

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

**WHEELS Accessible Advisory Committee**

**Meeting**

**DATE:**        **Wednesday, September 2, 2015**

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

**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 July 1, 2015 Meeting of the Committee (please review prior to meeting)</b>	<b>Discussion &amp; Approval</b>	<b>3:40</b>
<b>4. WAAC Bylaws Amendment to Add PAPCO Representative Position</b>	<b>Information</b>	<b>3:50</b>

<b>5. Comprehensive Operational Analysis (COA) Update</b>	<b>Information</b>	<b>4:00</b>
<b>6. Clipper Card Update</b>	<b>Information</b>	<b>4:10</b>
<b>7. Dial-A-Ride Fourth Quarter Report</b>	<b>Information</b>	<b>4:20</b>
<b>8. PAPCO Report</b>	<b>Information</b>	<b>4:30</b>
<b>9. Dial-A-Ride Operational Issues – Suggestions for Changes</b>	<b>Discussion</b>	<b>4:35</b>
<b>10. Fixed Route Operational Issues – Suggestions for Changes</b>	<b>Discussion</b>	<b>4:45</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.*

*/D Stout/*

*8/27/15*

*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)*

**AGENDA**

**ITEM 3**



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

**WHEELS Accessible Advisory Committee**

**DATE:** Wednesday, July 1, 2015

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

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

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**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

Staff Present:

Michael Tree	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM
Gregg Eisenberg	MV Transit

Members of the Public:

Esther Waltz	PAPCO Representative
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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. Welcoming New Members and the Review of By-Laws/Committee Members' Responsibilities**  
The committee and staff welcomed the new members Glenn Hage, the City of Pleasanton Alternate, and Mary-Anna Ramos, the City of Livermore alternate, to the committee. Staff reviewed the committee bylaws and the committee members' responsibilities.
- 4. Electing the Chair and Vice Chair**  
Carmen Rivera-Hendrickson was re-elected for the Committee Chair position, and Herb Hastings was re-elected for the Vice Chair position for FY 2016.
- 5. Minutes of the May 6, 2015 Meeting of the Committee**  
Approved.  
Costello/Mack
- 6. USDOT Reasonable Modification Rule Procedures/Policies Development**  
The committee reviewed the policies and procedures the staff had developed to comply with the federal "Reasonable Modification" rule going into effect on July 13, 2015.
- 7. Establishing Meeting Times for FY16**  
The following meeting times were established:  
September 2, 2015  
November 4, 2015  
January 6, 2016  
March 2, 2016  
May 4, 2016  
July 6, 2016
- 8. Dial-A-Ride Operational Issues – Suggestions for Changes**  
Mary-Anna Ramos reported that she does not like back ramp vehicles as she has fear when backing up out of the vehicle.

Shawn Costello said that on the way to the WAAC meeting he did not have enough space to rotate his wheelchair. He was seated on the front passenger seat.

Herb Hasting reported that on the way to the WAAC meeting he had to go back to Pleasanton to pick someone else up. He was wondering who did the routing.

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

Shawn Costello reported he was declined a ride on route number 10 (bus number 0332).

**10. PAPCO Report**

Esther Waltz reported on the latest PAPCO meeting.

**11. Adjourn**

The meeting was adjourned at 5:00 pm.

**AGENDA**

**ITEM 4**



STAFF REPORT

SUBJECT: Amendment to the Wheels Accessible Advisory (WAAC)  
Committee Bylaws

FROM: Kadri Klm, Paratransit Planner

DATE: September 2, 2015

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**Action Requested**

Information only.

Amend the WAAC Bylaws to add ACTC's Paratransit Advisory Committee (PAPCO) representative position to the committee membership.

**Background**

At their meeting in May, the WAAC recommended to have the committee Bylaws amended to add an additional position to the committee. The WAAC recommended adding LAVTA's representative to ACTC's Paratransit Advisory Committee (PAPCO).

**Discussion**

With this addition, the WAAC would have eleven regular member positions and continue to have five alternate positions.

The amended language will be in the Committee Composition section of the Bylaws:

*"SECTION 3.2. COMMITTEE*

*(a) Composition. The Committee shall be composed of eleven (11) members. Each city in the LAVTA jurisdiction shall have two members, and the County of Alameda one member, who is a resident in the LAVTA service area. Three members shall be representatives of social service agencies, which are located in and represent people who use or could use transit services in Livermore, Pleasanton and Dublin, and ex-officio members*



*from the connecting transit service providers. One member shall be LAVTA's representative to the Paratransit Advisory and Planning Committee (PAPCO) of the Alameda County Transportation Commission (ACTC)."*

LAVTA's current representative for PAPCO is Esther Waltz who has submitted an application to continue serving on the WAAC. The PAPCO membership is for two years.

**Next Steps**

LAVTA's Projects and Services Committee forwarded their approval and recommendation to the full board at their meeting on August 24, 2015. The board will act on this item at their meeting on September 14<sup>th</sup>, 2015.

Attachment:

1. Updated WAAC Bylaws

*Approved:* \_\_\_\_\_

**BYLAWS  
OF THE  
WHEELS ACCESSIBLE ADVISORY COMMITTEE**

**ARTICLE 1**

**NAME**

The name of this committee shall be the “WHEELS ACCESSIBLE ADVISORY COMMITTEE.”

**ARTICLE 2**

**DEFINITIONS**

The terms defined in this Article shall have the following meaning:

**SECTION 2.1.** “LAVTA” refers to the Livermore/Amador Valley Transit Authority, created pursuant to Government Code 6500 et. seq., which provides public transportation services within the cities of Dublin, Livermore and Pleasanton, and portions of unincorporated areas in Eastern Alameda County.

**SECTION 2.2.** “BOARD OF DIRECTORS” or Board, means the governing Board of LAVTA.

**SECTION 2.3.** “PARATRANSIT” refers to any form of transportation for persons unable to use fixed route public transit.

**SECTION 2.4.** “PERSON WITH DISABILITIES” refers to any person whose disability prevents him/her from accessing public transportation pursuant to 49 CFR 37.

**SECTION 2.5.** “ELDERLY” is defined as any person who is sixty-five (65) years of age or older.

**SECTION 2.6.** “COMPLEMENTARY PARATRANSIT SERVICE” refers to comparable paratransit service to fixed route transit service as mandated by the Americans with Disabilities Act (49 CFR 37.125).

SECTION 2.7. “LOCAL PARATRANSIT SERVICE” refers to paratransit services that are not mandated by the Americans with Disabilities Act, and that are defined by individual transit operators.

SECTION 2.8. “TRANSPORTATION DEVELOPMENT ACT-ARTICLE 4.5” refers to State funding for paratransit service generated from the ¼ cent sales tax.

SECTION 2.9. “ALAMEDA COUNTY MEASURE B” refers to local funding for paratransit service generated by the one-half percent (0.5%) transportation sales tax in Alameda County.

SECTION 2.10. “AMERICANS WITH DISABILITIES ACT” (ADA) refers to the Federal law which provides equal access to buildings, services and public transportation to persons with disabilities (Public Law 101-336). Among its provision, the ADA mandates that public transit operators provide complementary paratransit service to persons whose impairment(s) prevent(s) them from using regular fixed route transit service.

SECTION 2.11. “COMMITTEE” refers to “WHEELS Accessible Advisory Committee.”

SECTION 2.12. “MEMBER” is defined as a Member of the Committee, who resides in the LAVTA member jurisdictions and represents the interests, concerns and suggestions of the elderly and disabled persons. This person may or may not have disabilities, or who may or may not be sixty-five years of age or more.

SECTION 2.13. “FISCAL YEAR” means the period from July 1 to and including the following June 30.

SECTION 2.14. “FIXED ROUTE SERVICE” refers to service that operates along prescribed routes according to fixed schedules.

### ARTICLE 3

#### GENERAL PROVISIONS

##### SECTION 3.1. RESPONSIBILITIES

The Committee shall have the following responsibilities:

- (a) Provide a forum to discuss matters relating to LAVTA's fixed route and paratransit system accessibility as they pertain to the elderly and persons with disabilities; and
- (b) Advise the Board of Directors on matters relating to LAVTA's fixed route and paratransit system accessibility as they pertain to the elderly and persons with disabilities.
- (c) To represent the interests of elderly and persons with disabilities who depend upon accessible public transit service(s).

### SECTION 3.2. COMMITTEE

- (a) Composition. The Committee shall be composed of eleven (11) members. Each city in the LAVTA jurisdiction shall have two members, and the County of Alameda one member, who is a resident in the LAVTA service area. Three members shall be representatives of social service agencies, which are located in and represent people who use or could use transit services in Livermore, Pleasanton and Dublin, and ex-officio members from the connecting transit service providers. One member shall be LAVTA's representative to the Paratransit Advisory and Planning Committee (PAPCO) of the Alameda County Transportation Commission (ACTC).
- (b) Alternate. Each City, the County, and social service agency, may have one (1) alternate member.
- (c) Qualifications of Members and Alternates. The members and alternates must be able to demonstrate:
  - (i) That they reside in the City they represent and in the case of the County, they reside in the LAVTA service area. Social services agencies must be located in and serve the residents of LAVTA service area.
  - (ii) Meet regularly during business hours.

- (iii) Analyze complex issues, reports, etc., and make objective conclusions relating to the issues and reports.
- (d) Appointment Process
  - (i) LAVTA shall advertise for any vacancy or vacancies on the Committee on LAVTA's website, post notices to the existing riders, and contact relevant social service agencies regarding serving on the committee. LAVTA's Board of Directors selects and approves committee members.
  - (ii) Every interested person shall complete a LAVTA application form.
  - (iii) The process of making appointments of alternate members shall be the same as for regular members.
- (e) Vacancies on the Committee. When there is a vacancy on the Committee, the alternate member shall fill in as an interim member, and, if desired, shall become a full voting permanent member.

### SECTION 3.3 TERM OF APPOINTMENT OF COMMITTEE MEMBERS

The term of appointment of each committee member and alternate shall generally be for a period of two (2) fiscal years, unless a one (1) year term is necessary to ensure continuity of membership and avoid all appointments expiring at the same time. The term of appointment of the LAVTA's PAPCO representative shall match the PAPCO's membership term. Each member shall serve for a maximum of four (4) consecutive terms (i.e. eight (8) consecutive fiscal years). A member may continue to serve for additional consecutive terms beyond the maximum of four (4) consecutive terms (i.e. eight (8) consecutive fiscal years) if no other qualified applicants apply for the open position and the member is willing to serve. The member will be appointed as an Alternate unless there is an opening for a full voting member in their jurisdiction on the committee. The term shall be for one year. When a vacancy occurs, the vacancy will be filled using the procedure described above.

#### SECTION 3.4. REMOVAL AND RESIGNATION OF MEMBERS

- (a) Appointed members and alternates may be removed automatically from the Committee by the Board of Directors if:
  - (i) The member or alternate is absent for three (3) consecutive regular and/or special meetings;
  - (ii) A member may resign from the Committee by a letter of resignation to the Board of Directors.

#### SECTION 3.5. COMMITTEE OFFICERS AND THEIR DUTIES

- (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.

### SECTION 3.6. COMMITTEE SECRETARY

A LAVTA staff person shall serve as Secretary and shall have no vote on matters before the Committee. The Secretary shall keep minutes of all regular and special meetings, and submit them to the Committee for approval, maintain a record of attendance, record all roll call votes, and assist with clerical and administrative tasks pertaining to the Committee.

### SECTION 3.7. COMMITTEE MEETINGS

- (a) Regular Meeting Site, Schedule and Time. The Committee shall meet quarterly as needed. The Committee shall establish the meeting schedule, meeting time, meeting sites for the regular meetings at the first regular meeting of the fiscal year.
- (b) Regular Meetings. All regular meetings shall have a published agenda. Only items on the agenda shall be addressed at the meeting. Items for a regular meeting agenda may be submitted by any member of the Committee at least two (2) weeks prior to the meeting. The Committee Secretary may submit items for the agenda. Any supportive material for an agenda item shall be submitted at the same time. The Chair and the Committee Secretary shall agree on the final agenda.
- (c) Agendas. The agenda shall contain at least the following: call to order; approval of minutes; old business; new business; public comment and adjournment. Copies of the agenda, with supporting material and past meeting minutes, shall be mailed or delivered to the Committee members.
- (d) Notice. Notice of regular and special meetings shall comply with the Ralph M. Brown Act, Government Code Section 54950, et seq. Notices shall be mailed or delivered to the appropriate locations in the LAVTA jurisdiction. Notices may be mailed to the public upon request. All requests for additional information for regular and special meetings shall comply with LAVTA's Access to Public Records Information Policy. All notices of regular and special meetings shall be posted 72 hours prior to the meeting.

- (e) Special Meetings. Special Meetings may be called by the Committee Chair. Special meetings may include regular business in nature and/or time-urgent items. Special meetings shall comply with the same requirements of regular 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.
- (g) Quorum. A quorum must be present to conduct a meeting and shall consist of six members. In the absence of a regular or alternate representative, the other representative from the City may exercise two votes for that jurisdiction and this would constitute a quorum.
- (h) Affirmative Vote. An affirmative vote by the majority of the filled positions of the Committee is required for an action to be approved, and a quorum must be present in the room in order for a vote to be taken. If a quorum is not present, the Chair would adjourn the meeting.
- (i) Compensation. Committee members shall not receive compensation for attending regular and special meetings. Please refer to section 4.2.
- (j) Parliamentary Procedure. Meetings shall be conducted in accordance with Robert's Rules of Order, Revised, The Classic Edition, General Henry M. Robert, III.
- (k) Minutes of WAAC Meetings. Minutes of the WAAC meetings shall be included in the Board of Directors Agenda Package.
- (l) A member unable to attend a Committee meeting shall notify the member's alternate to attend the meeting.

## ARTICLE 4

### MISCELLANEOUS

#### SECTION 4.1. PUBLIC STATEMENTS.

The Chair of the Committee shall be the spokesperson. In the absence of the Chair, the Vice Chair shall act as the spokesperson. In the absence of the



Committee's Chair and Vice Chair, a spokesperson shall be appointed by the Committee Chair. Furthermore, no member of the Committee shall speak as a spokesperson for LAVTA without authorization by majority vote of the Board of Directors of LAVTA.

SECTION 4.2. EXPENSES. The Committee is strictly on a volunteer basis; therefore, members shall not be reimbursed for any expenses relative to the Committee's activities and functions. However, LAVTA will provide paratransit service to/from regular and special meetings for Committee members upon request. LAVTA will also provide transit passes at no charge for rides on fixed route services. Members of the public must provide their own transportation.

SECTION 4.3. AMENDMENTS. Proposed amendments to these Bylaws shall be submitted to the LAVTA Board of Directors by the General Manager with an explanation of the proposed changes. Amendments shall be incorporated into these Bylaws upon a majority vote of the LAVTA Board of Directors

**AGENDA**

**ITEM 5**



STAFF REPORT

SUBJECT: Comprehensive Operational Analysis Update

FROM: Christy Wegener, Director of Planning and Operations

DATE: September 2, 2015

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**Action Requested**

This is an informational item.

**Update**

During the previous 60-days there has been significant activity with the agency's Comprehensive Operational Analysis (COA) study.

Board Retreat: On July 15<sup>th</sup>, a Board retreat was held at the Hilton Doubletree Hotel in Pleasanton. During the four-hour workshop, the consultant team covered introduction to transit planning, the current Tri-Valley transit market, initial findings from the existing conditions report/state of the system, and had an interactive discussion about service tradeoffs.

Public Meetings: Three public meetings were held the week of July 27<sup>th</sup> and were widely attended by both riders and non-riders. Meetings were publicized via various channels and each meeting was attended by at least 30 people. The meeting format was open-house style with several boards set up throughout the room. Members of the consultant team and LAVTA staff were on-hand to answer questions and discuss the study with those in attendance. Attendees were also asked to weigh in on the service tradeoffs.

Stakeholder Meeting: The COA's Stakeholder Advisory Committee, which is comprised of representatives of major employers, school districts, Las Positas College and opinion leaders in the Tri-Valley, met on July 28<sup>th</sup>. The agenda included a Transit 101 course, a "state of the system" review of Wheels, and a

discussion on what was important for the community leaders moving forward with the Wheels bus system.

Technical Advisory Committee Meeting: The COA's Technical Advisory Committee, comprised of staff from the three Tri-Valley cities, as well as staff from CCCTA, BART, ACTC, and MTC met on July 29<sup>th</sup>. The agenda for the TAC meeting was similar to that of the Stakeholder Advisory Committee.

Next Steps: The second round of public meetings to present service alternatives will take place the week of October 26. Staff has asked the consultant team to meet with the WAAC during that same week in order to gather feedback. Staff is recommending the WAAC move their November 4 meeting to **Wednesday, October 28 from 3:00-5:00pm**, with the first 30-60 minutes reserved for a discussion of the COA with the consultant team.

**AGENDA**

**ITEM 6**



STAFF REPORT

SUBJECT: Clipper® Card Update

FROM: Christy Wegener, Director of Planning and Operations

DATE: September 2, 2015

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**Action Requested**

This is an informational item.

**Update**

Over the past 60 days: Equipment for Clipper® has been installed on all Wheels buses, with all the necessary backend equipment installed at all Wheels facilities (Transit Center, administrative offices and Atlantis). Passengers may notice a brown canvas bag covering the Clipper® card reader near the farebox.

Over the next 30 days: Training on how to operate and maintain Clipper card systems will occur in September. Customer service training will also occur in September. Marketing materials will be finalized and may begin to appear online and on buses in September. Tri-Valley retailers are being lined up to sell Clipper®, including Walgreens and Whole Foods. Outreach will occur in September at key locations in the Tri-Valley, including BART and the Transit Center.

The current revenue-ready timeframe is mid-October; however, this is considered a *soft launch* and therefore Clipper® will not be heavily promoted until later in the month. The East Bay operator group, including County Connections, Tri Delta Transit and WestCAT, along with MTC, will heavily promote Clipper® at the same time. All dates are subject to change.

**AGENDA**

**ITEM 7**



## Wheels Accessible Advisory Committee

# WAAC

SUBJECT: FY 2015 4<sup>th</sup> Quarter Report – Dial A Ride Operations

FROM: Kadri Klm, Paratransit Planner

DATE: September 2, 2015

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### Action Requested

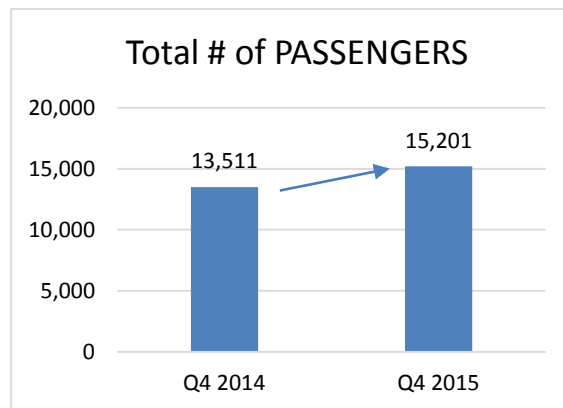
Information only

### Background

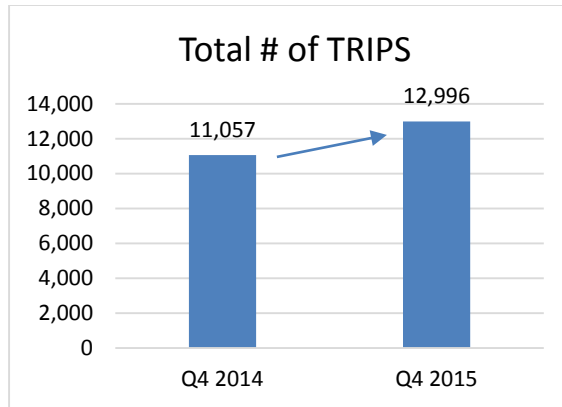
This report is intended to provide the Committee with a summary and analysis of LAVTA's ADA Paratransit (Wheels Dial-A-Ride) operations for the fourth quarter of FY2015 (April to June, 2015).

### Discussion

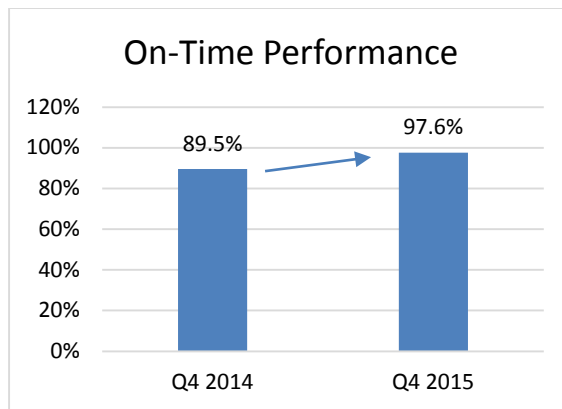
The FY2015 Q4 total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, has increased by 12.5% when compared to the same three months the year prior, and the number of trips during the same time period has increased by 17.5 %, as the following two charts illustrate.





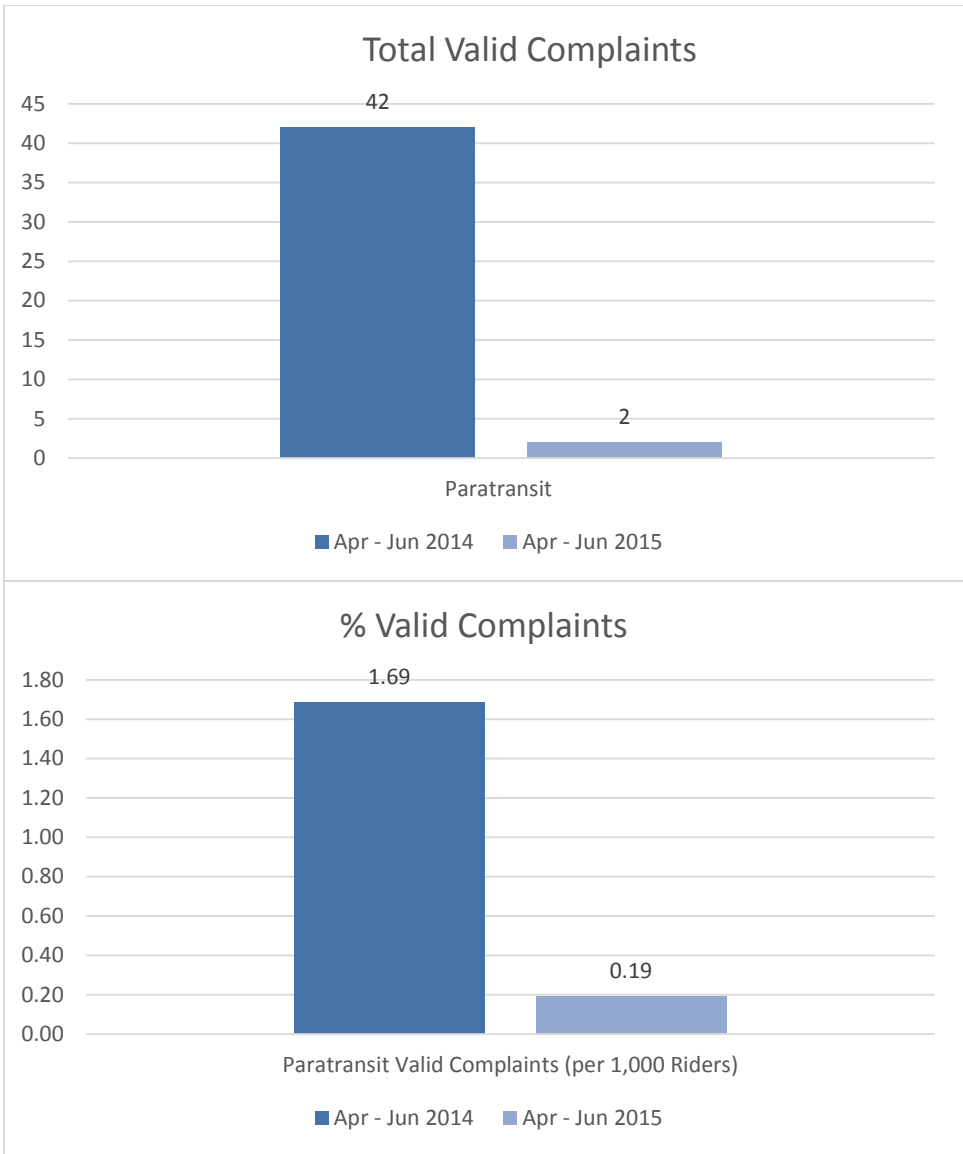


The on-time performance (OTP) for the FY 2015 Q4 is 97.6% compared to 89.5% for the same quarter during the previous fiscal year (9.1% increase) as shown in the chart below.



### Customer Service

LAVTA's Service Quality Standards Index, a measurement of performance for contractors, tracks the number of valid complaints for both fixed route and paratransit service.



The paratransit contractor was different in April FY14, and for the first two months of 2014 when the new contractor was onboard, valid complaints soared. Staff and the contractor have worked hard to ensure that the complaints have been reduced drastically, with only two (2) valid complaints (both in the area of “dispatcher training”) for all three months of Q4 for FY15. Staff and the contractor deserve recognition for decreasing and maintaining a very respectable standard in this area.

**Next Steps**

None

**Recommendation**

None – information only.