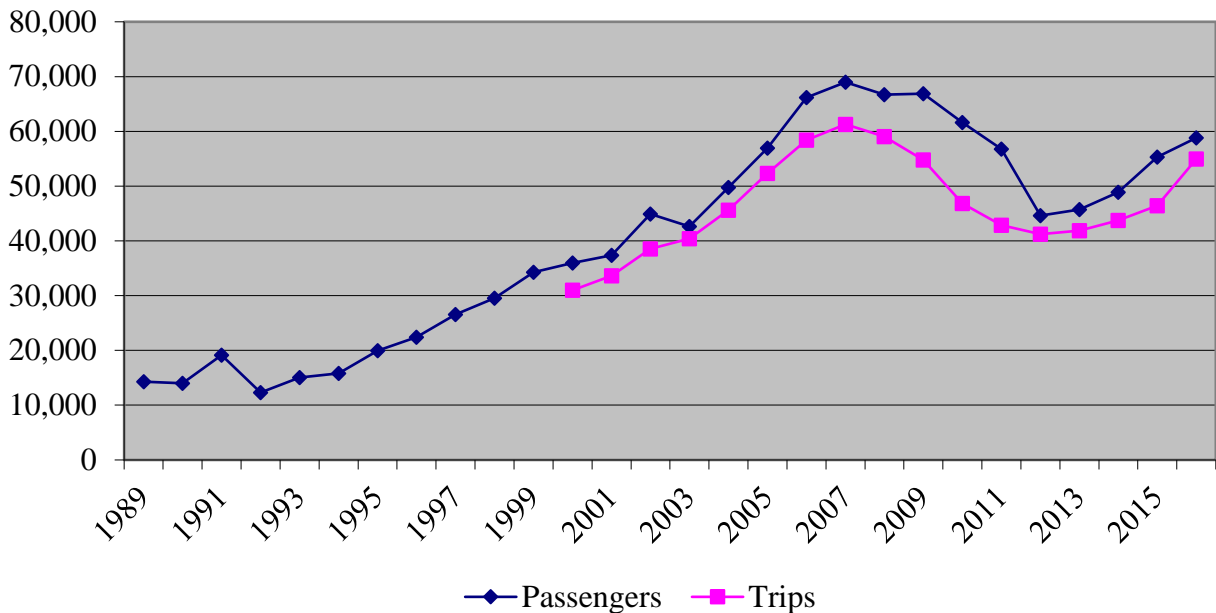
**Background**

This report is intended to provide the Committee with a summary and analysis of paratransit operations for the first quarter of FY2017 (July – September 2016).

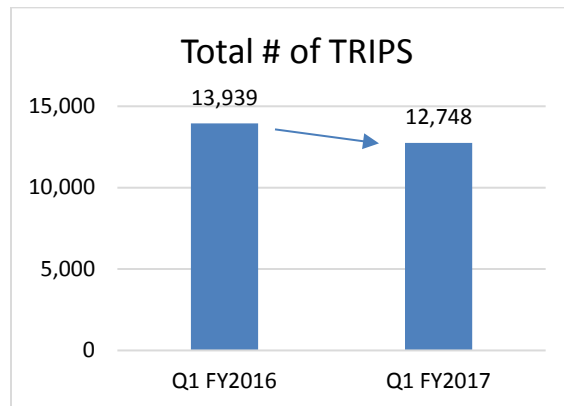
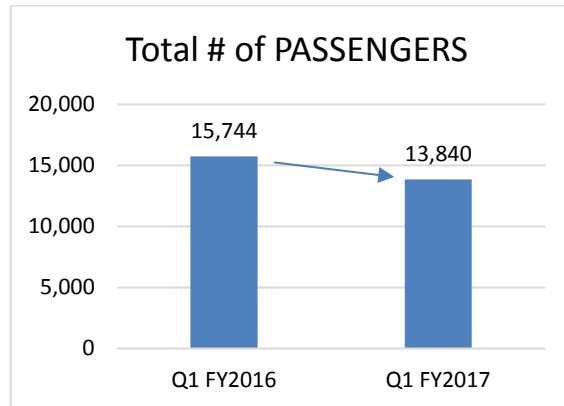
**Discussion**

The graph below provides an overview of the historic paratransit ridership trend from the agency’s inception thru the fiscal year FY2016:

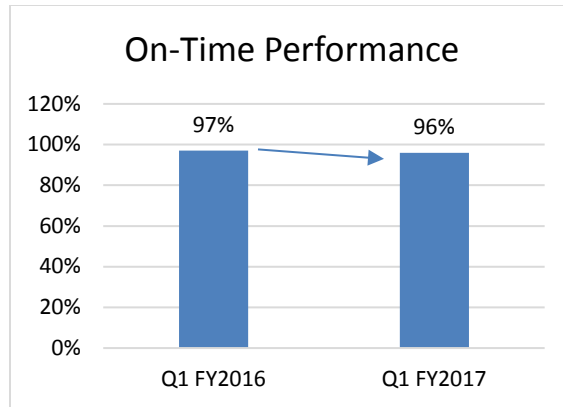
Annual Paratransit Ridership FY 1989-2016



The previous quarter's trend of decreasing ridership continues in the first quarter of the current fiscal year. The FY2017 Q1 the total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, decreased by 12% from 15,744 to down to 13,840 when compared to the same three months the year prior. The number of trips during the same time period decreased by 9% from 13,939 to 12,748, as the two charts below illustrate.



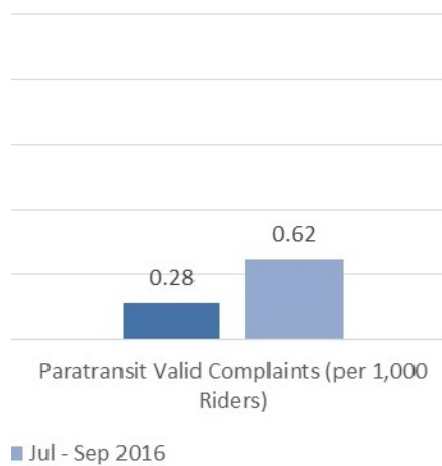
On-time performance (OTP) was 96% during the Q1, 2017, which is a 1% increase from the previous quarter, but 1% decrease from the same quarter the year prior. The OTP performance standard is 95%.



**Customer Service**

The Service Quality Standard Index’s established standard of excellence for complaints is 1 per 1,000 rides for paratransit.

**% Valid Complaints:**



The paratransit valid complaints remained the same number of complaints as compared to the quarter last year (3 complaints). Staff and the contractor continue to work together in the Paratransit Task Force meetings to ensure that the complaints are dealt with timely, with three (3) valid complaints total (two in the area of “late,” and one in the area of “driver/dispatcher courtesy/training”).

**Next Steps**

None

**Recommendation**

None – information only.



**Wheels Accessible Advisory Committee**

**WAAC**

SUBJECT: Tri-Valley Comprehensive Paratransit Assessment

FROM: Christy Wegener

DATE: January 4, 2016

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**Action Requested**

Information only.

**Background**

In late August, the City of Pleasanton, in partnership with LAVTA, released a Request for Proposals (RFP) to bring onboard a consultant to conduct a comprehensive assessment of paratransit services throughout the Tri-Valley. This is an update on the contract award.

**Discussion**

At the December 6<sup>th</sup> meeting, the Pleasanton City Council voted to approve a contract with Nelson Nygaard to conduct the Tri-Valley Comprehensive Paratransit Assessment. The team will be led by Joey Goldman and Richard Weiner of Nelson Nygaard, with assistance from Naomi Armenta and Samantha Erickson.

**Next Steps**

The City of Pleasanton and LAVTA will have a kickoff meeting with the project team in January. After the kickoff meeting, more information will be brought back to the WAAC about next steps and the formation of a stakeholder committee.