

**MINUTES OF THE SEPTEMBER 23, 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 4:03pm.

**2. Roll Call of Members**

**Members Present**

Karla Brown, City of Pleasanton

Bob Woerner, City of Livermore

Scott Haggerty, Alameda County (arrived at 4:05pm)

David Haubert, City of Dublin

**3. Meeting Open to Public**

[Scott Haggerty, from Alameda County, arrived during Meeting Open to Public.]

Steven Dunbar, Livermore resident, spoke regarding 40 under 40, difficulty searching for old agendas and reports on LAVTA's website, 10R and 30R GPS signal priority on Rapid and other routes, West Las Positas bike lanes to coordinate with bus stops, bus stop balancing, and recommended bike lockers at the Livermore Outlet Mall.

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

Approved: Woerner/Haubert

Aye: Brown, Haggerty, Woerner, Haubert

No: None

Abstain: None

Absent: None

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

Staff provided the 4<sup>th</sup> Quarter Operations Report to the Projects and Services Committee. Staff highlighted an overview of the On-Time Performance (OTP) for Fixed-Route and Paratransit, Customer Service complaints, and ridership statistics for the 4<sup>th</sup> Quarter.

This was informational only.

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

Staff provided the Dial-A-Ride Passenger Survey of June 2019 to the Projects and Services Committee. Included was the Summary of Findings in Attachment 1, based on a phone and online survey conducted by Quantum Market Research. Staff informed that overall Dial-A-Ride is doing well now, since the issue in 2017. Dial-A-Ride has continued to improve and is in the low 90-95% for On-Time Performance (OTP). In July, almost 96% of the scheduling calls were answered in

under three minutes. LAVTA would like to focus on courtesy and customer service, but as far as patrons getting through the phone lines and OTP Dial-A-Ride is going from good to great.

[Chair Scott Haggerty noted that the recording device was not recording the meeting, so gave a quick overview of what took place thus far in the meeting]

The item was discussed by the Committee Members and staff.

This was informational only.

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

Staff provided the Bus Exterior Advertising Contract – Exercise Option Year 1 to the Projects and Services Committee. LAVTA’s current three year contract with Lamar Transit Advertising expires in June. LAVTA would like to extend the contract at this time, because it gives Lamar Transit Advertising incentive to sell longer term advertisements. Part of the contract term states if the contract turns over any advertisements that have been sold would have a revenue splitting between the current company and the incoming company. This option year extension ensures Lamar Transit Advertising that they will receive the full 12 months for advertising revenue benefit. Staff also noted that Lamar Transit Advertising has been doing a great job and have exceed their minimum guarantee by \$30,000 or more.

The item was discussed by the Committee Members and staff.

The Projects and Services Committee forwarded a recommendation to the Board of Directors 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.

Approved: Haubert/Woerner

Aye: Brown, Haggerty, Woerner, Haubert

No: None

Abstain: None

Absent: None

## **8. Route 503 Proposed Service Adjustment**

Staff provided Route 503 Proposed Service Adjustment to the Projects and Services Committee. LAVTA received requests from Dublin’s Schaefer Ranch residents to have Route 503 start from Schaefer Ranch and then serve both Dublin High School (DHS) and Wells Middle School. In accordance to the City of Dublin’s requirements for route changes LAVTA sent 800 letters to all of the residences and businesses along the new proposed Route. LAVTA received 30 comments in favor of the route change and 2 comments that were opposed. LAVTA would bring the proposed service adjustment to the Dublin City Council for consideration and approval in Mid-November for the bus stop locations. Staff would like the new service to start on January 7, 2020. It was noted that the cost of this service

adjustment is approximately \$5,000 on an annual basis and funding is available within the current budget.

The item was discussed by the Committee Members and staff.

The Projects and Services Committee reviewed and discussed the service options, and forwarded a recommendation to the Board of Directors to implement the proposed adjustments to Route 503 beginning January 7, 2020.

Approved: Brown/Haubert

Aye: Brown, Haggerty, Woerner, Haubert

No: None

Abstain: None

Absent: None

## **9. Executive Director's Report**

Executive Director Michael Tree provided the Executive Director's to the Projects and Services Committee. Executive Director Michael Tree highlighted the Fixed Route Ridership, Mobility Forward, Shared Autonomous Vehicle (SAV) project, Award for LAVTA's Jonathan Stekete, New Customer Service Module for Wheels Operators, and welcomed LAVTA Interns.

Staff will focus on the Fixed Route Ridership numbers, since they are slightly down. Staff continues to meet with the City of Pleasanton on the Mobility Forward implementation plan for LAVTA to assume all ADA Paratransit service from Pleasanton Paratransit and has been discussing how to cover the budget, including issues that come with this transition. LAVTA received notice that the National Highway Transportation Safety Administration (NHTSA) authorized LAVTA to move forward with the SAV project, so LAVTA is tidying up contractual details. Executive Director Michael Tree acknowledged that Jonathan Stekete LAVTA's Customer Service & Contract Compliance Manager was named "Top 40 Under 40" by Mass Transit Magazine and that is a very prestigious listing to be made a part of. Executive Director Michael Tree also pointed out that recently our fixed route contractor started a new customer service module that is part of their monthly safety meetings. LAVTA also acquired three new Interns.

The item was discussed by the Committee Members and staff. The Committee has concerns regarding the SAV issues at BART delaying the project and hopes to have something completed by November's Board meeting. Staff responded that LAVTA has an on-call engineer ready to start. We are waiting on CAD drawings and approval from BART. LAVTA also has a shed company lined up.

This was informational only.

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

Vice Chair Karla Brown requested the SAV updates be on the Agenda every month. Chair Scott Haggerty requested an SAV route modification to go from Santa Rita Jail to Dublin Boulevard, so there is ridership.

**11. Matters Initiated by Committee Members**

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

**13. Adjourn**

Meeting adjourned at 4:36pm.