

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

WHEELS Accessible Advisory Committee

Meeting

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

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

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

AGENDA

	Action Recommended by Staff	
1. Call to Order		3:30
A. Approval of Agenda and Modifications if necessary		
2. Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)		3:35
3. Minutes of October 28, 2015 Meeting of the Committee (please review prior to meeting)	Discussion & Approval	3:40
4. Comprehensive Operational Analysis (COA) Update	Information	3:45

5. Dial-A-Ride Customer Satisfaction Survey	Information	4:00
6. FY Quarter 1 DAR Operational Analysis	Information	4:10
7. Dial-A-Ride Comprehensive Riders Guide	Information	4:20
8. PAPCO Report	Information	4:30
9. Next WAAC Meeting – March 8, 2016 (for COA Presentation)	Discussion	4:35
10. Dial-A-Ride Operational Issues – Suggestions for Changes	Discussion	4:40
11. Fixed Route Operational Issues – Suggestions for Changes	Discussion	4:50
12. Adjournment		5:00

Next meeting Tuesday, March 8, 2016, 3:00pm

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

Jennifer Suda

12/23/15

LAVTA Administrative Services Department

Date

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*Executive Director
Livermore/Amador Valley Transit Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551
Fax: 925.443.1375
Email: frontdesk@lavta.org*

AGENDA

ITEM 3



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

WHEELS Accessible Advisory Committee

DATE: Wednesday, October 28, 2015

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

TIME: 3:00 p.m.

MINUTES

1. Call to Order

The Vice-Chair Herbert Hastings called the meeting to order at 3:01 pm.

Members Present:

Herb Hasting	Alameda County
Sue Tuite	Alameda County – Alternate
Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Shirley Maltby	City of Pleasanton
Glenn Hage	City of Pleasanton – Alternate
Russ Riley	City of Livermore
Nancy Barr	City of Livermore
Mary Anna Ramos	City of Livermore – Alternate
Pam Deaton	Social Services Member
Amy Mauldin	Social Services Member
Jennifer Cullen	Social Services Member
Esther Waltz	PAPCO Representative

Staff Present:

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

- 2. Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)**

None.

- 3. Minutes of the July 1, 2015 Meeting of the Committee**

Approved.

Costello/Maltby

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

The Wheels COA developed three service alternative scenarios. The primary goal of the LAVTA COA is to improve transit service in the Tri-Valley area. Convenient and cost-effective transit service requires an appropriate balance of coverage, frequency, and service span.

Each of the three scenarios that have been developed are designed to address existing mobility challenges, find the most productive markets, and address operational issues. The overall goal of the scenarios is to improve ridership and utilization of service.

Thomas Wittmann is the Project Manager for the COA and presented the three service scenarios to the WAAC.

The committee member gave their feedback on the presented scenarios.

- 5. Paratransit Comprehensive Assessment**

Staff discussed with the committee a plan to complete an overall assessment of LAVTA's Paratransit service delivery model and an evaluation of Paratransit services in the Tri-Valley. As the volume of Dial-A-Ride trips has increased dramatically over the years staff is looking at how to plan for future and, through discussions with the Pleasanton Paratransit Service, recommends completing a comprehensive assessment of paratransit services in the Tri-Valley.

- 6. Para-Taxi Ridership Summary**

Staff provided the committee with the Para-Taxi statistics, the ridership has increased over the years. The program is a cost-effective transportation alternative for both the rider and the agency.

- 7. First and Neal Bus Stop Update**

The solar kit for the First and Neal stops has been ordered. Staff is waiting on official approval from the City of Pleasanton before installation can begin.

8. LAVTA ADA Paratransit Eligible Rider Database

Staff reported that as October 21, 2015 there were 1,494 eligible riders in its Regional Eligibility Database (RED). During the current fiscal year staff has seen an usually high influx of applications from one of the Tri-Valley nursing homes.

9. LAVTA's ADA Paratransit Service Area

Staff discussed a recent request to provide direct Dial-A-Ride service to newly opened Kaiser facility in San Ramon, which is outside of the current Dial-A-Ride boundaries. Staff said that the Wheels Dial-A-Ride service area will be looked at during the paratransit comprehensive assessment study.

10. PAPCO Report

Esther Waltz gave a PAPCO report.

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

Amy Mauldin talked about a regional trip from Hayward where the East Bay Paratransit's driver did not have the correct passenger information in his manifest and refused a ride.

10. Fixed Route Operational Issues – Suggestions for Changes

Herb Hastings said that he is working with the staff as well as the board members on improvements for two bus stops – one of them being a Rapid stop at the Bankhead and the other one on First and Neal.

11. Adjourn

The meeting was adjourned at 5 pm.

AGENDA

ITEM 5



STAFF REPORT

SUBJECT: Dial-A-Ride Passenger Survey 2015

FROM: Kadri Klm, Paratransit Planner

DATE: January 6, 2016

Action Requested

None. This is an informational item only.

Background

LAVTA performs annual Dial-A-Ride passenger surveys to assess passenger satisfaction in order to continually improve service.

Methodology

The 2015 annual Dial-A-Ride customer satisfaction survey was conducted between October 26 and October 28, 2015 via telephone by randomly calling currently active Dial-A-Ride passengers. Active riders are those who have used Dial-A-Ride at least once within the last twelve months. The survey was administered by a third party surveyor, and a total of 100 Dial-A-Ride surveys were completed. The results are statistically reliable at 95% confidence interval ± 8.5 point margin of error.

The surveyors asked the passengers to rate Dial-A-Ride service on a 1-to-5 scale (5 being highest and 1 being lowest) on a variety of topics, including the reservation process, pick-up experience, ride experience, drop-off experience, and their overall satisfaction with the service.

Discussion

Dial-A-Ride Survey Results

Overall satisfaction was very high across all stages of the rider experience. The average score for the reservation process was 4.45, pick-up experience 4.45, ride experience 4.38, drop-off experience 4.37, and the overall satisfaction score was 4.61 on the scale of 1 to 5.

Areas where scores were exceptionally high included:

- Person on the phone was courteous 4.47
- Person on the phone was able to arrange request for transportation 4.5
- Driver arrived at correct address and spot 4.48
- Driver was dressed appropriately and clean 4.47
- Driver operated vehicle safely and followed all traffic laws 4.55

Areas where scores were lower than average:

- Driver was on time for pickup 4.05
- Prefer use of new smaller vehicles 3.86
- No problems navigating phone menu 4.23

The key areas where riders consistently expressed the importance to them were timeliness, scheduling ease and accuracy, courteousness, quick return pickups, disabled accessibility and equipment friendly.

The following table compares the average customer satisfaction ratings of the surveys conducted over the last four years:

Service Aspect	Apr 2012		Jun 2013		Jul 2014		Oct 2014		Oct 2015	
	Mean	Median	Mean	Median	Mean	Median	Mean	Median	Mean	Median
Reservation	4.29	5	4.67	5	3.67	4	4.29	5	4.45	5
Pickup	3.97	4	4.27	4	3.58	4	4.11	4	4.45	5
Ride	4.08	4	4.6	5	4.6	5	4.68	5	4.38	5
Dropoff	4.28	5	4.5	5	4.1	5	4.61	5	4.37	4
Overall rating	4.11	5	4.47	5	3.55	4	4.36	4	4.61	5

The 2015 survey showed the four-year highest ratings in the areas of pick-up experience and overall rating, which indicates that high on-time performance is highly correlated with the overall satisfaction with the service.

In addition to the quantitative scores for different aspects of the Dial-A-Ride service, the surveyors also encouraged respondents to provide any verbal open-ended feedback/comments/suggestions about the service. The open-ended passenger comments are attached to the staff report.

Summary

Overall, the rider satisfaction scores have increased when comparing them to the scores from prior years. It is staff's observation that customer satisfaction scores are very closely correlated to on-time-performance and valid customer complaints per 1,000 rides metrics, which both have been on a positive trend. LAVTA will continue to closely monitor customer satisfaction and following up on the comments/feedback received from the survey respondents.

Attachment:

Dial-A-Ride Survey Comments

LAVTA Rider Satisfaction Survey - Oct 2015 - Q24 Open Ended Comments	
1	No comments
2	They have on occasion been late and got me to my destination late.
3	Umm, one time they sent a vehicle that didn't have a lift, I really had a very hard time getting in the vehicle that only happened once as an example, one time out of ten I had a bad experience, it was unpleasant because I had a hard time getting in the vehicle
4	I wish that we had some way of knowing that once we have booked a ride that they are really going to come the next day. There is an automated call that comes through the night before, but if the call doesn't come through I don't have a way of knowing if they won't show up. There should be a cal saying that the ride will not show up if so. There have been times that I haven't been picked up.
5	As of July 2014 when you people were bought out by MTM i will say that the people who are operating from the Missouri office do not know California traffic patterns. Might it be possible to put somebody who is in the California office on the handling of dispatch because there are certain people who will ask for certain drop offs at certain times. It would help
6	Ummmm/ No / Umm / The service has been like that for a couple of years or so. / I'm satisfied.
7	I have no problems the drivers are always friendly and helpful.
8	No
9	No, I'm thankful that they are there and I appreciate their service otherwise I couldn't go to a doc appointment and sometimes go to grocery store, so I'm satisfied with service
10	No.
11	No
12	When I'm picked up from my second pick up to go somewhere out other home than I should be able to change it if I want to and they won't allow me to do that.
13	No comments
14	You may need a few new vehicles./ The stopper had fallen off the door. The door rolled out of place. And then the van could not be put into gear. It has happened to several vans. The administrative people came out to see what the issue was right away. The driver was complaining about it. Even the back up driver talked about it happening to several of the vans. / The doors are extra strong./ Eadh time the driver Alex comes to pick me up he uses his own van.
15	I seem to have a problem on Friday afternoon. But I don't know if it's me or them so I can't complain.
16	no I don't
17	No, he's good
18	I use them a lot every Monday at six am, my destination is only a mile to a mile and a half. I'm always on time, sometimes they show up earlier than six and they will sometimes pick up someone else then drop off to their destination even if it is further away than mine/. It only takes the driver seven minutes to get me to my destination at the hospital so I think I should be dropped off first before the other people since I was on time and waiting outside and picked up before the other people. I should be dropped off first. There are times that I am in the vehicle for around 40 minutes. The driver should use common sense and think who is closer to their destination and who was waiting first and get them dropped off first instead of making me wait and drive all around town. I don't want to experience Driving Miss Daisy.
19	No
20	No.
21	No

22	Not that I know of
23	Long interview, and called late.
24	Uh, thankful and congratulates her driver for good service
25	If I had an unusually long wait I would object but that doesn't happen very often.
26	They need ot get to pick up as soon as they can./ On Wednesdays I go to Target and I need to get there on time or I get in trouble./ In the afternoons they don't have a ramp./ Please make certain they will get me to work on time. I was late - not the last time but before that./ Please know what time thay are picking up./ Please don't call at night.
27	The drivers are all great. Like the drivers
28	Uh I love the service and um am thankful that I get to use the service.
29	Overall very good.
30	I wish they would get back to having a basic contract with a local company when you do it with a company out of Salt Lake City or out of state their business practices can really be improved on
31	They usually com on time or withing half an hour. / Rarely they're not. / Keep up the good work.
32	No
33	I said one time that I haven't heard about that. I sat one time and I bruised my back.
34	none nothing
35	no very happy with service.
36	They should have smaller vehicles. Several times they sent a huge van when it was only me in it.
37	No
38	I am a satisfied rider. They come and get me, right place right time, very polite very kind, very patient.
39	Don't give your drivers to many stops on the same drive. / Don't have your driver pickup people first, dispatch doesn't seems smooth enough.
40	I have been using this service for almost seven years. This company is better than others that I have tried. I like the newer vehicles some don't look that great they are working well but don't look that great. Overall the service is good.
41	several times the drivers are texting while driving or are on the phone and i think thats distracting. i had somebody pick me up and they didn't tell me we were picking somebody up and they were late picking me up and it was an overall i was not happy also bamen or something like that i cant remember his name he has a dark beard and he did not put my seatbelt on and he just pulled off and drove off i told him to pullover and put my seatbelt on and he didnt listen to me and finally he pulled over and picked somebody up and put my seatbelt on.
42	none
43	a lot of times the operator doesnt give driver enough times to make stops or pick ups sometimes im late to the va hospital and i dont like that.
44	There was one driver that made really late for an appointment, he picked me up late and he was a strange person. I reported him and explained that I did not want to be picked up by him again. Overall the company is good.
45	This is a great improvement since your company came to work in May / Previous company wasn't great, your company is really doing a great job
46	Timing was bad on Sunday but the other times they pick up when supposed to.
47	no.
48	no comments
49	No
50	i only had one bad experience they picked me up and drove me around for forty minutes driving around picking up other people but it was only once//

51	no comments
52	I think I had a wait half a hour / but I appreciation that the service is available to me.
53	no.
54	Except for the timing / Hardly on time, on the pick up on the turn, they make me wait an hour there.
55	I do a lot of transfers. The dispatch has been horrible. They don't always get the right time, I make appointments for night, they arrive in the morning. Drivers are good, reservation is good, but dispatch is not good
56	no i was very impressed and really happy with it
57	No
58	Like the new company that took over arranging the trips, and drivers are local that's good.
59	No
60	Not really.
61	nope your company has been a pretty darn good company as how it was before.
62	just one i wish they would if im only ten minutes away just drive me there instead of driving me around everywhere/ i wish i could schedule the pick up online//
63	no comments
64	No other comments.
65	Here is one just recently. I did not care for. She got real snotty with me because I told her don't knock on the door, use the doorbell because when I'm in the bathroom I can't hear the knock I can hear the doorbell better and she just took off with ought me. So I don't want her anymore I like Matt he is a good driver. Another thing that I like are the low vans not the high vans. And another thing is, one of the vans does not have a seat belt in back of it. I think they should get rid of it. Because if somebody fell backwards they could hurt themselves and hit their head and they would have a big loss suit on themselves.
66	I did have a problem yesterday and had a transfer trip and they took me to the wrong address and then tried to pick me up at the wrong address as well, so I don't know what happened but that was my only bad experience.
67	No other comments.
68	No other than I'm very grateful we have it it's a fantastic service for us I'm very appreciative.
69	Wondering how I would be able to sign up
70	very good but sometimes new drivers or somebody that doesn't know the area but its very good i feel very happy.
71	Eventually I'm sure it's going to change as time goes on, but the service has been great when I have used it
72	no
73	Maybe more timeliness of the pick up and drop off, if they are late for the pick up then you miss the connection, its like a domino effect / Sometimes the rides are arranged in a weird way too.
74	No, I've been very happy with them.
75	No no comments other than I really appreciate the service.
76	some of the stuff outstanding there has been some that can kill people and i made sure that the supervisors were informed with completly dates and times full info with what happened and what was wrong the whole deal and was properly taken care of i will write letters to people that are in the office that are wonderful and outstanding and are outstanding to company and i would like to work with them and as an inspector i could straighten out and help fix that becuse i know what im doing
77	I have run out of tickets and need to know how to get them.

78	You guys are doing a wonderful job I want you to know.
79	No comments.
80	The drivers are very helpful and courteous. They're gentleman and ladies. Great help
81	They should quit double booking the drivers.
82	rosemary and tony are excellent/ the two brothers that pick up are excellent/ all drivers are good except the man with the beard/
83	No
84	No comments
85	No
86	I wish it was a little cheaper and that I could take my grand kids with me but no i appreciate it so much and I'm so grateful.
87	When it comes to connecting with other areas like links or something to have them be the ones hauling you back a lot of times they wont be the one calling you back so its a different area code so I won't answer and won't actually know ho they are and would just prefer them to be the ones to call with the connection.
88	On the average my drivers have been very good, nice and helpful. Really happy with the service. Polite, friendly chit chat, they explain the order of pick up/drop off, explain what they're going to do. They're very accommodating
89	no just about the other passangers make sure theyre not to far//
90	no.
91	No.
92	It's nice if you can have the same driver coming and going because its seems like the pickup works better
93	There is to much of a window of time and there were times where I was there at the doctors appointment much to early; I can understand that they have to be efficient' but I had to kind of park myself.
94	The coordination between counties are poor. He has to take the wheels dial-a-ride to a neutral transfer point where another county picks him up. He's on the bus for four hours a day going back and forth. It's poor service to the rider to transfer rather than taking him directly to the destination. Some drivers are great, others are poor. It would be great if we had the same drivers everyday. I make arrangements on email, the phone calls I have made to arrange have been horrendous. Every time I have called, I called to the mid-west trying to get rides to places they don't know about because the city wasn't listed even though the city exists. There's a tendency to blame the other county when there is a problem but my son is the one who suffers. We have had exceptional service with Jauna Lopez, a supervisor. If it wasn't for her, it would be a complete disaster.
95	Keep it up.
96	No they are doing a great job.
97	My comment is that it's not fair that they pick me up first and then drop me off last / They need to add air conditioning / They need to clean the cars most of the people are sick and I don't want to catch anything else.
98	It's great! It's the only way to go if your going into that area I never thought I could go there until I found dial-a-ride. Now I can go to other events like venues. It broadens my horizons very much.
99	I think that's it.

AGENDA

ITEM 6



STAFF REPORT

SUBJECT: FY 2016 1st Quarter Report – Operations

FROM: Kadri Klm, Paratransit Planner

DATE: January 6, 2015

Action Requested

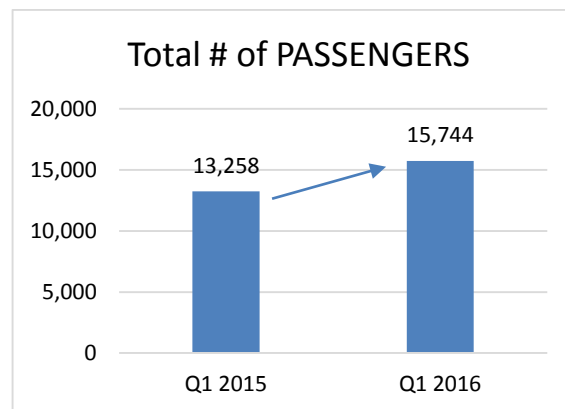
This is an informational item.

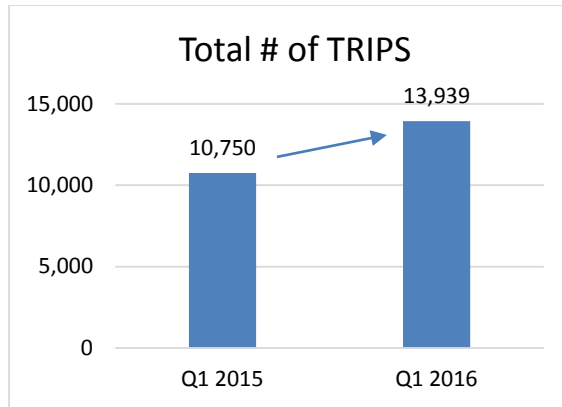
Background

This report is intended to provide the Committee with a summary and analysis of the Wheels Dial-A-Ride operations for the first quarter of FY2016 (July – September 2015).

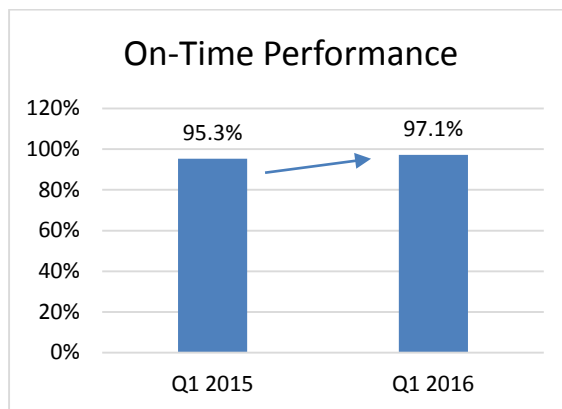
Discussion

The FY2016 Q1 total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, has increased by 18.8% when compared to the same three months the year prior, and the number of trips during the same time period has increased by 29.7 %, as the following two charts illustrate.



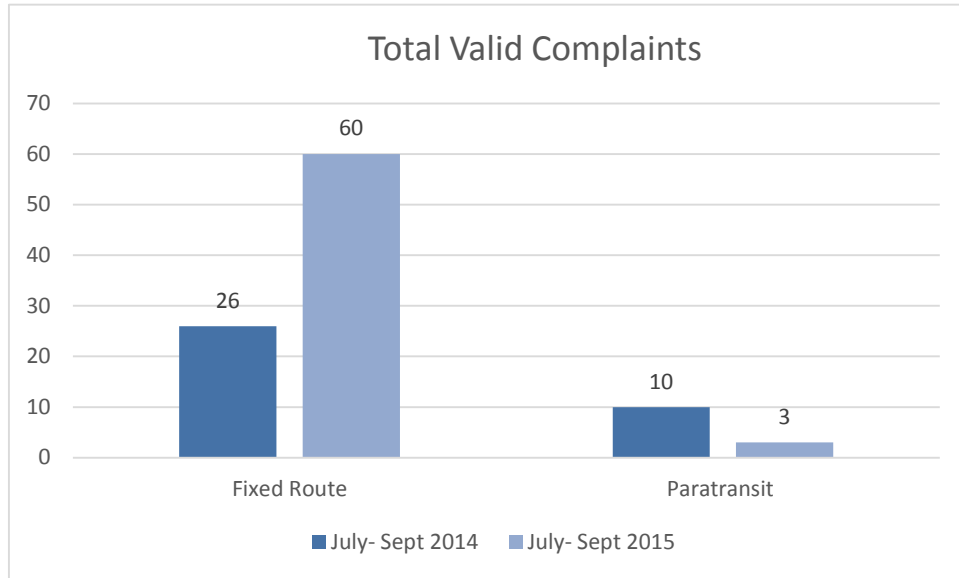


The on-time performance (OTP) for the FY 2016 Q1 is 97.1% compared to 95.3% for the same quarter during the previous fiscal year (1.9% increase) as shown in the chart below. The performance standard for OTP is 95%.

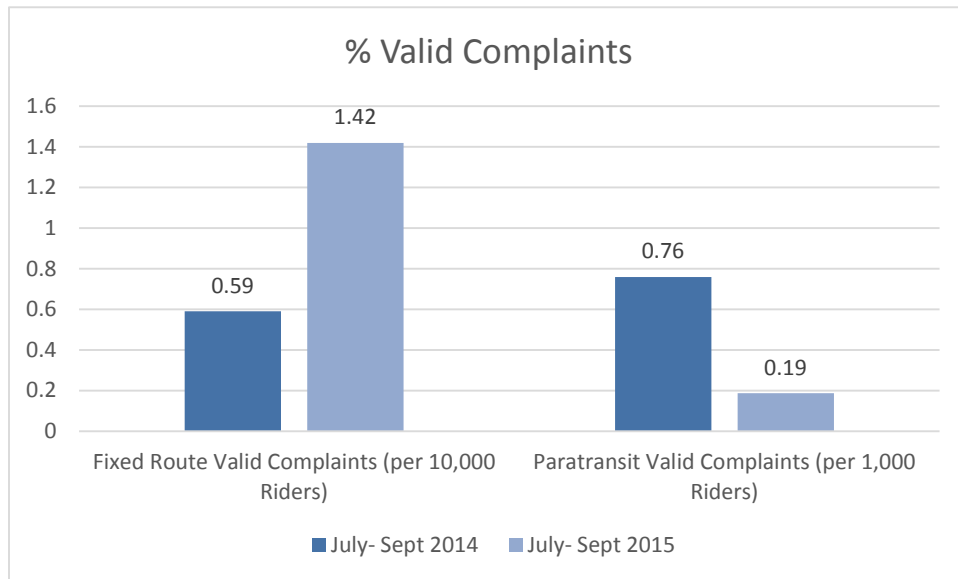


Customer Service

LAVTA's Service Quality Standards Index, a measurement of performance for fixed route and paratransit service providers, tracks the number of **valid** complaints for both fixed route and paratransit service, as noted for the quarter in the chart below.



The SQSI’s established an industry standard of excellence for complaints of less than 1 per 10,000 riders for fixed route and 1 per 1,000 riders for paratransit.



The paratransit valid complaints continues to decrease. Staff and the contractor have worked hard to ensure that the complaints have been reduced, with only three (3) valid complaints (one in the area of “driver courtesy, one “late,” and

one in the area of safety”) for all three months of Q1 for FY16. Staff and the contractor deserve recognition for decreasing and maintaining a very respectable standard in this area.

Next Steps

None

Recommendation

None – information only.

AGENDA

ITEM 7



S T A F F R E P O R T

SUBJECT: Comprehensive Wheels Dial-A-Ride “Riders Guide”

FROM: Kadri Klm, Paratransit Planner

DATE: January 6, 2016

Action Requested

Information only.

Background

In early 2015 WAAC members provided their feedback in updating the Dial-A-Ride (DAR) “How to Ride Guide” brochure. The brochure was then approved by LAVTA Board in March 2015.

Discussion

The “How to Ride Guide” brochure is a great tool for the riders to learn the basics about the DAR service; however, in addition to this short brochure there is also the need for a more comprehensive guide that details DAR policies in greater detail. LAVTA has never had a comprehensive “Riders Guide” booklet before and believes it will be a great tool for our riders.

Attached is the draft Comprehensive DAR Riders Guide Table of Contents for your review.

Next Steps

Staff is aiming to publish the Comprehensive DAR Riders Guide in the spring, 2016.

Attachment:

Draft Comprehensive DAR Riders Guide Table of Contents

**COMPREHENSIVE WHEELS DIAL-A-RIDE
RIDERS GUIDE**

Updated xx-xx-xxxx

WHEELS Dial-A-Ride
1362 Rutan Court
Suite 100
Livermore, CA 94551
Reservations: 925-455-7510
Information & Customer Service: 925-455-7500
www.wheelsbus.com

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DRAFT