

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

**WHEELS Accessible Advisory Committee**

**Meeting**

**DATE:** Wednesday, November 1, 2017

**PLACE:** Dublin Civic Center, Regional Meeting Room  
100 Civic Plaza, Dublin, CA 94568  
PLEASE NOTE THE MEETING PLACE CHANGE

**TIME:** 3:00 p.m.  
PLEASE NOTE THE MEETING TIME CHANGE

---

**AGENDA**

	<b>Action Recommended by Staff</b>	
<b>1. Call to Order</b>		<b>3:00</b>
<b>A. Approval of Agenda and Modifications if     necessary</b>	<b>Action</b>	
<b>2. Mobility Forward Presentation</b>	<b>Information</b>	<b>3:05</b>
<b>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)</b>	<b>Information</b>	<b>4:05</b>
<b>4. Minutes of September 6, 2017 meeting (please review prior to meeting)</b>	<b>Action</b>	<b>4:10</b>

<b>5. Chair’s Message</b>	<b>Discussion</b>	<b>4:15</b>
<b>6. Election of WAAC Vice Chair</b>	<b>Action</b>	<b>4:20</b>
<b>7. ADA Paratransit Interviews Statistics</b>	<b>Information</b>	<b>4:30</b>
<b>8. PAPCO Report</b>	<b>Information</b>	<b>4:35</b>
<b>9. Dial-A-Ride Operational Issues – Suggestions for Changes</b>	<b>Information</b>	<b>4:40</b>
<b>10. Fixed Route Operational Issues – Suggestions for Change</b>	<b>Information</b>	<b>4:50</b>
<b>11. 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.*

<i>Jennifer Suda</i>	<i>10/26/17</i>
<i>LAVTA Administrative Services Department</i>	<i>Date</i>

*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 2**



**Wheels Accessible Advisory Committee**

**WAAC**

SUBJECT: Mobility Forward Update and Presentation

FROM: Christy Wegener, Director of Planning and Operations

DATE: November 1, 2017

---

**Action Requested**

Receive study update and provide feedback.

**Background**

In early 2017, LAVTA and the City of Pleasanton launched a comprehensive study of paratransit services throughout the Tri-Valley called *Mobility Forward: Tri-Valley Paratransit Assessment*. The WAAC received a presentation of existing conditions at their July 5<sup>th</sup> meeting. Since that meeting, the Mobility Forward study team has been busy analyzing alternatives and is ready to collect feedback on those alternatives.

**Discussion**

The following activities have taken place since the study has kicked off:

- 1) Website update: There is a new webpage dedicated for the study: <http://www.wheelsbus.com/mobility-forward-tri-valley-paratransit-assessment-study/>
- 2) Data collection: The Study Team has compiled and analyzed data from LAVTA and Pleasanton Paratransit. A public survey has been administered throughout the Tri-Valley to learn about existing awareness of services, to understand needs and travel patterns, and to understand where gaps in services exist.
- 3) Stakeholder Advisory Committee (SAC): The SAC met on June 21<sup>st</sup> to hear a report on the existing conditions and to give feedback on their experiences.
- 4) Stakeholder Outreach: One on one outreach to the LAVTA Board and Pleasanton City Council members will be scheduled this summer.

- 5) Three Public Listening Sessions: June 2017
- 6) WAAC Presentation – July 5<sup>th</sup>
- 7) Pleasanton Paratransit Task Force Presentation – July 2017
- 8) Meeting with LAVTA and Pleasanton City management
- 9) LAVTA Board and Pleasanton City Council Presentations

There will be a presentation to the WAAC and the Pleasanton Paratransit Task Force at the November 1<sup>st</sup> meeting regarding potential system alternatives.

### **Next Steps**

Potential alternatives will be presented to the Mobility Forward Stakeholder Committee on November 7<sup>th</sup>, and will be presented at a series of public meetings in mid-November. Dates/times/locations of the public meetings are below:

- 1) November 15<sup>th</sup>, 10a-12p, Dublin Senior Center
- 2) November 16<sup>th</sup>, 10a-12p, Pleasanton Senior Center
- 3) November 16<sup>th</sup>, 2-4p, Livermore Community Center

The study team will be gathering public input throughout the end of the year and will be presenting draft recommendations to the LAVTA Board and Pleasanton City Council the first quarter of 2018.

### **Action Requested**

None – Information Only

**AGENDA**

**ITEM 4**



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

**WHEELS Accessible Advisory Committee**

**DATE:** Wednesday, September 6, 2017

**PLACE:** Dublin Library  
200 Civic Center Plaza, Dublin, CA 94568

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

---

**DRAFT MINUTES**

**1. Call to Order**

The WAAC Jan Cornish called the meeting to order at 3:31 pm.

Agenda was approved.  
Waltz/Tuite

Members Present:

Connie Mack	City of Dublin
Helen Buckholz	City of Pleasanton – Alternate
Sue Tuite	City of Pleasanton
Regina Linse	City of Pleasanton – Alternate
Jan Cornish	City of Livermore
Herb Hastings	County of Alameda
Judy LaMarre	County of Alameda – Alternate
Melanie Henry	Social Services Member
Raymond Figueroa	Social Services Member
Amy Mauldin	Social Services Member
Esther Waltz	PAPCO Representative

Staff Present:

Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM
Christian Pereira	MV Transportation

Members of the Public:

Rachel Prater  
Jeff Jacobsen

City of Pleasanton (Raymond Figueroa)  
Pleasanton resident

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 July 5, 2017 meetings of the Committee**  
Approved.  
Hastings/Waltz
4. **Chair's Message**  
The Chair Jan Cornish addressed the committee thanking the fellow members for having been elected for the Chair's position. Jan shared her vision for the committee and reminded the committee members of their roles.  
With regret Jan announced her resignation from the committee Chair's position due to her unforeseen move from California to Florida. The committee members wished her well.  
Connie Mack reminded the Committee that both the Chair and Vice Chair positions cannot be held by the same City or member agency, per the bylaws. The committee members decided that the current Vice Chair Herb Hasting assume the duties of the Chair throughout the remainder of the FY18 and the committee elect a new Vice-Chair at their November 1, 2017 meeting.  
Approved.  
Waltz/Tuite
5. **Alameda County Fair - 2017**  
Staff reported to the committee that Wheels ran a dedicated shuttle between BART and the Alameda County Fairgrounds (Route 52). Wheels carried approximately 4,000 passenger trips to the Fair. Staff will most likely recommend operating the shuttle again for 2018; however, it will be up to the Board to approve. One WAAC member commented that the 52 should be repositioned to be located at the bay closest to the BART station exit/entrance. Staff will return to the WAAC with a timeline for the 2018 Fair service discussion.
6. **3<sup>rd</sup> and 4<sup>th</sup> Quarter Dial-A-Ride Operations Report**  
Staff reported on the 3<sup>rd</sup> and 4<sup>th</sup> quarter ridership data as well as OTP. The OTP in Q3 was 98% and in Q4 96%. The number of trips decreased by 8% when comparing FY17 to FY16. The Committee requested a summary of the eligibility



assessments to date, including the number of interviews/assessments scheduled, the number of cancelled appointments, and the number of approvals/denials/temporary/conditional.

**7. PAPCO Report**

Esther Waltz reported on the May 22<sup>nd</sup> PAPCO meeting.

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

Esther Waltz reported that the reservationist did not ask if her husband will be travelling with a PCA and when the driver came to pick them up his manifest did not include a PCA. The driver had then called the dispatch to confirm whether it would be ok to allow the PCA to board the vehicle, which the dispatcher approved. Esther could not recall when exactly this incident occurred, but it had been sometime in mid-Summer.

Sue Tuite said that the DAR driver had parked at the back of her apartment complex on the day of the WAAC meeting instead of the leasing office. Juana Lopez said she will add into the scheduling notes to have her picked up by the leasing office and not at the back of her complex where her apartment is.

Amy Mauldin was interested in mobile ticketing. Staff said that this is something that the Tri-Valley Paratransit assessment study is looking into. Esther Waltz added that mobile ticketing was also something that the countywide needs assessment study was looking into.

**9. Fixed Route Issues – Suggestions for Changes**

Helen Buckholz asked about the fixed route service in Dublin. She said she thinks the FR coverage in Dublin is not good and she thinks that the Go Dublin pilot program is too expensive for seniors. She suggested a survey that college students can conduct, which could potentially be basis for another pilot program in Dublin.

The WAAC and LAVTA staff discussed the process for changing bus service in Dublin. The LAVTA Board will be receiving an update of post-COA route changes during the month of October/November. At that time, the Board may elect to redirect resources to providing additional service in West Dublin. LAVTA staff indicated they do not have the resources to deploy a survey in Dublin at this time, but if the City wanted to survey residents about their transportation needs, LAVTA Staff would be happy to review the results.

Staff also said that the Mobility Forward study results, once received, can be a great starting point for a pilot project. Staff will be evaluating the Go Dublin pilot by the end of the 2017 year.

**10. Adjourn**

The meeting was adjourned at 4:51pm.

Approved

Buckholz/Waltz

DRAFT

**AGENDA**

**ITEM 6**



**Wheels Accessible Advisory Committee**

**WAAC**

SUBJECT: Election of Wheels Accessible Advisory Committee Vice Chair

FROM: Kadri Klm, Paratransit Planner

DATE: November 1, 2017

---

**Action Required**

Hold Election for the position of the Wheels Accessible Advisory Committee Vice Chair

**Background**

At the July 2017 WAAC meeting Jan Cornish was elected for a committee Chair position and Herb Hastings for the committee's Vice Chair position. However, at the September 2017 meeting the Chair announced that due to unforeseen reasons she unfortunately has to move out of the state and can no longer serve as the Chair. The committee members voted that the current Vice Chair Herb Hasting assume the duties of the Chair throughout the remainder of the FY18 and the committee elect a new Vice-Chair at their November 1, 2017 meeting.

Section 3.5 of the Committee Bylaws states the following:

- (a) The Committee shall elect a Chair and Vice Chair from among its members. The Committee Chair and Vice Chair shall not represent the same city.
- (b) The Chair and Vice Chair shall be elected at the last meeting of each fiscal year and assume office at the first meeting of the new fiscal year.
- (c) The Chair shall preside at all meetings of the Committee, call special meetings, and act as spokesperson of the Committee with the authorization of the Committee pursuant to Section 4.1 of these Bylaws.

- (d) The Vice Chair shall assume all duties of the Chair in the absence of, or upon request of, the Chair.
- (e) The Chair or his/her designee shall make an oral report at the meeting of the Board of Directors following the Committee's meeting. The designee shall be the Vice Chair of the Committee or a Committee member.
- (f) In the absence of the Chair and Vice Chair, the Committee shall appoint a Chair Pro-Tem to fill the duties of the Chair.

Chair and Vice Chair will work with staff to create the Committee agendas.

### **Election Process**

The WAAC bylaws do not outline a specific nomination and election process for the Committee Vice Chair. As a result, the process that the LAVTA Board of Directors uses will be followed. The elections for Vice Chair will be held using the following steps:

1. WAAC members will nominate other WAAC members or they may nominate themselves for the vacant position. All nominations must be seconded.
2. Nominees will be given up to two minutes to state their qualifications to the members. This is not required.
3. Each WAAC member will write the name of the candidate of their choice on a piece of paper (staff assistance is available, if needed). Members must be present to vote.
4. Staff will count the votes and announce the results. The nominee with the most votes wins the election for the position.

### **Recommendation**

Nominate and elect the Vice Chair in accordance with the WAAC bylaws for fiscal year 2018.

**AGENDA**

**ITEM 7**



**Wheels Accessible Advisory Committee**

**WAAC**

SUBJECT: LAVTA ADA Paratransit Eligibility Interviews Statistics

FROM: Kadri Kulm, Paratransit Planner

DATE: November 1, 2017

---

**Action Requested**

Information only.

**Background**

At the WAAC's September 2017 meeting the committee members asked staff to provide statistics on LAVTA's ADA paratransit eligibility interviews.

**Discussion**

Because of the overwhelming increase in paratransit trips occurring in FY2015 and FY2016, which put LAVTA over \$300,000 over budget, LAVTA began to more closely monitor paratransit eligibility, and included an in-person interview as a step in the eligibility process. The paratransit application which has been approved by the LAVTA Board indicates (on page 2) that "Your application will be processed within 21 days after it has been received. The application must be properly completed and you must make yourself available for a second level assessment if requested. A second level assessment could include a telephone interview with you, medical verification, or an in-person interview. The in-person interview may include a functional test to determine your ability to take a public transit trip, such as being capable of walking to a bus stop, reading signs etc." Requiring an in-person interview is an industry best practice and is a process that most Bay Area transit agencies have in place.

LAVTA started conducting in-person interviews as part of the ADA paratransit eligibility process in June 2016. All rides to and from the interviews are free of charge for the applicant, and the interview takes about 15-20 minutes.

The following table summarizes the assessments' statistics for the 16-month period from June 2016 to September 2017:

For the time period of <b>Jun 1, 2016 - Sep 30, 2017:</b>	<b>Number</b>	<b>%</b>
Full Eligibility	342	69%
Temporary Eligibility	56	11%
Conditional Eligibility	82	17%
Temporary/Conditional Eligibility	14	3%
Denied	2	0%
Chose not to complete the eligibility process	62	
Total Number of Applicants Interviewed	496	

By now LAVTA has interviewed over 500 applicants, which also includes recertifying applicants. Close to 70% of the applicants who came to the interview received a full eligibility. Seventeen percent were given a temporary eligibility, 17% received conditional eligibility, 14 received temporary/conditional eligibility, and two were denied.

LAVTA makes every effort to make the eligibility process as convenient as possible for the applicant and as such free Dial-A-Ride rides are offered to and from the interviews, which take place at LAVTA's administrative office in Livermore. However, there were still 62 people who chose not to come to the interview despite LAVTA staff making multiple efforts trying to reach the applicant/care taker or they cancelled the appointment multiple times without re-scheduling or just no-showed for the interview. For these 62 people LAVTA followed up with a letter stating that their application has been given an "inactive" status and if the applicant wishes they can still schedule the next step of the eligibility process (interview) and have the interview be conducted up to one year from LAVTA receiving their paper application.

### **Action Requested**

None – Information Only