

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

WHEELS Accessible Advisory Committee

DATE: Wednesday, September 3, 2014

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

TIME: 3:00 p.m.

MINUTES

1. Call to Order

The Chair Carmen Rivera-Hendrickson called the meeting to order at 3:03 pm.

Members Present:

Herb Hastings	Alameda County
Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Russ Riley	City of Livermore
Nancy Barr	City of Livermore – Alternate
Carmen Rivera-Hendrickson	City of Pleasanton
Shirley Maltby	City of Pleasanton
Pam Deaton	Social Services Member
Jen Cullen	Social Services Member
Amy Mauldin	Social Services Member

Staff Present:

Kathleen Kelly	LAVTA
Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM
Vince Linebarger	MTM
Gregg Eisenberg	MV Transit

Members of the Public:

Clara Griffith	Livermore resident and Dial-A-Ride rider
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Mary Anna Ramos
Mary Jane Johnston

Livermore resident and Dial-A-Ride rider
Livermore resident and Dial-A-Ride rider

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)

Mary Jane Johnston submitted a comment card to the committee stating that there are problems that have not been solved since MTM took over. "Most people won't come forward because they are afraid they will be suspended and Wheels is our only form of transportation to some areas. It's usually not the drivers."

Clara Griffith spoke to the committee of MTM needing more operators and the long phone wait times. She also complained about having to wait in the rain for dial-a-ride last winter.

4. Minutes of the July 2, 2014 Meeting of the Committee

The committee members discussed the July meeting's draft minutes and approved with updates.
Hastings/Costello

5. Fixed Route Operational Issues – Suggestions for Changes

There was a follow-up discussion on wheelchair buckles in the buses. Gregg Eisenberg said that all the buses have been checked for the buckles since the last WAAC meeting.

Shawn Costello reported that some drivers are not patient enough to wait for him to get buckled in, and they don't use the yellow straps on his chair.

Amy Mauldin reported a bus stop by the Dublin Senior Center where the traffic signal is not long enough for seniors and people with disabilities to cross. Staff will follow up.

Herb Hastings reported that some real time signs at the BART station are not working. He also said that the solar-powered real time sign by the Stoneridge Mall is placed in the shadow right under a tree.

7. MTM Update

Staff gave a report on MTM's performance analysis in their first four months of the contract. The on-time-performance has improved dramatically as well as the very late pick-ups. The most recent weekly statistics show a positive trend with OTP reaching over 95%. Staff also provided an analysis of when within the 30-

minute pick-up are the passengers actually been picked up. The analysis showed that within the past few weeks over 80% of the times the passengers have been picked up within the first 15 minutes of the pick-up window. Staff also provided an overview of the survey of the other Bay Area paratransit operators' pick-up window and wait time policies as well as their OTP and cost per trip in FY 2013/14.

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

Nancy Barr reported a DAR driver who had been speeding and talking on the cell phone. Juana Lopez said that this complaint has been addressed.

Shawn Costello reported that the reservationist did not know LAVTA's and Safeway's addresses. Jennifer Cullen suggested that people who have smartphones could save the addresses of their most common origin and destination locations in their phones.

9. Meeting Protocols

Members discussed and agreed on the following meeting protocols:

- Read the agenda
- Follow the agenda
- Everyone should be courteous
- No interruptions when people talk
- Stick to time limits
- Suggestion: 3 min limit on individual complaints
- Focus on community concerns instead of individual concerns
- Limit meetings to 90 minutes

10. PAPCO Report

Tabled for next meeting.

11. Dial-A-Ride Customer Satisfaction Survey

Tabled for next meeting due to time constraints.

12. Alameda County Fair Update

Tabled for next meeting due to time constraints.

13. Adjourn

The meeting was adjourned at 5:00 pm.