

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

WHEELS Accessible Advisory Committee

Meeting

DATE: Wednesday, July 5, 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

AGENDA

	Action Recommended by Staff	
1. Call to Order		3:00
A. Approval of Agenda and Modifications if necessary	Action	
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)	Information	3:02
3. Mobility Forward Update and Presentation	Discussion	3:05

4. Minutes of May 3, 2017 meeting (please review prior to meeting)	Action	4:05
5. Elect Chair and Vice Chair for FY 2018	Action	4:10
6. Establish Meeting Times and Locations for FY 2018	Action	4:20
7. LAVTA Paratransit Budget for FY 2018	Information	4:30
8. Dial-A-Ride Operational Issues – Suggestions for Changes	Information	4:40
9. Fixed Route Operational Issues – Suggestions for Change	Information	4:50
10. Adjournment	Information	5:00

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

Jennifer Suda

6/23/17

LAVTA Administrative Services Department

Date

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*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



Wheels Accessible Advisory Committee

WAAC

SUBJECT: Mobility Forward Update and Presentation

FROM: Christy Wegener, Director of Planning and Operations

DATE: July 5, 2017

Action Requested

None – Information only

Background

In early 2017, LAVTA and the City of Pleasanton launched a comprehensive study of paratransit services throughout the Tri-Valley called *Mobility Forward: Tri-Valley Paratransit Assessment*. This is an update of study activities to date.

Discussion

The following activities have taken place since the study has kicked off:

- 1) Website update: There is a new webpage dedicated for the study: <http://www.wheelsbus.com/mobility-forward-tri-valley-paratransit-assessment-study/>
- 2) Data collection: The Study Team has compiled and analyzed data from LAVTA and Pleasanton Paratransit. A public survey has been administered throughout the Tri-Valley to learn about existing awareness of services, to understand needs and travel patterns, and to understand where gaps in services exist. An existing conditions report has been drafted and will be presented to various groups in June and July.
- 3) Stakeholder Advisory Committee (SAC): The SAC met on June 21st to hear a report on the existing conditions and to give feedback on their experiences.
- 4) Stakeholder Outreach: One on one outreach to the LAVTA Board and Pleasanton City Council members will be scheduled this summer.

- 5) Public Listening Sessions: The first round of public meetings have been scheduled for:
- a. June 24th – 10a-noon, Dublin Library
 - b. June 27th – 10a-noon, Livermore Community Center
 - c. June 27th – 2-4p, Pleasanton Senior Center

There will be a presentation to the WAAC regarding existing conditions and survey results at the July 5th meeting.

Next Steps

The Study Team will be presenting to the Pleasanton Paratransit Task Force in July. The Study Team will also be interviewing the policy-makers from LAVTA and the City of Pleasanton in July, and presenting existing conditions to both the LAVTA Board and the Pleasanton City Council. Draft recommendations will be developed in early fall, and the Study Team will return to the WAAC for their final presentation near the end of 2017.

Action Requested

None – Information Only

AGENDA

ITEM 4



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.

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 22nd 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 2nd 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 24th 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 1st 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 2nd she had waited for Route 10R on 1st 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 19th 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 4th 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.

AGENDA

ITEM 5



Wheels Accessible Advisory Committee

WAAC

SUBJECT: Election of Wheels Accessible Advisory Committee Chair and Vice Chair

FROM: Kadri Klm, Paratransit Planner

DATE: July 5, 2017

Action Required

Hold Election for the positions of the Wheels Accessible Advisory Committee Chair and Vice Chair

Background

The WAAC needs to elect a new Chair and Vice Chair from amongst its members. Section 3.5 of the Committee Bylaws states the following:

- (a) The Committee shall elect a Chair and Vice Chair from among its members. The Committee Chair and Vice Chair shall not represent the same city.
- (b) The Chair and Vice Chair shall be elected at the last meeting of each fiscal year and assume office at the first meeting of the new fiscal year.
- (c) The Chair shall preside at all meetings of the Committee, call special meetings, and act as spokesperson of the Committee with the authorization of the Committee pursuant to Section 4.1 of these Bylaws.
- (d) The Vice Chair shall assume all duties of the Chair in the absence of, or upon request of, the Chair.
- (e) The Chair or his/her designee shall make an oral report at the meeting of the Board of Directors following the Committee's meeting. The designee shall be the Vice Chair of the Committee or a Committee member.

- (f) In the absence of the Chair and Vice Chair, the Committee shall appoint a Chair Pro-Tem to fill the duties of the Chair.

Chair and Vice Chair will work with staff to create the Committee agendas.

Election Process

The WAAC bylaws do not outline a specific nomination and election process for the Committee Chair and Vice Chair. As a result, the process that the LAVTA Board of Directors uses will be followed. The elections for Chair and Vice Chair will be held separately using the following steps:

1. WAAC members will nominate other WAAC members or they may nominate themselves for the vacant position. All nominations must be seconded.
2. Nominees will be given up to two minutes to state their qualifications to the members. This is not required.
3. Each WAAC member will write the name of the candidate of their choice on a piece of paper (staff assistance is available, if needed). Members must be present to vote.
4. Staff will count the votes and announce the results. The nominee with the most votes wins the election for the position.

Recommendation

Nominate and elect the Chair and Vice Chair in accordance with the WAAC bylaws for fiscal year 2018.

AGENDA

ITEM 6



Wheels Accessible Advisory Committee

WAAC

SUBJECT: Establish WAAC Meeting Times and Locations for FY 2018

FROM: Kadri Klm, Paratransit Planner

DATE: July 5, 2017

Action Required

Establish the WAAC meeting dates/times and locations for fiscal year 2018. Fiscal year 2018 is defined as the period from July 1, 2017 through June 30, 2018.

Background

As stated in the WAAC Bylaws SECTION 3.7(a) "The Committee shall meet quarterly as needed. The Committee shall establish the meeting schedule, meeting time, meeting sites for the regular meetings at the first regular meeting of the fiscal year."

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".

In the past, WAAC Committees established a quarterly schedule for regular meetings. Starting in 2010, the frequency of meetings was increased to every other month. Last year, meetings were scheduled for the first Wednesday of every other month from 3:30 pm to 5:00 pm.

Discussion

Staff's recommendation is to continue to have WAAC meetings on the first Wednesday of every other month from 3:30 pm to 5 pm.

Meeting dates would be: September 6, 2017
November 1, 2017
January 3, 2018

March 7, 2018
May 2, 2018

Due to the changes to the Wheels bus routes last Fall that were based on the Comprehensive Operational Analysis (COA), the closest bus stop to LAVTA's administrative office, where the WAAC meetings traditionally were held, is a longer distance away (0.5 mile) than the closest bus stop prior to the COA changes. In response to some of the complaints about the distance to the Route 14 bus stop the November, 2016 WAAC meeting was held at the Pleasanton Senior Center and the committee decided to hold their meetings through July, 2017 at that location.

For the FY 2018 meetings the committee shall select a new location. The following are some of the possible locations for the WAAC to choose from:

- 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

Establish the WAAC meeting dates/times and locations for fiscal year 2018.

Attachment:

1. Membership Terms

WHEELS Accessible Advisory Committee (WAAC)
 Membership Directory for FY 2018 (July 2017 to June 2018)
As of July 5, 2017

Dublin Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Shawn Costello	2 years	July 2017	June 2019
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
Jan Cornish	2 years	July 2017	June 2019
(VACANT)			

Pleasanton Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Carmen Rivera-Hendrickson	2 years	July 2017	June 2019
Regina Linse	2 years	July 2016	June 2018
Sue Tuite (Alternate)	2 years	July 2017	June 2019

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>
Melanie Henry	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

AGENDA

ITEM 7



Wheels Accessible Advisory Committee

WAAC

SUBJECT: LAVTA Paratransit Budget FY2018

FROM: Christy Wegener, Director of Planning and Operations

DATE: July 5, 2017

Action Requested

None – Information only

Background

The LAVTA Board approved the FY18 Budget at their June 5, 2017 meeting. Included in this staff report is a summary of the FY18 Paratransit Budget.

Discussion

For the FY18 paratransit budget, the Board approved \$1,994,500 for purchased transportation. This represents a decrease of approximately \$108,000 from the FY17 budget. The number of trips budgeted for FY18 is 58,000; the number of trips budgeted in FY17 was 58,848. Current projections for the number of trips in FY17 are approximately 54,000.

Action Requested

None – Information Only