

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

WHEELS Accessible Advisory Committee

Meeting

DATE: **Wednesday, March 4, 2015**

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

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

AGENDA

	Action Recommended by Staff	
1. Call to Order		3:30
A. Approval of Agenda and Modifications if necessary		
2. Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)		3:35
3. Minutes of January 14, 2015 Meeting of the Committee (please review prior to meeting)	Discussion & Approval	3:40
4. Fixed Route Operational Issues – Suggestions for Changes	Discussion	3:45

5. Dial-A-Ride Operations 2nd Quarter Update	Information	3:55
6. Dial-A-Ride Operational Issues – Suggestions for Changes	Discussion	4:05
7. PAPCO Report	Information	4:15
8. Dial-A-Ride Policy Modification	Information	4:20
9. DAR Policy Brochure Update	Approval	4:30
10. Para-Taxi Program Update	Information	4:40
11. WAAC Recruitment	Discussion	4:45
12. Clipper Implementation Oral Update	Information	4:55
13. Adjournment	Information	5:00

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

/D Stout/

2/26/15

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*

AGENDA

ITEM 3



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

WHEELS Accessible Advisory Committee

DATE: Wednesday, January 14, 2015

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

TIME: 3:30 p.m.

Draft MINUTES

1. Call to Order

The Vice-Chair Herb Hastings called the meeting to order at 3:30 pm.

Agenda approved as is.
Waltz/Mack

Members Present:

Herb Hastings	Alameda County
Sue Tuite	Alameda County – Alternate
Connie Mack	City of Dublin
Russ Riley	City of Livermore
Esther Waltz	City of Livermore
Nancy Barr	City of Livermore – Alternate
Shirley Maltby	City of Pleasanton
Pam Deaton	Social Services Member
Jen Cullen	Social Services Member
Amy Mauldin	Social Services Member

Staff Present:

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

Members of the Public:

Mary Anna Ramos

Wheels rider

Sophia Karkazis

Cal State East Bay Communications Student

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

4. **Minutes of the October 1, 2014 Meeting of the Committee**
Approved.
Tuite/Waltz

5. **Fixed Route Operational Issues – Suggestions for Changes**
Esther Waltz reported that some drivers question her WAAC card as a fare media when she tries to board Wheels fixed route buses; she suggested sensitivity training for drivers.
Connie Mack brought to staff's attention a bus shelter on Dublin Boulevard that has smashed windows. Staff said that there are other shelters with this issues as well and the plan is to have them repaired by April.

7. **MTM Update**
Staff gave a report on MTM's performance analysis for the FY 2015 first quarter that covers the months of July, August and September, 2014. LAVTA is experiencing an increased paratransit ridership. There has been an increase of about 10% percent from 2013 to 2014. The first quarter on-time performance in the current fiscal year is 95.3%, which meets the contractual requirement of 95%, but is one percent lower than the fiscal year prior for the same three months. The first quarter OTP is lower during the current fiscal year because of less than 95% OTP in the month of July. LAVTA's new paratransit contractor MTM's transition period difficulties included low OTP during the first three months of their service, but it has steadily increased with each month of service reaching well above 95% in August and September.

8. **Dial-A-Ride Operational Issues – Suggestions for Changes**
Sue Tuite complimented MTM on the nice vehicle that was sent for her.
Herb Hastings said that the driver who came to pick him up to take him to the WAAC meeting opened the car door on the street side. MTM will be following up.

Mary Anna Ramos shared her struggles boarding and debording some of the Dial-A-Ride vehicles with her large wheelchair as she finds some vehicles to be too narrow for her to maneuver her chair. She said does not like backing out of the vehicle and is afraid of drivers getting hurt.

Herb Hastings reported that the automatic Dial-A-Ride ride reminder calls display Missouri caller id, which he is not likely to pick up as he does not associate the number with Dial-A-Ride. He suggested that there should be some indication to the call receiver to let them know that the call is from Dial-A-Ride. Committee members offered suggestions how this could be done.

Nancy Barr complemented MTM's phone representatives.

9. PAPCO Report

Esther Waltz reported on PAPCO and ParaTAC joint meeting in October and PAPCO meeting in November. She shared that PAPCO selected the grant 5310 review subcommittee amongst its members, received an update on the Gap Grant Cycle 5 progress reports, received a presentation from LAVTA with its FY 2015 1st quarter report, reviewed CTC's mobility workshop outcomes report, recommended FY 2015/16 proposed funding formula to the ACTC board, and received several sub-committee reports.

10. Dial-A-Ride Customer Satisfaction Follow-Up Survey

Staff reported on the outcomes of the follow-up Dial-A-Ride Passenger Satisfaction Survey, which was conducted in October, 2014. Staff interviewed the same respondents who were first interviewed in the Summer of 2014 and received a 63% turnout rate. LAVTA staff was happy to see that the October survey ratings had increased in all service aspect categories and the average scores had increased to above 4 on a 5-point scale.

11. Dial-A-Ride Policy Brochure Update

Staff shared with the committee the intent to update the DAR brochure in early 2015 as it had become clear that additional clarification was needed on the vehicle type and shared ride policy. The committee members reviewed the current brochure and offered their feedback and recommendations. This item will be brought back to the WAAC at their next meeting as an action item.

12. Dublin/Pleasanton Bus Stop Improvements – Before and After

The committee members reviewed the before and after pictures of the Dublin and Pleasanton bus stop ADA improvements.

13. Complaint Process

Staff reviewed the proper complaint reporting and follow-up process.

14. Adjourn

The meeting was adjourned at 5:00 pm.

AGENDA

ITEM 5



LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

STAFF REPORT

SUBJECT: FY 2015 2nd Quarter Report – Dial A Ride Operations

FROM: Kadri Kulm, Paratransit Coordinator

DATE: March 4, 2015

Action Requested

Information only

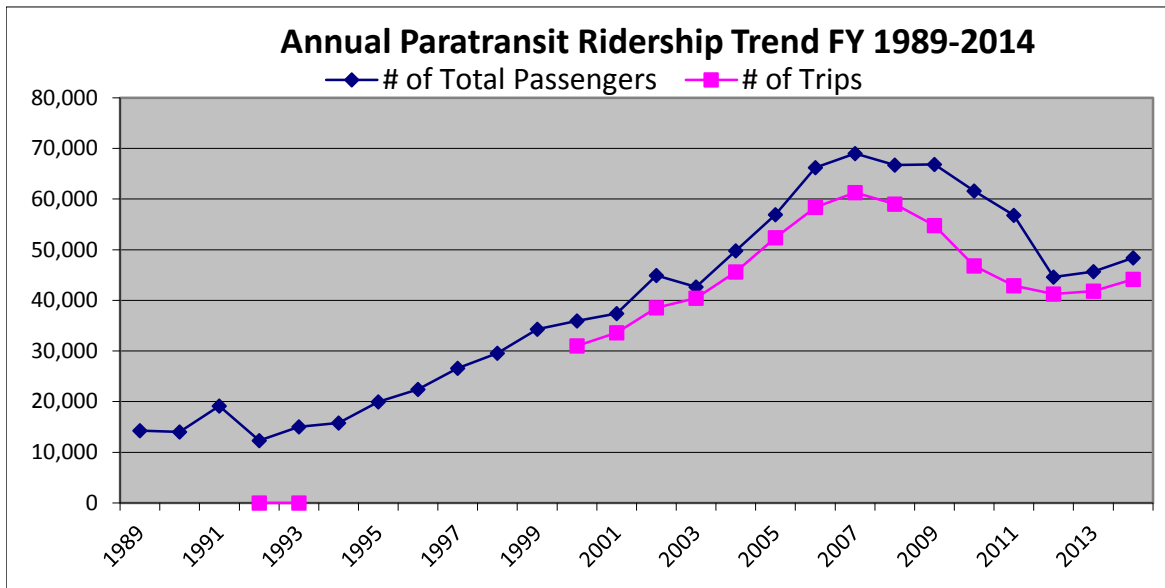
Background

This report is intended to provide the Committee with a summary and analysis of operations for the second quarter of FY2015 (October-December 2014).

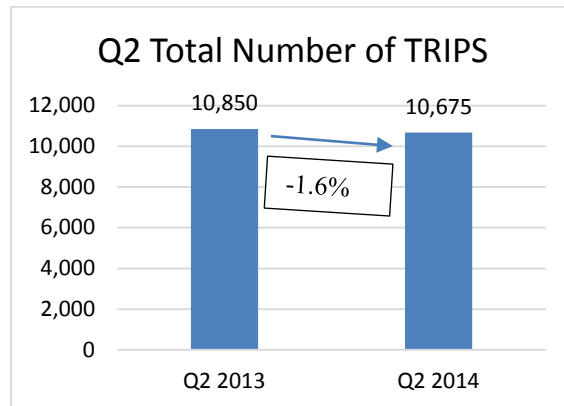
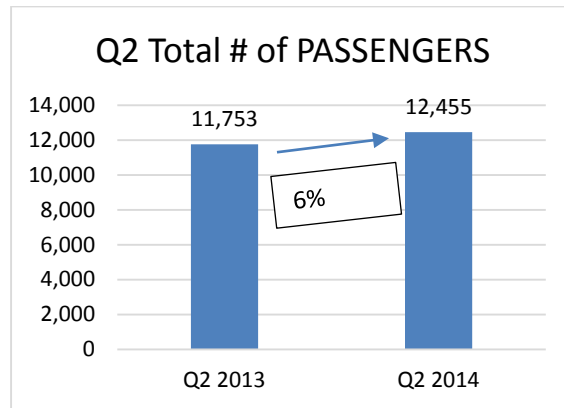
Discussion

Paratransit

LAVTA’s ADA paratransit demand tends to fluctuate from year to year and have “waves” as it is illustrated on the chart below:

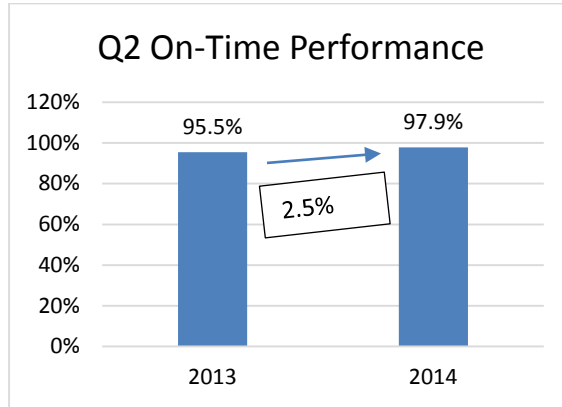


As the chart above notes, the demand for paratransit service peaked in FY 2007, while 2011 showed the lowest ridership in the last ten years. Since 2011, ridership has slowly been growing again. In FY2015 we are noticing an interesting trend – even though the FY2015 Q2 total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, has increased by 6% when compared to the same three months the year prior, the number of trips during the same time period has decreased by 1.6% as the following two charts illustrate.

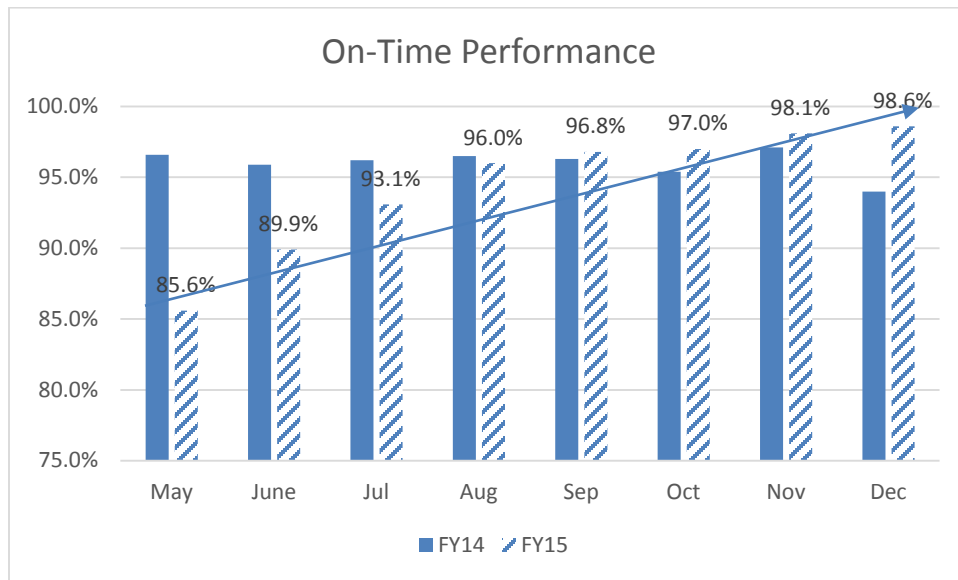


The increase in the total number of passengers is cost neutral to the agency as LAVTA pays the contractor per trip and not per passenger. The increase in the number of passengers and decrease in the number of trips may be due to Dial-A-Ride clientele becoming more fragile requiring PCAs.

The on-time performance (OTP) for the FY 2015 Q2 is 97.9% compared to 95.5% for the same quarter during the previous fiscal year (2.5% increase) as shown in the chart below.

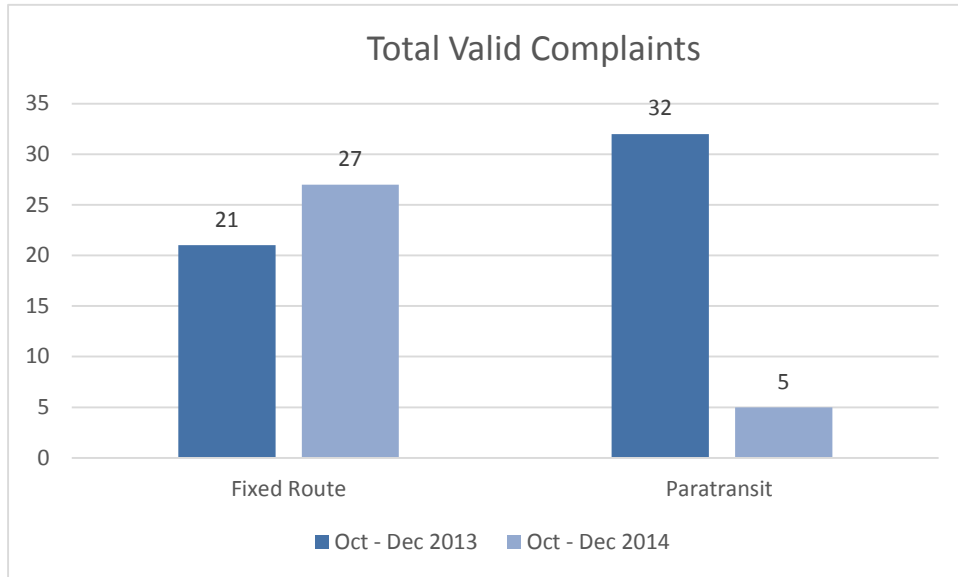


The paratransit operations contractor MTM has improved the OTP steadily every month since they started to provide service as the chart below illustrates.



Customer Service

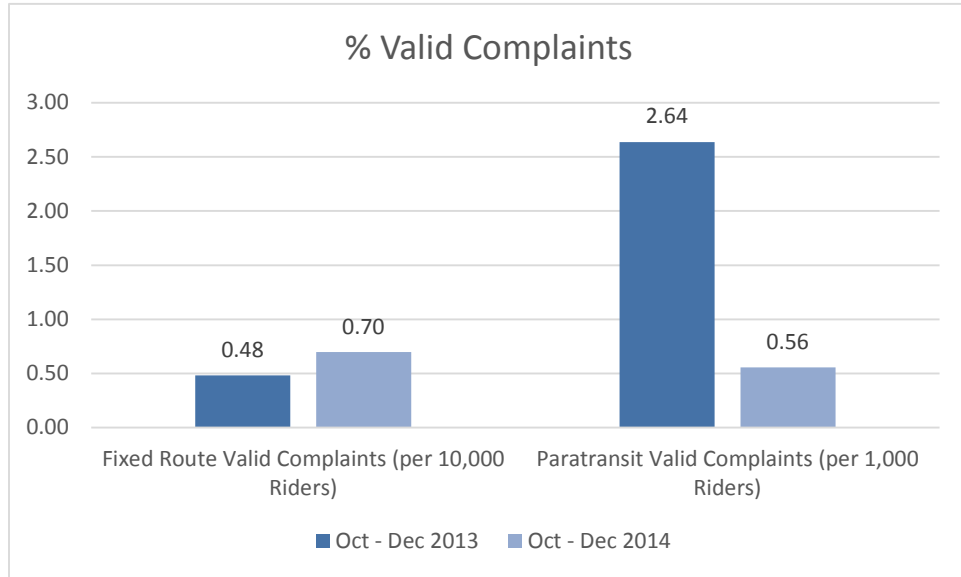
Customer Service staff processed a total of 172 customer requests for Q2 FY14 and a total of 109 for Q2 FY15. LAVTA's Service Quality Standards Index, a measurement of performance for contractors, tracks the number of valid complaints for both fixed route and paratransit service.



Comparing the total valid complaints from FY14 and FY15, the number for fixed route has increased and staff continues to work with the fixed route contractor in the Fixed Route Task Force meetings held every other week, which allow for timely recognition of trends, and increased attention to the Customer Oversight Program which provides for assigning points to operators for valid complaints.

Paratransit contractor was different in FY14, and staff is continuing to monitor the issues for the new contractor and very pleased to note the significant decrease in the number of complaints. During November 2014 there was only one (1) complaint total and in December, there were no complaints made regarding the paratransit service.

The following chart looks at the percentage of valid complaints, per 10,000 riders for fixed route and 1,000 riders for paratransit.



Next Steps

None

Recommendation

None – information only.

AGENDA

ITEM 8



STAFF REPORT

SUBJECT: Dial-A-Ride Operations Policy Modification

FROM: Christy Wegener, Director of Planning and Communications

DATE: March 4, 2015

Action Requested

Recommend that the Projects and Services Committee approve the proposed changes to the Dial-A-Ride Operations Policy.

Background

At LAVTA's Federal Transit Administration's Triennial review, which occurred the week of February 9th, 2015, reviewers noted that LAVTA's current Dial-A-Ride policy didn't include enough detail about how the appeals process worked when a potential member's application was denied. Reviewers asked that LAVTA better clarify how the appeals process works; specifically, how many days it will take to receive a response from LAVTA.

Discussion

To address the FTA's finding, staff is recommending adding the following language under section 3.5 Eligibility Denials and Appeals of the Dial-A-Ride Operations Policy:

“The request for an appeal must be forwarded to LAVTA's Executive Director. The decision of the Executive Director may be appealed to the LAVTA Board of Directors. At each stage, a response by the Executive Director or the Board of Directors will be completed within thirty (30) days of the receipt of communication of the request. The response will be provided in a written or accessible format. If the decision is not made by the 31st day, appellant may request use of paratransit services until a decision is made.”

Impact

The proposed changes will likely not have an impact on the usage of the service and will better clarify the process next steps for paratransit application denials.

Next Steps

If approved, staff will prepare a staff report for the March 23, 2015 Projects and Services Committee meeting.

Recommendation

The Wheels Accessible Advisory Committee recommends that the Projects and Services Committee approve the proposed changes to the Dial-A-Ride Operations Policy.

AGENDA

ITEM 9



STAFF REPORT

SUBJECT: Dial-A-Ride Policy Brochure Update

FROM: Christy Wegener, Director of Planning and Communications

DATE: March 4, 2015

Action Requested

Approval

Background

This is intended to provide the Committee with an update to the Dial-A-Ride “How to Ride Guide”.

Discussion

Staff is looking to update the DAR “How to Ride Guide” in early 2015. In reviewing the content of the current brochure, as well as after reviewing several comments received from DAR passengers, it became clear that additional clarification was needed on the vehicle type and shared ride policy. Staff brought this item to the WAAC at the committee’s January 2015 for the feedback and suggestions. The committee members’ feedback and recommendations have been incorporated into the attached *Draft Dial-A-Ride How to Ride Guide*.

Next Steps

If approved by the WAAC, staff will bring this item to the Board for approval.

Attachment:

Draft Dial-A-Ride How to Ride Guide

Introduction

Wheels Dial-A-Ride is a door-to-door shared-ride transportation service for ADA paratransit eligible passengers. The service is provided using a mixed fleet of vehicles. Vehicle type preference is not guaranteed.

Shared-ride means that other riders with different destinations may be picked up and/or dropped off along the way and routing is not necessarily linear.

A trip on Dial-A-Ride takes roughly the same amount of time as a trip on a regular Wheels bus, including time for transfers. ADA paratransit services are not designed to follow a direct route between the pick-up and drop off locations.

Service Area

Service Area includes the cities of Livermore, Dublin and Pleasanton.

As an exception, service is also provided to/from the San Ramon Medical Center given that one end of the trip is in Livermore, Dublin or Pleasanton.

Service Hours

Wheels Dial-A-Ride operates during the same days and hours as the Wheels fixed route service:

Weekdays: From 4:30am to 1:30am the next morning

Saturdays and Sundays: From 5am to 1:30am the next morning

Payment

- Each one-way trip costs \$3.50.
- Personal Care Attendants (PCA) travel for free with fare paying customers
- Companions pay the regular fare of \$3.50.
- Passengers may pay for the ride with a pre-purchased ticket or they may pay with exact change (cash only).

Scheduling a Ride

Reservations are taken: Seven days a week from 8:30am to 5pm.

Reservations need to be made one to seven days before the ride is needed. Must call by 5pm for the next day ride.

Passengers are given a 30-minute pick-up window.

If the desired pick-up window cannot be accommodated, the reservationist may offer an alternative pick-up time ranging from one hour before to one hour after.

TIP: If traveling to an appointment, the passenger should tell the reservationist what time he/she must arrive at the destination.

TIP: For their repeated trips, passengers may set up a Standing Order, which is an ongoing reservation for a trip that has the same starting and ending location and the same pick-up day and window.

Information You Must Provide

- Passenger's name
- Pick-up and drop-off addresses
- Trip date
- The 30-minute time window the passenger wants to be picked up or the time the passenger needs to be dropped off at his/her destination.
- Whether the passenger will be traveling with a Personal Care Attendant or a companion.

- Whether the passenger will be traveling with a service animal.
- Whether the passenger will be using a mobility aid such as a wheelchair, scooter or walker.
- Whether the passenger cannot wait alone at his/her destination or transfer point to another agency's vehicle. (This information also needs to be in the passenger's client file.)
- If the passenger will be traveling with a child under the age of six who weighs less than 60 pounds. If so, the passenger must provide the child's safety seat.
- Any other information the passenger feels the paratransit driver should have to help him/her travel in a safe and timely manner.

Please note: An automated confirmation call will be placed to the member the night before the scheduled trip to confirm the reservation. The call may be from a phone number outside the 925 area code.

Changing a Reservation and Cancellations

To make changes to existing reservations, passengers must notify Dial-A-Ride at least one day before the scheduled trip.

If an appointment takes longer than expected, passengers should call as soon as possible and arrange a new pick-up window. Requested time cannot be guaranteed in this situation.

Passengers must cancel the trips they do not plan to take as soon as possible and at least one hour before the scheduled pick-up window to avoid penalties.

Day of a Ride

After the vehicle arrives within the 30 minute pick-up window, the passenger must be ready to travel within five minutes of the vehicle's arrival. If the passenger cannot be located or chooses not to start boarding within five minutes, the driver may leave.

If the vehicle arrives before the 30 minute pick-up window, the passenger may choose to take the trip early or have the driver wait

Dial A Ride Reservations 925-455-7510

until the start of the confirmed pick-up window.

Passengers Who Cannot Wait Alone

For passengers traveling alone who cannot wait alone at their destinations, the driver will wait with the passenger until the connecting transit agency's vehicle arrives or a person at the destination receives the passenger **IF** - The passenger has a Do-Not -Leave -Alone note in his/her file (Please contact Wheels at 925-455-7555 if you need such a note) **AND** the reservationist has been notified of this need.

A responsible party needs to receive such passengers within five minutes of vehicles arrival to avoid penalties.

Mobility Aids

Passengers using mobility aids will be accommodated whenever safely possible.

An accessible vehicle is sent out for a passenger using a mobility aid. A mobility aid, when occupied by a user that exceeds the specified maximum weight capacity of the lift/ramp on a Dial-A-Ride

Dial A Ride Reservations 925-455-7510

vehicle, may not be accommodated.

A trained driver will secure wheelchairs and other mobility devices to the Dial-A-Ride vehicles, and passengers must use the appropriate personal restraints. Passengers refusing the securements and/or restraints will be asked to disembark the vehicle.

Regional Trips

Wheels ADA Paratransit passengers may use ADA paratransit service anywhere in the nine San Francisco Bay Counties where such services are available.

Wheels Dial-A-Ride coordinates trips with East Bay Paratransit and County Connection Link.

The designated transfer point between Dial-A-Ride and the neighboring East Bay Paratransit and County Connection Link operators is the Dublin/Pleasanton BART station.

When Dial-A-Ride receives a passenger from East Bay Paratransit or County Connection LINK at the Dublin/Pleasanton BART station, fare is not collected for the second part of the trip.

Dial A Ride Reservations 925-455-7510



DRAFT Dial-A-Ride



How to Ride
Guide

What You Need to Know

Reservations

Call 925-455-7510

Information & Customer Service

Call 925-455-7500

AGENDA

ITEM 10



S T A F F R E P O R T

SUBJECT: Para-Taxi Program Update

FROM: Kadri Kulm, Paratransit Planner

DATE: March 4, 2015

Action Requested

Recommend that the Projects and Services Committee approve the proposed changes to the Para-Taxi program.

Background

LAVTA's Para-Taxi program was launched in early 2008 as an ACTIA funded program and now as a New Freedom funded program- reimbursed at 50%.

Para-Taxi is a reimbursement-based program in which users pay the full taxi fare up front to the taxi driver and submit a Reimbursement Request Form along with their taxi receipts to LAVTA for reimbursement. LAVTA currently reimburses 85% of the taxi fare up to \$20 maximum reimbursement per trip. The maximum reimbursement amount per person per month is currently \$200.

Discussion

To improve the administration of the program, staff will be implementing the following changes:

1. Change the reimbursement period from 'unlimited' to receipts must be submitted within 60-days of the trip taken. Currently, receiving timely receipts is an obstacle, which makes it difficult for on-time reporting to funding agencies.
2. Modify the reimbursement program so that if LAVTA is not notified within 90-days that a reimbursement check is lost, the reimbursement check will not be re-issued. Lost checks will only be reissued once.

Additionally, staff will be procuring database-development services to better manage the administration of the Para-Taxi program.

Impact

The proposed changes will likely not have an impact on the usage of the service, but will make the program easier and more timely to administer.

Next Steps

If approved, staff will prepare a report for the March 23, 2015 Projects and Services Committee meeting.

Recommendation

The Wheels Accessible Advisory Committee recommends that the Projects and Services Committee approve the proposed changes to the Para-Taxi program.

AGENDA

ITEM 11



S T A F F R E P O R T

SUBJECT: Announcement of WAAC Recruitment for Positions for FY 2015/16

FROM: Kadri Klm, Paratransit Planner

DATE: March 4, 2015

Action Requested

Information only.

Background

In June 30th 2015, terms will expire for six WAAC members:

1. Esther Waltz – Livermore Representative
2. Nancy Barr – Livermore Alternate
3. Shawn Costello – Dublin Representative
4. Carmen Rivera-Hendrickson – Pleasanton Representative
5. Shirley Maltby – Pleasanton Representative
6. Sue Tuite – Alameda County Alternate

Discussion

Due to current term expirations and beloved Pleasanton WAAC member Claire Iglesias passing away, the WAAC will have the following position openings for FY 2015/2016:

Dublin

- 1 member and 1 alternate

Livermore

- 1 member and 1 alternate

Pleasanton

- 2 members and 1 alternate

Alameda County

- 1 alternate

Social Services

- 1 alternate

Staff will be releasing solicitations for new members shortly and will encourage current Wheels fixed-route and Dial-A-Ride users to apply for the openings. All applications are due on April 17, 2015. Positions will be reviewed by the WAAC at the Committee's May meeting and LAVTA's Board of Directors will review the applications and select WAAC members at their June meeting. New members will start serving at the July 2015 meeting.

Action Requested

Information only.

Attachments:

1. WAAC Term Expirations
2. WAAC Application

**WHEELS Accessible Advisory Committee (WAAC)
Membership Directory for FY 2016 (July 2015 to June 2016)**

Dublin Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Connie Mack	2 years	July 2014	June 2016
Member (VACANT)			
Alternate (VACANT)			

Livermore Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Russ Riley	2 years	July 2014	June 2016
Member (VACANT)			
Alternate (VACANT)			

Pleasanton Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Member (VACANT)			
Member (VACANT)			
Alternate (VACANT)			

Alameda County Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Herb Hastings	2 years	July 2014	June 2016
Alternate (VACANT)			

Social Services Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Jennifer Cullen	2 years	July 2014	June 2016
Pam Deaton	2 years	July 2014	June 2016
Amy Mauldin	2 years	July 2014	June 2016
Alternate (VACANT)			



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

APPLICATION INSTRUCTIONS

ELIGIBILITY REQUIREMENTS

Residents of Pleasanton, Dublin or Livermore who are elderly, disabled or care for someone who is disabled may apply to be the representative for their city or county. Persons employed in the social services field in the Tri-Valley area may apply for the Social services position only.

RESPONSIBILITIES

Members are expected to represent the viewpoint of the elderly and disabled community of the Tri Valley and provide input on the Wheels services. Members also act as liaisons for Wheels by informing the general public about Wheels services and policies. Meetings are held every other month and are scheduled for ninety (90) minutes. For disabled members, transportation is provided on the Wheels Dial-A-Ride service for free both to and from the meeting. All members receive a pass which provides them with complimentary service on all Wheels fixed route buses while serving on the WAAC. Appointments to the WAAC are made by the elected officials who make up the Wheels Board of Directors.

Please send the filled out application to:

**Attn: Kadri Kulm
LAVTA/Wheels
1362 Rutan Court, Suite 100
Livermore, CA 94551**

APPLICATION FOR WAAC MEMBERSHIP

GENERAL INFORMATION

Name _____

Agency (if applicable) _____

Address _____

City _____ Zip _____

Home # _____ 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 _____

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 _____

