

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

WHEELS Accessible Advisory Committee

Meeting

DATE: Wednesday, November 2, 2016

PLACE: Pleasanton Senior Center
5353 Sunol Blvd, Pleasanton, CA 94566
PLEASE NOTE THE MEETING PLACE CHANGE

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 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
9. Dial-A-Ride Operational Issues – Suggestions for Changes	Information	4:35
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



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

WHEELS Accessible Advisory Committee

DATE: Wednesday, September 7, 2016

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

TIME: 3:33 p.m.

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

Members of the Public:

Judy LaMarre	Livermore resident and WAAC applicant
Helen Buckholz	Dublin resident and WAAC applicant
Julie Parkinson	City of Pleasanton
Robert Allen	Livermore resident
Steve Sneeringer	Livermore resident
Carrie Conover (CRIL)	Community Resources for Independent Living

- 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:
 - 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.

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.

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

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



Wheels Accessible Advisory Committee

WAAC

SUBJECT: Meeting Location Discussion

FROM: Kadri Klm, 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.

AGENDA

ITEM 5



Wheels Accessible Advisory Committee

WAAC

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



Wheels Accessible Advisory Committee

WAAC

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

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

STAFF REPORT

SUBJECT: COA Ridership and On-Time Performance Update
FROM: Christy Wegener, Director of Planning and Communications
DATE: October 26, 2016

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/retime 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.

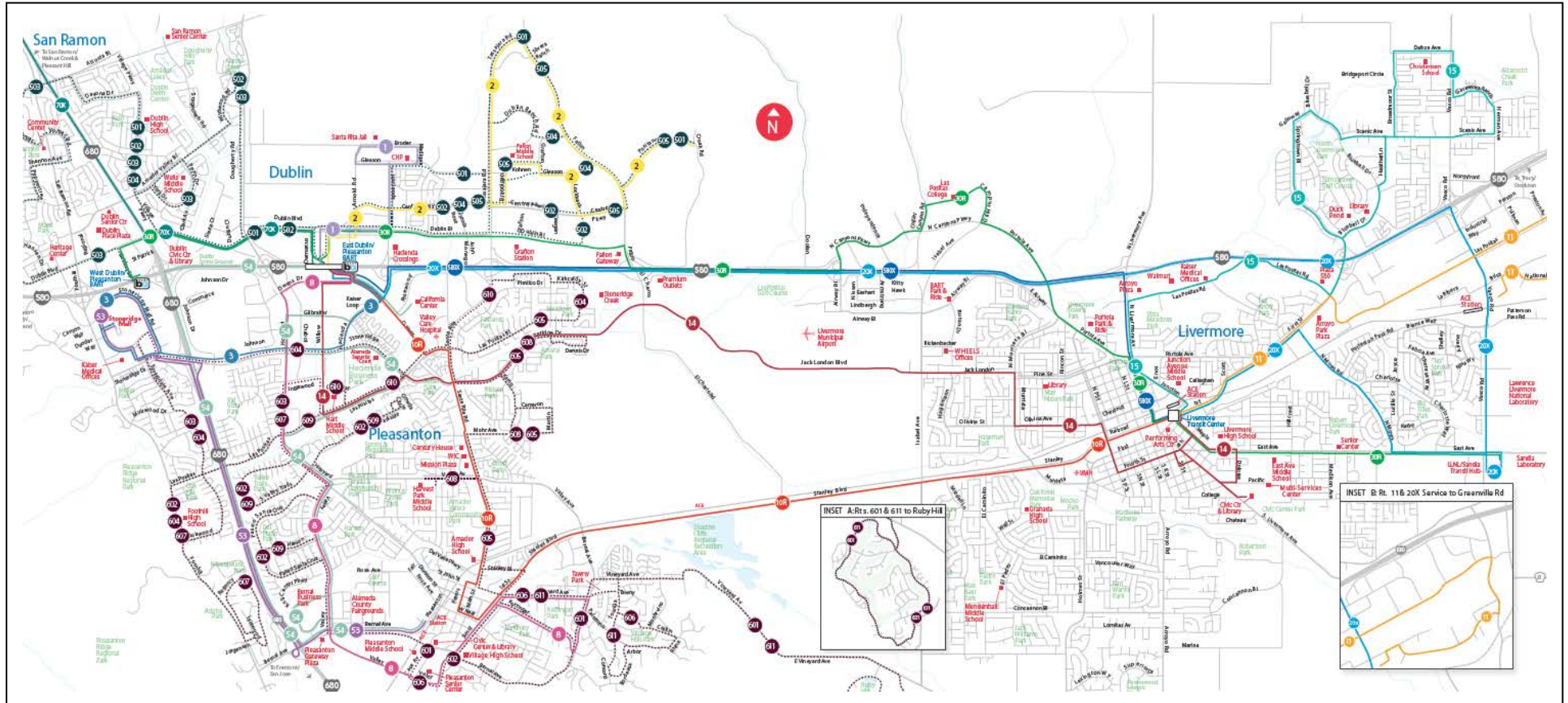
Recommendation

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



Ridership By Route Pre-and-Post COA

Attachment 2

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

On-Time Performance by Route
Pre-and-Post COA

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

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