

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

None.

- 3. 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 1st 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 7th. A presentation of the preferred alternative is also scheduled to be held at the March 8th WAAC meeting. According to the draft timeline the public comment period is scheduled to be closed on March 11th and the Board is scheduled to consider approval of route changes on April 4th, 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.