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

PROJECTS and SERVICES COMMITTEE MEETING / COMMITTEE OF THE WHOLE AGENDA

COMMITTEE MEMBERS

SCOTT HAGGERTY – CHAIR KARLA BROWN DAVID HAUBERT – VICE CHAIR BOB WOERNER

Agenda Questions: Please call the Executive Director at (925) 455-7564 or send an email to frontdesk@lavta.org

Documents received after publication of the Agenda and considered by the P&S Committee in its deliberation will be available for inspection only via electronic document transfer, due to the COVID-19 outbreak. See the COVID-19 provisions outlined below. Please call or email the Executive Director during normal business hours if you require access to any such documents.

TELECONFERENCE

NOVEMBER 23, 2020 – 4:00 PM

CORONAVIRUS DISEASE (COVID-19) ADVISORY AND MEETING PROCEDURE

On June 5, 2020 (updated June 18, 2020), the Health Officer of Alameda County issued an Order that will continue to be in effect until it is rescinded, superseded, or amended in writing by the Health Officer. The Order directed that all individuals living in the county to shelter at their place of residence except that they may leave to provide or receive certain essential services or engage in certain essential activities and work for essential businesses and governmental services.

Under the Governor's Executive Order N-29-20, this meeting may utilize teleconferencing. As a precaution to protect the health and safety of staff, officials, and the general public. Councilmembers will not be physically in attendance, but will be available via video conference.

The administrative office of Livermore Amador Valley Transit Authority (LAVTA) is currently closed to the public and will remain closed for the duration of the Project & Services (P&S) Committee meeting. Consequently, there will be no physical location for members of the public to participate in the meeting. We encourage members of the public to shelter in place and access the meeting online using the web-video communication application, Zoom. Zoom participants will have the opportunity to speak during Public Comment.

If you are submitting public comment via email, please do so by 1:00 p.m. on Monday, November 23, 2020 to frontdesk@lavta.org. Please include "Public Comment 11/23/2020" and the agenda item to which your comment applies in the subject line. In the body of the email please include your name. Public comments submitted will be read during Public Comment and will be subject to the regular three-minute time restriction.

This P&S Committee meeting will be conducted on the web-video communication platform, Zoom. In order to view and/or participate in this meeting, members of the public will need to download Zoom from its website, www.zoom.us.

It is recommended that anyone wishing to participate in the meeting complete the download process before the start of the meeting.

There will be zero tolerance for any person addressing the Committee making profane, offensive and disruptive remarks, or engaging in loud, boisterous, or other disorderly conduct, that disrupts the orderly conduct of the public meeting.

How to listen and view meeting video:

• From a PC, Mac, iPad, iPhone or Android device click the link below:

https://zoom.us/j/85868238171

Passcode: PS1362Mtg

• To supplement a PC, Mac, tablet or device without audio, please also join by phone:

Dial: 1 (669) 900-6833 Webinar ID: 858 6823 8171

Passcode: 622062

To comment by video conference, click the "Raise Your Hand" button to request to speak when Public Comment is being taken. You will then be unmuted when it is your turn to make your comment for up to 3 minutes. After the allotted time, you will be muted.

• Livestream online at: Livermore Amador Valley Transit Authority YouTube Channel

No option to make Public Comment on YouTube live stream.

How to listen only to the meeting:

• For audio access to the meeting by telephone, use the dial-in information below:

Dial: 1 (669) 900-6833 Webinar ID: 858 6823 8171

Passcode: 622062

Please note to submit public comment via telephone dial *9 on your dial pad. The meeting's host will be informed that you would like to speak. If you are chosen, you will be notified that your request has been approved and you will be allowed to speak. You will then be unmuted when it is your turn to make your comment for up to 3 minutes. After the allotted time, you will be muted.

To submit written comments:

• Provide public written comments prior to the meeting by email, to frontdesk@lavta.org

If you are submitting public comment via email, please do so by 1:00 p.m. on Monday, November 23, 2020 to frontdesk@lavta.org. Please include "Public Comment 11/23/2020" and the agenda item to which your comment applies in the subject line. In the body of the email please include your name. Public comments submitted will be read during Public Comment and will be subject to the regular three-minute time restriction.

1. Call to Order

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 October 26, 2020 Meeting of the P&S Committee.

Recommendation: Approval

5. Solicit Public Input on COVID Related Service Reductions

Recommendation: Staff recommends the Projects and Services Committee forward a recommendation to Board of Directors to open a public comment period regarding emergency service changes that have been implemented as a result of reduced ridership attributable to the COVID-19 pandemic.

6. Public Transportation Agency Safety Plan Update

Recommendation: None – information only.

7. Shared Autonomous Vehicle Project Update

Recommendation: None – information Only.

8. Executive Directors Report

Recommendation: None – information only

9. Preview of Upcoming P&S Committee Agenda Items

- 10. Matters Initiated by Committee Members
- 11. Next Meeting Date is Scheduled for: December 28, 2020

12. Adjourn

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

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

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

/s/ Jennifer Suda	11/20/20
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

MINUTES OF THE OCTOBER 26, 2020 ZOOM TELECONFERENCE LAVTA PROJECTS AND SERVICES COMMITTEE MEETING

1. Call to Order and Pledge of Allegiance

Committee Chair Scott Haggerty called the meeting to order at 4:03pm.

Committee Chair Scott Haggerty welcomed everyone to the Projects and Services Committee Meeting and stated that there is a COVID-19 advisory and immediate procedures that can be found on the first page of the agenda.

Chair Scott Haggerty dispensed the Pledge of Allegiance, due to this being a Zoom teleconference meeting.

2. Roll Call of Members

Members Present

Bob Woerner, City of Livermore Karla Brown, City of Pleasanton Scott Haggerty, Alameda County David Haubert, City of Dublin

3. Meeting Open to Public

No comments.

4. Minutes of the August 24, 2020 Meeting of the P&S Committee.

Approved: Haubert/Brown

Aye: Brown, Haggerty, Haubert, Woerner

No: None Abstain: None Absent: None

5. Revised Resolution in Support of Participation in the Metropolitan Transportation Commission's Clipper START! Pilot Program

The Projects and Services Committee forwarded a recommendation to the Board of Directors to authorize the Executive Director to provide the Metropolitan Transportation Commission (MTC) with a revised resolution indicating LAVTA's desire to participate in MTC's Clipper START! pilot program.

Approved: Woerner/Brown

Aye: Brown, Haggerty, Haubert, Woerner

No: None Abstain: None Absent: None

6. Executive Directors Report

Executive Director Michael Tree provided the Executive Director's Report to the Projects and Services Committee. Executive Director Michael Tree noted that fare collection resumed October 1, 2020 and ridership is at 1,400 per day. Executive Director Michael Tree announced the APTA Achievement and AdWheel Grand awards received. Executive Director Michael Tree provided an overview of ViewPoint and an update on the Shared Autonomous Vehicle (SAV) Program explaining that LAVTA hopes to have a press kit to share with media. Also highlighted was various capital projects.

The item was discussed by the Committee Members and staff. Committee Member Brown requested an update on Dublin Parking Garage Project. Jennifer Yeamans informed the County needs to advertise the RFQ and the procurement will be a two step process.

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: November 23, 2020
- 10. Adjourn

Meeting adjourned at 4:13pm.

Livermore Amador Valley Transit Authority

STAFF REPORT

SUBJECT: Solicit Public Input on COVID Related Service Reductions

FROM: Tony McCaulay, Director of Planning and Marketing

DATE: November 23, 2020

Action Requested

Staff recommends the Projects and Services Committee forward a recommendation to Board of Directors to open a public comment period regarding emergency service changes that have been implemented as a result of reduced ridership attributable to the COVID-19 pandemic.

Background

LAVTA's Public Hearing Policies and Procedures, approved by the LAVTA Board in December 2008 (Attachment 1), sets forth specific circumstances under which a public input process should be conducted as a result of service or fare changes. Typically, any service change affecting more than 25 percent of the daily miles of service operated on a route would trigger the necessity of a public input process.

The policy provides exceptions for minor changes in fares or service or for emergency service changes expected to last less than 180 days. If the changes ultimately continue to remain in effect for more than 180 days, they are then subject to the requirement for a public input process. LAVTA's service reductions implemented as a result of the COVID-19 pandemic have now been in place for more than 180 days.

Discussion

Shortly after Alameda County's Shelter in Place Order went into effect in mid-March, staff developed five levels of service reductions that might be implemented as a result of impacts related to COVID-19. Those service levels are described in Attachment 2. In early April, Service Level 3 was implemented and has remained in effect since that time. In August, two standby overload buses were added, one each at the East Dublin/Pleasanton BART Station and one at the downtown Livermore Transit Center. These buses are activated into service whenever passenger loads create social distancing challenges on an in-service bus.

Given the current status of the pandemic, staff does not foresee any major changes to the current service levels for several months at a minimum, barring any significant changes. Ridership has held steady for several months, Las Positas College has decided that the entire school year will be by remote learning and there are no plans for middle or high schools to resume in person classes in the near future. Additional standby overload buses may be put in service if warranted.

A transition to Service Level 4 would likely only be triggered by either a significant reduction in retail activity or other restrictions imposed by the county health officer.

Next Steps

Staff proposes that the public comment period commence upon Board action on December 7 and continue through Friday January 8, 2021. During the public comment period, LAVTA Staff will publish a notice regarding the nature of the public input process in the Pleasanton Weekly and The Independent. Staff will also solicit passenger input via the following channels: a press release, signage on all buses and posts on the wheelsbus.com website and social media channels.

Input received during the public input process will be summarized and presented to the Projects and Services Committee in January and to the full Board at their February 1 meeting. Any staff recommendations resulting from the public input process will also be presented to the committee.

Recommendation

Staff recommends the Projects and Services Committee forward a recommendation to Board of Directors to open a public comment period regarding emergency service changes that have been implemented as a result of reduced ridership attributable to the COVID-19 pandemic.

Attachments:

- 1. LAVTA's Public Hearing Policies and Procedures
- 2. LAVTA's Five-Level COVID Related Service Impact Plan

ATTACHMENT 1: LAVTA'S PUBLIC PARTICIPATION PLAN

PUBLIC HEARING POLICIES AND PROCEDURES Adopted December 1, 2008

I. <u>BACKGROUND</u>

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

II. LAVTA POLICY

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

III. PROCEDURES

1. PRIOR COMMITTEE CONSIDERATION

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

ATTACHMENT 1: LAVTA'S PUBLIC PARTICIPATION PLAN

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

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

2. **PUBLIC NOTIFICATION**

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

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

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

3. SCHEDULING PUBLIC HEARING(S)

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

4. PROCEDURE FOR CONDUCTING PUBLIC HEARING

Forms will be available to attendees to register their presence and desire to speak. Public hearings will begin with a reading of the public notice, purpose and

ATTACHMENT 1: LAVTA'S PUBLIC PARTICIPATION PLAN

proposed action which necessitated the public hearing. After an explanation of the proposed action is completed, the public will be invited to offer their comment. Limitations may be established on the length of oral presentations in order to afford all members of the public a reasonable opportunity to speak. After all registered persons have commented, a final opportunity will be offered for any additional public comment. This offering will precede the close of the public hearing.

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

5. ADDRESSING PUBLIC COMMENTS RECEIVED

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

6. SUBSEQUENT BOARD CONSIDERATION AND ACTION

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

LAVTA Five-Level COVID Related Service Impact Plan

Service Level 1: Regular service, no disruptions, schools closed

- All Wheels and Rapid buses operating on regular schedules
- Dial-a-Ride Paratransit, Para-taxi and GoDublin still available
- Supplemental school routes discontinued until school resumes

Service Level 2: Frequency reductions on Rapid Routes, other reductions

- Rapid Routes 10R and 30R will operate on a 30-minute frequency during hours when 15-minute frequency is normally offered
- Routes 20X and 580X will not operate due to extremely low ridership; alternate service available using Route 30R
- Route 2 will not operate due to extremely low ridership; alternate service available using LAVTA's Go Tri-Valley program
- Routes 53 and 54 continue to operate subject to continuation of ACE service
- Dial-a-Ride Paratransit, Para-taxi and Go Tri-Valley still available

Service Level 3: Weekend service schedules except for Rapid routes

- Rapid Routes 10R and 30R will continue to operate at the Service Level 2 frequencies, on a 30minute frequency during hours when 15-minute frequency is normally offered
- Routes 1, 3, 8, 14 and 15 will operate on weekend schedules
- Route 2, 11, 20X, 70X and 580X will not operate
- All service after 11pm discontinued
- Routes 53 and 54 continue to operate subject to continuation of ACE service
- Dial-a-Ride Paratransit, Para-taxi and Go Tri-Valley still available

Service Level 4: Additional service frequency reductions

- No changes to service frequencies on Rapid Routes 10R and 30R
- Weekend service level continues on Routes 1 and 15
- Routes 3, 8 and 14 will operate during peak hours only
- Routes 2, 11, 20X, 70X and 580X continue to be suspended
- No service after 11pm continues
- Routes 53 and 54 continue to operate subject to continuation of ACE service
- Dial-a-Ride Paratransit, Para-taxi and Go Tri-Valley still available

Service Level 5: No service

 All service discontinued due to public health mandates or other circumstances beyond our control

Livermore Amador Valley Transit Authority

STAFF REPORT

SUBJECT: Public Transportation Agency Safety Plan Update

FROM: Toan Tran, Director of Operations and Innovation

DATE: November 23, 2020

Action Requested

None – information only

Background

The Federal Transit Administration (FTA) requires that public transportation systems receiving federal funds develop a Public Transportation Agency Safety Plan (PTASP) that includes the processes and procedures to implement a Safety Management System (SMS). An SMS is a comprehensive approach to bringing management and labor together to control risk better, detect and correct safety problems earlier, and measure safety performance more precisely. The rule (49 CFR Part 673) went into effect on July 19, 2019 with a compliance date of December 31, 2020.

Discussion

Staff will present an overview and status of the PTASP to Committee.

Recommendation

None – information only.

Attachments:

1. LAVTA PTASP Update PowerPoint

Public Transportation Agency Safety Plan (PTASP) Update

November 23, 2020
Projects and Services Committee Meeting

Livermore Amador Valley
TRANSIT AUTHORITY





wheelsbus.com

PTASP Overview

• FTA published the Public Transportation Agency Safety Plan (PTASP) Final Rule in July 2018

• The PTASP Rule requires Transit Agencies receiving federal funds to develop a safety plan that includes the Safety Management System (SMS) approach in processes and procedures. The PTASP formalizes and codifies LAVTA's existing safety practices into one comprehensive document

• The deadline for the PTASP to be approved and submitted to FTA is December 31, 2020



PTASP Requirements

- Approved by Accountable Executive and Board of Directors
- Annual Review/Update and Certification
- Compliance with Public Transportation Safety Program/National Safety Plan
- Must Assign Chief Safety Officer that has a direct line to CEO/Executive Director
- Implement an Employee Reporting System (ERS)







LAVTA PTASP Status

- LAVTA PTASP (Plan) was developed based on FTA approved template and submitted to FTA for their courtesy review
- Staff received FTA's comments in mid-November 2020 and is currently updating the Plan to incorporate their feedback
- Staff will provide an overview of the Plan and seek approval for the adoption of the Plan at the December 7th Board of Directors Meeting



Questions?



Livermore Amador Valley Transit Authority

STAFF REPORT

SUBJECT: Shared Autonomous Vehicle Project Update

FROM: Toan Tran, Director of Operations and Innovation

DATE: November 23, 2020

Action Requested

None – information only.

Background

This is an update on the Shared Autonomous Vehicle (SAV) Project.

Discussion

With initial testing completed earlier this month, LAVTA began operating passenger service on November 16, 2020. Staff will provide an update to the Committee on the near term plans as well as the vision for the second phase of the project.

Recommendation

None – information Only.

EXECUTIVE DIRECTOR'S REPORT

November 2020

Board Member Scott Haggerty Receives Distinguished Service Award

The California Transit Association awarded Supervisor Scott Haggerty its Distinguished Service Award for his long and distinguished career that includes outstanding contributions to public transit. Supervisor Haggerty received the award at the organization's fall conference on November 19th.

Wheels Ridership and Customer Survey

Ridership on the Wheels fixed route bus system continues to be approximately 1,350 rides per day, with approximately 45 rides per day on the paratransit system. With new COVID designations in Alameda County the ridership is expected to remain flat over the next few months.



Nelson Nygaard recently conducted a survey of individuals who continue to ride, as well as those who have stopped riding as a result of the pandemic. Our goal was to find out what factors have influenced their riding behavior as well as what efforts by LAVTA with regard to COVID are most important to our current riders and former riders. The survey was conducted in late October and early November. We will have a brief presentation of the findings at the full Board meeting on December 7.



Public Riding Shared Autonomous Vehicles

On November 16, we began permitting members of the general public to take rides on our Shared Autonomous Vehicle (SAV) for the first time. Because of the pandemic, we are requiring that reservations be made in advance and that no more than three individuals from the same household travel together to permit social distancing from the safety attendant onboard. The SAV page of our website has all of the details for reserving rides as well as a new video on the project.

Tri-Valley Hub Network Integration Study TAC Meeting

The Technical Advisory Committee for the Tri-Valley Hub Network Integration Study met on Tuesday November 10. The meeting included a summary of the work to date and options for a path forward for new express service on I-680. A great deal of feedback was received from the group. The next step in the study is the development of a draft document. Following review by LAVTA staff, the document will be brought forward to the LAVTA Board for consideration. We anticipate that occurring during the first quarter of 2021.

Transit Signal Priority Upgrade and Expansion Project

This project upgraded 67 intersections on the 10R and 30R Rapid routes and 24 Rapid buses with an improved and more reliable GPS-based signal-priority system. All intersection and on-board equipment has been installed and is operational. Final programming and coordination with the cities is ongoing to ensure all equipment is operating correctly, after which the project will be accepted and closed out.

Pleasanton BRT Corridor Enhancement Project (Rapid Stops on Santa Rita)



Construction is under way on enhancements to 19 stops along the 10R corridor in Pleasanton. Deep excavations began last month to install concrete footings for the new Rapid medallion signs along the corridor. Some utility conflicts were encountered in the work which have been resolved, and progress is expected to resume by the end of November with pouring concrete for the foundations as well as new pads for the new shelters and amenities where needed, after which installation of equipment will begin. Work is expected to continue throughout the fall months with completion scheduled for very early in 2021.

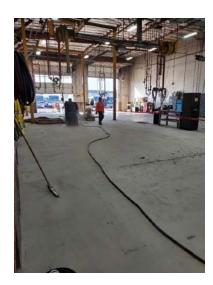
Dublin Parking Garage Project

Alameda County serves as the Lead Agency on this project in partnership with LAVTA as project sponsor. Earlier this month the County issued an RFQ to identify and select qualified proposers for the final design-build RFP. Alameda County staff anticipates County awarding the construction contract in spring 2021, with completion in 2023.

Maintenance Shop Floor Resurfacing Project

Work on the maintenance shop floor at the Rutan Facility commenced early November and has been completed on schedule. Due to the cost savings by choosing Servicon Systems, Inc. as the vendor, LAVTA was able to get the steam wash bay floor resurfaced in addition to the regular maintenance bays while staying significantly under budget.

Before and after:





Transit app partnership

LAVTA partnered with the Transit app team to roll out real-time bus crowding status on our vehicles to help passengers plan their trips with social distancing in mind. The next feature in the process of development will allow passengers to rate their experience and provide feedback in the app immediately after taking a trip. This valuable information can be used to improve our service quality.



LAVTA COMMITTEE ITEMS - December 2020 - April 2021

Projects & Services Committee

December Minutes	Action X	Info
*Typically December committee meetings are cancelled	^	
January	Action	Info
Minutes	X	
DAR Customer Satisfaction Survey	Χ	
February Minutes	Action X	Info
March Minutes	Action X	Info
April	Action	Info
Minutes	X	