

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

**WHEELS Accessible Advisory Committee**

**DATE:** Wednesday, January 14, 2015

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

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

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**Draft MINUTES**

**1. Call to Order**

The Vice-Chair Herb Hastings called the meeting to order at 3:30 pm.

Agenda approved as is.  
Waltz/Mack

**Members Present:**

|                |                               |
|----------------|-------------------------------|
| Herb Hastings  | Alameda County                |
| Sue Tuite      | Alameda County – Alternate    |
| Connie Mack    | City of Dublin                |
| Russ Riley     | City of Livermore             |
| Esther Waltz   | City of Livermore             |
| Nancy Barr     | City of Livermore – Alternate |
| Shirley Maltby | City of Pleasanton            |
| Pam Deaton     | Social Services Member        |
| Jen Cullen     | Social Services Member        |
| Amy Mauldin    | Social Services Member        |

**Staff Present:**

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

Members of the Public:

Mary Anna Ramos

Wheels rider

Sophia Karkazis

Cal State East Bay Communications Student

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
  
4. **Minutes of the October 1, 2014 Meeting of the Committee**  
Approved.  
Tuite/Waltz
  
5. **Fixed Route Operational Issues – Suggestions for Changes**  
Esther Waltz reported that some drivers question her WAAC card as a fare media when she tries to board Wheels fixed route buses; she suggested sensitivity training for drivers.  
Connie Mack brought to staff's attention a bus shelter on Dublin Boulevard that has smashed windows. Staff said that there are other shelters with this issues as well and the plan is to have them repaired by April.
  
7. **MTM Update**  
Staff gave a report on MTM's performance analysis for the FY 2015 first quarter that covers the months of July, August and September, 2014. LAVTA is experiencing an increased paratransit ridership. There has been an increase of about 10% percent from 2013 to 2014. The first quarter on-time performance in the current fiscal year is 95.3%, which meets the contractual requirement of 95%, but is one percent lower than the fiscal year prior for the same three months. The first quarter OTP is lower during the current fiscal year because of less than 95% OTP in the month of July. LAVTA's new paratransit contractor MTM's transition period difficulties included low OTP during the first three months of their service, but it has steadily increased with each month of service reaching well above 95% in August and September.
  
8. **Dial-A-Ride Operational Issues – Suggestions for Changes**  
Sue Tuite complimented MTM on the nice vehicle that was sent for her.  
Herb Hastings said that the driver who came to pick him up to take him to the WAAC meeting opened the car door on the street side. MTM will be following up.

Mary Anna Ramos shared her struggles boarding and debording some of the Dial-A-Ride vehicles with her large wheelchair as she finds some vehicles to be too narrow for her to maneuver her chair. She said does not like backing out of the vehicle and is afraid of drivers getting hurt.

Herb Hastings reported that the automatic Dial-A-Ride ride reminder calls display Missouri caller id, which he is not likely to pick up as he does not associate the number with Dial-A-Ride. He suggested that there should be some indication to the call receiver to let them know that the call is from Dial-A-Ride. Committee members offered suggestions how this could be done.

Nancy Barr complemented MTM's phone representatives.

## **9. PAPCO Report**

Esther Waltz reported on PAPCO and ParaTAC joint meeting in October and PAPCO meeting in November. She shared that PAPCO selected the grant 5310 review subcommittee amongst its members, received an update on the Gap Grant Cycle 5 progress reports, received a presentation from LAVTA with its FY 2015 1<sup>st</sup> quarter report, reviewed CTC's mobility workshop outcomes report, recommended FY 2015/16 proposed funding formula to the ACTC board, and received several sub-committee reports.

## **10. Dial-A-Ride Customer Satisfaction Follow-Up Survey**

Staff reported on the outcomes of the follow-up Dial-A-Ride Passenger Satisfaction Survey, which was conducted in October, 2014. Staff interviewed the same respondents who were first interviewed in the Summer of 2014 and received a 63% turnout rate. LAVTA staff was happy to see that the October survey ratings had increased in all service aspect categories and the average scores had increased to above 4 on a 5-point scale.

## **11. Dial-A-Ride Policy Brochure Update**

Staff shared with the committee the intent to update the DAR brochure in early 2015 as it had become clear that additional clarification was needed on the vehicle type and shared ride policy. The committee members reviewed the current brochure and offered their feedback and recommendations. This item will be brought back to the WAAC at their next meeting as an action item.

## **12. Dublin/Pleasanton Bus Stop Improvements – Before and After**

The committee members reviewed the before and after pictures of the Dublin and Pleasanton bus stop ADA improvements.

## **13. Complaint Process**

Staff reviewed the proper complaint reporting and follow-up process.

**14. Adjourn**

The meeting was adjourned at 5:00 pm.