

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

WHEELS Accessible Advisory Committee

Meeting

DATE: **Wednesday, March 7, 2018**

PLACE: **Dublin Library- Program Room**
 200 Civic Plaza, Dublin, CA 94568
 PLEASE NOTE THE MEETING PLACE CHANGE

TIME: **1:00 p.m.**
 PLEASE NOTE THE MEETING TIME CHANGE

AGENDA

	Action Recommended by Staff	
1. Call to Order		1:00
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	1:05
3. Minutes of January 3, 2018 meeting (please review prior to meeting)	Action	1:10
4. WAAC Recruitment for FY18/19	Information	1:15

5. Paratransit Plan Submittal	Discussion	1:25
6. Paratransit Customer Satisfaction Survey of 2017	Information	1:35
7. FY 2018 Second Quarter Operations Report	Information	1:45
8. PAPCO Report	Information	1:55
9. Dial-A-Ride Operational Issues – Suggestions for Changes	Information	2:00
10. Fixed Route Operational Issues – Suggestions for Change	Information	2:15
11. Adjournment	Information	2:30

NEXT MEETING: May 2nd, 2018 from 3:30pm to 5pm
Dublin Library- Program Room
200 Civic Plaza, Dublin, CA 94568

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

<i>Jennifer Suda</i>	<i>3/1/18</i>
<i>LAVTA Administrative Services Department</i>	<i>Date</i>

On request, the Livermore Amador Valley Transit Authority will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. A written request, including name of the person, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service should be sent at least seven (7) days before the meeting. Requests should be sent to:

*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



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

WHEELS Accessible Advisory Committee

DATE: Wednesday, January 3, 2018

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

TIME: 3:30 p.m.

DRAFT MINUTES

1. Call to Order

The WAAC Chair Herb Hastings called the meeting to order at 3:35 pm.

Members Present:

Russ Riley	City of Livermore
Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Carmen Rivera-Hendrickson	City of Pleasanton
Regina Linse	City of Pleasanton
Sue Tuite	City of Pleasanton – Alternate
Herb Hastings	County of Alameda
Melanie Henry	Social Services Member
Amy Mauldin	Social Services Member

Staff Present:

Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Jonathan Steketee	MTM
Lindsay Bookhammer	MTM
Drennen Shelton	MTC
Rachel Prater	City of Pleasanton

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)

None.

3. MTC draft Coordinated Public Transit-Human Services Transportation Plan presentation (D. Shelton)

Drennen Shelton from MTC provided an overview of the draft Coordinated Public Transit-Human Services Transportation Plan.

The committee members provided the following comments on the draft plan:

- 1) Same day accessible service is generally lacking in the Tri-Valley and across the region. This also include options for wheelchair breakdown services.
- 2) Expansion of low-income youth fare is highly desired, especially a continuation of the pilot-Alameda County Student Transit Pass Program, funded for three years through Measure BB.
- 3) From a consumer's perspective, there is a lack of standardization of administration of ADA-services throughout the MTC region. Development a standard paratransit ID card that can be used throughout all systems in the Bay Area and beyond is highly desired.
- 4) Improvement of transfers and coordination between providers for regional trips.
- 5) Expansion of LAVTA's Go Dublin pilot, which utilizes Transportation Network Companies, to other areas in the Tri-Valley. TNCs offer a more cost-effective way to provide paratransit trips for able individuals. Encouraging TNCs to include wheelchair accessible vehicles is ideal for equitable service. The convenience of on-demand paratransit rides is highly desired.
- 6) Incorporation of Mobility Management Programs is a great strategy; it could be beneficial to mirror a Mobility Management Program or software already in place in another region.

Other comments made were in respect to the current wheelchair tie-down system on the newest Wheels buses, which one WAAC member doesn't like. The Committee discussed the comment with MTC and it was determined that it was too specific to be included in the Coordinated Plan. LAVTA Staff will be following up with the WAAC member to continue to understand concerns.

There was a motion that WAAC send a letter to MTC with their comments on the draft plan.

Approved.

Mack/Costello

4. Minutes of the November 1, 2017 meetings of the Committee

There was one edit requested of the minutes: to add '17' to FY17/18 to the quarterly operations report

Approved.

Mack/Tuite

Costello abstained

5. Chair's Message

The Chair Herb Hastings asked for committee members' feedback on whether to draft a letter on behalf of the WAAC to the LAVTA board supporting the Go Dublin program and its potential expansion to Livermore and Dublin. The committee members thought a letter to the board is a good idea. Staff reminded the WAAC that there is an ongoing study to evaluate the effectiveness of the Go Dublin pilot and to see how it might be expanded. Staff suggested the WAAC provide a letter of support to the Board when the study recommendations are finalized.

Herb also asked for committee members' feedback on wheatear to actively recruit for Livermore WAAC membership as there are unfilled seats available. Staff said the agency received one application from a Livermore resident who attended the Livermore Mobility Management workshop. There will be open recruitment for the WAAC membership in Spring 2018.

8. FY 2018 First Quarter Operations Report

Staff provided Dial-A-Ride operations report for the first quarter of FY18, which covered the months of July, August and September of 2017.

9. PAPCO Report

This item was postponed until committee's next meeting in March.

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

Sue Tuite said that the reservationists keep asking the spelling of her name.

Shawn Costello said he went out at 2pm on the WAAC meeting day to catch his DAR ride, waited until 2:25pm, and then left. He later found out he was recorded as no-show.

Carmen Rivera-Hendrickson reported that she has heard many customer complaints and a lot of them have to do with very late pickups. Also, some riders have called several times and are being told that the times they want are not available

9. Fixed Route Issues – Suggestions for Changes

Carmen Rivera-Hendrickson said that there are wheelchair securement issues on 1600 buses. Staff responded that the incident reported at the November meeting was a driver training issue. Staff will follow up with Carmen.

10. Adjournment

The meeting adjourned at 4:57pm. The next meeting is March 7th.

DRAFT

AGENDA

ITEM 4



STAFF REPORT

SUBJECT: Announcement of WAAC Recruitment for Positions for FY 2018/19

FROM: Kadri Klm, Paratransit Planner

DATE: March 7, 2018

Action Requested

Information only.

Background

In June 30th 2018, terms will expire for nine WAAC members:

1. Connie Mack – Dublin Alternate
2. Helen Buckholz – Dublin Alternate
3. Russ Riley – Livermore Representative
4. Regina Linse – Pleasanton Representative
5. Herb Hastings – Alameda County Representative
6. Judith LaMarre – Alameda County Alternate
7. Melany Henry – Social Services Representative
8. Raymond Figueroa – Social Services Representative
9. Amy Mauldin – Social Services Representative

Discussion

Due to Jan Cornish leaving the committee earlier in the FY, current term expirations and the existing vacancies the WAAC will have the following position openings for FY 2018/19:

Dublin

- 1 member and 1 alternate

Livermore

- 2 members and 1 alternate

Pleasanton

- 1 member

Alameda County

- 1 member and 1 alternate

Social Services

- 3 member and 1 alternate

Staff has already received one application from a Livermore resident and Dial-A-Ride user.

Staff will be releasing solicitations for new members shortly and will encourage current Wheels fixed-route and Dial-A-Ride users to apply for the openings. All applications are due on April 20, 2018. Positions will be reviewed by the WAAC at the Committee's May meeting and LAVTA's Board of Directors will review the applications and select WAAC members at their June meeting. New members will start serving at the July 2018 meeting.

Action Requested

Information only.

Attachments:

1. WAAC Term Expirations
2. WAAC Application

WHEELS Accessible Advisory Committee (WAAC)
 Membership Directory for FY 2018 (July 2017 to June 2018)
As of February 28, 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
(VACANT)			
(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



**Livermore Amador Valley Transit Authority
Wheels Accessible Advisory Committee (WAAC)**

APPLICATION INSTRUCTIONS

ELIGIBILITY REQUIREMENTS

Residents of Pleasanton, Dublin or Livermore who are elderly, disabled or care for someone who is disabled may apply to be the representative for their city or county. Persons employed in the social services field in the Tri-Valley area may apply for the Social services position only.

RESPONSIBILITIES

Members are expected to represent the viewpoint of the elderly and disabled community of the Tri Valley and provide input on the Wheels services. Members also act as liaisons for Wheels by informing the general public about Wheels services and policies. Meetings are held every other month and are scheduled for ninety (90) minutes. For disabled members, transportation is provided on the Wheels Dial-A-Ride service for free both to and from the meeting. All members receive a pass which provides them with complimentary service on all Wheels fixed route buses while serving on the WAAC. Appointments to the WAAC are made by the elected officials who make up the Wheels Board of Directors.

Please send the filled out application to:

**Attn: Kadri Kulm
LAVTA/Wheels
1362 Rutan Court, Suite 100
Livermore, CA 94551**

APPLICATION FOR WAAC MEMBERSHIP

GENERAL INFORMATION

Name _____

Agency (if applicable) _____

Address _____

City _____ Zip _____

Home # _____ Work # _____ Mobile # _____

Email address: _____

Which of the following open positions are you applying for?

(May check more than one, if applicable.)

City of Dublin _____

City of Pleasanton _____

City of Livermore _____

Alameda County _____

Social Services Agency _____

You are eligible for your position because you are

A resident of the City or County and are

Elderly _____

Disabled _____

A Caretaker for a Disabled person _____

Or

Employed in Social Services in the Tri Valley _____

AGENDA

ITEM 5



Wheels Accessible Advisory Committee

WAAC

SUBJECT: Annual Program Submittal for ACTC Measure B and BB Funding

FROM: Kadri Klm, Paratransit Planner

DATE: March 7, 2018

Action Requested

This is an informational item.

Background

Each year, Alameda CTC Measure B and BB recipients are required to submit an annual program submittal describing paratransit services to be delivered and a budget for these services. The annual submittal also contains the total estimated Measure B and BB revenues available to programs to provide these services. The program managers are required to present their annual program submittals to PAPCO's sub-committee, who forwards their recommendations to the full PAPCO.

Discussion

LAVTA's portion of the projected Measures B and BB combined revenues for paratransit for the next fiscal year (2018/2019) is \$484,945 per year.

Attached is LAVTA's DRAFT Annual program plan. The submittals are due to ACTC on March 23, 2018.

Recommendation

Information only.

Attachments:

1. Annual Submittal for Alameda CTC Measures B and BB Funding



FY 2018-19 Annual Paratransit Program Plan Application for Measure B and BB Funding

1111 Broadway, Suite 800, Oakland, CA 94607 • 510.208.7400 • www.AlamedaCTC.org

The Alameda County Transportation Commission (Alameda CTC) requires recipients of paratransit funding to participate in an Annual Program Plan Review process. Recipients are required to complete and submit a program plan application to Alameda CTC that outlines their prior expenditures and anticipated revenues and expenditures related to delivering paratransit services to seniors and people with disabilities in Alameda County.

Requirements and Instructions

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments A-D (Tables A, B, C, and D of the provided MS Excel workbook) *NOTE: The FY 2018-19 Program Plan Excel workbook contains a tab to report on FY 2016-17 performance and budget (Attachment A Table). The FY 2016-17 program information entered into Table A will be used to monitor program performance and, where applicable, should align with program information included in the FY 2016-17 compliance report.*
3. References:
 - a. FY 2018-19 MB & MBB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2018)
 - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures, revised November 2017
 - c. Alameda CTC Timely Use of Funds Policy, adopted 12/3/15

Submit the Word and Excel files listed above electronically via email by March 23, 2018 to Krystle Pasco at kpasco@alamedactc.org.

Be sure to include your agency name and FY 18-19 in the file name of both the Word document and the Excel workbook (e.g., Albany_FY1819_Paratransit_Program_Application.doc).

If you have questions, please contact Krystle Pasco via email or phone at (510) 208-7467.

FY 2018-19 Annual Paratransit Program Plan Application

Due by March 23, 2018

CONTACT INFORMATION	
Agency:	Livermore Amador Valley Transit Authority
Contact Name:	Kadri Klm
Title:	Paratransit Planner
Phone Number:	925-455-7555
E-mail Address:	kkulm@lavta.org

Date Submitted: 03/23/18_____

TYPES OF SERVICES PROVIDED

1. **What type of paratransit projects and programs will be funded, fully or partially, with Measures B and BB Direct Local Distribution (DLD, pass-through) and paratransit discretionary grant funds?** To answer this question, complete Attachment B (Table B tab of the Microsoft Excel workbook).

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised November 2018 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA-mandated Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **City-based Door-to-Door Service:** Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to ADA-mandated services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.

- **Taxi Subsidy/Same-Day Transportation Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.
- **City-based Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a taxi program that does not meet critical needs for particular trips in accessible vehicles in certain communities.
- **Accessible Fixed-Route Shuttle:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.
- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Door-through-Door/Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management and/or Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").
- **Scholarship/Subsidized Fare Program:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- **Capital Expenditure:** Capital purchase or other capital expenditure.
- **Note on volunteer driver programs and mobility management/training:** If your program is using DLD funds, but not discretionary grant funds, you will be required to submit further information.

A. Provide a short narrative description of your agency's FY 2018-19 program.

All Measure B and BB funding will be used to provide the "Wheels Dial-A-Ride" ADA mandated door-to-door paratransit service. The Wheels Dial-A-Ride service area covers the cities of Livermore, Dublin, and Pleasanton, as well as a medical center in San Ramon, and goes beyond the ADA 3/4 mile minimum boundary requirement of the Wheels fixed route bus system. Dial-A-Ride operates at the same time when Wheels route 10R is operating which operates the longest of all the fixed routes (from ~4:30a-1:30a). LAVTA's Dial-A-Ride operations and maintenance are provided through a brokerage contract by Medical Transportation Management, Inc. (MTM).

Through a memorandum of understanding, the City of Pleasanton provides ADA mandated coverage to Pleasanton residents for trips with both an origin and destination in Pleasanton from 8:00am to 5:00pm Monday - Friday. LAVTA provides ADA paratransit services both before and after Pleasanton's in-service hours and on the weekends for local Pleasanton trips. LAVTA also provides trips when the City of Pleasanton has capacity issues, or based on the rider preference.

LAVTA also provides same day Para-Taxi service, which is partially grant funded and partially LAVTA general fund-funded.

LAVTA has undertaken a Comprehensive Tri-Valley Paratransit Assessment in partnership with the City of Pleasanton. The study, led by a planning team from Nelson Nygaard, kicked off in January 2017 and is expected to conclude by 6/30/18. The study was launched in an effort to evaluate the provision of paratransit service throughout the Tri-Valley, identify gaps and opportunities for streamlining, and engage stakeholders, users and non-users. Recommendations from the study will be implemented in FY19 and beyond.

B. Explain how the suite of services offered is targeted towards the seniors and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?

Being a fixed route public transit operator in Livermore, Dublin and Pleasanton, LAVTA provides the ADA mandated paratransit service for the same three cities, and goes beyond the ADA minimum requirements of ¾ mile buffer around the fixed route system. Since the ADA paratransit requires at least a day in advance reservation, LAVTA also provides same day trips through the Para-Taxi service. Seniors and people with disabilities can travel on fixed route for half fare.

One of the goals of the Comprehensive Tri-Valley Paratransit Assessment is to identify unmet needs within the senior and disabled community, as well as identify ways to streamline the service delivery process. The expectation is that recommendations from the study, once implemented, will better meet the needs of and enhance the quality of life for those who use paratransit in the Tri-Valley. Recommendations could include free

fares on fixed route for ADA-eligible riders, incorporating TNCs into the Para-Taxi program, and outsourcing eligibility assessments.

C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers.

The facilities Wheels Dial-A-Ride riders most frequently travel include:

- Day programs for the developmentally disabled (Go Group, Futures Explored, VFR, ARC, Keystone)
- Dialysis centers (Livermore DaVita Dialysis, Pleasanton DaVita Dialysis)
- Nursing homes (Pleasanton Nursing and Rehab)

2. Will your agency's program for FY 2018-19 conform to the Paratransit Program Implementation Guidelines, as required? (FY 2018-19 Programs are *required* to conform to the Implementation Guidelines, revised November 2017)

Yes

No

A. If "No", explain below and contact Alameda CTC staff to discuss (prior to March 30, 2018)

3. If proposing any service or program changes in FY 2018-19 from the current year, FY 2017-18, describe the changes and explain why they are proposed. Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

LAVTA and the City of Pleasanton hired Nelson Nygaard to conduct a Comprehensive Tri-Valley Paratransit Assessment to look for areas of overlap, gaps in services, and opportunities to streamline services. Included in the study will be an analysis of LAVTA's provision of ADA paratransit service as it relates to current ridership and projected growth, and may include recommendations for policy adjustments. Significant public and stakeholder input (senior and disabled populations) has been included in the study. The assessment is scheduled to be completed by June 2018. Any policy modifications would be subject to a public hearing and LAVTA Board approval.

4. **Looking ahead, beyond FY 2018-19, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

LAVTA is not anticipating any major changes, but there may be some changes based on the recommendations from the Comprehensive Tri-Valley Paratransit Assessment. This could include free midday fares on fixed route, incorporating TNCs into the Para-Taxi program, mobile ticketing, a streamlined application process, online trip booking, and outsourcing the eligibility/assessments to a contractor.

PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The November 2017 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements prior to implementation. The program elements requiring staff review are listed as items 5A – 5G below and for each item, further explanation is requested. **If your FY 2018-19 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each.** Applicants must address any applicable paratransit projects and programs listed in Attachment B.
- A. **Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
 - B. **City-based Door-to-Door Service that includes trip limitations based on trip purpose** (describe the proposed trip limitations that are proposed)
 - C. **Taxi Subsidy/Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including screening and how subsidies will be provided)
 - D. **Taxi Subsidy/Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
 - E. **Accessible Shuttle Service** (describe service plan and how city is coordinating with the local fixed route transit provider)
 - F. **New mobility management and/or travel training programs** (describe the well-defined set of activities)

G. Low-income requirements for any scholarship and fare subsidy programs
 (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

N/A

DEVELOPMENT OF PROGRAM PLAN

6. **How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible provide dates for these activities. Note below if this plan was reviewed by a local paratransit advisory committee, including the name of the committee, and the date of the meeting.

LAVTA has a passenger advisory committee (WHEELS Accessible Advisory Committee or WAAC) that meets bi-monthly to discuss passenger concerns and advise LAVTA on improvement of its services and facilities. The WAAC is comprised of membership from each jurisdiction and social/human services agencies. Service provision for customers and the planning process for the implementation of new services is coordinated through the WAAC, which meets every other month. The scope of work for the Comprehensive Tri-Valley Paratransit Assessment was partially derived from feedback received from the WAAC as well as from comments received from paratransit passengers.

7. **Describe any outreach, surveys and/or analysis conducted to develop this plan and to determine the types of services the program offers.**

The 2017 annual Dial-A-Ride customer satisfaction survey were conducted in December 2017 and early January 2018. The survey was administered by a third party surveyor, and a total of 257 Dial-A-Ride surveys were completed, which included 206 phone surveys and 51 online surveys. Below is the summary of findings from most satisfied to least satisfied aspects of the service:

Satisfaction with Service Aspects on a 1-5 Point Scale	<u>2017</u>
Driver dressed appropriately/clean	4.3
Driver courteous and helpful	4.29
Vehicle/shuttle was clean	4.21
Driver operated vehicle safely/followed traffic laws	4.2
Vehicle/shuttle was in working order	4.17
Person on phone courteous	4.14
Overall high level of satisfaction with drop off experience	4.09

Driver arrived correct address/pickup spot	4.09
Driver offered me help during drop off	4.08
No problems with phone menu	4.08
Overall high level of satisfaction with ride experience	4.03
Driver dropped me off on time/in correct place	3.96
Person on phone able to arrange request for transportation	3.87
Person on phone knowledgeable	3.86
Easy to make arrangements for transportation on phone	3.85
Overall high level of satisfaction with pickup experience	3.81
Able to reach customer service quickly	3.79
Hold times not an issue	3.73
Prefer use of smaller vehicles	3.69
Overall experience	3.65
Driver on time	3.47

8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 were used to guide the development of the program plan.

The service is constantly under review by staff and the public is welcome to comment to staff and to the Board in person, via mail, via email, or telephone. Through the public input LAVTA has received and the survey results LAVTA has a better understanding which aspects of the service quality need more attention.

The Dial-A-Ride service experienced extreme driver shortage in late Fall and early Winter, and, as such, the OTP fell sharply. It is important to note that the customer satisfaction survey was also conducted in December 2017, which cannot be ignored when it comes analyzing the survey results. Most of the low customer satisfaction survey scores are related to the late rides. The other weak point is the reservations process. LAVTA's operations contractor MTM has since hired more drivers and the OTP is rising and LAVTA is working with the contractor on improving the reservation process.

LAVTA will be conducting another customer satisfaction survey in June 2018 to make sure the service concerns identified in the 2017 satisfaction survey have been addressed.

9. Describe any innovative, emerging technology or non-traditional elements integrated into the program plan.

The Comprehensive Tri-Valley Paratransit Assessment's Scope of Work includes strong emphasis on innovative/emerging technology solutions, which could potentially include a one-click clearing house, phone app/mobile ticketing, online trip booking, interfacing with Transportation Network Companies (TNCs), etc.

10. Was this program plan approved by a governing body (or is it scheduled for action)? *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.*

Yes

No

A. If "Yes", provide the name of the governing body and planned or actual approval date.

OUTREACH

11. How do community members and potential users learn about the Alameda CTC-funded services provided in your community? Specify for each of the paratransit projects and programs listed in Attachment B.

LAVTA fully markets its services and provides information to customers desiring information regarding both paratransit and fixed route services via brochures, website, and outreach events. The LAVTA staff also visit senior centers, senior housings and community events to provide information about different services, including the complimentary wheelchair marking and tether strap program and Para-Taxi program. This information is also available on LAVTA web site at www.wheelsbus.com.

ELIGIBILITY AND ENROLLMENT

12. What are your requirements for eligibility? (e.g., age, residency, income, ADA-certification status, or other verification of disability).

LAVTA's ADA paratransit eligibility determination process includes two parts:

1. Paper application, which also includes the applicant's medical care professional's verification, and
2. In-person assessment

The primary eligibility criteria is being unable to utilize the fixed route bus system due to a disability or health-related condition.

13. How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.

Applicants submit a completed application to LAVTA. LAVTA has an ADA mandated 21 calendar day window for the completion of applications. Applicants who have critical medical needs, such as dialysis patients, are given higher priority in the application process. LAVTA then will schedule in the in-person assessment.

CUSTOMER SATISFACTION

- 14. Describe your complaint and commendation process.** Describe your process from beginning to end, including instructions you provide to customers for filing program suggestions, complaints or commendations, your documentation procedures and your follow up.

The customers can either call the customer service phone line at 925-455-7500 or enter their complaint or commendation via the online form on www.wheelsbus.com. When customers file a complaint or commendation, the complaint/commendation and all information are entered into a web-based customer service database, which assigns the complaint/commendation to a LAVTA or contractor staff member based on the department in question. LAVTA and/or contractor staff will investigate complaint and, if requested, get back to the customer with the result. Complaints are tallied and reported to the Board monthly. The contract with MTM incentivizes low complaints.

- A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.** Specify for each of the paratransit projects and programs listed in Attachment B. (*Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.*)

Most of the low customer satisfaction survey scores in our latest survey were related to the late rides. The other weak point passengers noted was the reservations process. LAVTA's operations contractor MTM has since hired more drivers and the OTP is rising. LAVTA is also working with the contractor on improving the reservation process.

- B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.**

Hired more drivers to address the OTP issues. Also retrained call center staff.

EXPECTED DEMAND/USE OF SERVICES

15. How many people are/have been/will be registered in the program during the following time periods? Fill in the boxes below.

Registrants at beginning of FY 2016-17	1,351
Registrants at end of FY 2016-17	
Current Registrants for FY 2017-18	1,198
Projected Registrants for FY 2018-19	1,300

A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.

As part of the potential recommendations from the Comprehensive Paratransit Assessment/Mobility Forward study, Pleasanton Paratransit may stop providing ADA paratransit service and only continue to provide senior transportation service. As such, there may be an increase of Pleasanton residents applying for Wheels Dial-A-Ride.

16. Do you expect the total number of one-way trips provided by your program to increase, decrease or stay the same compared to the current year, FY 2017-18? Why?

As part of the potential recommendations from the Comprehensive Paratransit Assessment/Mobility Forward study, Pleasanton Paratransit may stop providing ADA paratransit service and only continue to provide senior transportation service. Because of this there may be an increase of Pleasanton residents' trips on Wheels Dial-A-Ride.

17. Do the ridership numbers reported in Attachments A and B include companions and/or attendants?

Yes

No

A. If "Yes", and if known, what percent of total ridership are companions/attendants? (If providing an estimate, please clearly indicate it as such.)

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- 18. Please provide data on lift/ramp trips provided, if available.** If lift/ramp trips were provided in more than one service, please specify for each.

Number of trips provided to a consumer using a mobility device in FY 2016-17	10,675
Number of trips provided to a consumer using a mobility device in FY 2017-18	12,750
Number of trips provided to a consumer using a mobility device in FY 2018-19	13,132

VEHICLE FLEET

- 19. Provide details regarding your vehicle fleet.** To answer this question, complete Attachment D (Table D tab of the Excel workbook).

SAFETY INCIDENTS

- 20. Describe any safety incidents recorded by your program in FY 2016-17, or to date in FY 2017-18.** Specify for each of the paratransit projects and programs listed in Attachment B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

none

FINANCES: PROGRAM REVENUE AND COST

- 21. Detail your FY 2018-19 program's total estimated revenue (all fund sources) and total cost by completing Attachment C (Table C tab of the Excel workbook).** For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.
- 22. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined?** (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda*

CTC funding. This includes city/agency staff time paid for by a city's general fund.

A. Management/Overhead Costs

Management and overhead costs were allocated by taking the salary of the full time paratransit planner salary and benefits, plus training costs. Added to this was a percentage of the Department Directors' salary and benefits based on anticipated time spent on paratransit oversight (10%). Additional costs were added based on expected postage and printing for mailing to paratransit clients, plus a portion of the utility costs based on the amount of space take up by paratransit operations vs fixed route operations (15%).

B. Customer Service and Outreach Costs

none

PROGRAM FUNDING RESERVES

23. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2018-19, as shown in Attachment C, please explain. How do you plan to expend these funds and when?

100% of the measure B/BB funds for FY18/19 will be expended in FY 18/19.

MISCELLANEOUS

24. Use this space to provide any additional notes or clarifications about your program plan.

AGENDA

ITEM 6



SUBJECT: Dial-A-Ride Passenger Survey of 2017

FROM: Kadri Klm, Paratransit Planner

DATE: March 7, 2018

Action Requested

None – Information only.

Background

LAVTA performs annual Dial-A-Ride passenger surveys to assess passenger satisfaction in order to continually improve service.

Methodology

The 2017 annual Dial-A-Ride customer satisfaction survey were conducted in December 2017 and early January 2018. This year, 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.

The participants surveyed via telephone by were randomly selected, and the online survey was sent to the LAVTA paratransit database of email addresses. The survey was administered by a third party surveyor, and a total of 257 Dial-A-Ride surveys were completed, which included 206 phone surveys and 51 online surveys. The results are statistically reliable at 95% confidence interval \pm 6 point margin of error.

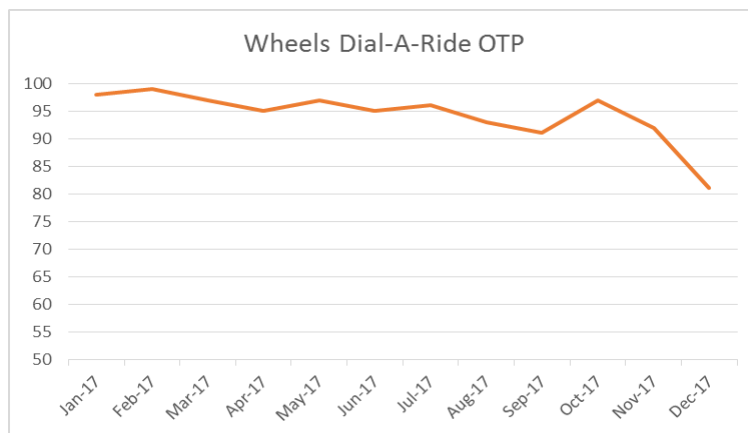
New in this 2017 survey when comparing it to the surveys in prior years:

- Adding online surveys in addition to the phone surveys
- Lower margins of error as larger number of total surveys was conducted (from 150 people surveyed in 2016 to 257 people surveyed in 2017 – 71% increase)
- Raffle of four prizes of \$25 was offered to participants
- Adding a question on whether the respondents is the Rider or Caregiver

The surveyors asked the passengers to rate Dial-A-Ride service on a 1-to-5 scale (5 being highest and 1 being lowest) on a variety of topics, including the reservation process, pick-up experience, ride experience, drop-off experience, and their overall satisfaction with the service.

Discussion

The Dial-A-Ride service has been experiencing serious challenges in the last couple of months, particularly in December, 2017 when the OTP, due to the extreme driver shortage, fell sharply. It is important to note that this customer satisfaction survey was also conducted in December 2017, which cannot be ignored when it comes analyzing the survey results. The following chart presents OTP, month by month, for the last 12 months:



Additionally, over the last year, customers have expressed dissatisfaction at both the trip time negotiating and the requirement for an in-person assessment, which may have led to the lower customer satisfaction scores.

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 as shown in the table below:

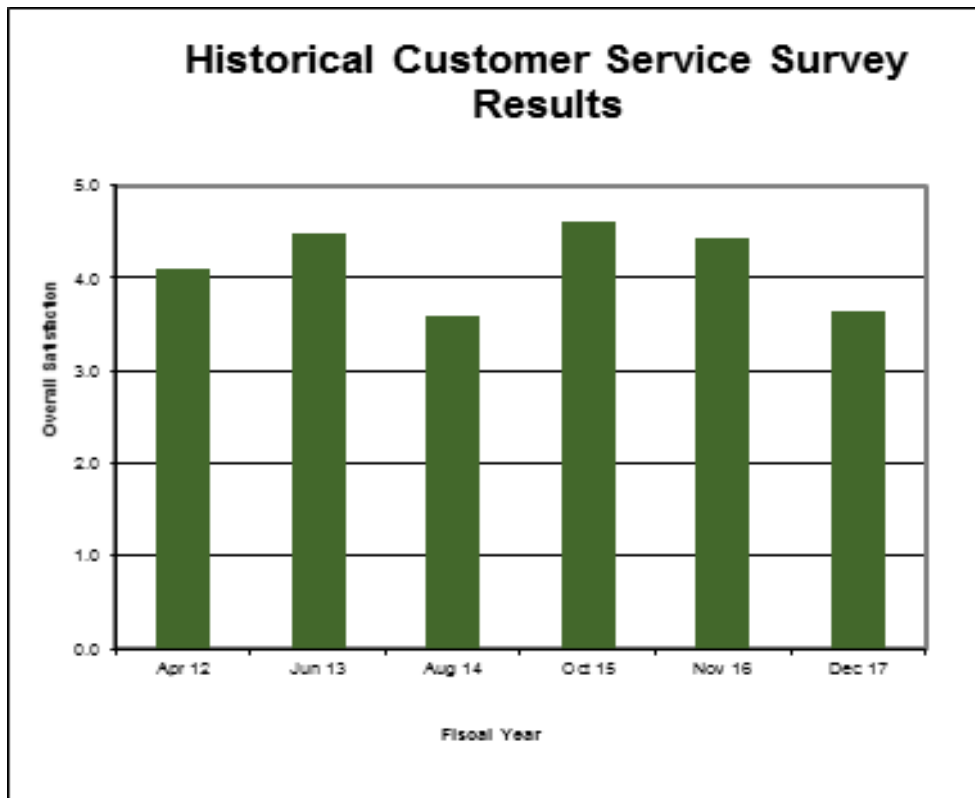
Satisfaction with Service Aspects on a 1-5 Point Scale	2017	2016	2015	2017 v. 2016
Overall experience	3.65	4.43	4.61	-0.78
Overall high level of satisfaction with pickup experience	3.81	4.36	4.45	-0.55
Driver on time	3.47	4.00	4.05	-0.53
Able to reach customer service quickly	3.79	4.21	4.40	-0.42

Easy to make arrangements for transportation on phone	3.85	4.22	4.45	-0.37
Driver dropped me off on time/in correct place	3.96	4.32	4.30	-0.36
Overall high level of satisfaction with ride experience	4.03	4.37	4.38	-0.34
Overall high level of satisfaction with drop off experience	4.09	4.42	4.37	-0.33
Person on phone able to arrange request for transportation	3.87	4.16	4.50	-0.29
Driver arrived correct address/pickup spot	4.09	4.38	4.48	-0.29
Driver operated vehicle safely/followed traffic laws	4.20	4.49	4.55	-0.29
Driver courteous and helpful	4.29	4.57	4.41	-0.28
Person on phone courteous	4.14	4.40	4.47	-0.26
Person on phone knowledgeable	3.86	4.09	4.31	-0.23
Hold times not an issue	3.73	3.92	4.26	-0.19
Driver dressed appropriately/clean	4.30	4.46	4.47	-0.16
Vehicle/shuttle was in working order	4.17	4.30	4.34	-0.13
Driver offered me help during drop off	4.08	4.21	4.35	-0.13
Vehicle/shuttle was clean	4.21	4.32	4.39	-0.11
No problems with phone menu	4.08	4.07	4.23	0.01
Prefer use of smaller vehicles	3.69	3.61	3.86	0.08

Summary of Findings:

- The overall experience rating is not directly comparable since the wording was worded slightly differently in 2017, but the drop of .78 in the mean ratings is a clear sign of dissatisfaction compared to previous years.
- Overall level of experience with the pickup dropped .55.
- The rating of the timeliness of the driver (-.53) dropped nearly as much (-.53). Ratings on the ability to reach customer service quickly dropped as well (.42).
- 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”.
- The overall results are still in the positive, and some overwhelmingly so.

The table below shows the historic trend over the last six years (based on the ratings in the “overall” satisfaction category):



In cases where the respondents expressed dissatisfaction or gave negative feedback about the service, the surveyors were instructed to ask if the respondent would like a call back from staff to follow-up on their concern(s). Out of the 257 respondents, 50 asked for a follow-up phone call and LAVTA staff is currently following up with these riders.

Next Steps

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. LAVTA will look to re-administer the survey in six-months instead of a year. The Mobility Forward study recommendations coming this spring will be another touch-point opportunity to communicate with paratransit users about the state of the system.

Action Requested

None – Information only.

AGENDA

ITEM 7



STAFF REPORT

SUBJECT: FY 2018 2nd Quarter Report – Operations

FROM: Kadri Klm, Paratransit Planner

DATE: March 7, 2018

Action Requested

This is an informational item.

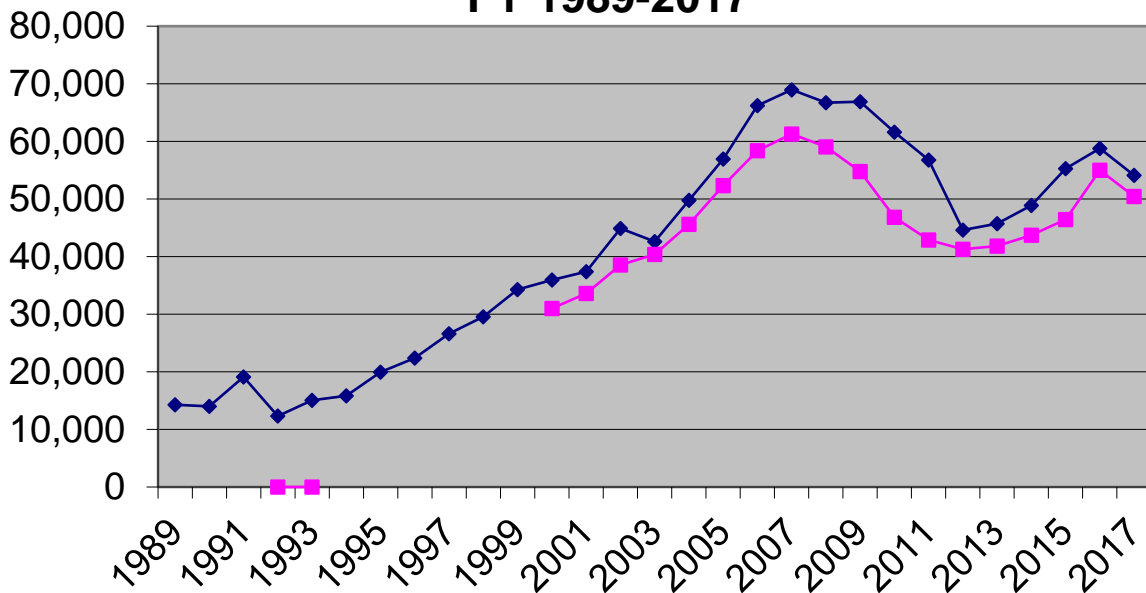
Background

This report is intended to provide the Committee with a summary of paratransit operations for the second quarter of FY2018 (October to December, 2017).

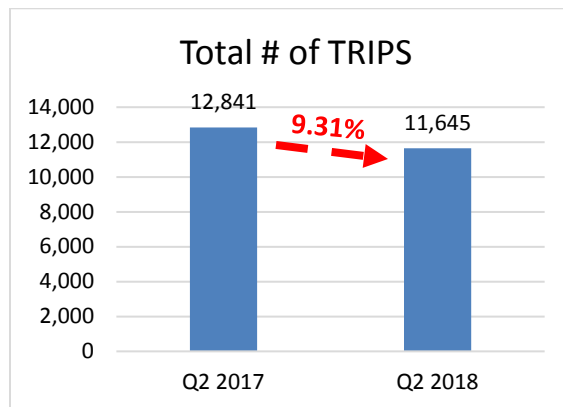
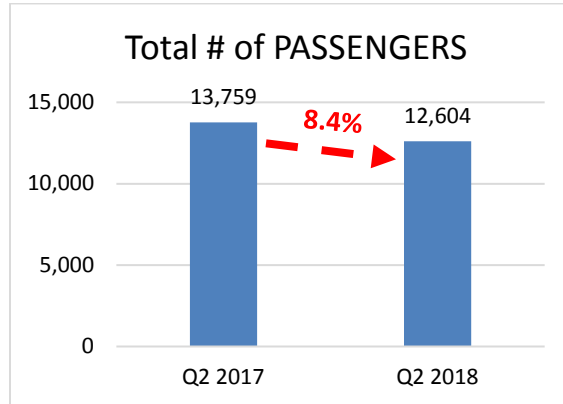
Discussion

The graph below provides an overview of the historic paratransit ridership trend from the agency’s inception thru the fiscal year FY2017:

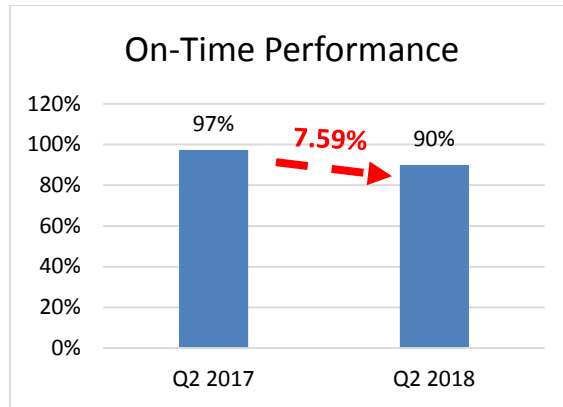
**Annual Paratransit Ridership Trends
FY 1989-2017**



The paratransit ridership has decreased significantly during the second quarter in FY18 when comparing it to the second quarter ridership in FY17. There has been a decrease in the total number of one-way trips (9.31% decrease = 1,196 total one way trips) as well as the number of total passengers (8.4% decrease = 1,155 total passengers), which the two graphs below illustrate.



On-time performance (OTP) has decreased sharply by 7.59% from 97% in Q2, FY17 to 90% in Q2, FY18. As the OTP performance standard is 95% the performance in Q2 FY18 is below the standard. The OTP suffered mostly due to the extreme driver shortage in November and December.



The Dial-A-Ride service has been experiencing serious challenges in the last several months. While the OTP decreased so did the number of trips and passengers. Staff believes that part of the decrease in trips/passengers is due to the low service quality (late trips) and also the trip time negation practice.

Next Steps

None

Recommendation

None – information only.