

MINUTES OF THE MAY 29, 2018
LAVTA PROJECTS AND SERVICES COMMITTEE MEETING

1. Call to Order and Pledge of Allegiance

Board Chair David Haubert called the meeting to order at 3:04pm.

2. Roll Call of Members

Members Present

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

3. Meeting Open to Public

Robert S. Allen

Robert Allen referred to the Projects and Services Committee minutes on April 23, 2018 and would like to know if LAVTA has done anything yet regarding getting south bound buses to stop and pick-up passengers at the stop sign by the fare gates at BART. Board Chair David Haubert informed Mr. Allen that Executive Director Michael Tree will respond by answering Mr. Allen's question during the Executive Directors Report. Mr. Allen also provided a copy of a letter he wrote for the BART Board of Directors and he believes they misread that they turn down the main opportunity strictly of having BART to Isabel at Livermore. BART insisted on having the yard and tail track, which are not necessary and it would be \$465 million less. Mr. Allen wrote and requested BART to reconsider and if they can't it falls to LAVTA.

4. Minutes of the April 23, 2018 Meeting of the P&S Committee.

Approved: Haggerty/Brown
Aye: Haubert, Brown, Haggerty, Spedowfski
No: None
Abstain: None
Absent: None

5. Review of LAVTA's Organizational Structure

Executive Director Michael Tree provided the Projects and Services Committee a Review of LAVTA's Organizational Structure. Executive Director Michael Tree observed areas in the agency there is a need for assistance. Executive Director Michael Tree handed out a list of LAVTA's current organizational chart, projects and contracts for review. Over the last year Executive Director Michael Tree has observed with the bus system redesign and ridership numbers increasing it is apparent the rider is evolving and LAVTA is starting to attract a different type of customer. A "choice" rider that has other transportation options is important for LAVTA to retain and they tend to be discerning customers that are quicker to voice

concerns. LAVTA's Customer Service Department is seeing an increase in demand handling these type of phone calls and being able to respond to customers. This has created a burden on the Director of Finance and her department, which currently oversees Customer Service. This is also the key department that must insure procurements are properly done and that LAVTA is ready for financial audits or triennial audits. Executive Director Michael Tree stated that he sees a struggle in this Department moving towards the triennial audit and it is not anyone's lack of work ethic, but an increase in workload. Executive Director Michael Tree stated that another issue that stands out glaringly is managing LAVTAs contracts (MV Transportation, MTM, and SAV) that have significant oversight and procedures with check lists staff should be going through on a regular basis. Executive Director Michael Tree recommended creating a Manager of Customer Service and Contract Oversight position that would report directly to the Executive Director. A discussion ensued with the Projects and Services Committee and staff regarding their thoughts and suggestions.

This was informational only.

6. Management Action Plan

Executive Director Michael Tree provided the Projects and Services Committee the Management Action Plan (MAP). Executive Director Michael Tree informed that LAVTA was informed by the Alameda County Fair and Alameda County to not operate the shuttle (Route 52) on July 4th. Executive Director Michael Tree responded to Mr. Allen's request for additional south bound stops at the BART station. Staff is still working on the request and explained that BART's response was no and is planning for the south bound roadway to become a part of the iron horse trail, so no vehicles will be allowed in the south bound direction. The current north bound roadway will become two way traffic with buses going north and south bound. Staff is continuing the work on this, since LAVTA is not satisfied with the Iron Horse Trail plan and the implications that would have with the bus system. Executive Director Michael Tree noted that the Historic Train Depot is running behind schedule and August is now when the ribbon cutting ceremony may take place.

This was informational only.

7. Preview of Upcoming P&S Committee Agenda Items

8. Matters Initiated by Committee Members

None.

9. Next Meeting Date is Scheduled for: June 25, 2018

10. Adjourn

Meeting adjourned at 3:39pm.