

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

**BOARD OF DIRECTORS MEETING**

**DATE:** February 1, 2016  
**PLACE:** Diana Lauterbach Room LAVTA Offices  
1362 Rutan Court, Suite 100, Livermore CA  
**TIME:** 4:00pm

---

**AGENDA**

- 1. Call to Order and Pledge of Allegiance**
- 2. Roll Call of Members**
- 3. Meeting Open to Public**
  - Members of the audience may address the Board of Directors on any matter within the general subject matter jurisdiction of the LAVTA Board of Directors.
  - Unless members of the audience submit speaker forms before the start of the meeting requesting to address the board on specific items on the agenda, all comments must be made during this item of business. Speaker cards are available at the entrance to the meeting room and should be submitted to the Board secretary.
  - Public comments should not exceed three (3) minutes.
  - Items are placed on the Agenda by the Chairman of the Board of Directors, the Executive Director, or by any three members of the Board of Directors. Agendas are published 72 hours prior to the meeting.
  - No action may be taken on matters raised that are not on the Agenda.
  - For the sake of brevity, all questions from the public, Board and Staff will be directed through the Chair.

**4. January Wheels Accessible Advisory Committee Minutes Report**

**5. Consent Agenda**

**Recommend approval of all items on Consent Agenda as follows:**

- A. Minutes of the January 4, 2016 Board of Directors meeting.**
- B. Treasurer's Report for the month of December 2015**

**Recommendation:** Staff recommends approval of the December 2015 Treasurer's Report.

- C. Title VI Program 2016-2019**

**Recommendation:** The Projects and Services Committee recommends that the Board approve the attached Title VI Program for submittal to the FTA

**D. Resolutions in Support of Application for funding through the Low Carbon Transit Operations Program (LCTOP)**

**Recommendation:** Staff requests Board approval of Resolution 04-2016 and Resolution 05-2016 in support of a grant application to the Low Carbon Transit Operations Program (LCTOP). The Board resolutions attached will enable staff to apply for LCTOP funding to purchase two hybrid buses.

**6. Comprehensive Operations Analysis – Preferred Alternative**

**Recommendation:** The Projects and Services Committee recommends that the Board open the public comment period from February 1 – March 11, 2016; and set the public hearing date for March 7, 2016 for the COA Preferred Alternative.

**7. Executive Director’s Report**

**8. Matters Initiated by the Board of Directors**

- Items may be placed on the agenda at the request of three members of the Board.

**9. Next Meeting Date is Scheduled for: March 7, 2016**

**10. Adjournment**

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to these meetings, as there may be people in attendance susceptible to environmental illnesses.

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

*/s/ Jennifer Suda*

*1/27/16*

*LAVTA, Administrative Assistant*

*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 4**



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

**WHEELS Accessible Advisory Committee**

**DATE:** Wednesday, January 6, 2016

**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 Chair Carmen Rivera-Hendrickson called the meeting to order at 3:31 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
Nancy Barr	City of Livermore
Mary Anna Ramos	City of Livermore – Alternate
Pam Deaton	Social Services Member
Amy Mauldin	Social Services Member
Jennifer Cullen	Social Services Member
Esther Waltz	PAPCO Representative

Staff Present:

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

Members of the Public:

Cheryl S. Hyer	Carmen Rivera-Hendrickson’s PCA
----------------	---------------------------------

- 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 October 28, 2015 Meeting of the Committee**

Approved.

Tuite/Waltz

- 4. Comprehensive Operational Analysis (COA) Update**

The staff updated the committee that the preferred alternative COA scenario is currently being created by the Nelson\Nygaard consultant team and is scheduled to be introduced to the LAVTA's Board of Directors at the February 1<sup>st</sup> Board meeting. At that time, the Board will provide feedback on the proposed changes and will most likely be asked to open the official public comment period and set the public hearing date for March 7<sup>th</sup>. A presentation of the preferred alternative is also scheduled to be held at the March 8<sup>th</sup> WAAC meeting. According to the draft timeline the public comment period is scheduled to be closed on March 11<sup>th</sup> and the Board is scheduled to consider approval of route changes on April 4<sup>th</sup>, 2016. The changes would likely go into effect in January, 2017.

The member of the public and WAAC Chair's PCA Sheryl Hyek provided a comment saying that she has been a Pleasanton resident for 10 years and rides Route 10 all the time. She stated that going to Dublin has been difficult because of having to transfer from the Route 10 to the Rapid bus, which makes the trip 10-15 minutes longer. When she gets off the Route 10 she often sees Rapid pulling away. Because of this she makes trips to Dublin on the weekends when Rapid is not running. It has never worked for her. She would like to see a solution where she wouldn't have to transfer buses when traveling only 3 miles.

Shawn Costello added that he has problems with Rapid as well as he cannot maneuver his wheelchair well on Rapid buses and ramps.

- 5. Dial-A-Ride Customer Satisfaction Survey**

The staff presented a summary of the latest annual Dial-A-Ride customer satisfaction phone survey that was conducted by a third party surveyor who interviewed 100 passengers. The overall satisfaction scores have increased when comparing them to the scores from prior years and the satisfaction was very high across all stages of the rider experience with average being from 4.37 to 4.61

points on a 5-point scale. The 2015 survey showed the four-year highest ratings in the areas of pick-up experience and overall rating.

In addition to the quantitative scores for different aspects of the Dial-A-Ride service the surveyors also encouraged responders to provide any verbal open-ended feedback/comments/suggestions about the service. The committee members were interested in seeing a more detailed analysis of the open-ended verbal comments/concerns. It was also recommended that if there is a concern the surveyor should ask for a phone number for the follow-up.

#### **6. FY 2016 Quarter 1 Dial-A-Ride Operational Analysis**

The staff presented the committee with the FY 2016 Quarter 1 operational analysis, which covers the months of July to September, 2015. The ridership has increased dramatically with the number of trips increasing close to 30% when comparing it to the same three months the year prior. Much of this increased ridership is contributed to the adult day care programs, nursing homes, and dialysis centers. The on-time performance was 97.1%, which is above the 95% contractual requirement.

Staff noted that it is working with the contractor to be more efficient when providing the service. For example, limiting the number of subscription trips, as per board policy, and negotiating with riders their trip times when necessary.

#### **7. Dial-A-Ride Comprehensive Riders Guide**

The staff informed the committee on the plan to create a comprehensive Dial-A-Ride riders' guide/booklet, which describes Dial-A-Ride policies in greater detail than the current brochure and does it in a user-friendly format. The committee members received a copy of the comprehensive Board-approved policies and the draft table of contents for the upcoming booklet. If the committee members have comments or suggestions about the booklet they are encouraged to forward these to LAVTA staff by February 3, 2016.

#### **8. PAPCO Report**

Esther Waltz gave a report on the November, 2015 PAPCO meeting. The committee discussed the quarterly paratransit strategic planning workshop that was held in October, reviewed the draft implementation guidelines, and received the reports on GAP grant recipients and East Bay Paratransit.

#### **9. Next WAAC Meeting Date/Time**

The next WAAC meeting date and time were moved to Tuesday, March 8, 2016 at 3pm. The date and time were moved due to the COA consultant's availability for the COA presentation to the WAAC.

Approved.  
Hastings/Waltz

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

Herb Hastings reported that the Dial-A-Ride reminder call doesn't mention the local reservations phone number. MTM staff replied that the automated calls are conducted by a different company and therefore the phone number cannot be rerouted. MTM is going to check if a message that lists the regular reservations number can be recorded.

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

Carmen Rivera-Hendrickson reported a new driver attitude and inappropriate language use issue toward wheelchair users and their personal care attendants. She also said that Easter Seals has a driver sensitivity training video that both fixed route and Dial-A-Ride could utilize for their driver training.

Shawn Costello reported that some drivers have maneuvered his chair for him. He also offered that he can help drivers at their sensitivity trainings.

Sue Tuite asked about the progress on the tree trimming project. Staff said that the trimmings have been completed.

Carmen Rivera-Hendrickson asked about the solar lighting. Staff said that the agency has received a grant for shelter lighting projects and intends to improve the lighting in bus stops in 2016.

**12. Adjourn**

The meeting was adjourned at 5:20 pm.

**AGENDA**

**ITEM 5 A**



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

**BOARD OF DIRECTORS MEETING**

**DATE:** January 4, 2016  
**PLACE:** Diana Lauterbach Room LAVTA Offices  
1362 Rutan Court, Suite 100, Livermore CA  
**TIME:** 4:00pm

---

**MINUTES**

**1. Call to Order and Pledge of Allegiance**

Meeting was called to order by Board Chair Don Biddle at 4:00 pm

**2. Roll Call of Members**

**Members Present**

Dawn Argula – Chief of Staff  
Don Biddle – Councilmember, City of Dublin  
David Haubert – Mayor, City of Dublin  
Karla Brown – Vice Mayor, City of Pleasanton  
Jerry Pentin – Councilmember, City of Pleasanton  
Steven Spedowfski – Councilmember, City of Livermore

**Members Absent**

Scott Haggerty – Supervisor, County of Alameda  
Laureen Turner – Councilmember, City of Livermore

**3. Meeting Open to Public**

Robert S. Allen

Mr. Allen discussed the need for a BART Airway Boulevard Park-n-Ride Shuttle to Dublin/Pleasanton BART station. Mr. Allen would also like to see a BART Greenville Park-n-Ride Shuttle to Dublin/Pleasanton BART Station with a fare and parking surcharge.

**4. Consent Agenda**

**Recommend approval of all items on Consent Agenda as follows:**

- A. **Minutes of the December 7, 2015 Board of Directors meeting.**
- B. **Treasurer's Report for the month of November 2015**

The Board of Directors approved the November 2015 Treasurer's Report.

Approved: Brown/Spedowfski

Aye: Biddle, Haubert, Pentin, Brown, Spedowfski, Argula

No: None  
Absent: Haggerty, Turner

## **5. LAVTA Rutan Maintenance Area Resurfacing Project**

Staff provided information regarding the first Invitation for Bids (IFB) in 2013. This project was not completed, due to budget restraints. LAVTA applied for California State bond funds to finance this project. In September 2015 LAVTA issued an IFB and received three bids. LAVTA reviewed the bids and found the apparent low bid was nonresponsive to the IFB. All bids were rejected and the IFB was reissued on November 16, 2015 and one bid was received on the proposed scope of work.

The Board approved Resolution 01-2016 to award a contract to DECS, Incorporated dba RyanCO Protective Coatings. This was the lowest responsive and responsible bidder for the LAVTA Rutan Maintenance Area Resurfacing Project #2015-14, for a total contract award of \$184,124.00. The Board also approved a 10 % project contingency of \$18,412.40 to be used at the discretion of the Executive Director. The Board authorized Michael Tree LAVTA's Executive Director to sign the contract and issue a Notice to Proceed to DECS, Incorporated dba RyanCO Protective Coatings.

David Haubert requested LAVTA staff to inform him of the type of coating to be used during the project. Beverly Adamo responded that she will send an email after the meeting to Mr. Haubert.

Approved: Brown/Pentin  
Aye: Biddle, Haubert, Pentin, Brown, Spedowski, Argula  
No: None  
Absent: Haggerty, Turner

## **6. 2016 Legislative Program**

Staff provided a brief summary of the proposed 2016 Legislative Program. Attachment 2 to the Resolution outlines the principles and values important to LAVTA in helping to advance public transportation.

Mr. Haubert requested that LAVTA obtain letters from Leading Government Officials for their support. Mr. Haubert requested that LAVTA provide a copy of these letters for his review.

The Board approved Resolution 02-2016 and adopted the 2016 Legislative Program.

Approved: Brown/Pentin  
Aye: Biddle, Haubert, Pentin, Brown, Spedowski, Argula  
No: None  
Absent: Haggerty, Turner

## **7. Executive Director's Report**

The Executive Director's Report provided information on Ridership Increases, Comprehensive Operational Analysis (COA) Update, New Website Launch, 2015 MTC TDA Triennial Performance Audit, 2015 Stuff-A-Bus Food Drive, Tri-Valley Regional Rail Advisory Group,

and Additional Queue Jumps for Dublin Blvd. Michael also pointed out that ridership is up 5.5% on the fixed route and 35.2% for the Paratransit system from last November. He noted that the Tri-Valley Regional Rail Advisory Group meeting will be held on Wednesday, February 10, 2016 at 1:30 PM. Staff requested questions or comments regarding any of the items or attachments from the Board of Directors regarding the Executive Director's Report.

Ms. Brown commented that she appreciated LAVTA's support regarding the solar lit bus stops in Pleasanton.

**8. Adjourn to CLOSED SESSION**

Meeting adjourned to closed session at 4:33 pm.

**9. Closed Session pursuant to Government Code Section 54957(b):  
PUBLIC EMPLOYEE PERFORMANCE EVALUATION  
Title: Executive Director**

**10. Closed Session pursuant to Government Code Section 54957.6  
CONFERENCE WITH LABOR NEGOTIATOR  
Agency Representative: Michael Conneran, Legal Counsel  
Unrepresented Employee: Executive Director**

**11. Reconvene to OPEN SESSION**

Meeting reconvened at 6:30pm.  
No reportable actions were taken.

**12. Consideration of Amendment to Employment Agreement with Executive Director Michael Tree**

The Board approved an amendment to Michael Tree's employment contract providing for a 3% wage increase and a 2.5% increase in deferred compensation.

Approved: Brown/Pentin  
Aye: Biddle, Haubert, Pentin, Brown, Spedowski, Argula  
No: None  
Absent: Haggerty, Turner

**13. Next Meeting Date is Scheduled for: February 1, 2016**

**14. Adjournment**

Meeting adjourned at 6:32pm

**AGENDA**

**ITEM 5 B**



**S T A F F   R E P O R T**

SUBJECT: Treasurer's Report for December 2015

FROM: Tamara Edwards, Finance and Grants Manager

DATE: February 1, 2016

**Action Requested**

Review and approve the LAVTA Treasurer's Report for December 2015.

**Discussion**

***Cash accounts:***

Our petty cash account (101) continues to carry a balance of \$500, and our ticket sales change account (102) continues with a balance of \$240 (these two accounts should not change).

***General checking account activity (105):***

Beginning balance December 1, 2015	\$2,546,533.95
Payments made	\$1,644,666.36
Deposits made	\$2,413,502.92
Transfer from Farebox	\$200,000.00
Ending balance December 31, 2015	\$3,515,370.51

***Farebox account activity (106):***

Beginning balance December 1, 2015	\$194,458.88
Deposits made	\$72,074.02
Transfer to General Checking	\$200,000.00
Ending balance December 31, 2015	\$66,532.90

***LAIF investment account activity (135):***

Beginning balance December 1, 2015	\$4,643,584.52
Ending balance December 31, 2015	\$4,643,584.52

***Operating Expenditures Summary:***

As this is the sixth month of the fiscal year, in order to stay on target for the budget this year expenses (at least the ones that occur on a monthly basis) should not be higher than 50%. The agency is at 47.41% overall.

***Operating Revenues Summary:***

While expenses are at 47.41%, revenues are at 63.9%, providing for a healthy cash flow.

**Recommendation**

Staff recommends approving the December 2015 Treasurer's Report.

Attachments:

1. December 2015 Treasurer's Report

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

**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY  
BALANCE SHEET  
FOR THE PERIOD ENDING:  
December 31, 2015**

**ASSETS:**

101 PETTY CASH	500	
102 TICKET SALES CHANGE	240	
105 CASH - GENERAL CHECKING	3,515,371	
106 CASH - FIXED ROUTE ACCOUNT	66,533	
107 Clipper Cash	131,639	
120 ACCOUNTS RECEIVABLE	54,726	
135 INVESTMENTS - LAIF	4,643,585	
150 PREPAID EXPENSES	(272,721)	
160 OPEB ASSET	351,947	
165 DEFFERED OUTFLOW-Pension Related	174,004	
170 INVESTMENTS HELD AT CALTIP	222,425	
111 NET PROPERTY COSTS	44,738,630	
<b>TOTAL ASSETS</b>		<b>53,626,878</b>

**LIABILITIES:**

205 ACCOUNTS PAYABLE	(61,056)	
211 PRE-PAID REVENUE	1,253,158	
21101 Clipper to be distributed	131,639	
22000 FEDERAL INCOME TAXES PAYABLE	35	
22010 STATE INCOME TAX	(10)	
22020 FICA MEDICARE	(0)	
22050 PERS HEALTH PAYABLE	0	
22040 PERS RETIREMENT PAYABLE	(0)	
22030 SDI TAXES PAYABLE	0	
22070 AMERICAN FIDELITY INSURANCE PAYABLE	133	
22090 WORKERS' COMPENSATION PAYABLE	12,694	
22100 PERS-457	0	
22110 Direct Deposit Clearing	0	
23101 Net Pension Liability	617,185	
23104 Deferred Inflow- Pension Related	235,023	
23103 INSURANCE CLAIMS PAYABLE	88,165	
23102 UNEMPLOYMENT RESERVE	20,000	
<b>TOTAL LIABILITIES</b>		<b>2,296,964</b>

**FUND BALANCE:**

301 FUND RESERVE	3,917,566	
304 GRANTS, DONATIONS, PAID-IN CAPITAL	44,738,630	
30401 SALE OF BUSES & EQUIPMENT	77,350	
FUND BALANCE	2,596,368	
<b>TOTAL FUND BALANCE</b>		<b>51,329,914</b>
<b>TOTAL LIABILITIES &amp; FUND BALANCE</b>		<b>53,626,879</b>

**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY  
REVENUE REPORT  
FOR THE PERIOD ENDING:  
December 31, 2015**

<b>ACCOUNT</b>	<b>DESCRIPTION</b>	<b>BUDGET</b>	<b>CURRENT MONTH</b>	<b>YEAR TO DATE</b>	<b>BALANCE AVAILABLE</b>	<b>PERCENT BUDGET EXPENDED</b>
4010100	Fixed Route Passenger Fares	1,603,894	134,091	764,958	838,936	47.7%
4020000	Business Park Revenues	141,504	14,448	72,242	69,262	51.1%
4020500	Special Contract Fares	195,001	0	47,507	147,494	24.4%
4020500	Special Contract Fares - Paratransit	33,600	0	8,407	25,194	25.0%
4010200	Paratransit Passenger Fares	155,050	22,110	104,153	50,898	67.2%
4060100	Concessions	38,500	4,541	16,927	21,573	44.0%
4060300	Advertising Revenue	115,000	0	95,000	20,000	82.6%
4070400	Miscellaneous Revenue-Interest	2,000	0	1,724	276	86.2%
4070300	Non transportation revenue	0	0	16,300	(16,300)	100.0%
4090100	Local Transportation revenue (TFCA RTE B	126,250	0	0	126,250	100.0%
4099100	TDA Article 4.0 - Fixed Route	9,476,889	830,148	7,312,565	2,164,324	77.2%
4099500	TDA Article 4.0-BART	85,033	7,452	33,387	51,646	39.3%
4099200	TDA Article 4.5 - Paratransit	129,379	10,985	49,216	80,163	38.0%
4099600	Bridge Toll- RM2	-	0	0	-	#DIV/0!
4110100	STA Funds-Paratransit	49,123	0	0	49,123	0.0%
4110500	STA Funds- Fixed Route BART	537,422	0	0	537,422	0.0%
4110100	STA Funds-pop	884,220	884,220	884,220	-	100.0%
4110100	STA Funds- rev	199,577	198,015	198,015	1,562	99.2%
4110100	STA Funds- Lifeline	194,324	168,323	168,323	26,001	86.6%
4130000	FTA Section 5307 Preventative Maint.	-	0	0	-	#DIV/0!
4130000	FTA Section 5307 ADA Paratransit	340,965	0	0	340,965	0.0%
4130000	FTA 5304	-	0	3,904	(3,904)	#DIV/0!
4130000	FTA JARC and NF	74,517	0	1,666	72,851	2.2%
4130000	FTA 5311	43,683	0	0	43,683	0.0%
4640500	Measure B Gap	-	0	0	-	#DIV/0!
4640500	Measure B Express Bus	-	0	0	-	#DIV/0!
4640100	Measure B Paratransit Funds-Fixed Route	867,343	84,758	306,904	560,439	35.4%
4640100	Measure B Paratransit Funds-Paratransit	164,161	16,042	58,088	106,073	35.4%
4640200	Measure BB Paratransit Funds-Fixed Route	648,000	63,684	228,552	419,448	35.3%
4640200	Measure BB Paratransit Funds-Paratransit	277,910	27,313	98,021	179,889	35.3%
<b>TOTAL REVENUE</b>		<b>16,383,345</b>	<b>2,466,129</b>	<b>10,470,078</b>	<b>5,913,267</b>	<b>63.9%</b>

**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY  
OPERATING EXPENDITURES  
FOR THE PERIOD ENDING:  
December 31, 2015**

	BUDGET	CURRENT MONTH	YEAR TO DATE	BALANCE AVAILABLE	PERCENT BUDGET EXPENDED
501 02 Salaries and Wages	\$1,293,880	\$97,675	\$644,619	\$649,261	49.82%
502 00 Personnel Benefits	\$686,556	\$79,084	\$322,455	\$364,101	46.97%
503 00 Professional Services	\$580,806	\$151,695	\$320,376	\$260,430	55.16%
503 05 Non-Vehicle Maintenance	\$489,090	\$58,955	\$331,767	\$155,123	67.83%
503 99 Communications	\$10,500	\$454	\$1,298	\$3,702	12.36%
504 01 Fuel and Lubricants	\$1,541,300	\$64,387	\$376,039	\$1,165,261	24.40%
504 03 Non contracted vehicle maintenance	\$2,500	\$4,147	\$6,415	(\$3,915)	256.58%
504 99 Office/Operating Supplies	\$53,000	\$3,589	\$11,194	\$41,806	21.12%
504 99 Printing	\$60,000	\$3,229	\$22,322	\$37,678	37.20%
505 00 Utilities	\$264,300	\$18,040	\$127,416	\$136,884	48.21%
506 00 Insurance	\$536,162	\$19,595	\$200,762	\$335,400	37.44%
507 99 Taxes and Fees	\$152,000	\$9,587	\$53,085	\$98,915	34.92%
508 01 Purchased Transportation Fixed Route	\$8,855,346	\$722,821	\$4,324,877	\$4,570,069	48.84%
2-508 01 Purchased Transportation Paratransit	\$1,608,930	\$155,257	\$928,560	\$680,370	57.71%
509 00 Miscellaneous	\$66,975	\$10,766	\$52,928	\$12,592	79.03%
509 02 Professional Development	\$49,000	\$4,059	\$12,429	\$36,571	25.36%
509 08 Advertising	\$133,000	\$4,119	\$30,510	\$102,490	22.94%
<b>TOTAL</b>	<b>\$16,383,345</b>	<b>\$1,407,458</b>	<b>\$7,767,052</b>	<b>\$8,646,738</b>	<b>47.41%</b>

**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY  
CAPITAL REVENUE AND EXPENDITURE REPORT (Page 1 of 2)  
FOR THE PERIOD ENDING:  
December 31, 2015**

<b>ACCOUNT</b>	<b>DESCRIPTON</b>	<b>BUDGET</b>	<b>CURRENT MONTH</b>	<b>YEAR TO DATE</b>	<b>BALANCE AVAILABLE</b>	<b>PERCENT BUDGET EXPENDED</b>
<b>REVENUE DETAILS</b>						
4090594	TDA (office and facility equip)	27,000	0	0	27,000	0.00%
4090194	TDA Shop repairs and replacement	21,800	0	0	21,800	0.00%
4091794	Bus stop improvements	-	0	0	0	#DIV/0!
	TDA Bus replacement	3,616,700	0	0	3,616,700	0.00%
	TDA IT Upgrades and Replacements	114,500	0	0	114,500	0.00%
409??94	TDA (Transit Capital)	100,000	0	0	100,000	0.00%
4092093	TDA prior year (Major component rehab)	120,000	0	0	120,000	0.00%
4111700	PTMISEA Shelters and Stops	125,000	0	0	125,000	0.00%
	Prob 1B Security upgrades	36,696	0		36,696	0.00%
	PTMISEA Bus Replacement	609,778	0	0	609,778	0.00%
	PTMISEA Transit Center Improvements	125,625	0	0	125,625	0.00%
	PTMISEA Office improvements	179,069	0	0	179,069	0.00%
	PTMISEA Shop Repairs	178,000	0	0	178,000	0.00%
	FTA Bus replacements	12,431,200	0	0	12,431,200	0.00%
	<b>TOTAL REVENUE</b>	<b>17,685,368</b>	<b>-</b>	<b>-</b>	<b>17,685,368</b>	<b>0.00%</b>

**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY  
 CAPITAL REVENUE AND EXPENDITURE REPORT (Page 2 of 2)  
 FOR THE PERIOD ENDING:  
 December 31, 2015**

<b>ACCOUNT</b>	<b>DESCRIPTON</b>	<b>BUDGET</b>	<b>CURRENT MONTH</b>	<b>YEAR TO DATE</b>	<b>BALANCE AVAILABLE</b>	<b>PERCENT BUDGET EXPENDED</b>
<b>EXPENDITURE DETAILS</b>						
<b>CAPITAL PROGRAM - COST CENTER 07</b>						
5550107	Shop Repairs and replacement	199,800	0	6,512	193,288	3.26%
5550207	New MOA Facility (Satelite Facility)	-	0	0	0	#DIV/0!
5550407	BRT	-	0	0	0	#DIV/0!
	Transit Center Upgrades and Improvements	125,625	0	0	125,625	0.00%
5550507	Office and Facility Equipment	206,069	26,713	39,230	166,839	19.04%
5550607	511 Integration	30,000	3,656	3,656	26,344	12.19%
5550907	IT Upgrades and replacement	114,500	733	3,700	110,800	3.23%
555??07	Transit Capital	100,000	0	0	100,000	0.00%
5552407	Security upgrades	36,696	0	0	36,696	0.00%
5551707	Bus Shelters and Stops	125,000	0	0	125,000	0.00%
5552007	Major component rehab	120,000	0	0	120,000	0.00%
	Bus replacement	16,657,678	0	0	16,657,678	0.00%
	<b>TOTAL CAPITAL EXPENDITURES</b>	<b>17,715,368</b>	<b>31,103</b>	<b>53,098</b>	<b>17,662,270</b>	<b>0.30%</b>
	<b>FUND BALANCE (CAPITAL)</b>	<b>-30000.00</b>	<b>(31,103)</b>	<b>(53,098)</b>		
	<b>FUND BALANCE (CAPTIAL &amp; OPERATING)</b>	<b>-30,000.00</b>	<b>1,029,140</b>	<b>2,656,196</b>		

Local Agency Investment Fund  
P.O. Box 942809  
Sacramento, CA 94209-0001  
(916) 653-3001

[www.treasurer.ca.gov/pmia-laif/laif.asp](http://www.treasurer.ca.gov/pmia-laif/laif.asp)  
January 04, 2016

LIVERMORE/AMADOR VALLEY TRANSIT  
AUTHORITY  
GENERAL MANAGER  
1362 RUTAN COURT, SUITE 100  
LIVERMORE, CA 94550

PMIA Average Monthly Yields

Account Number:  
80-01-002

Tran Type Definitions

December 2015 Statement

Account Summary

Total Deposit:	0.00	Beginning Balance:	4,642,835.92
Total Withdrawal:	0.00	Ending Balance:	4,642,835.92

Check Number	Check Date	Vendor Number	Name	Gross Amount	Discount Amount	Net Amount	Invoice #	Payment Information	Description
H5851	12/04/15	MVT01	MV TRANSPORTATION, INC.	88168.46	.00	88168.46	64275H	MVT01, OCT-15	FIXED ROUTEE
H5855	12/04/15	MTM01	MEDICAL TRANSPORTATION MA	150088.98	.00	150088.98	OCT-2015H	MTM01, OCT-15	SERVICES
H5891	12/04/15	CAL04	CALIFORNIA WATER SERVICE	476.19	.00	476.19	198111915H	CAL04, 0198655555,	BUS WA
H5892	12/04/15	CAL04	CALIFORNIA WATER SERVICE	433.04	.00	433.04	909111915H	CAL04, 9098655555,	MOA WA
H5893	12/04/15	PAC02	PACIFIC GAS AND ELECTRIC	555.08	.00	555.08	726112015H	PAC02, 7264840356-5,	BUS
H5894	12/04/15	CIT07	CITY OF LIVERMORE - WATER	56.16	.00	56.16	361111715H	CIT07, 139361-00,	ATLAN TI
H5895	12/04/15	CIT07	CITY OF LIVERMORE - WATER	41.18	.00	41.18	399111715H	CIT07, 139399-00,	ATLAN TI
H5896	12/04/15	CIT07	CITY OF LIVERMORE - WATER	26.65	.00	26.65	432111715H	CIT07, 138432-00,	ATLAN TI
H5897	12/04/15	CIT07	CITY OF LIVERMORE - WATER	59.05	.00	59.05	430111715H	CIT07, 138430-01,	ATLAN TI
H5898	12/04/15	CIT07	CITY OF LIVERMORE - WATER	124.48	.00	124.48	388111715H	CIT07, 139388-00,	BUS WAS
H5899	12/04/15	CIT07	CITY OF LIVERMORE - WATER	657.35	.00	657.35	431111715H	CIT07, 138431-00,	ATLAN TI
H5900	12/04/15	MOC01	DENNIS MOCHON	169.57	.00	169.57	DEC2015H	MOC01, DEC-15	CAL TRANSIT
H5901	12/04/15	PER03	CAL PUB EMP RETIRE SYSTM	32894.37	.00	32894.37	DEC-2015H	PER03, DEC-2015,	MEDICAL
H5902	12/04/15	INT05	INTERSTATE OIL COMPANY	12502.54	.00	12502.54	D39277AINH	INT05, D39277A-IN,	FUEL D
H5903	12/04/15	STA13	STAPLES CREDIT PLAN	219.09	.00	219.09	NOV-2015H	STA13, NOV-15	STATEMENT,
H5904	12/04/15	MTM01	MEDICAL TRANSPORTATION MA	1673.00	.00	1673.00	MTM112031H	MTM01, MTM-112031,	11/25-
H5906	12/04/15	NEL01	NELSON\NYGAARD CONSULTING	3542.50	.00	3542.50	65434H	NEL01, 65434,	TASK 8, DRA
H5907	12/04/15	NEL01	NELSON\NYGAARD CONSULTING	92044.71	.00	92044.71	65433H	NEL01, 65433,	PROF SERVIC
H5908	12/04/15	SWA01	ANGELA SWANSON	102.20	.00	102.20	NOV2015H	SWA01, NOV-15	CONFERENCE
H5909	12/04/15	CAS02	LISETH CASTRO	35.13	.00	35.13	SEP-NOV15H	CAS02, SEPT-NOV 15	MILEAG
H5910	12/04/15	MOC01	DENNIS MOCHON	31.05	.00	31.05	NOV-15MILH	MOC01, NOV-15	MILEAGE REI
H5911	12/04/15	STA01	STATE COMPENSATION FUND	2280.42	.00	2280.42	DEC-2015H	STA01, DEC-15	WORKER COMP
H5912	12/04/15	CWI01	CUMMINS WEST, INC- SAN LE	655.91 -655.91	.00 .00	655.91 -655.91	027-14470H 027-14470u	CWI01, 027-14470,	INSITE Ck# H5912 Reversed
Check Total.....:				.00	.00	.00			
H5913	12/04/15	CAL15	CALTRONICS BUSINESS SYS	618.78	.00	618.78	1889925H	CAL15, 1889925,	BIZ HUB T
H5914	12/18/15	INT05	INTERSTATE OIL COMPANY	12016.26	.00	12016.26	D39646AINH	INT05, D39646A-IN,	FUEL D
H5915	12/18/15	MER01	MERCHANT SERVICES	137.88	.00	137.88	TC113015H	MER01, TC 11/30/15,	CREDI
H5916	12/18/15	MER01	MERCHANT SERVICES	233.07	.00	233.07	MOA113015H	MER01, MOA 11/30/15,	CRED
H5917	12/18/15	MVT01	MV TRANSPORTATION, INC.	329090.00	.00	329090.00	64759H	MVT01, 64759,	DEC-15 1ST
H5918	12/18/15	MTM01	MEDICAL TRANSPORTATION MA	2842.00	.00	2842.00	MTM112032H	MTM01, MTM-112032,	12/1-1
H5919	12/18/15	MTM01	MEDICAL TRANSPORTATION MA	3388.00	.00	3388.00	MTM112033H	MTM01, MTM-112033,	12/7-1
H5920	12/18/15	VER01	VERIZON WIRELESS	187.74	.00	187.74	756050990H	VER01, 9756050990,	SERVIC
H5921	12/18/15	MVT01	MV TRANSPORTATION, INC.	1970.26	.00	1970.26	64278-INSH	MVT01, 64278-INS,	DOL 2/1
H5922	12/18/15	MVT01	MV TRANSPORTATION, INC.	4968.18	.00	4968.18	64280-INSH	MVT01, 64280-INS,	DOL 7/2
H5923	12/18/15	WEG01	CHRISTY WEGENER	30.13	.00	30.13	NOV-2015H	WEG01, NOV-15	MILEAGE REI
H5924	12/18/15	NEL01	NELSON\NYGAARD CONSULTING	10638.00	.00	10638.00	65697H	NEL01, 65697,	TASK 8 EXPA
H5925	12/18/15	NEL01	NELSON\NYGAARD CONSULTING	21787.01	.00	21787.01	65696H	NEL01, 65696,	PROF SERVIC
H5926	12/18/15	PAC02	PACIFIC GAS AND ELECTRIC	1597.22	.00	1597.22	606120215H	PAC02, 6062256368-6,	ATLA
H5927	12/18/15	PAC02	PACIFIC GAS AND ELECTRIC	5437.48	.00	5437.48	580120215H	PAC02, 5809326332-3,	MOA
H5928	12/18/15	CAL04	CALIFORNIA WATER SERVICE	37.25	.00	37.25	361120315H	CAL04, 3616555555,	TC WAT
H5929	12/18/15	CAL04	CALIFORNIA WATER SERVICE	64.32	.00	64.32	257120215H	CAL04, 2575555555,	TC FIR
H5930	12/18/15	CAL04	CALIFORNIA WATER SERVICE	85.76	.00	85.76	475120215H	CAL04, 4755555555,	MOA FI
H5931	12/18/15	CAL04	CALIFORNIA WATER SERVICE	178.12	.00	178.12	461120315H	CAL04, 4616555555,	TC IRR
H5932	12/18/15	CAL04	CALIFORNIA WATER SERVICE	85.76	.00	85.76	575120215H	CAL04, 5755555555,	CONTRA
H5933	12/18/15	DEL05	ALLIED ADMIN/DELTA DENTAL	2205.94	.00	2205.94	JAN-2016H	DEL05, JAN-16	DENTAL BENE

Check Number	Check Date	Vendor Number	Name	Gross Amount	Discount Amount	Net Amount	-----Payment Information----- Invoice #	Description
H5934	12/18/15	CAL15	CALTRONICS BUSINESS SYS	414.08	.00	414.08	1908892H	CAL15, 1908892, BIZHUB TH
H5935	12/18/15	EMP01	EMPLOYMENT DEVEL DEPT	39.24	.00	39.24	20151204RH	EMP01, C WEGENER RETRO 12
H5936	12/18/15	PER01	PERS	69.29	.00	69.29	20151204RH	PER01, C WEGENER 12/4/15
H5937	12/18/15	EFT01	ELECTRONIC FUND TRANSFERS	146.17	.00	146.17	20151204RH	EFT01, C WEGENER 12/4/15
H5938	12/18/15	EMP01	EMPLOYMENT DEVEL DEPT	2193.42	.00	2193.42	20151211H	EMP01, 11/21-12/4/15 STAT
H5939	12/18/15	EFT01	ELECTRONIC FUND TRANSFERS	6690.02	.00	6690.02	20151211H	EFT01, 11/21-12/4/15 FED
H5940	12/18/15	DIR02	DIRECT DEPOSIT OF PAYROLL	36246.29	.00	36246.29	20151211H	DIR02, 11/21-12/4/15 DIRE
H5941	12/18/15	PER01	PERS	4030.28	.00	4030.28	20151211CH	PER01, 11/21-12/4/15 PERS
H5942	12/18/15	PER04	CALPERS RETIREMENT SYSTEM	736.83	.00	736.83	20151211H	PER04, 11/21-12/4/15 PERS
H5943	12/18/15	PER01	PERS	1899.54	.00	1899.54	20151211NH	PER01, 11/21-12/4/15 PERS
H5944	12/18/15	TAX96	THOMAS R. LEONARD	157.35	.00	157.35	1029-1203H	TAX96, 10/29-12/3/15 PARA
H5945	12/18/15	TAX91	VIVIAN MARIE MILLER	219.90	.00	219.90	1030-1205H	TAX91, 10/30-12/5/15 PARA
H5946	12/18/15	TAX98	ROHAN NG	160.00	.00	160.00	1102-1118H	TAX98, 11/2-11/18/15 PARA
H5947	12/18/15	TX116	JACQUELINE POPE-JENKINS	170.00	.00	170.00	1118-1209H	TX116, 11/18-12/9/15 PARA
H5948	12/18/15	TX113	RODGER RAGER	238.45	.00	238.45	1026-1125H	TX113, 10/26-11/25/15 PAR
H5949	12/18/15	TAX58	LARRY JENKINS	187.00	.00	187.00	1103-1117H	TAX58, 11/3-11/17/15 PARA
H5950	12/18/15	TAX72	JUSTIN HART	173.21	.00	173.21	1103-1128H	TAX72, 11/3-11/28/15 PARA
H5951	12/18/15	TAX76	MARY ANN HANDZUS	203.20	.00	203.20	0910-1105H	TAX76, 9/10-11/5/15 PARAT
H5952	12/18/15	ADA01	BEVERLY ADAMO	252.70	.00	252.70	DEC-15CONH	ADA01, DEC-15 FTA & CalTI
H5953	12/30/15	OAK01	OAKS BUSINESS PK OWNERS	2165.00	.00	2165.00	2016 QTR1H	OAK01, 2016 1ST QTR, BUSI
H5954	12/30/15	PER03	CAL PUB EMP RETIRE SYSTM	32708.55	.00	32708.55	JAN-2016H	PER03, JAN-2016 PERS HEAL
H5955	12/30/15	MUT01	MUTUAL OF OMAHA	1053.33	.00	1053.33	JAN-2016H	MUT01, JAN-2016 LIFE INSU
H5956	12/30/15	STA13	STAPLES CREDIT PLAN	427.65	.00	427.65	DEC-2015H	STA13, DEC-2015 STATEMENT
H5957	12/30/15	MVT01	MV TRANSPORTATION, INC.	329090.00	.00	329090.00	64761H	MVT01, 64761, DEC-15 2ND
H5958	12/30/15	MVT01	MV TRANSPORTATION, INC.	31165.20	.00	31165.20	64752H	MVT01, 64752, NOV-15 FIXE
H5959	12/30/15	MTM01	MEDICAL TRANSPORTATION MA	130246.28	.00	130246.28	NOV-2015H	MTM01, NOV-2015 SERVICES
H5960	12/30/15	STA01	STATE COMPENSATION FUND	2280.42	.00	2280.42	JAN-2016H	STA01, JAN-2016, WORKER'S
H5961	12/30/15	PER01	PERS	1899.54	.00	1899.54	20151224NH	PER01, 12/5-12/18/15 PERS
H5962	12/30/15	PER01	PERS	4029.04	.00	4029.04	20151224CH	PER01, 12/5-12/18/15 PERS
H5963	12/30/15	PER04	CALPERS RETIREMENT SYSTEM	737.40	.00	737.40	20151224H	PER04, 12/5-12/18/15 PERS
H5964	12/30/15	EMP01	EMPLOYMENT DEVEL DEPT	2230.06	.00	2230.06	20151224H	EMP01, 12/5/15-12/18/15 S
H5965	12/30/15	EFT01	ELECTRONIC FUND TRANSFERS	6856.60	.00	6856.60	20151224H	EFT01, 12/5-12/18/15 FED
H5966	12/30/15	DIR02	DIRECT DEPOSIT OF PAYROLL	36529.80	.00	36529.80	20151224H	DIR02, 12/5-12/18/15 DIRE
H5967	12/30/15	MOC01	DENNIS MOCHON	148.25	.00	148.25	DEC-2015H	MOC01, DEC-2015 TRAVEL RE
H5968	12/30/15	MTM01	MEDICAL TRANSPORTATION MA	1991.50	.00	1991.50	MTM112034H	MTM01, MTM-112034, 12/15-
H5969	12/30/15	PAC02	PACIFIC GAS AND ELECTRIC	78.05	.00	78.05	764122915H	PAC02, 7649646868-7, DOOL
H5971	12/30/15	VSP01	VSP	551.92	.00	551.92	JAN-2016H	VSP01, JAN-2016 VISION IN
H5972	12/30/15	BAN03	BANKCARD CENTER	1190.25	.00	1190.25	NOV-2015H	BAN03, NOV-15 CC STATEMEN
H5973	12/30/15	USB01	U S BANK	4553.93	.00	4553.93	NOV-2015H	USB01, NOV-2015 CC STATEM
H5974	12/30/15	MTM01	MEDICAL TRANSPORTATION MA	3045.00	.00	3045.00	MTM112035H	MTM01, MTM-112035, 12/23-
H5975	12/31/15	BID01	DON BIDDLE	100.00	.00	100.00	DEC-2015H	BID01, DEC-15 BOD STIPEND
H5976	12/31/15	BRO03	KARLA SUE BROWN	100.00	.00	100.00	DEC-2015H	BRO03, DEC-2015 BOD STIPE
H5977	12/31/15	HAG01	SCOTT HAGGERTY	100.00	.00	100.00	DEC-2015H	HAG01, DEC-2015 BOD STIPE
H5978	12/31/15	PEN01	JERRY PENTIN	100.00	.00	100.00	DEC-2015H	PEN01, DEC-2015 BOD STIPE
H5979	12/31/15	SPE04	STEVEN G. SPEDOWFSKI	100.00	.00	100.00	DEC-2015H	SPE04, DEC-2015 BOD STIPE
H5980	12/31/15	TUR01	LAUREEN TURNER	100.00	.00	100.00	DEC-2015H	TUR01, DEC-2015 BOD STIPE

Check Number	Check Date	Vendor Number	Name	Gross Amount	Discount Amount	Net Amount	Invoice #	Description
H5981	12/31/15	TAX91	VIVIAN MARIE MILLER	83.30	.00	83.30	1205-1223H	TAX91, 12/5-12/23/15 PARA
H5982	12/31/15	TX125	VIRGINIA RAUCH	31.05	.00	31.05	1119-1218H	TX125, 11/19-12/18/15 PAR
H5990	12/30/15	PAC02	PACIFIC GAS AND ELECTRIC	2198.47	.00	2198.47	900123015H	PAC02, 9007202117-4, MOA
018851	12/04/15	A&M01	LEO LAM INC	771.04	.00	771.04	121876	A&M01, 121876, TITLE VI I
018852	12/04/15	AIM01	AIM TO PLEASE JANITORIAL	2850.00	.00	2850.00	NOV-2015	AIM01, NOV-15 SERVICE, IN
018853	12/04/15	AIR01	AIR & LUBE SYSTEMS INC.	1192.19	.00	1192.19	47961	AIR01, 47961, PO #5418, R
018854	12/04/15	ARG01	DAWN ARGULA	100.00	.00	100.00	NOV-2015	ARG01, NOV-2015 BOD STIPE
018855	12/04/15	ATT03	AT&T	886.32	.00	886.32	153750300	ATT03, 7153750300 INTERNE
018856	12/04/15	CIT06	CITY OF LIVERMORE SEWER	176.78 41.18 125.99	.00 .00 .00	176.78 41.18 125.99	BW111715 TC111015 MOA111715	CIT06, 138143-00 BUS WAS, CIT06, 133389-00, 10/13-1 CIT06, 133294-00 MOA SEWE
			Check Total.....:	343.95	.00	343.95		
018857	12/04/15	CIT12	CITY WIDE PROPERTY SERVIC	125.00 225.00 125.00	.00 .00 .00	125.00 225.00 125.00	71796 TC 71794 RUT 71795 ATL	CIT12, 71796, 4TH QTR SWE CIT12, 71794, 4TH QTR SWE CIT12, 71795, ATLANTIS 4T
			Check Total.....:	475.00	.00	475.00		
018858	12/04/15	COR01	CORBIN WILLITS SYSTEMS	1040.00 239.45	.00 .00	1040.00 239.45	B51115 B511151	COR01, B51115, ZARMEE TRA COR01, NOV-15 MONTHLY SER
			Check Total.....:	1279.45	.00	1279.45		
018859	12/04/15	DAY02	DAY & NIGHT PEST CONTROL	218.00	.00	218.00	107646	DAY02, 107646, 11/06/15 R
018860	12/04/15	DIG01	SAMEER SIRUGURI	3656.25	.00	3656.25	NOV2015	DIG01, MTA 511 PROJECT BA
018861	12/04/15	FED01	FedEx	54.41	.00	54.41	523053776	FED01,523053776, NOV-15 S
018862	12/04/15	GLO01	GLOBE TICKET AND LABEL	1428.60	.00	1428.60	305287	GLO01, 305287, DMP ORDER
018863	12/04/15	GRA04	GRAFFITI GUARDS	457.73 296.22	.00 .00	457.73 296.22	377 392	GRA04, 377, GRAFFITI GUAR GRA04, 392, GRAFFITI GUAR
			Check Total.....:	753.95	.00	753.95		
018864	12/04/15	HAN01	HANSON BRIDGETT MARCUS	5565.00 -5565.00	.00 .00	5565.00 -5565.00	1153671 1153671u	HAN01, 1153671, SEPT-15 L Ck# 018864 Reversed
			Check Total.....:	.00	.00	.00		
018865	12/04/15	IPC01	IPC (USA)INC	12876.74	.00	12876.74	111358	IPC01, 111358, FUEL DELIV
018866	12/04/15	JTH01	J. THAYER COMPANY	86.11	.00	86.11	996520-0	JTH01, 996520-0, PRINTING
018867	12/04/15	LIV10	LIVERMORE SANITATION INC	2317.40	.00	2317.40	685027	LIV10, 685027, NOV-15 SER
018868	12/04/15	MRR01	DDF, INC DBA MR ROOTER	140.00	.00	140.00	31330	MRR01, 31330, PO #5457 LE
018869	12/04/15	NOR02	NOR-CAL FIRE EQUIPMENT	645.20	.00	645.20	6265	NOR02, 6265, ANNUAL FIRE
018870	12/04/15	OFF01	OFFICE DEPOT	308.41	.00	308.41	766789001	OFF01, 806766789001, 11/1
018871	12/04/15	PAC01	AT&T	33.28 298.68 71.46	.00 .00 .00	33.28 298.68 71.46	ATT110715 ATT111115 ATT111315	PAC01, 23235162606409, 11 PAC01, 43695101069389, 11 PAC01, 92524390292116, 11
			Check Total.....:	403.42	.00	403.42		
018872	12/04/15	PRO06	PROFORMA J.C.L. PRINT ASS	520.06	.00	520.06	A91004947	PRO06, 0A910004647, #10 R
018873	12/04/15	SCF01	SC FUELS	13743.19	.00	13743.19	2921863	SCF01, 2921863, FUEL DELI
018874	12/04/15	SPE03	SPECTRIO	1034.09	.00	1034.09	629936	SPE03, 629936, ON HOLD AN
018875	12/04/15	TIC01	ERIK ANDERSON	4.00	.00	4.00	112515CLI	TIC01, CLIPER CARD REFUN
018876	12/04/15	TMA10	T MARSHAL ASSOCIATES LTD	982.25	.00	982.25	W035997	TMA10, W035997, PO #5352
018877	12/04/15	UST01	UST COMPLIANCE TESTING IN	540.00	.00	540.00	3465	UST01, 3465, SLOW FLOW DI
018878	12/18/15	A&M01	LEO LAM INC	181.24 153.55	.00 .00	181.24 153.55	122081 122156	A&M01, 122081, STUFF A BU A&M01, 122156, STUFF-A-BU
			Check Total.....:	334.79	.00	334.79		
018879	12/18/15	AIM01	AIM TO PLEASE JANITORIAL	10500.00 10500.00	.00 .00	10500.00 10500.00	1015OCT15 1016NOV15	AIM01, 1015, OCT-15 SERVI AIM01, 1016, NOV-15 SERVI
			Check Total.....:	21000.00	.00	21000.00		
018880	12/18/15	AVI01	AMADOR VALLEY INDUSTRIES	325.84	.00	325.84	528987	AVI01, 528987, NOV-15 BUS

LAVTA  
 Cash Disbursement Detail Report  
 Check Listing for 12-15 Bank Account.: 105

Check Number	Check Date	Vendor Number	Name	Gross Amount	Discount Amount	Net Amount	Invoice #	Payment Information Description
018881	12/18/15	BAY03	BAY AREA NEWS GROUP	543.60	.00	543.60	928290	BAY03, 928290, PUBLIC NOT
018882	12/18/15	CAL01	CALIFORNIA TRANSIT ASSOC	8549.00	.00	8549.00	2016-DUES	CAL01, 2016 MEMBERSHIP DU
018883	12/18/15	CAL02	CALACT	865.00	.00	865.00	20160161	CAL02, 2016-0161, 2016 ME
018884	12/18/15	CAL03	CALIFORNIA CHAMBER OF	48.84	.00	48.84	10949284	CAL03, 10949284, 2016 EMP
018885	12/18/15	CAL13	CALIFORNIA TRANSIT	21971.80	.00	21971.80	062015NOV	CAL13, 06.2015.NOV, INS C
018886	12/18/15	CIT06	CITY OF LIVERMORE SEWER	41.18	.00	41.18	TC120815	CIT06, TC120815, TRANSIT
018887	12/18/15	CLA01	T & J LEWIS INC	4146.65	.00	4146.65	34819	CAL01, 34819 PO #5404, RE
018888	12/18/15	CWI01	CUMMINS WEST, INC- SAN LE	655.91	.00	655.91	027-14470	CWI01, 027-14470, INSITE
018889	12/18/15	DIR01	DIRECT TV	13.00	.00	13.00	360548938	DIR01, 27360548938, DEC-1
018890	12/18/15	EME01	EMERALD LANDSCAPE CO INC	1155.00	.00	1155.00	265872	EME01, 265872, DEC-15 LAN
018891	12/18/15	ENV01	ENVIRONMENTAL SYSTEMS RES	733.25	.00	733.25	93060722	ENV01, 93060722, ArcGIS D
018892	12/18/15	GFO01	GOVERNMENT FINANCE	435.00	.00	435.00	FY14CAFR	GFO01, FY14 CAFR SUBMISSI
018893	12/18/15	KKI01	ALPHA MEDIA II LLC	2200.00	.00	2200.00	151278394	KKI01,IN-1151278394, STUF
018894	12/18/15	L&D01	L&D PRINTING INC	172.83	.00	172.83	44534	L&D01, 44534, GFI CODE ST
018895	12/18/15	MRR01	DDF, INC DBA MR ROOTER	154.38	.00	154.38	31264	MRR01, 31264 PO #5466, CL
018896	12/18/15	OFF01	OFFICE DEPOT	121.28 166.31 84.08	.00 .00 .00	121.28 166.31 84.08	303986001 583077001 981269001	OFF01, 811303986001, 12/9 OFF01, 809583077001, 12/1 OFF01, 810981269001, 12/7
			Check Total.....:	371.67	.00	371.67		
018897	12/18/15	PAC01	AT&T	33.28	.00	33.28	ATT120715	PAC01, 23235162606409, 12
018898	12/18/15	PAC11	PACIFIC ENVIROMENTAL SERV	120.00 120.00	.00 .00	120.00 120.00	2005982 2005983	PAC11, 2005982, RUTAN MON PAC11, 2005983, ATLANTIS
			Check Total.....:	240.00	.00	240.00		
018899	12/18/15	SCF01	SC FUELS	11557.10	.00	11557.10	2942148	SCF01, 2942148, FUEL DELI
018900	12/18/15	SER02	SERV RIGHT	710.00	.00	710.00	384407	SER02, 384407, LAMINATOR
018901	12/18/15	SHA02	SHAMROCK OFFICE SOLUTIONS	43.11	.00	43.11	235044	SHA02, 235044, SERVICE 11
018902	12/18/15	TAX32	SUE TSANG	45.56	.00	45.56	0827-1105	TAX32, 8/27-11/5/15 PARAT
018903	12/18/15	TIC01	WILLIAM GRAVES	18.00	.00	18.00	12/11/15R	TIC01, 12/11/15 DMP REFUN
018904	12/18/15	TIC06	REINA WHITNEY	35.00	.00	35.00	12/15/15R	TIC06, 12/15/15 DAR REFUN
018905	12/18/15	TMA10	T MARSHAL ASSOCIATES LTD	420.96 488.42	.00 .00	420.96 488.42	W036053 W036124	TMA10, W036053, REPLACE B TMA10, W036124, INSTALL N
			Check Total.....:	909.38	.00	909.38		
018906	12/18/15	TOL06	TOLAR MFR CO INC	4199.42	.00	4199.42	11225	TOL06, 11225 PO #5362, SO
018907	12/18/15	TX133	SAROJA IYER	114.14	.00	114.14	1023-1117	TX133, 10/23-11/17/15 PAR
018908	12/18/15	TX134	CLARICE TURNER	12.75	.00	12.75	10/28/15	TX134, 10/28/15 PARATAXI
018909	12/18/15	TX135	JEFFREY JACOBSON	10.41	.00	10.41	11/21/15	TX135, 11/21/15 PARATAXI
018910	12/18/15	TX136	VIRGINIA REID	80.96	.00	80.96	0929-1207	TX136, 9/29-12/7/15 PARAT
018911	12/30/15	ATT02	AT&T	671.79 260.99	.00 .00	671.79 260.99	7342296 7344840	ATT02, 7342296, 10/13-11/ ATT02, 7344840, 10/13-11/
			Check Total.....:	932.78	.00	932.78		
018912	12/30/15	ATT03	AT&T	887.45	.00	887.45	372050309	ATT03, 2372050309, INTERN
018913	12/30/15	CAP01	CAPTURE TECHNOLOGIES INC	26169.87	.00	26169.87	33881	CAP01, 33881, ALTIGEN PHO
018914	12/30/15	CIT03	CITY OF DUBLIN	25.00	.00	25.00	2016ST.PA	CIT03, 2016 ST PAT'S FEST
018915	12/30/15	CIT06	CITY OF LIVERMORE SEWER	176.78 99.62	.00 .00	176.78 99.62	BW121515 MOA121515	CIT06, 138143-00, BUS WAS CIT06, 133294-00, MOA SEW
			Check Total.....:	276.40	.00	276.40		
018916	12/30/15	COR01	CORBIN WILLITS SYSTEMS	239.45	.00	239.45	B512151	COR01, B512151, DEC-15 MO
018917	12/30/15	FER02	FERRIS HOIST & REPAIR INC	613.49	.00	613.49	12888	FER02, 12888, AIR VALVE R
018918	12/30/15	GFO01	GOVERNMENT FINANCE	160.00	.00	160.00	0144933	GFO01, 2016 MEMBERSHIP FE

REPORT.: Jan 27 16 Wednesday  
 RUN....: Jan 27 16 Time: 08:03  
 Run By.: TAMARA EDWARDS

LAVTA  
 Cash Disbursement Detail Report  
 Check Listing for 12-15 Bank Account.: 105

PAGE: 005  
 ID #: PY-DP  
 CTL.: WHE

Check Number	Check Date	Vendor Number	Name	Gross Amount	Discount Amount	Net Amount	Invoice #	Payment Information Description
018919	12/30/15	HAN01	HANSON BRIDGETT MARCUS	3438.00	.00	3438.00	1155825	HAN01, 1155825, OCT-15 LE
018920	12/30/15	OFF01	OFFICE DEPOT	358.02	.00	358.02	149758001	OFF01, 803149758001, 11/2
				89.78	.00	89.78	149872001	OFF01, 803149872001, 11/2
				165.79	.00	165.79	248920001	OFF01, 803248920001, 10/3
				26.99	.00	26.99	980953001	OFF01, 810980953001, 12/9
			Check Total.....:	640.58	.00	640.58		
018921	12/30/15	PLA02	PLANETERIA MEDIA LLC	17400.00	.00	17400.00	13514	PLA02, 13514, WEB DESIGN
018922	12/30/15	PRE03	PREMIER SECURITY SOLNS CO	17952.00	.00	17952.00	161-44	PRE03, 161-44, PO #5482,
018923	12/30/15	SCF01	SC FUELS	10334.03	.00	10334.03	2946126	SCF01, 2946126, FUEL DELI
018924	12/30/15	TES01	TEST AMERICA LABORATORIES	423.00	.00	423.00	44216345	TES01, 44216345, 11/3/15
				423.00	.00	423.00	72141602	TES01, 72141602, 11/2/15
				373.00	.00	373.00	72141769	TES01, 72141769, 11/9/15
				423.00	.00	423.00	72142319	TES01, 72142319, 12/3/15
			Check Total.....:	1642.00	.00	1642.00		
018925	12/31/15	TX117	CAROL ROSE	37.40	.00	37.40	12/10/15	TX117, 12/10/15 PARATAXI
018926	12/31/15	TX119	OLGA PRINZ	34.64	.00	34.64	1106-1216	TX119, 11/6-12/16/15 PARA
018927	12/31/15	TX122	VERN STEEN	20.00	.00	20.00	12/4/15	TX122, 12/4/15 PARATAXI R
018928	12/31/15	TX133	SAROJA IYER	113.50	.00	113.50	1123-1217	TX133, 11/23-12/17/15 PAR
018929	12/31/15	TX137	HIMATLAL R MEHTA	20.00	.00	20.00	12/21/15	TX137, 12/21/15 PARATAXI
018930	12/31/15	TX138	SUSAN ZAPPE	14.45	.00	14.45	12/14/15	TX138, 12/14/15 PARATAXI
018931	12/31/15	TX139	ROBERT MONAGHAN	137.70	.00	137.70	1021-1124	TX139, 10/21-11/24/15 PAR
			Cash Account Total.....:	1644323.54	.00	1644323.54		
			Total Disbursements.....:	1644323.54	.00	1644323.54		

**AGENDA**

**ITEM 5 C**



STAFF REPORT

**SUBJECT:** Title VI Program 2016-2019

**FROM:** Christy Wegener, Director of Planning & Communications

**DATE:** February 1, 2016

---

**Action**

Approve the Title VI Program

**Background**

Section 601 of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the grounds of race, color or national origin in the programs that receive federal financial assistance. As a recipient of federal funding, LAVTA ensures transportation equity in the services we provide.

**Discussion**

Every three years, LAVTA submits its Title VI Program to the Federal Transit Administration (FTA) to demonstrate its compliance with federal regulations. LAVTA's last submittal was in 2013 and the next submittal is due April 1, 2016. In 2012, the FTA revised its Title VI Circular, providing additional guidance on development of service standards to ensure service is being provided in a nondiscriminatory way. Additionally, the FTA provided direction on the structure and framework for a robust Public Participation Plan and Limited English Proficiency (LEP) Plan. The 2016 Title VI update is relatively minor, as the major changes were made in the 2013 program.

*Systemwide Service Standards and Policies*

The 2016 Title VI program (Attachment 1) includes the 2013 Board-adopted service standards and policies, which incorporate policies for Vehicle Load, Vehicle Headway, On-time Performance, and Service Availability. Additionally, the 2016 Title VI program includes the Board-adopted policies on Vehicle Assignment and Bus Stop Amenities. At this time, staff is not recommending that any changes be made to the Service Standards and Policies; however, after the Comprehensive Operations Analysis (COA) is approved, staff intends to update the Service Standards and Policies and bring them back to the Board for adoption as a part of the 2016 Short Range Transit Plan (SRTP).

**Action Requested**

The Projects and Services Committee recommends that the Board approve the attached Title VI Program for submittal to the FTA

**Attachments:**

1. Title VI Program 2016-2019
2. Resolution 03-2016

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



**Livermore Amador Valley Transit Authority**

# **Title VI Program**

**April 1, 2016 Submission Date**

**Last Report Cycle**

**Submission Date: March 7, 2013**

**Acceptance Date: May 6, 2013**

**TABLE OF CONTENTS**

<u>Section</u>	<u>Page</u>
TITLE VI ANNUAL CERTIFICATIONS AND ASSURANCES .....	2
TITLE VI PROGRAM.....	3
NOTIFY BENEFICIARIES OF PROTECTION UNDER TITLE VI	
TITLE VI DISCRIMINATION COMPLAINT PROCEDURES	
How To Make A Complaint.....	3
Title VI Complaint Procedures .....	3
TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS	
RECORDS.....	3
PUBLIC PARTICIPATION PLAN.....	5
LANGUAGE ASSISTANCE TO PERSONS WITH LIMITED	
ENGLISH PROFICIENCY.....	7
RACIAL BREAKDOWN OF LAVTA’S APPOINTED COMMITTEES.....	7
REPORTING SUBRECIPIENT COMPLIANCE.....	8
EQUITY ANALYSIS FOR THE LOCATION OF NEW CONSTRUCTION.....	8
FIXED ROUTE TRANSIT PROVIDER REQUIREMENTS	
System-Wide Service Standards .....	8
System-Wide Policies .....	11
Bus stop amenities policies.....	11
Vehicle assignment policies.....	11
 <u>APPENDIX</u>	
Appendix A: Title VI Notice	
Appendix B: Title VI Complaint Instructions	
Appendix C: Title Complaint Form	
Appendix D: Public Participation Plan	
Appendix E: LEP Plan	

**TITLE VI ANNUAL CERTIFICATIONS AND ASSURANCES**

In accordance with 49 CFR Section 21.7(a), with every application for financial assistance from the FTA, Livermore Amador Valley Transit Authority (LAVTA) submits an assurance that it will carry out the program in compliance with DOT's Title VI regulations. LAVTA also submits its Title VI assurance as part of its annual Certifications and Assurances to the FTA, assuring compliance with laws and regulations so that no person in the United States will be denied the benefits of, or otherwise be subjected to discrimination in any U.S. DOT or FTA funded program or activity, particularly in the level and quality of transportation services and transportation-related benefits, on the basis of race, color, or national origin.

## TITLE VI PROGRAM

### NOTIFY BENEFICIARIES OF PROTECTION UNDER TITLE VI

LAVTA posts a Title VI notice to inform the public that the agency complies with Title VI regulations and to provide information about how Title VI protects the public from discrimination based on race, ethnicity and national origin. This notice is posted on the LAVTA website, in public areas at LAVTA's Administration & Operations Facility on Rutan Drive, on all LAVTA's revenue vehicles (in English and Spanish), on LAVTA's paratransit contractor's vehicles (in English and Spanish), and at LAVTA's Livermore Transit Center. It is also printed in the Wheels bus book, which is a book of route schedules and maps provided for free to the public. The notice is posted in English, Spanish, Chinese and Korean at LAVTA's Administrative Office and at the Livermore Transit Center. A copy of this Title VI notice in English, Spanish, Chinese and Korean is provided as Appendix A.

### TITLE VI DISCRIMINATION COMPLAINT PROCEDURES

#### How To Make A Complaint

LAVTA provides instructions on how to find additional information on LAVTA's Title VI Program and how to file a claim of discrimination via our website, [www.wheelsbus.com](http://www.wheelsbus.com). Instructions on how to file a claim of discrimination are available in English, Spanish, Chinese and Korean on the website. The public is instructed to call or visit the Administrative office for more information. A copy of the instructions is provided as Appendix B.

A complaint form is provided in both English and Spanish and can be downloaded from the website or provided by the Title VI Coordinator. Complaint forms are also available in Chinese and Korean, upon request. Verbal complaints are also be accepted and transcribed by the Title VI Coordinator. A copy of the LAVTA Title VI complaint form is provided as Appendix C.

#### Title VI Complaint Procedures

LAVTA has a file established for all Title VI complaints. This file is stored at the LAVTA office located at 1362 Rutan Drive, Suite 100, Livermore, CA. All complaints are investigated by LAVTA's third party claims adjuster or legal counsel. A record of the investigation accompanies a copy of the original complaint in the case file. Additionally, any notification of legal action, as well as the results of any legal action, will be filed with the original complaint and investigation documents.

#### Procedures

1. Upon receipt of a complaint regarding a violation of civil rights, a case folder is created with the name of the person filing the complaint and the date of the filing.
2. A copy of the complaint is placed in the case folder.
3. The case folder is filed within the Title VI file.
4. The original complaint is submitted to LAVTA's third party claims adjuster for an investigation.

5. Any additional correspondence from the person filing the complaint will be handled in the same manner with a copy being placed in their case folder.
6. Any correspondence from the third party claims adjuster or legal counsel pertaining to the claim will also be filed in the case folder.
7. If the third party claims adjuster determines it necessary, they will forward the claim to legal counsel.

#### TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS RECORDS

There have been no Title VI investigations, complaints and/or lawsuits since the last Title VI plan submittal in April 2013.

#### PUBLIC PARTICIPATION PLAN

The LAVTA Public Participation Plan is included as Appendix D. Included in the plan is the LAVTA Board of Directors-adopted Public Hearing Policies and Procedures, as well as an Outreach Toolbox. The Public Participation Plan ensures that there is a process established to solicit and consider public comment prior to raising fares or implementing a major reduction of transit services, and that outreach to minority and/or limited English proficient (LEP) populations occurs during every public comment period. The Outreach Toolbox identifies a multi-faceted approach to reaching diverse populations within the LAVTA service area, including the LEP and minority populations. The Public Participation Plan has been used to inform decisions on outreach in other situations, and will be updated as needed to reflect current best practices and community needs and resources.

#### SUMMARY OF PUBLIC OUTREACH

##### Public Hearings

LAVTA has conducted three public hearings on service changes and fare changes since the last Title VI submission, held on the following dates:

August 17, 2015: Adding a Day Pass product on Clipper Card

April 7, 2014: Potential fall 2014 service changes

June 3, 2013: Potential fall 2013 service changes

The public hearings were advertised in many of the following ways:

- Notice for the hearings were published in the Tri Valley Herald for at least a week.
- A Wheels Press Release was issued and distributed to the Tri Valley News Media (The Independent, Contra Costa Times, Tri-Valley Herald, Pleasanton Weekly).
- Press release posted in the Livermore, Dublin, and Pleasanton sites of The Patch, a community-specific news and information platform for the community to read and learn about what is happening in their neighborhood.
- Local Tri-Valley radio station 101.7 KKIQ aired radio advertisements.
- Details of the public hearings were posted to the Wheels website.

- Maps and descriptions of the proposed changes were posted on the Wheels website in both English and Spanish.
- Public announcements were made at the Hispanic Business Council Meeting, the Livermore Needs Committee and the Air Resource Team.
- Hard copy Press Releases in English, Spanish, Chinese, and Korean were available to the public at the Dublin, Livermore and Pleasanton public libraries and senior centers, at the Wheels Administration Office and at the Wheels Transit Center.
- Public notices in both English and Spanish were displayed on the interior of all Wheels buses, showing public meetings & hearing dates and locations.
- Comment cards were placed on all Wheels buses for one-week windows.
- Facebook, Nextdoor and Twitter were utilized to post details about public hearings.

For each of the public hearings, comments were collected and considered in the development of the final recommendations. LAVTA received three comments for the August 2015 fare product change, 71 comments for fall 2014 service changes, and 86 comments for the fall 2013 service changes. Final service recommendations were adjusted based on public comment received, when possible.

#### Public Outreach

LAVTA has participated in the following types of outreach events since its last Title VI submission:

- Public meetings/workshops in English and Spanish
- Social media campaigns
- Farmer markets in Pleasanton, Livermore, and Dublin
- School registration days
- Community health care fairs
- Employer sponsored job, transit, and health fairs
- Community events, such as parades, festivals, and street parties
- School presentations
- Pop-up events at transit hubs
- Take One brochures
- Car Cards inside buses
- Web postings
- Media press releases
- Senior housing presentations
- Mass mailings to targeted audiences
- Local radio announcements
- Print advertisements and notices
- Television commercials
- Community meetings (e.g. Chamber of Commerce, Hispanic Business Council)

**LANGUAGE ASSISTANCE TO PERSONS WITH LIMITED ENGLISH PROFICIENCY**

A copy of the LAVTA Limited English Proficiency (LEP) Plan is provided as Appendix E. The plan was updated in 2015 in preparation for the 2016 Title VI submission.

**RACIAL BREAKDOWN OF LAVTA’S APPOINTED COMMITTEES**

LAVTA currently has one appointed advisory committee, the Wheels Accessibility Advisory Committee (WAAC), which consists of eleven members. The three cities in the LAVTA service area, Dublin, Pleasanton, and Livermore, have two members each. The County of Alameda has one member. There are three members who are representatives of Tri Valley social service agencies, and one member who represents Alameda County’s Paratransit Advisory and Planning Committee (PAPCO). The Committee also includes one alternate member for each city.

The current racial breakdown, as provided by the membership, is provided below. For purposes of this analysis, LAVTA considers a minority person to be any person who identifies as non-white. The names of the members have been replaced with letters of the alphabet for anonymity. On the standing committee, the total racial minority breakdown is 27%.

Table 1. Racial Breakdown of the Wheels Accessibility Advisory Committee  
(As of October 2015)

<b>Committee Members</b>	<b>White</b>	<b>African American/ Black</b>	<b>American Indian</b>	<b>Hispanic, Puerto Rican</b>	<b>Other - Caribbean Indian</b>	<b>Total Non-White</b>
A	0.5			0.5		1
B	1					0
C	1					0
D		1				1
E	1					0
F	1					0
G	1					0
H	1					0
I	1					0
J	0.5		0.5			1
K	1					0
<b>Committee Only Percentages</b>	<b>81.8%</b>	<b>9.09%</b>	<b>4.54%</b>	<b>4.54%</b>	<b>0%</b>	<b>27.2%</b>
<b>Alternate Members</b>						
L (alternate)	1					0
M (alternate)	1					0
N (alternate)	1					0
<b>Combined Committee and Alternate Percentages</b>	<b>85.71%</b>	<b>7.14%</b>	<b>3.57%</b>	<b>3.57%</b>	<b>0%</b>	<b>20%</b>

To ensure that the racial breakdown of WAAC remains representative of the racial demographics of Tri-Valley area, the percentages of the racial breakdown of the WAAC and LAVTA's Public Participation Plan will be provided to the appointing jurisdictions when one of their seats

becomes vacant. This will allow them to make an informed decision and better assist LAVTA in meeting its diversity goals.

#### REPORTING SUBRECIPIENT COMPLIANCE

Not applicable as LAVTA has no subrecipients.

#### EQUITY ANALYSIS FOR THE LOCATION OF NEW CONSTRUCTION

No new facilities have been located and/or constructed since the last Title VI Program Submission. LAVTA will conduct the required equity analysis for facilities citing whenever future new facilities are considered.

#### FIXED ROUTE TRANSIT PROVIDER REQUIREMENTS

LAVTA is a fixed route transit provider for a service area divided between two UZAs, Concord and Livermore. The Livermore UZA is a small UZA with a population of less than 200,000. LAVTA operates a peak pull of 16 vehicles in the Livermore UZA. The Concord UZA is a large UZA with a population of more than 200,000. LAVTA operates a peak pull of 43 vehicles in the Concord UZA. Under these parameters, LAVTA is considered a small operator and is required to set and report system-wide service standards and system-wide policies as part of its Title VI Program.

#### SERVICE STANDARDS AND POLICIES

The service standards and policies contained herein are used to develop and maintain efficient and effective fixed-route transit service. In some cases, these standards differ from standards used by LAVTA for purposes other than Title VI.

#### QUANTITATIVE SERVICE STANDARDS

The FTA requires all fixed-route transit providers of public transportation to develop quantitative standards for the following indicators. Individual public transportation providers set these standards; therefore, these standards will apply to each individual agency rather than across the entire transit industry:

- A. Vehicle Load
- B. Vehicle Headways
- C. On-time Performance
- D. Service Availability

For the purposes of defining service standards and policies for LAVTA fixed-route service, the agency has split its system into five route categories:

- Community: Infrequent, community-specific routes within a single jurisdiction.
- Local: Routes designed to carry passengers between major passenger hubs, employment centers, and residential neighborhoods.

- Mainline: Long distance routes serving significant portions of the Tri Valley area generally at higher frequency.
- Express: Long distance routes travelling at least 15 miles on a freeway in one direction and operating in the peak period. These routes are characterized by their limited stops and longer travel distances.
- BRT: These routes are a branded, higher frequency route designed to travel longer distances with fewer stops. These routes are characterized by their electric hybrid buses, real time arrival signage at stops, and signature shelters.

The categories were not developed to, and in fact do not, differentiate routes by minority or income status of the areas or passengers served. The following chart illustrates which routes belong to each category:

**Table 2: Routes by Category**

Route Category	LAVTA Routes
Fixed Route Bus/Local	1, 2, 3, 8, 9, 10, 11, 12, 14, 15, 53, 54, 401, 402, 403, 501, 502, 503, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611
Express	20x, 70x(v)
BRT	Rapid (30)

LAVTA also defines service standards differently for peak and off-peak service. “Off-peak” refers to weekday midday and evening service, as well as Saturday, Sunday, and Holiday service. “Peak” refers to weekday commute periods, generally 6 am to 9 am and 3:30 pm to 6:30 pm.

The chart below shows LAVTA’s current service standards, which were approved by the Board in 2012 as a part of the Short Range Transit Plan.

*System-wide Service Standards By Mode – 2012 Short Range Transit Plan*

Service Standard	Modes		
	Bus Rapid Transit	Fixed route bus	Express Bus <sup>1</sup>
Vehicle load	1.5 based on the manufacturer’s stated seating capacity	1.5 based on the manufacturer’s stated seating capacity	1.0 based on the manufacturer’s stated seating capacity
Headway (peak/base)	10/15 min	15/30 min on backbone lines; 30/60 min on other primary lines; 60/0 min on neighborhood, and local feeder lines; single daily roundtrip for school tripper lines	60/0 min
On-time Performance	90% as defined by departing a timepoint zero minutes early, and zero to five minutes late	90% as defined by departing a timepoint zero minutes early, and zero to five minutes late	90% as defined by departing a timepoint zero minutes early, and zero to five minutes late
Service availability			
Service hours distribution	Distribute service hours proportionately with the population of the cities of Dublin, Livermore, and Pleasanton, respectively, within +/- 15%	Distribute service hours proportionately with the population of the cities of Dublin, Livermore, and Pleasanton, respectively, within +/- 15%  Provide fixed route service within a quarter-mile (400m) radius of medium- to high-density residential areas, and to 80% of 100+ employee locations	Distribute service hours in the peak direction during peak hours
Bus Stop spacing	Maintain bus stop spacing of 1 mile (1600m)	Maintain bus stop spacings of 1/3 mile (500m) for backbone and other primary lines; except where on undeveloped or freeway segments; no spacing standard on other routes freeway segments; no spacing standard on other routes	No standard. Express routes are defined as traveling over 15 miles on a freeway in one direction.

<sup>1</sup> Express routes are defined as regional trips traveling over 15 miles on a freeway in one direction.

QUALITATIVE SERVICE POLICIES

The FTA also requires all fixed-route transit providers of public transportation to develop qualitative standards for bus stop amenities and vehicle assignment. As with the quantitative standards, individual public transportation providers set their own qualitative standards.

**Bus Stop Amenities**

The following 10 point system is used as a decision making tool at the planning level to determine which bus stops will be prioritized for improvements when the financial resources are available. If a bus stop meets the amenities criteria it may be considered for a shelter or bench and trash receptacle placement. Meeting these criteria does not guarantee shelter installation. Existing site conditions and pedestrian infrastructure, public right-of-way availability, accessibility and safety issues, and other concerns must be reviewed and addressed before future shelter or bench placements are confirmed.

Bus stops that accumulate 10 points or more may be considered for shelter placement; 6 points or more may warrant a bench and trash receptacle.	
• 7 points	High boarding count or transfer location - Number of patrons getting on the bus at this stop exceeds 20 people per day.
• 4 points	Special needs – Includes small facilities or people with special requirements for shelter that might not qualify for attention based on boarding counts (senior citizen centers, medical offices, libraries, persons with certain disabilities, etc.).
• 4 points	Activity Location - Locations with high density of people and thus high potential for ridership (apartments, high rise office building, shopping center, schools, hospitals).
• 3 points	Exposure to elements – Locations with no landscape or buildings to offer shade/rain protection, no seat walls, no area to stand outside of sidewalk, and 2-3 lanes of traffic of 40 mph or more, giving patron no feeling of security at stop.
• 2 points	Long waiting time for bus – stops at which patrons wait 30 minutes or more between buses.
• 1 point	Request for improvement – Citizen requests improvements at stop.

Note: The criteria serve to direct LAVTA’s limited resources when not every location can be improved. Ideally, every bus stop should have at least one bench and/or shelter, and a trash receptacle. Due to the lack of room at most bus stops, no more than two (2) pieces of furniture should be placed at each stop.

**Vehicle Assignment**

BRT

The Rapid BRT line has branded hybrid electric vehicles dedicated to its service. There are a fleet of thirteen 40’ buses and two 29’ buses assigned to the Rapid service. The vehicles are rotated

evenly throughout the route to ensure that the electric batteries are maintained. The 29' buses are assigned to runs with the least vehicle loads to avoid crowding.

#### Forty Foot Fleet

All LAVTA vehicles are ADA accessible, have full climate control systems for heating and air conditioning, and feature bus stop and directional announcements. All 40-foot of varying age rotate among routes, except when required otherwise due to operational constraints.

#### Twenty Nine Foot and Forty Foot Diesel Hybrids

Route 53 uses two diesel hybrid 29' vehicles to comply with grant funding requirements. Route 54 uses one 40' diesel hybrid to comply with grant funding requirements.

# Public Notice

## English version

The Livermore Amador Valley Transit Authority (LAVTA) operates its services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with LAVTA.

For more information on LAVTA's civil rights program, and the procedures to file a complaint, contact 925-455-7555 or visit our administrative office at 1362 Rutan Court, Suite 100, Livermore CA 94551. For more information, visit [www.wheelsbus.com](http://www.wheelsbus.com)

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

If information is needed in another language, contact 925-455-7555.

## Spanish version

La autoridad de tránsito de Valle de Livermore Amador (LAVTA) opera sus servicios sin distinción de raza, color y origen nacional con arreglo al título VI de la ley de derechos civiles. Cualquier persona que cree que él o ella ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el título VI puede presentar una queja con LAVTA.

Para más información sobre el programa derechos civiles de LAVTA y los procedimientos para presentar una queja, llame al 925-455-7555 o visite nuestra oficina administrativa en 1362 Rutan Court, Suite 100, Livermore CA 94551. Para obtener más información, visite [www.wheelsbus.com](http://www.wheelsbus.com)

Un demandante puede presentar una queja directamente con el tránsito Federal Administración por archivar una queja con la oficina de derechos civiles, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

Si necesita información en otro idioma, comuníquese con 925-455-7555.

# 公告

## 1964 年民權法案

### 第六章(TITLE VI)

**“在美國，任何人不會因種族、膚色或祖籍的原因，而在接受聯邦政府財政援助的任何項目或活動中，被排除參與，被拒絕獲益，或受到歧視。”**

根據 1964 年民權法案第六章(TITLE VI)的規定，即修訂為（“第六章”），Livermore Amador Valley 交通管理局承諾，要確保任何人不會因為種族、膚色或祖籍的原因，在接受其服務的過程中被排除參與，或被拒絕獲益。如果你認為根據第六章(Title VI)的規定你受到了歧視，你可以給 LAVTA 提交書面投訴。該投訴必須在歧視指控事件發生后不超過 180 個曆日提交。

提交投訴的首選方法是使用第六章(TITLE VI)投訴表格，并以書面形式把它發送到：

Title VI Coordinator  
Livermore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551

可以接受口頭投訴，并由第六章(TITLE VI)協調員轉抄為文字。若想口頭投訴，或得到更多有關 LAVTA 的第六章(TITLE VI)項目的資訊，請致電（925）455-7500，找第六章(TITLE VI)協調員。

# 공고

## 1964 민권법의 TITLE VI

“미국 시민은 누구라도 민족, 인종 또는 국적에 상관없이 사회적 참여에서 배제되지 않고 연방 정부의 재정 지원에 관련된 프로그램 또는 활동에 따른 혜택을 받지 못하거나 차별당하지 않는다”

LATA(Livemore Amador Transit Authority)는 누구라도 민족, 인종 또는 국적에 상관없이 사회적 참여에서 배제되지 않고 교통 서비스의 이점을 받을 수 있도록 노력하고 있습니다. 이것은 1964 민권법의 Title VI ("Title VI"로 개정됨)에 따라 보호받을 수 있는 권리입니다. Title VI 에 의거하여 차별을 받았다고 생각될 경우, LAVTA 에 서면으로 제소할 수 있습니다. 제소는 해당 사건이 발생한 날로부터 180 일 이내에 이뤄져야 합니다.

Title VI 제소 신청서를 사용하여, 서면으로 제출하는 것이 가장 좋습니다. 아래의 주소를 참조하십시오.

Title VI Coordinator  
Livemore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livemore, CA 94551

구두로 제소할 경우, Title VI 에서 녹취하여 접수를 받고 있습니다. 구두 제소를 신청하거나 LAVTA 의 Title VI 프로그램에 대한 정보를 받으려면, 925 455-7500 로 전화해서 Title VI 코디네이터에게 문의하십시오

## **Livermore Amador Valley Transit Authority (LAVTA) Title VI Complaint Procedure**

The Livermore Amador Valley Transit Authority (LAVTA) grants all citizens equal access to all its transportation services. It is further the intent of LAVTA, that all citizens are aware of their rights to such access. This procedure is designed to serve as an educational tool for citizens so that they may understand one of the civil rights laws that protects against discrimination that could result from LAVTA programs and services, specifically, Title VI of the Civil Rights Act of 1964.

### **What is Title VI?**

Title VI is a section of the Civil Rights Act of 1964 requiring that “No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination

### **How do I file a complaint?**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Livermore Amador Transit Authority (hereinafter referred to as “the Authority”) may file a Title VI complaint by completing and submitting the Authority’s Title VI Complaint Form. The Authority investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete.

### **Methods of filing a complaint**

The preferred method is to file your complaint in writing using the Title VI Complaint Form, and sending it to:

Title VI Coordinator  
Livermore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551

Verbal complaints will be accepted and transcribed by the Title VI Coordinator. To make a verbal complaint, call (925) 455-7500 and ask for the Title VI Coordinator.

Once the complaint is received, the Authority will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

### **Investigations**

The investigation will address complaints against any of the Authority’s department(s). The investigation will be conducted in conjunction with and under the advice of the Authority’s third party claims adjuster.

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 5 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 5 business days, the Authority can administratively close the case. As case can be administratively closed also if the complainant no longer wishes to pursue their case.

Based upon all the information received, an investigation report will be written by the Third Party Claims Adjuster for submittal to the Executive Director. The complainant will receive a letter stating the final decision of the Executive Director by the end of the 60-day time limit. One of two letters to the complainant will be issued: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 10 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

## **Livermore Amador Valley Transit Authority (LAVTA) Procedimiento de Queja Conforme al Título VI**

La Autoridad de Transporte de Amador Valley de Livermore (LAVTA: Livermore Amador Valley Transit Authority) da acceso equitativo a todos los ciudadanos a sus servicios de transporte. Además, LAVTA tiene la intención de que todos los ciudadanos estén al tanto de sus derechos a tal acceso. Este procedimiento está diseñado para funcionar como una herramienta educativa para los ciudadanos, con el fin de que ellos comprendan una de las leyes de derechos civiles que protegen su beneficio por los servicios y programas de LAVTA, especialmente cuando se trata del Título VI de la Ley de Derechos Civiles de 1964.

### **¿Qué es el Título VI?**

El Título VI es una sección de la Ley de Derechos Civiles de 1964 que requiere que "ninguna persona en los Estados Unidos será, con base en su raza, color u origen nacional, excluida de la participación o los beneficios, ni estará sujeta a discriminación en ningún programa o actividad que reciba la asistencia financiera federal". Observe que el Título VI no aborda la discriminación de género. Sólo cubre raza, color y origen nacional. Otras leyes de derechos civiles prohíben la discriminación de género.

### **¿Cómo presento una queja?**

Cualquier persona que cree que ha recibido un trato de discriminación por parte de Livermore Amador Transit Authority (en lo sucesivo denominada "la Autoridad") con base en su raza, color u origen nacional, puede presentar una queja conforme al Título VI llenando y enviando el Formulario de Queja Conforme al Título VI de la Autoridad. La Autoridad investiga las quejas recibidas no más de 180 días después del presunto incidente. La Autoridad tramitará las quejas que se encuentren completas.

### **Los métodos para presentar de una queja**

El método preferido es presentar su queja por escrito, utilizando el Formulario de Queja Conforme al Título VI, y enviarla a:

Title VI Coordinator  
Livermore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551

Las quejas verbales serán aceptadas y transcritas por el Coordinador del Título VI. Para presentar una queja verbal, llame al (925) 455-7500 y pregunte por el Coordinador del Título VI.

Una vez que se reciba la queja, la Autoridad la estudiará para determinar si nuestra oficina tiene jurisdicción. Quien presenta la queja recibirá un acuse de recibo informándole si la queja será investigada por nuestra oficina.

### **Investigaciones**

La investigación se ocupará de las quejas en contra de cualquier departamento de la Autoridad. La investigación se llevará a cabo en conjunto con y bajo el asesoramiento del ajustador de reclamos externo de la Autoridad.

La investigación pudiera incluir hablar sobre la queja con las partes afectadas para determinar el problema. Quien presenta la queja puede ser representado por un abogado u otro representante de su elección, y puede traer testigos y presentar testimonios y evidencias en el transcurso de la investigación.

La investigación será realizada y finalizada en un plazo no mayor a 60 días desde la recepción de la queja formal. Si se necesita más información para resolver el caso, la Autoridad pudiera comunicarse con quien presenta la queja. El autor de la queja cuenta con 5 días laborables desde la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si no se comunica con el investigador o éste no recibe la información adicional dentro de los 5 días laborables, la Autoridad podrá cerrar el caso administrativamente. También se puede cerrar el caso administrativamente si el autor ya no desea continuar con su caso.

Con base en toda la información recibida, se escribirá un reporte de la investigación por parte del ajustador de quejas externo para ser enviado al Director Ejecutivo. Quien presentó la queja recibirá una carta en la que se le informe la decisión final del Director Ejecutivo, antes de que se venza el plazo de 60 días. Se emitirá una de dos cartas al autor de la queja: una carta de cierre o una carta de fallo. Una carta de cierre resume las alegaciones y afirma que no hubo violación del Título VI y el caso será cerrado. Una carta de fallo resume las alegaciones y las entrevistas sobre el presunto incidente, y explica si ocurrirá alguna acción disciplinaria, entrenamiento adicional del personal o alguna otra acción. Si el autor de la queja desea apelar la decisión, cuenta con 10 días a partir de la fecha de la carta de cierre o de fallo para hacerlo.

Una persona también puede presentar una queja directamente con la Dirección Federal de Tránsito (*Federal Transit Administration: FTA*), dirigiéndola a: FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

## **Livermore Amador Valley 交通管理局(LAVTA) 第六章(Title VI) 投訴程序**

Livermore Amador Valley 交通管理局 (LAVTA) 給所有公民獲得其全部交通服務的平等權利。其(LAVTA)進一步的目的是，讓所有公民都知道自己有獲得此服務的權利。該程序被設計成一種教育工具，旨在使公民可以了解民事權利法其中之一，以確保他們在LAVTA的項目和服務方面的利益，特別是它涉及到1964年的民權法案第六章(Title VI of the Civil Rights Act)。

### **什麼是第六章(Title VI) ？**

第六章(Title VI) 是1964年民權法案的一個部份，它規定，“在美國，任何人不會因為種族、膚色或祖籍的原因，而在接受聯邦政府財政援助的任何項目或活動中，被排除參與，被拒絕獲益，或受到歧視。” 請注意，第六章(Title VI) 沒有提到性別歧視問題。它僅包括種族、膚色，和祖籍。其他的民權法禁止性別歧視。

### **我該如何提交投訴？**

任何人，只要認為她或他因為種族、顏色、或祖籍的原因，而受到Livermore Amador交通管理局的歧視(以下簡稱為“管理局”)，都可以通過填寫完成并遞交管理局第六章(Title VI)投訴表格，而提交一份第六章(Title VI)投訴。管理局會調查在指控事件發生後收到的不超過180天的投訴。管理局將處理完整的投訴。

### **提交投訴的方法**

首選的方法是使用第六章(Title VI) 投訴表格，以書面形式提交你的投訴，並把它發送到：

Title VI Coordinator  
Livermore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551

口頭投訴可以接受，並且由第六章(Title VI) 協調員轉抄為文字。若想要口頭投訴，請致電 (925) 455-7500，找第六章(Title VI)協調員。

當接到投訴後，管理局會審查此投訴，以確定我們的辦公室是否有管轄權。投訴人會收到一封確認信，通知她/他的投訴是否會交由我們辦公室調查。

### **調查**

調查將針對被投訴的管理局任何部門。調查將與管理局的第三方案件調節者一起并在其建議下進行。

調查可能包括所有牽涉方對此投訴的討論，以便確定問題。在調查過程中，投訴人可派律師或他/她自己選擇的其他代表人作為代表，並且可以帶證人及出示證詞和證據。

調查將在收到正式投訴的60天之內進行并完成。如果需要更多的資料來處理這個案子，管理局可能會聯系投訴人。投訴人要在信上之日起5個工作日內把要求的資料發送給指派處理此案的調查員。如果投訴人沒有聯繫調查員，而調查員在5個工作日內沒有收到更多的資料，管理局可以行政上關閉此案件。如果投訴人不再想追究此案件，那麼此案件也可以行政上關閉。

根據收到的所有資料，第三方案件調節者將書寫一份調查報告提交給執行主任。投訴人將收到一封信，表明執行主任會在60天期限內作出最終決定。然後兩種信中的其中一種信將寄給投訴人，即關閉信或裁決信（LOF）。關閉信會總結這些指控，並指出該指控沒有違反第六章(Title VI)的規定，因此該案件將被關閉。裁決信(LOF)會總結這些指控及對於指控事件的採訪，並說明是否有任何紀律處分、對工作人員額外的培訓或採取其他行動。如果投訴人想對這個決定提出上訴，她/他可以在信上或裁決信(LOF)上的日期之后10天內辦理此事。

任何人也可以直接向聯邦交通管理局提出投訴，地址是：  
FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

## Livermore Amador Valley Transit Authority (LAVTA) Title VI 제소 절차

LAVTA(Livermore Amador Valley Transit Authority)의 방침은 모든 시민들이 교통 서비스를 차별없이 이용하는 것입니다. 아울러, 모든 시민들이 이러한 권리를 인식하도록 권장하고 있습니다. 이 절차는 시민들을 교육하기 위한 용도로 제작되었으며, 특히 1964 민권법의 Title VI와 관련하여 LAVTA 프로그램 및 서비스의 이점을 보호하기 위한 시민 평등권의 일부로 이해할 수 있습니다.

### **Title VI은 무엇인가요?**

Title VI는 "미국 시민은 누구라도 민족, 인종 또는 국적에 상관없이 사회적 참여에서 배제되지 않고 연방 정부의 재정 지원에 관련된 프로그램 또는 활동에 따른 혜택을 받지 못하거나 차별당하지 않는다"는 1964 민권법의 조항입니다. Title VI는 성적 차별을 두지 않습니다. 다른 시민 평등권에 관련된 법률에서도 성별에 따른 차별을 금지하고 있습니다.

### **어떻게 제소할 수 있나요?**

민족, 인종 또는 국적으로 인해 LATA (Livermore Amador Transit Authority, 이하 '당국') 로부터 차별을 당했다고 생각하는 사람은 Title VI 제소 신청서를 작성하여 당국에 제출하면 됩니다. 당국은 해당 사건에 대해 접수된 날로부터 180일 이내에 조사하게 됩니다.

### **제소 방법**

Title VI 제소 신청서를 사용하여, 서면으로 제출하는 것이 가장 좋습니다. 아래의 주소를 참조하십시오.

Title VI Coordinator  
Livermore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551

구두로 제소할 경우, Title VI에서 녹취하여 접수를 받고 있습니다. 구두 제소를 신청하려면, Title VI 코디네이터에게 문의하십시오 (Tel. 925 455-7500).

제소가 받아들여질 경우, 당국에서 검토한 후 사법적 권한이 있는지 여부를 판단합니다. 당국에서 제소 사안을 검토하게 될지에 관한 확인 편지가 고소인에게 발송됩니다.

### **조사**

접수된 제소에 대해 당국의 실무 부서를 조사하게 됩니다. 당국과 무관한 독립적인 제소 조정자가 제안하는 중재안을 토대로 조사가 이뤄집니다.

제소와 관련하여 당사자들의 의견을 청취하여 문제점을 해결하게 됩니다.  
고소인은 변호사 또는 자신이 선정한 대리인과 함께 출석하거나, 조사 중에 증인을 출석시키고 증언 및 증거를 제출할 수 있습니다.

조사는 제소가 공식적으로 접수된 후 60일 이내에 완료됩니다. 사건을 해결하는 데 추가 조사가 필요할 경우, 당국은 고소인을 접촉할 수 있습니다. 고소인은 연락을 받은 날로부터 업무일 기준으로 5일 이내에 해당 사건에 배정된 조사관에게 요청 정보를 보내야 합니다. 고소인이 조사관에게 연락하지 않거나 5일 이내에 추가 정보를 받지 못할 경우, 당국은 행정 권한으로 해당 사건을 종결할 수 있습니다. 고소인이 해당 사건에 관한 추가 조사를 원하지 않을 경우에도 행정 권한에 따라 사건이 종결됩니다.

접수된 모든 정보를 바탕으로, 독립 제소 중재인이 조사 보고서를 작성하여 이사회에 제출합니다. 고소인은 60일 이내에 이사회 의 최종 결정에 관한 진술이 담긴 편지를 받게 됩니다. 고소인에게는 사건 종결에 관한 편지 또는 심의 결과에 관한 편지 (LOF) 중 하나가 발송됩니다. 종결에 관한 편지는 조사 항목들을 요약하고 해당 사건이 Title VI에 위배되지 않기 때문에 사건을 종결한다는 내용을 통보합니다. LOF는 신고된 사안에 관한 모든 조사 항목 및 인터뷰를 요약하고, 징계 처분, 직원 교육 또는 기타 조치가 있을지 여부에 관해 설명합니다. 고소인이 이 결정에 불복할 경우, 이 편지를 받은 날로부터 10일 이내에 항소하면 됩니다.

연방교통국 (FTA) 에 직접 제소하고 싶으면 아래 주소를 참조하십시오.  
FTA Office of Civil Rights,  
1200 New Jersey Avenue SE  
Washington DC 20590

## TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Note: The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
<b>Section II:</b>				
Are you filing this complaint on your own behalf?		Yes*	No	
*If you answered “yes” to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No	
<b>Section III:</b>				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				
_____				
_____				

<b>Section IV:</b>		
Have you previously filed a Title VI complaint with this agency?	Yes	No
<b>Section V:</b>		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?		
<input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, check all that apply:		
<input type="checkbox"/> Federal Agency: _____		
<input type="checkbox"/> Federal Court: _____		<input type="checkbox"/> State Agency: _____
<input type="checkbox"/> State Court: _____		<input type="checkbox"/> Local Agency: _____
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
<b>Section VI:</b>		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please submit this form in person at the address below, or mail this form to:

Title VI Coordinator  
Livermore Amador Valley Transit Authority  
1362 Rutan Ct, Suite 100  
Livermore, CA 94551

## FORMULARIO DE QUEJA CONFORME AL TÍTULO VI

El Título VI de la Ley de Derechos Civiles de 1964 requiere que "ninguna persona en los Estados Unidos será, con base en su raza, color u origen nacional, excluida de la participación o los beneficios, ni estará sujeta a discriminación en ningún programa o actividad que reciba la asistencia financiera federal".

Nota: La siguiente información es necesaria para ayudarnos con el procesamiento de su queja. Si necesita ayuda para llenar este formulario, por favor háganoslo saber.

<b>Sección I:</b>				
Nombre:				
Dirección:				
Teléfono (Casa):			Teléfono (Trabajo):	
Dirección de correo electrónico:				
¿Requiere formatos accesibles?	Letra grande		Audiocasete	
	TDD		Otro	
<b>Sección II:</b>				
¿Está presentando esta queja en su propio nombre?			Sí*	No
*Si contestó "Sí" a esta pregunta, vaya a la Sección III.				
Si no es así, escriba el nombre y la relación de la persona en cuyo nombre presenta la queja:				
Por favor explique por qué ha presentado una queja en nombre de un tercero:				
Por favor confirme que ha obtenido el permiso de la parte agraviada si usted está presentando en nombre de un tercero.			Sí	No
<b>Sección III:</b>				
Creo que la discriminación que yo sentí fue basada en (marque todos los que apliquen):				
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen nacional				
Fecha de la presunta discriminación (mes, día, año): _____				
Explique lo más claramente que pueda lo que pasó y por qué cree usted que le discriminaron. Describa todas las personas que estaban involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que le discriminaron (si se los sabe) así como los nombres y la información de contacto de los testigos que hubiera. Si necesita más espacio, por favor utilice el dorso de este formulario.				
<hr/> <hr/>				

<b>Sección IV:</b>		
¿Ha presentado una queja conforme al Título VI anteriormente con esta agencia?	Sí	No
<b>Sección V:</b>		
¿Ha presentado esta queja con otra agencia federal, estatal o local, o ante algún corte federal o estatal?		
[ ] Sí      [ ] No		
Si es así, marque todas las que apliquen:		
[ ] Agencia federal: _____		
[ ] Corte federal: _____	[ ] Agencia estatal: _____	
[ ] Corte estatal: _____	[ ] Agencia local: _____	
Por favor proporcione la información de contacto de una persona en la agencia o corte donde se presentó la queja.		
Nombre:		
Título:		
Agencia:		
Dirección:		
Teléfono:		
<b>Sección VI:</b>		
Nombre de la agencia objeto de la queja:		
Persona de contacto:		
Título:		
Número telefónico:		

Puede adjuntar cualquier material escrito u otra información que crea pertinente para su queja.

Se requiere su firma y la fecha a continuación

\_\_\_\_\_

Firma

\_\_\_\_\_

Fecha

Por favor presente este formulario en persona a la siguiente dirección, o envíelo por correo a:

Title VI Coordinator  
 Livermore Amador Valley Transit Authority  
 1362 Rutan Ct, Suite 100  
 Livermore, CA 94551

## 第六章(TITLE VI)投訴表格

1964年民權法案第六章(TITLE VI)規定，“在美國，任何人不會因為種族、膚色或祖籍的原因，而在接受聯邦政府財政援助的任何項目或活動中，被排除參與，被拒絕獲益，或受到歧視。”

請注意：下面的資料在協助我們處理你的投訴中是必要的。如果你在填寫此表格時需要任何幫助，請告訴我們。

<b>第I部份:</b>				
姓名:				
地址:				
電話 (家):			電話 (工作):	
電子郵件地址:				
無障礙格式要求?	較大字體		聲頻磁帶	
	聽障服務專線		其他	
<b>第II部份:</b>				
你是否代表你自己提交這方面的投訴?			是*	否
* 如對此問題回答“是”，則跳至第III部份				
如回答否，請提供你為其投訴的該投訴人的姓名及與你的關係:				
請解釋你為什麼為第三方提交投訴:				
如果你代表第三方提交投訴，請確認你已獲得該受害方的許可。			是	否
<b>第III部份:</b>				
我相信我所遭遇的歧視是因為（選所有適用項）：				
<input type="checkbox"/> 種族 <input type="checkbox"/> 膚色 <input type="checkbox"/> 祖籍				
歧視指控的日期（月，日，年）:_____				
盡可能解釋清楚發生的事情，以及為什麼你認為你被歧視。描述所有牽涉到的人。包括歧視你的人(們)的姓名和聯繫資訊（如果知道），及任何證人的姓名和聯繫資訊。如果需要更多的空白，請使用此表格的背面。				
_____				
_____				

<b>第IV部份:</b>		
你以前是否向該機構提交過第六章(TITLE VI)投訴?	是	否
<b>第V部份:</b>		
你是否向任何其他聯邦、州或地方機構，或向任何聯邦或州法院提交過這方面的投訴?		
<input type="checkbox"/> 是 <input type="checkbox"/> 否 如回答是，則選所有適用項： <input type="checkbox"/> 聯邦機構: _____ <input type="checkbox"/> 聯邦法院: _____ <input type="checkbox"/> 州政府機構: _____ <input type="checkbox"/> 州法院: _____ <input type="checkbox"/> 地方機構: _____		
請提供提交投訴的機構/法院聯繫人的資訊。		
姓名:		
職位:		
機構:		
地址:		
電話:		
<b>第VI部份:</b>		
被投訴機構的名稱:		
聯繫人:		
職位:		
電話號碼:		

你可以附上你認為與該投訴相關的任何書面材料或其他資訊。

必須在下面簽名并註明日期

\_\_\_\_\_  
簽名

\_\_\_\_\_  
日期

請親自前往以下地址遞交此表格，或將此表格郵寄到：

Title VI Coordinator  
 Livermore Amador Valley Transit Authority  
 1362 Rutan Ct, Suite 100  
 Livermore, CA 94551

## TITLE VI 제소신청서

Title VI는 "미국 시민은 누구라도 민족, 인종 또는 국적에 상관없이 사회적 참여에서 배제되지 않고 연방 정부의 재정 지원에 관련된 프로그램 또는 활동에 따른 혜택을 받지 못하거나 차별당하지 않는다"는 1964 민권법의 조항입니다.

참고: 제소를 처리하려면 다음의 정보가 필요합니다. 이 신청서를 작성하는 데 도움이 필요하면 말씀하시기 바랍니다.

<b>섹션 I:</b>				
이름:				
주소:				
전화번호(집):			전화번호(직장):	
전자 메일 주소:				
손쉬운 사용(Accessibility)이 필요하십니까?	큰 텍스트		오디오 테이프	
	TDD		기타	
<b>섹션 II:</b>				
고소인 자신을 위해 제소하십니까?			예*	아니오
* “예”라고 대답한 경우, 섹션 III으로 이동하십시오.				
그렇지 않으면, 제소하는 사람의 이름과 관계를 기술하십시오.				
제3자를 위해 제소하는 이유를 기술하십시오.				
제3자를 위해 제소하는 경우, 피해 당사자의 허락을 받았는지 말씀해 주십시오.			예	아니오
<b>섹션 III:</b>				
제가 경험한 차별은 다음 중 하나에 따른 것입니다(중복 허용):				
[ ] 민족      [ ] 인종      [ ] 국적				
차별 발생일(월 일 년): _____				
무슨 일이 있었는지 그리고 어떻게 차별당했다고 생각하는지 분명하게 설명해 주십시오. 해당 사건에 연루된 사람들을 모두 언급하십시오. 증인의 이름과 연락처, 그리고 차별을 가한 사람의 이름과 연락처를 적어주십시오. 지면이 모자라면, 이 신청서의 후면을 사용하십시오.				
_____				
_____				
<b>섹션 IV:</b>				
LAVTA에 Title VI 제소를 신청한 적이 있습니까?			예	아니오

<b>섹션 V:</b>	
다른 연방, 주 또는 지방 기관에 대해 또는 연방 법원이나 주 법원에 이 제소를 신청한 적이 있습니까?	
[ ] 예      [ ] 아니오	
있다면, 해당 사항을 모두 선택하십시오.	
[ ] 연방 기관: _____	
[ ] 연방 법원: _____	[ ] 주 기관: _____
[ ] 주 법원: _____	[ ] 지방 기관: _____
제소한 기관/법원의 정보 및 연락처를 적어주십시오.	
이름:	
직위:	
기관:	
주소:	
전화번호:	
<b>섹션 VI:</b>	
제소한 기관명:	
담당자:	
직위:	
전화 번호:	

본 제소에 관련된 서면 자료 또는 기타 정보를 첨부할 수 있습니다.

아래에 날짜와 서명을 기입하십시오.

\_\_\_\_\_

서명

\_\_\_\_\_

날짜

이 신청서를 아래 주소로 직접 제출하거나 우편으로 보내십시오.

Title VI Coordinator  
 Livermore Amador Valley Transit Authority  
 1362 Rutan Ct, Suite 100  
 Livermore, CA 94551

*ATTACHMENT D: PUBLIC PARTICIPATION PLAN***Public Participation Plan**

The Livermore Amador Valley Transit Authority (LAVTA) has identified multiple ways to solicit input from riders, including minority and limited English proficient (LEP) populations as well as other underserved communities, when considering a major transportation decision such as a significant change in service or fares. In December 2008, the LAVTA Board of Directors adopted Public Hearing Policies and Procedures and a Public Outreach toolbox (Attached) which outlines when a public hearing will be conducted and what methods may be utilized to inform the public of the public hearing and comment period.

Staff will utilize the strategies identified in the Public Outreach toolbox to notice the public comment period, hold public meetings in locations that are accessible to transit riders and people with disabilities, schedule meetings at times that are convenient for bus riders and members of the public, advertise meetings and hearings in English and Spanish, and provide notice of the availability of language assistance. Depending on the magnitude of the decision, e.g., route changes and the areas affected by the route changes, staff will also translate public meeting and hearing materials into Spanish, Chinese and Korean. All comments received during the public comment period and at the public hearing will be considered in developing the final recommendations, such as for service changes or fare increases.

**Engaging Minority Populations**

LAVTA engages with minority and LEP populations when soliciting feedback on service changes and fare increases, using its LEP Plan and Outreach Toolbox to do so. At a minimum, LAVTA translates all public hearing information and notices into Spanish, and occasionally into Chinese and Korean, and provides copies at libraries and senior centers in the Tri-Valley. Notices are posted in English and Spanish onboard all LAVTA buses. These notices are also available online. LAVTA also works with community-based organizations, such as the Tri-Valley Hispanic Business Council, to provide information on public hearings. LAVTA also attends community events, such as farmer's markets, where minority populations are often present.

**ATTACHMENT D: PUBLIC PARTICIPATION PLAN****PUBLIC HEARING POLICIES AND PROCEDURES****Adopted December 1, 2008****I. BACKGROUND**

The Livermore Amador Valley Transit Authority (LAVTA) is required by Federal law to establish a policy which describes a process to solicit and consider public comment prior to raising fares or implementing a major reduction of transit services.

**II. LAVTA POLICY**

1. It shall be LAVTA's policy that public comments be solicited prior to:
  - (i) Any permanent change which increases fares on LAVTA's/WHEELS fixed route service.
  - (ii) Any permanent change which increases fares on LAVTA's Dial-A-Ride paratransit service.
  - (iii) A twenty-five percent (25%) or more reduction of the number of daily transit revenue vehicles of a route; i.e., the total number of miles operated by all vehicles in revenue service for a particular day of the week on an individual route.
  - (iv) A twenty-five percent (25%) or more reduction of the number of transit route miles of a route; i.e., the total mileage covered during the one round trip by a vehicle in revenue service on a particular route.
  - (v) Proposed introduction of a new route.
2. It shall be LAVTA's policy that the following are ordinarily exempt from the requirement of public comment and public hearing:
  - (i) A minor change in fare or service. Examples would be temporarily reduced or promotional fares, minor reroutes or minor temporary reroutes due to street construction or minor schedule changes.
  - (ii) Experimental or emergency service or fare changes expected to exist fewer than 180 days and standard seasonal variation in service. If these changes ultimately continue to remain in effect for more than 180 days, they will be the subject of public comment and public hearing.

**III. PROCEDURES****1. PRIOR COMMITTEE CONSIDERATION**

All public hearings are to be called by a LAVTA Committee or the Board of Directors. However, when authorized by the Chair, the Executive Director may call a public hearing that is required by law or by District policy when doing so would move the process forward in a timely manner.

**ATTACHMENT D: PUBLIC PARTICIPATION PLAN**

As a general rule, no hearing will be called until the subject of the hearing has been reviewed by the Operations Committee. In particular with regard to the proposed implementation of a new or revised route, LAVTA staff will recommend to the Operations Committee, as well as to Board Members from affected cities that do not serve on the Operations Committee, the specific element(s) in the Public Outreach Toolbox (see attachment) to use for the public hearing.

The Operations Committee report to the Board should identify the subject of the hearing, explain what objectives are sought to be achieved by the proposal which will be considered at the hearing and indicate whether the hearing is legally required prior to Board action on the subject. The report shall also address whether there is a particular sector of the public that needs to be involved. However, if time does not permit prior committee consideration, the Executive Director may refer the matter directly to the Board.

**2. PUBLIC NOTIFICATION**

When required, the public comment process will generally begin with the publishing of a notice 30 calendar days in advance of the public hearing date in the local newspaper of general distribution. Shorter notice may be given when permitted by law and when financial, operational, or scheduling considerations make it infeasible to provide 30 days advance notice. At a minimum, the notice must be published at least 10 days prior to the hearing. LAVTA will also post the notice publicizing the hearing on its website.

If specific groups or neighborhoods would be affected by a proposed change, LAVTA shall use best efforts to publish the notice in newspapers, if any, oriented to such groups or neighborhoods and to otherwise publicize the hearing to reach such groups or neighborhoods.

This notice will set a specific place, date and time for one or more public hearings. Written comments will also be accepted on the proposed changes until the opening of the public hearing.

**3. SCHEDULING PUBLIC HEARING(S)**

The public hearing(s) will be scheduled at a time, date and place designated in the public notice. The facility utilized for public hearings will be accessible to persons with disabilities. Special arrangements will be made for sight or hearing impaired persons if requested.

**4. PROCEDURE FOR CONDUCTING PUBLIC HEARING**

**ATTACHMENT D: PUBLIC PARTICIPATION PLAN**

Forms will be available to attendees to register their presence and desire to speak. Public hearings will begin with a reading of the public notice, purpose and proposed action which necessitated the public hearing. After an explanation of the proposed action is completed, the public will be invited to offer their comment. Limitations may be established on the length of oral presentations in order to afford all members of the public a reasonable opportunity to speak. After all registered persons have commented, a final opportunity will be offered for any additional public comment. This offering will precede the close of the public hearing.

At the close of the public hearing, it will be announced where the item will next be heard, either before a committee or the Board. At the subsequent committee or Board meeting, the Executive Director will provide a report summarizing and responding to key comments made by the public.

**5. ADDRESSING PUBLIC COMMENTS RECEIVED**

All relevant comments received verbally or in writing at a public hearing, or as otherwise conveyed to LAVTA prior to the established deadline, will be entered into the public record of the comment process. Additionally, comments regarding route changes submitted by the public subsequent to the last service change shall be entered into the public record. Subsequent to the public comment period, staff will evaluate and analyze all relevant comments received and prepare a written summary report of significant issues raised during the public comment period for consideration by the LAVTA Board of Directors.

**6. SUBSEQUENT BOARD CONSIDERATION AND ACTION**

Consideration of and action on all fare increase or major changes in service held at a subsequent committee or Board meeting after the public hearing shall not require further published notice. Notice of the agenda of such committee or Board meeting shall be provided in accordance with regular LAVTA procedures.

**ATTACHMENT D: PUBLIC PARTICIPATION PLAN****Public Outreach Toolbox**

---

**Electronic Media****E-Notifications**

- LLNL
- Email
- 511 e-subscribers
- Pleasanton Unified School District subscriber email
- City of Dublin E-subscriber

**Digital signage**

- On-board
- On-street “real-time arrival” signage

**Website**

Provides information and links to other websites

- On-line survey polls @ www.wheelsbus.com
  - 511
  - City website with link to project document(s) and Comment Card
- 

**Print Media****Advertisements**

- Legal notice in newspaper with general circulation
- Paid advertisements in newspapers and magazine

**Direct Mail (Printed Information)**

- Bill Stuffer (monthly utility bill)
- Brochures
- Door hangers
- Fact sheets
- Newsletters
- Post Card with Certificate of Bulk Mailing
- Request assistance from City Manager
- Surveys/Questionnaires

**Flyers/On-Board Take-Ones**

- Tripper Routes
- On Bus
- ACE Train/BART station

**Postings**

- BART Bus Bays
  - Commuter Club Members
  - Human services organizations
  - Interior bus cards
  - Libraries
  - Major Apartment Complexes
  - Schools
  - Senior housing communities
  - Shelters
  - Transit Center
- 

**Information Repositories**

Libraries, city halls, transit center and other public facilities for housing of project-related information

- Libraries
- City Hall
- Transit center

**ATTACHMENT D: PUBLIC PARTICIPATION PLAN**

- Other

**In-Person Contact****Advisory Committees**

A group of representative stakeholders assembled to provide public input to the planning process

**Community Fairs**

Central event with multiple activities to provide project information and raise awareness

**Focus Group(s)**

Meetings with existing smaller groups or in conjunction with another event

**Intercept Interview(s)** One-on-one meetings with stakeholders

- On-board bus  
 Transit Center  
 BART  
 Other

**Open Houses Forums**

Set up with several stations, each addressing a separate issue. Resource people guide participants through the exhibits

**Public Hearing**

Formal meetings with scheduled presentations offered

**Speaker Presentations (Briefings)**

Regular meetings of social and civic clubs and organizations to provide an opportunity to inform and educate

- |  |   |
|--|---|
| <input type="checkbox"/> Civic clubs (Kiwanis, Rotary) | <input type="checkbox"/> Senior Housing Communities |
| <input type="checkbox"/> Schools                       | <input type="checkbox"/> Chambers of Commerce       |
| <input type="checkbox"/> Senior Centers                | <input type="checkbox"/> Home Owners Association(s) |
| <input type="checkbox"/> Other                         |   |

**Task Forces**

A group of experts or representative stakeholders formed to develop a specific product or policy recommendation

**Technical Information Contact**

Providing access to technical expertise to individuals and organizations

**Tours**

Private tours for key stakeholders, elected officials and advisory group members and the media

**Transit Fairs**

- Employer worksites  
 Las Positas College

**Workshops**

Informal public meetings that may include a presentation and exhibits but ends with interactive working groups

**Media**

- |                          |                                       |  |
|--------------------------|---------------------------------------|--|
| <input type="checkbox"/> | Channel 30 Interviews – Conversations | <input type="checkbox"/> Press Kit                     |
| <input type="checkbox"/> | Feature stories                       | <input type="checkbox"/> Press Release                 |
| <input type="checkbox"/> | Newspaper display ad                  | <input type="checkbox"/> Public Service Announcement – |
|                          | KKIQ Radio                            |  |
| <input type="checkbox"/> | City Council Proceedings              |  |

**Telecommunications**

- Information Hot Line**  
Identify a separate line for public access to prerecorded project information or to reach project team members who can answer questions/obtain input
- Information-On-Hold**

APPENDIX E: LEP PLAN

**Limited English Proficiency (LEP) Plan**

Improving Access to Services for Persons with  
Limited English Proficiency

**January 2016**



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

(925) 455-7555 Fax (925) 443-1374  
[www.wheelsbus.com](http://www.wheelsbus.com)

*APPENDIX E: LEP PLAN*

This page intentionally left blank.

## APPENDIX E: LEP PLAN

### Table of Contents

#### 1. Introduction

#### 2. Plan Summary

#### 3. LEP Four Factor Analysis

3.1 The number or proportion of LEP persons in the service area who may be served or are likely to encounter a LAVTA program, activity or service.

3.2 The frequency with which LEP persons come in contact with LAVTA programs, activities or services.

3.3 The nature and importance of programs, activities or services provided by LAVTA to the LEP population.

3.4 The resources available to LAVTA and overall cost to provide LEP assistance.

#### 4. LEP Plan

4.1 Identifying LEP individuals who need language assistance

4.2 Language Assistance Measures

4.3 Staff Training

4.4 Providing Notice to LEP Persons

4.5 Monitoring and Updating the LEP plan

#### 5. Contact Information

**APPENDIX E: LEP PLAN**

This page intentionally blank.

**APPENDIX E: LEP PLAN****1. Introduction**

This Limited English Proficiency (LEP) Plan has been prepared to address the responsibilities of the Livermore Amador Valley Transit Authority (LAVTA) as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. The Executive Order applies to all state and local agencies which receive federal funds, including LAVTA, which receives federal assistance through the U.S. Department of Transportation (U.S. DOT).

**2. Plan Summary**

LAVTA has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access LAVTA's services. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

**3. LEP Four Factor Analysis**

In order to prepare this plan, LAVTA undertook the U.S. DOT four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a LAVTA program, activity or service.
2. The frequency with which LEP persons come in contact with LAVTA programs, activities or services.
3. The nature and importance of programs, activities or services provided by LAVTA to the LEP population.
4. The resources available to LAVTA and overall cost to provide LEP assistance.

A summary of the results from the four-factor analysis follows.

**APPENDIX E: LEP PLAN**

- 3.1 Factor One: The number or proportion of LEP persons in the service area who may be served or are likely to encounter a LAVTA program, activity or service

The Census Bureau has defined classifications of how well people speak English. The classifications are 1.) people that speak English "very well;" 2.) people that speak English "well;" 3.) people that speak English "not well;" and 4.) people that speak English "not at all." For the purposes of the LEP Plan, a limited English proficient person is someone who reports as speaking English less than "very well."

Within the LAVTA service area, 9.7% of the population speaks English less than very well. On a percentage basis, Dublin and Pleasanton have an equal distribution of less than proficient English speakers while Livermore has slightly more. Table 1 shows the distribution of English proficiency within the population, aged 5 years or older.

**Table 1:**  
**English Language Spoken at Home within the LAVTA Service Area -**  
**Persons 5 years of Age and Older**

English Proficiency Classification	Dublin		Livermore		Pleasanton		Total Service Area	
	Estimated Population	Percent of Population						
Speaks English Well	39,704	90.0%	70,011	91.3%	60,728	89.3%	170,443	90.3%
Speaks English Less than Well	4,412	10.0%	6,671	8.7%	7,276	10.7%	18,359	9.7%
Total	44,116	100%	76,682	100%	68,004	100%	188,802	100.0%

**Source: American Community Survey, 2009-2013**

## APPENDIX E: LEP PLAN

Table 2: Languages spoken at home for those who speak English less than "very well"

Language Spoken at Home	City of Dublin	City of Livermore	City of Pleasanton	LAVTA Service Area	
	Population	Population	Population	Population	Percent
Chinese:	2,587	1,111	4,315	8013	4.24%
Speak English "very well"	1,634	518	2,500	4652	2.46%
Speak English less than "very well"	953	593	1,815	3361	1.78%
Japanese:	425	36	223	684	0.36%
Speak English "very well"	341	36	98	475	0.25%
Speak English less than "very well"	84	0	125	209	0.11%
Korean:	796	190	1,672	2658	1.41%
Speak English "very well"	316	49	795	1160	0.61%
Speak English less than "very well"	480	141	877	1498	0.79%
Mon-Khmer, Cambodian:	23	0	0	23	0.01%
Speak English "very well"	23	0	0	23	0.01%
Speak English less than "very well"	0	0	0	0	0.00%
Hmong:	0	28	0	28	0.01%
Speak English "very well"	0	22	0	22	0.01%
Speak English less than "very well"	0	6	0	6	0.00%
Thai:	134	155	21	310	0.16%
Speak English "very well"	65	125	0	190	0.10%
Speak English less than "very well"	69	30	21	120	0.06%
Laotian:	0	0	0	0	0.00%
Speak English "very well"	0	0	0	0	0.00%
Speak English less than "very well"	0	0	0	0	0.00%
Vietnamese:	532	578	447	1557	0.82%
Speak English "very well"	416	226	291	933	0.49%
Speak English less than "very well"	116	352	156	624	0.33%
Other Asian languages:	1,081	442	3,101	4624	2.45%
Speak English "very well"	868	347	2,349	3564	1.89%
Speak English less than "very well"	213	95	752	1060	0.56%
Tagalog:	1,649	1,300	701	3650	1.93%
Speak English "very well"	1,316	875	482	2673	1.42%
Speak English less than "very well"	333	425	219	977	0.52%
Other Pacific Island languages:	193	90	105	388	0.21%
Speak English "very well"	172	27	70	269	0.14%
Speak English less than "very well"	21	63	35	119	0.06%
Navajo:	24	0	0	24	0.01%
Speak English "very well"	24	0	0	24	0.01%
Speak English less than "very well"	0	0	0	0	0.00%
Other Native North American languages:	45	2	0	47	0.02%
Speak English "very well"	45	2	0	47	0.02%
Speak English less than "very well"	0	0	0	0	0.00%
Hungarian:	0	32	162	194	0.10%
Speak English "very well"	0	0	150	150	0.08%
Speak English less than "very well"	0	32	12	44	0.02%
Arabic:	171	186	158	515	0.27%
Speak English "very well"	135	173	122	430	0.23%
Speak English less than "very well"	36	13	36	85	0.05%
Hebrew:	0	0	11	11	0.01%
Speak English "very well"	0	0	11	11	0.01%
Speak English less than "very well"	0	0	0	0	0.00%
African languages:	51	63	109	223	0.12%
Speak English "very well"	41	63	26	130	0.07%
Speak English less than "very well"	10	0	83	93	0.05%
Other and unspecified languages:	0	39	13	52	0.03%
Speak English "very well"	0	0	13	13	0.01%
Speak English less than "very well"	0	39	0	39	0.02%

## APPENDIX E: LEP PLAN

Language Spoken at Home	City of Dublin	City of Livermore	City of Pleasanton	LAVTA Service Area	
	Population	Population	Population	Population	Percent
Total:	44,116	76,682	68,004	188802	100.00%
Speak only English	28,878	60,063	47,520	136461	72.28%
Spanish or Spanish Creole:	3,466	9,427	4,434	17327	9.18%
Speak English "very well"	2,543	5,151	2,397	10091	5.34%
Speak English less than "very well"	923	4,276	2,037	7236	3.83%
French (incl. Patois, Cajun):	146	155	230	531	0.28%
Speak English "very well"	105	155	207	467	0.25%
Speak English less than "very well"	41	0	23	64	0.03%
French Creole:	6	0	0	6	0.00%
Speak English "very well"	6	0	0	6	0.00%
Speak English less than "very well"	0	0	0	0	0.00%
Italian:	28	200	151	379	0.20%
Speak English "very well"	12	131	145	288	0.15%
Speak English less than "very well"	16	69	6	91	0.05%
Portuguese or Portuguese Creole:	76	145	225	446	0.24%
Speak English "very well"	65	71	128	264	0.14%
Speak English less than "very well"	11	74	97	182	0.10%
German:	230	192	300	722	0.38%
Speak English "very well"	230	192	222	644	0.34%
Speak English less than "very well"	0	0	78	78	0.04%
Yiddish:	0	0	9	9	0.00%
Speak English "very well"	0	0	9	9	0.00%
Speak English less than "very well"	0	0	0	0	0.00%
Other West Germanic languages:	37	94	52	183	0.10%
Speak English "very well"	24	94	52	170	0.09%
Speak English less than "very well"	13	0	0	13	0.01%
Scandinavian languages:	27	0	31	58	0.03%
Speak English "very well"	27	0	31	58	0.03%
Speak English less than "very well"	0	0	0	0	0.00%
Greek:	97	26	46	169	0.09%
Speak English "very well"	97	22	46	165	0.09%
Speak English less than "very well"	0	4	0	4	0.00%
Russian:	198	104	224	526	0.28%
Speak English "very well"	142	55	160	357	0.19%
Speak English less than "very well"	56	49	64	169	0.09%
Polish:	31	8	128	167	0.09%
Speak English "very well"	31	8	44	83	0.04%
Speak English less than "very well"	0	0	84	84	0.04%
Serbo-Croatian:	29	6	189	224	0.12%
Speak English "very well"	23	6	173	202	0.11%
Speak English less than "very well"	6	0	16	22	0.01%
Other Slavic languages:	194	63	52	309	0.16%
Speak English "very well"	78	63	41	182	0.10%
Speak English less than "very well"	116	0	11	127	0.07%
Armenian:	33	44	204	281	0.15%
Speak English "very well"	33	28	189	250	0.13%
Speak English less than "very well"	0	16	15	31	0.02%
Persian:	1,007	365	421	1793	0.95%
Speak English "very well"	576	253	254	1083	0.57%
Speak English less than "very well"	431	112	167	710	0.38%
Gujarati:	277	125	494	896	0.47%
Speak English "very well"	158	98	356	612	0.32%
Speak English less than "very well"	119	27	138	284	0.15%
Hindi:	795	723	1,087	2605	1.38%
Speak English "very well"	667	498	876	2041	1.08%
Speak English less than "very well"	128	225	211	564	0.30%
Urdu:	143	134	117	394	0.21%
Speak English "very well"	122	134	111	367	0.19%
Speak English less than "very well"	21	0	6	27	0.01%
Other Indic languages:	496	433	862	1791	0.95%
Speak English "very well"	338	397	739	1474	0.78%
Speak English less than "very well"	158	36	123	317	0.17%
Other Indo-European languages:	211	123	190	524	0.28%
Speak English "very well"	149	123	120	392	0.21%
Speak English less than "very well"	62	0	70	132	0.07%

Source: American Community Survey, 2009-2013

*APPENDIX E: LEP PLAN*

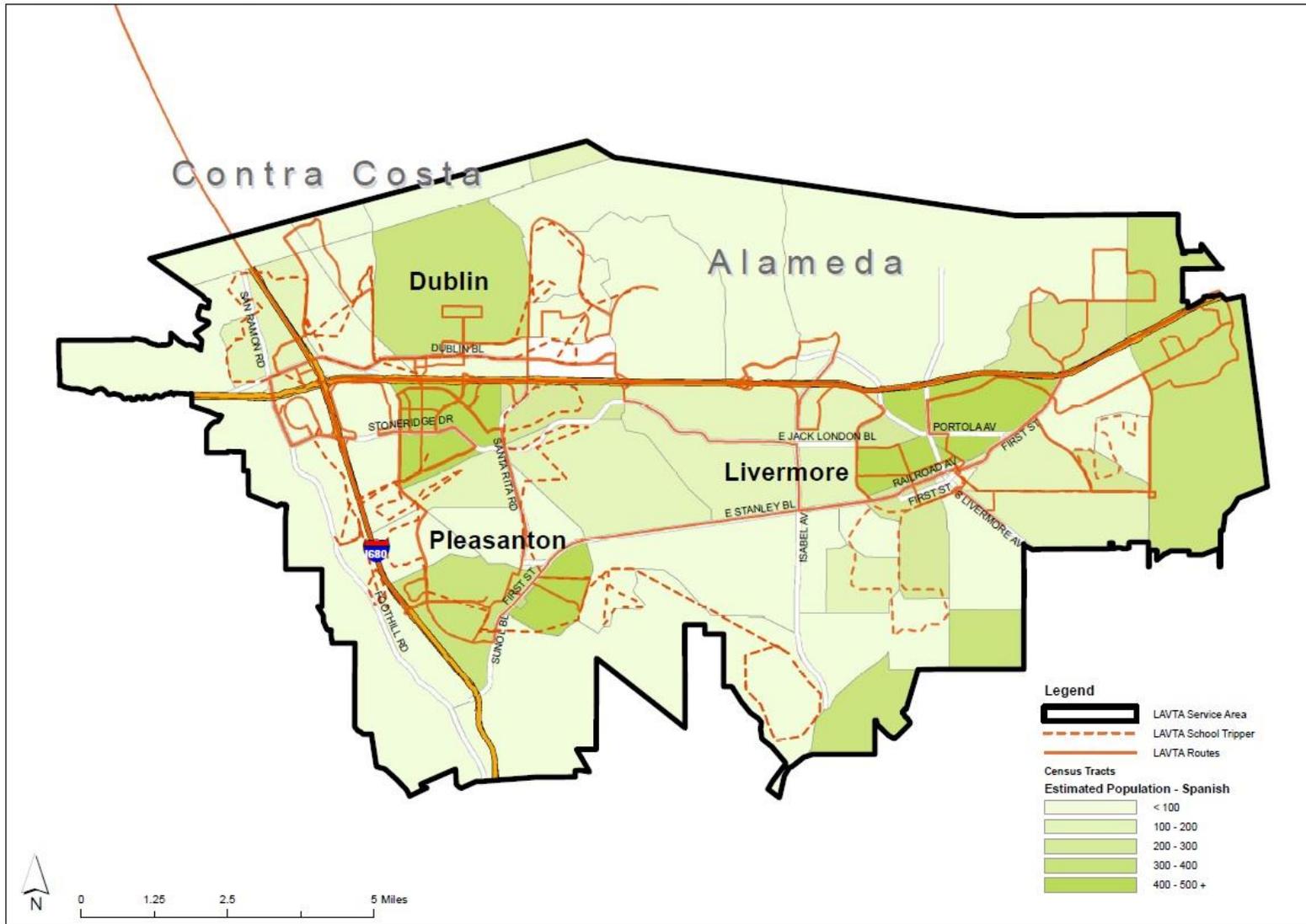
Population data in Table 2 shows the languages spoken at home for all persons, aged five years old and older, within the LAVTA service area. Of the total population, 52,341 people (27.7%) speak a language other than English at home. The six most prevalent languages spoken at home other than English are Spanish with 17,327 people (9.18%), Chinese with 8,013 people (4.24%), Tagalog with 3,650 people (1.93%), Korean with 2,658 people (1.41%), Hindi with 2,605 people (1.38%), Persian with 1,793 people (0.95%), and Vietnamese with 1,557 people (0.82%) .

The people speaking a language other than English at home (27.7%) is larger than the group reporting that they speak English less than very well (9.7%). Within the language groups mentioned above, those groups that report speaking English less than very well and are considered Safe Harbor languages because they constitute 5% or 1,000 persons, whichever is less, of the total population eligible to be served by LAVTA, include Spanish with 7,236 (3.38%), Chinese with 3,361 people (1.78%), and Korean with 1,498 people (0.79%). The remaining language groups do not have 1,000 people or 5% speaking English less than very well.

The following three maps represent the concentrations of populations who speak Spanish, Chinese and Korean, and speak English less than very well, in the Tri-Valley, overlaid with LAVTA's bus routes.

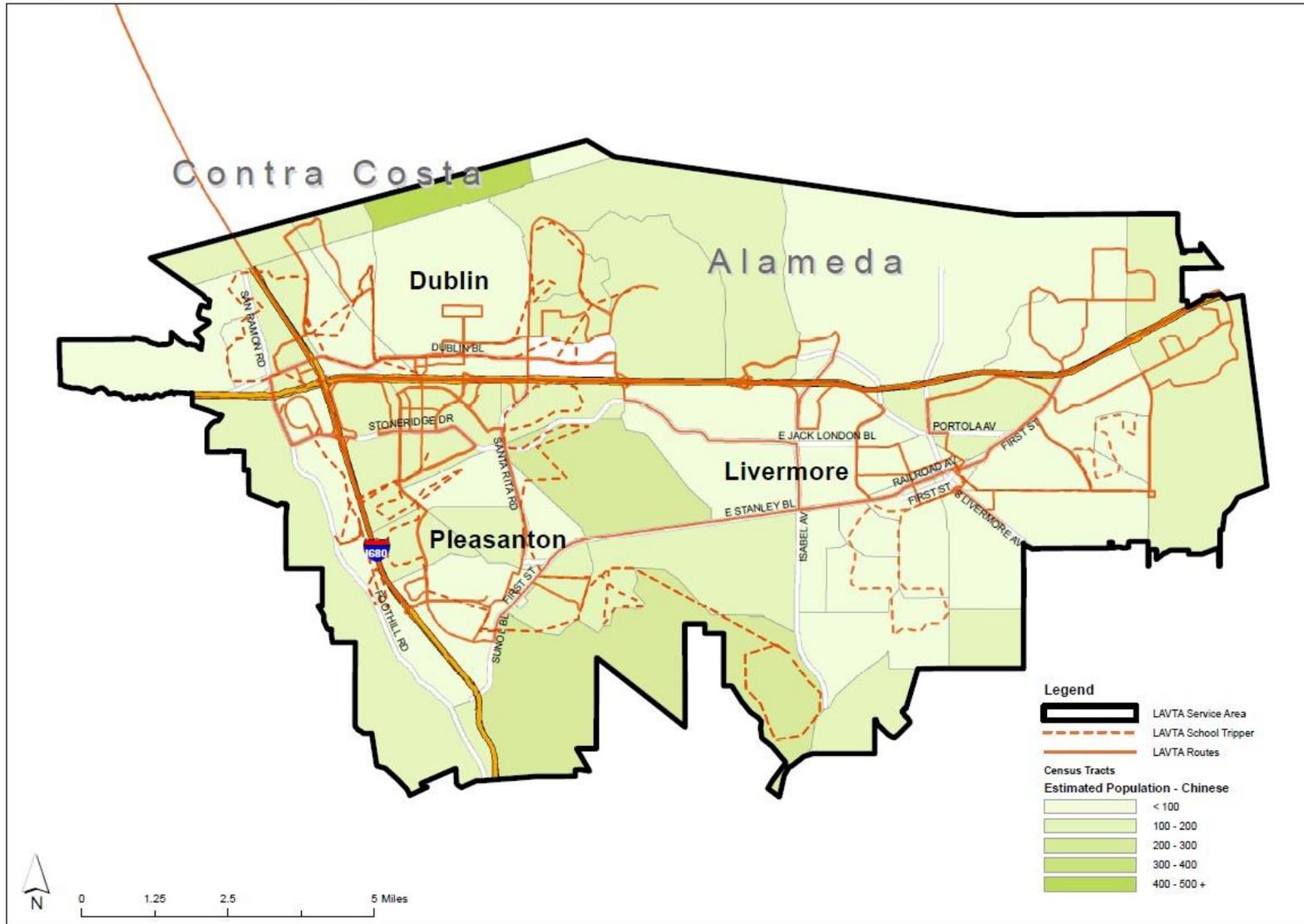
APPENDIX E: LEP PLAN

ACS 2009-2013 Estimated Population by Census Tract of Spanish or Spanish Creole Speaking That Speak English Less Than "Very Well"



APPENDIX E: LEP PLAN

### ACS 2009-2013 Estimated Population by Census Tract of Chinese Speaking That Speak English Less Than "Very Well"



APPENDIX E: LEP PLAN

ACS 2009-2013 Estimated Population by Census Tract of Korean Speaking That Speak English Less Than "Very Well"



**APPENDIX E: LEP PLAN****3.2 Factor Two: The frequency with which LEP persons come in contact with LAVTA programs, activities or services**

LAVTA assessed the frequency with which LEP persons have, or could have, contact with LAVTA's services, including its staff and drivers. LAVTA assesses the frequencies on an order of magnitude scale, by determining a specific point of contact and how often a person comes in contact, including frequently (daily), often (weekly), and occasionally (monthly). The following "touch points" and frequencies have been identified.

<b>TOUCH POINTS</b>	<b>FREQUENCY</b>
Bus	Frequently
Drivers	Frequently
Transit Center information line	Often
Transit Guide	Often – frequently
Dispatchers (after-hours customer service)	Occasionally
Dial-A-Ride reservationists	Occasionally
Interior car cards	Frequently
On-street signage	Frequently
Website	Occasionally
Interior fare car cards	Frequently
Receptionist	Occasionally
Ticket vendors	Occasionally – often
Road Supervisors	Occasionally
Print media	Occasionally
Broadcast media	Occasionally
Public relations media	Occasionally
Transit fairs	Occasionally

**3.3 Factor Three: The nature and importance of programs, activities or services provided by LAVTA to the LEP population**

The largest concentrations of LEP individuals in the LAVTA service area are people who speak Spanish, followed by Chinese and Korean. Services provided by LAVTA that are most likely to be encountered by LEP individuals are the fixed route system which serves the general public and the demand-response (Dial-A-Ride) system which serves primarily senior and disabled persons. It is also likely that LEP individual will encounter LAVTA resources or staff at the Livermore Transit Center, where discount tickets are sold, and at community outreach events.

**3.4 Factor Four: The resources available to LAVTA and overall cost to provide LEP assistance**

LAVTA assessed the available resources that could be used to provide LEP assistance, including determining the costs of professional interpreters and translation and taking an inventory of available organizations with whom resources could be shared. LAVTA used this information to determine which of its documents and materials would be the most valuable to be available in

**APPENDIX E: LEP PLAN**

multiple languages. Translation of documents is estimated to cost the agency approximately \$250 per year. The money spent on translation services is likely to increase over the next few years, as the Tagalog-speaking population in the Tri-Valley is expected to grow.

LAVTA currently employs several Spanish-speaking staff members, two who work at the Transit Center and one who works as the Agency's Community Outreach Coordinator. Additionally, LAVTA has access to a Language Line for on-the-spot translation for languages. Transit Center staff handle less than ten Spanish-speaking calls per day. The Community Outreach Coordinator spends approximately 1 hour per month on translation services.

**4. LEP Plan**

Based on the four-factor analysis, LAVTA developed its LEP Plan into five areas as follows:

1. Identifying LEP individuals who need language assistance
2. Language assistance measures
3. Training Staff
4. Providing Notice to LEP persons
5. Monitoring and updating the LEP Plan

**4.1 Identifying LEP individuals who need language assistance*****How LAVTA may identify an LEP person who needs language assistance***

- Utilize Census data, provided in response to Factor One, to determine the number and proportion of LEP persons eligible for service;
- Examine customer service records for language assistance that have been received in the past, either at meetings, online or over the phone, to determine whether language assistance might be needed at which future events;
- Look at utilization of LAVTA's language line, as well as the number of calls by both Dial A Ride and Transit Center Customer Service Representatives;
- When LAVTA sponsors an event, have a staff person greet participants as they arrive. By informally engaging participants in conversation it is possible to informally gauge each attendee's ability to speak and understand English;
- Look at how many times and into what languages the LAVTA website pages have been translated and consider pre-translation of those pages in LAVTA's website updates;
- Work with community based organizations (CBOs) to identify LEP persons in LAVTA's service area as well as their frequency and points of contact with the LAVTA's services.

**4.2 Language Assistance Measures**

**APPENDIX E: LEP PLAN**

There are numerous language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which LAVTA staff responds to LEP persons, whether in person, by telephone or in writing.

***How LAVTA will assist an LEP person who needs language assistance***

- The LAVTA Outreach Coordinator will continue to act as a liaison to the Hispanic Business Council. The Hispanic Business Council provides vital information to LEP groups on LAVTA programs and services;
- LAVTA will work with local senior centers to provide vital information to LEP groups on LAVTA programs and services;
- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on LAVTA programs and services;
- Provide a statement in notices and publications that interpreter services are available for public hearings and Board of Director meetings, with seven day advance notice;
- Provide a statement in flyers that interpreter services are available at public workshops, with a 72-hour notice;
- When an interpreter is needed for a language other than Spanish, in person or on the telephone, staff access on-demand language assistance services from a professional translation service via a language line;
- Work with our bus operations contractor to survey their front-line staff on which routes they see the most LEP individuals;
- Provide group travel training to LEP persons with the assistance of Spanish speaking staff;
- Encourage the skill to speak multiple languages in the recruitment of customer service representatives and bus drivers;
- Provide documents (including public hearing information, how to ride information) in Spanish and translates all vital documents into all Safe Harbor languages;
- Utilize the Public Participation Plan to perform targeted outreach to LEP persons.

**4.3 Staff Training*****How LAVTA will train staff on its role and responsibilities in providing meaningful access to services for LEP persons***

- Identify LAVTA staff that are likely to come in contact with LEP persons, including bus drivers, customer service, etc.

**APPENDIX E: LEP PLAN**

- Develop curriculum and a corresponding PowerPoint to educate LAVTA staff on providing meaningful access to services for LEP persons;
- Provide staff with a description of language assistance services offered by LAVTA;
- Provide staff with specific procedures to be followed when encountering an LEP person;
- Provide the bus operations contractor with information on regarding Title VI responsibilities to be shared at safety meetings and through the contractor's monthly newsletter.

**4.4 Communications with LEP Persons*****How LAVTA will provide Communications to LEP Persons****Oral communications:*

- Ensure that Transit Center and Dial-A-Ride Customer Service Representatives have the ability to speak English and Spanish;
- Provide a statement affirming that LAVTA will make reasonable accommodations to provide an interpreter at public hearings and meetings with advance notice.
- Utilize the Public Participation Plan to perform outreach to LEP persons;
- Utilize a language line when a customer calls in and is unable to speak English or Spanish;

*Written communications:*

- Use the services of a professional translation provider to ensure that vital documents are accurate (vital documents are defined as those documents without which a person would be unable to access services);
- Information about LAVTA's non-discrimination policies and information on the local/federal complaint process are provided in Spanish, Chinese and Korean on the LAVTA website and will be provided in other languages upon request;
- The introduction section of the Wheels Bus Book which contains information on fares, accessibility, locations where discount tickets and passes are sold and general riding information is included in all Bus Books in English and Spanish and available upon request in Chinese and Korean. Translations will be updated every other year or when changes to vital information are required;
- The [www.lavta.org](http://www.lavta.org) and [www.wheelsbus.com](http://www.wheelsbus.com) websites can be viewed in Spanish;
- Onboard "take one" flyers containing information about route changes, rider alerts, fare increases and public hearings are provided in English and Spanish;
- Temporary signs at bus stops and transit centers informing customers of any detours or route changes are provided in English and Spanish;

**APPENDIX E: LEP PLAN**

- Interior bus cards displaying cash fare, cost of monthly discount passes and special promotions/campaigns are provided in English and Spanish;
- Interior bus stickers and posters at Transit Center that display safety or system policy information are provided in English and Spanish;
- Interior bus cards with Title VI Information are provided in English and Spanish;
- Include a sentence on the Title VI bus card that information can be provided in Chinese and Korean upon request, written in Chinese and Korean.
- Onboard surveys are provided in English and Spanish;
- Utilize the Public Participation Plan to perform outreach to LEP persons.

**4.5 Monitoring and Updating the LEP plan**

This plan is designed to be flexible, and should be viewed as a “living document.” As such, it is important to consider whether new documents and services need to be made accessible for LEP persons, and also to monitor changes in demographics and types of services.

***How LAVTA will examine and update its LEP Plan***

LAVTA will periodically update the LEP Plan. At a minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the LAVTA service area. The following details the methodology that will be used:

- Record and report on the number of LEP persons encountered annually through LAVTA’s communications with the Hispanic Business Council and working with local Senior Centers;
- Record how many times the language line has been utilized and for which languages;
- Determine how the needs of LEP persons have been addressed;
- Determine the current LEP population in the service area and whether the need for translation services has changed;
- Determine whether local language assistance programs have been effective and sufficient to meet the need;
- Determine whether the transit system’s financial resources are sufficient to fund language assistance resources needed;
- Determine whether LAVTA and its operations providers (e.g. drivers, dispatchers) have fully complied with the goals of this LEP Plan;
- Determine whether complaints have been received concerning the agency’s failure to meet the needs of LEP individuals;

**APPENDIX E: LEP PLAN**

- Obtain input from customers and the general community via LAVTA's Market Segmentation Study, which is conducted every 3 years;
- Obtain rider demographic information from on-board surveys as they are conducted (no less than every 5 years).

**Dissemination of the LAVTA LEP Plan**

The LAVTA LEP Plan will be disseminated to customers and the community as follows:

- A link to the LAVTA LEP Plan and the Title VI Program will be included on the LAVTA website, [www.lavta.org](http://www.lavta.org).
- LAVTA's LEP Plan will also be shared with human service organizations in LAVTA's service area.
- Any person or agency with internet access will be able to access and download the plan from the LAVTA website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person, and will be provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which LAVTA will provide, if feasible.

**5. Contact Information**

Questions or comments regarding the LEP Plan may be submitted to the LAVTA Executive Director as follows:

Michael Tree, Executive Director  
Livermore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551  
Phone: (925) 455-7555  
Fax: (925) 443-1375

**RESOLUTION NO. 03-2016**

\* \* \*

**RESOLUTION OF THE BOARD OF DIRECTORS OF THE  
LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY  
ADOPTING THE LAVTA 2016 TITLE VI PROGRAM**

**WHEREAS**, Title VI of the Civil Rights Act of 1964 requires recipients of federal financial assistance to operate their programs and services without regard to, or discrimination based on, race, color or national origin; and

**WHEREAS**, the Federal Transit Administration (FTA) issued Circular FTA C 4702.1B, effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance for its grantees; and

**WHEREAS**, the above-referenced Circular details required elements of a Title VI Program, which the FTA requires each recipient of FTA grants and assistance to submit every three years to evidence compliance with Title VI; and

**WHEREAS**, the Livermore Amador Valley Transit Authority's (LAVTA), as a recipient of federal financial assistance from the FTA, must submit an updated Title VI Program to the FTA by April 1, 2016; and

**WHEREAS**, LAVTA's Title VI Program must include numerous elements, including but not limited to:

- 1) System-wide service standards and policies, which this Board adopted pursuant to Resolution 05-2013; and
- 2) A Public Participation Plan, which LAVTA adopted in 2008; and
- 3) A plan for engaging persons with limited English proficiency; and
- 4) Information on agency policies, procedures and activities undertaken over the last three years; and
- 5) Information on public outreach undertaken over the past three years.

**WHEREAS**, staff has developed and provided a proposed Title VI Program for Board consideration and approval, including the above-referenced items, evidencing LAVTA's compliance with Title VI (Attachment 1); and

**WHEREAS**, the Executive Director recommends that the Board adopt the proposed 2016 Title VI Program as presented by staff; and

**WHEREAS**, the Projects and Services Committee has reviewed and also recommends that the Board approves the proposed 2016 Title VI Program as presented by staff.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors of the Livermore Amador Valley Transit Authority hereby adopts the LAVTA 2016 Title VI Program, attached as Attachment 1; and

**BE IT FURTHER RESOLVED** that the Board of Directors authorizes the Executive Director to submit the LAVTA Title VI Program to the FTA; and

**BE IT FURTHER RESOLVED** that the Board of Directors authorizes the Executive Director to take any other steps necessary to give effect to this Resolution, including responding to any follow-up inquiries from the Federal Transit Administration.

**PASSED AND ADOPTED** by the governing body of the Livermore Amador Valley Transit Authority (LAVTA) this 1st day of February, 2016.

BY \_\_\_\_\_  
Don Biddle, Chair

ATTEST \_\_\_\_\_  
Michael Tree, Executive Director

Approved as to form:

\_\_\_\_\_  
Michael Conneran, Legal Counsel

**AGENDA**

**ITEM 5 D**



STAFF REPORT

SUBJECT: Resolutions in Support of Application for funding through the Low Carbon Transit Operations Program (LCTOP)

FROM: Angela Swanson

DATE: February 1, 2016

---

**Action Requested**

Staff requests Board approval of Resolution 04-2016 and Resolution 05-2016 in support of a grant application to the Low Carbon Transit Operations Program (LCTOP). These resolutions are a requirement to apply for this funding.

**Background**

Attachment A is a proposed Board resolution which would authorize the Executive Director to apply for specific projects. The resolution is a requirement of the LCTOP Guidelines. Attachment B names the project LAVTA is submitting for funding.

The LCTOP was created by California Senate Bill 862 to provide funding, on a formula basis, for operational or capital expansion projects to reduce greenhouse gas emissions and improve mobility, with a priority on serving disadvantaged communities. The grant funds are derived from California's Cap-and-Trade Program and are the result of quarterly auctions of emission credits for greenhouse gas emitters regulated under Assembly Bill AB 32. Auction proceeds, known as the Greenhouse Gas Reduction Fund (Fund), are then reinvested in various projects to further reduce emissions. In FY2014-15, the initial year of the LCTOP, \$25 million was appropriated. In FY 2015-16, the fund grew to \$100 million. There is a continuous appropriation of 5% of Cap and Trade auction proceeds into the LCTOP and other Cap and Trade programs. The auction proceeds may grow significantly over time as Cap and Trade revenue increases.

LCTOP Guidelines

The guidelines state that the LCTOP is to fund operating and capital projects that will reduce greenhouse gas emissions and improve mobility, with a priority on serving disadvantaged communities. Transit agencies receiving funds from the LCTOP shall submit expenditure proposals listing projects that meet all of the following criteria:

- Support new or expanded bus or rail services, or expanded intermodal transit facilities,
- Enhance or expand transit service to increase mode share,
- Reduce greenhouse gas emissions

Project Eligibility Criteria

The LCTOP specifically requires documentation that each proposed project will achieve a reduction in greenhouse gas emissions. Examples provided include new or expanded transit service, purchase and replacement of vehicles, connections to active transportation, and reduced-fare transit passes. In supporting new or expanded bus or rail services or expanded intermodal transit facilities, projects may include equipment acquisition, fueling, and maintenance, and other costs to operate those services or facilities. Project leads may continue these operating costs in the next years of LCTOP funding. All projects must be consistent with the project lead's most recently adopted short-range transit plan, regional plan, or publicly-adopted plan. For project leads in a Metropolitan Planning Organization area, projects must also be consistent with the Sustainable Communities Strategy. Additionally, capital projects must have a useful life not less than that typically required for capital assets pursuant to State General Obligation Law, with buses or rail rolling stock considered to have a useful of two or more years.

**Discussion**

Staff proposes to use the LCTOP funding as part of the local match requirement for the purchase of two hybrid buses which will operate on the 70X line. Currently, the 70X and 70VX operates using a sub-fleet of 2000 and 2002 PrimeTime Phantom buses configured for commuter seating. All of these buses are scheduled for replacement as part of an order placed with Gillig in 2014 with expected delivery in June 2016.

**Budget**

The project budget is as follows:

<b>Purchase 2 Hybrid 40' Buses</b>	
<b>Funds Source</b>	<b>Amount</b>
FTA 5307 Program Funds	\$1,243,120
LCTOP - Revenue-Based	\$49,753
LCTOP – Population Based	\$203,612
Local Match	\$19,691
<b>Total Budget</b>	<b>\$1,516,176</b>

At LAVTA, bus purchases are funded through the FTA’s 5307 program (80%) and matched with local funds (20%). Local funds are any eligible funds not originating from the federal budget. LAVTA primarily uses local TDA funds for the match. When additional funds like this LCTOP program become available, they can be applied in lieu of a portion or all of the TDA funding. Applying the LCTOP funding to the local match has a positive budget impact as TDA funds are a more flexible funding source that may be used for operating or capital projects or placed in reserves for future use.

**Recommendation**

Staff requests Board approval of Resolution 04-2016 and Resolution 05-2016 in support of a grant application to the Low Carbon Transit Operations Program (LCTOP). The Board resolutions attached will enable staff to apply for LCTOP funding to purchase two hybrid buses.

Attachments:

1. Resolution 04-2016
2. Resolution 05-2016

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

**RESOLUTION 05-2016**

**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY  
BOARD OF DIRECTORS**

**AUTHORIZATION FOR THE EXECUTION OF THE  
CERTIFICATIONS AND ASSURANCES AND AUTHORIZED AGENT FORMS  
FOR THE LOW CARBON TRANSIT OPERATIONS PROGRAM (LCTOP)**

**WHEREAS**, the Livermore Amador Valley Transit Authority is an eligible project sponsor and may receive state funding from the Low Carbon Transit Operations Program (LCTOP) for transit projects; and

**WHEREAS**, the statutes related to state-funded transit projects require a local or regional implementing agency to abide by various regulations; and

**WHEREAS**, Senate Bill 862 (2014) named the Department of Transportation (Department) as the administrative agency for the LCTOP; and

**WHEREAS**, the Department has developed guidelines for the purpose of administering and distributing LCTOP funds to eligible project sponsors (local agencies); and

**WHEREAS**, the Livermore Amador Valley Transit Authority wishes to delegate authorization to execute these documents and any amendments thereto to Michael Tree, Executive Director.

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of the Livermore Amador Valley Transit Authority that the fund recipient agrees to comply with all conditions and requirements set forth in the Certification and Assurances and the Authorized Agent documents and applicable statutes, regulations and guidelines for all LCTOP funded transit projects.

**NOW THEREFORE, BE IT FURTHER RESOLVED** that Michael Tree, Executive Director, be authorized to execute all required documents of the LCTOP program and any Amendments thereto with the California Department of Transportation.

***Certification***

I, Don Biddle, duly appointed and Chairman of the Livermore Amador Valley Transit Authority (LAVTA) Board of Directors do hereby certify that the above is a true and correct copy of a resolution passed and approved by the Livermore Amador Valley Transit Authority (LAVTA) Board of Directors on the 1<sup>st</sup> Day of February, 2016.

\_\_\_\_\_ Chairman  
(Official Position)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_ February 1, 2016  
(Date)

**RESOLUTION #04-2016**

**A RESOLUTION OF THE LIVERMORE AMADOR VALLEY TRANSIT  
AUTHORIZING THE EXECUTION OF THE  
LOW CARBON TRANSIT OPERATIONS PROGRAM (LCTOP) PROJECT:  
PURCHASE OF TWO REPLACEMENT HYBRID BUSES  
USING \$253,365 IN LCTOP FUNDS**

**WHEREAS**, the Livermore Amador Valley Transit Authority is an eligible project sponsor and may receive state funding from the Low Carbon Transit Operations Program (LCTOP) now or sometime in the future for transit projects; and

**WHEREAS**, the statutes related to state-funded transit projects require a local or regional implementing agency to abide by various regulations; and

**WHEREAS**, Senate Bill 862 (2014) named the Department of Transportation (Department) as the administrative agency for the LCTOP; and

**WHEREAS**, the Department has developed guidelines for the purpose of administering and distributing LCTOP funds to eligible project sponsors (local agencies); and

**WHEREAS**, the Livermore Amador Valley Transit Authority wishes to use LCTOP funds to purchase replacement buses and operate them as listed above,

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of the Livermore Amador Valley Transit Authority that the fund recipient agrees to comply with all conditions and requirements set forth in the applicable statutes, regulations and guidelines for all LCTOP funded transit projects.

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of the Livermore Amador Valley Transit Authority that it hereby authorizes the submittal of the following project, the "*Purchase and Operation of Two Replacement Hybrid Buses*" and further authorizes the submittal of a \$253,365 allocation request to the Department in FY 2015-16 for LCTOP funds.

**PASSED AND ADOPTED BY** the governing board of the Livermore Amador Valley Transit Authority on this 1<sup>st</sup> day of February, 2016.

***Certification***

I, Don Biddle, duly appointed and Chairman of the Livermore Amador Valley Transit Authority (LAVTA) Board of Directors do hereby certify that the above is a true and correct copy of a resolution passed and approved by the Livermore Amador Valley Transit Authority (LAVTA) Board of Directors on the 1<sup>st</sup> Day of February, 2016.

Chairman

(Official Position)

(Signature)

February 1, 2016

(Date)

**AGENDA**

**ITEM 6**



**SUBJECT:** Comprehensive Operations Analysis – Preferred Alternative

**FROM:** Christy Wegener, Director of Planning & Communications

**DATE:** February 1, 2016

---

### **Action**

Review proposal; Open the public comment period; Set the public hearing date for March 7 for the Wheels Forward Comprehensive Operations Analysis (COA) preferred alternative.

### **Background**

The Wheels Forward Planning Team has developed a preferred service alternative with a target implementation of January 2017. The map of the preferred alternative is included in Attachment 1 and the route by route details in Attachment 2.

### **Discussion**

Wheels Forward will provide a multi-phase blueprint for improvements to Wheels through 2040, with the highest priority being a more user friendly transit system that achieves greater efficiencies and an increasing number of riders. Convenient and cost-effective transit service requires an appropriate balance of coverage, frequency, and service span. Prior to developing any recommendations, existing ridership, on-time performance, travel patterns, and demographic data were analyzed. Public meetings, stakeholder meetings, an on-line survey, and a non-user household telephone survey all indicated that later service, more frequent service, and better connections to BART are some of the improvements desired most by riders and non-riders.

Initially, three scenarios were developed to illustrate how Wheels fixed-route services could operate in the future. Each of the initial scenarios that were developed were designed to address existing mobility challenges, find new markets, and address operational issues. Four common themes are introduced that guided the development of the scenarios:

- **Improve Ridership and Farebox Recovery Ratio of the Rapid** – The Metropolitan Transportation Commission (MTC) has a mandated 20% farebox recovery ratio (the percentage of costs covered by fares). The Rapid currently only has a farebox recovery ratio of 14-15%. Reducing duplication of service with other routes, changing the alignment to focus on more productive areas, and adding new ridership destinations are all strategies recommended in the scenarios.
- **Improve Access to BART** – The market research and household telephone survey clearly indicated that BART was a primary destination for Tri-Valley residents.

Parking at the BART stations is at capacity, and residents are looking for other options. Improving access was a primary goal of the scenarios.

- **Reduce Duplication of Service** – An examination of the existing system map shows significant overlaps of service. One route in a given corridor is easier for potential riders to understand and reduces the chances that multiple routes are chasing the same market. The scenarios reduce duplication of service between the Rapid, local routes, and County Connection service.
- **Simplify the Service** – The existing service consists of many routes that are one-way loops and include deviations. In addition, several routes have one alignment on weekdays and another on weekends, which is confusing to potential customers. The scenarios focus on reducing one-way loops, making service more direct, and operating consistently seven days a week.

### Public Comments

The preferred alternative was developed based on input in response to the initial three service scenarios. A total of 425 comments about the three service scenarios were received during the open comment period; these include 289 responses to the online (and printed) survey, as well as 96 comments received via email. A memorandum summarizing the comments received during the open comment period October 26 - December 4 is provided in Attachment 3. As a reminder, the first three scenarios that were developed for public comment are provided in Attachment 4.

The most frequent comment received was from Stoneridge Creek retirement facility, where the residents strongly favored Route 14 in scenario #3. Additional comments were received from 70X riders, from Vocational Flight Resources (VFR) on Airway Blvd, and from existing Route 2 passengers who were not in favor of losing bus service in any scenario.

The preferred alternative does not match exactly with any of the initial scenarios, but instead is a hybrid with elements of each, along with new elements. The overall goal of the preferred alternative is to improve ridership and utilization of the service. The outreach and market assessment indicate that there is more demand for service than there are existing resources. These recommendations are intended to offer options for improving service within the existing budget. Accordingly, not all comments can be addressed in the preferred alternative.

### Service Design Guidelines

In November 2015, the Board approved a series of service design guidelines intended to provide a framework for future route planning decisions. The following design guidelines were used in developing the preferred alternative:

- **Headways/Frequency:** There is a clear role for a frequent BART feeder network within the Wheels Bus system. An effort should be made to maximize frequency on major arterials that act as extensions to the BART system (Dublin Blvd., Santa Rita Road, Stanley Blvd.)
- **Direct Alignments:** Routes should be designed to operate as directly as possible to maximize average speed for the bus and minimize travel time for passengers while maintaining access to service.

- **Route Alignment:** Routes should ideally operate along the same alignment in both directions to make it easy for riders to know how to return to their trip origin location.
- **Spacing Between Routes.** To maximize use of operating resources and avoid duplication of services, routes should in most cases be spaced to duplication of service in the same corridor.
- **Route Deviations:** Routes should not deviate from the most direct alignment unless there is a compelling reason.
- **Transfers.** If routes are to be made relatively direct and frequent, it may not always be necessary to provide “one-seat” rides between riders’ origins and destinations. Connections should be designed to be as seamless as possible, with relatively frequent service and timed connections at key hubs (BART, Transit Center)
- **Route Consistency:** Routes should follow the same pattern when in operation. Route variants that only operate during parts of the day or on weekends should be avoided if possible to improve ease of understanding.
- **Stop Spacing:** The distance between stops is a key element in balancing transit access and service efficiency. Where possible, stops should be located one quarter to one third of a mile apart.

#### Major Highlights of Preferred Alternative

The preferred alternative includes a realignment of resources in order to provide 15-minute “Rapid” service on Route 10, and extend the hours of the existing Rapid line (Route 30). The recommendation to operate a second Wheels bus line with 15-minute BART feeder service increases the likelihood that ridership will improve, especially along Santa Rita corridor in Pleasanton. Currently, Wheels’ 15-minute BART feeder service is available to 11,976 households and 27,220 jobs within a ¼ mile of the route; in the preferred alternative, these numbers increase to 18,263 households and 32,758 jobs within a ¼ mile of a 15-minute BART feeder route. Additional major highlights include:

- **Route 2 –** Service is eliminated; replaced with a demonstration project named *Wheels-On-Demand*. Wheels-On-Demand will utilize real-time, dynamic ridesharing in the East Dublin area instead of a large, fixed-route bus.
- **Route 3 –** Route is eliminated in Dublin and realigned in Pleasanton to provide a direct connection between the East Dublin/Pleasanton BART Station and the Stoneridge Mall.
- **Route 8 –** Route is realigned to a bi-directional line between the East Dublin/Pleasanton BART Station and south Pleasanton. Route will no longer operate on Santa Rita Road (service will be provided by Route 10).
- **Route 10 –** Service is increased to every 15-minutes during the day on Weekdays. Route truncated at the Livermore Transit Center and the East Dublin/Pleasanton BART Station.
- **Route 11 –** Route is realigned to connect to the Vasco Road ACE Station
- **Route 12 –** Route is eliminated (see Rapid, below)
- **Route 14 –** Route is realigned to provide service from central Livermore to the San Francisco Premium Outlets, Stoneridge Creek retirement facility, and Stoneridge Drive to the East Dublin/Pleasanton BART Station
- **Route 15 –** Service is increased to every 30-minutes all day on Weekdays

- Route 20x – Service is eliminated and replaced with a pilot vanpool program for Lawrence Livermore Lab employees. Details forthcoming.
- Rapid (Route 30) – Route is realigned to serve Las Positas College and Dublin Blvd, replacing the local 12 service; route terminates at the West Dublin Pleasanton BART Station and no longer directly serves Stoneridge Mall. Route is proposed to run 7-days per week.

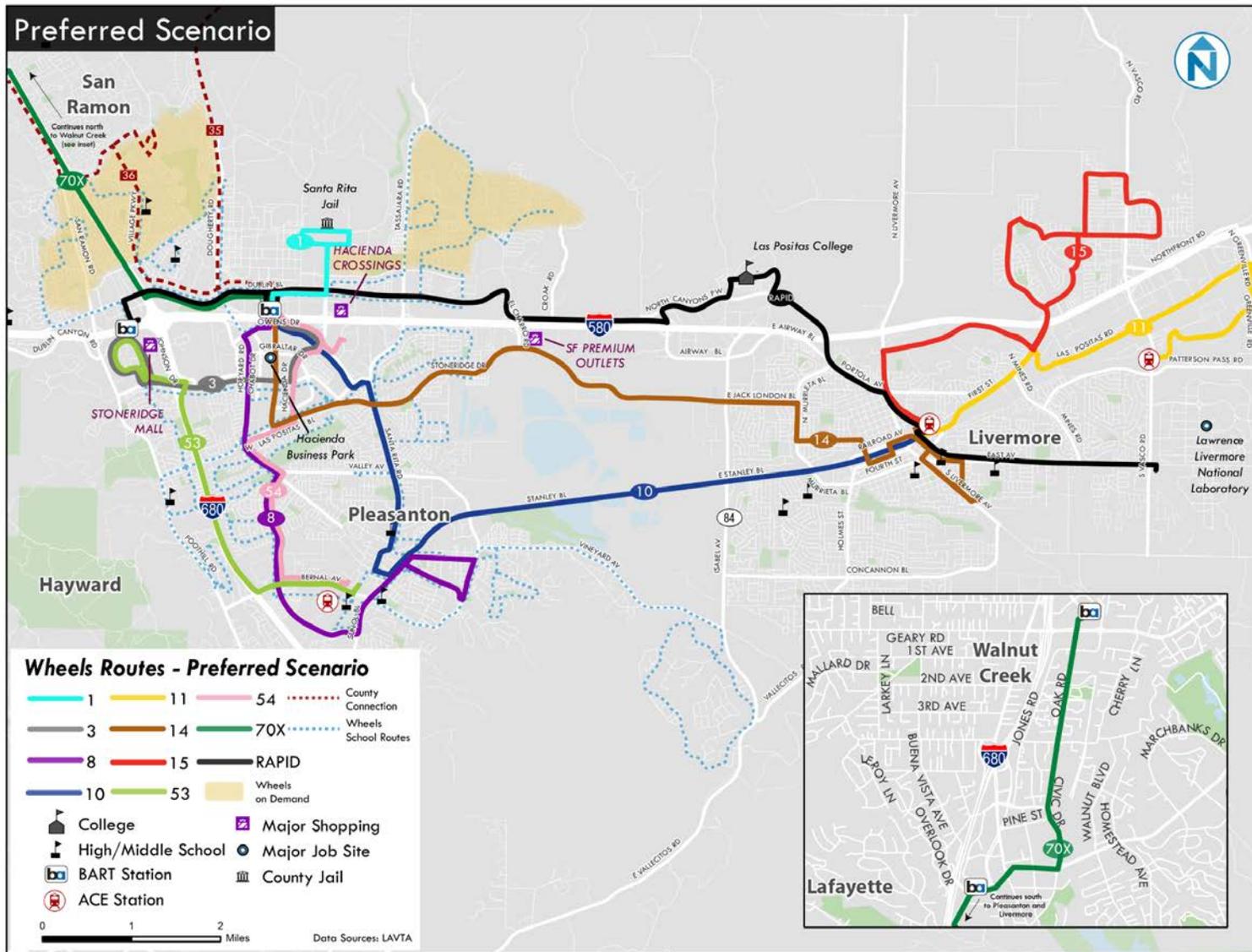
**Action Requested**

The Projects and Services Committee recommends that the Board open the public comment period from February 1 – March 11, 2016; and set the public hearing date for March 7, 2016 for the COA Preferred Alternative.

**Attachments:**

1. Preferred Alternative Map
2. Preferred Alternative Service Details
3. Comments Received on Service Scenarios
4. Wheels Forward Three Service Scenario Maps

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



## Route 1 – Santa Rita Jail to E. BART

Route 1 is a feeder route for the E Dublin/Pleasanton BART station whose only unique market is service to the Santa Rita jail and the Rose Pavilion. Route 1 is a one-way loop which ensures out-of-direction travel on any round trip. Route 1 duplicates segments of Routes 2, 12, and 9. Recommendations for Route 1 are designed to create a unique market for Route 1, and include:

- **Operate as a connector between East Dublin/Pleasanton BART to the Santa Rita Jail** – This recommendation will provide bi-directional service between the Jail, employers along Hacienda Drive, and BART. It will reduce duplication of service with other routes in both Dublin and Pleasanton. The Rose Pavilion stops will no longer be served, but are within a 0.4 mile walk of frequent Route 10 service.
- **Interline Route 1 with a restructured Route 3 and Route 8**

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	6:00 - 21:00	8:00 - 21:00	8:00 - 21:00

Headways (min)	Weekday	Saturday	Sunday
AM peak	30	60	60
Midday	60	60	60
PM peak	30	60	60
Evening	60	60	60

## Route 2 – E. BART to Dublin Ranch to E. Bart

Route 2 is a feeder route for the E Dublin/Pleasanton BART station that operates during peak hours only. Its markets are service to BART as well as to Fallon Middle School. The route includes a circuitous one-way loop, and it carries few riders. Recommendations include:

- **Replace Route 2 with a demonstration project named *Wheels-On-Demand*. Wheels-On-Demand will utilize real-time, dynamic ridesharing in the East Dublin area instead of a large, fixed-route bus.**
- **Add school tripper trips in area currently served by Route 2**

## Route 3 – E. BART to Stoneridge Mall

Route 3 is a peak-only feeder route serving two BART stations. Despite 30-minute peak frequency, Route 3 is a very low performing route. The alignment is circuitous, difficult to understand, and requires out-of-direction travel. It is a peak only route on weekdays, and operates one direction in the morning and another in the afternoon. Two County Connection routes (35 and 36) provide service between the Dublin/Pleasanton BART station and the area of Dublin served by Route 3. Recommendations for Route 3 include:

- **Delete segments serving Village Parkway and Dougherty Road** – Ridership is low in these areas and County Connection serves these corridors. County Connection has similar fares and accepts transfers from Wheels as well.

- **Restructure Route 3 to feed BART and serve area around Stoneridge Mall**– Route 3 would operate bi-directionally between the two Dublin/Pleasanton BART stations, serving the Hacienda Business Park and Stoneridge Mall.
- **Extend Route 3 span of service to 1:00 a.m.**
- **Operate seven days a week**
- **Interline Route 3 with a restructured Route 1 and Route 8 before 9:00 p.m., and with Route 10 after 9:00 p.m.**

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	6:00 – 1:00	8:00 – 1:00	8:00 – 1:00

Headways (min)	Weekday	Saturday	Sunday
AM peak	20	60	60
Midday	40	60	60
PM peak	20	60	60
Evening	40	60	60
Night	60	60	60

### Route 8 – E. BART to Downtown Pleasanton

Routes 8A and 8B are feeder routes that operate as large counter-clockwise and clockwise loops on weekdays, with several differences in route deviations. There are three different variants of this route, depending on day and time. The following recommendations are made for Route 8:

- **Create a consistent bi-directional route between BART and Pleasanton** – Route 8 would operate the same alignment, seven days a week. The Santa Rita segments of the route would no longer be served by Route 8, but instead be served by more frequent Route 10 service.
- **Streamline Route 8 so that it can operate hourly all-day, seven days a week** - The deviations into the Bernal Business Park would be eliminated due to low ridership.
- **Operate the existing Kottinger loop seven days a week**
- **Operate every 30 minutes during peak periods, and hourly during the off peak**
- **Interline with Route 1 and Route 3**
- **Expand span of service until 9 p.m. on Sundays**

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	6:00 - 21:00	8:00 - 21:00	8:00 - 21:00

Headways (min)	Weekday	Saturday	Sunday
AM peak	30	60	60

Midday	60	60	60
PM peak	30	60	60
Evening	60	60	60

## Route 9 – E. BART/California Center/Hacienda Business Park

Route 9 is a feeder route designed as a short collector to distribute BART passengers to the Hacienda Business Park. Despite operating every 15 minutes during peak periods, ridership is very low. Recommendations for Route 9 include:

- **Delete Route 9 due to low productivity.** Route 9 would be replaced by enhanced Route 10 service, a revised Route 3, a revised Route 14, and Route 54 service.

## Route 10 – Livermore, Pleasanton, Dublin, E. BART

Route 10 is one of LAVTA's strongest performers. Route 10 has several different variants. During early mornings and late evenings, and weekends (when Rapid is currently not operating), Route 10 is extended to serve Stoneridge Mall. In Livermore, not all trips are extended to the East Avenue terminus. The East Avenue and Stanley Boulevard segments duplicate the Rapid. Recommendations include:

- **Terminate Route 10 at the Livermore Transit Center to reduce duplication with Rapid on East Avenue.** Rapid would continue to serve East Avenue, including new service on evenings and weekends.
- **Improve weekday frequency to every 15 minutes during peak and midday hours** – This will improve the ability for Livermore and Pleasanton residents to access BART, and will facilitate transferring to other local routes along the alignment.
- **Operate Route 10 at 30 minute service during Saturdays and Sundays** – Waits at BART will still be reasonable, but this will also enhance connections with other LAVTA routes, including Route 15, 3, 8, and 1.
- **Cease the extension to Stoneridge Mall** – A restructured Route 3 will make that connection 7 days a week.
- **Interline with Route 3 after 9:00 p.m.**

## Span and Headway

	Weekday	Saturday	Sunday
Span of Service	4:30 AM - 1:00 AM	5:30 AM - 1:00 AM	6:00 AM - 12:45 AM

Headways (min)	Weekday	Saturday	Sunday
Early AM	30	45	-
AM peak	15	45	45
Midday	15	30	30
PM peak	15	30	30
Evening	30	45	45
Night (after 9 p.m.)	60	60	60

## Route 11 Transit Center to Greenville Road and Vasco Road ACE

Route 11 is a peak only service that connects the Livermore Transit Center with employment sites in northeast Livermore. Service is every 45 minutes, and ridership is low. Recommendations include:

- **Extend to Vasco Road ACE Station** – Route 11 would be converted to a bidirectional route between Livermore Transit Center and the Vasco Road ACE station, serving the industrial area in between. In the morning, the route would connect to two ACE trains at Vasco Road, and another ACE train at the Transit Center. In the afternoon, it would connect with three ACE trains at Vasco Road. This will improve connections for the many workers who live in the San Joaquin Valley and work in the industrial area.
- **Adjust schedule to operate every 60 minutes to facilitate transfers** – Transfers to Route 10 and 15 could be made at the Livermore Transit Center for all trips in both directions, which should increase the ridership market.

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	6:12 – 9:02 16:12 – 19:02		

Headways (min)	Weekday	Saturday	Sunday
AM peak	60		
Midday			
PM peak	60		
Evening			

## Route 12 – Livermore Transit Center to E. BART

Route 12 connects Livermore with Las Positas College and Dublin. Route 12 duplicates Route 10 and Rapid service on Stanley Boulevard. Route 12 duplicates Rapid service on Dublin Boulevard. The unique market of Los Positas College is the defining feature of Route 12. Recommendations for Route 12 include:

- **Consolidate Route 12 with Rapid** – With the recommendation to revise the Rapid to serve Las Positas College, Route 12 no longer has a unique market. Rapid would serve the Dublin Boulevard segments and a restructured Route 14 would serve the Livermore segments of the existing Route 12.

## Route 12X – Livermore Transit Center to E. BART Express

Route 12X is designed to be an express version of Route 12 that skips Las Positas College during peak times. Route 12X and Route 20 are interlined, so the same vehicle does both. Route 12X is does not attract significant ridership. Recommendations for Route 12X include:

- **Delete route due to low ridership and duplication with Rapid**

## Route 14 West Livermore – Outlet Mall – E. Dublin BART

Route 14 is a feeder/circulator route in Livermore that has above average ridership. Recommendations include:

- **Extend Route 14 to Dublin via Stoneridge** – This recommendation would transform Route 14 from a neighborhood circulator to a regional connector. It will also provide one-seat ride service from multiple Livermore neighborhoods to BART and employment areas in Pleasanton. Route 14 would be extended to serve Jack London, San Francisco Premium Outlets, Hacienda Business Park, and the E. Dublin BART station. This route would also address one of the biggest requests for service to Stoneridge Creek. Route 14 would operate within ¼ mile of the LAVTA facility on Rutan Court, but not serve it directly. The route would also serve the Civic Center Library seven days a week, which was a frequent request by the public.
- **Operate on weekends** – Route 14 would operate on weekends. Employer access to the Premium Outlets is one of the prime drivers of this recommendation.

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	7:00 - 22:00	8:00 – 22:00	8:00 – 22:00

Headways (min)	Weekday	Saturday	Sunday
AM peak	30	60	60
Midday	60	60	60
PM peak	30	60	60
Evening	60	60	60
Night (after 9 p.m.)	60	60	60

### Route 15 – Livermore Transit Center to Springtown

Route 15 is productive feeder route in Livermore. Recommendations include operating Route 15 every 30-minutes all day on Weekdays.

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	6:00 - 23:58	6:02 - 21:48	7:02 - 20:48

Headways (min)	Weekday	Saturday	Sunday
Early AM	60	-	-
AM peak	30	60	60
Midday	30	60	60
PM peak	30	60	60
Evening	60	60	60
Night (after 9 p.m.)	60	60	-

## Route 20X – BART to Vasco Road to Transit Center

Route 20X is a Primary route that travels on I-580 to the LLNL via Vasco Road. Despite travel time between BART and Lawrence Livermore National Laboratory being quicker on Route 20X, fewer than 15 people a day are making this trip. Recommendations for Route 20X include:

- **Delete Route 20X service due to low ridership** – there are insufficient numbers of passengers to warrant express service between BART and the employment areas of East Livermore.
- **Replace Route 20X with BART-Based Vanpool Service**– Currently, there are less than 10 daily riders between BART and the LLNL using Route 20X. A vanpool(s) will be better able to match times with BART and be able to distribute riders within the Lab itself. Vans would be parked in reserved parking spaces at the East Dublin/Pleasanton BART station. Users would drive vans to the LLNL in the morning and return to BART in the afternoon/evening.

## Route 51 – Transit Center to Civic Library

Route 51 is a feeder route that operates only in the afternoons and evenings. Almost the entire route is served more frequently by Route 14. Recommendations for Route 51 include:

- **Consolidate Route 51 with Route 14.** Ridership response for a separate Route 51 has not materialized.

## Route 53 Pleasanton ACE Station to W. BART

Route 53 provides a peak-hour connections between ACE trains and BART and has very high productivity. No changes are recommended to Route 53.

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	5:36 – 8:41 15:55 – 19:16		

Headways (min)	Weekday	Saturday	Sunday
AM peak	25 - 75		
Midday			
PM peak	60		
Evening			

## Route 54 – Pleasanton ACE Station to Hacienda / E. BART

Route 54 provides peak-hour connections between ACE trains and BART, but is designed to circulate through the Hacienda business park. Ridership is relatively high, especially near the BART station. Recommendations for Route 54 include:

- **Streamline route** – To provide faster travel times, streamline the route to serve Bernal, Hopyard, Las Positas, Hacienda, Owens, and Rosewood. The deviation to serve Bernal Business Park would be eliminated due to low ridership.

- **Connect BART to Rosewood Commons** - Current out-of-service trips from between the BART and ACE would stop at Rosewood Commons to provide a direct connection between the employment site and BART.

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	5:36 – 8:23 15:47 – 18:19		

Headways (min)	Weekday	Saturday	Sunday
AM peak	65 - 75		
Midday			
PM peak	60		
Evening			

## Route 70X and 70XV – Pleasant Hill BART to E. Dublin BART

Routes 70X and 70XV are peak bi-directional express routes between the Dublin/Pleasanton BART line and the Pittsburg/Bay Point line at Walnut Creek and Pleasant Hill. Productivity for Route 70X is better than 70XV.

Recommendations include:

- **Consolidate the Route 70XV trips into Route 70X** – Route 70XV does not show the ridership to support a separate targeted trip. This trip should convert to a Route 70X trip and provide more frequency to the stronger market.

### Span and Headway

	Weekday	Saturday	Sunday
Span of Service	5:43 – 8:53 16:00 – 19:10		

Headways (min)	Weekday	Saturday	Sunday
AM peak	30		
Midday			
PM peak	30		
Evening			

## MEMORANDUM

To: Michael Tree, Christy Wegener, and Cyrus Sheik  
From: Thomas Wittmann, Sam Erickson, Victor Stover  
Date: January 15, 2016  
Subject: Summary of Public Comments on the LAVTA COA Scenarios

---

### SURVEY PURPOSE

Three alternative scenarios were presented to the public to illustrate potential LAVTA Wheels service changes. These scenarios took into account existing ridership, on-time performance, travel patterns, and demographic data, as well as input from public meetings, and surveys. The scenarios were:

- Scenario 1: Coverage – maintains much of the existing network
- Scenario 2: Core – focuses on core routes in the Wheels service area
- Scenario 3: Hybrid – combines elements of a coverage-based system and a core network system

### OUTREACH

The public was asked to comment on these scenarios via an online survey, the LAVTA website, and at public meetings. There were 289 responses from the online survey, of which 255 specified a preference for a scenario. This includes online surveys that were printed and submitted in paper format, including 163 paper surveys received from Stoneridge Creek in favor of Route 14 in Scenario 3. There were 96 comments submitted on the LAVTA WheelsForward website, of which 46 specified a preference for one of the scenarios. Public meetings held at the end of October included 11 people at the meeting at Amador Valley High School in Pleasanton, 7 at Las Positas College in Livermore, and 7 at the Dublin Civic Center meeting. Twenty comments were received from these meetings. Of those, six specified a preference for one of the scenarios. And although not tied to any of the scenarios, about 20 letters were also submitted in favor of keeping Route 2 in the Wheels network.

These results described below are qualitative in nature because the quantitative results cannot be considered statistically significant because the survey was not a random sample. Residents of the Stonecreek Retirement Community made up a large number of responses for both the WheelsForward website and the online survey. In some instances people filled out comments at a public meeting and on the WheelsForward website, and there is no way of knowing whether some respondents also filled out a survey resulting in preferences being accounted for more than once.

### MAJOR FINDINGS

Of those who specified a preference, Scenario 3 (Hybrid) was chosen by approximately 60% of the survey respondents, over 95 % of website comments, and all of the public meeting attendees. Approximately one-third of survey respondents preferred Scenario 1 (Coverage). Although there

was some overlap on the elements of each plan, there were only a few routes that received specific feedback. The main themes included:

- Support for service to Stoneridge Creek Retirement Community (Scenario 3 only)
- Support for increased service to Las Positas College (Scenario 2 and Scenario 3)
- Fear of Route 2 being eliminated (all scenarios)
- Concern that the consolidation of 70X and 70XV service would mean reduced service (Scenarios 1 and 3), and opposition to the elimination Route 70X/70XV (Scenario 2)

## DETAILED QUALITATIVE RESULTS

### Coverage Scenario 1 Comments:

- This was the second most popular choice among the public respondents.
- People who preferred this option supported offering the most Rapid service between Livermore and BART as possible. Others defended eliminating routes that had low ridership.
- Among those who preferred other alternatives, the most common comments revolved around the 70X and Route 2, even though the 70X was not proposed to be eliminated in this scenario, and Route 2 was proposed for elimination in all three scenarios.
- Interestingly, there were no comments on changes to routes 3 or 14.
- The elimination of Route 2 in this scenario was a concern for several people.
- People liked the service to the airport, which is lacking in the other two scenarios.

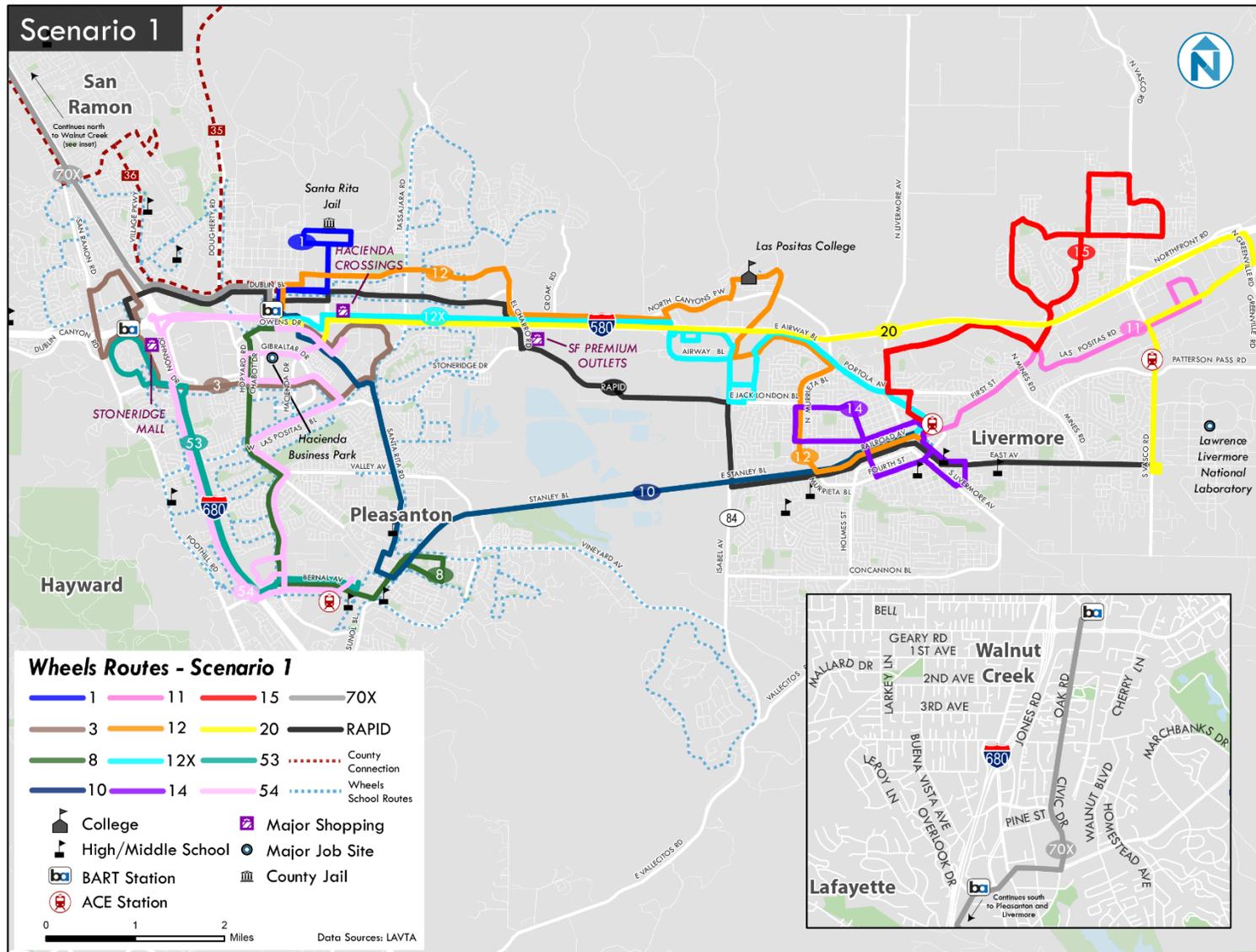
### Core Scenario 2 Comments:

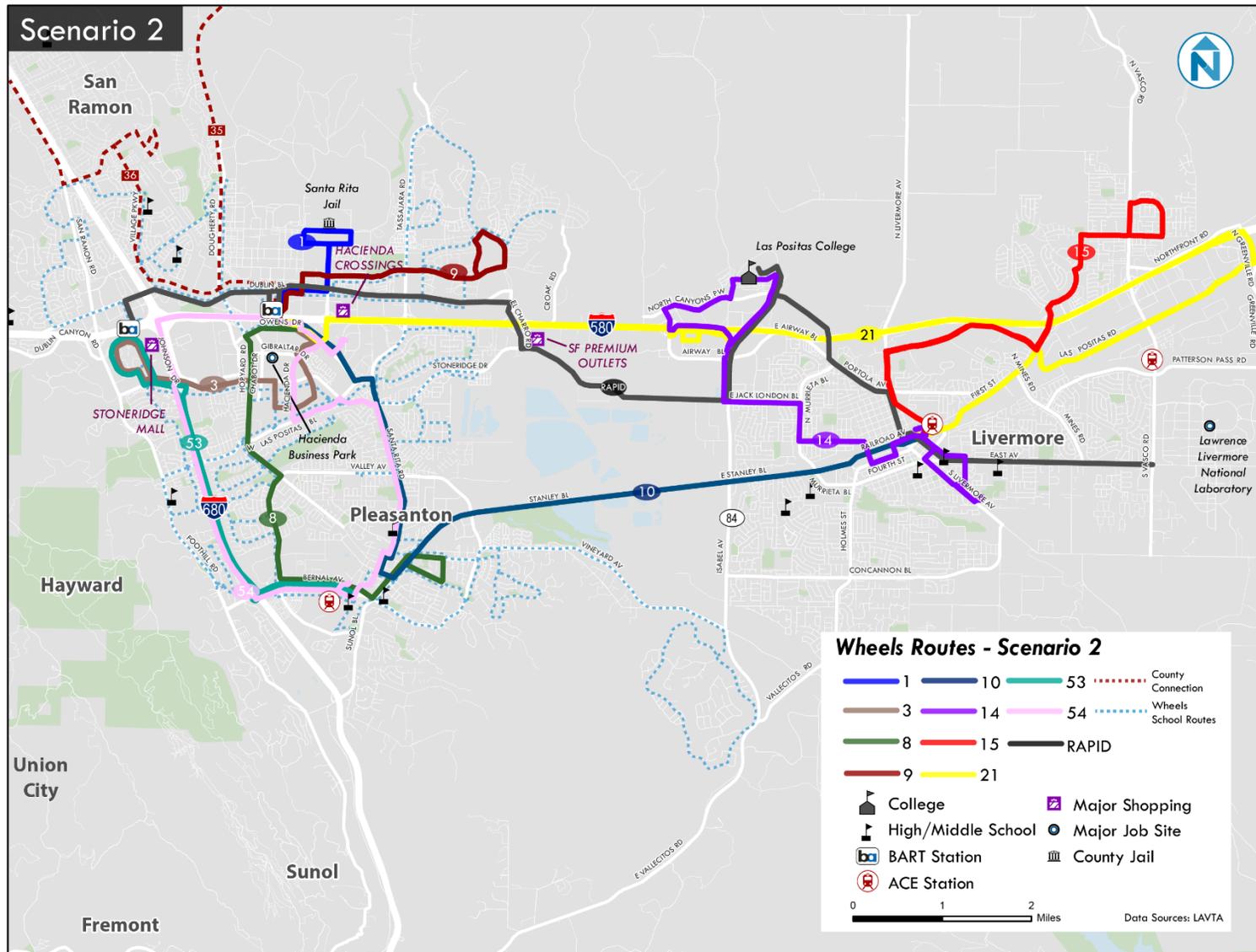
- This was the least favorable choice among respondents. Overall, comments stated that other scenarios were better options, and that this plan would cause people to incur much larger transportation costs.
- Among those that liked Scenario 2, the elements of the plan they commented on were also present in Scenario 3, such as weekend service, more service to Las Positas College, and consolidating Route 12.
- Of the respondents that did not like this scenario, the overwhelming concern was that Route 70X/XV was slated to be eliminated. Route 2 being eliminated was also brought up, although as mentioned before, this recommendation was true under all scenarios. People who work near the airport did not like the scenario because it would eliminate service to their workplace.

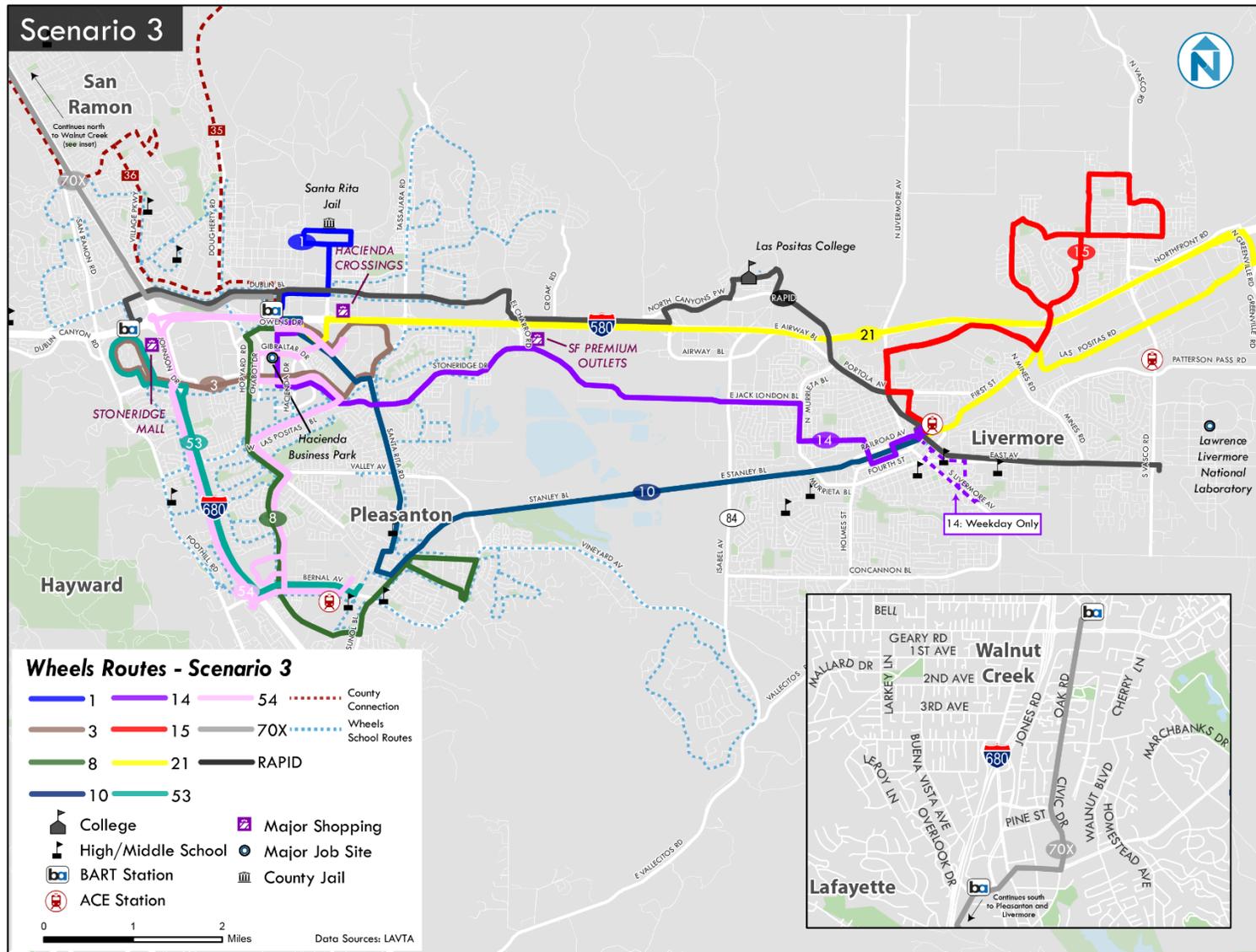
### Hybrid Scenario 3 Comments:

- This alternative was the most popular choice, and was preferred by approximately 60% of online survey respondents.
- The Stoneridge Creek Retirement Community was well represented in the survey, which was clear in the comments. The new coverage to this facility was very well received.

- The proposed changes to Route 70X received a significant number of comments, with many people okay with the proposed changes as long as they could still get to work at the same times on the weekdays.
- People also favored additional service to Las Positas College, and the changes to Route 14 in Livermore.
- The elimination of Route 2 remained a common area of concern for respondents, as did the elimination of service near the airport.







**AGENDA**

**ITEM 7**



## EXECUTIVE DIRECTOR'S REPORT

February 2016

### 1. **Statistics: Ridership Increases and Complaints/Preventable Accidents**

The month of December 2015 included a 2.0% ridership increase on the fixed route system over December of the previous year. Additionally, ridership on the Paratransit system was up 18% in December over the previous year. Staff provided a presentation to the Project & Services Committee on various ways in which the agency is working to better manage the paratransit system.

With complaints on the fixed route system, the industry standard is 1 per 10,000 boardings. The month of December on the Wheels fixed route system was 1 complaint per 31,699 boardings and YTD Wheels is 1 per 11,959 boardings. In regard to preventable accidents, the industry standard is 1 per 100,000 miles. In the month of December the Wheels fixed route system had 1 preventable accident per 84,059 miles and YTD Wheels is at 1 preventable accident per 115,410 miles.

### 2. **Tri-Valley Regional Rail Advisory Group**

The Tri-Valley Regional Rail Advisory Group will be meeting for the first time on February 10<sup>th</sup> from 1:30pm to 4PM here at the LAVTA offices. It is expected that they will work on some governance issues, receive a historical and current conditions report with rail, and discuss goals and objectives moving forward.

### 3. **Comprehensive Operational Analysis**

Included in your LAVTA Board Packet for February is the Preferred Alternative. The planning efforts represent improvements in the Wheels fixed route system that will generate both short and long-term ridership increases through a focus on providing more quality public transportation to key destinations and greater numbers of households.

### 4. **Wheels Rebranding Study**

The Wheels Request for Proposals will be advertised in February. The successful consulting team will look at LAVTA services and offer recommendations on improving our brands. This is a project that will be complementary to the planning work being done by the agency and will be a key to success in launching improvements in the near future.

### 5. **Second Electric Bus Grant Submitted**

On January 28<sup>th</sup> the agency's second grant in the last three months was submitted for 8 all-electric buses and on-route charging systems. This grant is through the Air Quality Resources Board. Notifications on successful grant applicants will likely take place in April.

#### Attachments

1. Management Action Plan w/updates
2. Board Statistics November FY16
3. FY16 Upcoming Committee Items

# FY2016 Goals, Strategies and Projects

Last Updated– January 25, 2016

## MANAGEMENT ACTION PLAN (MAP)

Goal: Service Development						
Strategies (those highlighted in bold indicate highest Board priority)						
<ol style="list-style-type: none"> <li>1. <b>Provide routes and services to meet current and future demand for timely/reliable transit service</b></li> <li>2. Increase accessibility to community, services, senior centers, medical facilities and jobs</li> <li>3. <b>Optimize existing routes/services to increase productivity and response to MTC projects and studies</b></li> <li>4. <b>Improve connectivity with regional transit systems and participate in BART to Livermore project</b></li> <li>5. Explore innovative fare policies and pricing options</li> <li>6. Provide routes and services to promote mode shift from personal car to public transit</li> </ol>						
Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Comprehensive Operational Analysis (COA)	<ul style="list-style-type: none"> <li>• Development of RFP/Selection of Contractor</li> <li>• Completion of scope of work</li> <li>• Approval of route improvements</li> </ul>	DP	Projects/ Services	Mar 2015 Feb 2016 Apr 2016	→ Project awarded to Nelson/Nygaard. → Service Design Guidelines approved by Board. First and second round of public workshops completed. Comments on 3 service alternatives received. <u>Draft preferred alternative created. P&amp;S Committee has provided comment. Board to review at Feb 1<sup>st</sup> meeting. Draft timeline is to open public comment in February and conduct Public Hearing March 7<sup>th</sup>.</u>	X
Short Range Transit Plan (SRTP is a 10-year plan)	<ul style="list-style-type: none"> <li>• Create preferred alternative</li> <li>• Create 10-year SRTP based on direction of planning efforts.</li> </ul>	DP	Projects/ Services	Apr 2016	→ Preferred alternative in draft form → Kickoff meeting held with consultant team on August. Consultant will rewrite COA to meet MTC SRTP specs. SRTP nearing completion in draft form. Project on schedule to be completed in April of 2016.	
Long Range Transit Plan (LRTP is a 30 year plan)	<ul style="list-style-type: none"> <li>• COA planning firm will conduct the LRTP</li> </ul>	DP	Projects/ Services	Apr 2016	→ LRTP to be completed after approval of preferred alternative of COA.	

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Schedule Development	<ul style="list-style-type: none"> <li>Develop timetables for each route, with time points, running times and schedules.</li> </ul>	DP	Projects/ Services	Apr 2016	→ This project will begin after preferred alternative is identified in COA.	
Fare Analysis	<ul style="list-style-type: none"> <li>Evaluate fare analysis proposal of firm with best COA submittal</li> <li>Fare analysis conducted with COA/SRTP/LRTP project.</li> <li>Implement fare changes</li> </ul>	DP	Projects/ Services	Feb 2015 Apr 2016 Aug 2016	→ Fare analysis awarded to Nelson/Nygaard.  → Draft fare analysis received by staff for comment. Approval by board to be considered after approval preferred alternative in April.	X
BART to Livermore	<ul style="list-style-type: none"> <li>Provide guidance on bus routes in four alternatives being considered as part of the environmental study. Coordinate with LAVTA COA/Short &amp; Long Range Planning. Establish Advisory Group to provide input on rail planning in region.</li> </ul>	DP	Projects/ Services	Jun 2016	→ Staff and Nelson/Nygaard providing ongoing feedback on bus routes within four alternatives. Feedback provided on street design in specific plan for development adjacent to BART station on Isabel.  → LAVTA Board approved a Tri-Valley Regional Rail Advisory Group. Member agencies have selected a representative. <u>First meeting being scheduled for February 10<sup>th</sup>.</u>	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
MTC Plan Bay Area Update	<ul style="list-style-type: none"> <li>• Provide technical expertise</li> <li>• Ensure that LAVTA Short/Long Range Plans are incorporated into County Long Range Transportation Plan and then the MTC Plan Bay Area Update.</li> <li>• Participate in public workshops to ensure Priority Development Areas and public transit in Tri-Valley area is adequately planned.</li> </ul>	DP	Projects/ Services	<p>May 2015</p> <p>Apr 2016</p> <p>Apr 2016</p>	<p>→ MTC convened meeting with staff</p> <p>→ LAVTA preferred alternative and short range plan to be approved in April.</p> <p>→ Project/budget spreadsheets submitted for business as usual model to 2040. Capital asset inventory and maintenance plan submitted. MTC working on performance standards for major projects.</p>	X
ACTC County Transit Study	<ul style="list-style-type: none"> <li>• Serve on TAC and participate in public workshops.</li> <li>• Ensure that LAVTA Short/Long Range Plans are incorporated into Study</li> </ul>	DP	Projects/ Services	<p>Feb 2015</p> <p>Apr 2016</p>	<p>→ Staff has attended TAC meetings and provided input on key activity centers in Tri-Valley and performance standards. Key activity center incorporated into LAVTA preferred alternative. <u>Staff provided table for COA efforts/input at ACTC community input workshop in January.</u></p>	
ACTC Tri-Valley Integrated Park & Ride Study	<ul style="list-style-type: none"> <li>• Serve on TAC</li> <li>• Ensure that LAVTA Short/Long Range Plans are incorporated into study.</li> </ul>	DP	Projects/ Services	<p>Sept 2015</p> <p>Apr 2016</p>	<p>→ Nelson/Nygaard has begun LAVTA planning work and will contact project consultant to coordinate work.</p> <p>→ Kickoff meeting with DKS and project TAC held. DKS has provided draft existing conditions report and draft travel behavior/market analysis report for comment.</p>	

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
CCTA: I-680 Express Bus Study/I-680 Transit Investment & Transit Relief Study	<ul style="list-style-type: none"> <li>Serve on TAC and participate in public workshops.</li> <li>Ensure that LAVTA Short/Long Range Plans are incorporated into study.</li> </ul>	DP	Projects/ Services	Dec 2015  Apr 2015	→ Projects are ongoing. Geographic focus on Walnut Creek to Dublin. Existing conditions report completed. Main options being explored at this point include bus rapid transit in combination with ITS options. Bus on shoulder option being explored in combination with the abovementioned.	
Clipper Project	<ul style="list-style-type: none"> <li>Policy development</li> <li>Site work</li> <li>Installation</li> <li>Implementation</li> </ul>	DP	Projects/ Services	Jul 2015  Jul 2015  Sept 2015  Nov 2015	→ Day Pass Accumulator Approved. Amended MOU approved.  → Site work has been finished. Equipment install completed on buses. Testing in progress. Employers in Tri-Valley being notified of Clipper progress.  Training of on-board and ticket-office terminal equipment done. Customer service and operator training done.  →Customer service training occurred in early October. Operator training done. Go-live successful on Nov 1, 2015.	X  X  X  X
Dublin Signalization improvements, queue jumps on Dublin Blvd	<ul style="list-style-type: none"> <li>Feasibility study for queue jumps on lanes</li> <li>Secure final FTA approvals and transfer the FHWA funds to FTA to admin</li> <li>Engineering of signalization improvements and queue jumps</li> </ul>	DP	Projects/ Services	Jan 2016  Mar 2016  Jun 2017	→Scope of Work completed. Feasibility study underway with Kimley Horn. Expect results early Feb.  →FTA moving to TRAMs from TEAM program. Launch delays slowing the application processing. Expect done in Feb.  →Once FTA done, staff will select consultants to design and build project.	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
----------	-----------------	-------	-----------------	-------------	--------	-----------

**Goal:** Marketing and Public Awareness

**Strategies (those highlighted in bold indicate highest Board priority)**

- 1. Continue to build the Wheels brand image, identity and value for customers**
2. Improve the public image and awareness of Wheels
3. Increase two-way communication between Wheels and its customers
- 4. Increase ridership, particularly on the Rapid, to fully attain benefits achieved through optimum utilization of our transit system**
5. Promote Wheels to New Businesses and residents

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Website Redesign	<ul style="list-style-type: none"> <li>Develop/Advertise RFP/Evaluate proposals/execute contract</li> <li>New website goes live</li> </ul>	DP	Projects/ Services	Mar 2015	→RFP advertised. Planeteria awarded contract	X
				Dec 2015	→ <u>Draft final version of website reviewed by staff. Final graphics and design work being performed. New website is live.</u>	X
Social Media Engagement	<ul style="list-style-type: none"> <li>Development of LAVTA goals with Facebook/Twitter</li> </ul>	DP	Projects/ Services	Jun 2016	→Regular sweepstakes initiated to engage Facebook/Twitter followers. Goal is 1,500 “likes” from customers and residents in service area (currently nearing 600). <u>New sweepstakes in February.</u>	
Phone App w/Real Time Info	<ul style="list-style-type: none"> <li>MTC reviewing funding availability on secured grant.</li> <li>Create scope of work/RFP</li> <li>Phone app live</li> </ul>	DP	Projects/ Services	Mar 2015 Mar 2016 Aug 2016	→ Funding has been allocated and staff is awaiting MTC clearance to begin project. Scope of work being created. Presentations made to staff from RideRite, Transloc, and Double Map.	

Underlined text indicates changes since last report.

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Google Transit Trip Planner	<ul style="list-style-type: none"> <li>• Submit data for review/approval to Google</li> </ul>	DP/Exec Dir	Projects/Services	Sept 2015	→ Most trip planning in US is done through Google Trip Planner. Google Trip Planner available online. Will be on homepage of new website, which is scheduled to go live in December.	X
	<ul style="list-style-type: none"> <li>• Go live with planner on new website</li> </ul>			Oct 2015		X
Wayfinding at BART Stations	<ul style="list-style-type: none"> <li>• Plan new wayfinding signage</li> </ul>	DP/Exec Dir	Projects/Services	Feb 2015	→ Staff has taken pictures and provided conceptual of wayfinding signage to BART.  → <u>BART contact out for surgery through January. Project in a holding pattern.</u>	X
	<ul style="list-style-type: none"> <li>• Seek funding and install signage</li> </ul>			Jun 2016		
High School Ambassador Project	<ul style="list-style-type: none"> <li>• Finalize program</li> </ul>	DP/Exec Dir	Projects/Services	April 2015	→ Applications for Ambassadors being developed for all high schools. No students signed up for program. Regrouping for sign-ups in September.  → Six applicants selected. Training of ambassadors performed in December. <u>First report to board in Mar.</u>	X
	<ul style="list-style-type: none"> <li>• Appoint ambassadors and train</li> </ul>			Aug/Sept 2015		
	<ul style="list-style-type: none"> <li>• Implementation of program</li> </ul>			Oct 2015		
LAVTA Marketing/Rebranding Project	<ul style="list-style-type: none"> <li>• Create RFP</li> </ul>	DP/Exec Dir	Projects/Services	Jan 2016	→ Project to look at agency logo, naming and logos of services, and bus paint/graphics design. <u>Rework of scope being finalized. RFP to be advertised beginning Feb 1<sup>st</sup>. Successful firm to begin work in Mar and conclude work in Jun.</u>	X
	<ul style="list-style-type: none"> <li>• Award consultant</li> </ul>			Mar 2016		
	<ul style="list-style-type: none"> <li>• Finish project</li> </ul>			Jun 2016		

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Comprehensive Dial-A-Ride Rider Publication	<ul style="list-style-type: none"> <li>Review dial-a-ride policies</li> <li>Publisher to design and create publication.</li> </ul>	DP/ Exec Dir	Projects/ Services	Mar 2016 Apr 2016	→ Staff currently reviewing policies. Looking to insert policy regarding reasonable modification rules into document.	
Dial-A-Ride Customer Service Survey	<ul style="list-style-type: none"> <li>Hire consultant/Develop Survey/Conduct Survey</li> <li>Report to Board survey results</li> </ul>	DP/ Exec Dir	Projects/ Services	Oct 2015 Nov 2015	→ Scope of work finalized. RFQ will be issued the week of 9/21. <u>Awarded to Invictus. Survey completed and being presented in Nov committee meeting.</u>	X X
<p><b>Goal: Community and Economic Development</b></p> <p><b>Strategies (those highlighted in bold indicate highest Board priority)</b></p> <p>1. Integrate transit into local economic development plans</p> <p>2. Advocate for increased TOD from member agencies and MTC</p> <p><b>3. Partner with employers in the use of transit to meet TDM goals &amp; requirements</b></p>						
<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
ACTC: Measure BB Transit Student Pass Program	<ul style="list-style-type: none"> <li>Attend ACTC meetings on student pass program development.</li> <li>Assist in the development of a timeline for policy and project implementation</li> </ul>	DP	Projects/ Services	Jun 2016 TBD	→ Staff assisted ACTC in interviewing/scoring the potential consultants. Contract in award process. Last meeting with TAC included discussion on current programs with transit operators that could hint as to how program might move forward. Expect Tri-Valley to be a demonstration area. Next meeting Jan 27 <sup>th</sup> .	

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Explore TOD Partnerships	<ul style="list-style-type: none"> <li>Explore TOD partnership near Livermore TC</li> </ul>	Ex Dir/ GPM	Finance/ Admin	Jul 2016	→ Discussed Livermore TC TOD project with city staff. Mtgs held with TOD experts at BART. Grant submitted to Caltrans 12/31 to fund feasibility study for TOD project.	
City of Livermore Ridership Development Study	<ul style="list-style-type: none"> <li>Provide technical assistance and attend public meetings</li> </ul>	DP	Projects/ Services	Jun 2016	→ Specific Plan being drafted for 1,000+ acres adjacent to BART/Isabel station. Provided input on SWAT analysis from a transit perspective. Also provided input on street design/streetscape in specific plan. Staff attended public workshop in November.	
Las Positas College Student, Faculty, Staff Pass Program	<ul style="list-style-type: none"> <li>Develop guidelines for pass</li> <li>Discuss financing of pass program, including student fee and potential demonstration project</li> <li>Implementation of pass demonstration project to coincide with implementation of COA improvements.</li> </ul>	Exec Dir	Projects/ Services	Nov 2015  Dec 2015  Apr 2016	→ Researching appropriate cost of pass for pilot program with 8,000/year purchased. Chabot college vote failed. Made presentation to Student Senate in Sept and received positive feedback on developing college ridership/student pass. <u>Exploring a Try Transit week at college to market Wheels.</u> Met with administration in Dec to <u>discuss Easy Pass 1-year pilot program that could coincide with implementation of improvements.</u> Attempting to assemble <u>\$100k for project through college/foundation/ACTC, etc.</u>	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
----------	-----------------	-------	-----------------	-------------	--------	-----------

**Goal:** Regional Leadership

**Strategies (those highlighted in bold indicate highest Board priority)**

- 1. Advocate for local, regional, state, and federal policies that support mission of Wheels**
2. Support staff involvement in leadership roles representing regional, state, and federal forums
3. Promote transit priority initiatives with member agencies
4. Support regional initiatives that support mobility convenience

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Tri-Valley Regional Rail Advisory Group	<ul style="list-style-type: none"> <li>• Creation of Advocacy Group</li> <li>• Establish goals and regular meeting schedule</li> </ul>	Exec Dir	Projects/ Services	<p>Oct 2015</p> <p>Jan 2016</p>	→ Board approved the Advisory Group in October. Representatives of member agencies chosen. <u>First meeting being planned for February 10<sup>th</sup>.</u>	
2016 Legislative Plan	<ul style="list-style-type: none"> <li>• Research on common issues within regional planning agencies and transit agencies</li> <li>• Creation of 2016 Legislative Plan and review/approval by the Board</li> </ul>	Exec Dir	Finance/ Admin	<p>Dec 2015</p> <p>Jan 2016</p>	→ Research being done on emerging priorities at state and federal level. <u>2016 Legislative Plan approved by Board in January.</u>	<p>X</p> <p>X</p>

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
-----------------	------------------------	--------------	------------------------	--------------------	---------------	------------------

**Goal: Organizational Effectiveness**

**Strategies (those highlighted in bold indicate highest Board priority)**

1. Promote system wide continuous quality improvement initiatives
2. Continue to expand the partnership with contract staff to strengthen teamwork and morale and enhance the quality of service
- 3. Establish performance based metrics with action plans for improvement; monitor, improve, and report on-time performance and productivity**
4. HR development with focus on employee quality of life and strengthening of technical resources
5. Enhance and improve organizational structures, processes and procedures to increase system effectiveness
6. Develop policies that hold Board and staff accountable, providing clear direction through sound policy making decisions

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Trapeze Viewpoint Software	<ul style="list-style-type: none"> <li>• Work through custom software issues</li> </ul>	DP/ Exec Dir	Projects/ Services	Dec 2015	→ Software installed at LAVTA. Custom reports being created with assistance of Trapeze. Bugs identified and fixed. Staff actively using software to monitor OTP and for planning activities.	X
Performance Metrics Improvement	<ul style="list-style-type: none"> <li>• Staff setting up aggressive monitoring of key performance metrics. <i>Focus on actions to improve on time performance (OTP).</i></li> </ul>	DP	Projects/ Services	July 2016	→ Changes made to routes 70X, 15, 53, 54, 3. Incentive program established with drivers. Tracking of OTP and operators leaving yard on-time happening on a daily basis.	X

**Goal: Financial Management**

**Strategies (those highlighted in bold indicate highest Board priority)**

- 1. Develop budget in accordance with strategic Plan, integrating fiscal review processes into all decisions**
2. Explore and develop revenue generating opportunities
3. Maintain fiscally responsible long range capital and operating plans

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
-----------------	------------------------	--------------	------------------------	--------------------	---------------	------------------

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Leasing Opportunities at Atlantis	<ul style="list-style-type: none"> <li>Conduct outreach to private and non-profit organizations.</li> <li>Work with agency attorney to bring good offers to the Board for consideration.</li> </ul>	Exec Dir	Finance/ Admin	Nov 2015	→ LAVTA and Google staff working on final version of lease agreement. Attorneys have approved agreement. Agreement signed in December. <u>Google has begun to use the facility.</u>	X
FY15 Comprehensive Annual Financial Report	<ul style="list-style-type: none"> <li>Complete financial audit and all required reporting to Board, local, regional and state agencies.</li> </ul>	DA	Finance/ Admin	Dec 2015	→ Audit completed Oct 2015. Final presentations to Board Dec 7, 2015.	X
<i>Other:</i>						
Bus Shelter Rehab/Replacement Project	<ul style="list-style-type: none"> <li>Refinish Rapid bus shelter benches</li> <li>Dozens of bus shelters throughout the system have reached their life expectancy and are in need of rehabilitation or replacement.</li> </ul>	DA	Projects/ Services	Jun 2016  Jun 2016	→ Glass/stripping repair of Rapid shelters completed. 43 benches to be rehabbed this fiscal year.  → Bus stop inventory of current conditions completed. Planning underway to phase rehabilitation of shelters.	
Bus Shelters for Routes 501, 502, and 503 in City of Dublin	<ul style="list-style-type: none"> <li>Plan financing mechanism for purchase and installation of bus shelters in residential areas, to include ADA upgrades.</li> <li>Construct improvement and install shelters.</li> </ul>	Exec Dir	Projects/ Services	Jun 2016  TBD	→ Meeting held with Dublin School District to look at how many bus shelters might be needed and to discuss potential funding sources. Exploring with City and School District funding opportunities.	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Security Lighting at Transit Facilities (Bus Shelters)	<ul style="list-style-type: none"> <li>• Purchase security lighting in/at bus shelters in high priority areas</li> <li>• Install lighting. Focusing on key corridors with a high level of evening service.</li> </ul>	DA	Projects/ Services	Mar 2016 Aug 2016	→ Funded through FY14 & FY15 CalOES Security Program ,(Total \$73,392). Funds released Jan '16.  <u>Installation will focus on key corridors identified and programmed for night service in COA.</u>	
Replace Info Stations on Kiosks at Livermore Transit Center	<ul style="list-style-type: none"> <li>• Get quotes for repairs and complete project</li> <li>• Replace Info Stations at Kiosks</li> </ul>	DA	Projects/ Services	Dec 2015	→ Info kiosks at Livermore Transit Center have been vandalized over several years. Staff replacing 12 custom info stations on kiosks. Info stations arrived and were installed in October.	X X
Historic Train Depot Relocation at Livermore Transit Center	<ul style="list-style-type: none"> <li>• Negotiate acceptable terms for rehab of Depot to be used for customer service.</li> <li>• Create agreement</li> </ul>	Exec Dir / GPM	Projects/ Services	Sept 2015 Nov 2015	→LAVTA has been meeting regularly with City staff. Environmental work nearing completion. Final location set for passenger island. <u>Agreement signed in November.</u> <u>Working with A/E team on electrical, security, interior and circulation design issues.</u>	X X
Audio/Video Project in LAVTA Board room	<ul style="list-style-type: none"> <li>• Plan out project</li> <li>• Contractor Award</li> </ul>	DA	Projects/ Services	Jan 2016 Feb 2016	→ This project is not funded in FY16 budget. Staff working with experts to plan the project. Looking to include in budget at mid-point of budget cycle, pending overall performance of budget.	
2016 Gillig Bus Purchase (20 buses)	<ul style="list-style-type: none"> <li>• Board approval of purchase. Purchase order and notice to proceed to Gillig.</li> <li>• Final details for buses performed with Gillig.</li> </ul>	DA	Projects/ Services	Aug 2014 Dec 2015	→ Approval granted in mid-2014.Purchase order and notice to proceed provided to Gillig.  →LAVTA met with Gillig in Dec to finalize details on buses. Buses scheduled for deliver in July/August of 2016.	X X

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
2017 Gillig Bus Purchase (20 buses)	<ul style="list-style-type: none"> <li>LAVTA releases RFP for minimum of 12 hybrid replacement buses in consortium</li> <li>Agreement and notice to proceed to manufacturer</li> </ul>	DA	Projects/ Services	Dec 2015 Nov 2017	→ <u>RFP has been advertised. Electric bus option within the RFP. RFP due in May of 2016.</u>	
Atlantis Phases I, II Fare Vault Project	<ul style="list-style-type: none"> <li>Phases I and II completed with exception of \$134,000 in miscellaneous projects (funded).</li> <li>Select vendor for Fare Vault.</li> <li>Select engineer for design</li> <li>Bid and perform construction. Close grant.</li> </ul>	Exec Dir	Projects/ Services	Feb 2015 Oct 2015 Oct 2015 Mar 2016	<p>→ \$134,000 left for future improvements. Fare vault is selected as project.</p> <p>→ Genfare GFI selected vendor. Working on contract.</p> <p>→ OLMM selected engineer. Working on a contract.</p> <p>→ Awaiting planning.</p>	X
Atlantis Phases III, IV, V, VI	<ul style="list-style-type: none"> <li>Conduct review of current Atlantis project and cost estimates. Confirm space requirements and location with COA/SRTP/LRTP planning efforts</li> <li>Work with local, regional, state and federal entities to procure funding for Atlantis.</li> </ul>	Exec Dir/ GPM	Projects/ Services	Jun 2016 Ongoing	<p>→ Staff review finds latest space requirements correct for Atlantis. Will confirm the spacing requirements, etc. through near future planning process.</p> <p>→ ACTC and MTC have both had briefings on Atlantis and the need for a larger facility. Additional RM2 funding not an option at this point. Atlantis in ACTC and MTC planning documents.</p>	

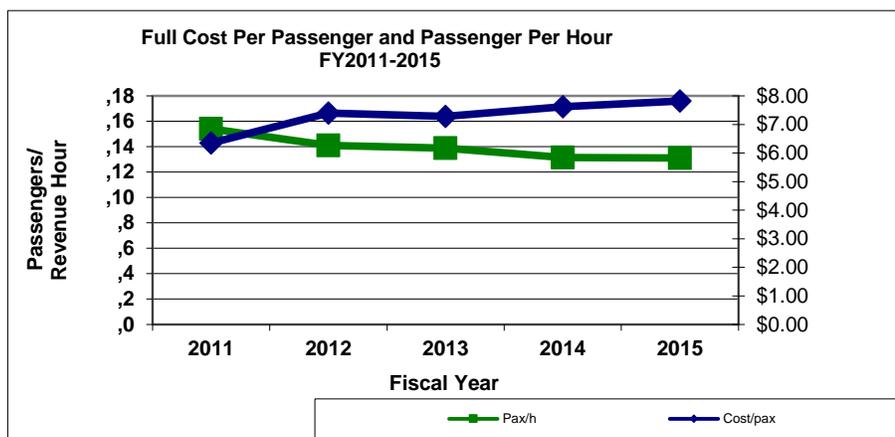
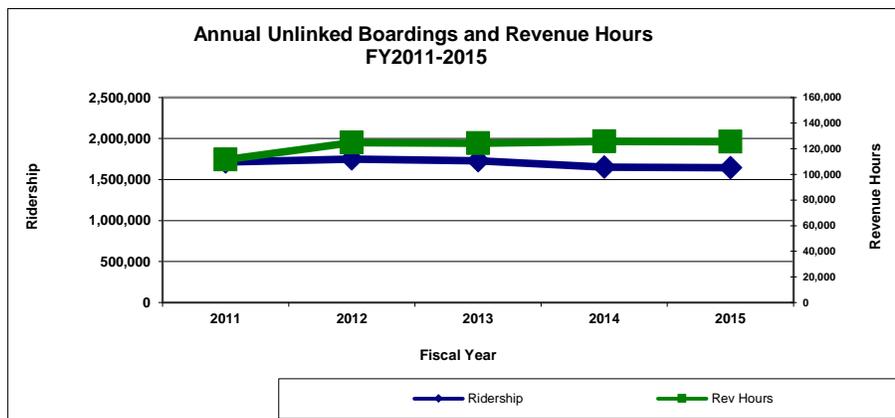
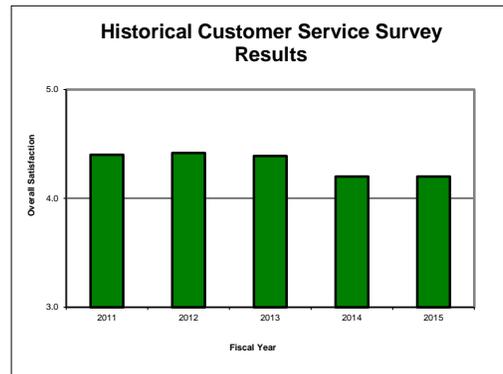
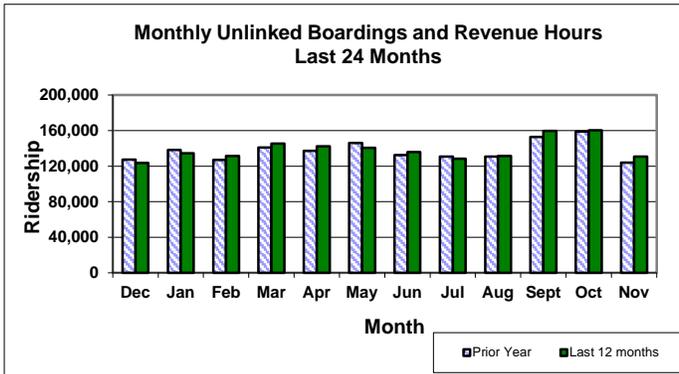
Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Atlantis Security Video Equipment Project	<ul style="list-style-type: none"> <li>Identify and spec the type of security system desired at Atlantis. To include license plate camera.</li> <li>Issue IFB for equipment and install.</li> <li>Award Contract/Install equipment.</li> </ul>	DA	Projects/ Services	Dec 2015 Jan 2016 Mar 2016	→ Cal OES transit security grant, funding by Prop 1B. - \$36,696. Project underway. Completion in February.	
Rutan Rehabilitation Projects (Shop Floor and Parking Lot Rehab/ADA Improvements).	<ul style="list-style-type: none"> <li>\$537,000 grant awarded for shop floor replacement and for parking lot improvements.</li> <li>Initiate and execute procurement for Shop Floor Replacement.</li> <li>Initiate and execute procurement for parking lot slurry sealing and ADA upgrades</li> </ul>	DA/ Exec Dir  GPM/ Ex Dir	Projects/ Services	Dec 2015 May 2016 May 2016	<p>→ Grant funds available</p> <p>→ IFB issued and bids rejected due to non responsiveness. Reissuing the IFB.</p> <p>→ <u>Kimley Horn preparing scope of work and spec'ing the ADA upgrade requirements. Expect to bid project in March.</u> Shop floor project under contract. To be completed within the next 130 days.</p>	X
Rapid Projects	<ul style="list-style-type: none"> <li>Identify remaining projects to fix productivity issues on Rapid. Also complete Rapid shelters.</li> </ul>	Exec Dir	Projects/ Services	Mar 2016	→ Approximately \$300,000 in federal funding remaining for Rapid project. Staff working with FTA to keep in abeyance until planning completed to fix the Rapid productivity. Conference calls with FTA in September and October included draft Rapid improvement plans and discussion on handling movement of bus stops. Shelter inventory provided list of incomplete Rapid shelters.	

## Monthly Summary Statistics for Wheels

**December 2015**

### FIXED ROUTE

	December 2015			% change from one year ago		
Total Ridership FY 2015 To Date	837,165			2.0%		
Total Ridership For Month	126,794			2.5%		
Fully Allocated Cost per Passenger	\$8.48			0.5%		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Average Daily Ridership	5,281	2,104	1,246	3.7%	-0.4%	-12.1%
Passengers Per Hour	12.2	11.2	10.9	3.9%	-1.2%	-12.1%
	December 2015			% change from last month		
On Time Performance	80.4%			0.6%		



# Monthly Summary Statistics for Wheels

December 2015

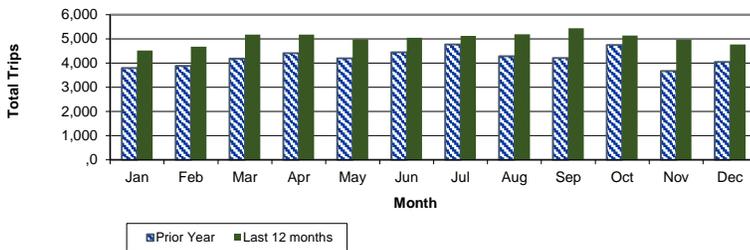
## PARATRANSIT

General Statistics	December 2015	% Change from last year	Year to Date
Total Monthly Passengers	4,767	18.0%	30,612
Average Passengers Per Hour	1.60	-51.5%	
On Time Performance	97.2%	-1.4%	
Cost per Trip	\$32.51	2.0%	
Number of Paratransit Applications	57	137.5%	255
Calls Answered in <1 Minute	89.10%	-4.4%	

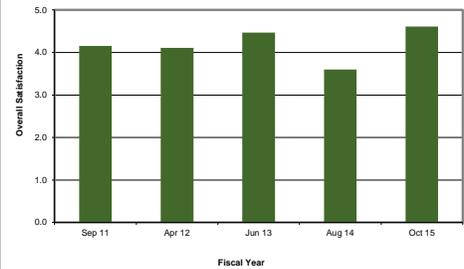
\*37 applications out of 57 were from Pleasanton Nursing & Rehab

Missed Services Summary	December 2015	Year to Date
1st Sanction - Phone Call	24	24
2nd Sanction - Written Letter	0	0
3rd Sanction - 15 Day Suspension	0	0
4th Sanction - 30 Day Suspension	0	0
5th Sanction - 60 Day Suspension	0	0
6th Sanction - 90 Day Suspension	0	0

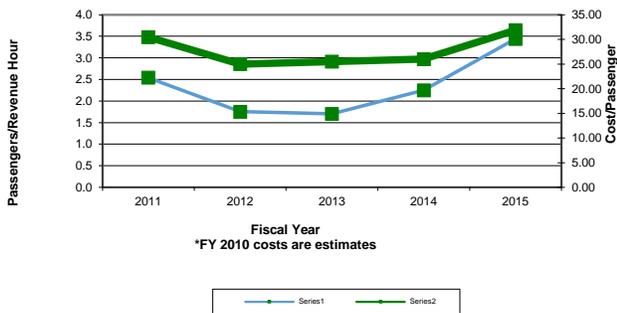
Paratransit Monthly Unlinked Boardings, Last 24 Months



Historical Customer Service Survey Results



Paratransit Full Cost Per Passenger and Average Passengers Per Hour FY2011-2015



## Monthly Summary Statistics for Wheels

**December 2015**

<b>SAFETY</b>							
ACCIDENT DATA	December 2015				Fiscal Year to Date		
	Fixed Route		Paratransit		Fixed Route		Paratransit
<b>Total</b>	6		0		27		0
Preventable	2		0		9		0
Non-Preventable	4		0		18		0
<b>Physical Damage</b>							
Major	0		0		1		0
Minor	6		0		24		0
<b>Bodily Injury</b>							
Yes	0		0		8		0
No	6		0		19		0

MONTHLY CLAIMS ACTIVITY	Totals
<b>Amount Paid</b>	
This Month	\$1,909.88
To Date This Fiscal Year	\$71,820.34
<b>Budget</b>	\$100,000.00
<b>% Expended</b>	72%

<b>CUSTOMER SERVICE - ADMINISTRATION</b>		
CATEGORY	Number of Requests	
	December 2015	Year To Date
Praise	0	0
Bus Stop	0	16
Incident	0	0
Trip Planning	1	3
Fares/Tickets/Passes	4	11
Route/Schedule Planning	5	39
Marketing/Website	2	11
ADA	1	6
<b>TOTAL</b>	13	86

<b>CUSTOMER SERVICE - OPERATIONS</b>								
CATEGORY	FIXED ROUTE				PARATRANSIT			
	VALID	NOT VALID	UNABLE TO VALIDATE	VALID YEAR TO DATE	VALID	NOT VALID	UNABLE TO VALIDATE	VALID YEAR TO DATE
Praise	0	0	0	6	0	0	0	1
Safety	0	4	0	7	0	0	0	0
Driver/Dispatch Courtesy	1	4	1	5	1	0	2	2
Early	1	1	0	2	0	0	0	0
Late	2	0	2	21	0	0	1	2
No Show	0	1	0	17	1	1	1	1
Incident	0	0	0	0	0	0	0	0
Driver/Dispatch Training	0	0	0	10	0	0	3	3
Maintenance	0	0	0	1	0	0	0	0
Bypass	0	0	0	7	0	0	0	0
<b>TOTAL</b>	4	10	3	70	2	1	7	8
<b>Valid Complaints</b>								
Per 10,000 riders	0.32							
Per 1,000 riders					0.42			

## LAVTA COMMITTEE ITEMS - FEBRUARY 2016 - JUNE 2016

### Finance & Administration Committee

#### February

	Action	
Minutes	X	
Treasurers Report	X	X
Quarterly Budget & Grants Report		
	X	
		Info

#### March

	Action	
Minutes	X	
Treasurers Report	X	
Annual Org Review	X	
		Info

#### April

	Action	
Minutes	X	
Treasurers Report	X	
Funding Resolutions - TDA, STA, RM2, Measure B	X	
Preliminary Budget	X	X
10 Year Projections		
		Info

#### May

	Action	
Minutes	X	
Treasurers Report	X	
LAIF	X	
FTA Triennial Review	X	
Final Budget	X	X
Quarterly Budget & Grants Report		
Clipper Fare Approval	X	
		Info

#### June

	Action	
Minutes	X	
Treasurers Report	X	
Funding Resolution - PTMISEA	X	
Funding Resolutions - 5307 and 5309	X	

# LAVTA COMMITTEE ITEMS - FEBRUARY 2016 - JUNE 2016

## Projects & Services Committee

### February

	Action	Info
Minutes	X	
Quarterly Operations Report		X
Quarterly Marketing Report		X

### March

	Action	Info
Minutes	X	
Final COA Recommendations	X	
Alameda County Fair and Fourth of July Service	X	
Pleasanton Summer School Service	X	

### April

	Action	Info
Minutes	X	
Relocation of Livermore Historic Train Depot		X
Draft Employer Pass Program		X

### May

	Action	Info
Minutes	X	
WAAC Appointments	X	
FY2017 Marketing Work Plan	X	
Quarterly Operations Report		X
Quarterly Marketing Report		X

### June

	Action	Info
Minutes	X	
DAR Policy Modification	X	
DAR Ridership Increase Analysis		X
Interim Schedule Adjustments to Improve OTP		X
COA Update		X