

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

**WHEELS Accessible Advisory Committee**

**Meeting**

**DATE:**      **Wednesday, May 3, 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>Action</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>Information</b>	<b>3:35</b>
<b>4. Minutes of March 1, 2017 meeting (please review prior to meeting)</b>	<b>Action</b>	<b>3:45</b>
<b>5. WAAC Applications</b>	<b>Information</b>	<b>3:55</b>

<b>6. Recommended Fall 2018 Service Changes</b>	<b>Information</b>	<b>4:05</b>
<b>7. Tri-Valley Paratransit Assessment Stakeholder Advisory Committee</b>	<b>Action</b>	<b>4:20</b>
<b>8. 2<sup>nd</sup> Quarter Operations Report</b>	<b>Information</b>	<b>4:35</b>
<b>9. PAPCO Report</b>	<b>Information</b>	<b>4:40</b>
<b>10. Dial-A-Ride Operational Issues – Suggestions for Changes</b>	<b>Information</b>	<b>4:45</b>
<b>11. Fixed Route Operational Issues – Suggestions for Change</b>	<b>Information</b>	<b>4:50</b>
<b>12. Adjournment</b>	<b>Information</b>	<b>5:00</b>

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

*Jennifer Suda*

*4/27/17*

*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](mailto:frontdesk@lavta.org)*

## **AGENDA**

### **ITEM 4**

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

**WHEELS Accessible Advisory Committee**

**DATE:** Wednesday, March 1, 2017

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

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

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**DRAFT MINUTES**

**1. Call to Order**

The WAAC Chair Carmen Rivera-Hendrickson called the meeting to order at 3:05 pm.

The Chair suggested removing the agenda item number 10, Fixed Route Operational Issues – Suggestions for Changes, due to having the fixed route securement system Q-POD demo already in the agenda.

Approved.

Riley/Mack

**Members Present:**

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

**Staff Present:**

Michael Tree	LAVTA
Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM
Farries Chappel	MV Transportation
Karen Gaskus	MV Transportation

Members of the Public:

Sue Tuite	Pleasanton resident
Jan Cornish	Livermore resident
Robert Allen	Livermore resident
Robert Taylor	SSPTV
Kathleen Anderson	SSPTV

**2. Wheels Fixed Route Bus Securements Demo**

LAVTA staff showed a brief video of the Q-Straint's Q'POD wheelchair securement system's functionalities, after which MV Transportation staff gave a demo on how the Q'POD securement system works securing a scooter in one of the newly acquired Wheels 35-foot buses. Shawn Costello requested that MV reminder operators how to turn a chair's motor on or off should the passenger need assistance when disembarking the vehicle.

**3. 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)**

Livermore resident Robert Allen stated that he will be 91-years old this month, and urged the committee to support his efforts in having LAVTA to establish a direct bus line between the LAVTA/Wheels office, Airway Park and Ride and BART. Mr. Allen talked about the East Contra Costa County BART extension called eBART and said that the Tri-Valley version could be called iBART for "interim BART". He provided a sample route map to LAVTA staff.

Jennifer Cullen introduced Robert Taylor, the new Executive Director of the Tri-Valley Senior Support Services.

**4. Minutes of the November 2, 2016 and January 4, 2017 meetings of the Committee**

November 2, 2016 minutes approved.  
Costello/Waltz

January 4, 2017 minutes approved.  
Mack/Waltz

**5. WAAC Recruitment**

Staff opened the recruitment period for FY2018 WAAC membership for 2-year terms. The deadline for applications is April 17, 2017. The WAAC members discussed moving members around to different positions to allow for others to apply to the WAAC.

**6. LAVTA Upcoming Funding and Grants**

Staff distributed the draft Paratransit Program Plan for FY 2018 for ACTC's Measure B and BB funds. The committee members' feedback about the submittal to staff is due on March 15<sup>th</sup>. Staff also informed the committee of applying for 5310 grant for Para-Taxi and mobility management. Staff explained some of the ideas for the mobility management funds, including a one-click website and modifying how the Para-Taxi program is administered.

**7. Dial-A-Ride Passenger Satisfaction Survey**

Staff gave an overview of the November 2016 Dial-A-Ride customer satisfaction phone survey results where 150 passengers were interviewed. The overall satisfaction was very high among all stages of the rider experience with average scores all above 4 on a 5-point scale. One area with a slight decline in the satisfaction was the reservations process. MTM will be conducting more training for the reservationists. The Chair requested that staff follow-up with the person who complained about the ride being too long to get more specific information. One WAAC member complimented MTM on modifying her pickup due to an 8-hour train delay.

**8. PAPCO Report**

Esther Waltz reported on the latest PAPCO and PAPCO/ParaTAC joint meetings. PAPCO members received updates on 2018 CIP, there was a presentation and discussion on the Countywide Needs Assessment study, they reviewed and approved the Funding Formula for Measure B and BB Transportation for Seniors and People with Disabilities and Implementation Guidelines and Performance Measures. Other WAAC members who were at the PAPCO meeting discussed a need for better hospital transportation for discharged patients, as well as the 211 program.

**9. Dial-A-Ride Issues – Suggestions for Changes**

The committee members did not report any Dial-A-Ride issues. The Vice Chair complimented MTM on having a local number on the caller ID.

Staff updated the committee on fixed route service to the Alameda County Fair with dedicated hourly shuttle from BART to the fair.

Staff informed the committee on the upcoming open house for fixed route services in Dublin Library on March 7<sup>th</sup> and distributed flyers.

Staff also informed the committee on the upcoming individualized marketing campaign along the Santa Rita Road corridor. The Chair requested that staff look at whether the schedules have been posted at the Stoneridge/Santa Rita stops. Esther Waltz reported that there are some benches at the Rapid stops with metal bars removed. Staff said that the metals get stolen and they are aware of the situation.

Herb Hastings inquired about the new service plan for Route 14. Staff responded that LAVTA will break the Route 14 to Route 1 interline in June and Route 14 will get a new schedule.

#### **10. Adjourn**

The meeting was adjourned at 4:42pm.

## **AGENDA**

### **ITEM 5**



**Wheels Accessible Advisory Committee**

**WAAC**

SUBJECT: WAAC Recruitment for Positions Starting July 1, 2017

FROM: Kadri Klm, Paratransit Planner

DATE: May 3, 2017

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**Action Requested**

Information only.

**Background**

In June 2017, terms will expire for six WAAC members:

1. Mary Anna Ramos – Livermore Alternate
2. Shawn Costello – Dublin Representative
3. Carmen Rivera-Hendrickson – Pleasanton, and
4. Glenn Hage – Pleasanton Representative.

**Discussion**

LAVTA received seven applications for FY 2017/2018 open positions:

Dublin (1 member needed)

- Shawn Costello

Since one member is needed and only one application was received staff recommends appointing Shawn Costello as Dublin representative.

Livermore (1 member and 1 alternate needed)

- Jan Cornish
- Mary Anna Ramos
- Judy LaMarre (Judy is the current Alameda County Alternate with term expiring on June 30, 2018)

Staff recommends appointing Jan Cornish as Livermore Representative and re-appointing Mary Anna Ramos as Livermore Alternate. Because the number of

applications exceeded the number of Livermore positions available staff is recommending that Judy LaMarre remain in her current seat as the Alameda County Alternate.

Pleasanton (2 members needed)

- Carmen Rivera-Hendrickson
- Sue Tuite
- Syed Rahman

Carmen Rivera-Hendrickson is the current Pleasanton Representative and WAAC Chair and Sue Tuite is a former WAAC member. Staff recommends re-appointing Carmen and Sue for Pleasanton Member positions.

Social Services (1 alternate needed)

- None received

The appointments are for two-year terms.

### **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, 2017.

Attachment:

1. WAAC Membership Directory
2. WAAC Applications

WHEELS Accessible Advisory Committee (WAAC)  
 Membership Directory for FY 2017 (July 2016 to June 2017)  
*As of March 1, 2017*

Dublin Representation

<b><i>Committee Seat</i></b>	<b><i>Term</i></b>	<b><i>Term Beginning</i></b>	<b><i>Term Conclusion</i></b>
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

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

Pleasanton Representation

<b><i>Committee Seat</i></b>	<b><i>Term</i></b>	<b><i>Term Beginning</i></b>	<b><i>Term Conclusion</i></b>
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

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

Social Services Representation

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

PAPCO Representative

<b><i>Committee Seat</i></b>	<b><i>Term</i></b>	<b><i>Term Beginning</i></b>	<b><i>Term Conclusion</i></b>
Esther Waltz	2 years	2014	Same as PAPCO Term

## APPLICATION FOR WAAC MEMBERSHIP

RECEIVED

## GENERAL INFORMATION

APR 12 2017

Name Shawn CostelloLivermore Amador Valley  
Transit Authority

Agency (if applicable) \_\_\_\_\_

Address 5450 Demarcus Blvd., #210City Dublin Zip 94568Home # 925-551-8082 Work # \_\_\_\_\_ Mobile # \_\_\_\_\_Email address: sshawncostello@yahoo.com**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?

I take Dial-A-Ride when I really need to go somewhere, such as WAAC meetings. About 1-2 times a month.

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

I use Fixed Route at least once a week.

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

I love everybody in the committee and I'd love people in my city to have better service and make it easy for the disabled people.

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

I've been on the committee for 20+ years and I'm also at PAPCO to make sure that Wheels gets their funding and all they need to stay in business.

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

I can come at any time.

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

I want to be able to continue to help people and want to feel that I'm making a difference

END OF APPLICATION



## APPLICATION FOR WAAC MEMBERSHIP

### GENERAL INFORMATION

Name Jan Cornish  
Agency (if applicable) Community of Livermore  
Address 1032 Bucknell Dr  
City Livermore Zip 94550  
Home # 925-575-3158 Work # \_\_\_\_\_ Mobile # 925-575-3158  
Email address: jcbarcus@gmail.com

**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>✓</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>✓</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?

Not yet.

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

Yes. 1x/mo.

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

I would like to work with the committee as I am now retired and have worked with seniors and the disabled communities of the Tri-Valley in the recent past. I would like to help these communities thrive by working with LAVTA as an advisor.

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

Past experiences with travel training and consultations at the Tri-Valley Senior Centers. Also knowledgeable on ADA rules and regulations and ADA stop requirements. I am also knowledgeable about Dial-A-Ride and its rules and regulations.

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

Yes. Whenever they are scheduled, I will be there.

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

I feel I would be a great asset to the committee and a great advisor to LAVTA.

## APPLICATION FOR WAAC MEMBERSHIP

### GENERAL INFORMATION

Name Mary Anna Ramos

Agency (if applicable) \_\_\_\_\_

Address 3828 East Avenue

City Livermore Zip 94550

Home # 925-455-0405 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	<u>✓</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>✓</u>
Disabled	<u>✓</u>
A Caretaker for a Disabled person	_____

**Or**

Employed in Social Services in the Tri Valley \_\_\_\_\_

RECEIVED

APR 12 2014

Livermore Amador Valley  
Transit Authority



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

Yes, mostly every day.

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 like being on this committee because I have a lot to say about Dial-A-Ride and how it is used and abused.

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

I do go way back when Dial-A-Ride started and I helped Dial-A-Ride to get started.

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.

I go to several places and get outside information on how things are going with drivers and clients.

END OF APPLICATION

## APPLICATION FOR WAAC MEMBERSHIP

### GENERAL INFORMATION

Name Judith Lammare

Agency (if applicable) \_\_\_\_\_

Address 2891 Carmex Ave #207

City Livermore Zip 94550

Home # \_\_\_\_\_ Work # \_\_\_\_\_ Mobile # 925-724-4189

Email address: judy.lammare@yahoo.com

**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>✓</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>✓</u>
Disabled	<u>✓</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?

yes. Not ~~often~~ often because I cannot afford it.  
a few times a year

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

yes. Almost every day. This is my only means of  
transportation.

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

I am already on the Committee, as the alternate  
Alameda County rep, and I have no vote. I  
would like to switch to Livermore rep. ~~to~~  
and have a vote because I live in Livermore, and  
I ride the buses in Livermore.

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

My riding the buses in Livermore for  
more than 10 years. I have been without  
a car since then.

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

yes. I go to Las Positas College Tuesdays  
and Thursdays, other than that my time is  
open.

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

I like being on this Committee





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

APPLICATION FOR MEMBERSHIP ON LAVTA'S  
"WHEELS ACCESSIBLE ADVISORY COMMITTEE" (WAAC) OF THE  
LIVERMORE/AMADOR VALLEY TRANSIT AUTHORITY

POSITION:

CHECK ONE

Dublin Resident  
Pleasanton Resident  
Livermore Resident  
LAVTA Service Area Resident  
(Representing Alameda County)  
Social Services Agency

☒  
☐  
☐  
☐  
☐

GENERAL INFORMATION

Name Carmen Rivera-Hendrickson

Agency (if applicable)

Address P.O. Box 1625

City Pleasanton Home # 925-339-0899 Work #

Email address: xarrihen29@yahoo.com

Are you a senior (65 years of age or older)? No

Position (Check One) ☐ Senior ☒ Disabled ☐ Other

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

Yes ~~use the~~  
I have money to use the  
service

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?

Well we need to represent the consumer and provide very good service to them.

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

I a leader, I am well invested in the way Transportation is provided to those I hear I am speech for things

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

Yes, I am flexible

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

Well I think you know me very well and what I stand for.

Please send the filled out application to:

Attn: Kadr Kulp  
LAVTA/Wheels  
1362 Rutan Court, Suite 100  
Livermore, CA 94551

Appointment to this Committee

PLEASE DO NOT WRITE IN THIS SPACE

## Kadri Kulm

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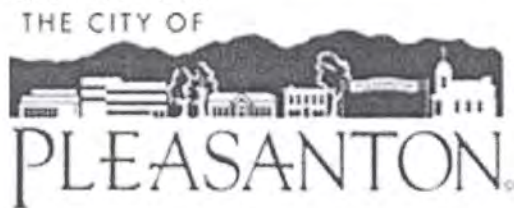
**From:** Christy Wegener  
**Sent:** Tuesday, April 04, 2017 2:41 PM  
**To:** Kadri Kulm  
**Subject:** FW: WAAC

**From:** Karla Brown [mailto:kbrown@cityofpleasantonca.gov]  
**Sent:** Wednesday, March 15, 2017 1:26 PM  
**To:** Christy Wegener <cwegener@lavta.org>  
**Subject:** FW: WAAC

Carmen would love to stay on the WAAC committee, and I support her in that role.

*Karla Brown*

PLEASANTON COUNCILMEMBER  
925-200-1909



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**From:** Car Riv-Hen [mailto:xarrihen29@yahoo.com]  
**Sent:** Wednesday, March 15, 2017 1:31 AM  
**To:** Karla Brown  
**Subject:** Re: WAAC

yes well love to do it.

On Monday, March 13, 2017 8:50 PM, Karla Brown <[kbrown@cityofpleasantonca.gov](mailto:kbrown@cityofpleasantonca.gov)> wrote:

Carmen:

I think you are a leader and the group needs you, but I want to take your needs into consideration as well. It sounds like you are interested in serving another term. Please confirm and I will let the WAAC staff members know.

**Karla Brown**

Pleasanton Councilmember  
925-200-1909



**From:** Car Riv-Hen [mailto:zarrihen29@yahoo.com]  
**Sent:** Thursday, March 9, 2017 8:56 PM  
**To:** Karla Brown  
**Subject:** Re: WAAC

Yes. If you wish for me to stay I will but Glenn has a hard time hearing so I don't know if he will be staying.

Sent from Yahoo Mail on Android

On Wed, Mar 8, 2017 at 7:25 PM, Karla Brown  
<[kbrown@cityofpleasantonca.gov](mailto:kbrown@cityofpleasantonca.gov)> wrote:

Hello Carmen;

You are up for re-appointment for the WAAC committee. I am guessing you do, but to do this a bit more formally, could you let me know if you and Glenn want to stay in your positions for another term?

Thank you.

**Karla Brown**

Pleasanton Councilmember

925-200-1909



Click [here](#) to report this email as spam.



## APPLICATION FOR WAAC MEMBERSHIP

### GENERAL INFORMATION

Name Sue Tuite

Agency (if applicable) \_\_\_\_\_

Address 5334 Case Ave, Pleasanton  
~~Rolling Meadows Dr.~~ Apt. 511

City Washougal Pleasanton Zip 98671 94566

Home #1 360-835-5753 Work # \_\_\_\_\_ Mobile # 925-895-6536

Email address: Tuitesue@yahoo.com

**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>✓</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?

No I do not use Dial-A-Ride up here because we are out of their service area.

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

yes Down There because up here, I cannot get anywhere No services where we live.

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

Because I Love being involved with people and being on committees & I enjoy it. I enjoy being around people & helping.

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

I do a lot for the committee I go around and help with things that need to be done & go back and explain things in my own words. I will also take the bus everywhere.

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

yes I will be able to attend meetings during regular business hours, I will always be there.

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

I am very good at what I do & I bring things back to the table to discuss

**APPLICATION FOR WAAC MEMBERSHIP****GENERAL INFORMATION**Name SYED M. RAHMAN

Agency (if applicable) \_\_\_\_\_

Address 4113 PEREGRINE WAYCity PLEASANTON Zip 94566Home # 925-425-9405 Work # - Mobile # 510-619-6725

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	<u>X</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	<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?
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?

I have been in many various Committees during my employment.

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?

I am reasonable & flexible during regular business hours.

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

I have been working since 1974 as a civil, nuclear and Mechanics Engineer. I was laid off in Feb. 2004.

END OF APPLICATION

## **AGENDA**

### **ITEM 6**

**Wheels Accessible Advisory Committee**

**WAAC**

SUBJECT: Recommended Fall 2017 Service Changes

FROM: Christy Wegener, Director of Planning and Operations

DATE: May 3, 2017

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**Action Requested**

None – Information Only

**Background**

Included is a summary of the recommended fall 2017 Wheels bus service changes, which include both route and schedule adjustments.

**Discussion**

The Comprehensive Operational Analysis (COA) study for the Wheels fixed-route service was completed last spring. The LAVTA Board of Directors adopted most of the recommendations from the study, which were in turn implemented in August 2016.

The COA-related changes were extensive, and affected both the route structure and overall geographical coverage of the Wheels service. Following the August changes, the agency has received continual input from riders and other stakeholders as to what seems to be working with the restructured service and what is not. Staff believes that the new route structure still needs to mature a bit more before conclusive post-implementation assessments are made – however, much of the customer feedback pertains to issues about connectivity/transfers, and some of those could be addressed within a shorter time frame. Areas of particular concern are:

- Not enough time to catch a bus after exiting BART, particularly during peak times when there are late-arriving BART Trains
- Lack of schedule coordination at the Transit Center
- Challenges with transfers between Wheels routes, especially on weekends when the service frequency is lower



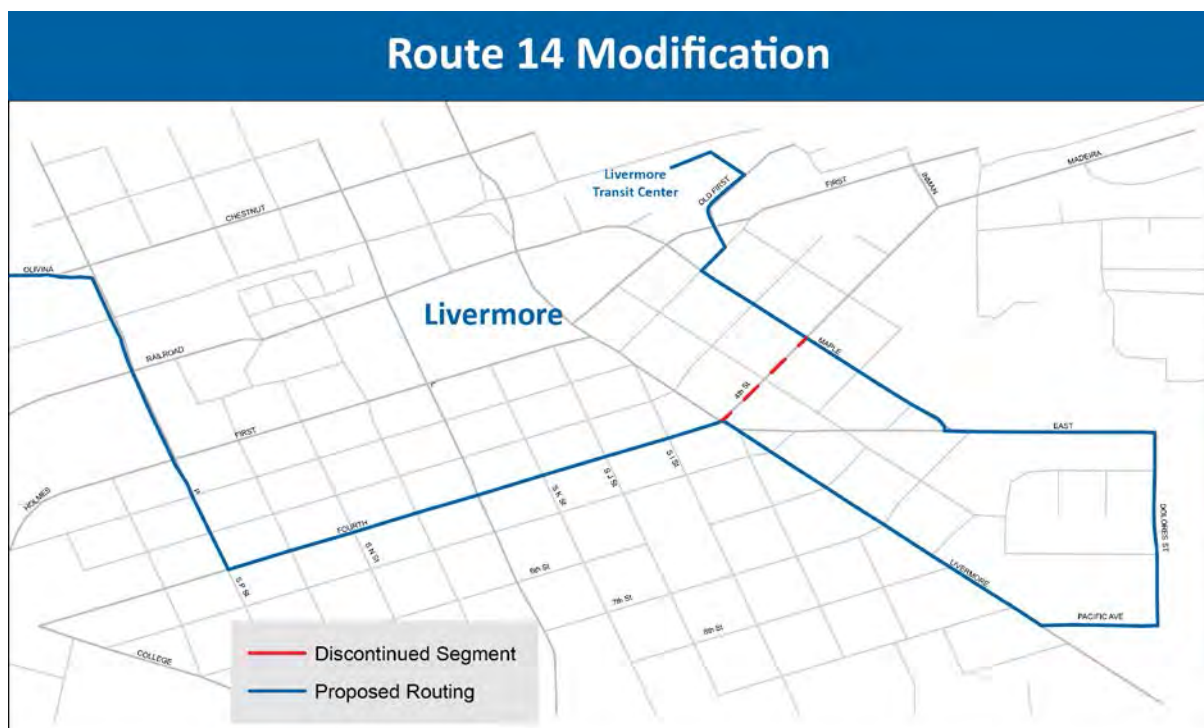
Staff presented a draft list of potential service changes to the LAVTA Board at their April Board meeting, and the Board directed staff to publish the list of potential changes and to solicit public feedback. During the month of April, staff collected public feedback on the potential route and schedule changes. Staff solicited feedback by posting notices on the buses (English and Spanish), sent notices to Dublin High School and Foothill High School, posted on Nextdoor and Facebook, and posted notices at key locations throughout the service area. A total of 23 comments were received.

The following is the list of recommended changes presented to the Board for consideration and approval at their May 1<sup>st</sup> meeting:

### Route and Schedule Recommendations

Staff is planning to develop revised schedules on the majority of Wheels mainline bus routes that will be implemented this coming fall. These modifications would be cost-neutral. Nearly every Wheels fixed route will see a schedule adjustment in August 2017. This will allow for better connectivity between buses and BART.

Route 14: Staff is recommending a permanent modification to Route 14 as shown below:



The frequency of Route 14 would be modified to operate every 30/45 minutes during peak times on weekdays, and every 45/60 minutes midday/evenings. The weekend schedule would not change.

Dublin High School Tripper Routes (501, 502, 504): Staff is recommending modification to the pickup location for routes 501, 502 and 504 to the school side of Village Parkway. Additionally, Route 501 is recommended to operate as an express route from Hacienda direct to Dublin High School.

Foothill High School Tripper Route (602): Staff is recommending a slight extension of Route 602 in the AM only to respond to requests for service. No other changes are recommended.

Route 1: One additional route change to be implemented in fall 2017 is an adjustment of Route 1 to serve the new East County Hall of Justice (ECHOJ), which will open officially on July 1. The Route 1 service change was approved by the LAVTA Board in February 2017 and includes the extension of Route 1 into the ECHOJ and an increase in midday frequency to every 30-minutes all day.

During the WAAC meeting, staff will provide an oral update to the WAAC on the Board action taken at the May 1<sup>st</sup> meeting.

### **Action Requested**

None – Information Only

## **AGENDA**

### **ITEM 7**



## Wheels Accessible Advisory Committee

# WAAC

**SUBJECT:** Tri-Valley Comprehensive Paratransit Assessment, Stakeholder Advisory Committee Selection

**FROM:** Christy Wegener, Director of Planning and Operations

**DATE:** May 3, 2017

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### **Action Requested**

Nomination and approval of one WAAC member to service on the Stakeholder Advisory Committee (SAC) for the Tri-Valley Comprehensive Paratransit Assessment (Study).

### **Background**

In order to manage the demand for paratransit services in the Tri-Valley, to put in place measures to prepare for future growth, to better streamline services for all Tri-Valley consumers, and to identify gaps in services, LAVTA and the City of Pleasanton launched a comprehensive study of paratransit services throughout the Tri-Valley. Included in the scope of work for the project management team is the coordination of a stakeholder advisory committee to provide direct feedback to the project management team throughout the course of the Study.

### **Discussion**

The composition for the SAC is as follows:

- Paratransit user (1)
- Adult caregiver (1)
- Transit advocate (1)
- Social service agencies representative (1)
- Residential facility representative (1)
- Medical facility representative (1)
- Pleasanton Senior Center participant (1)
- WAAC Member (1)
- Pleasanton Paratransit Task Force Member (1)

The WAAC is recommended to select one member to serve on the SAC. The SAC will meet twice throughout the course of the study, and may be asked to weigh in on items via email. Remaining SAC members will be jointly decided between LAVTA and the City of Pleasanton.

There will be many opportunities to provide input on the Study outside of the SAC. Two presentations will be made to the WAAC during the Study, and two presentations will be made to the Pleasanton Paratransit Task Force. Additionally, two rounds of public meetings (3 meetings each round) are included in the scope, one meeting in each city in the Tri-Valley. Comments will be solicited from surveys, as well as online. Finally, there will be presentations to both the LAVTA Board and the Pleasanton City Council.

### **Action Requested**

Nominate and approve one WAAC member to serve on the SAC.

## **AGENDA**

### **ITEM 8**

# STAFF REPORT

SUBJECT: FY 2017 2nd Quarter Report – Operations

FROM: Kadri Külm, Director of Planning & Communications

DATE: May 3, 2017

## Action Requested

This is an informational item.

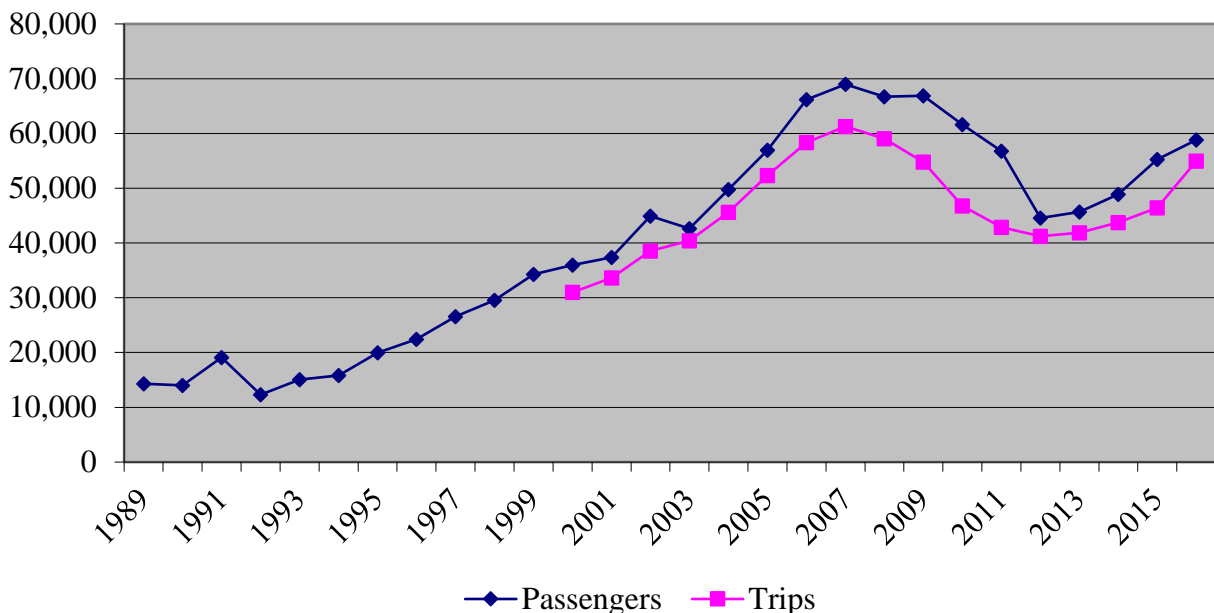
## Background

This report is intended to provide the Committee with a summary and analysis of paratransit operations for the second quarter of FY2017 (October – December, 2016).

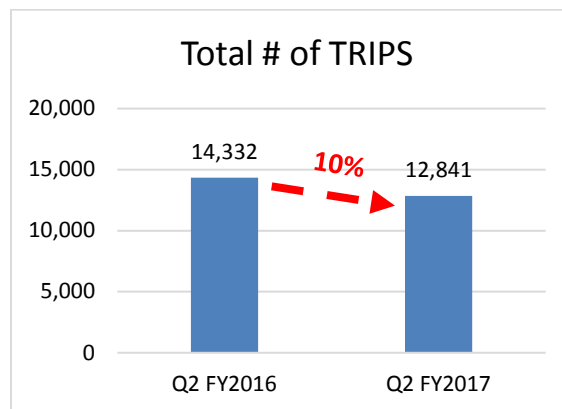
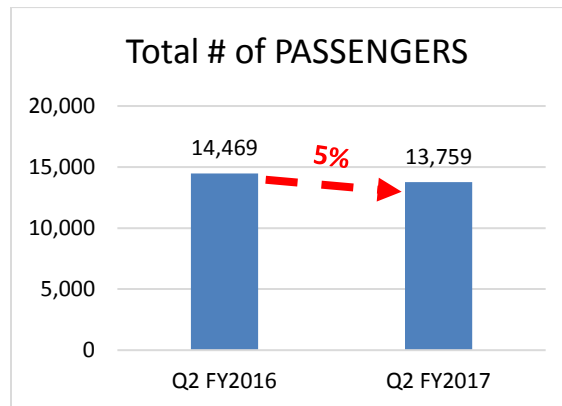
## Discussion

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

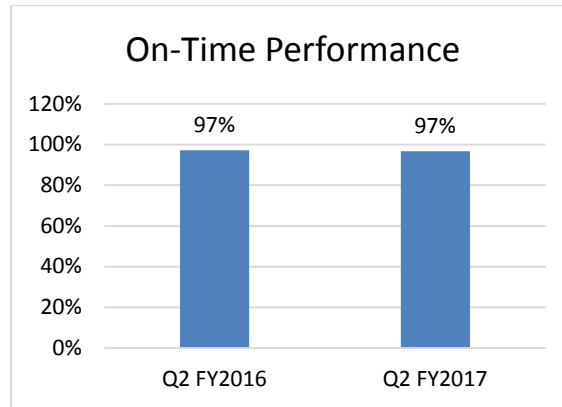
Annual Paratransit Ridership FY 1989-2016



The trend of decreasing ridership continues in the second quarter of the current fiscal year. The FY2017 Q2 the total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, decreased by 5% from 14,469 to down to 13,759 when compared to the same three months the year prior. The number of trips during the same time period decreased by 10% from 14,332 to 12,841, as the two charts below illustrate. LAVTA pays the contractor on the per trip bases.



On-time performance (OTP) has remained high at 97% both in Q2, FY17 and F2, FY16. The OTP performance standard is 95%.



**Next Steps**

None

**Recommendation**

None – information only.