

**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 – CHAIR**  
**DAVID HAUBERT**

**KARLA BROWN – VICE CHAIR**  
**BOB WOERNER**

**DATE:** Monday, September 23, 2019

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

**TIME:** 4:00p.m.

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**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 August 26, 2019 Meeting of the P&S Committee.**

**Recommendation:** Approval

**5. FY 2019 4th Quarter Report – Operations**

**Recommendation:** None – information only.

**6. Dial-A-Ride Passenger Survey of June 2019**

**Recommendation:** None – information only.

**7. Bus Exterior Advertising Contract – Exercise Option Year 1**

**Recommendation:** Staff is asking the Projects & Services Committee to approve the requested action of exercising the first option year of the contract with Lamar Transit Advertising for the sale and installation of exterior bus advertising.

**8. Route 503 Proposed Service Adjustment**

**Recommendation:** Staff is asking the Projects & Services Committee to review and discuss the service options outlined above, and forward a recommendation to the Board of Directors to implement the proposed adjustments to Route 503 beginning January 7, 2020.

**9. Executive Director's Report**

**Recommendation:** None – information only.

**10. Preview of Upcoming P&S Committee Agenda Items**

**11. Matters Initiated by Committee Members**

**12. Next Meeting Date is Scheduled for: October 28, 2019**

**13. 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

9/20/19

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](mailto:frontdesk@lavta.org)*

## **AGENDA**

### **ITEM 4**

**MINUTES OF THE AUGUST 26, 2019**  
**LAVTA PROJECTS AND SERVICES COMMITTEE MEETING**

**1. Call to Order and Pledge of Allegiance**

Committee Chair Scott Haggerty called the meeting to order at 4:00pm.

**2. Roll Call of Members**

**Members Present**

Karla Brown, City of Pleasanton

Bob Woerner, City of Livermore

Scott Haggerty, Alameda County

**Members Absent**

David Haubert, City of Dublin

**3. Meeting Open to Public**

Robert S. Allen

Robert Allen requested Express bus service between Isabel station and the BART Station. He would also like LAVTA, Valley Link, or City of Livermore to get control of the property BART owns and to use it for the development of a Park-and-Ride.

**4. Minutes of the June 24, 2019 Meeting of the P&S Committee.**

Approved: Brown/Woerner

Aye: Brown, Haggerty, Woerner

No: None

Abstain: None

Absent: Haubert

**5. 2019 Alameda County Fair Shuttle and Ridership**

Staff provided the Projects and Services Committee a summary of the 2019 Alameda County Fair Shuttle ridership. The Route 52 ridership carried about 3,000 passengers and was similar to last year's ridership numbers. LAVTA will be back in March requesting to provide the same service for next year's Alameda County Fair.

The item was discussed by the Committee Members and staff.

This was informational only.

**6. Executive Director's Report**

Executive Director Michael Tree provided the Executive Director's Report to the Projects and Services Committee. Executive Director Michael Tree requested that Director of Planning and Marketing Tony McCaulay provide an update on the start

of the school year. Tony McCaulay informed that on Monday August 19, LAVTA buses carried over 8,000 passenger's systemwide in a single day for the first time since October 2011 and this continued Tuesday, Wednesday, and Thursday of that week. Ridership on Pleasanton school services is up 16% over last year (averaging 1,150 passengers per day) and Dublin school services are up 45% (averaging 1,100 riders per day). LAVTA added two buses in the AM and PM for Dublin. LAVTA added two buses (one bus for Route 605 and one for Route 611) in the PM for Pleasanton, serving Amador High School. Las Positas College is now back in session and the first week ridership was up 21% over last year, averaging 735 riders per weekday. LAVTA's increase in the operating expenses to cover the additional buses is approximately \$20,000 for the school year, which can be accommodated with budget contingency. Tony also announced that LAVTA was recognized by the American Public Transportation Association (APTA) with a Grand Award in the small transit system category for our partnership with the Las Positas College Student Mobility Fee and marketing effort. LAVTA will be presented the APTA award in October in New York.

Executive Director Michael Tree highlighted the Tri-Valley Hub Network Integration Study and Short Range & Long Range Transit Plan. Executive Director Michael Tree asked staff to provide a brief overview of the Dublin Parking Garage. Staff informed that we are working with Caltrans to receive the full \$20M in design and construction allocations at the October CTC meeting.

Executive Director also noted the Shared Autonomous Vehicle (SAV) Project and stated that LAVTA is working closely with NHTSA for the reassignment letter authorizing testing to LAVTA as the named Authority.

Executive Director Michael Tree also gave an update on the Valley Link Rail Project and informed that the Draft Feasibility Report comment period closed and Staff is working on about 150 comments received and met with the key strategic partners regarding their comments. Staff would like Valley Link to be part of the emerging FASTER Bay Area measure.

The item was discussed by the Committee Members and staff.

This was informational only.

**7. Preview of Upcoming P&S Committee Agenda Items**

**8. Matters Initiated by Committee Members**

None.

**9. Next Meeting Date is Scheduled for: September 23, 2019**

**10. Adjourn**

Meeting adjourned at 4:33pm.

## **AGENDA**

### **ITEM 5**

## STAFF REPORT

SUBJECT: FY 2019 4th Quarter Report – Operations

FROM: Jonathan Steketee, Customer Service and Contract Compliance Manager

DATE: September 23, 2019

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### Action Requested

None – information only.

### Background

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

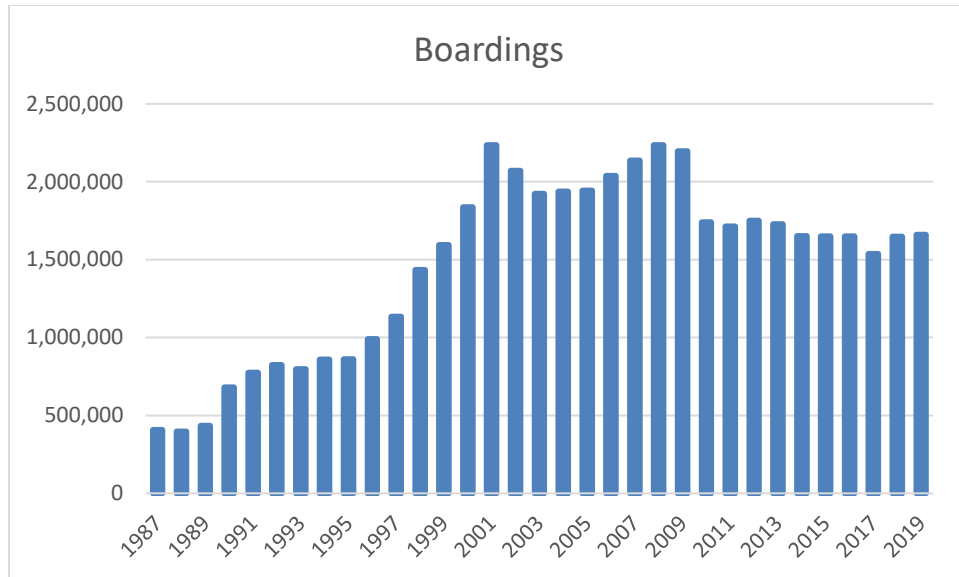
### Discussion

#### Overview:

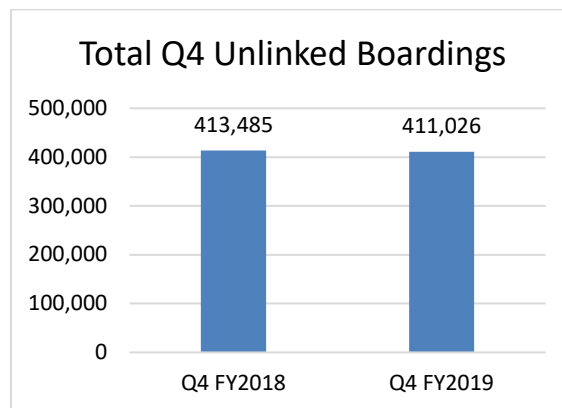
- Fixed Route On-Time Performance stayed relatively level compared to the same quarter the year prior despite heavy road construction.
- Paratransit On-Time Performance continues to improve.
- Customer Service complaints did increase. However, 10 of the complaints (Safety) were in regards to one specific geographical area where residents complained of traffic and buses traveling at speeds higher than the posted speed limit. Upon review, management confirmed the area has a flow of traffic higher than the posted speed limit. Operators were educated and MV safety staff verified that the issue was fixed. Top complaint categories for fixed route were Safety, Late, & Early. Paratransit top complaints were Driver/Dispatch Training & Driver/Dispatch Courtesy. MTM and LAVTA staff have been working on improving employee's customer service skills and system wide training.
- Ridership, although down, can be contributed to the road construction and deviations we had to schedule due to the construction. A look ahead shows ridership in Q1 of FY2020 is projected to be approximately 9% higher than Q1 of FY18.

## Fixed Route

Year-over-year, FY2018 to FY2019 continued the steady positive trend in ridership at +0.8%. The primary drivers in sustaining ridership have been the Las Positas College pass program and increased demand for high school student ridership.

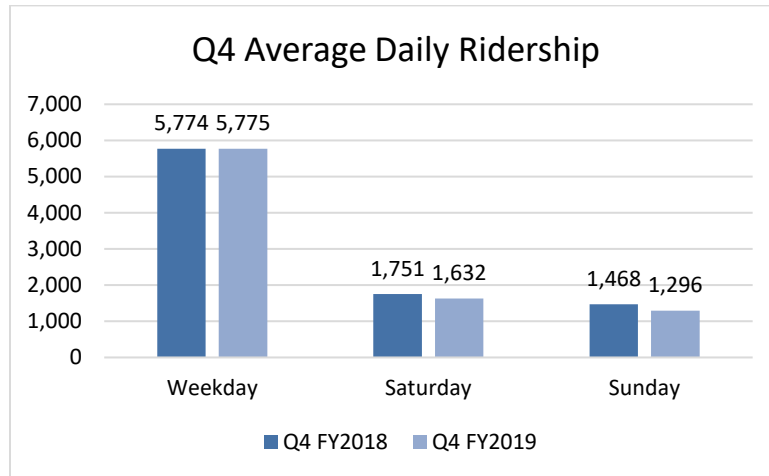


Turning to the quarterly year-on-year comparisons, the chart below shows the total number of boardings for the fourth quarter of this fiscal year, compared with the same quarter of last year. A total of 411,026 boardings were recorded in Q4 of FY2019 – a slight decrease of -0.6% for the quarter compared to the quarter-year prior.

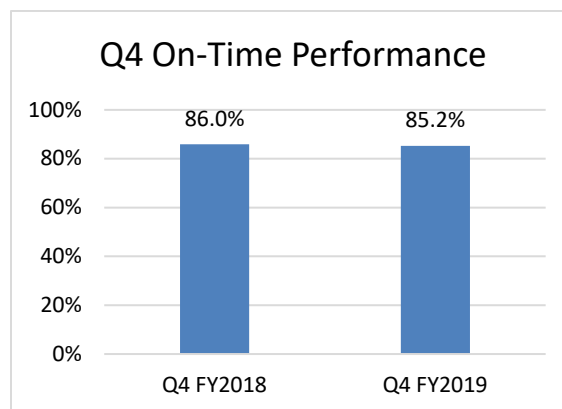




The Q4 average weekday ridership was virtually identical comparing with the same quarter of last year, while Saturday and Sunday ridership decreased over the same period.

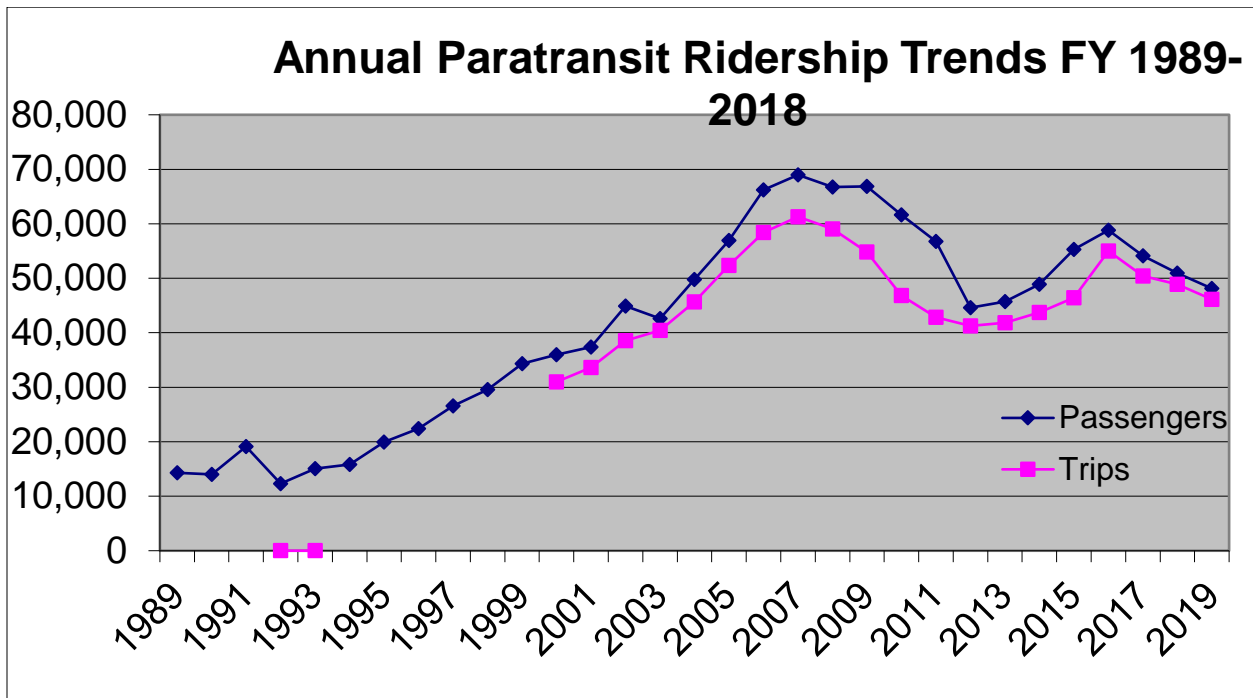


On-time performance for the fixed route system in Q4 was down slightly compared to Q4 last year, with an average on-time percentage of 85.2%.

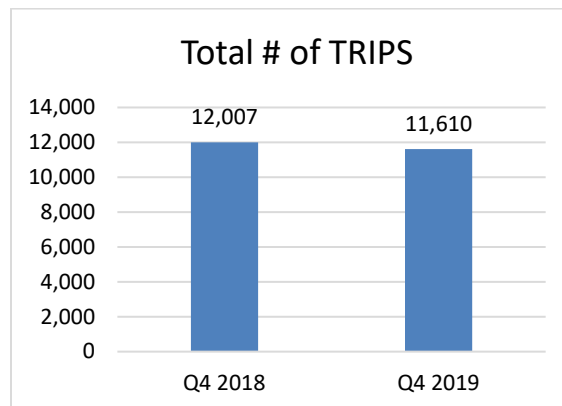


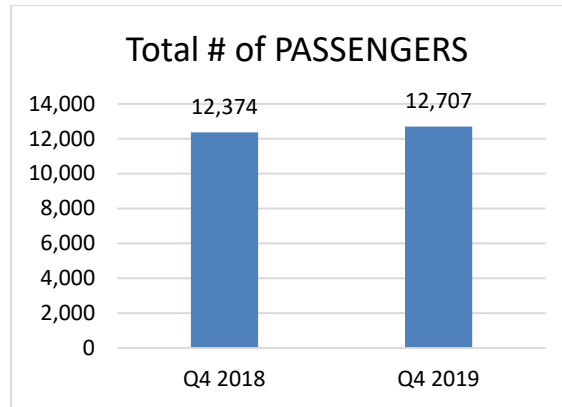
## Paratransit

The graph below provides an overview of the historic annual paratransit ridership trend from the agency's inception thru the end of fiscal year 2019:

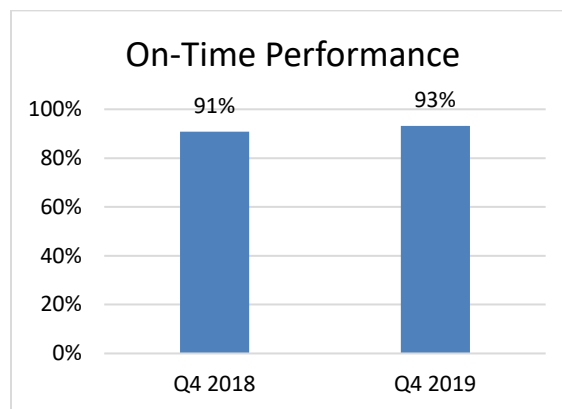


When comparing the Q4, FY19 to the year prior, Q4, FY18, we can see that there has been a decrease of 3.31% in the number of one-way trips while there has been an increase of 2.69 % in the number of total passengers, which the following two graphs illustrate. The total number of passengers' statistics includes personal care attendants and companions in addition to the ADA paratransit eligible riders. LAVTA pays the service contractor per trip, not per passenger.



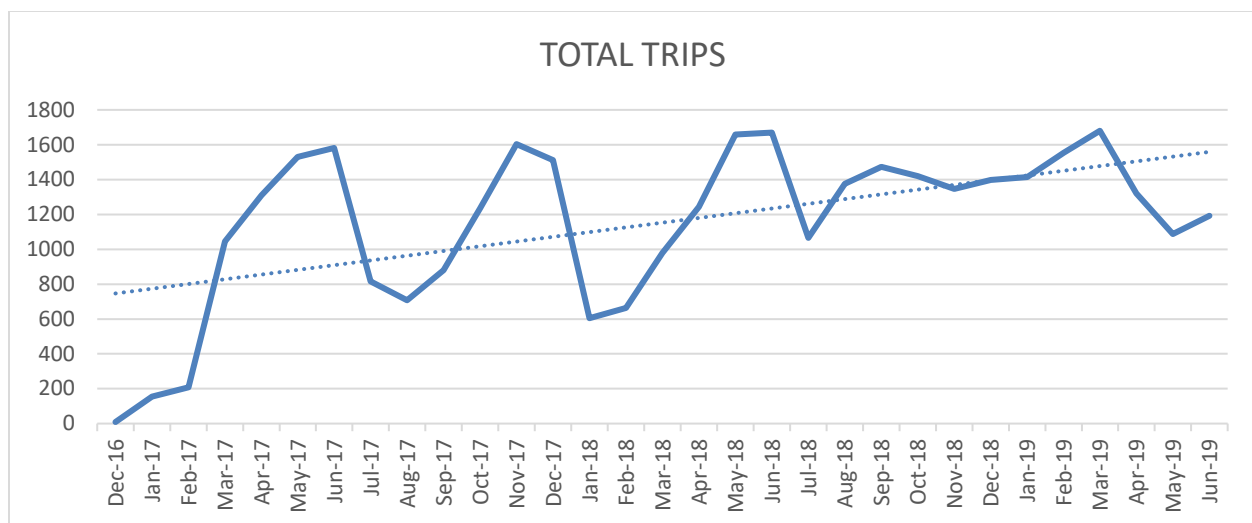


On-time performance (OTP) has improved by 2% from 91% in Q4, FY18 to 93% in Q4, FY19.



## GoDublin

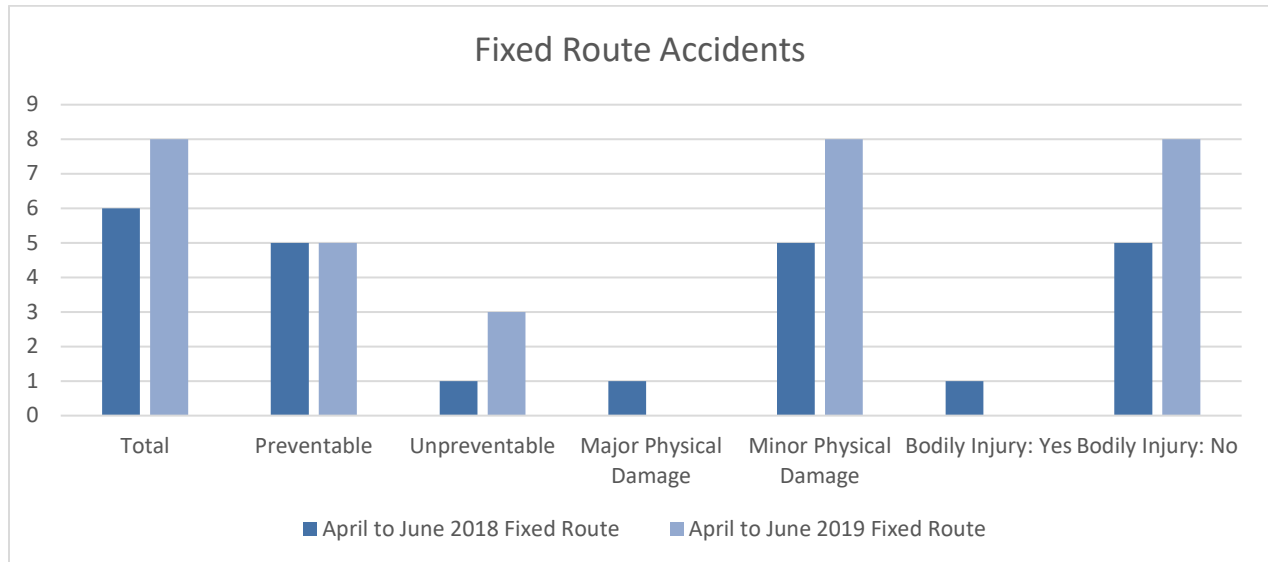
The GoDublin program continues to thrive. In March 2019 the number of rides provided per month peaked at 1,680 rides. The public subsidy per ride average over the duration of the program is \$2.81. While rides did reduce during Q4FY19, there continues to be a positive upward trend overall. In part, the decline in reported ridership is because of an issue with one of the TNC partner's promotion code that has been fixed.



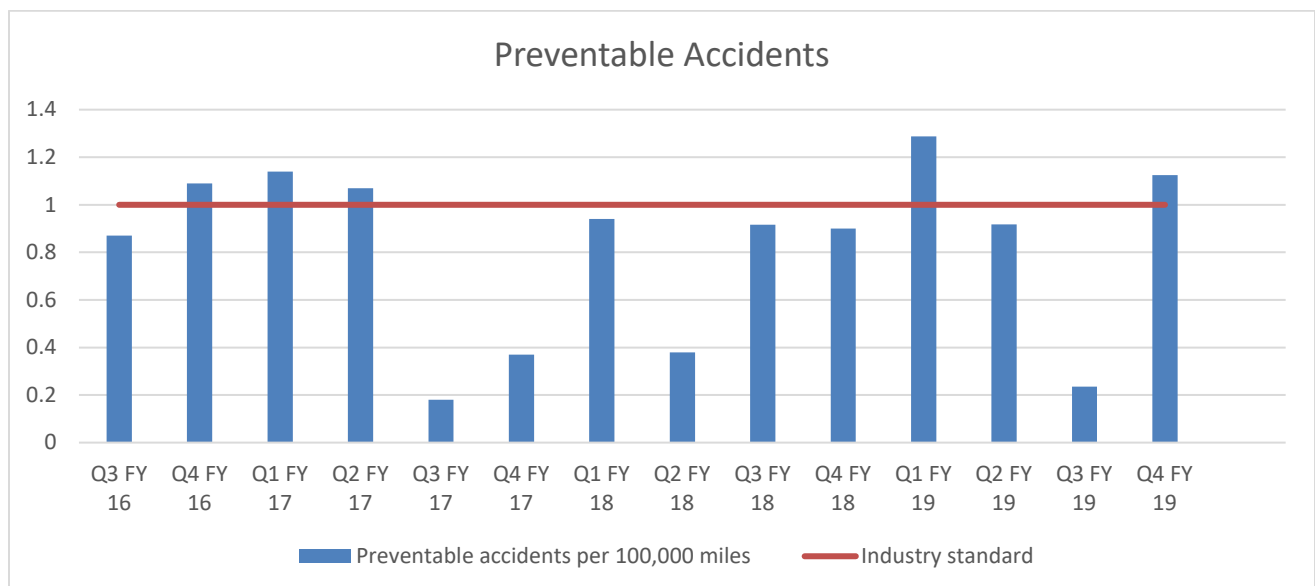
## Accidents/Incidents

### Fixed Route

The accident/incident statistics for Q4 FY2019 increased from Q4 FY2018.

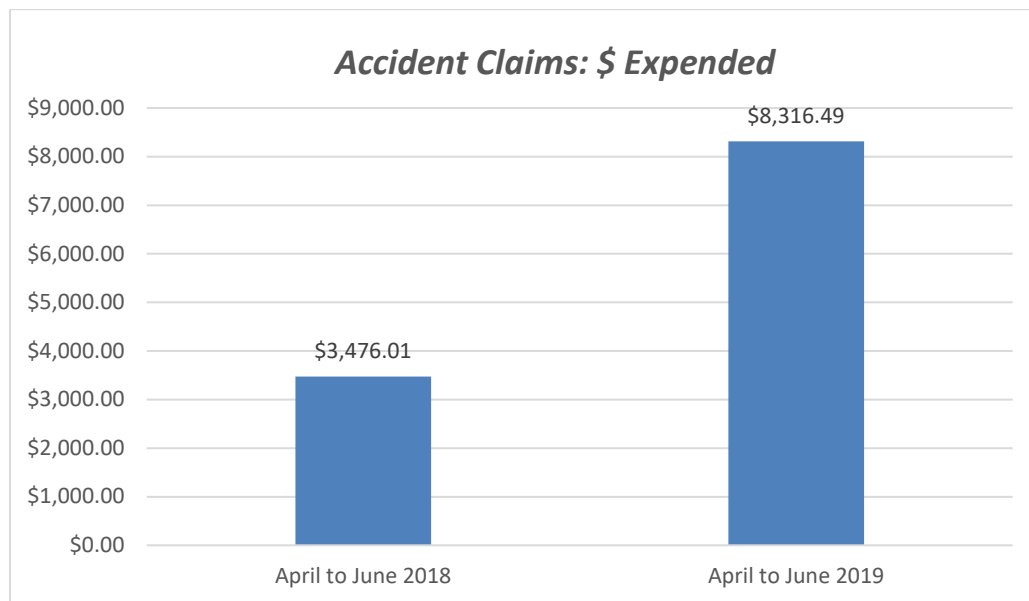


Using the transportation industry standard measurement of accident frequency ratio (AFR), we had a ratio of 1.12 accidents per 100,000 miles which is slightly higher than the industry standard 1.0 and was an increase from Q4FY18 which had a frequency of 0.98 per 100,000 miles.

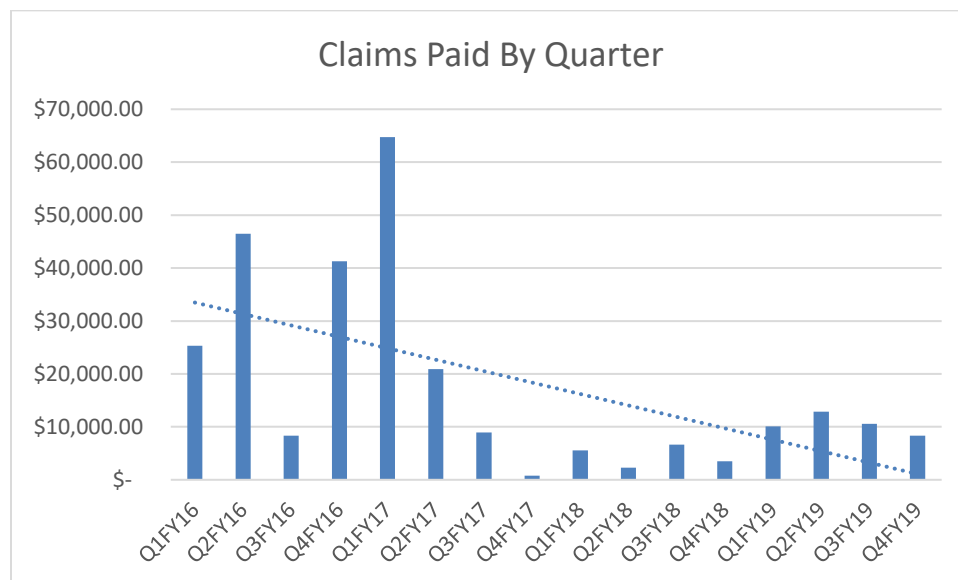


### Claims Activity

With respect to the quarterly accident claim activity, the charts below highlight claims **for fixed route only**. It should be noted that some of the expenditures were for incidents in the prior fiscal year, as adjudication of claims can take some time after the actual accident/incident. In total, the agency expended 42% of its Accident Claims budget in fiscal year 2019.

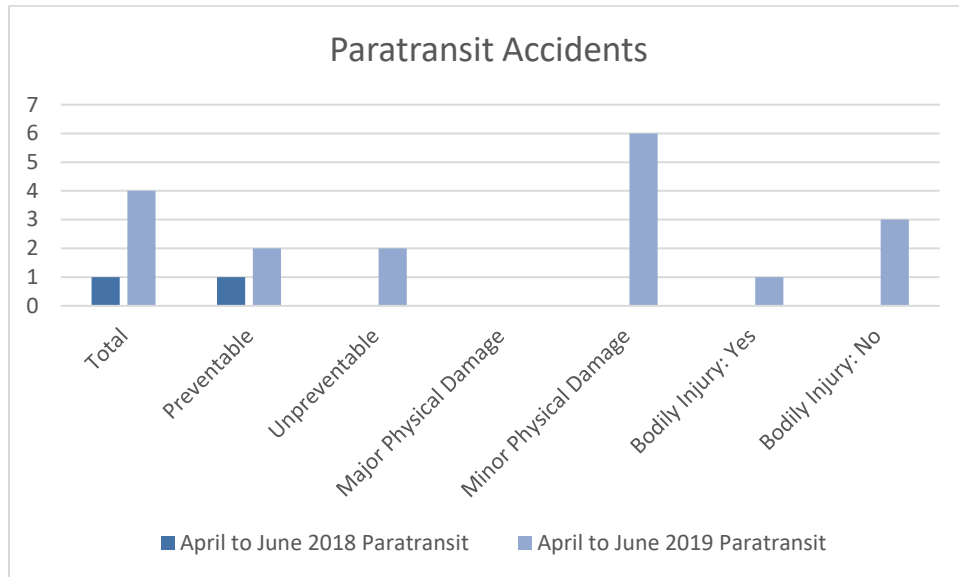


The following is a graph showing the last 4 years of claims paid by the agency:



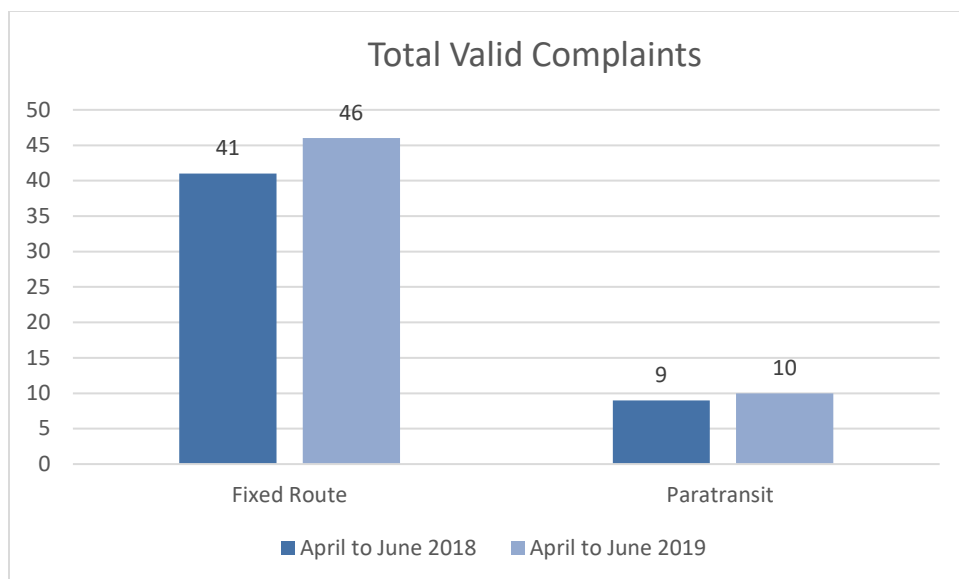
## Accidents/Incidents *Paratransit*

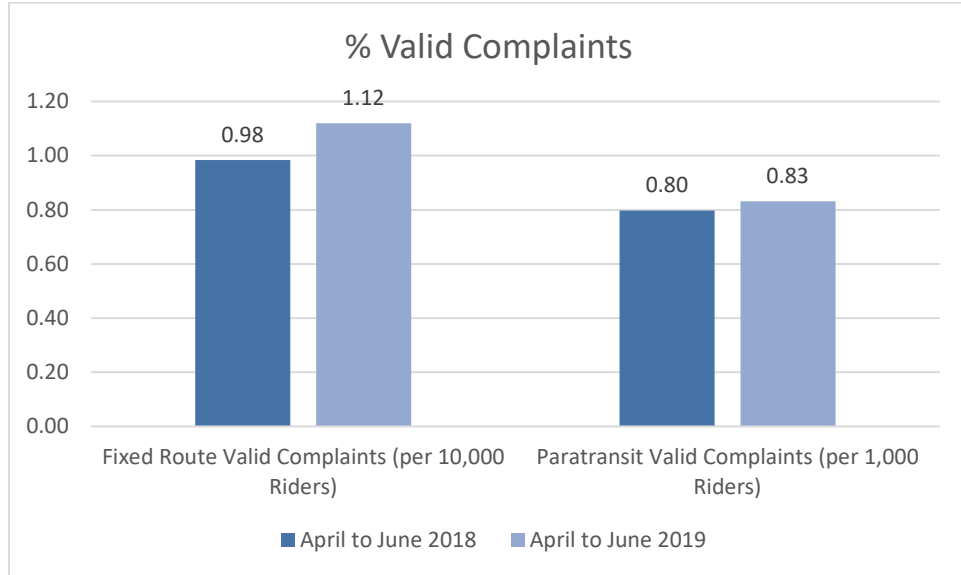
In Q4 FY2019 there was an increase of one preventable accident in paratransit:



## Customer Service

Customer Service staff processed a total of 161 customer requests for Q4 FY19. The number of requests reduced by 61 requests compared to Q4 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.

**Recommendation**

None – information only.

# **AGENDA**

## **ITEM 6**



## STAFF REPORT

SUBJECT: Dial-A-Ride Passenger Survey of June 2019

FROM: Jonathan Steketee, Customer Service & Contract Compliance Manager

DATE: September 23, 2019

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### **Action Requested**

None – information only.

### **Background**

LAVTA performs annual Dial-A-Ride passenger surveys to assess passenger satisfaction in order to continually improve service. For the FY18/19 conducted two surveys – one was completed in November/December of 2018 and the other one six months later in June 2019.

### **Methodology**

The methodology for the customer satisfaction survey incorporated both telephone surveys and an online survey. Potential respondents were screened to ensure they had used the Dial-A-Ride service at least once in the last 12-month period. Also, in this wave, a postcard was sent to all riders inviting them to complete the survey online or over the phone.

The participants surveyed via telephone were randomly selected, and the online survey was sent to the email addresses in the LAVTA paratransit database. The survey was administered by a third party surveyor, and a total of 289 Dial-A-Ride surveys were completed, which included 228 phone surveys and 61 online surveys.

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

### **Discussion**

Comparing the results of this most recent survey conducted in June 2019 to the previous survey from November/December 2018 shows that there was not statistically significant differences between the ratings in the two surveys.

As the survey results indicate the riders are clearly more positive than negative when it comes to all variables assessed. There was a noticeable change in the number of highly agree to agree. This could mean that there is a sliding confidence in some categories, or that the individual taking the survey was positive, but more reserve in their rating. There was not a migration of favorable to unfavorable rankings. The highest rated variables were driver

courtesy and helpfulness, drivers being dressed appropriately and being clean, the person on the phone being courteous, vehicles being clean, and driver operating the vehicle safely/following traffic rules. The lowest rated variables were driver timeliness and the amount of time on hold.

In regards to timeliness, on time performance has not been lower than 90% since June of 2018.

Month, Year	OTP %
Dec-17	78.85%
Jan-18	77.75%
Feb-18	82.31%
Mar-18	86.97%
Apr-18	89.36%
May-18	87.24%
Jun-18	88.13%
Jul-18	90.42%
Aug-18	91.06%
Sep-18	92.79%
Oct-18	91.74%
Nov-18	94.71%
Dec-18	94.20%
Jan-19	94.46%
Feb-19	90.98%
Mar-19	95.36%
Apr-19	96.83%
May-19	90.90%
Jun-19	91.80%
Jul-19	90.09%

Month, <60 Seconds	<180 Seconds
Dec-17	78.09%
Jan-18	74.45%
Feb-18	75.43%
Mar-18	72.43%
Apr-18	76.31%
May-18	84.12%
Jun-18	80.38%
Jul-18	75.31%
Aug-18	90.95%
Sep-18	77.44%
Oct-18	78.94%
Nov-18	93.04%
Dec-18	89.59%
Jan-19	69.73%
Feb-19	77.73%
Mar-19	83.77%
Apr-19	88.97%
May-19	78.11%
Jun-19	73.34%
Jul-19	83.76%

### Next Steps

Hold time has continued to improve, but remains at a very high bar of over 92% of calls are answered in under 3 minutes. LAVTA staff will continue working with the contractor to monitor and improve the service quality. However, on time performance and hold-times are at a more than acceptable performance.

### Recommendation

None – information only.

Attachments:

1. Dial-A-Ride Customer Service Survey PowerPoint



Livermore Area Valley Transportation Authority (LAVTA)  
Ridership Satisfaction  
Phone and Online Survey

*Summary of Findings*

Prepared July 2019

Quantum Market Research



# Background

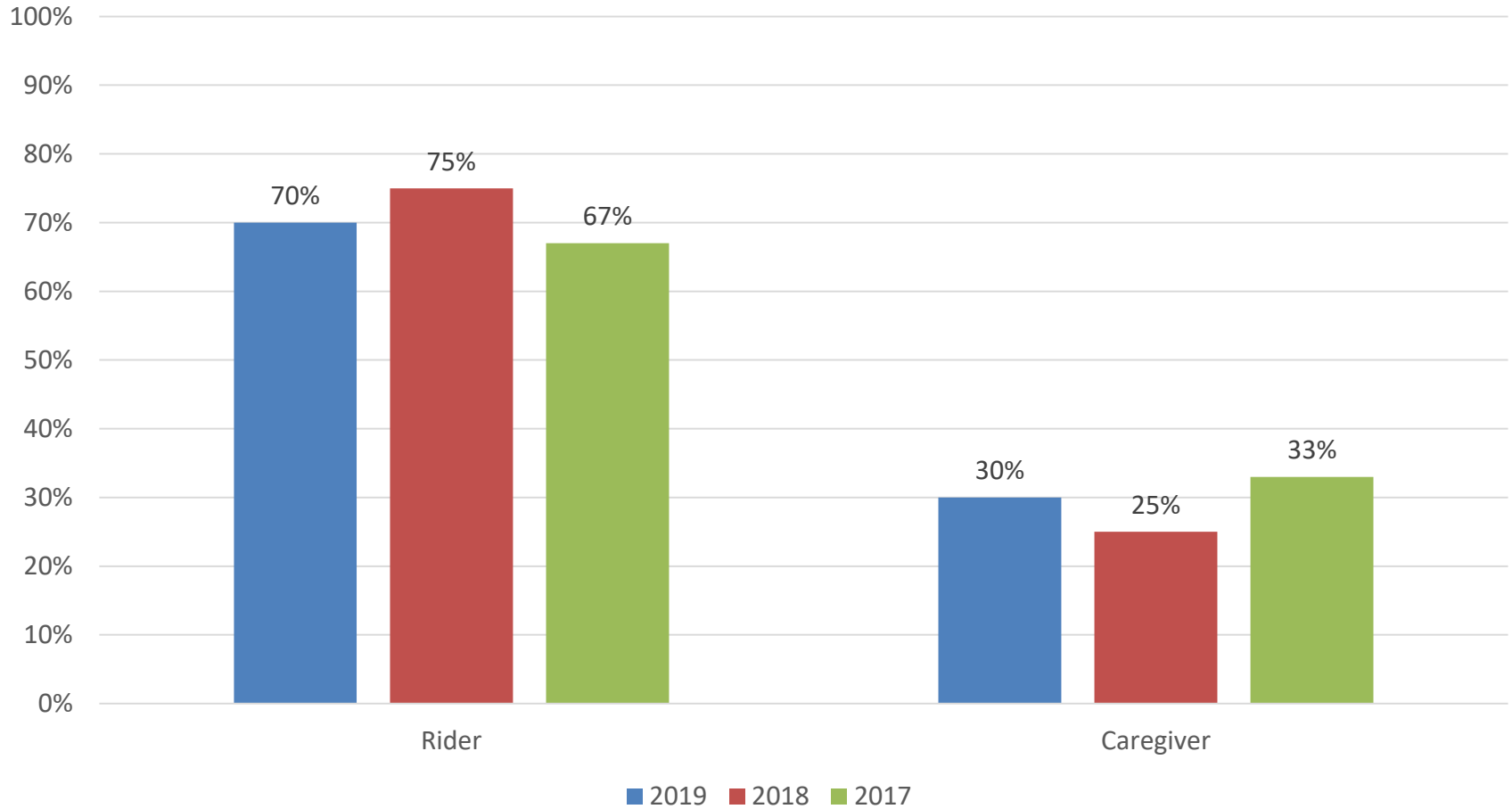
- Overall goal of the study is to gauge rider satisfaction with LAVTA's Wheels Dial-a-Ride service, particularly as a means of tracking opinions over the years.
- Survey has been conducted in English over the telephone since 2015.
- The three most recent waves of interviewing include online surveys and Spanish-language interviewing, in addition to English-language surveys.
- Respondents were users of Wheels Dial-a-Ride service in the previous 12 months or are the caregivers of those users.



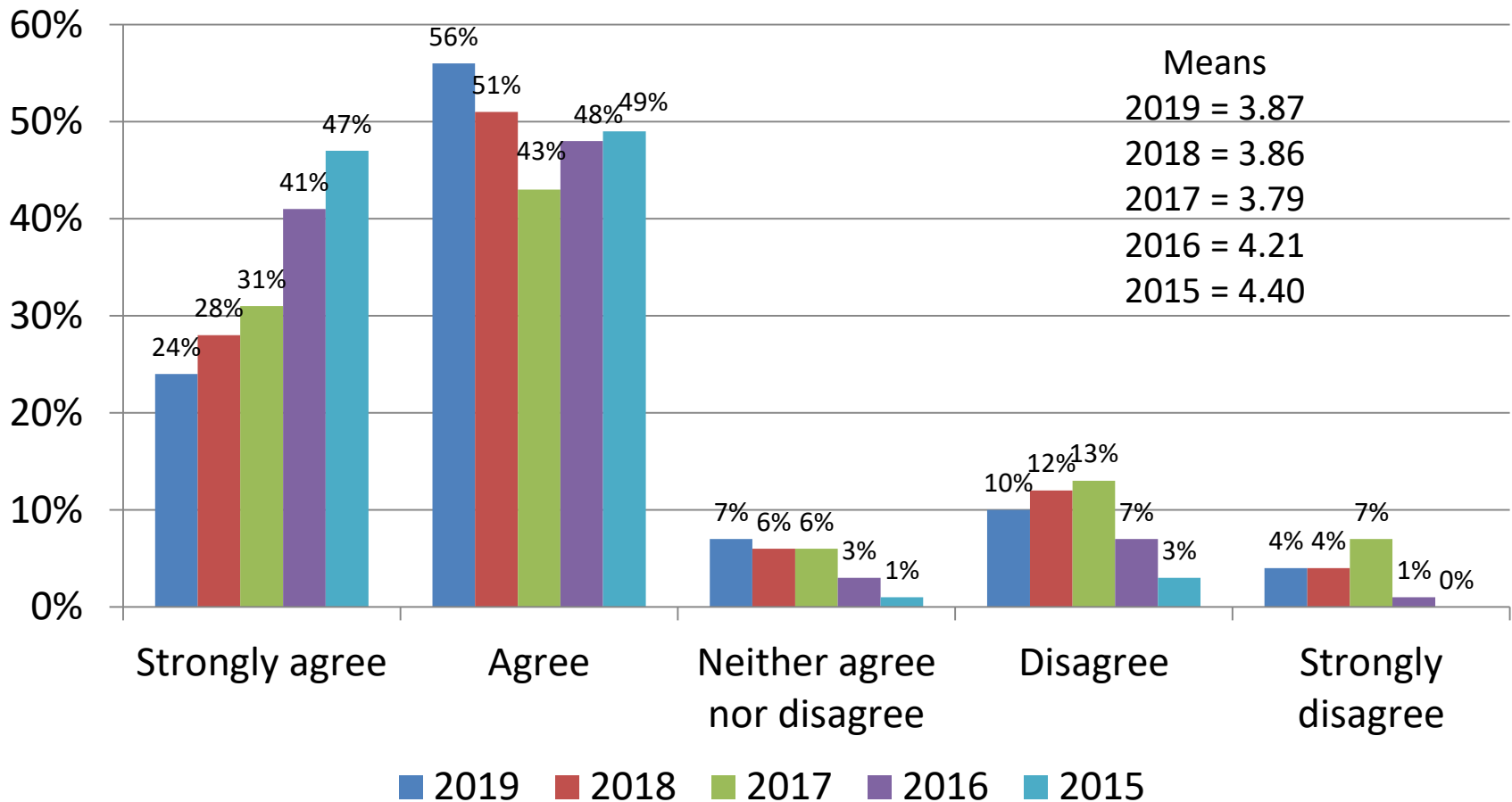
# Methodology

- In this latest wave, 289 surveys were conducted, including 228 telephone interviews averaging just under 9 minutes in length.
- 61 riders completed the survey online.
- The margin of error is just over  $\pm 5\%$  at the 95% confidence level. Lower sample sizes were used in previous years with corresponding higher margins of error.
- Sample was provided by LAVTA and included a total of 957 people, including 85 at various nursing homes and rehabilitation centers.
- As in the most recent wave, postcards were sent to all riders in individual residences inviting them to complete the survey online or over the phone. Non-respondents with a valid email address also received an email invitation to participate.
- Potential respondents were screened to ensure they had used the service in the previous year.
- A raffle of four prizes of \$25 was offered to respondents.

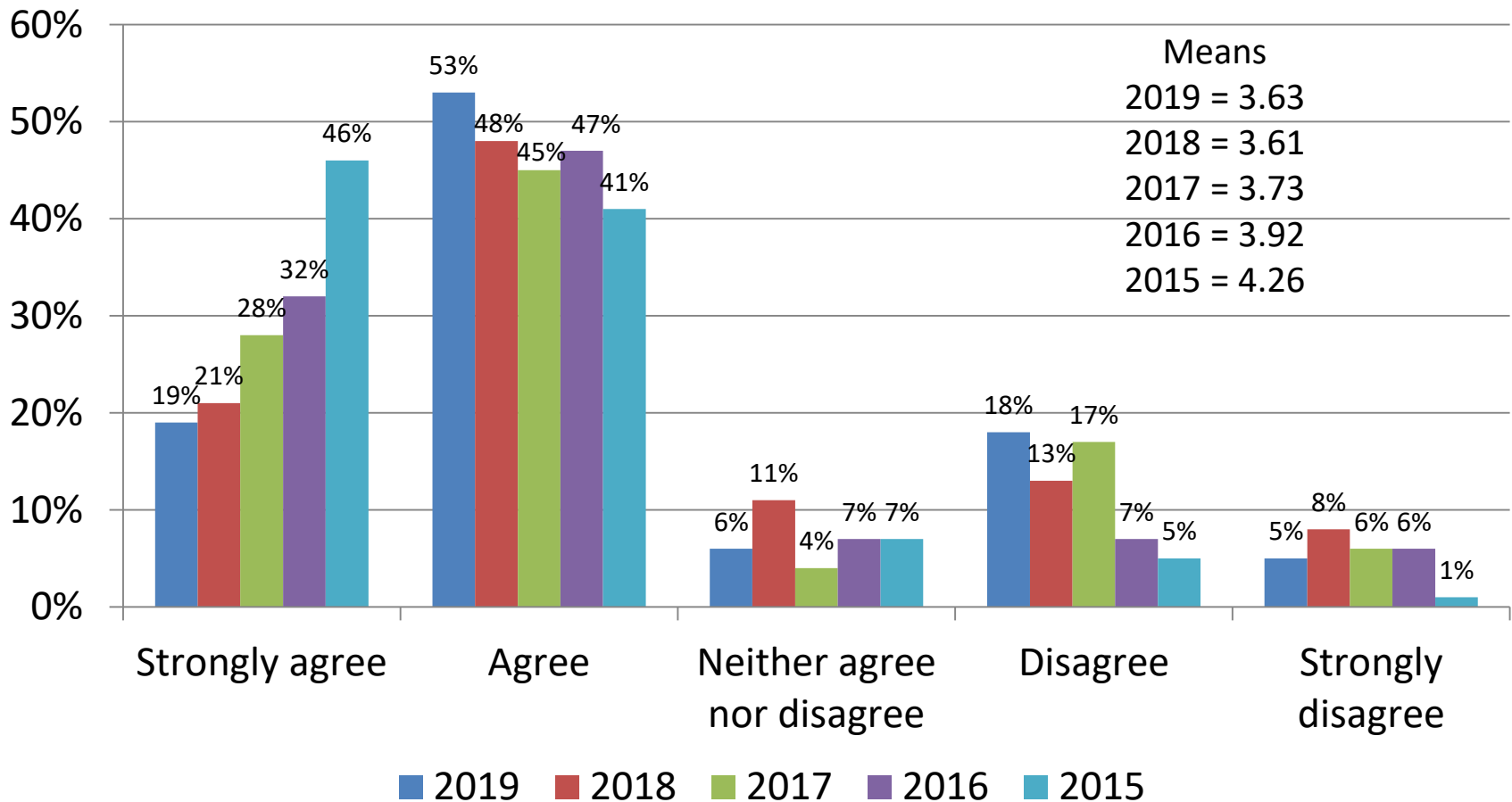
# Rider or Caregiver



# Able to Reach Customer Service Quickly

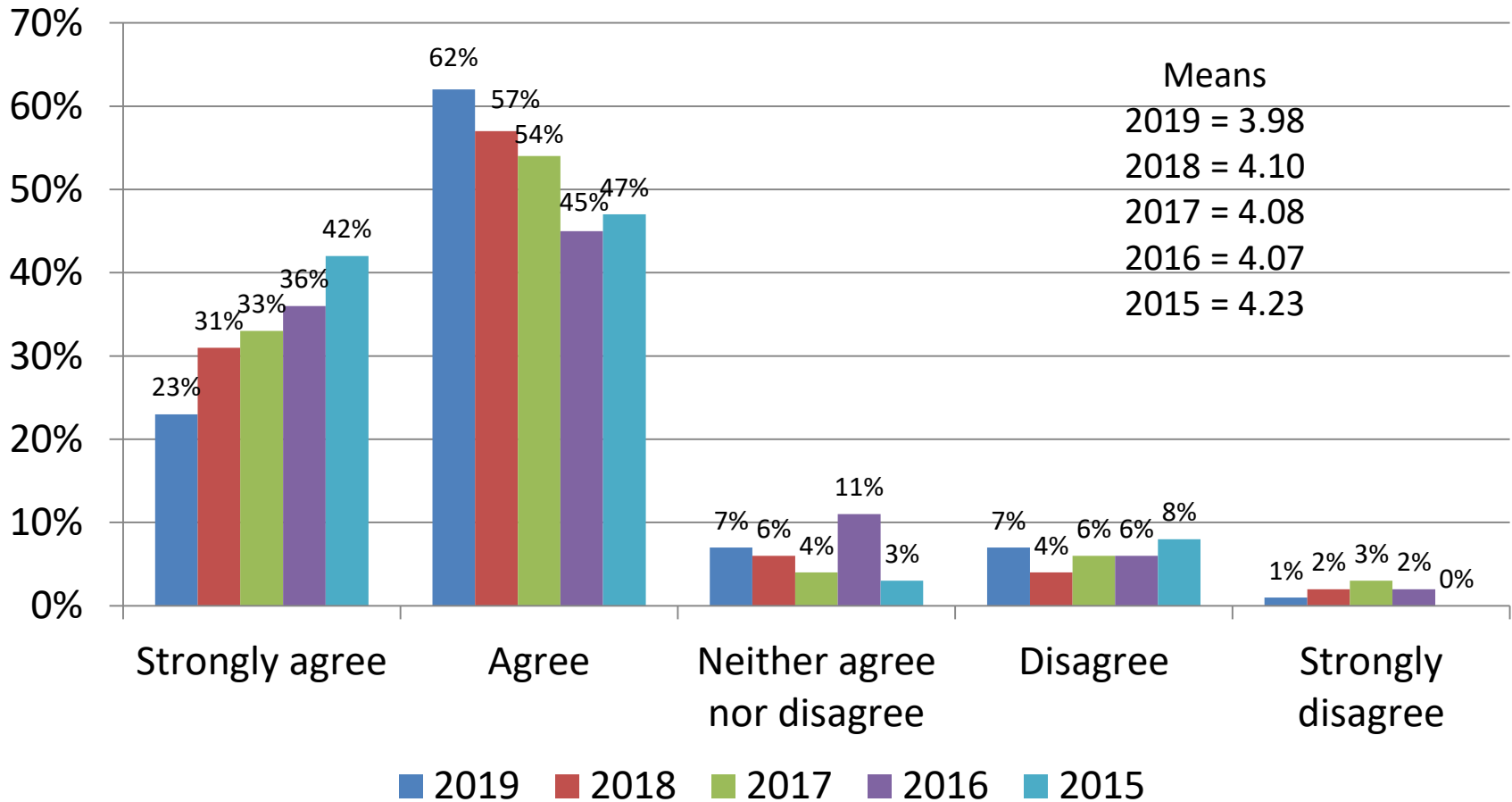


# Hold Times Were Not an Issue

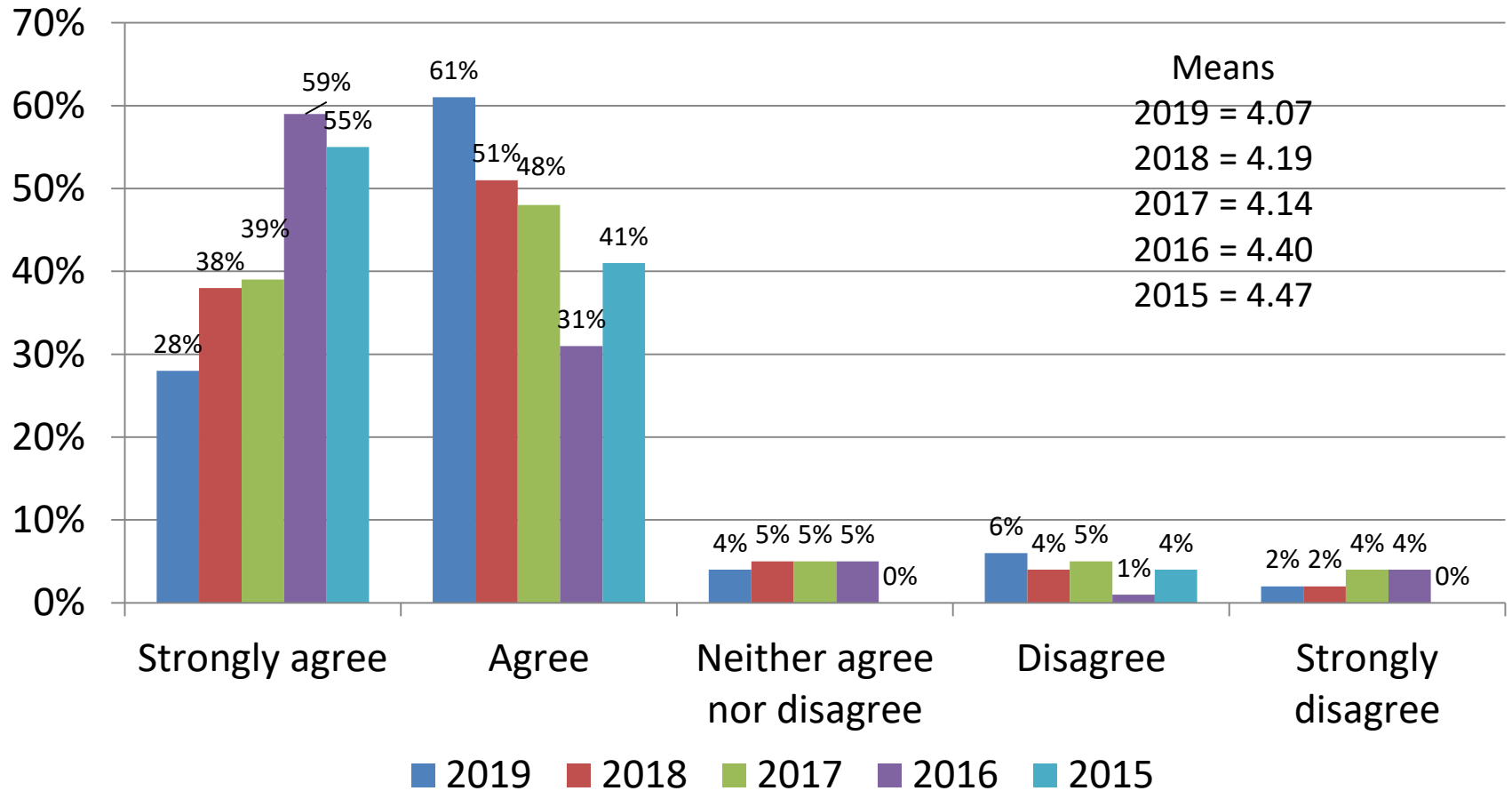




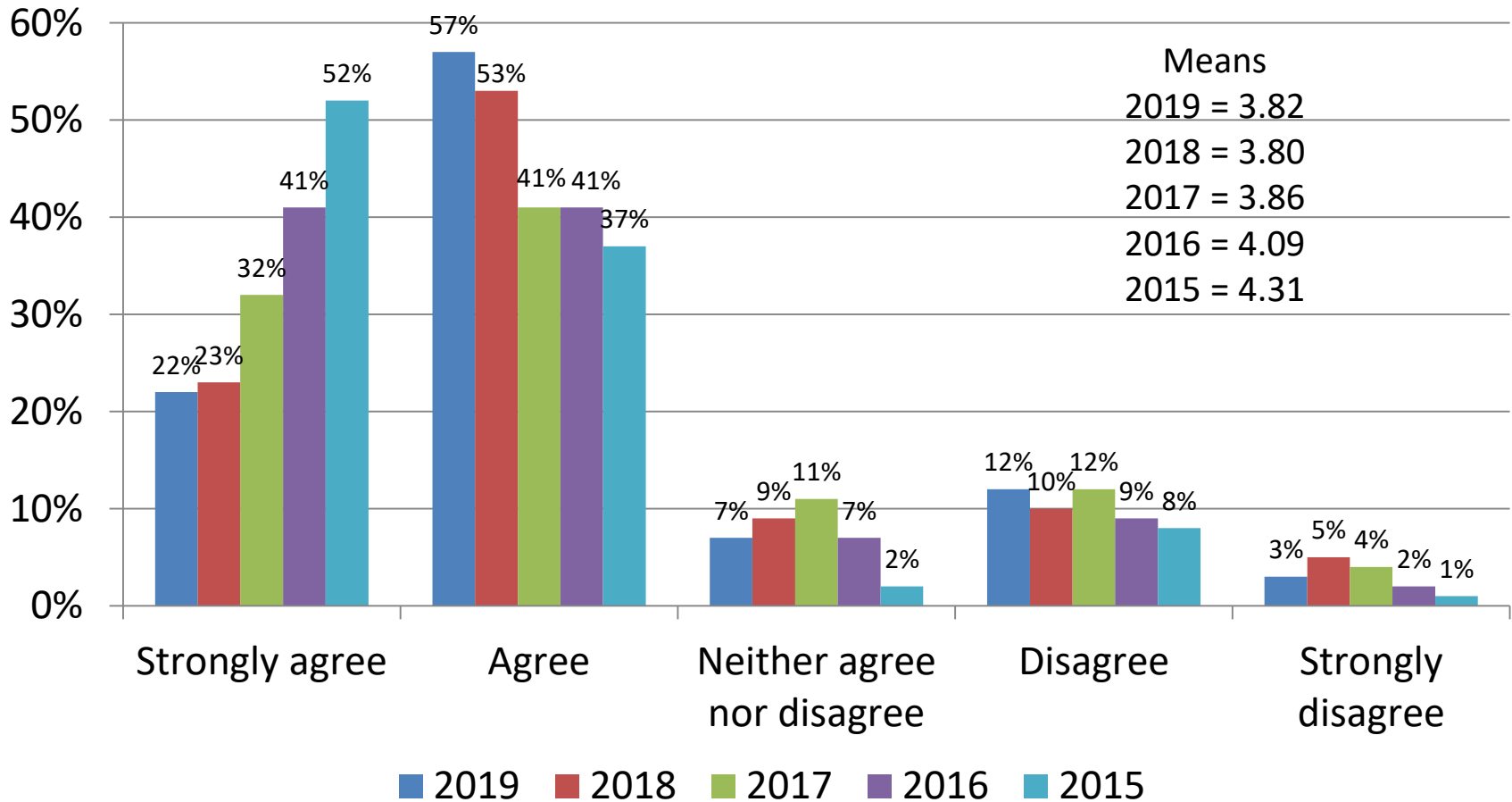
# No Problems with Phone Menu



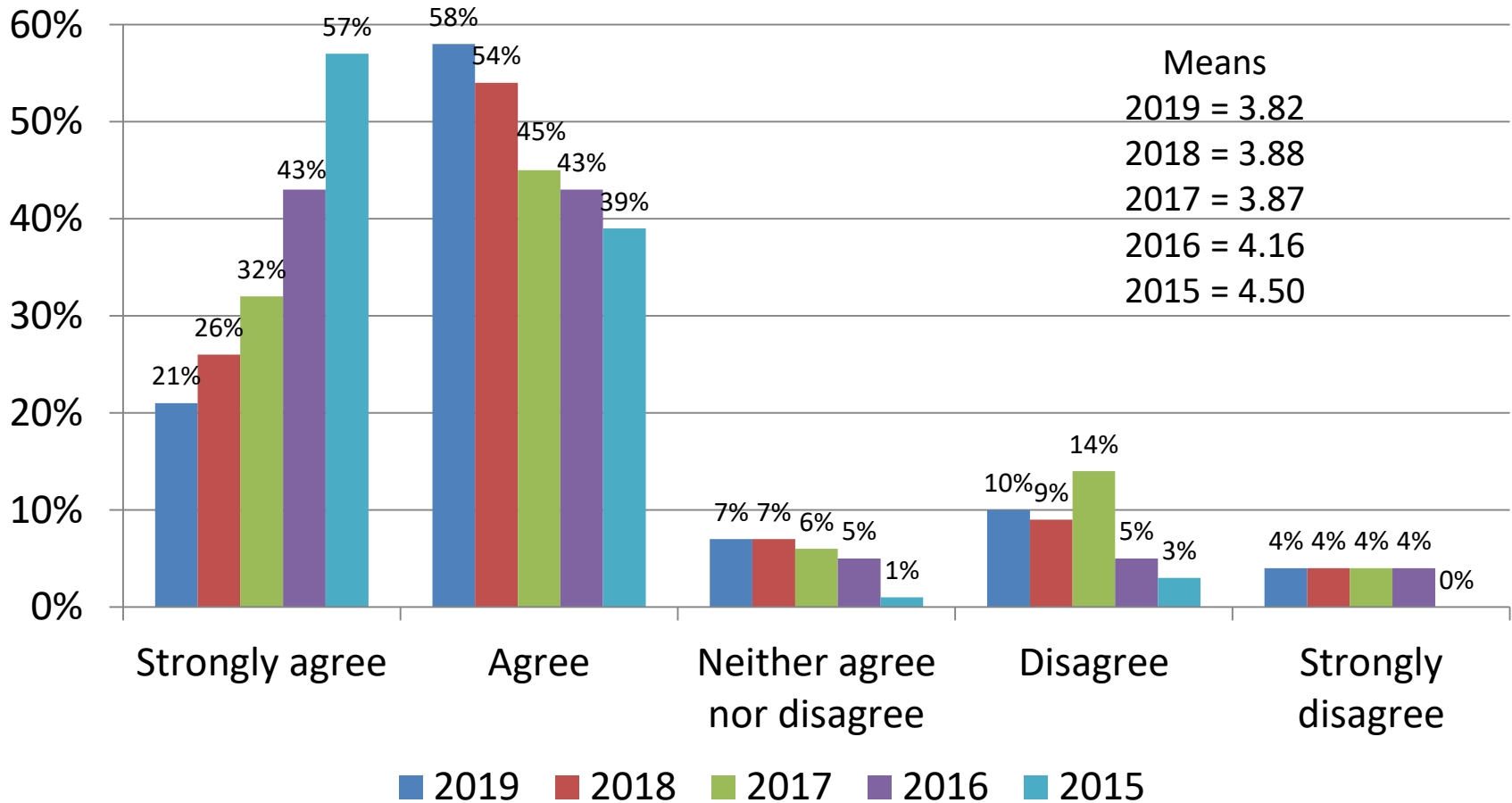
# Person on Phone Was Courteous



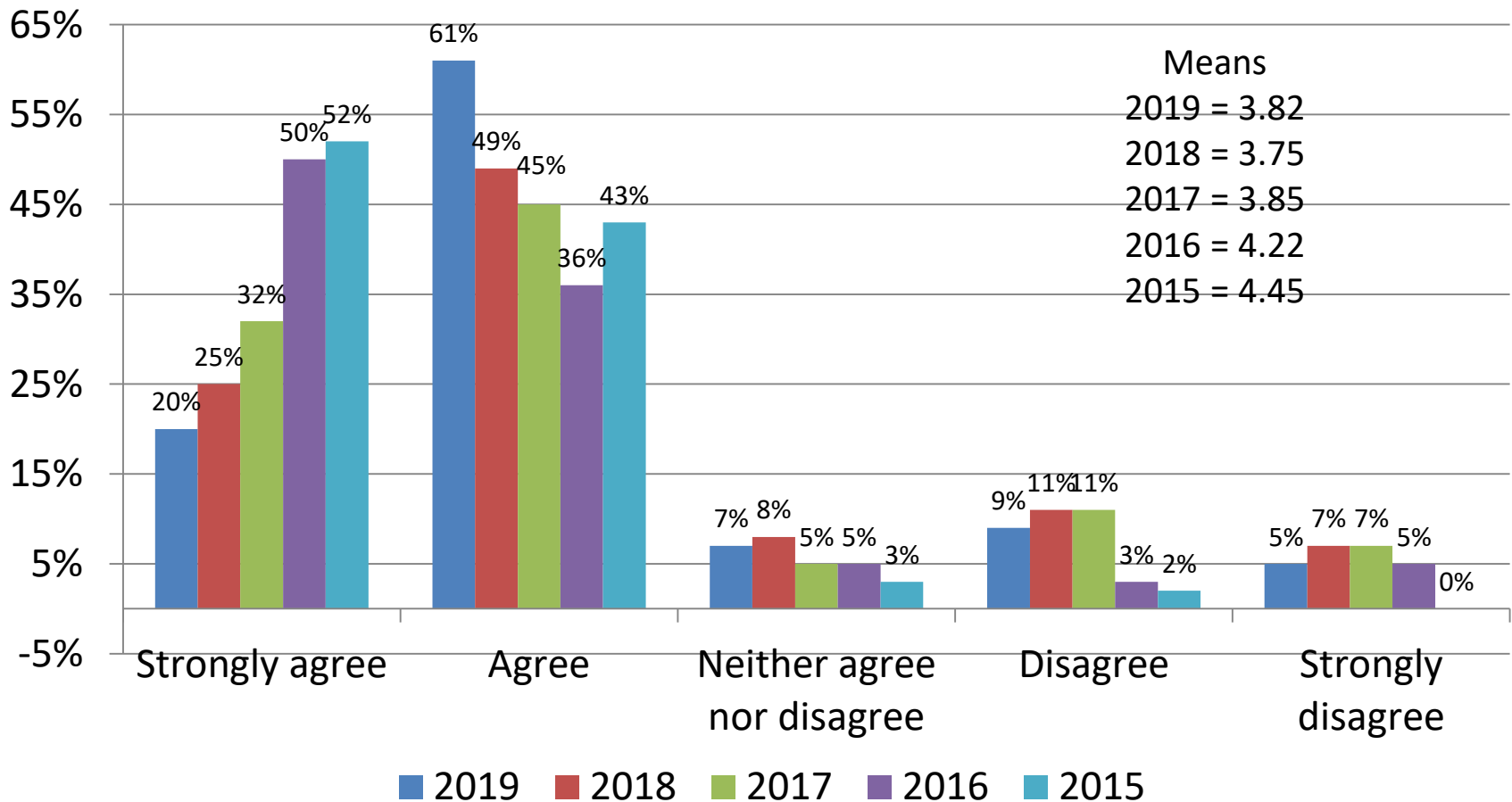
# Person on Phone Was Knowledgeable



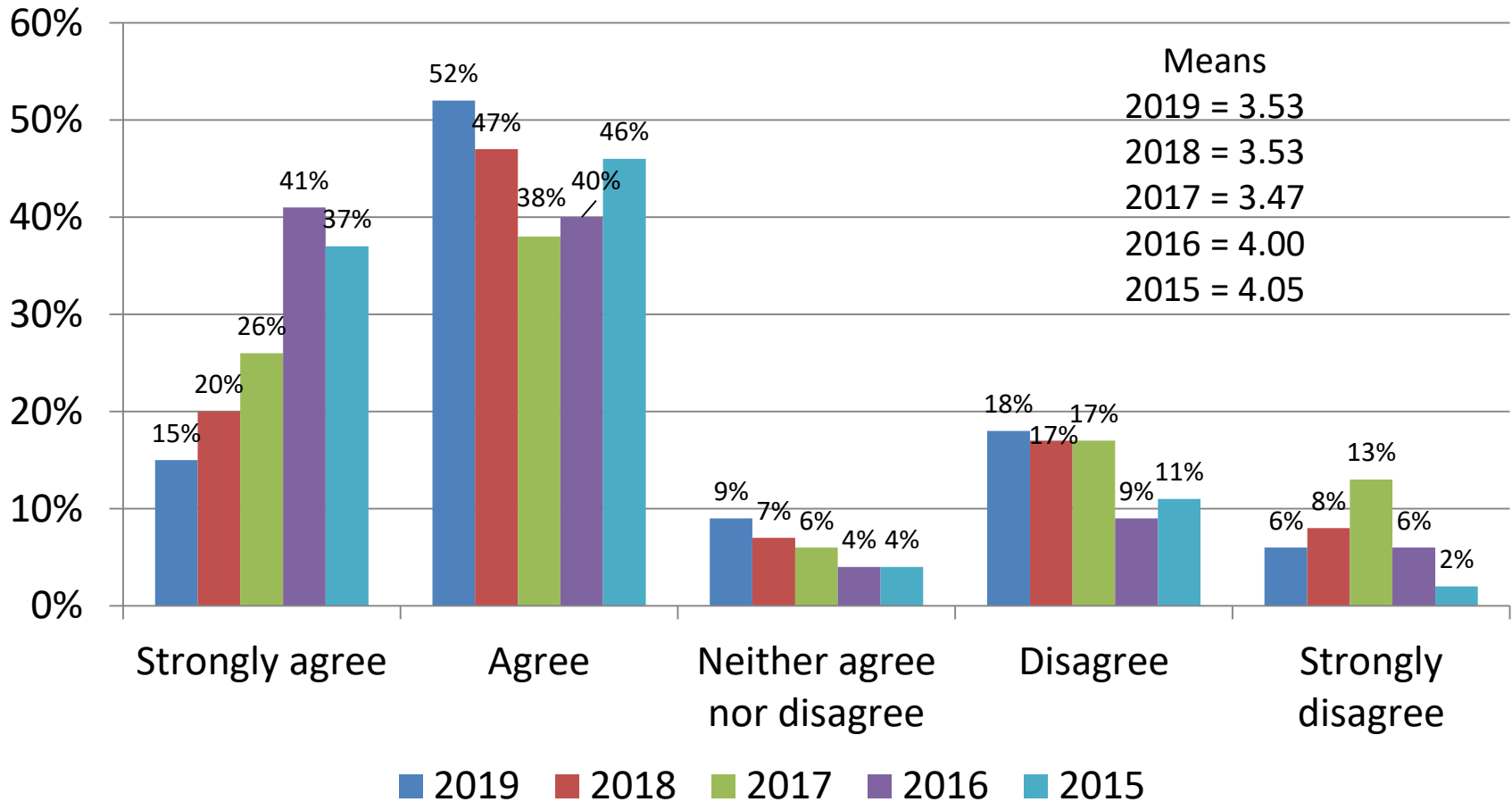
# Person on Phone Was Able to Arrange Request for Transportation



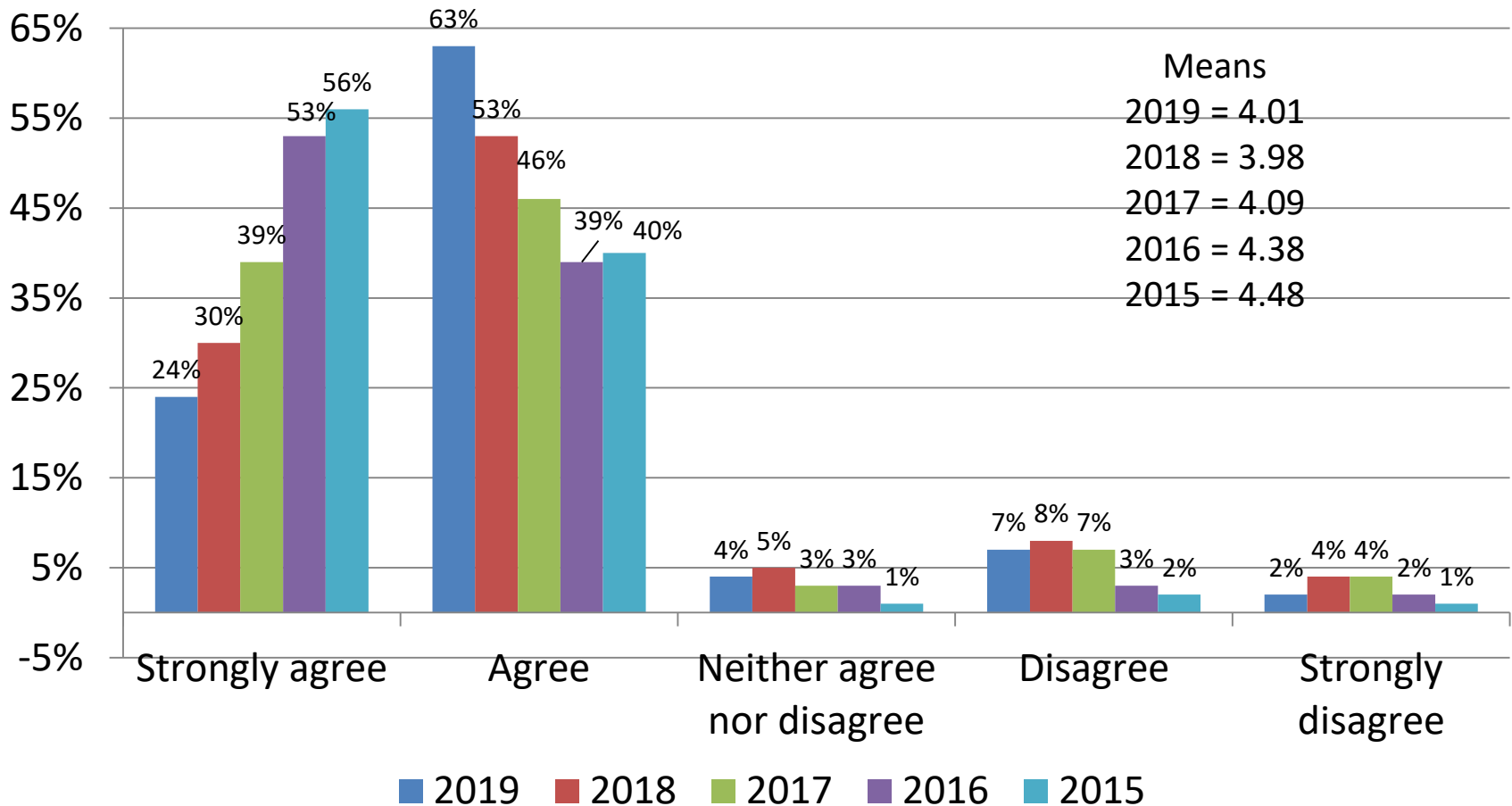
# It was Easy to Make Arrangements for Transportation on Phone



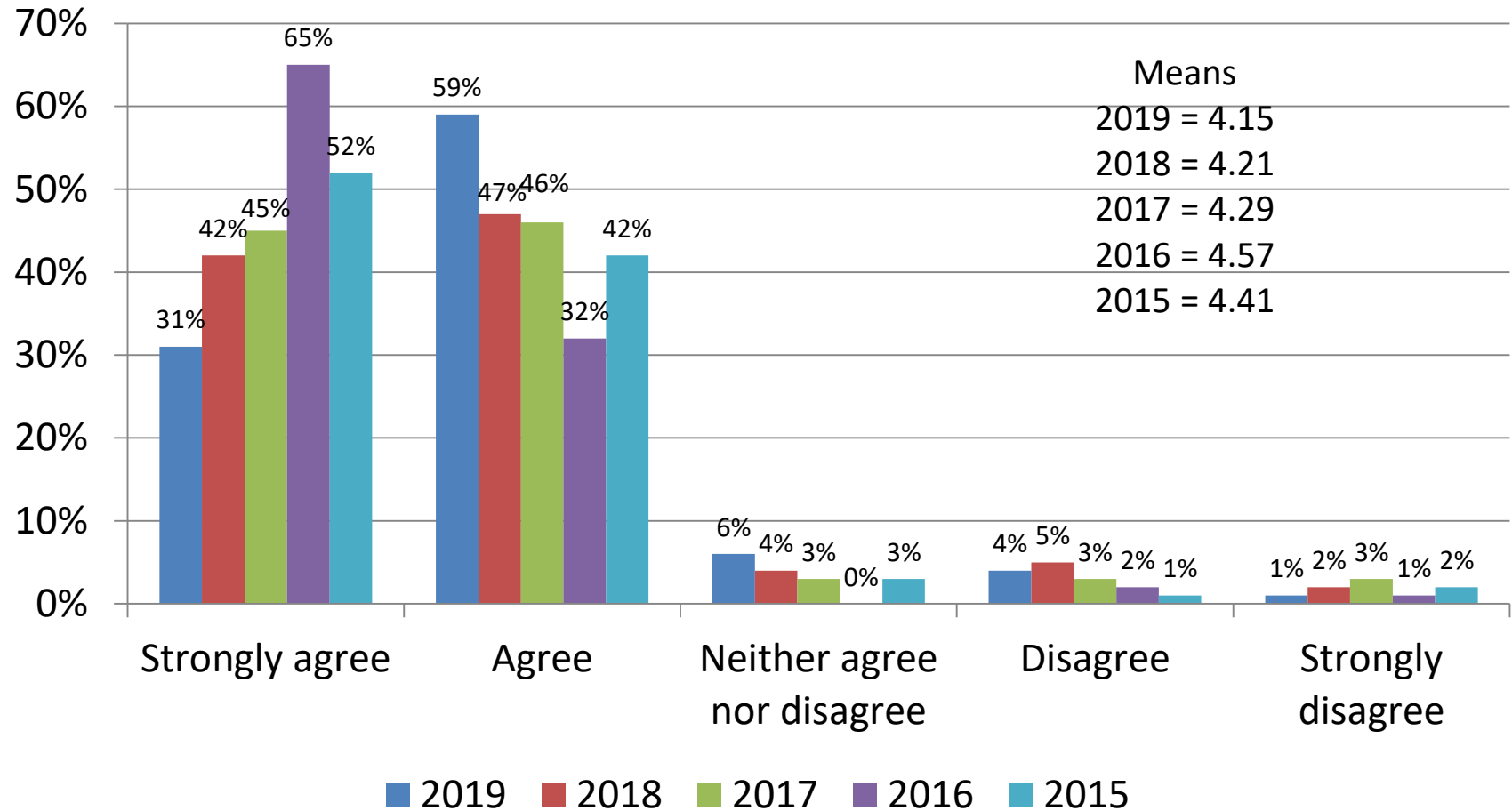
# Driver was on Time



# Driver Arrived at Correct Address/Pick up Spot

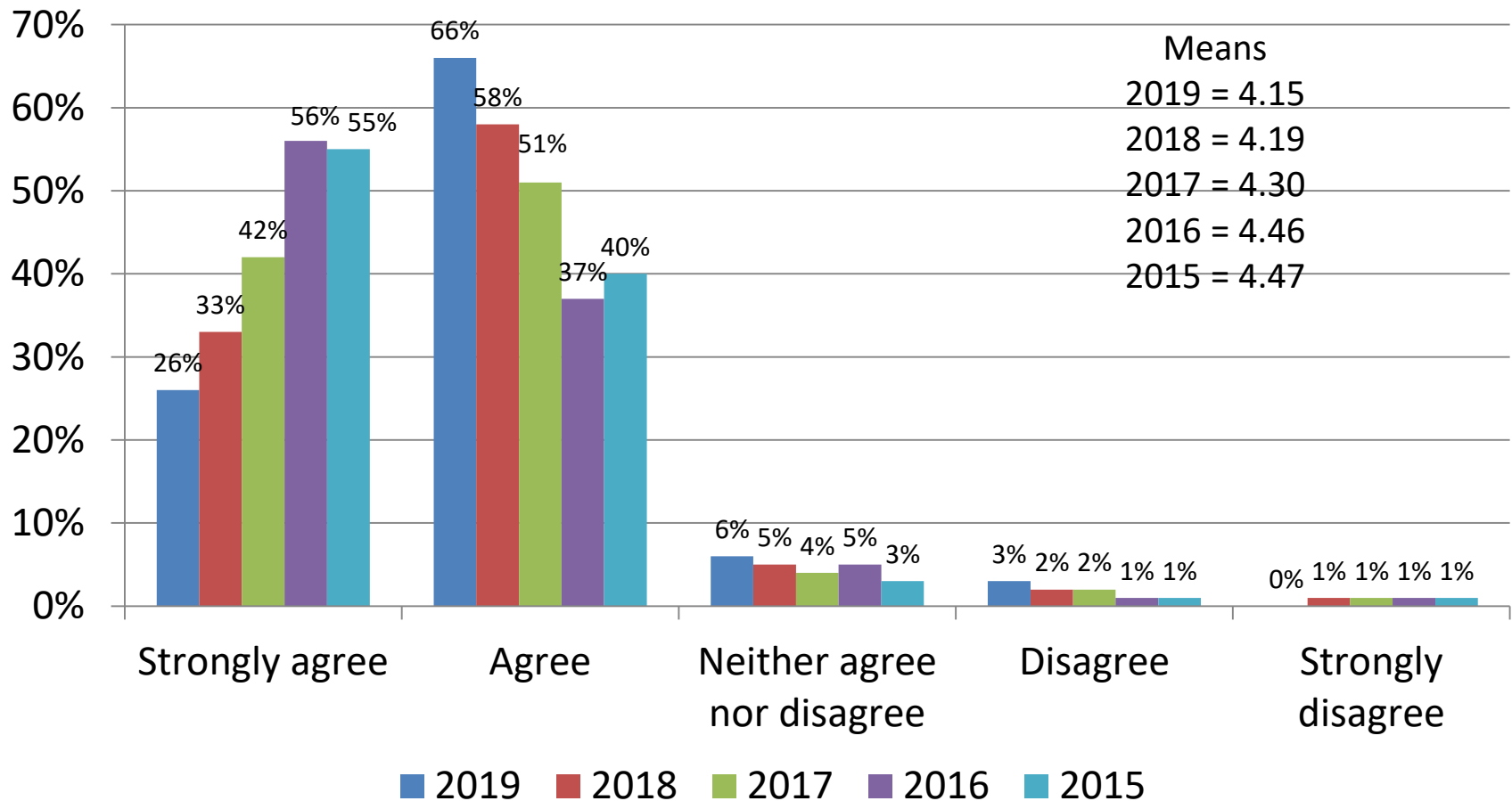


# Driver was Courteous and Helpful

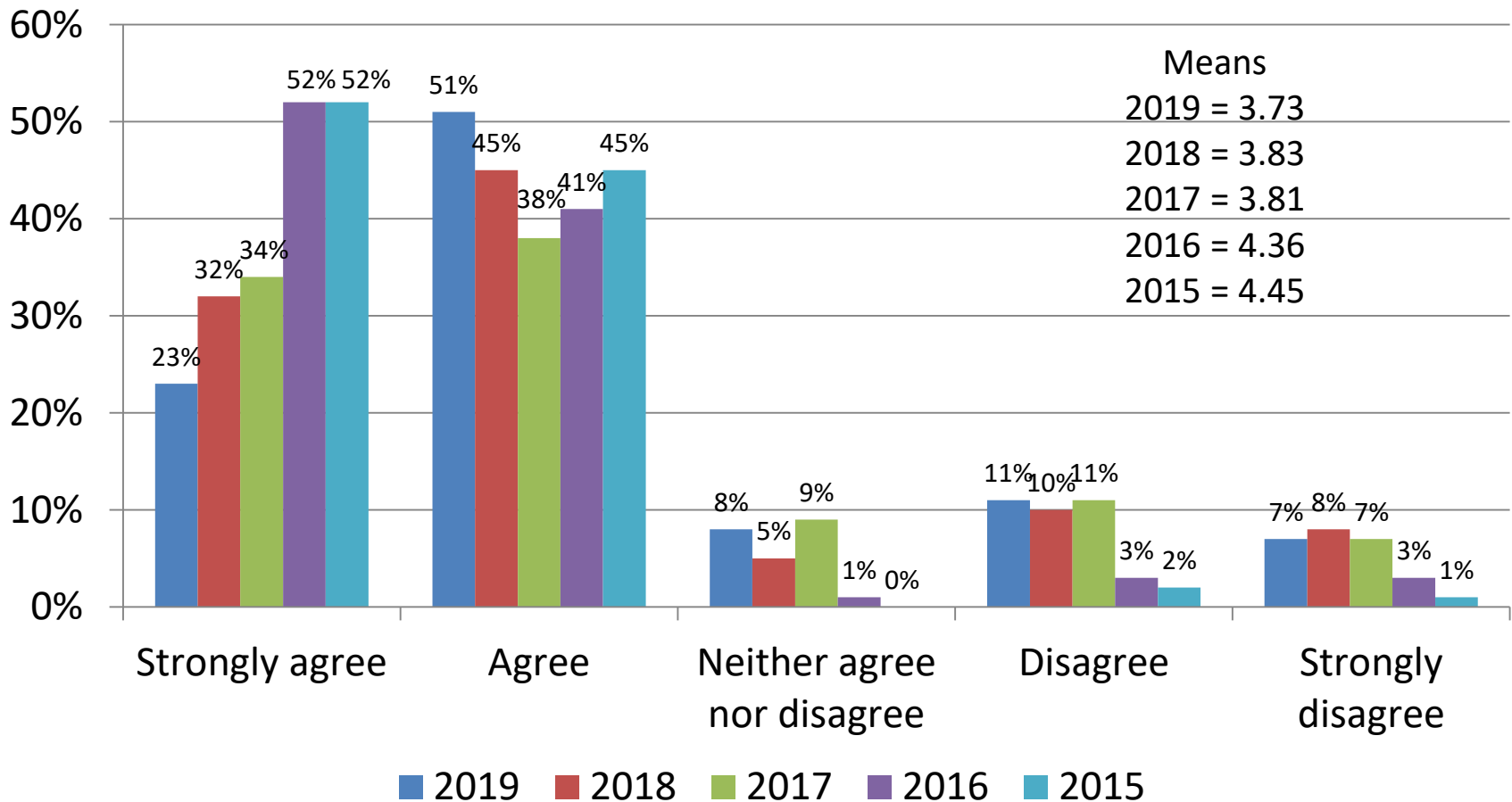




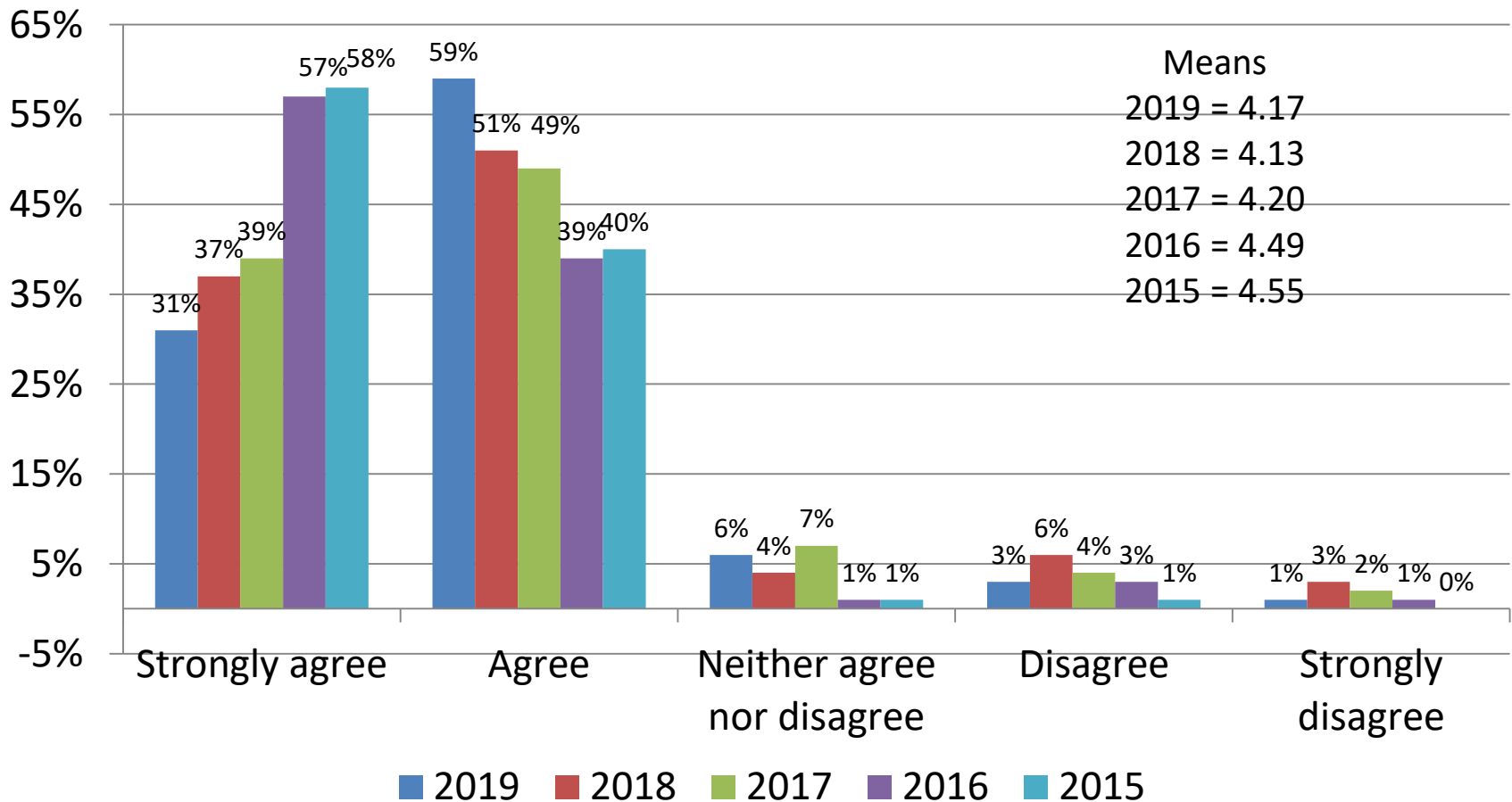
# Driver was Dressed Appropriately/Clean



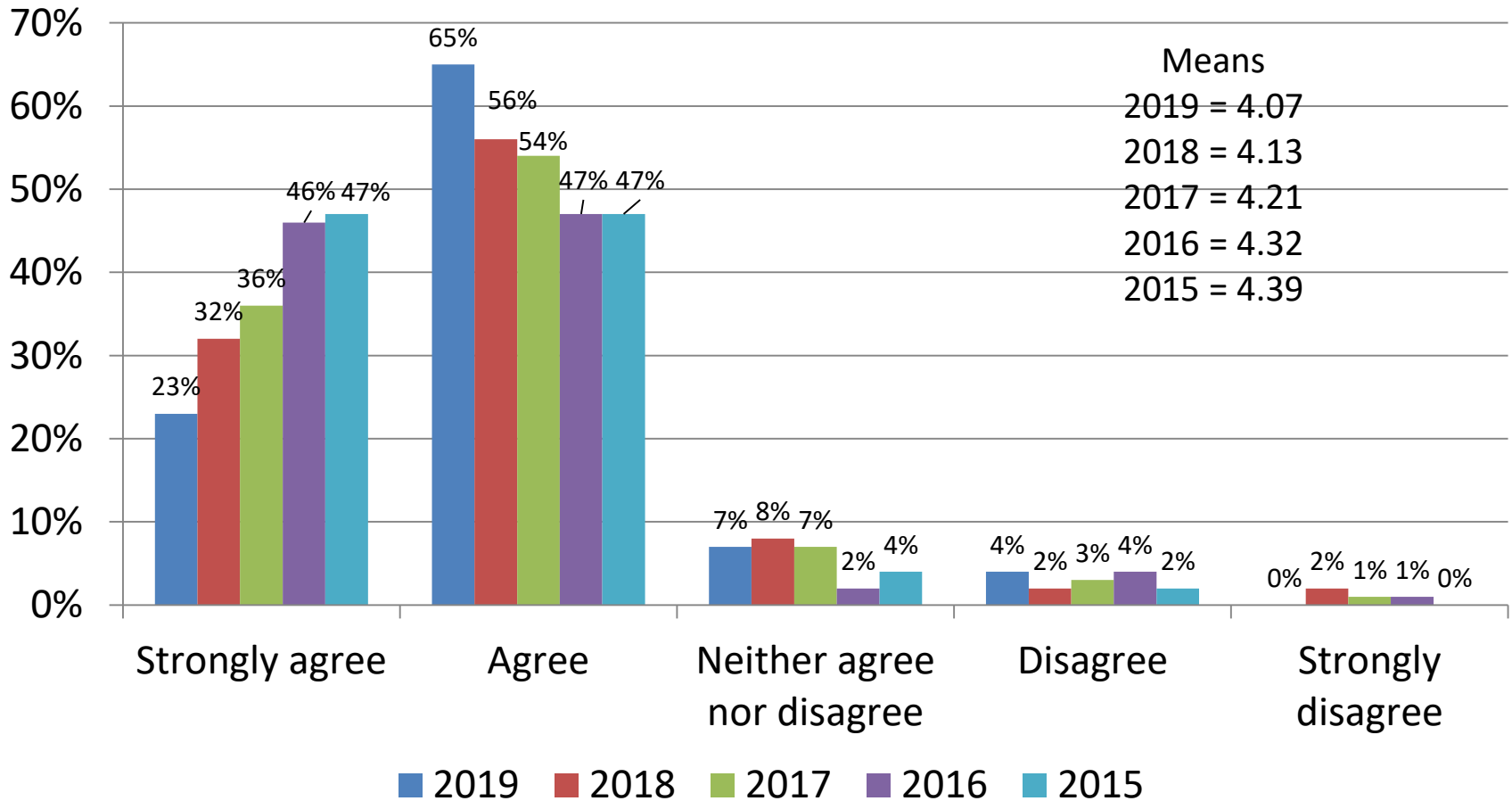
# Overall High Level of Satisfaction with Pickup Experience



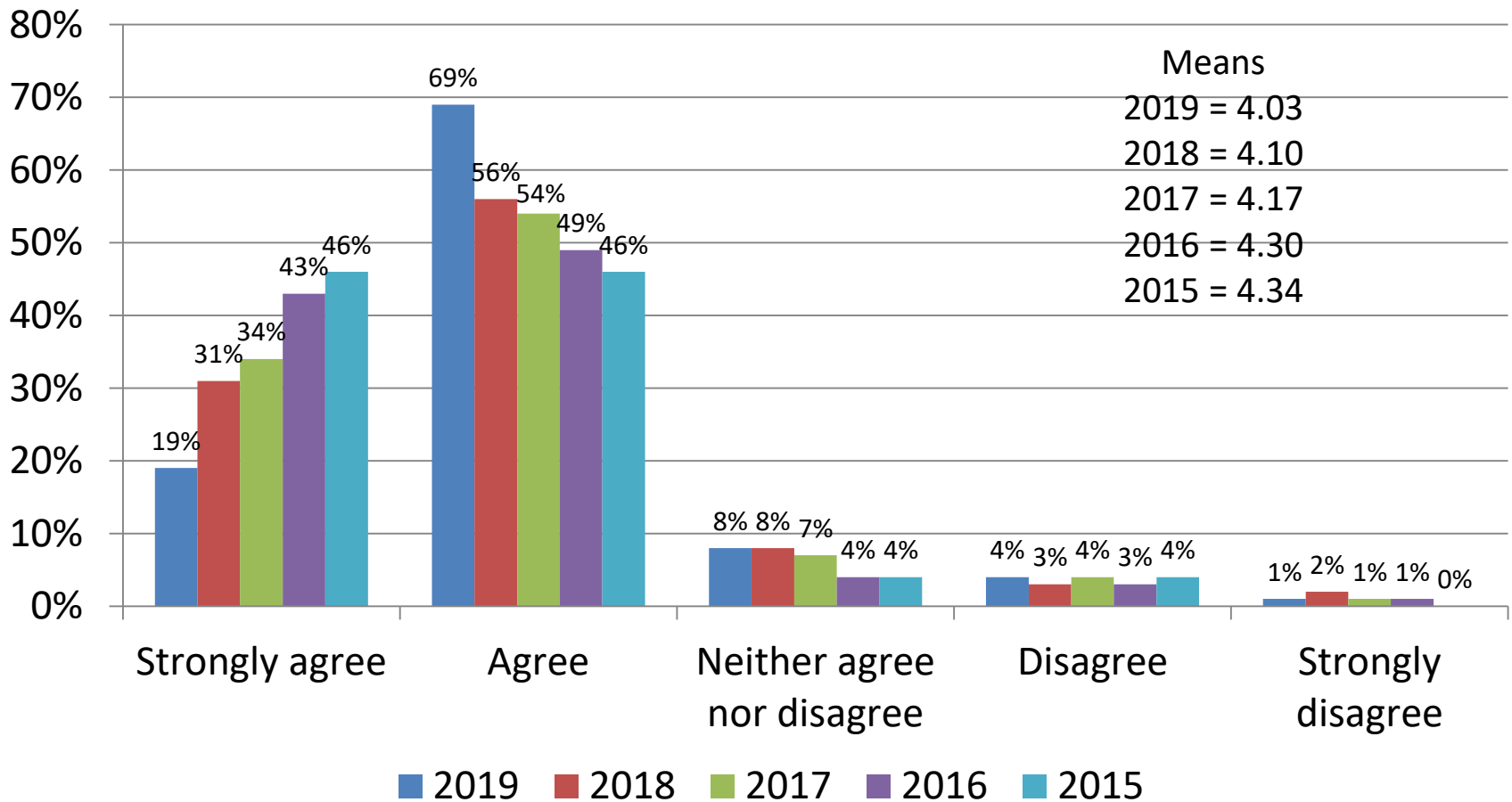
# Driver Operated Vehicle Safely/ Followed Traffic Laws



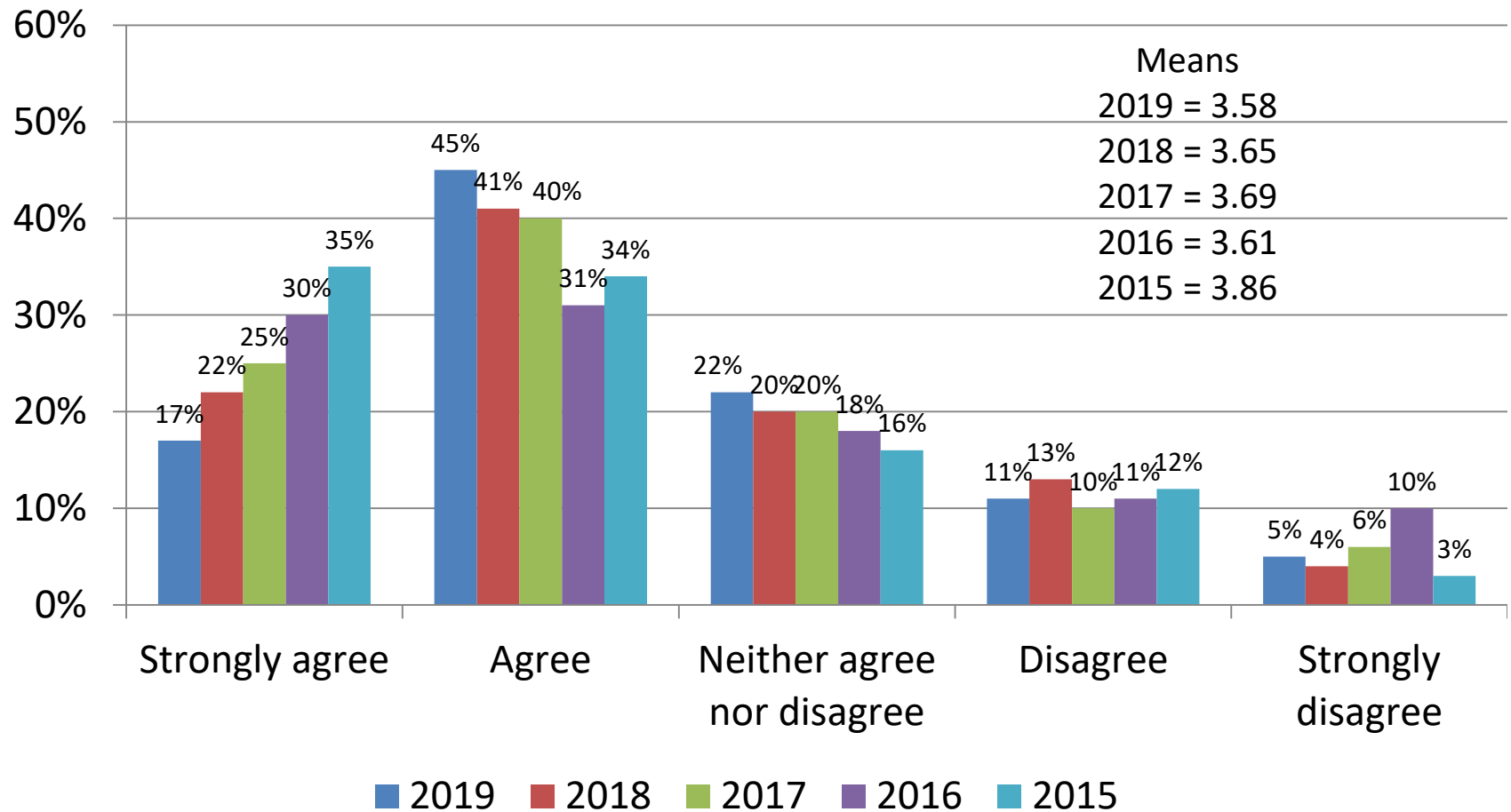
# Vehicle/Shuttle was Clean



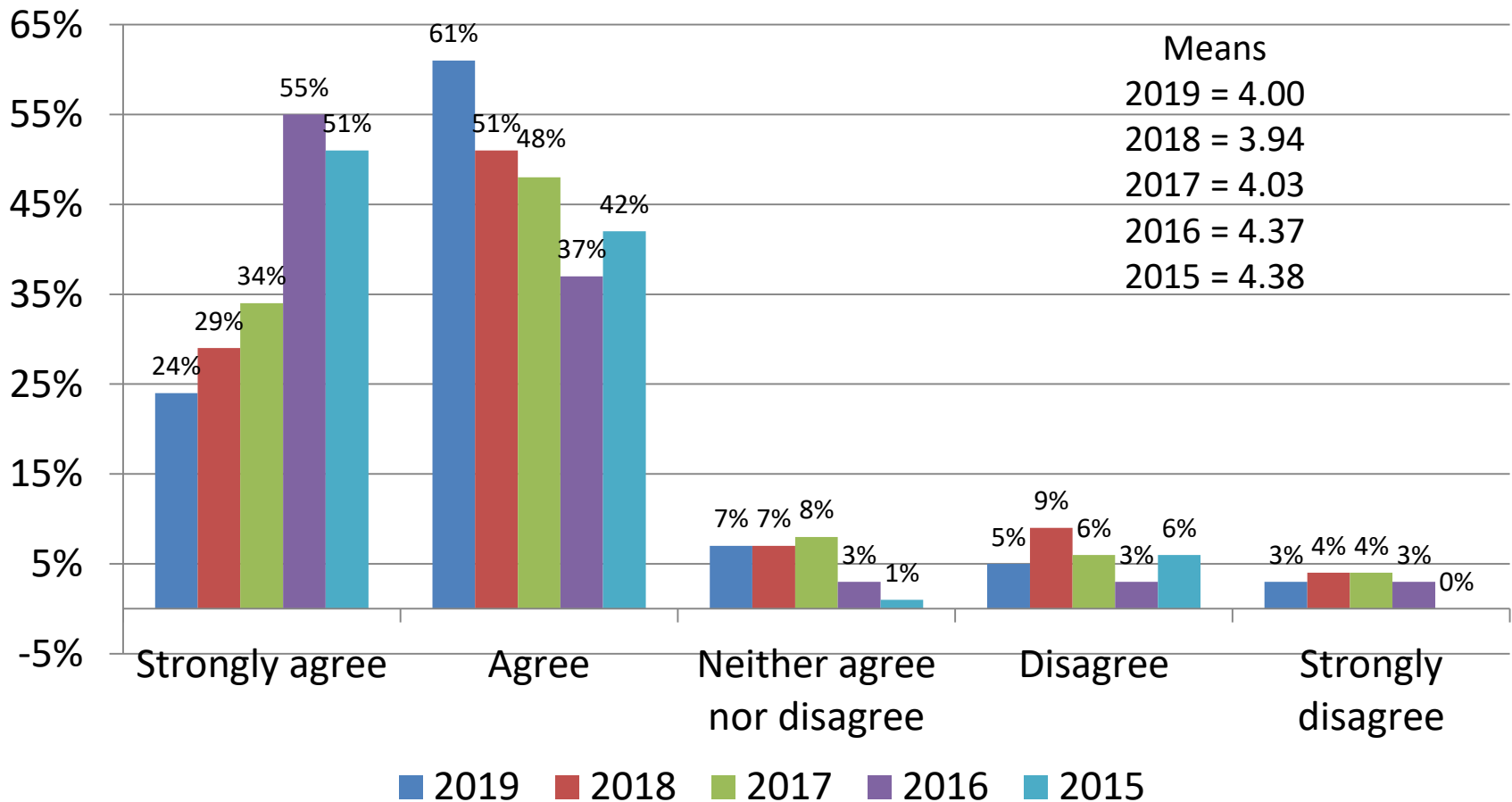
# Vehicle/Shuttle was in Working Order



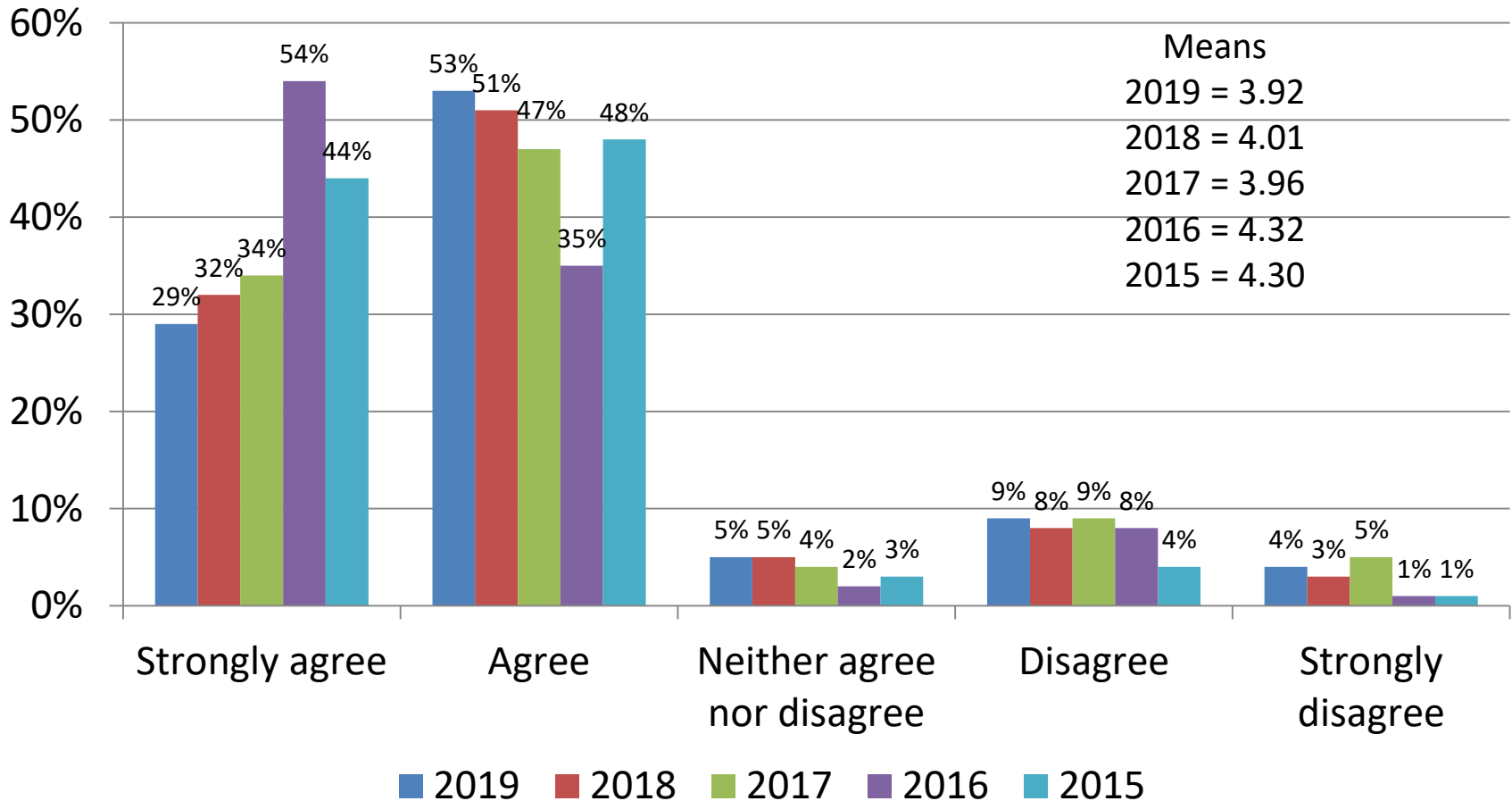
# Prefer Use of Smaller Vehicles



# Overall High Level of Satisfaction with Ride Experience

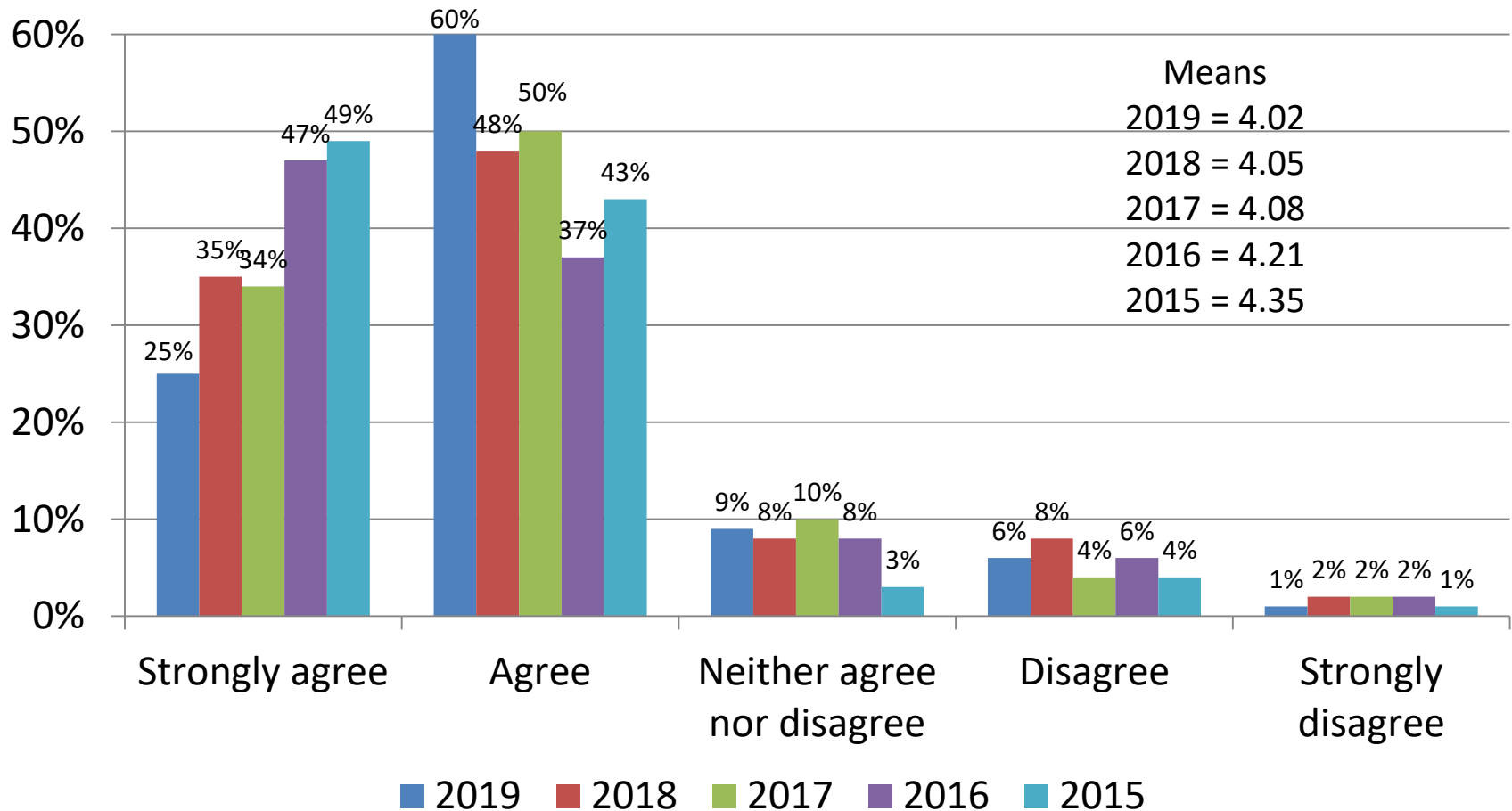


# Driver Dropped me off on Time and in Correct Place

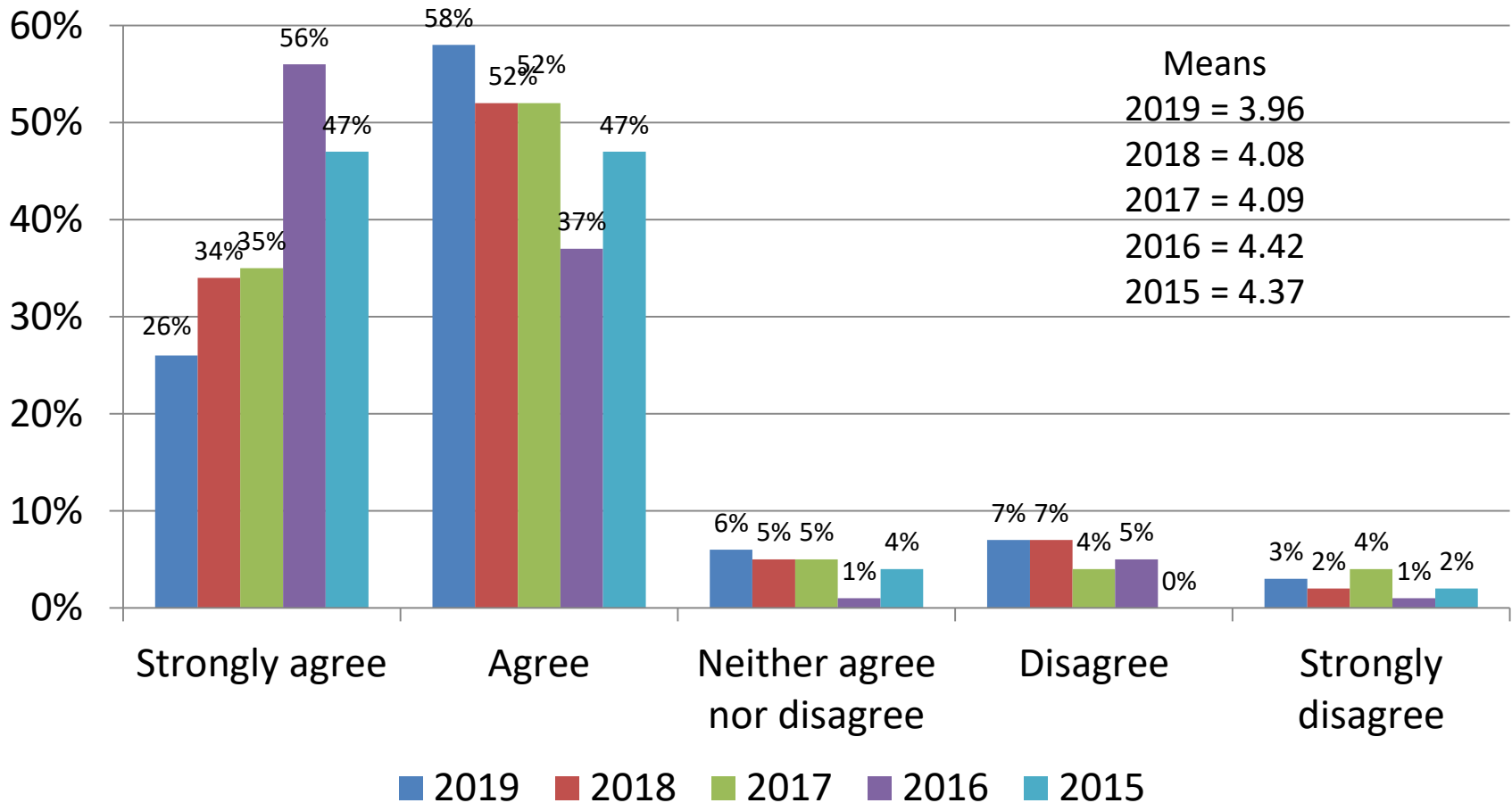




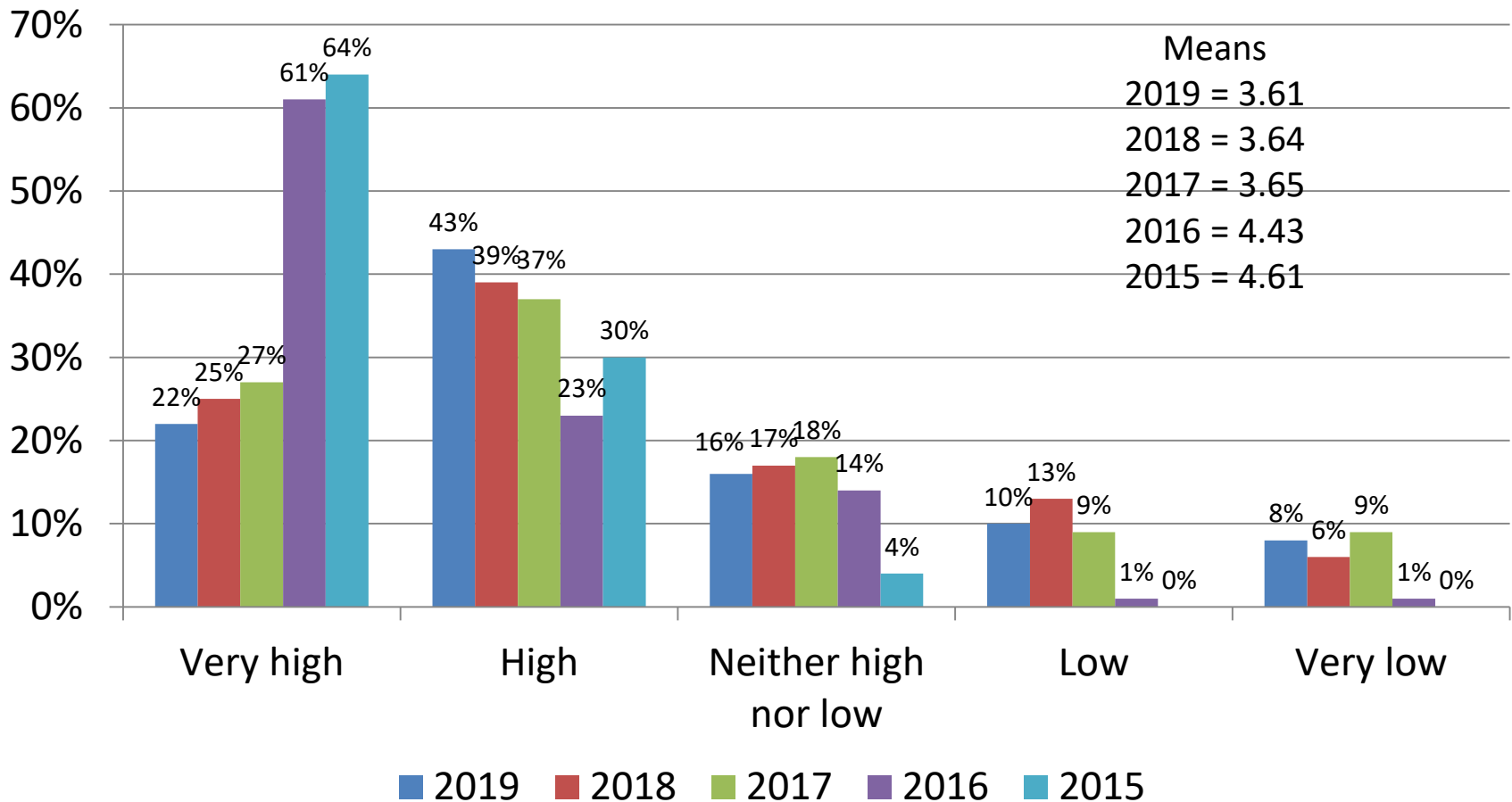
# Driver Offered Me Help During Drop Off



# Overall High Level of Satisfaction with Drop Off Experience



# Overall Experience



Note: the wording of this question was changed beginning in 2017.



# Comparisons of Mean Ratings

	<u>2019</u>	<u>2018</u>	<u>2017</u>	<u>2016</u>	<u>2015</u>	<u>2019 v 2018</u>
Overall experience	3.61	3.64	3.65	4.43	4.61	-0.03
Overall high level of satisfaction with pickup experience	3.73	3.83	3.81	4.36	4.45	-0.10
Overall high level of satisfaction with ride experience	4.00	3.94	4.03	4.37	4.38	0.06
Overall high level of satisfaction with drop off experience	3.96	4.08	4.09	4.42	4.37	-0.12
Driver on time	3.53	3.53	3.47	4.00	4.05	0.00
Able to reach customer service quickly	3.87	3.86	3.79	4.21	4.40	0.01
Easy to make arrangements for transportation on phone	3.82	3.75	3.85	4.22	4.45	0.07
Driver dropped me off on time/in correct place	3.92	4.01	3.96	4.32	4.30	-0.09
Person on phone able to arrange request for transportation	3.82	3.88	3.87	4.16	4.50	-0.06
Driver arrived correct address/pickup spot	4.01	3.98	4.09	4.38	4.48	0.03
Driver operated vehicle safely/followed traffic laws	4.17	4.13	4.20	4.49	4.55	0.04
Driver courteous and helpful	4.15	4.21	4.29	4.57	4.41	-0.06
Person on phone courteous	4.07	4.19	4.14	4.40	4.47	-0.12
Person on phone knowledgeable	3.82	3.80	3.86	4.09	4.31	0.02
Hold times not an issue	3.63	3.61	3.73	3.92	4.26	0.02
Driver dressed appropriately/clean	4.15	4.19	4.30	4.46	4.47	-0.04
Vehicle/shuttle was in working order	4.03	4.10	4.17	4.30	4.34	-0.07
Driver offered me help during drop off	4.02	4.05	4.08	4.21	4.35	-0.03
Vehicle/shuttle was clean	4.07	4.13	4.21	4.32	4.39	-0.06
No problems with phone menu	3.98	4.10	4.08	4.07	4.23	-0.12
Prefer use of smaller vehicles	3.58	3.65	3.69	3.61	3.86	-0.07

# **AGENDA**

## **ITEM 7**

## STAFF REPORT

SUBJECT: Bus Exterior Advertising Contract – Exercise Option Year 1

FROM: Tony McCaulay, Director of Planning and Marketing

DATE: September 23, 2019

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### **Action Requested**

Consider exercising the first option year of our contract with Lamar Transit Advertising for the sale and installation of exterior bus advertising and forward a recommendation to the Board.

### **Background**

LAVTA currently contracts with Lamar Transit Advertising for the sale of advertising on our buses. The current contract expires on June 30, 2020. The contract contains two option years that can be exercised if mutually agreed upon. Lamar has indicated they are amenable to exercising the option. The terms for the option year are the same as the first three years of the contract, with Lamar providing annual revenue to LAVTA of 50 percent of net sales or a minimum annual guarantee of \$95,000, whichever is higher.

### **Discussion**

Lamar has been effective in maintaining a high level of sales during the first two years of the current contract. Actual revenue to LAVTA has exceeded \$125,000 both years. Lamar has also been very responsive when there have been issues with the quality of ad installations.

### **Recommendation**

Staff is asking the Projects & Services Committee to approve the requested action of exercising the first option year of the contract with Lamar Transit Advertising for the sale and installation of exterior bus advertising.

# **AGENDA**

## **ITEM 8**

## STAFF REPORT

SUBJECT: Route 503 Proposed Service Adjustment

FROM: Tony McCaulay, Director of Planning and Marketing

DATE: September 23, 2019

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### **Action Requested**

To consider the public input received regarding a proposed adjustment to the Route 503 to serve Dublin's Schaefer Ranch, Dublin High School and Wells Middle School, and forward a recommendation to the Board of Directors.

### **Background**

This summer, staff received a number of requests from residents of Schaefer Ranch in west Dublin for service to Dublin High School (DHS) and Wells Middle School. The City of Dublin has a policy that requires public input prior to the implementation of new LAVTA bus service to any area of the city and requires city council approval of new bus stop locations.

### **Discussion**

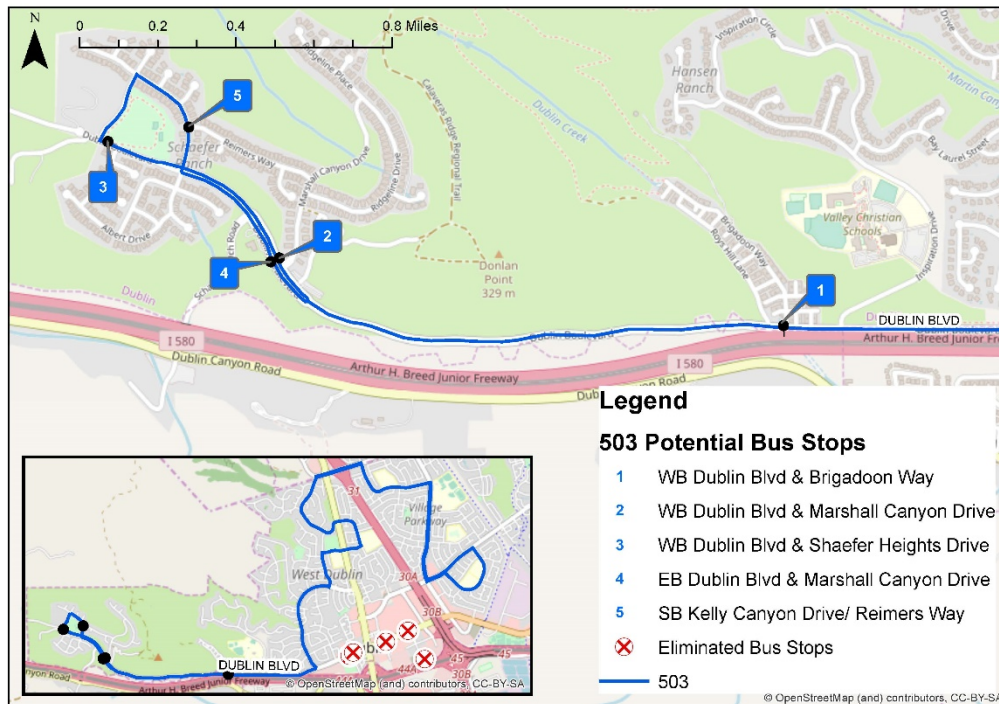
More than 800 letters were mailed to residences and businesses along the new proposed routing for the Route 503 as well as to those portions of the existing route that would be discontinued if the Schaefer Ranch extension were to be implemented. A total of 30 comments were received in favor of the new service to Schaefer Ranch and two comments opposed the change. No comments were received from those along the portion of the current route that would have service eliminated.

As a result of the significant support for this change, staff is recommending that should the LAVTA Board approve this proposal, it be brought to the Dublin City Council for consideration and approval of the routing and bus stop locations. This action is expected to occur in November. Staff proposes that the new route alignment be implemented the first day following Dublin Unified School District Winter Break, January 7, 2020.

The map on the following page shows the bus stops on the current routing that would be eliminated and the new routing and proposed bus stops. A total of four stops would be eliminated. In the absence of the Route 503, students who need transportation to DHS from West Dublin/Pleasanton BART and nearby areas could take route #30R, and transfer to either Route 501 or 504 to DHS at the Dublin Boulevard & Village Parkway bus stop.



## 503 Supplemental Route Changes



### Budget

The cost of this service adjustment is approximately \$5,000 on an annual basis. Funding is available within the currently approved budget.

### Recommendation

Staff is asking the Projects & Services Committee to review and discuss the service options outlined above, and forward a recommendation to the Board of Directors to implement the proposed adjustments to Route 503 beginning January 7, 2020.

## **AGENDA**

### **ITEM 9**

## EXECUTIVE DIRECTOR'S REPORT

September 2019

### *Fixed Route Ridership*

The 4<sup>th</sup> quarter of fiscal year 2019 was a difficult quarter for the Wheels fixed route system compared to the same time period a year ago. Ridership was slightly down by 2,459 rides (.6%) over the quarter. Accidents increased by two, but featured no major physical damage or bodily injury. Finally, complaints saw a slight increase of 5 as compared the 4<sup>th</sup> quarter a year ago.

In the 1<sup>st</sup> Quarter of fiscal year 2020 fixed route ridership has increased significantly, with an 8.4% increase in July, 8.0% increase in August and an estimated 12% increase in September as compared to the same months last year.

### *Mobility Forward*

Staff continues to work with the City of Pleasanton on the recommendations from the Mobility Forward study that was completed in 4<sup>th</sup> quarter of 2019. Highest on the priority list is the implementation plan for LAVTA to assume all ADA paratransit service in Pleasanton from Pleasanton Paratransit. Study anticipates completing this transition by the end of the fiscal year.

### *Shared Autonomous Vehicle Project*

The Authority received notice that the National Highway Transportation Safety Administration (NHTSA) has authorized the right for LAVTA to operate its shared autonomous vehicle (SAV) in Dublin. Staff is currently working with Transdev on final site preparations for testing of the SAV, which should occur over the next 60-90 days.

### *Award for LAVTA's Jonathan Steketee*

Mass Transit Magazine has published its annual "Top 40 Under 40" list, which honors outstanding young individuals making a name in the public transit industry. The list recognizes individuals for their industry contributions, demonstrated capacity for innovation, demonstrated leadership, and a commitment to making an impact in transit. This year, our Customer Service & Contract Compliance Manager Jonathan Steketee made the list and will be featured in an upcoming issue of Mass Transit.

### *New Customer Service Module for Wheels Operators*

Recently our fixed route contractor acquired a new and improved customer service module for Wheels operators. The following the vision of the program:

***"We will deliver the **Best Customer Experience** with Industry-leading **Safety, Reliability, and Innovation.**"***

The ***Best Customer Experience*** training has been provided to all current operators and is ongoing in the monthly safety meetings. Additionally, new operators receive 3-4 hours of training as part of the new hire and training process. The focus is on the following (flyers in use at Wheels facility to reinforce the program are provided as attachments to this report):

**Attitude:** Keep a positive attitude no matter the situation. A positive attitude allows you to handle stress better and be able to come up with solutions more effectively. When dealing with customers, it's important to remember to not take things personally and to not let it affect your attitude.

**Choice:** We can choose to be friendly, patient and accepting and provide excellent customer service or we can choose to be indifferent and grumpy or even rude and uncaring. The choice is up to us.

**Empathy:** The ability to understand and share the feelings of others. We are in the business of people, and that requires an increased openness and sensitivity on our part.

### *Welcoming New Interns at LAVTA*

Simran Saraan in marketing

Roxanne Bullanday in paratransit

Mikaela Honeycutt in accounting

### Attachments:

1. Attitude Flyer
2. Choice Flyer
3. Empathy Flyer



# HOW IS YOUR ATTITUDE?

We treat every customer with the Platinum Rule:  
**Treat others the way THEY want to be treated.**

It's the type of customer service we provide at MV that allows us to connect with our customers and provide an excellent brand of customer service. PCCS will help you ACE customer service. Attitude is the first part of **ACE - Attitude, Choice & Empathy**.

## Do you have Self-Awareness?

Self-awareness is your ability to understand your emotions and attitude. It's you being aware of how you are behaving. It's you being able to know your feelings, interests, values, strengths and weaknesses.

When dealing with customers both internal and external it's important to remember not to take things personally and to not let it affect your attitude. Everybody has issues from time-to-time and we need to do our best to always treat others with respect. They could be dealing with something stressful that you are unaware of and may not have a very good attitude.



## What do our customers want and expect?

Being self-aware and understanding your customers' expectations helps you have the right attitude. The right attitude means you always ACE the situation. The right attitude has the greatest impact on your ability to provide Platinum Connection Customer Service.





# WILL YOU MAKE THE RIGHT CHOICE?

We treat every customer with the Platinum Rule:  
**Treat others the way THEY want to be treated.**

It's the type of customer service we provide at MV that allows us to connect with our customers and provide an excellent brand of customer service. PCCS will help you ACE customer service. Choice is the second part of **ACE - Attitude, Choice & Empathy**.

## Choose wisely

We always have a choice. We can choose to be friendly, patient and accepting and provide Platinum Connection Customer Service, or we can choose to be difficult and grumpy or even rude and uncaring. BUT, you always have a choice. The best way to make correct choices is to focus on the customer, on solutions and using positive communication. Choosing positive communication will keep the situation pleasant and the customer happy.



## What do our customers want and expect?

Platinum Connection Customer Service is all about making customer-centric choices. It means that you make the choice that puts the customer first. Choosing positive words instead of negative ones helps keep customers happy and feel respected. Customers are, after all, why we do what we do.





# DO YOU HAVE EMPATHY?

We treat every customer with the Platinum Rule:  
**Treat others the way THEY want to be treated.**

It's the type of customer service we provide at MV that allows us to connect with our customers and provide an excellent brand of customer service. PCCS will help you ACE customer service. Empathy is the last part of **ACE - Attitude, Choice & Empathy.**

## What is Empathy?

Empathy is the ability to understand and share the feelings of others. It's means putting yourself in someone else's shoes. Have you ever heard the saying - walk a mile in a persons shoes? Think about what your customer is experiencing when you are working together. Whether it's an internal or external customer there are multiple ways you can practice empathy. You won't always get it right but if you are respectful and apply the Platinum Rule you will be successful.



## What do our customers want and expect?

When you act with empathy you are treating the customers the way they expect and shows you respect them. Having the right attitude and empathy towards your customers will help MV make the more customer centric and solution focused choices. These choices allow us to connect with our customers and give us the ability to provide Platinum Connection Customer Service.

## **AGENDA**

### **ITEM 10**



## LAVTA COMMITTEE ITEMS - September 2019 - January 2020

### Projects & Services Committee

#### September

	Action	Info
Minutes	X	
Draft Route 503 Service Adjustment	X	
DAR Customer Satisfaction Survey		X
Quarterly Operations Report		X
Bus Exterior Advertising Contract - Option Year 1	X	

#### October

	Action	Info
Minutes	X	
Marketing Work Plan	X	

#### November

	Action	Info
Minutes	X	
Quarterly Operations Report		X
Transit Signal Priority GPS Upgrade (Construction)	X	

#### December

	Action	Info
Minutes	X	
*Typically December committee meetings are cancelled		

#### January

	Action	Info
Minutes	X	
DAR Customer Satisfaction Survey		X