

MINUTES OF THE OCTOBER 23, 2017
LAVTA PROJECT AND SERVICES COMMITTEE MEETING

1. Call to Order and Pledge of Allegiance

Committee Chair David Haubert called the meeting to order at 4:00pm.

2. Roll Call of Members

Members Present

Scott Haggerty, Supervisor, Alameda County
Karla Brown, Councilmember, City of Pleasanton
Steven Spedowski, Vice Mayor, City of Livermore
David Haubert, Mayor, City of Dublin

3. Meeting Open to Public

Robert S. Allen

Robert Allen addressed the Project & Services Committee regarding iiBART (Interim Isabel BART). Mr. Allen has made a perennial plea for an express bus between the Airway Park-n-Ride with a stop at the Livermore Airport and the BART station. Mr. Allen stated that the ride would take about fifteen minutes and the route would require three buses. The Alameda County Transportation Commission (ACTC) came up with an integrated Park-n-Ride and they proposed increasing the parking lot to hold 500 or 1000 cars. Mr. Allen wants this done now in time to get the buses to Park-n-Ride. Mr. Allen urges this to be done quickly and would like to see BART, ACTC, and LAVTA get together and increase Park-n-Ride's parking lot. Mr. Allen agrees with Supervisor Scott Haggerty that we need a connection between BART and ACE. The ideal connection is to run ACE an extension of the former Southern Pacific Right-of-Way for about three miles and restoring some grade crossings. This would allow a good connection between the Central Valley and BART without the cost of running it down the freeway. BART built the Dublin/Pleasanton station in the one place there was a railroad crossing, allowing a good intermodal connection.

4. Minutes of the September 25, 2017 Meeting of the P&S Committee.

Approved: Haggerty/Haubert

Aye: Haubert, Spedowski, Haggerty

No: None

Abstain: Brown

Absent: None

5. Post-COA Analysis

Staff provided the Post-Comprehensive Operational Analysis (COA) to the Project and Services Committee. It has been a full 12 months since the COA changes were implemented on August 13, 2016 and staff can now report a summary of the route analysis on strengths and weakness in the redesign. The COA projected to bring 5-

10% ridership growth in 12-18 months, as well as an improvement in On-Time Performance (OTP). OTP has improved system-wide by 3-5% from pre-COA levels. Route 30R needs to achieve a 20% farebox recovery ratio (approximately 2,100 trips per weekday) and LAVTA is getting closer each month, but have not met the target yet. LAVTA is almost at 2,000 trips per weekday on 30R and key to this ridership has been the Las Positas College Transit Pass. Overall ridership was close to or above 2015 levels, and exceeded 2016 ridership.

Vice Mayor Steven Spedowski requested that the chart colors on page 6 be changed, so they are not all blue.

Councilmember Karla Brown expressed she was excited and thankful that LAVTA went through the difficult challenges with the COA and route change with a lot of outreach by Wheels personnel and public meetings since the numbers are starting to reflect themselves.

Supervisor Scott Haggerty asked if Go Dublin is more successful than LAVTA thought. Staff responded that LAVTA is pleased with Go Dublin and it is carrying more people in Dublin than Route 3 did. Supervisor Scott Haggerty also wanted to know how the finances are for the Go Dublin project. Staff stated that we are on average spending three dollars a person when we were spending 15 dollars on the former fixed route service.

This was informational only.

6. Dublin School Tripper – Follow-up

Staff provided the Dublin School Tripper – Follow-up to the Project and Services Committee. At the October 2, 2017 Board meeting, Mayor Haubert directed staff to return with an analysis of resources required to allow every bus-riding Dublin High School (DHS) student to receive a seat on a bus. For every student to have a seat it would take an additional two vehicles in the morning and five in the afternoon for the DHS routes.

On October 21, 2017 a service change was implemented to pilot early/late bird trips on route 501. LAVTA also modified the trip times for the remaining two trips to allow for longer running time. LAVTA is happy to announce that there were no issues today. In the interest to make sure the service operates as safely as possible LAVTA will reroute 501 routes so that it no longer operates on the freeway during the winter schedule change, or earlier if routing and bus staging issues are resolved with the school district and the City. LAVTA staff is moving forward with a plan to hire a consultant this year to develop a Dublin transit plan for the 2018-19 year (and beyond).

Staff noted that at this point there are no additional resources (articulated buses) available with other agencies. In order to accommodate an articulated bus LAVTA would need to purchase a couple more lifts and provide training.

Supervisor Scott Haggerty asked if MV has marketed to hire part-time bus drivers. Executive Director Michael Tree knows that MV is talking to anyone interested in

driving buses, but is not sure if they have marketed for part-time bus drivers. Supervisor Scott Haggerty stated that he feels that the school tripper routes are for LAVTA to solve and not the city, so if that means acquiring part-time employees MV should consider that as an option.

Mayor David Haubert requested that tomorrow LAVTA reroute buses off the fixed route service to accommodate the school tripper routes in Dublin. Staff responded that fixed route patrons are sensitive to frequency changes and does not recommend rerouting fixed route service to Dublin for school trippers. Staff asked Mayor David Haubert if the issue is the standing students on the buses. Mayor David Haubert stated that standing students are an issue, since it can become a potential safety problem. If you have one or two students standing it is not a big issue, but when you have 50 students standing a day it is. Staff indicated that typically, you see 40 students seated and 20 students standing on the buses. Mayor Haubert said he was fine with monitoring the situation after the Oct 21st schedule change.

Councilmember Karla Brown stated that everyone was a little surprised by the 40% increase. Councilmember Karla Brown was happy that LAVTA is eliminating school tripper routes on the freeway. Councilmember Karla Brown informed that Pleasanton does not have complaints regarding school trippers standing on bus routes.

Supervisor Scott Haggerty informed the Committee that he is okay with school trippers standing, as long as LAVTA can provide them a ride. Supervisor Scott Haggerty agreed that having students on the freeway is not safe and requested MV to look into hiring part-time drivers for peak hours.

This was informational only.

7. Executive Director's Report

Executive Director Michael Tree provided the Executive Director's Report to the project and Services Committee. Executive Director Michael Tree informed the Committee that Safeway will postpone LAVTA's November 4th annual Stuff-A-Bus event, due to charity efforts for the nearby fires. Councilmember Karla Brown asked if LAVTA has considered utilizing Costco for our Stuff-A-Bus event. Supervisor Scott Haggerty requested that staff look into utilizing Lucky Supermarkets for next year's Stuff-A-Bus event and Costco for future events. Staff stated that they will look into this for future events. The Stuff-A-Bus event will not happen prior to Thanksgiving and most likely not before Christmas. Supervisor Scott Haggerty directed staff to look into Cornerstone Fellowship for the Stuff-A-Bus event this year, since we are having difficulties with scheduling the event with Safeway. Staff will pursue something for this year for the event to be conducted on November 18, 2017. Executive Director Michael Tree noted that the Las Positas College ridership is averaging over 600 rides a day. LAVTA will be monitoring the student vote on November 13, 2017 for a student fee to retain the Transit Pass long term. It was also stated that the Student Pass (Measure BB) has over 200 rides a day and that the key is to sustain the ridership increases with marketing.

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: November 27, 2017

11. Adjourn

Meeting adjourned at 4:55pm.

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 this structure.

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 Stekettee.

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.