AGENDA

Action
Recommended
by Staff

1. Call to Order

A. Approval of Agenda and Modifications if necessary 3:30

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 September 7, 2016 Meeting of the Committee (please review prior to meeting) Action 3:40

4. Meeting Location Discussion Discussion 3:45
5. Comprehensive Paratransit Assessment Discussion 3:55

6. COA Update Information 4:05

7. IndeeLift Wheelchair Device Demo Information 4:20

8. PAPCO Report Information 4:30


10. Fixed Route Operational Issues – Suggestions for Changes 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 10/28/16
LAVTA Administrative Services Department 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
DATE: Wednesday, September 7, 2016

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

TIME: 3:33 p.m.

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**DRAFT MINUTES**

1. **Call to Order**
   The WAAC Chair Carmen Rivera-Hendrickson called the meeting to order at 3:33 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
   - Amy Mauldin Social Services Member
   - Regina Linse City of Pleasanton – Alternate
   - Jennifer Cullen Social Services Member
   - Pam Deaton Social Services Member
   - Esther Waltz PAPCO Representative

   Staff Present:
   - Christy Wegener LAVTA
   - Kadri Kulm LAVTA
   - Kristen Anaya LAVTA
   - Angela Swanson LAVTA
   - David Garcia LAVTA
   - Juana Lopez MTM
   - Maria Zacarias MV Transit
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)
Steve Sneeringer told the committee about his company’s wheelchair device IndeeLift and distributed his business cards.

3. Minutes of the July 6, 2016 Meeting of the Committee
Approved with changes.
Mack/Deaton

4. Comprehensive Paratransit Assessment
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 is comprised of LAVTA and City of Pleasanton.
The WAAC elected the new member Helen Buckholz to participate on the selection committee.
Approved.
Deaton/Cullen

5. WAAC Applications
LAVTA received two new applications for the WAAC’s open positions in the City of Dublin and County of Alameda. Both candidates were present at the meeting.
WAAC forwarded their recommendation to LAVTA Board of Directors to appoint Helen Buckholz for the City of Dublin alternate position and Judith LaMarre for the County of Alameda alternate position.
Approved.
Hastings/Costello

6. WAAC Bylaws
The WAAC forwarded the following update to the committee bylaws to the LAVTA’s Board of Directors:
• Add the Measure BB information to the definitions:
  o 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.
  o 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):
  o 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.

Approved.
Hastings/Riley

7. FY 2016 4th Quarter Operations Report
   Between the FY2015 and FY2016 the agency experienced a drastic 18% increase in the percentage of trips. In Q4 of 2016 the number of trips decreased by 10% when comparing it to the Q3 of the same year. The FY2016 Q4 the total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, decreased by 9.2% when compared to the same three months the year prior. The number of trips during the same time period decreased by 3%.
   The on-time performance (OTP) for the FY 2016 Q4 was 95% compared to the 98% the year prior. While the OTP in has decreased by 3% it still meets the performance standard of 95%.
   The SQSI’s established a standard of excellence for complaints of less 1 per 1,000 rides for paratransit. In Q4 there were 0.73 complaints per 1,000 rides (10 valid complaints total).

8. Fixed Route Operational Issues – Suggestions for Changes
   Robert Allen addressed the committee saying he would like to see a direct shuttle between the Airway Park and Ride and BART station and it should operate in every 15 minutes.
Carmen Rivera-Hendrickson reported that some drivers have indicated to the consumers that they are there for a paycheck and that the new Route 14 did not come on the weekend. Staff responded that the Route 14 was late on the weekend, but since then adjustments have been made to the schedule. She also suggested that smaller buses be used on Route 14. Carmen noted that number 1100 buses smell through their AC units and there is an issue with the seatbelts, and that number 1600s securements are not hooked well.
Connie Mack said that the new route 30R has connection problems with the BART station and the outlet mall.
Herb Hasting reported he had to tell people where the new 10 is.
Esther Waltz noted that the walk from the bus stop closest to LAVTA office is too long and that Route 14 has no bus stop by the Safeway. Staff said that the Safeway stop is in the works.

Helen Buckholz reported that some residents at her senior living facility in Dublin have been having problems with Dial-A-Ride.
Shawn Costello said that the driver who came to pick him up didn’t have a nametag.
Herb Hastings said that the automated ride reminder call should list the actual Dial-A-Ride reservations number that people are familiar with and not the 800 number.

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

10. **Adjourn**
The meeting was adjourned at 4:56pm.
AGENDA

ITEM 4
SUBJECT: Meeting Location Discussion

FROM: Kadri Külm, Paratransit Planner

DATE: November 2, 2016

Action Requested
This is a discussion item.

Background
Due to the recent changes to the Wheels bus routes that were based on the Comprehensive Operational Analysis (COA), the closest bus stop to LAVTA’s administrative office, where the WAAC meetings traditionally are held, is a longer distance away (0.5 mile) than the closest bus stop prior to the COA changes.

Discussion
In response to some of the complaints about the distance to the Route 14 bus stop (from the LAVTA offices), staff is proposing conducting the WAAC meetings at the following three rotating Tri-Valley locations, which are all located at the close proximity to the Wheels fixed route bus stops:

- Pleasanton Senior Center, located at 5353 Sunol Blvd, Pleasanton, CA 94566
- Livermore Senior Center, located at 4444 East Ave. Livermore, CA 94550, and
- Dublin Civic Center, located at 100 Civic Plaza, Dublin, CA 94568

Recommendation
This is a discussion item.
SUBJECT: Tri-Valley Comprehensive Paratransit Assessment

FROM: Christy Wegener

DATE: November 2, 2016

Action Requested
Information only.

Background
In late August, the City of Pleasanton, in partnership with LAVTA, released a Request for Proposals (RFP) to bring onboard a consultant to conduct a comprehensive assessment of paratransit services throughout the Tri-Valley. This is an update on the selection process.

Discussion
As of the RFP due date (September 23, 2016), four proposals were received by various consultants who were interested in working on the project. The selection committee, comprised of LAVTA and City of Pleasanton staff, a WAAC member and a member of the Pleasanton Human Services Commission, met in late September to review and score the proposals. Interviews were held with the top two firms in early October. After the interviews, the selection Committee discussed each of the firms, strengths and weaknesses of each, and final changes in scope.

The selection committee made a recommendation for the preferred consultant team. In mid-October, the project managers from the City and LAVTA met with the project manager for the preferred consultant to discuss final changes in the scope, and to negotiate the best-and-final offer.

Next Steps
The City of Pleasanton is anticipated to award the contract in mid-November, with a Notice to Proceed issued shortly afterward.
AGENDA

ITEM 6
SUBJECT: Update of the August 13, 2016 Service Changes

FROM: Christy Wegener

DATE: November 2, 2016

Action Requested
Information only.

Background
This is an update on the on-time performance and ridership on the Wheels bus system after the August 13, 2016 service changes.

Discussion
Staff provided the Projects and Services Committee with an update on the COA implementation on October 24, 2016. The staff report is included as Attachment 1.

Next Steps
Staff will be making adjustments to several routes in January 2017 to address on-time performance issues, and expects to continue to make adjustments throughout 2017.

Attachments:
1. October 24, 2016 Project and Services Committee Report
ACTION REQUESTED
This is an informational item only.

BACKGROUND
This is an update on the implementation of the Comprehensive Operational Analysis (COA) service recommendations, which took effect on August 13, 2016. Included is an analysis of the first two months of operating statistics including ridership and on-time performance (OTP), and an action plan to address concerns.

DISCUSSION
The Board-approved COA service changes (Attachment 1), which included the realignment of nearly every fixed-route, elimination of whole routes or route segments, and retiming of all route schedules, have been in place for over 2 months. Preliminary ridership and on-time performance statistics are promising; however, there is still some work to accomplish.

RIDERSHIP
Historical information and transit ridership trends suggest that with the implementation of a major service change, ridership numbers should immediately dip 5-10%, increasing back to normal levels within 6-12 months of the change. The recommendations included in the COA project a 10% growth in existing Wheels bus ridership within a 12-18 month period.

Ridership statistics over the first eight weeks of operating (August 13-October 7, 2016) compared to the same eight weeks in FY2016 (August 22-October 16) suggest the total ridership is down -8.92%. When looking at the most recent four weeks of data (September 10-October 7, 2016) compared to the same four weeks in 2015, ridership is down -6.0%. This suggests that the ridership lost post-COA is already beginning to rebound.

Average daily weekday ridership by line (compared to FY2016) is available in Attachment 2. Many routes have experienced declining ridership, but some routes have already improved over last year’s numbers. The 30R has seen an immediate increase of 16% over last year’s
ridership numbers. This is due in no small part to the ridership generated at Las Positas College with the pilot Easy Pass available to the student body.

**On-Time Performance**
On-time performance remains a challenge at LAVTA. A route by route comparison of OTP pre and post-COA is included as Attachment 3. The majority of the routes have seen improved OTP numbers since the implementation of the COA; however, there are a few routes that are struggling and staff is working diligently on a plan to reschedule/retim those routes.

**OTP Action Plan**
As noted in Attachment 3, OTP has improved slightly over last year’s metric. However, the system is still falling over 6 points short of the Agency’s short-term 85% goal. Daily OTP is measured at over 3,100 daily timepoint crossings – the three routes that do the heaviest lifting in terms of number of timepoint crossings are routes: 30R (838), 10R (709), and 14 (330). If these three routes don’t each achieve 85% OTP, there is no way the system average will meet the metric.

Route 30R is consistently averaging over 84%, so the OTP action plan primarily focuses on routes 10R and 14 and the steps necessary to achieve 85% on those two routes by summer 2017. Implementation dates/timeframes are in-line with the Operator bid times as many of these changes will require a new bid. For route changes that do not require a new bid, changes can be implemented more fluidly.

**September/October 2016:** Since the service began operating on August 13, staff has taken immediate steps to address OTP issues as they have arisen. This included a rescheduling of the AM service on Route 502, a reroute of Route 20X at BART, a reroute of Route 14 in downtown Livermore, and a peak period reblocking of Routes 1 and Routes 14. A strategic bus is being deployed at the Livermore Transit Center in the morning peak to cover late trips on Route 10R until a new schedule can be implemented. Three weeks of running time data has been collected and compiled for Route 10R and 14, and is currently being analyzed by Nelson Nygaard. Draft revised schedules for the 10R and 14 are expected in November.

**January 7, 2017:** New schedule on Route 10R will be implemented and it is expected to bring OTP up to at least 85% for the route; Route 53 schedule in the PM will be shifted up three minutes to account for early time point arrivals; Route 11 schedule will be adjusted to address early arrivals.

**May/June 2017:** Concurrent with the opening of the East County Hall of Justice, Route 1 will be rerouted to serve the new facility and reblocked; new schedule will be implemented on Route 14. With these two changes, Route 14’s OTP is expected to improve to at least 85%.

**August 2017:** New schedule is projected to be implemented on Route 30R as a result of three new queue jumps on Dublin Blvd; Dublin High School service may be rerouted in the afternoons.
Additional ongoing schedule adjustments will be considered on an as-needed basis.

**Recommendation**
None – information only.

Attachments:

1. Updated Wheels System Map
2. Average Weekday Ridership by Route
3. OTP by Route
Wheels Bus System Map – August 2016
<table>
<thead>
<tr>
<th>Route</th>
<th>2016</th>
<th>2015</th>
<th>% difference</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>41</td>
<td>97</td>
<td>-57.2%</td>
<td>Reduced service to 60-minutes midday (from 30-minutes); Removed service on Rosewood Drive</td>
</tr>
<tr>
<td>2</td>
<td>38</td>
<td>70</td>
<td>-45.2%</td>
<td>Started new Route 505 tripper service which now connects to Fallon MS</td>
</tr>
<tr>
<td>3</td>
<td>107</td>
<td>76</td>
<td>40.5%</td>
<td>Rerouted to serve the Mall</td>
</tr>
<tr>
<td>8</td>
<td>176</td>
<td>295</td>
<td>-40.3%</td>
<td>Removed service on Santa Rita Road, Case Ave</td>
</tr>
<tr>
<td>9</td>
<td>N/A</td>
<td>43</td>
<td>N/A</td>
<td>Eliminated Route</td>
</tr>
<tr>
<td>10/10R</td>
<td>1,547</td>
<td>1485</td>
<td>4.2%</td>
<td>Improved the frequency to 15-minutes; removed service from East Ave and the Mall</td>
</tr>
<tr>
<td>11</td>
<td>28</td>
<td>20</td>
<td>39.3%</td>
<td>Rerouted to serve Vasco ACE</td>
</tr>
<tr>
<td>12/12X</td>
<td>N/A</td>
<td>651</td>
<td>N/A</td>
<td>Eliminated Route</td>
</tr>
<tr>
<td>14</td>
<td>342</td>
<td>139</td>
<td>145.8%</td>
<td>New Route 14 covers former Route 12 territory, including the Outlets.</td>
</tr>
<tr>
<td>15</td>
<td>403</td>
<td>488</td>
<td>-17.5%</td>
<td>Removed service from Enos Way</td>
</tr>
<tr>
<td>20X</td>
<td>38</td>
<td>51</td>
<td>-25.5%</td>
<td>Eliminated several trips; rerouted to Vasco Road (from Greenville)</td>
</tr>
<tr>
<td>Rapid/30R</td>
<td>1,773</td>
<td>1528</td>
<td>16.0%</td>
<td>Rerouted to serve Las Positas College</td>
</tr>
<tr>
<td>51</td>
<td>N/A</td>
<td>13</td>
<td>N/A</td>
<td>Eliminated. Former Route 51 is now covered by Route 14</td>
</tr>
<tr>
<td>53</td>
<td>146</td>
<td>182</td>
<td>-19.5%</td>
<td>No Changes</td>
</tr>
<tr>
<td>54</td>
<td>75</td>
<td>114</td>
<td>-34.2%</td>
<td>No Changes</td>
</tr>
<tr>
<td>70X</td>
<td>163</td>
<td>206</td>
<td>-21.1%</td>
<td>Eliminated Route 70XV; also eliminated Route 9 which many 70X passengers utilized</td>
</tr>
<tr>
<td>580X</td>
<td>34</td>
<td>N/A</td>
<td>N/A</td>
<td>New Route</td>
</tr>
<tr>
<td>School Trippers</td>
<td>1,186</td>
<td>1,117</td>
<td>6.2%</td>
<td>Added new tripper service in Dublin.</td>
</tr>
<tr>
<td>TOTAL</td>
<td>6,095</td>
<td>6,573</td>
<td>-7.3%</td>
<td></td>
</tr>
</tbody>
</table>
### On-Time Performance by Route

**Pre-and-Post COA**

<table>
<thead>
<tr>
<th>Route</th>
<th>Sep-16</th>
<th>Sep-15</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>90.5%</td>
<td>88.4%</td>
<td>2.1%</td>
</tr>
<tr>
<td>2</td>
<td>84.8%</td>
<td>85.2%</td>
<td>-0.4%</td>
</tr>
<tr>
<td>3</td>
<td>80.6%</td>
<td>65.0%</td>
<td>15.6%</td>
</tr>
<tr>
<td>8</td>
<td>80.8%</td>
<td>77.5%</td>
<td>3.3%</td>
</tr>
<tr>
<td>9</td>
<td>N/A</td>
<td>71.3%</td>
<td>N/A</td>
</tr>
<tr>
<td>10/10R</td>
<td>73.2%</td>
<td>78.8%</td>
<td>-5.6%</td>
</tr>
<tr>
<td>11</td>
<td>82.2%</td>
<td>81.3%</td>
<td>0.9%</td>
</tr>
<tr>
<td>12/12X</td>
<td>N/A</td>
<td>78.7%</td>
<td>N/A</td>
</tr>
<tr>
<td>14</td>
<td>66.4%</td>
<td>86.5%</td>
<td>-20.1%</td>
</tr>
<tr>
<td>15</td>
<td>79.2%</td>
<td>75.3%</td>
<td>3.9%</td>
</tr>
<tr>
<td>20X</td>
<td>93.5%</td>
<td>76.8%</td>
<td>16.7%</td>
</tr>
<tr>
<td>Rapid/30R</td>
<td>84.2%</td>
<td>77.2%</td>
<td>7.0%</td>
</tr>
<tr>
<td>51</td>
<td>N/A</td>
<td>95.0%</td>
<td>N/A</td>
</tr>
<tr>
<td>53</td>
<td>92.2%</td>
<td>83.1%</td>
<td>9.1%</td>
</tr>
<tr>
<td>54</td>
<td>89.0%</td>
<td>76.1%</td>
<td>12.9%</td>
</tr>
<tr>
<td>70X</td>
<td>47.6%*</td>
<td>61.5%*</td>
<td>-13.9%</td>
</tr>
<tr>
<td>580X</td>
<td>91.5%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>School Trippers</td>
<td>83.8%</td>
<td>82.7%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Monthly OTP</td>
<td>78.5%</td>
<td>78.3%</td>
<td>0.2%</td>
</tr>
</tbody>
</table>

*Data is not reliable due to lack of radio coverage along the I-680 corridor*