

MINUTES OF THE JANUARY 22, 2018
LAVTA PROJECTS AND SERVICES COMMITTEE MEETING

1. Call to Order and Pledge of Allegiance

Committee Vice Chair Steven Spedowfski called the meeting to order at 4:00pm.

2. Roll Call of Members

Members Present

Scott Haggerty, Supervisor, Alameda County
Steven Spedowfski, Vice Mayor, City of Livermore
Karla Brown, Councilmember, City of Pleasanton
Don Biddle, Vice Mayor, City of Dublin

Members Absent

David Haubert, Mayor, City of Dublin

3. Meeting Open to Public

Robert S. Allen

Robert Allen provided the Projects and Services Committee a clarification of his remarks at the November 27, 2017 Projects and Services meeting:

- Parking structure memo: Cost about \$34 million for 398 cars – about \$85,000 per space
- Expand Airway Park/Ride to 500 cars: Cost Est. \$3,256,000 for 500 cars – about \$6,512 per space

Mr. Allen stated that the figure came out of the Park-N-Ride study and is a genuine figure. Mr. Allen suggests that BART pay for the Airway expansion.

4. Minutes of the November 27, 2017 Meeting of the P&S Committee.

Approved: Brown/Biddle

Aye: Biddle, Spedowfski, Haggerty, Brown

No: None

Abstain: None

Absent: Haubert

5. Wheels Service to the 2018 Alameda County Fair

Councilmember Steven Spedowfski asked for public comment on this agenda item.

Robert S. Allen addressed the Projects and Services on agenda item 5 regarding the bus loading at the BART Dublin/Pleasanton station. Mr. Allen suggested that the buses load at the stop sign in front of the fare gates, or slightly back near the bicycle lockers. Mr. Allen suggested similar loading for all buses departing via Owens Drive, e.g., 3, 8, 10-R, 20-X, and, 580-X.

The Projects and Services endorsed and forwarded a recommendation to the Board of Directors for a repeat of last year's operating a dedicated, hourly shuttle service between the East Dublin/Pleasanton BART station and the Fairgrounds during the 2018 Alameda County Fair.

Approved: Biddle/Brown

Aye: Biddle, Spedowfski, Haggerty, Brown

No: None

Abstain: None

Absent: Haubert

6. Dial-A-Ride Passenger Survey of 2017

Staff provided data on the latest Dial-A-Ride survey results conducted between December 2017 and January 2018. Staff noted that the survey was conducted during a time of driver shortages that has impacted the results greatly. The number of operators/drivers for Wheels Dial-A-Ride is down 40% from the optimal service level and that has impacted On-Time Performance (OTP). This past year LAVTA has vigilantly enforced policies that the Paratransit customers are not accustomed to. The customer satisfaction survey was administered by a third party surveyor, and a total of 257 (206 phone/51 online) Dial-A-Ride surveys were completed. The Overall satisfaction for the service has fallen. When comparing this survey to the survey conducted a year ago the satisfaction scores have decreased in nearly all aspects of the Dial-A-Ride service, there was satisfaction erosion in the following areas: Overall experience, On-Time Performance (OTP), easy to make arrangements for transportation on the phone, and able to reach customer service quickly. There were two areas in which the satisfaction scores increased from last year to this year, and these included "no problems with phone menu" and "prefer use of smaller vehicles". Respondents who expressed dissatisfaction or gave negative feedback about the service were asked if they would like a call back from LAVTA. Out of 257 respondents, 50 asked for a follow-up call and LAVTA staff is currently following up with these respondents. The next satisfaction survey will be conducted in six months instead of a year. LAVTA is working with the contractor to take immediate steps to not only address the staffing issues, but also to communicate with riders that we are aware of the issues and are taking specific steps to fix them.

Vice Mayor Don Biddle asked if this will be a long term issue regarding Driver shortages. Staff responded that LAVTA and MTM have been in conversations and MTM is fairly confident this will be under control by mid-February. MTM is recruiting drivers and negotiating with another provider. Vice Mayor Don Biddle also asked if LAVTA should loosen their restrictions. Staff responded that the Mobility Study will give recommendations and the Board of Directors should receive that report within the next sixty days.

Councilmember Karla Brown asked if the contractual agreement with MTM is to provide support with drivers. Ultimately LAVTA is taking the hit for the poor service our supplier is giving LAVTA. Councilmember Karla Brown questioned (from a legal stand point) if there is a commitment MTM made to be held to regarding OTP and a certain amount of drivers. Staff does not recall if there is a

certain amount of drivers, but there is an OTP standard and there are incentives and penalties assessed. Councilmember Karla Brown explained that it is not lost that MTM provided excellent service in the beginning of the contract, but maybe MTM is not providing an offer package that is significant enough with incentives for drivers. What does LAVTA do in that type of situation? Executive Director Michael Tree stated that LAVTA would then cancel the contract and go back out for bids. Staff has requested MTM's contracts with their subcontractors to review.

Staff introduced MTM Interim General Manager Jonathan Steketee.

This was informational only.

7. Management Action Plan

Executive Director Michael Tree provided the Projects and Services Committee the Management Action Plan (MAP). Executive Director Michael Tree noted that Christy Wegener is resigning from LAVTA and that will be very tough and a big loss. Projects have been getting redistributed and some things will need to be slowed down like the Long Range Transit Plan (LRTP) that was planned for spring. It would be optimal to have a new Director of Planning and Operations on board to assist in the LRTP, so this is one item that will be pushed. Executive Director Michael Tree stated that LAVTA will recruit for the Director of Planning and Operations position. Executive Director Michael Tree is getting up to speed on various projects and Paratransit assessments to know where LAVTA is on these projects. Executive Director Michael Tree explained that LAVTA has a lot of talent on board, so he thinks we will be fine. Executive Director Michael Tree explained that getting the capital projects (TSP) completed is important.

Executive Director Michael Tree also mentioned that the Rail Authority had a meeting for the first time and that was a huge success. A grant is being submitted to access three quarters of a million dollars from the state to do the feasibility report and get kicked-off on a project level EIR.

Executive Director Michael Tree noted a key meeting with GoMentum is tomorrow regarding the Shared Autonomous Vehicle project (SAV). LAVTA is trying to get the MOU in place, but still in discussion over risk issues. Legal Counsel is assisting with the discussions with GoMentum. Executive Director Michael Tree is hopeful that a MOU will be presented to the Board in February.

Supervisor Scott Haggerty asked where the Rideo bus is located when it is not being used for events. Staff stated that it is located at the Atlantis Facility covered with a roof over it. Supervisor Scott Haggerty asked about giving the bus to Pacific Bus Museum. Staff responded that LAVTA looked into this, but there is federal money involved and that we would need to loan it to them rather than hand over the title. Supervisor Scott Haggerty would not want to give the Rideo to the bus museum, but to have it on display. Staff will look into this further.

Councilmember Steven Spedowski contacted the President and Vice President of the Heritage Guild to give a presentation regarding the Historic Train Depot restoration. They are willing to give a presentation to the Board.

This was informational only.

8. Preview of Upcoming P&S Committee Agenda Items

9. Matters Initiated by Committee Members

None.

10. Next Meeting Date is Scheduled for: February 26, 2018

11. Adjourn

Meeting adjourned at 4:34pm.