

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

Tri-Valley Accessible Advisory Committee

Meeting

DATE: Wednesday, September 4, 2019

**PLACE: Pleasanton Senior Center
5353 Sunol Blvd, Pleasanton, CA 94566
PLEASE NOTE THE MEETING PLACE CHANGE**

TIME: 3:30 p.m.

AGENDA

	Action Recommended by Staff	
1. Call to Order		3:30
2. Roll Call		
3. Approval of Agenda and Modifications if necessary	Action	
4. Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)	Information	3:35
5. Minutes of the June 26, 2019 meeting (please review prior to meeting)	Action	3:40

6. 2019 Alameda County Fair Shuttle and Ridership	Information	3:45
7. Dial-A-Ride Customer Satisfaction Survey of June 2019	Information	3:55
8. PAPCO Report	Information	4:05
9. Service Updates & Concerns	Discussion	4:10
10. Chair Report	Information	4:50
11. Adjournment		5:00

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

Jennifer Suda

8/30/19

LAVTA Administrative Services Department

Date

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

*Executive Director
Livermore/Amador Valley Transit Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551
Fax: 925.443.1375
Email: frontdesk@lavta.org*

AGENDA

ITEM 5



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

Tri-Valley Accessible Advisory Committee

DATE: Wednesday, June 26, 2019

PLACE: **Robert Livermore Community Center, Larkspur South Room**
4444 East Avenue, Livermore 94550

TIME: 3:30 p.m.

DRAFT MINUTES

1. Call to Order

The TAAC Chair Herb Hastings called the meeting to order at 3:37 pm.

Members Present:

Judith LaMarre	City of Livermore
Bob Chulata	City of Livermore – Alternate
Shawn Costello	City of Dublin
Connie Mack	City of Dublin
Sue Tuite	City of Pleasanton
Carmen Rivera-Hendrickson	City of Pleasanton
Herb Hastings	County of Alameda
Amy Mauldin	Social Services Member
Rachel Prater	Social Services Member
Melanie Henry	Social Services Member
Michael Galvan	Social Services Member – Alternate
Ester Waltz	PAPCO Representative

Staff Present:

Jonathan Steketee	LAVTA
Kadri Kulm	LAVTA
Cliff Crabtree	MTM
Lindsey Bookhammer	MTM
Christian Pereira	MV Transit

Public:

Diana

Senior Support Services of Tri-Valley

2. Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)

Shown Costello asked what is going to be done with the bus stop at Kaiser Dublin as it is not accessible.

3. Minutes of the May 1, 2019 meetings of the Committee

Approved.

Waltz/Costello

4. Welcome New Members and Updated Bylaws

The committee welcomed the new member Michael Galvan for the new Social Services Alternate position. The committee members received the new updated bylaws with more added detail to what constitutes as Quorum.

5. Location and Times for FY19/20 TAAC Meetings

The committee elected to have their meetings at the Pleasanton Senior Center on the following dates at 3:30pm:

- September 4, 2019
- November 6, 2019
- January 8, 2019 (second week of January due to the holiday)
- March 4, 2020
- May 6, 2020

Rivera-Hendrickson/Waltz

6. Election of Chair and Vice Chair for FY 19/20

The committee members re-elected Herb Hastings for the committee Chair position and Amy Mauldin for the committee's Vice-Chair position.

7. Reports to Board

Staff informed the committee that according to committee bylaws the Chair or his/her designee needs to make an oral report to the LAVTA board following the committee meeting.

8. PAPCO Report

Esther Waltz reported on the last PAPCO meeting.

9. Service Updates & Concerns

Staff reported on working with ACTC to execute the funding agreements for the two grants so that they are ready to go in July. Carmen Rivera-Hendrickson inquired about the Para-Taxi program updates. The staff stated that TNCs will be included into the program as of July 1, 2019.

Cameras are currently being installed onto the paratransit vehicles. This is currently underway and will hopefully be completed by July 1.

The shuttle to the Alameda County Fair has been up and running. The first day of operation appeared to have fewer riders than previous years, but the fair is also reporting fewer people attending the fair on opening day.

Esther Waltz reported that the lights on First and Neal bus stop don't always work.

11. Adjournment

Meeting adjourned at 5:04 pm

AGENDA

ITEM 6



STAFF REPORT

SUBJECT: 2019 Alameda County Fair Shuttle and Ridership

FROM: Jonathan Steketee, Customer Service & Contract Compliance
Manager

DATE: September 4, 2019

Action Requested

This is an informational item.

Background

For the past two years, the Board of Directors has approved a dedicated shuttle to accommodate fairgoers from the BART station to the Alameda County Fair. Staff proposed, and the Board of Directors subsequently approved, a dedicated shuttle (Route 52) to operate Wednesdays thru Sundays from June 14 to July 7, with the exception of July 4.

Discussion

The shuttle (#52) operated hourly during fair days from 10:30a to 11:30p. The fare for the service was the same as for all Wheels and Rapid routes, \$2.00 cash fare, or \$1.00 fare for senior/disabled persons.

The dedicated shuttle itself carried a total of 2,892 boardings throughout its operation during the Fair. Combined with the estimated additional riders on routes #10R and #8 (based on incremental ridership on those routes vs. a comparable timeframe outside fair time), in total Wheels carried approximately 3,744 passenger trips to and from the Fair.

LAVTA Marketing staff worked with the Fair to display the Rideo bus at the fairgrounds for the duration of the Fair. The Fair paid for the printing of passenger timetables for the shuttle and also printed special 2 for 1 admission tickets that were available on all Wheels and Rapid buses. Advertisements for the #52 shuttle were included in the ad rotation on the giant display screen at

the corner of Bernal and Valley and inside the East Dublin/Pleasanton BART Station. The #52 shuttle was also shared on Wheels social media posts, the Alameda County Fair website, Bartable, and several online community news outlets.

For a year-on-year comparison, in 2018, approximately 3,100 total passenger trips were taken on Wheels routes #8, #10, and #52 to and from the Fair, of which the dedicated shuttle #52 carried a total of 2,941 boardings. So, although the dedicated shuttle itself carried slightly less passengers this year compared to last year, the overall attributable Wheels ridership to the Fair was up by approximately 20 percent.

ROUTE #52 COUNTY FAIR SERVICE 2019 Ridership vs. Prior Year		
Route #	2018	2019
8	N/A	267
10	159	584
52	2,941	2,892
Est. Total Ridership	3,100	3,744

Recommendation

None – Information only.

AGENDA

ITEM 7



S T A F F R E P O R T

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

FROM: Kadri Klm, Paratransit Planner

DATE: September 4, 2019

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%	91.78%
Jan-18	74.45%	89.27%
Feb-18	75.43%	90.31%
Mar-18	72.43%	86.28%
Apr-18	76.31%	90.99%
May-18	84.12%	94.94%
Jun-18	80.38%	93.78%
Jul-18	75.31%	90.33%
Aug-18	90.95%	97.10%
Sep-18	77.44%	91.38%
Oct-18	78.94%	91.75%
Nov-18	93.04%	97.59%
Dec-18	89.59%	94.01%
Jan-19	69.73%	83.35%
Feb-19	77.73%	91.51%
Mar-19	83.77%	95.94%
Apr-19	88.97%	97.45%
May-19	78.11%	91.93%
Jun-19	73.34%	87.99%
Jul-19	83.76%	95.94%

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.

Action Requested

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.

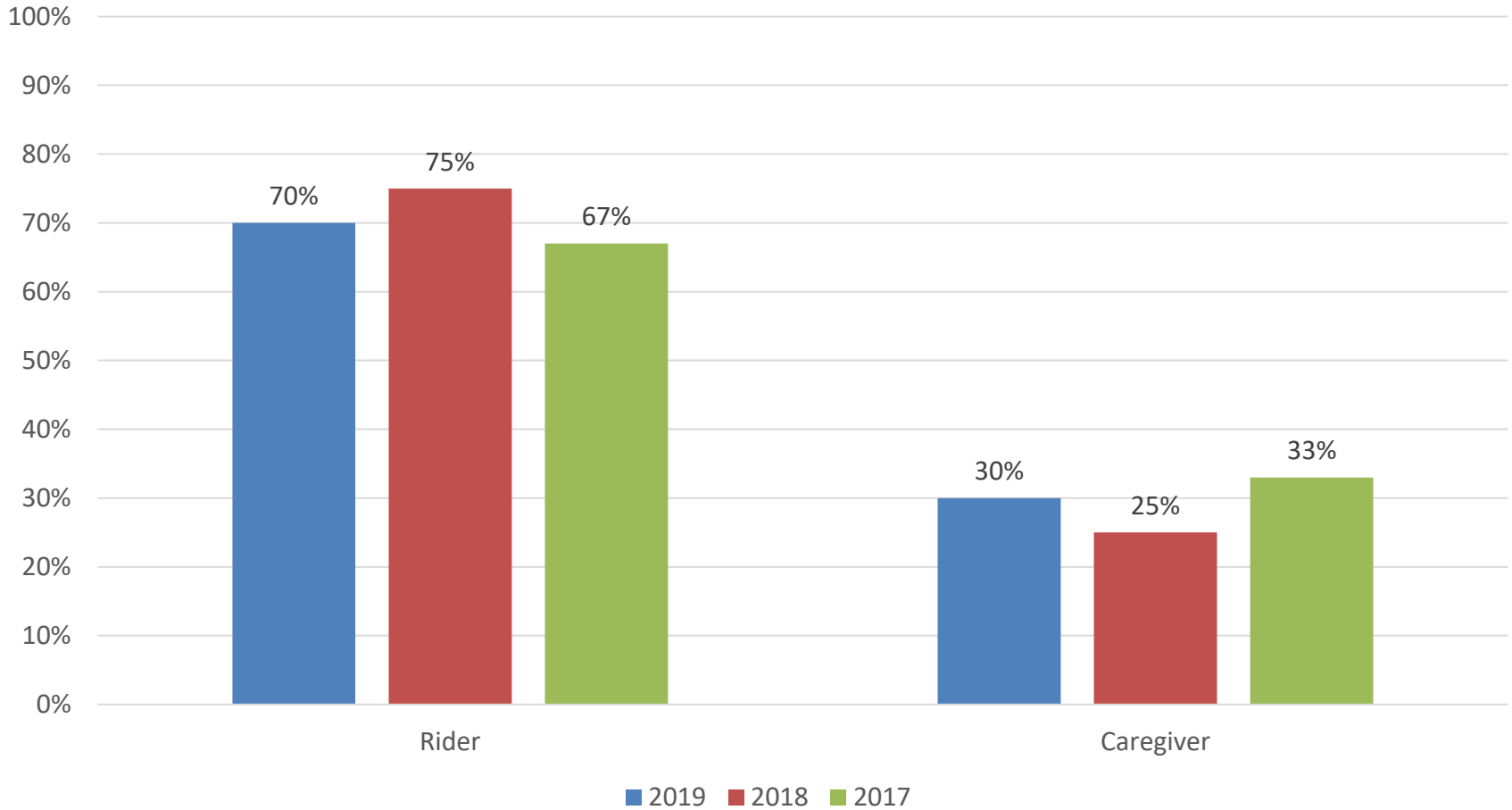


Methodology

- 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.

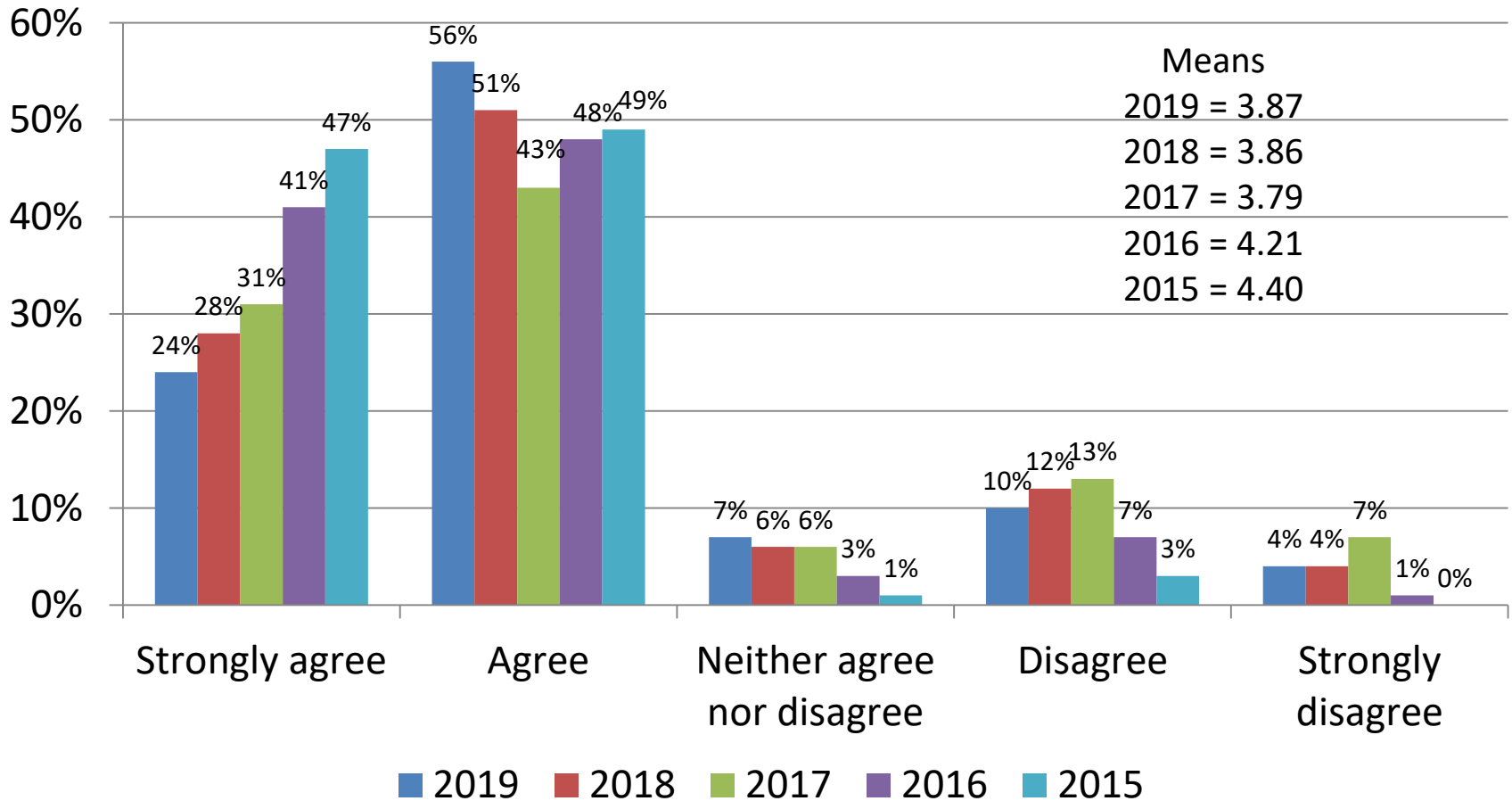


Rider or Caregiver



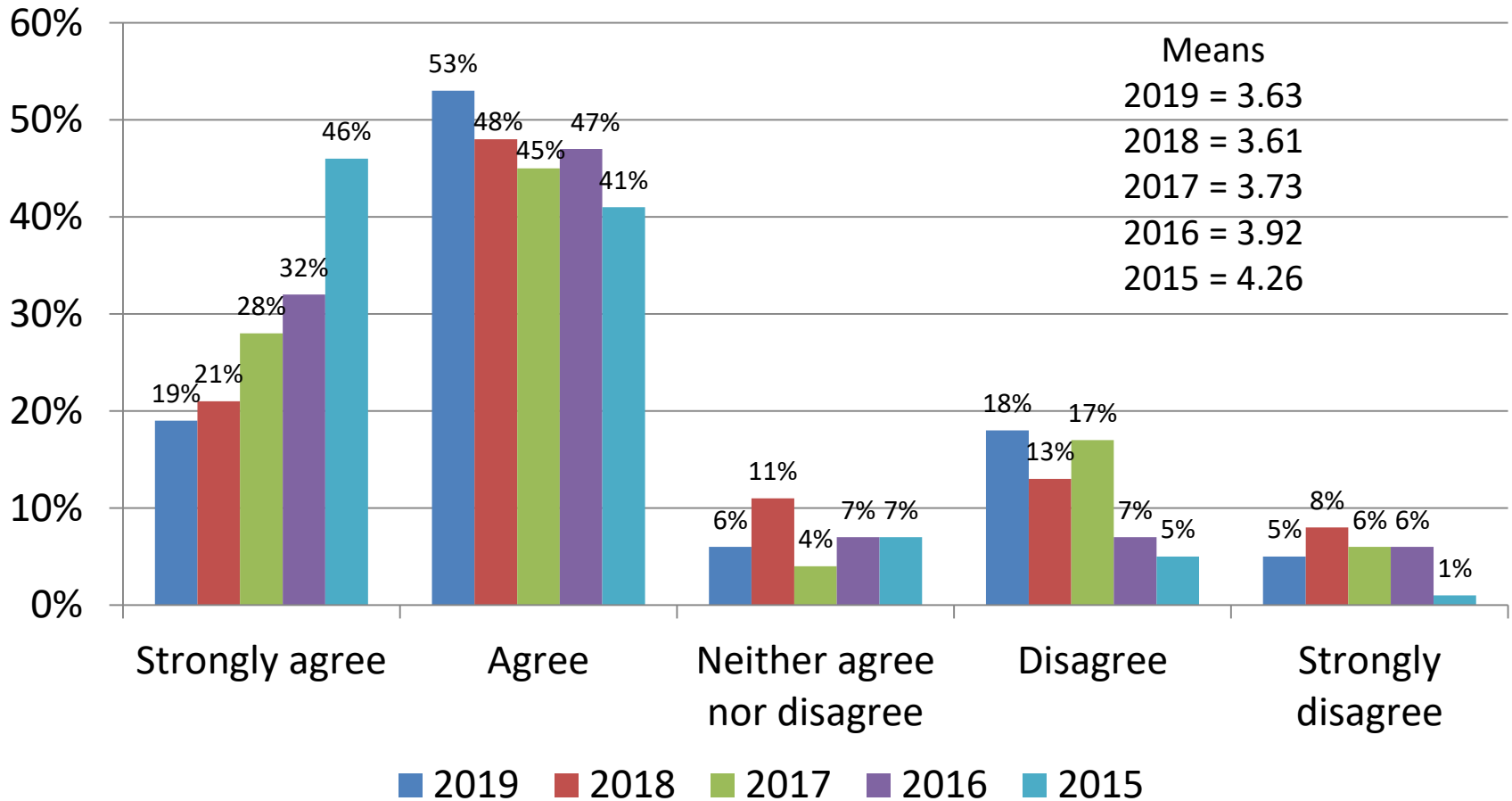


Able to Reach Customer Service Quickly



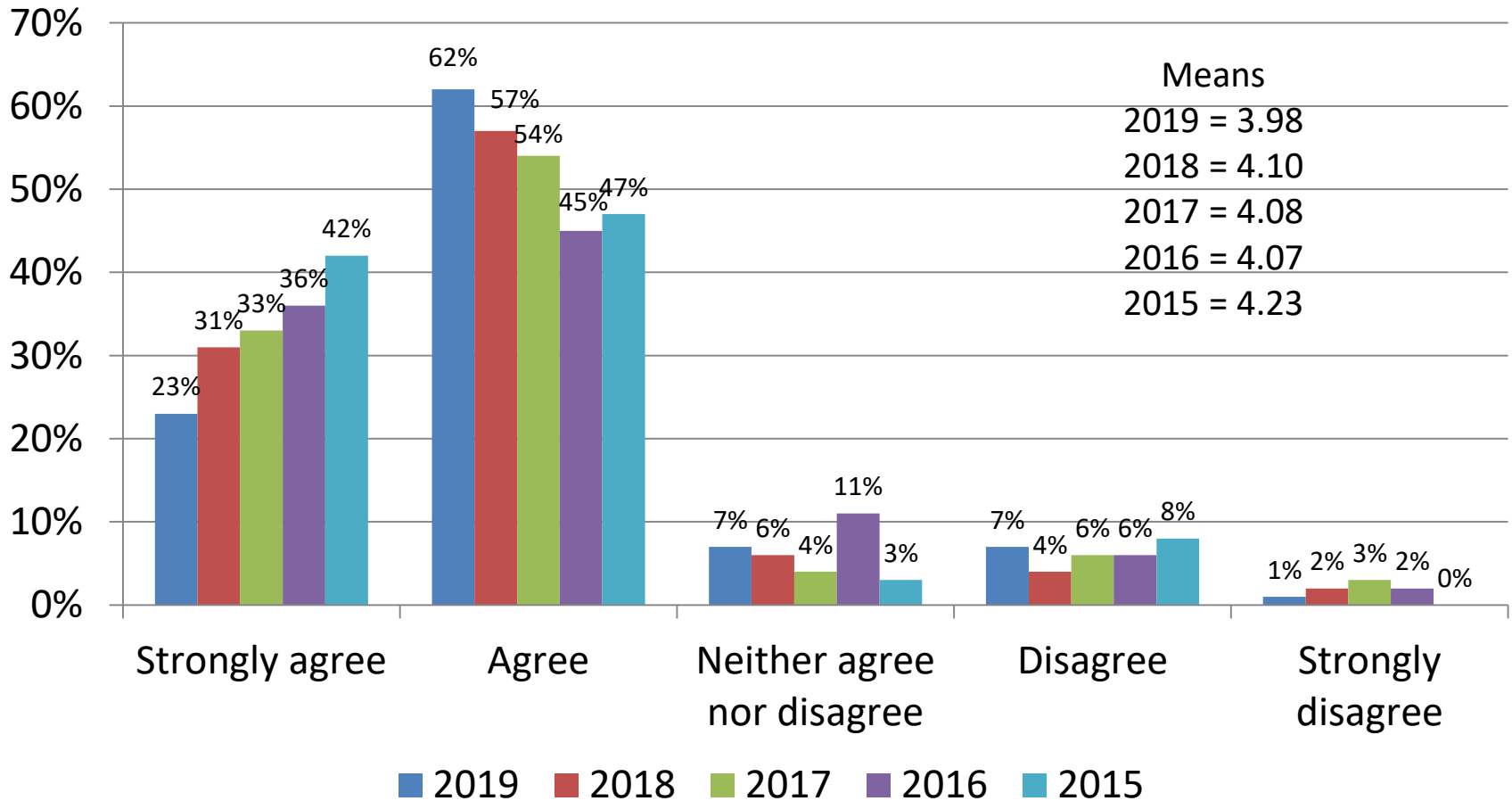


Hold Times Were Not an Issue



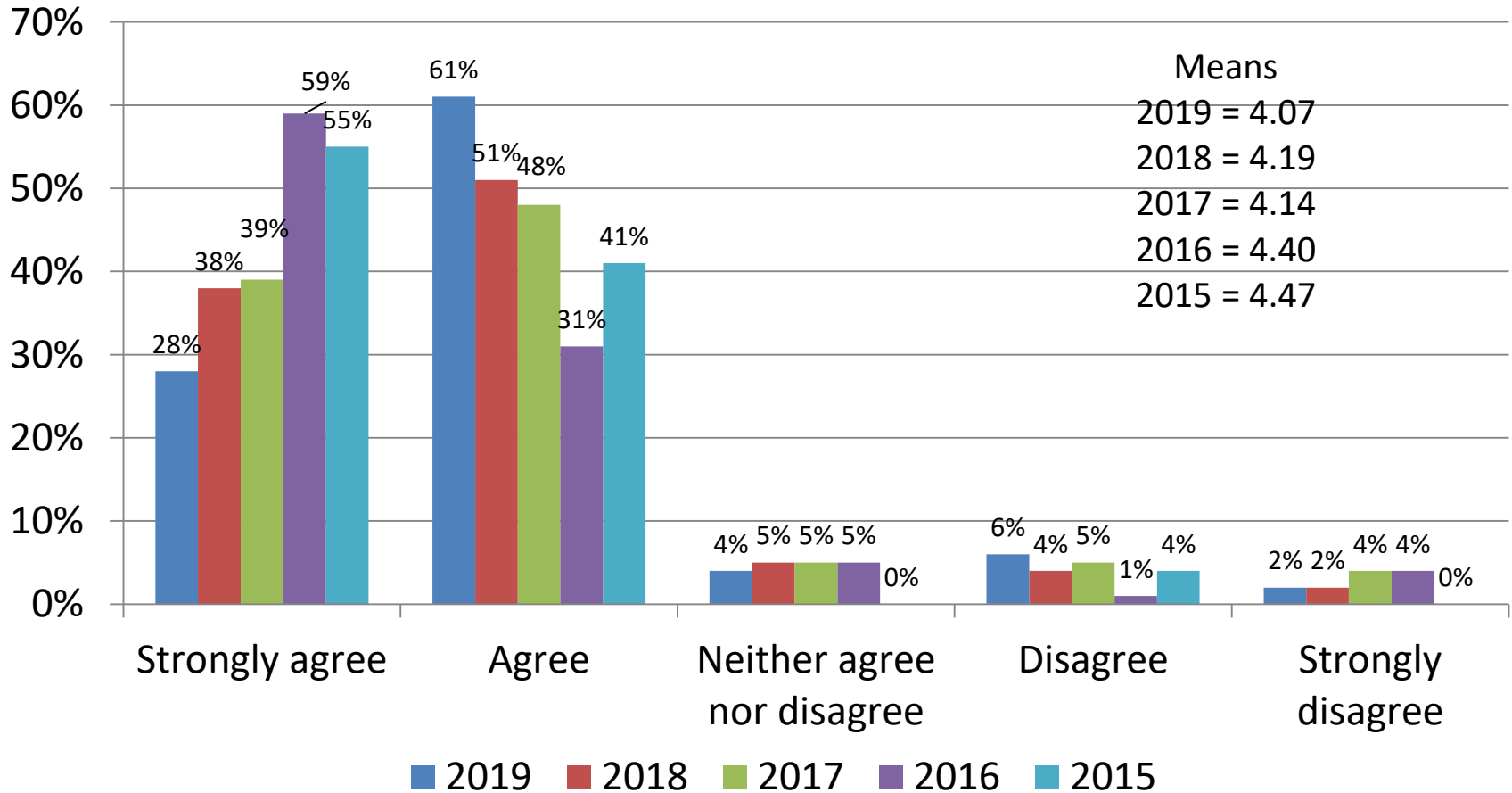


No Problems with Phone Menu



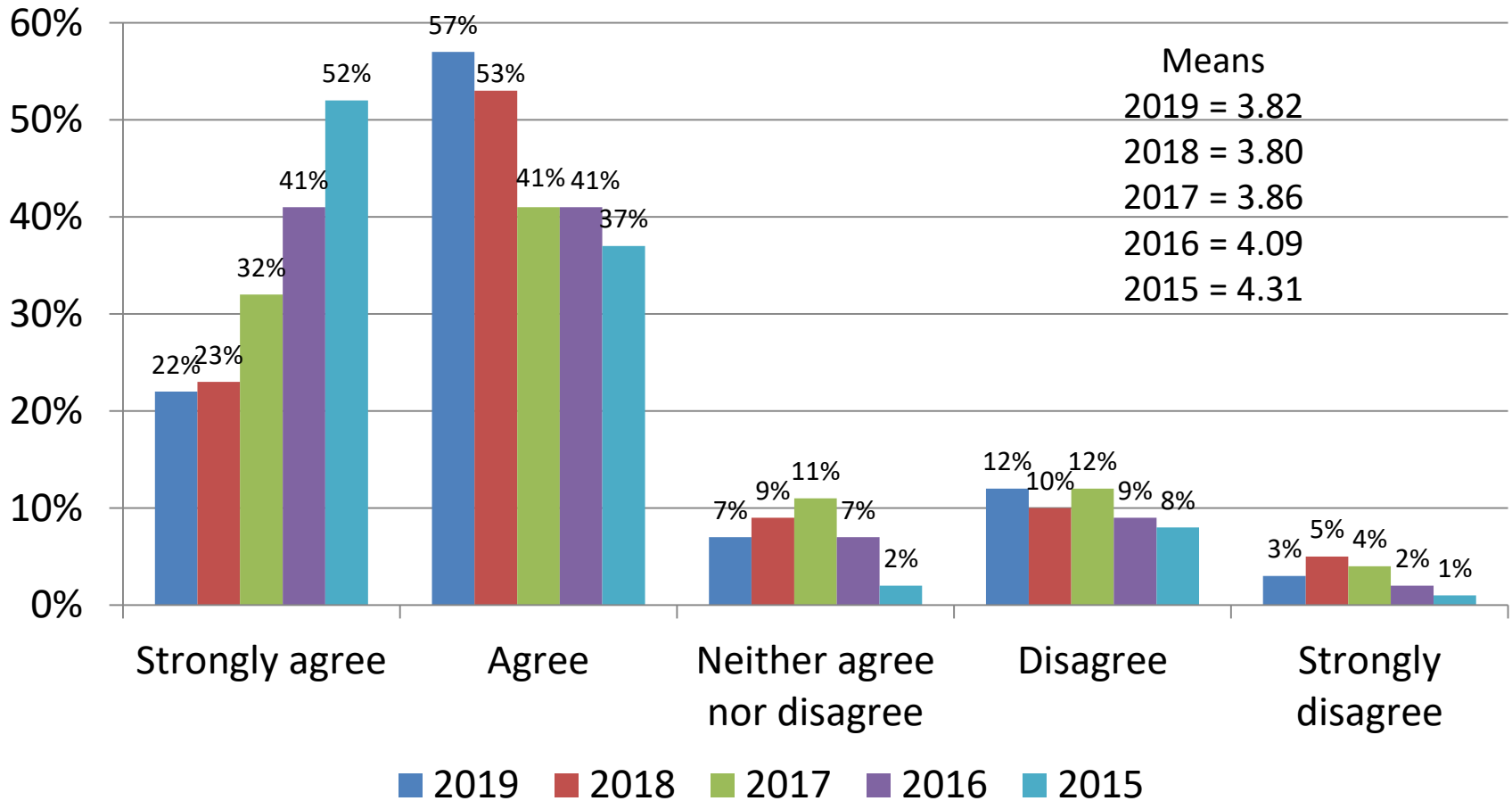


Person on Phone Was Courteous



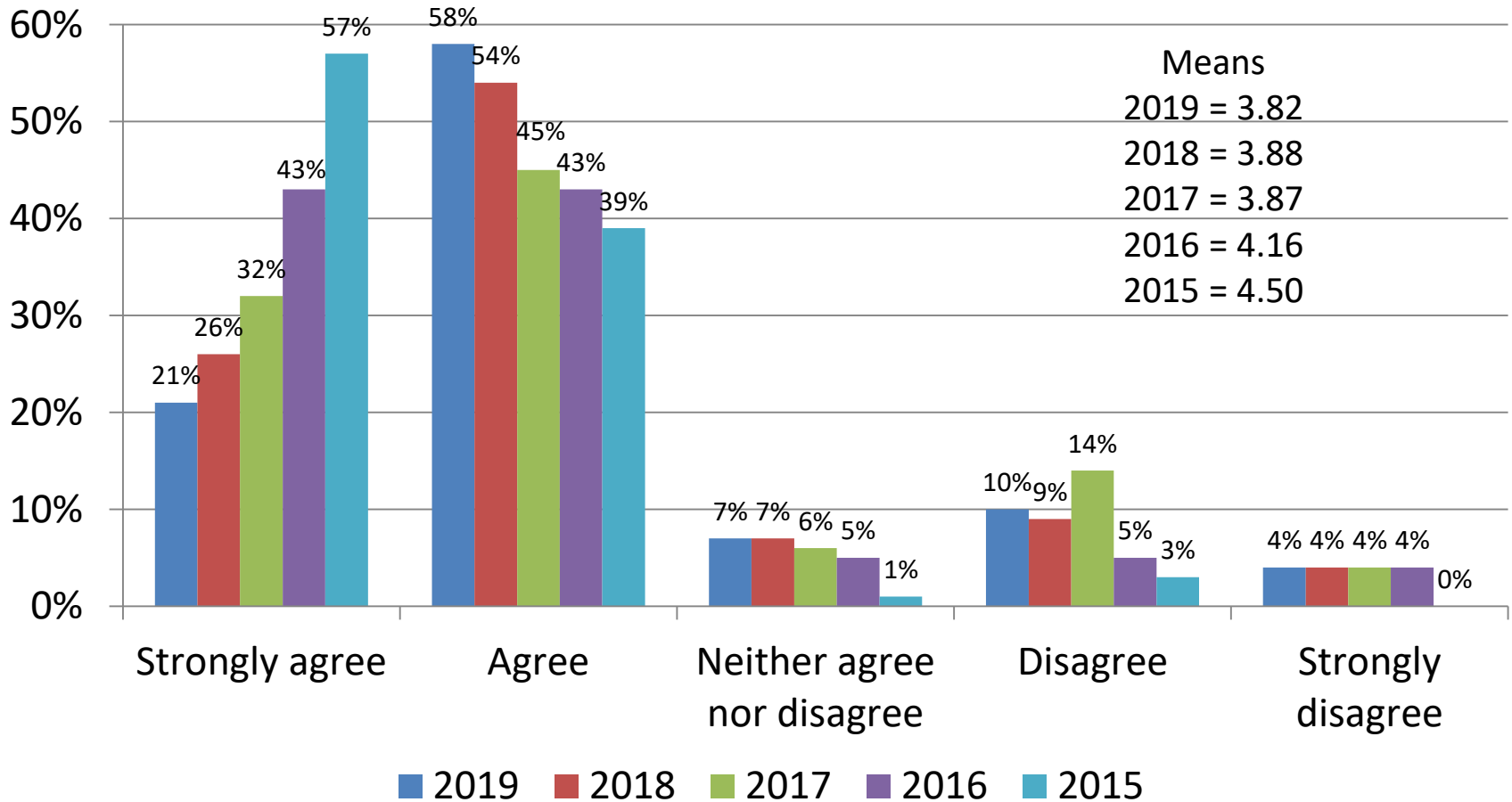


Person on Phone Was Knowledgeable



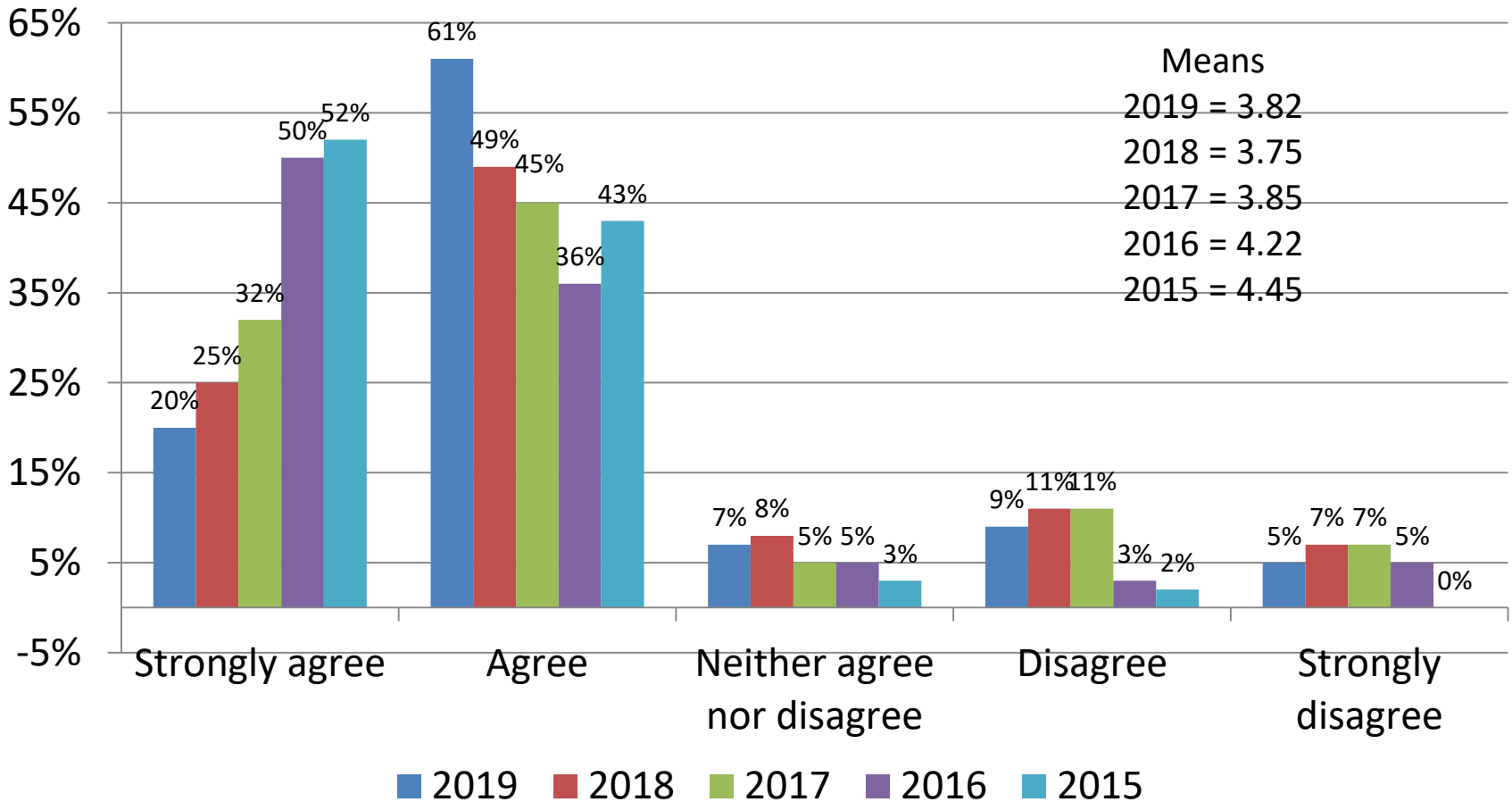


Person on Phone Was Able to Arrange Request for Transportation



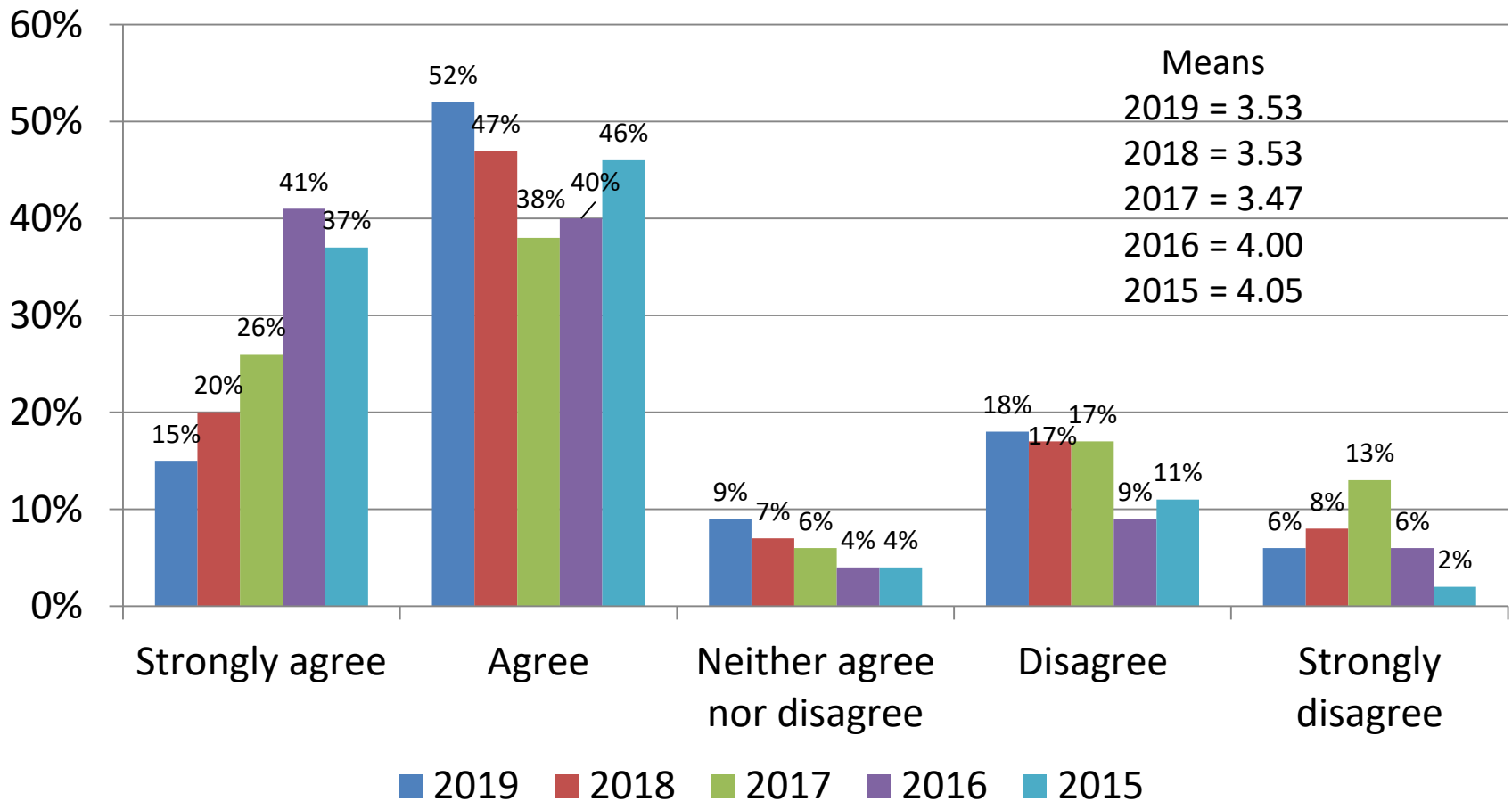


It was Easy to Make Arrangements for Transportation on Phone



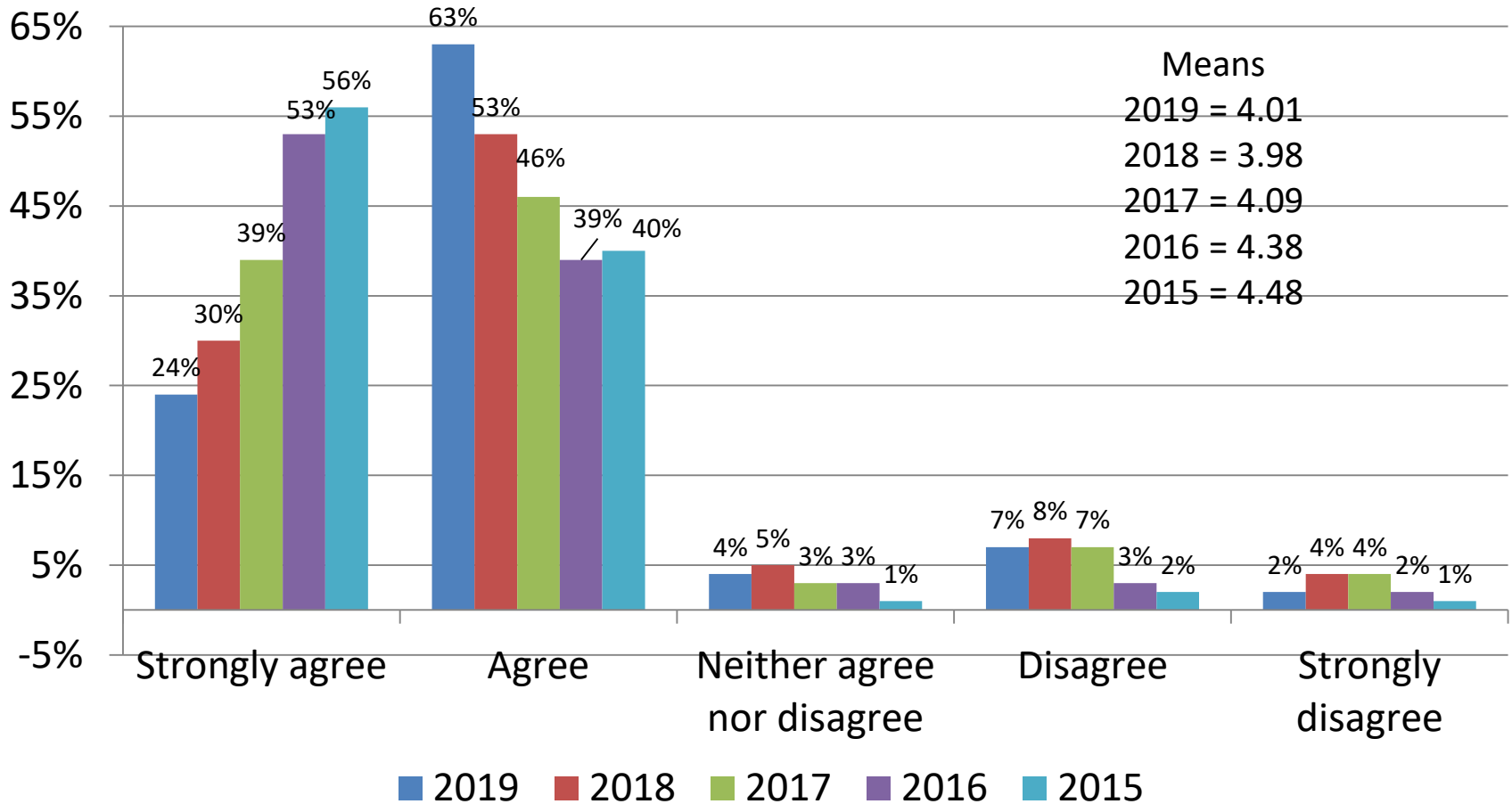


Driver was on Time



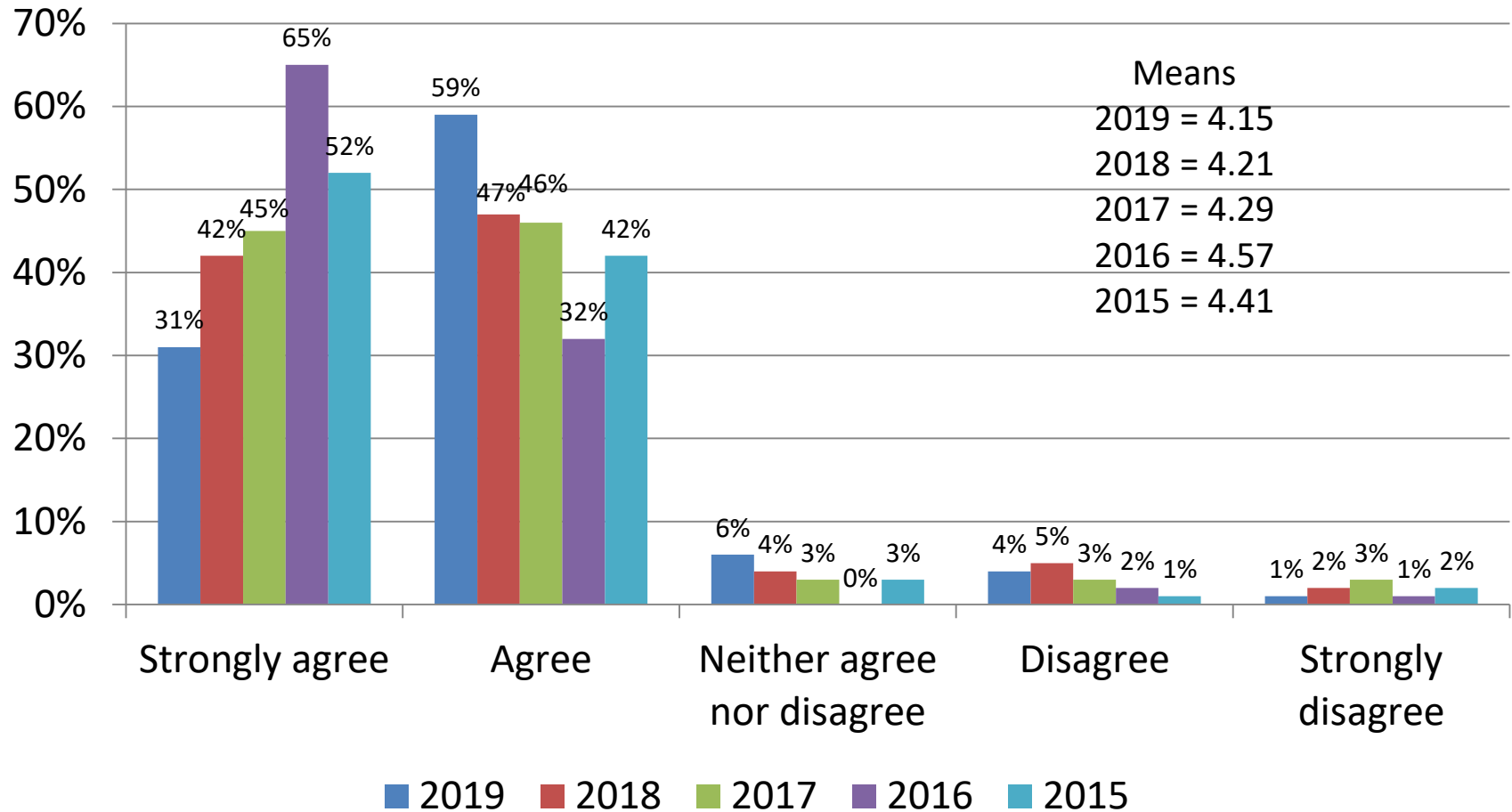


Driver Arrived at Correct Address/Pick up Spot



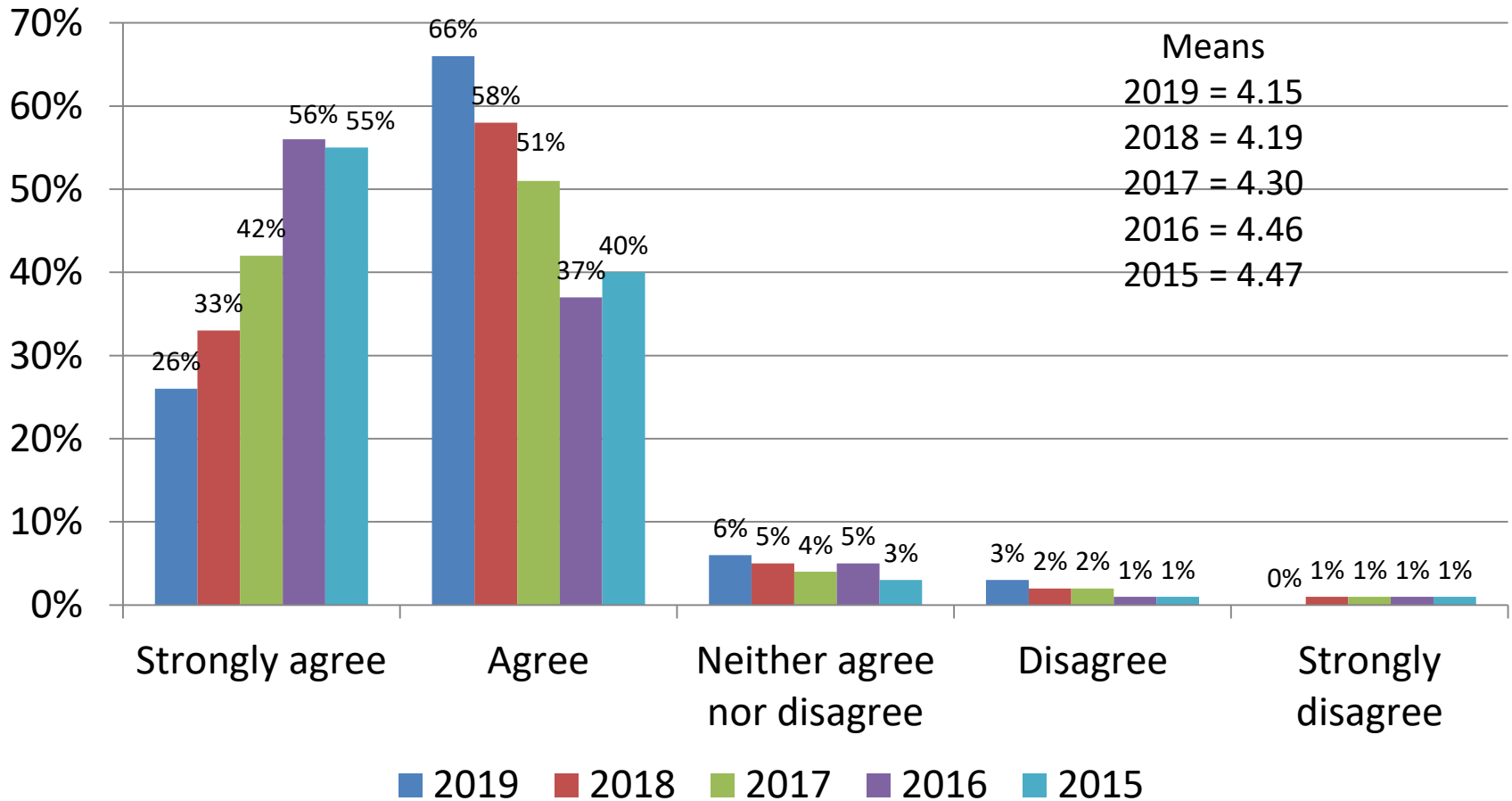


Driver was Courteous and Helpful



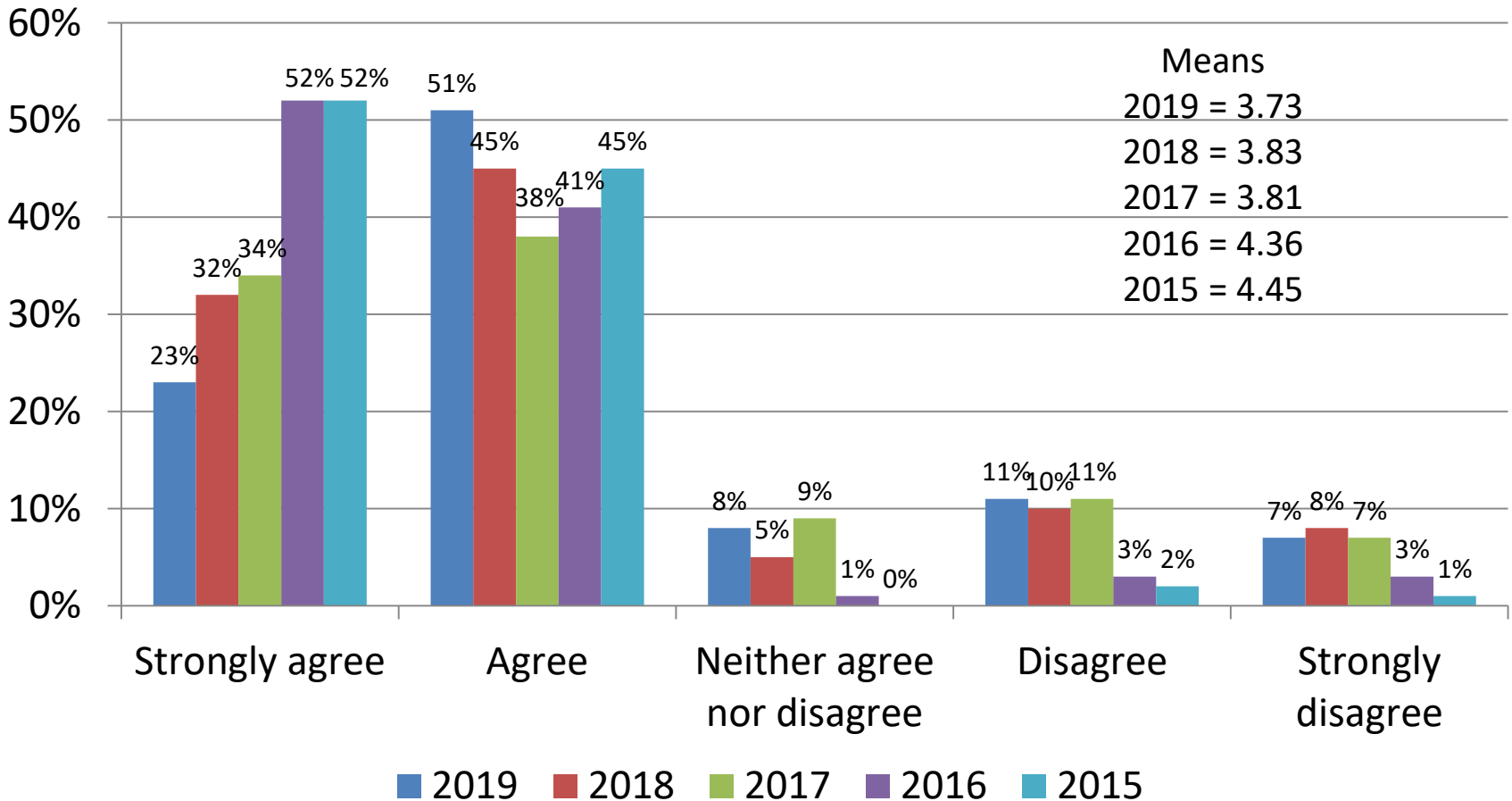


Driver was Dressed Appropriately/Clean



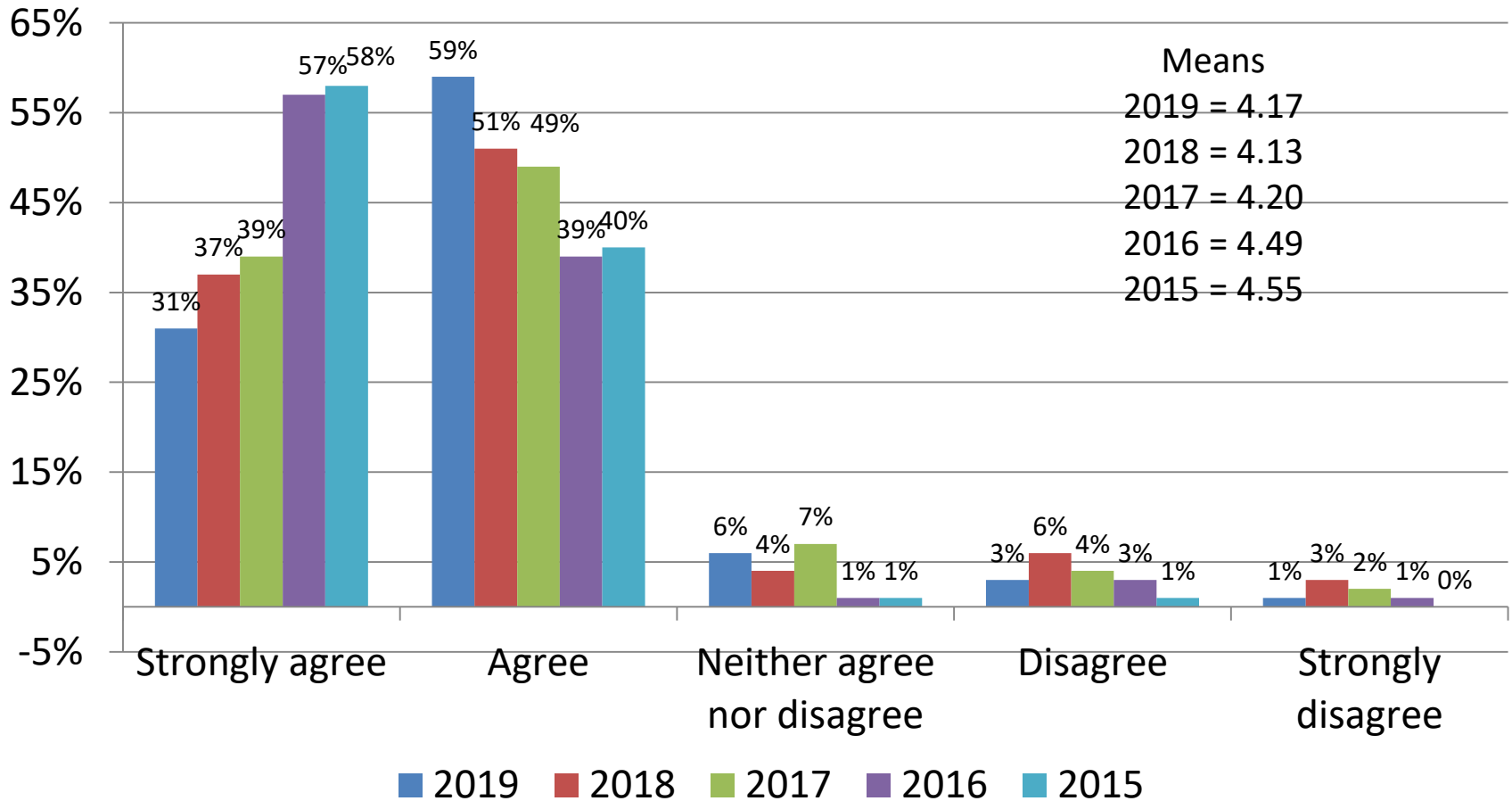


Overall High Level of Satisfaction with Pickup Experience



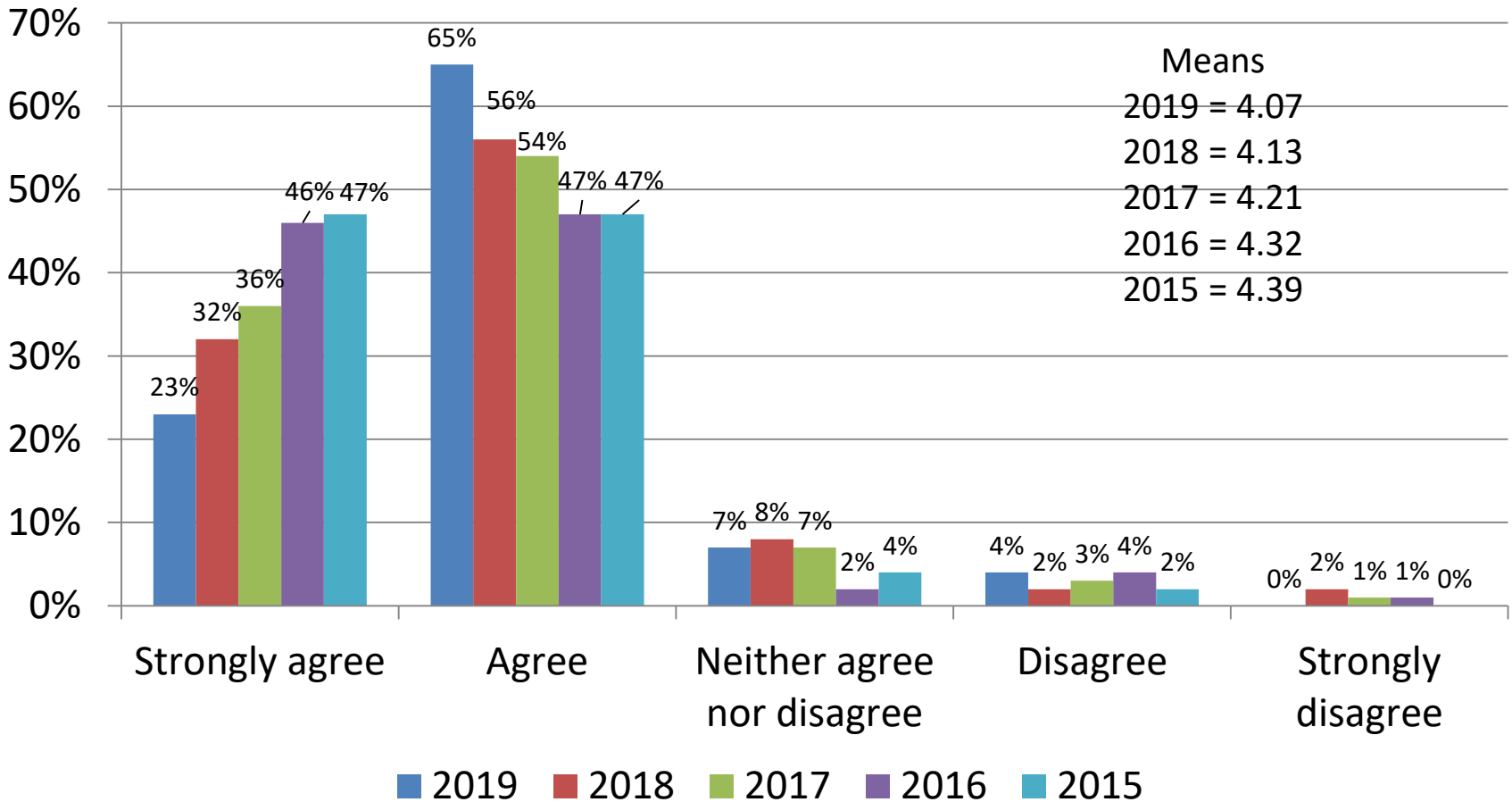


Driver Operated Vehicle Safely/ Followed Traffic Laws



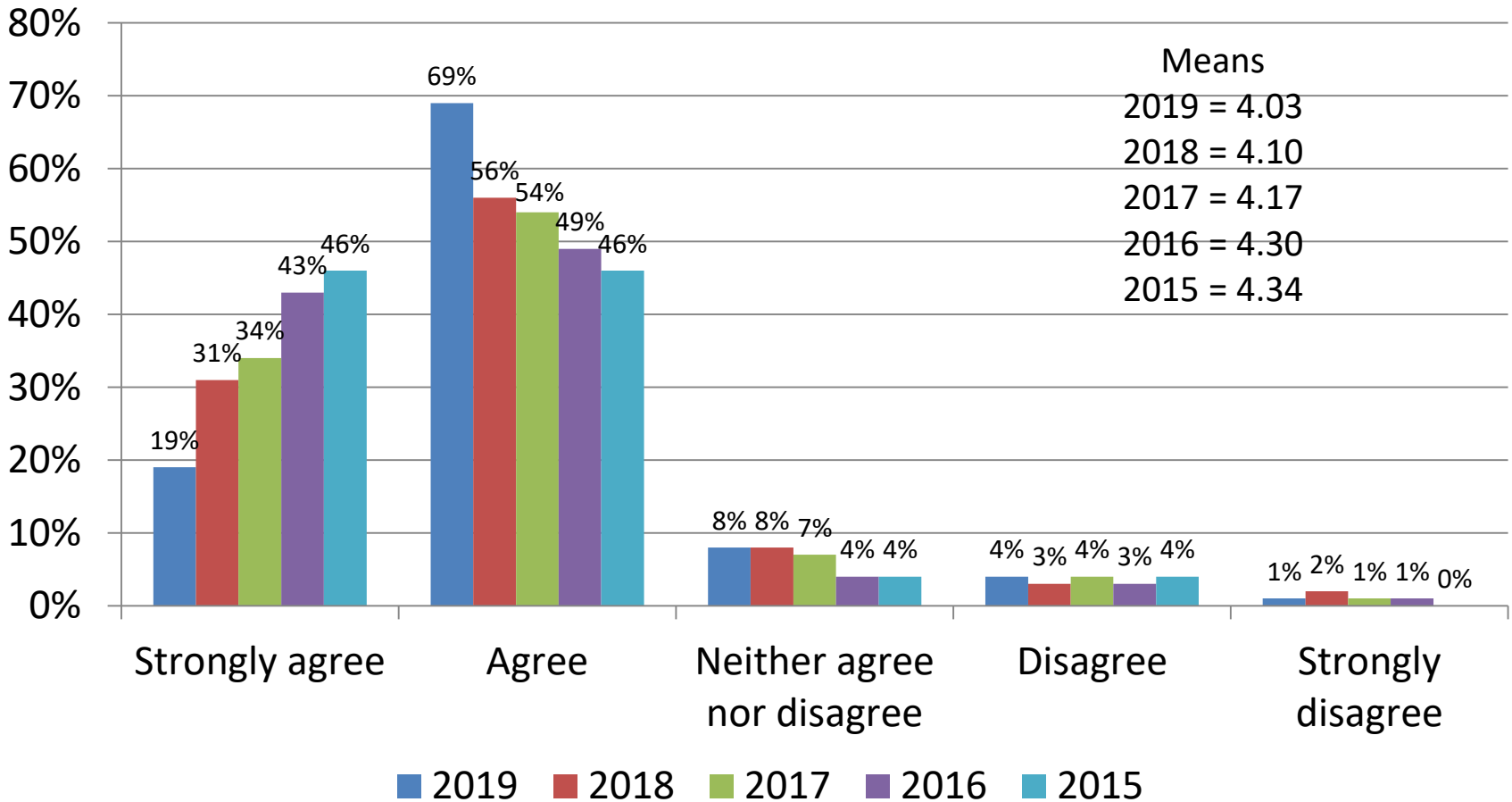


Vehicle/Shuttle was Clean



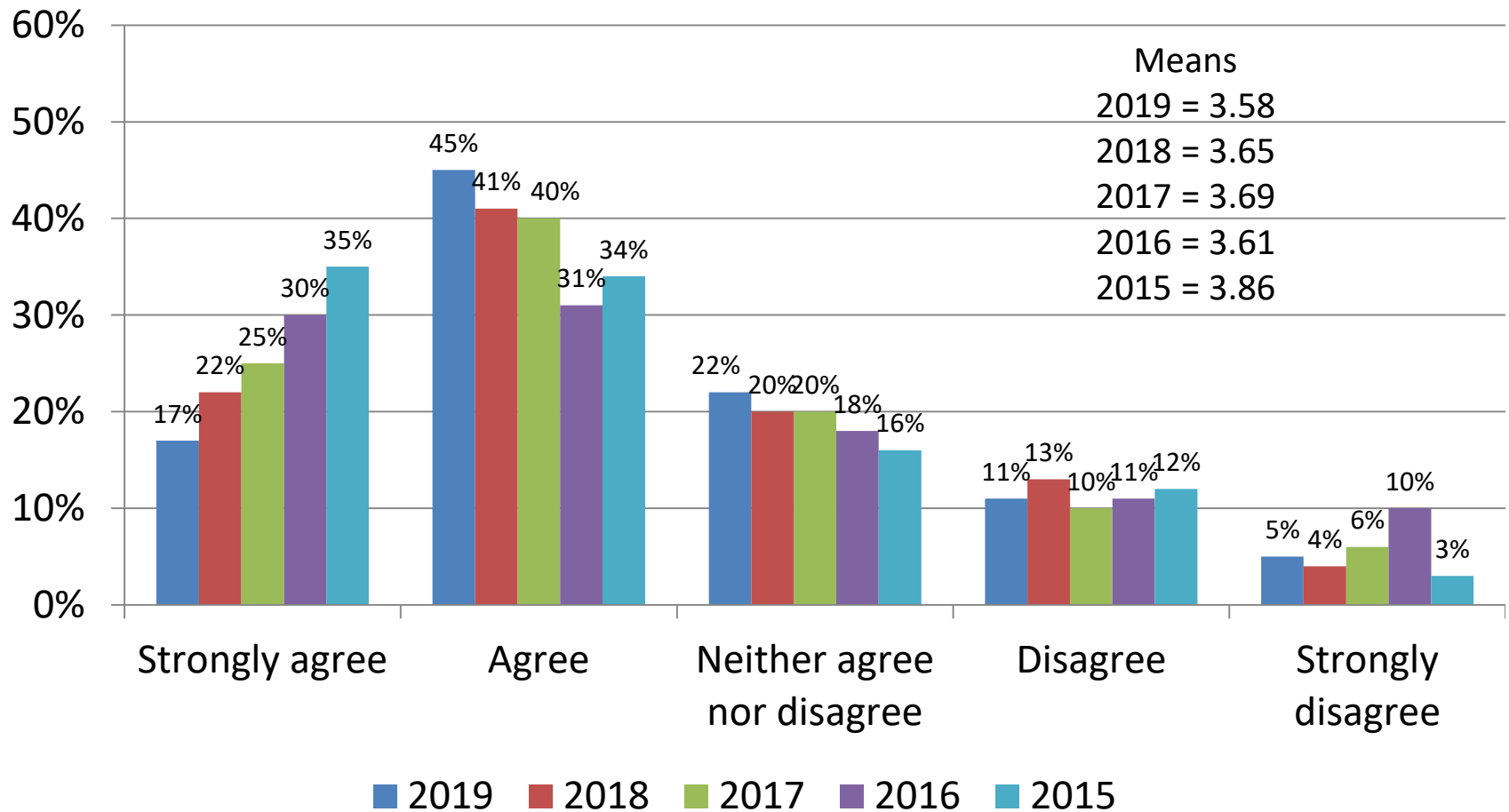


Vehicle/Shuttle was in Working Order



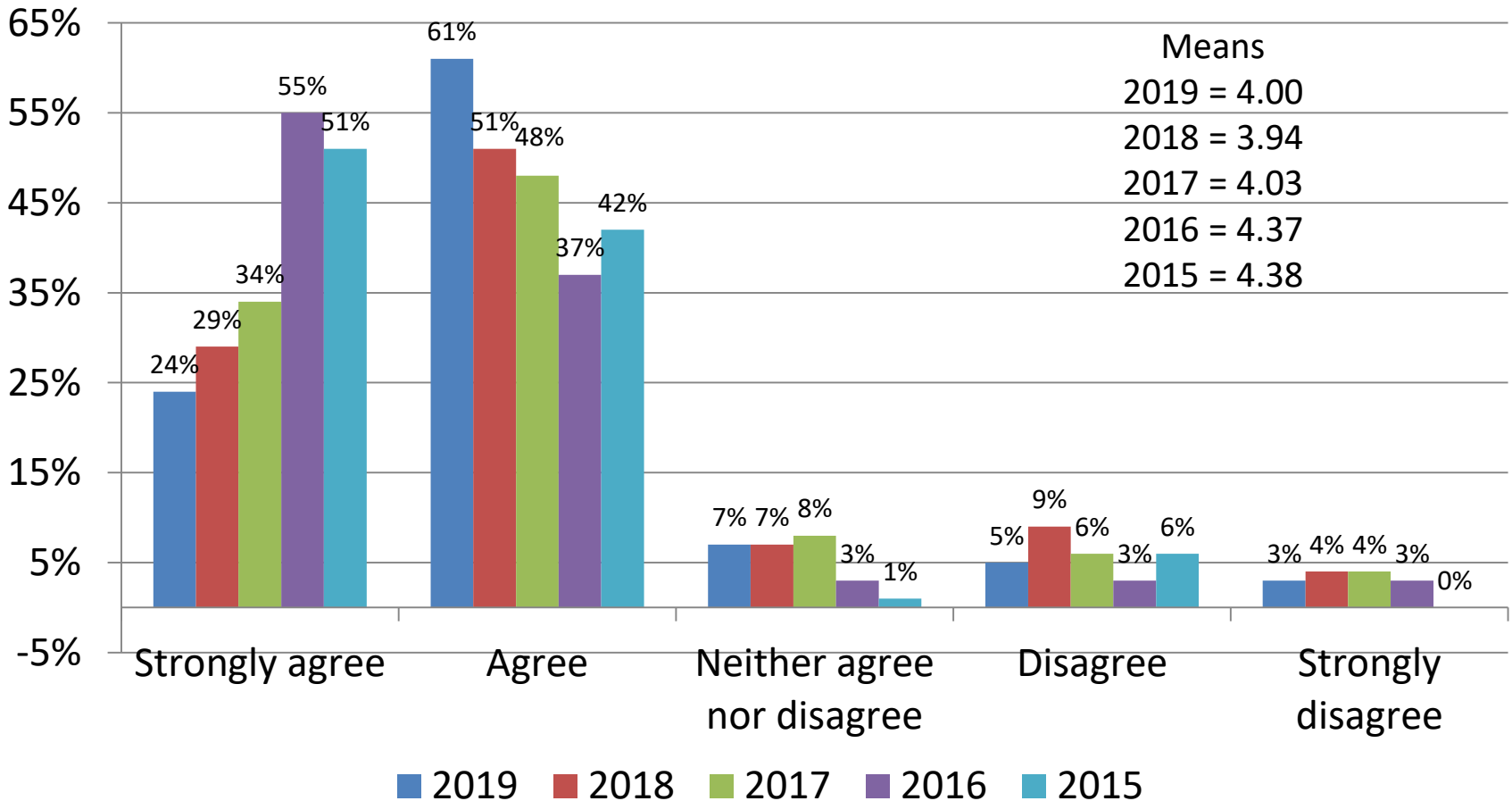


Prefer Use of Smaller Vehicles



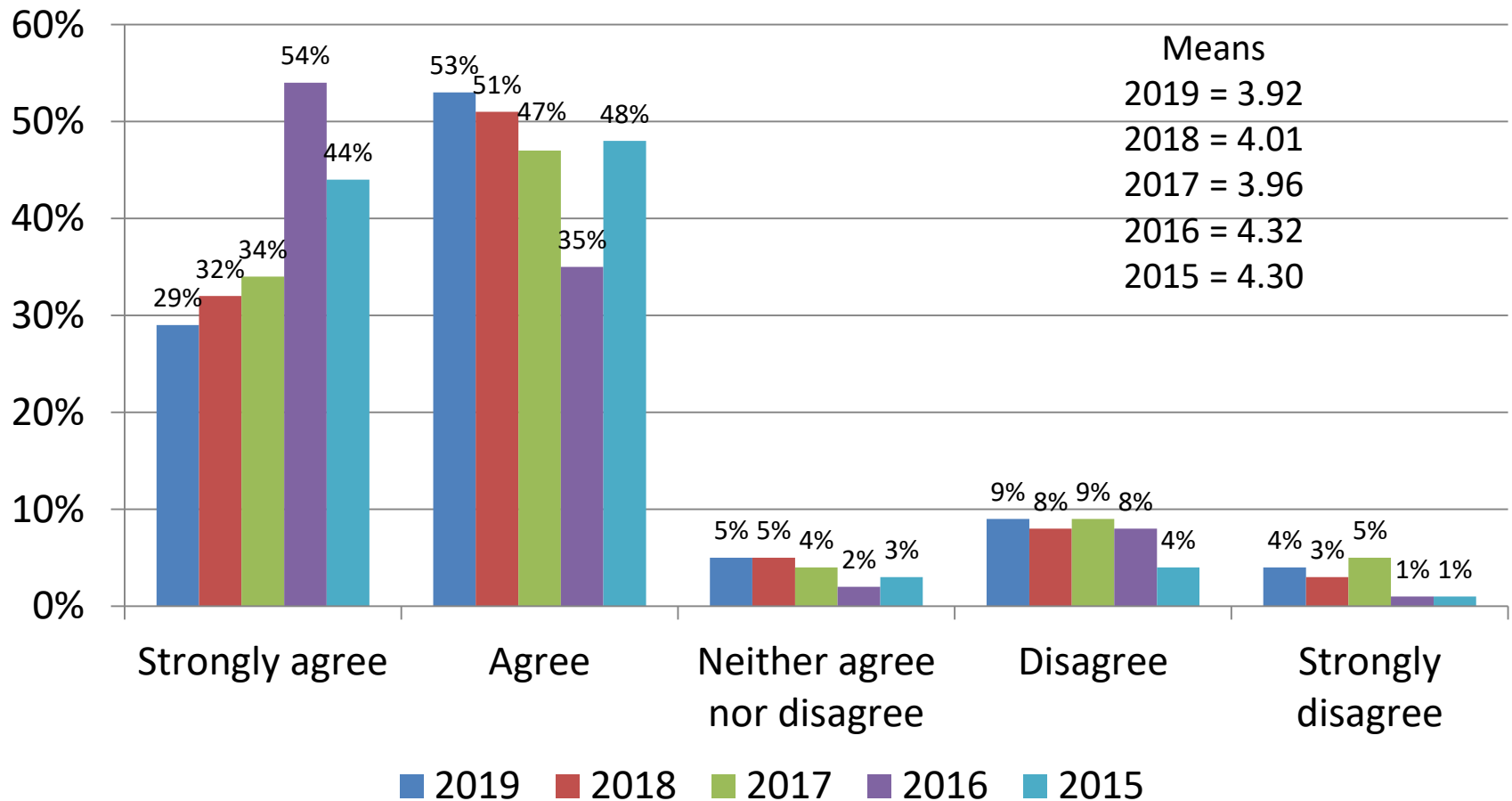


Overall High Level of Satisfaction with Ride Experience



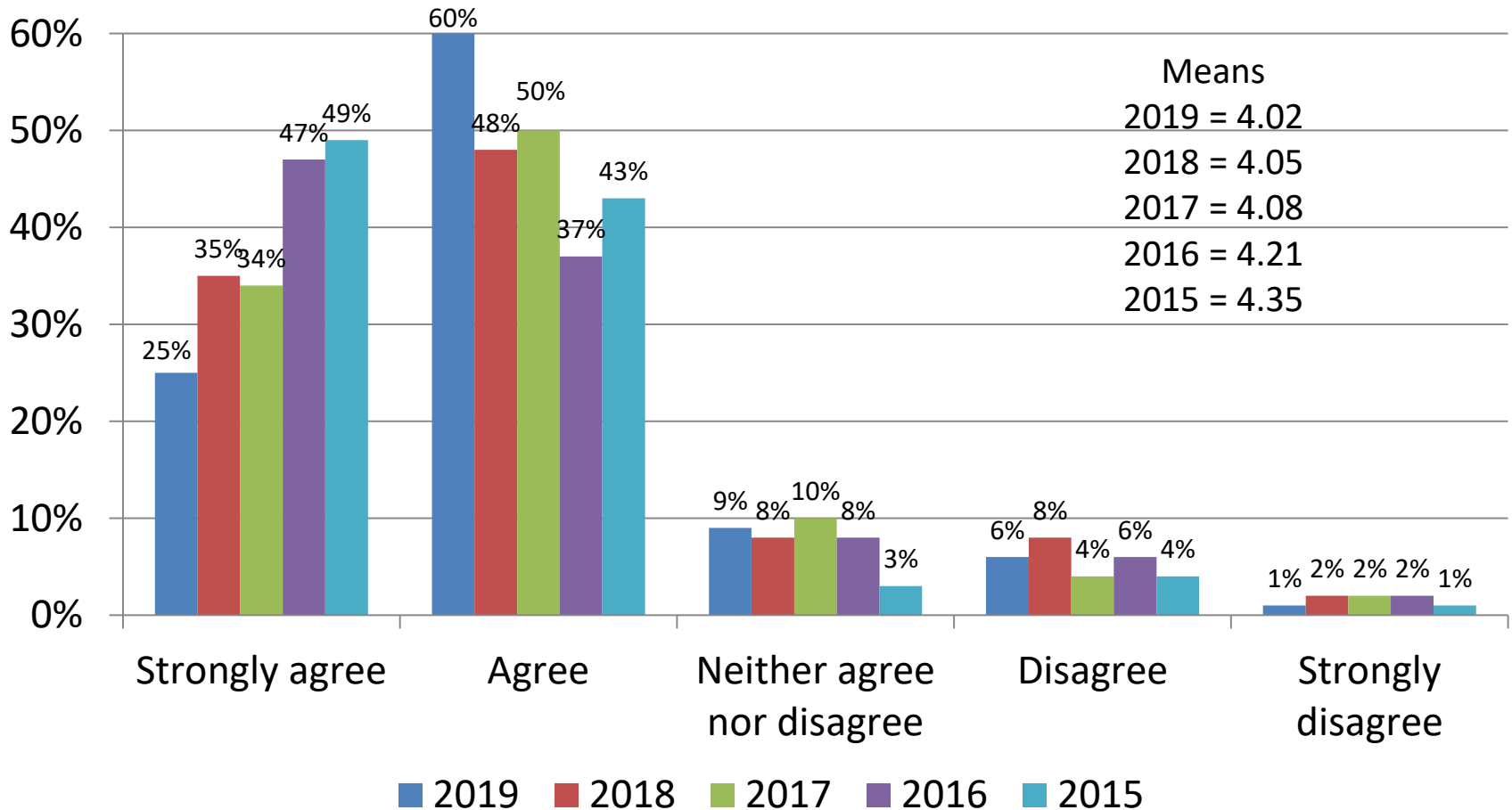


Driver Dropped me off on Time and in Correct Place



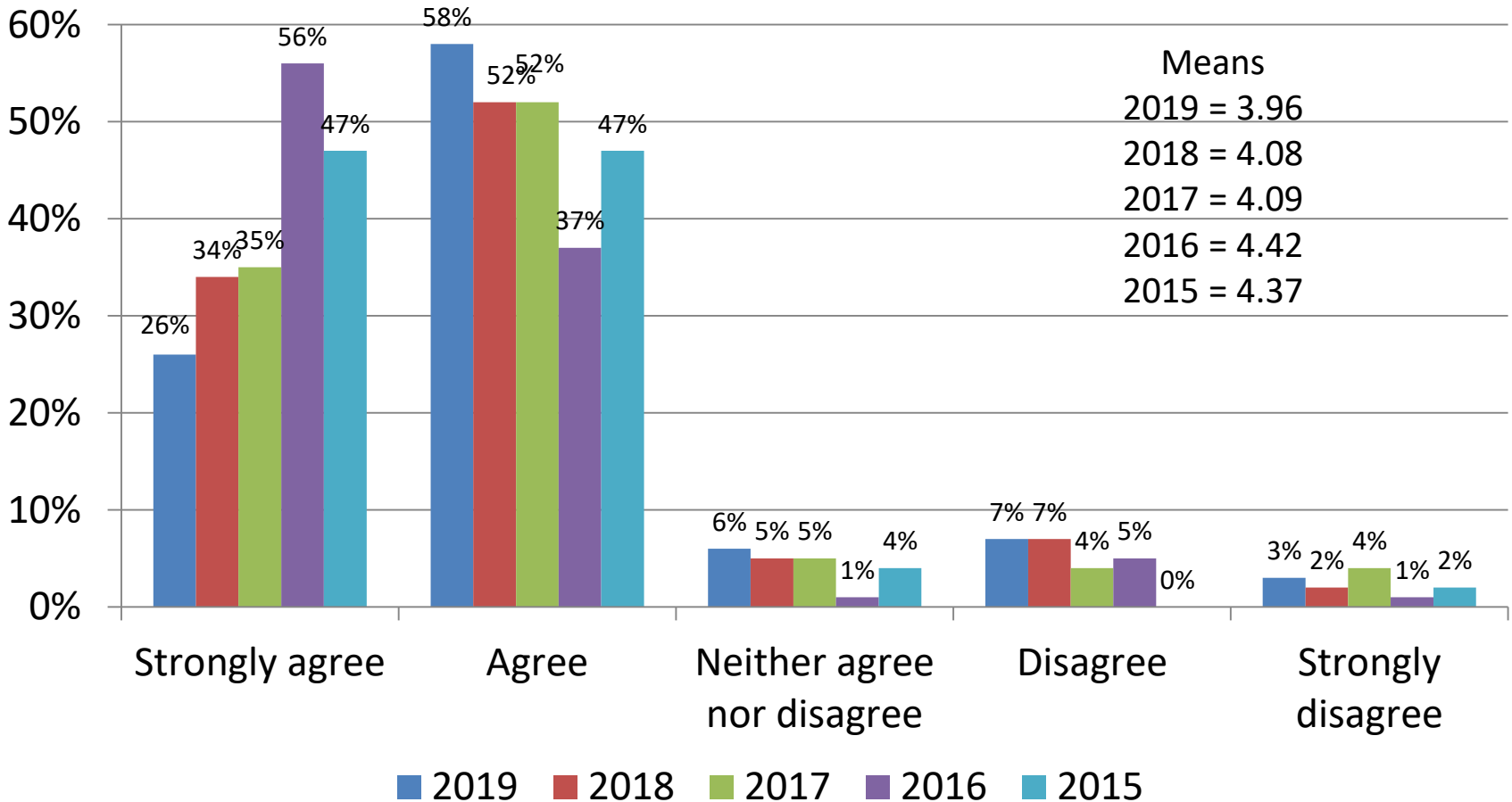


Driver Offered Me Help During Drop Off



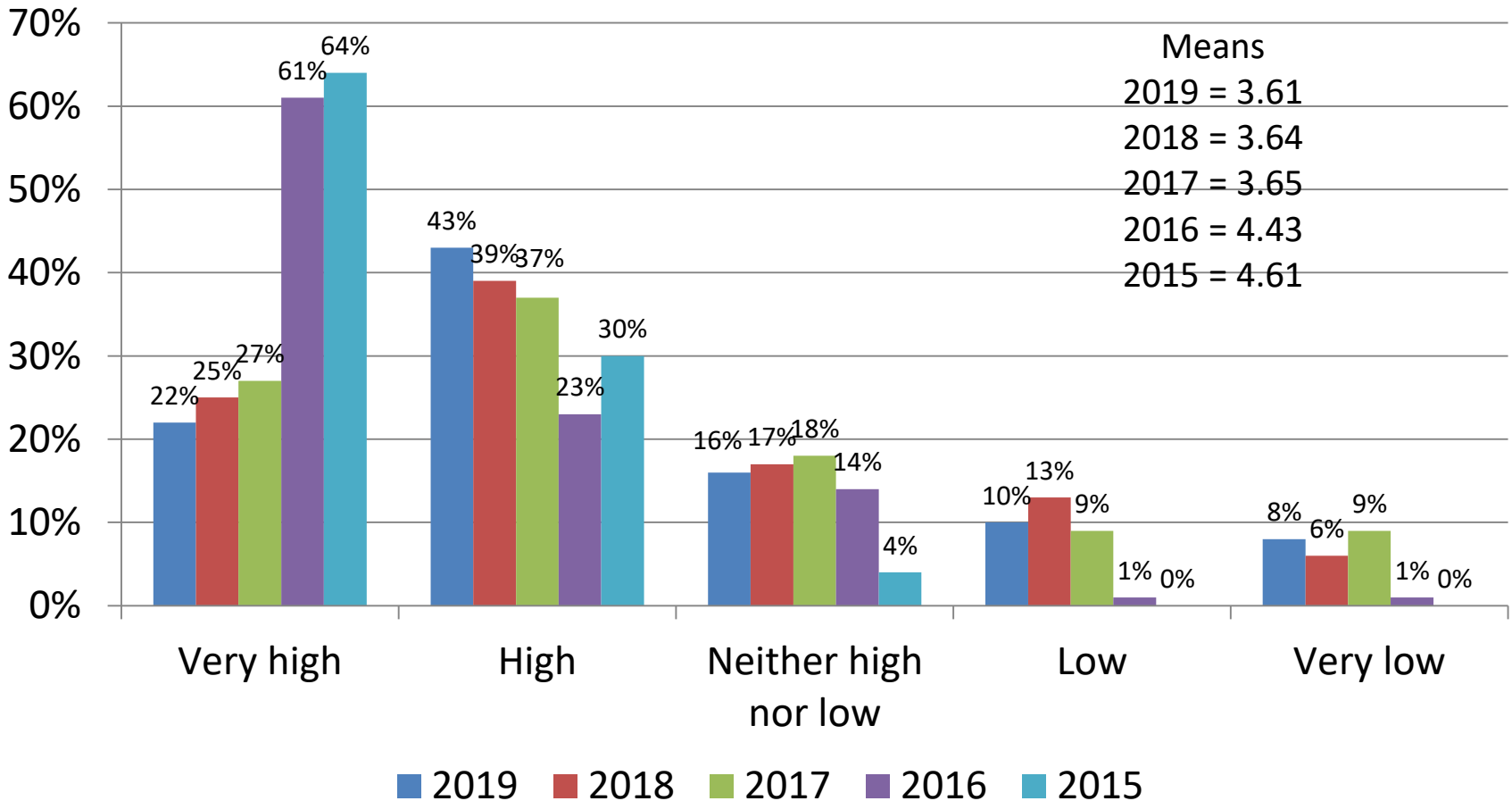


Overall High Level of Satisfaction with Drop Off Experience





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 9



S T A F F R E P O R T

SUBJECT: Fixed Route, Dial-A-Ride, & Agency Updates

FROM: Jonathan Steketee, Customer Service & Contract
Compliance Manager

DATE: September 4, 2019

Action Requested
Informational Only

Update

Cameras on Paratransit Fleet

- Cameras have been installed on most of the paratransit fleet. There are a few vehicles, used as spares, that do not have cameras yet, but their use is only if the regular vehicles have a mechanical issue.

Operator Uniforms and ID Badges

- All operators should now be in uniform.
- County Wide (formerly North Bay) should have on a black polo shirt, dark pants, and a County Wide Badge.
- TriValley Transportation operators where a polo with the letters “TVT” on the chest.
- All operators have been issued badges and all operators should be wearing an ID badge.

Start of School Year

- The Pleasanton Unified School District (PUSD) started classes on Monday August 12 and the Dublin Unified School District (DUSD) started the next day. Routes serving both districts have seen significant ridership increases compared to last year. Over the first week, ridership on these routes increased by 32% over last year, which equates to approximately 2,000 additional passengers. We have had to add two

additional buses to our morning service and four additional buses to our afternoon service to handle the additional passengers.

About half of the increase on PUSD service is attributable to the two routes serving Amador Valley High School, where construction on the student parking lot has helped spur additional demand. The earlier morning and later afternoon trips on the Routes 605 and 611, which are being paid for by PUSD, have seen very little ridership. As a result of the increases to our regularly scheduled departures at AVHS, we have had to add one additional bus to each route for the afternoon takeaway.

The Livermore Valley Joint Unified School District started class on Monday August 19, as did Las Positas College. Our total system wide ridership on that day was 8,031, which is 11.4% higher than the equivalent day in 2018. Monday also marked the first time that LAVTA's system wide ridership has topped the 8,000 mark since October 27, 2011.

National Marketing Award

- Our Marketing staff was recognized by the American Public Transportation Association (APTA) with four First Place AdWheel Awards earlier this year. After a second round of judging, we have been notified that one of our entries was selected as a Grand Award winner in the small transit system category. The winning entry was for our partnership with the Las Positas College student government and administration to pass the Student Mobility Fee, which serves as a sustainable funding source for the student transit pass program at the school. The award will be presented at the Celebration of Excellence Awards Breakfast at the APTA Annual Meeting in New York in October.

Studies

- The contract with AECOM for the Tri-Valley Hub Network Integration Study has been executed and the study will begin in the near future. That study is funded by Caltrans and was part of the grant award for the construction of the new parking garage at the Dublin/Pleasanton BART Station.
- Work on the Short Range & Long Range Transit Plans will also begin soon. Nelson\Nygaard will be completing that study. The Short Range

Transit Plan (SRTP) has a 5 year horizon while the Long Range Transit Plan has a 20 year horizon. The scope of both plans include opportunities for input by the LAVTA Board and the general public. The consultant will also review current operations and make recommendations for improvements to routes, schedules and running times to better serve our passengers.

Shared Autonomous Vehicle (SAV) Project

- The SAV Project is continuing to move forward. Staff and legal have negotiated a tentative termination of the contract with GoMentum and are reviewing the final agreement language. The contract with Transdev has been approved by the Board and we are in the process of getting the final signatures to execute the agreement. Staff continues to work with BART on the parking/charging facility. However, we have also created a contingency plan to transport the vehicle to the testing grounds if necessary as the facility installation project continues with BART. Staff has been working closely with NHTSA (National Highway Transportation Safety Administration) for the reassignment of the letter authorizing testing to LAVTA as the named Authority. NHTSA has stated that they are doing the final review and we should get the letter soon.

Additionally, staff and Cityways, a subsidiary of Transdev partnered in the application for a FTA grant for Integrated Mobility Innovation. The grant was released for public/private partnerships to create innovative projects in public transportation. Staff and Cityway submitted the grant application to create a travel planning application that would encompass all of our modes of transportation, including our bus system, TNC partnership and SAV. The app would also integrate with BART and neighboring transit authorities so individuals could choose how they wanted to travel in the Tri-Valley and understand the cost and time of the travel. Cityway agreed to fund the 20% match. If selected, LAVTA and Cityway would create one of the most innovative mobility on demand applications in the country.

Valley Link Rail Project

- Staff continues to provide administrative support for the Valley Link project. During the summer months staff delivered the draft Feasibility Report to the Board and is currently in the process of reviewing more than 170 comments for consideration in the final Feasibility Report to be considered by the Board at the latest in October. Staff also continues the development of the environmental work, with the draft EIR expected complete in October for public comment. Staff also is engaged in incorporating the Altamont Vision Phase 1, which includes fully funding Valley Link in Alameda County, into FASTER Bay Area. The expenditure plan for FASTER will be completed by the end of year and the legislature will consider in the spring of 2020 before it goes to voters in November of 2020.