

MINUTES OF THE FEBRUARY 5, 2018 LAVTA BOARD MEETING

1. Call to Order and Pledge of Allegiance

Meeting was called to order by Board Chair Karla Brown at 4:00pm

2. Roll Call of Members

Members Present

David Haubert – Mayor, City of Dublin

Don Biddle – Vice Mayor, City of Dublin

Kathy Narum – Councilmember, City of Pleasanton

Karla Brown – Councilmember, City of Pleasanton

Steven Spedowfski – Councilmember, City of Livermore

Bob Coomber – Councilmember, City of Livermore

Scott Haggerty – Supervisor, County of Alameda

Members Absent

Jerry Pentin – Vice Mayor, City of Pleasanton

3. Meeting Open to Public

Robert S. Allen

Robert Allen provided the Board of Directors a letter that details the Park-and-Ride expansion cost. Mr. Allen is requesting Airway Park-and-Ride to be extended to 500 spaces and a direct shuttle bus (iiBART) from Airway Park-and-Ride to the BART Dublin/Pleasanton station. The shuttle service is a weekday (Monday-Friday) freeway express connecting with every train in or out of Dublin/Pleasanton through the evening commute. Mr. Allen also suggested a parking fee to be charged at the Airway Park-and-Ride parking lot.

4. January Wheels Accessible Advisory Committee Minutes Report

Councilmember Karla Brown requested that Wheels Accessible Advisory Committee Chair Herb Hastings brief the Board on losing Dial-A-Ride (DAR) On-Time Performance (OTP) issues and whether the clients are able to cope while LAVTA ramps up additional drivers. Chair Herb Hastings informed the Board that he has been in contact with Interim MTM Operations Manager Jonathan Steketee regarding several DAR issues and it is not only OTP. The DAR issues consist of driver's not arriving on-time, quality of service inside the vehicles, and physical vehicle inspections with passengers inside vehicle. Chair Herb Hastings stated that he was inside a vehicle during a physical vehicle inspection. Chair Herb Hastings feels the vehicle should not be on the road until the physical inspection is completed and approved by staff in the yard or parking lot, but not on the route with five passengers in the vehicle. Chair Herb Hastings informed the Board that when the vehicle was pulled over it was not MTM's staff it was a contractor's staff.

5. Consent Agenda

Recommend approval of all items on Consent Agenda as follows:

A. Minutes of the January 8, 2018 Board of Directors meeting.

B. Treasurer’s Report for the month of December 2017

The Board of Directors approved the December 2017 Treasurer’s Report.

C. Wheels Service to the 2018 Alameda County Fair

The Board of Directors approved operating a dedicated, hourly shuttle service between the East Dublin/Pleasanton BART station and the Fairgrounds during the 2018 Alameda County Fair. Resolution 01-2018

D. 2018 Legislative Program

The Board of Directors approved Resolution 02-2018 affirming LAVTA’s 2018 Legislative Program.

E. Resolution in Support of Application for FY 17-18 Funding through the State Transit Assistance State of Good Repair Program

The Board of Directors approved Resolution 03-2018 in support of an allocation request to Caltrans for the State Transit Assistance State of Good Repair (SGR) Program.

Approved: Haubert/Spedowfski

Aye: Biddle, Haubert, Narum, Brown, Coomber, Haggerty, Spedowfski

No: None

Absent: Pentin

6. Livermore Railroad Depot Relocation and Rehabilitation Project Update

Staff introduced Project Manager Rosy Elhert to provide a presentation to the Board of Directors regarding the Livermore railroad depot relocation and rehabilitation project update. Project Manager Rosy Elhert informed the Board that the Depot has been rehabilitated according to the “Secretary of Interior Standards” and that means it was more expensive to rehabilitate than a normal project. A normal project costs an average of \$500 per square foot and this project is costing \$1,100 per square foot. The Depot was restored to its “period of significance” from 1892 to 1942. This provides the Depot the best chance in its evaluation for historic significance and eligibility for listing on the National Registry and Allen Frank is volunteering his time to assist with the National Register application. Project Manager Rosy Elhert explained that in 1969 the brick chimney fell off the building and was replaced with a stove top pipe on top of a small portion of brick chimney that remained. When the building was moved the decision was made to remove the brick, since it would crumble. A historical architect decided that a stove pipe will be used in place of the brick and stove pipe. The City of Livermore at a later time may add the brick veneers to the chimney.

Councilmember Steven Spedowfski asked if the chimney could be added during the construction. Project Manager Rosy Elhert stated that a couple of options were looked at, but they are unable to change the chimney at this time. The metal structure that is there now would need to be removed and rebuilt. The City of Livermore is open to working with the Heritage Guild to come up with an option.

Project Manager Rosy Elhert continued her presentation and showed various artifacts that were

discovered inside the Livermore Railroad Depot and items secured by Allen Frank. The Depot construction estimated completion is April 2018 and the opening ceremony will be May 2018.

Councilmember Steven Spedowfski thanked Loretta Kaskey from the Livermore Heritage Guild and Alan Frank a Livermore Historian for working on this project.

This was informational only.

7. Agreement with GoMentum Station for Management of Shared Autonomous Vehicle Project

Executive Director Michael Tree provided the Board of Directors the agreement with GoMentum Station for management of Shared Autonomous Vehicle (SAV) Project. There has been significant research and advancement in autonomous vehicle products. Passenger service is possible in the next three to five years. Executive Director Michael Tree provided a brief background on the project. LAVTA's Board of Directors had several goals regarding the SAV project: to increase ridership for the LAVTA bus system and BART, create new transit jobs, increase in farebox recovery, shift from single occupant vehicle trips to transit trips, with a corresponding reduction in emissions, and improve trip reliability and safety. The next step in LAVTA's SAV Project is an agreement with GoMentum Station, Inc., a California non-profit public benefit corporation that has multiple automobile manufacturer partnerships. The agreement establishes GoMentum to be the overall Program Manager of the SAV Project in the City of Dublin. The project is broken into two phases. Phase one will be conducted from January 2018 through April 2018 and will include: (1) procurement of an SAV, (2) coordinating all permits with USDOT, US Customs, NHTSA, DMV and City of Dublin, (3) securing a storage facility and utilities for the SAV in Dublin, (4) digital mapping, (5) installation of communication devices, (6) testing started. Phase two will include testing of the SAV to a full-confidence level on a variety of testing scenarios necessary for the SAV technology to be ready for passenger service. There are 128 testing scenarios and LAVTA will not be able to complete all testing with the current funds, but when the SAV is on the street we become a good candidate for future grants to continue the testing scenarios. Over the next 24 months GoMentum will work on the first 28 testing scenarios that are in the agreement. The total payment over the life of the two year contract equal \$966,005, which is approximate to the funds that will be received by LAVTA from BAAQMD Advertising Contract. Executive Director Michael Tree noted that the value of the Project is \$1,928,005, with GoMentum Station contributing \$962,000 in services to the Project in planning, design, and testing activities that will happen over the next 24 months. Legal Counsel Michael Conneran added one caveat a technical point that GoMentum has not reviewed the draft agreement and if the Board approves the agreement to allow for minor edits to address any issues GoMentum may have as their legal counsel reviews it.

Vice Mayor Don Biddle asked if this is the first project in the Tri-Valley that uses public streets. Executive Director Michael Tree stated this is the first project that crosses public streets.

Councilmember Steven Spedowfski noted that he was surprised that the SAV project would cross over two busy intersections on Hacienda Drive, but likes the project area. Executive Director Michael Tree introduced the Program Director of GoMentum Habib Shamskhov to answer further questions. Program Director Habib Shamskhov answered that they do want the SAV to cross a busy intersection in order to move the project forward. Bishop Ranch will have many simple SAV scenarios on roads and then SAVs will get into more complicated scenarios

on the road.

Mayor David Haubert asked if there is a project similar to this and where does it exist in the world. Program Director Habib Shamskhon stated there are 29 locations around the world testing similar concepts with this car, but this is the most advanced project in the United States with the most funding available for the project. Singapore is currently testing with stop signs and have a partnership with GoMentum where they share information to assist with moving SAVs forward. GoMentum has 9 partnerships with countries around the world sharing information. Mayor David Haubert asked if the traffic signals will need to be changed in order to communicate with the SAV. Program Director Habib Shamskhon stated that yes, the traffic signals need a Dedicated Short-Range Communication (DSRC) device and Obaid is currently working on this.

Councilmember Karla Brown asked how long the SAV charge will last. Program Director Habib Shamskhon stated that currently the charge will hold 14 hours, but they are now extended to 24 hours and as the technology evolves it is expected to reach 30 hours. Councilmember Karla Brown also wanted to know if LAVTA still plans to have a driver on the vehicles and why. Program Director Habib Shamskhon explained that for the first few years there will be an attendant in the vehicle until the entire society feels comfortable with this technology.

Supervisor Scott Haggerty asked where the SAVs will be charged. Program Director Habib Shamskhon responded that there will be charging stations at the BART station. Supervisor followed up asking if BART will charge LAVTA. Program Director Habib Shamskhon said that it is part of the overall budget and that we do not know yet if BART will charge us. Supervisor Scott Haggerty stated that he does not want to be charged by BART and informed that there are many City and County locations in Dublin where these charging stations could be placed without costing LAVTA anything.

Councilmember Kathy Narum asked how the insurance will work if there is an accident. Program Director Habib Shamskhon stated that there are several entities competing to insure SAVs. The SAV is required to be insured for 5 million dollars, but the car at Bishop Ranch is insured for 10 million dollars.

The Board of Directors approved the Agreement with GoMentum Station for Management of the Shared Autonomous Vehicles (SAV) project in a form to be approved by Legal Counsel with the exception that legal counsel can make minor edits, if needed.

Approved: Haubert/Narum

Aye: Biddle, Haubert, Narum, Brown, Coomber, Haggerty, Spedowfski

No: None

Absent: Pentin

8. Dial-A-Ride Passenger Survey of 2017

Staff provided the Board of Directors the Dial-A-Ride Passenger Survey of 2017. The methodology for the customer satisfaction survey changed; staff incorporated both telephone surveys as well as offered an online survey. Previously, only a telephone survey was conducted. LAVTA received 257 Dial-A-Ride surveys which is statistically significant at the 95% confidence level. A few other differences to note from prior years: LAVTA added online surveys, a lower margin of error, raffle of four \$25 gift cards, and added a question on whether

the respondent is the Rider or Caregiver. The survey was conducted during the worst month for On-Time Performance (OTP), due to driver shortages. LAVTA's ideal number of drivers is eleven, but in December LAVTA was operating with about seven drivers. In order to manage the demand for Dial-A-Ride LAVTA implemented the following in 2016: (1) interviewing all prospective and recertifying applicants, (2) trip time negotiations (ADA permits LAVTA to negotiate up to 1 hour before or after the requested time), (3) shared rides, (4) freeze on subscription trips, and (5) LAVTA enforced late cancellations and no show policies. Dial-A-Ride customers have notified LAVTA that they are not happy with the changes of our service and this may have added to the dissatisfaction that was seen in the survey. 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, satisfaction with pickup 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. 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. Currently MTM Interim General Manager Jonathan Stekete is recruiting drivers. A new provider was interviewed from Vallejo that would bring two vehicles into our service area and a Ride Right contract driver from Reno has been assisting and staying at a local hotel to get stabilization in LAVTA's OTP. MTM Interim General Manager Jonathan Stekete is also assisting with call center issues and technical glitches with databases communicating properly. The next satisfaction survey will be conducted in six months (July 2018) instead of a year. The Mobility Forward Study recommendations will also be before the Board within two months and that will allow the opportunity to remind customers of the policies, rules, and regulations of Dial-A-Ride.

Councilmember Karla Brown stated that she understands the shortage of drivers for a reason the survey dropped, but feels some of the other areas should not have been an issue and requested more information. Interim General Manager Johnathan Stekete explained that they have noticed issues at the call center with customer service. MTM can now locally listen to calls when complaints are received and then directly contact the passenger regarding issues. There is now a bi-weekly calls with the call center management in order to discuss specific issues. Interim General Manager Johnathan Stekete informed that it is difficult to fix what you don't know is broken, so part of that was to get feedback about the specific complaints and what the customers were going through. The training program for customer service representatives was changed in December, so they have more information to assist customers. Interim General Manager Johnathan Stekete remarked that the person on the phone being courteous goes back to having quality customer service representatives and the call center is having difficulty finding qualified candidates. All entry level positions are having difficulties being filled. Interim General Manager Johnathan Stekete noted that as far as the vehicles being in good working order he had hoped there was more specific information provided and explained that the vehicles are checked on a regular basis. Interim General Manager Johnathan Stekete emphasized that as issues arrive he is resolving them.

This was informational only.

9. Executive Director's Report

Executive Director Michael Tree provided the Board of Directors the Executive Directors Report. Executive Director Michael Tree noted that Fixed Route ridership and On-Time Performance (OTP) continues to increase. MTM and MV Transportation are challenged with driver shortages. Executive Director Michael Tree informed the Board that there are a number of studies that are ongoing for LAVTA: Go Dublin Study, Comprehensive Paratransit Assessment Study, Dublin Service Plan with public workshops, and various capital projects. Executive Director Michael Tree also acknowledged that there is great information in the Staff Report regarding the cost/benefit ratio for the Dublin Active Transportation Project.

10. Matters Initiated by the Board of Directors

None.

11. Next Meeting Date is Scheduled for: March 5, 2018

12. Adjournment

Meeting adjourned at 5:06pm