

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

**WHEELS Accessible Advisory Committee**

**Meeting**

**DATE: Wednesday, March 1, 2017**

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

**TIME: 3:00 p.m. – PLEASE NOTE THE EARLIER START TIME**

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**AGENDA**

	<b>Action Recommended by Staff</b>	
<b>1. Call to Order</b>		<b>3:00</b>
<b>A. Approval of Agenda and Modifications if necessary</b>		
<b>2. Wheels Fixed Route Bus Securements Demo</b>		<b>3:05</b>
<b>3. 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)</b>		<b>3:50</b>
<b>4. Minutes of November 2, 2016 and January 3, 2017 meetings of the Committee (please review prior to meeting)</b>	<b>Action</b>	<b>3:55</b>

<b>5. WAAC Recruitment</b>	<b>Information</b>	<b>4:00</b>
<b>6. LAVTA Upcoming Funding and Grants</b>	<b>Information</b>	<b>4:10</b>
<b>7. Dial-A-Ride Passenger Satisfaction Survey</b>	<b>Information</b>	<b>4:25</b>
<b>8. PAPCO Report</b>	<b>Information</b>	<b>4:35</b>
<b>9. Dial-A-Ride Operational Issues – Suggestions for Changes</b>	<b>Information</b>	<b>4:40</b>
<b>10. Fixed Route Operational Issues – Suggestions for Change</b>	<b>Information</b>	<b>4:50</b>
<b>11. Adjournment</b>	<b>Information</b>	<b>5:00</b>

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

*Jennifer Suda*

*2/22/2017*

*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 4**



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

**WHEELS Accessible Advisory Committee**

**DATE:** Wednesday, November 2, 2016

**PLACE:** Pleasanton Senior Center  
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 3:30 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
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- 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. **The Chair Carmen Rivera-Hendrickson asked the members to provide feedback on their respective cities by December 1, 2016 for this study.**

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.

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

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.

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

**WHEELS Accessible Advisory Committee**

**DATE:** Wednesday, January 4, 2017

**PLACE:** Pleasanton Senior Center  
1362 Rutan Court, Suite 100, Livermore, CA

**TIME:** 3:35 p.m.

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**DRAFT MINUTES**

**1. Call to Order**

The WAAC Chair Carmen Rivera-Hendrickson called the meeting to order at 3:35 pm.

**Members Present:**

Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Helen Buckholz	City of Dublin – Alternate
Russ Riley	City of Livermore
Carmen Rivera-Hendrickson	City of Pleasanton
Herb Hastings	County of Alameda
Amy Mauldin	Social Services Member
Jennifer Cullen	Social Services Member
Raymond Figueroa	Social Services Member
Esther Waltz	PAPCO Representative

**Staff Present:**

Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Jonah Luis Galvez	MTM
Juana Lopez	MTM
Chris Hunter	MTM

**Members of the Public:**

Robert Allen	Livermore resident
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Andy Ross  
Debbie Bell  
Katy Lyons

City of Livermore, Planning  
City of Livermore, Engineering  
Alta Planning + Design

**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)**

Livermore resident Robert Allen urged the committee to support his efforts in having LAVTA to establish a direct bus line between the LAVTA Headquarter/Airway Park and Ride and BART. Mr. Allen said the bus would operate 14 hours a day and that the ABLE Commute would save each Livermore rider about three hours per week as compared to 10-R and 30-R. He provided a sample schedule to LAVTA staff.

**3. Minutes of the November 2, 2016 Meeting of the Committee**

Carmen Rivera-Hendrickson provided comments that the minutes needed more detail on the presentation from Alameda CTC on the needs assessment study. Approval was tabled until the March 2017 meeting due to not having a quorum present.

**4. Committee Composition**

Due to WAAC's Livermore representative Nancy Barr's recent passing, WAAC members recommended having an interim member to fill the position until the end of the current FY. The committee also welcomed Raymond Figueroa, City of Pleasanton Senior Center Recreation Supervisor, to the committee as a Social Services Representative. Raymond is replacing Pam Deaton who recently retired.

**5. Meeting Location Discussion**

The committee agreed on conducting the next three WAAC meetings at the Pleasanton Senior Center. The WAAC members will choose a new location at their July, 2017 meeting for the next FY.

**6. FY 2017 1<sup>st</sup> Quarter Operations Report**

Staff covered the paratransit operations statistics for July-September, 2016. The ridership has decreased when comparing it with the same time period a year ago. The OTP was 96% and valid customer complaints was 0.62 complaints per 1,000 passengers.

**7. Paratransit Assessment Study**

The City of Pleasanton and LAVTA will have a kickoff meeting with the project team later in January. After the kickoff meeting, more information will be



brought back to the WAAC at their March meeting about next steps and the formation of a stakeholder committee.

**8. PAPCO Report**

Esther Waltz reported that there was no meeting in November and the last PAPCO meeting was on October 24. The next PAPCO meeting will take place on January 23.

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

Shawn Costello reported that the 1600 series buses have an ongoing buzz sound and that they don't have 4 point securements. Staff said it might be possible to modify sound and assured the committee members that new devices are 4 point securements even though these new models have a different setup. Staff will arrange a bus and securements demo at the committee's March meeting so that everyone can become comfortable with the new securements.

**10. Dial-A-Ride Operational Issues – Suggestions for Changes**

Herb Hastings asked for the phone number that's left for call backs on the ride-reminder automated messages to be changed to a local number. The staff is to work with MTM to see if this is possible.

Carmen Rivera-Hendrickson recommended that a photo should be included in every applicant's file and a photo-ID card should be given for applicants after they have been certified eligible to use ADA paratransit. Staff will be following up by letting applicants know about the ADA card during their in-person interview. The photo ID cards are currently only provided when requested.

**11. ADA Paratransit Assessments**

The committee met with MTM's ADA Eligibility Assessor Jonahluis Galvez who provided her background story and explained what is expected during the assessments.

**12. Presentation of City of Livermore's Active Transportation Plan**

The City of Livermore staff gave a presentation on the Livermore Bicycle, Pedestrian, and Trail Active Transportation Plan and the committee members provided their feedback. There is an open house on January 26<sup>th</sup> at the Livermore Senior Center and all WAAC members are encouraged to come by. The City of Livermore staff asked any additional comments to be submitted to them by the open house date (January 26<sup>th</sup>).

**14. Adjourn**

The meeting was adjourned at 4:54pm.

**AGENDA**

**ITEM 5**



**Wheels Accessible Advisory Committee**

**WAAC**

SUBJECT: Announcement of WAAC Recruitment for Positions for FY 2018

FROM: Kadri Klm, Paratransit Planner

DATE: March 1, 2017

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**Action Requested**

Information only.

**Background**

In June 30<sup>th</sup> 2017, terms will expire for the four WAAC members:

1. Mary Anna Ramos – Livermore Alternate
2. Shawn Costello – Dublin Representative
3. Carmen Rivera-Hendrickson – Pleasanton Representative, and
4. Glenn Hage – Pleasanton Representative.

**Discussion**

Due to current term expirations and the existing vacancies the WAAC will have the following position openings for FY 2018 (terms are for the period of two years):

Dublin

- 1 member

Livermore

- 1 member and 1 alternate

Pleasanton

- 2 members

Social Services

- 1 alternate

Staff will be releasing solicitations for new members shortly and will encourage current Wheels fixed-route and Dial-A-Ride users to apply for the openings. Staff has already received three applications, one from a Livermore resident and two from Pleasanton residents. All applications are due on April 17, 2017. The applications will be reviewed by the WAAC at the Committee's May meeting and LAVTA's Board of Directors will review the applications and select WAAC members at their June meeting. New members will start serving at the July 2017 meeting.

**Action Requested**  
Information only.

Attachments:

1. WAAC Term Expirations
2. WAAC Application

WHEELS Accessible Advisory Committee (WAAC)  
 Membership Directory for FY 2017 (July 2016 to June 2017)  
*As of March 1, 2017*

Dublin Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Shawn Costello	2 years	July 2015	June 2017
Connie Mack	2 years	July 2016	June 2018
Helen Buckholz (Alternate)	2 years	September 2016	June 2018

Livermore Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Russ Riley	2 years	July 2016	June 2018
(VACANT)			
Mary Anna Ramos (Alternate)	2 years	July 2015	June 2017

Pleasanton Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Carmen Rivera-Hendrickson	2 years	July 2015	June 2017
Glenn Hage	2 years	July 2015	June 2017
Regina Linse (Alternate)	2 years	July 2016	June 2018

Alameda County Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Herb Hastings	2 years	July 2016	June 2018
Judith LaMarre (Alternate)	2 years	September 2016	June 2018

Social Services Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Jennifer Cullen	2 years	July 2016	June 2018
Ramond Figueroa	2 years	July 2016	June 2018
Amy Mauldin	2 years	July 2016	June 2018
Alternate (VACANT)			

PAPCO Representative

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Esther Waltz	2 years	2014	Same as PAPCO Term



**Livermore Amador Valley Transit Authority  
Wheels Accessible Advisory Committee (WAAC)**

**APPLICATION INSTRUCTIONS**

**ELIGIBILITY REQUIREMENTS**

Residents of Pleasanton, Dublin or Livermore who are elderly, disabled or care for someone who is disabled may apply to be the representative for their city or county. Persons employed in the social services field in the Tri-Valley area may apply for the Social services position only.

**RESPONSIBILITIES**

Members are expected to represent the viewpoint of the elderly and disabled community of the Tri Valley and provide input on the Wheels services. Members also act as liaisons for Wheels by informing the general public about Wheels services and policies. Meetings are held every other month and are scheduled for ninety (90) minutes. For disabled members, transportation is provided on the Wheels Dial-A-Ride service for free both to and from the meeting. All members receive a pass which provides them with complimentary service on all Wheels fixed route buses while serving on the WAAC. Appointments to the WAAC are made by the elected officials who make up the Wheels Board of Directors.

**Please send the filled out application to:**

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

## APPLICATION FOR WAAC MEMBERSHIP

### GENERAL INFORMATION

Name \_\_\_\_\_

Agency (if applicable) \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Zip \_\_\_\_\_

Home # \_\_\_\_\_ Work # \_\_\_\_\_ Mobile # \_\_\_\_\_

Email address: \_\_\_\_\_

**Which of the following open positions are you applying for?**  
(May check more than one, if applicable.)

City of Dublin \_\_\_\_\_

City of Pleasanton \_\_\_\_\_

City of Livermore \_\_\_\_\_

Alameda County \_\_\_\_\_

Social Services Agency \_\_\_\_\_

**You are eligible for your position because you are**

**A resident of the City or County and are**

Elderly \_\_\_\_\_

Disabled \_\_\_\_\_

A Caretaker for a Disabled person \_\_\_\_\_

**Or**

Employed in Social Services in the Tri Valley \_\_\_\_\_





**AGENDA**

**ITEM 6**



**Wheels Accessible Advisory Committee**

**WAAC**

SUBJECT: Upcoming Funding and Grants  
FROM: Kadri Klm, Paratransit Planner  
DATE: March 1, 2017

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**Action Requested**

This is an informational item.

**Background**

Each year, Alameda CTC Measure B and BB recipients are required to submit an annual program submittal describing paratransit services to be delivered and a budget for these services. The annual submittal also contains the total estimated Measure B and BB revenues available to programs to provide these services. The program managers are required to present their annual program submittals to PAPCO's sub-committee, who forwards their recommendations to the full PAPCO.

Additionally, there is an active call for projects (due March 1<sup>st</sup>) for 5310 funding to support senior/ADA transportation that goes beyond the minimum requirements.

**Discussion**

LAVTA's portion of the projected Measures B and BB combined revenues for paratransit for the next fiscal year (2017/2018) is \$456,098.31 per year. LAVTA received the application forms from ACTC on February 21, 2017 and is currently working on the application. The submittals are due to ACTC on March 31, 2017. A draft application will be circulated to the WAAC in March. Comments will be collected via email and incorporated into the final application.

For the 5310 application, LAVTA will be submitting for funding to support para-taxi and/or mobility management in the Tri-Valley, which could include travel training or a one-click website. The deadline for applications is March 1.

**Recommendation**  
Information only.

**AGENDA**

**ITEM 7**



SUBJECT: Dial-A-Ride Passenger Survey 2016

FROM: Kadri Klm, Paratransit Planner

DATE: March 1, 2017

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**Action Requested**

None – Information only.

**Background**

LAVTA performs annual Dial-A-Ride passenger surveys to assess passenger satisfaction in order to continually improve service.

**Methodology**

The 2016 annual Dial-A-Ride customer satisfaction survey was conducted between November 7 and December 4, 2016 via telephone by randomly calling currently active Dial-A-Ride passengers. Active riders are those who have used Dial-A-Ride at least once since July 1, 2015. The survey was administered by a third party surveyor, and a total of 150 Dial-A-Ride surveys were completed. The results are statistically reliable at 95% confidence interval  $\pm 7.8$  point margin of error.

The surveyors asked the passengers to rate Dial-A-Ride service on a 1-to-5 scale (5 being highest and 1 being lowest) on a variety of topics, including the reservation process, pick-up experience, ride experience, drop-off experience, and their overall satisfaction with the service.

**Discussion**

Overall satisfaction was very high across all stages of the rider experience. The average score for the reservation process was 4.2, pick-up experience 4.36, ride experience 4.37, drop-off experience 4.42, and the overall satisfaction score was 4.4 on the scale of 1 to 5.

Areas where scores were exceptionally high included:

- Person on the phone was courteous 4.4
- Driver was dressed appropriately and clean 4.5
- Driver operated vehicle safely and followed all traffic laws 4.5
- Driver was courteous and helpful 4.6

Areas where scores were lower than average:

- Prefer use of new smaller vehicles 3.6
- Hold times while arranging transportation 3.9
- Driver was on time for pickup 4.0
- Phone menu 4.1
- Phone rep knowledge 4.1

The key areas where riders consistently expressed the importance to them were timeliness, scheduling ease and accuracy and phone representative's knowledge.

The following table compares the average customer satisfaction ratings of the surveys conducted in November 2016 and October 2015:

Service Aspect	Oct 2015 (n=100)		Nov 2016 (n=150)	
	Mean	Median	Mean	Median
<b>Reservation</b>	4.45	5	4.22	4.5
<b>Pickup</b>	4.45	5	4.36	5
<b>Ride</b>	4.38	5	4.37	5
<b>Dropoff</b>	4.37	4	4.42	5
<b>Overall rating</b>	4.61	5	4.43	5

The most recent survey surveyed 150 respondents up from 100 respondents a year ago. This was done in order to increase the statistical significance level and was a recommendation from the Wheels Accessible Advisory Committee. The surveyor noted that this time they had a more difficult time reaching the desired number of respondents requiring them to do more attempts to reach the respondents and more people were not interested in taking the survey.

While the overall satisfaction scores in 2016 were still very good, there was some satisfaction erosion in specific stages of the ridership experience. Particularly the experience around arranging transportation on the phone saw

some decreases in ratings with hold times, phone menu, representative's knowledge and representative's ability to arrange transportation. The service aspect where riders in 2016 were slightly more satisfied than in 2015 was the drop-off experience.

Per the Wheels Accessible Advisory Committee recommendation, in cases where the respondents expressed dissatisfaction or gave negative feedback about the service, the surveyors were instructed to ask if the respondent would like a call back from LAVTA staff to follow-up on their concern(s). Out of the 150 respondents 18 asked for a follow-up phone call and staff was able to talk to 13 of them (four people didn't pick up the phone and didn't return the phone call and one person provided a phone number that was out of the service). Out of the 13 people staff was able to talk to two mentioned that transfers to another service provider (East Bay Paratransit or County Connection LINK) were too complicated and took too long, one person said that some the drivers talk on the phone while driving, one person said he doesn't always get a call back about the resolution of his complaints, one person said the driver was late, one said the driver arrived too early and she was too early for her appointment, one said he was once taken to a wrong address, one person was unhappy about the shared rides as they take too long, and one person's comment was about Para-Taxi program (cab rides too expensive). LAVTA staff is following up with MTM on the complaints.

### **Summary**

While the average satisfaction scores in 2016 were very good, the surveyors picked up a few trends toward dissatisfaction. LAVTA will work with the contractor on improving the reservations process and will follow up on the concerns communicated to LAVTA staff during the follow-up phone calls.

### **Action Requested**

None – Information only.