

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

PROJECTS and SERVICES COMMITTEE MEETING / COMMITTEE OF THE
WHOLE

COMMITTEE MEMBERS

SCOTT HAGGERTY
DAVID HAUBERT

KARLA BROWN – VICE CHAIR
BOB WOERNER – CHAIR

DATE: Monday, April 22, 2019

PLACE: LAVTA Offices, Room 110
1362 Rutan Court, Suite 100, Livermore

TIME: 4:00p.m.

AGENDA

1. Call to Order and Pledge of Allegiance

2. Roll Call of Members

3. Meeting Open to Public

- Members of the audience may address the Committee on any matter within the general subject matter jurisdiction of the LAVTA Board of Directors.
- Members of the audience may address the Committee on items on the Agenda at the time the Chair calls for the particular Agenda item.
- Public comments should not exceed three (3) minutes.
- Agendas are published 72 hours prior to the meeting.
- No action may be taken on matters raised that are not on the Agenda.

4. Minutes of the March 25, 2019 Meeting of the P&S Committee.

Recommendation: Approval

5. Executive Director's Report

Recommendation: None – Information Only

6. 2019 Title VI Program

Recommendation: Staff recommends that the Projects & Services Committee forward a recommendation to the Board of Directors to approve the attached Title VI Program for submittal to the FTA

7. Articulated Bus Feasibility Analysis

Recommendation: None – Information Only

8. Shared Autonomous Vehicle Project Management and Operations Contract Award

Recommendation: Staff recommends that the Projects & Services Committee forward a recommendation to the Board of Directors to approve a resolution for the Executive Director to enter into a contract with Transdev for the SAV Pilot.

9. Preview of Upcoming P&S Committee Agenda Items

10. Matters Initiated by Committee Members

11. Next Meeting Date is Scheduled for: May 27, 2019

12. Adjourn

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to these meetings, as there may be people in attendance susceptible to environmental illnesses.

In the event that a quorum of the entire Board is present, this Committee shall act as a Committee of the Whole. In either case, any item acted upon by the Committee or the Committee of the Whole will require consideration and action by the full Board of Directors as a prerequisite to its legal enactment.

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

/s/ Jennifer Suda

4/19/19

LAVTA Administrative Services Department

Date

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 4

MINUTES OF THE MARCH 25, 2019
LAVTA PROJECTS AND SERVICES COMMITTEE MEETING

1. Call to Order and Pledge of Allegiance

Committee Vice Chair Karla Brown called the meeting to order at 4:05pm.

It was noted that there is no quorum and information only items will be discussed until Committee Member Bob Woerner and Scott Haggerty arrive.

2. Roll Call of Members

Members Present

David Haubert, Mayor, City of Dublin

Bob Woerner, Councilmember, City of Livermore (arrived at 4:10pm)

Karla Brown, Vice Mayor, City of Pleasanton

Scott Haggerty, Supervisor, Alameda County (arrived at 4:06pm)

3. Meeting Open to Public

No comments.

After the Meeting Open to Public, Agenda Item 5 was moved up on the agenda for the convenience of the group in managing the balance of the meeting.

5. Strategic Planning Services RFP Scope of Work

Staff provided the Strategic Planning Services RFP Scope of Work to the Projects and Services Committee. There are two projects involved in the RFP. The first project is the Tri-Valley Hub Network Integration Study and the second project is a five-year Short Range Transit Plan (SRTP) and a 20-year Long Range Transit Plan.

The item was discussed by the Committee Members and staff.

This item was informational only.

Scott Haggerty, Supervisor from Alameda County, arrived during Strategic Planning Services RFP Scope of Work.

Bob Woerner, Councilmember from City of Livermore, arrived during Strategic Planning Services RFP Scope of Work.

Agenda Items 1, 2, 3, and 5 were covered without a quorum. The meeting started with a quorum on Agenda Item 4, after the Strategic Planning Services RFP Scope of Work.

4. Minutes of the February 25, 2019 Meeting of the P&S Committee.

Approved: Haubert/Brown

Aye: Brown, Haubert, Haggerty, Woerner
No: None
Abstain: None
Absent: None

6. Wheels Service to the 2019 Alameda County Fair

The Projects and Services Committee forwarded a recommendation to the Board of Directors to operate a dedicated, hourly shuttle service between the East Dublin/Pleasanton BART station and the Fairgrounds during the 2019 Alameda County Fair, as outlined in the Staff Report.

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

7. Dial-A-Ride Passenger Survey of 2018

Staff provided data on the latest Dial-A-Ride survey results conducted between November 2018 and December 2018. It was noted that On-Time Performance (OTP) was at 78% in December 2017 and increased to 94% in December 2018. Almost 90% of individuals are left on hold less than 60 seconds. Based on this information LAVTA will still work on improving and will continue to work with the contractor to monitor and improve the service quality. LAVTA has asked that MTM ensure that all subcontractors have uniforms.

The item was discussed by the Committee Members and staff.

This item was informational only.

8. Year Two Individualized Marketing Program Summary

Staff provided the Year Two Individualized Marketing Program Summary to the Projects and Services Committee. Travel Advisors go door to door to engage the public in their commuting habits and offer alternative modes of travel. Staff provided background on year two of the program that targeted communities near Route 30R in Dublin and Livermore. The summary report showed Travel Advisors knocked on 2,700 doors and 1,200 doors opened. Each home was visited three times and 545 people agreed to participate in the program. During the first six months of the program LAVTA's ridership was up 11% in that corridor. LAVTA would like to continue this outreach with a reduced and revised scope based on lessons learned. The adjustments recommended by LAVTA staff and the consultant:

- Focus outreach on new developments and new residents while forming relationships with property managers and HOA's well in advance of the outreach efforts

- Focus on higher density housing developments, where participation rates by residents were much higher than in established single family housing neighborhoods
- Expand the number of outreach events at the East Dublin/Pleasanton BART Station
- Expand the program to employers along the Rapid routes who may have employees traveling from BART to their workplace

Staff will bring a recommendation back to the Board this summer.

The item was discussed by the Committee Members and staff.

This item was informational only.

9. Summer School Service Accommodation for 2019

The Projects and Services reviewed and discussed the service options outlined above, and forwarded a recommendation to the Board of Directors to:

- Operate Wheels routes #501, #502, #503, and #504 during the DUSD 2019 summer school program, and
- Operate the selected option above for an additional three days to accommodate the earlier start of the DPIE STEM program at DHS, and
- Direct students to the regular Rapid Route 10R for the PUSD 2019 summer school program.

Approved: Haubert/Haggerty

Aye: Brown, Haubert, Haggerty, Woerner

No: None

Abstain: None

Absent: None

10. FY 2019 2nd Quarter Report – Operations

Staff provided information on the 2nd Quarter Report FY 2019 (October 2018 to December 2018) Operations statistics. Discussed was the fixed route, paratransit, and operational performance metrics. LAVTA ridership increased 2.6% compared to the quarter year prior. Ridership decreased on the weekends. Fixed Route On-Time Performance (OTP) stayed consistent. Paratransit OTP increased to 95% (improved 5%) and the number of trips stayed the same. LAVTA's fixed route accident/incident ratio was below 1 at 0.92 Accident Frequency Ratio (AFR). Paratransit had 1 accident in FY2019 2nd Quarter. Complaints decreased in the 2nd quarter. Last year Fixed Route had 1.25 valid complaints per 10,000 riders and now it is down to 0.58. Last year Paratransit had 1.74 valid complaints per 1,000 riders to 0.66.

The item was discussed by the Committee Members and staff.

This item was informational only.

11. Management Action Plan

Executive Director Michael Tree provided the Management Action Plan (MAP) to the Projects and Services Committee. Executive Director Michael Tree informed that staff has been busy with the Request for Proposal (RFP) for the Shared Autonomous Vehicle (SAV) Project and the RFP is due on March 29th. A staff report will be brought to the next Projects and Services Committee regarding the RFP. It was noted that the Mobility Forward Study is on hold, because City of Pleasanton staff are evaluating the recommendations.

This item was informational only.

12. Preview of Upcoming P&S Committee Agenda Items

13. Matters Initiated by Committee Members

None.

14. Next Meeting Date is Scheduled for: April 22, 2019

15. Adjourn

Meeting adjourned at 4:50pm.

AGENDA

ITEM 5

EXECUTIVE DIRECTOR'S REPORT

April 2019

An oral report will be provided to the P&S Committee at the meeting.

AGENDA

ITEM 6

STAFF REPORT

SUBJECT: 2019 Title VI Program

FROM: Tony McCaulay, Director of Planning & Marketing
Ashley Wong, Planning Intern

DATE: April 22, 2019

Action

Approve a recommendation to forward the 2019 LAVTA Title VI Program to the Board of Directors for approval.

Background

Section 601 of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the grounds of race, color or national origin in the programs that receive federal financial assistance. As a recipient of federal funding, LAVTA ensures transportation equity in the services we provide.

Discussion

Every three years, LAVTA submits its Title VI Program to the Federal Transit Administration (FTA) to demonstrate its compliance with federal regulations. LAVTA's last submittal was in 2016 and the next submittal is due this year. The 2019 Title VI update is relatively minor.

Perhaps most significant is that the Tri-Valley population of residents who speak Tagalog (including Filipino) at home and report that they speak English less than "very well" has passed the Safe Harbor languages threshold of 1,000 persons. As a result, all of our Title VI documents in the Appendices of this year's program have been translated to Tagalog and will be published on our website. Title VI signage on our vehicles will also be revised to include a Tagalog translation.

Systemwide Service Standards and Policies

The 2019 Title VI program (Attachment 1) includes the 2016 Board-adopted service standards and policies, which incorporates policies for Vehicle Load, Vehicle Headway, On-time Performance, and Service Availability. Additionally, the 2019 Title VI program includes the Board-adopted policies on Vehicle Assignment and Bus Stop Amenities. At this time, staff is not recommending that any changes be made to the Service Standards and Policies.

Recommendation

Staff recommends that the Projects & Services Committee forward a recommendation to the Board of Directors to approve the attached Title VI Program for submittal to the FTA

Attachments:

1. 2019 Title VI Program
2. Draft Resolution 10-2019

Livermore Amador Valley **TRANSIT AUTHORITY**



Title VI Program

May 7, 2019 Submission Date

Last Report Cycle

Submission Date: April 5, 2016

Acceptance Date: May 6, 2016

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TITLE VI ANNUAL CERTIFICATIONS AND ASSURANCES

In accordance with 49 CFR Section 21.7(a), with every application for financial assistance from the Federal Transit Administration (FTA), the Livermore Amador Valley Transit Authority (LAVTA) submits an assurance that it will carry out the program in compliance with DOT's Title VI regulations. LAVTA also submits its Title VI assurance as part of its annual Certifications and Assurances to the FTA, assuring compliance with laws and regulations so that no person in the United States will be denied the benefits of, or otherwise be subjected to discrimination in any U.S. DOT or FTA funded program or activity, particularly in the level and quality of transportation services and transportation-related benefits, on the basis of race, color, or national origin.

TITLE VI PROGRAM

NOTIFY BENEFICIARIES OF PROTECTION UNDER TITLE VI

LAVTA posts a Title VI notice to inform the public that the agency complies with Title VI regulations and to provide information about how Title VI protects the public from discrimination based on race, ethnicity and national origin. This notice is posted on the LAVTA website, in public areas at LAVTA's Administration & Operations Facility on Rutan Court, on all LAVTA's revenue vehicles (in English and Spanish), on LAVTA's paratransit contractor's vehicles (in English and Spanish), and at LAVTA's Livermore Transit Center. It is also printed in the Fares and Policies brochure, which contains information on fares, accessibility, locations where discount tickets and passes are sold, and general riding information, provided for free to the public. The notice is posted in English, Spanish, Chinese, Korean, and Tagalog at LAVTA's Administrative Office and at the Livermore Transit Center. A copy of this Title VI notice in English, Spanish, Chinese, Korean, and Tagalog is provided as Appendix A.

TITLE VI DISCRIMINATION COMPLAINT PROCEDURES

How to Make a Complaint

LAVTA provides instructions on how to find additional information on LAVTA's Title VI Program and how to file a claim of discrimination via our website, www.wheelsbus.com. Instructions on how to file a claim of discrimination are available in English, Spanish, Chinese, Korean, and Tagalog on the website. The public is instructed to call or visit the Administrative office for more information. A copy of the instructions is provided as Appendix B.

A complaint form is provided in both English and Spanish and can be downloaded from the website or provided by the Title VI Coordinator. Complaint forms are also available in Chinese, Korean, and Tagalog upon request. Verbal complaints are also accepted and transcribed by the Title VI Coordinator. A copy of the LAVTA Title VI complaint form is provided as Appendix C.

Title VI Complaint Procedures

LAVTA has a file established for all Title VI complaints. This file is stored at the LAVTA office located at 1362 Rutan Court, Suite 100, Livermore, CA. All complaints are investigated by LAVTA's third party claims adjuster or legal counsel. A record of the investigation accompanies a copy of the original complaint in the case file. Additionally, any notification of legal action, as well as the results of any legal action, will be filed with the original complaint and investigation documents.

Procedures

1. Upon receipt of a complaint regarding a violation of civil rights, a case folder is created with the name of the person filing the complaint and the date of the filing.
2. A copy of the complaint is placed in the case folder.
3. The case folder is filed within the Title VI file.
4. The original complaint is submitted to LAVTA's third party claims adjuster for an investigation.

5. Any additional correspondence from the person filing the complaint will be handled in the same manner with a copy being placed in their case folder.
6. Any correspondence from the third party claims adjuster or legal counsel pertaining to the claim will also be filed in the case folder.
7. If the third party claims adjuster determines it necessary, they will forward the claim to legal counsel.

TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS RECORDS

There have been no Title VI complaints, investigations, or lawsuits since the last Title VI submittal in April 2016.

PUBLIC PARTICIPATION PLAN

The LAVTA Public Participation Plan is included as Appendix D. Included in the plan is the LAVTA Board of Directors-adopted Public Hearing Policies and Procedures, as well as an Outreach Toolbox. The Public Participation Plan ensures that there is a process established to solicit and consider public comment prior to raising fares or implementing a major reduction of transit services, and that outreach to minority and/or limited English proficient (LEP) populations occurs during every public comment period. The Outreach Toolbox identifies a multi-faceted approach to reaching diverse populations within the LAVTA service area, including the LEP and minority populations. The Public Participation Plan has been used to inform decisions on outreach in other situations, and will be updated as needed to reflect current best practices and community needs and resources.

Public Hearings

LAVTA has conducted four public hearings on proposed service changes and fare changes since the last Title VI submission, held on the following dates:

September 12, 2018: Proposed Fare Policy Changes
September 10, 2018: Proposed Fare Policy Changes
September 10, 2018: Proposed Fare Policy Changes
May 2, 2016: Proposed Service Changes

The public was notified about these hearings in the following ways:

- Press release issued and distributed to the Tri Valley News Media (The Independent, Pleasanton Weekly, East Bay Times), the Tri Valley Chambers of Commerce, and all three Tri-Valley school districts.
- Press release sent to the Tri-Valley sites of The Patch, a community-specific news and information platform for the community to read and learn about what is happening in their neighborhood.
- Details of the public hearings were posted to the Wheels website.

- Maps and descriptions of the proposed service changes were posted on the Wheels website in both English and Spanish, with copies available in Chinese and Korean upon request.
- Flyers in English, Spanish, and Chinese regarding the fare increase public input process were available to the public at the Dublin, Livermore and Pleasanton public libraries and senior centers, senior housing facilities, at the Wheels Administration Office and at the Wheels Transit Center.
- Fare increase public notices and brochures in English, Spanish, and Chinese were displayed on the interior of all Wheels buses, showing public meetings & hearing dates and locations.
- Facebook, and Twitter were utilized to post details about public hearings.
- Flyers (English, Spanish and Chinese) posted at high ridership bus stops
- Email sent to parents of middle and high school students using Peachjar.

For each of the public hearings, comments were collected and considered in the development of the final recommendations. Comments were also accepted via phone, fax and email. LAVTA received 11 comments for the fall 2018 proposed fare changes and 24 comments at the May 2, 2016 public hearing on the 2016 proposed service changes. An additional 261 comments were received during the public input phase of the 2015/2016 Comprehensive Operational Analysis, which took place prior to the three-year time frame of this submittal. Final service and fare recommendations were adjusted based on public comment received, when possible.

Public Outreach

LAVTA has participated in the following types of outreach events since its last Title VI submission:

- Public meetings/workshops
- Social media campaigns
- Farmer markets in Pleasanton, Livermore, and Dublin
- School registration days
- Community health care fairs
- Employer sponsored job and transit fairs
- Community events, such as parades and festivals
- School presentations
- Pop-up events at transit hubs
- Take One brochures
- Car Cards inside buses
- Web postings
- Media press releases
- Senior housing presentations
- Mass mailings to targeted audiences
- Local radio announcements
- Print advertisements and notices

LANGUAGE ASSISTANCE TO PERSONS WITH LIMITED ENGLISH PROFICIENCY

A copy of the LAVTA Limited English Proficiency (LEP) Plan is provided as Appendix E. The plan was updated in 2019 in preparation for the 2019 Title VI submission.

RACIAL BREAKDOWN OF LAVTA'S APPOINTED COMMITTEES

LAVTA currently has one appointed advisory committee, the Tri-Valley Accessibility Advisory Committee (TAAC), which consists of eleven members. The three cities in the LAVTA service area, Dublin, Pleasanton, and Livermore, have two members each. The County of Alameda has one member. There are three members who are representatives of Tri-Valley social service agencies, and one member who represents Alameda County's Paratransit Advisory and Planning Committee (PAPCO). The Committee also includes one alternate member for each city, and one alternate member representing the County of Alameda.

The current racial breakdown, as provided by the membership, is provided below. For purposes of this analysis, LAVTA considers a minority person to be any person who identifies as non-white. The names of the members have been replaced with letters of the alphabet for anonymity. On the standing committee, the total racial minority breakdown is 27%.

Table 1. Racial Breakdown of the Tri-Valley Accessibility Advisory Committee
(As of April 2019)

Committee Members	White	African American/ Black	American Indian	Hispanic, Puerto Rican	Other - Caribbean Indian	Total Non-White
A	0.5			0.5		1
B	1					0
C	1					0
D		1				1
E	1					0
F	1					0
G	1					0
H	1					0
I	1					0
J	0.5		0.5			1
K	1					0
Committee Only Percentages	81.82%	9.09%	4.55%	4.55%	0%	27.27%
Alternate Members						
L (alternate)		1				1
M (alternate)	1					0
N (alternate)	1					0
O (alternate)	1					0
Combined Committee and Alternate Percentages	80.00%	13.33%	3.33%	3.33%	0%	26.67%

To ensure that the racial breakdown of TAAC remains representative of the racial demographics of Tri-Valley area, the percentages of the racial breakdown of the TAAC and LAVTA's Public Participation Plan will be provided to the appointing jurisdictions when one of their seats becomes vacant. This will allow them to make an informed decision and better assist LAVTA in meeting its diversity goals.

REPORTING SUBRECIPIENT COMPLIANCE

Not applicable as LAVTA has no subrecipients.

EQUITY ANALYSIS FOR THE LOCATION OF NEW CONSTRUCTION

No new facilities have been located and/or constructed since the last Title VI Program Submission. LAVTA will conduct the required equity analysis for facilities citing whenever future new facilities are considered.

FIXED ROUTE TRANSIT PROVIDER REQUIREMENTS

LAVTA is a fixed route transit provider for a service area divided between two UZAs, Concord and Livermore. The Livermore UZA is a small UZA with a population of less than 200,000. LAVTA operates a peak pull of 12 vehicles in the Livermore UZA. The Concord UZA is a large UZA with a population of more than 200,000. LAVTA operates a peak pull of 37 vehicles in the Concord UZA. Under these parameters, LAVTA is considered a small operator and is required to set and report system-wide service standards and system-wide policies as part of its Title VI Program.

SERVICE STANDARDS AND POLICIES

The service standards and policies contained herein are used to develop and maintain efficient and effective fixed-route transit service. In some cases, these standards differ from standards used by LAVTA for purposes other than Title VI.

QUANTITATIVE SERVICE STANDARDS

The FTA requires all fixed-route transit providers of public transportation to develop quantitative standards for the following indicators. Individual public transportation providers set these standards; therefore, these standards will apply to each individual agency rather than across the entire transit industry:

- A. Vehicle Load
- B. Vehicle Headways
- C. On-time Performance
- D. Service Availability

For the purposes of defining service standards and policies for LAVTA fixed-route service, the agency has split its system into four route classifications:

- **Primary (Trunk) Routes:** Trunk routes are typically direct and operate along main arterials, constituting a primary form of local fixed-route bus service. Typically, trunk routes operate every 15 to 30 minutes on weekdays, with a relatively long service span.
- **Regional Express Routes:** Regional Express routes provide direct service during peak commute hours, focusing on linking cities or neighborhoods with high concentrations of passengers traveling to a specific employment area or major transit hub.
- **Neighborhood Feeders:** Feeder buses are designed to “feed” trunk routes and intercity express bus services. They often cover shorter distances and typically have longer headways.
- **School Trippers:** School trippers look like neighborhood feeders, but are designed to serve a specific market – students – and are often provided as a way to address what would be overcrowding on primary and neighborhood feeder routes. These routes are open to the general public, but run very limited schedules on school days only.

The classifications were not developed to, and in fact do not, differentiate routes by minority or income status of the areas or passengers served. The following chart illustrates which routes belong to each classification:

Table 2: Route Classification

Route Classification	LAVTA Routes
Primary	Rapid (30), Rapid (10)
Regional Express	20x, 70x, 580x, 711 Bart EBX
Neighborhood Feeder	1, 2, 3, 8, 11, 14, 15, 53, 54
School Tripper	501A, 501B, 502, 503, 504, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611

LAVTA also defines service standards differently for peak and off-peak service. “Off-peak” refers to weekday midday and evening service, as well as Saturday, Sunday, and Holiday service. “Peak” refers to weekday commute periods, generally 6 am to 9 am and 3:30 pm to 6:30 pm.

The chart below shows LAVTA’s current service standards, which were approved by the Board in 2016 as a part of the Short Range Transit Plan.

System-wide Service Standards by Mode – 2016 Short Range Transit Plan

Service Standard	Modes			
	Primary	Regional Express	Neighborhood Feeder	School Tripper
Vehicle Load	60 riders (1.5x seated capacity)	40 riders (1x seated capacity)	60 riders (1.5x seated capacity)	60 riders (1.5x seated capacity)
Headway	15 min during peak and midday hours on weekdays; 30-60 min off-peak	30 min during peak periods, weekdays only	30 min peak, 60 min off-peak; 40-60 min off-peak for route 3	single daily roundtrip for school tripper lines
On-time Performance	>85% as defined by departing a timepoint zero minutes early, and zero to five minutes late	>85% as defined by departing a timepoint zero minutes early, and zero to five minutes late	>85% as defined by departing a timepoint zero minutes early, and zero to five minutes late	>85% as defined by departing a timepoint zero minutes early, and zero to five minutes late
Service availability				
Service hours distribution	Distribute service hours proportionately with the population of the cities of Dublin, Livermore, and Pleasanton, respectively, within +/- 15%	Distribute service hours in the peak direction during peak hours	Distribute service hours proportionately with the population of the cities of Dublin, Livermore, and Pleasanton, respectively, within +/- 15% Provide service within a quarter-mile (400m) radius of medium- to high-density residential areas, and to 80% of 100+ employee locations	Distribute service hours during school days only, providing one or two trips in the morning and afternoon
Bus Stop spacing	Maintain bus stop spacing of 1 mile (1600m)	No standard. Express routes are defined as providing direct service to and from major hubs	Maintain bus stop spacings of 1/3 mile (500m), except where on undeveloped or freeway segments	No standard

QUALITATIVE SERVICE POLICIES

The FTA also requires all fixed-route transit providers of public transportation to develop qualitative standards for bus stop amenities and vehicle assignment. As with the quantitative standards, individual public transportation providers set their own qualitative standards.

Bus Stop Amenities

The following 10 point system is used as a decision making tool at the planning level to determine which bus stops will be prioritized for improvements when the financial resources are available. If a bus stop meets the amenities criteria it may be considered for a shelter or bench and trash receptacle placement. Meeting these criteria does not guarantee shelter installation. Existing site conditions and pedestrian infrastructure, public right-of-way availability, accessibility and safety issues, and other concerns must be reviewed and addressed before future shelter or bench placements are confirmed.

Bus stops that accumulate 10 points or more may be considered for shelter placement; 6 points or more may warrant a bench and trash receptacle.	
• 7 points	High boarding count or transfer location - Number of patrons getting on the bus at this stop exceeds 20 people per day.
• 4 points	Special needs – Includes small facilities or people with special requirements for shelter that might not qualify for attention based on boarding counts (senior citizen centers, medical offices, libraries, persons with certain disabilities, etc.).
• 4 points	Activity Location - Locations with high density of people and thus high potential for ridership (apartments, high rise office building, shopping center, schools, hospitals).
• 3 points	Exposure to elements – Locations with no landscape or buildings to offer shade/rain protection, no seat walls, no area to stand outside of sidewalk, and 2-3 lanes of traffic of 40 mph or more, giving patron no feeling of security at stop.
• 2 points	Long waiting time for bus – stops at which patrons wait 30 minutes or more between buses.
• 1 point	Request for improvement – Citizen requests improvements at stop.

Note: The criteria serve to direct LAVTA's limited resources when not every location can be improved. Ideally, every bus stop should have at least one bench and/or shelter, and a trash receptacle. Due to the lack of room at most bus stops, no more than two (2) pieces of furniture should be placed at each stop.

Vehicle Assignment

The Rapid Routes 10R and 30R have branded hybrid electric vehicles dedicated to its service. There is a fleet of four 30', seven 35', and eleven 40' buses assigned to the Rapid service. The vehicles are rotated evenly throughout the route to ensure that the electric batteries are maintained. The 30' buses are assigned to runs with the least vehicle loads to avoid crowding.

Forty Foot Fleet

All LAVTA vehicles are ADA accessible, have full climate control systems for heating and air conditioning, and feature bus stop and directional announcements. All 40-foot of varying age rotate among routes, except when required otherwise due to operational constraints.

Twenty Nine Foot and Forty Foot Diesel Hybrids

Route 53 uses two diesel hybrid 29' vehicles to comply with grant funding requirements. Route 54 uses one 40' diesel hybrid to comply with grant funding requirements.

Public Notice

The Livermore Amador Valley Transit Authority (LAVTA) operates its services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with LAVTA.

For more information on LAVTA's civil rights program, and the procedures to file a complaint, contact 925-455-7555 or visit our administrative office at 1362 Rutan Court, Suite 100, Livermore CA 94551. For more information, visit www.wheelsbus.com

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

If information is needed in another language, contact 925-455-7555

Public Notice

La autoridad de tránsito de Valle de Livermore Amador (LAVTA) opera sus servicios sin distinción de raza, color y origen nacional con arreglo al título VI de la ley de derechos civiles. Cualquier persona que cree que él o ella ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el título VI puede presentar una queja con LAVTA.

Para más información sobre el programa derechos civiles de LAVTA y los procedimientos para presentar una queja, llame al 925-455-7555 o visite nuestra oficina administrativa en 1362 Rutan Court, Suite 100, Livermore CA 94551. Para obtener más información, visite www.wheelsbus.com

Un demandante puede presentar una queja directamente con el tránsito Federal Administración por archivar una queja con la oficina de derechos civiles,
Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

Si necesita información en otro idioma, comuníquese con 925-455-7555.

公告

1964 年民權法案

第六章(TITLE VI)

“在美國，任何人不會因種族、膚色或祖籍的原因，而在接受聯邦政府財政援助的任何項目或活動中，被排除參與，被拒絕獲益，或受到歧視。”

根據 1964 年民權法案第六章(TITLE VI)的規定，即修訂為（“第六章”），Livermore Amador Valley 交通管理局承諾，要確保任何人不會因為種族、膚色或祖籍的原因，在接受其服務的過程中被排除參與，或被拒絕獲益。如果你認為根據第六章(Title VI)的規定你受到了歧視，你可以給 LAVTA 提交書面投訴。該投訴必須在歧視指控事件發生后不超過 180 個曆日提交。

提交投訴的首選方法是使用第六章(TITLE VI)投訴表格，并以書面形式把它發送到：

Title VI Coordinator
Livermore Amador Valley Transit Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551

可以接受口頭投訴，并由第六章(TITLE VI)協調員轉抄為文字。若想口頭投訴，或得到更多有關 LAVTA 的第六章(TITLE VI)項目的資訊，請致電（925）455-7500，找第六章(TITLE VI)協調員。

공고

1964 민권법의 TITLE VI

“미국 시민은 누구라도 민족, 인종 또는 국적에 상관없이 사회적 참여에서 배제되지 않고 연방 정부의 재정 지원에 관련된 프로그램 또는 활동에 따른 혜택을 받지 못하거나 차별당하지 않는다”

LAVTA (Livermore Amador Valley Transit Authority)는 누구라도 민족, 인종 또는 국적에 상관없이 사회적 참여에서 배제되지 않고 교통 서비스의 이점을 받을 수 있도록 노력하고 있습니다. 이것은 1964 민권법의 Title VI ("Title VI") 로 개정됨)에 따라 보호받을 수 있는 권리입니다. Title VI 에 의거하여 차별을 받았다고 생각될 경우, LAVTA 에 서면으로 제소할 수 있습니다. 제소는 해당 사건이 발생한 날로부터 180 일 이내에 이뤄져야 합니다.

Title VI 제소 신청서를 사용하여, 서면으로 제출하는 것이 가장 좋습니다. 아래의 주소를 참조하십시오.

Title VI Coordinator
Livermore Amador Valley Transit Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551

구두로 제소할 경우, Title VI 에서 녹취하여 접수를 받고 있습니다. 구두 제소를 신청하거나 LAVTA 의 Title VI 프로그램에 대한 정보를 받으려면, 925 455-7500 로 전화해서 Title VI 코디네이터에게 문의하십시오

Abiso sa Publiko

Ang Livermore Amador Valley Transit Authority (LAVTA) ay nagpapatakbo ng mga serbisyo nito na hindi isinasaalang-alang ang lahi, kulay, at bansang pinagmulan alinsunod sa Titulo VI ng Batas ng mga Karapatang Sibil (Civil Rights Act). Ang sinumang tao na naniniwalang napinsala na siya ng anumang labag sa batas na nagsasagawa ng diskriminasyon sa ilalim ng Titulo VI ay maaaring maghain ng reklamo sa LAVTA.

Para sa higit na impormasyon sa mga karapatang sibil na programa ng LAVTA, at mga pamamaraan sa paghain ng isang reklamo, tumawag sa 925-455-7555 o pumunta sa aming administratibong tanggapan sa 1362 Rutan Court, Suite 100, Livermore CA 94551. Para sa higit na impormasyon, bisitahin ang www.wheelsbus.com

Ang nagrereklamo ay maaaring maghain nang direktso sa Federal Transit Administration sa pamamagitan ng paghahain ng reklamo sa Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

Kung kinakailangan ng impormasyon sa isa pang wika, kontakin ang 925-455-7555.

Livermore Amador Valley Transit Authority (LAVTA) Title VI Complaint Procedure

The Livermore Amador Valley Transit Authority (LAVTA) grants all citizens equal access to all its transportation services. It is further the intent of LAVTA, that all citizens are aware of their rights to such access. This procedure is designed to serve as an educational tool for citizens so that they may understand one of the civil rights laws that protects against discrimination that could result from LAVTA programs and services, specifically, Title VI of the Civil Rights Act of 1964.

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring that “No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

How do I file a complaint?

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Livermore Amador Valley Transit Authority (hereinafter referred to as “the Authority”) may file a Title VI complaint by completing and submitting the Authority’s Title VI Complaint Form. The Authority investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete.

Methods of filing a complaint

The preferred method is to file your complaint in writing using the Title VI Complaint Form, and sending it to:

Title VI Coordinator
Livermore Amador Valley Transit Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551

Verbal complaints will be accepted and transcribed by the Title VI Coordinator. To make a verbal complaint, call (925) 455-7500 and ask for the Title VI Coordinator.

Once the complaint is received, the Authority will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Investigations

The investigation will address complaints against any of the Authority’s department(s). The investigation will be conducted in conjunction with and under the advice of the Authority’s third party claims adjuster.

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 5 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 5 business days, the Authority can administratively close the case. As case can be administratively closed also if the complainant no longer wishes to pursue their case.

Based upon all the information received, an investigation report will be written by the Third Party Claims Adjuster for submittal to the Executive Director. The complainant will receive a letter stating the final decision of the Executive Director by the end of the 60-day time limit. One of two letters to the complainant will be issued: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 10 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Livermore Amador Valley Transit Authority (LAVTA) Procedimiento de Queja Conforme al Título VI

La Autoridad de Transporte de Amador Valley de Livermore (LAVTA: Livermore Amador Valley Transit Authority) da acceso equitativo a todos los ciudadanos a sus servicios de transporte. Además, LAVTA tiene la intención de que todos los ciudadanos estén al tanto de sus derechos a tal acceso. Este procedimiento está diseñado para fungir como una herramienta educativa para los ciudadanos, con el fin de que ellos comprendan una de las leyes de derechos civiles que protegen su beneficio por los servicios y programas de LAVTA, especialmente cuando se trata del Título VI de la Ley de Derechos Civiles de 1964.

¿Qué es el Título VI?

El Título VI es una sección de la Ley de Derechos Civiles de 1964 que requiere que "ninguna persona en los Estados Unidos será, con base en su raza, color u origen nacional, excluida de la participación o los beneficios, ni estará sujeta a discriminación en ningún programa o actividad que reciba la asistencia financiera federal". Observe que el Título VI no aborda la discriminación de género. Sólo cubre raza, color y origen nacional. Otras leyes de derechos civiles prohíben la discriminación de género.

¿Cómo presento una queja?

Cualquier persona que cree que ha recibido un trato de discriminación por parte de Livermore Amador Valley Transit Authority (en lo sucesivo denominada "la Autoridad") con base en su raza, color u origen nacional, puede presentar una queja conforme al Título VI llenando y enviando el Formulario de Queja Conforme al Título VI de la Autoridad. La Autoridad investiga las quejas recibidas no más de 180 días después del presunto incidente. La Autoridad tramitará las quejas que se encuentren completas.

Los métodos para presentar de una queja

El método preferido es presentar su queja por escrito, utilizando el Formulario de Queja Conforme al Título VI, y enviarla a:

Title VI Coordinator
Livermore Amador Valley Transit Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551

Las quejas verbales serán aceptadas y transcritas por el Coordinador del Título VI. Para presentar una queja verbal, llame al (925) 455-7500 y pregunte por el Coordinador del Título VI.

Una vez que se reciba la queja, la Autoridad la estudiará para determinar si nuestra oficina tiene jurisdicción. Quien presenta la queja recibirá un acuse de recibo informándole si la queja será investigada por nuestra oficina.

Investigaciones

La investigación se ocupará de las quejas en contra de cualquier departamento de la Autoridad. La investigación se llevará a cabo en conjunto con y bajo el asesoramiento del ajustador de reclamos externo de la Autoridad.

La investigación pudiera incluir hablar sobre la queja con las partes afectadas para determinar el problema. Quien presenta la queja puede ser representado por un abogado u otro representante de su elección, y puede traer testigos y presentar testimonios y evidencias en el transcurso de la investigación.

La investigación será realizada y finalizada en un plazo no mayor a 60 días desde la recepción de la queja formal. Si se necesita más información para resolver el caso, la Autoridad pudiera comunicarse con quien presenta la queja. El autor de la queja cuenta con 5 días laborables desde la fecha de la carta para enviar la información solicitada al investigador asignado al caso. Si no se comunica con el investigador o éste no recibe la información adicional dentro de los 5 días laborables, la Autoridad podrá cerrar el caso administrativamente. También se puede cerrar el caso administrativamente si el autor ya no desea continuar con su caso.

Con base en toda la información recibida, se escribirá un reporte de la investigación por parte del ajustador de quejas externo para ser enviado al Director Ejecutivo. Quien presentó la queja recibirá una carta en la que se le informe la decisión final del Director Ejecutivo, antes de que se venza el plazo de 60 días. Se emitirá una de dos cartas al autor de la queja: una carta de cierre o una carta de fallo. Una carta de cierre resume las alegaciones y afirma que no hubo violación del Título VI y el caso será cerrado. Una carta de fallo resume las alegaciones y las entrevistas sobre el presunto incidente, y explica si ocurrirá alguna acción disciplinaria, entrenamiento adicional del personal o alguna otra acción. Si el autor de la queja desea apelar la decisión, cuenta con 10 días a partir de la fecha de la carta de cierre o de fallo para hacerlo.

Una persona también puede presentar una queja directamente con la Dirección Federal de Tránsito (*Federal Transit Administration: FTA*), dirigiéndola a: FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Livermore Amador Valley 交通管理局(LAVTA) 第六章(Title VI) 投訴程序

Livermore Amador Valley 交通管理局 (LAVTA) 給所有公民獲得其全部交通服務的平等權利。其(LAVTA)進一步的目的是，讓所有公民都知道自己有獲得此服務的權利。該程序被設計成一種教育工具，旨在使公民可以了解民事權利法其中之一，以確保他們在LAVTA的項目和服務方面的利益，特別是它涉及到1964年的民權法案第六章(Title VI of the Civil Rights Act)。

什麼是第六章(Title VI) ？

第六章(Title VI) 是1964年民權法案的一個部份，它規定，“在美國，任何人不會因為種族、膚色或祖籍的原因，而在接受聯邦政府財政援助的任何項目或活動中，被排除參與，被拒絕獲益，或受到歧視。” 請注意，第六章(Title VI) 沒有提到性別歧視問題。它僅包括種族、膚色，和祖籍。其他的民權法禁止性別歧視。

我該如何提交投訴？

任何人，只要認為她或他因為種族、顏色、或祖籍的原因，而受到Livermore Amador交通管理局的歧視(以下簡稱為“管理局”)，都可以通過填寫完成并遞交管理局第六章(Title VI)投訴表格，而提交一份第六章(Title VI)投訴。管理局會調查在指控事件發生後收到的不超過180天的投訴。 管理局將處理完整的投訴。

提交投訴的方法

首選的方法是使用第六章(Title VI) 投訴表格，以書面形式提交你的投訴， 並把它發送到：

Title VI Coordinator
Livermore Amador Valley Transit Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551

口頭投訴可以接受，並且由第六章(Title VI) 協調員轉抄為文字。 若想要口頭投訴，請致電 (925) 455-7500，找第六章(Title VI)協調員。

當接到投訴後，管理局會審查此投訴，以確定我們的辦公室是否有管轄權。投訴人會收到一封確認信，通知她/他的投訴是否會交由我們辦公室調查。

調查

調查將針對被投訴的管理局任何部門。調查將與管理局的第三方案件調節者一起并在其建議下進行。

調查可能包括所有牽涉方對此投訴的討論，以便確定問題。在調查過程中，投訴人可派律師或他/她自己選擇的其他代表人作為代表，並且可以帶證人及出示證詞和證據。

調查將在收到正式投訴的60天之內進行并完成。如果需要更多的資料來處理這個案子，管理局可能會聯系投訴人。投訴人要在信上之日起5個工作日內把要求的資料發送給指派處理此案的調查員。如果投訴人沒有聯繫調查員，而調查員在5個工作日內沒有收到更多的資料，管理局可以行政上關閉此案件。如果投訴人不再想追究此案件，那麼此案件也可以行政上關閉。

根據收到的所有資料，第三方案件調節者將書寫一份調查報告提交給執行主任。投訴人將收到一封信，表明執行主任會在60天期限內作出最終決定。然後兩種信中的其中一種信將寄給投訴人，即關閉信或裁決信（LOF）。關閉信會總結這些指控，並指出該指控沒有違反第六章(Title VI) 的規定，因此該案件將被關閉。裁決信(LOF) 會總結這些指控及對於指控事件的採訪，並說明是否有任何紀律 處分、對工作人員額外的培訓或採取其他行動。如果投訴人想對這個決定提出上訴，她/他可以在信上或裁決信(LOF)上的日期之后10天內辦理此事。

任何人也可以直接向聯邦交通管理局提出投訴，地址是：
FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Livermore Amador Valley Transit Authority (LAVTA) Title VI 제소 절차

LAVTA (Livermore Amador Valley Transit Authority)의 방침은 모든 시민들이 교통 서비스를 차별없이 이용하는 것입니다. 아울러, 모든 시민들이 이러한 권리를 인식하도록 권장하고 있습니다. 이 절차는 시민들을 교육하기 위한 용도로 제작되었으며, 특히 1964 민권법의 Title VI와 관련하여 LAVTA 프로그램 및 서비스의 이점을 보호하기 위한 시민 평등권의 일부로 이해할 수 있습니다.

Title VI은 무엇인가요?

Title VI는 "미국 시민은 누구라도 민족, 인종 또는 국적에 상관없이 사회적 참여에서 배제되지 않고 연방 정부의 재정 지원에 관련된 프로그램 또는 활동에 따른 혜택을 받지 못하거나 차별당하지 않는다"는 1964 민권법의 조항입니다. Title VI는 성적 차별을 두지 않습니다. 다른 시민 평등권에 관련된 법률에서도 성별에 따른 차별을 금지하고 있습니다.

어떻게 제소할 수 있나요?

민족, 인종 또는 국적으로 인해 LAVTA (Livermore Amador Valley Transit Authority, 이하 '당국')로부터 차별을 당했다고 생각하는 사람은 Title VI 제소 신청서를 작성하여 당국에 제출하면 됩니다. 당국은 해당 사건에 대해 접수된 날로부터 180일 이내에 조사하게 됩니다.

제소 방법

Title VI 제소 신청서를 사용하여, 서면으로 제출하는 것이 가장 좋습니다. 아래의 주소를 참조하십시오.

Title VI Coordinator
Livermore Amador Valley Transit Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551

구두로 제소할 경우, Title VI에서 녹취하여 접수를 받고 있습니다. 구두 제소를 신청하려면, Title VI 코디네이터에게 문의하십시오 (Tel. 925 455-7500).

제소가 받아들여질 경우, 당국에서 검토한 후 사법적 권한이 있는지 여부를 판단합니다. 당국에서 제소 사안을 검토하게 될지에 관한 확인 편지가 고소인에게 발송됩니다.

조사

접수된 제소에 대해 당국의 실무 부서를 조사하게 됩니다. 당국과 무관한 독립적인 제소 조정자가 제안하는 중재안을 토대로 조사가 이뤄집니다.

제소와 관련하여 당사자들의 의견을 청취하여 문제점을 해결하게 됩니다.
고소인은 변호사 또는 자신이 선정한 대리인과 함께 출석하거나, 조사 중에 증인을 출석시키고 증언 및 증거를 제출할 수 있습니다.

조사는 제소가 공식적으로 접수된 후 60일 이내에 완료됩니다. 사건을 해결하는 데 추가 조사가 필요할 경우, 당국은 고소인을 접촉할 수 있습니다. 고소인은 연락을 받은 날로부터 업무일 기준으로 5일 이내에 해당 사건에 배정된 조사관에게 요청 정보를 보내야 합니다. 고소인이 조사관에게 연락하지 않거나 5일 이내에 추가 정보를 받지 못할 경우, 당국은 행정 권한으로 해당 사건을 종결할 수 있습니다. 고소인이 해당 사건에 관한 추가 조사를 원하지 않을 경우에도 행정 권한에 따라 사건이 종결됩니다.

접수된 모든 정보를 바탕으로, 독립 제소 중재인이 조사 보고서를 작성하여 이사회에 제출합니다. 고소인은 60일 이내에 이사회 의 최종 결정에 관한 진술이 담긴 편지를 받게 됩니다. 고소인에게는 사건 종결에 관한 편지 또는 심의 결과에 관한 편지 (LOF) 중 하나가 발송됩니다. 종결에 관한 편지는 조사 항목들을 요약하고 해당 사건이 Title VI에 위배되지 않기 때문에 사건을 종결한다는 내용을 통보합니다. LOF는 신고된 사안에 관한 모든 조사 항목 및 인터뷰를 요약하고, 징계 처분, 직원 교육 또는 기타 조치가 있을지 여부에 관해 설명합니다. 고소인이 이 결정에 불복할 경우, 이 편지를 받은 날로부터 10일 이내에 항소하면 됩니다.

연방교통국 (FTA) 에 직접 제소하고 싶으면 아래 주소를 참조하십시오.
FTA Office of Civil Rights,
1200 New Jersey Avenue SE
Washington DC 20590

Livermore Amador Valley Transit Authority (LAVTA)

Titulo VI Pamamaraan ng Pagreklamo

Ang Livermore Amador Valley Transit Authority (LAVTA) ay naggagawad sa lahat ng mamamayan ng pantay na paggamit sa lahat nitong serbisyo ng transportasyon. Ito ay higit pa sa layunin ng LAVTA, na nababatid ng lahat ng mamamayan ang kanilang mga karapatan sa gayong paggamit. Ang pamamaraang ito ay dinisenyo upang magsilbi bilang isang kasangkapang pang-edukasyon para sa mga mamamayan para maaari nilang maunawaan ang isa sa mga batas tungkol sa mga karapatang sibil na nagtatanggol laban sa diskriminasyon na maaaring maging resulta mula sa mga programa at serbisyo ng LAVTA, na partikular, sa Titolo VI ng Batas ng mga Karapatang Sibil (Civil Rights Act) ng 1964.

Ano ang Titolo VI?

Ang Titolo VI ay isang seksiyon ng Batas ng mga Karapatang Sibil (Civil Rights Act) ng 1964 na nag-aatas na “Walang sinumang tao sa Estados Unidos, batay sa lahi, kulay o bansang pinagmulan, ang matatanggal mula sa paglahok, matatanggihan sa mga benepisyo, o mapapasailalim sa diskriminasyon sa ilalim ng anumang programa o gawain na tumatanggap ng tulong pinansiyal ng pederal.” Alalahanin na ang Titolo VI ay hindi sumasakop sa diskriminasyon sa kasarian. Ito ay sumasaklaw lamang sa lahi, kulay at bansang pinagmulan. Ang iba pang mga batas sa mga Karapatang Sibil ang nagbabawal sa diskriminasyon sa kasarian.

Paano ako maghahain ng isang reklamo?

Ang sinumang tao na naniniwala na nakaranas nga siya ng diskriminasyon batay sa lahi, kulay, o bansang pinagmulan ng Livermore Amador Transit Authority (na sa sumusunod na bahagi ay tinutukoy bilang “Authority”) ay maaaring maghain ng isang Titolo VI na reklamo sa pamamagitan ng pagkumpleto at pagpasa sa Authority ng Titolo VI na Pormularyo ng Pagreklamo. Ang Authority ay nagsisiyasat ng mga natanggap na reklamo nang hindi lalampas sa 180 araw pagkatapos ng nasabing insidente. Ang Authority ay magpoproseso ng mga reklamo na kumpleto.

Mga paraan ng paghahain ng isang reklamo

Ang higit na ninanais na paraan ay ang paghahain ng inyong reklamo nang nakasulat gamit ang Titolo VI na Pormularyo ng Pagreklamo at ipadala ito sa:

Title VI Coordinator
Livermore Amador Valley Transit Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551

Ang mga pasalitang reklamo ay tatanggapin at isusulat ng Title VI Coordinator. Para gumawa ng pasalitang reklamo, tumawag sa (925) 455-7500 at hanapin ang Title VI Coordinator.

Kapag natanggap ang reklamo, susuriin ito ng Authority upang matukoy kung may saklaw dito ang tanggapan. Ang nagrereklamo ay makakatanggap ng sulat ng katunayan ng pagtanggap na nagbibigay-alam sa kanya kung ang reklamo ay sisiyasatin ng aming tanggapan.

Mga Imbestigasyon

Ang imbestigasyon ay tutugon sa mga reklamo laban sa anumang (mga) departamento ng Authority. Isasagawa ang imbestigasyon na kasabay at sa ilalim ng payo ng third party claims adjuster ng Authority.

Maaaring kabilang sa imbestigasyon ang (mga) pagtalakay ng reklamo sa lahat ng apektadong panig upang matukoy ang problema. Ang nagrereklamo ay maaaring katawanin ng isang abogado o iba pang kinatawan na sarili niyang pinili at maaaring magdala ng mga saksi at maglahad ng testimonya at ebidensiya sa panahon ng imbestigasyon.

Ang imbestigasyon ay isasagawa at tatapusin sa loob ng 60 araw ng pagtanggap ng pormal na reklamo. Kung higit na impormasyon ang kailangan upang malutas ang kaso, ang Authority ay maaaring kumontak sa nagrereklamo. Ang nagrereklamo ay mayroong 5 araw ng trabaho mula sa petsa ng sulat upang magpadala ng hiniling na impormasyon sa imbestigador na itinalaga para sa kaso. Kung ang imbestigador ay hindi kontakin ng nagrereklamo o hindi matanggap ang mga karagdagang impormasyon sa loob ng 5 araw ng trabaho, ang Authority ay maaaring administratibong isara ang kaso. Maaaring administratibong isara din ang kaso kung ang nagrereklamo ay hindi na nagnanais na ipagpatuloy ang kanilang kaso.

Batay sa lahat ng natanggap na impormasyon, isang ulat ng imbestigasyon ang isusulat ng Third Party Claims Adjuster para ipasa sa Executive Director. Ang nagrereklamo ay tatanggap ng isang sulat na nagsasaad ng pinal na desisyon ng Executive Director sa katapusan ng 60-araw na takdang panahon. Ang isa sa dalawang sulat sa nagrereklamo ay ipapalabas: ang sulat ng pagsasara o sulat ng kinalabasan [letter of finding (LOF)]. Ang sulat ng pagsasara ay nagbubuod sa mga paratang at nagsasaad na walang paglabag sa Titulo VI at ang kaso ay isasara. Ang LOF ay nagbubuod ng mga paratang at panayam patungkol sa nasabing insidente, at nagpapaliwanag kung may magaganap na anumang aksiyong pandisiplina, karagdagang pagsasanay ng mga kawani o iba pang aksiyon. Kung magnanais ang nagrereklamo na umapela sa desisyon, mayroon siyang 10 araw pagkatapos ng petsa ng sulat o ng LOF para gawin ang apela.

Ang isang tao ay maaari ding maghain ng reklamo nang direktso sa Federal Transit Administration, sa FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Note: The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered “yes” to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				

Section IV:		
Have you previously filed a Title VI complaint with this agency?	Yes	No
Section V:		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, check all that apply: <input type="checkbox"/> Federal Agency: _____ <input type="checkbox"/> Federal Court: _____ <input type="checkbox"/> State Agency: _____ <input type="checkbox"/> State Court: _____ <input type="checkbox"/> Local Agency: _____		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
Section VI:		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Title VI Coordinator

Livermore Amador Valley Transit Authority

1362 Rutan Ct, Suite 100

Livermore, CA 94551

FORMULARIO DE QUEJA CONFORME AL TÍTULO VI

El Título VI de la Ley de Derechos Civiles de 1964 requiere que "ninguna persona en los Estados Unidos será, con base en su raza, color u origen nacional, excluida de la participación o los beneficios, ni estará sujeta a discriminación en ningún programa o actividad que reciba la asistencia financiera federal".

Nota: La siguiente información es necesaria para ayudarnos con el procesamiento de su queja. Si necesita ayuda para llenar este formulario, por favor háganoslo saber.

Sección I:				
Nombre:				
Dirección:				
Teléfono (Casa):			Teléfono (Trabajo):	
Dirección de correo electrónico:				
¿Requiere formatos accesibles?	Letra grande		Audiocasete	
	TDD		Otro	
Sección II:				
¿Está presentando esta queja en su propio nombre?			Sí*	No
*Si contestó "Sí" a esta pregunta, vaya a la Sección III.				
Si no es así, escriba el nombre y la relación de la persona en cuyo nombre presenta la queja:				
Por favor explique por qué ha presentado una queja en nombre de un tercero:				
Por favor confirme que ha obtenido el permiso de la parte agraviada si usted está presentando en nombre de un tercero.			Sí	No
Sección III:				
Creo que la discriminación que yo sentí fue basada en (marque todos los que apliquen):				
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen nacional				
Fecha de la presunta discriminación (mes, día, año): _____				
Explique lo más claramente que pueda lo que pasó y por qué cree usted que le discriminaron. Describa todas las personas que estaban involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que le discriminaron (si se los sabe) así como los nombres y la información de contacto de los testigos que hubiera. Si necesita más espacio, por favor utilice el dorso de este formulario.				
<hr/> <hr/>				

Sección IV:		
¿Ha presentado una queja conforme al Título VI anteriormente con esta agencia?	Sí	No
Sección V:		
¿Ha presentado esta queja con otra agencia federal, estatal o local, o ante algún corte federal o estatal?		
[] Sí [] No		
Si es así, marque todas las que apliquen:		
[] Agencia federal: _____		
[] Corte federal: _____	[] Agencia estatal: _____	
[] Corte estatal: _____	[] Agencia local: _____	
Por favor proporcione la información de contacto de una persona en la agencia o corte donde se presentó la queja.		
Nombre:		
Título:		
Agencia:		
Dirección:		
Teléfono:		
Sección VI:		
Nombre de la agencia objeto de la queja:		
Persona de contacto:		
Título:		
Número telefónico:		

Puede adjuntar cualquier material escrito u otra información que crea pertinente para su queja.

Se requiere su firma y la fecha a continuación

Firma

Fecha

Por favor presente este formulario en persona a la siguiente dirección, o envíelo por correo a:

Title VI Coordinator
Livermore Amador Valley Transit Authority
1362 Rutan Ct, Suite 100
Livermore, CA 94551

第六章(TITLE VI)投訴表格

1964年民權法案第六章(TITLE VI)規定，“在美國，任何人不會因為種族、膚色或祖籍的原因，而在接受聯邦政府財政援助的任何項目或活動中，被排除參與，被拒絕獲益，或受到歧視。”

請注意：下面的資料在協助我們處理你的投訴中是必要的。如果你在填寫此表格時需要任何幫助，請告訴我們。

第I部份:				
姓名:				
地址:				
電話 (家):			電話 (工作):	
電子郵件地址:				
無障礙格式要求?	較大字體		聲頻磁帶	
	聽障服務專線		其他	
第II部份:				
你是否代表你自己提交這方面的投訴?			是*	否
* 如對此問題回答“是”，則跳至第III部份				
如回答否，請提供你為其投訴的該投訴人的姓名及與你的關係:				
請解釋你為什麼為第三方提交投訴:				
如果你代表第三方提交投訴，請確認你已獲得該受害方的許可。			是	否
第III部份:				
我相信我所遭遇的歧視是因為（選所有適用項）：				
<input type="checkbox"/> 種族 <input type="checkbox"/> 膚色 <input type="checkbox"/> 祖籍				
歧視指控的日期（月，日，年）:_____				
盡可能解釋清楚發生的事情，以及為什麼你認為你被歧視。描述所有牽涉到的人。包括歧視你的人(們)的姓名和聯繫資訊（如果知道），及任何證人的姓名和聯繫資訊。如果需要更多的空白，請使用此表格的背面。				

第IV部份:		
你以前是否向該機構提交過第六章(TITLE VI)投訴?	是	否
第V部份:		
你是否向任何其他聯邦、州或地方機構，或向任何聯邦或州法院提交過這方面的投訴？		
<input type="checkbox"/> 是 <input type="checkbox"/> 否 如回答是，則選所有適用項： <input type="checkbox"/> 聯邦機構: _____ <input type="checkbox"/> 聯邦法院: _____ <input type="checkbox"/> 州政府機構: _____ <input type="checkbox"/> 州法院: _____ <input type="checkbox"/> 地方機構: _____		
請提供提交投訴的機構/法院聯繫人的資訊。		
姓名:		
職位:		
機構:		
地址:		
電話:		
第VI部份:		
被投訴機構的名稱:		
聯繫人:		
職位:		
電話號碼:		

你可以附上你認為與該投訴相關的任何書面材料或其他資訊。

必須在下面簽名并註明日期

簽名

日期

請親自前往以下地址遞交此表格，或將此表格郵寄到：

Title VI Coordinator
 Livermore Amador Valley Transit Authority
 1362 Rutan Ct, Suite 100
 Livermore, CA 94551

TITLE VI 제소 신청서

Title VI는 "미국 시민은 누구라도 민족, 인종 또는 국적에 상관없이 사회적 참여에서 배제되지 않고 연방 정부의 재정 지원에 관련된 프로그램 또는 활동에 따른 혜택을 받지 못하거나 차별당하지 않는다"는 1964 민권법의 조항입니다.

참고 제소를 처리하려면 다음의 정보가 필요합니다. 이 신청서를 작성하는 데 도움이 필요하면 말씀하시기 바랍니다.

섹션 I:				
이름:				
주소:				
전화번호(집):		전화번호(직장):		
전자 메일 주소				
손쉬운 사용(Accessibility)이 필요하십니까 ?	큰 텍스트		오디오 테이프	
	TDD		기타	
섹션 II:				
고소인 자신을 위해 제소하십니까		예*		아니오
* “예”라고 대답한 경우, 섹션II으로 이동하십시오				
그렇지 않으면, 제소하는 사람의 이름과 관계를 기술하십시오				
제3자를 위해 제소하는 이유를 기술하십시오				
제3자를 위해 제소하는 경우, 피해 당사자의 허락을 받았는지 말씀해 주십시오		예		아니오
섹션 III:				
제가 경험한 차별은 다음 중 하나에 따른것입니다(중복 허용)				
[] 민족 [] 인종 [] 국적				
차별 발생일(월, 일, 년) _____				
무슨 일이 있었는지 그리고 어떻게 차별당했다고 생각하는지 분명하게 설명해 주십시오. 해당 사건에 연루된 사람들을 모두 언급하십시오 . 증인의 이름과 연락처, 그리고 차별을 가한 사람의 이름과 연락처를 적어주십시오. 지면이 모자라면, 이 신청서의 후면 사용하십시오 .				

섹션 IV:				
LAVTA에 Title VI 제소를 신청한 적이 있습니까?		예		아니오

섹션 V:	
다른 연방, 주 또는 지방 기관에 대해 또는 연방 법원이나 주 법원에 이 제소를 신청한 적이 있습니까?	
[] 예 [] 아니오	
있다면, 해당 사항을 모두 선택하십시오.	
[] 연방 기관 _____	
[] 연방 법원 _____	[] 주 기관 _____
[] 주 법원 _____	[] 지방 기관 _____
제소한 기관/법원의 정보 및 연락처를 적어주십시오.	
이름: _____	
직위: _____	
기관: _____	
주소: _____	
전화번호: _____	
섹션 VI:	
제소한 기관명	
담당자: _____	
직위: _____	
전화 번호 _____	

본 제소에 관련된 서면 자료 또는 기타 정보를 첨부할 수 있습니다.

아래에 날짜와 서명을 기입하십시오.

서명 _____

날짜 _____

이 신청서를 아래 주소로 직접 제출하거나 우편으로 보내십시오.

Title VI Coordinator
Livermore Amador Valley Transit Authority
1362 Rutan Ct, Suite 100
Livermore, CA 94551

TITULO VI PORMULARYO NG PAGREKLAMO

Ang Titulo VI ng Batas ng mga Karapatang Sibil (Civil Rights Act) ng 1964 ay nag-aatas na “Walang sinumang tao sa Estados Unidos, batay sa lahi, kulay o bansang pinagmulan, ang matatanggal mula sa paglahok, matatanggihan sa mga benepisyo, o mapapasailalim sa diskriminasyon sa ilalim ng anumang programa o gawain na tumatanggap ng tulong pinansiyal ng pederal.”

Paalala: Ang sumusunod na impormasyon ay kinakailangan upang tumulong sa amin sa pagproseso ng inyong reklamo. Kung kailangan ninyo ng anumang tulong sa pagkumpleto ng pormularyong ito, mangyaring ipagbigay-alam sa amin.

Seksiyon I:				
Pangalan:				
Tirahan:				
Telepono (sa Bahay):			Telepono (sa Trabaho):	
Electronic Mail Address:				
Kailangan ba ng Madaling Magamit na Pormat (Accessible Format)?	Large Print		Audio Tape	
	TDD		Other	
Seksiyon II:				
Naghahain ba kayo ng reklamong ito sa inyong ngalan?			Oo*	Hindi
*Kung sumagot kayo ng “oo” sa tanong na ito, pumunta sa Seksiyon III.				
Kung hindi, mangyaring ibigay ang pangalan at kaugnayan ninyo sa tao kung para kanino kayo nagrereklamo:				
Mangyaring ipaliwanag kung bakit kayo ang naghain ng reklamo para sa ikatlong panig:				
Mangyari lamang na kumpirmahin na nakakuha na kayo ng pahintulot ng napinsalang panig kung kayo ay naghahain ng reklamo sa ngalan ng ikatlong panig.			Oo	Hindi
Seksiyon III:				

Naniniwala ako na ang diskriminasyong aking naranasan ay batay sa (lagyan ng tsek ang lahat ng angkop):

☐ Lahi ☐ Kulay ☐ Bansang Pinagmulan

Petsa ng Paratang na Diskriminasyon (Buwan, Araw, Taon): _____

Ipaliwanag nang malinaw hangga't maaari kung ano ang nangyari at bakit kayo naniniwala na nagkaroon ng diskriminasyon laban sa inyo. Ilarawan ang lahat ng tao na naging kasangkot. Isama ang pangalan at kontak na impormasyon ng (mga) tao na gumawa ng diskriminasyon laban sa inyo (kung kilala) gayon din ang mga pangalan at kontak na impormasyon ng sinumang mga saksi. Kung kailangan ng higit pang espasyo, mangyari lamang na gamitin ang likod ng pormularyong ito.

Seksiyon IV:

Kayo ba ay dati nang naghain ng isang Titulo VI na reklamo sa ahensiyang ito?

Oo

Hindi

Seksiyon V:

Naghain na ba kayo ng reklamong ito sa anumang iba pang ahensiya ng Pederal, Estado, o lokal, o sa anumang korte ng Pederal o Estado?

☐ Oo ☐ Hindi

Kung oo, lagyan ng tsek ang lahat ng angkop:

☐ Ahensiya ng Pederal: _____

☐ Korte ng Pederal: _____ ☐ Ahensiya ng Estado: _____

☐ Korte ng Estado: _____ ☐ Lokal na Ahensiya: _____

Mangyaring ibigay ang impormasyon tungkol sa kontak na tao sa korte ng ahensiya kung saan inihain ang reklamo.

Pangalan:

Titulo:

Ahensiya:

Address:

Telepono:

Seksiyon VI:

Pangalan ng ahensiya na inirereklamo:

Kontak na tao:
Titulo:
Numero ng Telepono:

Maaari kayong maglakip ng anumang nakasulat na mga materyales o iba pang impormasyon na sa tingin ninyo ay may-kaugnayan sa inyong reklamo.

Kailangan ang lagda at petsa sa ibaba

Lagda

Petsa

Mangyaring ipasa ang pormularyong ito nang personal sa address sa ibaba, o ipadala sa pamamagitan ng koreo ang pormularyong ito sa:

Title VI Coordinator

Livermore Amador Valley Transit Authority

1362 Rutan Ct, Suite 100

Livermore, CA 94551

Appendix D: Public Participation Plan

Livermore Amador Valley Transit Authority

Title VI Program

Public Participation Plan

The Livermore Amador Valley Transit Authority (LAVTA) has identified multiple ways to solicit input from riders, including minority and limited English proficient (LEP) populations as well as other underserved communities, when considering a major transportation decision such as a significant change in service or fares. In December 2008, the LAVTA Board of Directors adopted Public Hearing Policies and Procedures and a Public Outreach toolbox (Attached) which outlines when a public hearing will be conducted and what methods may be utilized to inform the public of the public hearing and comment period.

Staff will utilize the strategies identified in the Public Outreach toolbox to notice the public comment period, hold public meetings in locations that are accessible to transit riders and people with disabilities, schedule meetings at times that are convenient for bus riders and members of the public, advertise meetings and hearings in English and Spanish, and provide notice of the availability of language assistance. Depending on the magnitude of the decision, e.g., route changes and the areas affected by the route changes, staff will also translate public meeting and hearing materials into Spanish, Chinese, Korean and, effective with this Title VI Program submittal, Tagalog. All comments received during the public comment period and at the public hearing will be considered in developing the final recommendations, such as for service changes or fare increases.

Engaging Minority Populations

LAVTA engages with minority and LEP populations when soliciting feedback on service changes and fare increases, using its LEP Plan and Outreach Toolbox to do so. At a minimum, LAVTA translates all public hearing information and notices into Spanish, and occasionally into Chinese and Korean (again, effective with this Title VI Program submittal, translation into Tagalog will be considered). LAVTA provides copies of public hearing information and notices at libraries and senior centers in the Tri-Valley. Notices are posted in English and Spanish onboard all LAVTA buses. These notices are also available online.

Appendix D: Public Participation Plan

Livermore Amador Valley Transit Authority

Title VI Program

PUBLIC HEARING POLICIES AND PROCEDURES

Adopted December 1, 2008

I. BACKGROUND

The Livermore Amador Valley Transit Authority (LAVTA) is required by Federal law to establish a policy which describes a process to solicit and consider public comment prior to raising fares or implementing a major reduction of transit services.

II. LAVTA POLICY

1. It shall be LAVTA's policy that public comments be solicited prior to:
 - (i) Any permanent change which increases fares on LAVTA's fixed route service.
 - (ii) Any permanent change which increases fares on LAVTA's Dial-A-Ride paratransit service.
 - (iii) A twenty-five percent (25%) or more reduction of the number of daily transit revenue vehicles of a route; i.e., the total number of miles operated by all vehicles in revenue service for a particular day of the week on an individual route.
 - (iv) A twenty-five percent (25%) or more reduction of the number of transit route miles of a route; i.e., the total mileage covered during the one round trip by a vehicle in revenue service on a particular route.
 - (v) Proposed introduction of a new route.
2. It shall be LAVTA's policy that the following are ordinarily exempt from the requirement of public comment and public hearing:
 - (i) A minor change in fare or service. Examples would be temporarily reduced or promotional fares, minor reroutes or minor temporary reroutes due to street construction or minor schedule changes.
 - (ii) Experimental or emergency service or fare changes expected to exist fewer than 180 days and standard seasonal variation in service. If these changes ultimately continue to remain in effect for more than 180 days, they will be the subject of public comment and public hearing.

III. PROCEDURES

1. PRIOR COMMITTEE CONSIDERATION

All public hearings are to be called by a LAVTA Committee or the Board of Directors. However, when authorized by the Chair, the Executive Director may call a public hearing that is required by law or by District policy when doing so would move the process forward in a timely manner.

Appendix D: Public Participation Plan

Livermore Amador Valley Transit Authority

Title VI Program

As a general rule, no hearing will be called until the subject of the hearing has been reviewed by the Operations Committee*. In particular with regard to the proposed implementation of a new or revised route, LAVTA staff will recommend to the Operations Committee, as well as to Board Members from affected cities that do not serve on the Operations Committee, the specific element(s) in the Public Outreach Toolbox (see attachment) to use for the public hearing.

The Operations Committee report to the Board should identify the subject of the hearing, explain what objectives are sought to be achieved by the proposal which will be considered at the hearing and indicate whether the hearing is legally required prior to Board action on the subject. The report shall also address whether there is a particular sector of the public that needs to be involved. However, if time does not permit prior committee consideration, the Executive Director may refer the matter directly to the Board.

2. PUBLIC NOTIFICATION

When required, the public comment process will generally begin with the publishing of a notice 30 calendar days in advance of the public hearing date in the local newspaper of general distribution. Shorter notice may be given when permitted by law and when financial, operational, or scheduling considerations make it infeasible to provide 30 days advance notice. At a minimum, the notice must be published at least 10 days prior to the hearing. LAVTA will also post the notice publicizing the hearing on its website.

If specific groups or neighborhoods would be affected by a proposed change, LAVTA shall use best efforts to publish the notice in newspapers, if any, oriented to such groups or neighborhoods and to otherwise publicize the hearing to reach such groups or neighborhoods.

This notice will set a specific place, date and time for one or more public hearings. Written comments will also be accepted on the proposed changes until the opening of the public hearing.

3. SCHEDULING PUBLIC HEARING(S)

The public hearing(s) will be scheduled at a time, date and place designated in the public notice. The facility utilized for public hearings will be accessible to persons with disabilities. Special arrangements will be made for sight or hearing impaired persons if requested.

*NOTE: In 2010, this committee was renamed the Projects and Services Committee

Appendix D: Public Participation Plan

Livermore Amador Valley Transit Authority

Title VI Program

4. **PROCEDURE FOR CONDUCTING PUBLIC HEARING**

Forms will be available to attendees to register their presence and desire to speak. Public hearings will begin with a reading of the public notice, purpose and proposed action which necessitated the public hearing. After an explanation of the proposed action is completed, the public will be invited to offer their comment. Limitations may be established on the length of oral presentations in order to afford all members of the public a reasonable opportunity to speak. After all registered persons have commented, a final opportunity will be offered for any additional public comment. This offering will precede the close of the public hearing.

At the close of the public hearing, it will be announced where the item will next be heard, either before a committee or the Board. At the subsequent committee or Board meeting, the Executive Director will provide a report summarizing and responding to key comments made by the public.

5. **ADDRESSING PUBLIC COMMENTS RECEIVED**

All relevant comments received verbally or in writing at a public hearing, or as otherwise conveyed to LAVTA prior to the established deadline, will be entered into the public record of the comment process. Additionally, comments regarding route changes submitted by the public subsequent to the last service change shall be entered into the public record. Subsequent to the public comment period, staff will evaluate and analyze all relevant comments received and prepare a written summary report of significant issues raised during the public comment period for consideration by the LAVTA Board of Directors.

6. **SUBSEQUENT BOARD CONSIDERATION AND ACTION**

Consideration of and action on all fare increase or major changes in service held at a subsequent committee or Board meeting after the public hearing shall not require further published notice. Notice of the agenda of such committee or Board meeting shall be provided in accordance with regular LAVTA procedures.

Appendix D: Public Participation Plan

Livermore Amador Valley Transit Authority

Title VI Program

Public Outreach Toolbox

Electronic Media

E-Notifications

- ☐ LLNL
- ☐ Email
- ☐ 511 e-subscribers
- ☐ Pleasanton Unified School District subscriber email
- ☐ City of Dublin E-subscriber

Digital signage

- ☐ On-board
- ☐ On-street “real-time arrival” signage

Website

Provides information and links to other websites

- ☐ On-line survey polls @ www.wheelsbus.com
- ☐ 511
- ☐ City website with link to project document(s) and Comment Card

Print Media

Advertisements

- ☐ Legal notice in newspaper with general circulation
- ☐ Paid advertisements in newspapers and magazine

Direct Mail (Printed Information)

- ☐ Bill Stuffer (monthly utility bill)
- ☐ Brochures
- ☐ Door hangers
- ☐ Fact sheets
- ☐ Newsletters
- ☐ Post Card with Certificate of Bulk Mailing
- ☐ Request assistance from City Manager
- ☐ Surveys/Questionnaires

Flyers/On-Board Take-Ones

- ☐ Tripper Routes
- ☐ On Bus
- ☐ ACE Train/BART station

Postings

- ☐ BART Bus Bays
- ☐ Commuter Club Members
- ☐ Human services organizations
- ☐ Interior bus cards
- ☐ Libraries
- ☐ Major Apartment Complexes
- ☐ Schools
- ☐ Senior housing communities
- ☐ Shelters
- ☐ Transit Center

Information Repositories

Libraries, city halls, transit center and other public facilities for housing of project-related information

- ☐ Libraries
- ☐ City Hall

Appendix D: Public Participation Plan

Livermore Amador Valley Transit Authority

Title VI Program

- ☐ Transit center
- ☐ Other

In-Person Contact

Advisory Committees

A group of representative stakeholders assembled to provide public input to the planning process

Community Fairs

Central event with multiple activities to provide project information and raise awareness

Focus Group(s)

Meetings with existing smaller groups or in conjunction with another event

Intercept Interview(s)

One-on-one meetings with stakeholders

- ☐ On-board bus
- ☐ Transit Center
- ☐ BART
- ☐ Other

Open Houses Forums

Set up with several stations, each addressing a separate issue. Resource people guide participants through the exhibits

Public Hearing

Formal meetings with scheduled presentations offered

Speaker Presentations (Briefings)

Regular meetings of social and civic clubs and organizations to provide an opportunity to inform and educate

- | | |
|--|---|
| <input type="checkbox"/> Civic clubs (Kiwanis, Rotary) | <input type="checkbox"/> Senior Housing Communities |
| <input type="checkbox"/> Schools | <input type="checkbox"/> Chambers of Commerce |
| <input type="checkbox"/> Senior Centers | <input type="checkbox"/> Home Owners Association(s) |
| <input type="checkbox"/> Other | |

Task Forces

A group of experts or representative stakeholders formed to develop a specific product or policy recommendation

Technical Information Contact

Providing access to technical expertise to individuals and organizations

Tours

Private tours for key stakeholders, elected officials and advisory group members and the media

Transit Fairs

- ☐ Employer worksites
- ☐ Las Positas College

Workshops

Informal public meetings that may include a presentation and exhibits but ends with interactive working groups

Media

- | | | |
|--------------------------|---------------------------------------|--|
| <input type="checkbox"/> | Channel 30 Interviews – Conversations | <input type="checkbox"/> Press Kit |
| <input type="checkbox"/> | Feature stories | <input type="checkbox"/> Press Release |
| <input type="checkbox"/> | Newspaper display ad | <input type="checkbox"/> Public Service Announcement – |
| <input type="checkbox"/> | KKIQ Radio | |
| <input type="checkbox"/> | City Council Proceedings | |

Telecommunications

- ☐ **Information Hot Line**

Identify a separate line for public access to prerecorded project information or to reach project team members who can answer questions/obtain input

- ☐ **Information-On-Hold**

Limited English Proficiency (LEP) Plan

Improving Access to Services for Persons with
Limited English Proficiency

April 2019



Livermore Amador Valley Transit Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551

(925) 455-7555 Fax (925) 443-1375
www.wheelsbus.com

Appendix E: 2019 LEP Plan

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Appendix E: 2019 LEP Plan

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Appendix E: 2019 LEP Plan

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Appendix E: 2019 LEP Plan

1. Introduction

This Limited English Proficiency (LEP) Plan has been prepared to address the responsibilities of the Livermore Amador Valley Transit Authority (LAVTA) as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. The Executive Order applies to all state and local agencies which receive federal funds, including LAVTA, which receives federal assistance through the U.S. Department of Transportation (U.S. DOT).

2. Plan Summary

LAVTA has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access LAVTA's services. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

3. LEP Four Factor Analysis

In order to prepare this plan, LAVTA undertook the U.S. DOT four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a LAVTA program, activity or service.
2. The frequency with which LEP persons come in contact with LAVTA programs, activities or services.
3. The nature and importance of programs, activities or services provided by LAVTA to the LEP population.
4. The resources available to LAVTA and overall cost to provide LEP assistance.

A summary of the results from the four-factor analysis follows.

- 3.1 Factor One: The number or proportion of LEP persons in the service area who may be served or are likely to encounter a LAVTA program, activity or service

Appendix E: 2019 LEP Plan

LEP persons are most likely to interact with LAVTA staff and resources through the fixed route system, which serves the general public, and the demand-response (Dial-A-Ride) system, which serves primarily disabled persons. Census data from the three Tri-Valley cities (Dublin, Pleasanton, and Livermore) that constitute LAVTA's service area has been used to assess the population's overall level of English proficiency.

The Census Bureau has defined classifications of how well people speak English. The classifications are 1.) people that speak English "very well;" 2.) people that speak English "well;" 3.) people that speak English "not well;" and 4.) people that speak English "not at all." For the purposes of the LEP Plan, a limited English proficient person is someone who reports as speaking English less than "very well."

Within the LAVTA service area, 10.8% of the population speaks English less than very well. On a percentage basis, Dublin has the highest percentage of less than proficient English speakers in the service area. Pleasanton has a slightly smaller percentage than Dublin, while Livermore has the lowest percentage of persons who speak English less than "very well". Table 1 shows the distribution of English proficiency within the population, aged 5 years and older.

Table 1:
English Language Spoken at Home within the LAVTA Service Area -
Persons 5 years of Age and Older

English Proficiency Classification	Dublin		Pleasanton		Livermore		Total Service Area	
	Estimated Population	Percent of Population	Estimated Population	Percent of Population	Estimated Population	Percent of Population	Estimated Population	Percent of Population
Speaks English Well	45,709	86.7%	67,184	88.6%	75,115	91.4%	188,008	89.2%
Speaks English Less than Well	7,042	13.3%	8,649	11.4%	7,071	8.6%	22,762	10.8%
Total	52,751	100.0%	75,833	100.0%	82,186	100.0%	210,770	100.0%

Source: American Community Survey (ACS), 2013-2017

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Table 2: Languages spoken at home for those who speak English less than "very well"

Language Spoken at Home	City of Dublin	City of Pleasanton	City of Livermore	LAVTA Service Area	
	Population	Population	Population	Population	Percent
Total:	52,751	75,833	82,186	210,770	100.00%
Speak only English	30,587	50,359	64,159	145,105	68.85%
Spanish:	2,748	3,210	9,917	15,875	7.53%
Speak English "very well"	1,861	2,218	5,784	9,863	4.68%
Speak English less than "very well"	887	992	4,133	6,012	2.85%
French, Haitian, or Cajun:	114	254	420	788	0.37%
Speak English "very well"	114	241	335	690	0.33%
Speak English less than "very well"	-	13	85	98	0.05%
German or other West Germanic languages:	267	406	213	886	0.42%
Speak English "very well"	249	303	205	757	0.36%
Speak English less than "very well"	18	103	8	129	0.06%
Russian, Polish, or other Slavic languages:	826	697	174	1,697	0.81%
Speak English "very well"	380	537	140	1,057	0.50%
Speak English less than "very well"	446	160	34	640	0.30%
Other Indo-European languages:	5,982	6,000	2,675	14,657	6.95%
Speak English "very well"	4,662	4,935	1,875	11,472	5.44%
Speak English less than "very well"	1,320	1,065	800	3,185	1.51%
Korean:	667	2,662	132	3,461	1.64%
Speak English "very well"	314	1,178	107	1,599	0.76%
Speak English less than "very well"	353	1,484	25	1,862	0.88%
Chinese (incl. Mandarin, Cantonese):	5,060	5,172	1,530	11,762	5.58%
Speak English "very well"	2,594	2,793	714	6,101	2.89%
Speak English less than "very well"	2,466	2,379	816	5,661	2.69%
Vietnamese:	707	364	414	1,485	0.70%
Speak English "very well"	390	259	240	889	0.42%
Speak English less than "very well"	317	105	174	596	0.28%
Tagalog (incl. Filipino):	1,399	814	1,271	3,484	1.65%
Speak English "very well"	1,017	488	696	2,201	1.04%
Speak English less than "very well"	382	326	575	1,283	0.61%
Other Asian and Pacific Island languages:	3,702	5,050	854	9,606	4.56%
Speak English "very well"	3,002	3,299	547	6,848	3.25%
Speak English less than "very well"	700	1,751	307	2,758	1.31%
Arabic:	473	592	332	1,397	0.66%
Speak English "very well"	377	426	241	1,044	0.50%
Speak English less than "very well"	96	166	91	353	0.17%
Other and unspecified languages:	219	253	95	567	0.27%
Speak English "very well"	162	148	72	382	0.18%
Speak English less than "very well"	57	105	23	185	0.09%
Total Speak English "very well"	45,709	67,184	75,115	188,008	89.20%
Total Speak English less than "very well"	7,042	8,649	7,071	22,762	10.80%

Source: American Community Survey, 2013-2017

Population data in Table 2 shows the languages spoken at home for all persons, aged five years old and older, within the LAVTA service area. Of the total population, 65,665 people (31.15%) speak a language other than English at home. The six most prevalent languages spoken at home other than English are Spanish with 15,875 people (7.53%), Chinese with 11,762 people (5.58%), Tagalog with 3,484 people (1.65%), Korean with 3,461 people (1.64%), Vietnamese with 1,485 people (0.70%), and Arabic with 1,397 people (0.66%).

Appendix E: 2019 LEP Plan

The people speaking a language other than English at home (31.15%) is larger than the group reporting that they speak English less than very well (10.8%). Within the language groups mentioned above, those groups that report speaking English less than very well and are considered Safe Harbor languages because they constitute 5% or 1,000 persons, whichever is less, of the total population eligible to be served by LAVTA, include Spanish with 6,012 (2.85%), Chinese with 5,661 people (2.69%), Korean with 1,862 people (0.88%), and Tagalog with 1,283 people (0.61%). The remaining language groups do not have 1,000 people or 5% speaking English less than very well.

The following four maps represent the concentrations of populations who speak Spanish, Chinese, Korean, and Tagalog, and speak English less than very well, in the Tri-Valley, overlaid with LAVTA's bus routes. Each map portrays the demographic information by Census tract in five quantitative groupings: less than 100 people, 100-200 people, 200-300 people, 300-500 people, and more than 500 people.

Appendix E: 2019 LEP Plan

ACS 2013-2017 Estimated Population by Census Tract of Spanish Speakers That Speak English Less Than "Very Well"

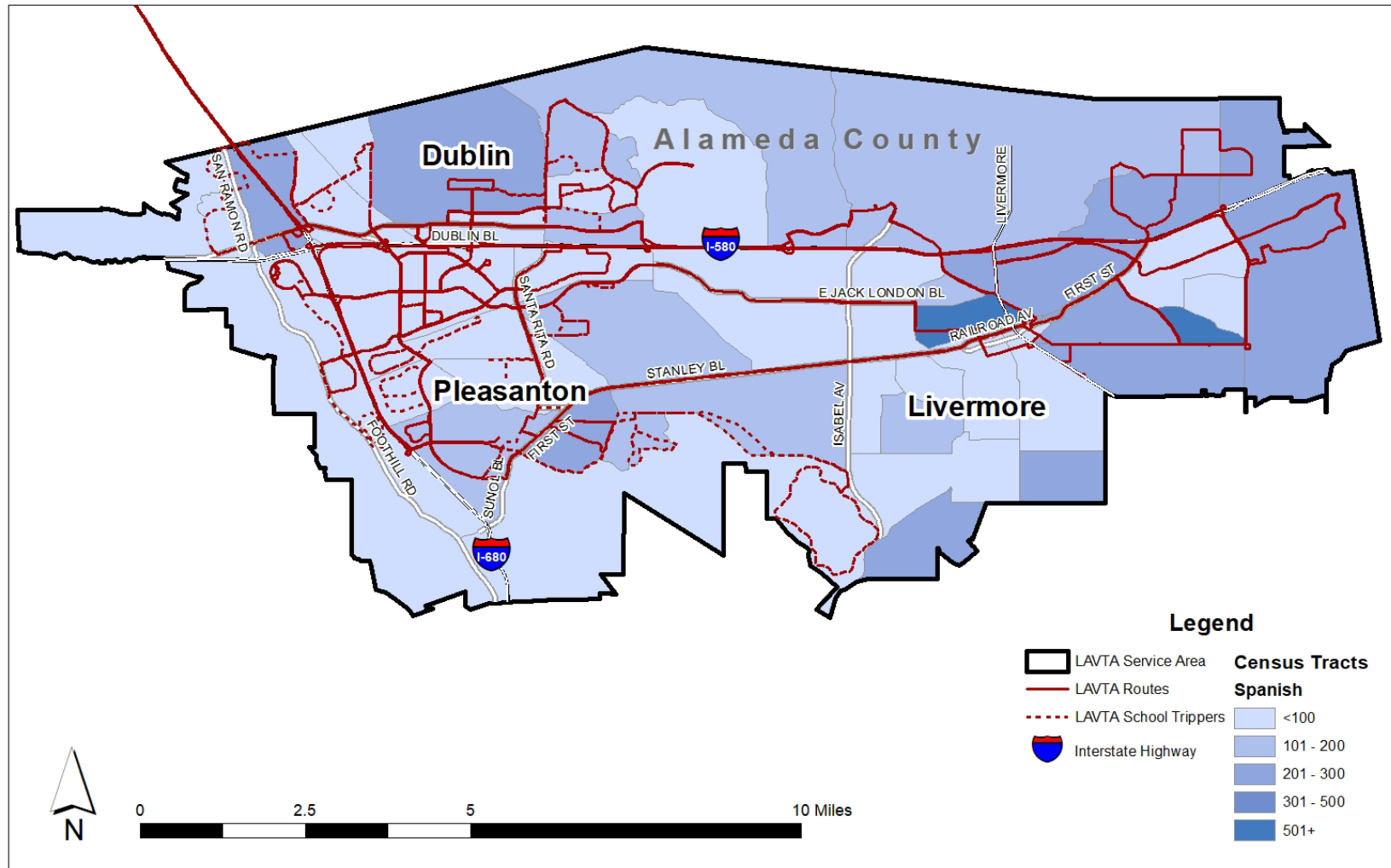


Figure 1

Appendix E: 2019 LEP Plan

ACS 2013-2017 Estimated Population by Census Tract of Chinese Speakers That Speak English Less Than "Very Well"

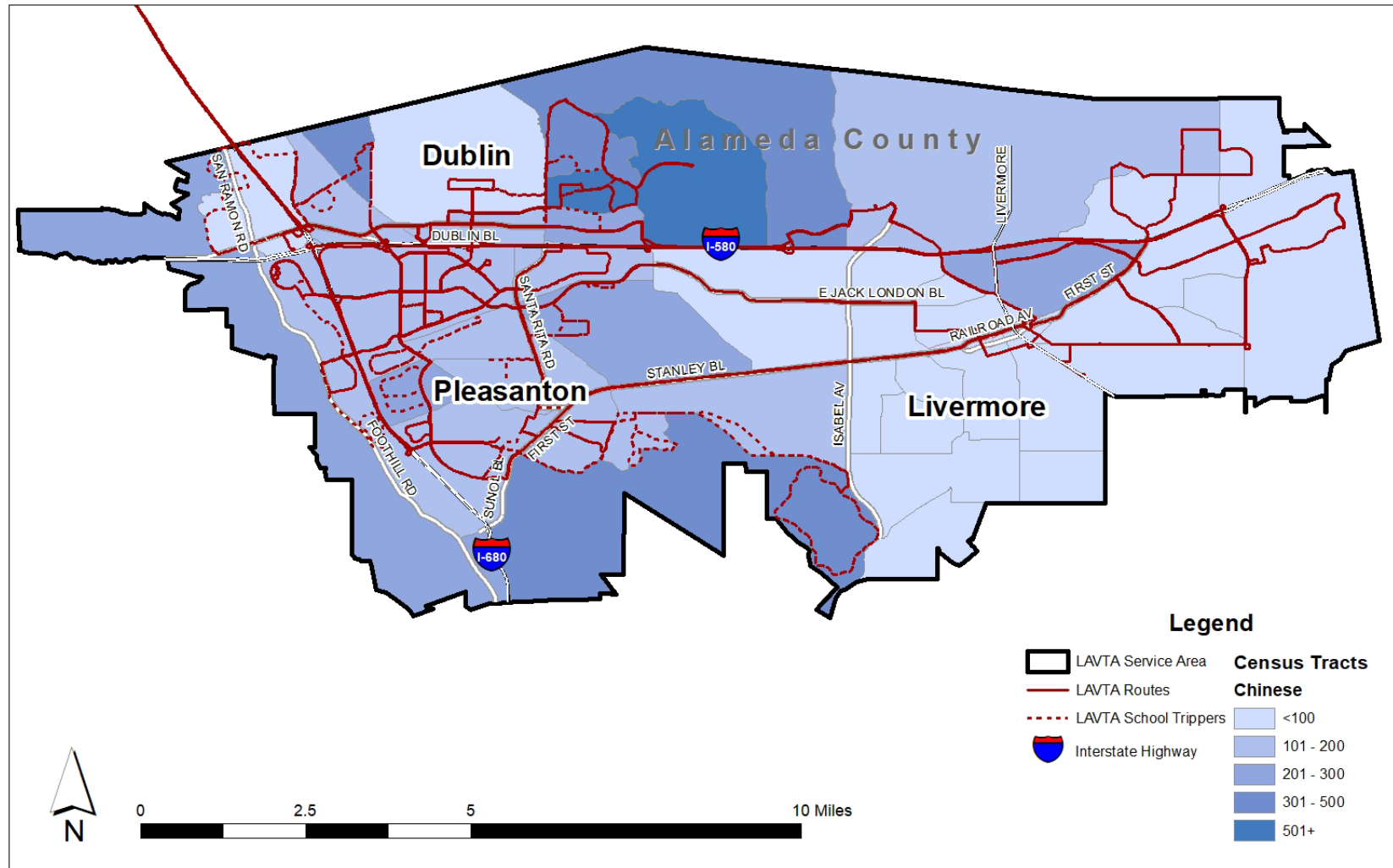


Figure 2

Appendix E: 2019 LEP Plan

ACS 2013-2017 Estimated Population by Census Tract of Korean Speakers That Speak English Less Than "Very Well"

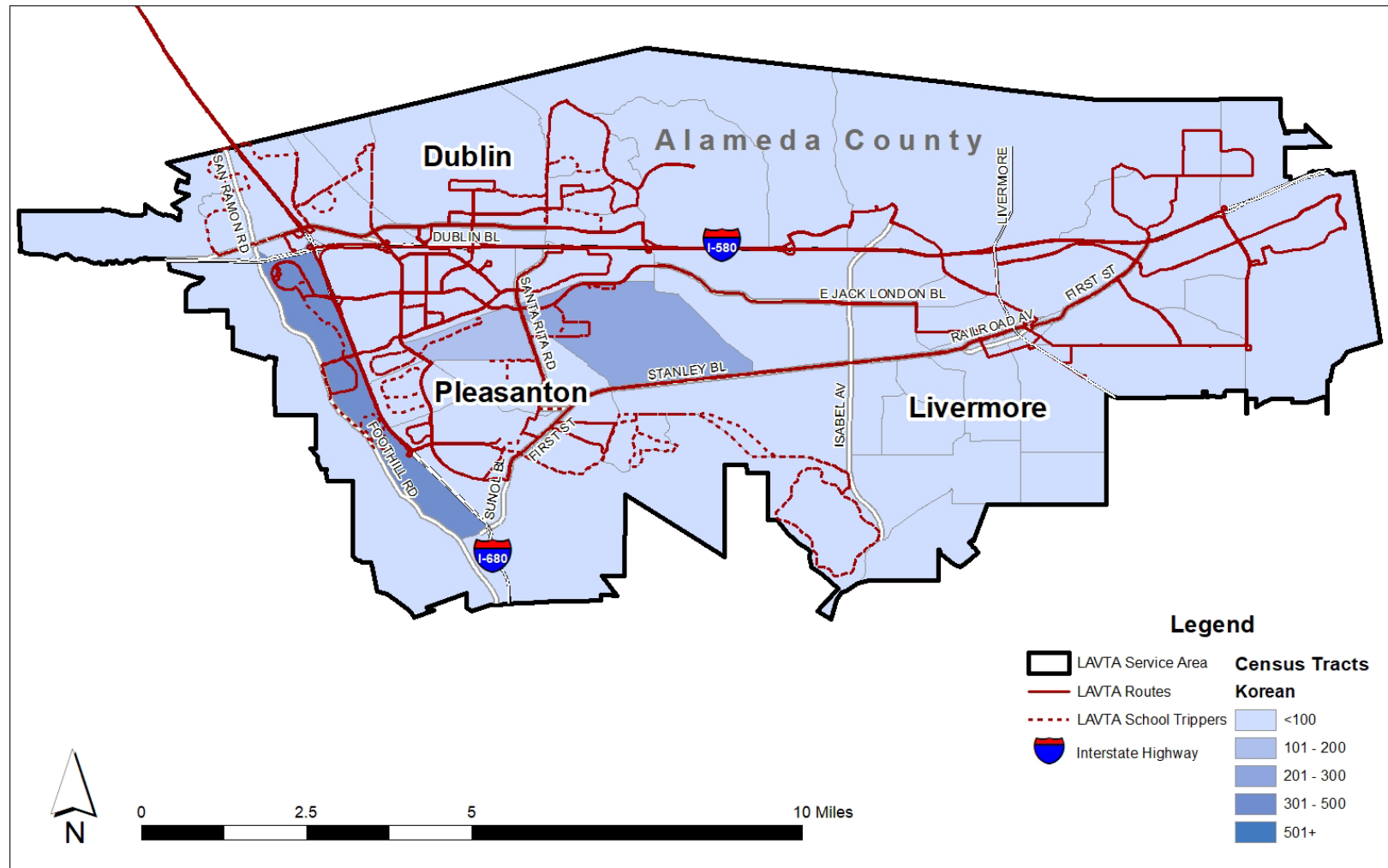


Figure 3

Appendix E: 2019 LEP Plan

ACS 2013-2017 Estimated Population by Census Tract of Tagalog Speakers That Speak English Less Than "Very Well"

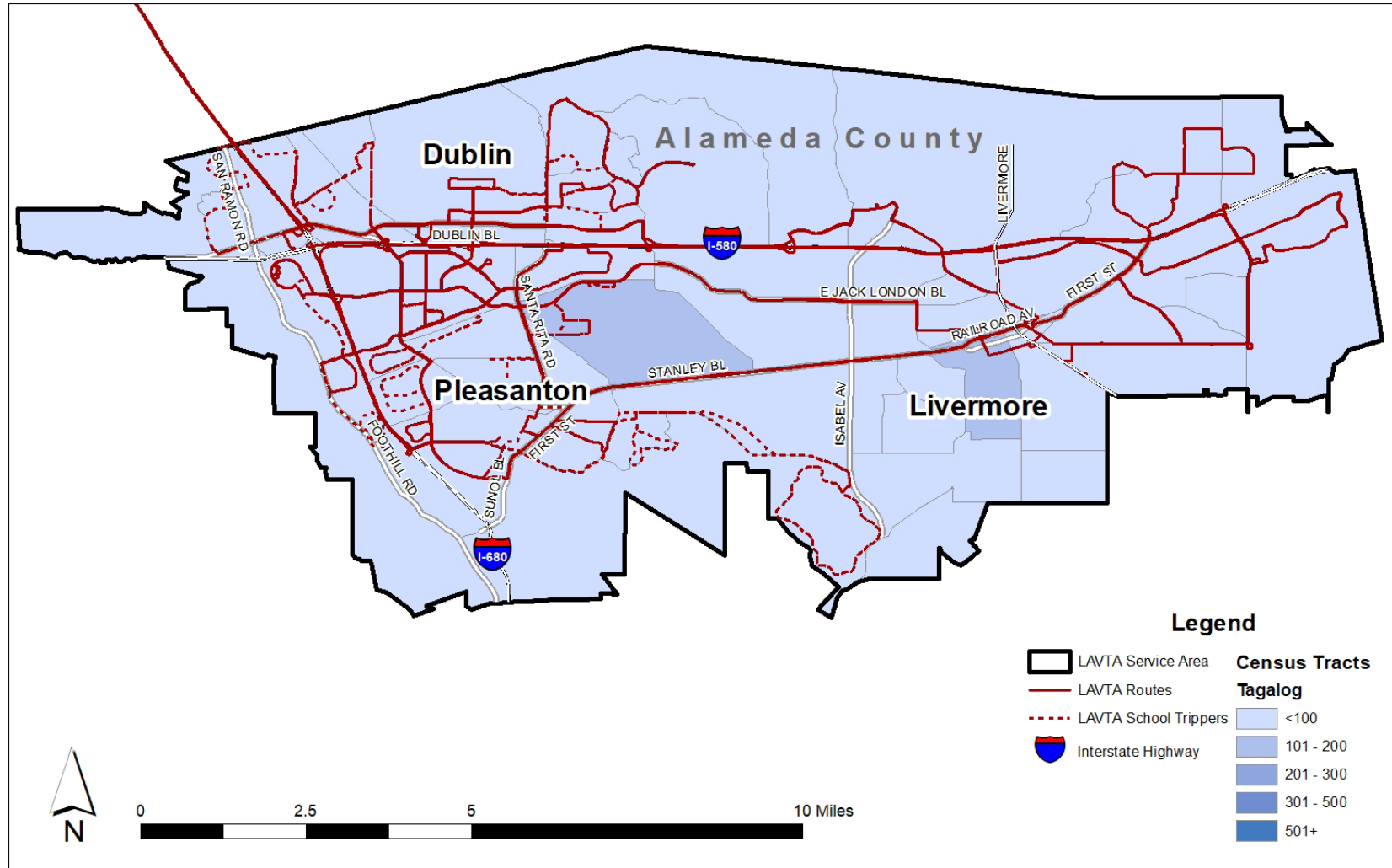


Figure 4

Appendix E: 2019 LEP Plan

3.2 Factor Two: The frequency with which LEP persons come in contact with LAVTA programs, activities or services

LAVTA assessed the frequency with which LEP persons have, or could have, contact with LAVTA's services, including its staff and drivers. LAVTA assesses the frequencies on an order of magnitude scale, by determining a specific point of contact and how often a person comes in contact, including frequently (daily), often (weekly), and occasionally (monthly). The following “touch points” and frequencies have been identified.

TOUCH POINTS	FREQUENCY
Bus	Frequently
Drivers	Frequently
Transit Center information line	Often
Transit Guide	Often – frequently
Dispatchers (after-hours customer service)	Occasionally
Dial-A-Ride reservationists	Occasionally
Interior car cards	Frequently
On-street signage	Frequently
Website	Occasionally
Interior fare car cards	Frequently
Receptionist	Occasionally
Ticket vendors	Occasionally – often
Road Supervisors	Occasionally
Print media	Occasionally
Broadcast media	Occasionally
Public relations media	Occasionally
Transit fairs	Occasionally

3.3 Factor Three: The nature and importance of programs, activities or services provided by LAVTA to the LEP population

The largest concentrations of LEP individuals in the LAVTA service area are people who speak Spanish, followed by Chinese, Korean, and Tagalog. Services provided by LAVTA that are most likely to be encountered by LEP individuals are the fixed route system and the demand-response (Dial-A-Ride) system. It is also likely that LEP individuals will encounter LAVTA resources or staff at the Livermore Transit Center, where different fares options are sold. On occasion, LEP individuals come into contact with LAVTA staff at the Administrative Offices when arriving for in-person Dial-A-Ride eligibility interviews. Community outreach events act as additional opportunities where LEP individuals and LAVTA staff can communicate through language services.

3.4 Factor Four: The resources available to LAVTA and overall cost to provide LEP assistance

Appendix E: 2019 LEP Plan

LAVTA assessed the available resources that could be used to provide LEP assistance, including determining the costs of professional interpreters and translation and taking an inventory of available organizations with whom resources could be shared. LAVTA used this information to determine which of its documents and materials would be the most valuable to be available in multiple languages. Translation of documents and other printed material is achieved through a contractor on an as needed basis, costing the agency approximately of \$2,000 per year. Depending on which languages become more prominent in the Tri-Valley area, more money may be spent on translation services in the next few years.

LAVTA currently employs several Spanish-speaking staff members, including the entire staff of three who work at the Downtown Livermore Transit Center. Transit Center staff now handle about twenty Spanish-speaking calls a day compared to 2016 when there were less than ten Spanish-speaking calls per day. Overall, approximately one out of twenty people encountered by Customer Service are not proficient in English. Customer Service indicates individuals who are not proficient in English, speak other languages including Chinese, Tagalog, Spanish, Arab, and Farsi. Additionally, LAVTA has access to a Language Line for on-the-spot translation for languages. For in-person meetings, LAVTA staff can be accompanied by a translator to ensure there's clear communication with the LEP individual.

4. LEP Plan

This LEP Plan is the implementation plan to ensure meaningful access to LAVTA services, resources, benefits, and information through language assistance for LEP persons.

LAVTA has identified LEP populations based on 2013-2017 American Community Services (ACS) findings and staff interactions with LEP individuals. Within the LAVTA service area, 65,665 people, which is approximately 31% of the LAVTA service area, speak a language other than English at home. The most predominant languages spoken at home other than English are Spanish, Chinese, Tagalog, Korean, Vietnamese, and Arabic. Of these predominant languages, Spanish, Chinese, Korean, and Tagalog are considered Safe Harbor languages because they constitute 5% or 1,000 persons, whichever is less, of the total population eligible to be served by LAVTA. The Four Factor Analysis shows the geographic breakdown of Spanish, Chinese, Korean, and Tagalog speakers who speak English less than very well using Census Tract and 2013-2017 ACS findings (Figures 1, 2, 3, and 4). Spanish and Chinese speakers account for 51% of the population who identifies as speaking English less than very well in the LAVTA service area (5.54% of the overall LAVTA service area population). LEP Korean speakers consist of 1,862 people (0.88% of the overall LAVTA service area population). The Tagalog LEP population consists of 1,283 persons (0.61% of the overall LAVTA service area population). LAVTA has previously translated all vital documents into Spanish and Chinese. Effective with the development of this LEP Plan, Korean, and Tagalog will be added to that list.

Appendix E: 2019 LEP Plan

Based on the four-factor analysis, LAVTA developed its LEP Plan into five areas as follows:

1. Identifying LEP individuals who need language assistance
2. Language assistance measures
3. Training Staff
4. Providing Notice to LEP persons
5. Monitoring and updating the LEP Plan

4.1 Identifying LEP individuals who need language assistance

How LAVTA may identify an LEP person who needs language assistance

- Utilize Census data, provided in response to Factor One, to determine the number and proportion of LEP persons eligible for service;
- Examine customer service records for language assistance that have been received in the past, either at meetings, online or over the phone, to determine whether language assistance might be needed at which future events;
- Look at utilization of LAVTA's language line, as well as the number of calls by both Dial A Ride and Transit Center Customer Service Representatives;
- When LAVTA sponsors an event, have a staff person greet participants as they arrive. By informally engaging participants in conversation it is possible to informally gauge each attendee's ability to speak and understand English;
- Look at how many times and into what languages the LAVTA website pages have been translated and consider pre-translation of those pages in LAVTA's website updates;
- Work with community based organizations (CBOs) to identify LEP persons in LATVA's service area as well as their frequency and points of contact with the LATVA's services.

4.2 Language Assistance Measures

There are numerous language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which LAVTA staff responds to LEP persons, whether in person, by telephone or in writing.

How LAVTA will assist an LEP person who needs language assistance

- LAVTA will work with local senior centers to provide vital information to LEP groups on LAVTA programs and services;
- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on LAVTA programs and services;
- Provide a statement in notices and publications that interpreter services are available for public hearings and Board of Director meetings, with seven day advance notice;

Appendix E: 2019 LEP Plan

- Provide a statement in flyers that interpreter services are available at public hearings and workshops, with a 72-hour advance notice;
- When an interpreter is needed for a language other than Spanish, in person or on the telephone, staff access on-demand language assistance services from a professional translation service via a language line;
- Work with our bus operations contractor to survey their front-line staff on which routes they see the most LEP individuals;
- Encourage the skill to speak multiple languages in the recruitment of customer service representatives and bus drivers;
- Provide documents (including public hearing information, how to ride information) in Spanish and translate all vital documents into all Safe Harbor languages;
- Utilize the Public Participation Plan to perform targeted outreach to LEP persons.

4.3 Staff Training

How LAVTA will train staff on its role and responsibilities in providing meaningful access to services for LEP persons

- Identify LAVTA staff that are likely to come in contact with LEP persons, including bus drivers, customer service, etc.
- Develop curriculum and a corresponding PowerPoint to educate LAVTA staff on providing meaningful access to services for LEP persons;
- Provide staff with a description of language assistance services offered by LAVTA;
- Provide staff with specific procedures to be followed when encountering an LEP person;
- Provide the bus operations contractor with information regarding Title VI responsibilities to be shared at safety meetings and through the contractor's monthly newsletter.

4.4 Communications with LEP Persons

How LAVTA will provide Communications to LEP Persons

Oral communications:

- Ensure that Transit Center and Dial-A-Ride Customer Service Representatives have the ability to speak English and Spanish;
- Provide a statement affirming that LAVTA will make reasonable accommodations to provide an interpreter at public hearings and meetings with advance notice.
- Utilize the Public Participation Plan to perform outreach to LEP persons;

Appendix E: 2019 LEP Plan

- Utilize a language line when a customer calls in and is unable to speak English or Spanish;

Written communications:

- Use the services of a professional translation provider to ensure that vital documents are accurate (vital documents are defined as those documents without which a person would be unable to access services);
- Information about LAVTA's non-discrimination policies and information on the local/federal complaint process will be provided in Spanish, Chinese, Korean, and Tagalog on the LAVTA website and will be provided in other languages upon request;
- The Fares and Policies brochure, which contains information on fares, accessibility, locations where discount tickets and passes are sold, and general riding information, is printed in English and Spanish and available upon request in Chinese, Korean, and Tagalog. Translations will be updated every other year or when changes to vital information are required;
- The www.wheelsbus.com website can be viewed in English, Spanish, Chinese, Korean, Tagalog, and Vietnamese, from an easily accessed dropdown menu at the top of any page;
- Onboard "take one" flyers containing information about route changes, rider alerts, fare increases and public hearings are provided in English and Spanish;
- Temporary signs at bus stops and transit centers informing customers of any detours or route changes are provided in English and Spanish;
- Interior bus cards displaying cash fare, cost of monthly discount passes and special promotions/campaigns are provided in English and Spanish;
- Interior bus stickers and posters at Transit Center that display safety or system policy information are provided in English and Spanish;
- Interior bus cards with Title VI Information are provided in English and Spanish;
- Interior bus cards with Title VI Information include a sentence that information can be provided in Chinese, Korean, and Tagalog upon request, written in each respective LEP language;
- Onboard surveys are provided in English and Spanish;
- Utilize the Public Participation Plan to perform outreach to LEP persons.

4.5 Monitoring and Updating the LEP plan

This plan is designed to be flexible, and should be viewed as a "living document." As such, it is important to consider whether new documents and services need to be made accessible for LEP persons, and also to monitor changes in demographics and types of services.

Appendix E: 2019 LEP Plan

How LAVTA will examine and update its LEP Plan

LAVTA will periodically update the LEP Plan. At a minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the LAVTA service area. The following details the methodology that will be used:

- Record and report on the number of LEP persons encountered annually through LAVTA's communications with local Senior Centers;
- Record how many times the language line has been utilized and for which languages;
- Determine how the needs of LEP persons have been addressed;
- Determine the current LEP population in the service area and whether the need for translation services has changed;
- Determine whether local language assistance programs have been effective and sufficient to meet the need;
- Determine whether the transit system's financial resources are sufficient to fund language assistance resources needed;
- Determine whether LAVTA and its operations providers (e.g. drivers, dispatchers) have fully complied with the goals of this LEP Plan;
- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals;
- Obtain input from customers and the general community via LAVTA's Market Segmentation Study, which is conducted every 3 years;
- Obtain rider demographic information from on-board surveys as they are conducted (no less than every 5 years).

Dissemination of the LAVTA LEP Plan

The LAVTA LEP Plan will be disseminated to customers and the community as follows:

- A link to the LAVTA LEP Plan and the Title VI Program will be included on the LAVTA website, www.wheelsbus.com.
- LAVTA's LEP Plan will also be shared with human service organizations in LAVTA's service area.
- Any person or agency with internet access will be able to access and download the plan from the LAVTA website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person, and will be provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which LAVTA will provide, if feasible.

Appendix E: 2019 LEP Plan

5. Contact Information

Questions or comments regarding the LEP Plan may be submitted to the LAVTA Executive Director as follows:

Michael Tree, Executive Director
Livermore Amador Valley Transit Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551
Phone: (925) 455-7555
Fax: (925) 443-1375

RESOLUTION NO. 10-2019

* * *

**RESOLUTION OF THE BOARD OF DIRECTORS OF THE
LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
ADOPTING THE LAVTA 2019 TITLE VI PROGRAM**

WHEREAS, Title VI of the Civil Rights Act of 1964 requires recipients of federal financial assistance to operate their programs and services without regard to, or discrimination based on, race, color or national origin; and

WHEREAS, the Federal Transit Administration (FTA) issued Circular FTA C 4702.1B, effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance for its grantees; and

WHEREAS, the above-referenced Circular details required elements of a Title VI Program, which the FTA requires each recipient of FTA grants and assistance to submit every three years to evidence compliance with Title VI; and

WHEREAS, the Livermore Amador Valley Transit Authority's (LAVTA), as a recipient of federal financial assistance from the FTA, must submit an updated Title VI Program to the FTA by June 1, 2019; and

WHEREAS, LAVTA's Title VI Program must include numerous elements, including but not limited to:

- 1) System-wide service standards and policies; and
- 2) A Public Participation Plan; and
- 3) A plan for engaging persons with limited English proficiency; and
- 4) Information on agency policies, procedures and activities undertaken over the last three years; and
- 5) Information on public outreach undertaken over the past three years.

WHEREAS, staff has developed and provided a proposed Title VI Program for Board consideration and approval, including the above-referenced items, evidencing LAVTA's compliance with Title VI (Attachment 1); and

WHEREAS, the Executive Director recommends that the Board adopt the proposed 2019 Title VI Program as presented by staff; and

WHEREAS, the Projects and Services Committee has reviewed and also recommends that the Board approves the proposed 2019 Title VI Program as presented by staff.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Livermore Amador Valley Transit Authority hereby adopts the LAVTA 2019 Title VI Program, attached as Attachment 1; and

BE IT FURTHER RESOLVED that the Board of Directors authorizes the Executive Director to submit the LAVTA 2019 Title VI Program to the FTA; and

BE IT FURTHER RESOLVED that the Board of Directors authorizes the Executive Director to take any other steps necessary to give effect to this Resolution, including responding to any follow-up inquiries from the Federal Transit Administration.

PASSED AND ADOPTED by the governing body of the Livermore Amador Valley Transit Authority (LAVTA) this 6th day of May, 2019.

BY _____
Scott Haggerty, Chair

ATTEST _____
Michael Tree, Executive Director

Approved as to form:

Michael Conneran, Legal Counsel

AGENDA

ITEM 7

STAFF REPORT

SUBJECT: Articulated Bus Feasibility Analysis

FROM: Tony McCaulay, Director of Planning and Marketing
Cyrus Sheik, Senior Transit Planner

DATE: April 22, 2019

Action Requested

None – Information Only

Background

As part of an effort to manage costs, reduce emissions, and best serve the client base, LAVTA staff has been asked to explore adding articulated vehicles to the fleet. In 2018, the Board of Directors requested a study as to the feasibility of adding in articulated buses as one possible solution to address overcrowding on its existing transit routes instead of growing the existing fleet of standard transit buses. This followed an earlier recommendation to add vehicles to the system over the next few years to address overcrowding on Wheels routes that serve area schools.

As a continuation of last year's Dublin Student Transit Service Plan, Nelson\Nygaard Consulting was asked to review LAVTA's current fleet relative to its routes and demand, and to explore the potential pros and cons of adding a subfleet of larger buses than the agency has operated up until now. The results of that analysis are outlined in the attached memo, and are summarized in this staff report.

Articulated Buses

Although the 40-foot (12m) bus is the typical length for almost any city bus transit operation, larger vehicle sizes exist and are operated by many transit providers in the U.S. and throughout the world. The most common configuration is that of a 60-foot (18m) vehicle, consisting of two chassis connected by an articulated joint in the center. The joint allows the bus to provide a turning radius that is similar to, or better than, a standard 40-foot bus.



Shown in the above inset is a New Flyer Industries low-floor articulated bus in a typical mainline configuration. They have also been deployed in special configurations to enhance the image and capacity of a service or service corridor.

Discussion

LAVTA currently operates 30-to-40-foot buses in its fixed route system. Today, trips where all seats are occupied and some riders are standing, occurs regularly on school-based trips serving middle- and high school students in Dublin and Pleasanton. On some routes, two or three buses pick up students and follow the same alignment to ensure that buses are below the maximum capacity approved by the agency.

Due to their significantly peak-oriented nature, the supplemental routes require a large proportion of the agency's overall capacity, both with regard to fleet as well as manpower resources. The need to provide overflow vehicles only adds further to this issue – particularly in the AM hours when school bell times overlap with peak commute times.

Demand Analysis

Per LAVTA's overflow policy, additional capacity should only be considered once a bus is at more than 150% of total seating capacity. In the case of the typical Wheels fixed-route 40ft bus, this threshold means a 60-passenger maximum capacity. The following table shows what the maximum capacities would be for different subfleet sizes, including articulated buses, using the same logic. It also shows the number of passengers that would cause each respective vehicle to be at 75% (of the maximum) capacity, an indicator that the trip could be at risk of an overflow situation intermittently or in the near future:

Bus Length	Maximum Capacity	75% Capacity
29 – 35'	45	34
Standard	60	45
Articulated	83	61

The analysis effort began with studying current LAVTA passenger load data to identify trips in the fixed-route system that are presently either at capacity or might be at risk of being at capacity by way of the 75% threshold.

All current crowding in the LAVTA system correlates to school bell times. The only mainline route that reached the threshold of 75% maximum load capacity over the course of three days was the 30R, on three trips out of 23 sample trips. All occurred in the afternoon and were directly related with school bell times.

In looking at ridership from the sampled trips, the study reports that routes 501, 504, and 611 would be immediate candidates for larger vehicles. In the case of Routes 501 and 504, adding five articulated buses would enable LAVTA to remove a net of two buses from the system. Route 611, however, is on the cusp of having overcrowding on the single vehicle it uses to meet demand. The following table summarizes this:

Route	Vehicles Needed in the Morning	Vehicles Needed in the Afternoon	Opportunity	Period Needed
501A	1	2	3 articulated from 4 total	PM
501B	2	2		
504	1	3	2 articulated	PM
611	1	1	1 artic, but no replacement	PM
Total Vehicles	5	8	6	

In addition to these, some trips of the AM service, as well as those of routes 502, 604, 605, and 608, might also benefit from articulated buses and reduce the number of needed vehicles due to capacity consolidation – over time. However, the report points out that loads as they stand right now wouldn’t enable that because they’d require more capacity than a single articulated bus could provide.

Future conditions. For an estimate of future demand, the team looked at projections from existing reports about population and employment growth in the region, which are expected to upwardly affect demand for school-related transportation. The report states, however, that “the degree to which growth in LAVTA’s service area translates into growth in ridership largely depends on the type and density of the development pattern. The existing, primarily [single-use] low-density development pattern would need to change to lead to extensive growth in demand for transit.”

Feasibility

Adding a new type of vehicle to the LAVTA fleet means that it must be properly maintained and stored. The agency’s main property is the maintenance, operations, and administration (MOA) facility on Rutan Court. Also, the agency’s satellite facility at Atlantis Court provides additional bus parking, as well as a drivers’ lounge and a fueling/washing station.

Based on an assessment of these properties, and on interviews with the operations contractor staff, the study group reported that there would be challenges in performing maintenance of articulated buses at the Rutan facility, primarily due to limitations of the steam bay, rack lift bays, and general bays. In a future phase, the Atlantis facility could be built to handle articulated vehicles.

Cost

The following table shows the cost - as estimated by the Metropolitan Transportation Commission - of acquiring city buses, by subfleet size, along with a breakdown of the 20/80 match (where the Federal Transit Administration provides the majority of capital costs) that is typical for agency bus purchases.

	30' bus		40' bus		60' bus	
	Diesel	Hybrid	Diesel	Hybrid	Diesel	Hybrid
Federal	\$387,040	\$595,320	\$434,600	\$632,221	\$706,020	\$865,100
Local	\$84,960	\$136,680	\$95,400	\$138,780	\$154,980	\$189,900
Total	\$472,000	\$726,000	\$530,000	\$771,000	\$861,000	\$1,055,000

According to these figures, the added cost of acquiring a 60ft bus over a 40ft bus is relatively proportional to their respective differences in passenger capacity.

The analysis team also researched the market for used (pre-owned) articulated buses, but states that this market is limited, as agencies tend to hang on to them until they have reached the end of useful life.

The report finds that the cost to *operate and maintain* articulated buses is also relatively proportional to the added passenger capacity, stating that national experience shows fuel costs to be about 33% higher, and maintenance costs 43% higher than the standard 40ft bus. There are also costs associated with training and familiarizing drivers and mechanics with a new subfleet - although those aren't substantially different from that of introducing any other new subfleet such as an updated standard model bus with new features.

The Report's Recommendation

In its conclusion, the resulting suggestion from the analysis is for LAVTA to *not add articulated buses to its network at this time*, a recommendation primarily driven by cost considerations on the operating and capital side. The report points to the space constraints at the Rutan facility, and that the Atlantis facility could accommodate 60ft buses only if the system infrastructure is built and upgraded to accommodate the larger vehicles. It is also basing its recommendation upon the fact that "introduction of large buses would cause an increase in operating and capital costs."

Should the agency nonetheless decide to embark on the articulated bus path, the report recommends a subfleet of up to six (6) 60ft vehicles. As indicated above, initially, this new subfleet would reduce the peak pull by two (2) buses, based on how current passenger loads are distributed across existing scheduled trips. Over time, however, it is possible that the larger vehicles would be able to either reduce the peak pull further - or save the agency from having to increase its peak pull as school-related demand increases.

Budget

LAVTA has a fleet replacement program that is continually updated based on FTA-prescribed formulae for vehicle useful-life time spans. As indicated above, the FTA will typically provide an 80% match on transit bus fleet purchases, although this is also based on other factors such as the fleet that is being replaced. The next major replacement cycle is expected for 2021, in the run-up to which desired fleet size(s) would be applied, based on anticipated demand, the 10-year service plan, and direction from the Board.

Next Steps

Staff concurs with the recommendation from the Nelson\Nygaard study to not add articulated buses to our fleet at this time. That said, the scope of work of both the short and long range transit planning efforts that will begin later this year include the development of recommended fleet composition and deployment. The short range transit plan will cover a five year time span while the long range plan will look at a 20 year time span.

Recommendation

None – Information Only

Attachments:

1. LAVTA Articulated Bus Feasibility Memorandum by Nelson\Nygaard, 02/2019



MEMORANDUM

To: LAVTA
From: Nelson\Nygaard
Date: February 7, 2019
Subject: Articulated Bus Feasibility Analysis

1 INTRODUCTION

As part of an effort to manage costs, reduce emissions, and best serve the client base, the Livermore Amador Valley Transit Authority (LAVTA) is considering adding articulated vehicles to the fleet. The LAVTA Board of Directors requested a study of the feasibility of adding in articulated coaches as one possible solution to address overcrowding on its existing transit routes instead of growing the existing fleet of standard transit buses. This follows a recommendation to add vehicles to the system over the next few years to address overcrowding on routes that serve high schools in Dublin.

LAVTA currently operates 30-, 35- and 40-foot buses on its fixed route system. Today, overloads regularly occur on school-based trips serving middle and high school students in Dublin and Pleasanton. When overloads occur, LAVTA deploys extra buses to follow behind overloaded trips to pick up remaining customers. On some routes, two or three buses pick up students and follow the same alignment.

The purpose of this report is to determine whether adding articulated coaches to the vehicle fleet can:

- Improve cost efficiency by reducing the number of vehicles or operators needed to provide service
- Improve customer satisfaction by reducing crowding

This report provides analysis on:

- The current demand for larger vehicles
- Facilities and maintenance requirements
- Costs of introducing new service
- Recommendations for changes to the service

2 BACKGROUND

The LAVTA Wheels bus system includes a network of 33 routes serving the Dublin, Pleasanton, and Livermore areas, including two “Rapid” branded routes and 16 school-focused routes. There are currently 49 buses used to provide this service. The largest buses that LAVTA uses today are 40-feet long and hold up to 60 people, including standees, as set by Board of Director policy.

WHY NOT JUST ADD MORE BUSES?

Labor Costs Associated with Additional Drivers

With increased service, specifically during peak times, additional drivers must be hired to provide the service. With articulated coaches, the goal is to increase the supply of service without needing to hire additional drivers.

Storage Concerns

The LAVTA bus yard on Rutan Court is already at capacity.

Emissions

More vehicles on the road could mean more greenhouse gas and local air pollutant emissions if they are not right-sized. The Metropolitan Transportation Commission (MTC) and the California Air Rights Board (CARB) have mandates to keep emissions in check throughout the Bay Area.

Federal Transit Administration Requirements

Title VI

Title VI of the Civil Rights Act of 1964 protects people from discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance. When a transit system operates 50 or more vehicles, the agency becomes responsible for meeting additional requirements to receive federal funding. Recipients must ensure that all transit services and related benefits are distributed in an equitable manner.

LAVTA currently operates 49 vehicles in peak service. Agencies that operate 50 or more fixed-route vehicles in peak service and are located in a UZA of 200,000 or more population have additional requirements. As a result, the purchase of one or more additional fleet vehicles will compel LAVTA to meet these additional requirements, including:

- Conduct equity analysis for any transit facilities it constructed or plans to construct in the current Federal fiscal year since the last Title VI Program submission.

- Equity evaluation for service changes.
- Provide meaningful access to Limited English Proficient persons (LEP).
- Notify the public of its rights under Title VI.
- Must implement complaint procedures as described in the Title VI Program.
- Implement a public participation plan from its Title VI Program.
- Monitor compliance by any sub-recipients.
- Ensure minority populations are being included/not excluded from procurement opportunities.
- Equity Analysis Elements of any New Fixed Guideway, New Starts, or Small Starts analyses must be conducted 6-months prior to the beginning of revenue service, proposed changes to parallel or connecting service also examined, comparison of service levels before and after, in a tabular format an analysis determining whether service changes due to the capital project would result in a disparate impact on minority populations, and a fare equity analysis was conducted for any fares that would change as a result of the capital project.
- There is also a monitoring element to be conducted at least every three years.

However, it should be noted that LAVTA is already complying with many of these requirements. LAVTA should evaluate what the expected additions to workload might be to maintain compliance.

BUS SIZE OVERVIEW

With increased vehicle size comes increased capacity, but also increased fixed and operating costs. Figure 1 illustrates the increase in costs by vehicle size. For school-based routes known to exhibit overcrowding, additional 40-foot buses are placed in service and noted in the published schedules with asterisks. Figure 2 is an example of what an articulated bus looks like and Figure 3 is a photo of LAVTA's newest 40-foot buses. Figure 4 illustrates typical seating arrangements for 30-, 40-, and 60-foot vehicles that formed the basis for our passenger load assumptions for this report.

Figure 1 Overview of Vehicle Capacity and Costs^{1 2 3}

Bus Type	Bus Length	Seated Capacity	Maximum Capacity	Fuel Use ¹	Purchase Cost ²	Operating Cost (per hr)
Small	29 – 35'	22 - 30	45		\$472,000	\$115.88 ³
Standard	40'	35 to 40	60	---	\$530,000	\$115.88
Articulated	60'	60	83	133%	\$861,000	\$150.22

¹ Fuel use is relative to a standard 40-foot bus. Actual fuel use depends on vehicle age, operating conditions, and whether or not it is a hybrid/electric model.

² Purchase cost is based on the diesel bus price from the Metropolitan Transportation Commission (MTC) New Vehicle Price List.

³ Operating costs per revenue hour are not currently separated by vehicle type at LAVTA.

Figure 2 Articulated Bus in AC Transit's Fleet

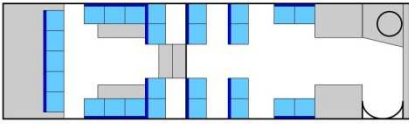


Figure 3 LAVTA's newest 40-foot vehicles

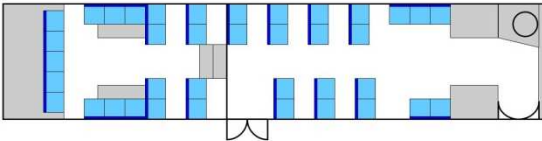


Figure 4 Example Bus Layouts

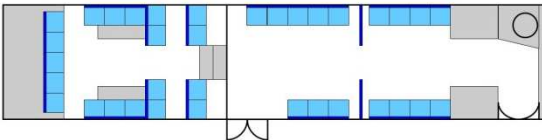
30-foot bus—27 seated + 10 standees = 37



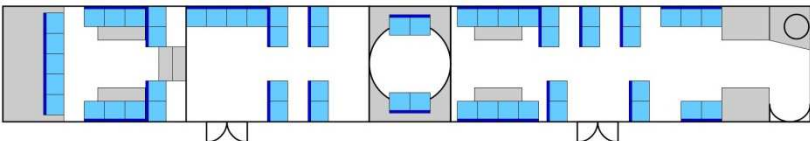
40-foot bus—38 seated + 15 standees = 53



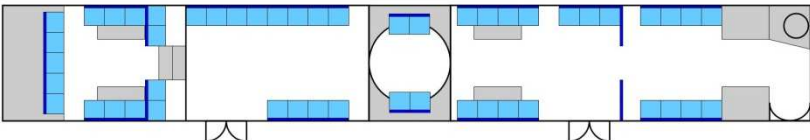
40-foot bus, perimeter seating—35 seated + 21 standees = 56



60-foot bus—54 seated + 25 standees = 79



60-foot bus, perimeter seating—50 seated + 33 standees = 83



Note: These layouts and dimensions are approximate for illustrative purposes. Actual seating layouts vary and the capacity for standees is approximate.

3 DEMAND ANALYSIS

Adding larger-capacity vehicles to the LAVTA fleet should be justified by current or projected passenger demand. The on-board maximum passenger load standards adopted by the LAVTA Board are shown in Figure 5. Local and school routes have load standards of 60 riders. The seating capacity of 40-foot buses is approximately 40 passengers, so a load of 60 would mean there are approximately 20 passengers standing, or 1.5 times the seated load. Regional Express routes operate for long distances on the freeway, making standing uncomfortable, so the load standards for those routes are at 40 passengers so that each passenger has a seat.

Figure 5 LAVTA Route-Level Overcrowding Standards

Category	Measure	Overcrowded Passenger Load
Regional Express	On-Board Load	Load greater than 40 riders (1x seated capacity)
Primary	On-Board Load	Load greater than 60 riders (1.5x seated capacity)
Neighborhood Feeder		
School Tripper		

It is common industry practice for an agency to start planning how to address projected overcrowding when a route consistently runs trips over 75% capacity. For articulated coaches, as shown in Figure 6, which can hold up to 83 total passengers, that threshold is 62 passengers. For standard 40-foot buses, that threshold is 45 passengers. However, with school-based routes, trips are timed with school bell times to meet the demand of riders at specific times, instead of having trips that depart with regular frequency. This also means a full bus, between 75% and 100% is ideal for efficiency for LAVTA.

Figure 6 Passenger Capacity by Vehicles Size

Bus Length	Maximum Capacity	75% Capacity
29 – 35'	45	34
Standard	60	45
Articulated	83	61

DATA COLLECTION PROCESS

This analysis relies on a small sample size due to data collection limitations. Trip-level ridership was collected via screenshots, and saved as jpegs for typical, mid-week, non-holiday weekday samples. Ridership from three weekdays and two weekend days were analyzed (10/17/2017, 8/23/2018, 8/25/2018, 8/26/2018, and 8/28/2018) for mainline routes. Analysis of school-focused routes was pulled from September 4-6th, 2018.

Because of the labor intensiveness of analyzing data from picture files, we chose an iterative process that first looked at route-level ridership across all routes to determine which routes and trips warranted further review. This process involved identifying:

1. **Trips with 45 passengers.** These trips are more likely than others to be at or above 75% rider capacity. For school-based routes that run multiple buses to cover the demand for a trip we also looked at total ridership on all the buses on one scheduled trip. This allows us to have a baseline for future capacity analysis. It is important to note that trip-level ridership does not equate to overcrowding unless all passengers are on board at the same time.
2. **Maximum load locations.** This information shows where routes experience overcrowding and for how long. Trips with high ridership, as indicated above, are not inherently crowded if passenger turnover is high. Similarly, a trip that reaches 61 people for just one stop may not justify a larger vehicle.
3. **Daily variation.** Loads vary on a daily basis. Trips that regularly cross a threshold warrant a more in-depth ridership trend analysis.

Limitations

- The reliability of Automatic Passenger Counters (APCs) can vary and is known to have errors. For example, people standing in the doorway can count a rider more than once. This is usually corrected manually looking at sample trips in post processing.
- The sample size of data was small. Although we suspect them to be representative, more data points over time would be useful.
- Routes that operate more than one bus at a time to cover the same trip must be evaluated differently than the method above – for these routes, all riders must be counted over the number of trips served.
- Data cannot show us why a trip is overcrowded or has very low ridership. Things such as on-time performance, missed trips, special events, and weather can impact ridership. Having as many data points as possible to account for ridership anomalies is critical for making decisions about the amount of service to provide.
- On school-based routes, trips that regularly hit the maximum load of 60 passengers triggers LAVTA to add another bus to the system.

Criteria for Running Articulated Buses

To justify putting a larger bus on a route, the following criteria should be satisfied:

- A pattern of high ridership (on the same trips every day)
- Many trips with high ridership (not just one trip during a whole day of service)
- The ability to keep the larger vehicle in service during off-peak hours
- Frequency that matches demand – overcrowding must not be merely a function of infrequent service.

ANALYSIS

All current overcrowding in the LAVTA system correlates to school bell times. The only mainline route that reached the threshold of 75% maximum load capacity over the course of three days was the 30R, , on three trips out of 23 sample trips. Those trips were selected from the iterative

process detailed in the data collection process section. All occurred in the afternoon and were directly related with school bell times.

School-based routes serving Dublin and Pleasanton middle and high schools have far fewer trips per day, but were more likely to have at least 45 passengers (75% maximum load) or exhibit overcrowding. LAVTA currently uses 19 40-foot vehicles to serve passengers on the school-based trip routes in the morning. In the afternoon that number grows to 26, as shown in Figure 7. Many of the school-based routes' departure times occur at about the same time, as shown in Figure 8, meaning that vehicles cannot make multiple trips as they could on a mainline route. The nature of school-based service is also such that multiple trips are not needed because the peak demand happens around the school bell times.

Figure 7 Number of Vehicles Used in School-Focused Service in 2018

Route	Route Description	Vehicles Needed in the Morning	Vehicles Needed in the Afternoon
501A	Positano Hill – Dublin	1	2
501B		2	2
502	Emerald Glen – Wells Middle – Dublin High	1	2
503*	Shannon Park – Wells Middle – Dublin High	1	1
504	Dublin Ranch – Dublin High	1	3
601*	Ruby Hill – Pleasanton Middle	1	1
602	Del Prado Park – Pleasanton Middle – Foothill High	2	2
603*	Muirwood Park – Hart Middle	1	1
604	Fairlands – Foothill High	1	2
604 variant	Fairlands – Foothill High	1	1
605	Fairlands – Amador Valley High	1	2
606	Vintage Hills – Pleasanton Middle	1	1
607	Laguna Oaks – Hart Middle	1	1
608	Amaral Park – Harvest Park Middle	1	1
608B		0	1
609*	Del Prado Park – Hart Middle	1	1
610	Fairlands – Hart Middle	1	1
611	Ruby Hill – Vintage Hills – Amador Valley High	1	1
Total Vehicles		19	26

Based on published schedule from fall 2018

Figure 8 **Departure Times of Trips with High Ridership**

Route	Morning	Afternoon
501	7:04, 7:08	3:40
502		3:40
504	7:08, 7:42*	3:40
602		3:08
604		3:08
605		3:12
606		3:11
608		3:11
610		3:17
611		3:12

* Wednesday bell time

Candidates for Articulated Buses

There are two scenarios during which an articulated bus should be considered to replace a 40' bus:

Capacity: When ridership hovers just above or around the maximum load capacity.

Consolidation: When adding a larger vehicle can reduce the number of vehicles in service.

Articulated buses can generally handle between 79 and 83 riders compared to 53 to 60 riders on standard buses. Figure 9 illustrates different capacity configurations.

Figure 9 **Passenger Capacity of a Trip with Multiple Buses**

	One Vehicle	Two Vehicles	Three Vehicles
Standard 40-foot bus	60	120	180
One standard bus, all other articulated	60	140	220
One articulated bus, all other standard buses	80	140	200
Articulated only	80	160	240

Looking at ridership over the three-day sample, Figure 10 illustrates that routes 501, 504, and 611 are candidates for larger vehicles. In the case of Routes 501 and 504, adding five articulated buses would enable LAVTA to remove a net of two buses from the system. Route 611, however, is on the cusp of having overcrowding on the one vehicle it uses to meet demand. No vehicles would be removed from the system with the introduction of an articulated vehicle.

Figure 10 School-based Routes with Potential for Vehicle-Size Change

Route	Vehicles Needed in the Morning	Vehicles Needed in the Afternoon	Opportunity	Period Needed
501A	1	2	3 articulated from 4 total	PM
501B	2	2		
504	1	3	2 articulated	PM
611	1	1	1 artic, but no replacement	PM
Total Vehicles	5	8	6	

Route 501 operates two route alignments. In the morning Route 501A is getting close to being able to utilize a larger vehicle, but it would not take a vehicle out of service. Route 501B uses two buses in the morning to carry the loads, but with 90 to 103 total riders, one articulated bus would not be enough to replace the two regular buses. In the afternoon, there was only one day of data, but it does appear that three articulated coaches could replace four regular buses between the two alignments, with 214 total riders combined.

Route 502 has two buses in the afternoon, but the combined load is more than the maximum load of an articulated bus, ranging between 90 and 112 students in two days.

Route 504 could only reduce a vehicle if two articulated coaches were put into service in the afternoon. One regular bus and one articulated bus would not handle the current loads.

Route 604 currently operates two buses on three different route alignments (patterns). One bus is able to make the last trip that serves all stops. The later trip does not have a crowding issue, and the first two are at 75% maximum capacity, but not full. Combining the two alignments into one to save a vehicle would not work because the total riders is over 83 riders, the maximum load. The current configuration makes the most operational sense.

Route 605 operates two buses to cover the afternoon demand. Total route ridership in that time period varied from 69 to 100. More data collection could be very useful here. Only on one of the three days sampled would one articulated bus been able to handle the loads. On the other days, two buses are still needed.

Route 608 operates two buses on two different route alignments in the afternoon. If they were consolidated, customers would not appreciate a longer ride and there would still be more demand than one articulated bus could carry; it would still need two buses.

Route 611 is the one school-based route that is hovering right at needing a second bus to handle the loads. Here an articulated coach would be useful in the afternoons, but it would only replace a regular bus instead of taking one out of the network.

Future Conditions

For an estimate of future demand, the team looked at projections from existing reports about population and employment growth in the region. The Tri-Valley region of Alameda and Contra

Costa County is expected to grow by 35% by 2040, raising the current population of 349,784 to 472,355.⁴ The majority of this growth (59%) will occur in LAVTA's primary service area of Dublin, Pleasanton, and Livermore. Total employment is projected to increase by 31% from 183,600 jobs to 240,000. Jobs will continue to be concentrated in Dublin, Pleasanton, and Livermore in Alameda County and San Ramon in Contra Costa County. The degree to which growth in LAVTA's service area translates into growth in ridership largely depends on the type and density of the development pattern. The existing, primarily low-density development pattern would need to change to lead to extensive growth in demand for transit. The dense, transit oriented development around the East Dublin/Pleasanton Bay Area Rapid Transit Station is a good example of development that helps improve the usefulness of transit to residents and the efficiency for LAVTA to operate it.

The Dublin Transit Service Plan, completed in the summer of 2018, cited recommendations based on growth projections of students. Similar growth patterns are expected for Pleasanton schools. Therefore, if LAVTA is to meet the demand of multiple growing school districts, more resources will be needed.

RECOMMENDED NEXT STEPS:

- Develop a performance tracking method that looks at more data points to determine how often and by how much the loads vary on high-ridership trips
- Track the trends, quarterly, semi-annually, or annually
- Track the maximum passenger load locations
- Develop a policy to determine how often to evaluate bus size and distribution
- Develop a plan to monitor ridership projections

4 FEASIBILITY

Adding a new type of vehicle to the LAVTA fleet means that it must be properly maintained and stored. The purpose of this section is to document the physical aspects related to the feasibility of adding articulated coaches.

Particular attention was given to how larger articulated buses might be maintained, maneuvered, and stored within the facility. A phone interview was conducted on September 18, 2018 with Antonio Berastain, Maintenance Manager, and John Broxterman, Supervisor.

⁴ Tri-Valley Transportation Plan and Action Plan for Routes of Regional Significance, 2017.

FACILITIES

Rutan Court

The LAVTA maintenance, operations, and administration (MOA) facility on Rutan Court was built in 1991. The facility is well situated within the overall Wheels service area and is near the I-580/Isabel Avenue interchange and Stanley Boulevard.

Atlantis Court Property

The Atlantis Court site provides overflow vehicle parking but has limited on-site facilities until construction is complete. Development of the Atlantis Facility has six phases and as of July 2018 Phase I and II are complete and the site includes a paved parking lot, fencing, lighting, a drivers' lounge, and a bus fueling and washing station. LAVTA is pursuing the option of potential funding sources to complete additional planned infrastructure at the Atlantis site, the estimated cost to finish the Atlantis facility is \$23.6 million. LAVTA owns all fixed facilities and makes them available to MV Transportation for use in the operation and maintenance of Wheels service.

MAINTENANCE

Rutan Court

In discussions with the maintenance manager and facility supervisor about the ability of the current LAVTA Rutan Court MOA facility to accommodate larger sized buses, the following constraints were identified:

- **Steam bay:** Steam bays are used to raise the bus to steam the engine and other parts of the bus. There is not enough space for a 60' bus to fit in the existing steam room.
- **Rack lift bays:** Existing rack lifts are unable to safely raise articulated buses. Articulated buses would require a new lift or the use of a mobile lift set and potentially require raising the roof.
- **General bays:** There is not enough room for safe passage around buses larger than 40'. The facility is designed for working on 40' vehicles.

The existing maintenance equipment would not accommodate articulated buses without potentially expensive investments in modifying equipment and maintenance facilities.

A canopied outdoor area provides two lanes for fueling incoming buses that have returned to the yard from their runs. At that location, the vehicle fareboxes are emptied and the bus interiors are cleaned. Articulated 60' buses would be able to access the fuel island without modification to the existing structure and layout.

Atlantis Court Property

A second property on Atlantis Court does not provide any maintenance at this time.

VEHICLE STORAGE AND STAGING

Rutan Court

With a theoretical maximum capacity of 70 vehicles, the Rutan MOA facility is insufficient for the current daily staging and operation of the entire LAVTA revenue and support fleet. From conversations with LAVTA, the operational capacity is closer to 50 buses. There are currently unused vehicles (without Clipper readers) that are beyond the spare ratio that are stored at the Atlantis location.

Atlantis Court Property

At the time of this report, no vehicles are dispatched directly to or from the Atlantis facility, but given the capacity constraints of the Rutan facility, any notable increase in peak vehicle pull could require that some vehicles be staged from Atlantis. Therefore, the addition of articulated buses to the fleet could be accommodated between the two facilities, especially if other buses were phased out. Given vehicle storage and staging constraints, however, articulated buses would require additional dispatching efforts.

TAKEAWAY

LAVTA could not maintain articulated coaches at this time with the existing infrastructure at Rutan Court or Atlantis Court. The Atlantis Facility could be built to handle articulated vehicles.

5 COST

Costs can be broken down into purchase price of the vehicle, and operating and maintenance costs.

VEHICLE PURCHASE PRICE

Costs listed in Figure 11 are based on the Metropolitan Transportation Commission (MTC) price list. New articulated hybrid buses cost approximately 37% more in direct capital acquisition costs compared to its 40-foot counterpart. For diesel, although the overall costs are lower, the difference is over 62% more expensive for purchase of similar fuel systems. Moving from a hybrid 40-foot bus to a 60-foot diesel is an increase of almost 12%.

A rule passed in December 2018 by the California Air Resource Board states that by 2029 all cities must shift to electric vehicles during procurement. The program will be phased, and there is still clarification needed on whether LAVTA would qualify as an agency that must comply. The

agency's goal is to have 100% zero-emission bus fleets statewide by 2040.⁵ LAVTA should track this ruling as it has major financial implications for the entire fleet.

Figure 11: MTC New Vehicle Price List

	30' bus		40' bus		60' bus	
	Diesel	Hybrid	Diesel	Hybrid	Diesel	Hybrid
Federal	\$387,040	\$595,320	\$434,600	\$632,221	\$706,020	\$865,100
Local	\$84,960	\$136,680	\$95,400	\$138,780	\$154,980	\$189,900
Total	\$472,000	\$726,000	\$530,000	\$771,000	\$861,000	\$1,055,000

Used Vehicles

There are supply challenges to acquiring a used articulated bus, given low demand on the private market for articulated buses. The vast majority of articulated buses are owned by public agencies and most agencies will not sell them before the end of their useful life as that usually means paying back the FTA for the remaining life of the bus, unless the asset is transferred to another eligible FTA grantee.

OPERATING AND MAINTENANCE COSTS

National experience shows that there are additional costs associated with articulated buses compared to standard 40-foot vehicles, which includes:

- 33% higher fuel costs
- 43% higher maintenance costs.⁶

Baseline operating costs for LAVTA are based on data from the 2015 Short Range Transit Plan. Overall, the additional fuel and maintenance costs can translate to additional costs per hour, as shown in Figure 12 amounts to an 18% increase in operating costs each year.

⁵ <https://ww2.arb.ca.gov/news/california-transitioning-all-electric-public-bus-fleet-2040>

⁶ Transit Cooperative Research Program and the Center for Urban Transit Research (CUTR)

Figure 12 Estimated Hourly Operating Cost

	LAVTA Costs for Existing Bus Fleet	Estimated Articulated Bus Costs
Fuel	\$6.48	\$8.62
Purchased transportation and maintenance	\$43.02	\$61.52
Other operating costs (includes personnel wages, benefits, administration, and other costs)	\$65.84	\$65.84
Total Cost per Revenue Hour	\$115.34	\$135.98

Source: Chapter 7 of the LAVTA 2016-2025 Short Range Transit Plan

VEHICLE LIFECYCLE COSTS

The lifecycle cost of standard and large vehicles was calculated using the purchase price for a heavy duty diesel bus, in Figure 11. Cumulative costs assume a 3.0% annual inflation rate. The lifecycle costs for each vehicle size are shown in Figure 13.

Operating costs estimates include fuel, maintenance, and operator wages and associated costs. The 12-year life cycle cost model includes the purchase price plus two operations scenarios: 12 platform hours per day, 260 days per year, and 18 platform hours per day operating 360 days per year, both with a 3% inflation rate. Articulated buses are 31 to 32% more expensive over the 12-year cycle, but if a large bus can replace two standard buses, there will be significant savings.

Figure 13 12-Year Life Cycle Cost by Vehicle Size

		40-foot bus	60-foot bus
	Platform Hours	Annual Costs	Annual Costs
Purchase Price		\$530,000	\$861,000
12 hours/day, 260 days/year	3,120	\$5,637,155	\$6,881,944
18 hours/day, 360 days	6,480	\$11,137,168	\$13,366,037

¹Hourly operating cost increases 3% per year.

As noted in the Demand Analysis section, school-focused service is where the main demand lies for larger vehicles. However, school service is expensive to provide and while it is often very productive in terms of ridership, crowding is problematic because the demand spikes at bell times and drops significantly before and after. This means that multiple vehicles must be used to handle the loads and the buses are not needed outside that window, regardless of vehicle size.

TRAINING COSTS

Introducing new bus models and types into the fleet requires addition training for drivers as well as mechanics. California Education Code (CEC), Section 40083, requires at least 20 hours of behind-the-wheel training or driving experience, including driving vehicles comparable to those vehicles that will be used to transport passengers. As a new type of vehicle, articulated buses would require 20 hours of training for multiple drivers. Each new bus model, regardless of size, requires training for the

bus mechanics. The latest buses purchased for LAVTA's fleet required 120 hours of training over three months per mechanic⁷.

PUBLIC PERCEPTION

Because routes with any trips meeting 75% passenger capacity only occur during peak times, when the most number of buses are in service, introducing a new vehicle type to the fleet is problematic because the buses would either be parked for a majority of the service day, or be put on a bus route mixed with buses of another size. Mixing bus sizes on one route at the same time can lead to bus bunching.

One tactic agencies have used to keep articulated coaches in revenue service past the peak hours is to use it on a route with 40-foot buses with 15-minute headways, for example, and stretch the service out to every 20 minutes. The 10R and 30R meet the criteria of operating at 15 minute headways throughout the day, however, reducing the frequency of service contradicts efforts to brand the service as "Rapid" and provide frequent transit. With the relatively low frequency of LAVTA's other mainline routes during the midday, reducing service levels further to justify using a larger vehicle is not recommended.

From the perspective of the passenger, what feels like a reduction in service also translates to a reduction in passenger satisfaction. We would only recommend reducing service frequency in a situation where articulated coaches were already in the system fleet and were needed to balance a budget.

6 RECOMMENDATIONS AND NEXT STEPS

It is not recommend adding articulated coaches to the LAVTA network. There are both operating and capital considerations that do not make it a financially sound decision at this time. There is an opportunity to introduce six articulated vehicles to the system for a very short span of service, and the net reduction to the fleet would only be two.

On the capital side, the critical issues that must be addressed before introducing articulated buses include:

- The space constraint at Rutan Court. The Atlantis facility could accommodate them, but the system infrastructure still needs to be built and upgraded to accommodate the larger vehicles.
- The introduction of large buses would cause an increase in operating and capital costs.

As for operations, based on population and job growth projections, the demand for bus service in the LAVTA service area will continue to grow in the coming years. With LAVTA already at the maximum

⁷ From September 18, 2018 conversation with Maintenance Supervisor Antonio Berastain.

number of in-service buses before triggering more stringent Federal Transit Administration Title VI requirements, but only a handful of peak-hour trips being at capacity, LAVTA should seek other solutions before adding a new type of vehicle.

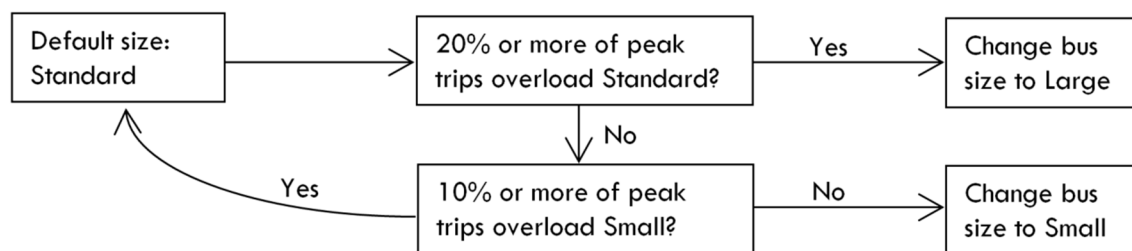
NEXT STEPS

Improve Data Collection Methods

Better data collection to track crowding would help LAVTA know when there is a trend occurring that needs attention. Finding a way to automate passenger boardings and alightings are getting easier with new technologies, and come at all price points. This would increase sample size while still minimizing the amount of labor that goes into analyzing the data.

LAVTA should also consider adding to its policy of when to add another vehicle to the system based on passenger loads, a consideration for the size of bus required.

Figure 14 Bus Size Decision Chart



Implement a Bus Size Decision Tree

Once more comprehensive data exists to evaluate the maximum passenger loads by trip, a decision tree can help LAVTA further evaluate whether to move forward with changes to bus sizes. The full decision tree could follow this path:

1. Data collection (detailed above)
2. Size criteria (Figure 14)
3. Staff review to ensure other considerations that quantitative data might miss
4. Interlining/blocking to ensure changes don't increase the fleet requirement
5. Evaluate costs
6. Fleet lifecycle evaluation to include operating and capital costs, changes to maintenance practices, industry trends, probability of use throughout life
7. Facilities impact evaluation to understand the degree to which bus stops and maintenance facilities can be adapted
8. Customer evaluation to ensure interlining or new blocks won't negatively impact customers

Check in with the Federal Transit Administration

Research and understand implications of operating a fleet of 50 or more vehicles. Your local FTA administrator will be able to tell you specifically what would change for LAVTA when the system requires 50 vehicles. The new requirements are likely to cost far less than procuring and operating articulated buses that must be parked and maintained at the Atlantis facility.

The next Short Range Transit Plan could include on-board survey for title VI with fare analysis components to meet the requirements for a fare equity analysis.

Ensure the build out of the Atlantis facility does not preclude LAVTA from using articulated buses in the future.

Costs associated with upgrading facilities to accommodate articulated buses and the small window in which overcrowding happens

AGENDA

ITEM 8

STAFF REPORT

SUBJECT: Shared Autonomous Vehicle Project Management and Operations Contract Award

FROM: Jonathan Steketee, Contract Compliance and Customer Service Manager

DATE: April 22, 2019

Action Requested

Recommend to the board of directors the award of the contract for project management and operations of the Shared Autonomous Vehicle Project (RFP 2019-05) and approving Resolution 11-2019.

Background

The Shared Autonomous Vehicle (SAV) pilot is the cornerstone of LAVTA's mobility lab in Dublin. While limited in its service area, it is the first step in testing a technology that will help solve the transportation dilemma of choosing productivity or coverage when planning a transit system. This will close the gap between American and European transportation systems. European transportation system, by in large, are both frequent and have large coverage area, these characteristics have enabled transit ridership to be higher in Europe when compared to the United States. While large scale infrastructure projects such as the Valley Link, and High Speed rail will be needed, small scale smart transit solutions like the SAV and the MaaS trip planner, are crucial in covering service areas, making current and future fixed route systems more attractive and accessible to potential riders. The SAV in particular will provide first and last mile solutions to riders living or working outside walking distance of rapid transportation station areas. On a larger scale, SAV technologies will play a crucial role in the future of transportation. As we move towards a more autonomous, shared and electric future, our pilot will test the viability and serviceability of SAV technologies. The SAV pilot will provide a model for the rest of the region/country to follow. With the implementation of the SAV and the creation of the mobility lab in Dublin, LAVTA is continuing as a leader in the field of innovative public transportation.

LAVTA's SAV Pilot program was implemented in 2017. However, there have been significant delays in testing. As reported at the November 2018 board meeting, staff was continuing to work with GoMentum and AAA on the testing program. At that time, and at subsequent Projects and Services Committee meetings in January and February, staff was directed to move the project along, despite the lack of progress with GoMentum. That movement included seeking new potential partners to assist in the implementation of the

pilot, as AAA had acted to acquire the assets of GoMentum Station but was not viewed as sufficiently interested in the LAVTA to move the project along on a schedule suitable to LAVTA.

LAVTA staff additionally informed the Board of the impending dissolution of GoMentum and sought guidance on how to proceed with the partnership. Staff received support to seek a new potential partner as the agreement with GoMentum would need to be assigned or terminated with the dissolution of GoMentum.

Staff continues to discuss with GoMentum the terms of the separation of LAVTA and has informed them parties of our intent to dissolve the agreement and seek a new partner once the Board approves the award of a contract to a replacement contractor. We continue to speak with GoMentum in regards to the end of the partnership and return of funds already transferred to GoMentum for the procurement of the SAV and operations during testing.

In line with the guidance provided by the Board, LAVTA issued a Request for Proposal to assist in the project management and operations of our SAV Pilot on March 11, 2019. The request for proposal (RFP) asked interested parties to submit proposals for a contract to manage the SAV Pilot for both the testing phase, and once successful, operate the SAV in passenger service for LAVTA.

Discussion

In January of this year, LAVTA was informed that our current partner in the SAV pilot program, GoMentum, was being dissolved. Staff has met with GoMentum on several occasions to discuss our agreement and to decide what direction is in the best interest of LAVTA.

Staff, after weighing options carefully, decided to issue an RFP for a contractor to assist in the project management and provide operational service of the SAV pilot. On March 11, 2019 the RFP was released as RFP 2019-05.

Staff fully vetted the possible companies to perform the work. Staff held a mandatory pre-proposal meeting on site on March 20, 2019. At the meeting were 5 potentially interested companies.

Responses to the RFP were due on March 29, 2019. Two companies submitted proposals. Both company's proposals were reviewed and both companies were moved into the next part of the RFP process, a formal interview.

The review panel consisted of both LAVTA and non-LAVTA key strategic partners. The panel was as follows:

Michael Tree, LAVTA Executive Director
Jonathan Steketee, LAVTA Customer Service & Contract Compliance Manager
Charles Loundon, LAVTA Special Projects Intern

Obaid Khan, City of Dublin
Robert Rich, Metro Transportation Commission

The panel met with each proposer and were asked the same interview questions. Panelists were able to ask additional questions of the team, but only if it was for a point of clarity or to gain additional understanding of a specific topic being questioned.

Panelists were asked to score the proposals on the following criteria:

Responsiveness: 0-40 points

Completeness: 0-10 points

Cost: 0-25 points

Creative Ideas: 0-25 points

TOTAL POSSIBLE POINTS: 100

The average scores per category for each company is:

Category	First Transit	Transdev
Responsiveness	28	34.8
Completeness	5.8	8
Cost Proposal	17.4	21.4
Creative Ideas	13	24.75
Total	64.2	88.95

In meeting with the proposed companies it was clear that Transdev had the experience and knowledge to move our SAV pilot forward.

Transdev has successful SAV pilots in the United States and abroad, including:

- *Denver, CO- SAV connecting first/last mile to rail. This project is currently carrying passengers.*
- *Babcock Ranch, FL- SAV transporting passengers in private community. In operation for 2 years.*
- *Rouen RNAL (France)- Rouen Normandy Autonomous Lab. In operation for 3 years, provides transportation in the Madrillet Tech Cluster.*
- *Paris-Saclay (France)- providing off-peak and night time transportation in the Paris-Saclay Area. In operation for 3 years.*

Transdev has developed a strong relationship with EasyMile, the manufacture of our current SAV. They have worked with EasyMile to train their own employees to provide the technical mapping of the vehicle path as well as operating the vehicle.

Not including necessary time to transfer necessary paperwork/permits and secure storage, Transdev has established a 10 week plan to have the SAV testing physically along the route.

Staff, on April 12, 2019, requested a Best and Final Offer (BaFO) from both proposing companies. BaFO were due, and received by April 17, 2019 at 10:00AM. While First Transit did adjust the cost to procure an SAV, Transdev submitted the lowest cost bid for the project.

Budget

The cost for the project is projected to be \$832,217 over the course of 18 months. The cost includes the procurement of an SAV for the project, regulatory compliance, operation of the SAV during testing, and operation of the vehicle in passenger service.

Fiscal Impact

Expenses for the SAV Pilot are allocated in the FY19 budget and proposed for the FY20. Funding for the project is through a Bay Area Air Quality Management District. The total value of the grant is \$966,000.

LAVTA has transferred \$514,070 to GoMentum for the pilot project. The bulk of these funds was for the procurement of the SAV. Staff and legal is currently in discussions with GoMentum to recoup the remaining funds and transfer the SAV vehicle to LAVTA.

Next Steps

If the Board approves the SAV Pilot Contract, LAVTA's Executive Director and Legal Counsel will enter into final negotiations to execute a contract for the 19 month term beginning July 1, 2019.

Upon execution of the new contract, LAVTA staff will work with the contractor to move the SAV pilot forward and arrange for testing of the vehicle to start in the summer of 2019.

Recommendation

Staff recommends that the Projects & Services Committee forward a recommendation to the Board of Directors to approve a resolution for the Executive Director to enter into a contract with Transdev for the SAV Pilot.

Attachments:

1. Resolution 11-2019

RESOLUTION NO. 11-2019

**A RESOLUTION OF THE LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
APPROVING A SHARED AUTONOMOUS VEHICLE CONTRACT WITH
TRANSDEV, INC.**

WHEREAS, the Livermore Amador Valley Transit Authority (LAVTA) has undertaken a shared autonomous vehicle (SAV) pilot project and entered into an agreement with GoMentum Station to implement the project;

WHEREAS, in light of the dissolution of GoMentum Station, LAVTA needs to contract for assistance in the project management and operation of LAVTA's SAV pilot;

WHEREAS, LAVTA published a Request for Proposals for the SAV project on March 11, 2019, conducted a pre-proposal meeting, established a due date of March 29, 2019 for written proposals, and met with potential contractors on April 10, 2019;

WHEREAS, on March 29, 2019, LAVTA received two proposals from firms interested in providing services for LAVTA's SAV Project.

WHEREAS, the two proposals were evaluated, and interviews conducted, by a panel comprised of LAVTA and non-LAVTA transit management staff, and following the evaluation, the proposals were ranked; and

WHEREAS, Transdev, Inc., emerged as the top-ranked proposer.

NOW, THEREFORE, BE IT RESOLVED: That the Board of Directors of the Livermore Amador Valley Transit Authority authorizes the Executive Director to award a contract for project management and operations of LAVTA's SAV project to Transdev, Inc. and directs the Executive Director and Legal Counsel to negotiate a contract featuring terms and conditions which are consistent with the Request for Proposals and the proposer's original and subsequent submittals.

PASSED AND ADOPTED by the governing body of the Livermore Amador Valley Transit Authority (LAVTA) this 6th day of May 2019.

BY

Scott Haggerty, Chair

ATTEST

Michael Tree, Executive Director

AGENDA

ITEM 9

LAVTA COMMITTEE ITEMS - April 2019 - August 2019

Projects & Services Committee

April

	Action	Info
Minutes	X	
SAV RFP Recommendation	X	
Articulated Bus Study		X
Title VI Program 2019-2022	X	

May

	Action	Info
Minutes	X	
Quarterly Operations		X
Draft Fall Service Changes	X	

June

	Action	Info
Minutes	X	
Fall Service Changes (effective August)	X	
WAAC Appointments	X	
Fixed Route Customer Satisfaction		X
Mobility Forward Draft Recommendation	X	
Marketing Work Plan	X	
Award of Contract for Network Integration Study	X	
Award of Contract for SRTP and Long Range Plan	X	

July

	Action	Info
Minutes	X	
*Typically July committee meetings are cancelled		
Mobility Forward Final Recommendation	X	

August

	Action	Info
Minutes	X	
DAR Customer Satisfaction Survey		X
Quarterly Operations Report		X