

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

**Tri-Valley Accessible Advisory Committee**

**Meeting**

**DATE:** Wednesday, November 6, 2019

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

**TIME:** 3:30 p.m.

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**AGENDA**

	<b>Action Recommended by Staff</b>	
<b>1. Call to Order</b>		<b>3:30</b>
<b>2. Roll Call</b>		
<b>3. Approval of Agenda and Modifications if necessary</b>	<b>Action</b>	
<b>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)</b>	<b>Information</b>	<b>3:35</b>
<b>5. Minutes of the September 4, 2019 meeting (please review prior to meeting)</b>	<b>Action</b>	<b>3:40</b>

<b>6. FY 2018/19 4<sup>th</sup> Quarter Operations Report</b>	<b>Information</b>	<b>3:45</b>
<b>7. PAPCO Report</b>	<b>Information</b>	<b>3:55</b>
<b>8. Service Updates &amp; Concerns</b>	<b>Discussion</b>	<b>4:00</b>
<b>9. Adjournment</b>		<b>5:00</b>

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

*Jennifer Suda*

*11/1/19*

*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 5**



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

**Tri-Valley Accessible Advisory Committee**

**DATE:** Wednesday, September 4 2019

**PLACE:** Pleasanton Senior Center  
5353 Sunol Blvd., Pleasanton, CA 94566

**TIME:** 3:30 p.m.

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**DRAFT MINUTES**

**1. Call to Order**

The TAAC Chair Herb Hastings called the meeting to order at 3:36 pm.

Members Present:

Judith LaMarre	City of Livermore
Bob Chulata	City of Livermore – Alternate
Shawn Costello	City of Dublin
Connie Mack	City of Dublin
Helen Buckholz	City of Dublin – Alternate
Sue Tuite	City of Pleasanton
Herb Hastings	County of Alameda
Amy Mauldin	Social Services Member
Melanie Henry	Social Services Member

Ester Waltz                      PAPCO Representative

Staff Present:

Jonathan Steketee	LAVTA
Kadri Kulm	LAVTA
Ashley Wong	LAVTA
Simeran Saraan	LAVTA
Cliff Crabtree	MTM
Christian Pereira	MV Transit

Public:

Diana Houghtaling

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)**  
None.
- 3. Minutes of the June 26, 2019 meetings of the Committee**  
Approved.  
Costello/Waltz  
Buckholz abstained
- 4. 2019 Alameda County Fair Shuttle and Ridership**  
Staff reported on the Fair Shuttle (Route 52) ridership. The dedicated shuttle carried a total of 2,892 boardings throughout its operation during the Fair. Combined with the routes #10R and #8 Wheels carried 3,744 passengers in total to and from the Fair.  
Esther Waltz said she liked the way the route was done this year.  
Shawn Costello said that there was overcrowding at the circle and he had hard time getting near the bus in his wheelchair. He reported that there were parked cars at the turnaround, which makes it hard for the buses to maneuver. Shawn suggested that wheelchairs be able to get on the bus first and have "buses only" sign at the turnaround.
- 5. Dial-A-Ride Customer Satisfaction Survey of June 2019**  
The staff reported on the latest Dial-A-Ride customer satisfaction survey, which was conducted in the Summer of 2019. A total of 289 surveys were completed including both phone and online surveys. Comparing the results of this latest survey to the one that was conducted six months prior there were no statistically significant differences between the ratings in the two surveys.
- 6. PAPCO Report**  
Esther Waltz reported on the last PAPCO meeting and she said that the next PAPCO meeting is scheduled for September 23<sup>rd</sup>.
- 7. Service Updates & Concerns**  
Staff reported that the cameras had been installed on the most paratransit fleet, all drivers should now be in uniform and have badges. Staff also updated the committee of the various projects and studies, including the Shared Automatic Vehicles project.

Judy LaMarre noted that the reservationists are not asking any more what time the customer needs to be at the destination location. Staff will look for software solutions.

**8. Chair Report**

The Chair Herb Hastings informed the committee of the recent regional paratransit emergency critical transportation tabletop exercise that took place in Oakland. LAVTA staff also participated in this tabletop exercise. The scenario was wildfires.

**9. Adjournment**

Meeting adjourned at 4:55 pm

**AGENDA**

**ITEM 6**



**S T A F F   R E P O R T**

SUBJECT: FY 2019 4th Quarter Report – Operations

FROM: Jonathan Steketee, Customer Service and Contract Compliance  
Manager

DATE: November 6, 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:**

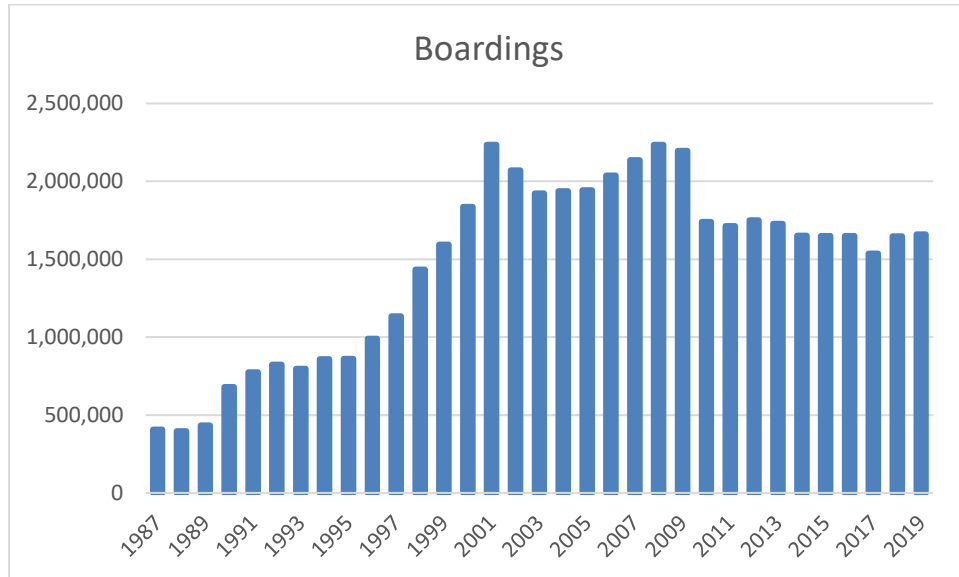
- Fixed Route On-Time Performance stayed relatively level compared to the same quarter the year prior despite heavy road construction.
- Paratransit On-Time Performance continues to improve.
- Customer Service complaints did increase. However, 10 of the complaints (Safety) were in regards to one specific 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



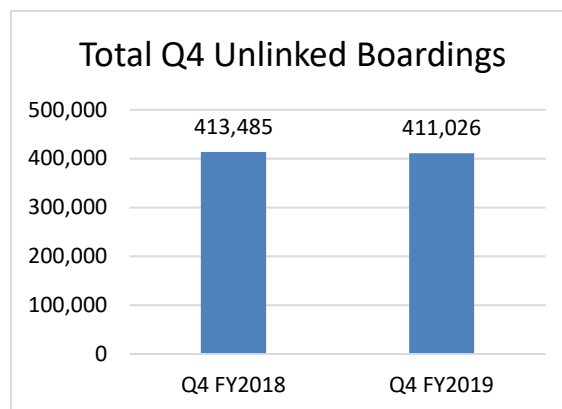
ridership in Q1 of FY2020 is projected to be approximately 9% higher than Q1 of FY18.

## Fixed Route

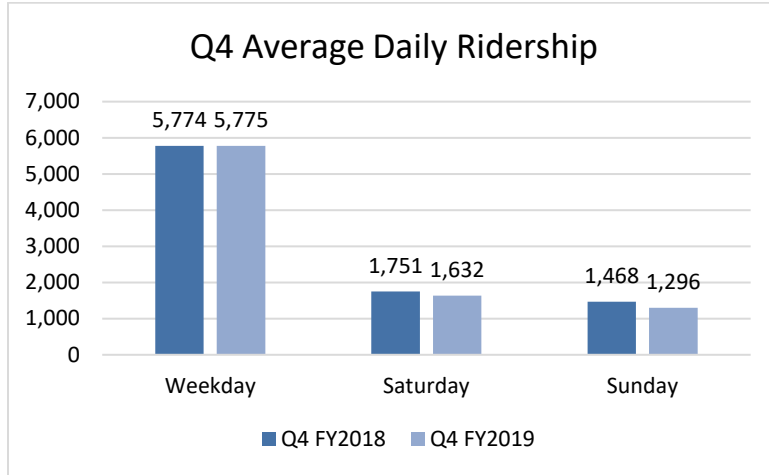
Year-over-year, FY2018 to FY2019 continued the steady positive trend in ridership at +0.8%. The primary drivers in sustaining ridership have been the Las Positas College pass program and increased demand for high school student ridership.



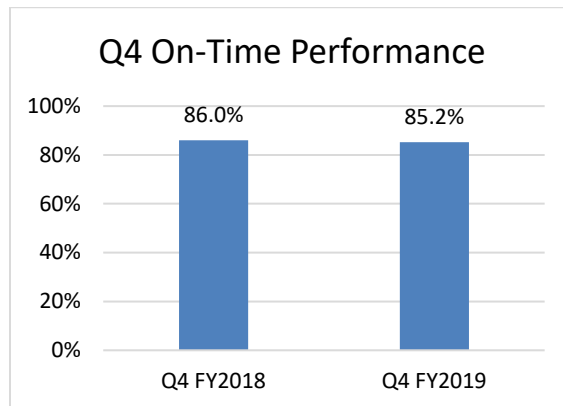
Turning to the quarterly year-on-year comparisons, the chart below shows the total number of boardings for the fourth quarter of this fiscal year, compared with the same quarter of last year. A total of 411,026 boardings were recorded in Q4 of FY2019 – a slight decrease of -0.6% for the quarter compared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

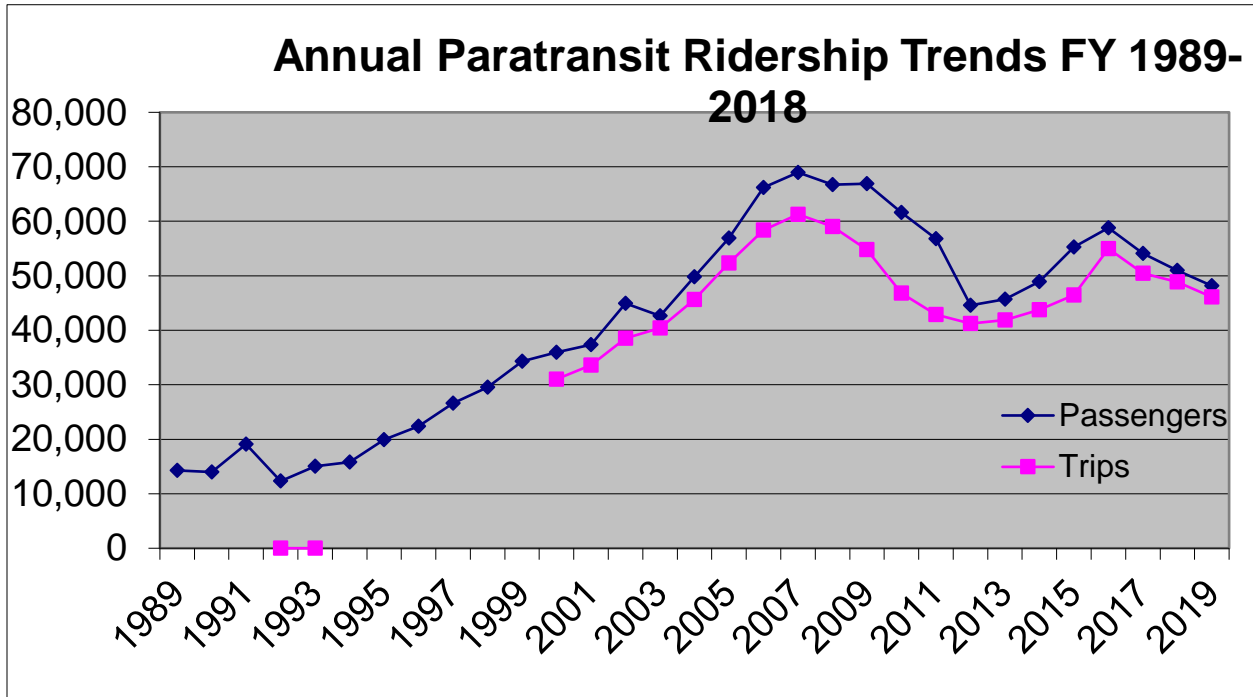


On-time performance for the fixed route system in Q4 was down slightly compared to Q4 last year, with an average on-time percentage of 85.2%.

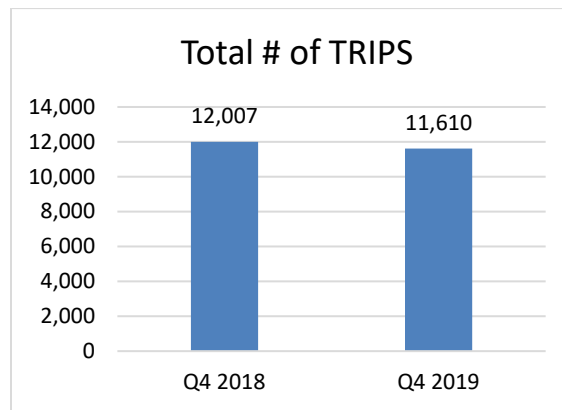


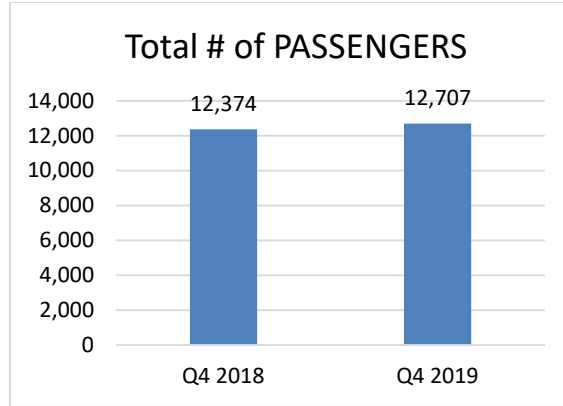
## Paratransit

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:

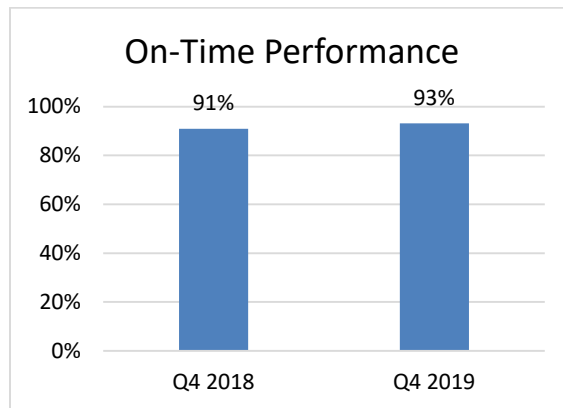


When comparing the Q4, FY19 to the year prior, Q4, FY18, we can see that there has been a decrease of 3.31% in the number of one-way trips while there has been an increase of 2.69 % in the number of total passengers, which the following two graphs illustrate. The total number of passengers' statistics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



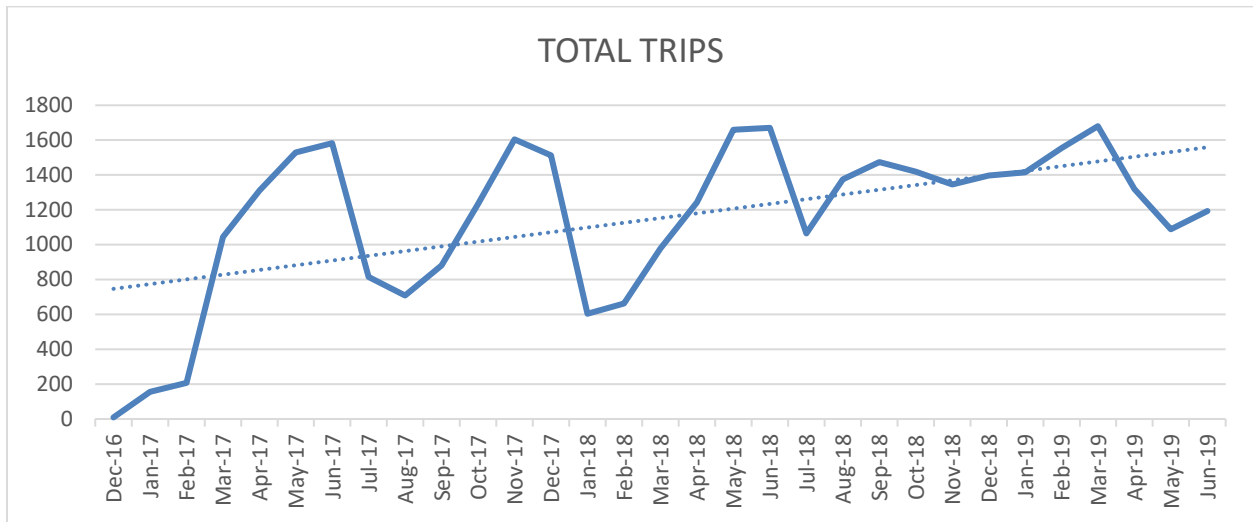


On-time performance (OTP) has improved by 2% from 91% in Q4, FY18 to 93% in Q4, FY19.



## GoDublin

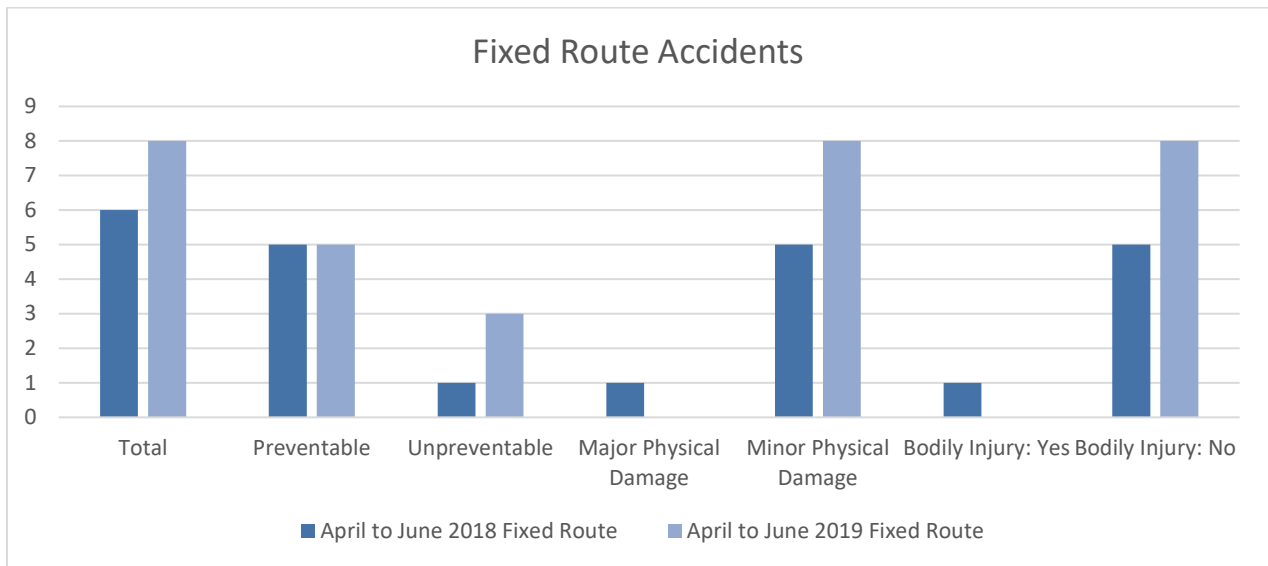
The GoDublin program continues to thrive. In March 2019 the number of rides provided per month peaked at 1,680 rides. The public subsidy per ride average over the duration of the program is \$2.81. While rides did reduce during Q4FY19, there continues to be a positive upward trend overall. In part, the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



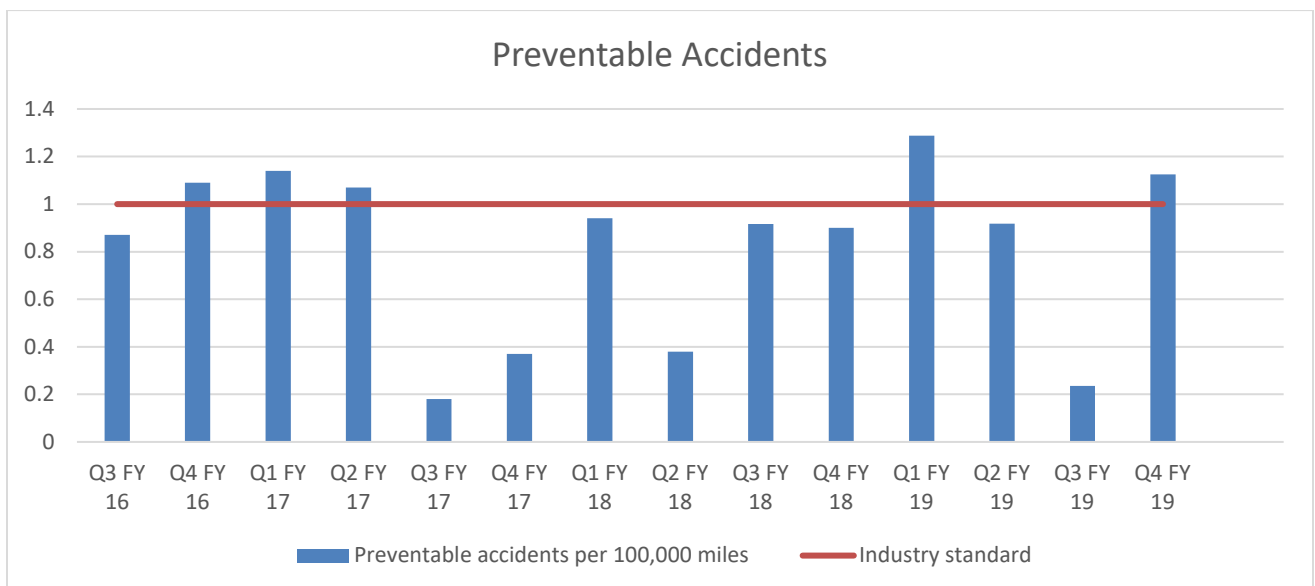
## Accidents/Incidents

### Fixed Route

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

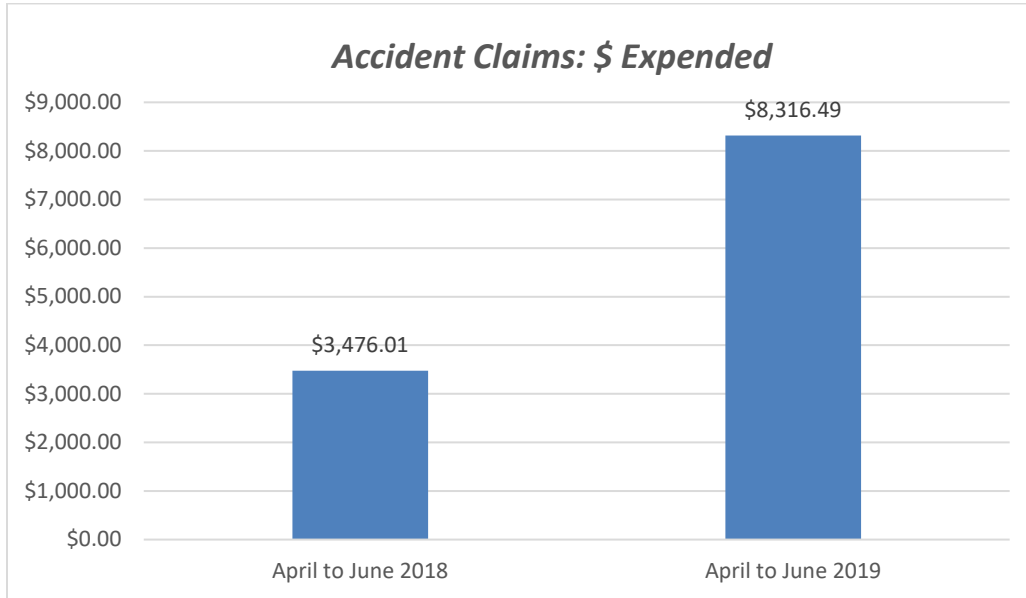


Using the transportation industry standard measurement of accident frequency ratio (AFR), we had a ratio of 1.12 accidents per 100,000 miles which is slightly higher than the industry standard 1.0 and was an increase from Q4FY18 which had a frequency of 0.98 per 100,000 miles.

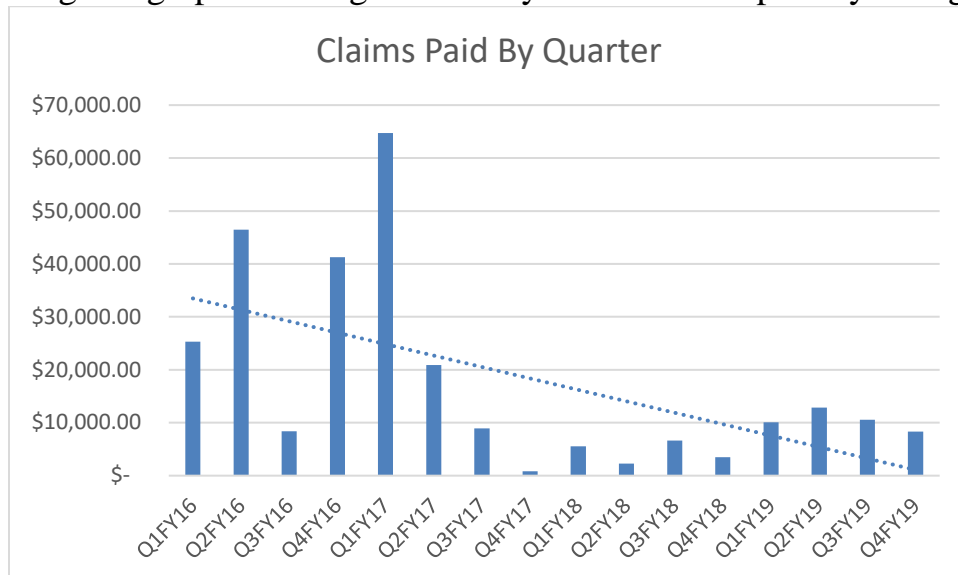


## Claims Activity

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.



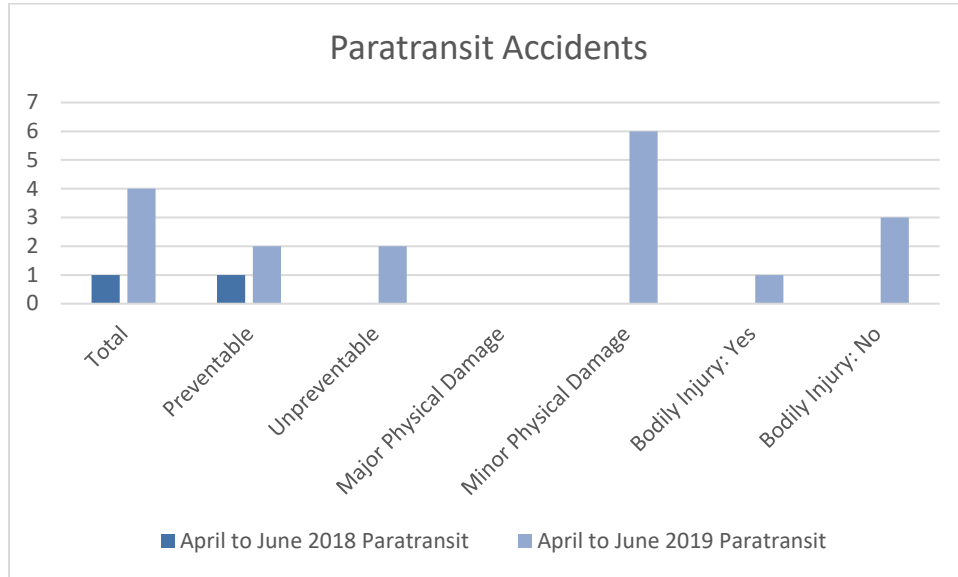
The following is a graph showing the last 4 years of claims paid by the agency:





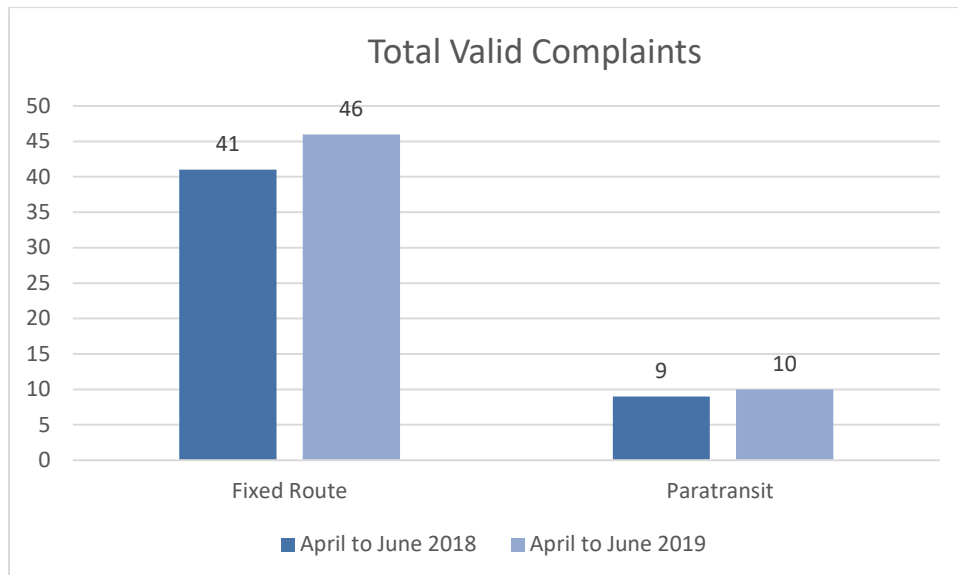
Accidents/Incidents  
Paratransit

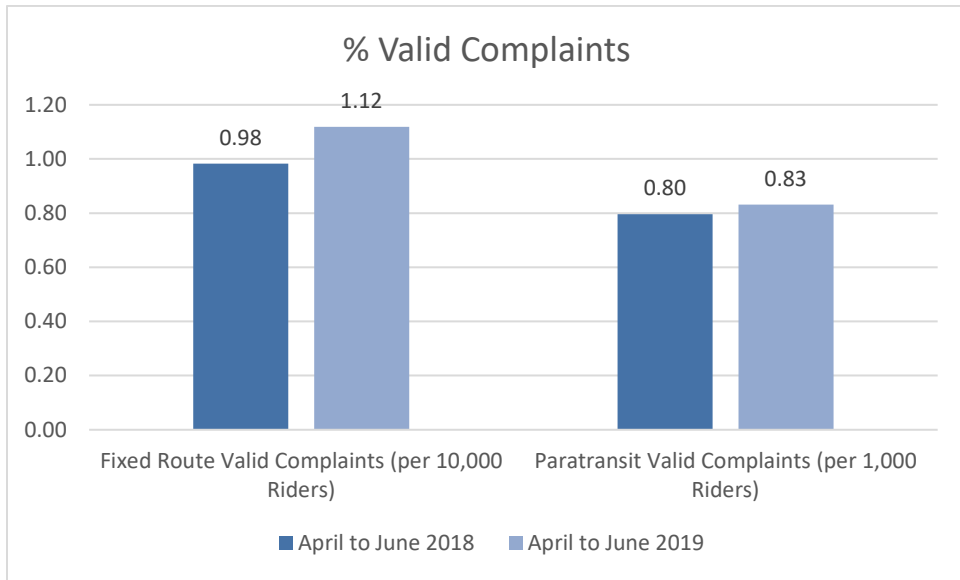
In Q4 FY2019 there was an increase of one preventable accident in paratransit:



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 8**



STAFF REPORT

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

FROM: Jonathan Steketee, Customer Service & Contract  
Compliance Manager

DATE: November 6, 2019

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**Action Requested**  
Informational Only

**Update**

*Fixed Route Ridership*

In the 1<sup>st</sup> Quarter of fiscal year 2020, fixed route ridership has increased significantly, with an 8.4% increase in July, an 8.0% increase in August and a 16.6% increase in September compared to the same months last year. Our average weekday ridership in September was 8,007, which was the first time we have exceeded the 8,000 mark since November 2008, 129 months ago. Ridership gains on our Dublin and Pleasanton school services account for approximately half of the increase and increased ridership by Las Positas students accounted for another 10% of the growth.

The 4<sup>th</sup> quarter of fiscal year 2019 included two months with slight ridership gains over FY18 and one month (June) with a decline in ridership compared to the previous year. Overall, ridership was slightly down by 2,459 rides (0.6%) 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.

*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. Staff anticipates completing this transition by the end of the fiscal year, provided LAVTA and the City of Pleasanton agree to terms of any new arrangements.

#### *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.

#### *GoDublin Expansion*

Staff is looking to expand the TNC partnership to include the rest of the LAVTA service area. We are fine tuning the plans and also working with the BAAQMD, grant administrator, to finalize the funding agreement. Staff has also been working with County Connection to provide TNC service for the area of the old CCTA route 36.

#### *Clipper Card on DAR*

With the expansion to Clipper 2.0, there is a plan to also have Clipper available on the DAR vehicles. The contractor for Clipper is still working on the specifics.

#### *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 is 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:

**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 finance

Jamie Walters in operations