

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

WHEELS Accessible Advisory Committee

Meeting

DATE: **Wednesday, September 7, 2016**

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

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

AGENDA

	Action Recommended by Staff	
1. Call to Order		3:30
A. Approval of Agenda and Modifications if necessary		
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)		3:35
3. Minutes of July 6, 2016 Meeting of the Committee (please review prior to meeting)	Action	3:40
4. Comprehensive Paratransit Assessment	Action	3:45
5. WAAC Applications	Action	3:55

6. WAAC Bylaws	Action	4:05
7. Quarterly Operations Report	Information	4:15
8. Fixed Route Operational Issues – Suggestions for Changes	Information	4:25
9. Dial-A-Ride Operational Issues – Suggestions for Changes	Discussion	4:35
10. PAPCO Report	Discussion	4:45
11. Adjournment	Discussion	5:00

I hereby certify that this agenda was posted 72 hours in advance of the noted meeting.

Jennifer Suda

LAVTA Administrative Services Department

9/2/16

Date

On request, the Livermore Amador Valley Transit Authority will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. A written request, including name of the person, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service should be sent at least seven (7) days before the meeting. Requests should be sent to:

*Executive Director
Livermore/Amador Valley Transit Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551
Fax: 925.443.1375
Email: frontdesk@lavta.org*

AGENDA

ITEM 3

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

WHEELS Accessible Advisory Committee

DATE: Wednesday, July 6, 2016

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

TIME: 3:32 p.m.

DRAFT MINUTES

1. Call to Order

The WAAC Chair Carmen Rivera-Hendrickson called the meeting to order at 3:32 pm.

Members Present:

Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Russ Riley	City of Livermore
Mary Anna Ramos	City of Livermore – Alternate
Carmen Rivera-Hendrickson	City of Pleasanton
Glenn Hage	City of Pleasanton
Regina Linse	City of Pleasanton – Alternate
Jennifer Cullen	Social Services Member
Pam Deaton	Social Services Member
Esther Waltz	PAPCO Representative

Staff Present:

Michael Tree	LAVTA
Kadri Kulm	LAVTA
Kristen Anaya	LAVTA
Sofia Garcia	LAVTA
David Garcia	LAVTA
Juana Lopez	MTM
Gregg Eisenberg	MV Transit

Shawn Costello requested to have a Wheelchair agenda item at the next WAAC agenda.

Approved.

Deaton/Mack

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)

3. The Committee Composition and the Review of By-Laws/Committee Members' Responsibilities

The committee welcomed a new member Regina Linse, City of Pleasanton alternate.

The WAAC members reviewed the committee by-laws and recommended updates to several sections. The committee members requested the item to be brought back to WAAC at the next meeting.

Approved.

Mack/Hastings

4. Electing the Chair and Vice Chair

Carmen Rivera-Hendrickson was re-elected for the Committee Chair position, and Herb Hastings was re-elected for the Vice Chair position for FY 2017.

5. Minutes of the May 11, 2016 Meeting of the Committee

Approved with changes.

Costello/Deaton

Hastings abstains.

6. Establishing Meeting Times for FY17

The Committee members agreed to continue to have the regularly scheduled WAAC meetings on the first Wednesday of every other month from 3:30 pm to 5 pm.

Approved.

Deaton/Hastings

7. Paratransit/Dial-A-Ride Operating Hours

Staff clarified that LAVTA's paratransit service is offered whenever Route 10 operates in revenue service. Route 10's first timepoint is at 4:12am and its last timepoint is at 1:44am during weekdays, 4:57am to 1:14am during Saturdays, and 5:17am to 1:14am on Sundays. After the COA changes are implemented, paratransit service will be offered corresponding with the new Route 10R

schedule – from 4:37am until 1:36am, and from 5:34a until 1:36a on Saturdays and Sundays.

8. COA Update

Staff provided an update on the Wheels fixed route Comprehensive Operational Analysis/Service Changes and said there may be adjustments to the service in January 2017. Staff said the goal is to get notifications to the bus stops by August 1st. The committee members asked why the Route 14 is not called Route 12. The committee members were interested in seeing a map with the new stops on East Avenue.

8. PAPCO Report

Esther Waltz reported on the latest PAPCO meeting.

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

Herb Hastings said the ride reminder call went to his house phone and not his cell phone. Shawn Costello added that the automated message sounds robotic.

10. Fixed Route Operational Issues – Suggestions for Changes

The committee members said that on Sunday there was no Route 8 service from 1-6pm from the Fairgrounds.

11. Adjourn

The meeting was adjourned at 4:53pm.

AGENDA

ITEM 4

Wheels Accessible Advisory Committee

WAAC

SUBJECT: Comprehensive Paratransit Assessment Selection Committee

FROM: Christy Wegener, Director of Planning and Communications

DATE: September 7, 2016

Action Required

Select a WAAC member to serve on the selection committee for the Comprehensive Paratransit Assessment consultant

Background

In late August, the City of Pleasanton released a Request for Proposals (RFP) to bring onboard a consultant to conduct a comprehensive assessment of paratransit services throughout the Tri-Valley. The project management team comprised of LAVTA and City of Pleasanton staff is seeking one WAAC member to participate on the selection committee.

Discussion

LAVTA, in partnership with the City of Pleasanton, is conducting a joint assessment of paratransit services throughout the Tri-Valley. The RFP is included as Attachment 1.

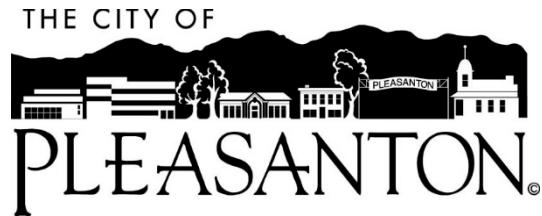
The procurement will involve a selection committee who will be responsible for evaluating and scoring the proposals, as well as possibly interviewing proposers. The selection committee will make a recommendation to select the winning consultant team. The selection committee will include the City of Pleasanton and LAVTA staff, as well as a member of the WAAC.

The proposals are due on September 23, 2016 and therefore, the selection committee will need to make time to review proposals the last week in September. Interviews are expected to take place the first week of October.

Recommendation

Staff recommends the WAAC nominate and select one member to serve on the selection committee.

Attachment 1 – Comprehensive Paratransit Assessment RFP



REQUEST FOR PROPOSAL

CONSULTING SERVICES FOR PLEASANTON PARATRANSIT ASSESSMENT

1. INTRODUCTION

Request for Proposals (RFP)

The City of Pleasanton, in partnership with the Livermore Amador Valley Transit Authority (LAVTA), is soliciting proposals from qualified consultants to conduct a comprehensive assessment evaluating overall organizational, management and delivery effectiveness of paratransit services in Pleasanton, Sunol and the Tri-Valley area as defined in this Scope of Work.

Reporting & Contractual Relationships

The City of Pleasanton will act as the contracting agent for all services provided through this solicitation and will function as the point of contact for all questions related to this solicitation, the selection process and award. The City will hold the Consultant contract. Administrative and billing functions for each agency will be determined and outlined in the final contract with the consultant. Consultant shall work with designated representatives of both agencies in the accomplishment of the scope of work.

Background Information

The City of Pleasanton is a full service municipality located in Eastern Alameda County, roughly 40 miles east of San Francisco; strategically located at the intersections of two (2) interstate highways (I580 and I680). Pleasanton has benefitted from substantial growth of the region over the last 30 years.

Historically an agricultural area, Pleasanton has developed to become a dynamic and involved community making it a highly desirable place to live for all ages. The City of Pleasanton is approximately 24 square miles in size and has become increasingly diverse in recent years. Presently, the population is approximately 74,000, with 10.8% of the population considered a senior (65 or older). The City of Pleasanton's residential boom is complimented with commercial growth and infrastructure improvements. Developments in the City along with the heritage of the surrounding region have also made it attractive to tourists.

With a staff of approximately 500 employees, the City provides a wide range of services to the public. Currently, the Community Services Department is comprised of 25 full-time employees and an abundance of temporary/seasonal staff, volunteers and numerous community partnerships.

The Community Services Department has long been associated with award-winning programming, quality events and pristine parks/trails. Pleasanton is the only city in the Tri-Valley that provides a transportation service for senior and ADA residents. In addition to providing a Paratransit service, Pleasanton also takes pride in providing services such as the RADD Program (Recreation for Adults with Developmental Disabilities).

Pleasanton Paratransit Services (PPS) provides transportation services for adults age 70 and above and disabled adults 18 years or older and operates Monday through Friday at the Pleasanton Senior Center located at 5353 Sunol Boulevard in Pleasanton. Services currently provided include:

- door-to-door transportation service for residents living in Pleasanton city limits, unincorporated Pleasanton and Sunol;
- fixed route shuttle providing access to the Pleasanton Senior Center, senior living facilities, shopping locations and designated medical facilities.

The Livermore Amador Valley Transit Authority (LAVTA), also known as Wheels, was formed in 1985 under the provisions of the California Joint Exercise of Powers Act, Government Code Sections 6500 et.seq. and represents the Cities of Livermore, Pleasanton and Dublin as well as the unincorporated portions of eastern Alameda County. LAVTA is responsible for the provision of the public transit fixed route and paratransit service within an approximate 40 square mile service area with a population of approximately 200,000.

The LAVTA Board of Directors is the governing body which establishes transit policy. The Board is composed of seven (7) members, two representatives appointed from the city council of each member city of Dublin, Livermore and Pleasanton and one member representing the County of Alameda. The Board is organized into two standing committees, namely, (1) Finance and Administration, and (2) Projects and Services. Other committees are appointed for the duration of specific projects only.

The Executive Director oversees the operation of the transit system in accordance with the policy direction prescribed by the Board of Directors and is responsible for the overall administration of the fixed route and paratransit system. At present, the Executive Director is supported by a staff of fourteen (14) employees. Consultants are retained as needed to provide specialized planning, marketing and technical assistance.

LAVTA contracts with a private company, MV Transportation, for the operation and maintenance of the fixed route services and with Medical Transportation Management (MTM) for paratransit services. The services of the private companies were solicited through a Request for Proposals process. MTM operates the paratransit services through a brokerage model.

Pleasanton Paratransit Services – History

Senior transportation services in Pleasanton began in 1972 by a local Women's Club. This organization donated a van and provided volunteer drivers and introduced a service called Dial-A-Ride. This was a free service for Pleasanton residents.

The City of Pleasanton eventually assumed management of the Dial-A-Ride transportation service. This included hiring drivers, purchasing and maintaining buses, in addition to developing and implementing policies and procedures. This service was completely subsidized by the City of Pleasanton.

In 1990, the Americans with Disabilities Act (ADA) federal legislation was adopted. Livermore Amador Valley Transit Authority (LAVTA) was created and became the primary ADA service provider in the Tri-Valley. The City of Pleasanton applied for and received Transportation Development Act (TDA) 4.5 funding from the Metropolitan Transportation Commission (MTC) and Measure B - Alameda County Transportation Commission (ACTC) funding to provide transportation services for Pleasanton and Sunol seniors 60 years and older and ADA certified 18 years and older. The City subcontracted with LAVTA to continue ADA service for Pleasanton and Sunol during the hours that Pleasanton Dial-A-Ride did not operate.

Re-engineering of Pleasanton Paratransit Services

1998-1999, a consultant team was hired to review Pleasanton Dial-A-Ride services and provide service alternatives. The Pleasanton City Council voted to continue the paratransit program and increase the general fund allocation. Enhancements were also added, including a name change to Pleasanton Paratransit Services (PPS), extended hours, development of a group trip program, and automated dispatching. Eligibility for paratransit services included all Pleasanton and Sunol residents age 60 and above and ADA certified residents between the ages of 18 and 59. New policies and procedures and a Rider's Handbook were developed and a PPS Task Force (a consortium of Senior and ADA Paratransit users, Tri-Valley transportation providers, Human Services Commissioner and Community Resources for Independent Living - CRIL) created to help review and recommend current and proposed policies and procedures. The PPS Rider's Handbook is included as Attachment A. Geographic boundaries were established to provide more efficient trips and limited service locations outside of Pleasanton were identified and approved for necessary medical appointments. An updated Memorandum of Understanding with LAVTA and PPS was developed.

In 2007, a fixed route shuttle service was introduced. This transportation service offers seniors rides from senior living facilities to various destinations such as grocery stores, medical facilities and department stores.

In 2009, Alameda County Transportation Commission, a funding source for PPS, established new criteria for minimum service standards, which increased rider eligibility from age 60 to 70.

Funding

Currently a fee structure is in place for users of the service. In addition to fare revenue, PPS receives capital and operating funding assistance from a variety of sources: City of Pleasanton General Fund, Alameda County Transportation Commission (ACTC), Measure B (county sales tax through 2022) and Measure BB (30 year transportation county sales tax), and the Metropolitan

Transportation Commission (MTC). Funding for the Downtown Route comes from a Measure B Gap Grant, scheduled to expire on June 30, 2017.

Transit policy is established by City of Pleasanton City Council. The Recreation Supervisor at the Pleasanton Senior Center oversees the administration and implementation of approved policies and procedures of Pleasanton Paratransit Services.

LAVTA Paratransit History

LAVTA operated paratransit services as a contract operation similar to its fixed routes services, (where the agency owned the vehicles and directly contracted for the operations and maintenance) until 2011 when the agency switched to a brokerage model. The first contractor, American Logistics Company (ALC), provided the service for nearly three years. MTM was awarded the most recent contract in 2014, and began providing service on May 1, 2014. MTM's base contract expires on June 30, 2017 and there are four, optional one-year extensions. MTM began the contract utilizing Medi-Routes to schedule, dispatch and monitor the service. MTM switched to Trapeze Novus/TripSpark on April 18, 2016.

LAVTA provides ADA services throughout the Tri-Valley regardless of location of fixed routes. LAVTA provides paratransit services during the hours that Route 10 operates 7-days a week. LAVTA currently charges below the maximum fare allowed by ADA (\$3.50 per passenger, 1.5x the cost of a fixed route fare). LAVTA's current Paratransit Policies are included as attachment B.

LAVTA receives capital and operating assistance from a variety of sources, including the Federal Transit Administration (FTA) of the United States Department of Transportation, the State of California Transportation Development Act (TDA), State Transit Assistance (STA), Regional Measure 2 (RM2) funds, Measure B and BB funds, and a number of other funding sources. LAVTA does not receive Measure B or BB funds for paratransit services in Pleasanton; however, approximately 15% of LAVTA's paratransit trips are provided to Pleasanton residents. LAVTA provides Paratransit services for Pleasanton residents during non-operating hours or when PPS is at capacity.

2. Scope of Services

The City of Pleasanton and LAVTA seek a qualified consultant to conduct a comprehensive assessment of the paratransit system and non-fixed route services provided within Pleasanton, Sunol, and the greater Tri-Valley area. The two agencies have been faced with unique challenges over the past year – PPS has seen ridership stagnate or decrease, and LAVTA has seen paratransit ridership gains of nearly 30% over fiscal year 2015. Both agencies are facing increasing costs that are unsustainable in the long term. The primary goal of this assessment is to determine if greater efficiencies and effectiveness of specialized transportation services currently delivered can be better achieved by alternative means, including partnership, collaboration, or consolidation opportunities. Additionally, the selected consultant will analyze the current paratransit services operations and recommend short and long term service modifications for both agencies. These

alternatives should not be limited to changes in service provisions, but also include options to improve the passenger experience, and to bring innovation in transportation opportunities and technology to both systems.

The project will require core tasks, including, but not limited to:

- Project Management
- Study/Data Review
- Data Collection and Analysis
- Peer Review
- Market Analysis
- Community, Stakeholder and Policy-maker Outreach
- Development of Alternatives
- Recommendations and Implementation Plan

Task 1: Project Management and Coordination/Establish Timelines and Schedules

- Establish project timelines, milestones and schedule;
- Develop schedule for meetings between consultant and project management team (PPS and LAVTA)

<i>Task</i>	<i>Deliverable</i>
1	<i>Final Scope of Work, Project Work Plan and Timeline</i>

Task 2: Study/Data Review

- Conduct a full assessment and review of all senior and ADA transportation services throughout the Tri-Valley.
- Review transportation plans and services currently offered through PPS, the local cities, Alameda County, LAVTA, private entities (hospitals, dialysis centers, Regional Center, etc.) and local social service agencies.
- Review available information and data applicable to Alameda County and Tri Valley planning studies, data and documents completed by LAVTA, Alameda County Transportation Commission (Alameda CTC) or the Metropolitan Transportation Commission (MTC). This would also include the results from the LAVTA Comprehensive Operational Analysis study, and the Eastern Alameda 2011 Human Services Needs Assessment Findings Report.
- Review and evaluate all available transportation options for the Paratransit and ADA population in Pleasanton/Sunol.

<i>Task</i>	<i>Deliverable</i>

2	<i>Itemize and describe existing transit services currently being offered in the Tri-Valley area. Identify service issues and options to address key issues. Summarize potential problems, gaps, areas of overlap, strengths and weaknesses in a preliminary analysis.</i>
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Task 3: Data Collection and Analysis

- Consultant shall review and analyze existing paratransit ridership and operational statistics for both PPS and LAVTA for the past two fiscal years (FY15 and FY16)
- Consultant shall develop NTD reportable statistics for LAVTA for FY16, including but not limited to revenue hours and miles, and passenger miles.
- Review socioeconomic and existing senior and ADA population statistics. Review other population forecast reports.
- Consultant shall prepare ridership forecasts and key trends for the senior and ADA population in the Tri-Valley for 5, 10 and 25 year time frames (through 2040)

Task	Deliverable
3	<i>Conduct review of existing ridership data from PPS system - TripSpark (Novus Transportation Software) and from LAVTA's contractor's system (MTM – Medi-Routes, and TripSpark). Provide estimated short term (5, 10 year) and longer (25 year) term ridership forecasts for Tri Valley based on population and other demographic data.</i>

Task 4: Peer Review

- Consultant shall evaluate paratransit service delivery models and policies for sister agencies in the Bay Area.

Task	Deliverable
4	<i>Peer review report</i>

Task 5: Market Analysis

- Develop and execute a survey instrument to households within Pleasanton, Sunol, and the greater Tri-Valley service area, including users and non-users of Pleasanton Paratransit Services and LAVTA's paratransit services. Instrument required to incorporate multi-lingual component
- Information collected shall include attitude and awareness of Paratransit services in addition to identifying current and potential customer segments. It will be important to gauge attitudes towards potential use of various transportation modes including demographic and socio-economic data.
- The survey should be administered to a statistically significant sample within Pleasanton, Sunol, and the greater Tri-Valley service area.

Task	Deliverable
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5	<i>Report summarizing the attitudes and awareness of Paratransit Services and the potential for use of other modes of transportation.</i>
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Task 6 – Stakeholder Outreach

Task 6A: Stakeholder Advisory Committee Outreach

- Develop and coordinate a Stakeholder Advisory Committee (SAC).
- Stakeholder Committee shall consist of riders of paratransit, advocates, social service agencies, medical company representatives, residential care facilities, and shall also include members of the LAVTA Wheels Accessible Advisory Committee (WAAC) and Pleasanton Paratransit Task Force.
- Coordinate and facilitate at least two meetings of the SAC during the study, including all materials and public information.

Task	<i>Deliverable</i>
6A	<i>SAC outreach plan: Report details of attendees and comments received at each scheduled meeting. A complete summary and analysis of findings.</i>

Task 6B – Pleasanton Paratransit Task Force and LAVTA Wheels Accessible Advisory Committee (WAAC) outreach

- Develop outreach plan to gather input from agency steering committees.
- Make presentations to at least two meetings of the Pleasanton Paratransit Task Force
- Make presentations to at least two meetings of the LAVTA WAAC
- One presentation shall take place prior to the development of alternatives to gather feedback; the second presentation shall take place after the development of alternatives to gather input.

Task	<i>Deliverable</i>
6B	<i>Outreach plan. Report details of attendees and comments received at each presentation. A complete summary and analysis of findings.</i>

Task 7: Community Outreach

- Develop and execute a community outreach plan to obtain information from existing riders and non-riders in Pleasanton, Sunol, and the greater Tri-Valley service area.
- Coordinate and facilitate community workshops before, during and upon development of alternatives. Consultant will supply all public information materials and translation services (as needed) for the meetings.

Task	<i>Deliverable</i>

7	<i>Community Outreach plan: Report details of attendees and comments received at each scheduled meeting. A complete summary and analysis of findings.</i>
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Task 8: Development of Alternatives

- Consultant shall develop alternatives for changes to both PPS and LAVTA's paratransit services.
- Alternatives shall be developed for each agency, as well as alternatives that universally apply to both systems.
- In one alternative, the Consultant shall consider the viability of Pleasanton Paratransit Services continuing to provide transportation services to Pleasanton/Sunol aging and ADA residents.
- Consultant shall develop alternatives for modifications to LAVTA's paratransit policies and service delivery model.
- Consultant shall develop alternatives for innovative changes to either or both agencies, taking advantage of the latest advances in technology.
- Each alternative shall be clearly outlined with a cost-benefit analysis.
- Any alternative requiring a change to LAVTA's paratransit policies must be properly vetted with significant public input, and in line with FTA and ADA requirements.

Task	Deliverable
8	Task 8 Deliverables: Report detailing all the alternatives. The cost, benefit, and feedback (public, stakeholder, and Board/Council input) for each alternative should also be summarized in the report.

Task 9: Recommendations and Implementation Plan

- In consideration of feedback collected after the presentation of alternatives, Consultant shall make a set of final recommendations to LAVTA/PPS that respond to comments and feedback received during the public input process.
- Consultant shall develop an implementation plan for the LAVTA/PPS recommended changes, including identifying costs and potential funding opportunities for each recommendation. Plan should include recommended changes based on feedback from both agencies.

Task	Deliverable
9	Final report with recommendations and implementation plan for each agency.

3. Required Information

Proposal Preparation

The City of Pleasanton and LAVTA will consider only written proposals submitted in hard copy, and all responses to the RFP must be made in accordance with the specifications as set forth herein.

Proposal Contents

To participate in the selection process, the following is required to demonstrate satisfactory evidence indicating the ability to meet the scope of services detailed in this RFP. The proposal must include the following information:

- Cover Letter shall contain:
 - The name, address, email address and telephone number of the firm and identify the person(s) with the authority to enter into contractual agreement with the City of Pleasanton.
 - The proposal shall be signed by an individual authorized to bind the offer of said proposal. The proposal should contain a statement that all work will be performed at a not-to-exceed price.
 - If a proposal is signed by an individual, it must be signed with the full name of the agency and include their address.
 - If a proposal is being made by partnership, it must be signed with a partnership name and by the authorized general partner.
 - If a proposal is being made by a joint venture, it must include the full name, address and signature of each member of the joint venture.
 - If a proposal is being made by a corporation, it shall be signed by the president and the secretary and the corporate seal shall be affixed.
- *Firm Experience.* A listing of your agency's experience related to conducting similarly scoped assessments in the past 5-10 years. Include details of the product delivered, the process used to conduct the project. Where possible include information on the types of implementation plans resulting from the assessment work, the types of public engagement employed and innovative solutions. Include the name, title, email and phone number of the client if using as a reference.

If any sub consultants are included as part of the team, the Consultant shall include sub-consultant firm profiles and representative experience information.

- *Project Approach.* Prepare a detailed work plan for meeting the Scope of Services outlined in Section 2. The work plan should include as much detail as you determine appropriate to allow evaluation of your overall approach and expertise to deliver these services.
- *Project Schedule.* Work plan should include a schedule reflecting durations for activities in this RFP, Section 2 "Scope of Services". Schedule should also include the milestones set in RFP's "Section 5. Project Timeline". If the Consultant believes the

project will require a different end date, Consultant should provide a rationale for the proposed project duration.

- Project Team. Include the team that will be assigned to this project, identifying their roles, and providing resumes showing pertinent experience. If Consultant is using sub consultants, both the firm and the resumes of their team representative should be included.
- Price Proposal. Estimated costs and resources required to complete the scope of services. The cost proposal is on a Cost plus Fixed Fee basis with a total not-to-exceed dollars cost for the total work effort. The budget for this project is \$150,000. The proposal shall be fully inclusive of all services required to complete the project including the implementation plan scope of services, and shall include the consultant's overhead rate, profit percent, and an itemized list for direct costs.

Proposal Submission

One original and six (6) copies of the proposal including a project schedule must be submitted in hard copy and two (2) digital copies of the proposal on CD or memory stick.

Proposal should be delivered in a sealed envelope, plainly marked with the consultant's name, address and telephone number, with "***Technical Proposal for the Tri-Valley Comprehensive Paratransit Assessment***" clearly visible on the front of the mailing envelope. The proposer should submit their fees in a separate sealed envelope, plainly marked with the agency's name, address, and telephone number, with "***Cost Proposal for the Tri-Valley Comprehensive Paratransit Assessment***" clearly visible on the front of the mailing envelope. It is the consultant's sole responsibility to ensure that their proposal is received on or before the submission deadline. The consultant bears all risks and delays associated with delivery of the RFP.

Proposals must be received by the City of Pleasanton City Clerk's Office, no later than 2:00 p.m. on September 14, 2016.

If mailing the proposal, the address is:

City of Pleasanton
City Clerk's Office
Attn: Technical Proposal or Cost Proposal
P.O. Box 520
Pleasanton, CA 94566

If delivering the proposal in person, the address is:

City of Pleasanton
City Clerk's Office
Attn: Technical Proposal or Cost Proposal
123 Main Street
Pleasanton, CA 94566

For additional information and/or inquiries contact about the RFP:

Becky Hopkins, Community Services Manager
925-931-5346 or bhopkins@cityofpleasantonca.gov

4. Selection Process and Evaluation Criteria

Selection/Evaluation Process

All proposals will be evaluated based on the criteria below. After evaluating proposals based on described criteria, a list of top-ranked proposals will be developed by a review panel comprised of members from both agencies. At their discretion, the agencies may invite representatives from the community and/or other transit-related agencies to participate in the evaluation process. As part of the process, top-ranked proposers may be required to participate in a presentation before a panel comprised of City of Pleasanton, LAVTA and invited representatives. Short-listed proposers may be required to appear at City Council meetings. The consultant selected through this process will be presented to the City of Pleasanton's City Council and the LAVTA Board of Directors for approval.

The City of Pleasanton reserves the right to negotiate terms with selected Consultant prior to award. Negotiations may or may not be conducted with Consultant, therefore, the proposal submitted should contain the most favorable terms and conditions.

Consultants who submit a proposal in response to this RFP shall be notified by mail regarding the City of Pleasanton's intent to award the contract.

Upon approval by the City Council, the City of Pleasanton will enter into contract with the Consultant on behalf of both agencies. Consultant shall work with designated representatives of both agencies in the accomplishment of the scope of work.

Evaluation Criteria

The proposals will be reviewed by a committee comprised of the City's Community Services Department staff and LAVTA staff. Representatives from the paratransit community or social service agencies may be invited to also participate in the review committee. Selection will be based on identification of the most qualified Consultant. The City of Pleasanton and LAVTA are seeking a consulting team that meets the following considerations:

- Thorough and thoughtful approach to completing the project objectives

- Demonstrated knowledge and experience in providing the services as outlined in the Scope of Services and consistent with the needs of the Tri-Valley community
- Experienced and innovative project team
- Demonstrates ability to understand the unique needs of the senior and ADA population in a suburban setting
- Firm track record, history, and viability/financial stability
- Capacity to complete the project in a set timeframe
- Firm's demonstrated ability with introducing innovative mobility concepts in a community
- Cost

These criteria have been condensed into the scoring criteria shown in the table below:

Criteria	Scoring
Complete and thorough conformance with the terms and requirements of this RFP (In your submittal, state if you have any exceptions to the requirements.)	Pass/Fail
Project Plan and Technical Approach including proposed timeline for accomplishing the project	30
Innovation. Consultant demonstrates an ability to conceive, develop and implement creative solutions to clients.	5
Project Team	25
Firm Qualification and Experience	30
Price	10
Total Points	100

To be considered for evaluation, all proposals must be responsive to this Request for Proposals with respect to required submissions and must be compliant with all provisions as documented. The City and LAVTA reserve the right to reject as nonresponsive any proposal not meeting the requirements of this RFP.

5. Proposed Project Schedule

Request for Proposals available on-line on the City of Pleasanton

website, www.cityofpleasantonca.gov

Proposer questions submittal deadline August 24, 2016

Responses to questions released September 2, 2016

Proposal Submittal Deadline September 9, 2016

Invitations to Selected Consultants for Interview September 23, 2016

Consultant Interviews September 30, 2016

Notification of Selection* October 6 & 7, 2016

City Council Awards Contract October 14, 2016

Commencement of Project November 15, 2016

Final Report November 30, 2016

* Pending Pleasanton City Council approval January 10, 2018

For additional information and/or inquiries contact:

**Becky Hopkins, Community Services Manager
925-931-5346 or bhopkins@cityofpleasantonca.gov**

AGENDA

ITEM 5

Wheels Accessible Advisory Committee

WAAC

SUBJECT: WAAC Applications

FROM: Kadri Külm, Paratransit Planner

DATE: September 7, 2016

Action Requested

Information only.

Background

LAVTA recently received WAAC applications from a Dublin resident and a Livermore resident interested in serving on the Committee in FY 2016/2017.

Discussion

LAVTA received two new applications for the following FY 2016/2017 open positions in the City of Dublin and County of Alameda:

Dublin (1 alternate needed)

- Helen Buckholz

County of Alameda (1 alternate needed)

- Judith LaMarre

Next Steps

Per WAAC bylaws, LAVTA's Board of Directors will review the application and select the WAAC members. New appointees will be ratified at the Board's September meeting and start serving on the Committee as of November, 2016.

Attachment:

- WAAC Application from Helen Buckholz
- WAAC Application from Judith LaMarre

**Livermore/Amador Valley Transit Authority
1362 Rutan Court, Suite 100, Livermore, CA 94551**

**APPLICATION FOR MEMBERSHIP ON LAVTA'S
"WHEELS ACCESSIBLE ADVISORY COMMITTEE" (WAAC) OF THE
LIVERMORE/AMADOR VALLEY TRANSIT AUTHORITY**

POSITION:

CHECK ONE

- | | |
|--|-------------------------------------|
| Dublin Resident | <input checked="" type="checkbox"/> |
| Pleasanton Resident | <input type="checkbox"/> |
| Livermore Resident | <input type="checkbox"/> |
| LAVTA Service Area Resident
(Representing Alameda County) | <input checked="" type="checkbox"/> |
| Social Services Agency | <input type="checkbox"/> |

GENERAL INFORMATION

Name Helen Buckholz

Agency (if applicable) _____

Address 3115 Finnian Way Apt 144

City Dublin, CA 94568 Home # 925 829-1016 Work # 209 740-3858 ^{cell}

Email address: helenbuckholz71@gmail.com

Are you a senior (65 years of age or older)? yes

Position (Check One) Senior Disabled Other

1. Do you or your clients use Dial-A-Ride? If yes, how often?

Yes, I have used Dial-A-Ride in the past

2. Do you or your clients use Fixed Route service? If yes, how often?

Yes

3. In a single statement, why do you want to be on this committee?

As a retired resident I would like to serve my community in every possible way

4. What skills and knowledge do you feel you bring to this committee?

As a prior senior using the Dial-A-Ride services I can bring to you some of the views from the community as to ways to help Dial-A-Ride and the community obtain a better understanding of each others needs.

5. Will you be able to attend meetings during regular business hours? How flexible is your schedule?

My time is very flexible during business hours, with the exception of the first Wednesday of each month

6. Please include any additional information that may assist the decision making process. I am an active senior retired. I feel it is important to be

active in ones community. I am a people person, a college graduate, a retired bank officer. I am good at planning. I love to listen and give feed back, but most important of all I feel I get along with all types of personalities, in other words I am a team person.

Please send the filled out application to:

Attn: Kadri Kulm
LAVTA/Wheels
1362 Rutan Court, Suite 100
Livermore, CA 94551

Appointment to this Committee

PLEASE DO NOT WRITE IN THIS SPACE

RECEIVED

AUG 23 2016

Livermore Amador Valley
Transit Authority

Livermore/Amador Valley Transit Authority
1362 Rutan Court, Suite 100, Livermore, CA 94551

APPLICATION FOR MEMBERSHIP ON LAVTA'S
"WHEELS ACCESSIBLE ADVISORY COMMITTEE" (WAAC) OF THE
LIVERMORE/AMADOR VALLEY TRANSIT AUTHORITY

POSITION:**CHECK ONE**

Dublin Resident _____

Pleasanton Resident _____

Livermore Resident _____

LAVTA Service Area Resident _____

(Representing Alameda County) _____

Social Services Agency _____

GENERAL INFORMATIONName Judith LaMarre

Agency (if applicable) _____

Address 2891 Carmen Ave #207City Livermore Home # (925) 724-4189 Work # —Email address: Judylamarre@yahoo.comAre you a senior (65 years of age or older)? yesPosition (Check One) X Senior X Disabled Other

1. Do you or your clients use Dial-A-Ride? If yes, how often?

Utilize Dial-A-Ride once in a while
only because it's too expensive.

2. Do you or your clients use Fixed Route service? If yes, how often?

I use the (14), (30R) and (15) bus lines.

3. In a single statement, why do you want to be on this committee?

I feel that I have experience in knowing what the needs are for people like me who utilize public transportation daily.

4. What skills and knowledge do you feel you bring to this committee?

I bring the experience of someone who's been on public transportation for over 15 years.

5. Will you be able to attend meetings during regular business hours? How flexible is your schedule?

Yes, I am an independent adult with no restrictions except for mornings because I go to school. (Tuesdays and Thursdays)

6. Please include any additional information that may assist the decision making process.

I will be very experienced in talking about the public transportation services and the needs of the community.

Please send the filled out application to:

Attn: Kadri Kulm
LAVTA/Wheels
1362 Rutan Court, Suite 100
Livermore, CA 94551

Appointment to this Committee

PLEASE DO NOT WRITE IN THIS SPACE

AGENDA

ITEM 6

Wheels Accessible Advisory Committee

WAAC

SUBJECT: WAAC Bylaws

FROM: Kadri Külm, Paratransit Planner

DATE: September 7, 2016

Action Requested

Forward the recommendation to update the WAAC bylaws to LAVTA's Board of Directors.

Background

At the July meeting the WAAC reviewed the committee bylaws and recommended several updates to the bylaws.

Discussion

Below are the updates WAAC members recommended:

- Adding Measure BB information to the definitions:
 - SECTION 2.9. “ALAMEDA COUNTY MEASURE B” refers to local funding for paratransit service generated by the one-half percent (0.5%) transportation sales tax in Alameda County. Collections for the sales tax authorized by Measure B will be in effect for 20 years, beginning on April 1, 2002 and extending through March 31, 2022.
 - SECTION 2.10. “ALAMEDA COUNTY MEASURE BB” augments the half-cent Measure B sales tax by a half-cent, beginning April 1, 2015 through March 31, 2022. The full one-cent sales tax authorized by Measure BB will begin April 1, 2022 and will extend through March 31, 2045.
- Add the word “or” to the section 3.2.a to reflect that the social services representative can either work for an agency physically located in the Tri-Valley or represent people of the Tri-Valley (not necessarily both):
 - Three members shall be representatives of social service agencies, which are located in and/or represent people who use or could use

transit services in Livermore, Pleasanton and Dublin, and ex-officio members from the connecting transit service providers.

Recommendation

Forward the recommendation to update the WAAC bylaws to LAVTA's Board of Directors.

Attachment:

Draft Bylaws

**BYLAWS
OF THE
WHEELS ACCESSIBLE ADVISORY COMMITTEE**

ARTICLE 1

NAME

The name of this committee shall be the “WHEELS ACCESSIBLE ADVISORY COMMITTEE.”

ARTICLE 2

DEFINITIONS

The terms defined in this Article shall have the following meaning:

SECTION 2.1. “LAVTA” refers to the Livermore/Amador Valley Transit Authority, created pursuant to Government Code 6500 et. seq., which provides public transportation services within the cities of Dublin, Livermore and Pleasanton, and portions of unincorporated areas in Eastern Alameda County.

SECTION 2.2. “BOARD OF DIRECTORS” or Board, means the governing Board of LAVTA.

SECTION 2.3. “PARATRANSIT” refers to any form of transportation for persons unable to use fixed route public transit.

SECTION 2.4. “PERSON WITH DISABILITIES” refers to any person whose disability prevents him/her from accessing public transportation pursuant to 49 CFR 37.

SECTION 2.5. “ELDERLY” is defined as any person who is sixty-five (65) years of age or older.

SECTION 2.6. “COMPLEMENTARY PARATRANSIT SERVICE” refers to comparable paratransit service to fixed route transit service as mandated by the Americans with Disabilities Act (49 CFR 37.125).

SECTION 2.7. “LOCAL PARATRANSIT SERVICE” refers to paratransit services that are not mandated by the Americans with Disabilities Act, and that are defined by individual transit operators.

SECTION 2.8. “TRANSPORTATION DEVELOPMENT ACT-ARTICLE 4.5” refers to State funding for paratransit service generated from the ¼ cent sales tax.

SECTION 2.9. “ALAMEDA COUNTY MEASURE B” refers to local funding for paratransit service generated by the one-half percent (0.5%) transportation sales tax in Alameda County. Collections for the sales tax authorized by Measure B will be in effect for 20 years, beginning on April 1, 2002 and extending through March 31, 2022.

SECTION 2.10. “ALAMEDA COUNTY MEASURE BB” augments the half-cent Measure B sales tax by a half-cent, beginning April 1, 2015 through March 31, 2022. The full one-cent sales tax authorized by Measure BB will begin April 1, 2022 and will extend through March 31, 2045.

SECTION 2.11. “AMERICANS WITH DISABILITIES ACT” (ADA) refers to the Federal law which provides equal access to buildings, services and public transportation to persons with disabilities (Public Law 101-336). Among its provision, the ADA mandates that public transit operators provide complementary paratransit service to persons whose impairment(s) prevent(s) them from using regular fixed route transit service.

SECTION 2.12. “COMMITTEE” refers to “WHEELS Accessible Advisory Committee.”

SECTION 2.13. “MEMBER” is defined as a Member of the Committee, who resides in the LAVTA member jurisdictions and represents the interests, concerns and suggestions of the elderly and disabled persons. This person may or may not have disabilities, or who may or may not be sixty-five years of age or more.

SECTION 2.14. “FISCAL YEAR” means the period from July 1 to and including the following June 30.

SECTION 2.15. “FIXED ROUTE SERVICE” refers to service that operates along prescribed routes according to fixed schedules.

ARTICLE 3

GENERAL PROVISIONS

SECTION 3.1. RESPONSIBILITIES

The Committee shall have the following responsibilities:

- (a) Provide a forum to discuss matters relating to LAVTA’s fixed route and paratransit system accessibility as they pertain to the elderly and persons with disabilities;
- (b) Advise the Board of Directors on matters relating to LAVTA’s fixed route and paratransit system accessibility as they pertain to the elderly and persons with disabilities; and
- (c) To represent the interests of elderly and persons with disabilities who depend upon accessible public transit service(s).

SECTION 3.2. COMMITTEE

- (a) **Composition.** The Committee shall be composed of eleven (11) members. Each city in the LAVTA jurisdiction shall have two members, and the County of Alameda one member, who is a resident in the LAVTA service area. Three members shall be representatives of social service agencies, which are located in and/or represent people who use or could use transit services in Livermore, Pleasanton and Dublin, and ex-officio members from the connecting transit service providers. One member shall be LAVTA’s representative to the Paratransit Advisory and Planning Committee (PAPCO) of the Alameda County Transportation Commission (ACTC).
- (b) **Alternate.** Each City, the County, and social service agency, may have one (1) alternate member.
- (c) **Qualifications of Members and Alternates.** The members and alternates must be able to demonstrate:

- (i) That they reside in the City they represent and in the case of the County, they reside in the LAVTA service area. Social services agencies must be located in and serve the residents of LAVTA service area.
 - (ii) Meet regularly during business hours.
 - (iii) Analyze complex issues, reports, etc., and make objective conclusions relating to the issues and reports.
- (d) Appointment Process
- (i) LAVTA shall advertise for any vacancy or vacancies on the Committee on LAVTA's website, post notices to the existing riders, and contact relevant social service agencies regarding serving on the committee. LAVTA's Board of Directors selects and approves committee members.
 - (ii) Every interested person shall complete a LAVTA application form.
 - (iii) The process of making appointments of alternate members shall be the same as for regular members.
- (e) Vacancies on the Committee. When there is a vacancy on the Committee, the alternate member shall fill in as an interim member, and, if desired, shall become a full voting permanent member.

SECTION 3.3 TERM OF APPOINTMENT OF COMMITTEE MEMBERS

The term of appointment of each committee member and alternate shall generally be for a period of two (2) fiscal years, unless a one (1) year term is necessary to ensure continuity of membership and avoid all appointments expiring at the same time. The term of appointment of the LAVTA's PAPCO representative shall match the PAPCO's membership term. Each member shall serve for a maximum of four (4) consecutive terms (i.e. eight

(8) consecutive fiscal years). A member may continue to serve for additional consecutive terms beyond the maximum of four (4) consecutive terms (i.e. eight (8) consecutive fiscal years) if no other qualified applicants apply for the open position and the member is willing to serve. The member will be appointed as an Alternate unless there is an opening for a full voting member in their jurisdiction on the committee. The term shall be for one year. When a vacancy occurs, the vacancy will be filled using the procedure described above.

SECTION 3.4. REMOVAL AND RESIGNATION OF MEMBERS

- (a) Appointed members and alternates may be removed automatically from the Committee by the Board of Directors if:
 - (i) The member or alternate is absent for three (3) consecutive regular and/or special meetings;
 - (ii) A member may resign from the Committee by a letter of resignation to the Board of Directors.

SECTION 3.5. COMMITTEE OFFICERS AND THEIR DUTIES

- (a) The Committee shall elect a Chair and Vice Chair from among its members. The Committee Chair and Vice Chair shall not represent the same city.
- (b) The Chair and Vice Chair shall be elected at the last meeting of each fiscal year and assume office at the first meeting of the new fiscal year.
- (c) The Chair shall preside at all meetings of the Committee, call special meetings, and act as spokesperson of the Committee with the authorization of the Committee pursuant to Section 4.1 of these Bylaws.
- (d) The Vice Chair shall assume all duties of the Chair in the absence of, or upon request of, the Chair.

- (e) The Chair or his/her designee shall make an oral report at the meeting of the Board of Directors following the Committee's meeting. The designee shall be the Vice Chair of the Committee or a Committee member.
- (f) In the absence of the Chair and Vice Chair, the Committee shall appoint a Chair Pro-Tem to fill the duties of the Chair.

SECTION 3.6. COMMITTEE SECRETARY

A LAVTA staff person shall serve as Secretary and shall have no vote on matters before the Committee. The Secretary shall keep minutes of all regular and special meetings, and submit them to the Committee for approval, maintain a record of attendance, record all roll call votes, and assist with clerical and administrative tasks pertaining to the Committee.

SECTION 3.7. COMMITTEE MEETINGS

- (a) Regular Meeting Site, Schedule and Time. The Committee shall meet quarterly as needed. The Committee shall establish the meeting schedule, meeting time, meeting sites for the regular meetings at the first regular meeting of the fiscal year.
- (b) Regular Meetings. All regular meetings shall have a published agenda. Only items on the agenda shall be addressed at the meeting. Items for a regular meeting agenda may be submitted by any member of the Committee at least two (2) weeks prior to the meeting. The Committee Secretary may submit items for the agenda. Any supportive material for an agenda item shall be submitted at the same time. The Chair and the Committee Secretary shall agree on the final agenda.
- (c) Agendas. The agenda shall contain at least the following: call to order; approval of minutes; old business; new business; public comment and adjournment. Copies of the agenda, with supporting material and past meeting minutes, shall be mailed or delivered to the Committee members.

- (d) Notice. Notice of regular and special meetings shall comply with the Ralph M. Brown Act, Government Code Section 54950, et seq. Notices shall be mailed or delivered to the appropriate locations in the LAVTA jurisdiction. Notices may be mailed to the public upon request. All requests for additional information for regular and special meetings shall comply with LAVTA's Access to Public Records Information Policy. All notices of regular and special meetings shall be posted 72 hours prior to the meeting.
- (e) Special Meetings. Special Meetings may be called by the Committee Chair. Special meetings may include regular business in nature and/or time-urgent items. Special meetings shall comply with the same requirements of regular meetings.
- (f) Accessibility. All meetings shall be conducted in the LAVTA jurisdiction and shall be in a location accessible by public transportation and accessible to persons with disabilities.
- (g) Quorum. A quorum must be present to conduct a meeting and shall consist of six members. In the absence of a regular or alternate representative, the other representative from the City may exercise two votes for that jurisdiction and this would constitute a quorum.
- (h) Affirmative Vote. An affirmative vote by the majority of the filled positions of the Committee is required for an action to be approved, and a quorum must be present in the room in order for a vote to be taken. If a quorum is not present, the Chair would adjourn the meeting.
- (i) Compensation. Committee members shall not receive compensation for attending regular and special meetings. Please refer to section 4.2.
- (j) Parliamentary Procedure. Meetings shall be conducted in accordance with Robert's Rules of Order, Revised, The Classic Edition, General Henry M. Robert, III.
- (k) Minutes of WAAC Meetings. Minutes of the WAAC meetings shall be included in the Board of Directors Agenda Package.

- (l) A member unable to attend a Committee meeting shall notify the member's alternate to attend the meeting.

ARTICLE 4

MISCELLANEOUS

SECTION 4.1. PUBLIC STATEMENTS.

The Chair of the Committee shall be the spokesperson. In the absence of the Chair, the Vice Chair shall act as the spokesperson. In the absence of the Committee's Chair and Vice Chair, a spokesperson shall be appointed by the Committee Chair. Furthermore, no member of the Committee shall speak as a spokesperson for LAVTA without authorization by majority vote of the Board of Directors of LAVTA.

SECTION 4.2. EXPENSES. The Committee is strictly on a volunteer basis; therefore, members shall not be reimbursed for any expenses relative to the Committee's activities and functions. However, LAVTA will provide paratransit service to/from regular and special meetings for Committee members upon request. LAVTA will also provide transit passes at no charge for rides on fixed route services. Members of the public must provide their own transportation.

SECTION 4.3. AMENDMENTS. Proposed amendments to these Bylaws shall be submitted to the LAVTA Board of Directors by the General Manager with an explanation of the proposed changes. Amendments shall be incorporated into these Bylaws upon a majority vote of the LAVTA Board of Directors

AGENDA

ITEM 7

Wheels Accessible Advisory Committee

WAAC

SUBJECT: FY 2016 4th Quarter Report – Operations

FROM: Christy Wegener, Director of Planning & Communications

DATE: September 7, 2016

Action Requested

This is an informational item.

Background

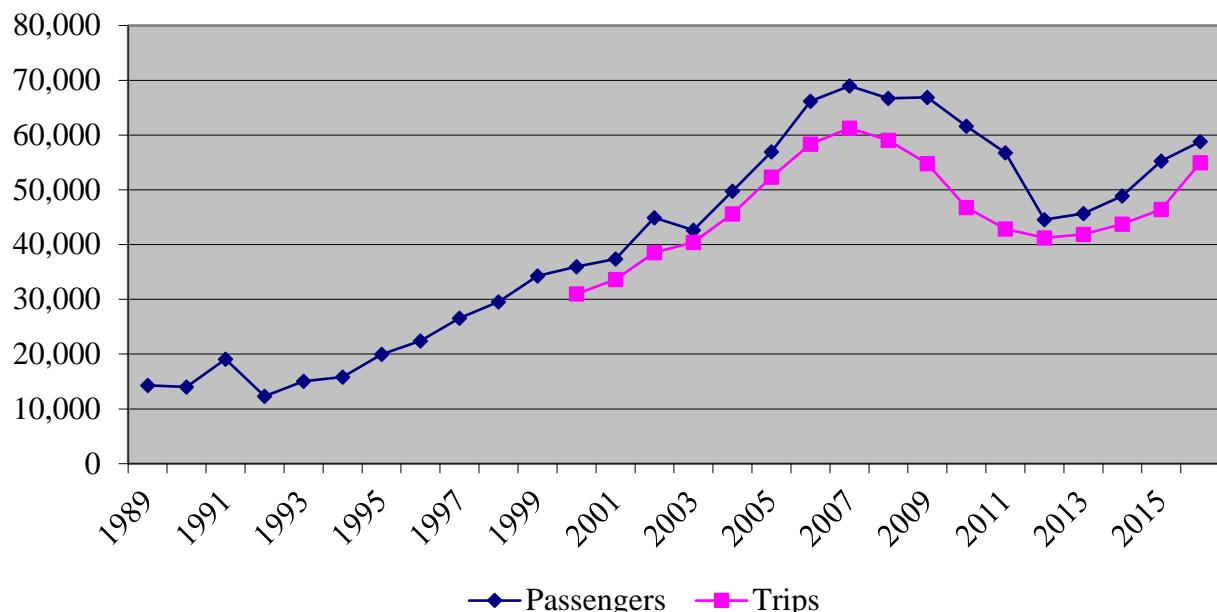
This report is intended to provide the Committee with a summary and analysis of operations for the fourth quarter of FY2016 (April – June 2016) and FY2016 year-end summary.

Discussion

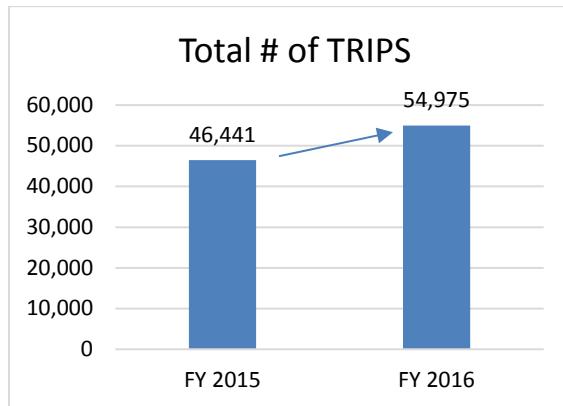
Paratransit

The graph below provides an overview of the historic paratransit ridership trend from the agency's inception thru the fiscal year FY2016:

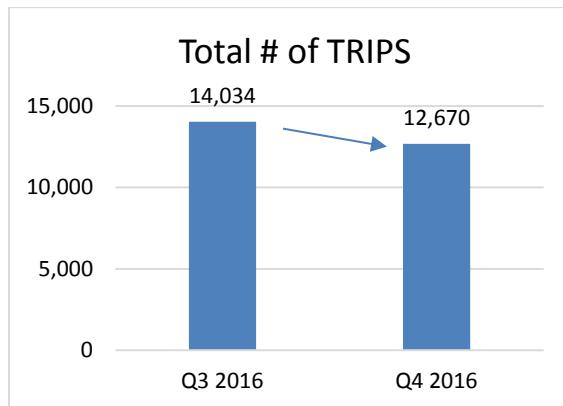
Annual Paratransit Ridership FY 1989-2016



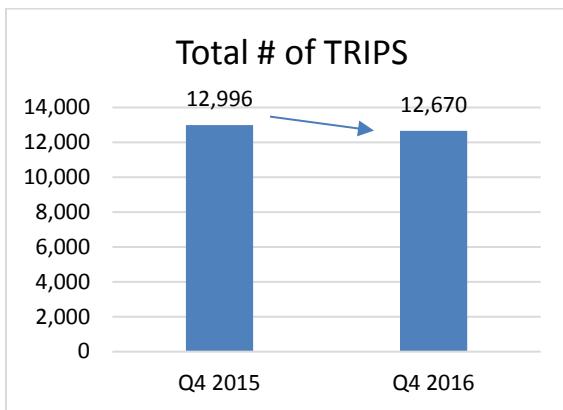
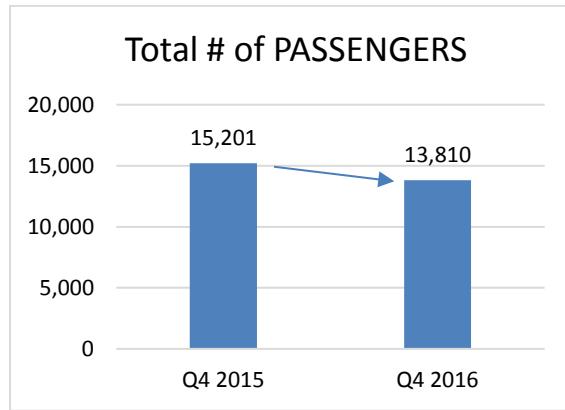
Between the FY2015 and FY2016 the agency experienced a drastic 18% increase in the percentage of trips from 46,441 trips provided in FY2015 to 54,975 trips in FY2016 as the chart below illustrates:



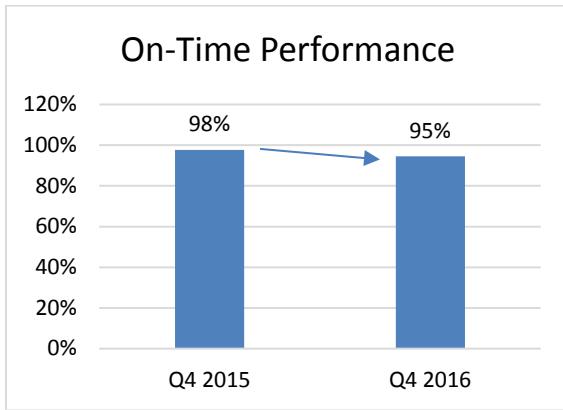
Since the ridership had been growing at an alarming rate, the agency put into place a series of measures to manage the demand in 3rd quarter FY2016. These measures included capping subscription rides to 50% per agency policy, negotiating trip times, conducting in-person eligibility assessments, enforcing the late cancellation/no-show policy, and referring Pleasanton residents to the Pleasanton Paratransit service. The agency started seeing positive results of the above-mentioned measures in Q4 of 2016 when the number of trips decreased by 10% when comparing it to the Q3 of the same year. The number of trips decreased from 14,034 in Q3 down to 12,670 in Q4.



The FY2016 Q4 the total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, decreased by 9.2% from 15,201 to down to 13,810 when compared to the same three months the year prior. The number of trips during the same time period decreased by 3% from 12,996 to 12,670, as the two charts below illustrate. Part of the reason why the reduction in the number of trips has not been as drastic as in the number of total passengers is that in FY2016, 54 of the trips were for the mandatory in-person ADA paratransit assessments, which was not part of the eligibility process a year ago. Additionally, the paratransit contractor had data inaccuracies that were corrected as of April 2016.



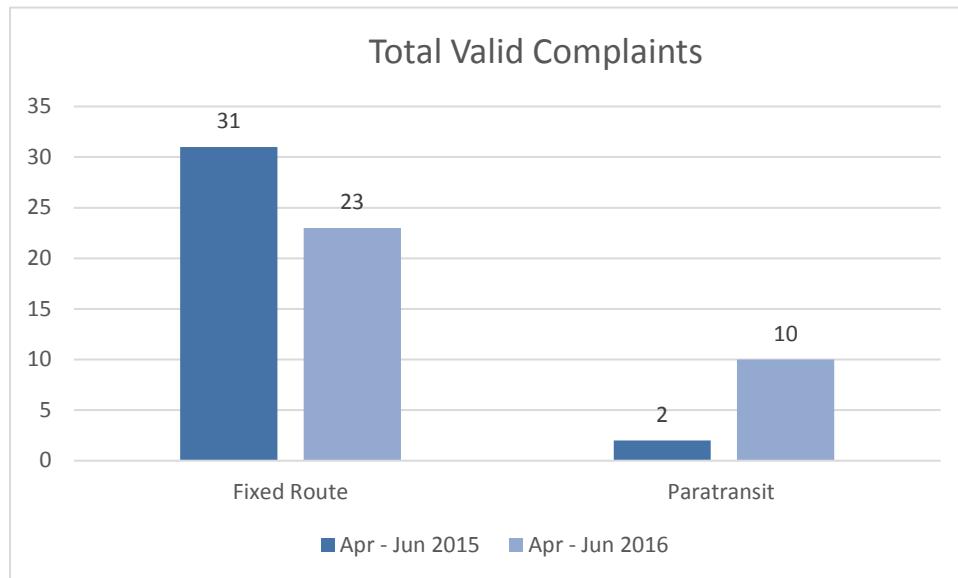
The on-time performance (OTP) for the FY 2016 Q4 was 95% compared to the 98% the year prior. While the OTP has decreased by 3% it still meets the performance standard of 95%.



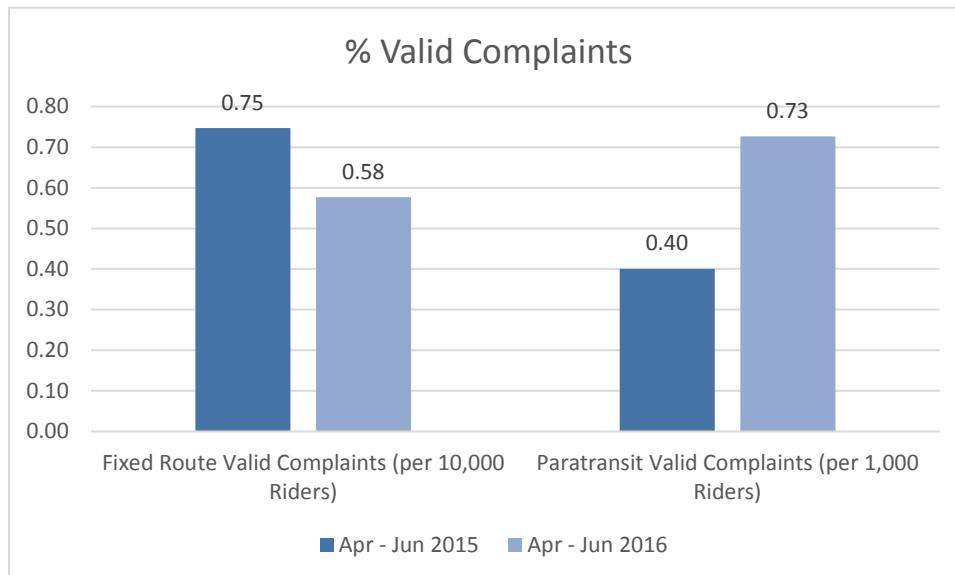
Customer Service

Customer Service staff processed a total of 162 customer requests for Q4 FY15 and a total of 121 for Q4 FY16; the decrease may be related to the service change outreach that provided other means for the community to provide feedback and ask questions other than the customer service database, i.e. route planning requests. LAVTA's Service Quality Standards Index, a

measurement of performance for fixed route and paratransit service providers, tracks the number of **valid** complaints for both fixed route and paratransit service, as noted for the quarter in the chart below.



The SQSI's established a standard of excellence for complaints of less than 1 per 10,000 rides for fixed route and 1 per 1,000 rides for paratransit.



Comparing the total valid complaints from FY15 and FY16, the number for fixed route has decreased and staff continues to work with the fixed route contractor in the Fixed Route Task

Force meetings held every other week, which allow for timely recognition of trends, and increased attention to the Customer Oversight Program which provides for assigning points to operators for valid complaints. The top valid complaints for fixed route for this quarter are in the areas of “late” (9 complaints), “safety” (4 complaints), and “early” (3 complaints).

The paratransit valid complaints increased by eight complaints as compared to the quarter last year. Staff and the contractor continue to work together in the Paratransit Task Force meetings to ensure that the complaints are dealt with timely, with ten (10) valid complaints total (five in the area of “late,” two “no show,” and two “driver dispatcher courtesy/training” with the last complaint in the area of “maintenance”).

Next Steps

None

Recommendation

None – information only.