DATE: Wednesday, April 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 3:30 pm.

Members Present:
Herb Hasting          Alameda County
Sue Tuite             Alameda County – Alternate
Connie Mack           City of Dublin
Shawn Costello        City of Dublin
Carmen Rivera-Hendrickson City of Pleasanton
Glenn Hage            City of Pleasanton – Alternate
Russ Riley            City of Livermore
Nancy Barr            City of Livermore
Mary Anna Ramos       City of Livermore – Alternate
Pam Deaton            Social Services Member
Amy Mauldin           Social Services Member
Esther Waltz          PAPCO Representative

Staff Present:
Christy Wegener       LAVTA
Kadri Kulm            LAVTA
Nikki Diaz            LAVTA
Karen Huynh           LAVTA
Juana Lopez           MTM
Ally Macias           MTM
Gregg Eisenberg       MV Transit
Members of the Public:
Dawn Argula          LAVTA Board member, Supervisor Haggerty’s Office
Cheryl S. Hyer       Carmen Rivera-Hendrickson’s PCA
Richard Waltz        DAR rider
Jeffrey Smith        DAR rider
Rashida Kamara       East Bay Paratransit

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 January 6, 2016 Meeting of the Committee
Approved.
Hastings/Waltz
Riley abstains

Minutes of the March 8, 2016 Meeting of the Committee
Approved.
Hastings/Mack
Costello abstains

Staff presented an analysis of the open-ended verbal comments on the latest DAR customer satisfaction survey. Out of the 100 respondents 34 said that they didn’t have any comments, 28 had had positive feedback and expressed appreciation for the service, 8 people said that there have been times when they had been picked up late and 4 complained about long travel times. There were 10 comments that LAVTA considers invalid because of the nature of the ADA paratransit service. These comments included not liking regional/inter-agency trips, wanting to change the drop-off location while onboard of a DAR vehicle, not liking the 30-minute pick-up window policy and wanting the same driver for the return ride. LAVTA is planning to add a question about whether the passenger would be willing to give his/her phone number for the staff follow-up in the next customer satisfaction survey for the cases where respondent expresses a concern or has a negative comment.

5. Recognizing WAAC Member Sue Tuite
Long time WAAC member Sue Tuite is resigning from the committee due to moving to Washington State. LAVTA Board member Dawn Argula presented
Sue a Certificate of Appreciation on behalf of Supervisor Haggerty’s office and the Chair Rivera-Hendrickson presented a certificate on behalf of the WAAC. Sue has served on the WAAC for ten years.

6. Subscription Trip Cancellations
Because the number of paratransit trips has been increasing significantly in FY2016 and the percentage of subscription trips is over 60% LAVTA has sent a letter to 24 passengers with subscriptions informing them that their subscriptions are to be cancelled and they would have to make a reservation 1-7 days before they need their ride. LAVTA Board-approved policy states that the subscriptions should not be more than 50% of the total trips and the ADA law does not require transit agencies to provide subscription trips.

7. Announcement of WAAC Recruitment for Positions for FY 2017
Staff reported that the recruitment for the open WAAC positions for FY2017 has began and that the applications are due on April 15, 2016.

8. Annual Program Submittal for ACTC Measure B and BB Funding
Staff presented to the committee the Annual Paratransit Program plan that was submitted to ACTC for Measure B and BB funding.

9. PAPCO Report
Esther Waltz reported on the latest PAPCO meeting.

10. Chair’s discussion with Committee
The Chair brought to the committee members attention an incident where a driver had heard from a WAAC member that Dial-A-Ride fares are increasing. This turned out to be not true and the Chair reminded the committee not to spread rumors.

11. Fixed Route Operational Issues – Suggestions for Changes
Carmen Rivera-Hendrickson reported that on February 1 a driver didn’t know how to secure her chair. She also said that the wheelchair hooks don’t work on buses number 0328 and 0317. Christy Wegener said that LAVTA will be replacing 40 buses in the next 2 years.

Sue Tuite reported that her driver was talking on Bluetooth on non-business and he didn’t have a badge. Carmen Rivera-Hendrickson said that her driver didn’t have a badge either. Shawn Costello added that his driver was great, but her van didn’t have an AC. Mary-Anna Ramos said that there are two drivers that drive
fast so that it is scary riding with them. Herb Hastings reported that the recording on his day before ride reminder call had poor quality.

12. **Adjourn**
   The meeting was adjourned at 5:03 pm.