

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, June 24, 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 May 28, 2019 Meeting of the P&S Committee.

Recommendation: Approval

5. GoDublin Planned Expansion Update

Recommendation: None – Informational Only

6. Fixed Route Passenger Satisfaction Survey 2019

Recommendation: None – Informational Only

7. GoMentum Agreement Termination

Recommendation: Recommend to the Board of Directors to Authorize the Executive Director to terminate the agreement with GoMentum and negotiate terms of the termination.

8. Contract Extension with MTM, Inc.

Recommendation: To recommend to the Board of Directors to Authorize the Executive Director to extend the current contract with MTM, Inc. for one (1) additional year.

9. FY 2019 3rd Quarter Report – Operations

Recommendation: None – information only.

10. Contract Award for Short Range and Long Range Transit Plans

Recommendation: Staff recommends that the Project & Services Committee forward to the LAVTA Board a recommendation authorizing the Executive Director to enter into a contract with Nelson\Nygaard Consulting Associates, Inc., for the development of LAVTA’s Short Range and Long Range Transit Plans, in an amount not to exceed \$273,637.10, which represents Nelson\Nygaard’s price proposal plus a 10 percent contingency.

11. Management Action Plan

Recommendation: None – information only.

12. Preview of Upcoming P&S Committee Agenda Items

13. Matters Initiated by Committee Members

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

15. 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.

<u>/s/ Jennifer Suda</u>	<u>6/20/19</u>
<u>LAVTA Administrative Services Department</u>	<u>Date</u>

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 MAY 28, 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.

2. Roll Call of Members

Members Present

Karla Brown, City of Pleasanton
Scott Haggerty, Alameda County
Bob Coomber, City of Livermore
Melissa Hernandez, City of Dublin

Members Absent

David Haubert, City of Dublin
Bob Woerner, City of Livermore

3. Meeting Open to Public

Robert S. Allen

Robert Allen requested getting BART property into local hands, so that either LAVTA or Valley Link own the Park-and-Ride land and develop it. That would allow for station parking to be completed and interim bus service until Valley Link is constructed.

4. Minutes of the April 22, 2019 Meeting of the P&S Committee.

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

5. Mobility Forward Study Update and Presentation

Richard Weiner from Nelson Nygaard provided a PowerPoint presentation regarding the Mobility Forward Study Update and Presentation to the Projects and Services Committee. The presentation highlighted the study process, key findings, and recommendations. The recommendations are to: 1) Transfer ADA service from City of Pleasanton to LAVTA; 2) Implement policy and service changes for Wheels Dial-A-Ride; Implement a Tri-Valley coordinated transit strategy for older adults and people with disabilities. LAVTA is reviewing the recommendations and some items are being acted upon.

The item was discussed by the Committee Members and staff.

The Projects and Services Committee recommended forwarding to the

Board of Directors to accept the study.

Approved: Hernandez/Haggerty

Aye: Brown, Hernandez, Haggerty, Coomber

No: None

Abstain: None

Absent: Haubert, Woerner

After the Mobility Forward Study Update and Presentation, Agenda Item 9 was moved up on the agenda for the convenience of the group in managing the balance of the meeting.

9. Temporary Additional Service to/from Amador Valley High School

Staff provided the Temporary Additional Service to/from Amador Valley High School to the Projects and Services Committee. LAVTA was approached by the Pleasanton Unified School District regarding a five month solar installation project at Amador High School that will start shortly after the school year ends. The project will impact the parking at the high school for about two months at the start of the next school year. LAVTA recommends the following:

- One additional, earlier morning trip on Wheels routes 605 and 611, timed to the A period bell.
- One additional, later afternoon trip on the same routes, timed to the B period bell.
- LAVTA would waive fares for all students showing a valid AVHS ID card on all trips of the #605 and #611, including the regular main-bell trips.
- PUSD would reimburse LAVTA at the fully allocated rate of \$99.73 per additional bus vehicle hour, and at the rate of \$1.30 per fare-waived student boarding on the regular-schedule trips.
- The above measures would be in effect from the start of the fall semester on August 12, until the project's completion, anticipated by approximately October 31, 2019.

The item was discussed by the Committee Members and staff.

Board Vice Chair Karla Brown asked for public comment on this agenda item.

Micaela Ochoa, from the Pleasanton Unified School District, spoke regarding the consideration made to assist PUSD Amador High School with transportation, thanked the Committee Members and staff, and informed that the school district is considering collecting data to see how many students are using the service for future service opportunities.

The Projects and Services Committee recommended forwarding to the Board of Directors to approve temporary, additional service and free rides on Wheels routes 605 and 611, as outlined above, and to be reimbursed by PUSD at the rates shown above, effective on August 12, and anticipated to end on or around October 31, 2019.

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

6. Saturday Service Accommodation for ACE

Staff provided the Saturday Service Accommodation for ACE to the Projects and Services Committee. ACE currently runs service Monday through Friday only and will start running weekend service on Saturdays in the mid-morning and late afternoon. ACE requested LAVTA operate Route 53 on Saturday for a minimum of two years to connect BART to ACE. See chart for Route 53 proposed Saturday service:

ROUTE 53 PROPOSED SATURDAY SERVICE	
General service parameters	
<i>Days operated</i>	Saturdays
<i>Hours of operation</i>	8:40a--10:10a, 4:15p--5:50p
<i>Frequency</i>	2x AM and 2x PM trips
<i># Buses</i>	1
<i>Termini</i>	Pleasanton ACE - West Dublin/Pleasanton BART
<i>via</i>	I-680 and Stoneridge
<i>Fare</i>	Regular Wheels fare; free w/validated ACE ticket

ACE will pay all the expenses associated with that service, please see the table below:

ROUTE 53 PROPOSED SATURDAY SERVICE	
Cost estimate	
Revenue hours per day operated (Saturday)	2.98
Number of days operated per year	52
Total revenue hours	155.13
Total fully allocated cost	\$17 916
Reimbursement from ACE	100%*
LAVTA cost	\$0*

* Similar to the existing weekday service, LAVTA would provide as a concession free rides to passengers with a validated ACE train ticket

If approved by both governing boards of both parties, each entity would sign a Memorandum of Understanding (MOU) with ACE and service would start on July 27, 2019.

The item was discussed by the Committee Members and staff.

The Projects and Services Committee recommended forwarding to the Board of Directors to approve new Saturday service for Wheels Route 53, as outlined above, to be billed to ACE at the fully allocated cost also shown above, with a target implementation date of July 27, 2019.

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

7. Tri-Valley Accessible Advisory Committee (TAAC) Bylaws Update

Staff provided the Tri-Valley Accessible Advisory Committee (TAAC) Bylaws Update to the Projects and Services Committee. Staff updated the bylaws to reflect the current Committee name (TAAC), corrected formatting, Section 3.7.f. to define what a quorum means, added Measure BB information to the definitions, and add the word “or” to section 3.2.a.

The item was discussed by the Committee Members and staff.

The Projects and Services Committee forwarded the recommendation to update the TAAC bylaws to LAVTA’s Board of Directors.

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

8. Tri-Valley Accessible Advisory Committee Recruitment for Terms Starting FY 2019/2020

The Projects and Services Committee forwards the recommendation to the Board of Directors to ratify Shawn Costello as the Dublin Representative, Carmen Rivera-Hendrickson as the Pleasanton Representative, and Sue Tuite as the Pleasanton Representative.

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

10. Contract Award for Tri-Valley Hub Network Integration Study

Staff provided the Contract Award for Tri-Valley Hub Network Integration Study to the Projects and Services Committee. LAVTA issued a Request for Proposal in March and received three proposals from AECOM Technical Services, Inc., Stantec Consulting Services, Inc., and Nelson\Nygaard Consulting Services, Inc.

LAVTA reviewed all three proposals, interviewed the consulting teams, and then rated them. AECOM ranked highest for scoring and lowest bid received.

The Projects and Services Committee recommended forwarding to the LAVTA Board a recommendation authorizing the Executive Director to enter into a contract with AECOM Technical Services, Inc., for the development of the Tri-Valley Hub Network Integration Study, in an amount not to exceed \$384,863.71, which represents AECOM's price proposal plus a 10 percent contingency.

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

11. Management Action Plan

Executive Director Michael Tree provided the Management Action Plan to the Projects and Services Committee. Discussed was various projects that LAVTA is currently working on. LAVTA is currently working with James Paxson regarding renegotiating the Hacienda Business Parks contract. Executive Director Michael Tree gave a brief update on Valley Links progress and how hard staff is working. Executive Director Michael Tree also will inform at the June Board of Directors meeting about Valley Links organization structure.

The item was discussed by the Committee Members and staff.

This 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: June 24, 2019

15. Adjourn

Meeting adjourned at 5:15pm.

AGENDA

ITEM 5



STAFF REPORT

SUBJECT: GoDublin Planned Expansion Update

FROM: Jonathan Steketee- Customer Service and Contract Compliance Manager

DATE: June 25, 2019

Action Requested

This is an informational item.

Background

In April 2019, the Board of Directors approved Resolution 09-2019 in support of an application to the Bay Area Air Quality Management District (BAAQMD) for \$257,000 in competitive Pilot Trip Reduction Microtransit funding for development and implementation of the GoTriValley On-Demand Shared-Ride Microtransit Project over a period of two years. Consistent with BAAQMD’s program guidelines, staff developed the Project to expand LAVTA’s successful GoDublin! partnership with Transportation Network Companies (TNCs) to those portions of Pleasanton and Livermore not currently served by fixed-route service. Similar to the way the GoDublin! promotion operates, users would receive a fare discount that may be accessed through existing third-party apps such as Uber Pool and Lyft Line for shared-ride trips requested with eligible origins and destinations. For the purposes of GoTriValley, these eligible origins and destinations would be defined by the use of a “geofence” to exclude pickups in locations with existing fixed-route service.

Discussion

On May 1, 2019, BAAQMD approved LAVTA’s full funding request for the two-year project. LAVTA will be required to provide \$33,000 in Local Match to fully fund project operations for a minimum of three months, which was included in the FY19-20 agency budget. Approximately \$16,000 in in-kind matching funding was committed by LAVTA for staffing assistance to oversee and administer the expanded program. A maximum of \$15,000 in BAAQMD funding is available for marketing and start-up costs, which will include branding considerations.

Given BAAQMD program requirements, BAAQMD-funded project activities will operate slightly differently from our current model for GoDublin, which is 100% locally funded. Only requests for shared-ride TNC trips originating greater than ¼ of a mile from existing fixed-route service will be subsidized by BAAQMD, with the aim of reducing emissions associated with first-/last-mile single-occupancy vehicle trips to access transit.

Next Steps

Staff will work with BAAQMD to finalize the funding agreement for the project over the coming months. Following execution of the funding agreement, the project could be implemented as early as Fall 2019.

Budget

The proposed project budget as initially approved by BAAQMD is as follows.

	Year 1	Year 2	Total
BAAQMD	\$114,000	\$143,000	\$257,000
Local Match-TDA	\$33,000	\$0	\$33,000
Local Match-In-kind	\$16,640	\$16,973	\$33,613
Total	\$163,640	\$159,973	\$323,613

Costs for the GoTriValley On-Demand Shared-Ride Microtransit Project and grant funds are included in the FY19-20 agency budget.

Recommendation

None – informational only

AGENDA

ITEM 6



STAFF REPORT

SUBJECT: Fixed Route Passenger Satisfaction Survey 2019

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

DATE: June 24, 2019

Action Requested

This is an informational item.

Background

LAVTA conducts an annual on-board survey to assess passenger satisfaction with respect to soft-product delivery in areas such as bus cleanliness and driver courtesy. Specifically, the results of the surveys are used to calculate two of the service quality standard indicators upon which the operations contractor's annual incentives are based. Both fixed route as well as paratransit riders are surveyed; this report discusses the results from the fixed route survey.

Methodology

This year's survey was conducted during the month of May 2019, and was undertaken by the agency's own customer service staff as well as operations contractor staff. The surveyors rode various routes and asked each boarding passenger if they would like to complete a Wheels customer satisfaction survey. Surveyed trips were not technically from a statistically random sample, but focused on the trunk routes #10 and #30, although several of the shorter local routes were also surveyed. Emphasis was on peak periods, but midday and Saturday trips were sampled as well. Also, for the third year in a row, supplemental (school tripper) routes were included in the surveying roster. A total of 399 completed surveys were received.

The survey questionnaire (Attachment 1) was based on the standard customer service survey LAVTA uses each year, and was provided to passengers in English and Spanish.

Survey Results

The full tally of the 2019 survey results is shown in Attachment 2. The core component in the survey is a series of quality-of-service aspects that respondents are asked to grade on a scale of 1-5, such as schedule adherence, cleanliness of buses, and driver courtesy. The remainder of questions addresses rider profile, such as age and household income. As the 2019 survey was almost identical to ones undertaken in recent years, trend comparisons can be made.

Quality of service: As in recent years past, respondents this year gave the Wheels service fairly high marks on quality-of-service aspects, as indicated by their scoring on a 1-5 scale where 1 is the worst and 5 is the best. From the total set, the service quality aspects were given a 3-point grading or better by 96% of the respondents, a 4-point grading or better by 86%, and a 5-point grading by 56% or better of those surveyed.

These results appear to be indicative of a high degree of customer satisfaction with the Wheels soft product overall. The average rating across all quality-of-service scorings was 4.37; slightly above last year’s 4.35. The area that was rated the highest (4.6) was regarding feeling safe when riding the bus, while the lowest (4.0) was in the area of whether services operate on time. The average scores within the nine individual quality areas probed in the survey saw little trend change from last year, where out of nine aspects probed, eight remained the same, while one (customer service) was up from last year.

As in all years that the current survey format has been used, all quality rating areas continued to receive scores equaling or exceeding the agency-adopted goal of 4.0. The table below summarizes the quality-of-service scores given by passengers in this year’s survey about Wheels; an additional decimal was added to the total in order to illustrate the small trend change over last year.

Quality Ratings	1	2	3	4	5	Avg	Last yr
Service operates on time	2%	6%	21%	38%	33%	4.0	4.0
Feel safe when riding the bus	0%	1%	6%	21%	72%	4.6	4.6
Drivers are helpful and friendly	2%	3%	11%	31%	53%	4.3	4.3
Route / service information easy to use	1%	3%	8%	23%	65%	4.5	4.5
Buses are clean and well maintained	1%	2%	7%	27%	63%	4.5	4.5
Transit Center is safe and secure	2%	1%	10%	25%	62%	4.4	4.4
Bus stops clean and well maintained	2%	3%	15%	33%	48%	4.2	4.2
Customer service staff friendly and helpful	1%	2%	11%	25%	61%	4.4	4.3
Overall opinion of Wheels service	1%	1%	7%	43%	48%	4.4	4.4
Total						4.37	4.35

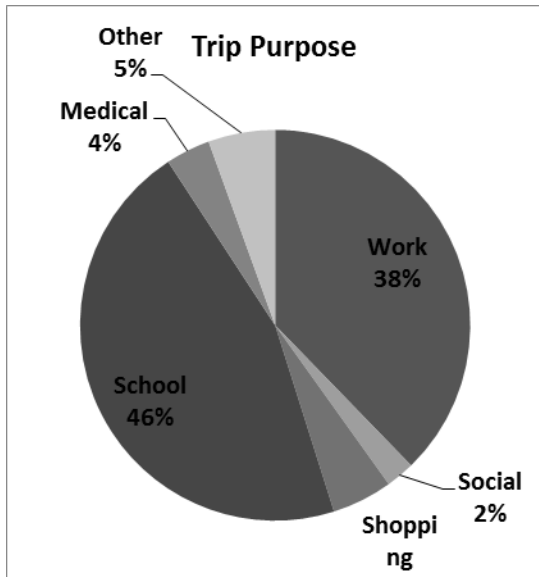
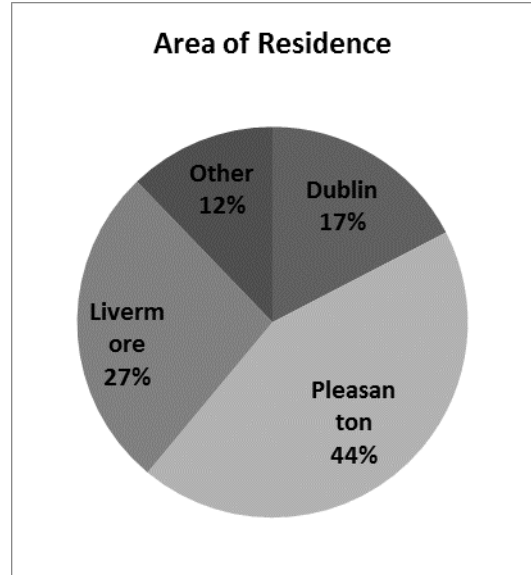
School-focused versus mainline routes. Although the results of the survey are presented as a whole, Staff this year marked the surveys that were done on the school-focused routes vs. the “regular” routes, in order to be able to analyze any differences in the overall satisfaction levels between the two types of routes.

Comparing numbers from the two sets shows a differential of about 0.2 points (4.21 vs. 4.44) between school routes and mainlines, respectively. This difference appears to be mostly attributable to riders on the school routes marking down the on-time aspect of the service: Whereas riders on the regular routes gave the on-time aspect a 4.2 on average, riders on the school routes rated this area an average of only 3.4. The full comparison between mainline and school route responses for quality ratings is shown in Attachment 2.

Respondents' General Profile

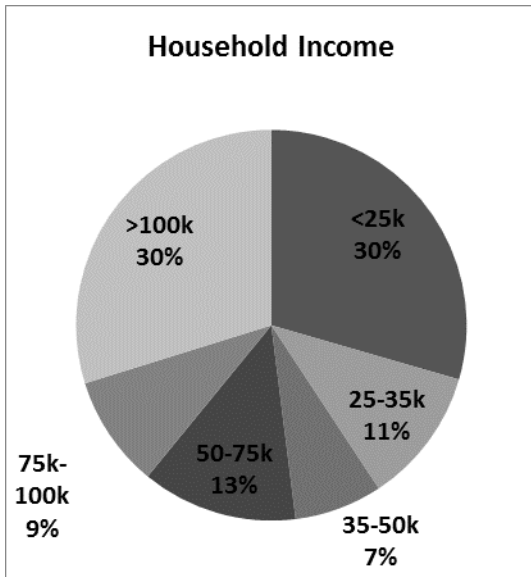
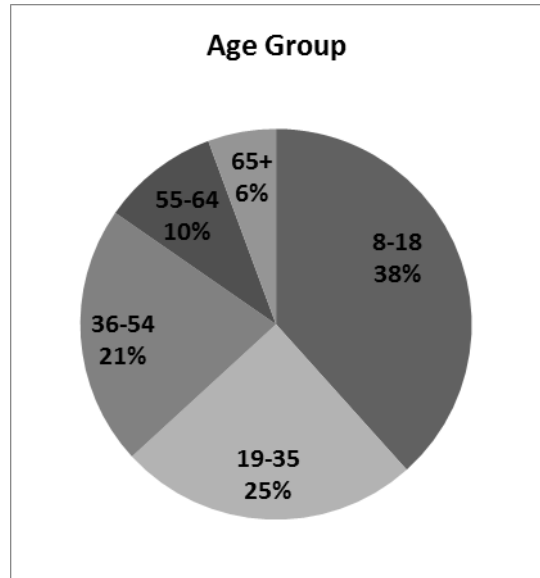
As previously indicated, the main purpose of the survey is to obtain passengers' grading of the quality aspects indicated above. However, the survey also asks a few basic supplemental questions related to rider profile, such as age, household income, and area of residence – keeping in mind that the trips that were surveyed were not technically drawn from a statistically valid random sample of all Wheels riders.

Area of residence: 88% of survey respondents stated that they live in the Wheels service area. The distribution by city here likely is a reflection of the routes that had a lot of surveys done on them, including routes 10, 30, and several of the school tripper routes, especially in Pleasanton: the latter city was stated by 44% of respondents as their residence, while 27% and 17% stated living in Livermore and Dublin, respectively.



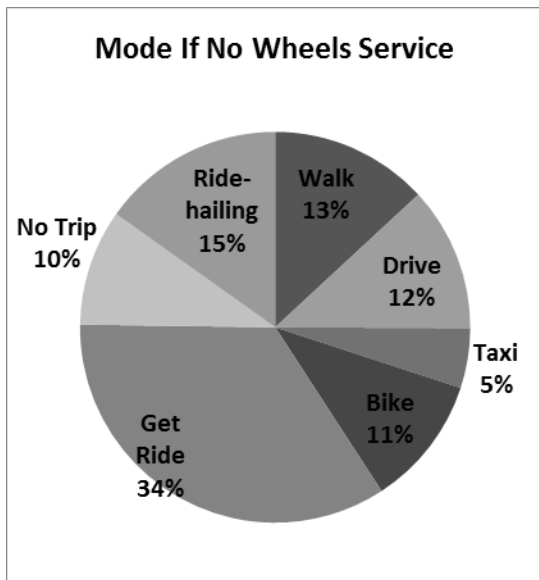
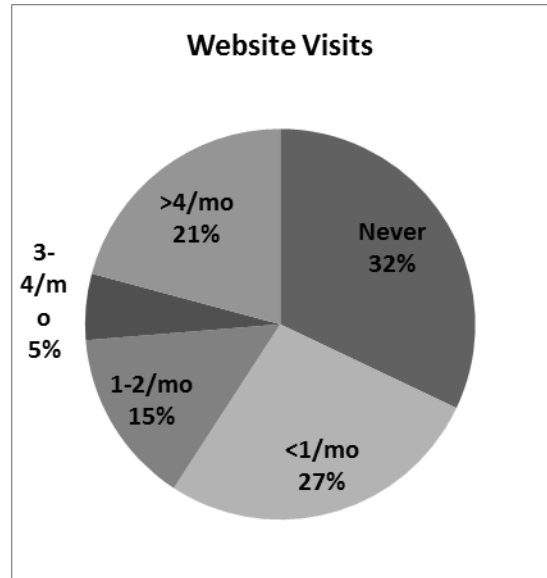
Trip purpose: Almost half of the respondents stated “school” as the purpose for their current bus trip, while about 40%, said that they were traveling to or from work. Other categories such as medical, social, or shopping were each indicated by 5% or less of respondents. Even taking into account that school-focused routes were included in the set, this is an indication that the Wheels service overall is primarily used for work and school trips - a trend that was reinforced further this year over last year's results.

Age: Also likely due to the extensive surveying of the Wheels school-focused routes, respondents aged 18 or under were broadly represented among those surveyed; at 38% of all responses received, while 56% were of ages 19-64. Consistently with what has been observed in prior surveys, middle-aged and senior riders have a modest presence; as with last year, 16% percent of respondents stated their age as 55 or older. And out of this group, 6% of the total survey respondents were age 65+.



Household income: When asked about annual income, almost a third (30%) of riders indicated household earnings of less than \$25,000 per year, while an equal portion of respondents indicated earnings of more than \$100,000, the highest bracket in the survey. The remaining 40% of respondents stated that they fell within the middle \$25,000 to \$100,000 earnings categories.

Wheels website visits: About one-third of respondents stated that they do not consult the Wheels website, while the remainder indicate using the website with at least some frequency. On the upper end of the spectrum, a core group of one-fifth of respondents indicated being frequent visitors to the website at more than four times a month. This general distribution has been steady for the past several survey years, except that the “never visit” category went up this year compared with 2018.



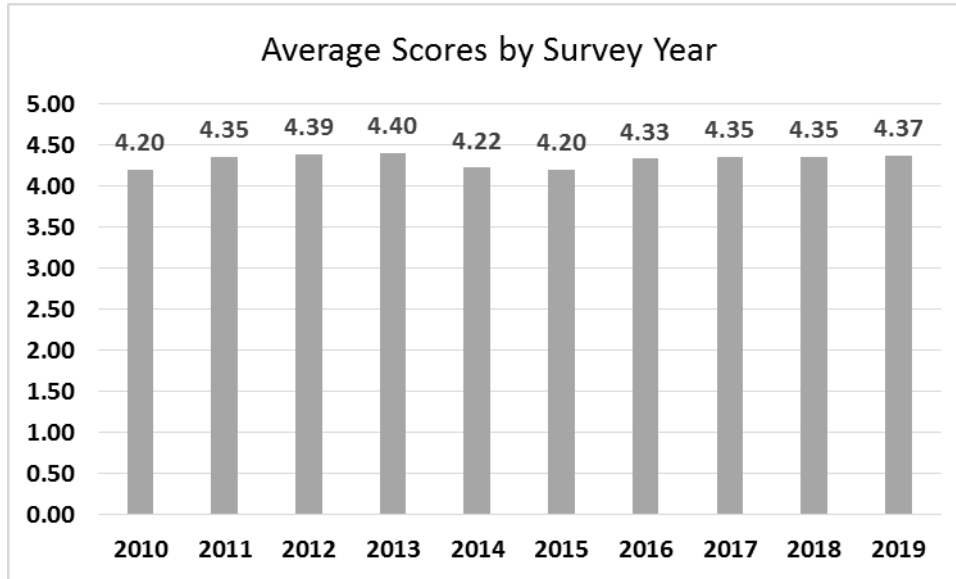
Trip without Wheels: Passengers were asked how they would have made their current trip, if at all, without the bus. Notably, a very large share of respondents (90%) indicated that they would have been able to get around using other means, while only 10% stated that they would not have made the trip. Of the 90% that indicated alternative means to get around, 34% (percentage points) stated that they would have gotten a ride from someone, 13% stated that they would have walked, while the remaining responses were 10-15% each for driving, biking, or using a taxi or ride-hailing service. The high percentage of “get a ride” responses came largely from student respondents.

Open comments: 267 of the 399 passengers surveyed took the opportunity to provide open-ended comments at the end of the survey form, with respondents covering a large variety of topics. More than 40 percent of mainline route respondents provided positive feedback about their service experience. Another 14 percent commented that they would like additional service. Other commenters focused primarily on the perceived lack of timely service and of particular drivers being discourteous or rude.

The entire set of open-ended comments received is shown in Attachment 3.

Recent-Years Trend Comparison

The following chart shows the ten-year trend for the average score of the annual customer satisfaction survey. Although there have been smaller fluctuations, the long-term trend has been stably in the 4.2-4.4 range. The overall result from the 2019 survey is slightly above the ten-year average of the survey.



Remarks / Summary

As the results described above show, the Wheels fixed route service delivery is continuing to receive high remarks in all quality-of-service aspects that are probed in the annual on-board passenger survey, and the average respondent this year scored the service quality very similarly across the board compared with last year. As indicated earlier, the item that received the highest rating this year was in the area of passengers feeling safe while riding the bus (4.6), while the item that received the lowest relative rating was the on-time performance of buses (4.0), with mainline route riders rating that factor much higher (4.2) than riders on school focused routes (3.4)..

The ridership base continues to a significant extent to be from low-income households, except on the school-focused routes. Also, as the responses to the trip-without-Wheels question indicate, most riders stated that they would have had other means of getting to their destination – many of which would have involved additional private vehicle trips.

Past studies have indicated that the Wheels ridership base is relatively young, and has a high turnover rate. This survey does not ask direct questions related to retention - but the observations from this year indicate that the Wheels ridership base continues to be relatively young, and that senior riders (individuals aged 65 or over) still represent a small ridership group in the Wheels fixed route system.

Recommendation

None – information only.

Attachments:

1. Survey form (English version)
2. Detailed summary of results
3. Open-ended comments

1. Which general area do you live? Check ONE.

_____ Pleasanton _____ Dublin _____ Livermore
 _____ Other (please specify): _____

2. Please rate the Wheels service using a scale of 1-5, with 1 being the worst (strongly disagree) and 5 being the best (strongly agree).

Question	Score (1-5)
Transit services operate on-time	
I feel safe when riding the bus	
Drivers are helpful and friendly	
Route / Service Information is easy to use	
Buses are clean and well-maintained	
Transit Center is safe and secure	
Bus Stops are clean and well maintained	
Transit Center (& Telephone) staff are friendly and helpful	
Overall opinion of Wheels service	

3. What was the main purpose in making your trip today? Check ONE.

_____ Work _____ School
 _____ Social Visit _____ Medical
 _____ Shopping _____ Other (please specify: _____)

4. What is your age?

_____ 8-18 _____ 55-64
 _____ 19-35 _____ 65+
 _____ 36-54

5. What is your annual household income?

_____ Under \$25,000
 _____ \$25,000-\$34,999
 _____ \$35,000-\$49,999
 _____ \$50,000-\$74,999
 _____ \$75,000-\$99,999
 _____ \$100,000+

6. How often do you visit www.wheelsbus.com?

_____ 5 or more times in the last month
 _____ 3-4 times in the last month
 _____ 1-2 times in the last month
 _____ Less than once per month
 _____ Never

7. How would you have made your current trip without the bus? Check ONE.

_____ Walk _____ Get a ride _____ I would not have made this trip
 _____ Bike _____ Take a taxi
 _____ Drive myself _____ Use a ride-hailing service such as Über or Lyft

Please provide Wheels Management with your thoughts on how our service works for you and/or how we may improve our service.

WHEELS PASSENGER SURVEY RESULTS 2019 - TOTAL RESULTS

1. Area of Residence

Dublin	Pleasanton	Livermore	Other	Tot resp
67	168	103	47	385
17%	44%	27%	12%	

2. Quality Rating

	1	2	3	4	5	n/a	Avg Score	Total Responses Received	Total Points
Service operates on time	7	22	82	152	132		4.0	395	1565
Feel safe when riding the bus	1	4	22	83	287		4.6	397	1842
Drivers are helpful and friendly	6	12	45	123	212		4.3	398	1717
Route / service information easy to use	4	13	30	92	256		4.5	395	1768
Buses are clean and well maintained	4	7	26	109	251		4.5	397	1787
Transit Center is safe and secure	6	5	36	92	228		4.4	367	1632
Bus stops clean and well maintained	6	12	58	130	192		4.2	398	1684
Customer service staff friendly and helpful	5	7	37	89	213		4.4	351	1551
Overall opinion of Wheels service	2	4	28	167	183		4.4	384	1677

Quality rating from above as percentages:

	1	2	3	4	5	Avg Score	Last year	
Service operates on time	2%	6%	21%	38%	33%	4.0	4.0	395
Feel safe when riding the bus	0%	1%	6%	21%	72%	4.6	4.6	397
Drivers are helpful and friendly	2%	3%	11%	31%	53%	4.3	4.3	398
Route / service information easy to use	1%	3%	8%	23%	65%	4.5	4.5	395
Buses are clean and well maintained	1%	2%	7%	27%	63%	4.5	4.5	397
Transit Center is safe and secure	2%	1%	10%	25%	62%	4.4	4.4	367
Bus stops clean and well maintained	2%	3%	15%	33%	48%	4.2	4.2	398
Customer service staff friendly and helpful	1%	2%	11%	25%	61%	4.4	4.3	351
Overall opinion of Wheels service	1%	1%	7%	43%	48%	4.4	4.4	384
						4.37	4.35	

3. Trip Purpose

Work	Social	Shopping	School	Medical	Other	Tot resp
143	9	19	173	14	21	379
38%	2%	5%	46%	4%	6%	

4. Age

8-18	19-35	36-54	55-64	65+	Tot resp
150	97	84	38	22	391
38%	25%	21%	10%	6%	

5. Income

<25k	25-35k	35-50k	50-75k	75k-100k	>100k	Tot resp
89	34	22	39	28	90	302
29%	11%	7%	13%	9%	30%	

6. Website Visits

Never	<1/mo	1-2/mo	3-4/mo	>4/mo	Tot resp
117	99	53	20	76	365
32%	27%	15%	5%	21%	

7. Trip without Wheels?

Walk	Drive	Taxi	Bike	Get Ride	No Trip	Ride-hailing	Tot resp
45	41	17	37	118	33	52	343
13%	12%	5%	11%	34%	10%	15%	

Total surveys received = 399

WHEELS PASSENGER SURVEY RESULTS 2019 - MAINLINE ONLY QUALITY RATINGS

Quality Rating						n/a	Avg Score	Total	Total
	1	2	3	4	5			Responses Received	Points
Service operates on time	4	7	39	106	120		4.2	276	1159
Feel safe when riding the bus	1	2	16	51	209		4.7	279	1302
Drivers are helpful and friendly	4	7	27	73	168		4.4	279	1231
Route / service information easy to use	3	9	19	57	191		4.5	279	1261
Buses are clean and well maintained	3	4	20	66	186		4.5	279	1265
Transit Center is safe and secure	4	4	30	61	159		4.4	258	1141
Bus stops clean and well maintained	5	7	43	93	131		4.2	279	1175
Customer service staff friendly and helpful	3	1	22	53	162		4.5	241	1093
Overall opinion of Wheels service	1	1	12	104	150		4.5	268	1205

Quality rating from above as percentages:

	1	2	3	4	5	Avg Score	Last year	
Service operates on time	1%	3%	14%	38%	43%	4.2		276
Feel safe when riding the bus	0%	1%	6%	18%	75%	4.7		279
Drivers are helpful and friendly	1%	3%	10%	26%	60%	4.4		279
Route / service information easy to use	1%	3%	7%	20%	68%	4.5		279
Buses are clean and well maintained	1%	1%	7%	24%	67%	4.5		279
Transit Center is safe and secure	2%	2%	12%	24%	62%	4.4		258
Bus stops clean and well maintained	2%	3%	15%	33%	47%	4.2		279
Customer service staff friendly and helpful	1%	0%	9%	22%	67%	4.5		241
Overall opinion of Wheels service	0%	0%	4%	39%	56%	4.5		268
						4.44		

Total surveys received = 280

WHEELS PASSENGER SURVEY RESULTS 2019 - SCHOOL TRIPPER ONLY QUALITY RATINGS

Quality Rating						n/a	Avg Score	Total	Total
	1	2	3	4	5			Responses Received	Points
Service operates on time	3	15	43	46	12		3.4	119	406
Feel safe when riding the bus	0	2	6	32	78		4.6	118	540
Drivers are helpful and friendly	2	5	18	50	44		4.1	119	486
Route / service information easy to use	1	4	11	35	65		4.4	116	507
Buses are clean and well maintained	1	3	6	43	65		4.4	118	522
Transit Center is safe and secure	2	1	6	31	69		4.5	109	491
Bus stops clean and well maintained	1	5	15	37	61		4.3	119	509
Customer service staff friendly and helpful	2	6	15	36	51		4.2	110	458
Overall opinion of Wheels service	1	3	16	63	33		4.1	116	472

Quality rating from above as percentages:

	1	2	3	4	5	Avg Score	Last year	
Service operates on time	3%	13%	36%	39%	10%	3.4		119
Feel safe when riding the bus	0%	2%	5%	27%	66%	4.6		118
Drivers are helpful and friendly	2%	4%	15%	42%	37%	4.1		119
Route / service information easy to use	1%	3%	9%	30%	56%	4.4		116
Buses are clean and well maintained	1%	3%	5%	36%	55%	4.4		118
Transit Center is safe and secure	2%	1%	6%	28%	63%	4.5		109
Bus stops clean and well maintained	1%	4%	13%	31%	51%	4.3		119
Customer service staff friendly and helpful	2%	5%	14%	33%	46%	4.2		110
Overall opinion of Wheels service	1%	3%	14%	54%	28%	4.1		116
						4.21		

Total surveys received = 119

General Comments
<i>Comments from mainline routes</i>
Helps me get to school every day.
Careful hiring.
Sometimes the bus is late which makes me miss the next bus, but overall very good service.
The bus service is very nice and they help a lot of people.
Bus service need to have more connecting times. I take two buses to work. 10R to 15 I've been stuck many times. I had to call Lyft from Transit Center.
Please put shelters on stages (bus stops) which do not have them. It is difficult to wait for a bus on stops which have no shelters. - Michaela
Bring back the 15B.
Your drivers are very nice and helpful, I wish there were more stops in popular areas so it is easier to get places.
Very dirty.
Work on pulling up to stops like signs and lights.
Place stops near the Burlington, Ross, Marshalls stores on Dublin Blvd on Route 30R.
Satisfied with operations.
I like the return bus 15 that goes through Galloway and comes back to the bus station.
Really friendly bus drivers!
I love riding on Wheels bus because it helps me get home and school.
I wish you had a bus from Stockton to Livermore.
Overall your drivers are great. Aaron is awesome!!
It works great for me as a train rider. Evening driver always gets us to the train on time.
The paint on the curb that represents a stop needs to be repainted. Also some stops the bus sign is hidden by bushes or trees.
The drivers are friendly and excellent!!!
Make time awareness after 9pm. I get stuck trying to get to Bart from Livermore.
More routes to south Livermore, cleaner bus stops.
Works great Tu-Fri is great on rt 14. Mondays rt 14 at 6:55-7a driver always drivers too fast and nearly passes up my stop every week.
Really good!
The Wheels service is very tidy and clean compared to other buses in the Bay Area. I would like to see bus drivers in a better mood. I try to greet and smile but most are very rude and do not smile at all. Other than that, I feel safe.
It's actually at times that I thought they wouldn't be operating in the past they stopped services at 6:45pm and at the days starting at 6:45a.
Is great I take it to school every day and it helps a lot but some of the drivers are kinda mean.
Very safe and friendly service every day.
Service is working well!
Had couple times the bus passed by without stop when I was waving at night.
More buses.
Frequent enough to plan the rides and visit the places along the route. Service is good and is free for Avana resident with a pass.
I wish there were a bus line all the way from Dublin Bart (Hopyard) to Pleasanton downtown. Mostly it's fine, it is friendly, useful and safe. It is not fast when connecting when we need to transfer from one point to another.
I have had drivers who are not good because they do not know that one feels. Even if they arrive at the Bart, they do not open the door. I don't have a drivers license, and I rely on public transportation. I usually ride after work so I'm tired and I can rest on the bus.
Always room for improvement.
I wish the buses will be arriving on time. Also, it will be great if the buses schedule can match the Bart schedule.
The bus service is as good or better than all the others I have used.
When Bart is a couple minutes late, some drivers will wait a couple minutes to pick us up, and some say they're not allowed to. I really like when they wait.
It's good service.
Keep doing what you've been doing!
Lost items are not easy to retrieve. Customer served is rude and not helpful.
Phone chargers.
I really like the service mainly the drivers they are very friendly and helpful.
Everything is okay, maybe just improving time.
It is extremely convenient and at this time very good, no change.
The route is not as consistent as it could be regarding time.
Please make sure buses have a better overlap with Bart schedule so we don't have to lose 30 mins in transit additionally. Some drivers don't wait for all passengers to come from a connecting Bart, it would be a courtesy to do so.
Morning routes are normally late picking up from East Ave.
More frequent morning routes.
You might add an email alert (that riders can sign up for) so any delays or route problems could be broadcast. Bart has such a system and their emails help keep me informed of any problems on their system.
More frequent buses on the weekends!!
Placing additional service on peak hour (8-9:30a).
Bus service needs to do better.
Have more buses at night. 30R only every hour, should be every 30 mins like 10R.
Great, love it.
It works well and it's free for college students which is awesome.
Some drivers are a--holes, it would be nice if they greeted you to make you feel safe and comfortable.

More frequent service on weekends.
Sometimes it takes a long time for the #8 bus to pass by. Would like to have extras on the weekdays.
Good customer service.
Improve access to work.
The service is already first rate. I cannot think of where the service needs to improve right now.
One of the staff drivers I met was very rude. She gave too much attitude and when I asked her. It was like my first time using this bus and I expected she would stop at the bus stop. When she didn't, I checked with her when is the next stop and she was very rude.
Decent enough, maybe work on being more on time.
I ride the 30R route on weekends. It would be nice if it ran more often than once an hour.
All good reporting.
Clean bus and no bad smell at least, and no drivers should be rude.
It's efficient.
I always liked the service, your drivers are friendly and we have known them for many years. Sometimes the routes change and hurt us, but we adapt to them.
#8 more than once an hour.
I use Wheels bus for my commute to work on a daily basis.
I think your company service works are good, just sometimes the bus stations are unsafe and dirty.
Generally the service is good, only sometimes some drivers are unhappy.
Very satisfactory with services/management.
I want to say when the bus is in San Ramon on the weekend, bus 35.
The main issue I've ever had is that sometimes a bus on the schedule doesn't show up until its almost time for the next one. It isn't super often but enough to be a little annoying and stressful.
Better syncing with Bart. Buses in the AM are often a few minutes late, so we miss a train. In the PM, if Bart is two or three minutes late, bus leaves anyway (sometimes as passengers run out) empty, which is frustrating.
All bus stops should have LED display to notify bus time.
Saturdays and Sundays to be every half hour.
Please have more service on the weekends as well.
Overall happy with the service but would be great when buses come on time so that we may not miss the connection train especially during mornings.
The bus is helpful to get around when you don't have cars. It helps me to go to school and to the store, everything is fine to me. :)
Overall great service.
Helps me get to school and back; for improvements, maybe extend the 30R route to neighborhoods (Positano, Jordan Ranch, etc.)
Overall very happy with the bus service. Time management could be better.
Great service especially for LPC students. Would appreciate it running at more intervals past 9pm for night classes.
Real time app needs to be accurate. Old schedules replaced at bus stops.
Very good service.
More bus service on weekends.
More frequency during weekends
More buses on the weekend and more routes.
Buses are not frequent enough, especially from Bart. Signage could be better overall.
It's good, I like its service.
The drivers are very friendly and we don't care what race they are. It would be nice if they were more punctual.
Personally, the service provided by Wheels is very useful for those of us who work outside our place of living.
The drivers are wonderful. The 30R needs to run more often (on the weekends).
Good service, friendly and cordial.
Pretty good and fast service.
Buses are not on time during weekends. Few bus stop displays don't work.
Overall very good, better than AC Transit.
It's great.
Some of them need to be monitored but also in all good.
Super good.
I never use transit because I think it's difficult.
As I am a college student, the advantage is that its free for me, but the con is that it takes 40 more minutes for me to reach college when I'm driving a car on the freeway.
I wish the #3 bus to and from Stoneridge Mall ran earlier and more often.
When people ask a question from the driver, he must listen very well, not he?
The only comment I have is that it takes too long for kids to get to Fallon School because the bus goes on a big loop. Someone living by Central Pkwy takes 40 minutes, while it should only take about 5 mins.
Need to increase frequency for buses.
Frequency can be increased.
Use the bigger buses on the peak time 30R route whenever possible as it gets quite crowded! Better transfer connections between routes @ the E Bart station, especially the route 14 and county connection route 35 (which recently changed schedule).
Would like to see route 2 service all day on weekdays.
Route 2 bus in the morning from Silvera Ranch is taking longer to Bart. Maybe opposite route would help for me taking the bus in the mornings.
Make sure the service is on time, add more stops, information readily available.

I really love the service because it allows for my daughter and I to get where we have to go. However I ride the 8 bus and it could use later service until like 9:30pm, be on time in the morning (6:36) and work on getting a bus stop by the apartments on Case Avenue.
Everything seems to be great! Thank you.
It works great.
Monthly tickets being available in the bus itself instead of going to Safeway to purchase one.
Bus stops should have a bit more info of location. A new guy like me often gets confused of my location.
Please be on time.
Sometimes the bus leaves early or ignores people at the bus stop at my school, Amador Valley.
The service is very much useful.
Buses need to start only at the times pre-assigned to a stop. For example, can't leave early even if there are no people waiting.
R10 Monday Female Driver - She needs more training. She drove up on a curb at the train depot. She stopped so suddenly I almost slid out of my seat. She almost hit a truck merging at Valley & Santa Rita. It was the bus that meets the 2nd Ace train.
Better scheduling, more available customer service.
All good about current service. If possible, create service for places not available now.
More at-stop live times.
Having difficult time finding when I need a route in hurried action to be on time - and not enough money to ride.
Everything looks good to me.
There is more than 15 minutes between each bus on 30R. 10R Walmart stop can't be used, it is occupied.
Very good.
You're doing well, no need to change.
I would like a bus stop at Case and Valley. Too long of a walk between bus stops. Route 8 drivers are courteous and polite.
The #8 bus pulls up at 8:33. The #1 pulls out at 8:33, at Bart. I have to have the #1 wait so I don't have to wait 30 min.
Overall great, but my bus is late a lot, which makes me late for work.
What about the 10 going from Livermore to the Mall as before to not take 2 buses. That they do not ask us before calling themselves Transit Agency of the Year.
More buses on Route 3.
Keep on doing good service and the company wouldn't have that many complaints.
I love traveling on Wheels. I just don't like that some bus stops don't have shade.
Good.
It works now; it's always on time and there are no technical problems.
Please improve the bus shelters, going back to the old style of shelter which actually provides shade and protection from the wind and rain. Also, please offer better and more frequent service on weekends.
Bringing transfers back; \$8 a day adds up. I love riding the bus, but it's no longer as affordable.
If drivers can be more accommodating during afternoon rush hours - Bart is not always on time. Be flexible with departure time.
It was good as always; on time and clean.
You have to sleep in the bus stop, and you are very partner with vines.
Everything is very good.
I love the service; just continue like that.
Really consistent and reliable.
Some drivers sometimes pout or are surly.
One of the best.
Wheels helps me and my sister get home from school. I think there should be a stop added closer after the College.
Clean and safety of the environment. Avoid health hazard environment.
Cleaner buses, remove cloth seats and use plastic.
Excellent service. It would be nice to have some of the bus stops on Santa Rita upgraded for protection from rain. Also maybe one more bus late at night from Livermore to Pleasanton.
Park-and-Ride in Pleasanton to Bart.
Gets me to Bart on time every day.
Need a bus service until 9 pm for every 15 minutes.
Increase frequency during nighttime.
The bus would be better if they actually show the distance between you in the bus.
The Wheels bus transportation is simple, and a pleasant experience.
The drivers have provide service and always shout to the passengers.
I take the bus along with the Ace train; it works fine for me. Kudos/praises to outstanding Wheels employees: Paul in dispatch, Carlos driver, Evelyn driver, and John in Livermore Transit Center. Only, sometimes transient people smell really bad. They should not be allowed on the bus.
Please be on time. Don't be late or too early.
I wish the bus routes would run more often, later, and on weekends.
Monday evenings, Bart is always delayed so I end up missing the bus connection (30R). Can the bus schedule be adjusted to account for the Monday delay?
In particular, drivers aren't usually helpful and have attitude when asked anything. Fix signs at Bart station bus stop.
Better synchronize 30R schedule with Bart in case Bart is delayed.
Doing good.
The 10 and 30 leave Bart at the exact same time. If you miss either of them, you're stuck for an hour. Maybe staggering the departure times after 9 pm so it's safer than waiting alone for long periods of time.
The connection late at night between the 10 and 30 at Railroad Avenue does not successfully link up consistently. Many times, the 30 departs without waiting for the 10 next to the "cream" bus stop.
No complaints.
Make the 30R to match the Ace train hour/time for easy access.
I haven't had a bad experience in the year riding the buses.
The service is good.

Very convenient to reach Bart. If there was express service more often in the morning.
Improving the system to get change cards.
It's overall good.
Upgrade ticket machines to dispense \$ dollars in change.
Is there an app for Wheels which shows the live location of the ride that you plan to ride on, like Muni? If there is, it's great, else just a suggestion. Thanks!
<i>Comments from school routes</i>
It's good.
It's good.
Fortnite and Markass brownie.
Some students yell and swear on the bus, which is super disruptive.
Have buses be on time.
Give 502 the tany buses in the morning.
Be on time more; better buses.
Please allow the morning buses to come on time.
Drive a little more safely.
Give reclining seats to 502 + be on time in mornings, please.
It would be helpful if the bus wouldn't come too late and/or early some days.
Wheels management can try to come on time and like show [illegible] are coming to my bus stop.
It's nice the app doesn't work for 607.
I think the service is good, but I wish that the buses would be more on time. I have almost been late to school a couple of times.
Try to come on time, since sometimes you guys come like 10 minutes late.
You can improve service by having at least 2 buses serve in the morning for school.
It's a great service, but it would be helpful if it came on time, and if the bus drivers are a bit more kind.
Please send nicer bus drivers in the afternoon. Be more on time.
Show up on time.
The service works well!
It's ok.
I really like how we can use Wheels to travel around Pleasanton, Dublin, and Livermore, as we don't have a car. Also, the prices are reasonable.
Some of the bus drivers are not kind.
Maybe have the bus come a little earlier, and make sure it's on time.
Overall everything is good, except sometimes the bus doesn't come on time. You can improve your service by coming on time please!
Thank you!
It's good.
Just be more on time.
Mostly fine; more punctuality would be much appreciated.
The driver is always different, and they never pay attention or wait long enough at stops. I've lost my ride to school so many times.
Good.
Great service, but would have been great if the Case Avenue stop wasn't so early in the morning. Maybe at least 20 minutes later?
For Foothill High School, a bus that runs an hour earlier than the current route for students w/ and A Period class.
Nine or more times this school year, the bus was late by 10+ min. Afternoon bus often fails to show the correct line name, causing many people to take the wrong bus.
Hire people who actually like their job.
Overall fine, but sometimes way too late. We've waited 45 minutes alone for the bus once.
It's good, but sometimes very late. One time it was 40 min late after school.
On time?
The bus is very inconsistent in the time that it arrives at stops.
I think you should get here on time more often. While being late is rare, you can be up to 30 minutes late, and it's not good - to say the least.
It is okay.
It's cool, but sometimes drivers should stop when coming back.
It's ok I guess.
We need reclining seats and free Starbucks.
Wheels is really good bus service, and I enjoy taking it.
The bus schedule on the app is not accurate. Overall, the performance is great though.
It is good.
I think that your service is good and doesn't require much improvement.
The service works out for me, except when the bus is coming late or if a driver strayed from the route.
Service is great. Please serve on time.
Don't leave right after you drop off kids at the school.
Sometimes the bus coming back from school has to keep stopping and starting.
Better training for new drivers.
It is convenient because both parents work.
The service is great. The only issue is that buses come very late sometimes. Besides this, this bus is safe and pretty reliable.
Have [] that can be adjusted for changing schedules like exam season at school.
Good.
Making sure drivers know the routes.
I take the bus to school and from school, and I use the 10R frequently sometimes.
It's a pretty good service, and I wish for it to continue in this area, as it is very helpful.

Thanks to the bus driver.
I like it but the bus at 3:03p at PMS is like a war zone.
The service is wonderful!
Good; sometimes it's a little late.
On some days, the bus is a little late. I don't want to be late for school.
I would only like the bus to be more on time.
Get on time more and don't be late.
It's kind'a unfair that Ruby Hill gets a better bus than us. Their bus has better seats, wi-fi, plugs to charge your device. There is nothing wrong with this, but I'm just saying that it's unfair.
Be on time on Wednesdays, because it is really early or late.
If would be helpful if there was a specific time they came at, because it can be late or too early, which can cause me to miss the bus.
Wheels has been convenient and great.
The bus is good. Not good if crowded.
The bus comes a little late, and the buses are way too crowded in the afternoons.
Transportation to school is really good, except when drivers occasionally miss bus stops, even when we pull the line.
It is good. I feel safe enough and the bus drivers are very nice to everyone on the bus.
On time more.
I've been taking the bus for the past two years, and overall I enjoy it. But sometimes it just gets a little bit annoying when the bus leaves early - especially in the morning - or it leaves late.
More friendly drivers.
Show up a few minutes later, so I don't miss the bus.
Unless you already do this, check the bus for lost items after every shift.
It's overall good, except multiple times it has been late and I was almost late to school.
Make sure that the bus drivers know their route, cause it's made me late this year like ten times.
Buses are not on time after school.
Pretty good; really convenient.
Let kids w/o passes or money get onto the bus.
Honestly, I feel that this is a service that helps a lot, as it is hard for me to be on time to class without taking the bus.
Just being on time.

AGENDA

ITEM 7



STAFF REPORT

SUBJECT: GoMentum Agreement Termination

FROM: Jonathan Steketee, Contract Compliance and Customer Service Manager

DATE: June 25, 2019

Action Requested

To recommend to the Board of Directors to authorize the Executive Director to negotiate terms and terminate the agreement with GoMentum in regards to the SAV Pilot.

Background

In May 2019, LAVTA's Board of Directors approved Resolution 11-2019, awarding a contract in the amount of \$832,217 for the project management and operations of LAVTA's Shared Autonomous Vehicle (SAV) project to Transdev, Inc., and directing LAVTA's Executive Director and Legal Counsel to finalize the contract terms. The contract 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.

Funding for the SAV project includes \$966,000 in funding from the Bay Area Air Quality Management District that was previously encumbered in a third-party contract with GoMentum Station, which the Board of Directors awarded in February 2018. This funding from BAAQMD also provided for the wrapping of seven of LAVTA's fixed-route buses with Spare the Air advertising for a period of three years, which also began in February 2018. In January 2019, GoMentum Station notified LAVTA that GoMentum was being dissolved following its sale to AAA of Northern California, Nevada, and Utah. LAVTA staff has since met with GoMentum on several occasions to discuss the status of the agreement and potential terms for its termination so that funding for the project can be disencumbered and applied to the new contract with Transdev in order to proceed with testing.

Discussion

To date, LAVTA has expended \$514,070 on the existing agreement with GoMentum for the SAV project. These expenditures were paid by LAVTA for the procurement of the SAV and for project management during testing. At your June 24 meeting, staff will update the Committee on prospective terms with GoMentum to terminate the agreement, recoup the remaining funds, and transfer the SAV to LAVTA, which will reduce the final cost of the Transdev contract.

Next Steps

Based on input from the Projects & Services Committee, LAVTA staff in consultation with Legal Counsel will proceed with finalizing terms of the termination of the agreement with GoMentum Station.

Recommendation

Recommend to the Board of Directors to Authorize the Executive Director to terminate the agreement with GoMentum and negotiate terms of the termination.

Attachments:

1. Resolution 20-2019

RESOLUTION NO. 20-2019

**A RESOLUTION OF THE LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
AUTHORIZING THE TERMINATION OF THE AGREEMENT WITH GOMENTUM
IN REGARDS TO THE SHARED AUTONMOUS VEHICLE PROJECT**

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, GoMentum has dissolved as an entity;

WHEREAS, the agreement with GoMentum can no longer exist because of the dissolution of GoMentum;

NOW, THEREFORE, BE IT RESOLVED: That the Board of Directors of the Livermore Amador Valley Transit Authority authorizes the Executive Director to terminate the agreement with GoMentum in regards to the Shared Autonomous Vehicle Project and directs the Executive Director and Legal Counsel to negotiate the termination of the agreement.

PASSED AND ADOPTED by the governing body of the Livermore Amador Valley Transit Authority (LAVTA) this 1st day of July 2019.

BY

David Haubert, Chair

ATTEST

Michael Tree, Executive Director

AGENDA

ITEM 8



STAFF REPORT

SUBJECT: Contract Extension with MTM, Inc.

FROM: Michael Tree, Executive Director

DATE: June 25, 2019

Action Requested

Recommend to the Board of Directors to authorize the Executive Director to extend the contract with MTM, Inc. by one (1) year.

Background

MTM, Inc. (MTM) is the current paratransit provider for LAVTA. The contract with MTM started in 2014 and is currently in the 2nd year of 4 optional contract extension years.

Discussion

LAVTA at their sole discretion can extend the contract with MTM awarded from RFP # 2013-03.

Given current service quality and cost, it is in the best interest of LAVTA to extend the contract with MTM rather than go out to bid for the paratransit service.

Budget

The budget FY20 has allocations in the budget for the increase in cost to the paratransit services.

Fiscal Impact

The cost of the contract will increase by two percent (2%) as per the agreement with MTM for additional contract years. The increase has been budgeted for FY20.

Recommendation

To recommend to the Board of Directors to Authorize the Executive Director to extend the current contract with MTM, Inc. for one (1) additional year.

AGENDA

ITEM 9



STAFF REPORT

SUBJECT: FY 2019 3rd Quarter Report – Operations

FROM: Jonathan Steketee, Customer Service and Contract Compliance Manager

DATE: June 25, 2019

Action Requested

This is an informational item.

Background

This report is intended to provide a summary and analysis of operations for the third quarter of FY2019 (January 2019 to March 2019), including fixed route, paratransit, safety, and customer experience metrics.

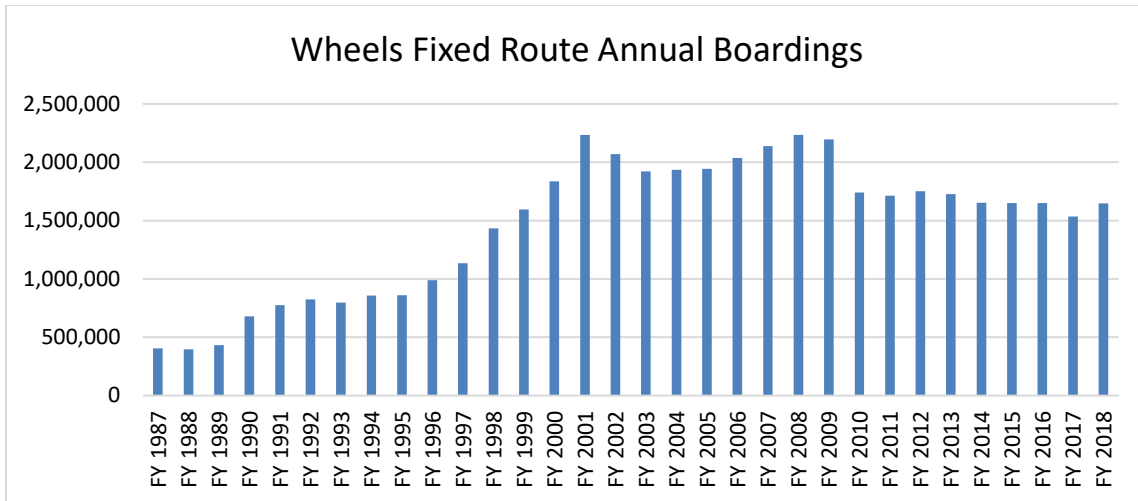
Discussion

Highlights:

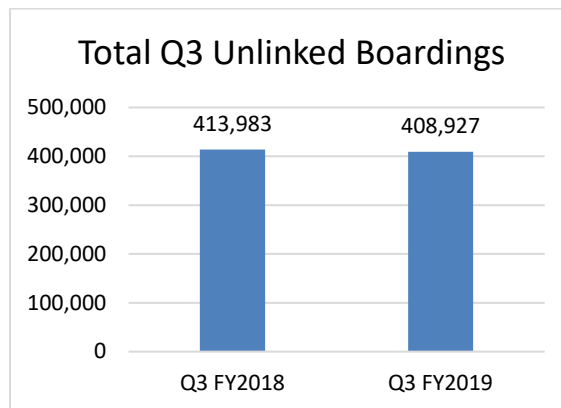
- Fixed Route ridership had a slight reduction over the same quarter the year prior.
- Fixed Route on time performance had a 3% reduction.
- Paratransit ridership slightly declined.
- Paratransit on time performance improved by 10%.
- Both Fixed Route and Paratransit accidents had a large reduction.
- Customer Service continues to improve with a reduction in valid complaints both in Fixed Route and Paratransit service.

Fixed Route

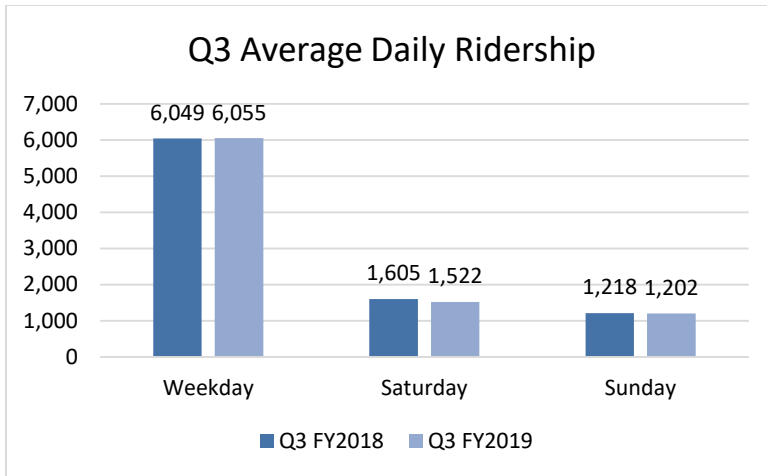
The graph below shows the long-term ridership trend for the Wheels service from the agency's inception through the fiscal year that ended on June 30, 2018. Looking specifically at FY2018 increases in ridership were in part attributable to the Las Positas College pass program and increased demand for student ridership in Dublin and Pleasanton, with total ridership increasing 7.2% over FY2017.



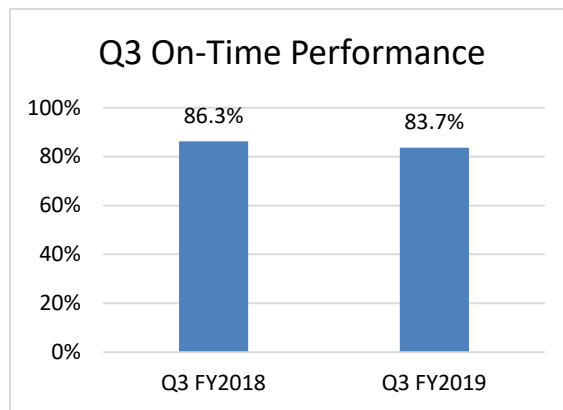
Turning to the quarterly year-on-year comparisons, the chart below shows the total number of boardings for the third quarter of this year, compared with the same quarter of last year. A total of 408,927 boardings were recorded in Q3 of FY2019 – a slight decrease of -1.2% for the quarter compared to the quarter year prior.



The average weekday ridership was approximately stationary comparing Q3 FY2019 to Q3 FY2018, as was the Sunday ridership. Saturday ridership decreased over the same period.

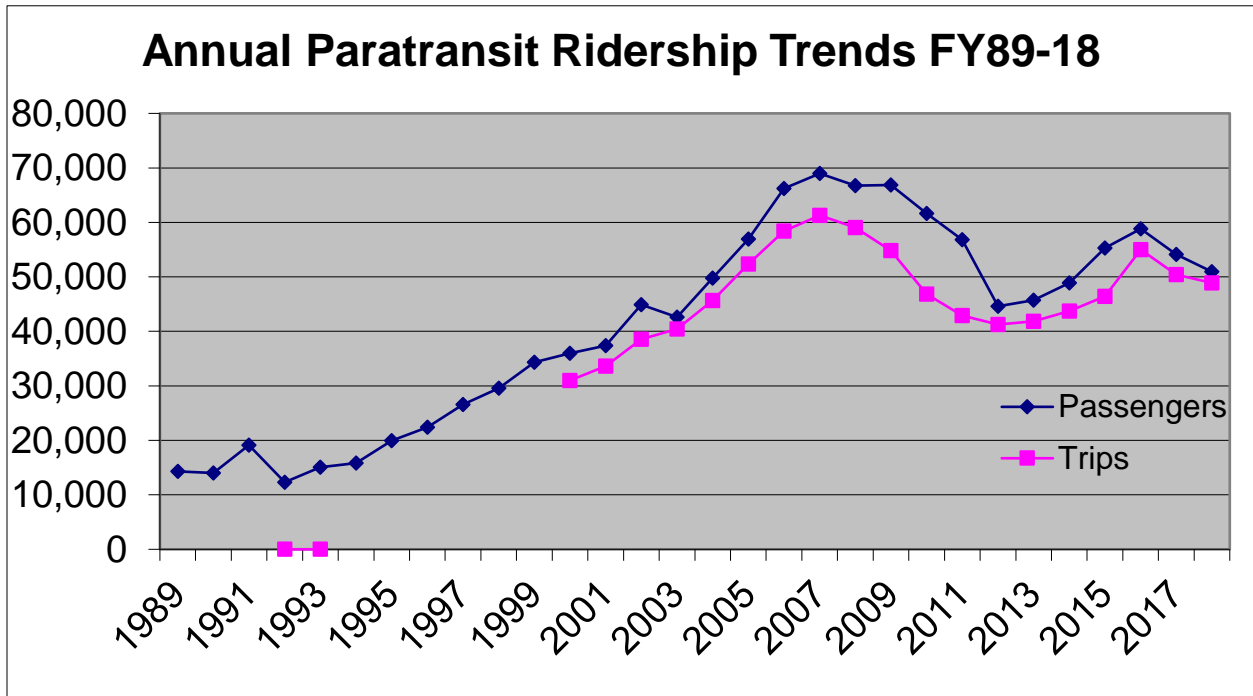


On-time performance for the fixed route system trended down in Q3 compared to Q3 last year. Staff is continue to analyze poor on time performance with MV Transportation on a daily basis to remedy any low performing routes. The lower performance in is contributable to a long sustaining adverse weather conditions during the quarter.

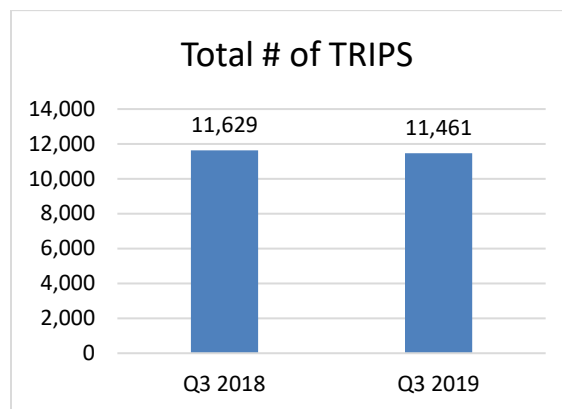


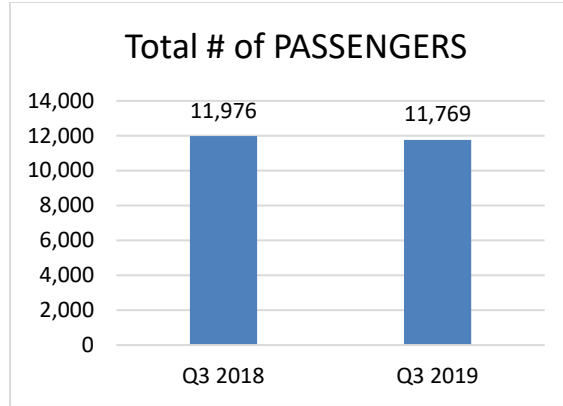
Paratransit

The graph below provides an overview of the historic annual paratransit ridership trend from the agency's inception thru the end of fiscal year 2018:

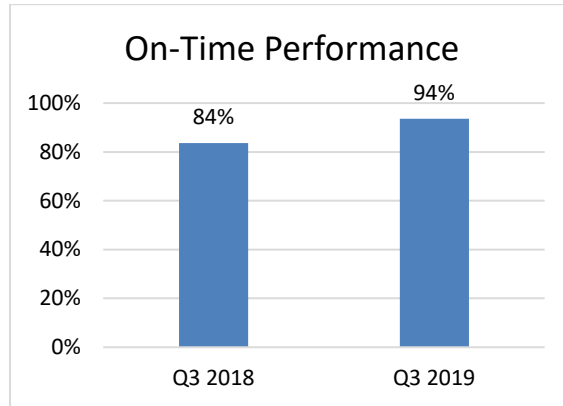


The paratransit ridership continued to decrease slightly during the third quarter of FY19 when comparing it to the third quarter ridership in FY18. There has been a decrease of 1.44% in the number of one-way trips as well as a decrease of 1.73% in the number of total passengers, which the following two graphs illustrate. The total number of passengers' statistics includes personal care attendants and companions in addition to the ADA paratransit eligible riders.



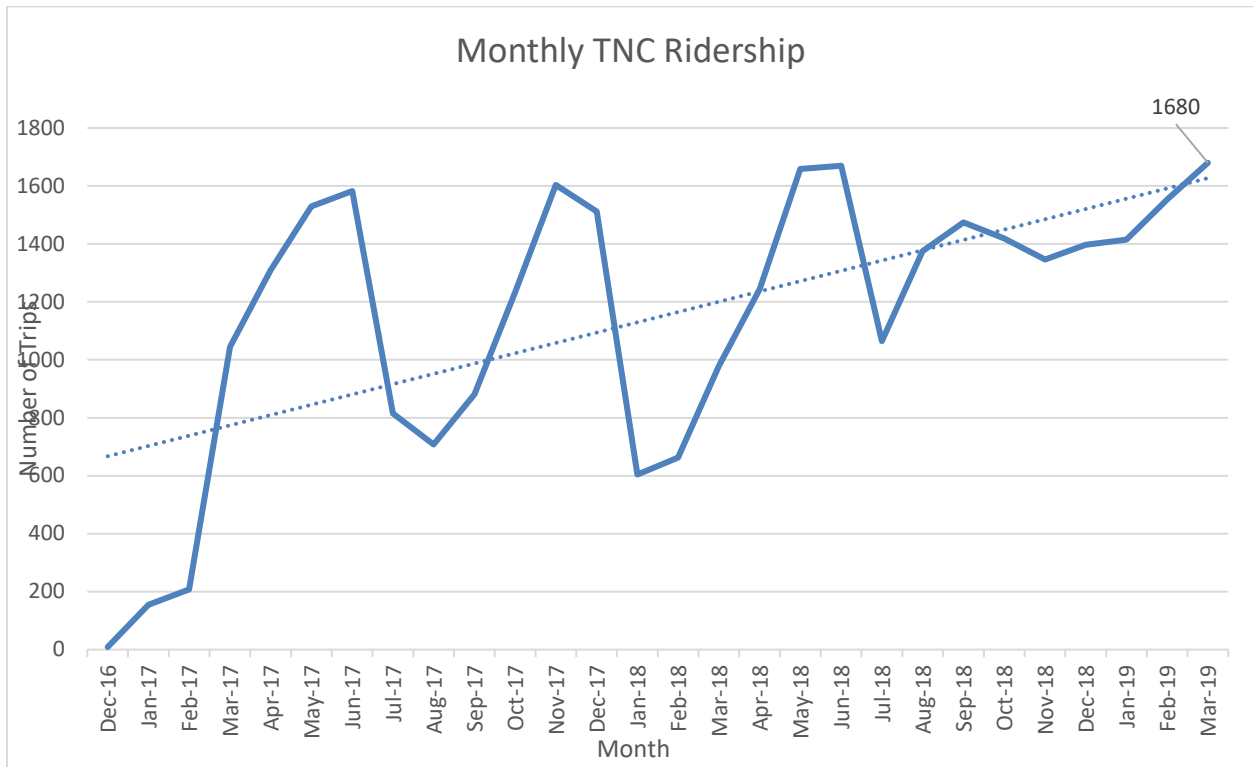


On-time performance (OTP) has **improved by 11.88%** from 84% in Q3, FY18 to 94% in Q3, FY19.



GoDublin

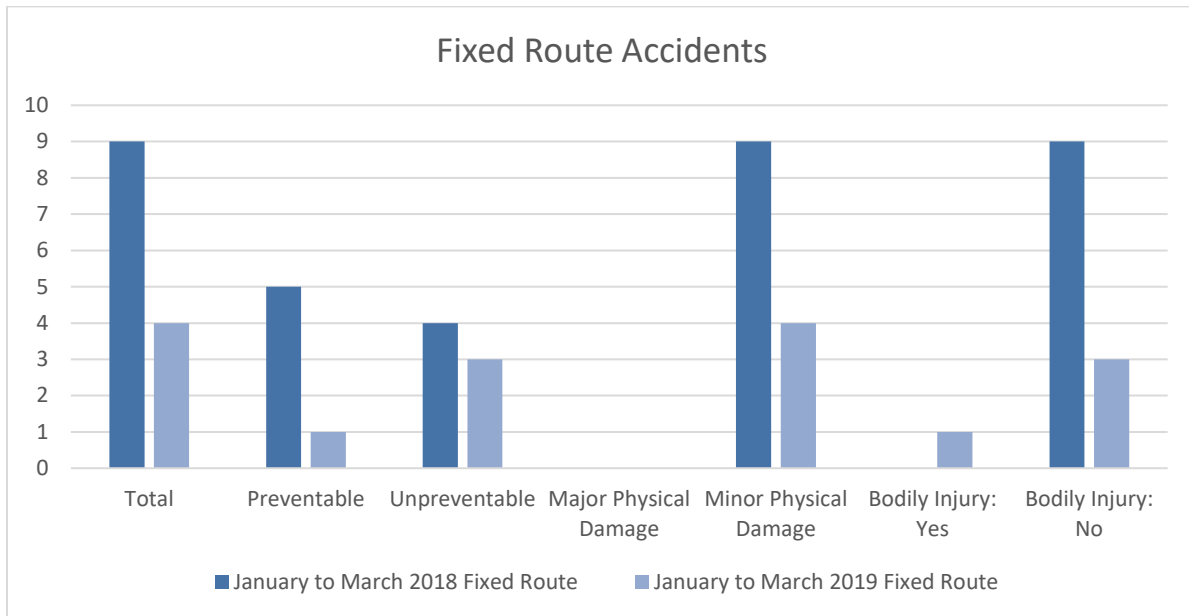
The GoDublin program continues to thrive. In March 2019 the number of rides provided per month peaked at 1,680 rides. The cost per ride averaged over the duration of the program is \$2.81 compared to approximately the \$26 per passenger on the routes eliminated during the service adjustment following the comprehensive operational analysis. Moving forward, ridership for GoDublin will be included in operational reports.



Accidents/Incidents

Fixed Route

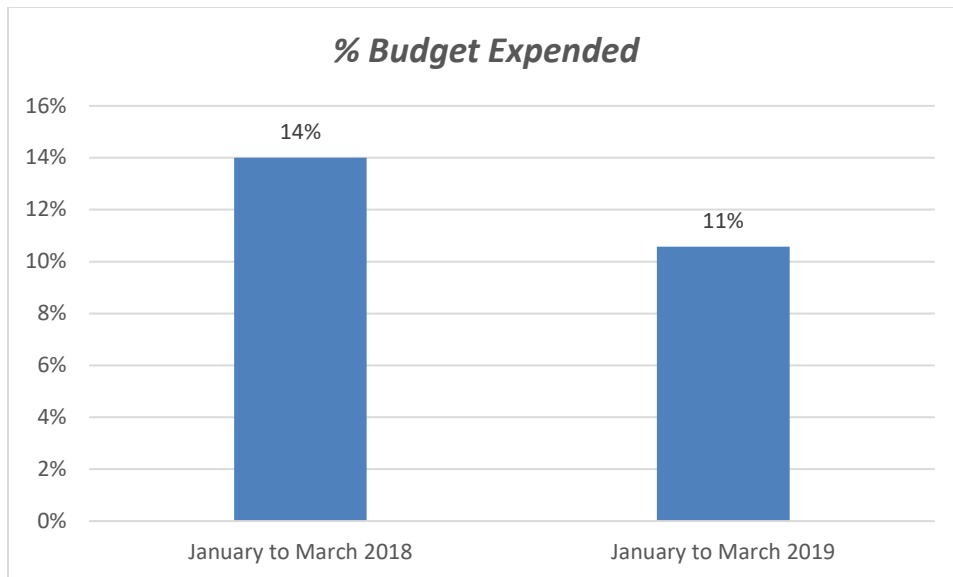
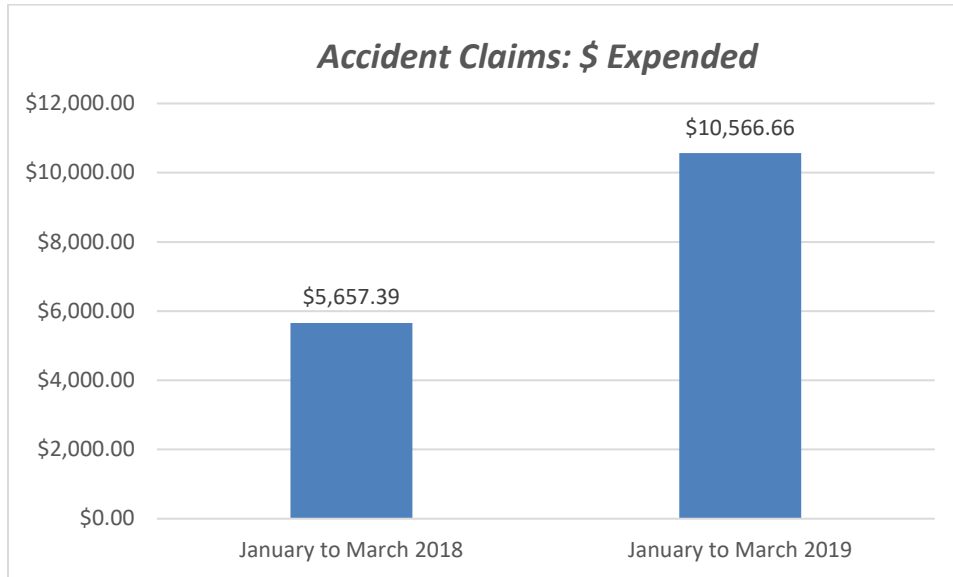
The accident/incident statistics for Q3 FY2019 were very low. Total accident were reduced by over 50% and preventable accidents were reduced by 80%.



Using the transportation industry standard measurement of accident frequency ratio (AFR), we ended Q3 FY2019 at 0.29, well below the threshold of 1 accident every 100,000 miles.

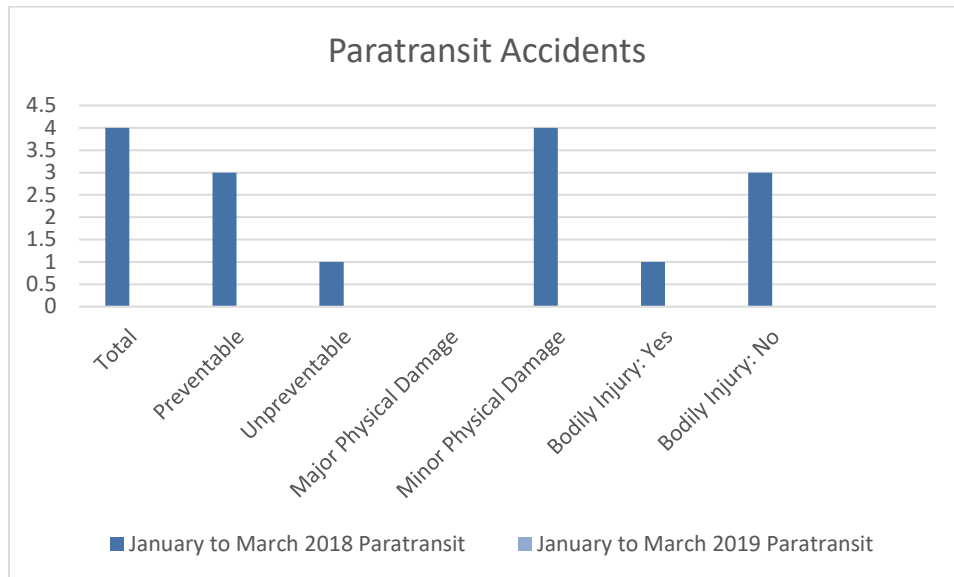
Claims Activity

With respect to the monthly accident claim activity, the charts below highlight claims **for fixed route only**. It should be noted that some of the expenditures are for the prior fiscal year, as adjudication of claims can take some time after the actual accident/incident.



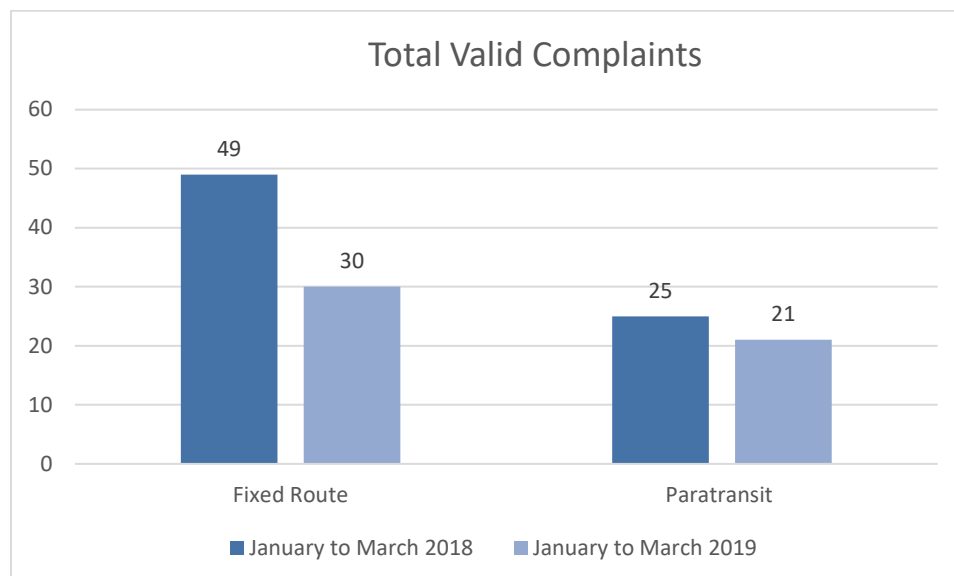
Accidents/Incidents
Paratransit

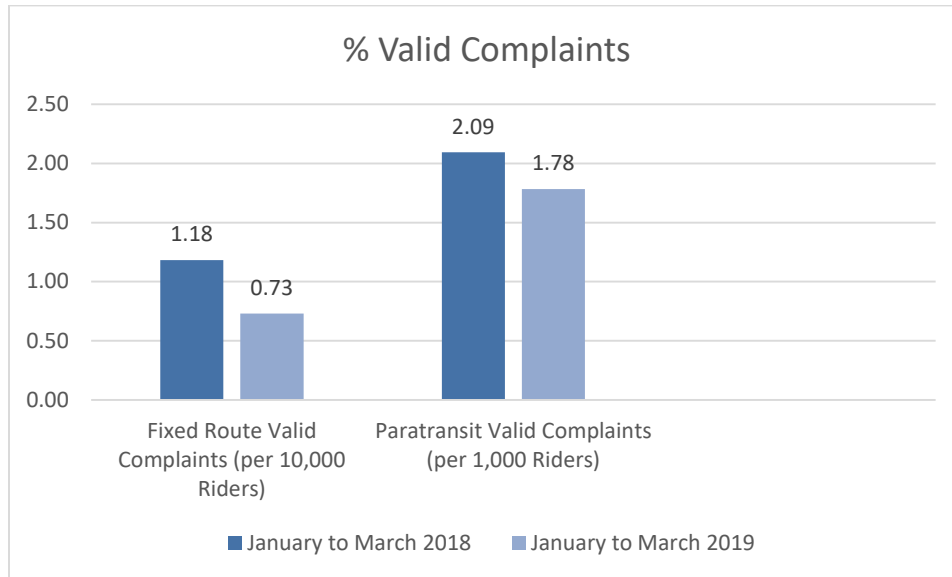
In Q3 FY2019 there were no paratransit accident/incidents. This is down from Q3 FY18, which had 4 accidents including 3 preventable accidents.



Customer Service

Customer Service staff processed a total of 188 customer requests for Q3 FY19. The number of requests reduced by 6 requests compared to Q3 FY18. LAVTA’s Service Quality Standards Index, a measurement of performance for fixed route and paratransit service providers, tracks the number of **valid** complaints for both fixed route and paratransit service, as noted for the quarter in the chart below.





Fixed Route complaints are measured by a ratio of number of complaints per 10,000 riders and paratransit is measured at complaints per 1,000 riders. In both Fixed Route and Paratransit the number of valid complaints dramatically reduced comparing Q2 FY19 to Q2 FY18.

Recommendation

None – information only.

AGENDA

ITEM 10



STAFF REPORT

SUBJECT: Contract Award for Short Range and Long Range Transit Plans

FROM: Tony McCaulay, Director of Planning and Marketing

DATE: June 24, 2019

Action Requested

Staff recommends that the Project & Services Committee forward to the LAVTA Board a recommendation authorizing the Executive Director to enter into a contract with Nelson\Nygaard Consulting Associates, Inc., for the development of LAVTA's Short Range and Long Range Transit Plans.

Background

On March 26, Staff issued a Request for Proposals for Strategic Planning Services. The RFP sought proposals on two planning studies: 1) the development of a short range and a long range transit plan for LAVTA (SRTP & LRTP) and 2) the development of the Tri-Valley Hub Network Integration Study. The SRTP has a 5 year horizon (2022-2027) while the LRTP has a 20 year horizon (2022-2047).

The scope of work for these two projects includes:

- 1) Project Management and Coordination
- 2) Review of Existing Data and Studies
- 3) Data Collection and Analysis
- 4) Review of Existing Service Standards and Recommendations for Adjustments
- 5) Market Analysis
- 6) Develop and Conduct Public Outreach Plan
- 7) Develop an Operations Plan and Budget
- 8) Develop a Capital Improvement Plan and Budget

Federal statutes require that the Metropolitan Transportation Commission (MTC), in partnership with the state and with local agencies, develop and periodically update a long-range Regional Transportation Plan (RTP), and a Transportation Improvement Program (TIP) which implements the RTP by programming federal funds to transportation projects contained in the RTP. To effectively execute these planning and fund programming responsibilities, MTC, in cooperation with the Federal Transit Administration (FTA), requires each transit operator receiving federal funding through the TIP (federal grantees within the MTC region) to prepare, adopt, and submit an SRTP to MTC.

Discussion

Three proposals were received in response to the RFP. The proposers were Steer Davies & Gleeve Incorporated, Stantec Consulting Services, Inc., and Nelson\Nygaard Consulting Services, Inc. The LAVTA staff evaluation team included Executive Director Michael Tree; Director of Planning and Marketing Tony McCaulay; Customer Service and Contract Oversight Manager Jonathan Steketee; Senior Grants & Management Specialist Jennifer Yeamans; and Senior Transit Planner Cyrus Sheik. The review team evaluated the proposals on four criteria: Completeness and thorough conformance with the terms and requirements of the RFP; project plan and technical approach; proposer qualifications and experience and price.

All three proposers were invited to make oral presentations to the evaluation team on Tuesday May 21. Following the review of the written proposals and the oral presentations, all five members of the evaluation team rated Nelson\Nygaard Consulting Services, Inc. as their top rated candidate. The results of the ratings were as follows:

	Nelson\Nygaard	Stantec	Steer
Average Score (100 possible)	93.2	66.2	70.6
Number of first place rankings	5	0	0
Number of second place rankings	0	3	2
Number of third place rankings	0	2	3

Fiscal Impact

This planning study is being funded from three sources. The Metropolitan Transportation Commission (MTC) is funding \$30,000 of the project cost. The Alameda County Transportation Commission (ACTC) is funding 50 percent of the total project cost. The remainder will come from LAVTA funds. The FY 2020 portion of LAVTA’s contribution was included in the adopted FY 20 LAVTA Budget.

Nelson\Nygaard’s price proposal was \$248,761.00, the lowest of the three proposals received.

Recommendation

Staff recommends that the Project & Services Committee forward to the LAVTA Board a recommendation authorizing the Executive Director to enter into a contract with Nelson\Nygaard Consulting Associates, Inc., for the development of LAVTA’s Short Range and Long Range Transit Plans, in an amount not to exceed \$273,637.10, which represents Nelson\Nygaard’s price proposal plus a 10 percent contingency.

Attachments:

1. Draft Resolution 21-2019 Awarding LAVTA’s Short Range and Long Range Transit Plans Contract

RESOLUTION 21-2019

**A RESOLUTION OF THE BOARD OF DIRECTORS
OF THE LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
AWARDING A CONTRACT TO NELSON\NYGAARD CONSULTING
ASSOCIATES, INC. FOR THE DEVELOPMENT OF LAVTA'S SHORT RANGE
AND LONG RANGE TRANSIT PLANS**

WHEREAS, LAVTA requires the services of a qualified consulting firm to develop its short and long range transit plans; and

WHEREAS, LAVTA issued a Request for Proposals (RFP) for Strategic Planning Services #2019-06 on March 26, 2019; and

WHEREAS, LAVTA received three proposals and has evaluated the proposals received and LAVTA's evaluation committee determined the proposal received from Nelson\Nygaard Consulting Associates, Inc. to be the preferred responsive and responsible proposer; and

WHEREAS, LAVTA intends to enter into a contract with Nelson\Nygaard Consulting Associates, Inc. to carry out the project management, data collection and review, market analysis, public outreach, short and long range operations and capital planning and budgeting, and other related tasks requested in the RFP; and

WHEREAS, funds for this contract shall be within the annual Budget authority adopted by the Board of Directors;

NOW, THEREFORE BE IT RESOLVED, by the Board of Directors of the Livermore Amador Valley Transit Authority that the LAVTA Board authorizes the Executive Director to enter into a contract with Nelson\Nygaard Consulting Associates, Inc., for the development of LAVTA's short and long range transit plans.

PASSED AND ADOPTED this 1st day of July 2019.

By: _____
David Haubert, Chair

Attest: _____
Michael Tree, Executive Director

AGENDA

ITEM 11



FY2019 Goals, Strategies and Projects

Last Updated – June 20, 2019

MANAGEMENT ACTION PLAN (MAP)

Goal: Service Development						
Strategies (those highlighted in bold indicate highest Board priority)						
<ol style="list-style-type: none"> 1. Provide routes and services to meet current and future demand for timely/reliable transit service 2. Increase accessibility to community, services, senior centers, medical facilities and jobs 3. Optimize existing routes/services to increase productivity and response to MTC projects and studies 4. Improve connectivity with regional transit systems and participate in Valley Link Project 5. Explore innovative fare policies and pricing options 6. Provide routes and services to promote mode shift from personal car to public transit 						
Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Short/Long Range Transit Plan	<ul style="list-style-type: none"> • RFP • Award of Contract 	DP	Projects/ Services	Mar 2019 July 2019	→ Three companies submitted proposals. Interviews held and proposals scored. Consideration of award to be considered by Board in July after programming of funds by ACTC in June.	X
Network Integration Study	<ul style="list-style-type: none"> • RFP • Award of Contract 	DP	Projects/ Services	Mar 2019 May 2019	→ Requirement of Dublin Parking Garage. Planning for express bus to fill gaps in rail service in region. Three companies submitted proposals. <u>Contract awarded to AECOM in June.</u>	X X
Comprehensive Paratransit Assessment. AKA Mobility Forward.	<ul style="list-style-type: none"> • Award of Contract • Public Outreach • Approval of Recommendations 	ED	Projects/ Services	Nov 2016 Jun/Nov 2017 Jun 2019	→ Nelson/Nygaard awarded contract. Public meetings held in June. Second round of workshops completed in November. Draft completed. City of Pleasanton received report in May. <u>Board received presentation/report in June. Ongoing discussions being held with City of Pleasanton toward implementation.</u>	X X X

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Fare Study	<ul style="list-style-type: none"> Draft Fare Study Public Hearings Board Approval 	PD	Projects/ Services	May 2017 Sept 2018 Oct 2018	→ Draft Fare Study for fixed route complete. F&A reviewed in May. Decision made to hold study results to see ridership trends on fixed route and paratransit study fare recommendations. Public Hearings held in September. Board approved in October. Implemented in January.	X X X
Hacienda Pass	<ul style="list-style-type: none"> Review Pass Program Work with Hacienda on Improving the Program 	ED	Finance/ Admin	Oct 2018 Dec 2019	→ <u>Meeting held on May 27th. Next meeting in June.</u>	X
Transit Signal Priority Upgrade Project in Rapid Corridors	<ul style="list-style-type: none"> Engineering Work Finish Project 	DP	Projects/ Services	Oct 2017 Oct 2019	→ Grant by TVTAC approved. Board approved MOU with Pleasanton. Board approved engineering contract with Kimley Horn. 100% design completed with comments from member agencies included. Project short funding. Staff working with FTA to transfer unused grant funds from completed queue jump project to this project to fully fund. Expect completion in fall of 2019.	X
Go Dublin Discount Program	<ul style="list-style-type: none"> Explore use of Uber WAV Secure additional funding Develop long-term strategy 	ED	Projects/ Services	Nov 2018 Jun 2019 Jun 2019	→ Program continuing into FY2019. Uber & MV implemented Uber WAV in Dublin in December (MV provides wheelchair accessible rides through Uber). Final contract negotiations for Go Go Grandparent taking place for concierge service if customer doesn't have a smart phone. July implementation. VISA debit cards with no loading fees through Walmart as option for those without a credit card set for July implementation. AQMD approved funding for Go Dublin expansion to other cities in the Tri-Valley. <u>Report on GoTri-Valley to Committee in June.</u>	X X

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
Dublin Service Plan	<ul style="list-style-type: none"> Explore use of articulated buses 	DP	Projects/ Services	Mar 2019	→ Nelson/Nygaard looking at merits of LAVTA operating articulated buses. Report received by the Board.	X
SAV Project	<ul style="list-style-type: none"> Complete storage facility/electrical Work through first set of tests Seek long-term funding for project 	CM	Projects/ Services	Oct 2019 July/Aug 2019 Dec 2019	→ BART working on storage and electrical. Final negotiations for closeout of GoMentum contract near completion. Board awarded contract with Transdev. <u>BART working with LAVTA again toward storage/electrical infrastructure. Applying of federal grant to fund project long term.</u>	
Advanced Intelligent Intersection Project	<ul style="list-style-type: none"> Install equipment on buses Evaluate performance of project 	CM	Projects/ Services	Aug 2019 Jun 2020	→ City of Dublin funded. MOU approved between City and LAVTA. Awaiting FCC approval to proceed.	
Install and Upgrade Video System on Vehicles	<ul style="list-style-type: none"> Install video cameras on paratransit vehicles Upgrade 20 video systems on Wheels buses 	ED	Projects/ Services	Jul 2019 Mar 2019	→ Staff installed demo video system in paratransit vehicle. 90-day trial period completed. <u>Ordered equipment in June for July install.</u> →20 buses upgraded with new video systems	X
Amendment with MTM for Paratransit Services	<ul style="list-style-type: none"> Amend MTM contract to require on-site dispatching. 	ED	Finance & Admin	Jul 2019	→ Working with MTM to improve productivity on contract. <u>No contract amendment foreseen at the moment.</u>	

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
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Goal: Marketing and Public Awareness

Strategies (those highlighted in bold indicate highest Board priority)

- 1. Continue to build the Wheels brand image, identity and value for customers**
2. Improve the public image and awareness of Wheels
3. Increase two-way communication between Wheels and its customers
- 4. Increase ridership, particularly on the Rapid, to fully attain benefits achieved through optimum utilization of our transit system**
5. Promote Wheels to New Businesses and residents

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Website Upgrades	<ul style="list-style-type: none"> • More fully develop Better Way to BART section of website 	PD	Projects/ Services	Jun 2019	→ Project under development with Celtis.	
LAVTA Rebranding Project	<ul style="list-style-type: none"> • Bus stop sign replacement with new branding. 	PD	Projects/ Services	Sept 2019	→ Replace bus stop signs throughout service area with newly branded bus stop signs. Replace stencil stops with bus stop signs. Summer/fall project.	
Individualized Marketing	<ul style="list-style-type: none"> • Award Contract • Marketing • Review of Results 	PD	Projects/ Services	Aug 2019 Sept/Oct 2019 Nov 2019	→ Targeting Pleasanton's high density housing areas along Rapid near BART. RFP to be advertised in July. Board to consider award in August for a fall 2019 implementation.	
N Canyons Parkway Rapid Bus Stop Project	<ul style="list-style-type: none"> • Begin planning/engineering work • Improvements to site • Relocation of shelters 	FD	Projects/ Services	May 2017 Jun 2018 Aug 2018	→ FTA grant to upgrade stops in this corridor to Rapid style. Engineering work done. Bids came in high. Board rejected all bids. Bid re-advertised. Board awarded project in November. Construction completed.	X X X

Underlined text indicates changes since last report.

Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Pleasanton SmartTrips Corridor Rapid Bus Stop Project	<ul style="list-style-type: none"> • Engineering work • Award of construction contract • Finish project 	FD	Projects/ Services	Nov 2017 Oct 2019 Oct/Nov 2019	→ ACTC grant received to upgrade stops in this corridor to Rapid style. Board awarded engineering to Kimley Horn in November. Project award in April. <u>Issues with planning for solar at stops has final plan in progress. Still on track for Fall procurement/construction.</u>	
Replace Shelters Past Useful Life That Are On Livermore Routes	<ul style="list-style-type: none"> • Identify shelters • Demo/Install 	FD	Projects/ Services	Nov 2016 Apr 2019	→ Shelters identified. 8 shelters delivered. MV to demoed eight shelters and installed 8 shelters in March and April.	X X
<p>Goal: Regional Leadership</p> <p><i>Strategies (those highlighted in bold indicate highest Board priority)</i></p> <ol style="list-style-type: none"> 1. Advocate for local, regional, state, and federal policies that support mission of Wheels 2. Support staff involvement in leadership roles representing regional, state, and federal forums 3. Promote transit priority initiatives with member agencies 4. Support regional initiatives that support mobility convenience 						
Projects	Action Required	Staff	Board Committee	Target Date	Status	Task Done
Valley Link	<ul style="list-style-type: none"> • Provide staff support 	ED	Projects/ Services	Ongoing	→ Staff continuing to provide support. <u>Feasibility Report provided to Board in June.</u> EIR draft to be circulated in Sept. 30% design completed in fall. BUILD grant application due in July. TIRCP and Congested Corridors grant due in fall.	

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
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Dublin Parking Garage	<ul style="list-style-type: none"> Complete grant paperwork 	ED	Projects/ Services	Ongoing	→ Staff meeting with County and Caltrans and CalSTA to support the project. Ground breaking held. <u>Environmental work completed in June and approved by Board. Allocation request submitted to Caltrans. Award of Design Build contract by County in spring of 2020.</u>	X
Calendar Year Legislative Plan	<ul style="list-style-type: none"> Creation of Legislative Plan and review/approval by the Board and provide support for key legislation. 	ED	Finance/ Admin	Feb 2019	→ F&A committee looked at draft legislative plan in January 2019 and Board approved in February.	X

Goal: Organizational Effectiveness

Strategies (those highlighted in bold indicate highest Board priority)

- Promote system wide continuous quality improvement initiatives
- Continue to expand the partnership with contract staff to strengthen teamwork and morale and enhance the quality of service
- Establish performance based metrics with action plans for improvement; monitor, improve, and report on-time performance and productivity**
- HR development with focus on employee quality of life and strengthening of technical resources
- Enhance and improve organizational structures, processes and procedures to increase system effectiveness
- Develop policies that hold Board and staff accountable, providing clear direction through sound policy making decisions

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
ViewPoint Software	<ul style="list-style-type: none"> Staff to complete development of software ViewPoint w/Trapeze. 	ED	Projects/ Services	April 2019	→ Met with Trapeze. Trapeze trained on new software and making final adjustments to templates required by contract and dealing with log-in issues.	X
Explore Quality of Life Opportunities for Workforce	<ul style="list-style-type: none"> Explore opportunities to enhance quality of life to retain workforce 	FD	Finance/ Admin	Jul 2019	→ <u>RFP to be released in July to have on call assistance for organizational</u>	

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
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Continue Planning of Atlantis Operating & Maintenance Facility	<ul style="list-style-type: none"> Review previous conceptual planning and recommendations. 	FD	Finance/ Admin	Apr 2019	→ Currently LAVTA is out of office space/bus parking space. Seeking \$1-\$2 million in funding in RTP to complete design.	
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Goal: Financial Management

Strategies (those highlighted in bold indicate highest Board priority)

- 1. Develop budget in accordance with strategic Plan, integrating fiscal review processes into all decisions**
2. Explore and develop revenue generating opportunities
3. Maintain fiscally responsible long range capital and operating plans

<i>Projects</i>	<i>Action Required</i>	<i>Staff</i>	<i>Board Committee</i>	<i>Target Date</i>	<i>Status</i>	<i>Task Done</i>
FY18 Comprehensive Annual Financial Report	<ul style="list-style-type: none"> Complete financial audit and all required reporting to Board, local, regional and state agencies. 	DF	Finance/ Admin	Nov 2018	→ Audit performed. No findings. Board reviewed in November.	X

AGENDA

ITEM 12



LAVTA COMMITTEE ITEMS - June 2019 - October 2019

Projects & Services Committee

June	Action	Info
Minutes	X	
Quarterly Operations		X
Fixed Route Customer Satisfaction		X
MTM Contract Extension	X	
Go Mentum Agreement	X	
Go Dublin Expansion		X
Award of Contract for SRTP and Long Range Plan	X	

July	Action	Info
Minutes	X	
*Typically July committee meetings are cancelled		

August	Action	Info
Minutes	X	
DAR Customer Satisfaction Survey		X
Quarterly Operations Report		X
Transit Signal Priority GPS	X	
Marketing Work Plan	X	

September	Action	Info
Minutes	X	
Draft Winter Service Changes		X
Passenger Surveys		X

October	Action	Info
Minutes	X	
Winter Service Changes (effective February)		