DATE: Wednesday, January 4, 2017

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

TIME: 3:30 p.m.

AGENDA

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 November 2, 2016 Meeting of the Committee (please review prior to meeting) Action 3:40

4. Committee Composition Discussion 3:45
5. **Meeting Location Discussion**  
   
6. **FY 2017 1st Quarter Report – Operations**  

7. **Paratransit Assessment Study**  

8. **PAPCO Report**  

9. **Fixed Route Operational Issues – Suggestions for Changes**  


11. **ADA Paratransit Eligibility Assessments**  

12. **Presentation on City of Livermore’s Active Transportation Plan**  

13. **Adjournment**  

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

Jennifer Suda  
12/22/16  

LAVTA Administrative Services Department  

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*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*
DRAFT MINUTES

1. Call to Order
The WAAC Chair Carmen Rivera-Hendrickson called the meeting to order at 3:30 pm.

Members Present:
Connie Mack City of Dublin
Shawn Costello City of Dublin
Russ Riley City of Livermore
Carmen Rivera-Hendrickson City of Pleasanton
Glenn Hage City of Pleasanton – Alternate
Herb Hastings County of Alameda
Judy LaMarre County of Alameda – Alternate
Amy Mauldin Social Services Member
Jennifer Cullen Social Services Member
Pam Deaton Social Services Member
Esther Waltz PAPCO Representative

Staff Present:
Christy Wegener LAVTA
Kadri Kulm LAVTA
Jesse Garcia LAVTA
Juana Lopez MTM

Members of the Public:
Kathleen Anderson Senior Support Services of Tri-Valley
2. **Citizens’ Forum:** An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)

None

3. **Minutes of the November 2, 2016 Meeting of the Committee**
   Approved.
   Waltz/Hastings
   Costello abstains.

4. **Meeting Location Discussion**
   Carmen Rivera-Hendrickson requested to remove this item from the agenda so that a discussion with staff could take place prior to a Committee discussion.

5. **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. WAAC member Helen Buckholz was selected to participate on the selection committee. Four proposals were received by various consultants and the interviews were held with the top two firms in early October. The selection committee made a recommendation for the preferred consultant team, and 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. The City of Pleasanton is anticipated to award the contract in Mid-November.

   Staff also talked about the Alameda CTC outreach to identify the mobility needs of seniors and people with disabilities in Alameda County. Staff distributed flyers and the WAAC members were encouraged to submit their feedback to Naomi Armenta.

   Carmen Rivera-Hendrickson said Pleasanton got an award of being an accessible city.

6. **COA Update**
   Staff provided an update of on the implementation of the Comprehensive Operational Analysis service recommendations, which took effect on August 13, 2016. The ridership statistics over the first 8 weeks of operating compared to the same 8 weeks in FY2016 suggests the total ridership was down by -8.92%, but
the most recent 4 weeks of data showed the ridership decline of -6%, suggesting that the post-COA ridership is starting to rebound. OTP has improved slightly over the last year’s metric, but it still remains a challenge. Staff is taking steps to improve the OTP.

7. **Fixed Route Operational Issues – Suggestions for Changes**
   Shawn Costello reported that there are new buses on the R-30 line don’t have appropriate securements. Staff indicated Shawn was welcome to come to LAVTA’s offices so they can demonstrate how the new tie downs work.

   Esther Waltz had a concern about Route 8 scheduling, she said she missed the 2:32pm bus. Judy La Marre added that she has the same problem because the buses don’t connect in downtown Pleasanton and she has to wait for an hour if she misses her connection. Some passengers are confused about interlining of buses. Staff will continue to work on improving public information.

   Herb Hastings said that more frequent service is needed on Route 14 to the outlet mall on the weekends.

   None

9. **PAPCO Report**
   Esther Waltz reported on the latest PAPCO meeting. PAPCO members received updates on GAP grants and CIP, and there was a discussion on the Countywide Needs Assessment study.

10. **Adjourn**
    The meeting was adjourned at 4:40pm.
SUBJECT: The Wheels Accessible Advisory Committee Composition

FROM: Kadri Külm, Paratransit Planner

DATE: January 4, 2017

Action Requested
Information only.

Discussion
Staff recently learned the sad news of the beloved WAAC member and Livermore representative Nancy Barr’s passing. Also, the social services representative Pam Deaton recently retired. As such, Raymond Figueroa, the new City of Pleasanton Senior Center Recreation Supervisor, will be replacing Pam Deaton as a Social Services representative at WAAC.

Recruitment for the FY2018 memberships will start in the Spring of 2017 and the new members will start serving in July 2018.

Action Requested
Information only.

Attachment:
WAAC Terms
## WHEELS Accessible Advisory Committee (WAAC)
Membership Directory for FY 2017 (July 2016 to June 2017)
As of January 4, 2017

### Dublin Representation

<table>
<thead>
<tr>
<th>Committee Seat</th>
<th>Term</th>
<th>Term Beginning</th>
<th>Term Conclusion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shawn Costello</td>
<td>2 years</td>
<td>July 2015</td>
<td>June 2017</td>
</tr>
<tr>
<td>Connie Mack</td>
<td>2 years</td>
<td>July 2016</td>
<td>June 2018</td>
</tr>
<tr>
<td>Helen Buckholz (Alternate)</td>
<td>2 years</td>
<td>September 2016</td>
<td>June 2018</td>
</tr>
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### Livermore Representation

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<th>Term Conclusion</th>
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<td>Russ Riley</td>
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<td>July 2016</td>
<td>June 2018</td>
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<tr>
<td>Alternate (VACANT)</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Mary Anna Ramos (Alternate)</td>
<td>2 years</td>
<td>July 2015</td>
<td>June 2017</td>
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### Pleasanton Representation

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<td>Carmen Rivera-Hendrickson</td>
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<tr>
<td>Glenn Hage</td>
<td>2 years</td>
<td>July 2015</td>
<td>June 2017</td>
</tr>
<tr>
<td>Regina Linse (Alternate)</td>
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### Alameda County Representation

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<tr>
<td>Herb Hastings</td>
<td>2 years</td>
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<td>Judith LaMarre (Alternate)</td>
<td>2 years</td>
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<td>June 2018</td>
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### Social Services Representation

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<tr>
<td>Jennifer Cullen</td>
<td>2 years</td>
<td>July 2016</td>
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<tr>
<td>Raymond Figueroa</td>
<td>2 years</td>
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<td>June 2018</td>
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<td>Amy Mauldin</td>
<td>2 years</td>
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<td>June 2018</td>
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<tr>
<td>Alternate (VACANT)</td>
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### PAPCO Representative

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<th>Term Beginning</th>
<th>Term Conclusion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Esther Waltz</td>
<td>2 years</td>
<td>2014</td>
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SUBJECT: Meeting Location Discussion
FROM: Kadri Külm, Paratransit Planner
DATE: January 4, 2017

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 Wheels Accessible Advisory Committee (WAAC) meetings at Tri-Valley locations, which are shorter distance than LAVTA office and otherwise conveniently accessible by Wheels fixed route bus system.

The following are some of the possible locations:
- 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

The November, 2016 WAAC meeting was held at the Pleasanton Senior Center and staff is proposing to continue having the meetings in that location throughout the current fiscal year (until 06/30/2017). For the next fiscal year’s meetings the committee will select a new location at their May, 2016 meeting.
According to the committee bylaws SECTION 3.7. COMMITTEE 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”.

**Recommendation**
This is a discussion item.
SUBJECT: FY 2017 1st Quarter Report – Operations

FROM: Christy Wegener, Director of Planning & Communications

DATE: January 4, 2017

Action Requested
This is an informational item.

Background
This report is intended to provide the Committee with a summary and analysis of paratransit operations for the first quarter of FY2017 (July – September 2016).

Discussion
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

[Graph showing annual paratransit ridership from 1989 to 2016, with data points for both passengers and trips.]
The previous quarter’s trend of decreasing ridership continues in the first quarter of the current fiscal year. The FY2017 Q1 the total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, decreased by 12% from 15,744 to down to 13,840 when compared to the same three months the year prior. The number of trips during the same time period decreased by 9% from 13,939 to 12,748, as the two charts below illustrate.

On-time performance (OTP) was 96% during the Q1, 2017, which is a 1% increase from the previous quarter, but 1% decrease from the same quarter the year prior. The OTP performance standard is 95%.
Customer Service
The Service Quality Standard Index’s established standard of excellence for complaints is 1 per 1,000 rides for paratransit.

% Valid Complaints:

The paratransit valid complaints remained the same number of complaints as compared to the quarter last year (3 complaints). Staff and the contractor continue to work together in the Paratransit Task Force meetings to ensure that the complaints are dealt with timely, with three (3) valid complaints total (two in the area of “late,” and one in the area of “driver/dispatcher courtesy/training”).

Next Steps
None

Recommendation
None – information only.
SUBJECT: Tri-Valley Comprehensive Paratransit Assessment

FROM: Christy Wegener

DATE: January 4, 2016

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**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 contract award.

**Discussion**
At the December 6th meeting, the Pleasanton City Council voted to approve a contract with Nelson Nygaard to conduct the Tri-Valley Comprehensive Paratransit Assessment. The team will be led by Joey Goldman and Richard Weiner of Nelson Nygaard, with assistance from Naomi Armenta and Samantha Erickson.

**Next Steps**
The City of Pleasanton and LAVTA will have a kickoff meeting with the project team in January. After the kickoff meeting, more information will be brought back to the WAAC about next steps and the formation of a stakeholder committee.