

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

WHEELS Accessible Advisory Committee

DATE: Wednesday, March 7, 2018

PLACE: Dublin Library- Program Room
200 Civic Plaza, Dublin, CA 94568

TIME: 1:00 p.m.

DRAFT MINUTES

1. Call to Order

The WAAC Chair Herb Hastings called the meeting to order at 1:02 pm.

Members Present:

Russ Riley	City of Livermore
Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Sue Tuite	City of Pleasanton – Alternate
Herb Hastings	County of Alameda
Judy LaMarre	County of Alameda - Alternate
Amy Mauldin	Social Services Member
Raymond Figueroa	Social Services Member
Esther Waltz	PAPCO

Staff Present:

Michael Tree	LAVTA
Kadri Kulm	LAVTA
Tamara Edwards	LAVTA
Jonathan Steketee	MTM
Lindsay Bookhammer	MTM
Christian Pereira	MV Transit

Guests:

Jeff Jacobsen	Dial-A-Ride rider
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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)

WAAC held a 2-minute silence in memory of LAVTA board member Don Biddle, who recently passed away. Shawn Costello noted that the Dublin seat is now available.

Esther Waltz updated the committee that her husband Richard has been sick, but he is getting better.

3. Minutes of the January 3, 2018 meetings of the Committee

Approved.

Costello/Waltz

4. WAAC Recruitment for FY18/19

Staff informed the committee that the applications for the 2-year terms starting on July 2018 are due on April 20, 2018. There are nine current members/alternates whose terms are expiring, all of whom are encouraged to re-apply.

5. Paratransit Plan Submittal

Staff presented the draft Annual Program Submittal for ACTC Measure B and BB funding to the committee. The plan to ACTC is due March 23rd and the members are encouraged to submit any feedback they have to staff before the due date.

8. Dial-A-Ride Passenger Satisfaction Survey

Staff presented the results of the latest satisfaction survey, which was conducted in December 2017 and January 2018. This time around 257 surveys were completed (compared to 150 in 2016 and 100 in 2015), including 206 phone surveys and 51 online surveys. Previously only phone survey has been administered. The satisfaction scores have decreased when comparing them to the results the year prior, mostly in the on time aspect of the service.

Shawn Costello recommended that staff include a question "Do you feel safe in the vehicle as a wheelchair rider?" next time around. Staff is planning on incorporating Shawn's question.

9. FY 2017/18 2nd Quarter Operations Report

Staff informed the committee that the number of passengers, the number of total trips and on-time-performance have all decreased when comparing these figures to the same three months a year prior.

9. PAPCO Report

Esther presented...

8. Dial-A-Ride Issues – Suggestions for Changes

Jeff Jacobson asked about the “Nite to Shine” event that took place on February 9th as several passengers’ rides were late. Jonathan Steketee said that during drop off to the event, the event did not have a coordinated parking plan and MTM’s drivers were stuck in about 45 min to an hour of standstill traffic getting into the event. The delay in being able to get into the event resulted in late pick ups for several riders. For departure from the event, clients all had staggered pick up times that were negotiated. However, none of the clients came out of the event at their scheduled times. Instead, clients came out in mass at the end of the event. MTM had drivers were standing by at the time of the pick ups, but, the event security would not allow the drivers to come in and find the clients. . When all the clients came out at the same time, MTM did not have capacity to pick up all the clients at the same time. However, we coordinated with the care givers, who took Uber instead of the rides. In the future, when large events like “Nite to Shine” occur, MTM will speak to the organizers and coordinate a pick up and drop off plan to ensure that clients arrive and depart in a timely manner.

Shawn Costello said that he does not like it when the reservations department is negotiating trip pick-up times and he can’t get the time he wants.

Sue Tuite said that not all drivers wear id badges. Jonathan and Kadri will follow up.

Herb Hastings said that he was on the phone for 20 minutes on Friday, March 2nd. Jonathan Steketee provided the group with the reservations line call hold statistics and said that last Friday was bad because their scheduling system crashed causing also a delay on phone pick-ups. Herb recommended that the reservations call could be directed to MTM’s Livermore staff after a five or so minutes of holding. Jonathan to look into it to see how feasible that would be. Herb also mentioned that the driver who came to pick him up on the day of the meeting was new and was waiting at the wrong side of the street.

Judy LaMarre said that the driver was half way down the street for her pick up on the day of the meeting. Jonathan Steketee replied that the pick-up details can be put into the scheduling software so that the scheduler/dispatchers/drivers can see them.

9. Fixed Route Issues – Suggestions for Changes

Judy LaMarre stated that she missed the route 14 going toward BART on Sunday, March 4th at 10:56am. Staff said there was a marathon in Livermore on that day, which affected the bus service. Judy added that on March 6th the route 14 didn't want to stop. She would also like to see more seating at the bus stops.

Shawn Costello mentioned he "caught the back bumper" on R30 and didn't make it to the bus.

Esther Waltz said that some R buses have a charger for the phone, but some do not. Christian Pereira noted that they have commissioned the new 2017 buses and the older version buses are coming off the roads.

Herb Hastings said that his transit app showed routes 30R and 10 simultaneously at the Dublin Civic Center stop, which is not correct because 10 is not supposed to be there. Staff is following up with the IT department. Shawn also asked about the bus stop at the mall, which has a non-working sign. Staff said that this stop sign is solar-powered and often in the tree shade, which is why it's not always working. A possible solution would be hardwiring the sign, but need to talk to the mall owner first.

10. Adjournment

The meeting adjourned at 2:31pm. The next meeting is May 2nd at 3:30pm at the Dublin Library Program Room.