

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

**WHEELS Accessible Advisory Committee**

**DATE:** Wednesday, May 3, 2017

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

**TIME:** 3:30 p.m.

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**DRAFT MINUTES**

**1. Call to Order**

The WAAC Chair Carmen Rivera-Hendrickson called the meeting to order at 3:32 pm.

Agenda was approved.  
Mack/Waltz

Members Present:

Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Helen Buckholz	City of Dublin – Alternate
Carmen Rivera-Hendrickson	City of Pleasanton
Glenn Hage	City of Pleasanton
Regina Linse	City of Pleasanton – Alternate
Herb Hastings	County of Alameda
Judy LaMarre	County of Alameda – Alternate
Jennifer Cullen	Social Services Member
Raymond Figueroa	Social Services Member
Esther Waltz	PAPCO Representative

Staff Present:

Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM
Christian Pereira	MV Transportation

Members of the Public:

Erica Trask	Supervisor Haggerty's Office
Becky Hopkins	City of Pleasanton
Melanie Henry	Senior Support Services of Tri-Valley
Sue Tuite	Pleasanton resident
Jan Cornish	Livermore resident
Cheryl Hyek	Carmen Rivera-Hendrickson's PCA

**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)**

Shawn Costello inquired why there is no LAVTA/Wheels booth at the Alameda County Fair this year. Staff responded that this was a decision based on resources, but the bus will still be at the fair. Staff will reach out to Alameda County to see if they want to borrow a table.

Jennifer Cullen informed the Committee that her last day with the Senior Support Services of the Tri-Valley is May 22<sup>nd</sup> as she is moving out of the area. Jennifer introduced Melanie Henry from the Senior Support, who will take her position at the WAAC as a Social Services Representative.

**3. Minutes of the March 1, 2017 meetings of the Committee**

Approved.

Hastings/Waltz

**4. WAAC Recruitment**

LAVTA received seven WAAC applications for 2-year terms starting on July 1, 2017. The committee members discussed the placement of applicants in the committee's vacant seats and asked if Regina Linse, the current Pleasanton Alternate, would like to move to the Pleasanton Representative's position since there is a vacancy for that seat. Regina agreed.

Because Mary Anna Ramos has missed several meetings due to her health the committee members recommended that staff write her a letter.

The committee members also discussed the need to amend the WAAC by-laws to reflect new members serving in an alternate capacity for one year, and add it as an item for an upcoming committee meeting.

**5. Recommended Fall 2017 Fixed Route Service Changes**

The Fall fixed route service changes will be minor and will mostly include schedule changes to address the connectivity issues between the Wheels bus routes as well as connectivity to the BART train. The route by route changes were discussed, including a total overhaul of all the fixed route schedules, a new

Route 14 alignment, modifications to Dublin High School routes, and a slight extension of Route 602.

The comprehensive post COA-implementation service analysis will take place about 18 months after the new service began operating to give the routes adequate time to mature, and is tentatively scheduled to take place late 2017 or early 2018. After that, more significant route modifications may be considered.

Helen Buckholz and Connie Mack inquired about the service in Dublin. Staff explained the GODUBLIN program and staff is also going to mail both Helen and Connie the Route 2 schedule, which serves the City of Dublin, information. Shawn Costello said he would be interested in helping staff testing the GODUBLIN program's wheelchair accessible service that both DeSoto Cab and Lyft provide.

Sue Tuite asked if LAVTA will be deviating the Route 8 during the Alameda County Fair. Staff replied that there will be no Route 8 deviation this year but instead LAVTA will be operating an hourly shuttle service to the fair.

**6. Tri-Valley Comprehensive Paratransit Assessment, Stakeholder Advisory Committee (SAC) Selection**

Included in the scope of work for the project management team is the coordination of a stakeholder advisory committee to provide direct feedback to the project management team throughout of the course of the Study. Carmen Rivera-Hendrickson, Herb Hastings and Shawn Costello expressed their desire to be part of the SAC, either as WAAC representatives or in other SAC composition positions.

The committee voted that LAVTA and the City of Pleasanton staff get together and pick a WAAC member to serve on the SAC.

Approved.

Rivera-Hendrickson/Costello

**7. FY 2017 2<sup>nd</sup> Quarter Report - Operations**

Staff reported that the ridership was down in the second quarter of the current FY when comparing it to the ridership during the same three months the year prior. The OTP remained the same 97% both in FY2017 and FY2016.

Per the committee Chair's request staff distributed copies of a recent news article on Wheels services from Pleasanton Weekly. The committee members found the article confusing as it was combining three different news into one headline. Staff said that LAVTA does not have direct control over the newspaper articles and

Raymond Figueroa reminded the committee members that Pleasanton Weekly is a free newspaper.

The committee members recommended that staff work with the Pleasanton Weekly on a clarification about the article.

Approved.

Costello/Waltz

## **8. PAPCO Report**

Esther Waltz reported on the latest PAPCO/ParaTAC joint meeting that took place on March 27th. During this meeting a Paratransit Program Plan Review Committee for Measure B and BB funds was established. Esther also reported on the April 24<sup>th</sup> PAPCO meeting.

## **9. Dial-A-Ride Issues – Suggestions for Changes**

Shawn Costello reported that on the way to the LAVTA office for his ADA paratransit eligibility assessment the driver had arrived before the scheduled pick-up time. Shawn was ready to board the vehicle before the scheduled pick-up time but the driver had told him that he needs to wait before he can take off until the start of his pick-up window. MTM staff explained that this is because if the driver departs the pick-up location before the half an hour pick-up window it would be counted against his/her on-time performance.

Judy LaMarre reported that she was in the Dial-A-Ride vehicle for 1 hour and 15 minutes while on the way to the WAAC meeting, which seemed excessive. Staff explained that the length of a DAR trip should be comparable to a similar trip on fixed route, including walking to/from the bus stop and waiting for transfers, and this time length seemed correct for a trip from Livermore to Pleasanton at this time of the day. MTM staff also added that around 3pm is the busiest time for DAR since many Regional Center day programs close at this time. Judy also mentioned that another client who was in the vehicle had canceled her ride while onboard and had asked to be taken back home. MTM staff will follow up.

Staff discussed a complaint that came in from a parent of an adult special-needs child who uses Regional Center-contracted transportation to/from Livermore and Castro Valley. This complaint will be discussed at the May projects and services Committee meeting.

## **10. Fixed Route Issues – Suggestions for Changes**

Carmen Rivera-Hendrickson said that on the way to the LAVTA board meeting on May 1<sup>st</sup> the driver had refused to secure her chair the way she had asked her to do and she did not feel secure in the vehicle as she felt her chair was moving around too much. LAVTA and MV staff will review the tape.

Carmen also reported that on May 2<sup>nd</sup> she had waited for Route 10R on 1<sup>st</sup> and Neal in Pleasanton for one hour between 8pm and 9pm, but none came for westbound direction while there were three 10R buses that had gone eastbound during the same timeframe. Staff will follow-up.

Sue Tuite inquired why the buses wait for about 3 minutes after their scheduled pull times at the BART station. Staff said that the BART trains typically tend to run about 3-4 minutes late and the drivers are instructed to wait until the train gets to the station so that the passengers who need to connect to Wheels buses do not miss their bus. Helen Buckholz added that she likes that the buses wait for her at the BART station as otherwise she would have no option to get back home if she misses her bus.

Judy LaMarre mentioned that there are connectivity issues between the Route 14 and 15. Staff indicated this will be addressed during the rescheduling of the routes for August.

Shawn Costello said wheelchair passengers should be able to board the buses first.

Staff made two announcements:

1. Q-POD representative will be at the LAVTA office on May 19<sup>th</sup> at 10am to evaluate how to best secure Carmen's and Shawn's chairs in the Wheels fixed route buses. LAVTA will compensate Carmen's and Shawn's rides on Dial-A-Ride to/from the wheelchair assessment. Other WAAC members are also welcome to join.
2. The Historic Pacific Railroad Depot building has been scheduled to be relocated to the current Wheels Transit Center location sometime after the 4<sup>th</sup> of July. Staff informed the committee that the Transit Center area will be a construction zone at this time and asked for their patience during the construction as there will be dust as well as disturbances to the routes 11, 14 and 15. The current Transit Center building will be demolished and replaced with the relocated Historic Railroad Depot.

## **11. Adjourn**

The meeting was adjourned at 4:58pm.