

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

WHEELS Accessible Advisory Committee

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

4. Dial-A-Ride Passenger Survey Follow-Up

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.

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

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.